 HYUNDAI Technical Service Bulletin	GROUP Engine Electrical	NUMBER 20-EE-002H
	DATE March, 2020	MODEL(S) All Vehicles*
SUBJECT: GDS CADEX TESTER BATTERY CLAIM APP		

Description:

This bulletin describes the mandatory procedure to submit battery test data electronically for battery warranty claims by running the GDS Battery Claim App. The App must be run right after an incident battery is removed from the vehicle or after a battery charge is completed which qualifies for warranty. It must be run at any time between RO open and close dates.

The App scans the J-51807 Cadex Battery Tester Tickets to submit battery test data for prefill of the battery warranty claim. It guides Technician to correct any errors that would create a claims issue, while the battery is still on hand for retest. The battery claim is finalized by warranty clerk by utilizing the prefilled battery test data.

In certain cases, the App may provide a "Battery Hold Notice" to print out and attach to the battery for the possibility that a WTC return request will be received later for the battery. TSB 19-EE-005 provides the WTC warranty battery return policy and procedures.

Applicable Vehicles: *All Vehicles that are still eligible for Battery Warranty coverage.

NOTICE

To run the GDS Battery Claim App:

- **VCI is not connected to the vehicle.**
- **Vehicle ignition is not turned on.**
- **Internet should be available, but the App can still be used without internet for up to 5 claims data saved on the GDS tablet. Thereafter, internet must be established to continue.**

NOTICE

If your Cadex Tester ticket barcode printout is usually compromised and can't scan, contact Cadex:

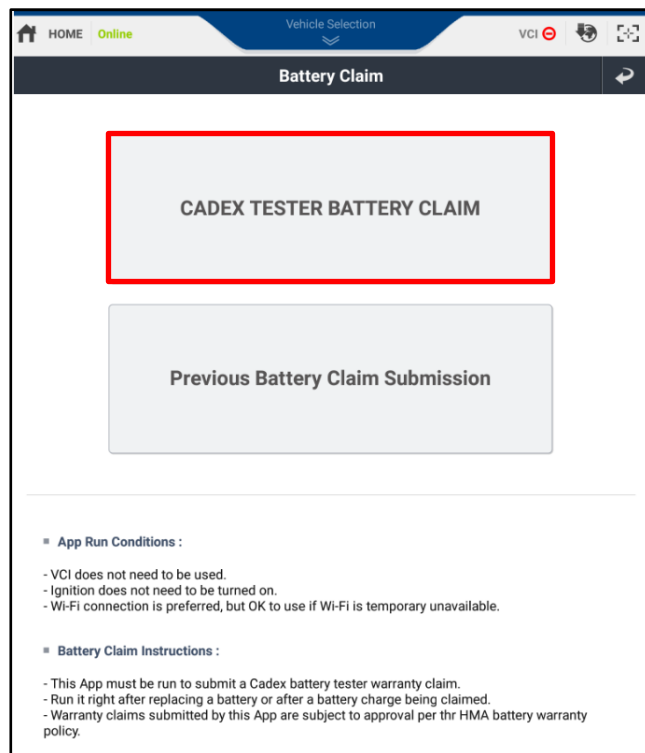
service@cadex.com 1-800-565-5228 x 5 (for service)

Service Procedure:

1. Access the Hyundai GDS.
Select the **More** pull-up menu.
Select **Battery Claim** from the Additional Features section.



2. Select **CADEX TESTER BATTERY CLAIM**.



3. Input the Vehicle's **VIN** into the App using one of the following 3 methods **A, B or C** below:

A. Scan the VIN Plate Barcode.

After a successful scan, the screen will advance to the screen of step-4 for Technician to enter the warranty claim information.

NOTICE

Some tablets may prove difficult to scan the VIN barcode.

In such case use methods B or C shown below to enter VIN.

B. Input the last 6 Digits of the VIN.

Enter the last 6 digits of VIN and select the Search icon.

