FIAT

WARRANTY INFORMATION

2024



FIAT

Please note that this new vehicle limited warranty contains a binding arbitration provision that may affect your legal rights, and you agree that, pursuant to the arbitration provision contained in this book, that either you or FCA US LLC may elect to resolve any dispute by neutral, binding arbitration and not by a court action. See the binding arbitration provision contained in “section 1.3” of this new vehicle limited warranty for additional information concerning the agreement to arbitrate. The binding arbitration provision contained in this warranty book does not affect any rights a consumer has to participate in any of FCA’s nonbinding arbitration programs or any voluntary arbitration programs sponsored by any state or government agency.

Basic Limited Warranty Coverage 4 years/50,000 miles Specified Components 1 year/12,000 miles	**Corrosion Limited Warranty** All Panels 3 years/Unlimited mileage Outer Panels 5 years/Unlimited mileage
Electric Powertrain Limited Warranty Electric Vehicle Component 8 years/100,000 miles	**High Voltage Lithium-Ion Battery Limited Warranty** High Voltage Lithium-Ion Battery 8 years/100,000 miles

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1. Your Legal Rights Under These Limited Warranties

The warranties contained in this booklet are the only express warranties that FCA US LLC ("FCA US") makes for your vehicle. **These warranties give you specific legal rights. You may also have other rights that vary from state to state.** For example, you may have some implied warranties, depending on the state where your vehicle was sold or is registered.

These implied warranties are limited, to the extent allowed by law, to the time periods covered by the express written warranties contained in this booklet.

If you use your vehicle primarily for business or commercial purposes, then these implied warranties do not apply and FCA US LLC completely disclaims them to the extent allowed by law. The implied warranty of fitness for a particular purpose does not apply if your vehicle is used for racing, even if the vehicle is equipped for racing.

Some states do not allow limitations on how long an implied warranty lasts, so the above limitations may not apply to you.

1.1 INCIDENTAL AND CONSEQUENTIAL DAMAGES NOT COVERED

Your warranties do not cover any incidental or consequential damages connected with your vehicle's failure, either while under warranty or afterward.

Examples of such damages include:

- Lost time
- Inconvenience
- The loss of the use of your vehicle
- The cost of rental vehicles, telephone, travel, or lodging
- The loss of personal or commercial property
- The loss of revenue

Some states do not allow incidental or consequential damages to be excluded or limited, so this exclusion may not apply to you.

1.2 HOW TO DEAL WITH WARRANTY PROBLEMS

A. In General

Normally, warranty problems can be resolved by an authorized dealer's sales or service departments. Always talk to the authorized dealer's service manager or sales manager first. If you are not satisfied with the authorized dealer's response to your problem, FCA US LLC recommends that you discuss your problem with the owner or general manager of the authorized dealer.

If the authorized dealer still cannot resolve the problem, contact the FCA US LLC Customer Assistance Center at the address in "section 1.7".

B. What FCA US LLC Will Do

Once you have followed the recommended instructions described in "section 1.2 A", an FCA US LLC representative at FCA US LLC headquarters will review your situation. If it is something that FCA US LLC can help you with, FCA US LLC will provide an authorized FIAT® dealer with all the information and assistance necessary to resolve

the problem. Even if FCA US LLC cannot help you, FCA US LLC will acknowledge your contact and explain FCA US LLC's position.

If you cannot resolve your warranty problem after following the recommended instructions described in “section 1.2 A”, you may obtain a brochure describing FCA US LLC's Customer Arbitration Process (CAP), including an application, by calling 800-423-6343 for assistance. For further details on resolving your warranty problem, please see the Lemon Law booklet available online at www.mopar.com.

1.3 FCA US LLC DISPUTE SETTLEMENT PROGRAM

FCA US LLC offers a dispute settlement program under two options for customers. First, you may submit your claim to the National Center for Dispute Settlement (NCDS). For more information on the NCDS program, please see “section 1.4”. Second, if you prefer not to submit your claim to NCDS, or you are not satisfied with the result from NCDS, then you agree to resolve your dispute with FCA US LLC through binding arbitration as defined in “section 1.7”.

1.4 VOLUNTARY NON-BINDING ARBITRATION PROCESS

FCA US LLC offers a non-binding voluntary dispute resolution process in all 50 states, which is administered by the National Center for Dispute Settlement (NCDS).

