

## **H471 - Chronology of Defect / Non-compliance Determination (Revised June 10, 2024):**

On September 8, 2023, a field report was received concerning a thermal overload on a vehicle. Investigations into the issue revealed that safety recall H441 was completed but this vehicle still exhibited the defect for which the recall was issued to mitigate.

Jaguar Land Rover North America (JLRNA) conducted an in-depth review of how the risk still existed on a vehicle where the recall had been completed. The investigation revealed that this vehicle was incorrectly repaired by the retailer who had used a non-approved service diagnostic tool, contrary to that which was specified by JLR and which did not have the software required to complete the H441 recall service instruction.

This issue was reviewed with Jaguar Land Rover North America and JLR Ltd's HQ in the UK where it was discussed and the findings of the current state of the US investigation provided.

This issue was raised as a Product Safety and Compliance Committee (PSCC) investigation on September 26, 2023, with the request to the JLR Service Diagnostics team to define the scope of this matter and identify any further vehicles affected by the same condition.

The JLR Service Diagnostics team reported a methodology to the PSCC on October 3, 2023, and on October 10, 2023, confirmed this methodology was capable of identifying all vehicles which have been subject to incorrect diagnostic tool use.

The Service Diagnostics team presented the status of the investigation to the PSCC on October 10, 2023, and the findings from the identification of vehicles which had the incorrect diagnostic tool used to conduct the H441 safety recall. The PSCC agreed the issue would be progressed to the Recall Determination Committee (RDC) for consideration.

The RDC reviewed the investigation on October 12, 2023, and concluded there is a risk that the safety defect remains on vehicles unbeknown to the owner and that vehicles identified in the "at risk" population should be subject to a further safety recall to correctly conduct the originally issued recall action service instruction. The RDC also requested that the PSCC diligently monitor for any further uses of the wrong diagnostic tool and as needed update defect notifications with revised scope of affected vehicles and ensure any further vehicles are added to this recall action.

On October 26, 2023, JLR was informed by the battery software supplier that the latest software files released for installation into 2019 and 20MY vehicles contains an error in part of its diagnostics strategy and the required detection of battery module performance issues is not fully present.

The PSCC reviewed this report on October 31, 2023, with the responsible JLR Engineering team and agreed the issue would be progressed for review at the RDC.

The RDC reviewed the information on November 2, 2023, and determined that vehicles identified that have received the latest level software should be included in the scope of this existing recall.

JLR generated a further Recall Code to assign vehicles identified as needing to be correctly updated following recall action H441 on January 30, 2024, and notified affected markets on February 5, 2024.

As of March 7, 2024, ongoing assessment of recall repairs has revealed there are a number of further vehicles identified as not having H441 recall completed as required or have had a software version installed that does not provide the correct protection intended. This review concluded there are now further vehicles which required the correct application of the recall remedy and these vehicles are now included in this safety recall with count of affected vehicles updated accordingly for the following markets: Belgium, Canada, China, Germany, Netherlands, Norway, Romania, Singapore, Spain, Taiwan, Ukraine, United Kingdom and United States.

As of April 8, 2024, further assessment of recall repairs revealed a number of further vehicles identified as not having H441 recall completed as required or have had a software version installed that does not provide the correct protection intended. This review concluded there are now further vehicles which required the correct application of the recall remedy and these vehicles are now included in this safety recall with count of affected vehicles updated accordingly for the following markets: Australia, Japan and United Kingdom.

As of June 4, 2024, further assessment of recall repairs revealed a number of further vehicles identified as not having H441 recall completed as required or have had a software version installed that does not provide the correct protection intended. This review concluded there are now further vehicles which required the correct application of the recall remedy and these vehicles are now included in this safety recall with count of affected vehicles updated accordingly for the following markets: Australia, Austria, Belgium, Brazil, Canada, China, Colombia, Cyprus, Denmark, France, Germany, Gibraltar, Iceland, Israel, Italy, Japan, Kazakhstan, Malta, Mexico, Netherlands, Norway, Portugal, Republic of Korea, Spain, Sweden, Switzerland, Thailand, Turkey, Ukraine, United Kingdom and United States.

There has been one reported fire as a result of this concern.

JLR has received 1 report of a vehicle fire in the US where the vehicle was incorrectly repaired. This was received on September 8, 2023.