

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	5 Yr/ 100,000	7 Yr/ 70,000	8 Yr/ 80,000
Basic Coverage								
Special Extended Warranty Coverage								
Anti-Corrosion Perforation: All Panels								
Outer Panels								
Federal Emission Warranty								
Federal Emission Warranty - Specified Components								
California Emission Warranty								
California Emission Warranty - Specified Components								

TABLE OF CONTENTS



1. Your Legal Rights Under These Limited Warranties	4	3.6 Certain Kinds of Corrosion Not Covered	19
2. What's Covered		3.7 Other Exclusions	19
2.1 Basic Warranty	5	3.8 Total Loss, Salvage, Junk, or Scrap Vehicles Not Covered.	20
2.2 Corrosion Warranty	7	3.9 Restricted Warranty	20
2.3 Federal Emission Warranty.	8	How to Get Warranty Service	
2.4 Emission Performance Warranty.	9	4.1 Where to Take Your Vehicle	21
2.5 California Emission Warranty.	10	4.2 Emergency Warranty Repairs	22
3. What's Not Covered		4.3 Getting Service Under the Federal Emission Performance Warranties	22
3.1 Modifications Not Covered.	16	4.4 Getting Service Under the California Emission Warranties	23
3.2 Environmental Factors Not Covered	17		
3.3 Maintenance Costs Not Covered.	17		
3.4 Incidental and Consequential Damages Not Covered	18		
3.5 Racing Not Covered	18		



TABLE OF CONTENTS

5. How to Deal with Warranty Problems	
5.1 Steps to Take	26
5.2 Helpful Addresses and Telephone Numbers	27
6. Other Information About Your Warranties	
6.1 Exchanged Parts May Be Used in Warranty Repairs	29
6.2 Pre-Delivery Service	30
6.3 Production Changes	30
7. Optional Service Contract	31
8. Maintenance Log	31

1. Your Legal Rights Under These Limited Warranties

The warranties contained in this booklet are the only express warranties that Chrysler Motors makes for your vehicle. These warranties give you specific legal rights.

You may also have other rights that vary from state to state. For example, you may have some implied warranties, depending on the state where your vehicle is registered:

- An “implied warranty of merchantability” means that your vehicle is reasonably fit for the general purpose for which it was sold.
- An “implied warranty of fitness for a particular purpose” means that your vehicle is suitable for your

special purposes if those special purposes were specifically disclosed to Chrysler Motors itself — not merely to the dealer — before your purchase.

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

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

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

2. What's Covered

2.1 Basic Warranty

A. What's Covered at No Cost to You

The Basic Warranty covers the cost of all parts and labor needed to repair any defective item on your vehicle that was supplied by Chrysler Motors — 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. These warranty repairs or adjustments — including all parts and labor connected with them — will be made by your dealer at no charge, using new or remanufactured parts.

B. Items Covered by Other Warranties

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

- tires; or
- items added or changed after the vehicle left Chrysler Corporation'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 warranty statements in your Owner's Literature Package.

WHAT'S COVERED

C. Towing Costs Are Covered Under Certain Circumstances

The Basic Warranty covers the cost of towing your vehicle to the nearest Chrysler Motors dealer if your vehicle can't be driven because a covered part has failed.

D. When It Begins

The Basic 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 Chrysler Corporation company vehicle.

E. When It Ends

The Basic Warranty lasts for 36 months from the date it begins or for 36,000 miles on the odometer, which-

ever occurs first. But the following items are covered only for 12 months or for 12,000 miles on the odometer, whichever occurs first:

- brakes (rotors, pads, linings, and drums);
- wiper blades; and
- clutch discs.

F. Registration and Operation Requirements

The Basic Warranty covers your vehicle 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.

WHAT'S COVERED

G. If Your Vehicle Leaves the U.S. or Canada

Except as required by law, Chrysler Motors won't provide warranty coverage for vehicles exported from the U.S. to other countries by anyone other than Chrysler Motors, unless the vehicle is registered and normally used in the U.S. or Canada.

But the Basic Warranty does cover a vehicle registered to a U.S. government official or military personnel on assignment. A vehicle registered and operated in a U.S. possession or U.S. territory is covered by all applicable U.S. warranties.

2.2 Corrosion Warranty

A. Description of Coverage

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 3.6.

B. How Long It Lasts

This warranty starts when your Basic Warranty begins under 2.1(D).

This warranty has two time-and-mileage limits:

- For sheet metal panels, the limit is 36 months, with no mileage limit.
- For an outer-body sheet metal panel — one that is finish-painted and that someone can

WHAT'S COVERED

see when walking around the vehicle — the limits are 5 years or 100,000 miles on the odometer, whichever occurs first.

