

PLAN # SAMPLE

Issued To:

VEHICLE IDENTIFICATION NUMBER:

Your vehicle is covered by:

- 7 YR / 150,000 MI EXTENDED CARE PLUS COMMERCIAL
(Option Code: CAF7150F)
(Customer Cost: \$3,110.00)

7 YR / 150,000 MI EXTENDED CARE PLUS COMMERCIAL

EFFECTIVE: 05/25/2023

EXPIRES: 05/24/2030 OR 150,000 MI

SELLING DEALER: 69186 ZEIGLER ALFA ROMEO FIAT OF GRANDVI

Key Terms

*Covered Vehicle or Vehicle - means the vehicle that has the above referenced vehicle identification number

*Dealer - means "authorized FCA US LLC franchise dealer", which includes dealers of the Chrysler, Dodge, Jeep, Ram, SRT, FIAT and ALFA ROMEO vehicle lines

*FCA US Vehicle - means "Chrysler, Dodge, Jeep, Ram, SRT, FIAT or ALFA ROMEO brand vehicles only"

*Plan - means this "7 YR / 150,000 MI EXTENDED CARE PLUS COMMERCIAL" Service Contract

*Mechanical Breakdown or Failure - means the inability of any covered part(s) to perform the function(s) for which it was designed due to defects in material or workmanship of that covered part. Also includes normal wear and tear that prevents a component from performing its intended function.

*we, us, our - means FCA Service Contracts LLC, the entity obligated to perform the obligations of this contract. FCA Service Contracts LLC's contact information is PO Box 2700, Troy, MI 48007-2700; phone: 1-800-521-9922. FCA Service Contracts LLC is an affiliate of FCA US LLC.

*you, your - means the Plan purchaser

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A SERVICE CONTRACT: This Plan is a service contract between you and us. The Plan protects you against major repair bills should a component covered by the Plan fail due to a Mechanical Breakdown or Failure. This Plan is not insurance and is not part of the manufacturer's warranty. We are solely responsible (liable) for fulfillment of the provisions of the Plan.

Obligations of the provider under the Plan are backed by the full faith credit of the provider.

No Dealer, Dealer employee or our employee has the authority to modify or change any provision of this Plan. The express provisions of this Plan outline the sole benefits which we are obligated to provide; no other coverage is implied hereunder, and no coverage can be implied due to an oral or written misrepresentation, error or omission.

This issuance of this Plan, unless otherwise prohibited by law, shall not be deemed as a waiver of our right, or considered a restriction of our right to refuse to pay for service and/or to cancel the Plan should it subsequently be discovered that the vehicle for which the Plan was purchased was not eligible for Plan coverage.

NOTE: Place this Plan in your glove compartment or other secure place in the Vehicle. While your Vehicle is covered by this Plan, your Vehicle also may be covered by the manufacturer's warranty. For manufacturer's warranty coverage details, please refer to your warranty information booklet. **THIS PLAN DOES NOT COVER ANY REPAIRS OR SERVICES WHICH ARE COVERED BY THE MANUFACTURER'S WARRANTY.**

LIMITS OF LIABILITY:

Single Repair Limit. In the event of a covered mechanical breakdown, the maximum benefit amount will be the total cost of repairs, less the deductible, or the cash value of the vehicle prior to the mechanical breakdown, whichever is less. The cash value of the Vehicle will be the RETAIL VALUE as determined using the current NADA Used Car Pricing Guide, taking into consideration the location, mileage and condition of the vehicle. If the NADA guide is not available, we will use any other nationally published vehicle valuation guide to determine the RETAIL VALUE. If the repair costs for a single covered mechanical breakdown exceed the Vehicle's cash value, your final Plan benefit will be our payment of the Vehicle's cash value (contract buyout) rather than the repair costs. Plan coverage and benefits will terminate automatically and immediately pursuant to this provision and we will have no further obligations of any kind in respect to the terminated Plan.

You will be responsible to pay for any diagnostic fees or other costs and services at the time of this buyout. We will not be responsible for any fees or charges associated with this current breakdown.

Aggregate Limit. The aggregate total of all benefits paid or payable during the TERM of this service contract shall not exceed the price you paid for your vehicle (excluding tax, title, destination fees and license fees). If the aggregate total of repair costs exceed the Vehicle's purchase price, your final Plan benefit will be our payment of the remaining aggregate limit rather than the repair costs. Plan coverage and benefits will terminate automatically and immediately pursuant to this provision and we will have no further obligations of any kind in respect to the terminated Plan.

You will be responsible to pay for any diagnostic fees or other costs and services at the time of this buyout. We will not be responsible for any fees or charges associated with this current breakdown.

OBTAINING PLAN SERVICE: To obtain service under this Plan, you should return and present this contract to the Dealer who sold you the Plan. In the event you cannot return the Vehicle to the selling Dealer for service, you may request service from any Dealer within the United States, Canada, Guam, Puerto Rico or Mexico.

