

• CANADIAN WARRANTIES • ROADSIDE ASSISTANCE • OPTIONAL SERVICE CONTRACTS •

**CHRYSLER**



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# **2006 CHRYSLER CROSSFIRE COUPE AND ROADSTER**

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Vehicle Identification Number

Warranty Start Date

Selling Retailer

Code

**For 24-hour Roadside Assistance  
Dial 1 800 363-4869**

- Give us your Vehicle Identification Number, licence plate number and odometer reading.
- Tell us where you are and the number from which you are calling.

*See page 20 for details.*

**Moving?**

- *Name and address changes .....page 5*
- *How to get service .....page 15*

## TO OUR CUSTOMERS:

This booklet explains the maintenance schedule, the limited warranties, and optional service contracts that apply to your new vehicle. It explains exactly what's covered, how long each warranty lasts, and what you must do to keep the warranties in force. Please read the warranties and other information in this booklet carefully.

### **This booklet should be kept in your vehicle.**

*In this booklet, "DaimlerChrysler Retailer" means any authorized retailer who sells and services Chrysler, Jeep<sup>®</sup> or Dodge vehicles.*

*"DaimlerChrysler" and "DaimlerChrysler Canada" mean DaimlerChrysler Canada Inc.*

*"DaimlerChrysler parts" mean Mopar or Autopar<sup>®</sup> brand parts designed for Chrysler, Jeep<sup>®</sup> or Dodge vehicles by DaimlerChrysler Motors Corporation.*

Chrysler and Dodge are registered trademarks of DaimlerChrysler Canada Inc., a wholly owned subsidiary of DaimlerChrysler Corporation. Jeep is a registered trademark of DaimlerChrysler Corporation, used under licence by DaimlerChrysler Canada Inc. Mopar is a registered trademark of DaimlerChrysler Corporation. Autopar is a registered trademark of DaimlerChrysler Canada Inc.

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# WARRANTY INFORMATION

## YOUR RIGHTS AND RESPONSIBILITIES

All of the warranties in this booklet are limited warranties and they give you specific legal rights. You may also have other rights which vary from province to province. Some provinces do not allow the exclusion or limitation of incidental or consequential damages, or limitation of how long an implied warranty lasts or who is eligible for coverage, so the stated limitations or exclusions may not apply to you.

The limited warranties in this booklet are the only express warranties made by DaimlerChrysler Canada Inc. applicable to this vehicle. Any implied warranty or condition of merchantability or fitness for a particular purpose applicable to this vehicle is limited in duration to the duration of these limited warranties.

DaimlerChrysler Canada Inc. shall not be liable for commercial loss, special or consequential damages resulting from breach of these written warranties or of any implied warranty or condition.

## OPERATION AND MAINTENANCE

It is your responsibility under the terms of these warranties to operate and maintain your vehicle as recommended in the Owner's Manual. Regular scheduled maintenance, described in your Owner's Manual and herein, is essential to trouble-free operation.

We ***strongly recommend*** that you return to your selling retailer for all service, both during and after the warranty periods. DaimlerChrysler Canada Retailers are best equipped and trained to provide all levels of service and maintenance for your vehicle.

High-tech diagnostic equipment is sometimes needed to service a vehicle efficiently and accurately. DaimlerChrysler Canada Retailers have unique diagnostic computers and electronic and mechanical tools, specially designed to service our cars and trucks, and we provide special technical training so their technicians can render the skilled care your vehicle needs.

### **WARRANTY SERVICE**

Warranty service must be done by an authorized Chrysler Retailer. We recommend that you return to your selling retailer for this service; however, you may request warranty service for your vehicle from any DaimlerChrysler Retailer. See *“How to Get Service”* on page 15.

### **NAME AND ADDRESS CHANGES**

The Canadian Motor Vehicle Safety Act requires vehicle manufacturers to notify owners if the correction of a safety-related defect becomes necessary. If you change your name or address, or if you are a subsequent owner of this vehicle, please use the yellow **Name or Address Change Card**, found in the glove box packet, to report the change to DaimlerChrysler Canada. If the card is missing, ask your retailer for one or “Update Your Personal Information” in the “Owner’s Section” at [www.chrysler.ca](http://www.chrysler.ca).

