



KEEP THE THRILLS
COMING FOR MILES
AND MILES.

FACTORY-BACKED WARRANTIES BY ALFA ROMEO



Alfa Romeo

CERTIFIED PRE-OWNED PROGRAM

WARRANTIES

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WARRANTIES

YOUR LEGAL RIGHTS UNDER THESE LIMITED WARRANTIES

The limited warranties contained in this booklet, and any remaining coverage that your vehicle may have under its Alfa Romeo New Vehicle Basic Limited Warranty, are the only express limited warranties that Alfa Romeo makes for your Certified Pre-Owned Vehicle. These limited warranties give you specific legal rights, and you may also have other rights that vary from state to state. For example, you may have some implied warranties, depending on the state in which your vehicle is registered.

- An "implied warranty of merchantability" means that your vehicle is reasonably fit for the general purpose for which it was sold

- An "implied warranty of fitness for a particular purpose" means that your vehicle is suitable for your special purposes if those special purposes were specifically disclosed to Alfa Romeo itself — not merely to the dealer — before your purchase

If the state in which the vehicle is registered provides these implied warranties, they are limited to the time periods covered by the express written limited warranties contained in this booklet to the extent allowed by law. Some states do not allow limitations on how long an implied limited warranty lasts, so the above limitations may not apply to you.

If your vehicle is primarily used for business or commercial purposes, then these implied warranties do not apply. Alfa Romeo disclaims them to the extent allowed by the law.

There is no limited warranty coverage and the implied limited warranty of fitness for a particular purpose does not apply if your vehicle is used for racing, even if the vehicle is equipped for racing.

WHAT'S COVERED

FCA US* warrants the following parts and components of your Certified Pre-Owned Vehicle against defects in workmanship, materials and factory preparation for 5 Years or 100,000 Miles on the odometer, whichever occurs first (for late-model vehicles), measured from the vehicle's original limited warranty start date when sold as new.

All major assembly components and steering, air conditioning, engine cooling/fuel system, front suspension, all electrical systems, all engine computers, shocks, torsion bars, engine mounts, brakes, antilock brakes, instrumentation, rear suspension and all seat, hood, trunk, lid, liftgate, door and window mechanisms.

*FCA US LLC and FCA Service Contracts LLC collectively referred to as FCA US. The actual company issuing and/or administering this Maximum Care Limited Warranty will vary from state to state depending upon regulation in that state.

WARRANTIES

WHAT'S NOT COVERED

These items are not covered by the Maximum Care Limited Warranty: wear items, tires, wipers, maintenance services and items used in those services, glass and plastic lenses, body and paint repairs including dents, soft-trim items, remote transmitters, accessories added after manufacture including snowplows, winches and trailer hitches, manual clutch assembly and facings, belts and hoses, and normally replaceable brake parts, including shoes, pads, rotors and drums.

