

# EXTENDED WARRANTY

## TERMS & CONDITIONS

### 1. WARRANTY CONDITIONS

#### 1.1 Definitions

In these terms and conditions, the following words and expressions shall have the meanings given to them below:

“Customer”: the owner or registered keeper of a Vehicle detailed overleaf.

“Retailer”: a retailer within the Service Network.

“Stellantis”: Stellantis UK Ltd (company number 201514) of Pinley House, 2 Sunbeam Way, Coventry, CV3 1ND.

“Vehicle”: a new passenger car or light commercial vehicle for which the registration number is detailed overleaf.

1.2 The Extended Care Premium Warranty (as defined below) cover starts following the expiry of the Manufacturer Warranty of 2 years from the date of first registration, together with Retailer Warranty of one year from the expiry of the Manufacturer Warranty, totalling 36 months (“Standard Warranty”).

1.3 Stellantis will warrant all components of the Vehicle supplied and fitted by Stellantis and provide roadside assistance service up to the maximum time or mileage limits for the Vehicle (“Extended Care Premium Warranty”) as set out in the CONTRACT OPTIONS of the Order Form. The Customer will not be entitled to the benefit of the Extended Care Premium Warranty if the maximum mileage limit is exceeded at any time prior to or during the Extended Care Premium Warranty cover period.

### 2. EXCLUSIONS

2.1 The Extended Care Premium Warranty does not cover, nor will assistance be provided for:

- a) any kind of fault or defect related to parts subject to wear and tear. These parts include (without limitation) by way of example: tyres, wheel rims/hub caps, spark plugs/glow plugs, clutch, brake discs/pads, 12v lead battery, high-voltage batteries (only in case of hybrid or electric vehicles), TBM (Telematic Box Module) backup battery, windscreen, windscreen/rear window/headlight wiper blades, rear brake shoes, brake drums, accessory drive belts (excluding timing belt), shock absorbers, lights (internal and external), fuses, exhaust pipe system (except the emissions control system, catalytic converter and particulate filter which are included), lubricators, filters, wheel adjustment and charge port/charging cables (only in case of hybrid or electric vehicles). Please refer to the owner’s handbook for full details of wear and tear items.
- b) any kind of fault or defect related to mechanical or electrical failure caused by high-voltage battery not maintained according to the Scheduled Maintenance Plan defined by the Manufacturer and contained in the “Owner’s Manual”, overloading, power surges or abnormal use.
- c) emergency vehicles (ambulance, firefighters, police), vehicles used for the postal service; vehicles used as a taxi, mini-cab, car-sharing, public service vehicle or as a driving school vehicle, off-road heavy-duty vehicles; vehicles made available for short-term hire or daily rental; vehicles used for car races (rally, speed or duration races, off-road races, etc); vehicles converted from two to four-wheel drive, vehicles modified or converted from their original characteristics, vehicles not used in accordance with the manufacturer's specifications for load and / or towing capacity intended for short and long-term rental, converted vehicles.
- d) scheduled maintenance interventions, such as but not limited to: changing or topping up any oil or fluids, oil filter change, air filter change, fuel filter change, cabin filter change, air conditioning system refill, wheel balancing, license plate adjustments tyres replacement or rotation.
- e) the consequences of damage to the vehicle's protective surface, such as scratches, abrasions, accidents, chemical assaults, bird droppings; the consequences of causes outside the manufacturing process or due to poor maintenance; the consequences of body repairs covered by the Manufacturer's Warranty that would not have been carried out by workshops belonging to the Official Manufacturer's Network; the consequences of repairs to defective bodywork
- f) work to repair damage to structural elements of the bodywork due to negligence or non-compliance with the Manufacturer's requirements, to external causes (accidents, stones or gravel) or caused by mounting accessories that do not meet the technical properties required or originally intended by the Manufacturer
- g) work on bodywork parts covered by the contractual warranty repaired, modified or installed outside the Official Manufacturer's Network
- h) bodywork elements, such as but not limited to: gaskets, wheels, keys and pawls, handles, hinges, lights and plastic parts, lamps, paint and internal clothing, windows, glass scraper, door seals and glass seals (excluding sunroof), interior upholstery and fabrics: doors, seats, carpets, kick plate and engine compartment panel
- i) work on the structural elements of the originally mounted vehicle bodywork and perforated by corrosion (occurring from the inside out), as part of the "anti-perforation" Manufacturer's Warranty approved by “Supplier”
- j) all the consequences of accidental events, such as: accident, collision, falling of objects, fire, theft, frost, flooding, breaking and entering as well as the consequences of force majeure cases, such as: civil or foreign war, riot, strike, seizure or coercion by the police, official banning, piracy, explosion of machinery or any natural events such as: storm, hurricane, ice, snow; direct or indirect consequences of a nuclear explosion.

