VOLVO CAR SERVICE AND PARTS BUSINESS



# Service Manager Bulletin

### Shipping and Handling of Volvo Lithium-ion Battery Electric Vehicle (BEV) Battery Modules to Global Battery Solutions (GBS)

TITLE:

GROUP: 31	NO: 007B	ISSUING DEPARTMENT: Warranty	CAR M/ Can	ARKET: ada
	Pa	REVISIONS: age 6 (FedEx BOL)	ISSUE DATE: 2021-02-17	STATUS DATE: 2021-12-16
			Page <sup>-</sup>	1 of 11

#### "Right first time in Time"

#### Attention Volvo 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 SMB31-001.

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

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

#### VOLVO 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.

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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.
- 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 and add the part number in the carrier information section.

#### Commercial Invoice

You will also need to print and complete the attached Commercial Invoice. Retailers only need to fill out the Exporter section (Contact Name:, Telephone No., E-Mail, Company Name/Address) as well as add the battery part number in the Description of Dangerous Goods field. Do not alter any information on this Commercial Invoice.

All other information is pre-filled. 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

You must complete the attached Commercial Invoice. Retailers only need to fill out the Exporter section contact and address information. Retailers must also add the part number under the Description of Goods section.



Ship to: Global Battery Solutions (GBS) 581 Ottawa Ave. Suite 100

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 31-002A.

You should also have attached a copy of the Safety Data Sheet to the outside of the replacement shipping crate using the Volvo Poly Bags 7777563.

#### 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

VOLVO USA RETAILER ONE VOLVO DRIVE SERVICE PH: 201-768-7300 ·201-768-4556 www.volvo.com WARRANTY

www.volvo.com										
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### 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 7777563
- Do not cover or remove any of the Hazmat labels

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### 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 49U.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.



**COMMERCIAL INVOICE** 

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Global Battery Solutions (GBS)	Global Battery Solutions (GBS)
581 Ottawa Ave, Suite 100	581 Ottawa Ave, Suite 100
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Attention: Stacy Trott	<i>Attention:</i> Stacy Trott
TIE Report Number	TIE Report Number
FedEx Tracking Number	FedEx Tracking Number





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