



SAFETY RELATED RECALL

Global Recall Action
Number: H471

Subject: Battery Energy Control Module (BECM) - Incorrectly Repaired	Publication No.: H471
	Model: I-PACE (X590)
	Model Year: 2019 - 2024
	Date of Issue: 09 February 2024

To:	All National Sales Companies (NSCs), importers, retailers and authorized repairers.
For the Attention of:	The approved JLR retailer/authorized repairer
Important:	NOTE: The information in this campaign is intended for use by professional technicians. If you are not a JLR retailer/authorized repairer, do not assume that a condition described affects a specific vehicle. Contact an authorized JLR retailer/authorized repairer to determine if this campaign applies to a specific vehicle.

FOR THE ATTENTION OF ALL:

DESCRIPTION OF ISSUE AND THE EFFECT ON VEHICLE OPERATION

A potential concern has been identified on specific vehicles within the above vehicle range.

Following a field report of an issue that was considered to be mitigated through the completion of Jaguar Safety Recall H441, it was revealed that the recall action for H441 had been incorrectly completed by a retailer. 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. Additionally, the software supplier advised the latest software files released for installation into 2019 and 2020 model year vehicles contains an error in part of its diagnostics strategy and the required detection of battery module performance issues is not fully present. As a result, the vehicle remains with the safety defect even though the retailer reported completing the safety recall.

An incorrectly repaired vehicle will continue to have a risk of vehicle thermal overload condition such as fire or smoke which can result in increased risk of occupant injury and/or injury to persons outside the vehicle, as well as property damage. The owner will not be aware that the prior repair was not completed correctly.

In line with recommendations made by manufacturers who have had similar issues and until such time as the safety recall remedy has been completed, retailers and customers should park away from structures. Where possible, vehicles should be charged outside. These precautionary measures should also be taken for 30 days after the update to allow sufficient time for the new software to analyze the High Voltage (HV) Battery condition and provide a driver warning if a risk exists.

IMPORTANT - Customers with vehicles manufactured in 2018 that have not had this campaign MUST be contacted as a priority.

IMPORTANT - The campaign completion guide video below MUST be viewed before performing the BECM software update. The video does not reference H471, but the video does also apply for H471.

0:00



ACTION TO BE TAKEN

JLR has taken the decision to recall affected vehicles to repair the vehicle.

Following procedures appropriate to your market and as required by local legislation, owners of affected vehicles should be contacted requesting that the owner contact their nearest retailer/authorized repairer as soon as possible to arrange for the repair to be completed. The National Sales Companies (NSCs), Importer, Regional Office or Government agency will contact the customers. If you have any questions about this process, contact your NSC/Importer or Regional Office for more information.

Check the JLR Warranty Portal to make sure affected vehicles are correctly identified prior to starting this campaign. The Warranty Portal will be updated to reflect only those vehicles affected.

Retailers/authorized repairers are reminded that they must not sell vehicles identified as affected by this campaign until such time as the repair has been successfully completed.

An owner may indicate that a repair has already been completed for this concern, in which case the full cost of the repair should be reimbursed. Refer to the warranty section of this campaign for details of the Customer Reimbursement and Related Damage Process. At the time of confirming a booking for a vehicle repair, make sure you check the Warranty Portal to confirm if there are any other outstanding campaigns, to make sure the correct parts are available and adequate workshop time is allocated for repairs to be completed in one visit.

For information purposes, a Technical Question and Answer document is attached.

FOR THE ATTENTION OF NORTH AMERICAN TERRITORIES ONLY:

National Highway Traffic Safety Administration (NHTSA) reference number:24V-085

Transport Canada (TC) reference number: 2024-073

Visit the British Brands Sales Suite (BBSS) website for a list of affected vehicles at your retailer/authorized repairer. Unsold vehicles must be repaired prior to handover of the vehicle for retail sale.

REGULATORY INFORMATION

Jaguar Land Rover North America, LLC and Jaguar Land Rover Canada ULC have informed the National Highway Traffic Safety Administration (NHTSA) and Transport Canada (TC) of their intent to perform a Safety Recall on certain 2019 to 2024 model year I-PACE vehicles imported into the United States and Canadian markets. Information relating to this Safety Recall will be posted on the NHTSA and TC websites. United States Federal regulations require that retailers/authorized repairers must be notified within a reasonable time after the manufacturer decides that a defect that relates to motor vehicle safety or a non-compliance exists. United States Federal Law requires retailers/authorized repairers to complete any outstanding Safety Recall before a new vehicle is delivered to the buyer or lessee. Violation of this requirement by a retailer/authorized repairer, in the USA only, could result in a maximum civil penalty of up to the equivalent of \$27,168.00 USD per violation and the equivalent of \$135,828,178.00 USD for a related series of violations. This Safety Recall serves as notification to all retailers/authorized repairers in the United States and Federalized Territories and Canada that any affected new vehicles may not be sold and delivered for customer use until the Safety Recall repair is completed.