IMPORTANT! SERVICE OBTAINED FROM A PERSON OTHER THAN AN AUTHORIZED DEALER IS NOT REIMBURSABLE UNDER THIS PLAN UNLESS AUTHORIZED BY US AND YOU RECEIVE AN AUTHORIZATION NUMBER BEFORE THE SERVICE IS PERFORMED. DEALERS CANNOT AUTHORIZE REPAIRS UNDER THIS PLAN. Authorized repairs will be made *using remanufactured parts*. If remanufactured parts are not available, the Dealer will use new parts.

ELIGIBLE VEHICLES: Vehicles used for any commercial purpose and Cab & Chassis Applications within 36 months of the in-service date and 36,000 miles.

Commercial use includes but not limited to: Delivery, service or repair work, landscaping and grounds maintenance, shuttle service, snow removal. Modifications include but not limited to: Cherry pickers, vehicles equipped with a mechanical apparatus for hoisting and pulling used to tow wrecked, disabled, or stalled vehicles; flat beds, box delete trucks, snow plow, etc. **Usage must not exceed manufacturer's ratings and/or limitations.**

NOT ELIGIBLE: The following are not eligible for any Plan: Vehicles registered outside of the United States, Guam and Puerto Rico; motor homes; taxis; vehicles converted from two to four-wheel drive; vehicles altered or converted from the original manufacturer's specifications; severe off-road use; vehicles not used in accordance with manufacturer's specifications for payload and/or towing capacity; vehicles where the manufacturer warranty has been voided or restricted by the manufacturer; vehicles that have been declared to be a total loss by any insurance company, are rebuilt after being declared a total loss, or are issued a title indicating that the vehicle is designated as 'salvage', 'junk', 'rebuilt' or words of similar impact.

The following are not eligible for this Vehicle Protection Plan: Limousines; emergency vehicles (fire, police pursuit; police patrol); ambulance (except vehicles manufactured by FCA US LLC); vehicles used for security patrol; right-hand drive vehicles (except vehicles manufactured by FCA US LLC); vehicles used for postal service (except vehicles manufactured by FCA US LLC); vehicles used for dump truck (except vehicles manufactured by FCA US LLC); vehicles used for tow service (i.e. tow truck - except vehicles manufactured by FCA US LLC); vehicles equipped with a diesel engine (except vehicles manufactured by FCA US LLC, Ford Motor Company, General Motors and Volkswagen); vehicles that operate on other than gasoline or diesel fuel systems (i.e. natural gas, electric); vehicles equipped with engines greater than 8 cylinders (except vehicles manufactured by FCA US LLC); one-ton vehicles used for commercial use (except vehicles manufactured by FCA US LLC, Ford Motor Company, and General Motors); vehicles with a gross weight (G.V.W.) of over 14,000 pounds (except vehicles manufactured by FCA US LLC); ALL cab and chassis vehicles (except vehicles manufactured by FCA US LLC); vehicles ordered with box delete option or where the box has been removed (except vehicles manufactured by FCA US LLC,

Ford Motor Company, and General Motors); vehicles with dual rear wheels (except vehicles manufactured by FCA US LLC, Ford Motor Company, and General Motors).

NOTE: If for any reason, your vehicle is not eligible for this plan, contact your selling dealer for other plans that your vehicle may be eligible for.

WHEN PLAN COVERAGE STARTS AND ENDS: Plan coverage begins on the date you purchased the Plan for: (i) a Vehicle component not covered by the manufacturer's warranty; (ii) Trip Interruption; (iii) Car Rental in respect to covered repairs when a replacement vehicle is not otherwise provided; and (iv) Taxi Reimbursement. Plan coverage begins on the date the manufacturer's warranty ends for: (i) any Vehicle component covered under the manufacturer's warranty; and (ii) Roadside Assistance.

Plan coverage expires on 05/24/2030 or when the Vehicle odometer reads 150,000 mile(s) (whichever occurs first). This Plan provides coverage up to 7 years or 150,000 miles (whichever occurs first) from the Vehicle's original in-service date. The original in-service date begins when the Vehicle is sold, which is the same as the manufacturer's warranty date. **THE 7 YEAR PLAN PERIOD AND 150,000 MILEAGE LIMITATION INCLUDES TIME COVERAGE UNDER AND MILEAGE TRAVELED WITHIN THE MANUFACTURER'S WARRANTY PERIOD.**

\$500.00 DEDUCTIBLE: You are responsible to pay only the first \$500.00 of the total cost of the Vehicle's covered component repairs performed during each repair visit. Repairs not covered by the Plan are your responsibility. When state and/or local taxes are imposed upon the cost of repairs, you agree to pay state and/or local taxes in addition to the deductible.

