



SEPT 2024

U90 - Parts Ordering

Attn: All Dealership Personnel

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



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 top navigation bar includes tabs for HOME, SALES, SERVICE CONTRACTS, SERVICE, **PARTS** (highlighted with a red box), CUSTOMER EXPERIENCE, NETWORK, TRAINING, and EMAIL. Below the navigation bar, the 'PARTS' section is active, displaying various links and information. On the right side, under the 'CONTACT MOPAR' section, the 'Part Support' link is highlighted with a red box. Other visible links include VIN Order Entry, Tire Order Entry, RETURNS, MRK Return Entry/Tracking, Global Core Returns, Quality Part Returns, Return Material Utility, Billing & Return Administration, Billing Adjustment Inquiry, Reduces Earned Allowance, Contact Global Core Returns, WHOLESALE, National Installer, Mopar Direct Billing, and CONTACT MOPAR (which includes the highlighted Part Support link, Specifying, Anonymously Report Parts Fraud or Counterfeiting to PCA, and Aftermarket Feedback Tool).

Input the part number and hit submit



The screenshot shows the 'Start Request' form in the DealerCONNECT system. The form is titled 'DealerCONNECT > Parts > Contact Mopar > Part Support'. Below the title, there are tabs for 'Start Request', 'Create Request', 'Request Status', 'Request Details', and 'Order Updates'. The 'Start Request' tab is active. The form contains the following fields:

- Part Number:** A text input field with a red box around it, indicating it is a required field.
- EORD:** A text input field with a red box around it, indicating it is a required field. Below it, the text '(Estimated Order Resolution Date)' is displayed.
- Status Comments:** A text area for providing additional information.
- Submit:** A blue button with a red box around it, indicating it is the primary action.
- Clear:** A blue button next to the Submit button.

At the bottom left, there is a red asterisk and the text '* - Required Field'.

Submit a Web Case

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-DDS	9133417	01/01/0001	01/01/0001	XDDS				
☐ 785626	77416359		E	1	03181	03/21/2019	1	3414	DLVD-DLR-DDS	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
☒ Force 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:*

Submit a Web Case

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

* - Required Field

Submit

Clear

A confirmation screen will appear once request has been submitted