\$0 DEDUCTIBLE

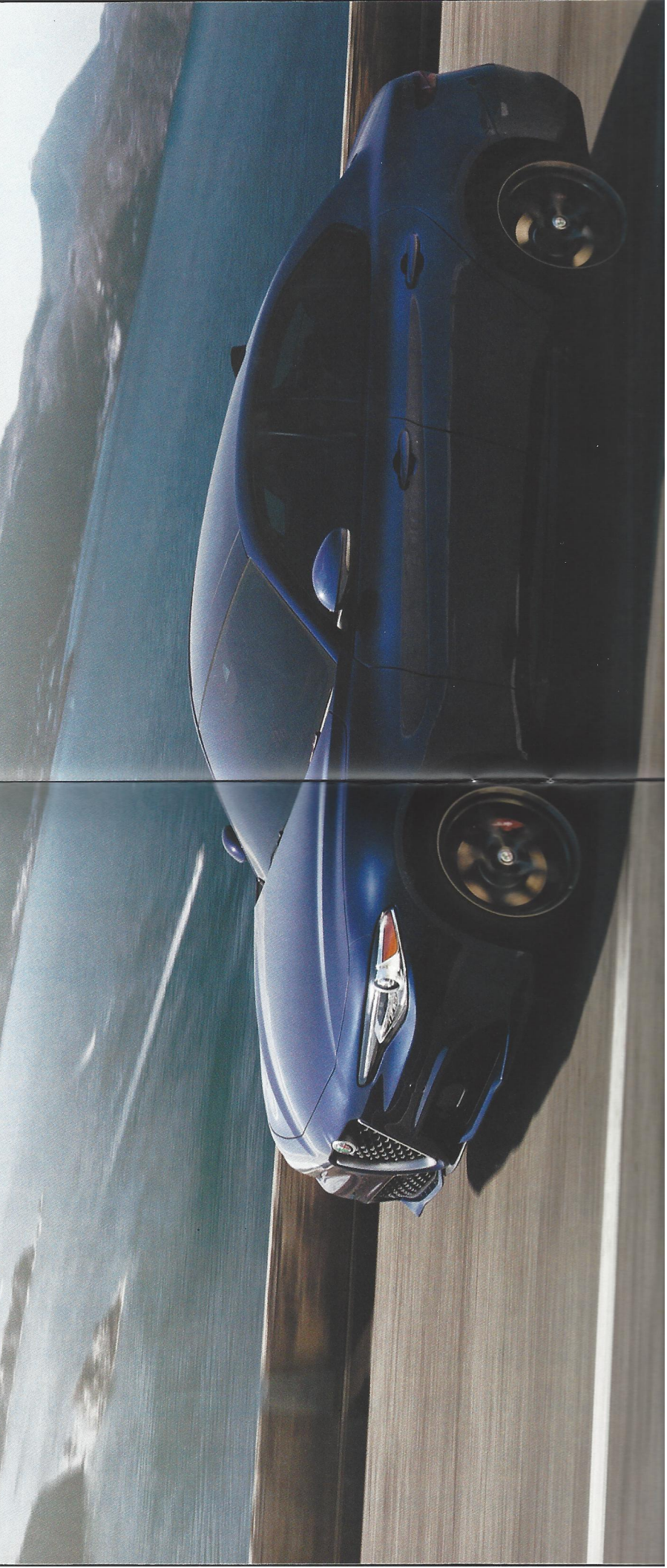
You are responsible for \$0 of the total cost of covered component repairs performed during each repair visit. The Maximum Care Limited Warranty pays the remaining cost of covered repairs.

PERSONS TO WHOM THE LIMITED WARRANTY IS OFFERED

The Certified Pre-Owned Vehicle Maximum Care Limited Warranty is extended to the original purchaser of the Certified Pre-Owned Vehicle. In addition, the Maximum Care Limited Warranty is also offered to the first transferee from that original purchaser if a \$150 transfer fee is paid. The fee must be paid at an Alfa Romeo dealership. Second and subsequent transfers are not covered by the Maximum Care Limited Warranty.

TRANSFER OF YOUR MAXIMUM CARE LIMITED WARRANTY

Your Maximum Care Limited Warranty may be transferred only ONCE — to the person to whom you sell or transfer your Certified Pre-Owned Vehicle. There is a \$150 fee for this transfer, and the transfer must be recorded and the fee paid at an authorized Alfa Romeo dealer.



INSPECTED

WHAT IS NOT COVERED UNDER ANY ALFA ROMEO LIMITED WARRANTY

MODIFICATIONS TO YOUR CERTIFIED PRE-OWNED VEHICLE THAT ARE NOT COVERED

Certain changes that you might make to your vehicle do not, by themselves, void the limited warranties that apply to your Certified Pre-Owned Vehicle. Examples of some of these changes are:

- installing non-Alfa Romeo parts, components or equipment (such as a non-Alfa Romeo radio or speed control)
- using special non-Alfa Romeo materials or additives

Your limited warranties do not cover any part that Alfa Romeo did not supply or did not certify for use on your vehicle. Nor do they cover the costs of any repairs or adjustments that might be caused or needed because of the installation or use of non-Alfa Romeo parts, components, equipment, materials or additives.

Performance or racing parts are considered to be non-Alfa Romeo parts. Repairs or adjustments caused by their use are not covered under your limited warranties.

