

## Reporting a Problem with a Car Part Pro Listing

If you believe you have found a mistake in the part information in your Car Part Pro search results (such as part type, description, grade, or if shipping costs aren't included in published prices), you can report the problem. Follow these steps:

1. In your search results, each listing features a **Report a Problem** icon, located in the **Description** column. Click this icon.

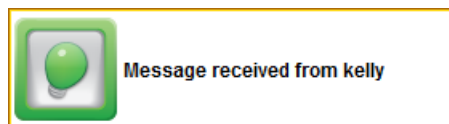
The screenshot shows the CarPartPro.com website interface. At the top, there's a navigation bar with the logo and user account information. Below that, search filters are visible, including delivery options, part types, and sorting criteria. The main content area displays a search result for a 2018 GMC Canyon wheel. The result is shown in a table with columns for Year/Part Model, Description, Damage Code, Part Grade, Warranty, Price (USD), Compare (USD), Dist Mile, Delivery business days, Stock# Availability, and Supplier Information. A red arrow points to a small icon in the Description column of the first row, which is the 'Report a Problem' icon.

Year Part Model	Description	Damage Code	Part Grade	Warranty	Price (USD)	Compare (USD)	Dist Mile	Delivery business days	Stock# Availability	Supplier Information
2018 Wheel GMC Canyon	18x8-1/2, 6 split spoke (opt RT5)	000	A 0	30 Day	\$120.00 cost \$150.00 est. actual ADD TO CART	Estimate Difference: \$425.72 Profit: \$30.00	4	1	KLDEMO123 Confirm Availability	CP Demo Account USA-KY(Ft-Wright) Services & Certifications Live Chat 1-859-344-1925 Phil's Auto Parts USA-KY(Wilder)

2. In the window that appears, you have the opportunity to provide more details. When you are finished, click **OK**.

The screenshot shows a dialog box titled "Enter Comments". The text inside reads: "Please enter comment/question below, then click OK. A Car-Part representative will contact you via iPro during regular business hours." Below this text, the part name "2018 GMC Canyon Wheel" is displayed. There is a text input field labeled "Enter comments here." and two buttons: "OK" and "Cancel".

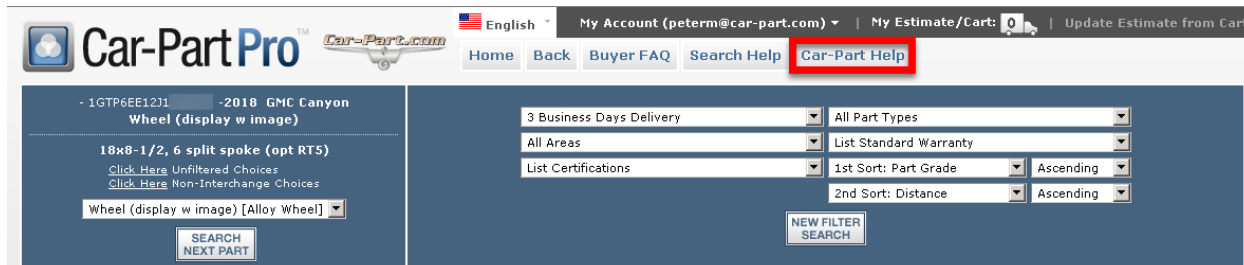
3. A Car Part Pro support representative will contact you within 3 business hours to discuss the problem. You will be notified of a response with a popup that looks like this. Click this notification to begin a conversation with our support team in the iPro software.



## Reporting a Problem on a Listing that Is No Longer Posted on Car Part Pro

If a listing with a problem has been removed from Car Part Pro, you can still get help. Just click **Car-Part Help** at the top of your screen.

**Note:** The **Stock #** and **Supplier Information** will not be automatically supplied in this case. You will have to provide this information manually.



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This edition obsoletes all previous editions.