Jaguar Land Rover North America, LLC and Jaguar Land Rover Canada ULC recommends that affected sales demonstrator and loaner vehicles are repaired before use, and that used vehicles are repaired before sale. Retailers/authorized repairers who choose to proceed against this recommendation, where legally permitted, must clearly and conspicuously disclose the open Safety Recall notice to the applicable customers.

Yours faithfully

Steve Oldham

Global Customer Care Quality Director

SERVICE INSTRUCTION - H471

WARNING:

PATHFINDER IS NO LONGER SUPPORTED AND MUST NOT BE USED. TOPIX CLOUD DIAGNOSTICS MUST BE USED TO COMPLETE THE FOLLOWING DIAGNOSTIC INSTRUCTION.

SROs

Description	SRO	Time
Battery Energy Control Module (BECM) - Update ECU	85.86.20	0.2
Drive in/drive out	10.10.10	0.2

NOTE:

Repair procedures are under constant review, and therefore times are subject to change; those quoted here must be taken as guidance only. Always refer to TOPIx to obtain the latest repair time.

Warranty Information

WARNING:

PATHFINDER IS NO LONGER SUPPORTED AND MUST NOT BE USED. TOPIX CLOUD DIAGNOSTICS MUST BE USED TO COMPLETE THE FOLLOWING DIAGNOSTIC INSTRUCTION.

Warranty claims should be submitted quoting program code H471 with the relevant option code from the table below. As option codes are used there is no requirement for you to enter SROs or parts, these are included for information only.

Program Code	Option	Description	SRO	Time
H471	A	BECM - Update ECU	85.86.20	0.2
H471	B	BECM - Update ECU Drive in/drive out	85.86.20 10.10.10	0.2 0.2

NOTE:

The option that contains the drive in/drive out allowance may only be claimed when the vehicle has been brought back into the workshop for this action alone to be undertaken.

Warranty claims should be submitted in accordance with the current JLR Global Warranty Manual, and its amendments, unless stated otherwise in this bulletin.

Customer Reimbursement and Related Damage Process

NOTE:

If there is a requirement to claim for related/consequential damage or customer reimbursement, refer to the related instruction that can be found in TOPIx (in the Search box, search for 'Related Damage Claim' and open the related bulletin link).

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CAMPAIGN COMPLETION GUIDE

1. **IMPORTANT** - The campaign completion guide video below **MUST** be viewed before performing the [BECM](#) software update. The video does not reference H471, but the video does also apply for H471.

0:00



DIAGNOSTIC INSTRUCTION - USING TOPIX CLOUD DIAGNOSTICS ONLY

WARNING:

PATHFINDER IS NO LONGER SUPPORTED AND MUST NOT BE USED. TOPIX CLOUD DIAGNOSTICS MUST BE USED TO COMPLETE THE FOLLOWING DIAGNOSTIC INSTRUCTION.

NOTE:

Modules already at the latest software level will not be available for update. If the module update below cannot be completed due to already being at the latest software level, email jlrcamp@jaguarlandrover.com with the [Vehicle Identification Number \(VIN\)](#) and campaign reference, for the campaign to be closed.

1. Connect the JLR approved diagnostic equipment, connect the JLR approved battery support unit and **start a TOPIX Cloud Diagnostics session.**

2.

NOTE:

Only complete this step if the vehicle is in transit mode.

Select the link to disable transit mode.

3.

NOTE:

Only complete this step if the vehicle is in transit mode.

Select the link to disable transit mode.

4. Select the link to update the [BECM](#) -

5.

NOTE:

If required.

Select the link to enable transit mode.

6.

NOTE:

If required.

Select the link to enable transit mode.

7. Follow all on-screen instructions to complete the task.

8. Disconnect the JLR approved diagnostic equipment and the JLR approved battery support unit.

SAMPLE CUSTOMER LETTER - FOR INFORMATION ONLY

Name
Address line 1
Address line 2
Address line 3
Post Code

Vehicle Identification Number (VIN):
Registration Number:
Program Number: H471

Date: month/year

SAFETY RECALL - I-PACE - Battery Energy Control Module (BECM) - Incorrectly Repaired

Dear

JLR would like to advise you that during ongoing quality assessment of our product it has been identified that a possible safety related problem may occur on I-PACE vehicles within a specific production range. Read the information below, this will explain the actions we intend to take and what you will need to do.

