



**CHRYSLER**  
CAPITAL.

LEASE-END  
GUIDE





# THANK YOU!

Time flies and your Chrysler Capital lease will soon reach its maturity date. We would like to take this opportunity to thank you for being part of the Chrysler Capital family! And know that, as a member of our family, our commitment to your leasing experience is stronger than ever.

You will soon make decisions regarding your current vehicle and we are here to assist along the way. We value your business and look forward to fulfilling your future auto finance needs.

# LOYALTY HAS ITS REWARDS

As you continue your journey with Chrysler Capital, planning is key to a stress-free lease-end experience. Over the next few weeks and months, you will have options to explore and decisions to make. But don't worry – it's as easy as 1-2-3. Or rather, 90 days, 60 days and 30 days from your maturity date.

As you begin, it's important that you know the Chrysler Capital Lease Serving Team is available to assist with all of your lease-end needs along the way. Whether you have a question about your current account, the options available to you or anything else, call **855-563-5635** for the answers you need.

We hope that, whether you choose to purchase or lease a new vehicle, or purchase your current vehicle, Chrysler Capital continues to be your first choice for all your auto financing needs.

**Stay in the Chrysler Capital family and take advantage of exclusive loyalty rewards.**

You may be eligible for:

- » Chrysler Capital exclusive incentives
- » Returning Lessee Bonus Cash
- » Waived disposition fee
- » Up to \$500 in waived wear and tear fees

**View available offers in your area by visiting [ChryslerCapital.com/Offers](https://ChryslerCapital.com/Offers)**



**90  
DAYS**

## Research

The perfect time to start considering your options is approximately 90 days prior to the end of your lease. If you have questions, the Chrysler Capital Lease Serving Team is available to help.

**60  
DAYS**

## Inspect

Utilize **The Wear Tool** to complete a self inspection. Estimating potential damage now, and contacting your dealership for necessary repairs, can help to eliminate surprises and undue stress down the road.

**30  
DAYS**

## Choose

Upgrade your current vehicle or choose something completely different. When you stay in the Chrysler Capital family with FCA US brands that include some of today's most exciting vehicles, you may be eligible for loyalty rewards.

# STAY IN THE DRIVER'S SEAT



## Lease or purchase a new FCA US brand vehicle

Upgrade to the latest model of your current vehicle or switch to something altogether different. The choice is yours! Start by researching the great lineup of FCA US vehicles to determine which best suits your lifestyle and needs, and visit [ChryslerCapital.com/Offers](https://www.chryslercapital.com/offers) to see what offers may be available in your area. Then, contact your dealer\* to make an appointment for a test drive!

Don't forget, when you re-lease through Chrysler Capital, we'll waive your disposition fee and you may be eligible for additional loyalty rewards! Ask your dealer for more details.

## Purchase your current vehicle

Who says all good things must end? If you've grown attached to your current vehicle and prefer to make it your own, you can work with your dealer\* or contact the Chrysler Capital Lease Serving Team to begin the purchase process.\*\* Financing may be available for qualified applicants.

*\*If you have moved and it is no longer convenient to return to your dealer, you may work with any FCA US dealership. Please contact the Chrysler Capital Lease Serving Team at 855-563-5635 to let us know which dealership you will be working with and reach out to the dealership in advance to make an appointment.*

*\*\*Dealer may charge a document or other administrative fee for processing such purchase, up to the maximum allowed by applicable state law. Please contact your dealer for the amount of such fee.*

Chrysler Capital Lease Serving Team

855-563-5635

## Mileage and wear 101

It's important to know what to look for regarding mileage and wear before you turn in your vehicle. As stated in your Chrysler Capital Lease Agreement, mileage, the condition of your vehicle and its maintenance are your responsibility.

Excessive mileage and wear will result in additional charges. Confirm your mileage allowance and any per-mile overage charge by reviewing your Chrysler Capital Lease Agreement. Then, utilize the following pages and **The Wear Tool** to assist in distinguishing between "normal" and "excess" wear.

