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Battery Testing Process

- Physical Damage

The analyzer cannot be used to test physically damaged batteries. If the failed battery is physically damaged it should be replaced.

- Low Electrolyte

If the electrolyte level is below the top of the plates due to an overcharging condition, the cause of the overcharge condition must be determined and the *warranty code* recorded as "9999" on the back of the repair order hard copy.

- Test Procedure

Test the battery, and if the display reads...

Good-Battery	→	Indicates no problem with battery. Look for other source of the condition. <i>No warranty claim required.</i>
Good-Recharge	→	Fully charge the battery and return it to service. Diagnose cause of discharged battery. <i>Submit warranty claim using operation code 190031 for 0.4 hour.</i>
Charge and Retest	→	Fully charge the battery and retest. <i>Failure to fully charge the battery before retesting may result in false readings.</i> Proceed as indicated in final test result: <ul style="list-style-type: none"> If test result is "<i>Good Battery,</i>" return to service. <i>Submit warranty claim using operation code 190031 for 0.4 hour.</i> If test result is "<i>Replace battery,</i>" replace battery, and <i>submit warranty claim using operation code 190011A for 0.6 hour if the battery is within the free exchange period. If the battery is within the proration period, use operation code 190991 with no labor.</i> If test result is "<i>Good-Recharge,</i>" fully charge the battery and return it to service. Diagnose cause of discharged battery. <i>Submit warranty claim using operation code 190031 for 0.4 hour.</i>
Bad Cell - Replace	→	Remove and replace battery. <ul style="list-style-type: none"> <i>Submit warranty claim using operation code 190011A for 0.6 hour if the battery is within the free exchange period. If the battery is within the proration period, use operation code 190991 with no labor.</i>
Replace Battery	→	Remove and replace battery. A " <i>Replace Battery</i> " result may also mean a poor connection between the battery cables and the battery. After disconnecting the battery cables, retest the battery using the out-of-vehicle test before replacing it. <i>Submit warranty claim using operation code 190011A for 0.6 hour if the battery is within the free exchange period. If the battery is within the proration period, use operation code 190991 with no labor.</i>

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Battery Testing Process (Continued)

Some Exide batteries cannot be tested using these procedures. Refer to the Stock Number Charts posted on TIS for the applicable battery information.

Helpful Tips: Claim Submission

Any warranty code displayed on the analyzer during testing must be entered in the 'battery tester code' field located on the 'additional information' tab within the warranty claim. Claims that do not contain tester codes will be returned to the dealer for correction.

Replacement parts cannot be listed on warranty claims in cases where an exchange battery was obtained.

Original installation information (install date, RO, miles) must be entered on all replacement battery warranty claims.

When applicable, towing reimbursement may be requested as sublet type "TW."

Add an exchange handling fee of 0.2 hours of "Z" time to compensate the parts department for some of the time spent in documenting and contacting the authorized Toyota TrueStart™ battery supplier to obtain a battery for the customer.

Warranty Exchange

During the free-exchange period, batteries will be replaced under using the exchange program by your authorized TrueStart™ distributor using Toyota TrueStart™ batteries.

The free-exchange period is as follows:

Battery Being Replaced	Procedures
Toyota TrueStart™ Battery	<p>I. If the battery is within 24 months from the date of installation <i>OR</i> the vehicle is still covered by the new vehicle warranty:</p> <p>A. Obtain an exchange battery from your authorized Toyota TrueStart™ battery supplier.</p> <p>B. Submit a claim to TMS for the installation (labor) and towing (sublet type TW), if applicable.</p> <p>C. NOTE: Battery part numbers may not be listed as replacement parts on claims submitted to TMS.</p> <p>II. If the battery was installed more than 24 months ago <i>OR</i> the vehicle is no longer covered by the new vehicle warranty:</p> <p>A. Purchase a battery from your authorized Toyota TrueStart™ battery supplier.</p> <p>B. CPS will automatically calculate the pro-rated amount based on the warranty months in use (# of months from the date of installation), not since the new vehicle warranty.</p> <p>C. Sublet description should be the 13-digit battery part number.</p> <p>D. No labor, towing, or replacement parts should appear on the claim.</p> <p>E. Your customer is responsible for the portion not covered by Toyota plus any installation charges.</p>

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Replacement Batteries

Toyota-supplied replacement batteries (including Highlander Hybrid 12V batteries) must be replaced using the applicable Toyota TrueStart™ battery that corresponds to the vehicle model.

What Is Covered

Any replacement that becomes necessary due to a defect in materials or workmanship is warrantable with the exception of the items listed under "What Is Not Covered."

Battery Proration Procedures

Prorated reimbursement for a replacement battery is based on months in service from the installation date of the battery. Prorated coverage only applies *after* the free-exchange period has expired, and does not include reimbursement of labor and parts markup. Proration is based on MSRP and not dealer cost.

