

**Classification:**

EL09-005h

**Reference:**

ITB09-015h

**Date:**

July 7, 2017

## 12 VOLT BATTERY STORAGE AND MAINTENANCE FOR NEW VEHICLES IN RETAILER INVENTORY

This bulletin has been amended throughout. Please discard all previous versions of this bulletin.

**APPLIED VEHICLES:** All new (unsold) Infiniti vehicles in retailer inventory

### SERVICE INFORMATION

Design and process changes have been made to improve battery voltage at retailer receipt. Our goal is to deliver vehicles to customers with a 12 volt battery in excellent condition. Proper retailer storage and maintenance of vehicle 12 volt batteries is essential for good battery operating life and customer satisfaction.

Retailers are responsible for maintaining vehicles in their inventory. The 12 volt battery in new vehicles in retailer inventory should always be kept at a full charge. This will prevent excessive discharge during storage and keep vehicles ready for delivery to customers at any time.

If 12 volt batteries in new vehicles are allowed to discharge for a prolonged period of time, battery life may be drastically reduced. This condition may lead to premature battery replacement and customer dissatisfaction.

### IMPORTANT:

- The EXP800 has been replaced by the Midtronics DSS-5000. Each retailer has been shipped one DSS-5000.
- The DSS-5000 contains operating instructions, accessed using its touch screen.
- DSS-5000 operating instructions are also found at: <http://nissan.dss5000.com/>
- EXP800 can be used for warranty battery claims until **October 1, 2017**. After this date the tool will not be supported.
- The GR8 is available for warranty battery claims, and required in some cases.
- Operating instructions for the GR8 are in ASIST: Tech-Mate > Tech-Mate Tools & Equipment > Midtronics GR8-1200-NI User Guide

Infiniti Bulletins are intended for use by qualified technicians, not 'do-it-yourselfers'. Qualified technicians are properly trained individuals who have the equipment, tools, safety instruction, and know-how to do a job properly and safely. NOTE: If you believe that a described condition may apply to a particular vehicle, DO NOT assume that it does. See your Infiniti retailer to determine if this applies to your vehicle.

## Required PDI Check-in (PDI Battery Test) Process Flow Overview

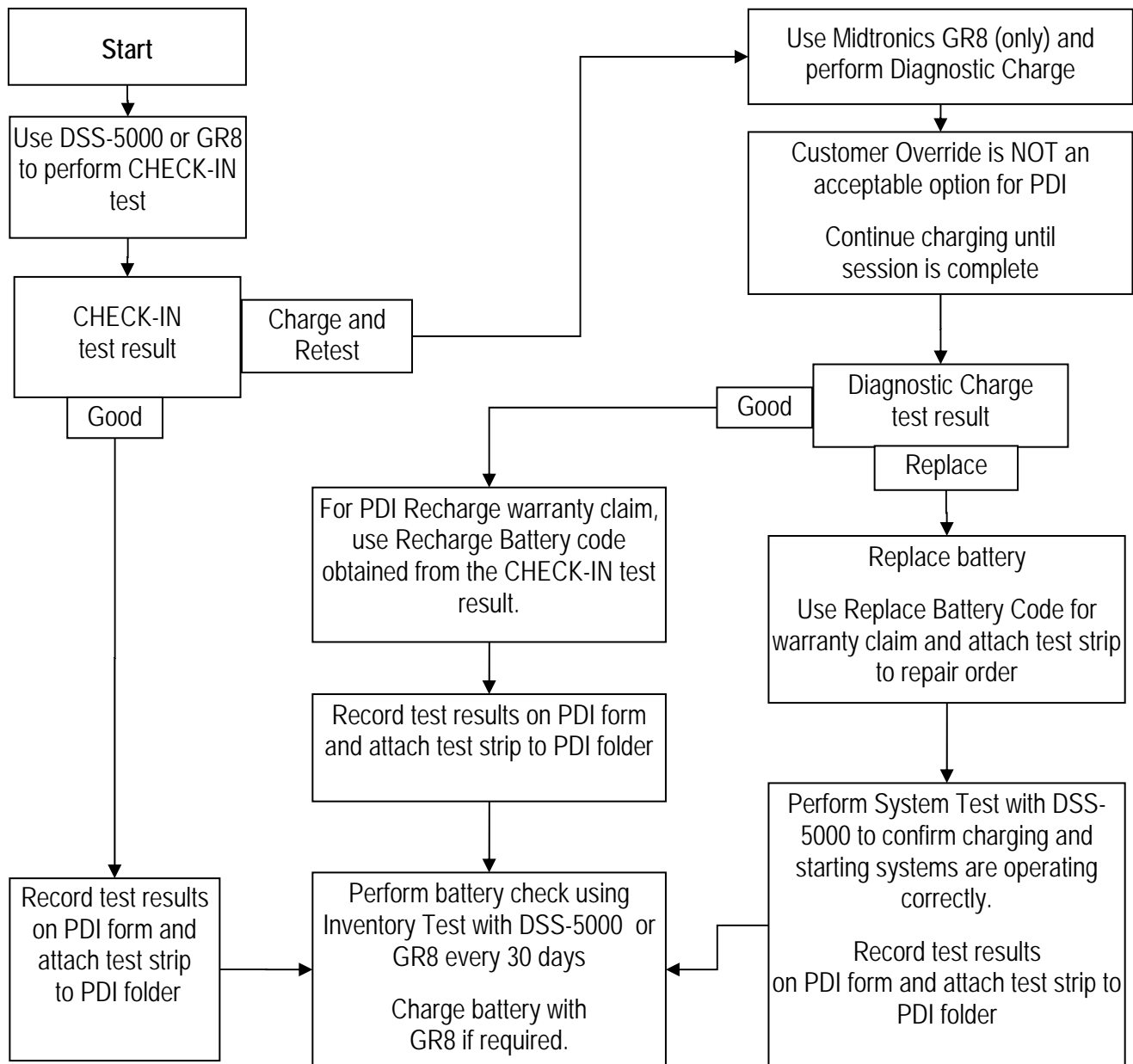
Upon receipt of new vehicles, retailers are responsible for performing a CHECK-IN test on the 12 volt battery within 72 hours of delivery, or upon receipt from a retailer trade.

