



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

Release date: 9/26/2024

Condition

Applicable Vehicles					
Model(s)	Year	Eng. Code	Trans Code	VIN Range From	VIN Range To
All	2024-2025	All	All	All	All

Revision Table			
Instance Number	Published Date	Version Number	Reason for Update
2073810/2	9/26/2024	27-24-01	Additional Model year and scan tool parameter update.
2073810/1	8/12/24	27-24-01	Original Publication.

Technical Background

If the 12V battery must be replaced there are document requirements and a battery check procedure to complete before replacement.

Production Solution

Not applicable.

Service

Section 1 Gasoline vehicles

Section 2 Electrical vehicle

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.

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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.

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 gasoline vehicle batteries**

1. Navigate to special functions, go to Tests on the 12-V system and then navigate to Carry out a 12-V battery test (Figure 1).

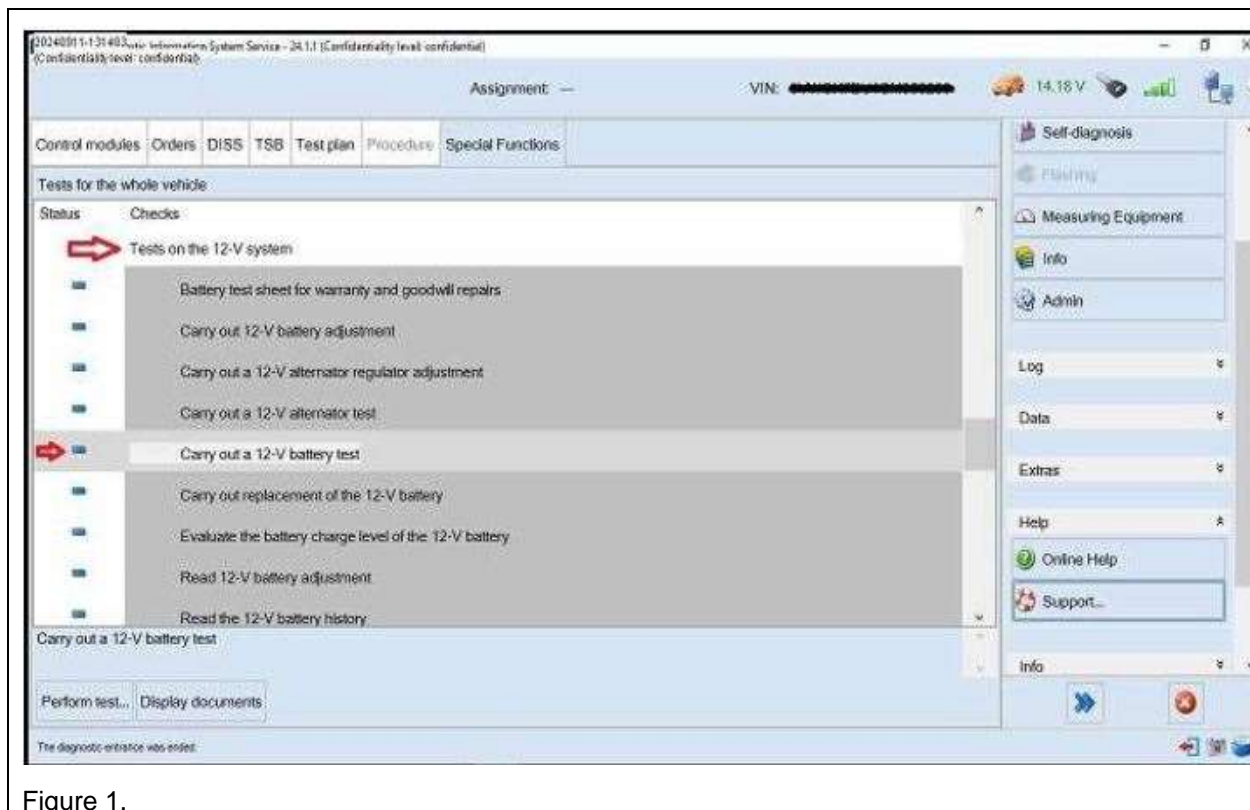


Figure 1.



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2. Is this a customer report, select "Yes" (Figure 2).

