



Service Bulletin

File in Section: 06 - Engine

Bulletin No.: 03-06-03-004Q

Date: April, 2016

WARRANTY ADMINISTRATION

Subject: Warranty Administration — Battery Testing and Warranty Replacement Requirements (North America ONLY)

Models: 2017 and Prior GM Passenger Cars and Light Duty Trucks

Attention: This Bulletin applies ONLY to the North American market.

This Bulletin has been revised to add and clarify battery test code requirements. Please discard Corporate Bulletin Number 03-06-03-004P.

The EL-50313 Midtronics GR8 Battery Tester/Charger must be used in diagnosing battery replacements and maintaining batteries on new vehicles in dealer inventory. A 15 digit (17 if includes the 2 hyphens) Warranty Code on the printed slip captures critical information on batteries that require replacement. This code must be entered on the warranty transaction (see below for details).

English Version

French Canadian Version

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DIAGNOSTIC MODE

Test Info
CCA 520
OUT OF VEHICLE
AGM

RESULTS
REPLACE BATTERY
RATED: 520 CCA
MEASURED: --- CCA
MEASURED VOLTS: 12.57
CHARGE TIME: 00:49:49
AMP HOURS: 1.5

STATE OF HEALTH (SOH)
LOW HIGH

LAST 8 OF VIN
EC400058
WARRANTY CODE
80UNG-72DJK-B5J81
MID INFO
0NE703-HL4M00-2000017

RO #: 331309

WARRANTY CODE
80UNG-72DJK-B5J81
    
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MODE DIAGNOSTIQUE

Test Info
CCA 600
HORS DU VEHICULE
INONDEE

RESULTS
MAUVAISE CELL. REMPLZ
EVALU: 600 CCA
MESURE: --- CCA
TENSION MESURE: 4.88
TEMPS: 00:00:00
AMPARES HEURES: 0.2

STAT DE SANTS (SDS)
BAS HAUT

8 DERNIERS DU VIN
06536365
CODE D'GARANTIE
FUL7G-00000-00002
INFO MID
000000-100020-1000000

RO #: M53535

CODE D'GARANTIE
FUL7G-00000-00002

IDENTITE USAGER: UNREG

VERSION: 192-6750
    
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Legend

- (1) Printout should reflect "Out of Vehicle" Test Info.
- (2) Do not enter MID Info number.
- (3) The "Warranty Code" is the correct code to enter on the transaction. This code is unique to each test performed and is de-codable by GM.

Legend

- (1) Printout should reflect "Out of Vehicle" Test Info.
- (2) Do not enter MID Info number.
- (3) The "Warranty Code" is the correct code to enter on the transaction. This code is unique to each test performed and is de-codable by GM.

Important: Warranty Codes are only generated when the test is set up as follows: select Diagnostic Mode, select Out of Vehicle. On the printout, the 19 digit (21 including the 2 hyphens) code under MID INFO is NOT a valid warranty code. Only the 15 digit (17 if includes the 2 hyphens) under Warranty Code on the printed slip is the valid warranty code that captures critical information. Only warranty codes generated by the by the EL-50313 Midtronics GR8 using current software are valid for batteries replaced under warranty.

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Warranty codes generated by past versions of software or past versions of the old hand held tester are not valid.

When testing batteries, you must:

- Disconnect battery from the vehicle.
- Connect the EL-50313 tool cable clamps directly to the battery terminal posts. There is no need to remove the battery from the vehicle.
- Select "Out of Vehicle" when setting up the test.
- Select the proper battery type; Flooded, AGM, Spiral AGM or Stop/Start AGM (Auxiliary Battery). **It is important to select the correct battery type to prevent battery damaged and to ensure correct test results.**
- Enter the CCA as shown on the battery label. Refer to the latest version of PI1098 for OEM battery CCA ratings and battery types.
- See Bulletin 15-06-03-001 for cold weather and long stand time battery maintenance and testing tips.

Note: Vehicles with Stop/Start Auxiliary batteries must be charged separately from the main battery during testing. The Auxiliary battery is not connected in a manner that will allow both batteries to be charged at the same time and must be charged individually, which will result in two printouts.

