



STAR ONLINE PUBLICATION



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Symptom/Vehicle Issue: The 12V Battery Low Has A Low Charge Level Upon Delivery

Discussion: During PDI you may find that the 12v battery has a low charge level. Vehicles may have DTC's P0562, C2101, C2100, and/or C2129. These codes indicate the 12V battery may be discharged. The 12v battery charge level may have depleted during vehicle transport.

Diagnosis: Scan the vehicle for DTC's and check the battery voltage. If any of the DTC's are present or battery voltage is below 12v. It is recommended to connect the GR8 to charge and test the 12V battery.

Repair: Charge the 12v battery. The battery should accept the charge and pass the GR8 testing. It is unlikely the 12v battery is bad, but that the charge level dropped during vehicle transport.

In the unlikely event the 12v battery fails GR8 testing. You must provide proof of a failed test with your warranty claim.

Verification: Confirm the DTC's do not return and the 12v battery holds a charge.

This document does not authorize warranty repairs. This communication documents a record of past experiences. STAR Online does not provide any conclusions about what is wrong with the vehicle. Rather, it captures all previous cases known that appear to be similar or related to the vehicle symptom / condition. You are the expert, and you are responsible for deciding on the appropriate course of action.

Contact STAR Center, or your Technical Assistance Center Via TechCONNECT or eCONTACT ticket if no solution is found