

October 2011



# Newsletter

## Progress of the New Graphic Standards

### INSIDE THIS ISSUE:

Catalog Tips	1
Case Study	2
What's New	3
What's Coming	4
FYI	5
We Hear	6
Contact Us	7

We have a team of people reviewing the 2011 and 2012 catalogs to identify illustrations that do not follow the new standards for catalogs.

In parallel, the specifying issues logged by the call center are being fixed.

As of Oct. 1, the QC Team has reviewed the following MY/Families and the compilers are working on the updates now:

- 2012 & 2011 RT
- 2012 & 2011 LX
- 2012 & 2011 WD
- 2012 & 2011 JS
- 2012 DX

Changes will be uploaded as they are released and picked up in your bi-weekly system updates. This effort will continue through the end of this year. We hope that this will facilitate your parts orders and reduce the number of returns.

## Catalog Tips

### FAQs

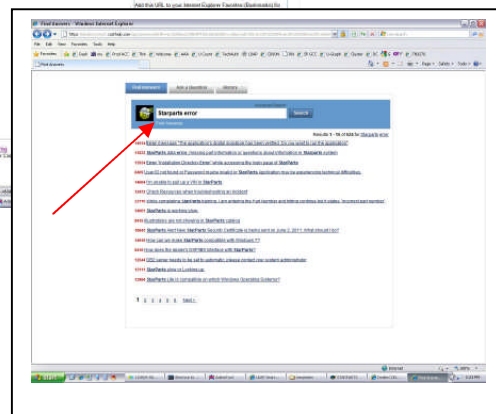
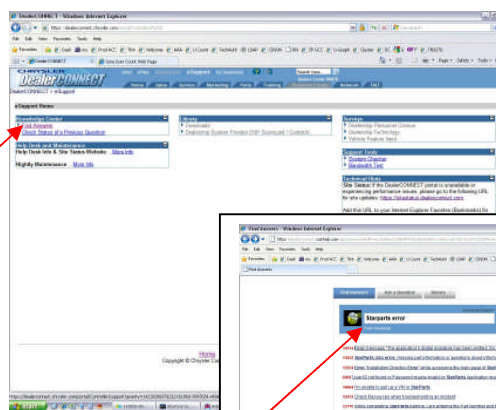
#### Quick Tip:

Add 'StarParts' to key words to limit results when searching in DealerConnect.

Quick answers to your questions may be found on DealerConnect.

Knowledge Center has a [Find Answers](#) link that allows you to ask a question or enter key words to find info fast.

Your query searches the entire text. It does not have to match the subject of an entry.



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## Case Study – THE \$750 PLASTIC SCREW COVER

"I have a customer with a 2011 Challenger that is missing a little plastic screw cover from the passenger door. This part is not available as a separate part - you must get the entire door panel to get it (verified with specifying)..."

This repair was approved by digital imaging today, but I just hate to see it."

Don Mele  
Service Manager, Abernethy Chrysler Jeep Dodge

This contact was sent to our Service Parts Analyst who found the part number in our Service Bill of Materials System and it was sent to the dealer. Although it was not in StarParts, the part is serviceable. [[1ph87trmaa](#)]

We are updating the StarParts Catalog with this part.

We know we have some work to do to assure such "missing" parts are included. We can better identify them with your feedback. Keep it coming!

*It never hurts to ask.*

*Don's inquiry just saved Chrysler more than \$750.*

*Thank you, Don!*

"Hey Pete, just thought of one other thing. There is a note in star parts that states if you need that screw cover you must order the entire door panel. Figured you would want to get that corrected as well." – Don.

One door panel = \$751.80  
Labor for the panel = \$36.55  
Total Warranty Waste = \$788.00

Calling it to our attention = Priceless



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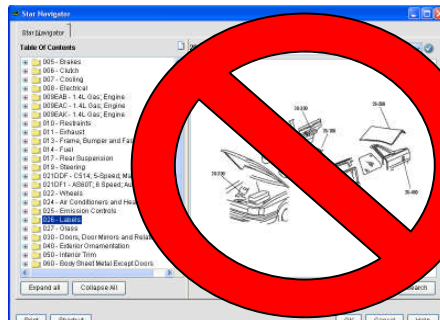


## What's New in StarParts

### GROUP & LOGICAL LEVEL DRAWINGS...

### ...GOING, GOING, GONE – !

In 2007, StarParts changed its catalog group layout to be the same as the service catalog. The project was called CGSIMS. It was decided at the time, the system would no longer display group and logical level drawings. For the most part, they stopped. However a few persisted and many of those illustrations were obsolete.



