



## SAFETY RELATED RECALL

Global Recall Action  
Number: H571

|                                                                             |                                                    |
|-----------------------------------------------------------------------------|----------------------------------------------------|
| Subject:<br><b>High Voltage (HV) Battery Pack Assembly Thermal Overload</b> | Publication No.: H571                              |
|                                                                             | Model: I-PACE (X590) - Self-Driving System (Waymo) |
|                                                                             | Model Year: 2021                                   |
|                                                                             | Date of Issue: 06 March 2026                       |

|                              |                                                                                                                                                                                                                                                                                                                                                                                                                 |
|------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>To:</b>                   | All National Sales Companies (NSCs), importers, retailers and authorized repairers.                                                                                                                                                                                                                                                                                                                             |
| <b>For the Attention of:</b> | The approved JLR retailer / authorized repairer.                                                                                                                                                                                                                                                                                                                                                                |
| <b>Important:</b>            | <p>NOTE: The information in this campaign is intended for use by professional technicians. If you are not a JLR retailer / authorized repairer, do not assume that a condition described affects a specific vehicle. Contact an authorized JLR retailer / authorized repairer to determine if this campaign applies to a specific vehicle.</p> <p>This campaign repair bulletin is for Waymo vehicles only.</p> |

**FOR THE ATTENTION OF ALL:****DESCRIPTION OF ISSUE AND THE EFFECT ON VEHICLE OPERATION**

A potential concern has been identified on specific vehicles within the above vehicle range.

Vehicles have experienced thermal overload that may occur in the [High Voltage \(HV\)](#) 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 2021 model year 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**

JLR has taken the decision to recall affected vehicles to repair the vehicle.

This campaign must be completed using the campaign workflow. Outstanding campaigns are listed on the TOPIx vehicle home page. To complete H571, return to the vehicle home page and select '**Start Workflow**' from the **OUTSTANDING CAMPAIGNS** section. All instructions must be followed to complete the campaign.

Following procedures appropriate to your market and as required by local legislation, owners of affected vehicles must be contacted requesting that the owner contact their nearest JLR retailer / authorized repairer as soon as possible to arrange for the repair to be completed. The National Sales Company (NSC), Importer, Regional Office or Government agency will contact the customers. If you have any questions about this process, contact your NSC / Importer or Regional Office for more information.

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.

JLR 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.

An owner may indicate that a repair has already been completed for this concern, in which case the full cost of the repair should be reimbursed. Refer to the warranty section of this campaign for details of the Customer Reimbursement and Related Damage Process. At the time of confirming a booking for a vehicle repair, make sure you check the Warranty Portal to confirm if there are any other outstanding campaigns, to make sure the correct parts are available and adequate workshop time is allocated for repairs to be completed in one visit.

For information purposes, a Technical Question and Answer document is attached.

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

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

Transport Canada (TC) reference number: 2026-049

Visit the British Brands Sales Suite (BBSS) website for a list of affected vehicles at your JLR 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]

Jaguar Land Rover North America, LLC and Jaguar Land Rover 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 Canadian markets. Information relating to this Safety Recall will be posted on the NHTSA and TC websites. United States Federal regulations require that JLR retailers / authorized repairers must be notified within a reasonable time after the manufacturer decides that a defect that relates to motor vehicle safety or a non-compliance exists. United States Federal Law requires JLR retailers / authorized repairers to complete any outstanding Safety Recall before a new vehicle is delivered to the buyer or lessee. Violation of this requirement by a JLR 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. This Safety Recall serves as notification to all JLR retailers / authorized repairers in the United States and Federalized Territories and Canada that any affected new vehicles may not be sold and delivered for customer use until the Safety Recall repair is completed.



**The following applies to:**  
[NORTH AMERICA]

Jaguar Land Rover North America, LLC and Jaguar Land Rover Canada ULC recommends that affected sales demonstrator and loaner vehicles are repaired before use, and that used vehicles are repaired before sale. JLR retailers / authorized repairers who proceed against this recommendation, where legally permitted, must clearly and conspicuously disclose the open Safety Recall notice to the applicable customers.

Yours faithfully

Steve Oldham

Global Customer Care Quality Director

## SERVICE INSTRUCTION - H571

### H571 - High Voltage (HV) Battery Pack Assembly Thermal Overload

This campaign must be completed using the campaign workflow.

Outstanding campaigns are listed on the TOPIx vehicle home page.

To complete H571, return to the vehicle home page and select '**Start Workflow**' from the **OUTSTANDING CAMPAIGNS** section. All instructions must be followed to complete the campaign.

#### SROs

| Description                                                                       | SRO      | Time |
|-----------------------------------------------------------------------------------|----------|------|
| Complete <a href="#">Electric Vehicle (EV)</a> battery charging limit application | 05.10.30 | 0.3  |
| Drive in / drive out                                                              | 10.10.10 | 0.2  |

#### NOTE:

Repair procedures are under constant review, and therefore times are subject to change; those quoted here must be taken as guidance only. Always refer to TOPIx to obtain the latest repair time.

