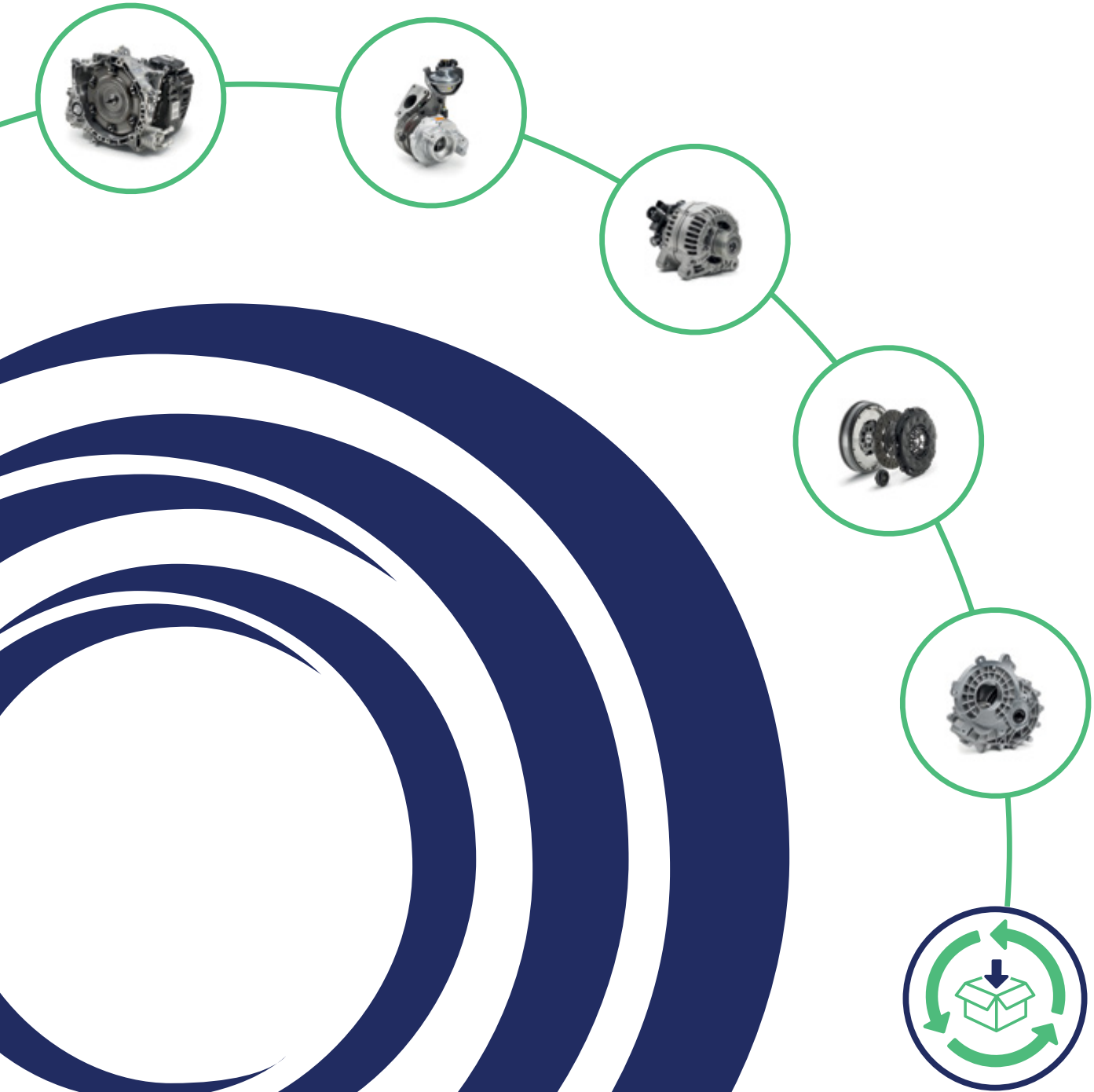


STELLANTIS NORTH AMERICAN CORE RETURN GUIDE

POLICES AND PROCEDURES, ALL IN ONE PLACE.



