

WAGONEER “TEN CUSTOMER PROMISES” STANDARDS

OVERVIEW

Wagoneer vehicles are premium vehicles, and the customer experience for these vehicles should be as special as the vehicles themselves. For your dealership to effectively represent the Wagoneer vehicles, your dealership must provide a premium level of customer treatment for your Wagoneer customers.

The Wagoneer customer experience is built around our “**Ten Customer Promises.**” Jeep dealers that sell and service Wagoneer vehicles should make and keep these “Ten Customer Promises” with respect to their Wagoneer operations and Wagoneer customers.

- Promise 1:** Our dealership will provide excellent customer service and be a **Customer First** dealer.
- Promise 2:** Our dealership will use **tablet technology** throughout the sales and service process.
- Promise 3:** Our dealership will be staffed with fully-trained **Wagoneer Ambassadors** for both sales and service.
- Promise 4:** Our dealership will ensure each vehicle sold is delivered to the customer with a **full tank of gas**.
- Promise 5:** Our dealership will **wash and clean** the vehicle inside and out at delivery and after service, and **restore all customer settings**.
- Promise 6:** Our dealership will offer **remote** showroom, test drives, and delivery for sales, and vehicle **pickup** and **delivery** for service.
- Promise 7:** Our dealership will provide an appropriate **service loaner** for service customers.
- Promise 8:** Our dealership will provide **convenient mobile, online** and **in-vehicle** service **scheduling** and **communication** for service customers and provide a **proactive** service approach by supporting **remote diagnostics** and **over the air updates**.
- Promise 9:** Our dealership will provide complimentary **Wi-Fi**, charging stations, and high-quality **beverages and snacks** in all service lounges.
- Promise 10:** Our dealership will support **Wagoneer Client Services**, which provides dedicated **24/7** customer support and complimentary **maintenance**, including tire rotations, oil changes, trip interruption, and 1st day rental coverage.

Additional explanation regarding the Promises is set forth in **Appendix A**.

We may offer from time-to-time programs to support dealer investment in satisfying these “Ten Customer Promises” Standards. As of the date of this document, those programs include: (1) the **Wagoneer Certified Dealer Program**, under which dealers may be eligible to receive annual certifications as “Wagoneer Certified” dealers and related recognition benefits, subject to the terms and conditions of the program, and (2) the **Wagoneer Premium Achievement Program**, under which dealers may be eligible to receive certain monthly payments relating to Wagoneer vehicles, subject to the terms and conditions of the program.

EFFECTIVE DATE

The Wagoneer “Ten Customer Promises” Standards are effective on **July 1, 2021**, and will remain in effect until amended, changed, modified, or withdrawn by us. Dealers should take all necessary steps prior to July 1, 2021 to be in compliance with these standards as of the effective date. Please note that, at all times, the standards remain subject to change as we may deem necessary or desirable in our business judgment.

APPLICABILITY

All Jeep dealers who sell and service Wagoneer vehicles should make and keep the Wagoneer “Ten Customer Promises” with respect to their Wagoneer operations and Wagoneer customers. We reserve the right, with or without notice, to amend, change, modify, or withdraw these Wagoneer “Ten Customer Promises” Standards, or adjust how they apply in any state, at any time in our business judgment.

COMPLIANCE WITH THE PROMISES

We will assess whether a dealer complies with these “Ten Customer Promises” Standards by conducting monthly reviews using the assessment methods described below. Our monthly assessment methods may evolve over time, and may become more exacting as we and our dealers gain experience marketing and selling the Wagoneer vehicles. In addition, we may modify our monthly assessment methods to address changing market conditions surrounding the marketing, sale, and service of the Wagoneer vehicles.

We also reserve the right to assess compliance with the “Ten Customer Promises” Standards in any other manner we determine to be appropriate in our business judgment. Our assessment processes may include our visiting the dealer’s premises. In conducting our assessments, we may use third party contractors. The dealer must allow us (and any third party vendor as we may designate) access to the dealer’s premises in order to conduct any such assessment in the manner that we in our business judgment determine is appropriate.

We reserve the right to exercise our reasonable business judgment in applying our standards and making assessment determinations.

WAGONEER MONTHLY REVIEW

On a monthly basis, we will review your dealership’s compliance with the “Ten Customer Promises” Standards by using three different assessment methods. In order to be deemed compliant with the standards for any given month, your dealership must satisfy all of the criteria under all three assessments.

