



Frequently Asked Questions for Customers

General Questions

1. What does this new company mean to me as a Chrysler, Dodge or Jeep customer?

The partnership with Fiat transforms Chrysler into a vibrant new company with many strategic advantages. It enables Chrysler to better serve its customers and dealers with a broader and more competitive line-up of environmentally friendly, fuel-efficient high-quality vehicles.

Chrysler and its dealers will continue to sell and service vehicles and honor warranties without interruption. Consumers can continue to purchase our vehicles with complete confidence.

2. What is the ownership structure of the new company?

When the transaction is completed, the Voluntary Employee Beneficiary Association (VEBA) will own 55 percent of the new company and the U.S. and Canadian governments will own proportionate shares of a 10 percent stake. Fiat will initially own a 20 percent stake in Chrysler. Fiat will have the right to increase its ownership stake an additional 15 percent in three increments as it meets the following criteria: 5 percent for bringing a 40 mpg vehicle platform to Chrysler to be produced in the U.S.; 5 percent for providing a fuel-efficient engine family to be produced in the U.S. for use in Chrysler vehicles; and 5 percent for providing Chrysler access to its vast global distribution network to facilitate the export of Chrysler vehicles. Fiat cannot become a majority owner until all U.S. Treasury loans have been completely repaid.

3. What is a Chapter 11, section 363 bankruptcy?

For the past several months, we have worked tirelessly to reach agreement with key stakeholders on concessions that would allow Chrysler to complete this alliance with Fiat and proceed with its plans without the need for a bankruptcy proceeding. Despite substantial progress on many fronts, Chrysler was not able to obtain the necessary concessions from all of its lenders. As a result, under the direction of the U.S. Treasury, Chrysler LLC and 24 of its wholly owned U.S. subsidiaries filed voluntary petitions under Chapter 11 of the U. S. Bankruptcy Code in order to help ensure the Company and its dealers would be stronger and more profitable going forward.

With this filing, we submitted a motion under Section 363 of the Bankruptcy Code, requesting the swift approval by the Court of the agreement with Fiat and the sale of Chrysler's principal assets to the new company.

The benefit of this type of filing is speed. It should allow a leaner new company to emerge in a matter of 30 to 60 days, well positioned for long-term viability.

Chrysler's Mexican, Canadian and other International operations are not part of any bankruptcy filing.

4. Is Chrysler still an American car company?

Chrysler's operations, as now, will remain primarily based in the U.S. Chrysler is, and will continue to be the quintessential American car company. Currently, 73 percent of our sales are in the U.S., 61 percent of our vehicles are produced in the United States, 74 percent of employees work in the U.S., 78 percent of our materials are purchased in the U.S. and 62 percent of our dealers are based in the U.S.

Product and Sales Questions

5. What happens if Chrysler stops manufacturing the vehicle I own, will I still be able to get parts for it?

There will continue to be a supply of replacement parts for vehicles that Chrysler manufactured. It will be no different than when any manufacturer stops making a particular vehicle model (For example, Chrysler stopped manufacturing the Dodge Neon in 2006, but you can still purchase replacement parts for the vehicle).

6. How will the customer experience be different during the reorganization process?

Chrysler has thousands of dealers across North America who are open and excited to sell and service Chrysler, Jeep and Dodge cars and trucks. Customers looking to purchase a new vehicle can still do so at their local Chrysler, Jeep and Dodge dealer.

7. Will Chrysler continue to offer competitive incentives for new vehicle purchases?

Yes. On May 6, Chrysler LLC in the U.S. began offering up to \$4,000 Consumer Cash on 2009 model vehicles, \$1,000 Owner Loyalty for current Chrysler LLC vehicle owners that is good towards most 2008 and 2009 Chrysler, Jeep and Dodge vehicles and up to \$1,000 Credit Union Bonus Cash for qualified members who finance their qualified new vehicle purchase through a participating Credit Union. These incentives are valid through June 1, 2009.

8. Will the resale value of vehicles decrease because of the bankruptcy filing?

We want to do what is right for our customers and dealer partners. To the extent possible, we will work through the court to mitigate factors that may impact resale value. Resale values are determined by actual transactions in the used car markets.

9. When can customers in North America purchase Fiat vehicles?

The alliance allows for the potential distribution of Fiat vehicles through Chrysler's dealerships. But it is too early to comment on future product.

Dealership Questions

Local Dealer will no longer be a Chrysler, Jeep or Dodge dealer:

10. I keep hearing about “assigned” and “rejected” dealers, what does “rejected dealer” mean?

In the U.S., “Assigned” dealers will have their agreements transferred to the new company and will continue to sell new Chrysler, Dodge and Jeep vehicles and perform authorized warranty work. “Rejected” dealers will not have their agreements transferred to the new company and will not be allowed to sell new Chrysler, Dodge and Jeep vehicles nor perform warranty work.

