

# WARRANTY & MAINTENANCE INFORMATION

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**Jeep**®

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## WARRANTY AND MAINTENANCE

## OWNER / VEHICLE INFORMATION

Company Name		
Owner's Surname	Initials	Title
Street Address		
		Code
Postal Address		
		Code
Telephone Numbers: Office	Cell:	
Owner's Signature		Date
Vehicle Description	V.I.N.	
Engine Number	Model Year	
Chassis Number	Date of Sale	
Registration Number		
Dealer Name	Contact Person	
Street Address		
		Code
Telephone Number		

## WARRANTY COVERAGE AT A GLANCE

DESCRIPTION	1 Yr/ 12,000	2 Yr/ Unlmtd	3 Yr/ 100,000	3 Yr/ 50,000	3 Yr/ Unlmtd	5 Yr/ 50,000	5 Yr/ 80,000	7 Yr/ 70,000	7 Yr/ Unlmtd	8 Yr/ 80,000
Basic Limited Warranty Coverage										
<b>Special Extended Warranty Coverage</b>										
Anti-Corrosion Perforation Limited Warranty: All Panels										
Outer Panels										

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## 1. Your Legal Rights Under CGI's Limited Warranties

The warranties contained in this booklet are the only express warranties that Chrysler Group International LLC ("CGI") makes for your vehicle. **These warranties give you specific legal rights. You may also have other legal rights under applicable law in your country.** For example, you may have some implied warranties, depending on the country 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.

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 countries do not allow limitations on how long an implied warranty lasts, so the above limitations may not apply.**

### 1.1 Incidental and Consequential Damages Not Covered

**Your warranties don't 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, gasoline, telephone, travel, or lodging;
- the loss of personal or commercial property; and
- the loss of revenue.

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

## **2. What Is Covered Under CGI's Limited 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 defective item on your vehicle supplied by CGI that is defective in material, workmanship or factory

preparation, subject to the exclusions and limitations set forth in this booklet.

These warranty repairs or adjustment, including all parts and labor connected with them will be made by an authorized Chrysler, Dodge or Jeep® repairer (hereinafter referred to as "Authorized Repairer") at no charge, using new, reconditioned, or remanufactured parts depending on the part involved and approved by an Authorized Repairer.

#### **C. General Requirements**

The Basic Limited Warranty covers your vehicle only if it has been operated and maintained in the manner described in the vehicle Owner's Manual.

**D. 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;
- Unwired headphones; or
- items added or changed after your vehicle left CGI's manufacturing plant, such as accessories or protection products, or items changed because of customization or van conversion.

Be sure you get a copy of any warranty that applies to these items from your dealer, or from the maker of the product. You can find the tire and Unwired headphone warranty statements in your Owner's Literature Package.

**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; or
- the date when the vehicle was first put into service — for example, as a dealer “demo” or as a CGI company vehicle.



**F. When It Ends**

The Basic Limited Warranty lasts for 36 months or 100,000 kilometers on the odometer, whichever occurs first. But the following items are covered only for 12 months or for 20,000 kilometers on the odometer, whichever occurs first:

- brakes (rotors, pads, linings, and drums);
- wiper blades;
- clutch discs or modular clutch assembly (as equipped);
- windshield and rear window; and
- wheel alignment and wheel balancing

**G. Registration and Operation Requirements**

The Basic Limited Warranty covers your vehicle only if:

- it is operated and maintained in the manner described in your Owner's Manual.

**H. Export**

**EXCEPT AS REQUIRED BY LAW, THERE IS NO WARRANTY COVERAGE UNDER THE WARRANTIES FOR VEHICLES EXPORTED FROM THE MARKET FOR WHICH THEY WERE BUILT.**

This policy does not apply to vehicles that have received authorization for export from Chrysler. Dealers may not give authorization for export. You should consult an authorized dealer to determine this vehicle's warranty coverage if you have any questions.

If you are being transferred from the market for which the vehicle was built and registered in, due to employment move, contact your local Chrysler office for information and instructions on filing a "household goods move".

This policy does not apply to vehicles registered to U.S. government officials or military personnel on assignment outside of the United States.

**2.2 Corrosion Warranty**

**A. Who Is Covered?**

You are covered if you are a purchaser for use of the vehicle.

**B. What Is Covered**

This 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 — resulting, for example, from stone chips or scratches in the paint — is not covered. For more details on what isn't covered by this warranty, see section 3.5.

### **C. How Long It Lasts**

This warranty starts when your Basic Limited Warranty begins under 2.1.E.

This warranty has two time-and-odometer limits:

- For sheet metal panels, the limit is 24 months, with no odometer limit.
- For an outer-body sheet metal panel — one that is finish-painted and that someone can see when walking around the vehicle — the limits are 7 years with no odometer limit.

## 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-CGI parts, components, or equipment (such as a non-CGI radio or speed control); and
- using special non-CGI materials or additives.

But your warranties do not cover any part that CGI did not supply 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-CGI parts, components, equipment, materials, or additives.

Performance or racing parts are considered to be non-CGI 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 CGI / MOPAR accessories installed by Authorized Repairer;

- applying rustproofing or other protection products; or
- using any refrigerant that CGI has not approved.

## **B. Modifications That WILL Void Your Warranties**

These actions will void your warranties:

- disconnecting, tampering with, or altering the odometer will void your warranties, unless your repairing technician follows the legal requirements for repairing or replacing vehicles's odometers; or
- attaching any device that disconnects the vehicle's odometer will also void your warranties.

