



## **OEM BULLETIN**

### **FORD**

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 450 lubricant companies, who manufacture and distribute lubricant products under their own various trademarks throughout the European Union. With members in more than 22 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 September 2018, UEIL already circulated an OEM Bulletin about Ford's communication to its network in Europe regarding its requirements for motor oil (warranty bulletin WB 23/2017).

In parallel, UEIL has been in touch with Ford concerning its communication on the same issue in Belgium and Germany. Indeed, several UEIL members in these two countries complained about the wording used in the Flemish and German versions, particularly the use of the notion of "service actions".

The OEM has explained there has been a misunderstanding and that:

- The obligation to use the Ford/Castrol lubricant applies only for services and/or repairs fully paid by Ford
- It does not apply for maintenance services paid by the customer

UEIL thanks Ford for this clarification.

Brussels, April 2019