



CONGRATULATIONS TO OUR TOP TECHS!!!

From the Editor

Dan Morin

R-E-S-P-E-C-T.

It was the subject of a great Motown song years ago and it is something that can be elusive in our profession that is oftentimes viewed by others as mundanely “blue-collar”. You know, it’s dirty, greasy, uneducated knuckle-dragger’s work.

Decades ago, that description may have had some truth in it (my arms are too short to drag my knuckles, though you probably wouldn’t believe it by looking at my hands) and sometimes, stereotypes die hard.

However, in today’s world of ultra-high-tech vehicles, nothing could be further from the truth. Gone are the “mechanics” of years ago and taking their place are the technicians of today. It takes a sharp, insightful problem solver to be a successful automotive technician these days, not to mention the desire to endure the on-going education that is a hallmark of the profession today. Continuous training that rivals ANY of today’s professions. I have had the privilege of talking to and working with some of the best automotive technicians in the world and I believe some of NASA’s folks wouldn’t have a chance trying to keep up with them. To be the Best-of the-Best, you have to have a high level of commitment and dedication to your craft. To be recognized as a top tech, to receive that respect that you deserve, fuels that desire to be the best. It also helps to push everyone else to raise that bar and improve themselves.

In this issue, we recognize some of the best Chrysler technicians in the field. This group was brought to Auburn Hills, Michigan as a reward for their hard work and dedication to their profession. It was also a reflection of Chrysler’s desire to work closely with our top technicians to improve the level of support we can provide to the entire field force to keep our customers happy and satisfied.

The event was so successful, management is planning more events for 2013.

So, if you weren’t one of the fortunate ones to participate this time around, keep working hard and maybe you’ll get the call next time.

Something to say?

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

STAR Center Manager
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STAR News Feedback
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STAR Center Hours of Operation

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

Technician Recognition – Alive and Well!

STAR Center News

Jan/Feb 2013

No. 78



In September of 2012, Chrysler hosted a Technician Recognition event for 17 “TOP” Technicians from across the country. The selection criteria started with each Dealers Customer Promoter Score and Fixed First Visit Score. For the dealers that made the initial cut, each of their Technicians were evaluated based on Master Training Levels in Powertrain, Electrical & Chassis; Quantity & Quality of Technician “Confirmed” Repairs Documented within the Technical Assistance Process and Regular participation in the Quarterly Technician Survey.

This provided 167 Technicians for further evaluation. The top 5 were picked for each Business Center and they made the final selections with the help of their Technical Advisors and Training Instructors. Two Technicians from each Business Center were chosen for the Recognition Event. Unfortunately we had one Technician drop at the last minute due to personal reasons but we ended up hosting 17 of the Countries best Technicians at Chrysler’s Headquarters in Auburn Hills, Michigan.

During the 2 ½ day Recognition Event, our goal was to provide insight into the operation of a large auto company, share best practices between the Technicians, provide a glimpse of future Service information enhancements and gather criticism (good and bad) on the Service products that we provide to help you do the best job you can.

Tours of Headquarters 15th floor (Board Room), Design Dome, Scientific Lab’s, STAR Center, Parts Return Center, Pilot Plant, Scan Tool Development and the World Class Manufacturing Training Center were scheduled along with a closed track “Ride & Drive” of Chrysler’s 2013 product line.

The most exciting event for the Technicians was a formal Dinner with our President and CEO of MOPAR – Pietro Gorlier and Vice President of Technical Service Operations – Tony Brenders. The Dinner was held at the Chrysler Museum. Mr. Gorlier and Mr. Brenders honored each Technician with Special Awards and of course there were many picture opportunities. Mr. Gorlier was impressed with each of the Technicians and believes events like these are an important part of making the Chrysler Family successful. Plans are in process for more events in 2013.

Chrysler’s Technical Assistance & Product Support Department will continue to keep these technicians involved with regularly scheduled meetings, forums and special opportunities to test service enhancements. Their involvement and views associated with change are important to keep the Chrysler Family on track to meet the future needs of Service Repair.