2.3 Federal Emission Warranty

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

Federal law requires Chrysler Motors to warrant the following emissions parts for 2 years or 24,000 miles, whichever occurs first. Chrysler Motors covers all of these parts under the Basic Warranty for 3 years or 36,000 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;

WHAT'S COVERED

- 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 vehicle 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.

These limits are counted from the time when your Basic Warranty begins under 2.1(D). The covered parts are:

- catalytic converter; and
- powertrain control module.

C. Additional Emission Warranties

If your vehicle is equipped with a California Certified Emission Control System and is registered in California or Massachusetts, the California Emission Warranty — described in Section 2.5 — also applies.

2.4 Emission Performance Warranty

This warranty supplements the federal warranty under 2.3. It lasts for 2 years or 24,000 miles on the odometer, whichever occurs first. These limits are counted from the time when your Basic Warranty begins under 2.1(D). 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:

WHAT'S COVERED

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

Section 4.3 explains how to get service under this warranty.

2.5 California Emission Warranty

Your Warranty Rights and Obligations (Applies Only to Vehicles Certified for Sale and Registered in the State of California)

The California Air Resources Board is pleased to explain the emission control system warranty on your 1999 model vehicle. In California, new motor vehicles must be designed, built and equipped to meet the State's stringent anti-smog standards. Chrysler Motors must warrant the emission control system on your vehicle for the periods of time listed below provided there has been no abuse, neglect or improper maintenance of your vehicle.

Your emission control system may include parts such as the fuel-injection system, the ignition system, catalytic converter, and powertrain control module. Also included may be hoses, belts, connectors and other emission-related assemblies.

WHAT'S COVERED

Where a warrantable condition exists, Chrysler Motors will repair your vehicle at no cost to you, including diagnosis, parts and labor.

MANUFACTURER'S WARRANTY COVERAGE:

For 3 years or 50,000 miles, whichever first occurs:

1. If your vehicle fails a Smog Check inspection, all necessary repairs and adjustments will be made by Chrysler Motors to ensure that your vehicle passes the inspection. This is your emission control system PERFORMANCE WARRANTY.
2. If any emission-related part on your vehicle is defective, the part will be repaired or replaced by Chrysler Motors. This is your short-term emission control system DEFECTS WARRANTY.

For 7 years or 70,000 miles, whichever first occurs:

1. If an emission-related part listed in this warranty booklet specially noted with coverage for 7 years or 70,000 miles is defective, the part will be repaired or replaced by Chrysler Motors. This is your long-term emission control system DEFECTS WARRANTY.

Owner's Warranty Responsibilities:

- As the vehicle owner, you are responsible for the performance of the **required maintenance listed in your owner's manual**. Chrysler Motors recommends that you retain all receipts covering maintenance on your vehicle, but Chrysler Motors cannot deny warranty solely for the lack of receipts or for your failure to ensure the performance of all scheduled maintenance.

WHAT'S COVERED

- You are responsible for presenting your vehicle to a Chrysler Motors dealer as soon as a problem exists. The warranty repairs should be completed in a reasonable amount of time, not to exceed **30 days**.
- As the vehicle owner, you should also be aware that Chrysler Motors may deny your warranty coverage if your vehicle or a part has failed due to abuse, neglect, improper maintenance or unapproved modifications.

If you have any questions regarding your warranty rights and responsibilities, you should contact the Chrysler Motors National Customer Relations at (800) 992-1997 or the California Air Resources Board at PO Box 8001, El Monte, CA 91734-8001.

A. Parts and Performance Covered for 3 Years or 50,000 Miles, Whichever Occurs First

California law requires Chrysler Motors to warrant that if any emission-related part on your vehicle is defective, Chrysler Motors will repair or replace the part. The repair or replacement will be made at no charge to you for diagnosis, parts or labor. Any other parts damaged by the failure of a defective part will also be repaired or replaced.

In addition, if your vehicle fails a smog check inspection, Chrysler Motors will make all necessary repairs and adjustments to ensure that your vehicle passes the inspection.

Your emission control system may include parts such as the fuel injection system, ignition system, catalytic converter and powertrain control module. Also included may be hoses, belts, connectors and other emission-related assemblies.

