



OEM BULLETIN

JOHN DEERE FORESTRY OY

The Union of the European Lubricant Industry (UEIL) is the umbrella association of the European Lubricants Industry, representing their members and, in particular, the interests of SMEs and independent lubricant companies. To date, the UEIL represents more than 400 lubricant companies, who manufacture and distribute lubricant products (and coolants) under their own various trademarks throughout the European Union. With members in more than 20 European Countries and a unique collective experience of lubricants and the lubricants market, UEIL is the sole representative body for independent manufacturers of lubricants in Europe and has been recognised as such by the European Commission. It is UEIL's policy to favour free and fair competition within the scope of prevailing EU and national laws.

In February 2014 a Member Company contacted John Deere Forestry UK regarding the lubricant recommendations for some equipment. Unfortunately the Original Equipment Manufacturer (OEM) refused to disclose any service information to them.

UEIL wrote to the Head Office of the OEM in the United Kingdom on 7 February 2014 requesting the information. Unusually for the OEM concerned, they replied promptly to advise that "The machines you list are forestry machines and we have no experience of these products at our office. Can you please contact John Deere Forestry in Finland". Disappointingly they did not provide any contact details for Finland!

UEIL then wrote to the OEM in Finland on 20 February 2014 and 20 March 2014 before receiving an acknowledgement on 15 April 2014. After further letters from UEIL on 12 May 2014, 23 May 2014, 2 June 2014 and from the OEM on 12 May 2014, 25 April 2014, 12 June 2014, UEIL was finally able to give the Member Company the service information they had originally requested for gear oil and hydraulic oil.

Brussels, October 2014