

CUSTOMER SERVICE

JLR

RECALL H459 – BATTERY ENERGY CONTROL MODULE - INCORRECTLY REPAIRED

SAFETY RECALL H459 – BECM – INCORRECTLY REPAIRED	
AFFECTED MODELS	19-24 MY I-PACE
VOLUME AFFECTED	US 501 CAN 54
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 was not performed correctly, where the Battery Energy Control Module (BECM) did not receive the required software update. As a result, the vehicle remains with the safety defect even though the retailer reported completing the safety recall. Retailers will need to perform a correct software update to the BECM using TOPIx to close this recall.
REPAIR TIME	0.2Hrs + DIDO
CAMPAIGN LAUNCH	Launched on October 31st, 2023
Notes	All incorrect prior repair claims have been charged back and those VIN now removed from H441. 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 critical 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 the retailer who incorrectly repairs a vehicle. The affected vehicle population has recently been increased to include vehicles previously updated with the initial version of Phase 2 software, which was found to contain an error state. Clients with a vehicle affected by H459 were notified by mail on December 1 <sup>st</sup> , 2023, to make another service appointment.