



The **STAR Center** is a valuable resource for Stellantis Technicians to be used **FOR TECHNICAL SUPPORT**. It is staffed by agents who are trained to help dealerships diagnose and resolve vehicle issues. This document will serve as a guide for how and when to reach out to the STAR Center in order to maximize the benefits that we can offer.

Although there is no substitute for skilled dealer technicians, STAR Center agents have access to expanded resources to help diagnose and repair vehicle issues. This benefits dealers by:

- Helping to increase Fixed First Visit
- Providing insight into emerging issues with Stellantis vehicles
- Reducing the risk of buybacks
- Eliminating warranty waste, and
- Reducing time spent on difficult-to-diagnose vehicle concerns

Case Criteria TO OPEN A STAR CASE

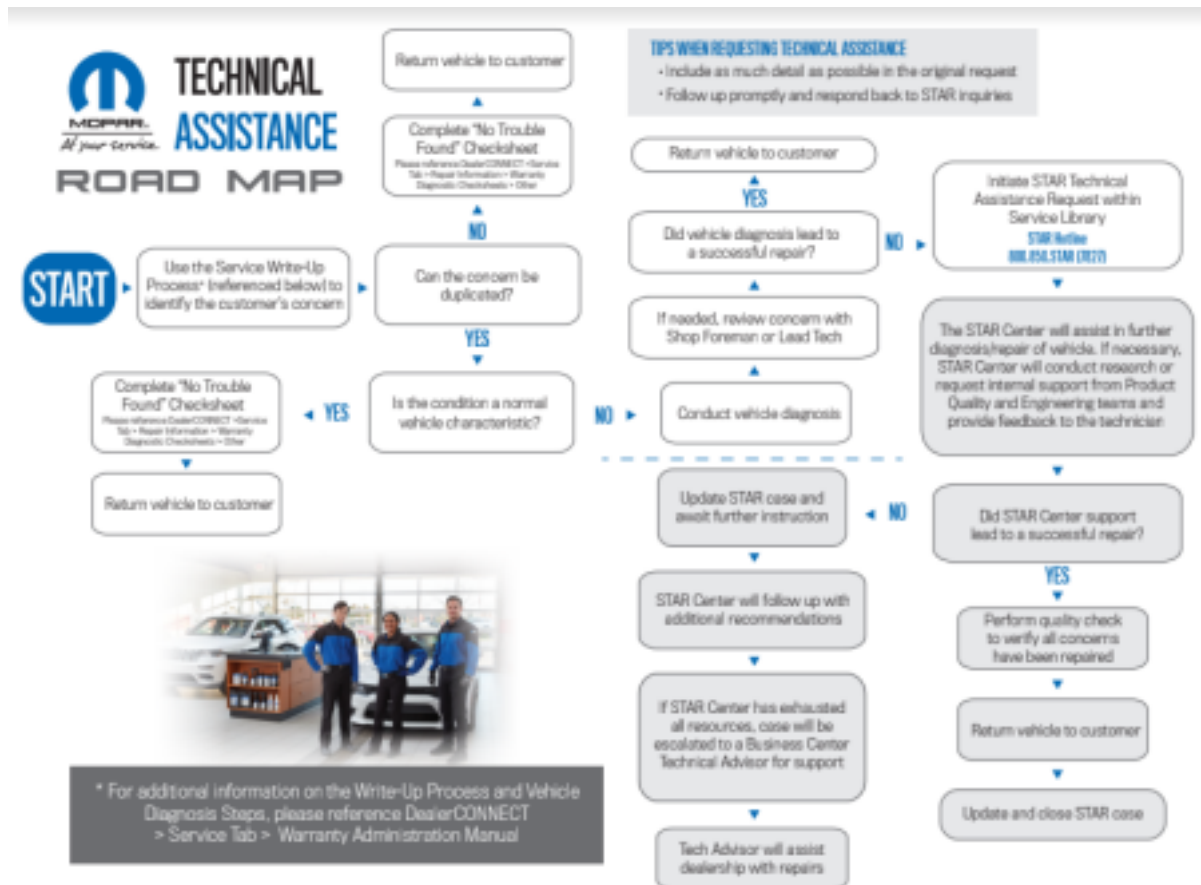
The STAR Center is ready to help, but only after the technician has exhausted all available resources, or once the vehicle meets certain criteria. The following resources should be referenced **BEFORE** contacting STAR:

