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HV Battery Recycling Overview

All hybrid vehicle (HV) batteries are recyclable for the life of the vehicle. To encourage recovery and recycling efforts, each HV battery is labeled with instructions to contact a Toyota dealer, the local distributor, or the Toyota Customer Experience Center (see Figure 1). However, since Toyota dealers may be contacted directly, TMS has established specific procedures to ensure the recovery/shipping, safety precautions, and proper recycling of the HV battery.

When a dealer receives a complete HV battery from any business entity (i.e., salvage yard), the dealer should provide them a \$150 recycle fee and then follow safe handling procedures as described in the applicable vehicle's *Emergency Response Guide, Vehicle Specific Repair Manual* or *Dismantling Manual*.

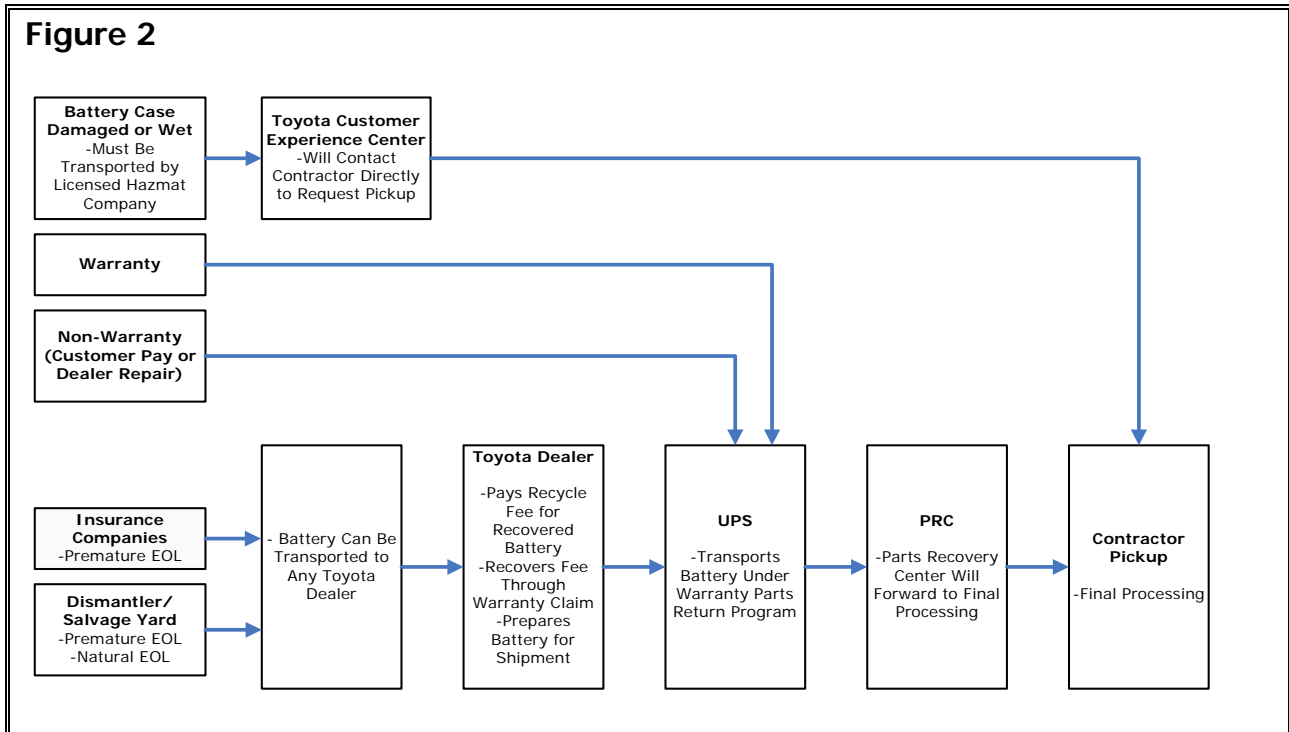
For all recoveries of HV batteries where the HV battery case is physically damaged or wetness is evident, the dealer should contact the Customer Experience Center (1-800-331-4331). The Customer Experience Center will contact a hazardous material contractor on behalf of the dealer who will then recover and transport the HV battery. The Customer Experience Center 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.

