EV Battery Warranty

Audit Scorecard

A 15-point compliance assessment for battery warranty eligibility, health reports, diagnostic logs, charging history, approval process, and claim documentation

Dealer / Center Name	
Dealer Code	
Region / Zone	
Auditor Name	
Audit Date	
Cycle / Period	

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How to Use This Scorecard

This scorecard evaluates EV Battery Warranty compliance across 15 criteria grouped into 4 categories. For each criterion, circle a score from 1 (not in place) to 5 (fully embedded and sustained). Do not rate where you aspire to be — rate what you observe on the day.

Score Scale

Score	Level	What it means
1	**Not in place**	Standard does not exist or has never been implemented at this dealership.
2	**Attempted**	Some effort made but inconsistent — visible gaps remain in most areas.
3	**Defined**	Standard is documented and partially followed. Some areas compliant, others not.
4	**Managed**	Standard is followed consistently. Minor exceptions occur.
5	**Fully Sustained**	Fully embedded. Evidence of ongoing compliance between audits without prompting.

RAG Status Guide

Status	Overall Score	Action
Green	60–75 (80–100%)	Compliant. Maintain current standards.
Amber	38–59 (50–79%)	Improvement required. Structured action plan within 30 days.
Red	0–37 (0–49%)	Non-compliant. Priority intervention. Escalate to regional management.

AutoSmart Tip: EV battery warranty claims are among the highest-value and most technically complex claims in the warranty process. The two most common rejection reasons are insufficient diagnostic evidence (health report not attached or not formatted correctly) and absence of pre-authorisation. Establish a documented battery warranty claim workflow checklist separate from standard warranty procedures, reviewed by the warranty administrator before submission.

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Scorecard

Circle a score 1–5 for each criterion. Record observations in the Notes column.

No.	Criterion / Question	1	2	3	4	5	Notes
WARRANTY ELIGIBILITY & HEALTH REPORT							
1	Is the battery warranty eligibility verified — covering the specific battery warranty period (often separate from the vehicle warranty) and any capacity retention threshold applicable to the claim?	○	○	○	○	○	
2	Is a battery health report (state of health, state of charge, cell balance, temperature history) generated using the OEM diagnostic tool and attached to every battery warranty claim?	○	○	○	○	○	
3	Does the battery health report output confirm that measured capacity has fallen below the OEM-defined warranty threshold — rather than the claim being based on customer perception of range reduction alone?	○	○	○	○	○	
4	Is the battery's VIN, serial number, and software version confirmed in the diagnostic report and cross-referenced to the vehicle's OEM records before claim submission?	○	○	○	○	○	
DIAGNOSTIC LOGS & CHARGING HISTORY							
5	Are diagnostic fault logs retrieved from the battery management system (BMS) and attached to the claim, providing OEM with visibility of any stored fault codes, charge events, or thermal anomalies?	○	○	○	○	○	
6	Is the vehicle's charging history reviewed as part of the assessment — checking for patterns such as sustained high-frequency DC fast charging, deep discharge events, or charging at extreme temperatures?	○	○	○	○	○	
7	Are BMS logs reviewed for any evidence of tampering, third-party software modification, or use outside the vehicle's specified operating parameters?	○	○	○	○	○	
8	Is the diagnostic log submission formatted per the OEM's warranty documentation requirement — not submitted as screenshots or informal exports — to avoid rejection on technical grounds?	○	○	○	○	○	
CUSTOMER USAGE ASSESSMENT & APPROVAL							
9	Is the customer's stated usage (charging habits, typical range, environmental conditions) documented as part of the claim, to provide context for the battery health data?	○	○	○	○	○	
10	Is pre-authorisation obtained from the OEM before any battery replacement is committed to the customer, where OEM policy requires pre-approval for battery warranty claims?	○	○	○	○	○	

11	Is the customer clearly informed of the claim outcome — including any aspect of battery degradation found to be outside warranty scope — before the vehicle is released?	○	○	○	○	○	
CLAIM DOCUMENTATION & GOVERNANCE							
12	Is a complete battery warranty claim file retained, covering the eligibility check, health report, BMS log, customer usage record, OEM pre-approval, and invoice?	○	○	○	○	○	
13	Are replaced batteries tagged with the claim reference and retained per the OEM's parts retention policy, with no battery disposed of before OEM clearance is received?	○	○	○	○	○	
14	Is battery warranty claim rejection rate tracked, with rejected claims reviewed for recurring patterns in documentation gaps or assessment methodology?	○	○	○	○	○	
15	Is staff knowledge of battery warranty terms verified periodically — with service advisors and warranty administrators able to correctly describe the coverage threshold and documentation requirements without referring to a manual?	○	○	○	○	○	
OVERALL SCORE →	/ 75 = %						

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Category Summary & RAG Status

Transfer category totals from the scorecard. Assign RAG status and record the priority action for each category.

