 HYUNDAI Technical Service Bulletin	GROUP ELECTRICAL	NUMBER 19-EE-001H-1
	DATE JULY 2019	MODEL(S) SONATA HEV/PHEV, IONIQ HEV/PHEV/EV, KONA EV, TUCSON and NEXO FUEL CELL
SUBJECT: USED HEV/PHEV/EV/FUEL CELL LITHIUM BATTERY RETURN		

NOTE: *This bulletin revises TSB# 19-EE-001H to implement a new KBI Website via Hyundaidealer.com for Lithium Battery Return Requests.*

Applicable Vehicle:

- Sonata HEV/PHEV (since 2011MY)
- Ioniq HEV/PHEV/EV (since 2017MY)
- Kona EV (since 2019MY)
- Tucson Fuel Cell (2015-2017MY)
- Nexo Fuel Cell (since 2019MY)

Description:

This bulletin provides information on how to return a Hyundai HEV/PHEV/EV/Fuel Cell Lithium Battery for proper disposal and safe environmental recycling using Hyundai’s authorized vendor Kinsbursky Brothers Intl. (KBI).

The following are acceptable circumstances for battery return:

- **Hyundai Dealer or Port replaces a Battery under warranty.**
All warranty battery replacement must be preapproved by Techline per TSB 19-EE-003.
- **Return of Hyundai HEV/PHEV/EV/Fuel Cell Battery at end of life by a Hyundai Dealer or HMA affiliated company:** The physical condition of the Battery must be fully declared to KBI in so far as whether there is any damage or odor (send pictures to show when applicable). The Battery must be located in a safe place for pickup. KBI may need to supply a box.

★ IMPORTANT

Hazmat Shipping Certification Regulation:

- Per strict Hazmat shipping regulations, you must accurately declare whether or not your facility personnel handling the battery shipment has been certified by an approved Hazmat shipping training program.
- If your facility’s personnel does not have the proper certification, it must be declared to KBI to arrange a HazMat shipping certified third party to handle inspection of packaging, shipping documentation and sign the shipping Bill of Lading.

General Lithium Battery Return Instructions:

- A. Inspect the battery condition and note any physical damage or odor which must be declared. Take photos to provide to KBI if damage is found
- B. Inspect the shipping box in which the replacement battery was received. Let KBI know if there is any significant physical damage. Notify KBI if you need a Hazmat shipping box because you did not receive one such as would be the case for returning an end of life battery.
- C. Determine whether your facility has Hazmat shipping trained certified personnel.
- D. For each battery to be returned, complete the Battery Return Request at the Lithium Battery Return Portal located at: Hyundaidealer.com > Parts > HEV/PHEV/EV/Fuel Cell Battery Return Program. Specific instructions are provided from the next page of this bulletin.
- E. Once your Battery Return Request is received, KBI will do the following:
 - KBI will contact you to arrange the pickup and provide the required Hazmat shipping Documents and Labels once the battery has been prepared for shipment.
 - A 3rd party inspection will be arranged for dealers that don't have the proper Hazmat certification.

