

H484 - Chronology of Defect / Non-compliance Determination (Revised):

Following the launch of Safety Recall Campaign H441, JLR has continued to monitor customer uptake of the recall remedy. JLR has also monitored, where the H441 remedy software has been deployed, the instances that the software has detected a fault that could lead to thermal overload and introduced protection against detected battery faults.

Through the second half of 2023, and early 2024, JLR's Product Safety and Compliance Committee (PSCC) received updates from the battery supplier's, LG Energy Solution (LGES), investigation. Findings from LGES's analysis of returned, displaced battery packs & modules along with data from vehicles updated with the software delivered as part of safety recall identified by the H441 software as potentially containing faults.

On 27 February 2024, the PSCC was presented with a request from LGES to replace complete battery packs from vehicles where a fault had been detected with one or more module(s) on vehicles with battery packs manufactured from 1 March 2018 and 31 May 2018 supplied for use in I-PACE vehicles. This was reviewed in PSCC along with JLR data of the uptake of the H441 software in conjunction with issues detected by the H441 software specifically for this population of battery packs. Based on this feedback it was decided in the PSCC to take the matter to JLR's Recall Determination Committee (RDC).

On 29 February 2024, the RDC determined that for the 1 March 2018 and 31 May 2018 manufactured battery packs where these packs have multiple technical issues that could trigger thermal overload and the data for those already update vehicles clearly shows they are triggering the error states related to these technical issues, an elevated risk to safety exists on these pack that is above and beyond what was previously understood.

The RDC requested that JLR advise customers of affected vehicles about this elevated risk as an interim measure and that remedy actions be advised in due course.

On 14 February 2024 the RDC confirmed the remedy options that could be offered for affected vehicles.

JLR has received 61 claims and field reports in the USA between 23 August 2021 and 16 February 2024.