



Dear Participant:

Company Vehicle Operations would like to remind custodians of our vehicle turn-in policy and requirements for repairs.

All repairs must be completed before a vehicle is turned in. Due to longer repair times at dealerships, **do not wait until your new vehicle is ready for delivery to schedule repairs on your current vehicle.**

- Any damage that is over \$1,000 must be repaired, whether the vehicle is turned in at a dealership or at the Lapeer Road Marshaling Center (LRMC).
- Any damage under \$1,000 must have a copy of the repair estimate placed in the glove box at the time of turn-in.
- Safety related repairs (damage to headlights, taillights, rear view mirrors, side view mirrors, etc.) must be repaired and do not require an appraisal.

**Contact CEI at (800) 313-7448 to file a claim.**

- Recalls, maintenance and warranty repairs must be completed at a Stellantis franchised dealership before turn-in.
  - Service or maintenance on an Alfa Romeo or Fiat vehicle is required to be completed at an Alfa Romeo or Fiat dealership.
  - A Chrysler/Dodge/Jeep/Ram dealership cannot complete any service or maintenance on an Alfa Romeo or Fiat vehicle.

**Participants who fail to follow the turn-in policy and procedures may incur a fee(s) or may not be able to complete a scheduled vehicle exchange until the vehicle meets turn-in standards.**

Please review our complete turn-in policy and checklist on our website by clicking on the following links:

#### **Lapeer Road Marshaling Center Turn-in Policy**

**Active UAW and NBU Participants:** Click [here](#).

**Retiree Participants:** Log into our website at [www.chryslercocar.com](http://www.chryslercocar.com) and select the Delivery/Turn In/Sale Process tab>Lapeer Road Marshaling Center Policy.

#### **Dealership Turn-in Policy**

**Active UAW and NBU Participants:** Click [here](#).

**Retiree Participants:** Log into our website at [www.chryslercocar.com](http://www.chryslercocar.com) and select the Delivery/Turn In/Sale Process tab>Dealership Policy.

**REMINDER: The fee for any vehicle turned in with smoke odor is \$1,000.**

If you have any questions, please contact us:

**Email**

NBU Employees and Retirees: [cocars@stellantis.com](mailto:cocars@stellantis.com)

UAW-Represented Employees: [uawvehicles@stellantis.com](mailto:uawvehicles@stellantis.com)

**Phone**

(800) 481-6736, M-F, 8AM-8PM, ET

Company Vehicle Operations