

January 2012



Newsletter

STARPARTS 5.0 is Almost Here !

INSIDE THIS ISSUE:

Catalog Tips	1
Case Study	2
What's Coming	3
What's New	4
We Heard	6
Contact Us	8

We provided a sneak preview of StarParts 5.0 in the December Newsletter. This month you get the real thing.

Beta testing has been going well and the target date to release SP 5.0 is currently, Jan. 25th.

We will be posting a StarParts 5.0 Guide on the StarParts Homepage to describe the changes you can expect to see.

When the StarParts 5.0 is deployed, we will send notices in advance and instructions of what you need to do.

Stay

Tuned!

Catalog Tips

Line, Body, Trans, Engine and Series

Quick Tip:

Hold your cursor over any value in these columns to display the meaning of the code(s).

Line, Body, Series, Transmission and Engine are provided on applicable illustrations:

1. VIN filtering uses these values to shade out non-applicable parts.
2. Provides vehicle usage information on parts when view is not VIN filtered.

Item	Note	Description	Part Number	Note	Qty	Super	Tech	Info	EZC	DFP	2.7
1		GASKET KIT, Engine, Upper	88046 260AA	1							
2		GASKET, Cylinder Head, Right	53022 306AA	1							
			53022 306AA	1							
3		GASKET, Cylinder Head	53022 307AA	1							
			53022 307AA	1							
4		GASKET KIT, Cylinder Head Co.	5114 179AB	2							
			5114 179AB	2							
5		GASKET, Spark Plug Well	53031 569AD	8							
			53031 569AD	8							

TRANSMISSION
 DFP = 6-Spd Automatic 66RFE Transmission
 D07 = 6-Spd Automatic 68RFE Transmission

Note: Only the columns/values appropriate for that Illustration / part are displayed.



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Case Study – Controller Updates

“How can we get the information out to the field, so that the techs know to perform any software updates to controllers that may be necessary? I have come across several cases where the customer has ordered multiple parts because they do not work on receipt. If it is a simple matter of updating software, this could reduce calls and frustration.”

Whenever replacing a controller please check for updates before releasing the vehicle or ordering another controller. Some controllers come preprogrammed. However it could be several releases behind. This could cause incorrect operation of the vehicle. Please have the technician check for any updates before replacing the controller a second time. They can do this by using the wiTech tool to check for the updates.

Case Study – Steering Wheel Bezel

“A 2012 Jeep Liberty needs a steering wheel bezel. StarParts does not show the bezel as serviceable without replacing the entire steering wheel. Please advise.”

This was escalated to the Service Parts Administrator and the Key Safety Systems Expert who worked with the supplier for the following resolution:

The part number for steering wheel bezel that needs to be used is 1TE64SZ6AB. I have updated the system with the new end item 1YS70TRMAB. Catalog will need to be updated. Supplier is working on getting me a breakdown of the other parts needed, as well.



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Future issues of this newsletter will provide release dates for these enhancements and directions for their use.

Coming to StarParts – Beyond SP 5.0

FROM THE DEALER REVIEW FEEDBACK

Now that we have SP 5.0 – what's next?

Based on the feedback we received from the Dealer Catalog Reviews, these were the most reported issues and the ones we will focus on in 2012:

1. **Quantity confusing or wrong**
It is evident that dealers need to know the quantity per usage, per illustration for each part. We will work with the engineers to create a better process for determining this value.
2. **Parts 'Not Illustrated' (negative part numbers) or too hard to see**
The catalog reviews have identified many parts that are not illustrated. We are working with suppliers and searching similar catalogs to load a picture of every serviced part.
3. **Need reference/leader lines or describe connections**
We see that it is very important to provide locations of parts and to define the "hookups" of each. We will work toward a better means to communicate both within system limitations.
4. **Need better descriptions to identify parts**
Dimensions of fasteners and usage of parts can both be included in the Descriptions for each part. We are trying to get that information into the catalog.
5. **Unable to determine what is in a kit/assembly**
Often a kit or assembly is given a single part number without detailing all the components within it. We will try to get that information added to the descriptions or, at a minimum, make the content much more evident in the illustrations.
6. **Parts Not Serviced (grayed out) are needed**
Parts' Service is determined by the historical error rate of service and the suppliers' delivery.



