

## MOPAR PARTS SUPPORT - WHO TO CONTACT

\*\*\* PLEASE POST IN PARTS DEPARTMENT \*\*\*

TO CONTACT MOPAR PARTS

### CALL



**1-800-765-7732**

**United States**



**1-866-896-0578**

**Canada**

#### THEN PRESS

- 1 - PARTS ORDER STATUS (EXPEDITING)
- 2 - PART NUMBER VERIFICATION/APPLICATION (SPECIFYING)
- 3 - Mopar Accessories
- 4 - Mopar Performance
- 5 - Recorded instructions on obtaining pricing information

### OTHER CONTACTS

#### PARTS ORDER STATUS

Go To "Expediting" link on Parts Tab of Dealer CONNECT

#### QUALITY CONTROL

Contact Facing Parts Depot Quality Control Clerk

#### PRICING

1 248 512 1127 (FAX)

Note: Check for parts pricing update 24-48 hours after sending fax

### DEALERCONNECT

#### PART NUMBER VERIFICATION/APPLICATION (SPECIFYING):

Go to **DealerCONNECT Parts Tab**, select "**Specifying**" from the "**Contact Mopar**" portlet. Complete the form and submit it.

For non-emergency inquiries - this is the preferred method for contacting Mopar Specifying.

**Please allow additional processing time for 1983 and earlier models**

#### PARTS ORDER STATUS (EXPEDITING):

Go to **DealerCONNECT Parts Tab**, select "**Contact Expediting**" from the "**Expediting**" portlet. Complete the form and submit it. Please remember - you can check the status of an ordered part yourself in **DealerCONNECT Parts Tab** by selecting "**Order Status**" from the "**Parts/Order Inquiries**" portlet.

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### HOURS OF OPERATION

#### PARTS ORDER STATUS (EXPEDITING)





#### PART NUMBER VERIFICATION / APPLICATION (SPECIFYING)

Mon. - Fri. 8:00 a.m. – 5:00 p.m. Local Time

Note: time listed is by time zone appropriate to your dealer location

Eastern thru Pacific Time Zones

## WHO TO CONTACT

Area		Phone	Description
Powertrain Service Center (PSC)		<b>866 262 8517</b>	Select powertrain assemblies (Auto Trans / Manual Trans & Cummins Engine) replacement requires pre-authorization (Digital Imaging)
Mopar Hotline		<b>800 84 MOPAR</b>	Marketing Questions / All Makes Parts Questions
Mopar Hotline		<b>888 5MOPARS</b>	
Owners Manuals		<b>DealerCONNECT</b>	DealerCONNECT>Service>Tech Authority
Parts Information		<b>800 765 7732</b>	StarParts Specifying, Order Status & Expediting, Mopar Accessories, Mopar Performance
Performance Parts Tech Line		<b>888 528 4364</b>	Contact for high performance and racing applications only
Star Center		<b>800 850 7827</b>	Service related vehicle issues. Please use Star Online via DealerCONNECT prior to calling the Star Center
Star Center		800 361 2702	Service related vehicle issues.
Dealer Help Desk		<b>800 374 4040</b>	<b>Help Menu Options:</b> <b>1. DealerCONNECT</b> <b>2. Star Mobile Tool</b> <b>3. TechCONNECT, Tech Tools, or Star Scan Diagnostic Tool</b> <b>4. StarParts, eFiche, Sprinter APC</b> <b>5. VIC or Satellite Support</b> <b>6. Training and Certification</b> <b>7. FieldCONNECT</b> <b>8. Dealer Rewards</b>
Key Codes		<b>DealerCONNECT</b>	Go to DealerCONNECT for more information. From the Parts Home Page select "Key Codes" from the "Reference Library" portlet. <b>NOTE: Dealer Principal log-in required</b>
Reman Parts Technical Support		<b>N/A</b>	Refer to page #8 of the Remanufactured Parts Catalog for multiple hotlines listed by product and hours of operation. Manual also available under eFiles, Parts tab.
Radio Knobs		<b>N/A</b>	Replacement knobs should be ordered through your Warranty Exchange/ Service Center. Please refer to eFiles, Warranty tab, Service Center in Dealer CONNECT for a listing in your area.