



FROM THE MANAGER

KERRY MURAWSKI

What Do I Do Next...?

New "Next Steps" Field

Based on your feedback, additional improvements to the ticket process have been made to help the tech understand what the next step is when seeking assistance. We added a new field on TechCONNECT and to the Ticket view to provide you a status of your ticket and what action is next. On the Search home page, the new column is to the right of the ticket number and is called "Next Steps" (Fig. 1). In the example provided the ticket was responded to with direction to the tech and now the status of the ticket is "Requestor to resubmit or close the ticket". The tech can either resubmit the ticket seeking additional assistance or can close the ticket by providing the repair information.

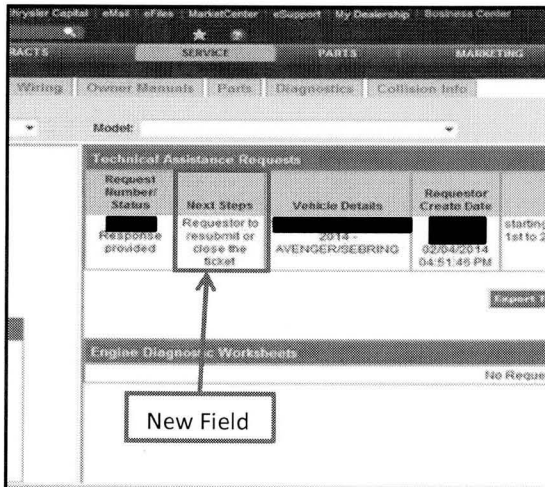


Fig. 1

Below is the new status on the actual ticket view (red box in Fig. 2). Again, this indicates the tech can either resubmit for additional assistance or close the ticket by providing the repair information.

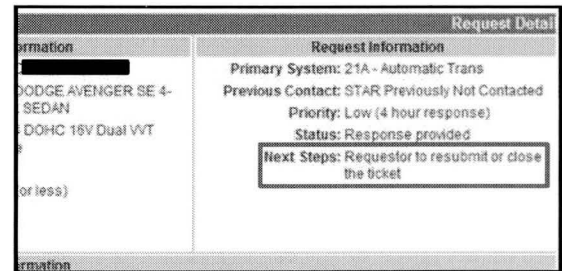


Fig. 2

These changes are to assist the tech and the service manager to know exactly what the next steps are in getting assistance or when the tech should close the ticket with the repair information. Interaction should continue between STAR and the tech until the vehicle is repaired. Do not hesitate to ask for additional assistance if needed to repair a vehicle. Also, please close the ticket for each vehicle once the repair has been confirmed. It helps all of us identify and repair vehicles that need assistance.

Something to say?

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

STAR Center Manager
starmgmt@chrysler.com
STAR News Feedback
starnews@chrysler.com

STAR Center Hours of Operation

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



Keyless Enter-N-Go Customer Education

The Keyless Enter-N-Go feature allows customers to operate the ignition switch with the push of a button. Under the normal starting procedure (as described in the owner's manual) the vehicle must be in PARK or NEUTRAL. The customer must first press and hold the brake pedal, then press the ENGINE START/STOP button once. In order for this feature to function normally, the brake pedal must be depressed far enough to engage the brake switch (rear brake lights illuminate) prior to pressing the ENGINE START/STOP button.

In cases where the vehicle has not been driven for an extended period of time or if the brake pedal has been depressed and released while the engine is off, the effort needed to depress the brake pedal far enough to engage the brake switch will increase. Customers should be aware of the potential need for the increased effort needed under those circumstances.

This is an ENGINE OFF condition only and has no impact on vehicle braking performance.

MOPAR® Connector Repair Kit

Webpage

DID YOU KNOW ...

MORE THAN 60 NEW connector repair kits are released annually...there are approximately 1,000 repair kits already available!

If you're having trouble finding a connector repair kit, go to <http://connectors.dcctools.com> to find the kit you need to make a quality repair.

