



STAR CENTER NEWS

March/April Announcements



Where to Find the STAR News...

The STAR News link has always been located in TechConnect on the home page, in the left-side window beneath the SEARCH Box. 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. **NEW!!!** Via E-mail subscription – *details to follow on how to submit your E-mail address to receive an electronic copy of the STAR News.*

Something to say?

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

STAR Center Manager

starmgmt@fcagroup.com

STAR News Feedback

starnews@fcagroup.com

STAR Center Hours of Operation

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



Safety Recall Technical Advisory (P36)

Chrysler Group LLC (Chrysler) released Safety Recall P36 – Sun Visor Wiring in August of 2014. This recall involves 2011 through 2014 model year (WD) Dodge Durango and (WK) Jeep Grand Cherokee vehicles.

This is a large recall with over 651,000 involved vehicles registered in the United States. To date over 350,000 successful repairs have been made by our dealership technicians. That is approximately 54% of the involved vehicles.

There may have been some confusion on how to route the sun visor wires by a very small group of dealership technicians. It is very important to follow the Dealer Service Instruction provided for this recall.

It is critical that the sun visor wire remains under the clip when reinstalling the visor to prevent improper wire routing.

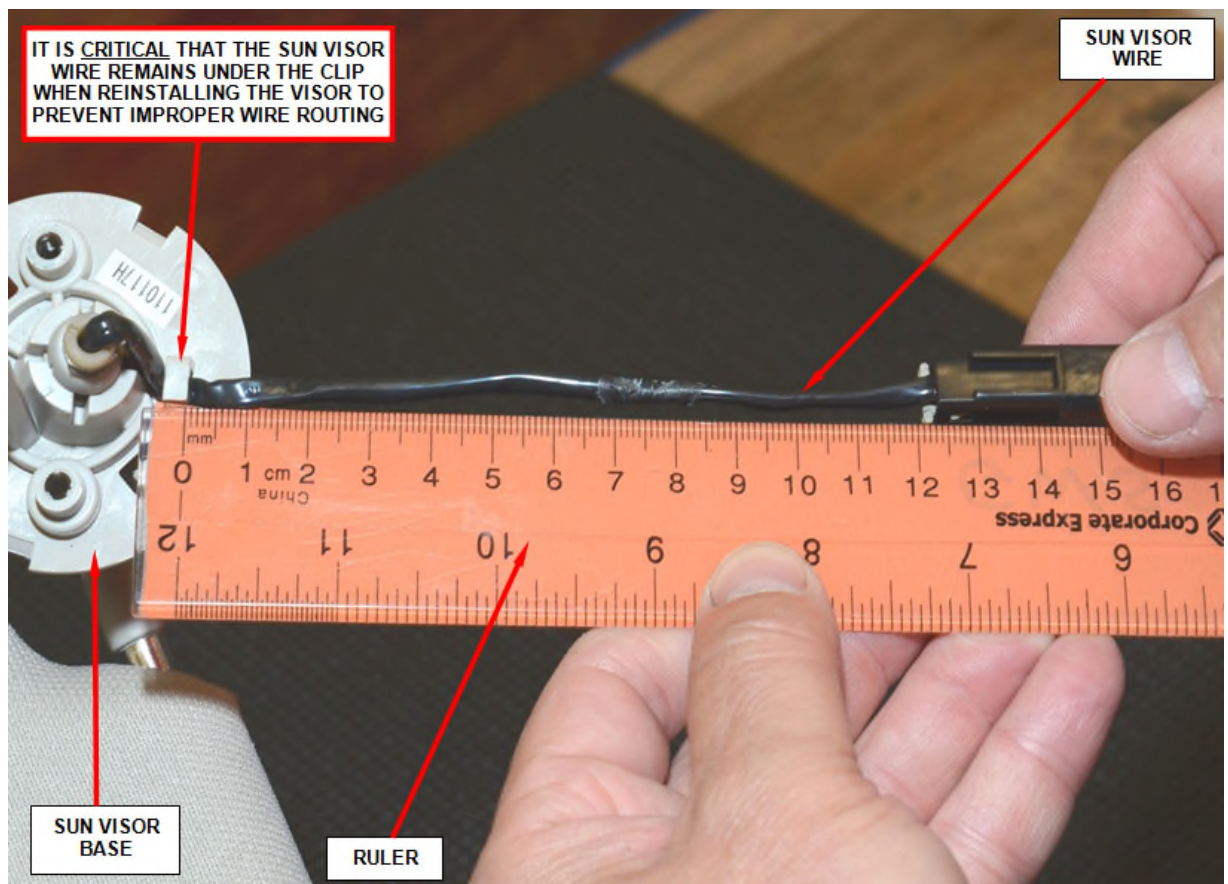


Figure 1 – Wire Must Be Clipped Before Installing the Sun Visor



“Recall” continued on P. 3

“Recall” continued from P. 2

Below are some pictures of what could result if this recall is not performed correctly. The results shown below will not enhance the customer’s perception of your dealership and or FCA US LLC.

We ask that you make every effort to convey to all your service technicians the importance of performing this recall properly and to follow the instructions provided on TechCONNECT.



Figure 2 – Result of Improperly Performed Recall



Figure 3 - Result of Improperly Performed Recall

“Recall” continued on P. 4

“Recall” continued from P. 3

Page 10 of the recall shows the two different wire length configurations that a technician may encounter during the repair. It is very important to determine if the vehicle has the short sun visor wiring (2 ¾ in.) or the long sun visor wiring (4 ¾ in.) and to route the sun visor wiring as shown in the service instructions (see Figure 13 and 14 of the recall and/or attached photos).

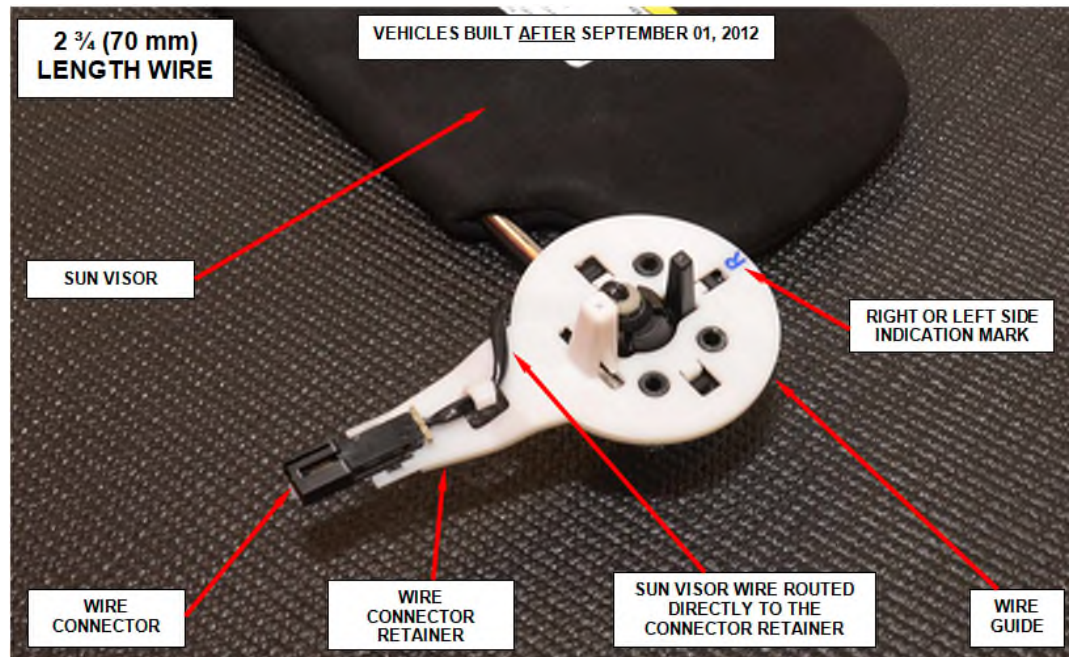


Figure 13 - Sun Visor Wire Routing (2 ¾ Inch / 70 mm Length Wire)
 (Parts removed from vehicle for photographic purposes only)