Figure 1

⚠ DANGER			
High Voltage Inside / Alkaline Electrolyte			
To avoid injuries, burns or electric shocks: •Never disassemble this battery unit or remove its covers. -Service by Qualified Technician- •Avoid contact alkaline electrolyte with eyes, skin or clothes. In event of accident, flush with water and get medical help immediately. •Keep children away from this unit. •Do not impact on or puncture this unit when operating forklift, or expose to open flame or incinerate. If electrolyte leaks out, heat may be generated and cause fire.			
To the Qualified EV Technicians:			
Be sure to read the Repair Manual when servicing or replacing the battery.			
HV Battery Recycling Information			
•Please transport this battery in accordance with all applicable laws. •Be sure to consult TOYOTA dealer or the following address for Replacing and disposing of this battery.			
Residents in U.S.A.		Residents in PUERTO RICO	
♦TOYOTA MOTOR SALES U.S.A., INC. ♦SERVCO PACIFIC INC. TORRANCE CAL, 90501 HONOLULU, HAWAII 96813 Phone : 1-800-331-4331 Phone : 808-839-2273	♦GOMEZ HERMANOS INC. HATO REY, PUERTO RICO Phone : 787-751-1000		
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TMS Recycling Plan



Payment and Reimbursement of Recycle Fee

To ensure the recovery and proper disposal of HV batteries after their natural or premature end of life, dealers will be reimbursed a recycle fee to return HV batteries to Toyota that are received from third parties. Toyota dealers are authorized to pay \$150 to any third party business entity, such as a salvage yard, for the recovery of an HV battery. The dealer may then submit a claim to TMS to recover \$200, which includes the \$150 payment and provides a \$50 administrative handling fee to the dealer. ***This recycle fee reimbursement is not applicable to retail customers or to HV batteries replaced under warranty or customer pay.***

Request for Part Recovery

Following payment of a warranty claim for the recycle fee or for a warrantable repair, a request for shipment of the HV battery will appear on the *CPS Warranty Parts Recovery Screen*, and a corresponding *CPS Warranty Parts Recovery Tag* will be created. HV batteries replaced under warranty must also have a completed yellow Warranty Parts Return Tag (M/N 00404-PRETN-TAGS) attached along with the *CPS Warranty Parts Recovery Tag*. HV batteries are to be shipped to the Parts Recovery Center (PRC) according to the shipping instructions included in this policy.

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Preparing the HV Battery for Shipment (Except for when the Battery Case is Damaged or Wet)



DO NOT, under any circumstances, DISASSEMBLE the HV battery or EXPOSE any internal electrical connections.

Please use the following instructions to assess and prepare the HV battery for shipment:

1. To prepare the HV battery for shipment, **a qualified hybrid technician** should follow all precautions as found in the Service Manual, Hybrid Vehicle Control section, paying special attention to the following.
 - Remove the orange colored service plug.
 - Cover the HV battery service plug terminal with non-conductive electrical tape.
 - Cover the exposed HV battery terminals with non-conductive electrical tape.
 - Ensure that the metal battery cover is securely bolted back in place before shipping.

Be sure to refer to the applicable vehicle's *Emergency Response Guide, Vehicle Specific Repair Manual, or Dismantling Manual* for additional safety and caution information.

