



STAR

Service Technical Assistance Resource

April 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



FROM STAR LEADERSHIP

KERRY MURAWSKI, LISA SACINO

Share Info To Fix Cars Fast!

Information is a critical component in fixing cars quickly and accurately. Technical Service Operations (TSO) has made many changes recently to improve the information that it provides to the field.

Open case follow up is one of those improvements.

Many of you may have received a call from one of our STAR agents or case closers to check the current status of a vehicle or to inquire if additional assistance is still needed. If you indicate the vehicle is repaired, we gather the repair information to share with other technicians through a TSB or creating a STAR On-line case. If you indicate the vehicle is not repaired, our agents are ready to assist further.

If you have open cases, stay involved with STAR until it is repaired or ask for additional assistance if the car is not getting repaired in a reasonable amount of time. STAR can escalate your case to the next level to assist you, but you have to stay engaged by replying with your test results.

TSO has also engaged the Business Centers to help identify vehicles that may need additional assistance. We send out a report to the BC's each week of cases that have aged without a resubmittal or case closing. BC Tech Advisors review this list and help work with dealers that have unresolved vehicle issues.

The key to fixing a car quickly is open lines of communication and information sharing in both directions.

STAR is dedicated and focused on reducing the amount of time a customer's vehicle is down or not repaired.

You also have a very important role in fixing cars quickly. Ask for help when it is needed and close your tickets out as soon as you confirm the vehicle is repaired.

Everyone wins when we stay connected and communicate our needs.

2014 Cherokee (KL) Shift Quality Flash Update

Coming in Mid - May, there will be a flash available to help improve shift quality for the 9 speed transmission in the Cherokee. This flash will apply to any vehicle (KL) built prior to May 5th 2014. The customer will receive a letter informing them of this flash and they will be instructed to contact their dealership for service. In addition, there will be a dealer notification via D-Mail, along with a publication within DealerCONNECT announcing the release of the flash.

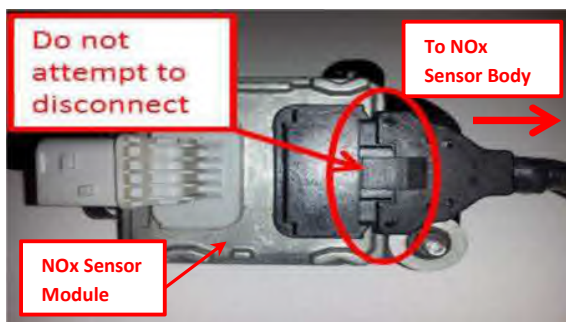
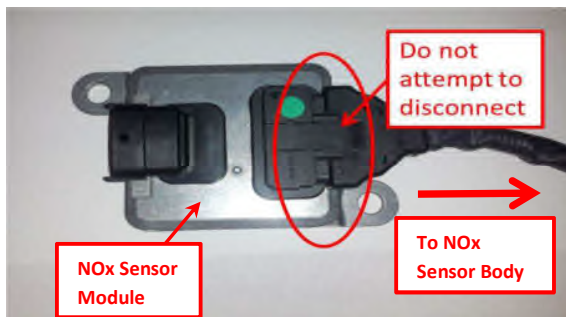
It is important to ensure your dealership captures any other customer concern and addresses it during this same visit in order to minimize any customer inconvenience. This is to include any incomplete RRT or Service Bulletin that is accompanied with a customer complaint.



Nox Sensor Wiring Connection Information

Here's some important NOx Sensor information to keep in mind when servicing a DEF system-equipped diesel Ram vehicle.

DO NOT attempt to disconnect the wire harness between the NOx Sensor Body and NOx Sensor Module (see images below).



This is not a removable connection. Sensors are being returned with the plastic molded sensor interface broken (Fig. 4).



Fig. 4

NOx SENSORS THAT ARE RETURNED WITH THE PLASTIC INTERFACE BROKEN MAY BE SUBJECT TO CHARGEBACK.

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.

L and W-Body Steering Column Power Tilt Mechanism



We have found that the connection for the steering column power tilt mechanism could be only partially 'made' at the assembly plant (see images below). This can result in the tilt function working initially and then becoming inoperative at a later time.



"Tilt" continued on Page 4

"Tilt" continued from Page 3

If you have an L or W-Body vehicle with a tilt steering column that is not functioning in the height adjust (tilting) motion, attempt this procedure before replacing the column:

Step 1 - Remove steering column opening cover per service manual - 23 - Body/Instrument Panel/COVER, Steering Column Opening/Removal

Step 2 - The tilt motor is located on the bottom side of the column. Disconnect the connector to tilt motor.

Step 3 - Re-install connector to tilt motor and check for proper operation.

If column still will not tilt proceed with further root cause.



MasterTech Updates

March 2014 MasterTech

Topic: 2015 Chrysler 200 New Model Highlights

This Master Tech highlights several features and functions of the new Chrysler 200. The presentation is organized by vehicle systems, such as: Engines, drivelines, transmissions, and electrical features. When possible, the 200's features are compared and contrasted to features on existing vehicles. Component locations and system functions are explained and demonstrated using graphics, photographs, and short video clips.

