



27-24-01 - 12V Battery is Drained, Battery Check Procedure and Required Documents before Replacement

Release date: 8/12/2024

Condition

Applicable Vehicles					
Model(s)	Year	Eng. Code	Trans Code	VIN Range From	VIN Range To
All	2024	All	All	All	All

Revision Table			
Instance Number	Published Date	Version Number	Reason for Update
2073810/1	8/12/24	27-24-01	Original Publication.

Technical Background

Required battery check procedure and documentation to support 12V battery replacement.

Production Solution

Not applicable.

Service

Section1 Gasoline vehicles

Section 2 Electrical vehicles

Section 1

Procedure:

Below are external influence and will not be eligible for warranty consideration:

- Keeping the ignition ON for a prolonged amount of time.
- Parking the vehicle for a prolonged amount of time without a battery maintainer being attached.
- Non-OEM accessory being attached to the vehicle that may use electrical power while the vehicle is parked.

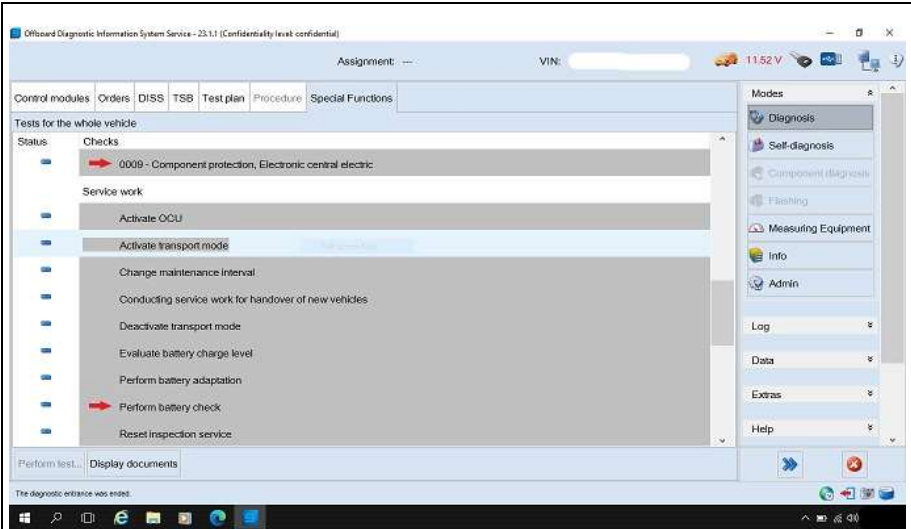
Ensure that the vehicle battery is in an acceptable charge when the vehicle arrives at the service center. If the vehicle is parked for a prolonged amount of time (for example, waiting for parts), If the battery is low, the battery should be recharged immediately.

**27-24-01 - 12V Battery is Drained, Battery Check Procedure and Required Documents before Replacement**

Release date: 8/12/2024

The following procedure must be performed before the vehicle's 12V battery is replaced under warranty. Connect a battery charger.

In some cases, the battery may be too low to allow the battery charger to start up. In such cases, the charger can be started by "jump starting" it by connecting jumper cables from a good battery to the damaged battery for a moment while the charger is connected. (The jumper cables only have to be touched to the poles as the vehicle charger needs to see an initial voltage to start up. They can be taken off as soon as the vehicle charger starts charging.)