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k) mechanical or electrical failure caused by corrosion and not due to manufacturer fault.

l) vehicles registered abroad.

m) in the case of a false reading from the mileage counter of the vehicle which has been tampered with / falsified or illegally opened.

2.2 Stellantis excludes liability for all losses, including any loss of profit, goodwill, indirect or consequential loss or loss of business, business interruption or loss of business opportunity.

2.3 The terms of the Vehicle's warranty booklet apply.

## 3. TRANSFERS

3.1 The unexpired balance of the Extended Care Premium Warranty shall automatically transfer to a subsequent owner of the Vehicle. Following transfer, the full history of the Vehicle shall continue to be taken into account for the purpose of applying the terms of the Extended Care Premium Warranty.

3.2 If the Vehicle is stolen or declared an insurance write off prior to (but not after) the expiry of the Standard Warranty, the unexpired balance of the Extended Care Premium Warranty may be transferred to a new replacement same brand vehicle which is registered in the Customer's name by applying in writing to Stellantis (giving full details) at the time, or within 15 days of the first registration of that vehicle.

## 4. GENERAL

### 4.1 Complaints

In case of any complaint the Customer can write to Stellantis Customer Services, Pinley House, 2 Sunbeam Way, Coventry, CV3 1ND or email Stellantis at the following address: [customerrelations@fcagroup.com](mailto:customerrelations@fcagroup.com).

### 4.2 Legal Rights

The Extended Care Premium Warranty is in addition to and does not affect your statutory rights in relation to your Vehicle.

### 4.3 Privacy

Data provided will be processed in accordance with privacy laws and the privacy policy found on [www.jeep.co.uk](http://www.jeep.co.uk), [www.fiatprofessional.co.uk](http://www.fiatprofessional.co.uk), [www.fiat.co.uk](http://www.fiat.co.uk), [www.alfaromeo.co.uk](http://www.alfaromeo.co.uk) or [www.abarthcars.co.uk](http://www.abarthcars.co.uk)

### 4.4 Law & Jurisdiction

Any dispute relating to these terms and conditions shall be subject to English law and to the jurisdiction of the English courts.

4.5 This warranty can be implemented with Retailers located in the following countries: United Kingdom and English Channel Islands, Republic of San Marino, Vatican City, Albania, Andorra, Austria, Belgium, Bulgaria, Cyprus, Croatia, mainland Denmark, mainland Spain and the Mediterranean Islands, Estonia, Finland, France, Germany, Gibraltar, Great Britain and the North Sea and Channel Islands, Greece, Hungary, Ireland, Iceland, Israel, Italy, Slovenia, Bosnia and Herzegovina, Montenegro, Serbia, Macedonia, Liechtenstein, Lithuania, Luxembourg, Malta, Morocco, Norway, Netherlands, Poland, mainland Portugal, Principality of Monaco, Czech Republic, Romania, European Russia (except the Ural Mountains), Slovakia, Switzerland, Sweden, Tunisia, Turkey and Ukraine. The areas covered by support is specified in the warranty book.