A CHECK-IN test may be performed with the DSS-5000 or the GR8.

The retailer is responsible for keeping detailed records of battery maintenance, including the CHECK-IN test results, in the vehicle folder.

Prior to beginning the CHECK-IN test, please ensure the following conditions are met:

- The battery is above 32°F (0°C).
- The vehicle's ignition has been off for 4 hours.
- The battery posts are clean and secure.



**NOTE:** The time allowance for the battery CHECK-IN test is included in the total PDI flat rate time and will be reimbursed as part of the current PDI payment, even though the remainder of PDI activities may take place at a later time.

## Required 12 Volt Battery Maintenance for Retailer's New Vehicle Inventory

For unsold vehicles:

- Maintain vehicles with transit mode and storage switch in inventory-condition (storage-mode) to reduce battery drain.
- If a vehicle is being stored on the retailer lot, routinely check the battery State Of Charge (SOC) and charge the battery as needed. Recommended checking intervals are:
  - Both battery cables connected: every 30 days.
  - Negative battery cable disconnected: every 90 days. (The battery must be fully charged before disconnecting the negative cable. Disconnecting the negative cable reduces the chance of battery damage due to low SOC.)
  - Use DSS-5000 or GR8 Inventory Test for routine SOC checks.

### NOTE:

- Retailers should discontinue the practice of starting an engine to see if the battery is "good." Batteries may still start an engine even with a low SOC and the battery may be further damaged if the battery is not recharged after starting. **Battery checks should always be performed with the DSS-5000.**
- For display vehicles, be sure to check daily and charge as needed to avoid low SOC conditions.
- Idling the engine to charge the battery is **NOT recommended** since effectiveness is highly dependent on vehicle storage conditions such as temperature, vehicle type, and initial SOC.
- **Prior to charging any battery, determine if it is a standard flooded battery or an Enhanced Flooded Battery (EFB) – refer to page 5.**
- Testing a "cold" battery (below freezing) may result in incorrect test decisions. If a "REPLACE" decision is reached yet the vehicle starts without hesitation, perform a re-test after the vehicle (or battery only) has been in the shop overnight (to ensure the battery is warm enough [above freezing]).

## Warranty Submission Requirements

A battery claim may be denied if the following processes are not followed:

- PDI battery tests must be done using the tester "CHECK-IN" function.
  - If a "charge and retest" result is given by the tester, a diagnostic charge using the GR8 is required.
  - A "battery test" is not acceptable for PDI battery claims.
  - The customer override option in the diagnostic charge mode is not acceptable for a PDI battery claim.
  
