



SAFETY RELATED RECALL

Global Recall Action
Number: H484v5

Subject: I-PACE Traction Battery Thermal Overload - Elevated Risk	Publication No.: H484v5
	Model: I-PACE (X590)
	Model Year: 2019 - 2020
	Date of Issue: 09 August 2024

To:	Jaguar Land Rover North America, LLC and Jaguar Land Rover Canada ULC.
For the Attention of:	The approved JLR retailer/authorized repairer.
Important:	<p>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.</p> <p>This bulletin is re-issued to add in 2020 model year vehicles, amend wording in Technical QA and issue description text and an increase to the battery replacement time.</p>

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 containing cells manufactured on or before 31 May 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 build-up and will, where the battery State Of Charge (SOC) is greater than circa 85% trigger thermal overload. Vehicles already modified through safety recall H441, H459 and H471 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.

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

ACTION TO BE TAKEN

As a remedy JLR will replace the battery pack with a new pack at no charge to the customer.

Until such time as the above remedy has been completed, JLR request that customers take the following precautions to minimize the thermal overload which can lead to vehicle fire:-

- Only charge their vehicle to a maximum of 75% SOC.
- Park away from structures.
- 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 seek to physically stop the charging by unplugging the cable when it reaches 75% state of charge.

Customers are advised to contact a JLR retailer/authorized repairer should they have any concerns regarding their vehicle.

Following procedures appropriate to your market and as required by local legislation, owners of affected vehicles should be contacted requesting that the owner contact their nearest JLR retailer/authorized repairer as soon as possible to arrange for the repair to be completed. 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.

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

JLR retailer/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.

An owner may indicate that a repair has already been completed for this concern, in which case the full cost of the repair should be reimbursed. Refer to the warranty section of this campaign for details of the Customer Reimbursement and Related Damage Process. At the time of confirming a booking for a vehicle repair, make sure you check the Warranty Portal to confirm if there are any other outstanding campaigns, to make sure the correct parts are available and adequate workshop time is allocated for repairs to be completed in one visit.

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

REGULATORY INFORMATION

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

Transport Canada (TC) reference number: 2024-152

Jaguar Land Rover North America, LLC and Jaguar Land Rover 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 model year and 2020 model year 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 JLR 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 JLR 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 JLR 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 JLR 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.

Jaguar Land Rover North America, LLC and Jaguar Land Rover Canada ULC recommends that affected sales demonstrator and loaner vehicles are repaired before use, and that used vehicles are repaired before sale. JLR retailers/authorized repairers who select 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

SERVICE INSTRUCTION - H484V5

Changes are highlighted in blue

Parts Information

The parts required will be supplied direct by JLR Parts to retailers when stock is available, case-by-case for individual vehicles requiring repair. Retailers should not submit their own orders. An allowance equivalent of £25.00 Sterling has been allocated under ZZZ999 for coolant.

NOTE:

* The cells, modules and packs identified for removal have been condemned as having an unreasonable risk to safety and must be disposed of as per local market regulations and requirements.

Description	Part Number/Sundry Code	Qty/£ value	% Of Vehicles Requiring This Part*
High Voltage (HV) battery*	431123456	1	100
Foam block	T4K15742	1	100
Foam block	T4K15743	1	100
Coolant	ZZZ999	£25.00	100

SROs

Description	SRO	Time
Permit to work issue	16.10.74	0.1
HV battery - Renew	16.10.01	5.7
Electric Vehicle (EV) battery Noise, Vibration and Harshness (NVH) foam - Installation	05.10.20	0.2
Battery Energy Control Module (BECM) replacement application	85.86.20	0.2
High Voltage System Power Down/Up - Complete Vehicle - Safety Accompanying Person	01.01.40.33	0.6
Drive in/drive out	10.10.10	0.2

NOTE:

Repair procedures are under constant review, and therefore times are subject to change; those quoted here must be taken as guidance only. Always refer to TOPIx to obtain the latest repair time.

Warranty Information

Warranty claims should be submitted quoting program code H484 with the relevant option code from the table below. As option codes are used there is no requirement for you to enter SROs or parts, these are included for information only.

Program Code	Option	Description	SRO	Time	Part Number/Sundry Code	Qty/£ value
H484	A	Permit to work issue	16.10.74	0.1	431123456	1
		HV battery - Renew	16.10.01	5.7	T4K15742	1
		EV battery NVH foam - Installation	05.10.20	0.2	T4K15743	1
		BECM replacement application	85.86.20	0.2	ZZZ999	£25.00
		High Voltage System Power Down/Up - Complete Vehicle - Safety Accompanying Person	01.01.40.33	0.6		
H484	B	Permit to work issue	16.10.74	0.1	431123456	1
		HV battery - Renew	16.10.01	5.7	T4K15742	1
		EV battery NVH foam - Installation	05.10.20	0.2	T4K15743	1
		BECM replacement application	85.86.20	0.2	ZZZ999	£25.00
		High Voltage System Power Down/Up - Complete Vehicle - Safety Accompanying Person	01.01.40.33	0.6		
		Drive in/drive out	10.10.10	0.2		

NOTE:

The option that contains the drive in/drive out allowance may only be claimed when the vehicle has been brought back into the workshop for this action alone to be undertaken.

