

**Chrysler Group LLC
800 Number Help Desk Phone Directory**

Area	Phone Number	Time Zone	Description
CHRYSLER CUSTOMER CARE			
Chrysler Owner Assistance	800-CHRYSLER	EST	Consumer calls for Chrysler Brand Dealer Referrals & Literature
Dodge Owner Assistance	800-4ADODGE	EST	Consumer Calls for Dodge Dealer Referrals and Literature
Jeep Owner Assistance	800-IAMJEEP	EST	Consumer Calls for Jeep Dealer Referrals and Literature
RAM Truck Owner Assistance	866-RAM-INFO	EST	Consumer Calls for Ram Truck Dealer Referrals and Literature
FIAT Customer & Dealer Assistance Center	888-CIAO-FIAT	EST	Dealer and Customer Inquiries
Chrysler Group LLC Customer Assistance Center (CAC)	800 992-1997		Customer contact number regarding towing assistance, product information and dealer sales/service complaints.
Chrysler Canada Customer Assistance Center	800 465-2001	EST	Chrysler Canadian Customer Service
Chrysler International Customer Assistance Center	248 512-7730	EST	For International Customer Inquiries
Chrysler Financial Automated Consumer Help Desk	800 700-3750		Payoffs, Billing Statements, Address Change, Titles
Chrysler Financial Services	800 782-9164	EST	Chrysler Financial, Chrysler Insurance inquiries
Chrysler Recall Assistance Center	800 853-1403	EST	For Customer Inquires Regarding Recall Reimbursement Information.
Chrysler Roadside Assistance	800 521-2779	EST	24-Hour Service Contract or Warranty Roadside Assistance. Inquiries on roadside hazard tire or tire and wheel protection, claim status, service request status, motoring assistance or access through the internet at: www.eroadassist.com
Chrysler Service Contracts Customer Assistance Center	800 521-9922	EST	All Customer Inquiries Regarding Service Contracts
DEALER ASSISTANCE CENTERS			
Chrysler Academy (CA) Hotline	888 321-4321	EST	CA Learning Center Assistance, Course Registration and Certification, Virtual Classroom Services, Awards
Chrysler Company Car Program:			
Chrysler Employee Company Car Programs	800 481-6736 248-576-8292 (Fax)	EST	Company Car Turn-In & Buy, Accident Reporting
CPOV / CPS:			
Certified Pre-owned Vehicle (CPOV) Program Headquarters	800 677-5STAR	EST	CPOV (Chrysler, Dodge, Jeep) program information and general inquiries
CPOV Program Headquarters	877 74-5STAR	EST	CPOV program information and inquiries
Chrysler Customer Promoter Score (CPS) Help Desk	800 866-1774	EST	Clarification on Customer Promoter Score (CPS) Scoring and General Questions about the CPS Program

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DealerCONNECT:			
DealerCONNECT Help Desk	800 374-4040	EST	For assistance with DealerCONNECT applications, Star Parts,
Dealer Credit:			
Chrysler Dealer Credit	248 512-4900	EST	Main number for dealer billing questions (note: different phone numbers will be provided depending on your Business Center)
Chrysler Vehicle Finance Department	800 521-1202	EST	Questions on Floor Plan Assistance, Diversions and Letters of Credit, Finance Hold
Dealer Identity / Signage:			
Principle Group U.S.	866 995-0996		Sign Supplier for Chrysler Dealer Identification, and Brand and Fascia sign maintenance
Fleet / Fleet Service / Fleet Leasing:			
Chrysler Fleet Information Center	800 999-FLEET (3533)	EST	Fleet Advertising Response Line, Brochures Sent out to Promote Products, Dealer Inquiries for Rent-A-Car Program, Fleet Account Numbers, Allowance Inquiries, and General Information
ServiceNet	248 512-7900	EST	Chrysler's National Fleet Service Program.
MarketCenter:			
MarketCenter	800 444-4321	EST	MarketCenter Help Desk and Resource Center
Marketing Planner:			
Marketing Planner	866 993-5895	EST	Administrative assistance and dealer inquiries for the Marketing Planner application
Mopar			
Mopar Accessory Technical Assistance	800 84-MOPAR (66727)	EST	Help with OEM part numbers and specifying, Expediting, Supplier Ship Direct issues, Performance Parts, Mopar Accessories, Rewards Programs
Mopar Authentic Performance Gear	888 525-4165	EST	Customer Service, Dealer Order Placement, Catalog Fulfillment, Wearables, Collectibles
Mopar Batteries	800 738-4224	EST	Mopar Batteries Dealer Assistance
Mopar Bed liner Headquarters	800 635-4637	CST	Product Ordering and Customer Service
Mopar Bulk Oil Headquarters	800 352-2174	EST	Program Sign-Up, Distribution Inquires Administrative Assistant
Mopar Dealer Rewards	800 521-3186	EST	Questions and information regarding the Mopar Dealer Rewards Program
Mopar Merchandising Materials	888 415-1155	EST	Marketing Material-Catalogs, Brochures, Flyers etc.
Parts Expediting/Specifying	800 765-7732	EST	Catalog, Part Number Information, Order Status Expediting & Pricing Information
Mopar Remote Start, Vehicle Security, DVD Headset			Dealer, Customer and Technical Assistance for Mopar
System Support Hotline	800 34-MOPAR	EST	Remote Start, Vehicle Security, Keyless Entry Systems.
Tire Works Program - Dealer Tire	888 31-MOPAR	EST	Tire Works Program Information and Dealer Support

