



March 24, 2020

To Our Dealers:

Let me begin by thanking all of you for your professionalism and hard work as we deal with the continued challenges associated with COVID-19. I applaud all of the actions you have taken to date in order to promote the health and safety of yourselves, your employees, and families. This includes the extraordinary steps taken in your showrooms and service departments so that FCA customers can conduct their daily lives in a safe and secure way.

Although many of you have worked diligently to keep your dealerships open, this has become more complicated as an increasing number of states have ordered the shutdown of different businesses or required consumers to stay at home and shelter-in-place. At the same time, in most every instance, automotive service has been deemed essential for public need and is especially critical for our country's first responders. Wherever possible, it is critical to maintain this servicing aspect of your business which is vital for the public and our customers.

With all of these changing circumstances, please know FCA supports any decision you make regarding the operation of your dealership. If you choose to close, I only ask that you inform your Business Center director and provide an estimated re-opening date, telephone numbers, and email address where you can be contacted.

If possible, based on your circumstances, I also request that someone be available to receive shipments. You have the option to inspect the items upon arrival or defer until you reopen. Again, please tell your Business Center Director what option you intend to follow and let us know if circumstances change for your dealership.

For those who remain open, FCA will continue to provide any and all support. In the coming days, you will receive details about an expanded platform designed to help you complete the bulk of your sales process online. Our financing partners are working with us to offer your customers assistance and FCA will continue introducing incentives to help the new vehicle purchase process.

We applaud those who have taken the initiative to think creatively and consider non-traditional sales and service options such as home delivery and virtual walk arounds.

These are unprecedented times. I again thank you all for your sacrifices, hard work and leadership in your communities.

Much appreciated.

Sincerely,

Mark Stewart

Chief Operating Officer, FCA - North America