

Policy 9.10	Recovery and Shipment of Hybrid Vehicle High-Voltage (HV) NiMH Batteries	02/11	Page 1 of 8
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All hybrid vehicle High-Voltage Batteries (HVB's) are recyclable and should be returned to a recovery/recycling center at end of life. Toyota has established specific procedures to ensure that HVB cores are recovered. These procedures are intended to support safe handling, appropriate preparation for shipment, use of prescribed packaging, and compliant shipping practices.

Revised procedures include a training requirement for any dealership personnel who remove HVB's from vehicles, prepare and/or package HVB's for shipment, and/or who offer HVB's for shipment on a common carrier. (See Toyota PANT Bulletin 2011-009).

To encourage returns by third parties, each HVB is labeled with instructions to contact a Toyota dealer, the local Toyota distributor, or the Toyota Customer Experience Center at (800) 331-4331 for recycling information.

Dealer High-Voltage Battery Training Responsibilities

Dealership personnel responsible for preparation, packaging and shipment of HVB's must receive and maintain appropriate training to qualify to perform these functions. Only trained personnel are authorized to perform these functions.

- For technicians performing HVB preparation functions, the minimum training requirements include completion of *Certified Hybrid Technician training* (UOT-071) and *High-Voltage NiMH Battery Preparation and Packaging for Ground Transportation* (EHM-011) function specific training.
- For parts department personnel responsible for packaging the HVB for shipment and/or offering the package for shipment by common carrier, the minimum training requirements include completion of *Hazmat U - DOT 49 CFR 172.704* training (EHM-001) and *High-Voltage NiMH Battery Preparation and Packaging for Ground Transportation* (EHM-011) function specific training.



For links to these training programs, go to the CLEAN Dealer website (<http://cleandealer.com>) and follow the link to *Training Resources*.

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Dealer High-Voltage Battery Preparation and Documentation Responsibilities

Safety in handling, preparation, packaging and shipment on HVB's is our number one priority. Therefore, special preparation and packaging enhancements have been established. All HVB's must be properly prepared for safe shipment by a trained associate as per this policy document prior to packaging. Preparation includes the following general steps.

1. While the cover is off the battery for service, physically inspect the battery for signs of physical damage and/or leakage.

NOTE:

- Physical damage includes but is not limited to dents and/or deformation to internal battery modules, missing or loose bus bar covers, damaged high voltage wiring/cables including exposed wire, and any signs of arcing or burning.
- If you are in doubt about whether a battery should be classified as damaged, please contact the CLEAN Dealer EH&S Hotline at 877-KPA4EHS (877-572-4347) for assistance.

	DAMAGED BATTERIES MUST NOT BE SHIPPED BY COMMON CARRIER. DAMAGED BATTERIES MUST ONLY BE RECOVERED BY A DESIGNATED HAZMAT CONTRACTOR.	
Contact The CLEAN Dealer EH&S Hotline at (877-572-4347)		

2. Prior to reinstalling the cover on the battery:
 - a. Confirm that the bus bar plastic covers are properly installed and,
 - b. Install high-voltage insulating mats over the top and sides of the battery bus bar as per instructions.
3. Thoroughly tape all high voltage electrical connectors with electrical insulating tape as per instructions.
4. Reinstall the HVB cover using all original fasteners and tighten the cover fasteners securely.

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Dealer High-Voltage Battery Preparation and Documentation Responsibilities (Continued)

5. The preparer and packager are required to complete a *High-Voltage (HV) Battery Shipment Preparation Checklist* (appendix A) and attest to (a) understanding *Toyota Warranty Policy and Procedures Manual* Policy 9.10 terms, and (b) preparation/packaging the battery as per policy by signing the document.
6. The preparation checklist must be countersigned by a responsible manager in the parts department.

IMPORTANT: The original signed checklist is to be returned with the battery, maintain a copy at the Dealership.

Dealer High-Voltage Battery Packaging Responsibilities

After an HVB is properly prepared by qualified dealership personnel, it must be packaged in the appropriate Toyota-approved, hard sided Durable Reusable Container (DRC). DRC's are HVB-specific and are not interchangeable between series/models.

