

# WARRANTY HANDBOOK

## JANUARY 1<sup>st</sup> 2012



## IMPORTANT NOTICE

**The warranty set out below applies to all persons who purchase a Chrysler, Jeep® or Dodge vehicle in Australia. It replaces the warranty that appears in the Service and Warranty Handbook of the vehicle for Australian consumers.**

## YOUR CONSUMER RIGHTS

The benefits given to you in this Warranty are in addition to, and do not detract from, any rights and remedies that you may have under Australian consumer protection laws. Our goods come with certain guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and for compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

This Warranty:

- is not intended to change or exclude any statutory consumer rights that cannot be lawfully changed or excluded;
- is independent of any warranty that may be provided by the seller, for which it carries sole responsibility; and
- does not affect your rights against the seller, including any mandatory statutory rights you may have against the seller under consumer laws.

# WARRANTY

---

## 1. WARRANTY PROVIDER

The warranties set out below are provided by Chrysler Australia Pty Ltd (ABN 23 125 956 505) of 1/27 Princes Highway, Dandenong South, Vic. 3175, telephone 1300 133079 (“Chrysler”).

Chrysler provides a Basic Warranty and a Corrosion Warranty in respect of your vehicle (collectively referred to as “Warranty”). This is the only express warranty that Chrysler provides for your vehicle.

## 2. WHAT IS COVERED

### 2.1 BASIC WARRANTY

#### A. What is Covered at No Cost to You

The Basic Warranty covers the cost of parts and labour needed to repair any defective item on your vehicle - that is, defective material, workmanship, or factory preparation. You pay nothing for these repairs. These warranty repairs or adjustments - including all parts and labour connected with them - will be made by your authorised dealer at no charge,

using new or re-manufactured parts.

A list of excluded components/services is set out in section 3. Tyres are covered by their manufacturer’s warranty (see section 2.1(B)).

Genuine Chrysler parts and accessories fitted to your vehicle at the time of purchase will, subject to section 2.1(E) and section 3, be covered by the Basic Warranty.

#### B. Tyres Are Covered by Other Warranties

Tyres are not covered by the Basic Warranty and instead are covered by separate warranties offered by their makers.

#### C. Towing Costs Are Covered Under Certain Circumstances

The Basic Warranty covers the cost of towing your vehicle to the nearest authorised dealer if your vehicle cannot be driven because a covered part has failed. Otherwise, you are responsible for taking your vehicle to an authorised dealer. You are also responsible for collecting your vehicle from the authorised dealer once warranty repairs have been completed, at your expense.

## D. When it Begins

The Basic Warranty begins on either of the following dates, whichever is earlier:

- The date of first registration of the vehicle; or
- The date when the car was first registered and put into service - for example as a dealer demonstrator or as a company car.

The date of first registration of the vehicle may be earlier than the date of delivery to you. If your vehicle was used as a dealer demonstrator or company car, the Basic Warranty period may have started and/ or expired prior to delivery. Contact your authorised dealer if you have any questions.

## E. When it Ends

The Basic Warranty lasts for 36 months from the date it begins or for 100,000 kilometres on the odometer, whichever occurs first. But the following items are covered only for 12 months or for 20,000 kilometres on the odometer, whichever occurs first:

- Brakes (disc rotors, pads, linings, and drums);
- Wiper blades;
- Clutch discs; and clutch plate;
- Adjustments;
- Tyre balancing; and wheel alignment (accepted once only during first 36 months);
- All filters;
- All drive belts;
- All light bulbs;
- All fuses;
- Paint finish;
- Interior soft trim (seat cushions and covers, headrests, sun visors, carpet, hood lining, door trim inserts, cargo nets).

Note: The Basic Warranty on vehicles that are used as Taxis is 12 months or 100,000 kilometres on the odometer, whichever occurs first.

## F. Registration and Operation Requirements

The Basic Warranty covers your car only if:

# WARRANTY

---

- It was built for sale in Australia and was purchased in Australia;
- It is registered in Australia;
- It is driven mainly in Australia; and
- It is operated and maintained in the manner

described within the Service and Warranty Handbook.

## G. If Your Vehicle Leaves Australia

Chrysler does not provide warranty coverage for vehicles exported from the country which they were built for.

## 2.2 CORROSION WARRANTY

### A. Description of Coverage

The Corrosion Warranty covers the cost of parts and labour needed to repair or replace any outer-body metal panel (one that is finish-painted and that someone can see when walking around the vehicle) that gets holes from rust or other corrosion. If a hole occurs because of something other than corrosion, the Corrosion 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 is not covered by the Corrosion Warranty, see section 3.6.

### B. How Long it Lasts

The Corrosion Warranty starts when your Basic Warranty begins under section 2.1(D), and lasts 3 years/ 100,000 kilometres, whichever occurs first.

## 3. WHAT IS NOT COVERED

Please note even though your Warranty does not apply in the circumstances set out below, you may still have rights under Australian laws, including the Australian Consumer Law, in such circumstances.

