



FCA CANADA  
**2018 QUALITY**

## **Award-winning Quality Carefully Crafted at FCA US**

FCA US LLC continues to invest in product improvements while attracting new customers into dealer showrooms and steadily increasing market share. Producing high-quality vehicles is central to the FCA US goal of earning and maintaining the trust and loyalty of customers. High priority is given to sharing the Company's quality vision and targets with everyone in the extended organization, which includes not only employees, but also suppliers, dealers and other business partners.

"My colleagues and I see an unwavering commitment to quality inside the Company," said Scott Garberding, Head of Quality, FCA - Global. "We're starting to see some of the early results of that recommitment and we're focused on continuing the momentum in our pursuit of more loyal and highly-satisfied owners."

### **Select Quality Awards Since June 1, 2015:**

#### **FCA Canada Is the only domestic manufacturer to win 2017 Canadian Black Book 'Best Retained Value Awards'**

- Awards acknowledge vehicles that retain the highest percentage of their original MSRP after four years
- Jeep® Wrangler, plus Ontario-built Dodge Challenger claim awards
- FCA Canada is only domestic manufacturer to win with two or more vehicles for seven consecutive years
- Jeep Wrangler broke its previous retained value record; seventh year it has won Compact SUV category
- Sixth year Dodge Challenger has won Sports Car category
- Ontario-build Dodge Charger and Ram Cargo Van were runner-ups in their respective categories



**FCA Canada is the Only Domestic Manufacturer to Win Three 2016 Canadian Black Book 'Best Retained Value Awards'**

- For the sixth year in a row, the iconic Jeep® Wrangler took top spot in the Compact SUV category
- For the fifth year in a row, the Ontario-built Dodge Challenger took top honours in the Sports Car category
- The Ontario-built Dodge Charger took the top spot in the Full-Size Car class

**Alfa Romeo 4C Honoured as Best Value Luxury Sports Car in 2017 Vincentric Best Value in Canada Awards**

**Five FCA Canada vehicles honoured with Vincentric awards for exceptional value**

- Ram 2500 ranked Best Value in Full-Size ¾-Ton Heavy Duty Pickup category
- Ram 3500 two-time winner of the Full-Size One-Ton Heavy Duty Pickup category
- Ontario-built Dodge Challenger first-time winner in Sports Car category
- All-new Jeep® Renegade and iconic Jeep Wrangler first-time winners in Subcompact, Compact/Mid-Size SUV categories

**Ram 1500 EcoDiesel is Crowned 2016 Canadian Truck King**

- 2016 Ram 1500 EcoDiesel won both the Full-Size Truck category and the overall Canadian Truck King title, based on points amassed amongst 14 entries, a back-to-back win

**Five FCA Canada Vehicles Named *The Car Guide / Le Guide de l'Auto* Best Buys for 2016**

- Full-size Sedans – 1st place: Ontario-built Chrysler 300, 3rd place: Ontario-built Dodge Charger
- Full-size Pick-up Trucks – 1st place: Ram 1500
- Mid-size SUVs over \$50,000 – 3rd place: Jeep® Grand Cherokee
- Full-size SUVs – 2nd place: Dodge Durango

**Ontario-built Dodge Challenger ranked highest in Midsize Sporty Car segment for fifth time in seven years in the in J.D. Power 2017 APEAL Study™**



**In addition to being the highest-ranking minivan in the J.D. Power 2017 U.S. Initial Quality Study<sup>SM</sup>(IQS), the Ontario-built Chrysler Pacifica led its segment in this year's APEAL study. This was its inaugural year in the competition.**

#### **All FCA US Brands Improve in J.D. Power 2017 U.S. Initial Quality Study<sup>SM</sup>(IQS)**

- All FCA US brands post year-over-year initial quality score improvements
- Ontario-built Chrysler Pacifica is highest ranking Minivan in quality study in its maiden year
- Ontario-built Dodge Challenger and Grand Caravan rank second in initial quality in respective segments
- Ram Truck improves initial quality by nearly 25 percent

#### **Fiat 500 led segment in J.D. Power's 2016 U.S. Vehicle Dependability Study<sup>SM</sup>**

- Ram Truck brand ranked eighth among all automakers for vehicle dependability
- Fiat 500 was highest-ranked City Car in dependability study
- Ontario-built Chrysler Town & Country ranked second in minivan segment
- Ontario-built Dodge Challenger ranked third among midsize sporty cars

#### **Four FCA US Vehicles Win Quality Awards in Strategic Vision's 23rd Annual Total Quality Impact<sup>TM</sup>**

- Ontario-built Chrysler Pacifica, first place in total quality among Minivans
- Ontario-built Dodge Charger captures win for total quality in Full-Size Car segment, third win in four year
- Dodge Durango leads Mid-Size SUV segment in total quality, four wins in five years
- Jeep® Wrangler named best-in-class Entry SUV

#### **Five FCA US vehicles named "Most Loved Vehicles in America" by Strategic Vision**

- Ontario-built Dodge Charger and Dodge Durango "most loved" in their respective segments for second-consecutive year
- Jeep® Renegade leads entry SUV segment in 2015 Most Loved Vehicles survey in America by Strategic Vision
- FIAT captured most segment wins among small cars with 500 and 500e



### **Dodge Durango, Jeep® Renegade and Ram 1500 named 2016 Consumer Guide® Automotive Best Buys**

- 2016 Jeep Renegade captured Subcompact SUV Best Buy award for first time
- 2016 Dodge Durango continued as Large SUV Best Buy for fourth-consecutive year
- 2016 Ram 1500 named Large Pickup Truck Best Buy every year since 2009 model year

### **Consumers Digest awards six FCA US vehicles with “Best Buys” for 2016 model year**

- Jeep Renegade achieved a “Best Buy” in the new subcompact SUVs segment
- Jeep Grand Cherokee was named a “Best Buy” for six-consecutive years
- Ontario-built Dodge Challenger earned its second “Best Buy” and Dodge Durango repeats for fifth-consecutive year
- Ontario-built Chrysler 300 earned fourth “Best Buy” award
- Fiat 500 is a five-time honoree in subcompact segment

### **Dodge Challenger, Dodge Charger and Fiat 500 lead segments in 2015 J.D. Power APEAL Study™**

- Ontario-built Dodge Charger led large car segment for fifth-consecutive year
- Ontario-built Dodge Challenger ranked highest in mid-size sporty car segment for fourth time in five years
- Fiat 500 led city car segment, second top three finish in four years
- Ram 1500, Ontario-built Chrysler 300 ranked second and third in respective segment

### **FCA US ranked highest overall in Strategic Vision’s 20<sup>th</sup> Annual Total Quality Index™**

- Ontario-built Dodge Charger and Dodge Durango captured class wins for the second- and third-consecutive year, respectively
- Ontario-built Dodge Challenger tied for first in specialty coupe segment
- Jeep Wrangler Unlimited named best-in-class entry SUV for second year in a row
- FIAT led small cars in total quality with segment wins by 500 and 500e
- Ram captured title of industry’s best non-luxury brand



### **2015 Chrysler 300, Dodge Challenger Lead Their Segments in Initial Quality**

- Ontario-built Chrysler 300 highest-ranked large car in quality study
- Ontario-built Dodge Challenger led mid-size sporty car segment for second-consecutive year, third time in five years
- Ram 1500, Ontario-built Chrysler Town & Country ranked second for initial quality in their respective segments

