

DEAR _____

VIN: _____

CONGRATULATIONS! You are now covered by a genuine CHRYSLER SERVICE CONTRACT. You made a wise choice when you elected to protect your vehicle investment.

The enclosed Plan Provisions are your actual Service Contract. They fully describe the coverage and features of your Plan and identify you and your vehicle as being eligible for Plan service.

The personalized Plan Provisions should always be presented to your servicing dealer when requesting Plan service. We recommend that you keep your Plan Provisions with your vehicle's other important papers in the glove box at all times for prompt service.

If you have any questions regarding the specific service contract you purchased, contact your selling dealer.

Should you have questions about your service contract coverage or benefits that your dealer cannot answer, or need assistance obtaining Plan Service from a Chrysler dealer, please feel free to call us toll-free, 8:00 A.M. to 5:00 P.M. Monday through Friday.

1-800-521-9922 In USA
1-800-465-2001 In Canada

We sincerely hope you never need a covered component repair—but, if you do—you have the security of a Chrysler Service Contract.



Mike Ross
Chrysler Group LLC
Director, Chrysler Service Contracts

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

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/ **MAXIMUM CARE
PLAN PROVISIONS**

ISSUED TO:

SERVICE CONTRACT # _____

VEHICLE IDENTIFICATION NUMBER: _____

EFFECTIVE: / /
EXPIRES: / / OR MI

SELLING DEALER: _____

DEFINITIONS: The following are key words which are included in these Provisions which have particular meaning:

*you, your - Means "you" the Plan purchaser

*we, us, our - Means "Chrysler Group LLC"

*Dealer - Means "Authorized Chrysler Service Contract Dealer"

*Plan - Means this " / Maximum Care Plan" which is a Service Contract

*Chrysler Vehicle - Means "Chrysler, Dodge or Jeep brand vehicles only"

A SERVICE CONTRACT: This Plan is a service contract between you and us. It protects you against major repair bills should a component covered by the Plan fail in normal use. This Plan is not part of the vehicle's factory warranty. We are solely responsible (liable) for fulfillment of the provisions of the Plan.

IMPORTANT! The maximum reimbursable amount should a covered component fail will be THE TOTAL COST OF THE REPAIRS, PER VISIT, LESS THE DEDUCTIBLE, OR THE CASH VALUE OF THE VEHICLE WHICHEVER IS LESS! The cash value of the vehicle will be determined by the average retail value as listed in the current NADA Used Car Pricing Guide. In situations where the repairs costs exceed the cash value of the vehicle, the remainder of the Plan coverage will be cancelled.

PLAN PROVISIONS: These are your plan provisions. Place them in your glove compartment. You must present these provisions to the servicing dealer when requesting plan service. They will describe the plan you purchased and identify you and your vehicle as being eligible for plan service by a specifically assigned service contract number.

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

NOTE: In addition to your service contract, your vehicle is also covered by your vehicle's factory warranty. For warranty coverage details, please refer to your warranty information booklet. **THIS PLAN DOES NOT COVER ANY REPAIR WHICH IS COVERED BY THE VEHICLE'S FACTORY WARRANTY.**

OBTAINING PLAN SERVICE: Plan service will be provided or assisted by the Dealer who sold you the Plan, at his place of business, **using authorized remanufactured parts. If remanufactured parts are not available, the dealer will use new parts.** In the event you cannot return to the selling Dealer for service, you may request service from any Chrysler, Dodge or Jeep Dealer within the 50 States, the District of Columbia, Canada, Guam, Puerto Rico or Mexico.

IMPORTANT! PLAN SERVICE OBTAINED FROM OTHER THAN A CHRYSLER, DODGE OR JEEP DEALER IS NOT REIMBURSABLE UNLESS AUTHORIZED BY CHRYSLER SERVICE CONTRACTS BEFORE THE SERVICE IS PERFORMED. DEALERS CANNOT AUTHORIZE REPAIRS.

