

Chrysler Financial Statement Troubleshooting

Below are common errors that occur with the Chrysler financial statement. Call AutoSoft support if you receive an error message that is not listed.

Success Message: Financial Statement Posted Successfully.

Error Messages:

Problem: Error----HTTPS ERROR (500).

Solution: DealerCONNECT is down. You will need to try again until the service is back online.

Problem: Financial Statement File accepted. Please check the DealerCONNECT Financial Statement Entry page for business rule edit error.

Solution: The Financial Statement is on DealerCONNECT and does not balance. The dealer can correct and resubmit from DealerCONNECT.

Problem: Invalid Login Information

Solution: Correct the DealerCONNECT Security Setup in Parts Utilities/DealerCONNECT.

Problem: Invalid dealer code in XML Content

Solution: Correct the dealer code in the Financial Statement setup. This is common in a buy/sell situation.

Problem: Invalid XML Content

Solution: Contact programming/IT. This should only happen during a network failure or after a change to the software.

Problem: Invalid Symbol Count

Solution: Install the most recent Financial Statement program release. This typically happens at the beginning of the year when the dealers are sending their January statements. Each year there is more or fewer number of accounts than the previous year. Each of the accounts is represented by a symbol in the file.

Problem: Invalid Reporting Format (Y or F)

Solution: The user is attempting to report for a period that is not compatible to the period Chrysler is looking for. If the error is followed by a "Y," the dealer must report as fiscal. If the error is followed by an "F," the dealer must report as calendar. If the dealer disputes the period Chrysler requires they must contact Chrysler to resolve the dispute.