COVERAGE UNDER THE PLAN: WHAT IS COVERED? The plan will pay the total cost (parts and labor) less a deductible per visit, to correct any of the following mechanical failures, caused by a defect in materials or workmanship of a covered component and are not covered by the vehicle's factory warranty. **Coverage is limited only to the components listed below. Components not listed are not covered.**

GASOLINE ENGINE: Cylinder Block and all Internal Parts; Cylinder Head Assemblies; Timing Case, Timing Chain, Timing Belt, Gears and Sprockets; Harmonic Balancer; Oil Pump, Water Pump and Housing; Intake and Exhaust Manifolds; Flywheel with Starter Ring Gear; Core Plugs; Valve Covers; Oil Pan; Oil Filter Adapter Housing; Turbocharger Housing and Internal Parts; Turbocharger Wastegate Actuator; Supercharger; Fuel Injectors (**excluding clogged injectors**); Serpentine Belt Tensioner; **Seals and Gaskets for listed components only.**

DIESEL ENGINE: Cylinder Block and all Internal Parts; Cylinder Head Assemblies; Timing Gears and Cover; Harmonic Balancer; Oil Pump; Water Pump and Housing; Intake and Exhaust Manifolds; Core Plugs; Valve Covers; Oil Pan; Turbocharger Housing and Internal Parts; Fuel Injection Pump and Injectors (**excluding clogged injectors**); **Seals and Gaskets for listed components only.**

TRANSMISSION: Transmission Case and all Internal Parts; Torque Converter; Drive/Flex Plate; Transmission Range Switch; Transmission Control Module; Bell Housing; Oil Pan; Shifter Mechanism; **Seals and Gaskets for listed components only.**

NOTE: MANUAL TRANSMISSION CLUTCH PARTS ARE NOT COVERED AT ANY TIME.

FOUR-WHEEL DRIVE (4x4): Transfer Case and all Internal Parts; Axle Housing and all Internal Parts; Axles Shafts; Axle Shaft Bearings; Drive Shafts Assemblies (Front and Rear); Drive Shaft Center Bearings; Wheel Bearings; Universal Joints and Yokes; Disconnect Housing Assembly; **Seals and Gaskets for the listed components only.**

ALL-WHEEL DRIVE (AWD): Power Transfer Unit and all Internal Parts; Viscous Coupler; Axle Housing and all Internal Parts; Constant Velocity Joints and Boots; Rear Driveline Module; Drive Shaft and Axle Shaft Assemblies; Wheel Bearings; Differential Carrier Assembly and all Internal Parts; Output Bearing; Output Flange; End Cover; Overrunning Clutch; Shift Motor; Vacuum Motor; Torque Tube; Pinion Spacer and Shim; **Seals and Gaskets for listed components only.**

FRONT WHEEL DRIVE: Transaxle Case and all Internal Parts; Axle Shaft Assemblies; Constant Velocity Joints and Boots; Wheel Bearings; Differential Cover; Oil Pan; Transaxle Speed Sensors; Transaxle Solenoid Assembly; PRNDL Position Switch; Shifter Mechanism; Transaxle Electronic Controller; Torque Converter; **Seals and Gaskets for listed components only.**

NOTE: MANUAL TRANSMISSION CLUTCH PARTS ARE NOT COVERED AT ANY TIME.

REAR WHEEL DRIVE: Rear Axle Housing and all Internal Parts; Axle Shafts; Axle Shaft Bearings; Drive Shaft Assemblies; Drive Shaft Center Bearings; Universal Joints and Yokes; **Seals and Gaskets for listed components only.**

STEERING: Steering Gear Housing and all Internal Parts; Power Steering Gear; Power Steering Pump; Lower Steering Shaft; Steering Shaft Lower Coupling; Rack and Pinion Assembly; Rack and Pinion Boots; Electronic Steering Motor; **Seals and Gaskets for listed components only.**

AIR CONDITIONING: Factory or Manufacturer-authorized air conditioning installations only. Air Conditioning Compressor; Clutch, Coil; Condenser; Front Evaporator; Rear Evaporator; Receiver-Drier; Expansion Valve; Hoses and Lines; Low Pressure Cut-off Switch; High Pressure Cut-off Switch; Clutch Cycling Switch; Front Instrument Panel Control Assembly; Rear Instrument Panel Control Assembly; Power Module; Air Conditioning/Heater Blower Motor; **Seals and Gaskets for the listed components only.**

ENGINE COOLING & FUEL: Cooling Fan, Clutch and Motor; Radiator; Coolant Temperature Switch; Fuel Pump; Water Pump and Housing; Fuel Tank Sending Unit; Fuel Pressure Regulator; Fuel Tank and Lines; Serpentine Belt Tensioner; **Seals and Gaskets for listed components only.**

FRONT SUSPENSION: Shocks; Shock Mounts; Struts; Strut Mounts, Bushings and Bearings; Upper and Lower Control Arms; Control Arm Bushings; Thrust Arms; Upper and Lower Ball Joints; Wheel Bearings.

