Newsletter

StarParts Billing

We recently invoiced dealers that subscribe to optional StarParts products.

- We held the line on pricing – NO price increase in 2012
- At the request of dealers, we invoiced in 2012 for service provided in 2012.

Product	Billing Amount
StarParts Lite DVD (PM282)	$1,000.00
e-Fiche (PM280)	$1,200.00
Price CD (PM281)	$700.00

Catalog Tips

Special Serial Number Series Vehicles

Dealer has a "Prima Edition" which has badge on the dash with the build number, but has the wrong plastic tag on dash. Dealer wants to know how to and if they can get the correct tag.

Quick Tip:

Only one extra plastic tag was produced for each eligible Special Serial Number Series vehicle.

In StarParts, the green User Note instructs you to contact Mopar Expediting to obtain a replacement plastic tag.

Only one extra plastic tag was produced for each eligible vehicle.
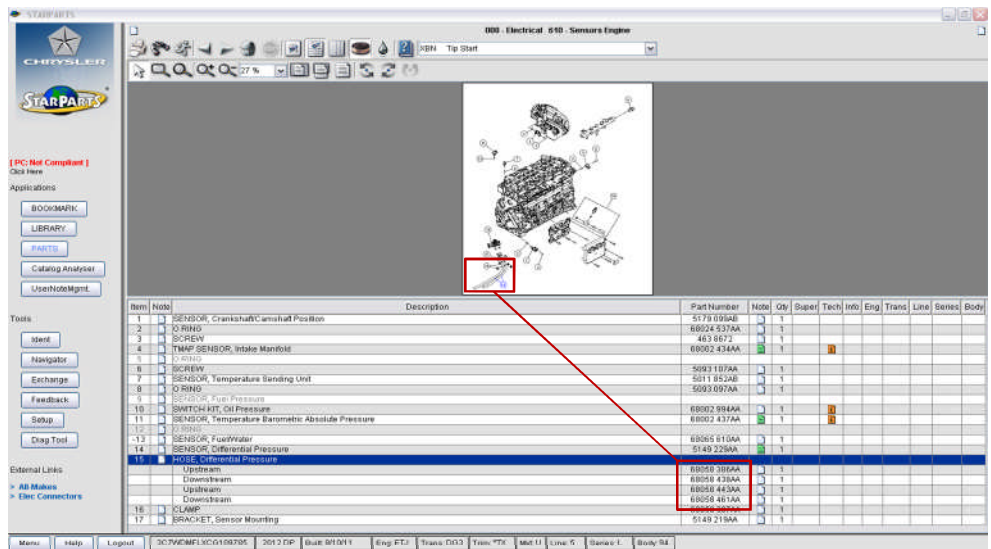
STARPARTS Newsletter

Case Study – Specifying Parts

The Answer Is Just One Click Away


No Need to Call Mopar Specifying

The dealer entered the VIN and yet part #15 shows 2 part numbers for each hose.

The dealer contacted Mopar Specifying, but was actually one click away from the answer.

Turn off the Filter

When you click the filter icon – it is very easy to specify the correct hoses using the various codes shown.