**GASOLINE VEHICLE 12-VOLT BATTERY CHECKING PROCEDURE/TESTING****How to perform battery test on batteries**

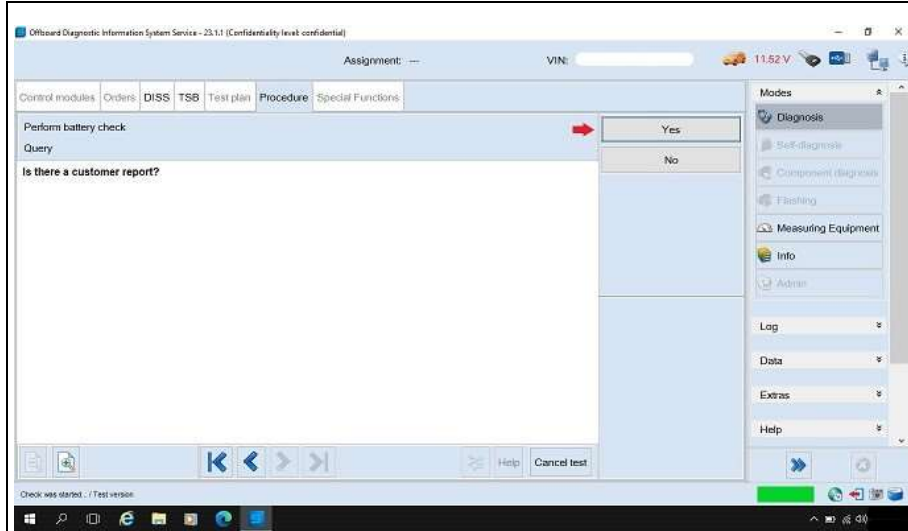
Navigate to special functions, go to address word 09 and then select "Perform battery check".

Figure 1.



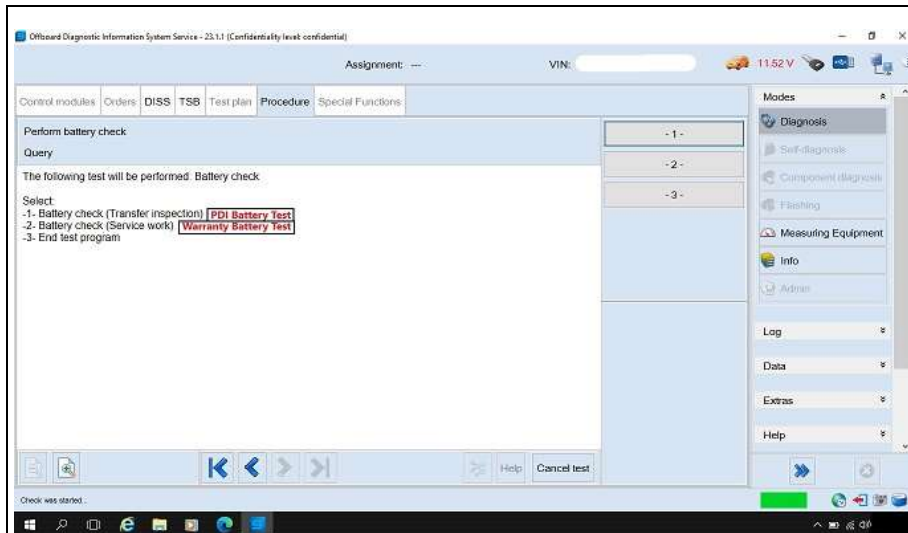
27-24-01 - 12V Battery is Drained, Battery Check Procedure and Required Documents before Replacement

Release date: 8/12/2024



Is this a customer report, select "Yes"

Figure 2.



If testing a **PDI** (Pre-Delivery Inspection) vehicle: select Battery check (Transfer Inspection) (option 1).

If testing a **warranty** vehicle: select Battery check (Service work) (option 2).

Figure 3.



27-24-01 - 12V Battery is Drained, Battery Check Procedure and Required Documents before Replacement

