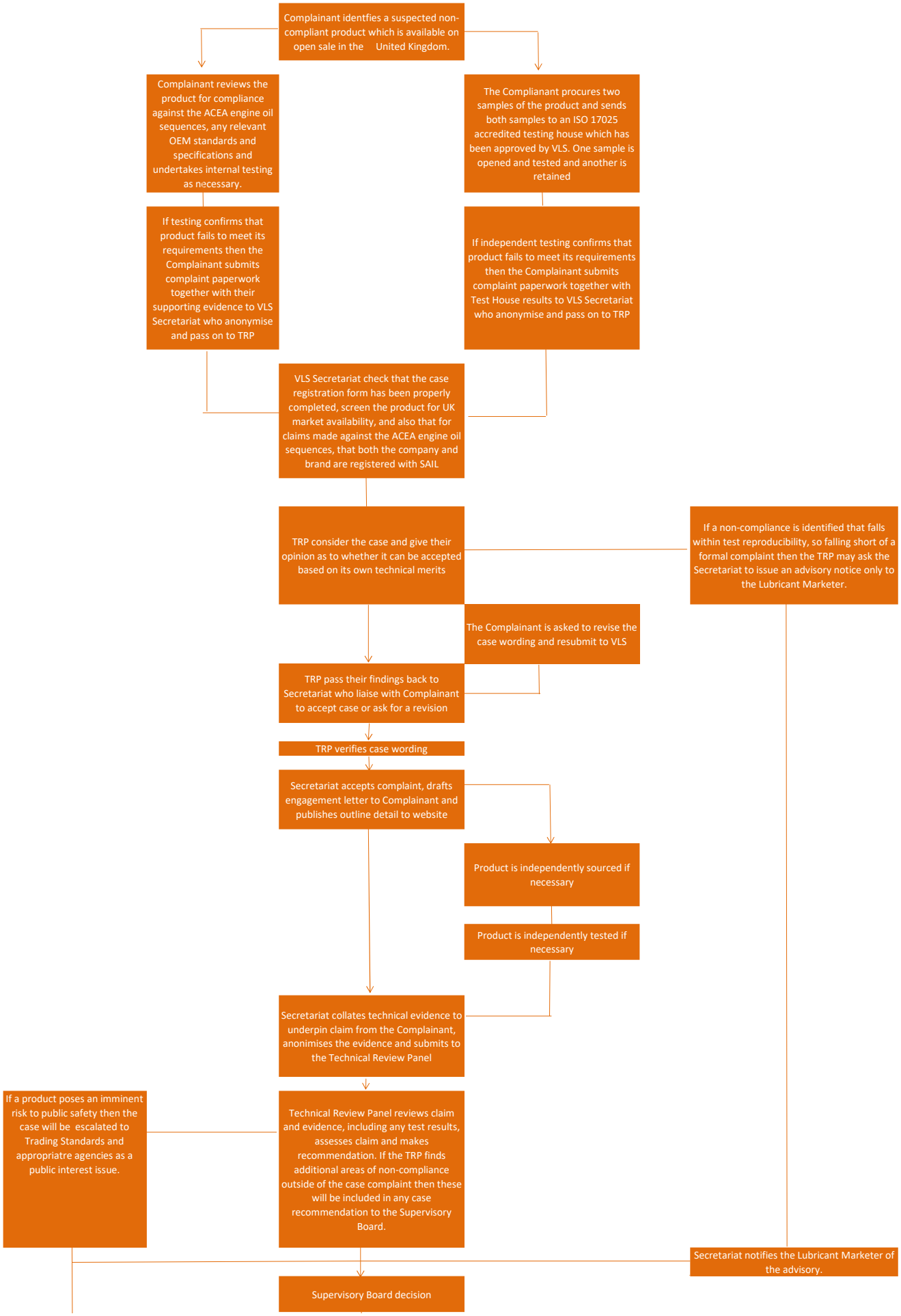
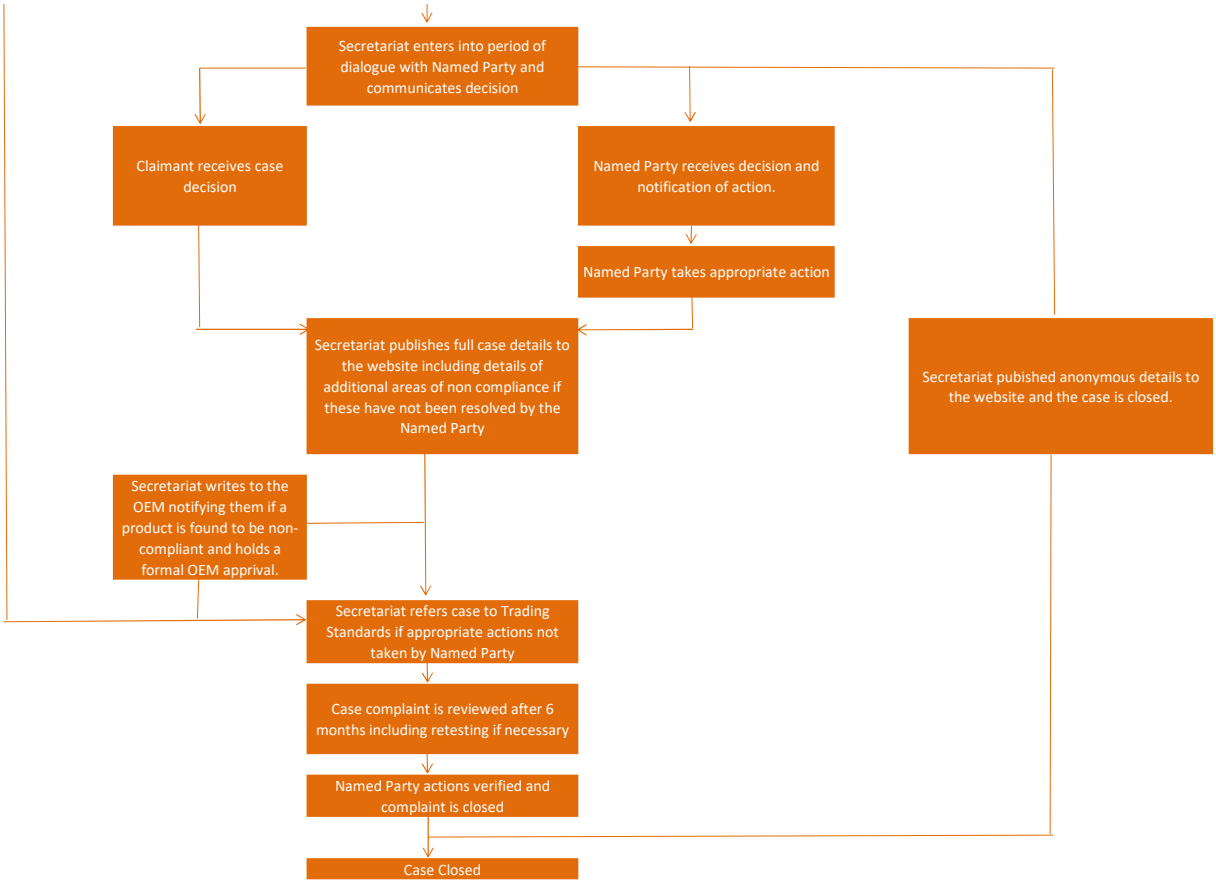

