



# Service Bulletin

Bulletin No.: 20-NA-132

Date: August, 2021

## WARRANTY ADMINISTRATION

**Subject:** Warranty Administration – Battery Testing and Warranty Replacement Requirements (North America ONLY)

**Attention:** This bulletin applies ONLY to the North American market. Reference the Applicable Warranties section of Investigate Vehicle History (IVH) for Coverage Information.

Brand:	Model:	Model Year:		Breakpoint:		Engine:	Transmission:
		from	to	from	to		
Buick	GM Passenger Cars and Trucks (including Medium Duty)	2010	2022	—	—	—	—
Cadillac							
Chevrolet							
GMC							

<b>Involved Region or Country</b>	North America Only
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The EL-50313 Midtronics GR8 Battery Tester/Charger or EL-52800 Diagnostic Charge Battery Station (DCBS) must be used in diagnosing battery replacements and maintaining batteries on new vehicles in dealer inventory. A 15-digit (GR8) or 20-digit (DCBS) *Warranty Code* on the printed test result slip captures critical information on batteries that require replacement. This code must be entered on the warranty transaction (see below for details).

**GR8 Example: English Version**

```

BAC CODE
206192

6/09/2017
2:36 PM

DIAGNOSTIC MODE

Test Info
CCA 660
OUT OF VEHICLE
FLOODED

RESULTS
REPLACE BATTERY
RATED: 660 CCA
MEASURED: 0 CCA
MEASURED VOLTS: 8.34
CHARGE TIME: 00:00:00
AMP HOURS: 0.0

STATE OF HEALTH (SOH)
LOW HIGH

LAST 8 OF VIN
HF100082
WARRANTY CODE
PJE88-01100-06601
MID INFO
451000-220520-000000

RO #: 359143

WARRANTY CODE
PJE88-01100-06601
  
```

4866552

**Legend**

- (1) Printout must reflect "Diagnostic Mode" and "Out of Vehicle" Test Info.
- (2) Do not enter MID Info number.
- (3) The "Warranty Code" is the correct code to enter on the transaction. This code is unique to each test performed and is decodable by GM.

**GR8 Example: French Canadian Version**

```

BAC CODE
206192

6/09/2017
2:11 PM

MODE DIAGNOSTIQUE

Test Info
CCA 720
HORS DU VEHICULE
INONDEE

RESULTS
MAUVAISE CELL. REMPLZ
VALU: 720 CCA
MESURE: CCA
TENSION MESURE: 11.45
TEMPS: 00:04:59
AMPARES HEURES: 0.7

ETAT DE SANTE (SDS)
BAS HAUT

8 DERNIERS DU NIV
GR433948
CODE D'GARANTIE
WAE90-01D90-10002
INFO MID
5N0000-200A20-000000

RO #: 360039

CODE D'GARANTIE
WAE90-01D90-10002

IDENTITE USAGER: UNREG

VERSION: 192-675P
  
```

4866557

**Legend**

- (1) Printout must reflect "Diagnostic Mode" and "Out of Vehicle" Test Info.
- (2) Do not enter MID Info number.
- (3) The "Warranty Code" is the correct code to enter on the transaction. This code is unique to each test performed and is decodable by GM.

**DCBS Example:**

5479711

The “Warranty Code” is the correct code to enter on the transaction (1). This code is unique to each test performed and is decodable by GM.

**Important:** Only Warranty Codes generated by a GR8 or DCBS using current software are valid for batteries replaced under warranty. Warranty Codes generated by past versions of software or the old hand-held tester are not valid.

**12V Battery Testing**

When testing 12V batteries, always follow current Service Information (SI) procedures for Battery Inspection/Test, including:

- Ensure that the GR8 or DCBS is programmed with the dealerships correct 6-digit BAC code. This code will then appear at the top of all battery test result printouts.
- Disconnect the battery from the vehicle. When using the GR8, select the “Out of Vehicle” test.
- Enter the correct VIN and Job Card Number.
- Select the proper battery type (Flooded, AGM, AUX12, Start/Stop) and CCA rating. If you are unable to determine battery type and CCA through visual inspection, refer to Service Information to identify 2019 and newer model year OEM battery types and CCA ratings. After entering the VIN or Year/Make/Model, locate the 12V Battery Usage table under General Information/General Information/Specifications. Battery information is also included in Techlink (<https://gm-techlink.com>) in the “Reference Charts” section and includes 2016-2018 model years.

