

This past summer was the first of being married for my husband, Brady and I. My husband has a love for standup jet skis and he was fortunate to have his cousin give him one. This jet ski wasn't working, and his cousin didn't have time to work on it, so he gave it to Brady, in hopes that he could get it running. My husband could not figure out what the problem was, so we did research on many different motorsports shops and we decided to go with Renegade sports in Logan, who claim to be "your go-to motorsports dealership since 1995!"

This was our first time working with Renegade, my husband called them and talked with them about our jet ski. They said it would be a fifty-dollar charge to diagnose the problem and then if we wanted they would fix it from there. They diagnosed bad fuel lines and the carburetor needed to be cleaned. They were confident that they would be able to get our jet ski working, so we decided to have them fix it.

The day the Jet ski was fixed, my husband was at work, so I went out to the dealership to pick it up. They assured me that our ski was fixed and ready to ride. I paid the money and they sent me out with someone to help hook up our trailer, because I do not know how. I backed the car up to the hitch and the employee cranked it down, and tried to hook the chains on, he was only able to get one of the two chains hooked onto our car, and then he said he wasn't quite sure how to hook up the brake lights. The then proclaimed that I should be okay driving, if I wasn't going too far. This employee seemed incompetent and unsafely sent me on my way.

I got home, and my husband properly attached the trailer and then we were on our way to the lake. We got there and started our jet ski out of the water to make sure it would work, and it fired right up. We then proceeded to put our jet ski in the water, after we had unloaded my husband started the jet ski, it went for about twenty feet and then died. He then started it up again and rode it for a minute, but it was unable to get to full speed, it would bog out and eventually die. We were unable to ride our ski without these problems, so we disappointedly loaded it back onto the trailer and went home.

My husband called Renegade Sports the next day and told them about our experience. Their response was, that it is sometimes hard to know how they will run because they don't get to start them in the water. They told us to bring it back in and they would look at it and see what was wrong.

A week went by and they finally called us and said that there was water in the bottom of the jet ski and asked if we were driving it recklessly or tipping it over. This was not the case, since we could barely even get it to run, let alone be reckless. They claimed to clear out the water and cleaned the carburetor, which they said they cleaned the carburetor the first time, so I don't know why they said it needed to be done again, especially if it was done properly the first time. We were told they couldn't find anything else wrong and we should be good to go.

Once again, we took our fixed jet ski out to the lake with high hopes, and the exact same problem occurred. Needless to say, we were feeling very frustrated. We left the lake and called my brother who is a mechanic to have him come take a look at it. He had a few suggestions and he and Brady started looking at the engine, the fuel lines were repaired great, then they got looking at the carburetor, they took out a few parts and found a screw that was impossible to

miss, inside the carburetor that Renegade Sports claimed to have cleaned both times we took it in. We don't understand how a company that claims to be the "leader in maintenance repair" would say they cleaned the carburate two different times, yet not find the large screw in it. We definitely paid for more than the fuel lines to be fixed, and it seems that the other problems were carelessly looked at.

This makes us largely question Renegade Sports company statements:

We're your one-stop shop for powersports vehicles in Utah, for used model sales and service.

We've been your go-to motorsports dealership since 1995!

We take pride in our business. If you're not happy, neither are we and we will do whatever we can to fix it.

Service and parts are just as important as the sale, whether it be a simple service, preventative maintenance, or a major repair. The goal of our parts and service department is to remain the leader in motorcycle, snowmobile, PWC and ATV maintenance and repair. Our factory certified technicians will get you fixed or adjusted quickly and back on the road, trail or water. Communication with you is key. We would be glad to assist you with any questions you might have concerning your new or used vehicles.

The service we have received over the past few months from Renegade Sports gives us reason to believe that Renegade Sports has not held up to what they proclaim to be and "do whatever they can to fix it". We would love to have this company be our "one-stop for powersports", but if our recent service continues to be the same as it has been during the last few months we will have reason to look elsewhere.

Sincerely,