



# **REPLACEMENT SERVICE PORTFOLIO**

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## IMPORTANT INFORMATION

***This is a Replacement Service Portfolio, supplied because the original has been lost, or the vehicle's recorded mileage has exceeded the provisions of the original book.***

***If you receive this book with your vehicle, you may wish to establish the authenticity of the service stamps in the Service Record section with a Jaguar Dealer/Authorised Repairer.***

This handbook applies to world wide markets but not all parts are applicable to all markets. Where information is specific to a particular market or does not apply to a particular market, there will be an indicator to mark this.

*The information contained in this handbook covers all vehicle derivatives and optional equipment, some of which may not be fitted to your vehicle. Due to printing cycles, this handbook may include descriptions of options before they become generally available.*

*The vehicle options, hardware and software, are designed for the market in which the vehicle is intended for original sale. If the vehicle is registered or used in another geographical area, it may need modifications to suit local requirements. Jaguar Cars Limited is not responsible for the cost of any modifications. Warranty conditions may be affected.*

**Failure to maintain your vehicle in accordance with maintenance schedules and service instructions may invalidate your warranty.**

The information contained in this publication was correct when it went to print. Subsequent vehicle design changes that affect servicing or warranty conditions may have been made after this handbook was printed. When this occurs a handbook supplement is added to the literature pack. Subsequent updates can be viewed on the Jaguar Cars internet site at;  
**[www.ownerinfo.jaguar.com](http://www.ownerinfo.jaguar.com).**

In the interest of development, the right is reserved to change specifications, design or equipment at any time without notice and without incurring any obligations. This publication, or part thereof, may not be reproduced nor translated without our approval. Errors and omissions excepted.

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Introduction..... 2

Vehicle details ..... 4

Customer contact ..... 5

Routine services..... 7

Service record ..... 12

Parts replacement record ..... 17

Vehicle recalls ..... 19

Change of ownership or address .... 21

Change of ownership or address .... 23

REPLACEMENT

# Vehicle details

## VEHICLE DETAILS

The information recorded on this page is essential to ensure the correct identification of your vehicle, its specification and any replacement parts that may be required.

Vehicle Identification Number (VIN):															

Insert the following information where applicable.

Vehicle Type:	Smart Key Label - attach here
Registration Number:	
Engine Number:	
Locking Wheel Nut Number	Date of Handover

The Dealer certifies that these details are correct and that the vehicle has been carefully prepared in accordance with the manufacturers Pre-Delivery Inspection standards.

SELLING DEALER'S STAMP	
Signed	Date

## YOUR DEALER

To ensure that your vehicle remains in first class order, visits to your Dealer/Authorised Repairer are required for routine servicing.

They are fully equipped to deal with technically sophisticated vehicles and offer competitively priced servicing, with a guarantee of workmanship on every job completed.

## ARRANGING YOUR SERVICE

You can help to smooth the process by:

- Arranging an appointment (unless it's an emergency), giving details of your vehicle and the nature of the work required.

When you arrive at the servicing premises:

- Give your name and address and a telephone number where you can be contacted during the day (this is important in case queries arise or additional work is found to be necessary).
- Explain as fully as you can the details of the service or repair required.

For your own information, it is also important to:

- Enquire whether the service or repair is chargeable and, if so, ask for details of any costs and confirm the preferred method of payment.
- Establish when your vehicle will be ready for collection or, alternatively, arrange a time and place for it to be delivered.

### IMPORTANT!

Always hand this book to the receptionist when you take your vehicle for service and ensure the Service Record section has been correctly completed when the book is returned to you.

## CUSTOMER CARE

We and our Dealers/Authorised Repairers, are totally committed to ensuring that you enjoy your motoring to the full and part of that commitment lies in providing the level of care and service you rightfully expect.

Yet no matter how hard a Dealer/Authorised Repairer may try to satisfy the needs of a customer, just occasionally a difficulty will occur, which jeopardises the harmony of such a relationship.