## **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, 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 — the parts and services that all vehicles routinely need. Some of these parts and services, which your warranties do not cover, include:

- lubrication;
- engine tune-ups;

- replacing filters, coolant, spark plugs, bulbs, or fuses (unless those costs result from a covered repair);
- cleaning and polishing; and
- replacing worn wiper blades, worn brake pads and linings, or clutch linings beyond the Basic Limited Warranty as defined in section 2.1.E.

### 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, and stones;
- corrosion caused by the extensive or abnormal transport of caustic materials like chemicals, acids, and fertilizers; and
- corrosion of special bodies, body conversions, or equipment that was not made or supplied by CGI.

### 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 or overloading;
- 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 CGI (however, authorized CGI or MOPAR remanufactured parts are covered);
- windshield or rear window damage from external objects;

## WHAT'S NOT COVERED

- any changes made to your vehicle that do not comply with CGI; or
- using any fluid that doesn't 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 to be a total loss by an insurance company;
- the vehicle is rebuilt after being declared to be a total loss by an insurance company; or
- the vehicle is issued a certificate of title indicating that it is designated as “salvage,” “junk,” “rebuilt,” “scrap,” or some similar word.

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

### **3.8 Restricted Warranty**

Your warranties can also be restricted by CGI. CGI 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 CGI 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, CGI 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 CGI standards, and have the same warranties as new parts.

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

- engine assemblies;
- transmission assemblies;
- instrument cluster assemblies;
- radios, tape, CD and DVD players;
- speedometers; and
- powertrain control modules.

To help control suspected ozone-depleting agents, applicable law 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 the dealer.

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

### 4.3 Production Changes

CGI and its dealers reserve the right to make changes in vehicles built or sold by them at any time without incurring any obligation to make the same or similar changes on vehicles previously built or sold.

### 4.4 Governing Law and Other Terms

All of the warranties are made under Michigan, U.S.A. law, and Michigan law will be used to interpret them. Punitive, exemplary or multiple damages may not be recovered unless applicable law prohibits their disclaimer. No person, including CGI employees or Authorized Repairers, may modify or waive any part of these warranties.

## 5. How to Get Warranty Service

### 5.1 Where to Take Your Vehicle

#### A. In Your Country:

Warranty service must be done by an Authorized Repairer. We strongly recommend that you take your vehicle to your selling dealer. He/she knows you and your vehicle best, and is most concerned that you get prompt and high quality service.

#### B. In a Foreign Country:

If you are traveling temporarily outside your country and your vehicle remains registered in your country:

- You should take your vehicle to an Authorized Repairer. They should give you the same warranty service you receive in your country.
- If the Authorized Repairer 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 the repairer who normally services your vehicle.)

- When your vehicle returns to your country 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 country of origin.

### **C. If You Move:**

If you move to another country, be sure to contact the Chrysler Group Customer Relations 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 CGI in order to continue your warranty coverage. You may also be required to obtain documentation from CGI in order to register your vehicle in your new country.

## **5.2 Emergency Warranty Repairs**

If you have an emergency and have to get a warranty repair made by someone other than an Authorized Repairer, follow the reimbursement procedure in section 6.1.B.

# 6. How to Deal with Warranty Problems

## 6.1 Steps to Take

### A. In General

Normally, warranty problems can be resolved by your dealer's service department. That is why you should always talk to your dealer's service manager first. But if you are not satisfied with the response to your problem, CGI recommends that you do the following:

**Step 1:** Discuss your problem with the owner or general manager of the dealership.

**Step 2:** If your dealership still cannot resolve the problem, contact the Chrysler Group Customer Relations address in section 6.2.

### B. What CGI Will Do

Once you have followed the two steps described in section 6.1.A, a CGI representative at CGI headquarters will review your situation. If it is something that CGI can help you with, CGI will provide your dealer with all the information and assistance necessary to resolve the problem. Even if CGI cannot help you, CGI will acknowledge your contact and explain CGI's position.

## 6.2 Helpful Addresses and Telephone Numbers

Here is the address and telephone number of the Chrysler Group Customer Relations office in South Africa.

- **Chrysler South Africa (Pty) Ltd.**  
270 George Street,  
NOORDWYK  
Midrand  
South Africa
- **Chrysler South Africa (Pty) Ltd.**  
PO Box 11111,  
Centurion,  
0046

Within South Africa, Phone 080024797537  
(0800CHRYSLER)  
Botswana, Namibia, Lesotho and  
Swaziland : +27(11)265-1800/1818

To contact Chrysler South Africa by email,  
simply access the following websites:  
[www.chrysler.co.za](http://www.chrysler.co.za) or  
[www.dodge.co.za](http://www.dodge.co.za) or  
[www.jeep.co.za](http://www.jeep.co.za)  
and click on the "Contact Us" button at  
the bottom of any page.

## 7. Dealer's Responsibility

At Chrysler South Africa (Pty) Ltd. we require that our dealers, who are the important link between you and us at Chrysler South Africa (Pty) Ltd., accept certain responsibilities, i.e.:

1. To ensure that you have a full and clear understanding of the terms of the warranty when you take delivery of your new vehicle, they should also introduce you to their Service Department, who have to explain to you what services are required to be performed on your vehicle as further conditions of the warranty.
2. To ensure that your vehicle is delivered in perfect condition.
3. To ensure that only genuine parts are used in the servicing and repair of your vehicle, and that these tasks are carried out by competent trained technicians using Chrysler/Jeep/Dodge supplied special tools and approved diagnostic equipment.
4. By using only Mopar genuine parts, you will also ensure that your vehicle's resale value is not jeopardized and you will experience the full advantage of value for money motoring offered by our product.



## 8. Maintenance

### 8.1 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 your Owner's Manual. Regular, scheduled maintenance is essential to trouble-free operation. If there is a dispute between you and your dealer concerning your maintenance of your vehicle, CGI will require you to provide proof that your vehicle was properly maintained.

