

FCA

**Electronics Repair & Exchange
System**

(ERES)
(formerly F11/EMCR)

Dealer Training Document

What was Function 11 / EMCR?

What is ERES?



Think: 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

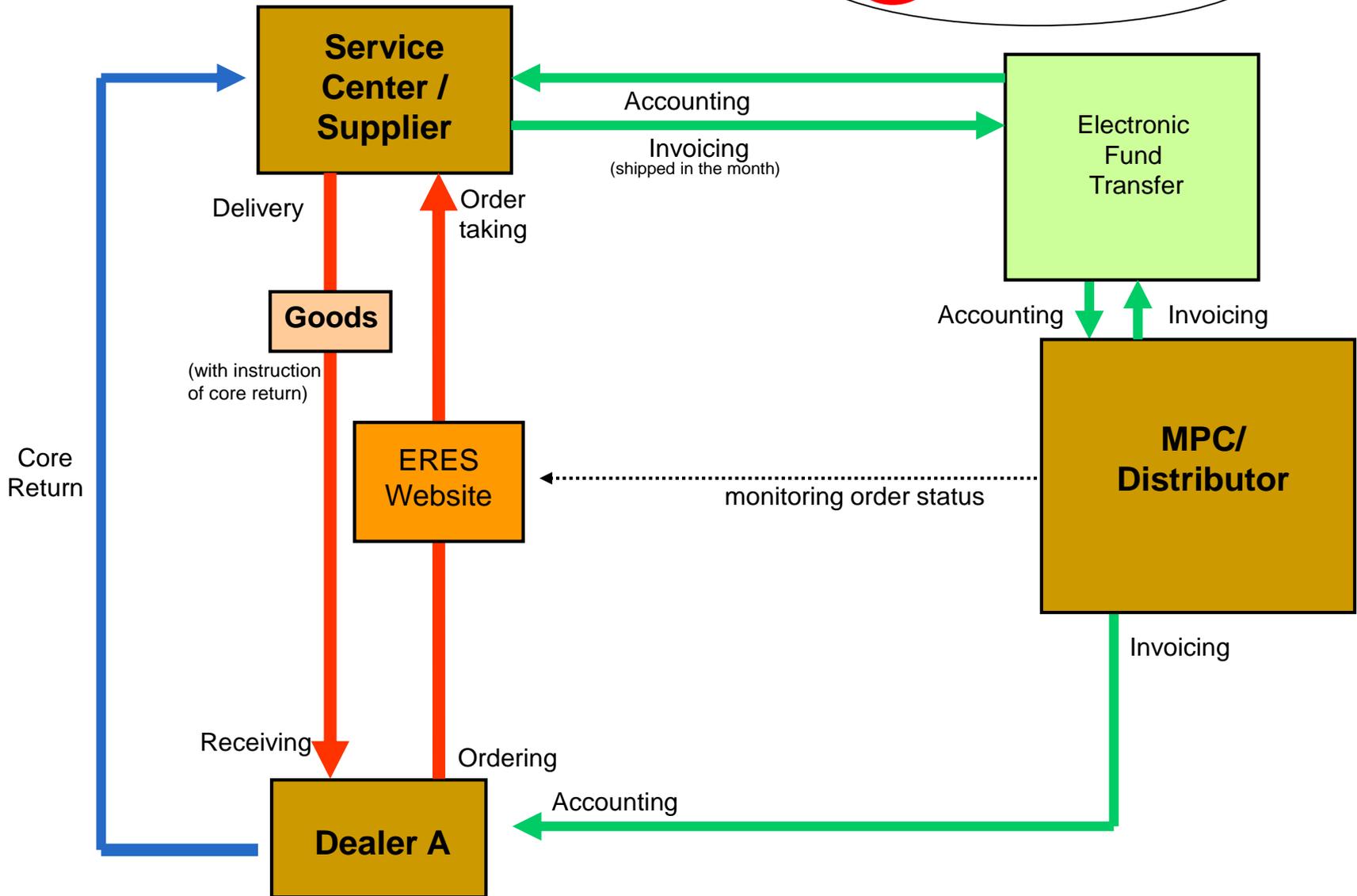
Electronics Repair & Exchange of:

- 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

~~F11~~ Think: ERES



New Website Log-in/Registration Screen

www.dceres.com



FCA Electronics Repair & Exchange System (ERES) 11:41:13 | Apr 21th

Please log in below Page Reference: INT-1A

Home My Account Place Orders Product Search Help FAQ Trouble Tickets

Welcome to ERES!

