



## **IMPORTANT SAFETY RECALL**

This notice applies to your vehicle,

**April 25, 2025**

### **SAFETY RECALL H529: High Voltage Battery Pack Assembly Thermal Overload Incorrectly Repaired**

**Vehicle Affected: 2019MY I-PACE**

**National Highway Traffic Safety Administration (NHTSA) Recall Number: 24V-927**

**Dear Jaguar I-PACE Owner:**

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act. Jaguar has decided that a defect which relates to motor vehicle safety exists in certain 2019MY I-PACE vehicles.

Your vehicle is included in this Recall action.

#### **What is the reason for this program?**

Following an internal review of warranty claims for interim recall remedy H514, it was revealed that the interim recall action had been incorrectly completed. As a result, your vehicle still contains 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.

#### **What are the warning signs of this condition?**

You will not be aware that the prior interim repair was not completed correctly. If a risk of battery overheating is detected, an Instrument Panel Cluster warning such as 'Traction Battery Fault' and 'Stop Safely Battery Fault' may be displayed. In certain cases, a popping sound and burning smell may be experienced. Smoke and flames may be seen. A high-voltage battery that overheats increases the risk of a fire.

#### **What will Jaguar and your authorized Jaguar Retailer do?**

Vehicles will have the interim repair update software installed. This will limit the maximum state of charge for the EV battery to 80%. There will be no charge to the owners for this repair.

#### **What should you do?**

Please contact your preferred authorized Jaguar retailer without delay and provide them with your Vehicle Identification Number (VIN) and request a service date to complete the work required under Program Code 'H529'

#### **Are there any precautions that may be taken to minimize the safety risk until the corrective measures are implemented?**

You may continue to drive your vehicle, however, you should charge vehicles to a maximum of 80% charge level and **park away from structures. Where possible charge outside.**



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Consult your Owners Handbook to confirm how to monitor vehicle charge level. Owner Handbooks are available at [www.ownerinfo.jaguar.com](http://www.ownerinfo.jaguar.com). Customers are advised to contact a Jaguar Land Rover authorized Retailer should they have any concerns regarding their vehicle.

**Attention Leasing Agencies:** If you are a vehicle lessor, Federal Regulations require you to forward this notice to your lessee within ten (10) days.

**How long will it take?**

The work will be carried out as quickly and efficiently as possible in order to minimize any inconvenience to customers. The work is expected to take approximately 30 mins, although your retailer may need your vehicle for a longer time. Your retailer can provide you with a better estimate of the overall time for the service visit.

**What if I have previously paid for this concern?**

If you have already paid for this concern before the date of this letter, Jaguar is offering a refund. To qualify for a refund, during the recall repair service appointment, please provide your authorized Jaguar retailer with the original paid receipt.

To avoid delays, please do not send the receipt to Jaguar Land Rover NA, LLC.

**Moved or no longer own this Jaguar vehicle?**

If you are no longer the owner of this vehicle, Jaguar would appreciate the name and address of the new owner (if known); please fill out and return the enclosed return postage-paid card.

**What should you do if you have further questions?**

If you have any questions or concerns, please contact the Service Manager at your authorized Jaguar retailer for assistance. If you have any queries or concerns that your retailer cannot address, please contact the Jaguar Customer Relationship Center at **1-800-452-4827, Option 9** and one of our representatives will be happy to assist you.

You may also contact us by email using the following address: [jagweb1@jaguarlandrover.com](mailto:jagweb1@jaguarlandrover.com). Please include your full name, address, and VIN of your vehicle in your email.

**If you have the need to contact Jaguar by mail, please use the following address:**

Jaguar Land Rover North America, LLC  
ATTN: Customer Relationship Center  
100 Jaguar Land Rover Way  
Mahwah, NJ 07495

If you believe your dealer fails to or is unable to remedy this defect without charge and within a reasonable amount of time, you may submit a complaint to the:

Administrator  
National Highway Traffic Safety Administration  
1200 New Jersey Ave., S.E.,  
Washington, D.C., 20590

or call the toll-free Vehicle Safety Hotline at **1-888-327-4236 (TTY: 1-800-424-9153)**; or go to <http://www.safercar.gov>.

Thank you again for selecting Jaguar, your ownership experience is very important to us. We recognize this service visit may be an inconvenience to you. Jaguar, in cooperation with your authorized Jaguar retailer, will strive to minimize any inconvenience to you caused by this program.

Sincerely,



**Wayne Clarke**  
Director, Technical Services  
Jaguar Land Rover, NA LLC