

Special Service Message



NOTE: A Special Service Message is a formal communication issued by Land Rover and carries the same importance of a Technical Service Bulletin. An SSM is a quick method of communicating "Need To Know" information to the technical service community. SSM's may be issued in advance of a technical bulletin or may be the only communication on a given topic. All information contained in Land Rover technical communications are intended for use by trained, professional technicians with the knowledge, tools, and equipment required to complete the procedure correctly and safely. It informs the Technicians of conditions that may occur on some vehicles, or provides information that could assist in correct vehicle and diagnostic service.

SSM 73138 - Diesel Fuel Wax Breaker - All Applicable Markets

Models : LA - Discovery 3 / LR3
LA - Discovery 4 / LR4
LC - Discovery Sport
LD - Defender
LF - Freelander 2 / FL2
LG - Range Rover (All New) - L405
LH - Range Rover - Classic
LJ - Discovery Series I
LM - New Range Rover
LN - Freelander
LP - Range Rover
LR - All New Discovery
LS - Range Rover Sport
LT - Discovery Series II
LV - Evoque
LW - Range Rover Sport - L494

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Updated :

Content : Issue:

In cold weather (below -15 degrees Celsius / 5 degrees Fahrenheit) Diesel engines can experience difficulties with starting or engine running. This can lead to Roadside Assistance being necessary.

Cause:

Formation of wax crystals in diesel fuel (commonly known as gelling or waxing) can lead to blocked fuel filters and / or fuel lines in markets where winterised diesel fuel is not used or readily available, or quality of such fuel may be inconsistent. Retailers and customers may seek to use third party fuel treatments.

Action:

Jaguar Land Rover Product Development, validated DFC Plus HP Extra Cold weather performance (BG Part no 23711) and DFC Plus HP Extra Cold weather performance with Cetane improver (BG Part no 23811) additive products from BG Products.

Although effectiveness of these additives depends on the base fuel and environmental conditions, their anti-waxing performance and effect on the ability of vehicles to start at very low ambient temperatures have been validated to -23 degrees Celsius / - 10 degrees Fahrenheit, based on the supplied samples and base fuel used. These products may help to reduce the concern over wax crystal formation detailed in this communication, but ultimately the manufacturer is responsible for the performance of their products.

This communication is not intended to inhibit the use of alternative products of equivalent quality available in the market, but it must be noted that their effectiveness on vehicle cold start performance has not currently been validated.

Applications:

It is highly recommended for the additives to be applied at the pump just before the refuelling.

Suggested remedy of a vehicle with this issue:

1. Warm the vehicle / fuel system to a minimum temperature of 3°C / 38°F, it is recommended that the vehicle is brought into a garage or workshop and allowed to warm up.
2. Replace the fuel filter (not warranty)
3. Add the recommended BG diesel fuel additive to the fuel ensuring both the additive and fuel is at a temperature of at least 3°C / 38°F (Follow recommended dosage on the label)
4. Allow the vehicle to idle for a short time in order for the additive to mix thoroughly with the diesel fuel.

These actions fall outside of the vehicle warranty and are brought about by variations in regional fuel blends.

Version : 2