

# 2012 DODGE GRAND CARAVAN



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# 2012 DODGE GRAND CARAVAN

## REASONS TO BUY



It's called "Grand" for a reason. Grand Caravan has everything so you can do anything. Many feats can be accomplished hands-free thanks to Voice Command operation. Super Stow 'n Go® seats are quickly reconfigured with one easy motion. Hectic days can be a little more organized with the available Super Console. Could Grand Caravan also be faster and more powerful than your typical minivan? You bet. Two-hundred-and-eighty-three horses are under the hood and ready to deliver consistent, reliable performance. Grand Caravan's precise, responsive handling just might forever change how the driver feels about minivans.

And with the Media Centre radio along with available SIRIUS® satellite radio, this vehicle doesn't just take you to the world, it lets you take the world with you. Active families who want more for their hard-earned money will appreciate how Grand Caravan is designed to make their lives safer, easier and more grand.

## Key Reasons To Buy

- The industry's most versatile passenger and cargo vehicle. Nobody does it better
- Canada's second best selling vehicle in 2011
- Canada's best-selling minivan for over 27 consecutive years
- Best-in-class horsepower (283 hp) with 36 mpg hwy (7.9L/100 km)
- 3.6L Pentastar™ VVT V6 with 6-speed transmission
- Industry-exclusive Super Stow 'n Go®
- Class-exclusive one-touch performance folding 3rd-row seats
- 2011 Consumers Digest Best Buy Award

### Assembly Location

- Windsor, Ontario, Canada

### Market Exclusives/Recognition

- Industry's most versatile passenger and cargo vehicles. Nobody does it better
- Most advanced minivan ever
- The Pentastar™ V6 engine is the most advanced six-cylinder engine ever produced by the Chrysler Group
- Engine horsepower (283 hp with 260 lb-ft of torque)
- 2011 "Best Buy" from Consumers Digest
- Available:
  - Super Console with integrated Centre Console
  - Super Stow 'n Go® Second-Row Seats
  - Blind Spot Monitoring Rear Cross Path Detection
  - Heated Steering Wheel
  - Stow 'n Place™ Roof Rack
  - Selectable Fuel Economizer Mode

# 2012 DODGE GRAND CARAVAN

WHAT'S NEW FOR 2012



## 2012 Dodge Grand Caravan – What's New

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When is a minivan not just a minivan? When its powerful acceleration makes it fast. That's the Grand Caravan. And when it offers a Blind Spot Monitoring System that helps make you aware of what you cannot see on your own, plus the extra protection of safety features like a driver's side inflatable knee blocker, that's the Grand Caravan.

- Driver Convenience Group on the R/T model adds heated 2nd row seats, 2nd and 3rd row window shades, and rechargeable flashlight – and remains a no-charge option
- Power Liftgate now included within Security Group at a 50% discount on R/T
- New sapphire blue interior lighting scheme (replaces blue/green)
- Automatic Temperature Control added to Crew
- Mopar® running boards and the Exterior Appearance Package are now retailer-installed options
- Simplified ordering structure with the removal of many "must-have" conditions



# 2012 DODGE GRAND CARAVAN

SUVPS

## SUVPS

### SAFETY/SECURITY

- Electronic Stability Control with Brake Assist and All Speed Traction Control
- Available Blind Spot Monitoring System with Rear Cross Path Detection alerts a driver to objects in blind spot zones
- Headlamps and LED taillights
- Sliding Door Alert System
- Obstacle Detection System on models equipped with power-folding third-row seat, power sliding doors and power liftgate
- Available power adjustable pedals
- Available ParkSense® Rear Park Assist System and ParkView® Rear Back-Up Camera
- Child Seat Anchor System (LATCH)
- Tire Pressure Monitoring Warning Lamp
- Supplemental side-curtain air bags for outboard passengers in all three rows
- Available rain-sensing automatic wiper system
- Available Safety Sphere Group for Crew, Crew Plus, and R/T includes Blind Spot Monitoring with Rear Cross Path Detection, automatic headlamps and rain-sensitive wipers (late availability)
- Security Group for SXT, Crew, Crew Plus, and R/T includes security alarm, remote start system and power liftgate
- Advanced multistage front air bags
- Front seat-mounted side air bags
- Driver's knee blocker air bag
- Active front-row head restraints
- Enhanced Accident Response System (EARS)
- Four-wheel disc antilock brake system (ABS)
- Strategically placed high-strength steel, including a new, strengthened roof
- Energy-absorbing crumple zones
- Upgraded roof strength on all 2012 models

### UTILITY

- The industry's most versatile cargo and passenger vehicle. Nobody does it better
- Folding, heated, power mirrors
- Available remote start system
- 60/40 split-bench fold-in-the-floor third-row seat with reversible tailgate seating feature (included with all seating configurations)
- Available minivan-first one-touch power-folding, reclining third-row seat
- 1633-kg (3,600-lb) towing capacity with available Trailer Tow Group includes Mopar® hitch receiver includes load-leveling and height-control suspension
- Available removable and rechargeable flashlight
- Grocery bag hooks
- Available industry-exclusive Super Stow 'n Go® second-row fold-in-the-floor seating and storage
- Storage bins in the floor offer nearly 340 litres (12 cu ft) of storage space with seats in the upright position
- Available overhead console with ambient halo lighting, pinpoint LED reading lamps and storage bins
- Available premium removable, sliding floor console with cupholders, power outlet and storage provides convenient front- and second-row access
- Available second-row power windows and second- and third-row integrated sunshades
- Available dual DVD entertainment system with multimedia capability and 9-inch screens
- Available advanced technologies (Tri-Zone Automatic Temperature Control with infrared sensors, HomeLink® Universal Transceiver and Uconnect™ Phone)
- Dual glove boxes
- Stow 'n Place™ roof rack with ability to fold crossbars into side rails when not in use
- 12-volt power outlet, dual A/V jacks and available 115-volt inverter
- Tilt/telescoping steering column
- Rearview conversation mirror
- Available Trailer Tow Group for Crew, Crew Plus, and R/T includes trailer tow wiring harness, load-leveling and height control, and Class II trailer hitch
- Available Power Convenience Group for SXT and Crew includes power sliding doors, power liftgate, and power adjustable pedals
- Available Driver Convenience Package for Crew, Crew Plus, and R/T includes heated steering wheel, 1st-row heated seats, 2nd-row heated seats, 2nd- and 3rd-row sunshades, Uconnect™ Voice Command with Bluetooth®, remote USB port and auto-dimming rearview mirror with microphone
- Available Uconnect™ Hands Free Group for CVP and SXT includes Uconnect™ Voice Command with Bluetooth®, remote USB port, auto-dimming rearview mirror with microphone, SIRIUS® Satellite Radio (includes one-year free subscription), leather-wrapped steering wheel and shift knob