2. Packaging the HV Battery

- a.) **Warranty:** If the HV battery was replaced under warranty, it **must** be shipped in the pallet carton in which the replacement HV battery was shipped from the dealer's facing PDC (see Figure 3). If the pallet-carton that came with the replacement HV battery is damaged or unavailable, the dealer should order the HV Battery Shipping kit from the MDC. HV batteries replaced under warranty must also have a completed yellow Warranty Parts Return Tag (00404-PRETN-TAGS) attached along with the CPS Tag inside the pallet carton. Dealers should write the following on the metal case with a felt pen:

- **"Warranty"**
- **Full VIN number**
- **Claim Number**
- **Dealer Code**

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Figure 3



b.) **Non-Warranty:** If the HV battery was not replaced under warranty and was recovered at its natural or premature end of life, the dealers should write the following on the metal case with a felt pen:

- **“Non-Warranty”**
- **Full VIN Number (if available)**
- **Reimbursement of Recycle Fee Claim Number (if applicable)**
- **Dealer Code**

3. If the pallet-carton that was used to ship the replacement HV battery is unavailable or damaged, or the HV battery was provided to the dealer by a third party business entity, the dealer should immediately place an order for a kit through the Dealer Support System using material number 00490-SHIPP-HVBAT. The kit contains detailed instructions on how to properly ship the battery to the PRC and is available at no charge. The QUP is one (1) and the maximum order quantity is two (2).

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Packaging the HV Battery (Continued)

Shipping Kit Number	
Material Number 00490-SHIPP-HVBAT Must follow shipping procedures enclosed in kit (More than one HV battery can be shipped per skid or pallet with this kit.)	

The shipping kit contains the following:

- 1 Sample Bill of Lading – Actual Bill of Lading will be faxed from UPS Logistics Group to the dealer (see Figure 4).
- 1 Pre-addressed shipping label
- 1 Emergency Response Guide information sheet
- 2 Non-Spillable Battery labels
- 1 Packing Slip Envelope
- 1 copy of HV Battery Packing Instructions

Figure 4

SHIPPER PLEASE NOTE		FREIGHT CHARGES ARE PREPAID ON THIS BILL OF LADING UNLESS MARKED COLLECT		CARRIER PLEASE NOTE	
PLACE LABEL HERE				STRAIGHT BILL OF LADING	
CONSIGNEE (TO)		DATE		SHIPPER NO.	
TOYOTA PARTS RECOVERY CENTER		07/01/07			
STREET		SHIPPER FROM		STREET	
19340 VAN NESS AVE		ABC DEALERSHIP		123 ANY STREET	
CITY, STATE, ZIP		CITY, STATE, ZIP		CITY, STATE, ZIP	
TORRANCE, CA 90501		YOUR CITY, YOUR STATE			
TRADE NO.		ROUTE			
1-310-469-2523					
QTY	HS	KIND OF PACKAGING, DESCRIPTION OF ARTICLES, SPECIAL MARKS & EXCEPTIONS	UNFC No.	CLASS	WEIGHT (LBS)*
1	X	SKID STC: 1 BATTERY X 100.0 LBS UN2800; BATTERY, WET, NON-SPILLABLE, B, III NO MARKS, LABELS, PLACARDS REQUIRED PER 49 CFR 173.159 ERG 154	60682	60	100.0 LBS
* TOTAL			TOTAL		100.0
EMERGENCY CONTACT: CHEMTREC +1 (800) 424-9300 / +1 (703) 527-3887					
THIS IS TO CERTIFY THAT THE ABOVE NAMED MATERIALS ARE PROPERLY CLASSIFIED, DESCRIBED, PACKAGED, MARKED AND LABELED AND ARE IN PROPER CONDITION FOR TRANSPORTATION ACCORDING TO THE APPLICABLE REGULATIONS OF THE DEPARTMENT OF TRANSPORTATION.					
SHIPPER ABC DEALERSHIP			CARRIER		
AUTHORIZED SIGNATURE			AUTHORIZED SIGNATURE		
			DATE 07/01/07		
			1		
			NUMBER OF PIECES RECEIVED		

* Parts Tags and ARS labels (00404-LABEL-ARS) are available from the MDC.

