

November 2011



Newsletter

NASPC Parts Management Survey

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The NASPC Parts Management Survey results will be out in the next few days.

We will post a Newsletter supplement to provide the results to you.

Catalog Tips

Library

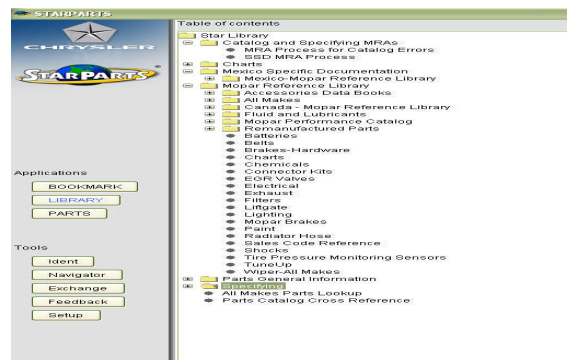
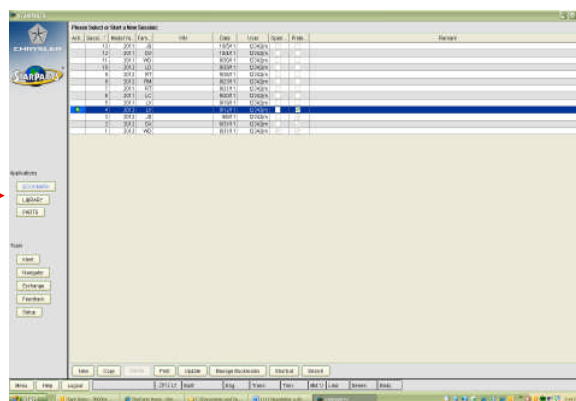
Quick Tip:

Please take a few minutes to browse the Library information so you know what is available.

Quick answers to your questions may be found in the StarParts Library.

FOR EXAMPLE:

- VIN decryption
- MRA/SSD Processing
- Fluid & Lubricants
- Remanufactured Parts
- Catalogs back to 1981
- Playbooks, containing more Tool Tips
- All-Makes Parts Lookup



CHRYSLER GROUP LLC

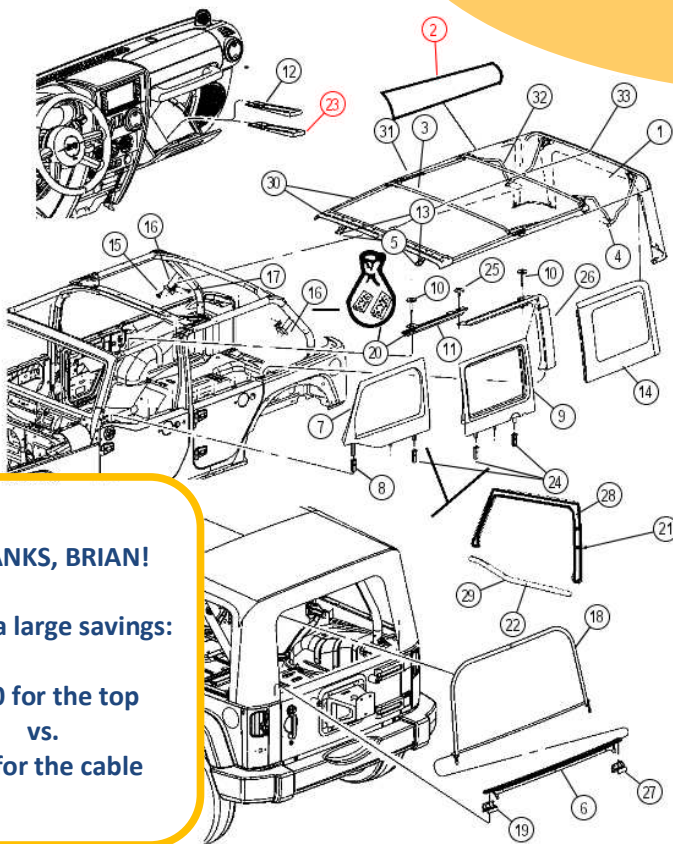


Case Study – MISSING CABLES

Can you tell me if the cable for soft tops on a 2012 Jeep Wrangler Unlimited Rubicon 4X4 4-Door are available separately?

It does not show on the diagram. It is a cable that runs from the front to rear. There is one on each side, I believe. It is attached with a spring.

