Policy

Hybrid Vehicle HV NiMH and Li-Ion Batteries are recyclable and should be returned to a recovery/recycling center at end of life. Toyota has established specific procedures to ensure that Hybrid Vehicle HV NiMH Battery 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 High-Voltage Batteries (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 2013-009 REV 4).

Please be advised that UPS-LTL is now an option for all freight/LTL shipments for those dealers not on Reverse Logistics. Simply press the UPS-LTL button when choosing the carrier in PRS. For those dealers on Reverse Logistics, simply select PDC as the carrier in PRS and stage Ni-MH HV battery when remaining PDC pickup.

For questions regarding Ni-MH and Li-Ion battery return/cycling:

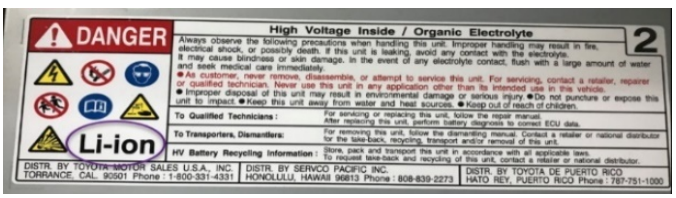
- Email: hvbattery@toyota.com
- Phone: (888) 468-0281 Option #1

Section 1: Li-Ion Batteries

There are important differences between Ni-MH and Li-Ion batteries, including how they are regulated for transportation (shipment) by the U.S. Department of Transportation (DOT). **This policy contains important information about management of Li-Ion batteries.**

- Li-Ion batteries have higher energy density. While stable, there have been significant thermal events involving Li-Ion batteries in laptops and other electronic devices. Li-Ion batteries are regulated DOT Class 9 hazardous materials subject to special packaging and shipment requirements. **Li-Ion batteries CANNOT be returned using a Durable Reusable Container (DRC).**

Li-Ion HVB's 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.



Section 1: Li-Ion Batteries (Continued)

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 policy.

Dealer Li-Ion HVB 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

1. In the PRS Warranty summary screen look for a pending request record for the Li-Ion HVB intended for recycle.
2. Select the record and click the "Detail" button.

   Note: PRS will NOT provide a shipping label. Only a hazmat packing list will be generated.
3. Print the hazmat packing list from the window that displays.
4. Place the hazmat packing list on the battery container. The Li-Ion HVB will be picked up by a certified hazmat specialist. **DO NOT SHIP Li-ION HVB's.**

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 on the next page.

   Hint: Type the Line Code (RWM1) first, then click another location on the page. Ship To and other attributes will fill in automatically. RWM1 Dealers located in Arizona, California, Colorado, Idaho, Montana, Nevada, New Mexico, Oregon, Utah, Washington, and Wyoming.

Returns With No Active PRS Request/Non-Warranty (Continued)

Dealers <u>LOCATED IN</u> Arizona, California, Colorado, Idaho, Montana, Nevada, New Mexico, Oregon, Utah, Washington, Wyoming

T3 User ID:	010764
Recipient Name:	Redwood Materials
RO Number:	List RO if available
VIN:	List VIN if available
Request Description:	Lithium Ion HV Batt
Line Code:	RWM1
Ship To:	*1201 Norway Dr.,McCarran,NV,89434*
Ship To – Street:	1201 Norway Dr.
City:	McCarran
Zip:	89434
State:	NV
Part Number:	Input the part number of the Li-ion battery removed from the vehicle
Quantity:	1
SETR:	HV battery

Dealers <u>LOCATED IN OTHER STATES</u> not mentioned above

T3 User ID:	010764
Recipient Name:	Cirba Solutions
RO Number:	List RO if available
VIN:	List VIN if available
Request Description:	Lithium Ion HV Batt
Line Code:	CRBA1
Ship To:	*265 Quarry Rd SE,Lancaster,OH, 43130*
Ship To – Street:	265 Quarry Rd SE
City:	Lancaster
Zip:	43130
State:	OH
Part Number:	Input the part number of the Li-ion battery removed from the vehicle
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 HVB 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 HVB will be picked up by a certified hazmat specialist. **DO NOT SHIP Li-ION HVBs.**

    Note: This chart is for Li-Ion batteries only. Please proceed to page 5 to return NiMH.

The certified hazmat specialist will visit your dealer to perform Li-Ion HVB evaluation, documentation, packaging in container and shipping of Li-Ion HVB's. A TMS 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: Ni-MH Batteries

INSTRUCTIONS BELOW APPLY TO Ni-MH HV Batteries ONLY

Dealer NiMH HV Battery Recovery Responsibilities

Toyota requires dealers to return a core for each Ni-MH HVB purchased from Toyota. All Ni-MH HVB cores are to be returned including Ni-MH cores from customer pay HVB sales performed at the dealer and sales to independent repair facilities and other wholesale customers.

