Polestar

Service and Parts Business

Service Manager Bulletin

TITLE:				
Shipping and Handling of Polestar Lithium-ion Battery Electric Vehicle (BEV) Battery Modules to Global Battery Solutions (GBS)				
GROUP: 31	NO: 002P	ISSUING DEPARTMENT: Warranty	CAR MARKET: United States	
REVISIONS: Page 6 (FedEx BOL) – Revised "Consignee (To)" section			ISSUE DATE: 2021-05-10	STATUS DATE: 2021-12-20
			Page 1 of 10	

Attention Polestar Parts Managers and Service Managers

There may come a time when a customer's vehicle will require technical service and you will be instructed to replace and ship a defective lithium battery electric vehicle (BEV) battery module directly to our supplier for technical evaluation.

For complete battery packs, please see SMB31-001P.

Note: All Polestar Lithium-ion Battery Electric Vehicle (BEV) Batteries modules will be part of our Polestar Technical Helpdesk Prior Approval Process.

The failed battery electric vehicle (BEV) battery must be shipped directly to the Polestar Battery Center, operated by Global Battery Solutions (GBS), at the address indicated below and on the shipping labels attached.

POLESTAR LITHIUM-ION BATTERY ELECTRIC VEHICLE (BEV) BATTERY MODULE SHIPPING AND HANDLING GUIDELINES:
Remove the replacement module from its shipping box and follow instructions as outline in VIDA and/or provided by Retailer Technical Support (RTS) for installation.

HANDLING:
Ensure the replacement box and packaging are kept in their original condition. The replacement battery module shall be removed from its original packaging and installed in the vehicle as soon as possible in order to maintain protection against mechanical impact or tampering.

Once the replacement module is removed, store the shipping box in a safe and secure place to be used for the transportation of the defective battery electric vehicle (BEV) battery module.

- Do not remove or cover up any of the hazmat shipping labels on the outside of the replacement box.
- Do not damage or disassemble the replacement box.

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- If you damage the box you will be charged for a replacement box plus shipping and hazmat labeling cost.

Before packaging the module, make sure that it has been emptied of all coolant and dried. It may be necessary to package the module with an absorbent towel to collect any remaining coolant.

Carefully place the defective battery electric vehicle (BEV) battery module inside of the bag it arrived in, then repackage the module with all included foam inside of the box. Reseal the box with packaging tape ensuring the warning labels on the package are not obscuring.

Warning labels “Class 9” and “Cargo Aircraft Only” must be present and unobscured on a minimum of two sides of the container.

It is mandatory the defective battery electric vehicle (BEV) battery module be shipped to GBS within 2 days of receiving the replacement battery module. The defective battery module must be received by GBS within 7 days of receipt of the replacement battery module.

SHIPPING:
All core shipments to the Battery Center must include a proper core report. Without the core report core credit will not be given. See the Core Return Procedure chapter in the Parts Policy and Procedure manual, found on the Retailer Portal, for instructions on how to create a core report and core packing list.

Please complete the attached FedEx VICS Bill of Lading. Retailers only need to fill out their return address.

All other information is pre-flled. Do not alter any information on this Bill of lading.
Located at the end of this bulletin are 4 GBS return shipping labels pre-addressed to Global Battery Solutions.

- Cut out one of the labels.
- Fill out this label completely.
- Secure the label to the outside of the replacement container.
- Contact the FedEx Freight at the number below and request a pick-up:

  FedEx Freight Customer Service 1.866.393.4585

Ship to:
Polestar c/o Global Battery Solutions
581 Ottawa Ave, Suite 100
Holland, MI 49423
Attention: Stacy Trott

Once the FedEx Driver arrives, it is important to give the driver the completed FedEx Bill of Lading and a copy of the Safety Data Sheet. You can print a copy of the Safety Data Sheet from SMB 31-005P.

You should also attach a copy of the Safety Data Sheet to the outside of the replacement shipping box using the Polestar Poly Bags 7777601.

Warranty and Technical Documents
These documents must be included inside the box with the defective module.