Warranty claims should be submitted in accordance with the current JLR Global Warranty Manual, and its amendments, unless stated otherwise in this bulletin.

NOTE:

If there is a requirement to claim for related/consequential damage or customer reimbursement, refer to the related instruction that can be found in TOPIx (in the Search box, search for 'Related Damage Claim' and open the related bulletin link).

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[REMOVAL AND INSTALLATION: DIAGNOSTIC INSTRUCTION - USING TOPIx CLOUD DIAGNOSTICS](#)

SERVICE INSTRUCTION

1.

NOTE:

During the [HV](#) battery coolant drain procedure the [HV](#) battery coolant must be collected in a suitable clean container and must remain free from contamination. The [HV](#) battery coolant collected must then be reused during the [HV](#) battery coolant filling and bleeding procedure.

Remove the original [EV](#) battery (see TOPIx Workshop Manual section 414-01: Battery, Mounting and Cables - Removal and Installation - Electric Vehicle Battery - **Complete all removal steps only**).

2. Install the [EV](#) battery [NVH](#) foam to the new [EV](#) battery (see TOPIx Workshop Manual Section 414-01: General Procedures - Electric Vehicle Battery Foam Installation).

3.

NOTES:

- Use the [EV](#) battery coolant retained during removal and top up the cooling system as required.
- A new [BECM](#) is supplied as part of the new [EV](#) battery assembly and must be configured.

Install the new [EV](#) battery (see TOPIx Workshop Manual section 414-01: Battery, Mounting and Cables - Removal and Installation - Electric Vehicle Battery - **Complete all installation steps only**).

DIAGNOSTIC INSTRUCTION - USING TOPIx CLOUD DIAGNOSTICS

1. Connect the JLR approved diagnostic equipment and the JLR approved battery support unit.

2.

NOTE:

Only complete this step if the vehicle is in transit mode.

Select the link to disable transit mode.

3.

NOTE:

Only complete this step if the vehicle is in transit mode.

Select the link to disable transit mode.

4. Complete the '[BECM](#) - Replace Module' application -

5.

NOTE:

If required.

Select the link to enable transit mode.

6.

NOTE:

If required.

Select the link to enable transit mode.

7. Follow all on-screen instructions to complete the task.

8. Disconnect the JLR approved diagnostic equipment and the JLR approved battery support unit.

IMPORTANT SAFETY RECALL

This notice applies to your vehicle, SAJXXXXXXXXXXXXX
Program Number: H484

Date: month/year

IMPORTANT SAFETY RECALL - I-PACE Traction Battery Thermal Overload – Elevated Risk

Vehicle Affected: Jaguar I-PACE

Model Year: 2019 and 2020

Transport Canada (TC) Recall Number: 2024-152

Dear Jaguar I-PACE Owner:

This notice is sent to you in accordance with the requirements of the Motor Vehicle Safety Act. This is to inform you that your vehicle may contain a defect that could affect the safety of a person.

Your vehicle is included in this Recall action.

What is the reason for this recall?

Battery packs containing cells manufactured on or before May 31, 2018, are at an increased risk of technical issues that have been shown to contribute to an elevated risk of thermal overload. Vehicles already modified through prior safety recalls H441, H459 or H471 will still need to have the new remedy completed.

What are the warning signs of this condition?

A high voltage battery that is overheating may result in smoke from the vehicle or fire.

What is the safety risk to persons arising from this defect?

A high voltage battery that overheats increases the risk of fire, occupant injury and/or injury to persons outside the vehicle, as well as property damage.

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

Clients are advised of the following precautions to minimize the risk of thermal overload which can lead to vehicle fire:

- Do not charge your I-PACE above 75% state of charge.
- Do not charge your I-PACE indoors.
- Park your I-PACE away from buildings after charging.

What will JLR and your JLR retailer/authorized repairer do?

Your JLR retailer/authorized repairer will replace the High Voltage battery in your vehicle. There will be no charge to the owners for this repair.

What should you do?

Contact your preferred JLR retailer/authorized repairer without delay and provide them with your Vehicle Identification Number (VIN) and request a service date to complete the work required under Program Code 'H484'. Prior to this recall remedy being applied to your vehicle observe all precautions as detailed above.

Attention Leasing Agencies: forward this notice to your lessee within ten (10) days.

How long will it take?

The work will be completed as quickly and efficiently as possible in order to minimize any inconvenience to customers and is expected to take approximately 2 days, although your JLR retailer/authorized repairer may need your vehicle for a longer time. Your JLR retailer/authorized repairer 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, JLR is offering a refund. To qualify for a refund, provide your JLR retailer/authorized repairer with the original paid receipt.

To avoid delays, do not send the receipt to Jaguar Land Rover North America, LLC.

Moved or no longer own this Jaguar vehicle?

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

What should you do if you have further questions?