Welcome to the FCA Electronics Repair & Exchange System (ERES). This system was created for the service exchange of electronic parts, such as radios, changers, DVD players, navigation units, body control modules and clusters.

To assist you through the web process, we suggest you first print the Dealer Registration, Placing Orders, Audio Diagnosis, and Failure Code files located under the Help tab. These documents provide step by step directions.

FCA
FIAT CHRYSLER AUTOMOBILES

Electronics Repair & Exchange System (ERES)

User Name:
Password:

First-time users click here!

Forgot your password?
Enter your email address below and it will be sent to you shortly

Not sure what to do?
Visit our help section for new user information.

Please choose your language

- English
- French
- German
- Italian
- Polish
- Spanish
- Dutch
- Chinese
- Japanese

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Available in English, French, German, Italian, Polish, Spanish, Dutch, Simplified Chinese & Japanese

Easy First-time User Registration



Think: ERES

FCA Electronics Repair & Exchange System (ERES) 11:46:00 | Apr 21th

Please log in below Page Reference: REG-1A

Home My Account Place Orders Product Search Help FAQ Trouble Tickets

Instructions

Please enter your FCA Dealer Code in the field to the right, then hit the 'SUBMIT' button. If you do not know your FCA Dealer Code, please contact your MPC representative.

Registration instructions can be found under the [Help](#) menu.

Website Registration

* denotes required field

DealerConnect Dealer Code: *

Country: *

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

Easy First-time User Registration



Think: ERES

FCA Electronics Repair & Exchange System (ERES) 11:52:51 | Apr 21th
Please log in below Page Reference: REG-1B

Home My Account Place Orders Product Search Help FAQ Trouble Tickets

Instructions

Please enter your FCA Dealer Code in the field to the right, then hit the "SUBMIT" button. If you do not know your FCA Dealer Code, please contact your MPC representative.

Registration instructions can be found under the [Help](#) menu.

Is this your information?

* denotes required field

Dealer Name: TEST DEALER DO NOT SHIP PRODUCT *

Ship-To Address Line 1: TEST DEALER DO NOT SHIP PRODUCT *

Ship-To Address Line 2: *

Ship-To City: TEST DEALER DO NOT SHIP PRODUCT *

Ship-To Zip: 26800 *

Phone: 00 *

E-mail: *

Fax: *

Date Format Preference: DDMMYYYY ▾

Please Choose a User Name: *

Please Choose a Password: *

Confirm Password: *

The ERES service exchange program requires a core return. Core tampered with, beyond removing it from the vehicle and boxing it up, CANNOT be accepted by ANY service center. Tampering with any core will result in a core replacement charge.

Submit Reset

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New users verify their address information, choose their own User Name and Password and provide their e-mail address.

Dealer Help/FAQ



Think: ERES

FCA Electronics Repair & Exchange System (ERES) 11:55:06 | Apr 21th

Your Shopping Basket contains 0 items. [Click to check out](#) Page Reference: HLP-1A

Home My Account Place Orders Cancel Order Lookup/Reports Product Search Anti-Theft/Radio Codes Help FAQ Trouble Tickets Log Out

Help Documents

Please use the documents at the right to learn how to best use this website.

Your MPC is:
FCA Germany AG
Frankfurt, Germany
Phone: 069/66988721

ERES Help Files are available here in several different formats, including PDF. In order to view and print PDF files, you will need a copy of Adobe Acrobat Reader, a freeware program available for download by clicking on the button below:



Please be patient; download time will depend on your connection speed.

