

TECH TIP

Group:	0-GENERAL
Bulletin No:	TT-17-010
Issue Date:	5-2-2017

BP CASTROL PRE-PAID FLUID ANALYSIS PROGRAM

SUBJECT VEHICLES: All Hino engines.

Note: This tech tip is provided as technical information and is not authorization for a warrantable repair.

DESCRIPTION OF CONDITION

Due to any abnormal or questionable engine failures, your TSM may request an oil sample be taken. If a coolant sample is requested, the below procedure should be followed. The BP Castrol Labcheck program must be used for either an oil or coolant analysis.

1. Hino Dealers are pre-registered as sub-accounts under the HINO master account for the Castrol Labcheck Program.
2. Oil & Coolant analysis sample kits for the Castrol Labcheck Program will be prepaid to include the following tests:

Coolant

• Corrosion Metals & Inhibitors by AES	• SCA Number
• Visual Assessment	• Specific Conductance
• pH	• Total Hardness
• Glycol %	• Contaminant & Inhibitor Anions by Ion Chromatography (IC)
• Freeze Point	• Organic Acids and Azole Inhibitors by HPLC (High Performance Liquid Chromatography)
• Nitrite	

Oil

• Metals (21 elements)	• Fuel Soot
• Viscosity at 100C	• Oxidation
• Product Grade	• Nitration
• Water Contamination (% by weight)	• Glycol (Antifreeze Contamination)
• Fuel Dilution Contamination (% by wt.)	• Total Base Number



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3. All participating dealers will order sample kits and supplies directly from the HINO PDC through the Hino Dealer Connect System (DCS). The Hino PDC will arrange for the delivery of kits and supplies to each participating dealer and will invoice your dealership directly. All prices are located on the Hino DCS. No direct deliveries to dealers and/or customer are allowed. Hino part numbers are listed below:

Analysis Kits

BPD-PELC	Prepaid Coolant Analysis Kit
BPD-S-HINO	Prepaid Oil Analysis Kit
ACCPUMP	Sampling Pump
T-100	Plastic Oil Sampling Tubing-100 ft. roll
QSS1/4	Sampling Valve: 1/4" NPT, QSS
QSS1/8	Sampling Valve: 1/8" NPT, QSS

4. Each sample kit consists of:

- 1 postage pre-paid sample mailing tube for the 12715 Royal Drive Stafford, TX 77477 laboratory
- 1 – 2oz. sample bottle (OIL) or 1- 4oz. sample bottle (COOLANT)
- One plastic bag to insert sample bottles for mailing
- One pre-paid label that must be completed and included with mailed sample.

5. All dealers will ship samples to Analysts Inc.'s laboratory in Stafford, TX, where they will be tested according to the package listed above. The results will be available online at www.labcheckonline.com to both the dealer and a HINO representative at the PDC. Details are provided below for Castrol Labcheck registration.



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Sample Results and Data Transmission

Dealers will be provided access to the Castrol Labcheck Online platform for easy retrieval of sample results. Results will only be made available via electronic reports. These reports are dynamically produced as Adobe Acrobat pdf files within the Castrol Labcheck Online platform for easy printing from your printer. The Labcheck Online address is:

www.labcheckonline.com, and is available from any computer with access to the internet. It is suggested that VIN #s are used to identify each sample. **NOTE: If the sample bottle needs to be expedited once it's received, put **RUSH** on the bottle with a red marker and in the comments section of the pre-printed label.**

Pre-printed labels for pre-paid oil analysis

Complete VIN

To be completed

Rush

Castrol Heavy Duty Lubricants Inc. **Complete VIN**

Unit ID: _____

Customer: _____

Unit M/Hrs: _____

Compartment: ☒ Engine ☐ Trans ☐ Hydr ☐ Diff ☐ Final Drive

☐ Planetary ☐ Other

Front Rear Left Right

Oil Change Sample Resample Filtered

Castrol LABCHECK

Label to be affixed to sample bottle



1. Fill sample bottle $\frac{3}{4}$ full of **lubricant** to be tested.
2. Affix completed label to sample bottle.
3. Seal top copy of pre-printed label into zip-lock bag.
4. Ensure sample bottle cap is secure then pack the above into the shipping bottle and securely tighten that cap.
5. Drop off the sample into any USPS mailbox for processing. No postage necessary.



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Castrol LabCheck Online Registration Instructions

1. Using your web browser, go to <http://www.labcheckonline.com>.
2. At the login screen, select “register here”

3. Complete the LabCheck Online registration form. Required fields are indicated with an *. When completed select “REGISTER”.

