

JLR

---

RANGE ROVER

DEFENDER

DISCOVERY

JAGUAR



SERVICE ADVISOR CONFERENCE CALL

MARCH 2025

01 **INTRODUCTION**

02 **I-PACE EV BATTERY SAFETY RECALLS**

03 **VEHICLE REPURCHASE PROCESS**

04 **SUMMARY AND TAKEAWAYS**

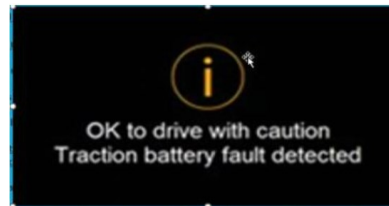
# I-PACE EV BATTERY SAFETY RECALLS

## I-PACE EV BATTERY RECALL CHRONOLOGY

Background: Vehicles have experienced thermal overload which may show as smoke or fire, that may occur underneath the vehicle where the [High Voltage \(HV\)](#) battery is located, Several Safety Recalls have been launched to remedy this issue:

RECALL	DESCRIPTION	I-PACE MODEL YEARS AFFECTED	REPAIR LAUNCH DATE	REMEDY
H441	BATTERY ENGERY CONTROL MODULE (BECM) SOFTWARE UPDATE	2019-2024	JUNE 19TH, 2023	ALL AFFECTED VEHICLES TO RECEIVE UPDATED BECM SOFTWARE TO INTRODUCE ENGHANCED MONITORING OF THE BATTERY TO DETECT HV BATTERY ISSUES AND FLAG A WARNING TO THE DRIVER.
H459	BATTERY ENGERY CONTROL MODULE (BECM) SOFTWARE INCORRECTLY REPAIRED	2019-2024	OCTOBER 31ST, 2023	NEW RECALL REPAIR WITH THE SAME REMEDY AS H441 BUT FOR VEHICLES INITIALLY INCORRECTLY REPAIRED IN H441 DURING 2023
H471	BATTERY ENGERY CONTROL MODULE (BECM) SOFTWARE INCORRECTLY REPAIRED	2019-2024	FEBRUARY 9TH, 2024	NEW RECALL REPAIR WITH THE SAME REMEDY AS H441 BUT FOR VEHICLES INITIALLY INCORRECTLY REPAIRED IN H441 DURING 2024

Following application of BECM software update in H441/H459/or H471,if an EV battery module voltage faults is detected, the following warning is displayed to the driver and battery charging is limited to 75%



Retailers then perform battery module diagnosis using TOPIx workflow to determine which module(s) need replacing to repair the vehicle. **NOTE: As of February 18<sup>th</sup>, 2025, as advised in Retailer Bulletin 242502.036, this repair process is being discontinued on 19MY USA vehicles that are included in the H514 recall. EV module warranty repairs can continue 20-24MY US vehicles, and a manual FRED request must be submitted. Auto FRED on these components has been suspended.**

I-PACE EV BATTERY RECALL CHRONOLOGY CONTD. AND H514 RECALL FINAL REMEDY

RECALL	DESCRIPTION	I-PACE MODEL YEARS AFFECTED	REPAIR LAUNCH DATE	REMEDY
H514	HIGH VOLTAGE BATTERY PACK ASSEMBLY THERMAL OVERLOAD	2019	OCTOBER 18TH, 2024	INTERIM REMEDY TO APPLY NEW SOFTWARE TO LIMIT CHARGING TO 80%
H529	HIGH VOLTAGE BATTERY PACK ASSEMBLY THERMAL OVERLOAD INCORRECTLY REPAIRED	2019	JANUARY 6TH 2025	NEW RECALL TO APPLY THE INTERIM REMEDY SOFTWARE UPDATE THAT WAS INCORRECTLY REPAIRED IN H514
H536	HIGH VOLTAGE BATTERY THERMAL OVERLOAD (H514 FINAL REMEDY)	2019	FEBRUARY 10TH 2025	PART OF H514 RECALL. THIS CAMPAIGN NUMBER WILL BE USED BY JLR TO RECORD THE VEHICLE REPURCHASE FINAL REMEDY

