



SERVICE ACTION

Global Service Action
Number: H525

Subject: <h2 style="text-align: center;">High Voltage Coolant Heater</h2>	Publication No.: H525
	Model: I-PACE (X590)
	Model Year: 2019 - 2023
	Date of Issue: 14 January 2025
	Expiry Date: 31 January 2027

To:	All National Sales Companies (NSCs), importers, retailers and authorized repairers.
For the Attention of:	The approved JLR retailer / authorized repairer.
Important:	<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 has been issued to provide the relevant repair instructions, parts and warranty information. This campaign is valid for two years only. Repairs must be completed prior to the expiry date at the top of this campaign.</p>

FOR THE ATTENTION OF ALL:

DESCRIPTION OF ISSUE

A potential concern has been identified on certain 2019 model year to 2023 model year I-PACE vehicles where the High Voltage Coolant Heater (HVCH) unit may fail and Diagnostic Trouble Codes (DTC) B1DC5-93 is stored in the HVAC Control Module (HVAC). This results in a lack of passenger compartment heating. The functionality of the heated windshield remains unaffected.

JLR has a state-of-the-art predictive diagnostic technology which uses connected data to remotely monitor certain vehicle systems. This remote diagnostic process operates independently of vehicles and assesses the functional state of certain vehicle systems such as the engine and emissions control systems to check that everything is operating normally. This data can be used to identify vehicle issues and allows proactive engagement to intervene in a timely manner.

ACTION TO BE TAKEN

At the next opportunity, you are requested to repair the vehicle.

Following procedures appropriate to your market and as required by local legislation, owners of affected vehicles should 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. In addition, customers may also receive an In-Vehicle notification message, which will be displayed on the vehicles Touchscreen. The National Sales Companies (NSCs), 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.

The following applies to:
[NORTH AMERICA]

FOR THE ATTENTION OF NORTH AMERICAN TERRITORIES ONLY:

The following applies to:
[NORTH AMERICA]

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.

Yours faithfully

Steve Oldham

Global Customer Care Quality Director

SERVICE INSTRUCTION - H525

In-Vehicle Notification

The following text will be displayed on the vehicle Touchscreen as part of the In-Vehicle campaign notification process.

QUALITY CAMPAIGN

Contact your JLR retailer / authorized repairer.

JLR would like to advise you that by using diagnostics over the air as an ongoing quality assessment of your vehicle, it has been identified that a quality defect may be present on your vehicle.

Contact your preferred JLR retailer / authorized repairer at your earliest convenience quoting program number H525.

If you are a fleet user, contact your fleet administrator.

You can manage vehicle health notifications in settings, notifications menu.

Parts Information

The parts below should be ordered through JLR in the normal manner.

Description	Part Number/Sundry Code	Qty/£ value
Heater module and pipes	T4K20774	1
Hose kit	T4K19680	1
Coolant and double sided tape	*ZZZ999	£30.00

NOTE:

*An allowance equivalent to £30.00 Sterling has been allocated for coolant and double sided tape.

SROs

Description	SRO	Time
High Voltage Coolant Heater (HVCH) – Renew	16.30.19	5.9
Read and clear fault codes - with JLR approved diagnostic equipment connected	85.18.06.01	0.1
Safety accompanying person	01.01.40.33	0.6
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 should be submitted quoting program code H525 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 Code	Option	Description	SRO	Time	Part Number/Sundry Code	Qty/£ value
H525	A	HVCH – Renew Read and clear fault codes - with JLR approved diagnostic equipment connected Safety accompanying person	16.30.19 85.18.06.01 01.01.40.33	5.9 0.1 0.6	T4K20774 T4K19680 ZZZ999	1 1 £30.00

Program Code	Option	Description	SRO	Time	Part Number/Sundry Code	Qty/£ value
H525	B	HVCH – Renew Read and clear fault codes - with JLR approved diagnostic equipment connected Safety accompanying person Drive in/drive out	16.30.19 85.18.06.01 01.01.40.33 10.10.10	5.9 0.1 0.6 0.2	T4K20774 T4K19680 ZZZ999	1 1 £30.00

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 should 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).

SERVICE INSTRUCTION

1.

CAUTION:

You must not disconnect the JLR approved diagnostic equipment and the JLR approved battery support unit during this step.

Renew the [HVCH](#) (See TOPlx Workshop Manual Section: 412-01 Climate Control - Removal and Installation - [HVCH](#)).

2. Read and clear all [Diagnostic Trouble Codes \(DTC\)](#)s -

3. Follow all on-screen instructions to complete the task.

4. Disconnect the JLR approved diagnostic equipment and the JLR 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: H525

Date: month/year

An important message for owners of I-PACE vehicles

Dear

Using our brand new state-of-the-art predictive diagnostic technology, we are providing a Customer Satisfaction Program free of charge to owners of certain 2019 model year to 2023 model year I-PACE vehicles. Our records show that you are one of these customers, and this letter explains the scope of this Customer Satisfaction Program and how we can help you to keep your vehicle in optimum condition.

Why are we contacting you?

We have developed a brand new, state-of-the-art predictive diagnostic technology which uses connected data from the systems of vehicles that are registered and communicating through InControl©, to remotely monitor their performance. This process runs continuously and transparently in the background, assessing the functionality of key vehicle control systems to check that everything is operating normally. If the diagnostics technology predicts that an issue may develop within your vehicle in the near future, it automatically alerts us. This enables us to let you know what the issue is likely to be so that you can get your vehicle checked and if required updated before a fault actually occurs.

In this instance, the diagnostic technology has predicted that the High Voltage Coolant Heater (HVCH) on your vehicle could fail to operate. This could result in a lack of passenger compartment heating. The functionality of the heated windshield remains unaffected.

What will your JLR retailer / authorized repairer do?

We will replace the HVCH. This will be done free of charge under the terms of this program.

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 will need to 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 or www.jaguar.com for contact details.

If you have trouble getting your vehicle repaired promptly and free of charge, contact the JLR retailer / authorized repairer Service Manager for assistance.

Thank you for attending to this important matter.

Yours sincerely

Head of Business