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AUTHENTIC PERFORMANCE

From the Editor ...

In the next 75 days we will publish 14 new 2013 catalogs. Needless to say, this is the busiest time of year for my team. I'm sure your dealership is also very busy this time of year.

Mopar Parts Support - Who to Contact

An **updated** "Who to Contact" document can now be found in the [StarParts Library](#)> [StarParts Help](#) and also in [DealerCONNECT](#)>[eFiles](#)>[Parts](#)>[Specifying](#)>[Current Issues](#).

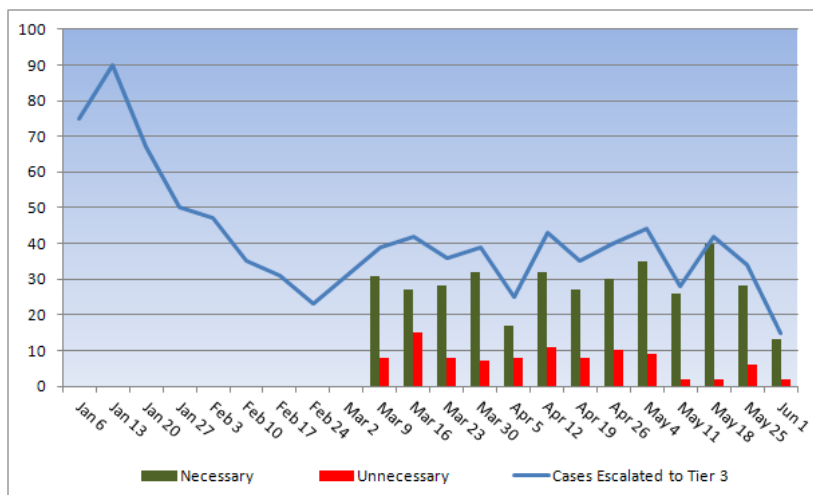
It includes information on who to contact for Parts Specifying, Parts Order Status, Quality Control Issues and Pricing Issues. It also includes our Hours of Operation and some very helpful information.

Mopar Specifying Update

May was a very busy month for Mopar Specifying – in fact we took more calls in the month of May than any previous month

- We answered an all time high of 16,500 calls with an 88% service level. That means we answered 88% of those calls within 120 seconds.
- We responded to more than 2,000 Kana emails with a service level of 99%. Our average turnaround time was just over 5 hours, which is much better than our current 8 hour target.
- Our Escalation statistics also look very good as we have been training our agents with a focus on eliminating unnecessary escalations. In March we started reviewing escalations and categorized them as unnecessary if the agent could have answered question with the tools they have available.

In the end, your questions are answered in a more expeditious manner.



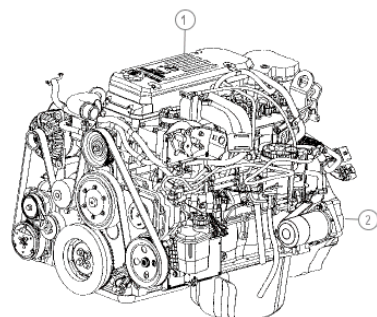


StarParts Illustration Notes

In April I told you we were going to add notes to select illustrations on components that require pre-authorization by the PowerTrain Service Center (PTSC) before a complete assembly can be replaced. We are making this change due to various dealer requests from dealers who replaced the assembly before they realized pre-authorization was needed. Here's an update on the progress we have made to date.

We have started to add illustration notes to select major part assemblies where pre-authorization is required. We started with Cummins Engine Assemblies and will also add a similar illustration note to transmission assemblies (Manual and Automatic).

009ETJ - 6.7L Turbo Diesel; Engine 115 - Engine Assembly And Service Long Block 6.7L Diesel [ETJ]



Item	Note	Description	Part Number	Note	Qty	Super	Tech	Info	Eng	Trans
1	<input type="checkbox"/>	ENGINE, Complete, Diesel, (NOT SERVICED)								
2	<input type="checkbox"/>	ENGINE, Long Block, See Note, (NOT SERVICED)								

Logout

2011 DJ

Built

Eng: ETJ

Trans:

Trim:

Mkt: U

Line:

Series:

Body:



Dodge Dart Tail Lights

If you saw the new Dodge Dart at an auto show you probably noticed the very cool taillights. Many of the vehicles on display had them – but they are not standard equipment on all vehicles. It's important that you know this – just in case someone in Service or Sales thinks the vehicle was mis-built and wants the lit surround installed.

I'm happy to report that Mopar is working to offer the lit surround for those vehicles that were built without a lit one. Mopar engineers have investigated, and discovered that all vehicles will be wired to accept a lit surround, so it appears that no additional wiring will be needed.

