



Couple Hit with \$10,000 Charge for Diesel in Rental Car

Description

A Canadian couple, Kelly and Katherine Graves, are facing a major dispute with Enterprise rental company over a nearly £10,000 bill for alleged damage to a rental car. The couple returned a Dodge Durango after their trip to Edmonton, Alberta, only to receive an email claiming they put diesel fuel in the vehicle, which caused it to fail.

Enterprise informed them that because of the alleged diesel fuel, the car would not start. They had two options: file an insurance claim or pay the bill. The Graves rejected both options, insisting they had only used regular gasoline, supported by receipts and photographs.

The vehicle's design prevents incorrect fueling. The Durango's filler neck only permits regular fuel nozzles, which makes it impossible to accidentally put diesel in. During their return trip, the couple fuelled up twice because the pump shut off early, and they kept evidence of these transactions.

Despite this, Enterprise later tried to charge them £9,500 for damages. After nine months and support from legal representation, the couple discovered that Enterprise dropped the claim, stating it could not verify the fuel source. The Graves can now breathe easier after avoiding the hefty charge and advise future renters to keep receipts and consider different rental companies to prevent similar issues.

Vocabulary List:

1. **dispute** //ˈdɪspjuːt// (noun): a strong disagreement between two people or groups
2. **alleged** //əˈlɛdʒd// (adjective): said to be true but not proven
3. **verify** //ˈvɛrɪfaɪ// (verb): to check if something is true or correct
4. **representation** //ˌrɛprɪzɛnˈtɛɪʃən// (noun): help from a lawyer who speaks for you
5. **filler** //ˈfɪlɚ// (noun): the part of a vehicle where you add fuel
6. **hefty** //ˈhɛfti// (adjective): very large in amount or cost

Comprehension Questions

Multiple Choice

1. What type of vehicle did Kelly and Katherine Graves rent?



- Option: Dodge Durango
- Option: Ford Explorer
- Option: Chevrolet Tahoe
- Option: Honda CR-V

2. How much was the alleged damage bill that the Graves were facing?

- Option: £5,000
- Option: £7,500
- Option: £10,000
- Option: £9,500

3. What fuel type did the Graves claim they used while fueling the car?

- Option: Diesel
- Option: Regular gasoline
- Option: Premium gasoline
- Option: Ethanol

4. How long did the Graves spend dealing with the issue before the claim was dropped?

- Option: Three months
- Option: Six months
- Option: Nine months
- Option: One year

5. What does the Durango's filler neck design prevent?

- Option: Incorrect fueling
- Option: Overfilling
- Option: Noise pollution
- Option: Using premium fuel

6. What did the Graves advise future renters to do?

- Option: Use a different rental company
- Option: Refuel at a specific station
- Option: Maintain a larger fuel tank
- Option: Keep receipts

True-False

7. The Graves used diesel fuel in the rented vehicle.



8. Enterprise offered the Graves three options to resolve the complaint.
9. The Graves had proof of their fuel purchases.
10. The vehicle was designed in a way that allowed for incorrect fueling.
11. The claim against the Graves was ultimately verified by Enterprise.
12. The Graves received a bill for £9,500 after nine months.

Gap-Fill

13. The Graves returned the Dodge Durango after their trip to _____.
14. Enterprise informed the Graves that the car would not start due to _____ fuel.
15. The alleged bill for damages amounted to almost £ _____.
16. The Graves rejected the options to file an insurance claim or pay the _____.
17. The couple kept evidence of their fuel transactions, including receipts and _____.
18. After nine months, Enterprise dropped the claim, stating it could not verify the _____.

Answer

Multiple Choice: 1. Dodge Durango 2. £10,000 3. Regular gasoline 4. Nine months 5. Incorrect fueling
6. Keep receipts

True-False: 7. False 8. False 9. True 10. False 11. False 12. True

Gap-Fill: 13. Edmonton 14. diesel 15. 10,000 16. bill 17. photographs 18. fuel source

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