

**Excerpts, selected by the HELP Committee, from a larger document**  
**produced by the company**



BBB of Metropolitan Houston  
1333 W. Loop South, Ste. 1200  
Houston, TX 77027  
(713)868-9500

09/04/2008

Redacted by HELP Committee

Universal Technical Institute/TX  
721 Lockhaven Drive  
Houston TX 77073

Dear Redacted by HELP Committee

Enclosed is a copy of a complaint filed about your company. The concern was submitted on **9/2/2008 11:43:25 AM** and was assigned an ID of [REDACTED]. Your company's response, regardless of your membership status, is very important to us. Please respond with your side of the issue and how your company has/or will be addressing this issue. We strongly encourage your company to contact the complainant directly at any time during the complaint process.

- It is the responsibility of all member AND non-member companies to respond in WRITING ONLY to this complaint WITHIN 10 calendar (not business) days. Please email or fax your response. Email: [info@bbbhou.org](mailto:info@bbbhou.org) Fax: (713) 867-4947. Verbal responses are NOT accepted due to the volume of complaints we process.
- Please keep a copy of this complaint for your records. If you require additional copies at any time there will be a fee assessed.
- Lack of response to complaints will be reflected in your public company report on our website, our automated phone system, and via our operators when consumer call in. We receive over 1,000 calls a day from potential customers checking out area business records.
- If you are a member and no response is received it will jeopardize your membership. Please return this page with corrections if your company contact information has changed or email the updates to [info@bbbhou.org](mailto:info@bbbhou.org)

Please note that your response will be copied and mailed to the consumer for their review and response. We report on closed complaints only, how or if the company answered the complaint, and how or if it was resolved. To check out your current company report visit our website at [www.bbbhou.org](http://www.bbbhou.org). Please keep a copy of this complaint for your records. If you have any questions please feel free to contact us at 713.341.6116. \*\* This will be your last notification of this complaint. \*\* Please send your replies to the Houston address listed above and to the ATTENTION: DISPUTE RESOLUTION DEPARTMENT.

Thank you for taking time to answer this complaint. The Bureau knows that it is often inconvenient to take time out to respond. There are two sides to every issue and your input and feedback is important to both the consumer and the Bureau.

CONFIDENTIAL

UTI-C-000407

Universal Technical Institute, Inc.  
Document 2, Page 2

**COMPLAINT INFORMATION**

**Customer Information:**

[REDACTED]

Daytime Phone - [REDACTED]

E-mail - [REDACTED]

**The details of this matter are as follows:**

**Complaint Involves:**

Advertising Issues

**Customer's Statement of the Problem:**

I initially had a sales rep from uti visit me reference the uti school in houston tx and there was a orientation stating that after completing this course with uti we would be making up to 90,000 .. i have applied at bodyshops and i have yet to be called due to no experience, only a certificate. i now owe over 10k to sally mae and i do not feel i should have to pay this due to the false representation that the school allowed me to believe. please call me or my mother at [REDACTED] or mother whom was with me at the time of signing at [REDACTED]

**Desired Settlement:**

for uti to pay the loan to salli mae

[REDACTED]

10/13/03 - 1/7/05

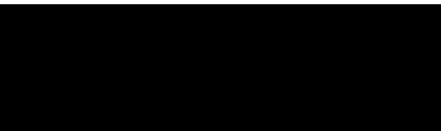
CONFIDENTIAL

UTI-C-000410



September 23, 2008

VIA Email (info@bbbhouston.org)



BBB of Metropolitan Houston  
1333 West Loop South, Suite 1200  
Houston, Texas 77027

**RE: BBB Complaint # 03082019**

Dear Dispute Resolution Team:

We are in receipt of the above referenced complaint submitted to the Better Business Bureau of Metropolitan Houston ("BBB") on September 2, 2008 (the "Complaint") by [REDACTED]. Mr. [REDACTED] alleges that Universal Technical Institute ("UTI") misled him by stating that after completing his course of study he would be making up to \$90,000 per year. Mr. [REDACTED] also alleges that after graduation he applied for employment at body shops and never received a call back from prospective employers due to his lack of experience and credentials. We appreciate the opportunity to address Mr. [REDACTED]'s Complaint and to more fully present the surrounding facts and circumstances. We take this and all claims of this nature very seriously and desire to resolve them as quickly and amicably as possible.