### 4.6 Warranty Abroad

For repairs carried out abroad, the Workshops of the Official Manufacturer's Network will charge the customer for repairs. Upon their return to the UK, the customer will pass on the original invoice to the Retailer to request compensation. This invoice must include information to identify the vehicle, its mileage, and the name and address of the Extended Care Warranty Extension customer.

## 5. CANCELLATION

5.1 The Customer has 14 days from the date of the Customer's signature on the Order Form to cancel this contract for the Extended Care Premium Warranty. To cancel, the Customer can complete the template form below and send it to Stellantis Customer Services or contact Stellantis Customer Services directly.

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## CANCELLATION FORM

To: Stellantis UK Ltd, Pinley House, 2 Sunbeam Way, Coventry, CV3 1ND

Delete as appropriate:

I/We [\*] hereby give notice that I/we [\*] cancel my/our [\*] contract for the supply of the Extended Care Premium Warranty. [\*]

Full name:

Address:

Contract number:

Contract date:

Signed:

Date:

## Roadside Assistance service ("Service") Terms & Conditions

### Definitions

Fiat and Fiat Professional Assistance Service: An Operations Centre open 24 hours a day, every day of the year, answers calls from customers and provides the assistance required for the Service at no expense to the customer. Universal Freephone number 0203 4508702 or +39 02 4441 2041

Jeep Assistance Service: An Operations Centre open 24 hours a day, every day of the year, answers calls from customers and provides the assistance required for the Service at no expense to the customer. Universal Freephone number 0800 1692966 or +39 02 4441 2045

Abarth Assistance Service: An Operations Centre open 24 hours a day, every day of the year, answers calls from customers and provides the assistance required for the Service at no expense to the customer. Universal Freephone number 00 800 222 784 00 or +39 02 4441 2044

Alfa Romeo Assistance Service: An Operations Centre open 24 hours a day, every day of the year, answers calls from customers and provides the assistance required for the Service at no expense to the customer. Universal Freephone number 00 800 253 200 00 or +39 02 4441 2042

Customer: The driver/user of the Vehicle concerned by the Event and any passengers in the Vehicle.

Breakdown: Any Event which causes the Vehicle to stop running or causes consequential damage or prevents it from being restarted and used as a consequence of a manufacturing defect covered during the period of cover shown on your letter of confirmation.

Other Assisted Problems: Any circumstances which occur during the period of cover which cause immobilisation of the Vehicle:

Lack of fuel, wrong fuel, frozen fuel, battery run down, puncturing on one or more tyres, window breakage which makes the Vehicle unfit for the road, breakage of keys, keys locked inside the Vehicle, completely flat high-voltage battery in case of BEV (Battery Electric Vehicle) models.

Event: A single fact or occurrence, which may happen during the validity of the Service and which determines the request of Assistance by the Customer.

### General

1. The Service can be used by the Customer only if the Event occurs during the period of cover shown on your letter of confirmation
2. The Universal Freephone Number is free for all calls made from a landline or mobile phone, except in some European countries for which operators apply an additional cost for calls made from mobile phones and public telephones. This amount varies according to the operator.
3. Fiat, Fiat Professional, Jeep, Abarth or Alfa Romeo Assistance Service reserves the right to ask the Policyholder for any documentation necessary to support any request for assistance, such as the Vehicle's registration certificate or your policy, taking care to block out the information about your income. Work will be carried out subject to local availability, including accommodation or car rental.

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## Countries Where the Service Applies

The service applies to the following countries: United Kingdom and English Channel Islands, Albania, Andorra, Austria, Belgium, Bosnia-Herzegovina, Bulgaria, Croatia, Cyprus, Czech Republic, mainland Denmark, Egypt, Estonia, Faroe Islands, Finland, France, Germany, Gibraltar, Greece, Hungary, Iceland, Ireland, Israel, Italy, Jordan, Latvia, Liechtenstein, Lithuania, Luxembourg, Macedonia, Malta, Moldova, Montenegro, Morocco, Netherlands, Norway, Poland, Portugal (including the Azores and Madeira), Principality of Monaco, Republic of San Marino, Romania, Russia, Serbia, Slovakia, Slovenia, Spain (including Canary Islands, Balearic Islands, Ceuta and Melilla), Sweden, Switzerland, Turkey, Ukraine and Vatican City.