If you should experience a problem of any kind, your first course of action is to allow your Dealer/Authorised Repairer the opportunity to resolve the issue for you. If you have cause to be dissatisfied, you should ask to see the General Manager.

While we are confident that our representatives will make every effort to resolve customer concerns quickly, professionally and sympathetically, we recommend any customer who remains dissatisfied to telephone the Jaguar Cars Limited dedicated customer care line. Your dealer can provide the appropriate telephone number.

## OWNER ISSUES

In the **UK**, our Customer Care Team can provide information or assistance on a wide range of motoring issues. For example:

The **UK** Customer Relationship Centre can be reached on **0800 085 1069** and can provide advice about repair or warranty issues, products, accessories and prices. The line is open Monday to Friday 8.00am to 8.00pm. On Saturday the line is available from 9.00am to 6.00pm.

For all other **UK** enquiries including current owner issues, call **0845 303 2303**. The line is open Monday to Friday 8.30am to 5.30pm.

# Customer contact

In **Australia** the Customer Care Team can be reached on 1300 787 803. The line is open Monday to Friday 8.30am to 6.00pm.

Alternatively email:

**[enquiries@jaguarcustomers.com.au](mailto:enquiries@jaguarcustomers.com.au)**

All other overseas enquiries should be addressed through the local importer, National Sales Company or a dealership.

## SMMT IN THE UK

Jaguar Cars Limited is a member of the Society of Motor Manufacturers and Traders (SMMT). The SMMT role is to ensure that Motor Manufacturers are acting responsibly and fulfilling obligations under the Office of Fair Trading Approved SMMT New Car Code of Practice.

Regulation and Compliance Unit  
New Car Code Conciliation Service  
PO Box 44755  
London  
SW1X 7WU.

Telephone: 0800 692 0825

Web: [www.smmt.co.uk/consumeradvice](http://www.smmt.co.uk/consumeradvice)



## RETURNING END OF LIFE VEHICLES

Jaguar Cars Limited was among the first manufacturers to announce a comprehensive plan to meet End-of-Life Vehicle legislation in the UK and European Union states and certain adjoining countries. It is expected the ELV 'takeback' will expand to worldwide markets. In the UK a number of 'takeback' points have been established.

In line with European legislation, Jaguar Cars Limited will take back, free of charge, all Jaguar vehicles up to 3.5 tonnes registered in European Union states and certain adjoining countries after 01/07/2002, for the purposes of recycling and disposal. In the UK Jaguar Cars Limited is working in partnership with Cartakeback.com.

To qualify for free 'takeback', vehicles must be of no economic value to the last owner, be complete, free from waste and be presented to the Authorised Treatment Facility by the last registered owner/holder of the vehicle.

All treatment facilities are fully licensed and meet additional Jaguar Cars professional quality standards for the receipt, treatment and recovery of end of life vehicles.

A full list of appointed UK 'takeback' facilities is available at **[www.cartakeback.com](http://www.cartakeback.com)**.

Telephone Cartakeback on 0845 257 3233 for information on any of the listed UK sites and advice on the safe and proper disposal of ELVs.

For other overseas facilities, contact your local Jaguar Dealer.

## SERVICE REQUIREMENTS

Routine services must be carried out throughout the life of the vehicle.

Some XJ, XF and all XK models have a Service Interval Indicator in the instrument panel.

When a service is required, **SERVICE REQUIRED** will be illuminated when the starter switch is turned on. Depending on the type and style of driving that the vehicle is subjected to, the indicator may display a service message at a shorter distance than shown in the Service Interval Plans.

Service intervals shown in the Service Interval Plans are only nominal. The vehicle message centre will display actual distances to the next service.

On completion of a service, the message centre countdown feature will be reset.

Not all markets have the Service Interval Indicator activated. In these markets the relevant Service Interval Plan should be used as the guide to regular servicing. Services must be carried out at the distance or time based interval (whichever occurs first) shown in the relevant Service Interval Plan.

