



ADMINISTRATION BULLETIN - SAFETY RELATED RECALL

Global Recall
Action
Number:
H571ADM1

Subject: High Voltage Battery Pack Assembly Thermal Overload	Publication No.: H571ADM1
	Model: I-PACE (X590)
	Model Year: 2021
	Date of Issue: 19 February 2026

To:	JLR North America, LLC and JLR Canada ULC.
For the Attention of:	The approved JLR retailer/authorized repairer.

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 2021 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.

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