



Service Manager Bulletin

TITLE:

Pretensioner Parts Return process for Recall R10029

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Page 1 of 2				

“Right first time in Time”

This is to inform you that we have procured Rebuilders Automotive Supply (RAS) to handle the returns of the recalled Front Seat Belt Fastener Pretensioner for Recall R10029.

NOTE: This pretensioner parts return process is not applicable to ALASKA or HAWAII. A return process will be communicated under separate communication in the coming weeks.

RAS has created instructions for the pretensioner shipping procedures. You **MUST** review and inform your staff as to the requirements for handling the returns. There are specific measures to be taken as these pretensioners are classified as hazardous materials. A Parts Bulletin with this same information has also been created to ensure your Parts Department will receive these instructions in case they will be handling the returns.

You will receive an initial allocation of kits to fulfill the returns starting the week of March 1, 2021. It is important to note RAS is sending out small batches of these kits as they are ramping up inventory to continue to supply kits to your stores. Once you have exhausted your supply of inventory, you may proceed to place your order for additional kits as outlined in the procedures below.

Best Practices/Storage:

- Assemble return boxes daily in a count of scheduled customer appointments for repairs.
Note: Only ONE (1) pretensioner per box! One repair equals two pretensioners (separate pretensioners to one per box).
- Package parts immediately as they are replaced and claims are submitted. Build up a pallet of no more than 84 pretensioners in an isolated area.
- We recommend not storing in wet or damp areas or areas where they may mistakenly get mishandle or scrapped.
- Pretensioners are classified as a class 9 explosive and should always be kept away from ignition sources.



Volvo Retailer Recalled Pretensioner Shipping Procedures

Please review the shipping and handling procedures below and watch the below Video.

Process for Requesting Packaging Supplies:

A tutorial video has also been supplied by RAS and should be viewed. Click on the link below now to watch the tutorial.

[*Watch Video Tutorial*](#)

1. Once you have exhausted your supply of kits that were sent to you in advance of this bulletin you may place an order by, Email VolvoRetailer@coresupply.com or dial 401-381-2160 to speak with a RAS representative.
2. Indicate current number of parts needing packaging and expectation of future volumes.
3. Confirm address for supply shipment.
4. Representative will then coordinate shipment of kits to your location.

Packaging supply kit (per each pretensioner) includes:

- a. One Certified 4G Corrugated Cardboard Box (**only use this box and packaging supplied by RAS**)
- b. One Pink Anti-Static Bag
- c. One Wire Zip-Tie
- d. One Class-9 Diamond label



Compliant Packaging Guidelines & Procedure:

1. Insert **ONE** pretensioner into pink anti-stat bag provided and close with wire tie from kit.
2. Assemble 4G cardboard box provided and place **ONE** bagged pretensioner into box.
3. Securely seal box with clear tap across entire length of box.
4. Apply a single class 9 Hazmat label in diamond shape on outside of each individual box.
5. Place individual 4G boxes together on a pallet.
6. Once pallet is full, typically a maximum of 84 boxes, use clear shrink-wrap to secure boxes to pallet.
 - o Most efficient box stacking on a standard 48" x 40" pallet would include 7 rows of 12 boxes.
 - o Multiple shrink-wrapped pallets can be included on a single pick-up request.
7. Email VolvoRetailer@coresupply.com or dial 401-381-2160 and provide:
 - o Piece count
 - o Pallet dimensions
 - o Pallet weight(s)
 - o Pick-up address
 - o Dock pick-up hours
 - o Whether a dock with trailer access is available to determine if a liftgate is needed
 - o Email address(es) to receive BOL form
8. You will receive an automated email with link to BOL form for download once the carrier is dispatched.
9. Please print out three copies of BOL and attach one copy to the pallet and hand one copy to the driver and please keep a copy of the completed BOL.
10. Please be accurate in filling out the BOL. This is your proof of pick-up and tracking of your shipment.
 - o If directions are not followed, driver may refuse to take the shipment!