



Service Bulletin

File in Section: 06 - Engine
Bulletin No.: 03-06-03-004L
Date: June, 2014

INFORMATION

Subject: Warranty Code Generated By EL-50313 Midtronics GR8 Battery Tester/Charger Required for Claim Processing On Labor Operation 4041510 and 250 Mile/400 Km Labor Operation Restriction (North America ONLY)

Models: 2015 and Prior GM Passenger Cars and Light Duty Trucks

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

This bulletin has been revised update the opening statement. Please discard Corporate Bulletin Number 03-06-03-004K.

EL-50313 replaces J-42000 EU. It must be used in diagnosing battery replacements and maintaining batteries on new vehicles in dealer inventory.

Revised software is available for EL-50313 and can be used to test new Stop/Start Auxiliary battery in some new products. A 15 digit (17 if includes the 2 hyphens) Warranty Code on the printed slip captures critical information on batteries that require replacement.

Dealers must complete the software update by 12/1/2013 to get valid warranty codes.

Important: Warranty Codes are only generated when the test is set up as follows: select Diagnostic Mode, select Out of Vehicle. The code under MID INFO is NOT the warranty code.

When testing batteries, you must:

- Select "Out of Vehicle" when setting up the test.
- Disconnect battery from the vehicle.
- Connect battery directly to the battery terminal posts.

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 on the GM Dealer Equipment Website.

U.S. Dealers

GM Dealer Equipment Website Access

This site can be accessed through GM Global Connect, Service Workbench, "GM Essential Tools - Software Updates". Follow the on-line instructions for updating the GR8.

Important: To access downloads on 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

Dealer Equipment & Services (DES) Canada Website Access

This site can be accessed through GM Global Connect, Service Library, Tools and Processes and Equipment and then select "Dealer Equipment & Services (DES) Canada."

Important: To access downloads on this 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

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 as stated in the GM Service Policies and Procedures Manual. All submitted claims using labor operation 4041510 Battery Replacement on vehicles with 250 miles (400 km) or less, require GM wholesale authorization. Contact the Warranty Support Center (WSC). See 250 Mile/400 Km Labor Operation Part Restriction section below.

Note: If a defective battery is identified when the vehicle is first delivered to the dealer from the assembly plant, the claim must be submitted within one week of the vehicle receipt. See note below.

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. See 250 Mile/400 Km Labor Operation Restriction below.

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.

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

PDI Mode Is To Be Used:

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

For complete information on dealer responsibilities on inventory battery maintenance, refer to General Motors Service Policies and Procedures Manual Article 2.2.2.

Batteries Replaced Under Warranty

The Warranty Code is generated by the EL-50313 Midtronics Battery Tester/Charger is required for claim processing on labor operation 4041510, Battery-Replace. The code is only generated when the tool is operated in Diagnostic Mode, Out Of Vehicle is selected and after the tool identifies a battery that requires replacement. It is included on the print out. The code must be entered into the Labor Code Dependency Field in GWM. The complete print out should be kept with the warranty claim.

Important: 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. It is not necessary to remove the battery from the vehicle, but the vehicle battery cables must be disconnected and the tool cable clamps connected directly to the battery posts.

Important: The complete code 15 Characters (17 characters with optional hyphen) must be entered into the Labor Code Dependency Field in GWM.

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

On vehicles with two batteries, each battery must be electrically isolated and tested individually, which will result in two printouts.

Special Cases

- Damaged or leaking batteries - It is not necessary to test leaking batteries with the EL-50313. Enter LEAKS into the Labor Operation Dependency Field. For batteries with side terminal stripped threads, refer to the latest version of Corporate Bulletin Number 02-06-04-015.
- 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.
- Approved GM Fleet and Commercial in-shop warranty stations- If the Warranty Code is available, enter it into the Labor Operation Dependency Field. If the Warranty Code is not available, enter FLEET into the Labor Operation Dependency Field.

Note: Customer reimbursement cases - Existing policies on customer reimbursement apply. If the customer's battery is available, enter the Midtronics code into the Labor Operation Dependency Field. If the customer's battery is not available, enter REIMBURSEMENT into the Labor Operation Dependency Field.

250 Mile/400 Km Labor Operation Restriction

Labor Operation 4041510 Battery Replacement requires GM Wholesale (WSC) Authorization on all vehicles with 250 miles (400 km) or less – including delivered vehicles.

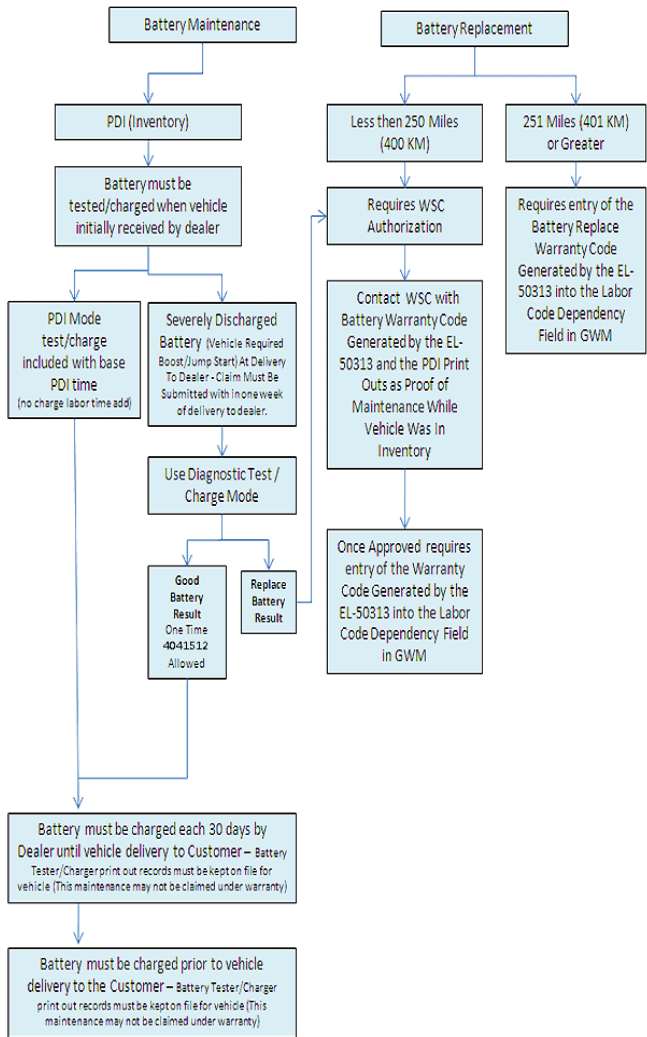
All submitted battery replacement claims on vehicles with 250 miles or less will require the supporting documentation indicating that the battery was maintained while in dealer inventory. Prior to replacing any batteries, technicians must perform the proper diagnosis using the EL50313 Tester / Charger. Technicians should attach the print out with a Battery Replace Decision, that includes the Warranty Code, to the repair order. If the vehicle had been in dealer inventory for greater than 30 days, the Warranty Support Center (WSC) may also request copies of the PDI print outs for the claim in question.

Warranty Claims for battery replacements with invalid test codes 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. The Last eight digits of the VIN and Repair Order number must also be provided.

When submitting the warranty claim, the warranty code must be entered in the Labor Code Dependency Field in Global Warranty.

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

EL-50313 Battery Tester/Charger Flowchart



3541397