Why are we contacting you?

JLR is aware of a number of vehicles where the repair completed previously or software updated to the above vehicle subsequently does not provide the protection required to mitigate the defect concerned. As such, any vehicle which has software that does not provide the protection required even having had previous updates completed will continue to have a risk of thermal overload condition such as fire or smoke which can result in increased risk of occupant injury and/or injury to persons outside the vehicle, as well as property damage. The prior update completed was NOT successful, a further update is required.

In line with recommendations made by manufacturers who have had similar issues, customers should park away from structures for 30 days after the recall has been completed and post recall remedy, continue to park the vehicle outside while the updated software learns the condition of the battery pack for a further 30 days. Where possible charge outside.

If you experience any difficulties with this or have any concerns, contact your Jaguar retailer/authorized repairer.

What will your Jaguar retailer/authorized repairer do?

At your visit, your preferred Jaguar retailer/authorized repairer will provide an update to the Battery Energy Control Module (BECM) software that will monitor the High Voltage (HV) battery operational status. This will provide indication in the event the HV battery exhibits conditions which may lead to thermal overload condition.

This software provides an enhanced level of driver warnings in relation to HV battery condition and in the event the software determines a risk exists, the HV battery charging capacity is limited to up to 75%.

If this happens, the vehicle will prompt you to visit a Jaguar retailer/authorized repairer. Your retailer will inspect, and if necessary replace the affected HV battery module/assembly at no cost to you.

Some vehicles also provide a Charging Limit feature that can be used by customers to limit the charge level. Customers may, until the recall is completed, set the charge limit to 75%. Instructions of how to limit the charging limit can be found in the Jaguar I-PACE Owner's Manual in the Vehicle Preconditioning – Charging Limits section at www.ownerinfo.jaguar.com.

Customers can also monitor and control the charging of their vehicle with the latest version of the Jaguar Remote App and stop charging when it reaches 75% state of charge.

There will be no charge to the owners for this repair.

How long will it take?

The work on your vehicle will be completed as quickly and efficiently as possible in order to minimize inconvenience to you. Your retailer/authorized repairer will be able to advise how long your vehicle will be required for when a booking is made.

What we are asking you to do

Contact your preferred Jaguar retailer/authorized repairer without delay. To book your vehicle in for this action you will need to provide the retailer/authorized repairer with the following which are detailed at the beginning of this letter:

- The VIN for your vehicle
- Vehicle registration number of your vehicle.
- The program code for the action.

If you do not have a retailer/authorized repairer, access www.jaguar.co.uk or www.jaguar.com for contact details.

If you no longer own the vehicle could you complete the 'Change of Ownership' slip attached to this letter, returning the slip to Jaguar Land Rover Limited immediately in the enclosed 'Freepost' envelope. This will enable us to make contact with the new owner.

If you have concerns


If you experience any concerns relating to this Recall, contact the Service Manager at the retailer/authorized repairer for assistance or contact the JLR Limited Customer Experience Centre on 0345 303 2303 or (enter phone number).

This bulletin is being issued in accordance with the legislative or industry requirements concerning vehicle defects. The authorities will closely monitor the response rate of this bulletin.

Treat this matter with the urgency it requires, JLR limited apologize for any inconvenience this bulletin may cause and thank you, in advance, for your co-operation.

Yours sincerely

Head of Business

Technical Questions And Answers	
FOR USE ON ENQUIRY	
JLR H471	
2019 to 2024 Model Year Jaguar I-PACE vehicles for High Voltage Battery Pack Assembly Fire or Smoke - Incorrectly Repaired	

Certain vehicles have not been correctly repaired through Safety Recall H441 and will continue to have a risk of experiencing thermal overload which may show as smoke or fire, that may occur underneath the vehicle where the high voltage traction battery is located.

Note: This recall is identical to H459. For administrative purposes H459 has been split by calendar year. H459 is for vehicles identified in 2023 as having been incorrectly repaired, and H471 is for vehicles identified in 2024.

Question 1

Why is JLR recalling certain Jaguar models?

Answer

JLR is conducting a voluntary safety recall involving certain 2019- 2024 Model Year Jaguar I-PACE vehicles due to a risk of thermal overload within the traction battery pack due to the original recall repair being incorrectly completed.

Question 2

Can you tell me more about what is wrong with the vehicles?

Answer

The original issue covered by Safety Recall H441 is that a vehicle thermal overload condition can lead to fire or smoke so resulting in increased risk of occupant injury and/or injury to persons outside the vehicle, as well as property damage. Vehicle incorrectly repaired continue to have this risk.