For your convenience, CGI has prepared a Maintenance Logbook section which is included in this book. You should use this section to keep track of scheduled maintenance, either by routinely having the repairs entered in your Maintenance Logbook, or by keeping receipts or other documentation of work you have had done on your vehicle in your Maintenance Logbook.

### 8.2 Where To Go For Maintenance

CGI recommends that you return to the 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 CGI dealer who sells your particular make, returning to your selling dealer will help ensure that all your service needs are met and that you're completely satisfied.

Authorized Repairer's technicians are specifically trained to proficiently perform maintenance and repair procedures on your CGI vehicle.

Authorized Repairers will help ensure that all your service needs are met and that you are completely satisfied. CGI strongly recommends you use genuine CGI / MOPAR parts to maintain your vehicle.

## 8.3 Chrysler South Africa Maintenance Information

Dear Customer

Congratulations on having chosen a Chrysler Group Family vehicle. We wish you happy journeys and many years of trouble-free motoring.

Chrysler South Africa (Pty) Ltd is committed to keeping you safe on the road through strategically located Chrysler/Jeep/Dodge Dealers with factory trained technicians, fully equipped workshops with ultra-modern repair and service facilities.

Your vehicle is underwritten by a comprehensive 3-year or 100 000 km maintenance plan and for your further convenience we have included a free Roadside

Assistance Programme. Our network of dealer representatives undertakes to service and repair your vehicle in strict accordance with the manufacturer's guidelines and specifications, using only genuine manufacturer's parts and guaranteeing them for 1 year or 20 000 km if fitted by an authorised Chrysler/Jeep/Dodge workshop, whichever event occurs first.

Furthermore, the dealership will perform all work until you are totally satisfied. Customer Satisfaction is so important to us that you will be contacted from time to time to take part in our CSI (Customer Satisfaction Index) so that we can continually improve our offering for your added benefit.

Please study the Owner's Manual. Apart from general information, it contains valuable directives on running-in, operating and maintenance procedures, not to mention advice on how to get the most out of your vehicle.

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Please also study the inclusions and exclusions that are contained in this booklet and if there is anything you are not sure about, do not hesitate to discuss it with your dealer for further clarity.

Whilst every effort has been made to ensure the accuracy of the information contained herein, we cannot accept liability for any inaccuracies or omissions, unless otherwise prohibited by statute.

Yours faithfully,

Chrysler South Africa (Pty) Ltd.

General Representative of Chrysler/Jeep/Dodge products in South Africa

## Customer Support

As we value your custom, Chrysler South Africa (Pty) Ltd takes much pride and pleasure in providing you with the best Customer Support possible. Should the need arise that additional information on our Company or after sales experience is required; the following is provided as a guideline for quick resolution.

Note that in all matters relative to your motoring needs, the DEALER PRINCIPAL of your Chrysler/Jeep/Dodge authorised servicing dealer is fully responsible and equipped to ensure TOTAL CUSTOMER SATISFACTION . Therefore, should you have any difficulty with PARTS or SERVICE, please arrange to discuss it with the DEALER PRINCIPAL of the dealership. He in turn has the full support and resources of Chrysler South Africa (Pty) Ltd at his disposal.

In the unlikely event the DEALER PRINCIPAL is unable to resolve your inquiry to your satisfaction, feel free to contact the Chrysler South Africa (Pty) Ltd CUSTOMER RESPONSE CENTRE during office hours on the following helpline number:

**0800 CHRYSLER / 0800 247 97537** or experience a visit to our website on: **[www.chryslersa.co.za](http://www.chryslersa.co.za)** website.

## Roadside Assistance and Touring Guarantee

In a further commitment to your motoring enjoyment and peace of mind, Chrysler South Africa (Pty) Ltd offers you a customer orientated ROADSIDE ASSISTANCE package with fast, easily understood, personal and technical assistance during the Maintenance Contract and Warranty Period in South Africa, Namibia and Botswana. For customers making use of extended Maintenance Plans, the Touring Guarantee continues beyond the vehicle warranty for as long as the Maintenance contract is in effect.

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### Definitions

**ROADSIDE ASSISTANCE** : Breakdowns or accidents.

This assistance does not cover or provide for the supply of fuel to a stranded vehicle as a result of the customer's negligence, or in an off-road environment in excess of 100 km from an authorised Chrysler / Jeep / Dodge dealer.

**TOURING GUARANTEE** : Applies to any vehicle breakdown, which has occurred en route, and prevents the customer from continuing with their journey. This applies to vehicle breakdowns not caused by accidents, running out of fuel, flat tyres, keys locked in the vehicle. This also does not apply to vehicles where the cover of the warranty and maintenance contracts have expired.

In the unlikely event of you requiring this assistance, feel free to contact Chrysler South Africa's CUSTOMER RESPONSE CENTRE on the following number:

**Within South Africa, phone:**

**0800 CHRYSLER or 0800 247 97537**

**Botswana, Namibian, Lesotho and Swaziland:**

**+27(11) 265-1800/1818**

### Guidelines and Parameters

#### Breakdown Assistance

*Your journey is interrupted due to a Technical Breakdown.* This service applies to technical vehicle breakdowns not caused by accidents. Customer Response Centre will, on receipt of a request for assistance, contact the Chrysler/Jeep/Dodge authorised dealer. The customer's travel costs to and from the dealer and breakdown scene, are covered by Chrysler South Africa (Pty) Ltd.

