

CHRYSLER
CAPITAL



Mastering the Lease-End Process

Chrysler Capital Sales Training and Continuing Education



TRAINING OBJECTIVES

After this training, you will be able to:

- » Understand Chrysler Capital's lease-end process
- » Explain each lease-end option and when each should be selected
- » Understand where to send payments after a lease turn-in
- » Answer frequently asked questions

LEASE-END RESOURCES



LEASE-END RESOURCES

The screenshot displays the Chrysler Direct website interface. At the top, the navigation bar includes the Chrysler Direct and Chrysler Capital logos, a user greeting for Jordan Cole, and contact information. Below the navigation bar is a search bar with the placeholder text "Enter Year, Make, Model". The main content area features a large image of a silver Dodge Ram truck driving on a road. Below the image are four featured tool cards: "Search for Vehicles" (Great wholesale deals), "Turn-In Chrysler Group" (Company Vehicles), "Pricing & Turn-In Tool" (Off-lease Vehicles), and "Maturity Search" (Quick portfolio search). A blue callout box on the left highlights the "Chrysler Capital Vehicle Turn-in Guide" link. Below the featured cards are two additional links: "Chrysler Capital Bidding and Buying Guide" and a "Welcome to Chrysler Direct!" message.

CHRYSLER DIRECT **CHRYSLER CAPITAL**

Welcome, Jordan Cole | Logout
Customer Service: 480-556-5242 | Live Support Online

Home Buy Sell Tools Watchlist My Transactions My Account User Form

Search for Vehicles
Great wholesale deals

Turn-In Chrysler Group
Company Vehicles

Pricing & Turn-In Tool
Off-lease Vehicles

Maturity Search
Quick portfolio search

The Chrysler Capital Vehicle Turn-in Guide

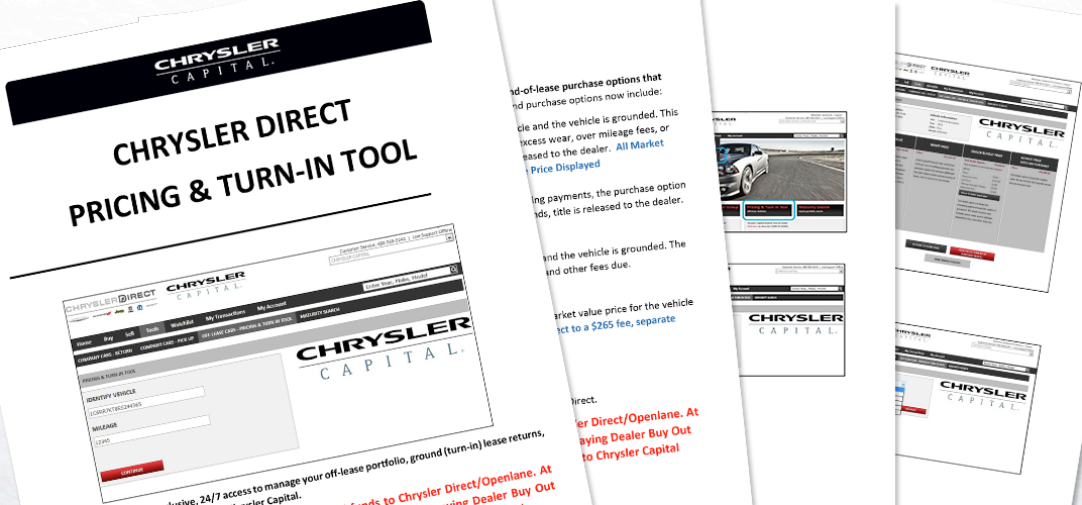
[Chrysler Capital Vehicle Turn-in Guide](#)
[Click here](#)

[Chrysler Capital Bidding and Buying Guide](#)
[Click here](#) to view the GUIDE.

Welcome to Chrysler Direct!
The new Chrysler Direct provides Chrysler Group LLC dealers with a fresh, easier-to-use experience, and replaces both the current Chrysler Direct and Chrysler Online sites

LEASE-END RESOURCES

**CHRYSLER DIRECT
PRICING & TURN-IN TOOL**



end-of-lease purchase options that and purchase options now include:

gle and the vehicle is grounded. This excess wear, over mileage fees, or eased to the dealer. **All Market Price Displayed**

ing payments, the purchase option ds, title is released to the dealer.

nd the vehicle is grounded. The nd other fees due.

arket value price for the vehicle ect to a \$265 fee, separate

Direct.

**er Direct/Openlane. At
aying Dealer Buy Out
to Chrysler Capital**

Chrysler Direct offers exclusive, 24/7 access to manage your off-lease portfolio, ground (turn-in) lease returns, and purchase vehicle inventory from Chrysler Capital.

The dealer must complete ALL steps in order to send funds to Chrysler Direct/Openlane. At any time the dealer selects an option for purchasing the vehicle or paying Dealer Buy Out amounts, the funds MUST be sent to Chrysler Direct/Openlane NOT to Chrysler Capital.

If you have any questions about viewing maturities, the turn-in process, or any other aspect of Chrysler Direct, please call 1-480-556-5242 or email ChryslerDirectSupport@openlane.com.

www.ChryslerDirect.com

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LEASE-END RESOURCES

Chrysler Capital Dealer Website Docs & Training

Dashboard / Docs & Training Tools Performance Details Notifications KILLEBREW

Dealer Quick Look

April 1, 2017—April 10, 2017

Funding

1 discrepancy	6 pending	0 deals funded	0 returned
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Applications

29 approved	0 conditioned	17 declined
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Dealer Performance Summary

View Performance Details April 1, 2017—April 10, 2017

*Dealer Performance Summary provided on the dashboard consists of data with the potential of a 1 day lag

Apps & Funding

58 total applications received	0 total contracts funded	0 avg. days to fund
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New & Noteworthy

Loading...