**Misrepresentation of Income**

The first component of Mr. [REDACTED]'s Complaint alleges that UTI misled him by stating that after completing his course of study he would be making up to \$90,000 per year. UTI did not state that Mr. [REDACTED] could earn up to \$90,000 per year and did not otherwise misrepresent Mr. [REDACTED]'s income potential. UTI representatives are only allowed to furnish wage statistics that are provided by nationally recognized entities such as the Bureau of Labor Statistics and the National Automotive Dealers Association. Attached at Exhibit A are excerpts from scripts used by UTI Representatives during in-home recruiting visits with potential students showing the information that is communicated to potential students and their families. We have interviewed [REDACTED] the UTI Representative who enrolled Mr. [REDACTED] and have determined that Mr. [REDACTED] followed UTI's prescribed recruiting practices when he met with Mr. [REDACTED] and that he did not at any time state that Mr. [REDACTED] could earn up to \$90,000 per year. Furthermore, our investigation of Mr. [REDACTED]'s record as a UTI Representative showed that Mr. [REDACTED] has been employed by UTI for eleven years and during that time has

enrolled over 2,000 students. Of those 2,000 students, Mr. [REDACTED] is the first and only complaint UTI has received concerning Mr. [REDACTED].

Mr. [REDACTED] statement is unclear as to whether he is alleging that Mr. [REDACTED] stated the \$90,000 income figure or whether he heard this figure at orientation. Upon receipt of the Complaint, UTI's Regional Representative contacted Mr. [REDACTED] and his mother [REDACTED] to better understand the facts surrounding Mr. [REDACTED] Complaint. During this conversation, Mrs. [REDACTED] stated that she heard the \$90,000 annual income figure from a speaker at an optional enrollment workshop during which UTI invited guest speakers from top manufacturers in the automotive industry to address UTI students.

At these workshops UTI often has manufacturer representatives answering industry questions. The [REDACTED] stated that they believe a Mercedes Benz representative (non UTI employee) quoted an annual salary of \$90,000. We assume that this was a Mercedes Benz collision representative because Mr. [REDACTED] received collision training. However, we have no way to verify that assumption. If it was a Mercedes Benz collision representative, students entering this section of the collision field upon graduation would be required to take additional Mercedes Benz specific training to qualify for those opportunities. Mr. [REDACTED] did not elect this portion of the training while at UTI indicating his lack of preference for these opportunities.

Finally, even for the sake of argument, if UTI had made the statement that Mr. [REDACTED] could make up to \$90,000 per year, this statement does not amount to a money back guarantee entitling Mr. [REDACTED] to a refund of his tuition if he does not earn \$90,000 per year. UTI fulfilled its obligation to provide the training and Mr. [REDACTED] received the benefit of that training.

UTI has a strong reputation in the industry and stands ready to continue to assist Mr. [REDACTED] in obtaining employment. However, UTI cannot agree to pay off Mr. [REDACTED] debt owed to Sallie Mae.

### **Inability to Obtain Employment**

The second component of Mr. [REDACTED] complaint alleges that after graduation he applied for employment at body shops and never received a call back from prospective employers because he only has a certificate but no experience. This claim is clearly false. By his own admission, as documented in Student Comment dated March 26, 2007 attached hereto as Exhibit B, he had three years experience working in the collision repair industry prior to attending UTI and he worked in the collision field for one year after graduation. Mr. [REDACTED] graduated from UTI on January 7, 2005. According to the Student Comment dated May 20, 2005 in our data base, Mr. [REDACTED] was employed within four months following graduation at S&W Trailer Service. Our data base also confirms that after Mr. [REDACTED] communicated to UTI that he was employed he told UTI's Employment Services Representative that he needed no further employment assistance. Our data base also reflects communication from Mr. [REDACTED] that he had a preference to become a collision estimator in the San Antonio area. We informed him that there were no openings in that portion of the region, but should he wish to relocate we could assist him. We had no response from him, until this complaint.

