

PANT PARTS & ACCESSORY NEWS TODAY

B U L L E T I N

2013-009 REV2

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February 26, 2013

TO: Toyota Parts and Service Managers

SUBJECT: NI-MH & LI-ION HIGH VOLTAGE BATTERY (HVB) POLICY & RECOVERY PROGRAM

REVISION NOTICE

MARCH 14, 2016 REV1:

- Insulating mats will no longer be required for shipment of Ni-MH batteries.

APRIL 16, 2019 REV2:

- **IMPORTANT UPDATE about Li-ion HVB Recovery**
- **YRC/UPS FREIGHT/LTL SHIPPING**
- **Returning “expired” Ni-MH batteries for core credit**
- **GEN 2 PRIUS - WHAT PARTS NOT TO INCLUDE IN RETURNS**

Please be advised that YRC is now an option for all freight/LTL shipments for those dealers not on Reverse Logistics. Simply press the YRC button when choosing the carrier in PRS.

For questions regarding lithium ion (Li-ion) or Nickel Metal Hydride (Ni-MH) battery return/recycling:

- **Email - hvbattery@toyota.com**
- **Phone 888-468-0281 Option #1**

Section 1: Li-ion Batteries


Regulatory Background

There are important differences between Nickel-metal Hydride (NiMH) and Lithium Ion (Li-ion) batteries, including how they are regulated for transportation (shipment) by the U.S. Department of Transportation (DOT). **This Bulletin contains important information about management of Lithium Ion Batteries.**


- Lithium Ion Batteries have higher energy density. While stable, there have been significant thermal events involving lithium ion batteries in laptops and other electronic devices. Li-ion batteries are regulated DOT Class 9 hazardous materials subject to special packaging and shipping requirements. **Lithium Batteries CANNOT be returned using a DRC container.**

Li-ion High voltage batteries can be easily identified by observing the label applied to the outer case of the battery. Below is an example of a Li-ion battery label.





LI-ION HV BATTERIES MUST NOT BE SHIPPED TO TMNA BY TOYOTA DEALERS UNDER ANY CIRCUMSTANCE. Li-ion HV batteries needed for TMNA investigation or recycle will be picked up by a certified hazmat specialist when you follow the process described in this bulletin.



Dealer Li-ion HV Battery Return Responsibilities/Instructions

This hazmat MPR process is not intended for RAV4 EV Li-ion Batteries, please refer to PANT 2012-071.

• Returns That Have A PRS Request/Warranty

- In the PRS Warranty Summary screen look for a pending request record for the Li-ion HV battery intended for recycle.
- Select the record and click the "Detail" button.

Note: PRS will NOT provide a shipping label. Only a hazmat packing list will be generated.

- Print the hazmat packing list from the window that displays.
- Place the hazmat packing list on the battery container. The Li-ion HV battery will be picked up by a certified hazmat specialist. **DO NOT SHIP LI-ION HV BATTERIES.**

- **Returns with No Active PRS Request/ Non-warranty**

1. If no pending request record exists on the PRS Warranty Summary screen, click “New” on the PRS Warranty Summary screen to initiate a hazmat Manual Parts Return (MPR).
2. Check HAZMAT MPR box.
3. Check OK to confirm desire to create HAZMAT MPR.
4. Complete the table as shown below

Hint: Type the Line Code (KBI1) first, then click another location on the page. Ship To and other attributes will fill in automatically.

T3 User ID:	010764
Recipient Name:	Kinsbursky Brothers, Inc.
R/O Number:	List R/O if available
VIN:	List VIN if available
Request Description:	Lithium Ion HV Batt
Line Code:	KBI1
Ship To:	1125 BEACON ST,BREA,CA,92821
Ship To – Street:	1125 BEACON ST
City:	BREA
State:	CA
Zip:	92821
Part Number	Li-ion HV Battery Part Number
Quantity	1
SETR	HV battery

5. Click the Add Part button.
6. Click the Submit button.
7. A message pops up to indicate, “New Part Return has been successfully submitted, **please take note of the manual claim number...**”. Click OK on this popup.
8. Select that newly created part return in the Warranty Summary Screen and click the Detail button to process the Part.