RAM DODGE CHRYSLER Jeep SRT FIAT MOPAR

Newsletter
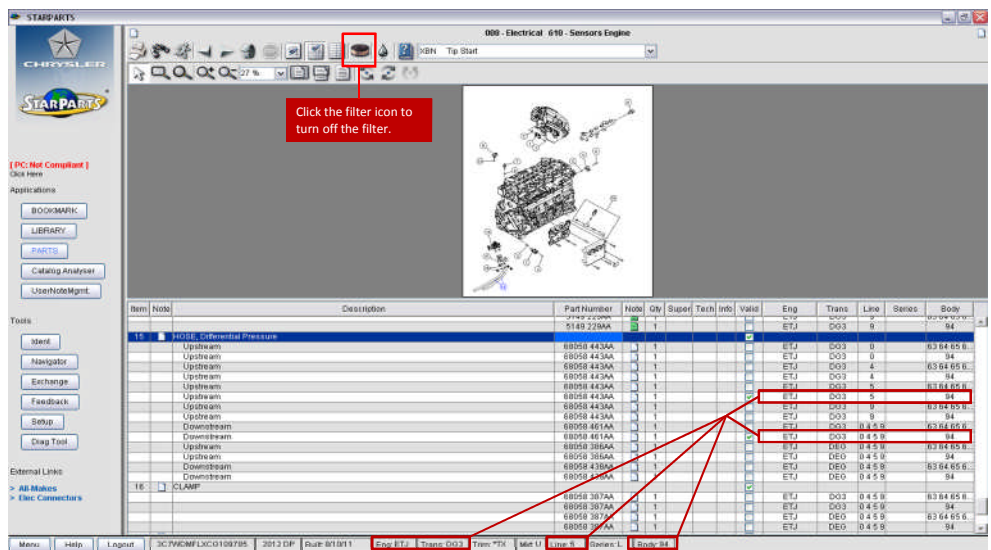
StarParts Tips

- Green notes can be found in 3 different locations within the illustration level of the catalog.

- These green notes, when available, can provide helpful information regarding the part or parts within the illustration.

- Please use them for assistance in identifying the correct part number a VIN application.
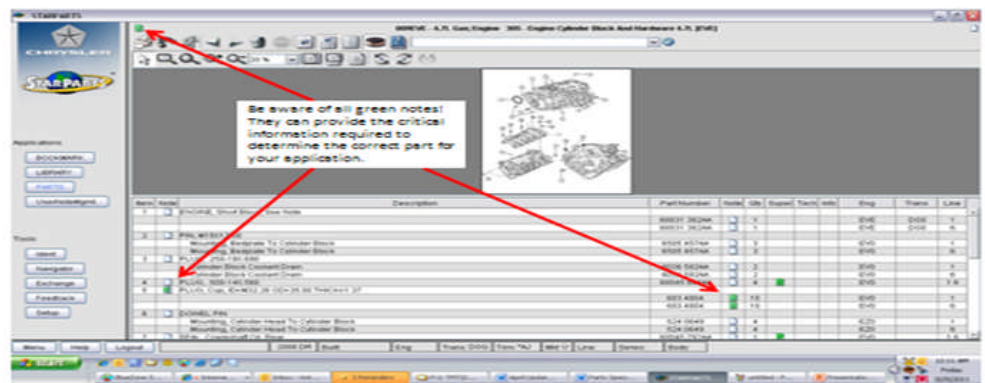
Looking for the Flex Plate

Word Association Search in Star Parts with the black binoculars.

CHRYSLER GROUP LLC

STAR PARTS **Newsletter**
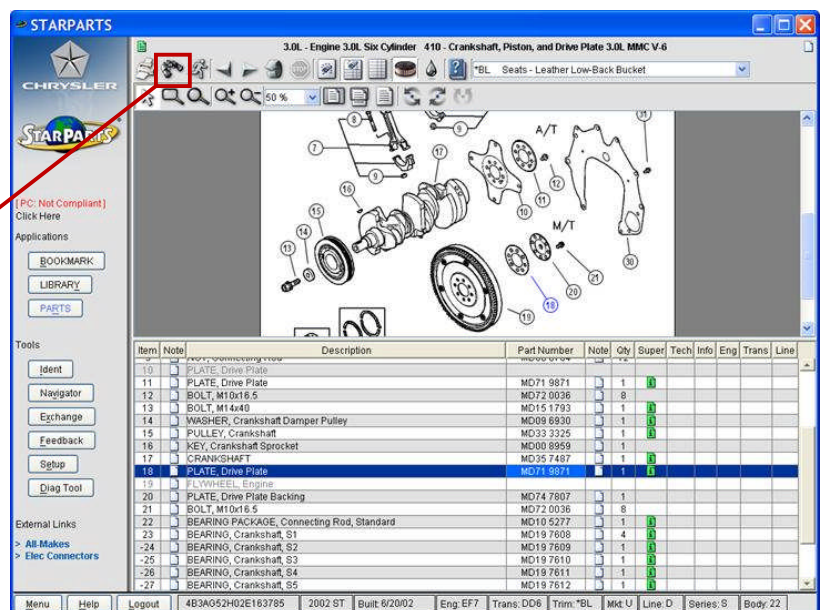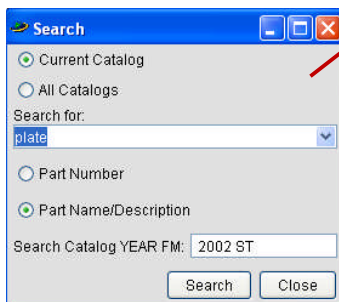
Restricted Ordering – Select Upfit Parts

The parts listed below are not available for general ordering.