ELIGIBLE VEHICLES: 2010 to current model year Chrysler vehicles (excluding all Sprinter and all Ram Cab/Chassis vehicles) covered by a minimum of BOTH a 3/36 Basic Warranty AND an active 5/100 Powertrain Warranty are eligible within 48 months of the in-service date and 48,000 miles

IMPORTANT! The following vehicles are **not** eligible for a Chrysler Service Contract: Vehicles registered outside of the 50 United States, District of Columbia, Guam and Puerto Rico; Vehicles equipped with right hand drive; Motor Homes; Vehicles placed in taxi or limousine service (except vehicles placed in van pool service); vehicle used for emergency service, ambulance, towing or police service; vehicles used for postal, dump truck or severe off-road use; vehicles converted from two to four-wheel drive; vehicles altered or converted from the original manufacturer's specifications; vehicles not used in accordance with manufacturer's specifications for payload and/or towing capacity; vehicles equipped with a diesel engine (except Chrysler); vehicles that operate on other than Gasoline Fuel Systems (i.e. diesel, natural gas, electric, hybrid gas / electric vehicles); vehicles with a gross weight (G.V.W.) of over 14,000 pounds; vehicles where the factory warranty has been voided, reduced or restricted by the manufacturer; vehicles that have been declared to be a total loss by any insurance company, is rebuilt after being declared a total loss, or is issued a title indicating that it is designated as 'salvage', 'junk', 'rebuilt' or words of similar impact.

WHEN PLAN COVERAGE STARTS AND ENDS: Trip Interruption starts on the date you purchase the Plan. Car Rental starts on the date you purchase the Plan, and covers those repair instances when a replacement vehicle is not otherwise provided. **ROADSIDE ASSISTANCE AND REPAIR COVERAGE START WHEN THE VEHICLE'S FACTORY WARRANTY EXPIRES.**

PLAN COVERAGE EXPIRES YEARS AFTER THE FACTORY WARRANTY START DATE OR WHEN THE VEHICLE ODOMETER READS ,000 TOTAL MILES (WHICHEVER OCCURS FIRST).

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

This plan offers comprehensive mechanical coverage for your vehicle. COMPONENTS COVERED BY THE PLAN INCLUDE (BUT ARE NOT LIMITED TO):

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

DIESEL ENGINE (CHRYSLER VEHICLES ONLY): Cylinder Block and all Internal Parts; Cylinder Head Assemblies; Timing Gears and Cover; Harmonic Balancer; Oil Pump; Water Pump and Housing; Intake and Exhaust Manifolds; Core Plugs; Valve Covers; Oil Pan; Turbocharger Housing and Internal Parts; Fuel Injection Pump and Injectors; Seals and Gaskets.

TRANSMISSION: Transmission Case and all Internal Parts; Torque Converter; Drive/Flex Plate; Transmission Range Switch; Transmission Control Module; Bell Housing; Oil Pan; Seals and Gaskets.

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

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

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

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

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

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

STEERING: Steering Gear Housing and all Internal Parts; Power Steering Gear; Power Steering Pump; Steering Shaft Lower Coupling; Rack and Pinion Assembly; Seals and Gaskets.

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

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

FRONT SUSPENSION: Struts; Strut Mounting Plates, Bushings and Bearings; Upper and Lower Control Arms; Control Arm Shafts; Control Arm Bushings; Upper and Lower Ball Joints; Front Wheel Bearings.

REAR SUSPENSION: Rear Leaf Springs; Rear Coil Springs; Auxiliary Springs; Spring Interliner; Spring Bushing; Spring Shackle; U-Bolt Rear Spring; Spring Hanger; Axle Trac Bar; Lateral Link Arm; Shock Mount Plate; Rear Trailing Arm Assembly; Stabilizer/Sway Bar; Stabilizer/Sway Bar Link; Stabilizer/Sway Bar Bushing;

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

EXPANDED ELECTRICAL: All Wiring Harnesses; Electronic Fuel Injection System (excluding clogged injectors); Windshield Wiper Motor; Rear Window Wiper Motor; Wiper Control Module; Manually Operated Electrical Switches; Park Neutral Position Switch; Temperature Sending Unit/Switch; Oil Pressure Sending Unit/Switch; Body Computer; Body Control Module. Factory Installed Radio and Speakers (Includes CD and Tape Player).

POWER GROUP: Rear Window Defroster; Power Window Motors; Power Window Flex Track; Power Antenna; Power Seat Motors; Power Door Locks and Linkage.

