



IMPORTANT SAFETY RECALL

This notice applies to your vehicle,

April 24, 2024

SAFETY RECALL H484: I-PACE Traction Battery Thermal Overload – Elevated Risk

Vehicle Affected: Jaguar I-PACE

Model Year: 2019

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. 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?

Battery packs manufactured between March 1, 2018, and 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 Jaguar and your authorized Jaguar Retailer do?

Your Jaguar retailer will replace the High Voltage battery in your vehicle. However, at this time, the required parts are not yet available. The Jaguar Customer Relationship Center will also contact you by Telephone to discuss your vehicle's repair and to answer any questions you may have. Please also use this opportunity to ask about any vehicle mobility support you may need prior to the completion of the recall remedy.

What should you do?

When the required parts are available you will receive a 2nd notification letter advising repairs may now be performed. At that time, 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 'H484'. There will be no charge to owners for this repair. Prior to this recall remedy being applied to your vehicle please observe all precautions as detailed above.



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If you believe any of the prior safety recalls H441, H459 or H471 remain open on your vehicle, please contact your preferred Jaguar retailer to confirm if your vehicle has any open Safety Recalls and arrange for that work to be completed without delay. You may also check for any open safety recalls by entering your VIN in the Jaguar USA Product Recall Search tool: <https://www.jaguarusa.com/ownership/vin-recall.html> or on the NHTSA www.safercar.gov web page.

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 1 day 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.

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. 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,


Thomas Giese
Director, Technical Services - MA-43
Customer Service