



SAFETY RELATED RECALL

Global Recall Action
Number: H529

Subject: High Voltage Battery Pack Assembly Thermal Overload - Incorrectly Repaired	Publication No.: H529
	Model: I-PACE (X590)
	Model Year: 2019
	Date of Issue: 06 January 2025

To:	Jaguar Land Rover North America, LLC.
For the Attention of:	The approved JLR retailer / authorized repairer.
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

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 JLR retailers / authorized repairers. Investigations revealed the JLR retailers / authorized repairers 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.

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.

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.

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 repair has already been completed for this concern, in which case the full cost of the interim 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]
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FOR THE ATTENTION OF NORTH AMERICAN TERRITORIES ONLY:

	The following applies to: [Guam, Puerto Rico, United States, United States Minor Outlying Islands]
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**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 - H529

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 H529 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
H529	A	Complete EV battery charging limit application	05.10.30	0.3
H529	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.

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

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.

NOTE:

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

Select the link to run [BECM](#) - Hybrid or [EV](#) Battery Charging Limit - H514/H529 Campaign application -

5.

WARNING:

Do not release the vehicle to customer until the application has completed successfully, as shown in the image with the **GREEN '✓'**.

After completing the application, pay particular attention to the application **State** and **Result** in the 'History' tab within the 'Applications and Troubleshooting' section of TOPIx Cloud Diagnostics, as shown in the example images below.

NOTE:

If the application still does not complete successfully after a second attempt, raise a [Technical Assistance \(TA\)](#) request, referencing campaign number H514.

If the application **State** is '**Finished**' and the **Result** is '**Error**', as shown in the image with a **RED 'X'** - The application has **NOT** completed successfully. **The application must be completed again by selecting the hyperlink in step 4.**

NOTE:

If the application still does not complete successfully after a second attempt, raise a [TA](#) request, referencing campaign number H514.

If the application **State** is '**Timed out**', as shown in the image with a **RED 'X'** - The application has **NOT** completed successfully. **The application must be completed again by selecting the hyperlink in step 4.**

NOTE:

If the application still does not complete successfully after a second attempt, raise a [TA](#) request, referencing campaign number H514.

If the application **State** is '**Aborted**' and the **Result** is '**User Aborted**', as shown in the image with a **RED 'X'** - The application has **NOT** completed successfully. **The application must be completed again by selecting the hyperlink in step 4.**

NOTE:

If the application still does not complete successfully after a second attempt, raise a [TA](#) request, referencing campaign number H514.

If the application **State** is '**Vehicle connection lost**', as shown in the image with a **RED 'X'** - The application has **NOT** completed successfully. **The application must be completed again by selecting the hyperlink in step 4.**

NOTE:

The vehicle can only be released to the customer if the application **State** is '**Finished**' and the **Result** does not show '**Error**'.

If the application **State** is '**Finished**', as shown in the image with a **GREEN '✓'** - The application has completed successfully. **Continue to the next step.**



APPLICATIONS AND TROUBLESHOOTING

VehicleModuleModule ProgrammingDiagnostic TestsHistoryDTCs

View All History

Date Requested (UTC) ▾	Agent Group ▾	Application ▾	State ▾	Result ▾
10/25/2024 10:00:00	Production	BECM - Hybrid or EV Battery Charging Limit - H514 Campaign G4457747 - v25.0	Finished	Error
10/25/2024 10:00:00	Production	Background Data Collector G4457747 - v25.0	Finished	
10/25/2024 10:00:00	Production	Service Management G4457747 - v25.0	Finished	
10/25/2024 10:00:00	Production	Background Data Collector G4457747 - v25.0	Finished	



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APPLICATIONS AND TROUBLESHOOTING

VehicleModuleModule ProgrammingDiagnostic TestsHistoryDTCs

View All History

Date Requested (UTC) ▾	Agent Group ▾	Application ▾	State ▾	Result ▾
10/25/2024 10:00:00	Production	BECM - Hybrid or EV Battery Charging Limit - H514 Campaign G4457747 - v25.0	Timed out	
10/25/2024 10:00:00	Production	Background Data Collector G4457747 - v25.0	Finished	
10/25/2024 10:00:00	Production	Service Management G4457747 - v25.0	Finished	
10/25/2024 10:00:00	Production	BECM - Hybrid or EV Battery Charging Limit - H514 Campaign G4457747 - v25.0	Finished	