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

NOTE: ANY REMOTE TRANSMITTER IS NOT COVERED AT ANY TIME.

MOPAR ACCESSORIES: The following Mopar accessories are covered provided they were installed by a Chrysler authorized facility; Audio Systems (including Compact Disc and Cassette Players); Rear Seat Video System; Air Conditioning Systems; Speed Control; EVS (Security Systems); Clocks; Remote Trunk Release; Power Steering; Remote Control Outside Mirrors; Power Sliding Rear Windows (trucks); Transmission Oil Cooler.

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

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

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

ANTI-LOCK BRAKES (ABS): Brake System's Hydraulic Assembly; Pump Motor Assembly; Controller; Sensors and Relays; Seals and Gaskets.



\$__ DEDUCTIBLE: You are responsible to pay only the first \$__ of the total cost of covered component repairs performed during each repair visit. Repairs not covered by the Plan are your responsibility. You may be required to pay state and local taxes in addition to the deductible.

TRIP INTERRUPTION: The Plan will pay up to \$1,000 for lodging, meals, and emergency transportation such as taxi, bus, or airline for you and your family if (1) your vehicle is inoperable due to a failure covered under this Plan or under the factory warranty, and (2) you are more than 100 miles from the address of record. Lodging, meals and car rental receipts must accompany a copy of repair bill and must be mailed to Chrysler Service Contracts, P.O. Box 2700, Troy, Michigan 48007-2700.

FIRST DAY RENTAL/CAR RENTAL ALLOWANCE: Coverage starts on the date you purchase the Plan and is not subject to a deductible. First Day Rental Allowance provides \$35 car rental allowance if the vehicle is to be serviced for any same day mechanical or maintenance service.

Car Rental Allowance will pay up to \$35 per day for a rental any time repairs take overnight, and a component covered by the Plan or the manufacturer's Basic Warranty fails.

Total Rental Allowance per occurrence is a maximum of 5 days or \$175.

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

The rental car must be obtained from a Dealer. If a Dealer does not have rental cars available, you may obtain one from a licensed rental agency. Rental coverage is subject to state and local laws and policies imposed by the rental agency. Rental charges in excess of the amount allowed by the Plan are your responsibility. The Plan is not responsible for any refusal of a rental agency to rent a vehicle to you.

ROADSIDE ASSISTANCE*

NOTE: YOU MUST CALL 1-800-521-2779 FOR THIS SERVICE.

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

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

HOW TO USE CHRYSLER ROADSIDE ASSISTANCE*: All required towing, roadside assistance, lockout, and other roadside assistance services described previously **MUST BE ARRANGED AT TIME OF OCCURRENCE** through Chrysler Roadside Assistance by calling **1-800-521-2779**. You should be prepared to provide the Chrysler representative with your name, service contract number, vehicle license plate number, and location including the phone number you are calling from and a brief description of the problem.

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

Chrysler Roadside Assistance
P.O. Box 9145
Medford, MA 02155
Attn: Claims Department
1-800-521-2779
FAX Number: 1-781-658-2691

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

* All Roadside Assistance is provided through Cross Country Motor Club, Inc., Medford, MA 02155, except in Alaska, California, Hawaii, Oregon, Wisconsin and Wyoming where services are provided through Cross Country Motor Club of California, Inc., Thousand Oaks, CA 91360. Both collectively sometimes referred to as CCMC. CCMC acts merely as a dispatcher of referral service to persons or entities who provide the actual service. These persons and/or entities are independent contractors. Accordingly, neither Chrysler nor CCMC assumes responsibility for the acts, errors, omissions, negligence, misconduct of such persons and/or entities. All persons availing themselves of the benefits of Chrysler Roadside Assistance are to look solely to such persons and/or entities for liability arising in connection therewith, and not to Chrysler or CCMC.

No Dealer, Dealer employee or Chrysler employee has the authority to modify or change any provision of this Plan.

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YOUR RESPONSIBILITY: Your responsibility is to properly operate, care for and maintain the vehicle as prescribed in the owner's manual supplied by the manufacturer. You should retain all maintenance receipts to avoid any misunderstanding as to whether or not the maintenance services were performed as required.

