

AUTHENTIC PERFORMANCE™



3 YEARS
100,000 MILES

REMAN POWERTRAIN WARRANTY



MOPAR® 3-YEAR/100,000-MILE REMANUFACTURED POWERTRAIN PARTS WARRANTY **ADMINISTRATIVE GUIDE**

Revised February, 2010

Mopar®'s 3-Year/100,000-Mile Remanufactured Powertrain Parts Warranty (3/100) — available on Gasoline Long and Short Block Engine Assemblies, Gasoline Engine Cylinder Heads, Automatic & Manual Transaxles and Transmissions — is a beneficial program for dealers, repair facilities and customers.



As with any warranty program, there are always questions that arise regarding issues such as coverage, payment, registration procedures, etc. This revised guide is designed to address these questions and give you all the information you need to successfully administer the program.

Please review the inside information carefully. Then refer to the Q & A section if you have any further questions. Mopar is pleased to be offering our 3-Year/100,000-Mile Nationwide Limited Remanufactured Powertrain Parts Warranty to your customers. With your help, it will lead to an increase in sales and customer appreciation of Mopar Remanufactured Parts for your dealership.

Refer to your 3/100 Electronic Registration Guide for DealerCONNECT processing questions.



REMAN POWERTRAIN WARRANTY

REGISTRATION OF WARRANTY FOR ALL SALES

1. Dealer sells eligible* part to service customer, repair facility, reseller, or over-the-counter (do-it-yourself) customer.
2. Dealer registers warranty on DealerCONNECT on the date of sale.

*Part eligibility

- 3/100 eligible parts are gasoline long and short block engine assemblies, gasoline engine cylinder heads, automatic & manual transmissions and transaxles, designated with an "R" or "RL" prefix
- Remanufactured Sprinter Engines are covered by a 12-month/100,000 mile limited warranty
- Remanufactured Mopar Cummins Diesel parts feature a six-month unlimited mile warranty

DEALER INSTALLED ASSEMBLY

1. Customer returns to dealership with warranty concern.
2. Dealer verifies warranty coverage over DealerCONNECT.

NOTE: If registration is not found on DealerCONNECT and customer can provide copy of warranty or original repair invoice, dealer must enter original warranty registration on DealerCONNECT. Warranty coverage will not be honored if the warranty registration is not verifiable. If unit should have been registered and was not, repairing dealer MUST capture serial number and part number from removed unit and enter this information into the registration system.

3. Dealer performs diagnosis.
4. Concern is covered by the Mopar 3/100 Reman Powertrain Parts Warranty (if not, proceed to 4a):
 - Dealer repairs or replaces warranted assembly.
 - Dealer removes three part adhesive label (containing serial number and part number of replacement unit) from outside packaging and places a label on each copy of repair order (customer copy, dealer copy and registration document).
 - Dealer returns vehicle to customer at no charge.
 - Dealer submits MWRO to Mopar.
 - Dealer updates warranty registration, as a subsequent repair/replacement, on DealerCONNECT with the serial number

of the replacement assembly and new installation date.

- 4a. Concern is not covered by the Mopar 3/100 Reman Powertrain Parts Warranty:
 - Dealer advises customer the concern is non-warrantable.

DEALER SALE TO INDEPENDENT REPAIR FACILITY

1. Customer returns to Independent Repair Facility with warranty concern.

NOTE: The customer does not have to return to the Independent Repair Facility for the warranty concern. If the customer chooses to take their vehicle directly to the dealer, refer to the DEALER INSTALLED ASSEMBLY for process.

2. Independent Repair Facility will call the Repair Facility Authorization Center (RFAC) at (866) 262-8517 for repair/replace authorization. RFAC will also verify warranty coverage over DealerCONNECT.

NOTE: If registration is not found on DealerCONNECT and customer can provide copy of warranty or original repair invoice, dealer must enter original warranty registration on DealerCONNECT. Warranty coverage will not be honored if the warranty registration is not verifiable.

ONE OF TWO SCENARIOS MAY OCCUR:

I. Repair Facility Authorization Center Determines that the Independent Repair Facility Can Perform Published Diagnostic Procedures.

