

Company

Brand

Product 5W-40 Engine Oil

Case No VLS010164

25/10/2019 This case was submitted to VLS

12/11/2019 The claim concerned the use of outdated and conflicting ACEA engine oil sequences, namely A3/B4 and C3 as a combined claim on product labelling made available through an online internet channel.

VLS reviewed the evidence with reference to the website description, product labelling and Technical Data Sheet of the product which are available on the Named Party's website. These details omitted the ACEA A3/B4 claim and retained reference to ACEA C3 only. This evidence has been provided to the complainant.

Consequently VLS do not believe that the Named Party is currently making these claims and instead this is a housekeeping issue of a distributor instead retaining outdated product information, so VLS has raised this matter informally with the company concerned.

VLS considers that there is no case to answer in this matter and has moved to close the case.