



## Program Details & Frequently Asked Questions

### JEEP® WAVE PROGRAM & ELIGIBILITY OVERVIEW

#### Q: What is Jeep® Wave?

A: Jeep® Wave is a new program designed to provide select Jeep® vehicle owners with dedicated 24/7 exclusive Jeep® vehicle owner support and a special package of special benefits to enhance the ownership experience. Its purpose is to strengthen owners' connection to the Jeep® brand and its dealerships as a means drive to repeat sales and after-sales business and an overall positive perception of the brand.

#### Q: What benefits do Jeep® Wave members receive?

A: Jeep® Wave membership benefits include exclusive Jeep® vehicle owner support, complimentary maintenance\*, VIP treatment at Jeep® brand events across the country, trip interruption protection\*, first-day rental coverage\*, access to an exclusive Savings Network that automatically provides up to \$500 in annual savings and a unique web site/app experience.

Benefits noted with (\*) are administered by way of a Mopar Vehicle Protection® (MVP) plan that accompanies the Jeep® Wave membership. MVP plans may be 1 or 2 years in duration, reflective of the membership term (details to follow). 2-year memberships provide four oil changes and four tire rotations (two of each per year). 1-year memberships provide two oil changes and two tire rotations. Further details on Jeep® Wave benefits can be found later in this document.

#### Q: What segments of Jeep® vehicle owners are eligible for Jeep® Wave?

A: Jeep® Wave is offered to those who purchase new, premium Jeep® brand models and is available for other targeted Jeep® vehicle owner segments based on the strategic intent of the program:

- Auto-enrollment: Purchasers of select MY16 Jeep® brand models are automatically enrolled in the program at time of purchase, effective program launch. See list of eligible models below.

Auto-enrollment Vehicles		
Model	Trim	Body Models
Cherokee	Overland 4x2	KLTS74
Cherokee	Overland 4X4	KLJS74
Cherokee	Trailhawk 4x4	KLJH74
Grand Cherokee	Overland 4X4	WKJS74
Grand Cherokee	Summit 4x4	WKJT74
Grand Cherokee	Overland 4X2	WKTS74
Grand Cherokee	Summit 4x2	WKTT74
Grand Cherokee	SRT*	WKJX74
Renegade	Trailhawk 4x4	BUJH74
Wrangler	All	JK****
Wrangler Unlimited	All	JK****



- Buy-In: Owners of MY15 or newer Jeep® brand vehicles may pay to join the program.
  - Note: other Jeep® vehicle owners may be enrolled by FCA US LLC into Jeep® Wave on a case-by-case basis.
- Note, no other Jeep® brand vehicle is eligible for the program (including buy-in) at this time.

**Q: Are non-Jeep® brand vehicles eligible?**

A: No. Only Jeep® brand vehicles are eligible.

**Q: Are fleet vehicles and FCA US LLC Company Cars eligible for the Jeep® Wave program?**

A: Fleet vehicles, Company Cars (FCA US LLC Corporate Lease vehicles) and the Courtesy Transportation Program (CTP) vehicles are NOT eligible for the Jeep® Wave program.

**MEMBERSHIP ENROLLMENT & DETAILS**

**Q: How long are Jeep® Wave memberships valid?**

A: Auto-enroll memberships are valid for 24 months. Buy-In memberships are valid for 12 months. All memberships can be renewed for \$150/year (subject to change), plus applicable state and local taxes.

**Q: When does membership in Jeep® Wave begin?**

A: Membership begins on the In Service date for auto-enroll. Membership for those who buy-in to the program starts on the day they purchase the membership.

**Q: How do owners enroll and create an account?**

A: Members who are auto-enrolled will automatically receive select benefits as part of their Jeep® Wave MVP plan. However, all owners must have/create an active Mopar® Owner Connect account and accept the program terms and conditions to fully activate the membership and access full program benefits. It is critical that dealers encourage customers to complete these steps. Customers can access Mopar® Owner Connect via the Owners tab of [jeep.com/wave](http://jeep.com/wave). The Jeep® Wave portal resides within the Mopar® Owner Connect environment and is supported by a single sign-on process for a seamless experience.