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What's New in StarParts

TABLE OF CONTENTS FROM THE SP 5.0 GUIDE

Table of Contents

Access / Login.....	2
8-Digit VINs.....	2
Cut-and-Paste.....	3
System Diagnostics.....	4
All-Makes Catalog.....	5
Electrical Connectors.....	6
Vehicle Fluids.....	7
Save as PDF.....	8
Sales Code/Line/Engine/Body Displays.....	10
Reman Parts Display.....	11

FYI:

The Electrical Connector information has been loaded for all 2012 vehicles, except for the Fiat 500, which is in process.

The **StarParts 5.0 Guide** will be posted on the StarParts Homepage. Go-Live is scheduled for January 25th

Early Feedback from the Dealers who are piloting the new system:

I like it! Finally someone up there heard the cries of the people. It works great. The only thing I saw that reared its ugly head is un-illustrated parts in the 2011-2012 catalogs. The aftermarket parts lookup works fantastic, I like that I don't have to jump out of StarParts to look up connectors. The greatest thing I have seen so far is the fluid quick look-up and the fact they have all the maintenance stuff there too. Bravo.....a giant leap in the right direction.

Wow ~! WHAT AN IMPROVEMENT, this loaded faster than previous version and having access to other features rather than flipping around all over the place is so much more convenient.

The fluid section is longgggggg overdue and a great asset for the regular consumer who likes to work on their own vehicle.

So far this is a great upgrade.

We are running the pilot on 5 terminals for 3 days with zero issues. Well done!!

A couple of minor things:

- The PC configuration says we are not compliant (says we have Windows NT) even though we have Windows 7.
- "Copy & paste" would be nice into Search window.
- Lube charts are nice. It would be great if you could expand them to earlier than 2006.

All in all, a big improvement!

Training document is OK. If anything, a little over-simplified.



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NEW GRAPHIC STANDARDS:

The new functionality of StarParts 5.0 is only half of the system improvements.

The 2011 and 2012 catalog data have also undergone a massive overhaul, correcting and clarifying the parts information, based on the Quality Control Reviews. New standards have been applied and errors have been corrected.

These changes run parallel to the 5.0 upgrade. The new system will inherit all data improvements to the illustrations and parts descriptions [graphics and item lists].