Congratulations guys for a job well done!

Chrysler TOP Techs

Business Center	Dealer Name	Name
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California	Stockton Dodge Incorporation	Jose Olivarria	
California	Lampe Chrysler Dodge Jeep Ram	Jeremy Hughes	
Denver	Gladstone Dodge Chrysler Jeep Ram	Chris Gray	
Denver	Dave Syverson Chrysler Dodge Jeep	Jared Dolton	
Great Lakes	Brunswick Auto Mart Inc.	Donald Martinez	
Great Lakes	Progressive Chrysler Jeep Dodge	Gerald Palmer	
Mid Atlantic	Jeff D'ambrosio Chrysler Jeep	Michael Conlan	

AUTHENTIC PERFORMANCE

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Midwest	Bettenhausen Motor Sales Inc.	Kurt Benda	
Midwest	Shelby Motors Inc.	Curt Carter	
Northeast	Herb Chambers Chrysler Jeep Dodge	Kenneth Brackley	
Northeast	Meadowland Of Carmel	Patrick Casale	
Southeast	Bill Bryan Chrysler Dodge Jeep Inc.	Jason Tasker	
Southeast	Royston Chrysler – Dodge - Jeep Inc.	Gary Colvett	
Southwest	Bruner Motors Inc	Ronnie Necessary	
Southwest	Helfman Dodge Chrysler Jeep	Randy Deckard	

AUTHENTIC PERFORMANCE



West	Larry H. Miller Dodge Peoria	Dave Knierim	
West	Rainier Dodge Inc.	Gary Montoya	

Chrysler Group Announces Additional Vehicles with Higher Tether Weight Limits

In June 2012, Chrysler Group announced that tether weight limits had increased for most of its 2013 model year vehicles. Instead of limiting the use of the tether anchor to 48 pounds (child weight) the new guideline states that the tether anchor can be used with a seatbelt to install a child restraint up to the recommended weight limit of the child restraint.

Chrysler Group is pleased to announce that an assessment of the tether anchors in their mid-sized sedans has shown that these vehicles can be added to the list. Like other vehicle families, this change is being made retroactively to the start of production of the current tether design. Specifically, the following model year vehicles have been added to the updated list of affected vehicles, shown in the table below:

- 2007-10 Chrysler Sebring Sedan
- 2011+ Chrysler 200 Sedan
- 2008+ Dodge Avenger

Please note that the increased tether weight limit supersedes the information printed in the 2013 model year owner's manual for the

Chrysler 200 Sedan and Dodge Avenger. The owner's manuals for these vehicles were printed before this announcement. Please also note that

this change does not apply to the Chrysler 200 Convertible.

Chrysler Group – LATCH Anchorage Weight Limits

Updated: October 3, 2012

For all Chrysler Group vehicles, the LATCH system (lower anchors and top tether) can be used to secure a child restraint until the combined weight of the child and the child restraint is 65 lbs. (29.5 kg).

Except for the vehicles listed below, the seat belt and tether anchor can be used together to secure a child restraint until the combined weight of the child and the child restraint is 65 lbs. (29.5 kg). Use the seat belt without the tether once the combined weight is more than 65 lbs. (29.5 kg).

For the following vehicles, the seat belt and tether anchor can be used together to secure a child restraint up to the maximum child weight allowed by the child restraint manufacturer:

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Chrysler Group – LATCH Anchorage Weight Limits



