



ADMINISTRATION BULLETIN - SAFETY RELATED RECALL

Global Recall
Action
Number:
H514ADM1

Subject: High Voltage Battery Pack Assembly Thermal Overload	Publication No.: H514ADM1
	Model: I-PACE (X590)
	Model Year: 2019
	Date of Issue: 06 September 2024

To:	JLR North America, LLC.
For the Attention of:	The approved JLR retailer/authorized repairer.

FOR THE ATTENTION OF NORTH AMERICAN TERRITORIES ONLY:

National Highway Traffic Safety Administration (NHTSA) reference number:24V-633

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.

	The following applies to: [Guam, Puerto Rico, United States, United States Minor Outlying Islands]
--	--

REGULATORY INFORMATION

	The following applies to: [Guam, Puerto Rico, United States, United States Minor Outlying Islands]
--	--

JLR North America, LLC have informed the National Highway Traffic Safety Administration (NHTSA) of their intent to perform a Safety Recall on certain 2019 model year I-PACE vehicles imported into the United States markets. Information relating to this Safety Recall will be posted on the NHTSA website.

	The following applies to: [Guam, Puerto Rico, United States, United States Minor Outlying Islands]
--	--

This Safety Recall Administration Bulletin serves as notification to all retailers in United States markets that any new affected vehicles may not be sold and delivered for customer use until the Safety Recall repair is completed. Violation of this requirement by a retailer/authorized repairer 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.

DESCRIPTION OF ISSUE AND THE EFFECT ON VEHICLE OPERATION

Vehicles recalled as part of the H441, H459 or H471 safety recalls have subsequently experienced thermal overload. The diagnostic software updates have been identified as not providing an appropriate level of protection for the 2019MY vehicles in the US. Thermal overload may show as smoke or fire, that may occur underneath the vehicle where the high voltage traction battery is located.

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.

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.

OWNER NOTIFICATION

Initial owner notification is expected to occur on or before 18th October 2024

ACTION TO BE TAKEN

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.

Retailers/authorized repairers are required to Quarantine affected new vehicles that are within your control and refrain from releasing the vehicles for new vehicle sale pending completion of the rework action. Affected vehicles already with customers should be updated at the next available opportunity. JLR North America 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 recall to the applicable customers.

The Safety Recall repair procedures and any required parts and/or software are not currently available. A Safety Recall repair campaign will be published when all repair procedures and all required parts and/or software are available. The date for this is currently TBD,

Retailers/authorized repairers are reminded that they must not sell vehicles identified as affected by this campaign until such time as the repair has been successfully completed.

Yours faithfully

Steve Oldham

Global Customer Care Quality Director

Technical Questions And Answers	
FOR USE ON ENQUIRY	
Jaguar Land Rover Recall H514	
2019 Model Year (MY) Jaguar I-PACE vehicles for High Voltage Battery Pack Assembly Thermal Overload	

Vehicles recalled as part of the H441, H459 or H471 safety recalls have subsequently experienced thermal overload. The diagnostic software updates have been identified as not providing an appropriate level of protection for the 2019MY vehicles in the US. Thermal overload may show as smoke or fire, that may occur underneath the vehicle where the high voltage traction battery is located.

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 Jaguar Land Rover recalling certain Jaguar models?

Answer

Jaguar Land Rover is conducting a voluntary safety recall involving certain 2019 MY Jaguar I-PACE vehicles due to a risk of thermal overload within the traction battery pack. 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.

Question 3

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

Answer

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

Question 4

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

Answer

Where there is a detected traction battery issue, an instrument cluster warning such as Traction Battery Fault and Stop Safely Battery fault may be displayed on instrument cluster. In extreme cases a popping sound and burning smell may be experienced. Smoke and potentially flames may be seen.

Question 5

Does this concern affect vehicle safety?

Answer

Jaguar Land Rover has determined that the condition constitutes an unreasonable risk to safety.

Question 6

Has Jaguar Land Rover received many complaints?

Answer

Jaguar Land Rover has received three field reports of vehicle fires which were attributed to this issue.

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 condition was identified through Jaguar Land Rover's field reporting process.

Question 9

How long has Jaguar Land Rover known about this problem?

Answer

This issue was investigated through 2024 and a decision to recall made in August 2024.

Question 10

Is the defect leading you to any concerns regarding the reliability of a system, which is supposed to be designed and engineered for the passengers' safety? What type of measures are you planning to take?

Answer

Jaguar Land Rover has no concerns with the overall reliability of the vehicle. Jaguar Land Rover carefully monitors field data to make sure that any matters relating to safety and compliance are rigorously investigated. In this case, the investigation is ongoing.

Question 11

What has Jaguar Land Rover done in production?

Answer

The Battery Energy Control Module Battery Energy Control Module (BECM) software is updated to better detect and respond to detected traction battery electrical issues.

Question 12

What will authorized Repairers do to the vehicles?

Answer

In addition to the improved diagnostic software, recalled vehicles will, as an interim condition, have their maximum state of charge altered to 80% whilst a permanent remedy is developed. Customers who are not able to operate their vehicles in the 80% max state of charge state will be offered alternative transport arrangements.

There will be no charge to owners.

Question 13

Which vehicles are affected by this recall?

Answer

Certain 2019 Model Year Jaguar I-PACE vehicles in the United States:

SADHA2A14K1F60112 to SADHC2S10K1F76736 (Specific vehicles within the Vehicle Identification Number (VIN) range)

Note: Vehicles included in Safety Recall H484 are NOT included in the Recall

Question 14

Are other Jaguar Land Rover 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 interim recall update is software only. A permanent remedy is in development and will be the subject of a future communication.

Question 16

How much will the recall cost Jaguar Land Rover?

Answer

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

Question 17

How do I know if my Jaguar I-PACE vehicle is affected?

Answer

All owners of potentially affected vehicles will shortly receive a letter inviting them to contact a Jaguar Land Rover authorized Repairer for the work to be completed.

In some countries, recall information is available online through the Jaguar brand web site.

Question 18

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

Answer

The work will be completed as quickly and efficiently as possible in order to minimize inconvenience to customers and is expected to take no longer than one hour to complete. Naturally, due to retailer schedules, vehicles may be required for longer.

Question 19

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

Answer

In line with recommendations made by manufacturers who have had similar issues, customers should park away from structures until such time as the recall has been completed. Where possible charge outside.

Charge your vehicle to 80% to limit the charge level. Consult your Owners Handbook to confirm how to monitor vehicle charge level. Owner Manuals are available at www.ownerinfo.jaguar.com.

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 jlmedia@jaguarlandrover.com