



# SAFETY RELATED RECALL

Global Recall Action  
Number: H484v3

Changes are highlighted in blue

<b>Subject:</b>  <b>I-PACE Traction Battery Thermal Overload - Elevated Risk</b>	Publication No.: H484v3
	Model: I-PACE (X590)
	Model Year: 2019 - 2020
	Date of Issue: 12 March 2024

<b>To:</b>	All National Sales Companies (NSCs), importers, retailers and authorized repairers.
<b>For the Attention of:</b>	The approved JLR retailer/authorized repairer.
<b>Important:</b>	NOTE: The information in this campaign is intended for use by professional technicians. If you are not a JLR retailer/authorized repairer, do not assume that a condition described affects a specific vehicle. Contact an authorized JLR retailer/authorized repairer to determine if this campaign applies to a specific vehicle. This bulletin is re-issued to add a sentence regarding Battery Cell replacements

## FOR THE ATTENTION OF ALL:

### DESCRIPTION OF ISSUE AND THE EFFECT ON VEHICLE OPERATION

A potential concern has been identified on specific vehicles within the above vehicle range.

Battery packs manufactured between March 1, 2018 and May 31, 2018 are exposed to multiple technical issues that have shown to contribute to an elevated risk of thermal overload. The packs from this period have a greater propensity for short circuits in the battery cells which generates heat buildup and will, where the battery state of charge State Of Charge (SOC) is greater than circa 85% trigger thermal overload. Vehicles already modified through safety recall H441 are less likely to experience thermal overload but to remove all doubt for this population, this safety recall is being undertaken.

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.

The initial action is to provide customers with affected vehicles with a request to take steps to protect against this elevated risk. These steps being:-

- Only charge their vehicle to a maximum of 75% state of charge
- Park away from structures until further notice from JLR
- Charge outside

This initial action will be followed up with details of the steps to be taken to provide a remedy to the technical issues affecting these vehicles.

Retailers are reminded that for 2019 to 2020 model year vehicles the H441, H459 or H471 software update is to be completed using TOPIx Cloud Diagnostics as a retailer repair as part of these Recall Action bulletins and claimed for following the instructions in those Recall Action bulletins.

JLR has taken the decision to recall affected vehicles to repair the vehicle. No Battery Cell replacements should be carried out at this time.

Following procedures appropriate to your market and as required by local legislation, owners of affected vehicles should be contacted requesting that they:-

- Only charge their vehicle to a maximum of 75% state of charge
- Park away from structures until further notice from JLR
- Charge outside

The National Sales Companies (NSCs), Importer, Regional Office or Government agency will contact the customers. If you have any questions about this process, contact your NSC/Importer or Regional Office for more information.

Check the JLR Warranty Portal to make sure affected vehicles are correctly identified prior to starting this campaign. The Warranty Portal will be updated to reflect only those vehicles affected.

An owner may indicate that a repair has already been completed for this concern. In this case, the owners are STILL requested to follow the precautionary steps to prevent the elevated risk of thermal overload and possible vehicle fire.

For information purposes, a Technical Question and Answer document is attached.

**FOR THE ATTENTION OF NORTH AMERICAN TERRITORIES ONLY:**

National Highway Traffic Safety Administration (NHTSA) reference number:24V-183

Transport Canada (TC) reference number:2024-152

Visit the British Brands Sales Suite (BBSS) website for a list of affected vehicles at your retailer/authorized repairer. Unsold vehicles must be repaired prior to handover of the vehicle for retail sale.

**REGULATORY INFORMATION**

JLR North America, LLC and JLR Canada ULC have informed the National Highway Traffic Safety Administration (NHTSA) and Transport Canada (TC) of their intent to perform a Safety Recall on certain 2019 I-PACE vehicles imported into the United States and Canadian markets. Information relating to this Safety Recall will be posted on the NHTSA and TC websites. United States Federal regulations require that retailers/authorized repairers must be notified within a reasonable time after the manufacturer decides that a defect that relates to motor vehicle safety or a non-compliance exists. United States Federal Law requires retailers/authorized repairers to complete any outstanding Safety Recall before a new vehicle is delivered to the buyer or lessee. Violation of this requirement by a retailer/authorized repairer, in the USA only, could result in a maximum civil penalty of up to the equivalent of \$27,168.00 USD per violation and the equivalent of \$135,828,178.00 USD for a related series of violations. This Safety Recall serves as notification to all retailers/authorized repairers in the United States and Federalized Territories and Canada that any affected new vehicles may not be sold and delivered for customer use until the Safety Recall repair is completed.

JLR North America, LLC and JLR Canada ULC recommends that affected sales demonstrator and loaner vehicles are repaired before use, and that used vehicles are repaired before sale. Retailers/authorized repairers who choose to proceed against this recommendation, where legally permitted, must clearly and conspicuously disclose the open Safety Recall notice to the applicable customers.

Yours faithfully

Steve Oldham

Global Customer Care Quality Director

# Technical Questions And Answers



FOR USE ON ENQUIRY

JLR Recall H484

I-PACE Traction Battery Thermal Overload - Elevated Risk

Certain I-PACE vehicles, which have battery packs manufactured from 1 March 2018 to 31 May 2018, have an elevated risk of suffering thermal overload which can lead to a vehicle fire.

## **Question 1**

Who do I contact if a member of the press contacts me about this recall?

*Answer*

Make sure that any press enquiries are referred to the Jaguar Land Rover (JLR) Corporate Affairs office.

## **Question 2**

Why is JLR recalling certain models?