- Service Library
- Service bulletins
- RRT/Recall documents
- STAR Online Publications
- Tech tips
- Senior Technicians or Shop Foreman within your dealership
- MasterTech

A STAR Case is required / recommended for the following situations:

- 1) Difficult concerns that have not been diagnosed within 1 days at the dealership (after all the above resources are exhausted)
- 2) Repeat repairs and comebacks
- 3) New Vehicle Launches and vehicles that are in the Field Early Warning (FEW) period
- 4) Required parts that are STAR Restricted

Mopar has created a flowchart to help technicians understand the process for Technical Assistance requests and escalations. [The Technical Assistance Roadmap](#) is shown below and can be downloaded in the Reference Materials section of Service Library.



WHEN TO NOT OPEN A STAR Case

- Warranty validation and approval, Warranty/LOPs questions
- Parts Expediting and Parts Specifying questions
- Vehicles that are not at the dealership
- Cases of easy diagnosis or root cause already identified (documenting dealer actions)
- Mopar Accessories or Performance parts, including installation, /adding sales codes concerns, upgrading to things such as adding LED lamps or trailer tow mirrors, etc when there is no kit from Mopar for a particular model/application, Key/PIN codes, Ram Body Builders / Conversion questions
- Questions about Service Library or wiTECH issues

Guidelines to submitting a STAR Case in Cherwell

- Always provide as much information as possible to help the Agent understand the concern, with clear details
- Fill out fields / diagnostic worksheets / DTCs as needed
- Add attachments such as Vehicle Scan Reports, photos, videos, sound recordings, etc. at time of submission
- Check back to the case often and respond back to Agent questions with 24 hours

- Provide feedback on whether a proposed solution fixed the problem or not
- When submitting a narrative within a STAR case, always be sure to select the proper narrative description as follows:

Incident Resolved - use this option when sending confirmation that a proposed solution has worked, and the vehicle is repaired.

Continuation of Diagnosis - use this option when you are continuing dialogue back and forth with a STAR Agent or Tech Advisor by asking a question, or providing test results or other requested diagnostic info, to help down the path to resolution.

The solution has not fixed the problem - use this option only when a solution has been proposed by STAR / TA that did not fix the concern. A proposed solution example would be “replace this part”, or “perform this software upgrade”, etc. It is important to only use this choice when a solution was previously proposed, not when responding to a request for more diagnostics.

For reference - below is a screenshot of the radio buttons that are located above the text field:

The screenshot shows a web interface for submitting a STAR case. At the top is a blue header bar labeled 'Conversation'. Below it, the 'Nature of Narrative' section contains three radio buttons: 'Incident resolved', 'Continuation of the diagnosis', and 'The solution has not fixed the problem'. The first radio button is selected. Below the radio buttons is a text input field containing the placeholder text 'test test test'. To the right of the text field is an 'Add' button.

Improperly Submitted STAR Cases

If a case is submitted to STAR and it is deemed by the agent to be incomplete, or missing any important information that should have been included in the original submission based on the criteria outlined above, the case will be returned to the dealership with a request to provide the missing info. The narrative coding for the response by the agent will read “Request for Missing Info”.

It is important to respond back as soon as possible with the requested information in order to receive further direction from STAR.

Nature of Narrative Selection

On August 2nd 2021, we launched a small change within Cherwell when adding a new narrative into the Conversation within a STAR Case. Before submitting your entry, you will be required to select which type of correspondence you are sending within the case. This will be done by clicking one of the radio buttons above the text entry box that most closely describes the type of response you are sending within the case.

For reference, below are definitions of the 3 available choices to help you in deciding which option most closely describes your entry:

Incident Resolved - use this option when sending confirmation that a proposed solution has worked, and the vehicle is repaired.

Continuation of Diagnosis - use this option when you are continuing dialogue back and forth with a STAR Agent or Tech Advisor by asking a question, or providing test results or other requested diagnostic info to help down the path to resolution.