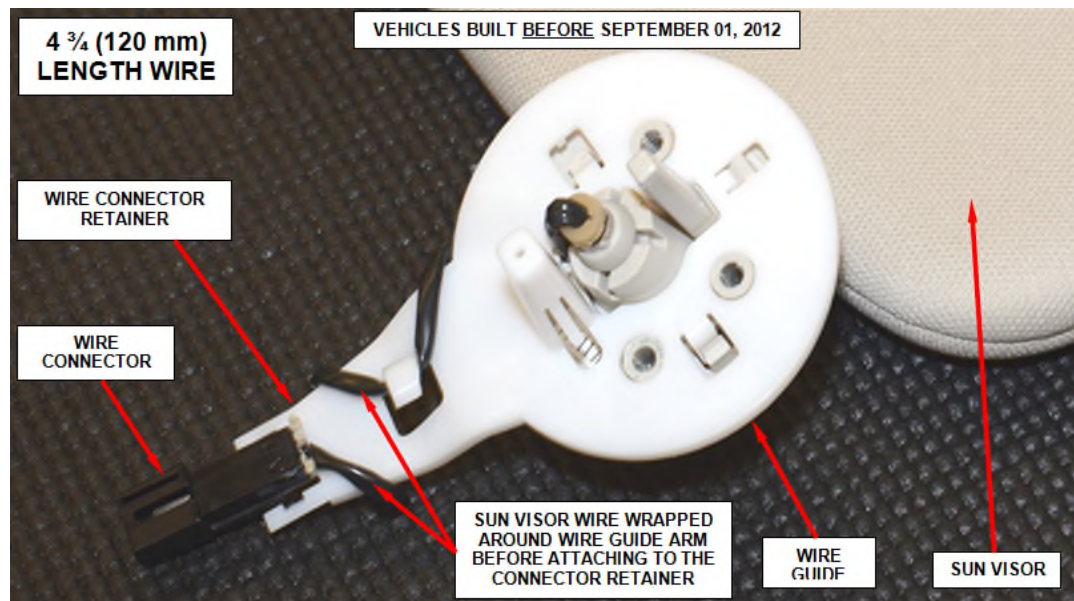


Figure 14 – Sun Visor Wire Routing (4 ¾ Inch / 120 mm Length Wire)
 (Parts removed from vehicle for photographic purposes only)

“Recall” continued on P. 5

“Recall” continued from P. 4

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All service managers are being asked to review the recall repair procedure and sun visor wire routing with all their technicians at the next dealership technician meeting. Also to assist in proper wire routing, TechTube video TT06003 has been made available on-line. You can find it by logging into the FCA Performance Institute Learning Center.

Thank You,
Customer Services Field Operations
Chrysler Group LLC

Recall R08 Revised...

Be advised that the testing and repair procedure for R08 Recall (Transaxle Park Rod) has been updated to reflect the use of an updated Park Rod Engagement Check Tool (p/n 2023000211). At this time, all dealerships should have the updated tool and the revised recall documentation is available on DealerCONNECT. TO ENSURE YOU HAVE THE LATEST INFORMATION, BE SURE TO REFER TO THE ON-LINE DOCUMENTATION AND NOT A PREVIOUSLY PRINTED COPY OF THE PROCEDURE.

STAR Center Process Improvements

We're listening!

We wanted to let you know about some on-going improvements at the STAR Center to make sure we are providing quality technical assistance in a timely manner.

- We're adding several more STAR Agents during the months of March and April to better handle in-coming volume.
- There will soon (target - summer time) be changes made to the screens you see in TechCONNECT when requesting technical assistance. We want to ensure we have adequate information on "first contact" to provide quality repair guidance in a timely manner.
- We will be making more outbound calls to clarify descriptions and, again, collect as much concise information regarding the issue as we can so we can attempt to eliminate any delays in providing solid repair guidance.

