

## **CUSTOMER ARBITRATION PROCESS**

(For California residents, please see page 16.)

If your concerns have still not been resolved to your satisfaction, FCA US offers a Customer Arbitration Process through the National Center for Dispute Settlement (NCDS).

### **What is NCDS?**

NCDS is an independent and neutral supplier of arbitration and dispute resolution services. It is certified by the Federal Trade Commission to arbitrate warranty-related disputes between automobile manufacturers and their customers.

National Center for Dispute Settlement (NCDS)

P.O. Box 727

Mount Clemens, MI 48046

(800) 777-8119

[www.ncdsusa.org](http://www.ncdsusa.org)

### **What is the Customer Arbitration Process?**

The Customer Arbitration Process is an expedited, dispute resolution process that is free to customers. It is administered by NCDS professionals who are trained and experienced in arbitration. A local NCDS professional will arbitrate your case by reviewing the facts, inspecting the vehicle if necessary, and promptly rendering a fair decision. The decision is binding on FCA US, but is binding on the customer only if the customer accepts the decision.

### **What disputes are eligible for arbitration?**

The Customer Arbitration Process applies to disputes involving FCA US's New Vehicle Limited Warranties. It does not apply to disputes involving the sale of a new or used vehicle, personal injuries, property damage or claims for subsequent damages, fires, accidents, abuse of the vehicle, disputes relating to design of the vehicle or its components, or disputes that are the subject of pending litigation.