

CRITICAL CONCERNS & FIELD SERVICE ACTIONS

JLR

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	TOPIx Cloud Repair Launched June 19 th , 2023, with a Technical Q & A. SOTA deployment to all eligible 21-24MY vehicles has also commenced.
Notes	<p>Clients were notified via mail on July 19th, 2023. Clients will be advised that prior to the recall software update and for the following 30 days, to not park their vehicle near structures and where possible, to charge outside. and to a maximum of 75%.</p> <p>Phase 2 BECM software which enhances the diagnostics of phase 1, requires further validation and testing of the software, delaying release, updates will be communicated to all retailers as well as in the next SFCC.</p>