Release date: 8/12/2024

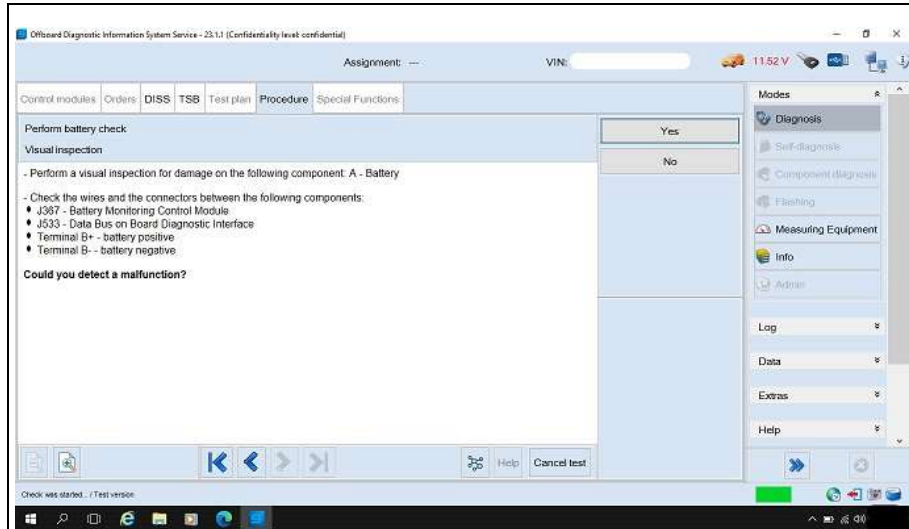


Figure 4.

Perform visual inspection and select "Yes or No" depending on your findings.

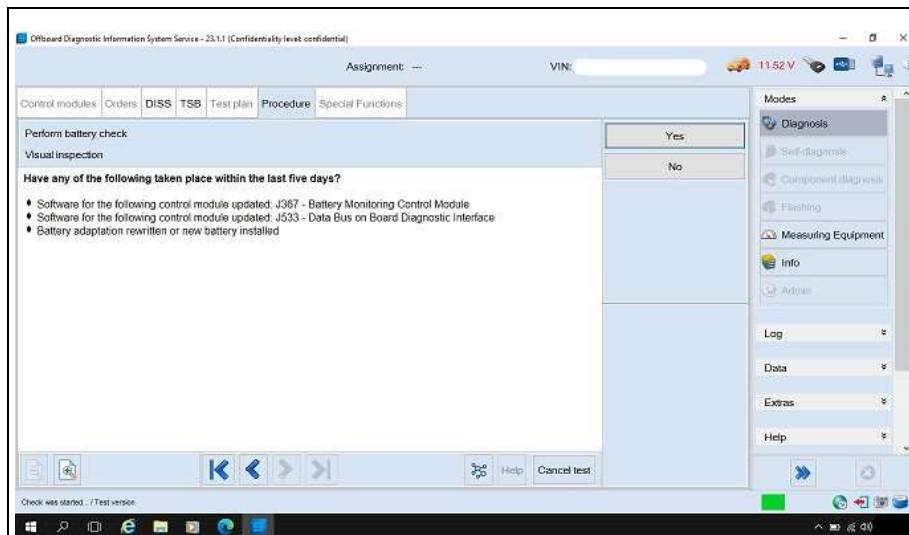


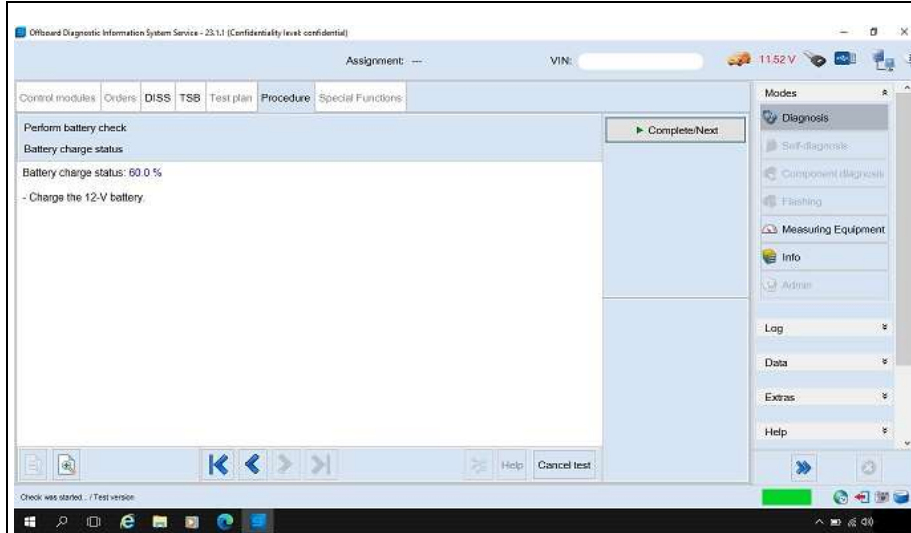
Figure 5.