CORE RETURN





SUSTAINera

Circular Economy

Making a better future

Cores are the lifeblood of any viable remanufacturing program. The timely return of cores using the proper packaging and handling methods is key to providing our vehicle owners with a low-cost and sustainable option to keep their vehicles on the road.

Proper use of the Stellantis/SUSTAINera core return system ensures that genuine Mopar® Parts returns are used to provide high-quality remanufactured parts and prohibits cores getting into the salvage and aftermarket competitor space.



CORE RETURN

TABLE OF CONTENTS

| | |
|-----------------------------------|-------|
| Core Return Policy | 4 |
| Aluminum Wheels | 5 |
| Gas & Diesel Engines | 6 |
| Transmissions | 7 |
| Transmissions Subassemblies | 8 |
| Draining Policy | 9 |
| Torque Converters | 10 |
| Power Steering Pumps | 11 |
| Steering Racks & Gears | 12 |
| Catalytic Converters | 13 |
| Core Return Procedure Notes | 14 |
| Core Return Process | 15 |
| Core Return FAQs | 16-17 |

NO-HASSLE CORE RETURNS!

REMANUFACTURED AND FASCIA DEPOSIT PARTS CORE RETURN POLICY

Core Return and Credit Eligibility

1. Only those parts with an active core part number offered on the Mopar® Remanufactured OE Deposit Parts program are eligible for return and credit.
2. Only cores generated by the purchase and sale of Mopar Remanufactured OE Deposit Parts are eligible for return to Stellantis for exchange credit on a one-for-one replacement basis. The quantity of cores received from a dealer cannot exceed the quantity of Mopar Remanufactured Parts purchased.
3. Cores that result from dealer-to-dealer sales must have eligibility transferred in the Global Core Return System — screen GCRN.
4. Stellantis may chargeback dealers for credit paid on disassembled or incomplete cores.
5. Stellantis may take other actions as necessary if the core return policy is not followed.
6. Cores are eligible for return up to two years after the date of purchase.

Core Return Requirements and Acceptability of Cores

1. Stellantis has a “No Hassle” core return policy for engines, transmissions/transaxles, transfer cases, starters, alternators, powertrain control modules and brake calipers. This includes catastrophic failure and damage due to transportation during shipment.
2. Returned cores must be drained completely, fully assembled and complete with the same components provided with the replacement Mopar Remanufactured OE Deposit Part.
3. Reduced or no credit will be paid for disassembled or incomplete cores.
4. All cores must be returned in the box or crate in which the replacement Mopar Remanufactured part was shipped.

Fascia Core Return

1. There is a core deposit value on eligible fascia cores. Damaged front and rear fascias replaced on model year 2010 and newer Stellantis vehicles should be returned to the Mopar Parts dealer for recycling.
2. Original packaging is not required.
3. Mopar fascia cores become eligible for a core deposit refund when a 2010 or newer Mopar fascia is purchased from an Stellantis dealer on a one-for-one replacement basis. The quantity of cores returned cannot exceed the quantity of Mopar fascias purchased.
4. If a fascia core is not returned within 15 months, the deposit may expire and no longer be redeemed.

By simply following the guidelines listed above, you can receive 100% core credit using the Mopar hassle-free core return process. Mopar makes it easy!

ALUMINUM WHEELS DEPOSIT PARTS RETURN POLICY

In alliance with our Dare Forward 2030 and Circular Economy (CE) plan within Stellantis and Mopar®, we continue this momentum with the addition of Aluminum Wheel Recycling.

Recycling of aluminum and recovering this material to complete a closed loop process with our manufacturing plants is key in the elimination of waste and part of our global strategy within Circular Economy.

From November 1, 2023, forward there will be a deposit charge of \$50.00 added to aluminum wheel purchases.

The process to return aluminum wheels and receive the deposit credit back will be folded into the existing dealer return process for fascias.

DO NOT SEND WHEEL RETURNS BACK VIA DDS DELIVERY!

Failure to follow the above will result in delayed or no credit back.

Program available in US only at this time.

