



# Rental Timeline

R.O.# \_\_\_\_\_ T.A.C. Case# \_\_\_\_\_ SPAC Case# \_\_\_\_\_

Part number(s) on backorder \_\_\_\_\_

Date customer in loaner \_\_\_\_\_

Date diagnosis was complete, and parts ordered \_\_\_\_\_

Date parts arrived \_\_\_\_\_

Date repairs were started \_\_\_\_\_

Date repairs were completed \_\_\_\_\_

Date customer returned loaner \_\_\_\_\_

**Number of days requested**

Miscellaneous notes:

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Thank you!

For rentals over 6 days a timeline is necessary for supporting documentation. Rental agreements should be renewed every 30 days.

**Your manufacturer representative should be contacted when:**

- The customer needs a particular rental vehicle due to extenuating circumstances (work vehicle, large family, or upfitted) excess rental expense.
- Part expediting is limited when utilizing courtesy transportation, when it will reduce vehicle repair time and overall expense.
- Parts with no ETA holding up repairs, manufacture rep should be made aware to see if they can assist or at least be given a heads up of excessive rental expense.