

Pennzoil Product and GF-5 Q&A

Question 1: GF-5 is raising the bar. How will Pennzoil conventional GF-5 motor oils compare to Pennzoil Platinum and Pennzoil Ultra?

Answer 1: Pennzoil® Conventional GF-5 is the leading conventional mineral oil that cleans and protects engines even better than before. Pennzoil Platinum® is a full synthetic GF-5 oil meeting many OEM service fill requirements. It has a tier of cleaning benefits over and above conventional containing some 20% more additive package and has a more shear stable viscosity modifier to reduce engine deposits than conventional. Pennzoil Ultra™ is based on a “factory clean” position, which is defined by both sludge and piston cleanliness performance far beyond any published standards.

As far as how our oils compare to each other there is a great value ladder provided on www.pennzoil.com which shows the performance differences. Each Pennzoil® motor oil is tailored to provide specific performance benefits based on the category in which it resides. Pennzoil® Conventional exceeds the performance required by ILSAC GF-5 and toughest industry standards; Pennzoil Gold™ exceeds Pennzoil® Conventional in performance; Pennzoil Platinum® exceeds Pennzoil Gold™ in performance; and finally Pennzoil Ultra™ exceeds Pennzoil Platinum®.

Question 2:

It appears that most oils on the market will soon be synthetic/blends with the new API SN spec, as most will be using Group II/III base oils.

Answer 2: The need for synthetic base stocks in a formulation is mainly driven by the specification's volatility requirements i.e. how much oil is allowed to be lost to the system by evaporation. This requirement has not changed between GF-4 and GF-5 and stands at 15%.

ILSAC GF-5 / API SN is based on the result of tests and will not actually require that synthetic base oils be used to achieve the specification, although it certainly could be done that way. All Pennzoil® motor oils, conventional or synthetic, will be reformulated to exceed the new ILSAC GF-5 / API SN specification (except Pennzoil High Mileage Vehicle, which will be API SN only).

Question 3: Why two synthetic oils and not one? Many seem to be having a hard time finding an incentive to use Pennzoil Ultra over Pennzoil Platinum, being Pennzoil Platinum is already good! (GM 4718M/HTO-06 etc)



Answer 3: First, thank you, you're right Pennzoil Platinum® is a very, very good oil, but Pennzoil Ultra™ is for people who want the very best lubricant that keeps engine parts exceptionally clean and protected from wear (exceeding even Pennzoil Platinum®). The two oils are positioned to meet different requirements. They both surpass industry performance requirements, but Pennzoil Ultra™ offers “Factory Clean” benefits i.e. keeping your engine as close to the way it left the factory. This offers the advantage of keeping the engine as close to design performance as possible, which should lead to increased engine longevity.

Benefit comparison of Pennzoil's new product line up:

BENEFITS	PENNZOIL ULTRA™ ULTRA-CLASS FULL SYNTHETIC	PENNZOIL PLATINUM® FULL SYNTHETIC	PENNZOIL GOLD™	PENNZOIL® CONVENTIONAL	PENNZOIL® HIGH MILEAGE VEHICLE®
HOW PENNZOIL® COMPARES WITH OTHER MOTOR OILS					
No other motor oil beats Pennzoil® motor oils in engine sludge and wear protection	★★★★★	★★★★★	★★★★★	★★★★★	★★★★★

BENEFITS	PENNZOIL ULTRA™ ULTRA-CLASS FULL SYNTHETIC	PENNZOIL PLATINUM® FULL SYNTHETIC
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Helps keep engines clean	★★★★★	★★★★☆
Designed for High performance cars	★★★★★	★★★★☆
Helps engine perform better in cold/hot temperatures (i.e. Winter/Summer)	★★★★★	★★★★★
Better for severe driving conditions (i.e. stop and go, frequent short trips, heavier loads, paved roads and dusty conditions)	★★★★★	★★★★☆
Helps prevent oil burn-off or oil consumption	★★★★★	★★★★★
Backed by engine lubrication limited warranty	★★★★★	★★★★☆
Recommended by Ferrari®	★★★★★	☆☆☆☆☆
Designed to reduce oil consumption in older vehicles	☆☆☆☆☆	☆☆☆☆☆
Added seal conditioner to stop leaks	☆☆☆☆☆	☆☆☆☆☆

