

Dear Customer

We have launched a Customer Satisfaction Portal to enable customers who have already paid for certain repairs to specific generations of PureTech 1.0 and 1.2 engines, within the Stellantis network, to check eligibility for reimbursement via a fast and convenient process. The repairs for which reimbursement may be issued concern an oil pressure issue (resulting from a premature degradation of the timing belt) and/or excessive oil consumption.

To be entitled to a reimbursement, all of the following criteria must be met:

1. The repair was carried out between 1 January 2022 and 31 December 2024 (inclusive), and related to any of the following:
 - a. An oil pressure issue (resulting from premature degradation of the timing belt) on a vehicle equipped with 1.0 / 1.2 PureTech non-turbo engine produced from June 2012 to June 2022, or with a 1.2 PureTech turbo engine produced from April 2014 to June 2022.
 - b. Oil over-consumption linked to a piston ring issue on a vehicle equipped with a 1.2 PureTech turbo engine before Euro 6.2, produced from April 2014 to July 2018.
 - c. Oil over-consumption linked to an oil separator issue on a vehicle equipped with a 1.2 PureTech turbo engine (Euro 6.2 and beyond), produced from February 2018 to February 2023.
2. You paid for the repair and have received no contribution or a partial contribution towards the repair.
3. At the date of the repair, the vehicle was less than 10 years from the warranty start date (usually the first registration date) and had incurred less than 112,000 miles.
4. The maintenance was carried out in accordance with the manufacturer's recommendations (time / mileage interval & oil grade, quality and quantity), by a Stellantis authorised repairer. The three latest detailed invoices before the date of the repair will be required. Alternatively, a maintenance book stamped by an authorised repairer belonging to the Stellantis network will be accepted. We will consider acceptable a maximum delay of 3 months / 1,800 miles in the maintenance schedule.
5. The diagnosis and repair were carried out by an authorised repairer belonging to the Stellantis network.

If you meet the criteria above, please upload the necessary information to the Customer Satisfaction Portal for us to assess. Please be aware that you must be the owner and registered keeper of the vehicle to make the claim. All documentation (vehicle registration, invoices etc.) must be in your name.

To proceed to make a claim on the Customer Satisfaction Portal, please ensure you have the following documentation:

1. Personal identity document (ID or Passport).
2. Vehicle Identification Number (VIN) of the vehicle subject to the request.
3. Vehicle registration document (proof of ownership of the vehicle).
4. Invoice / purchase receipt for the vehicle.
5. Invoice for the repair (in the owner's / family name).
6. The last three service and maintenance invoices that predate the date of the repair, OR a maintenance book stamped by an authorised repairer belonging to the Stellantis network
7. For companies, the company registration documents.

When creating the case on the Customer Satisfaction Portal, the following rules apply:

1. Each case has its own unique number that is the reference for each individual request.
2. A case can be associated with a single VIN (Vehicle Identification number).
3. There can be multiple cases for each VIN (Vehicle Identification number).
4. Each case relates to a specific event/incident (single event date).

This will allow our team to evaluate reimbursement requests and respond more quickly to confirm whether your request is accepted or rejected.

Thank you for your cooperation,

The Stellantis Support Team