This service is strictly voluntary, and you may submit your dispute directly to the CAP at no cost. The CAP is administered by an independent dispute settlement organization and may be contacted in writing at the following address:

National Center for Dispute Settlement (NCDS)

FCA US LLC Customer Arbitration Process

P.O. Box 515315

Dallas, TX 75251-5315

The CAP reviews only vehicle disputes involving FCA US LLC (“FCA US”) Limited Warranty or an FCA US LLC/Mopar® Part Limited Warranty. The CAP does not review disputes involving the sale of a new or used vehicle, personal injury/property damage claims, disputes relating to the design of the vehicle or a part, or disputes which are already the subject of litigation.

The CAP will need the following information from you:

1. Legible copies of all documents and repair orders relevant to your case.
2. Vehicle Identification Number (VIN) of your vehicle.
3. A brief description of your unresolved concern.
4. The identity of your servicing/selling dealer.
5. The date(s) of repair(s) and mileage at the time.
6. The current mileage.
7. A description of the action you expect to resolve your concern.

Upon receipt of your request:

- The National Center for Dispute Settlement (NCDS) will acknowledge receipt of your request, by email or mail, within 10 days, and advise you whether or not your dispute is within the jurisdiction of the process.
- When your request is within jurisdiction, NCDS will request FCA US LLC to present their side of the dispute. You will receive copies of the responses.
- While your dispute is pending, NCDS or FCA US LLC may contact you to see if your case can be settled by agreement. If a settlement is offered to you, FCA US LLC will ask you to sign a form that contains that settlement. Your case will then be closed. There is no requirement for you to participate in this settlement process.
- If you requested an oral hearing with NCDS, they will contact you to arrange a convenient time and place for a hearing. Usually, this will be at a dealer near you or by teleconference.
- If you request a documents-only review, a panel of neutral arbitrators will review and decide your case. Neither you nor FCA US LLC need be present.
- NCDS will send you a written Statement of Decision. This statement will include the decision, any action to be taken by FCA US LLC and the time by which the action must be taken. The decision will be binding on FCA US LLC but not on you unless you accept the decision.
- If any action is required of FCA US LLC, you will be contacted within 10 days after the date by which FCA US LLC must act to determine whether performance has been rendered.
- The entire dispute settlement process will normally take no longer than 40 days.

1.5 NOTICE UNDER STATE LEMON LAWS

A. Some states have laws allowing you to get a replacement vehicle or a refund of the vehicle's purchase price under certain circumstances. These laws vary from state to state. If your state law allows, FCA US LLC requires that you first notify us in writing of any service difficulty that you may have experienced so that we can have a chance to make any needed repairs before you are eligible for remedies provided by these laws. In all other states, we ask that you give us written notice of any service difficulty. Send your written notice to the FCA US LLC Customer Assistance Center using the address in "section 1.8".

B. For California residents, FCA US LLC has chosen to opt-in to the provisions of the California Code of Civil Procedure, Sections 871.20 through 871.30 and the provisions of those chapters that govern vehicles. Notices pursuant the Song-Beverly Consumer Warranty Act, containing an accurate Vehicle Identification Number (VIN) of the motor vehicle, and a brief summary of the repair history and problems with the motor vehicle should be emailed to warrantynotice@stellantis.com. Also, notices may be sent by certified or registered mail, return receipt requested to P.O. Box 436000 Pontiac, MI 48343. Additional information can be found at http://www.dca.ca.gov/acp/.

NOTE:

California residents asserting a claim arising under the Song-Beverly Consumer Warranty Act agree to arbitrate related claims for attorney fees with the National Center for Dispute Settlement, LLC ("NCDS") under its Attorney Fee Arbitration Rules, as then in effect.

B. Para los residentes de California, FCA US LLC ha optado por acogerse a las disposiciones del Código de Procedimiento Civil de California, secciones 871.20 a 871.30 y las disposiciones de esos capítulos relativas a vehículos. Las notificaciones de conformidad con la Ley Song-Beverly de garantías del consumidor, que deben contener un número preciso de identificación del vehículo motorizado (VIN), y una breve reseña del historial de reparación y los problemas con el vehículo motorizado, se enviarán por correo electrónico a warrantynotice@stellantis.com. Los avisos también pueden ser enviados por correo certificado o registrado, con acuse de recibo, a P.O. Box 436000 Pontiac, MI 48343. Encontrará más información en http://www.dca.ca.gov/acp/.

NOTA:

Los residentes de California que presenten una reclamación bajo la Ley Song-Beverly de garantías del consumidor, acuerdan arbitrar las reclamaciones que correspondan a honorarios legales con el Centro Nacional para Liquidación de Disputas, LLC ("NCDS"), en consonancia con sus reglas de arbitraje para honorarios legales vigentes en ese momento.