1. Repair Facility Authorization Center diagnoses concern and authorizes the Independent Repair Facility to repair or replace the part.
2. Repair Facility Authorization Center sends dealer the authorization form.
3. Prior to sending the replacement unit to the Independent Repair Facility, dealer will remove the three-part adhesive label (containing serial number and part number of replacement unit) from outside packaging and place a label on each copy of repair order (customer copy, dealer copy and registration document).
4. Independent Repair Facility repairs or replaces part in customer's vehicle.
5. Independent Repair Facility returns vehicle to customer at no charge.

6. Independent Repair Facility submits detailed commercial invoice to dealer with failed part/assembly.
7. Dealer submits MWRO and reimburses Independent Repair Facility for the labor allowance.
8. Dealer updates warranty registration as a subsequent repair/replacement on DealerCONNECT with the serial number of the replacement assembly and new installation date.

II. Repair Facility Authorization Center Determines that Independent Repair Facility Cannot Perform Published Diagnostic Procedures.

It is recommended by the Repair Facility Authorization Center to take the vehicle to the dealership for additional diagnosis.

1. Dealer performs diagnosis.
2. Concern is covered by the Mopar 3/100 Remanufactured Powertrain Parts Warranty (if not, proceed to 2a):
 - Dealer repairs or replaces warranted assembly.
 - Dealer removes three part adhesive label (containing serial number and part number of replacement unit) from outside packaging and places a label on each copy of repair order (customer copy, dealer copy and registration document).
 - Dealer returns vehicle to customer at no charge.
 - Dealer submits MWRO to Mopar.
 - Dealer updates warranty registration as subsequent repair/replacement on DealerCONNECT with the serial number of the replacement assembly and new installation date.
- 2a. Concern is not covered by the Mopar 3/100 Remanufactured Powertrain Parts Warranty:
 - Dealer advises customer the concern is non-warrantable

DEALER SALE TO DO-IT-YOURSELF CUSTOMER (PARTS ONLY)

CUSTOMER RETURNS TO DEALERSHIP WITH WARRANTY CONCERN.

1. Dealer or Repair Facility Authorization Center verifies warranty coverage over DealerCONNECT.

NOTE: If registration is not found on DealerCONNECT and customer can provide copy of warranty or original repair invoice, dealer must enter original warranty registration on DealerCONNECT. Warranty coverage will not be honored if the warranty registration is not verifiable. If unit should have been registered and was not, repairing dealer MUST capture serial number and part number from removed unit and enter this information into the registration system.

2. Dealer performs visual inspection (if applicable). If further diagnosis is required, customer must assume responsibility for payment and sign the repair order (RO).
3. Dealer confirms warranted assembly failure (if unrelated issue, proceed to 3A).
 - Dealer removes three-part adhesive label (containing serial number and part number of replacement unit) from outside packaging and places a label on each copy of repair order (customer copy, dealer copy and registration document).
 - Dealer provides customer warranted assembly (parts exchange only).
 - Customer is responsible to dealer for any labor and diagnostic charges.
 - Dealer submits MWRO to Mopar for part only.
 - Dealer updates warranty registration as subsequent repair/replacement on DealerCONNECT with the serial number of the replacement assembly and new sale date.

NOTE: The replacement of an assembly by a dealer of a Do-It-Yourself (DIY) unit does not change the warranty type. The unit remains a DIY and is not entitled to any fluids, labor or additional parts.

- 3a. Dealer confirms concern is not covered by the Mopar 3/100 Remanufactured Powertrain Parts Warranty:
 - Dealer advises customer that the concern is non-warrantable (for example, installation error or unrelated concern).

MOPAR 3/100 REMANUFACTURED POWERTRAIN PARTS WARRANTY CLAIM PROCESS

NOTE: If registration is not found on DealerCONNECT and customer can provide copy of warranty or original repair invoice, dealer must enter original warranty registration on DealerCONNECT. Warranty coverage will not be honored if the warranty registration is not verifiable. All claims are submitted

via DealerCONNECT for reimbursement to the dealer. It is the dealer's responsibility to reimburse the flat labor allowance to the Independent Repair Facility. If unit should have been registered and was not, repairing dealer MUST capture serial number and part number from removed unit and enter this information into the registration system.

