



SAFETY RELATED RECALL

Global Recall Action
Number: H448v2

Changes are highlighted in blue

Subject: High Voltage Coolant Heater failure	Publication No.: H448v2
	Model: I-PACE (X590)
	Model Year: 2020 - 2023
	Date of Issue: 22 January 2024

To:	All National Sales Companies (NSCs), importers, retailers and authorized repairers.
For the Attention of:	The approved Jaguar Land Rover (JLR) retailer/authorized repairer.
Important:	This bulletin has been re-issued to include an additional Service Repair Operation (SRO) and update the option code table. NOTE: The information in this campaign is intended for use by professional technicians. If you are not a JLR retailer/authorized repairer, do not assume that a condition described affects a specific vehicle. Contact an authorized JLR retailer/authorized repairer to determine if this campaign applies to a specific vehicle.

FOR THE ATTENTION OF ALL:

DESCRIPTION OF ISSUE AND THE EFFECT ON VEHICLE OPERATION

A potential concern has been identified on specific vehicles within the above vehicle range.

A concern has been identified on certain 2020MY to 2023MY 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 an accident.

ACTION TO BE TAKEN

JLR has taken the decision to recall affected vehicles to repair the vehicle.

Following procedures appropriate to your market and as required by local legislation, owners of affected vehicles should be contacted requesting that the owner contact their nearest retailer/authorized repairer as soon as possible to arrange for the repair to be completed. The National Sales Companies (NSCs), Importer, Regional Office or Government agency will contact the customers. If you have any questions about this process, please contact your NSC/Importer or Regional Office for more information.

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

An owner may indicate that a repair has already been completed for this concern, in which case the full cost of the repair should be reimbursed. Refer to the warranty section of this campaign for details of the Customer Reimbursement and Related Damage Process. At the time of confirming a booking for a vehicle repair, make sure you check the Warranty Portal to confirm if there are any other outstanding campaigns, to make sure the correct parts are available and adequate workshop time is allocated for repairs to be completed in one visit.

For information purposes, a Technical Question and Answer document is attached.

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 - 2023 model year I-PACE vehicles imported into the United States and Canadian markets. Information relating to this Safety Recall will be posted on the NHTSA and TC websites. United States Federal regulations require that retailers/authorized repairers must be notified within a reasonable time after the manufacturer decides that a defect that relates to motor vehicle safety or a non-compliance exists. United

States Federal Law requires retailers/authorized repairers to complete any outstanding Safety Recall before a new vehicle is delivered to the buyer or lessee. 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. This Safety Recall serves as notification to all retailers/authorized repairers in the United States and Federalized Territories and Canada that any affected new vehicles may not be sold and delivered for customer use until the Safety Recall repair is completed.

Jaguar Land Rover North America, LLC and Jaguar Land Rover Canada ULC 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 Safety Recall notice to the applicable customers.

Yours faithfully

Steve Oldham

Global Customer Care Quality Director

SERVICE INSTRUCTION - H448V2

Changes are highlighted in blue

Parts Information

The parts below should be ordered through JLR in the normal manner.

*A total allowance equivalent to £30.00 sterling has been allocated to locally source coolant and double sided adhesive tape.

Description	Part Number/Sundry Code	Qty/Value
High Voltage Coolant Heater (HVCH)	T4K20774	1
Hose kit	T4K19680	1
Coolant top up and double sided adhesive tape	*ZZZ999	£30.00

SROs

Description	SRO	Time
HVCH – Renew	16.30.19	5.9
High Voltage (HV) System Power Down/Up - Complete Vehicle - Safety Accompanying Person	01.01.40.33	0.6
Diagnostic Trouble Codes (DTC) Read and Clear	05.10.10	0.1
Drive in/drive out	10.10.10	0.2

NOTE:

Repair procedures are under constant review, and therefore times are subject to change; those quoted here must be taken as guidance only. Always refer to TOPIx to obtain the latest repair time.

Warranty Information

Warranty claims should be submitted quoting program code H448 with the relevant option code from the table below. As option codes are used there is no requirement for you to enter SROs or parts, these are included for information only.

