

December 23, 2024

Administrator

National Highway Traffic Safety Administration

1200 New Jersey Ave, SE

Washington, DC 20590

To Whom It May Concern:

I own a 2019 Jaguar I-Pace, **VIN SADHD2S14K1** [REDACTED], that has been subject to multiple recalls because of an ongoing fire hazard related to the high voltage battery. The "traction battery fault" indicator has returned to my dashboard only one month after five battery modules were replaced by my local Jaguar dealer. I am currently able to charge my car to only 70% of its maximum and have been unable to get any helpful response from my local Jaguar dealer nor Jaguar Land Rover North America.

My car has functioned nearly perfectly up until 2 days after I received notice of the first traction battery recall over one year ago. Since that time, I have had my car in the Jaguar dealership on 7 different occasions to either diagnose or make repairs related to the traction battery fault. Each of these visits is associated with several days of loss of use of my car.

A single traction battery module was replaced by my dealer in April of 2024 and an additional five modules replaced in October. I have not been charged for any of these repairs, but my dealer has been far from sympathetic and each of these diagnosis and repair visits has been accompanied by warnings that I might be held financially responsible for the service.

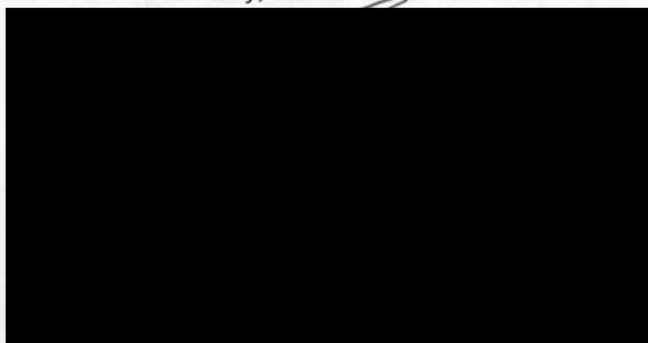
About one month after the latest battery repair, the traction battery fault indicator has returned. I have recently received another advisory that I should have my car adjusted so that it cannot charge above 70% max. As this is already the status of my car, I see no need to take the car in for this adjustment. Despite emails and phone calls to my dealer and to Jaguar Land Rover NA, I have not received any information on a way forward.

PR

Since the first recall, I have been advised not to park my car within a parking structure because of fire risk. This is impossible for me and there is no location that I can park my car for work where a fire would not pose a substantial risk to surrounding people and property.

I would like Jaguar to replace my traction battery and resolve this problem once and for all. Thank you for any assistance that you can provide.

Sincerely,

A large black rectangular redaction box covering the signature area.

Portland, OR 

Copies to :

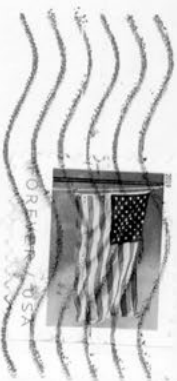
Jaguar Land Rover Portland
10125 SW Washington Square Rd
Portland, OR 97223

Jaguar Land Rover North America LLC
ATTN: Customer Relations Center
100 Jaguar Land Rover Way
Mahwah, NJ 07495

Portland, OR

PORTLAND OR RPDC 972

13 JAN 2025 PM 2 L



(NEI=)

Administrative

U#TSA

1200 New Jersey Ave, SE
Washington, D.C.

2059

20590-