



STAR CENTER NEWS

Jan/Feb Announcements



Where to Find the STAR News...

The STAR News link has always been located in TechCONNECT on left side of the home page 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.*



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Something to say?

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

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starmgmt@fcagroup.com

STAR News Feedback

starnews@fcagroup.com

STAR Center Hours of Operation

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

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From the STAR Center

Good things are happening at STAR for 2015. We want you to know that we are making some positive changes based on your feedback and are focused on the following initiatives.

- Quicker response times
- Quality response and repair guidance

Over the course of the next quarter we will be rolling out some changes in DealerCONNECT to help you get the answers you need the first time and improve our first contact experience.

Thank you for your patience as we move forward.

Your feedback has been positive. We ended the year with dealer satisfaction scores averaging 4.71/5.0.

We will continue to work hard to service you...our customer.

STAR Agent Introductions

Meet some of our STAR Top Agents. Each month we will highlight some of our agents so you can get to know us.

Jeff Campbell – Engine/Driveability

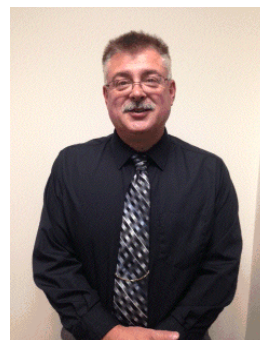


Jeff has over 36 years of automotive experience and has spent 17 years with Chrysler dealers before joining STAR. He

is a Master ASE technician and has been with STAR for 7 years.

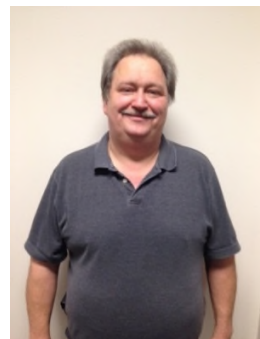
He is an avid outdoorsman and enjoys four wheeling, hunting, fishing, biking, boating, hiking and camp fires. He also enjoys attending concerts and sporting events with his family and friends.

Larry Nonis – Body/Chassis



Larry has been in the automotive business since 1978 fresh out of MCI Automotive Technical Academy. He has held positions as Technician, Service Director, Warranty Administrator, Technical Instructor and STAR Helpline Consultant. Larry's Interests include world travel, fishing, performance cars, wine connoisseur, traveling, and he is professional model builder.

Michael Bell – Transmission



Mike has been an auto tech for 27 years. He worked in a dealership for 12 years then moved into the technical assistance center side and has been with Chrysler for



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8 years. Mike enjoys spending time with his family and friends including his two sons that he adores. Mike is our resident comedian and says that his hobbies include sumo wrestling, auto racing and working around the house.

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8-Speed Automatic Transmission Adaptation

Beginning with all 845RE-equipped, 2015 Model Year vehicles, a QUICK LEARN procedure is now available to quickly adapt the transmission.

This new feature drastically shortens the time required for the transmission controls to adapt for optimal shift quality. The procedure is run using WiTech and requires 2-5 minutes to perform in a stationary vehicle. Very little driving is required, except to warm the transmission (to at least 131°F) and to cycle each clutch prior to running the routine.

In most cases of shift quality related concerns, running QUICK LEARN should be used as a first attempt at resolution.

The feature will also be available with newer 2014 MY service-released software. Also, QUICK LEARN should be run when performing valve body or transmission replacements, or any internal clutch repairs.

Refer to 28 - DTC-Based Diagnostics/MODULE, Transmission Control (TCM)/Standard Procedure in TechCONNECT under service information for detailed instructions.

6.2L Hellcat Engine News

The following are just a few bits of service information to be mindful of regarding the 6.2L Hellcat Engine (ESD sales code):

1. For **catastrophic** engine failures, it is important to change the oil cooler and cooler lines to avoid re-introducing any potential debris into the replacement engine.

