

**ADMINISTRATION BULLETIN - SAFETY  
RELATED RECALL**

Global Recall  
Action  
Number:  
H570ADM2

Changes are highlighted in blue

|                                                                        |                              |
|------------------------------------------------------------------------|------------------------------|
| Subject:<br><b>High Voltage Battery Pack Assembly Thermal Overload</b> | Publication No.: H570ADM2    |
|                                                                        | Model: I-PACE (X590)         |
|                                                                        | Model Year: 2019 - 2020      |
|                                                                        | Date of Issue: 06 March 2026 |

|                       |                                                                                                          |
|-----------------------|----------------------------------------------------------------------------------------------------------|
| To:                   | JLR North America, LLC and JLR Canada ULC.                                                               |
| For the Attention of: | The approved JLR retailer/authorized repairer.<br>Admin bulletin rescinded as repair bulletin now issued |

**DESCRIPTION OF ISSUE AND THE EFFECT ON VEHICLE OPERATION**

Vehicles have experienced thermal overload that may occur in the high voltage traction battery pack, which may show as smoke or fire.

Since the installation of protective software under safety recalls H441, H459 or H471, field evidence has shown that there remains a risk of thermal overload in vehicles with battery packs manufactured up to the end of 2021 model year.

A vehicle thermal overload condition such as fire or smoke can result in increased risk of occupant injury and/or injury to persons outside the vehicle, as well as property damage.

As an interim repair, the vehicles will have software installed to restrict the maximum state of charge to 90% until a permanent remedy is developed.

In line with recommendations made by manufacturers who have had similar issues and until such time as the interim remedy has been completed, JLR request that customers take the following precautions to minimize the thermal overload which can lead to vehicle fire:

- Only charge their vehicle to a maximum of 90% state of charge
- Park away from structures
- Charge outside

Customers can monitor the charging of their vehicle with the latest version of the Jaguar Remote Application or inside the vehicle and seek to physically stop the charging by unplugging the cable before a 90% state of charge is exceeded.

Note: For 21MY vehicles, this repair will be administered under JLR campaign code H571, and for earlier vehicles the repair will be administered under JLR campaign code H570. The permanent remedy for all vehicles is expected to be launched under JLR campaign code H572.

#### **ACTION TO BE TAKEN**

Check the JLR Warranty Portal to make sure affected vehicles are correctly identified prior to starting this campaign. The Warranty Portal will be updated to reflect only those vehicles affected.

Retailers/authorized repairers are required to Quarantine affected vehicles that are within your control and refrain from releasing the vehicles for vehicle sale pending completion of the rework action. Affected vehicles already with customers must be updated at the next available opportunity. JLR recommends that affected sales demonstrator and loaner vehicles are repaired before use and that used vehicles are repaired before sale. Retailers/authorized repairers who elect to proceed against this recommendation, where legally permitted, must clearly and conspicuously disclose the open recall to the applicable customers.

**Retailers/authorized repairers are reminded that they must not sell vehicles identified as affected by this campaign until such time as the repair has been successfully completed.**



The following applies to:  
[NORTH AMERICA]

#### **FOR THE ATTENTION OF NORTH AMERICAN TERRITORIES ONLY:**



The following applies to:  
[NORTH AMERICA]

National Highway Traffic Safety Administration (NHTSA) reference number:26V-067



The following applies to:  
[NORTH AMERICA]

Transport Canada (TC) reference number:2026-049



The following applies to:  
[NORTH AMERICA]

Visit the British Brands Sales Suite (BBSS) website for a list of affected vehicles at your retailer/authorized repairer. Unsold vehicles

must be repaired prior to handover of the vehicle for retail sale.



The following applies to:  
[NORTH AMERICA]

#### REGULATORY INFORMATION



The following applies to:  
[NORTH AMERICA]

JLR North America, LLC and JLR Canada ULC have informed the National Highway Traffic Safety Administration (NHTSA) and Transport Canada (TC) of their intent to perform a Safety Recall on certain 2019 to 2020 model year I-PACE vehicles imported into the United States and Canada markets. Information relating to this Safety Recall will be posted on the NHTSA and TC websites.



The following applies to:  
[NORTH AMERICA]

This Safety Recall Administration Bulletin serves as notification to all retailers in the United States and Canada markets that any new affected vehicles may not be sold and delivered for customer use until the Safety Recall repair is completed. Violation of this requirement by a retailer/authorized repairer, in the USA only, could result in a maximum civil penalty of up to the equivalent of \$27,874.00 USD per violation and the equivalent of \$139,356,994.00 USD for a related series of violations.



The following applies to:  
[NORTH AMERICA]

#### OWNER NOTIFICATION



The following applies to:  
[NORTH AMERICA]

Initial owner notification is expected to occur on or before 3rd April 2026.

3/6/26, 8:41 AM

High Voltage Battery Pack Assembly Thermal Overload

This recall repair procedures and any required parts and/or software are not currently available. This recall repair campaign will be published when all repair procedures and all required parts and/or software are available.