EXAMPLES OF THE TYPES OF ALTERATIONS NOT COVERED ARE:

- installing accessories — except for Authentic Alfa Romeo Accessories by Mopar®, installed by an authorized Alfa Romeo dealer
- applying rustproofing or other protection products
- using any fluid, including refrigerant, motor oil or transmission fluid, not listed in your Owner's Manual as approved for use in your Certified



MODIFICATIONS THAT WILL VOID YOUR LIMITED WARRANTIES

These actions will void your limited warranties:

- disconnecting, tampering with or altering the odometer (unless your repairing technician follows the legal requirements for repairing or replacing odometers)
- attaching any device that disconnects the odometer

ENVIRONMENTAL FACTORS NOT COVERED

Your limited warranties do not cover damage caused by environmental factors, such as airborne fallout, chemicals, tree sap, salt, ocean spray, acid rain and road hazards. Your limited warranties do not cover damage caused by hailstorms, windstorms, tornadoes, sandstorms, lightning, floods and earthquakes. Your limited warranties do not cover conditions resulting from anything impacting the vehicle. This includes cracks and chips in the glass, scratches and chips in painted surfaces or damage from collision.

MAINTENANCE COSTS NOT COVERED

Your limited warranties do NOT cover the costs of repairing damage caused by poor or improper maintenance. Nor do they cover damage caused by the use of fuels, oils, lubricants, cleaners or fluids other than those recommended in your Owner's Manual.

Your limited warranties do not cover the costs of your vehicle's normal or scheduled maintenance (the parts and services that all vehicles routinely need), including: lubrication, tires, engine tune-ups, replacing filters, coolant, spark plugs, bulbs or fuses (unless those costs result from a covered repair), cleaning and polishing, replacing worn wiper blades, worn brake pads and linings or clutch linings.

WARRANTIES

Your limited warranties do not cover any incidental or consequential damages connected with your vehicle's failure, either while under warranty or afterward. Some states do not allow the exclusion or limitation of incidental or consequential damages, so the below limitation or exclusion may not apply to you.

EXAMPLES OF SUCH DAMAGES INCLUDE:

- lost time/inconvenience
- the loss of the use of your vehicle
- gasoline, telephone, travel or lodging
- the loss of personal or commercial property
- the loss of revenue

CERTAIN KINDS OF CORROSION NOT COVERED

Your limited warranties do not cover the following:

- corrosion caused by accident, damage, abuse or vehicle alteration
- surface corrosion caused by such things as industrial fallout, sand, salt, hail and stones
- corrosion caused by the extensive or abnormal transport of caustic materials, like chemicals, acids and fertilizers
- corrosion of special bodies, body conversions or equipment not made or supplied by Alfa Romeo

OTHER EXCLUSIONS

Your limited warranties do not cover the costs of repairing damage or conditions caused by any of the following:

- fire or accident
- abuse or negligence
- racing

- misuse — for example, driving over curbs or overloading
- windshield or rear window damage from external objects
- tampering with the emissions system or with a part that could affect the emissions system
- use of used parts, even if they were originally supplied by Alfa Romeo (however, authorized Alfa Romeo or Mopar® remanufactured parts are covered)
- using any fluid that does not meet the minimum recommendations in your Owner's Manual
- using the vehicle for business or commercial uses that are not merely incidental to personal, family or household purposes

TOTAL LOSS, SALVAGE, JUNK OR SCRAP VEHICLES NOT COVERED

A vehicle has no limited warranty coverage of any kind if:

- the vehicle is declared to be a total loss by an insurance company
- the vehicle is rebuilt after being declared to be a total loss by an insurance company
- the vehicle is issued a certificate of title indicating that it is designated as "salvage," "junk," "rebuilt," "scrap" or similar words

Alfa Romeo will deny limited warranty coverage without notice if it learns that a vehicle is ineligible for coverage for any of these reasons.



PROTECTED

RESTRICTED LIMITED WARRANTY

Alfa Romeo may restrict the limited warranty on your vehicle if the vehicle is not properly maintained, or if the vehicle is abused or neglected and the abuse or neglect interferes with the proper functioning of the vehicle. If the limited warranty is restricted, coverage may be denied or subject to approval by Alfa Romeo before covered repairs are performed.