- For HVB service parts that arrive in a corrugated cardboard box,

DO NOT RETURN THE CORE IN THE ORIGINAL CARDBOARD BOX OR ANY OTHER CONTAINER; ORDER A TOYOTA-APPROVED DRC.

Please use the following link to access and complete a *High-Voltage Battery DRC Request Survey*. Go to <http://cleandealer.com> and follow the link to *High-Voltage Battery Recycling*.

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Dealer High-Voltage Battery Packaging Responsibilities (Continued)

If you need assistance with the DRC ordering process, please contact the CLEAN Dealer EH&S Hotline at 877-KPA4EHS (877-572-4347).



- For HVB service parts that arrive in DRC's, process them using the Parts Recovery System (PRS). Batteries are to be managed per the process established in this policy.

NOTE:

- The preparer and packager are required to complete a *High-Voltage (HV) Battery Shipment Preparation Checklist* (see attached) and attest to (a) understanding *Toyota Warranty Policy and Procedures Manual* Policy 9.10 terms, and (b) preparation/packaging the battery as per policy by signing the document.
- Batteries **not** associated with a warranty claim are to be returned within 15 business days to the Toyota High-Voltage Battery Recovery Center (HVBRC) in the same DRC as received.
- Batteries associated with a warranty claim (for replacement or reimbursement fee) are required to be returned within 15 business days from the required date in PRS to the Toyota High-Voltage Battery Recovery Center (HVBRC) in the same DRC as received.

IMPORTANT: In the event insulation mats or other DRC components are missing or damaged, **DO NOT USE THE DRC.** Contact the CLEAN Dealer EH&S Hotline at 877-KPA4EHS (877-572-4347) to arrange for a replacement DRC or components.

Warranty and Non-Warranty High Voltage Battery Administration and Shipping Procedures

For Warranty HV Battery Returns:

- Following payment of a warranty claim for a warrantable repair or dismantler recycle fee, a request for shipment of the HVB will appear in PRS. HVB's are to be shipped to the Toyota High-Voltage Battery Recovery Center (HVBRC) according to the shipping instructions outlined on the following page:

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Warranty and Non-Warranty High Voltage Battery Administration and Shipping Procedures (Continued)

Warranty HV Battery Shipping Instructions:

1. Highlight the warranty claim in the *Parts Return Request* homepage and select the *Detail* button in the *Actions* column.
2. Check the *Battery Part Number* box and then select box.
3. Select UPS-LTL as the shipping carrier.
4. Print the UPS Freight BOL and packing slip and place inside a plastic shipping sleeve on the battery.

When preparing an HVB for shipment, DO NOT, under any circumstances, DISASSEMBLE the HVB or EXPOSE any internal electrical connections beyond that required by the Repair Manual for service part replacement. HVB's received improperly documented, packaged, or prepared will be assessed a \$750 fee to cover the costs of special handling and/or disposal fees. All HVB's are inspected upon arrival at the HVBRC.

NOTE:

- It is the dealer's responsibility to properly store and manage HVB's and prepare shipments for transport. Dealers must be knowledgeable of and in compliance with all local, state and federal regulations.
- HVB's replaced under warranty must have a completed yellow Warranty Parts Return Tag (M/N 00404-PRETN-TAGS) attached.

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Warranty and Non-Warranty High Voltage Battery Administration and Shipping Procedures (Continued)

Non-Warranty HV Battery Returns:

Following any non-warranty HVB sale, it is the dealer's responsibility to return the used HVB core to the Toyota High-Voltage Battery Recovery Center (HVBRC) in a Toyota-approved DRC. This includes sales for customer pay repairs performed by the dealer and all retail/wholesale sales to third parties like independent repair facilities.

For non-warranty high-voltage battery shipping instructions, please refer to Toyota PANT Bulletin 2011-009.

Core Charge Policy

Beginning in May 2011, a refundable core charge will be added as a line item on dealer parts account statements for HVB's and DRC's. A core charge refund will be issued when the battery and DRC are returned, in good condition, properly prepared and documented. As per policy, batteries are to be returned within 15 business days to the Toyota High-Voltage Battery Recovery Center (HVBRC) in the same DRC as received.

To view the number of core charges that your dealership currently has outstanding, navigate in PRS to the newly enhanced "Scrap Report / HV Battery Activity Report."

Follow the steps below:

1. Select a "Start Date" and "End Date" for the report you wish to run.
2. Select the "HV Battery Activity Report" radio button.
3. Press "Submit" (see sample on right).

HV BATTERY ACTIVITY				
Date From - 10/01/2010 - 10/08/2010				
Beginning Balance - \$2,000.00				
Date	HV Batteries Purchased		HV Batteries Returned	
	Quantity	Debit Amount	Quantity	Credit Amount
10/1/2010	1	\$1,000.00		
10/2/2010	2	\$2,000.00	1	\$1,000.00
10/3/2010			2	\$0.00
10/5/2010			1	\$0.00
10/7/2010			1	\$1,000.00
Total	3	\$3,000.00	5	\$2,000.00
Ending Balance - \$3,000.00				

NOTE:

Parts account core refunds cannot exceed core charges. Core refunds do not apply to any HVB that was not originally assessed a core charge.

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Dismantler Recovered High-Voltage Batteries

Dealers are encouraged to serve their communities by accepting HVB cores turned in by local dismantlers and returning them to the Toyota High-Voltage Battery Recovery Center (HVBRC) for recycling. Toyota dealers are authorized to pay a \$150 "recycling fee" to any salvage yard/dismantler for recovery of an HVB. The Dealer may submit a claim via the Toyota Claims Processing System (CPS) to recover \$200, which includes the \$150 "recycling fee" and a \$50 administrative handling fee for the dealer.

Claim Procedure for Reimbursement of Recycle Fee

Request for reimbursement of the recycle fee is applicable only to high-voltage batteries returned by dismantler/auto wrecker/auto scrap businesses outside of Toyota dealers. The recycle fee is **not** applicable to retail customers, batteries replaced under warranty, customer pay or batteries sold to third parties with a core charge.

Information required for claim submission is listed below:

Claim Type:	Required (Service Program – HV Battery Recycle)
VIN:	Required; enter 17 Digit Vehicle Identification Number ¹
DOFU:	Not required; the system will populate this information if a valid VIN is entered
Main Opcode:	Required; enter HVB001
Repair Date:	Required (use date of receipt of HV battery)
Repair Miles:	Required if a valid VIN is entered, otherwise not required
Salvage Reason:	Required (example: "scrapped vehicle")
Invoice Number:	Required (example: invoice number from business turning in HV battery or dealer check number)
Provider Name:	Required (name of business turning in HV battery)

CPS will automatically populate the \$150 recycle fee and \$50 administrative fee in the fee section of the warranty claim. To return the battery to the Toyota High-Voltage Battery Recovery Center (HVBRC), please request a DRC from the CLEAN Dealer EH&S Hotline at 877-KPA4EHS (877-572-4347). Use the shipping documentation provided from PRS. Sublets are not permitted for high-voltage battery recycle fees.

¹If the battery was acquired from a salvage yard and the VIN is unknown, enter a dummy VIN (i.e., 9999999999999999) in this field.

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Claim Procedure for Reimbursement of Recycle Fee (Continued)

For batteries returned by wholesale and retail customers that are not subject to a core charge refund, Toyota will provide a DRC for battery recovery and cover shipping costs from the dealership to the Toyota High-Voltage Battery Recovery Center (HVBRC). To request a DRC please contact the CLEAN Dealer EH&S Hotline at 877-KPA4EHS (877-572-4347).

NOTE:

- All third party HVB's must be prepared and packaged as per Toyota PANT Bulletin 2011-009.
- Authorization is not required. Parts, labor, and markup are not permitted on the claim.