When you attempt to order these parts you will receive the message "OE Replacement Only – Call 800-765-7732".

- *Please verify the vehicle was built with the associated sales code for the package.*

- *Call Mopar Specifying at 800-765-7732. You will be required to provide the VIN for the vehicle the part is being ordered for.*

- *Mopar Specifying will validate the VIN provided and transfer the call to Mopar Expediting to create a case for the customer.*

- *Mopar Expediting will place the order for the dealer*

If the vehicle was not built with the upfit parts *(Mossy Oak, Red Wings, Mopar 10, Mopar 11)* **the order will not be processed**.

Please make sure all parts personnel are aware of this **NEW information**

Part #	Sales Code	Upfit Name	Description
68164587AA	AZA	Mossy Oak	LH 5.7' Camo Dipped Molded Bed Rail
68164586AA	AZA	Mossy Oak	RH 5.7' Camo Dipped Molded Bed Rail
68164588AA	AZA	Mossy Oak	Camo Dipped Tailgate Spoiler
68164589AA	AZA	Mossy Oak	Mossy Oak Rear Quarter Panel Graphic
68165461AA	AZA	Mossy Oak	Camo Dipped Center Finish Panel -- Bench Seats
68164590AA	AZA	Mossy Oak	Camo Dipped Center Finish Panel -- Bucket Seats
68165813AA	AZA	Mossy Oak	Mossy Oak CFP Badge
68164591AA	AZA	Mossy Oak	Camo Dipped Door Applique
68164602AA	AZA	Mossy Oak	Katzkin Vinyl Headrest
68165812AA	CBK	Mossy Oak	Katzkin Leather Seats (2-Rows) -- Bench Seats
68164600AA	CBK	Mossy Oak	Katzkin Leather Seats (2-Rows) -- Bucket Seats
68165942AA	AZD	Red Wings	Katzkin Vinyl Headrests -- Front Only
68165944AA	AZD; AZZ	Red Wings	Detroit Red Wings Rear Quarter Panel/Tailgate Graphic
68165943AA	CBK	Red Wings	Katzkin Leather Seats (2-Rows)
68089085AA	AYD	Mopar '10	Mopar 10 Decal
82212414	AYD	Mopar '10	Mopar 10 Vehicle Cover
68088763AA	AYD	Mopar '10	Mopar 10 Engine Cover
68092727AA	AYD	Mopar '10	Serialized Badge - Canada
68088682AA	AYD	Mopar '10	Serialized Badge - US
68145038AA	AVD	Mopar '11	Decklid Badge - Mopar Design
68145037AA	AVD	Mopar '11	Serialized Badge - US
68158570AA	AVD	Mopar '11	Serialized Badge - Canada

STAR PARTS® **Newsletter**

We Hear You

"**Why is it that the Wire Connector Kits come with excessive unnecessary parts (extra wires, crimp connectors and shrink wrap tubes)?**

Here are just a few part number examples . . .

05017124AC – Is a 5 way connector for a Blower Motor Resistor. In the package there are a total of 20 wires, 10 heavy gauges green and 10 lighter gauge purple wires, approximately 19 gold plated crimp connectors and only 5 shrink wrap tubes.

05019943AA – is a 10 way connector. In the package there are a total of 20 wires, 25 crimp connectors and 10 tubes of shrink wrap.

I am not sure what the thought from the supplier to provide all these extra components are, but there is a vast potential for savings."

Robert W Potter
Field Warranty Specialist/Warranty Administration

There's a very good reason for this. We develop the kits to be used in every single application that uses that connector & the cataloging is done by plastic connector part number.

This keeps Mopar from having to stock multiple versions of the same connector kits (some are used in 100+ applications), the variability of wires that would be needed in each of those kits, maintaining the designs as usages change & coming up with some unique way of cataloging them for individual usage.

The intent is for the technician to hold onto & use the remaining parts in future repairs. The cost savings for this packaging / design exceeds the occasional overcharge in warranty.

STARPARTS 5.0 – System Diagnostics

The Diagnostic Tool is now embedded within the application and any non-compliances are indicated on the StarParts Menu. If your computer's memory and / or your internet connectivity (browser) are not adequate for optimal system function, you will automatically see a notice on the StarParts Menu: **PC Not Compliant.**

This does not mean that the StarParts system will not run. It only means that you may experience slow navigation and are at risk for system "crashes."

