



IMPORTANT SAFETY RECALL

This notice applies to your vehicle,

November 06, 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 October 18th 2024, to advise your vehicle is affected by this recall but that software required for the interim repair was not available. This second letter confirms that the software for the interim repair is now available and service appointments can now be made.

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 certain 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 high-voltage battery that overheats increases the risk of a fire.

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

You may continue to drive your vehicle, however, in line with recommendations made by manufacturers who have had similar issues, you should charge vehicles to a maximum of 80% charge level and **park away from structures. Where possible charge outside.**

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.

What will Jaguar and your authorized Jaguar Retailer do?

Recalled vehicles will, as an interim condition, have their maximum state of charge altered to 80% while a permanent remedy is developed. The maximum driving range of your vehicle will be reduced accordingly. There will be no charge to owners for this repair.

A permanent remedy is under development, and you will be notified in due course when available.

Attention Leasing Agencies: If you are a vehicle lessor, Federal Regulations require you to forward this notice to your lessee within ten (10) days.

What should you do?

Please contact your preferred authorized Jaguar retailer and provide them with your Vehicle Identification Number (VIN) and request a service date to complete the work to update your vehicle to the interim condition required under Program Code Program Code **'H514'**.

You will receive a further notification letter, informing you that a permanent remedy is available and contact information for you to arrange completion of the permanent remedy.

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 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.

What if I have previously paid for this concern?

If you have already paid for this concern before the date of this letter, Jaguar is offering a refund. To qualify for a refund, during the recall repair service appointment, please provide your authorized Jaguar retailer with the original paid receipt.

To avoid delays, please 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, 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,



Wayne Clarke
Director, Technical Services
Jaguar Land Rover, NA LLC