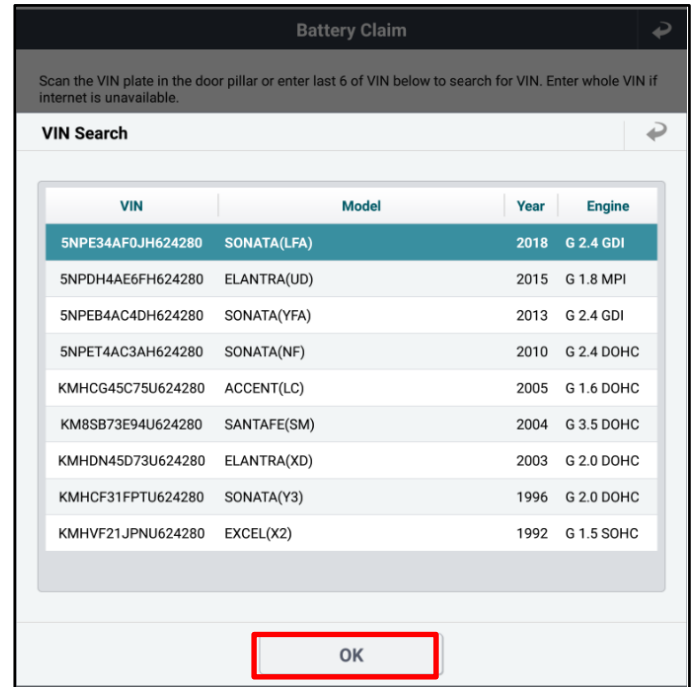
NOTICE

This search requires an internet connection in order to be performed.

SUBJECT:**GDS CADEX TESTER BATTERY CLAIM APP**

Carefully select the correct Vehicle's VIN, Model, and Model Year from the possible list of vehicles that were built with the last 6 digits as entered.

Press **OK** and the App will advance to the screen of step-4 to enter the warranty claim information.



Battery Claim

Scan the VIN plate in the door pillar or enter last 6 of VIN below to search for VIN. Enter whole VIN if internet is unavailable.

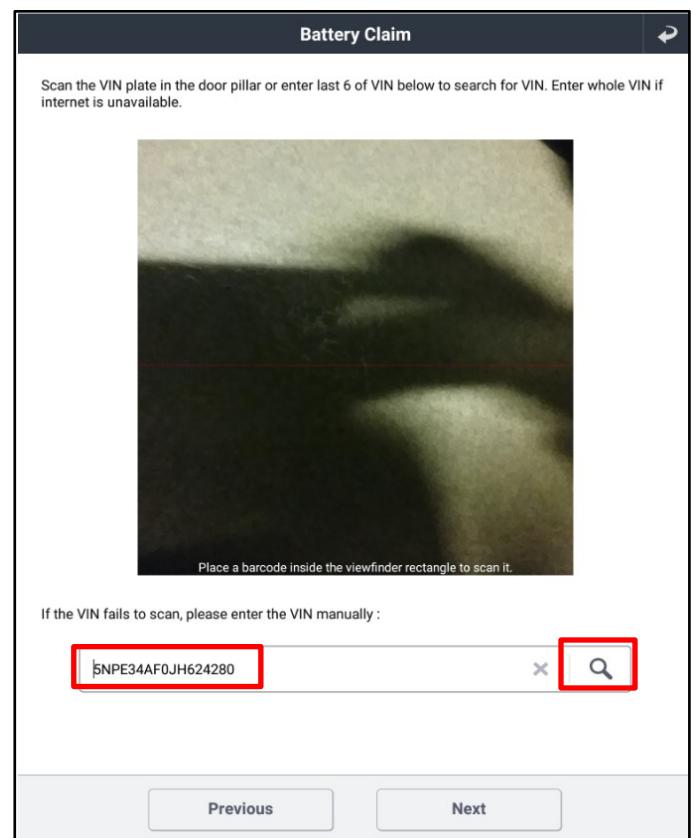
VIN Search

VIN	Model	Year	Engine
5NPE34AF0JH624280	SONATA(LFA)	2018	G 2.4 GDI
5NPDH4AE6FH624280	ELANTRA(UD)	2015	G 1.8 MPI
5NPEB4AC4DH624280	SONATA(YFA)	2013	G 2.4 GDI
5NPET4AC3AH624280	SONATA(NF)	2010	G 2.4 DOHC
KMHCG45C75U624280	ACCENT(LC)	2005	G 1.6 DOHC
KM8SB73E94U624280	SANTAFE(SM)	2004	G 3.5 DOHC
KMHND45D73U624280	ELANTRA(XD)	2003	G 2.0 DOHC
KMHCF31FPTU624280	SONATA(Y3)	1996	G 2.0 DOHC
KMHVF21JPNU624280	EXCEL(X2)	1992	G 1.5 SOHC

OK

C. Enter the full Vehicle VIN.

Enter the full VIN and select the Search icon.



Battery Claim

Scan the VIN plate in the door pillar or enter last 6 of VIN below to search for VIN. Enter whole VIN if internet is unavailable.