1.6 CALIFORNIA RESIDENTS ONLY

FCA US LLC offers a non-binding dispute resolution program in the state of California that has been certified by the Arbitration Certification Program of the state. The California Dispute Settlement Program (CDSP) is a neutral third-party arbitration provider that administers the cases. Detailed program information can be found online at www.mopar.com under Warranty/Additional Publications or in the California Dispute Settlement Program booklet provided with your vehicle.

Important: Before seeking remedies through a court action pursuant to the Magnuson-Moss Warranty Act (“the Act”), you must first utilize the Dispute Settlement Program or, in California, the California Dispute Settlement Program (CDSP) described above. If you choose to pursue rights and remedies not created by the Act, you are not required to use the Dispute Settlement Program. You may also be required to use the Dispute Settlement Program or CDSP before seeking remedies under the “Lemon Laws” of your state. Please check the “Lemon Law and Tire Information” booklet online for additional information and the requirements applicable to your state.

The decision of the arbitrator is non-binding on you. If you reject the decision of the arbitrator, you may pursue other legal remedies under state or federal law. Decisions pursuant to the Dispute Settlement Program or CDSP do not include attorney’s fees, civil penalties, punitive damages, multiple damages, or consequential damages other than incidental damages which you may be entitled to under law. Depending on federal or state law, the decision may or may not be introduced as evidence by the consumer or the company in any civil court action relating to any matter that has been resolved in your arbitration hearing.

1.7 VOLUNTARY BINDING ARBITRATION PROVISION

Please carefully read this binding arbitration provision, which applies to any dispute between you and FCA US LLC and its affiliates (together “FCA”, “we” or “us”). If you have a concern or dispute, please send a

written notice describing it and your desired resolution to FCA US LLC Office of the General Counsel, 1000 Chrysler Drive, CIMS 485-13-62, Auburn Hills, MI 48326-2766. This binding arbitration provision does not affect any rights a consumer has to participate in any of FCA US LLC's nonbinding arbitration programs or any voluntary arbitration programs sponsored by any jurisdiction or government agency.

If your concern or dispute is not resolved within 60 days, you agree that any dispute arising out of or relating to any aspect of the relationship between you and FCA US LLC will not be decided by a judge or jury but instead by a single arbitration administered by the **American Arbitration Association (AAA)** under its **Consumer Arbitration Rules** in effect at the time you signed the Agreement to Arbitrate. This includes claims arising out of your warranty and claims arising before this agreement, such as claims related to statements about our products.

FCA US LLC will pay all AAA fees and costs for any arbitration, which will be held in the city or county of your residence. To learn more about the rules and how to begin an arbitration, you may call any AAA office or go to www.adr.org.

The arbitrator may only resolve disputes between you and FCA US LLC and may not consolidate claims without the consent of all parties. You and FCA US LLC may bring claims against the other only in your or its individual capacity and not as a plaintiff or class member in any class or representative action. The arbitrator cannot hear class or representative claims on behalf of others purchasing or leasing FCA US LLC vehicles. If a court or arbitrator decides that any part of this agreement to arbitrate cannot be enforced as to a particular claim for relief or remedy (such as declaratory relief), then that claim or remedy (and only that claim or remedy) shall be severed and must be brought in court and any other claims must be arbitrated.

If you prefer, you may instead take an individual dispute to small claims court.

You may opt out of arbitration within 30 days of taking delivery of the vehicle and signing the Arbitration Acknowledgment Form at the dealer. To opt out of the binding arbitration program, send a letter to: FCA US LLC Office of the General Counsel, 1000 Chrysler Drive, CIMS 485-13-62, Auburn Hills, MI 48326-2766, stating your name, Vehicle Identification Number (VIN), and intent to opt out of the arbitration provision. If you do not opt out, then this provision to arbitrate is binding.

1.8 HELPFUL ADDRESSES AND TELEPHONE NUMBERS

Here are the addresses and telephone numbers of the FCA US LLC Customer Assistance Centers that can help you wherever you happen to be. Contact the one that covers your area:

- **In United States:**

  FCA US LLC Customer Assistance Center

  P.O. Box 21-8004

  Auburn Hills, Michigan 48321-8004

  Phone: 888-242-6342

- **In Mexico:**

  Customer Relations Office

  Prolongación Paseo de la Reforma 1240

  Santa Fe, C.P. 05109

  México, CDMX

  Phone (in Mexico): 800-505-1300

  Phone (outside Mexico): (52) 55 5081 4568

- **In Canada:**

  FCA Canada Customer Care

  Chrysler Centre

  P.O. Box 1621

  Windsor, Ontario N9A-4H6

  Phone: 800-465-2001

- **In Puerto Rico and US Virgin Islands:**

  FCA Caribbean LLC Customer Service

  P.O. Box 191857

  San Juan, Puerto Rico 00919-1857

  Phone: 888-242-6342

2. What Is Covered Under FCA US LLC's Warranties

2.1 BASIC LIMITED WARRANTY

A. Who Is Covered

You are covered by the Basic Limited Warranty if you are a purchaser for use of the vehicle.