## Limitations The following services:

“Return home or onward journey”

“Pick up of the repaired vehicle”

are only provided if the Event which determines the request occurs at a distance of more than 30 miles from the Customer’s place of residence.

All Services must be requested directly to Fiat, Fiat Professional, Jeep, Abarth or Alfa Romeo Assistance Service, which must authorize them expressly unless otherwise specified.

## Description of the Services;

**Mobile Workshop** If the Vehicle is not in a condition to continue the journey because of a Breakdown or Other Assisted Problems, the Customer must contact Fiat, Fiat Professional, Jeep, Abarth or Alfa Romeo Assistance Service, who will send an operator (if possible) to the place where the Vehicle is located to repair it. If the Vehicle cannot be repaired on the spot, the operator will have the Vehicle towed to the nearest Fiat, Fiat Professional, Jeep, Abarth or Alfa Romeo Retailer. The Customer will be charged for fuel needed to restart the engine, any spare parts used for the intervention and all other repairs not covered by Warranty.

**Towing** If, following a Breakdown or Other Assisted Problems, the Vehicle is damaged and consequently cannot move autonomously, the Customer will be provided with a recovery vehicle, paid for by the Service, to tow the Vehicle to the retailer which sold the Vehicle (if the Vehicle has stopped at a maximum of 30 miles from the aforementioned retailer) or to the nearest Fiat, Fiat Professional, Jeep, Abarth or Alfa Romeo Retailer. The Vehicle will be towed to another site identified by the rescue operator if the nearest Fiat, Fiat Professional, Jeep, Abarth or Alfa Romeo Retailer is closed. The Customer is entitled in all cases to demand that the Vehicle be towed to the nearest Fiat, Fiat Professional, Jeep, Abarth or Alfa Romeo Retailer. If the Vehicle is towed by a company who is entitled to the Service on an exclusive basis, the Customer, if required by the rescue operator, must pay for the service and then request reimbursement. If the vehicle stops during off road driving, Roadside assistance will be available with suitable means of recovery. For BEV models, if the high-voltage battery is completely flat, roadside assistance is only provided through the mobile workshop in certain selected areas and, depending on where the car has broken down, only to provide emergency charging on site; this emergency charging allows the customer to continue their journey to the nearest charging point. Where this mobile workshop service is not available, the customer will be guaranteed the towing service to the nearest public charging station. Charging at public charging stations is at the Customer's expense

**Courtesy Car** If the time needed to repair the Vehicle following a Breakdown is longer than 4 hours (as certified by a Fiat, Fiat Professional, Jeep, Abarth or Alfa Romeo Retailer on the basis of manufacturer’s flat rate schedule), a courtesy vehicle will be provided by the repairing Retailer. If the repairing Retailer fails to provide a replacement vehicle, the Roadside Assistance Provider will provide a vehicle via a 3rd party rental company free of charge for a maximum of 4 days (public holidays in the period will not be counted). Whilst the hire car is in use, the Customer must respect the terms and conditions of the rental company. The Customer will be charged for optional insurance, excess in the event of an accident, the required deposit (including by means of credit card) and fuel. If the Customer decides to have scheduled and/or routine servicing operations carried out on the Vehicle at the same time as the repairs relating to the breakdown, the Customer will bear any car hire costs which are incurred because of the increased amount of time that the vehicle is off the road. If the Customer who receives the service owns a commercial Vehicle and has a public transport licence (taxi drivers included), and the courtesy car on offer does not meet his/her needs, an allowance of £125 will be provided for each day that the Vehicle is off the road, up to a maximum of 5 days. Vehicles of short-term rental companies are not covered by the "Courtesy Car" service. Jeep-brand Vehicles and Alfa Romeo Quadrifoglio models are entitled to this service unconditionally for the full number of man-hours required for repair. For BEV models, a courtesy vehicle is made available free of charge for all types of fault.