**Any questions concerning core returns should be directed to the GCRS Customer Service:
DealerCONNECT > Parts > Contact Global Core Returns (preferred) or 866-254-2940.**

REMANUFACTURED GAS & DIESEL ENGINE CORE RETURN STANDARDS

DISPOSITION CHARGEBACK AMOUNT \$/% OF CORE VALUE

Improperly Drained

\$75

Disassembled/Missing Components

75% →

Missing Camshaft Caps

100%

Missing Main & Rod Caps

100% →

Original Returnable Container Missing

100%

Wrong Part Received

100%

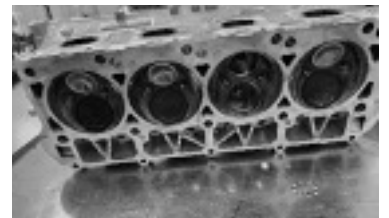
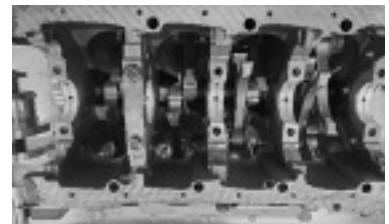
CYLINDER HEADS

Missing Valves

25% →

Missing Camshaft Caps

100% →



Any questions concerning core returns should be directed to the GCRS Customer Service:
DealerCONNECT > Parts > Contact Global Core Returns (preferred) or 866-254-2940.

REMANUFACTURED TRANSMISSION CORE RETURN STANDARDS

DISPOSITION CHARGEBACK AMOUNT \$/% OF CORE VALUE

Improperly Drained

\$75

- Unit was not entirely drained of fluid or was returned with shop debris

*Please note, certain 8- and 9-speed transmissions are self-contained and undrainable and not subject to policy.

Diagnostic Sheet

\$75

- Warranty unit was received without diagnostic sheet attached

Missing Input/Output Speed Sensor

\$50 ea.

- Transmission received was missing an input or output speed sensor

Missing Solenoid Pack

\$100

- Transmission received was missing the solenoid pack

Missing Torque Converter or Retainer Bracket

15%

- Transmission received was missing the torque converter
- Unit must be returned with torque converter retaining bracket installed

Missing Overdrive

50%

- Transmission received was missing overdrive

Missing Valve Body

25%

- Transmission received was missing valve body

Container Received with No Core

100%

- Returnable container number not used
- Returnable container part number – UCONTRET00

Disassembled 100%

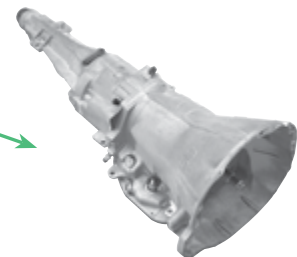
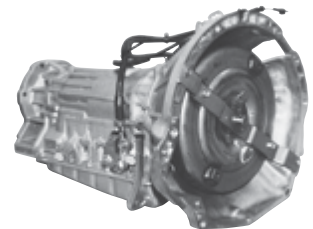
- Unit was received in disassembled condition

Original Container Missing

\$225

Wrong Part Received

100%



By simply following the guidelines listed above, you can receive 100% core credit using the Mopar® hassle-free core return process. Mopar makes it easy!

REMANUFACTURED TRANSMISSION SUBASSEMBLY CORE RETURN STANDARDS

DISPOSITION

CHARGEBACK AMOUNT \$/% OF CORE VALUE

Input Clutch Assembly

- Bent/damaged input shaft
- Damaged input clutch retainer
- Missing parts

50%
50%
50%



Oil Pump Assembly

- Damaged reaction shaft
- Damaged pump housing
- Missing parts

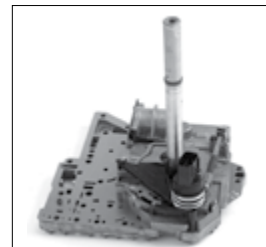
50%
50%
50%



Valve Body Assembly

- Bent/damaged shaft
- Damaged valve assembly
- Missing parts

50%
50%
50%



Any questions concerning core returns should be directed to the GCRS Customer Service:
DealerCONNECT > Parts > Contact Global Core Returns (preferred) or 866-254-2940.

