

N45 Customer Handling Guidelines
August 20, 2015

Eligible Vehicles

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

- **N45** - The fuel tank on the vehicle has a chance of experiencing a fuel leak during certain types of rear end collisions.
 - o 1993-1998 Jeep Grand Cherokees

Customer Options

Eligible customers will have their choice of **only** 1 of 2 options.

1. **Complete the recall** and receive a \$100 Visa Prepaid Card
2. **Trade In Offer**
 - a. Customer works with dealer to establish trade value
 - b. Dealer takes in the trade, in conjunction with new vehicle sale
 - c. Customer receives all current applicable incentives Plus either a \$1,000 Bonus Incentive on a Chrysler, Jeep, RAM, Dodge or Fiat product (some exclusions apply – reference Incentive Program Rules) OR a \$1000 Visa Prepaid Card useable for Parts or Service at the authorized FCA US dealer conducting the trade in

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 Trade Assistance Incentive/ Parts and Service

- Refer to Incentive Rules for Program 39CGK (for new vehicle purchase incentive)
- Dealer works with customer to establish trade value
- Dealer takes in the trade, in conjunction with new vehicle sale
- Customer has the option to take \$1000 trade assistance incentive on the new vehicle purchase **OR** a \$1000 Visa Prepaid Card useable for Parts or Service at the authorized FCA US dealer conducting the trade in
 - o To use \$1000 trade assistance incentive dealer follows program rules for Program 39CGK
 - o To obtain \$1000 Prepaid Card for Parts or Service, dealer is to call the Program Administrator at 844-840-3730
- 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