

APPENDIX A

GM dexos information center

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Welcome to the GM dexos™ Information Center



General Motors is committed to designing, building, and selling cars that perform well and last a long time - and to making the experience of owning a GM vehicle highly rewarding. GM is also working to make its vehicles more fuel efficient and emit fewer pollutants. A critical component of performance, longevity, and environmental sensitivity is the quality of the oil that goes into the car. The right oil will help your engine run well for a longer time; substandard oil will cause your engine to run poorly and may even damage it. Yet, in today's market it's not always possible to determine the quality of the oil you buy.

That's why GM Powertrain engineers developed the dexos™ engine oil specification. The result is engine oil designed specifically for your GM engine, with added performance in areas important to its operation. dexos™ represents a high quality, robust oil formulated to some of the most rigorous specifications in the industry. And just like GM, dexos™ is global. GM wants to make sure that every GM car anywhere in the world has access to the highest quality oil formulated exclusively for GM engines.

dexos™ is designed to increase fuel efficiency, extend the life of your emissions system, require fewer oil changes, and produce fewer emissions. You save time and money, and your car performs the way it was designed to.

dexos™ is the best oil for any GM car. It's that simple.

To ensure you are using the right oil for your GM car, choose only authentic, licensed dexos™ oils. dexos™ is an exclusive trademark of General Motors. Only those oils displaying the green or blue dexos™ trademark and icon on the front label have been certified and licensed by GM as meeting the demanding performance requirements and stringent quality standards of the dexos™ specification. Other oils may make a lot of claims but have not gone through GM's rigorous testing and quality control process.

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APPENDIX B

2011 Chevrolet Impala Owner Manual

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Selecting the Right Engine Oil

Selecting the right engine oil depends on both the proper oil specification and viscosity grade:

Specification

Use and ask for engine oils with the dexos™ certification mark. Oils meeting the requirements of the vehicle should have the dexos certification mark on the container. This certification mark indicates that the oil has been approved to the dexos specification.



This vehicle was filled at the factory with dexos-approved engine oil.

Notice: Use only engine oil that is approved to the dexos specification or an equivalent engine oil of the appropriate viscosity grade. Engine oils approved to the dexos specification will show the dexos symbol on the container.

Failure to use the recommended engine oil or equivalent can result in engine damage not covered by the vehicle warranty. If you are unsure whether the oil is approved to the dexos specification, ask your service provider.

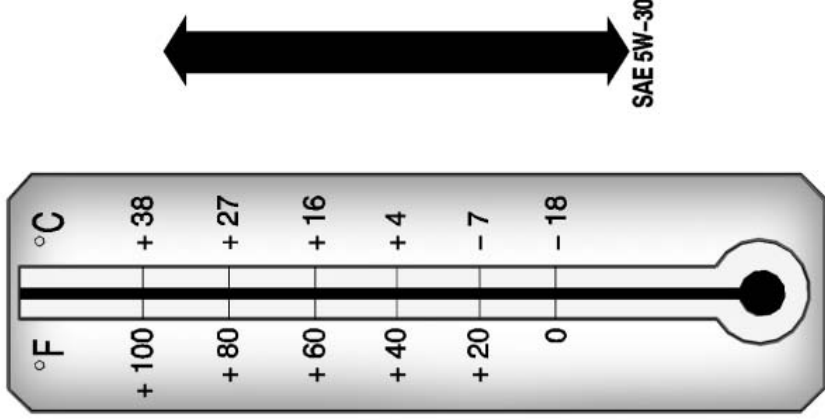
Use of Substitute Engine Oils if dexos is unavailable: In the event that dexos-approved engine oil is not available at an oil change or for maintaining proper oil level, you may use substitute engine oil displaying the API Starburst symbol and of SAE 5W-30 viscosity grade.

10-10 Vehicle Care

Use of oils that do not meet the dexos specification, however, may result in reduced performance under certain circumstances.

Viscosity Grade

SAE 5W-30 is the best viscosity grade for the vehicle. Do not use other viscosity oils such as SAE 10W-30, 10W-40, or 20W-50.



Cold Temperature Operation:
In an area of extreme cold, where the temperature falls below -29°C (-20°F), an SAE 0W-30 oil should be used. An oil of this viscosity grade will provide easier cold starting for the engine at extremely low temperatures. When selecting an oil of the appropriate viscosity grade, be sure to always select an oil that meets the required specification, dexos. See “Specification” earlier in this section for more information.

Engine Air Cleaner/Filter on page 10-14.

Power Steering Fluid Reservoir. See *Power Steering Fluid* on page 10-21.

Engine Oil Fill Cap. See "When to Add Engine Oil" under *Engine Oil* on page 10-9.

Engine Oil Dipstick. See "Checking Engine Oil" under *Engine Oil* on page 10-9.

Electric Engine Cooling Fans (Out of View). See *Cooling System* on page 10-15.

Engine Coolant Surge Tank. See *Engine Coolant* on page 10-16.

- G. Pressure Cap. See *Cooling System* on page 10-15.
- H. Brake Master Cylinder Reservoir. See "Brake Fluid" under *Brakes* on page 10-22.
- I. Automatic Transmission Fluid Dipstick (Out of View). See "Checking the Fluid Level" under *Automatic Transmission Fluid* on page 10-13.
- J. See *Battery* on page 10-25.
- K. *Engine Compartment Fuse Block* on page 10-31.
- L. Windshield Washer Fluid Reservoir. See "Adding Washer Fluid" under *Washer Fluid* on page 10-22.

Engine Oil

To ensure proper engine performance and long life, careful attention must be paid to engine oil. Following these simple, but important steps will help protect your investment:

- Always use engine oil approved to the proper specification and of the proper viscosity grade. See "Selecting the Right Engine Oil."
- Check the engine oil level regularly and maintain the proper oil level. See "Checking Engine Oil" and "When to Add Engine Oil."
- Change the engine oil at the appropriate time. See *Engine Oil Life System* on page 10-12.
- Always dispose of engine oil properly. See "What to Do With Used Oil."

10-10 Vehicle Care

Checking Engine Oil

It is a good idea to check the engine oil level at each fuel fill. In order to get an accurate reading, the vehicle must be on level ground. The engine oil dipstick handle is a yellow loop. See *Engine Compartment Overview* on page 10-6 for the location of the engine oil dipstick.

Obtaining an accurate oil level reading is essential:

1. If the engine has been running recently, turn off the engine and allow several minutes for the oil to drain back into the oil pan. Checking your oil level too soon after engine shut off will not provide an accurate oil level reading.
2. Pull out the dipstick and clean it with a paper towel or cloth, then push it back in all the way. Remove it again, keeping the tip down, and check the level.

When to Add Engine Oil



L4 Engine



V6 Engine

If the oil is below the MIN (minimum) mark for the L4 engine or below the cross-hatched area at the tip of the dipstick for the V6 engine, add one liter/quart of the recommended oil and then recheck the level. See "Selecting the Right Engine Oil" for an explanation of what kind of oil to use. For engine oil crankcase capacity, see *Capacities and Specifications* on page 12-2.

Notice: Do not add too much oil. If the engine has so much oil that the oil level gets above the upper mark that shows the proper operating range, the engine could be damaged.

See *Engine Compartment Overview* on page 10-6 for the location of the engine oil fill cap.

Add enough oil to put the level somewhere in the proper operating range. Push the dipstick all the way back in when through.

Selecting the Right Engine Oil

Selecting the right engine oil depends on both the proper oil specification and viscosity grade:

Specification

Use and ask for engine oils with the dexos™ certification mark. Oils meeting the requirements of your vehicle should have the dexos™ certification mark on the container.

This certification mark indicates that the oil has been approved to the dexos™ specification.



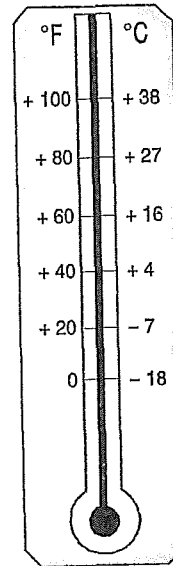
Your vehicle was filled at the factory with dexos™ approved engine oil.

Notice: Use only engine oil that is approved to the dexos™ specification or an equivalent engine oil of the appropriate viscosity grade. Engine oils approved to the dexos™ specification will show the dexos™ symbol on the container. Failure to use the recommended engine oil or equivalent can result in engine damage not covered by the vehicle warranty. If you are unsure whether your oil is approved to the dexos™ specification, ask your service provider.

Use of Substitute Engine Oils if dexos™ is unavailable: In the event that dexos™ approved engine oil is not available at an oil change or for maintaining proper oil level, you may use substitute engine oil displaying the API Starburst symbol and of SAE 5W-30 viscosity grade. Use of oils that do not meet the dexos™ specification, however, may result in reduced performance under certain circumstances.

Viscosity Grade

SAE 5W-30 is the best viscosity grade for the vehicle. Do not use other viscosity oils such as SAE 10W-30, 10W-40, or 20W-50.



Cold Temperature Operation: In an area of extreme cold, where the temperature falls below -29°C (-20°F), an SAE 0W-30 oil should

11-6 Service and Maintenance

Recommended Fluids, Lubricants, and Parts

Recommended Fluids and Lubricants

Usage	Fluid/Lubricant
Engine Oil	The engine requires engine oil approved to the dexos™ specification. Oils meeting this specification can be identified with the dexos™ certification mark. Look for and use only an engine oil that displays the dexos™ certification mark of the proper viscosity grade. See <i>Engine Oil</i> on page 10-9.
Engine Coolant	50/50 mixture of clean, drinkable water and use only DEX-COOL Coolant. See <i>Engine Coolant</i> on page 10-16.
Hydraulic Brake System	DOT 3 Hydraulic Brake Fluid (GM Part No. U.S. 88862806, in Canada 88862807).
Windshield Washer	Optikleen® Washer Solvent.
Hydraulic Power Steering System (if equipped)	GM Power Steering Fluid (GM Part No. U.S. 89021184, in Canada 89021186).
Automatic Transmission	DEXRON®-VI Automatic Transmission Fluid.
Key Lock Cylinders	Multi-Purpose Lubricant, Superlube (GM Part No. U.S. 12346241, in Canada 10953474).
Hood Latch Assembly, Secondary Latch, Pivots, Spring Anchor, and Release Pawl	Lubriplate Lubricant Aerosol (GM Part No. U.S. 12346293, in Canada 992723) or lubricant meeting requirements of NLGI #2, Category LB or GC-LB.

APPENDIX C



SUBARU SYNTHETIC MOTOR OIL

Conventional and synthetic oil both are produced from crude oil. Their differences lie in how they're refined.

SUBARU REQUIRES SUBARU SYNTHETIC 0W-20 MOTOR OIL FOR THE NEW NON-TURBOCHARGED ENGINE IN THE 2011 FORESTER AND REQUIRES SUBARU SYNTHETIC 5W-30 MOTOR OIL FOR ITS 2011 TURBOCHARGED VEHICLES. HERE'S WHY.

CHALLENGES POSED BY THE MODERN ENGINES

The new FB SUBARU BOXER four-cylinder non-turbocharged engine in the 2011 Forester was designed and engineered for improved fuel economy, a wider range of power, and improved response. The design puts different demands on engine oil. (See "The All-New Subaru FB Engine" article in Winter 2011 *Drive* at www.drive.subaru.com.)

Turbocharged engines also place unique demands on motor oil, exposing it to extreme heat and high engine speeds. These tend to break down conventional oil more quickly. Turbochargers operate at higher temperatures, which can lead to restricted oil passageways and deposits on the turbine shafts if the engine is not maintained properly.

