



## **IMPORTANT SAFETY RECALL**

This notice applies to your vehicle,

**September 20, 2023**

### **SAFETY RECALL H448: High Voltage Coolant Heater Failure**

**Vehicle Affected: Jaguar I-PACE**

**Model Year: 2021-2022**

**National Highway Traffic Safety Administration (NHTSA) Recall Number: 23V-518**

**Dear Jaguar I-PACE Owner:**

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act. Jaguar has decided that a defect which relates to motor vehicle safety exists in certain 2021-2022 Model Year Jaguar I-PACE vehicles.

Your vehicle is included in this Recall action.

#### **What is the reason for this program?**

The High Voltage Coolant Heater (HVCH) may fail to defrost the windshield.

A high voltage coolant heater that fails to defrost the windshield can reduce the driver's view, increasing the risk of a crash.

#### **What will Jaguar and your authorized Jaguar Retailer do?**

Vehicles will have the high voltage coolant heater replaced. There will be no charge to the owners for this repair.

*Please be advised that Jaguar does not yet have the parts required to complete this repair. When all parts and repair processes are available you will receive a 2<sup>nd</sup> notification letter.*

#### **What should you do?**

Once there is an adequate supply of the necessary parts, we will notify you via a second letter requesting that you contact your preferred authorized Jaguar retailer and provide them with your Vehicle Identification Number (VIN) and request a service date to complete the work required under Program Code **'H448'**

#### **How long will it take?**

The work will be carried out as quickly and efficiently as possible in order to minimize inconvenience to customers. The work is expected to take approximately six (6) hours. Your retailer can provide you with a better estimate of the overall time for the service visit.



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**Attention Leasing Agencies:** If you are a vehicle lessor, Federal Regulations require you to forward this notice to your lessee within ten (10) days.

**Moved or no longer own this Jaguar vehicle?**

If you are no longer the owner of this vehicle, Jaguar would appreciate the name and address of the new owner (if known); please fill out and return the enclosed return postage-paid card.

**What should you do if you have further questions?**

If you have any questions or concerns, please contact the Service Manager at your authorized Jaguar retailer for assistance. If you have any queries or concerns that your retailer cannot address, please contact the Jaguar Customer Relationship Center at **1-800-4JAGUAR (1800-452-4827), Option 9** and one of our representatives will be happy to assist you.

You may also contact us by email using the following address: [jagweb1@jaguarlandrover.com](mailto:jagweb1@jaguarlandrover.com). Please include your full name, address, and VIN of your vehicle in your email.

**If you have the need to contact Jaguar by mail, please use the following address:**

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

If after having attempted to take advantage of this recall you believe you have not been able to have your vehicle remedied without charge and within a reasonable amount of time, you may submit a complaint to the:

Administrator  
National Highway Traffic Safety Administration  
1200 New Jersey Ave., S.E.,  
Washington, D.C., 20590

or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153); or go to <http://www.safercar.gov>.

Jaguar appreciates your confidence in our product and wish to do everything we can to retain that confidence. We recognize this service visit may be an inconvenience to you. Jaguar, in cooperation with your authorized Jaguar retailer, will strive to minimize any inconvenience to you caused by this program.

Sincerely,



**Thomas Giese**  
Director, Technical Services - MA-43  
Customer Service