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**Disabled Drivers** If the Customer has a disability, for which the Vehicle has been adapted specifically, he/she can make use of an appropriate courtesy car for a maximum of ten days. Should the courtesy car on offer not meet his/her needs, a driver will be provided for a maximum of ten days.

**Travel Expenses** Following a Breakdown, the Customer and any passengers, may use a taxi (or other means of transport) up to a maximum of £60 per Event, regardless of the number of persons assisted. This amount will later be reimbursed. The service is not provided in the case of Vehicle immobility for scheduled servicing operations required by Fiat, Fiat Professional, Jeep, Abarth or Alfa Romeo fitting of accessories and repairs consequent to recall campaigns carried out by the Manufacturer. In order to obtain reimbursement, the Customer-Policy Holder must send: a) dated original receipts for the taxi (or other means of transport); b) copy of Vehicle acceptance document indicating reception date and copy of repair invoice, both issued by the Fiat, Fiat Professional, Jeep, Abarth or Alfa Romeo Retailer. The amounts aforementioned will be reimbursed after sending the documents listed above to the Fiat, Fiat Professional, Jeep, Abarth or Alfa Romeo Assistance - C/O - Customer Care, RAC Motoring Services, RAC House, Brockhurst Crescent, Walsall, WS5 4AW address. For compensation, the date of the receipt for the taxi (or other means of transport) must be between the date shown on the Vehicle acceptance document (completed by a Fiat, Fiat Professional, Jeep, Abarth or Alfa Romeo Retailer) and the date of the Vehicle repair invoice.

**Return Home or Onward Journey** If, following a Breakdown, the Vehicle is immobilised more than 30 miles from the Customer's place of residence and the Vehicle cannot be repaired within the day in which the Event occurred, Fiat, Fiat Professional, Jeep, Abarth or Alfa Romeo Assistance will organise the return of the Customer and passengers to their home or the continuation of their journey by train (first class), or if the distance is greater than 250 miles by aeroplane (economy class). The decision on the means of transport rests with Fiat, Fiat Professional, Jeep, Abarth or Alfa Romeo Assistance.

**Hotel Expenses** If, following a Breakdown, the Vehicle is immobilised more than 30 miles from the Customer's place of residence and the Vehicle cannot be repaired within the day in which the Event occurred, a stay in a local three-star hotel will be organised for the Customer and passengers. Fiat, Fiat Professional, Jeep, Abarth or Alfa Romeo Assistance Service will pay for board and breakfast per person per night, for up to 5 nights, for a maximum of the same number of permitted passengers stated in the Vehicle's registration document.

**Pick Up of Repaired Vehicle** If, following a Breakdown, the Vehicle is immobilised more than 30 miles from the Customer's place of residence and the Vehicle cannot be repaired within the day in which the Event occurred, the Customer will be provided with a one-way train ticket (first class) or, if the distance is greater than 250 miles, a one-way aeroplane ticket (economy class) to pick up the Vehicle as soon as it has been repaired. The decision on the means of transport rests with Fiat, Fiat Professional, Jeep, Abarth or Alfa Romeo Assistance Service. Alternatively, the Customer may ask for delivery of the Vehicle to the Customer's place of residence to be organised by Towing or an authorised driver. In this case, the Customer will pay for fuel and toll road expenses incurred to deliver the Vehicle.

