

## Four FCA US Vehicles Win Quality Awards in Strategic Vision's 23rd Annual Total Quality Impact™

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

July 26, 2017, Auburn Hills, Mich. - Four FCA US LLC vehicles led their respective segments in total quality in Strategic Vision's 23<sup>rd</sup> annual Total Quality Impact™ (TQI) report.

In its inaugural year, the all-new [2017 Chrysler Pacifica](#) led all minivans. The Dodge Charger won its segment for the third time in four years while the Dodge Durango led its segment for the fourth time in five years.

Jeep® Wrangler 4-door was previously named the best Entry SUV three consecutive years (2014 – 2016), but this year the Wrangler 4-door's two-door sibling (Wrangler) led the segment.

"Customers increasingly measure 'Quality' by the 'Total' experience. Yes, counting problems factors in, but getting things right and presenting innovative experiences that people love has great impact," said Christopher Chaney, Senior Vice President – Strategic Vision. "FCA has done all of this with segment winners Dodge Charger and Durango, Jeep Wrangler and now the Chrysler Pacifica, which redefines its segment."

Strategic Vision's 23rd annual TQI report is based on results from the New Vehicle Experience Study® (NVES), surveying more than 42,000 new vehicle buyers who purchased vehicles from July-December 2016 after the first 90 days of ownership. It incorporates the impact of problems with the vehicle, as well as the drivers' analytical and emotional evaluations of quality.

According to San Diego-based research firm Strategic Vision, the TQI score is a holistic measure that encompasses positive and negative product experiences. This includes reliability, actual problems, driving excitement and other measures that collectively are energized by the emotional response associated with the aggregate of all those experiences – hence Total Quality.

### **About the 2017 Chrysler Pacifica**

The 2017 Chrysler Pacifica reinvents the minivan segment with an unprecedented level of functionality, versatility, technology and bold styling. Re-engineered from the ground up on an all-new platform, the Pacifica delivers class-leading gasoline and hybrid powertrains to the minivan segment. With more than 100 available safety and security features, the all-new Uconnect Theater rear seat entertainment system, and a full array of comfort and convenience technologies, the Chrysler Pacifica is a no-compromises minivan ideally suited for today's families and has earned its spot as the most awarded minivan of the year.

The [Pacifica Hybrid](#) takes this revolutionary vehicle a step further with its innovative, advanced hybrid powertrain. It's the first electrified vehicle in the minivan segment and achieves 84 miles per gallon equivalent (MPGe) in electric-only mode and 33 miles of all-electric range.

### **About the 2017 Dodge Charger**

The [Dodge Charger](#) is the world's only four-door muscle car. Its rear-wheel-drive architecture enables a model lineup highlighted by extensive performance-driven powertrains with the latest technology under the hood and behind the wheel – further building on the Dodge brand's promise to deliver American performance machines with world-class

power, efficiency, technology, authentic materials and standout styling. New for 2017, Dodge builds on its heritage, introducing new Charger Daytona models designed to deliver more performance and heritage-inspired styling to the naturally aspirated Dodge 5.7-liter and 392 HEMI® lineup.

The innovative TorqueFlite eight-speed automatic transmission is standard on every Dodge Charger model. New for 2017, Active Exhaust is now standard on all HEMI V-8 models. The Charger also offers a full range of fuel-efficient and powerful engine options. The award-winning 3.6-liter V-6 Pentastar engine delivers up to 30 miles per gallon (mpg) on SE and SXT models. The legendary 5.7-liter HEMI V-8 on the R/T and Daytona delivers 370 horsepower. The 6.4-liter HEMI V-8 punches out a best-in-class, naturally aspirated 485 horsepower and 475 lb.-ft. of torque in the R/T Scat Pack, Daytona 392 and SRT 392 models. For ultimate performance, the 6.2-liter supercharged Charger SRT Hellcat delivers 707 horsepower, 650 lb.-ft. of torque, a top speed of 204 miles per hour (mph), National Hot Rod Association (NHRA)-certified, quarter-mile elapsed time of 11.0 seconds on street tires and 0-60 mph in the high 3-second range, making it the quickest, fastest and most powerful sedan in the world.

#### **About the 2017 Dodge Durango**

The [2017 Dodge Durango's](#) combination of uncompromised utility, advanced technology, class-leading towing (7,400 lbs. with the HEMI V-8) and driving range, confident driving dynamics and aggressive styling make it the three-row Dodge Charger of the SUV segment. The Durango features Engine Stop-Start (ESS) technology, an emission-lowering and fuel-saving feature that is standard on models powered by the 3.6-liter Pentastar V-6 engine.

2017 Dodge Durango vehicles are available with an 8.4-inch Uconnect touchscreen radio and feature Drag and Drop menu bar, Siri Eyes Free, Do Not Disturb and SiriusXM Tune Start, a feature that starts songs from the beginning when switching between pre-set satellite radio channels. Additionally, Durango offers consumers more than 60 available safety and security features, including standard all-speed traction control and electronic stability control (ESC), which improve overall vehicle handling and performance both on- and off-road.

#### **About the 2017 Jeep Wrangler**

The iconic [2017 Jeep Wrangler](#) – the most capable and recognized vehicle in the world – features a standard eight-speaker audio system and an optional Premium Alpine Audio Package that includes nine Alpine speakers, a subwoofer and a 552-watt amplifier. The 2017 Jeep Wrangler delivers unmatched off-road capability with legendary four-wheel drive and is produced with more than seven decades of 4x4 engineering experience. Wrangler continues to offer a body-on-frame design, front and rear five-link suspension system, live axles, electronic lockers, and is one of the few mid-size SUVs that offers a six-speed manual transmission in addition to its five-speed automatic.

#### **About Strategic Vision**

Strategic Vision is a research-based consultancy with over thirty-five years of experience in understanding the consumers' and constituents' decision-making systems for a variety of Fortune 100 clients, including most automotive manufacturers. Its unique expertise is in using ValueCentered® Psychology to identify consumers' comprehensive, motivational hierarchies, which include the product attributes, personal benefits, value/emotions, and images that drive perceptions and behaviors. The newly enhanced Total Quality metric further incorporates the impact of problems with the vehicle as well as the drivers' analytical and emotional evaluations of quality. These aspects are inseparably connected and crucial to measuring the impact of quality on the overall new vehicle experience. For further information contact Alexander Edwards or Christopher Chaney at (858) 576-7141.

#### **About FCA US LLC**

FCA US LLC is a North American automaker based in Auburn Hills, Michigan. It designs, manufactures, and sells or distributes vehicles under the Chrysler, Dodge, Jeep®, Ram, FIAT and Alfa Romeo brands, as well as the SRT performance designation. The Company also distributes Mopar and Alfa Romeo parts and accessories. FCA US is building upon the historic foundations of Chrysler Corp., established in 1925 by industry visionary Walter P. Chrysler and Fabbrica Italiana Automobili Torino (F.I.A.T.), founded in Italy in 1899 by pioneering entrepreneurs, including Giovanni Agnelli. FCA US is a member of the Fiat Chrysler Automobiles N.V. (FCA) family of companies. (NYSE: FCAU/ MTA: FCA).

FCA is an international automotive group listed on the New York Stock Exchange under the symbol "FCAU" and on the Mercato Telematico Azionario under the symbol "FCA."

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