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From the Editor ...

For the past few months, we have been reviewing Mopar Specifying inquiries for the most inquired part numbers. The plan is pretty straight forward – find the major issues and then address them. Here's a great example of what we found.

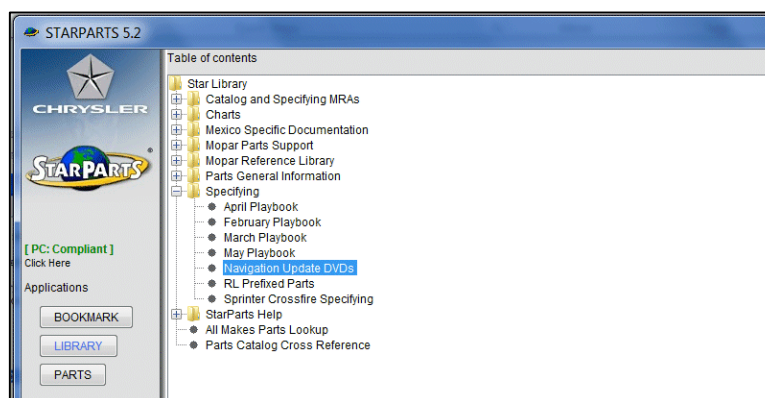
We found that about 20% of our daily calls to Mopar Parts Specifying were related to NAV DVD application requests. **Yes – I said 20% of our daily calls.**

We were reviewing the "Part Not in Catalog" category inquiries and saw a distinct trend. The major issue is that these NAV DVDs aren't in StarParts. The reason they aren't in StarParts is because the update disks are tools / not parts.

But the simple chart below tells you everything you need to know to order the correct NAV DVD update disk. Please make sure everyone in your parts department uses this chart to specify NAV DVD update disks.

Map DVD #	NAV / Radio	Market	Supplier
56038650AG	REJ	BUX	Alpine
05064109AB	REE	BUX	MEAA
05064033AK	REC / RB1	Domestic	NAVTEQ
82212549AB	RER	Domestic	NAVTEQ
82211670AB	REW	BUX	NAVTEQ
82211671AB	REP	Australia	NAVTEQ
82211830AB	REP	South Africa	NAVTEQ
82211831AB	REP	Middle East	NAVTEQ

You can also find this chart in the StarParts Library under Specifying.





Remote Start for 2013

Another issue found reviewing Mopar Parts Specifying cases involved a bunch of part numbers with a common thread – Remote Start Accessory kits for 2013 models.

We found there was a lot of confusion about which kit to use. We also were seeing a high volume of MRAs for these kits - which was a result of the confusion. So we created the Accessory Guide (shown below).

Specifying the correct remote start kit is a two-step process. First, make sure the vehicle has the "Must Have" sales codes. Then make sure the vehicle does not have the "Must Not Have" sales codes. We hope you find this to be a helpful tool.

2013 Remote Start - Accessory Guide			MUST HAVE - SALES CODES					MUST NOT HAVE - SALES CODES					
2013 Model	Description	Remote Start Kit	Keyless Entry (any one)	Keyless Entry with Immobilizer	Sentry Key	Power Liftgate	Auto Trans (any one)	Keyless Go	Proximity Keyless Entry	Air Susp.	Power Liftgate	Fleet Alike Key	392 Edition Group
RT	Dodge Minivan	82212893		GXW			DG2 / DHD	GX4	GXD				
RT	Dodge Minivan	82212894		GXW			DG2 / DHD						
RT	Chrysler Minivan	82212895		GXW			DG2 / DHD	GX4	GXD				
RT	Chrysler Minivan	82212896		GXW			DG2 / DHD						
JS	Dodge - Avenger	82212773	GXR		GXX		DFF / DG2 / DHD						
JS	Chrysler 200	82212772AB	GXR		GXX		DFF / DG2 / DHD						
JS 27	Chrysler 200 Convertible	82212774AB	GXR		GXX		DFF / DG2 / DHD						
LC 22	Dodge - Challenger	82212610AB		GXW			DG1 / DHD	GX4	GXD				ACC
LD	Dodge - Charger	82213641		GXW			DG1 / DHD					GXA/GXE/GXF/GXG	
LX	Chrysler 300	82213642	GXN		GXX		DG1 / DHD						
JC	Dodge - Journey	82213670	GXR		GXX		DFF / DG2 / DHD						
PF	Dodge Dart	82212771	GXM		GXX		DA1 / DA4 / DHD	GX4	GXD				
MK 49	Jeep - Compass	82212574	GXN / GXP / E23GXR		GXX		DAW / DHD						
MK 74	Jeep - Patriot	82212112	GXN / GXP / GXR		GXX		DHD						
JK	Jeep - Wrangler	82213625	GXM		GXX		DG1 / D5A						
WK	Jeep - Grand Cherokee	82213673	GXM		GXX		DG1 / DG1						
WD	Dodge - Durango	82212296	GXM		GXX		DG1 / DG1	GX4	GXD				
D5 / D1	Ram 1500 / 2500	82213587	GXM		GXX		DFD / DFG / DG1	GX4	GXD	SER			
DD / DP / D2	Ram 3500 / 4500 / 5500 Diesel	82213603	GXM		GXX		DFP / DF2 / DG7	GX4	GXD				
FF	Fiat 500	82212776					DF1						