Increased Tire Pressures to Prevent Flat Spots

Corporate Quality is making process changes to address customer complaints of vibration at highway 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 following platforms at maximum sidewall pressures:

- Dodge Journey
- Fiat 500/Fiat Cabrio
- Ram 1500
- Dodge/Chrysler Minivan
- Jeep Patriot/Compass
- Jeep Cherokee
- Chrysler 200 (as of 1-10-2014)

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 sticker in driver's door opening at B-Pillar for proper vehicle tire pressures).

Note:

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



Pilot to Navigator...It Looks Like We're Lost!?!

Attempting to navigate in a procedure on TechCONNECT?

You can maneuver back and forth through the links using the navigation buttons circled below (Fig. 1).

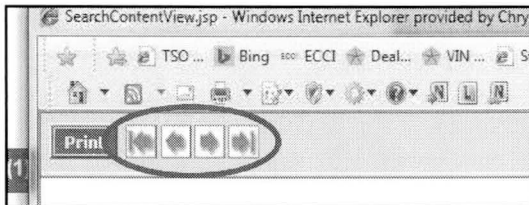


Fig. 1

The first button (Fig. 2) will take you back to the first procedure you selected off of the Table of Contents.

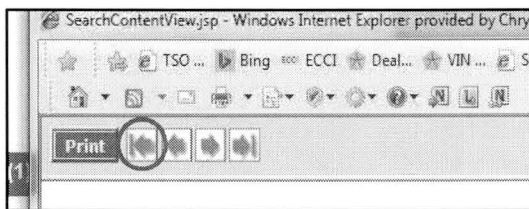


Fig. 2

The next two buttons (Fig. 3) are forward and backward buttons that take you through multiple pages opened one-at-a-time.

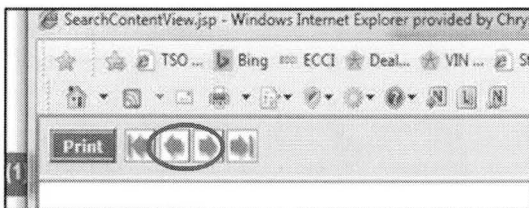


Fig. 3

The last button will take you to the last link you clicked on within the procedure.

KL Hoist Contact Points Revised

Alternate hoist contact points on the 2014 Jeep Cherokee have been identified.

The size and location of the cutouts in the sill cladding for access to the original front and rear hoist contact locations on the down-standing weld flange of the sill prevented the use of those locations with certain hoist designs. Those locations are identified by triangles on the sill cladding.

The alternate hoisting location for the front of the vehicle is the torque box. The alternate hoisting location for the rear of the vehicle is the frame rail area of the floor pan. This alternate location is located inboard of the original rear hoisting location.

Only factory designated hoist contact points should be used when hoisting a vehicle to prevent damage to the vehicle.

The long term changes to make the vehicle more compatible with various hoist designs are as follows;

- The size of the front hoist access opening of the sill cladding was increased in length by 50 mm. The rear hoist access opening at the rear of the sill cladded was moved farther rearward. The redesigned cladding went into production on vehicles built on 9/12/2013 and after.
- The alternate hoisting locations were identified by adding the identifying triangles to the torque box and the floor pan frame rail. These redesigned parts should be on production vehicles by approximately 03/01/2014.



AUTHENTIC PERFORMANCE

Who’s Got The Popcorn...?

In an effort to enhance the service information, videos have been created that provide the technician with an overview of various repair procedures. The videos do not replace the written procedures but provide a visual enhancement to the procedure. See the list on pages 9-10 to check out the subject matter and help you find the location of the videos that are on TechCONNECT.

DCC Tools Knowledgebase

Check out the DCC Tools Knowledgebase to find lots of useful material. The “KB” articles provide guidance and data on things like flash information, scan tool and WiTECH knowledge, release notes, new vehicle information regarding to flight recording and diagnostic tool applicability, plus much more. Click on the link below to explore the KB articles.

<http://kb.dcctools.com>

Before You Flash or Configure That Vehicle...

