

**Company** Millers Oils  
**Brand** Trident  
**Product** Fully Synthetic long life 5w/30

**Case No** VLS010133

**28/05/2015** This case was submitted to VLS

**23/09/2016** The claim concerned the product's non compliance with regard to its performance profile claims.

VLS upheld that the claim of meeting ACEA C2 (except for fuel economy benefits) was not compatible with the claim for PSA B71 2290 which does require fuel economy performance and was not compliant with ATIEL guidance regarding conditional claims.

The Named Party revised the formulation of the product, withdrawing the ACEA C2 (except for fuel economy benefits) claim and amended the website description, product's Technical Data Sheet and product label to reflect the changes made to the formulation.

Consequently VLS now considers the product to be in compliance and will undertake a six month review in line with its stated procedures.

**18/07/2017** A six month review of the case was undertaken. The Named Party has retained an ACEA 2012 full C2 and C3 claim for the product and supported this with technical evidence supplied by their technology supplier. Consequently VLS now considers the complaint satisfactorily resolved and the case concluded.

**27/04/2018** VLS were notified by a garage owner in Derbyshire about concerns they had over claims made against ACEA C2 and C3 along with VW 504 00 and 507 00 with respect to the product.

**14/09/2018** The Named Party reformulated the product to bring it into compliance.

A six month review of the case will be undertaken to ensure continued compliance.