### ABOUT YOUR WARRANTIES

#### WARRANTY START DATE

Time and distance limitations for all warranty coverage are measured from the vehicle's "warranty start date," which is the date when the vehicle was originally delivered or first used, whichever occurred first.

#### VEHICLES COVERED

The warranties in this booklet cover new 2006 Chrysler Crossfire Coupe and Roadster vehicles only which are built for sale in Canada and are registered and normally operated in Canada. The warranties apply to all owners of the vehicle.

#### COVERED REPAIRS

The warranties in this booklet cover repairs to factory-installed DaimlerChrysler parts and equipment (that is, DaimlerChrysler parts or equipment installed by DaimlerChrysler or by the selling retailer before the vehicle was delivered to the first owner), if the repairs were necessary because of a defect in material or workmanship. Covered repairs will be done without charge, using new or remanufactured DaimlerChrysler parts (see page 16).

#### TOWING IS COVERED

If your vehicle has to be towed because a part covered by warranty failed, towing to the nearest Chrysler Retailer will be covered by the Roadside Assistance Program (for details, see page 20).

***Important: Some vehicles have special towing requirements. See your Owner's Manual for towing instructions.***

### 3/60 BASIC WARRANTY

If required because of a defect in material or workmanship, the 3/60 Basic Warranty will cover the adjustment, repair or replacement of any factory-installed part of your vehicle except tires for **3 years or 60,000 kilometres**, whichever occurs first. The following items are exceptions; they are only covered (if defective) for **1 year or 20,000 kilometres**, whichever occurs first:

- light bulbs and fuses
- wiper blades
- clutch discs
- brakes (rotors, pads, linings and drums)
- windshield and rear window
- wheel alignment and wheel balancing

Tires are warranted by the tire manufacturers, not by DaimlerChrysler. For details, see the tire manufacturer's warranty booklet in your glove box. Your DaimlerChrysler Retailer may be able to assist you if you experience a problem with a factory-installed tire.

Tires and spare tire should be replaced after six years, regardless of the remaining tread. Failure to follow this warning can result in sudden tire failure. You could lose control and have an accident resulting in serious injury or death.

### 5/100 POWERTRAIN WARRANTY

The following powertrain components are covered for **5 years or 100,000 kilometres**, whichever occurs first, measured from the vehicle's original warranty start date.

Vehicles placed in police, taxi, limousine, postal or ambulance service are excluded from the **5-year or 100,000-kilometre** Powertrain Warranty and are covered only under the **3-year or 60,000-kilometre** Basic Warranty.

- **Engine** – Cylinder block and all internal parts; cylinder head assemblies; timing case, timing chain, timing belt, gears and sprockets; vibration damper; 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; serpentine belt tensioner; seals and gaskets for listed components only.

- **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 for listed components only.

*Note: Manual transmission clutch parts are not covered at any time.*

- **Rear-Wheel Drive (RWD)** – Rear-axle housing and all internal parts; axle shafts; axle-shaft bearings; driveshaft assemblies; driveshaft centre bearings; universal joints and yokes; seals and gaskets for listed components only.



### CORROSION WARRANTY

*For 3 years, regardless of distance driven*, your Corrosion Warranty covers any body sheet metal panel which develops a hole caused by corrosion.

In addition, outer body panels are covered against holes caused by corrosion up to *5 years or 160,000 kilometres*, whichever occurs first. An outer body panel is a sheet metal panel which can be seen while walking around the vehicle, and which is painted body colour.

This warranty applies only to holes caused by corrosion. Cosmetic or surface corrosion (resulting from stone chips or scratches in the paint, for example) will not be repaired under this warranty.

If collision damage is obviously neglected and allowed to worsen until a hole develops, this warranty will not cover the repair.

### COLLISION DAMAGE

If your vehicle is damaged in an accident and needs sheet metal repair or replacement, be sure the body shop uses only genuine DaimlerChrysler parts and applies anti-corrosion materials to the parts repaired or replaced. Your Corrosion Warranty does not cover replacement parts not supplied by DaimlerChrysler, or any damage which is caused by the use of non-DaimlerChrysler replacement parts.

See also *What Is Not Covered* on page 12.