Brian Stone - Digital Imaging Agent



THANKS, BRIAN!

This is a large savings:

**\$700 for the top
vs.
\$30 for the cable**

A customer took delivery of a new 2012 Jeep Wrangler Unlimited Rubicon 4X4. Upon delivery to the customer the dealer was showing the customer how to work the top and a cable snapped. They took the cable off of another vehicle and went into StarParts to order a replacement cable but were unable to find it.

The dealer processed a Digital Imaging Pre-Authorization request to replace the complete soft top at a cost of almost \$700.00. The Digital Imaging agent contacted us and the Service Parts Analyst was able to locate the missing parts for the dealer and is in the process of adding the parts to the catalog so that other dealers will not experience the same problem.

StarParts Catalog is being corrected.

Part numbers for the cable, spring, and sleeve assemblies are:

68067960AB Passenger side

68067961AB Driver's side



DODGE

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Jeep

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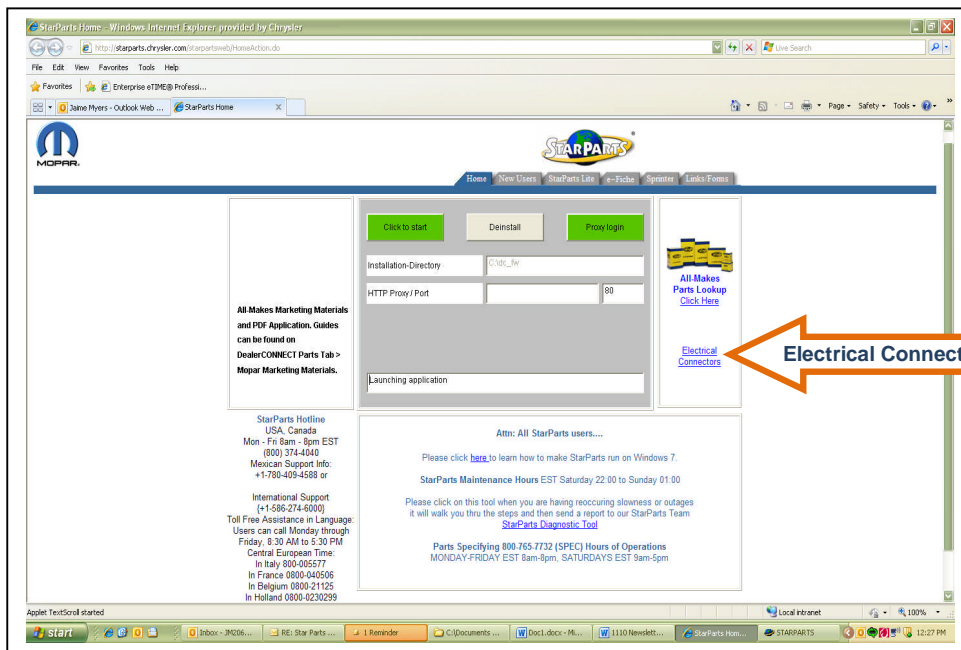
What's New in StarParts

VIN FILTERING (GENERIC SALES CODE FIX) IMPLEMENTED

On October 12th, a code change was implemented to enhance the VIN filtering capability of StarParts. Until now, the StarParts application would not recognize some newly introduced generic sales codes being used at the part level.

The number of calls to Parts Specifying has dropped to almost zero for this concern. We are interpreting that as your feedback that the software update was successful and value-added.

2012 CONNECTOR INFORMATION IS BEING LOADED



During the month of November, the 2012 Electrical Connector information will be loaded, by catalog. This will make finding electrical connectors possible for 2012 vehicles.

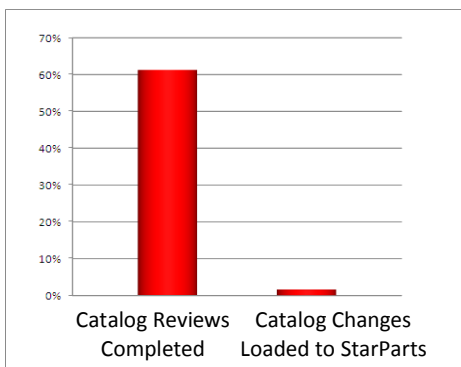




As of Nov.1, the QC Team has reviewed the following Model Years/Families and the Compilers are working on the updates now:

- 2012 & 2011 DJ
- 2012 & 2011 DP
- 2012 & 2011 DX
- 2012 & 2011 JS
- 2012 LC
- 2012 & 2011 LD
- 2012 & 2011 LX
- 2012 & 2011 RT
- 2012 & 2011 WD
- 2012 & 2011 WK

These 19 reviews represent 61% of the 31 catalogs to be reviewed.