WHAT YOU DRIVE OR DEAL WITH	WHAT YOU WANT	THE PENNZOIL® MOTOR OIL FOR YOU
<ul style="list-style-type: none"> • Any vehicle • Any driving condition • A brand new vehicle or low mileage vehicle • A Sport, luxury or performance vehicle • A brand new or low mileage vehicle • Frequent short trips, stop 'n go • Heavy loads or towing 	<ul style="list-style-type: none"> • A pristine engine - just like the day it left the factory • A self-cleaning engine • A protected engine even under temperature extremes • A responsive engine • A motor oil recommended by Ferrari North America • An oil that far exceeds the toughest industry standards 	<p>ULTRA-CLASS FULL SYNTHETIC (WITH HYPER-CLEANING TECHNOLOGY*)</p> <p>Nothing keeps your engine closer to factory clean!† <small>†PLUS</small> Dramatically cleaner pistons than required by industry standards!‡</p> <p>Cleaning and Protection ★★★★★</p> 
<ul style="list-style-type: none"> • Any vehicle • Any driving condition • A brand new vehicle or low mileage vehicle • A Sport, luxury or performance vehicle • A brand new or low mileage vehicle • Frequent short trips, stop 'n go • Heavy loads or towing 	<ul style="list-style-type: none"> • A self-cleaning engine • A protected engine even under temperature extremes • A responsive engine • An oil that exceeds the toughest industry standards 	<p>FULL SYNTHETIC (WITH SUPERIOR ACTIVE CLEANING AGENTS*)</p> <p>Keeps pistons up to 40% cleaner than the toughest industry standard!† <small>†PLUS</small> Cleans out engine sludge better than Pennzoil Gold™ and Pennzoil® conventional!‡</p> <p>Cleaning and Protection ★★★★★</p> 

Question 4:

Why not suggest Pennzoil Ultra is good for 1/yr drain intervals IF out of warranty? The oil is clearly capable, and your competitors offer 15k mile drain oils.

Answer 4:

Pennzoil® holds that motor oil drain intervals are to be set by the automobile manufacturer and Pennzoil® exceeds all automobile manufacturers' intervals. E.g., Honda at 7,500 miles.

Pennzoil Ultra™ does contain two extended drain capable products in the line. Pennzoil Ultra™ Euro 5W-40 and Pennzoil Ultra™ Euro L 5W-30. These meet BMW, Mercedes Benz and VW requirements. As US and Japanese manufacturers do not qualify long drain products, it is difficult to go against their requirements. There is nothing stopping individuals from extending the drain period if they believe the oil is capable.

Beyond that the whole point of using super premium motor oil is to take the best possible care of your engine. Lengthening the drain interval is just trading oil quality for time. We believe that protecting your engine is the most important job that your oil does for you.

Question 5:

General Motors has taken a different direction and will specify Dexos 1 for gasoline engines and Dexos 2 for diesel engines. Will Pennzoil Ultra address the requirements of either or both of these specs? If so, in what viscosities?

Answer 5:

The Pennzoil® family of motor oils is designed to cover the needs of virtually all engine types, and with that - we have great news for you. GM now states Pennzoil Platinum® synthetic viscosity grades

SAE 5W-20 and 5W-30 as dexos 1 approved. (If you're asking why Pennzoil Platinum® and not Pennzoil Ultra™, it's because we chose our most widely distributed synthetic motor oil. A testament to Pennzoil Platinum® as a good place to start if you want synthetic motor oil). We do have a qualified dexos 2 Pennzoil Ultra™ oil ready for use when required.



Question 6:

Why doesn't Pennzoil Ultra make any claims of extended oil change interval capability similar to Castrol Edge and Mobil 1 Extended Performance? Was Pennzoil Ultra tested and developed as extended oil change interval capable oil?

Answer 6:

Please refer to question 4's answer, as it is the same.

Extending the drain with superior oil is simply trading away time against protection. We believe that Pennzoil Ultra™ provides our best deposit protection for your vehicle keeping it as close to factory clean as possible.

Mobil 1 Extended Performance Motor oil's Limited 15,000 Mile or 1 Year Warranty suggests you follow the vehicle's oil life sensor or the oil change recommended in your owner's manual.

Given the OEM requirements from BMW, VW, etc., Pennzoil Ultra™ certainly has extended oil change capability. However, at Pennzoil, we consistently reinforce the importance of consumers following the oil change interval recommended by the OEM. Different engines have different tolerances and operational environments, so a "one size fits all" approach is not recommended.

Question 7:

Was Pennzoil Platinum recently reformulated to meet GF-5?

Answer 7:

Yes, Pennzoil Platinum® is new for ILSAC GF-5 / API SN as changes to the new specification have required some new chemistry for advanced emissions system protection. This new product is available in the market already.

Question 8:

What is your outlook on the future of conventional oil as the newest generation of specifications comes into effect from engine manufacturers and trade associations?

Answer 8:

There is a move to smaller displacement engines handling higher power outputs gained from higher compression (i.e., direct injection), forced induction and variable valve technology. The engine tolerances will become smaller, the oil ways will get tighter, and the oil gets placed under more stress. Even lower viscosity oils will be required to work in tight engine oil ways, while ensuring maximized fuel economy and cleanliness. Pennzoil has taken the lead in this area by delivering both maintenance and clean-up ability unmatched by any other line of oils.

As engines downsize, but maintain or increase power output, oil volumes will decrease and engine temperatures will increase. These two factors will drive the use of full synthetic oils to control volatility and hence viscosity during the oil drain period.

Pennzoil® has a technology partnership with Ferrari, a technology relationship with Richard Childress Racing, and runs extensive real world trials with taxi and police fleets in New York City, Las Vegas and London. We learn and share innovation ideas with our global technology team under the Shell brand. We are anticipating where the upcoming engine stresses will shift. We are working with tomorrow's technology today. As oil quality requirements continue to increase we will meet the needs of the industry with new advanced formulations. We expect that the new government fuel economy specifications will spur the OEM's to develop more advanced power plants that require even more protection from deposits. This is why Pennzoil® is committed to CLEAN! We are dedicated to keeping engines clean and protected from wear to support existing and future engine hardware.