Click on the Description to View Help File

Dealer/MPC ERES Training & Instructions

- Dealer Training Presentation 6/22/2011
- Dealer/MPC/Distributor Registration 12/20/2007
- Dealer/MPC/Distributor Placing Orders 12/20/2007
- ERES Core Return Policy 12/8/2008
- Dealer Core Return Instructions 10/9/2008
- ERES Warranty Reference 6/30/2014
- International Warranty Bulletin 6/4/2010
- UPS Worldwide Customer Service Hotline Numbers 1/5/2009
- Replacement Radio Knobs 5/14/2009

Dealer Reference Files

- Dealer Failure Code Reference 7/11/2012
- Dealer Audio Diagnosis Help 3/27/2008
- NTG4 Bulletin 12/15/2011
- Speaker Replacement Instructions for KJ Liberty K0855803 2/5/2013
- Bulletin - Lancia-Thema-SN-55.01.13 3/12/2013
- Bulletin - Fiat-Freemont-SN-55.07.13 3/12/2013

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Help files are available for registration, ordering, and core returns, along with additional reference information.

Place Order – Step 1



Think: ERES

Electronics Repair & Exchange System (ERES)

Page Reference: ORD-1A

[Home](#) | [My Account](#) | [Place Orders](#) | [Product Search](#) | [Help](#) | [FAQ](#) | [Checkout](#) | [Contact Webmaster](#) | [Log Out](#) |

My Online Orders:

► [Place Orders](#)

[Cancel Unshipped Order](#)

[Lookup/Reports](#)

Place Order - Step 1

* denotes required field

Vehicle Original In Service Date: *

Workshop/Repair Order Date: *

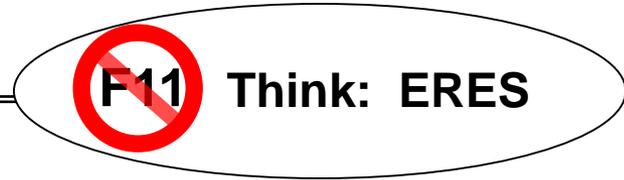
Part Number: *

VIN (please enter all 17-digits): *

Kilometers Or Miles: *

Dealers inputs required dates, VIN, part number and mileage.

Product Search Results



Product Search

Please use the fields at right to select search criteria; you must either enter a partial or whole part number OR choose a model year and model.

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

Part Number	Description	Core Charge if Core Not Returned
04602234AJ	MODULE	\$500.00
04602250	MODULE	\$500.00
04602282AH	MODULE	\$500.00
04602284AH	MODULE	\$500.00
04602308AL	MODULE	\$500.00
04602308AO	MODULE	\$500.00
04602368AB	2002 JR PREMIUM BCM /	\$500.00
04602368AN	MODULE	\$500.00

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.

Unrecognized Part Number



Think: ERES

Electronics Repair & Exchange System (ERES) Page Reference: ORD-1A

[Home](#) | [My Account](#) | [Place Orders](#) | [Product Search/Flat-Rates](#) | [Help](#) | [FAQ](#) | [Checkout](#) | [Contact Webmaster](#) | [MPC/Distributor Admin](#) | [Log Out](#) |

My Online Orders:

- ▶ [Place Orders](#)
- [Cancel Unshipped Order](#)

Sorry - this part number is not currently listed. If you are sure this is a valid part number choose a valid product type and click the button below to place an order for an unverified part.

Radio/Audio System

For an unrecognized part number, ERES will ask a series of questions to help identify the part.

Identifying Unrecognized Part



Think: ERES

Electronics Repair & Exchange System (ERES)

Page Reference: ORD-1A

[Home](#) | [My Account](#) | [Place Orders](#) | [Product Search/Flat-Rates](#) | [Help](#) | [FAQ](#) | [Checkout](#) | [Contact Webmaster](#) | [MPC/Distributor Admin](#) | [Log Out](#) |

My Online Orders:

► [Place Orders](#)

[Cancel Unshipped Order](#)

Place Order - Step 1B

*** denotes required field - enter all known information as it will help identify the part.**

Choose the Supplier Name on the product:

Not Listed

Choose the Supplier Code on the product:

Not Listed

Choose the Sales Code on the front of the radio:

Not Listed

Choose the Serial Number on the product:

*

Enter a brief description of the product:

*

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.

Order Ready for Completion



Think: ERES

 **Your Shopping Basket contains 1 items. [Click to check out](#)**

Page Reference: ORD-1A

[Home](#) | [My Account](#) | [Place Orders](#) | [Cancel Order](#) | [Lookup/Reports](#) | [Product Search](#) | [Anti-Theft Codes](#) | [Help](#) | [FAQ](#) | [Trouble Tickets](#) | [Log Out](#) |

My Online Orders:

Your MPC is:

DAIMLERCHRYSLER UK
LIMITED
MILTON KEYNES, United
Kingdom
Phone: 01908301618
[Click to E-mail](#)

Thank You!

(1) CLUSTER Family Code AS 1992-1992 has been added to your order.

Core tampered with, beyond removing it from the vehicle and boxing it up, CANNOT be accepted by ANY service center. Tampering with any core will result in a core replacement charge.

This transaction is an Advance Exchange and a core return is required within 90 days of the date shipped from the Service Center to avoid being billed for replacement charges.

You must checkout when you are done placing orders for your transactions to be processed.

[Continue Shopping](#) | [View Basket/Checkout](#)

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



Your Shopping Basket contains 1 items. [Click to check out](#) Page Reference: CHK-1A

[Home](#) | [My Account](#) | [Place Orders](#) | [Cancel Order](#) | [Lookup/Reports](#) | [Product Search](#) | [Anti-Theft Codes](#) | [Help](#) | [FAQ](#) | [Trouble Tickets](#) | [Log Out](#)

My Online Orders: **Your shopping basket contains the following items:**

Order Information:

Work Order Number	Part Number	Description	VIN	Dealer Reference
	04685011	CLUSTER Family Code AS 1992-1992	111111111111111111	

Warning: Replacing a vehicles odometer for the purpose of changing the indicated mileage is a violation of applicable laws. Mileage registered on a replacement odometer must be the same as indicated on the odometer being replaced.

Dealer agrees to return matching core within 90 days of shipment date of replacement part to applicable service center. The core should be returned in the replacement container the part was shipped in.

If you do not return a matching component, you will be charged a replacement fee for the missing core. Please verify the component part number matches the part number you are ordering.

If return core is damaged by insufficient packaging or customer abuse, dealer will be billed for replacement part.

There may be a detailed diagnostic assessment sent to dealers by a service center in the return core box. This is mandatory to be filled out for greater product quality improvement.

Core tampered with, beyond removing it from the vehicle and boxing it up, CANNOT be accepted by ANY service center. Tampering with any core will result in a core replacement charge.

Please confirm this is your current, valid e-mail address:

Please check box to approve terms:

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

Order Confirmation Information



Return to previous page Process Order Print Order

ERES Advance Exchange Authorization Form

<p style="text-align: center;">Order ID:</p> <p style="text-align: center; font-size: 1.2em;">62098</p> <p style="text-align: center;">Generate Invoice Generate Outgoing Customs Invoice</p>	<p>Ship To Dealer Information</p> <p>WANNEROO CHRYSLER JEEP 2 BARRETA DRIVE WANGARA WA 6065 AUSTRALIA Phone: 0893099999</p> <p>Ship to Dealer Code: 13160 Ordered by Dealer Code: 13160 MPC Code: 13857</p>
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Order Status

This order is currently being processed.
Ordered (6/20/2011 4:21:57 AM)

