

## Selecting Oil Change Packages – Best Practice Guide

### PURPOSE

The purpose of this guide is to provide guidance and Best Practice process steps for teams involved in selling Oil Change Packages.

By following this guide, you will be able to select the appropriate oil change package for the customer. In addition, it provides detailed descriptions of each type of oil change.

### SAFETY & QUALITY FIRST



#### CRITICAL TO QUALITY



- A free digital maintenance and safety inspection (DMSI) should be performed with every oil change.
- During every vehicle walk, check the oil change reminder sticker and look for the presence of the oil change warning light. These will help indicate the need for an oil change.
- During every customer interaction, ask: "Would you like an oil change today?"

### TYPES OF OIL CHANGE SERVICE PACKAGES

<b>Synthetic Blend Oil Change</b>	<ul style="list-style-type: none"> <li>• MaxLife Technology prevents engine breakdown with 40% better wear protection than the industry standard.</li> <li>• Includes seal conditioners to reduce oil consumption and oil leaks in high mileage engines.</li> <li>• Added detergents reduce sludge, corrosion, rust, and deposits to help keep motors clean inside and ensure a smooth-running engine.</li> <li>• Advanced friction-fighting additives help maximize performance and improve fuel efficiency.</li> </ul>
<b>Diesel Oil Change</b>	<ul style="list-style-type: none"> <li>• Advanced fuel economy up to 1.5% over 15W-40 conventional oils in on-highway operations.</li> <li>• The only one exclusively endorsed and recommended by Cummins.</li> <li>• Excellent wear protection in heavy duty applications that can take a toll on critical internal moving parts.</li> <li>• Resists oxidation and fights deposits and sludge with higher quality synthetic base oils and special inhibitors.</li> </ul>
<b>Euro Synthetic Oil Change</b>	<ul style="list-style-type: none"> <li>• Advanced protection for European gasoline and diesel vehicles against the four main causes of engine breakdown: wear, friction, heat, and deposits.</li> <li>• Formulated with top-quality anti-wear additives that go beyond industry and OEM standards in European vehicles.</li> <li>• Premium antioxidants and cleaning detergents combine to safeguard against damaging deposits.</li> </ul>

## TYPES OF OIL CHANGE SERVICE PACKAGES

### Full Synthetic Oil Change

- Advanced protection against the four main causes of engine breakdown: wear, friction, heat, and deposits.
- 40% better wear protection vs. industry standards as tested in the Sequence IVB engine test.
- 25% better deposit protection with superior engine cleaning detergents as tested in the GMOD engine test.
- Full synthetic formula offers 24X stronger protection against engine-killing contaminants than the leading full synthetic motor oil.

### Good Synthetic Oil Change Service

- This service is the same as the Full Synthetic Oil Change but also includes the **Valvoline Fuel Injector Cleaner**, which:
  - Helps improve fuel economy, horsepower, and overall drivability.
  - Helps reduce rough idle and throttle hesitation.
  - Is designed to dissolve and remove deposits, gum, and varnish from the intake valves and fuel injectors.
  - Is safe for all fuel system components, including catalytic converters and oxygen sensors.

WELCOME	▼	WELCOME TO DUNN TIRE!	1	0	ABDG	0.00	0.00	0.00		<input type="checkbox"/>
GBBOIL-1	▼	GOOD SYNTHETIC OIL C...	1	0	PKG	89.99	30.00	119.99	0	<input type="checkbox"/>
LAB-OIL	▼	OIL CHANGE LABOR	1	0	LAB					<input type="checkbox"/>
881661	▼	5W-30 Full Synthetic V...	5	0	VLV					<input type="checkbox"/>
881661	▼	5W-30 Full Synthetic V...	1	0	VLV	13.60	0.00	13.60	0	<input type="checkbox"/>
T9509SP	▼	Engine Oil Filter	1	0	MTY				0	<input type="checkbox"/>
BATTEST	▼	BATTERY TEST	1	0	LAB				0	<input type="checkbox"/>
TIREROT	▼	TIRE ROTATION	1	0	LAB					<input type="checkbox"/>
262	▼	Windshield Washer Fluid	1	0	CRC					<input type="checkbox"/>
891566	▼	VALVOLINE FUEL INJECT...	1	0	VLV					<input type="checkbox"/>
	▼					0.00	0.00	0.00	0	<input type="checkbox"/>

### Better Synthetic Oil Change Service

- This service is the same as the Good Synthetic Oil Change Service but also includes **Valvoline Top Treat Oil System Cleaner**, which:
  - Helps dissolve engine sludge and power robbing deposits.
  - Is designed to open restricted oil passages and improve oil circulation.
  - Is a solvent free formula that works quickly and is safe and effective for engines.
  - Helps protect metals from corrosion.

