

Company SCT Vertriebs GmbH
Brand Mannol
Product 5W-30 Diesel Engine Oil

Case No VLS010169

08/06/2021 This case was submitted to VLS

09/05/2022 The product complaint concerned the way the specifications have been laid out on the Technical Data Sheet so that was alleged not to be clear whether any of these specifications are met, exceeded or official approvals held by the product. The Technical Review panel asked for the Named Party to review this Technical Data Sheet with their technology provider to ascertain what claims the product is capable of meeting, update the TDS where appropriate and submit to VLS confirmation from the technology provider that any remaining claims are fully technically supported.

The second part of the complaint concerned a third party distributor website where the complainant felt it was wrong that and misleading that the product claims were being listed as being approvals when no approvals are listed on the datasheet.

The Named Party reviewed and updated the Technical Data Sheet and also held a meeting with the third party distributor, who amended the claims on the website from formal approvals to marketing claims. Labels of the product were also sent to VLS and a copy of the internal database for the product held by the Named Party was provided to VLS as evidence of which claims were being supported.

VLS was content that the actions taken by the Named Party had brought the product into compliance and the investigation was concluded subject to a six month review in line with VLS's stated process.