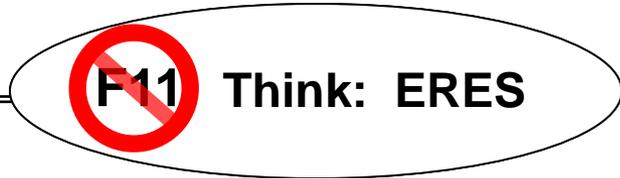
Warranty	Kilometers	Vehicle Original In Service Date	VIN
YES	22150	6/17/2011	1A8F4B8989T618149
Part Number	Description	Dealer Reference	Return Core By Date
05064382AC	RADIO -	SHANE GRAHAM	8/19/2011
Order Date	Order Time	Ordered By / Email	
6/20/2011	4:21:29 AM EST	DARREN / darrenk@waleep.com.au	
Approved Terms?	MPC	Order Notes	
Yes	UR WEBMASTER	0418907865	
Workshop/Repair Order Date	Work Order Number	Authorization Number	Service Center Reference
6/20/2011	J324960	N/A	
Failure			
1/2/N/A RADIO/LMMW/AM/FM INTERMITTENT/WHILE NORMAL DRIVING/NO AM RADIO SOUND AT ALL. SHOWS STATIONS NO SOUND			
Outgoing Tracking Number	Part Number Shipped	Serial Number Shipped	Date Shipped
Return Tracking Number	Part Number Returned	Serial Number Returned	Date Received at Service Center
via			
Notes			
0418907865 (Note written 6/20/2011 4:21:57 AM by darren)			
Customs Information (For Service Center Use Only)		Return Core to Service Center Below	
In-Bound Valuation: \$50.00 Out-Bound Valuation: \$215.00 Country Of Origin: Japan		MITSUBISHI ELECTRIC AUSTRALIA PTY. LTD. 348 VICTORIA ROAD RYDALMERE, 2116 AUSTRALIA	

Done

Internet

100%

Recent Orders View



FCA Electronics Repair & Exchange System (ERES) 11:58:43 | Apr 21th

Your Shopping Basket contains 0 items. Click to check out Page Reference: INT-1A

Home My Account Place Orders Cancel Order Lookup/Reports Product Search Anti-Theft/Radio Codes Help FAQ Trouble Tickets Log Out

Welcome to ERES!

The links below represent the orders you place most. Click the link to place a new order.

68224530AI
05064191AF
04602495AJ
05091508AH

Your MPC is:

FCA Germany AG
Frankfurt, Germany
Phone: 069/66988721

Welcome s93542h! Dealer Code 11559 Fiat Code/MPC Reference 711559

The following trouble tickets are open or have been closed within 5 days (Click on the ticket number for details)

Ticket #	Message	Waiting On	Status
25000	Bitte geben Bestellnummer.	GAUCH GMBH	Open

ERES Bulletin Board

Order Placement Reminder (From 1/22/2014 To 1/22/2016)
Parts ordered must match the returned part number; please do not place orders for radios based on Star Parts recommendations; the service center will assist in providing a similar radio in the exchange.

Lookup Post By Title: Alpine Radio Exchange in ERES

ATTENTION

All orders placed through ERES require a comparable core part to be returned. If you wish to order replacements due to fire or theft for insurance purposes or upgraded units, please order a brand new part via your normal parts logistics ordering.

Recent Orders and Outstanding Orders

Order ID	Work Order #	Status	Date Shipped	Tracking Number	Core Due Date	Return Core To
118124	N/A	Shipped	8/3/2015	05064191AF	1Z101R428651688136	5/5/2015 Alpine Service Ried, Germany
123170	N/A	Closed	15/4/2015	88241073AA	1Z2E5Y510445935957	14/6/2015 United Radio, USA

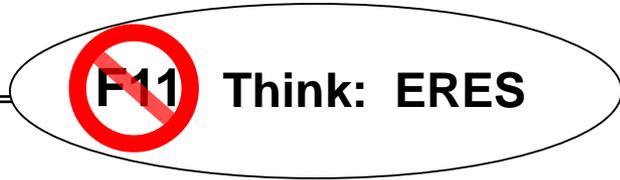
Total Records: 2

Page 1 of 1

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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.

