



DECEMBER 2025

FLEET CAMPAIGN PARTS ORDERING FULFILLMENT B3C PROMASTER COOLING FAN

The B3C recall has been launched with remedy available for select fleet customers with 2018-2025 VF Ram Promasters with a high duty cycle.

Parts required to complete the recall are currently available but on quantity and VIN restriction.

- CSTT67C1AA – Fan Module (Radiator Cooling)
- CSNJVB24AA/AB – Cable Ties for wire harness to cooling fan module
- 000MAX40 – Fuse (40 Amp, Orange)

Mopar is committed to making stock available as soon as possible to ensure remedy completion; however a restriction is necessary at this time.

For scenarios where your dealership needs more recall parts than can be procured through the restriction, please utilize the Campaign Unable process documented [here](#).

Your request will be reviewed and fulfilled as soon as sufficient stock is available in your facing PDC.

For unique needs above and beyond the Campaign Unable requests (i.e. >60 vehicles at the dealership), please reach out to your Mopar Fleet Commercial Dealer Development Manager (contact info below).

We appreciate your patience and partnership as we work through these allocations together.

FLEET COMMERCIAL DEALER DEVELOPMENT MANAGERS

West: [REDACTED]
[REDACTED]

Central: [REDACTED]
[REDACTED]

East: [REDACTED]
[REDACTED]



DODGE



FIAT

Jeep



SUBMIT A WEB CASE

Go to Dealer Connect

Click on the “Parts” tab

In the “Contact Mopar” section select “Parts Support”

HOME SALES SERVICE CONTRACTS SERVICE **PARTS** CUSTOMER EXPERIENCE NETWORK TRAINING DCMail Search here...

DealerCONNECT > Parts

mobile service offerings.

As an added incentive to take advantage of Mobile Service, we are now paying \$50 per vehicle on select recalls.

[Click here to view the Mobile Service Implementation Guide.](#)

You can also find this resource in DealerCONNECT on the Recall Central page, in the Recall Guides portlet.

Published: 8/26/19

See the new and improved Campaign Order Management Guide now named "Recall Status Guide" located at the top of Recall Central in the "Recall Guides" portlet, as well as at the top of the "Repair Information" portlet under the Service tab. [Click here for more information.](#)

IMPORTANT NOTICE: Utilize Ignition Coil Boot Kit for 2.4L Engine Ignition Coil Replacement

For 2015-2019 model year vehicles equipped with 2.4L engines that are brought in for a rough running engine and a check engine light on (DTC's P0301, P0302, P0303, or P0304 - single cylinder misfire), they may require the ignition coil boots to be replaced. For repair, the ignition coil boot kit MUST be ordered and utilized to replace all 4 ignition coil boots (Part #: 68420587AA), not the ignition coil (Part #: 68242286AB). Molykote G-5008 Lubricant also needs to be used.

This issue and repair is associated with TSB 08-132-18 Rev. B.

Published: 6/28/19

Order Your 2019 Ram 1500 (DT) Bedliners Today!
These new drop-in bedliners are:

VIN Order Entry
Tire Order Entry

RETURNS

MRA Return Entry/Tracking
Global Core Returns
Quality Part Return
Return Material Utility
Billing & Return Administration
Billing Adjustment Inquiry
Redeem Earned Allowance
Contact Global Core Returns

WHOLESALE

National Installer
Mopar Direct Billing

CONTACT MOPAR

Part Support
Specifying
Anonymously Report Parts Fraud or Counterfeiting to FCA
Aftermarket Feedback Tool

Mopar Dealer Website
Mopar Brand Website
Mopar Marketing Materials
Mopar Service Excellence Rewards (MSER)
Mopar Employee Purchase Program

MOPAR SUPPLY CHAIN

Order Referral Logic, Modes, and Fees
Recall & CSN Status Guide
Top Back-Ordered Parts
Top Managed Allocation Level 2 Parts
Parts With Order Restrictions
MRA Information
What's New
PDC Operating Hour Adjustments
Submit Packaging Feedback
Suggested Training List
Contact Information
FAQs
Submit a Question

REFERENCE LIBRARY

Input the part number and hit submit

HOME	SALES	SERVICE CONTRACTS	SERVICE	PARTS	CUSTOMER EXPERIENCE	N
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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)

* - 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:*

CCCKU771AB

EORD:

Status Comments:

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
☐	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 GPOP
☐ 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	
VIN: 1C4PJMDN6KD124133	Model Year: 2019
Part Number: CCKU771AB	Model of Vehicle: JEEP CHEROKEE LIMITED 4X4
Order Number: UNABLE	Order Master Control Number: N/A
Quantity: 0	
Question Type: Other	
Requestor's Name:*	Telephone Number:*
Reason for Request:*	

* - Required Field

Submit Clear

A confirmation screen will appear once request has been submitted