**Q: Do members receive a membership card?**

A: Yes. We will mail a permanent membership card to all members within 4 – 6 weeks of enrollment. A temporary card will be issued for auto-enrolled members as part of their Jeep® Vehicle Welcome kit.

**Q: How do owners buy in to the Jeep® Wave program?**

A: Owners of MY2015 and newer Jeep® brand vehicles not already enrolled in Jeep® Wave can do so via the Jeep® Wave tab of the Mopar® Owner Connect ([jeep.com/wave](http://jeep.com/wave)) site. A program overview and the ability to purchase and activate a Jeep® Wave membership are available.



**Q: What does Jeep® Wave cost an owner?**

A: Owners who are auto-enrolled pay nothing for a two-year membership. Owners who buy in pay \$150/year for the program (subject to change), plus applicable state and local taxes.

**MEMBERSHIP – ADDITIONAL MEMBERSHIPS, RENEWALS, REFUNDS**

**Q: Can members have more than one Jeep® Wave Membership?**

A: Yes. Members can have an unlimited number of memberships so long as they have qualifying vehicles. Each membership is linked to a specific VIN.

**Q: How do owners add other vehicles to the Jeep® Wave program?**

A: Members can purchase Jeep® Wave for any MY15 Jeep® brand vehicle or newer that is not auto-enrolled. Owners can go to the Jeep® Wave portal within Mopar® Owner Connect ([jeep.com/wave](http://jeep.com/wave)) for more information on this option. Each membership is linked to a specific VIN.

**Q: How do owners know when their membership expires?**

A: All members will receive a Welcome kit which will clearly show their membership start and expiration date. Members will also know their program expiration date from their membership card, the Jeep® Wave website, and the app.

**Q: What happens when a membership expires?**

A: Owners who have opted in for communication will receive emails and/or direct mail pieces letting them know the date their membership expires and the process to extend/renew their membership. Benefits expire at the time the membership ends (including any unused benefits, which are not available after the membership expiration date).

**Q: Can owners renew their membership?**

A: Yes. Owners will be able to renew their membership using the buy-in function on the site or app. Owners who are opted in to receive Jeep® Wave communications will be given advance notice of their membership expiration date and instructions on renewal.

**Q: What happens to the Jeep® Wave Membership if the vehicle is sold?**

A: The remaining benefits transfer to the new owner when a vehicle is sold. For example, if the membership is set to expire in six months and has one complimentary oil change/tire rotation remaining, the new owner receives a membership good for six months with one complimentary oil change and tire rotation.



**Q. Can a member get a refund on the program if he sells his Jeep® brand vehicle or it is totaled in an accident?**

A: Members who buy in to the program can get a full refund within 60 days of purchase, so long as no claims have occurred as part of the MVP plan benefits. Members seeking a refund should call the Jeep® Wave contact center for further information, and all refunds will take place through the Jeep® Wave site and be processed via credit card transaction. After 60 days, no refund is available. Owners with auto-enroll memberships are not eligible for a refund.

**OWNER SUPPORT**

**Q: How can owners learn about the program?**

A: Dealers will receive training and be supplied with brochures to present the program to customers at their dealerships. Enrolled owners will receive an initial outbound call from one of the exclusive Jeep® vehicle owner support agents who will welcome the owners and explain program benefits. Owners will also be encouraged to visit the Jeep® Wave Tab of the Mopar® Owner Connect site and download the Jeep® Wave App. Additionally, owners will also receive a Welcome kit with a permanent membership card and a brochure outlining the Jeep® Wave program benefits.

**Q: Where should owners go for program support?**

A: Owners should be encouraged to call their exclusive Jeep® vehicle owner support agent at any time (24/7) at (844) 533-7928 (JEEP WAVE). They can also learn more at [jeep.com/wave](http://jeep.com/wave).

**Q. Is there a mobile app for members?**

A: Yes. Jeep® Wave program information and benefits will be accessible through the current suite of owner apps available to Jeep® vehicle owners (Mopar® Owners Companion, Jeep® Vehicle Info). These apps are available through Google Play (Android) and iTunes (Apple).

**MEMBERSHIP BENEFIT DETAILS**

**Q: Can members go to any dealer for their complimentary maintenance?**

A: Yes. They can go to any U.S. authorized FCA US LLC dealer. This will be communicated to the customer as part of the MVP plan provisions that accompany his/her Jeep® Wave membership.