### EMISSION WARRANTIES

DaimlerChrysler Canada warrants that your new vehicle was designed, built and equipped to conform at the time of sale with applicable federal and provincial emissions standards, and that the vehicle is at the time of sale free from defects in material and workmanship which would cause it to fail to conform to the applicable emission standards within the warranty periods specified. A covered defect is one which causes your vehicle to fail to meet applicable emission-control regulations.

To keep your vehicle operating properly and in conformance with emission regulations, see the “Scheduled Maintenance” instructions in your Owner’s Manual and herein. Only DaimlerChrysler parts should be used for maintenance and repair of your vehicle’s emission-control systems.

You should keep any receipts for maintenance service and pass them on to the next owner of your vehicle, in case questions arise concerning maintenance. DaimlerChrysler Canada has the right to deny warranty coverage if your vehicle has not been properly maintained, or if repairs are needed because parts other than DaimlerChrysler parts were used; however, denial will not be based on the lack of maintenance records alone.

Warranty service must be performed by an authorized Chrysler Retailer.

If emergency warranty service is required and an authorized retailer is not available, contact DaimlerChrysler Canada Customer Assistance (page 18) and request emission warranty service help.

## **EMISSION DEFECT WARRANTY**

*The 3/60 Basic Warranty covers all emission-control components for **3 years or 60,000 kilometres**, whichever occurs first. The Emission Defect Warranty provides longer coverage for specified components.*

The Defect Warranty covers the following major emission-control parts, if so equipped, for **8 years or 130,000 kilometres**, whichever occurs first:

- catalytic converter
- powertrain control module

## **EMISSION PERFORMANCE WARRANTY**

The Emission Performance Warranty only applies to cars and trucks with a GVW less than 3855 kg (8500 lb).

For **2 years or 40,000 kilometres**, whichever occurs first, the Performance Warranty will cover the cost of repairing or adjusting

any components or parts of your vehicle that might be necessary to pass an approved provincial Inspection/Maintenance (I/M) program's emissions test, but only if:

- your vehicle failed an approved provincial I/M emissions test; and
- your vehicle was properly maintained and operated until it failed the test; and
- warranty service is required in order for your vehicle to pass the provincial I/M test.

Provincial test fees, if any, are not covered by this warranty.

### **HOW TO GET SERVICE UNDER THIS WARRANTY**

If your vehicle fails an approved I/M emissions test within the Emission Performance Warranty period, take it to an authorized Chrysler Retailer as soon as possible. Give the service representative the printout that shows your vehicle failed the test. If possible, bring all service receipts, maintenance logs and records to prove that your vehicle has been properly maintained.

### WHAT IS NOT COVERED

#### **DAMAGE FROM MISUSE OR ACCIDENT**

The warranties in this booklet do not cover repairs required due to fire, accidents, abuse, negligence, objects striking your vehicle, carrying corrosive materials (such as chemicals, acids and fertilizers), misuse (such as driving over curbs, overloading, spinning wheels, etc.), racing or participating in a racing event, improper disconnection of components, modifying the exhaust system, tampering or making adjustments which do not comply with DaimlerChrysler specifications.

Disconnecting, tampering with or changing the reading of the odometer will void your warranties.

#### **DAMAGE FROM THE ENVIRONMENT**

The warranties in this booklet do not cover fading or deterioration caused by exposure to the elements, or repairs required due to airborne fallout, acid rain, chemicals, tree sap, insects, bird or insect droppings, salt, sand, gravel, road hazards, hail, windstorms, lightning, floods or any other event of nature.

Road salt, car washes, scuffs and scratches, and everyday abrasion from sand and dirt can affect the appearance of a vehicle's wheels (steel, chrome and aluminum) and other undercarriage parts. Some surface corrosion with use is normal; it is not a defect and is not covered by any warranty.

#### **NORMAL MAINTENANCE AND WEAR**

The warranties in this booklet do not cover normal maintenance services, such as oil and filter changes, general lubrication, tire rotation, engine tune-ups and replacing spark plugs. Required maintenance services are described in detail in your Owner's Manual and herein. The warranties also do not cover light bulbs and fuses, worn wiper blades, clutch discs, brake rotors, pads, linings or drums, windshield and rear window, wheel alignment and wheel balancing (unless they are defective, see page 7).

