

Company Aztec Oils
Brand Endurance Premium V
Product 5w/30 fully synthetic engine oil

Case No VLS010158

16/05/2018 This case was submitted to VLS

15/01/2019 The original complaint stated that product does not meet its stated claims of API SN/CF, ACEA C3, BMW LL-04, GM Dexos2, MB 229.51 and Porsche C30. Additionally the complainant claimed that no formulation exists in the market which can cover the claim for both GM Dexos2 and VW 504 00/507 00. The complainant also claimed to have tested a sample of the product for HTHS, Sulphated Ash (SA) and TBN properties.

VLS independently procured a sample of the product and tested it for HTHS, SA and TBN properties. The independent product test returned an HTHS value of 3.26 mPa.s which is below the specification value of 3.5 mPa.s minimum, the test for sulphated ash returned a result of 0.71% against an upper C3 limit of 0.8%, and for TBN the test result was 6.6 mg KOH/g against the minimum C3 limit of 6.0 mg KOH/g.

Consequently the independent results have led VLS to uphold the complaint in terms of HTHS, but not in terms of SA and TBN.

05/03/2019 The Named Party investigated the cause of the HTHS issue and resolved to review their operational procedures to ensure it did not recur. The Named Party also withdrew the claim against dexos 2 and ensured all claims made on the product's label were fully aligned with those contained within the product's Technical Data Sheet.

VLS believes that the steps taken by the Named Party will bring the product into compliance and the investigation is complete, subject to a six month review in line with its stated process.