As a result, Subaru 0W-20 synthetic motor oil is required for the FB engine and Subaru 5W-30 synthetic motor oil for Subaru 2011 turbocharged engines. Subaru synthetic 0W-20 is uniquely formulated to handle the low-friction design of the FB engine, while Subaru synthetic 5W-30 is formulated specifically to address the harsh demands of a turbocharged engine. For 2010 and earlier turbocharged engines, Subaru also recommends the Subaru synthetic 5W-30 motor oil.

SYNTHETIC OIL - MORE REFINED

Conventional and synthetic oil both are produced from crude oil. Their differences lie in how they're refined.

IT'S WHAT MAKES A SUBARU, A SUBARU

A synthetic base oil can be produced by using two different processes. Both processes start with crude oil. The first process separates and breaks crude oil into small molecules and then uses polymerizations (forming larger molecules from two or more molecules by a chemical reaction) to derive a synthetic oil base from crude. The second process refines crude oil into conventional base oil and then undergoes hydrocracking (breaking crude oil's heavy hydrocarbons into lighter products in the presence of hydrogen) and hydroisomerizing (changing hydrocarbon compounds into a different molecular form).

Additives mixed with the synthetic base oil enhance its performance. In its final form, synthetic oil is approximately 80 percent synthetic base oil and 20 percent additives.

MEETING THE CHALLENGES

There are three major differences between conventional and synthetic oils. Synthetic oil is more stable against oxidation and breakdown, has a higher viscosity index, and demonstrates lower volatility.

Stability

Because of its high stability, synthetic oil protects against breakdown, which can lead to residue formation (called "coking" and "sludge") and engine deposits, and results in reduced engine wear. The engine runs cleaner, and the oil has a longer life.

Viscosity

Perceived as thickness or resistance to flow, viscosity is a measure of a fluid's resistance to deform under stress. Viscosity is oil's

most important characteristic, and the level of viscosity is specified based on engine design and operating temperature. If an oil's viscosity is too high or too low, it will cause undue stress to the engine, breaking down the oil structure and wearing out the engine.

An oil's nomenclature indicates its viscosity. In the reference to 5W-30, the 5 is a relative measure of viscosity at low engine temperatures, and 30 is the relative viscosity at high engine temperatures. The lower the numbers, the easier the flow rate.

Synthetic oils have a more stable viscosity over an engine's operating range.

Volatility

This is an oil's tendency to lose its lighter components through evaporation. Volatility is a function of the base oil. Synthetic oils tend to have lower volatility, which helps to reduce emissions and residue as well as improve service life.

SUBARU-BRANDED SYNTHETIC MOTOR OIL

In 2010, Subaru of America, Inc. partnered with Idemitsu Lubricants America Corporation to prepare Subaru-branded synthetic motor oil for applications in the new FB four-cylinder engine and in turbocharged engines. Researching and formulating Subaru engine-specific 0W-20 and 5W-30 synthetic motor oil ensures quality, performance, and, ultimately, customer satisfaction. This oil is available to do-it-yourselfers at Subaru dealers.

Subaru 0W-20 synthetic motor oil is required for the FB engine and Subaru 5W-30 synthetic motor oil for Subaru 2011 turbocharged engines.



APPENDIX D

RECOMMENDED FLUIDS AND LUBRICANTS

RECOMMENDED FLUIDS AND LUBRICANTS

PF0:00000

Fluids and Lubricants

ELS00174

Description		Capacity (approximate)			Recommended Fluids and Lubricants
		Liter	US measure	Imp measure	
Fuel		75.6	20 gal	16 5/8 gal	Unleaded gasoline with an octane rating of at least 87 AKI (RON 91) *1
Engine oil Drain and refill	With oil filter change	4.2	4 1/2 qt	3 3/4 qt	<ul style="list-style-type: none"> ● API Certification Mark *2 ● API grade SL, Energy Conserving *2 ● ILSAC grade GF-III *2
	Without oil filter change	4.0	4 1/4 qt	3 1/2 qt	
Dry engine (engine overhaul)		4.6	4 7/8 qt	4 qt	
Cooling system	With reservoir at MAX level	8.5	2 1/4 gal	1 7/8 gal	Genuine NISSAN Long Life Anti-freeze Coolant or equivalent
Manual transaxle fluid (MTF)		2.2	2 3/8 qt	2 qt	Genuine NISSAN Manual Transmission Fluid (MTF) HQ Multi 75W-85
Transaxle fluid (ATF)	5 A/T	7.3	7 3/4 qt	6 3/8 qt	Genuine NISSAN Matic "K" ATF *3
Power steering fluid (PSF)		1.0	2 1/8 pt	1 3/4 pt	Genuine NISSAN PSF or equivalent *4
Brake and clutch fluids		—	—	—	Genuine NISSAN Super Heavy Duty Brake Fluid *5 or equivalent; DOT 3 (US FMVSS No. 116)
Multi-purpose grease		—	—	—	NLGI No. 2 (Lithium soap base)
Windshield washer fluid		—	—	—	Genuine NISSAN Windshield Washer Concentrate Cleaner & Anti-freeze or equivalent
Air conditioning system refrigerant		0.55 ± 0.025 kg	1.21 ± 0.055 lb	1.21 ± 0.055 lb	HFC-134a (R-134a) *6
Air conditioning system lubricant		150 m ℓ	5.03 fl oz	5.3 fl oz	Genuine NISSAN A/C System Lubricant Type S (DH-PS) or equivalent *6

*1: For improved performance, use unleaded premium gasoline with an octane rating of at least 91 AKI (RON 96).

*2: For further details, see "SAE Viscosity Number".

***3: Using automatic transmission fluid other than Genuine NISSAN Matic K ATF will cause deterioration in driveability and automatic transmission durability, and may damage the automatic transmission, which is not covered by the NISSAN new vehicle limited warranty.**

*4: For Canada, NISSAN Automatic Transmission Fluid (ATF), DEXRON™ III / MERCON™ or equivalent ATF may also be used.

*5: Available in mainland U.S.A. through your NISSAN dealer.