Arduous Conditions servicing schedules are not displayed in the message centre.

## SERVICE CONTENT

The precise content of each service will vary from model to model and also according to the age of the vehicle, the distance it has travelled and whether an arduous service is applicable. The service operations applicable to your vehicle are listed on the Maintenance Check Sheet used by your Dealer/Authorised Repairer.

***Note:** Some service providers may use their own check sheet with differing levels of service operations. It is usual that the highest level will match Jaguar Cars Limited requirements.*

## SERVICE INTERVAL PLANS

References **A** and **B** relate to the type of service required at that distance/time.

## OWNER MAINTENANCE

In addition to the routine services and inspections, a number of simple checks must be carried out more frequently.

These owner checks are listed in the **Maintenance** and **Fluid level checks** sections of your Owner's Handbook. Fluid capacities are also listed in the **Technical specifications** section.

FLUID REPLACEMENT

Brake fluid and engine coolant (antifreeze and water solution) must be completely replaced at specific intervals. See the table below.

Your Dealer/Authorised Repairer will replace the fluids at the scheduled service.

**Note:** Replacement of fluids is subject to extra labour and material cost.

	Brake fluid replacement interval	Coolant replacement interval
All models	Every 3 years regardless of distance	Every 10 years or 150,000 miles / 240,000 km

Some brake system components may also need to be replaced. The intervals will be significantly longer than those in the table and are indicated on the Maintenance Check Sheet.



## SERVICE INTERVAL PLAN 1

**Applies to the following countries.**

Albania, American Samoa, Andorra, Angola, Armenia, Australia, Austria, Belarus, Belgium, Bosnia and Herzegovina, Botswana, Brazil, Brunei, Bulgaria, Cambodia, Canaries, Chile, Costa Rica, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Fiji, Finland, France, French Guiana, Georgia, Germany, Gibraltar, Gran Canaria, Greece, Guam, Hong Kong, Hungary, Iceland, India, Ireland, Israel, Italy, Japan, Laos, Latvia, Libya, Liechtenstein, Lithuania, Luxembourg, Macedonia, Malaysia, Malta, Martinique, Moldova, Monaco, Montenegro, Netherlands, New Caledonia, New Zealand, Norway, Philippines, Poland, Portugal, Reunion, Romania, Russia, Serbia, Singapore, Slovakia, Slovenia, South Africa, South Korea, Spain (mainland), Sri Lanka, Sudan, Sweden, Switzerland, Taiwan, Tenerife, Thailand, Turkmenistan, Ukraine, United Kingdom, Vietnam.

<b>12 Model Year onwards</b>		
<b>XF and XJ Diesel 3.0 litre and 2.2 litre</b>	<b>XF and XJ Petrol 3.0 litre</b>	<b>XF, XJ and XK Petrol 5.0 litre</b>
<b>A Service</b> - 12 months or 16,000 miles / 26,000 km	<b>A Service</b> - 12 months or 10,000 miles / 16,000 km	<b>A Service</b> - 12 months or 15,000 miles / 24,000 km
<b>B Service</b> - 12 months or 16,000 miles / 26,000 km after the previous <b>A Service</b>	<b>B Service</b> - 12 months or 10,000 miles / 16,000 km after the previous <b>A Service</b>	<b>B Service</b> - 12 months or 15,000 miles / 24,000 km after the previous <b>A Service</b>
<b>A Service</b> - 12 months or 16,000 miles / 26,000 km after the previous <b>B Service</b>	<b>A Service</b> - 12 months or 10,000 miles / 16,000 km after the previous <b>B Service</b>	<b>A Service</b> - 12 months or 15,000 miles / 24,000 km after the previous <b>B Service</b>
Repeat sequence from the first <b>B Service</b>		