After your leased vehicle has been returned, you will receive a vehicle return invoice outlining any remaining amounts due (if applicable), such as disposition fee, payments, excess miles, excess wear, late charges, taxes or other fees. Contact us at **855-563-5635** with any questions about added fees.

| Interior                          | Normal wear   | Excess wear   |
|-----------------------------------|---|---|
| Missing equipment or broken parts | N/A   | <ul style="list-style-type: none"> <li>» Any replacement equipment that does not meet manufacturer's specifications of comparable design, function and quality</li> <li>» Any absent equipment or damaged parts (including keys, key fobs, DVDs for the GPS system, charging cable, charging station, DVD player headphones, DVD remote control, convertible boot, etc.)</li> </ul> |
| Burn holes                        | » Burn holes 1/8 inch or less in diameter                   | » Burn holes larger than 1/8 inch in diameter   |
| Cuts, tears and singed areas      | » Cuts, tears and singed areas 1/2 inch or less in diameter | » Tears, rips, cuts and singed areas exceeding 1/2 inch in diameter   |
| Stains                            | » Removable stains  | » Irremovable stains or any stain that requires replacement of upholstery or carpeting  |



| Exterior   | Normal wear  | Excess wear  |
|--|--|--|
| Structural/Unibody/Frame   | N/A  | » Absent or nonfunctional exterior parts are chargeable in all instances   |
| Cracks, scrapes, scratches, dings, dents, rust/corrosion and repairs | <ul style="list-style-type: none"> <li>» Individual instances of damage over two inches if the cost to repair does not exceed \$100</li> <li>» Scratches that can be buffed out during reconditioning</li> <li>» Single instances of damage two inches or less in diameter, excluding hail damage and punctures</li> </ul> | <ul style="list-style-type: none"> <li>» Excess overspray, conspicuous sand/grinding marks, uneven texture or poor color match greater than two inches in diameter</li> <li>» One or more occurrences of body, bumper or molding damage greater than two inches in size</li> <li>» Punctures or cracks to painted surfaces that will exceed \$100 to repair</li> <li>» All substandard repair or damage that compromises the safety or structural integrity of the vehicle</li> <li>» Any defect that reduces market appeal or impairs vehicle appearance</li> <li>» Damaged chrome bumpers</li> </ul> |
| Glass windshield   | » Cracks, stars or stone chips 1/2 inch or less in diameter  | » Damage greater than 1/2 inch in diameter or any hole   |
| Glass/lenses: lights, turn signals and lamps                         | » Cracks two inches or less  | » Cracks exceeding two inches  |
| Mechanical/electrical vehicle maintenance                            | N/A  | <ul style="list-style-type: none"> <li>» Incomplete or subpar repairs</li> <li>» Any vehicle system/mechanical failure caused by noncompliance with manufacturer's recommended maintenance program</li> <li>» Broken or malfunctioning equipment</li> <li>» Any replacement component that fails to meet manufacturer's specifications</li> </ul>  |
| Tires  | <ul style="list-style-type: none"> <li>» Tread of at least 4/32 inch when measured at the shallowest point</li> <li>» Tire type, size and brand must match and comply with manufacturer's recommendations</li> </ul>   | <ul style="list-style-type: none"> <li>» Tires in any condition that represents a risk to driver/passenger's safety including cuts, sidewall plugs and gouges</li> <li>» Non-matching brands or improper tire sizes</li> <li>» Studded tires</li> </ul>  |
| Wheels   | » Scuffs or minor nicks to wheels or wheel covers  | <ul style="list-style-type: none"> <li>» Cracked, bent, mismatched or broken wheels or wheel covers</li> <li>» Wheels/wheel covers that are not original equipment or of equal quality, function and design</li> </ul>   |
| Aftermarket modifications  | N/A  | <ul style="list-style-type: none"> <li>» Any modification to the vehicle's performance components, suspension or fuel system</li> <li>» Any change to paint color, non-factory paint scheme or wrapping</li> <li>» Engraved, etched or tinted glass that represents a risk to driver/passenger safety, is of poor quality or is outside legal regulations</li> <li>» Spray-on bed liners not installed by dealer</li> <li>» This list is for reference only and may not specify all instances of chargeable vehicle modifications</li> <li>» Tow hitches not installed by FCA US dealer</li> </ul>     |

## End-of-lease checklist

### If you want to turn in your vehicle ...

- Contact the Chrysler Capital Lease Serving Team at **855-563-5635** to arrange for a prereturn inspection, or self-schedule an inspection online through our certified vendor, AiM. Make sure you have your full 17-digit VIN and Chrysler Capital account number handy. See next page for full details.
- You may be eligible for loyalty incentives through Chrysler Capital, see **the Loyalty section** of this guide.
- Contact your dealer to set up an appointment.
- Complete an Odometer Statement at your dealership.
- Return all keys and fobs, manuals and any other accessories that came with your leased vehicle.
- If necessary, update, remove or cancel your toll tag.
- Where applicable, cancel or remove your license plates.
- Remove all of your personal items.
- Delete all stored information and connected devices such as cell phones and garage door controls.

