Indicating a Battery Is Fully Charged When It Is Not

Issue #	Part Info	Group(s) Affected:		
8	Input incorrect test data in the tester for “uncharged” batteries	Service ☐ Parts ☐ Roadside Assistance ☐ Sales ☐ Vehicle delivery/Logistics ☐		

Condition
If a true battery condition is to be detected it is important to follow all tester steps and enter information accurately.

Observed Situation:
At a dealer, a technician and roadside person indicated when they do battery tests they always choose **YES** when prompted by the tester “Was the battery was just fully charged?”

This is immediately followed by a “bad Battery” test result and a warranty code is generated.

Neither the technician or roadside person indicated the battery had **not** been recently fully charged even though they knew no charging had taken place.

Both had indicated they were advised to choose “yes” in order to get the repair covered under warranty.

Concern:
When the tester prompts if the battery was fully charged it will expect to test a battery with a full charge. It will fail the battery regardless of battery condition, because the reality is the battery is **not charged fully**.

Suggested Change
The recommendation is to choose “NO” when the tester pops up with the question “Was the battery was just fully charged?”

The answer is “No” unless you personally fully charged the battery.

1. If conditions exist that our batteries are not meeting our customer demands, we need that disclosed in a product report.

2. Customer input is important, if there was a case where the battery was not sufficient for the customer’s needs and we continue to replace batteries without notifying TMS, no quality improvement can be done.

3. If it is not a failed battery and the battery was discharged, and no reasonable answer can be found, arrange for TMS to inspect it.

4. There may be quality issues with the vehicle, never investigated because the recovered battery was NTF or merely discharged.

5. Future audits will occur and the battery will be charged back to the dealer.

Dealer Concerns:

TMS Product Quality & Service Support