

**WARRANTY COVERAGE AT A GLANCE**

DESCRIPTION	1 Yr/ 12,000	2 Yr/ 24,000	3 Yr/ 36,000	3 Yr/ 50,000	3 Yr/ Unlmtd	4 Yr/ 50,000	4 Yr/ Unlmt	7 Yr/ 70,000	8 Yr/ 80,000	12 Yr/ Unlmt
Basic Limited Warranty Coverage	[Red Bar]									
<b>Special Extended Warranty Coverage</b>										
Anti-Corrosion Perforation Limited Warranty: Outer Panels	[Red Bar]									
Federal Emission Warranty	[Red Bar]									
Federal Emission Warranty- Specified Comp.	[Red Bar]									
<b>Special Programs</b>										
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## 1. Your Legal Rights Under These Limited Warranties

The warranties contained in this booklet are the only express warranties that Chrysler Group LLC ("Chrysler") makes for your FIAT 500. **These warranties give you specific legal rights. You may also have other rights that vary from state to state.** For example, you may have some implied warranties, depending on the state where your FIAT 500 was sold or is registered.

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

If you use your FIAT 500 primarily for business or commercial purposes, then these implied warranties do not apply and Chrysler completely disclaims them to the extent allowed by law. And the implied warranty of fitness for a particular purpose does not apply if your FIAT 500 is used for racing, even if the vehicles is equipped for racing.

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

### 1.1 Incidental and Consequential Damages Not Covered

**Your warranties don't cover any incidental or consequential damages connected with your FIAT 500's failure, either while under warranty or afterward.**

Examples of such damages include:

- lost time;
- inconvenience;
- the loss of the use of your FIAT 500;
- the cost of rental vehicles, gasoline, telephone, travel, or lodging;
- the loss of personal or commercial property; and
- the loss of revenue.

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

## **2. What's Covered Under Chrysler Group LLC's Warranties**

### **2.1 Basic Limited Warranty**

#### **A. Who Is Covered?**

You are covered by the Basic Limited Warranty if you are a purchaser for use of the FIAT 500.

#### **B. What's Covered**

The Basic Limited Warranty covers the cost of all parts and labor needed to repair any item on your FIAT 500 when it left the manufacturing plant that is defective in material, workmanship or factory

preparation. There is no list of covered parts since the only exception is tires. You pay nothing for these repairs covered by the Basic Limited Warranty. These warranty repairs or adjustments — including all parts and labor connected with them — will be made by your authorized FIAT repair facility at no charge, using new or remanufactured parts.

#### **C. Items Covered by Other Warranties**

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

- tires; or
- items added or changed after your FIAT 500 left the manufacturing plant, such as accessories or protection products, or items changed because of customization.

## WHAT'S COVERED UNDER CHRYSLER GROUP LLC'S WARRANTIES

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 warranty statements in your Owner's Literature Package.

### **D. Towing Costs Are Covered Under Certain Circumstances**

Roadside Assistance covers the cost of towing your FIAT 500 to the nearest authorized FIAT repair facility if your vehicle can't be driven because a covered part has failed. Roadside Assistance lasts for up to 4 years, with no mileage limit, calculated from

the warranty start date. See Section 7.2 for information on how to get Roadside Assistance service in the United States and Canada.

### **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 FIAT 500; or
- the date when the FIAT 500 was first put into service — for example, as a dealer “demo” or as a Chrysler company vehicle.

## **F. When It Ends**

The Basic Limited Warranty lasts for 4 years from the date it begins or for 50,000 miles on the odometer, whichever occurs first.

## **G. Registration and Operation Requirements**

The Basic Limited Warranty covers your FIAT 500 only if:

- it was built for sale in the U.S.;
- it's registered in the U.S.;
- it's driven mainly in the U.S. or Canada; and
- it's operated and maintained in the manner described in your Owner's Manual.