It should be very simple to add the lit surround if a customer wishes to upgrade. Mopar will also be drafting a simple I-sheet for installation, following the service manual R&R procedure. We anticipate this part will be available in the 4th Qtr. of this year.

Please make sure everyone who interacts with customers is aware of this information.



Unlit Surround



Lit Surround



Parts Pricing Issues

There seems to be confusion on the correct process to request a Parts Price Inquiry. The process changed a while back and this is the current form that should be used.

Please complete the form and fax it to **248 512 1127**. It generally takes three days for the pricing change to make its way to DealerCONNECT.

NPN parts may take a few weeks to price.



Part Price Inquiry Form

Fax: 248-512-1127

Part Number: _____

Description: _____

Explanation of Inquiry: _____

Dealer Name: _____

Dealer Code: _____

Dealer Contact: _____

Dealer Phone #: _____

Dealer Fax #: _____

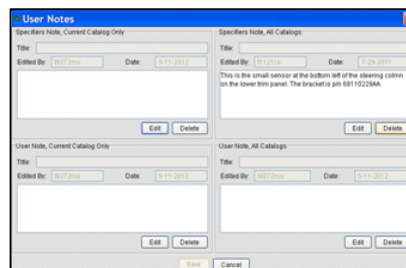
- DealerCONNECT gives real-time pricing information; please check there before faxing an inquiry.
- If a price differs between DealerCONNECT and a dealer business system, please use the DealerCONNECT price.
- All price inquiries are reviewed, however, individual responses are generally not provided.
- Price changes and additions can typically be viewed on DealerCONNECT within three business days.
- If time is critical, please explain, and every effort will be made to expedite your inquiry.
- Occasionally, necessary information is not available and a part cannot be priced; these parts will be priced as soon as possible.
- Pricing for NPN part numbers (such as complete engines) may take several weeks.
- Mopar pricing policy allows left/right and color trim parts to be priced differently.



StarParts Release 5.2

StarParts Release 5.2 will launch in a few weeks and will include the following enhancements.

1. You will have the ability to print User Notes. We are adding a print button to the User Note screen.



2. 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 CNTRL V to paste.



3. 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.



4. 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. Some dealers have added a stand-alone video card to resolve the issue.

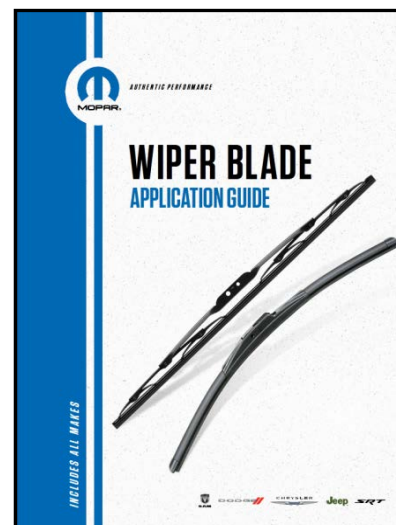


New - Wiper Blade Application Guide

Mopar Marketing just released this new 44 page Wiper Blade Application Guide. It includes applications for most vehicles, including most competitive brands. The catalog offers two types of wiper blades.

- Mopar Value Line Wiper Blades
- Mopar Beam Wiper Blades

You will find your copy in the StarParts Library.



MOPAR® VALUE LINE WIPER BLADES

- Traditional Mopar® quality at a competitive price
- Natural rubber blades are treated with a UV coating to increase wipe quality, reduce noise and protect from damaging ultraviolet light rays
- Tested and approved by Chrysler Engineering

NOTE: Many blade parts are also available for purchase in bulk. For part numbers, simply replace the last two characters with a "BA" for bulk. For example, WB00021AA becomes WB00021BA.

MOPAR® BEAM WIPER BLADES

SUPERIOR ALL-WEATHER PERFORMANCE

- Skin coating seals the aerodynamic spoiler to protect it from the elements for superior all-weather performance
- With no exposed parts, Mopar Beam Blades resist snow and ice clogging for excellent performance in winter conditions
- Outperforms traditional blades in snow and ice wipe test

AERODYNAMIC PROFILE

- Spoiler reduces windlift at higher speeds
- Provides quiet operation with less chatter
- Sleek, modern styling for today's vehicles

EASY INSTALLATION

- Features a pre-assembled connector to fit the most popular wiper arm types right out of the package