The three assessment methods are set forth, and described below. All references to the last day of the month refer to the date of “sales close” for the month, unless expressly indicated otherwise.

1. CUSTOMER FIRST ASSESSMENT

For this assessment, we will review the status of your dealership's Customer First performance.

- Assessment Date:** Following the end of the month, we will review the information and data that we have collected or maintain.¹
- Assessment Criteria:**
- (1) For the month of July 2021, dealer must have met at least one of the following Customer First criteria, as determined by us:
 - Dealer was a 2020 CFAFE Certified Dealer,
 - Dealer met all 5 Customer First Pillars for 1st Qtr. 2021, or
 - Dealer met all Customer First requirements for 2nd Qtr. 2021,
 - Dealer met June 2021 Customer First performance metrics and Q2 2021 training requirements under Customer First,
 - Dealer met July 2021 Customer First Program requirements.
 - (2) For the month of August 2021 and all subsequent months, Dealer must meet the then-current Customer First Program Rules in effect for such month, as determined by us, for both Sales and Service.

2. WAGONEER AMBASSADOR ASSESSMENT

For this assessment, we will review whether your dealership has satisfied and is current with respect to our Wagoneer Ambassador training requirements, as published by us.²

- Assessment Date:** Last day of the third month within a quarter, rather than sales close, unless we publish otherwise.
- Assessment Criteria:** Our records must indicate that both:
- The percentage of dealer's Sales Personnel (or a minimum of two, whichever is greater) are current in Wagoneer Ambassador training, as set forth in the charts below;³ and
 - The percentage of dealer's Service Personnel (or a minimum of two, whichever is greater) are current in Wagoneer Ambassador training, as set forth in the chart below.⁴

¹In the event that a dealer changes its controlling ownership or executive management resulting in Stellantis assignment of a new dealer code, then the subsequent dealer must independently qualify for Customer First in the month they become active. A dealer's Customer First status is not transferable to a successor dealer.

² Promise 3 requires that your dealership have fully-trained Wagoneer Ambassadors for sales and service, through whom sales and service interactions with Wagoneer customers should take place. We reserve the right in our business judgment to disqualify a dealer from participating in any Wagoneer program that takes into account compliance with these Wagoneer "Ten Customer Promises" Standards if the dealer has engaged in gross or repeated failure to use Wagoneer Ambassadors for interactions with Wagoneer sales and service customers.

³ In determining the percentage of trained Sales Personnel, we will base our determination on dealership employees who are assigned the following primary position codes at primary dealer: (1) Code 02 (General Manager), (2) Code 03 (General Sales Manager), (3) Codes 04 and 41 (Sales Managers), and (4) Codes 12 and 42 (Sales Consultants). In addition, we will only consider personnel who were in their position codes prior to the start of the current calendar quarter, unless they have completed all training necessary to be current in Wagoneer Ambassador training. Those who come into a required position code during the current quarter will have until the third month of the following quarter to complete the Wagoneer Ambassador requirements and will not be counted for purposes of dealer achieving the required percentages until such time.

⁴ In determining the percentage of trained Service Managers and Service Advisors, we will base our determination on dealership employees who are assigned the following primary position codes at primary dealer: (1) Codes 09, 17, and 33 (Service Managers), and (2) Codes 13 and 27 (Service Advisors). In addition, we will only consider personnel who were in their position codes prior to the start of the current calendar quarter, unless they have completed all training necessary to be current in Wagoneer Ambassador training. Those who come into a required position code during the current quarter will have until the third month of the following quarter to complete the Wagoneer Ambassador requirements and will not be counted for purposes of dealer achieving the required percentages until such time.

	Q1 2022			Q2-Q4 2022		
	Jan	Feb	Mar	Apr / Jul / Oct	May / Aug / Nov	Jun / Sep / Dec
Position Code “Start” Date prior to beginning of Quarter	-	-	60% Sales/Service Wagoneer Ambassador + all 3 Experts	-	-	50% Sales/Service Wagoneer Ambassador + all 3 Experts
Position Code “Start” Date within Quarter	Begin Wagoneer Certified Courses. Not measured for current quarter unless all courses completed. Will be measured beginning in the third MONTH of the next quarter.					

	Q1-Q4 of Each Subsequent Year		
	Jan / Apr / Jul / Oct	Feb / May / Aug / Nov	Mar / Jun / Sep / Dec
Position Code “Start” Date prior to beginning of Quarter	-	-	50% Sales/Service Wagoneer Ambassador + all 3 Experts
Position Code “Start” Date within Quarter	Begin Wagoneer Certified Courses. Not measured for current quarter unless all courses completed. Will be measured beginning in the third MONTH of the next quarter.		

