



SAFETY RELATED RECALL

Global Recall Action
Number: H441v5

Changes are highlighted in blue

Subject: Battery Energy Control Module (BECM) software update	Publication No.: H441v5
	Model: I-PACE (X590)
	Model Year: 2019 - 2024
	Date of Issue: 01 February 2024

To:	All National Sales Companies (NSCs), importers, retailers and authorized repairers.
For the Attention of:	The approved Jaguar Land Rover (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 bulletin is being re-issued to make sure that ALL JLR retailers and authorized repairers are aware that Pathfinder MUST NOT be used to update the Battery Energy Control Module (BECM) software and to add in additional supporting video.</p>

FOR THE ATTENTION OF ALL:

DESCRIPTION OF ISSUE AND THE EFFECT ON VEHICLE OPERATION

A potential concern has been identified on specific vehicles within the above vehicle range.

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. 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.

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. These precautionary measures should also be taken for 30 days after the update to allow sufficient time for the new software to analyze the HV Battery condition and provide a driver warning if a risk exists.

For 2021 to 2024 model year vehicles, the updated 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 this Recall Action bulletin.

For 2019 to 2020 model year vehicles the software update is to be completed **using TOPIx Cloud Diagnostics** as a retailer repair as part of the H441 Recall Action bulletin and claimed for following the instructions in this Recall Action bulletin.

This Recall affects vehicles operated by Waymo and Waymo is taking action to update vehicles in their control.

IMPORTANT - Customers with vehicles manufactured in 2018 that have not had this campaign MUST be contacted as a priority.

IMPORTANT - The campaign completion guide video below MUST be viewed before performing the BECM software update

0:00

ACTION TO BE TAKEN

JLR has taken the decision to recall affected vehicles 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 retailer/authorized repairer as soon as possible to arrange for the repair to be completed. The National Sales Companies (NSCs), Importer, Regional Office or Government agency will contact the customers. If you have any questions about this process, please 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.

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.

For information purposes, a Technical Question and Answer document is attached.

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 Canadian markets. Information relating to this Safety Recall will be posted on the NHTSA and TC websites. United States Federal regulations require that retailers/authorized repairers must be notified within a reasonable time after the manufacturer decides that a defect that relates to motor vehicle safety or a non-compliance exists. United States Federal Law requires retailers/authorized repairers to complete any outstanding Safety Recall before a new vehicle is delivered to the buyer or lessee. 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 \$27,168.00 USD per violation and the equivalent of \$135,828,178.00 USD for a related series of violations. This Safety Recall serves as notification to all retailers/authorized repairers in the United States and Federalized Territories and Canada that any affected new vehicles may not be sold and delivered for customer use until the Safety Recall repair is completed.

Jaguar Land Rover North America, LLC and Jaguar Land Rover Canada ULC 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 Safety Recall notice to the applicable customers.

Yours faithfully

Steve Oldham

Global Customer Care Quality Director

SERVICE INSTRUCTION - H441V5

Changes are highlighted in blue

WARNING:

PATHFINDER IS NO LONGER SUPPORTED - ONLY TOPIX CLOUD DIAGNOSTICS CAN BE USED TO COMPLETE THE FOLLOWING DIAGNOSTIC INSTRUCTION

SROs

Description	SRO	Time
Battery Energy Control Module (BECM) - Update ECU	85.86.20	0.2
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

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Warranty claims should be submitted quoting program code H441 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
H441	A	BECM - Update ECU	85.86.20	0.2
H441	B	BECM - Update ECU Drive in/drive out	85.86.20 10.10.10	0.2 0.2

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 bulletin.

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 TOPIX (in the Search box, search for 'Related Damage Claim' and open the related bulletin link).

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CAMPAIGN COMPLETION GUIDE

1. **IMPORTANT** - The campaign completion guide video below **MUST** be viewed before performing the [BECM](#) software update.

