



IMPORTANT SAFETY RECALL

This notice applies to your vehicle,

March 30, 2026

SAFETY RECALL: H570/H572 High Voltage (HV) Battery Pack Assembly Thermal Overload

Vehicles Affected: 2020MY Jaguar I-PACE

National Highway Traffic Safety Administration (NHTSA) Recall Number: 26V- 067

Dear Jaguar I-PACE Owner:

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act. Jaguar has decided that a defect which relates to motor vehicle safety exists in certain 2020MY Jaguar I-Pace vehicles.

Your vehicle is included in this Recall action.

What is the reason for this program?

Some vehicles have experienced thermal overload 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 the 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.

What are the warning signs of this condition?

If a risk of battery overheating is detected, an Instrument Panel Cluster warning such as 'Traction Battery Fault' and 'Stop Safely Battery Fault' may be displayed. In certain cases a popping sound and burning smell may be experienced. Smoke and flames may be seen.

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

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

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

Customers can monitor the charging of their vehicle with the latest version of the Jaguar Remote App or with the charge indicator inside the vehicle and should seek to physically stop the charging by unplugging the cable when it reaches 90% state of charge.

What will Jaguar and your authorized Jaguar Retailer do?

Recalled vehicles will, as an interim repair, receive a software update to have their maximum state of charge adjusted to 90% while a permanent remedy is developed. The maximum driving range of your vehicle will be reduced accordingly. There will be no charge to the owners for this repair.

This repair will be administered under JLR campaign code **H570**. The permanent remedy for your vehicles is expected to be launched under JLR campaign code **H572**.

Please be advised that Jaguar does not yet have the permanent remedy. When the permanent remedy is available you will receive a future notification letter with further information.



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What should you do?

Please contact your preferred authorized Jaguar retailer and provide them with your Vehicle Identification Number (VIN) and request a service date to complete the work required under Program Code "H570".

Attention Leasing Agencies: Federal Regulations require you to forward this notice to your lessee within TEN (10) days.

How long will it take?

The work will be carried out as quickly and efficiently as possible in order to minimize any inconvenience to customers and is expected to take no longer than 30 minutes to complete although your retailer may need your vehicle for a longer time. Your retailer can provide you with a better estimate of the overall time for the service visit.

What if I have previously paid for this concern?

If you have already paid for this concern before the date of this letter, Jaguar is offering a refund. To qualify for a refund, please provide your authorized Jaguar retailer with the original paid receipt.

To avoid delays, please do not send the receipt to Jaguar Land Rover, NA, LLC.

Moved or no longer own this Jaguar vehicle?

If you are no longer the owner of this vehicle, Jaguar would appreciate the name and address of the new owner (if known); please fill out and return the enclosed return postage-paid card.

What should you do if you have further questions?

If you have any questions or concerns regarding this Program, please contact the Service Manager at your authorized Jaguar retailer for assistance. If you have any queries or concerns that your local Retailer cannot address, please contact the Jaguar Customer Relationship Centre at **1-800-452-4827, option 9**, and one of our representatives will be happy to assist you.

You may also contact us by email using the following address: jagweb1@jaguarlandrover.com Please include your full name, address, and VIN of your vehicle in your email.

If you have the need to contact Jaguar by mail, please use the following address:

Jaguar Land Rover North America, LLC
ATTN: Customer Relationship Center
100 Jaguar Land Rover Way
Mahwah, NJ 07495

If your retailer fails or is unable to remedy this defect without charge and within a reasonable amount of time, you may submit a complaint to the:

Administrator
National Highway Traffic Safety Administration
1200 New Jersey Avenue, SE
Washington, D.C. 20590

Or call the toll-free Vehicle Safety Hotline at **1-888-327-4236 (TTY: 800-275-9171)**; or go to <http://www.safercar.gov>.

Jaguar appreciates your confidence in our product and wishes to do everything we can to retain that confidence. Jaguar, in cooperation with your authorized Jaguar retailer, will strive to minimize any inconvenience caused by this program.

Sincerely,



Wayne Clarke

Director, Technical Services
Jaguar Land Rover North America, LLC.