WHAT'S COVERED

B. Parts Covered for 7 Years or 70,000 Miles, Whichever Occurs First

Chrysler Motors also warrants that every part listed below -- if installed as original equipment -- is free from defects. These parts are:

Neon

- catalytic converter left/right - 2.0L SFI 4V DOHC/SOHC 3ATX
- fuel tank assembly - 2.0L SFI 4V SOHC - Man Trans
- fuel tank assembly - complete - 2.0L SFI 4V DOHC 3ATX
- intake manifold assembly - 2.0L SFI 4V SOHC 3ATX
- powertrain control module

Cirrus/Stratus/Breeze

- catalytic converter w/pipe - 2.4L
- catalytic converter assembly w/pipe - 2.0L SFI 4V SOHC 4EATX
- catalytic converter left/right - 2.5L

- distributor - 2.5L
- fuel tank assembly - 2.0L SFI 4V SOHC - Man Trans
- intake manifold assembly - 2.0L SFI 4V SOHC 4EATX
- intake manifold assembly - plastic - 2.4L
- powertrain control module
- transmission control module - 2.0L SFI 4V SOHC 4EATX/2.4L
- transmission control module - w/auto stick - 2.5L

Caravan/Grand Caravan/Voyager/Grand Voyager/ Town & Country

- catalytic converter assembly w/pipe - 3.8L TLEV/2.4L LEV
- intake manifold -2.4L LEV
- intake manifold assembly - upper/lower - 3.8L TLEV
- powertrain control module

Concorde/Intrepid/LHS/300M

- catalytic converter left/right - 3.2L, 3.5L
- intake manifold assembly - 3.2L, 3.5L

WHAT'S COVERED

- powertrain control module - 3.2L, 3.5L
- transmission control module w/ and w/o Auto Stick - 3.2L, 3.5L

Sebring Convertible

- catalytic converter left/right - 2.5L
- catalytic converter w/pipe - 2.4L
- distributor - 2.5L
- intake manifold assembly - plastic - 2.4L
- powertrain control module
- transmission control module - 2.4L
- transmission control module - w/auto stick - 2.5L

Sebring/Avenger

- catalytic converter left/right
- distributor - 2.5L
- fuel tank assembly - complete - 2.0L
- powertrain control module

Wrangler

- catalytic converter assembly w/pipe right/left - 4.0L
- exhaust manifold
- exhaust pipe assembly w/conv - 2.5L
- intake manifold assembly
- powertrain control module

Grand Cherokee

- catalytic converter assembly w/pipe right/left - 4.7L/4.0L
- exhaust manifold - 4.0L
- fuel tank assembly - partial - 4.7L/4.0L
- intake manifold - 4.7L
- powertrain control module

Cherokee

- catalytic converter assembly w/pipe right/left - 4.0L
- exhaust manifold
- exhaust pipe assembly w/conv - 2.5L

WHAT'S COVERED

- intake manifold assembly - 2.5L
- powertrain control module

Ram Van/Wagon

- catalytic converter assembly w/pipe
- distributor
- fuel pressure regulator
- fuel pump & sending unit
- fuel tank assembly
- powertrain control module

Dakota

- catalytic converter assembly - 2.5L
- catalytic converter assembly w/pipe - 4X2, 4X4 - SWB; 4X4 LWB - 3.9L; 5.2L/5.9L
- fuel pump sending unit
- fuel tank assembly - partial
- intake manifold
- powertrain control module

Durango

- catalytic converter assembly w/pipe
- fuel pump - 5.2L/5.9L
- fuel pump/sending unit - 3.9L
- fuel tank assembly - partial
- intake manifold assembly
- powertrain control module

Where parts are scheduled for replacement as required maintenance, this warranty applies until the first scheduled maintenance point listed in the owner's manual.

C. Getting Service Under This Warranty

Section 4.4 explains how to get service under this warranty.

WHAT'S NOT COVERED

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 vehicle do not, by themselves, void the warranties described in this booklet. Examples of some of these changes are:

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

But your warranties don't cover any part that Chrysler Motors didn't 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-Chrysler Motors parts, components, equipment, materials, or additives.

Examples of the types of alterations not covered are:

- installing accessories — except for genuine Chrysler Motors / MOPAR accessories installed by an authorized Chrysler Motors dealer;
- applying rustproofing or other protection products; or
- using any refrigerant that Chrysler Motors or Chrysler Corporation 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;
- attaching any device that disconnects the odometer will also void your warranties; or
- if you own a Plymouth or Dodge Neon -- installing aftermarket air conditioning may result in serious damage to the vehicle, and will void your warranties.

3.2 Environmental Factors Not Covered

Your warranties don't cover damage caused by environmental factors such as airborne fallout, 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.