Complainant identfies a suspected non-compliant product which is available on open sale in the United Kingdom.
Complainant reviews the product for compliance against the ACEA engine oil sequences, any relevant OEM standards and specifications and undertakes internal testing as necessary.
The Complianant procures two samples of the product and sends both samples to an ISO 17025 accredited testing house which has been approved by VLS. One sample is opened and tested and another is retained
If testing confirms that product fails to meet its requirements then the Complainant submits complaint paperwork together with their supporting evidence to VLS Secretariat who anonymise and pass on to TRP
If independent testing confirms that product fails to meet its requirements then the Complainant submits complaint paperwork together with Test House results to VLS Secretariat who anonymise and pass on to TRP
VLS Secretariat check that the case registration form has been properly completed, screen the product for UK market availability, and also that for claims made against the ACEA engine oil sequences, that both the company and brand are registered with SAIL
TRP consider the case and give their opinion as to whether it can be accepted based on its own technical merits
If a non-compliance is identified that falls within test reproducibility, so falling short of a formal complaint then the TRP may ask the Secretariat to issue an advisory notice only to the Lubricant Marketer.
The Complainant is asked to revise the case wording and resubmit to VLS
TRP pass their findings back to Secretariat who liaise with Complainant to accept case or ask for a revision
TRP verifies case wording
Secretariat accepts complaint, drafts engagement letter to Complainant and publishes outline detail to website
Product is independently sourced if necessary
Product is independently tested if necessary
Secretariat collates technical evidence to underpin claim from the Complainant, anonimises the evidence and submits to the Technical Review Panel
If a product poses an imminent risk to public safety then the case will be escalated to Trading Standards and appropriatre agencies as a public interest issue.
Technical Review Panel reviews claim and evidence, including any test results, assesses claim and makes recommendation. If the TRP finds additional areas of non-compliance outside of the case complaint then these will be included in any case recommendation to the Supervisory Board.
Secretariat notifies the Lubricant Marketer of the advisory.
Supervisory Board decision



Verification of Lubricant Specifications

Version 5.4 09/12/2024