INDICATORS OF WORN BLADES





May Feedback

Feedback	Reply
We have a retail counter toward the front of our store and every time we need to log into star parts our log in is dropped at the main terminal we use. Is there a way we can log into 2 terminals with the same log in? This takes up a lot of time. Can you help?	Unfortunately we are limited in this area of the application programming and at this time it is not possible to set-up users for multiple logins. It is something we plan to do in the future.
The new update so we can e-mail pictures is a fantastic tool, but it would be nice to be able to attach more than one picture per email as often several pictures need to be sent. Any chance of that happening?	We are very happy you like this new feature. There is a way to attach more than one picture to an email. After printing to a pdf, click on file and select save a copy. A new window will pop up that will allow you to select an area on the computer to save the file and rename the file if needed. Repeat this for as many pages you would like to send to the customer. Open your email application and attach the files saved on the computer.
How do I email a customer a parts diagram for StarParts because most customers have an e-mail and do not have a fax machine?	When clicking on the printer from the Parts screen a window will pop-up that defaults to printing the whole page, graphics and item list, or select any of the other options. Once the OK button is selected a pdf file of the page that was being viewed will be created. Click on File and select Save a Copy. Save the file to the computer. Once the file is saved it can be attached to an email.

Fiat 500 Convertible Part - Not In Catalog

Dealers who contact Mopar Specifying because they are unable to find a *Convertible Top* part for a Fiat 500 in the catalog may be asked to provide a few pictures of the part they need. It is the most efficient way to determine the needed part and provide the assistance needed.

Here are some basic guidelines for the pictures . . .

1. Take a picture far enough away from the part as it's positioned in the vehicle so we can see where it sits in relation to vehicle position. Having a pen or finger pointing to the part both clarifies which part we're talking about and adds some size perspective.
2. A good close up of the part showing stamp numbers, if possible, while still in the vehicle.
3. Another view of the part removed from the vehicle, if practical.



Mopar 10 & 11 Vehicles

The complete leather interior trim kit is available for these vehicles. Individual leather trim parts contained in the package (seat covers, armrests, etc.) are not included in StarParts.

If you need Individual leather trim parts for these vehicles you should contact Katzkin directly at 1 800 842 0590.

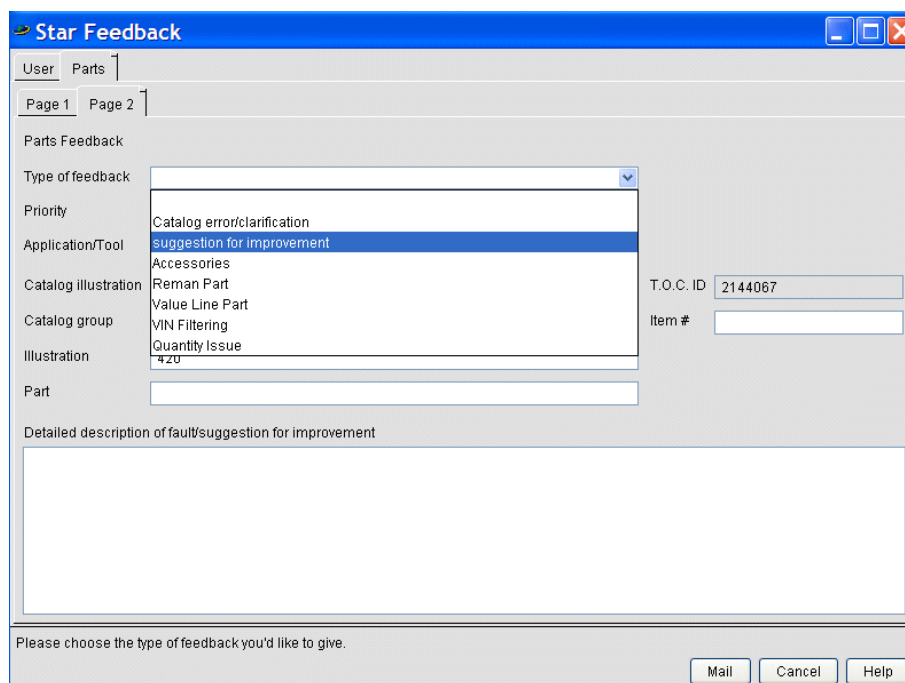
You will need to provide a valid Mopar 10 / Mopar 11 VIN when you contact Katzkin.



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.



The image shows a web-based feedback form titled "Star Feedback". It has tabs for "User" and "Parts", with "Parts" selected. Below the tabs are "Page 1" and "Page 2" links. The form is divided into two main sections: "Parts Feedback" and "Detailed description of fault/suggestion for improvement".

In the "Parts Feedback" section, there is a "Type of feedback" dropdown menu with a list of options: "Catalog error/clarification", "suggestion for improvement" (which is highlighted), "Accessories", "Reman Part", "Value Line Part", "VIN Filtering", and "Quantity Issue". To the right of this section are input fields for "T.O.C. ID" (containing "2144067") and "Item #".

Below the dropdown menu is a "Part" input field. At the bottom of the form is a large text area for the "Detailed description of fault/suggestion for improvement".

At the very bottom of the form, there is a small text prompt: "Please choose the type of feedback you'd like to give." and three buttons: "Mail", "Cancel", and "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.