*6: For further details, see "Air conditioner specification label".

APPENDIX E

Caller	Caller Location	Caller Phone	Caller E-Mail
Caller ID	Salesperson	Company/Department [Change]	
		CONSUMER	

Call Number: TLMY-7VQR2X

Call Status: Open

Call Priority: Emergency

Call Opened: 09/09/2009 03:39 PM

Call Author:

Level 1: VALVOLINE

Level 2: FUNCTIONAL FLUIDS

Level 3: AUTOMATIC
TRANSMISSION FLUID

Level 4: MAXLIFE DEX/MERCON ATF

Level 5: CLAIM

Group: Fluid Tech Line

Assignee:

Tech Time: 0 hr 0 min

Problem Description: (Expand) [Pre-format]
 Customer had a transmission flush from VIOC 040052 using the MaxLife ATF for his 2007 Nissan XTerra. Problems occurred with the shifting of the transmission. Nissan denied warranty due to not using Nissan Matic fluids.

Problem Resolution: (Expand)
 Claim has been honored by Valvoline due to standing behind our products 100%. Customer has been reimbursed Check #16300274 has been issued in the amount of \$6,129.27 to Mtn View Nissan and check #16200276 issued in the amount of \$1,250.84 to customer for vehicle rental fees.

Attachments:

Custom Fields:	
Batch Number:	Repeat Caller:
	Claim Amount: 7380.11 (number only)
Product Line of Claim: Valvoline	Wheel Type:
	Walmart Initiated Claim:

Caller	Caller Location	Caller Phone	Caller E-Mail
Caller ID	Salesperson	Company/Department (Change:)	
		CONSUMER	

Route Count: 0

Follow Up Date:

Audit History (F9 or click to update):	
10/19/2009 12:00PM	Escalation Manager- Emergency threshold exceeded. SLA counter updated.
10/14/2009 12:00PM	Escalation Manager- Emergency threshold exceeded. SLA counter updated.
10/09/2009 12:00PM	Escalation Manager- Emergency threshold exceeded. SLA counter updated.
10/06/2009 12:00PM	Escalation Manager- Emergency threshold exceeded. SLA counter updated.
10/01/2009 12:01PM	Escalation Manager- Emergency threshold exceeded. SLA counter updated.
09/28/2009 12:01PM	Escalation Manager- High priority threshold exceeded. Upgraded to Emergency priority.
09/28/2009 12:01PM	Escalation Manager- Notified that this ticket exceeded a SLA.
09/21/2009 12:00PM	Escalation Manager- Medium priority threshold exceeded. Upgraded to High priority.
09/21/2009 12:00PM	Escalation Manager- Notified Shawn B Castle that this incident exceeded a threshold.
09/15/2009 11:04AM	- Did not log any time to ticket.
09/09/2009 03:56PM	- Did not log any time to ticket.
09/09/2009 03:56PM	- Priority set to Medium.
09/09/2009 03:39PM	- Ticket opened.

Work History:	
09/15/2009 10:58AM	Repair order has been received. Mountain view Nissan will be doing the transmission work in which they have estimated the total repair to total \$6,129.27. I have spoken with Stephanie McCoy Parker and payment has been approved for this. Ms. Kathy Jackson has approved the limited agent check #16300274 for payment of the total. has also submitted a car rental receipt of \$1,250.84 for total time that claim has been in process, due to Nissan sudden denial of claim. Check #16300276 will be issued to Mr. this amount for reimbursement. Grand total of claim equals \$7,380.11 in reimbursements. Transmission warranty has also been assigned over to Valvoline through a release form that Mr. Hawkins has been sent to return. With this warranty, Valvoline will be contacting Nissan about the warranty denial of the claim, since MaxLife ATF is 100% approved for use in Nissan applications. Claim pending return of release, then checks will be cut for delivery.
09/09/2009 03:52PM	Travis L Montgomery - Sample has been taken. MaxLife has been verified. Currently we are waiting for I to send over total estimate for repair and Valvoline will be standing behind the repair 100%, as we will also be taking over the warranty for the transmission, for further diagnosis and action toward Nissan.
09/09/2009 03:41PM	Travis L Montgomery - Customer had a transmission flush from VIOC 040052 using the MaxLife ATF for his 2007 Nissan XTerra. Problems occurred with the shifting of the transmission. Customer returned to Nissan to check for transmission problems and Nissan denied warranty due to not using Nissan Matic fluids and said MaxLife was not approved for use.

*oil sample kit has
been sent.*



Consumer Claim Information

Date: 8/27/09

Name:
Address:
City, State, Zip:

Phone:
Fax Number:
E-mail address:

Valvoline Product Used: MAXATFB

Purchased Product at What Store: #040052

Date of Product Purchase: 6/14/09
(Include cash register receipt reflecting this purchase when returning form.)

VEHICLE INFORMATION:

Year: 2007
Make: NISSAN
Model: XTERRA
Mileage before change: 42160
Mileage when damage was noticed: 44800
Have you kept vehicle services up to date: yes

(26,000)

Why. How did you select this product?

I went to Valvoline Instant Oil Change to
have oil changed, and technician suggested we
have our transmission flushed. Told us it was
comparable & wouldn't void our warranty.

Describe in detail the specific concern. Indicate when the product was used (if used), and when the concern was noticed.

My Transmission was flushed using Max ATF Fluid. 6/14/2009

Please describe in detail the problem associated with using the product.

My Transmission started slipping while we were on vacation. When we returned we took to our local Nissan Dealership, Nissan says the wrong fluid was used & my trans needs to be replaced. They voided my power train warranty on the Trans, and wont repair.

How do you perceive that this claim can best be resolved?

Replace my trans with a new one from Nissan. I have also had to rent a small vehicle to get around since this has been going on for over 2 weeks.