Perform visual inspection and review if actions were taken place in the last five days and select Yes or No depending on your findings".



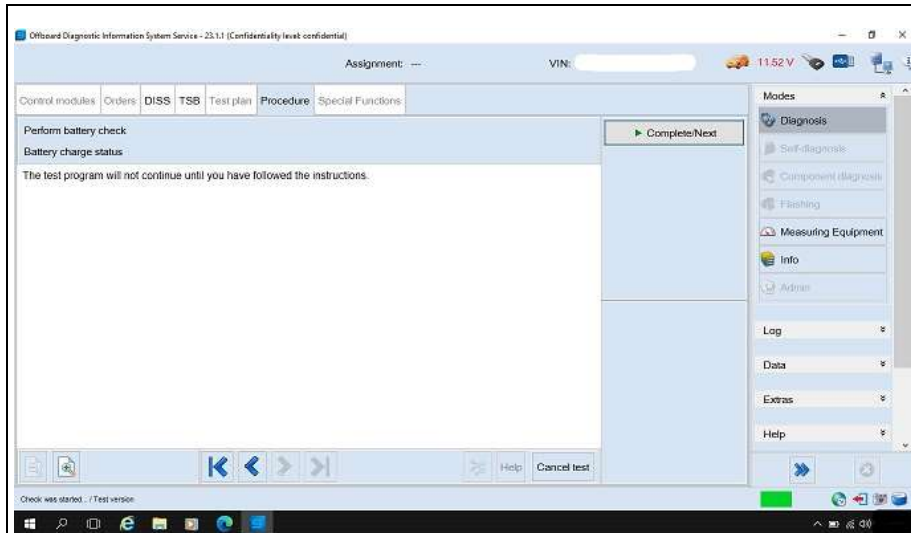
27-24-01 - 12V Battery is Drained, Battery Check Procedure and Required Documents before Replacement

Release date: 8/12/2024



Battery charge status will be checked select next.

Figure 6.



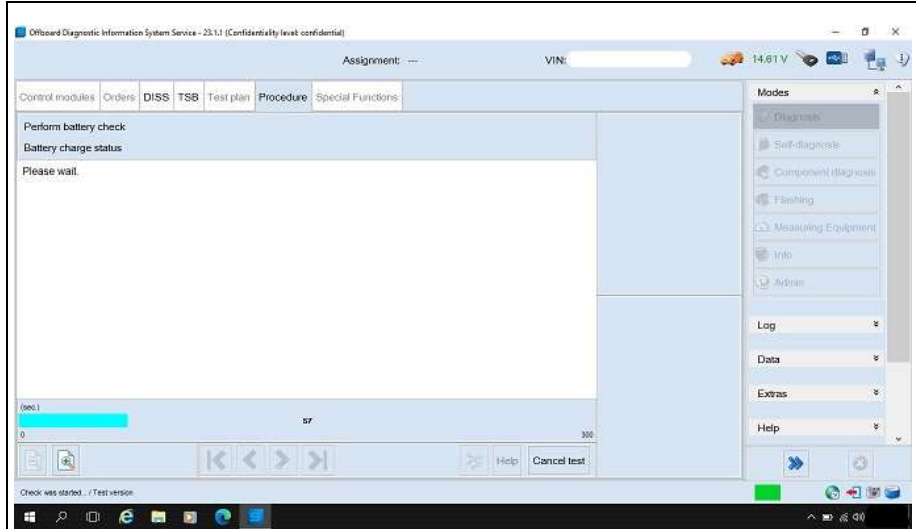
Select next to continue test process. If the SOC is not above 80% the test may not continue until the SOC is brought up to 80%.