- Technical Helpdesk Vehicle Report - (mandatory) see sample below.
- Shipping Label affix to the outside of the replacement box. (mandatory)
- Material Data Safety Sheets affix to the outside of the replacement crate. (mandatory)
- Copy of the original Repair order-see sample below

NOTE: Failure to include the above documents may result in the package being returned at retailer expense.

Package Example
PLEASE DO NOT COVER OR REMOVE ANY OF THE HAZMAT LABELS.

CUSTOMER #: 1234569

WARRANTY

POLESTAR USA RETAILER
ONE POLESTAR DRIVE
SERVICE PH: 201-768-7300 · 201-768-4556
www.polestar.com

PAGE 2

HOME: CONT:N/A
BUS: CELL:

SERVICE ADVISOR 56 John Wayne

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
VOID BLACK	21	POLESTAR 2	LPSED3KA7ML012077		3000/3099	

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
IS DD			16:30 15JAN21		0.00	CASH	26JAN21

R.O. OPENED	READY	OPTIONS:
07:26 15JAN21	13:40 26JAN21	STK:E054916 ENG:BEV TRN:AUTO

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

FOUND MESSAGE BECAME PRESENT FOR CHARGING SYSTEM FAILURE, ATTEMPTED TO CHARGE IN "SAVE" MODE AND MESSAGE WAS DISPLAYED FOR CHARGING SYSTEM FAILURE. FAULT TRACED PER CSC "YL". CHECKED DTCs AND FOUND BECM-P0DBF00 STORED. FAULT TRACED AND FOUND LIKELY CAUSE IS INTERNAL FAULT IN HV BATTERY CELL "E". CONTACTED THD PER CASE RE #1234567. ASSISTED THD WITH REMOTE DIAGNOSTICS, ATTEMPTED BECM RELOAD, BATTERY RESETS AND OTHER DIAGNOSTICS TO RESTORE CELL BALANCING. ALL ATTEMPTS FAILED TO RESOLVE CONCERN. PER THD, REPLACED HV BATTERY AND PERFORMED BECM RELOAD. CLEARED DTCs AND TESTED CHARGING. CHARGING NOW FUNCTIONS BUT LEDs AT CHARGING OUTLET DO NOT LIGHT OR GIVE ANY INDICATION. FAULT TRACED PER CSC "YW". FAULT TRACED LED FAULT. DISCONNECTED MANUAL SERVICE DISCONNECT AND REMOVED LF FENDER LINING TO EXPOSE CHARGING OUTLET. INSPECTED OUTLET AND FOUND CONNECTOR HAS BEEN PULLED OUT OF LED PORTION OF CHARGING OUTLET DUE TO ZIP TIE CAUSING TOO MUCH TENSION ON WIRING. REMOVED ZIP TIE AND SECURED CONNECTOR. CHECKED WIRING TO BE SURE WIRING DOES NOT HAVE EXCESSIVE MOVEMENT-OK. RESTORED HV MSD AND TESTED LEDs AND FOUND ALL CHARGING INDICATIONS ARE FUNCTIONING PROPERLY. TEST DROVE AND FOUND ALL FUNCTIONS ARE NOW OPERATIONAL.

****

YOUR COMPLETE SATISFACTION IS OUR GOAL. IF
FOR ANY REASON YOUR VISIT WAS NOT OUTSTANDING

WE APPRECIATE YOUR BUSINESS.

TECH: 00000 ACTUAL HRS.: 00.00 SOLD HRS.: 00.0

SALE-LBR: 0000.00 PTS: 0000.00 MSC: 0.00 LUB: 0.00 SUB: 0.00 TOTAL 00000
COST-LBR: 000.00 PTS: 0000.00 MSC: 0.00 LUB: 0.00 SUB: 0.00 TOTAL 00000

DATE	START	FINISH	DURATION	TYPE	TECH	LINE(S)	CHG
01-15-16	00:00	00:00	0.00	W	00000	A	
	00:00	00:00	0.00	W	00000	C	
	00:00	00:00	0.00	W	00000	B	
	00:00	00:00	0.00	W	00000	D	

[ ] CASH [ ] CHECK CK NO. [ ]
[ ] VISA [ ] MASTER CARD [ ] DISCOVER
[ ] AMER XPRESS [ ] OTHER [ ] CHARGE

Thank You for Your Business!

CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
ADJUSTMENT	
SUBLET AMOUNT	
SUPPLIES/WASTE DISP.	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

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WARRANTY COPY

SAMPLE BEV MODULE REPAIR ORDER

PACKAGE EXAMPLE

- Use the original packaging replacement box
- Please ensure the original GBS Labels are clearly visable on the out side of the box
- All document must be included in a Warranty Polybag part number 7777601
- Do not cover or remove any of the Hazmat labels

From: _____

_____

_____

_____

Global Battery Solutions (GBS)
581 Ottawa Ave, Suite 100
Holland, MI 49423
***Attention:* Stacy Trott**

GLOBAL BATTERY SOLUTIONS

TIE Report Number _____

FedEx Tracking Number _____

UNIFORM STRAIGHT BILL OF LADING ORIGINAL---NOT NEGOTIABLE

SUBJECT TO THE TERMS AND CONDITIONS OF THE UNIFORM BILL OF LADING --- QUESTIONS? CALL 1.866.393.4585

FedEx Freight

Date	Purchase Order #
Shipper #	Shipper #

REQUIRED: Please select a service type
- ❑ FedEx Freight® Priority
- ❑ FedEx Freight® Economy

OPTIONAL: You may select a money-back guarantee delivery (charges and tariff limitations may apply).
❑ A.M. Delivery ❑ Close of Business Delivery

SHIPPER (from) Please provide ZIP codes and phone numbers.			CONSIGNEE (to)			
Shipper	FXF Acct. #		Consignee Polestar c/o Global Battery Solutions (GBS)		FXF Acct. #	
Attn. to	Area Code	Phone Number	Attn. to Stacy Trott		Area Code 866	Phone Number 327-0318
Address			Address 581 Ottawa Ave			
Address (Store, Dept., Ste., Flr., Apt., Div.)			Address (Store, Dept., Ste., Flr., Apt., Div.) Suite 100			
Address			Address			
City			City Holland			
State/Province	ZIP/Postal Code	Country	State/Province MI	ZIP/Postal Code 49423	Country USA	
Optional or Additional Service Fees and Charges ❑ Liftgate ❑ Inside Pickup ❑ Limited Access			Optional or Additional Service Fees and Charges ❑ Liftgate ❑ Inside Delivery ❑ Limited Access			
Shipper Bill of Lading #			❑ Custom Delivery Window:			

Special Instructions
For Clearance carrier must send documents to US Customs Broker: Expeditors, nbauto@expeditors.com

BILL FREIGHT CHARGES TO (if different than above):

Name POLESTAR AUTOMOTIVE USA INC. c/o Williams & Associates	FXF Acct. # FedEx ACCT# 673220215	Mailing Address 405 E 78TH ST			
City BLOOMINGTON	State MN	ZIP/Postal Code 55420	Country US	Area Code 952	Phone Number 884-9959

Freight charges are **PREPAID** unless marked collect.
CHECK BOX IF COLLECT ❑

C.O.D.
❑ USD
❑ CAD
AMOUNT

1. **The letters "C.O.D." must appear in box before consignee's name above.**
2. C.O.D. funds to be collected as: ❑ Certified Funds ❑ Company Check ❑ Personal Check
3. C.O.D. fee to be paid by: ❑ Shipper ❑ Consignee

REMIT C.O.D. TO (if different than shipper above):

Name		Mailing Address				
City	State	ZIP/Postal Code	Country	Country Code	Area Code	Phone Number

RECEIVED, subject to individually determined rates or contracts that have been agreed upon in writing between the carrier and shipper, if applicable, otherwise to the rates, classifications and rules that have been established by the carrier and are available to the shipper, on request, and to all applicable state and federal regulations, the property described below, in apparent good order, except as noted (contents and condition of contents of packages unknown) marked, consigned and destined as shown hereon, which said carrier agrees to carry to destination, if on its route, or otherwise to deliver to another carrier on the route to destination. Every service to be performed hereunder shall be subject to all the conditions not prohibited by law, whether printed or written, herein contained, including the conditions on the back hereof, and the conditions of the FXF 100 Series Rules Tariff, or otherwise referenced, which are hereby agreed to by the shipper and accepted for himself and his assigns.