Make	Model	Model Years
Chrysler	200 Sedan (not Convertible)	2011+
	300 / 300C	2006+
	Sebring Sedan (not Convertible)	2007 – 2010
	Town & Country	2001+
	Voyager / Grand Voyager (including Cargo Van)	2001 – 2008
Dodge	Avenger	2008+
	Caliber	2007 – 2012
	Caravan / Grand Caravan (including Cargo Van)	2001+
	Challenger	2008+
	Charger	2006+
	Dakota Pickup Trucks	2005 – 2011
	Dart	2013+
	Durango	2011+
	Journey	2009+
Viper	2013+	
Fiat	500	2012+
Jeep	Commander	2006 – 2010
	Compass	2007+
	Grand Cherokee	2005+
	Patriot	2007+
	Wrangler / Wrangler Unlimited	2007+
Dodge/Ram	1500 Pickup Trucks – Quad or Crew Cab only	2009+
	2500/3500 Pickup Trucks – Crew Cab Only	2010+
	3500/4500/5500 Chassis Cab Trucks- Quad or Crew Cab Only	2010+

speeds due to tire flat-spotting. Tire flat-spotting is the temporary flattening of a section of the tire overlay construction that can be “driven out” in 20 miles of highway driving. Flat-spotting can occur during vehicle transportation and vehicle storage.

To minimize flat-spotting, vehicles will be shipped with tires inflated to maximum sidewall pressures. Chrysler currently ships the Journey/Freemont, Fiat 500/Fiat Cabrio, Ram 1500, RT/RM Minivan and MK Patriot/Compass at maximum sidewall pressures. Corporate Quality intends to phase-in “delivery-to-dealer” tire inflation to maximum sidewall tire pressure to include all vehicle lines, with the exception of Heavy Duty Trucks. The tire pressure should be left at maximum sidewall pressure during Pre-Delivery Inspection (PDI) in order to prevent flat-spotting during storage.

When the vehicle is being evaluated by or delivered to the customer, the tire pressure must be reduced to placard tire pressure. See driver’s door opening at B-Pillar for proper vehicle tire pressures.

Tire pressures not adjusted to placard pressure may cause a harsh ride condition.

Location of the Keyless-Go Button in Delivered 2013 RT Vehicles

The location of the “Keyless-Go” button in delivered 2013 RT vehicles has changed. Prior to the change, the buttons could be found in one of the front cup holders. The buttons are now being shipped in the trunk kit, which is usually located on the 3rd row seat. Please check for the button in this new shipping location before attempting to order a replacement.

Low Battery Voltage Can Lead to the Need for Header Seal Replacement

A weak battery on a 200 Convertible (JR27) can cause a situation where the header seal can become pinched by the door glass.

Testing has indicated that at 9.0 volts and lower, the door glass on a JR 27 will not function. That means if the driver or passenger doors are opened when battery voltage is that low, the door glass will not drop slightly per normal operation. Once the doors

Increased Tire Pressures to Prevent Flat Spots

Corporate Quality is making process changes to address customer complaints of vibration at highway

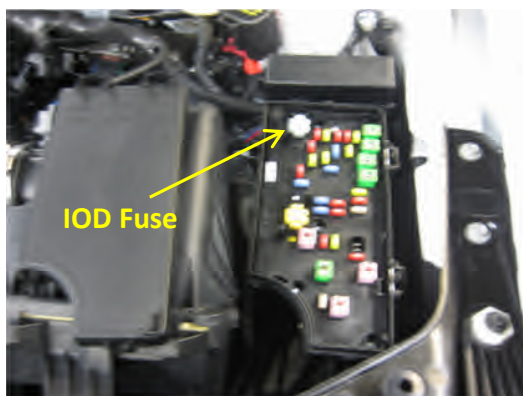


are closed, the door glass will pinch the header seal because of the lack of movement of the window upon door opening.

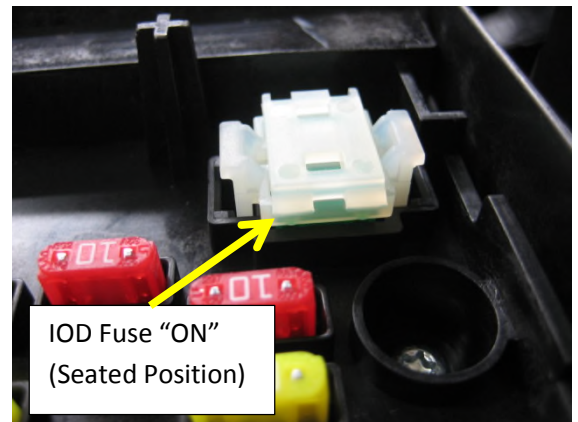


If left in this manner, the header seal will eventually (after a few hours) become permanently deformed, ruining the seal and requiring its replacement.