11. Why is Chrysler closing dealerships in the United States?

Chrysler is not closing dealerships. The motion with the U.S. Bankruptcy court asks that Chrysler be allowed to reject the agreements of a number of U.S. dealers. If approved by the court, the dealers on the rejected agreement list will no longer be able to sell new Chrysler, Jeep or Dodge vehicles or perform authorized warranty work. Dealers are independent business people, some may sell and service other make vehicles, some may sell and service used cars, some will go out of business.

11A: Why is Chrysler rejecting U.S. dealers?

Our goal is to create a stronger, more profitable dealership network going forward with dealerships offering our full line portfolio of Dodge, Jeep and Chrysler products for customers. Our current U.S. dealer network is highly stressed with too many dealers carrying costs spread over too few sales. Fewer, larger dealers are more viable and profitable and as a result have the ability to better compete with surrounding dealers and satisfy customers.

12. My local dealer is going out of business, where can I take my vehicle for warranty work or service?

Any of the approximately 2,400 Chrysler, Jeep or Dodge dealers in the United States, regardless of brand, can and will perform warranty work. A customer is not required to take the vehicle to the same dealership they purchased the vehicle from. There are thousands of Chrysler, Jeep and Dodge dealers located throughout North America. Customers may visit the brand Websites (www.dodge.com, www.chrysler.com and www.jeep.com) and type their zip code into the “find a dealer” window to view a map listing several dealerships in their area. Customers outside of the United States may click on the “International” link at the bottom of the brand Websites.

13. What happens to the customers that have ordered a vehicle from a dealership that is closing, but the vehicle hasn’t been delivered?

Customers waiting for delivery of factory orders will be directed to a nearby dealer in their area who can fulfill the order for the vehicle.

13A: What if a customer has a deposit for a vehicle that was ordered but hasn’t been delivered, and the dealer is closing, what happens to the deposit?

The agreement of purchase is between the customer and the dealer, customers should review their purchase agreement for the options available to them and talk to their dealer.

14. What if delivery of the ordered vehicle won't take place for 2 months or more because the factories are on shut down, what happens to that customer and their deposit?

The agreement to purchase the vehicle is between the customer and the dealer, so customers should read their purchase agreement for potential options they may have and talk to their dealer.

15. How much farther will a customer have to drive to find a U.S. CJD dealer?

In metro areas, where the most dealers are located, customers will have another Chrysler, Jeep and Dodge dealer within a 10 mile or less radius.

16. How will the customer experience be different during the reorganization process?

Chrysler has thousands of dealers across North America who are open and excited to sell and service Chrysler, Jeep and Dodge cars and trucks. Customers looking to purchase a new vehicle can still do so at their local Chrysler, Jeep and Dodge dealer.

17. Where do customers take their vehicle for warranty work?

There are thousands of dealers located across North America. Customers may take their vehicles to a local Chrysler, Jeep or Dodge dealer, regardless of brand, for warranty work. U.S. customers may visit the brand Websites (www.dodge.com, www.chrysler.com and www.jeep.com) and type their zip code into the "find a dealer" window to view a map listing several dealerships in their area. Customers outside of the United States may click on the "International" link at the bottom of the brand Websites.

18. If the dealer I purchased my vehicle from has gone out of business, how do I find a new dealer?

There are thousands of Chrysler, Jeep and Dodge dealers located throughout North America. Customers may visit the brand Websites (www.dodge.com, www.chrysler.com and www.jeep.com) and type their zip code into the "find a dealer" window to view a map listing several dealerships in their area. Customers outside of the United States may click on the "International" link at the bottom of the brand Websites. Any Chrysler, Jeep or Dodge dealer, regardless of brand, can and will perform warranty and/or service work. A customer is not required to take the vehicle to the same dealership they purchased the vehicle from.

19. Will current Chrysler, Dodge and Jeep dealerships add Fiat sales to their franchises?

The alliance allows for the potential distribution of Fiat vehicles through Chrysler's dealerships, but it is too soon to discuss specifics.

20. How will the bankruptcy affect your operations outside of North America? Are you going out of business?

No, we are not going out of business. We recently announced our strategic alliance with Fiat, a strong player in all major international markets. Our parent company filed for reorganization under the bankruptcy laws in the U.S., but that filing does not apply to any country outside of the U.S. Therefore, we continue to

market, sell and service our vehicles as we did in the past and expect to emerge from the bankruptcy proceedings stronger than ever.

