



STAR ONLINE PUBLICATION



Case Number: S2109000009

Release Date: July 2021

Symptom/Vehicle Issue: 2019-Current 6.7L Engine Oil Supply Information

Discussion: Due to supply constraints at Shell, some dealers have reported that they are unable to obtain Shell Rotella T5 10w30 oil to service 2019 and newer model year 6.7L vehicles. Current service information, and TSB 09-011-20 states that 10w30 oil meeting API CK-4, MS-10902, and Cummins CES-20081 can be used in vehicles that are located in areas where temperatures do not routinely fall below 0°F (-18°C).

However, if 10w30 oil meeting the above standards is not available, you can use 5w40 meeting API CJ-4, MS-10902 such as Rotella T6 as a substitute. Although this oil is required to be used in vehicles located in areas that routinely fall below 0°F (-18°C), it is safe to use continually throughout the year, in all climates.

This document does not authorize warranty repairs. This communication documents a record of past experiences. STAR Online does not provide any conclusions about what is wrong with the vehicle. Rather, it captures all previous cases known that appear to be similar or related to the vehicle symptom / condition. You are the expert, and you are responsible for deciding on the appropriate course of action.

Contact STAR Center, or your Technical Assistance Center Via TechCONNECT or eCONTACT ticket if no solution is found