



FCA AUSTRALIA PTY LTD (FCA)

COMPLAINTS HANDLING SYSTEM

Who may lodge a complaint under this system?

You may lodge a complaint under this system if you have been supplied, or have been offered supply of, any FCA vehicle, part, product or service. This includes vehicles, parts and other products marketed under the brands 'Fiat', 'Alfa Romeo', 'Abarth', 'Jeep', 'Chrysler', 'SRT', 'Dodge' and 'Mopar', which have been imported into Australia by FCA, and services supplied by FCA or any FCA dealer in relation to such vehicles, parts or products.

What type of complaints can be made under this system?

Complaints may be made about any aspect of the vehicle, part, product or service, FCA's packaging of a part or product, or FCA's advertising or marketing of its vehicles, parts or other products.

How are complaints to be lodged under this system?

Complaints may be lodged to FCA's Customer Care Assistance Centre by telephone, email or in writing, using the contact details below:

Telephone: 1300 133 079

Email/electronic submission: Visit <http://www.fiatchrysler.com.au/CHS> to complete our online complaint submission form

In writing: Customer Care Assistance Centre
FCA Australia Pty Ltd
PO Box 23267
Docklands Vic 3008 Australia

What information must be provided?

To enable us to properly address your complaint please provide us with:

1. your contact details, including your preferred contact method; and
2. as much detail about your complaint as possible, being specific about both:
 - the subject matter of your complaint (vehicle, part, product, service, packaging or advertising or marketing); and
 - the nature of your complaint.

For example:

Vehicles

If your complaint relates to any FCA vehicle, please include the VIN Number, vehicle registration number, vehicle make and model, where you purchased the vehicle, the date

of purchase, precise details of your complaint about the vehicle and the resolution you are seeking (if any).

Parts

If your complaint relates to any other FCA part, please include the vehicle information above, a precise description of the part including the part number, where you purchased, ordered or saw the part, the price you paid for the part, the precise details of your complaint about the part and the resolution you are seeking (if any).

Other products

If your complaint relates to any other FCA product, please include a precise description of the product, where you purchased, ordered or saw the product, the price you paid for the product, the precise details of your complaint about the product and the resolution you are seeking (if any).

Services

If your complaint relates to any service supplied by FCA or an FCA dealer, please include the relevant vehicle, part or product information above, when and where the service was performed, precise details of your complaint about the service and the resolution you are seeking (if any).

Packaging

If your complaint relates to FCA's packaging, please include the part or product information above, precise details of your complaint about the packaging and the resolution you are seeking (if any).

Advertising or marketing

If your complaint relates to FCA's advertising or marketing materials, please indicate the type of advertising or marketing material (television advertisement, radio advertisement, internet advertisement, brochure, etc.), when and where you encountered the advertising or marketing material, precise details of your complaint about the materials and the resolution you are seeking (if any).

Dealers

In addition to the above, if your complaint concerns an FCA dealer, please include the name of the FCA dealer and, if possible, the name of any relevant person from the FCA dealer to assist us in investigating your complaint.

When will we respond to you?

We will briefly acknowledge receipt of your complaint within two business days of receiving it.

We will then aim to address your complaint and respond to you as quickly as possible. Precise timing will depend on a number of factors but especially the nature of your complaint and the amount of information you have provided to us. As you can imagine, it is possible to properly address some complaints quickly while others may require considerable investigation and the involvement of FCA dealers, FCA service staff and FCA parts staff.

If we are not able to respond to you within 14 days of acknowledgement of receipt of your complaint, we will get back to you with an indication of the date by which we expect to respond to your complaint.