Toyota has established specific procedures to ensure that Ni-MH 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 dealer personnel who remove, prepare, package for shipment, and/or who offer Ni-MH HVB's for shipment on a common carrier.

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

Dealer Ni-MH HV 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 (TIC209A) and High-Voltage NiMH Battery Preparation and Packaging for Ground Transportation (EHM-011).

- For parts department personnel responsible for packaging the HVB's 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.

Dealer Ni-MH HV 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 and per instructions in EHM–011, prior to packaging. Preparation includes the following general steps.

- 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) 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 TMS 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

- Prior to reinstalling the cover on the battery, confirm that the bus bar plastic covers are properly installed.
- Thoroughly tape ALL electrical connectors with electrical insulating tape as per technician instructions in PANT Bulletin 2013-009 REV 4.
- Reinstall the HVB cover using ALL original fasteners and tighten the cover fasteners securely.
- The preparer and packager are required to complete by signing the document HV Battery Shipment Preparation Checklist (appendix A) and attest to (a) understanding the terms of this policy, and (b) preparation/packaging the battery as per policy.

Dealer Ni-MH HV Battery Preparation and Documentation Responsibilities (Continued)

- 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 Ni-MH HV Battery Packaging Responsibilities:

Reminder: This is for NiMH HVB's 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 DRC. DRC's are HVB specific and are not interchangeable between series/models.

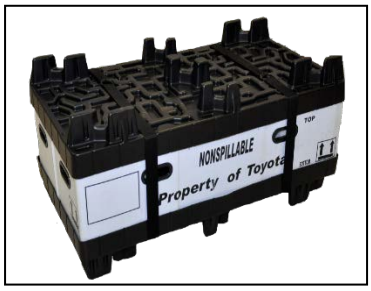
For HVB's that are received without a Toyota approved DRC:

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

Please use the following link to access and complete a HV Battery DRC Request Survey. Go to http://clean.kpaonline.com/HVBSurvey/ to complete the survey.

If you need assistance with the DRC ordering process, please contact the CLEAN Dealer EH&S Hotline at (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 by signing the document High-Voltage (HV) Battery Shipment Preparation Checklist (appendix A) and attest to (a) understanding the terms of this policy, and (b) preparation/packaging the battery as per policy
- 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.

Note:

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

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) 572-4347 to arrange for a replacement DRC or components.

Warranty and Non-Warranty Ni-MH HV Battery Administration, Preparation and Shipping Procedures

For Warranty Ni-MH HV Battery Returns:

- Following payment of a warranty claim for a warrantable repair, a request for shipment of the HVB will appear in PRS. HVB's are to be shipped to the Toyota HVBRC.

Warranty Ni-MH 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 or PDC as the shipping carrier.

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

Note: If your dealer is set up through Reverse Logistics, you will continue to use PDC as your shipping carrier.

HVB's replaced under warranty must have a completed yellow Warranty Parts Return Tag (M/N 00404-PRETN-TAGS) attached.

Warranty and Non-Warranty Ni-MH HV Battery Administration, Preparation and Shipping Procedures (Continued)

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. 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, manage and prepare HVB shipments for transport. Dealers must be knowledgeable of and in compliance with all local, state and federal regulations.

Non-Warranty Ni-MH HV Battery Returns:

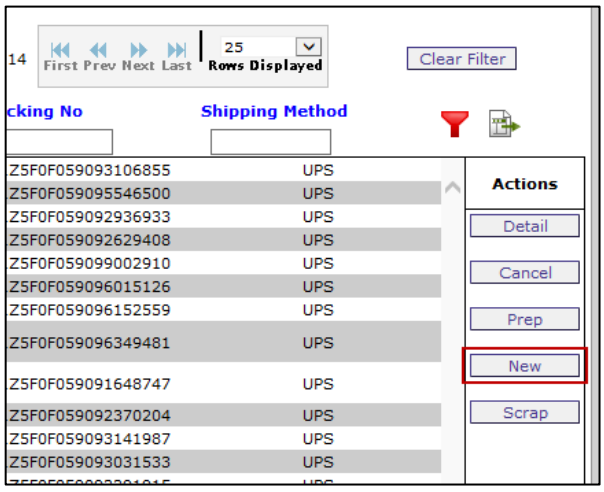
Following any non-warranty HVB sale, it is the dealer's responsibility to return the used HVB core to the Toyota HVBRC in a Toyota-approved DRC. This includes sales for customer pay repairs performed by the dealer and all retail/wholesale sales to third parties like independent repair facilities.

For non-warranty HV Battery shipping instructions, please refer to Toyota PANT Bulletin 2013-009 REV 4.

Non-Warranty HV Battery Shipping Instructions:

Please ensure that you are located in the "Warranty Returns" tab before processing this request and NOT in the "Reman Returns" tab.