Question 9:

Will Pennzoil ever formulate EOP based engine oil again? If not, why not?

Answer 9:

EOP or "ethylene-alphaolefin polymer" used in our original Pennzoil® full synthetic is no longer used and required for automotive engines.

At Pennzoil we design our formulations to best meet or exceed our technology targets. Over time this means using the right set of components to achieve our targets and sometimes we find a better way to do this, even if that means changing our chemistry. In the case of EOPs we found a better way and have moved our technology forward based on performance targets using a new additive formulation basis. We use new technology with Pennzoil Ultra™ to deliver the new standard of performance we desire.

Question 10:

When will the GTL base oil products come on line?

Answer 10:

While we can say that GTL is in our future, an exact date is hard to give since the GTL plant is still under construction. GTL based products are scheduled to be available late 2011 early 2012.

Question 12:

Too much use of the world "clean", and too many oils IMO. Even if the Seq IIIG performance advantage is there, most consumers have no clue as to what that test really means.

Answer 12:

Well, let's talk about what the Sequence IIIG test does mean. The Sequence IIIG test is designed to do a number of things the two most important being: 1) Evaluate a motor oils ability to resist oxidation and 2) Evaluate a motor oil's ability to resist piston deposits. We assure you that Pennzoil Ultra™ does the first very, very well, but it accomplishes the second in extraordinary fashion, hence the piston photos that you have seen. What this means for you is an incredible level of engine deposit protection, because a clean engine performs at it best.

We believe that clean is very important in modern high performance engines. These have very tight tolerances and operate at high temperatures. These factors combined with the trend to use fuel extenders means deposit formation can have a real detrimental effect on engine performance. Please remember that modern engines have very small sump sizes so they carry less oil. They also have very narrow oil ways and very small oil feeder holes to critical contacts, so you want to keep them free of deposits.

Question 13:

Most consumers are clueless when it comes to motor oil. I just think Pennzoil's line is too cluttered, especially now that they have Pennzoil Ultra & Pennzoil Platinum side by side on the shelf, both claiming to clean x%.

Answer 13:

At Pennzoil®, we offer a product to meet every driver's and car's motor needs and requirements. Please see the answer to question 2 to get more information on the benefits provided by Pennzoil Platinum® and Pennzoil Ultra™.

Question 17:

Why is Platinum 5w-30 certified for ACEA A5 / 4718M / HTO-06 but Ultra 5w-30 only certified for 4718M and HTO-06, but not ACEA A5? This makes the Ultra 5w-30 weaker on paper than Platinum 5w-30 in terms of certification.

Answer 17:

ACEA no longer allows the splitting of gasoline (A specifications) and light duty diesel (B specifications), as the diesel side of the specification will not allow US type FE (GF-5) performance, the ACEA specifications will be dropped off all ILSAC GF-5 products in the future.

Rest assured that Pennzoil Ultra™ outperforms Pennzoil Platinum®. The reason for the “paper” specification difference is based on a decision to focus our ILSAC grades more directly on the needs of engines calling for ILSAC performance and addressing the Euro performance with versions of Ultra specifically targeted for European imports. Thus our Euro oils not only exceed the ACEA A/B specifications, but they also address specific needs for VW, MB, BMW, Ferrari, Porsche and Maserati.

Question 20:

I own a 2010 VW GTI. It specs a 502.00 oil. I was looking at your Euro Ultra 5W-40. The data sheet was impressive for this product. This product can go head to head with Mobil 1 0W-40 with the specs it meets. Then the downfall of this product. I couldn't buy this oil anywhere! I called my local distributors with the SOPUS part number. They couldn't even find this oil for me. In my opinion,

Pennzoil failed! Why show a data sheet on the Pennzoil's website for months now, and not have this oil ready to purchase by the consumer? That's just bad marketing.

Answer 20:

We agree we really need to solve the Pennzoil Ultra™ Euro oils availability issue. Keep on asking for this product at your favorite Retailer or Installer as this may help us get more distribution.

Question 21:

Is the Boron additive in Pennzoil Conventional "yellow bottle" the same as the Boron additive in Pennzoil Ultra?

Answer 21:

Boron is used universally in lubricating oils as a seals and non-ferrous metals passivator.

Sorry we cannot answer this question directly as the components in Pennzoil® motor oils are proprietary.

Question 22:

Will you ever warrant your product beyond 4,000 mile oil changes? Will you ever allow the warranty to not expire? The fact your warranty requires 4K oil change intervals and expires after a set number of years leaves me purchasing products from your competitors which do not enforce such strict stipulations. Why buy a product for \$28 that must be dumped after 4,000 miles and has an expiration date for the warranty when I can buy another for \$27 that guarantees 15K miles of protection and the warranty never expires?