Figure 7.



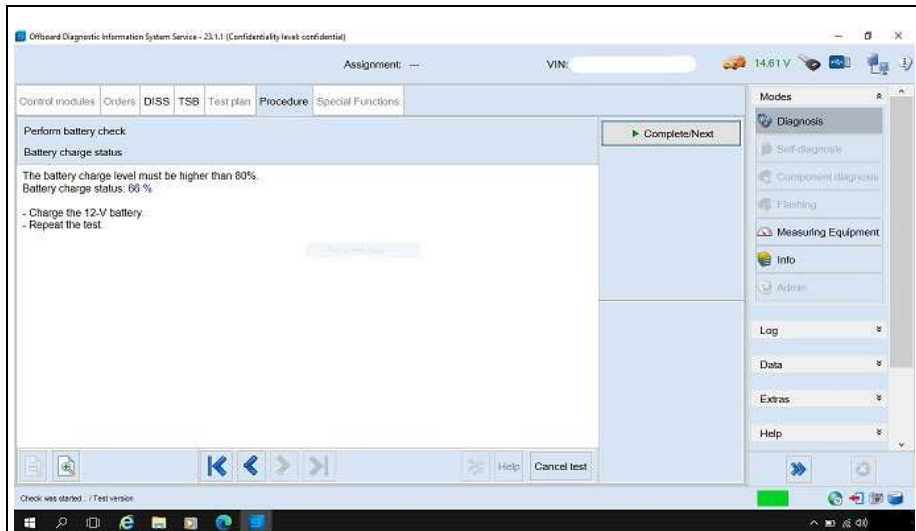
27-24-01 - 12V Battery is Drained, Battery Check Procedure and Required Documents before Replacement

Release date: 8/12/2024



Testing in progress.

Figure 8.

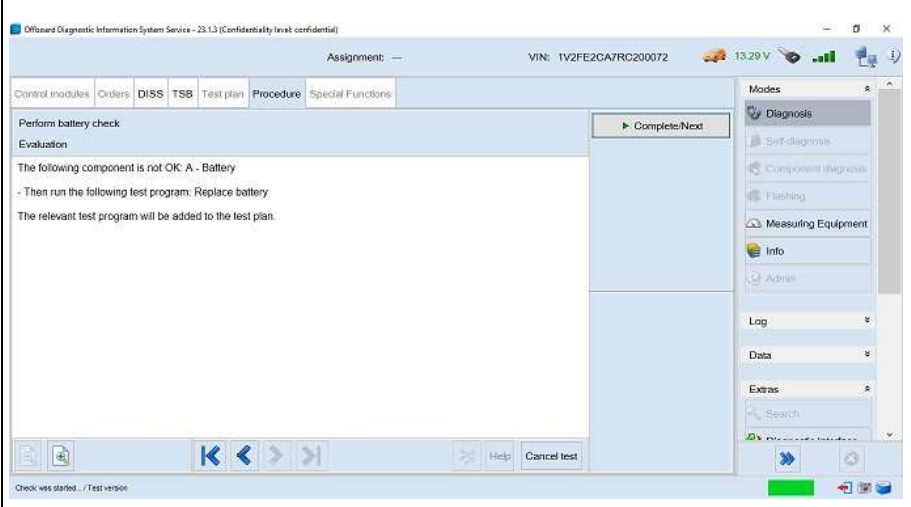


Select next to continue test process. If the SOC is not above 80% the test may not continue until the SOC is brought up to 80%.

Figure 9.

**27-24-01 - 12V Battery is Drained, Battery Check Procedure and Required Documents before Replacement**

Release date: 8/12/2024

**Example of a failed battery test**

The following message will appear if the battery fails the battery check.

Figure 10.