### Important notes

**Regarding account closure** - To avoid delays with terminating your lease, we recommend contacting the Chrysler Capital Lease Serving Team within 24 hours to let us know where you returned your vehicle.

**Regarding property tax** - Please be advised that some jurisdictions bill for property tax once per year. Potential property taxes could be billed at a later time (even after vehicle turn in), and closed accounts may be re-opened due to property tax assessments.

**If you want to keep your current vehicle ...** You may work with your dealer\* for purchasing assistance or contact the Chrysler Capital Lease Serving Team at **855-563-5635**.

**If your account is set up with Auto Pay ...** It is important to contact the Chrysler Capital Lease Servicing Team prior to your final payment due date to discuss lease-end payment options.

*\*Dealer may charge a document or other administrative fee for processing such purchase, up to the maximum allowed by applicable state law. Please contact your dealer for the amount of such fee.*

[www.ChryslerCapital.com/Lease-End-Options](http://www.ChryslerCapital.com/Lease-End-Options)





### Prereturn inspection - avoid the unexpected

Prereturn inspections help you avoid the unexpected by eliminating surprises on your final vehicle return invoice. To help you determine wear and use on your vehicle, Chrysler Capital will cover the cost of a prereturn inspection completed with our certified vendor. They work around your schedule to provide a free and easy assessment of your leased vehicle's wear.

Typically completed between 10 and 90 days before the end of your lease contract, you can schedule your own prereturn inspection with a certified inspector. Self-schedule on **ChryslerCapital.com/Lease-End-Options** or contact the Chrysler Capital Lease Servicing Team at **855-563-5635** for assistance.

### Benefits of a prereturn inspection

- » The inspection is free of charge to you, the customer
- » No surprise excess wear charges on your final vehicle return invoice
- » Flexible self-scheduling option at your convenience and location of choice
- » Comprehensive assessment of your vehicle's wear, helping you understand any outstanding wear and tear obligations, if applicable
- » The opportunity to visit your dealer to have repairs completed prior to turning in your leased vehicle
- » Avoid the hassle of unexpected damages that could occur post turn-in (example: transport or dealership lot damage)
- » The vendor will provide an on-the-spot copy of the inspection report, plus you can request additional copies later

For more information on scheduling your prereturn inspection, please visit **ChryslerCapital.com/Lease-End-Options**.

# FAQ

## **When should I expect to receive my vehicle return invoice?**

You should expect to receive your vehicle return invoice approximately 30 days after your vehicle is returned or sold. Some states require lessors to send vehicle return invoices via certified mail. Please ensure you pick it up at your local post office.

## **What could be included on my vehicle return invoice?**

Items that are most frequently included on a vehicle return invoice can include, but are not limited to: excess wear and tear, mileage overages, the disposition/vehicle return fee, unpaid payments, fees, property tax owed, etc.

## **Do I get credit or will I receive a refund for any unused miles?**

No, we do not apply credits or refund for unused miles. At the initiation of your lease, your residual balance and payments were determined based on the number of miles you planned to drive.

## **How long do I have to pay my vehicle return invoice?**

Your vehicle return invoice is due upon receipt.

## **Can I pay my vehicle return invoice by credit card?**

No, we do not accept credit cards. However, we offer various payment methods, including debit card, bank account, MoneyGram, Western Union and physical checks. Please note that service fees may apply to some methods of payment. To make a payment or inquire about payment options and any related fees, please contact the Lease Servicing Team at **855-563-5635**.



## **Contact the Lease Servicing Team**

**Hours: Monday – Friday, 7:00 a.m. to 9:00 p.m. CT**

**Saturday, 7:00 a.m. to 5:00 p.m. CT**

**Phone: 855-563-5635**





# **CHRYSLER**

---

C A P I T A L®

©2024 Santander Consumer USA Inc. All rights reserved. Chrysler Capital is a registered trademark of FCA US LLC and licensed to Santander Consumer USA Inc. Lease agreements are owned by CCAP Auto Lease Ltd. and serviced by Chrysler Capital. Chrysler, Dodge, Jeep, Ram and Wagoneer are registered trademarks of FCA US LLC. ALFA ROMEO and FIAT are registered trademarks of FCA Group Marketing S.p.A., used with permission. All other trademarks are the property of their respective owners. CCAP-67292-CUST\_W\_011624

