# Testing Anomaly

| Issue # | Part Info | Group(s) Affected: | | |
|---|---|---|---|---|
| **13** | **Battery tester awareness of Anomaly** | Service ☐ Parts ☐ Roadside Assistance ☐<br>Sales ☐ Vehicle delivery/Logistics ☐ | | |

**Condition:**
Battery Tester parts wear out, and can become damaged. Damage is difficult to detect in some cases if the technician keeps moving the tester cable around until the test proceeds. Due diligence should be made to determine if a tester is producing accurate tests.

**Observed Situation:**
Battery tester would not indicate battery voltage. The tester cables were moved around, and then the battery would show a charge. It did not appear to be caused by a poor fit from tester clamp to battery post, only moving the cable around allowed the test to proceed. This could lead to false bad battery readings if the tester picks up a high resistance reading of the tester cable, or if the tester itself is damaged.

**Concern:**
Some batteries may not indicate a failed reading if the tester was providing accurate results.

**Suggested Change**
Encourage technicians to report conditions where equipment is working erratically, and have appropriate repairs completed.

Although the general thought was the GR8 tester failure would be permanent, the condition can be intermittent. Suggest to not rely on total inability to use the tester, if signs it are present the tester is not working properly, replace the cables or have it refurbished.

Consideration may be given to preventative cable replacement at some interval instead of waiting for erroneous results.

**Dealer Concerns:**