REAR SUSPENSION: Rear Leaf Springs; Rear Coil Springs; Auxiliary Springs; Spring Interliner; Spring Bushing; Spring Shackle; U-Bolt Rear Spring; Spring Hanger; Axle Trac Bar; Lateral Link Arm; Shocks; Shock Mount Plate; Struts; Strut Mounting Plates; Strut Bushings; Rear Wheel Bearings; Rear Trailing Arm Assembly; Rear Stabilizer/Sway Bar; Rear Stabilizer/Sway Bar Link; Rear Stabilizer/Sway Bar Bushing.

BRAKES: Master Cylinder, Assist Booster; Wheel Cylinders; Disc Brake Calipers and Pistons; Brake Lines, Hoses, Fittings; Proportioning Valve; **Seals and Gaskets for listed components only.**

NOTE: BRAKE SHOES, PADS, ROTORS, AND DRUMS ARE NOT COVERED AT ANY TIME.

ANTI-LOCK BRAKES (ABS): Brake Systems' Hydraulic Assembly; Pump Motor Assembly; Controller; Sensors and Relays; **Seals and Gaskets for listed components only.**

ELECTRICAL: Starter Motor and Solenoid; Generator (Alternator); Engine Control Module - (Single Module Engine Controller) (SMC); Powertrain Control Module, Distributor; Ignition Coil; Coil Pack Assembly, Voltage Regulator; Horn and Horn Pad; Transmission Control Module.

EXPANDED ELECTRICAL: All Wiring Harnesses; Electronic Fuel Injection System (**excluding clogged injectors**); Windshield Wiper Motor; Rear Window Wiper Motor; Wiper Control Module; Manually Operated Electrical Switches; Neutral Safety Switch; Temperature Sending Unit/Switch; Oil Pressure Sending Unit/Switch; Body Computer; Body Control Module; Rear Window Defroster; Factory Installed Radio; Speakers and Rear Entertainment Systems (Includes CD and DVD Player); Factory Installed U-Connect System.

NOTE: REMOTE TRANSMITTERS AND HEADPHONES ARE NOT COVERED AT ANY TIME.

INSTRUMENTATION: Electronic Instrument Cluster; Amp/Voltmeter Gauge; Fuel Gauge; Temperature Gauge; Tachometer; Oil Pressure Gauge; Turbo Gauge; Speedometer.

EV OR HYBRID ELECTRIC: Coolant pump; coolant valve; high voltage wiring and cables; battery service switch; quiet vehicle pedestrian speaker; HVIL motor plug assembly, continuously variable transmission and all internal components; power inverter module and cover; **seals and gaskets for listed components;**

POWER GROUP: Rear Window Defroster; Power Window Motors; Power Window Flex Track; Power Antenna; Power Seat Motors; Power Door Locks and Linkage (**excluding latch assembly**); Power Sliding Rear Window Motor and Regulator (Trucks).

LUXURY GROUP: Keyless Entry Receiver/Module; Trip Computer; Message Center; Overhead Electronic Vehicle Information Center; Overhead Electronic Compass/Temperature; Power Sunroof Motor; Convertible Top Motor; Electric Mirror Motor and Controls; Cruise Control Servo; Headlight Door Motor; Concealed Headlamp Module.

NOTE: ANY REMOTE TRANSMITTER AND LATCHES OF ANY KIND ARE NOT COVERED AT ANY TIME.

MOPAR ACCESSORIES: The following Mopar accessories are covered **provided they were installed by an authorized Dealer;** Audio Systems (including Compact Disc Players); Sirius Satellite Radio; Speed Control; EVS (Security Systems); Clocks; Remote Trunk Release; Remote Control Outside Mirrors; Power Sliding Rear Windows (trucks); Transmission Oil Cooler; MoparConnect.

NOTE: MOPAR PERFORMANCE PARTS ARE NOT COVERED AT ANY TIME

OTHER PLAN BENEFITS: The Plan also provides the following Trip Interruption, First Day Rental, Rental Allowance, Taxi Reimbursement, and Roadside Assistance benefits.

TRIP INTERRUPTION: The Plan will pay up to \$1,000.00 for lodging, meals, and emergency transportation such as taxi, bus, or airline for you and your family if (1) your vehicle is inoperable due to a failure covered under this Plan or under the factory warranty, and (2) you are more than 100 miles from the address of record. Lodging, meals and car rental receipts must accompany a copy of repair bill and must be emailed to FlexCareWarrantyClaim@fcagroup.com. If this is not an option, you can mail to Vehicle Protection, P.O. Box 2700, Troy, Michigan 48007-2700. Please be advised that the mail in process is a longer process.

FIRST DAY RENTAL: First Day Rental Allowance provides up to \$65.00 car rental allowance if the Vehicle is to be serviced for any mechanical repair or maintenance service. Please note: Excludes rental for bodywork to the exterior sheet metal/composite panel or collision repairs.

