

TERMS AND CONDITIONS

5 YEARS MAINTENANCE PLAN - EASY CARE

1. "EASY CARE" SERVICING

Easy Care Servicing is provided on a complimentary basis to the Customer by Fiat Chrysler Automobiles UK Ltd via the Service Network subject to and in accordance with the following terms and conditions:

Definitions:

1.1 In these terms and conditions, the following words and expressions shall have the meanings given to them below:

"Customer": the owner or registered keeper of a Vehicle detailed overleaf.

"Retailer": a retailership within the Service Network.

"Easy Care Servicing": the provision of Scheduled Servicing for a Vehicle to be performed by the Service Network.

"FCA": Fiat Chrysler Automobiles UK Ltd (company number 201514) of 240 Bath Road, Slough SL1 4DX.

"Vehicle": a new commercial vehicle for which the registration detailed overleaf.

"Service Network": retailers and workshops authorised by FCA to carry out maintenance and servicing of Vehicles.

"Scheduled Servicing": the regular maintenance carried out in accordance with the Manufacturer's recommendations as set out in the owner's handbook.

"Plan": the maximum time and mileage limits within which a Customer can redeem a Scheduled Service, whichever is reached earliest:-

E.g. 5 years limitation or as per the mileage limits detailed below with a "maximum" mileage of 100,000 miles*

2. SCHEDULED SERVICING

2.1 With Easy Care Servicing, FCA will cover the cost of parts, lubricants and labour required for Scheduled Servicing up to the maximum time and mileage as follows:

For Fiat Fiorino petrol models: services due every 18,000 miles or once every 2 years, whichever occurs first.*

For Fiat Fiorino diesel models: services due every 21,000 miles or once every 2 years, whichever occurs first.*

For Fiat Doblo' petrol models: services due every 18,000 miles or once every 2 years, whichever occurs first.*

For Fiat Doblo' diesel models: services due every 21,000 miles or once every 2 years, whichever occurs first.*

For Fiat Talento diesel models: services due every 25,000 miles or once every 2 years, whichever occurs first.*

For Fiat Ducato diesel models: services due every 30,000 miles or once every 2 years, whichever occurs first.*

For all vehicles, this will include all oil and filter changes required within the time and mileage limits of each Plan. On some diesel versions these will be indicated by the indicator dashboard light and could be required outside of the Service Schedule.

2.2 Easy Care Servicing will include all services provided that:

a) the Customer has the Vehicle serviced within the time and mileage limits of the plan. The Customer acknowledges that having the Vehicle maintained outside the limits of the identified Plan or not maintained at all could affect the warranty coverage for the Vehicle in relation to some serviceable items, for example but not exhaustive: engine, gearbox, drivetrain, brakes, suspension. FCA may however, in its discretion, allow

a tolerance of +/- 2,000 miles or +/- 2 months so that the Customer can have the Vehicle maintained (i) no earlier than 2,000 miles or 2 months ahead of the maximum time and mileage limits for the Plan or (ii) no later than 2,000 miles or 2 months after the maximum time and end mileage limits of the Plan; and

b) Easy Care Servicing shall not apply if the tolerances in paragraph a) above are exceeded.

2.3 Scheduled Servicing of a Vehicle under Easy Care Servicing must be carried out by a Retailer or workshop within the Service Network.

2.4 Easy Care Servicing does not include any additional items which are not part of Scheduled Servicing including, but not limited to:

a) Topping up of screen washer fluid and lubricants between two Scheduled Servicing operations;

b) Any additional maintenance operations or lubricant change;

c) Replacement or restoring of parts subject to wear such as gaskets, clutch, tyres, bulbs, wiper blades, brake discs and pads, batteries, shock absorbers, exhaust tailpipes and accessory belts. (Please refer to the owner's handbook for full details of wear and tear items); and

d) Any diagnostics required as a result of additional faults reported at the time of Scheduled Servicing.

2.5 If the Customer decides to proceed with additional items not included with the Scheduled Servicing, the costs must be paid for separately by the Customer.

2.6 The Scheduled Servicing may be carried out within the Service Network anywhere in the European Economic Area.

2.7 The Customer is required to present this document and their service book at the time the servicing is performed in order to obtain the benefit of the Easy Care Servicing.

EXCLUSIONS

3.1 The Customer will not be entitled to the benefits of Easy Care Servicing if:

a) The Vehicle is modified, damaged or used in competitive events or rallies;

b) The Vehicle's odometer is tampered with or reset without the consent of the manufacturer; or

c) The Customer fails to take reasonable care of the Vehicle or fails to present the Vehicle for servicing to be carried out within the time-frame stated in the owner's handbook.

