

**Company** Anonymous  
**Brand** Anonymous  
**Product** 5W-30 HD Diesel ACEA E9 & E7

**Case No** VLS010211

**18/07/2024** This case was accepted by VLS

**17/01/2025** The complaint concerned the allegation that the product when tested was found to be non-compliant for HTHS at 3.34mPa.s versus a test limit for ACEA E9 & E7 of equal to or greater than 3.5mPa.s.  
VLS could not find the product available for sale on the open market.  
The Lubricant Marketer stated that the product had been supplied to them by a previous toll blender and they had since changed supplier.  
Consequently, VLS is content to close the investigation subject to the usual six-month review.

**26/08/2025** VLS undertook a six month review of the case.

VLS found that the product was withdrawn by the Lubricant Marketer and a new Eco version introduced as its replacement. On this basis VLS are happy to close the case as the product is no longer available in the marketplace.