### **Towing Recovery**

*If the vehicle cannot be repaired at the roadside. Customer Response Centre will arrange with the dealer's nominated contractor to tow the vehicle in. This service applies to vehicle breakdowns not caused by accidents.*

### **Taxi**

*Should the customer need to make a short taxi journey to arrange assistance. The cost of Taxi fare home, to the airport, station, hotel, car hire company or Chrysler/Jeep/Dodge authorised dealer's workshop, will be reimbursed by the dealer.*

### **Accommodation, Public Transport and Car Hire**

*The vehicle repair cannot be completed or collected on the same day. If the driver is in transit (further*

*than 100km from the area of the Licencing Authority (town/city or place) where the vehicle is registered), the options available are:*

- (i) *A accommodation. The in transit customer (outside the car's domicile) wishes to be put up overnight while the car is repaired. Accommodation costs of up to R500 (bed and breakfast) per person per night all inclusive for the driver and up to 4 passengers will be covered if the breakdown occurred in excess of 100 km from the vehicle's place of registration. Refreshments and incidentals of up to R200,00 for the party will be covered. Option (ii) or (iii) below may be exercised as an alternative to this option.*
- (ii) *Public Transport. Customers may make use of public transport. This service does not include the use of*

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taxis, even though they are considered public transport. Where customers make use of public buses or trains to get to their original destination, or return home, the costs for the driver and up to 4 passengers will be at Chrysler South Africa's expense. The use of passenger carrying aircraft is subject to written authorisation and each case will be considered on its merit.

- (iii) *Car Hire.* The Customer Response Centre will, where practical and possible, arrange for a hire car for a period of 24 hours. This excludes any deposit required, personal insurance, fuel or road toll costs and is subject to the terms and conditions of the car hire company.

All cover is limited to driver plus 4 passengers

### **Unavailability of Replacement Parts**

*If it is not possible to repair the vehicle on the day of the breakdown due to a parts availability problem. The costs of air freighting, couriating or Express delivery of Replacement parts will be borne by Chrysler South Africa (Pty) Ltd.*

### **Vehicle Delivery/Collection**

*If the vehicle repair cannot be completed within the same day as the breakdown and the driver or Customer refused the options in item 4. above, then the Chrysler South Africa Customer Response Centre will take responsibility for delivery of the Customer's vehicle to the Customer's destination or home address. Should the Customer / driver wish to collect the vehicle personally, or authorise another person to do this, Chrysler South Africa (Pty) Ltd will*



pay for such costs as may be necessary to get the Customer / driver or authorised person from their destination or home address to the authorised repairing dealer's workshop.

### **Relaying of Messages**

Chrysler South Africa's Customer Response Centre will endeavour to relay messages on behalf of the Customer in the event of a breakdown.

### **Exclusions**

Unless otherwise provided for by statute, the Touring Guarantee does not cover breakdowns attributable to or caused by:

- Intentional or by gross negligence, or ignorance on the part of the owner, the driver or occupants of the vehicle (for example, engine damage due to lack of water, or low oil level).
- The use of non-genuine replacement parts, or due to alterations or modifications that have occurred as a result of a road accident or collision.
- Participation in motor-sport events or competitions, or through practice for such events. For the purpose of this exclusion, recreational activities in or on an off-road course or track by a 4X4 vehicle shall not be deemed as a motor-sport activity, provided such course does not entail obstacles or hazards of an unreasonable nature.
- The fitment of any performance enhancing, road holding device or accessory not approved by Chrysler South Africa (Pty) Ltd and non-compliance with the manufacturer's maintenance and prescribed service requirements.
- Operating in an environment, or under conditions for which the vehicle was not designed for.

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- War, riot, protest, civil unrest, earthquake, natural disaster or any acts of God.

### Waiver

Whilst Chrysler South Africa (Pty) Ltd and its business associates will make every effort to provide the services described herein with due diligence, unless otherwise prohibited by statute, no liability can be assumed for incidents of damage, theft, personal or consequential loss arising from the performance or nonperformance of these services.

Chrysler South Africa (Pty) Ltd shall not be liable for any damages or claims arising from a request for assistance whether medical or otherwise following an accident or breakdown resulting in extensive or consequential injuries or subsequent death through the failure of any third party service provided howsoever caused, unless otherwise provided for by statute.

Chrysler South Africa's Roadside Assistance is not in effect whilst the vehicle is in any foreign country other than South Africa, Namibia, Botswana, Lesotho and Swaziland.

### Owner's Obligations

#### Rules for Transfer of Maintenance Plan

The warranty and maintenance plan remains with the vehicle, and is transferable to the new owner, subject to the following:

1. The vehicle has to have a full service history available for scrutiny.
2. A Chrysler/Jeep/Dodge authorised dealer must have maintained the vehicle as per the applicable service schedule, at the correct kilometre intervals and the required service certificates shall have been completed and stamped by the Chrysler South Africa (Pty) Ltd authorised dealer.

3. If the vehicle is bought or sold privately, or bought or sold on an auction or otherwise, any Warranty or Maintenance plan is not automatically transferred. This can only be done by an authorised Chrysler/Jeep/Dodge Dealer. (Conditions apply)
4. The vehicle has to be in a 100% roadworthy condition.
5. The vehicle has to be free of body rust and or corrosion. It is therefore the responsibility of the selling dealer to ensure this.

## **Maintenance Plan**

### **Terms of the Maintenance Plan**

This maintenance plan and the cover it provides will be referred to as "the Cover". The parties to the cover are CHRYSLER SOUTH AFRICA (PTY) LTD and you "the customer". The customer's vehicle will be referred to as

"the vehicle". Provided that the customer adheres to the terms and conditions set out herein, the vehicle will be serviced and maintained in accordance with the terms of this cover for 36 months or 100 000 km - whichever occurs first.

