

# Frequently Asked Questions

## Why Do Some of Your Oils Cost More Than Others?

Because we are charged more for some oils than others; some, quite a lot more. For many years we charged a flat price for all but "Premium" motor oils and, in those days, our cost for major brands were very similar. Suppliers raised their price to us once or twice a year, and only twenty or twenty-five cents at a time (per gallon). Years ago, that changed. The price spread between brands increased, and the price increases began to come more frequent and much larger - at times a dollar or more at a time.

After a few months of that, we decided it was no longer fair to charge a flat price - to have the people using lower priced oils subsidizing higher priced products. So at that time we installed a program that allowed customers who wanted lower priced oils to pay lower prices, and only the higher priced oils cost more. In essence, we allowed the oil companies to set the price hierarchy for their products; they could position themselves on the low end, the high end, or in the middle.

Over the past few years, the rapid and frequent increasing in pricing stopped and we have been able to stabilize prices. We've even been able to reduce our price for some products as a few brands have slowly come down in price. But it has never been truer that prices come down much slower than they go up.

## What Do You Do With My Used Oil?

Simply put - we recycle it!

First, all our stores have waste oil heaters that keep our buildings warm during the winter months. The oil that isn't used for heating is shipped from our stores through the company Custom Recyclers for recycling, where it is cleaned and used for a variety of purposes.

## Do I Really Need to Change My Oil Every 3000-5000 Miles?

Maybe yes, but maybe no.

Every vehicle is different and has different requirements for oil weight and how often it is changed. The best way to tell is by looking in your owner's manual.

For example, below is a page from a 2005 Subaru Baja Owner's Manual. One thing to remember is to always look at "maintenance under severe conditions." Severe conditions are usually defined as operating in extreme cold or hot climates, stop-and-go driving or driving on dusty roadways - vehicles in our region normally operate in these conditions. If you drive mostly on the highway during mild times of the year, look at the maintenance schedule under "normal" conditions.

**6 MAINTENANCE UNDER SEVERE USAGE CONDITIONS**

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The following items must be serviced more frequently on cars normally used under severe driving conditions. Refer to the chart below for the appropriate maintenance intervals.

R : Replace I : Inspect and, after inspection, clean, adjust, repair or replace if necessary

MAINTENANCE ITEM	MAINTENANCE OPERATION	MAINTENANCE INTERVALS	DRIVING CONDITION
ENGINE OIL AND FILTER	R	EVERY 3,000 MILES (4,800 KM) OR 3 MONTHS	A, B, C, F, G, H, I, K
AIR CLEANER FILTER	R	MORE FREQUENTLY	C, E
SPARK PLUGS	R	MORE FREQUENTLY	B, H
BRAKE PADS, CALIPERS AND ROTORS	I	MORE FREQUENTLY	C, D, G, H
REAR BRAKE DRUMS/LININGS/PADS, PARKING BRAKE	I	MORE FREQUENTLY	C, D, G, H
STEERING GEAR RACK, LINKAGE & BOOTS/ LOWER ARM BALL JOINT	I	MORE FREQUENTLY	C, D, E, F, G
DRIVESHAFTS AND BOOTS	I	EVERY 7,500 MILES (12,000 KM) OR 6 MONTHS	C, D, E, F
MANUAL TRANSAXLE OIL	R	EVERY 60,000 MILES (96,000 KM)	A, C, D, E, F, G, H, I, J
AUTOMATIC TRANSAXLE FLUID	R	EVERY 30,000 MILES (48,000 KM)	A, C, E, F, G, H, I
AIR CONDITIONER FILTER (IN FRONT OF BLOWER UNIT)	R	MORE FREQUENTLY	C, E

**SEVERE DRIVING CONDITIONS**

A - Repeatedly driving short distance of less than 5miles(8km) in normal temperature or less than 10miles(16km) in freezing temperature  
 B - Extensive engine idling or low speed driving for long distances  
 C - Driving on rough, dusty, muddy, unpaved, graveled or salt-spread roads  
 D - Driving in areas using salt or other corrosive materials or in very cold weather  
 E - Driving in sandy areas  
 F - Driving in heavy traffic area over 90°F(32°C)  
 G - Driving on uphill, downhill, or mountain road  
 H - Towing a Trailer, or using a camper, or roof rack  
 I - Driving as a patrol car, taxi, other commercial use or vehicle towing  
 J - Driving over 100 MPH(170 Km/h)  
 K - Frequently driving in stop-and-go conditions