## **H. If Your FIAT 500 Leaves the United States (We Include U.S. Possessions and Territories as Part of the United States for Warranty Purposes):**

**EXCEPT WHERE SPECIFICALLY REQUIRED BY LAW, THERE IS NO WARRANTY COVERAGE ON THIS FIAT 500 IF IT IS SOLD IN OR REGISTERED IN COUNTRIES OTHER THAN THE UNITED STATES.**

This policy does not apply to a FIAT 500 that has received authorization for export from Chrysler. Dealers may not give authorization for export. You should consult an authorized dealer to determine FIAT 500's warranty coverage if you have any questions.

This policy does not apply to a FIAT 500 registered to U.S. government officials or military personnel on assignment outside of the United States.

## WHAT'S COVERED UNDER CHRYSLER GROUP LLC'S WARRANTIES

### I. Rental Allowance

The Basic Limited Warranty provides your FIAT 500 with rental allowances:

- \$30 per day rental car allowance or taxi reimbursement if your FIAT 500 is to be serviced for any same day mechanical or maintenance service visit.
- Extended car rental allowance or taxi reimbursement if your FIAT 500 repair takes overnight on a covered component (excludes body work). The maximum rental allowance per occurrence is 5 days or \$150.

The FIAT 500 rental allowance lasts for up to 4 years or 50,000 miles on the odometer, whichever occurs first, calculated from the start date of the Basic Limited Warranty, as set forth in Section 2.1(E). Rental charges in excess of the above rental allowance amounts are your responsibility.

The rental car must be obtained from an authorized FIAT repair facility. If an authorized FIAT repair facility does not have rental cars available, one will be obtained from a licensed rental agency. This rental allowance plan is not responsible for any refusal of a rental agency to rent a vehicle to you.

## **2.2 Corrosion Warranty**

### **A. Who Is Covered?**

You are covered if you are a purchaser for use of the FIAT 500.

### **B. What's Covered**

This warranty covers the cost of all parts and labor needed to repair or replace any body sheet metal panels that have been perforated by rust from the inside out. 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 3.4.

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

The Corrosion Warranty starts when your Basic Limited Warranty begins under 2.1(E). For body sheet metal panels, the limit is 12 years, with no mileage limit.

### **2.3 Restraint System Limited Warranty (FIAT 500 sold and registered in the State of Kansas only)**

For a FIAT 500 sold and registered in the State of Kansas, seatbelts and related seatbelt components are warranted against defects in workmanship and materials for 10 years, regardless of mileage. This warranty does not cover replacement of seatbelts and related components required as the result of collision.

## 3. What's Not Covered

### 3.1 Modifications Not Covered

#### A. Some Modifications Don't Void the Warranties But Aren't Covered

Certain changes that you might make to your FIAT 500 do not, by themselves, void the warranties described in this booklet. Examples of some of these changes are:

- installing non-Chrysler Group LLC ("Chrysler") parts, components, or equipment (such as a non-Chrysler radio or speed control); and
- using special non-Chrysler materials or additives.

But your warranties don't cover any part that was not on your FIAT 500 when it left the manufacturing plant or is not certified for use on your vehicle. Nor do they cover the costs of any repairs or adjustments that might be caused or needed because of the installation or use of non-Chrysler parts, components, equipment, materials, or additives.

Performance or racing parts are considered to be non-Chrysler 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 Chrysler / MOPAR accessories installed by an authorized FIAT repair facility;

## WHAT'S NOT COVERED

- applying rustproofing or other protection products;
- changing the FIAT 500's configuration or dimensions, such as converting the vehicle into a limousine; or
- using any refrigerant that Chrysler 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 odometers; or

- attaching any device that disconnects the odometer will also void your warranties.

### **3.2 Environmental Factors Not Covered**

Your warranties don't 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 FIAT 500. This includes cracks and chips in glass, scratches and chips in painted surfaces, or damage from collision.

### 3.3 Racing Not Covered

Your warranties don't 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.

### 3.4 Certain Kinds of Corrosion Not Covered

Your warranties don't cover the following:

- corrosion caused by accident, damage, abuse, or FIAT 500 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 on your FIAT 500 when it left the manufacturing plant or was not supplied by Chrysler.

