

CRITICAL CONCERNS & FIELD SERVICE ACTIONS

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	BECM Software Phase 1 launched on June 19 th , 2023. Phase 2 software provides enhanced diagnostics and for 19-20MY was launched on October 9 th , 2023, and to expected late October for 22-24MY.
Notes	<p>All vehicles flagging a traction battery fault after H441 completion require a TA case to be submitted to support engineering diagnosis. Vehicles with a confirmed battery defect can be held pending repair authorization by LTS. Repairs on 83 vehicles have now been authorized beginning with oldest TA's. Technicians must follow the TOPIx workflow as described in SSM 76062 (or its successor) and any instructions given within the TA.</p> <p>Additional repairs will be authorized when all required parts are available.</p>