Although we have two-thirds of the issues identified, we just started making the needed improvements a few weeks ago.

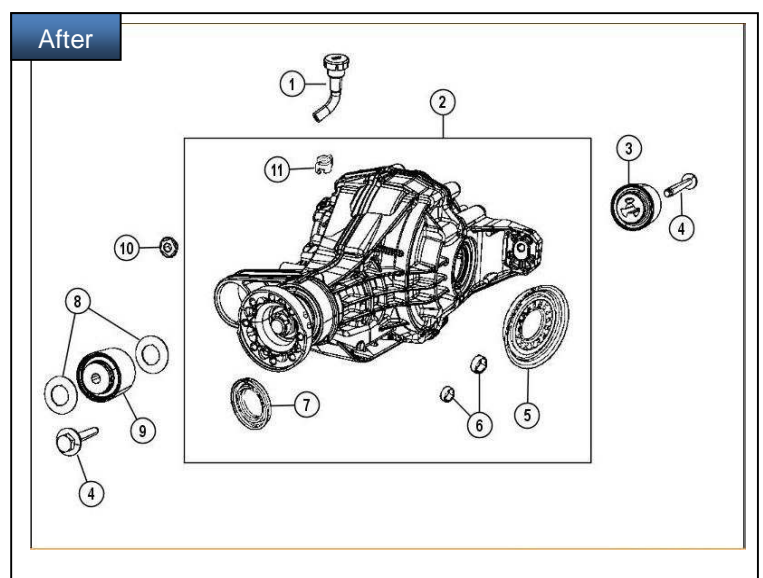
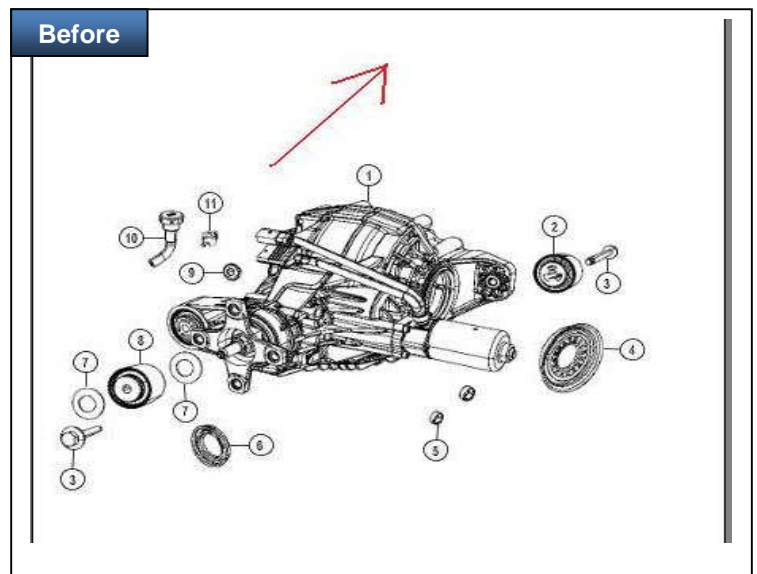
Each illustration we change requires a turnaround time of one week to one month before the change is visible in StarParts.

We will keep you posted as progress is made.

PROGRESS OF THE NEW GRAPHIC STANDARDS

This is the same illustration [003DR1 – 705] from the 2012 WD Catalog, before and after the QC Reviews and updates.

How many differences can you spot?





Now that the new graphic standards are being applied, the real test begins...

YOUR EXPERT ASSISTANCE IS NEEDED NOW

StarParts Catalog Improvement Process – Dealer Parts Expert Volunteers Needed

My name is Pete Tomase and I manage the Parts Technical Development Group which releases service parts, creates the parts catalogs and provides parts specifying support to your dealership. We are in the process of making improvements to most 2011 and 2012 parts catalogs. We have a team of people reviewing our catalogs, page by page - and making improvements. The problem is we have no way to know whether the improvements we are making will meet or exceed Dealer Parts expectations.

