



FROM THE MANAGER

KERRY MURAWSKI

The Technical Assistance Request process just passed its 2 year anniversary. The new process has proved to be a great step forward for technical assistance and also proved that as technology changes, so do we. Prior to the ticket system, hold times ranged from 5 minutes to 30 minutes, depending on when you called for assistance. Our hold time for September was 28 seconds!! This allows you to get the information that you're seeking quicker and then get back to your bay to repair vehicles.

There was also a significant shift in the method that techs are requesting information. 80% of techs today are requesting an electronic reply to their Tech Assistance Requests and only 20% actually call to speak with an agent live. Based on your feedback, our quality of response has also dramatically improved. Prior to the ticket process, we had a technician satisfaction rating of 68% whereas today we are at 93%. Reading your suggestions allow us to better serve you. Thanks for your feedback and suggestions.

An important part of the ticket process is the tech closing the case after he has repaired the vehicle. This is helpful to other techs and to engineering. Once you determine what is wrong with the vehicle that you asked for assistance on, take a few minutes to update and close your Technical Assistance Request ticket.

Also remember service managers, shop foremen and others levels of management can call into STAR regardless of training levels *after* creating a Request for Technical Assistance ticket using their SID. The ticket number will have the service manager profile encrypted into it and allow you call without training level requirements.

STAR Center Hours of Operation

M-F 8am-Midnight * Sat 9am-6pm * Open thru Lunch

FROM THE EDITOR

DAN MORIN

Giving Back

Greetings fellow Gearheads.

I wanted to focus on an important part of our assistance process that some might not see the real value of. As you know, part of your responsibility when seeking out technical assistance is closing the ticket with the resolution to your vehicle issue. In other words, tell us what fixed the vehicle. It's a critical piece of information that really benefits everybody in the long run.

First, obviously, it helps other technicians that might contact us with the same problem. I would imagine most of you have benefitted at some point from STAR having a pretty quick answer to your question to help get a broken vehicle out of your stall quickly. That is the kind of information we often get from YOU when you provide us with fix detail when closing a ticket.

Second, we generate a number of STAR On-Line cases from this info. Once again, this is a time savings for you because you don't even have to contact us for an answer. Just do a search on TechCONNECT and you have your answer.

Third, it lets us know if our strategy was helpful. If the advice we provided was worthwhile, we know it was the right way to go and should be helpful on future contacts. If it was not, we have to try and get more information and formulate another avenue of attack.

Something to say?

Send up your questions, comments, suggestions, etc...

STAR Center Manager

starmgmt@chrysler.com

STAR News Feedback

starnews@chrysler.com



Revised HEMI Crankcase Oil Level Inspection Procedure

There have been some recent instances of crankcase overfilling during PDI on Hemi-equipped vehicles. Engineering has revised the crankcase oil level inspection procedure to help prevent such occurrences.

Revised Inspection Procedure:

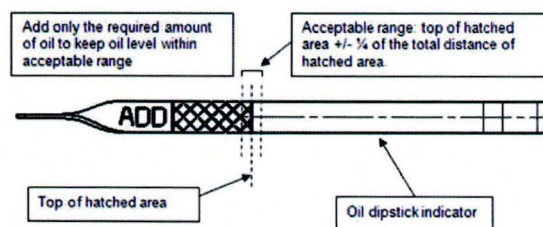
CAUTION: Do not overfill crankcase with engine oil, pressure loss or oil foaming can result.

Inspect engine oil level approximately every 800 kilometers (500 miles). Unless the engine has exhibited loss of oil pressure, run the engine for about 15 to 20 minutes before checking oil level. Checking engine oil level on a cold engine is not accurate.

To ensure proper lubrication of an engine, the engine oil must be maintained at an acceptable level. Acceptable levels are marked on the cross hatched area of the engine oil dipstick.

Run engine until achieving normal operating temperature.

1. Position vehicle on level surface.
2. With engine OFF, allow approximately five minutes for oil to settle on bottom of oil pan, remove engine oil dipstick.
3. Wipe dipstick clean.
4. Install dipstick and verify it is correctly seated in the tube.
5. Remove dipstick, with handle held above the tip, take oil level reading.
6. Add ONLY the required amount of oil to keep oil level within the acceptable range on dipstick. Oil Level should be at the top of the hatched area +/- 1/4 of the total distance of the hatched area.



