



COMPANY VEHICLE OPERATIONS

**Quality Engineering Center (QEC)
Product Quality Research Center
2021 Executive Hills Blvd.
Auburn Hills, MI 48326
PH: 248-451-5664, 248-451-5626 or
248-451-5674**

Dear Retiree,

The Product Quality Research Center (at the QEC building) continues to provide service and maintenance support for all company-owned vehicles, including Retiree Lease vehicles. The PQRC performs all types of maintenance and mechanical repairs with the exception of paint and body work.

Custodians are encouraged to have their company vehicles serviced and repaired at our convenient location off Opdyke Road, across from the former Pontiac Silverdome site. In addition to providing incredible service and convenience for you and FCA, vehicles serviced at the PQRC provide valuable, early identification of potential emerging quality as well as durability issues that assist in improving product quality and customer satisfaction.

To schedule maintenance and repairs, please call (248) 451-5664, (248) 451-5674 or 248-451-5626. Our hours will continue to be from 7:00 am to 4:00 pm Monday through Friday. Please note that our on-line scheduler is temporarily unavailable and appointments can only be made by contacting the numbers listed.

Additionally, please review the following in regard to the current COVID-19 condition:

- We want to assure you that we have all precautions in place to ensure the health and safety of all guests and employees at our facility. All vehicles are being sanitized in accordance with FCA's Environmental Health and Safety (EHS) Department's protocol for cleaning and handling. All guests and employees will be screened for admittance using the FCA COVID-19 Screening Tool (more on this below).
- Every individual entering the facility must wear a mask. The mask must be ASTM Level 1 (surgical style) or better. If the mask does not meet this standard, the Product Quality Research Center will provide one. Homemade masks are not allowed.

- Vehicle drop-off and check in will be outside of the service write-up entrance. A Service Specialist will greet you and check in your vehicle.
- We request that you refrain from bringing any additional passengers for your appointment.
- We will provide shuttle service to and from local FCA Auburn Hills sites upon request. We will also have loaner vehicles available while your vehicle is being serviced.
- If you choose to wait for your vehicle, the Customer Waiting Area will be available.
- Vehicle delivery will be conducted outside of the service write-up area. Upon delivery, your vehicle will be washed and sanitized inside and out.
- On the same day as your appointment, all guests must do the following for each person who will be attending the appointment:
 - Take your temperature to ensure it is not 100.4F/38C or greater – Note: if temperature exceeds 100.4F/38C, you will not be able to access the facility.
 - Complete a health questionnaire using the FCA COVID-19 Screening Tool prior to arriving for your scheduled appointment and have the results displayed on your mobile device. The FCA COVID-19 Screening Tool can be accessed by [clicking here](#) or bookmark the following link: <https://fca.fyi/c19>.
 - ✓ Once you access the site, choose FCA Personnel – you will need your CID. For non-FCA passengers, select FCA Visitors, then enter “Retiree Guest” for Company Name. For the FCA Facility to Visit, select Quality Engineering Center (QEC).
 - ✓ Complete the registration questionnaire by answering the questions.
 - ✓ Once you finish the questionnaire, you will receive a confirmation screen with a green check mark indicating you are approved to access the facility. Note – if you answered ‘Yes’ to any questions, you will receive a red ‘X’ and will not be able to access the facility and you will need to contact the Product Quality Research Center to reschedule.
 - ✓ A confirmation email will also be sent to the email address you entered during registration.

- ✓ Keep the confirmation screen or confirmation email accessible on your mobile device for when you arrive at the QEC facility. If do not have the confirmation screen or the confirmation email available on your mobile device upon arrival, you must complete the questionnaire with the Service Write-up Specialist during vehicle drop-off.
- ✓ Access is granted for the same day only.

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<http://pgrc.intra.chrysler.com/sismkt/gecweb/>

For complete information on vehicle maintenance and repairs, please visit the PQR website at <http://pgrc.intra.chrysler.com/sismkt/gecweb/> or on the Company Vehicle Operations website at <https://www.chryslercocar.com/> > Maintenance, Modifications & Roadside tab.

We look forward to servicing your vehicle soon.

Quality Engineering Center