**Q: What does trip interruption cover?**

A: The Plan will reimburse up to \$1,000/event for lodging, meals and emergency transportation such as taxi, bus or airline for the member and his family if (1) his vehicle is inoperable due to a failure covered under this Plan or under the factory warranty and (2) you are more than 100 miles from the address of record. Lodging, meals and emergency transportation receipts must accompany a copy of repair bill and



must be mailed to Vehicle Protection, P.O. Box 2700, Troy, Michigan 48007-2700. There is no maximum number of events that can be covered.

**Q: What does first day rental allowance cover?**

A: First Day Rental Allowance provides \$35.00 car rental allowance if the vehicle is to be serviced for any same day mechanical repair or maintenance service (excluding bodywork). Vehicles kept overnight are not eligible for First Day Rental. Please note: Excludes rental for bodywork to the exterior sheet metal/composite panel or frame collision repairs.

The rental vehicle must be obtained from a dealer. If a dealer does not have rental vehicles available, you may obtain one from a licensed rental agency. Rental coverage is subject to state and local laws and policies imposed by the rental agency. Rental charges in excess of the amount allowed by the plan are the member's responsibility. The plan is not responsible for any refusal of a rental agency to rent a vehicle to you.

**Q: What is the Savings Network?**

A: The Savings Network is an exclusive benefit featuring offers curated especially for Jeep® Wave members from about 150 premium retailers. Members can use their \$500 in annual savings to purchase selected products typically at 20% - 40% off best available pricing. For example, an item that retails for \$100 and is available exclusively for \$75 to Jeep® Wave members would represent \$25 in savings that would be deducted from the owner's \$500 savings bank.

**Q: How can members access the Savings Network?**

A: All members must first accept the terms and conditions of the Jeep® Wave program in the Jeep® Wave tab of Mopar® Owner Connect. They can then click on the Benefits tab and on the Savings Network link to view products curated especially for Jeep® Wave members from premium retailers.

**Q: Can you tell me more about Jeep® Wave dedicated service reps?**

A: Jeep® Wave members will have access 24/7 to a separate set of exclusive Jeep® vehicle owner support agents who will handle any inquiries. These reps will be trained to extend elite service to these valued customers beyond traditional customer support, such as helping schedule dealer service appointments.

**Q: Will additional service offers be available to owners?**

A: At this time, other service offers are not directly through Jeep® Wave. However, Jeep® Wave members will have direct access to the Mopar® Dynamic Coupon Library to select any service offers of interest.

**Q: Can a dealer enhance the program with other benefits?**

A: At this time, Jeep® Wave benefits are defined by FCA US LLC/Jeep® brand only.



**Q: Is the dealer required to request authorization for rental assistance that extends beyond ten days for a Jeep® Wave vehicle owner?**

A: Dealerships are empowered to utilize up to 15 days of rental authorization with no need to contact an Area Manager (AM) for approval. Anything beyond 15 days will require AM authorization.

**DEALER COSTS & REIMBURSEMENT**

**Q: What does Jeep® Wave cost my dealership?**

A: Nothing. All expenses are corporate-paid.

**Q: How are dealers reimbursed for oil and oil filter changes and tire rotations?**

A: The Plan provides up to four oil changes and tire rotation services (two in a one year period for those who buy into the program). Oil change reimbursement depends on the vehicle powertrain. All tire rotation services are reimbursed at \$10 per service. Any dealer charges in excess of the amount allowed by the Plan are your responsibility. These services MUST be performed by an FCA US LLC dealer and used by the expiration date of the plan.

Engine	Engine Sales Code	Vehicle Line	Oil Type	Oil & Filter Change Reimbursement	Tire Rotation Reimbursement
3.0 EcoDiesel V6	EXF	Grand Cherokee	Synthetic	\$110	\$10
5.7 HEMI® V8	EZH	Grand Cherokee	Conventional	\$30	\$10
6.4 SRT HEMI® V8	ESG	Grand Cherokee	Synthetic	\$65	\$10
3.6 & 3.2 Pentastar® V6	ERB, EHK	Cherokee, Grand Cherokee, Wrangler, Wrangler Unlimited	Conventional	\$30	\$10
3.6 Pentastar® Upgrade	ERC	Grand Cherokee	Synthetic	\$50	\$10
2.4 Tigershark I-4	ED6, ED8	Renegade, Cherokee	Synthetic	\$50	\$10

Dealership Oil Change and Tire Rotation reimbursement procedures use the standard MVP claim transaction type “F” special service charge selection for Fixed Cost Oil Changes and Tire Rotation services. The Global Claim System will apply the appropriate oil change dealer reimbursement for the vehicle subject to the claim. All tire rotation services are reimbursed at \$10 per occurrence. See WIC article #2268 for detailed oil change and tire rotation reimbursement procedures.