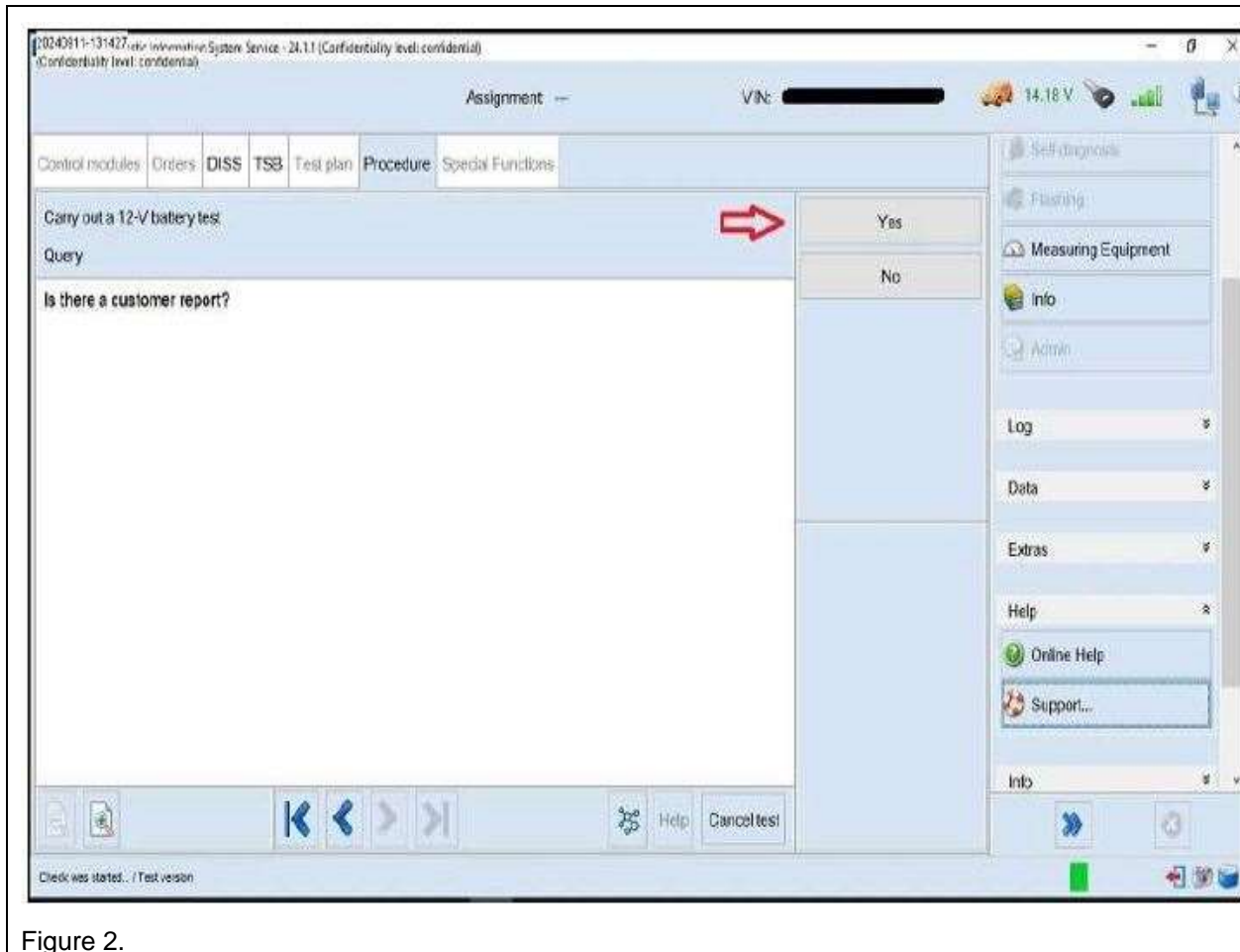


Figure 2.



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3. Perform a visual inspection for damage on the listed components. If did not detect a malfunction select No (Figure 3).

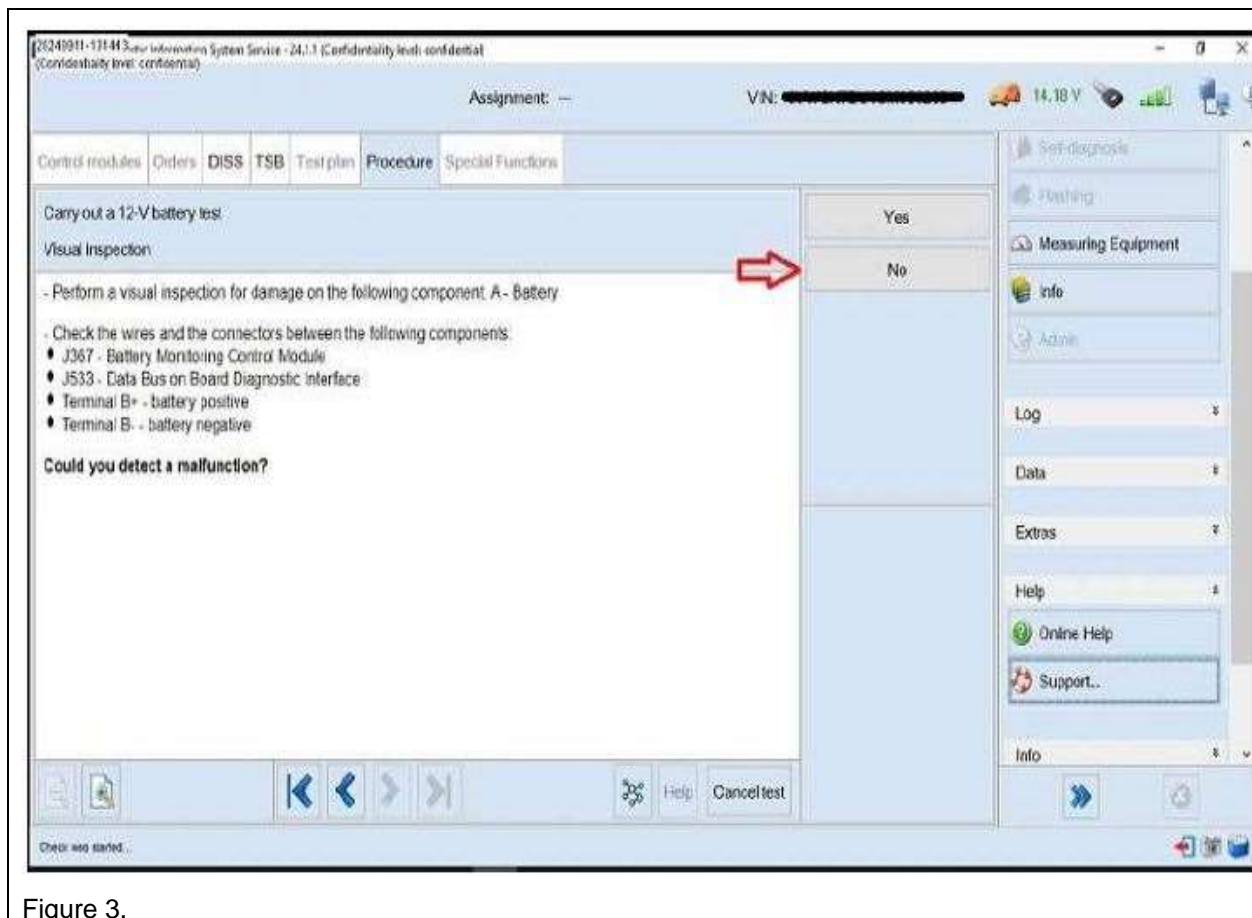


Figure 3.