## WHAT IS NOT COVERED

### **DAMAGE FROM IMPROPER MAINTENANCE**

The warranties in this booklet do not cover repairs required due to improper maintenance, lack of maintenance, use of contaminated or dirty fuels or failure to use the proper fuels and lubricants recommended in the Owner's Manual and herein.

### **EXTRA EXPENSES**

The warranties in this booklet do not cover incidental or consequential damages such as loss of use of your vehicle, loss of time, inconvenience, expense for fuel, telephone, travel, rental car, overnight accommodation, loss or damage to your personal property, commercial loss, loss of income, etc.

### **NON-DAIMLERCHRYSLER MODIFICATIONS**

The warranties in this booklet do not cover repairs required because of non-DaimlerChrysler modifications, installation of special equipment or accessories, or use of special materials, fuels or additives. This includes special bodies, body conversions, fuel system conversions, trailer hitches, window tints, sunroofs, theft alarms, etc. Non-DaimlerChrysler modifications do not by themselves void your warranty, but they are not covered by your warranty.

### **NON-DAIMLERCHRYSLER PARTS**

The warranties in this booklet do not cover parts, equipment, materials or additives not supplied by DaimlerChrysler or not certified for use on your vehicle. Performance and racing parts are considered to be non-DaimlerChrysler parts.

### **EXPORTED VEHICLES**

**EXCEPT WHERE SPECIFICALLY REQUIRED BY LAW, THERE IS NO WARRANTY COVERAGE ON THIS VEHICLE IF IT IS SOLD IN OR REGISTERED IN COUNTRIES OTHER THAN CANADA.**

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

This policy does not apply to vehicles registered to Canadian Government officials or military personnel on assignment outside of Canada.

(See also page 15.)

### **TOTAL LOSS AND SALVAGE VEHICLES**

Any vehicle that is declared to be a total loss by any insurance company, or is rebuilt after being declared to be a total loss, or is otherwise designated as "salvage," "scrap," "rebuilt" or words of similar impact will no longer have any warranty coverage.

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

### **RESTRICTED WARRANTY**

DaimlerChrysler Canada may restrict the warranty on your vehicle if the vehicle is not properly maintained, or if it 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 DaimlerChrysler Canada before repairs are performed.

### HOW TO GET SERVICE

#### **IN CANADA:**

Warranty service must be done by an authorized Chrysler Retailer. If you move or are travelling in Canada, warranty service may be requested from any authorized DaimlerChrysler Retailer, but preferably one who sells the same Chrysler brand vehicle as yours.

#### **IN THE UNITED STATES (INCLUDING U.S. POSSESSIONS AND TERRITORIES) AND MEXICO:**

If you are travelling temporarily in the United States or Mexico, and your vehicle remains registered in Canada, your DaimlerChrysler Canada warranty will still apply. Service may be requested at any authorized Chrysler Retailer.

#### **IN A FOREIGN COUNTRY OUTSIDE OF NORTH AMERICA:**

If you are travelling temporarily outside of North America, and your vehicle remains registered in Canada, you should take your vehicle to an authorized Chrysler Retailer. If the authorized retailer charges you for repairs which you feel should be covered under your warranty, please get a detailed receipt for the work done.

2006 Chrysler Crossfire Coupe and Roadster

When your vehicle returns to Canada, contact the DaimlerChrysler Canada Customer Assistance Centre (page 18) for reimbursement consideration. Reimbursement will not be considered if the vehicle does not return to Canada.

#### **IF YOU MOVE:**

If you are moving to another country, be sure to contact the customs department of the destination country before you move. Vehicle importation rules vary considerably from country to country.

*If you are moving to the United States*, be sure to also contact the DaimlerChrysler Motors Customer Assistance office at **1 800 992-1997** to obtain the necessary documentation to register your vehicle and to determine warranty eligibility in the U.S.

#### **NOTICE:**

If your vehicle is registered outside of Canada, and you have not followed the procedure set out above, your vehicle will no longer be eligible for warranty coverage of any kind. (Vehicles registered to Canadian Government officials or military personnel on assignment outside of Canada will continue to be covered by the basic warranty.)

### OTHER THINGS YOU SHOULD KNOW

#### OPTIONAL SERVICE CONTRACT

DaimlerChrysler Canada has a service contract specially designed for most new vehicles, to cover repair costs beyond your vehicle's warranty. Protection is available for almost every operating part of your vehicle, and at reasonable cost.

