WARRANTY BULLETIN

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

SUBJECT: New E-XTEQ Maximus Battery Tester/Charger and Sundown of Midtronics ED-18 Battery Tester

NO: D-22-13
DATE: October 19, 2022

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

PURPOSE:
To define the battery warranty code for the new E-XTEQ Maximus Battery Tester/Charger which began shipping to dealers in October 2022.

TIMING:
E-XTEQ Maximus battery codes will be eligible for payment immediately upon arrival at the dealership

ACTION:
Both the existing GR8 Battery Tester/Charger and the new E-XTEQ Maximus Tester/Charger will produce a 15-digit code that is entered on a warranty claim. There are no changes to the existing Claim Entry and GCS logic, and the existing message codes for Missing or Invalid Battery Warranty Code will remain in effect.

The Midtronics ED-18 Battery Tester is no longer supported with software updates and the testing logic is obsolete. Therefore, the Midtronics ED-18 Battery Warranty Code is no longer sufficient to support warranty claim payment. Either the GR8 or Maximus must be used to determine if a battery is to be replaced under warranty. Any claim submitted with a battery code from a Midtronics ED-18 Battery Tester will not be accepted after January 1, 2023.

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.