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4. Validate the capacity of the battery is correct. If it is select Yes (Figure 4).



Figure 4.

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5. Figure 5 displays the battery test results. Once you select Complete/Next the test plan will end.

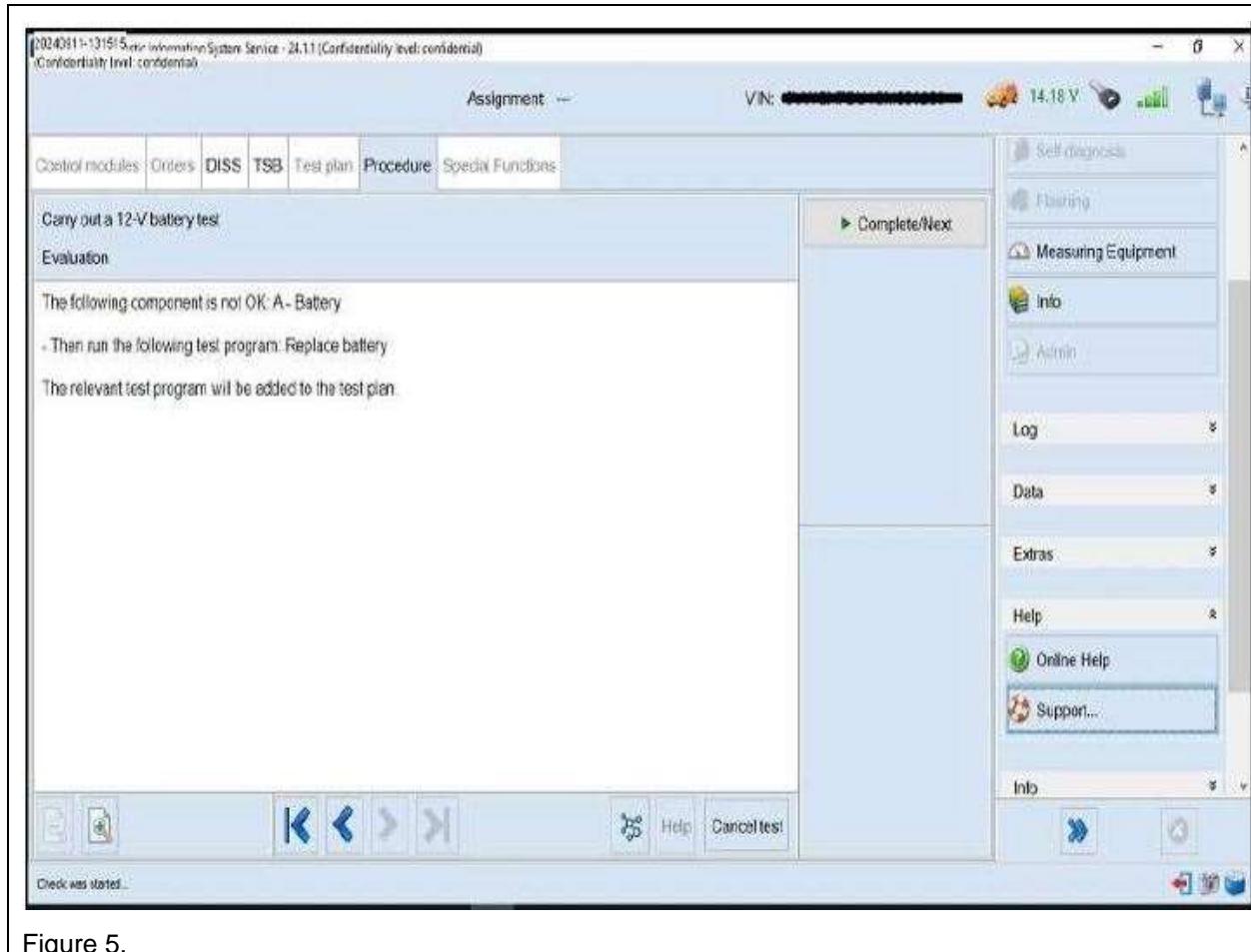


Figure 5.

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.



