



## STAR

Service Technical Assistance Resource

### March Announcements



The STAR News link has always been located in TechConnect on the home page beneath the SEARCH Box as shown in the graphic below. In addition STAR News will now be accessible through other communication channels including:

1. Link on the LMS (Academy Site)
2. Monthly Master Tech
3. Instructor Lead Training will include a reminder of electronic file location and hard copies, when possible
4. Via email subscription – *details to follow next month on how to submit your email to receive a monthly electronic copy of the STAR News.*

#### STAR Renewed Mission & Objectives:

1. Provide technical repair guidance to successfully FIX CARS FAST.
2. Our goal is first contact resolution and we now monitor the time it takes to resolve every ticket and confirm the vehicle is repaired.
3. We identify Top Issues to share with Quality and Engineering for timely resolution and publication of service action (STAR On Line, Service Bulletin, Manual Update, etc.).
4. We are making calls to Technician and Service Managers to ensure the vehicle is successfully repaired prior to closing tickets.

#### DID YOU KNOW ...

STAR receives on average 1,000 contacts per day ... that's 300,000 annual contacts for technical assistance.

This same month last year we had over 40,000 open aged > 5 days tickets. As a result of focused efforts to verify vehicles are repaired and close tickets the number is now at just under 7,000 tickets.

We have reduced average days to close a ticket by 50% from this same time last year.

#### Something to say?

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

STAR Center Manager

[starmgmt@chrysler.com](mailto:starmgmt@chrysler.com)

STAR News Feedback

[starnews@chrysler.com](mailto:starnews@chrysler.com)

*Future publications will have standard monthly content sections to include the following topics:*

#### STAR Monthly Publication Contents

1. Letters from Leadership & Editor
2. Technician Confirmed Repairs
3. Service Information Updates
4. ECS Enhancements & Updates
5. wiTECH Updates
6. New Repair Procedure Updates

#### STAR Center Hours of Operation

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



## FROM STAR LEADERSHIP

KERRY MURAWSKI, LISA SACINO

### Timely Reponse to Fix Cars Fast

Providing timely & accurate repair guidance to successfully repair vehicles is the STAR Center's primary focus.

Response time from Technician's is a critical element to successfully repair vehicles in a timely manner.

If you need additional assistance, please pick up the phone or resubmit your ticket indicating you need more help. Current wait times are averaging 22.3 seconds.

Many times we provide direction and don't hear anything back regarding the current vehicle status. **If STAR guidance helped you to successfully repair the vehicle, PLEASE take a few minutes to close the ticket with accurate repair information.**

The STAR Center, Field Technical Support (FTS) group and the Business Centers are all here to assist you if you have a vehicle with a problem that is difficult to solve. If we don't hear back from you, we will NOT assume the vehicle is repaired. You will receive a call back from either an Agent or a dedicated STAR Closer. If we cannot verify the vehicle is successfully repaired, the ticket will remain open and we may also call the Service Manager to inquiry if more assistance is needed to repair the vehicle.

If you have a case that is not progressing in a timely manner, forward that case to the [Starmgmt@chrysler.com](mailto:Starmgmt@chrysler.com) address and we will get involved personally to provide the assistance you seek. Remember, this

email is for cases that are not progressing or if you have trouble creating a ticket. It is NOT for bypassing the ticket process. Ticket closing details are important to both STAR and the entire Technical community. STAR will review the information you provide to create STAR On-Line cases for other techs. Your information may also be used as case content then promoted to the "Tech Confirmed Repairs" section that is found when performing a search on TechCONNECT. As of March, STAR Agents and Closers will now be closely monitoring Tech Confirmed Repairs for quality and only publish those that can aid other Technicians in like repairs.

We share the goal to successfully repair our customer vehicles on the first visit. Your efforts extremely valued.

## FROM THE EDITOR

DAN MORIN

### STAR NEWS ... Spread the word...

19 years...that's a long time to work on something. That might feel like the amount of time you have in on that intermittent driveability problem you've been trying to duplicate for what seems like forever. That's how long the STAR News has been around ...19 years.

I'm privileged to have been editor for close to 6 of those 19 years and I am always looking for ways to improve the newsletter. I was brainstorming (more like a light shower ☺) recently, trying to find ways in which we can increase the exposure of the newsletter when it hit me like a four pound sledge...just ask. So, I'm asking...Print off



a copy, hand it to one of your co-workers that doesn't know about the newsletter and show them where to find it. Thanks for spreading the word!

### **Double Cardan Joint Maintenance**

Since 2005 model year, 2500/3500 Ram 4X4 trucks have been using a *double cardan* universal joint on the front propeller driveshaft (Fig. 1).



