

Part 573 Safety Recall Report

24V-085

Manufacturer Name : Jaguar Land Rover North America, LLC

Submission Date : FEB 08, 2024

NHTSA Recall No. : 24V-085

Manufacturer Recall No. : H471



Manufacturer Information :

Population :

Manufacturer Name : Jaguar Land Rover North America, LLC

Number of potentially involved : 21

Address : 100 Jaguar Land Rover Way

Estimated percentage with defect : 100 %

Mahwah NJ 07495

Company phone : 8188500

Vehicle Information :

Vehicle 1 : 2019-2020 JAGUAR I-PACE

Vehicle Type : LIGHT VEHICLES

Body Style : SUV

Power Train : HYBRID ELECTRIC

Descriptive Information : Jaguar Land Rover is conducting a voluntary safety recall campaign involving 2019-2020 I-PACE vehicles built at the Graz Vehicle assembly plant from September 7, 2018 - July 22, 2019. 21 vehicles in the United States and Federalized Territories. The recall population was determined by using data from the Jaguar Land Rover Service diagnostic system to identify vehicles where there is no record of the correct software required to successfully complete safety recall H441 but there is evidence (a claim or a record from legacy service diagnostic tools) of an attempted update as well as any 2019 and 2020 I-PACE vehicles that received the software with the error.

Production Dates : SEP 07, 2018 - JUL 22, 2019

VIN Range 1 : Begin : SADHD2S17K1F63429 **End :** SADHD2S19L1F85904 Not sequential

Description of Defect :

Description of the Defect : Following a field report of an issue that was considered to be mitigated through the completion of Jaguar Safety Recall H441, it was revealed that the recall action for H441 had been incorrectly completed by a retailer. Investigations revealed the retailer had used a non-approved service diagnostic tool and the correct software was, as a result, not downloaded to the vehicle concerned. Additionally, the software supplier advised the latest software files released for installation into 2019 and 20MY vehicles contains an error in part of its diagnostics strategy and the required detection of battery module performance issues is not fully present. As a result, affected vehicles remain with the safety defect. As a result, the vehicle remains with the safety defect even though the retailer reported completing the safety recall. Vehicles have experienced thermal overload which may show as smoke or fire, that may occur underneath the vehicle where high voltage traction battery is located. The investigation into the technical issue that causes the original concern is ongoing. Modules that were identified by the remedy software as having characteristics of a folded anode tab, which may contribute to a risk of thermal overload, are still being inspected by the supplier. Cell inspection and testing indicate that anode tab folding can contribute to short circuits, but it is likely that other conditions also need to be present to excite the thermal overload condition. At this time, such potential secondary causes have not been determined. The supplier investigation continues to seek other conditions through component inspection and testing.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : An incorrectly repaired vehicle will continue to have a risk of vehicle thermal overload condition such as fire or smoke which can result in increased risk of occupant injury and/or injury to persons outside the vehicle, as well as property damage. The owner will not be aware that the prior repair was not completed correctly.

Description of the Cause : NR

Identification of Any Warning that can Occur : NR

Involved Components :

Component Name 1 : High Voltage Battery Pack Assembly

Component Description : High Voltage Battery Pack Assembly

Component Part Number : T4K4282

Component Name 2 : High Voltage Battery Pack Assembly

Component Description : High Voltage Battery Pack Assembly

Component Part Number : T4K9818

Component Name 3 : High Voltage Battery Pack Assembly

Component Description : High Voltage Battery Pack Assembly

Component Part Number : T4K11674

Component Name 4 : High Voltage Battery Pack Assembly

Component Description : High Voltage Battery Pack Assembly

Component Part Number : T4K13288

Component Name 5 : High Voltage Battery Pack Assembly

Component Description : High Voltage Battery Pack Assembly

Component Part Number : NR

Component Name 6 : High Voltage Battery Pack Assembly

Component Description : High Voltage Battery Pack Assembly

Component Part Number : T4K14489

Component Name 7 : High Voltage Battery Pack Assembly

Component Description : High Voltage Battery Pack Assembly

Component Part Number : T4K14609

Component Name 8 : High Voltage Battery Pack Assembly

Component Description : High Voltage Battery Pack Assembly

Component Part Number : T4K16281

Component Name 9 : High Voltage Battery Pack Assembly

Component Description : High Voltage Battery Pack Assembly

Component Part Number : T4K16370

Component Name 10 : High Voltage Battery Pack Assembly

Component Description : High Voltage Battery Pack Assembly

Component Part Number : T4K17606

Component Name 11 : High Voltage Battery Pack Assembly

Component Description : High Voltage Battery Pack Assembly

Component Part Number : T4K19934

Supplier Identification :

Component Manufacturer

Name : Jaguar Land Rover Limited

Address : Abbey Road
Whitley Coventry Foreign States CV34LF

Country : United Kingdom

Chronology :

See file "JLR Recall Notification H471 Chronology"

Description of Remedy :

Description of Remedy Program : Recalled vehicles will receive an update to the Battery Energy Control Module (BECM) software using the correct service diagnostic tool and software which provides the correct diagnostic routines, that will monitor the battery pack assembly operational status that indicates where the battery contains conditions which may lead to thermal overload risk. This software provides an enhanced level of driver warnings in relation to battery condition and where the software determines a risk exists, the High Voltage battery charging capacity is limited to a maximum of 75%. The warning message and associated Owner Guide instruction directs the driver to take their vehicle to a Jaguar retailer for diagnosis and, as required, repair. There will be no charge to the owners for this software update. Customers who have paid for a repair of this defect will be reimbursed by the Jaguar Land Rover reimbursement plan, subject to the usual terms and conditions. In line with recommendations made by manufacturers who have had similar issues and until such time as the safety recall remedy has been completed, retailers and customers should park away from structures for 30 days after the update. Where possible, vehicles should be charged outside.

How Remedy Component Differs from Recalled Component : NR

Identify How/When Recall Condition was Corrected in Production : NR

Recall Schedule :

Description of Recall Schedule : Dealer notification date is February 22, 2024. Customer letter mailing on or before March 28, 2024.

Planned Dealer Notification Date : FEB 22, 2024 - FEB 22, 2024

Planned Owner Notification Date : MAR 28, 2024 - MAR 28, 2024

* NR - Not Reported