



U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

Part 573 Safety Recall Report

24V927

Manufacturer Name: Jaguar Land Rover North America, LLC

Submission Date: May 29, 2025

NHTSA Recall No.: 24V927

Manufacturer Recall No.: H529

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: 80

Estimated percentage with defect: 100%

Vehicle Information

Vehicle 1: 2019-2019 JAGUAR I-PACE

Product Category:

Product Type:

Fuel / Propulsion:

Production Dates: Feb 08, 2018 - Mar 14, 2019

Number of potentially involved: 80

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 February 21, 2018 - March 11, 2019. 52 vehicles in the United States and Federalized Territories. The basis for the recall population is data from the JLR Service diagnostic system to identify vehicles where there is no record of the correct software installed or there is erroneous software installed by assessing software State of Charge (SoC) limit stored for safety recall H514 interim repair.

Defect / Noncompliance Description

Description of the defect or noncompliance:

Following an internal review of warranty claims for interim recall remedy H514, it was revealed that the interim recall action had been incorrectly completed by a number of retailers. Investigations revealed the retailers had either not started, or not correctly completed, the H514 safety recall software updates per the published repair procedure. As a result, affected vehicles remain with the safety defect.

FMVSS1:

FMVSS2:

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

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 interim repair was not completed correctly.

Description of the cause:

Identification of any warning that can occur:

Component Manufacturer

Tier of Supplier:

Supplier Type:

Name: LG Energy SolutionCo., 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: T4K19934

Component Name 2: High Voltage Battery Pack Assembly

Component Description: High Voltage Battery Pack Assembly

Component Part Number: T4K4282

Component Name 3: High Voltage Battery Pack Assembly

Component Description: High Voltage Battery Pack Assembly

Component Part Number: T4K9818

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Component Name 4: High Voltage Battery Pack Assembly

Component Description: High Voltage Battery Pack Assembly

Component Part Number: T4K11674

Component Name 5: High Voltage Battery Pack Assembly

Component Description: High Voltage Battery Pack Assembly

Component Part Number: T4K13288

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

Chronology

On 12 November 2024, following an audit of the first 20 H514 remedy records, an internal report was received that there may have been 3 vehicles where the interim remedy had not been successfully applied to the vehicles, but yet a claim for the repair had been made by the repairing retailer. Throughout November 2024, and into early December 2024, the logs of the retailer activity for the

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remainder of the H514 recall population were manually reviewed with the intention of verifying the accuracy of the original report and ascertaining whether there were any other vehicles where repair records show the same situation. On 03 December 2024, the findings of the investigation were presented to JLR's Product Safety and Compliance Committee (PSCC) where it was decided to progress this matter to the Recall Determination Committee (RDC) for review. On 05 December 2024, the RDC reviewed the matter and determined that, as these vehicles had not had the interim remedy applied, there was a continued safety risk and therefore they should be subject to further recall. As of 09 January 2025, further assessment of recall repairs revealed a number of further vehicles identified as not having H514 interim repair completed as required, and these vehicles have now been included in this safety recall. As of 14 March 2025, further assessment of recall repairs revealed a number of further vehicles identified as not having H514 interim repair completed as required, and these vehicles have now been included in this safety recall. There have no accidents, injuries or fires reported attributed to this issue. JLR has not received any claims or field reports in the USA related to this issue. As of 22 May 2025, further assessment of recall repairs revealed a number of further vehicles identified as not having H514 interim repair completed as required, and these vehicles have now been included in this safety recall.

Related NHTSA Recall Number: Further assessment of recall repairs revealed a number of vehicles identified as not having H514 interim repair completed as required

Description of Remedy

Remedy Type: Software

Consumer Advisories: Do Not Drive Park Outside

Description of remedy program:

Vehicles will have the interim repair update software installed. Vehicles where the H514 final remedy (vehicle reacquisition) is completed do not need this recall to be carried out. There will be no charge to the owners for this repair. 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:

Identify how/when recall condition was corrected in production:

Reimbursement Plan

Part 573 Safety Recall Report**24V927****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 January 2, 2025. Distribution of owner notification letters will occur on or before February 7, 2025. Owner notification letters for added population mailed March 28, 2025. Owner notification letters for added population mailed April 25, 2025.

Planned Dealer Notification Date: Jan 02, 2025 - Jan 02, 2025 No Dealers**Planned Interim Owner Notification Date:** No Owners**Planned Remedy Owner Notification Date:** Feb 07, 2025 - Apr 25, 2025 Phased Recall**Date when VIN will be searchable:**