Tool Software Updates

This tool requires periodic software updates. If a specific issue is identified and resolved with a software update, the availability may be communicated directly to you. The latest software release is available through GlobalConnect by clicking on "Essential Tools – Software Updates" in the Application section on the Service page. This link will take you to the Dealer Equipment website applicable to your location:

- **U.S. Dealers** — To access downloads on the GM Dealer Equipment Website this website you must first register and establish a user name and password. A link is provided below the sign-in area to "Apply for Access." Contact GMDE at 1-800-GM-TOOLS if assistance is needed. For your convenience, here is the direct link to the GMDE software update Webpage: <http://www.gmdesolutions.com/downloads>.
- **Canadian Dealers** — To access downloads on the Dealer Equipment & Services (DES) Canada Website you must first register and establish a user name and password. A link is provided at bottom of page to "Create an account" or Contact DES at 1-866-868-3372 if assistance is needed. For your convenience, here is the direct link to the DES Canada website where you can select the software update page: <http://www.des-canada.ca>.

New Vehicle Inventory

If a new vehicle arrives at your dealer from transportation that will not start due to a discharged or defective battery, the claim must be submitted within one week of the vehicle arrival at the dealer. Only warranty codes generated in the "Diagnostic Mode" and "Out Of Vehicle" are valid for warranty replacements.

Note: For vehicles in dealer stock - Battery recharging, swapping or replacement due to damage or lack of maintenance is not covered by the vehicle warranty during the period of dealer inventory storage. For complete information on dealer responsibilities on inventory battery maintenance, refer to General Motors Service Policies and Procedures Transportation, Vehicle Storage and PDI Policy Manual, Article 2.1.2.

PDI Mode – The EL-50313 Midtronics GR8 has a charge algorithm identified on the tool as PDI Mode. In this mode, the battery condition is checked then a fast charge is applied to the battery. This mode is designed to apply as much charge as safely possible in 20 Minutes. PDI Mode replaces the previous requirement of battery voltage check & charge. This mode also generates a print out. The print out must be kept with the vehicle file as proof of maintenance. Use PDI Mode:

- When a new vehicle is received at the dealer
- At each subsequent 30 day interval while in dealer inventory
- At the Point Of Sale

On vehicles with two batteries, including Stop/Start vehicles, each battery must be electrically isolated and charged individually, which will result in two printouts.

Note: Vehicles with Stop/Start Auxiliary batteries must be charged separately from the main battery during the period of dealer inventory storage. The Auxiliary battery is not connected in a manner that will allow both batteries to be charged at the same time and must be charged individually, which will result in two printouts.


Batteries Replaced Under Warranty - Required Warranty Code from GR8

The Warranty Code generated by the EL-50313 Midtronics GR8 is displayed on the printout and must be entered into the required Battery Tester Code field when submitting all transactions for battery replacement (labor operations 4041510 Battery Replace or 4041520 Auxiliary Battery Replacement). The complete code 15 Characters (17 characters with optional hyphen) must be entered. **Do not enter the code in the cause/correction/comments field. It must be entered into the system generated mandatory field** that appears when using labor operations 4041510 or 4041520 (see GWM screenshot example below).

[Labour Time \[Top\]](#)

Labour Operation Code: 4041510 - Battery Replacement

Additional labour op code information: Battery Tester Code:



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Technicians should attach the GR8 test print out with a Battery Replace decision, that includes the Warranty Code, to the repair order. A copy of this printout must be returned with the paperwork for each battery returned to the WPC.

Reminder: The Warranty Code is ONLY generated under Diagnostic Mode when the test is set up as Out Of Vehicle and when a Replace decision is the test result.

Note: To warranty administrators, the following characters are not used in the Warranty Code: The letters I, O, Y, & Z.