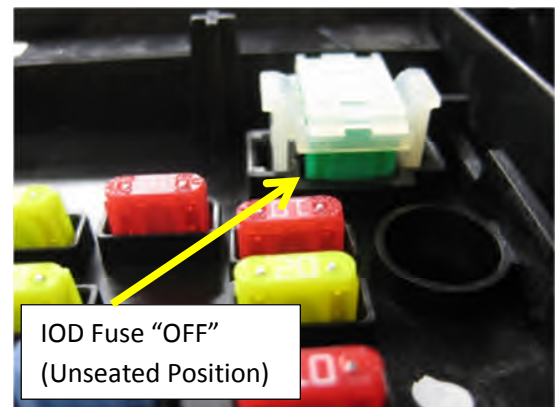
To prevent this condition from occurring, the IOD fuse (Fig. 1) should be removed (unseated) when the vehicle is stored.



If the IOD fuse is left in the vehicle (seated), the rate of battery discharge is high (25 mAh), and will take approx. 75 days to loose capacity to operate the door glass.



If the IOD fuse is removed (unseated) while the the vehicle is parked in the yard or on the lot, the battery's rate of discharge is low (5 mAh), and the battery capacity is preserved for a significantly longer period of time.



P0300 Misfire on 2013 RT/LX/LD

2013 RT/LX/LC/LD Vehicles built in the summer and early fall of 2012 had poor fuel quality from the plant and may set a P0300 code if started in colder weather. A Service Bulletin (18-007-13) was issued to let dealers know to add at least 5 gallons of fresh fuel if this P0300 DTC is stored/active (with no other DTC faults), or if the engine runs rough after a cold start.

Dash Cluster Brow Coating Delamination on 2013 PF

If you encounter coating delamination on the dash cluster brow, it may be due to harsh alcohol based cleaning chemicals such as isopropyl alcohol,



sanitary wipes, glass cleaner and some multi-purpose cleaners.



Engineering recommends that a mild detergent (i.e. dish soap) and warm water be used to clean instrument panel and interior surfaces. Mopar Total Clean may also be used for general cleaning of interior surfaces. Difficult to remove residues, such as grease or other oil-based materials, can usually be removed with Mopar Multi-Purpose Cleaner. All interior materials have been developed using these cleaning products and they should not damage any interior surfaces.

NEW Trans Quick Learn LOP 21570140

As part of Chrysler's commitment to improving our products and processes, we are working to better understand the customer concerns that lead to No Trouble Found (NTF) Diagnostic LOP warranty claims. The customer concerns are often not duplicated by the technician. Time is then charged against the NTF Diagnostic LOP.

Often times, the technician will reset clutch volumes and perform a Quick Learn. Chrysler's current Quality tracking processes do not allow us to readily know if performing the quick learn addressed the customer issue.

To facilitate improved concern tracking, Quick Learn LOP 21570140 was created.

LOP 21570140 applies to 40TE, 41TE, 62TE, 42RLE, 55RFE, 65RFE, and 68RFE transaxles and transmission. We encourage dealership to use this LOP instead of the NTF LOP if a Quick Learn is performed to address the customers concern. If the

customer returns for additional service work, Customer Satisfaction Teams will have an improved service record to aid in their investigation into the customer issue.

Cummins Diesel Oxygen Sensor Repairs

There are still many instances of parts being replaced for Oxygen Sensor codes when no parts are necessary. Numerous Service Bulletins clearly explain the processes to repair wiring terminals and/or connectors on 2010 – 2012 Ram HD Pickups equipped with the Cummins diesel engine.