*Answer*

JLR is conducting a recall to notify customers of certain 2019 and 2020 MY I-PACE vehicles that their vehicle has an elevated risk of thermal overload which may lead to a vehicle fire. The initial action is to provide customers with affected vehicles with a request to take steps to protect against this elevated risk. These steps being:-

- Only charge their vehicle to a maximum of 75% state of charge
- Park away from structures until further notice from JLR
- Charge outside

This initial action will be followed up with details of the steps to be taken to provide a remedy to the technical issues affecting these vehicles.

## **Question 3**

Can you tell me more about what is wrong with the vehicles?

*Answer*

High voltage battery packs manufactured between 01 March 2018 and 31 May 2018 have an elevated risk of thermal overload when in a high state of charge due to a number of technical issues introduced during the battery manufacturing process. It has been identified that the risk of thermal overload (which could lead to a fire) is increased at high states of charge due to the amount of energy than can be released from the cells, and as such JLR is launching this recall to instruct customers on how to minimize the risk until the remedy is developed.

## **Question 4**

How would the customer become aware of potentially having this concern?

*Answer*

For vehicles which have received the update as part of the H441 Safety Recall, their vehicles will, where a defect is detected, display a warning on the instrument cluster and limit the state of charge of the battery to no more than 75%. In this condition, vehicles can continue to be driven.

It is possible, where thermal overload occurs that smoke or flames could potentially be seen coming from the vehicle, which may result in a total loss of the vehicle.

## **Question 5**

Does this concern affect vehicle safety?

*Answer*

Yes.

## **Question 6**

Has JLR received many complaints?

*Answer*

JLR has received reports of a number of vehicle fires globally which resulted from battery packs built within this risk range.

**Question 7**

Have there been any accidents or injuries or fires?

*Answer*

There have been no reports of accidents or injuries relating to this concern of which Jaguar Land Rover is aware. There have been reports of vehicle fires.

**Question 8**

How was the condition discovered?

*Answer*

The elevated risk issue was identified by monitoring the warnings flagged on vehicles following the updates provided in safety recall H441 and through further analysis of returned parts by the battery supplier.

**Question 9**

How long has JLR known about this problem?

*Answer*

The elevated risk was identified in February 2024.

**Question 10**

Is the defect leading you to any concerns regarding the reliability of the vehicle?

*Answer*

JLR has no concerns with the overall reliability of the vehicle. JLR carefully monitors field data to make sure that any matters relating to safety and compliance are rigorously investigated.

**Question 11**

What has JLR done in production?

*Answer*

Battery packs manufactured after 31 May 2018 installed into I-PACE vehicles have battery manufacturer quality improvements which are now known to lessen the risk of thermal overload.

**Question 12**

What will authorized Repairers do to the vehicles?

*Answer*

The remedy is still under development, but in the interim JLR request that customers take the following precautions to minimize the risk of thermal overload which can lead to vehicle fire:

- Only charge their vehicle to a maximum of 75% state of charge
- Park away from structures until further notice from JLR
- Charge outside

JLR is seeking to have all affected vehicles reconnected to the Remote InControl© system allowing customers to connect to their vehicle remotely and also for data to be provided to JLR from connected vehicles. Customers can monitor the charging of their vehicle with the latest version of the Jaguar Remote App or inside the vehicle and should stop charging the vehicle when it reaches 75% state of charge.

Customers are advised to contact a Jaguar Land Rover authorized Repairer should they have any concerns regarding their vehicle.

**Question 13**

Which vehicles are affected by this recall?

*Answer*

2019 - 2020 model year I-PACE vehicles as below may be affected: SADHA2A11K1F60746 to SADHA2B10L1F76789\* \* Specific vehicles within the Vehicle Identification Number (VIN) range

**Question 14**

Are other JLR models affected by these actions?

*Answer*

No other models are known to be affected by this condition.

**Question 15**

Are parts available to rework vehicles?

*Answer*

The remedy is currently under development.

**Question 16**

How much will the recall cost JLR?

*Answer*

Cost was not a factor in deciding to recall these vehicles.

**Question 17**

How do I know if my vehicle is affected?

*Answer*

All owners of affected vehicles will shortly receive a letter requesting they:-

- Only charge their vehicle to a maximum of 75% state of charge
- Park away from structures until further notice from JLR
- Charge outside

Customers can use the Recall Search at <https://topix.jaguar.jlrex.com/topix/vehicle/lookupForm>

**Question 18**

How long does it take for the car to be inspected and repaired?

*Answer*

The remedy is still under development. Customers and retailers will be advised once the remedy is available. Customers are instructed to take precautions as detailed above until further notice.

**Question 19**

Can I continue to drive my vehicle safely until it has been recalled?

*Answer*

Yes. With a reduced state of charge, vehicles can still be safely driven.

JLR request that customers take the following precautions to minimize the thermal overload and related fire risk:

- Only charge their vehicle to a maximum of 75% state of charge
- Park away from structures until further notice from JLR
- Charge outside

JLR is seeking to have all affected vehicles reconnected to the Remote InControl® system allowing customers to connect to their vehicle remotely and also for data to be provided to JLR from connected vehicles. Customers can monitor the charging of their vehicle with the latest version of the Jaguar Remote App or inside the vehicle and should stop charging the vehicle when it reaches 75% state of charge.

Customers are advised to contact a Jaguar Land Rover authorized Repairer should they have any concerns regarding their vehicle.

**Note:**

Make sure that any press enquiries are referred to the JLR Corporate Media office on +44-(0)2475-361000 or [jlrmedia@jaguarlandrover.com](mailto:jlrmedia@jaguarlandrover.com)