

TECHNICAL BULLETIN  
 JTB00288NAS1  
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NOTE: The information in Technical Bulletins is intended for use by trained, professional Technicians with the knowledge, tools, and equipment required to do the job properly and safely. It informs these Technicians of conditions that may occur on some vehicles, or provides information that could assist in proper vehicle service. The procedures should not be performed by 'do-it-yourselfers'. If you are not a Retailer, do not assume that a condition described affects your vehicle. Contact an authorized Jaguar service facility to determine whether this bulletin applies to a specific vehicle.

**SECTION: 303-01D / -01E**

**Cold Start Castrol Engine Oil**

**AFFECTED VEHICLE RANGE:**

**XF (X250)**

**Model Year:** 2013 Onwards  
**VIN:** S61362 Onwards

**Engine:** V6 S/C 3.0L Petrol

**XJ Range (X351)**

**Model Year:** 2013 Onwards  
**VIN:** V39427 Onwards

**Engine:** V6 S/C 3.0L Petrol

**MARKETS:**

NAS

**CONDITION SUMMARY:**

**Situation:** The engine may require extended cranking or fail to start under cold (-4°F / -20°C and lower) ambient temperature conditions.

**Cause:** This may be caused by high viscosity oil which creates lower cranking speeds, adversely affecting cold start capability. Make sure all other possible causes for extended cranking or failure to start under cold ambient temperature conditions have been repaired before proceeding.



**NOTE: The use of Castrol EDGE Professional E 0W-20 oil to Jaguar Land Rover specification STJLR.51.5122 improves the cold start performance.**

**Action:** Should a customer this express this concern, follow the Service Instruction outlined below.

**PARTS:**



**NOTE: Castrol EDGE Professional E 0W-20 oil to Jaguar Land Rover specification STJLR.51.5122 to be sourced locally.**



**NOTE: An allowance of \$53.82 has been provided for the locally sourced engine oil and must be claimed using Sundry Code ZZZ001.**

Engine oil (Castrol EDGE Professional E 0W-20 oil  
 [Jaguar Land Rover specification STJLR.51.5122])

Quantity: AWD: 6.0L  
 (6.3 US qt)


Engine oil (Castrol EDGE Professional E 0W-20 oil  
 [Jaguar Land Rover specification STJLR.51.5122])

Quantity: RWD: 6.75L  
 (7.1 US qt)

**WARRANTY:**

 **NOTE: May only be claimed with a customer concern of extended engine cranking or engine fails to start under cold (-4°F / -20°C and lower) ambient temperature conditions; may not be claimed if performed at the time of routine service / maintenance.**

 **NOTE: An allowance of \$53.82 has been provided for the locally sourced engine oil and must be claimed using Sundry Code ZZZ001.**


 **NOTE: Repair procedures are under constant review, and therefore times are subject to change; those quoted here must be taken as guidance only. Always refer to TOPIx to obtain the latest repair time.**

 **NOTE: DDW requires the use of causal part numbers. Labor only claims must show the causal part number with a quantity of zero.**

DESCRIPTION	SRO	TIME (HOURS)	CONDITION CODE	CAUSAL PART
Engine Oil - Renew	12.92.16	0.3	42	AJ812351

 **NOTE: Normal Warranty procedures apply.**

### **SERVICE INSTRUCTION:**

 **NOTE: Once Castrol EDGE Professional E 0W-20 has been used to overcome the cold start issue, the next service should be carried out using the same product (Castrol EDGE Professional E 0W-20); avoid returning back to 5W-20 oil as this may cause a similar starting issue.**

1. Renew engine oil (see TOPIx Workshop Manual, section 303-01D / 303-01E).
  - Fill the engine with Castrol EDGE Professional E 0W-20 oil (Jaguar Land Rover specification STJLR.51.5122).
2. Advise customer that 0W-20 engine oil meeting Jaguar Land Rover specification STJLR.51.5122 (Castrol Edge Professional E) has been added to the engine. To assist in avoiding a repeat of the customer concern of extended cranking or failure to start under cold (-4°F / -20°C and lower) ambient temperature conditions, this specification should be used at any future service.