DRAINING POLICY

In keeping with our continuing “Be Green” efforts, it is important that you review our Powertrain Core Return Policies. The procedure to properly drain engine and transmission core units prior to shipping back to Mopar® is outlined below.

One of the Most Common Chargeback Reasons is “Improperly Drained” Parts

Global Core Acceptance Standards are inserted in all Reman units shipped and are referenced in the back of the Reman catalog. This standard outlines the fact that all cores must be drained of fluid or a chargeback of \$75 per core will be assessed.



All Core Returns Must Be Properly Drained

Adherence to this policy is necessary to protect the environment and comply with environmental regulations. Our drivers have been instructed to pick up only drained cores.

Draining Guidelines

All assemblies should be drained on a curbed, coated or lined concrete surface with spill controls, including drip pans and absorbents where necessary. If the draining area is outdoors, it should be covered to prevent rainwater from collecting and prevent contaminated run-off from polluting rain and melting snow. Always ensure that you use a funnel to drain fluids directly into an appropriate storage container for proper disposal in compliance with all local environmental standards.

Transmissions

Drain transmissions by removing both the pan and drain plug. Drain the torque converter separately by tipping at various angles to remove fluid from the hub. Replace the torque converter, pan and plug after draining. Insert the dipstick in the transmission and tighten all bolts on the oil pan to prevent any residual fluid from leaking.

Engines

Drain engine oil by removing the plug and allowing sufficient time to drain fluid. Insert the dipstick in the engine and tighten all bolts and plugs to prevent any residual fluid from leaking.

Chargeback Criteria

Dealers will be assessed a \$75 (per core) chargeback fee for improperly drained part returns. Cores that are received in fluid-soaked containers or with visible leakage will incur this chargeback. Cores receiving a chargeback will be documented and photographed.

By simply following the guidelines listed above, you can receive 100% core credit using the Mopar hassle-free core return process. Mopar makes it easy!

REMANUFACTURED TORQUE CONVERTER CORE RETURN STANDARDS

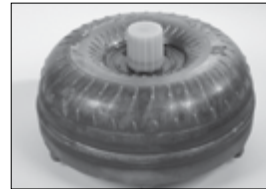
DISPOSITION

CHARGEBACK AMOUNT \$/% OF CORE VALUE

Wrong Part Received

- The wrong part or part that does not match the paperwork was received

100%



External Damage to Unit






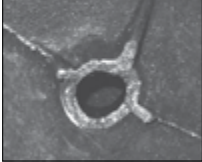








15%



Any questions concerning core returns should be directed to the GCRS Customer Service: DealerCONNECT > Parts > Contact Global Core Returns (preferred) or 866-254-2940.

REMANUFACTURED POWER STEERING PUMPS (PSP) CORE RETURN STANDARDS

DISPOSITION CHARGEBACK AMOUNT \$/% OF CORE VALUE

| DISPOSITION | CHARGEBACK AMOUNT \$/% OF CORE VALUE |
|--------------------------------------|--|
| PSP Rotor Shaft Missing | 100%   |
| PSP Outlet Tube Cut/Damaged | 80%   |
| PSP Reservoir Tube Missing/Damaged | 80%   |
| PSP Broken/Damaged/Missing Connector | 50%   |
| PSP Broken/Missing Reservoir Cap | 10%   |
| PSP Broken/Damaged/Missing Reservoir | 80%   |
| PSP Broken Cover/Mounting Holes | 100%   |
| Wrong Part Received | 100% |

By simply following the guidelines listed above, you can receive 100% core credit using the Mopar[®] hassle-free core return process. Mopar makes it easy!