2. When changing oil cooler lines, ensure that the cooler line clips or "Jiffy Tites" are properly seated when installed.
3. If the engine has any issues with "blue smoke" from the exhaust, perform a crankcase (and oil cooler) drain and fill with a filter change **per the service procedure**. Do not pre-fill the oil filter. **Note that the service fill for the 6.2L Hellcat engine with a dry oil filter is 6 quarts of oil compared to the standard HEMI engine service fill of 7 quarts.**

New Seat Fasteners 2015 UF, PF, KL

UF, PF and KL have new seat attachment fasteners starting with the 2015 model year.

The new hardware is called a Mortorq®-style #2 fastener. It looks somewhat like a cross between a Philips-head and a Torx®-style configuration (Figs 1-3).



Fig. 1 - Philips

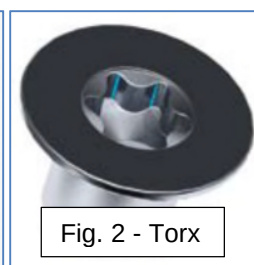


Fig. 2 - Torx

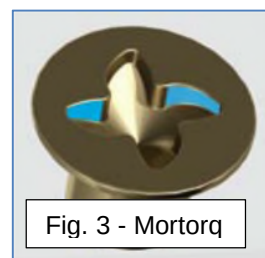


Fig. 3 - Mortorq

However, attempting to remove or install a Mortorq® fastener using a standard Torx®



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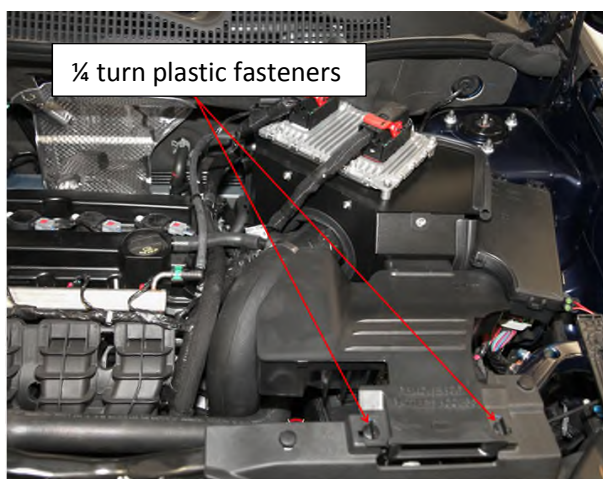
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bit or a Philips bit will result in a stripped fastener head.

Mortorq® #2 bits are available thru Snap-on Tools (SDMMT2), Mopar Service Equipment (MSE) group (MCOK5440MT2) or other commercial tool suppliers.

Patriot/Compass Engine Inlet Air Duct Attachment

On the Patriot / Compass equipped with gasoline engines, we are seeing incidents where the fresh air induction duct is not getting reattached properly after service has been performed on many underhood components.



Technicians need to ensure that the 1/4-turn plastic fasteners are securely positioned in the fore/aft position, after any vehicle/powertrain work that required removal of the induction duct.

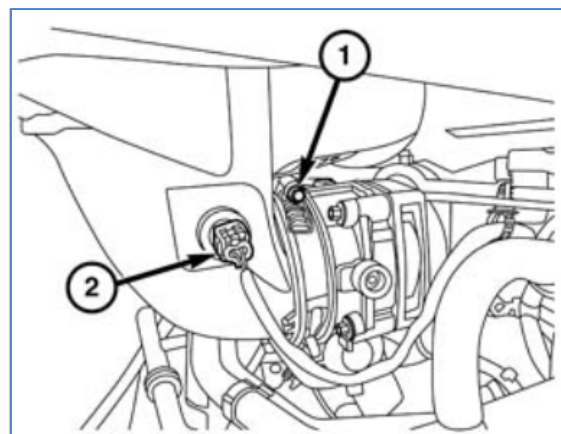
3.6L DS Engine Cover/Intake Resonator Improper Removal

Ram 1500 trucks equipped with the 3.6L engine come fitted with an intake air resonator that has an integral engine cover. Although they look like two separate

pieces, they are cast together and the cover cannot be removed separately without damaging both components. Care should be exercised to follow the removal procedure in the service information to ensure damage does not occur.