All 3 Experts = Jeep Expert, Uconnect Expert, Mopar Expert.

3. WAGONEER OPERATIONS ASSESSMENT

For this assessment, we will review whether your dealership has engaged in specific and identifiable activities with respect to its Wagoneer operations and Wagoneer retail customers during the month. Our assessment will be based on information and data that we collect or maintain in our records.

Assessment Date: Following the end of the month, we will review the information and data that we have collected or maintained.

Assessment Criteria: Dealer must demonstrate that it has performed the required activities by satisfying all of the assessment criteria for each of three areas below.

A. Wagoneer Sales Processes

	Activity	Assessment Criteria
Wagoneer Sales Processes	Dealer Uses Tablet / iShowroom Pro in the Wagoneer Sales Process for Each Wagoneer Sales Customer	
	Dealer Completes OS+ Email Process for Each Wagoneer Sales Customer	
	Dealer Completes the Uconnect Enrollment Process for Each Wagoneer Sales Customer	
	Dealer Delivers a Full Tank of Gas to Each Wagoneer Sales Customer	
	Dealer Delivers a Clean Vehicle to Each Wagoneer Sales Customer	
	Dealer Introduces Wagoneer Client Services to Each Wagoneer Sales Customer	
	Dealer Offers a Remote Sales Experience to Each Wagoneer Customer	

B. Wagoneer Service Processes

	Activity	Assessment Criteria
Wagoneer Service Process	Dealer Uses wiADVISOR 3.0 for Each Wagoneer Service Customer	<ul style="list-style-type: none"> For the months of July and August 2021, dealer has enrolled in wiADVISOR 3.0 by the last day of the month, For the month of September 2021 and all subsequent months, dealer has enrolled in wiADVISOR 3.0, and has completed training for wiADVISOR 3.0, by the last day of the month. For October 2021 and all subsequent months, for 85% of the Wagoneer closed vehicle repair orders (warranty and customer pay) entered into the dealer's DMS system during the month, the repair order data must demonstrate that dealer used wiADVISOR 3.0 in the service write-up process.⁵
	Dealer Delivers a Clean Vehicle after Service to Each Wagoneer Service Customer	<ul style="list-style-type: none"> Starting in October 2021 and all subsequent months, dealer must have submitted an Active Delivery Checklist (or alternative form that we may require), for 85% of the vehicles that were written up using wiADVISOR 3.0. The Checklist must be electronically signed by the customer, that demonstrates that the dealer performed all of the required re-delivery actions for the Wagoneer customer. The Checklist should be completed no later than 48 hours of the repair order closure to receive credit.
	Dealer Restores the Settings on the Vehicle for Each Wagoneer Service Customer	<ul style="list-style-type: none"> Starting in May 2022, any dealer with a CSI score of 935 or more will receive a conditional pass on the Active Delivery requirement
	Dealer Offers an Appropriate Service Loaner to Each Wagoneer Service Customer	<ul style="list-style-type: none"> For the months of July and August 2021, dealer has enrolled in our Courtesy Transportation Program (CTP) by the last day of the month, For the month of September 2021 and all subsequent months, dealer has enrolled in CTP by the end of the month and has provided customers with appropriate vehicles as required during the month.⁶

⁵ Notwithstanding the 85% requirements set forth in the chart above, a dealer will be deemed to have satisfied the criteria for a given month if, during the month: (1) the dealer had *two to five* Wagoneer vehicle repair orders and demonstrated wiADVISOR 3.0 usage and performed the required actions on all but *one* such repair order, or (2) the dealer had *six to twelve* Wagoneer vehicle repair orders and demonstrated wiADVISOR 3.0 usage and performance of the required actions on all but *two* such repair orders.

⁶ The loaner vehicle should be a current or prior model year of the following vehicles: a Wagoneer vehicle, Jeep Grand Cherokee, Jeep Grand Cherokee L, Jeep Wrangler, Jeep Wrangler Unlimited, or Jeep Gladiator. Dealers may temporarily use Dodge Durango vehicles, Chrysler Pacifica vehicles, or RAM 1500 Crew Cab as loaner vehicles for service customers who need appropriate seating capacity or towing capacity while their Wagoneer vehicles are being serviced (2020 model year or later are eligible). However, after the supply of Wagoneer vehicles and Jeep Grand Cherokee (WL) vehicles is sufficient to stock CTP fleets, as determined by FCA US, then the Dodge Durango, Chrysler Pacifica, and RAM 1500 Crew Cab may no longer be used as loaner vehicles. Also, during this temporary period only, 2020 model year or later Certified Pre-Owned vehicles and applicable trims listed above with less than 10,000 miles, Dealer Loaner/Demo (Type 33) and Old CTP (Type 22) can be used as loaners.

