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From the Editor ...

NASPC Parts Manager Survey

The 2012 Parts Manager Satisfaction Survey is only available until **October 5, 2012**.

We have made quite a few improvements to StarParts in the past year.

Release 5.0 New Features:

- 8 Digit VIN
- Mouse over sales codes in the description field to see the definition of the sales code(s)
- Added the Fluids icon to the tool bar
- Ability to CUT and PASTE VIN's using right click button
- Ability to print to PDF for Bookmark, Ident, Parts and Search Parts results screens
- Added external Links to the **"All Makes"** and **"Electrical Connector"** web sites
- Added PC Compliance at the top left of the screen. You can click on the link to see what is out of compliance.

Release 5.1 New Features:

- Single click navigation. In Navigator you can "single click" at each level all the way to the parts illustration.
- We have lightened the watermark (Chrysler Group LLC) on the PDF's that StarParts creates when printing for easier viewing.
- In the upper left corner of your StarParts window you will now see the version of StarParts you are running
- Enhanced Accessory Group - 001A
 1. Info column has more detail information on the accessory part
 2. The mouse over box has more detailed part description information.
 3. Accessory parts have their own graphic which displays when selected in the parts screen.

Release 5.2 New Features:

- Ability to print Mopar Notes and User Notes from any of the user note screens.
- Ability to COPY and PASTE in the search screen using the right click feature.
- The Java used by StarParts was upgraded from 1.4 to 1.6 which corrected the Windows 7 graphic issues.

In addition to the improvements listed above, we have reduced Tier 3 Escalation response time from a high of 3 weeks to less than 3 hours (6 months and running).

We also improved agent accuracy due to agent training, internal process improvements and by listening to actual calls.

We also have a Renewed Customer Focus - You Are Our Customer !!

If you like the progress we've made in the past year – please take a few minutes to complete the NASPC Parts Manager Survey and be assured that every comment is read and taken to heart.



StarParts Dealer Infrastructure Profile (DIP)

StarParts Release 5.2 included a new tool called the Dealership Infrastructure Profile, which allows you to test your PC to be sure it is up to the task of running StarParts. In August, we ran an automated DIP and collected PC and Dealership infrastructure related information for every PC running StarParts.

StarParts (Nagware) & DealerCONNECT Requirements

- StarParts (Nagware) thresholds currently set in the StarParts application
- Any non-compliance reported as a result of Nagware thresholds identifies PCs that most likely will encounter StarParts “slowness” or “outages”
- DIP system tests for the Nagware non-compliance in the following areas:
 - **Central Process Unit (CPU)**
 - **Physical Memory (RAM)**
 - **Bandwidth**
 - **Etc...**
- For optimal performance the DealerCONNECT specification should be followed and is the recommended standard
 - New PC investment meeting DealerCONNECT specifications: ~ \$800

Chrysler has made a significant investment in the corporate infrastructure

We ask dealerships to make the necessary investments to their internal infrastructure

US Summary

Category	StarParts (Nagware)		DealerCONNECT	
	Requirement	Compliance	Requirement	Compliance
Operating System	Windows 2000 or Better	99.7%	Windows 2000 or Better	99.7%
Processor	1500 Mhz	99.3%	2500 Mhz	75.7%
Physical Memory (RAM)	3 GB	56.9%	4 GB	6.7%
Download Bandwidth	3 MB	54.9%	4.5 MB	42.1%
Upload Bandwidth	1.5 MB	64.0%	1.5MB	64.0%
<i>Total PC Compliance</i>	--	22.0%	--	4.2%
<i>Total Dealership Compliance</i>	--	11.9%	--	2.5%

- Analysis indicates dealerships are a significant risk at experiencing “outages” or “slowness” when using StarParts



Special Instructions for Audio Part Numbers:

For years, when entering exchange orders for audio products, it has been necessary to replace the first digit of the part number with a "Z".

For example, 05064010AJ must be entered as Z5064010AJ.

Because audio products are available as both new and exchange, the "Z" is required to identify the part as an exchange part.

In some instances when ordering a new radio, you may find that it has been superseded to a "Z" in the 9th digit of the part number.

For example, 04692349AJ would be superseded to 04692349ZJ.