A full page pdf is being sent with this newsletter and can also be found in the StarParts Library in the Mopar Specifying section – titled **2013 Remote Start – Accessory Guide**.

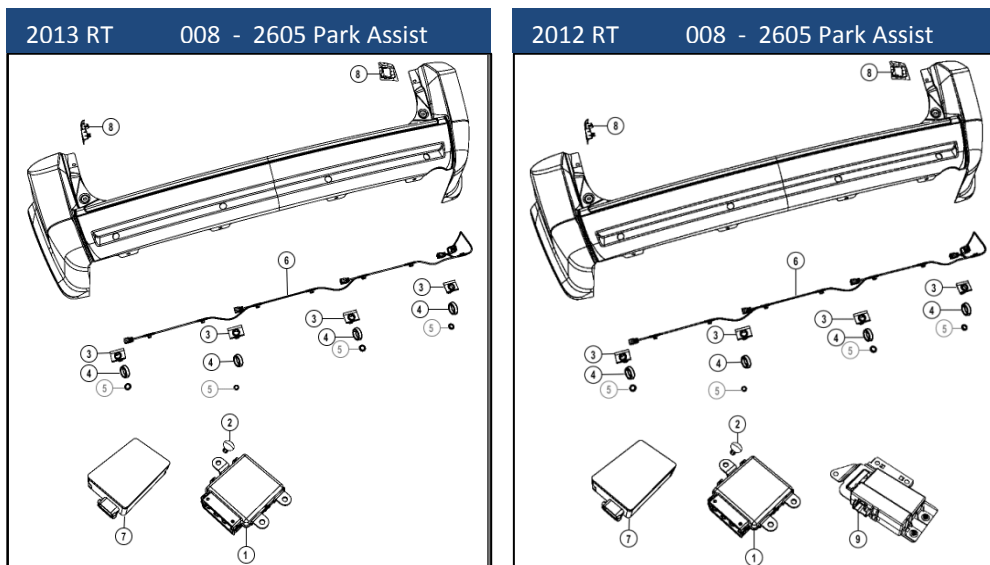
Please let us know if you find this to be a helpful tool. Would you like to see more of this for other Accessory kits?

We are open to working together to create an environment that makes specifying and selling our parts easier. Please send your feedback / ideas to Pete Tomase at pt3@chrysler.com



Park Assist Change for 2013

You may not have noticed yet – but if you look at StarParts and compare the illustration for Park Assist in the 2012 RT catalog to the illustration for Park Assist in the 2013 RT catalog – it looks like we forgot to include part number 9 (Blind Spot Detection Module).



But that's not what happened. Part number 7 above is the Blind Spot Detection Sensor and in 2013 it also functions as the Blind Spot Detection Module. We are making the needed changes to StarParts in an effort to avoid any possible confusion.

Fiat 500 BEV

In a few months we will launch the Fiat 500 BEV and thought it would nice to tell you where you can find the BEV parts in the catalog. A new group (012 – Electric Powertrain System) has been added the table of contents.

- Unique Engine parts can be found in Group 12 – Electric Powertrain System
- Unique Seats for this vehicle can be found in the Interior Trim section.
- Unique Electrical parts can be found in the Electrical section.
- Unique Cooling parts can be found in the Cooling section.
- Unique Transmission parts can be found in Transmission



Electrical Connector Website - 2013 Vehicles

The team is working feverishly to get the 2013 vehicle info loaded into the Electrical Connector website as quickly as possible. As soon as the data is loaded – we will send out an email to let you know.

Bravo!

BRAVO! Finally some progress. I am usually the first one to complain about all the flaws in the catalog, but when something is good I have make mention of that too.