Signature:

Date:

8/27/09

RETURN COMPLETED CLAIM FORM, COPY OF ESTIMATES FOR REPAIR & PRIOR SERVICE RECORDS TO:

The Valvoline Company
P.O. BOX 12918
Lexington, KY 40583

VALVOLINE FLUID CLAIMS REQUIRE A PROPER SAMPLE OF THE ORIGINAL FLUID IN QUESTION, TO BE SUBMITTED FOR TESTING & IDENTIFICATION PURPOSES. FAILURE TO SUBMIT A SAMPLE OF THE FLUID IN QUESTION COULD RESULT IN POSSIBLE DENIAL OF CLAIM.

FLUID SAMPLE INSTRUCTIONS CAN BE OBTAINED BY CALLING THE VALVOLINE FLUID TECHNICAL HOTLINE AT (800) TEAM VAL.

Mountain View Nissan
2100 S. Market Street
Chattanooga, TN. 37408
August 26, 2009

Dear Mrs.

This is to notify you that Nissan has declined your transmission replacement, due to Matic J transmission fluid not being used. The decision was made by Nissan North America, Inc. the manufacturer, not Mountain View Nissan. If you need further assistance in this matter, please contact Nissan North America, Inc.

Sincerely,


Chris Tapp
Service Manager
Mountain View Nissan

FIRST SAMPLE :: BACK 1 SAMPLE **SAMPLE 1 OF 1** FORWARD 1 SAMPLE :: MOST RECENT SAMPLE

[HOME](#) | [MENU](#) | [LOGOUT](#)

[GRAPHS](#) | [REPORT OPTIONS](#) | [POST MESSAGE](#) | [UPDATE THIS UNIT](#) | [ASSET WATCH](#) | [CREATE WORK ORDER](#)

[GO TO NEXT NEW SAMPLE](#)

<p>UNIT ID NL MAX NEW FORMULA SECOND ID</p> <p>UNIT TYPE NEW LUBE REFERENCE APPLICATION NEW LUBE REFERENCE</p>		<p>COMPANY INFORMATION VALVOLINE / TEAM VAL TRAVIS M./JEFF T. 800-832-6825 X7460 3499 BLAZER PARKWAY LEXINGTON, KY 40509</p>										
<p>ACCOUNT NUMBER VALV0600000000 DATE SAMPLED N/A DATE RECEIVED 02/11/08 DATE COMPLETED 02/12/08</p> <p>TRACKING # 08037N03962 MANUFACTURER/MODEL LUBE MFR VALVOLINE LUBE TYPE - GRADE MAXLIFE DEX/MERC MICRON RATING 0 FILTER TYPE SUMP CAPACITY 0.00 HYD SYSTEM PRESSURE 0 FLUID ADDED</p>	<p>OVERALL SEVERITY OF REPORT based on comments, not individual flags</p> <table border="1" style="margin: auto; border-collapse: collapse;"> <tr> <td style="width:20%; text-align: center;">0</td> <td style="width:20%; text-align: center;">1</td> <td style="width:20%; text-align: center;">2</td> <td style="width:20%; text-align: center;">3</td> <td style="width:20%; text-align: center;">4</td> </tr> <tr> <td style="text-align: center;">NORMAL</td> <td style="text-align: center;">ABNORMAL</td> <td style="text-align: center;">CRITICAL</td> <td colspan="2"></td> </tr> </table> <p>LAB # 690902 LOCATION 1 ANALYST JUK</p>		0	1	2	3	4	NORMAL	ABNORMAL	CRITICAL		
0	1	2	3	4								
NORMAL	ABNORMAL	CRITICAL										

FLUID ANALYSIS REPORT - 866-301-9229

COMMENTS NEW LUBE REFERENCE - Data used for baseline reference only; Data indicates no abnormal findings. Resample at normal interval;

SAMP #	WEAR METALS PPM							CONTAMINANT METALS - PPM				MULTI-SOURCE METALS - PPM				ADDITIVE METALS PPM							
	IRON	CHROMIUM	NICKEL	ALUMINUM	COPPER	LEAD	TIN	CADMIUM	SILVER	VANADIUM	SILICON	SODIUM	POTASSIUM	TITANIUM	MOLYBDENUM	ANTIMONY	MANGANESE	LITHIUM	BORON	MAGNESIUM	CALCIUM	BARIUM	PHOSPHORUS
1	1	0	0	0	0	0	0	0	0	1	2	0	0	0	0	0	2	249	0	223	0	568	0

You can hover and click on any FIELD NAME (like IRON) to learn more.

SAMP #	DATE SAMPLED	UNIT TIME	LUBE TIME	FILTER		SOOT	WATER	VIS 40C	VIS 100C	TAN	TBN	I-R	I-R	ISO	4	6	10	14	21	38	70	100
				CHG	CHG										GC	Vol.	Infrared	CS	CS	Total Acid	Total Base	OXID
1	N/A			U	U		<.1	35.7	7.2	2.71		17	12	17/15/08	1187	209	16	2	0	0	0	0

Comments are advisory only and are based on the assumption that the sample and data submitted are valid. Missing lube or unit time limits the evaluation. No warranty is expressed or implied.

ASHLAND



September 18, 2009

Mountain View Nissan
2100 S. Market St.
Chattanooga, TN 37408

To whom this letter may concern;

Enclosed is a check in the amount of \$6,129.27 to cover the transmission replacement repairs made for a customer. The check is a reimbursement of the amount given in the total estimate received by our company (attached), from the customer as indicated by your company. With this payment, we have also reserved the rights to the existing transmission that was removed from the vehicle, in which one of our Valvoline associates will be picking up very soon.

Thank you,

Valvoline

Travis Montgomery
Supervisor – Valvoline Fluid/Technical

This check request of greater than \$5,000.00 has been approved by Kathy Jackson. She can be reached at 8 5.