DEALER-INSTALLED ASSEMBLY FAILURE

1. Complete the Mopar repair order information in the header area of the Universal Repair Order (URO). This information includes the original repair order invoice number, the date of installation, and the odometer reading on the vehicle.
2. Normal parts pricing, parts markup and labor should be entered in the body of the claim. Refer to the Global Warranty Administration Manual section of the URO for claim preparation steps and helpful hints.
3. Attach a copy of the original repair order invoice to the dealer copy of the URO to substantiate the Mopar claim. If any towing charges were incurred (not to exceed \$75.00 allowance), attach a copy of the towing invoice to the repair order. Every towing invoice MUST list:
 - Vehicle's VIN
 - Mileage
 - Date of tow

DEALER SALE TO A DO-IT-YOURSELF INSTALLER PART FAILURE

1. Follow the same steps as noted above. However, sales to Do It Yourself (DIY) customers do not include a labor allowance. The labor allowance requested for a DIY claim must be listed as "NC" for no charge.
2. A copy of the DIY counter slip substantiating the original purchase of the part should be attached to the dealer copy of the URO.

DEALER SALE TO INDEPENDENT REPAIR FACILITY PART FAILURE

1. Prepare the claim as stated in the section above.
2. Attach a copy of the detailed commercial invoice to the dealer from the Independent Repair Facility for the preapproved labor allowance. If any towing charges were incurred (not to exceed \$75.00 allowance) attach a copy of the towing invoice to the

repair order. Every towing invoice MUST list:

- Vehicle's VIN
- Mileage
- Date of tow

3. The labor allowance must be added to the special service section of the URO using special service labor operation number 95-36-36-36 for the appropriate amount.
4. Follow the directions provided on the Warranty Authorization Document which will be faxed to your dealership by the Repair Facility Authorization Center. Retain this document for your records. Do not release parts to a repair facility without first receiving this document.

CURRENT MOPAR 3/100 REMANUFACTURED POWERTRAIN PARTS WARRANTY LABOR ALLOWANCES FOR INDEPENDENT REPAIR FACILITIES

LABOR ALLOWANCES FOR REPLACEMENT

If the part is found to be defective, Mopar will reimburse installer at Chrysler Warranty Time for the authorized repair at the lesser of the repair facility's rate or the selling dealer's warranty rate.

SUPPORTING DOCUMENTATION AND RIGHT TO AUDIT

Dealers must maintain documents related to the purchase and sale of Mopar Remanufactured Parts. These documents should include Warranty DIAL acknowledgement forms, Mopar Basic Limited Warranty and Mopar 3/100 Limited Warranty records, accounting and hard copies of Mopar Warranty Repair Orders, Dealer repair orders, related repair orders, time cards, and invoices and/or receipts from Independent Repair Facilities, sublet vendors and suppliers.

Chrysler Group LLC reserves the right, specifically, to make periodic, unannounced audits of all records that deal with Mopar warranty claims. Refer to the Dealer Policy Manual for complete information on record retention and audit policies.



QUESTIONS & ANSWERS

3/100 WARRANTY OVERVIEW

- Q.** Which Reman Powertrain units are eligible for the 3/100 Warranty?
- A.** Any of the following assemblies installed on or after March 1, 2008, qualify for the 3/100 Warranty: long & short block gas engine assemblies, gas engine cylinder heads, FWD transaxles and RWD transmissions.
- Q.** What is the difference between an over-the-counter sale, an Independent Repair Facility, and a dealer install sale?
- A.** An over-the-counter sale is by a dealer directly to the vehicle owner who does the installation or has it done. Warranty coverage is for parts exchange only. An Independent Repair Facility sale is by a dealer to an Independent Repair Facility who performs the replacement. Warranty coverage is for parts and preapproved labor. A dealer installed sale is by a dealer directly to his service customer. Warranty is for parts and labor.

CUSTOMER RELATIONS

- Q.** What do I have to give the customer when I install a 3/100-eligible Mopar Remanufactured part?
- A.** Federal law requires that the dealer/installer provide a copy of the 3/100 limited warranty to the retail customer at the time of sale. Additionally, you must give a copy of the registration card to the customer. Note that federal law also requires you to have a copy of the warranty available for inspection by the customer before the sale and to post a sign indicating that a copy is available for inspection by the customer upon request. A copy of the warranty can be downloaded from www.mopar.com for posting in your dealership.
- Q.** An Independent Repair Facility installed a Reman transmission yesterday and the customer returned today with a warranty concern. The registration is not on DealerCONNECT. Is it still under warranty?
- A.** Yes. The Independent Repair Facility contacts the dealer, who must enter the warranty registration information over DealerCONNECT immediately to ensure warranty coverage.

