

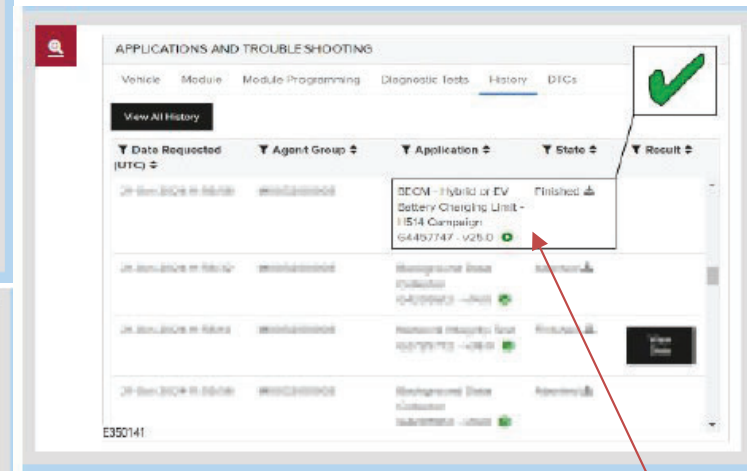
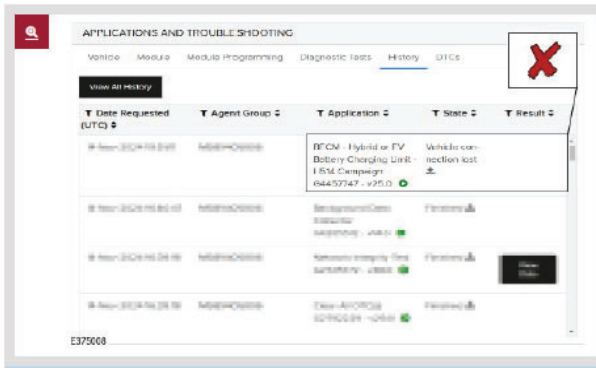
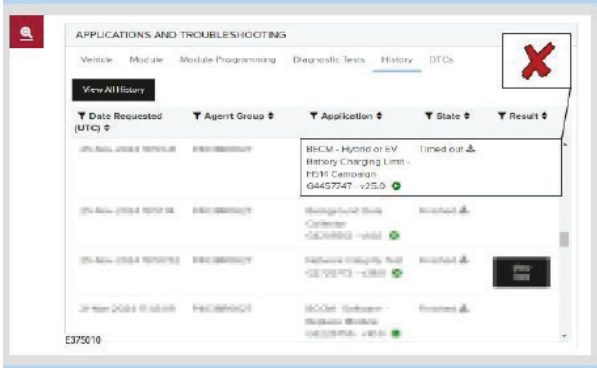
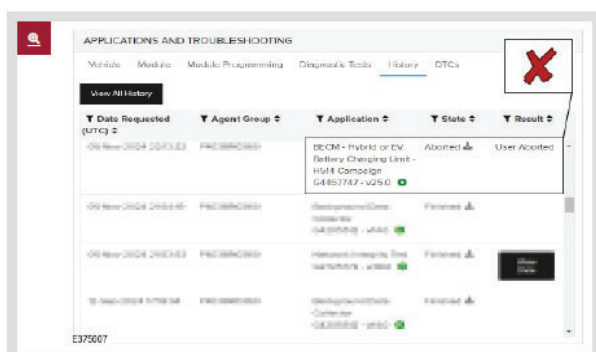
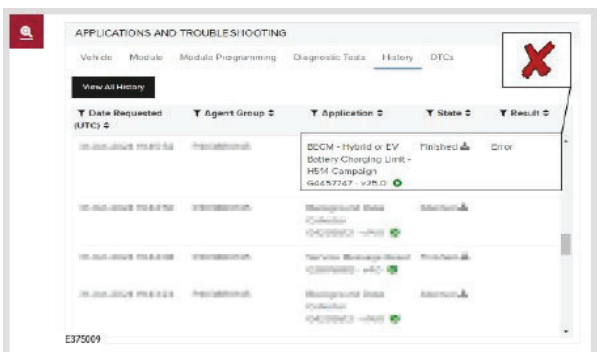
RECALL H514 - HIGH VOLTAGE BATTERY PACK THERMAL OVERLOAD – USA ONLY

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

AFFECTED MODELS	19MY I-PACE
VOLUME AFFECTED	US 2760
REPAIR	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. As an interim measure, recalled vehicles will receive a software update that will alter the maximum state of charge of the EV battery to 80%. A permanent remedy is under development and will be notified in due course when available.
REPAIR TIME	0.3 hrs + DIDO
CAMPAIGN LAUNCH	Retailer Admin Notification bulletin was published on September 6th, 2024. Software availability and interim recall repair publication was on October 18, 2024. Clients were mailed a 2 nd notification on November 6 th , 2024.advising that interim repair appointments should be made.
NOTES	IMPORTANT! The only valid repair procedure is to run the special application hyperlink in the bulletin procedure. To date, 34 vehicles closed in this recall have not had the interim repair applied correctly. These will need to be brought back under a new Safety Recall to have the correct repair performed. Until the interim recall remedy has been completed, retailers and clients should park vehicles away from structures and where possible vehicles should be charged outside to a maximum of 80%.

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H514 Recall Bulletin was republished as v4 Dec 9th 2024 with additional Diagnostic Information showing some of the incomplete repairs performed. Bulletin extracts below.



Repair Completed correctly