# 2012 DODGE GRAND CARAVAN

SUVPS



## SUVPS

### VALUE

- Most awarded minivan ever
- 3-Year/60,000-Kilometre Basic Bumper-To-Bumper Warranty with Roadside Assistance and 5-Year/100,000-Kilometre Powertrain Limited Warranty and 3-year Corrosion Protection Warranty provide excellent coverage for a positive ownership experience
- Standard remote keyless entry and trip computer
- Available Entertainment Group #1 and #2
- Standard dual-zone air conditioning with air filter
- Available Electronic Vehicle Information Centre (EVIC)
- Steering wheel with cruise control and audio control standard
- Available Uconnect™ Navigation feature includes GPS navigation with points of interest and voice command
- Available Uconnect™ Multimedia features provide the flexibility to play a variety of media including CDs, DVDs, USB drives, MP3/WMA files and SIRIUS® Satellite Radio
- Available ∞Infinity® sound system with 9 speakers, 506-watt amplifier and subwoofer
- Available first- and second-row heated cloth or leather-faced seating with available power lumbar adjustment

### PERFORMANCE

- 3.6L Pentastar™ Flex Fuel V6 engine with best-in-class 283 hp and 260 lb-ft of torque
- MacPherson strut front suspension and twist-beam rear suspension with coil springs
- Heavy-duty 17-inch brake setup for improved braking performance on vehicles with 17-inch wheels
- Excellent suspension, handling and NVH wind noise control

### STYLING

- Bold Dodge design with a muscular profile and SUV-like styling elements
- Body colour rear spoiler integrated into liftgate
- Available 17-inch aluminum wheels

# 2012 DODGE GRAND CARAVAN

## MODEL LINEUP



## Model Lineup

### CANADA VALUE PACKAGE

Selected Standard Equipment:

- 3.6L Pentastar™ VVT V6 with best-in-class 283 hp
- 6-speed automatic
- 16-inch wheels with covers
- Electronic Stability Control with All-Speed Traction Control and Brake Assist
- Advanced multistage front, side-curtain, front-seat side, and driver's knee blocker air bags
- Front active head restraints
- Four-wheel disc antilock brakes
- Power windows and locks
- Power, heated foldaway mirrors
- 3rd-row Stow 'n Go seating with 2nd-row bench seats and storage tubs
- Keyless entry
- Air conditioning with dual-zone temperature control
- Steering wheel-mounted audio and cruise controls
- Tilt/Telescoping steering column
- Black door handles and sill appliqué
- Tinted glass windows
- Sliding door alert warning

### SXT STOW 'N GO

Differences/upgrades vs. CVP

- 2nd-row bucket seats with Super Stow 'n Go (one-hand operation)
- 3rd-row Stow 'n Go with tailgate seats
- Leather-wrapped steering wheel
- Black side roof rails and integrated crossbars
- Easy clean floor mats
- Floor console with cupholders
- Body colour door handles and body-side moulding

### AVAILABLE OPTIONS

- Climate Group (CVP and SXT)
- Uconnect™ Hands-free Group (CVP and SXT)
- SE Plus Group (CVP)
- Easy-clean floor mats (CVP)
- Black side roof rails (CVP and R/T)
- SIRIUS® Satellite Radio with one-year subscription (CVP and SXT)
- SXT Plus Group (SXT)
- Security Group (SXT, Crew, Crew Plus and R/T)
- Power Convenience Group 1 (SXT and Crew)
- Entertainment Group #1 (SXT, Crew, and R/T)
- Power Window Group (SXT)
- Removable centre front seat console (SXT, Crew and Crew Plus)
- Eight-way power driver seat (SXT)
- Media Centre 430 CD/DVD/HDD (Crew)
- Media Centre 430N CD/DVD/MP3/HDD/Nav (CVP, SXT, Crew and Crew Plus)
- Media Centre 730N CD/DVD/MP3/HDD/Nav (SXT, Crew, Crew Plus and R/T)
- Drivers Convenience Group (Crew, Crew Plus and R/T)
- Electronics Convenience Group (Crew)
- Light and Storage Group (Crew)
- Passenger Convenience Group 1 (Crew and Crew Plus)
- Trailer Tow Group (Crew, Crew Plus and R/T)
- Nine amplified speakers with subwoofer (Crew Plus)
- Entertainment Group #2 (Crew Plus)
- Power Folding 3rd Row Seat (Crew Plus)
- Power Sunroof (Crew Plus)
- Safety Sphere Group (Crew, Crew Plus and R/T) – late availability
- Load-leveling and height control (R/T)

# 2012 DODGE GRAND CARAVAN

## MODEL LINEUP



## Model Lineup

### CREW

Differences/upgrades vs. SXT:

- 17-inch aluminum wheels
- Fog lamps
- Tri-Zone Automatic Temperature Control
- Electronic Vehicle Information Centre (EVIC)
- Eight-way power driver seat with two-way lumbar adjuster
- Power adjustable pedals
- Super Console with illuminated cup-holders
- Leather-wrapped shift knob
- Bright roof rack
- Bright body-side and belt mouldings
- Body colour mirrors and sill appliqué
- Six speakers

### CREW PLUS

Differences/upgrades vs. Crew:

- Leather-faced seats
- Heated front seats
- Power front driver and passenger seats
- Power sliding doors and liftgate
- ParkView® Rear Back-Up Camera
- Media Centre 430 CD/DVD/MP3/HDD
- SIRIUS® Satellite Radio with one-year subscription
- Premium overhead console
- Overhead ambient surround lighting
- Auxiliary input jack
- Universal garage door opener

### R/T

Differences/upgrades vs. Crew Plus:

- 17-inch satin carbon aluminum wheels
- All-black interior
- Unique leather-faced seats with red stitching
- Heated second-row seats
- Heated steering wheel
- Uconnect™ Voice Command with Bluetooth®
- Bluetooth® streaming audio
- Remote USB port
- 2nd- and 3rd-row window shades
- Rearview auto-dimming mirror with microphone
- Nine amplified speakers with subwoofer
- Body colour body-side moulding
- Body colour grille
- Body colour belt mouldings

### 2012 FUEL ECONOMY

Fuel Economy	L/100 KM (MPG)	City	Highway
3.6L Pentastar™ V6 with 6-speed automatic		12.2(23)	7.9(36)

# 2012 DODGE GRAND CARAVAN

## PRODUCT PRESENTATION

### Product Presentation

During the Product Presentation, you work as an advisor by matching vehicle features to a customer's SUVPS buying motivations. Focus the conversation on the key features that will influence your particular customer's purchase decision. For each feature, remember to emphasize the benefits to the customer – the reasons why Grand Caravan is their best purchase choice. Some features may be optional or not available on some models. Consult the Features, Options & Package Groups charts or the Code Guide to determine the availability of specific Grand Caravan features.