Thanks,



TRAVIS MONTGOMERY
Supervisor - Valvoline Fluid Technical Hotline
Valvoline - 3499 Blazer Pkwy - Lexington, KY 40509
[Office] 800 TEAM VAL - [Ext] 7460
[Phone] 859.357.7460 - [Fax] 859.357.5001
[Email] tlmontgomery@ashland.com



Consumer Claim Information

Date: 3/24/2010

Name:
Address:
City, State, Zip:

Phone:
Fax Number:
E-mail address:

Valvoline Product Used: Max life ATF
Purchased Product at What Store: Store 8522 Good Year
Date of Product Purchase: 7/29/2009
(Include cash register receipt reflecting this purchase when returning form is available.)

Why/How did you select this product?
Max life ATF is the only trans fluid good year stocks to service a majority of its vehicles because it covers such a large range of vehicles.

Describe in detail the specific concern. Indicate when the product was used, and when the concern was noticed.
after 8,691 miles after a trans service the transmission failed. The dealer says the trans failed because of type of fluid used. The fluid used during service was ATF max life

VEHICLE INFORMATION:
Year: 2003
Make: HYUNDAI
Model: Elantra
Mileage: 71868



Please complete the following shaded section as needed for complaints -

Was a complete transmission flush performed?

yes a complete service fluid exchange was done.

What type of machine was used to perform service? (Name and type)

Ever wear, (cm), fluid exchanger.

Why was the fluid changed?

fluid is due to be changed at 6000 service

What are the problems noticed with this service?

After service of trans fluid transmission failed.

Has vehicle had a transmission service before?

No. Manufacture Service schedule is every 60,000 miles.

What was the mileage on the vehicle at the time of the transmission service?

63,177

What was the mileage on the fluid when the problem occurred?

87,691 - vehicle 71868.

How do you perceive that this claim can best be resolved?

The customer will need to have a
the trans replaced - and good year used
the correct fluid - Kia - Hyundai - should
stand behind the warrant but has accused
us of using the wrong fluid. So valvoline
or Kia should take care of the customer
by replacing the transmission.

Signature:

Date:

**RETURN COMPLETED FORM AND CASH REGISTER RECEIPT (IF
APPLICABLE) REFLECTING THIS PURCHASE TO:**

**The Valvoline Company
P.O. BOX 12918
Lexington, KY 40583**

**ALONG WITH CLAIM INFO, PLEASE PROVIDE SERVICE RECORDS FOR
PAST VEHICLE SERVICES. INCLUDE THE INFORMATION FROM A
LICENSED DEALER OR ESTIMATE PERTAINING TO THE TYPE OF
DAMAGES THAT HAS OCCURRED.**

Caller	Caller Location	Caller Phone	Caller E-Mail
			CONSUMER
Caller ID	Salesperson	Company/Department [Change]	
		CONSUMER	

Route Count: 1

Follow Up Date:

Audit History (F9 or click to update):
06/08/2011 01:53PM Travis L Montgomery - Closed Ticket
06/08/2011 12:01PM Escalation Manager- Emergency threshold exceeded. SLA counter updated.
06/03/2011 12:01PM Escalation Manager- Emergency threshold exceeded. SLA counter updated.
05/31/2011 12:00PM Escalation Manager- High priority threshold exceeded. Upgraded to Emergency priority.
05/31/2011 12:00PM Escalation Manager- Notified that this ticket exceeded a SLA.
05/24/2011 12:01PM Escalation Manager- Medium priority threshold exceeded. Upgraded to High priority.
05/24/2011 12:01PM Escalation Manager- Notified Travis Montgomery that this incident exceeded a threshold.
05/16/2011 09:21AM - Did not log any time to ticket.
05/13/2011 04:53PM Tom Sanders - Assigned ticket to Travis L Montgomery and sent e-mail notification.
05/13/2011 04:15PM - Did not log any time to ticket.
05/13/2011 09:58AM - Did not log any time to ticket.
05/13/2011 09:58AM - Priority set to Medium.
05/13/2011 09:56AM - Ticket opened.

Work History:
06/08/2011 01:40PM Travis L Montgomery - After full investigation and discussion with Legal and Technical Dept., this claim has been approved for payment for transmission repair and transmission core. Once payment and repair has been completed, freight will be setup to retrieve damaged transmission to have sent to Lubrizol for further investigation and evaluation. After results of investigation are completed, further action will be taken against Toyota per the Magnuson Moss Act for full reimbursement to Valvoline. Payment has been made. Check #13800154 issued in the amount of \$1,000.00 for core charge and Check #13800155 has been issued in the amount of \$3,560.01 for transmission repair. Total amount of complete replacement is \$4,560.01.
05/16/2011 09:21AM Travis L Montgomery - Sent release to customer to have signed and completed for core transmission warranty. Claim pending.
05/13/2011 09:58AM Tom Sanders - Customer had a fluid exchange performed with our product and the Toyota dealership has denied warranty service. The vehicle is an 09 Corolla and it has 58,000 miles currently.



Consumer Claim Information

Date: 5-8-11

Name: _____

Address: _____

City, State, Zip: _____

Phone: _____

Fax Number: _____

E-mail address: _____

Valvoline Product Used: _____

Purchased Product at What Store: _____

Date of Product Purchase: _____

(Include cash register receipt reflecting this purchase when returning form is available.)

Why/How did you select this product?

Describe in detail the specific concern. Indicate when the product was used, and when the concern was noticed.

VEHICLE INFORMATION:

Year: 2009

Make: Toyota

Model: Cerolla

Mileage: 58,000 -

Please complete the following shaded section as needed for complaints -

Was a complete transmission flush performed?

yes

What type of machine was used to perform service? (Name and type)

Why was the fluid changed?

Trying to fix a problem

What are the problems noticed with this service?

Toyota won't warranty the transmission because of ~~the~~ the type of fluid that was used.

Has vehicle had a transmission service before?

?

What was t

e?

What was the mileage on the fluid when the problem occurred.

Approximately 57,990 miles

How do you perceive that this claim can best be resolved?

I need a new transmission.