This was recently reported and, beginning in mid-September, you should have seen them disappear, one-by-one. The publication process overrides the removal of these drawings and they require manual intervention to assure the removal persists. This is the reason for the incremental changes. Thank you for your patience.

### VIN FILTERING (GENERIC SALES CODE FIX)

"The StarParts team has decided to release the updated VIN Filtering (Generic Sales code fix) to a limited number of Dealers instead of a full production launch to all dealers. The updated VIN Filtering is available now... [to] the selected dealers. The team will obtain an endorsement from the selected dealers indicating that the updated VIN Filtering successfully addresses known problems. This endorsement will be written up, distributed to the rest of the dealers and then followed by a full production release in October."

**John McAllister**

Global Service Systems: Technical Service Operations & Parts Catalogs



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## Coming to StarParts

### NASPC Parts Management Survey

You only have until Friday, October 7<sup>th</sup> to complete the 2011 NASPC Parts Management Survey. The survey can be launched from the Parts Tab in DealerCONNECT.

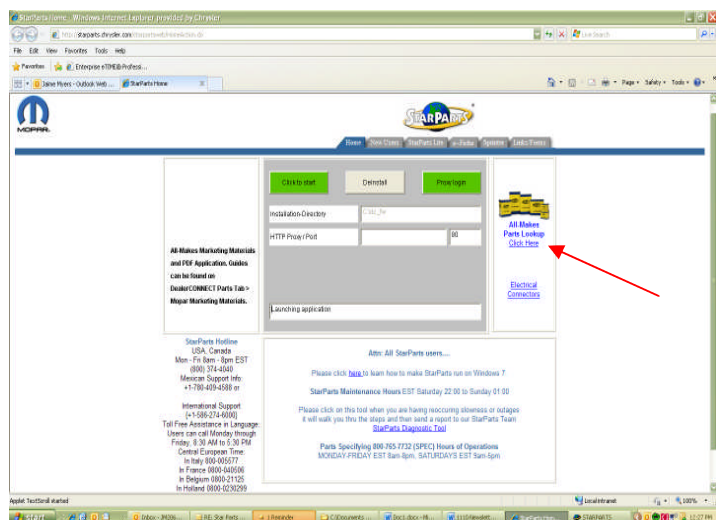
We encourage you to participate today if you haven't already participated.

### HOW DO I ACCESS THE 'ALL MAKES' CATALOG?

We have received dealer feedback regarding their ability to look up parts launching from Star Parts. Today a link is enabled from the start-up page (before log-in) that takes them to the MM parts look up. It's been recommended that **it would be beneficial to have the link available once someone has logged into Star Parts on the left hand side as well as available in the library.** How difficult is this to make happen? MM project is a core initiative and we need to report out on to a PG [Pietro Gorlier] led Steering Committee monthly. Any insights would be great. Thanks.

Kathy Wideman

Senior Manager, Repair / Reman Portfolio



We plan to bundle a number of system enhancements into one system update, which should launch in the next few months. We can make this enhancement at that time.



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## FYI – When parts are missing holes

**Collision Information/Standard Procedure** [from the 2011 WK Body Repair Manual]

### NET, FORM AND PIERCE

**CAUTION:** Failure to follow these recommendations could result in damage or failure to part and related parts.

Net, form and pierce is a manufacturing process which takes place during the original build of the vehicle. The original part will have a beveled platform that will decrease toward fastener location mounting hole. Replacement parts in these areas may not include bevel (form) and / or fastener hole (pierce) and will need to be adapted for proper fit and finish.

The primary locations which utilize net, form and pierce are:

- Fender Reinforcement (at front end module mount)
- Fender Tower Mounts
- Hood Hinge (lower half)
- Rear Body Header (liftgate hinge mounts)
- Strut Tower (at upper control arm mount )

If a replacement part does not come with a fastener hole, one of equal size and location will have to be drilled. Body shims should be used in the fender reinforcement to front end module. The hood hinge area, fender tower mounts, and rear body header will utilize washers to be used as spacers. The shims and spacers should be sealed between each other and to the stationary surface. Care should be taken smoothing sealer around washers to ensure undetectable repair.

