

N08, N49 & R16 Recall Customer Handling Guidelines
November 18, 2015

Eligible Vehicles

Only unremedied (Incomplete Status) as of July 24, 2015 for the following recalls:

- **Safety Recall N08** - The rear axle pinion nut on the vehicle may loosen due to undersized pinion shaft splines. A loose pinion nut could cause the rear axle to seize or cause the driveshaft to separate resulting in a loss of motive power.
 - o 2009-2012 Ram 1500 trucks manufactured from Feb. 27, 2008, through June 30, 2009, and from Dec. 1, 2009, through Oct. 20, 2011
 - o 2009-2011 Dodge Dakota trucks manufactured from Feb. 27, 2007, through June 30, 2009, and from Dec. 1, 2009, through Sept. 30, 2011
 - o 2009 Chrysler Aspen trucks manufactured from Jan. 3, 2008, through Dec. 18, 2008
 - o 2009 Dodge Durango trucks manufactured from Jan. 3, 2008, through Dec. 18, 2008.

- **Safety Recall N49** - The left tie rod ball stud on the truck may fracture under certain driving conditions.
 - o 2008-2012 MY Ram 2500 4x4 and 3500 4x4 trucks
 - o 2008-2012 Dodge Ram 3500 4x2 Cab Chassis
 - o 2008 Dodge Ram 1500 Mega Cab 4x4 vehicles

- **Safety Recall R16** - The left tie rod ball stud on the truck may fracture under certain driving conditions.
 - o 2008-2012 Ram 4500 and 5500 trucks manufactured from Feb. 20, 2007, through Dec. 22, 2012

Customer Options

Eligible customers will have their choice of **only** 1 of 3 options.

1. **Complete the recall** and receive a \$100 Visa Prepaid Card
2. **Receive a vehicle repurchase** offer at Fair Market Value plus 10% of the Fair Market Value (“Fair Market Value” is defined as the “Blue Book Trade-in Value” calculated within the FCA US / Kelly Blue Book microsite)
 - a. After September 1, 2015 Customers can go to **fcarecall.com** to see their estimated buyback value
 - b. The cost of any Vehicle Modifications are excluded, unless verification provided by owner showing modification was part of the original vehicle purchase
 - c. After October 1, 2015 Customers can contact their dealership to arrange for an inspection:
 - i. Dealers will be instructed to call a third party administrator to arrange for an inspection appointment
 - ii. At Inspection, final offer will be presented to customer
 - iii. Customer has three options:
 1. Complete vehicle recall and receive \$100 Prepaid Card
 2. Accept repurchase offer
 3. Now through January 4, 2016 work with dealer to trade in vehicle utilizing the Trade In Bonus Incentive (see Option 3)
3. **Trade In Offer** (Available August 20, 2015 – January 4, 2016)
 - a. Customer works with dealer to establish vehicle trade-in value
 - b. Dealer takes in the trade, in conjunction with new vehicle sale
 - c. Customer receives all current applicable incentives Plus \$2,000 Bonus Incentive on Ram Brand products or \$1,000 Bonus Incentive for Chrysler, Jeep, Dodge or Fiat products (some exclusions apply – reference Incentive Program Rules)

Dealer Handling Guidelines

Option 1 Customer Completes Recall and Receives \$100 Visa Prepaid Card

- Dealer completes recall and submits recall claim
- Dealer provides customer Repair Order
- Customer will be able to retrieve the Prepaid Card Redemption Form via **fcarecall.com** website or contact Customer Care at 866-814-1480
- Dealers can also obtain Prepaid Card Redemption Form on DealerConnect under the Service Tab/Repair Information
- Customer submits paperwork to Program Administration to receive \$100 Visa Prepaid Card
 - o Program Administration information is available on the Prepaid Card Redemption Form
 - o Customers are eligible for Prepaid card if recall was completed on or after July 24, 2015

