

## RECALL H514 - HIGH VOLTAGE BATTERY PACK THERMAL OVERLOAD

### SAFETY RECALL H514 – HIGH VOLTAGE BATTERY PACK ASSY THERMAL OVERLOAD - USA

AFFECTED MODELS	19MY I-PACE
VOLUME AFFECTED	US 2760
REPAIR	<p>Vehicles recalled as part of the H441, H459 or H471 safety recalls have subsequently experienced thermal overload. The diagnostic software updates have been identified as not providing an appropriate level of protection for the 2019MY vehicles in the USA. <b>As an interim measure, all affected vehicles must receive a software update repair under the H514 recall that will alter the maximum state of charge of the EV battery to 80%.</b></p> <p>A decision has now been made to repurchase all affected vehicles as a final recall remedy. Details of that process were presented in the Service Advisor Conference call held on March 7th, 2025.</p> <p><b>IMPORTANT NOTE: The final repurchase remedy will be administered by JLRNA under campaign code H536.</b></p>
INTERIM REPAIR TIME	Interim Repair 0.3 hrs + DIDO
CAMPAIGN LAUNCH	<p>Retailer Admin Notification bulletin was published on September 6th, 2024.</p> <p>Software availability and interim recall repair publication was completed on October 18, 2024. The latest version of the repair bulletin was published on TOPIx February 18th 2025. A further update is imminent which will include a TOPIx workflow process for the interim software update.</p>
NOTES	<p>Retailers must complete the H514 interim software update on all affected vehicles. This must be completed at the next service visit and prior to the completion of the vehicle repurchase. Until the interim recall remedy has been completed, retailers and clients should continue to park away from structures and where possible vehicles should be charged outside. Charging should also be limited to a maximum of 80%.</p> <p>Any vehicle that had an incorrect interim repair has now been included in Recall H529 for a repeat repair</p>

## 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 6th, 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.

## H514 Repurchase Process

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.
- Inform them:
  - Jaguar will **repurchase their vehicle** – 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**
  - Jaguar has created the **Jaguar I-PACE Service Center** to assist in the administration of their repurchase.
  - The process will take about **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**

Please refer to the full March 2025 Service Advisor Conference Call presentation slide deck published on GRP2.