

EXTENDED WARRANTY MAXIMUM CARE CAMPER

WHAT DOES MAXIMUM CARE COVER?



ENGINE



GEARBOX



ENGINE COOLING
AND FUEL SYSTEM



TRANSMISSION



STEERING



AIR CONDITIONING
SYSTEM



ELECTRICAL
COMPONENTS



SUSPENSION



BRAKES



SECURITY & SAFETY
SYSTEM



INSTRUMENTATION



EXPANDED ELECTRICAL
COMPONENTS



ELECTRICAL COMPONENTS

The complete list of items that are covered in this program can be found further on in this document.

ROADSIDE ASSISTANCE INCLUDED



ON THE SPOT REPAIR

If the vehicle is not in a fit condition to complete the journey, where possible, an operator will be sent to the place where the vehicle is located to repair it.



HOTEL ACCOMMODATION

The assistance service will organize a stay in a local hotel if vehicle is immobilized more than 30 miles from the customer's place of residence due to breakdown or other assisted problems.



JOURNEY CONTINUATION OR RETURN HOME

If the vehicle is immobilized more than 30 miles from the customer's place of residence and cannot be repaired within the day of the occurred event, the Assistance Service will organize the return of the customer and passengers to their home or the continuation of their journey.



COURTESY VEHICLE

If the time needed for repair, specified in the flat rate schedule defined by the Manufacturer, is longer than 4 hours a courtesy vehicle will be supplied.



INFORMATION LINE 24 HOURS A DAY

Helpline 24 hours a day 365 days a year.



TOWING

In the event that the vehicle cannot be repaired on the spot, the assistance service will recover the vehicle to the nearest FCA authorised retailer.

PLAN INCLUDES:

- ALL COSTS RELATIVE PARTS AND LABOUR REQUIRED TO PERFORM THE SERVICE OPERATION
 - EUROPEAN COVERAGE
- PROTECTS YOU AGAINST INFLATION, VAT, PARTS AND LABOUR PRICE INCREASES
 - VALID IN ENTIRE FCA NETWORK
- GUARANTEED GENUINE PARTS ARE ALWAYS USED

Exclusions: schedule maintenance, wear items, body and paint items.... For the complete list of what is excluded can be found further on in this document

TOLL-FREE NUMBERS OPERATIONAL 24/7

FIAT & FIAT PROFESSIONAL: 00 800 3428 0000

FIAT CAMPER ASSISTANCE: 00 800 3428 1111

JEEP: 00 800 0426 5337

ALFA ROMEO: 00 800 2532 0000

ABARTH: 00 800 222784 00

CIAO FIAT

00 800 342 800 00

Alfa InfoMore
00 800 2532 0000



FIAT
00800 3428 1111
CAMPER ASSISTANCE

Jeep

00 800 0 1AM JEEP
00 800 0 426 5337

24hABARTH
00800 22278400

Fiat Chrysler UK Ltd.
Registered office: Fiat House, 240 Bath
Road, Slough,
Berkshire SL1 4DX

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d) repair of breakage or defect works caused by installing accessories that were not authorised by the manufacturer;

e) the following are excluded:

- (i) emergency vehicles (ambulance, fire brigade, police), vehicles used for postal service; heavy off-road vehicles; vehicles used for car races (rallies, speed or endurance races, off-road races, etc.); vehicles converted from two to four wheel drive, vehicles modified or converted with respect to the original characteristics, vehicles not used according to the manufacturer specifications for load use and/or towing capability destined for short and long term rental, ambulances, transformed vehicles and those used for rallies;
- (ii) vehicles registered outside of the UK;
- (iii) Vehicles that have changed its designated use indicated in the order form for the Vehicle prior to the expiry of the Services;
- (iv) The Vehicle's odometer has been changed or tampered with;
- (v) Vehicle that have been armoured, transformed or used to participate in sports competitions.

2.11 The unexpired balance of the Maximum Care Camper Warranty shall automatically transfer to a subsequent owner of the 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 Camper Warranty. The Customer must inform the subsequent owner of these Terms and Conditions and instruct the subsequent owner to inform FCA of the sale so that new documentation can be issued.

2.12 In the event the Customer (or any individual on behalf of the Customer) receives the benefit of the Maximum Care Camper Warranty by making untruthful statements or representations about the Vehicle, including, but not limited to distance travelled or usage ("Breach"), FCA reserves the right to charge the Customer the cost any work carried out on the Vehicle under the Maximum Care Camper Warranty related to the Breach.

