



# 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 2020 model vehicle. In California, new motor vehicles must be designed, built and equipped to meet the State's stringent anti-smog standards. FCA US LLC ("FCA US") must warrant the emission control system on your vehicle for the periods of time listed in this booklet provided there has been no abuse, neglect or improper maintenance of your vehicle.

Your emission control system may include parts such as the catalytic converter and Powertrain Control Module (PCM). Also included may be hoses, belts, connectors and other emission-related assemblies.

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

## **MANUFACTURER'S WARRANTY COVERAGE**

### **For Five Years Or 50,000 Miles, Whichever Occurs First**

1. If any emission-related part on your truck is defective, the part will be repaired or replaced by FCA US LLC. This is your SHORT-TERM EMISSION CONTROL SYSTEM DEFECTS WARRANTY.

### **For Seven Years Or 70,000 Miles, Whichever Occurs First**

1. Where a warrantable condition exists on a long-term emission-related part, FCA US LLC will repair your truck at no cost to you including diagnosis, parts and labor. 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**. FCA US LLC recommends that you retain all receipts covering maintenance on your vehicle, but FCA US LLC cannot deny warranty solely for the lack of receipts or for your failure to substantiate the performance of all scheduled maintenance.

You are responsible for presenting your vehicle to a Chrysler, Dodge, Jeep® or Ram 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 FCA US LLC 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 one of the following for assistance:

FCA US LLC Customer Assistance Center

866-726-4636

California Air Resources Board

9480 Telstar Avenue, Suite 4

El Monte, CA 91731

A warranted part which is scheduled for replacement as required maintenance is warranted up to the first scheduled replacement point.

Prior to the expiration of the applicable warranty, owner must give notice of any warranted emission control failure to an authorized Chrysler, Dodge, Jeep or Ram dealer and deliver the vehicle to such facility for repair.

Owner is responsible for incidental costs such as: communication expenses, meals, and lodging incurred by owner or employee of owner as a result of a warrantable condition.

Owner is responsible for “downtime” expenses, cargo damage, fines, all applicable taxes, all business costs, and other losses resulting from a warrantable condition.

## **A. Parts And Performance Covered For Five Years Or 50,000 Miles, Whichever Occurs First**

Federal law requires FCA US LLC to warranty that if any emission-related part on your vehicle is defective, FCA US LLC 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, FCA US LLC 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 catalytic converter and Powertrain Control Module (PCM). Also included may be hoses, belts, connectors and other emission-related assemblies.

## **B. Parts Covered For Seven Years Or 70,000 Miles, Whichever Occurs First**

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

### **Ram Pickup 2500/3500**

- Charge Air Cooler (CAC)
- Exhaust Gas Recirculation (EGR) By-Pass Valve
- EGR Valve
- EGR Cooler
- Fuel Injector
- Oxidation Catalyst/Particulate Filter Assembly
- Powertrain Control Module (PCM)
- Selective Catalytic Reduction Catalyst Assembly
- Turbocharger
- Urea Tank Assembly

#### **NOTE:**

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

### **Replacement Parts**

FCA US LLC recommends that any service parts used for maintenance, repair or replacement of emission control systems be new, genuine FCA US LLC/MOPAR® or approved rebuilt parts and assemblies, and that the vehicle be serviced by an authorized Chrysler, Dodge, Jeep or Ram dealer. The owner may elect to have maintenance, replacement or repair of the emission control parts performed by a facility other than an authorized Chrysler, Dodge, Jeep or Ram dealer, and may elect to use parts other than new genuine FCA US LLC/Mopar or approved rebuilt parts and assemblies for such maintenance, replacement or repair; however, the cost of such service or parts and subsequent failures resulting from such service or parts will not be covered under this emission control system warranty, except for emergency repairs as described below.

## **FCA US LLC Responsibilities**

The warranty coverage begins when the vehicle is put into use.

Repairs and service will be performed by any authorized Chrysler, Dodge, Jeep or Ram dealer using new, genuine FCA US LLC/Mopar or approved rebuilt parts and assemblies. FCA US LLC will repair any of the emission control parts found by FCA US LLC to be defective without charge for parts or labor, including diagnosis which results in determination that there has been a failure of a warranted emission control part.

