



# Service Bulletin

Bulletin No.: 23-NA-055

Date: July, 2023

## INFORMATION

**Subject: EL-52800 – Diagnostic and Charge Battery Station (DCBS) – FAQs**

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
BrightDrop	All Passenger Cars and Trucks	2024 and Prior		—	—	All	All
Buick							
Cadillac							
Chevrolet							
GMC							

Involved Region or Country	North America
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### About the DCBS

**Important:** Service agents must comply with all International, Federal, State, Provincial, and/or Local laws applicable to the activities it performs under this bulletin, including but not limited to handling, deploying, preparing, classifying, packaging, marking, labeling, and shipping dangerous goods. In the event of a conflict between the procedures set forth in this bulletin and the laws that apply to your dealership, you must follow those applicable laws.

**Important:** This technical service bulletin (TSB) can only be completed by certified repair facilities who have met all specific training, tool and equipment requirements pertaining to the vehicle Brand and Model serviced. Repairs must be performed by a technician who has successfully completed the required training.

The EL-52800 Diagnostic & Charge Battery Station (DCBS) support battery diagnostic tests including functional true 1/2 CCA load tests and provides a true reserve capacity test. DCBS has a built-in 12V/100A charger/maintainer that provides in-depth features and functions to stabilize battery voltage during ECU reflashing and is capable of charging different chemistry batteries.

The remote is a comprehensive battery analyzer with intuitive features and functions enabling technicians to manage diagnostics through every step of the process and can be used simultaneously while the trolley is running a test or charge.



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### Frequently Asked Questions (FAQs)

#### Q1. How is the DCBS better than other diagnostic chargers?

The machine has many features that make it stand out like:

- Wi-Fi communication between Handheld Remote and Trolley.
- Physical Connection via Ethernet Cable for communication between Handheld Remote and Trolley.
- Infrared temperature laser pointer
- 1D or 2D Barcode/QR code VIN Scan
- Integrated vehicle & battery database

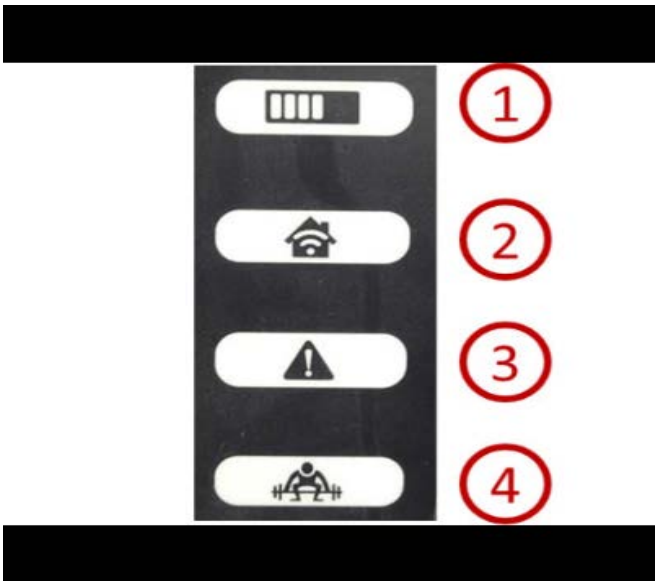
- Li-Ion wakeup and Charge Capability
- Half CCA Load Test
- True Reserve Capacity Testing
- Built-in battery charger/maintainer

**Q2. What kind of tests does the DCBS do?**

The DCBS will determine the battery’s state of health by checking the IR (internal resistance) and performing a true half cold cranking amps (CCA) Load Test. It also features an integrated reserve capacity (RC) tester to determine a true RC measurement, if needed.

Along with those three tests, it also performs a charge acceptance on the battery which determines the batteries’ ability to take charge. These are all actual tests instead of calculations or estimations.

**Q3. What does each icon in front of the machine stand for?**



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1. **Charge** – The Charge LED will blink during diagnostic and charge operations.
2. **wi-fi Connection** (Remote to Trolley only) – The wi-fi connection LED will turn GREEN once connection is established or turn RED if connection is lost. Yellow if the connection is weak.
3. **Status** – If the Status LED is RED, the trolley has encountered an error.
4. **Load Test** – The Load Test LED will blink BLUE during a Load Test and a Reserve Capacity Test. The Load Test Icon will also show the end result of a test. GREEN when battery is good, YELLOW when the battery needs to be recharged, the test has been terminated by the user, or a clamp connection failure has occurred, and RED if the battery is bad.

**Q4. What do the home screen icons stand for?**



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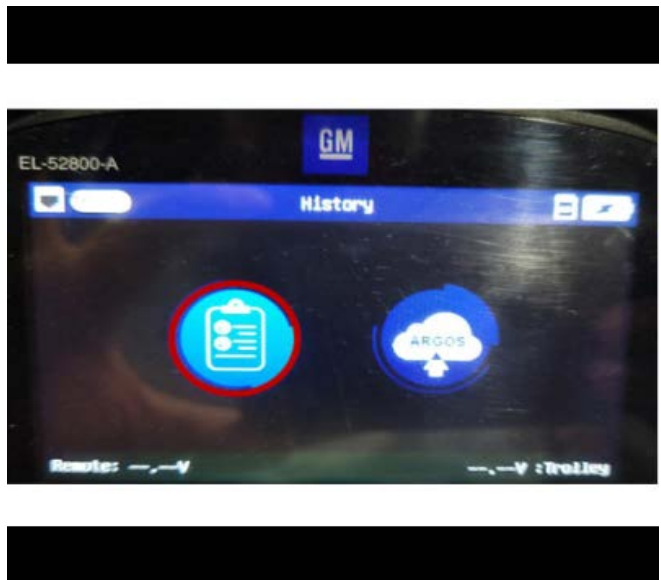
1. **Diagnostic** – For running a diagnostic charge on a battery. Remote Diagnostic also under this icon.
2. **Charge** – Charging a battery without testing along with Li-Ion Wake-Up procedure.
3. **EDM** – Enhanced Diagnostic Modes. Under the EDM icon the user will find Stand Alone Load Test, Stand Alone RC Test, and ECU Reflash modes.

**Note:** Will not produce a warranty code.

4. **History** – Displays a list of all the previous jobs
5. **Settings** – Allows user to change the settings of the wi-fi, language, units, and more

**Q5. Where can I find battery testing history?**

Makes sure you have the latest software and go to the following screens: Main Menu / History / History



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Another option is to go to Optimus Updating Portal to retrieve battery testing history.

**Q6. How can I do a load test on a battery?**

Makes sure you have the latest software and go to the following screens:

Main Menu / EDM / Load Test



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**Q7. How do I use the DCBS as power supply?**

Makes sure you have the latest software and go to the following screens:

Main Menu / EDM / Power Supply Mode



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**Q8. How do I get more familiar with the DCBS?**

Go the E-XTEQ customer documents to find helpful material:

<https://e-xteq.com/customer-documents-gm>

Or access a virtual demonstration on YouTube:

<https://www.youtube.com/watch?v=rTwbwka2vP8>

New GM DCBS Training Video on YouTube:

<https://www.youtube.com/watch?v=kcJEm0mK2rY>

**Q9. Why does the DCBS pass more batteries than the GR8?**

- The DCBS does not have a time limit like the GR8 of 90 minutes.
- The software released in February 2023 will make the DCBS machine run a longer pre-charge to recover depleted batteries.
- With the database automatically selecting the battery type, the tool is less prone to error and incorrect diagnosis.

**Q10. Can I still use a Midtronics GR8 to test batteries?**

Dealers can continue to use the GR8 to test batteries under warranty through 12/31/23. Beginning 1/1/24, the DCBS will be the only acceptable equipment for testing batteries under warranty and a DCBS warranty code will be the only warranty code that supports battery replacement.

**Q11. How do I test a battery properly?**

**Diagnostic trolley is the recommend way to properly charge and diagnose a battery.**

Using the following link to access the DCBS quick guide.

<https://e-xteq.com/wp-content/uploads/202104/D2-0251-A-DCBS-GM-QuickGuide-Diagnostic-Trolley-Procedure.pdf>

**Important:** When testing a battery, always make sure to connect to bare terminals.

**Q12. What if I can't scan the VIN?**

If the windshield glass is difficult to scan through, look for the VIN in the door jam or under the hood. Both barcodes and QR codes work with the DCBS.

If the vehicle isn't in the DCBS database, you can manually select the battery. Always check for tool updates to keep the database in the DCBS up-to-date.

**Important:** The DCBS will have Make Model Year (MMY) selection from 2010 to current and VIN scanning capabilities from Model Year 2012 to current.

**Q13. Why doesn't the remote communicate with trolley?**

The unit communicates to the Trolley via wi-fi. If Wi-Fi communication is experiencing connectivity issues, switch to Physical Connection.

Physical connection quick guide can be found in the website below.

<https://e-xteq.com/customer-documents-gm>

**Q14. Why is my DCBS locked out?**

The machine needs to be connected to the Optimus software on a PC via cable every 30 days. If no software updates are available, the tool will sync the jobs performed and will reset the 30 day timer.

It will display "Please connect the device to optimus to check for updates"

For quicker job uploads to Optimus, please see “Deleting Jobs from Optimus” quick guide found in the support website.