DaimlerChrysler Canada stands fully behind its service contracts. Be sure that the contract you buy is a genuine **DaimlerChrysler Service Contract**. We are **not** responsible for other companies' contracts. See page 24 for details on available Service Contracts.

#### APPEARANCE ITEMS

Defects or damage to sheet metal, paint, trim and other appearance items are normally found and corrected during new-vehicle inspection. For your protection, if you find any such defect or damage, you should tell your selling retailer immediately, because if the problem worsens due to use and exposure, repairs will not be covered by any warranty.

#### PRODUCTION CHANGES

DaimlerChrysler Canada and its retailers reserve the right to make changes in vehicles built and/or sold at any time without incurring any obligations to make the same or similar changes on vehicles which were built and/or sold previously.

#### EXCHANGE PARTS

To reduce the amount of time your vehicle is out of service due to repairs, DaimlerChrysler may offer exchange service on some parts. Mopar or Autopar<sup>®</sup> brand exchange parts may be new, remanufactured, reconditioned or repaired, but all meet DaimlerChrysler standards and are warranted the same as new parts. Examples of parts that may be serviced by exchange include engines, transmissions, instrument clusters, radios, tape and CD players, speedometers and various electronic modules.



### **RECLAIMED REFRIGERANT**

To help control suspected ozone-depleting agents, regulations require the capture, purification and reuse of automotive refrigerant gases. As a result, any repairs to the sealed portion of your air conditioning system, if so equipped, may involve the installation of purified reclaimed refrigerant.

### **CASSETTE TAPES AND CDS**

There are some things you should know about cassette tapes and non-commercial CDs. Labels applied to tape cassettes and home-recorded CDs may curl, buckle or peel off. This can result in ejection failure, and repairs required to remove a “stuck” CD or cassette are not covered by warranty. In addition, some home-recorded CDs of the CD-R and CD-RW formats may not be compatible with automotive CD players and may skip or produce error messages. If you encounter this, check your CD player by using a commercial CD which is known to be playable. If a CD is not compatible with the player, replacing or servicing the player will not solve the problem.

## **CUSTOMER ASSISTANCE**

We want you to be completely satisfied with your DaimlerChrysler vehicle. If you have a warranty or service problem that has not been resolved to your complete satisfaction, please follow these steps:

1. Discuss the matter with the Service Manager of your DaimlerChrysler Retailer; then with the General Manager or owner, if necessary.
2. Give your retailer a reasonable length of time or number of opportunities to satisfy you. In fact, your retailer may contact DaimlerChrysler on your behalf.
3. If the problem still has not been resolved, please contact us at the address or toll-free number shown and give us an opportunity to review your situation.

When you contact us, please provide the following information:

- Your name, address and phone number
- The name of your retailer
- Your Vehicle Identification Number (VIN)
- Your vehicle's odometer reading (kilometres)

**Customer Assistance Centre  
DaimlerChrysler Canada Inc.  
P.O. Box 1621  
Windsor, Ontario N9A 4H6  
1 800 465-2001**

## **ARBITRATION**

If you are still not satisfied after following the three steps on the previous page, you have yet another option.

DaimlerChrysler Canada participates in an arbitration program administered by the Canadian Motor Vehicle Arbitration Plan (CAMVAP). CAMVAP will advise you about how your complaint may be reviewed and resolved by an independent third party through binding arbitration.

Our goal and that of our retailers is your complete satisfaction. DaimlerChrysler Canada's participation in CAMVAP makes a valuable contribution to our achievement of that goal. There is no charge for using CAMVAP. CAMVAP results are fast, fair and final, as the award is binding on both you and DaimlerChrysler Canada.

CAMVAP has been implemented in all provinces and territories. For more information, you can call CAMVAP directly or call our Customer Assistance Centre. Please provide your Vehicle Identification Number (VIN).

**CAMVAP**  
**1 800 207-0685**

# ROADSIDE ASSISTANCE

## 5/100 ROADSIDE ASSISTANCE PROGRAM

We are pleased to provide this 24-hour Roadside Assistance Program for all new 2006 vehicles which have a **3-year or 60,000-kilometre** Basic Warranty and a **5-year or 100,000-kilometre** Powertrain Warranty. Eligible vehicles must be registered in Canada and are covered for **5 years or 100,000 kilometres**, whichever occurs first, from the vehicle's warranty start date. Vehicles placed in police, taxi, limousine, postal or ambulance service, are covered for roadside assistance for **3 years or 60,000 kilometres** only (whichever occurs first). Roadside Assistance service will be provided to the owner or driver of an eligible vehicle.

