



Valvoline LLC

Steve Filler
Market Manager

Valvoline Instant Oil Change
580 W Cheyenne #10
N Las Vegas, NV 89030

December 10, 2021

To Whom It May Concern:

I wanted to set out our reasoning around why we believe that Valvoline Instant Oil Change (VIOC) should be allowed to perform vehicle battery replacements in the State of Nevada, despite our status as licensed 1G Emissions Inspection Stations.

The first point that I would like to look at is precedence. Valvoline began company operations in Nevada in October of 2018 by acquiring 3 franchised locations in metro Las Vegas. Those locations originally began life as part of Fabulous Freddy's. We then expanded with the acquisition of 13 Terrible's Lube locations in metro Las Vegas, plus 1 in Bullhead City, AZ. While we don't have complete history of what happened prior to our acquisition, we do know that all of these locations have been selling and installing batteries since at least 2006. From that time until the present, all Nevada locations were also 1G Inspection Stations. The DMV was aware that both services were being performed in these locations and had no objection until recently.

The next point to consider is the nationwide scope in which we perform this service. Valvoline Instant Oil Change performs battery replacements at over 1490 company owned and franchised locations across the United States. In several of these States, where practical, we also perform Emissions Inspections. Although this list may not be complete, we perform both emissions inspections and battery replacements in at least: New York, New Mexico, Texas, Missouri, North Carolina and Georgia. In none of these States has there ever been an issue or concern about our performing both inspections and battery replacements, nor are there regulations preventing it.

A third consideration is our training program. VIOC invests a lot of time and resources into training our technicians. To become Certified Technicians, which is to say, in order to be able to perform all of our services without a trainer present, requires approximately 270 hours of training spread over 45 working days. This process involves computer-based training, one-on-one training, and final certification of each step by the Store Manager. Please find enclosed 3 documents related to just our battery training and service process: the Battery Course (taken from the computer-based training), our "process sheet" which gives the step-by-step instructions and is



used by the trainer, and our Written Procedure which dives deeper into the training, required procedures and safety watchouts. Our training program has been evaluated and accredited by ASE as meeting the requirements of the industry's instructional standards. Further, our program has won many national awards such as:

- 9 times winning the BEST award from the Association for Talent Development, including the #1 spot in 2020
- 8 times appearing in the Training Top 100
- 4 Brandon Hall awards
- Training Magazine's Best Practice award winner

Finally, we feel that we address the needs of both NAC 445B.460 and NRS 445B.785, as well as the DMVs own interpretation of the same as stated in their 1G Inspectors Guidebook on pages 14 and 15. We fully understand that our licensing does not permit us to perform any service or diagnostic action which will or could affect the emissions data stored in the vehicle's computer. This is further elaborated on page 15 of the 1G Guidebook as "This includes also replacing or servicing of the battery *if* the result is the clearing of diagnostic trouble codes." The emphasis on *if* is mine. Our well-trained process addresses this potential issue through the use of an industry-standard memory saving device.

Modern vehicles have a lot of information stored in them in addition to diagnostic and emissions information. There are the obvious radio station presets and clock settings, plus custom seat settings, transmission shifting information, power window settings, and any of another host of things that help make a person's vehicle "theirs". In some vehicles, the stereo will not work at all after a negligent battery replacement unless a secret code is input. A vehicle that loses all power to the various computer systems typically won't run well, shift correctly, or operate normally until these settings are relearned through use and time. None of these problems and inconveniences are desirable for us or our guests, so we plan in our process to avoid them. The use of a "memory saver" that plugs in to the vehicle's diagnostic port provides all the systems with the power they need to retain all of those critical settings and information. The one we use is made by Clore Automotive and marketed as the Solar ESA30 memory Saver. There are others available, but we have found this one to be the most reliable.

Finally, we would point out that there is no special license or requirement in Nevada on who can replace batteries. Any repair facility, or even an Auto Parts store can perform the service. This recently revealed issue only applies to us because we are also an Authorized Inspection Station. Any other business that performs the service is essentially unregulated and may or may not follow any set procedures to maintain diagnostic and other information, nor are they required to.

In closing, we would point out that we are unaware of any consumer complaints that have arisen from the combination of providing our guests with both replacement batteries and Emissions Inspections. People come to



us for convenience in maintaining their vehicles and appreciate being able to get routine items, like an emissions inspection or battery replacement, along with their Oil Change. Therefore, we request that we be allowed to continue to offer both Inspections and battery replacements to our guests.

We thank you for your consideration in this matter.

Sincerely,

Steve Filler

Market Manager

Valvoline Instant Oil Change