Chrysler 200, Dodge Dart, Jeep Cherokee Hoisting Tips

The advanced design and aerodynamic features of the new Chrysler 200, Dodge Dart, and Jeep Cherokee have caused some issues with lifting the vehicles on some service hoists. The purpose of this brief lesson is to give technicians some tips on damage-free hoisting of these vehicles. The presentation explains and shows the correct primary and alternate lifting points on each of the three vehicles.



April 2014 MasterTech

Topic: New Ram ProMaster Diesel Highlights

The April Master Tech presents highlights of the new 3.0-liter EcoDiesel engine option available for the Ram ProMaster. The ProMaster is an efficient, roomy alternative to standard rear-wheel drive vans; and the diesel option takes it to another level. Unlike the current V-6, 3.0-liter diesels, offered in the Ram truck and Grand Cherokee, the ProMaster EcoDiesel is an inline, 4-cylinder engine with industrial roots. The presentation covers the engine, fuel system, turbocharger and aftertreatment, automated manual transaxle, and maintenance and service tips. Component locations and system functions are explained using graphics and photographs.

Techs' Corner: A Quick Parts Warranty Guide

Mopar and Magneti Marelli offer many different warranty policies depending on the type of parts and components, and how they are sold. The April Tech News' warranty summary was compiled to provide technicians with a condensed warranty reference. The summary includes information for several categories of Mopar and Magneti Marelli parts.

"MasterTech" continued on Page 5

"MasterTech" continued from Page 4

Introducing the Fiat MasterTech Program

Fiat History Highlights

To kick-off the Fiat Master Tech program, the first lesson reviews some highlights of

Fiat's history. Starting with founding of Fiat at the dawn of the 20th century by Giovanni Agnelli and several other investors in Turin, Italy; and ending with a look forward to the advent of Fiat Chrysler Automobiles, the presentation uses historical photographs and films clips to tell Fiat's colorful story.

A Brief History of Master Tech

The second lesson briefly covers the rich heritage of the Master Tech program. It was 1947. After many years of economic depression and wars, America was starting to enjoy prosperity. By the late 1940s, about 60,000 technicians were employed at nearly 9,500 Chrysler Dealerships – with only six company training centers. Training all of the technicians at the training centers was not a viable option. Seeing this predicament, the Chrysler and Plymouth Service Division came up with a creative solution. Instead of having the technicians come to the training centers, they decided to take the training to the technician. From this idea, the Master Technician Service Conference was born. The presentation includes several graphics and video clips from historical Master Tech presentations.

Importance of Freeze Frame Data!!!

It can't be stressed enough how important data is to diagnosing any condition. That's why anytime DTC's are involved in any vehicle problem, it's vitally important to run a Freeze

Frame Report so that all of the freeze frame information can be captured. This is especially critical if field technical assistance has to go to engineering for



help resolving a problem. It is very simple to do and only takes an extra few seconds, if you are already hooked up to the vehicle and looking at fault codes. You simply go to the "Reports" tab at the top of the WiTech screen, click on "Run/View Reports" and then double click on "Freeze Frame Report".

At this time, engineering is requesting that you perform and save Freeze Frame Reports, especially for 6.4L Big Gas (ESA engine sales code) applications when there are sensor fault codes setting (i.e. O2 sensor, crank sensor, EGR position sensor, etc.).

Electric Park Brake (EPB)

Operation

2014 KL and 2015 UF are our first vehicles equipped with an Electric Park Brake (EPB) system. Below are a few highlights of system operation and where you can find additional detail on functionality and service information.

- The park brake switch is located in the center console.
- To apply the park brake manually, pull up on the switch momentarily. The BRAKE warning lamp in the instrument cluster and an indicator on the switch will illuminate.
- To release the park brake manually, the ignition switch must be in RUN. Then put your foot on the brake pedal and push the park brake switch down momentarily. Once the park brake is fully disengaged, the BRAKE warning lamp and the switch indicator will extinguish.

"EPB" continued on Page 6

"EPB" continued from Page 5

- The park brake can also be automatically released. With the engine running and the transmission in gear, release the brake pedal and depress the throttle pedal. For safety reasons, your seatbelt must also be fastened.
- The new Auto Park Brake feature can be used to apply the park brake automatically every time you park the vehicle. Auto Park Brake can be enabled and disabled in the Settings menu in Uconnect®.
- Safehold is a new feature that will automatically apply the park brake under certain conditions. The EPB monitors the status of the driver's seat belt, driver's door and pedal positions to determine that you may have exited while the vehicle is still capable of moving, and will then automatically apply the park brake to prevent the vehicle from rolling.

For more operational detail, along with service information, log onto TechConnect and go to [08 - Electrical / 8E - Electronic Control Modules / MODULE, Electric Park Brake / Operation.](#)

New Service Bulletins, RRTs and Recalls

This is a reminder for anyone that needs to know what's new regarding Service Bulletins, RRTs and Recalls. We provide a "one-stop-shop" for your service info needs. Log on to TechCONNECT. On the left side of the screen you will see several



links (fig.10). The bottom link is called [New Service Bulletins, RRTs and Recalls](#). Clicking on that link will open a list of all bulletins released for 2014.

winch must be used to raise and tighten the tire against the underbody of the vehicle.