August LOP Labor Time Updates

During the month of August we had an opportunity to perform numerous time studies based on your input. The following time studies were performed at your request and below are the ones which resulted in an increase in labor time allowance. The Labor Time Study group encourages all technicians to communicate with their management for any concerns they may have with the existing warranty time allowances.

Note: The service procedures are also updated as required upon completion of the time study.

- Ram Truck: Rear leaf spring bushings – was 0.6 and increased to 0.9 labor hour.
- All applicable carlines: 5.7 liter engine, Valve, MDS oil control – was 0.5 and increased to 1.0 labor hour.
- Grand Cherokee (WJ): AC receiver drier – was 0.3 and increased to 0.5 labor hour.
- Caliber/Patriot/Compass: Lens, instrument cluster – was 1.1 and increased to 1.5 labor hours.
- Ram Truck: (DS) 3.7-4.7 liter engine, Left valve cover & gasket – was 0.6 and increased to 1.1 labor hours.
- FIAT 500: Nameplate, liftgate - was 0.2 and increased to 0.3 labor hour.
- 300/Charger: 3.5 liter engine, Seal, front crankshaft oil – was 1.3 and increased to 2.0 labor hours.
- Mini-van: Sensor, rear wheel antilock – was 0.3 and increased to 0.4 labor hour.

Please continue to contact the Time Study group by using the 'Warranty Information Center' link located in DealerCONNECT. We thank you for your input and are happy to investigate any concern you may have with labor time allowances.

AUTHENTIC PERFORMANCE



Resolution for White Spotting in Paint

Vehicle painted surfaces that are covered for extended periods of time with transit film may develop blemishes in the finish. These blemishes appear as a white "milky" spots on dark colors, or fogged, coffee-colored spots on lighter colors. The same blemishes can result from front end covers or magnetic signs installed over painted surfaces. They can usually be corrected by following a simple procedure found in Service Bulletin **23-062-12**.

Resolving Clatter/Tick Noise for 2009-2013 Hemi Engines

You may encounter a customer complaint of a loud clatter/ticking-type noise after the engine has not been started for several days. The same noise may also be detected during PDI. If so, there is a possibility that air has been trapped in the hydraulic lash adjuster (HLA). Please follow the guidelines in STAR On Line (SOL) case **S1209000017** when evaluating engine noise related to lifters (HLAs) in Hemi engines.

Buzz, Squeak, Rattle, Pop, Click, Creak...Ah, You Know the Drill...

For BSR complaints regarding headliner rattle around the sunroof in WK, WD, LX, LD, JS, PF and D trucks, refer to STAR On Line case **S1223000039**. Some of the dual lock pieces used to secure the headliner to the sunroof module may not be properly engaged.

Other new BSR related Service Bulletins to note:

17-001-12 WK Low speed rattle and/or chuckle from rear of vehicle over uneven surfaces.

23-022-12 WD Knocking sound from instrument panel near the A-Pillar

Coolant Changeover to OAT for 2013

Starting with the 2013 Model Year, all Chrysler vehicles will have OAT (Organic Additive Technology) coolant running thru the cooling system. This applies to all vehicles with every engine application EXCEPT the 2013 MK equipped with the 2.2L Diesel engine (sales code ENE) and the JC vehicle equipped with the 2.0L Diesel engine (sales code EBT).

...Out with the HOAT!, In with the OAT!...

One of the main reasons for switching from HOAT (Hybrid Organic Additive Technology) to OAT is to standardize coolant types between Chrysler and Fiat. Fiat vehicles currently use OAT coolant. OAT coolant is also the trending choice of the rest of the automotive world. Most other manufacturers are switching over or have already switched over to OAT.

Also, OAT coolant has a longer service interval than HOAT. (10 yrs./150k miles for OAT compared to 5 yrs./100k miles for HOAT).