[More Updates](#)

Dealer Advocacy

Need help resolving an issue? Let us help!

[Submit your concern](#)

Rehash Calculator

Save time and rehash your applications using our Rehash Calculator

[Take Me To Applications →](#)

Chrysler Capital Financial Handbook

The Chrysler Capital

LEASE-END RESOURCES

Print out:

- » Lease-End Grid
- » Allegiance Team Contact Info
- » Lease-End FAQ
- » MVP Pricing for Floorplan/VIP Gold dealers
- » Marketing collateral
- » Customer Lease-End Guide

Scroll Down to Lease End

The screenshot shows the Chrysler Capital training center interface. The top navigation bar includes 'Funding', 'Apps', 'Leads', 'Docs & Training', and 'Tools'. Below this, there are links for 'Documents', 'Training', 'Chrysler Capital Consulting', 'Updates', and 'Tools'. A search bar is located on the right side of the header. The main content area is titled 'Documents' and lists various categories: 'Incentives', 'Regional Incentives' (with sub-categories like California, Denver, etc.), 'Chrysler Capital Lease', 'Chrysler Capital Retail', and 'Commercial/Small Business'. A blue box highlights the 'Lease End' link. Below this link, a table lists documents with columns for 'Title' and 'Last Modified'.

Title	Last Modified
Customer Lease-End Guide	Monday, January 16, 2017
ChryslerDirect Purchase Off-Lease Vehicles	Monday, January 16, 2017
Lease-End Grid	Wednesday, May 10, 2017
ChryslerDirect Grounding Process	Monday, January 16, 2017
Lease-end FAQ	Monday, January 16, 2017
DealerCONNECT Inspection Report Instructions	Monday, March 20, 2017
CPOV Bonus Buck Program	Tuesday, March 21, 2017
Chrysler Capital Allegiance Team	Monday, January 16, 2017
MVP Pricing Flyer	Monday, January 16, 2017

Title	Last Modified
Fraud Awareness - Paystubs & Synthetic Identities	Wednesday, September 21, 2016
Fraud Awareness - Know your Customer	Wednesday, September 21, 2016

EXPLAINING THE OPTIONS



LEASE-END OPTIONS – CUSTOMER

Lease-End Grid

CHRYSLER CAPITAL | **CHRYSLER CAPITAL LEASE END***

	HOW/WHEN AVAILABLE	DEALER PAYS	CUSTOMER PAYS	DEALER REQUIRED ACTION	TITLE	UNIT STATUS	PAYMENT OPTIONS
MARKET VALUE PRICE	www.ChryslerDirect.com Available anytime during lease term	Market Value Price + Adesa Buyer's Fee	Remaining payments + excess wear/tear + mileage overage + disposition fee + unpaid taxes	Select Market Value Purchase in ChryslerDirect.com; complete entire purchase, including payment paid via ChryslerDirect.com	Dealer gets title	Grounded/ Goes into dealer inventory	Payment to OPENLANE
DEALER PAYOFF PRICE	www.ChryslerDirect.com 61+ days from maturity - all dealers 31+ days from maturity - VIP Gold dealers** 0 days (up to maturity) - floorplan dealers	Residual + remaining payments + unpaid fees + purchase option fee	Nothing, not responsible for excess wear/tear, mileage overage or disposition fee	Select Payoff Purchase in ChryslerDirect.com; complete entire purchase, including payment paid via ChryslerDirect.com	Dealer gets title	Goes into dealer inventory	Payment to OPENLANE
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WWW.CHRYSLERDIRECT.COM | 480-556-5242 | CHRYSLERDIRECTSUPPORT@OPENLANE.COM

- Questions about viewing maturities, turn-in process, other ChryslerDirect issues

DEALER ALLEGIANCE TEAM | 855-569-9023 | DEALERALLEGIANCETEAM@CHRYSLERCAPITAL.COM

- First point of contact to help you facilitate dealer payoffs, dealer buyouts, vehicle grounding, vehicle purchase, vehicle transports and all other lease-end related activities

CUSTOMER ALLEGIANCE TEAM | 855-383-0558 | CHRYSLERALLEGIANCETEAM@CHRYSLERCAPITAL.COM

- Vehicle return invoice, wear and tear disputes, customer payoff (90 days to maturity) - customer hotline

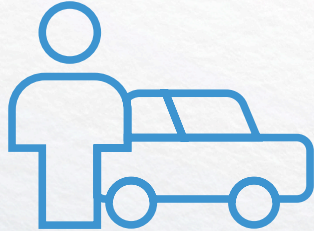
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LEASE-END OPTIONS – CUSTOMER

First things first ... the customer must decide if they're going to keep the vehicle at the end of their lease term.

PURCHASE AND KEEP



**CUSTOMER PURCHASE PAYOFF =
RESIDUAL +
REMAINING PAYMENTS, FEES AND TAXES**

No lease-end bill assessed

OR

TURN IN TO DEALER



LEASE-END OPTIONS – CUSTOMER

If PURCHASING, the customer can:

Work with the dealership, who can help facilitate financing

OR

Get financing on their own and work directly with Chrysler Capital

If the customer would like to finance this amount, they will do the following:

1. Contact the Allegiance Team to get the customer payoff purchase amount
2. Request a payoff purchase quote be emailed or faxed
3. If necessary, contact the dealership and arrange an appointment to complete vehicle financing

CHRYSLER
CAPITAL

CHRYSLER CAPITAL LEASE END*

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- Questions about viewing maturities, turn-in process, other ChryslerDirect issues

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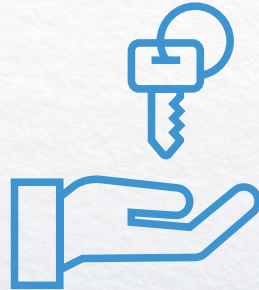
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LEASE-END OPTIONS – CUSTOMER

If they decide to turn the vehicle in, the dealer will then need to know which option to choose.

TURN IN TO DEALER




LEASE-END OPTIONS – DEALER

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Home Buy Sell Tools Watchlist My Transactions My Account User Form



Chrysler Capital Pricing & Turn-in Tool

[Chrysler Capital Vehicle Turn-in Guide](#)
[Click here](#)

Pricing & Turn-In Tool

Off-lease Vehicles

Maturity Search

Quick portfolio search

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LEASE-END OPTIONS – DEALER

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Home Buy Sell Tools Watchlist My Transactions My Account Enter Year, Make, Model

PRICING TOOL - RESULTS

Dealer Information: CHRYSLER CAPITAL. Vehicle Information: VIN: 1C6R8FUTS0566342, Year: 2013, Make: Ram, Model: 1500 4WD

MARKET VALUE	PAYOFF PRICE	DEALER BUYOUT PRICE	BUYOUT PRICE WITH MV PURCHASE
PRICE: 336730/35	A price is not currently available to purchase this vehicle.	Total dealer buyout: 222500 Fees included in the total due amount above: Taxes: \$0.00 Disposition Fee: \$0.00* Late Fees: \$231.00 Mileage Overage Charge: \$742.25 Wear and Tear: \$0.00 *Please note that this disposition fee will be waived if customer is getting into a replacement vehicle.	PRICE: 336730/35 The dealer agrees to pay the market value for the vehicle AND pay the dealer buyout amounts due.
<p>The dealer agrees to pay market value for the vehicle and the vehicle is grounded. This purchase DOES NOT relieve the customer of any remaining payments, excess wear, over mileage fees, or other contractual fees. Upon receipt and processing of funds, title is released to the dealer.</p> <p>Note: This Market Value price is valid today and one additional day after grounding.</p> <p>Inspection has not been completed. Select to Order Inspection</p> <p>The dealer agrees to make the remaining payments and the vehicle is grounded. The dealer buyout may include excess wear, excess mileage, disposition fees, and other fees due.</p>			

RETURN TO HOME PAGE | PROCEED TO TURN-IN OR PURCHASE VEHICLE

PRINT PAYOFF QUOTES

CHRYSLER CAPITAL LEASE END*

	HOW/WHEN AVAILABLE	DEALER PAYS	CUSTOMER PAYS	DEALER REQUIRED ACTION	TITLE	UNIT STATUS	PAYMENT OPTIONS
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LEASE-END OPTIONS – DEALER

TURN IN - STEP 2

Select options below:

Please select

Please select

Grounding Vehicle \$ n/a

Market Value Purchase \$19,700.00

Payoff Purchase \$21,514.09

Dealer Buyout Price \$4,337.40

Dealer Buyout Price+Market Value Price \$24,037.40

CONTINUE

Remember ...

Market Value = buying through auction

Dealer Buyout = remaining lease payments (and any other lease-end fees the dealer wishes to pay)

CHRYSLER CAPITAL | CHRYSLER CAPITAL LEASE END*

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LEASE-END OPTIONS – DEALER

TURN IN - STEP 2

Select options below:

Please select

Please select

Grounding Vehicle \$ n/a

Market Value Purchase \$19,700.00

Payoff Purchase \$21,514.03

Dealer Buyout Price \$4,337.40

Dealer Buyout Price+Market Value Price \$24,037.40

CONTINUE

When would a dealer select **MARKET VALUE PRICE?**

- » The dealer is NOT making the customer's remaining payments
- » The dealership DOES want to keep the vehicle for used car inventory

CHRYSLER CAPITAL | CHRYSLER CAPITAL LEASE END*

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CUSTOMER PURCHASE OPTION	Customer only - call Chrysler Capital Customer Alliance Team Available anytime during lease term	If dealer is assisting customer with purchase of the vehicle, contact Dealer Alliance Team for further instructions	Residual + remaining payments + unpaid fees + purchase option fee + applicable taxes	If dealer is assisting customer with purchase of the vehicle, contact Dealer Alliance Team for further instructions	Customer gets title unless dealer is sending payoff	Customer keeps	Payment to Chrysler Capital
GROUND LEASE RETURN	www.ChryslerDirect.com Available at 90 days, or less, to maturity	Nothing	Remaining payments + any unpaid fees including (excess wear/tear, mileage overage, disposition fee, unpaid taxes)	Select Grounding Vehicle on ChryslerDirect.com; complete entire process; unit will be scheduled for transport	Chrysler Capital keeps title	Grounded/ Chrysler Capital Unit	Customer will receive vehicle return invoice for any outstanding amounts due
EARLY TERMINATION	www.ChryslerDirect.com Available at 91 or more days to maturity	Nothing	Amount per EARLY TERM provision indicated on Lease Agreement	Ground unit on ChryslerDirect.com as EARLY TERM	Chrysler Capital keeps title	Grounded/ Chrysler Capital Unit	Customer will receive vehicle return invoice for any outstanding amounts due

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WWW.CHRYSLERDIRECT.COM | 480-556-5242 | CHRYSLERDIRECTSUPPORT@OPENLANE.COM

- Questions about viewing maturities, turn-in process, other ChryslerDirect issues

