



**AMSOIL PRESS RELEASE**

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## **Does Having Your Oil Changed by Anyone Other Than Your Auto Dealer Void Your Warranty?**

The short answer is no, but that's not what the sticker under the hood stated in one instance. The Automotive Oil Change Association (AOCA), which represents the fast lube industry in North America, recently investigated the following notice found printed under the hood of several Chrysler vehicles in Ontario, Canada:

DAIMLER CHRYSLER CANADA RESERVES THE RIGHT TO DENY WARRANTY COVERAGE IF NOT ALL OF THE RECOMMENDED SCHEDULED MAINTENANCE IS COMPLETED AND PERFORMED USING ONLY GENUINE MOPAR PARTS AND LUBRICANTS.

When AOCA questioned Chrysler Canada Inc. (formerly Daimler Chrysler Canada) about the notice, Chrysler Canada Inc. responded that the company "is not familiar with and has no knowledge relating to the notice ... and the contents are not attributable to Chrysler Canada Inc. in any way." Apparently, these stickers may have been produced and attached to vehicles by a local dealer. To our knowledge, this kind of activity is inconsistent with Canadian law, as it would be in the U.S.

Vehicle owners whose cars are under warranty will not violate their warranty by having their oil changes performed by someone other than the dealers, such as fast lubes.

Canadian fast lube operators who encounter this misleading notice language are encouraged to provide their customers with a copy of the written response from Chrysler Canada Inc., which has already been forwarded to all AOCA members in Canada. Non-member operators may contact AOCA headquarters for additional information.

The Automotive Oil Change Association was established in 1987 to enhance the success of members in the convenient automotive maintenance industry.