Special Cases

- Damaged or leaking batteries - It is not necessary to test leaking batteries with the EL-50313. Enter **LEAKS** into the Battery Tester Code Field. For AGM batteries, LEAKS is not a valid entry unless the battery case is damaged and the cause of the damage must be documented in the Cause field.
Note: Any other parts damaged and replaced due to leaking battery acid (ie: cables) must also be claimed on the same line, not a separate line. Use appropriate authorizations for additional parts and OLH claimed.
- GM Fleet and Commercial in-shop warranty stations- If the Warranty Code is available, enter it into the Battery Tester Code Field. If the Warranty Code is not available, enter **FLEET** into the Battery Tester Code Field. Valid only for approved GM Fleet and Commercial in-shop warranty stations.
- Customer reimbursement cases - Existing policies on customer reimbursement apply. If the customer's battery is available, enter the Midtronics code into the Battery Tester Code Field. If the customer's battery is not available, enter **REIMBURSEMENT** into the Battery Tester Code Field.

- GR8 test equipment not working/not available – The EL-50313 Midtronics GR8 is a required GM Tool. Any non-functional or missing GR8 must be repaired/replaced within 30 days. On a temporary basis (within those 30 days) the dealership should enter GR8 **INOP** in the Battery Tester Code field. Contact 1-800-GMTOOLS for GR8 repair assistance.
- Cadillac Roadside service claims (U.S.) - Batteries replaced under the Cadillac Roadside program do not fall under the 4041510 Labor Operation. They should be submitted under Labor Operation 0600102 as defined by that program.
- Subsequent failure of batteries replaced under the New Vehicle Bumper to Bumper Warranty – These transactions still require proper testing to validate battery replacement. A valid Warranty Code is still required in the Battery Tester Code field. Refer to Service Policies and Procedures Manual Article 2.8 for further policies related to battery replacement parts warranties.
- Batteries replaced under the GM Replacement Parts Warranty (Canada only) – These transactions still require proper testing to validate battery replacement. A valid Warranty Code is still required in the Battery Tester Code field.
- Battery damaged or stolen in transit – This is to be properly noted on the Delivery Receipt. Transaction is to be submitted as a ZTPT (Transportation) Transaction Type. Enter **DAMAGED** or **STOLEN** as applicable in Battery Tester Code Field. Valid only for ZTPT transaction types.
- New Vehicle arrives from transportation with defective battery – Battery must still be properly tested using GR8 tester and valid test codes must be entered on transaction. The transaction must be submitted within one week of vehicle arrival at dealership.

- Battery “too low” is NOT a valid entry – The battery must be charged to a level which will support the test to be completed.
- Battery replaced for customer enthusiasm - The battery still must be tested with the required GR8 tool. If the GR8 test results do not support battery replacement and the dealership decides to replace the battery anyway for customer enthusiasm, the transaction must be marked “Customer Enthusiasm”, enter CUS in the Battery Tester Code field, and provide comments in the Authorization section of the transaction to support the decision.

Transactions Requiring GM Authorization (Warranty Support Center)

The GR8 Warranty Code provides important information to General Motors in analyzing battery failures in efforts to improve product quality. Each test code is unique and decodable. In review of recently submitted battery replacement transactions it has been found that a large number are being submitted with an **invalid** Warranty Code. To improve the quality of transaction data received, the following transactions for battery replacement labor operation 4041510 or 4041520 require GM Authorization from the Warranty Support Center (WSC):

- Transactions on any model year vehicles with 250 miles (400 km) or less – including both in-stock and delivered vehicles. Dealers must include supporting documentation indicating that the battery was maintained while in dealer inventory. If the vehicle had been in dealer inventory for greater than 30 days, the WSC may also request copies of the PDI print outs for the claim in question.
- Effective with Job Cards dated on/after April 11, 2016 - Transactions on all current 2016 and 2017 model year vehicles.

The Warranty Support Center will validate all Warranty Codes entered in the Battery Tester Code field for these transactions. Warranty Claims for battery replacements with invalid test codes, incorrect test set-up, or wrong battery type will not be authorized. The cold cranking amps (CCA) that was used during the test procedure will be compared with the proper CCA to insure a valid test was completed. Warranty Codes generated by past versions of GR8 software or past versions of the old hand-held tester will be rejected.

It is a best practice to attach a copy of the GR8 test printout to the warranty transaction. This aids in product quality improvements.

Questions can be directed to the WSC at 1-866-446-2900.