4. IDENTITY DOCUMENTS AND TRANSFER

4.1 Easy Care Servicing (Plan Code MA1 or KMF) remains with the Vehicle and is transferable to subsequent owners but is not transferable to another Vehicle.

5. COMPLAINT HANDLING

5.1 In case of any complaint relating to the Easy Care Servicing, the Customer can write to FCA Customer Services, 240 Bath Road, Slough SL1 4DX or email FCA UK at the following address: customerrelations@fcagroup.com.

5 YEARS COMPLIMENTARY WARRANTY - MAX CARE

1. MAXIMUM CARE WARRANTY TERMS

1.1 The Maximum Care Warranty cover starts following the expiry of the 36 months of cover you have under your Manufacturer Warranty and Retailer Warranty (together, your "Standard Warranty").

1.2 Under the Maximum Care Warranty, FCA UK will warrant your vehicle for a maximum of 2 years in addition to the standard 3 year warranty or up to a total mileage limitation as detailed below, whichever occurs first, and provide the Roadside Assistance Service as detailed overleaf. If the maximum mileage limit is exceeded at any time prior to or during the Maximum Care Warranty Period, you shall no longer benefit from the Maximum Care Warranty*.

For Fiat Fiorino models: 5 years warranty or up to 100,000 miles, whichever occurs first.*

For Fiat Doblo' models: 5 years warranty or up to 100,000 miles, whichever occurs first.*

For Fiat Talento models: 5 years warranty or up to 125,000 miles, whichever occurs first.*

For Fiat Ducato models: 5 years warranty or up to 125,000 miles, whichever occurs first.*

1.3 The Maximum Care Warranty does not cover, nor will assistance be provided for, any kind of fault or defect related to parts subject to wear and tear. These parts include (without limitation) by way of example: tyres, wheel rims/hub caps, spark plugs/glow plugs, clutch, brake discs/pads, batteries, windscreen, windscreen/rear window/headlight wiper blades, rear brake shoes, brake drums, accessory drive belts (excluding timing belt), shock absorbers, lights (internal and external), fuses, exhaust pipe system (except the emissions control system, catalytic converter and particulate filter which are included), lubricators, filters and wheel adjustment.

1.4 Finally, please note that FCA UK shall not in any circumstances, including as a result of any failure by FCA UK to comply with the terms of the Standard Warranty or the Maximum Care Warranty, be liable for any loss of profit, loss of business, business interruption or loss of business opportunity.

2. TRANSFERS

2.1 The unexpired balance of the Maximum Care Warranty shall automatically transfer to a subsequent owner of your vehicle. Following transfer, the full history of the vehicle shall continue to be taken into account for the purpose of applying the terms of the Maximum Care Warranty.

2.2 If your vehicle is stolen or declared an insurance write off prior to (but not after) the expiry of the Standard Warranty, you may transfer the unexpired balance of the Maximum Care Warranty to a new replacement same brand vehicle which is registered in your name by applying in writing to FCA UK (giving full details) at the time of, or within 15 days after, the first registration of that vehicle.

3. COMPLAINT HANDLING

3.1 In case of any complaint relating to the Maximum Care Warranty, you can write to FCA Customer Services, 240 Bath Road, Slough SL1 4DX or email FCA UK at the following address: customerrelations@fcagroup.com.

3.2 The Maximum Care Warranty is in addition to and does not affect your legal rights in relation to your vehicle if it is faulty or not as described.

The above Terms & Conditions are in reference to the Complimentary Maintenance and Warranty offers only. Any dispute relating to these terms and conditions shall be subject to English law and to the jurisdiction of the English courts.

*Please refer to your owner's handbook for exact servicing schedules.

Model	Scheduled Service Plan				
	Up-to 5 years or 100,000 miles, whichever comes first				
Fiorino Petrol	18,000 miles	36,000 miles	54,000 miles	72,000 miles	90,000 miles
Fiorino Diesel	21,000 miles	42,000 miles	63,000 miles	84,000 miles	
Doblo' Petrol	18,000 miles	36,000 miles	54,000 miles	72,000 miles	90,000 miles
Doblo' Diesel	21,000 miles	42,000 miles	63,000 miles	84,000 miles	
Talento Diesel	25,000 miles	50,000 miles	75,000 miles	100,000 miles	
Ducato Diesel	30,000 miles	60,000 miles	90,000 miles		