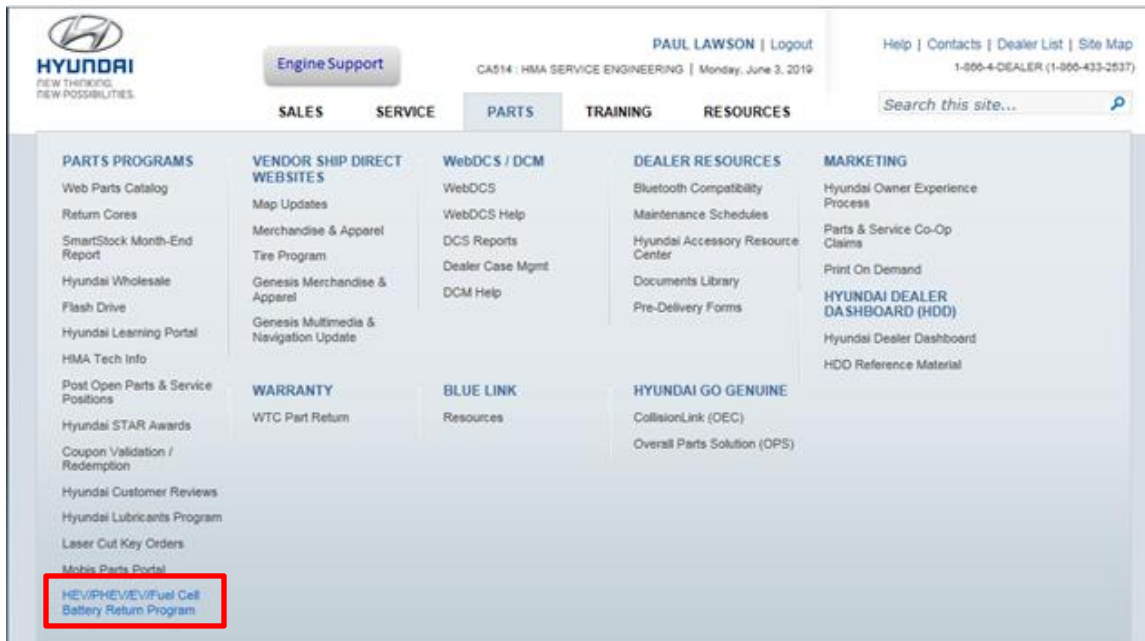
*** NOTE**

Do not attempt to arrange your own battery shipment.

It must only be done by KBI. KBI will assume the HazMat shipping cost on behalf of Hyundai Motor America.

Battery Return Portal Pickup Request:

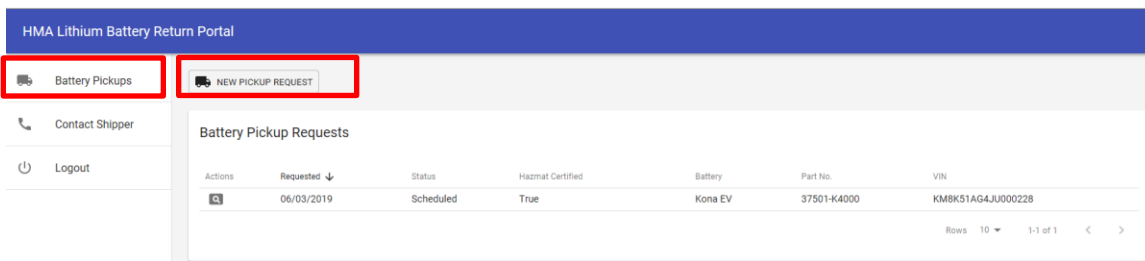
1. Go to: Hyundaidealer.com > Parts > HEV/PHEV/EV/Fuel Cell Battery Return Program.



2. The main menu for the KBI Web Portal will look like this.

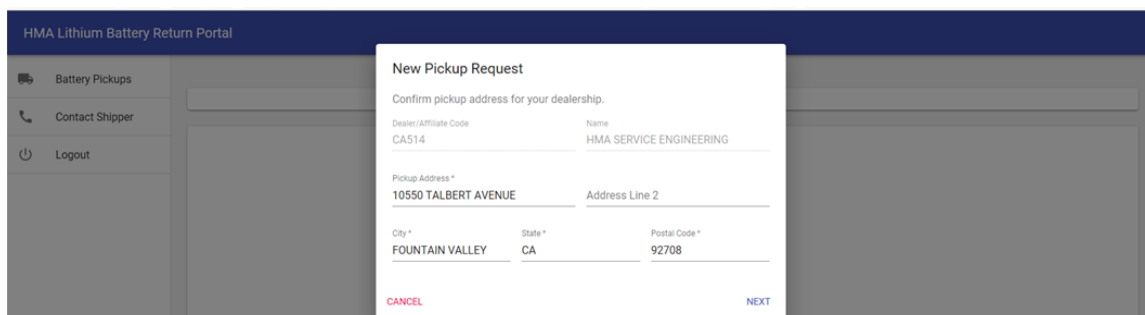
- Select Battery Pickups.
- Select NEW PICKUP REQUEST.