**Important:** Selecting the correct battery type and CCA rating during setup will ensure correct test results and prevent damage to the battery. If using a DCBS, it is recommended to use the VIN scan feature which will automatically populate the battery type. Battery

replacements performed as a result of a failure to properly set up the GR8/DCBS will be subject to chargeback.

- On vehicles with two batteries, including Stop/Start vehicles with Auxiliary batteries, each battery must be electrically isolated and charged individually. The Auxiliary battery may not be connected in a manner that will allow both batteries to be charged at the same time and must be charged individually, which will result in two printouts.

**Cold Battery Testing – Battery Temperature at Less Than 0°C (32°F)**

**Notice:** Batteries that are deeply discharged will take an extended time to recharge. Batteries that are cold (below freezing) can falsely fail testing. Batteries that are cold and deeply discharged must first be warmed to above 4°C (40°F) prior to testing & charging.

When a 12 Volt battery is cold (below freezing), its capacity starts to reduce. This can be observed in the voltage level of the battery, as well as measured cold cranking amps. A cold battery is also resistant to charging. The colder the battery, the more these characteristics are affected. Therefore, warm the battery prior to testing. Longer warming times will be needed depending on how cold the battery is. External surface temperatures are not reliable for determining actual battery temperature; measure at multiple points for best results.

**Note:** If you suspect that a battery may be frozen, inspect the case for cracks prior to charging. Do not charge a frozen battery.

**Tool Software Updates**

Dealers are responsible for having the latest software installed prior to tool use.

- For the DCBS, refer to owner manual instructions for software update instruction.
- GR8 must be equipped with software version 192-675P\_July\_2017 or newer.

Battery replacement transactions involving of batteries tested with outdated software are subject to debit.

**Proactive Alerts**

On connected vehicles, GM is able to evaluate the condition of the battery and report the state of health to the customer through the Vehicle Diagnostics Report and/or to the dealer through the Multi-Point Inspection screen on Service Workbench. Technicians may also validate alerts by using the Scan Tool through Vehicle Diagnostics/Vehicle Proactive Alerts.

Level of testing based on Indicator:

- **Green** – No issues are detected with the battery and it is unlikely the component will require replacement at this time. For customer concerns, follow standard diagnostic procedures. A battery test and “replace battery” test result IS REQUIRED prior to battery replacement.
- **Yellow** – Verify proactive alert SAC002 – SAC005 and follow the diagnostic service procedure for the applicable code. A battery test and “replace battery” test result IS REQUIRED prior to battery replacement.
- **Red** – Verify proactive alert SAC001 and follow the service procedure for this code. If proactive alert SAC001 is present, replace battery. A battery test IS NOT REQUIRED. Transactions involving battery replacement due to SAC001 are not eligible for Diagnostic Add Time and dealers must enter “SAC001” in the Battery Tester Code field.
- **No Indicator/Blank** – Either the battery condition is not available on the vehicle, or there is not enough information to make a determination on the condition of the battery. For customer concerns, follow standard diagnostic procedures. A battery test and “replace battery” test result IS REQUIRED prior to battery replacement.

## New Vehicle Inventory

If a new vehicle arrives at your dealer from transportation that will not start due to a discharged or defective battery, the claim must be submitted within one week of the vehicle arrival at the dealer.

