

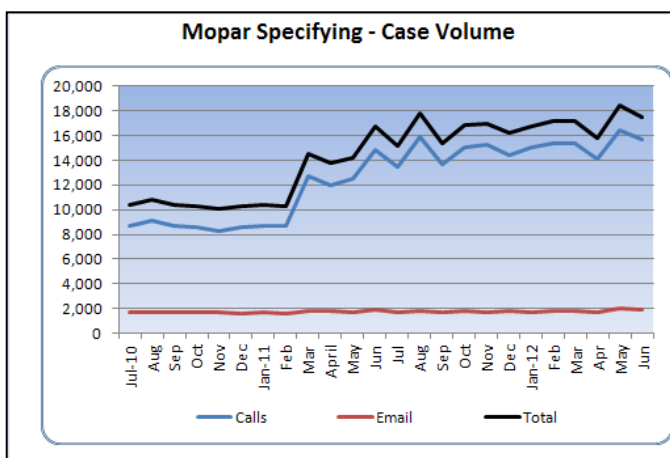


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## From the Editor ...

Business is good at Mopar Specifying these days. Our monthly call volumes have more than doubled in the past 18 months. In both May and June we exceed 18,000 inquiries and took an average of 850 calls per day and that is an all time record for us. In the chart below, you will notice that email volume has remained constant while the call volume has increased dramatically.



At the end of each call the Mopar Specifying agent assigns a reason category for the call. Most of inquiries we receive have merit and our agents enjoy helping dealers find parts. The chart below shows four categories (35% of our calls) we need your help with.

May 2012				
CATEGORY	Count	%	Cum %	Daily Volume
Part Number Verification-Catalog Clear	3,575	21.0%	21.0%	163
Unnecessary Contact	915	5.4%	26.4%	42
Need More Info From Dealer	733	4.3%	30.7%	33
Specifying Line - Acc Issue	711	4.2%	34.9%	32
	<b>5,934</b>			<b>270</b>

I will spare you the sermon and get right to the request for your help.

1. Please don't call us to look up parts you haven't looked up yourself.
2. If you found the part in StarParts – why are you calling to verify the part number?
3. Please make sure you have as much information as possible – when you call us.
4. Please use the Accessory Hotline for Accessory issues.

If you help us with this request, we will be able to provide better service - and quicker too !!

**If this trend continues unchanged, we will start charging dealers \$10.00 for Part Number Verification calls – when the catalog is clear.** We hope this won't be necessary.



## StarParts Performance Improves with Release 5.1

The StarParts team did some benchmark testing of StarParts performance and compared the 5.0 release to the 5.1 release.

We've seen a wide range of performance increases in a lot of different areas when comparing the results. There are always a large number of variables that are factored in to performance testing such as PC hardware, network and Internet speed. We rated the transactions that showed improved performance from large, medium and small based on the impact that the end-user would expect to see.

The transactions and ratings are listed below.

### You should experience a large improvement

- when using a VIN and going from Navigator into a parts illustration
- When not using a VIN and going from Navigator into a parts illustration
- when you do a Part Search across all catalogs

### You should experience a medium improvement

- when you use a Shortcut when using a VIN

### You should experience a small improvement

- VIN retrieval from Bookmark screen
- when you use a Shortcut using model year family
- when you go from Bookmark to Ident when not using a VIN

## 5.1 Feedback

The feedback that we have received from the field on the 5.1 release has been very positive. Dealers are seeing an increase in performance compared to the 5.0 release. To take advantage of the performance enhancements in 5.1 - you need a quality Internet connection with plenty of available bandwidth.



## Chrysler Key Code Access

New security enhancements have recently been implemented. Please make sure that your authorized key code users are made aware of this change.