This change in supersession started back in early 2010 because of a Sirius radio compliance issue. It started with Panasonic radios and is being expanded to additional radio manufacturers. The change allows the radio manufacturers provide better service. We are sorry for the confusion this change has caused.

To order an *Exchange Unit* . . .

- First, you need to replace the first digit with a "Z" in accordance with standard practice.
- Then replace the "Z" in the 9th digit with an "A".

The part number for the exchange part is: **Z4692349AJ**.

Please note the system will not accept a part number containing two "Z" characters. **i.e. Z4692349ZJ**

New parts ordered for Chrysler covered repairs will not be reimbursed if a corresponding exchange (Z) part number is available.

If you encounter an Audio Exchange Part that does not show a "Z" part number in DealerCONNECT, send an email to Pete Tomase at pt3@chrysler.com for assistance in getting the needed part released.



HOAT (Hybrid Organic) to OAT (Organic) Coolant Transition

2013 Vehicles

All 2013 vehicles manufactured for NAFTA use a new coolant type called **OAT** which contains only organic components.

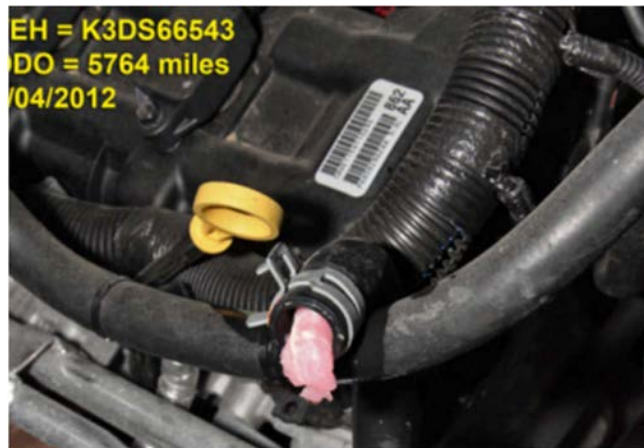
2000 – 2012 Vehicles

2000 – 2012 vehicles manufactured for NAFTA use a hybrid organic coolant called **HOAT** which consists of a combination of organic additives (fully neutralized organic acids) and one or more inorganic materials.



Please note that HOAT coolant and OAT coolant ARE NOT interchangeable

In fact, if you mix the two coolants by mistake – you could end up with a serious problem as shown in the picture below.



Also, if OAT-type coolant is mixed with HOAT-type coolant at greater than 95/5 ratio, corrosion inhibition will be severely reduced or eliminated. That means if one of your technicians adds the wrong coolant type to a customer's vehicle – it will be very expensive to resolve and may require replacing the engine.

If you add HOAT to an OAT system in error, or the reverse – what happens?

If you add up to 5% - nothing will happen. But if you add more than 5% it will lead to a corrosion problem inside the engine.

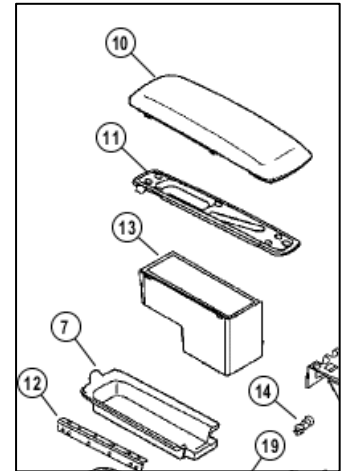


MRA – Food for Thought

"I just wanted to share the input that I received from a MRA that was rejected. I think this directly relates to the specifying call volume that you mentioned in the newsletter.

I ordered a center console lid for a customer on a 2002 Durango. They were looking for the latch. The catalog states that the lid does not come with the hinge. I have never come across a lid that had a separate bolt on base and the picture does not show the bottom of either part.

My customer is not a technician and neither am I. If the vehicle was in the shop, it may have been a different situation. With the illustration not showing the bottom side, I could not tell what the latch came with. It turns out the latch portion comes with number 11. I figured a catalog error was worth a shot. If you see the denial reason it says "If you are not sure of a part you need to contact specifying not just order the part".



