



TAKATA RECALL CANVASSING PROGRAM

PROGRAM INTRODUCTION

Door to door canvassing is being utilized by Stellantis to maximize Takata recall completion rate effected by the Takata recall. Stellantis is sending representatives to the registered owners' home to discuss scheduling a repair for the open safety recall. These representatives will assist owners in scheduling Takata recall repair appointments and will be contacting dealers on the owners' behalf.

A canvassing service provider, MarketSource, will be conducting the in-person outreach to owners. The owners will receive a mail notification prior to a scheduled visit to their addresses. The canvassing representatives, referred to as Recall Specialists, will be wearing branded clothing with the airbag recall logo and a photo identification badge, also with the airbag recall logo as well as text describing that they are "on assignment with Chrysler Dodge Jeep Ram". They will explain the recall to the owners and offer to assist them in setting up a repair appointment at the owner's preferred dealer or, if no preferred dealer, a nearby dealer will be contacted. The Recall Specialist will have the ability to utilize a dealer's online appointment scheduler if available or may call/email the dealer on owners' behalf. A door hang card with the Recall Specialist's contact information will be left at addresses in which no contact is made. Currently, this canvassing program is planned to be 29 states and 64 metro markets see attached table.

IMPACT TO DEALERS

This program does not involve new methods of customer handling, or additional services to be offered beyond those outlined in the current Takata recall programs. The warranty reimbursement procedure for VINs which will be canvassed is unchanged. Reference the current campaign publications for the applicable reimbursement procedures. To reduce owner inconvenience, Recall Specialists may inquire with you about the availability of loaner vehicles or pickup and delivery services. Please support their requests as you have been doing already. With your partnership providing appointment availability and parts, this program will increase your numbers of Takata repairs and save lives.

MarketSource is the service provider who will be conducting the canvassing. Regional and local representatives will be in contact with each dealership in the areas to be canvassed to provide further detail on this program and verify the preferred point of contact for scheduling and communication. MarketSource staff will then have direct contact with the appropriate dealer staff to discuss the local canvassing operations and verify dealers' preferred method of appointment scheduling.

CUSTOMER CONTACTS

Owners who receive the canvassing mail notification or are contacted by a canvassing representative may contact your dealership with questions regarding the canvassing outreach. Please welcome them to your dealership and answer any questions that they may have. Inform them that the canvassing outreach is a FCA conducted program to assist owners with Takata recall repair scheduling, and that the Recall Specialist (canvassing representatives) are on assignment with FCA.

Owners with additional questions or concerns may also contact the FCA Call Center at 833-585-0144. Thank you for your cooperation.

Metro Market	State
Birmingham	AL
Little Rock	AR
Phoenix, Tucson	AZ
LA; Orange County; Inland Empire; Sacramento; San Diego; Fresno; Modesto/Stockton; Bakersfield; Oakland/Hayward	CA
Denver	CO
Orlando; Miami; Jacksonville; Tampa; Pensacola	FL
Atlanta	GA
Chicago	IL
Indianapolis	IN
Kansas City (& Topeka)	KS
Louisville	KY
New Orleans; Baton Rouge; Lafayette	LA
Baltimore	MD
Detroit	MI
St Louis	MO
Jackson	MS
Charlotte; Raleigh; Greensboro	NC
Newark	NJ
Albuquerque	NM
Las Vegas	NV
Cincy; Cleveland; Toledo; Dayton; Columbus	OH
Oklahoma City; Tulsa	OK
Philly	PA
San Juan	PR
Columbia; Greenville	SC
Memphis; Nashville; Chattanooga; Knoxville	TN
McAllen; San Antonio; El Paso; Dallas; Houston; Austin; Laredo; Corpus Christi; Lubbock	TX
Salt Lake City	UT
Arlington/DC; Richmond	VA