### 3.5 Other Exclusions

Your warranties don't cover the costs of repairing damage or conditions caused by any of the following:

- fire or accident;
- abuse or negligence;

## WHAT'S NOT COVERED

- 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 Chrysler (however, authorized Chrysler / MOPAR remanufactured parts are covered);
- windshield or rear window damage from external objects;
- any changes made to your vehicle that don't comply with Chrysler; or
- using any fluid that doesn't meet the minimum recommendations in your Owner's Manual.

### 3.6 Total Loss, Salvage, Junk, or Scrap Vehicles Not Covered

A FIAT 500 has no warranty coverage of any kind if:

- the FIAT 500 is declared to be a total loss by an insurance company;
- the FIAT 500 is rebuilt after being declared to be a total loss by an insurance company; or
- the FIAT 500 is issued a certificate of title indicating that it is designated as “salvage,” “junk,” “rebuilt,” “scrap,” or some similar word.

Chrysler will deny warranty coverage without notice if it learns that a FIAT 500 is ineligible for coverage for any of these reasons.

### 3.7 Restricted Warranty

Your warranties can also be restricted by Chrysler. Chrysler may restrict the warranty on your FIAT 500 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 Chrysler 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, Chrysler Group LLC ("Chrysler") may offer exchange service on some vehicle parts. This service is intended to reduce the amount of time your FIAT 500 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 Chrysler 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, the EPA requires the capture, purification, and reuse of automotive air-conditioning refrigerant gases. As a result, a repair to the sealed portion of your air-conditioning system may involve the installation of purified reclaimed refrigerant.

## 4.2 Pre-Delivery Service

A defect in or damage to the mechanical, electrical, sheet-metal, paint, trim, and other components of your vehicle may have occurred at the factory or while it was being shipped to 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 FIAT 500 is delivered to you.

## 4.3 Production Changes

Changes may be made in FIAT 500 vehicles sold by Chrysler and its dealers at any time without incurring any obligation to make the same or similar changes on vehicles previously built or sold.

## 5. Emission Warranties Required By Law

### 5.1 Federal Emission Warranty

#### A. Parts Covered for 2 Years or 24,000 Miles

Federal law requires Chrysler Group LLC ("Chrysler") to warrant the following emissions parts for 2 years or 24,000 miles, whichever occurs first. Chrysler covers all of these parts under the Basic Limited Warranty for 4 years or 50,000 miles, whichever occurs first.

- Air system controls;
- distributor and its components;

- electronic fuel injection system, including injector;
- evaporative-emission canister and controls;
- exhaust manifold;
- exhaust gas recirculation valve and control system;
- exhaust pipes (between exhaust manifold and catalyst);
- fuel cap and tank assembly, pump, and fuel lines;
- ignition coil and ignition module;
- intake manifold;
- on-board diagnostic-system components;
- oxygen sensors;
- positive crankcase-ventilation (PCV) valve or orifice;
- secondary ignition wires;
- spark plugs;
- throttle body;
- transmission-control module;

- vacuum hoses, clamps, and fittings, as well as tubing used for these components;
- vacuum, temperature, altitude, speed, time-sensitive valves, sensors, and switches used in these components and systems.

#### **B. Parts Covered for 8 years or 80,000 miles**

If your FIAT 500 has one of the following parts, this Federal Emission Warranty covers that part for a period of 8 years or 80,000 miles, whichever occurs first, calculated from the start of the Basic Limited Warranty as set forth in Section 2.1(E). The covered parts are:

- catalytic converter; and
- powertrain control module.

#### **5.2 Emission Performance Warranty**

This warranty supplements the federal warranty under 5.1. It lasts for 2 years or 24,000 miles on the odometer, whichever occurs first. If your FIAT 500 has one of the following parts, catalytic converter and powertrain control module, this Federal Emission Warranty covers that part for a period of 8 years or 80,000 miles, whichever occurs first. These limits are counted from the time when your Basic Limited Warranty begins under 2.1(E). The Emission Performance Warranty covers the cost of repairing or adjusting any components or parts that might be needed for your vehicle to pass Federal Emission Standards for a federally approved state or local emissions test, but only if:

- your FIAT 500 has failed a federally approved state or local emissions test;
- your FIAT 500 has been maintained and operated properly up until it fails such a test; and
- you face a real penalty — for example, a fine or the loss of the use of your FIAT 500 — because the vehicle has failed the test.