**NOTE:** Shock tower is net, pierce only.

**NOTE:** The thickness of shims is not to exceed the original thickness of the factory bevel. If more shims are needed, damage is still present and must be repaired properly.



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## We Hear

### SEPTEMBER FEEDBACK

FEEDBACK	REPLY
Can you add assembly plant info in Ident. - Please? I.E. U.S., Canada, Mexico Built? Thanks!	Use the Library in StarParts to decode the VIN – go to Parts General Information and open appropriate Year/Group [Assembly Plant is the 11 <sup>th</sup> character]
Allow multiple logins for the same user. We have a small staff and multiple areas to cover (retail, wholesale, back counter). It is counterproductive to run back and forth between work areas and takes too long to log in and out several times an hour.	You two have the same situation.
Is there a way to get an additional log on? My tech counter is on one end of my parts room and my retail counter is at the other end. Every time I get a retail customer, I have to log off StarParts on my computer so that I can log in on my retail computer. Then when I'm done with that customer I have to log back on the other computer.	Multiple logons are not possible with the StarParts system. However, you can have different people logged in on each machine. Please contact StarParts if you have another employee that needs an ID.
It would be nice to have some catalog descriptions for option codes. That would help when the VIN is not available. An example would be for the 3 digit engine codes, put the engine size out to the side of the code. That also would helpful for trim. The 2 digit code should include the color as well.	This is going to be part of the new release in the coming months. We will be correcting the current hover over process to show only the information for the vehicle being looked at and colors (trim codes) and sales codes (option codes) will be included.
One more idea from one of us "non-mechanic" types--try naming parts the same all the way through the Chrysler system and from vehicle to vehicle--as an example--if it is an ashtray--call it an ashtray instead of a receptacle etc. and ALWAYS call it an ashtray in StarParts, in DealerCONNECT - ALL the way through the systems	Since the 2008 Catalogs, Chrysler has used a Template to assure consistent terminology. Older catalogs may not conform, but we are working toward having common terminology throughout the service information and StarParts. Anytime you find a discrepancy, please call it to our attention for correction.
Really need to quit with the - next to numbers. put a picture of the part! It's hard enough to understand what people need much less not having a picture to show them ("fax me a picture and I'll point it out") ("sorry no pictures. We have to GUESS what you want")	The current QC Review (see first article in this newsletter) is identifying all such items in the 2011 & 2012 catalogs and correcting the non-illustrated parts.
If the rotors are for warranty purposes a bulletin directs us to use part number CNM2X252AB. If we don't use that number a chargeback for warranty claim will occur. Please give us that information in StarParts or DealerConnect so we can avoid the chargeback to the dealership. There are too many bulletins to keep up with all of them, and not all bulletins come to the parts department.	There is a process in place that does identify such SB's and Tech Tips for certain parts. Please continue to use the Feedback within StarParts to identify parts like this one that do not indicate a SB or Tech Tip where one should be.
It would be nice if the default size for the model column was wider for older catalogs.	Due to space limitations on that window, it is difficult to do so. Please, use the scroll bar at the bottom of the returned Families list to view the full text.
Two letter Sales Codes cannot be identified. All LC roof moldings have two letter sales codes. Are these paint codes? Why are they not three letter Sales Codes that can be identified by using 1.1.9.D.8 ? Two letter Sales Codes do not work.	Exterior color parts are paint codes that start with a P. Interior color parts are trim codes that start with an *. Add these characters (P or *) to the front of the 2-digit codes for identification.



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## Contact Us

### Thank you!

We received many accolades for our September issue of the StarParts Newsletter.

We will do all we can to continue to make it relevant to you.

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. A yellow arrow points from this button to the 'Star Feedback' form in the main content area. The form has tabs for 'User' and 'Parts'. The 'Parts' tab is active, showing fields for 'Type of feedback', 'Priority', 'Application/Tool', 'Catalog Illustration', 'Catalog group', 'Illustration', and 'Part'. Below these fields is a large text area for 'Detailed description of fault/suggestion for improvement'. At the bottom of the form are 'Mail', 'Cancel', and 'Help' buttons. The top of the application shows a session management table with columns for 'Act', 'Sess.', 'Model', 'Yr.', 'Fam.', 'VIN', 'Date', 'User', 'Open', and 'Protect'.

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

Use the Feedback Button on your StarParts menu to record your thoughts.

Select: **Type of Feedback = Suggestions for Improvement**

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.



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