3. ROADSIDE ASSISTANCE SERVICES

3.1 Roadside Assistance services as outlined in Annex 2, are provided free of charge by FCA through the Service Network and approved third parties, in case of breakdown subject to these Terms and Conditions.

3.2 FCA will provide Roadside Assistance services as outlined in Annex 2 up to the maximum time or mileage limits for the Vehicle ("Maximum Care Camper Warranty") as set out in the CONTRACT OPTIONS of the Order Form.

3.3 In case of Breakdown (as defined in Annex 2) or the Vehicle has

stopped and cannot continue in sufficiently reliable and functioning conditions, the Customer has the right to Roadside Assistance services.

3.4 Road Assistance services will be authorised and made available by the service company's operating centre authorised by FCA, on a 24/7 basis all year. Call: 00800 3428000 and select option 1 – Road Assistance or, for international calls, call: +39 02 44412090 and select option 4, then select English. Calls are usually toll free, however some mobile service, telephone providers or public telephones may charge a fee for which FCA is not responsible or liable

3.5 The Roadside Assistance services must be authorised by FCA. In case the Customer cannot reach the Roadside Assistance service by the designated number, the Customer must keep all documentation expenses incurred to arrange alternative roadside assistance in order to be eligible to reimbursement.

4. GENERAL

4.1 Complaints and Queries

In case of any complaint the Customer can write to FCA Customer Services, 240 Bath Road, Slough SL1 4DX or email FCA at the following address: customerrelations@fcagroup.com. If applicable, in the event the Customer instructs a technical independent expert agreed by both FCA and the Customer, the Customer is wholly responsible for the associated costs and/or feed. If the Vehicle is stolen or declared an insurance write of prior to (but not after) the expiry of the Services, the customer must contact FCA Customer Services.

4.2 Cancellation

The Customer has 14 days from the start date of the Services to cancel this contract for the Services. If the Customer makes a claim for the Services within 14 days starting from the start date of Services, the Customer expressly requests that the Services are supplied before the end of the cancellation period and acknowledges that the right to cancel will be lost once the Service(s) are carried out.

4.3 Privacy

Data provided will be processed in accordance with privacy laws and the privacy policy found on www.fiatprofessional.co.uk

4.4 Law & Jurisdiction

Any dispute relating to these terms and conditions shall be subject to English law and to the jurisdiction of the English courts.

4.5 Legal Rights

The Maximum Care Camper Warranty is in addition to and does not affect your statutory rights in relation to your vehicle.

CANCELLATION FORM

To: Fiat Chrysler Automobiles UK Ltd, Fiat House, 240 Bath Road, Slough, Berkshire SL1 4DX

Delete as appropriate:

I/We [*] hereby give notice that I/we [*] cancel my/our [*] contract for the supply of the Easy Care Servicing. [*]

Full name:

Address:

Contract number:

Contract date:

Signed:

Date:

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TERMS AND CONDITIONS

Maximum Care Camper Warranty service and the Roadside Assistance service is provided to the Customer by Fiat Chrysler Automobiles UK Ltd via the Service Network (as defined below) and approved third parties, subject to and in accordance with the following Terms and Conditions.

1. WARRANTY CONDITIONS

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

"Customer": the owner or registered keeper or in the case the Vehicle is leased, the individual named on the lease of the Vehicle detailed overleaf.

"Retailer": a retailer within the Service Network.

"Service(s)": the Maximum Care Camper Warranty services and the Roadside Assistance services as more specifically detailed below

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

"Standard Warranty": Manufacturer Warranty of 24 months from the date of first registration.

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

"Vehicle": a non-commercial vehicle for which the registration number is detailed overleaf.

"Warranty Components": complete engine, engine block and components, engine cylinder heads, engine tappet cover, engine oil pan, electric motor and components, engine pistons and connecting rods, crankshaft, flywheel, timing control, oil seals/distribution control protections, turnbuckle distribution controls, tappet distribution and control, distribution valves and housings, camshafts, camshaft balancing, engine auxiliary organs, subsidiary body engine control, engine power, engine fuel injection, engine control system, intake/exhaust manifolds, turbocharger and attachments, water pump and components, thermostat and engine cooling housing, water pump and thermostat, engine lubrication system, engine oil pump and control unit, engine lubrication circuit, turbocharger lubrication circuit, engine oil fume recycling/recovery, catalytic converter, gearbox assembly and other, gearbox, gear train/gearbox cover, gears and gear trains, differential and gear trains, transmission return unit, transmission connections, gear controls, transmission gearbox/differential, drive shafts and front joints, drive shafts and rear joints, drive shafts box bridge supports, complete power train supports, power train components reaction unit, complete mechanical gearbox supports, engine radiator cooling, engine cooling circuit, engine oil heat exchanger system, exhaust gas heat exchanger system.

