In Vehicle/Out of vehicle testing Effects/Results

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

Condition:
Corrosion can affect the battery test result. It is difficult to verify corrosion between battery terminal and battery cable without removing the cable or performing additional tests. Some batteries are being replaced because they have a corrosion buildup between post and clamp.

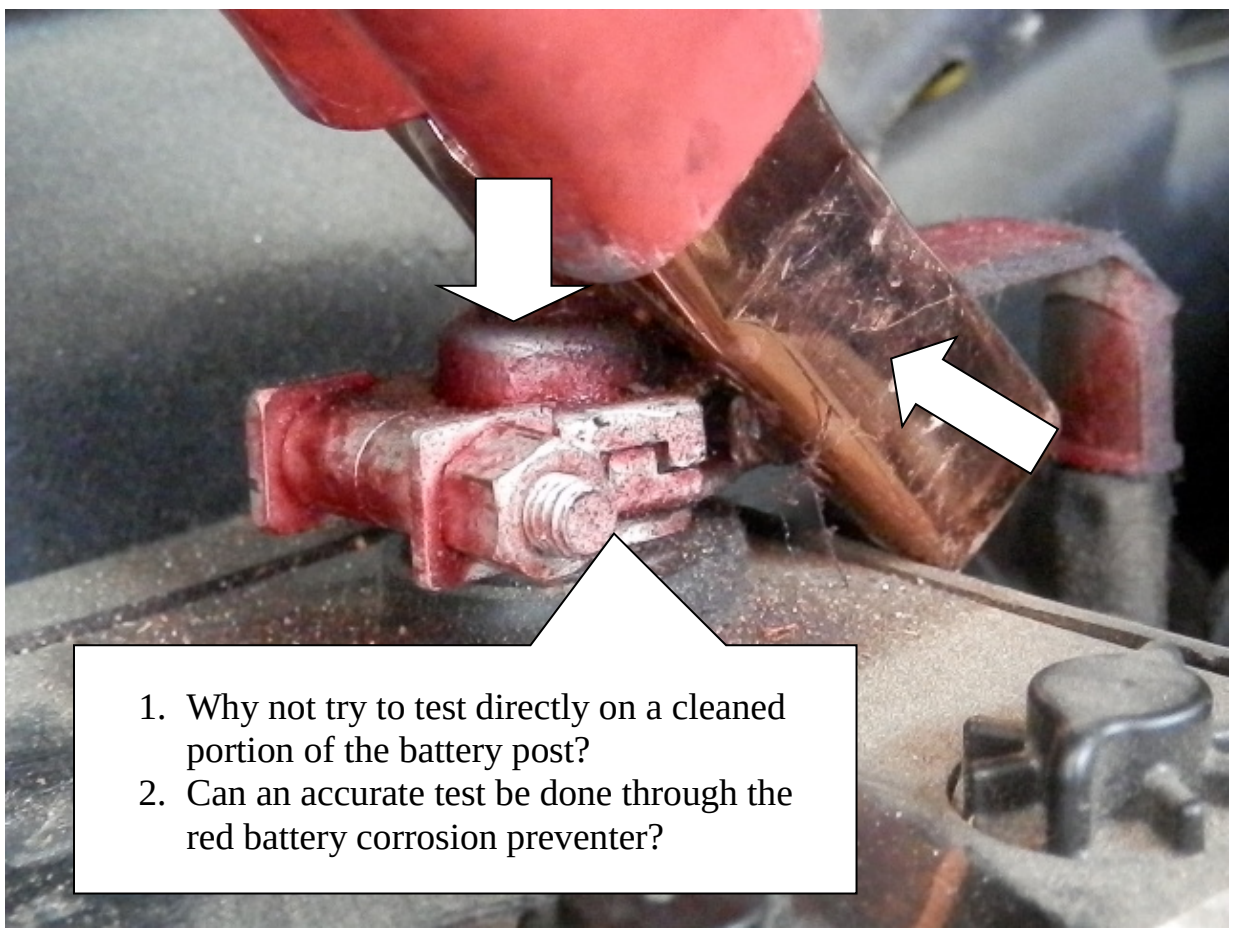
Observed Situation:
Some battery terminals were corroded. When the technician tested the battery the tester indicated it failed. Immediately when a recheck was done after removing the cable and checking directly on the lead terminals, it indicated the battery needed recharged instead of needing replaced.

Concern:
The battery may not have failed. This will not be known until the second test is performed out of the vehicle. If a battery audit indicates the battery is only discharged a chargeback can result.

Suggested Change:
Continue to check batteries in the vehicle, but confirm using GR8 the battery is actually bad **when the battery is out of the car.** If you can touch a clean part of the lead post on the initial test the result may be different than through the metal battery clamp.

Assure cleaning the terminals of the battery and battery clamps is completed as preventative maintenance. If the car was driven in (possibly without a jumpstart,) and the CCA of the test indicates very low during the initial test, question if the problem is actually the battery or corrosion.





Dealer Concerns: