

Stellantis Announces New Executive to Lead Customer Experience in North America

June 16, 2023, Auburn Hills, Mich. - Stellantis North America today announced that William Kendell will lead the Customer Experience organization in North America, effective July 1.

In this position, Kendell will direct the North American team's drive to achieve industry leadership in customer experience, consistent with the global organization's mission statement – Every Customer Counts; Every Journey Matters.

"The delivery of superior customer experience is a key pillar of our [Dare Forward 2030](#) strategic plan, which is designed to improve the lives of our customers by harnessing the potential of our technologies and talented workforce," said Stellantis North America COO Mark Stewart. "Bill's leadership experience and technical competence promise great things for our customers."

Kendell joined the company in 1994 as an engineer in the original Trenton Engine Plant and held various manufacturing quality positions with a focus on powertrain. Currently, he has global responsibility for propulsion supplier quality.

Kendell has a Bachelor of Science and a master's degree in mechanical engineering from the University of Detroit-Mercy, as well as a master's degree in business administration from Michigan State University.

He succeeds David McDonald, who is retiring after 30 years with the company.

"We offer our sincere thanks to David," Stewart said. "His exemplary service, marked by a deep understanding of the power of a consistent process and, importantly, how it benefits the customer, have contributed to meaningful change. We wish him well on a long and happy retirement."

Stellantis North America

Stellantis (NYSE: STLA) is one of the world's leading automakers, aiming to provide clean, safe and affordable freedom of mobility for all. In North America, it's best known for producing and selling vehicles in a portfolio of iconic, innovative and award-winning brands, including Jeep®, Chrysler, Dodge//SRT, Ram, Alfa Romeo and Fiat. Stellantis is executing its [Dare Forward 2030](#), a bold strategic plan that paves the way to achieve the ambitious target of becoming a carbon net zero mobility tech company by 2038, while creating added value for all stakeholders.

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