



SAFETY RELATED RECALL

Global Recall Action
Number: H514v6

Changes are highlighted in blue

Subject: High Voltage Battery Pack Assembly Thermal Overload	Publication No.: H514v6
	Model: I-PACE (X590)
	Model Year: 2019
	Date of Issue: 17 March 2025

To:	Jaguar Land Rover North America, LLC.
For the Attention of:	The approved JLR retailer / authorized repairer - USA only
Important:	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 campaign has been re-issued to add in the TOPIx campaign workflow instructions.

FOR THE ATTENTION OF ALL:

DESCRIPTION OF ISSUE AND THE EFFECT ON VEHICLE OPERATION

A concern with the capability of the diagnostic software introduced through safety recalls H441, H459 or H471 has been determined as post software update 2019 model year vehicle fires have been reported. These vehicles experienced thermal overload which showed as smoke or fire from the underside of the vehicle where the [High Voltage \(HV\)](#) 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 2019 model year 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.

ACTION TO BE TAKEN

JLR has taken the decision to recall affected vehicles to remove the safety risk for the customer.

This campaign must be completed using the campaign workflow. Outstanding campaigns are listed on the TOPIx vehicle home page. To complete H514 return to the TOPIx vehicle home page and select '**Start Workflow**' from the **OUTSTANDING CAMPAIGNS** section. All instructions must be followed to complete the campaign.

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

Separately and as a final remedy, Jaguar will reach out to affected customers to seek to work with them to arrange the repurchase of their vehicle. Jaguar will be administering this under a separate Recall number, H536. Vehicles will remain open in this recall until the interim remedy has been completed and will also remain open in H536 until the repurchase process has been completed.

IMPORTANT - All vehicles must have the interim software repair completed prior to the repurchase of the vehicle.

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.

JLR retailers / authorized repairers are instructed that they must not sell vehicles identified as affected by this campaign.

An owner may indicate that the interim software has already been completed as a customer paid repair, in which case the full cost of this 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's interim repair, make sure you check the Warranty Portal to confirm if there are any other outstanding campaigns, and make sure adequate workshop time is allocated for interim repairs to be completed in one visit.

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

**The following applies to:**

[Guam, Puerto Rico, United States, United States Minor Outlying Islands]

FOR THE ATTENTION OF NORTH AMERICAN TERRITORIES ONLY:**The following applies to:**

[Guam, Puerto Rico, United States, United States Minor Outlying Islands]

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

**The following applies to:**

[Guam, Puerto Rico, United States, United States Minor Outlying Islands]

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.

**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]

Jaguar Land Rover 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. 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 could result in a maximum civil penalty of up to the equivalent of \$27,874.00 USD per violation and the equivalent of \$139,356,994.00 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 that any affected new vehicles may not be sold and delivered for customer use until the Safety Recall repair is completed.

**The following applies to:**

[Guam, Puerto Rico, United States, United States Minor Outlying Islands]

Jaguar Land Rover North America, LLC 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 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 - H514V6

Changes are highlighted in blue

Interim repair which must be completed prior to vehicle repurchase

H514 High Voltage Battery Pack Assembly Thermal Overload

This campaign must be completed using the campaign workflow.

Outstanding campaigns are listed on the TOPIx vehicle home page.

To complete H514 return to the TOPIx vehicle home page and select '**Start Workflow**' from the **OUTSTANDING CAMPAIGNS** section. All instructions must be followed to complete the campaign.

SROs

Description	SRO	Time
Complete Electric Vehicle (EV) battery charging limit application	05.10.30	0.3
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 H514 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
H514	A	Complete EV battery charging limit application	05.10.30	0.3
H514	B	Complete EV battery charging limit application Drive in / drive out	05.10.30 10.10.10	0.3 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 campaign.

Vehicle Repurchase

Jaguar has established an I-PACE Settlement team to administer the vehicle repurchase process. Commencing early 2025, this team will be reaching out to all clients with a vehicle affected by H514 to begin the repurchase process. Additional Service communications will be published to provide further details on that process and how Retailers can assist. Refer to the copy of the customer letter included with this bulletin, which contains JLR contact points if clients have questions in the meantime. Customers are also being asked to confirm by email, their latest contact details.

Customer Reimbursement and Related Damage Process

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).

DIAGNOSTIC INSTRUCTION

CAUTIONS:

- All content in the Diagnostic Instruction **MUST** be read before selecting 'Complete Step'.
- You **MUST** connect the JLR approved diagnostic equipment and approved battery support unit to complete the campaign workflow.

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

2.

CAUTION:

The campaign workflow **MUST** be run for the software update to be applied.

NOTE:

All vehicles must complete the campaign workflow regardless of [Battery Energy Control Module \(BECM\)](#) software level, even if the [BECM](#) software is already at the latest level.

Select 'Complete Step' and follow all on-screen instructions.

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

IMPORTANT SAFETY RECALL

This notice applies to your vehicle, **SAXXXXXXXXXXXXXXX**

Month XX, 2024

SAFETY RECALL H514: HIGH VOLTAGE BATTERY PACK ASSEMBLY THERMAL OVERLOAD

Vehicle Affected: Jaguar I-PACE

Model Year: 2019

National Highway Traffic Safety Administration (NHTSA) Recall Number: 24V-633

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 2019 model year Jaguar I-PACE vehicles.

Your vehicle is included in this Recall action.

Jaguar wrote to you on November 6th, 2024, to advise your vehicle is affected by this recall and to confirm the interim repair is now available and service appointments can now be made.

The purpose of this letter is to inform you that, as the final remedy to address this safety issue, we will work with you to arrange the re-purchase of your vehicle from you, less depreciation based on the age, condition and mileage of your vehicle.