## DEALER RESOURCES & SUPPORT

### **Q: How will the dealer know who is enrolled in Jeep® Wave?**

A: Dealers have multiple ways of identifying Jeep® Wave members. Dealers can look up membership status on DealerCONNECT/Service/Single VIN Inquiry or via wiADVISOR. A Jeep® Wave dealer portal within the DealerCONNECT Customer Experience Tab is also available for membership lookup.

In addition, all members will receive a permanent membership card that indicates the VIN that is enrolled (Member ID is last 8 digits of VIN), and all members will receive two Jeep® brand decals to apply to their windshield for easy identification of membership.

### **Q: How can dealers check to see if a member is still enrolled and has remaining benefits?**

A: Dealers have multiple ways of doing this. The MVP system will list all members and show each owner's current benefit status (number of remaining oil changes, "good thru" period, etc.). Also, the Jeep® Wave Section of DealerCONNECT (Customer Experience Tab) will allow the dealer to look up an owner by name or by VIN to determine enrollment status.

### **Q: Can dealers enroll owners into Jeep® Wave directly?**

A: Dealers should direct interested owners to [jeep.com/wave](http://jeep.com/wave) should they wish to purchase an annual membership. Dealers cannot enroll owners directly.

### **Q: Where are program terms and conditions located?**

A: Terms and conditions can be found on the Jeep® Wave portal within Mopar® Owner Connect ([jeep.com/wave](http://jeep.com/wave)).

### **Q: Where can dealers go to learn more about the program?**

A: Dealers should go to the DealerCONNECT (Customer Experience Tab) for more information. From there, they can access Jeep® Wave resources and other relevant training materials.

### **Q: Where can dealers go to answer additional questions about the program or about specific customer issues?**

A: Dealers should contact their Field Reps with any questions not addressed in the FAQs.

### **Q: What reporting is available to dealers for the Jeep® Wave Program?**

A: Initial reporting will show VINs enrolled by MY and by enrollment status (auto-enroll, buy-in). Reports can be accessed through DealerCONNECT (Customer Experience Tab). Reporting on usage and other metrics will be made available over time.

### **Q: What marketing materials will be available to support the Jeep® Wave program?**

A: A brochure explaining the Jeep® Wave program will be available to display at dealerships. In addition, a sell sheet will also be provided.



**Q: Where can dealers go to order additional Jeep® Wave brochures?**

A:

- 1.) Login to DealerCONNECT ([www.dealerconnect.com](http://www.dealerconnect.com))
- 2.) Click on the “Marketing” link
- 3.) Click on the “Literature & Merchandising Materials” link
- 4.) Enter item # J-2016-0001 in the “Search” box at the top right of the home page
- 5.) Follow the shopping cart functionality
- 6.) Brochures can also be ordered by calling 1-800-521-0953 and reference item # J-2016-0001

**PROGRAM UPDATES**

The Jeep® Wave Program Terms and Conditions described herein are updated and effective as of November 20, 2015. FCA US LLC reserves the right to change, modify or cancel the program or certain program offerings at any time without advance notice to you. These modifications may include, but are not limited to, dealer participation, length of membership, program structure, earnings components, earnings amounts, participating merchants and brands, account functionality and site features. Any and all changes to the plan provisions are considered effective immediately and are binding upon all Members immediately. For current Program terms and conditions, go online to [jeep.com/wave](http://jeep.com/wave), login to your account, click on the Jeep® Wave tab, go to the My Membership tab and click the “TERMS AND CONDITIONS” link.

FCA US LLC, Jeep®, and the participating dealers assume no liability for your interaction or participation in the program that is contrary to the regulations and laws of your state of residence.

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