CONFIDENTIAL

UTI-C-000412

UTI offers ongoing employment services to all graduates of its programs. We maintain a dedicated Employment Services Department with a large network of contacts within the automotive and collision repair industries and have assisted thousands of graduates to find employment. UTI strongly encourages Mr. [REDACTED] to continue at any time to contact UTI's Employment Services Department for ongoing assistance in obtaining satisfactory employment.

Please do not hesitate to contact me at [REDACTED] if you need any additional information. We look forward to a prompt resolution to this Complaint.

Sincerely,

[REDACTED]

Houston Campus President  
Universal Technical Institute

[REDACTED]

CONFIDENTIAL

UTI-C-000413

**EXHIBIT A**  
**UTI REPRESENTATIVE**  
**IN-HOME VISIT SCRIPTS**

CONFIDENTIAL

UTI-C-000414

# Cash In On Your Knowledge!

## Average Annual Earnings

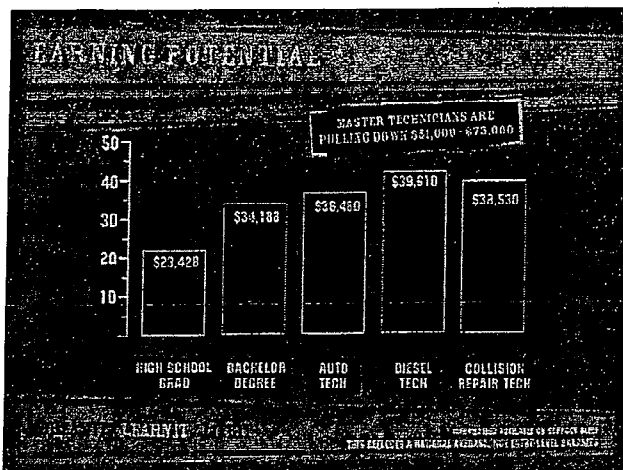
High School	\$24,000
Bachelor's Degree	\$31,000
Automotive Technician	\$64,800
Diesel Technicians	\$96,100

Master Technicians, earn on  
Average, \$51,000 to \$71,000

Source: U.S. Bureau of Economic Analysis, Bureau of Labor Statistics, Occupational Employment Statistics, 2007. Compensation and Benefits Survey, 2007. Compensation and Benefits Survey, 2007. Compensation and Benefits Survey, 2007. Compensation and Benefits Survey, 2007.



## Slide #26 – Earning Potential



*Ties the earning opportunity to each level of education, shows what technicians can earn after 12-22 months of education. Puts the ownership on the student to make a decision on which educational choice will help them get to their future independence. Shows that additional education/training after high school can satisfy the need that was established at the beginning of the presentation: increased earning potential over the course of a lifetime.*

As you can see, with more education we have the opportunity for increased earnings! Here we see that an average high school graduate will make \$23,428 a year. With a bachelor's degree, you jump to \$34,188. That's a nice increase. Auto technicians, on average, earn \$36,480. Diesel: \$39,610, and CRRT graduates, \$38,530! That's after 12-22 months of training. These are average wages I just gave you, for people working in their field a few years. But what is impressive, is that **Many Master Technicians are pulling down \$51,000 – \$75,000.** It's true! Many Master Technicians are now earning what only professionals with post-graduate degrees used to earn. Many UTI

27

CONFIDENTIAL

UTI-C-000416

graduates earn \$50,000 a year or more. The best of the best are pushing a six figure income! (You can insert your personal information regarding your territory, but make sure you are accurate with the facts, and you have done the homework personally.) Do the math: If you averaged \$50,000 a year for 45 years, you could earn \$2,250,000 or more over a lifetime just by getting more education after high school.

The important thing to remember is by furthering your education beyond high school, you will be able to earn more money and be able to actually live the life you were dreaming about!