- Q.** I have a customer who doesn't have his warranty paperwork. What should I do?
- A.** Electronic registration is provided for the customer's convenience. The selling dealer must retain original invoices. Customer must also retain a copy of the invoice and provide it to subsequent owner(s). In the case where the customer does not have the invoice, it should be obtained from the selling dealer.
- Q.** If the registration is not submitted by the Independent Repair Facility or cannot be found on DealerCONNECT, what paperwork does the customer need to determine if they are eligible for 3/100 warranty coverage?
- A.** Customer must provide a copy of the original repair invoice complete with the following information: VIN, part number, date and mileage at time of repair.
- Q.** If a customer brings their vehicle across the U.S. border from Canada, does the 3/100 warranty apply?
- A.** Yes. The 3/100 warranty is in effect in the U.S. and Canada (3 year/160,000 kilometers). The customer must provide the original repair invoice. Service under the 3/100 warranty must be performed at an authorized Chrysler, Jeep, Dodge or Ram dealer or through the selling Independent Repair Facility.

3/100 WARRANTY AUTHORIZATION

- Q.** Who authorizes the warranty repair for an Independent Repair Facility sale?
- A.** The Repair Facility Authorization Center (866-262-8517) will fax an approval document to the dealer upon successful authorization. This document must also be copied and one copy attached to the returned core.
- Q.** How is the labor reimbursement determined for work performed at Independent Repair Facilities?
- A.** The Repair Facility Authorization Center (866-262-8517) will determine the Independent Repair Facility's current shop rate. This rate will be compared to the selling dealer's current approved warranty

reimbursement rate. The lesser will be multiplied by Chrysler's warranty time.

- Q.** Who authorizes the warranty repair for a failed part/assembly at the dealership?
- A.** Dealer authorization requirements are outlined in Warranty Bulletin D-03-18.
- Q.** Why are some vehicles placed on restriction for future warranty repairs?
- A.** When a dealer replaces an O.E. and/or Reman transmission under warranty in a 1994 or newer vehicle, the VIN becomes restricted for any future warranty claims with no regard to time or mileage. For a subsequent warranty replacement, the dealer must call the Powertrain Service Center (PSC) to get authorization. Authorizations for repairs under 70% of the replacement cost are not needed from the PSC, only replacements. If the dealer tries to submit a second claim against that VIN, he will get an RB4 rejection code (refer to warranty bulletin D-03-18 for details).

WARRANTY COVERAGE

- Q.** If an authorized Reman powertrain product is used in a new vehicle warranty repair does the Reman powertrain part need to be registered using the Reman Electronic Warranty Registration System?
- A.** No, if an authorized Reman powertrain product is used in a new vehicle warranty repair the Reman part does not need to be registered. Under these circumstances, the customer receives the remainder of the new vehicle warranty or the 12-month/12,000 mile limited warranty, whichever is more favorable to the customer.
- Q.** Is a Reman torque converter covered under the new Mopar 3/100 Reman Powertrain Parts Warranty?
- A.** Torque converters are covered by the 12-month limited warranty. However, Reman transmission/transaxle assemblies which are equipped with torque converters are now covered by the Mopar 3/100 Reman Powertrain Parts Warranty.
- Q.** The Mopar Reman engine for the Sprinter vehicle is covered by a 12-month/100,000



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mile limited warranty. Does this Reman product need to be registered using the Reman Electronic Warranty Registration System?

- A.** No, Mopar Reman Sprinter Engines are not included in the Reman Electronic Warranty Registration requirements. In order to validate warranty coverage, the customer must present either the completed warranty registration card (specific for the Reman Sprinter Diesel Engine) or the original repair order complete with the following information: VIN, part number, serial number, date and mileage at time of repair.

Q. Does the Mopar 3/100 Reman Powertrain Parts Warranty apply to fleet vehicles?

- A.** Yes.

