

## Frequently Asked Questions (FAQs): NBU Employees & Retirees

This document provides a high-level overview of the Company Vehicle Lease Program. For detailed information, please refer to the Program Terms and Conditions.

For program-related questions, please contact Company Vehicle Operations.

- **Websites:** [NBU Employees](#) | [NBU Retirees](#)
- **Email:** [cocars@stellantis.com](mailto:cocars@stellantis.com)
- **Phone:** 800-481-6736, M-F, 8AM-8PM, ET

### Eligibility

#### **Q. Who is eligible to participate in the Stellantis Company Vehicle Lease Program?**

**A.** Active Professional-Administrative, Management and Executive employees. Retirees must be drawing on their Stellantis pension to be eligible for the program and hired prior to January 1, 2004.

#### **Q. Who can I add as a dependent?**

**A.** Your spouse, domestic partner, or child under age 30 (eligible until the end of the calendar year in which they turn 30) can be added as a dependent.

#### **Q. How do I add a dependent?**

**A.** You can add a dependent driver by visiting the online ordering system and selecting the 'Add Dependent Driver' button. For detailed instructions, please visit your website: [Getting Started > Add/Remove Dependent Driver](#).

#### **Q. Who is eligible to drive my vehicle?**

**A.** The following persons are eligible to drive your vehicle if they meet approval requirements.\*

- Your spouse or domestic partner who is a member of your household.\*
- Children by birth, legal adoption or legal guardianship of the employee, their spouse or their domestic partner are eligible until the end of the calendar year in which they turn age 30.\*

\*To be approved to join the program, the above eligible drivers must have a current motor vehicle record (MVR) reviewed. MVRs will be pulled and reviewed on an annual basis to determine ongoing eligibility.

#### **Q. Can my friend, neighbor, cousin or fiancé drive my vehicle?**

**A.** Yes. Employee participants are encouraged to promote Stellantis products by using the vehicles for demonstration rides and loaning them to prospective customers for a period not to exceed seven (7) consecutive days within a one-year period. Please refer to the Terms and Conditions for full details.

#### **Q. Can my eligible child drive my vehicle on a permit to practice?**

**A.** Yes, with one parent or legal guardian in the vehicle at all times. Please ensure to follow the rules of the permit.

**Q. My child (who is an approved dependent) lives with their other parent. Can he/she drive one of my vehicles?**

**A.** Yes, as long as they are your legal child (e.g., by birth, adoption, or guardianship), they are eligible to drive one of your vehicles until the end of the calendar year in which they turn 30, regardless of whether they live with you or not.

## Enrollment

**Q. How can I enroll into the Company Vehicle Lease Program?**

**A.** You can enroll through the online ordering system. For detailed instructions, select the 'Getting Started' tab on our website.

## Mileage

**Q: Is there a mileage limit on leased vehicles?**

**A.** No, there is no mileage limit on leased vehicles. However, if you are approaching 30,000 miles please email Company Vehicle Operations with your CID, VIN, and a photo of your odometer for review to order a replacement vehicle.

**Q. What are the requirements for submitting my monthly evaluation report?**

**A.** Active employees participating in the program must complete and submit a Monthly Vehicle Evaluation Report (IDS). Submission of this report is mandatory, and failure to do so may result in loss of eligibility for the program.

Retirees are not required to submit monthly evaluation reports.

## Vehicle Orders

**Q. When can I order a vehicle?**

**A.** Once your Motor Vehicle Record (MVR) and the MVR for any dependent driver you have added are pulled and approved, you will be able to order a vehicle. You will see a green checkmark next to each driver on the home page of the online ordering system when approved.

**Q. How long does it take to receive a vehicle after placing an order?**

**A:** On average, vehicle orders take between 12-16 weeks from build to delivery. This is an estimate, and additional delays may occur due to various factors.

**Q. I want to make changes to my vehicle order or build timeframe, can I do this?**

**A.** No, you cannot. Once an order is submitted, no changes or cancellations can be made.

## Lease Payments

**Q. How do I pay for the vehicle I ordered?**

**A.** Lease payments are deducted from the employee's payroll check or retiree's pension/EFT (even if the vehicle is leased for a dependent).

**Q. How is the monthly lease payment determined?**

**A.** The monthly lease payment is calculated using the rate (e.g., 1.2%) of factory wholesale - less holdback, regular and supplemental floorplan and new vehicle prep (NVP).

## Delivery

### Q. Where do I take delivery of my vehicle?

A. At either the Lapeer Road Marshaling Center (LRMC) or a participating Stellantis-franchised dealership.

## General Program Information

### Q. What are the Company Vehicle Lease Program benefits?

A. The benefits are listed below.

<ul style="list-style-type: none"><li>▪ Insurance included</li><li>▪ No credit check</li><li>▪ New vehicle every year</li><li>▪ Unlimited mileage</li><li>▪ Registration &amp; plates</li><li>▪ Tire repair &amp; replacement</li><li>▪ 24/7 Roadside Assistance</li><li>▪ Lease payments are payroll deducted</li><li>▪ Surviving Spouse Program *</li><li>▪ Maintenance &amp; repairs</li><li>▪ Windshield replacement</li></ul> <p>*Active NBU employees only. No charge for the cost of the vehicle; surviving spouse will receive federally mandated 1099 form for tax purposes. Does not include tax/title/license fees.</p>	<ul style="list-style-type: none"><li>▪ No deductibles</li><li>▪ Loaner vehicle when lease vehicle is in for repairs</li><li>▪ SiriusXM Audio- (for applicable vehicles) ^</li><li>▪ Sirius XM Guardian- (for applicable vehicles). Find more information on <a href="http://driveuconnect.com">driveuconnect.com</a>. ^</li></ul> <p>^ these terms are the same as retail vehicles</p>
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### Q. How long am I required to keep my vehicle?