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Section 2

ELECTRIC VEHICLE 12-VOLT BATTERY CHECKING PROCEDURE/TESTING

How to Perform Battery Test on Electric Vehicle Batteries

6. Navigate to special functions and then select “Carry out a 12-V battery test” (Figure 6).

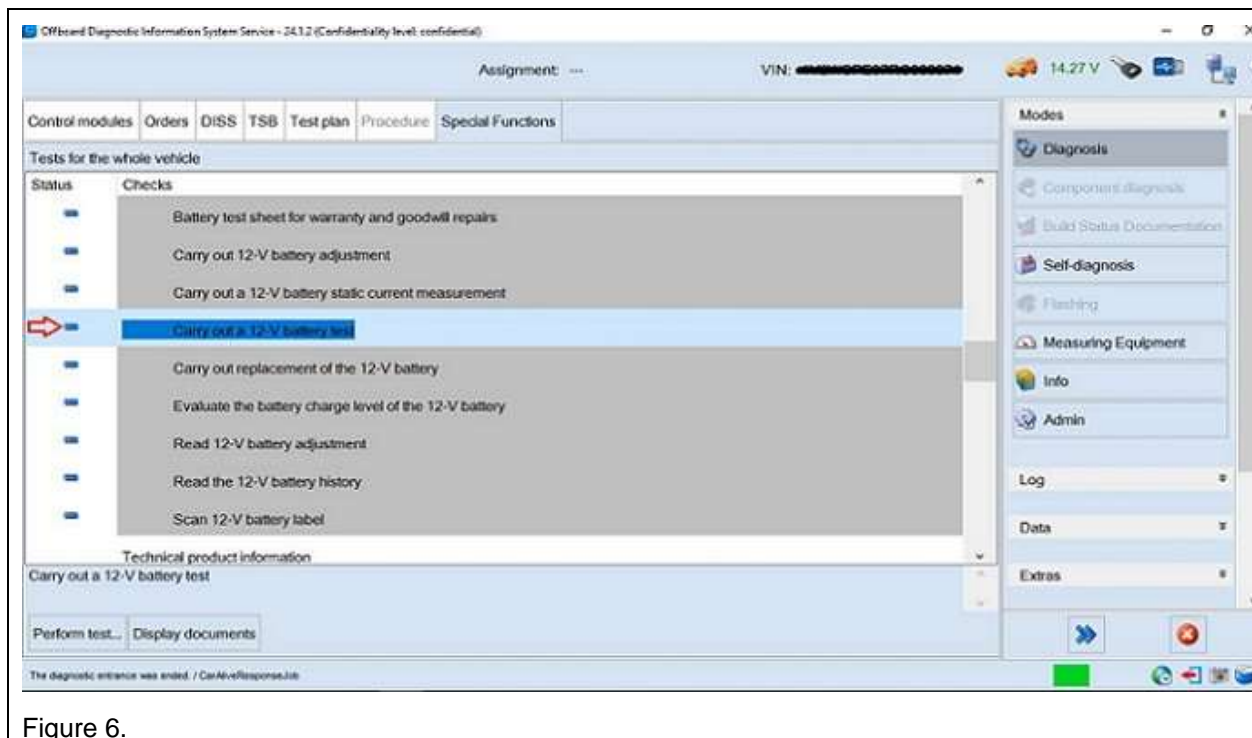


Figure 6.



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7. Is this a customer report, select "Yes" (Figure 7).

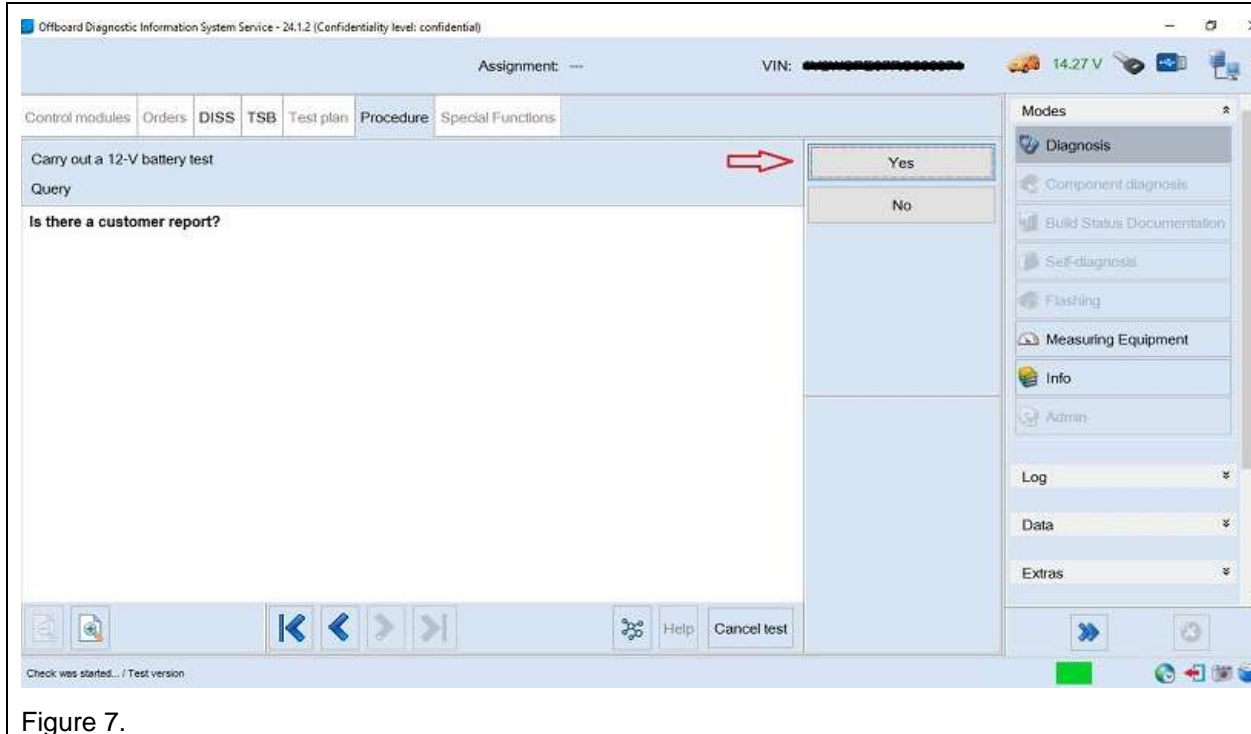


Figure 7.



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

8. In order to perform the 12V battery test, you must add test program 2072849 and depress the Complete/Next button (Figure8).