With the changeover, there is an area of concern that must be paid attention to. **OAT and HOAT coolants ARE NOT COMPATIBLE OR INTERCHANGEABLE.** Mixing the two coolant types can result in accelerated corrosion in the engine and cooling systems. When this happens, the coolant may have an ammonia smell or there may be particles floating in the coolant. In a worst case scenario, you'll have the predicament below:

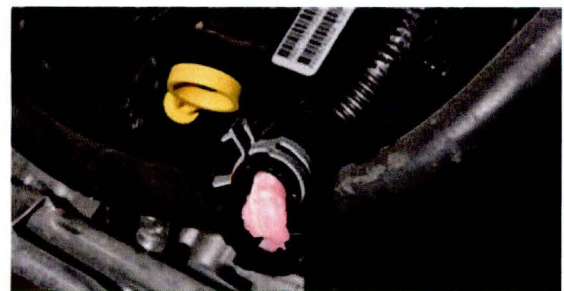


Fig. 1

COOLANT continued on p. 4



COOLANT continued from p. 3

The condition reflected in Fig. 1 on the previous page is pretty much terminal... replacement of the engine and other cooling system components is likely. That would be an expensive repercussion for not paying attention to detail when servicing the cooling system.

In the interest of preventing such problems from occurring, we have provided some descriptions and visual aids on how to tell the coolants types apart.

Factory HOAT

The factory-fill HOAT is orange. This would be the original stuff you will find in the cooling system if it has not been serviced yet.

IT IS NOT COMPATIBLE OR INTERCHANGEABLE WITH OAT

Production factory fill HOAT color:orange



Mopar HOAT

Mopar HOAT the stuff you will get from your parts department. It is pink in color and should be used to replace or add to factory-fill HOAT.

IT IS NOT COMPATIBLE OR INTERCHANGEABLE WITH OAT

MS9769G Mopar service 1 gallon p/n 68048953AB color:pink

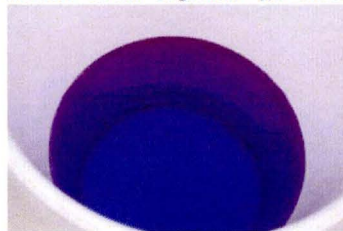


Chrysler OAT

The factory-fill OAT (Chrysler OAT) is purple in color. This will be the coolant in the vehicle when it comes off of the truck and will also be used for service.

CHRYSLER OAT IS NOT COMPATIBLE OR INTERCHANGEABLE WITH HOAT

MS12106 CCI OAT 55 gal drum p/n 68153921AA color:purple



Fiat OAT

The Fiat factory-fill is Fiat OAT and it is pink in color. It is also used for service.

FIAT OAT IS NOT COMPATIBLE OR INTERCHANGEABLE WITH HOAT

MS12106 Petronas OAT 55 gal drum p/n 68084869AA color:pink



Note #1: The Mopar HOAT and Fiat OAT are both PINK. It should be safe to assume, though, you should NEVER pour Mopar HOAT into a Fiat cooling system or Fiat OAT into a HOAT system!!!

Note #2: The Chrysler OAT and Fiat OAT coolants ARE compatible with each other and CAN be interchanged.