Section 7.4 explains how to get service under this warranty.

## 6. Maintenance Program

### 6.1 General Information

#### A. Who Is Covered?

You are covered by the Maintenance Program if you are a purchaser for use of the FIAT 500.

#### B. How Long It Lasts

The Maintenance Program lasts for up to 3 years or 36,000 miles on the odometer, whichever occurs first, calculated from the start date of the Basic Limited Warranty, as set forth in Section 2.1(E).

#### C. What's Covered

The Maintenance Program covers the cost of all the normal service maintenance items, oil service and

inspections, at no charge as outlined in the Maintenance Schedule guidelines in your Owner's Manual. The Maintenance Program also covers specific items that need replacement due to normal wear and tear at no charge.

Some of these covered maintenance items include:

- Engine oil service;
- Inspection service;
- Brakes (rotors, pads, linings, and drums);
- Wiper blades; and
- Clutch discs or modular clutch assembly (as equipped);

## 6.2 What Maintenance Program Costs Do Not Cover

### A. General Information

Your warranties don't 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.

### B. Your Responsibility

It's your responsibility to properly maintain and operate your new vehicle. Follow the instructions contained in the Maintenance Schedule guidelines in your Owner's Manual. Regular, scheduled mainte-

nance is essential for optimum performance of your FIAT 500. If there is a dispute between you and Chrysler Group LLC ("Chrysler") concerning your maintenance of your vehicle, Chrysler will require you to provide proof that your vehicle was properly maintained.

For your convenience, Chrysler has prepared a Maintenance Log which is included in your Owner's Manual. You should use this Maintenance Log to keep track of scheduled maintenance, either by routinely having the repairs entered in your Maintenance Log, or by keeping receipts or other documentation of work you've had done on your vehicle in your Maintenance Log.

## 6.3 Where To Go For Maintenance Program Service

Schedule an appointment at an authorized FIAT repair facility, during the first 3 years or 36,000 miles as set forth in section 6.1(B). Although you can get service from any dealer who sells FIAT 500 vehicles, returning to your selling dealer will help ensure that all your service needs are met and that you're completely satisfied. Authorized FIAT repair facility technicians are specifically trained to proficiently perform maintenance and repair procedures on your FIAT 500.

Chrysler recommends that you return to the dealer from whom you bought your FIAT 500 for all maintenance service both during and after the warranty periods.

Authorized FIAT repair facilities will help ensure that all your service needs are met and that you're completely satisfied. Chrysler strongly recommends you use genuine Chrysler / MOPAR parts to maintain your FIAT 500.

## 6.4 When the Maintenance Program Expires

### A. How Long It Lasts

The Maintenance Program lasts for up to 3 years or 36,000 miles on the odometer, whichever occurs first, calculated from the start date of the Basic Limited Warranty, as set forth in Section 2.1(E).

### B. Maintenance Costs Not Covered

The Basic Limited Warranty does not cover the costs of your vehicle's normal or scheduled maintenance — the parts and service that all vehicles routinely need — once the 3 years or 36,000 mile Maintenance Program has expired, as set forth in Section 6.1(B).

Your warranties don't 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.

## 7. How to Get Warranty Service

### 7.1 Where to Take Your FIAT 500

#### A. In the United States (We Include U.S. Possessions and Territories as Part of the United States for Warranty Purposes):

Warranty service must be done by an authorized FIAT repair facility. We strongly recommend that you take your FIAT 500 to your Selling Dealer. They know you and your FIAT 500 best, and are most concerned that you get prompt and high quality service. If you move within the United States, warranty service may be requested from any authorized FIAT repair facility.

#### B. In Canada and Mexico:

If you are traveling temporarily in Canada or Mexico, and your FIAT 500 remains registered in the United States, your Chrysler warranty still applies. Service may be requested at any authorized FIAT repair facility.