Jaguar will be administering the vehicle repurchase program under a separate Recall number, H536. Your vehicle will remain open against this recall until the repurchase process has been completed. Your vehicle will remain open in Recall H514 until the interim remedy has been completed.

You may check the status of your vehicle in both recalls on the NHTSA web site:

<https://www.nhtsa.gov/recalls>

What is the reason for this program?

A concern with the capability of the diagnostic software introduced through prior safety recalls H441, H459 or H471 has been raised following reports of several fires in 2019 model year vehicles after the software installation. Several vehicles have experienced thermal overload which led to smoke or fire from the underside of the vehicle where the [High Voltage \(HV\)](#) battery is located. The diagnostic software updates have been identified as not providing an appropriate level of protection for 2019 model year I-PACE vehicles in the US.

What are the warning signs of this condition?

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 [HV](#) battery that overheats increases the risk of a fire. **You should park outside and away from structures, and when possible charge outside.**

What will Jaguar and your authorized Jaguar Retailer do?

As referenced in the previous letter, your vehicle will, as an interim condition, after receiving a software update have the maximum state of charge altered to 80%. This will protect your vehicle until the re-purchase is complete. The maximum driving range of your vehicle will be reduced accordingly. There will be no charge to owners for this repair.

Separately, a Jaguar representative will reach out to you directly and seek to work with you to arrange the re-purchase of your vehicle.

What should you do?

If you have not already done so, you should contact your preferred authorized Jaguar retailer without delay and provide them with your [Vehicle Identification Number \(VIN\)](#) and request a service date to install the latest software to limit the state of charge to 80% as required under Safety Recall 'H514'.

We understand this service visit and re-purchase may be an inconvenience to you. Jaguar, in cooperation with your authorized Jaguar retailer, will strive to minimize any inconvenience caused.

As indicated above, we will be contacting you separately to arrange the re-purchase of your vehicle.

Are there any precautions that may be taken to minimize the safety risk until the re-purchase is complete?

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

As stated in the previous letter, to help you manage this state of charge limit, we have launched a software update program that will limit the state of charge to 80%. If you have not already done so, make sure you contact your authorized Jaguar retailer to have this software installed. The software update is expected to take approximately 1 hour 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.

Consult your Owners Handbook to confirm how to monitor vehicle charge level. Owner Handbooks are available at **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.

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 regarding your 2019 I-PACE interim software repair, contact the Service Manager at your authorized Jaguar retailer for assistance.

If you have any questions about the repurchase of your 2019 Jaguar I-PACE, contact the Jaguar Customer Relationship Center at 1-800-452-4827 Option 9, and one of our representatives will be happy to assist you.

If you have the need to contact Jaguar 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 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

Technical Questions And Answers	
FOR USE ON ENQUIRY	
Jaguar Land Rover Recall H514	
2019 Model Year 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 2019 model year vehicles in the US. Thermal overload may show as smoke or fire, that may occur underneath the vehicle where the [High Voltage \(HV\)](#) 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 JLR Corporate Affairs office.

Question 2

Why is JLR recalling certain Jaguar models?

Answer

JLR is conducting a voluntary safety recall involving certain 2019 model year Jaguar I-PACE vehicles due to a risk of thermal overload within the [HV](#) 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 2019 model year 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 [HV](#) battery issue, an instrument cluster warning such as [HV](#) 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

JLR has determined that the condition constitutes an unreasonable risk to safety.

Question 6

Has JLR received many complaints?

Answer

JLR 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 JLR is aware. There have been reports of vehicle fires.

Question 8

How was the condition discovered?

Answer

The condition was identified through JLR's field reporting process.

Question 9

How long has JLR 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

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. In this case, the investigation is ongoing.

Question 11

What has JLR done in production?

Answer

The [Battery Energy Control Module \(BECM\)](#) software is updated to better detect and respond to detected [H.V.](#) battery electrical issues.

Question 12

What will JLR retailers / authorized repairers do to the vehicles?

Answer

JLR is reacquiring all affected vehicles from customers to expedite a timely resolution of this matter for our customers (this action will be administered under JLR recall reference H536). Until such time as reacquisition is completed, customers are requested to have the improved diagnostic software released as part of the H441 / H459 / H471 recalls installed on the vehicles. Further, as an interim condition, have their maximum state of charge altered to 80%. Customers who are not able to operate their vehicles in the 80% max state of charge state will be offered alternative transport arrangements.

Question 13

Can I keep my car and have a replacement battery?

Answer

Battery pack supply is heavily constrained and to provide a permanent remedy, JLR has decided that the only viable and timely solution is vehicle repurchase.

Question 14

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 15

Are other JLR models affected by these actions?

Answer

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

Question 16

Are parts available to rework vehicles?

Answer

The interim recall update is software only and software is available.

No parts are required for vehicle repurchase.

Question 17

How much will the recall cost JLR?

Answer

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

Question 18

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

Answer

All owners of affected vehicles will have received a letter requesting they contact a JLR retailer / authorized repairer for the interim software update restricting the maximum state of charge to 80% to be completed.

JLR will now contact customers to make arrangements for the reacquisition of affected vehicles. For administrative purposes, the final remedy of vehicle reacquisition will be administered under manufacturer recall reference H536.

Recall information is available online through the Jaguar brand web site.

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

Question 19

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

Answer

The interim software update will take around an hour to complete.

JLR will aim to complete the repurchase of vehicles as quickly as possible.

Question 20

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

Answer

In line with recommendations made by other 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 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 jlrmedia@jaguarlandrover.com