



U90 – PARTS ORDERING

Attn: Service/Parts Dept,

There are currently no restrictions for emissions recall U90 parts required for the vast majority of affected vehicles (this includes PN: CEZGU901AC, CEZGU902AB, and CEZGU906AA).

Restrictions remain in place for the parts only needed in very limited scenarios (i.e. PN: CEZGU903AB, CEZGU905AA, CEZGU907AA, CEZGU908AA). Please note that additional quantities (above restrictions) can be requested via the "web request" process. Directions for submitting a web request can be found in the attachment. Should you have questions about this process, please reach out to your Area Manager.

Please work with your Parts, Service and BDC teams to schedule U90 customers in to get their recall completed.

Thank you,

Mopar Supply Chain





U90 – PARTS ORDERING Web Request Process

SUBMIT A WEB CASE

Go to Dealer Connect

Click on the “Parts” tab

In the “Contact Mopar” section select “Parts Support”

The screenshot shows the DealerCONNECT website interface. The navigation bar at the top includes links for HOME, SALES, SERVICE CONTRACTS, SERVICE, **PARTS**, CUSTOMER EXPERIENCE, NETWORK, TRAINING, and EMAIL. A search bar is located on the right. The main content area is divided into several sections. On the left, there are articles about mobile service offerings and a recall status guide. On the right, the 'CONTACT MOPAR' section is expanded, showing various support options. The 'PART Support' option is highlighted with a red box. Below this, there are links for 'Part Support', 'Specifying', 'Anonymously Report Parts Fraud or Counterfeiting to PCA', and 'Aftermarket Feedback Tool'. The bottom of the page features a banner for ordering 2019 Ram 1500 (DT) Bedliners.

Input the part number and hit submit

HOME	SALES	SERVICE CONTRACTS	SERVICE	PARTS	CUSTOMER EXPERIENCE
DealerCONNECT > Parts > Contact Mopar > Part Support					
Start Request Create Request Request Status Request Details Order Updates					
Part Number: EORD: Status Comments:					
(Estimated Order Resolution Date)					
Submit Clear					
* - Required Field					





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SUBMIT A WEB CASE

Screen will populate previous orders for part in question.

To create a web case, click UNABLE

HOME

SALES

SERVICE CONTRACTS

SERVICE

PARTS

CUSTOMER EXPERIENCE

NETWORK

TRAINING

DealerCONNECT > Parts > Contact Mopar > Part Support

Start Request

Create Request

Request Status

Request Details

Order Updates

Part Number:
EORD:
Status Comments:

* - Required Field

Order Tracking

Order	OMC	Case	Type	Qty	Src	PDC	Status Date	Status Qty	Status	Status Desc	Shipper	Orig Prom Date	Curr Prom Date	T/B	VIN Last 8
☐ 785948	77449743		E	1	03181		03/25/2019	1	3414	DLVD-DLR-DOS	9133417	01/01/0001	01/01/0001	XDDS	
☐ 785626	77416359		E	1	03181		03/21/2019	1	3414	DLVD-DLR-DOS	8865310	01/01/0001	01/01/0001	XDDS	

UNABLE

From the following options choose "Force Order Request" and input VIN number and Campaign.

****If the system does not allow you to submit the case due to a VIN-specific problem, please select "Other" and input the VIN**

Web Request Questions - (UNABLE Selected)

Question	Messages
☐ D2D Request	VIN must be provided
☒ Forced Order Request	VIN must be provided
☐ Lost or Damaged Part Order	This option is for existing orders only
☐ Tracking information request	This option is for existing orders only
☐ Order Cancellation request	This option is for existing orders only
☐ Order Return (MRA)	This option is for existing orders only
☐ Error in Ordering	Provide error message when attempting order
☐ VOR upgrade request	This option is for existing orders only
☐ Need ETA update	ETA is not accurate without an Order in GPOP
☐ Other	

VIN:
(Enter Last 8 or Full 17 of VIN)

Campaign:

Create Request





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SUBMIT A WEB CASE

In the new screen, input your name, telephone number, and a brief description of the problem

Dealer Code:	27117	Request Type:	GENERAL
Date:	October 3, 2019		
VIN:	1C4PJMDN6KD124133	Model Year:	2019
Part Number:	CCCKU771AB	Model of Vehicle:	JEEP CHEROKEE LIMITED 4X4
Order Number:	UNABLE	Order Master Control Number:	N/A
Quantity:	0		
Question Type:	Other		
Requestor's Name:		Telephone Number:	
Reason for Request:			

* - Required Field

A confirmation screen will appear once request has been submitted

