

Sent: Friday, December 08, 2017 3:40 PM

Subject: UPDATE Dodge Sprinter Airbag Recall

First of all – Thanks for your response and efforts to get this recall accomplished as soon as possible. Likewise thanks for all of the feedback you have shared with us from the dealer issues you have encountered.

Yesterday we have received additional direction from the FCA Service and Safety team related to the obstacles we have encountered so far. See the attached pdf. FCA management will participate on our follow up call Friday Dec 8th to address questions you may have. Specifically they have responded to the following key issues.

1. Dealer Repair Eligibility on Sprinters: Some dealers have responded that they are not authorized to perform repairs on Sprinters. However the fact is that **ALL** FCA Dealers **are** authorized and equipped with the diagnostic computers to perform this specific recall – even if they are not aware of it.
2. Parts Availability: Many dealers have replied that parts are not available or that they are on allocation not to exceed one part without the old part being exchanged. However FCA has confirmed for us that parts are available in their PDC's and any dealer can order them at any time. In the event your dealer encounters an allocation we will be provided a "Hotline" with FCA's Safety Office (see topic #4) that will assist the dealer to obtain the needed number of replacement parts.
3. Mobile Service: Currently 35 FCA dealers in major metro markets provide Mobile Service. Additionally a 3rd party mobile service vendor has been retained by FCA to perform this recall in California and Texas. As major gaps are identified FCA will evaluate expanding the 3rd party service.
4. Support "Hotline" for Frito Lay: When any dealer support issue is encountered, we will be provided a key contact in the FCA Service / Safety team who will assist with problem resolution.

In the interim, feel free to share the attached one pager with any dealer that pushes back on our request for repair. More details will be provided on tomorrow's call. Talk to you then.