HANDLING UNITS (H/U)	H/U PKG. TYPE	PIECES	HM (X)	KIND OF PACKAGE, DESCRIPTION OF ARTICLES, SPECIAL MARKS AND EXCEPTIONS (subject to correction)	WEIGHT IN LBS. (subject to correction)	NMFC ITEM #	CLASS	CUBE (optional)
1	CRT		X	UN3480, LITHIUM ION BATTERIES, 9, EMERGENCY GUIDE #147	50.0 LB		050	
				DANGERIOUS GOODS				
				DO NOT STACK PALLETS				

TOTAL H/U: 2 Boxes

★ **MARK "X" OR "RQ" IN THE HM COLUMN TO DESIGNATE HAZARDOUS MATERIALS OR REPORTABLE QUANTITY AS DEFINED IN DOT REGULATIONS.**

HM EMERGENCY CONTACT PHONE NUMBER (AREA CODE 800) 535-5053

CUSTOMER REGISTERED W/EMERGENCY RESPONSE INFO. PROVIDER or CONTRACT #
Volvo Car USA LLC - MIS0004316

NOTE (1) Where the rate and carrier's liability for loss or damage may be dependent on value, shippers must state specifically in writing the agreed or declared value of the property as follows: "The agreed or declared value of the property is specifically stated by the shipper to be not exceeding 50 **per** lb **."**

Note (2) liability limitation for loss or damage on this shipment shall be applicable as provided by contract or in the current NMFC or this carrier's governing tariffs. See FXF 100 Series Rules Tariff for complete limited liability provisions. Carrier's maximum standard liability is limited to $25 per pound per package for NEW articles and $.50 per pound per package **(or its equivalent in Mexican Pesos (MXN) or Canadian Dollars (CAD), at the rate of exchange which is in effect at the place and on the date of shipment)** for USED or RECONDITIONED articles. In no case shall carrier liability exceed $100,000 per occurrence **(or its equivalent in MXN or CAD at the rate of exchange which is in effect at the place and on the date of shipment)** for NEW articles or $10,000 per occurrence **(or its equivalent in MXN or CAD at the rate of exchange which is in effect at the place and on the date of shipment)** for USED or RECONDITIONED articles. For availability and limits of excess liability coverage and applicable rates and charges, please refer to FXF 100 Series Rules Tariff. Not selecting an additional coverage option is considered to be a waiver of same and standard liability coverage will apply.

❑ Articles are **NEW,** and require Excess Liability Coverage in the amount of _____
❑USD ❑ CAD ❑MXN **per** ❑lb. or ❑kg. **Additional charges will apply.**

❑ Articles are **USED or RECONDITIONED** and require Excess Liability Coverage. **Additional charges will apply.**

NOTE (3) Commodities requiring special or additional care or attention in handling or stowing must be so marked and packaged as to ensure safe transportation with ordinary care. See Sec. 2(e) of NMFC Item 360.

FOR INTERNATIONAL SHIPMENTS INDICATE BROKER NAME, FAX AND PHONE NUMBERS.

EEI/SED Number or Exception _____ **Phone #** (AREA CODE ____) _____

Broker Name _____ **Fax #** (AREA CODE ____) _____

FOR FREIGHT COLLECT SHIPMENTS

Subject to Section 7 of conditions of applicable Bill of Lading. If this shipment is to be delivered to the consignee, without recourse on the consignor, the consignor shall sign the following statement. The carrier may decline to make delivery of this shipment without payment of freight and all other lawful charges.

Consignor Signature _____

SHIPPER CERTIFICATION

I hereby declare that the contents of this consignment are fully and accurately described above by the proper shipping name, and are classified, packaged, marked and labeled/placarded, and are in all respects in proper condition for transport according to applicable international and national governmental regulations.

Shipper Signature _____ **Date** _____

CARRIER CERTIFICATION

Carrier acknowledges receipt of packages and required placards. Carrier certifies emergency response information was made available and/or carrier has the DOT emergency response guidebook or equivalent document in the vehicle.

