

## **AGM Battery Warranty Procedures**

Due to the high volume of battery warranty and questions from you, the dealer, we have developed some warranty tips to assist you in filing valid battery claims and lessening your chance of rejection. Upon further investigation we have found most batteries to be severely discharged due to improper maintenance.

Below are tips to help both you and the customer.

### **Midtronics (MCR101 HD) Tester**

Dealers should be using only the H-D approved Deltran brand Battery Tender for battery charging. Unapproved brands may not charge batteries to our specifications and may therefore result in inaccurate MCR101 HD readings and rejected claims. Please verify that you are using the updated version of the Deltran Battery Tender to insure it has the correct algorithm. The Deltran Battery Tender has an updated algorithm meant to charge and maintain AGM type batteries at the level they require.

Service Bulletin M-1089A has details on the one exception to the rule of using only the Deltran Tender: Deltran battery chargers incorporate a protection circuit that does not allow charging if the battery is below 4.5 volts. If you encounter a very low battery, it will require charging for a short time on a generic variable rate battery charger to bring the battery voltage up to 4.5 volts before the Deltran battery charger can be used.

We have developed battery posters on charging and warranty procedures to better assist you with customer complaints and warranty claims. One (1) poster each will be provided to you at no charge. Extra posters are available and can be ordered.

Battery Charging Instructions – 99470-07  
Battery Warranty Procedures – 99471-07

The Midtronics battery tester will not operate on batteries discharged to 1 volt or less. The battery must be charged before a ticket can be printed out.

If the Midtronics tester fails the battery, recommend that the charging system and milliamp draw tests be performed on the motorcycle, and encourage the customer to purchase a Battery Tender.

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In instances where the tester will not print out a ticket, please use the following:

Unable to print out ticket due to low battery voltage

- Use code 4108 – open circuit
- Add to claim notes, “Unable to print out Midtronics ticket”

Midtronics reads “Unstable”

- Use code 4108 – open circuit
- Add to claim notes, “Midtronics reads Unstable”

Please be aware, in both instances, when batteries arrive in the Warranty Part Return Department, they will be tested on the MCR101 HD to verify the inability to print out a ticket. If a ticket can be printed, the claim will be rejected and the battery will be sent back to your dealership.

Please do not send batteries back with the bolts still in the terminals. There is a risk of the bolts breaking through the box, and if those bolts contact any kind of conducting material (i.e. metal), arcing will occur .



### Battery stock: Rotation and Maintenance

Be sure to rotate stock batteries. First In, First Out (FIFO) should always be the rule. Batteries have a shelf life of **just one year** from the date of manufacture code. Stored batteries also need to be charged periodically to ensure their state of charge and to prevent sulfation. Regular rotation and charging of dealer stock batteries ensures your customers will receive the best possible product at the time of purchase.

Additionally we remind you that P&A replacement batteries and OE batteries are marked differently and have different warranty procedures.

**NOTE:** Upon bike delivery, please be sure to remind your customers to read and follow the battery maintenance section in their Owners Manual. This should help reinforce the importance of battery maintenance.

For more information, please see Service Bulletin M-1089A and the Midtronics Quick Battery Test Reference, both available on h-dnet.com.