# Routine services

## SERVICE INTERVAL PLAN 2

**Applies to the following countries.**

Anguilla, Antigua and Barbuda, Argentina, Bahamas, Bangladesh, Barbados, Bhutan, Bolivia, Colombia, Cote d'Ivoire, Cuba, Dominican Republic, East Timor, Ecuador, El Salvador, Ghana, Guatemala, Honduras, Indonesia, Jamaica, Kazakhstan, Kosovo, Kyrgyzstan, Madagascar, Malawi, Mali, Mauritius, Mongolia, Mozambique, Myanmar (Burma), Nepal, Nigeria, Panama, Papua New Guinea, Paraguay, Peru, Senegal, Suriname, Tajikistan, Tanzania, Trinidad and Tobago, Turkey, Uruguay, Uzbekistan, Venezuela.

**\*\* Applies to the following countries.**

Abu Dhabi, Algeria, Azerbaijan, Bahrain, China, Dubai, Jordan, Kuwait, Lebanon, Morocco, Oman, Qatar, Saudi Arabia, Tunisia, United Arab Emirates.

12 Model Year onwards			**
XF and XJ Diesel 3.0 litre and 2.2 litre	XF and XJ Petrol 3.0 litre	XF, XJ and XK Petrol 5.0 litre	** XF, XJ and XK ** Petrol 5.0 litre
<b>A Service</b> - 6 months or 8,000 miles / 13,000 km	<b>A Service</b> - 6 months or 5,000 miles / 8,000 km	<b>A Service</b> - 12 months or 15,000 miles / 24,000 km	<b>** A Service</b> - 6 months or 7,500 miles / 12,000 km
<b>B Service</b> - 6 months or 8,000 miles / 13,000 km after the previous <b>A Service</b>	<b>B Service</b> - 6 months or 5,000 miles / 8,000 km after the previous <b>A Service</b>	<b>B Service</b> - 12 months or 15,000 miles / 24,000 km <b>A Service</b>	<b>** B Service</b> - 6 months or 7,500 miles / 12,000 km <b>A Service</b>
<b>A Service</b> - 6 months or 8,000 miles / 13,000 km after the previous <b>B Service</b>	<b>A Service</b> - 6 months or 5,000 miles / 8,000 km after the previous <b>B Service</b>	<b>A Service</b> - 12 months or 15,000 miles / 24,000 km <b>B Service</b>	<b>** A Service</b> - 6 months or 7,500 miles / 12,000 km <b>B Service</b>
Repeat sequence from the first <b>B Service</b>			

**Note:** For XJ armoured vehicles, use Service Interval Plan 2.

**The following countries require servicing applicable to arduous operating conditions.**

Egypt, Iran, Kenya, Pakistan, Syria.

**Note:** See the next page for Arduous operating conditions information.

### ARDUOUS OPERATING CONDITIONS

When a vehicle is used in arduous conditions, more frequent attention must be paid to servicing requirements. Even **daily** attention may be necessary to ensure the continued safe and reliable operation of the vehicle.

Failure to adhere to the recommended service schedules may result in premature engine wear or damage.

Some markets may have unique service requirements. Check with your Dealer/Authorised Repairer or Importer.

Arduous driving conditions include:

- Frequent driving in dusty and/or sandy conditions.
- Frequent driving on rough and/or muddy road surfaces.
- Frequent driving in countries with high ambient temperatures above 50°C.
- Frequent driving in severe cold weather below -40°C.
- Frequent driving in mountainous conditions.
- Frequent trailer towing.
- Driving in areas using road salt or other corrosive materials.

Oil Service is recommended for vehicles operated in arduous driving conditions.

### REPLACEMENT SERVICE PORTFOLIO

When the final service record entry has been completed, you can order a Replacement Service Portfolio via the Internet at:-

**<http://www.jaguarliterature.com/>**

or from a Jaguar Dealer/Authorised Repairer.

This will enable you to continue keeping an accurate record of your vehicle's service history. An accurate and verified service history will be useful if you want to sell the vehicle.