REMANUFACTURED STEERING RACKS & GEARS CORE RETURN STANDARDS

DISPOSITION

CHARGEBACK AMOUNT \$/% OF CORE VALUE

R & P Broken Fluid Line

10%



R & P Stripped Line Threads

100%

R & P Bent/Damaged Fluid Line

10%



R & P Missing Inner Tie Rod

50%



R & P Broken/Cracked/Damaged/
Missing Connector

50%



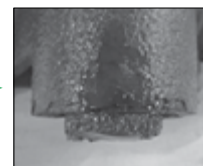
R & P Bent/Damaged Inner Tie Rod

50%



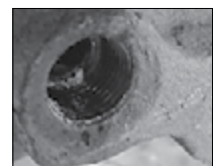
SG Broken/Damaged Sector Shaft

100%



SG Stripped Port Threads

100%



Wrong Part Received

100%

R & P = Rack & Pinion
SG = Steering Gear

Any questions concerning core returns should be directed to the GCRS Customer Service:
DealerCONNECT > Parts > Contact Global Core Returns (preferred) or 866-254-2940.

CATALYTIC CONVERTER CORE RETURN STANDARDS

- Catalytic converters must be intact, and all pipes must be completely removed prior to return (as shown)
- Mopar® will reimburse only 50% of the core/deposit on returns that do not comply with the above requirement
- Exception: All catalytic converters returned for quality requests to the Quality Engineering Center must be returned in their original condition (no pipes removed)
- To ensure everyone's safety, please tape ends that were cut (w/ duct/packing tape) to avoid any potential injuries during handling



By simply following the guidelines listed above, you can receive 100% core credit using the Mopar hassle-free core return process. Mopar makes it easy!

CORE RETURN PROCEDURE NOTES

Stage the Core for Pickup

- Pack the core in the original container
- Insert the printed Core Return Control Ticket into the Core Material Return Envelope (Part# 00PM1262)
- Attach the Core Material Return Envelope to the container

NOTE: Please pack only one core and one Core Return Control Ticket per container. Cores not packaged according to the Mopar® Core Return Policy may be subject to a 100% chargeback.

Dedicated Delivery Service (DDS)/Carrier Pickup Provisions

- The DDS/carrier will only pick up cores that have been assigned to the Dealer Shipper Document
- Non-DDS dealers should follow the procedures explained in the FAQ document for returning cores
- Submit the following documents to the DDS/carrier driver: Two copies of the Dealer Shipper Document for the dealer to sign — keep one for your records

Dealer Credit Process

- The dealer credit process is finalized when the core is received at a Mopar facility
- The dealer credit will appear on the Dealer's Weekly Statement
- Core returns are subject to audit and full chargeback for up to 90 days after receipt at the Mopar facility
- GCRS issues a one-time part credit
- Enhanced credit information is printed on the Dealer Credit Memorandum, including Core Return Control Ticket Number, date and core part number

Other Screens Available

- View Dealer Sales: View sales to other dealers from you that have been processed through GCRS
- Part Inquiry: View part detail including description, control level, eligibility, in demand quantity, core value and effective date
- Dealer List: Search for a dealer code by dealer name. This is used for dealer-to-dealer sales

By simply following the guidelines above, you can receive 100% core credit using Mopar's hassle-free core return process. Please refer to your Remanufactured Parts Catalog for further information on the return guidelines and acceptance standards. Any questions concerning core returns should be directed to the GCRS hotline: 866-254-2940. Assistance is available.

Any questions concerning core returns should be directed to the GCRS Customer Service: DealerCONNECT > Parts > Contact Global Core Returns (preferred) or 866-254-2940.

GLOBAL CORE RETURN SYSTEM (GCRS) PROCESS



1. DEALERSHIP

- Process the Core Return/Deposit Part in the Global Core Return System (GCRS)
- Attach Appropriate Bar Codes to the Parts You are Returning



2. DEDICATED DELIVERY SERVICE (DDS)

- Scan Bar Codes of Parts and Issue Credit to Dealer
- Transport Parts to Part Distribution Center (PDC)



3. AER/FRED JONES — NATIONAL CORE PICKUP PROGRAM

- \$100 Charge for Gasoline Engines
- \$125 Charge for Diesel Engines
- Contact AER for Details at 800-348-3673