REGISTRATION AND OPERATION REQUIREMENTS

The Certified Pre-Owned Vehicle Maximum Care Limited Warranty, including Maximum Care Coverage, covers your vehicle only if:

- it is registered in the U.S.
- it is driven mainly in the U.S. or Canada
- it is operated and maintained in the manner described in your Owner's Manual

There is no limited warranty coverage on your Certified Pre-Owned Vehicle if it is sold, registered or operated, other than temporarily by you, outside of the United States (including the 50 states, the District of Columbia, Puerto Rico or Guam).

This policy does not apply to vehicles that have received authorization for export from Alfa Romeo. Dealers may not give authorization for export. If you have any questions, you should consult an authorized dealer to determine this vehicle's limited warranty coverage.

This policy does not apply to vehicles registered to U.S. government officials or military personnel on assignment outside of the U.S.

OTHER TERMS OF THESE LIMITED WARRANTIES

Punitive, exemplary or multiple damages may not be recovered unless applicable state or local law prohibits this disclaimer. No person, including Alfa Romeo employees or dealers, may modify or waive any part of this limited warranty.

OTHER CERTIFIED PRE-OWNED VEHICLE SERVICES

In addition to the benefits of the Maximum Care Limited Warranty, Alfa Romeo is pleased to offer the following additional services for your Certified Pre-Owned Vehicle during its warranty period.

TOWING/ROADSIDE ASSISTANCE*

As a Certified Pre-Owned Vehicle owner, you are provided 24-hour/7-day-per-week towing and Roadside Assistance (up to \$100 per occurrence) by Alfa Romeo if your Certified Pre-Owned Vehicle is disabled. You must call (800) 521-2779 for service.

Any expense beyond \$100 is your responsibility at the time and site of service. The Plan provides coverage for such items as:

- towing to the nearest Alfa Romeo dealer or authorized repair facility
- flat-tire change (with your good spare)
- battery jump
- out-of-gas fuel delivery (maximum two gallons)
- lockout service (e.g., keys locked in car or frozen lock)

Towing assistance will be dispatched only for a mechanical disablement that renders the vehicle inoperative. This service is provided to you as part of your Alfa Romeo Certified Pre-Owned Vehicle Maximum Care Limited Warranty to minimize any unforeseen vehicle operation inconvenience and is available all day, every day.





WARRANTIES

HOW TO USE ROADSIDE ASSISTANCE*

All required towing, Roadside Assistance, lockout and other Roadside Assistance services described previously **MUST BE ARRANGED AT TIME OF OCCURRENCE** by calling (800) 521-2779. You should be prepared to provide the Alfa Romeo representative with your name, your vehicle identification number, vehicle license plate number, your location (including the phone number you are calling from) and a brief description of the problem.

All Roadside Assistance services are provided by and/or through Agero Cross Country Motor Club, Inc., Medford, MA 02155, except in Alaska, California, Hawaii, Oregon, Wisconsin and Wyoming where services are provided by and/or through Cross Country Motor Club of California, Inc., Thousand Oaks, CA 91360. Both collectively referred to as CCMC, CCMC acts merely as a dispatcher of referral service to persons or entities who provide the actual service. These persons and/or entities are independent contractors. Accordingly, Alfa Romeo and CCMC assume no responsibility for the acts, errors, omissions, negligence and misconduct of such persons and/or entities. All persons availing themselves of the benefits of Alfa Romeo Roadside Assistance are to look solely to such persons and/or entities for liability arising in connection therewith and not to Alfa Romeo or CCMC.



In some cases, Alfa Romeo Roadside Assistance may authorize you or your Alfa Romeo dealer to arrange for local service and will provide an authorization number to do so. Your Alfa Romeo Certified Pre-Owned Vehicle Maximum Care Limited Warranty will, in these instances, provide reimbursement of up to \$100 maximum per Roadside Assistance incident, provided that the claim contains: A) a valid original receipt of payment from the tow/repair facility for the services rendered (claims which contain anything other than original receipts may be denied) and B) the Alfa Romeo Roadside Assistance authorization number. All Roadside Assistance claims that meet these requirements should be sent to:

Alfa Offices/Walter P. Chrysler Museum
1000 Chrysler Dr.
Auburn Hills, MI 48326
Phone: (844) 253-2872

* Alfa Romeo Roadside Assistance will not cover services that are solicited without first contacting Alfa Romeo Roadside Assistance for prior authorization.