For All Recoveries of High-Voltage Batteries Where the High-Voltage Battery Case or Bus Bar Cover is Missing, Physically Damaged or Wetness is Evident

In cases where the HVB is damaged, the dealer should contact the CLEAN Dealer EH&S Hotline at 877-KPA4EHS (877-572-4347) for assistance arranging a hazardous material contractor to recover and transport the HVB.



Consistent with Toyota's Earth Charter, Toyota has a strong desire to see that all HVB's will ultimately find their way back into the battery manufacturing cycle. As a Toyota dealer, you play a very important role in this process. Thank you for your efforts to minimize Toyota's footprint on the environment.

TOYOTA MOTOR SALES, USA, INC.
HIGH-VOLTAGE BATTERY (HVB) SHIPMENT PREPARATION CHECKLIST

Durable Reusable Container (DRC) Shipments (February 2011)

Dealership personnel responsible for preparation, packaging and shipment of HV batteries are required to complete appropriate hazmat awareness and function-specific training to perform these functions. Only trained personnel are authorized to perform these functions. Training requirements are defined based on job function and are outlined in the *Toyota Warranty Policy and Procedures Manual*, policy 9.10.

The following **checklist is required to be completed during preparation of every battery** returned to the Toyota High-Voltage Battery Recovery Center (HVBRC). **The signed original must be submitted with the battery inside the DRC.** Please retain a photocopy of the original checklist.

- 1) The undersigned individuals have reviewed and understand the requirements of Toyota Motor Sales, USA's High-Voltage (HV) Battery Recovery Policy as outlined in Policy 9.10 of the *Toyota Warranty Policy and Procedures Manual*, and attest that preparation and packaging of this HVB is compliant with same.
- 2) The undersigned individuals have completed the required training to perform their respective functions and training credentials are current.
 - a) Personnel performing HVB preparation functions (with the cover off the battery), are *Certified Hybrid Technicians (UOT 071)* and have completed *High-Voltage NiMH Battery Preparation and Packaging for Ground Transportation (EHM-011)* function specific training.
 - b) Personnel responsible for packaging and/or offering the package for shipment have completed *HazmatU (EHM-001)*, auto industry approved DOT 49 CFR 172.704 training.

NOTE: All training can be accessed from the CLEAN Dealer Website at <http://cleandealer.com>; go to *Training Resources* for links to all EH&S training. Use Dealer Code and SPIN for log-in.

- 3) While the cover was off of the battery, the Certified Hybrid Technician:
 - a) Inspected the battery for signs of damage and/or leakage.
 - b) Confirmed that the bus bar plastic covers are properly installed.
 - c) Installed high-voltage insulating mats over the top and sides of the battery bus bar and taped high voltage electrical connectors with electrical insulating tape per instructions.
- 4) The Certified Hybrid Technician preparing the HVB for packaging confirms that the battery cover has been reinstalled with all original fasteners and tightened securely.
- 5) The Trained Parts Personnel packaging the HVB for shipment confirms:
 - a) The correct container is being used, it is not damaged and the battery is properly secured within the container using the packing materials provided with the container.
 - b) All appropriate shipping labels have been placed in appropriate locations on the battery package.
- 6) The undersigned acknowledge their understanding that, **if HV high-voltage batteries are not prepared, packaged and shipped in conformity** with Policy 9.10 of the *Toyota Warranty Policy and Procedures Manual*, then Toyota may suspend or terminate further HVB return shipments by this dealership and the dealership may be responsible for costs of a third party HVB recovery contractor.

IMPORTANT: If your HVB did not arrive in a DRC, you must contact the Toyota CLEAN Dealer EH&S Hotline at 877.572.4347 to request a DRC and shipping documents. Shipping documents will only be provided after Dealership personnel have completed prescribed training.

Dealer Name: _____ Dealer Code: _____ Region/Area: _____

Prepared for Packing by (Certified Hybrid Technician):		Date
Print Name	Signature	
Packaged for Shipment by (Trained Parts Personnel):		Date
Print Name	Signature	
Responsible Parts/Service Manager:		Date
Print Name	Signature	