### 3.1 MODIFICATIONS NOT COVERED

#### A. Some Modifications do not Void the Warranty but are not Covered

Certain changes that you might make to your vehicle do not, by themselves, void your vehicle Warranty. Examples of some of these changes are:

- Installing non-genuine parts, components, or equipment (such as a non-genuine radio or other accessories), even if such components are installed by an authorised dealer or other qualified persons.
- Using special non-genuine materials or additives.

Your Warranty does not cover any accessory, component or part that Chrysler did not supply. Nor does it cover the costs of any repairs or adjustments that might be caused or needed because of the installation or use of non-genuine parts, accessories, components, equipment, materials or additives.

Examples of the types of alterations not covered are:

- Installing accessories - except for genuine parts accessories approved for dealer installation - such as sunroof, window tinting, trailer hitches, and theft alarm systems;
- Applying rustproofing or other protection products; or
- Using any refrigerant that Chrysler has not approved.

## **B. Modifications that Will or May Void your Warranty**

Examples of modifications that will void your Warranty include disconnecting, tampering with, or altering the odometer, unless your repairing dealer technician follows the legal requirements for repairing or replacing odometers. Attaching any device that disconnects the odometer will also void your Warranty.

In the event that:

- (a) non-Chrysler approved "lift -kits" are fitted to the suspension of your vehicle;
- (b) non-Chrysler approved suspension, driveline, engine or steering modifications are fitted to your vehicle; or
- (c) non-original specification tyre rims are fitted to your vehicle,

Then the Warranty will not cover these unauthorised after-market modifications or components or part of the vehicle that

# WARRANTY

---

are damaged or need to be repaired as a direct or indirect result of the fitment or operation of the unauthorised after-market modification.

## 3.2 ENVIRONMENTAL FACTORS NOT COVERED

Your Warranty does not cover damage caused by environmental factors such as airborne fallout, chemicals, tree sap, salt, ocean spray, acid rain, and road hazards. Nor does your Warranty cover damage caused by hailstorms, windstorms, tornadoes, cyclones, sandstorms, lightning, floods, and earthquakes.

## 3.3 MAINTENANCE COSTS NOT COVERED

Your Warranty does not cover the costs of repairing damage caused directly or indirectly by poor or improper maintenance. Nor does it 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 Owners Manual/ Operating Information.

The Warranty does not cover the costs of your vehicle's

normal or scheduled maintenance - the parts and services that all vehicles routinely need. Examples of some of these parts and services, which your Warranty does not cover include:

- Lubrication;
- Engine tune-ups;
- Replacing filters, coolant, spark plugs 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 Warranty does not 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, fuels, telephone, travel, or lodging;
- The loss of personal or commercial property; and
- The loss of revenue.

## 3.5 RACING NOT COVERED

Your Warranty does not cover the costs of repairing damage or conditions caused by racing, nor does it 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 Warranty does not cover the following:

- Corrosion caused by accident, damage, abuse, or vehicle alteration;
- Surface corrosion caused by such things as industrial fallout, sand, salt, hail, and stones;
- Corrosion caused by the extensive or abnormal transport of caustic materials like chemicals, acids

- or fertilisers; and
- Corrosion of special bodies, body conversions, or equipment not made or supplied by Chrysler.

## 3.7 OTHER EXCLUSIONS

Your Warranty does not cover the costs of repairing damage or conditions caused directly or indirectly by any of the following:

- Fire or accident;
- Abuse or negligence;
- Misuse - for example, driving over curbs or over loading your vehicle;
- 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, authorised Chrysler or remanufactured parts are covered); or
- Any changes made to your vehicle that do not comply with Chrysler specifications.



# WARRANTY

---

## 3.8 TOTAL LOSS, SALVAGE, JUNK, OR SCRAP CARS 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.

## 4. HOW TO GET WARRANTY SERVICE

### 4.1 WHERE TO TAKE YOUR VEHICLE

Chrysler generally recommends that you take your vehicle to the dealer where you bought it. But any authorised dealer can work on your vehicle. Refer to page 35 of the Service and Warranty Handbook for a list of authorised dealers or phone 1300 133079 or go to [www.chrysler.com.au](http://www.chrysler.com.au), [www.jeep.com.au](http://www.jeep.com.au) or [www.dodge.com.au](http://www.dodge.com.au) to locate your nearest dealer.

Except in emergencies (see section 4.2), only an authorised dealer may perform Warranty service on your vehicle free of charge.

## 4.2 EMERGENCY WARRANTY REPAIRS

In case of emergency repairs you should endeavour to contact your selling dealer and request authorisation for such emergency repairs.

## 5. WARRANTY PROBLEMS

### 5.1 STEPS TO TAKE

#### A. In General

Normally, Warranty problems can be resolved by your authorised dealer’s sales and service departments. That is why you should always talk to your dealer’s service manager or sales manager first. But if you are not satisfied with your authorised dealer’s response to your problem, Chrysler recommends that you do the following:

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

Phone: (02) 8019 7113  
Fax: (02) 8019 7115

**STEP 2:** If your authorised dealership still cannot resolve the problem, contact your nearest regional office. You will find the address in section 5.2.