RESPECTED

CAR RENTAL ALLOWANCE

As a Certified Pre-Owned Vehicle owner, you will be reimbursed up to \$35 per day for a rental vehicle (\$175 maximum per occurrence) any time if: A) a component fails and the component is covered by the Certified Pre-Owned Vehicle Maximum Care Limited Warranty, B) any coverage is under the New Vehicle Basic Limited Warranty, C) the vehicle is inoperable because of the failure and D) repairs take overnight. Car Rental Allowance coverage is not provided where loaner vehicle coverage is provided by the warranty or the dealer.

The rental car must be obtained from a dealer or from a licensed rental agency. Rental coverage is subject to state and local laws and those imposed by the rental agency. Alfa Romeo is not responsible for any refusal of a rental agency to rent a vehicle to you.

FIRST DAY RENTAL

Provides a \$35 First Day Car Rental Allowance or Taxi Reimbursement for any dealership mechanical repair or maintenance service (excluding bodywork).

TAXI REIMBURSEMENT (IN LIEU OF FIRST DAY AND CAR RENTAL ALLOWANCE)

This Maximum Care Limited Warranty provides up to \$35 for taxi cab fare, in lieu of First Day Rental, if the vehicle is to be serviced for any same-day mechanical or maintenance services.

When a loaner car is not available, or you are not eligible for a rental car, the Plan will pay up to \$35 per day (\$175 maximum per occurrence) for taxi service, in lieu of car rental any time mechanical repairs take overnight.

Taxi receipts must be from a licensed taxi service provider. Taxi charges in excess of the amount allowed by the Maximum Care Limited Warranty are your responsibility.

HOW TO OBTAIN LIMITED WARRANTY SERVICE FOR YOUR VEHICLE

LIMITED WARRANTY SERVICE IN THE U.S. OR CANADA

In general, Alfa Romeo recommends that you take your Certified Pre-Owned Vehicle to the Alfa Romeo dealer from which you bought it. Your selling dealer knows you and your vehicle best. You may, however, take your vehicle to ANY authorized Alfa Romeo dealer for limited warranty work, as long as the dealership is equipped to perform the services and repairs you need.

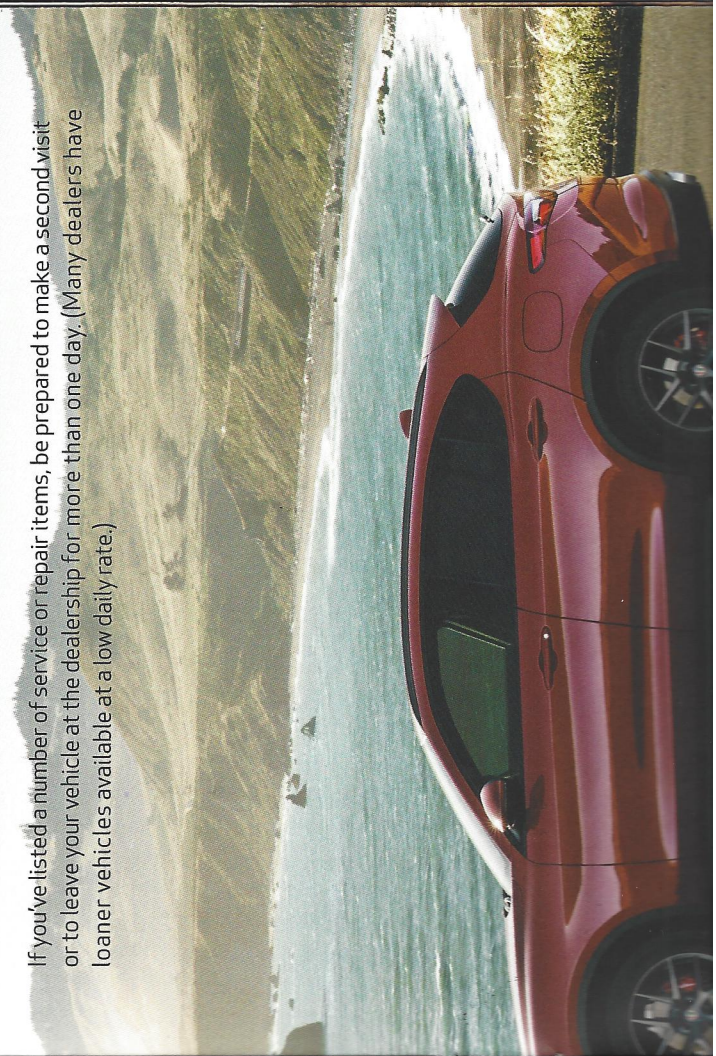
Except in emergencies, limited warranty service on your vehicle may be performed ONLY at an authorized Alfa Romeo dealer.

