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Contact dealer for the most up to date version.

VEHICLE LIMITED WARRANTY

SECTION 1 – CUSTOMER INFORMATION (“YOU OR YOUR”)

This information is filled out at the dealership by the dealership.

SECTION 2- DEALER WARRANTOR INFORMATION

DEALER NAME	MAILING ADDRESS	CITY
<i>Heartland Chrysler Dodge Jeep Ram</i>	<i>2017 W. Jesse James Road</i>	<i>Excelsior Springs</i>
STATE	ZIP CODE	PHONE NUMBER
<i>Missouri</i>	<i>64024</i>	<i>(816) 630-2200</i>

SECTION 3- VEHICLE AND LIMITED WARRANTY INFORMATION

DEDUCTIBLE	COVERED PARTS <i>(Includes coverage for Electric & Hybrid Vehicles)</i>	TERM	OIL CHANGE SERVICE INTERVALS <i>(NEW CARS)</i>	OIL CHANGE SERVICE INTERVALS <i>(USED CARS)</i>
<i>\$100</i>	<i>Powertrain</i>	<i>Lifetime</i>	<i>Factory</i> <i>("Factory" refers to the manufacturer's maintenance schedule)</i>	<i>Every 5,000 Miles</i>

Vehicle information is filled out at the dealership by the dealership. Warranty information can be found in the below.

SECTION 4 – IMPORTANT INFORMATION ABOUT THIS WARRANTY

THIS IS A LIMITED WARRANTY (“LIMITED WARRANTY”) AND NOT A SERVICE CONTRACT OR INSURANCE POLICY, THIS LIMITED WARRANTY IS NOT SUBJECT TO STATE INSURANCE LAWS BUT IT IS SUBJECT TO STATE AND FEDERAL LAW CONCERNING WARRANTIES. THIS LIMITED WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS BUT YOU MAY ALSO HAVE OTHER RIGHTS DEPENDING ON THE STATE IN WHICH YOU PURCHASE THE VEHICLE. There are no warranties that extend beyond the description herein. We are not liable or responsible for any incidental, consequential, commercial, or exemplary losses or damages. Some states do not allow limitations on implied warranties or the exclusion of incidental or consequential damages, so the above limitations may not apply to you.

You must have your vehicle maintenance services performed in accordance with SECTION 6 and/or SECTION 7. If you maintain your vehicle as described in SECTION 6 and/or SECTION 7, we will cover the cost of repair for any covered part that experiences a mechanical or electrical breakdown. Payment for repair is subject to your payment of the deductible amount shown in SECTION 3 and applies only to the covered parts group shown in SECTION 3. For purposes of this Limited Warranty, a covered breakdown occurs when a covered part fails to perform the function for which it is intended to perform (outside of the manufacturer’s allowable tolerance) due to a mechanical or electrical defect. We reserve the right to utilize dealer parts or other parts that are comparable with the original design specifications and wear tolerances of the vehicle, which may be used or remanufactured. Failure caused by normal wear and tear and/or physical damage does not qualify for repair hereunder. This determination will be made using the average trade-in value from the most recent J.D. Power Valuation Services for an average condition. The total of all benefits paid or payable under this limited warranty shall not exceed the vehicle purchase price. Please refer to SECTION 10 for all other terms and conditions.

The term of this limited Warranty is shown in SECTION 3. The term begins on the vehicle purchase date and remains in effect until the day the term expires (by time or miles). If the “Lifetime” term is marked in SECTION 3 this Limited Warranty shall remain in effect for as long as you own the vehicle. However, if you fail to maintain the vehicle as described in SECTION 6 and/or SECTION 7, this limited warranty shall become void and the vehicle will no longer be eligible for repair hereunder.

The term “service interval” refers to the number of miles that elapse between the performance of maintenance services. The maintenance services required hereunder must be performed within one thousand (1,000) miles of the required service interval.

To initiate a claim under this limited warranty, you must follow the claim procedure set forth in SECTION 12.

This limited warranty applies to you only and only to the vehicle described in SECTION 3. This limited warranty cannot be transferred to any other person including any subsequent owners of the vehicle.

