Service Bulletin

32-015

Section

32 - Cranking

Description

Quick reference guide for Battery Warranty to use with the Midtronics DSS-5000.

Release Date

6/8/2020

Introduction

This bulletin provides dealers with a battery warranty quick reference guide to ensure the appropriate tests for battery warranty are performed in order to prevent battery warranty claims filed with incorrect or incomplete information.

Resolution

Information Only

Print a copy of the attached Battery Warranty Quick Reference Guide to be utilized with the Midtronics DSS-5000 battery tester.

Warranty

Warranty does not apply for this bulletin

Parts

Information only, no parts required.

Procedure

Use the attached Battery Warranty Quick Reference Guide to ensure the appropriate tests for battery warranty are performed.

Attachments

Battery Warranty Quick Start Guide

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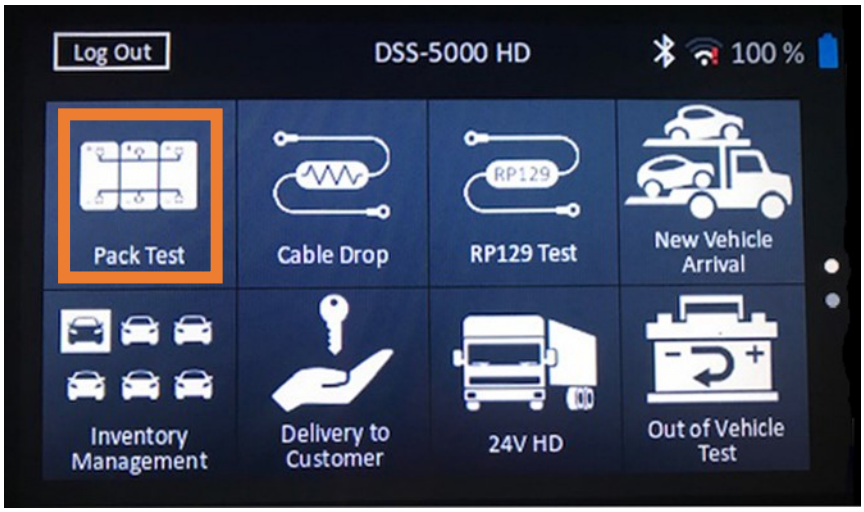
Battery Warranty Test Selection



The Pack Test is used for Warranty repairs.

The battery pack or individual batteries are evaluated.

The Complete System, Start, and Charge tests are optional, after batteries are tested.

Setup for Testing

1. Identify the truck.

- Trucks with QR codes are easily identified by camera
- Trucks built prior to 2018 with bar code VIN Numbers must be entered manually
- All tests are logged and searchable by VIN Number

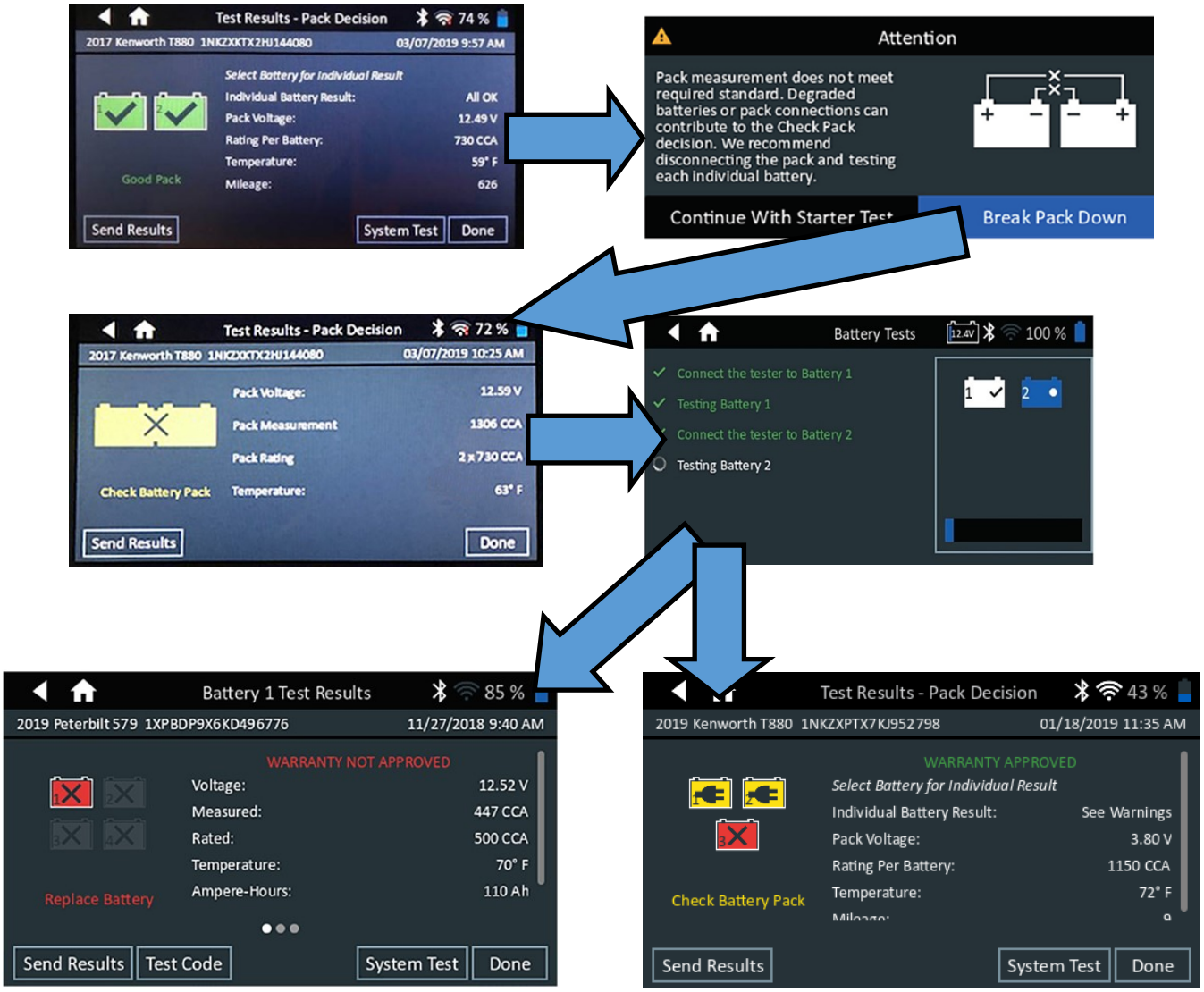
2. Enter the battery specifications. This data is the basis for all further testing.

- Battery Type
- Battery Rating
- Reserve Capacity
- Number of batteries

Battery Pack Testing

The Pack Test evaluates the batteries as a group. If a questionable battery or State of Charge issue is detected, you are prompted to break the pack and test each battery individually.

Replace any bad battery prior to performing a starting, charging, or complete system test.



If the battery is defective

1. The tool will prompt you to enter the battery serial number.
2. The tool will issue a preliminary warranty decision as well as a 25-digit Midtronics defect code for each defective battery. This code can be printed from a Wi-Fi configured printer and will also be available electronically for either e-mail or wireless printing. It will also be available in the Battery Management Information System (BMIS) for those users who purchased that option.
3. If the test tool has provided a Warranty Approved code, the Battery and Electrical System Analysis test result must be included with the warranty claim. Warranty will not be approved unless this sheet is provided.
4. Claims are subject to rejection if, after inspection of the battery supplier or Kenworth, it is determined that the battery was not defective, but instead undercharged and only required a full charge.