Place a barcode inside the viewfinder rectangle to scan it.

If the VIN fails to scan, please enter the VIN manually :

5NPE34AF0JH624280

Previous Next

4. Confirm that the correct model year and vehicle is displayed.

NOTE: If it is wrong vehicle, select Previous to check and select the correct vehicle.

Enter the requested Warranty Claim Information as specified by the App.

Select **Next** when all requested information is input.

Battery Claim

Enter Warranty Claim Information

Model Year : 2018
Vehicle Model : SONATA(LFA)
Engine : G 2.4 GDI
VIN : 5NPE34AF0JH624280

Technician Name
paul

Repair Order(RO) Number
123001

Date of Repair Order (vehicle In) - Revise if earlier than Today's Date
02192020

Odometer (Mileage In)
20000 mile

Previous Next

5. Select the **Type of Claim** from the 3 available battery warranty claim types:

- **Battery Replacement Only.**
- **Battery Replacement After Charging.**
- **Charge Battery.**

The ticket(s) must be scanned in the specific order as shown in the chart by the App and will be instructed step by step by the App.

Select **Next** to continue.

Battery Claim

Prepare your Cadex result tickets for scanning and select type of Battery Warranty Claim.

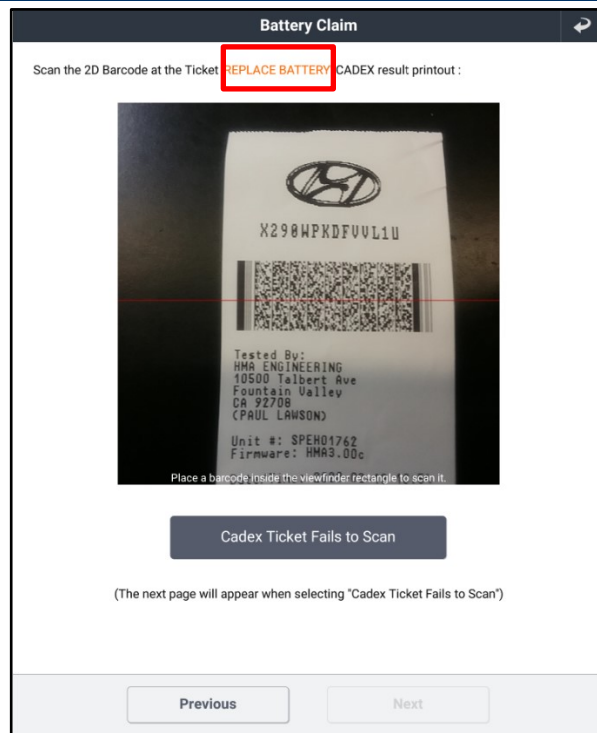
Tickets must be scanned in this order as shown

Type of Claim (opcode)	1st Ticket to Scan	2nd Ticket to Scan
<input checked="" type="radio"/> Battery Replacement (37110R00)	REPLACE BATTERY	None
<input type="radio"/> Battery Replacement (37110R00) After Charging (37110A00)	REPLACE BATTERY	CHARGE & RETEST
<input type="radio"/> Charge Battery (37110A00)	CHARGE & RETEST	GOOD BATTERY

Select the type of Battery Warranty Claim

Previous Next

6. Scan the First Cadex Battery Tester Ticket barcode with the battery test result as identified by the App.

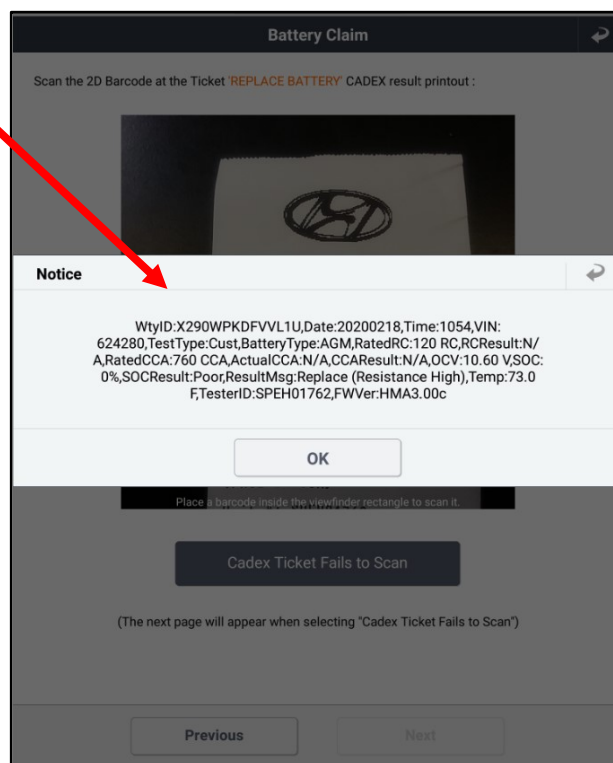


This confirmation screen will appear after the successful scan of a Cadex ticket:

NOTICE

If the barcode cannot be scanned, select "Cadex Ticket Fails to Scan". Reprint another ticket as instructed, or manually enter the battery test code from the top of the Cadex ticket:

The screenshot shows the 'Battery Claim' app interface. It prompts the user to 'Search for and Print another copy of the Ticket from Cadex Tester SAVED RESULTS per the instructions shown below. Then select "Scan Again"'. Below this is a table with columns: 'Test Battery', 'View Print', 'Please enter VIN (Last 6 Digits)', and 'Barcode'. The 'Barcode' column contains the code 'X24N8NA7QXz7OY'. Below the table, it says 'If the ticket still cannot be scanned. Enter the 14-digit Warranty Code below and select "Submit Code".' The code 'X24N8NA7QXz7OY' is entered in a text field. Below this is a list of 'Possible digits that would appear in the Warranty Code' and a note: 'Digits do not need to be entered as both upper and lower characters.' At the bottom, there are 'Scan Again' and 'Submit Code' buttons.

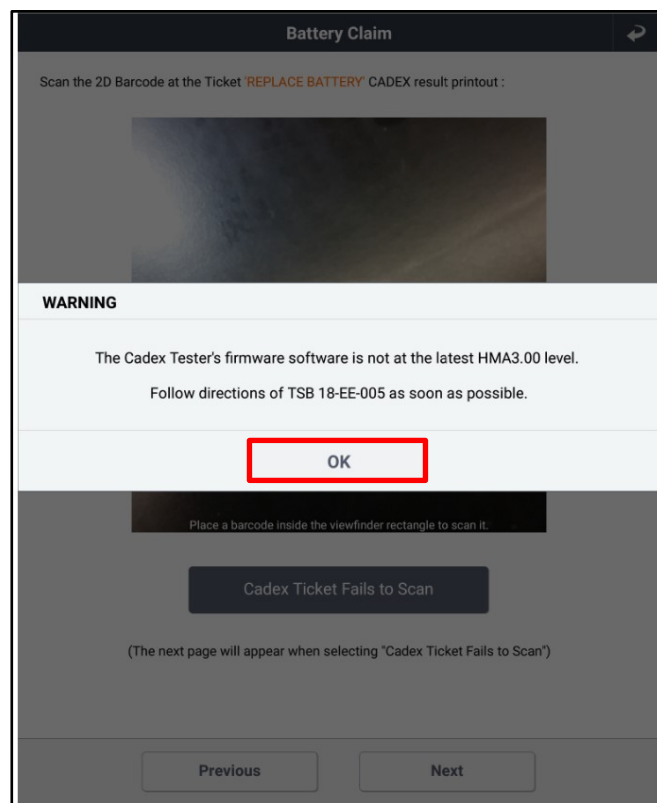


7. When applicable, repeat step-6 for the correct 2nd Cadex Ticket as instructed by the App.
8. If the Cadex software is not currently up to date, one of these two warnings may appear after the first Ticket is scanned:

Level 1 Warning:

(The claim data can still be submitted)

Follow the instructions listed on the App and select **OK**.



Level 2 Important Warning:

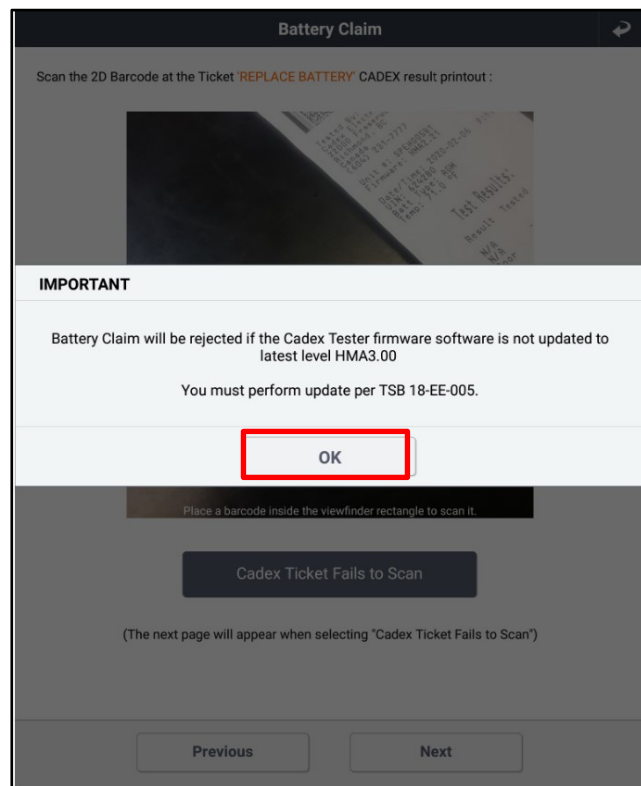
(The claim data cannot be submitted)