Note: The hazmat MPR process will not provide a shipping label. Only a hazmat packing list will be printed.

9. The “NEW HAZMAT PART RETURN SCREEN” will appear. **Click OK** if you need to create another new part return, or if you only have 1 Li-ion HV battery to recycle **click Cancel** to close the window.
10. Print the hazmat packing list from the window that displays.
11. After creating a HAZMAT MPR, place the hazmat packing list on the battery container. The Li-ion HV battery will be picked up by a certified hazmat specialist. **DO NOT SHIP LI-ION HV BATTERIES.**

The certified hazmat specialist will visit your dealer to perform Li-ion HV battery evaluation, documentation, packaging in container, and shipping of Li-ion HV Batteries. A TMNA representative will contact your Parts department to coordinate the process and assist with any questions.

There will be no core program for Li-ion batteries at this time.

Section 2: NiMH Batteries

INSTRUCTIONS BELOW APPLY TO Nickel-Metal Hydride (NiMH) HV Batteries ONLY

Dealer Nickel-Metal Hydride (NiMH) HV Battery Recovery Responsibilities

Toyota requires Dealers to return a core for each Nickel-metal Hydride (NiMH) HVB purchased from Toyota. All Nickel-metal Hydride (NiMH) HVB cores are to be returned including Nickel-metal Hydride (NiMH) cores from customer pay HVB sales performed at the Dealership and sales to independent repair facilities and other wholesale customers.

Toyota has established specific procedures to ensure that Nickel-metal Hydride (NiMH) batteries cores are recovered. These procedures are intended to support safe handling, appropriate preparation for shipment, use of prescribed packaging, and compliant shipping practices.

These procedures include a training requirement for any dealership personnel who remove, prepare, package for shipment, and/or who offer Nickel-metal Hydride (NiMH) HVB's for shipment on a common carrier.

To encourage returns by third parties, each Nickel-metal Hydride (NiMH) 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 Nickel-Metal Hydride (NiMH) HV Battery Training Responsibilities

Dealership personnel responsible for preparation, packaging and shipment of Nickel-metal Hydride (NiMH) HVBs must receive and maintain appropriate training to qualify to perform these functions. Only trained personnel are authorized to perform these functions.

- For technicians performing Nickel-metal Hydride (NiMH) 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).
- For parts department personnel responsible for packaging the Nickel-metal Hydride (NiMH) HVB for shipment and/or offering the package for shipment by common carrier, the minimum training requirements include completion of *DOT Hazardous Materials Training for Auto Dealers* (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*.



Required Training Matrix for NiMH Batteries

	Technician	Parts Personnel
(UOT-071) Certified Hybrid Technician Training	X	
(EHM 001) DOT Hazardous Materials Training for Auto Dealers		X
(EHM 011) NiMH HVB Preparation and Packaging for Ground Transportation	X	X

Dealer Nickel-metal Hydride (NiMH) High-Voltage Battery Preparation & Documentation Responsibilities

Safety in handling, preparation, packaging, and shipment on Nickel-metal Hydride (NiMH) HVBs is our number one priority. Therefore, preparation and packaging enhancements have been established. All Nickel-metal Hydride (NiMH) HVBs must be properly prepared for safe shipment by a trained associate as per Toyota Warranty Policy and Procedures 9.10 and per instructions in EHM - 011, prior to packaging. Preparation includes the following general steps.

- (1) While the cover is off the battery for service, 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 the external case, cover, internal battery modules, missing or loose bus bar covers, damaged high voltage wiring/cables including exposed wire, and any signs of arching 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.



