Sales Request Battery Replaced prior to Warranty End

Issue #	Part Info:	Group(s) Affected:		
11.	Replacement before failure	Service ☐ Parts ☐ Roadside Assistance ☐ Sales ☐ Vehicle delivery/Logistics ☐		

Condition
Some salespersons may request customer's battery to be replaced if it is near the end of the warranty period even though the battery has not failed.

Other conditions at the dealer may affect battery service life.

Observed Situation:
Technicians should not be requested to replace a battery by simply because it is near the end of warranty.

Concern:
Asking a technician to do something like this puts them in a difficult position.

Suggested Changes
1. Some dealers have had good experience with explaining to the customer that the battery will fail at some point beyond warranty, and we cannot predict when that will occur. No battery lasts forever, they do wear out. Consider adopting this process.

The customer should decide if they want to pay for the "peace of mind" that comes with a new battery if near end of warranty. Consideration should also be given to those customers who barely drive their vehicles except on weekends, short distances, or the vehicle sits around a lot (low mileage.) In these circumstances the customer could choose to wait until the battery fails, but they should be aware when a car battery sits with low state of charge from not being driven, it affects battery life.

3. In addition slow moving vehicles which sit on the dealer's lot for a significant amount of time also affect battery life. Suggest to confer with new car sales and have them absorb the cost to install a new battery when a vehicle is sold with over a month (or some period) of sitting on the lot if no charging process is to be adopted as per TMS TSB/warranty guidelines. Many dealers do this as a customer satisfaction effort.

Studies suggest the longer a vehicle sits on the lot the greater the chance the customer will have a battery repair either right after purchase or towards the end of warranty.

Please consider the customer satisfaction/ownernship experience after sale is affected, as they could come in with a discharged battery. There is a correlation between leaving the car sit too long and battery life.

Dealer Concerns: