

# Exhibit 4

## Class Claims Program and Administration for Class Members

## **Class Claims Program and Administration for Class Members**

The Claims Program is designed to provide Class Members with the information they need to understand their options and submit a claim in the Class Action Settlement. All capitalized terms in this document have the meanings ascribed to them in the Class Action Settlement.

The Claims Program will take place in a number of steps, summarized here. Not all steps are relevant to all Class Members. Regardless of participation in this Class Claims Program, all Eligible Owners and Eligible Lessees are entitled to receive the Approved Emissions Modification described in Section 2.3 of the Class Action Settlement and associated warranty benefits; however, the Claims Program is the exclusive process for obtaining any payment under the terms of the Class Action Settlement.

### **CLAIMS DEADLINES**

To claim compensation in the Class Action Settlement, Class Members must submit a complete and valid claim by the applicable claims deadline.

**Eligible Former Owners and Eligible Former Lessees must file a complete and valid Claim within 90 days of the day that the Court enters the Final Approval Order (the “Effective Date”).**<sup>1</sup>

**All other Class Members must submit a complete and valid Claim within 21 months of the Effective Date.**

### **CLAIMS SUBMISSION PROCESS**

- 1. The Class Member Learns About the Class Action Settlement.** The Court-approved Class Notice Program informs Class Members about the Class Action Settlement, including the availability of the Approved Emissions Modification, the estimated amount of compensation that they can expect to receive under the Class Action Settlement, and other benefits available under the Class Action Settlement and FCA’s settlement with the United States.

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<sup>1</sup> If a Class Member becomes an Eligible Former Owner or Eligible Former Lessee because their Eligible Vehicle is transferred to a third party after January 10, 2019 *as a result of a total loss*, but before the AEM is performed, the deadline to submit a complete and valid claim is the later of (1) 90 days from the Effective Date, or (2) 60 days after title is transferred (for Eligible Former Owners) or 60 days after surrendering the leased vehicle under the terms of the lease (for Eligible Former Lessees). In no event, however, will the deadline extend beyond 21 months from the Effective Date.

Information about the Class Action Settlement and Claims Program will be available through the Settlement Website and Claims Portal ([www.EcoDieselSettlement.com](http://www.EcoDieselSettlement.com)) and by phone (1-833-280-4748). Starting on January 24, 2019, Class Members who wish to receive general email updates about the Class Action Settlement may sign up through the Settlement Website by providing the following information: (i) the Class Member's name; (ii) contact information, including email, mailing address, and phone number; and (iii) Vehicle Identification Number ("VIN").

- 2. The Class Member Files an Initial Claim.** The Class Member will submit a Claim Form and required documentation. Class Members will be notified when Claim Forms may be submitted, but FCA will not be required to review any Claim Forms until the Claims Period begins on the Effective Date.

As part of submitting a Claim, Class Members will provide required information and documentation, including, but not limited to, a driver's license or other government-issued identification, the dates the Class Member owned or leased the Eligible Vehicle, sufficient proof of current or former ownership or lease (as applicable), and the current vehicle registration (if applicable). Additional information may be required to verify eligibility. Class Members can submit an electronic Claim Form online through the Claims Portal, or a paper Claim Form by mail to an address to be supplied by FCA. Class Members will receive a Claim number after their online Claim has been submitted or their paper Claim has been received. A copy of the paper Claim Form is attached in Appendix A.

- 3. FCA Reviews the Claim.** Once the Claim has been submitted and the Claims Program has begun, FCA will review and verify the Class Member's Claim Form and document package for completeness and eligibility. FCA will confirm that the document package is complete, or notify the Class Member that there is a deficiency with the document package and/or that more information is needed. FCA will make Class Member Claim Forms and document packages available to Class Counsel and the Claims Administrator upon request.
- 4. FCA Notifies Class Members of Eligibility.** FCA will notify Class Members of their eligibility or ineligibility within 10 business days after confirmation that the document package is complete and extend offers to eligible Class Members. Class Members who submit Claims through the Claims Portal will receive their offers through the Claims Portal. Class Members who submit paper Claims will receive their offers by mail or, if they choose, through the Claims Portal.

Eligible Owners who submit valid Claims during the initial 90 days after the Effective Date will receive offers explaining that they are eligible for an initial payment of \$2,460, and an additional, later payment of \$615 if no Eligible Former Owner or Eligible Former Lessee makes a valid claim for compensation related to the same vehicle within 90 days of the Effective Date. Eligible Owners receiving such offers may instead choose to receive a single lump-sum payment after 90 days from the Effective Date, which will be \$2,460 if an Eligible Former Owner or Eligible Former Lessee has made a valid claim for the vehicle, or \$3,075 if no other Eligible Former Owner or Eligible Former Lessee has made a valid claim for the vehicle.

5. **The Class Member Accepts Offer & Schedules Appointment.** To accept an offer, the Class Member will be required to submit a completed offer package, including a signed and notarized Individual Release, as set forth in Section 9.7 of the Class Action Settlement. Class Members who have submitted their completed offer package may then schedule an appointment to receive an Approved Emissions Modification for their Eligible Vehicles at an Authorized Dealer.
6. **The Class Member Completes an Appointment & Receives Payment.** The Class Member's Eligible Vehicle must be brought to an Authorized Dealer to receive the Approved Emissions Modification, free of charge. In certain circumstances, if a Class Member lives in a location without an accessible Authorized Dealer, another FCA service provider will offer the Approved Emissions Modification. FCA will provide a loaner vehicle at no cost to the Class Member for any Approved Emissions Modification that is scheduled to take longer than three hours or that is not complete within three hours of the scheduled start of the appointment. The Authorized Dealer (or FCA service provider) will then perform the Approved Emissions Modification and will confirm to FCA that the Approved Emissions Modification has been completed, which will trigger the Class Member Payment process. The Class Member will then receive a payment or payments, as described in Exhibit 1 to the Class Action Settlement.

#### **ADDITIONAL PROVISIONS**

7. **Claims Review Committee.** If a Class Member or purported Class Member contests a decision about his or her eligibility or the eligibility of his or her vehicle, or whether his or her compensation amount is accurate, that Class Member or purported Class Member may appeal the contested decision to the Claims Review Committee. The appeal must contain the name, contact information, VIN, and claim number of the Class Member or purported Class Member, as well as a description of the issue being appealed and all supporting documentation. The appeal may be emailed to [ClaimsReview@EcoDieselSettlementAdmin.com](mailto:ClaimsReview@EcoDieselSettlementAdmin.com) or sent to a mailing address to be supplied by FCA and maintained by the Claims Administrator. The decisions of the Claims Review Committee are final and not subject to appeal.
8. **Payment Method and Timing.**
  - **Payment Method.** Class Member Payments will be made by check.
  - **Receipt at Appointment.** Class Members who receive an Approved Emissions Modification after submitting a Claim in the Claims Program will, upon completion of the AEM, receive a receipt that sets forth the Class Member's name, address, telephone number and email address, Vehicle Identification Number (VIN), the date the AEM was performed, and a statement that the EcoDiesel Settlement AEM was performed successfully.

- **Timing of Payments.** Beginning 30 days after the Effective Date, FCA will provide the Claims Administrator with a list of approved payments (“Payment List”). FCA will provide subsequent Payment Lists every 14 days thereafter. Within 14 days of receipt of a Payment List from FCA, the Claims Administrator will mail checks to the Class Members included on the Payment List.

**9. Claim Submission Deadline for Eligible Former Owners and Eligible Former Lessees.**

To obtain compensation under the Class Action Settlement, Eligible Former Owners and Eligible Former Lessees must submit a complete and valid Claim, including all supporting information and documentation necessary to establish eligibility, **no later than 90 days after the Effective Date**. If a Class Member becomes an Eligible Former Owner or Eligible Former Lessee because their Eligible Vehicle is transferred to a third party after January 10, 2019 *as a result of a total loss*, but before the AEM is performed, the deadline to submit a complete and valid claim is the later of (1) 90 days from the Effective Date, or (2) 60 days after title is transferred (for Eligible Former Owners) or 60 days after surrendering the leased vehicle under the terms of the lease (for Eligible Former Lessees). In no event, however, will the deadline extend beyond 21 months from the Effective Date. FCA will then review and determine the Class Member’s eligibility (or ineligibility) to participate.

**10. Claims Submission Deadline for Eligible Owners and Eligible Lessees.**

Eligible Owners and Eligible Lessees must submit a complete and valid Claim, including all information and documentation necessary to establish eligibility, by **no later than 21 months after the Effective Date**. The Settlement Benefit Period for Eligible Owners and Eligible Lessees, as described in Section 2.65 of the Class Action Settlement Agreement, will run for 24 months following the Effective Date (if a Final Approval Order is entered). Eligible Owners and Eligible Lessees must accept a formal offer and schedule and complete an appointment for an Approved Emissions Modification at a participating FCA Authorized Dealer (or, if a Class Member lives in a location without an accessible Authorized Dealer, another FCA service provider) within the 24-month Settlement Benefit Period to obtain their Class Member Payment. However, no Eligible Owners or Eligible Lessees will be denied an Approved Emissions Modification or associated warranty benefits on account of being outside the Settlement Benefit Period.

**11. Approved Emissions Modification Available without Participation in Claims Program.**

No provision of this Claims Program or the Class Action Agreement shall be construed to prevent any Class Member from requesting and receiving the Approved Emissions Modification at an Authorized Dealer without participation in the Class Program, provided that no Class Member shall be entitled to a Class Member *Payment* without participating in the Claims Program and completing all required steps.

