



XJ range

DATE 02/04

XJ303-S511

SERVICE

TECHNICAL BULLETIN

Oil Leak From Engine Oil Drain Plug –
V8 Engine –
Service Action S511

MODEL 2004 MY
XJ range

VIN Refer to VIN list

Issue:

A concern has been identified on 2004 MY XJ Range vehicles within the above VIN range. The engine oil drain plug-sealing washer may have been subject to an incorrect manufacturing process resulting in the washer being excessively brittle. This may cause the washer to fracture and allow engine oil to escape.

A number of vehicles have been reworked at the factory prior to dispatch and require no further rework under the terms of this Service Action.

Action:

If no parts are available, vehicles should be checked for evidence of an oil leak around the oil pan area. If no oil leak is present, the vehicle can be released for onward sale but should be brought back as soon as possible for the oil drain plug washer to be replaced.

If replacement parts are available, the vehicle should have the engine oil drain plug washer replaced prior to handover to the customer.

A number of vehicles have been reworked at the factory prior to dispatch and require no further rework under the terms of this Service Action.

To aid in the identification of the affected vehicles, a list is attached to this bulletin, detailing **only those vehicles that require attention** under this Service Action.

NOTE: The information in Technical Bulletins is intended for use by trained, professional technicians with the knowledge, tools, and equipment 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." Do not assume that a condition described affects your car. Contact a Jaguar retailer to determine whether the Bulletin applies to your vehicle.

VEHICLES ELIGIBLE FOR SERVICE ACTION S511

G20664	G20754	G20828	G20928
G20667	G20755	G20829	G20932
G20668	G20757	G20830	G20934
G20670	G20758	G20832	G20935
G20671	G20760	G20833	G20937
G20673	G20761	G20838	G20938
G20674	G20763	G20839	G20940
G20676	G20764	G20841	G20941
G20677	G20766	G20842	G20943
G20680	G20767	G20844	G20946
G20682	G20768	G20846	G20947
G20683	G20770	G20847	G20949
G20685	G20772	G20848	G20953
G20686	G20773	G20850	G20956
G20689	G20775	G20853	G20958
G20694	G20776	G20855	G20962
G20695	G20777	G20856	G20964
G20697	G20778	G20859	G20965
G20698	G20779	G20860	G20967
G20699	G20781	G20862	G20968
G20701	G20784	G20863	G20970
G20703	G20785	G20865	G20971
G20706	G20786	G20866	G20973
G20707	G20787	G20868	G20974
G20709	G20788	G20869	G20977
G20710	G20790	G20871	G20979
G20712	G20791	G20875	G20980
G20713	G20793	G20877	G20982
G20715	G20794	G20878	G20985
G20716	G20796	G20880	G20986
G20718	G20797	G20881	G20988
G20719	G20798	G20884	G20991
G20720	G20799	G20887	G20992
G20721	G20800	G20889	G20994
G20725	G20802	G20890	G20995
G20727	G20805	G20892	G20998
G20728	G20806	G20894	G21000
G20730	G20807	G20896	G21004
G20731	G20808	G20899	G21006
G20733	G20809	G20901	G21009
G20734	G20811	G20902	G21010
G20736	G20814	G20903	G21012
G20737	G20815	G20905	G21013
G20739	G20816	G20907	G21015
G20740	G20817	G20908	G21019
G20742	G20818	G20911	G21022
G20745	G20820	G20913	G21023
G20746	G20821	G20914	G21025
G20747	G20823	G20917	G21028
G20748	G20824	G20919	G21031
G20752	G20827	G20926	G21037