#### FRONT

GRAND CARAVAN FEATURES/FUNCTIONS	CUSTOMER BENEFIT
<b>BOLD EXTERIOR DESIGN</b>	
<ul style="list-style-type: none"> <li>• Muscular contours combine with SUV-styling elements</li> <li>• Recently updated hood, and front and rear fascias</li> </ul>	<ul style="list-style-type: none"> <li>• Provides an alternative to the traditional minivan profile</li> </ul>
<b>3-YEAR/60,000-KILOMETRE BASIC LIMITED WARRANTY</b>	
<ul style="list-style-type: none"> <li>• Includes Roadside Assistance</li> <li>• Covers the complete vehicle against defects in factory-supplied materials and workmanship</li> <li>• Excludes tires, wiper blades, clutch discs or module clutch assembly, brake linings, brake rotors, pads and drums, windshield, rear window, wheel alignment, wheel balancing and normal maintenance items</li> <li>• Stays with the vehicle and transfers automatically to subsequent owners at no cost during the warranty period</li> </ul>	<ul style="list-style-type: none"> <li>• Delivers excellent coverage for a positive ownership experience</li> </ul>
<b>CORROSION PROTECTION WARRANTY</b>	
<ul style="list-style-type: none"> <li>• 3 years unlimited kilometres, 5/160,000 kilometre outer body panels against holes</li> </ul>	<ul style="list-style-type: none"> <li>• Emphasizes product quality and durability</li> </ul>
<b>5-YEAR/100,000-KILOMETRE POWERTRAIN LIMITED WARRANTY</b>	
<ul style="list-style-type: none"> <li>• Includes subsequent owner coverage transfer at no cost, towing, and elimination of the 5-year powertrain inspection requirement</li> </ul>	<ul style="list-style-type: none"> <li>• Delivers excellent coverage for a positive ownership experience</li> </ul>
<b>NEW 3.6L PENTASTAR™ VVT V6 ENGINE</b>	
<ul style="list-style-type: none"> <li>• 283 hp @ 6,400 rpm and 260 lb-ft of torque @ 4,400 rpm</li> <li>• Estimated 23 city/36 hwy mpg</li> <li>• Small, light design</li> <li>• Aluminum dual overhead cam V6 with dual variable valve timing</li> <li>• Matched with a 6-speed automatic transmission with Auto/Stick™</li> </ul>	<ul style="list-style-type: none"> <li>• Designed to improve fuel efficiency, horsepower and torque</li> </ul>



# 2012 DODGE GRAND CARAVAN

## PRODUCT PRESENTATION

### Product Presentation

#### FRONT

GRAND CARAVAN FEATURES/FUNCTIONS	CUSTOMER BENEFIT
<b>TWIST-BEAM REAR SUSPENSION</b>	
<ul style="list-style-type: none"> <li>• Reduces lift-up and fore-aft motion and dive in a stop-and-go situation</li> <li>• Lightweight design for less unsprung weight</li> <li>• Rear track bar isolated from the axle and the body for NVH improvement and improved handling during a loaded ride</li> <li>• Urethane upper and lower coil spring isolators for excellent NVH control</li> </ul>	<ul style="list-style-type: none"> <li>• Coil springs are tuned for improved responsiveness over leaf springs</li> <li>• Careful design and components selection contributes to Grand Caravan's premium ride quality and driving experience</li> </ul>
<b>SAFETY SPHERE GROUP (CREW, CREW PLUS AND R/T)</b>	
<ul style="list-style-type: none"> <li>• Includes:               <ul style="list-style-type: none"> <li>- Blind Spot Monitoring with Rear Cross Path Detection</li> <li>- ParkSense® Rear Park Assist</li> <li>- Automatic headlamps</li> <li>- Rain-sensitive wipers</li> <li>- Rearview auto-dimming mirror with microphone</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• Lets drivers who desire extra safety features acquire them, while customers who don't want the features don't pay for them</li> </ul>
<b>IMPROVED ROOF STRENGTH</b>	
<ul style="list-style-type: none"> <li>• For all Grand Caravan models</li> </ul>	<ul style="list-style-type: none"> <li>• Improved protection</li> </ul>
<b>HEAVY-DUTY 17-INCH BRAKE SETUP</b>	
<ul style="list-style-type: none"> <li>• Standard on models with 17-inch wheels</li> </ul>	<ul style="list-style-type: none"> <li>• Improved braking performance</li> </ul>
<b>INDEPENDENT MACPHERSON STRUT FRONT SUSPENSION</b>	
<ul style="list-style-type: none"> <li>• Tuned to provide an ultra-comfortable balance of ride, handling and noise isolation</li> </ul>	<ul style="list-style-type: none"> <li>• Enhances ride quality for a comfortable and quiet ride</li> </ul>

#### DRIVER SIDE

GRAND CARAVAN FEATURES/FUNCTIONS	CUSTOMER BENEFIT
<b>FOLDING HEATED POWER MIRRORS</b>	
<ul style="list-style-type: none"> <li>• Fold toward bodyside</li> <li>• Help to melt ice and snow</li> </ul>	<ul style="list-style-type: none"> <li>• Provide clearance in tight situations and help driver maintain a clear side view</li> <li>• Provide a narrower profile for fitting through tight quarters</li> </ul>
<b>AVAILABLE REMOTE START SYSTEM</b>	
<ul style="list-style-type: none"> <li>• Conveniently starts engine from outside the vehicle by using the remote keyless entry fob</li> <li>• Operates when vehicle is locked and transmission is in Park</li> <li>• Includes a backup safety feature that turns off the vehicle after a predetermined period of time</li> </ul>	<ul style="list-style-type: none"> <li>• Offers the convenience of starting the engine from outside the vehicle</li> <li>• Maintains security by requiring vehicle to be locked and windows raised</li> <li>• Will warm or cool the interior prior to passengers entering the vehicle (if the HVAC controls were left on at last engine shutdown)</li> <li>• Steering wheel will warm (if equipped) if the outside temperature is below 4° C (40° F)</li> </ul>