0:00



DIAGNOSTIC INSTRUCTION - USING TOPIX CLOUD DIAGNOSTICS ONLY

WARNING:

PATHFINDER IS NO LONGER SUPPORTED - ONLY TOPIX CLOUD DIAGNOSTICS CAN BE USED TO COMPLETE THIS DIAGNOSTIC INSTRUCTION

NOTE:

Modules already at the latest software level will not be available for update. If the module update below cannot be completed due to already being at the latest software level, email jlrcamp@jaguarlandrover.com with the [Vehicle Identification Number \(VIN\)](#) and campaign reference, for the campaign to be closed.

1. Connect the JLR approved diagnostic equipment, connect the JLR approved battery support unit and **start a TOPIX Cloud Diagnostics session.**

2.

NOTE:

Only complete this step if the vehicle is in transit mode.

Select the link to disable transit mode.

3.

NOTE:

Only complete this step if the vehicle is in transit mode.

Select the link to disable transit mode.

4. Select the link to update the [BECM](#) -

5.

NOTE:

If required.

Select the link to enable transit mode.

6.

NOTE:

If required.

Select the link to enable transit mode.

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

8. 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: H441

Date: month/year

SAFETY-RECALL - I-PACE -Battery Energy Control Module (BECM) software update

Dear

JLR would like to advise you that during ongoing quality assessment of our product it has been identified that a possible safety related problem may occur on I-PACE vehicles within a specific production range. Please read the information below, this will explain the actions that we intend to take and what you will need to do.

Why are we contacting you?

Some vehicles have experienced thermal overload which may show as smoke or fire, which may occur underneath the vehicle where the 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.

In line with recommendations made by manufacturers who have had similar issues, customers should park away from structures for 30 days after the recall has been completed. Where possible charge outside.

If you drive a 2021, 2022, 2023 and 2024 model year I-PACE equipped with the PIVI Pro infotainment system, you will receive this software update as part of the 4.0.0 Software Over The Air (SOTA) release. When you receive this software update, accept the update, there is no need to book into a Jaguar retailer/authorized repairer to complete the H441 recall.

If you drive a 2019 and 2020 model year I-PACE, make a booking at your chosen Jaguar retailer/authorized repairer, the software will be deployed through a retailer/authorized repairer visit for a direct wired connection software update.

If you experience any difficulties with this or have any concerns, contact your Jaguar retailer/authorized repairer.

What will your Jaguar retailer/authorized repairer do?

At your visit, your preferred Jaguar retailer/authorized repairer will provide an update to the Battery Energy Control Module (BECM) software that will monitor the HV battery operational status. This will provide indication in the event the HV battery exhibits conditions which may lead to thermal overload condition.

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

If this happens, the vehicle will prompt you to visit a Jaguar retailer/authorized repairer. Your retailer will inspect, and if necessary replace the affected HV battery module/assembly at no cost to you.

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.

There will be no charge to the owners for this repair.

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 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 Jaguar retailer/authorized repairer without delay. To book your vehicle in for this action you will need to provide the retailer/authorized repairer with the following which are detailed at the beginning of this letter:

- The VIN for your vehicle
- Vehicle registration number of your vehicle.
- The program code for the action.

If you do not have a retailer/authorized repairer, access www.jaguar.co.uk or www.jaguar.com for contact details.

If you no longer own the vehicle could you please complete the 'Change of Ownership' slip attached to this letter, returning the slip to Jaguar Land Rover Limited immediately in the enclosed 'Freepost' envelope. This will enable us to make contact with the new owner.

If you have concerns


If you experience any concerns relating to this Recall, contact the Service Manager at the retailer/authorized repairer for assistance or contact the JLR Limited Customer Experience Centre on 0345 303 2303 or (enter phone number).

This bulletin is being issued in accordance with the legislative or industry requirements concerning vehicle defects. The authorities will closely monitor the response rate of this bulletin.

Please treat this matter with the urgency it requires, JLR Limited apologize for any inconvenience this bulletin may cause and thank you, in advance, for your co-operation.

Yours sincerely

Head of Business

<h1>Technical Questions And Answers</h1>	
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 prior to completion of the recall and for 30 days after the recall has been completed. Where possible charge outside. The new software can take up to 30 days to analyse the HV Battery condition and provide a driver warning if a risk exists.

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:

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