

CHRYSLER GROUP LLC

TO: Fleets with Chrysler Group LLC In House Warranty or Drop Ship Privileges

SUBJECT: Changes to communications and payments

Beginning with 2006 model year Chrysler Group LLC is requiring all fleets with In House Warranty or drop ship privileges to enroll in DealerCONNECT and electronic funds transfer (EFT) program. Chrysler Group LLC has eliminated all paper statements effective June 1, 2005 and all paper checks effective July 31, 2005.

DealerCONNECT is the only method of communication between Chrysler Group LLC and its dealer body and will be the primary method of communication with its fleet customers. The DealerCONNECT system will allow you to download new vehicle prep and warranty payment statements weekly. This system will include the warranty administration manual, the latest warranty bulletins, and will allow you to check vehicle warranty repair history. The system will also allow you to check individual vehicles for outstanding recalls. DealerCONNECT training tab will allow you manage the formal Chrysler Group LLC training for your technicians. The DealerCONNECT is a dynamic system that has many features and will allow for continued growth and improvement.

EFT, (Electronic Funds Transfer), is simply the best, fastest, most secure way to transfer funds from Chrysler Group LLC for the routine payment of new vehicle prep and warranty claim monies. The funds are sent direct from Chrysler Group LLC's bank to the account of your choice at your financial institution.

To enroll in EFT simply follow the directions on the attached form to complete and submit your application. If you are already enrolled in EFT you already know the benefits but, will still need to enroll in DealerCONNECT. Please complete the enclosed application form and follow directions for submission. It will require a computer with internet access.

FAILURE TO HAVE THESE AGREEMENTS IN PLACE WITHIN 30 DAYS OF RECEIPT WILL, UNFORTUNATELY, RESULT IN TERMINATION OF YOUR IN-HOUSE WARRANTY AND/OR DROP SHIP PRIVILEGES! SO PLEASE TAKE ACTION TODAY.

If you have questions call 248-512-2863.

Chrysler Group LLC
Fleet & Commercial Vehicle Service
1000 Chrysler Drive
CIMS 485-06-02
Auburn Hills, MI 48326

Chrysler Group LLC Checkwriter EFT Application Instructions

Electronic Funds Transfer is a payment option offered to customers of Chrysler Group LLC. You may elect to have your payments electronically deposited to the financial institution of your choice. Statements representing payment detail will be forwarded to the address of record.

Payments made in U. S. funds can be directed to your U. S. bank of choice. The U.S. bank must be an ACH member (Automated Clearing House). Canadian-funded payments can only be directed to a Canadian bank/financial institution. Notification/acknowledgement of deposit will be in accordance with the practices of individual banking institutions.

How to Enroll

- The customer completes the EFT application for Warranty Reimbursements &/or Servicenet Reimbursements. (The bank routing number or ABA number/Transit number can be obtained from the customer's account officer at the banking institution).
- The form must be signed by a financial officer of the company.
- The customer submits the completed form along with a copy of the signing officer's business card to Accounts Payable (see address below).

Account Validation

- A test payment of \$0.05 is created and electronically forwarded into the respective banking system. A printed statement notifying the customer of our attempted deposit is typically mailed two days prior to receiving the EFT deposit.
- ***THE CUSTOMER IS THEN REQUIRED TO ACKNOWLEDGE RECEIPT OF A SUCCESSFUL \$0.05 DEPOSIT.***
- After confirming with your bank that the \$0.05 payment has been deposited in your account, the Chrysler Group LLC statement could be used as the instrument of confirmation. Please be very specific that the \$0.05 payment was "successfully deposited", sign the document and include your customer code.
- Once the acknowledgement is received and acted upon, all future payments will be electronically transferred. Any supplier payment inquiries should continue to be routed to the sponsoring Chrysler Group LLC department.