Sometimes things do not always go as they are supposed to...we deal with a lot of that in the automotive service industry. But it can really ruin your day when it happens while flashing or configuring a vehicle. While there isn’t any way (yet) to make those processes completely error-proof, you can “buy” yourself a little insurance by running Scan and Configuration Reports on the vehicle before you start to flash or configure it. By having this information, if something should go wrong with the procedure, you will

have vital data necessary to be able to make the potential recovery process easier. While recovery is not *always* possible, without knowing what the original part numbers or configurations it is a lot less likely to be successful.

MicroPOD Availability

MicroPODs are now available. Daily sales of microPODs were opened up on January 6th, 2014 and they can be ordered via the Mopar Technical Services Portal at the link below.

www.witechsystem.com

3.6L Cylinder Head Oil Galley Plugs

Just a reminder...if you are replacing the cylinder heads on a 3.6L engine, make sure the oil galley plugs are installed and are properly TORQUED.

JUST BECAUSE THE PLUGS ARE IN PLACE, DO NOT ASSUME THEY ARE TIGHT!

Master Cylinder-to-Brake Booster Retaining Fastener Replacement

Whenever removing the master cylinder from the brake booster for whatever reason, always be sure to use new fasteners when re-installing the master cylinder. The nuts are actually “prevailing torque”, which means they are a one-time-use fastener. Once they are torqued then removed, they should be replaced.

This applies to all of our products.

Work is being done to update all service information to address fastener replacement.



MasterTech Updates

November 2013 MasterTech

Topic: Star Connector Diagnostics – microPod II Updating & Special Use

STAR Connector Diagnostics -

After reviewing the features and components that make up the compact U.S. wide (CUSW) and PowerNet bus systems, the presentation goes through three diagnostic scenarios – each centered on using star connectors as a tool to help find communication faults quickly and accurately. The first scenario presents a detailed description of using star connectors to diagnose a shorted CAN-IHS bus on a Ram 1500. A 2013 Dart, with a CAN-C short to ground provides another opportunity to demonstrate this very efficient technique. Finally, a 2013 Journey, with the CAN-C Bus open between the DLC and the BCM, demonstrates how to the access some star connectors with minimal interior trim disassembly.

MicroPOD II -

The microPod II is compact and handles all current architectures, without using additional accessories such as the “smart cable.” November’s presentation covers updating the tool and demonstrates the special steps required to use the microPod II with Ram ProMasters and Fiat 500Ls.

TECH NEWS: Operation Diagnostics Documentation

This section reviews the documentation required to ensure that Warranty Administration can reimburse technicians for diagnostics time. The lesson includes some example repair orders (ROs) that did not include enough detail to warrant reimbursement, and tips on providing sufficient documentation.

December 2013 MasterTech

Topic: O2 Sensor Wiring Repairs – Heater Performance – Five-Wire Hvac Actuator Diagnostics

2010-2012 Ram Diesel O2 Sensor Wiring Repairs

Unfortunately, many good parts have been replaced due to oxygen (O2) sensor-related DTCs on 2010-2012 Cummins-powered Ram pickups. This lesson highlights the steps required to complete the applicable service bulletins and rapid response transmittals (RRTs), thereby reducing wasted time, unnecessary expense, and customer dissatisfaction.

Heater Performance

The TechCONNECT Heater Performance document is a simple tool that can help technicians quickly narrow down cabin heater issues. This lesson demonstrates using a printout of the document as a system checklist for verifying and diagnosing customer-complaints related to cabin heating.

Five-Wire Hvac Actuator Diagnostics

The five-wire HVAC actuators used in some vehicles, including the Dodge Dart and the new Jeep Cherokee, require different diagnostic

“MasterTech” Continued on Next Page



"MasterTech" Continued from Last Page

techniques than the two-wire actuators used in many other vehicles. This lesson starts with a detailed look at the internal operation of the actuators, and then progresses through efficient diagnosis of 5-wire actuator issues. The reference book provides tables that show the expected values for each actuator circuit, in various operating states.

TECH NEWS – WiTECH Flash Programming Warranty Claims

November's Tech News highlights Warranty Bulletin D-09-12 – wiTECH® – Electronic Control Module Flash Warranty Policy, to help answer the following questions:

- What is a Parts Required Flash?
- What is a Service Flash?
- Which flash programming procedures are reimbursable under warranty?
- What information does a technician need to submit to Warranty Administration for reimbursement?

