

TECHNICAL BULLETIN
JTB00384NAS1
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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: 303-00

'Oil Level Critically Low' Message Displayed On The Instrument Cluster

AFFECTED VEHICLE RANGE:

XJ Range (X351)

Model Year: 2013-2014
VIN: V39427-V72429

Engine: V6 S/C 3.0L Petrol

XF (X250)

Model Year: 2013-2014
VIN: S61362-U38499

Engine: V6 S/C 3.0L Petrol

MARKETS:

NAS

CONDITION SUMMARY:

Situation: An 'Oil level critically low' message may be displayed on the Instrument Cluster.

Cause: This may be caused by the dynamic oil level measurement causing a false warning.

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

PARTS:

No Parts Required

TOOLS:



NOTE: This is an 'Active Bulletin' that will display a functional programming shortcut if accessed within a diagnostic session using SDD.

SDD with latest DVD and Calibration File; first available on DVD139.05 v.188
Jaguar Land Rover-approved Midtronics battery power supply

WARRANTY:



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 leaks - Check only - XF (X250)	05.10.20	0.2	42	C2D30319
Engine oil leaks - Check only - XJ (X351)	05.10.40	0.4	42	C2D30319
Update Engine Control Module software	869913	0.3	42	C2D30319



NOTE: Normal Warranty procedures apply.

SERVICE INSTRUCTION:

1. Remove the air deflector (see TOPIx Workshop Manual, section 501-02) and check the engine for signs of oil leaks.
 - If any engine oil leaks are evident, this must be completed as a separate warranty claim.
 - If no engine oil leaks are found install the air deflector (see TOPIx Workshop Manual, section 501-02),
2. Verify engine oil level via the Instrument Cluster Service Menu. If no leak was detected in step 1 and the service menu display shows:
 - XF: 'Oil level below minimum for safe operation'
 - XJ: 'Engine Oil Level Underfilled'
 - Investigate possible causes of excessive oil consumption as a separate warranty claim; carry on from step 3



CAUTION: A Jaguar Land Rover-approved Midtronics battery power supply must be connected to the vehicle battery during SDD diagnosis / module programming.



CAUTION: Ensure all ignition 'ON' / ignition 'OFF' requests are carried out; failure to perform these steps may cause damage to control modules in the vehicle.



NOTE: SDD must be loaded with DVD139.05 v.188 or later.

3. Connect the Jaguar Land Rover-approved Midtronics battery power supply to the vehicle battery.



NOTE: The Engine Control Module (ECM) may also be referred to as Powertrain Control Module (PCM).

4. Turn ignition 'ON' (engine not running).
5. Connect the Symptom Driven Diagnostics (SDD) system to the vehicle and begin a new session.
6. Follow the on-screen prompts, allowing SDD to read the VIN and identify the vehicle and initiating the data collect sequence.
7. Select 'Diagnosis' from the Session Type screen.
8. Select the 'Selected Symptoms' tab, and then select:
 - Electrical > Instruments > Information and message centre > Message display area > Powertrain
9. Select 'continue'.
10. Select the 'Recommendations' tab, and then select '**Run**' to perform the 'Configure existing module – Powertrain control module' option.
11. Follow all on-screen instructions to complete this task, ensuring all DTCs are cleared.
12. Exit the current session.
13. Disconnect the SDD and the battery power supply from the vehicle.