

Company Kerax
Brand Hyperdrive
Product PCMO Fully Synthetic 5W/30 C3

Case No VLS010154

07/12/2017 This case was submitted to VLS

29/03/2019 The complaint alleged that the product failed HTHS and NOACK evaporation limits for a product of this type. VLS procured and tested a sample of the product and found that the product returned an HTHS value of 2.99 mPA.s and a NOACK test result of 11.3%.

The Technical Review Panel determined that the HTHS value of 2.99 mPA.s rounded to 3.0 so was a fail and the complaint was upheld. The NOACK test result at 11.3% rounded to 11% so was also a fail with regards to the claim against MB 229.51, although it did meet the claim against ACEA C3.

Following this the Named Party reformulated the product which was tested by an independent testing house. The testing house results confirmed that the reformulated product was compliant regarding HTHS and NOACK properties against the stated performance claims.

VLS then requested a letter of assurance from the Named Party's technology provider that the additive pack was suitable for use against the claims being made, and that the treat rate was appropriate for these claims. The letter was accepted by VLS who were satisfied that the actions agreed with the Named Party have brought the product back into compliance.

VLS consider that the investigation into the complaint is now concluded. In line with its stated process, VLS will arrange a six month review of the case to ensure continued compliance.