**Items Not Covered by the Genuine Volkswagen 12-Volt Replacement Battery Limited Warranty**

Failure of the battery due to improper installation, misuse, neglect, freezing, fire, accident.

Batteries that are discharged or sulphated due to improper maintenance, vehicle storage or parts storage, are not eligible for replacement under warranty.

Use of the battery for commercial or marine purposes.

Loss of time, inconvenience, loss of use of the vehicle, or other consequential damage.

Battery testing, if the battery is not defective. The owner would be responsible for the cost of having the battery tested and/or use of non-OEM accessories.



27-24-01 - 12V Battery is Drained, Battery Check Procedure and Required Documents before Replacement

Release date: 8/12/2024

**How to check battery SOC (state of charge) if test plan keeps stating to recharge the battery**

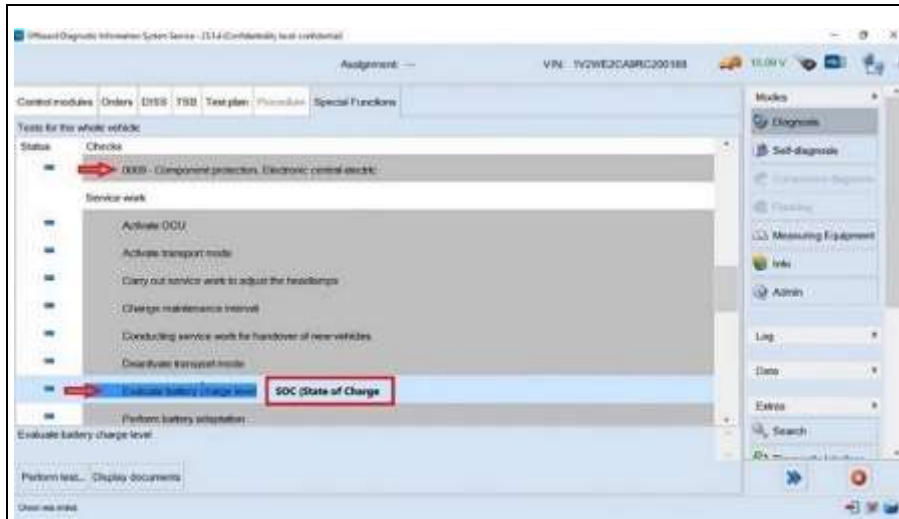


Figure 11.

Using the ODIS tool, navigate to special functions, address word 09 and then select “Evaluate battery charge level” so you can validate the SOC (state of charge) prior to testing the battery.

