

Exxon Mobil Corporation
22777 Springwoods Village Parkway
Spring, Texas 77389



June 15, 2018

Subject: Mobil Delvac 1300 Super 15W-40 Claims

Dear ExxonMobil Distributor/Customer,

ExxonMobil received notification that Shell claims Mobil Delvac 1300 Super 15W-40 does not meet API CK-4 nor OEM performance expectations for the Volvo T-13 engine test. ExxonMobil wants to assure our distributors and customers that Mobil Delvac 1300 Super 15W-40 carries valid OEM approvals and API CK-4 licensing, which includes passing the Volvo T-13.

ExxonMobil will diligently investigate Shell's accusations and is well-positioned with a fundamental understanding of the Volvo T-13 engine test as ExxonMobil provided technical leadership in the of the Volvo T-13 test.

We appreciate your business!

A handwritten signature in black ink that reads "Dean M. Gockel".

Dean M. Gockel

Commercial Marketing Manager