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Mopar - Retail Service Marketing:			
On Demand Program Headquarters	877 327-6637	EST	Supplemental direct mail marketing tool designed to drive consumer traffic to the dealership. Program Headquarters for a variety of Service Marketing programs such as Owner Communications Program, SMARTLink, Point of Sale, Retail Service Marketing Programs.
Owner Communications & Retail Service Marketing Program Headquarters	800 521-3186	EST	
Mopar - Wholesale:			
Program Headquarters	800 356-3490 800 761-7124	EST	Mopar Wholesale Programs, Collision Programs, Maintenance Programs, Service Marketing Point of Sale. Enroll Dealers, Subscription Information
Dealer Personalized Merchandise	fax 800-793-8269	EST	Order Inquiry
Delivery Vehicle I.D. Program	800 872-4614	EST	Order Packages, Customized Kits, Order Follow-up
Mopar Operations - UPS Shipments:			
UPS Preferred Customer Call Center	800 567-9989 (Option 1)	EST	Metro Detroit-based UPS Preferred Customer Service Call Center that provides full service tracking for all Domestic Dealers' referral service part orders, D2D and QEC warranty shipments.
Mopar - Performance Parts:			
Mopar Performance Tech Hotline - Team Mopar Hotline	888 528-HEMI (4364)	EST	Technical Assistance for Performance (P) Parts.
Mopar - Remanufactured Parts:			
Cummins-Diesel	800 343-7357	EST	7:00 am - 7:00 pm - Customer Support Center
Electronic Engine/Transmission Controllers-TBI/Turbo Power & Logic Modules	800 866-6727	EST	8:00 am - 5:00 pm - Technical Support Hotline
Gas Engines/Cylinder Heads Dealers Press #1 and IRF Press #2	866-262-8517	EST	9:00 am - 4:00 pm - Technical Support Hotline
Automatic & Manual Transaxles/Transmissions Dealers Press #1 and IRF Press #2	866-262-8517	EST	9:00 am - 4:00 pm - Technical Support Hotline
2.7L Diesel Engine (Sprinter)	1-800-649-7619	EST	6:00 a.m. - 3:00 p.m
Powertrain Service Center	866 262-8517	EST	Mopar Warranty Inquiries

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Program Headquarters / Vehicle Incentives:			
Rewards Program/Rewarding Excellence Card	888 887-6192	EST	For Salespersons' and Sales Managers' "SPIN" incentives.
Chrysler Employee Advantage Hotline (Chrysler Employee/Retiree NVPP)	800 756-2886	EST	www.ea.chrysler.com
Affiliate Rewards Program Headquarters	888 444-4321	EST	www.chrysleraffiliates.com
Chrysler Incentives Assistance Center	800 227-0757		Inquiries regarding Certificates, Fleet Payments, Rebates, Price Protection
Chrysler Automobility Program Headquarters	800 255-9877	EST	Inquiries regarding Rebates and Physically Challenged Adaptive Equipment
Service / Technical Support:			
Chrysler Service Manuals, Diagnostic Manuals	800 626-1523	EST	Technical Authority, Chrysler Apprentice Program, Service Manuals, Diagnostic Manuals
Chrysler STAR Center	800 850-7827	EST	8:00 am - 8:00 pm (Mon-Fri), 9:00 am - 1:00 pm (Sat) - Technical Support Hotline - provides assistance for the proper servicing and repair of vehicles.
Chrysler Tech Training Self-Study	888 321-4321	EST	Technician inquiries for paper versions of technical self-study courses
Magna Powertrain	800 945-4327	EST	Information on Repair of Manual Transmissions and Transfer Cases.
Professional Service Equipment (PSE)	800 223-5623		
Sprinter Support Center	866 769-8092	EST	Questions pertaining to Sprinter vehicles.
SPX Miller Special Tools	800 801-5420		Special Tools - StarSCAN, DRBIII, PSE http://www.millerspecialtools.spx.com
TechCONNECT Diagnostic Systems	800 374-4040	EST	Dealership Help Desk, Service and Support
Master Shield - Valugard	800 543-7156	EST	Inquiries requesting more information on Fabric Protector, Paint Sealant, Rust Proofing and Undercoating.
WiTECH Support	888 WITECH-I		Wiring Application, Premium Support
Service Contracts:			
Claims Hotline	800 228-7040	EST	8:30 am - 5:00 pm, Monday - Thursday Assistance in Submission and Correction of Claims Submitted via DealerCONNECT
Chrysler Motors Distribution Center	800 521-0953	EST	Order Service Contract Brochures, Sales Aids, Application Forms, Etc. (also available on DealerCONNECT eStore > Literature & Merchandising Materials)
Service Contracts Sales Processing Hotline (Dealer Hotline)	800 541-4612	EST	Application, Entry Corrections, Vehicle Eligibility Questions Repair Authorizations, Coverage Verification, Plan Corrections and Cancellations/Transfer
Dealer Assistance Hotline (CATS)	800 782-2668	EST	
GAP Claims Hotline	800-755-9519	EST	

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Chrysler Service Contracts Billing Office	Dealer: 888-575-4628 Customer: 800-595-6286	EST	8:00 am - 8:00 pm, Monday - Friday
VPSI			
Home Office	800 223-8774	EST	National Office for Commuter Vanpool Services & Sales. Provide Location of Nearest VPSI for Vanpool and Handicap Transportation.
MichiVan Customer Service	800 826-7433	EST	