G21039	G21145	G21268	G21399
G21040	G21147	G21270	G21401
G21043	G21150	G21273	G21403
G21045	G21153	G21274	G21406
G21046	G21154	G21276	G21409
G21049	G21156	G21277	G21413
G21054	G21157	G21280	G21418
G21058	G21162	G21285	G21421
G21060	G21166	G21286	G21422
G21064	G21171	G21288	G21426
G21066	G21176	G21291	G21430
G21067	G21177	G21292	G21431
G21070	G21179	G21294	G21433
G21072	G21180	G21295	G21436
G21073	G21184	G21296	G21438
G21075	G21188	G21300	G21439
G21078	G21189	G21301	G21440
G21079	G21190	G21304	G21442
G21080	G21192	G21305	G21444
G21081	G21193	G21309	G21445
G21082	G21197	G21313	G21447
G21084	G21199	G21314	G21448
G21088	G21202	G21315	G21449
G21089	G21204	G21318	G21451
G21090	G21208	G21322	G21452
G21091	G21210	G21327	G21454
G21093	G21211	G21331	G21456
G21094	G21213	G21332	G21460
G21096	G21217	G21335	G21461
G21097	G21218	G21336	G21463
G21098	G21220	G21337	G21466
G21099	G21222	G21344	G21468
G21100	G21226	G21345	G21470
G21105	G21228	G21348	G21471
G21109	G21231	G21349	G21472
G21114	G21234	G21351	G21477
G21115	G21235	G21353	G21484
G21118	G21236	G21357	G21488
G21119	G21237	G21358	G21489
G21120	G21238	G21362	G21490
G21123	G21240	G21363	G21495
G21124	G21241	G21366	G21499
G21127	G21243	G21367	G21500
G21128	G21245	G21370	G21501
G21129	G21246	G21371	G21504
G21130	G21247	G21375	G21508
G21132	G21249	G21379	G21510
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G21136	G21255	G21385	G21516
G21139	G21257	G21387	G21518
G21141	G21259	G21393	G21522
G21142	G21264	G21394	G21526
G21144	G21266	G21397	G21527

G21531	G21680	G21789	G21899
G21535	G21686	G21790	G21902
G21539	G21687	G21792	G21905
G21540	G21689	G21794	G21908
G21544	G21694	G21795	G21909
G21546	G21698	G21797	G21911
G21547	G21699	G21799	G21914
G21548	G21701	G21800	G21915
G21553	G21702	G21801	G21918
G21555	G21704	G21802	G21920
G21556	G21705	G21803	G21923
G21557	G21707	G21806	G21926
G21559	G21708	G21809	G21927
G21562	G21710	G21810	G21928
G21564	G21711	G21811	G21932
G21566	G21712	G21816	G21936
G21569	G21714	G21818	G21937
G21570	G21716	G21819	G21944
G21574	G21717	G21820	G21945
G21579	G21720	G21824	G21947
G21585	G21721	G21828	G21956
G21587	G21723	G21831	G21960
G21589	G21726	G21833	G21977
G21594	G21728	G21836	G21981
G21596	G21729	G21837	G21983
G21601	G21731	G21838	G21986
G21603	G21732	G21839	G21987
G21607	G21737	G21841	G21989
G21608	G21738	G21842	G21990
G21609	G21740	G21845	G21992
G21610	G21743	G21846	G21994
G21612	G21746	G21848	G21999
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G21618	G21751	G21857	G22002
G21619	G21752	G21858	G22008
G21621	G21753	G21859	G22009
G21622	G21755	G21861	G22011
G21626	G21758	G21864	G22012
G21631	G21759	G21866	G22014
G21632	G21760	G21867	G22015
G21634	G21762	G21868	G22016
G21641	G21765	G21875	G22018
G21642	G21768	G21877	G22022
G21646	G21770	G21880	G22023
G21654	G21771	G21881	G22030
G21655	G21773	G21884	G22031
G21659	G21776	G21887	G22032
G21663	G21779	G21889	G22033
G21666	G21781	G21891	G22034
G21671	G21782	G21893	G22037
G21673	G21783	G21896	G22044
G21674	G21786	G21897	G22045
G21677	G21788	G21898	G22046

G22052	G22158	G22251	G22356
G22053	G22162	G22252	G22359
G22063	G22163	G22253	G22360
G22064	G22164	G22254	G22361
G22068	G22165	G22255	G22364
G22070	G22167	G22262	G22365
G22074	G22169	G22263	G22367
G22075	G22172	G22264	G22371
G22076	G22173	G22266	G22373
G22077	G22174	G22271	G22374
G22079	G22175	G22272	G22375
G22082	G22176	G22273	G22376
G22085	G22177	G22274	G22378
G22086	G22178	G22280	G22382
G22087	G22180	G22283	G22383
G22088	G22181	G22286	G22384
G22089	G22183	G22287	G22386
G22090	G22184	G22290	G22387
G22092	G22186	G22294	G22390
G22093	G22187	G22296	G22392
G22096	G22188	G22298	G22393
G22100	G22191	G22301	G22394
G22101	G22192	G22306	G22396
G22103	G22195	G22307	G22398
G22104	G22196	G22308	G22400
G22107	G22197	G22310	G22401
G22108	G22198	G22312	G22403
G22109	G22199	G22315	G22405
G22110	G22200	G22316	G22406
G22111	G22202	G22317	G22407
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G22115	G22205	G22319	G22414
G22117	G22206	G22320	G22415
G22118	G22207	G22323	G22416
G22120	G22209	G22324	G22417
G22121	G22211	G22326	G22418
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G22126	G22216	G22328	G22420
G22128	G22218	G22329	G22422
G22130	G22219	G22330	G22423
G22134	G22224	G22331	G22425
G22137	G22225	G22332	G22426
G22139	G22229	G22334	G22427
G22141	G22230	G22335	G22428
G22142	G22232	G22337	G22429
G22144	G22233	G22338	G22430
G22145	G22235	G22340	G22431
G22148	G22238	G22343	G22433
G22152	G22239	G22345	G22434
G22153	G22241	G22346	G22438
G22154	G22244	G22348	G22439
G22155	G22247	G22350	G22440
G22156	G22249	G22353	G22441