RENTAL ALLOWANCE: Rental Allowance will pay up to \$65.00 per day for a rental any time repairs take overnight, and a component covered by the Plan fails.

The Plan will not pay for rental charges for a vehicle that is awaiting service or parts unless the vehicle is inoperable due to a mechanical failure of a covered component, or unless continued operation would cause further damage.

The rental vehicle must be obtained from a Dealer or obtained from a licensed rental agency. Rental coverage is subject to state and local laws and policies imposed by the rental agency. Rental charges in excess of the amount allowed by the Plan are your responsibility. The Plan is not responsible for any refusal of a rental agency to rent a vehicle to you.

When a rental is not available, or you are not eligible for a rental car, the Plan will pay up to \$65.00 per day for alternate public transportation (including but not limited to Taxi, Uber, Lyft or other modes of public transportation) in lieu of car rental. Receipts must be from a licensed provider. Charges in excess of the amount allowed by the Plan are your responsibility.

Total Rental/Alternate Transportation Allowance per occurrence is a maximum of 5 days or \$325.00.

ROADSIDE ASSISTANCE*

NOTE: YOU MUST CALL 800-521-2779 FOR THIS SERVICE.

The Plan provides assistance due to a disablement caused by any mechanical failure and in addition, the Plan provides coverage for such items as towing to the nearest Dealer or authorized repair facility, flat tire change (**with your good spare**), battery jump, out of gas delivery (**maximum 2 gallons: this service is limited to two (2) occurrences in a 12-month period**), lockout service i.e. keys locked in car or frozen lock, to a **maximum of \$100**, per occurrence. **Any expense beyond \$100 is your responsibility at the time and site of service. Towing assistance will be dispatched only for mechanical disablements which renders the vehicle inoperative. (See exclusions under "THE PLAN WILL NOT COVER.")**

This service is provided to you as part of your Plan to minimize any unforeseen vehicle operation inconvenience and is available 24 hours per day, 365 days per year.

HOW TO USE ROADSIDE ASSISTANCE*: All required towing, roadside assistance, lockout, and other roadside assistance services described previously **MUST BE ARRANGED AT TIME OF OCCURRENCE through Roadside Assistance by calling 800-521-2779**. You should be prepared to provide the representative with your name, your Plan number, vehicle license plate number, your location including the phone number you are calling from and a brief description of the problem.

In some cases, Roadside Assistance may authorize you or your Dealer to arrange for local service and will provide a reference number to do so. Your Plan will in these instances provide reimbursement of **up to \$100** maximum per Roadside Assistance incident, provided that the claim contains: (A) A valid original receipt of payment from the tow/repair facility for the services rendered (Claims which contain other than original receipts may be denied.); (B) The Roadside Assistance reference number; and (C) Your valid Plan number. All Roadside Assistance claims that meet requirements should be mailed or faxed to:

Roadside Assistance
P.O. Box 9145
Medford, MA 02155

Attn: Claims Department
FAX: 1-781-658-2691

ROADSIDE ASSISTANCE WILL NOT COVER SERVICES WHICH ARE SOLICITED WITHOUT FIRST CONTACTING ROADSIDE ASSISTANCE FOR PRIOR AUTHORIZATION.

*All Roadside Assistance services are provided through Cross Country Motor Club, Inc., Medford, MA 02155, except in Alaska, California, Hawaii, Oregon, Wisconsin and Wyoming where services are provided through Cross Country Motor Club of California, Inc., Thousand Oaks, CA 91360. Both collectively referred to as "CCMC". Phone number: 800-521-2779. CCMC acts as a dispatcher of referral service to independent contractors that provide the roadside assistance service. **Accordingly, CCMC assumes no responsibility for the acts, errors, omissions, negligence, misconduct of such persons and/or entities. All persons availing themselves of the benefits of Roadside Assistance are to look solely to such persons and/or entities for liability arising in connection therewith, and not to CCMC.**

YOUR ADDITIONAL RESPONSIBILITIES: It is your responsibility to properly operate, care for and maintain the Vehicle as prescribed in the owner's manual supplied by the manufacturer. You must take immediate action to prevent further damage. This Plan will not cover the damage caused by continued operation of the vehicle when a breakdown has occurred. The operator is responsible for observing Vehicle warning lights and gauges and taking appropriate action immediately. Failure to do so may result in denial of Coverage. If you fail to properly operate, care for and maintain the Vehicle as prescribed in the owner's manual supplied by the manufacturer, we may deny your claim under the Plan. You should retain all maintenance records and receipts to avoid any misunderstanding as to whether or not the maintenance services were performed as required.

We reserve the right to inspect the Vehicle, investigate circumstances relating to the requested repairs in any manner, or demand proof of maintenance BEFORE repairs may begin or are authorized.