Any service to be rendered under the cover shall only be limited to the Republic of South Africa, Namibia, Botswana, Lesotho and Swaziland.

### **What is Covered Under the Maintenance Plan**

- a. All the maintenance and service work set out by Chrysler South Africa (Pty) Ltd in the Maintenance Information Booklet will be performed.
- b. All repairs due to wear and tear will be affected. What constitutes "wear and tear", or what does not, is defined as follows:

## MAINTENANCE

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Fair wear and tear relates to an anticipated natural wearing, scuffing, abrasion, friction or exposure to a natural noncorrosive environment. This is relative to the design and intended market application for the vehicle in question. Any change in the quality or condition of paint, trim, component or part through intended normal use or service is classified as wear and tear.

The taking of reasonable protective and preventative measures such as doing prescribed servicing and maintenance, parking in a covered garage, regular washing and polishing of the vehicles exterior, limiting exposure to dirt or hazardous road surfaces, or subjecting of the vehicle to excessive loads, engine / road speeds, clutch riding, gear changes, braking, driving beyond the intended design limits of the vehicle, etc., are pre-conditional to preventing any failure or damage as a result of wear and tear.

Unless otherwise prohibited by statute, specifically excluded is any form of damage to paint or surface as a result of any natural phenomenon such as hail, industrial fall-out, stone chips, dents, scratches, or paint damage from an external source. Chrysler South Africa (Pty) Ltd is not liable for any cost of servicing and routine maintenance, replacement of consumable parts, friction materials, glass, tyres or any component that may be subjected to normal fair wear and tear.

Brake fluid, engine oil, transmission oil, other lubricants and service products required to carry out the maintenance and service will be supplied.

Any precautionary procedures, checks or other work which Chrysler South Africa (Pty) Ltd or the Chrysler/Jeep/Dodge authorised Dealer deems necessary, will be

performed. Whether any such treatment or the like is necessary, or not, is solely at the discretion of Chrysler South Africa (Pty) Ltd or the said Dealer.

The replacement of other parts required in the process of executing the said service and maintenance tasks, subject to the exclusions referred to hereunder, is included.

Any additional oil change service required by the customer that is over and above the prescribed intervals will be for the customer's account and wheel balancing and wheel alignment will be restricted to once a year.

## **Maintenance Plan**

### **Exclusions from the Maintenance Plan**

a. Additions to, modifications of, or alterations to the vehicle of any kind or of whatever nature, including any damage arising or resulting from such, or any other, addition, alteration or modification.

b. The fixing or repair of any damage, which may be as a result of an extended or prolonged period of storage.

c. Accessories, modifications or other equipment which were not fitted to the vehicle when originally manufactured will not be maintained or repaired.

d. Maintenance or repair required as a result of the Customer's failure to comply with either the terms of the Cover or with the Customer's obligations, or as a result of negligence, for example engine damage due to lack of water, low oil level and failure to stop the vehicle when warning signs and lights are on, missing or over-running prescribed service intervals.

e. Damaged glass of any nature, including windscreens and windows, will not be repaired or replaced. The replacement or repair of paint work.

## MAINTENANCE

- f. Trimming, seat covers, carpets and body panels falls within the exclusion.
- g. Any of the steps or measures to be carried out in order to prepare the vehicle for extended or prolonged periods of storage, as contained in the Owner's Manual.
- h. Daily or other regular checks, as specified in the Owner's Manual, required to maintain the motor vehicle, such as inspecting and checking the coolant levels, tyre pressure, lubricant levels and anti-freeze additives including implementation of such additional service and maintenance requirements for vehicles operating under severe conditions. All costs for such additional service and maintenance including relevant parts and lubricants do not form part of the Maintenance Plan and are for the Customer's account; and

- i. Any damage, irrespective of the nature thereof, which resulted from any of the following events or other occurrences:
  - i. Damage to the vehicle as a result of negligence or being involved in an accident or collision.
  - ii. A ny damage to the vehicle of whatever nature or cause, including intentional and/or accidental damage due to the anticorrosion and antifreeze agent concentration in the coolant not being maintained. The coolant needs to be replaced after three years.
  - iii. Damage as a result of rust corrosion.
  - iv. Damage arising from the use of lubricants, oils and other additives not approved by Chrysler South Africa (Pty) Ltd, or contaminated fuel;
  - v. Damage to the vehicle, as a result of civil commotion, riots and/or labour and/or political disturbances and unrest, hail, flood, lighting fire or other acts of God;

- vi. Replacement or fixing of damaged tyres whether the damage is a result of wear and tear or otherwise;
- vii. Damage arising from work of whatsoever nature performed on the vehicle by a person or persons other than an accredited Chrysler/Jeep/Dodge Dealer;
- viii. Damage arising from the vehicle being neglected, misused, abused or improperly treated or from the vehicle being used in racing, rally or other competitive events;
- ix. Damage that resulted from the Customer's failure to comply with the provisions of this Cover.
- x. Damage as a result of a component failure that is deemed to be a manufacturing defect (not normal wear and tear).

- xi. No consequential damage caused by the failure of a component; and
- xii. Damage suffered from driving through water.

**Customer's Undertakings and Obligations**

It is the duty of the Customer to make the vehicle available to an authorised Chrysler/Jeep/Dodge workshop within 1,500km of the relevant service interval as specified in the service booklet of the relevant vehicle or at such other time as may be required by the Customer or Chrysler South Africa (Pty) Ltd in order that the necessary maintenance work can be performed.

The vehicle shall be made available to the said workshop by prior appointment and during its normal business hours. The Repair Order shall be signed by the Customer before the maintenance work is performed. The Customer shall when collecting the vehicle, sign the invoice wherein the maintenance work performed, is reflected.

