



OCT 2024

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 has been completed and we continue to 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"



The screenshot shows the DealerCONNECT website interface. The top navigation bar includes tabs for HOME, SALES, SERVICE CONTRACTS, SERVICE, **PARTS** (highlighted with a red box), CUSTOMER EXPERIENCE, NETWORK, TRAINING, and EMAIL. Below the navigation bar, the 'PARTS' section is active, displaying various links and information. On the right side, under the 'CONTACT MOPAR' section, the 'Part Support' link is highlighted with a red box. Other visible links include VIN Order Entry, Tire Order Entry, RETURNS, Quality Part Returns, Billing & Returns Administration, and WHOLESALE.

Input the part number and hit submit



The screenshot shows the 'Start Request' form in the DealerCONNECT system. The form is titled 'DealerCONNECT > Parts > Contact Mopar > Part Support'. It features a navigation bar with tabs: Start Request, Create Request, Request Status, Request Details, and Order Updates. The 'Start Request' tab is active. 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.
- Status Comments:** A text area for providing additional information.

Below the input fields are two buttons: **Submit** (highlighted with a red box) and **Clear**. A red asterisk (*) is located at the bottom left of the form, indicating that the fields marked with an asterisk are required.

Submit a Web Case

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:* CCKU771AB
EORD:
Status Comments:

Submit
Clear

* - Required Field

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				

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
☐ D2D Request	VIN must be provided
☒ Forced Order Request	VIN must be provided
☐ Lost or Damaged Part Order	This option is for existing orders only
☐ Tracking information request	This option is for existing orders only
☐ Order Cancellation request	This option is for existing orders only
☐ Order Return (MRA)	This option is for existing orders only
☐ Error in Ordering	Provide error message when attempting order
☐ VOR upgrade request	This option is for existing orders only
☐ Need ETA update	ETA is not accurate without an Order in GPDP
☐ Other	

VIN:*
(Enter Last 8 or Full 17 of VIN)
Campaign:*
Create Request

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:	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:*		Telephone Number:	
Reason for Request:*			

* - Required Field

A confirmation screen will appear once request has been submitted