January 2014 MasterTech

Topic: Voltage Drop Testing – Oscilloscope Tips – 2014 Curriculum Changes

Voltage Drop Testing

This lesson demonstrates the simple, quick diagnostic technique of using "voltage drop" to isolate power circuit faults. Voltage drop testing is performed on operating, loaded circuits. This makes it one of the most efficient test techniques available, because technicians do not have to disconnect anything. Usually, a power circuit fault can be isolated more quickly by using voltage drop testing instead of resistance testing.

The lesson starts by reviewing basic components and terms, and finishes by applying the technique to track down a wiring fault in a vehicle's heated seat system.

Oscilloscope tip

Lesson two introduces the more advanced diagnostic technique of using an oscilloscope to identify signal circuit faults, while providing a glimpse of the Magneti-Marelli Flex Tester. After a basic oscilloscope overview, the lesson demonstrates how to set an oscilloscope's amplitude and timing settings. Several wave shapes are defined and then demonstrated on actual vehicle circuits. To show pulse-width modulation (PWM), the scope is connected to the courtesy lamp circuit. A throttle position sensor (TPS) signal is displayed to show correct and faulty variable voltage sensor signals. Connecting to the CAN-IHS bus demonstrates the bus in operation. And the final demonstration shows how a scope can be used to diagnose issues with hall-effect sensors, using a crankshaft position sensor as an example.

2014 Chrysler Academy Technical Training Curriculum Changes

Chrysler Academy strives to provide up-to-date training and meaningful certifications. To continue to meet these goals, the curriculum has some changes for 2014. This lesson shows the path to the latest Chrysler Academy eResource Guide and Technical Training Curriculum Poster, announces the new courses for 2014, and explains how the new courses affect current technician certifications.

"More MT" Continued on Next Page



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"More MT" Continued from Last Page

Tech News – New Vehicle Preparation (NVP) Process

The goal of this section is to clarify the processes and documentation required for successful new vehicle preparation, including generating an NVP repair order, locating and completing the NVP forms required to complete and support a claim for new vehicle preparation, and additional maintenance for lot storage and pre-delivery.

Warranty Parts Return

Just a reminder...when returning parts for warranty, please handle and package them carefully for shipping back to the Quality Return Center. Too many returned parts arrive that are clearly mishandled and damaged to the point where no analysis for root cause can be completed.

Transfer Film Removal

Remember, for instructions removing transfer film, see SB 23-010-12. This can be applied to 2013 and 14 model year FF, JC and JF models as well.

TechCONNECT Word Search

If you have never used it or don't use it often, you should really check out the TechCONNECT Word Search when you are looking for a specific topic. The TechCONNECT folks have done a great job improving the functionality of the Search feature and if there's any information on the topic you are looking, the Search function will find it.

Whether you are looking for a particular trouble code test, diagnostic procedure, system descriptions, operating theory or other bit of service wisdom, using the Search function will save you some valuable time.

Just put in the VIN or manually chose the year, model and engine then type in a description of whatever you are looking for in the search box.

Click the search button and any available information will be listed for your convenience. Generally the information is available as service or diagnostic procedures, service bulletins, descriptions, operational theory, among other forms.

Current Trending Search Topics:

- **5.7 EZH equipped DS SRV MIL codes – P1004, P2017, P2016, P2008**
- **Click Sound Heard From Front Of Vehicle During Turning At Low Speeds**
- **Wheel Bearing Noise**
- **2014 KL Auto Park Brake Apply, SafeHold Operation and By-Pass Procedure**

Search the topics listed above in TechCONNECT to see the different types of information available.

"Search" Continued on Next Page



"Search" Continued from Last Page

Searching SOL's More Effectively

Key Word Search - Enter the VIN or year, model, engine (YME) into TechCONNECT then on the search tab, type a key word to find your desired SOL or desire technical information.