B. What Is Covered

The Basic Limited Warranty covers the cost of all parts and labor needed to repair any item on your vehicle when it left the manufacturing plant that is defective in material, workmanship or factory preparation. There is no list of covered parts since the only exceptions are the parts in "section 2.1 C". These warranty repairs or adjustments, including all parts and labor connected with them, will be made by an authorized FIAT® dealer at no charge, using new or remanufactured parts.

C. Items Covered By Other Warranties

The following are covered by separate warranties offered by their makers. They are **not covered** by the Basic Limited Warranty:

- Tires
- Items added or changed after your vehicle left the manufacturing plant, such as accessories or protection products, or items changed because of customization

Be sure you get a copy of any warranty that applies to these items from the manufacturer of the product.

D. Towing Costs Are Covered Under Certain Circumstances

Roadside Assistance covers the cost of towing your vehicle to the nearest authorized FIAT® dealer if your vehicle cannot be driven because a covered part has failed. If you choose to go to another dealer, you will be responsible for the cost. Refer to "section 5.2" for information on how to get Roadside Assistance service in the United States, Canada and US Possessions and Territories.

E. When It Begins

The Basic Limited Warranty begins on either of the following dates, whichever is earlier:

- The date you take delivery of the vehicle.
- The date when the vehicle was first put into use, for example, as a dealer "demo" or as a FCA US LLC company vehicle.

F. When It Ends

The Basic Limited Warranty lasts for four years from the date it begins or for 50,000 miles on the odometer, whichever occurs first.

The following items are covered only for one year or for 12,000 miles on the odometer, whichever occurs first:

- Brakes (rotors, pads, linings, and drums)
- Bulbs
- Clutch discs or modular clutch assembly (if equipped)
- Key fob battery

- Wheel alignment and wheel balancing
- Windshield and rear window
- Wiper blades

G. Registration And Operation Requirements

The Basic Limited Warranty covers your vehicle only if:

- The vehicle was built for sale and registered in the US, US Possessions and Territories.
- The vehicle is driven mainly in the US, US Possessions and Territories, Canada and Mexico.
- The vehicle is operated and maintained in the manner described in your Owner's Manual.

EXCEPT WHERE SPECIFICALLY REQUIRED BY LAW, THERE IS NO WARRANTY COVERAGE ON THIS VEHICLE IF IT IS SOLD IN OR REGISTERED IN COUNTRIES OTHER THAN THE UNITED STATES, UNITED STATES POSSESSIONS AND TERRITORIES.

This policy does not apply to a vehicle that has received authorization for export from FCA US LLC. Dealers may not give authorization for export. Consult an authorized dealer to determine a vehicle's warranty coverage if you have any questions.

This policy does not apply to a vehicle registered to US government officials or military personnel on assignment outside of the United States.

H. If You Move

If you move to another country, be sure to contact the FCA US LLC Customer Assistance Center in "section 1.7" and the customs department of the destination country before you move. Vehicle importation rules vary considerably from country to country. You may be required to present documentation of your move to FCA US LLC in order to continue your warranty coverage. You may also be required to obtain documentation from FCA US LLC in order to register your vehicle in your new country.

I. Vehicle Registration Notice

If your vehicle is registered outside of the United States, US Possession or Territory, and you have not followed the procedure set out above, your vehicle will no longer be eligible for warranty coverage of any kind. Vehicles registered to United States government officials or military personnel on assignment outside of the US will continue to be covered.

2.2 CORROSION LIMITED WARRANTY

A. Who Is Covered

You are covered by the Corrosion Limited Warranty if you are a purchaser for use of the vehicle.

B. What Is Covered

The Corrosion Limited Warranty covers the cost of all parts and labor needed to repair or replace any sheet metal panels that get holes from rust or other corrosion. If a hole occurs because of something other than corrosion, this warranty does not apply. Cosmetic or surface corrosion may be covered under the warranty. The cause of cosmetic or surface corrosion will determine if there is coverage. Cosmetic or

surface corrosion resulting from stone chips or scratches in the paint is not covered.

For more details on what is not covered by this warranty, refer to “section 3.5”.

