

## Preamble

Firstly, if you came here somehow by accident, you should read the following for context:

<http://chadkohalyk.com/blog/2013/02/01/more-reasons-to-not-use-universal-truck-rental/>

I have attached the entire email, content untouched below, with my commentary. I have greyed out the irrelevant bits, and you will find my comments in the left margin. I have coloured a comment **GREEN** for when he brings up a valid point, and **RED** for when he is outright incorrect. Neutral comments are in black. The bold blue and purple formatting is his own. I leave it up to you to decide if you want to do business with Universal Truck Rental.

Chad Kohalyk  
<http://chadkohalyk.com>

**Steve Baty <batysteve@hotmail.com>**

To: Chad Kohalyk

Delivered-To:

Received: by 10.221.8.200 with SMTP id o78csp256109vcb; **Mon, 19 Nov 2012 15:33:39 -0800 (PST)**

Received: by 10.49.107.41 with SMTP id gz9mr15229612qeb.53.1353368019154; Mon, 19 Nov 2012 15:33:39 -0800 (PST)

Received: from blu0-omc3-s19.blu0.hotmail.com (blu0-omc3-s19.blu0.hotmail.com. [65.55.116.94]) by mx.google.com with ESMTP id I18si3474862qct.2.2012.11.19.15.33.39; Mon, 19 Nov 2012 15:33:39 -0800 (PST)

Received: from BLU156-W7 ([65.55.116.74]) by blu0-omc3-s19.blu0.hotmail.com with Microsoft SMTPSVC(6.0.3790.4675); Mon, 19 Nov 2012 15:33:26 -0800

Return-Path: <batysteve@hotmail.com>

Return-Path: batysteve@hotmail.com

Received-Spf: pass (google.com: domain of batysteve@hotmail.com designates 65.55.116.94 as permitted sender) client-ip=65.55.116.94;

Authentication-Results: mx.google.com; spf=pass (google.com: domain of batysteve@hotmail.com designates 65.55.116.94 as permitted sender) smtp.mail=batysteve@hotmail.com

Message-Id: <BLU156-W767F828832CEED830152DB0560@phx.gbl>

Content-Type: multipart/alternative; boundary="\_c39f01bc-605d-456d-b917-45a0c4564b85\_"

X-Originating-Ip: [173.33.168.234]

Importance: Normal

Mime-Version: 1.0

X-Originalarrivalttime: 19 Nov 2012 23:33:26.0341 (UTC) FILETIME=[45ED6F50:01CDC6AE]

UTR Update

Headers for you mail security  
geeks

Hi Chad,

Thank you!

Actually, I picked up the truck at:

**National Storage  
Truck Storage Yard  
Stevens Road  
WEST Kelowna**

Which, it turns out, is just an alley behind a self storage lot. No repair shop around. In fact, I had to call UTR to get directions to the office where the key was stored. And when I returned the truck, the office was closed so I had no place to return the key to. I hid it and emailed them the location.

(I stress the WEST since they indicate it was in Kelowna and when I found out it was in the nearby city of WEST Kelowna, I had to reschedule to account for the 1 hour of transit it would take to get me there.)

Sorry, you got your facts wrong again. When I turned on the engine and tested the windshield wipers they did not come on. I then tested the lights. That is when I called their hotline.

Sorry, no again. I was told that I had to drive the truck back into Kelowna, up Gordon to Cookson Motors, who went on lunch as I got there wasting more of my time. After a couple of hours everything was sorted and I had to drive back through Kelowna to West Kelowna and then on to my actual destination.

Funny thing here is that they had a perfectly good version of my truck sitting there in their lot, and wouldn't let me take it while they worked on the busted down one. This would have been a good customer service move.

I found your blog on the internet. At Universal Truck Rental we all agree that the internet is a powerful tool. We feel we need to correct a few items from your blog.

The deal with these guys is that rather than having the overhead of a full truck depot, they have single trucks sprinkled across self storage facilities across Canada. This statement is partially true this is how UTR keeps your costs down. However, the majority of the storage locations are also heavy duty truck repair facilities who provide UTR with continuous maintenance. We have 20 such locations Coast to Coast in Canada.

Universal does all it's business through the net and controls the trucks through satellites. This statement is true this is how UTR keeps your costs down.

The storage facilities just manage the keys. This statement is partially true this is how UTR keeps your costs down.