NOTE: Your first pickup will show as SCHEDULE FIRST PICKUP.

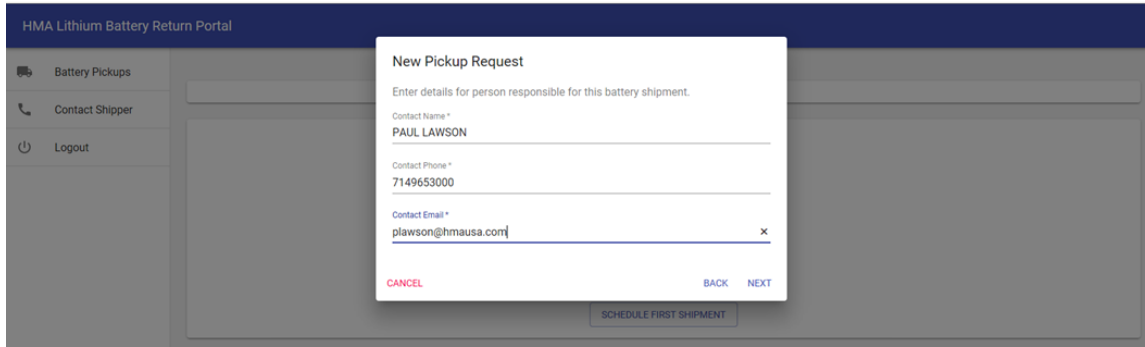


3. Your dealer information should populate.

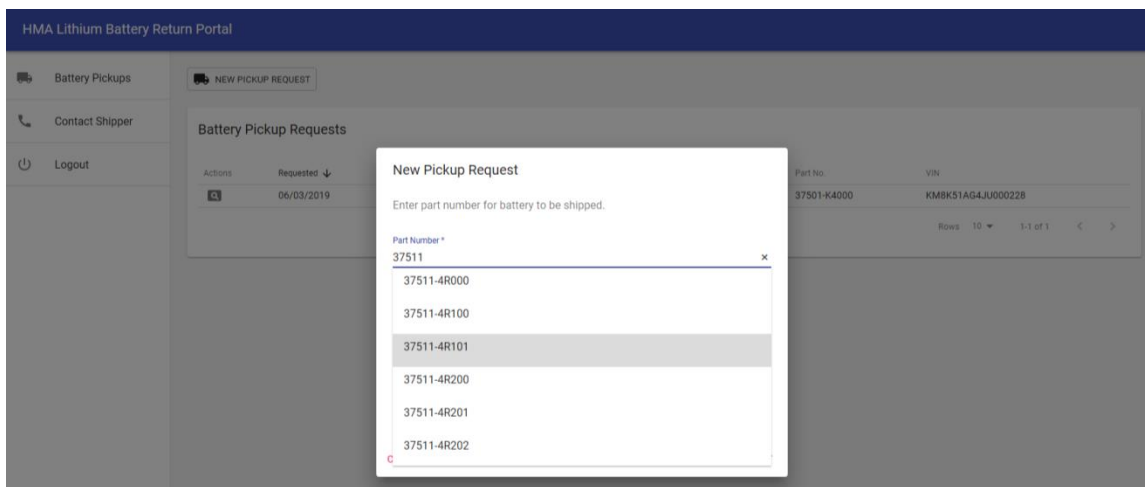
NOTE: If necessary make corrections to the Address and then select NEXT.



4. Enter the CONTACT NAME, PHONE and EMAIL of the person that will be handling the shipment request. Select NEXT after all were entered correctly.



5. Enter the first 5 digits of the battery Part Number, and select the correct full Part Number from the list provided and then select NEXT.



Battery Part Number can be found at either of the below methods. The part numbers at both locations may not match, but either can be entered.

