



MOPAR Essential Tools and Service Equipment Rental Guidelines

The purpose of this information is to clarify requesting, shipping, and handling procedures for the rental of selected Essential Tools & Equipment

Essential Tools and Service Equipment Rental Criteria

The MOPAR Essential Tools and Service Equipment Program is pleased to announce the Noise, Vibration, and Harshness Analyzer rental program. This Program will benefit dealers in Service Readiness when isolating the source of vibration or noise related to tires, wheel assemblies, engine, drivetrain, and engine accessories. This program will be administered by MOPAR Essential Tools and Service Equipment and Snap-on Business Solutions (SBS).

Essential Tool Rental Details

If a dealership has a need for an Essential Tool identified as a rental, the dealership may call MOPAR Essential Tool and Service Equipment at **1-855-298-2687**.

The rental agreement must be completed, signed, and returned to initiate the rental process.

The tool will ship from SBS facility in Kenosha Wisconsin to the dealer via normal ground delivery and will be returned to Kenosha WI using normal ground shipping. This shipment will include instructions for unpacking and repacking the rental tool.

Tools will be shipped to the dealer in a shipping container constructed to protect the tool during transport. **The box should be opened immediately upon arrival and the tool inspected.** If any damage, tampering, or missing parts are noted, the Mopar Essential Tools and Service Equipment support center must be contacted immediately (**1-855-298-2687**) to report concerns.

Rental period is 5 business days excluding time in transit. That means the tool can be in your possession for 5 business days. On the 5th day, you must contact the appropriate carrier (UPS or FedEx) to pick up the tool that day for return.

If a rental extension is required, the dealership must contact Mopar Essential Tools and Service Equipment support center before the initial 5 business day rental period has expired. Rental extension approvals will be handled on a case by case basis. Failure to notify the support center of a rental extension request before the initial rental period has expired will result in an additional five day rental fee charged to the dealer.



Rental Tools not returned per the signed agreement will result in the dealership being invoiced for the full amount of the tool, plus rental costs, and processing fee.

Rental Tools not returned to Mopar Essential Tools and Service Equipment after 15 working days beyond agreed upon rental period will be invoiced to the dealership at full price upon approval from Fiat Chrysler Automobiles (FCA) as noted above.

Rental Tools cannot be purchased. However, this tool can be ordered separately. If dealer chooses to purchase this tool contact Mopar Essential Tools and Service Equipment at 1-855-298-2687.

Dealerships on credit hold or assigned prepay credit limits are not eligible for the rental program and will be denied rental eligibility unless other arrangements are approved by Fiat Chrysler Automobiles (FCA).

All Rental Tools will be inspected prior to outbound shipping. An inventory sheet will be included with the tool.

All tools must be returned in clean and usable condition. All returns must be inside the original custom packaging. Contact MOPAR Essential Tools and Service Equipment (1-855-298-2687) to get the return instructions and prepaid return shipping detail.

Upon return to Mopar Essential Tools and Service Equipment, the tool will be inspected. If missing parts or damage to the tool is identified, the Mopar Essential Tools and Service Equipment Program will decide if and to what extent a dealership will be charged for the damage or missing components.