

## RECALL H441 – BATTERY ENERGY CONTROL MODULE (BECM) SOFTWARE UPDATE

SAFETY RECALL H441 – I-PACE BECM SOFTWARE UPDATE	
AFFECTED MODELS	19-24 MY I-PACE
VOLUME AFFECTED	US 6422 CAN 648
REPAIR	Vehicles may experience thermal overload which may show as smoke or fire, that may occur underneath the vehicle where high-voltage battery is located. An update to the BECM is required to provide enhanced diagnostics software that will monitor the battery pack assembly operational status that indicates where the battery contains conditions which may lead to overheating. A warning message will be displayed to the driver should these battery conditions be detected. All affected vehicles can be updated by a wired update using TOPIx Cloud. 21-24MY vehicles will also be subject to an update via Software over the air (SOTA) as part of the 4.0.0. release..
REPAIR TIME	TOPIx cloud wired update - 0.2Hrs + DIDO
CAMPAIGN LAUNCH	Retailer Admin Bulletin notification : June 8th, 2023 TOPIx Cloud Repair Launched June 19th, 2023, with a Technical Q & A. SOTA deployment to all 21-24MY vehicles is expected week commencing June 26th, 2023
Notes	Owners will be notified via mail on or before July 6th, 2023 Waymo vehicles are also affected this recall. All Waymo updates will be performed by Waymo personnel and not by JLR Retailers.

## BECM ENHANCED BATTERY DIAGNOSTICS 19-24 MY I-PACE

- Completion of the H441 recall will install new BECM software that will monitor the battery pack assembly operational status that indicates where the battery contains conditions which may lead to overheating.
- This software provides an enhanced level of detection in relation to battery condition and where the software determines a risk exists, the High Voltage battery charging capacity is limited to up to 75%.
- Customers are being advised to not park the vehicle in structures and to where possible charge outside prior to, and until 30 days after the H441 recall is performed. Once the software is installed it could take up to 30 days to identify if the battery shows any conditions which may lead to thermal overload.
- If this risk is detected, customers will see a warning message “OK to drive with caution Traction battery fault detected’ and the customer should then seek Retailer assistance for diagnosis and repair.
- To assist retailers with diagnostics, new workflows are being created in TOPIx cloud. An expected outcome is that a need for a replacement EV battery will be diagnosed. The initial phase 1 release of new BECM diagnostic software will not be capable of diagnosing individual defective battery modules.

## BECM ENHANCED BATTERY DIAGNOSTICS 19-24 MY I-PACE

- Replacement EV batteries currently have very limited availability. When a thermal overload condition has been diagnosed, Retailers are requested to submit an EPQR detailing the results of each vehicle diagnosis. JLR will then assist each retailer in managing the replacement battery supply and where necessary, assist with customer mobility or alternative solution when a repair is not currently available.
- A Phase 2 BECM software release is planned to be deployed commencing with 19-20MY vehicles late July 2023. In cases of thermal overload, this software will enhance the BECM diagnostic capability to identify any defective individual battery modules. This will enable battery lid off repairs to be performed with resulting replacement of one or more individual modules and not the complete battery assembly.
- Further details on this enhanced diagnostic process will be provided in due course.
- Retailers are also requested to review the HV training status of their technicians and ensure they are responding to certification and re-certification invitations issued by the JLRNA Training team.