# 2012 DODGE GRAND CARAVAN

## PRODUCT PRESENTATION

### Product Presentation

#### DRIVER SIDE

GRAND CARAVAN FEATURES/FUNCTIONS	CUSTOMER BENEFIT
<b>ELECTRONIC STABILITY CONTROL (ESC)</b>	
<ul style="list-style-type: none"> <li>• Compares the driver's intended course with the vehicle's actual course and then compensates for differences</li> <li>• Senses when a vehicle is starting to spin (oversteer) or plow (understeer)</li> <li>• Helps to correct the vehicle's course by automatically adjusting the throttle and applying the brakes at individual wheels</li> </ul>	<ul style="list-style-type: none"> <li>• Automatically helps/assists driver in maintaining control of their vehicle during extreme steering manoeuvres</li> <li>• Provides added driving confidence, particularly in rain and snow</li> </ul>
<b>BRAKE ASSIST</b>	
<ul style="list-style-type: none"> <li>• Overcomes the tendency of not applying the brakes hard enough in an emergency braking situation by using the ESC system to instantly apply the maximum available brake pressure</li> <li>• A component of the ABS/ESC system</li> </ul>	<ul style="list-style-type: none"> <li>• Helps vehicle stop sooner in emergency situations by reacting faster than the driver is able to in applying maximum brake pedal pressure</li> <li>• Helps provide the shortest possible stopping distance in emergency braking situations</li> </ul>
<b>ALL-SPEED TRACTION CONTROL</b>	
<ul style="list-style-type: none"> <li>• Monitors the amount of wheelspin of each of the driven wheels</li> <li>• Applies brake pressure to the slipping wheel(s) and reduces engine power to provide enhanced acceleration and stability</li> <li>• A component of the ABS/ESC system</li> </ul>	<ul style="list-style-type: none"> <li>• Helps reduce wheel slip as the vehicle is accelerating</li> <li>• Provides increased driving confidence on all road surfaces, but especially on sand and gravel, as well as wet and snowy roads</li> </ul>
<b>AVAILABLE RAIN-SENSING AUTOMATIC WIPER SYSTEM</b>	
<ul style="list-style-type: none"> <li>• Contains all the features of the standard speed-sensitive, variable intermittent front wipers, plus a rain-sensor module</li> <li>• "Reads and responds" when sufficient moisture appears in the wipe pattern of the windshield</li> <li>• Five adjustable sensitivity levels control the time delay between wiper strokes</li> </ul>	<ul style="list-style-type: none"> <li>• Adjusts speed and response of wiper operation automatically, allowing driver to see more clearly while paying attention to the road and keeping hands on the steering wheel</li> <li>• Useful and convenient when road splash or mist from the vehicle in front requires quick but brief wiping action</li> <li>• Can be adjusted for response intervals</li> </ul>
<b>STEERING WHEEL WITH CRUISE, AUDIO AND EVIC CONTROLS</b>	
<ul style="list-style-type: none"> <li>• Allows the driver to select a cruising speed to maintain until disengaged</li> <li>• Allows the driver to manage audio controls from the steering wheel</li> <li>• EVIC controls (if equipped) allow easy manipulation at the steering wheel</li> </ul>	<ul style="list-style-type: none"> <li>• Enhances convenience by reducing the need to manually accelerate</li> <li>• Allows the driver to keep hands on the steering wheel and eyes on the road</li> </ul>
<b>TILT/TELESCOPING STEERING COLUMN</b>	
<ul style="list-style-type: none"> <li>• Standard steering wheel features the ability to adjust its position by tilting the wheel toward or away from the driver and extending or compressing the length of the steering column</li> </ul>	<ul style="list-style-type: none"> <li>• Allows the driver to secure a personalized position for maximizing their comfort while driving</li> </ul>
<b>AVAILABLE BLIND SPOT MONITORING SYSTEM WITH REAR CROSS PATH DETECTION</b>	
<ul style="list-style-type: none"> <li>• Warns the driver when another vehicle enters side blind spots</li> <li>• The detection zone covers approximately one lane over on both sides of the vehicle</li> <li>• Includes two radar-based sensors located behind the rear bumper fascia</li> <li>• Rear Cross Path: <ul style="list-style-type: none"> <li>- Aids the driver when backing out of parking spaces where view of oncoming vehicles may be blocked</li> <li>- Sounds an alert if another vehicle approaches</li> <li>- Ignores parked cars</li> </ul> </li> <li>• Included as part of the Safety Sphere Group</li> </ul>	<ul style="list-style-type: none"> <li>• Assists driver in making safer lane changes</li> <li>• May help avoid collision when vehicle is backing up by alerting driver to potential obstacles or other vehicles</li> </ul>