Q. Some customers have a Chrysler Service Contract. If a powertrain assembly was replaced with a Reman assembly, does it qualify for the 3/100 warranty?

- A.** Yes. If the Reman assembly that was installed is listed under the group of covered powertrain assemblies, the Mopar 3/100 Reman Powertrain Parts Warranty applies.

Q. Is the Do-It-Yourself customer covered?

- A.** Repairs made by someone other than an authorized dealer or an Independent Repair Facility are warranted for part exchange only.

Q. I purchased a previously uninstalled Mopar 3/100 Reman Powertrain Part from a warehouse distributor, auto parts retailer, or other reseller. Is it still eligible for coverage under Mopar's 3/100 Reman Powertrain Warranty?

- A.** Yes. The selling dealer is responsible for coordinating the proper registration of these parts.

Q. I installed a Reman Transmission Controller. Is this covered under the Mopar 3/100 Reman Powertrain Parts Warranty?

- A.** No. Reman Transmission Controllers and Powertrain Control Modules are not covered under the Mopar 3/100 Reman Powertrain Parts Warranty.

Q. Is the transfer case covered under the Mopar 3/100 Reman Powertrain Parts Warranty?

- A.** No. Reman transfer cases are not covered under the Mopar 3/100 Reman Powertrain Parts Warranty.

Q. Are Mopar Performance engines covered?

- A.** No. Only Mopar Remanufactured gasoline engines with the part number prefixes R, RL and JR are covered.

Q. Are Mopar Cummins Diesel Remanufactured parts covered under the Mopar 3/100 Reman Powertrain Parts Warranty?

- A.** No, Mopar Cummins Diesel Remanufactured parts are covered by a six-month/unlimited miles limited nationwide warranty.

Q. Is towing covered under the Mopar 3/100 Reman Powertrain Parts Warranty?

- A.** Yes, towing is covered with a maximum allowance of \$75.00. Refer to the Global Warranty Administration Manual for details. Attach a copy of the towing invoice to the repair order. Every towing invoice MUST list:

- Vehicle's VIN
- Mileage
- Date of tow

Q. Are vehicles that share the same powertrain assemblies as Chrysler, Jeep, Dodge or Ram vehicles covered under the Mopar 3/100 Reman Powertrain Parts Warranty?

- A.** No. Only vehicles that contain a VIN issued by Chrysler are covered. All other makes and models receive the 12-month limited warranty for parts (exchange) only. These sales should not be registered on DealerCONNECT.

TRANSFERABILITY

Q. Is the Mopar 3/100 Reman Powertrain Parts Warranty transferable?

- A.** Yes. The Mopar 3/100 Reman Powertrain Parts Warranty is transferable to subsequent owners.

DIAGNOSTICS

Q. Is there an alternative for a customer if the Independent Repair Facility cannot perform a certain diagnostic procedure?

- A.** The customer can always return the vehicle to the local dealership. Sometimes Independent Repair Facilities do not have the tools or technical support to diagnose the warranty concern. The important thing is that the vehicle is repaired correctly and that the customer is totally satisfied.

ADMINISTRATION/CLAIM PROCESSING

Q. How is the warranty registration card used?

- A.** The warranty registration card is the reference document used when entering registration information on DealerCONNECT. The dealer or Independent Repair Facility completes the registration card. The selling dealer is responsible for entry onto DealerCONNECT. IMPORTANT! Claims will not be honored without proper warranty registration on DealerCONNECT. Refer to your Mopar 3/100 Reman Powertrain Parts Warranty Electronic Registration Process Guide.

Q. If a Mopar Reman torque converter is installed on a vehicle, does this Reman product need to be registered using the Reman Electronic Warranty Registration System?

- A.** Mopar Reman torque converters now carry a 12-month limited warranty and are not required to be registered in the Reman Electronic Warranty Registration System.

Q. I noticed an error on the original Mopar 3/100 Reman Powertrain Parts Warranty registration that was on DealerCONNECT. How do I correct this?

- A.** You have 10 days from the date of submission on DealerCONNECT to make changes. Refer to your 3/100 Electronic Registration Process Guide for details. After the ten-day period, you must call the



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3 YEARS
100,000 MILES

QUESTIONS & ANSWERS

ADMINISTRATION/CLAIM PROCESSING (CONTINUED)

Repair Facility Authorization Center and provide the required paperwork to make any changes.

