



FIAT CHRYSLER AUTOMOBILES

National Lockdown

TESTING TIMES

As you are aware The Honourable President Cyril Ramaphosa announced a nationwide lockdown starting at 23h59 on Thursday 26 March 2020.

This regulation prohibits our National Dealer Network and our Approved Service Centres from providing you with best levels of service that you have become accustomed to.

It is with solutions in mind that we have introduced the following measures to help you, our valued customers, through this period:

Should your warranty or maintenance/service plan expire or run just over the stipulated time and mileage on service intervals during the lockdown period, the plan(s) will be honoured, and you will not be penalised. This period will last for 30 days post lockdown period.

Roadside assistance will be operational in critical cases and your vehicle will be recovered and delivered to your residence for safe keeping. Should you be in need of this assistance, please contact the Roadside assistance team on 0800 247 7975 who are available 24/7.

Should you have any further enquiries, please do not hesitate to make use of our customer care email address infos@fcagroup.com, where our dedicated team members will be sure to assist.

Our brand websites are at your disposal to browse our latest products special offerings:

Alfa Romeo: www.alfaromeo.co.za

Fiat: www.fiat.co.za

Fiat Professional: www.fiatprofessional.com/za

Jeep: www.jeep.co.za

Message from FCA CEO Mr. Pierre Martin Bos:

One of the things I've learnt which has warmed me to my new home in South Africa, is that South Africans are resilient by nature.

Always quick to make a plan, working together to resolve differences, looking

more towards what brings us together than what divides us, learning from each other and sharing experiences.

Life does throw curve balls from time to time. It's how we come together that will get us through.

Never has the world been tested as it is being tested right now and with resolve, understanding and sympathy with those in need, we stand committed to being part of a solution.

You may be at home, but you are not alone. We care about the safety and well-being of our customers. We will get there together, but for now, let's stay apart.

Stay home and stay safe.

Sincerely,
The FCA SA Team