



ARO CAMPAIGN PARTS PROGRAM

MAY 2013 / ISSUE 61

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.

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.
- MRA's automatically adjusting WINV position.
- 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

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.

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