SUSPECTED DAMAGED BATTERIES MUST NOT BE SHIPPED WITHOUT FIRST CONTACTING EH&S HOTLINE. DAMAGED BATTERIES MUST ONLY BE RECOVERED BY A DESIGNATED TMNA HAZMAT CONTRACTOR. THIS IS FOR NiMH BATTERIES ONLY, FOR Li-ion PLEASE REFER TO SECTION #1



Contact the CLEAN Dealer EH&S Hotline at (877-572-4347)

- (2) Prior to reinstalling the cover on the battery, confirm that the bus bar plastic covers are properly installed.
- (3) Thoroughly tape ALL electrical connectors with electrical insulating tape as per technician instructions in this document.
- (4) Reinstall the HVB cover using ALL original fasteners and tighten the cover fasteners securely.
- (5) The preparer and packager are required to complete by signing the document *High Voltage (HV) Battery Shipment Preparation Checklist* (page 17 of 17) and attest to (a) understanding of Toyota Warranty Policy & Procedure 9.10 terms, and (b) preparation/packaging the battery as per policy.
- (6) The preparation checklist must be signed by a responsible manager in the Parts Department.

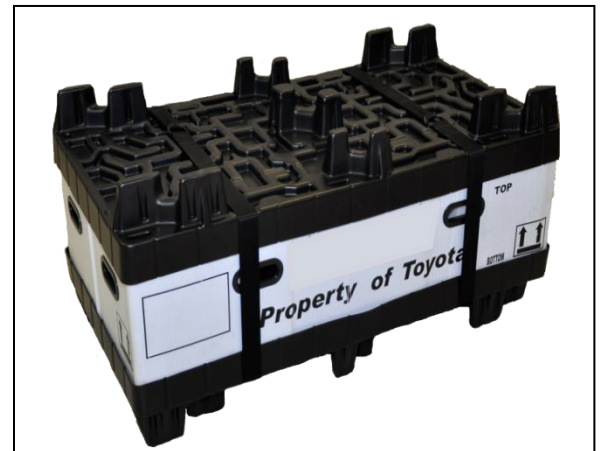
IMPORTANT: The original signed checklist is to be returned with the battery; maintain a copy at the Dealership.

Dealer NiMH HV Battery Packaging Responsibilities

REMINDER – THIS IS FOR NiMH HVB ONLY. DRC's are not designed for use with Li-ion batteries.

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). DRCs are HVB specific and are not interchangeable between series/model.

For HVBs that are received without a Toyota approved DRC, DO NOT RETURN THE CORE IN 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://clean.kpaonline.com/HVBSurvey/> to complete survey.



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 DRCs;** process them using the Parts Recovery System (PRS). Batteries are to be managed per process established in Warranty Policy & Procedure 9.10.



As per Warranty Policy & Procedure 9.10:

1. The preparer and packager are required to complete by signing the document *High Voltage (HV) Battery Shipment Preparation Checklist* (available at the end of this document) and attest to (a) understanding of Toyota Warranty Policy & Procedure 9.10 terms, and (b) preparation/packaging the battery as per policy.
2. Batteries are to be returned, within 10 business days after return request in PRS, to the Toyota High Voltage Battery Recovery Center (HVBRC) in the same DRC as received.

IMPORTANT - In the event that any 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.

NOTE:

Insulation mats are no longer required and are not shipped with DRC.


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 - **For Generation 2 Prius HVBs, do not return the following parts**
Service Plug - G3830-47050
Main Battery Cable - G9242-47090
No. 2 Main Battery Cable - G9242-47100

Warranty and Non-Warranty NiMH HV Battery Administration, Preparation and Shipping Procedures


Warranty NiMH HV Battery Returns:

Following payment of a warranty claim for a warrantable repair, a request for shipment of the HVB will appear in PRS. HVBs are to be shipped to the Toyota High Voltage Battery Recovery Center (HVBRC).

For instructions on how to properly ship an HVB using PRS, please refer to Toyota Warranty Policy & Procedure 9.10. HVBs replaced under warranty must have a completed yellow Warranty Parts Return Tag (M/N 00404-PRETN-TAGS) attached.



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



NOTE: It is the Dealer's responsibility to properly store, manage, and prepare NiMH HVB shipments for transport. Dealers must be knowledgeable of and in compliance with all local, state, and federal regulations.