Once a vehicle is in dealer inventory, dealers are responsible for battery maintenance up to the point of delivery to the customer. **Refer to Service Bulletin# 21-NA-043 for requirements on properly maintaining vehicles in dealer inventory.**

### Dealers in the U.S. Only

- U.S. dealers are to utilize the Battery Maintenance Report located in the GlobalConnect Dealer Maxis app to identify vehicles in dealer inventory that require charging or moving. Dealers should perform required actions within 7 days of the report using the process identified in Service Bulletin# 21-NA-043.
- If a vehicle requiring charging per the Battery Maintenance Report fails the initial test, retain the test printout and RETEST, again using the required “Diagnostic Charge” (GR8) or “Diagnostic – Trolley” (DCBS) process. The retest is covered as follows:

- If upon retest the battery PASSES, the vehicle can be returned to inventory. Dealers may claim a ZREG Transaction Type for performing the retest using Labor Code 0600284 (Pre-Sale Charge and Test). The allowable allowance mirrors the vehicle’s applicable published Base Labor Time for Labor Code 4041512 (Battery Charging and Testing). Published Add Times are ineligible. The transaction must be routed to the Warranty Support Center with a copy of both the initial test and the retest result printouts attached to the transaction.
- If the battery FAILS the retest, replace the battery and submit a ZREG warranty claim using the applicable labor operation and published allowance per the Labor Time Guide (labor for testing is included in the published allowance for battery replacement). Attach both copies of the test result to the transaction. Enter the 2nd code (obtained after retest) in the Battery Tester Code field of the warranty transaction.
- Warranty Coverage is ineligible for batteries that fail because the dealership did not take the recommended action per the Battery Maintenance Report within a timely manner.
- **Note:** The Battery Maintenance Report is only applicable to OnStar-equipped vehicles, excluding Chevrolet Express and GMC Savana vans. For Express, Savana, and vehicles not equipped with OnStar, a PDI Mode charge is required every 30-days while in dealer inventory. See process applicable to Canada in Service Bulletin# 21-NA-043 for details.

### Dealers in Canada Only

Using the GR-8 Tool (EL-50313) or EL-52800 Diagnostic Charge Battery Station (DCBS) in the PDI mode, check condition and charge of the battery at vehicle delivery to the dealership (PDI), every 30 days thereafter and again at point of sale. Refer to Service Bulletin# 21-NA-043.

## Battery Replacement Labor Operations 4041510 and 4041520 – Required Warranty Code

The Warranty Code generated by the GR8 or DCBS is displayed on the printout and must be entered into the required “Battery Tester Code” field when submitting all transactions for battery replacement (labor operations 4041510 Battery Replace or 4041520 Auxiliary Battery Replacement). The complete code (**No Dashes or Spaces**) must be entered. **Do not enter the code in the cause/correction/comments field. It must be entered into the system generated mandatory field that appears when using labor operations 4041510 or 4041520 (see GWM screenshot example below).**

The screenshot shows a form with the following text:

Labour Time [\[Top\]](#)

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Labour Operation Code: 4041510 - Battery Replacement

Additional labour op code information:  Battery Tester Code:

A red arrow points to the empty 'Battery Tester Code' input field.

4489025

Technicians must attach the test result printout with a “Replace Battery” (GR8) or “Battery is bad” (DCBS) decision, that includes the Warranty Code, to the job card.

**Important:** A copy of this printout must be returned with the paperwork for each battery returned to the Warranty Parts Center (WPC).

**Note:** To warranty administrators, the following characters are not used in the Warranty Code: The letters I, O, Y, & Z or any ‘Special’ characters like &, (, ), \$, % etc.

### Special Cases

- Damaged or leaking batteries - It is not necessary to test leaking batteries. Enter **LEAKS** into the Battery Tester Code Field. **For AGM batteries, LEAKS is not a valid entry unless the battery case is damaged and the cause of the damage must be documented in the Cause field.** *Note:* Any other parts damaged and replaced due to leaking battery acid (ie: cables) must also be claimed on the same line, not a separate line. Use appropriate authorizations for additional parts and OLH claimed.
- Batteries replaced due to SAC001/Red Proactive Alert – As battery testing is not required in these cases, enter **SAC001** into the Battery Tester Code field. *Note:* Diagnostic Add Time is ineligible in these cases and must not be claimed on the transaction.
- GM Fleet and Commercial in-shop warranty stations- If the Warranty Code is available, enter it into the Battery Tester Code Field. If the Warranty Code is not available, enter **FLEET** into the Battery Tester Code Field. Valid only for approved GM Fleet and Commercial in-shop warranty stations.
- Customer reimbursement cases - Existing policies on customer reimbursement apply. If the customer's battery is available, enter the Warranty Code into the Battery Tester Code Field. If the

customer's battery is not available, enter **REIMBURSEMENT** into the Battery Tester Code Field.

