

MOPAR® ACCIDENT SUPPORT SERVICE WE LOOK AFTER BOTH YOU AND YOUR VEHICLE



ACCIDENT SUPPORT SERVICE

THE MOST IMPORTANT THING
IN A CAR IS YOU.
MOPAR® ACCIDENT SUPPORT
SERVICE IS HERE TO HELP
YOU GET BACK ON THE ROAD.

Mopar® is the Official Service Partner for FCA Automobiles and knows your car best. All work is carried out to the highest quality standards using Genuine Parts and certified with a final inspection. Bring your vehicle to an FCA Authorised Dealership or Bodyshop where Mopar® experts will always be at your service.



YOU DESERVE THE RIGHT TO REQUEST WHEN AND WHERE YOUR VEHICLE IS REPAIRED AFTER AN ACCIDENT:



THE REPAIRER MAY NOT ALWAYS USE MOPAR® GENUINE PARTS?



THE REPAIRER MAY NOT TELL YOU THAT NON-GENUINE PARTS ARE BEING USED?

SURPRISED? Read on for more information...



RIGHT TO REQUEST:

You have the right to request **HOW** and **WHERE** your car is repaired.

WHY USE MOPAR® GENUINE PARTS?

MOPAR®

Mopar®, (a contraction of the words M0tor and PARTs) was created in 1937, and has evolved to serve as the total service, parts and customer-care brand of all FCA vehicles worldwide.

Mopar® is the source for genuine parts and accessories for all FCA brands. Mopar® parts are engineered together with the same teams that create factory-authorized specifications for FCA vehicles, offering a direct connection that no other aftermarket parts company can provide. Visit www.mopar.com.

YOUR CAR - YOUR SAFETY

Safety is the starting point for every car designed and manufactured by FCA Automobliles. Mopar® are continuously investing on developing technologies ensuring your car will protect you in the unfortunate event of an accident. According to independent research backed by Euro NCAP, FCA vehicles are one of the safest groups of vehicles on the road. A majority of our vehicles receive the maximum 5-star Euro NCAP rating.

PROTECT YOUR CAR - PROTECT YOU

Mopar® Genuine Parts have been developed using in depth research and technology to meet the rigorous requirements enforced at Mopar® test centres and laboratories.



Studies have shown the use of non-genuine parts in your car could compromise your safety and that of your passengers so why take the risk?

YOUR CAR - YOUR INVESTMENT

Would you expect a car repaired with non-genuine parts to hold the same value as a car repaired with Genuine Parts parts?

If you buy or sell a vehicle, you want to be guaranteed that the vehicle is as safe as new. By using Mopar® Genuine Parts, we are positive your vehicle is the closest it is going to get to the original condition.

The use of non-genuine parts could compromise your investment - why take that risk?

YOUR CAR - YOUR WARRANTY

All FCA vehicles carry the following guarantees:

- 3 year warranty
- 12 year anti-corrosion warranty

The use of non-genuine parts may not only put your safety at risk, but may also invalidate your warranty - why take that risk?

Remember - Only by using Mopar® Genuine Parts can you guarantee that the original driving pleasure, technology, quality and safety of your car remains uncompromised.



RIGHT TO REQUEST:

You have the right to request **MOPAR® GENUINE PARTS** are used.

THE CHOICE IS YOURS...

YOUR CAR - YOUR SAFETY

There are many insurance options open to you, but in the event of an accident you have the final choice of WHERE and HOW your car is repaired.

Many insurance companies will try to convince you that the best place to take your vehicle is to their own bodyshop. Why? Typically, insurance providers want to control the cost and method of repair, but can they guarantee the use of Mopar® Genuine Parts?

Generally, insurance bodyshops will work on many different vehicle types, meaning they do not specialize in one specific brand. Only Approved Accident Repair Centres meet the Mopar® standards for service and quality, ensuring your car and warranty are fully protected.

By choosing a Mopar® Approved Bodyshop, you can be assured to receive a consistent level of customer service with quality Genuine Parts used, regardless of your insurer.



WHAT SHOULD YOU BE TOLD?

GENUINE
PARTS

Mopar® believes that all bodyshops and specialist repairers should be informing you of the work performed on your vehicle. As a customer, you have the right to request which parts have been used, if they are genuine and if they guarantee the safety of your vehicle.

**BEFORE ANY REPAIR WORK IS CARRIED OUT,
ASK THE FOLLOWING QUESTIONS AND REMEMBER...**



YOU DESERVE THE RIGHT TO REQUEST!

Will you be using Mopar® Genuine Parts to repair my vehicle?

If not, why not?

Could Mopar® non-genuine parts invalidate my warranty?

If so, how can I prevent this?

Could Mopar® non-genuine parts compromise my Euro NCAP rating?

Ask for this to be put in writing by your insurance company and by your repairer

Can you guarantee my vehicle will be restored back to the manufacturers original standard?

If not, how do I get in touch with Mopar® Accident Support Service?



RIGHT TO REQUEST:

You have the right to demand that your car is taken to a **MOPAR® APPROVED BODYSHOP.**

MOPAR[®] APPROVED ACCIDENT REPAIR CENTRE GUARANTEE



QUALITY OF PARTS

Only Mopar[®] Genuine Parts are used on FCA vehicles



QUALITY OF REPAIR

All repair work is carried out by Approved Technicians



PRICE TRANSPARENCY

Free estimates and no hidden charges



REPAIR MOBILITY

Replacement vehicle for the duration of the repair, subject to availability and terms and conditions



VEHICLE VALETING

Every car will be valeted on completion of work

MOPAR[®] ACCIDENT SUPPORT SERVICE LINE

WHEN YOU HAVE BEEN INVOLVED IN A NON FAULT ACCIDENT, CALL FREE ON THE MOPAR[®] ACCIDENT SUPPORT SERVICE LINE, YOU WILL RECEIVE THESE BENEFITS:



Dedicated repair management team



Mopar[®] Approved Accident Repair Centres will conduct repairs*



Vehicle recovery and temporary storage if undriveable*



Only Mopar[®] Genuine Parts will be used



An equivalent replacement vehicle whilst yours is off the road*



5 year repair guarantee

* See Mopar[®] Accident Support Service Certificate for terms and conditions.

Mopar[®] Accident Support Service is designed to:

- Reinforce your trust and confidence in the vehicle you own
- Ensure we give you the care you need after an accident
- Tell you your rights
- Give you the best repair for your car – we do not use copy parts or non Mopar[®] approved bodyshops – we do the right thing

ACCIDENT SUPPORT SERVICE

IN THE EVENT OF AN ACCIDENT

Ensure you are in a safe place, help is always available. Our dedicated UK team can take your call 24 hours a day, 7 days a week to guide you through the accident process and get you mobile.



CALL US ON
0330 100 3127

For more information go to
www.moparaccidentsupport.co.uk





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A brand of