Non-Warranty NiMH 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.

Non-Warranty HV Battery Shipping Instructions:

1. From the Part Return Request Homepage select the New button in the Actions column (fig.1):

The screenshot shows a web application interface for managing battery parts. At the top, there are navigation links (First, Prev, Next, Last) and a 'Rows Displayed' dropdown set to 25. Below this is a table with columns for 'Part Number', 'Shipping Method', and 'Actions'. The 'Part Number' column contains various alphanumeric codes, and the 'Shipping Method' column shows 'UPS' for all entries. The 'Actions' column contains buttons for 'Detail', 'Cancel', 'Prep', 'New', and 'Scrap'. The 'New' button is highlighted with a red rectangle, and a red arrow points to it from the right.

Part Number	Shipping Method	Actions
Z5F0F059093106855	UPS	Detail, Cancel, Prep, New , Scrap
Z5F0F059095546500	UPS	Detail, Cancel, Prep, New , Scrap
Z5F0F059092936933	UPS	Detail, Cancel, Prep, New , Scrap
Z5F0F059092629408	UPS	Detail, Cancel, Prep, New , Scrap
Z5F0F059099002910	UPS	Detail, Cancel, Prep, New , Scrap
Z5F0F059096015126	UPS	Detail, Cancel, Prep, New , Scrap
Z5F0F059096152559	UPS	Detail, Cancel, Prep, New , Scrap
Z5F0F059096349481	UPS	Detail, Cancel, Prep, New , Scrap
Z5F0F059091648747	UPS	Detail, Cancel, Prep, New , Scrap
Z5F0F059092370204	UPS	Detail, Cancel, Prep, New , Scrap
Z5F0F059093141987	UPS	Detail, Cancel, Prep, New , Scrap
Z5F0F059093031533	UPS	Detail, Cancel, Prep, New , Scrap

2. Use the following entries to submit a HV Battery Manual Part Return (MPR)(fig.2):

NOTE: DO NOT SELECT "HAZMAT MPR"

T3 User ID:	HVBAT
Recipient Name:	Production Control
R/O Number:	List R/O if available ¹
VIN:	List VIN if available ²
Request Description:	HVBAT
Line Code:	9998
Ship To:	6505 Paramount Blvd, Long Beach, CA 90805
Ship To – Street:	6505 Paramount Blvd.
City	Long Beach
State	CA
Zip	90805
Part Number	Part number of replacement part
Quantity	1

- Highlight the new MPR claim in the Parts Return Request homepage and select the Detail button in the Actions Column.

Tracking No	Shipping Method	Actions
8344286	UPS	
146	UPS-LTL	Detail Cancel Prep New Scrap Reports
155	UPS-LTL	

- Check the battery part number box and then select box.

- Select UPS-LTL as the shipping method.

Received Date:

Description:

Repair Prgm No.:

Selected Parts:

Ship:

Request:

Print:

- Print the UPS Freight BOL and packing slip and place inside a plastic shipping sleeve on the battery.

Detailed instructions to prepare, package and ship HVBs is available on-line at the CLEAN Dealer website (<http://cleandealer.com/>); follow the link to Program Support, then click on HV Battery Program Procedures & Documents.

NOTE:

Any shipment of a Ni-MH battery not utilizing YRC or UPS LTL as the carrier will be the dealer's responsibility. TMNA provides a prepaid BOL for YRC or UPS only. If the dealer ships the battery with a different carrier for **ANY** reason they will be responsible for the applicable charges.

Core Charge Policy

NOTE: A refundable \$1350 core charge is included in the sales price of every Toyota NiMH HVB.

A core charge refund will be issued when the battery and DRC are returned in good condition, properly prepared, and documented. As per policy, NiMH batteries are to be returned within 10 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 "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)

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 such as batteries returned to the dealer from a dismantler.