I really think that if we were allowed more return allowance - you would see less specifying calls. I do often call Specifying. I feel like I have to call them more often than I should have too. Don't get me wrong, you are doing an excellent job at the improvements that are being made, but there are many old catalogs that you could never possibly get too. What happens when we don't want to call because of a potential fee but, we can't return it either?

Just food for thought."

Teresa Sullivan
Ron Tonkin Dodge

Thank you for your feedback. I understand how difficult it can be to specify a part without a VIN or a vehicle to examine. And the catalog graphic doesn't include the hinge.

Please understand that a call to Mopar Specifying in a case like this would not be considered an unnecessary call.

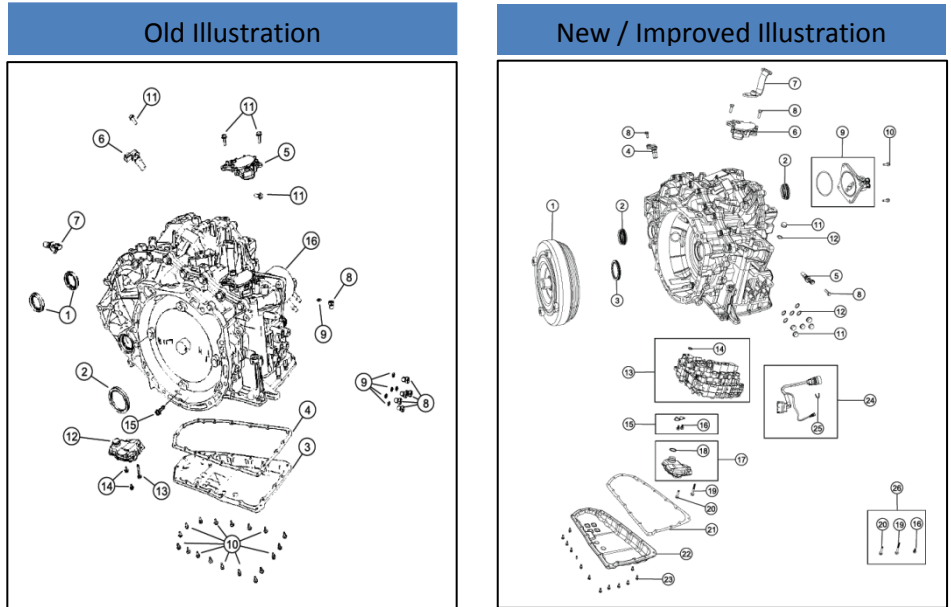
I appreciate your kind words about our efforts to upgrade the quality of our catalogs. I agree there are too many old catalogs and we can't fix them all.

We are working on a plan to add missing graphics going back to the 2009 model year and improve some of the existing graphics on vehicles we receive a lot of calls on.



Updated Illustrations in StarParts

You may have noticed some new illustrations starting to appear in the catalog – like the example shown below. We revised the illustration in for the 2013 MK catalog, but we also incorporated the new illustration into the appropriate 2013 – 2007 MK and PM Catalogs too.

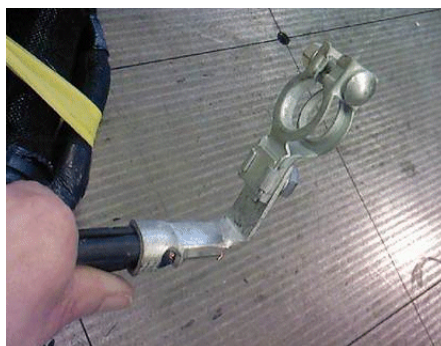


Battery Cable Ends

We have had a number of dealer inquiries recently looking for the battery terminal ends that connect to the end of the battery wiring – as shown below. The cable ends listed below fit most Chrysler vehicles from 2006 - 2013.

