

NEW MATERIAL RETURN POLICY FOR SUPPLIER SHIP DIRECT (SSD) - QUALITY ISSUES, CATALOG AND SPECIFYING ERRORS...EFFECTIVE JULY 1, 2011

- Prior to filing a Material Return for Quality (MRA Reason Code 6B, 6C, 6D), Catalog (MRA Reason Code 13) or Specifying (MRA Reason Code 12) claim regarding Supplier Ship Direct (SSD) parts, you are required to contact the Parts Specifying group (800) 765-7732 option 2 for assistance.
- Parts Specifying will ensure that the correct part has been ordered per the Vehicle Identification Number (VIN). When you contact Parts Specifying with SSD part issues, be prepared to provide pictures of correct part or stampings / tag numbers off of the original equipment (OE) part from vehicle. Per Parts Specifying's recommendation, you will be provided with the correct part number for the application and advised how to return the incorrect part number received, either as a Quality issue, Catalog or Specifying error.
- If issue has been determined to be a Catalog or Specifying error, the dealer will be instructed how to process the return by Parts Specifying. If it has been determined that the incorrect part received is due to a quality issue, Parts Specifying will initiate a quality claim on behalf of the dealer by creating a Potential Non-Conformance Ticket (PNCT) and routing the ticket to the Mopar Supplier Quality group for assistance. The Mopar Supplier Quality group will then assist the dealer with acquiring the correct part for their application from the parts supplier. This PNC ticket number will allow the dealer to return the part, as a quality related SSD return. Please include this PNC ticket number and your email address in the comments section of Material Return Form. Quality related returns for SSD Parts will be denied without a PNC ticket number.
- When the quality issue MRA has been approved, the UPS shipping authorization will be emailed to the email address you provided, allowing for return of the material direct to the supplier. SSD quality claims are no longer allowed to be returned to your facing PDC, without direct authorization from the Mopar Supplier Quality and/or the SSD group. Please DO NOT attempt to return SSD parts to your facing PDC*.
- If dealer has not received a response regarding their quality related SSD MRA claim, they are advised to contact Parts Expediting (1-800-765-7732 option 1) for assistance.

*SSD parts continue to be eligible for ARO Guarantee, Return Allowance, Cycle Returns, and Dealer Generated Returns (they must meet the Mopar Return Condition Guidelines).