



June 8, 2015

TO: ALL U.S. FCA DEALERSHIPS
ATTN: DEALER PRINCIPAL, GENERAL MANAGER, SERVICE MANAGER & PARTS MANAGER

SUBJECT: FROM PIETRO GORLIER – SUPPORTING CUSTOMERS AFFECTED BY RECALL REPAIRS

Dear Partners,

Referring to the N45/46 Jeep recalls, a recent newspaper article quoted a CJDR Service Advisor as saying, "... We are probably doing about two per day. It's going to take months to clear them." This was after a customer complained to NHTSA that this same dealer said they have a "six-month waiting list" to complete the recall.

As it turned out, that particular dealer not only has/had plenty of parts available, but also the dealer management is fully committed to expedite any customer in need of a recall repair execution.

I would like to remind you that there is an overabundance of rear reinforcement assemblies available for these two recalls in warehouses, and ample supply has been shipped to each dealer. This is an example where we (FCA and its dealers) didn't show what we are and what we stand for: **supporting our customers and taking care of them.**

It is imperative that, together, we take care of every detail of our processes.

FCA, our dealers, and Service and Parts Managers have an obligation to complete recalls as quickly as possible. We need to make it a priority to stock recall parts and dedicate time to complete the service. Inhibiting the completion of any recall once parts are available is untenable.

We look to you to ensure your teams are knowledgeable with the facts so they can guide and service the customer effectively.

All in service,

Pietro Gorlier
President and CEO
Mopar Service, Parts & Customer Care

AUTHENTIC PERFORMANCE