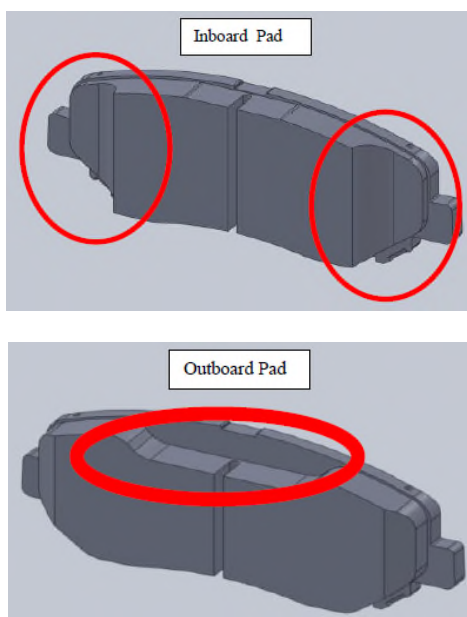
Proper Engine Cover/Resonator Removal

1. Disconnect the electrical connector (2) from the Inlet Air Temperature (IAT) sensor.
2. Loosen the clamp at the throttle body (1).
3. Pull the front of the resonator away from the throttle body while lifting from the rear of the resonator to separate from the ball joint mount.



Proper PF Brake Pad Orientation

The front inboard and outboard brake pads on PF 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.



Active Grill Shutter (AGS) Operation and Diagnostics

Aerodynamics plays an important role with regards to fuel efficiency. Aerodynamic drag increases as vehicle speed increases resulting in increased engine power requirements. Reducing wind drag coefficient across the front of the vehicle is directly proportional to an improvement in fuel efficiency.

That's where the Active Grill Shutter System (AGS) comes into play. It is designed to reduce aerodynamic drag.

The AGS system is located behind the front grill on a number of our vehicles, Ram 1500, Cherokee, Dart, and the new 200. The system consists of an electric stepper motor (actuator), a set of vanes that make up the shutter, linkage, and a set of seals that direct air flow.

Operation

The AGS system is controlled by the powertrain control module (PCM) over a dedicated network LIN bus. The PCM

commands the AGS to regulate airflow across the radiator or to improve the vehicles drag coefficient. When airflow is not required and/or vehicle speeds reach a threshold, the PCM commands the shutter vanes to close. If additional cooling is required the PCM commands the grille shutter vanes to open. In cold climates, the AGS system can improve engine coolant warm-up times further increasing fuel economy.

Each time the vehicle is started the AGS performs an initialization calibration. This function can be used as a quick way to validate the operation of the AGS. To validate AGS, start the engine and observe the AGS shutter, the vanes will cycle to the fully open position and then move to the fully closed position. The AGS uses this procedure to learn the hard stops on the grille shutter frame for that key cycle.

FAULT CODE DESCRIPTION

The AGS actuator contains an integral smart module that uses the LIN bus to communicate with the PCM. It receives shutter position commands from the PCM and reports its position to the PCM. The AGS communicates a series of faults to the PCM.

For gasoline engines, the faults are:

P1D73 - Active Grille Shutter Performance
U11E9 - Lost Communication with AGS
P05A5-AGS "A" Control Circuit Low
P05A4-AGS "A" Control Circuit High
P1D6D - AGS Circuit Over Temperature

If the AGS smart module detects the grille shutter vanes are jammed, it will attempt to free them by cycling the shutter from the open to closed positions 3 times. If this condition is detected when the ambient air



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temperature is greater than 4.4° C (40° F), the MIL will illuminate and the fault P1D73 will set. If the ambient air temperature is below 4.4° C (40° F) and a jammed condition is detected, the smart module will assume the shutters are frozen and will not illuminate the MIL or set a fault.