#### Warranty Information

Warranty claims must be submitted quoting program code H571 with the relevant option code from the table below. As option codes are used there is no requirement for you to enter SROs or parts, these are included for information only.

| Program | Option | Description                                                                          | SRO                  | Time       |
|---------|--------|--------------------------------------------------------------------------------------|----------------------|------------|
| H571    | A      | Complete Electric Vehicle battery charging limit application                         | 05.10.30             | 0.3        |
| H571    | B      | Complete Electric Vehicle battery charging limit application<br>Drive in / drive out | 05.10.30<br>10.10.10 | 0.3<br>0.2 |

#### NOTE:

The option that contains the drive in / drive out allowance may only be claimed when the vehicle has been brought back into the workshop for this action alone to be undertaken.

Warranty claims must be submitted in accordance with the current JLR Global Warranty Manual, and its amendments, unless stated otherwise in this campaign.

## Customer Reimbursement and Related Damage Process

**NOTE:**

If there is a requirement to claim for related / consequential damage or customer reimbursement, refer to the related instruction that can be found in TOPlx (in the Search box, search for 'Related Damage Claim' and open the related bulletin link).

## DIAGNOSTIC INSTRUCTION

**CAUTIONS:**

- All content in the Diagnostic Instruction **MUST** be read before selecting '**Complete Step**'.
- The JLR approved diagnostic equipment and approved battery support unit **MUST** be connected to complete the campaign workflow.

1. Connect the JLR approved diagnostic equipment and the approved battery support unit.

2.

**CAUTION:**

The campaign workflow **MUST** be run to complete the H571 campaign.

Select 'Complete Step' and follow all on-screen instructions.

3. Disconnect the JLR approved diagnostic equipment and the approved battery support unit.

**SAMPLE CUSTOMER LETTER - FOR INFORMATION ONLY**

Name  
Address line 1  
Address line 2  
Address line 3  
Post Code

Vehicle Identification Number (VIN):  
Registration Number:  
Program Number: H571

Date: month/year

**SAFETY RELATED RECALL - 2021 model year I-PACE vehicles - High Voltage (HV) Battery Pack Assembly Thermal Overload**

Dear

JLR would like to advise you that during ongoing quality assessment it has been identified that a possible safety related problem may occur on Jaguar I-PACE vehicles within a specific production range. Read the information below, explaining the actions that we intend to take and what you are required to do.

**Why are we contacting you?**

Some vehicles have experienced thermal overload in the [High Voltage \(HV\)](#) traction battery pack, which may present as smoke or fire.

Vehicles previously received onboard diagnostic software under campaign (H441, H459 or H471). Since the introduction of that software, field evidence has shown that there remains some 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 by a JLR retailer / authorized repairer to restrict the maximum state of charge to 90% until a permanent remedy is developed. The interim repair will reduce the risk of thermal overload.

**What will your JLR retailer / authorized repairer do?**

During your visit, your preferred JLR retailer / authorized repairer will install a software update to restrict the maximum state of charge to 90%. This is an interim repair until a permanent remedy is developed.

**How long will it take?**

The work on your vehicle will be completed as quickly and efficiently as possible in order to minimize inconvenience to you. Your JLR retailer / authorized repairer will be able to advise how long your vehicle will be required for when a booking is made.

**What we are asking you to do**

Contact your preferred JLR retailer / authorized repairer without delay. To book your vehicle in for this action, you must provide your JLR retailer / authorized repairer with the following details, which are at the beginning of this letter:

- The VIN for your vehicle.
- Vehicle registration number of your vehicle.
- The Program Number for the action.

If you do not have a JLR retailer / authorized repairer, access [www.jaguar.co.uk](http://www.jaguar.co.uk) or [www.jaguar.com](http://www.jaguar.com) for contact details.

If you no longer own the vehicle, could you complete the 'Change of Ownership' slip attached to this letter, returning the slip to JLR immediately in the enclosed Freepost envelope. This will enable us to make contact and share this information with the new owner.

Until such time as the interim remedy has been completed, take the following precautions to minimize the risk of thermal overload which can lead to vehicle fire:

- Only charge the 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 with the charge indicator inside the vehicle and seek to physically stop the charging by unplugging the cable before a 90% state of charge is exceeded.

#### **If you have concerns**

If you experience any concerns relating to this recall, contact the Service Manager at the JLR retailer / authorized repairer for assistance or contact the JLR Customer Experience Center on 0345 303 2303 or (enter phone number).

This bulletin is being issued in accordance with the legislative or industry requirements concerning vehicle defects. The authorities will closely monitor the response rate of this bulletin.

Treat this matter with the urgency it requires, JLR apologize for any inconvenience this bulletin may cause and thank you, in advance, for your co-operation.

Yours sincerely

Head of Business

|                                                                                               |     |
|-----------------------------------------------------------------------------------------------|-----|
| Technical Questions And Answers                                                               | JLR |
| FOR USE ON ENQUIRY                                                                            |     |
|                                                                                               |     |
| JLR Recalls H570 and H571                                                                     |     |
| 2021 Model Year Jaguar I-PACE <b>High Voltage (HV)</b> 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 [HV](#) 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 a JLR retailer / authorized repairer 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 the 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 concern.

**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 concerns 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 concern discovered?

**Answer**

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

**Question 9**

How long has JLR known about this concern?

**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 JLR retailers / 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 2021 model year 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 model year to 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 JLR models are known to be affected by this concern.

**Question 15**

Are parts available to rework vehicles?

*Answer*

The interim repair requires a software update, which is available for JLR retailers / 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 shortly be contacted and invited to make an appointment with a JLR retailer / 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 vehicle 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 JLR retailer / authorized repairer schedules, vehicles may be required for longer.

*Note:*

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