## MAINTENANCE

**Caution:** Chrysler South Africa (Pty) Ltd will not be held liable for any costs whatsoever that may arise from the customer's neglect, failure or refusal to make the vehicle available in terms of the Cover.

The customer is obliged to comply with the instructions relating to the maintenance, use and care of the vehicle as set out in the Owner's Manual and this Customer Warranty and Maintenance Information Booklet. Should any defects or failure in the vehicle arise, occur or become apparent, the Customer shall take such reasonable action as is necessary to avoid or minimise damage to the vehicle.

The Chrysler/Jeep/Dodge accredited workshop may obtain and install in, or fit or onto the vehicle any genuine Chrysler/Jeep/Dodge replacement parts the said workshop deems necessary, provided that the replacement parts are suitable for the vehicle.

It is crucial that the distances travelled by the vehicle are accurately recorded. Thus, the customer shall:

- Provide proof of such distance travelled should the Customer be required to do so by Chrysler South Africa (Pty) Ltd or an accredited Chrysler/Jeep/Dodge workshop.
- In the event of the odometer (the unit that measures the distance travelled) failing to operate or become damaged, the Customer shall immediately arrange for the necessary repair work at an accredited Chrysler/Jeep/Dodge workshop;
- Should the odometer fail to be operative in the manner aforesaid or should it be otherwise defective, the estimated kilometres travelled by the vehicle may be calculated and determined through reference to the actual



kilometres travelled during a period when the vehicle's odometer was operative. Chrysler South Africa (Pty) Ltd's determination shall be final;

- Chrysler South Africa (Pty) Ltd or an accredited Chrysler/Jeep/ Dodge Dealer is entitled to inspect and verify the operation and reading of the odometer of the vehicle at any given time;
- The odometer may not be interfered or tampered with in any way whatsoever; and
- Should the Customer wish to store the vehicle for an extended period, adherence to the requirements of the Owner's Manual for extended storage shall be complied with.

### **Emergency Work**

When work on the vehicle is necessary as a matter of urgency under circumstances that render or make it impossible

for the Customer to make the vehicle available to an accredited Chrysler/Jeep/Dodge workshop, the Customer may present the vehicle to another workshop to perform emergency work subject to Chrysler South Africa (Pty) Ltd authorising such conduct. Should it not be reasonably possible to obtain the required consent from Chrysler South Africa (Pty) Ltd the Customer may present the vehicle to such other workshop only in order to have the workshop carry out such minor work as may be reasonably required to have the vehicle in running order. In the event of such work having been carried out, the Customer shall, as soon as is reasonably possible, advise Chrysler South Africa (Pty) Ltd of the work performed by the other workshop in order to obtain Chrysler South Africa's confirmation. In either of the two aforementioned events the Customer is responsible for the account of the other workshop. The Customer will be reimbursed by Chrysler South Africa (Pty) Ltd upon receipt of the account,

## MAINTENANCE

provided that the account has been duly settled and that work performed and parts replaced have been properly specified thereon.

The reimbursement shall be calculated at the cost of conducting such work in an accredited Chrysler/Jeep/Dodge workshop or be the value of the account, whichever of the two is the lesser amount. Expenditures will only be reimbursed if the Customer submits a valid tax invoice to Chrysler South Africa (Pty) Ltd.

### **Accidental or Other Damage**

Wherever reasonable and possible, all damage to the vehicle of whatever kind, whether, mechanical, electrical, electronic or body related, as a result of a collision, accident or other loss shall only be repaired by an accredited Chrysler/Jeep/Dodge workshop or Chrysler South Africa (Pty) Ltd recommended Automotive Body Repairer

In the event of it not being reasonably possible to have such repair work carried out by an accredited Chrysler/Jeep/Dodge workshop the customer must notify Chrysler South Africa (Pty) Ltd, in writing, of the nature and extent of the damage or loss and the intended repair. Chrysler South Africa (Pty) Ltd is entitled to suspend this Cover and its obligations hereunder, pending receipt of a written report wherein an authorised Chrysler/Jeep/Dodge Dealer confirms that the repair work is of an acceptable standard and that the vehicle has been repaired to such standard.

The vehicle may, at the discretion of Chrysler South Africa (Pty) Ltd be inspected before any repairs are carried out. Chrysler South Africa (Pty) Ltd may in its sole discretion recover from the customer such costs it may have unnecessarily incurred as a result of such accident, collision or loss.

Where incorrect or improper maintenance or repair work performed by a workshop other than an accredited Chrysler/

Jeep/Dodge workshop necessitates any additional work, the costs of such work shall be for the Customer's account at the usual rate charged for such work by an authorised Chrysler/Jeep/Dodge workshop.

Should the customer, prior to the termination or expiration of this Cover, dispose of the vehicle or cease to be the owner, lessee or purchaser thereof or should the vehicle be damaged beyond repair or destroyed before such termination or expiration, the Customer must, notify Chrysler South Africa (Pty) Ltd immediately in writing of such a fact. This Cover shall, with effect from the date of such an event or occurrence be deemed to have been cancelled.

The obligations of Chrysler South Africa (Pty) Ltd in terms of this Cover shall end on the date when this Cover is deemed to be cancelled and the customer is not entitled to any refund. Failure by the Customer to comply with his obligations, as set out in this Cover, shall entitle Chrysler South

Africa (Pty) Ltd to cancel this Cover by written notice. In such an event the Customer shall not be entitled a refund for any reason whatsoever.