Follow published procedures exactly. Some technicians have been soldering terminals without first crimping with a band clamp (P/N 05073034AA). Soldering without first crimping may cause excess resistance in these very sensitive milliamp / millivolt circuits. Others are cutting all 6 wires to the Oxygen Sensor connectors and accidentally crossing wires. This will cause unnecessary repeat faults and may lead to unnecessary part(s) replacement.

In all cases, before replacing ANY parts, perform the procedures in any suggested Service Bulletin FIRST. This includes any necessary Verification test and/or Soot Validation test. Performing a Search in TechCONNECT will display proper information when addressing Oxygen Sensor code repair information.

December LOP Labor Time Updates

During the month of December 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 of 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: 4.7 liter engine - Tappets, left bank, one or all - was 1.5 and increased to 2.1 labor hours.
- Viper: Catalytic converter, left/right side - was 0.9 and increased to 1.6 labor hours.
- LX/LD: Lever, Key interlock - was 0.8 and increased to 1.0 labor hours.
- PF: 2.0-2.4 liter engine- Thermostat / housing assembly - was 0.7 and increased to 2.0 labor hours.
- LC: Module, occupant restraint controller - was 0.9 and increased to 1.6 labor hours.
- WK/WD: Module, air suspension control - was 0.3 and increased to 0.6 labor hours.
- Ram Truck: Actuator, temp door-right side - was 1.8 and increased to 3.6 labor hours.

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.

Design Changes Made to Pentastar Engine Oil Filters for 2014 MY

There was a design change made to 2014 MY Pentastar engine oil filters. This means that the oil filter designed for 2013 Pentastar engines **ARE NOT COMPATIBLE WITH 2014 ENGINES.**

The use of a 2013 oil filter kit on a 2014 engine will create an oil leak condition. Additionally, the 2014 oil filter is not backwards compatible with 2013 engines.

MAKE SURE TO CHECK WITH YOUR PARTS DEPARTMENT TO BE SURE YOU HAVE THE CORRECT OIL FILTER KIT FOR THE VEHICLE.

MasterTech Updates

October 2012 MasterTech

Topic: Mopar Accessories and Performance Parts

In October, MasterTech begins with a review of new Mopar accessories for the 2013 Dodge Dart, including a new rear center tail assembly and turn signal mirrors, both featuring light-emitting diodes (LEDs). Also reviewed is the new Mopar digital brake trailer controller that is now available for the 2012 Dodge Durango and Jeep Grand Cherokee. Then some concerns that customers have reported to our call center are discussed, including cold air intake kits, as well as Jeep Wrangler axle ratios and tire size adjustment requirements. Next, the program moves on to identify and explain the purpose of the new active exhaust valve system installed on the 2012 and newer SRT vehicles. Then, to wrap up this month's Master Tech, focus is shifted to the JK-8 Wrangler Conversion beginning with a description of the kit and continuing with the identification and description of the components. The October Tech News continues with the series on warranty tips, with this month's topic being "What Is Correct Vehicle Maintenance?"

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November 2012 MasterTech

Topic: New 845RE 8-speed Transmission Highlights

The first lesson gives an in-depth overview of the 845RE, focusing on the differences between the 845RE and the 8HP45 transmission that it replaces. After the overview, we discuss servicing of this new transmission.

In the service segment we cover the fluid requirements, leak diagnostics, as well as the manual park-release procedure in the Ram 1500, Dodge Charger and Chrysler 300. An overview of the procedure necessary to set up the N clutch was also covered in the service segment.

The next segment covered two fuel efficiency improvements. The Thermal Management Unit found on the 8HP family of transmissions, as well as the Hydraulic Impulse Storage Unit is discussed in depth. The Stop/Start system installed on 2013



Ram 1500 trucks is explained, including how the Hydraulic Impulse Storage Unit ties in with this system.