DEALER ALLEGIANCE TEAM | 855-569-9023 | DEALERALLEGIANCETEAM@CHRYSLERCAPITAL.COM

- First point of contact to help you facilitate dealer payoffs, dealer buyouts, vehicle grounding, vehicle purchase, vehicle transports and all other lease-end related activities

CUSTOMER ALLEGIANCE TEAM | 855-383-0558 | CHRYSLERALLEGIANCETEAM@CHRYSLERCAPITAL.COM

- Vehicle return invoice, wear and tear disputes, customer payoff (90 days to maturity) - customer hotline

ADDRESSES FOR PAYMENT OPTIONS: OPENLANE, INC., 1620 S. Stapley Drive Suite 232, Mesa, AZ 85204

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LEASE-END OPTIONS – DEALER

TURN IN - STEP 2

Select options below:

Please select

Please select

Grounding Vehicle \$ n/a

Market Value Purchase \$19,700.00

Payoff Purchase \$21,514.09

Dealer Buyout Price \$4,337.40

Dealer Buyout Price+Market Value Price \$24,037.40

CONTINUE

When would a dealer select **DEALER PAYOFF PRICE?**

- » They are within the time frame where it's permitted
- » The payoff is better than the Market Value Price
- » The dealership does NOT want to ground the vehicle (e.g., excess wear or miles)
- » The dealership DOES want to keep the vehicle for used car inventory

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CHRYSLER CAPITAL | CHRYSLER CAPITAL LEASE END*

	HOW/WHEN AVAILABLE	DEALER PAYS	CUSTOMER PAYS	DEALER REQUIRED ACTION	TITLE	UNIT STATUS	PAYMENT OPTIONS
MARKET VALUE PRICE	www.ChryslerDirect.com Available anytime during lease term	Market Value Price + Adesa Buyer's Fee	Remaining payments + excess wear/tear + mileage overage + disposition fee + unpaid taxes	Select Market Value Purchase in ChryslerDirect.com; complete entire purchase, including payment paid via ChryslerDirect.com	Dealer gets title	Grounded/ Goes into dealer inventory	Payment to OPENLANE
DEALER PAYOFF PRICE	www.ChryslerDirect.com 61+ days from maturity - all dealers 31+ days from maturity - VIP Gold dealers** 0 days (up to maturity) - floorplan dealers	Residual + remaining payments + unpaid fees + purchase option fee	Nothing, not responsible for excess wear/tear, mileage overage or disposition fee	Select Payoff Purchase in ChryslerDirect.com; complete entire purchase, including payment paid via ChryslerDirect.com	Dealer gets title	Goes into dealer inventory	Payment to OPENLANE
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DEALER BUYOUT WITH MARKET VALUE PURCHASE	www.ChryslerDirect.com Available anytime during lease term	Market Value Price + remaining payments + excess wear/tear (if pre-inspection performed) + disposition fee + mileage overage + other fees + Adesa Buyer's Fee	Any amount not paid by dealer will be included in customer's vehicle return invoice	Select Dealer Buyout Price + Market Value Price on ChryslerDirect.com; complete entire transaction, including payment paid via ChryslerDirect.com	Dealer gets title	Grounded/ Goes into dealer inventory	Payment to OPENLANE
CUSTOMER PURCHASE OPTION	Customer only - call Chrysler Capital "Customer Alliance Team" Available anytime during lease term	If dealer is assisting customer with purchase of the vehicle, contact Dealer Alliance Team for further instructions	Residual + remaining payments + unpaid fees + purchase option fee + applicable taxes	If dealer is assisting customer with purchase of the vehicle, contact Dealer Alliance Team for further instructions	Customer gets title unless dealer is sending payoff	Customer keeps	Payment to Chrysler Capital
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CUSTOMER ALLIANCE TEAM | 855-383-0558 | CHRYSLERALLIANCETEAM@CHRYSLERCAPITAL.COM
- Vehicle return invoice, wear and tear disputes, customer payoff (90 days to maturity) - customer hotline

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LEASE-END OPTIONS – DEALER

TURN IN - STEP 2

Select options below:

Please select

Please select

Grounding Vehicle \$ n/a

Market Value Purchase \$19,700.00

Payoff Purchase \$21,514.09

Dealer Buyout Price \$4,337.40

Dealer Buyout Price + Market Value Price \$24,037.40

Grounding Vehicle \$ n/a

CONTINUE

When would a dealer select **DEALER BUYOUT PRICE?**

- » The customer is buying or leasing another vehicle and the dealer is making their remaining payments
- » The dealership **DOES NOT** want to keep the vehicle for used car inventory

CHRYSLER CAPITAL | CHRYSLER CAPITAL LEASE END*

	HOW/WHEN AVAILABLE	DEALER PAYS	CUSTOMER PAYS	DEALER REQUIRED ACTION	TITLE	UNIT STATUS	PAYMENT OPTIONS
MARKET VALUE PRICE	www.ChryslerDirect.com Available anytime during lease term	Market Value Price + Adesa Buyer's Fee	Remaining payments + excess wear/tear + mileage overage + disposition fee + unpaid taxes	Select Market Value Purchase in ChryslerDirect.com; complete entire purchase, including payment paid via ChryslerDirect.com	Dealer gets title	Grounded/ Goes into dealer inventory	Payment to OPENLANE
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LEASE-END OPTIONS – DEALER

TURN IN - STEP 2

Select options below:

Please select

Please select

Grounding Vehicle \$ n/a

Market Value Purchase \$19,700.00

Payoff Purchase \$21,514.09

Dealer Buyout Price \$4,337.40

Dealer Buyout Price+Market Value Price \$24,037.40

Grounding Vehicle \$ n/a

CONTINUE

When would a dealer select
**DEALER BUYOUT WITH
MARKET VALUE PRICE?**

- » The customer is buying or leasing another vehicle and the dealer is making their remaining payments
- » The dealership DOES want to keep the vehicle for used car inventory

