



U.S. Department of Transportation
**National Highway Traffic Safety
Administration**



September 10, 2025

[REDACTED]
Lighthouse Point, FL [REDACTED]

NEF-109 rrr
Ref. No. 11647821

Dear [REDACTED]

Thank you for the letter about your model year (MY) 2019 Jaguar I-Pace vehicle. Your letter was forwarded to the National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation. NHTSA's mission is to save lives, prevent injuries, and reduce economic costs due to road traffic crashes, through education, research, safety standards, and enforcement activity. I am pleased to respond.

We appreciate the report you provided. Among other enforcement activities, NHTSA continuously monitors available information to identify potential safety defect trends. As such, reports from motorists are a very important source of information for us. We received a previous report from you regarding your vehicle problem through our Vehicle Safety Hotline on January 28, 2025 (Ref. No. 11639036). Please note that when a motorist contacts NHTSA, their complaint does not automatically open a formal investigation by our agency. The information from your report was entered into our complaint database and reviewed by our staff to determine if a safety defect trend exists that may require our attention. NHTSA staff may follow up and contact a vehicle owner who submitted a complaint if we require additional information. Also, contacts initiated by our agency to obtain additional information do not automatically open a formal investigation.

You state that you have concerns with the delay of NHTSA Safety Recall Campaign No. 23V637, which addresses a problem with the high voltage battery in certain MY 2019 Jaguar I-Pace vehicles. A high voltage battery that overheats increases the risk of a fire. Upon further review, we found the corrective action under Recall 24V633. According to our records it appears you have since received the repair—there are no open recalls on your vehicle. In any event, we understand your frustration with any delay you may have experienced and appreciate your diligence in this matter.

Finally, please complete an electronic Vehicle Owner's Questionnaire on our website at www.nhtsa.gov or call the Vehicle Safety Hotline at 888-327-4236 if you encounter a safety-related problem with a motor vehicle or motor vehicle equipment in the future. You can also review complaints, safety recalls, manufacturers' service bulletins, etc. on our website. I hope you find this information helpful.

Sincerely,

[REDACTED]

Randy Reid, Chief
Consumer Engagement Division
Office of Defects Investigation
Enforcement