November also had a trailer released: Service Best Practices. The first thing we'll do is follow a repair order through the service department from the first contact with the customer, through the technician, and on to the point that the customer picks up the vehicle. As part of this Service Best Practices program, we'll cover the new Service Advisor Dashboard system. This new repair order initiation system will streamline the write-up and repair processes. After exploring Service Advisor Dashboard, we'll cover the two most basic and important aspects of the repair process; the Six-step Troubleshooting Procedure and the three Cs.

The last topic in this bonus program covers the Vehicle Not Repaired Check Sheet. This check sheet helps to guide you through the inspection process so you can document everything and make sure all angles are covered.

December 2012 MasterTech

Topic: 2013 ½ Diesel Powertrain Update

The December Master Tech begins by identifying some maintenance related changes on the 2013 ½ 6.7-liter Cummins diesel. Several changes to the base engine, such as a new crankshaft damper, as well as a new bedplate that improves NVH, are also reviewed. Then, the program moves on to examine air handling changes including a new Ram Active Air inlet system with dual snorkels. The addition of a new frame-mounted filter is also discussed along with improvements to the engine-mounted filter media, which features nano technology. Then, to close out this month's Master Tech, the program looks at after-treatment emission system changes on the 6.7-liter diesel, including a new selective catalytic reduction (SCR) system, along with other changes. The December Tech News continues with the series on warranty tips, with this month's topic being "How to Build a Wiring LOP."

January 2013 MasterTech

Topic: Uconnect System Highlights

After a quick introduction to the Uconnect system, each of the four Uconnect radios is discussed in

depth. Differences in screen sizes, features, and compatibility are explained in the Uconnect hardware section as well as the media hub.

The Uconnect Upgrades section deals with the key identifiers of the Uconnect system as well as the modules that are included in this system and the communication buses.

The last section is the Uconnect Service segment. The electrical architecture is examined, focusing on how this impacts the service technician. The Return to New feature is explained, as well as PIN numbers, head unit replacement, and downloading the customers apps and preferences.

February 2013 MasterTech

Topic: 2014 Jeep Grand Cherokee New Model Highlights

We begin with an overview of the available engine applications on the new 2014 Jeep Grand Cherokee, which includes the new 3.0-liter diesel as an available option.

Then, the program offers an update on the PowerNet vehicle communication system, which is now standard on the 2014 Jeep Grand Cherokee. Also reviewed are some of its features including the RF Hub with keyless ignition node (KIN) and the key-ON power management system, which utilizes a strategy that allows the body control module to turn devices off based on battery state-of-charge and state-of-health. A closer look is taken at the Uconnect Media Center that is standard on the 2014 Jeep Grand Cherokee. Some of the features and operation of the high definition video entertainment system are also explained. In the systems update segment, the new blind spot system sensors are reviewed, and the forward facing camera that replaces the smart beam camera used on previous applications is also discussed. In addition, the forward collision warning plus system, which is an enhancement to current vehicles equipped with adaptive cruise control (ACC), is also examined.

Rounding out this month's MasterTech, features of the 2014 Jeep Grand Cherokee's new 3.0-liter V6 diesel are identified. Serviceability features, as well as the crankcase ventilation system and the new



technologies in the emissions and after-treatment system, will also be covered.

The February Tech News continues with the Warranty Tips series with this month's topic being "Repair, Replace Workshop Upgrades."

2013 Dart SE Engine Cover

DART SE/AERO (PFDH41) models are built without an engine cover. Please do not order this part as a shortage and error on this model.



Service and Owner's Manual Blowout!

Let's face it...there's nothing like having the information you need at your fingertips right when you need it. And what better way to do that than to have the actual factory service manual for your favorite Chrysler-built vehicle right on the shelf in your shop or garage. Not only will you be able to look up the heater core R & R procedure, honestly, all of those books on your shelf just look impressive!

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STAR Center Areas of Responsibility

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 News Feedback STARNEWS@CHRYSLER.COM

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 IVR 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 use the hand free option or a headset/amplifier setup when placing your 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.**