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APPLICATIONS AND TROUBLESHOOTING

Vehicle Module Module Programming Diagnostic Tests History DTCs

View All History

Date Requested (UTC) ▾	Agent Group ▾	Application ▾	State ▾	Result ▾
08-Nov-2024 20:43:23	PRC-PRC-PRC	BECM - Hybrid or EV Battery Charging Limit - H514 Campaign G4457747 - v25.0	Aborted	User Aborted
08-Nov-2024 20:43:45	PRC-PRC-PRC	BackgroundDataCollector (G4457747) - v25.0	Finished	
08-Nov-2024 20:43:53	PRC-PRC-PRC	NetworkIntegrityTest (G4457747) - v25.0	Finished	View Data
08-Nov-2024 20:43:54	PRC-PRC-PRC	BackgroundDataCollector (G4457747) - v25.0	Finished	



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APPLICATIONS AND TROUBLESHOOTING

Vehicle Module Module Programming Diagnostic Tests History DTCs

View All History

Date Requested (UTC) ▾	Agent Group ▾	Application ▾	State ▾	Result ▾
08-Nov-2024 20:43:23	PRC-PRC-PRC	BECM - Hybrid or EV Battery Charging Limit - H514 Campaign G4457747 - v25.0	Vehicle connection lost	
08-Nov-2024 20:43:45	PRC-PRC-PRC	BackgroundDataCollector (G4457747) - v25.0	Finished	
08-Nov-2024 20:43:53	PRC-PRC-PRC	NetworkIntegrityTest (G4457747) - v25.0	Finished	View Data
08-Nov-2024 20:43:54	PRC-PRC-PRC	BackgroundDataCollector (G4457747) - v25.0	Finished	



E375008



APPLICATIONS AND TROUBLESHOOTING

VehicleModuleModule ProgrammingDiagnostic TestsHistoryDTCs

View All History

Date Requested (UTC) ▾	Agent Group ▾	Application ▾	State ▾	Result ▾
28-Nov-2024 15:58:08	WINDUSTRY	BECM - Hybrid or EV Battery Charging Limit - H514 Campaign G4457747 - v25.0	Finished	
28-Nov-2024 15:58:07	WINDUSTRY	Background Data Collection G4457747 - v25.0	Finished	
28-Nov-2024 15:58:06	WINDUSTRY	Hardware Integrity Test G4457747 - v25.0	Finished	
28-Nov-2024 15:58:05	WINDUSTRY	Background Data Collection G4457747 - v25.0	Finished	

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6.

NOTE:

If required.

Select the link to enable transit mode.

7.

NOTE:

If required.

Select the link to enable transit mode.

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

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

IMPORTANT SAFETY RECALL

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

Month XX, 2024

SAFETY RECALL H529: HIGH VOLTAGE BATTERY PACK ASSEMBLY THERMAL OVERLOAD - INCORRECTLY REPAIRED

This Customer Letter is a DRAFT COPY and has not yet been approved by JLR North America or the National Highway Traffic Safety Administration (NHTSA). A copy of the final version will be provided in due course.

Vehicle Affected: Jaguar I-PACE

Model Year: 2019

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 2019 model year Jaguar 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 by a number of JLR retailers / authorized repairers. Investigations revealed the JLR retailers / authorized repairers 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.

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.

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

As referenced in the previous letter, your vehicle will, as an interim condition, have the maximum state of charge altered to 80%. The maximum driving range of your vehicle will be reduced accordingly. There will be no charge to owners for this repair.

What should you do?

If you have not already done so, you should contact your preferred JLR retailer / authorized repairer 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 'H529'.

We understand this service visit may be an inconvenience to you. Jaguar, in cooperation with your JLR retailer / authorized repairer, will strive to minimize any inconvenience caused.