	Dealer Offers a Remote Service Experience to Each Wagoneer Customer	<ul style="list-style-type: none"> Starting in September and all subsequent months, dealer has offered on its website through the wiADVISOR scheduling tool the ability for Wagoneer customers to select pickup and drop-off services for their vehicles.
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C. Wagoneer Customer Amenities

	Activity	Assessment Criteria
Wagoneer Customer Amenities Category	Dealer Offers Free Wi-Fi for Wagoneer Customers	<ul style="list-style-type: none"> Starting in August 2021, dealer must have uploaded by the last day of the month; (1) images to the Wagoneer Dashboard establishing that each amenity required was provided, and (2) proof of purchase for snacks and beverages (Note: Dealer only needs to upload images and receipts one time for the period January through December. Once a dealer has uploaded the images for the applicable twelve- month time period, dealer will be deemed to have complied with the uploading criteria by the last day of the month for all months remaining in the twelve-month period.)
	Dealer Offers Charging Stations for Wagoneer Customers	
	Dealer Offers Complimentary High-Quality Hot & Cold Beverages for Wagoneer Customers	
	Dealer Offers Complimentary High-Quality Snacks for Wagoneer Customers	

WAGONEER “TEN CUSTOMER PROMISES” STANDARDS

APPENDIX A

THE “TEN CUSTOMER PROMISES” STANDARDS EXPLAINED

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THE “TEN CUSTOMER PROMISES” STANDARDS EXPLAINED

PROMISE 1: CUSTOMER FIRST

Promise 1 is about the Wagoneer customer experience at your dealership.

Today’s customers expect high levels of customer service and treatment. Although this applies with respect to all aspects of our business, this is nowhere more important than with respect to customers and owners of Wagoneer vehicles, which place our product portfolio in a premium industry segment where the highest levels of customer service and treatment are simply the norm.

We have developed the Customer First Program to ensure that you are able to provide the level of treatment and service that all your customers expect and demand.

Promise 1, therefore, is that your dealership will provide our customers with an experience at your dealership consistent with the standards to become a Customer First dealer. Both the Sales and the Service requirements must be met to meet Promise 1.

PROMISE 2: TABLET TECHNOLOGY

Promise 2 is about using technology to enhance the Wagoneer customer experience.

In today’s world, our customers live and work in an environment of technology. It is their base expectation when shopping for, buying or leasing, or servicing a vehicle that the process utilizes relevant technology. This is particularly important with respect to Wagoneer customers, where the level of technology used in the sales and service process should align with the level of technology of these premium vehicles.

Your dealership, therefore, must use **tablet technology** throughout each Wagoneer customer’s experience at your dealership. This includes using **iShowroom Pro** and **OS+** via a tablet on the sales side beginning from when a prospective customer first walks into the showroom to new vehicle delivery. And, on the service side, it involves utilizing **wiADVISOR 3.0** on a tablet throughout the service experience, from the meet-and-greet to re-delivery of the vehicle.

We provide your dealership with resources to help you provide the level of technology that our customers are expecting. You can learn more about the technology support we provide for our dealers, as well as our technology expectations, by visiting the DealerCONNECT>Sales or Service tab.

Promise 2, therefore, is that your dealership will use technology to enhance and raise customer experience to the levels expected by today’s tech-savvy customer.

PROMISE 3: WAGONEER AMBASSADOR EXPERTISE

Promise 3 is about your dealership having outstanding Wagoneer-specific vehicle expertise and fully trained “Wagoneer Ambassadors” on both the sales and service sides. This expertise is necessary to meet the needs of those customers who are interested in purchasing or leasing, or having serviced, a Wagoneer vehicle.

When shopping for Wagoneer vehicles, our customers expect that they will be able to fully learn about the capabilities and technological advancements of our Wagoneer vehicles when visiting our dealerships. When servicing Wagoneer vehicles, our customers similarly expect that they will interact with dealership personnel and have service provided by dealership employees fully equipped to explain and handle their vehicles’ capabilities and technologies.

