Warranty Battery Label Not Present

Issue #	Part Info	Group(s) Affected:
3	Battery returns	Service ☐ Parts ☐ Roadside Assistance ☐ Sales ☐ Vehicle delivery/Logistics ☐

Condition
Roadside assistance replacement (goodwill) batteries may be mixed into warranty returns

Observed Situation:
As none of the batteries had orange warranty stickers, there appeared to be no easy way to indicate if it was a goodwill battery replaced for customer satisfaction, which would not be eligible for free replacement or regular warranty.

Concern:
As batteries are tested by the battery manufacturer or Interstate, TMS warranty or the Interstate Distributor may chargeback for a battery which is merely discharged.

Suggested Change:
Assure only warranty batteries have orange stickers, other goodwill batteries need to go into “cores” pile.

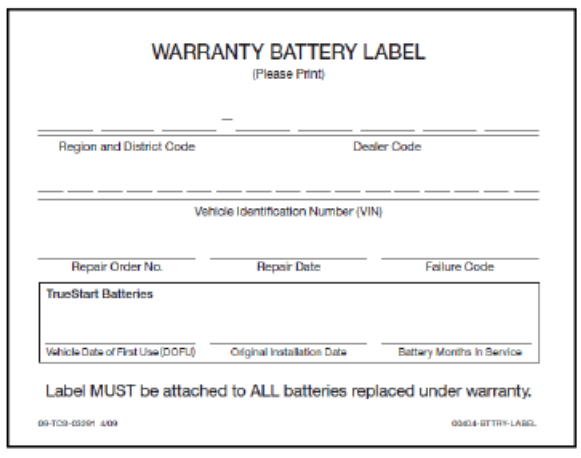
The sticker should only be applied after verifying the battery tests bad. In addition having the parts department verify test results is a good step towards self discovery of causes for battery indicating “failed” and later “good”

LEXUS WARRANTY POLICY & PROCEDURES — WARRANTY TEXT

Policy 4.11	Service Part Battery Warranty Coverage	10/12	Page 7 of 7

Battery Labeling

All warranty batteries must be properly labeled with a Warranty Battery Label (M/N 00404-BTTRY-LABEL) as shown below.



This label will be used to validate any remaining *vehicle warranty* coverage (if the battery is more than 24 months old, but still covered by the new vehicle warranty) and therefore must be completed entirely. Failure to completely fill out this new label may result in denial to cover the battery as a free exchange.

The MDC has these labels under part number 00404-BTTRY-LABEL

Dealer Concerns

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