

Key Code Policy

Access to vehicle key codes is a necessity for dealers to service their customers and repair vehicles. However it is important to understand that a key code is sensitive information that dealers must protect. The dealership assumes full responsibility for key code information and agrees to use key code information received from FCA US in a lawful manner and consistent with this Dealer Policy Manual as follows:

- Dealers **must** limit the number of employees with access to the key code application to only those employees having a business need for the information such as service technicians, parts advisors, managers of these departments, and dealer management. It is the responsibility of the dealer to monitor and update this access as needed.
- Key codes **must only** be used by the dealership for the purpose of servicing vehicles and customers. Key codes **must not** be provided to outside entities, including but not limited to locksmiths or repossession companies unless required by court order. (Please note FCA US allows qualified third parties access to key code information via Tech Authority).
- For all Service Repair Authorization Pin requests, the customer's information and technician's name and/or identification number must be documented on the Repair Order.
- For all non-Service Repair Authorization Pin requests, each dealership must verify the vehicle ownership by personally reviewing:
 - The vehicle owner's government issued picture ID (Driver's License)
 - The vehicle's registration or other proof of ownership. Please note that vehicle registration should have normal markings from the State or Province that issued the registration.
- FCA US reserves the right to limit and audit dealer requests for key codes. Violations and non-compliance may result in the loss of key code access.