



STAR

Service Technical Assistance Resource

June 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

STAR News Feedback

starnews@chrysler.com

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

STAR Monthly Publication Contents

1. Letters from STAR Leadership
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



ATTENTION---SERVICE BULLETIN 21-018-14/RRT 14-040 ---FLASH:
TRANSMISSION SHIFT AND DIAGNOSTIC ENHANCEMENTS RELEASED
FOR 2014 JEEP CHEROKEE (KL)

Chrysler has released a new Transmission software and calibration update for the 2014 Jeep Cherokee equipped with either the 2.4L or 3.2L engine. This software and calibration update implements a number of shift quality enhancements aimed at customer satisfaction. These include:

- Improved garage shifts (Park to Reverse or Drive).
- Improved coastdown shift quality.
- Improved shift quality.
- Improved throttle response and performance feel
- Management and prevention of busy shifting.
- Improved lift foot/change mind shift quality.

Dealers are requested to flash all unsold Jeep Cherokees and update any sold vehicle where the customer indicates they have undesirable shift quality.

NOTE: SOME VEHICLES MAY ALSO REQUIRE THE TRANSMISSION ADAPTATION PROCEDURE TO BE PERFORMED. REFER TO THE TABLE BELOW:

Existing Software Level (Prior to Reflash)	Engine	Service Action		
		Reflash	Service Bulletin 21-013-13 Subjective Evaluation	Service Bulletin 21-013-13 Adaptive Drive
All except below	2.4L	x	x	As Necessary
	3.2L	x	x	As Necessary
682235\$\$AN or 682354\$\$AN (\$\$ are wild cards for any number)	2.4L	x	Not Required	Not Required
	3.2L	x	Not Required	Not Required

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AUTHENTIC PERFORMANCE



FROM STAR LEADERSHIP

KERRY MURAWSKI, LISA SACINO

This month I would like to provide some tips to speed up the technical assistance process.

STAR has the same goal that you have as a technician, to repair the vehicle as quickly as possible. We are constantly looking at our internal process to improve the assistance process. Below are a few key things that YOU can do to help speed up the process.

1. Begin the request with the customer concern. Many times we forget to include this critical bit of information.
2. Include testing that you performed and the results of those tests.
3. Include any repair history if applicable.
4. Include ALL DTCs that are setting and if they are active or stored.
5. Perform a vehicle configuration and vehicle scan report. This is important to confirm the vehicle information and also the module part numbers/software levels.
6. Continue to resubmit the case to STAR if you need additional assistance. We are here to help you and need your test results to determine the next steps.
7. If you have a case that is not progressing at an expected rate, contact Starmgmt@chrysler.com to get an update. This comes to me and my management team to help kick start a case that is not progressing. This will prevent unnecessary calls to your BC or your TA.

STAR is here to assist you in getting repair information. While we may not always

have the “silver bullet” on every issue, we are committed to taking any issues that we don’t have an answer to and finding those answers for you.

On a related topic, let me explain what the different levels are in the assistance process:

STAR = First level of support for all the Tech Requests for Assistance. We start documenting the case with you, collect information and will follow up to determine if you need additional guidance or if the vehicle is repaired.

Master Consultants = Second level of assistance internally in the STAR Center. Their responsibility is to review previous case details to determine if there are any additional tests that can be recommended or if the case needs assistance at a higher level.

FTS Group (Field Technical Support) = A true second level of support that handles all cases “escalated” from the STAR Center. They also assist our Tech Advisors in the field when they are seeking information from the Engineering community. The FTS group can escalate the case to the BC for “Hands-on” assistance to resolve customer concerns if it’s deemed necessary.

Business Center (BC) = If the case is sent to the BC for assistance, the DM, WAM and the TA’s for that BC are all included in the communication. They collectively determine what needs to occur and then will schedule the appropriate person to assist at the dealer. Assistance can range from an actual dealer visit, a follow up



email or a direct call from the DM, WAM or the TA to provide assistance.

As a reminder, PLEASE close any and all tickets that you know have confirmed the vehicle is repaired. In your ticket closing, include the details of what the repair was and if there was any special information that lead to that repair solution.

Changes Coming for Tire Pressure Monitor (TPM) Systems

Starting in April, 2014 JK Tire Pressure Monitor (TPM) sensors will have a slightly different appearance. The old Schrader WAL I sensor is black.



As shown in the photo above, the new Schrader WAL II sensor is identical in shape to the WAL I but is a different color. It's gray instead of black. New production will be equipped with the gray sensor. Also, as Mopar inventories are depleted, the gray sensor should be ordered and used in place of the black sensor. There is no change in the installation procedure and

the new sensor is interchangeable with the old sensor.

For instance, it can be mixed with the black sensors for a TPM sensor repair on one wheel. All of the wheels on the same vehicle do not need to use the same color sensor.

The new gray sensor will also be used for some new 2015 car models (Fiat 500, Dodge Journey, and minivans) that use Schrader TPM sensors.

Gold Tool Award Flashback

Greg Stril, a technician at Tacoma Dodge Chrysler Jeep Ram in Tacoma Washington, shows off a collection of Gold Tool Awards at the Chrysler Training Center in Portland, Oregon.



Included is a Walter P. Chrysler toolbox from 1985 that the tools were stored in. The box and many of the tools were left to him by his uncle David Stril, who was a long-time Chrysler tech himself. The collection dates back to 1975 and is in excellent condition. Greg has added many of his own Gold Tools to the collection his uncle started.

Cool stuff, Greg! Thanks for sharing!



3.2L/3.6L Engine Noise Recordings

If your dealership receives any 3.2L/3.6L with an engine noise that can be duplicated, Chrysler Engineering is requesting a 10-second cell phone video/audio file be E-Mailed to: cem5@chrysler.com between now and the end of July 2014. Please include the last 8 of the VIN, the mileage and a description of when the noise was experienced (for example: cold start idle whine, ticking at 25 MPH, etc.).

Note: The E-Mail file size must be less than 10 MB in order to get through.

TechCONNECT. The A/C Performance test includes systematic procedures and performance specifications to help you objectively determine if the system is operating as designed.

The high- and low-side pressures of an operating A/C system are fantastic indicators of the system's "health." The second lesson reviews using pressure gauges to "take a look" inside an A/C system by providing possible causes for several different abnormal gauge readings.

The final lesson walks through a diagnostic scenario that uses the A/C Performance test and A/C pressure gauges to help quickly determine why a customer's Ram lost its cool.



MasterTech Updates

May 2014 MasterTech

Topic: A/C Performance

Spring is here! To prepare for the air-conditioning season, this month's Master Tech is all about air conditioning (A/C). After a short review of basic refrigeration systems and principles, the first lesson covers where to find, and how to perform, the A/C Performance test found on



**ESSENTIAL TOOLS AND
SERVICE EQUIPMENT**

MoparEssentialTools.com

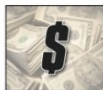
Your Essential Tools and Equipment Program offers you a full range of products for your service and parts department as well as your body shop. Equipment is tested for performance and quality before being approved by the Program to ensure that all tools and equipment will meet your service needs.



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website at MoparEssentialTools.com.**

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AUTHENTIC PERFORMANCE



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?
- 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

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-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 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

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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.