



Chrysler Commitment

Customer Handling Guidelines for Owners Incentive (39CN4)

Eligible Vehicles:

- **Eligible Vehicles:** 17-18MY Pacifica PHEV owner's impacted by Safety Recall Z11
- **Z11 Recommended Guidelines:** Refrain from charging, and to park away from structures and other vehicles
- **Background:** Some of these customers may have previously been involved in Recall W46 which involved potential corrosion with the 12-volt system
- **Customer Care:** If customer requires immediate assistance, please contact Customer Care on the customer's behalf at **(800) 853-1403**

Dealer Handling Guidelines for Owners Incentive (39CN4) (Available March 10-June 30, 2022)

- Refer to Incentive Rules for Program (39CN4)
- Dealer confirms customer eligibility via DealerConnect – Targeted Direct Mail Inquiry
 - If Customer is second owner, or name cannot be validated, contact Incentives Assistance Center at (800) 227-0757
- Dealer takes in the trade, in conjunction with new vehicle sale (if applicable)
- Customer receives all current applicable incentives PLUS BONUS Incentive:
 - **\$2,000:** 22MY Chrysler Brand Products (excludes Pacifica Touring)
 - **\$1,000:** Jeep, Ram, Dodge and Fiat Products (see program rules for exceptions)
- If Customer orders a new Stellantis vehicle:
 - They may retain their present vehicle until the new vehicle arrives
 - If customer is uncomfortable driving present vehicle in interim:
 - Dealer will call Customer Care at 1-800-853-1403 to warm transfer for goodwill consideration
 - Dealer can provide a Courtesy Transportation unit to customer at Dealer's own discretion
- Pricing and Incentive Sold Order Protection Rules will apply
- Dealer completes recall post trade-in once fix is established
- **Upon Delivery of New Vehicle**
 - Dealer completes new delivery check list, including but not limited to:
 - Vehicle delivered clean inside and out; car inspected for any damage
 - Vehicle fully charged and training performed on how to charge (if applicable)
 - Vehicle features and how to operate reviewed
 - Connected service benefits explained
 - Dealer introduced to Service department

OD82484

03/25/2022

- Dealer contacts customer within 72 hrs of delivery to inquire if customer has any further questions and is satisfied