



SAFETY RELATED RECALL

Global Recall Action
Number: H536

Subject: High Voltage Battery Pack Assembly Thermal Overload Vehicle Repurchase (H514 Final Remedy)	Publication No.: H536
	Model: I-PACE (X590)
	Model Year: 2019
	Date of Issue: 10 February 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.

FOR THE ATTENTION OF ALL:

DESCRIPTION OF ISSUE AND THE EFFECT ON VEHICLE OPERATION

This campaign (H536) is being launched in conjunction with H514. The H536 campaign is an administrative step to enable clear records and reporting of any vehicles that have been repurchased from customers as part of the H514 campaign previously published.

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.

As a final remedy, Jaguar will reach out to affected customers and seek to work with them to arrange the repurchase of 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 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.

IMPORTANT - All vehicles must have the interim software repair completed under H514 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.



The following applies to:

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



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