Answer 22:

Thank you for sharing your frustration with the warranty. We're taking your concerns and questions very seriously. The problem we have for recommending extended drains for out-of-warranty vehicles is that we have no idea, what mechanical condition the vehicles are in. We know you are all enthusiasts and as such take great care of your particular vehicle, but there are many others out there who won't have the same dedication or care for their vehicles as you guys do.

Question 23:

Any chance you can give us an idea of how Pennzoil Ultra was field-tested and how long it can hold up?

Answer 23:

Pennzoil Ultra™ Euro oils have many hundreds of thousands of miles of field-testing. Pennzoil Ultra™ has and is in extensive field trials with vehicles under extreme operating conditions. At Pennzoil® we test our oils in laboratories and in the real world. We also test our oils in racing conditions. For example: Risi Competizione endurance Ferrari use Pennzoil Ultra™ Euro 5W40 and our technology is applied in NASCAR and F1 and visa versa.

Question 24:

When will PU be on the shelves in a 0W20? Will it be available in stores? PP comes in 0W20 and no stores I shop at carry it.

Answer 24:

Sometime in 2011.

Question 25:

I'd like to know more about the 'new' conventional and the gold syn-blend.

We've seen from a member here an e-mail from a Pennzoil chemist that has confirmed that Pennzoil (5W-20, 5W-30 or 10W-30) conventional oil can be either all group II+ base oil or a blend of group II and III base oils.

I'm assuming that with the move to SN/GF-5 that the 'conventional' oil will have to be a group II/II+ and III blend. What is the point of having the 'gold' syn-blend oil in the line-up? What is different about it?

Answer 25:

Pennzoil® Conventional uses a variety of base oils to achieve a desired set of technical targets including its ability to keep engines protected from sludge and wear as well as the ability to clean out up to 40% of existing engine sludge. Pennzoil Gold™ is our synthetic blend that contains large amounts of synthetic base stock in all of its formulations, in fact we call out a minimum of 40% synthetic base stock in our SAE 10W-30 and 50% in our SAE 5W-20 and 5W-30 formulations. This

provides oil with improved low-temperature performance, improved high-temperature oxidation resistance and a list of engine wear and deposit protection attributes. Thus our synthetic blend provides users with many additional benefits that are not available from our conventional product line.

The use of Gp III in conventional is not consistent and is only used when Gp II+ is in short supply. The Pennzoil Gold™ on the other hand uses Gp II/III mix consistently, with the Gp III always at a higher level than would ever be used in conventional. Pennzoil Gold® motor oil provides a nice step up from Pennzoil conventional motor oil performance, which is then surpassed by our synthetic products Pennzoil Platinum® and Pennzoil Ultra™.

Question 26:

Clean is wonderful but the oil perceived to provide the best engine protection under virtually all conditions is the oil of choice for longevity. Please give us some beef in regards to engine protection and why one would select Pennzoil Ultra over others premium brands including those that formulate with PAO and POE base stocks.

Answer 26:

Pennzoil Ultra™ provides far better piston cleanliness than any industry or OEM requirement; Pennzoil Ultra™ provides engine sludge protection far better than required by any industry or OEM specification, in fact we are unsurpassed in sludge protection; Pennzoil Ultra™ provides better wear protection than any industry or OEM specification requires, in fact we are unsurpassed in wear protection, and finally Pennzoil Ultra™ has the ability to safely remove existing sludge from your engine.

The base stock used in an engine oil formulation is a key element of achieving high levels of performance from the oil; however, the use of a particular base stock does not provide the performance on its own. Pennzoil® recommends that you look at the oil's performance, rather than its components.

No other oil keeps your engine closer to factory clean, irrespective of the base stock used in the formulation. This keeps the engine operating as the designers intend, which has to offer at least the expected longevity they had in mind.

Question 27:

Not to dog pile but my second question is the same as so many others have posted and that is the Ultra guarantee. You know as well as many on this site that few, if any, manufactures call for less than 5K mile oil changes under “normal conditions”. Your 4K change interval requirement plus air filter change requirements are far more stringent than the auto manufacture’s requirements. Will you not guarantee Ultra if changed according to Oil Life Monitors or as specified by the manufacture’s owner’s manual?

Answer 27:

We think you will see that all manufactures recommend at least a halving of oil drain period under severe driving cycles. As we have no idea of the driving cycle customers operate, and in most case the customers themselves under estimate the severity of their own driving cycle, we recommended 4,000 miles as a reasonable compromise.

Question 28:

Please elaborate on why, or why not, use Pennzoil Ultra in Direct Injection engines that, based on Used Oil Analysis on this site and regardless of manufacture, use up both conventional and synthetic oils in very short order.

Answer 28:

We have not seen the analysis that you refer to so we cannot comment. Engines with direct injection systems do not as yet have a different set of requirements from the OEMs, thus Pennzoil Ultra™ would be a great choice for these engines. If and when such requirements emerge you can rest assured that Pennzoil® will deliver technology solutions to meet and exceed such requirements.

Direct injection gasoline engines are more akin to European light diesel engines. They produce soot and nitrous oxides just like a diesel engine. If they have stratified fuel injection then they need a thicker oil (fuel dilution of the oil on the cylinder wall). Pennzoil Ultra™ Euro 5W-40, with its European light duty diesels qualifications ACEA B4 should be excellent in this application.