This is the first time I have seen all the parts for an exhaust manifold job on one catalog page.

Usually you have to go to 3 or 4 pages. The manifold, gasket and most of hardware are on one page, the shield is on another page, and the hardware for front pipe to manifold is on another page.

It was orgasmic to go to the first page and find all the parts there; the picture was even very good.

The only thing I question is the accuracy of some of the quantities. Keep up the good work.

Frederick Schmelz
Youngs Motors Inc.

Thanks for the feedback. It's nice to know you appreciate our efforts.

You are correct in questioning the accuracy of the quantities. Quantities are set up by engineering and in our current system we do not have the ability to change the quantities.

We are currently working to design a new system and we will have the ability to make any needed changes, so the information you see will be accurate.





Engine Oil – 0W20 vs 5W20

I know that you are the new Catalog Guru, but you are the only one who possibly can get me an authoritative answer to this question. On the new Dodge Darts, the oil, 0W20 is what the catalog states you need to use. Can you find out if the 5W20 is acceptable to be used in those cars?

Not too long ago the Challenger with the 6.4 Liter Hemi, we were advised that we could substitute 5W40 for the stated 0W40 that was on the oil fill cap.

Many dealers are now trying to figure out if we need to stock the 0W20 in bulk and invest in new tanks. I have four tanks now and a fifth is a tough sell to the owners. I am seeking clarification on this.

Fran Foley
Commerce CDJR

Here's the clarification you are looking for . . .

SAE 0W-20 is the best choice for good fuel economy and good starting in cold weather; however optional 5w-20 may also be used.

Here's a note that is also in the owner's manual:

Engine Oil – 2.0L and 2.4L Engine	Use SAE 0W-20 API Certified Engine Oil, meeting the requirements of Chrysler Material Standard MS-6395. Refer to your engine oil filler cap for correct SAE grade. If 0W-20 engine oil is not available, SAE 5W-20 API Certified may be used as a temporary suitable alternative.
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Body Codes

"Allow us to type in a body code to help eliminate choices when a VIN is unavailable."

Don Flier Motors
Travis Bullock

Allowing users the option of selecting any vehicle attribute to filter on when a VIN is not available is another enhancement we are considering. Anything that gets you to the needed part faster makes great business sense.



Restricted Vehicles – Mopar Warranty

"We sold a Reman transmission to a repair facility about a year ago. The transmission has now failed in another state and Chrysler won't warranty it because the vehicle has a salvage title.

My question is, why is there not a program in StarParts when we are looking up parts by VIN to let us know if the vehicle is restricted or not. This would also make any part we sold to a customer of a restricted or salvage vehicle non warrantable. We have no way of knowing if the vehicle we are selling parts for is restricted or not, unless we go into the service side of DealerCONNECT and check every VIN, which is not very convenient and is too time consuming.

WE were just wondering if there is a way to get this information on the StarParts system, as well as DealerCONNECT. Thank you for your time."

Bobby Covington
New Century Dodge

This is a great idea and something we can do. How about if we generate a pop up box message stating the vehicle is restricted? We could also spell out the Mopar Part warranty implications? And if you need to know the reason for the restriction – you can run a VIP on the VIN.

Catalog Notes

"Call me stupid most of the time catalogs notes are to the right of the part number. This time it is at the top of the page. It would be easier if there was a note directing us to the top of page - or make it like all other catalogs to the right."

Roderick Leebrick
43012 Cerritos Dodge

Typically, if there is a need for a note that is too long to fit in the description field, a comment is entered in the description line of the part that reads "See Note". That comment is referring the user to the Mopar Note at the top left corner of the parts screen. In this case the comment was inadvertently left out. We will have the catalog updated.



Add Labor Times to StarParts

"Since we have great accessory information in the catalogs, that are VIN specific, what are the chances labor time could be added too?"

Jennifer Scott Kassuba
Feeny CJD of Gaylord

Adding Labor Times to StarParts is an enhancement we are looking into. It makes good business sense for both of us.

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 screenshot shows a web 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. The left section, labeled "Parts Feedback", contains several dropdown menus: "Type of feedback" (with "suggestion for improvement" selected), "Priority", "Application/Tool", "Catalog illustration", "Catalog group", "Illustration", and "Part". The right section contains text input fields for "T.O.C. ID" (with value "2144067") and "Item #". Below these is a large text area for "Detailed description of fault/suggestion for improvement". At the bottom, there is a 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.