Checkwriter Inquiries:

E-mail: checkwriterhelp@chrysler.com

Fax Completed Form To:

Attention: Chithra Kutty

Fax: 801-236-3784

Chrysler Group LLC Checkwriter EFT
(Warranty Reimbursement)

Accounts Payable - Electronic Funds Transfer

Vendor No.: GG X
(Dealer Code)

Sponsoring Chrysler Group LLC Dept.: GG Warranty Payments

Customer Name: _____

Customer Address: _____

City, State, Postal Code: _____

Name of Company President: _____ President's Fax No.: _____

EFT Contact Person: _____ Contact Phone No.: _____

E-Mail Address: _____ *(Will be used for remittance detail if applicable)*

TYPE:

☐ Initial Electronic Funds Application

☐ Change Electronic Funds Transfer Information

Name of Financial Institution: _____

Account Number: _____

City, State, Postal Code: _____

Type of Account: Checking ☐ Savings ☐

U.S. Bank's Routing Number: _____
(MANDATORY 9 DIGITS)

Canadian Bank Routing: _____ _____
(Bank Code) *(Branch/Transit No.)*

Applicant's Signature Date
(Financial Officer's Signature Required-If Applicable)

Checkwriter Inquiries:

E-mail: checkwriterhelp@chrysler.com

Fax Completed Form To:

Attention: Chithra Kutty

Fax: 801-236-3784

Name *(Please Print)*

Title *(Please Print)*

Chrysler Group LLC Checkwriter EFT
(Servicenet Reimbursement)

Accounts Payable - Electronic Funds Transfer

Vendor No.: FF X
(Dealer Code)

Sponsoring Chrysler Group LLC Dept.: FF Fleet Operations

Customer Name: _____

Customer Address: _____

City, State, Postal Code: _____

Name of Company President: _____ President's Fax No.: _____

EFT Contact Person: _____ Contact Phone No.: _____

E-Mail Address: _____ *(Will be used for remittance detail if applicable)*

TYPE:

☐ Initial Electronic Funds Application

☐ Change Electronic Funds Transfer Information

Name of Financial Institution: _____

Account Number: _____

City, State, Postal Code: _____

Type of Account: Checking ☐ Savings ☐

U.S. Bank's Routing Number: _____
(MANDATORY 9 DIGITS)

Canadian Bank Routing: _____
(Bank Code) (Branch/Transit No.)

Applicant's Signature Date
(Financial Officer's Signature Required-If Applicable)

Checkwriter Inquiries:
E-mail: checkwriterhelp@chrysler.com
Fax Completed Form To:
Attention: Chithra Kutty
Fax: 801-236-3784

Name *(Please Print)*

Title *(Please Print)*

CHRYSLER GROUP LLC
AUTHORIZED FLEET SERVICE AGREEMENT

This agreement between Chrysler Group LLC (CG), and

_____ a (n)
(Name of Fleet Operator)

_____ (Fleet Operator), located at
(Individual, Partnership, Corporation, LLC, Government Agency)

(Street Address, City, State)

Following is a statement of facts underlying this Agreement:

CG authorizes Fleet Operator to perform the following types of services
(initial the applicable group):

_____ Group A – New Vehicle Preparation

_____ Group B – New Vehicle Preparation & Limited Warranty Repairs

on Chrysler Group LLC vehicles owned and /or leased by Fleet Operator at
facilities located at:

(Street, City, State)

("Authorized Service Facility"). CG is willing to allow Fleet Operator to perform
service at the Fleet Operator's Authorized Service Facility.

The parties agree as follows:

1. **SERVICE AND PRE DELIVERY PERFORMANCE.** CG authorizes Fleet Operator to perform service, pre delivery inspection and pre delivery preparation at the Fleet Operator's Authorized Service Facility authorized in writing by CG solely on vehicles owned or leased and operated by Fleet Operator which qualify for the group of service designated above (referred to as "Service Adjustments").
2. **PAYMENT.** Fleet Operator will apply for payment for Service Adjustments performed by Fleet Operator under this Agreement and CG will pay Fleet Operator

for such Service Adjustments as follows: (a) for labor in accordance with CG's Schedule of Time Allowances set forth in CG's Labor Operation Time Schedule Manuals applicable to the vehicles multiplied by that agreed-upon hourly labor rate for the labor portion of such service and (b) for parts used in such service on the basis of CG's current dealer net price list plus 40% or the percent markup as determined by Chrysler Group LLC from time to time.