HV BATTERY ACTIVITY				
Date From - 10/01/2015 - 10/28/2015				
Beginning Balance -		\$1,350.00		
Date	HV Batteries Purchased		HV Batteries Purchased	
	Quantity	Debit Amount	Quantity	Credit Amount
10/1/2015	1	\$1,350.00		
10/2/2015	1	\$1,350.00	1	\$1,350.00
10/3/2015			2	\$2,700.00
10/5/2015			1	\$0.00
10/28/2015			1	\$0.00
Total	3	\$2,700.00	5	\$4,050.00
Ending Balance -		\$0.00		

Retuning "Expired" Ni-MH Batteries for Core Credit

Any dealer with expired batteries in their inventory that are **not** eligible for parts return to their facing PDC can send these units to be recycled and receive their original core credit. Please follow the normal procedure for returning an out of warranty Ni-MH battery. Create the MPR, follow preparation and packaging requirements, include all paperwork including the check sheet for you to receive credit and avoid the \$750 penalty for improper procedure.

Dismantler Recovered NiMH HV Batteries

Note: This process is not intended for Li-ion HVB's.

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. When contacted by a dismantler/salvage yard, dealers should:

1. Accept the battery, order a DRC and return it to the Toyota High-Voltage Battery Recovery Center (HVBRC) for recycling using the existing MPR process.

OR

2. Advise the dismantler/salvage yard to contact ELVS (End of Life Vehicle Solutions) at 855-358-7228 (855-ELVSBAT) for disposition and recycling. The dismantler will be placed in contact with a designated scrap buyer who can arrange recovery.

NOTE: Effective **February 28, 2013**, TMS no longer authorizes or pays a recycling fee to dealers for recovery of these batteries.

Procedure for Return of HV Battery from Consumer/Dismantler/Salvage Yard:

1. Dealer must assess if HVB is damaged or not.
2. If the battery is damaged, refer to damaged HVB return process on page 11 of this document.
3. If the battery is not damaged, contact Clean Dealer hotline to request DRC.
4. Prepare and package battery per process beginning on page 5 of this document.
5. Return to HV Battery Recovery Center with provided shipping documentation.

For All Recoveries of NiMH HV Batteries Where the HV 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.

For all other questions regarding this HV Battery recovery policy, please contact your District Service & Parts Manager.



HV Battery Preparation & Packing Instructions (March 2016)**EHM - 011: High Voltage NiMH Battery Preparation & Packaging for Ground Transportation**

Physically Damaged Batteries

For all HV NiMH Battery recoveries where the case is physically damaged, the metal cover is missing, the bus-bar covers are missing, or wetness is evident, the dealer should contact the CLEAN Dealer EH&S Hotline at 877-KPA4EHS (877-572-4347).

The dealer should not contact the CLEAN Dealer EH&S Hotline regarding Li-ion Battery condition. Information regarding damaged Li-ion HVB should be conveyed via e-mail to hvbattery@toyota.com or by calling [1-888-468-0281](tel:1-888-468-0281) opt #1.

The CLEAN Dealer EH&S Hotline will contact a hazardous material contractor on behalf of the dealer who will then recover and transport the NiMH HV battery. The CLEAN Dealer EH&S Hotline will provide the hazardous material contractor with the dealer phone number and contact. The hazardous material contractor will then contact the dealer for a time and location of pickup.



HV Battery Preparation & Packing Instructions

EHM - 011: High Voltage NiMH Battery Preparation & Packaging for Ground Transportation

TECHNICIAN RESPONSIBILITY

Preparing a NiMH HV Battery for Shipment

The following does not apply to Li-ion HVB's

It is very important that HV batteries prepared for shipment are properly assembled and insulated. To prepare the HV battery for shipment, **a certified hybrid technician** must follow all precautions as found in the Service Manual (Hybrid Vehicle Control section). Be sure to refer to the applicable vehicle's Emergency Response Guide, Repair Manual or Dismantling Manual for additional safety and caution information.

Training Requirements: Technicians who prepare and/or package HV batteries for shipment must maintain Certified Hybrid Technician status (completed UOT course 071) and have completed *High Voltage NiMH Battery Preparation & Packaging for Ground Transportation (EHM-011)* function specific training from the CLEAN Dealer website at <http://cleandealer.com>; follow the link to <http://tms.cleanautoalliance.org/training.html>.