## **Emergency Repairs**

In the case of an emergency where an authorized Chrysler, Dodge, Jeep or Ram dealer is not available, repairs may be performed by any available repair location or by any individual using any replacement parts. A part not being available within 30 days or a repair not being complete within 30 days constitutes an emergency. FCA US LLC will reimburse the owner for expenses including diagnosis, not to exceed the manufacturer's suggested retail price for all warranted parts replaced and labor charges based on the manufacturer's recommended time allowance for the warranty repair and the geographically appropriate hourly labor rate. Replaced parts and paid invoices must be presented to the FCA US LLC Customer Assistance Center as a condition of reimbursement for emergency repairs not performed by a Chrysler, Dodge, Jeep or Ram authorized dealer.

## **Warranty Limitations**

FCA US LLC is not responsible for failures or damage resulting from what FCA US LLC determines to be abuse or neglect, including, but not limited to: operation without adequate coolants or lubricants; overfueling; overspeeding; lack of maintenance of cooling, lubricating or intake systems; improper storage, starting, warm-up, run-in or shut down practices; unauthorized modifications to the engine. FCA US LLC is also not responsible for failures caused by incorrect oil or fuel or by water, dirt or other contaminants in the fuel or oil.

FCA US LLC is not responsible for failures resulting from improper repair or the use of parts which are not genuine FCA US LLC/Mopar or approved parts.

FCA US LLC is not responsible for the material and labor costs of emission control parts and assemblies replaced during scheduled maintenance of the truck as specified in the Owner's Manual.

**THIS WARRANTY, TOGETHER WITH THE EXPRESS COMMERCIAL WARRANTIES ARE THE SOLE AND EXCLUSIVE WARRANTIES MADE BY FCA US LLC. THERE ARE NO OTHER WARRANTIES, EXPRESS OR IMPLIED, OR OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE.**

# **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, FCA US LLC will repair the truck so that it will pass a state smog check re-test. The owner should take the vehicle to any authorized Chrysler, Dodge, Jeep or Ram 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.

## **B. What To Do To Get Warranty Service**

To get warranty service — even if you are traveling — take your vehicle to any Chrysler, Dodge, Jeep or Ram dealer. FCA US LLC recommends that you take your truck 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, Dodge, Jeep or Ram dealer is not readily available, you may have your vehicle repaired by anyone using any brand of repair parts. However, FCA US LLC recommends that you do the following before having repairs made:

- Contact the FCA US LLC Customer Assistance Center and ask for help with emission warranty service.
- The Customer Assistance Center will recommend an authorized servicing dealer or help you find a qualified independent servicing dealer.
- If you are going to have to use an independent servicing dealer, make arrangements during your first contact with the Customer Assistance Center for reimbursement of emergency repairs including labor and diagnosis. You will need to get and keep the replaced parts, as well as the original invoice marked “paid”.

- You should review with the Customer Assistance Center any questions you have about the emission warranty. Reimbursement for parts will be based on the suggested retail price. Reimbursement for labor will be based on FCA US LLC's recommended time allowance for the repair and on the appropriate hourly labor rate in the geographic area where you had the work done.

Before FCA US LLC will reimburse you for emergency repairs under this warranty, you will have to provide FCA US LLC with details on why the situation was an emergency and why dealer service was unavailable.

Under this warranty, an emergency occurs if a part will not be available within 30 days or if a repair cannot 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:

FCA US LLC Customer Assistance Center

P.O. Box 21-8004

Auburn Hills, Michigan 48321-8004

866-726-4636

California Air Resources Board

9480 Telstar Avenue, Suite 4

El Monte, California 91731

The emissions warranty statement specified in this booklet applies only to vehicles certified for sale and registered in the State of California or in one of the states listed on the insert card included with this booklet. Note that the applicability to your vehicle of the California Emission warranty depends on in which state your vehicle was certified for sale and was registered. That difference is explained on the card.

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**2020 RAM 2500/3500 DIESEL**



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