

**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  $\geq 6.0$  and A3/B4's limit is  $\geq 10.0$  (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.

**22/10/2024** VLS recently undertook a six-month review of the case in line with its stated process. Our findings were that the claim against ACEA A3/B4 had continued to be withdrawn and the use of the obsolete API CF claim was acceptable with the support of their technology provider although it is an obsolete category not suitable for most diesel cars built after 2009. However, the continued use of ACEA C3, requires that they should be registered with SAIL. It has been confirmed that the Named Party has registered with SAIL and are now able to make claims against the ACEA engine oil sequences, on this basis we are content to close the case.