Logging In/Contacting STAR Center

- Launch DealerCONNECT: https://dealerconnect.chrysler.com/.
- Enter Username (TID) > Password > Dealer Code.

		ED. Authorized users are hereby informed that FCA UELLC management may in RY ACTION and/or institute civil or criminal proceedings to enforce this policy.	onto the use and orbite companies.
Ip with Password or Access	► Site Status	Dealer Help Desk / Maintenance	►Terms of Use
	User ID: *		
	Password *	Fungot Password	
	* - Required Field	Bularea	
FCA	·····		Tidate
Part Convertiger Auto-OBAXS	•	s, Jeep, Rev, Maper and SRT are registered tradevaria of FCAUS LLC.	

- For full functionality of Cherwell application, use **Internet Explorer**.
- Dealer Technicians initiate Cherwell cases, either new or existing, directly from <u>Service Library</u>, via requests for STAR technical assistance.

The following are instructions for accessing Cherwell via Service Library:

• When in DealerCONNECT, navigate to Service tab, and then select Service Library link.

SERVICE LIBRARY	× Dashboard	Contact STAR 🝷 Laura Juska
a Dashboard		Search Type search term and press enter
www.		
Enter VIN Q	News & Announcements	Videos and Recall Information
🚓 Vehicle 🔹 👻	Vehicle Update	LATEST SERVICE BULLETINS, RRTS AND RECALLS
YEAR	CAB OFF REPAIR STRATEGY AND REVISED LABOR TIMES - EFFECTIVE OCTOBER 1, 2018	MP NO START CONDITION
Select Year *	Mopar Technical Service Operations is changing the repair strategy and associated warranty labor time	VIDEO - RECALL T73 - MP PASSENGER AIRBAG MODULE
Select Model	allowance for servicing engines and related components in FCA trucks with a body-on-frame structure. Click here to review this critical communication for full details before October 1, 2018.	VIDEO - RECALL T59 BRAKE BOOSTER WATER SHIELD
ENGINE	Miscellaneous	VIDEO - R46 FRONT SUSPENSION TRACK BAR FRAME + BRACKET
Select Engine 🔹 💌	STAR CENTER CHERWELL LAUNCH	BRACKET
Application Support	Regarding the recent launch of our new Cherwell case management system on September 24th, the STAR	INSPECTION VIDEO - R08 -
1-888-wiTECH-1 (1-888-948-3241), option #4	Center admowledges that intermittent system access issues and server errors have occurred over the past few days, causing delays in cases being submitted and worked by our agent team. These concerns are not	
	affecting all dealerships, and most dealers have been able to submit cases and receive technical assistance as received.	
Contact STAR	as necueu.	Training
CREATE CASE DISTING CASES	For those dealers affected, we are working to resolve all issues and bring stability to the system as soon as contrible	VIEW A RECORDED WEBINAR

- Technicians use Service Library (service information portal) to research technical issues, review wiring diagrams, and attempt vehicle diagnosis before reaching out to STAR for technical support.
 - \circ $\;$ Vehicle research by VIN is required prior to contacting STAR for support.
- To contact STAR Center when other resources are exhausted and technical assistance is required, or to review or update existing cases with STAR, select the option to **Contact STAR** from the following two locations in Service Library:
 - Option 1 (top-right of screen): Click Contact STAR button, and then choose either Create Case (if creating new), or Existing Cases (if searching/updating previous case).



Option 2 – (from left panel): Click Create Case (if creating new) or Existing Cases (if searching/updating previous case).



• When selecting **Create Case**, a 'Contact STAR Center' prompt will appear with vehicle Year, Model, Engine and VIN. If information is accurate, select **Start Case** to continue to case entry screen.

Contact STAR Center >			
* = Required Field			
YEAR	MODEL		
2018	RU - CHRYSLER PACIFICA/CHRYSLER PACIF		
ENGINE	VIN*		
3.6L V6 PHEV HYBRID ENGINE	XXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX		
	XXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX		
Having difficulties obtaining the Send email to :STARmgmt@fca	e appropriate STAR technical assistance		

- Actions of the case entry screen are discussed in detail in the Help section titled "*Creating and Submitting a New Case in 5 Steps.*"
- <u>Note</u>: At times, a user may receive a banner message in Service Library stating that a new case could not be created because the maximum number of open cases and incomplete surveys has been reached. If this happens, he/she should either:
 - Select 'Existing Cases' to be routed to Cherwell's "Existing Cases" dashboard to either select cases to edit (if they have already been started and need to be submitted) or abandon draft cases (if no longer needed);
 - Complete incomplete surveys in Cherwell.
 - Either of the actions will free up space for new cases, now allowing the user to select 'Create Case' and continue the case creation process.
- When selecting **Existing Cases**, users will be directed to their main dashboard in Cherwell.
 - Instructions associated with existing cases are described in the Help section titled "Managing an Existing Case."