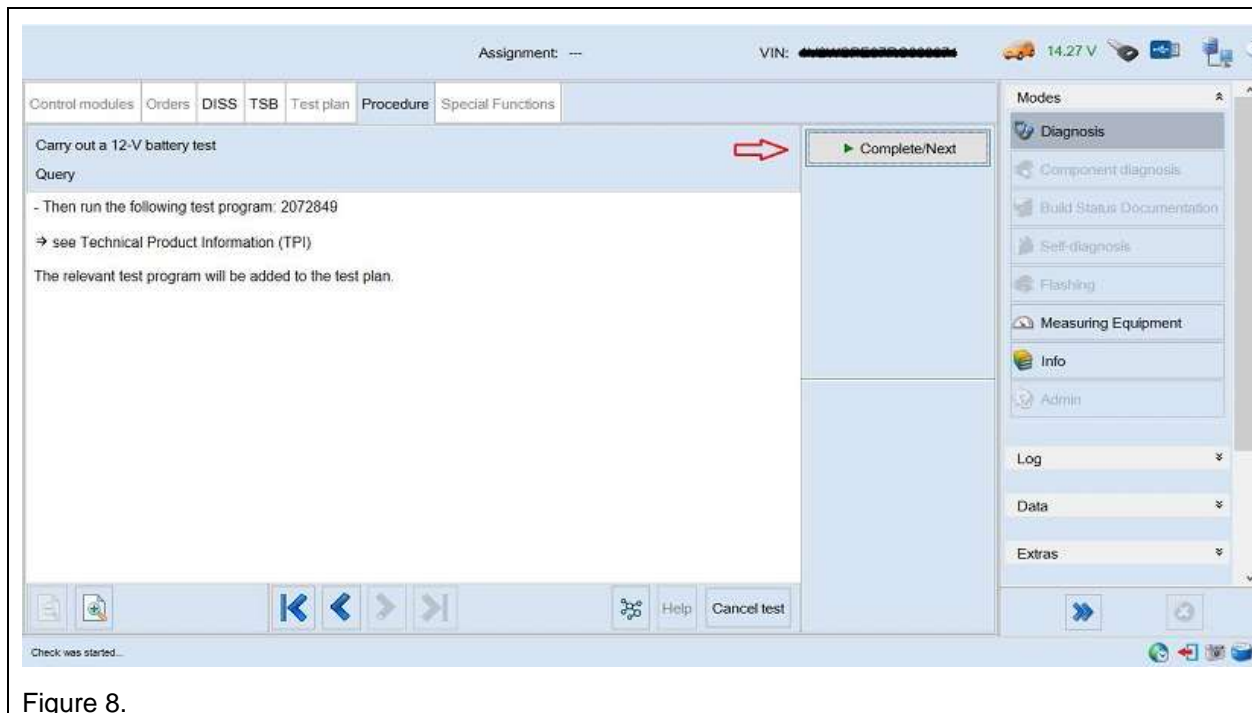


Figure 8.



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9. Go to test plan, select 2072849 and depress Perform test (Figure 9).

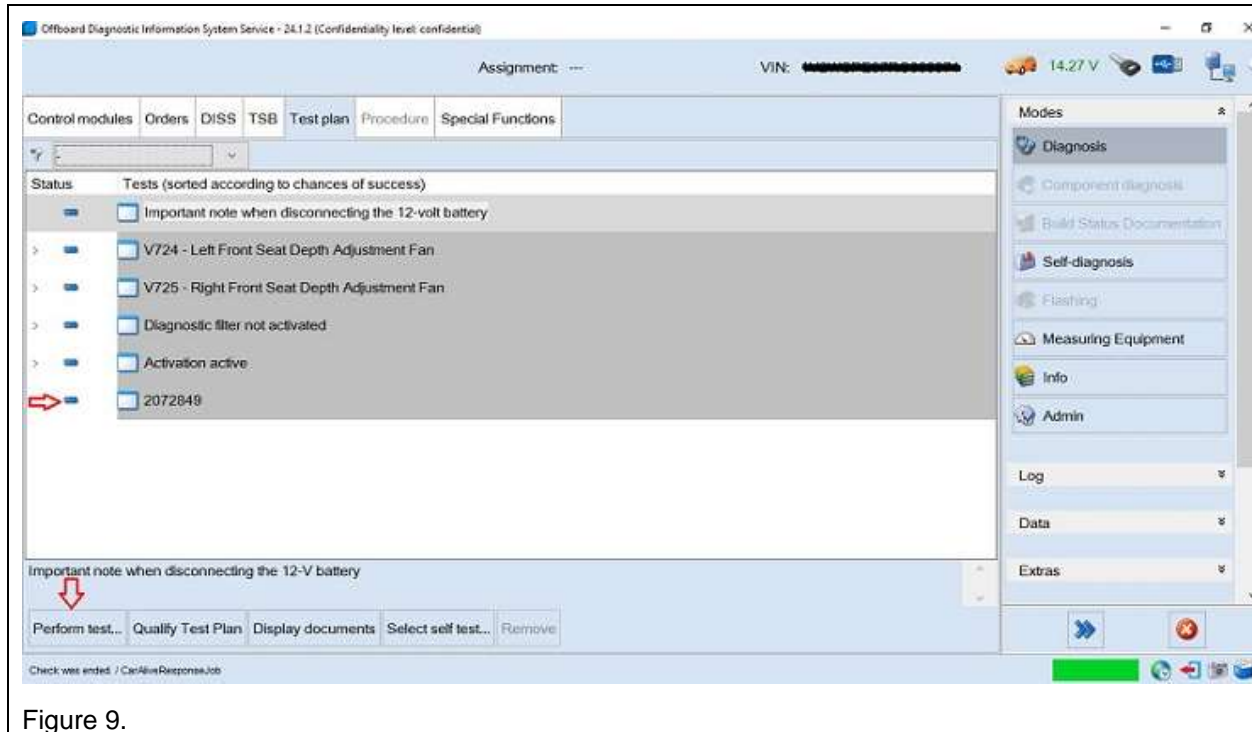


Figure 9.