Option 2 Vehicle Repurchase

- On or after October 1, 2015, if owner intends on proceeding towards vehicle repurchase, owner is to contact dealer.
- Dealer advises customer of the three options available (Have recall remedy performed and receive \$100 Prepaid card, work with dealer to trade in vehicle utilizing the Trade In Bonus Incentive through January 4, 2016, or receive repurchase offer). If customer still elects repurchase offer, dealer notifies Program Administration at 1-844-840-3730 and provides customer contact information.
- Program Administration will contact customer to collect needed owner information and start repurchase process. Program Administration will ask for FCA US N08, N49, R16 Eligible Vehicle Repurchase Request Form (found in DealerConnect), printed Kelly Blue Book (KBB) offer letter, proof of ownership and lienholder contact information. If needed, customer may contact program administration at 1-877-457-0484.
- Customer and third party inspector meet at dealership at scheduled date and time. Customer signs final offer letter and surrenders the vehicle.
- Dealer remedies recall on vehicle, submits recall claim and awaits vehicle pickup.
- If condition of vehicle is not acceptable upon third party vehicle inspection, customer has the option to remedy recall and receive \$100 Prepaid card, work with dealer to trade in vehicle utilizing the Trade In Bonus Incentive through January 4, 2016, remediate condition of vehicle that is not acceptable to third party vehicle inspector, and have another inspection by Program Administration, or accept deduction to repurchase offer.

Option 3: Vehicle Trade-In Assistance Incentive

- Refer to Incentive Rules for Program 39CGJ
- Dealer works with customer to establish vehicle trade-in value
- Dealer takes in the vehicle trade-in, in conjunction with new vehicle sale
- Dealer completes recall immediately upon trade-in, and submits recall claim
- Dealer claims incentive money after recall claim is entered and validated in Warranty System
- If customer orders a new FCA vehicle, they may retain their present vehicle until the new vehicle arrives:
 - o Dealer must perform the recall on the original vehicle prior to releasing vehicle back to the customer
 - o Incentive Sold Order Protection Rules will apply

Dealer Handling Guidelines (Fleet Specific)

Option 1 Customer Completes Recall and Receives \$100 Visa Gift Card

- Fleet Customers with 25 Vehicles or more will have the option to submit for a direct check reimbursement following all open recall vehicles are repaired (Process in development)
 - o \$100 per completed vehicle after July 24, 2015.
- Remaining Fleet Customers will follow the Retail Process.

Option 2: Customer Buyback

- On or after October 1, 2015, if owner intends on proceeding towards vehicle repurchase, owner is to contact dealer.
- Dealer advises customer of the three options available (Have recall remedy performed and receive \$100 Prepaid card, work with dealer to trade in vehicle utilizing the Trade In Bonus Incentive through January 4, 2016, or receive buyback offer). If customer still elects repurchase offer, dealer notifies Program Administration at 1-844-840-3730 and provides customer contact information.
- Program Administration will contact customer to collect needed owner information and start repurchase process. Program Administration will ask for FCA US N08, N49, R16 Eligible Vehicle Repurchase Request Form (found in DealerConnect), printed KBB offer letter, proof of ownership and lienholder contact information. If needed, customer may contact program administration at 1-877-457-0484.
- Customer and third party inspector meet at dealership at scheduled date and time. Customer signs final offer letter and surrenders vehicle.
- Dealer remedies recall on vehicle, submits recall claim and awaits vehicle pickup.
- If condition of vehicle is not acceptable upon third party vehicle inspection, customer has the option to remedy recall and receive \$100 Prepaid card, work with dealer to trade in vehicle utilizing the Trade In Bonus Incentive through January 4, 2016, remediate condition of vehicle that is not acceptable to third party vehicle inspector, and have another inspection by Program Administration, or accept deduction to repurchase offer.

Option 3: Trade-In Assistance Incentive

- Refer to Fleet Incentive Rules for Program 37AGH
- Customer receives VIP or Government Bid Base Incentive
- Fleet Sales Type 2, 3, 5 and 8 are eligible for Fleet Program 37AGH
 - o Must have an active Fleet Account Number (FAN)
 - o \$500 Out of Stock Fleet Dealer Cash Program CF1F_ is eligible (Out of Stock Only)
- Dealer works with customer to establish trade-in value
- Dealer takes in the trade-in, in conjunction with new vehicle sale
- Dealer completes recall immediately upon trade in, and submits recall claim
- Dealer claims incentive money after recall claim is entered and validated in Warranty System.
- If customer orders a new FCA vehicle, they may retain their present vehicle until the new vehicle arrives
 - o Dealer must perform the recall prior to releasing vehicle back to the customer
 - o Incentive Sold Order Protection Rules will apply