



S-TYPE

DATE 02/04

S303-S511

SERVICE

TECHNICAL BULLETIN

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

MODEL 2004 MY
S-TYPE 4.2L

VIN Refer to VIN list

Issue:

A concern has been identified on 2004 MY V8 S-TYPE 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

N02661	N03782	N04548	N04873
N02670	N03835	N04552	N04910
N02687	N03843	N04556	N04928
N02705	N03861	N04568	N04932
N02714	N03888	N04573	N04936
N02723	N03914	N04578	N04940
N02731	N03941	N04582	N04948
N02740	N03994	N04590	N04960
N02749	N04002	N04594	N04968
N02758	N04011	N04598	N04978
N02767	N04100	N04602	N04998
N02793	N04108	N04628	N05006
N02802	N04126	N04632	N05010
N02820	N04135	N04636	N05018
N02829	N04144	N04644	N05023
N02837	N04153	N04648	N05032
N02846	N04161	N04652	N05036
N02855	N04180	N04664	N05056
N02864	N04189	N04668	N05060
N02873	N04198	N04678	N05064
N02882	N04224	N04682	N05073
N02899	N04233	N04686	N05078
N02908	N04268	N04690	N05082
N02917	N04295	N04694	N05102
N02926	N04304	N04702	N05118
N02935	N04321	N04706	N05123
N02961	N04339	N04710	N05128
N02970	N04357	N04714	N05132
N02979	N04366	N04723	N05136
N03005	N04392	N04736	N05140
N03049	N04401	N04740	N05144
N03147	N04427	N04744	N05210
N03200	N04436	N04748	N05223
N03253	N04448	N04756	N05232
N03279	N04452	N04760	N05240
N03332	N04460	N04764	N05252
N03359	N04464	N04768	N05260
N03385	N04473	N04773	N05306
N03412	N04478	N04778	N05327
N03437	N04482	N04782	N05413
N03455	N04486	N04786	N05548
N03472	N04490	N04790	N05556
N03552	N04501	N04798	N05582
N03578	N04505	N04814	N05623
N03596	N04509	N04828	N05744
N03614	N04513	N04832	N05752
N03649	N04523	N04836	N05764
N03702	N04532	N04844	N05786
N03729	N04536	N04848	N05790
N03764	N04544	N04852	N05832

N05836	N06028	N06318
N05848	N06040	N06328
N05852	N06052	N06332
N05856	N06073	N06378
N05860	N06078	N06432
N05864	N06086	N06478
N05873	N06106	N06502
N05878	N06110	N06510
N05890	N06114	N06518
N05894	N06118	N06548
N05902	N06140	N06581
N05907	N06148	N06597
N05910	N06164	N06772
N05914	N06173	N06774
N05918	N06182	N06904
N05923	N06186	N07061
N05944	N06202	N07075
N05960	N06210	N07115
N05964	N06256	N07227
N05968	N06268	N07266
N05978	N06278	N07284
N06023	N06294	

Parts Information:

<u>DESCRIPTION</u>	<u>PART NUMBER</u>	<u>QTY</u>
Engine oil drain plug sealing washer	NCE 1850AB	1
* Some stock may be delivered as a complete drain plug.		

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.

Service Action S511

2004 MY S-TYPE 4.2L NA

VIN 4HN02657 - 4HN07321

2004 MY S-TYPE R

VIN 41N02657 - 41N07321

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	0.6 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	0.6 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.

NOTE: Always perform a DDW claim search first to determine whether this service action has been performed on this vehicle. The "Review Claim History" function will provide a listing of all claims against the vehicle. If this service action number appears in the program code field, do not perform this service action.



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.

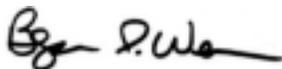
Moved or no longer own a Jaguar?

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