System or Group Search - In order to understand how to search by System or Group, you must first understand how the SOL number is broken down. For example, SOL S1308000023:

- S = identified as an SOL
- 13 = was created in 2013
- 08 = is part of the electrical group 08
- 000023 = 23rd SOL for the electrical group in 2013

To search for all electrical SOL's in 2013, simply type "S1308*" into the search tab on TechCONNECT. Using the asterisk will retrieve ALL SOL's in the specified year and group.

If a VIN is used in the search instead of the YME, it will narrow your results even further.

To search other years or different system groups, simply substitute the desired year and group number into the proper search structure.

2014 KL 9 Speed TCM Adaptation

Video

Having trouble understanding the TCM Adaptation Procedure for 9 speed KL? Check out the comprehensive video on TechCONNECT. It's an "eyes-on" enhancement to the written procedure to improve understanding. Look for it under Group 28/Module/Transmission/Control (TCM)/Standard Procedure/TCM Adaptation.



Service Enhancement Videos

In an effort to enhance the service information, videos have been created that provide the technician with an overview of various repair procedures. The videos do not replace the written procedures but provide a visual enhancement to the procedure. See the table below to help you find the videos that are on TechCONNECT.

Video Title	Vehicles	TechCONNECT Location
3-Way Coolant Bypass Valve Bleed Procedure	2013, 2014 DS – 3.6L	07 - Cooling/Standard Procedure
3.0L/3.2L/3.6L 3.6 Cam Timing Procedure	All vehicles with a Pentastar engine	09 - Engine, 3.6L/Valve Timing/CHAIN and SPROCKETS, Timing/Installation
Cam Phaser/Oil Control Valve Installation	All vehicles with a Pentastar engine	09 - Engine, 3.6L/Cylinder Head/ASSEMBLY, Variable Valve Timing, Phaser / Oil Control Valve/Installation
Cam Phaser/Oil Control Valve Removal	All vehicles with a Pentastar engine	09 - Engine, 3.6L/Cylinder Head/ASSEMBLY, Variable Valve Timing, Phaser / Oil Control Valve/ Removal
Rocker Arm to Valve Stem Alignment Procedure	All vehicles with a Pentastar engine	09 - Engine, 3.6L/Cylinder Head/ROCKER ARM, Valve/Installation
2.4L Multi Air Actuator to Cylinder Valve Stem Alignment Procedure	2013, 2014 PF and KL	09 - Engine, 2.4L MultiAir/Cylinder Head/ASSEMBLY, Variable Valve Actuation/Installation
Check Transmission Fluid Level on an 8-Speed Transmission	WK, LX, LD with an 8 speed transmission	21 - Transmission and Transfer Case/FLUID and FILTER/Standard Procedure
FIAT BEV Connectors: Onboard Charging Module, Power Inverter Module	2013, 2014 FF BEV	12 - Electric Powertrain System/Electric Vehicle Control System/Standard Procedure
FIAT BEV Connectors: Electric A/C Compressor, Battery Coolant Heater, Cabin Heater, High Voltage PDC	2013, 2014 FF BEV	12 - Electric Powertrain System/Electric Vehicle Control System/Standard Procedure
FIAT BEV Connectors: High Voltage Battery Cables at High Voltage Battery and Electric Motor	2013, 2014 FF BEV	12 - Electric Powertrain System/Electric Vehicle Control System/Standard Procedure
Multi-Media Interface Tester (MIT019)	All 2011-2014 vehicles	29 - Non-DTC Diagnostics/Audio/Video/Diagnosis and Testing
Two Tab Type Fitting Disconnect From Fuel Rail – 3.6L	2011-2014 RT with a 3.6L	14 - Fuel System/Fuel Delivery, Gas/RAIL, Fuel/Removal and Installation
Installing the Balance with Oil Pump Shaft Package on the 2.0L and 2.4L World and Tigershark Engines	All 2.0/2.4L World and Tiger Shark Engines (2011-2014 JS, JC, MK, PM, PF, KL)	09 - Engine, 2.4L MultiAir/Lubrication/PUMP, Engine Oil/Removal and Installation
Checking the Fluid Level on a NAG1 Transmission	WK, WD, LX with the NAG1 Transmission	21 - Transmission and Transfer Case/Automatic - NAG1/FLUID and FILTER/Standard Procedure
Jeep Wrangler Transfer Case Handle Removal	2011-2014 JK	21 - Transmission and Transfer Case/Transfer Case/HANDLE/Removal
How to Splice a Wire	All 2011 and newer vehicles	29 - Non-DTC Diagnostics/Circuit Testing Procedures/Standard Procedure