CHRYSLER CAPITAL | CHRYSLER CAPITAL LEASE END*

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CUSTOMER ALLEGIANCE TEAM | 855-383-0558 | CHRYSLERALLEGIANCETEAM@CHRYSLERCAPITAL.COM
- Vehicle return invoice, wear and tear disputes, customer payoff (90 days to maturity) - customer hotline

ADDRESSES FOR PAYMENT OPTIONS: OPENLANE, INC., 1620 S. Stapley Drive Suite 232, Mesa, AZ 85204

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LEASE-END OPTIONS – DEALER

CHRYSLER DIRECT | CHRYSLER CAPITAL. | Customer Service: 480-556-5242 | Live Support Online

Home Buy Sell Tools Watchlist My Transactions My Account Enter Year, Make, Model

PRICING TOOL - RESULTS

Dealer Information: CHRYSLER CAPITAL. Vehicle Information: VIN: 1C6R87UTS0566342, Year: 2013, Make: Ram, Model: 1500 4WD

MARKET VALUE	PAYOFF PRICE	DEALER BUYOUT PRICE	BUYOUT PRICE WITH MV PURCHASE
Price: \$28,500.00	A price is not currently available to purchase this vehicle.	Total Dealer Buyout: \$2,250.05 Fees included in the total due amount above: Taxes: \$0.00 Disposition Fee: \$0.00* Late Fees: \$231.60 Mileage Overage Charge: \$747.23 Wear and Tear: \$0.00 *Please note that this disposition fee will be waived if customer is getting into a replacement vehicle.	Price: \$30,750.85
The dealer agrees to pay market value for the vehicle and the vehicle is grounded. This purchase DOES NOT relieve the customer of any remaining payments, excess wear, over mileage fees, or other contractual fees. Upon receipt and processing of funds, title is released to the dealer. Note: This Market Value price is valid today and one additional day after grounding.		Inspection has not been completed. Select to Order Inspection The dealer agrees to make the remaining payments and the vehicle is grounded. The dealer buyout may include excess wear, excess mileage, disposition fees, and other fees due.	The dealer agrees to pay the market value for the vehicle AND pay the dealer buyout amounts due.

RETURN TO HOME PAGE | PROCEED TO TURN-IN OR PURCHASE VEHICLE | PRINT PAYOUT QUOTES

CHRYSLER CAPITAL LEASE END*

	HOW/WHEN AVAILABLE	DEALER PAYS	CUSTOMER PAYS	DEALER REQUIRED ACTION	TITLE	UNIT STATUS	PAYMENT OPTIONS
MARKET VALUE PRICE	www.ChryslerDirect.com Available anytime during lease term	Market Value Price + Adesa Buyer's Fee	Remaining payments + excess wear/tear + mileage overage + disposition fee + unpaid taxes	Select Market Value Purchase in ChryslerDirect.com; complete entire purchase, including payment paid via ChryslerDirect.com	Dealer gets title	Grounded/ Goes into dealer inventory	Payment to OPENLANE
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LEASE-END OPTIONS – DEALER

TURN IN - STEP 2

Select options below:

Please select

Please select

Grounding Vehicle \$ n/a

~~Market Value Purchase \$10,700.00~~

Payoff Purchase \$21,514.09

Dealer Buyout Price \$4,337.40

Dealer Buyout Price+Market Value Price \$24,037.40

Grounding Vehicle \$ n/a

CONTINUE

When would a dealer select **GROUNDING?**

- » The customer is responsible for the entire lease-end bill
- » The dealership does NOT want to keep the vehicle for used car inventory

CHRYSLER CAPITAL | CHRYSLER CAPITAL LEASE END*

	HOW/WHEN AVAILABLE	DEALER PAYS	CUSTOMER PAYS	DEALER REQUIRED ACTION	TITLE	UNIT STATUS	PAYMENT OPTIONS
MARKET VALUE PRICE	www.ChryslerDirect.com Available anytime during lease term	Market Value Price + Adesa Buyer's Fee	Remaining payments + excess wear/tear + mileage overage + disposition fee + unpaid taxes	Select Market Value Purchase in ChryslerDirect.com; complete entire purchase, including payment paid via ChryslerDirect.com	Dealer gets title	Grounded/ Goes into dealer inventory	Payment to OPENLANE
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LEASE-END OPTIONS – DEALER

TURN IN - STEP 2

Select options below:

Please select

Please select

Grounding Vehicle \$ n/a

Market Value Purchase \$19,700.00

Payoff Purchase \$21,514.09

Dealer Buyout Price \$4,337.40

Dealer Buyout Price+Market Value Price \$24,037.40

Grounding Vehicle \$ n/a

CONTINUE

If the lease is an
EARLY TERMINATION
(91+ days from maturity)