Please read SECTION 8 for additional requirements for maintaining your eligibility hereunder.

SECTION 5 – CUSTOMER ACKNOWLEDGEMENT

Signature required.

SECTION 6 – MAINTENANCE REQUIREMENTS FOR GAS, DIESEL AND HYBRID (GAS ENGINE) VEHICLES

You may have vehicle maintenance performed at any commercial repair facility of your choosing. However, if you have your vehicle maintenance performed at our facility, we will assist you in retaining copies of your maintenance records to ensure your compliance with maintenance record retention. If you prefer to use another repair facility, you must keep copies of all repair orders showing that the maintenance services are performed. Repair orders must be system generated or typed by a commercial repair facility (handwritten records are not acceptable) and must show your name, repair order number, repair order date, vehicle identification number, a description of your vehicle, repair order mileage and a complete description of the services performed. In the event of a claim made hereunder, we may require you to furnish us with copies of such repair orders. Failure to provide such repair orders will result in the denial of coverage under this limited warranty.

NEW & PRE-OWNED VEHICLE SERVICE INTERVALS: (Selected and shown in SECTION 3)

To maintain eligibility under this limited warranty, you are required to have the vehicle's oil and filter changed within one thousand (1,000) miles of the service interval shown in SECTION 3. If you do not exceed your designated interval mileage then, at minimum, you must change your oil and filter within each twelve (12) month period starting from the vehicle purchase date.

You must have the vehicle's transmission fluid changed within one thousand (1,000) miles of the factory recommended service interval.

Factory Service Intervals Only: For a list of all manufacturer-recommended maintenance services and services intervals, consult the vehicle owner's manual. If the vehicle is equipped with a "Maintenance Minder", "Oil Life Monitoring System" or other manufacturer engine service monitoring systems, you must have oil and filter changes performed at least every seven thousand five hundred (7,500) miles and at least one (1) time per twelve (12) month period, starting the vehicle purchase date.

In the event no oil and filter change service interval is selected in SECTION 3, the default service interval applied shall be five thousand (5,000) miles.

SECTION 7 – MAINTENANCE REQUIREMENTS FOR ELECTRIC AND HYBRID (ELECTRIC MOTOR) VEHICLES

In order to maintain your eligibility under this limited warranty: You are required to have annual maintenance services performed. We recommend that you have your maintenance performed by us, because we are the most familiar with the limited warranty service requirements for your vehicle, but if it is not practical for you to return to our service facility you may have the annual maintenance services performed by the commercial repair facility of your choice. You must specifically ask the facility to follow the annual maintenance services schedule and document their completion. You must have at least one annual maintenance service visit performed within each twelve (12) month period starting from the vehicle purchase date.

ANNUAL MAINTENANCE SERVICES include: Inspect motor(s) and motor compartments(s) for leaks or damage, inspect gear oil and change as needed, inspect battery coolant, inspect inverter coolant, inspect cooling vents and clean as necessary, inspect charging port, inspect all high voltage wiring and connection, battery box and coolant lines and connections and repair as necessary. If equipped – perform EV battery usage or degradation report and record the results. **REMINDER:** Only those annual maintenance services itemized above are required to keep your limited warranty in effect.

IMPORTANT NOTE: In addition to the annual maintenance services itemized in SECTION 7, we recommend that you follow the manufacturers maintenance schedule for your electric vehicle (EV) or hybrid vehicle as outlined in your owner's manual. Some of these services may overlap with your limited warranty required services. Your owners manual lists different servicing recommendations based on your EV or hybrid make, model and features as well as your climate conditions and driving habits. Follow the applicable maintenance schedule that applies to you. If you do not follow these recommendations and such failure causes or contributes to a breakdown, further damage or unnecessary repairs, coverage under this limited warranty may be denied or reduced.