Positive Cable End **05161516AA**

Negative Cable End **05161306AA**





September Feedback

FEEDBACK	REPLY
<p>"It appears this # fits multiple years yet all listings are NON-ILLUSTRATED. This is another example of needing better illustrations - or better yet ... Photographs Don't get me wrong, all the updates lately are great with things that help us get correct parts for OUR customers. I am just underscoring the importance of getting rid of as many of the NON-ILLUSTRATED situations as possible. I have been selling Chrysler parts at dealerships now since 1972 and this is the best it has been. Need more!"</p>	<p>I'm happy to report we are on the same page with you. We just started taking images of parts which will eventually viewable in both StarParts and the Mopar eStore. We are also working on an initiative to add missing graphics in most catalogs going back to the 2009 model year. It's great to hear you appreciate the actions we have taken so far. And rest assured, we have no plans to stop until StarParts is World Class.</p>
<p>"Once upon a time, when an item number had a right and left P/N, the right always came first & the left came next. Seems like a little thing I know, but it wastes a lot of time over the course of a day. It has also caused an error or two over time. I know the mistake is a matter of being more careful, but why not have a situation like this always the same? It was for years, and made perfect sense!"</p>	<p>Consistency helps to prevent mistakes from happening. We will be looking into adding this to the cataloging standards.</p>
<p>"I'm a Mac guy. And knowing that StarParts is a Java application means this app is totally portable. If I'm working at home & need to look something up, I should be able to launch StarParts on my Mac. There should be a simple flag that needs to be reset so the install process identifies the particular JVM on the target machine. Quick, easy, no fuss, no muss. No complex recoding should be necessary. Oh, uh, you know IOS 6 is about to be released, right? StarParts on iPads?"</p>	<p>Thank you for the suggestion - and yes this has been asked before. It is possible to run StarParts from a Mac using a Windows Emulator program. Unfortunately, in order to keep the complexity of technical support down, Mac machines (including iPads) are not supported for StarParts at this time.</p>



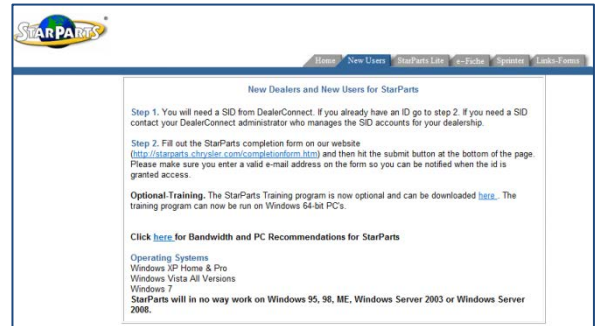
StarParts Training

In the new Star Parts newsletter you suggested Star Parts training. I have been asking for it from the start. Please make a class! Thanks,

Craig Waters
Firkins Chrysler

StarParts training is available.

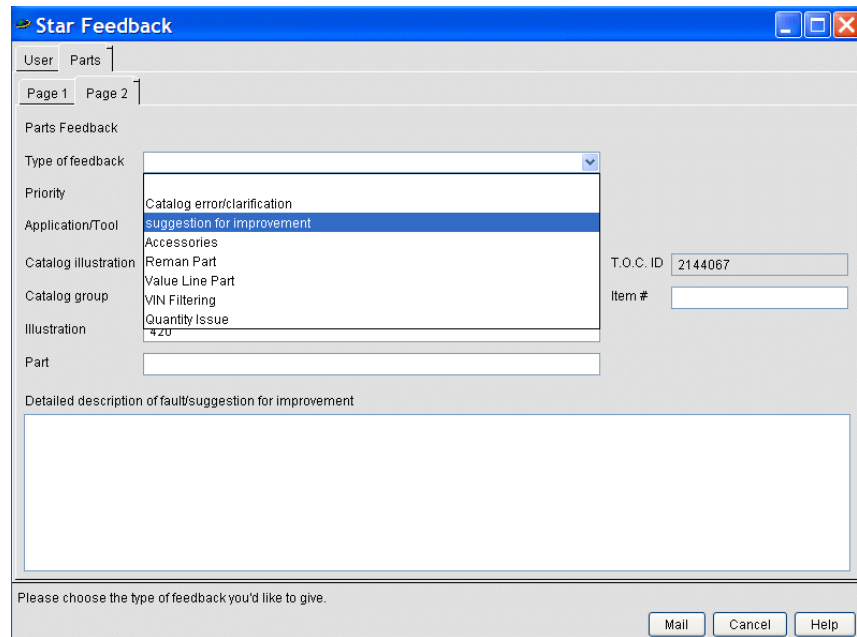
You can download the training from the New Users tab on the StarParts home page.



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.



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.