2. MAXIMUM CARE CAMPER WARRANTY

2.1 FCA will warrant all components of the Vehicle supplied and fitted by FCA and provide roadside assistance service up to the maximum time or mileage limits for the Vehicle ("Maximum Care Camper Warranty") as set out in the CONTRACT OPTIONS of the Order Form.

The Customer will not be entitled to the benefit of the Maximum Care Warranty if the maximum mileage limit is exceeded at any time prior to or during the Maximum Care Camper Warranty cover period.

2.2 The Maximum Care Camper Warranty does not cover any repairs or replacements of components which are not Warranty Components.

2.3 The Maximum Care Camper Warranty will be delivered through the Service Network operating in the UK and abroad as outlined in Annex 2.

2.4 If the Vehicle requires repairs covered by the Maximum Care Camper Warranty whilst outside the UK, the Customer must keep all documentation, including receipts, details of components, lubricants or any other materials used to be presented to the Service Network in the UK to be eligible for reimbursements.

2.5 This contract must be presented to the Service Network in order to receive the Maximum Care Camper Warranty.

2.6 FCA excludes liability for all losses, including any loss of profit, goodwill, indirect or consequential loss or loss of business, business interruption or loss of business opportunity.

2.7 The terms of the Vehicle's warranty booklet apply.

2.8 The Maximum Care Camper Warranty cover is subject to the Vehicle having completed all the regular scheduled maintenance due, in accordance with the Manufacturer's recommendations as set out in the owner's handbook (evidenced by certification or stamp), at the time the Vehicle is presented.

2.9 The Maximum Care Camper Warranty includes:

- a) supply of consumables needed to carry out the repair;
- b) supply of replacement or refurbished parts that are deemed unusable or inefficient because of breakdown certified by the person carrying out the operation request;
- c) supply of labour needed to replace or refurbish the above.

2.10 The Maximum Care Camper Warranty cover does not include:

a) repair works of breakages or failures of Warranty Components that are attributable in any way to:

- (i) neglect, vandalism, natural calamities, accidents (both against other vehicles and against barriers or stationary or movable bumps);
- (ii) using the Vehicle in a way that does not conform with the manufacturer's indications;
- (iii) failure to carry out all the regular scheduled maintenance due and/or using parts and/or materials which are not in accordance with the manufacturer's recommendations as set out in the owner handbook where servicing is not carried out within the Service Network;
- (iv) changing the bodywork or mechanical tune-ups without the manufacturer's approval;

b) ordinary maintenance work on Warranty Components, such as, by way of example: changing and topping up oil, oil filter, fuel filter, passenger compartment filter, reloading the air conditioner system;

c) repair work on breakdowns or failures relating to different Warranty Components relating to:

- (i) components subject to wear such as, by way of example and not exhaustive: tyres and rims/wheel rims, spark plugs/glowplugs, clutch, brake discs/pads, batteries, windscreen glass/rear window/headlamp washer-wiper, blades, rear brake shoes, drums, service belts (excluding the timing belt), shock absorbers, light bulbs (inside and outside lights), fuses, exhaust pipe assembly (with the exception of the emissions control system, catalytic converter and included particulate filter), lubricants, filters, wheel registration;
- (ii) after market accessories, trim and equipment not installed by the manufacturer;
- (iii) bodywork components by way of example: washers, wheels, locks and keys, handles, belts, headlights and parts in plastic, gaskets, light bulbs, paint and glass seals (except the sun roof), inside cover and fabrics: doors, seats, mats, sills and engine compartment panel, scrapes, fire and theft damage, scratches, abrasions, chemical type damage;

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ROADSIDE ASSISTANCE SERVICES

Roadside Assistance service ("Service") Terms & Conditions

Definitions

Fiat Camper Assistance Service: An Operations Centre open 24 hours a day, every day of the year, answers calls from customers and provides the assistance required for the Service at no expense to the customer. Universal Freephone number 0800 34281111 or +39 02444 12160.

Vehicle: A Fiat Professional brand vehicle fitted out as a motorhome and sold to the end Customer.

Customer: The driver/user of the Vehicle concerned by the Event and any passengers in the Vehicle.