- GR8 or DCBS test equipment not working/not available. Any non-functional or missing test equipment must be repaired/replaced within 30 days. Contact GM Dealer Equipment for assistance. On a temporary basis (within those 30 days) the dealership should enter **INOP** in the Battery Tester Code field.
- Cadillac Roadside service claims (U.S.) - Batteries replaced under the Cadillac Roadside program do not fall under the 4041510 Labor Operation. They should be submitted under Labor Operation 0600102 as defined by that program.
- Subsequent failure of batteries replaced under the New Vehicle Bumper to Bumper Warranty (Canada Base Warranty) – These transactions still require proper testing to validate battery replacement. A valid Warranty Code is still required in the Battery Tester Code field. Refer to Service Policies and Procedures Manual for further policies related to battery replacement parts warranties. Transactions must be submitted as a ZPTI Transaction Type and routed for GM Authorization.
- Batteries purchased as a retail transaction (over the counter or dealer-installed) and subsequently replaced under the GM Replacement Parts Warranty:
  - **Dealers in the U.S.:** Replacement Parts Warranty is handled through your local ACDelco distributor. U.S. Dealers must not submit claims in Global Warranty Management.
  - **Dealers in Canada:** Submit applicable ZPTI/ ZPTC parts warranty in Global Warranty Management. These transactions still require proper testing to validate battery replacement. A valid Warranty Code is still required in the Battery Tester Code field.

- Battery damaged or stolen in transit – This is to be properly noted on the Delivery Receipt. Transaction is to be submitted as a ZTPT (Transportation) Transaction Type. Enter **DAMAGED** or **STOLEN** as applicable in Battery Tester Code Field. Valid only for ZTPT transaction types.
- New Vehicle arrives from transportation with defective battery – Battery must still be properly tested and a valid Warranty Code must be entered on transaction. The transaction must be submitted within one week of vehicle arrival at dealership.
- Battery “too low” is NOT a valid entry – The test equipment is designed to test batteries and provide results, including the printout and Warranty Code, at a very low voltage (less than 3 volts). If a vehicle initially enters the service department with no voltage, the battery must be charged to a level which will support the test to be completed.

### Transactions Requiring GM Authorization

For battery replacement labor operations 4041510 and 4041520 that require any type of GM authorization, the test result printout from the diagnosis performed prior to battery replacement must be scanned and attached to the transaction. (In Canada, vehicles with less than 400 kms will also require proof of inventory battery maintenance attached to the transaction in addition to the test printout).

- Paid battery replacement transactions with invalid or missing Warranty Codes in the Battery Tester Code field are subject to chargeback. If a transaction is charged back due to a mis-typed Warranty Code, it may be resubmitted within 30 days with the corrected Warranty Code and routed for GM Authorization.
- In Canada, battery replacement transactions on vehicles with less than 400 kms require GM Authorization. Proof of inventory battery maintenance must be attached to the transaction in addition to a copy of the battery test result printout.

Questions can be directed to the Warranty Support Center (WSC) at 1-866-446-2900.

<b>Version</b>	4
<b>Modified</b>	<p>June 25, 2020 – Corporate Service Bulletin Number 03-06-03-004Z has now become Global format Service Bulletin 20-NA-132. This update adds a Proactive Alerts section and adds the second bullet under Special Cases.</p> <p>March 09, 2021 – Added the 2021 Model Year and updated applicable information throughout the bulletin.</p> <p>June 07, 2021 – Added the 2022 Model Year and updated the Dealers in the U.S Only under New Vehicle Inventory to reflect new requirements effective May 2, 2021.</p> <p>August 06, 2021 – Updated information under 12V Battery Testing.</p>