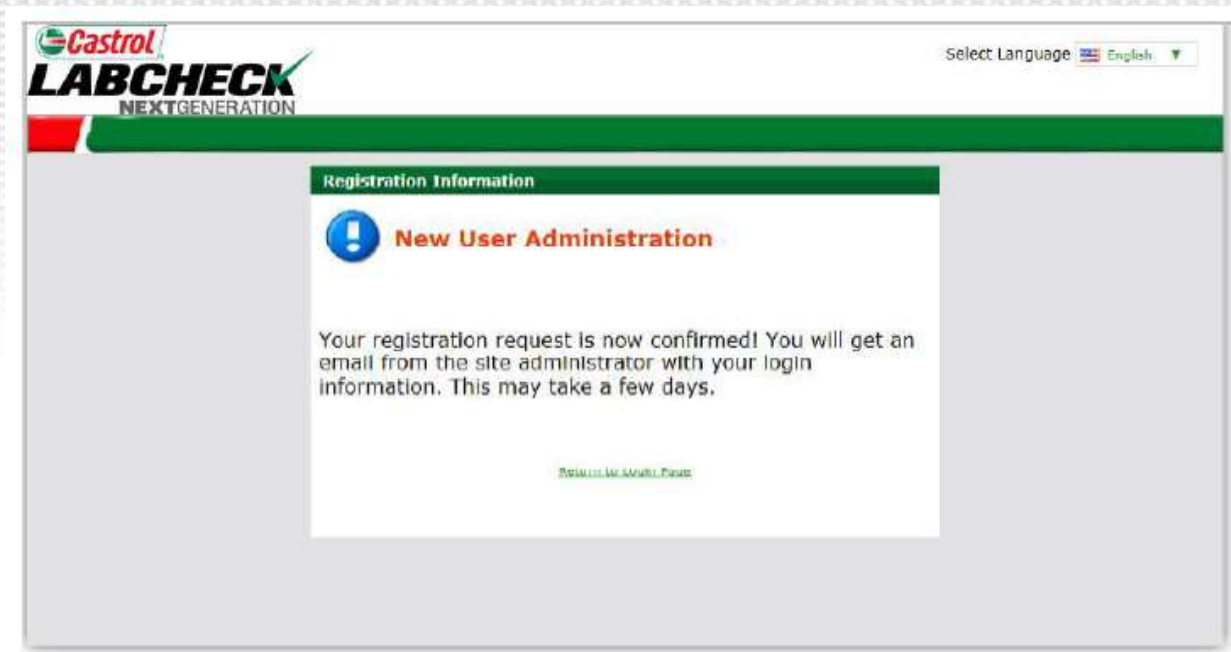


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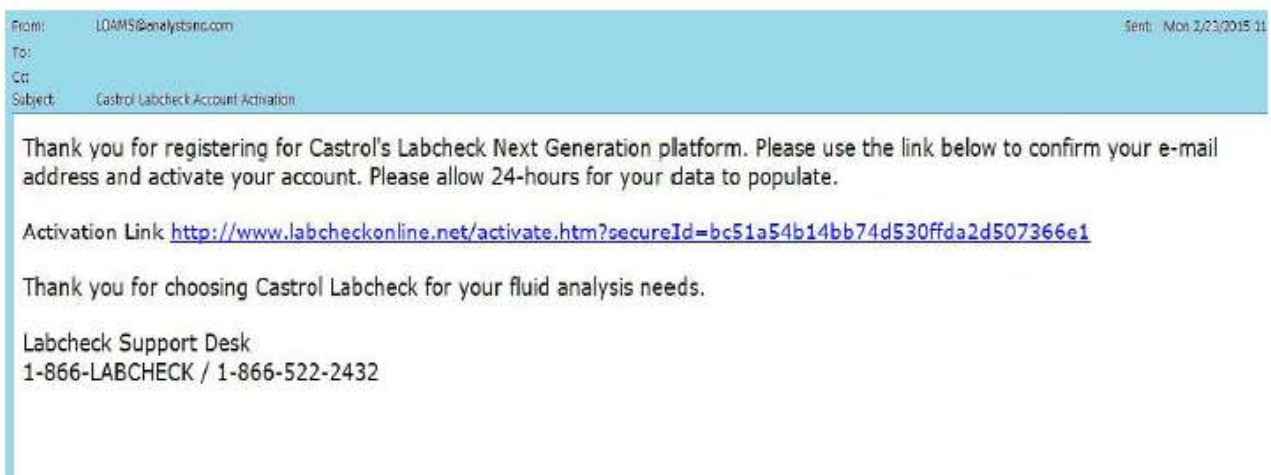
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4. You will receive a screen message confirming your registration.



5. LabCheck Support will send an email to the email address that was registered. Follow the instructions to confirm your email address and activate your account.



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