# 2012 DODGE GRAND CARAVAN

## PRODUCT PRESENTATION

### Product Presentation

#### DRIVER SIDE

GRAND CARAVAN FEATURES/FUNCTIONS	CUSTOMER BENEFIT
<b>OBSTACLE DETECTION SYSTEM</b>	
<ul style="list-style-type: none"> <li>Works in both opening and closing directions to help prevent damage to individuals and items</li> <li>Motor stops and reverses quickly if obstacle is detected</li> <li>On models with power sliding doors and power liftgate</li> </ul>	<ul style="list-style-type: none"> <li>Provides superior opening and closing obstacle detection to help protect people and objects compared to some competitive systems that only work when the door is closing</li> </ul>
<b>AVAILABLE HEATED STEERING WHEEL WITH INTEGRATED AUDIO/EVIC CONTROLS</b>	
<ul style="list-style-type: none"> <li>Steering wheel-mounted controls allow easy manipulation of the radio, vehicle status, personalization settings, the navigation system and Uconnect™ (if equipped)</li> </ul>	<ul style="list-style-type: none"> <li>Makes viewing and selection of information easy and convenient for the driver</li> <li>Provides a wide range of information to the driver, as well as the flexibility to customize information viewed</li> <li>Customizable features to suit the driver's needs</li> </ul>
<b>AVAILABLE POWER ADJUSTABLE PEDALS</b>	
<ul style="list-style-type: none"> <li>Allow brake and accelerator pedals to move toward or away from the driver to fit their stature</li> <li>For safety, pedals cannot be adjusted while cruise control is active or vehicle is in Reverse</li> </ul>	<ul style="list-style-type: none"> <li>Allow the pedals to be positioned so that the driver can sit a safe, comfortable distance from the driver air bag while still having complete access to the pedals</li> <li>Help to reduce driver fatigue</li> </ul>
<b>AVAILABLE 17-INCH ALUMINUM WHEELS</b>	
<ul style="list-style-type: none"> <li>17" aluminum wheels are standard on Crew and Crew Plus models</li> </ul>	<ul style="list-style-type: none"> <li>Add finesse to the overall appearance of Grand Caravan</li> </ul>
<b>FOUR-WHEEL ANTILOCK BRAKE SYSTEM (ABS)</b>	
<ul style="list-style-type: none"> <li>Monitors and compares wheel speed to vehicle speed</li> <li>Automatically modulates brake pressure during hard braking to prevent wheel lockup</li> </ul>	<ul style="list-style-type: none"> <li>Provides improved steering control under extreme braking and/or slippery conditions</li> </ul>
<b>REMOTE KEYLESS/ILLUMINATED ENTRY WITH ANTITHEFT ENGINE IMMOBILIZER</b>	
<ul style="list-style-type: none"> <li>Two remote keyless/illuminated entry transmitters provided with vehicle</li> <li>Unlocks driver door on the first press, and all doors on the second press</li> <li>Illuminates interior lights when vehicle is unlocked</li> </ul>	<ul style="list-style-type: none"> <li>Adds to driver convenience and security</li> </ul>
<b>SENTRY KEY® ANTITHEFT ENGINE IMMOBILIZER</b>	
<ul style="list-style-type: none"> <li>Prevents the vehicle from running when an attempt is made to start the vehicle without the properly encoded key</li> </ul>	<ul style="list-style-type: none"> <li>Provides improved vehicle theft protection</li> </ul>
<b>SECURITY ALARM</b>	
<ul style="list-style-type: none"> <li>Monitors the vehicle doors for unauthorized entry and the ignition switch for unauthorized operation</li> </ul>	<ul style="list-style-type: none"> <li>Helps deter theft with audible alarm</li> </ul>

#### REAR

GRAND CARAVAN FEATURES/FUNCTIONS	CUSTOMER BENEFIT
<b>AVAILABLE PARKSENSE® REAR PARK ASSIST SYSTEM</b>	
<ul style="list-style-type: none"> <li>Uses ultrasonic sensors built into the rear bumper fascia to detect objects at the rear of the vehicle that may be out of the line of sight</li> <li>When vehicle is shifted into Reverse, sound wave signals are emitted and will detect stationary objects behind the vehicle that are at least 10 inches high</li> <li>Audio and visual warnings are activated as vehicle approaches object</li> </ul>	<ul style="list-style-type: none"> <li>Assists in detecting objects behind the vehicle when backing up or parking</li> </ul>

# 2012 DODGE GRAND CARAVAN

## PRODUCT PRESENTATION

### Product Presentation

#### REAR

GRAND CARAVAN FEATURES/FUNCTIONS	CUSTOMER BENEFIT
<b>AVAILABLE PARKVIEW® REAR BACK-UP CAMERA</b>	
<ul style="list-style-type: none"> <li>The image from a small wide-angle camera is displayed through the radio screen</li> <li>Creates a view of what is immediately behind the vehicle</li> <li>Operates when the transmission is in Reverse</li> </ul>	<ul style="list-style-type: none"> <li>Further assists the driver in determining if an obstacle is in the rear path of the vehicle when manoeuvring in tight spaces in Reverse by adding a visual of the area</li> </ul>
<b>60/40 SPLIT-BENCH FOLD-IN-THE-FLOOR THIRD-ROW SEAT</b>	
<ul style="list-style-type: none"> <li>Manual fold-flat seat carries over with fold-in-the-floor capability and stadium mode for versatility</li> <li>Standard on all models</li> <li>Includes a reversible tailgate seating feature (included with all seating configurations)</li> </ul>	<ul style="list-style-type: none"> <li>Allows greater capacity for cargo</li> <li>Provides versatility in seating when tailgating or at an outdoor event</li> </ul>
<b>REMOVABLE/RECHARGEABLE LED FLASHLIGHT</b>	
<ul style="list-style-type: none"> <li>Cargo lamp doubles as a rechargeable LED flashlight that snaps in and out of its housing</li> <li>When in the housing, the flashlight illuminates the cargo area</li> <li>Recharges automatically when stored in the housing</li> </ul>	<ul style="list-style-type: none"> <li>Provides the convenience of a flashlight without storage or battery concerns</li> <li>Always charged and ready for use</li> <li>Also serves as a cargo lamp</li> </ul>
<b>GROCERY BAG HOOKS</b>	
<ul style="list-style-type: none"> <li>Hooks are built into seatbacks of third-row seats</li> <li>Floor supports the partial weight of the filled bags</li> </ul>	<ul style="list-style-type: none"> <li>Prevents groceries from rolling out of bags and around in cargo area</li> </ul>
<b>3,600-LB TOWING CAPACITY</b>	
<ul style="list-style-type: none"> <li>3,600-lb towing capacity with available Trailer Tow Group and appropriate Mopar® accessories</li> <li>Includes load-leveling and height-control suspension</li> </ul>	<ul style="list-style-type: none"> <li>Allows the customer to tow a small boat, snowmobiles or a light utility trailer</li> </ul>
<b>REAR SPOILER</b>	
<ul style="list-style-type: none"> <li>A body colour spoiler is integrated into the liftgate</li> </ul>	<ul style="list-style-type: none"> <li>Contributes to a sporty exterior</li> </ul>

#### PASSENGER SIDE

GRAND CARAVAN FEATURES/FUNCTIONS	CUSTOMER BENEFIT
<b>CHILD SEAT ANCHOR SYSTEM (LATCH)</b>	
<ul style="list-style-type: none"> <li>LATCH is a system for mounting a child seat</li> <li>Lower child seat anchors and upper tether anchors</li> </ul>	<ul style="list-style-type: none"> <li>Helps ensure safe and proper installation of LATCH-compatible aftermarket child seats</li> </ul>
<b>TIRE PRESSURE MONITORING WARNING LAMP</b>	
<ul style="list-style-type: none"> <li>Automatically checks the level of air pressure in all four tires and displays a warning lamp in the instrument cluster if pressure is not optimal</li> </ul>	<ul style="list-style-type: none"> <li>Monitors tire pressures in all road conditions</li> <li>Notifies driver of tire pressure loss</li> <li>Helps owners maintain proper tire pressure for safe vehicle operation</li> </ul>
<b>AVAILABLE STOW 'N GO SEATING AND STORAGE</b>	
<ul style="list-style-type: none"> <li>Fold-in-floor intermediate bucket seats, in-floor 60/40 split-bench rear seat and tailgate position features</li> <li>With rear seatbacks folded down, easy-access pull handle tumbles 60/40 rear seat rearward and into a storage bin in the floor</li> <li>Intermediate and third-row seats fold, tumble and hide away in below-the-floor storage bins</li> <li>Storage bins in the floor offer nearly 340 litres (12 cu ft) of storage space (with seats in upright position)</li> </ul>	<ul style="list-style-type: none"> <li>Easily tumbles forward for convenient access to and removal of items being stored</li> <li>Significantly increases cargo-carrying flexibility</li> <li>Offers fun, flexible seating options for outdoor events</li> </ul>