**Slide #27 – State Specific Wage Slide (optional)**

OCCUPATION	ANNUAL MEAN	AVG 60TH PERCENTILE
AUTO BODY & REPAIRS	\$39,980	\$71,490
AUTOMOTIVE TECHNICIANS	\$39,960	\$55,880
DIESEL TECHNICIANS	\$36,700	\$51,260
MACHINE TECHNICIANS	\$28,760	\$43,950
MOTORCYCLE TECHNICIANS	\$28,160	\$44,440

## REFRESHER TRAINING AT NO COST

In the future, if you ever decide you need to update your training once you have graduated from UTI, you can return to UTI and take a refresher course, tuition free as long as the course is still offered. This will be very important, especially for those of you who own your own business.

## STRATEGIC ALLIANCES

We have the connections to help our graduates succeed beyond their dreams. Audi, BMW, Ford, DuPont Performance Coatings, Harley-Davidson, International Truck, Honda, Kawasaki, Mercedes-Benz, Mercury Marine, NASCAR, Porsche, Suzuki, Toyota, Volvo, Volkswagen, Nissan, Yamaha, Hot Rod U, Super Street. We offer all of these training opportunities to our students. Where else can you go and have these connections?

## Slide#33 – Invest in Your Future

DO IT.	INVESTMENT RETURN	DO NOTHING
TUITION	AVERAGE EARNINGS	AVERAGE EARNINGS
TRAIN FOR A CAREER	AUTO TECHNICIAN.	HIGH SCHOOL GRADUATE.
IN AS LITTLE AS	\$38,400 YEAR	\$23,428 YEAR
51 WEEKS	\$12.54 PER HOUR*	\$10.35 PER HOUR*
FINANCIAL AID	TOP 10% EARNING	MINIMUM PER YEAR
AVAILABLE TO	POTENTIAL:	LOSS: \$13,050
THOSE WHO	\$57,550 YEAR	
QUALIFY	\$27.72 PER HOUR*	
	MASTER TECHNICIAN	
	EARNING AVERAGE.	
	\$51,000 - \$75,000*	

\*Based on 40 hours per week, 50 weeks per year. \*\*Based on 40 hours per week, 50 weeks per year. \*\*\*Based on 40 hours per week, 50 weeks per year.

*Provides confidence for the student that he can afford to go to school.*

33

CONFIDENTIAL

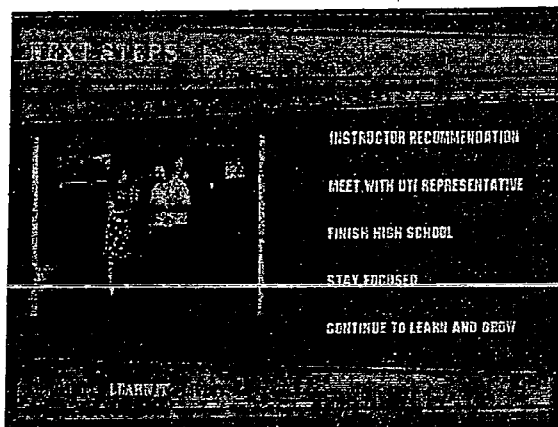
UTI-C-000418

I do have one more question... Is anyone interested in how much the training costs and how it can be paid for? The important thing to remember here is that you are investing in yourself and your investment will pay you back many times over. The average tuition is around \$26,000, and you can train for a career in as little as 51 weeks. Financial aid is available to those that qualify. Your specific package would vary, but could include grants, student loans, parental loans, scholarship money or interest-free cash payments.

Your return-on-investment is average annual earnings of \$36,480. Don't forget, top techs with a few years of experience can earn over \$57,650 per year, with Master Techs averaging \$51,000 – \$75,000 a year!

If you do nothing, you could lose over 13 grand a year!

#### Slide #34 – Next Steps



*Identifies UTI/MMI/NTI Students who are interested in the school. Supports teachers/guidance counselors in their efforts to get all students prepared for success.*