Remember to transfer the details recorded on the Vehicle Details page, to your Replacement Service Portfolio.

### SERVICE RECORD STAMPS

The Service Record pages provide a record of the routine services carried out on your vehicle.

The information is important and could affect your warranty entitlement. Always make sure that the appropriate record slip is stamped and signed on completion of each service.

# Service record

## SERVICE RECORD

<input type="checkbox"/>	<b>A</b>	<input type="checkbox"/>	Oil Service
<input type="checkbox"/>	<b>B</b>	<input type="checkbox"/>	Arduous
Additional Requirements			
<input type="checkbox"/>	Brake fluid change		
<input type="checkbox"/>	Coolant change		
Distance			
Additional work carried out or recommended for future attention			
The Jaguar Dealer/Authorised Repairer certifies completion of the relevant Service.			
REPLACEMENT			
SERVICE STAMP			
Signed			
Date			

<input type="checkbox"/>	<b>A</b>	<input type="checkbox"/>	Oil Service
<input type="checkbox"/>	<b>B</b>	<input type="checkbox"/>	Arduous
Additional Requirements			
<input type="checkbox"/>	Brake fluid change		
<input type="checkbox"/>	Coolant change		
Distance			
Additional work carried out or recommended for future attention			
The Jaguar Dealer/Authorised Repairer certifies completion of the relevant Service.			
REPLACEMENT			
SERVICE STAMP			
Signed			
Date			

<input type="checkbox"/>	<b>A</b>	<input type="checkbox"/>	Oil Service
<input type="checkbox"/>	<b>B</b>	<input type="checkbox"/>	Arduous
Additional Requirements			
<input type="checkbox"/>	Brake fluid change		
<input type="checkbox"/>	Coolant change		
Distance			
Additional work carried out or recommended for future attention			
The Jaguar Dealer/Authorised Repairer certifies completion of the relevant Service.			
REPLACEMENT			
SERVICE STAMP			
Signed			
Date			

<input type="checkbox"/>	<b>A</b>	<input type="checkbox"/>	Oil Service
<input type="checkbox"/>	<b>B</b>	<input type="checkbox"/>	Arduous
Additional Requirements			
<input type="checkbox"/>	Brake fluid change		
<input type="checkbox"/>	Coolant change		
Distance			
Additional work carried out or recommended for future attention			
The Jaguar Dealer/Authorised Repairer certifies completion of the relevant Service.			
REPLACEMENT			
SERVICE STAMP			
Signed			
Date			

# Service record

<input type="checkbox"/>	<b>A</b>	<input type="checkbox"/>	Oil Service
<input type="checkbox"/>	<b>B</b>	<input type="checkbox"/>	Arduous
Additional Requirements			
<input type="checkbox"/>	Brake fluid change		
<input type="checkbox"/>	Coolant change		
Distance			
Additional work carried out or recommended for future attention			
The Jaguar Dealer/Authorised Repairer certifies completion of the relevant Service.			
SERVICE STAMP			
Signed			
Date			

<input type="checkbox"/>	<b>A</b>	<input type="checkbox"/>	Oil Service
<input type="checkbox"/>	<b>B</b>	<input type="checkbox"/>	Arduous
Additional Requirements			
<input type="checkbox"/>	Brake fluid change		
<input type="checkbox"/>	Coolant change		
Distance			
Additional work carried out or recommended for future attention			
The Jaguar Dealer/Authorised Repairer certifies completion of the relevant Service.			
SERVICE STAMP			
Signed			
Date			

<input type="checkbox"/> <b>A</b>	<input type="checkbox"/> Oil Service
<input type="checkbox"/> <b>B</b>	<input type="checkbox"/> Arduous
Additional Requirements	
<input type="checkbox"/>	Brake fluid change
<input type="checkbox"/>	Coolant change
Distance	
Additional work carried out or recommended for future attention	
The Jaguar Dealer/Authorised Repairer certifies completion of the relevant Service.	
REPLACEMENT	
SERVICE STAMP	
Signed	
Date	

