



**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 lease-end experience is stronger than ever.

You will soon make decisions regarding your current vehicle and we are here to assist along the way. We hope this guide is a helpful tool as you approach the end of your lease.

# 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 Lease Servicing 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.



**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 Lease Servicing Team is available to help.

**60  
DAYS**

## Inspect

Utilize **The Wear Tool** to complete a self inspection. Estimating potential damage now, and contacting your originating 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. Check out the latest lineup of FCA US cars, trucks and SUVs.

# 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. Then, contact your originating dealer\* to make an appointment for a test drive!

## **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 Lease Servicing 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 originating dealer, you may work with any FCA US dealership. Please contact the Lease Servicing 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.*

## 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, unpaid payments, excess miles, excess wear, late charges, taxes or other fees. Contact the Lease Final Bill team at **855-383-0558** 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 originating 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>

## Important Notes

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

**Please note:** Auto Pay will automatically cancel after your last scheduled payment is drafted. However, if your last scheduled payment is less than your regular scheduled payment amount, or if there is a change in your account status, your last scheduled payment will NOT be drafted, and you will be responsible for making your payment by the due date.

Any additional amounts still due and/or that may come due, which are not a part of your regular scheduled payment, will not be drafted by Auto Pay and will be reflected on your Lease-End Final Bill. Taxes and/or fees that may come due after your Lease-End Final Bill is sent will be reflected in a subsequent bill.

**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.

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

**If you want to keep your current vehicle** - You may work with your originating dealer\* for purchasing assistance.

*\*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.*

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

## End-of-lease checklist

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

- Self-schedule a prereturn inspection online through our certified vendor, AiM, by going to [selfschedule.aiminspect.com](https://selfschedule.aiminspect.com) or by calling **866-621-9123**. Make sure you have your full 17-digit VIN and Chrysler Capital account number handy. See next page for full details.
- Contact your originating 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.





Lease Servicing Team 855-563-5635

### 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.

To be completed between 10 and 90 days before the end of your lease contract, you can schedule your own prereturn inspection at [selfschedule.aiminspect.com](https://selfschedule.aiminspect.com) or call **866-621-9123**. They work around your schedule to provide a free and easy assessment of your leased vehicle's wear.

#### Benefits of a prereturn inspection

- » The inspection is free of charge to you, the customer
- » 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 originating 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](https://ChryslerCapital.com/Lease-End-Options).

# FAQs

## **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.

## **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. Please see your lease agreement for more information. If additional charges become due after the vehicle return invoice has been issued, another invoice will be mailed to you.

## **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 accept payments from checking or savings bank accounts or physical checks with no additional fee. We also accept payments by debit card, digital wallet options including Apple Pay, Google Pay, PayPal and Venmo, or through third-party payment processing companies, such as PayNearMe, CheckFreePay, MoneyGram and Western Union.

Please note that Chrysler Capital's third-party payment processing partners charge a fee to process payments made by debit card and digital wallet. Fees may also apply for other third-party payment options. Chrysler Capital retains no part of these fees. To make a payment and/or inquire about free payment options or the third-party fees associated with other payment options, please contact the Lease Final Bill team at **855-383-0558**.



# **CHRYSLER**

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**CHRYSLER** | **The Wear Tool\***  
CAPITAL

- 1/8" burn hole
- 1/2" windshield crack/star interior cuts and tears

Dings, dents and scratches on exterior panels, lights, turn signals and lamps less than 2" - no charge

← 2" →

**The Wear Tool provides estimates only. Excess wear charges, if any, will be determined at the official vehicle inspection(s).**

1/8" minimum tread depth at shallowest point for acceptable wear

**TIRE TREAD DEPTH**

**\*The Wear Tool provides estimates only. Excess wear charges, if any, will be determined at the official vehicle inspection(s).**