

Communicating Battery Test Results



INTERSTATE BATTERIES® Outrageously Dependable® Customer Service



1 Always show the printout to the customer. Discuss the results.

The printout lends credibility to the test result. Cover these highlights with your customer.

- a. The VIN and type of vehicle
- b. The OEM CCA rating compared to the actual CCA and voltage
- c. The result (“Good,” “Marginal”, “Replace” or “Retest”)
- d. The predicted temperature of failure
- e. The battery’s age
- f. The average battery life in the local region

2 Report all test results to the customer, good and bad.

Reporting every result shows the value of the battery test and builds your credibility for the inevitable day when your customer needs a new battery.

Recommended language to explain test results:

- *For “Good” battery result:*
“Your battery is in good condition and is performing well. Get it checked again within the year.”
- *For “Marginal” battery result:*
“Although it starts the vehicle, the battery’s performance has begun to decline and may fail under extreme cold or hot conditions.”
- *For “Replace” battery result:*
“Replace the battery soon if not today as it may fail under extreme cold or hot conditions.”

3 Provide more information for a “Marginal” or “Replace” result.

In the case of a “Marginal” or “Replace” battery test result, talk about the battery’s vulnerability in extreme hot and cold conditions. Once temperatures deteriorate a battery, a failure may occur. Simply tell the customer, “Replacing the battery now can avoid an inconvenient failure later.”

Any of the following factors may indicate an imminent failure. Informing your customer now may save problems down the road.

- a. Heat damages batteries by accelerating internal corrosion and water loss. But the damage isn’t always evident until low temperatures, when the vehicle demands more current. If seasonally hot or cold weather’s around the corner, warn the customer what this means for his battery.
- b. Consider the battery’s age. Is it 3 to 4 years old? Previous extreme temperatures may have already affected the battery, leading to a failure in the next season.
- c. Had any problems starting the vehicle? Has the battery been severely drained recently? These may be early warning signs.

COMMUNICATING OUTRAGEOUSLY DEPENDABLE TEST RESULTS TO YOUR CUSTOMER

GOOD

GOOD BATTERY: Return the battery to service.

GOOD/RECHARGE: Charge the battery and return to service.

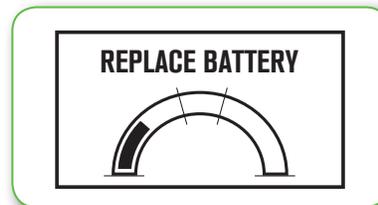
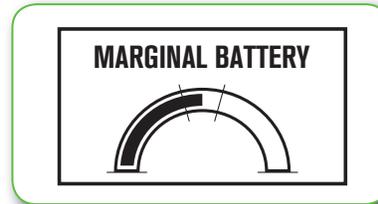
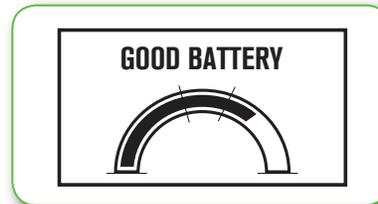
MARGINAL

MARGINAL BATTERY: Although it starts the vehicle, the battery's performance has begun to decline and may fail under extreme cold or hot conditions.

REPLACE

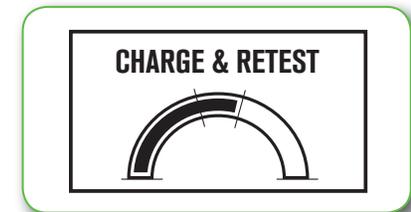
REPLACE BATTERY: Battery replacement is highly recommended. Although this battery may start the vehicle, it no longer meets the minimum requirements and is likely to fail if left in service. Replace the battery and perform a complete system test to rule out charging system problems.

BAD CELL REPLACE: A bad cell is detected. Replace the battery and perform a complete system test to rule out charging system problems.



INCONCLUSIVE/RETEST

CHARGE & RETEST: Battery state of charge is too low for diagnosis. Fully charge the battery and test it again.



SIDE POST: Retest the battery using side-post adapters.

FROZEN BATTERY: Allow battery to completely thaw before testing.

BATTERY LIFE EXPECTANCY