# 2012 DODGE GRAND CARAVAN

## PRODUCT PRESENTATION

### Product Presentation

#### PASSENGER SIDE

GRAND CARAVAN FEATURES/FUNCTIONS	CUSTOMER BENEFIT
<b>AVAILABLE ENTERTAINMENT GROUP 1</b>	
<b>Includes:</b> <ul style="list-style-type: none"> <li>• Second-row overhead 9-inch video monitor</li> <li>• Wireless headphones and video remote control</li> <li>• ParkView® Rear Back-Up Camera</li> <li>• Media Center 430 CD/DVD/Hard Drive</li> </ul>	<ul style="list-style-type: none"> <li>• Popular equipment for passengers at special pricing</li> </ul>
<b>STOW 'N PLACE™ ROOF RACK</b>	
<ul style="list-style-type: none"> <li>• Offers an additional cargo-carrying option for toting large items</li> <li>• The crossbars of the roof rack may be stored in the rails when not in use</li> </ul>	<ul style="list-style-type: none"> <li>• Allows maximum passenger utility while still offering an alternative for cargo transport</li> <li>• Removing the crossbars when not in use helps reduce wind noise and drag</li> </ul>
<b>SUNSCREEN GLASS</b>	
<ul style="list-style-type: none"> <li>• On sliding doors, 3rd-row windows and liftgate glass</li> </ul>	<ul style="list-style-type: none"> <li>• Minimizes the sun's glare, providing more comfort for all occupants</li> </ul>

#### INTERIOR

GRAND CARAVAN FEATURES/FUNCTIONS	CUSTOMER BENEFIT
<b>AVAILABLE FIRST- AND SECOND-ROW HEATED CLOTH SEATS</b>	
<ul style="list-style-type: none"> <li>• Crew models offer available heated cloth seats for the first- and second-row seats</li> </ul>	<ul style="list-style-type: none"> <li>• Provide a luxurious level of comfort</li> <li>• Provide added comfort and warmth on cold days</li> <li>• May help soothe sore muscles and backs</li> </ul>
<b>AVAILABLE TRI-ZONE AUTOMATIC TEMPERATURE CONTROL</b>	
<ul style="list-style-type: none"> <li>• Allows passengers to set their zone's temperature independent of other zone temperatures</li> <li>• Employs infrared sensors to measure the surface temperature of each zone</li> </ul>	<ul style="list-style-type: none"> <li>• Adds to overall passenger comfort and convenience</li> </ul>
<b>AVAILABLE HOMELINK® UNIVERSAL TRANSCEIVER</b>	
<ul style="list-style-type: none"> <li>• Programmable transceiver can operate up to three separate devices</li> <li>• Can be programmed to operate garage doors, security lighting or gates</li> <li>• Features rolling-code technology that changes the transmitter code each time the remote button is pressed to prevent code capturing via scanner by thieves</li> </ul>	<ul style="list-style-type: none"> <li>• Provides driver convenience and peace of mind</li> </ul>
<b>OVERHEAD CONSOLE</b>	
<ul style="list-style-type: none"> <li>• With ambient halo lighting, pinpoint LED reading lights and storage bins</li> </ul>	<ul style="list-style-type: none"> <li>• Overhead controls and small storage area are grouped in one centralized area to maximize driver convenience</li> </ul>
<b>AVAILABLE UCONNECT™ VOICE COMMAND WITH BLUETOOTH®</b>	
<ul style="list-style-type: none"> <li>• Voice-activated, hands-free communication system using Bluetooth® technology</li> <li>• Places and receives calls through the vehicle's speakers</li> <li>• Operates conveniently as long as the user's phone is located anywhere in the vehicle</li> </ul>	<ul style="list-style-type: none"> <li>• Allows driver to keep hands on the wheel and eyes on the road while making and receiving calls</li> <li>• No additional monthly fees other than your current wireless phone bill</li> </ul>
<b>AVAILABLE PREMIUM SLIDING FLOOR CONSOLE</b>	
<ul style="list-style-type: none"> <li>• A premium, removable sliding floor console is available with cupholders, a power outlet and storage space</li> </ul>	<ul style="list-style-type: none"> <li>• Provides a flexible, convenient console option with front- and second-row access</li> </ul>