As stated in the owner's manual, for all winch activations, both raising and lowering, the winch T-bar handle must be used. Use of an air wrench or other power tool is not recommended and can damage the winch.

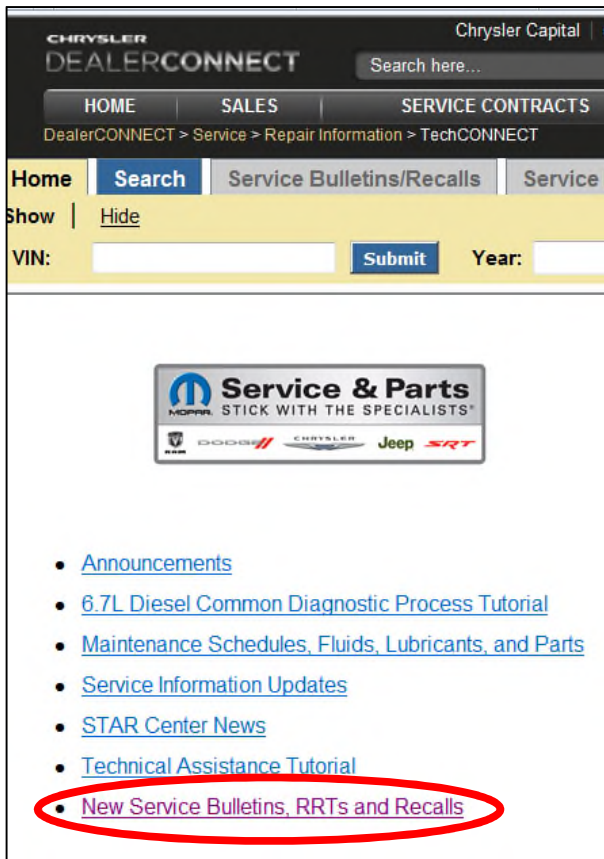
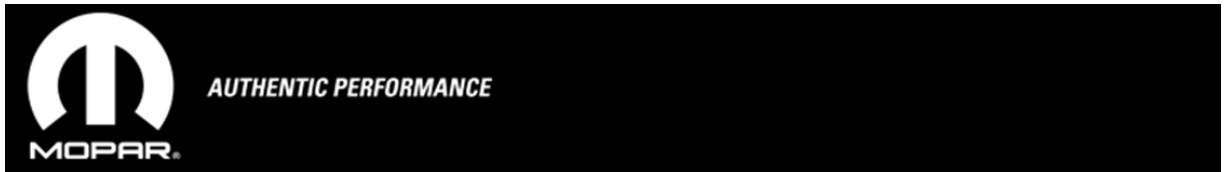


Fig. 10

Minivan Spare Tire Winch Use – Customer Education

Many new minivans are being shipped to dealerships without spare tires. Many owners, however, purchase an after-market spare tire kit to be installed at the dealership before delivery. When installing the spare tire, the wheel spacer must be lowered using the winch and then the



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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Click on the link below to take you to the Heritage website. This will display a list of service and owner's manuals that are available for purchase today! Better move fast as quantities are limited!

<http://www.moparheritage.com>

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



1967 Plymouth Barracuda - Service Manual

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

1967 Plymouth Barracuda - Owner's Manual

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



1969 Dodge Charger - Owner's Manual

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



1968 Dodge Charger - Service Manual

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



1968 Plymouth Barracuda - Owner's Manual

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



1970 Plymouth Barracuda - Owner's Manual

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



1971 Dodge Challenger - Owner's Manual

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



1971 Plymouth Barracuda - Owner's Manual

Regular price: \$99.95

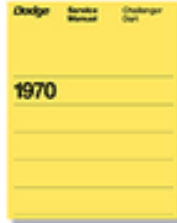
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Sale price: \$79.95



1970 Dodge Challenger - Service Manual

Regular price: \$199.95

Sale price: \$139.95

AUTHENTIC PERFORMANCE



**ESSENTIAL TOOLS AND
SERVICE EQUIPMENT**

MoparEssentialTools.com

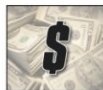
Your Essential Tools and Equipment Program offers you a full range of products for your service and parts department as well as your body shop. Equipment is tested for performance and quality before being approved by the Program to ensure that all tools and equipment will meet your service needs.



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

www.wearmopar.com



HEMI® Pilsner Glasses - Set of 2

Item Code: A70812342N



Men's HEMI® Color Block Polo Shirt

Item Code: A70769549

Item Code: A70872842N



Mopar Heritage Series 4 Mug Set

Item Code: A70180042N



HEMI® Tire Valve Covers

Item Code: A70079742N



Mopar® Pint Glasses - Set of 4

Item Code: A70672342N



1969 Dodge Charger Wall Shelf

Item Code: A68709942N



Ladies HEMI® Dream Tee Shirt

Item Code: A70342842



Magazine Collector



1970 Dodge Challenger Wall Shelf

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Item Code: A67799942N

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 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 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.