3.3 Maintenance Costs Not Covered

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, or fluids other than those recommended in your Owner's Manual.

The warranties don't cover the costs of your vehicle's normal or scheduled maintenance — the parts and services that all vehicles routinely need.

WHAT'S NOT COVERED

Some of these parts and services, which your warranties don't 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.

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

3.5 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.

3.6 Certain Kinds of Corrosion Not Covered

Your warranties don't 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 not made or supplied by Chrysler Motors.

3.7 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;
- 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 Motors (however, authorized Chrysler Motors or MOPAR remanufactured parts are covered);
- if the vehicle is a Plymouth or Dodge Neon -- installing aftermarket air conditioning on it; or
- any changes made to your vehicle that don't comply with Chrysler Motors specifications.

WHAT'S NOT COVERED

3.8 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.

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

3.9 Restricted Warranty

Your warranties can also be restricted by Chrysler Motors. Chrysler Motors 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 Chrysler Motors before covered repairs are performed.

4. How to Get Warranty Service

4.1 Where to Take Your Vehicle

A. In the U.S., U.S. Possessions and Territories, Mexico, and Canada

Chrysler Motors generally recommends that you take your vehicle to the dealer where you bought it. But any authorized Chrysler Motors dealer can work on your vehicle.

Except in emergencies (see 4.2), only an authorized Chrysler Motors dealer may perform warranty service on your vehicle.

B. In Foreign Countries

If your vehicle is being operated temporarily outside the U.S. and its possessions or territories and if it is registered in the U.S. or a U.S. possession or territory, you can take your vehicle to an overseas Chrysler dealer for the same no-charge warranty service that you can get at home.

But if an overseas dealer charges you for warranty work, here's what you need to do to get reimbursed:

- Get a paid receipt from the overseas dealer, making sure that this receipt lists all warranty repairs and warranty parts that were involved. (This receipt will likely be a Warranty Repair Order much like the ones that Chrysler Motors dealers use here.)

HOW TO GET WARRANTY SERVICE

- When you get home, contact the U.S. Chrysler Motors Customer Center and explain that you want to be reimbursed. You'll find the address and telephone number at 5.2.
- Provide the Customer Center with a copy of the receipt, your vehicle registration at the time of the warranty work, and any other relevant documents that the Center asks for.

4.2 Emergency Warranty Repairs

If you have an emergency and have to get a warranty repair made by someone other than an authorized Chrysler Motors dealer, follow the reimbursement procedure in 4.1(B).

4.3 Getting Service Under the Federal Emission Performance Warranties

A. What to Do

If your vehicle has failed an emissions test described in 2.4:

- Take it to an authorized Chrysler Motors dealer as soon as possible.
- Give the service representative the printout showing that your vehicle failed the test.
- If possible, bring all service receipts, maintenance logs, and records proving that your vehicle 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 dealer has wrongly denied you emission-warranty coverage, follow the steps described in 5.1. Chrysler Motors will reply to you in writing within 30 days after receiving your complaint (or within the time limit required by state or local law).

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:

Group Manager
Vehicle Programs & Compliance Division
VCPG 6405J
U.S. Environmental Protection Agency
401 M Street, S.W.
Washington, D. C. 20460

4.4 Getting Service Under the California Emission Warranty

A. What to Do If You Fail a Smog Check

If a vehicle fails a state Smog Check test during the coverage period, Chrysler Motors will repair the vehicle so that it will pass a State Smog Check re-test. The owner should take the vehicle to any authorized Chrysler Motors dealer for warranty repairs and give a copy of the failed Smog Check test report to the dealer. If the owner is not notified within 30 days that a performance warranty claim is denied, the manufacturer must repair the vehicle free of charge.

HOW TO GET WARRANTY SERVICE

B. What to Do to Get Warranty Service

To get warranty service -- even if you're traveling -- take your vehicle to any Chrysler Motors dealer. (Chrysler Motors recommends that you take your vehicle to a dealer who sells the same make of vehicle as yours.) That dealer will perform any warranty service without charging you for diagnosis, parts or labor.

C. Emergency Emission Warranty Service

If you need emergency service under this warranty and a Chrysler Motors dealer isn't readily available, you may have your vehicle repaired by anyone using any brand of repair parts. However, Chrysler Motors recommends that you do the following before having repairs made:

- Contact the Chrysler Motors Customer Center and ask for help with emission warranty service. (You'll find the address and telephone number of the Customer Center at 5.2.)
- The Customer Center will recommend an authorized servicing dealer or help you find a qualified independent servicing dealer.
- If you're going to have to use an independent servicing dealer, make arrangements during your first contact with the Customer Center for getting reimbursed for emergency repairs (including labor and diagnosis). You'll need to get and keep the replaced parts, as well as the original invoice marked "paid".
- You should review with the Customer Center any questions you have about the emission warranty.