Breakdown: Any Event which causes the Vehicle to stop running or causes consequential damage or prevents it from being restarted and used as a consequence of a manufacturing defect covered during the period of cover shown on your letter of confirmation.

Other Assisted Problems: Any circumstances which occur during the period of cover which cause immobilisation of the Vehicle:

Lack of fuel, wrong fuel, frozen fuel, battery run down, puncturing on one or more tyres, window breakage which makes the Vehicle unfit for the road, breakage of keys, keys locked inside the Vehicle.

Event: A single fact or occurrence, which may happen during the validity of the Service and which determines the request of Assistance by the Customer.

Conditions for Using the Service: The Service can be used by the Customer only if the Event occurs during the period of cover shown on your letter of confirmation

Countries Where the Service Applies

The service applies to the following countries: United Kingdom and English Channel Islands, Albania, Andorra, Austria, Belgium, Bosnia - Herzegovina, Bulgaria, Continental Denmark, Continental Spain and Mediterranean Islands (including Ceuta and Melilla), Croatia, Cyprus, Czech Republic, Egypt, Estonia, European Russia, Faroe Islands, Finland, France, Germany, Gibraltar, Greece, Hungary, Iceland, Ireland, Israel, Italy, Jordan, Latvia, Libya, Liechtenstein, Lithuania, Luxembourg, Macedonia, Malta, Moldavia, Montenegro, Morocco, Netherlands, Northern Ireland, Norway, Poland, Portugal (including Azores and the Island of Madeira), Principality of Monaco, Republic of San Marino, Romania, Serbia, Slovakia, Slovenia, Sweden, Switzerland, Tunisia, Turkey, Ukraine and Vatican City.

Limitations

The following services:

"Return home or onward journey"

"Pick up of the repaired vehicle"

are only provided if the Event which determines the request occurs at a distance of more than 30 miles from the Customer's place of residence. All Services must be requested directly to Fiat Camper Assistance Service, which must authorize them expressly unless otherwise specified.

Description of the Services;

Mobile Workshop If the Vehicle is not in a condition to continue the journey because of a Breakdown or Other Assisted Problems, the Customer must contact Fiat Camper Assistance Service, who will send an operator (if possible) to the place where the Vehicle is located to repair it. If the Vehicle cannot be repaired on the spot, the operator will have the Vehicle towed to the nearest Fiat Professional Retailer. The Customer will be charged for fuel needed to restart the engine, any spare parts used for the intervention and all other repairs not covered by Warranty.

Towing If, following a Breakdown or Other Assisted Problems, the Vehicle is damaged and consequently cannot move autonomously, the Customer will be provided with a recovery vehicle, paid for by the Service, to tow the Vehicle to the retailer which sold the Vehicle (if the Vehicle has stopped at a maximum of 30 miles from the aforementioned retailer) or to the nearest Fiat Professional Retailer. The Vehicle will be towed to another site identified by the rescue operator if the nearest Fiat Retailer is closed. The Customer is entitled in all cases to demand that the Vehicle be towed to the nearest Fiat Professional Retailer. If the Vehicle is towed by a company who is entitled to the Service on an exclusive basis, the Customer, if required by the rescue operator, must pay for the service and then request reimbursement. If the vehicle stops during off road driving, Roadside assistance will be available with suitable means of recovery.

Courtesy Car

If the time needed to repair the Vehicle following a Breakdown is longer than 4 hours (as certified by a Fiat Professional Retailer on the basis of manufacturer's flat rate schedule), a vehicle will be provided by the Roadside Assistance Provider via a 3rd party rental company free of charge for a maximum of 4 days (public holidays in the period will not be counted) Whilst the hire car is in use, the Customer must respect the terms and conditions of the rental company. The Customer will be charged for optional insurance, excess in the event of an accident, the required deposit (including by means of credit card) and fuel. If the Customer decides to have scheduled and/or routine servicing operations carried out on the Vehicle at the same time as the repairs relating to the breakdown, the Customer will bear any car hire costs which are incurred because of the increased amount of time that the vehicle is off the road.

Travel Expenses

Following a Breakdown, the Customer and any passengers, may use a taxi (or other means of transport) up to a maximum of £60 per Event, regardless of the number of persons assisted. This amount will later be reimbursed. The service is not provided in the case of Vehicle immobility for scheduled servicing operations required by Fiat Professional fitting of accessories and repairs consequent to recall campaigns carried out by the Manufacturer. In order to obtain reimbursement, the Customer-Policy Holder must send: a) dated original receipts for the taxi (or other means of transport); b) copy of Vehicle acceptance document indicating reception date and copy of repair invoice, both issued by the Fiat Professional Retailer. The above mentioned sums will be reimbursed following delivery of documents specified in the above list to the addresses that will be specified directly by the Fiat Camper Assistance Call Centre. For compensation, the date of the receipt of the taxi (or other means of transport) must be between the date shown on the Motorhome acceptance document (completed by a Fiat Professional Retailer) and the date of the Motorhome repair invoice.

