

CRITICAL CONCERNS & FIELD SERVICE ACTIONS

JLR

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

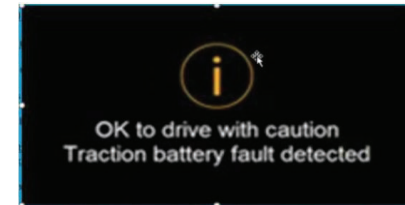
SAFETY RECALL H441 – I-PACE BECM SOFTWARE UPDATE

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	Clients will be notified via mail by July 19 th , 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%. Once the new software is installed it could take up to 30 days to identify if the battery shows any conditions which may lead to thermal overload.

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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 vehicle sets DTC P1B48-00 Hybrid/EV Battery Voltage Deviation, and the High Voltage battery charging capacity will be automatically limited to up to 75%.
- If this risk is detected by the new software, 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 an EV battery repair or replacement will be diagnosed. The initial phase 1 release of new BECM diagnostic software released for the recall will not be capable of diagnosing multiple defective modules in one battery pack .



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BECM ENHANCED BATTERY DIAGNOSTICS 19-24 MY I-PACE

- Replacement EV batteries and modules currently have very limited availability. When a thermal overload condition has been reported by a customer and the vehicle diagnosed, Retailers are requested to submit a TA case to flag each new incident. JLR is operating a daily cross functional “Triage” process to review each case and to assist the retailer and client.
- 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 multiple potentially 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.