Select **GROUNDING n/a**,
then hit continue

CHRYSLER
CAPITAL

CHRYSLER CAPITAL LEASE END*

	HOW/WHEN AVAILABLE	DEALER PAYS	CUSTOMER PAYS	DEALER REQUIRED ACTION	TITLE	UNIT STATUS	PAYMENT OPTIONS
MARKET VALUE PRICE	www.ChryslerDirect.com Available anytime during lease term	Market Value Price + Adesa Buyer's Fee	Remaining payments + excess wear/tear + mileage overage + disposition fee + unpaid taxes	Select Market Value Purchase in ChryslerDirect.com; complete entire purchase, including payment paid via ChryslerDirect.com	Dealer gets title	Grounded/ Goes into dealer inventory	Payment to OPENLANE
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DEALER BUYOUT PRICE	www.ChryslerDirect.com Available anytime during lease term	Remaining payments + excess wear/tear (if pre-inspection performed) + disposition fee + mileage overage + other fees	Any amount not paid by dealer will be included in customer's vehicle return invoice	Select Dealer Buyout Price in ChryslerDirect.com; complete entire transaction, including payment paid via ChryslerDirect.com	Chrysler Capital keeps title	Grounded/ Chrysler Capital Unit	Payment to OPENLANE
DEALER BUYOUT WITH MARKET VALUE PURCHASE	www.ChryslerDirect.com Available anytime during lease term	Market Value Price + remaining payments + excess wear/tear (if pre-inspection performed) + disposition fee + mileage overage + other fees + Adesa Buyer's Fee	Any amount not paid by dealer will be included in customer's vehicle return invoice	Select Dealer Buyout Price + Market Value Price on ChryslerDirect.com; complete entire transaction, including payment paid via ChryslerDirect.com	Dealer gets title	Grounded/ Goes into dealer inventory	Payment to OPENLANE
CUSTOMER PURCHASE OPTION	Customer only - call Chrysler Capital Customer Allegiance Team Available anytime during lease term	If dealer is assisting customer with purchase of the vehicle, contact Dealer Allegiance Team for further instructions	Residual + remaining payments + unpaid fees + purchase option fee + applicable taxes	If dealer is assisting customer with purchase of the vehicle, contact Dealer Allegiance Team for further instructions	Customer gets title unless dealer is sending payoff	Customer keeps	Payment to Chrysler Capital
GROUND LEASE RETURN	www.ChryslerDirect.com Available at 90 days, or less, to maturity	Nothing	Remaining payments + any unpaid fees including (excess wear/tear, mileage overage, disposition)	Select Grounding Vehicle on ChryslerDirect.com; complete entire process, unit will be scheduled for transport	Chrysler Capital keeps title	Grounded/ Chrysler Capital Unit	Customer will receive vehicle return invoice for any outstanding amounts due
EARLY TERMINATION	www.ChryslerDirect.com Available at 91 or more days to maturity	Nothing	Amount per EARLY TERM provision indicated on Lease Agreement	Ground unit on ChryslerDirect.com as EARLY TERM	Chrysler Capital keeps title	Grounded/ Chrysler Capital Unit	Customer will receive vehicle return invoice for any outstanding amounts due

*For TRAC leases, please contact your Commercial Sales Manager regarding available options.
**Must attain Gold status two months out of the calendar quarter.

WWW.CHRYSLERDIRECT.COM | 480-556-5242 | CHRYSLERDIRECTSUPPORT@OPENLANE.COM

- Questions about viewing maturities, turn-in process, other ChryslerDirect issues

DEALER ALLEGIANCE TEAM | 855-569-9023 | DEALERALLEGIANCETEAM@CHRYSLERCAPITAL.COM

- First point of contact to help you facilitate dealer payoffs, dealer buyouts, vehicle grounding, vehicle purchase, vehicle transports and all other lease-end related activities

CUSTOMER ALLEGIANCE TEAM | 855-383-0558 | CHRYSLERALLEGIANCETEAM@CHRYSLERCAPITAL.COM

- Vehicle return invoice, wear and tear disputes, customer payoff (90 days to maturity) - customer hotline

ADDRESSES FOR PAYMENT OPTIONS: OPENLANE, INC., 1620 S. Stapley Drive Suite 232, Mesa, AZ 85204

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LEASE-END OPTIONS – DEALER

WELCOME, STEPHANIE COHEN (MTR) | Logout
Customer Service: 480-556-5242 | User Support Center

CHRYSLER DIRECT | CHRYSLER CAPITAL

Home Buy Tools My Account My Transactions My Account

Enter Your Make, Model

COMPANY CARD | RETURN | COMPANY CARD | PICK UP | OFF-LEASE CARD | TRADE-IN & TRADE-IN TOOLS | SECURITY SEARCH

TURN IN - STEP 2

Confirm Vehicle Information

VIN: 2C3CARG1H179075
Make/Model: 2014 Chrysler 300 4dr Sdr V8 300
Color: Black Clear Coat
Plate/Design? N/A
Obscured Problems? N/A
Inspection Mileage: N/A
Inspection Complete? NO

CHRYSLER CAPITAL

Customer Early Termination
 Dealer Early Lease Buyout

Vehicle Information

Number of Key/Fobs: 1 2 3 4
*Manuals: YES NO
*Radio Present: YES NO
*CD: YES NO
Radio/MP3 New Present: YES NO
*Sun Top Present: YES NO
*Sport Ties: YES NO
*MSR Windows & Trim: YES NO
*Electric Windows - Charging Station: YES NO

Registration VIN
Will the customer be leasing a new vehicle through CCAP? YES NO

Vehicle Location
*ORLANDO DODGE CHRYSLER DEPT.
4801 W. COLONIAL DR. ORLANDO, FL 32838

Federal Law and applicable state law requires that the Lessee disclose the mileage to the lessor in connection with the transfer of this. Failure to comply or making a false statement may result in fines or imprisonment.

Mileage entered: 12,345 miles
Vehicle Return Date: 05/04/2016

I hereby certify that, to the best of my knowledge, the odometer reading reflects the actual mileage of the vehicle.
 I hereby certify that, to the best of my knowledge, the odometer reading reflects the actual mileage of the vehicle IN EXCESS of mechanical limits.
 I hereby certify that, to the best of my knowledge, the odometer reading is NOT the actual mileage of the vehicle.

