

Contact: Jodi Tinson

McDonald, David

Head of Customer Experience - North America

David McDonald was appointed head of customer experience – North America on July 1, 2022. He had been head of global safety, as part of the physical and functional design & integration (PFDI) organization.

McDonald's appointment marks a return to the customer experience arena, having previously held two quality-related positions, most recently director – manufacturing quality.

He also has extensive experience in program management, having led multiple model-year introductions of vehicles ranging from the Dodge Challenger SRT to Jeep® Grand Cherokee.

He joined the company in 1993 as an engineering graduate-in-training. His work and academic background includes:

- 2022, Global Head of PFDI Safety
- 2020, Director – Manufacturing Quality
- 2017, Director – Current Production Quality
- 2013, Model Responsible – Jeep Grand Cherokee/Dodge Durango
- 2009, Model Responsible – Dodge Charger/Challenger and Chrysler 300 SRT
- 2008, Senior Manager – Chassis Engineering (Jeep)
- 2006, Manager – Business Strategy
- 2005, Supervisor – Ram 1500 Vehicle Development
- 2001, Supervisor – Dodge Dakota/Mitsubishi Raider Program Management
- 2000, Supervisor – Small Car Suspension
- 1995, Product Engineer, Small Car Suspension

McDonald has a bachelor's degree in mechanical engineering from Lawrence Technological University, and two master's degrees from the University of Michigan – one in mechanical engineering and the other in business administration.

Originally from Pittsburgh, McDonald is married with two sons and a daughter.

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