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10. Perform a visual inspection for damage on the listed components. If did not detect a malfunction select No (Figure10).

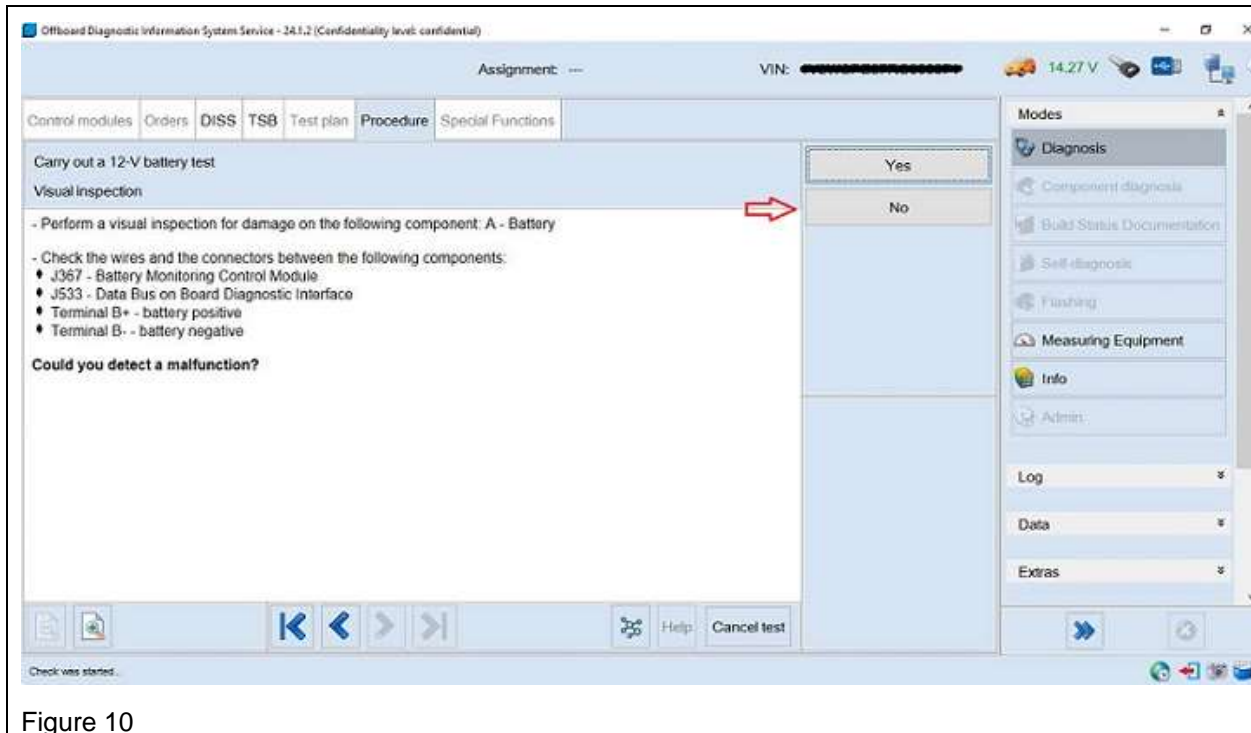


Figure 10



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11. In order to establish drive readiness depress the Complete/Next button (Figure 11).

