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FOR IMMEDIATE RELEASE

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News12 New Jersey Investigates Motor Oil Quality in Central Jersey Repair Shops

*Investigation finds shops using wrong oil for vehicles, and using substandard quality oil
NJGCA Member Sam Shah receives highest rankings in both categories*

Sal Risalvato, Executive Director of the New Jersey Gasoline, Convenience, Automotive Association (NJGCA), released the following statement today in response to a Kane in Your Corner investigation of motor oil products used by seven repair shops throughout Central New Jersey:

"In a recent undercover investigation by the Kane in Your Corner team at News 12 New Jersey, seven mechanic shops across Central New Jersey were asked to perform an oil change, and to provide the customer with an extra quart of the oil that was used to refill the vehicle. The goal of the investigation was to determine two things: did the shop use the correct fluid for the car (5W-30, in this case) and did the shop use high quality oil with the proper additives to protect the consumer's engine. As an organization, NJGCA has always welcomed these types of investigations, along with any opportunity to weed bad apples out of the bunch. All too often, we witness how the dishonest and fraudulent actions of unscrupulous business owners give the whole industry a bad reputation, and make consumers wary of everything that their mechanic tells them. We recognize the important work that was done by the News 12 New Jersey team in December of 2013 to call attention to the inferior motor oil products that were on the shelves of many gasoline service stations, and we strongly support the action that the New Jersey Department of Consumer Affairs took to ban 19 different motor oil products in December of 2014. We always urge our members to hold themselves to the highest standards, but if we learn that they are dishonest, deceitful or guilty of intentional fraud or wrongdoing, we will condemn them as vehemently as the consumer advocates (rightfully) do."

"According to the results of the investigation," Risalvato explained, "five out of the seven shops used the incorrect oil for the vehicle, and multiple shops provided sub-standard quality oil, which could damage the engine, causing excess wear and ultimately, engine failure. As you can imagine, I was disappointed to learn that business owners would choose to run their businesses in this manner, and display such blatant disregard for their customers' vehicles."

"However," Risalvato continued, "I also found two bright spots in yesterday's report. The investigation revealed that only **one** shop used both the proper viscosity motor oil, and oil which was of high quality, in the customer's car. That shop was an NJGCA member location -- Quality Auto Center in Colonia -- owned by member Sam Shah. Not only did Sam pass this most recent test with flying colors, but one of his locations was **also** part of an investigation conducted by 20/20 in September. In the 20/20 segment, Sam's location was, again, the **only** shop to receive praise for its business practices, and for treating the customer fairly and honestly."

"The Kane in Your Corner team also visited a second location which happened to be an NJGCA member -- Metuchen Service Center," Risalvato said. "In their investigation, the team discovered that the oil provided to the customer was of inferior quality. When they went back to confront the business owner, the business owner explained that he had started to grow suspicious about the quality of motor oil which was being delivered to him by his bulk supplier, and as a result, he had recently switched lubricant suppliers. In a conversation with me this morning, that individual indicated that it was partly because of NJGCA's warnings that he started to get concerned about his product, and decided to change his supplier."

"This is the type of action that we would expect all of our members to take upon learning that there may be a problem with the products they use," Risalvato noted. "NJGCA is committed to keeping our members informed, educated and honest. We pride ourselves on having members that are 'a cut above the rest' who support our zero-tolerance policy regarding intentional wrongdoing, fraud, cheating and dishonesty. When individuals join NJGCA, they are making a conscious decision to hold themselves (and other business owners) to the highest standards, because they know that the success of their business lies in the goodwill and trust of their customers. As a small business owner, associating yourself with an organization that demands integrity and honesty from their members is one of the best investments that you can make in your business," Risalvato concluded.

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