



Recall B7B Update: Parts Distribution Process

Attention: Dealership Personnel

As a reminder, the Dealer instructions for subject campaign were posted on 10/17/2024.

An initial distribution of campaign part# CSFSB7B1AA was completed earlier last week to every impacted the North America dealer based on the VIN population. We are now in the process of filling the outstanding orders and web requests

You may order up to 10 parts every 7 days. Additional quantities 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.

-Campaign Team



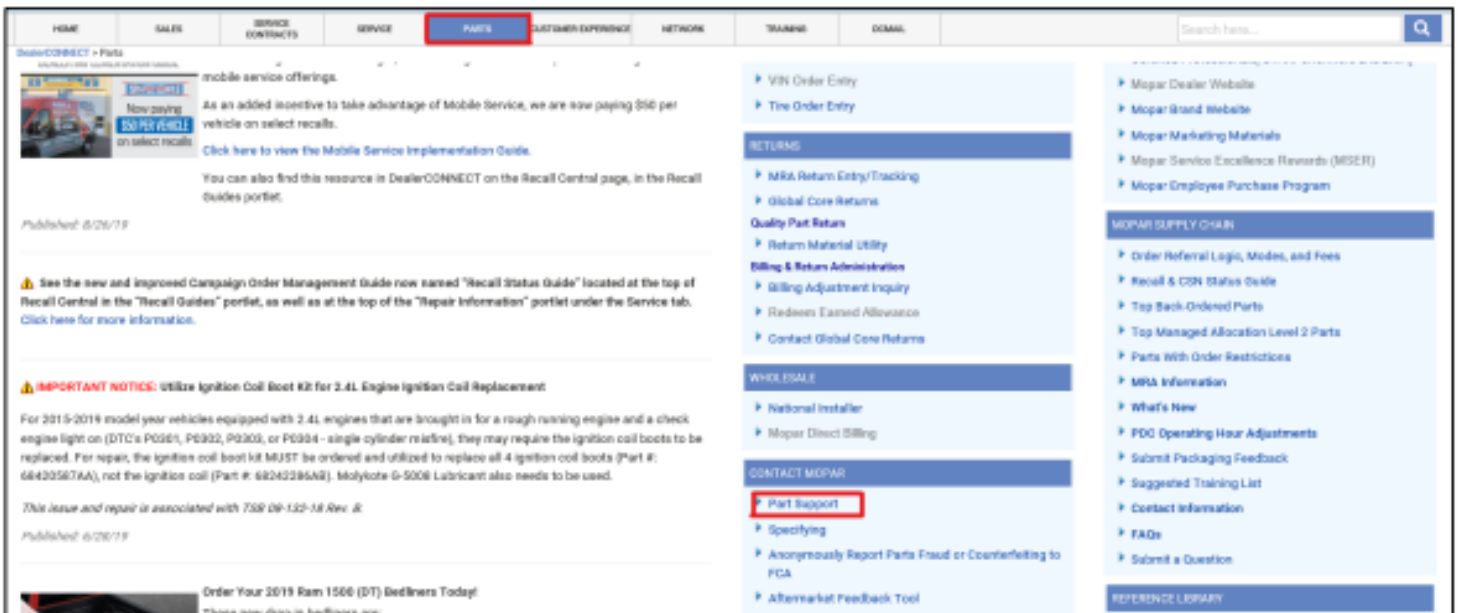
Web Request Process

SUBMIT A WEB CASE

Go to Dealer Connect

Click on the "Parts" tab

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



Input the part number and hit submit



The screenshot shows the 'Start Request' form in the DealerCONNECT system. The 'PARTS' tab is selected in the top navigation. The breadcrumb trail reads 'DealerCONNECT > Parts > Contact Mopar > Part Support'. Below the breadcrumb, there are buttons for 'Start Request', 'Create Request', 'Request Status', 'Request Details', and 'Order Updates'. The 'Start Request' button is highlighted. The form contains the following fields:

- Part Number:** A text input field with a red box around it, indicating it is a required field.
- EORD:** A text input field with a red box around it, indicating it is a required field. Below it, the text '(Estimated Order Resolution Date)' is displayed.
- Status Comments:** A text area with a red box around it, indicating it is a required field.