3. CG OBLIGATIONS. CG will (a) furnish Fleet Operator, without charge, CG's Warranty Policy and Procedure Manual, applicable to the vehicles; (b) have CG representatives visit the authorized Service Facility on a regular basis and extend reasonable efforts to assist in the proper handling of fleet service requirements and service claim processing, and (c) offer general and specialized service courses from time to time to which Fleet Operator will send members of Fleet Operator's service organization at Fleet Operator's sole cost and expense. (d) Service Literature: Service literature is available from the Chrysler Group LLC DealerCONNECT / TechAuthority web site. The Chrysler Group LLC Service Publications - Fleet License Agreement fees and restrictions apply. (See attached Service Publications - Fleet License Agreement)
4. FLEET OPERATOR'S OBLIGATIONS. (a) Fleet Operator will (i) provide and maintain a sufficient number of competent, trained service personnel at the Authorized Service Facility to ensure the satisfactory completion and repair of Service Adjustments performed by Fleet Operator, and send, at Fleet Operator's sole expense, such personnel to service courses offered from time to time by CG; (ii) perform its responsibilities for Service Adjustments in a good and workmanlike manner, in accordance with CG's recommendations, specifications and instructions relating thereto and in compliance with all governmental requirements and regulations; (iii) comply with the provisions set forth in CG's Warranty Policy and Procedure Manual, as amended from time to time by CG in CG's sole discretion, which provisions and amendments thereto are incorporated herein by reference; (iv) perform Service Adjustments only at the Authorized Service Facility or such other facility as CG may approve in writing, and maintain such Facility so that it is adequate in size and layout for service to allow Fleet Operator to fulfill its responsibilities under this Agreement; (v) provide at the Authorized Service Facility adequate service equipment and basic tools common to the trade and such special tools and equipment peculiar to CG vehicle as may be necessary to enable Fleet Operator to fulfill its responsibilities for service under this Agreement; (vi) and all other books and records concerning Service Adjustments performed hereunder for two (2) years and allow CG to audit the books and records upon request; (vii) not use in the vehicle preparation or warranty repair of CG motor vehicles any part of parts which are not in fact CG parts as defined in the Warranty Policy and Procedure Manual; (viii) perform all service as an independent contractor and not as an agent of CG, and shall assume responsibility for, and indemnify and hold CG harmless from, any and all claims (including, but not limited to, claims resulting from Fleet Operator's negligent or willful acts or omissions) arising out of or in connection with

Fleet Operator's performance of such Service Adjustments or other services performed.

(b) Fleet Operator further agrees that it shall fully comply and effectively fulfill the unique service requirements listed below for the group of service designated at the beginning of this Agreement and any additional requirements which CG may, from time to time, establish.

(i) Group A – New Vehicle Preparation: Maintain service bays, having compressed air, water, electricity, and a battery charger, and at least one full range hoist, maintain and use normal technician hand tools; attend CG Road Ready Training courses.

(ii) Group B – Limited Warranty Repairs: The Warranty Department will submit claims to CG using the CG warranty claim entry section of DealerCONNECT (Service Tab). Claims will be accepted through CG's online claim entry system. Acquire and maintain CG Diagnostic Scan Tool, and attend CG, or successor, Component Training Course before performing service work.

Excludes: Major Assemblies and Powertrain repairs or replacements.

Includes: Minor Recalls and RRT (Rapid Response Transmittal) repairs.