SECTION 8 – REGISTRATION REQUIREMENT

If the term of this limited warranty is longer than five (5) years (including the lifetime term option), in addition to the maintenance requirements outlined in SECTION 6 and/or SECTION 7, you must register and log in to www.lifetimevehiclereg.com to verify that you still own the vehicle and have maintained the vehicle as required herein, within the one hundred eighty (180) day period following the five (5) year anniversary of the vehicle purchase date. You must reconfirm this information every five (5) years thereafter (within one hundred eighty (180) days) of each (5) year period. If you are unable to log in to this website you may submit your confirmation along with a copy of this limited warranty by certified mail to the following address: Confirmation Department PO BOX 232437, San Diego, CA 92193-2437.

SECTION 9 – COVERED PARTS

ENGINE

GAS, DIESEL and HYBRID (GAS ENGINE) VEHICLE COVERED COMPONENTS – All internally lubricated parts; engine block, cylinder head(s) and intake/*exhaust manifolds if the damage is a result of the failure of an internally lubricated part; water pump; thermostat and thermostat housing. *Exhaust manifolds with internal catalytic converters are excluded from coverage.

ELECTRIC AND HYBRID (ELECTRIC MOTOR) VEHICLE COVERED COMPONENTS – High power electric motor(s) and all internal parts, power delivery module, power inverter model, power control unit, high power distribution module, electric motor inverter.

POWERTRAIN

GAS, DIESEL AND HYBRID (GAS ENGINE) VEHICLE COVERED COMPONENTS – Drive Axle – All internally lubricated parts; gear cases and housing are damaged as a result of mechanical failure of an internally lubricated part; axle shafts and bearings; C.V. and universal joints; propeller shafts; 4WD actuator.

Transmission/Transfer Case – All internally lubricated parts; gear cases and housing if damaged as a result of a mechanical failure of an internally lubricated part; torque converter; flywheel/flexplate; vacuum modulator valve; TV cable; mounts; oil pan, TCM; solenoids; cooler and hydraulic and metal cooler lines.

Engine – All internally lubricated parts; engine block, cylinder head(s) and intake/*exhaust manifolds if the damage is a result of the failure of an internally lubricated part; water pump; thermostat and thermostat housing. *Exhaust manifolds with internal catalytic converters are excluded from coverage.

Turbocharger/Supercharger (Factory -Installed Only) – All internally lubricated parts including turbine; turbine shaft; valves; vanes and housing if damaged as a result of a mechanical failure of an internally lubricated part.

ELECTRIC AND HYBRID (ELECTRIC MOTOR) VEHICLE COVERED COMPONENTS

High power electric motor(s) and all internal parts, power delivery module, power inverter module, power control unit, high power distribution module, electric motor inverter.

Reduction gear, gearbox / Differential and all internal parts, axles, hub bearings, cv joints, universal joints, and vehicle charging port.

SECTION 10 – TERMS AND CONDITIONS

If you maintain your eligibility as described in SECTION 6 and/or SECTION 7 and/or SECTION 8, then subject to your payment of the deductible, we will repair, replace, or have repaired or replaced any covered part listed in SECTION 9 which fails to perform the function for which it was intended to perform, outside of the manufacturer' allowable tolerance, due to an mechanical or electrical defect.

In the event of a claim, you must allow the vehicle to be examined by us or our representative.

This limited warranty does not provide coverage for any repair(s) and/or replacement(s) which is/are also covered under a separate warranty, contract or policy. You are required to help us enforce your rights against any party who may be responsible to you for the cost of repairs.

You must maintain records of all maintenance services performed on the vehicle. Repair orders must show your name, repair order number, repair order date, vehicle identification number, a description of your vehicle, repair order mileage, and a complete description of the services performed. In the event of a claim made hereunder, we may require you to furnish us with copies of such repair orders. Failure to provide such repair orders may result in the denial of a claim and void this limited warranty. Our maintenance facility will retain copies repair orders for you, but you must also keep all receipts for maintenance services as well.

SECTION 11 – EXCLUSIONS

This limited warranty does NOT provide coverage for any of the following:

Defects or repair problems that result from collision, abuse, misuse, negligence.

Defects or repair problems that result from lack of adequate maintenance after you purchase the vehicle.

Repair or replacement of a covered part if the repair or replacement is covered by the repairers warranty, the manufacturer's new car warranty, an extended service contract provider, or if the manufacturer otherwise agrees to repair or replace the part.

