

April, 1st, 2020, Munich

AEC Europe | Official Dodge and RAM importer AEC Europe announces an upgrade of its standard warranty program.



AEC Europe, an official importer of the Dodge and RAM brands in EU/EFTA, has announced an upgrade of its standard warranty program as of April 1st, 2020. The importer has been providing two types of warranty packages for its new vehicles so far.

As of April 1st, 2020, all new Dodge and RAM vehicles will be delivered to the AEC dealer network with the AEC Premium warranty coverage for 24 months, with the option to extend the duration to 36 or 48 months. AEC Premium covers all mechanical and electronic parts of the vehicle and foresees full reimbursement of labor and spare parts costs. This program was previously available at an extra charge and chosen by the vast majority of end customers over the formerly standard coverage, AEC Comfort, which was more limiting. The importer has decided to discontinue the offering of AEC Comfort program to ensure that in the future 100% of the Dodge & RAM drivers in Europe can benefit from the most customer-oriented service available through the AEC network.

“As our experience has shown, most of the consumers ended up choosing the AEC Premium coverage no matter how the vehicle was offered initially on the market. With our decision to upgrade the warranty coverage on all new vehicle sales we want to reflect the market demand and help the dealer network to further differentiate themselves from the competition. Ultimately, as an official importer, it is our job to protect the brands’ reputation and ensure highest customer satisfaction with the product.”, John R.F. Muratori, Chief Operating Officer of AEC states.

AEC Warranty is a financial product developed and optimized by the importer specifically for the Dodge and RAM brands. It has been offered by AEC on vehicles imported under the official contract with the manufacturer since 2011. The importer has been gradually refining the product throughout the years to match the demand in all its European markets. Since three years, AEC Warranty is

administered by an exclusive cooperation partner, CarGarantie which offers international support and the high quality service that the Dodge and RAM customers expect.

CarGarantie is one of the leading specialist insurers of warranties for vehicle manufacturers and dealers in Europe, with almost 50 years of experience. More than 40 manufacturers / importers and over 23.000 specialised dealers trust in CarGarantie's individualised warranty programmes and the high service quality provided. AEC and CarGarantie has entered an exclusive cooperation in 2017 to ensure that the Dodge and RAM vehicles imported by AEC receive unparalleled level of after-sales support in all its European markets.

About Auto Export Corporation (AEC)

Auto Export Corporation (AEC) is a global automotive distributor and a service provider for OEMs and suppliers in the areas of general distribution (official FCA importer and distributor of Dodge & RAM vehicles and parts in Europe), market homologation incl. own R&D facility and processing center in Antwerp, parts distribution and warehouse, automotive consulting, automotive finance (partner of Santander Consumer Bank in key European markets), fleet operations, logistics solutions as well as retail operations. AEC has local operations and facilities in its focus markets in NAFTA, EMEA and APAC. Customers turn to AEC for its reliable solutions and existing infrastructure that includes a vast contractual network of retail dealerships and key partners in the automotive industry.

About AEC Europe – an Auto Export Corporation (AEC) Subsidiary

As an official importer of the Fiat Chrysler (FCA) Dodge & RAM branded vehicles and parts in Europe, AEC Europe, a 100% subsidiary of the Canadian Auto Export Corporation (AEC) is responsible for the distribution and retail network development of the American brands. Over 120 European AEC dealers were officially appointed and authorized by the manufacturer. The service portfolio of the importer towards its network include market homologation, warranty, parts, recall administration as well as financial services but also certification and training.