C. How Long It Lasts

The Corrosion Limited Warranty starts when your Basic Limited Warranty begins in “section 2.1 E”.

This warranty has two time-and-mileage limits:

- For sheet metal panels, the limit is three years with no mileage limit.
- For an outer-body sheet metal panel, one that is finish-painted and that someone can see when walking around the vehicle, the limit is five years with no mileage limit.

D. What Is Not Covered

Please note that while the standard Corrosion Limited Warranty applies to defects in material and/or workmanship, it does not cover the vehicle's matte finish appearance (if equipped).

Maintaining the matte finish appearance is solely the responsibility of the vehicle owner as described in your Owner's Manual.

2.3 ELECTRIC POWERTRAIN LIMITED WARRANTY

A. Who Is Covered

You are covered by the Electric Powertrain Limited Warranty if you are a purchaser for use of the vehicle.

How Long It Lasts

The Electric Powertrain Limited Warranty starts when your Basic Limited Warranty begins calculated from the start date of the Basic Limited Warranty, as set forth in “section 2.1 E”.

- The **Electric Powertrain Limited Warranty** lasts for up to 8 years or 100,000 miles on the odometer, whichever occurs first, covering ONLY the following electric vehicle components:
- Propulsion battery pack and all internal components
- Electric Drive Unit (EDU)(s) and all internal components

B. Towing Costs Are Covered

Roadside Assistance covers the cost of towing your vehicle to the nearest authorized FIAT® dealer if your vehicle cannot be driven because a covered part has failed.

If you choose to go to another dealer, you will be responsible for the cost. Refer to “section 5.2” for information on how to get Roadside Assistance service in the United States, Canada and US Possessions and Territories.

2.4 HIGH VOLTAGE LITHIUM-ION BATTERY LIMITED WARRANTY

A. Who Is Covered

You are covered by the High Voltage Lithium-Ion Battery Limited Warranty if you are a purchaser for use of the vehicle.

B. How Long It Lasts

The High Voltage Lithium-Ion Battery Limited Warranty coverage is for eight years or 100,000 miles on the odometer, whichever occurs first, calculated from start date of the Basic Limited Warranty, as set forth in "section 2.1 E".

C. Towing Costs Are Covered

Roadside Assistance covers the cost of towing your vehicle to the nearest authorized FIAT® dealer if your vehicle cannot be driven because a covered part has failed. If you choose to go to another dealer, you will be responsible for the cost. Refer to "section 5.2" for information on how to get Roadside Assistance service in the United States, Canada and US Possessions and Territories.

D. Gradual Capacity Loss

Like all batteries, the high voltage lithium-ion battery will experience gradual capacity loss with time and use. The loss of battery capacity due to or resulting from gradual capacity loss is not covered under the High Voltage Lithium-Ion Battery Limited Warranty.

E. High Voltage Lithium-Ion Battery Exclusions

Your warranties do not cover the costs of repairing damage or conditions caused by any of the following:

- Physically damaging the high volateg lithium-ion battery or intentionally attempting to reduce the life of the high voltage lithium-ion battery
- Leaving your vehicle for over 30 days where the high voltage lithium-ion battery reaches a zero or near zero state of charge
- Neglecting to follow correct charging procedures as recommended in your Owner's Manual
- Use of incompatible charging devices as recommended in your Owner's Manual
- Opening the high voltage lithium-ion battery enclosure or having it serviced by someone other than an authorized repair facility certified technician
- Exposing the high voltage lithium-ion battery to contact with a direct flame
- Exposing your vehicle to ambient temperatures above 140°F (60°C) for over 24 hours

3. What Is Not Covered

3.1 MODIFICATIONS NOT COVERED

A. Some Modifications Do Not Void The Warranties But Are Not Covered

Certain changes that you might make to your vehicle do not, by themselves, void the warranties described in this booklet. Examples of some of these changes are:

- Installing non-FCA US LLC parts, components, or equipment such as a non-FCA US LLC radio or cruise control.
- Using special non-FCA US LLC materials or additives.
- Modifying the front fascia/bumper, vehicle body structure, or adding aftermarket side steps or running boards.
- Replacing windshields on vehicles equipped with Advanced Driver Assist systems with non-FCA US LLC parts.
- Using aftermarket collision parts.
- Attaching or installing any aftermarket accessories, including transparent material (e.g. glass tinting) or aftermarket grilles.

NOTE:
Non-FCA US LLC parts can also impact downstream or other related safety systems.

Your warranties do not cover any part that was not on your vehicle when it left the manufacturing plant or is not certified for use on your vehicle. Nor do they cover the costs of any repairs or adjustments that might be caused or needed because of the installation or use of non-FCA US LLC parts, components, equipment, materials, or additives.