**12. Claim Form Submissions after Completion of Approved Emissions Modifications.**

No Class Member shall be denied a Class Member Payment on the basis of having received an Approved Emissions Modification from an Authorized Dealer prior to completing any of the other Claims Program steps listed above. Any such Class Member shall be entitled to receive his or her Class Member Payment upon submission of a timely Claims Form prior to the

Claims Submission Deadline and the completion of all remaining steps in the Claims Program.

# **APPENDIX A**

FCA

***In re Chrysler-Dodge-Jeep EcoDiesel Marketing,  
Sales Practices and Products Liability Litigation***  
**Class Action Settlement Claim Form**  
**Claim Form Instructions**

Instructions

### Instructions for Completing the Enclosed Claim Form

You must complete and return the enclosed Claim Form to claim compensation under the Settlement.

Please read the full Notice available at [www.EcoDieselSettlement.com](http://www.EcoDieselSettlement.com) before completing your Claim Form. If you have questions about this Claim Form, please visit the website at [www.EcoDieselSettlement.com](http://www.EcoDieselSettlement.com), call 1-833-280-4748 or email [email address to be updated upon preliminary approval of settlement].

You may submit your completed Claim Form online at [www.EcoDieselSettlement.com](http://www.EcoDieselSettlement.com). You may also mail your completed Claim Form and documentation to:

[Mailing address to be updated  
upon preliminary approval of  
Settlement]

To receive settlement compensation, you must complete the following steps:

1. **Claim Submission:**  
You must submit a complete and valid Claim Form, including all supporting documentation, by the applicable claims deadline. **Please visit [www.EcoDieselSettlement.com](http://www.EcoDieselSettlement.com) for additional, time-sensitive information about the deadline to submit your claim.**
2. **Review of Claim and Supporting Documentation:**  
After the Claims Program has begun, Fiat Chrysler will review your Claim Form and supporting documents for completeness and eligibility. Fiat Chrysler will confirm with you that your claim is complete or notify you if there is a deficiency with your claim or supporting documentation.
3. **Offer Letter:**  
Once your claim is deemed complete and you are determined to be eligible for the Settlement, you will receive an offer letter and release form that you must sign, notarize, and return.
4. **AEM Appointment and Payment:**  
If you are an **Eligible Owner** or **Eligible Lessee**, you will be eligible for compensation once your signed offer package is accepted and the Approved Emissions Modification has been installed at a Fiat Chrysler Authorized Dealer. You may have the Approved Emissions Modification installed (and may also schedule an appointment to have the Approved Emissions Modification installed) either prior to or after submitting your signed offer package, but you will not receive compensation until your signed offer package is accepted. Your payment will be processed and mailed to you within six weeks after your signed offer package is accepted and the Approved Emissions Modification has been installed.

If you are an **Eligible Former Owner** or **Eligible Former Lessee**, your payment will be processed after your signed offer package is accepted.

**ALL CLAIMS ARE SUBJECT TO VERIFICATION.**

**PLEASE KEEP A COPY OF YOUR COMPLETED CLAIM FORM FOR YOUR RECORDS.**

**INCOMPLETE CLAIMS WILL NOT BE PAID. YOU WILL BE NOTIFIED IF YOUR CLAIM IS INCOMPLETE SO THAT YOU CAN COMPLETE IT.**

**IMPORTANT: BEFORE FILLING OUT THIS FORM, PLEASE READ THIS ENTIRE CLAIM FORM AND THE CLASS LONG FORM NOTICE CAREFULLY. THE CLASS LONG FORM NOTICE CONTAINS ADDITIONAL INFORMATION REGARDING YOUR ELIGIBILITY FOR SETTLEMENT BENEFITS AND OTHER IMPORTANT INFORMATION.**

If you have questions about filling out this form,  
Please visit [www.EcoDieselSettlement.com](http://www.EcoDieselSettlement.com) or call 1-833-280-4748



**FCA**

**In re Chrysler-Dodge-Jeep EcoDiesel Marketing,  
Sales Practices and Products Liability Litigation  
Class Action Settlement Claim Form**

**Claim Form  
Page 1**

**SECTION A: NAME AND CONTACT INFORMATION (MAILING ADDRESS)**

Please provide your name and contact information below. The Claims Administrator will send your Settlement check to your Mailing Address. You must notify the Claims Administrator if your contact information changes after you submit your Claim Form.

**First Name**

**Last Name**

**Street Address (Mailing Address)**

**City**

**State**

**Zip Code**

**Email Address**

**Telephone Number**

**SECTION B: VEHICLE INFORMATION**

Please identify your Eligible Vehicle by checking the box next to your vehicle model and model year. Please check only one box in each column. If you have a claim for more than one Eligible Vehicle, you must submit a separate claim form for each vehicle.