The solution has not fixed the problem - use this option only when a solution has been proposed by STAR / TA that did not fix the concern. A proposed solution example would be

“replace this part”, or “perform this software upgrade”, etc. It is important to only use this choice when a solution was previously proposed, not when responding to a request for more diagnostics.

Below is a screenshot of the radio buttons that are located above the text field:

Conversation

Nature of Narrative ☒ Incident resolved ☐ Continuation of the diagnosis ☐ The solution has not fixed the problem

test test test

Below is a screenshot showing that a posted narrative will display the selected “nature of narrative” in the ribbon above the post, along with the date and name of the user.

Conversation

Nature of Narrative ☒ Incident resolved ☐ Continuation of the diagnosis ☐ The solution has not fixed the problem

test test test









Customer Concern
















replaced the trans and now witech wont program any module, keeps looking for vehicle









testuser 01 - Dealer Princi (S90137D) - Fri Jul 23, 2021 2:58:46 - Continuation of the diagnosis

test test test

Additional Guidelines to help with certain case types / vehicle concerns:

Incident Type		TECHNICAL INFORMATION TO BE PROVIDED	
	Replacement of the part		<ul style="list-style-type: none"> - Photo of the number of the part replaced - Photo of the location and the issue - Photo of the fault
	Damage to bolt assembly/nut		<ul style="list-style-type: none"> - Photo of the condition of the bolt and nut threads - Photo of the area where the bolt is located
	<u>Electro-mechanical /</u> <u>Mechatronic /</u> <u>Electrical Engine /</u> <u>Electric</u> <u>Gearboxes</u> <u>ABS / ESP /</u> <u>Hybrid / ADAS</u>		<ul style="list-style-type: none"> - Global test (read the contexts associated with the faults) - Parameter Measurements associated with the incident - Result of checks carried out and their results
	Harness or connector fault		<ul style="list-style-type: none"> - Photo of the number of the part replaced (traceability) - Photo of the location and the incident - If possible, result of this control : <ul style="list-style-type: none"> ** Test on supposedly faulty harness on another vehicle, is it showing a fault? If yes = keep the harness for return

			If no = keep the harness + connector for return
	Noise and/or vibration	 	<ul style="list-style-type: none"> - Audio or video file recorded with detail of: <ul style="list-style-type: none"> ** Type of system used = type of smartphone / microphone ** The context of the sound recording (vehicle speed / type of road / temperature / gear engaged / engine speed) - Describe the noise to better identify and understand the issue
	<u>Road handling of the vehicle :</u> <u>pulling</u> <u>tire wear</u>	 	<ul style="list-style-type: none"> - Photo of the number of the part replaced - Photo of the incident (tire wear / fault on the part etc.) - Vehicle alignment
	<u>Radio telematics</u>	   	<ul style="list-style-type: none"> - ECU faults parameters - Software version of the telematics Photo or video of the incident
	<u>GPS and Navigation</u>	  	<ul style="list-style-type: none"> All the data necessary for the "Radio telematics" processing + Start and end point entered (full address) Calculation criteria (long / short / fastest route) GPS map version

	<u>Telephone / Bluetooth / Mirror screen</u>	 	<ul style="list-style-type: none"> All the data necessary for the "Radio telematics" processing + Model and version of the connected smartphone Name and version of the application used Software level / use of aftermarket chargers
	<u>Fluid leak :</u> Oils / coolant / Brake fluid...		<ul style="list-style-type: none"> - Photo of the location and the incident - Describe the type of leak and if possible, photo or video
	Engine oil consumption	 	<ul style="list-style-type: none"> - Data from recent services with oil change : dates, mileage, oils used - Pictures of the inside of the air line : <ul style="list-style-type: none"> ** Turbo outlet + air inlet cooling outlet - Photo of the plugs (for gas engines) - End of compression values and leak rates of the cylinders - Oil weight sheet filled in