* Required Fields

On the next screen, you'll choose either: **Customer Early Termination** (Customer is responsible for lease-end balance) OR **Dealer Early Lease Buyout** (Dealer will pay lease-end balance)

CHRYSLER CAPITAL

CHRYSLER CAPITAL LEASE END*

	HOW/WHEN AVAILABLE	DEALER PAYS	CUSTOMER PAYS	DEALER REQUIRED ACTION	TITLE	UNIT STATUS	PAYMENT OPTIONS
MARKET VALUE PRICE	www.ChryslerDirect.com Available anytime during lease term	Market Value Price + Adesa Buyer's Fee	Remaining payments + excess wear/tear + mileage coverage + disposition fee + unpaid taxes	Select Market Value Purchase in ChryslerDirect.com; complete entire purchase, including payment paid via ChryslerDirect.com	Dealer gets title	Grounded/ Goes into dealer inventory	Payment to OPENLANE
DEALER PAYOFF PRICE	www.ChryslerDirect.com 61+ days from maturity - all dealers 31+ days from maturity - VIP Gold dealers** 0 days (up to maturity) - floorplan dealers	Residual + remaining payments + unpaid fees + purchase option fee	Nothing, not responsible for excess wear/tear, mileage coverage or disposition fee	Select Payoff Purchase in ChryslerDirect.com; complete entire purchase, including payment paid via ChryslerDirect.com	Dealer gets title	Goes into dealer inventory	Payment to OPENLANE
DEALER BUYOUT PRICE	www.ChryslerDirect.com Available anytime during lease term	Remaining payments + excess wear/tear (if pre-inspection performed) + disposition fee + mileage coverage + other fees	Any amount not paid by dealer will be included in customer's vehicle return invoice	Select Dealer Buyout Price in ChryslerDirect.com; complete entire purchase, including payment paid via ChryslerDirect.com	Chrysler Capital keeps title	Grounded/ Chrysler Capital Unit	Payment to OPENLANE
DEALER BUYOUT WITH MARKET VALUE PURCHASE	www.ChryslerDirect.com Available anytime during lease term	Market Value Price + remaining payments + excess wear/tear (if pre-inspection performed) + disposition fee + mileage coverage + other fees + Adesa Buyer's Fee	Any amount not paid by dealer will be included in customer's vehicle return invoice	Select Dealer Buyout Price + Market Value Price on ChryslerDirect.com; complete entire transaction, including payment paid via ChryslerDirect.com	Dealer gets title	Grounded/ Goes into dealer inventory	Payment to OPENLANE
CUSTOMER PURCHASE OPTION	Customer only - call Chrysler Capital "Customer Alliance" Team Available anytime during lease term	If dealer is assisting customer with purchase of the vehicle, contact Dealer Alliance Team for further instructions	Residual + remaining payments + unpaid fees + purchase option fee + applicable taxes	If dealer is assisting customer with purchase of the vehicle, contact Dealer Alliance Team for further instructions	Customer gets title unless dealer is sending payoff	Customer keeps	Payment to Chrysler Capital
GROUND LEASE RETURN	www.ChryslerDirect.com Available at 90 days, or less, to maturity	Nothing	Remaining payments + any unpaid fees including (excess wear/tear, mileage coverage, disposition fee, unpaid taxes)	Select Grounding Vehicle on ChryslerDirect.com; complete entire process; unit will be scheduled for transport	Chrysler Capital keeps title	Grounded/ Chrysler Capital Unit	Customer will receive vehicle return invoice for any outstanding amounts due
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*For TRAC leases, please contact your Commercial Sales Manager regarding available options.
**Must attain Gold status two months out of the calendar quarter.

WWW.CHRYSLERDIRECT.COM | 480-556-5242 | CHRYSLERDIRECTSUPPORT@OPENLANE.COM

- Questions about viewing maturities, turn-in process, other ChryslerDirect issues

DEALER ALLEGIANCE TEAM | 855-569-9023 | DEALERALLEGIANCETEAM@CHRYSLERCAPITAL.COM

- First point of contact to help you facilitate dealer payoffs, dealer buyouts, vehicle grounding, vehicle purchase, vehicle transports and all other lease-end related activities

CUSTOMER ALLEGIANCE TEAM | 855-383-0558 | CHRYSLERALLEGIANCETEAM@CHRYSLERCAPITAL.COM

- Vehicle return invoice, wear and tear disputes, customer payoff (90 days to maturity) - customer hotline

ADDRESSES FOR PAYMENT OPTIONS: OPENLANE, INC., 1620 S. Stapley Drive Suite 232, Mesa, AZ 85204

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SENDING PAYMENTS

Understanding the Process

- » **Any payment owed from a transaction completed on ChryslerDirect.com will be sent to OPENLANE**
OPENLANE INC,
1620 S. Stapley Drive, Suite 232
Mesa, AZ 85204
- » If payments are sent to Chrysler Capital in error, remember **WE CASH ALL CHECKS**
 - It will take time to get the money refunded
 - Avoid this by ensuring ALL lease-end transactions are completed on ChryslerDirect.com and all payments are sent to OPENLANE
- » Complete the turn-in process on ChryslerDirect.com
ALL THE WAY TO THE END

LEASE-END OPTIONS – DEALER

ChryslerDirect.com says,
“You have successfully turned the vehicle in.”
You’re not done yet! **MAKE SURE YOU COMPLETE THIS PROCESS**

CHRYSLER DIRECT CHRYSLER CAPITAL

Welcome, STEWARD OWEN SMITH | Logout
Customer Service: 480-556-5242 | Live Support Office

Home Buy Tools Watchlist My Transactions My Account Enter Year, Make, Model

COMPANY CARS - RETURN COMPANY CARS - PICK UP OFF-LEASE CARS - PRICING & TURN IN TOOL SECURITY SEARCH

TURN IN - STEP 4

You have successfully turned this vehicle in

Print the vehicle return receipt. The return receipt will be emailed to your registered email address.