Question 3

How would the customer become aware of potentially having this concern?

Answer

Where there is a detected traction battery issue, an instrument cluster warning such as Traction Battery Fault and Stop Safely Battery fault may be displayed on instrument cluster. In extreme cases a popping sound and burning smell may be experienced. Smoke and potentially flames may be seen.

Question 4

Does this concern affect vehicle safety?

Answer

JLR has determined that the condition constitutes an unreasonable risk to safety.

Question 5

Has JLR received many complaints?

Answer

JLR has received a field report relating to thermal overload post the recall being reported completed.

Question 6

Have there been any accidents or injuries or fires?

Answer

There have been no reports of accidents or injuries relating to this concern of which JLR is aware. There is a report of a thermal overload.

Question 7

How was the condition discovered?

Answer

The condition was identified through JLR's field reporting process.

Question 8

How long has JLR known about this problem?

Answer

An investigation was initiated in September 2023.

Question 9

Is the defect leading you to any concerns regarding the reliability of a system, which is supposed to be designed and engineered for the passengers' safety? What type of measures are you planning to take?

Answer

JLR has no concerns with the overall reliability of the vehicle. JLR carefully monitors field data to make sure that any matters relating to safety and compliance are rigorously investigated. In this case, the investigation is ongoing.

Question 10

What has JLR done in production and in Service?

Answer

The Battery Energy Control Module (BECM) software is updated to better detect and respond to detected traction battery electrical issues.

Retailers have been reminded to follow fully the repair procedure in safety recall H471 and to use the correct, JLR approved diagnostic equipment.

Question 11

What will Authorized Repairers do to the vehicles.

Answer

Recalled vehicles will receive the correct update to the BECM software that will monitor the battery pack electrical state and provide a warning where the battery electrical health deteriorates to a state which may lead to thermal overload condition.

This software provides an enhanced level of driver warnings in relation to battery condition and where the software determines a risk exists, the High Voltage battery charging capacity is limited to a maximum of 75%.

The associated Owner Guide instruction relating to this warning message directs the driver to take their vehicle to a Jaguar retailer for diagnosis and, as required, repair.

Customers who have paid for a repair of this defect will be reimbursed by the JLR reimbursement plan, subject to the usual terms and conditions.

There will be no charge to owners for this repair.

Question 12

Which vehicles are affected by this recall?

Answer

Certain 2019-2024 Model Year Jaguar I-PACE vehicles: SADHA2A15K1F60104 to SADHA2A16R1632435.

Question 13

Are other JLR models affected by these actions?

Answer

No other models are known to be affected by this condition.

Question 14

Are parts available to rework vehicles?

Answer

The recall remedy is software only, no parts are required to complete this safety recall. Software is available.

Question 15

How much will the recall cost JLR?

Answer

Cost was not a factor in deciding to recall these vehicles.

Question 16

How do I know if my Jaguar I-PACE vehicle is affected?

Answer

All owners of potentially affected vehicles will shortly receive a letter inviting them to contact a JLR retailer/authorized repairer for the work to be completed.

In some countries, recall information is available online through the Jaguar brand web site.

Customers can use the Recall Search at <https://topix.jaguar.jlrext.com/topix/vehicle/lookupForm>

Question 17

How long does it take for the car to be inspected and repaired?

Answer

The work will be completed as quickly and efficiently as possible in order to minimize inconvenience to customers and is expected to take no longer than 15 minutes to complete. Naturally, due to retailer/authorized repairer schedules, vehicles may be required for longer.

Question 18

Can I continue to drive my Jaguar I-PACE vehicle safely until it has been recalled?

Answer

In line with recommendations made by manufacturers who have had similar issues, customers should park away from structures prior to completion of the recall and for 30 days after the recall has been completed. Where possible charge outside. The new software can take up to 30 days to analyse the High Voltage (HV) Battery condition and provide a driver warning if a risk exists.

Some vehicles also provide a Charging Limit feature that can be used by customers to limit the charge level. Customers may, until the recall is completed, set the charge limit to 75%. Instructions of how to limit the charging limit can be found in the Jaguar I-PACE Owner's Manual in the Vehicle Preconditioning – Charging Limits section at www.ownerinfo.jaguar.com.

Customers can also monitor and control the charging of their vehicle with the latest version of the Jaguar Remote App and stop charging when it reaches 75% state of charge.

Customers are advised to contact a JLR retailer/authorized repairer should they have any concerns regarding their vehicle.

Note:

Make sure that any press enquiries are referred to the JLR Corporate Media office on 02475-361000 or jlrmedia@jaguarlandrover.com