



Customer Arbitration Process

VERY IMPORTANT

Experience has shown that most customer concerns can be resolved without resorting to the Customer Arbitration Process. To best serve you, we recommend that you do the following:

1. *Attempt to resolve your concern with dealership management.*
2. *If additional help is needed, contact:*

Customer Relations
Chrysler Group LLC
P.O. Box 21-8004
Auburn Hills, MI 48321-8004

3. *The final step should be arbitration.*

We want you to be happy with your Chrysler Group LLC (“Chrysler Group”) vehicle. Customer satisfaction, your satisfaction, is the all-important ingredient for success in our business.

To ensure customer satisfaction, Chrysler Group offers a Customer Arbitration Process that supplements the other Chrysler Group customer relations handling procedures. This process is administered independent of Chrysler Group. Complaints submitted to the Customer Arbitration Process are resolved through arbitration, if not settled earlier. (ARBITRATION IS THE PROCESS BY WHICH TWO OR MORE PARTIES AUTHORIZE A THIRD PARTY OR PANEL TO RESOLVE THEIR DISPUTE.) This particular arbitration process is only binding upon Chrysler Group— not upon you.

We encourage you to discuss your problem with your Dealer and the Chrysler Group Customer Call Center before filing a complaint with the Customer Arbitration Process. You do, however, have the right to take your problem directly into the Customer Arbitration Process, which will attempt to resolve your problem in a fair and equitable manner. The Customer Arbitration Process is part of our effort to do everything possible to resolve warranty-related concerns.

The Customer Arbitration Process

In those few instances where Chrysler Group cannot resolve a warranty complaint, you have the opportunity to have an impartial hearing and decision through the Customer Arbitration Process. Your request for arbitration will be received by the National Center for Dispute Settlement (“NCDS”), which will decide if your complaint qualifies for arbitration. If so, your complaint will be referred to either a person serving as an independent Arbitrator (“Arbitrator”) assigned by NCDS, if you asked for an oral hearing, or to a 3-person panel of neutrals for decision, if you asked for a documents-only review.

There is no need to hire a lawyer to handle what could be costly and time-consuming legal action.

The Customer Arbitration Process is a free service provided by Chrysler Group for owners of Chrysler Group vehicles. NCDS is an independent dispute settlement organization with Arbitrators throughout the country. The person, serving as an Arbitrator assigned by NCDS, or panel (depending on whether you want an oral hearing or a documents-only review) will review your warranty complaint and make a decision.

If you elect to have an oral hearing, the person serving as Arbitrator will review your written statement concerning your vehicle’s service problems, Chrysler Group’s written statements concerning the same problem and your vehicle’s service history. He or she will listen to you and the Chrysler Group Representative.

If you elect to have a documents-only review, the panel will review and study your written statement concerning your vehicle's service problems, Chrysler Group's written statements concerning the same problem, and your vehicle's service history. The panel will then make a decision about your complaint. Neither you nor a Chrysler Group Representative need to be present at the panel's meeting, although you may attend, and no person would make an oral presentation.

Decisions of the Arbitrator or panel are binding on Chrysler Group but not on you unless you accept the decision.

When Do You Contact the Customer Arbitration Process?

While it is not a prerequisite to qualify for an NCDS review, we strongly recommend that you contact the Customer Arbitration Process only after you have gone through the normal complaint handling process. First, tell the Dealer of the problem; then, if the Dealer cannot solve your service problem, contact Chrysler Group's Customer Relations Office. If you then wish to pursue the matter further, submit your complaint through the Customer Arbitration Process.

How Do You Request Arbitration?

Fill in the attached Application and mail to the Customer Arbitration Process at the address pre-printed on the Application. You may also email your Application to info@ncdsusa.org or call 800-777-8119 for assistance.

NCDS will review your request for arbitration and inform you if your problem is within the jurisdiction of the Program. If so, the Process will follow the steps outlined herein.

Who Is NCDS?

The National Center for Dispute Settlement (NCDS) is a private, independent dispute settlement service organization.

Who Are the Members of the Panel? (For documents-only review)

The panel consists of three voting members:

1. A local consumer advocate.
2. An independent technical representative.
(A.S.E.* certified, to provide technical expertise.)
3. A representative from the general public.

*National Institute of Automotive Service Excellence.

NATIONAL CENTER FOR DISPUTE SETTLEMENT
Chrysler Group's Customer Arbitration Process
P.O. Box 727
Mount Clemens, MI 48046

VERY IMPORTANT: Be very specific in describing your current unresolved problems. Include copies of any receipts, service repair orders, complaint letters to the dealer or Zone Representative, and any other relevant documents.