Depending on circumstances, Chrysler Service Contracts reserves the right to inspect, investigate, or demand proof of maintenance BEFORE performance of repairs.

DIAGNOSTIC CHARGES: You may be asked to authorize disassembly and/or diagnostics at the time your repair order is written. Your Chrysler Service Contract covers disassembly and/or diagnostic charges IF the cause of failure is a covered component under the terms of the plan. If the repair is not covered by the Plan, you will be responsible for the disassembly and/or diagnostic charges.

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

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

- ▶ Repairs or replacement of any component covered by the vehicle's factory warranty or recall policies; roadside assistance, loaner vehicles or other services which are eligible to be covered by the vehicle's factory warranty or marketing programs;
- ▶ Repairs to any vehicle that has become restricted by the manufacturer after the purchase of the Service Contract;
- ▶ Repair or replacement of any covered component when it has been determined that the condition existed prior to purchasing the contract;
- ▶ Repairs, Towing, Rental or Roadside Assistance to any vehicle where the odometer (mileage) has been stopped or altered and/or the vehicle's actual mileage cannot be readily determined;
- ▶ Repairs, Towing, Rental or Roadside Assistance necessary as a result of (a) failure to properly care for or maintain the vehicle; (b) fire, accident, abuse, vandalism, negligence or Act of God including but not limited to any vehicle rendered inoperable due to snow, ice or flood; (c) failure to properly operate the vehicle; (d) vehicles that have been used or are being used for competitive speed events such as races or acceleration trials; (e) pulling a trailer that exceeds the rated capacity of the vehicle or failure to adhere to the requirements for vehicles used to pull a trailer as outlined in the owner manual supplied by the manufacturer; (f) tampering with the emission system or with any parts that could affect that system; (g) use of dirty fluids, or fuels, refrigerants or other fluids which are not recommended by the manufacturer; (h) failure due to fluid contamination or sludge; (i) modifications not approved or recommended by the manufacturer;

- ▶ Plan service obtained from other than a Chrysler, Dodge or Jeep Dealer unless authorization is first received from Chrysler Service Contracts; (Dealers cannot authorize repairs.)
- ▶ Maintenance services - engine oil, lubricant, coolant, fluids, filters, battery and cables, spark plugs and wires, belts, lights (bulb, sealed beams, lenses), engine tune-up, suspension alignment, wheel balancing, wiper blades, exhaust systems, heat shields and exhaust hangers; throttle body cleaning;
- ▶ Brake pads, shoes, rotors and drums; battery are not covered at any time;
- ▶ Exterior - tires; body sheet metal; glass; plastic lenses; paint; bright metal; bumpers; side-view mirrors (glass/housing); wheel covers; steel wheels; aluminum wheels; door handles; weather strips; rust; water leaks; wind noises; all outer body panels; spoilers; plastic and fiberglass body parts; vinyl tops; convertible top fabric; repairs or damage caused by environmental factors such as acid rain, tree sap, salt or ocean spray;
- ▶ Interior - trim; carpet; upholstery; dash pad; door and window handles; knobs; buttons; moldings; arm rests and head liner; cargo cover;
- ▶ Portable Units including but not limited to – key fobs; headphones; iPods; GPS units; DVD players; laptop computers; cellular phones;
- ▶ Repairs required as a result of use of other than the vehicle manufacturer's parts;
- ▶ Repairs to a covered component caused by the failure of a non-covered component and/or an aftermarket installation not performed by an Authorized Chrysler Dealer, or any outside installation of "salvage or junk" components in conjunction with an insurance or damage claim. All part installations to satisfy such claims must be with new or factory authorized remanufactured components and parts;
- ▶ Bodily injury or property damage arising or allegedly arising out of a defect in the design, manufacturer, materials or workmanship of a covered component;
- ▶ Any fines, fees or taxes which are associated with impound towing as a result of actual or alleged violation of any laws or regulations;
- ▶ Repairs, Towing, Rental or Roadside Assistance to vehicles operated outside of the 50 States, the District of Columbia, Canada, Guam, Puerto Rico and Mexico;
- ▶ Repairs, Towing, Rental or Roadside Assistance to vehicles registered outside of the 50 States, the District of Columbia, Guam, and Puerto Rico;
- ▶ Mechanical - manual clutch assembly; repairs to snow plows, winches and trailer hitches regardless of their installation; damage to flywheel as a result of clutch failure;
- ▶ Shop supplies and materials;
- ▶ **Loss of use of the vehicle, loss of time, inconvenience, commercial loss, or any incidental or consequential damages.**



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

- **CANCEL** the remaining Plan coverage and receive a full or pro-rata refund.