2013 Catalogs will apply the new standards to every illustration and part list as they are created.

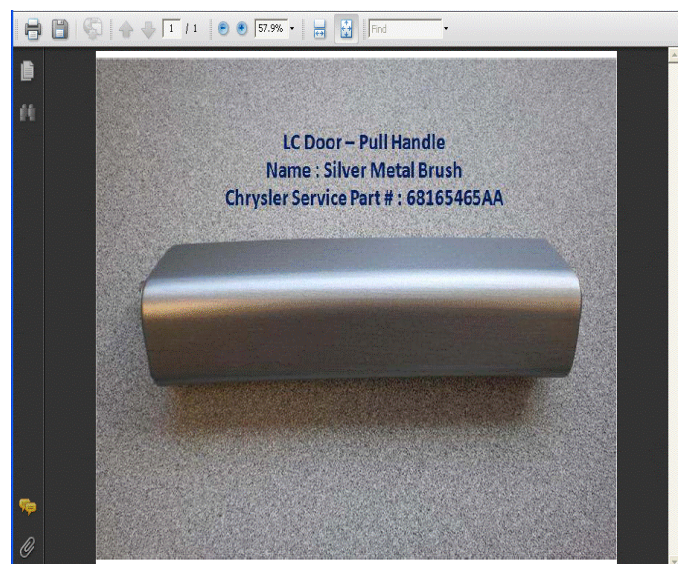
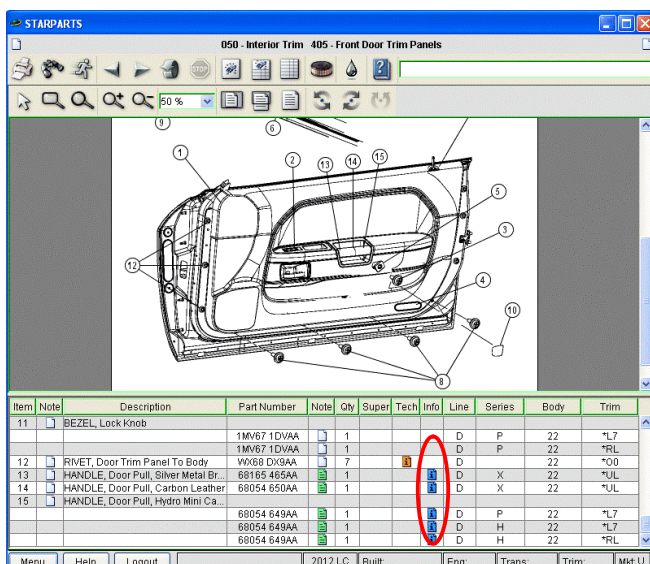
The 2011 and 2012 StarParts catalogs are undergoing significant improvements now, based on feedback from the Quality Control Reviews.

PHOTOGRAPHIC ILLUSTRATIONS

Photographic illustrations are being added, as they are available.

A blue icon will appear in the Info column if a photo exists for that part.

Double click on the icon and an Adobe photo will be displayed.



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We Hear You

HEARD IN THE DEALER CATALOG REVIEWS

In addition to the line item issues submitted, several of the Dealers submitted general suggestions, listed here:

- Part number searches should look at supersession as well as original numbers.

This improvement will be in a future release of StarParts scheduled for sometime this year.

- Fields "Line" "Series" "Body" should always show designators with or without a VIN. Also scrolling over the field with a VIN in place should show the pop-up as if no VIN was entered.

We are working on getting this information correct. With no VIN, the fields will show ALL codes applicable to that model year and family. With a VIN entered, the fields will ONLY show the codes applicable to the VIN.

- StarParts should have a way to manually enter a sales code to filter. If I have a VIN in place I can't add or subtract a sales code. [How many sales departments' up-grade radios WITHOUT changing the VIN in DealerCONNECT?]. If a customer comes to the counter without a VIN (normal), but he knows he has a 5.7 Hemi, entering an EZ0 code would filter out some of the choices.

This is a great idea. This has been put this on the list for a future release. StarParts can filter now without a VIN by using the Ident screen and selecting the model year, vehicle, engine and transmission.

- How about a pop-up window when scrolling over a sales code describing the code?

This will be in the 5.0 release.

- This one is for both StarParts & DealerCONNECT. So many items are very difficult to see in the line drawings. A hyperlink on either or both sites for photographs of the item (whether a static shot or better a 360 scan) would greatly help.

You read our minds! SP has just started to add photographic pictures to StarParts, linked via the INFO column. See previous article in this newsletter.

- Use ghost-line drawings of assemblies like the old catalogs.

We are limited by the software being used to create the catalogs. Therefore, we are looking into other tools that will allow us more flexibility and will enable sharing data with Fiat.





In addition to the line item issues submitted, several of the Dealers submitted general suggestions, listed here:

- When making decisions whether to stock a part in our inventory, it's helpful to know the specific application(s) of that part. If it has limited use, it's unlikely I'll stock it and will just wait for the need.

This can be accomplished by doing a Part Search in StarParts. The result of the search will give you the application of the part.