DIAGNOSTIC CHARGES: You must provide "teardown and diagnosis" authorization to the repair facility when requested so that the repair facility can provide an accurate diagnosis and estimate of repairs. We are not obligated to reimburse you or the repair facility for teardown, vehicle inspection or diagnostic charges in the event the repairs are not covered under the provisions of this Contract. Your Plan covers disassembly and/or diagnostic fees ONLY IF the cause of failure is a covered component under the terms of the Plan.

GOVERNING LAW: Except where prohibited by law, this contract will be governed by Michigan law.

THE PLAN WILL NOT COVER, OR APPLY TO LOSS OR EXPENSE RESULTING FROM:

- 1. Repair or replacement of any covered component when it has been determined that the condition existed prior to purchasing the Plan;**
- 2. Repairs or replacement of any component covered by any of the Vehicle manufacturer warranties, Certified Warranty, part manufacturer warranties or recall policies; roadside assistance, loaner vehicles or other services which are eligible to be covered by the Vehicle's manufacturer warranty or marketing programs;**
- 3. Components NOT listed are NOT covered by the Plan; unless damaged as the direct result of the failure of a Plan covered component;**
- 4. Repairs due to any alterations or modifications to the Vehicle not approved or recommended by the manufacturer, including but not limited to: (a) failure of any custom or add-on / aftermarket part (unless listed as a specific covered part); (b) emissions and/or exhaust systems modifications; engine modifications, transmission modifications, and/or drive axle modifications; which includes any performance parts or modifications; (c) oversized/undersized tires; (d) all frame or suspension modifications; (e) aftermarket or non-Mopar lift kits; (f) Mopar Lift Kits that exceed four (4) inches; (g) Repairs to covered components that are the direct result of the failure of any Lift Kit that exceeds four (4) inches. Mopar Lift Kits are covered only if the Mopar Lift Kit coverage has been purchased as identified on the first page.**
- 5. Plan benefits necessary as a result of (a) failure to properly care for or maintain the Vehicle; (b) fire, accident, abuse, vandalism, negligence, Acts of Terrorism or Act of God including but not limited to the Vehicle rendered inoperable due to snow, ice or flood; (c) failure to properly operate the Vehicle; (d) Vehicles that have been used or are being used for competitive speed events such as races or acceleration trials; (e) pulling a trailer that exceeds the rated capacity of the Vehicle or failure to adhere to the requirements for vehicles used to pull a trailer as outlined in the owner manual supplied by the manufacturer; (f) tampering with the emission system or with any parts that could affect that system; (g) use of fluids, or fuels, refrigerants or other fluids which are not recommended by the manufacturer; (h) failure due to fluid contamination or sludge; (i) modifications not approved or recommended by the manufacturer; (j) overloading**

- rated payload capacity of the Vehicle; (k) damage incurred by off-road usage; (l) rust, salt, corrosion, overheating, water intrusions/leaks, acid rain, chemicals, tree sap, hail, flood, lightning, fire, windstorm, earthquakes or other environmental causes or acts of nature; (m) repairs caused by pre-ignition detonation, improper/contaminated fuel including fuels containing more than 10% ethanol (if the engine was not manufactured for this mixture);
6. Repairs to a covered component where the component has been restricted by the manufacturer; repairs that are the direct result of the failure of a component that has been restricted by the manufacturer;
 7. Plan service obtained from other than a Dealer unless authorization is first received from us. FCA US Vehicles must return to a FCA US LLC Dealer for Plan covered repairs; (Dealers cannot authorize repairs.)
 8. a) Repairs to a covered component caused by the failure of a non-covered component; b) Repairs required as a result of use of other than the Vehicle manufacturer's parts during the term of the Plan, unless authorized by us; c) Repairs to a covered component caused by the installation of an aftermarket part installed by other than a dealer; d) Installation of "salvage or junk" components in conjunction with an insurance or damage claim. All part installations to satisfy such claims must be with new or factory authorized remanufactured components and parts;
 9. Plan benefits to Vehicles operated outside of the United States, Canada, Guam, Puerto Rico and Mexico;
 10. Plan benefits to Vehicles registered outside of the United States, Guam and Puerto Rico;
 11. Bodily injury or property damage arising or allegedly arising out of a defect in the design, manufacture, materials or workmanship of a covered component;
 12. Any fines, fees or taxes which are associated with impound towing as a result of actual or alleged violation of any laws or regulations;
 13. Plan benefits that become necessary as a result of continued operation of the Vehicle when a Mechanical Breakdown or Failure has occurred;
 14. Repairs to any Vehicle where the title has become branded or the Vehicle has become restricted by the manufacturer after the purchase of the Plan;
 15. Repairs or replacement to components covered by the Hybrid System Limited Warranty that are not specifically covered by this plan (refer to Warranty booklet for details); High voltage battery is not covered at any time (regardless of cause of failure);
 16. Hybrid components: hybrid charging system; hybrid electric cooling system; hybrid power inverter system;
 17. Brake pads, shoes, rotors and drums are not covered at any time (regardless of cause of failure);
 18. Battery and cables, any battery for any component, spark plugs and wires, belts, hoses, lights (bulb, sealed beams, lenses), suspension alignment, wheel balancing, wiper blades, catalytic converter, particulate filter or any other exhaust system components, heat shields and exhaust hangers; throttle body cleaning; carbon cleaning; evaporator deodorizing; thermostat; P.C.V. valve; replacing outdated, lost, stolen, or damaged navigation DVDs;
 19. Mechanical - manual clutch assembly; clutch disc, pressure plate, clutch release bearing and pilot bearing (manual transmission); damage to flywheel as a result of a clutch failure; repairs to snow plows, winches and trailer hitches regardless of their installation; fasteners, bolts and attaching hardware that does not attach a covered component to another covered component;
 20. Portable Units including but not limited to - key fobs; remote transmitters; headphones; I-Pods; GPS units; DVD players; laptop computers; cellular phones; any hand-held device; Navigation DVD; spare tire compressor and tire sealant;
 21. Cost or expenses for teardown, rental, inspection or diagnosis of failures not covered by the Plan;
 22. Shop supplies, cleaners, waste disposal fees and materials;
 23. Maintenance services or items specified in the owner's manual and the parts used in connection with such services;
 24. Plan benefits where the Vehicle odometer reading has been stopped or altered and/or the Vehicle's actual mileage cannot be readily determined;
 25. Reimbursement of services or benefits that exceed the total number of services or allowance included in Plan Coverage;
 26. Any economic loss of any kind, including but not limited to rental car expenses, consequential damages, incidental damages, or other losses that relate in any manner to your use or loss of use of the Covered Vehicle;
 27. Any Loss arising out of the unauthorized access or use of any system, software, hardware, or firmware, or any modification, reprogramming, destruction, or deletion of data or software by any means.