Repair or replacement of a covered part if the damage is caused by the failure of a non-covered part.

Repair or replacement of a non-covered part if the covered part caused the damage.

Repair or replacement of a covered part if the damage was caused by a non-OEM approved part installed after vehicle purchase.

Replacement of maintenance items such as spark plugs, timing belt, positive crankcase ventilation valve, or electrical items, However, fluids, filters, lubricants and oil that are required for an authorized repair are covered.

Damage caused by your failure to take or cause to be taken, reasonable precautions to prevent damage when an apparent problem exists (e.g. change in engine temperature conditions, unusual noises, leaking fluids, shaking, unusual shifting, etc.).

Damage caused by the lack of proper and/or necessary amounts of coolants or lubricants or caused by sludge buildup, contaminants(s), or foreign objects(s).

Repair to or replacement of parts of the vehicle not listed on this limited warranty as a covered part.

Gradual reduction in operating performance due to normal wear and tear (the natural and inherent wear characteristics of automotive parts) and not resulting from the failure of a covered part.

Oil loss or use is not resilient from the failure of a covered part.

Failure of any part if the odometer is inoperative or has been tampered with or has been disconnected after your purchase of the vehicle.

Fluids, seals and gaskets unless required in connection with the repair or replacement of a covered part.

Vehicle use for commercial purposes including but no limited to construction purposes, delivery purposes, commercial towing, commercial farm or ranch operation, any type of emergency vehicle, volunteer public service (s), snow plowing, rental, livery, taxi, limo, predominantly off road use, or competitive off road racing. (Ridesharing uses such as Uber and Lyft are not considered commercial usage).

Repair or replacement to any part if you have not maintained the vehicle in accordance with the maintenance requirement of this limited warranty.

Repair, replacement, or damage caused by any non-OEM powertrain, exhaust, emission or suspension part not approved by the manufacturer and/or installed after you purchase the vehicle.

Damage caused by accident, civil commotion or riot, nuclear contamination, collision or upset, glass breakage, earthquake, explosion, falling objections, fire or smoke, flood, fluid contamination, freezing, hail, lightning, malicious mischief, fuel contamination, oil contamination, rust, corrosion or electrolysis, theft or larceny, vandalism, water, water contamination, windstorm and other external focus or events.

Repair or replacement if the vehicle has been declared a total loss.

Damage caused by improper charging if the vehicle is an electric or hybrid vehicle.

Battery degradation or failure resulting in damage to the covered part(s).

Damage caused by using the vehicle has a power source.

SECTION 12 – CLAIM PROCEDURE

NO REPAIR OR PAYMENT SHALL BE MADE WITHOUT PRIOR AUTHORIZATION.

In the event of a breakdown of a covered part you must take reasonable precautions to protect the vehicle from further damage. We recommend that you bring the vehicle to our repair facility. If it's not possible or practical to bring the vehicle to us, you may take the vehicle to any commercial repair facility and give the service advisor a copy of this limited warranty.

*Please instruct the service advisor to **call the claim department at (855) 412-1041** to open a claim file prior to the commencement of any repair. The claim department will not authorize payment to you or the repair facility until your maintenance records have been received and accepted. Payment for repair is subject to receipt of copies of the dated and itemized repair order. Should a breakdown occur on a weekend or holiday, you must contact the claim department on the following business day to receive claim authorization (customer service hours are 9:30AM – 7:00PM, eastern time, Monday through Friday).*

You must authorize any charge(s) necessary to determine the cause of the failure, including necessary diagnostic and tear down charges. If it is determined that the failure is not eligible for repair under this limited warranty, you must pay for all diagnostic, teardown and repair charges.

We receive the right to specify the reimbursement amount for the claim based on new, remanufactured, independently rebuilt, or used parts that conform to the manufacturers design specifications and wear tolerances of your vehicle. At our discretion, the repair facility will be paid directly for the cost of the repair or you will be reimbursed for the cost of the repair. You may be required to pay the applicable deductible prior to services being rendered.