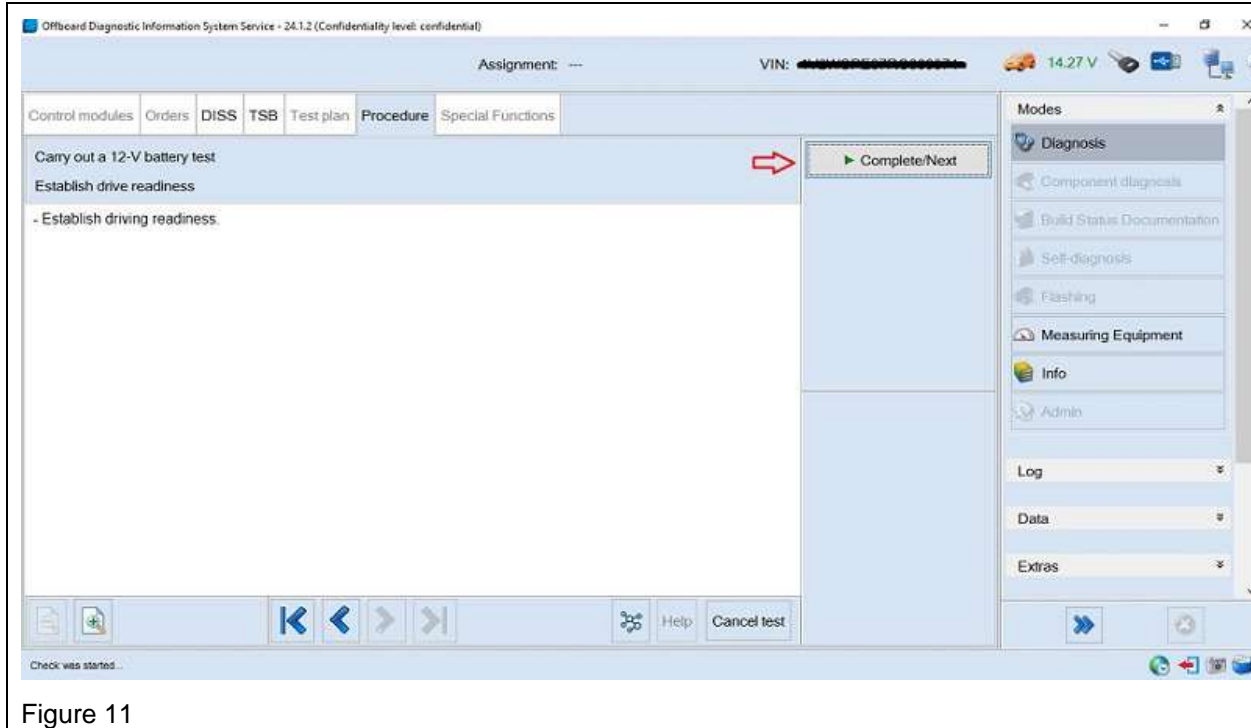


Figure 11



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12. Follow the instruction provided, once complete, depress the Complete/Next button (Figure 12).

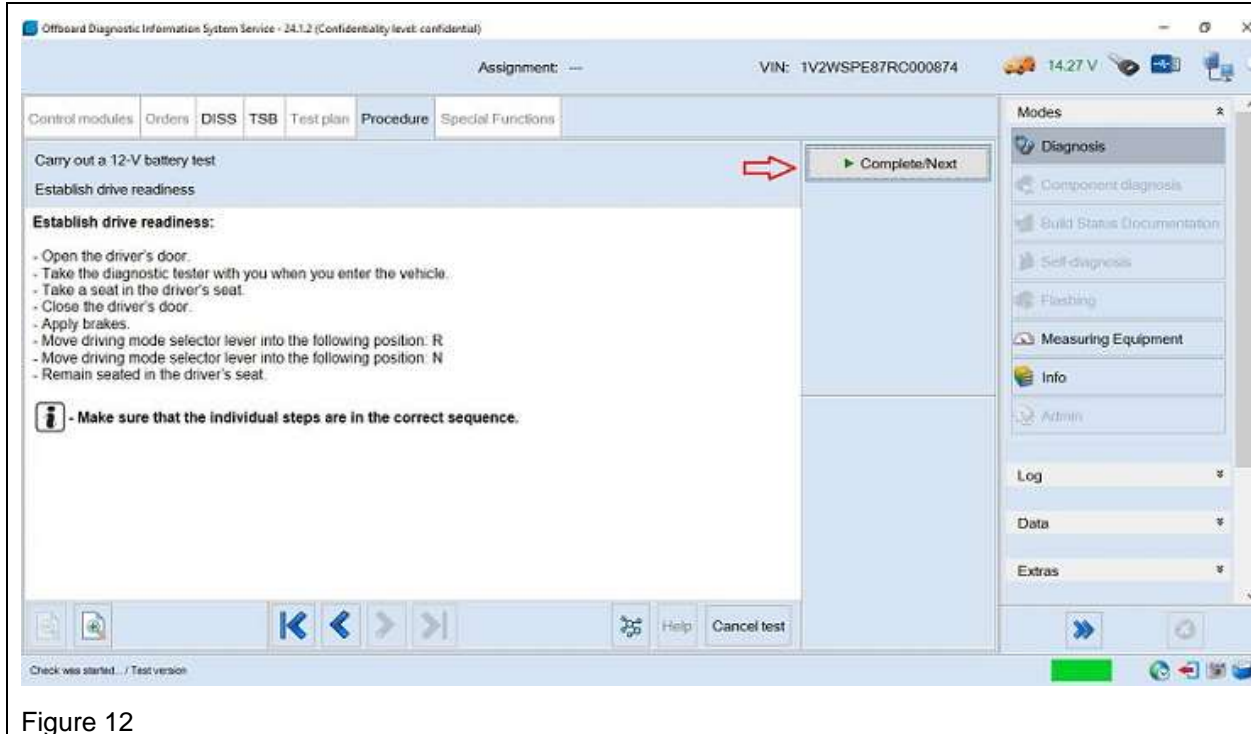


Figure 12



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13. Follow the instruction provided, once complete, depress the Complete/Next button (Figure 13).