#### C. In a Foreign Country Outside of North America:

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

- You should take your FIAT 500 to an authorized FIAT repair facility. They should give you the same warranty service you receive in the United States.

- If the authorized dealership 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 authorized FIAT repair facility who normally services your vehicle.)
- When your FIAT 500 returns to the United States, contact the FIAT Customer Assistance Center (section 8.2) for reimbursement consideration. You will normally need to provide a copy of the receipt, your FIAT 500 registration and any other relevant documents.
- Reimbursement will not be considered if the FIAT 500 does not return to the United States.

### **D. If You Move:**

If you move to another country, be sure to contact the FIAT Customer Assistance Center (section 8.2) and the customs department of the destination country before you move. FIAT 500 importation rules vary considerably from country to country. You may be required to present documentation of your move to Chrysler in order to continue your warranty coverage. You may also be required to obtain documentation from Chrysler in order to register your FIAT 500 in your new country.

**E. Notice:**

If your FIAT 500 is registered outside of the United States, and you have not followed the procedure set out above, your vehicle will no longer be eligible for warranty coverage of any kind. (FIAT 500 vehicles registered to United States government officials or military personnel on assignment outside of the U.S. will continue to be covered.)

**7.2 How To Get Roadside Assistance Service - U.S. or Canada Only \*****A. Who Is Covered:**

You are covered by the Roadside Assistance services if you are a purchaser for use of the FIAT 500. The Roadside Assistance services lasts for 4 years, regardless of mileage, calculated from the start date of the Basic Limited Warranty, as set forth in Section 2.1(E).

\* Roadside assistance services provided through Cross Country Motor Club, Inc., Medford, MA 02155, except in AK, CA, HI, OR, WI, and WY, where services are provided by Cross Country Motor Club of California, Inc., Medford,, MA 02155.

### **B. What To Do:**

If your FIAT 500 requires jump start assistance, out of gas/fuel delivery, tire service, lockout service or towing due to a defect covered under the Basic Limited Warranty, dial toll-free 1-888-242-6342. Provide your name, vehicle identification number, license plate number, and your location, including the telephone number from which you are calling. Briefly describe the nature of the problem and answer a few simple questions.

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

### **C. Covered Services:**

#### **Flat Tire Service**

If you are inconvenienced by a flat tire, we will dispatch a service provider to use your FIAT 500's TIREFIT KIT to seal small punctures up to 1/4" in the tire tread or your vehicle's temporary spare tire (if equipped) as recommended in your Owner's Manual. This is not a permanent flat tire repair.

#### **Out of Gas/Fuel Delivery**

Drivers can't always count on a gas station being nearby - especially when traveling away from home. Just call 1-888-242-6342, and we will dispatch a service provider to deliver a small amount of fuel (maximum 2 gallons) to get you to a nearby station.

### **Battery Jump Assistance**

No time is a good time for a dead battery, but with Roadside Assistance, you don't have to worry about being stranded. We will dispatch a service provider to provide you with a battery jump anytime, day or night.

### **Lockout Service**

Whether the keys are locked in your FIAT 500 or frozen locks are keeping you from getting on your way, help is just a phone call away at 1-888-242-6342. This service is limited to providing access to the vehicle's seating area. It does not cover the cost of replacement keys.

### **Towing Service**

Our towing service gives you peace of mind and confidence. If your FIAT 500 becomes disabled as a result of a mechanical breakdown, Roadside Assistance will dispatch towing service to transport your vehicle to the closest authorized FIAT repair facility.

### **D. Trip Interruption Guidelines:**

The Trip Interruption coverage lasts for 4 years, regardless of mileage, calculated from the start date of the Basic Limited Warranty, as set forth in Section 2.1(E).

If your FIAT 500 is inoperable due to component failure under warranty and the failure occurs more than 100 miles from home, you have Trip Interruption coverage up to \$1,000 for lodging, meals, and car rental for you and your family.

