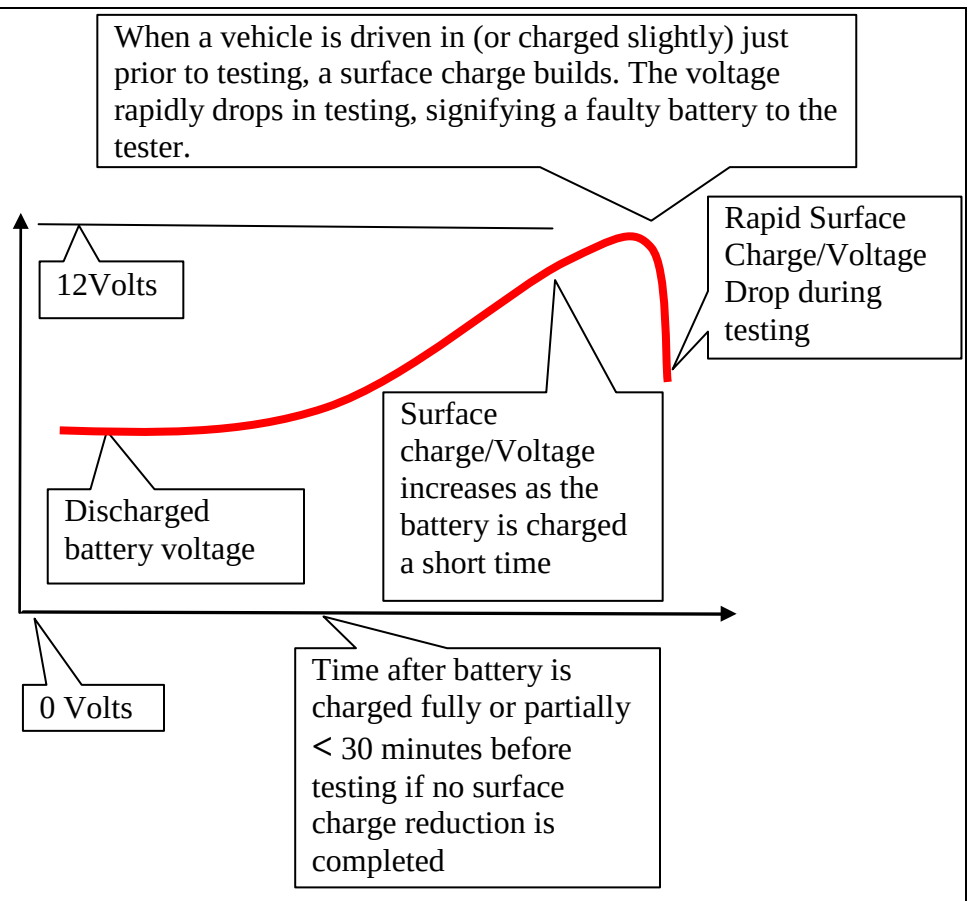
Surface Charge Reduction

Issue #	Part Info:	Group(s) Affected:
1	Testing procedure	Service ☐ Parts ☐ Roadside Assistance ☐ Sales ☐ Vehicle delivery/Logistics ☐

Condition
Battery testers can indicate “bad” battery judgment due to insufficient reduction of surface charge before testing.

Observed Situation:
Vehicle was brought in immediately after driving (providing some surface charge to battery.) V8150 handheld tester was used immediately to confirm battery status, which indicated bad/replace.

I turned the headlights on for 30 seconds, then reran the test, and the tester indicated a “recharge” recommendation



Concern:
Unlike the GR8, there is no detection for surface charge for the V8150 handheld tester.

When the battery has a surface charge built up, the handheld tester detects an immediate drop in voltage signifying a bad battery.

Surface charge also has an effect when the GR8 test is **aborted** and immediately **retested**. Some testers indicated this had likely occurred.

Suggested change
1.When the vehicle has not been sitting for at least 30 minutes with engine off before testing, turn the headlights on for 30-60 seconds to reduce the surface charge before using the handheld tester.

2. When the GR8 indicates charging is needed in a battery test, do not abort the test and immediately retry it again. A surface charge will build up and the subsequent test will fail, as the GR8 will not know you aborted the previous charge. You will need to deplete the surface charge and retest.

Concerns
In an attempt to satisfy customers, a free battery will be put into a customer’s vehicle through roadside service in an attempt to reduce customer dissatisfaction and achieve better customer survey scores.

There are a wide variety of reasons a battery could fail or show discharged. Customers can leave lights on, manufacturing defects may occur, insufficient processes for keeping battery charged while sitting on the lot waiting to be sold may be present. In addition there may be other hidden factors? Efforts to improve quality can be hampered by continuing to replace batteries which are not failed, providing warranty batteries back to TMS which are not bad, or failing to investigate/report factors for battery discharge. If there is a reason TMS is not meeting customer expectations we will not be able to determine the root cause and make effective countermeasure without your support and detailed information.

Additional information

The GR8 does a better job of detecting additional faults than the handheld tester. Because it has the capability to provide a load to the battery and charge it, it is a better tool. Significant improvements will be seen when properly used, especially when technicians forget to reduce surface charge with the handheld tester. .