With that said – I am looking for about 30 Dealer Parts Experts to volunteer to help us make sure we get it right. If you volunteer, we will assign you ONE CATALOG to review and provide feedback. You will be asked to review one catalog (illustration by illustration) and tell us what you feel needs to be corrected / improved.

If you'd like to volunteer to help me, please send me an email at pt3@chrysler.com and provide your Name, Dealer Name and the Chrysler brands you sell. I will contact you and provide a catalog, instructions and a form you can use to document your findings.

With your assistance, I can ensure the Catalog Improvement Process initiative meets YOUR needs.

Sincerely,

Pete Tomase

Head of Parts Technical Development

E-Mail: pt3@chrysler.com





Coming to StarParts

PLANNED STARPARTS ENHANCEMENTS – EARLY 2012

- ✓ StarParts will accept the last 8 digits of a VIN rather than the current 9 digits
- ✓ The Supersedence Window will include Reman & Alternate parts associated to the OE part
- ✓ The ability to print to PDF will allow for e-mail of graphics / item lists
- ✓ A Fluids Icon in the parts screen will pull up all the fluids for the current vehicle
- ✓ The Bookmark screen will add Cut-&-Paste functionality, using the right mouse button, for VIN's
- ✓ VIN Filtering will be improved
- ✓ The StarParts Diagnostic Tool will be integrated into the application
- ✓ More Help button links will be added

StarParts 5.0 Software Update

The major software update (StarParts 5.0) has been delayed from November to early 2012. We made this change to ensure proper testing is done. We will also pilot this change in the month of December in select dealerships to make sure there are no issues when we launch it for all dealers in 2012. This software update contains a number of improvements, including those listed to the left.

We are confident that this software update will address most of the existing dealer concerns with StarParts. We expect to see a dramatic reduction in the volume of calls to Parts Specifying when this new software update launches.





We Hear You

OCTOBER FEEDBACK

FEEDBACK	REPLY
Supersedence says "Part no longer available - check Value Line". No value line part number is listed. Nor do I have any paper Value Line catalogs. A "Value Line" section with all available Value Line parts would be very helpful in the library section.	We checked a couple of Value Line parts numbers and found both of them listed in the parts catalog as an alternative part. We agree that a complete list of available Value Line parts makes sense. We will investigate creating that list for the library section.
It would be nice to have a price total (cost and retail) of all parts to add to the exchange list. This would help speed up quotes I give to customers. Thanks for considering!	We agree and plan to incorporate this feature into the new StarParts catalog solution we are working on. We plan to launch the new web version of StarParts late next year.
Finding fluids for axles and transmissions requires an act of providence when it comes to Mopar. Please list fluids on the parts catalog as it is easiest to find there. Going to DealerCONNECT is time consuming and the information is sometimes extremely hard to find.	This is a great idea. When StarParts 5.0 is released early next year there will be an icon on the toolbar filtered to that specific vehicle, like in TechCONNECT. Until then, you can find this information in the Library under Mopar Reference Library>Fluid and Lubricants .
Why is the supersedence window so small? It would be nice to be able to make it full screen so I can see more of the supersedence window on the left and also not have to keep moving my mouse over the description section to see the notes. Why not allow the notes to scroll down a line so we can see them all at once. It really sucks when I print it and have to write the description notes while moving the mouse to keep them on the screen!	You make a very good point. We will investigate this issue and find out what it would take to enable you to click on the "Description" field to get a pop-up box to display the complete message.
I love the newsletter info but really don't think people can read the writing in your pictures of DealerCONNECT. How about making the pictures readable or include the entire "breadcrumb" or path to the feature you are describing. EG: DEALERCONNECT>eSUPPORT >KNOWLEDGE CENTER>FIND ANSWERS. There are many of us who are new or just can't remember where everything is. Thanks and keep up the good work!	We understand you aren't able to read the writing on the screen shots we include in the Newsletter. Our intention is to show you what the screen looks like. You make a great suggestion to include the path in the Newsletter, so you can find the screen, view it and read the text. We will do so when there are multiple steps to access. Thank you!

Great suggestions! Please keep them coming.



