

## SHELL HELIX HIGH MILEAGE FAQ

- 1. How is Shell Helix High Mileage different from the regular Shell Helix HX7, which is also a synthetic technology oil? Is there really a need for a special oil for high mileage cars?**

Shell Helix High Mileage is specially designed for older vehicles that are already showing their age. The specially designed additive package, Flexi Molecule Technology, together with selection of higher viscosity rating than Shell Helix HX 7 10W-40 provide thicker oil films and give the greater protection that well-travelled engines may need. It also helps to reduce frequent oil top-ups which is commonly required in older engines.

- 2. What are the benefits of using Shell Helix High Mileage?**

Shell Helix High Mileage offers:

- A thicker formulation that helps prevent oil leaks from ageing seals and gaskets; and worn parts; and
- Exceptional low evaporation loss and great oxidation stability to prevent oil ageing and burn-off.

In additions it has Shell's proprietary Active Cleansing Technology that can also result in a cleaner engine, leading to better performance by preventing the accumulation of sludge and other damaging deposits. Shell Active Cleansing Technology has proven to be able to help remove up to 34% of sludge in the first oil change on average;

- 3. Can vehicles with less than 100,000 km use Shell Helix High Mileage?**

For newer vehicles, for optimum performance and responsiveness we recommend Shell Helix HX 7 or Shell Helix Ultra. This is because newer vehicles do not have excessive gaps between the moving parts and joints in the engine and as such an oil with thinner viscosity (eg. 5W-40, 10W-40) is usually recommended.

- 4. If my vehicle has more than 100,000 km but I don't see signs of "ageing", can I keep using my current oil?**

Yes, if the engine oil used is one that has higher level of protection and performance enhancing additives like Shell Helix Ultra with PurePlus Technology. If you are using mineral grade engine oils, it is best to shift to Shell Helix High Mileage to help fight and protect against any potential high mileage car problems.

- 5. How much is the Shell Helix High Mileage?**

The recommended retail prices for Shell Helix High Mileage 15W-50 (including GST) are:

- 4-litre pack -- RM148 for Peninsular Malaysia, RM150 for Sabah and Sarawak
- 1-litre pack – RM40 for Peninsular Malaysia, RM41 for Sabah and Sarawak

6. **Since this is a Thicker oil; 15W-50, will it cause my fuel consumption to increase? Will it make my engine 'lag'?**

Higher viscosity oil is expected to increase fuel consumption due to high fluid friction the engine needs to overcome. This higher friction also causes the "lagging" or less responsive feeling the driver may experience. However, one common problem among high mileage engines is that the higher wear resulted in poorer seal between piston in piston liner. This excessive gap allows higher blow-by during the combustion cycles and leads to power loss. Shell Helix High Mileage with the higher viscosity rating provides a better seal, compared to lower viscosity oil, and thus helps to improve the efficiency of the engine. In some of perception trials, drivers felt overall results were satisfactory "Idling is more stable. Engine feels heavier but also more `energetic' and nicer to drive!", "Engine is quieter and I get better mileage now."

7. **The common perception is that Mineral oils are better for older cars. Shell Helix High Mileage is Synthetic and more expensive. Why should customers switch?**

A common perception among motorist is that mineral oils are 'better' for older cars. Main reason for this perception is because as many of these cars tend to have higher oil consumption, thus the need for more top-ups. Mineral based oil become the default choice simply because it is cheaper. Shell Helix High Mileage with its additives package and specially selected higher viscosity grade of 15W-50, helps to reduce oil consumption and reduces the need for frequent top ups. It should become the default choice as not only does it helps to reduce oil consumption, it also provides better wear protection and cleansing performance, helping car owners keep their beloved cars for longer.

8. **Is Shell Helix High Mileage part of the Shell Helix Engine Warranty (S.H.E.W.) Program?**

Yes. For more information and terms and conditions of the program, visit [www.shell.com.my/helixwarranty](http://www.shell.com.my/helixwarranty)

9. **What is the recommended Oil Drain Interval (ODI) for Shell Helix High Mileage 15W-50? Can this oil be used in Diesel car?**

For oil drain interval, we recommend car owner to refer to the OEM Manual for guidance.

This oil is suitable to be used in both gasoline and diesel car calling for API SN/CF or ACEA A3/B4 specification.

10. **Where do I get more information about the product?**

For more details about the product, visit [www.shell.com.my/fightsageing](http://www.shell.com.my/fightsageing)