Along with those mentioned above, there are other initiatives underway to help us to help you get the technical support you need to take care of our customers' service needs. We will share more details of those as our process improvements continue to develop.

In the meantime please continue to share your feedback with us as it is a valuable tool to help us understand the roadblocks we need to overcome to serve you better.



Door Trim Damage on UF, KL, DS

Warranty claims have been emerging for damage to door trim on UF, KL and DS. The damage is seen as heated spots in the PVC vinyl (Figs. 1 & 2) and is typically located at the top edge of the bolster. The damage is most likely caused by heat guns or high-intensity lights used when repairing paint on the door or neighboring pillar. Such damage can also occur using these tools to install window tinting.



Figs. 1 & 2

When such repairs are performed, proper care must be taken to protect the door bolsters by applying heavy duty aluminum foil around top edge or by completely removing the door trim panels.

Are You Wired In...?

At times, finding timely wiring diagram information has been frustrating. And even though our folks tasked with supplying us all with accurate and useful wiring information have made great strides in improving the system, there's still work to

be done. So if you're ever in a situation where you are looking

for certain wiring information and you are having some difficulty getting it, try the external link to access wiring information. Just type it in your browser and hit enter. The link is <http://wiring.dcctools.com/login.htm>. It works well for the times when DealerCONNECT might be slow or possibly unavailable for some reason.

9-Speed Automatic Transmission Knowledge Tutorial and C-Clutch Snap Ring Repair Video

The 9-speed automatic transmission offered in the Jeep Cherokee (KL) and Chrysler 200 (UF) introduces an innovative clutch application technology. This state of the art technology offers best-in-class efficiency, ratio spread, weight and packaging, which translates into improved fuel economy and performance. All of which fits in the space of a traditional 6-speed.

The tutorial is designed to assist with understanding these enhancements and provide guidance through multiple procedures for identifying the appropriate service actions for a given condition.

The tutorial may be found on TechCONNECT in the "Announcements" section.

In addition to the tutorial, there is a video that discusses the 9-speed automatic transmission C-Clutch snap ring repair process.

This video may be located in the Performance Institute Learning Center under the "My Learning" tab. Within the table of contents click on "Courses", then select "Search Courses". Enter the course code TT02002 in the search box, then



press enter. Enroll in the “9-speed C-clutch Snap Ring Replacement” Tech Tube course, then press launch to view the instructional video.

Generic Cooling System Pressure Tester

There have been some reports of difficulty locating a suitable cooling system pressure tester adapter to fit certain FCA vehicles. Example vehicles include 14-15 BF, FF, 15 BU, VF and others. An alternative to using a specific adapter would be to use a bladder-type cooling system pressure tester (Figs. 1 and 2).