<input type="checkbox"/>	<u>Air conditioning</u>	<input type="checkbox"/>	<ul style="list-style-type: none"> - High and Low pressure values when static, then with the engine running - Value of the evaporator sensor temperature - Position of the flaps (mixing, distribution, air inlet) in the parameter measurements - Air blower operation - Exterior temperature and value measured by the engine coolant temperature sensor - Voltage at the compressor terminals - Control voltage of the solenoid valve (if present)
<input type="checkbox"/>	Injection Issues	<input type="checkbox"/>	<ul style="list-style-type: none"> - Keep fuel sample in case analysis is needed
<input type="checkbox"/>	Airbag triggered without impact	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<ul style="list-style-type: none"> - Vehicle Scan report with ORC detailed data and DTC - Photographic report
<input type="checkbox"/>	ECU Download / Configuration	<input type="checkbox"/> <input type="checkbox"/>	<ul style="list-style-type: none"> - Explain why the ECU has been downloaded / configured - Detail the DTC code at the origin of the decision

Guidelines for using the VOR / Vehicle Off-Road Flag in Cherwell

One important field within the STAR case creation process is the Vehicle Off-Road (VOR) field. This field is used by Stellantis for important metrics and tracking purposes, so that we can ensure that certain situations and customer concerns receive prompt attention.

It is very important that our technicians reference the VOR Matrix below to determine whether or not a vehicle should truly be considered VOR, before selecting this field.



STANDARD FOR SELECTING VOR: "Off Road / Towed In" FIELD IN CHERWELL

VOR = Vehicle Off Road			
Commodity / Primary System	Component / System	VOR	NOT VOR
	ECU	ECU Cannot Be Flashed	All other cases
	Miscellaneous	Customer Care or Customer Retention Team (CRT) Involved and Vehicle Concern Cannot Be Fixed (Unresolved Issue)	If the concern is fixed or operates as like-vehicle
GENERAL		The customer cannot use their vehicle and was placed in a loaner / courtesy transportation	The customer can still use their vehicle

		The customer refuses to use their vehicle or the vehicle is waiting for repurchase approval / bought back	Unsold Vehicles or Dealer Demo Vehicles
	Driveshaft/Trans	Broken or Seized	All other cases
		Violent noises that can cause damage to the parts	
	Automatic Trans	Warning Light On / Limp In Mode (stuck in 2nd gear as an example)	
Trans/Drive line	Manual Trans	Warning Light on and Limp-In mode	
	Automatic Trans	Driveability affected (severe hesitation/slippage leading to impossibility to drive)	
	Transfer case	Vehicle Will Not Move (forward or backwards)	

BODY/CHASSIS

ENGINE &
HYBRID

Driver seat	Risk
-------------	------

Windshield	Windshield broken or cracked with impossibility to refit the part (issue with camera, sensors, ADA ...)
Seat Belt	Cannot Fasten / Use Seat Belt
Hood	Cannot Close Hood or Hood Opens Unexpectedly
Wheel Covers, Bumperstrips, Trim, etc.	Critical Trim Parts Loose
Gas Door / Hybrid Plug	Cannot open the cover (electric plug , fuel) and cannot fuel/charge vehicle
Doors	Doors Do Not Stay Closed
Brakes	Broken or Seized
Springs	Broken or Seized
Shock absorber, steering rod, axle, bolts of running gear front/rear	Broken or Seized
ABS/ESP	Permanent illumination of ABS warning light
TPMS	
Power steering	Loss of Power Steering, Warning light illumination
Wheels	Cracked Wheels

Engine	Violence can be caused by the engine
--------	--------------------------------------

HYBRID

ELECTRICAL

	No Start Ready
	No Start AND electrical system (ECU cannot be flashed, etc.)

	General message on Instrument Panel "Electric mode failure, stop the car"
	Engine light on with loss of power or with STOP light on.
	Loss of power with "limp home" mode.
	Heavy coolant leaks
High Voltage Battery	Impossibility to drive in Electric mode in official green zone or transportation rules (PHEV)
Airbag	Permanent illumination of warning light
Windshield wipers	Not functioning
Door locks	Doors Permanently Locked or Unable to Be Opened
Brake lights	Critical Lights not functioning
Other Rear lights	
12V battery	Visible leak on low voltage battery OR issue when replacing the low voltage battery (ECU cannot be flashed, etc.)
Lighting	Total absence of lighting