



ADMINISTRATION BULLETIN - SAFETY RELATED RECALL

Global Recall Action Number: H441v2

Subject: Battery Energy Control Module (BECM) Software Update	Publication No.: H441v2
	Model: I-PACE (X590)
	Model Year: 2019 - 2024
	Date of Issue: 13 June 2023

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

FOR THE ATTENTION OF NORTH AMERICAN TERRITORIES ONLY:

National Highway Traffic Safety Administration (NHTSA) reference number: 23V-369

Transport Canada (TC) reference number: 2023-302

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.

REGULATORY INFORMATION

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 2019 to 2024 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.

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 \$26,315.00 USD per violation and the equivalent of \$131,564,183.00 USD for a related series of violations.

DESCRIPTION OF ISSUE AND THE EFFECT ON VEHICLE OPERATION

Vehicles have experienced thermal overload which may show as smoke or fire, that may occur underneath the vehicle where the High Voltage (High Voltage (HV)) battery is located. Investigations are continuing.

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.

OWNER NOTIFICATION

Initial owner notification is expected to occur on or before 21st July 2023.

ACTION TO BE TAKEN

In line with recommendations made by manufacturers who have had similar issues and until such time as the safety recall remedy has been completed, retailers and customers should park away from structures. Where possible, vehicles should be charged outside.

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

The Safety Recall repair procedures and any required parts and/or software are not currently available. A Safety Recall repair campaign will be published when all repair procedures and all required parts and/or software are available.

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.

Yours faithfully

Steve Oldham

Global Customer Care Quality Director

Technical Questions And Answers



FOR USE ON ENQUIRY

Jaguar Land Rover H441

2019 to 2024 Model Year Jaguar I-PACE vehicles for High Voltage Battery Assembly Fire or Smoke

Vehicles have experienced thermal overload which may show as smoke or fire, that may occur underneath the vehicle where the High Voltage (HV) battery is located.

Question 1

Why is Jaguar Land Rover (JLR) recalling certain Jaguar models?

Answer

JLR is conducting a voluntary safety recall involving certain 2019 to 2024 model year Jaguar I-PACE vehicles due to a risk of thermal overload within the HV battery.

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 so 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 HV battery issue, an Instrument Panel Cluster warning such as 'Traction Battery Fault' and 'Stop Safely Battery Fault' may be displayed. 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

JLR has determined that the condition constitutes an unreasonable risk to safety.

Question 5

Has JLR received many complaints?

Answer

JLR has received a number of field reports of vehicle fires which were attributed to this issue.

Question 6

Have there been any accidents or injuries or fires?

Answer

There have been no reports of accidents or injuries relating to this concern of which JLR is aware. There have been reports of vehicle fires.

Question 7

How was the condition discovered?

Answer

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

Question 8

How long has JLR known about this problem?

Answer

An investigation was initiated following reports of vehicle fires in February 2022.

Question 9

Is the defect leading you to any concerns regarding the reliability of a system, which is supposed to be designed and engineered for the passengers' safety? What type of measures are you planning to take?

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. In this case, the investigation is ongoing.

Question 10

What has JLR done in production?

Answer

The Battery Energy Control Module (BECM) software is updated to better detect and respond to detected HV battery electrical issues.

Question 11

What will authorized Repairers do to the vehicles?

Answer

Recalled vehicles will receive an update to the BECM software that will monitor the HV battery electrical state and provide a warning where the HV battery electrical health deteriorates to a state which may lead to thermal overload condition.

This software provides an enhanced level of driver warnings in relation to HV battery condition and where the software determines a risk exists, the HV battery charging capacity is limited to up to 75%.

The associated Owner Guide instruction relating to this warning message directs the driver to take their vehicle to a Jaguar retailer for diagnosis and, as required, repair.

Customers who have paid for a repair of this defect will be reimbursed by the JLR reimbursement plan, subject to the usual terms and conditions.

There will be no charge to owners for this repair.

Question 12

Will the software be rolled out through Software Over The Air (SOTA)?

Answer

For 2021-2024 MY vehicles, the updated Battery Energy Control Module (BECM) software for the H441 recall will be deployed over the air as part of the 4.0.0 Software Over the Air (SOTA) release. VINs in this population will be marked in the warranty system as complete when the SOTA update is successfully installed. In the unlikely event that the SOTA update does not install successfully, if preferred, the customer can book into the retailer for the software update to be completed as a retailer repair as part of the H441 recall campaign and claimed for following the instructions in the Recall Action bulletin when published.

For 2019-2020 MY vehicles the software update is to be completed as a retailer repair as part of the H441 recall campaign and claimed for following the instructions in the Recall Action bulletin when published.

Question 13

Where can customers check their software level if they have not visited the retailer to complete H441?

Answer

The latest software level installed on the car can be accessed through the 'Software Updates' section in the Settings menu on the PIVI screen.

Question 14

Which vehicles are affected by this recall?

Answer

2019 to 2024 model year Jaguar I-PACE vehicles: SADHB2R14K1F60001 to SADHA2A15R1632510

Question 15

Are other JLR models affected by these actions?

Answer

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

Question 16

Are parts available to rework vehicles?

Answer

The recall remedy is software only, no parts are required to complete this safety recall. Software is available.

Question 17

How much will the recall cost JLR?

Answer

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

Question 18

How do I know if my Jaguar I-PACE vehicle is affected?

Answer

All owners of potentially affected vehicles will shortly receive a letter inviting them to contact a JLR retailer/authorized repairer for the work to be completed.

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

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

Question 19

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

Answer

The work will be completed as quickly and efficiently as possible in order to minimize inconvenience to customers and is expected to take no longer than 39 minutes to complete. Naturally, due to retailer/authorized repairer schedules, vehicles may be required for longer.

Question 20

Can I continue to drive my Jaguar I-PACE vehicle safely until it has been recalled?

Answer

In line with recommendations made by manufacturers who have had similar issues, customers should park away from structures until such time as the recall has been completed. Where possible charge outside.

Some vehicles also provide a Charging Limit feature that can be used by customers to limit the charge level. Customers may, until the recall is completed, set the charge limit to 75%. Instructions of how to limit the charging limit can be found in the Jaguar I-Pace Owner's Manual in the Vehicle Preconditioning – Charging Limits section at www.ownerinfo.jaguar.com

Customers can also monitor and control the charging of their vehicle with the latest version of the Jaguar Remote App and stop charging when it reaches 75% state of charge.

Customers are advised to contact a JLR retailer/authorized repairer should they have any concerns regarding their vehicle.

Note:

Please make sure that any press enquiries are referred to the JLR Corporate Media office on 02475-361000 or jlrmmedia@jaguarlandrover.com