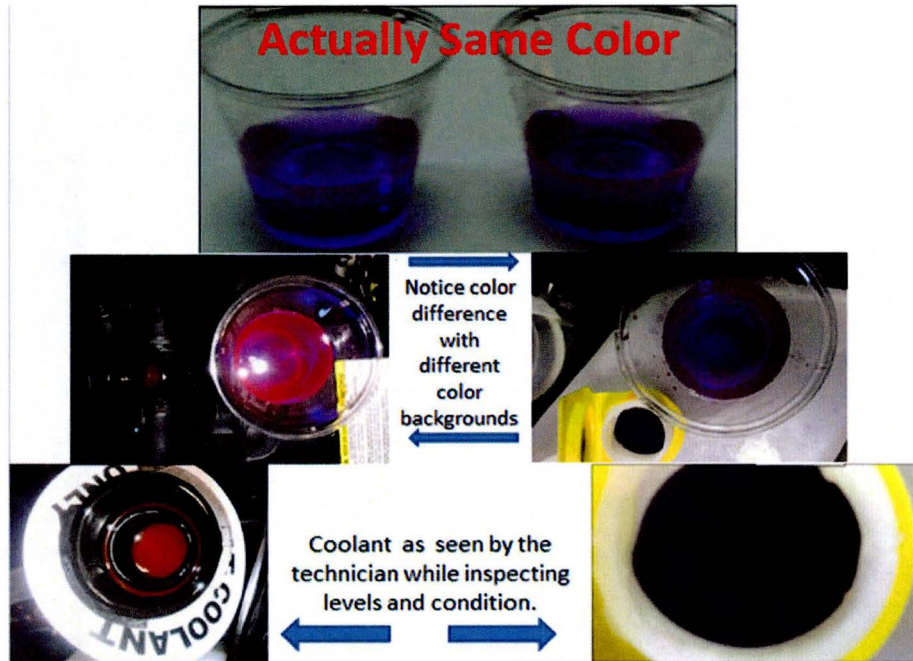
OAT continued on p. 5



OAT continued from p. 4

Verifying Proper Coolant Type

Coolant color appearance can be deceiving depending on *where* you are inspecting it. Background color (color of components) can cause the color of the coolant to seem different than it actually is (see example below). It is recommended to extract a sample from the system and put it in a clear container to determine the true color of the coolant.



MasterTech Updates

September 2012 MasterTech

Topic: 2013 SRT Viper New Model Highlights



In the September Master Tech release, we introduced the new for 2013 SRT Viper. After a short historical look at the Viper lineage, an overview of the new Viper covers all of the systems.

The powertrain and drivetrain is discussed in detail. The internal components are discussed, focusing on the differences that will affect service. The cylinder block, as well as portions of the emissions system are explained. From there we move to the flywheel, clutch and transmissions. New components, as well as notable features are covered to bring the technician up to speed.

MasterTech continued on p. 6



MasterTech continued from p. 5

After the powertrain and drivetrain is covered, we'll explain the important new aspects of the body and chassis. We cover the unique body panels like the doors, sills, hood, roof, liftgate. The headlights are discussed as well as the frame. After that the brakes system is reviewed.

The suspension system is fully covered after the chassis system. The new shock absorbers are explained, as well as the rear suspension changes. The tire pressure monitoring is explained, including the similarities and differences to existing systems.

The last topic to be covered is the interior and body electrical systems. After covering HVAC and UConnect differences, we talk about the different antenna locations as well as the STAR connectors. The PowerNet system is discussed, including the role of the body control module as the gateway module in the system. The unique features of "hibernation mode" are covered, as well as the unique interior and exterior door handles.

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MOPAR

Engine/Climate control Group
Component Codes 07, 09, 24

- Internal engine components
- Accessory drive system components
- Radiator, Hoses, Cooling system components and sensors
- A/C or heater components or controllers including blower motors

Transmission Group
Component Codes 03, 06, 21

- Manual and Automatic Transmissions
- Clutch systems
- Transfer case
- Drive axles
- Propeller shaft
- Transmission cooler & lines
- Axle assemblies

Driveability/OBDII Group
Component Codes 11, 14, 25

- Engine performance including MIL illumination, OBDII monitors and C.A.R.B. readiness monitors
- Throttle body, throttle linkage, fuel injectors, and spark plugs
- Exhaust system
- Fuel delivery system, fuel tank, lines and hoses
- Air cleaner assembly
- Cruise control
- Emission controls, Engine controller, sensors and relays related to the fuel system
- Data recording review, Copilot, DRB and STARSCAN software update procedures
- Flashing concerns related to PCM/ECM/TCM.

Body/Chassis Group
Component Codes 02, 05, 10, 13, 17, 19, 22, 23

- ABS and Base brake systems
- Wheels and tires
- Steering
- Suspension and frames
- Sheet metal, Body sealing, glass, sunroof
- Interior components and systems
- Moldings, bumpers, exterior lights and convertible tops
- Paint and metal finish

Audio/Video/Navigation/Telematics Group
Component Code 8A

- Radio, clocks and entertainment systems

Electrical Group
Component Code 08

- Instrument panel and cluster
- Body wiring and lighting
- Fuel sending units and level reading issues
- Passive restraint systems
- SKIM, Theft alarm, and remote keyless entry concerns
- Alternator, battery, starter, relays
- Body controllers and other modules, except PCM/TCM
- Module flashing concerns related to all modules EXCEPT PCM/ECM/TCM.