Information for Common Faults

P1D73 – AGS performance Mechanically Stuck or Broken – is set if:

- The AGS determines it can't complete the initialization procedure
- The AGS determines it can't achieve the desired position
- The PCM determines that the AGS has taken too long to report on its status

Note: This DTC should direct the technician to investigate the integrity of the AGS unit. It may have been damaged, had components disengaged, or fasteners removed.

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U11E9 – Lost of Comm. with AGS – is set if:

- LIN communication errors are detected by either the Active Grille Shutter Module or the PCM. If the AGS module detects loss of LIN communication for more than 2.6 Seconds or detects a bit error, it will set a fault flag and pass the error on to the PCM. The PCM will set fault flag when it detects a LIN communication error with the AGS module.

Note: U11E9 directs the technician to investigate the LIN bus, power or ground circuit integrity. This code will set if the vehicle is started without the AGS

connector in place, a condition commonly found during body repairs.

P05A5 - Grille Shutter "A" Control Circuit Low – is set if:

- AGS ASIC (chip within the AGS actuator) detects the supply voltage is too low (under 9V). This code is a communication by the AGS to the PCM stating that it has suspended all shutter movement and entered a security state because supply voltage is too low. Shutter movement will only resume after the voltage returns to a functional range.

Note: The AGS is reporting a system condition not an AGS condition. This fault code needs to be cleared before AGS testing can be performed.

Finally for more information about AGS and specific configurations consult TechCONNECT.

Ram 1500 - Rear Diff Cover Leaks After Service Due to Incorrect RTV Sealant

For Ram 1500 Trucks 2002 MY-to-present, be sure to use only the Orange Mopar RTV Sealant (05013477AC) to reseal rear differential covers. Using the incorrect RTV sealant (grey or black) will cause leakage.

Oil Filter Replacement on Cummins Diesel Equipped Ram Trucks

We have seen occurrences on Cummins diesel-equipped vehicles where the technician has removed the engine clean air duct/resonator from the turbo charger inlet to remove and install the engine oil filter.

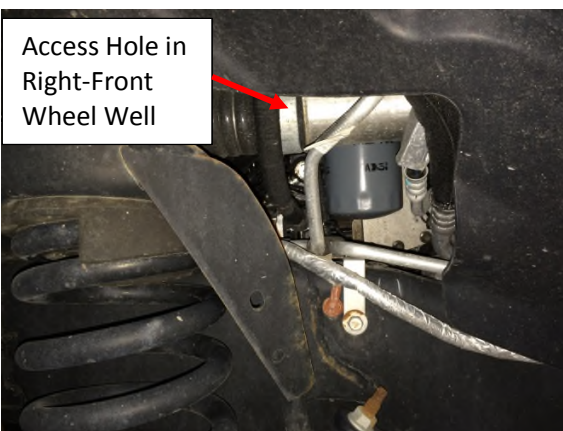


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Opening the air cleaner duct joint to turbo charger inlet to gain access to the engine oil filter can lead to dirt and contamination being ingested to the turbo charger assembly, increasing the likelihood of wear and possible damage.

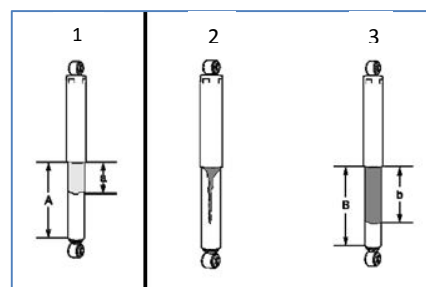


The oil filter can be accessed thru an opening in the right-front wheel well once the wheel is removed.