### **Owner's Responsibility**

At least weekly and before commencing any journey of considerable length, it is important to check:

- Engine oil level (Vehicle to be level and engine cold).
- Coolant level (engine cold).
- Brake and clutch fluid levels as applicable. Should brake fluid topping up be needed take the vehicle to a Chrysler/Jeep/ Dodge Dealer and have the cause of loss (e.g. leakage or brake pads/lining wear) traced and rectified.
- Windscreen washer reservoir(s) (water level and detergent concentrate).

## MAINTENANCE

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- Operation and condition of wiper blades.
- Tyre pressures (relative to load and speed operating conditions).
- Lubricate throttle control linkage (especially after the engine has been cleaned), check condition of linkage and cables as well as correct operation.
- Hooter and all lights and director indicator operation.

## Dealer Responsibility

At Chrysler South Africa (Pty) Ltd we require that our Dealers, who are the important link between you and Chrysler South Africa (Pty) Ltd, accept certain responsibilities, viz.:

1. To ensure that you have a full and clear understanding of the Terms of the Warranty when you take delivery of your new vehicle. They should also introduce you to their Service Department, who are required to explain to you what services are required to be performed on your vehicle as further terms of the Warranty.
2. To ensure that your vehicle is delivered in perfect condition.

3. To ensure that only Chrysler/Jeep/Dodge genuine replacement parts are used in the servicing and repair of your vehicle, and that these tasks are carried out by competent trained technicians using special tools and equipment specific to your vehicle.

**By using only genuine replacement parts, you will also ensure that your vehicle's resale value is not jeopardised and you will experience the full advantage of value for money motoring offered by our product.**

### **Service and Maintenance Certification**

Your Chrysler/Jeep/Dodge Dealer will stamp and certify in this booklet all maintenance and services on presentation of the vehicle for the prescribed services and maintenance. These entries are most important to ensure validity of the vehicle's warranty and maximise the vehicle's re-sale value and troublefree motoring experience for you as owner.

Your Chrysler/Jeep/Dodge Dealer will readily furnish further information or answer any questions concerning the servicing requirements of your vehicle.

### Benefits of Proper Vehicle Maintenance

The philosophy behind vehicle servicing and regular maintenance is one of prevention rather than cure.

At each and every service your Chrysler/Jeep/Dodge dealer services your vehicle according to a strict service schedule, using trained technicians and the latest most up-to-date technology and equipment.

It therefore stands to reason that a well maintained vehicle should last longer and most important of all, improves the resale value of the product.

Besides any maintenance work listed in the maintenance schedule, we recommend that you check the following items regularly:

- Engine oil level (before start up in the morning).
- Coolant level (when the engine is cold).

- Fluid levels in the brake and clutch systems.  
**Note:** If brake fluid has to be added, see a Chrysler/Jeep/Dodge dealer to determine the cause, i.e. leaks or worn brake linings or brake pads.
- Battery electrolyte level – only replenish with distilled water.
- Windscreen washer system – replenishes with water mixed with a windscreen washer detergent, test function and check wiper blades.
- Tyre pressure (when tyres are cold).
- Safety items – lights, etc. – functionality of all the lights, etc.

**Vehicle Service Intervals**

**Petrol Vehicles**

All petrol vehicles have a 15 000 kilometres or one year service interval.

**Diesel Vehicles**

The vehicles listed below have a 20 000 kilometre or one year service interval:

- Jeep Grand Cherokee
- Jeep Cherokee
- Jeep Wrangler
- Chrysler Voyager
- Chrysler 300C

**Vehicle Service Record**

All maintenance and servicing should be performed by an accredited Chrysler/Jeep/Dodge Dealer at the stipulated distances or time intervals as stipulated in this Booklet.

<b>PDI</b>	<b>12 000/15 000/20 000 or 12 months</b>
Date: .....	Date: .....
Repair Order No: .....	Repair Order No: .....
km: .....	km: .....
Servicing Dealer's Stamp	Servicing Dealer's Stamp
.....	.....
Signature	Signature
<b>24 000/30 000/40 000 or 24 months</b>	<b>36 000/45 000/60 000 or 36 months</b>
Date: .....	Date: .....
Repair Order No: .....	Repair Order No: .....
km: .....	km: .....
Servicing Dealer's Stamp	Servicing Dealer's Stamp
.....	.....
Signature	Signature



<b>48 000/60 000/80 000 or 48 months</b>	<b>60 000/75 000/100 000 or 60 months</b>
Date: ..... Repair Order No: ..... km: .....  <p style="text-align: center;">Servicing Dealer's Stamp</p> <p style="text-align: center;">.....</p> <p style="text-align: center;">Signature</p>	Date: ..... Repair Order No: ..... km: .....  <p style="text-align: center;">Servicing Dealer's Stamp</p> <p style="text-align: center;">.....</p> <p style="text-align: center;">Signature</p>
<b>72 000/90 000/120 000 or 72 months</b>	<b>84 000/105 000/140 000 or 84 months</b>
Date: ..... Repair Order No: ..... km: .....  <p style="text-align: center;">Servicing Dealer's Stamp</p> <p style="text-align: center;">.....</p> <p style="text-align: center;">Signature</p>	Date: ..... Repair Order No: ..... km: .....  <p style="text-align: center;">Servicing Dealer's Stamp</p> <p style="text-align: center;">.....</p> <p style="text-align: center;">Signature</p>