[PRINT RECEIPT](#) [EMAIL VEHICLE TURN IN RECEIPT](#)

Description: 2014 Chrysler Town & Country 48 Wgn Touring
Vehicle Identification Number: 2C4RC1B54E224803
Buy New Price: \$19,700.00
Buy Fee: \$365.00
Total: \$19,865.00

[PURCHASE VEHICLE](#)

If you have any questions about this vehicle, contact us at 480-556-5242.

The seller of this vehicle has assigned its rights (but not its obligations) to sell the asset(s) described herein to a qualified intermediary, as part of a Section 1031 exchange program.

[TURN IN ANOTHER VEHICLE](#) [RETURN TO THE HOMEPAGE](#)

Click **PURCHASE VEHICLE** to complete a vehicle purchase

CHRYSLER DIRECT CHRYSLER CAPITAL

Customer Service: 480-556-5242 | Live Support Office

Home Buy Tools Watchlist My Transactions My Account Enter Year, Make, Model

COMPANY CARS - RETURN COMPANY CARS - PICK UP OFF-LEASE CARS - PRICING & TURN IN TOOL SECURITY SEARCH

TURN IN - STEP 4

You have successfully turned this vehicle in

Print the vehicle return receipt. The return receipt will be emailed to your registered email address.

[PRINT RECEIPT](#) [EMAIL VEHICLE TURN IN RECEIPT](#)

Description: 2014 Chrysler 300 4dr Sdn V6 300S
Vehicle Identification Number: 2C3CCAB58E1H179075

Dealer Buyout Step #1

This step is where you will complete your dealer buyout. Upon the completion of this transaction you will then be directed to the next steps in completing your Market Value purchase of the vehicle.

Total Dealer Buyout Amount:	\$4,032.28
-----------------------------	------------

Fees included in the total due amount above:

Taxes	\$0.00
Disposition Fee	\$395.00
Late Fees	\$0.00
Mileage Overage	\$0.00
Wear And Tear	\$0.00

Payment method: V

[COMPLETE LEASE BUYOUT](#)

Click **COMPLETE LEASE BUYOUT** to complete a Dealer Buyout

LEASE-END OPTIONS – DEALER

NOW you're done!

**Payment has been sent to OPENLANE
The transaction is complete**

TURN IN - STEP 4

You have successfully purchased this vehicle.
Please print the confirmation of sale for your records.

[PRINT VEHICLE CONFIRMATION OF SALE](#)

Print the vehicle turn in receipt and have the lessee sign two(2) copies.

[PRINT ODOMETER](#)

[RETURN TO THE HOME PAGE](#)

CHRYSLER DIRECT CHRYSLER CAPITAL. Customer Service: 800-556-5242 | Live Support Offline

Home Buy Tools Watchlist My Transactions My Account Enter Year, Make, Model

COMPANY CARS - RE-LEASE COMPANY CARS - PICK UP OFF-LEASE CARS - PICKING & TURN IN TOOL MATURITY SEARCH

TURN IN - STEP 4

You have successfully completed the DEALER BUYOUT transaction.

Description: 2014 Chrysler 300 4dr 5dn V6 300S
Vehicle Identification Number: 2C3CCABG8CH129075

The Dealer Buyout Transaction has been successfully completed. To continue with your market value purchase, please select continue below. Or, you may cancel and return to the home page. Note: the vehicle must be grounded in Chrysler Direct in order to process the Dealer Buyout funds.

[PRINT RECEIPT](#) [GO TO HOME PAGE](#)

[CONTINUE TO MARKET VALUE PURCHASE](#)

CHRYSLER CAPITAL.

SENDING PAYMENTS



When in doubt,
check the grid
OR call the
Allegiance Team

CHRYSLER
CAPITAL

CHRYSLER CAPITAL LEASE END*

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- Questions about viewing maturities, turn-in process, other ChryslerDirect issues

DEALER ALLEGIANCE TEAM | 855-569-9023 | DEALERALLEGIANCETEAM@CHRYSLERCAPITAL.COM

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CUSTOMER ALLEGIANCE TEAM | 855-569-0938 | CHRYSLERALLEGIANCETEAM@CHRYSLERCAPITAL.COM

- Vehicle return invoice, wear and tear disputes, customer payoff (90 days to maturity) - customer hotline

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LEASE-END CUSTOMER COMMUNICATION



LEASE-END CUSTOMER COMMUNICATION

Chrysler Capital collateral is sent to maturity lessees at these points:

- » **210 DAYS TO MATURITY** - Customer receives personalized lease-end information email that directs them to the Chrysler Capital website and Chrysler Capital current offers
- » **180 DAYS TO MATURITY** - Customer receives lease-end guide, FCA US product email, regional direct mail piece and billing statement panel; customer is also directed to Chrysler Capital website to review options, educate on process, answer questions
- » **90 DAYS TO MATURITY** - Customer receives letter outlining lease-end options; customer is contacted by Allegiance Team to obtain lease-end intent and customer is directed to originating dealer
- » **60 DAYS TO MATURITY** - Customer is contacted by Allegiance Team to schedule inspection
- » **30 DAYS TO MATURITY** - Customer receives reminder letter and will contact dealer to schedule vehicle return
- » **MATURITY TO MATURITY** - Vehicle is returned to originating dealer and customer receives vehicle return invoice

Q&A - THANK YOU FOR YOUR PARTICIPATION!



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C A P I T A L.

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