Are there any precautions that may be taken to minimize the safety risk?

You may continue to drive your vehicle, however, in line with recommendations made by other manufacturers who have had similar issues, you should charge 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 JLR retailer / authorized repairer 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 JLR retailer / authorized repairer 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 JLR retailer / authorized repairer 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); 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 authorized Jaguar retailer for assistance. If you have any queries or concerns that your retailer cannot address, 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 program may be an inconvenience to you. Jaguar, in cooperation with your JLR retailer / authorized repairer, will strive to minimize any inconvenience to you caused by this program.

Sincerely

Wayne Clarke

Director, Technical Services

Jaguar Land Rover, North America LLC

Technical Questions And Answers	
FOR USE ON ENQUIRY	
Jaguar Land Rover Recall H529	
2019 Model Year Jaguar I-PACE vehicles for High Voltage Battery Pack Assembly thermal overload – incorrectly repaired vehicles.	

Following an internal review of claims and related vehicle data for interim recall remedy H514, it was revealed that the interim recall action had been incorrectly completed by a number of JLR retailers / authorized repairers. Investigations revealed the JLR retailers / authorized repairers 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.

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 traction battery pack due to the original interim recall repair being incorrectly completed.

Question 3

Can you tell me more about what is wrong with the vehicles?

Answer

The original issue covered by Safety Recall H514 is that 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. Vehicles incorrectly repaired continue to have this risk although owners likely believe their vehicle has been protected by the interim repair.

Question 4

How would the customer become aware of potentially having this concern?

Answer

Where there is a detected traction battery issue, an instrument cluster warning such as Traction 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. Further, the interim update restricts the maximum state of charge to 80%, any incorrectly repaired vehicle, in a fault free state, will be able to charge to 100%.

Question 5

Does this concern affect vehicle safety?

Answer

JLR has determined that the potential for arcing to occur could pose a risk to vehicle safety due to the risk of a fire developing.

Question 6

Has JLR received many complaints?

Answer

JLR has not received any complaints related to this issue.

Question 7

Have there been any accidents or injuries or fires?

Answer

There have been no accidents, injuries or fires reported attributed to this issue.

Question 8

How was the condition discovered?

Answer

The defect was identified through JLR's internal reporting process.

Question 9

How long has JLR known about this problem?

Answer

This issue was raised internally in November 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.

Question 11

What has JLR done in production?

Answer

This issue affects vehicles which are no longer in production.

Question 12

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

Answer

Vehicles will have the interim repair update software installed.

There will be no charge to the owners for this repair.

Question 13

Which vehicles are affected by this recall?

Answer

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

SADHD2S16K1F60313 to SADHD2S14K1F76302* * Specific vehicles within the Vehicle Identification Number (VIN) range.

Question 14

Are other JLR models affected by these actions?

Answer

No other JLR models are affected by this condition.

Question 15

Are parts available to rework vehicles?

Answer

This is a software update only and requires no additional parts. Software is available for JLR retailers / authorized repairers 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 Jaguar I-PACE vehicle is affected?

Answer

All owners of potentially affected vehicles will shortly be contacted and invited to make an appointment with a JLR retailers / authorized repairers for the work to be completed.

In some countries, recall information is available online through the Jaguar brand web site.

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

Question 18

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

Answer

The work will be completed out as quickly and efficiently as possible in order to minimize inconvenience to customers and is expected to take no longer than 1 hour to complete. Naturally, due to JLR retailer / authorized repairer schedules, vehicles may be required for longer.

Question 19

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

Answer

In line with recommendations made by 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.

Some vehicles also provide a Charging Limit feature that can be used by customers to limit the charge level. Customers may, until the recall is completed, set the charge limit to 75%. Instructions of how to limit the charging limit can be found in the Jaguar I-PACE Owner's Manual in the Vehicle Preconditioning – Charging Limits section at www.ownerinfo.jaguar.com.

Customers can also monitor and control the charging of their vehicle with the latest version of the Jaguar Remote App and stop charging when it reaches 75% state of charge.

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

Note:

Any Press enquiries should be referred to the JLR Public Affairs office