

Do's & Don'ts

Battery Rules Change Once More!

If there is one thing that changes every few years, it is OEM battery claim submission. Just another twist to prevent battery claim payment from being simple. As of August 1, 1999 all battery warranty replacement claims in ACES II must have battery codes from your new Rotunda Micro 490 Tester. This means your technician is responsible for providing two sets of codes on every battery being replaced under warranty. The primary code is generated in the tester similar to the one your company representative provides for After-Warranty-Adjustments, ESP prior approvals, and Service Part Warranties.

After reviewing the letter from Ford we found it was missing information that is required to train your technicians properly. Listed below are a few steps to generate the correct authorization number:

- ❶ ***You MUST make sure that you programmed your P&A code properly when you received your tester. If this is invalid, all of your codes will be incorrect and will reject your claims.***
- ❷ ***Technician needs to place the six digit repair order number from the corresponding repair order.***
- ❸ ***Technician MUST use the proper repair line that represents the correct battery replacement line. Check with your Warranty Administrator to determine if your repair lines are represented as 01 or just 1 used (for example). Some of the systems use letters, such as A. Do not use zero's with the letters. Insert only the line letter and nothing else.***

If any one of these items are entered incorrectly this will result in an invalid approval code. A printer can be purchased to connect to your tester to reduce the odds of documenting the incorrect codes.

There should be two different sets of codes that the technician will document on the hard copy. The most important code is a five digit code generally starting with an "X". This code (XC4HN) is placed in the authorization area in ACES II claim submission screens. If you receive an error message of L320, this means you have generated the incorrect code and must retest your battery. If you cannot retest the old battery, your FCSD Field personnel can provide a five digit code that will work with correct totals.

The second set of codes are thirteen digits and these codes are to be placed in the Dialog Code Entry Screen under the heading of Undefined. From the main screen DTC area must be marked "Y" to allow you to get to the code screen. These codes are generally listed as xxxxx xxxxx xxx. Then enter the last three characters of the code(XXX). It is important that you place an "N" in the MIL On in the Dialog Code Entry Screen.

Remember that the battery price is not marked up and you should use the price found on the Original Equipment Battery Warranty Reimbursement Schedule found on Page 4 of the Parts Price Book. Good luck with the new twist on batteries. If there is any subject you would like to have reviewed, please contact us.