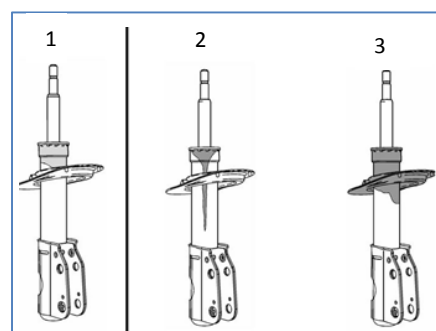
inspection has often been a toss-up. The right choice is not always obvious.

Here are some guidelines to follow the next time you are trying to decide if a “leaking” shock or strut needs to be replaced:

1. Light fluid film in the top one-third of the strut/shock is considered normal. Strut/Shock replacement not recommended, provided the strut/shock is functioning (dampening) properly.
2. Minor weep - drops of shock fluid extending down beyond one-third or more of the strut/shock body length. Strut/Shock replacement is recommended.
3. Major weep - fluid covers two-thirds or more of the strut/shock body length. Strut/Shock replacement is recommended.



Shock Absorber



Strut

Shock Absorber/Strut Leakage – Replace or Not to Replace...

Deciding whether or not a shock absorber needs to be replaced just by visual

For more info, see informational SB 02-001-15.



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MasterTech Updates

July 2014 MasterTech

Topic: Wide-Band Oxygen Sensor Tips and Diesel Exhaust Fluid Reminder

To help reduce diagnostic time, unnecessary part replacement, and customer comebacks, this month's Master Tech gives technicians some tips on wide-band oxygen sensor operation and diagnosis. Wide-band oxygen sensors allow the powertrain control module (PCM) to read fuel-to-air ratios as rich as 9 to 1 and as lean as no fuel by measuring the electrical current supplied to the sensor's pumping cell. The lesson explains several effective diagnostic techniques, including how to use the breakout box required for troubleshooting vehicles equipped with certain Magneti Marelli PCMs.

To help ensure our diesel customers are delighted with their new Rams and Jeeps, a second short lesson reminds technicians that the correct time to fill diesel exhaust fluid (DEF) reservoirs is right before customer delivery.

FIAT Master Tech Release 2 2014

Topic: Basic Electrical Diagnostics: Voltage Drop Testing

This lesson demonstrates the simple, quick diagnostic technique of using "voltage drop" to isolate power circuit faults.

Voltage drop testing is performed on operating, loaded circuits.

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This makes it one of the most efficient test techniques available, because technicians do not have to disconnect anything. Usually, a power circuit fault can be isolated more quickly by using voltage drop testing instead of resistance testing. The lesson starts by reviewing basic components and terms, and finishes by applying the technique to track down a wiring fault in a vehicle's fog lamp circuit.

Faulty or intermittent electrical connectors can be the source of very difficult to diagnose issues. So, in the second lesson, the presentation shows technicians examples of common connector faults, and reviews some effective connector diagnostic techniques.

August 2014 MasterTech

Topic: CAN Bus Diagnostic Tips and Tech News - Glass and Lamp Warranty Coverage

Identifying and isolating communication network faults can, at first, seem very intimidating. Inefficient diagnostic techniques can lead to frustration, wasted time, and unnecessary parts replacement. The August Master Tech explores three common CAN bus configurations and demonstrates how to efficiently identify and isolate communication circuit faults for each configuration.

The program starts with an overview of common CAN bus characteristics, moves on to general communication bus diagnostic tips, and finishes with specific diagnostics for stub, hub, and daisy-chain type buses.



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The Tech News article discusses glass and lamp warranty coverage. While most glass replacements are sublet to outside companies, some replacements are performed by service technicians. Using warranty terminology, a bulb is a device that uses electricity to produce light, while a lamp (or housing) is a fixture that holds the bulb.

August's Tech News discusses two circumstances when glass can be replaced under warranty, and details warranty policies on lamps and bulbs.

