

MAINTENANCE AND REPAIR

Vehicle Maintenance

Participants are responsible to maintain the lease vehicle in accordance with the instructions outlined below:

Oil Change Requirements on Company-Owned Vehicles

Effective with the 2003 model year, oil maintenance on all Chrysler Group (CG) vehicles have changed. See the new schedules listed below*.

All CG Vehicles (Except PT-Cruiser 2.4I Turbo Model)

Schedule A: 6,000 Miles/6 Months – driving freeways 90% of the time

Schedule B: 3,000 Miles/3 Months – driving in any metropolitan area

- Day and night temperatures are constantly below freezing
- Frequent stop and go driving
- Frequent long periods of engine idling
- **Frequent** driving in dusty conditions
- Frequent short trips of less than 5 miles
- Frequent trailer towing
- Frequent operating at sustained high speeds during hot weather above 90F

*You may also check the owner's manual for an explanation of the difference between Schedule A and Schedule B.

\$150 will be charged to each participant for each missed schedule maintenance service. A participants' maintenance schedule is based on an individual's driving habits. This fee will allow a 500-mile grace period and will be imposed on vehicles not adhering to their required schedules.

PT-Cruiser 2.4.L Turbo Model

Schedule A: 5,000 Miles/6 Months

Schedule B: 3,000 Miles/3 Months

***Crossfire vehicles notify the driver of the Maintenance requirements. Have Maintenance performed accordingly.**

- Participants are responsible for taking any corrective action required as a result of receiving notification of a recall notice
- Replace damaged or worn out components with only Original Equipment by Manufacturer (OEM) parts. Replacement must be done at an authorized Chrysler dealer
- Keep vehicle clean and presentable in appearance

Vehicle Maintenance (Continued)

Chrysler is responsible for costs associated with scheduled maintenance, mechanical repairs, replacement of worn or defective equipment and any policy repairs or replacements that may become necessary.

“Do it yourself” maintenance and/or repairs (oil changes, tune-ups, brake jobs, etc.) are not authorized or approved. All maintenance/repairs must be performed at an authorized Chrysler franchised dealership or the Corporate Service Engineering Center (PQRC) located at 2021 Executive Hills, Blvd.

You may contact the PQRC at (248) 451-5674, tie-line 793-5674 or (248) 451-5677, tie-line 793-5677 to schedule an appointment. If you prefer, you may schedule maintenance on-line at the web-site address below:

<http://intranet.chrysler.com/sismkt/qecweb/>

The Product Quality Research Center provides repairs, scheduled maintenance and Fast Feedback Program problem analysis (a report should be made in the Driver Evaluation Reporting system prior to taking your fast feedback vehicle in for repair.

Note: Fast Feedback vehicles will be given priority for any problems/issues reported; however, an appointment must be scheduled in advance if the problem is not safety related.

Maintenance and/or repair cost determined to be the result of abuse and/or carelessness will be the responsibility of the participant and may be subject to review by the Company Car Committee Review Board.

Participants are required to inform the servicing Chrysler dealer that the vehicle is company-owned and that only the scheduled maintenance service listed in the Owner’s Manual for the appropriate time and/or mileage interval (except for lube, oil and filter changes) is authorized to be performed. Payment or reimbursement will not be made for inappropriate or “extra” services.

All normal warranty and maintenance items will be covered when submitted by the dealer through the Warranty System. It is the Participant’s responsibility to ensure all claims for “routine scheduled” maintenance performed at a dealership are submitted under the “062” warranty code. Participants should not incur any out-of-pocket expenses for scheduled maintenance performed by a Chrysler franchised dealership.

It is the responsibility of the Participant to add vehicle fluids (oil, windshield solvent, dry gas, anti-freeze etc.) as needed. These expenses are not reimbursable.

Vehicle Maintenance (Continued)

NOTE: Participants who fail to maintain and/or repair the lease vehicle in accordance with program policies will be responsible for costs to return the vehicle to acceptable conditions and may lose their eligibility to participate in this Program.

Replacement of Non-Warranty Equipment

When replacing non-warranty equipment through a participating Chrysler franchised Dealership on a company-owned vehicle with Mopar parts, an employee discount may be given. Contact Mopar for details at (1-800-852-6672).

The Participant is responsible for payment and should submit a Lease Program Reimbursement Request Form to the address listed on the form.

Windshield/Glass Replacement

Windshields that impact the visibility of the driver regardless of the severity of the damage **MUST** be replaced.

Windshields with only a chip and **no** evidence of further cracking **MUST NOT** be replaced or repaired.

Windshields with multiple chips, bulls eyes and/or a chip with evidence of further cracking must be replaced.

Windshield repairs are not authorized and should not be preformed at any time.

Participants in Southeastern Michigan must have windshield or other glass replaced by Fenkell Automotive Services. LTD. Call for an appointment:

Fenkell Automotive Services. LTD

1254 North Opdyke Road
Auburn Hills, MI 48326
Phone: (248) 276-6450
Fax: (248) 276-6455

6699 Chicago road
Warren, MI 48092
(586) 276-1700
(586) 276-4730

Participants outside of Southeastern Michigan are requested to have windshield and other glass replaced by an authorized Chrysler franchised dealership or glass replacement facility. Please ask the Chrysler dealer for the Employee/Retiree Parts Discount.

Vehicle Maintenance (Continued)

Should the Participant incur an out of pocket expense submit a claim for Reimbursement following the procedures outlined in this manual.

Exception: Glass replacement when part of a collision repair and is included in the damage appraisal will be paid directly to the dealership as part of the collision repair.