

# HELPFUL HINTS

## A GUIDE TO THE VEHICLE SAFETY, EMISSIONS AND REGULATORY ISSUES QUESTIONNAIRE

This document is intended to act as a guide to assist you in filling out the questionnaire. Its purpose is to provide insight and to also help address any questions that might come up during the questionnaire process. Please note that all the questions below may not appear on the specific report you have selected. If you find that there are questions that may not have been addressed by this guide, please reach out to the call center or submit an inquiry through the “Ask A Question” feature on the website.

### Questions and Answers

- 1. Are you a supplier of FCA US NAFTA parts?** We would like to identify the source of the information to better understand the relationship that you have with the issue being reported.
- 2. If you are not a supplier, what is your relationship to FCA US?** We are seeking to identify the source of the information to better understand the relationship that you may have with the issue being reported.
- 3. Please provide your contact information.** Your contact information may be used to follow up on any additional detail needed for investigation purposes only. While it can be very helpful to have all contact information, it is not required and you may remain anonymous.
- 4. Do you wish to remain anonymous for this report?** The submission of these reports does not require that you provide your contact information. Anonymous reporters should periodically check back to see how their case is progressing and determine if the investigation team has left any requests for clarification or additional information for you. Remember to keep your report key and selected password in a secure place. Your case may be closed if insufficient or incomplete information is provided.
- 5. Are you willing to be contacted by FCA US?** Contact information may be used to follow-up on any additional details required for your report. While it may be helpful to have your contact information, it is not required and you may remain anonymous.
- 6. What is the nature of your concern?** In order to perform a thorough investigation, we are seeking as much information from you as possible. Issues may be caused by different underlying causes and each and every detail is critical to determine the root cause of the issue you are reporting.
- 7. What FCA facility or location does this concern apply to?** Specific locations, for example, an assembly plant or parts manufacturing plant, will help investigators to narrow the scope. If you are not sure if the issue stems from a particular location or if it stems from more than one location, there is no need to include it.
- 8. Please clarify the following:**
  - a. Is this for a vehicle or part you are working on?** Is this a part you are engineering, designing or otherwise involved with? This information may help us in the root cause analysis.



- 16. Does this apply to an engine or transmission?** Engine and transmission information may help the investigation team to identify the scope of the concern.
- 17. If this issue affects a known vehicle, where is the vehicle located?** The specific vehicle exhibiting the issue may be helpful to the investigation team.
- 18. If this issue affects a known vehicle, can we have access to review the vehicle?** It may be helpful to the investigation team to review the vehicle.
- 19. If this issue affects a known vehicle, in the case of crash, fire, property damage, injury or fatality, has a legal or insurance claim been filed?** Requesting information on the alleged claims or prior investigations may assist the investigation team in assessing the issue.
- 20. Are there any other known instances of the same issue on similar vehicles?** The intent of this question is to assist with identifying scope of the issue and whether it may affect more than one vehicle.
- 21. If you have a document or file that supports your declaration, most common file types can be uploaded:** Uploading information such as an e-mail, production information or drawings may be helpful to investigation team.
- 22. Please provide any other details regarding the concern, including information that could be valuable in the evaluation and ultimate resolution of this concern.** Please take your time and provide as much detail as possible, but exercise care to not provide details that may reveal your identity if you have chosen anonymous reporting. For example, it may be important to know if you are the only person aware of this situation.

#### **What if I do not have the answer to a question being asked?**

Although many fields within the form are required, there may be questions for which you do not have the information requested. In this situation, please provide the best information possible to address the question or reply with “unknown.” If further information is needed to complete the investigation, our investigation teams will request additional details. For those reports filed anonymously, please make sure to use the “Follow Up” feature in the reporting system to check back to see if follow up questions have been asked. The system will allow you to remain anonymous when following up with more details.

Thank you for taking the time to report your issues.