June 26, 2012

**TO:** ALL CHRYSLER GROUP DEALERS & FIAT STUDIOS  
**ATTN:** DEALER PRINCIPAL, GENERAL MANAGER, SERVICE MANAGER & PARTS MANAGER

### SUBJECT: CHRYSLER KEY CODE ACCESS - SECURITY ENHANCEMENTS

In effort to continuously protect access to proprietary Key Code data, Chrysler has recently implemented new changes to the key code application. Effective immediately, authorized users of the Chrysler Key Code application in DealerCONNECT will be required to re-enter their DealerCONNECT password, prior to obtaining a key code. This will prevent unauthorized users from accessing key codes utilizing the PC of a logged in authorized user.

In addition to the new password requirement, authorized users must continue to agree to the following statements by checking the appropriate check boxes prior to obtaining a key code.

- I have verified that this request was made in person and not by phone or other means
- I have confirmed and recorded the identity of the requester
- I understand that this request will be recorded and monitored

It is imperative that you and your staff agree to these statements, as Chrysler Group LLC fully participates with local and federal law enforcement when performing investigations involving instances where proprietary key code data may be involved.

We ask that all dealers have their DealerCONNECT Administrator review which personnel have access to the key code application and remove any users who do not require access.

Provided below are some "best practices" for authorized users when it comes to safe guarding secure and proprietary data.

- Change password every 30 days, or if you suspect that it may have been compromised by unknown persons
- Never share your username or password with anyone
- Never write your password down
- Never log into a PC with your credentials for another user
- Never leave your PC unattended, where unauthorized users can access applications for which you have permission to utilize

Thank you,



Tony Brenders  
V.P. Technical Service Operations, Mopar Service, Parts & Customer Care



DealerCONNECT > Parts Tab > Reference Library > Key Code

AUTHENTIC PERFORMANCE





## Sprinter / Crossfire Module & Lock Parts Group Update

When a dealer places a part order for **Sprinter / Crossfire key, Key cylinders, Key lock modules, SKREEM / Gateway modules or WSP modules** within GPOP or Dealer Connect, a confirmation statement of order and an estimated shipping date is received. At this point, the dealer order is transmitted to the Daimler Order / Paragon SAP system.

**Unfortunately, the message concerning the shipping status provided by GPOP or DealerCONNECT is an automated message. It is inaccurate and does not represent the actual status of the order. The Daimler Order / Paragon SAP system does not have the ability to "communicate" back to GPOP or DealerCONNECT, once the order is received on their end and/or provide an actual order status.**

These specific locking type parts are usually programmed and/or cut during the same day the order is transmitted to the Daimler Order / Paragon SAP system. Orders received by 11:00am (Eastern Time) usually ship the same day. The estimated arrival time on these orders is 24 hours for domestic and 48 hours for international, Canada & Mexico, dependent upon there being no issues with the initial order.

If at any time you do not receive your order within these estimated times, or you have a problem with the part, please direct your inquiry to the Sprinter / Crossfire Module & Lock Parts Group at [STCMW@chrysler.com](mailto:STCMW@chrysler.com). They will verify and monitor the dealer order and or assist in case of a damage part, as well as communicate with Daimler regarding the order. The group will then provide feedback to the customer regarding their order.

**DO NOT RE-ORDER or attempt to contact the Expediting Hot Line.** They do not have access to the Daimler Order System and will forward all dealer requests back to this email address.

If you have any further questions please email at [STCMW@chrysler.com](mailto:STCMW@chrysler.com) for assistance.

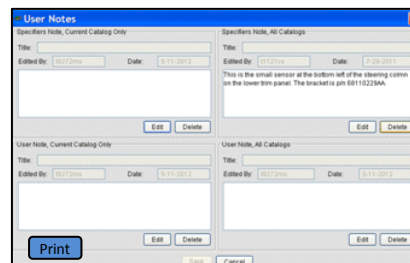




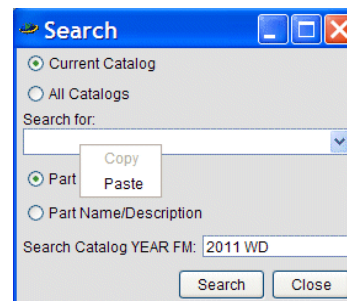
## StarParts Release 5.2

StarParts Release 5.2 will launch in late July and includes the enhancements listed below. We are currently piloting in a few dealers and everything is going well.