DATE	DRIVER/EMPLOYEE NUMBER	PIECE COUNT	TRAILER #

Create your next Bill of Lading online at fedex.com/us/freight/main/

FedEx Freight CO202/616-FXF 0023776PM

UNIFORM STRAIGHT BILL OF LADING
Terms & Conditions

Sec. 1. (a) The carrier or the party in possession of any of the property described in this Bill of Lading shall be liable as at common law for any loss thereof or damage thereto, except as hereinafter provided.

(b) No carrier shall be liable for any loss or damage to a shipment or for any delay caused by an Act of God, the public enemy, the authority of law, or the act or default of shipper. Except in the case of negligence of the carrier or party in possession, the carrier or party in possession shall not be liable for loss, damage or delay which results: when the property is stopped and held in transit upon request of the shipper, owner or party entitled to make such requests; or from faulty or impassible highway, or by lack of capacity of a highway bridge or ferry; or from a defect or vice in the property; or from riots or strikes. The burden to prove freedom from negligence is on the carrier or the party in possession.

Sec. 2. Unless arranged or agreed upon, in writing, prior to shipment, carrier is not bound to transport a shipment by a particular schedule or in time for a particular market, but is responsible to transport with reasonable dispatch. In case of physical necessity, carrier may forward a shipment via another carrier.

Sec. 3. (a) As a condition precedent to recovery, claims must be filed in writing with: any participating carrier having sufficient information to identify the shipment.

(b) Claims for loss or damage must be filed within nine months after the delivery of the property (or, in the case of export traffic, within nine months after delivery at the port of export), except that claims for failure to make delivery must be filed within nine months after a reasonable time for delivery has elapsed.

(c) Suits for loss, damage, injury or delay shall be instituted against any carrier no later than two years and one day from the day when written notice is given by the carrier to the claimant that the carrier has disallowed the claim or any part or parts of the claim specified in the notice. Where claims are not filed or suits are not instituted thereon in accordance with the foregoing provisions, no carrier shall be liable, and such claims will not be paid.

(d) Any carrier or party liable for loss of or damage to any of said property shall have the full benefit of any insurance that may have been effected, upon or on account of said property, so far as this shall not avoid the policies or contracts of insurance, PROVIDED, that the carrier receiving the benefit of such insurance will reimburse the claimant for the premium paid on the insurance policy or contract.

Sec. 4. (a) If the consignee refuses the shipment tendered for delivery by carrier or if carrier is unable to deliver the shipment, because of fault or mistake of the consignor or consignee, the carrier's liability shall then become that of a warehouseman. Carrier shall promptly attempt to provide notice, by telephonic or electronic communication as provided on the face of the Bill of Lading, if so indicated, to the shipper or the party, if any, designated to receive notice on this Bill of Lading. Storage charges, based on carrier's tariff, shall start no sooner than the next business day following the attempted notification. Storage may be, at the carrier's option, in any location that provides reasonable protection against loss or damage. The carrier may place the shipment in public storage at the owner's expense and without liability to the carrier.

(b) If the carrier does not receive disposition instructions within 48 hours of the time of carrier's attempted first notification, carrier will attempt to issue a second and final confirmed notification. Such notice shall advise that if carrier does not receive disposition instructions within 10 days of that notification, carrier may offer the shipment for sale at a public auction and the carrier has the right to offer the shipment for sale. The amount of sale will be applied to the carrier's invoice for transportation, storage and other lawful charges. The owner will be responsible for the balance of charges not covered by the sale of the goods. If there is a balance remaining after all charges and expenses are paid, such balance will be paid to the owner of the property sold hereunder, upon claim and proof of ownership.

(c) Where carrier has attempted to follow the procedure set forth in subsections 4(a) and (b) above and the procedure provided in this section is not possible, nothing in this section shall be construed to abridge the right of the carrier at its option to sell the property under such circumstances and in such manner as may be authorized by law. When perishable goods cannot be delivered and disposition is not given within a reasonable time, the carrier may dispose of property to the best advantage.

(d) Where a carrier is directed by consignee or consignor to unload or deliver property at a particular location where consignor, consignee, or the agent of either, is not regularly located, the risk after unloading or delivery shall not be that of the carrier.