Physically Damaged Batteries: For all HV Battery recoveries where the case is physically damaged, the metal cover is missing, the bus-bar covers are missing, or wetness is evident, the dealer should contact the CLEAN Dealer EH&S Hotline at 877-KPA4EHS (877-572-4347). The CLEAN Dealer EH&S Hotline will contact a hazardous material contractor on behalf of the dealer who will then recover and transport the HV battery. The CLEAN Dealer EH&S Hotline will provide the hazardous material contractor with the dealer phone number and contact. The hazardous material contractor will then contact the dealer for a time and location of pickup.

These instructions assume HV battery has been removed from the vehicle. Instructions to remove HV battery from the vehicle can be found in the appropriate repair manual.

NOTE: INSULATING MATS ARE NO LONGER REQUIRED FOR BATTERY SHIPMENT.

CAUTION:

- **When working on high voltage systems, always wear insulating gloves.**
- **Disconnect negative cable from 12 V auxiliary battery and wait 90 seconds before working on the hybrid battery.**
- **After removing the service plug, do not touch any high voltage connectors and/or terminals for at least 10 minutes.**

STEP 1: Insulate the Service Plug Terminal



1. Cover the hybrid battery service plug terminal with UL-listed non-conductive black electrical tape.

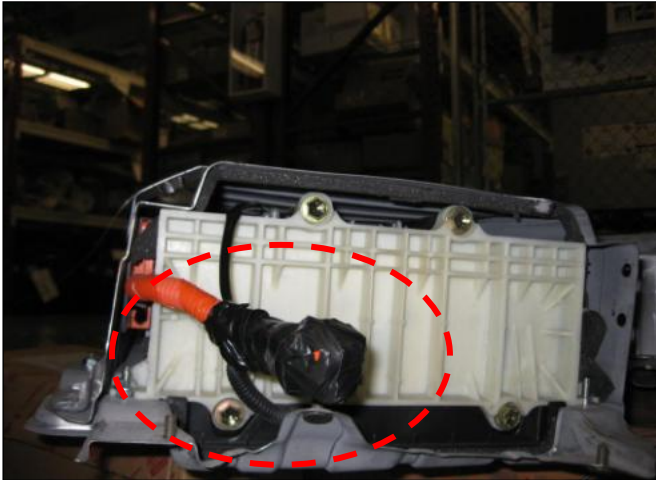
NOTE:

- This step does not apply to applications that require removal of service plug for reuse.

HV Battery Preparation & Packing Instructions

EHM - 011: High Voltage NiMH Battery Preparation & Packaging for Ground Transportation

STEP 2: Insulate High Voltage Cable Connectors

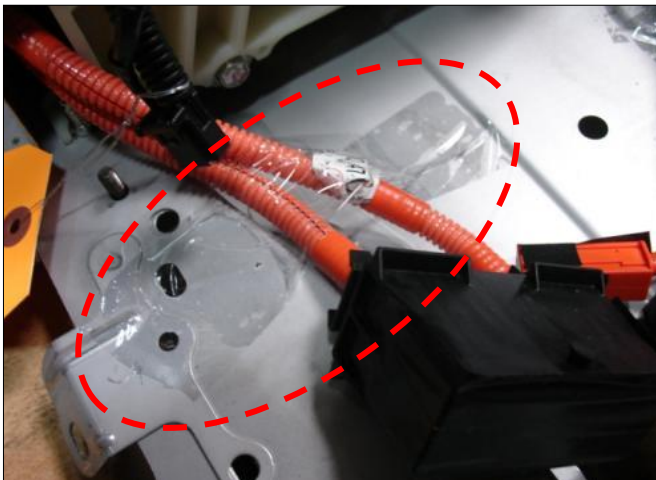


2. Cover all exposed high voltage cables, wire harnesses and or terminals with UL-listed non-conductive black electrical tape.

