

Reference	SSM73599
Models	E-PACE / X540 F-PACE / X761 S-TYPE / X200 X-TYPE / X400 XE / X760 XF / X250 XF / X260 XJ / X350 XJ / X351
Title	Diesel Fuel Anti Waxing / Gelling recommended additives `Wax Breaker`
Category	Engine
Last modified	10-Dec-2017 00:00:00
Symptom	404000 Fuel System Concerns
Content	<p><u>Issue:</u> 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.</p> <p><u>Cause:</u> 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.</p> <p><u>Action:</u> Jaguar Land Rover Product Development, have validated the following BG products -</p> <ul style="list-style-type: none"> · DFC Plus HP Extra Cold weather performance (BG Part no 23711) · DFC Plus HP Extra Cold weather performance with Cetane improver (BG Part no 23811) <p>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.</p> <p>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.</p> <p>This communication is not intended to inhibit the use of alternative products of</p>

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.

Technicians - Please rate this SSM and provide comments so that future communications can be improved.

1 = Poor – Basic information provided – The SSM does not help me resolve the customer concern.

3 = Average – Adequate information provided – The SSM partially helps me resolve the customer concern.

5 = Excellent – All required information provided to resolve the customer concern.