- Battery Assembly label, usually located on the assembly cover.
 - Example Battery Assembly Label (YF Sonata HEV battery)



- Replacement Battery Box (assuming the battery was replaced)
 - Example Replacement Battery Box Label (YF Sonata HEV battery)



6. Confirm that the correct vehicle battery type is identified based on the Part Number selected.

Enter the full 17-digit Vehicle Identification Number (VIN) and then select NEXT.

HMA Lithium Battery Return Portal

Battery Pickups

NEW PICKUP REQUEST

Contact Shipper

Logout

Battery Pickup Requests

Actions Requested ↓

06/03/2019

Part No. VIN

37501-K4000 KM8K51AG4JU000228

Rows: 10 1-1 of 1

New Pickup Request

Enter part number for battery to be shipped.

Part Number *
37511-4R101

Enter first 5 of part number and select full part number from list for the battery to be shipped.

Battery Name
YF Sonata HEV Gen-3

Vehicle Identification No. (VIN) *
KMHEC4A45FA123456

Battery Condition *

CANCEL BACK NEXT

7. Based on the results of your inspection of the physical battery condition, select whether or not the Battery is physically UNDAMAGED or DAMAGED and then select NEXT.

HMA Lithium Battery Return Portal

Battery Pickups

NEW PICKUP REQUEST

Contact Shipper

Logout

Battery Pickup Requests

Actions Requested ↓

06/03/2019

Part No. VIN

37501-K4000 KM8K51AG4JU000228

Rows: 10 1-1 of 1

New Pickup Request

Enter part number for battery to be shipped.

Part Number *
37511-4R101

Enter first 5 of part number and select full part number from list for the battery to be shipped.

Battery Name
YF Sonata HEV Gen-3

Vehicle Identification No. (VIN) *
KMHEC4A45FA123456

Battery is physically UNDAMAGED.

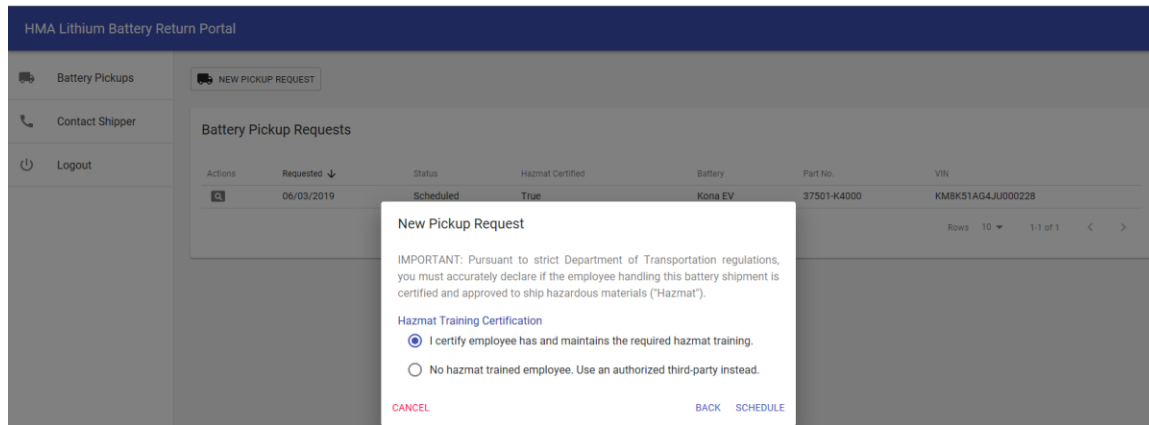
Battery is physically DAMAGED.

CANCEL BACK NEXT

- Select whether or not there is at least one employee at your Dealer with Hazmat shipping training certification. This employee must inspect and sign the HazMat Shipping Bill of Lading when they become available on the Website.