- Q.** I am performing warranty service on a 3/100-warranted Reman assembly that an Independent Repair Facility installed. Who is responsible for the invoice?
- A.** If the Reman assembly failed, complete the repair and file the appropriate MWRO. But, if the Reman assembly was installed improperly by the Independent Repair Facility (the Reman assembly itself did not fail); the customer or Independent Repair Facility must authorize the repair and take responsibility for the invoice.
- Q.** I installed two Reman cylinder heads on one vehicle. How many Mopar 3/100 Reman Powertrain Parts Warranty registration cards do I need?
- A.** Two. Each registration should include only one sale (one part number).

Q. Does an over-the-counter sale need to be registered?

A. Yes. It is important that all sales are registered including the odometer and parts warranty start date (date of sale). This keeps track of warranted items and is helpful should a warranty question arise concerning the Reman assembly.

Q. Do I complete and submit a replacement Warranty Registration Card for a replacement warranted assembly?

A. No. The warranty start date will continue to be the original installation date and mileage from the first entry on DealerCONNECT. The dealer is required to update the serial number, part number, subsequent installation date and mileage. Refer to your Mopar 3/100 Reman Powertrain Parts Warranty Registration Process Guide for online entry directions. This information will be available on the Repair Facility Authorization Center Authorization document.

PART SUBSTITUTIONS

Q. I tried to order a Remanufactured transmission and it was on back order. Can I substitute an O.E. and still get the Mopar 3/100 Reman Powertrain Parts Warranty?

A. No. Only Remanufactured assemblies with "R" prefix or assemblies with an "RL" prefix qualify for the Mopar 3/100 Reman Powertrain Parts Warranty.



SUPPORT MATERIAL

For the latest up-to-date warranty and technical support material and direct mail, please log on to www.mopar.com.

Mopar Technical Support

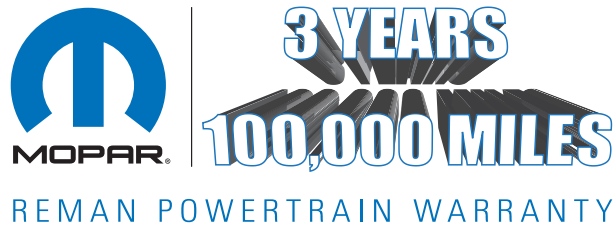
PARTS CATEGORY	AVAILABLE TIMES	HOTLINE NUMBER
Automotive and Marine	9:30 am - 7:30 pm EST	1-800-440-0946
CV Auto Assemblies	9:30 am - 5:30 pm EST	1-800-440-0946 Fax: 1-800-440-1181
Engine/Engine/Transmission/Driveline CVT, Power, Body & Chassis/Components New Vehicle Issues & Major Problems (Dodge, Ram, Jeep, Chrysler, Fiat)	9:30 am - 5:30 pm EST	1-800-440-0946
Engine/Hybrid/Driveline 2.0L and 2.4L Chrysler Car/Trucks V6	9:30 am - 5:30 pm EST	1-800-440-0946
10 and 18-Ton Semi-Trucks Super Duty Customer Support	9:30 am - 5:30 pm EST	1-800-440-0946
Full Range, Motor Mount, Motors, Winches, L&L Motors, Major Motors, 4x4 Chassis, Components, Power Steering Pumps, Rack and Pinion Steering Systems, Motors, Actuators (Power)	9:30 am - 5:30 pm EST	1-800-440-0946
Rack & Pinion Steering Systems All other 4x4 Trucks Transaxles/Transmissions	9:30 am - 5:30 pm EST	1-800-440-0946
Truck Conversion	9:30 am - 5:30 pm EST	1-800-440-0946

Mopar Parts Book

Search for parts by vehicle, part number, or part name. The parts book is a comprehensive database of Mopar parts, including OEM and aftermarket parts. It includes a search bar, filters, and a list of parts with their descriptions and part numbers.

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Mopar's new 3-Year/100,000-Mile Limited Warranty is one of the best in the industry. Mopar Remanufactured Powertrain Parts are dependable, durable, a great value and, above all, MOPAR QUALITY.



DODGE



Jeep

