



OEM BULLETIN

PSA

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.

First, UEIL has been made aware that PSA had disseminated a technical circular letter to its network in France stating it was compulsory to use lubricants approved by PSA.

Secondly, UEIL has been informed that some customers in the UK had experienced issues with PSA dealerships who had invalidated warranties due to using an engine oil which had not been approved by PSA.

Then we have drawn PSA's attention to the fact that such statement and behaviour were clearly illegal and constituted a breach of EU regulation.

Following our intervention:

- PSA has sent a new circular letter to its network in France stating that it is compulsory to use suitable engine oils which comply with requested ACEA grade and PSA specification (no more reference to approval)
- PSA has sent an aftersales bulletin to its network in the UK specifying that:
 - o A warranty claim cannot be refused because the oil was not certified by PSA or did not comply with PSA specifications (B71****)
 - o Individual oil suppliers can ask for PSA approval or they can self-certify their oil product as compliant with PSA standards (and in such case PSA can request evidence of compliance)
 - o PSA reserves the rights to investigate further if oil is suspected as having caused or contributed to engine damage
 - o The Manufacturer's Warranty will not apply if it is proven that it is the engine oil that has actually damaged the engine of the vehicle

UEIL thanks PSA for this clarification.

Brussels, January 2020