LIMITED WARRANTY SERVICE TIPS

Give thought to your appointment time. Mondays and Fridays are usually the busiest days at most dealerships. Make midweek appointments whenever you can.

Prepare for your service visit. Make a list, in priority order, of the service work you want done. Bring along all the documentation you have that relates to the problem you have or the work you want done. All work may not be covered by your Alfa Romeo limited warranties.

If you've listed a number of service or repair items, be prepared to make a second visit or to leave your vehicle at the dealership for more than one day. (Many dealers have loaner vehicles available at a low daily rate.)



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ACCURATELY DESCRIBE THE PROBLEM

Be prepared to tell your Service Advisor what problem(s) you're having in simple, operational terms. If your vehicle is "acting funny" or is making "strange" noises, try to describe the condition in layman's terms. Tell him or her the "symptoms," not what you think the mechanical problem is. Let your dealership's service technicians diagnose the problem.

CHECK LIMITED WARRANTY WORK PROMPTLY

Check the service or repairs done to your vehicle as soon as you can. Tell the Service Advisor or Service Manager IMMEDIATELY about any work not done properly. If you can't take your vehicle back right away for corrections, make an appointment to do so at the earliest possible time.

DOCUMENTATION

You should keep a complete and accurate record of all maintenance and service work done on your vehicle. This record should include both limited warranty and non-warranty work. And each entry should include the date the work was done and your vehicle's mileage at the time of service.

Every time you have a limited warranty repair done on your vehicle, you should get — and keep — a copy of the Warranty Repair Order (WRO); you're entitled to this document by law. This document lists the warranty repair services performed and the limited warranty parts that were involved.

Most dealers — as well as most other vehicle service facilities — use similar forms for recording non-warranty service work.



LIMITED WARRANTY SERVICE IN FOREIGN COUNTRIES

Overseas Alfa Romeo dealers are authorized to provide no-charge limited warranty service to vehicles operated temporarily outside the U.S. and its possessions or territories but registered in the U.S. and its possessions and territories at the time of repair. However, if an overseas dealer charges you for limited warranty work, here's what you should do to get reimbursed:

1. Get a paid receipt from the dealer; make sure that this receipt lists ALL the limited warranty repairs AND limited warranty parts that were involved.
2. On your return home, contact the Alfa Romeo Customer Assistance Center at (800) 992-1997 and explain your request for limited warranty reimbursement.
3. If the Alfa Romeo Customer Assistance Center representative asks you to do so, send him or her a copy of the receipt, your vehicle registration at the time of repair and all other relevant documents (see "Documentation" above).

EMERGENCY LIMITED WARRANTY REPAIRS

If you have an emergency and have to get a limited warranty repair made by an unauthorized dealer, follow the reimbursement procedure for "Limited Warranty Service in Foreign Countries" above.

CERTIFIED PRE-OWNED

HOW TO DEAL WITH LIMITED WARRANTY PROBLEMS

Normally, your dealer's sales or service departments can resolve limited warranty problems. That's why you should always talk to your dealer's Service Manager or Sales Manager first. If you're not satisfied with the dealership's response, Alfa Romeo recommends that you do the following:

- Discuss the problem with the Owner or General Manager of the dealership
- If your dealership still can't resolve the problem, contact the Alfa Romeo Customer Assistance Center at (800) 992-1997

WHAT ALFA ROMEO WILL DO

An Alfa Romeo representative at headquarters will review your situation and provide your dealer with all the information and assistance necessary to resolve the problem. Even if Alfa Romeo can't help you, Alfa Romeo will acknowledge your contact and explain the Alfa Romeo position.