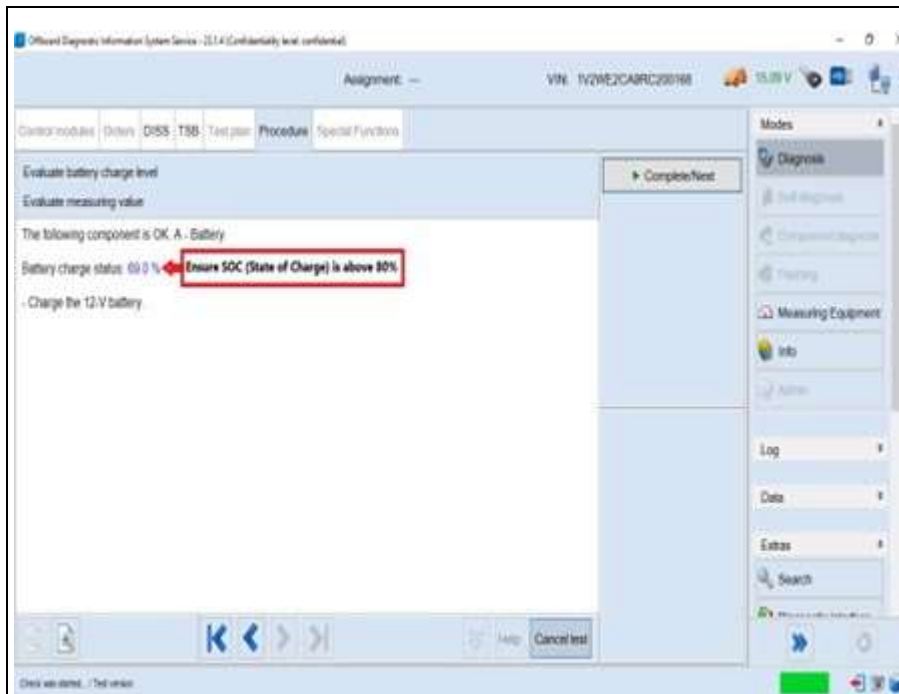


Figure 12.

Battery charge status SOC (state of charge) must be above 80% to prevent test plan from repeating charging statement.



27-24-01 - 12V Battery is Drained, Battery Check Procedure and Required Documents before Replacement

Release date: 8/12/2024

Section 2

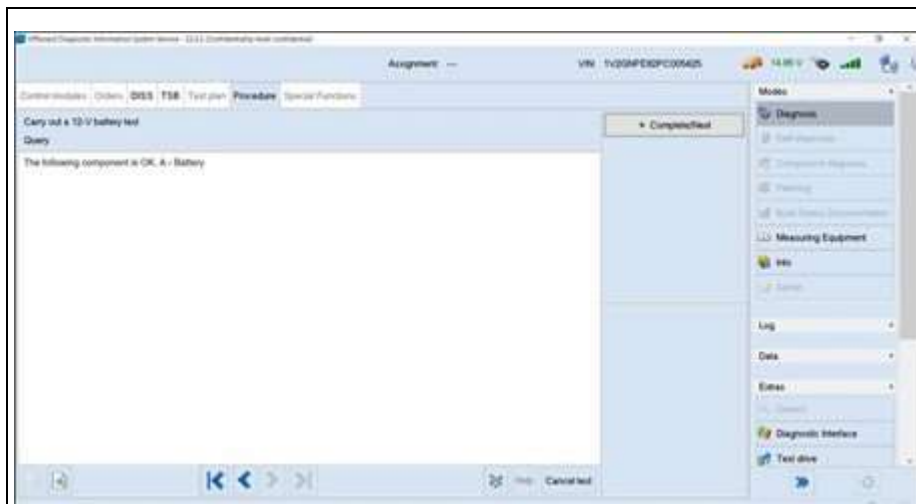
**ELECTRIC VEHICLE 12-VOLT BATTERY CHECKING PROCEDURE/TESTING**

**How to Perform Battery Test on Electric Vehicle Batteries**



Navigate to special functions and then select “Carry out a 12-V battery test”.

Figure 13.



Once you depress (Carry out a 12-V battery test) test will commence and will provide a “The following component is OK. A – Battery” unless it fails, then it will display “failed”.

Figure 14.



27-24-01 - 12V Battery is Drained, Battery Check Procedure and Required Documents before Replacement

