

EZ Lube provides service recommendations based on manufacturer or preventative maintenance recommendations per our agreement with the Bureau of Automotive Repair (BAR). We offer many of the same services that are currently recommended at manufacturer's dealerships. In lieu of detailed vehicle history, we work with our customers in making informed choices for their vehicle. Often times this is based on manufacturer's mileage recommendations.

After thoroughly reviewing the circumstances surrounding your investigation I believe that we correctly followed the guidelines set forth by the BAR in regards to the proper recommendation of preventative maintenance services.

I do want to reassure you that EZ Lube feels a strong obligation to our customers and the role we accept in protecting the life, and the investment in their vehicles. Our recent actions only confirm our commitment in offering dependable customer service.

EZ Lube takes great pride in the fact that hundreds of thousands of satisfied customers depend upon us each and every year to provide them with these necessary services.

Sincerely,

John Allen
VP Operations
EZ Lube