

SERVICE ACTION H293 - HIGH VOLTAGE (HV) BATTERY DEGRADATION



NAS21.02.007 | WORKSHOP

CAN/USA

AFTERSALES BULLETIN

FEBRUARY 18, 2021

DESCRIPTION OF ISSUE

A potential issue has been identified on certain Jaguar vehicles within the listed Affected Vehicles where one or more of the following may occur:

- Loss of range when fully charged;
- Range 'drops' quicker than expected while driving; and/or
- Unable to obtain 100% State Of Charge (SOC).

AFFECTED VEHICLES

I-PACE

Model Year: 2019
VIN / Retailer: F61981 / Jaguar Lakeridge
..... F62467 / Jaguar Main Line
..... F62651 / Jaguar Peabody
..... F66003 / Imperial Motors Jaguar of Lake Bluff

SERVICE PROGRAM / REWORK ACTION

Owners will be notified by mail and instructed to take their vehicle to an authorized Land Rover retailer who will complete a diagnostic on the vehicle's battery and renew any cells found to be out of balance at the next service opportunity. There will be no charge to owners for this action under this program.

OWNER NOTIFICATION

Owner notification is expected to occur on or before March 22, 2021.

ACTION TO BE TAKEN

Use the Jaguar Land Rover claims submission system to make sure that the vehicle is affected by this Program prior to undertaking any rework action. Refer to Technical Bulletin H293NAS, *Service Action: High Voltage (HV) Battery Degradation*, for detailed repair instructions.

PARTS

NOTE: use the Vehicle Identification Number (VIN) and the Electronic Parts Catalog (EPC) to confirm part number(s) necessary to perform repairs.

DESCRIPTION	PART NUMBER	QUANTITY
Module - Electric Vehicle (EV) battery	T4K13636	2
Kit - Thermal paste	T4K8813	3
Battery Electrical Module (BEM) kit	T4K9727	1
Battery lid kit	T4K13637	1
Safe voltage reduction kit	T4K9624	1
Module bolt - M6 x 90	T4K8735	8

Jaguar Land Rover North America, LLC
100 Jaguar Land Rover Way
Mahwah, NJ 07495

DESCRIPTION	PART NUMBER	QUANTITY
Module support bracket bolt - M6 x 70	T4K8737	4

TOOLS

Refer to Technical Bulletin noted above for any required tools.

WARRANTY

NOTE: use the Jaguar Land Rover claims submission system to make sure that a vehicle is affected by this program prior to undertaking any rework action.

At the time of confirming a booking for vehicle repair, make sure that all outstanding Recall and Service Actions are identified to make sure the correct parts are available and adequate workshop time is allocated for repairs to be completed at one visit.

Warranty claims must be submitted quoting the Program Code, Option Code 'X', and the relevant SRO and parts information from the tables below. The Option Code(s) that allows for the drive in/drive out allowance may only be claimed if the vehicle is brought back into the workshop for this action alone to be undertaken.

Repair procedures are under constant review and therefore times / prices are subject to change; those quoted here must be taken as guidance only. Use TOPlx to obtain the latest repair time.

This program is valid for a limited time only. Warranty claims with a repair date prior to the October 31, 2022 closure date must be submitted for payment within 30 calendar days of completion of the repair.

PROGRAM CODE	OPTION CODE	DESCRIPTION	SRO	TIME (HOURS)	PART NUMBER / SUNDRY CODE	QUANTITY / VALUE
H293	X	H293 - High Voltage battery (HV Battery) pack cell state of health	99.02.40	0.4	-	-
H293	X	EV battery module - Renew (1-36)	16.11.01-16.11.36	13.6-15.4	See Parts table	See Parts table
H293	X	Additional EV battery module - Renew	16.11.41	3.0	See Parts table	See Parts table
H293	X	Drive in/drive out	10.10.10	0.2	-	-
H293	X	Car hire	-	-	ZZZ999	\$104.90 per day (maximum 5 days)

Normal Warranty policies and procedures apply.

Service Action H293: High Voltage (HV) Battery Degradation

Jaguar Vehicles Affected: 2019 Model Year I-PACE

Dear Jaguar I-PACE Owner,

Jaguar Land Rover Canada ULC is conducting a no-charge Customer Satisfaction Program (Program Code H293) for owners of certain 2019 model year Jaguar I-PACE vehicles.

What is the issue?

Jaguar uses Connected Car diagnostics to routinely monitor the performance of key vehicle systems over the air and improve the experience for our customers. Through this process, we have detected that the battery on your vehicle is not performing how we would like. You may be experiencing a loss of range or be unable to charge the vehicle to 100% state of charge.

What will Jaguar and your Jaguar Retailer do?

An authorized Jaguar retailer will complete a diagnostic on your vehicle's battery and renew any cells found to be out of balance at the next service opportunity. There will be no charge for this repair.

What should you do?

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 **'H293'**.

During this visit, please take the opportunity to discuss any aspect of your vehicle's operation or performance with the Retailer team who will be pleased to assist you with any questions you may have regarding your vehicle in order for you to get the most out of its advanced features.

How long will it take?

The work will be carried out as quickly and efficiently as possible in order to minimize inconvenience to customers and is expected to take approximately 30 minutes or up to 5 days depending on the outcome of the diagnostics. Your retailer can provide you with a better estimate of the overall time for the service visit.

Attention Leasing Agencies: please forward this notification to the lessee within 10 days.

Moved or no longer own this Jaguar vehicle?

If you are no longer the owner of this vehicle, Jaguar would greatly appreciate the name and address of the new owner, using the Information Change Form enclosed.

What should you do if you have further questions?

If you have any questions regarding this program or need assistance in locating the nearest authorized Jaguar retailer, please contact the Jaguar Canada Customer Relationship Center at 1-800-668-6257.

You may also contact us by email using the following address: jagcweb@jaguarlandrover.com. If you have the need to contact Jaguar by mail, please use the following address:

Jaguar Land Rover Canada ULC
75 Courtneypark Drive West, Unit 3
Mississauga, ON L5W 0E3

Thank you again for selecting Jaguar; your ownership experience is very important to us. We recognize this service visit may be an inconvenience to you. Jaguar, in cooperation with your authorized Jaguar retailer, will strive to minimize any inconvenience to you caused by this program.

Yours Sincerely,

A handwritten signature in blue ink, appearing to read 'Jeffery Peel', with a large, stylized loop at the end.

Jeffery Peel
Director, Customer Service
Jaguar Land Rover Canada ULC

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How long will it take?

The work will be carried out as quickly and efficiently as possible in order to minimize inconvenience to customers and is expected to take approximately 30 minutes, or up to 5 days depending on the outcome of the diagnostics, 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.

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You may also contact us by email using the following address: jagweb1@jaguarlandrover.com. 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

Thank you again for selecting Jaguar; your ownership experience is very important to us. We recognize this service visit may be an inconvenience to you. Jaguar, in cooperation with your authorized Jaguar retailer, will strive to minimize any inconvenience to you caused by this program.

Sincerely,

A handwritten signature in black ink, appearing to read 'Rory Beattie', with a long horizontal flourish extending to the right.

Rory Beattie
Vice President Customer Service
Jaguar Land Rover North America, LLC