



Independent Union of the European Lubricant Industry

## **OEM BULLETIN**

### **PSA PEUGEOT CITROEN**

The Independent Union of the European Lubricant Industry (UEIL) is the umbrella association of the Independent 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 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.

Since July 2010, UEIL had written several times to PSA expressing surprise that some of their dealers and partners advised that the use of a lubricant which had not been approved (certificate of approval) by PSA would have led to a breach of warranty.

Indeed, this was contrary to our agreement (see Technical Bulletin July 2010) and in breach of the new Motor Vehicle Block Exemption Regulation recently adopted by the European Commission (Regulation 461/2010 – Guidelines Recital 19, 20 –on matching quality spare parts & 69 – on misuse of warranties).

PSA confirmed that a lubricant which had not been technically approved by PSA but met the requirements of PSA did not lead to a breach of warranty (see in particular OEM Bulletin on PSA, June 2011).

Unfortunately, this unambiguous statement was ignored by some members of the PSA network who continued to mislead dealers and garages, and consequently the end users.

So, UEIL asked PSA to act immediately to put an end to this unacceptable situation and suggested that PSA should send its network a circular letter, with a copy to UEIL, asking them to immediately stop these illegal actions.

The Technical Committee and the Competition Committee of UEIL are pleased to advise its members that, PSA Purchasing Executive Manager, Mr. Jérôme BOULET, recently informed UEIL that:

*"... in order to avoid any misunderstanding, we sent again a message reminding the rules to Peugeot and Citroën after sales teams."*

You will find attached a copy of the published note.

Brussels, November 2011

UEIL asbl

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To Peugeot and Citroën after sales teams

#### Rules reminder regarding the use of oil in the networks

When oil replacement is paid by PSA (prepaid maintenance, work under carmaker warranty), the authorized repairer is obliged to use the product advised by PSA.

If the authorized repairer doesn't meet one's obligations, he won't be paid back.

When oil replacement is paid by the customer (regular service or maintenance), the authorized repairer is free to select the oil. Using lubricants which are not approved by PSA is allowed so long as the quality is equivalent to the approved products. Such a use would not question the carmaker warranty so long as such lubricants, on an equivalent quality, do not present any defect and do not cause any dysfunction of the vehicles. We reserve the right to ask to the dealer for supporting technical documentation showing that the oil does meet our specifications.