

Company Westway Lubricants
Brand Westway
Product PCEO 5W-30 VW Audi LL3

Case No VLS010198

20/10/2023 This case was accepted by VLS

24/11/2023 VLS received a complaint about the above product concerning the technical data and product labelling claims ACEA A3, B4, C3. The Complainant alleged that ACEA A and B categories and the ACEA C category are mutually exclusive as distinguished by their TBN limits: ACEA A/B greater than 10 mg/KOH/g, ACEA C less than 10 mg/KOH/g. TBN on the website states 6.00 mg/KOH/g. This combination of ACEA specifications is not possible. VLS upheld the claim on the basis of the incompatible ACEA claims, A3/B4 and C3, however this is on the basis of Sulphated Ash content and not TBN. The TBN of ACEA C3 ≥ 6.0 and A3/B4's limit is ≥ 10.0 (i.e., theoretically the TBN requirements are compatible). However, A3/B4's sulphated ash limit is 1.0-1.6 % m/m compared to C3's limit of $< 0.8\%$ m/m. In response the Named Party revised the claims made to the product 5w30 VW LL3, by deleting any reference to ACEA A3/B4 claims. With a commitment to amend the product labelling and website description. VLS considers that the Named Party has met the complaint in full and the product is compliant. It will undertake a six-month review of the case in line with its stated process.