4. PDCs

- Unload Cores from Trucks
- Sort the Returns and Scan into Bins
- Cross Dock



5. COMMON CARRIER

- Transport Cores/Deposit Parts to the Memphis Core Center (MCC)

6. MEMPHIS CORE CENTER

- At the MCC, Trucks are Unloaded
- Returns are Sorted and Scanned for a Receipt
- Parts are Inspected for Damage
- If Necessary, a Chargeback is Issued, and the Part is Returned to the Dealer
- Inventory is Stored at the MCC for Future Remanufacturing
- As Orders are Received, the MCC Fulfills and Ships Orders to Suppliers



7. COMMON CARRIER

- A Common Carrier Transports Cores to Supplier



8. SUPPLIER

- Trucks are Unloaded at Supplier
- Cores are Sorted by Part Number
- Cores are Inspected for Damage and Inventoried
- Cores are Used to Remanufacture Parts
- Finished Products are Shipped to Mopar® PDC



9. PDC

- Dealer Orders Parts
- PDC Fulfills Order — Ships and Delivers
- Dealer is Invoiced, which Generates Eligibility



FREQUENTLY ASKED QUESTIONS (FAQ)

1. How do I find a core return that I have entered?

When entering the core for return, make note of the Control Ticket Tracking Number (e.g., C123456789). The message “Press Tracking Summary” will appear at the top of the screen after entering core return. Control Ticket Tracking Numbers can be located by selecting “Tracking Summary” and searching by part number.

Select the *Print/Cancel/Dealer Sales* tab, enter the date the core was entered for return and select “Search.”

2. I entered a core for return. How do I locate the paperwork?

Bar codes and Dealer Shipper Documents need to be printed from DealerCONNECT. Select the *Print/Cancel/Dealer Sales* tab, change the drop-down date to the date the core was entered for return and select “Search.” Bar codes are identified as C123456789 and Dealer Shipper Documents are identified as GCRSSHP #2020-31-07.

3. I entered a core for return yesterday and now I don’t have eligibility. Will you re-instate it so I can enter the return?

No need to re-instate. In the *Print/Cancel/Dealer Sales* tab, change the date to yesterday’s date and click search. Your return should appear. If not, please contact GCRS Customer Service for assistance.

4. Why can’t I find the core I entered for return in the Print screen?

Make certain the core was assigned for pickup. After assigning the core, wait until the next half hour to print paperwork. For example, if a core was assigned for pickup at 11:04 a.m., wait until 11:30 a.m. to print the paperwork.

5. How do I cancel a core return?

Dealers can cancel core returns by selecting the *Print/Cancel/Dealer Sales* tab and selecting the *Cancel Returns* sub-tab. Locate the tracking number, part number and date needed to be canceled, and select the box for that item on the left. Next, select “Cancel” at the bottom of the screen. A message will appear “Are you sure you want to Cancel Pending return(s)?” Select “Yes” and the return will be canceled. Core eligibility will be restored on that part number.

6. How do I dispute a chargeback I received on a core return?

For a “Wrong Part Returned” chargeback – 60-A, please call GCRS Customer Service at 866-254-2940 for assistance. If requested, a digital picture of the part returned to the Memphis Core Center (MCC) will be forwarded to the dealer.

To avoid chargebacks for an incorrect part returned, audit outbound boxes to ensure the part is associated with its corresponding control ticket.

For a “Disassembled” chargeback, please call GCRS Customer Service at 866-254-2940 for assistance. If requested, a digital picture of the part returned to the Memphis Core Center will be forwarded to the dealer.

Try to reassemble to the best of your ability. If the part is left disassembled because internal parts are too damaged to reassemble, place a note inside the box/tote with an explanation (be sure to state that you tried to reassemble). The inspectors at the MCC will verify and process accordingly. If you still receive a chargeback, please call the number above.

Please be aware that if you receive a chargeback on a return that was held for an extended period of time before shipping, GCRS Customer Service will request a Dealer Shipper Document showing the ship date. It is possible that your chargeback reversal request may be denied if you do not ship your parts within a few days of entering them for return.

