

Part 573 Safety Recall Report

24V-633

Manufacturer Name : Jaguar Land Rover North America, LLC

Submission Date : MAR 19, 2025

NHTSA Recall No. : 24V-633

Manufacturer Recall No. : H514



Manufacturer Information :

Population :

Manufacturer Name : Jaguar Land Rover North America, LLC

Address : 100 Jaguar Land Rover Way

Mahwah NJ 07495

Company phone : 8188500

Number of potentially involved : 2,760

Estimated percentage with defect : 100 %

Vehicle Information :

Vehicle 1 : 2019-2019 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 certain 2019MY Jaguar I-PACE vehicles built at the Graz Vehicle Assembly Plant from January 9, 2018 - March 14, 2019. 2760 vehicles in the United States and Federalized Territories. The basis for the recall population is all Jaguar I-PACE 19MY vehicles not included in the H484 Safety Recall.

Production Dates : JAN 05, 2018 - MAR 14, 2019

VIN Range 1 : Begin : SADHA2A14K1F60112 End : SADHC2S10K1F76736 ☐ Not sequential

Description of Defect :

Description of the Defect : A concern with the capability of the diagnostic software introduced through safety recalls H441, H459 or H471 has been determined as post software update 2019MY vehicle fires have been reported. These vehicles experienced thermal overload which showed as smoke or fire from the underside of the vehicle where the high voltage traction battery is located.

The diagnostic software updates have been identified as not providing an appropriate level of protection for the 2019MY vehicles in the US.

The investigation 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.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : Owners who have previously had their vehicle updated with the improved diagnostic software are under the impression that their vehicle is protected from thermal overload which, for 2019MY vehicles, may not be the case.

A vehicle thermal overload condition such as fire or smoke can result in increased risk of occupant injury and/or injury to persons outside the vehicle, as well as property damage.

Description of the Cause : NR

Identification of Any Warning NR
that can Occur :

Involved Components :

Component Name 1 : High Voltage Battery Pack Assembly

Component Description : High Voltage Battery Pack Assembly

Component Part Number : t4T4K4282

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 : T4K14489

Component Name 6 : High Voltage Battery Pack Assembly

Component Description : High Voltage Battery Pack Assembly

Component Part Number : T4K14609

Component Name 7 : High Voltage Battery Pack Assembly

Component Description : High Voltage Battery Pack Assembly

Component Part Number : T4K16281

Component Name 8 : High Voltage Battery Pack Assembly

Component Description : High Voltage Battery Pack Assembly

Component Part Number : T4K16370

Component Name 9 : High Voltage Battery Pack Assembly

Component Description : High Voltage Battery Pack Assembly

Component Part Number : T4K17606

Component Name 10 : High Voltage Battery Pack Assembly

Component Description : High Voltage Battery Pack Assembly

Component Part Number : T4K19934

Supplier Identification :

Component Manufacturer

Name : LG Energy Solution Co., Ltd.

Address : LG Energy Solution Wrocław Sp. z o.o

ul. LG 1A, Biskupice Podgórne Kobierzyce Foreign States 55-040

Country : Poland

Chronology :

Following the launch of Safety Recall Campaigns H441, H459 and H471, JLR has continued to monitor customer

uptake of the recall remedy. JLR has also monitored, where the diagnostic software has been deployed, the instances that the software has detected a fault that could lead to thermal overload and introduced protection against detected battery faults. Through 2024, a small number of post recall fire events were reported and investigation into the issues commenced. During the course of 2024, JLR maintain open dialogue with NHTSA discussing the issues and providing insight into the investigation. In July 2024, the capability of the improved diagnostic software was further reviewed internally at JLR and then with NHTSA where the limitations were better understood. The matter was discussed at Jaguar Land Rover’s Product Safety and Compliance Committee (PSCC) and it was accepted that there is a potential issue with the 2019MY vehicles in the US and the level of protection provided by the improved diagnostic software. Further discussion with NHTSA in August, 2024, led to this matter being progressed to the Jaguar Land Rover Recall Determination Committee (RDC) where, on August 19, 2024, it was accepted for the 2019MY vehicles not part of the H484 safety recall require a further recall to better mitigate the thermal overload condition. There have been no reported accidents or injuries as a result of this concern. JLR is aware of a small number of reports of vehicle thermal overload condition post diagnostic software installation. There have been three fires in the US related to post software update on 2019MY vehicles. On January 10, 2024, July 4, 2024, and July 5, 2024. The issue was further reviewed at JLR’s RDC on November 11, 2024, where it was agreed that in the interest of timely resolution for customers, the permanent remedy for the defect in these vehicles is to reacquire affected vehicles. These vehicles will be held in the control of JLR until further notice.

Description of Remedy :

Description of Remedy Program : As a final remedy, JLR will reacquire vehicles from affected customers. These vehicles will be held in the control of JLR until further notice. For administrative purposes, the final remedy will be administered under manufacturer recall reference H536.

Until the reacquisition is complete, the interim remedy of a software update to limit the state of charge to 80% is still required and where not already done, customers are requested to book their vehicles in for this update as soon as possible. There will be no charge to the owners for this update.

Customers who have paid for a repair of this defect out of warranty 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. Where possible, vehicles should be charged outside.

Customers should also limit their charge to a maximum of 80% until the recall remedy has been completed. The Owner Manual should be consulted to confirm how to monitor vehicle charge level. Owner Manuals are available at www.ownerinfo.jaguar.com

How Remedy Component Differs from Recalled Component : NR

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

Recall Schedule :

Description of Recall Schedule : Notifications to dealers will occur on September 6, 2024. Distribution of owner notification letters will occur on or before October 18, 2024. 2nd interim letter was mailed on November 6, 2024. Final letter was mailed March 5, 2025.

Planned Dealer Notification Date : SEP 06, 2024 - SEP 06, 2024

Planned Owner Notification Date : OCT 18, 2024 - MAR 05, 2025

* NR - Not Reported