CANCELLATION AND TRANSFER POLICIES: During the term of the Plan, you have the option to:

- **CANCEL** the remaining Plan coverage and receive a full or pro-rata refund or;
- **AUTHORIZE TRANSFER** of the remaining Plan coverage to the 1st subsequent owner.

Note: Refer to the cancellation/transfer policy section below for details.

CANCELLATION POLICY: If you are the original purchaser of the Plan, and coverage under the Plan has not expired or been terminated, you may cancel if you have not authorized transfer of Plan coverage to a new owner. To cancel the Plan, you may take your Plan to any Dealer. The Dealer will contact us to request termination of your contract.

If your Vehicle is repossessed or rendered a total loss and your Plan was financed with your vehicle, your rights under this Plan transfer to the lienholder. The lienholder is then responsible for requesting termination of the Plan through the Dealer where the Plan was purchased. If the Plan was not financed, any refund due will be paid to you by check in your name from Us.

If there is no Dealer in your area, you may email your cancellation request along with your Plan Provisions, proof of payoff and current mileage on the Vehicle to:

Vehicle Protection
Cancellation Department
MVPCancellations@fcagroup.com

Please specify the Option Code(s) you wish to cancel. Option codes can be found on the first page of this document below Option Description.

On cancellation requests received* within the first 60 days from the original purchase date of the Plan, you will be refunded the full amount you paid for the Plan, provided no claims have been paid against the Plan. In the event claims have been paid, or requests received* after 60 days, your refund will be based on the full amount you paid for the Plan, less a pro-rata adjustment for time or mileage used, whichever is greater, less a cancellation fee as indicated below.

We reserve the right to cancel the Plan after issuance should it be discovered that: (a) the Vehicle is ineligible or has been modified/alterd to make it ineligible after Plan coverage has been in effect; (b) failure of the customer to maintain the Vehicle as prescribed by the manufacturer; (c) the odometer has been tampered with or has not been repaired by the customer, (d) non-payment of premium or (e) the Vehicle is registered outside of the United States, Guam, and Puerto Rico. Your refund will be based on the full amount you paid for the Plan, less a pro-rata adjustment for the time or mileage used, whichever is greater, less claims paid.

***Requests Received - The cancellation refund will be based on the date we receive written notification of the cancellation request.**

A cancellation refund check will be made payable and issued to you if no lien exists. Whenever a lien exists, the cancellation refund check will be made payable and issued to the lienholder.

