VOLVO CAR
SERVICE AND PARTS BUSINESS

Service Manager Bulletin

TITLE:

Proper 12 Volt Battery Handling Summary

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Service Personnel: Read and initial	SERVICE MANAGER	SERVICE WRITER	WARRANTY ADMINISTRATOR	Page 1 of 2

"Right first time in Time"

The main and support batteries on all new Volvo vehicles are of the AGM type. Proper handling and charging techniques are critical to maximize the AGM battery service life. This document is a compilation and summary of existing AGM battery handling instructions to improve customer satisfaction and to have a better understanding of the importance battery and charging systems are handled while in Retailer PDS, Stock Maintenance, Service, and warranty visits. A poorly maintained battery is significantly more likely to need replacement during the first years of ownership, leading to decreased customer satisfaction and increased unplanned service visits.

While the vehicle is in stock

It is necessary to follow VOLVO stock maintenance procedures as outlined in the VIDA Stock Maintenance Checklist. If battery maintenance is not performed, the battery is significantly more likely to fail during the warranty period

To summarize:

- Vehicles must be maintained and inspected every 30 days, including checking and charging the 12v battery when stored in transport mode.
- **If the vehicle is removed from transport mode for storage, the battery must be maintained every 15 days.** The remainder of the inspection, including cleaning and brake rotor inspection remains 30 days.

During PDS / Before Customer Delivery

To deliver the vehicle in good condition, the Pre-Delivery Inspection steps in VIDA prescribe connecting a 12v battery charger to the vehicle while the service takes place.

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Immediately prior to customer delivery: the main battery and support battery should be charged, allowing all vehicle features to operate at delivery and with no warnings.

During Service / Repair Visits

It is advised that a battery charger/maintainer should be connected to the charging posts in the engine compartment while performing a scheduled maintenance event or any other service/ warranty related visit. With the key in active mode, without a charger the vehicle will quickly drain the battery, possibly leading to additional warnings and repeat repairs.

The Battery Monitoring Sensor and related battery systems on P3, SPA, and CMA vehicles are sufficient to monitor for pending battery faults, no battery testing is needed unless there is a related customer symptom or a relevant warning is displayed.

Additional Information:

Absorbent Glass Mat (AGM) batteries used in VOLVO vehicles ideally should be charged at 13.6 volts. Charge voltage should never exceed 14.4v. The charge rate should be limited to 25 amps into the battery. **Follow instructions of the charger/maintainer manufacturer for AGM-type batteries.**

For more information see:

- Current Retail Car Delivery Process Service Manager Bulletin
- Current Warranty Policy
- VIDA Stock Maintenance Checklist (Information -> Repair -> Service Programs -> 0 Administration -> 05 Transport, vehicle storage and driving regulation -> Stock Maintenance Checklist
- VIDA Pre-Delivery Service (Planning & Diagnostic -> Service Programs -> PDS -> Pre-delivery Service -> View) and/or (Planning & Diagnostic -> Service Programs -> Enter a Low Mileage -> Pre-delivery Service -> View)
- TJ 26745 Battery Test Methods