You will have the ability to print User Notes. We are adding a print button to the User Note screen. The print button will be located to the far left on the screen below.



You will have the ability to copy and paste in the "Search" pop-up box by right clicking in the part number / part name field. Until then, you can use CNTRL C to copy and CONTRL V to paste.



We will be correcting a system issue with the "Market Selection" pop-up box. Today, when you select a market it does not highlight the selected fields.



We will be correcting a Windows 7 concern that only impacts PCs that have an integrated video card. Dealers with this issue experience system lock-ups. This update will eliminate the system lock-up issue.

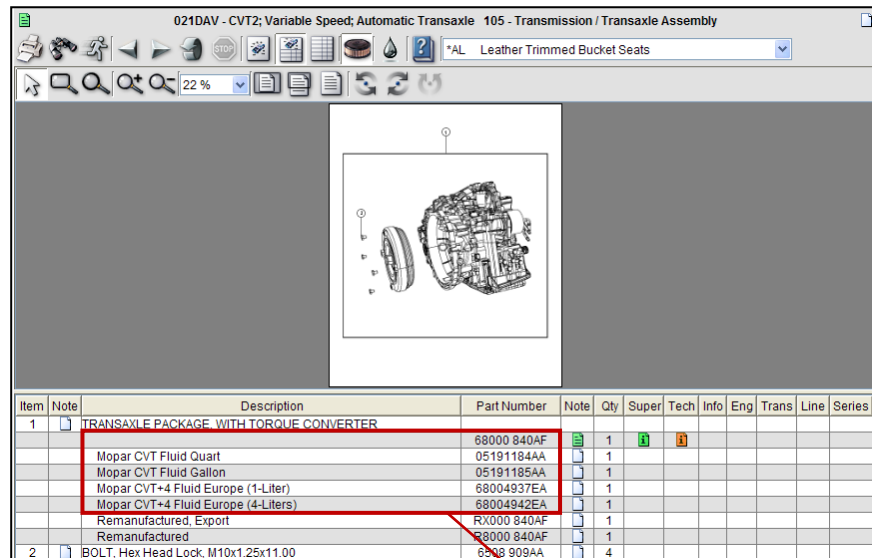




## Fluids / Reman Products

The Powertrain Service Center wrote us recently and requested a catalog correction. In the screen shot below - Reman transmissions are listed below the fluids. Dealers report they missed the Reman availability because it wasn't listed below the new assembly.

When we set up the fluids, we tied them to the new assembly part number. It's a lot easier to maintain that way, but it forces the display you see below. Then, any Reman assembly part numbers follow. It makes perfect sense from a design perspective.



Item	Note	Description	Part Number	Note	Qty	Super	Tech	Info	Eng	Trans	Line	Series
1		TRANSAXLE PACKAGE, WITH TORQUE CONVERTER	68000 840AF		1							
		Mopar CVT Fluid Quart	05191184AA		1							
		Mopar CVT Fluid Gallon	05191185AA		1							
		Mopar CVT+4 Fluid Europe (1-Liter)	68004937EA		1							
		Mopar CVT+4 Fluid Europe (4-Liters)	68004942EA		1							
		Remanufactured, Export	RX000 840AF		1							
		Remanufactured	R8000 840AF		1							
2		BOLT, Hex Head Lock, M10x1.25x11.00	6508 909AA		4							

Item	Note	Description	Part Number
1		TRANSAXLE PACKAGE, WITH TORQUE CONVERTER	
		Mopar CVT Fluid Quart	68000 840AF
		Mopar CVT Fluid Gallon	05191184AA
		Mopar CVT+4 Fluid Europe (1-Liter)	05191185AA
		Mopar CVT+4 Fluid Europe (4-Liters)	68004937EA
		Remanufactured, Export	68004942EA
		Remanufactured	RX000 840AF
			R8000 840AF
2		BOLT, Hex Head Lock, M10x1.25x11.00	6508 909AA

But from a customer perspective – it needs to support your ability to find the needed part easily and quickly. To that end we are going to make a few changes.