- JLR is aware of a small number of reports of vehicle thermal overload condition post diagnostic software installation following completion of recall H441, H459 or H471. JLR has now taken the decision to repurchase 19MY USA vehicles included in Recall H514.
- For this population, there will be no alternative final remedy
- **IMPORTANT. All vehicles with either H514 or H529 flagged as open in the warranty portal must have the interim software update completed and the recall claim submitted.** . This update applies an 80% max state of charge to prevent battery thermal overload.
- If a client presents a vehicle with either H514 or H529 recall open, ensure the interim remedy is completed. Prior to vehicle repurchase all vehicles must have this software update completed.
- If a client presents a vehicle included in either H514 or H529 that is displaying a battery traction fault, do not proceed with battery diagnosis or repair. Please advise the client that Jaguar will no longer be repairing battery modules that flag this fault. The repair will now be the H514 vehicle repurchase process. Vehicles that flag this battery fault may continue to be driven prior to vehicle surrender though the battery charge level will be limited to c. 75%.
- For all vehicles included in H514, a final owner letter advising of the final remedy was mailed March 5th, 2025. The letter requests clients to directly contact JLR CRC/Consumer affairs at 1-800-452-4827 Option 9 to initiate the repurchase process.
- Version 5 of the H514 recall bulletin was published on TOPIx February 18<sup>th</sup>, 2025. This includes a copy of the final client letter together with a Q & A.

I-PACE EV BATTERY RECALL CHRONOLOGY CONTD.

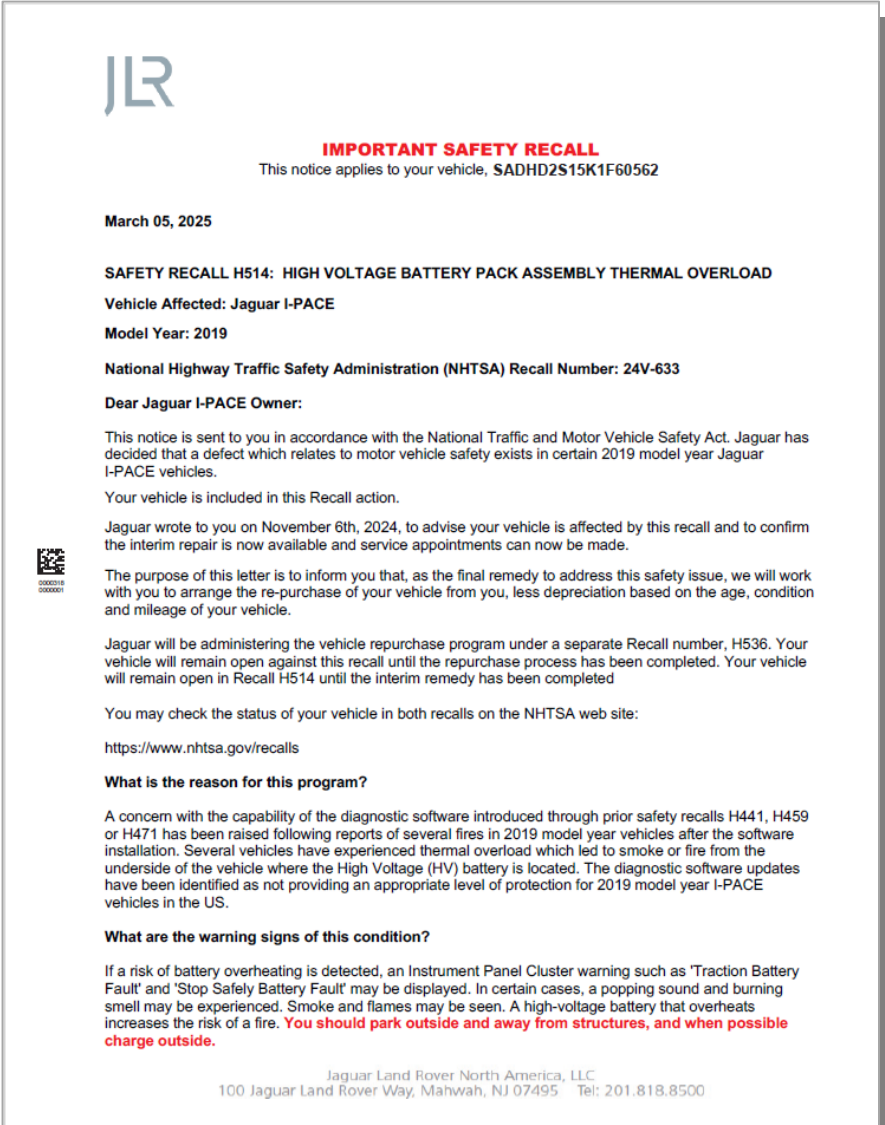
RECALL	DESCRIPTION	I-PACE MODEL YEARS AFFECTED	REPAIR LAUNCH DATE	REMEDY
H484	I-PACE TRACTION BATTERY THERMAL OVERLOAD - ELEVATED RISK	2019-2020	JUNE 11TH, 2024	VEHICLES TO BE REPURCHASED OR THE EV BATTERY REPLACED

- A specific group of 19-20MY I-PACE that have battery packs manufactured between March 2018 and May 2018 have been determined to contain multiple technical issues that increase the propensity for short circuits and thermal overload. While vehicles modified under recalls H441/H459 or H471 are less likely to experience this concern to remove all doubt a decision was made to recall this group of vehicles under H484.
- Under H484, vehicles will be repurchased or in some specific cases have the EV battery replaced as agreed with individual clients.
- These vehicles are excluded from Recall H514/H536 and the existing process of Consumer affairs contacting each client to agree on a repair process will continue
- Retailers will be advised by consumer affairs when a vehicle requires a battery replacement at their store.