Listed below are the recommendations for dealership bandwidth and new and existing PCs. Existing PCs should meet the *Minimum* recommendations outlined below to ensure support and functionality of DealerCONNECT applications. PC specifications may vary from the listed recommendations based on individual dealership business needs. Additional memory may increase performance in such cases.

Dealership Bandwidth Recommendations

Dealership Size

Small	Medium	Large
SIMULTANEOUS USERS: 6 DealerCONNECT Users 1 StarParts User 1 wiTECH User	SIMULTANEOUS USERS: 14 DealerCONNECT Users 2 StarParts User 3 wiTECH User	SIMULTANEOUS USERS: 28 DealerCONNECT Users 3 StarParts User 6 wiTECH User

Bandwidth Recommendations

Small	Avg Bytes per User	Medium	Avg Bytes per User	Large	Avg Bytes per User
DealerCONNECT*	1 MB	DealerCONNECT*	2 MB	DealerCONNECT*	4 MB
StarParts	3 MB	StarParts	4.5 MB	StarParts	6 MB
wiTECH	3 MB	wiTECH	4.5 MB	wiTECH	6 MB
Bandwidth Recommendation:	7 MB/Sec	Bandwidth Recommendation:	11 MB/Sec	Bandwidth Recommendation:	16 MB/Sec

*Calculations for DealerCONNECT bandwidth are based on the .512MB for the first user and .128MB for each additional user to achieve a 10 second response time.

Dealership PC Recommendations

PC Info	Avg DealerCONNECT	wiTECH	StarParts
Processor	1 GHz 32-bit	Intel I7	Intel I7
Memory	1 GB RAM	4 GB RAM	4 GB RAM
Video Card	DirectX 9 capable Graphics Card	Built-in Graphics Card	Dedicated Graphics Card
Hard Drive	80 GB Hard Drive	500 GB Hard Drive	500 GB Hard Drive
Operating System	Windows Vista Business (32-bit) Windows 7 Professional (32-bit)	Windows 7 Professional (32-bit) Windows 7 Professional (64-bit)	Windows 7 Professional (32-bit) Windows 7 Professional (64-bit)
Browser	IE 8 or IE 9	IE 8 or IE 9	IE 8 or IE 9
Capable of displaying minimum of 1024 x 768 pixels.			

Megahertz (MHz): Commonly used to express microprocessor clock speed or bandwidth for high-speed digital data, analog and digital video signals, and spread spectrum signals. Equal to one million Hertz (1,000,000 Hz).

Gigahertz (GHz): Equal to 1,000,000,000 Hz or 1,000 MHz.

Megabyte (MB): A measure of computer data storage (hard disk) and real and virtual memory storage capacity. Equal to 1,048,576 bytes.

Gigabyte (GB): Equal to 1,073,741,824 bytes or 1,024 MB.

Kilobits per second (Kbps): One kilobit is equal to 1,000 bits.

†Please be aware that Windows Vista may not be supported by some Dealer Management System (DMS) providers.

PC Not Compliant . . . **does not mean StarParts won't run.**

It just means you may experience slow navigation and are at risk for system "crashes."

If you experience slow navigation and system crashes – replacing outdated equipment will make StarParts run like new again.