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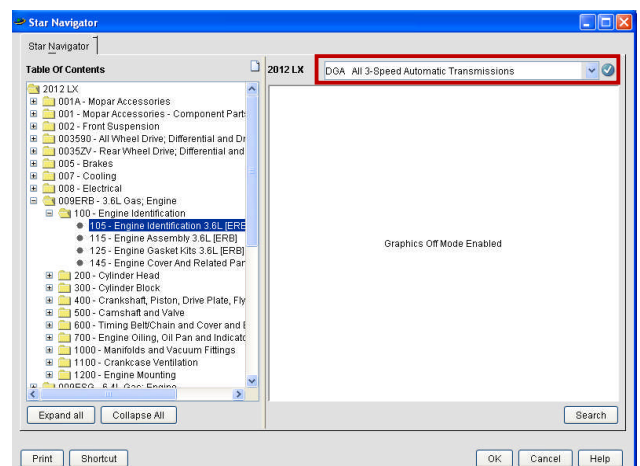
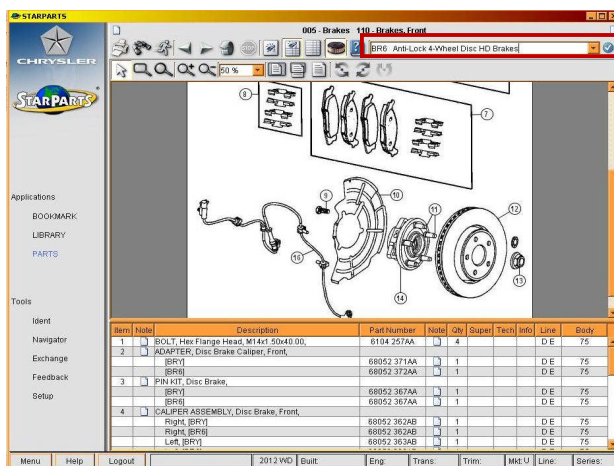


FYI – SALES CODE LOOKUPS

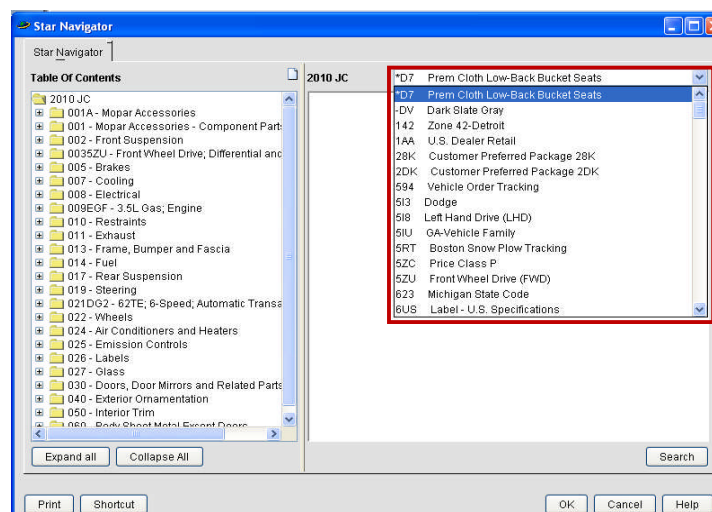
“There's no sales code reference book in Library anymore. Please add.”

There is a sales code reference book in the Library, but it is old and outdated. StarParts provides this information in the application.

If you do not have a VIN entered, you can search any sales code, provided you are in Navigator or on the parts screen. Just type in the 3-character sales code and click the check mark or press the “Enter” key.



If you do have a VIN entered, simply click on the dropdown in the search box at the top of the screen and it will display a list of all sales codes.





Contact Us

The screenshot shows the StarParts web application interface. On the left sidebar, there is a 'Feedback' button highlighted with a red box and a red arrow. The main content area displays a 'Star Feedback' dialog box. An orange arrow points to the 'Type of feedback' dropdown menu, which is currently set to 'suggestion for improvement'. Other fields in the dialog include 'Priority', 'Application/Tool', 'Catalog illustration', 'Catalog group', 'Illustration', 'Part', 'T.O.C. ID', and 'Item #'. A large text area for 'Detailed description of fault/suggestion for improvement' is also present. At the bottom of the dialog are 'Mail', 'Cancel', and 'Help' buttons. The background of the main content area is yellow.

Remember to send in your suggestions to make this newsletter more valuable.

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. Thank you.