# VEHICLE REPURCHASE PROCESS

## H514 Final Customer Letter sent March 5th

- Advises customer that JLR will repurchase their vehicle
- Instructs them to **contact you** to have the H514 / H529 software update completed
- If they have **questions about the software repair**, instructs them to **call you...**
- If they have **questions about the repurchase of their vehicle**, drives them to Jaguar Customer Service Line and Jaguar I-PACE Service Center
  - 1-800-452-4827...OPTION 9.....OPTION 3



**JLR**

**IMPORTANT SAFETY RECALL**  
This notice applies to your vehicle, **SADHD2S15K1F60562**

**March 05, 2025**

**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 November 6th, 2024, to advise your vehicle is affected by this recall and to confirm the interim repair is now available and service appointments can now be made.

The purpose of this letter is to inform you that, as the final remedy to address this safety issue, we will work with you to arrange the re-purchase of your vehicle from you, less depreciation based on the age, condition and mileage of your vehicle.

Jaguar will be administering the vehicle repurchase program under a separate Recall number, H536. Your vehicle will remain open against this recall until the repurchase process has been completed. Your vehicle will remain open in Recall H514 until the interim remedy has been completed.

You may check the status of your vehicle in both recalls on the NHTSA web site:  
<https://www.nhtsa.gov/recalls>

**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 2019 model year I-PACE vehicles in the US.

**What are the warning signs of this condition?**

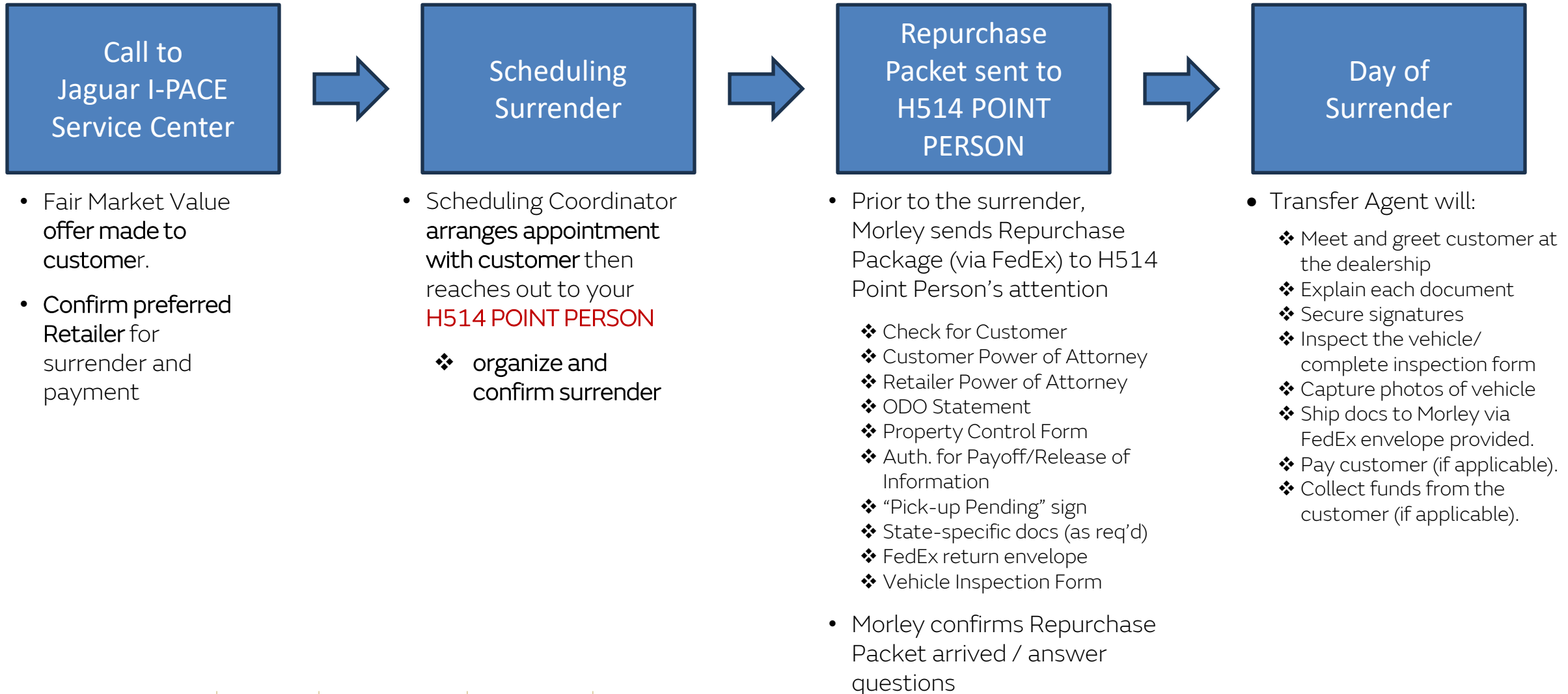
If a risk of battery overheating is detected, an Instrument Panel Cluster warning such as 'Traction Battery Fault' and 'Stop Safely Battery Fault' may be displayed. In certain cases, a popping sound and burning smell may be experienced. Smoke and flames may be seen. A high-voltage battery that overheats increases the risk of a fire. **You should park outside and away from structures, and when possible charge outside.**