- Develop a "smart search" in the shortcut function that takes you to the next highest illustration in the catalog. This will be a navigation time saver if you don't know the exact screen, but you know the group/section you want. Just type 100 as the illustration number and you will be taken to the first illustration in that group.

We think this may be an easy adaptation and will try to incorporate it into our next release.

- Include the OE tire part numbers in Group 22 of the catalogs.

Mopar has not sold tires in the past. We will look into the possibility of doing this.

- Add keyboard shortcuts [keystrokes] for the Menu items so you don't have to display the Menu.

This would be very difficult to do in the current StarParts application. We will look into the possibility of incorporating this into the new catalog application we are developing.

- Provide complete hardware specs. [Hardness and Dimension of Fasteners, etc.]

We are trying to get this information in the descriptions of the parts, wherever applicable. This was voiced loud and clear by a number of dealers who performed the QC reviews.

- Create Platform Life catalogs instead of republishing every Model Year. Part number proliferation is so rapid now that integrating this year's changes into last year's catalogs probably takes as much time as building a whole new catalog.

As previously mentioned, we are looking into other tools that will allow us more flexibility and will enable sharing data with Fiat.

- Provide illustrations in a "two-page" display [graphic on left, text on right]. This should be a user preference – to display top to bottom or right to left.

This is a good idea; however StarParts would need to be rewritten in order to accomplish this. We will look into the possibility of incorporating this into the new catalog application we are developing.





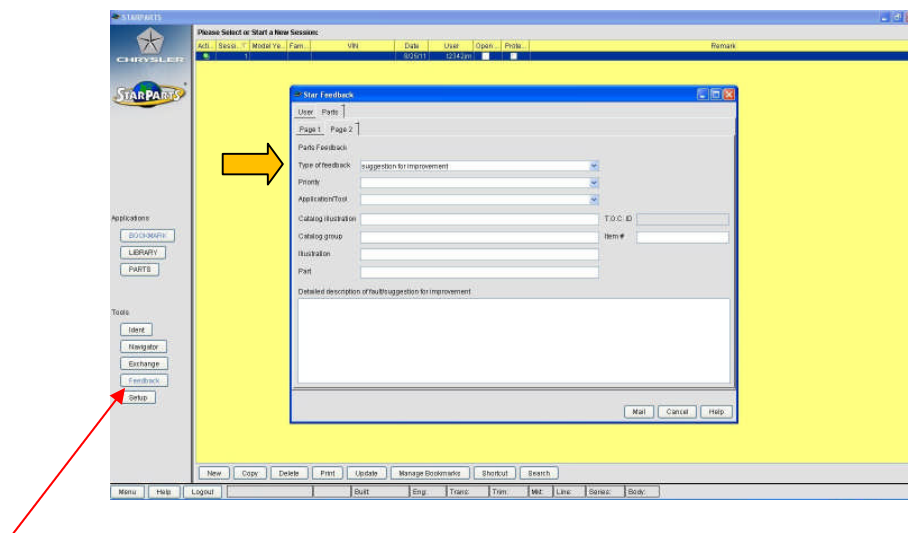
DECEMBER FEEDBACK

We only had one StarParts "Suggestion for Improvement" this month that was not a system "fix." Fixes go directly to the catalog authors for immediate attention.

However, the Dealer Catalog Reviews supplied us with plenty of good ideas. See the previous article, "Heard in the Dealer Catalog Reviews" starting on page 6.

FEEDBACK	REPLY
As per the Dec. Newsletter has a page dedicated to "sales code look-up tool". Is there another way to "look-up" sales codes besides going to the library to access a list of sales codes?	When specifying a part without a VIN entered in StarParts, simply type the 3 digit sales code into the VIN Sales Code Bar and press enter. StarParts will give you the description of the sales code entered. Refer to the December Newsletter Catalog Tips for looking up 2-digit Sales Codes and the SP 5.0 Sneak Preview article for using the mouse-over lookup feature in the new system.

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.

