



Parts Bulletin

TITLE:

Warranty: Hazardous Material Shipping Requirements

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“Right first time in Time”

It is required by federal law that hazmat transportation training be completed by all persons who prepare hazmat shipments, or prepare shipping papers, or sign the shipping papers. Therefore all retailers must have at least one employee who has completed hazmat transportation training to be able to ship hazmat parts including warranty returns.

Effective Thursday, November 1, 2018, all retailers must have at least one employee who has completed the required hazmat training to be able to ship hazmat returns to Volvo including warranty parts returns.

Volvo does not offer this training; the retailer must find a qualified vendor to obtain required training. Below is a list of vendors who provide the required training. This list is not intended to be a comprehensive list, nor does Volvo recommend or endorse the vendors listed below. This list is provided merely as a starting point for the retailer.

Once required training is completed, proof of the completed training, including your **retailer code**, must be emailed to Volvo Parts Retailer Services at volvocarusapartssupport@custhelp.com. The training is valid for 3 years then it expires and must be repeated. The retailer is responsible for keeping in compliance with training requirements. When the retailer employee renews his/her hazmat training, they should send a copy of the new training certificate to Volvo Parts Retailer Services.



Vendors who provide required training:

- www.hazmat.org
- Surface Transportation of Automotive Hazardous Materials (HazmatU 12-month multi-seat access)
- DGiTraining Center - Online Automotive Parts 49CFR
- www.lion.com - Shipping Hazmat by Ground – Ops

For more information, please refer to the Code of Federal Regulations, 49 CFR 172.700 describes the training that is required.