A copy of the lodging, meals and car rental receipts must accompany a copy of the repair order listing all warranty repairs and parts that were involved. These receipts and repair order must be mailed to:

Chrysler Group  
Service Contracts  
P.O. Box 2700  
Troy, MI 48007-2700

### **E. If Unable to Contact Roadside Assistance:**

If you are unable to contact Roadside Assistance and you obtain towing services on your own, you may submit your original receipts from the licensed towing or service facility, for services rendered within 30 days of the occurrence. Be sure to include your vehicle identification number, odometer mileage at the time of service and current mailing address. We will process the claim based on vehicle and service eligibility. If eligible, we will reimburse you for the reasonable amounts you actually paid, based on the usual and customary charges for that service in the area where they were provided. Chrysler Group LLC's determination relating to reimbursement are final. Correspondence should be mailed to:

Chrysler Towing Assistance  
P.O. Box 9145  
Medford, MA 02155  
Attention: Claims Department

### 7.3 Emergency Warranty Repairs

If you have an emergency and have to get a warranty repair made by someone other than an authorized FIAT repair facility, follow the reimbursement procedure in 7.1(C).

### 7.4 Getting Service Under the Federal Emission Performance Warranties

#### A. What to Do

If your FIAT 500 has failed an emissions test described in 5.2:

- Take it to an authorized FIAT repair facility as soon as possible.
- Give the service representative the printout showing that your FIAT 500 failed the test.
- If possible, bring all service receipts, maintenance logs, and records proving that your FIAT 500 has been properly maintained, since you may be required to show them.

### **B. Further Steps You Can Take, and How to Get More Information**

If you think your authorized FIAT repair facility has wrongly denied you emission-warranty coverage, follow the steps described in 8.1. Chrysler will reply to you in writing within 30 days after receiving your complaint (or within the time limit required by local or state law). If the owner is not notified within 30 days that a performance warranty claim is denied, the manufacturer must repair the FIAT 500 free of charge.

If you want more information about getting service under the Federal Emission Warranty or the Performance Warranty, or if you want to report what you think is a violation of these warranties, you can contact:

Manager, Certification and Compliance  
Division Warranty Claims  
Environmental Protection Agency  
1200 Pennsylvania Avenue, NW  
Mail Code 6403J  
Washington, D. C. 20460

## 8. How to Deal with Warranty Problems

### 8.1 Steps to Take

#### A. In General

Normally, warranty problems can be resolved by your dealer's sales or authorized FIAT repair facility departments. That's why you should always talk to your authorized FIAT repair facility service manager or dealer's sales manager first. But if you're not satisfied with your dealer's or authorized FIAT repair facility response to your problem, Chrysler Group LLC ("Chrysler") recommends that you do the following:

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

**Step 2:** If your dealership or authorized FIAT repair facility still can't resolve the problem, contact the FIAT Customer Assistance Center. You'll find the address in section 8.2.

#### B. What Chrysler Will Do

Once you have followed the two steps described in 8.1(A), a Chrysler representative at Chrysler headquarters will review your situation. If it's something that Chrysler can help you with, Chrysler will provide your dealer with all the information and assistance necessary to resolve the problem. Even if Chrysler can't help you, Chrysler will acknowledge your contact and explain Chrysler's position.

### **C. If Your Problem Still Isn't Resolved For Customers Residing in Arkansas, Idaho, Kentucky and Minnesota ONLY:**

(NOTE: This Process is not available for residents of other states.)

If you can't resolve your warranty problem after following the two steps described in 8.1(A), and you live in Arkansas, Idaho, Kentucky or Minnesota ONLY, you can contact the Chrysler Group LLC Customer Arbitration Process in your area.

You may obtain a brochure describing Chrysler Group LLC's Customer Arbitration Process, including an application, by calling 1-888-242-6342. This service is strictly voluntary, and you may submit your dispute directly to the Customer Arbitration Process (CAP) at no cost. The CAP is administered by an independent dispute settlement organization and may be contacted in writing at the following address:

National Center for Dispute Settlement  
Chrysler Group LLC  
Customer Arbitration Process  
P.O. Box 727  
Mt. Clemens, MI 48046

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

The CAP will need the following information from you:

- 1) Legible copies of all documents and repair orders relevant to your case,
- 2) Vehicle identification number of your FIAT 500,
- 3) A brief description of your unresolved concern,
- 4) The identity of your servicing authorized

FIAT repair facility /selling dealer, 5) The date(s) of repair(s) and mileage at the time, 6) Current mileage, and 7) A description of the action you expect to resolve your concern.