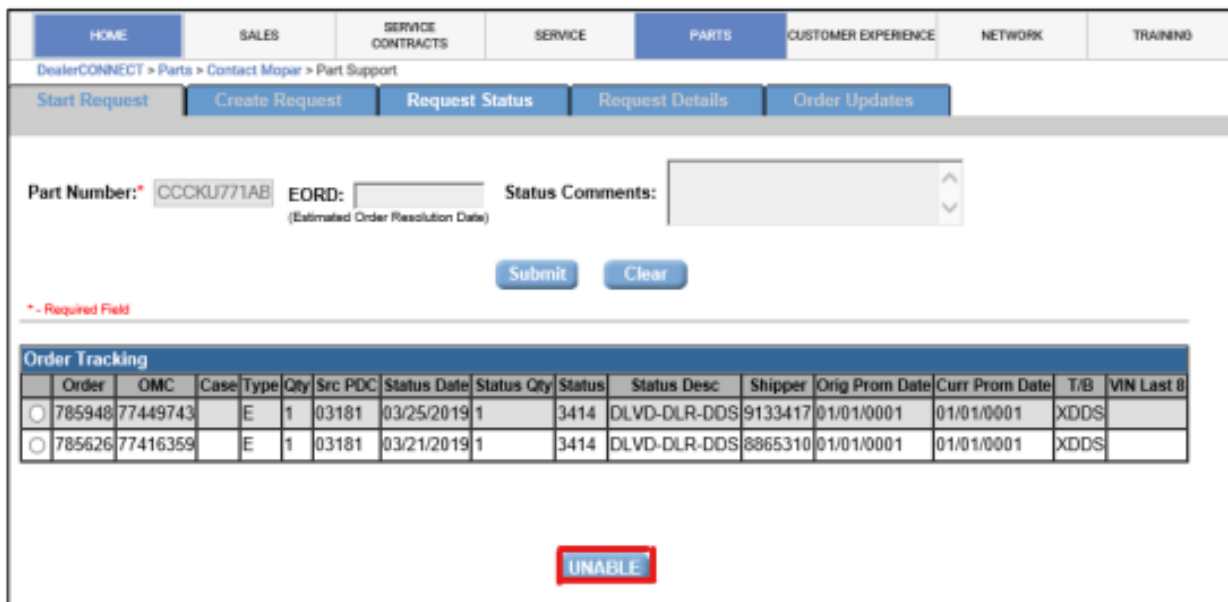
At the bottom of the form, there are two buttons: 'Submit' (highlighted with a red box) and 'Clear'. A red asterisk with the text '* - Required Field' is located at the bottom left of the form.

Submit a Web Case

SUBMIT A WEB CASE

Screen will populate previous orders for part in question.

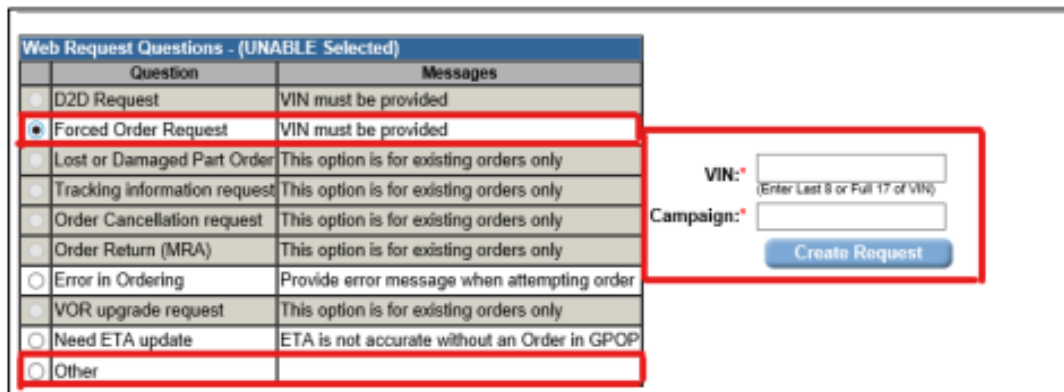
To create a web case, click UNABLE



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
785948	77449743		E	1	03181		03/25/2019	1	3414	DLVD-DLR-DDS	9133417	01/01/0001	01/01/0001	XDDS	
785626	77416359		E	1	03181		03/21/2019	1	3414	DLVD-DLR-DDS	8865310	01/01/0001	01/01/0001	XDDS	

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**



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:

Submit a Web Case

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:	1C4PJMDNGKD124133	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