Question 29:

I work for a Chrysler dealer in their parts dept. with Chrysler changing from Mobil 1 to Shell/Pennzoil for their oil supplier, what oil do you suggest I use in MY car, an 08 Charger 3.5L with 30K miles?

been using Mobil 1 10w30. should I go with the Pennzoil Platinum or Pennzoil Ultra? also, on my Mobil 1 changes, I've been going 7,500 miles with a filter change. can I not do that with any of the Pennzoil products?

Answer 29:

Both Pennzoil Platinum® and Pennzoil Ultra™ are fine choices to protect your ride. Pennzoil® always keeps engines fully protected regardless of the formulation. Either Pennzoil Platinum® or Pennzoil Ultra™ 10W-30 will fulfill your requirements. Pennzoil Ultra™ will give the extra benefits of “factory clean” that you want for your car.

At Pennzoil®, we recommend that you always follow your owner’s manual for the required oil change interval. The OEMs know their vehicles better than anyone else and has set the ODI for good reason. We believe that the reason to move up to oils like Pennzoil Platinum® or Pennzoil Ultra™ is to realize a higher level of deposit protection as well as the other attributes that high quality full synthetic oils bring to the table (in our case: unsurpassed sludge protection, unsurpassed wear protection, incredible piston cleanliness and more. Keeping your engine cleaner, means enjoying the power and performance your vehicle was meant to deliver

Question 30:

Is Pennzoil Ultra going to be offered to the Canadian market, and if so when?

Answer 30:

Yes, look for Pennzoil Ultra™ in Canada around October, though you may see it on the shelf a bit sooner.

Question 31:

I use Pennzoil exclusively in my vehicles. My 2007 Altima 2.5S has the new PYB conventional 5w-30 and My Titan has Pennzoil Platinum 5w-30. IF PYB and PP meet GF-5 specs, why should I go to Ultra? Both your Pennzoil conventional and Pennzoil Platinum have served me well.

Answer 31:

Thanks, we’re very glad that you like and use Pennzoil® products! Pennzoil Ultra™ is our flagship product that allows you to take the very best care of any vehicle that you use it in. Industry specifications (like ILSAC GF-4 / API SM) are the minimum performance required for the oil to be

used in the vehicles i.e. the most basic. Our oils then offer performance over and above this so the vehicle owner can select the level of protection they want for their individual vehicles.

Each and every Pennzoil® motor oil is designed to meet more than just the minimum requirements for the performance tier that they occupy. So you can be assured that PYB (Pennzoil Yellow Bottle) exceeds the requirements for GF-5 in several ways all the way up to Pennzoil Ultra™, which exceeds many more performance hurdles. Pennzoil Ultra™ offers “Factory clean” over and above Pennzoil Platinum® and Pennzoil Platinum® offers cleaning over and above PYB. The choice is yours to choose the level of engine cleanliness and protection that is right for you and your engines’ needs. Please have a look at www.pennzoil.com for far more details than we can address here.

Question 32:

From what I have seen here in Central Florida, is that Ultra is a flop. What does Pennzoil Ultra offer me over Pennzoil Platinum?

Answer 32:

It’s still very early days for Pennzoil Ultra™ as it’s only been in the market place for a couple of months. We at Pennzoil® are very encouraged by early interest, especially with enthusiasts such as you guys. Pennzoil Ultra™ offers cleaner pistons (the hardest part of the engine to keep clean (IMO), a wide range of OEM approvals including Ferrari and an outstanding engine warranty, over and above Pennzoil Platinum®’s performance. Please also refer to the answer for question 4 for more details on the differences between Pennzoil Ultra™ and Pennzoil Platinum®.

Question 33:

I agree with a lot of people on here. You have to market this oil in 0W20/30 to compete with the slick marketing of Mobil, and please don't cut Pennzoil Platinum to make Pennzoil Ultra the choice.

Answer 33:

Thanks, We will definitely be bringing a 0W-20 out for Pennzoil Ultra™, and rest assured that Pennzoil Platinum® is here to stay. We are very proud of our Pennzoil Platinum® product and have no intention of replacing it with Pennzoil Ultra™. As we expect the synthetic category to grow, we are offering our customers different options depending on what they want to use.

Question 34:

I am a recent Pennzoil convert and I am convinced that Pennzoil is about the best oil on the market, but back in the old days Pennzoil had a bad rep that it caused sludge. Was there a sludge issue back then that has been fixed or is this false? If so, what was the cause of the problem and how was it corrected? Many people still believe this to be a problem with Pennzoil and won't use it. I too believed it many years ago but now use your oil in all my engines after reading the UOA's on this site. Thanks!

Answer 34:

That's a great question/comment and thanks for trusting in Pennzoil® quality. Many things have changed! First, the sludge perception was just that, a perception.

