

CHARGEBACK FOR RECALL H441

6/19/23, 10:22 AM Battery Energy Control Module (BECM) software update

SAFETY RELATED RECALL Global Recall Action Number: H441

Battery Energy Control Module (BECM) software update	Publication No.: H441
	Model: I-PACE (X590)
	Model Year: 2019 - 2024
	Date of Issue: 19 June 2023

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: 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.

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.

For 2021-2024 MY vehicles, the updated Battery Energy Control Module (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. VNs 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 2019-2020 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 this Recall Action bulletin.

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

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.

Retailer/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.

- If H441 campaign has been incorrectly performed on I-PACE (X590) with pathfinder, Retailer will see a full chargeback on the claim.
- Please contact the Client to make a new service appointment to correct the repair via Topix Cloud.
- For more information, please refer to the **Global Recall Action Number: H441**