IF YOUR PROBLEM STILL ISN'T RESOLVED

For customers residing in Arkansas, Idaho, Kentucky or Minnesota ONLY. If you're unable to resolve your limited warranty problem through these steps and you live in Arkansas, Idaho, Kentucky or Minnesota ONLY, you can contact the Alfa Romeo Customer Arbitration Process (CAP) in your area.

This process is not available for residents in other states. You may obtain a brochure describing the Alfa Romeo Customer Arbitration Process, including an application, by calling (800) 992-1997.

This service is strictly voluntary, and you may submit your dispute directly to the CAP at no cost. The CAP is administered by an independent dispute settlement organization and may be contacted in writing at the following address:

National Center for Dispute Settlement
Alfa Romeo
Customer Arbitration Process
PO Box 560208
Dallas, TX 75356-0208

The CAP reviews only vehicle disputes involving Alfa Romeo Limited Warranties or a Mopar® Part Limited Warranty on an Alfa Romeo vehicle. The CAP does not review disputes involving the sale of a new or used vehicle, personal injury/property damage claims, disputes relating to design of the vehicle or part or disputes which are already the subject of litigation.

The CAP will need the following information from you:

1. Legible copies of all documentation and repair orders relevant to your case
2. Vehicle identification number of your vehicle
3. A brief description of your unresolved concern
4. The identity of your service/selling dealer
5. The date(s) of repair(s) and mileage at the time
6. Current mileage
7. A description of the action you expect to resolve your concern



WARRANTIES

UPON RECEIPT OF YOUR REQUEST:

- The National Center for Dispute Settlement (NCDS) will acknowledge receipt of your request, by mail, within ten (10) days, and advise you whether or not your dispute is within the jurisdiction of the process
- If your request is within the jurisdiction, NCDS will request Alfa Romeo and the dealer to present their side of the dispute. You will receive copies of their responses
- While your dispute is pending, NCDS or Alfa Romeo may contact you to see if your case can be settled by agreement. If a settlement is offered to you, Alfa Romeo will ask you to sign a form that contains the settlement. Your case will then be closed. There is no requirement for you to participate in this settlement process
- If you requested an oral hearing, a decision-maker will contact you to arrange a convenient time and place for a hearing. Usually, this will be at a dealership near you
- If you request a documents-only review, an NCDS panel will review and decide your case. Neither you, the dealer nor Alfa Romeo need to be present
- NCDS will send you a written Statement of Decision. This statement will include the decision, any action to be taken by the dealer or Alfa Romeo US LLC and the time by which the action must be taken. The decision will be binding on the dealer and Alfa Romeo but not on you, unless you accept the decision
- If any action is required on the part of the dealer or Alfa Romeo, you will be contacted within ten (10) days after the date by which the dealer or Alfa Romeo must act to determine whether performance has been rendered
- The entire dispute settlement process will normally take no longer than 40 days

- The Alfa Romeo dispute settlement procedure does not take the place of any state or federal legal remedies available to you. Whether or not you decide to submit your dispute to the process, you are free to pursue other legal remedies

NOTICE UNDER STATE LEMON LAWS

Some states have laws allowing you to get a replacement vehicle or a refund of the vehicle's purchase price under certain circumstances. These laws vary from state to state. If your state law allows, Alfa Romeo requires that you first notify us in writing of any service difficulty that you may have experienced so that we can have a chance to make any needed repairs before you are eligible for remedies provided by these laws. In all other states, we ask that you give us written notice of any service difficulty. Send your written notice to the Alfa Romeo Customer Assistance Center listed below.

HELPFUL ADDRESS AND TELEPHONE NUMBER

Listed is the address and telephone number of the Alfa Romeo Customer Assistance Center.

Alfa Offices/Walter P. Chrysler Museum
1000 Chrysler Dr.
Auburn Hills, MI 48326
Phone: (844) 253-2872

To contact Alfa Romeo by email, simply access alfaromeousa.com and click on the "Contact Us" button.