Nature of current unresolved problem:* _____

Number and dates of repair attempts (if any):* (1) _____ (2) _____ (3) _____
If more, specify: _____

What do you feel should be done to resolve your problem:* _____

ARBITRATION AGREEMENT

In signing this Arbitration Agreement, I understand that I am not bound by the decision of the arbitration process unless I accept it. I also understand that if I accept the decision, Chrysler Group LLC will be bound by the decision and will be required to perform the terms of the decision within the timeframe prescribed in the decision. I further understand that if I am dissatisfied with the decision or Chrysler Group LLC's eventual performance of the decision, I may pursue other legal remedies available to me in my state, including the use of small claims court. Whether or not I accept the decision of the arbitration process, the decision is admissible in any subsequent legal proceeding concerning my dispute. I acknowledge notification that this dispute settlement process does not take the place of any available state or federal legal remedies.

Signed by _____

*Please use additional sheets of paper as necessary to describe these items.

What Cases Are Eligible for Arbitration?

The Customer Arbitration Process reviews only vehicle disputes involving Chrysler Group's Limited Warranty or Chrysler Group's Mopar Part Limited Warranty on a Chrysler Group vehicle. It does not handle problems which involve the original sale of a new or used vehicle, personal injury or property damage (or claims for subsequent damages), fires, accidents, abuse of the vehicle, disputes relating to design of the vehicle or part, or disputes which are already the subject of litigation.

NOTE: Chrysler Group reserves the right to amend or cancel this program at any time without notice.

How Does the Customer Arbitration Process Work?

After NCDS receives your Application, the following steps will be taken:

1. An acknowledgment or receipt of your complaint will be sent, by mail, within ten (10) days. This acknowledgment will advise you if the complaint is within the jurisdiction of the program.

If your complaint is not within the program's jurisdiction, you will receive a letter of explanation. If your complaint is within jurisdiction, NCDS will phone you to see if you want an oral hearing or the documents-only process. Arkansas consumers will also be asked if they want a single arbitrator to hear the dispute at a mutually convenient location or if they want a panel of three (3) Arbitrators to hear the matter.

2. There is no cost to you for submitting your complaint through the Customer Arbitration Process.
3. If your complaint is within the program's jurisdiction, NCDS will request Chrysler Group to present their side of the dispute. Chrysler Group will be requested to submit copies of repair orders, correspondence relating to your complaint, and other appropriate information. You will receive copies of Chrysler Group's responses from NCDS.
4. While your dispute is pending, either NCDS or the Chrysler Group office serving your area may contact you to see if your case can be settled by agreement. If a settlement is offered to you, you will be asked to sign a form that contains that settlement. Your case will then be closed. There is no requirement for you to participate in this settlement process. Unless you reach a settlement, your participation will not affect the handling of your case and you will receive a decision by the Arbitrator or panel from NCDS.
5. The Arbitrator or panel will get all documents and facts dealing with your case before the date of review. These documents will include your complaint, Chrysler Group's response to your complaint, and your response, if any, to the information supplied to the panel or by the Chrysler Group.
6. If the Arbitrator or panel determines that an advance inspection of your vehicle is necessary to make its decision, you will be contacted to arrange for an

inspection. These arrangements will be made to minimize any inconvenience to you. If appropriate, a free loaner vehicle may be provided during the period of inspection.

7. If you select a documents-only review, the panel of Arbitrators will meet to review and decide your case. Neither you nor Chrysler Group need to be present. You may attend the meeting as an observer; however, oral presentations will not be allowed. In order to attend, you may notify NCDS of your request and they will notify you of the time, date, and place of the board meeting.

If you have requested an oral hearing, NCDS will contact you to arrange a convenient time and place for the hearing. Usually, this will be at a dealership near you.

8. You and Chrysler Group will be notified of the decision in writing. This statement will include the decision, any action to be taken by Chrysler Group, and the time by which the action must be taken.
9. The decision will be binding on Chrysler Group but not on you unless you accept the decision.
10. If any action is required on the part of Chrysler Group, you will be contacted by NCDS within ten (10) working days after the date by which Chrysler Group must act to determine whether performance has been rendered.

11. The entire dispute settlement process, from the time your complaint is received to the time the decision is made, will normally take no longer than 40 days.

12. Chrysler Group's dispute settlement procedure does not take the place of any state or Federal legal remedies available to you. Whether or not you decide to submit your dispute to the Customer Arbitration Process, you are free to pursue other legal remedies, unless your state requires use of an arbitration process first.

***The Customer Arbitration Process
is a part of our Customer Satisfaction System.***



14CAB-226-GA