

H468 - Chronology of Defect / Non-compliance Determination:

Investigations relating to unusual battery module resistance reading commenced in late August, 2023, following assessments of returned, displaced battery packs and after discussion with the battery pack supplier. A Product Safety and Compliance Committee (PSCC) investigation was opened on September 3, 2023.

The PSCC requested the responsible Engineering team to review all of the data collected from vehicles in the field over time to assess if there were any trends or patterns that were emerging related to abnormal resistance levels in battery packs. During September 2023, the investigating team were also asked to report on the outcomes of battery pack inspections relating to the topic of this investigation.

During October, 2023, the Engineering team were able to inspect a number of vehicles in the field to establish the condition of busbar fixings and seek to better understand and correlate the relationship on the physical condition to that which over-the-air supplied data indicated.

Further field inspections were sought through November and December, 2023, to more accurately assess the precision of the data. In conjunction with the supplier, the issue was further reviewed at PSCC to report on progress of correlation and identify if there was any trend or pattern of issues yet revealed.

In January, 2024, the scope and the findings from the investigation were reviewed and evidence of any manufacturing issues reviewed at PSCC. On January 23, 2024, the PSCC agreed that this matter be progressed to the Recall Determination Committee (RDC) for review. On January 25, 2024, the issue was reviewed at RDC where the evidence for the scope of the matter was questioned. RDC requested a review of the scope be completed and the matter returned to RDC the following week.

The RDC received an update on February 1, 2024, along with the answer to the question of scope. RDC accepted that the scope was wrongly defined previously. RDC were advised of the criteria for which scope was determined and accepted the rationale. The RDC decided to conduct a voluntary safety recall on all affected vehicles to remedy the safety defect identified.

There have been no reported accidents or injuries as a result of this concern. JLR is aware of a number of reports of vehicle thermal overload condition.

JLR has received 1 report in the US, the report was received on August 21, 2020.