STARPARTS Newsletter

January Feedback

| Feedback	Reply
There needs to be an illustration for parts that are marked with a minus sign next to them. It makes it very hard to find and then you have to call Specifying for the part. It would be a big help for all of the catalogs that have this problem.	**We are currently in the process of illustrating all of the non-illustrated parts in the 2011 and 2012 catalogs. This initiative will be completed by the end of February.**
The Lubrication application does not work for 2005 and older vehicles.	**Currently the fluids icon only goes back to 2006. We are in the process of manually creating the information for the older vehicles. This is an ongoing process and the new documents will be added as they are completed.**
We are losing many customers and have many dealers calling in disgust in regards to us not servicing the sockets for this lamp. Too keep our customers buying our products I would suggest we start serving these type replaceable parts separate from assemblies.	**We are currently looking into ways of improving on the electrical connectors and sockets within StarParts.**
When we email the parts screen, we would like to be able to add "notes" on the page (ie; price, special info, etc.) Is there any way to do this?	**Unfortunately, there is no way to add notes to the PDF. You will need to include that information in the body of the email.**
We need a fast moving catalog for Express Lane that includes Tires, Batteries, Wiper Blades and Light Bulbs. I really like the "All Makes Catalog". We just need to make it ALL MAKES and include Mopar Parts and more Maintenance items that apply to Express Lane. You could call it "ALL Makes Express Lane - Quick Reference Parts Guide". If it was on line, I could provide this info to my IRF's.	**This is a good idea. We will look into the possibility of a quick reference group of maintenance parts in StarParts.**
I recently had a customer on my retail parts counter that brought in a radio bezel that he scratched. He was a local Best Buy automotive audio installer. He didn't have the VIN and he didn't know year or make / model of the vehicle that he was installing equipment into. The radio bezel had part number "SZ20TRMAA" and it had a wood-grain front. If I could have been able to search on that part number, OR even better, a fraction of that part number, such as "SZ20", I could have saved the customer from coming back with the VIN at a later time. This functionality already works on each catalog when searching on a part description. Can we get this integrated into part number searches?	**We are looking into providing a partial part number search in a future release of StarParts this year. The search will require a minimum of 8 digits and color parts will except TRM. The result of the search will give all levels (AA, AB, AC...) and colors (XDV, 1T1, 1D9...) associated with the base part.**

MRA Request Tip

Recently, a dealer purchased a seat cover from another dealer.

He then contacted Mopar Specifying, opened a case and had it escalated.

The dealer attempted to MRA the part he purchased from another dealer.

Since the dealer DID NOT order the part from Chrysler – it IS NOT eligible to be returned via an MRA. The dealer's request to return the part on an MRA was denied.

Contact Us
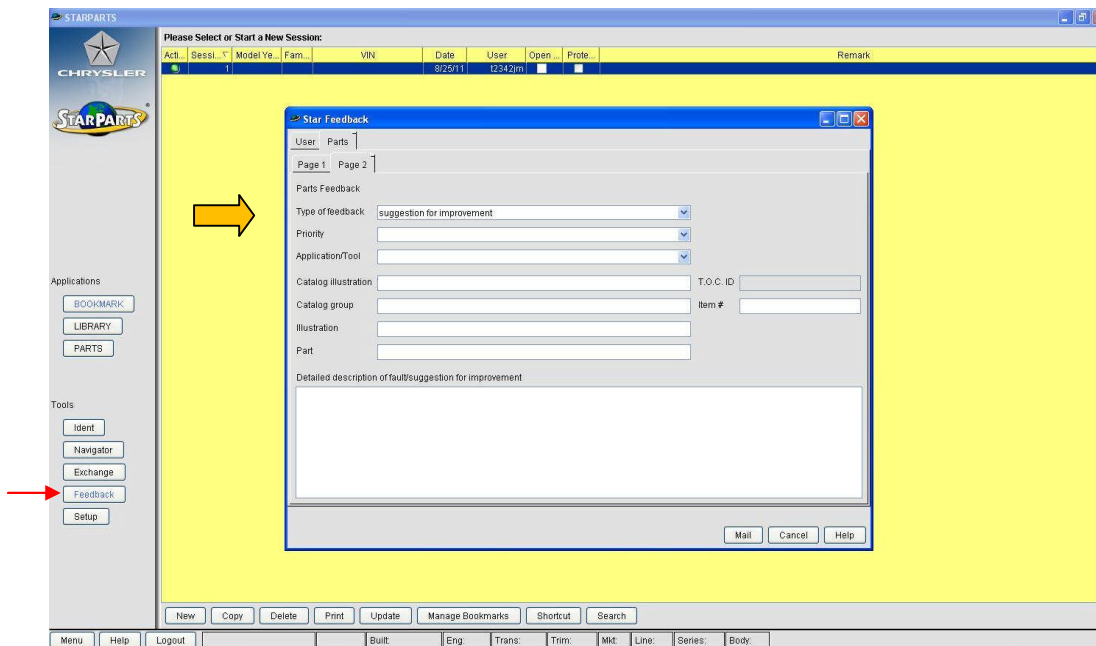
Please send in your suggestions to make this newsletter more valuable to you.

Use the Feedback Button on your StarParts menu and select:

Type of Feedback = Suggestions for Improvement

to record your thoughts. It is completely optional to include your contact information in the Description field, but it would allow us to contact you for further information and clarification to assure we make the changes you intended.