HOW TO GET WARRANTY SERVICE

Reimbursement for parts will be based on Chrysler Motors' suggested retail price. Reimbursement will be based on Chrysler Motors' recommended time allowance for the repair and on the appropriate hourly labor rate in the geographic area where you had the work done.

Before Chrysler Motors will reimburse you for emergency repairs under this warranty, you'll have to provide Chrysler Motors with details on why the situation was an emergency and why dealer service was unavailable. Under this warranty, an emergency occurs if a part won't be available within 30 days or if a repair can't be completed within 30 days.

D. How to Get More Information

If you want more information about getting service under the California Emission Warranty, you can contact one of the following:

Chrysler Motors National Customer Relations
(800) 992-1997

California Air Resources Board
PO Box 8001
El Monte, California 91734-8001

5. How to Deal with Warranty Problems

5.1 Steps to Take

A. In General

Normally, warranty problems can be resolved by your dealer's sales or service departments. That's why you should always talk to your dealer's service manager or sales manager first. But if you're not satisfied with your dealer's response to your problem, Chrysler Motors 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 can't resolve the problem, contact the Chrysler Motors Customer Center. You'll find the address at 5.2.

B. What Chrysler Motors Will Do

Once you have followed the two steps described in 5.1(A), a Chrysler Motors representative at Chrysler Motors headquarters will review your situation. If it's something that Chrysler Motors can help you with, Chrysler Motors will provide your dealer with all the information and assistance necessary to resolve the problem. Even if Chrysler Motors can't help you, Chrysler Motors will acknowledge your contact and explain Chrysler Motors' position.

C. If Your Problem Still Isn't Resolved

If you can't resolve your warranty problem after following the two steps described in 5.1(A), you can

contact the Chrysler Motors Customer Arbitration Process in your area. (See the Customer Arbitration Process brochure that came with your vehicle.) This service is strictly voluntary, and you don't have to submit your problem to the Board before taking some other action.

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 Motors 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 Chrysler Motors Customer Center at the address in 5.2.

5.2 Helpful Addresses and Telephone Numbers

Here are the addresses and telephone numbers of Chrysler Motors customer-service centers that can help you wherever you happen to be. Contact the one that covers your area:

- **United States Chrysler Motors Customer Center**
P.O. Box 21-8004
Auburn Hills, Michigan 48321-8004
Phone: (800) 992-1997
- **Chrysler Canada Customer Service**
Chrysler Centre
P.O. Box 1621
Windsor, Ontario N9A-4H6
Phone: (800) 465-2001

HOW TO DEAL WITH WARRANTY PROBLEMS



- **Chrysler de Mexico Customer Relations**

Lago Alberto #320
Mexico 11320, D.F.
Phone (in Mexico): (915) 729-1248
Phone (outside Mexico): (525) 729-1248

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

Chrysler International Services, S.A.
Box 167
Hato Rey, Puerto Rico 00919
Phone: (787) 750-5252

6. Other Information About Your Warranties

6.1 Exchanged Parts May Be Used in Warranty Repairs

In the interest of customer satisfaction, Chrysler Motors 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 Chrysler Motors 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 and CD 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.

MISCELLANEOUS

6.2 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.

6.3 Production Changes

Chrysler Motors 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.

7. Optional Service Contract

Chrysler Corporation's or Chrysler Service Contract Corporation's optional service contracts offer valuable protection against repair costs when these warranties don't apply. They complement but don't replace the warranty coverages outlined in this booklet. Several plans are available, covering various time-and-mileage periods and various sets of components. (Service contracts aren't available if you live in a U.S. possession or territory.) Ask your dealer for details.

8. Maintenance Log

It's 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.

For your convenience, Chrysler Motors has prepared a maintenance log, which you'll find on page 32 of this booklet. To ensure your continued warranty coverage, Chrysler Motors requires you to keep track of scheduled maintenance either by routinely filling out the maintenance log or by keeping receipts or other documentation of work you've had done on your vehicle. Chrysler Motors 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 dealer who sells your particular make or model, returning to your selling dealer will help ensure that all your service needs are met and that you're completely satisfied.

Chrysler Motors strongly recommends you use genuine Chrysler Motors / MOPAR parts to maintain your vehicle.



Insert Maintenance Log Here