



ADMINISTRATION BULLETIN - SAFETY RELATED RECALL

Global Recall
Action
Number:
H448ADM1

Subject: High Voltage Coolant Heater failure	Publication No.: H448ADM1
	Model: I-PACE (X590)
	Model Year: 2020 - 2022
	Date of Issue: 08 August 2023

To:	Jaguar Land Rover North America, LLC and Jaguar Land Rover Canada ULC.
For the Attention of:	The approved Jaguar Land Rover (JLR) retailer/authorized repairer.

FOR THE ATTENTION OF NORTH AMERICAN TERRITORIES ONLY:

National Highway Traffic Safety Administration (NHTSA) reference number: 23V-518

Transport Canada (TC) reference number: 2023-413

Visit the British Brands Sales Suite (BBSS) website for a list of affected vehicles at your retailer/authorized repairer. Unsold vehicles must be repaired prior to handover of the vehicle for retail sale.

REGULATORY INFORMATION

Jaguar Land Rover North America, LLC and Jaguar Land Rover Canada ULC have informed the National Highway Traffic Safety Administration (NHTSA) and Transport Canada (TC) of their intent to perform a Safety Recall on certain 2020 -2022 Jaguar I-PACE vehicles imported into the United States and Canada markets. Information relating to this Safety Recall will be posted on the NHTSA and TC websites.

This Safety Recall Administration Bulletin serves as notification to all retailers in the United States and Canada markets that any new affected vehicles may not be sold and delivered for customer use until the Safety Recall repair is completed. Violation of this requirement by a retailer/authorized repairer, in the USA only, could result in a maximum civil penalty of up to the equivalent of \$26,315.00 USD per violation and the equivalent of \$131,564,183.00 USD for a related series of violations.

DESCRIPTION OF ISSUE AND THE EFFECT ON VEHICLE OPERATION

A concern has been identified on certain 2020MY to 2022MY Jaguar I-PACE vehicles without heated front windshield where the High Voltage Coolant Heater (HVCH) can fail to operate.

Where the HVCH fails coolant cannot be heated and the windshield will not be defrosted. Failure to be able to defrost the windshield in a timely manner can restrict the driver's field of vision and could lead to an increased risk of a crash.

OWNER NOTIFICATION

Initial owner notification is expected to occur on or before September 22, 2023

ACTION TO BE TAKEN

Check the JLR Warranty Portal to make sure affected vehicles are correctly identified prior to starting this campaign. The Warranty Portal will be updated to reflect only those vehicles affected.

Retailers/authorized repairers are required to Quarantine affected new vehicles that are within your control and refrain from releasing the vehicles for new vehicle sale pending completion of the rework action. Affected vehicles already with customers should be updated at the next available opportunity. JLR North America recommends that affected sales demonstrator and loaner vehicles are repaired before use and that used vehicles are repaired before sale. Retailers/authorized repairers who choose to proceed against this recommendation, where legally permitted, must clearly and conspicuously disclose the open recall to the applicable customers.

The Safety Recall repair procedures and any required parts and/or software are not currently available. A Safety Recall repair campaign will be published when all repair procedures and all required parts and/or software are available. This is expected to be completed by TBD.

Retailers/authorized repairers are reminded that they must not sell vehicles identified as affected by this campaign until such time as the repair has been successfully completed.

Yours faithfully

Steve Oldham

Global Customer Care Quality Director