



# MOPAR Essential Tools and Service Equipment Rental Guidelines

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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 MOPAR T21 Recall Tool Kit rental program. This Program will benefit dealers in Service Readiness where there is a need for the MOPAR T21 Sprint Recall Tool Kit. The 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 our 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, as necessary.

Tools will be shipped to the dealer in a robust shipping container to protect the tool during transport.

**The carton 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 5<sup>th</sup> 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 of \$150.00.

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.

This Rental Tool cannot be purchased.

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 and inspection sheet will be included with the tool along with return instructions and return shipping label for the return shipment to Mopar Essential Tools and Service Equipment.

All tools must be returned in clean and usable condition. All returns must be inside the original packaging.

Upon return to Mopar Essential Tools and Service Equipment, the tool will be inspected. If missing parts or damage to the tool is identified, then 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.