JR	Date 10/2023		JLRP00248
	Service Compliance Notification		
Subject: H441 Safety Recall Must Be Completed Using TOPIx Cloud Diagnostics		Models	I-Pace (X590)

То:	All Authorized Repairers, National Sales Companies (NSCs), Regional offices and Importers
For the Attention of:	The Managing Director
Copies to:	The Service/After-Sales Director/Manager
	The Parts Director/Manager
	The New Vehicle Sales Director / Manager

Dear Colleagues,

JLR has been monitoring H441 IPACE BECM software update safety recall.

Investigations into this has shown that some repairers have been using the incorrect diagnostic tool Pathfinder.

This means a small number of vehicles have not been repaired correctly and these vehicles have been released back to customers in an unrepaired and therefore unsafe condition.

TOPIx Cloud diagnostics must be used to complete H441.

Retailers are reminded to complete H441 safety recall correctly, TOPIx Cloud Diagnostics must be used to update the BECM to the correct software level. Pathfinder will not update the software to the correct level.

Any retailer found to have used Pathfinder to complete the H441 safety recall will have their claim debited back in full.

Should a vehicle experience the safety defect for which H441 was released to prevent, and incorrect repair completed using the Pathfinder tool, JLR reserves the right to seek full redress against the repairer who incorrectly repaired the vehicle.

All technicians, workshop supervisors and after sales teams must be made aware the only JLR diagnostic equipment that must be used to complete H441 safety recall is TOPIx Cloud Diagnostic system.

Yours faithfully

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Mark Hardy Service Diagnostics & Repair Senior Manager Technical Service Global Customer Care Jaguar Land Rover