Category	Score	%	RAG	Priority Action
Warranty Eligibility & Health Report	/20			
Diagnostic Logs & Charging History	/20			
Customer Usage Assessment & Approval	/15			
Claim Documentation & Governance	/20			
OVERALL SCORE	**/75**			

Sign-Off

Auditor Name	
Auditor Signature	
Date	
Warranty Administrator Name	
Warranty Administrator Signature	
Next Audit Date	

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Action Plan Tracker

EV Battery Warranty — Gap Closure Framework

A structured four-stage workflow to assign, track, verify, and close EV Battery Warranty non-compliances

Dealer / Center Name	
Dealer Code	
Region / Zone	
Audit Cycle / Period	
Tracker Owner (ASM / ZSM)	
Date Opened	
Target Close Date	

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How to Use This Tracker

This tracker is designed to be completed immediately following a EV Battery Warranty audit. Every non-compliance recorded must be logged here as an action item and progressed through all four stages before it is considered resolved.

Four-Stage Workflow

1. PENDING	2. IN PROGRESS	3. COMPLETED	4. APPROVED
Finding assigned. Owner & date set.	Work underway. Evidence being gathered.	Dealer submits evidence for review.	Auditor verifies and closes the item.

Stage Rules

Stage	Actioned by	Required action	Evidence required
PENDING	ASM / Auditor	Assign a named responsible party. Set a close date. Log the non-compliance description.	No evidence required at this stage.
IN PROGRESS	EV Battery Warranty / Dealer Team	Begin remediation. Update status. Upload progress evidence as work is completed.	In-progress photos, supporting documents, records.
COMPLETED	Warranty Administrator	Mark item complete and submit for review. Evidence must be attached before submission.	Photo of rectified item, signed procedure, supporting evidence.
APPROVED	ASM / ZSM / Auditor	Review evidence. Verify compliance on next site visit if required. Approve and close.	Auditor sign-off. Date of verification recorded.

Tracker Summary

Fill in after completing each audit cycle.

Stage	Description	Count	Notes
PENDING	Not yet started		
IN PROGRESS	Work underway		
COMPLETED	Awaiting approval		
APPROVED	Verified & closed		

AutoSmart Tip: With AutoSmart Audit, every non-compliance is automatically converted into an action item at the point of audit — with owner assignment, close dates, evidence upload, and a four-stage approval workflow built in. No spreadsheets. No manual follow-up.

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Action Plan Tracker

Log every non-compliance from the audit below. Progress each item through all four stages before closure.

STAGE — PENDING						
Ref	**Non-Compliance / Gap Description**	**Category**	**Responsible Party**	**Target Date**	**Status**	**Evidence / Notes**
P-01						
P-02						
P-03						
P-04						
P-05						
P-06						
P-07						
P-08						
P-09						
P-10						

STAGE — IN PROGRESS						
Ref	**Non-Compliance / Gap Description**	**Category**	**Responsible Party**	**Target Date**	**Status**	**Evidence / Notes**
I-01						
I-02						
I-03						
I-04						
I-05						
I-06						
I-07						
I-08						

STAGE — COMPLETED						
Ref	**Non-Compliance / Gap Description**	**Category**	**Responsible Party**	**Target Date**	**Status**	**Evidence / Notes**
C-01						

C-02						
C-03						
C-04						
C-05						
C-06						

STAGE — APPROVED						
Ref	**Non-Compliance / Gap Description**	**Category**	**Responsible Party**	**Target Date**	**Status**	**Evidence / Notes**
A-01						
A-02						
A-03						
A-04						
A-05						
A-06						

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Cycle Sign-Off

To be completed once all action items in this cycle are Approved. Both the Warranty Administrator and the Regional Auditor must sign.

Dealer Principal Name	
Dealer Principal Signature	
Regional Auditor / ASM Name	
Auditor Signature	
Date of Review	
Next Review Date	

Cycle Notes

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