Fig. 1

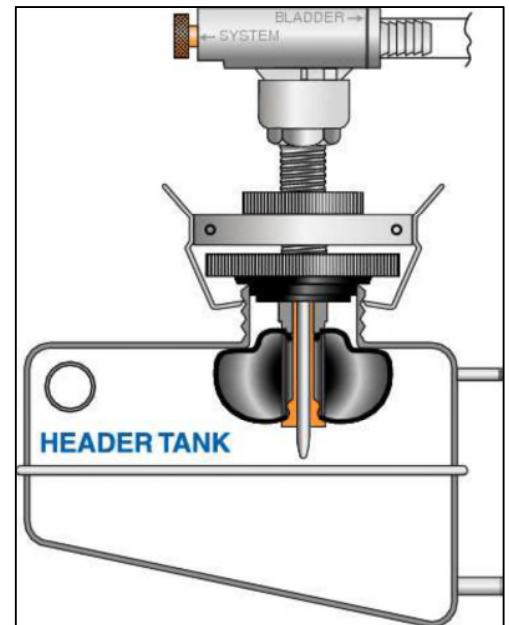


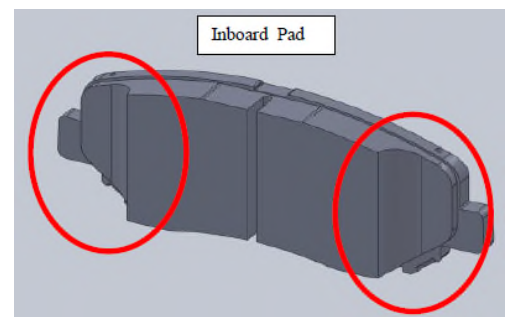
Fig. 2

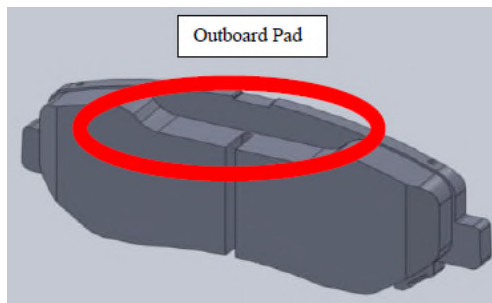
Bladder-type cooling system pressure testers can be purchased thru Snap-On (SVT-275) or other tool sources.

Proper PF and *UF* Brake Pad Orientation

Article repeated from STAR News 86 to include UF

The front inboard and outboard brake pads on PF and UF vehicles have different friction pad shape when compared to each other. This difference is designed to help reduce noises from the braking system. The figures below show the proper orientation. The red circles in the images below highlight the differences.





Clamp It...

Did you know...the little *Clic-R* clamp that retains the fuel rail return line to the fuel rail on a 14-15 diesel-equipped ProMaster is available separately? It's not necessary to order a return line assembly (68226927AA) to get just the clamp. The P/N for the clamp is 06106584AA.

The clamp also fits the following applications:

- 14-15 BF 1.4L Turbo (EAM) – Waste gate solenoid vacuum line (turbo end) (hose assembly 68201171AA)
- 12 –15 PF 1.4L Turbo (EAF) Brake booster vacuum supply line (intake manifold end) (hose assembly 68165815AB).

Torque Converter Fasteners

Currently, when ordering a new or remanufactured automatic transmission or torque converter you will get the fasteners that hold the torque converter to the flexplate. We have reviewed this practice and found that in some instances the bolts are reusable and it's not necessary to replace them every time the transmission or torque converter is removed or serviced.

Starting with the 2016 model year releases, certain transmission assemblies and torque converters will no longer come with fasteners. The fasteners will be available separately should the technician lose or

damage one, BUT WILL NO LONGER AUTOMATICALLY COME WITH THE ASSEMBLY.

As previous model year transmission assemblies and torque converters change service levels, the fasteners will be deleted from those applicable units as well. This change will also apply to remanufactured components. This process will be reviewed going forward and other assemblies/converters may have them removed in the future.

New Flash Only Repair Failure Codes

Warranty Bulletin D-15-09 announced two new message codes for "flash" only repairs:

- CC (Customer Concern)
- RF (Routine Flash)

These message codes are to help us understand why the repair was completed.

If the customer's concern matches the SYMPTOM/CONDITION identified in the Service Bulletin, then failure code CC should be used.

If your Technician finds an available flash while looking at a different customer concern, then failure code RF should be applied to the concern.



MasterTech Updates



February 2015 MasterTech

Topic: 9-Speed Automatic Transmission Tips

February's Master Tech is all about nine-speed automatic transmissions. The presentation offers a review of the transmissions' mechanical and electrical components, covers some service tips, and provides information to help technicians choose the correct relearn procedure for specific circumstances.

Tech News: Different Types Of Labor Operations Explained

This month's Tech News explains the difference between the three types of labor operations (LOP). The intent is to help clarify why Warranty Administrators sometimes add "related" and "optional" LOPs to the "primary" LOP.

March 2015 MasterTech

Topic: Powertrain Service Center – Repair Or Replace?

The primary responsibility of the Powertrain Service Center is to determine if it is financially more beneficial for the company to replace (rather than repair) engines and transmissions under warranty. The March Master Tech provides an in-depth look at the repair-or-replace process to help technicians complete the approval process quickly and correctly.

The presentation starts with general guidelines to help technicians navigate the system and prepare for a successful repair/replace submission and moves on to a demo of the diagnostics worksheet and repair/replace procedure.