Fig. 1

As a reminder, these double cardan joints require lubrication periodically. The assembly has a small grease fitting in the middle of the joint (Fig. 2).

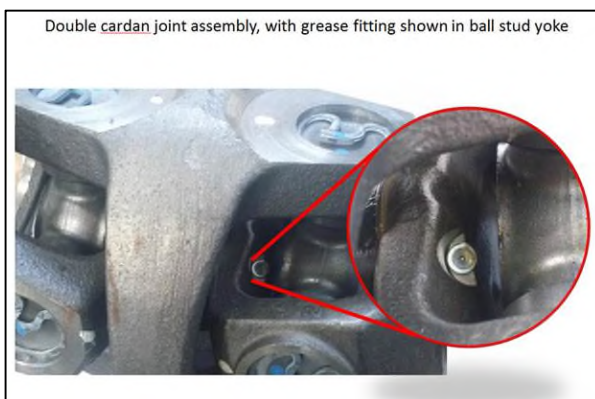


Fig. 2

A smaller grease gun tip is required to gain access to the fitting. As identified in the maintenance schedule, the joint must be lubricated at every oil change interval. Failure to lubricate this joint may lead to premature front propeller shaft joint wear.

### **DTC U3017 Mysteriously Being Stored in the PCM's Memory on 2013-14 Ram Trucks Equipped with the 6.7L Engine**

The PCM monitors engine coolant temperature drop for a certain amount of time after the ignition has been turned OFF. The Ignition OFF Timer that is being monitored comes from the CBC (Body Control Module). Under certain conditions, the CBC timer may be reset to zero prematurely. If this occurs, DTC U3017 - CONTROL MODULE TIMER/CLOCK PERFORMANCE could be set in the PCM's memory.

The diagnostic trouble tree for U3017 indicate that this code can be caused by the CBC, PCM, flashing the CBC, or a malfunctioning coolant temperature sensor. These are all true. However, Chrysler engineering has identified additional actions that will cause the CBC ignition off timer to be reset to zero that may or may not require a repair action. These include:

- Vehicle moved from shipping mode to customer mode with wiTECH
- Vehicle Reconfiguration Procedure with wiTECH
- Basically any procedure done to the CBC with wiTECH



- Battery disconnected
- Low battery voltage (less than 6 volts) (Keep in mind that it could occur during engine cranking mode and may not be just low battery voltage.)

The goal is to keep any vehicles from leaving the dealership with one trip of this two trip fault already set.

“DTC U3017” Continued on Page 3

“DTC U3017” Continued from Page 2

In order to do that engineering is recommending synchronizing the PCM and CBC BEFORE starting the engine if any of the above listed conditions occur. This is accomplished by:

1. Ignition must be OFF.
2. Turn the ignition ON for 5 seconds
3. Then turn the ignition OFF.

This action will synchronize the PCM to the CBC and prevent the U3017 from setting with any of the previous conditions. Please perform this action until a CBC/PCM fix can be released.

### **Diesel Exhaust Fluid Fill at PDI on 2014 Grand Cherokee and 2014 Ram 1500 Equipped with the 3.0L Diesel Engine**

We are starting to see several cases on Grand Cherokee vehicles equipped with the 3.0L Diesel Engine where customers are coming back to the dealer with low mileage P203F and P241D DTC's due to low DEF. DTC P203F indicates that the DEF fluid level is too low. Grand

Cherokees are equipped with an Electronic Vehicle Information Center that will notify the driver when the DEF starts to get low. The driver warning and inducement strategy for a low fluid condition is as follows:

- The first warning will occur when the tank level is at approximately 2.5 - 3 gallons. The customer will hear a chime and get an EVIC message reading "LOW DEF REFILL SOON".
- The second warning level will occur when the tank level is at approximately two gallons. The customer will hear a chime and get an EVIC message reading "REFILL DEF ENGINE WILL NOT RESTART IN XXX MILES".
- If the message is ignored until the tank is empty, the vehicle will not start. The customer will hear a chime and get an EVIC message reading "REFILL DEF ENGINE WILL NOT START". DTC P241D "SCR INDUCEMENT - FORCED ENGINE SHUTDOWN" will set anytime the SCR inducement does not function as designed including when the DEF runs too low. If the reading "REFILL DEF ENGINE WILL NOT START" message is set, the vehicle will not start until a minimum of two gallons of approved Diesel Exhaust Fluid is added to the tank.