STAR Center Areas of Responsibility

STAR News Feedback

STARNEWS@CHRYSLER.COM

AUTHENTIC PERFORMANCE



Contacting STAR for Assistance Tips

Have the Ticket number, tests performed and results with you when calling for assistance.

Concerns that cannot be duplicated

Without being able to duplicate the customer's concern and gathering certain data, there is typically very little technical assistance that can be provided. A call to the STAR Center may be a wasted effort. We recommend the following be performed before calling:

- 1) Review warranty history
- 2) Review any previous repair attempts on same complaint
- 3) Review Quick Hits for similar issues
- 4) Perform 6 Step Diagnostics
- 5) Make sure customer process is documented
- 6) Ask additional questions to the customer
- 7) Install vehicle data recorder
- 8) Drive vehicle and try to duplicate
- 9) Wait for reoccurrence

Diagnostics not performed

Please complete basic diagnostics prior to calling, including the 6 Step Diagnostics. The STAR center should be utilized for concerns that required high level technical assistance.

Information already available

Please utilize search functions, such as TechConnect and the search feature in Tech Connect called Quick Hits. You will be asked upon calling the STAR Center if you have completed this search which provides STAR Online, SB's, Recalls, RRT's and Tech Tips (GPOP) along with service and wiring information.

The caller is not the Tech working on the vehicle

The person working directly on the vehicle should be calling so that proper technical assistance can be provided. Time is wasted when all details of the issue and work already completed is not readily available.

Vehicle is not at the dealership

Do not call if the vehicle is not at the dealership. Calling to try and get information prior to seeing the vehicle or doing a complete diagnosis is a misuse of the STAR Center Agents and extends the hold time for other technicians requiring assistance.

*****Please pass the word to all the Service Technicians at your Dealership. Thank you! *****





IVR PHONE SYSTEM OVERVIEW

Beginning September 23, 2010, the STAR Center launched an enhancement to the current IRV process. The intent of the new process is to improve technician access to STAR. This is accomplished by requiring a 'Request for Technical Assistance' be completed in TechCONNECT prior to contacting STAR. Requests for assistance will generate Ticket numbers the technician must then use to call STAR. Please keep in mind that requests made by technicians with training levels 1 and 2 for that specific problem will only be able to receive an e-mail response to that specific request. If you call STAR with a ticket number that is not authorized, the IVR will direct you back to TechCONNECT to review your e-mail response.

Service Managers will be able to call STAR after creating a ticket using their Sid regardless of training levels.

A few helpful hints to consider when calling in for assistance:

- It will be helpful to call from a less noisy location than the shop floor. Try to find a location where there is less noise or other conversations in the immediate area. We anticipate that this will improve your calling experience and interaction with the new IVR system.
- Ensure that the phone that you are calling from is in good working condition and is free of excessive static or noise. It is also recommended that you do not to use the hand free option or a headset/amplifier setup when placing you call.
- If you know your option, you do not have to wait for the entire message to play before speaking your choice. You are encouraged to "Barge In" with your selection.

After the initial welcome message, you will be presented with 3 choices:

1. Enter your Technical Assistance ticket number
 2. Say "Mopar Accessories"
 3. Say "Part or Labor Op Restriction"
- If you enter a valid ticket number, your call will be routed the correct group of the Star Center.
 - If you requested "Mopar Accessories", your call will be transferred to the Mopar Accessories group.
 - If you entered "Part of Labor Op Restriction" you will be prompted for:
 1. S-ID
 2. Vin
 3. Part Number

Items to keep in mind:

- Speak your responses in a normal tone voice. You do not have to yell or place special emphasis on the numbers or letters. If you have problems speaking the information, you can use the keypad on your phone to enter it.
- The two digit component group is the area in the service manual that you would expect to find the diagnostic information. (i.e. Group 14 is Fuel, Group 8 is Electrical, Group 25 is Emissions, etc.)

***NOTE* if you default to manual input using the key pad, you will need to complete the remainder of the inputs using the keypad only. The voice recognition software will assume that you are in a noisy environment and will disregard any additional voice inputs.**