**The point is: no one is maintaining these vehicles between uses. They leave that for the poor sucker who picks it up. This statement is not true...may we remind you the name of the Vancouver dealer location, where you picked up the truck, is called Diesel Tech.**

**Diesel Tech is a heavy duty repair facility and they maintain UTR trucks on regular intervals at and or above government required standards. Every truck receives a comprehensive "B" PM Inspection every 12,500 km or 90-120 days, plus government mandated annual inspections are completed every 6 months.**

**I picked up the vehicle and it was already broken (half the electrical was gone) This statement is not true...trucks can and will break. However the electrical item failed after the vehicle was pickup and driven off the Dealers lot. Much like a burnt out light bulb .... it has to fail sometime and all the preventative maintenance in the world can not predicts when a fuse or light will blow. I believe our dealer Diesel Tech came out on site to get you going while you were loading the truck.**

While I was driving to Vancouver the air conditioning unit broke, and two of the three welds on the moving ramp broke off! I limped into Vancouver and had to take it to another repair place. They couldn't fix the aircon and only banded the ramp so I could get to moving. This statement is true...UTR had diesel tech weld the ramp to ensure you could finish your trip. We understand moving can be stressful enough with out surprises. **So the repair shop did their best to get you back on the road in a timely manner.** The Air Conditioning was working when you were driving ... you said so yourself. Once again things break and in hot weather A/C can go anytime. There is no preventative fix for A/C. The trucks are maintained to the manufactures standards however trucks can and will break, the same as your car.

(In fact, I complained during the ordeal). They asked if I purchased the \"\$25 insurance which offsets the rate when a truck is "out of service due to a safety item for greater than 12 hours." I was only out 7 hours. No refund... no cut rate... no apology... no nothing. It is a bit suspicious to me that vehicles breaking down is a common problem if they offer insurance for it. Talk about not standing behind your product. These statements are partially true. Universal Truck Rental does offer an emergency road side out of pocket coverage program for \$10 per day. Our clients asked for the coverage...so we built a "product" around the request.

Trucks can and will break down ... they are mechanical. To help off set our clients costs UTR set up a program for out of pocket expenses.

It is designed to cover out of pocket expenses up to \$200 per day (maximum 2 days) taxes included, no questions asked, if a truck breaks down and is out of service for greater than 12 hours.

Unfortunately your down time was less than 12 hours. Therefore, You can not submit a claim on an insurance policy unless you meet the minimum criteria.

**You indicated you did not receive an apology ... no nothing.**

**This statement is not true... UTR shows we communicated a number of times.**

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**From:** Steve Baty ([batysteve@hotmail.com](mailto:batysteve@hotmail.com))  
**Sent:** August-02-12 6:25:33 PM  
**To:** Chad Kohalyk

**From:** Chad Kohalyk  
**Date:** Thu, 2 Aug 2012 21:45:04  
**To:** <[batysteve@hotmail.com](mailto:batysteve@hotmail.com)>  
**Subject:** Re: Confirmed Reservation # 2425 Details

> **From:** Chad KOHALYK  
> **Date:** Mon, 30 Jul 2012 02:14:51  
> **To:** <[batysteve@hotmail.com](mailto:batysteve@hotmail.com)>  
> **Subject:** Re: Confirmed Reservation # 2425 Details

> -----Original Message-----  
> **From:** Chad KOHALYK  
> **Date:** Mon, 30 Jul 2012 00:51:51  
> **To:** <[batysteve@hotmail.com](mailto:batysteve@hotmail.com) <<mailto:batysteve@hotmail.com>> >  
> **Subject:** Re: Confirmed Reservation # 2425 Details

**You may ask why the break down program has a 12 hour minimum out of service time.**

You may be surprised to find out that rental customer(s) sometimes deliberately break UTR's trucks so they can ask for compensation. Our insurance administrators insisted UTR clients accept the coverage via the web form. This way the client has a choice to accept or decline the coverage, to avoid any misunderstanding that "some form" of coverage automatically exists.

Plus the break down has a 12 hour "out of service rule", to ensure the break down coverage was not abused. UTR does this to keep your Rental costs down.

Sometimes surprises happen. When they happen during a truck rental home move they become very stressful. **We do apologize for any stress you encountered during your move.**

Steve submits three dates here of emails I sent. Truthfully, I do not have a record of these, I am not sure why. I remember contacting the company to let them know where I had hid the key (with a photo) and about their 12 hour policy, asking for an exception (considering I had 7 hours of my time tied up in repairs). All I got was the "out of service rule" line from them that he copies in below.