If you have any questions regarding this Recall, contact the Service Manager at your JLR retailer/authorized repairer for assistance. If you have any queries or concerns that your local JLR retailer/authorized repairer cannot address, contact the Jaguar Canada Customer Relationship Centre at 1-800-668-6257 and one of our representatives will be happy to assist you.

You can also contact JLR by email using the following address: jagcweb@jaguarlandrover.com. Include your full name, address, and VIN of your vehicle in your email.

If you have the need to contact JLR by mail, use the following address:

Jaguar Land Rover Canada ULC

ATTN: Customer Relationship Center

75 Courtneypark Drive West, Unit 3

Mississauga, ON L5W 0E3

CANADA

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

Yours sincerely

SUMANA KUNDU

Director, Customer Service

Jaguar Land Rover Canada ULC

IMPORTANT SAFETY RECALL

This notice applies to your vehicle, SAJXXXXXXXXXXXXXX
Program Number: H484

Date: month/year

IMPORTANT SAFETY RECALL - I-PACE Traction Battery Thermal Overload – Elevated Risk

Vehicle Affected: Jaguar I-PACE

Model Year: 2019 and 2020

National Highway Traffic Safety Administration (NHTSA) Recall Number: 24V-183

Dear Jaguar I-PACE Owner:

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act. JLR has decided that a defect which relates to motor vehicle safety exists in certain 2019 model year and 2020 model year Jaguar I-PACE vehicles.

Your vehicle is included in this Recall action.

What is the reason for this program?

Battery packs containing cells manufactured on or before May 31, 2018, are at an increased risk of technical issues that have been shown to contribute to an elevated risk of thermal overload. Vehicles already modified through prior safety recalls H441, H459 or H471 will still need to have the new remedy completed.

A high voltage battery that overheats increases the risk of fire, occupant injury and/or injury to persons outside the vehicle, as well as property damage.

What are the warning signs of this condition?

A high voltage battery that is overheating may result in smoke from the vehicle or fire.

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

Clients are advised of the following precautions to minimize the risk of thermal overload which can lead to vehicle fire:

- Do not charge your I-PACE above 75% state of charge.
- Do not charge your I-PACE indoors.
- Park your I-PACE away from buildings after charging.

What will JLR and your JLR retailer/authorized repairer do?

Your JLR retailer/authorized repairer will replace the High Voltage battery in your vehicle. There will be no charge to the owners for this repair.

What should you do?

Contact your preferred JLR retailer/authorized repairer without delay and provide them with your Vehicle Identification Number (VIN) and request a service date to complete the work required under Program Code 'H484'. Prior to this recall remedy being applied to your vehicle observe all precautions as detailed above.

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 completed as quickly and efficiently as possible in order to minimize any inconvenience to customers. The work is expected to take approximately 2 days although your JLR retailer/authorized repairer may need your vehicle for a longer time. Your JLR retailer/authorized repairer can provide you with a better estimate of the overall time for the service visit.

Moved or no longer own this Jaguar vehicle?

If you are no longer the owner of this vehicle, JLR would appreciate the name and address of the new owner (if known); 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, contact the Service Manager at your JLR retailer/authorized repairer for assistance. If you have any queries or concerns that your JLR retailer/authorized repairer cannot address, contact the JLR 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. Include your full name, address, and VIN of your vehicle in your email.

If you have the need to contact JLR by mail, 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 JLR retailer/authorized repairer 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 JLR, your ownership experience is very important to us. We recognize this service visit may be an inconvenience to you. JLR, in cooperation with your JLR retailer/authorized repairer, will strive to minimize any inconvenience to you caused by this program.

Yours sincerely

Wayne Clarke

Director, Technical Services - MA-43

Customer Service

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 containing cells manufactured on or before 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 JLR Corporate Affairs office.

Question 2

Why is JLR recalling certain models?

Answer

JLR is conducting a recall to notify customers of certain 2019 model year and 2020 model year 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.
- 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 containing cells manufactured on or before 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 when 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, H459 and H471 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 manufactured 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 JLR is aware. There have been reports of vehicle fires.

Question 8

How was the concern 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 concern?

Answer

The elevated risk was identified in February 2024.

Question 10

Is the concern 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 containing cells 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 JLR retailers/authorized repairers do to the vehicles?

Answer

As a remedy JLR will replace the battery pack with a new pack at no charge to the customer.

The remedy options will be discussed directly with the customer.

Until such time as the above remedy has been completed, 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.
- 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 JLR retailer/authorized repairer should they have any concerns regarding their vehicle.

Question 13

Which vehicles are affected by this recall?

Answer

Certain 2019 model year and 2020 model year I-PACE vehicles as below may be affected:

SADHD2S18K1F60278 to SADHB2S10L1F80340*

* 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

Parts are available for JLR retailer/authorized repairer to conduct this repair.

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.
- Charge outside.

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

Question 18

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

Answer

A battery pack replacement will take no more than 1 day. Naturally, due to JLR retailer/authorized repairer schedules, vehicles may be required for longer. The work will be completed out as quickly and efficiently as possible in order to minimize inconvenience to customers.

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.
- 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 JLR retailer/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 jlrmmedia@jaguarlandrover.com