

Company Aztec Oils
Brand Emprotec UHPD
Product 10W-40 HDDO

Case No VLS010201

20/12/2023 This case was accepted by VLS

09/02/2024 VLS received a complaint about the above product. The Complainant alleged that Renault do not support the RLD-4 as a specification and as such the product cannot meet it. The performance claim is indicated in a list of recommendations on the website and in the Technical Data Sheet relating to the product.

Consequently, VLS upheld the complaint as Renault did not issue the RLD-4 specification for service fill, and it is not mandated for use in any of their current vehicles (see below link).

<https://www.renault-trucks.co.uk/sites/default/files/2021-05/UK%20TLS%2059483-C%20Poster%20TLSP%20Affectation%20EURO%206%20v4.pdf>

The Named Party moved quickly to withdraw the claim against RLD-4, retaining the claim against RLD-3 and amended the product's description and Technical Data Sheet accordingly. VLS are content that the product has been brought back into compliance and have closed the investigation subject to the usual six-month review.

10/09/2024 VLS undertook a six-month review of the case. VLS found that the original product had been superseded by Aztec Emprotec 10W-40 UHPD-X and was no longer available so the case is closed.