Note the instructions as to the software level HMAx.xx and TSB# that must be performed in order to update your Cadex Battery Tester. Then select **OK**.

NOTICE

The Battery App will abort with a level-2 warning since the mandatory time period to update your Cadex Tester has expired.

Battery claims will be rejected until the Cadex Battery Tester software is updated.



8. In the case of Battery replacements, it is required to shoot a photo of the complete top of the used battery.

Follow the instructions as listed on the application.

Select **Next** to continue after a successful photo was taken.

Battery Claim

Shoot a photo of the top of the used battery to be replaced or that was already removed from the vehicle.

■ Photo must include

- All of the top of the battery must be visible without any obstruction.
(for example remove any duct that passes over the battery)
- Battery label (includes CCA and RC ratings) must be completely visible.



Shoot Photo

Previous Next

For certain vehicles, a **BATTERY HOLD FOR WTC COLLECTION** notice may appear.

Follow the instructions as listed on the App and select **Next** to continue.

Provide the following to your Parts Dept:

- The removed incident battery.
- Printout of the "Battery Hold" notice.
- Printout of "Today's Test Result" to follow in the next step.

NOTE: Printouts should be placed in a clear bag and taped around the battery to ensure they are kept together.

Battery Claim

VIN : 5NPE34AF0JH624280

BATTERY HOLD FOR WTC COLLECTION

IMPORTANT : Please read below and "Print" to attach to the battery and then select "Next".

- Print this Request

- Provide the following with the Battery to your Parts Dept :

- Printout of this page.
- Printout or Copy of the Result Page(s) that includes the App data Cadex test result and pic of the battery (up next in this App).

- Parts Dept, must HOLD the battery separate from regular Interstate cores because it will be subject to WTC return request.

- Failure to provide this particular battery for the WTC request may result in full claim chargeback.

Print

Previous Next


9. The following **Today's Test Result** screen will appear.

Confirm all information and select **Send**.

Battery Claim

Today's Test Result
(02/19/2020)

App Data	Cadex Data
App Run Date : 02/19/2020 Time : 4:05:36 PM Dealer Code : GT499 Technician Name : paul Model Year : 2018 Vehicle Model : SONATA(LFA) Engine : G 2.4 GDI VIN : 5NPE34AF0JH624280 Miles : 20000 RO : 123001 RO Date : 02/19/2020 Tablet Serial No : R52J70RT7WA Battery label photo : Y Hold Battery Notice Sent : Y	WtyID : X290WPKDFVVL1U Date : 20200218 Time : 1054 VIN : 624280 TestType : Cust BatteryType : AGM RatedRC : 120 RC RCResult : N/A RatedCCA : 760 CCA ActualCCA : N/A CCAResult : N/A OCV : 10.60 V SOC : 0% SOCResult : Poor ResultMsg : Replace (Resistance High) Temp : 73.0 F TesterID : SPEH01762 FWVer : HMA3.00c Input : Scan



10. The battery test data is now complete and has been submitted for prefill of the warranty claim.

Print and attach the printout to the R.O.