Vehicles are shipped from the assembly plant with approximately 3 gallons of DEF in the DEF tank. This is done to ensure the vehicle will start and run properly while the vehicle is being moved around the dealership prior to retail delivery but not too full to cause concerns during transportation from the assembly plant to the dealership. However, the vehicle **SHOULD**



**NOT** be delivered to the owner until the DEF tank has been completely filled. As indicated on the “New Vehicle Preparation Form,” dealers are requested to fill the DEF tank just prior to delivering the vehicle to the owner. Labor Operation 25-08-01-40 can be used to reimburse dealers for this DEF fill. This Labor Operation can only be used prior to retail delivery and is not intended to be used for any warranty repair.

Soon dealers will be receiving shipments of the new 2014 Ram 1500 equipped with the 3.0L Diesel Engine. These Ram vehicles operate very similarly to the 3.0L equipped Grand Cherokees. To prevent early instances of P203F and P241D caused by low DEF on either vehicle, please make sure the DEF tank is filled prior to retail delivery.

### Uconnect Corner

#### Vehicle Phone Requires Service



There are a number of failures that can cause the Screen Message seen above along with a red indicator on the mirror assist button. When diagnosing a vehicle with this concern first perform a check for active or stored DTCs associated with the

antenna or rear view mirror. DTCs must be diagnosed using the procedures found in the service manual. Keep in mind connection and wiring issues can also cause these DTCs. If a hardware issue is not the cause, make sure the wiring circuits are fully checked. Many radios have been replaced when the culprit was a wiring issue causing the concern. Tracing a wiring issue isn't a pleasant task but the customer will be appreciative when it fixes their problem.

If there are no faults recorded, check the radio (HU) for the latest firmware update. If it's not at the latest level, upgrade the firmware and verify if the condition still exists. If the condition persists after all other avenues are fully checked, the radio (HU) wireless module has an internal fault that is not diagnosable with a scan tool. At this point the radio (HU) will require replacement.



### MasterTech Updates

#### February 2014 MasterTech

**Topic: Ram Heavy-Duty Pickup Rear Air Suspension Highlights – Intelligent**



### **Battery Sensor Review – DealerCONNECT Feedback**

#### Ram Heavy-Duty Pickup Rear Air Suspension Highlights

February's first lesson covers highlights of the new rear-only air suspension systems available on heavy-duty Ram pickups. System components and their locations are identified with photographs and graphics. Simple animations help demonstrate the operation of the air suspension control module (ASCM), height sensors, air supply unit (ASU), four solenoid valves, reservoir, and springs. The lesson ends with some tips on spring replacement.

#### Intelligent Battery Sensor Review

The second lesson reviews intelligent battery sensor (IBS) operation and communications. Also, the effect of the IBS Relearn Mode on the operation of the stop/start feature is demonstrated as a short case study.

“MasterTech Updates” Continued on Page 5

“MasterTech Updates” Continued From Page 4

#### DealerCONNECT Feedback

The objectives of the third lesson are to demonstrate the TechCONNECT and the Wiring Diagram Application Feedback systems; and, to encourage technicians to submit compliments, suggestions, and corrections to the systems' authors. Technician-submitted feedback can help make it easier to use these valuable tools, which can save future users a lot of time.

### Tech News – Customer Satisfaction Notification P01 – New Repair Procedure And Lop

The procedure to complete Customer Satisfaction Notification (CSN) P01 has been streamlined. The updated repair process has reduced the amount of time it takes to complete the repair, which also means the LOP associated with the repair has been reduced by about two hours. To help reduce potential frustration, this section provides a short review of the revised service steps so technicians know what to expect and, why the LOP was reduced.

### 2013 D-Truck Trailer-Tow Mirrors: Production vs. Aftermarket Part Identification

In the model year change from 2012 to 2013 on D series vehicles, the ambient temperature sensor was made a standard feature for driver's side trailer-tow mirrors. There have been incidents of dealers returning non-temp sensor mirrors claiming they were incorrectly installed at the factory. The non-temp sensor trailer-tow mirrors (Fig. 1)



Fig. 1



are aftermarket pieces that are almost identical in appearance to the production trailer-tow mirrors that contain the sensor (Fig.2).



Fig. 2

Aside from the obvious lack of a temp sensor in the aftermarket mirror, there are a few other subtle differences that will help to identify whether you are dealing with a production piece or its aftermarket counterpart.

### Mounting Studs and Die Casting

Production trailer tow mirrors from the authorized supplier will have plated M6 studs and a black painted die casting (Fig. 3).