<https://e-xteq.com/customer-documents-gm>

### Q15. How do I update my software?

Go to E-XTEQ.com and download Optimus on your PC. This software allows the PC to download and install updates on the DCBS.

[https://www.youtube.com/watch?v=gQLDTIh\\_0kw](https://www.youtube.com/watch?v=gQLDTIh_0kw)

### Q16. In what mode should new pre-sale inventory be charged?

All new Inventory should be charged using “**Diagnostic Trolley**” mode on the DCBS to sufficiently charge the battery.

**Do NOT** use the “**PDI Mode**” to charge. This mode will only charge for 20 minutes and does not provide enough charge.

### Q17. Do I have to actually remove the battery from the vehicle for testing?

The battery doesn’t have to be removed, only the terminal connections from the battery to allow the clamps to attach to bare posts.

### Q18. Can I test a battery at the jump posts?

GM recommends connecting to the bare battery posts for accurate battery diagnostics.

### Q19. When do I need to do a second charge?

Only new pre-sale inventory requires a second test if the first one fails.

### Q20. Why does the DCBS take longer to charge?

The DCBS does not have 90-minute time limit like the GR8 and may recover deeply discharged batteries the GR8 may not.

### Q21. My original clamps broke. What do I do?

E-XTEQ has improved their clamps with a more robust design.

The new clamps are not sold individually and must be installed on the original cables by E-XTEQ. This is a covered repair through E-XEQ.

New cables that include the new clamps are available for sale via the GM Dealer Equipment website: Part number# XTQT10198E.

### Q22. Why do I get a Clamp Connection failure?

There could several reasons why:

1. Clamp was physically disconnected from the battery or jump posts.
2. The connection is poor, and clamps may need to be removed and reinstalled.

3. If ambient temperatures are high, this increases the possibility of the thermal switch opening during operation. GM recommends connecting directly to the bare battery posts to reduce resistance.
4. There is an error internally in the DCBS trolley and the tool needs to be restarted.

**Important:** The DCBS clamps are equipped with a thermal switch safety feature that will stop the test if the clamps exceed normal operating temperature. This is done to prevent damage to the DCBS clamps and the vehicle.

### Q23. What do I do if I get a “Frozen Battery” message?

That means the machine has determined the battery is frozen and requires the battery to thaw and go above 32 degrees Fahrenheit (0°C) before trying again.

### Q24. Where can I access the DCBS User Manual?

The user manual for the DCBS can be downloaded here:

<https://e-xteq.com/customer-documents-gm>

### Q25. What do I do if the DCBS is not working?

First step is to ensure the DCBS machine has the latest software. Reference the user manual for further troubleshooting tips. Restarting the machine may correct any abnormalities.

**Call E-XTEQ technical support at 1-877-453-3265.**

### Q26. Why can’t I print my battery test slip?

Ensure infrared screen is clean and nothing is blocking the signal.



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Also, ensure that the printer is pushed all the way to the left to ensure direct communication between the Handheld Remote and Printer.



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**Q27. Why won't the handheld remote communicate to the machine?**

Early model DCBS don't have alignment guides to help place the hand held remote correctly on the pins. Recommend users of these early models to place the handheld remote by first inserting the top and then the bottom. Followed by pushing the handheld remote down to the left after it's been seated.



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**Q28. How can I speed up the software update process?**

The machine may be taking a long time if the machine has a lot of jobs saved. You can select the option to remove the jobs from the machine for faster updates.

**Log into Optimus**

1. Click on the settings icon next to your username
2. Click on jobs under settings
3. Toggle the soft switch to remove jobs after each synchronization



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**Note:** Jobs that were removed from the machine can be accessed and downloaded later through Argos if needed. Quick Guide is available for this in the support website as well.

**Q29. Why do I get a wi-fi disconnected message?**

The handheld Remote can communicate to the trolley via wi-fi, but some dealerships have interference from building materials like steel and concrete to electronics can block and disrupt wi-fi signals. A physical connection is recommended with a good ethernet cable when possible. Ethernet cable shown in the picture below in white.



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Using the following link to access the connection guide: <https://e-xteq.com/wp-content/uploads/2021/05/DCBS-Physical-Connection-QuickGuide.pdf>

**Q30. What do I do if I can't resolve my issue?**

Contact E-XTEQ Tech Support – USA at  
1-877-453-3265 English or [Support.usa@e-xteq.com](mailto:Support.usa@e-xteq.com).  
Hours of operation are (EST):

- Monday – Friday 8 AM to 8 PM
- Saturday: 10 AM to 3 PM

<b>Version</b>	2
<b>Modified</b>	Released March 23, 2023 Revised July 12, 2023 – Updated information throughout entire bulletin.