5. NOT A DEALER AGREEMENT. Fleet Operator understands and agrees that this Agreement does not give it any right to sell new CG motor vehicles or chassis, or any right to use the word "Chrysler Group LLC" or any other trademark or service mark (including the distinctive outline or form thereof) owned by CG and /or its subsidiaries and affiliates, and that this Agreement applies solely to the operation of the authorized Service Facility. Fleet Operator will not use any such name or trademark in or as part of its trade name.
6. TERM AND TERMINATION. This Agreement shall continue until terminated by either party upon at least thirty (30) days prior written notice to the other party unless fraud is determined by a CG Audit, in which case termination will be immediate. Paragraph 2, and 4(a) (vi) and (viii) will survive termination of this Agreement.
7. NOTICES. Any notice required or permitted under this Agreement must be in writing and will be effective upon receipt, if delivered personally, or upon deposit in a United States Post Office, postage prepaid, addressed, as appropriate, either to Fleet Operator at the Authorized Service Facility, or to Chrysler Group LLC Fleet and Commercial Vehicle Service at CIMS 483-08-15, 800 Chrysler Drive, Auburn Hills, MI 48326, or to such other addresses as the parties may designate in writing.
8. ENTIRE AGREEMENT AND INTERPRETATION. This agreement and the Warranty Policy and Procedure Manual incorporated herein by reference, constitute the entire agreement between the parties. This Agreement is not valid unless executed by a duly authorized officer or executive of the Fleet Operator and CG Fleet Operations on behalf of CG, provided; however, that amendments to the

Warranty Policy and Procedure Manual will be valid if signed by the Manager of Warranty Administration of CG. This Agreement will be construed under the laws of the State of Michigan. The waiver by either party of any breach of or default under any provision of this Agreement will not operate as a waiver of such provision or of any subsequent breach or default.

IN WITNESS WHEREOF, the parties have executed this Agreement as of the date set forth below:

Chrysler Group LLC

Licensee Applicant

By: _____
(Signature)

By: _____
(Signature)

(Printed)

(Printed)

Title: *Senior Manager*
Mopar Fleet Service

Title: _____

Date: _____

Date: _____

Mail signed agreement to:

Chrysler Group LLC
Mopar Fleet Service
1000 Chrysler Drive
CIMS 485-06-02
Auburn Hills, MI 48326-2757

Revised 1/24/12

Chrysler Group LLC Fleet Service Fleet Dealer Self-Site Service Repair Facility Inspection Report

Fleet Dealer Name: _____

Fleet Facility Manager: _____

Facility Address: _____

Mailing Address: _____

City: _____

City: _____

State: _____

State: _____

Zip: _____

Zip: _____

Phone: _____

Fax: _____

Total Number of Chrysler Group LLC Vehicles in Fleet: _____

Email: _____

Total Number of Vehicles in Fleet: _____

List any other Direct Warranty Agreements with other Manufactures/Accounts including Labor Rates:

FACILITY CAPABILITIES

NUMBER OF SERVICE BAYS: (Minimum of 2 Required)		PARTS STORAGE AREA AND ADEQUATE SPACE:	
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EQUIPMENT AVAILABILITY

X = Indicates Minimum Requirements for that level of Repair Approval/Authorization

A	B	Equipment	Yes / No	Number Available	A	B	Equipment	Yes / No	Number Available
X	X	AIR COMPRESSOR					A/C-FREON RECOVERY		
		ALIGNMENT MACHINE					TIMING LIGHT		
		WHEEL BALANCER					TACHOMETER		
		BRAKE LATHE					WELDING EQUIPMENT		
		ENGINE /EXHAUST ANALYZER			X	X	HOISTS (Minimum of 1 required)		
X	X	BATTERY CHARGER (Minimum of 1 required)			X	X	TECHNICIAN HAND TOOLS		
		VOLT/AMP TESTER				X	CHRYSLER DIAGNOSTIC SCAN TOOL		

PERSONNEL		
TECHNICIAN NAME	SKILL LEVEL	CERTIFICATIONS

TRAINING RECOMMENDATIONS

COMMENTS/SUMMARY

FLEET/DEALER REQUESTING APPROVAL FOR (Indicate Only One)	
A = New Vehicle Prep (NVP) Only: _____	B = NVP and Limited Warranty Repairs: _____

CHRYSLER GROUP LLC - <i>INTERNAL PURPOSES ONLY</i>
<p>_____ Approved</p> <p>_____ Not Approved Fleet Dealers Repair Facility does not meet minimum requirements at this time. Refer to Comments/Summary Section Above.</p> <p>Chrysler Representative Only: _____ Inspection Date: _____</p>

Revised 12/09