Performance or racing parts are considered to be non-FCA US LLC parts. Repairs or adjustments caused by their use are not covered under your warranties.

Examples of the types of alterations not covered are:

- Installing accessories, except for genuine FCA US LLC/Mopar® accessories installed by an authorized FIAT® dealer.
- Applying rustproofing or other protection products.
- Changing the vehicle configuration or dimensions, such as converting the vehicle into a limousine.
- Using any refrigerant that FCA US LLC has not approved.

B. Modifications That WILL Void Your Warranties

These actions will void your warranties:

- Disconnecting, tampering with, or altering the odometer, unless your repairing technician follows the legal requirements for repairing or replacing odometers.
- Attaching any device that disconnects the odometer.

3.2 ENVIRONMENTAL FACTORS NOT COVERED

Your warranties do not cover damage caused by environmental factors such as airborne fallout, bird droppings, insect damage, chemicals, tree sap, salt, ocean spray, niter, acid rain, and road hazards. Nor do your warranties cover damage caused by hailstorms, windstorms, tornadoes, sandstorms, lightning, floods, and earthquakes.

Your warranties do not cover conditions resulting from anything impacting the vehicle. This includes cracks and chips in glass, scratches and chips in painted surfaces, or damage from collision.

3.3 MAINTENANCE COSTS NOT COVERED

Your warranties do not cover the costs of repairing damage caused by poor or improper maintenance. Nor do they cover damage caused by the use of contaminated fuels, or by the use of fuels, oils, lubricants, cleaners or fluids other than those recommended in your Owner's Manual.

The warranties do not cover the costs of your vehicle's normal or scheduled maintenance. Some of these parts and services, which your warranties do not cover include:

- Lubrication
- Replacing filters, coolant, or fuses (unless those costs result from a covered repair)
- Cleaning and polishing
- Replacing worn wiper blades, worn brake pads and linings, or clutch linings

3.4 RACING NOT COVERED

Your warranties do not cover the costs of repairing damage or conditions caused by racing, nor do they cover the repair of any defects that are found as the result of participating in a racing event.

3.5 CERTAIN KINDS OF CORROSION NOT COVERED

Your warranties do not cover the following:

- Corrosion caused by accident, damage, abuse, or vehicle alteration
- Surface corrosion caused by such things as industrial fallout, sand, salt, hail, ocean spray, niter, and stones
- Corrosion caused by the extensive or abnormal transport of caustic materials like chemicals, acids, and fertilizers
- Corrosion of special bodies, body conversions, or equipment that was not on your vehicle when it left the manufacturing plant or was not supplied by FCA US LLC
- Corrosion caused by failure of not having the high voltage lithium-ion battery required services performed as recommended in your Owner's Manual

3.6 OTHER EXCLUSIONS

Your warranties do not cover the costs of repairing damage or conditions caused by any of the following:

- Fire or accident
- Abuse or negligence
- Misuse, for example, driving over curbs, overloading or using your vehicle as a power source
- Tampering with the emission systems, or with a part that could affect the emission systems
- Use of used parts, even if they were originally supplied by FCA US LLC, however, authorized FCA US LLC/Mopar® remanufactured parts are covered

- Windshield or rear window damage from external objects
- Any changes made to your vehicle that do not comply with FCA US LLC
- Using any fluid that does not meet the minimum recommendations in your Owner's Manual

3.7 TOTAL LOSS, SALVAGE, JUNK, OR SCRAP VEHICLES NOT COVERED

A vehicle has no warranty coverage of any kind if:

- The vehicle is declared a total loss by an insurance company.
- The vehicle is rebuilt after being declared a total loss by an insurance company.
- The vehicle is issued a certificate of title indicating that it is designated as “salvage”, “junk”, “rebuilt”, “scrap”, or some similar word.

FCA US LLC will deny warranty coverage without notice if it learns that a vehicle is ineligible for coverage for any of these reasons.

This exclusion does not apply to recall campaigns.

3.8 RESTRICTED WARRANTY

FCA US LLC may restrict the warranty on your vehicle if the vehicle is not properly maintained, or if the vehicle is abused or neglected, and the abuse or neglect interferes with the proper functioning of the vehicle. If the warranty is restricted, coverage may be denied or subject to approval by FCA US LLC before covered repairs are performed.