Eligible Vehicle List	
Model	Model Year
<input type="checkbox"/> Ram 1500 EcoDiesel	<input type="checkbox"/> 2014 <input type="checkbox"/> 2015 <input type="checkbox"/> 2016
<input type="checkbox"/> Jeep Grand Cherokee EcoDiesel	<input type="checkbox"/> 2014 <input type="checkbox"/> 2015 <input type="checkbox"/> 2016

Please enter the Vehicle Identification Number ("VIN") of the Eligible Vehicle you selected above. *The VIN can be found on the dashboard of the vehicle and is 17 characters long.*

Be sure to write clear and neatly. To avoid confusion between letters and numbers, please enter numbers in the same form as the chart below.

Zero	One	Two	Three	Four	Five	Six	Seven	Eight	Nine
0	1	2	3	4	5	6	7	8	9

--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--

**Enter the 17-digit VIN Number in the boxes above**

**If you have questions about filling out this form,  
Please visit [www.EcoDieselSettlement.com](http://www.EcoDieselSettlement.com) or call 1-833-280-4748**

**FCA**

***In re Chrysler-Dodge-Jeep EcoDiesel Marketing,  
Sales Practices and Products Liability Litigation  
Class Action Settlement Claim Form***

**Claim Form  
Page 2**

**Status of Ownership or Lease**

Please select one of the following:

- I currently own the vehicle and did not purchase it from a lease.
- I currently own the vehicle and purchased it from a lease.
- I currently lease the vehicle.
- I previously owned the vehicle and no longer possess it.
- I previously leased the vehicle and no longer possess it.

**Dates of Ownership or Lease Period**

Please enter the date you purchased the vehicle or began leasing the vehicle (**MM/DD/YYYY**). If you purchased the vehicle from a lease, please enter the date of purchase.

/ /

If you still own or lease the vehicle, check here:

If you no longer own or lease the vehicle\*, please enter the date you sold the vehicle or the date you surrendered the vehicle due to your lease ending (**MM/DD/YYYY**):

/ /

*\*If your vehicle was totaled, enter the date the vehicle was transferred to an insurance company (or otherwise sold to a junkyard, salvage dealer, or the equivalent).*

**Additional Current Registered Owner or Lessee (if applicable)**

**First Name**

**Last Name**

**Contact Phone**

**FCA**

***In re Chrysler-Dodge-Jeep EcoDiesel Marketing,  
Sales Practices and Products Liability Litigation***  
**Class Action Settlement Claim Form**

**Claim Form  
Page 3**

**SECTION C: SUPPORTING DOCUMENTATION**

You must include a copy of the following supporting documentation with your Claim Form to complete your claim:

IF YOU:	DOCUMENTS REQUIRED TO COMPLETE YOUR CLAIM*:
<b>Currently own the vehicle</b>	<ul style="list-style-type: none"> <li>• Your current vehicle registration</li> <li>• Your driver's license or other government-issued photo identification</li> <li>• Proof that you purchased the vehicle and when (which may include your bill of sale, title, registration from time of purchase, DMV registration history, financing agreement, or insurance documentation listing your date of vehicle purchase)</li> </ul>
<b>Currently lease the vehicle</b>	<ul style="list-style-type: none"> <li>• Your current vehicle registration</li> <li>• Your driver's license or other government-issued photo identification</li> <li>• Your lease agreement or proof of a monthly lease payment</li> </ul>
<b>Previously owned the vehicle</b>	<ul style="list-style-type: none"> <li>• Your driver's license or other government-issued photo identification</li> <li>• Proof that you purchased the vehicle and when (which may include your bill of sale, title, registration from time of purchase, DMV registration history, financing agreement, or insurance documentation listing your date of vehicle purchase)</li> <li>• Proof of when you sold or transferred title to the vehicle (which may include a bill of sale, copy of title transfer, trade-in receipt, or insurance transfer document)</li> </ul>
<b>Previously leased the vehicle</b>	<ul style="list-style-type: none"> <li>• Your driver's license or other government-issued photo identification</li> <li>• Proof of when your lease began (such as proof of first lease payment or lease agreement)</li> <li>• Proof of when your lease ended (such as a proof of final lease payment, lease termination agreement, or lease completion letter)</li> </ul>

\*You may need to provide additional documentation in certain circumstances. You will be notified if additional information is needed to complete your claim.

**SECTION D: CERTIFICATION STATEMENT FOR ENTIRE CLAIM FORM**

I affirm under penalty of perjury that all information in this Claim Form is true and accurate to the best of my knowledge.

**Signature**

**Date**

**Print Name**


**If you have questions about filling out this form,  
Please visit [www.EcoDieselSettlement.com](http://www.EcoDieselSettlement.com) or call 1-833-280-4748**