

Company GSF Car Parts Ltd
Brand Vetech High Performance Multi-Fleet Oil
Product 5W/30 ESL PRO High Performance Multi-Fleet Extended Service Oil

Case No VLS010156

02/05/2018 This case was submitted to VLS

13/12/2018 The complaint was that there was a blatant inconsistency in the Technical Data Sheet, that the formulation was suitable for applications requiring VW 504/507, VW 502/505, MB 229.51, WSS-M2C913-A,B,C and Dexos 2 and that there were no formulations capable of achieving all of these specifications. The formulation was also claimed to be suitable for applications requiring BMW, that (in the complainant's view) this statement was so broad as to be impossible. With the viscometrics advertised there was no chance (also in the complainant's view), that the High Temp/High Shear (HTHS) will be compliant, moreover this parameters don't correspond to any formulation capable of achieving the performances claimed.

VLS reviewed and upheld the complaint that the Technical Data Sheet (TDS) for the product recommends its use against a number of specifications including VM 504/507, VW 502/505, BMW Longlife-04, MB229.51, GM Dexos 2 and Ford WSS-M2C-913Cm which included some recommendations that were mutually exclusive and the typical properties shown on the TDS would not meet all of these specifications. VLS asked that the Named Party re-evaluated the scope of these claims and confirmed the typical properties, that if they believed that the product was suitable for all these applications then VLS asked on what basis this technical assessment was made and asked that this be corroborated by their additive supplier or technology partner.

In response to the complaint the Named Party provided evidence from their technology provider that the product was suitable for use in VW 504.00/507.00, VW 502.00/505.00, BMW LL-04, GM Dexos 2, MB 229.51 and Ford 913 A/B/C applications. It was also confirmed that the product's technology was approved/licensed by API for SN plus, and met SN applications. Additionally claims against the ACEA automotive engine oil sequences were being made and VLS asked that the Named Party sign a Lubricant Marketer's Letter of Conformance with the European Technical Association ATIEL in order to continue make these claims, and for these claims to be valid.

VLS has now concluded its investigation of the complaint and is satisfied that the actions agreed with the Named Party have brought the product into compliance. In line with its stated process VLS will undertake a six month review of the case to ensure continued compliance and at this time VLS would wish to see only those claims that are supported by the Named Party's technology provider being made in connection with the product, and for amendments in line with these supported claims to have been made to the product's labelling, website description, Technical Data Sheet and any associated marketing material. Additionally VLS would also wish to see the company and associated product being listed on the ATIEL website as having signed a Letter of Conformance in order to make claims against the ACEA automotive engine oil sequences.