



NEWS

October 2004

3400+ Dealers on StarParts

Currently over 3400 dealers throughout the U.S., Canada & Mexico are using StarParts™ as their parts specifying tool, requesting over 4 million part look-ups per month or 4,000 look-ups every 10 minutes.

Thank You

We would like to thank everyone for their patience while we have been restructuring our internal infrastructure to accommodate the enrollment of new users. As they occur, we will provide on-going updates on our StarParts website. <http://starparts.chrysler.com>

StarParts Dealer Focus Meeting

On Wednesday, September 8, 2004, the StarParts team conducted a dealer focus meeting with several of the local DaimlerChrysler dealerships. The topics of discussion at the meeting were focused on the current state of StarParts as well as obtain feedback on suggestions for the future direction of StarParts.

The overall consensus by the participating parts managers was that with consistent system availability, StarParts is a superb parts specifying tool. The StarParts team has made great strides in modifying the application to enhance the stability of StarParts. Our '**up-time**' for August & September was 100%. We are dedicated to continuing our efforts to maintain the '**Best in Class**' status in the parts catalog arena.

The meeting continued with the focus on discussing the future direction of StarParts. Suggestions were made to provide a more user friendly backup for StarParts. Meetings have already been held with the development team to begin looking at improving our backup catalog. Development is planned to begin in December 2004.

The StarParts team would like to thank the following parts managers who participated in this focus session.

- **Leo Smith – Galeana's Van Dyke Dodge**
- **Bill Schebil – Parkway Chrysler Jeep**
- **Mark Boldenow – Jim Riehl's Friendly Chrysler Jeep Inc.**
- **Bob Champagne – Mike Riehl's Roseville Chrysler Jeep**
- **Kevin J. Moore – Monicatti Chrysler Jeep**

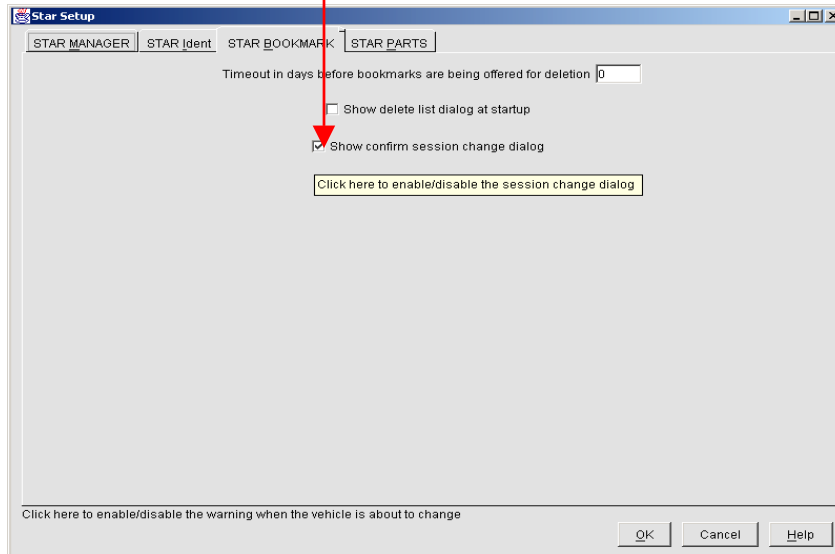
Your feedback is very critical to the success of StarParts. The StarParts team plans to conduct a dealer focus session twice a year to discuss your ideas and suggestions for improving our parts catalog.

Deleting Bookmarks

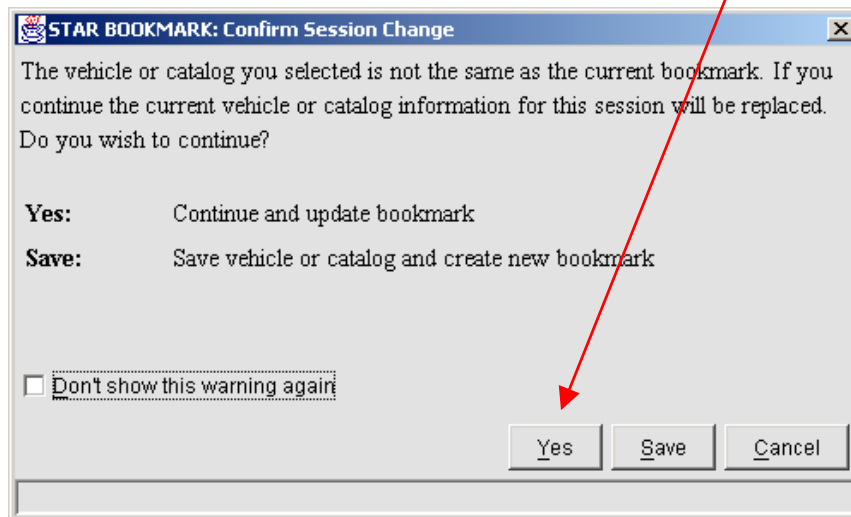
We have received numerous inquiries as to why you are able to delete a bookmark when the bookmark is protected. Bookmarks are only protected from deletion on the bookmark screen.

There are two ways in which a protected bookmark can be deleted or overlaid by a new search:

- If you have **unchecked** the “**show confirmation session change dialog**” option in Star Setup / STAR BOOKMARK (tab)



- When you shortcut from one vehicle to another, and you select ‘**Yes**’ on the confirm session screen, you will overlay the current bookmark but your parts list in exchange will be kept.



If you would like to keep your protected bookmarks from being deleted, please make sure you select “**save**” on the confirm session change screen and / or do not uncheck the “show confirmation session change dialog” option in Star Setup / STAR BOOKMARK (tab)