

Subject

Market

# Warranty requirement to test batteries detached from the vehicle and other battery policies

USA

Service Category

Power Source/Network

Section

Battery/Charging

Applicability

All models

## APPLICABLE VEHICLES

2011-2015	RX450H	2010-2012	HS250H
2011-2015	CT200H	2011-2015	IS350
2011-2015	RX350	2011-2015	ES350
2011-2015	LS460	2011, 2013-2015	GS450H

## CONDITION

Some technicians are unaware of current 12V battery warranty policies affecting batteries, some of which have been updated on Warranty Policy 4.10

## RECOMMENDATIONS

Excerpts from policy 4.10

A. From the "Battery Test Procedures", test the battery, and if the display reads...

Replace Battery → Remove and replace battery.  
 A "Replace Battery" 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.  
 Submit warranty claim using operation code 190011A for 0.6 hour.

B. Dealers are required to identify the OE 12V battery supplier and use the appropriate Original Failed Part (OFP) for claim submission.

### Original Failed Part

Dealers are required to identify the OE 12V battery supplier and use the appropriate Original Failed Part (OFP) for claim submission. Once the battery supplier has been identified, utilize the chart below to select the OFP. OFP accuracy is very important because it is utilized to identify and address battery concerns. It is the technician's responsibility to notate the OE battery supplier on the repair order hard copy.

Battery Supplier	Furukawa	Shin-Kobe	GS Yuasa	Panasonic	Exide	JCI (Johnson Controls)
OFP	28800-FBXXX	28800-SHINK	28800-GSXXX	28800-PANAS	28800-EXIDE	28800-JCIXX
Japan Production	X	X	X	X		
North American Production				X	X	X

Note pictures are also present in 4.10 to help identify battery manufacturers

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## RECOMMENDATIONS

- C. The warranty label for OEM batteries is required to be filled out and attached to warranty batteries or the entire claim may be debited.

### Battery Labeling

All warranty OE 12V batteries must be properly labeled with a Warranty Battery Label (M/N 00404-BTTRY-LABEL) as shown below. The battery case must be clean so that the label adheres properly. Apply the label to the side or end of the case, do not apply it to the top of the case.

**Note:** Failure to attach the label to all OEM batteries may result in the entire claim being debited.

<b>WARRANTY BATTERY LABEL</b> (Please Print)		
_____		_____
Region and District Code	Dealer Code	
-----		
Vehicle Identification Number (VIN)		
-----		
_____	_____	_____
Repair Order No.	Repair Date	Failure Code
TrueStart Batteries		
_____	_____	_____
Vehicle Date of First Use (DOFU)	Original Installation Date	Battery Months In Service
<b>Label MUST be attached to ALL batteries replaced under warranty.</b>		
<small>09-TCS-00291 4/09</small>		<small>00404-BTTRY-LABEL</small>

## LINK REFERENCES

- [Policy 4.10: Original Equipment Battery Warranty Coverage](#)