Return Home or Onward Journey

If, following a Breakdown, the Vehicle is immobilised more than 30 miles from the Customer's place of residence and the Vehicle cannot be repaired within the day in which the Event occurred, Fiat Camper Assistance Service will organise the return of the Customer and passengers to their home or the continuation of their journey by train (first class), or if the distance is greater than 250 miles by aeroplane (economy class).

Hotel Expenses

If, following a Breakdown, the Vehicle is immobilised more than 30 miles from the Customer's place of residence and the Vehicle cannot be repaired within the day in which the Event occurred, a stay in a local three-star hotel will be organised for the Customer and passengers. Fiat Camper Assistance Service will pay for board and breakfast per person per night, for up to 3 nights, for a maximum of the same number of permitted

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passengers stated in the Vehicle's registration document.

Pick Up of Repaired Vehicle

If, following a Breakdown, the Vehicle is immobilised more than 30 miles from the Customer's place of residence and the Vehicle cannot be repaired within the day in which the Event occurred, the Customer will be provided with a one-way train ticket (first class) or, if the distance is greater than 250 miles, a one-way aeroplane ticket (economy class) to pick up the Vehicle as soon as it has been repaired. Alternatively, the Customer may ask for delivery of the Vehicle to the Customer's place of residence to be organised by Towing or an authorised driver. In this case, the Customer will pay for fuel and toll road expenses incurred to deliver the Vehicle.

Repatriation of the Unrepaired Vehicle

If, following a Breakdown, the Vehicle is immobilised abroad and the time needed to repair it is longer than five days (as certified by the Fiat Professional Retailer), Fiat Camper Assistance Service shall bear every cost for repatriating the unrepaired Vehicle to the Customer's place of residence or to the Fiat Professional Retailer nearest to the Customer's place of residence.

Information Service

Information on shifts and opening hours of Fiat Professional Retailers are provided to all customers on request. The service is provided 24 hours a day, 7 days a week.

Reimbursement of Expenses Paid by the Customer

In order to be reimbursed for expenses incurred, the Customer must send the original (not copies) of receipts or equivalent documents with a brief description of the event, indicating whether the expense was authorised and supplying the reference number provided by the Fiat Camper Assistance Service, the first registration date shown on the V5 document and the personal data of who the reimbursement should be made out to, with bank account information to speed up the bank transfer. All the above must be sent to the addresses specified directly by the Fiat Camper Assistance Call Centre.

Exemptions from the Service

The following exemptions additionally apply, notwithstanding the conditions and specific exclusions of each service:

1. Vehicles sold directly by Fiat Professional to Shipping Agents, Public Transport Agencies, Bus Companies and Government Bodies, such as Police, Fire Brigade, Ministries and Municipalities are excluded.
2. Services are not available following: participation in sporting events (rallies, races, endurance races, off-road races) and test sessions, wars, revolutions, riots and uprisings, looting, acts of vandalism, earthquakes, atmospheric phenomena, including atom transmutation or radiation caused by the artificial acceleration of atomic particles, terrorism, voluntary damage to the Vehicle, vandalism and participation in criminal acts, damage caused by trailers.
3. All services are provided for the period of cover shown on your letter of confirmation and must be requested directly to the Fiat Camper Assistance Service, which will intervene directly or authorise the provision of the services, unless otherwise specified.
4. A customer choosing not to use one or more services is not entitled to compensation or alternative services of any kind by way of compensation.
5. No service providers are liable for damage caused by the intervention of public authorities in the country where the service is supplied or consequent to any other fortuitous, unexpected circumstance.
6. Ambulances are entitled solely to the Mobile Workshop and Towing services.
7. Towing caravans or other trailers are excluded from the services.
8. Costs borne which are not related to the occurrence of the Breakdown Event (food, lodging, taxi, fuel, etc.) shall not be refunded.
9. Scheduled servicing activities are not included in the Service.
10. Vehicles in unsafe conditions or those maintained without following the Manufacturer's instructions are excluded from the service.
11. Accident other than an accident resulting from a manufacturing defect