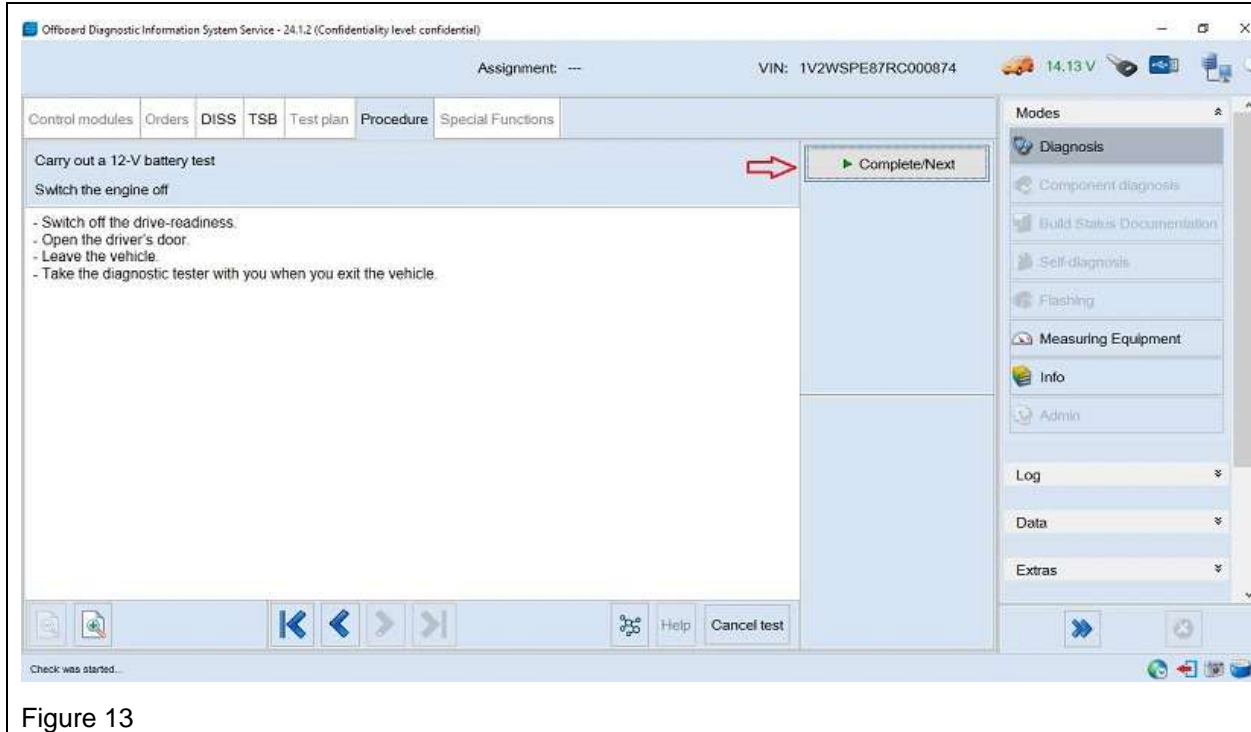


Figure 13



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14. This screen will display 12V battery Pass/Fail. Once you depress the Complete/Next button the 12V battery test is complete (Figure14).

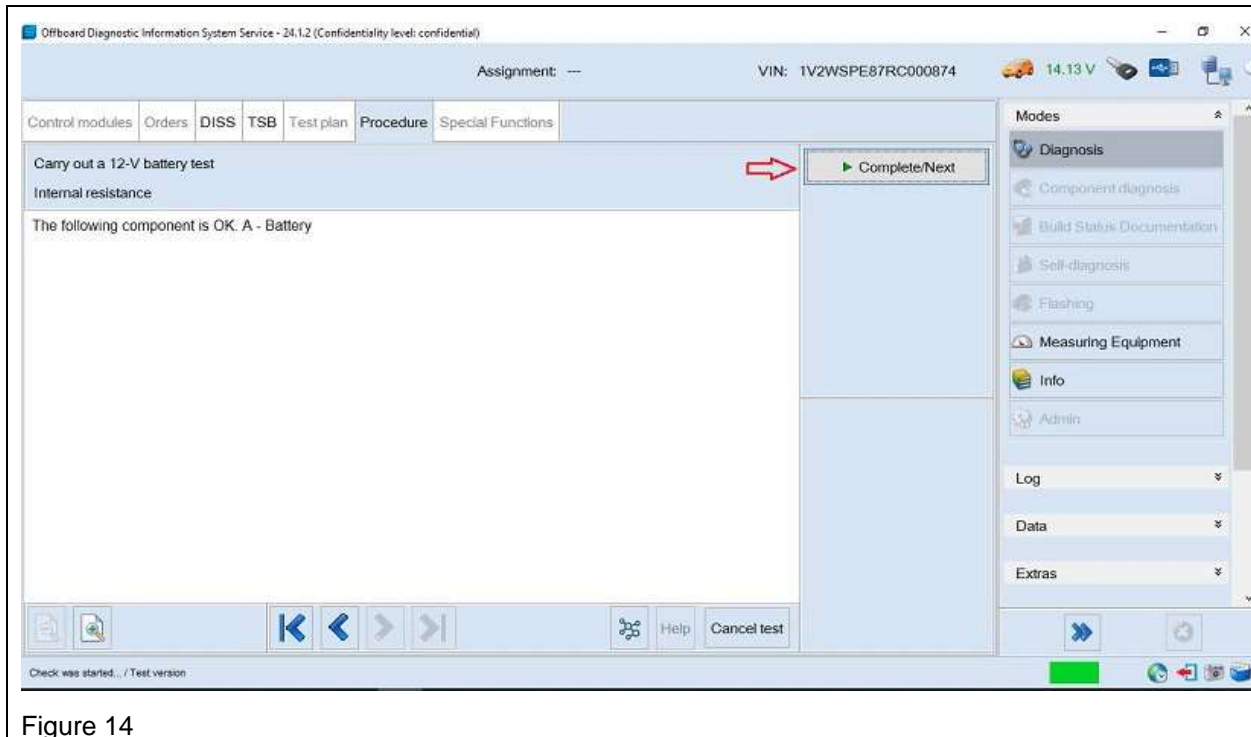


Figure 14

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.



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To determine if this procedure is covered under Warranty, always refer to the Warranty Policies and Procedures Manual.					
Models	Year(s)	Eng. Code(s)	Trans. Code(s)	VIN Range From	VIN Range To
All	2024-2025	All	All	All	All
SAGA Coding					
Claim Type:	Use applicable Claim Type ¹⁾				
Service Number:	Damage Code	HST		Damage Location (Depends on Service No.)	
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⁾					
GFF Time expenditure		01500060 = Actual GFF print out. 70 TU max.		YES	
Road Test		01210002 = 00 TU 01210004 = 00 TU		NO	
Technical Diagnosis		01320000 = 00 TU max.		NO	
Claim Comment: Input "As per Technical Bulletin 2073810" in comment section of Warranty Claim.					
<p>1) Vehicle may be outside warranty in which this Technical Bulletin is informational only.</p> <p>2) Code per warranty vendor code policy.</p> <p>3) Labor Time Units (TUs) are subject to change with ELSA updates.</p> <p>4) Documentation required per Warranty Policies and Procedures Manual.</p>					



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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.