G22442	G22554	G22670	G22867
G22445	G22558	G22671	G22868
G22447	G22560	G22675	G22879
G22448	G22562	G22676	G22882
G22450	G22563	G22679	G22887
G22452	G22566	G22682	G22889
G22455	G22569	G22683	G22890
G22456	G22570	G22684	G22891
G22459	G22572	G22686	G22895
G22462	G22574	G22690	G22901
G22463	G22576	G22691	G22906
G22464	G22577	G22692	G22910
G22466	G22579	G22695	G22911
G22467	G22581	G22700	G22914
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G22471	G22584	G22704	G22918
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G22482	G22590	G22722	G22928
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G22486	G22593	G22730	G22933
G22488	G22598	G22734	G22935
G22489	G22601	G22735	G22940
G22491	G22603	G22737	G22942
G22493	G22604	G22738	G22943
G22494	G22605	G22742	G22946
G22495	G22606	G22749	G22947
G22496	G22607	G22750	G22948
G22499	G22610	G22753	G22953
G22505	G22613	G22755	G22955
G22506	G22616	G22763	G22959
G22508	G22620	G22777	G22968
G22510	G22621	G22780	G22969
G22513	G22623	G22783	G22970
G22514	G22626	G22786	G22972
G22515	G22627	G22789	G22975
G22516	G22628	G22793	G22978
G22517	G22631	G22794	G22990
G22518	G22632	G22796	G22991
G22522	G22634	G22797	G22992
G22525	G22635	G22799	G22994
G22526	G22640	G22801	G22997
G22527	G22642	G22805	G23000
G22528	G22645	G22807	G23002
G22530	G22651	G22808	G23003
G22532	G22653	G22810	G23006
G22537	G22654	G22813	G23009
G22538	G22658	G22814	G23010
G22540	G22660	G22818	G23012
G22544	G22662	G22834	G23017
G22547	G22664	G22841	G23024
G22549	G22665	G22847	G23027
G22550	G22669	G22866	G23028

G23030	G23246	G23411	G23562
G23033	G23249	G23414	G23570
G23034	G23250	G23416	G23571
G23035	G23254	G23418	G23573
G23048	G23255	G23419	G23574
G23052	G23261	G23422	G23577
G23053	G23262	G23423	G23580
G23077	G23266	G23425	G23581
G23079	G23268	G23426	G23587
G23081	G23269	G23429	G23594
G23087	G23273	G23431	G23595
G23089	G23275	G23433	G23599
G23092	G23284	G23437	G23606
G23097	G23286	G23439	G23613
G23098	G23290	G23441	G23631
G23104	G23296	G23442	G23632
G23109	G23298	G23444	G23645
G23111	G23299	G23445	G23653
G23117	G23306	G23448	G23670
G23128	G23307	G23451	G23723
G23129	G23309	G23452	G23748
G23130	G23310	G23453	G23814
G23137	G23313	G23458	G23837
G23140	G23318	G23460	G23863
G23142	G23326	G23466	G23969
G23148	G23328	G23467	G23986
G23159	G23329	G23477	G24027
G23164	G23331	G23480	G24039
G23166	G23334	G23481	G24046
G23169	G23335	G23482	G24052
G23173	G23337	G23485	G24122
G23174	G23338	G23488	G24175
G23175	G23340	G23489	G24218
G23180	G23341	G23493	G24250
G23181	G23342	G23495	G24254
G23184	G23343	G23500	G24256
G23185	G23345	G23504	G24272
G23187	G23349	G23505	G24303
G23192	G23351	G23510	G24321
G23196	G23356	G23511	
G23203	G23357	G23513	
G23206	G23361	G23514	
G23209	G23363	G23517	
G23210	G23370	G23518	
G23211	G23378	G23521	
G23213	G23381	G23533	
G23217	G23383	G23537	
G23218	G23385	G23539	
G23219	G23386	G23549	
G23224	G23397	G23551	
G23230	G23401	G23557	
G23243	G23405	G23560	
G23244	G23407	G23561	

Parts Information:

DESCRIPTION

Engine oil drain plug sealing washer*

* Some stock may be delivered as a complete drain plug.