<p><b>96 000/120 000/160 000 or 96 months</b></p>	<p><b>108 000/135 000/180 000 or 108 months</b></p>
<p>Date: .....</p> <p>Repair Order No: .....</p> <p>km: .....</p> <p style="text-align: center;">Servicing Dealer's Stamp</p> <p style="text-align: center;">.....</p> <p style="text-align: center;">Signature</p>	<p>Date: .....</p> <p>Repair Order No: .....</p> <p>km: .....</p> <p style="text-align: center;">Servicing Dealer's Stamp</p> <p style="text-align: center;">.....</p> <p style="text-align: center;">Signature</p>
<p><b>120 000/150 000/200 000 or 120 months</b></p>	<p><b>132 000/165 000/220 000 or 132 months</b></p>
<p>Date: .....</p> <p>Repair Order No: .....</p> <p>km: .....</p> <p style="text-align: center;">Servicing Dealer's Stamp</p> <p style="text-align: center;">.....</p> <p style="text-align: center;">Signature</p>	<p>Date: .....</p> <p>Repair Order No: .....</p> <p>km: .....</p> <p style="text-align: center;">Servicing Dealer's Stamp</p> <p style="text-align: center;">.....</p> <p style="text-align: center;">Signature</p>

<p><b>144 000/180 000/240 000 or 144 months</b></p>	<p><b>156 000/195 000/260 000 or 156 months</b></p>
<p>Date: .....</p> <p>Repair Order No: .....</p> <p>km: .....</p> <p style="text-align: center;">Servicing Dealer's Stamp</p> <p style="text-align: center;">.....</p> <p style="text-align: center;">Signature</p>	<p>Date: .....</p> <p>Repair Order No: .....</p> <p>km: .....</p> <p style="text-align: center;">Servicing Dealer's Stamp</p> <p style="text-align: center;">.....</p> <p style="text-align: center;">Signature</p>
<p><b>168 000/210 000/280 000 or 168 months</b></p>	<p><b>180 000/225 000/300 000 or 180 months</b></p>
<p>Date: .....</p> <p>Repair Order No: .....</p> <p>km: .....</p> <p style="text-align: center;">Servicing Dealer's Stamp</p> <p style="text-align: center;">.....</p> <p style="text-align: center;">Signature</p>	<p>Date: .....</p> <p>Repair Order No: .....</p> <p>km: .....</p> <p style="text-align: center;">Servicing Dealer's Stamp</p> <p style="text-align: center;">.....</p> <p style="text-align: center;">Signature</p>

<p><b>192 000/240 000/320 000 or 192 months</b></p>	<p><b>204 000/255 000/340 000 or 204 months</b></p>
<p>Date: .....</p> <p>Repair Order No: .....</p> <p>km: .....</p> <p style="text-align: center;">Servicing Dealer's Stamp</p> <p style="text-align: center;">.....</p> <p style="text-align: center;">Signature</p>	<p>Date: .....</p> <p>Repair Order No: .....</p> <p>km: .....</p> <p style="text-align: center;">Servicing Dealer's Stamp</p> <p style="text-align: center;">.....</p> <p style="text-align: center;">Signature</p>
<p><b>216 000/270 000/360 000 or 216 months</b></p>	<p><b>228 000/285 000/380 000 or 228 months</b></p>
<p>Date: .....</p> <p>Repair Order No: .....</p> <p>km: .....</p> <p style="text-align: center;">Servicing Dealer's Stamp</p> <p style="text-align: center;">.....</p> <p style="text-align: center;">Signature</p>	<p>Date: .....</p> <p>Repair Order No: .....</p> <p>km: .....</p> <p style="text-align: center;">Servicing Dealer's Stamp</p> <p style="text-align: center;">.....</p> <p style="text-align: center;">Signature</p>

<b>240 000/300 000/400 000 or 240 months</b>	<b>252 000/315 000/420 000 or 252 months</b>
Date: ..... Repair Order No: ..... km: .....  Servicing Dealer's Stamp  ..... Signature	Date: ..... Repair Order No: ..... km: .....  Servicing Dealer's Stamp  ..... Signature
<b>264 000/330 000/440 000 or 264 months</b>	<b>276 000/345 000/460 000 or 276 months</b>
Date: ..... Repair Order No: ..... km: .....  Servicing Dealer's Stamp  ..... Signature	Date: ..... Repair Order No: ..... km: .....  Servicing Dealer's Stamp  ..... Signature

<b>288 000/360 000/480 000 or 288 months</b>	<b>300 000/375 000/500 000 or 300 months</b>
Date: ..... Repair Order No: ..... km: .....  <div style="text-align: center;">Servicing Dealer's Stamp</div> ..... <div style="text-align: center;">Signature</div>	Date: ..... Repair Order No: ..... km: .....  <div style="text-align: center;">Servicing Dealer's Stamp</div> ..... <div style="text-align: center;">Signature</div>
<b>312 000/390 000/520 000 or 312 months</b>	<b>324 000/405 000/540 000 or 324 months</b>
Date: ..... Repair Order No: ..... km: .....  <div style="text-align: center;">Servicing Dealer's Stamp</div> ..... <div style="text-align: center;">Signature</div>	Date: ..... Repair Order No: ..... km: .....  <div style="text-align: center;">Servicing Dealer's Stamp</div> ..... <div style="text-align: center;">Signature</div>

## **Helpful Address and Telephone Numbers**

Here is the address and telephone number of the Chrysler Group Customer Relations office in South Africa

Within South Africa, phone 080024797537  
(0800CHRYSLER)

Botswana, Namibia, Lesotho and Swaziland:  
+27 (11) 265 - 1800

To contact Chrysler South Africa by mail, simply access the following websites:  
[www.chryslersa.co.za](http://www.chryslersa.co.za) or  
[info@chryslersa.co.za](mailto:info@chryslersa.co.za)

**Chrysler South Africa (Pty) Ltd.**  
Wierda Road, Zwartkop, Centurion

**Chrysler South Africa (Pty) Ltd.**  
PO Box 11111, Centurion, 0046

# Chrysler Group International LLC

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