21. Are you keeping your dealer body outside of North America?

It is important to stress that we plan to continue with our existing Chrysler, Jeep and Dodge dealer network and utilize Fiat's strength to leverage our presence in those areas in which we currently don't have a dealer presence or those areas in which we can use more than one dealer due to the high level of potential customers.

Warranty, Service and Financing

22. How will the bankruptcy filing affect existing Chrysler, Dodge and Jeep vehicle warranties?

There is no change to existing warranties. All warranties will continue to be in effect and honored.

23. How does the bankruptcy filing affect the warranty if a customer purchases a new vehicle tomorrow?

There will be no effect on the warranty of a new vehicle purchased during the reorganization. The warranty will remain valid for the duration of the warranty period. The warranty is guaranteed by the U.S. government if the vehicle is/was purchased from March 30, 2009 to June 30, 2009. In addition, a possibility exists for a renewal or extension based on mutual agreement.

The Canadian government announced a similar warranty guarantee program for Canadian customers.

24. Will customers need to pay for warranty work and then get reimbursed from the dealer?

The customer process for warranty repairs will not change. Customers do not need to pay for warranty work at the time of service.

25. Where do customers take their vehicle for warranty work?

Any Chrysler, Jeep or Dodge dealer, regardless of brand, can and will perform warranty work. There are thousands of Chrysler, Jeep and Dodge dealers located throughout North America. Customers may visit the brand Websites (www.dodge.com, www.chrysler.com and www.jeep.com) and type their zip code into the "find a dealer" window to view a map listing several dealerships in their area. Customers outside of the United States may click on the "International" link at the bottom of the brand Websites.

26. If the dealer I purchased my vehicle from has gone out of business, how do I find a new dealer?

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required to take the vehicle to the same dealership they purchased the vehicle from.

27. What happens to the loan for my vehicle?

Customers should continue to make their payments every month to the address on the statement, or continue to have their payment automatically debited from their bank. The obligation will continue to exist, similar to when a home mortgage is transferred to another lender.

28. What financing options are you offering consumers during the reorganization process?

In the United States, Chrysler, Jeep and Dodge dealers have access to a number of different financing options at the local level as well as the "Invest in America" partnership with credit unions nationwide. By mid-May, a financial services arrangement will be in place with GMAC assuming the role as the primary lender for our dealers and customers.

29. How will the reorganization affect the availability of service and replacement parts at dealerships?

At this time we do not anticipate any issue with the availability of service and replacement parts.

30. Will my service contract in the United States still be valid?

If your service contract was purchased through Chrysler and not a third party, your contract will be valid for the duration of the contract

If your service contract was purchased as an Independent Third party Service Contract, most reputable service contract companies pay claims at competitive rates and will honor their contracts regardless of servicing dealer. To ensure coverage customers will need to contact their service contract provider and servicing dealer. If not honored most contracts are cancelable and the customer may be eligible to receive a prorated refund.

If the Service Contract is a Dealer Supported Service Contract (Dealer owns the Service Contract Company) it is unlikely that other dealers would support that contract, customers should contact the dealer they purchased the service contract from.

31. I purchased a non-Chrysler service contracts through my dealer, who is closing, what happens to my service contract?

Each dealer will be a unique situation (some may continue selling and servicing other make vehicles, some may continue selling and servicing used vehicles, some may cease operations) customers should look at the terms of their contract to determine courses of action available to them.

32. What happens to Chrysler service contracts if my dealer is closing? Where do customers get their vehicles serviced?

Customers with a valid Chrysler service contract can take their vehicle to any Chrysler, Jeep or Dodge dealer for service contract work.

33. Where do I send my payment for my service contract?

Customers should continue to send your payments to the address on the invoice.

34. Will Mopar continue to exist?

Mopar is, and will continue to be, a valuable part of the Chrysler company business.

35. Will Chrysler, Jeep and Dodge dealers still sell genuine, original equipment replacement Mopar parts during the reorganization?

Yes, and we encourage our customers to visit their local dealer for authorized Mopar replacement and performance parts.

36. Will parts for older Chrysler (Mopar) vehicles continue to be available for purchase through a local dealer and for how long:

Yes, they will continue to be available and the process for how long authorized service and replacement parts are available will not change during the reorganization.

37. I bought the \$2.99 gas card promotion, is that, and will it continue to be valid?

Yes, there are no changes to that program.

38. Who can I contact if I have additional questions?

Customers with questions can call toll-free 877-271-1568 (US and Canada) or visit www.ChryslerRestructuring.com. Customers in international markets may call 503-597-7708