Upon receipt of your request:

- The National Center for Dispute Settlement (NCDS) will acknowledge receipt of your request, by mail, within ten (10) days, and advise you whether or not your dispute is within the jurisdiction of the Process.
- When your request is within jurisdiction NCDS will request Chrysler and the dealer to present their side of the dispute. You will receive copies of their responses.
- While your dispute is pending NCDS or Chrysler may contact you to see if your case can be settled by agreement. If a settlement is offered to you, Chrysler will ask you to sign a form that contains that settlement. Your case will then be closed. There is no requirement for you to participate in this settlement process.

- If you requested an oral hearing, a decision-maker will contact you to arrange a convenient time and place for a hearing. Usually, this will be at a dealership near you.
- If you request a documents-only review, an NCDS panel will review and decide your case. Neither you, the dealer nor Chrysler need be present.
- NCDS will send you a written Statement of Decision. This statement will include the decision, any action to be taken by the dealer or Chrysler and the time by which the action must be taken. The decision will be binding on the dealer and Chrysler but not on you unless you accept the decision.
- If any action is required on the part of the servicing authorized FIAT repair facility /selling dealer or Chrysler you will be contacted within ten (10) days after the date by which the dealer or Chrysler must act to determine whether performance has been rendered.

## HOW TO DEAL WITH WARRANTY PROBLEMS

- The entire dispute settlement process will normally take no longer than 40 days.
- The CAP dispute settlement procedure does not take the place of any state or Federal legal remedies available to you. Whether or not you decide to submit your dispute to the Process, you are free to pursue other legal remedies.

### **D. Notice Under State Lemon Laws**

Some states have laws allowing you to get a replacement vehicle or a refund of the vehicle's purchase price under certain circumstances. These laws vary from state to state. If your state law allows, Chrysler requires that you first notify us in writing of any service difficulty that you may have experienced so

that we can have a chance to make any needed repairs before you are eligible for remedies provided by these laws. In all other states, we ask that you give us written notice of any service difficulty. Send your written notice to the FIAT Customer Assistance Center at the address in 8.2.

## 8.2 Helpful Addresses and Telephone Numbers

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

- **In the United States:**

**FIAT Customer Assistance Center**

P.O. Box 21-8004

Auburn Hills, Michigan 48321-8004

Phone: 1-888-242-6342

To contact FIAT by email, at:

[fiatinfo@chrysler.com](mailto:fiatinfo@chrysler.com)

- **In Canada:**

**Chrysler Canada, Inc.**

**Customer Service**

Chrysler Centre

P.O. Box 1621

Windsor, Ontario N9A-4H6

Phone: (800) 465-2001

- **In Mexico, contact the Customer Relations Office for FIAT 500 vehicle at:**

1240 Prolongacion Paseo de la Reforma Av.

Santa Fe, C.P. 05109

Deleg. Cuajimalpa, Mexico

Phone (in Mexico): (015) 5081-7568

Phone (outside Mexico): (800) 505-1300

- **In Puerto Rico and U.S. Virgin Islands:**  
**Customer Service**

Chrysler International Services SA LLC

Box 191857

San Juan, Puerto Rico 00919-1857

Phone: (787) 782-5757

Fax: (787) 782-3345

## 9. Optional Service Contract

Chrysler Group LLC's optional service contracts offer valuable protection against repair costs when these warranties no longer apply. They complement but don't replace the warranty coverages outlined in this booklet. A variety of plans are available, covering various time-and-mileage periods and various groups of the vehicle's mechanical components. (Service contracts aren't available if you live in a U.S. possession or territory.)

Chrysler Group LLC service contracts are the **ONLY** vehicle extended protection plans authorized, endorsed and backed by Chrysler Group LLC to provide additional protection beyond your vehicle's warranty. Look for our Brand logo and ask your dealer for details.





## NOTES