- **NEED A TOW?** If your vehicle cannot be driven because of a mechanical breakdown, it will be towed to the nearest authorized DaimlerChrysler Canada Retailer which services your brand of vehicle (or to the DaimlerChrysler Canada Retailer of your choice, provided it is within a 35-kilometre distance of the point of breakdown).

- **STUCK?** If your vehicle is stuck in a ditch or snow on or adjacent to a public roadway and appears to be undamaged, and the tow facility has access, it will be winched to the nearest road surface. If your vehicle is unable to proceed under its own power and a tow is required once the winch is performed, you will be responsible for paying the service facility for the winch and the tow.

- **DEAD BATTERY?** If your battery is dead, jump-start assistance will be dispatched to your location. In the event that your vehicle fails to start, your vehicle will be towed to the nearest DaimlerChrysler Retailer (or to the DaimlerChrysler Retailer of your choice provided it is within a 35-kilometre distance of the point of breakdown).

- **LOCKED OUT?** If your keys are locked in your vehicle or your locks are frozen, help will be sent to your location. (Service is limited to providing access to the seating area only and does not include the cost of replacing keys.)

- **FLAT TIRE?** If you have a flat tire, the service facility will remove it and install your spare tire. The spare tire must be inflated and in sound operating condition. Tire repairs are not covered.
- **OUT OF FUEL?** If your vehicle runs out of fuel, a small amount of gasoline will be delivered to your location, where regulations permit. In all other cases, including alternate fuels, your vehicle will be towed to the nearest re-fuelling centre. In these instances, the cost of fuel purchased will be your responsibility.

*Please read "About Roadside Assistance" (page 22) because there are some limitations that may affect the service available to you.*

### **TO REQUEST ASSISTANCE (SEE ALSO INSIDE FRONT COVER)**

If your vehicle requires any of the services provided by the program, call this toll-free number anytime, from any location in Canada or the United States: 1 800 363-4869 (this number does not ring at DaimlerChrysler Canada). Please identify yourself as a DaimlerChrysler vehicle owner and be ready to provide:

- Your Vehicle Identification Number
- Your licence plate number
- Your odometer reading (kilometres)
- The location of your vehicle and the phone number where you can be reached
- Type of service needed (tow, flat tire, battery boost, etc.)

- Note:**
- *In severe weather, some delays may be expected.*
  - *You will have to personally authorize the service provided by the tow company.*
  - *If your vehicle is towed to a retailer, you are responsible for contacting the retailer to authorize the service.*

### **TOWING AFTER THE PROGRAM EXPIRES**

Coverage under the Roadside Assistance Program expires at **5 years or 100,000 kilometres** (or at **3 years or 60,000 kilometres**, if applicable), whichever occurs first. If you call the toll-free number for assistance after the Program expires, you will have to pay for the service provided.

Some emissions coverage lasts longer than the Roadside Assistance Program.\* For warranted emission system repairs after the program expires, towing (only) will be provided on a reimbursement basis. Call the toll-free number and service will be dispatched, but you will have to pay for the tow. For reimbursement consideration, see your authorized retailer for further details.

\*See page 10.

### ABOUT ROADSIDE ASSISTANCE

The DaimlerChrysler Canada Roadside Assistance Program is not a warranty, but the coverage is concurrent with the Basic and Powertrain Warranties.

Covered service must be provided in Canada or the Continental United States and is limited to plated and insured vehicles which use public roadways.

Service will not be provided free if you have driven into an area that is inaccessible to the service vehicle or is not a regularly travelled and maintained public road (such as beaches, recreational areas, construction sites, open fields, private and seasonal roads). Cross-country, logging, autocross and any other form of off-road use is not covered.

The program does not cover winching or towing for vehicles that become stuck while ploughing snow.

The program does not cover repeat calls for the same problem (if avoidance of the problem is within the control of the driver or owner), or towing from one retailer to another, or service if the driver appears to be under the influence of alcohol or drugs.

