



# ARO NEWS



## ARO CAMPAIGN PARTS PROGRAM

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As with any new program, there are many questions and concerns — here are some best practices and information provided from your feedback.

### Important Reminders

- A part is an ARO controlled part only when it displays the following message:  
**'Part Cannot be updated or added to ARO because it is an ARO Controlled Part'**
- The initial distribution dates are controlled by the Vehicle Safety Office. Inventory at the PDC does not indicate that a recall has been launched.
- Pay attention to your ARO Message Center as this is where ARO Campaign Part information and initial distribution and shipment delivery date estimates will be communicated.
- If you have VINs assigned to your dealership in the Global Recall System you will receive an initial distribution automatically. Initial distribution is based on available stock and will be a percentage of your total VIN counts .
- If you have not received an initial distribution on a launched campaign and you require a recall part please contact your ARO Dealer Advisor.
- If your DSP is reporting On Order Quantities for ARO Campaign Parts this will hinder replenishment. Please be sure to delete those orders. Solution implemented in 2014

### ARO Campaign Parts (Ordering)

- ARO will Force Auto Approve a BRP/BSL based on the volume of approved warranty claims submitted.
- BRP/BSL will recalculate automatically without requiring your approval.
- Warranty Inventory Value 'WINV' is used for reordering. This value is reduced based on your approved warranty claims and ARO campaign parts sold via D2D solicitations.
- Current WINV can be found in the Warranty Claims Information section on the Part Action Tab under ARO on DealerCONNECT.

#### Warranty Claims Information

Warranty Inventory (WINV): 1

Initial Distribution Dates: 03/26/2013

Initial Distribution Quantities: 1

- ARO will replenish up to the BSL when WINV is at or below the BRP.
- You are unable to add or modify the BSL of an ARO Campaign Part.
- To eliminate delays in processing warranty claims you may need to place warranty work on a separate ticket from other repairs.
- All warranty claims should be submitted **DAILY**.

*As a reminder we have an ordering block on ARO Campaign controlled parts as your warranty claim demand will increase your BRP/BSL accordingly on your weekly recalculation date. This policy was established to eliminate the old restriction process and allow for heavier replenishment, as needed, based on true warranty demand.*

### Future Enhancements

- Override feature to systematically adjust BRP/BSL from 0/1 to 1/2 on small volume ARO Campaigns to prevent stock out conditions.
- Bypassing DMS on order quantities to prevent delayed replenishment.  
Update: Implemented in 2014
- MRA's automatically adjusting WINV position.  
Update: Implemented in 2015
- Extended Warranty Part Class Identifier.

### ARO Campaign Parts (Fleet)

All requests for campaign parts needed for fleet vehicles will need to be submitted using the following email format:

**Send to:** Greg Burks-- [gsb11@chrysler.com](mailto:gsb11@chrysler.com)

**Subject title:** 'Fleet ARO Campaign Part Order Request'

**Dealer Code:**

**Parts/Service Manager Requesting:**

**Requestor's Email:**

**Part Number:**

**Quantity:**

**VIN #s:**

**Will you be servicing the vehicles?**

### ARO Campaign Parts (Parts Locator & D2D)

You will need to contact your ARO Dealer Advisor to adjust your WINV position in the following instances:

- Selling an ARO Campaign Part via Parts Locator.
- Filing an MRA on an ARO Campaign Part.

Solution implemented in 2015 no need to contact advisor in these scenarios

### Active ARO Campaign Parts (as of 5/1/2013)

Recall #	Part #	Initial Distribution Dates
M07	CEC1M071AA	10/5/2012
M24	CEA1M241AA	10/16/2012
M25	68025610AH	9/21/2012
N02	CBA0N021AA	4/2/2013
N07	CBMAM161AA	4/23/2013
N18	CAA0N181AA	3/26/2013
M35	CBXTM351AB	TBD (pending validation)

**\* All other parts have not yet launched on ARO with initial distributions.**

**Comments/Questions? Please contact us at [5300aro@chrysler.com](mailto:5300aro@chrysler.com)**