PART NUMBER

NCE 1850AB

QTY

1

An additional 1 liter of the stated specification engine oil is required for top up.

Warranty Information:

Warranty claims should be submitted quoting program code S511 together with the applicable option code from the table below. This will result in payment of the stated time and, where applicable, parts/miscellaneous expense codes.

The option that allows for drive in/drive out can only be claimed if the vehicle has been brought in for this action alone to be undertaken.

The SROs, parts, and miscellaneous items listed below have been included for information only; there is no requirement to enter the SROs, parts or sundry values onto the claim.

2004 MY XJ/VDP VIN **4SG**20664 - **4SG**24321

2004 MY XJR VIN **4TG**20664 - **4TG**24321

Program Code	Option	Description	SRO	Time	Part Number	Part Description	Qty
S511	A	Check oil pan area for any oil leak	10.10.99	0.2 hrs.	-	-	-
S511	K	Check oil pan area for any oil leak	10.10.99	0.2 hrs.	-	-	-
		Drive in/drive out	10.10.10	0.1 hrs.			
S511	B	Remove and replace the engine oil drain plug sealing washer	12.93.01	0.5 hrs.	NCE 1850AB	sealing washer	1
					Other	1 qt. motor oil	\$5.00
S511	C	Remove and replace the engine oil drain plug sealing washer	12.93.01	0.5 hrs.	NCE 1850AB	sealing washer	1
					Other	1 qt. motor oil	\$5.00
		Drive in/Drive out	10.10.10	0.1 hrs.			

Option codes A and K must only be claimed on unsold vehicles that have been quarantined and the parts to complete the repair are not yet available. In this instance only, repeat repairs will be acceptable when the part becomes available for the repair work to be completed.

March 2004

Vehicles Affected: S-Type & XJ Vehicles

Model Year: 2004

RE: S511 – Engine Oil Plug Sealing Washer Leaking

Dear Jaguar Owner

Jaguar Cars has determined that certain Model Year 2004 XJ and S-Type vehicles were manufactured using an oil plug-sealing washer that may be excessively brittle. This brittle condition may result in engine oil leaking around the oil drain plug. Therefore, Jaguar Cars is conducting this Service Action to correct this issue. If you are a recipient of this notice, and an owner or lessee of one of the above vehicles, this letter is to inform you that your vehicle is included in this service action.

What is the problem?

The oil plug sealing washer on 2004 XJ or S-Type vehicles may have been subject to an incorrect manufacturing process resulting in a brittle condition that is subject to leaking.

What will Jaguar Cars and your authorized Jaguar Dealer do?

A replacement engine oil drain plug sealing washer will be installed in your vehicle, at no charge to you, as part of this service action.

What should you do?

You are requested to contact your authorized Jaguar dealer to schedule an appointment at your earliest convenience. The dealer will perform this work free of charge. When you contact the dealer, inform them of the need to have Service Action S511 Oil Drain Plug Sealing Washer completed on your vehicle.

How long will it take?

The time needed for this repair is approximately half an hour. However, due to service scheduling requirements, your vehicle may be needed for a longer period of time.

What should you do if you have further questions?

Should you have any questions regarding this Service Action or need assistance in locating your nearest authorized Jaguar dealer please contact the Jaguar Customer Relationship Center on: 1-800-4-JAGUAR (1-800-452-4827), option 9 or by e-mail: jaguarowner@jaguar.com.

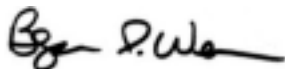
Moved or no longer own a Jaguar?

Please fill out the enclosed card and return it to Jaguar by simply putting it in the mail.

Should you have the need to contact Jaguar by mail, please use the following address:

Jaguar Cars
ATTN: Customer Relationship Center
555 MacArthur Boulevard
Mahwah, NJ 07430-2327

Sincerely yours ,



Benjamin I. Weiner
Customer Satisfaction Manager