Sec. 5. (a) In all cases not prohibited by law, where a lower value than the actual value of the said property has been stated in writing by the shipper or has been agreed upon in writing as the released value of the property as determined by the classification or tariffs upon which the rate is based, such lower value plus freight charges if paid shall be the maximum recoverable amount for loss or damage, whether or not such loss or damage occurs from negligence.

(b) No carrier hereunder will carry or be liable in any way for any documents, coin money, or for any articles of extraordinary value not specifically rated in the published classification or tariffs unless a special agreement to do so and a stipulated value of the articles are endorsed on this bill of lading.

Sec. 6. Every party, whether principal or agent, who ships explosives or dangerous goods, without previous full written disclosure to the carrier of their nature, shall be liable for and indemnify the carrier against all loss or damage caused by such goods. Such goods may be warehoused at owner's risk and expense or destroyed without compensation.

Sec. 7. (a) The consignor or consignee shall be liable for the freight and other lawful charges accruing on the shipment, as billed or corrected, except that collect shipments may move without recourse to the consignor when the consignor so stipulates by signature or endorsement in the space provided on the face of the Bill of Lading. Nevertheless, the consignor shall remain liable for transportation charges where there has been an erroneous determination of the freight charges assessed, based upon incomplete or incorrect information provided by the consignor.

(b) Notwithstanding the provisions of subsection (a) above, the consignee's liability for payment of additional charges that may be found to be due after delivery shall be as specified by 49 U.S.C. §13706, except that the consignee need not provide the specified written notice to the delivering carrier if the consignee is a for-hire carrier.

(c) Nothing in this Bill of Lading shall limit the right of the carrier to require the prepayment or guarantee of the charges at the time of shipment or prior to delivery. If the description of articles or other information on this Bill of Lading is found to be incorrect or incomplete, the freight charges must be paid based upon the articles actually shipped.

Sec. 8. If this Bill of Lading is issued on the order of the shipper, or his agent, in exchange or in substitution for another Bill of Lading, the shipper's signature on the prior Bill of Lading or in connection with the prior Bill of Lading as to the statement of value or otherwise, or as to the election of common law or Bill of Lading liability shall be considered a part of this Bill of Lading as fully as if the same were written on or made in connection with this Bill of Lading.

Sec. 9. If all or any part of said property is carried by water over any part of said route, such water carriage shall be performed subject to the terms and provisions and limitations of liability specified by the "Carriage of Goods By Sea Act" and any other pertinent laws applicable to water carriers.

Polestar
Case
Vehicle would not move, zero battery level on display - LPSED3KA0ML009389
Priority
Medium
Status
Submitted
Case Number
00200173
+ Follow
SAMPLE VEHICLE REPORT
DETAILS
RELATED ITEMS
Retailer Information
Retailer
Polestar Internal - Test
Retailer Code
TEST123
Created By
Customer Support, 3/3/2021 11:23 AM
Last Modified By
Customer Support, 3/3/2021 11:23 AM
Case Information
Case Number
00200173
Record Type
TIE Vehicle Report
Subject
Vehicle would not move, zero battery level on display - LPSED3KA0ML009389
Status
Submitted
Part Number
32257722
Retailer Comments
Replace battery
CSC
10
Function Group
0532
Concern Area
Vehicle Report
Sub Concern Area
Support Needed
Part Available
Part Available
DTC
P55665
Fault Type
Permanent
Urgent
Yes
Post
Share an update...
Share
Search this feed...
Customer Support (Partner) updated this record.
Just now
Case Owner (using assignment rule)
Customer Support to TIE Vehicle Report Queue
Like
Comment
Write a comment...
Customer Support (Partner) created this case.
Just now
00200173
View more details
Like
Comment

From: _____

_____

_____

_____

Global Battery Solutions (GBS)
581 Ottawa Ave, Suite 100
Holland, MI 49423
***Attention:* Stacy Trott**

TIE Report Number _____

FedEx Tracking Number_____

From: _____

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Global Battery Solutions (GBS)
581 Ottawa Ave, Suite 100
Holland, MI 49423
***Attention:* Stacy Trott**

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