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Steering Wheel Removal	2011-2014 JS	19 - Steering/Column/WHEEL, Steering/Removal
Left Cylinder Head Cover Removal RAM 4.7L V-8 Engine	2012 DS	09 - Engine, 4.7L/Cylinder Head/COVER(S), Cylinder Head/Removal
Tru-Lock Coil Connector Removal	2011-2014 JK	03 - Differential and Driveline/Rear Axle - 226RBI/SWITCH, Axle Lock/Removal
Diesel Aftertreatment Validation Procedure	2011-2012 D Truck - 6.7L	28 - DTC-Based Diagnostics/MODULE, Powertrain Control (PCM), 6.7L Diesel/Standard Procedure
How to Diagnose CAN Bus Issues Using the Data Link Connector (DLC) and Star Connectors	All PowerNet and CUSW vehicles	08 - Electrical/8E - Electronic Control Modules/COMMUNICATION/Operation
Fiat BEV Brake Operating Unit Bleed Procedure	2013 FF BEV	12 - Electric Powertrain System/Electric Vehicle Control System/UNIT, Brake Operating/Standard Procedure
Checking and Filling the Hydraulic Fluid in the Rear Drive Module (RDM)	2014 KL	03 - Differential and Driveline/Rear Driveline Module/FLUID, Hydraulic/Standard Procedure
Forward Lower Exhaust Manifold Stud Installation BF 1.4L	2014 BF	09 - Engine, 1.4L I4 Multiair 16V/Manifolds/MANIFOLD, Exhaust/Standard Procedure
Subjective Shift Quality Analysis & Transmission Adaptation Learn Procedure	2014 KL	28 - DTC-Based Diagnostics/MODULE, Transmission Control (TCM), 948TE/Standard Procedure
Check Transmission Fluid Level on a 9 Speed Automatic Transaxle	2014 KL	21 - Transmission and Transfer Case/Automatic - 948TE/FLUID and FILTER/Standard Procedure
Removing the Spring Link to Rear Crossmember Bolts for AWD and 4WD KL Jeep Cherokees	2014 KL	17 - Rear Suspension/LINK, Spring/Removal
How to Create and Utilize Vehicle Scan and Configuration Reports	2014 KL for the first run of the video. This applies to all 2011 and newer vehicles.	08 - Electrical/8E - Electronic Control Modules/Standard Procedure
Lifting Arm Assembly Removal	2013, 2014 FF	23 - Body/Full Open Retractable Roof, Power/CABLE/Removal
Lift up Spring and Locking Sledge Assembly	2013, 2014 FF	23 - Body/Full Open Retractable Roof, Power/CABLE/Installation
Lifting Arm Assembly Installation to Rail	2013, 2014 FF	23 - Body/Full Open Retractable Roof, Power/CABLE/Installation
Wideband O2 Sensor: Graph Displaying NORMAL Operation	2014 FF & PF	29 - Non-DTC Diagnostics/Drivability - Gas/Diagnosis and Testing - CHECKING THE OXYGEN SENSOR OPERATION (6 WIRE O2)
Wideband O2 Sensor: Graph Displaying RICH Condition	2013, 2014 FF & PF	29 - Non-DTC Diagnostics/Drivability - Gas/Diagnosis and Testing - CHECKING THE OXYGEN SENSOR OPERATION (6 WIRE O2)
Wideband O2 Sensor: Graph Displaying LEAN Condition	2013, 2014 FF & PF	29 - Non-DTC Diagnostics/Drivability - Gas/Diagnosis and Testing - CHECKING THE OXYGEN SENSOR OPERATION (6 WIRE O2)
3.0L VM Diesel: Fuel Injector Return Flow Tool	2014 WK	29 - Non-DTC Diagnostics/Drivability - Diesel/Diagnosis and Testing - CHECKING THE FUEL DELIVERY SYSTEM



Remember, when all else fails, go back to the basics...and by the way, here's the basics!

