



ADMINISTRATION BULLETIN - SAFETY RELATED RECALL

Global Recall
Action
Number:
H529ADM1

Subject: High Voltage Battery Pack Assembly Thermal Overload - Incorrectly Repaired	Publication No.: H529ADM1
	Model: I-PACE (X590)
	Model Year: 2019
	Date of Issue: 19 December 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-927

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]
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REGULATORY INFORMATION

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

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.

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.

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

OWNER NOTIFICATION

Initial owner notification is expected to occur on or before 7th February 2025.

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.

Vehicles will have the interim repair update software installed. Vehicles where the H514 final remedy (vehicle repurchase) is completed do not need this recall to be completed.

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