- The correct VIN or model must be selected to ensure the correct battery rating for the test.
  
- The 15 digit battery test code generated by the GR8 must be submitted with every PDI battery replacement claim.
  
- The 15 digit battery test code generated by the "CHECK-IN" function (either with the DSS-5000 or the GR8) must be submitted for all recharge claims.
  
- "Good battery" codes and test strips from "CHECK-IN", or "Systems Test" should be kept in the vehicle folder.
  
- DO NOT SUBMIT "Good Battery" test codes with warranty claims.
  
- Refer to claims policy bulletin WPB/11-023 for additional information on battery claim policy procedures.

## CLAIMS INFORMATION

Reference the current Infiniti Assurance Products Resource Manual (APRM) and the latest claims bulletins for battery claims procedures.

## Enhanced Flooded Batteries

An increasing number of Infiniti vehicles are being equipped with an Enhanced Flooded Battery (EFB). It is important to verify battery type to ensure the correct tests are performed and no damage occurs to the battery or other vehicle systems.

- A Midtronics battery testing software update, released 2/12/2015 for the GR8, contains new charging software for EFBs. EFBs require an equalization charge to address electrolyte stratification that can occur in this type of battery.
- **If a vehicles has the factory equipped 12 volt battery:** The Midtronics battery testing software will automatically perform the correct charge. The type of factory equipped battery is determined by entering the vehicle information into the tester.
- **If the vehicle 12 volt battery has been replaced:** It is important to determine if the battery is an EFB or not.
  - Check the battery for a designation such as the examples shown in Figures 1 and 2 below and Figure 3 on the next page.
  - If an EFB battery type cannot be determined by markings on the battery, contact the battery supplier.



Figure 1

- EFBs also come in ranges such as Q-85 and Q-95.

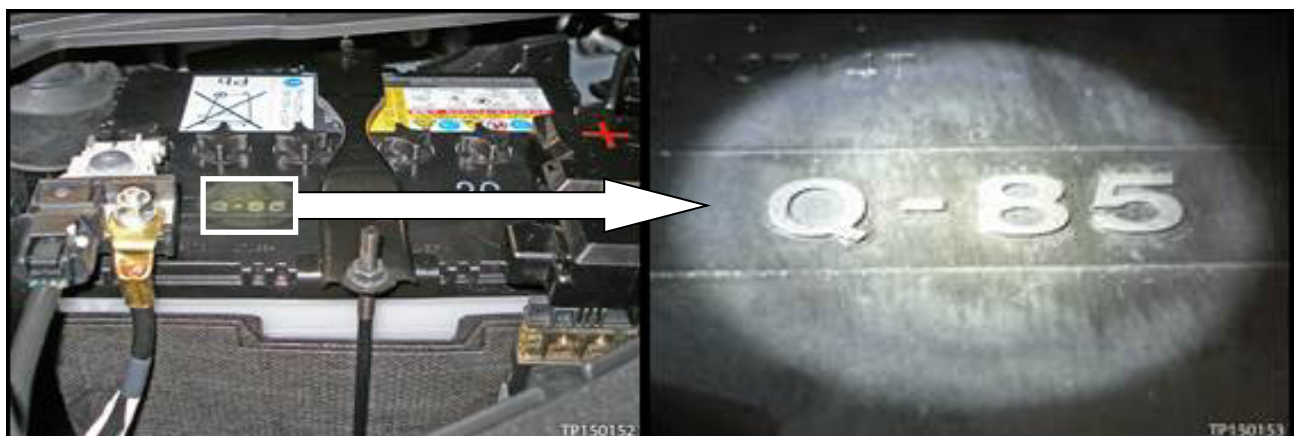


Figure 2



Figure 3

**CAUTION:**

- Charging requirements for EFBs are different from standard flooded batteries.
- ONLY the GR8 will properly charge an EFB that has a low SOC.
- The equalization charge for EFBs may take up to 5 hours.
- The EFB must be removed from the vehicle during the charge to eliminate the risk of leakage or venting that can occur during the extended charge.
- Failure to properly identify an EFB could result in inaccurate test results (for example, calling a good battery bad).
- If a non-EFB is subjected to an EFB diagnostic charge, it will be damaged beyond repair.