How to prorate a Toyota TrueStart™ battery claim:

TYPE	CLAIM INFORMATION	HOW TO CALCULATE PRORATION
Toyota TrueStart™ battery during free-exchange period (within 24 months).	Veh. model-year = 2000 Date-of-First-Use = 03/07/00 Vehicle Miles = 48,962 Orig. Install. Date = 03/07/03 Veh. Mos. In Use = 52 Repair Date = 07/20/04 MSRP = \$83.30	Since this vehicle is no longer covered by the new vehicle warranty (beyond 3 years from the date-of-first-use), you need to: <ul style="list-style-type: none"> • Calculate the months in service since the original installation or purchase. • A Toyota TrueStart™ battery is covered for 24 months <i>OR</i> the remainder of the new vehicle warranty. • Calculate the months in service. Months in service are calculated by determining the number of calendar months transpired since the installation date of the failed battery. Months in service = 16 • NO PRORATION REQUIRED since the battery is less than 24 months old. This battery is covered by a free exchange and the claim to TMS should be for labor (plus applicable tow charges) only.

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Battery Proration Procedures (Continued)

TYPE	CLAIM INFORMATION	HOW TO CALCULATE PRORATION
Toyota TrueStart™ battery after free-exchange period (greater than 24 months from installation and beyond the new vehicle warranty).	Veh. Model-Year = 2003 Date-of-First-Use = 11/07/02 Vehicle Miles = 39,022 Orig. Install. Date = 03/07/03 Veh. Mos. In Use = 32 Repair Date = 07/05/05 MSRP = \$83.30	<p>Since this vehicle is no longer covered by the new vehicle warranty (within 3 years but beyond 36,000 miles), you need to:</p> <ul style="list-style-type: none"> Calculate the months in service since the original installation or purchase. A Toyota TrueStart™ battery is covered for 24 months <i>OR</i> the remainder of the new vehicle warranty. Calculate the months in service. Months in service are calculated by determining the number of calendar months transpired since the installation date of the failed battery. Months in service = 28 Determine the proration percentage. Proration % = 50% Parts reimbursement is calculated based on the proration percentage multiplied by the MSRP of the replacement battery. Proration price = $50\% \times \\$83.30 = \mathbf{\\$41.65}$ The claim to TMS should be for the prorated parts cost of \$41.65.

Battery Proration Chart

This chart is applicable for Toyota TrueStart™ batteries sold (Original Installation Date) on or after October 1, 1996.

Proration Schedule for Toyota TrueStart™ Batteries

BCI Group Size (Battery Size)	Toyota TrueStart™ Battery Part #	0-24 months 100%	25-48 months 50% of MSRP	49-84 months 25% of MSRP
24	00544-24060-575	Free Exchange (MSRP: \$83.30)	\$41.65	\$20.83
24F	00544-24F60-575	Free Exchange (MSRP: \$83.30)	\$41.65	\$20.83
25	00544-25060-550	Free Exchange (MSRP: \$83.30)	\$41.65	\$20.83
27	00544-27060-675	Free Exchange (MSRP: \$89.30)	\$44.65	\$22.33
27F	00544-27F60-710	Free Exchange (MSRP: \$91.30)	\$45.65	\$22.83
35	00544-35060-550	Free Exchange (MSRP: \$83.30)	\$41.65	\$20.83
51R	00544-51R60-500	Free Exchange (MSRP: \$83.30)	\$41.65	\$20.83

Battery Labeling

All warranty batteries must be properly labeled with a Warranty Battery Label (M/N 00404-BTTRY-LABEL) as shown below.

WARRANTY BATTERY LABEL
ETIQUETA PARA BATERIA DE GARANTIA
(Please Print / Liénesse con Letra de Molde Por Favor)

Dealer Code
Código de Agencia

Vehicle Identification Number (VIN)
Número de Identificación de Vehículo (NIV)

Repair Order No. No. de Orden de Reparación	Repair Date Fecha de Reparación	Failure Code Código de Falla
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Veh. Date of First Use Fecha de Primer Uso del Veh.	Original Install Date Fecha de Instalación Original <small>(Svc. part replacement only/ solamente para el reemplazo de partes de servicio)</small>	Battery Mos. In Svc. Número de meses que Bateria está en servicio
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12/06 00404-BTTRY-LABEL

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Battery Labeling (Continued)

This label will be used to validate any remaining *vehicle warranty* coverage (if the battery is more than 24 months old, but still covered by the new vehicle warranty) and therefore must be completed entirely. Failure to completely fill out this new label may result in denial to cover the battery as a free exchange.

What Is Not Covered

Batteries that have been opened, dropped, frozen, or otherwise damaged are not warranted.

Discharged batteries on in-stock vehicles where the cause of the discharge is due to lack of maintenance are not warranted.

Batteries which fail the same day as initial installation are not warranted. These batteries are warranted by the battery supplier.

Toyota TrueStart™ service part batteries are not warranted at 100 percent beyond the first 24 months of use or the remainder of the Toyota New Vehicle Limited Warranty.

Parts markup and labor after the free-exchange period has expired are not allowed.

This warranty is subject to the limitations and exclusions as listed in Policy No. 4.17, "What Is Not Covered by the Toyota New Vehicle Limited Warranty."