Signature: _____

Date: _____

RETURN COMPLETED FORM AND CASH REGISTER RECEIPT (IF APPLICABLE) REFLECTING THIS PURCHASE TO:

**The Valvoline Company
P.O. BOX 12918
Lexington, KY 40583**

ALONG WITH CLAIM INFO, PLEASE PROVIDE SERVICE RECORDS FOR PAST VEHICLE SERVICES. INCLUDE THE INFORMATION FROM A LICENSED DEALER OR ESTIMATE PERTAINING TO THE TYPE OF DAMAGES THAT HAS OCCURRED.

JOB#: 1 OPERATION: 12NIZ DESCRIPTION: AUTO TRANS CONCERN
1. COMPLAINT : CUSTOMER STATES WHEN DRIVING VEHICLE-COMING TO STOP VEHICLE
WILL LUG DOWN AND DIE, JERKS AND SURGES WHEN DRIVING

2. CAUSE : CONFIRMED FAILURE CODES IN SYSTEM(P0335,P0340)--CMP SENSOR
B1 AND CKP SENSOR CIRCUIT FAILURES. WAS TOLD TCC FAILURE
CODES IN SYSTEM--NO FAILURE CODES SET IN SYSTEM.TRANS
HAS INCORRECT FLUID IN TRANS

3. CORRECTION: REPLACED CAM AND CRANK SENSORS
INTERNAL FAILURE OF TRANS-FOUND NON-NISSAN FLUID
INSTALLED IN TRANSMISSION--AS STATED ON PAGE 8-13
OF OWNERS MANUAL---DAMAGE TO TRANS DUE TO NON-NISSAN
FLUID INSTALLED IN TRANS---DID DAMAGE INTERNALLY
REPAIR UNDER WARRANTY IS DECLINED BY NISSAN

(E=ENTER) (LINE#) (M#=MORE LINES)



Consumer Claim Information

Date: 6-17-11

Name:
Address:
City, State, Zip:

Phone:
Fax Number:
E-mail address:

Valvoline Product Used: Valvoline Maxlife ATF
Purchased Product at What Store: Evans Tire Centers
Date of Product Purchase: 4-13-11
(Include cash register receipt reflecting this purchase when returning form.)

VEHICLE INFORMATION:

Year: 2004
Make: _____
Model: _____
Mileage before change: ~~_____~~ 77953
Mileage when damage was noticed: ~~_____~~ 79047
Have you kept vehicle services up to date: yes

Why/How did you select this product?
It was time to service the
Transmission and Evans tires did the
work

Describe in detail the specific concern. Indicate when the product was used (if used), and when the concern was noticed.

Afraid that the transmission will lock up and I will be stranded some where. Fluid was put in my car on 4-13-11 and I notice the problem on 5-27-11

Please describe in detail the problem associated with using the product.

Kia Dealer claims that the fluid damaged the transmission

How do you perceive that this claim can best be resolved?

That my transmission be repaired as I have a 100,000 mile warranty

Signature: _____

Date: _____

RETURN COMPLETED CLAIM FORM, COPY OF ESTIMATES FOR REPAIR & PRIOR SERVICE RECORDS TO:

**The Valvoline Company
P.O. BOX 12918
Lexington, KY 40583**

VALVOLINE FLUID CLAIMS REQUIRE A PROPER SAMPLE OF THE ORIGINAL FLUID IN QUESTION, TO BE SUBMITTED FOR THE TESTING & IDENTIFICATION PURPOSES. FAILURE TO SUBMIT A SAMPLE OF THE FLUID IN QUESTION COULD RESULT IN POSSIBLE DENIAL OF CLAIM.

FLUID SAMPLE INSTRUCTIONS CAN BE OBTAINED BY CALLING THE VALVOLINE FLUID TECHNICAL HOTLINE AT (800) TEAM VAL.

REPAIR ORDER #

001168

BAR#ARD00252750

REPAIR ORDER

Print Date : 06/21/2011

Home 619-470-1250

MFG Date : 06/21/2011

Cust ID : 401

Ref #

Hat #

Engine : 3.5L, V6, VIN (1)

Last Service :

Current Odometer : 79320

Previous Odometer :

Elapsed Mileage :

Labor Requested	Total		
	Parts	Labor	Extended
CUSTOMER STATES WRONG ATF INSTALLED FROM FLUSH DONE AT ANOTHER SHOP.			
TRANSAXLE ASSEMBLY - Removal & Installation		672.86	672.86
(Combination) TRANSAXLE ASSEMBLY - Replace		39.58	39.58
Parts subtotal	2,207.99		2,207.99
Shop Supplies	3.00		3.00
Hazardous Materials		3.00	3.00
	**** Taxes		****
	< Your Tax Rates		\$ 193.46 >

ATTN. Tom

Parts : \$ 2,210.99

Labor : \$ 715.44

Tax : \$ 193.46

Total : \$ 3,119.89

TEARDOWN ESTIMATE: I understand that my vehicle will be reassembled within ___ days of the date shown above if I choose not to authorize the service recommended. All Parts removed will be discarded unless instructed otherwise: Save all Parts ___. NOT RESPONSIBLE FOR LOSS OR DAMAGE TO CARS OR ARTICLES LEFT IN CARS IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE.

Authorized By..... Date..... Time.....