Package Tracking



Part Number	Description	Dealer Reference	Return Core By Date
05091850AB	RADIO FAMILY CODE KJ 2004-2006	MR MURPHY	7/22/2006
Order Date	Order Time	Ordered By	
22/5/2006	5:34:03 AM EST	JOHN MARSDEN	
Approved Terms?	MPC	Order Notes	
Yes	DAIMLERCHRYSLER UK LIMITED		
Workshop/Repair Order Date	Work Order Number	Authorization Number	Service Center Reference
22/5/2006	50974		18898
Failure			
3/17 CD PLAYER/EJECTS OR ERROR/WHILE NORMAL DRIVING/			
Outgoing Tracking Number	Outgoing Shipping Carrier	Date Shipped	Shipping Notes
<u>1Z1F05326640687669</u>	UPS	23/5/2006	
Customs Information (For Service Center Use Only)		Return Core to Service Center Below	
In-Bound Valuation: \$50 Out-Bound Valuation: \$215 Country Of Origin: Japan		ATP INDUSTRIES GROUP LTD VICTORIA STREET STAFFORDSHIRE, WEST MIDLANDS WS12 1BU UNITED KINGDOM	
Date Dealer Signed For	Date Dealer Returned	Return Tracking Number	Return Shipping Carrier

By clicking an underlined tracking number within the selected order or from the home page, you can view shipment tracking through the carrier website.

Package Tracking via Carrier Link



Think: ERES

Home | [About UPS](#) | [Contact UPS](#) | [Getting Started @ UPS.com](#)

UPS United States

Shipping Tracking Support Business Solutions

Tracking

- Track by Tracking Number
 - Track by E-mail
 - Import Tracking Numbers
- Track by Reference Number
- Track by Freight Tracking Number
- Track by Freight Shipment Reference
- Track with Quantum View
- Sign Up for Signature Tracking
- Void a Shipment
- Help

Log-In User ID: Password: | [Forgot Password](#)

Track by Tracking Number

View Tracking Summary

To see a detailed report for each package, please select the **View package progress** link.

Tracking Number	Status	Delivery Information
1. 1Z 1F0 532 66 4068 766 9	Delivered	Delivered on: 05/24/2006 10:26 A.M. Delivered to: LIVERPOOL, GB Signed by: MARSDEN Service Type: EXPRESS

[View package progress](#)

Tracking results provided by UPS: 06/19/2006 5:23 P.M. Eastern Time (USA)

Carrier tracking information shows delivery details including date, time and who signed for the package.

Dealer Order Reports



Think: ERES

Your Shopping Basket contains 0 items. [Click to check out](#) Page Reference: SRC-1A

[Home](#) | [My Account](#) | [Place Orders](#) | [Cancel Order](#) | [Lookup/Reports](#) | [Product Search/Flat-Rates](#) | [Anti-Theft Codes](#) | [Help](#) | [FAQ](#) | [Trouble Tickets](#) | [MPC/Distributor Admin](#) | [Log Out](#)

My Online Orders:

Your dealers will see this:
Your MPC is:
Test MPC
test, Germany
Phone: 5555555555

Lookup Orders

Lookup by Order ID:

Search by keywords:

Create Reports for Online orders:

Service Center: ▼

Order Status: ▼ Order Type: ▼

Dealers have reporting options under the Lookup/Reports menu.

Dealer Cancel Unshipped Order



Think: ERES

Your Shopping Basket contains 0 items. [Click to check out](#) Page Reference: CAN-1A

[Home](#) | [My Account](#) | [Place Orders](#) | [Cancel Order](#) | [Lookup/Reports](#) | [Product Search/Flat-Rates](#) | [Anti-Theft Codes](#) | [Help](#) | [FAQ](#) | [Trouble Tickets](#) | [MPC/Distributor Admin](#) | [Log Out](#)

My Online Orders:

Dealer Cancel Unshipped Orders

Enter Order ID:

Or, Click the "Display All" button to display all open online orders

Your dealers will see this:

Your MPC is:
Test MPC
test, Germany
Phone: 5555555555

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



Think: ERES

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



Think: ERES

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