

WARRANTY BULLETIN



TO: Dealer Principal, Service Manager,
Service Advisor and Warranty Claims
Administrator

NO: D-21-03

DATE: March 17, 2021

SUBJECT: GR8 Battery Tester Latest
Software Level Requirement

FOR: All U.S. Dealers
All U.S. Business Centers

PURPOSE:

To announce the requirement that the GR8 Battery Tester must be at the latest software level in order for battery claims to be eligible for warranty reimbursement. The latest software level details and required timeframe to perform the software update are included in the DCMail communications published by the Mopar Essential Tool Group.

TIMING:

April 1, 2021

ACTION:

Software Revision Q released for the GR8 battery tester in the fourth quarter of 2020 included several benefits listed below that are critical for improved battery testing. To ensure that this improved testing is occurring, dealers will now be required to have the latest software installed in the GR8 in order to be paid for a battery replacement under warranty. This applies to batteries submitted under all claims types. This requirement applies to the current software release Q, as well as future software revisions which must be downloaded and installed to the GR8 within 30 days of software release.

Benefits of the software Revision Q released in Q4 2020:

- Improved ability to recover discharged batteries through boost voltages
- Revised pass/fail specifications





ADDITIONAL INFORMATION:

New software and instructions on how to update the GR8 Battery Tester and Charge are available on the Midtronics website under Software Updates (www.midtronics.com/software-updates/). Any additional questions, please contact Midtronics support at 800-776-1995.

To update the Dealer GR8 to software Revision Q and all future revisions, a new serial cable will be required. This cable is Essential Tool 2075600080 – Serial Cable, USB to DB9 with FTDI Chipset. This cable will be shipped to all FCA dealers. Included in the packaging will be instructions on how to update the GR8 Battery Tester and Charger. Please review and understand these instructions prior to performing the update to the GR8 machine. Retain the Serial Cable for all future GR8 software updates.

Please ensure all affected dealership personnel are aware of this bulletin.

WARRANTY OPERATIONS

FCA US LLC reserves the right to change any or all of the rules set forth in the Dealer Policy Manual and the Warranty Administration Manual by means of Warranty Bulletins and also by making the amended manual available to you on DealerCONNECT.

