



U90 and Z46- Parts Ordering

Attn: All Dealership Personnel

There are currently no restrictions for emissions recall U90 and Z46 parts required for the vast majority of affected vehicles (this includes PN: CEZGU901AC, CEZGU902AB, and CEZGU906AA).

Restrictions remain in place for the parts only needed in very limited scenarios (i.e. PN: CEZGU903AB, CEZGU905AA, CEZGU907AA, CEZGU908AA). Please note that additional quantities (above restrictions) can be requested via the "web request" process. Directions for submitting a web request can be found in the attachment. Should you have questions about this process, please reach out to your Area Manager.

Please work with your Parts, Service and BDC teams to schedule U90 and Z46 customers in to get their recall completed.

Thank you,

Mopar Supply Chain



WEB REQUEST PROCESS

Go to Dealer Connect

Click on the "Parts" tab

In the "Contact Mopar" section select "Parts Support"

The screenshot shows the DealerCONNECT website interface. At the top, there is a navigation menu with tabs: HOME, SALES, SERVICE CONTRACTS, SERVICE, PARTS (highlighted with a red box), CUSTOMER EXPERIENCE, NETWORK, TRAINING, and EMAIL. Below the navigation menu, there is a search bar and a main content area. The main content area is divided into several sections: a featured article about mobile service offerings, an important notice about ignition coil boots, and a sidebar with various links. In the sidebar, under the 'CONTACT MOPAR' section, the 'Part Support' link is highlighted with a red box. Other links in the sidebar include VIN Order Entry, Tire Order Entry, RETURNS, Quality Part Returns, Billing & Return Administration, WHOLESALE, and MOPAR SUPPLY CHAIN.

Input the part number and hit submit

The screenshot shows the 'Part Support' form in the DealerCONNECT website. The form is located under the navigation menu: DealerCONNECT > Parts > Contact Mopar > Part Support. The form has a header with buttons: Start Request, Create Request, Request Status, Request Details, and Order Updates. Below the header, there are three input fields: 'Part Number:' (highlighted with a red box), 'EORD:' (Estimated Order Resolution Date), and 'Status Comments:'. Below the input fields, there are two buttons: 'Submit' (highlighted with a red box) and 'Clear'. At the bottom left, there is a red asterisk indicating a required field: *- Required Field.

SUBMIT A WEB CASE

Screen will populate previous orders for part in question.

To create a web case, click UNABLE

HOME
SALES
SERVICE CONTRACTS
SERVICE
PARTS
CUSTOMER EXPERIENCE
NETWORK
TRAINING

DealerCONNECT > Parts > Contact Mopar > Part Support

Start Request
Create Request
Request Status
Request Details
Order Updates

Part Number: EORD: Status Comments:

(Estimated Order Resolution Date)

Submit
Clear

*- Required Field

Order Tracking														
Order	OMC	Case	Type	Qty	Src PDC	Status Date	Status Qty	Status	Status Desc	Shipper	Orig Prom Date	Curr Prom Date	T/B	VIN Last 8
<input type="radio"/>	785948	77449743		E	1	03181	03/25/2019	1	3414	DLVD-DLR-DDS	9133417	01/01/0001	01/01/0001	XDDS
<input type="radio"/>	785626	77416359		E	1	03181	03/21/2019	1	3414	DLVD-DLR-DDS	8865310	01/01/0001	01/01/0001	XDDS

UNABLE

From the following options choose "Force Order Request" and input VIN number and Campaign.

**If the system does not allow you to submit the case due to a VIN-specific problem, please select "Other" and input the VIN

Web Request Questions - (UNABLE Selected)	
Question	Messages
<input type="radio"/> D2D Request	VIN must be provided
<input checked="" type="radio"/> Forced Order Request	VIN must be provided
<input type="radio"/> Lost or Damaged Part Order	This option is for existing orders only
<input type="radio"/> Tracking information request	This option is for existing orders only
<input type="radio"/> Order Cancellation request	This option is for existing orders only
<input type="radio"/> Order Return (MRA)	This option is for existing orders only
<input type="radio"/> Error in Ordering	Provide error message when attempting order
<input type="radio"/> VOR upgrade request	This option is for existing orders only
<input type="radio"/> Need ETA update	ETA is not accurate without an Order in GPOP
<input type="radio"/> Other	

VIN:
(Enter Last 8 or Full 17 of VIN)

Campaign:

Create Request

SUBMIT A WEB CASE

In the new screen, input your name, telephone number, and a brief description of the problem

Dealer Code:	27117	Request Type:	GENERAL
Date:	October 3, 2019	Model Year:	2019
VIN:	1C4PJMDN6KD124133	Model of Vehicle:	JEEP CHEROKEE LIMITED 4X4
Part Number:	CCCKU771AB	Order Master Control Number:	N/A
Order Number:	UNABLE		
Quantity:	0		
Question Type:	Other		
Requestor's Name:*	<input type="text"/>	Telephone Number:	<input type="text"/>
Reason for Request:*	<input type="text"/>		

* - Required Field

A confirmation screen will appear once request has been submitted