# 2012 DODGE GRAND CARAVAN

## PRODUCT PRESENTATION

### Product Presentation

#### INTERIOR

GRAND CARAVAN FEATURES/FUNCTIONS	CUSTOMER BENEFIT
<b>AVAILABLE REAR DVD ENTERTAINMENT SYSTEM</b>	
<ul style="list-style-type: none"> <li>Includes headliner-mounted 9-inch colour screen with remote control and two wireless infrared headsets</li> <li>Auxiliary audio/video RCA jacks allow display from a camera, a game or to play music from an MP3 player</li> </ul>	<ul style="list-style-type: none"> <li>Offers additional entertainment options for rear-seat passengers</li> </ul>
<b>AUXILIARY POWER OUTLETS</b>	
<ul style="list-style-type: none"> <li>12-volt outlet</li> <li>Dual A/V jacks</li> <li>Available 115-volt AC auxiliary power outlet</li> </ul>	<ul style="list-style-type: none"> <li>Can remotely power cellular phones, laptop computers and personal handheld devices</li> </ul>
<b>AVAILABLE UCONNECT™ MULTIMEDIA (MEDIA CENTRE 430 RADIO)</b>	
<p><b>Features:</b></p> <ul style="list-style-type: none"> <li>6.5-inch touch-screen display</li> <li>28-GB hard drive allows storage of photos, playlists and digital music files</li> <li>Single-disc CD/DVD player</li> <li>Audio jack for plugging in portable audio devices and playing music through the vehicle's speakers</li> <li>Remote USB port (if equipped with Uconnect™ Voice Command with Bluetooth® Phone)</li> </ul>	<ul style="list-style-type: none"> <li>Provides a wide range of available entertainment, with powerful storage capacity for digital audio and photo files</li> <li>Uconnect™ Voice Command offers hands-free phone communications and voice control over the radio and music devices connected to the remote USB port</li> <li>USB port allows a compatible music device, such as an iPod® or USB device, to stream music</li> </ul>
<b>AVAILABLE UCONNECT™ NAVIGATION (MEDIA CENTRE 430N TOUCH-SCREEN NAVIGATION RADIO)</b>	
<p><b>Features:</b></p> <ul style="list-style-type: none"> <li>6.5-inch touch-screen display with award-winning Garmin® GPS navigation</li> <li>SIRIUS® Satellite Radio delivers over 130 channels, many featuring commercial-free music, sports, news, talk, entertainment, traffic and weather</li> <li>The first year of service is included for all SIRIUS® services</li> <li>28-GB hard drive allows storage of photos, playlists and digital music files</li> <li>Single-disc CD/DVD player (DVD movies play when the transmission is in Park)</li> <li>Audio jack for plugging in portable audio devices and playing music through the vehicle's speakers</li> <li>Available Uconnect™ Voice Command with Bluetooth® phone</li> <li>USB port</li> <li>Remote USB port (if equipped with Uconnect™ Voice Command with Bluetooth® phone)</li> </ul> <p><small>SIRIUS® Satellite Radio: SIRIUSXM and all related marks and logos are trademarks of SIRIUSXM Radio Inc. and its subsidiaries. SIRIUS Radio requires a subscription, sold separately after trial subscription included with vehicle purchase. Prices and programming are provided by SIRIUS and are subject to change. Subscriptions governed by SIRIUS Terms &amp; Conditions available at <a href="http://www.siriuscanada.ca">www.siriuscanada.ca</a>. Other fees and taxes apply. Service available in Canada: see <a href="http://www.siriuscanada.ca">www.siriuscanada.ca</a>.</small></p>	<ul style="list-style-type: none"> <li>Provides a wide range of available entertainment, with powerful storage capacity for digital audio and photo files</li> <li>Uconnect™ Voice Command offers hands-free phone communications and voice control over the radio and music devices connected to the remote USB port</li> <li>USB ports allows a compatible music device, such as an iPod® or a USB device, to stream music</li> </ul>
<b>AVAILABLE ∞INFINITY® SOUND SYSTEM WITH 9 SPEAKERS</b>	
<ul style="list-style-type: none"> <li>Includes subwoofer, 506-watt amplifier and 9 speakers</li> </ul>	<ul style="list-style-type: none"> <li>Provides high quality sound and 9-speaker output</li> </ul>

# 2012 DODGE GRAND CARAVAN

## PRODUCT PRESENTATION

### Product Presentation

#### INTERIOR

GRAND CARAVAN FEATURES/FUNCTIONS	CUSTOMER BENEFIT
<b>AVAILABLE ELECTRONIC VEHICLE INFORMATION CENTRE (EVIC)</b>	
<ul style="list-style-type: none"> <li>The EVIC is interfaced with steering wheel-mounted controls, including the navigation system and Uconnect™ (if equipped), radio, vehicle status and personalization settings</li> <li>Allows the driver to display useful information such as personal settings, outside temperature, compass, audio modes and System Status messages as equipped</li> </ul>	<ul style="list-style-type: none"> <li>Makes viewing and selection of information easy and convenient for the driver</li> <li>Provides a wide range of information to the driver, as well as the flexibility to customize information viewed</li> <li>Customizable features to suit the driver's needs</li> </ul>
<b>REARVIEW CONVERSATION MIRROR</b>	
<ul style="list-style-type: none"> <li>Features convex glass for better visibility</li> <li>Allows drivers to view rear-seat occupants without having to turn around</li> </ul>	<ul style="list-style-type: none"> <li>Enhances safety by eliminating the need for the driver to turn around to see rear-seat passengers</li> </ul>
<b>DUAL GLOVE BOXES</b>	
<ul style="list-style-type: none"> <li>Offer large upper and lower glove boxes</li> </ul>	<ul style="list-style-type: none"> <li>Provide space for storing maps, pens and other small items</li> <li>Help keep the interior clutter-free</li> </ul>
<b>AVAILABLE SECOND- AND THIRD-ROW POWER WINDOWS AND SECOND- AND THIRD-ROW INTEGRATED SUNSHADES</b>	
<ul style="list-style-type: none"> <li>Black plastic mesh sunshades mounted in the sliding door trim and rear bolster trim panels</li> <li>Shades stow in trim when not in use</li> </ul>	<ul style="list-style-type: none"> <li>Diffuse light entering through the door or window</li> <li>Provide additional occupant comfort and enhanced viewing of the available rear DVD entertainment system</li> </ul>
<b>SUPPLEMENTAL SIDE-CURTAIN AIR BAGS</b>	
<ul style="list-style-type: none"> <li>Housed in the headliner just above the side windows</li> <li>Each side has its own impact sensor in order to autonomously trigger on the side where the impact occurs</li> </ul>	<ul style="list-style-type: none"> <li>Extend protection to front and rear outboard passengers</li> </ul>
<b>ADVANCED MULTISTAGE FRONT AIR BAGS</b>	
<ul style="list-style-type: none"> <li>Tailor air bag deployment to the severity of the crash and the weight of the occupant</li> </ul>	<ul style="list-style-type: none"> <li>Extend protection to front passengers</li> </ul>
<b>FRONT SEAT-MOUNTED SIDE AIR BAGS</b>	
<ul style="list-style-type: none"> <li>Housed in the outboard side of each front seat</li> <li>Each has its own impact sensor in order to autonomously trigger the air bag on the side where the side impact occurs</li> </ul>	<ul style="list-style-type: none"> <li>Provides enhanced protection for the driver and front outboard passenger in certain impact</li> </ul>
<b>DRIVER'S KNEE BLOCKER AIR BAG</b>	
<ul style="list-style-type: none"> <li>Inflates in tandem with the front air bags in order to help position the driver properly for the best interaction with the front air bags</li> </ul>	<ul style="list-style-type: none"> <li>Provides enhanced protection for the driver</li> </ul>
<b>ENHANCED ACCIDENT RESPONSE SYSTEM (EARS)</b>	
<ul style="list-style-type: none"> <li>Unlocks doors, turns on lights and shuts down the fuel system when the air bag deploys</li> </ul>	<ul style="list-style-type: none"> <li>Allows improved visibility and access for rescue workers</li> <li>Fuel system shut-off helps prevent gas leaks and igniting fuel</li> </ul>
<b>EIGHT-WAY POWER DRIVER AND FRONT PASSENGER SEATS</b>	
<ul style="list-style-type: none"> <li>Adjust the seats forward/back, up/down, recline/upright and tips the front edge of the cushion up or down</li> <li>2-way power lumbar controls included on all power driver seats</li> </ul>	<ul style="list-style-type: none"> <li>Allow for individual comfort of front-seat occupants</li> </ul>