Electric Power Steering (EPS) – Diagnosis Before Replacement

Before the decision is made to replace an EPS gear, there are some basic steps that

need to be completed. Whether the customer complaint is for a performance issue or an NVH issue, here are some guidelines to follow:

- First, the steering system should be checked for any DTCs. Be sure to document these codes on your work order (WO) and be sure they are included in the warranty claims as well.
- Of all the EPS DTCs listed in TechCONNECT, very few of them will require the EPS gear to be replaced. Implausible data, missing configuration, lost communication, voltage and BUS DTCs almost never lead to a gear replacement.
- Many gears are replaced for these codes only to have the same complaint reappear with the true root cause identified as wire harness, connector, corrosion, fuse or a problem with a different module.
- For noise issues, Chassis Ears must be used to pin point the specific area of the noise. The EPS gear is often misdiagnosed as the cause of noise when in most cases it is another suspension component.
- Remember the front struts, half shafts, ball joints, bearings, steering column, clock spring... all move with the EPS gear and could be the source of a noise.
- Finally, while the EPS gear is only serviceable as an assembly, all vehicles do have both inner and outer tie rod kits listed for service. So, if you track a noise down to the inner or outer tie rod ends, those components may be replaced separately from the EPS gear assembly.

For additional help, search TechCONNECT for more information to assist with your diagnosis.



Hydraulic Steering Rack & Pinion Leak Verification Using Leak Detection Dye

Hydraulic power steering rack & pinion leaks can cause a mess under the hood of a vehicle or they may only leave a drop of fluid on a customer's garage floor. These leaks are usually pretty easy to pin point but if you're having trouble because the fluid has covered the entire gear, use the Mopar 4-in-1 Leak Detection Dye (P/N 05010042AA) along with a high quality UV light to find the source and repair as necessary.

Another use for the 4-in-1 dye is to validate a perceived wetness on steering component that is not a leak at all. Our hydraulic rack and pinion suppliers use assembly grease prior to installing the tie rod boots to the rack and pinion housing. Over time this grease may work its way past the boot and housing causing wetness on the boot. In other cases, it is simple overspill from an oil change or other under hood fluid top off. If the wetness does not light up after installing the 4-in-1 leak detection dye, the gear is not leaking and should not be replaced.

Regarding Milling of Components for Mopar and Warranty Repairs

The milling of components, for example: *Cylinder Heads, Exhaust Manifolds, Blocks, etc.*, is NOT a valid Warranty or Mopar repair and therefore NOT reimbursable on a Warranty (W) or Mopar (M) claim.

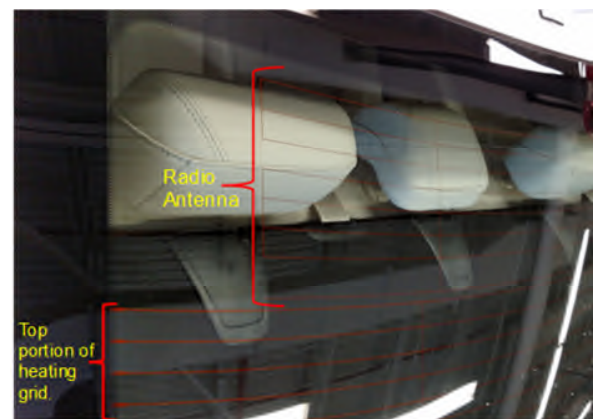
Applicable components, such as those suggested above, should be replaced and

submitted under applicable Warranty or Mopar warranties.

This policy does not apply to Mopar Vehicle Protection (MVP) claims.