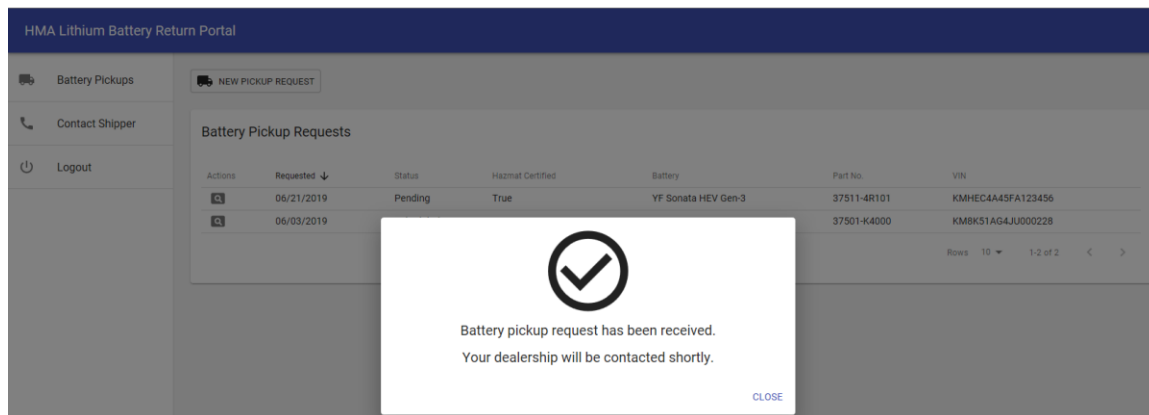
* NOTE

- Selecting “No HazMat trained employee” will result in a 3rd party company to be assigned to visit for inspection and to sign the Bill of Lading.
- 3rd party use significantly increases pickup cost, so only select this when it is required.
- Delay any pickup request until your HazMat certified employee returns from any temporary absence.



Then select SCHEDULE to request KBI to process the pickup request.

- This screen confirms the completion of the New Pickup Request.



Select CLOSE to return to the main Battery Pickups screen.

- When they are ready, KBI will send status follow-up(s) to the email you provided. This will include battery packing instructions, Hazmat shipping docs and labels. **NOTE:** Safelist email “info@evbattmgmt.com” to ensure that any follow-up communications from KBI sent to your email, is not sent to your spam folder.

KBI Website Battery Return Tracking:

The Battery Pickup screen will initially list a New Battery Pickup Request as Status of “Pending”.

HMA Lithium Battery Return Portal

Battery Pickups

NEW PICKUP REQUEST

Battery Pickup Requests

Actions	Requested ↓	Status	Hazmat Certified	Battery	Part No.	VIN
	06/21/2019	Pending	True	YF Sonata HEV Gen-3	37511-4R101	KMHEC4A45FA123456
	06/03/2019	Scheduled	True	Kona EV	37501-K4000	KM8K51AG4JU000228

Rows 10 1-2 of 2 < >

Click the “Search” icon under Actions to view details and documents for a battery pickup.

The following downloadable documents will be posted on Battery Pickup Details once KBI has changed the Status to “Scheduled”:

- Bill of Lading
- Hazmat Marking
- Shipping Label

Example of Battery Pickup Details after Status has changed to “Scheduled”:

HMA Lithium Battery Return Portal

Battery Pickups

Contact Shipper

Logout

GO BACK PRINT DETAILS

Battery Pickup Details

Downloadable Documents

- Bill of Lading
- Hazmat Marking
- Shipping Label

Pickup Information

Request Date	Pickup Status	Receiving Site	Receipt Date
06/21/2019	Scheduled	KBI-Brea	Pending

Battery Name: YF Sonata HEV Gen-3 VIN: KMHEC4A45FA123456 Part Number: 37511-4R101

Dealer Information

Code	Name		
CAS14	HMA SERVICE ENGINEERING		
Address	Address 2		
10550 TALBERT AVENUE			
City	State	Postal Code	Country
FOUNTAIN VALLEY	CA	92708	US
Shipping Contact	Shipping Phone	Shipping Email	
PAUL LAWSON	7149653000	plawson@hmausa.com	

Shipper Information

Carrier	Pickup Date	Shipping Paper No.
FedEx	06/22/2019	4132154773

Should you have questions at any time, select Contact Shipper in the far left panel.