SIX-STEP TROUBLESHOOTING PROCEDURE

Step One: Verify customer complaint

- DO NOT attempt repairs without first verifying.
- The R.O. must contain all essential information about the complaint.
- Unfavorable arbitration and lemon law rulings have resulted due to an unnecessary number of attempted repairs without verification of problem.
- An exception would be when a SB matches an owner complaint exactly.
- Never proceed any further if the customer is complaining about a design characteristic of the vehicle. That must be dealt with carefully.

Step Two: Determine related symptoms

- Check other systems on the vehicle that are or could be affected i.e.: multiple symptoms that don't appear related. Two systems were on the same circuit on some older models.

Step Three: Analyze the symptoms

- What could cause the problem? i.e.: a blown fuse is caused by a "short," not an open or a bad/poor ground.
- In this step knowledge, experience and application of training are utilized.
- Always ensure the best qualified technician is performing the current repair.

Step Four: Isolate the trouble

- With a water leak, for example, it is vital that all possible sources of leaking are found.
- This also pertains to "repairing only the affected areas," and not over-repairing.

Step Five: Repair the trouble

- Do the repairs as appropriate. Follow the service manual instructions or when performing a SB, follow it very specifically.

Step Six: Verify proper operation

- This means that if a lengthy test drive is necessary, it must be done.
- This is the most important step before the vehicle is returned to the customer.
- If this step is omitted, customer satisfaction will be affected due to the customer returning if the vehicle is not right. This is wasteful of everyone's time; the customer's, the service advisor's, the technician's and the service manager's.



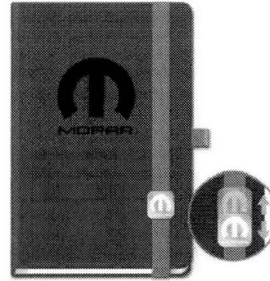
Check out our newest gear and apparel below and see much more at:

www.wearmopar.com



Mopar Lapel Pin

Item Code: A70049742N



Mopar Journalbook

Item Code: A70062842N



Mopar Tumbler w/Straw

Item Code: A70032842N



Mopar Knit Beanie

Item Code: A70051342N



Mopar Heritage Series 4 Mug Set

Item Code: A70180042N



Hemi Backwoods Camo Cap

Item Code: A70280742N



Mopar Full Zip Fleece Jacket

Item Code: A70081342



Mopar Hemi Nostalgia Shirt

Item Code: A70262442



Mopar Most Wanted L/S T-Shirt

Item Code: A70212842







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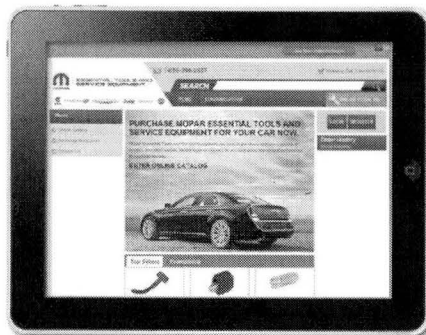
ESSENTIAL TOOLS AND SERVICE EQUIPMENT

YOUR NEW PROGRAM IS HERE!

Your Essential Tools and Equipment Program has changed its name. We still offer you a full range of products for your service and parts department as well as your body shop. Equipment is tested for performance and quality before being approved by the Program to ensure that all tools and equipment will meet your service needs.

- 
Customer Service Support with Expanded Hours
 7:00 a.m. to 7:00 p.m. CST.
- 
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- 
Flexible Financing Options
- 
Manufacturer's Warranty
- 
Tool Loan Program
- 
Everything from Torque Sticks to Alignment Systems – MSE has it for you!

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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, 18, 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

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 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 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 to the correct group at 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.**