

CRITICAL CONCERNS & FIELD SERVICE ACTIONS

RECALL H459 – BATTERY ENERGY CONTROL MODULE - INCORRECTLY REPAIRED

SAFETY RECALL H459 – BECM – INCORRECTLY REPAIRED

AFFECTED MODELS	19-24 MY I-PACE
VOLUME AFFECTED	US 199 CAN 17
REPAIR	Following a field report of an issue that should have been resolved through the completion of Safety Recall H441, it was found that this recall repair had been incorrectly completed by a retailer. Further investigations revealed that some retailers have either used non-approved diagnostic equipment, or a prior repair attempt using TOPIx was performed incorrectly, and as a result the Battery Energy Control Module (BECM) did not receive the required software update. These vehicles remain with the safety defect even though the retailer reported completing the safety recall. Retailers will, under this new recall, need to perform a correct software update to the BECM using TOPIx.
REPAIR TIME	TOPIx cloud wired update - 0.2Hrs + DIDO
CAMPAIGN LAUNCH	Launched on October 31st, 2023
Notes	All H441 repair claims for an incorrect repair have been charged back and those VIN now removed from that recall. Related to this, service compliance bulletin SCN JLRP00248 was published on TOPIx October 20th, 2023. Please review and discuss with your teams as this contains important information on performing both H441/H459 recalls. TOPIx Cloud Guided Diagnostics must be used to perform H441/H459. Only the BECM must be updated with TOPIx cloud to satisfy this recall. JLR reserves the right to seek full redress against any repairer who incorrectly performs this recall. Clients with a vehicle affected by H459 will be notified by mail to make another service appointment.