GBBOIL-2	▼	BETTER SYNTHETIC OIL C...	1	0	PKG	99.99	30.00	129.99	0	<input type="checkbox"/>
LAB-OIL	▼	OIL CHANGE LABOR	1	0	LAB					<input type="checkbox"/>
881629	▼	5W-30 Full Synthetic V...	5	0	VLV					<input type="checkbox"/>
881629	▼	5W-30 Full Synthetic V...	1	0	VLV	13.60	0.00	13.60	0	<input type="checkbox"/>
T9509SP	▼	Engine Oil Filter	1	0	MTY				0	<input type="checkbox"/>
BATTEST	▼	BATTERY TEST	1	0	LAB				0	<input type="checkbox"/>
TIREROT	▼	TIRE ROTATION	1	0	LAB					<input type="checkbox"/>
262	▼	Windshield Washer Fluid	1	0	CRC					<input type="checkbox"/>
891566	▼	VALVOLINE FUEL INJECT...	1	0	VLV					<input type="checkbox"/>
806221	▼	VALVOLINE TOP TREAT OI...	1	0	VLV					<input type="checkbox"/>

## TYPES OF OIL CHANGE SERVICE PACKAGES

**Best Restore and Protect Oil Change Service**

- **Valvoline Restore & Protect** is the first motor oil to actively restore engine cleanliness and protect against future damage.
- With continuous use, Valvoline Active Clean Technology removes up to 100% of deposits while Liqui-Shield Technology helps prevents future deposits when oil is changed regularly (based on Adapted Sequence IIH Testing: Piston Deposit Removal).
- 79% stronger anti-wear protection than industry standards (vs. GF-7 qualified oil).
- Removes deposits to minimize friction between metal surfaces in your engine to help improve fuel economy.
- This service includes the **Valvoline Fuel Injector Cleaner**.

WELCOME	WELCOME TO DUNN TIRE!	1	0	ABDG	0.00	0.00	0.00	
GBBOIL-3	RESTORE AND PROTECT ...	1	0	PKG	109.99	30.00	139.99	0
LAB-OIL	OIL CHANGE LABOR	1	0	LAB				
906575	5W-30 Restore & Prote...	5	0	VLV				
906575	5W-30 Restore & Prote...	1	0	VLV	13.60	0.00	13.60	0
T9509SP	Engine Oil Filter	1	0	MTY				0
BATTEST	BATTERY TEST	1	0	LAB				0
TIREROT	TIRE ROTATION	1	0	LAB				
262	Windshield Washer Fluid	1	0	CRC				
891566	VALVOLINE FUEL INJECT...	1	0	VLV				
					0.00	0.00	0.00	0

**Selecting the Right Package**

Informing the customer about the features and benefits of the package that best suits their vehicle is essential to delivering an outstanding customer experience. It not only ensures the customer feels confident in their decision but also reinforces our role as Trusted Experts who genuinely care about their vehicle's performance, longevity, and safety. By clearly communicating value, we help customers make informed choices while building trust and long-term loyalty.

**Package Details:** There is an additional cost per qt when more than 5qts are needed.

- **Synthetic Blend Oil Change.** This package includes up to 5 qts of synthetic blend oil, oil filter, DMSI, battery test, tire rotation, and washer solvent top off.
- **Diesel Oil Change.** This package includes up to 5 qts of Diesel oil, DMSI, battery test, tire rotation, and washer solvent top off.
- **Euro Synthetic Oil Change.** This package includes up to 5 qts of European full synthetic oil, oil filter, DMSI, battery test, tire rotation, and washer solvent top off.
- **Full Synthetic Oil Change.** This package includes up to 5 qts of full synthetic oil, oil filter, DMSI, battery test, tire rotation and washer solvent top off.
- **Good Synthetic Oil Change Service.** This package includes up to 5 qts of full synthetic oil, oil filter, DMSI, battery test, tire rotation, washer solvent top off and a Valvoline fuel injector cleaner that cleans the fuel system and injectors.
- **Better Synthetic Oil Change Service.** This package includes up to 5 qts of full synthetic oil, oil filter, DMSI, battery test, tire rotation, washer solvent top off, a Valvoline fuel injector cleaner that cleans the fuel system and injectors and a Valvoline top treat oil system cleaner that cleans and condition's the internals of the engine.
- **Best Restore and Protect Full Synthetic Oil Change Service.** This package includes up to 5 qts of Restore and protect full synthetic oil, oil filter, DMSI, battery test, tire rotation, washer solvent top off and a Valvoline fuel injector cleaner that cleans the fuel system and injectors.