Sludge became an issue in the 1980's. It was caused by an engineering change. This was the use of what is called "blow-by re-circulating". Blow-by is the gas (Fuel & air) from the combustion chamber that passes the piston rings on the compression stroke. This was originally vented to atmosphere through a "road draft tube" attached to the sump. This was both a waste of fuel and environmentally unfriendly, so engineers re-routed these gases back to the fuel inlet system via a PVC valve.

Unfortunately these engine changes had the effect of increasing wear, oxidation and nitration rates, which in turn cause sludge. The OEM's never informed the oil suppliers of the change hence the oil performance was not sufficient to handle it. The problem was fixed by the introduction of the Sequence VE test in the API SG category. Since then there have only been isolated problems usually associated with individual manufacturers over extending drain intervals or unannounced engineering changes.

Back when sludge first hit the marketplace Pennzoil® and Quaker State®, like today, were two of the leading brands. Thus, when an owner of a vehicle came into a repair shop, odds were the owner was using one of these two brands of lubricant.

The sludge issue was common to all oils in the market back then so the industry responded to this issue by developing a sludge protection requirement for all oils to meet. This new sludge test is known as the Sequence V sludge test; today it is the Sequence VG sludge test (the test name is indexed with a letter A, B, C...G you get the picture). So what does that mean today? Glad you asked! The Pennzoil® motor oils that you can buy today not only meet the Sequence VG sludge requirements, but our oils are superior to the minimums and unsurpassed in performance! Now add

to that our oils amazing ability to be able to safely remove up to 40% of existing sludge in the first oil change and you have a level of sludge protection unmatched in the industry.

Please be aware that sludge can come from a variety of sources (such as repeated operation where the oil does not get up to operating temperature, coolant contamination, excessive operation above normal operating temperatures, extending drain intervals, etc) that may mistakenly be blamed on the oil. However, if its generated your best defense is to follow good maintenance and to use oils like Pennzoil® with unsurpassed sludge protection and sludge clean-up capabilities.

Question 35:

How much of Pennzoil Ultra's "cleaning" is actually the lack of production of deposits in the first place? This question is particularly relevant in turbo applications. Is Pennzoil Ultra more thermos table than Pennzoil Platinum or does Pennzoil Ultra produce just as much partial combustion products but does a better job at holding them in the oil?

Answer 35:

Pennzoil Ultra™ offers a combination of both, stopping deposits from forming and being more efficient at dealing with them if and when they are formed. Pennzoil Ultra™ and Pennzoil Platinum® are each very robust and stable oils. What Pennzoil Ultra™ brings is a better ability to prevent engine deposits (our best oil to date). We're not sure if by partial combustion products you are referring to the oil or the fuel, but no matter, each oil has a capacity for "holding on to" byproducts that could become engine deposits of various types. We have built more capacity into Pennzoil Ultra™ than any other oil that we make. This is why OEM's like Ferrari have chosen to use our products exclusively in North America. On the cleaning side Pennzoil Ultra™ is able to clean up existing sludge in your engine better than any of our conventional or blend products adding yet another dimension to this oils performance. And don't forget that Pennzoil Ultra™ is unsurpassed in engine wear!

Question 36:

Notice high zinc and phos. numbers in Pennzoil Ultra. Does that affect the SM rating?? and what about the cat. life re. the numbers?? We are in Redline area and that is why I resist while under warranty.

Answer 36:

Pennzoil® products are measured for metals, viscosity and other performance indicators while they are being manufactured and also before tanks are certified for use. Were these new oil numbers or used oil? Some concentration effects can happen in used oils and one must always be careful with single data points as even the best labs can wander a bit. We would be happy to discuss this with you. You should feel very comfortable with Pennzoil Ultra™ (race modified engines being a separate case) in your engine, especially with our engine warranty.

Actually, the API SM rating does not limit the zinc or phosphorus levels in oils – but the ILSAC GF-4/GF-5 specifications limit the phosphorus level FOR THE ILSAC VISCOSITY GRADES ONLY (SAE 0W-20, 0W-30, 5W-20, 5W-30 & 10W-30). So since the Pennzoil Ultra™ products that are endorsed by Ferrari are an SAE 5W-40 and SAE 10W-60, they can have phosphorus levels higher than the GF-4 or GF-5 viscosity grades.

Question 37:

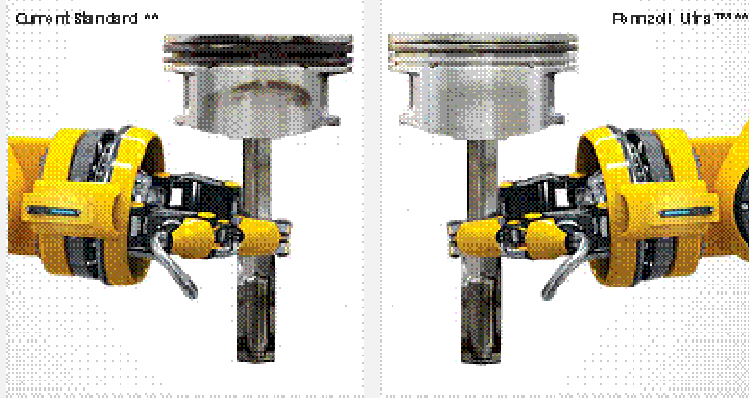
Can you say anything about how Pennzoil Ultra stands up to Amsoil?

