FCA

Electronics Repair & Exchange System

(ERES)
(formerly F11/EMCR)

Dealer Training Document
What was Function 11 / EMCR?
What is ERES?

Function 11 – BCM’s & clusters were ordered through dealers normal parts logistic ordering system

EMCR – Faxed form sent to service center for repair of radios, navigation systems and DVD players.

ERES – A new internet website for FCA Electronics Repair & Exchange of:

- Clusters and Body Control Modules
  Programmed with mileage by the Service Centers

- Radios, Navigation Systems and DVD players
  Service Centers exchange and repair using genuine components
New Service Exchange Process
Everyone has visibility to complete order process

Service Center / Supplier
- Delivery
- Order taking

Goods
- Core Return
  - with instruction of core return

ERES Website
- Ordering
- Receiving
- Accounting

MPC/Distributor
- Invoicing
- Accounting
- Monitoring order status

Electronic Fund Transfer
- Invoicing
- Accounting

Dealer A
- Invoicing

Think: ERES
New Website Log-in/Registration Screen
www.dceres.com

Available in English, French, German, Italian, Polish, Spanish, Dutch, Simplified Chinese & Japanese
Easy First-time User Registration

One-time registration requires dealers to enter their DealerConnect dealer code and country to verify FCA dealer data.
Easy First-time User Registration

New users verify their address information, choose their own User Name and Password and provide their e-mail address.
Help files are available for registration, ordering, and core returns, along with additional reference information.
Place Order – Step 1

Dealers inputs required dates, VIN, part number and mileage.
Product Search Results

Product Search Results (does not require a leading "K"):

The following records matched your search:
Please click on the Part Number for ordering information and product details

<table>
<thead>
<tr>
<th>Part Number</th>
<th>Description</th>
<th>Core Charge if Core Not Returned</th>
</tr>
</thead>
<tbody>
<tr>
<td>04602231AJ</td>
<td>MODULE</td>
<td>$500.00</td>
</tr>
<tr>
<td>04602250</td>
<td>MODULE</td>
<td>$500.00</td>
</tr>
<tr>
<td>04602282AH</td>
<td>MODULE</td>
<td>$500.00</td>
</tr>
<tr>
<td>04602284AH</td>
<td>MODULE</td>
<td>$500.00</td>
</tr>
<tr>
<td>04602308AL</td>
<td>MODULE</td>
<td>$500.00</td>
</tr>
<tr>
<td>04602308AQ</td>
<td>MODULE</td>
<td>$500.00</td>
</tr>
<tr>
<td>04602368AB</td>
<td>2002 JR PREMIUM BCM</td>
<td>$500.00</td>
</tr>
<tr>
<td>04602368AN</td>
<td>MODULE</td>
<td>$500.00</td>
</tr>
</tbody>
</table>

If part number entered is incorrect, system does product search for part numbers similar to what was entered. Dealer can choose the correct part for the correct vehicle.

Dealer sees core charge if product is tampered with or not returned.
For an unrecognized part number, ERES will ask a series of questions to help identify the part.
Identifying Unrecognized Part

Behind the scenes, ERES will send a note to the OE suppliers asking who owns the part. Once identified as a service exchange part, order can be filled.
Dealer must choose a series of part failure phrases for service center to correctly diagnose the problem.
Dealer advised core tampered with, beyond removing it from vehicle and boxing it up, CANNOT be accepted by any service center and core return part is expected in 90 days or a charge will be incurred.

Dealer can place additional orders or proceed to finish order.
Order Requires Agreement of Terms

Dealer can view parts ordered. To confirm order, user is required to read and Approve the Terms to proceed.
## Order Confirmation Information

**Order ID:** 62098

**Generate Invoice**
Generate Outstanding Customers Invoice

**Order Status**
This order is currently being processed.

<table>
<thead>
<tr>
<th>Warranty</th>
<th>Kilometers</th>
<th>Vehicle Original In Service Date</th>
<th>VIN</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>22150</td>
<td>5/17/2011</td>
<td>148F-486987018-142</td>
</tr>
</tbody>
</table>

**Part Number**

<table>
<thead>
<tr>
<th>Description</th>
<th>Dealer Reference</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Order Date**
6/20/2011

**Order Time**
4:21:29 AM EST

**Approved Terms?**
Yes

**Workshop/Repair Order Date**
5/20/2011

**MPC**

<table>
<thead>
<tr>
<th>Order Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
</tr>
</tbody>
</table>

**Work Order Number**
322890

**Authorization Number**

**Service Center Reference**

**Failure**
1.2.4.b
RADIOLIM/WWFM INTERRMITTENT WHILE NORMAL DRIVING NO AM RADIO SOUND AT ALL STATIONS NO SOUND

**Outgoing Tracking Number**

<table>
<thead>
<tr>
<th>Part Number Shipped</th>
<th>Serial Number Shipped</th>
<th>Date Shipped</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Return Tracking Number**

<table>
<thead>
<tr>
<th>Part Number Returned</th>
<th>Serial Number Returned</th>
<th>Date Received at Service Center</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Notes**

### Customs Information (For Service Center Use Only)

<table>
<thead>
<tr>
<th>Description</th>
<th>Return Core to Service Center Below</th>
</tr>
</thead>
<tbody>
<tr>
<td>In-Bound Valuation: $50.00</td>
<td>MITSUBISHIELECTRIC AUSTRALIA PTY., LTD.</td>
</tr>
<tr>
<td>Out-Bound Valuation: $215.00</td>
<td>348 VICTORIA ROAD</td>
</tr>
<tr>
<td>Country Of Origin: Japan</td>
<td>KYLDEALERE, 2110</td>
</tr>
<tr>
<td></td>
<td>AUSTRALIA</td>
</tr>
</tbody>
</table>
Dealer can track all orders placed and link to carrier website for tracking of the part. If part is backordered, dealer will be provided estimated ship date.
By clicking an underlined tracking number within the selected order or from the home page, you can view shipment tracking through the carrier website.
Carrier tracking information shows delivery details including date, time and who signed for the package.
Dealers have reporting options under the Lookup/Reports menu.
Dealers can notify the service center if they wish to cancel an unshipped order – the service center will confirm when cancelled.
Process Changes to Dealers

Changes

- On-line order processing / tracking
- Transportation charge for out-of-warranty exchanges includes the outbound shipment, return of core and any related custom, duties and taxes.
- Invoiced by MPC
- Payments to MPC
- Core should NEVER be tampered with. Dealer to send back core with discs stuck inside. All customer property will be returned to dealership by service center.
- Charge for non-return of core after 90 days.
- Invoiced for media & hardware returns on out of warranty orders
- Questions on orders sent direct through ERES web site
Benefits to Dealers

Benefits

- Less confusing
- No more misplaced orders
- One order process for all service exchange parts
- Immediate feedback / confirmation of order
- Ability to see tracking of order via carrier website
- Payment to MPC
- Shipments direct to dealer