Well, he got me here. Sorry I didn't notice the apology since it was the last sentence of the fourth paragraph.

Here is a customer service tip for you: say sorry at the BEGINNING, then give your explanation. People will be much more accepting that way.

Not to mention the safety concerns. If that ramp had've broken off it's last weld while I was driving, it could've killed somebody.

Any part falling off a truck or car can kill someone...however, a fatal accident is more likely to occur when someone is texting or talking on their cell phone while driving.

Note: If the ramp welds break the ramp will hang up in the frame of the vehicle and should not fall off.

I should've clued in when I realized that he was doing all his business using a Hotmail (!?) account.

Hotmail is the world largest e-mail provider and is tied neck & neck with Gmail. I see you use gmail. UTR subscribes to hotmail because of it's global reputation. It is reliable and recognized around the world. **What e-mail account would you like Universal Truck Rental to Use???**

Is  
steve@universaltruckrental.ca  
so difficult?

[Though I admit this would not  
have protected me one bit from  
their services.]

Universal Truck Rental provided you with the correct size of rental truck, at the location promised, on the date promised. What do you have against hotmail and what does it have to do with your rental?

**I have learned my lesson, and paid for it.**

**Universal Truck Rental charged you exactly what was quoted not a penny more or a penny less....**

That is the issue at hand.

Anyways, don't do business with these guys and tell everyone you know.

Why would you ask people to make a prejudicial decision based on your experience? and why would you ask people not to do business with Universal truck Rental when they do not have any first hand experience with our organization? **Sounds a little like promoting prejudice.**

??? I have no words.

Would it not make more sense to encourage potential rental clients to buy the "over the road coverage" and read the policy details closely, regardless of who they rent from.

Have you ever asked how many very happy customers Universal Truck Rental has helped move over the years. I am not sure your recommendation is without prejudice. I understand your truck broke down causing you some stress. However the truck did its job and got you and your belongings safely to your destination. We understand the truck break down caused some delays and did not get you to your destination in a timely manner. Sometime "things happen", **UTR can only manage real world events.**

Like making customers happy,  
no?

Potentially yes, but that is part  
of good customer service. I see  
now that UTR is focussed solely  
on cost, with no thought to  
customer service.

**Is your real issue the fact UTR did not compensate you for your complaint? If UTR handed out compensation for every complaint, real or perceived, would that not raise your rental trucks costs.**

Yes. Definitely going to the  
bigger companies for my next  
moving truck.

**Were you and/or are you prepared to pay more for your future truck rental(s) so you could be compensated if "issues" occur?**

Maybe now you understand why Universal Truck Rental offers the out of pocket road side assistance program. UTR offers very competitive rates, vehicles maintained at or above governments requirements, responsive - 24 hour over the road emergency support and programs to help our clients financially if they experience extra costs during their truck rental experience.

PS UTR is the only truck rental provider, we know of, to offer a formalized program to assist their clients financially with out of pocket expenses when a truck breaks down.

May we suggest if you really want to help others learn from your truck rental experience please encourage the consumer to

- a) ... Check into the Rental companies vehicle break down processes and procedures (Trucks Can and Will break down)
- b) Does the rental company offer 24 hour emergency road side support .  
(you may be surprised to find out some rental companies do not offer any road side service assistance)
- c) Who is financially responsible for out of pocket expenses.
- d) If the truck is stolen while in your care and control. Does the rental company have the ability to track the truck to recover your belongings.  
(UTR does and we are the only truck rental company in Canada Satellite Tracking our "Rental" trucks for you safety and security)
- e) What is the "truck rental company responsible for" and what is the "renter responsible for" .... if a break down, incident or accident occurs.
- f) If you experience an over the road failure, late at night, in the dead of winter, in the middle of no-where ... are you out their alone. Universal Truck Rental's 24 hour emergency road side support is with you all the way and can satellite track your truck to within 10 feet of your location, even if you do not know where you are. Then they will send a tow truck or mobile unit to your rescue.

I will "do" so. Consider it done.

**If you feel compelled to up date your blog based on some of the updated information, please due .... the public deserves to receive all the facts to make an informed decision.**

Sincerely,

*Steve Baty*

**Universal Truck Rental & Leasing**

**T Tracking with GPS  
On Line Factory Direct  
1-866-518-0150 X 4  
1-519-893-1989 Fax  
1-905-817-8156 Main**