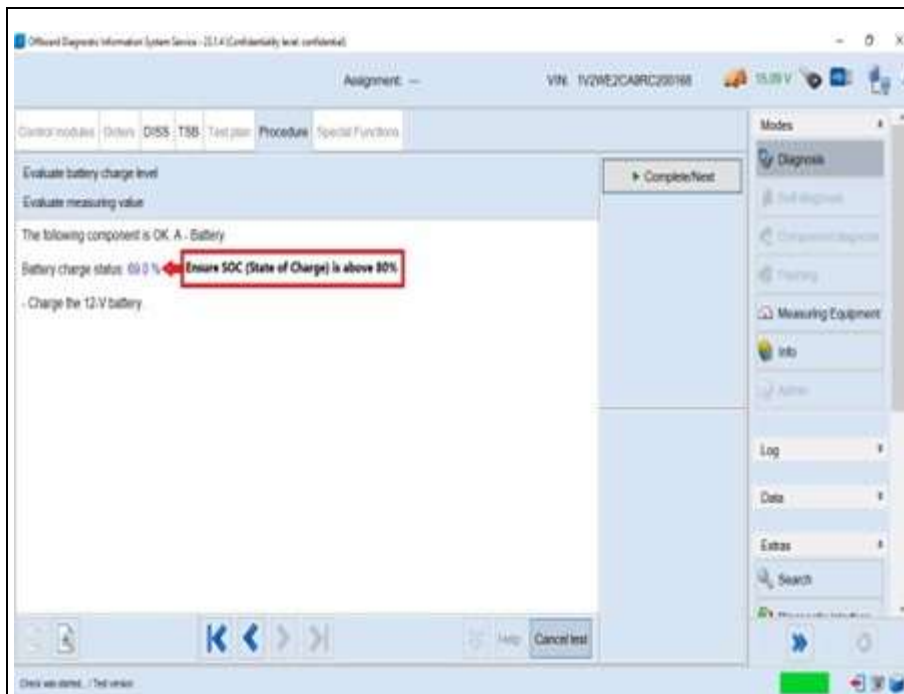
Release date: 8/12/2024

How to check battery SOC (state of charge) on electric vehicle



Use the ODIS tool and navigate to special functions. Select "Evaluate the battery charge level of the 12-V battery" to validate the SOC (state of charge) prior to testing the battery.

Figure 15.



Battery charge status SOC (state of charge) must be above 80% to prevent test plan from repeating charging statement.

Figure 16.



27-24-01 - 12V Battery is Drained, Battery Check Procedure and Required Documents before Replacement

Release date: 8/12/2024

Warranty

Claim the GFF time required to perform this TB on the claim requiring the battery replacement

NOTICE
All documentation is needed for reimbursement and must be uploaded to Doc-IT, WISE and GFF paperless. For information on uploading documents and pictures in WISE, go to WISE. Resource Center. Dealer Processes and Guide, select .pdf file: WISE Operation Section – Doc-IT Technical Bulletin Uploading Process Job Aid.

To determine if this procedure is covered under Warranty, always refer to the Warranty Policies and Procedures Manual.

Table with 6 columns: Models, Year(s), Eng. Code(s), Trans. Code(s), VIN Range From, VIN Range To. Row 1: All, 2024, All, All, All, All

SAGA Coding

Claim Type: Use applicable Claim Type 1)

Table with 4 columns: Service Number, Damage Code, HST, Damage Location (Depends on Service No.). Row 1: 2706, 0040, --, --

Parts Manufacture: "List Applicable Models", "Vendor Code" 2)

Labor Operation 3): GFF/Guided Functions (inc. preparation & charge) 27068950 = see Elsa for latest time units

Diagnostic Time 4)

Table with 3 columns: Test Name, Time Units, YES/NO. Row 1: GFF Time expenditure, 01500060 = Actual GFF print out. 70 TU max., YES. Row 2: Road Test, 01210002 = 00 TU, NO



27-24-01 - 12V Battery is Drained, Battery Check Procedure and Required Documents before Replacement

Release date: 8/12/2024

	01210004 = 00 TU	
<b>Technical Diagnosis</b>	01320000 = 00 TU max.	NO
<b>Claim Comment: Input "As per Technical Bulletin 2073810" in comment section of Warranty Claim.</b>		
<ul style="list-style-type: none"> <li>1) Vehicle may be outside warranty in which this Technical Bulletin is informational only.</li> <li>2) Code per warranty vendor code policy.</li> <li>3) Labor Time Units (TUs) are subject to change with ELSA updates.</li> <li>4) Documentation required per Warranty Policies and Procedures Manual.</li> </ul>		

### Required Parts and Tools

No Special Parts required.

Tool Description	Tool No:
Battery Charger	VAS5008
VAS Diagnostic Tool	VAS 6150/X & VAS 6160/X and ODIS Service with current online updates

### Additional Information

All part and service references provided in this Technical Bulletin are subject to change and/or removal. Always check with your Parts Dept. and Repair Manuals for the latest information.