# 2012 DODGE GRAND CARAVAN

## PRODUCT PRESENTATION

### Product Presentation

#### INTERIOR

GRAND CARAVAN FEATURES/FUNCTIONS	CUSTOMER BENEFIT
<b>ACTIVE FRONT-ROW HEAD RESTRAINTS</b>	
<ul style="list-style-type: none"> <li>Automatically move forward and upward in the event of a rear-end collision to decrease the space between the headrest and the occupant's head, helping to reduce the chance of whiplash</li> </ul>	<ul style="list-style-type: none"> <li>Provide added protection to the driver and front passenger (helping to reduce the risk of a whiplash injury) in the event of a rear impact</li> <li>May be tilted forward and backward for increased comfort</li> </ul>
<b>UCONNECT™ MULTIMEDIA (MEDIA CENTER 730N RADIO)</b>	
<ul style="list-style-type: none"> <li>Features CD/DVD/MP3/HD radio with 6.5-inch touch screen</li> <li>GPS Navigation</li> <li>20-GB hard drive for customer storage of photos, playlists and digital music files</li> <li>SIRIUS® Satellite Radio (includes free one-year subscription service)</li> <li>iPod® Control, audio jack, Bluetooth® Streaming Audio, hands-free phone, voice command radio, navigation, music and memo record</li> </ul>	<ul style="list-style-type: none"> <li>Provides a wide range of available entertainment with powerful storage capacity for digital audio and photo files</li> </ul>
<b>FUEL ECONOMIZER BUTTON</b>	
<ul style="list-style-type: none"> <li>When depressed, a button on the instrument panel activates programming that will alter transmission shift patterns, which in turn is designed to help maximize fuel efficiency</li> </ul>	<ul style="list-style-type: none"> <li>Offers improved fuel efficiency</li> </ul>



# 2012 DODGE GRAND CARAVAN

## DELIVERY CHECKLIST

### PRE-DELIVERY

- |   |  |  |
|---|--|--|
| <input type="checkbox"/> Vehicle is equipped as indicated in the contract of sale | <input type="checkbox"/> Delivery appointment verified (if applicable) | <input type="checkbox"/> Applicable arbitration and CAMVAP materials in glove box                      |
| <input type="checkbox"/> Vehicle interior/exterior clean                          | <input type="checkbox"/> Vehicle and customer paperwork prepared       | <input type="checkbox"/> Preset radio, clock and owner's address in Navigation system (if so equipped) |
| <input type="checkbox"/> Vehicle is ready for delivery                            |  |  |

### DELIVERY

To be reviewed/demonstrated and checked (if equipped) by Sales Consultant with customer present.

#### REAR

- Power liftgate operation
- Locating the jack/spare tire
- ParkSense® Rear Park Assist System
- ParkView® Rear Back-Up Camera
- Towing capacity
- Removable and rechargeable flashlight
- Grocery bag hooks

#### PASSENGER SIDE

- Sliding door operation/sliding door alert system
- Obstacle Detection System
- Reclining rear seats
- Stow 'n Go® seating and storage
- Tire Pressure Warning Lamp
- Child Seat Anchor System (LATCH)
- Stow 'n Place™ roof rack

#### FRONT

- Corrosion protection warranty
- Front active head restraints
- Suspension system
- Safety checks outside the vehicle (tires, lamps, etc.)

#### DRIVER SIDE

- Vehicle security system
- Remote start system
- Blind Spot Monitoring System with Rear Cross Path Detection
- Remote Keyless Entry
- Sentry Key® anti-theft engine immobilizer
- Heated steering wheel
- Power, folding heated exterior mirrors
- Auto-dimming rearview mirror
- 4-wheel disc ABS
- Electronic Stability Control
- Traction Control
- Brake Assist
- Power adjustable pedals
- Rain-sensing automatic wiper system

#### INTERIOR

- Advanced multistage front air bags
- Supplemental side-curtain air bags
- Driver's knee blocker air bag
- Heated front seats
- Tilt/telescoping steering column
- Steering wheel-mounted audio controls
- HomeLink® Universal Transceiver
- Premium removable sliding floor console

- Vehicle is equipped as agreed upon

- Fuel Economizer Button
- Second-row power windows
- Second-/third-row integrated sunshades
- Electronic Vehicle Information Center
- Overhead console
- Tri-Zone Automatic Temperature Control
- Uconnect™ Phone with Voice Command
- SIRIUS® Satellite Radio
- Media Centre Radio (Uconnect™ Navigation or Uconnect™ Multimedia featuring SIRIUS® Satellite Radio)
- 12-volt and 115-volt power outlets
- DVD rear entertainment system

#### OWNERSHIP EXPERIENCE

- 3-Year/60,000-Kilometre Basic Bumper-To-Bumper Warranty with Roadside Assistance
- 5-Year/100,000-Kilometre Powertrain Limited Warranty
- User Guide/Owner's Manual DVD
- Maintenance schedule (performance service recommendations)
- 24-hour Towing Assistance benefits
- Service and Parts Department introduction and business hours
- Mopar® Parts & Accessories
- Appearance Care (refer to DVD for details)
  - Exterior                      - Interior
  - Wheels                        - Headlights

### POST-DELIVERY

Customer's preferred contact phone numbers:  
 Primary: \_\_\_\_\_  
 Secondary: \_\_\_\_\_  
 Email address: \_\_\_\_\_

Customer's preferred time of contact: \_\_\_\_\_  
 Customer's first service appointment:  
 Date: \_\_\_\_\_  
 Time: \_\_\_\_\_

#### CUSTOMER ACKNOWLEDGMENT

I acknowledge that all items checked above have been reviewed with me.

Customer/Date \_\_\_\_\_

#### SALES CONSULTANT

All items checked above have been reviewed with the customer.

Sales Consultant/Date \_\_\_\_\_