Twitter Thread by Nathan Jodoin



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@USNavyCNO @USNavyUnderSec @NavyTimes just wanted to know, when the contract was signed with IAL to ship our vehicles did you question the wording of the clause, "It will get there in the same condition it left, occasionally."
At this point I don't care how much it costs-

IAL needs to be held responsible for their poor quality of service and attempts to deny claims that are obviously the fault of their staff and subcontractors.
Backstory:
I just got out of the Navy after serving 8 honorable, rewarding years. Covid-19 is in full swing. I am living-

- off of savings while I wait for the spring semester at school to start because finding part time work in my skill-set is difficult in this climate. I have no vehicle and am still waiting for my household goods to arrive at my home. I'm informed that my car has arrived in NJ--

--and is ready for pickup. Imagine my surprise when I take a train across four states and walk 30 minutes in snow to pick up my car, only to find it has been damaged mechanically in transport because someone didn't know how to drive manual and couldn't be bothered to operate--

-a winch. My car is now ruined and I'm stuck in NJ trying to find a mechanic to replace my clutch on December 23rd. I ended up having to tow the car 30 minutes to a mechanic, out of pocket, and leave it in NJ, then try to catch a train to make it home to my family for the--

-holidays in MA. I got stuck in NYC Penn station because this whole ordeal caused me to miss the last train home. I ended up staying overnight in NYC Penn so I could catch the first train home to MA and ended up missing out on some family time which have barely had in 8 years.

Now if you're keeping track I'm down a car, 250 dollars in train tickets, 160 dollars for a tow, and now an estimated 1500 dollars for my clutch repair. I still have to go back to NJ again and pick up the car. I still have to be able to afford food, rent, and basic utilities at--

-a minimum until the spring, but God forbid IAL foot a bill for the clutch they obviously destroyed. Their employee admitted they KNEW wasn't working before I even arrived. I actually had to have the manager press the staff for information before

they admitted it had an obvious--

burning smell when parking the car. Now I wouldn't want IAL to see any "undue cost" that might "permanently damage" their *worldwide* business, am I right? What happened to business ethics, Honor, Courage, and Commitment? #COVID19 #Military #IAL #Veterans #navytimes #HumpDay

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