

COMPLIMENTARY ROADSIDE ASSISTANCE

ROADSIDE ASSISTANCE INCLUDING



ON THE SPOT REPAIR

If the vehicle is not in a condition to continue the journey, Fiat Professional Assistance Service will send an operator (if available) to the place where the Vehicle is located to repair it



HOTEL ACCOMODATION

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 3 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 authorized dealer.

TOLL-FREE NUMBERS OPERATIONAL 24/7

FIAT & FIAT PROFESSIONAL: 00 800 3428 0000

ALFA ROMEO: 00 800 2532 0000

JEEP®: 00 800 0426 5337

ABARTH: 00 800 222784 00

CIAO FIAT
00 800 342 800 00

Alfa InfoMore
00 800 2532 0000

iam Jeep 00 800 0 IAM JEEP
00 800 0 426 5337

24h ABARTH
0080022278400

COMPLIMENTARY ROADSIDE ASSISTANCE

Roadside Assistance service ("Service") Terms & Conditions

Definitions

Fiat Professional 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 00 800 342 800 00 or +39 02 4441 2041

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, completely flat high-voltage battery in case of BEV (Battery Electric Vehicle) models.

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.

Vehicle: a new light commercial vehicle for which the registration number is detailed overleaf.

General

1. FCA will provide roadside assistance service up to the maximum time or mileage limits for the Vehicle as set out in the CONTRACT OPTIONS of the Order Form
2. The Universal Freephone Number is free for all calls made from a landline or mobile phone, except in some European countries for which operators apply an additional cost for calls made from mobile phones and public telephones. This amount varies according to the operator.
3. Fiat Professional Assistance Service reserves the right to ask the Policyholder for any documentation necessary to support any request for assistance, such as the Vehicle's registration certificate or your policy, taking care to block out the information about your income. Work will be carried out subject to local availability, including accommodation or car rental.

Countries Where the Service Applies

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

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 Professional 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 Professional 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 Professional 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. For BEV models, if the high-voltage battery is completely flat, roadside assistance is only provided through the mobile workshop in certain selected areas and, depending on where the car has broken down, only to provide emergency charging on site; this emergency charging allows the customer to continue their journey to the nearest charging point. Where this mobile workshop service is not available, the customer will be guaranteed the towing service to the nearest public charging station. Charging at public charging stations is at the Customer's expense

Courtesy Car If the time needed to repair the Vehicle following a Breakdown is longer than 3 hours (as certified by a Fiat Professional Retailer on the basis of manufacturer's flat rate schedule), a courtesy vehicle will be provided by the repairing Retailer. If the repairing Retailer fails to provide a replacement vehicle, the Roadside Assistance Provider will provide a vehicle 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. If the Customer who receives the service owns a commercial Vehicle and has a public transport licence (taxi drivers included), and the courtesy car on offer does not meet his/her needs, an allowance of £125 will be provided for each day that the Vehicle is off the road, up to a maximum of 5 days. Vehicles of short-term rental companies are not covered by the "Courtesy Car" service. Jeep-brand Vehicles and Alfa Romeo Quadrifoglio models are entitled to this service unconditionally for the full number of man-hours required for repair. For BEV models, a courtesy vehicle is made available free of charge for all types of fault.

Disabled Drivers If the Customer has a disability, for which the Vehicle has been adapted specifically, he/she can make use of an appropriate courtesy car for a maximum of ten days. Should the courtesy car on offer not meet his/her needs, a driver will be provided for a maximum of ten days.

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

COMPLIMENTARY ROADSIDE ASSISTANCE

transport); b) copy of Vehicle acceptance document indicating reception date and copy of repair invoice, both issued by the Fiat Professional Retailer. The amounts aforementioned will be reimbursed after sending the documents listed above to the Fiat Professional Assistance - C/O Allianz Global Assistance, 102, George Street, Croydon, CR9 1AJ address. For compensation, the date of the receipt for the taxi (or other means of transport) must be between the date shown on the Vehicle acceptance document (completed by a Fiat Professional Retailer) and the date of the Vehicle 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 Professional Assistance 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). The decision on the means of transport rests with Fiat Professional Assistance.

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 Professional Assistance Service will pay for board and breakfast per person per night, for up to 5 nights, for a maximum of the same number of permitted 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. The decision on the means of transport rests with Fiat Professional Assistance Service. 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 Professional Assistance 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. The cost of transporting to be spent by Fiat Professional Assistance is limited to the trade-in value of the Vehicle prior to the Incident.

Reimbursement of Expenses Paid by the Customer The Customer must obtain prior approval from Fiat Professional Assistance Service before taking any initiative or incurring any expenses. 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 Professional 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 address shown below:

Fiat Professional Assistance - Allianz Global Assistance UK, 102 George Street, Croydon, CR9 1AJ.

Any expenses incurred without the Assistance Provider's consent will not result in any compensation or after-care service

Claims that have not been filed at the time of need or in agreement with Fiat Professional Assistance Service will not be entitled to a refund or

compensation in the future, with the exception of towing on motorways or related routes. In all cases, the Customer will have to provide the original invoices as proof.

Under no circumstances will any costs that the Customer may have incurred or expect to incur be borne by Fiat Professional Assistance Service (fuel refill, high-voltage battery recharge, toll fees, food, taxis, hotel in case of a stay planned at the site of immobilization, the cost of spare parts, etc.).

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 Professional 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.
12. Recommendations from the WHO or national authorities or restrictions on the free movement of people and goods, regardless of health, safety, weather, aviation traffic restrictions or prohibitions.