The program does not pay for parts, tires, repairs, labour or vehicle storage. Parts, repairs, or labour covered under a vehicle warranty will be provided by your DaimlerChrysler Canada Retailer.

***The program does not pay for towing required because of an accident.*** For example, if a vehicle is winched from a ditch or snowbank and is then determined to need a tow because of damage suffered when it left the road, the tow will not be covered.

The program does not cover any “incidental or consequential damages” connected with the failure of your vehicle or providing services to you. Such damages include lost time, inconvenience, loss of use of your vehicle, rental cars, fuel, telephone, travel or lodging, loss of personal or commercial property, loss of revenue, etc.

All service providers are independent contractors and are not employees or agents of DaimlerChrysler Canada. Any loss or damage to your vehicle or personal property resulting from providing roadside service is the responsibility of the roadside service provider (the towing company, for example).

Report any damage or loss to the manager of the service provider and to your own insurance company within 24 hours and before any repairs are performed.

DaimlerChrysler Canada reserves the right to limit services or reimbursement claims for any vehicle, if in our opinion there is abuse of the services or requests for service become unreasonable or too frequent.

The program may be amended or cancelled at any time without refund.

### **IN REMOTE LOCATIONS**

If your vehicle suffers a warrantable mechanical breakdown at a considerable distance from a DaimlerChrysler Canada Retailer, we reserve the right to engage a nearby non-DaimlerChrysler service facility to repair your vehicle, to minimize inconvenience to you.

In very remote areas, if your vehicle cannot be taken by road to the servicing retailer, transportation by rail or water may be necessary. The program will cover a tow to the dock or rail terminal and also to the retailer at the end of the trip, but special transportation by rail or water must be arranged for and paid by you. We will reimburse you for special transportation costs, up to \$300 per incident.

### **IF YOU HAVE TO PAY**

If you have to pay for a service that is normally covered by the program, you may claim reimbursement under the following conditions:

- You must have called the toll-free number first for assistance.
- Towing claims must be accompanied by the original detailed repair bill and towing invoice.
- Reimbursement will be limited to the local Roadside Assistance contractor rates, to a maximum of \$100 per incident, unless otherwise noted.
- Only original receipts, bills and/or charge card copies submitted by you will be accepted for consideration for reimbursement. Originals will be returned upon request.

- Mail your claims to:

DaimlerChrysler Canada Roadside Assistance  
248 Pall Mall, P.O. Box 5845  
London, Ontario N6A 4T4

DaimlerChrysler Canada reserves the right to decline any claim presented for payment later than 30 days from the date the service was performed, or if service was provided by an unlicensed garage or individual.

# OPTIONAL DAIMLERCHRYSLER CANADA SERVICE CONTRACTS

As complete as our new warranty is, it may not give you total protection for your ownership period, nor does it provide the regular maintenance which is required to keep your new vehicle at its optimal operating condition. If you lease a vehicle, you should be aware of your obligation to maintain and repair the vehicle.

DaimlerChrysler Canada Service Contracts can enhance your new vehicle's factory warranty from the day of delivery and provide mechanical coverage on most major components\*\* when your factory warranty expires. There are 3 types of plans available for purchase to suit most needs and the average length of ownership.

Vehicles placed in police, taxi, limousine, postal or ambulance service may qualify for a service contract. Please see your selling retailer for "Special Use" Service Contract availability.

\*\*Subject to limitations. Details available at your selling retailer.



## 1. POWERTRAIN PLANS\*

Powertrain plans complement the powertrain factory warranty by eliminating the deductible and providing a car rental allowance. Certain plans also provide additional distance coverage.

Major components covered are:

- engine • transmission • front-wheel drive • rear-wheel drive
- 4-wheel drive (4x4) • all-wheel-drive vehicles

## 2. “GOLD” PLANS\*

Each plan provides full mechanical repair protection to non-powertrain (Gold) components. Certain plans also provide full mechanical protection against powertrain component repairs beyond your vehicle’s powertrain warranty coverage. Contracts are available with or without a deductible.