- First, we'll change the display order so Reman parts will be displayed after the new part and then the fluids will follow.
- We will also make the "Fluids" text a different color – so they stand out. And we'll make sure it's color blind friendly.



## June Feedback

Feedback	Reply
We really could use some notes on ALL of the compressors saying if they come with the clutch\coil or not. It makes the difference between quoting the parts and selling them, or blowing the customer out of the water some times.	I did some research on this and found that the only compressors that come without a clutch\coil are some 2001 and older vehicles. Basically, every compressor application for the past 10 model years (2002 and newer) come with a clutch \coil.
I had to make four phone calls and be on hold for half an hour today trying to find out if this compressor comes with a clutch!!!!!!!!!!!! Arrrrrrrrrrrrrrgh!!! Why cant this information be here?	The Reman catalog does a very nice job of listing the small number of compressors sold without a clutch\coil. The latest edition of the Reman catalog can be found in the StarParts Library. Most of all the other specialty catalogs are there too.
Someone needs to start servicing bulb sockets for these lamps. Our customers and dealers both agree, as well as I that all bulb sockets should be serviced. As it stands we force our customers to buy a whole lamp instead.	This is always a difficult issue, trying to get the suppliers to deviate from their processes to provide components of an assembly separately as well as with the assembly, because it drives up cost. However, it is the right thing to do and we will continue to work with Engineering and the Suppliers to do the right thing for the customer.

### MINIVANS

MODEL YEAR	APPLICATION	ENGINE	COMPRESSOR TYPE	O.E. PART NO.	REMAN PART NO.* W/O CLUTCH
1995-1999	AS Body	3.0L	10PA17K	04677028	R1017025
	AS Body	3.3L	10PA17K	04677347/04677039/ 04677346	R1017035
	AS Body	2.2L 2.5L (exc. 16V)	10PA17C	04677040	R1017016
1993-1991	AS Body	3.0L 3.3L 3.8L	10PA17C	05264271	R1017016
1991-1985	A8	2.2L 2.5L 3.0L - Solid Engine Mount	A590	04443131	R4443131

\*Compatible with both R12 and R134a refrigerant.

**REMAN PART NO.\*  
W/O CLUTCH**

### PASSENGER CARS

MODEL YEAR	APPLICATION	ENGINE	O.E. PART NO.	PART NO.* W/CLUTCH KIT
1995-1996	PL Body	1.8L 2.0L	5264732/5264745/ 5278402AA	R1017209
1995-1993	LH Body	2.7L V6	04699723AD	R4699723AD
1997-1996	LH Body	3.3L 3.5L	04709000	R1017267
1996-1993	LH Body	3.3L 3.5L	04696148/04709452	R1017265
1995	PL Body	2.0L	04674535	R4674535

\*Compatible with both R12 and R134a refrigerant.

**PART NO.\*  
W/CLUTCH KIT**

## Battery Cable Ends - Not Serviceable

We have been receiving dealer inquiries regarding replacing battery cable ends not being available as a service part. We did some research and here's what we found.

### RT

The battery terminals that are used on 2012 and 2013 RT Minivans are not serviceable. They are a one piece design that is crimped directly to the battery cable. Engineering tells us the single piece designs that are crimped directly to the wire are not serviceable. The terminals are larger than the crimp tools can handle and cannot be processed at the dealers.