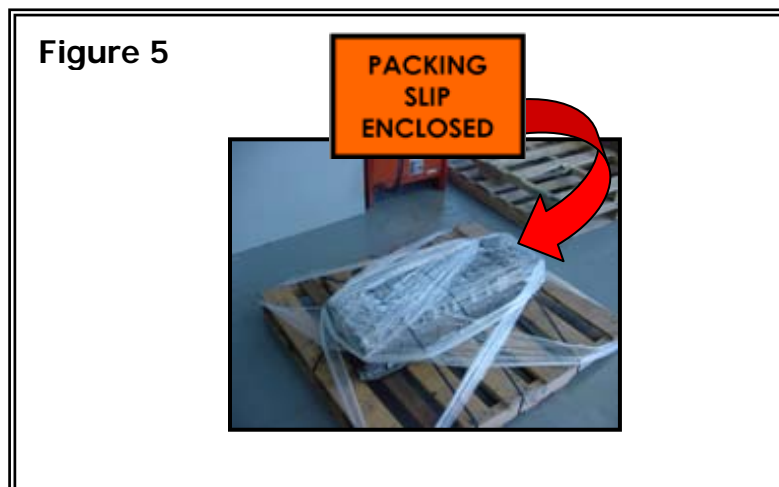
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Packaging the HV Battery (Continued)

HV Battery Packing Instructions (included in kit)

HV Battery Packing Instructions

1. Ensure that the battery terminals are secure. Electrical tape may be used to secure the ends of the terminals.
 2. Place the HV battery on a skid or pallet. (**Note: Once the HV battery is placed on a skid or pallet it becomes oversize.**)
 3. Apply the "NON-SPILLABLE BATTERY" label to the battery. Be sure that the warning label is visible through the shrink-wrap or apply second label to the outside of the shrink-wrap.
 4. Secure the battery to the skid using metal or plastic banding. **Non-conductive plastic banding is preferred.**
 5. Consider securing the battery with shrink or stretch-wrap as well. Make several passes diagonally over the battery to secure it to the pallet.
 6. Apply the pre-addressed shipping label. Include your name; dealer name; address; and, phone number. Apply the shipping label to top of package.
 7. You must contact UPS Logistics (1-877-672-3239) to arrange a pickup. The dealer should be using shipping kit 00490-SHIPP-HVBAT.
4. Package the HV battery according to your dealership's local, state, or federal regulations. If you are not using an original pallet-carton, strap the package to a pallet to prevent inadvertent movement while loading onto a transport truck (see Figure 5). The carrier will not accept any loose, non-packaged, or non-skidded shipments.



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5. Shipping the HV Battery

- The majority of HV batteries can be shipped using standard ARS labels. If the battery is over 150 lbs., you **must** call UPS Logistics (1-877-672-3239) to arrange for shipping. Provide the following information when contacting the UPS Logistics Group:
 - Dealership name
 - Address
 - Item description (HV Battery)
 - Warranty claim number (DO NOT USE R.O. NUMBERS)*
 - Approximate weight

*The warranty claim number submitted for reimbursement of the recycle fee or for a warrantable repair is extremely important as this will be used for tracking purposes.

- The UPS Logistics Group will schedule a freight carrier in the dealer's area to pick up the HV battery and will notify the dealership of the pickup date.
- The UPS Logistics Group will fax a Bill of Lading directly to the dealer.
- Upon pickup, the carrier will then complete the Bill of Lading by entering a PRO (tracking) number and deliver the HV battery to the PRC (Parts Recovery Center) in Torrance, CA.
- Dealers can track and confirm delivery by calling 1-877-672-3239 and providing the 6-digit claim number.

It is the dealer's responsibility to properly prepare shipments for transport. Dealers must be knowledgeable and in compliance with all local, state, and federal regulations.

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Helpful Tip: Claim Procedure for Reimbursement of Recycle Fee

Request for reimbursement of the recycle fee and the administrative fee is applicable only to HV batteries recovered from businesses outside of Toyota dealers and that are outside of warranty. The Claims Processing System will automatically populate the \$150 Recycle Fee and \$50 Administrative Fee in the fee section of the warranty claim. Sublets are not permitted for HV battery recycles.

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)

Note: Parts, labor, and markup are not permitted on the claim. Authorization is not required.

Please refer to *Toyota Procedures Bulletin PRO06-07, Procedures for Recovery and Shipment of Hybrid Vehicle High-Voltage (HV) NIMH Batteries* for further information.

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