September 2014 MasterTech

Topic: 2015 Challenger SRT and Hellcat HEMI Highlights and Tech News - Warranty Tips: Exchange Order Parts Process Review

The September Master Tech highlights features and functions of the 2015 Dodge Challenger SRT and the 707 horsepower Hellcat® engine. The SRT Hellcat is named after the Grumman F6F Hellcat, an aircraft carrier-based Navy fighter plane used during WWII. The F6F Hellcat was a rugged, high-performance fighter with a straightforward design. To honor the legacy, engineers designed the Hellcat hemi to meet the same criteria – high-performance, but rugged for durability. This program covers features specific to the super-charged engine and reviews the technology and performance features offered on the SRT Challenger.

The Warranty Tips article outlines how failure to follow the exchange order parts process can delay or stops warranty claims, thereby delaying payment for the work. So, September's Tech News article offers some tips that can help the claim process go smoothly.

October 2014 MasterTech

Topic: 2015 Ram ProMaster City Highlights, Electric Power Steering Service Tips and Tech News – Warranty Tips: Exchange Order Parts Process Update

The first lesson in the October Master Tech program highlights key features another standout vehicle -- the new RAM ProMaster City – slightly less horsepower, but equally exciting! Some features of the ProMaster City are familiar, like the 2.4-liter MultiAir2 Tigershark engine and 9-speed automatic transaxle.

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And, some are new to North America, like the rear brake self-adjusters that keep the brakes adjusted with every pedal press.

The second lesson covers a recent issue with electric power steering (EPS) units. EPS units have been replaced due to “leaks.” The problem is that these units do not contain any fluid! The lesson presents a brief review of the EPS units used in Chrysler Group vehicles and explains a few issues that could lead a technician to diagnose and EPS as defective.

The Tech News starts with some additional tips and clarifications about the exchange order parts process that was covered in the September Master Tech. It explains the warranty reimbursement policy for repairs that are completed with 200% or greater efficiency.

FIAT Master Tech Release 3 2014

Topic: Heater Performance, Five-Wire HVAC Actuator Diagnostics and R-1234YF Tips

The TechCONNECT Heater Performance document is a simple tool that can help technicians quickly narrow down cabin heater issues. The first lesson demonstrates using a printout of the



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document as a system checklist for verifying and diagnosing customer-complaints related to cabin heating.

The second lesson discusses the five-wire HVAC actuators used in some vehicles, including the 500L with automatic temperature control. They require different diagnostic techniques than the two-wire actuators used in many other vehicles. This lesson starts with a detailed look at the internal operation of the actuators, and then progresses through efficient diagnosis of 5-wire actuator issues. The reference book provides tables that show the expected values for each actuator circuit, in various operating states.

The third, brief lesson reminds technicians that the new refrigerant requires unique tools and special procedures.

November 2014 MasterTech

Topic: UCONNECT Access Telematics

In November's Master Tech, we take an enlightening expedition through the Uconnect Access telematics system. Uconnect Access applications (or Apps) engage several components over multiple communication paths. Therefore, taken as a whole, the system may appear overwhelming to diagnose and repair. However, this month's lessons explore each part of the system, in small segments, making the system easier to understand – and helping technicians isolate faults more quickly.

December 2014 MasterTech

Topic: Dodge 100th Anniversary and Four-Wheel Drive Applications Overview

FCA offers fifteen different four-wheel, and all-wheel, drive configurations in North America. This lesson methodically examines the similarities and differences, physically and electrically, between the various NAFTA systems, with the goal of

helping technicians diagnose and repair issues more accurately and efficiently.

January 2015 MasterTech

Topic: 2015 Jeep Renegade Highlights

This Master Tech, we introduce the new 2015 Jeep Renegade and highlight some of the vehicle's key features and components. Built at Fiat's Melfi assembly center, located in central Italy, the Renegade is the first Jeep to be imported into North America. This program introduces key features and systems of the new vehicle, by detailing powertrains, drivelines, suspensions, HVAC, and electrical features and systems.