NOTES:

- Secure loose harnesses/cables/connectors in a manner that prevents trapping wires during battery cover installation.
- The cable and terminal locations will vary from model to model.
- NEVER bundle wires together when taping.

STEP 3: Secure Cables and Harnesses



3. Using packaging tape, secure all hybrid cables and wiring harnesses to the battery base plate.

NOTE:

- Secure loose harnesses/cables/connectors in a manner that prevents trapping wires during battery cover installation.

HV Battery Preparation & Packing Instructions

EHM - 011: High Voltage NiMH Battery Preparation & Packaging for Ground Transportation

STEP 4: Secure the HV Battery Cover to Battery



The following step is very important:

Failure to properly fasten the battery cover to the base of the battery may result in electrical shorts.



- Securely fasten the HV Battery metal cover to the base of the battery with **ALL original** fasteners.

NOTES:

- Tighten cover fasteners securely to prevent the cover from moving potentially causing electrical shorts during shipment.
- Not all fasteners are shown in this illustration.

STEP 5: Sign the Preparation Checklist



- Sign the preparation checklist affirming that you performed the preparation function as prescribed.

NOTE:

- The checklist must be countersigned by a responsible manager in the Parts and/or Service departments.**

HV Battery Preparation & Packing Instructions

EHM - 011: High Voltage NiMH Battery Preparation & Packaging for Ground Transportation

Packer Responsibility

Packaging & Labeling HV Batteries for Ground Transport

Training Requirements: Parts associates who package and/or handle HV Batteries for shipment must maintain a current *DOT Hazardous Materials Training for Auto Dealers* (EHM-001) credential and have completed *High Voltage NiMH Battery Preparation & Packaging for Ground Transportation* (EHM-011) function specific training from the CLEAN Dealer website at <http://cleandealer.com>; follow the link to <http://tms.cleanautoalliance.org/training.html>.

STEP 1: Place the battery on the DRC

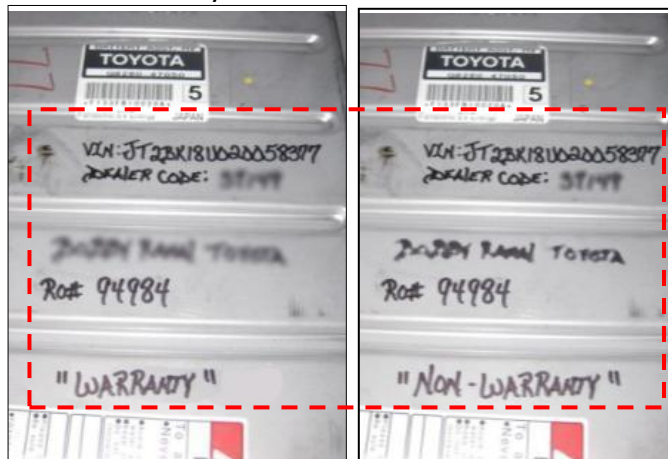


1. Place the battery in the center of the DRC.

NOTE:

- It will require at least 2 people to lift an HV battery.
- Wear leather gloves when lifting the battery as it may contain sharp edges.

STEP 2: Write Dealer Code, VIN and Warranty Status on Battery



2. Write the following information on the top of the HV battery using a permanent marker:
 - "Warranty" or "Non-Warranty"
 - Full VIN #
 - Claim Number and/or Repair Order Number
 - Dealer Code

STEP 3: Install the Foam End Caps



3. Install the foam end caps onto the battery.

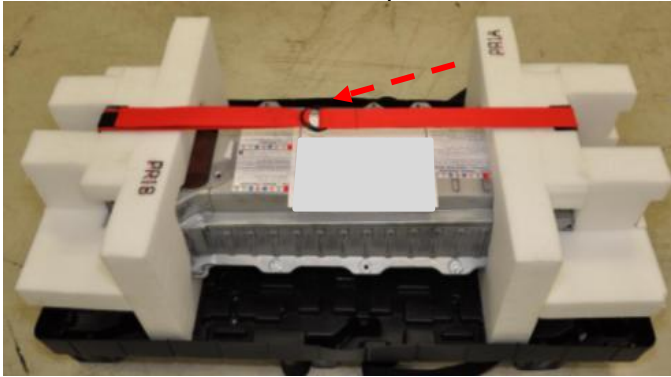
NOTE:

- End caps are unique to each battery as well as each end of a battery.
- It will require at least 2 people to lift an HV battery and install the foam end caps.

