



U.S. Department  
of Transportation

National Highway  
Traffic Safety  
Administration

## Part 573 Safety Recall Report

## 24V633

**Manufacturer Name:** Jaguar Land Rover North America, LLC

**Submission Date:** Nov 19, 2025

**NHTSA Recall No.:** 24V633

**Manufacturer Recall No.:** H514

### Manufacturer Information

### Population

**Manufacturer Name:** Jaguar Land Rover North America, LLC

**Address:** 100 Jaguar Land Rover Way  
Mahwah NJ, 07495

**Total number of potentially involved:** 2,760

**Estimated percentage with defect:** 100%

### Vehicle Information

**Vehicle 1:** 2019-2019 JAGUAR I-PACE

**Product Category:** Light Vehicles

**Product Type:**

**Fuel / Propulsion:**

**Production Dates:** Jan 05, 2018 - Mar 14, 2019

**Number of potentially involved:** 2,760

**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.

### Defect / Noncompliance Description

**Description of the defect or noncompliance:**

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

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inspected by the supplier.

**FMVSS1:**

**FMVSS2:**

**Description of the safety risk, including crash, fire, death, injury:**

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:**

**Identification of any warning that can occur:**

## Component Manufacturer

**Tier of Supplier:**

**Supplier Type:**

**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

## 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

**Part 573 Safety Recall Report****24V633****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

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**Component Part Number:** T4K19934

## 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. On 12 November 2025, following an inspection of the campaign records it was discovered that a single vehicle had been mistakenly excluded from the campaign on the basis of its current location due to it being exported from the US. This single vehicle has been added to the campaign.

**Related NHTSA Recall Number:**

## Description of Remedy

**Remedy Type:** Reimburse, Repurchase

**Consumer Advisories:**  Do Not Drive  Park Outside

### 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.

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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](http://www.ownerinfo.jaguar.com)

**How remedy component differs from recalled component:**

**Identify how/when recall condition was corrected in production:**

## Reimbursement Plan

**Description of reimbursement program:**

**Period of reimbursement:**

**Costs to be reimbursed:**

**Address for reimbursement claims:**

## 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  No Dealers

**Planned Interim Owner Notification Date:**  No Owners

**Planned Remedy Owner Notification Date:** Oct 18, 2024 - Mar 05, 2025  Phased Recall

**Date when VIN will be searchable:**