For example, one of the most significant differences between the new Renegade and any other FCA US vehicle is the Atlantis (Next Generation) electrical architecture. The Atlantis architecture employs three CAN busses identified as CAN C1, CAN C2, and CAN IHS.



**SERVICE
EQUIPMENT**

1/4" Drive Shank Screwdriver MorTorq



MCOK5440MT2

Program Price: \$16.00

Some 2015 vehicles use a new fastener to secure the seats. This tool can be used to remove the fastener.

1-855-298-2687

MoparEssentialTools.com

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FCA USA LLC

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Monday – Friday

1-800-850-STAR

Saturday

8:00 AM – Midnight

9:00 AM –



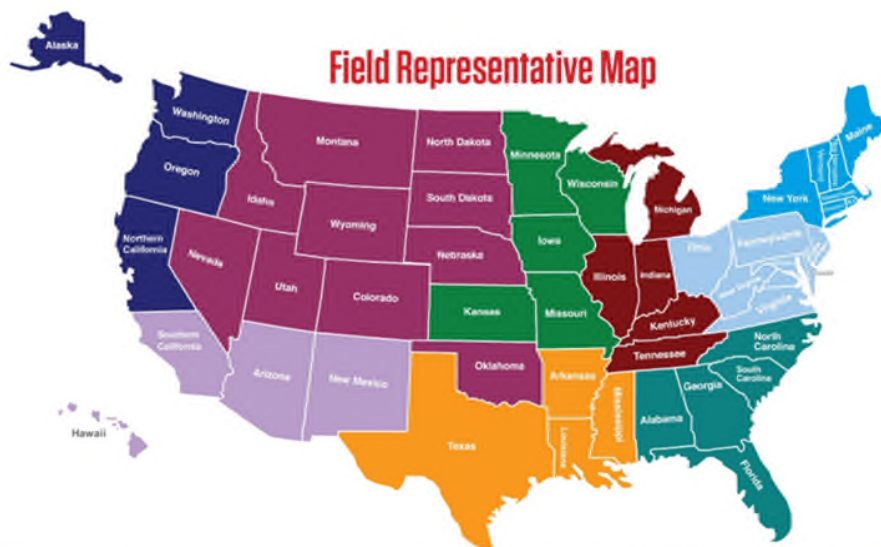
ESSENTIAL TOOLS AND SERVICE EQUIPMENT

MOPAR SERVICE EQUIPMENT PROGRAM VALUES

Your MSE Program offers you a full range of products for your service, parts and body shop. Equipment is tested for performance before it is approved for use in your dealership. This assures you of the highest quality equipment to meet your service needs.

- Mopar Tested and Approved Equipment
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ESSENTIAL TOOLS AND SERVICE EQUIPMENT

Machining Rotors on the Dodge Dart and Fiat 500

Attaching the Pro-Cut lathe to these 4 and 5 lug vehicles is easy, but you need a few additional parts to accomplish this:

- | | |
|-----------|--|
| PCI50-179 | Lug Nut Kit with M12 x 1.25 lug nuts
Reg. Dealer Price: \$62 |
| PCI30687 | Set of Studs (not part of the lug nut kit)
Reg. Dealer Price: \$36 |
| PCI50687 | 4 Lug Direct Fit Adaptor
Reg. Dealer Price: \$438 |
| PCI50-688 | 5 Lug Direct Fit Adaptor
Reg. Dealer Price: \$438 |

The studs are inserted into the hub; the adaptor is put on and held into place with the M12 lug nuts.

Other vehicles this applies to: 2014+ Jeep® Cherokee and 2015+ Chrysler 200.



PCI50-179 Lug Nut Kit



PCI50687 4 Lug Direct Fit Adaptor



PCI50-688 5 Lug Direct Fit Adaptor



PCI30687 Set of Studs

To order call 1-855-298-2687 or visit the website at MoparEssentialTools.com.



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.



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- 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.

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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 or 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.

AUTHENTIC PERFORMANCE