VIC/TAS/WA/SA 1-27 Princes Highway  
DANDENONG VIC 3175  
Phone: (03) 9238 2600  
Fax: (03) 9238 2650

## B. What Chrysler Will Do

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

QLD/NT Corporate House, Building 1, Gateway  
Office Park, 747 Lytton Road,  
Murarrie, QLD, 4172  
Phone: (07) 3117 3717  
Fax: (07) 3117 3797

## 5.2 Chrysler Regional Office Locations

Below are the addresses and telephone numbers of Chrysler regional offices that can help you wherever you happen to be.

NSW Level 32, 101 Miller Street, North  
Sydney NSW 2060

WA/SA Suite 36, Level 3, 1060 Hay  
Street, West Perth  
Phone: (08) 9480 0620  
Fax: (08) 9321 0320

## 6. OTHER INFORMATION ABOUT YOUR WARRANTY

### 6.1 EXCHANGED PARTS MAY BE USED IN WARRANTY REPAIRS

# WARRANTY

---

**Please note** goods presented for repair may be replaced by refurbished goods of the same type rather than being repaired. Refurbished parts may be used to repair the goods

In the interest of customer satisfaction, Chrysler may offer an exchange service on some vehicle parts. This service is intended to reduce the amount of time your vehicle is not available for your use due to 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. 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; or
- Powertrain control modules.

## 6.2 PRE-DELIVERY SERVICE

A defect 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, authorised dealers must inspect each vehicle before delivery. They repair any defects or damage detected before the vehicle is delivered to you.

## 6.3 TRANSFER OF WARRANTY

Any unexpired portion of your Warranty will be transferred to subsequent purchasers of the vehicle during the Warranty period.

## 6.4 PRODUCTION CHANGES

Chrysler and its authorised dealers reserve the right to make changes in vehicles built or sold by them at any time without incurring any obligation to notify you of such changes or to make the same or similar changes on vehicles previously built or sold.

## 7. SERVICE RECORDS

It is your responsibility to properly maintain and operate your vehicle. Follow the instructions contained within the Service and Warranty Handbook.

Regular, scheduled maintenance is essential for trouble-free operation. Any deemed faults should be notified to your dealer for clarification as soon as possible.

To ensure your continued Warranty coverage, Chrysler requires you to keep track of scheduled maintenance either by having your service provider routinely fill out the service records or by keeping receipts or other documentation of work you have had done on your vehicle. The costs of repairing damage caused by failure to have scheduled maintenance conducted as set out in the Service and Warranty Handbook or improper servicing or maintenance will not be covered by this Warranty.

Chrysler recommends that you return to the authorised dealer from whom you bought your car for all maintenance service both during and after the Warranty periods. Although you can get Warranty service from any authorised dealer who

sells your particular make or model, returning to your selling authorised dealer will help ensure that all your service needs are met.

Chrysler prefers that you have the normal periodic maintenance performed by an authorised dealer. This Warranty will not cover defects or damage caused by maintenance or servicing conducted by an unauthorised party. Chrysler reserves the right to conduct diagnostic tests on your vehicle to determine the cause of any defect or damage.

Please refer to the Maintenance Schedules within the Service and Warranty Handbook for a description of the required maintenance. Chrysler strongly recommends you use genuine Chrysler parts to maintain your vehicle.

## 8. DAILY CARE

The checks listed below should be performed before the vehicle is operated in order that the vehicle may be maintained in a safe and efficient condition:

1. Check battery condition.

# WARRANTY

---

2. Check fuel quantity.
3. Check for fuel, oil or water leaks. (Check under vehicle when parked overnight)
4. Check rear view mirrors.
5. Check clutch & brake pedal for free travel and operation.
6. Check parking brake for proper operation.
7. Check steering wheel for operation.
8. Check all switches for proper operation.
9. Check all instruments for proper operation.

## 9. SERVICE RECOMMENDATIONS

In addition to the routine maintenance service you should check (and correct if necessary) the following on a regular basis, as recommended in the vehicle's owners manual/operating information:

- Tyre pressure/condition;
- Level of: Engine Oil, Coolant, Brake Fluid, Windscreen Washer, Power Steering, Automatic Transaxle and Clutch (Hydraulic Clutch System only); and
- Lights/Indicators/Horn.

Please also see our recommendations about care of the body/paintwork in the vehicle's owners manual/operating information.

The certainty of the benefits of the Chrysler Warranty is further assured by entrusting the vehicle's service requirements to any authorised dealer because:

- They are technically equipped, trained and updated to be able to provide the quality of service that you and the product deserve.
- Their in-depth product knowledge means efficiency, excellent value and quality.
- They have access to the whole range of back-up from the worldwide Chrysler Group.

## 10. BODY & PAINTWORK

Care of the Body/Paintwork:

Advice is provided in the vehicle owners/operating information manual on how best to maintain your vehicle's appearance and how to help to safeguard it from corrosion damage. Please read and follow this advice.

**Chrysler Australia P/L**  
1-27 Princes Highway  
Dandenong South, VIC 3175