Info Regarding 2015 UF Backlite

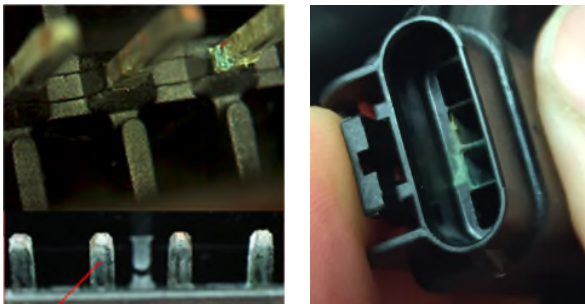
By design, the upper 12 inches of the backlite does not defrost on 2015 UF vehicles built prior to December 15, 2014. For vehicles built after December 15, 2014, the top backlite dead zone was reduced to 9 inches, which subsequently increased the size of the defrost pattern.



2015 DS 5.7L - Short Runner Valve (SRV) Connections



When diagnosing 15 5.7L-equipped DS trucks with a P2008 - Short Runner Valve Control Circuit fault, make sure to check for evidence of moisture intrusion, including the presence of corrosion on the connector terminals in the SRV connector. Make sure to check both the SRV assembly and harness side-connectors. See accompanying pictures (Fig. 1 and 2) for examples of terminal corrosion.



Figs. 1 and 2

Disassembly of the harness-side connector may be necessary to observe any corrosion present on the terminal (Fig. 3).

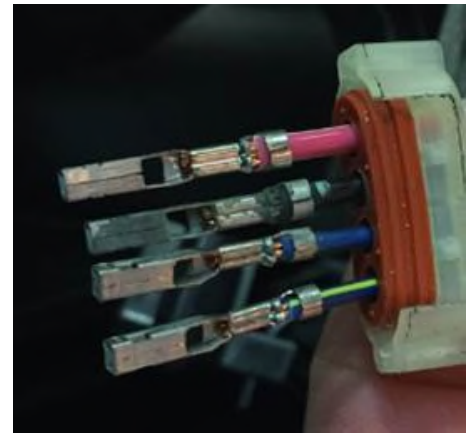


Fig.3

Info Now Available in TechCONNECT to Assist with New Issues

For helpful information to assist in repairing squeak noises from KL rear seats and for information on how to prevent Intelligent Battery Sensor (IBS) breakage when charging or disconnecting/reconnecting the battery on KL stop/start vehicles, use the Search function in [TechCONNECT](#).



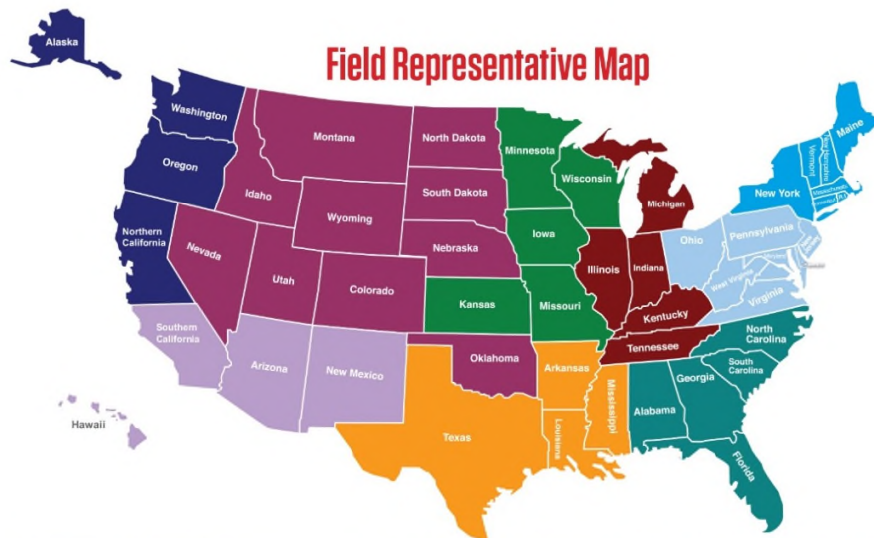
ESSENTIAL TOOLS AND SERVICE EQUIPMENT

MOPAR SERVICE EQUIPMENT PROGRAM VALUES

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Mopar Varsity Pullover Fleece

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.

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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/

- Radio, clocks and entertainment systems

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Telematics Group
Component Code 8A

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@FCAGROUP.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"

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- 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.**