Fig. 3

“Mirrors” Continued on Page 6

“Mirrors” Continued from Page 5

The aftermarket mirror has cadmium coated M6 studs and a non-painted casting (Fig. 4).



Fig. 4

### Harness Bundle and Sticker on Sail Foam Cover

Since the production mirror has an ambient temp sensor, there is additional wiring in the harness (Fig. 5)



Fig. 5

compared to the aftermarket part (Fig. 6).



Fig. 6

The last detail to look for is a sticker that is affixed to the foam sail cover. The sticker contains time and date of manufacture,



traceability information along with a barcode.

This sticker can only be found on the production mirror (Fig. 7).



Fig. 7

Several mirrors have been returned with manufacturing dates on them that were after the vehicle build date.

It is important to identify the production mirrors from the aftermarket parts to prevent a possible claim charge-back.

### **Activating Navigation Functionality For “Navigation Ready” Radios**

In vehicles equipped with the optional Navigation Ready version of the Radio Receiver Module (RRM) (also known as the radio or the head unit), if the customer chooses to have the navigation system activated, the vehicle must be returned to the dealer for system activation.

The activation procedure can be found in TechCONNECT under Group 08—electrical > section 8T – Navigation/Telecommunication> Standard Procedure > NAVIGATION SYSTEM – ACTIVATION.

**NOTE: Installation of additional antennae is not required.**

### **Grand Cherokee Wood Instrument Panel Appliques – Handle With Care!**

There have been a couple of concerns regarding the wood appliques found in some

Grand Cherokees.

#### **1. Damage Due To Improper Removal Methods**

The natural wood chips easily on the edges when you attempt to remove the applique to facilitate other repairs on the Instrument Panel (Fig. 1 and 2).

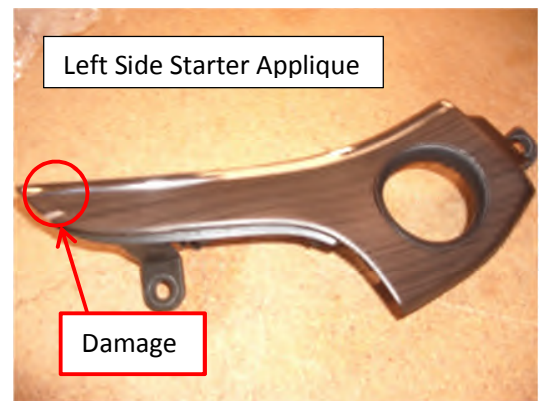


Fig. 1



Fig. 2



- Please take care when removing these appliques
- Avoid using any tool other than a fiber stick to assist in removal

### 2. Wood Grain Detail

The natural wood grain can contain what may appear to be damage, but is actually just the graining of the wood material (Fig. 3).

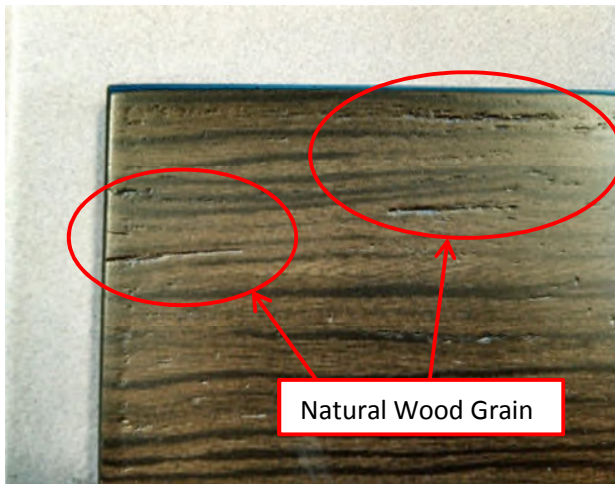


Fig. 3

This part should not be replaced.

### **More Info = More Success!!**

Ever tried to close your eyes and put a jigsaw puzzle together? Better yet, imagine trying to drive to the corner store wearing a blindfold. Not an easy task. That's a little bit of what it's like for tech support or the parts group trying to solve problems over the phone. So, it's pretty obvious having all of the facts, details and information available regarding your issue when you call, is always helpful to tech or

parts personnel. And in this case, more is always better. Take advantage of the technology we all take for granted every day. Take pictures, get a recording. Any additional bit of information we can use to help us help you resolve your issue as quickly as possible and get our customer back on the road.