<input type="checkbox"/> <b>A</b>	<input type="checkbox"/> Oil Service
<input type="checkbox"/> <b>B</b>	<input type="checkbox"/> Arduous
Additional Requirements	
<input type="checkbox"/>	Brake fluid change
<input type="checkbox"/>	Coolant change
Distance	
Additional work carried out or recommended for future attention	
The Jaguar Dealer/Authorised Repairer certifies completion of the relevant Service.	
REPLACEMENT	
SERVICE STAMP	
Signed	
Date	

# Service record

<input type="checkbox"/>	<b>A</b>	<input type="checkbox"/>	Oil Service
<input type="checkbox"/>	<b>B</b>	<input type="checkbox"/>	Arduous
Additional Requirements			
<input type="checkbox"/>	Brake fluid change		
<input type="checkbox"/>	Coolant change		
Distance			
Additional work carried out or recommended for future attention			
The Jaguar Dealer/Authorised Repairer certifies completion of the relevant Service.			
SERVICE STAMP			
Signed			
Date			

<input type="checkbox"/>	<b>A</b>	<input type="checkbox"/>	Oil Service
<input type="checkbox"/>	<b>B</b>	<input type="checkbox"/>	Arduous
Additional Requirements			
<input type="checkbox"/>	Brake fluid change		
<input type="checkbox"/>	Coolant change		
Distance			
Additional work carried out or recommended for future attention			
The Jaguar Dealer/Authorised Repairer certifies completion of the relevant Service.			
SERVICE STAMP			
Signed			
Date			



## PARTS REPLACEMENT

Replacement of major (or significant) parts (e.g. engine, gearbox, instrument pack), should be recorded below by the Dealer/Authorised Repairer who carried out the work.

Date	Distance	DEALER STAMP
Part(s)		

Date	Distance	DEALER STAMP
Part(s)		

Date	Distance	DEALER STAMP
Part(s)		

Date	Distance	DEALER STAMP
Part(s)		

# Parts replacement record

Date	Distance	DEALER STAMP
Part(s)		

Date	Distance	DEALER STAMP
Part(s)		

Date	Distance	DEALER STAMP
Part(s)		

Date	Distance	DEALER STAMP
Part(s)		

## VEHICLE RECALLS

In many countries, there is a requirement that owners be notified of any recall campaigns and be provided with information concerning the action they must take.

In this event, the registered owner will be contacted and invited to have the vehicle inspected free of charge.

To successfully resolve any recall campaign, it is important that we are able to contact you easily. If you have changed your address or have become the new owner of the vehicle, please complete the **Change of Ownership or Address** page at the end of this publication, remove it and send it to the appropriate address shown.

Jaguar Cars Limited offers a unique information service enabling the owner of any vehicle manufactured by us since January 1983 to find out quickly if their vehicle has ever been subject to recall action and if so, whether the defect has been rectified and by whom. It also advises what action to take in the event that the defect has not been rectified.

All you need to do is to contact your Jaguar Authorised Repairer and give details of the vehicle as detailed on the **Vehicle Details** page.

Details of any work carried out on your vehicle under a recall campaign will be recorded in the following space.

Campaign No.	Date
Action	
Recorded Distance	

Campaign No.	Date
Action	
Recorded Distance	

Campaign No.	Date
Action	
Recorded Distance	

Campaign No.	Date
Action	
Recorded Distance	

# Vehicle recalls

Campaign No.	Date
Action	
Recorded Distance	

Campaign No.	Date
Action	
Recorded Distance	

Campaign No.	Date
Action	
Recorded Distance	

Campaign No.	Date
Action	
Recorded Distance	

Campaign No.	Date
Action	
Recorded Distance	

Campaign No.	Date
Action	
Recorded Distance	

Campaign No.	Date
Action	
Recorded Distance	