Jaguar Land Rover North America, LLC  
100 Jaguar Land Rover Way, Mahwah, NJ 07495 Tel: 201.818.8500

If a client comes into your store, or calls you:

- Ensure that the Customer VIN is included in H514/H536 recall population.
- Ensure that the H514 / H529 software updates have been completed properly and documented in the warranty system.
- Tell them:
  - Jaguar will repurchase their vehicle at Fair Market Value – taking into account depreciation based on the age, condition, location and mileage of their vehicle.
  - Jaguar is using an independent source to value vehicles – [kbb.com](http://kbb.com)
  - Jaguar has created the **Jaguar I-PACE Service Center** to assist in the administration of their repurchase.
  - The process will take **30 – 45 days to complete** once contact is initiated between them and the Jaguar I-PACE Service Center.
  - The Jaguar I-PACE Service Center can be reached at **1-800-452-4827**...then **OPTION 9**.....then **OPTION 3**

H514 Process Overview



## H514 Process Overview

## H514 Point Person:

- Receive and safeguard “Repurchase Packet”.
- Provide the Repurchase Packet to the Transfer Agent upon arrival.
- Provide quiet, private (as best as possible) space for the customer and the Transfer Agent to sit and execute documents.
- Provide a notary if applicable.
- Provide an estimate for damage if applicable.
- Send a copy of the estimate for repairs to: [JLRREACQUIREDVEHICLES@MORLEYNET.COM](mailto:JLRREACQUIREDVEHICLES@MORLEYNET.COM).

## Transporting the Car

**PLEASE NOTE THAT VEHICLES CANNOT BE TRANSPORTED FROM YOUR CENTER WITHOUT THE SOFTWARE UPDATE COMPLETED AND DOCUMENTED IN THE WARRANTY SYSTEM.**

- **H514 / H529 Software Update completed**, and that the recall is **documented and closed** in the Warranty system.
- **Battery charge must be between 30% - 40% Charge (approximately 70 miles of range)**. Please charge/discharge accordingly.
- **Car MUST BE in a drivable state** (to get on and off the transporter).
- If car is not in a drivable state, follow normal diagnostic process on 12v battery or other components. (Raise TA’s as appropriate).



## SUMMARY & TAKEAWAYS

### What did we cover today?

- I-PACE EV Battery related Recall history and program content. Retailers can access the latest copies of all Recall bulletins on TOPIx.
- Immediate cessation of EV battery repairs on US vehicles that are included in Recall H514, and the need for technicians to make a manual FRED submission if an EV module repair is required on any vehicle 20MY onwards.
- The importance of completing the interim software updates on all vehicles that are flagged open in H514 and H529 **before final vehicle surrender and repurchase**. Retailers are encouraged to be proactive in contacting clients to have this software update completed as a matter of urgency.
- Encourage clients with vehicles in H514 Recall to contact with CRC/Consumer affairs at 1-800-452-4827 Option 9 to begin the repurchase process.

### What will happen next?

- Any further technical updates on the H514 recall process will be covered in future Shop foreman calls and if required, via a bulletin.
- Updates on the Vehicle repurchase process will be shared with your JLR Field team and by bulletin as required.

We hope this has been helpful and informative and we appreciate your time and participation.

THANK YOU

IF YOU HAVE ANY SUGGESTIONS FOR  
FUTURE SERVICE ADVISOR CALLS, PLEASE  
CONTACT US