**Repatriation of the Unrepaired Vehicle** If, following a Breakdown, the Vehicle is immobilised abroad and the time needed to repair it is longer than five days (as certified by the Fiat, Fiat Professional, Jeep, Abarth or Alfa Romeo Retailer), Fiat, Fiat Professional, Jeep, Abarth or Alfa Romeo Assistance shall bear every cost for repatriating the unrepaired Vehicle to the Customer's place of residence or to the Fiat, Fiat Professional, Jeep, Abarth or Alfa Romeo Retailer nearest to the Customer's place of residence. The cost of transporting to be spent by Fiat, Fiat Professional, Jeep, Abarth or Alfa Romeo Assistance is limited to the trade-in value of the Vehicle prior to the Incident.

**Reimbursement of Expenses Paid by the Customer** The Customer must obtain prior approval from Fiat, Fiat Professional, Jeep, Abarth or Alfa Romeo Assistance Service before taking any initiative or incurring any expenses. In order to be reimbursed for expenses incurred, the Customer must send the original (not copies) of receipts or equivalent documents with a brief description of the event, indicating whether the expense was authorised and supplying the reference number provided by the Fiat, Fiat Professional, Jeep, Abarth or Alfa Romeo Assistance Service, the first registration date shown on the V5 document and the personal data of who the reimbursement should be made out to, with bank account information to speed up the bank transfer.

All the above must be sent to the address shown below:

Fiat, Fiat Professional, Jeep, Abarth or Alfa Romeo Assistance - C/O - Customer Care, RAC Motoring Services, RAC House, Brockhurst Crescent, Walsall, WS5 4AW. Any expenses incurred without the Assistance Provider's consent will not result in any compensation or after-care service. Claims that have not been filed at the time of need or in agreement with Fiat, Fiat Professional, Jeep, Abarth or Alfa Romeo Assistance Service will not be entitled to a refund or compensation in the future, with the exception of towing on motorways or related routes. In all cases, the Customer will have to provide the original invoices as proof.

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Under no circumstances will any costs that the Customer may have incurred or expect to incur be borne by Fiat, Fiat Professional, Jeep, Abarth or Alfa Romeo Assistance Service (fuel refill, high-voltage battery recharge, toll fees, food, taxis, hotel in case of a stay planned at the site of immobilization, the cost of spare parts, etc.).

Exemptions from the Service The following exemptions additionally apply, notwithstanding the conditions and specific exclusions of each service:

1. Vehicles sold directly by Fiat, Fiat Professional, Jeep, Abarth or Alfa Romeo to Shipping Agents, Public Transport Agencies, Bus Companies and Government Bodies, such as Police, Fire Brigade, Ministries and Municipalities are excluded.
2. Services are not available following: participation in sporting events (rallies, races, endurance races, off-road races) and test sessions, wars, revolutions, riots and uprisings, looting, acts of vandalism, earthquakes, atmospheric phenomena, including atom transmutation or radiation caused by the artificial acceleration of atomic particles, terrorism, voluntary damage to the Vehicle, vandalism and participation in criminal acts, damage caused by trailers.
3. All services are provided for the period of cover shown on your letter of confirmation and must be requested directly to the Fiat, Fiat Professional, Jeep, Abarth or Alfa Romeo Assistance Service, which will intervene directly or authorise the provision of the services, unless otherwise specified.
4. A customer choosing not to use one or more services is not entitled to compensation or alternative services of any kind by way of compensation.
5. No service providers are liable for damage caused by the intervention of public authorities in the country where the service is supplied or consequent to any other fortuitous, unexpected circumstance.
6. Ambulances are entitled solely to the Mobile Workshop and Towing services.
7. Towing caravans or other trailers are excluded from the services.
8. Costs borne which are not related to the occurrence of the Breakdown Event (food, lodging, taxi, fuel, etc.) shall not be refunded.
9. Scheduled servicing activities are not included in the Service.
10. Vehicles in unsafe conditions or those maintained without following the Manufacturer's instructions are excluded from the service.
11. Accident other than an accident resulting from a manufacturing defect.
12. Recommendations from the WHO or national authorities or restrictions on the free movement of people and goods, regardless of health, safety, weather, aviation traffic restrictions or prohibitions.

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