Battery Claim

Today's Test Result
(02/06/2020)

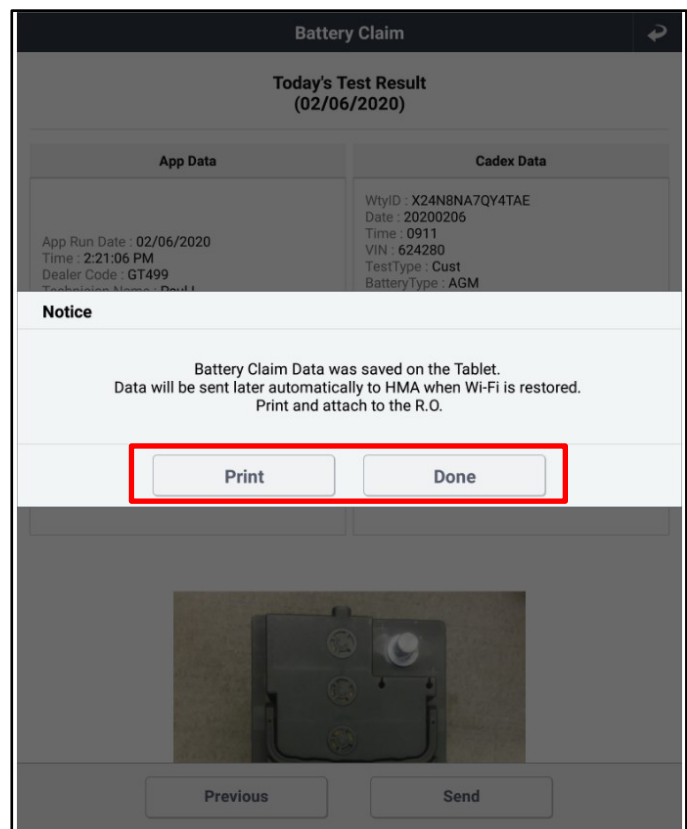
App Data	Cadex Data
App Run Date : 02/06/2020 Time : 2:48:39 PM Dealer Code : GT499 Technician Name : Paul L	WtyID : X24N8NA7QY4TAE Date : 20200205 Time : 0911 VIN : 624280 TestType : Cust BatteryType : AGM RatedRC : 120 RC

Notice

The test result has been successfully sent to HMA.
Print and attach to the R.O.



11. When internet connection is temporary unavailable, the application will allow up to 5 claims to be saved to the Tablet until internet connection must be re-established.



13. To check for prior claim battery test submission status select **Previous Battery Claim Submission**.

Battery Claim

CADEX TESTER BATTERY CLAIM

Previous Battery Claim Submission

■ App Run Conditions :

- VCI does not need to be used.
- Ignition does not need to be turned on.
- Wi-Fi connection is preferred, but OK to use if Wi-Fi is temporary unavailable.

■ Battery Claim Instructions :

- This App must be run to submit a Cadex battery tester warranty claim.
- Run it right after replacing a battery or after a battery charge being claimed.
- Warranty claims submitted by this App are subject to approval per the HMA battery warranty policy.

A list of the previous claims test data will appear and the submission status will be indicated.

SENT confirms the claims test data was successfully submitted to GMA.

Any indicated as **Pending** were not submitted yet due to internet being unavailable.

Battery Claim

● Previous History

■ VIN : ■ RO No :

■ Tablet Serial No :

■ Date : ~

RO	Date	VIN	Tablet Serial	Sent	Server Reception
123003	2/19/2020 4:35:23 PM	5NPE34AF0JH624280	R52J70RT7WA	SENT	YES
123002	2/19/2020 4:23:28 PM	5NPE34AF0JH624280	R52J70RT7WA	SENT	YES
123001	2/19/2020 4:13:26 PM	5NPE34AF0JH624280	R52J70RT7WA	SENT	YES
123456	2/18/2020 2:33:40 PM	5NPE34AF0JH624280	R52J50ADZGV	SENT	YES
500789	2/7/2020 10:39:39 AM	KM8J23A44HU503127	R52J70RT7WA	SENT	YES
400500	2/7/2020 10:37:06 AM	5NPE34AF0JH624280	R52J70RT7WA	SENT	YES
500345	2/7/2020 10:10:00 AM	KM8J23A44HU503127	R52J70RT7WA	SENT	YES
455322	2/7/2020 10:03:43 AM	5NPE34AF0JH624280	R52J70RT7WA	SENT	YES
500234	2/6/2020 5:04:07 PM	KM8J33A42HU420468	R52J70RT7WA	SENT	YES
700650	2/6/2020 4:41:53 PM	KM8J33A42HU420468	R52M30KWAEP	SENT	YES
500478	2/6/2020 4:37:19 PM	KM8J33A42HU420468	R52J70RT7WA	SENT	YES
400655	2/6/2020 4:30:38 PM	5NPE34AF0JH624280	R52J70RT7WA	SENT	YES
450000	2/6/2020 4:14:03 PM	KM8J23A44HU503127	R52J70RT7WA	SENT	YES

Previous Search Reset Send App Pending