HV Battery Preparation & Packing Instructions

EHM - 011: High Voltage NiMH Battery Preparation & Packaging for Ground Transportation

STEP 4: Secure the Red Strap

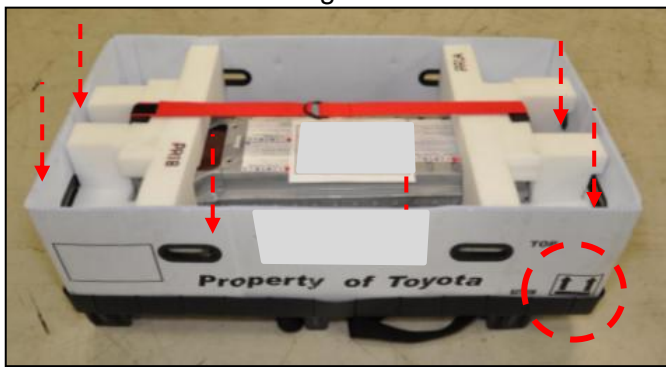


4. Tighten the red strap securing the foam in the DRC.

NOTE:

- Take care not to over tighten the red strap.

STEP 5: Install the Corrugated Sleeve



5. Install the corrugated sleeve onto the base pallet. Press down firmly to ensure proper fit.

NOTE:

- Ensure that the arrows on the side of the sleeve are facing up.

STEP 6: Sign the Packaging Checklist

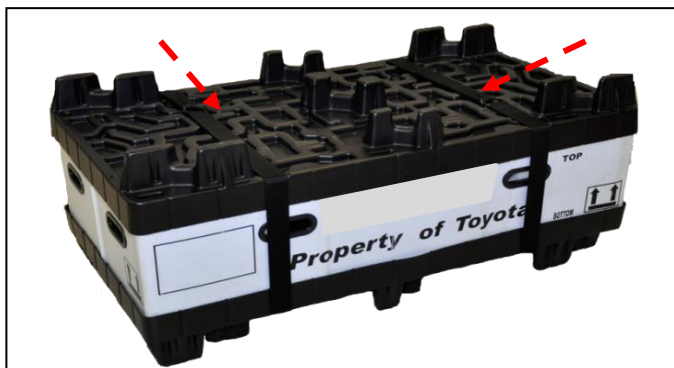


6. Sign the packaging checklist affirming that you performed the packaging function as prescribed and place it in DRC.

NOTE:

- **The checklist must be countersigned by a responsible manager in the Parts and/or Service department.**

STEP 7: Install the DRC Cover



7. Install the DRC cover pallet and secure the nylon straps.

NOTE:

- Ensure that the buckles of the nylon straps are centered on the top pallet.

Toyota Motor Sales USA, Inc.**NiMH High Voltage Battery (HVB) Shipment Preparation Checklist****Durable Reusable Container (DRC) Shipments (Revised April 2019)**

Dealership personnel responsible for preparation, packaging and shipment of NiMH 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 HV 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 & Packaging for Ground Transportation (EHM-011)* function specific training.
- b) Personnel responsible for packaging and/or offering the package for shipment have completed DOT Hazardous Materials Training for Auto Dealers (*EHM-001*) and have completed *High Voltage NiMH Battery Preparation & Packaging for Ground Transportation (EHM-011)* function specific training.

NOTE: All training can be accessed from the CLEAN Dealer Website at <http://cleandealer.com>; go to Training 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) Taped ALL 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 information has been placed in appropriate locations on the battery.
- ☐ 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: For NiMH HV Battery Program support, please contact the CLEAN Dealer EH&S Hotline at 877.572.4347.

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	