### WK / WD

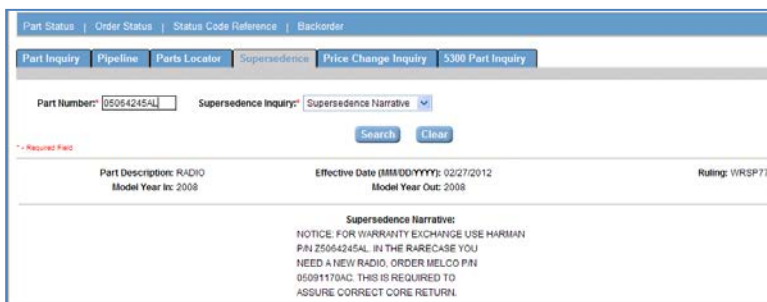
For 2011 – 2013 Grand Cherokee and Durango applications we recently released a positive battery terminal kit - **P/N 68191445AA**.





## Supersedence Narrative

Please make sure you check for and read supersedence narratives. The example below involves specific instructions and even includes the exchange "Z" part number you should order for a warranty replacement.



Part Status | Order Status | Status Code Reference | Backorder

Part Inquiry | Pipeline | Parts Locator | **Supersedence** | Price Change Inquiry | 5300 Part Inquiry

Part Number: 050642454L Supersedence Inquiry: Supersedence Narrative

Search Clear

Part Description: RADIO Effective Date (MM/DD/YYYY): 02/27/2012 Rating: WRSP776  
Model Year In: 2008 Model Year Out: 2008

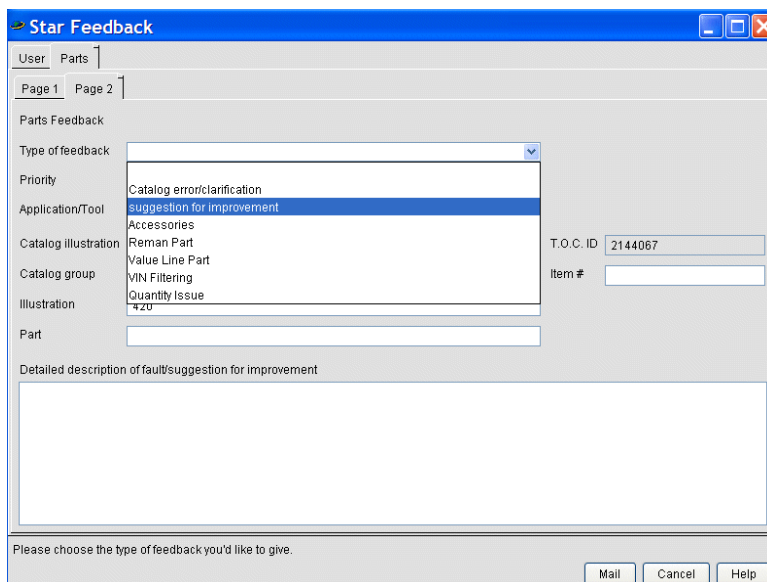
**Supersedence Narrative:**  
NOTICE: FOR WARRANTY EXCHANGE USE HARMAN  
PIN Z50642454L. IN THE RARECASE YOU  
NEED A NEW RADIO, ORDER MELCO PIN  
05091170AC. THIS IS REQUIRED TO  
ASSURE CORRECT CORE RETURN.

If you miss the supersedence narrative and order a new unit for warranty – there is a 100% probability you will be billed for returning the incorrect core.

## 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 *Suggestions for Improvement* as the "Type of Feedback" to record your thoughts.



**Star Feedback**

User Parts

Page 1 Page 2

Parts Feedback

Type of feedback:

Priority:

Application/Tool:

Catalog illustration:

Catalog group:

Illustration:

Part:

T.O.C. ID: 2144067

Item #:

Detailed description of fault/suggestion for improvement

Please choose the type of feedback you'd like to give.

Mail Cancel Help

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 address your concern properly.