

FLEET RECALL PARTS ORDERING PROCESS

To our valued Fleet customers: To help ensure the availability of recall parts and reduce the chances of back orders MOPAR will at times restrict dealers on the amount of parts they can order at one time. While this practice has helped ensure the regular availability of parts to all dealers it does at times create back logs at some larger, busier dealers. The following 4 step process was developed to assist both you and our dealers by helping to reduce delays in getting these restricted parts to our dealers and getting you back on the road!

***NOTE: There are two options for step one, 1A and 1B - please choose the one that best fits your situation and proceed.**

***STEP 1A – For Larger Fleet Accounts/Rental Car Locations with multiple vehicles going thru one dealer:**

Contact the dealership you normally do business with and inquire on the current status of the recall and then if needed provide them via email with the below information (*A thru G). In some cases the dealer may need to assist with the some of this information. Also, if asked or question by the dealer please attach a (pdf.) copy of this fleet recall parts ordering process to your email to the dealer.

***STEP 1B – If this process is being utilized for a single, case by case vehicle request:**

When scheduling an appointment or taking your vehicle into the dealer if they advise you that the parts to complete the recall are not currently available or that you will be put on a waiting list due to availability issues please provide a copy of this process to the dealer and request them to please use it to obtain help procuring the needed parts.

- A. Fleet name and their location information. **If needed please include requestors name, email and phone#*
- B. Chrysler Recall number.
- C. Part Number(s) required.
- D. Quantity of parts required = **same as the number of VIN's (*in line E) involved in the recall.*
- E. A list of the VIN's (**last 8*) for only the vehicles that are effected by/involved in this recall at your location.
- F. ***IMPORTANT NOTE:** In the event the recall requires an inspection first, repair/replace parts as needed please indicate that the inspection portion of the recall has been completed on all of the VIN's provided prior to making a request for parts. If not applicable to the recall please indicate "N/A" on this line.
**Failure to enter this information will generate a reply to the request asking to confirm it.*
- G. Indicate whether the recall is being done at/by the dealership or are being sold to you over-the-counter for installation and completion at your Chrysler authorized fleet repair facility.

***STEP 2 - Dealership Contact Person/Parts Manager:** Once the fleet customers information (*from step 1) is received and it's been verified that you do not have sufficient inventory to meet their request please forward that email/email an order request to the following inbox: fleetrecallparts@mopar.com. Please include the customer's info from Step 1 (A thru G), your name, position, phone number and dealer code.

***Important Note to Dealership Contact Person/Parts Manager:** *In your email please make sure to also include ("**cc**") the fleet customer/requestor on the email as this will create a three (3) way communication between 1) you the dealer, 2) the fleet/your customer and 3) Greg at MOPAR Fleet Service & Parts Operations.*

***STEP 3 - MOPAR Fleet Service & Parts Operations:** Once the dealers email (*from step 2) is received, the team at MOPAR Fleet Service & Parts Operations will verify the request and place the order for the parts. We will then send a "reply to all" email back to the dealership and fleet providing the order number, BIN location and status of inventory on the parts being requested.

***STEP 4 - Follow Up:** Should there be any questions on the parts order or if any follow up is required please use the last email sent (*from step 3) that includes the order information and "reply to all" so that all three parties remain in communication and on the same page.

***NOTE: Failure to follow any of the 4 steps of this process may result in the delay of receiving assistance with parts and/or service.** (*FRPOP 09/2015)