ART,

Customer ID: 0079010450
 Name:
 Address:
 Address 2:
 City, State, Zip:
 Home Phone:
 Work Phone:
 Other Phone:
 Tax Exempt #:

Year: 04

Create Date: 04/13/11 11:25:01
 Date/Time: 04/13/11 13:48:04
 Workorder #: 266277
 Invoice #: 183071

Email Address: dnh
 PO Number:
 Fleet/Wholesale: N

EPA #: CAL000020170
 BAR #: AA214682

Salesperson:
 Service comments:

REVISED ESTIMATE AUTHORIZATION(S):

AUTH. BY: CONTACT: MILDRED CALVERT ADD. AMT: 300.88
 DATE: 04-13-11 TIME: 12:28 PM PREVIOUS EST: 0.00 REV EST: 300.88

Work Authorized: 2 TIRES AND TRANS FLUSH

Qty.	Part #	RFR	Loc	Description	Parts	Labor	Total
BASIC TIRE PACKAGE							
2	RGBA			WHEEL BALANCE 10-17 INCH	0.00	14.00	28.00
2	CTDF			CALIFORNIA TIRE RECYCLING FEE	1.75	0.00	3.50
2	TDF			WASTE TIRE DISPOSAL FEE	4.00	0.00	8.00
2	21-179			RUBBER VALVE STEM	2.99	0.00	5.98
1	BTP2			BASIC TIRE PACKAGE	-0.00	0.00	0.00
				TOTAL BASIC TIRE PACKAGE:			46.48
TRANSMISSION FLUSH							
1	VP094			2 PART TRANSMISSION KIT	34.95	55.00	89.95
1	TF1			TRANSMISSION FLUSH	0.00	0.00	0.00
				TOTAL TRANSMISSION FLUSH:			89.95
OTHER PARTS/SERVICES							
2	RHZ			LIFE OF THE TIRE SERVICE AGREE	10.01	0.00	20.02
2	100AR089			215/70R15 ENDURO 708	77.00	0.00	154.00
				2157015 WW 98H 0			
1	*100AR089			Discount On 100AR089	(77.00)	0.00	(77.00)
1	PLTA			POLICY ALIGNMENT	0.00	0.00	0.00
1	CC			CHECK BRAKES AND TIRES	0.00	0.00	0.00
15	VV3240			VALVOLINE MAXLIFE ATF	5.14	0.00	77.10
				TOTAL OTHER PARTS/SERVICES:			174.12

*** Customer Wishes To Discard Old Parts.***

These Parts And/Or Services Were Declined by the Customer:

Qty	Part #	Description	Parts	Labor	Total
1	CS2	Coolant Flush	0.00	69.10	69.10
1	DESCFUEL1		0.00	0.00	0.00

This is a fuel system package. This package includes:
 Valvoline 2

SEE NEXT PAGE

Thanks for your business.
 INVOICE INVOICE Evans Tire Centers #79 INVOICE INVOICE

INVOICE

1240

BAR#ARD00252750

INVOICE

Print Date : 07/15/2011

Hat # :

Part Description / Number	Qty	Sale	Extended	Labor Description	Extended
TRANSMISSION ASSEMBLY 45000 39561	1.00	1,632.11	1,632.11	TRANSAXLE ASSEMBLY - Remove & Replace	712.44
				KEEP CORE	1,000.00
				CORE CHARGE	

[Technicians : Please Select, Technician]

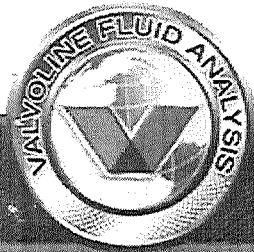
Org. Estimate \$0.00	Revisions \$0.00	Current Estimate \$ 0.00	Additional Cost	Revised Estimate	Labor: 712.44
					Parts: 1,632.11
					Sublet: 1,000.00

					Sub: 3,344.55
					Tax: 126.49
					Total: 3,471.04
					Bal Due: \$3,471.04

[Payments -]

I hereby authorize the above repair work to be done along with the necessary material and hereby grant you and/or your employees permission to operate the car or truck herein described on street, highways or elsewhere for the purpose to testing and/or inspection. An express mechanic's lien is hereby acknowledged on above car or truck to secure the amount of repairs thereto. Warranty on parts and labor is one years or 12,000 miles whichever comes first. Warranty work has to be performed in our shop & cannot exceed the original cost of repair.

SIGNATURE..... Date..... Time.....



FLUID ANALYSIS REPORT

UNIT NO.	KNDUP131046569747	DATE SAMPLED	20-Jun-11	COMPARTMENT NAME	Transmission
UNIT MAKE		DATE RECEIVED	7-Jul-11	COMPARTMENT MAKE	
UNIT MODEL		DATE REPORTED	12-Jul-11	COMPARTMENT MODEL	
UNIT SERIAL NO.	KNDUP131046569747			COMPARTMENT SERIAL NO.	
SYSTEM CAPACITY				MACHINE LOCATION	Mildred P Calvert 73

UIN 02984C7

DATE SAMPLED	20-Jun-11
SAMPLE NO.	10613501
COMPARTMENT	79320
MACHINE	79320
TIME ON OIL	79320
OIL BRAND	Unidentified
OIL TYPE	Unidentified
SAE GRADE	Unknown
OIL ADDED	
FILTER	Not Applicable
OIL CHANGED	

Metals (ppm)	
Iron (Fe)	51 ✓
Chromium (Cr)	<1
Lead (Pb)	1
Copper (Cu)	23
Tin (Sn)	<1
Aluminium (Al)	10
Nickel (Ni)	9
Silver (Ag)	<1
Titanium (Ti)	<1
Vanadium (V)	<1
Contaminants (ppm)	
Silicon (Si)	18
Sodium (Na)	2
Potassium (K)	6
Additives (ppm)	
Magnesium (Mg)	5 ✓
Calcium (Ca)	211 ✓
Barium (Ba)	<1 ✓
Phosphorus (P)	509 ✓
Zinc (Zn)	16 ✓
Molybdenum (Mo)	<1 ✓
Boron (B)	189 ✓
Antimony	0
Contaminants	
Water (%)	<0.05
Solids (%)	<0.1
Physical / Chemical	
Viscosity (cSt 40C)	27.3 ✓
Acid Number (mgKOH/g)	1.87

looks great



Normal

DIAGNOSIS

Current Sample :

All wear levels appear within acceptable limits for first sample. Silicon level (dirt/sealant material) satisfactory. Water content acceptable.

Action: Resample at next recommended interval to monitor and establish wear trend.

Last Sample :

W/C
42001502G
Detroit, MI 48267
E.C. Chan



Normal

Customer:

VALVOLINE - T MONTGOMERY
3499 Blazer Pkwy
Lexington KY 40509