CANCELLATION FEES

(Applies to the state where the Plan was purchased)

| STATE | AMOUNT |
|----------------|--|
| Alabama | \$25 Administration Fee. |
| Arizona | \$25 Administration Fee. |
| California | \$25 or 10% of the Contract Cost, whichever is less. |
| Florida | 5% of the refund. |
| Georgia | 10% of the unearned pro-rata premium - no Administration Fee. |
| Hawaii | \$50 Administration Fee. |
| Illinois | \$50 or 10% of the Contract Cost, whichever is less. |
| Iowa | \$50 or 10% of the Contract Cost, whichever is less. |
| Louisiana | \$50 Administration Fee. |
| Mississippi | \$75 or 10% of the Contract Cost, whichever is less. |
| Missouri | \$50 Administration Fee. |
| Nevada | \$25 Administration Fee. |
| New Hampshire | None |
| New York | \$50 Administration Fee. |
| North Carolina | \$50 or 10% of the pro-rata refund amount, whichever is less. |
| Oklahoma | 10% of the unearned pro-rata premium not to exceed \$75. If we cancel, 100% of the unearned pro-rata premium will be refunded. |
| Puerto Rico | None |
| Texas | \$50 Administration Fee. |
| Washington | \$25 Administration Fee. |
| Wisconsin | \$75 or 10% of the Contract Cost, whichever is less. |
| All Others | \$75 Administration Fee. |

TRANSFER POLICY: The original purchaser may authorize transfer of coverage, provided the Plan has not been canceled. Remaining Plan coverage may be transferred to the first subsequent purchaser of the vehicle **AT TIME OF VEHICLE SALE ONLY**. Thereafter, the Plan is non-transferable and non-cancelable.

To transfer this service contract, complete the transfer form. Be sure to include your signature. This means you are authorizing transfer of Plan coverage to the new owner. Transfer requests will not be processed: (a) without the signature of the owner for whom these Plan Provisions were originally issued; or (b) if received after 60 days from the date of vehicle ownership change.

You may take your Plan with the completed transfer form and transfer fee, if applicable, to a Dealer to process the Plan transfer or mail to the following. Please be advised that the mail in process is a longer process.

**Vehicle Protection
 Transfer Department
 P.O. Box 2700
 Troy, MI 48007-2700**

The transfer fee is as follows:

| TRANSFER FEES | |
|--|---------------|
| (Applies to the state where the Plan was purchased) | |
| STATE | AMOUNT |
| Florida | \$40 |
| New Hampshire | None |
| Puerto Rico | None |
| All others | \$100 |

- Any Plan financed on the Vehicle Protection Payment Plan is NOT transferable until the Plan is paid in full.
- Upon acceptance by us, you will be mailed a new set of plan provisions in your name confirming your transfer request.

SAMPLE

**NEED HELP OR ASSISTANCE WITH YOUR PLAN?
IS YOUR ADDRESS UP-TO-DATE?**

**PLEASE ACCESS OUR SELF-SERVICE WEBSITE FOR PLAN COVERAGE AND FREQUENTLY ASKED
QUESTIONS AT:**

www.flexcarevehicleprotection.com

**You can also email your question to:
FlexCareMiscellaneous@fcagroup.com**

Note: All requests must contain your Name, Plan Number, and Vehicle Identification Number.

Toll-Free Telephone Assistance is Available
8:00 a.m. to 8:00 p.m. Eastern Time Monday through Friday
9:00 a.m. to 5:00 p.m. Eastern Time Saturday
1-800-521-9922 (in USA)
1-800-465-2001 (in Canada)

For 24-Hour Roadside Assistance Coverage
*Services dependent upon coverage purchased.
800-521-2779

| | | | |
|---|--|---|--------------------------------------|
| TRANSFER FORM: SEE TRANSFER POLICY FOR DETAILS | | | |
| PLAN NO. SAMPLE | VEHICLE IDENTIFICATION NO. | | OPTION CODE(S) |
| FORM MUST BE FILLED OUT COMPLETELY | CURRENT ODOMETER READING (OMIT TENTHS) | CHECK MILES OR KILOMETERS <input type="checkbox"/> MILES <input type="checkbox"/> KILOMETERS | |
| TRANSFER | TRANSFER THE REMAINING COVERAGE FOR THE LISTED VEHICLE TO THE PERSON NAMED BELOW. ENCLOSED IS A CHECK OR MONEY ORDER FOR THE TRANSFER FEE AMOUNT. | | |
| TRANSFER FEE AMOUNT * | CHECK OR MONEY ORDER ENCLOSED (PAYABLE TO FCA US LLC) | <input type="checkbox"/> VISA <input type="checkbox"/> MASTER CARD | CREDIT CARD NO. EXPIRATION DATE |
| NAME (PLEASE PRINT) | | AREA CODE & TELEPHONE NO. | |
| ADDRESS | | VEHICLE PURCHASER'S SIGNATURE | DATE OF VEHICLE PURCHASE |
| CITY, STATE & ZIP | | VEHICLE SELLER'S SIGNATURE | |

Notes:

Certain Options are not eligible for Transfer. Please refer to the "Transfer Policy" paragraph for "each Plan Option" to verify transfer eligibility.

Transfer fee applies for each option being transferred.

Please print the "Option Code(s) that you want transferred to a new owner in the "Option Code" space provided above. Option Code(s) can be found on the first page of your Plan below Option Description.

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