A. The Employee Lease Program is a one-year program, starting from the date your vehicle is delivered. You will receive an email notification when you become eligible to order a replacement vehicle.

### Q. How many vehicles can I lease in the Program?

A. Qualified NBU employees and retirees are eligible to lease up to three (3) vehicles, as long as you meet the requirements:

- Have at least one additional approved driver to activate a second lease vehicle and at least two additional approved drivers to activate a third lease vehicle.
- Submit the Second or Third Lease Activation form found on our website: Bulletins & Forms > Forms > Vehicle Forms > Second or Third Lease Activation.

### Q. Will there be a penalty for early termination of my lease (without ordering a replacement vehicle)?

A. The lease term for this program is 12 months (based on the date your vehicle is delivered). The penalty for termination prior to the end of the lease is a minimum suspension from the program for one (1) year and payroll/pension/EFT deductions may continue for the remaining duration of the lease period.

### Q. Can I extend my lease instead of ordering a new vehicle?

A. No, you cannot extend the lease. You will keep your vehicle until your new vehicle arrives. You can purchase or turn in your vehicle at the end of the lease period.

**Q. What vehicles are available for lease?**

**A.** Available vehicles can be found on our website: Ordering & Evaluations > Vehicle Selection & Rates.

### Motor Vehicle Records (MVR)

**Q. Why does Company Vehicle Operations review the motor vehicle record (MVR) for me and my eligible drivers?**

**A.** Company Vehicle Operations reviews the motor vehicle records (MVR) of custodians and their eligible drivers to approve participation at time of enrollment and annually thereafter.

Requirements include, but are not limited to, having a valid, unrestricted driver's license for a minimum of two (2) years.

### Vehicle Usage

**Q: Can I use my vehicle for any business purposes?**

**A:** No, the vehicle may not be used for any non-Stellantis business purpose or as transportation for any businesses. Please refer to the Terms & Conditions for full details.

**Q. Can I use my vehicle to tow my boat, trailer, etc.?**

**A.** Yes, your lease vehicle may be used to tow if you do not exceed the vehicle's published towing capacity.

**Q. Can I use my vehicle for off-roading, racing or other types of recreational activity?**

**A.** No, the vehicle cannot be used for these types of activities. Please refer to the Terms & Conditions for full details.

### Reporting Incidents

**Q. I was involved in an alcohol related driving incident, or my license has been restricted or suspended. Who do I notify?**

**A** Any license restrictions, suspensions, or alcohol or drug-related driving incidents involving you or any other approved driver must be reported within 72 hours (or as soon as possible) either:

- In writing to the Company Vehicle Operations Review Board at: [cocarrvbd@stellantis.com](mailto:cocarrvbd@stellantis.com), or
- Through our website by selecting the 'Report an Incident' button.

### Insurance

**Q. Is my family insured to drive my vehicle(s)?**

**A.** Yes, insurance is included.

### Maintenance/Services

**Q. Where do I take my vehicle for maintenance or warranty repairs?**

**A.** All maintenance and repairs completed on a company-owned vehicle must be performed at a Stellantis-franchised dealership or sublet facility (referred by a Stellantis Dealer) using only OEM parts. All maintenance and service for Alfa Romeo and Fiat vehicles must occur at an Alfa Romeo dealership or a Fiat dealership respectively. A Chrysler/Dodge/Jeep/Ram dealership cannot complete maintenance or service on an Alfa Romeo or Fiat vehicle.

## Damages & Claims

### **Q. I noticed a dent on my door or my vehicle was in an accident. How do I get it repaired?**

**A.** Participants must call Element Claims at 800-313-7448 to file a damage claim and schedule an estimate. Repairs for body damage under \$1,000 should not be made unless the damage significantly detracts from the vehicle's appearance and must be approved by Element Claims. Please retain the repair estimate for body damage under \$1,000 that is not repaired – it will be required at the time of the vehicle turn-in. Claims for normal wear and tear items (e.g., small scratches, ding marks, etc.) that are within the Wear Square requirements should not be filed and repairs should not be made and will not be reimbursed.

### **Q. I tore my seat upholstery/spilled paint in my vehicle/my pet damaged my interior, etc. How do I get reimbursed?**

**A.** Interior damage to the vehicle, or any damage due to negligence, is the responsibility of the employee/retiree participant. The costs of repairs for this type of damage are not reimbursable and the employee may be responsible for up to 100% of the repair cost. The repair must be completed at a Stellantis dealership.

## Other

### **Q. Can I modify a vehicle?**

**A.** Modifications must be requested in writing and approved by Company Vehicle Operations: [cocars@stellantis.com](mailto:cocars@stellantis.com). You may be responsible for up to 100% of the cost of repairs if modifications were not approved.

### **Q. What is the website that Dealers use to ground (turn-in) a vehicle or to put my new vehicle in service?**

**A.** Dealerships can activate and/or ground a vehicle by visiting [www.chryslerdirect.com](http://www.chryslerdirect.com). The dealership can also find the program dealer rules, dealer FAQs and courtesy delivery appeal process information on DealerCONNECT under Sales > Corporate Vehicle Programs.