Major components covered are:

- steering • air conditioning • engine cooling and fuel • front suspension • rear suspension • electrical • hydraulic brake components • anti-lock brakes

## 3. “GOLD PLUS” PLANS\*

The most complete protection available for your new vehicle is one of three “Gold Plus” Service Contracts which combines the benefits of “Gold”

- Mechanical repair coverage for non-powertrain components plus the most important vehicle maintenance function

- Engine oil and oil filter changes

plus

- “Peace-of-Mind” motoring with Tire Road Hazard Protection which provides full, or pro rata, replacement of the original four tires, or their repair

plus

- Rental car allowance for same-day warranty repairs – your vehicle need not be kept overnight before eligibility for the rental allowance is met.

\*Maximum terms available on new vehicles registered in Canada only.

## **FEATURES AND BENEFITS**

DaimlerChrysler Service Contracts also provide these additional features and benefits:

### **ENHANCED ROADSIDE ASSISTANCE**

- Travel planning
- Trip interruption

### **CAR RENTAL ALLOWANCE**

For the duration of the plan selected, the plan covers up to \$50 per day (five days maximum), any time a covered component fails and repairs take overnight.

### **NORTH AMERICA-WIDE SERVICE**

DaimlerChrysler Retailers are located throughout Canada and the Continental United States.

### **TRANSFERABLE AT NO COST**

The unexpired portion of the plan coverage may be transferred to the subsequent retail purchaser at no cost, within 30 days of the date of sale (ask your retailer for details).

### **POSSIBLE HIGHER RESALE VALUE**

The DaimlerChrysler Service Contract may enhance the resale value of your vehicle.

### **NO COMMITMENT FOR 60 DAYS**

The first 60 days are considered a trial period. Should you decide to cancel within this period, you will receive full reimbursement of your plan purchase price, less any paid claims.

### **WHEN PLAN COVERAGE STARTS AND ENDS**

All new vehicle plans commence from the warranty start date (the original in-service date of the vehicle) and from zero metrage.

Substitute transportation coverage begins on the date the contract is purchased, subject to acceptance by DaimlerChrysler Canada. Plan expiration is specified in your plan provision.

### **ELIGIBLE VEHICLES**

DaimlerChrysler Canada vehicles which have 3/60 Basic and/or 5/100 Powertrain Warranty and are less than three years in service, and have accumulated less than 60,000 kilometres, are eligible for service contracts.

### **INELIGIBLE VEHICLES**

Vehicles involved in an accident to the extent of becoming an insurance write-off; vehicles not registered in Canada; vehicles placed in taxi, limousine or livery services; vehicles used to plough snow or used in postal or dump truck services; vehicles used off-road; cab and chassis trucks; vehicles altered or converted from specified original DaimlerChrysler equipment; vehicles used in emergency services (police, ambulance, towing); and motor homes are not eligible for a DaimlerChrysler Canada Service Contract.

Vehicles used in any competition event, pulling a trailer that exceeds the rated capacity of the vehicle, or failing to adhere to the requirements for vehicles used to pull a trailer as outlined in the Owner's Manual are not eligible.

### **PERSONALIZED TERMS AND CONDITIONS WELCOME KIT**

Upon receipt and acceptance of your application by DaimlerChrysler, as submitted by your selling retailer, you will be mailed a personalized welcome letter confirming your entitlement to the benefits of the contract you purchased, a member's card and the Terms and Conditions outline. This will identify you and your vehicle to any DaimlerChrysler Retailer in Canada, or the United States, as being eligible for plan services for the period of the terms selected. The member's card is to be presented to the retailer when requesting plan services.

### **OWNER'S RESPONSIBILITY**

The owner's responsibility is to properly operate, care for and maintain the vehicle as prescribed in the Owner's Manual supplied by DaimlerChrysler with each new vehicle and herein. Schedule "B" best describes operating conditions in Canada and is the recommended service schedule.

### **PLAN SERVICE/TOLL-FREE NUMBER**

Plan service will be provided by the retailer who sold you the plan. In the event that you cannot return to the selling retailer for service, you may request plan service from any DaimlerChrysler Retailer in Canada or the United States. If you are unable to obtain plan service from an authorized retailer, you can call the toll-free number to receive service instructions.

*DaimlerChrysler Canada stands fully behind its service contracts. Be sure that the contract you buy is a genuine DaimlerChrysler Service Contract. We are not responsible for other companies' contracts.*

**CHRYSLER**



DaimlerChrysler Canada Inc.