Program Code	Option	Description	SRO	Time	Part Number/Sundry Code	Qty/Value
H448	A	HVCH – Renew	16.30.19	5.9	T4K20774	1
		DTC Read and Clear	05.10.10	0.1	T4K19680	1
		HV System Power Down/Up - Complete Vehicle - Safety Accompanying Person	01.01.40.33	0.6	ZZZ999	£30.00
H448	B	HVCH – Renew	16.30.19	5.9	T4K20774	1
		DTC Read and Clear	05.10.10	0.1	T4K19680	1
		HV System Power Down/Up - Complete Vehicle - Safety Accompanying Person	01.01.40.33	0.6	ZZZ999	£30.00
		Drive in/drive out	10.10.10	0.2		

NOTE:

The option that contains the drive in/drive out allowance may only be claimed when the vehicle has been brought back into the workshop for this action alone to be undertaken.

Warranty claims should be submitted in accordance with the current JLR Global Warranty Manual, and its amendments, unless stated otherwise in this bulletin.

Customer Reimbursement and Related Damage Process

NOTE:

If there is a requirement to claim for related/consequential damage or customer reimbursement, refer to the related instruction that can be found in TOPIx (in the Search box, search for 'Related Damage Claim' and open the related bulletin link).

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SERVICE INSTRUCTION

1. Renew the [HVCH](#) (see TOPIx Workshop Manual section 412-01: Climate Control - Removal and Installation - High Voltage Coolant Heater).

DIAGNOSTIC INSTRUCTION - USING TOPIX CLOUD DIAGNOSTICS

1. Connect the JLR approved diagnostic equipment and the JLR approved battery support unit.

2.

NOTE:

Only complete this step if the vehicle is in transit mode.

Select the link to disable transit mode.

3.

NOTE:

Only complete this step if the vehicle is in transit mode.

Select the link to disable transit mode.

4. Clear all DTCs -

5.

NOTE:

If required.

Select the link to enable transit mode.

6.

NOTE:

If required.

Select the link to enable transit mode.

7. Follow all on-screen instructions to complete the task.

8. Disconnect the JLR approved diagnostic equipment and the JLR approved battery support unit.

SAMPLE CUSTOMER LETTER - FOR INFORMATION ONLY

Name
Address line 1
Address line 2
Address line 3
Post Code

Vehicle Identification Number (VIN):
Registration Number:
Program Number: H448

Date: month/year

SAFETY RELATED RECALL - I-PACE - High Voltage Coolant Heater failure

Dear

JLR would like to advise you that during ongoing quality assessment and improvement of our Jaguar I-PACE vehicles it has been identified that a possible Safety related issue may occur on certain vehicles within a specific production range. Read the information below, this will explain the precautionary measures we are taking and what you will need to do.

Why are we contacting you?

We have found that the High Voltage Coolant Heater (HVCH) on your vehicle could fail to operate. As your vehicle is not equipped with a heated front windshield, where the HVCH fails, coolant cannot be heated resulting in no passenger compartment heating available and therefore no windshield defrosting capability. 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 an accident.

What will your Jaguar retailer/authorized repairer do?

We will replace the HVCH on your vehicle.

How long will it take?

The work on your vehicle will be completed as quickly and efficiently as possible in order to minimize inconvenience to you. Your retailer/authorized repairer will be able to advise how long your vehicle will be required for when a booking is made.

What we are asking you to do

Contact your preferred Jaguar retailer/authorized repairer without delay. To book your vehicle in for this action you will need to provide the retailer/authorized repairer with the following which are detailed at the beginning of this letter:

- The VIN for your vehicle
- Vehicle registration number of your vehicle.
- The program code for the action.

If you do not have a retailer/authorized repairer, access www.jaguar.co.uk, www.jaguar.com, for contact details.

If you no longer own the vehicle could you complete the 'Change of Ownership' slip attached to this letter, returning the slip to JLR immediately in the enclosed 'Freepost' envelope. This will enable us to make contact with the new owner.

Until the recall is completed on your vehicle, check there is warm air coming out from the air vents before you start your journey. Take extra care when the ambient temperature is around or below freezing point and make sure the windshield is clear when using the vehicle.

If you have concerns


If you experience any concerns relating to this Recall, contact the Service Manager at the retailer/authorized repairer for assistance or contact the JLR Limited Customer Experience Centre on 0345 303 2303 or (enter phone number).

This bulletin is being issued in accordance with the legislative or industry requirements concerning vehicle defects. The authorities will closely monitor the response rate of this bulletin.

