

# SC HOTLINE Success Stories

## Help when it's needed



**Rob Welch –**  
Mobile Repair Specialist (263-092)

on U-Haul trucks – four years as a Safety Certification (SC) Hotline repair advisor in Tempe, Ariz. Welch not only knows

Sometimes even helpers need help. Rob Welch, mobile repair specialist for Little Rock (Ark.) RERS (263-092), has nine years of repair experience

how to fix our trucks, he knows where to get help when he needs it – the SC Hotline.

### JH 1465 H no-lights solution

Recently, Welch was dispatched to a hotline call at a customer's home. The customer called the U-Haul Customer Service Hotline after he discovered the daytime running and low-beam lights on JH 1465 H weren't working.

As a former SC Hotline repair advisor, Welch recognized the problem was in the wiring and that it could take some time to locate the short. He didn't want

to delay the customer's move any longer than necessary, so he called the SC Hotline right away.

"There are so many wiring variations in our trucks, I needed to know what color-coded wire to look for in this JH-H model truck without having to test all of them," Welch explained. "I knew my former SC Hotline team members would have the wiring schematic for this truck at their fingertips, so calling them was my best option."

The SC Hotline repair advisor told Welch it was the tan wire. Welch traced the tan wire from the daytime running lights relay and found there was power to the harness at the intake plenum, but the wire had no power as it exited underneath

the plenum. Welch replaced the shorted section of the tan wire in the harness, which resulted in working daytime running and low-beam lights.

### Congratulations!

Welch was awarded the SC Hotline Finest and Safest pin for his commitment to keeping our equipment in top renting condition. "It feels great experiencing the receiving end of a successful hotline story," exclaimed Welch. (See the list below for all the recipients of the SC Hotline award in July 2006.)

### We want to hear your success stories

Tell us how the Safety Certification Hotline staff was able to help diagnose and lead you to your repair success. If your story gets selected, we'll publish it in *U-Haul News* so your peers can benefit from your success.

Contact the SC Hotline at 1-866-295-6425 or by e-mail at [SC\\_hotline@uhaul.com](mailto:SC_hotline@uhaul.com), with your success story or for help with any repair questions.

## SC Hotline Award Pin Recipients

Congratulations to the following System members and dealers who recently received a Safety Certification Hotline Award pin for their initiative to take on a repair challenge, for their cooperation with the SC Hotline repair specialist as instructed and for following through on a successful repair.

Name	Position	Co/Dept	Name	Position	Co/Dept
Chuck Blanchard	GM	754-086	Randy Martinez	AFM	838-003
Stan Fresquez	GM	721-024	Rob Welch	MRU	263-092
Andy Hoernschmeyer	MRU	157-090			



**Safety Certification Hotline**  
1-866-295-6425

**Hours of Operation**  
Mon.-Sat. – 5 a.m. – 8 p.m.  
Fri. – 5 a.m. – 9 p.m.  
Sun. – 7 a.m. – 6 p.m.

*All hours of operation are Mountain Standard Time*

### Questions, Comments, Feedback:

e-mail [Mark\\_shafer@uhaul.com](mailto:Mark_shafer@uhaul.com)

1-800-223-6218, ext. 710