

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 2021 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 or 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.

As part of your vehicle purchase, we supplied an electronic booklet entitled "Warranty Information." Some or all of your warranty rights and obligations are set forth there.

The emission 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 following states: Connecticut, Delaware, Maine, Maryland, Massachusetts, New York, Oregon, Rhode Island and Vermont.

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.

MANUFACTURER'S WARRANTY COVERAGE

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

If your vehicle fails a smog check inspection, all necessary repairs and adjustments will be made by FCA US LLC to ensure that your vehicle passes the inspection. This is your emission control system PERFORMANCE WARRANTY.

If any emission-related part on your vehicle is defective, the part will be repaired or replaced by FCA US LLC. This is your short-term emission control system DEFECTS WARRANTY.

Parts And Performance Covered For Five Years Or 50,000 Miles, Whichever Occurs First

California law requires FCA US LLC to warrant that if any emission-related part on your vehicle is defective, FCA US LLC will repair or replace those parts. 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 or Powertrain Control Module (PCM). Also included may be hoses, belts, connectors and other emission-related assemblies.

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

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

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.

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

Ram ProMaster

These parts are:

- Catalytic Converter
- Lower Intake Manifold
- Plastic Fuel Tank
- Powertrain Control Module (PCM)
- Upper Intake Manifold

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 ensure the performance of all scheduled maintenance.
- You are responsible for presenting your vehicle to a Business Link 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

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 vehicle so that it will pass a state smog check retest. The owner should take the vehicle to any authorized Business Link 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, FCA US LLC 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 Business Link dealer. FCA US LLC recommends that you take your vehicle to a dealer who sells the same make of vehicle as yours. That dealer will perform any warranty service without charging you for diagnosis, parts or labor.

C. Emergency Emission Warranty Service

If you need emergency service under this warranty and a Business Link 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 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 FCA US LLC’s 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

866-726-4636

P.O. Box 21-8004

Auburn Hills, Michigan 48321-8004

California Air Resources Board

9480 Telstar Avenue, Suite 4

El Monte, California 91731

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