Answer 37:

At Pennzoil®, we choose not to comment about our competitor's products as our oils are unbeatable in cleansing and protection and offer unique advantages. We have designed a top tier motor oil that far exceeds the toughest standards for engine cleanliness and protection such that no synthetic motor oils cleans and protects engines better than Pennzoil Ultra™. We have further engineered Pennzoil Ultra™ to help keep a car's engine in pristine condition, as it was the day it left the factory such that nothing keeps your engine closer to factory clean than Pennzoil Ultra™. And like all our Pennzoil® motor oils, at Pennzoil® we've invented motor oils that continuously clean-up sludge in a cars engine while your drive, just in the event your engine needs it.

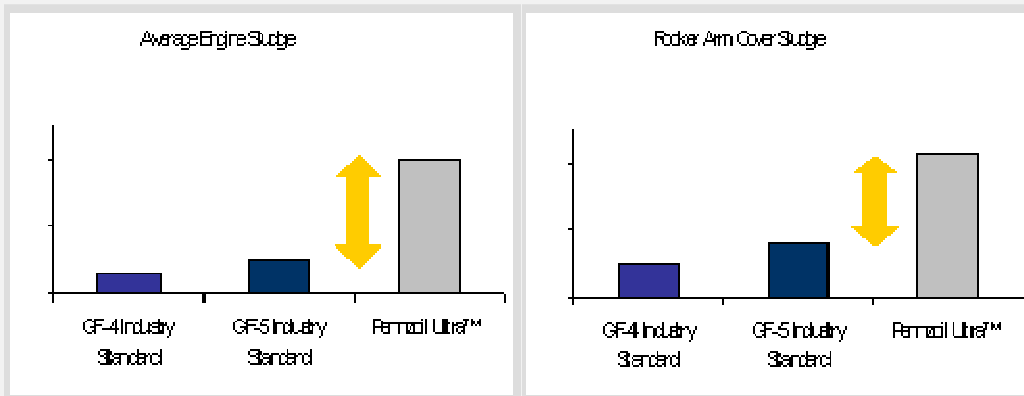
Here are some test results which you may be interested in.

1). Nothing keeps your engine closer to factory clean than Pennzoil Ultra™.



* Based on Sequence VC Sludge Test using SAE 5W-30
 ** Based on standard V6 engine in ASTM Sequence 110 Test using SAE 5W-30

2). Pennzoil Ultra™ helps prevent sludge formation; far exceeding industry's GF-4 and GF-5 expectations. See for yourself in the charts below. In the charts provided, the bigger the bar in the chart the better the sludge prevention result. Sorry we cannot provide the numbers or data points, as these are proprietary. But we can tell you it is impossible to produce a statistically better score than Pennzoil Ultra™.

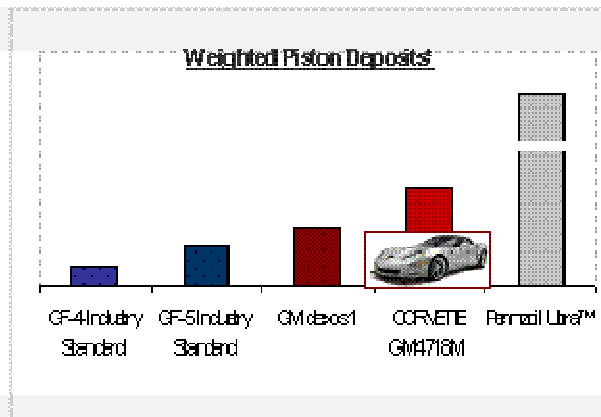


* Based on Sequence VC Sludge Test using SAE 5W-30

3). Pennzoil Ultra™ far exceeds industries' and most car manufacturers' most stringent standards for cleanliness. See for yourself in the chart below. While we don't disclose Ferrari's requirements, we can tell you it's somewhere between Corvette 4718M and Pennzoil Ultra™. In the chart provided, the bigger the bar in the chart the better the piston cleanliness result. Sorry we cannot provide the numbers or data points, as these are proprietary. But we can tell you it is impossible to produce a statistically better score than Pennzoil Ultra™.