7. In the tracking screen, the core I returned says “Canceled by Dealer,” but I returned the core. Now what?

If the entry is canceled, the dealer will not receive credit. By canceling the return, your dealership is stating that said entry was a mistake. The tracking history in GCRS is no longer available on that control ticket.

When a dealer cancels a core return, eligibility on that part is restored.

8. What is the part number to return an empty container?

The part number for a returnable container is UCONTRET00. Last two digits must be zero, zero (00).

9. How do I reorder more Core Return Envelopes?

Core return envelopes can be ordered with a daily parts order, using part no. 00PM1262.

10. How do I transfer core eligibility to another dealer?

To transfer Core eligibility:

Parts > Global Core Returns > Print/Cancel Dealer Sales > Enter Dealer Code (or search by Dealer name > Enter part number (use U if transferring R part) > Search > Next screen CONFIRM part # and Qty > Submit

To view transfer activity to and from dealers:

Parts > Global Core Returns > Core/Tracking Inquiry > View Dealer Sales > Select Sales to or Purchases from > Search - Will show activity to or from for past year

As a reminder, it is up to the buying dealer to ensure the selling dealer transfers the return eligibility at the time of an over-the-counter purchase as Stellantis would have no knowledge of this transaction occurring.

11. Do I need to manually transfer eligibility for parts sold via 5300 order?

No. The GCRS system will transfer eligibility systematically.

12. Why haven't I received eligibility on a Reman part I just purchased?

Wait a couple of days after the purchase for the eligibility to reach the system. If the dealer hasn't received eligibility at time of invoice, call GCRS Customer Service at 866-254-2940 for assistance.

13. How do I receive credit on a core I returned over 60 days ago?

Email a copy of the Dealer Shipper Document (DSD) to: coregrp@stellantis.com. The GCRS Customer Service keeps track of monthly manual credit requests from dealers. The pickup date on the DSD **must be over 60 days** to receive manual credit.

14. How do I retrieve a part I returned by mistake?

Request the facing PDC to locate the part if it was returned less than one week ago. **If the facing PDC is not able to find the part, this part will go to the final destination and not be returned to the dealer.**

15. What is the difference between a Core PGM Referral and Mandatory Warranty return?

Cores are to be returned using the Global Core Return System under the Core PGM tab if the part was used on a warranty job but is not being called back as a mandatory return for inspection.

Cores are to be returned using the **Part Return Analysis System+ (PRAS+)** section of DealerCONNECT if the part is being called back as a mandatory return for inspection. Core credit is built into the barcode used for the return. There is no need to apply for separate core credit in the Global Core Return System.

16. My dealership merged with another dealership, but I don't have eligibility for their inventory that was purchased in the sale. What do I need to do? (Buy-Sell)

Contact GCRS Customer Service to verify the buy-sell. Eligibility will be transferred from the old dealer code to the new dealer code.

17. I am a Non-DDS Dealer, how do I correctly return parts?

| Dealer Route | < 150lbs, 130" girth | ≥ 150lbs, 130" girth | Former HazMat*** |
|---|--|--|--|
| DDS (mainland US) | DDS to Facing PDC | DDS to Facing PDC | DDS to Facing PDC |
| Non-DDS (mainland US) including Interline | Ground UPS to Memphis Core Center* UPS Acct#W888F9 | LTL to Facing PDC** (use route inbound LTL carrier) | Contact GCRS Hotline for instruction: 866-254-2940 |
| Offshore US** Alaska, Hawaii, Puerto Rico | Contact BAX representative Contact Eagle representative | Contact BAX representative Contact Eagle representative | Contact GCRS Hotline for instruction: 866-254-2940 |

* The UPS account may ONLY be used for non-DDS dealers shipping ground direct to the Memphis Core Center. All other uses will be cross-charged to the dealer account.

** The Logistics Provider will determine the most economical transportation method.

*** Former HazMat is considered any core that was originally received as a HazMat part.

These policies only apply to returned core material, program and non-program. Cycle Returns and MRAs should continue to be returned to the facing PDC. Questions or clarification regarding these policies should be directed to the Mopar GCRS Hotline: 866-254-2940.



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