Your dealership needs to have sales and service personnel who have Wagoneer-specific expertise to serve as “**Wagoneer Ambassadors.**” For each of sales and service, your dealership must maintain a sufficient number of “Wagoneer Ambassadors,”

who must complete and remain up-to-date on all Wagoneer-specific training. These Wagoneer Ambassadors will be the designated personnel at your dealership through whom all sales and service interactions with Wagoneer customers should take place.

We provide a comprehensive Wagoneer Ambassador training curriculum. You can learn more about our training program and sign your employees up by visiting the DealerCONNECT>Training tab>Performance Institute Learning Center tab.

Promise 3, therefore, is that your dealership will have the necessary training to be able to meet our Wagoneer customers' expectations, including having fully-trained Wagoneer Ambassadors for sales and service, through whom sales and service interactions with Wagoneer customers should take place.

PROMISE 4: FULL TANK OF GAS

Promise 4 is about Wagoneer vehicles being ready to drive.

Wagoneer customers expect that the premium vehicles that they are purchasing will be ready to drive and use when leaving your dealership after purchase. One way to satisfy this expectation is to always hand-off a Wagoneer vehicle with a full tank of gas when delivering it to a customer following the purchase or lease of the vehicle. When you deliver a Wagoneer vehicle with a **full tank of gas**, you send the message that a Wagoneer vehicle is ready to drive, and your dealership cares about the customer experience.

Your dealership, therefore, must provide a full tank of gas to each customer who purchases or leases a Wagoneer vehicle. FCA US will reimburse your dealership for the gas delivered with the Wagoneer as set forth in the **Fuel Fill Reimbursement Program**.

Promise 4, therefore, is that on delivery of a new Wagoneer vehicle, your dealership will always deliver the vehicle with a full tank of gas.

PROMISE 5: CLEAN AND RESET VEHICLE

Promise 5 is about your dealership always delivering a clean Wagoneer vehicle -- inside and out. This includes your dealership restoring all customer-specific settings for the vehicle after the vehicle has been serviced.

Today's customers have high expectations, and those expectations include **clean vehicles**, and the ability to pick-up where they left off when receiving a vehicle back after service. This is particularly important for Wagoneer customers. Wagoneer vehicles are premium vehicles, and your handling of those products -- whether on initial vehicle delivery or following service -- must always honor and back up the premium nature of the vehicle.

Your dealership, therefore, must deliver to our customers clean Wagoneer vehicles, and -- when returning Wagoneer vehicles after service -- **restore all customer settings** on the vehicle.

Promise 5, therefore, is that, when delivering a new vehicle or returning a vehicle after being serviced, your dealership will always provide a clean vehicle, reset to customer preferences.

PROMISE 6: REMOTE SALES AND SERVICE OFFERINGS

Promise 6 is about meeting your Wagoneer customer's needs at the location that is most convenient for them.

Wagoneer customers are accustomed to the experience of buying products online and having them delivered to their homes or workplaces at times that are convenient to them. These mobile services are at the core of customers' expectations -- particularly for those customers purchasing and owning a vehicle in the premium segment. Our business practices must be consistent with this expectation.

As a dealer selling Wagoneer vehicles, your dealership needs to provide the convenience expected by the purchasers and owners of these premium vehicles. On the sales side, your dealership must offer the full "at-home" experience for potential Wagoneer purchasers: at-home opportunities to experience the vehicles, **at-home test drives**, and **at-home handover** in connection with

a sale or lease. On the service side, your dealership must offer Wagoneer owners with the option for **vehicle pick-up and return** at the customer's location when service is needed.

We provide support for your dealership's out-of-dealership sales and service activities, including through our remote sales and service app program.

Promise 6, therefore, is that your dealership will offer your Wagoneer customers convenience at the customer's location with respect to both sales (remote showroom, test drive, handover) and service (vehicle pick-up and return).

PROMISE 7: LOANER VEHICLES

Promise 7 is about your dealership ensuring that Wagoneer customers' mobility expectations are not hindered when their vehicles are being serviced.

Vehicle owners continue to have mobility needs while their vehicles are at your dealership for service. Their needs to commute and travel do not end when their vehicles are sent in for servicing.