Yours faithfully

Steve Oldham

Global Customer Care Quality Director

|                                                                                          |     |
|------------------------------------------------------------------------------------------|-----|
| Technical Questions And Answers                                                          | JLR |
| FOR USE ON ENQUIRY                                                                       |     |
|                                                                                          |     |
| JLR Recalls H570 and H571                                                                |     |
| 2019 – 2021 Model Year Jaguar I-PACE High Voltage Battery Pack Assembly Thermal Overload |     |

Since the launch of safety recalls H441, H459 and H471, customer reports have shown that there remains some risk of thermal overload in Jaguar I-PACE vehicles with battery packs manufactured up to the end of 2021 model year. Thermal overload may show as smoke or fire, that may occur underneath the vehicle where the high voltage traction battery is located.

### ***Question 1***

Why is JLR recalling certain models?

#### ***Answer***

JLR is conducting a voluntary safety recall involving certain I-PACE vehicles containing battery packs manufactured up to the end of 2021 model year. Owners will be asked to take their vehicle to an approved retailer to have a temporary state of charge cap applied until a permanent remedy is developed.

### ***Question 2***

Can you tell me more about what is wrong with the vehicles?

#### ***Answer***

A vehicle thermal overload condition can lead to fire or smoke, resulting in increased risk of occupant injury and/or injury to persons outside the vehicle, as well as property damage.

### ***Question 3***

How would the customer become aware of potentially having this concern?

**Answer**

Where there is a detected traction battery issue, an instrument cluster warning such as Traction Battery Fault and Stop Safely Battery fault may be displayed on instrument cluster. In extreme cases a popping sound and burning smell may be experienced. Smoke and potentially flames may be seen.

**Question 4**

Does this concern affect vehicle safety?

**Answer**

Yes, the risk of vehicle fire is a safety concern.

**Question 5**

Has JLR received many complaints?

**Answer**

JLR has received a small number of reports of vehicle fire globally concerning this issue.

**Question 6**

Have there been any accidents or injuries?

**Answer**

There have been no reports of accidents. JLR is aware of one report of injury due to smoke inhalation globally.

**Question 7**

Are there any precautions that can be taken to minimize the risk until the corrective measures are implemented?

**Answer**

In line with recommendations made by manufacturers who have had similar issues and until such time as the interim remedy has been completed, JLR request that customers take the following precautions to minimize the thermal overload which can lead to vehicle fire:

- Only charge their vehicle to a maximum of 90% state of charge
- Park away from structures
- Charge outside

Customers can monitor the charging of their vehicle with the latest version of the Jaguar Remote Application or inside the vehicle and seek to physically stop the charging by unplugging the cable before it exceeds 90% state of charge.

Customers will be contacted directly by JLR and are advised to book their vehicles in for repair as soon as possible.

**Question 8**

How was the condition discovered?

**Answer**

The defect was identified through JLR's field reporting process.

**Question 9**

How long has JLR known about this problem?

**Answer**

JLR identified a pattern of failures in January 2026, and a decision to recall was taken immediately.

**Question 10**

Is the defect leading you to any concerns regarding the reliability of the vehicle?

**Answer**

JLR has no concerns with the overall reliability of the vehicle. JLR carefully monitors field data to make sure that any matters relating to safety and compliance are rigorously investigated.

**Question 11**

What has JLR done in production?

**Answer**

This vehicle is no longer in production.

**Question 12**

What will authorized Repairers do to the vehicles?

**Answer**

As an interim repair, the vehicles will have software installed to restrict the maximum state of charge to 90% until a permanent remedy is developed.

There will be no charge to the owners for this interim repair.

Note: For 21MY vehicles, this repair will be administered under JLR campaign code H571, and for earlier vehicles the repair will be administered under JLR campaign code H570. The permanent remedy for all vehicles is expected to be launched under JLR campaign code H572.

**Question 13**

Which vehicles are affected by this recall?

*Answer*

2019 - 2021 model year I-PACE vehicles as below may be affected:

SADHD2S16K1F60067 to SADHW2S16M1F89257\*

\* Specific vehicles within the [Vehicle Identification Number \(VIN\)](#) range

**Question 14**

Are other JLR models affected by these actions?

*Answer*

No other models are known to be affected by this condition.

**Question 15**

Are parts available to rework vehicles?

*Answer*

The interim repair requires a software update, and the recall will be launched when the software is available for JLR authorized repairers to complete the work.

**Question 16**

How much will the recall cost JLR?

*Answer*

Cost was not a factor in deciding to recall these vehicles.

**Question 17**

How do I know if my vehicle is affected?

*Answer*

All owners of potentially affected vehicles will be contacted and invited to make an appointment with a JLR authorized Repairer for the work to be completed.

In some countries, recall information is available online through the brand's web site.

Customers can use the Recall Search at <https://TOPIx.jaguar.jlrext.com/TOPIx/vehicle/lookupForm>

**Question 18**



How long does it take for the car to be inspected and repaired?

*Answer*

The work will be completed out as quickly and efficiently as possible in order to minimize inconvenience to customers and is expected to take no longer than 1 hour to complete. Naturally, due to retailer schedules, vehicles may be required for longer.

*Note:*

Make sure that any press enquiries are referred to the [Jaguar Land Rover \(JLR\)](#) Corporate Media office on +44-(0)2475-361000 or [jlrmedia@jaguarlandrover.com](mailto:jlrmedia@jaguarlandrover.com)