### **DTC C140F After Performing Recall N23**

If after performing Recall N23, Diagnostic Trouble Code C140F - "Transfer Case Range Position Sensor Erratic Performance" is set, it is imperative that the Final Drive Control Module (FDCM) have the DTC cleared THREE times prior to performing any other diagnosis or component replacement. Please refer to Step 15 of Recall N23. Step 15 provides explicit instructions on how to clear this code after performing the recall. Once cleared THREE times, technicians can confirm that the transfer case actuator is functioning as designed by engaging 4 LO while the vehicle is moving. If the code was cleared THREE times and the 4X4 lamp illuminates when selecting 4 LO while driving, confirm that DTC C140F is active in the FDCM. A reoccurring active DTC C140F may indicate that there is a malfunction in the wiring harness, connectors, terminals, and/or actuator. Perform the following diagnosis if DTC C140F reoccurs.

15. **For vehicles with active Diagnostic Trouble Code (DTC) "C140F"** perform the following procedure:

# STAR Center News

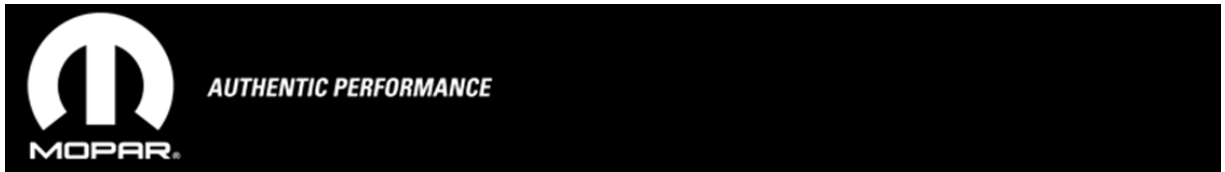
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- a. Turn the ignition key to the "OFF" position and remove the key from the ignition switch.
- b. Insert the key into the ignition switch and place the ignition in the "RUN" position.
- c. Navigate to and select the FDCM "DTC" tab.
- d. Clear all stored and active DTC's **for a second time**.
- e. Clear all stored DTC's **for a third time**.

**NOTE: If DTC C140F is still present and active, additional diagnosis is required.**



### New Original OEM Reprints of Service and Owner Manuals

Relive the muscle car era with these exclusive Mopar® Heritage Collection reprints. 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 and owner's manuals for your favorite Mopar Muscle. Not only will you be able to look up all the original factory specs, but all of these books will just look impressive on your shelf!

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Here's a few examples of what we have available for Mopar® Enthusiasts



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1970 Dodge Challenger - Owner's Manual

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1970 Plymouth Barracuda - Owner's Manual

Regular price: \$99.95  
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1970 Plymouth Barracuda - Service Manual

Regular price: \$199.95  
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1971 Dodge Challenger - Owner's Manual

Regular price: \$99.95  
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1971 Plymouth Barracuda - Owner's Manual

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Regular price: \$99.95  
Sale price: \$79.95



**1971 Dodge Challenger - Service Manual**

Regular price: \$199.95  
Sale price: \$139.95

AUTHENTIC PERFORMANCE



## ESSENTIAL TOOLS AND SERVICE EQUIPMENT

### ***YOUR NEW PROGRAM IS HERE!***

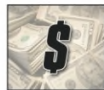
Your Essential Tools and Equipment Program has changed its name. We still offer you a full range of products for your service and parts department as well as your body shop. Equipment is tested for performance and quality before being approved by the Program to ensure that all tools and equipment will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



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**HEMI® 50<sup>th</sup> Anniv. Men's Galeros Jacket**

**HEMI® 50th Anniv. Ladies V-neck T-Shirt**

**HEMI® 50th Anniv. Tumbler**

Item Code: A70649549  
A70362849N

Item Code: A70632449

Item Code:



**HEMI® 50<sup>th</sup> Anniv. Adult Crewneck T  
Lapel Pin**

**HEMI® 50<sup>th</sup> Anniv. Two-Tone Twill Cap**

**HEMI® 50<sup>th</sup> Anniv.**

Item Code: A70702349  
A70479749N

Item Code: A70482849N

Item Code:



### HEMI® 50<sup>th</sup> Anniv. Journal Book Clock

Item Code: A70449749N  
A70029942N

### HEMI® 50<sup>th</sup> Anniv. Key Chain

Item Code: A70439949N

### HEMI® 50<sup>th</sup> Anniv. Neon

Item Code:

***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. Two systems were on the same circuit on some older models.



### **Step Three: Analyze the symptoms**

- What could cause the problem? For example, could it be a wire routing or terminal issue, 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. That affects the customer, the service advisor, the technician and the service manager.

## **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](mailto: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 to 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 of 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 (e.g., Group 14 is Fuel, Group 8 is Electrical, Group 25 is Emissions).

**\*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.**