4. Other Terms Of Your Warranties

4.1 EXCHANGED PARTS MAY BE USED IN WARRANTY REPAIRS

In the interest of customer satisfaction, FCA US LLC may offer exchange service on some vehicle parts. This service is intended to reduce the amount of time your vehicle is not available for your use because of repairs. Parts used in exchange service may be new, remanufactured, reconditioned, or repaired, depending on the part involved.

All exchange parts that might be used meet FCA US LLC standards, and have the same warranties as new parts.

Examples of the kinds of parts that might be serviced in this way are:

- Electric Drive Unit
- Transmission Assemblies
- Instrument Cluster Assemblies
- Radios, CD and DVD Players
- Speedometers
- Powertrain Control Module (PCM)
- High voltage lithium-ion battery (with a lithium-ion battery of equal or greater capacity)

To help control suspected ozone depleting agents, the Environmental Protection Agency (EPA) requires the capture, purification, and reuse of automotive air conditioning refrigerant gases. As a result, a repair to the sealed portion of your air conditioning system may involve the installation of purified reclaimed refrigerant.

4.2 PRE-DELIVERY SERVICE

A defect in or damage to the mechanical, electrical, sheet metal, paint, trim, and other components of your vehicle may have occurred at the factory or while it was being shipped to an authorized FIAT® dealer.

Such a defect or damage is usually detected and corrected at the factory. In addition, an authorized FIAT® dealer must inspect each vehicle before delivery. They repair any defects or damage detected before the vehicle is delivered to you.

4.3 PRODUCTION CHANGES

Changes may be made in vehicles sold by FCA US LLC and their authorized FIAT® dealers at any time without incurring any obligation to make the same or similar changes on vehicles previously built or sold.

5. How To Get Warranty Service

5.1 WHERE TO TAKE YOUR VEHICLE

A. In The United States, US Possessions And Territories

Warranty service must be done by an authorized FIAT® dealer. We strongly recommend that you take your vehicle to your selling authorized FIAT® dealer. They know your vehicle best, and are most concerned that you get prompt and high quality service. If you move within the United States, US Possession or Territory, warranty service may be requested from any authorized FIAT® dealer.

B. In Canada And Mexico

If you are traveling temporarily in Canada or Mexico, and your vehicle remains registered in the United States, US Possession or Territory, your FCA US LLC warranty still applies. Service may be requested at any authorized FIAT® dealer.

C. In A Foreign Country Outside Of North America

If you are traveling temporarily outside of North America, and your vehicle remains registered in the United States, US Possession or Territory:

- Take your vehicle to an authorized FIAT® dealer. They should give you the same warranty service you receive in the United States, US Possession or Territory.
- If an authorized FIAT® dealer charges you for repairs which you feel should be covered under your warranty, please get a detailed receipt for the work done. Make sure that this receipt lists all warranty repairs and parts that were involved. This receipt will be similar to the one used by an authorized FIAT® dealer that normally services your vehicle.
- When your vehicle returns to the United States, US Possession or Territory, contact the FCA US LLC Customer Assistance Center in “section 1.7” for reimbursement consideration. You will normally need to provide a copy of the receipt, your vehicle registration and any other relevant documents.
- Reimbursement will not be considered if the vehicle does not return to the United States, US Possession or Territory.

5.2 HOW TO GET ROADSIDE ASSISTANCE SERVICE

A. Who Is Covered

You are covered by Roadside Assistance services if you are a purchaser for use of the vehicle. Calculated from the start date of the Basic Limited Warranty, as set forth in "section 2.1 E", Roadside Assistance services last for eight years or 100,000 miles, whichever occurs first. This applies to FIAT® 500e only.*

B. What To Do

If your vehicle requires 12V battery jump assistance, flat tire service, lockout service or towing as a result of a mechanical breakdown, call 1-888-242-6342 or go to https://fiat.rsahelp.com/ for assistance.

Provide your name, Vehicle Identification Number (VIN) — required for covered services, license plate number, and your location, including the telephone number from which you are calling. Briefly describe the nature of the problem and answer a few simple questions.

You will be given the name of the service provider and an estimated time of arrival. If you feel you are in an unsafe situation, please let us know. With your consent, we will contact local police or safety authorities.

C. If Unable To Contact Roadside Assistance

If you are unable to contact Roadside Assistance or unable to provide a valid Vehicle Identification Number (VIN) and you obtain towing services on your own, you may submit your original receipts from the licensed towing or service facility for services rendered within 30 days of the occurrence. Be sure to include your VIN, odometer mileage at the time of service and current mailing address. We will process the claim based on vehicle and service eligibility. If eligible, we will reimburse you for the reasonable amounts you actually paid, based on the usual and customary charges for that service in the area where they were provided. FCA US LLC's determination relating to reimbursement is final.