It is important that your dealership meet our customers' mobility needs. To do so, your dealership must provide **high quality loaner vehicles** to your Wagoneer customers while their vehicles are in your shop. The loaner vehicle should be a current or prior model year of the following vehicles: a Wagoneer vehicle, Jeep Grand Cherokee, Jeep Grand Cherokee L, Jeep Wrangler, Jeep Wrangler Unlimited, or Jeep Gladiator.⁷

Promise 7, therefore, is that your dealership will provide a comparable service loaner vehicle to each Wagoneer owner while their vehicle is being serviced.

PROMISE 8: READILY-ACCESSIBLE VEHICLE SERVICES

Promise 8 is about your dealership providing Wagoneer owners with a convenient and readily accessible method for having their vehicles serviced.

Vehicle owners expect an easy method for coordinating regular maintenance and service on their vehicles. They are used to online methods for addressing their retail needs, and anticipate and expect prompt responses when they want to communicate or need assistance. It is important that your dealership make it easy and convenient for Wagoneer owners to obtain service and maintenance on their vehicle.

To do this, your dealership must provide **convenient mobile** and **online service scheduling and communication**, which will accompany the **in-vehicle** (when available) **wiADVISOR 3.0** service scheduling technology our Wagoneer vehicles themselves may provide. In addition, your dealership must provide dedicated and trained Wagoneer Ambassador service advisors, who will take a proactive approach with your Wagoneer owners.

Promise 8, therefore, is that your dealership will make vehicle service easy and readily-accessible for all of your Wagoneer service customers.

⁷ Dealers may temporarily use Dodge Durango vehicles, Chrysler Pacifica vehicles, or RAM 1500 Crew Cab as loaner vehicles for service customers who need appropriate seating capacity or towing capacity while their Wagoneer vehicles are being serviced (2020 model year or later are eligible). However, after the supply of Wagoneer vehicles and Jeep Grand Cherokee (WL) vehicles is sufficient to stock CTP fleets, as determined by FCA US, then the Dodge Durango, Chrysler Pacifica, and RAM 1500 Crew Cab may no longer be used as loaner vehicles. Also, during this temporary period only, 2020 model year or later Certified Pre-Owned vehicles and applicable trims listed above with less than 10,000 miles, Dealer Loaner/Demo (Type 33) and Old CTP (Type 22) can be used as loaners.

PROMISE 9: CUSTOMER AMENITIES

Promise 9 is about your dealership providing a comfortable experience for your Wagoneer customers while they are at your dealership.

Our customers are busy, and they face many demands on their time. And, they have needs that can arise at any time -- connecting their wireless devices, recharging their phones, having a drink or a bite to eat. Providing an environment where those needs can be met not only makes being at your dealership a convenient and comfortable experience, but sends a message that your dealership cares about how they are treated.

Your dealership, therefore, must provide an environment where the basic needs and expectations of your Wagoneer customers are met. That includes your dealership providing free and readily-accessible **Wi-Fi**, multiple **charging stations** for customer phones and other electronic devices, along with complimentary **high quality beverages and snacks**.

Promise 9, therefore, is that your dealership will provide complimentary Wi-Fi, phone charging stations, and high-quality beverages and snacks in all of your customer lounge areas.

PROMISE 10: WAGONEER CLIENT SERVICE

Promise 10 is about your dealership supporting our Wagoneer Client Services Program.

One of the reasons Wagoneer customers purchase those vehicles is because they want to receive the customer benefits of our Wagoneer Client Services Program. These benefits extend the value of the Wagoneer vehicles beyond the vehicles themselves. They include, but are not limited to, **24/7** customer support, complimentary **maintenance**, and first day rental coverage.

Your dealership must help support the **Wagoneer Client Services Program** by ensuring that its benefits are being offered and provided to Wagoneer customers both as part of your dealership's sales and service processes. This means that your dealership explains the Wagoneer Client Services Program during the delivery process with customers purchasing or leasing a new Wagoneer vehicle; and that, when customers bring their Wagoneer vehicles in for service, your dealership provides the service covered under the program without charge to the customer. Dealers can receive reimbursement from FCA US for providing such covered services by submitting a claim for reimbursement using the appropriate code, in accordance with FCA US's instructions.

You can find more information about the Wagoneer Client Services Program, and how your dealership can best explain this program to your customers by visiting the DealerCONNECT>Customer Experience tab>Wagoneer Client Services tab.

Promise 10, therefore, is that your dealership will support the Wagoneer Client Services Program for its Wagoneer customers with respect to both sales (explain the program's benefits on vehicle delivery) and service (provide the program's benefits without charge to the customer and submit the proper claim for reimbursement).