Treat this matter with the urgency it requires, JLR Limited apologize for any inconvenience this bulletin may cause and thank you, in advance, for your co-operation.

Yours sincerely

Head of Business

<h1>Technical Questions And Answers</h1>	
FOR USE ON ENQUIRY	
Jaguar Land Rover Recall H448	
Certain 2020 to 2023 Model Year Jaguar I-PACE vehicles for High Voltage Coolant Heater failure	

A concern has been identified on certain 2020MY to 2023MY Jaguar I-PACE vehicles where the High Voltage Coolant Heater (HVCH) can fail to operate.

Question 1

Why is Jaguar Land Rover (JLR) recalling certain Jaguar models?

Answer

JLR is conducting a voluntary safety recall involving certain 2020MY to 2023MY Jaguar I-PACE vehicles without heated front windshield where the HVCH can fail to operate as the front windshield (windshield) will not de-frost when needed

Question 2

Can you tell me more about what is wrong with the vehicles?

Answer

Where the HVCH fails coolant cannot be heated. Vehicles without heated front windshield will not defrost when required. Failure to be able to defrost the windshield can restrict the driver's field of vision and could lead to an increased risk of an accident.

Question 3

How would the customer become aware of potentially having this concern?

Answer

Customers may notice a loss of Passenger compartment heating and front windshield defrosting ability as a result of HVCH failures.

Question 4

Does this concern affect vehicle safety?

Answer

JLR has determined this is a safety issue.

Question 5

Has JLR received many complaints?

Answer

JLR has received a number of reports attributed to this issue.

Question 6

Have there been any accidents or injuries or fires?

Answer

There have been no reports of accidents, injuries or fires relating to this concern of which JLR is aware.

Question 7

How was the condition discovered?

Answer

The condition was identified through JLR's field reporting process.

Question 8

How long has JLR known about this problem?

Answer

JLR started investigating this concern in April 2022.

Question 9

Is the defect leading you to any concerns regarding the reliability of a system, which is supposed to be designed and engineered for the passengers' safety? What type of measures are you planning to take?

Answer

JLR has no concerns with the overall reliability of the vehicle. JLR carefully monitors field data to make sure that any matters relating to safety and compliance are rigorously investigated.

Question 10

What has JLR done in production?

Answer

This is a JLR supplier issue. The supplier has made improvements to the process and component design.

Question 11

What will authorized Repairers do to the vehicles?

Answer

Vehicles will have the high voltage coolant heater replaced

There will be no charge to the owners for this repair.

Question 12

Which vehicles are affected by this recall?

Answer

2020 to 2023 MY Jaguar I-PACE vehicles specified without heated front windshield:

Jaguar I-PACE SADHA2A17L1602528 to SADHW2S19P1622205

(Specific vehicles within these Vehicle Identification Number (VIN) range)

Question 13

Are other JLR models affected by these actions?

Answer

No other models are known to be affected by this safety condition.

Question 14

Are parts available to rework vehicles?

Answer

Parts are available for this repair.

Question 15

How much will the recall cost JLR?

Answer

Cost was not a factor in deciding to recall these vehicles.

Question 16

How do I know if my Jaguar vehicle is affected?

Answer

All owners of potentially affected vehicles will shortly receive a letter inviting them to contact a JLR authorized Repairer for the work to be completed. Customers in Brazil and Australia can check if their vehicle is eligible for a safety recall at Land Rover or Jaguar brand web site. In other countries, customers can also use the Recall Search at

<https://TOPIx.jaguar.jlrext.com/TOPIx/vehicle/lookupForm>

Question 17

How long does it take for the car to be inspected and repaired?

Answer

The work will be completed as quickly and efficiently as possible in order to minimize inconvenience to customers and is expected to take no longer than 6 hours to complete. Naturally, due to Retailer/Authorized Repairer schedules, vehicles may be required for longer.

Question 18

Can I continue to drive my Jaguar vehicle safely until it has been recalled?

Answer

Until such time as the recall is completed on your vehicle, check there is warm air coming out from the air vents before you start your journey. Take extra care when using vehicles where the ambient temperature is around or below freezing point and make sure the windshield is clear when using the vehicle.

Customers are advised to contact a retailer/authorized repairer should they have any concerns regarding their vehicles

Note:

Make sure that any press enquiries are referred to the JLR Corporate Media office on +44-(0)2475-361000 or jlrmedia@jaguarlandrover.com