Correspondence should be mailed to:

FCA US LLC Customer Assistance Center

P.O. Box 9145

Medford, MA 02155

Attention: Claims Department

A claim can also be submitted online at https://stellantis.roadsidereimbursement.com.

FCA US LLC reserves the right to modify the terms or to discontinue the Roadside Assistance Program at any time. The Roadside Assistance

* Roadside assistance services provided through Cross Country Motor Club, Inc., 400 River's Edge Drive, Medford, MA 02155, except in AK, CA, HI, OR, WI, and WY, where services are provided by Cross Country Motor Club of California, Inc., 275 East Hillcrest Drive, Suite 165, Thousand Oaks, CA 91360.

Program is subject to restrictions and conditions of use, that which are determined solely by FCA US LLC.

D. Covered Services

Flat Tire Service

If you are inconvenienced by a flat tire, we will dispatch a service provider to use your vehicle's Tire Service Kit to seal small punctures up to 1/4 inch in the tire tread or your vehicle's temporary spare as recommended in your Owner's Manual. This is not a permanent flat tire repair.

12V Battery Jump Assistance

No time is a good time for a depleted battery, but with Roadside Assistance, you do not have to worry about being stranded. We will dispatch a service provider to provide you with 12V battery jump assistance any time, day or night.

Lockout Service

Whether the keys are locked in your vehicle or frozen locks are keeping you from getting on your way, Roadside Assistance can assist you. This service is limited to providing access to the vehicle's seating area. It does not cover the cost of replacement keys.

Towing Service

Roadside Assistance service gives you peace of mind and confidence. If your vehicle becomes disabled as a result of a mechanical breakdown, Roadside Assistance will dispatch a towing service provider to transport your vehicle to the nearest authorized FIAT® dealer.

5.3 EMERGENCY WARRANTY REPAIRS

If you have an emergency and have to get a warranty repair made by someone other than an authorized FIAT® dealer, follow the reimbursement procedure in “section 5.1 C”.

6. Optional Service Contract

Mopar® Vehicle Protection plans offer valuable protection against repair costs when these warranties no longer apply. They complement but do not replace the warranty coverages outlined in this booklet. A variety of plans are available, covering various time-and-mileage periods and various groups of the vehicle's mechanical components.

Mopar® Vehicle Protection plans are the ONLY vehicle extended protection plans authorized, endorsed and backed by FCA US LLC to provide additional protection beyond your vehicle's warranty. Look for our brand logo and ask an authorized FIAT® dealer for details.



7. MAINTENANCE

7.1 GENERAL INFORMATION

It is your responsibility to properly maintain and operate your new vehicle. Follow the instructions contained in the General and Scheduled Maintenance Service guidelines in the Owner's Manual. Regular, scheduled maintenance is essential to trouble-free operation. If there is a dispute between you and FCA US LLC concerning the maintenance of your vehicle, FCA US LLC will require you to provide proof that your vehicle was properly maintained.

For your convenience, FCA US LLC has prepared a Maintenance Schedule with routine service intervals which is included in the Owner's Manual. It is essential to follow these required maintenance intervals for safe trouble-free operation.

7.2 WHERE TO GO FOR MAINTENANCE

FCA US LLC recommends that you return to the authorized FIAT® dealer from whom you bought your vehicle, for all maintenance service both during and after the warranty periods. Although you can get warranty service from any authorized FIAT® dealer who sells your particular make, returning to the selling authorized FIAT® dealer will help ensure that all your service needs are met and that you are completely satisfied. Authorized FIAT® dealer technicians are specifically trained to perform maintenance and repair procedures on your vehicle.

FCA US LLC strongly recommends you use genuine FCA US LLC/ Mopar® parts to maintain your vehicle.

For the most up-to-date warranty information go to Mopar.com

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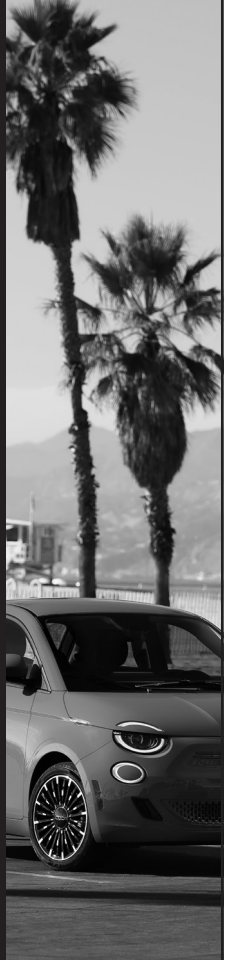

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