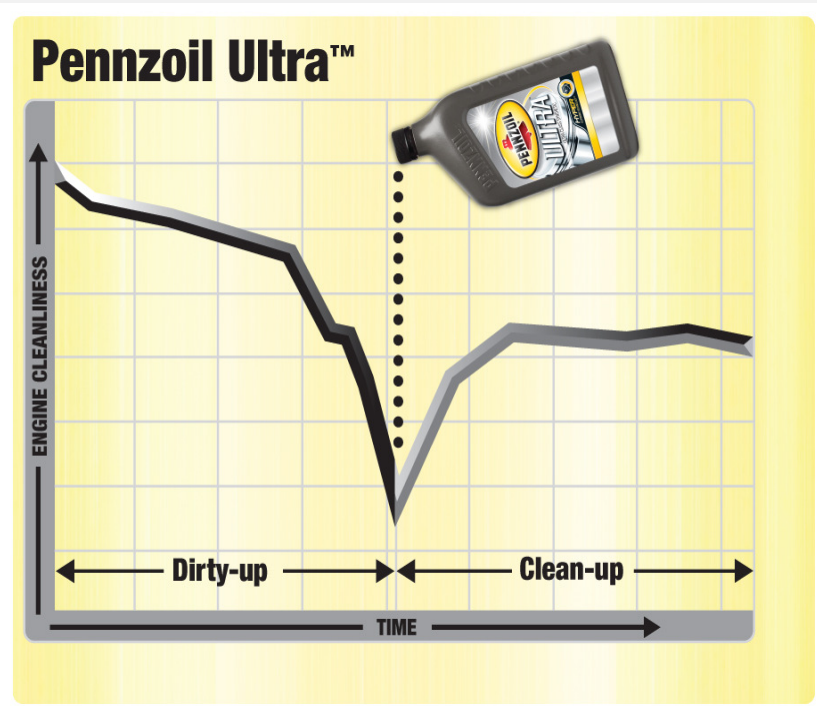
Sequence III G Piston Deposit Test

- Evaluates oil thickening and piston deposits under high temperature / high load conditions



4.) In severe sludge clean-up tests, Pennzoil Ultra™ removed sludge in a dirtied engine in just 1 oil change. See the result of our tests. In a separate severe clean-up test, we went on to prove Pennzoil Ultra™ continues to clean in the next oil change.

(Pennzoil was not used in the dirty-up phase of the test).

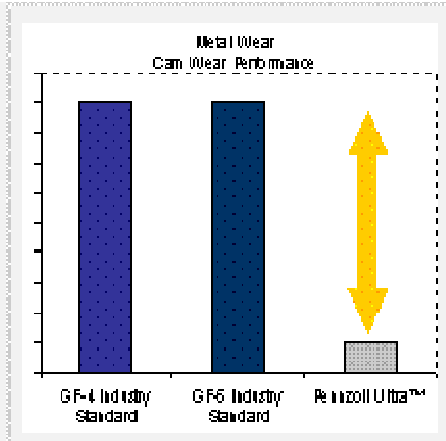


5.) No leading full synthetic oil provides better wear protection than Pennzoil Ultra™. In this test, the smaller the bar in the chart the better the performance. Sorry we cannot provide the numbers or data points, as these are proprietary. But we can tell you it is impossible to produce a statistically better score than Pennzoil Ultra™.

Sequence IVA Wear Test:



- Run under conditions to simulate extended idling
- Test measures wear in the valve train area and how well an oil protects against wear



*Based on Sequence IVA Wear Testing SAE 600-30

6). Pennzoil Ultra™ range of products far exceeds these critical industry and car manufacturer requirements with a portfolio of products for US, Japanese and European cars.

All North America formulations far exceed API SM, SL and SJ, ILSAC GF-4 and already exceed ILSAC GF-5 engine cleansing and protection requirements. OEM approvals include GM 4718M (Corvette), GM 6094M, Chrysler MS-6395, GM 6094M, FORD WSS-M2C929-A, FORD WSS-M2C930-A, Honda HTO-06, depending on the viscosity grade.

All European formulations far exceed API SM/CF, previous categories and ACEA A3/B3/B4. OEM approvals include Ferrari and Maserati (Exclusive to Pennzoil Ultra™), BMW M, BMW LL-01, BMW LL-04, MB approval 229.51, 229.5 & 229.3, VW 501 01/502 00/503 01/505 00, VW 504 00/507 00, Chrysler MS 11106, Porsche A40, Fiat 9.5535 Z2, depending on the viscosity grade.

7). Pennzoil Ultra™ is the only motor oil approved and exclusively recommended by Ferrari North America. Every Ferrari road car engine is filled at the Ferrari factory with the same formulation as Pennzoil Ultra™ 5W-40. US Ferrari imports will reflect this from March 2010 onwards in engine stickers and handbooks.

8). Ferrari Challenge Racing Series Engines use Pennzoil Ultra™ 10W-60 in Ferrari racing engines.

9). Risi Competizione, one of the premier Ferrari racing teams in the world, uses Pennzoil Ultra™ 5W-40 in Ferrari GT racing engines.

10). NASCAR's Richard Childress Racing used Pennzoil Ultra™'s Hyper Cleansing Technology in the Chevy racing engines.

Question 38:

How would Pennzoil Ultra hold up in typical applications vs. Mobil 1 Extended Performance? In other words, what is the absolute max drain interval? Can Pennzoil Ultra go 15K?

Answer 38:

We choose not to discuss our competitors since we feel that Pennzoil products offer unique advantages; we prefer to extol our virtues rather than disparage others. Further we feel that our published results speak for themselves and that our test part photos set the bar for performance in the marketplace. With respect to extended drain, you can use Pennzoil Ultra™ for the duration of your car manufacturer's recommendations. For example: Pennzoil Ultra™ Euro products meet BMW, MB and VW extended drain requirements of 30K kilometers or 2 years, whichever comes first because this is what BMW, MB and VW demand.