1. From the Part Return Request Homepage, select the New button in the Actions column:



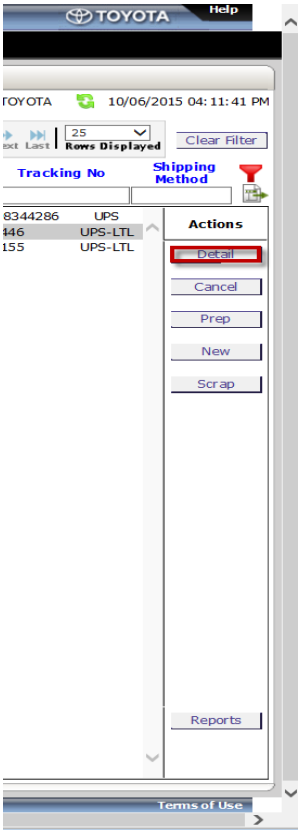
Non-Warranty HV Battery Shipping Instructions (Continued):

2. Use the following entries to submit a HV Battery MPR:

   Note: **DO NO SELECT "HAZMAT MPR"**

T3 User ID:	HVBAT
Recipient Name:	Production Control
RO Number:	List RO if available
VIN:	List VIN if available
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:	Input the part number of the battery removed from the vehicle, not that of the new battery
Quantity:	1

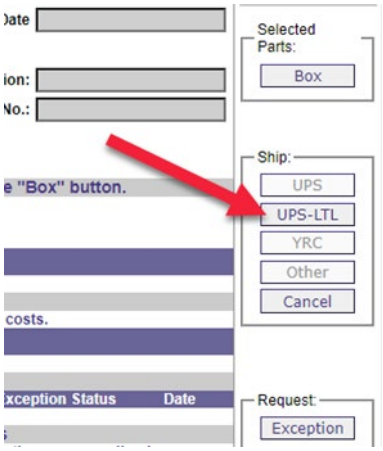
3. Highlight the new MPR claim in the Parts Return Request homepage and select the Detail button in the Actions column.

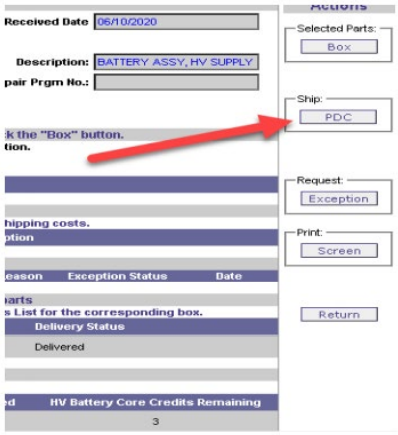


Non-Warranty HV Battery Shipping Instructions (Continued):

4. Check the battery part number box and then select box.
5. Select UPS LTL as the shipping method.

   Note: If UPS LTL do not appear in the "Ship" section, please select PDC as your dealer is set up through Reverse Logistics.





6. Print the BOL and packing slip and place inside a plastic shipping sleeve on the battery.

Detailed instructions to prepare, package and ship HVB's 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 UPS-LTL or PDC as the carrier will be the dealer's responsibility. TMS provides a prepaid BOL for UPS-LTL 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 $1,350 core charge is included in the sales price of every Toyota NiMH HVB. Aftermarket-batteries are eligible for core credit as long as the replacement battery is purchased from your local Toyota PDC. Any HVB not purchased from your local PDC is not eligible for core credit. Any HVB purchased from another Toyota dealer will have to be returned by that dealer to receive a credit.

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 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".

Core Charge Policy (Continued)

Follow the steps below:

1. Select a "Start Date" and "End Date" for the report your 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

	HV Batteries Purchased		HV Batteries Purchased	
Date	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

Returning "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 Ni-MH High-Voltage 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 HVBRC for recycling. When contacted by a dismantler/salvage yard, dealers should accept the battery, order a DRC and return it to the Toyota HVBRC for recycling using the existing MPR process.

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 the "Physically Damaged Batteries" section of this policy.
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 policy.
5. Return to HVBRC with provided shipping documentation.

For All Recoveries of Ni-MH 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) 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 DSPM.

Physically Damaged Batteries

For all Ni-MH HV Batteries 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) 572-4347.

The dealer should not contact the CLEAN Dealer EH&S Hotline regarding the Li-Ion Battery condition. Information regarding damaged Li-Ion HVB's should be conveyed via e-mail to hvbattery@toyota.com or by calling (888) 468-0281 option #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 pick up.

Toyota Motor Sales USA, Inc.
Ni-MH High Voltage Battery (HVB) Shipment Preparation Checklist

Durable Reusable Container (DRC) Shipments (Revised February 2024)

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 TMNA'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 (TIC209A)* 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): Print Name Signature	Date
Packaged for Shipment by (Trained Parts Personnel): Print Name Signature	Date
Responsible Parts/Service Manager: Print Name Signature	Date