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

CANCELLATION POLICY: If you are the original purchaser of the Plan, you may cancel. *To cancel the Plan you may take your Plan Provisions to any authorized Chrysler dealer.* The dealership will contact Chrysler Service Contracts to request termination of your contract.

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

If there is no authorized Chrysler dealer in your area, mail your cancellation request along with your Plan Provisions, proof of payoff and current mileage on the vehicle to:

CHRYSLER SERVICE CONTRACTS
CANCELLATION DEPARTMENT
P.O. BOX 2700
TROY, MI 48007-2700

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

We reserve the right to cancel the Plan after issuance should it be discovered that: (a) the vehicle is ineligible or has been modified/alterd to make it ineligible after Plan coverage has been in effect; (b) failure of the customer to maintain the vehicle as prescribed by the manufacturer; (c) the odometer has been tampered with or has not been repaired by the customer; (d) non-payment of premium or (e) the vehicle is registered outside of the of the 50 States, the District of Columbia, Guam, and Puerto Rico. Your refund will be based on the full amount you paid for the Plan, less a pro-rata adjustment as set forth in the paragraph above.

NOTES:

- ***Requests Received - The pro-rata cancellation refund will be based on the date Chrysler Service Contracts receives written notification of the cancellation request.**
- **All refund checks will be made payable to you and/or the lienholder.**

CANCELLATION FEES

(Applies to the state where the Plan was purchased)

STATE	AMOUNT
Alabama	\$25 Administration Fee.
California	\$25 or 10% of the Contract Cost, whichever is less.
Hawaii	\$50 Administration Fee.
Illinois	\$50 or 10% of the Contract Cost, whichever is less.
New Hampshire	None.
New York	\$50 Administration Fee.
North Carolina	\$50 or 10% of the pro-rata refund amount, whichever is less.
Georgia	90% of the unearned pro-rata premium – no Administration Fee.
Oklahoma	90% of the unearned pro-rata premium not to exceed \$75. If we cancel, 100% of the unearned pro-rata premium will be refunded.
All others	\$75 Administration Fee.

Note: Plans sold beyond 12 months or 12,000 miles from the original in-service date and within 48,000 miles have a surcharge applied to the Plan cost. \$150 of the applicable surcharge is non-refundable after 60 days from the Plan sale date. This statement does not apply to Florida, New Hampshire, Washington or Arizona.

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

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

You MAY take your Plan Provisions with the completed transfer form and transfer fee to an authorized Chrysler Dealer to process BOTH the factory warranty and Chrysler Service Contract transfers. The Chrysler Service Contract transfer fee is as follows:

TRANSFER FEES	
(Applies to the state where the Plan was purchased)	
STATE	AMOUNT
New Hampshire	None
All others	\$50

NOTES:

- **Any contract financed on the Chrysler Service Contract/Dealer Payment Plan is NOT transferable until the contract is paid in full.**
- **Factory warranty transfer fee may apply. Please refer to your owner's manual or ask your dealer for details.**

SPECIAL STATE NOTICES

IOWA

If you have any questions or complaints concerning this service contract, they may be addressed to:

Commissioner of Insurance
Iowa Insurance Division
Lucas State Office Building
Des Moines, IA 50319

WISCONSIN

THIS WARRANTY IS SUBJECT TO LIMITED REGULATION BY THE OFFICE OF THE COMMISSIONER OF INSURANCE.

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

**Write to:
Chrysler Service Contracts
P. O. Box 2700
Troy, MI 48007-2700**

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

Or phone us Toll Free - see hours below:

1-800-521-9922 (in USA)
1-800-465-2001 (in Canada)

Toll-Free Telephone Assistance is Available
8:00 a.m. to 5:00 p.m. Monday through Friday

For 24-Hour Roadside Assistance (Including Towing)
1-800-521-2779

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