

# Service Manager Bulletin

TITLE:

**Shipping and Handling of Volvo Lithium-ion 48V Mild Hybrid Battery to Global Battery Solutions (GBS)**

<b>GROUP:</b> 31	<b>NO:</b> 012	<b>ISSUING DEPARTMENT:</b> Warranty	<b>CAR MARKET:</b> Canada	
<b>REVISIONS:</b>			<b>ISSUE DATE:</b> 2022-01-27	<b>STATUS DATE:</b> 2022-02-03
<b>Page 1 of 13</b>				

**“Right first time in Time”**

## Attention Volvo Parts Managers and Service Managers

There may come a time where a Customer Vehicle will require Technical Service and you will be instructed to replace and ship a defective lithium hybrid battery directly to our Supplier for Technical Evaluation.

**The failed 48V Mild Hybrid 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 48V MILD HYBRID BATTERY SHIPPING AND HANDLING GUIDELINES:**

Remove the replacement battery from the shipping container and follow instructions as outline in VIDA for vehicle installation.

#### **HANDLING:**

Ensure the replacement container is kept in its original condition. The replacement battery 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 battery is removed, store this container in a safe and secure place to be used for the transportation of the defective 48V Mild Hybrid battery.

- Do not remove or cover up any of the hazmat shipping labels on the outside of the replacement container.
- Do not damage the replacement container.
- Do not stack anything on top of the replacement container.
- The 48V Mild Hybrid Battery shall always be kept in an upright position.
- If you damage the container you will be charged for a replacement container of \$250 plus shipping and hazmat labeling cost.

Carefully insert the defective 48V Mild Hybrid battery in the replacement container as soon as possible and move this container to a safe and secure staging location.

It is mandatory the defective 48V Mild Hybrid battery be shipped to GBS within 2 days of receiving the replacement battery. The defective battery must be received by GBS within 7 days of receipt of the replacement battery.

### **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, RMA number 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.

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**Ship to:**

Volvo 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 31-001A.

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

**Warranty and Technical Documents**

These Documents must be included inside the container with the defective battery.

- Technical Helpdesk Vehicle Report - (mandatory) see sample below.
- Shipping Label affix to the outside of the replacement container. (mandatory)
- Material Data Safety Sheets affix to the outside of the replacement container. (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.

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## 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

	Date	Purchase Order #
	Shipper #	Shipper #
<b>REQUIRED: Please select a service type</b> <input type="checkbox"/> FedEx Freight® Priority <input checked="" type="checkbox"/> FedEx Freight® Economy		<b>OPTIONAL: You may select a money-back guarantee delivery (charges and tariff limitations may apply).</b> <input type="checkbox"/> A.M. Delivery <input type="checkbox"/> Close of Business Delivery

SHIPPER (from) Please provide ZIP codes and phone numbers.				CONSIGNEE (to)			
Shipper	FXF Acct. #	Consignee		Volvo c/o Global Battery Solutions (GBS)		FXF Acct. #	
Attn. to	Area Code	Phone Number	Attn. to	Stacy Trott	Area Code	Phone Number	866 327-0318
Address				Address			
Address (Store, Dept., Ste., Flr., Apt., Div.)				Address (Store, Dept., Ste., Flr., Apt., Div.)			
Address				Address			
City				City			
State/Province				MI		ZIP/Postal Code 49423	
Country				USA			
Optional or Additional Service Fees and Charges <input type="checkbox"/> Liftgate <input type="checkbox"/> Inside Pickup <input type="checkbox"/> Limited Access				Optional or Additional Service Fees and Charges <input type="checkbox"/> Liftgate <input type="checkbox"/> Inside Delivery <input type="checkbox"/> Limited Access			
Shipper Bill of Lading #				<input type="checkbox"/> Custom Delivery Window.			
Special Instructions							

<b>BILL FREIGHT CHARGES TO (if different than above):</b>							
Name		FXF Acct. #		Mailing Address			
VOLVO CARS USA LLC		FedEx ACCT# 466499900		405 E 78TH ST			
City		State		ZIP/Postal Code		Country	
BLOOMINGTON		MN		55420		US	
Area Code		Phone Number					
952		884-9959					

Freight charges are <b>PREPAID</b> unless marked collect. <input type="checkbox"/> CHECK BOX IF COLLECT	<input type="checkbox"/> USD <input type="checkbox"/> CAD	<b>C.O.D.</b> 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: <input type="checkbox"/> Certified Funds <input type="checkbox"/> Company Check <input type="checkbox"/> Personal Check 3. C.O.D. fee to be paid by: <input type="checkbox"/> Shipper <input type="checkbox"/> Consignee
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<b>REMIT C.O.D. TO (if different than shipper above):</b>							
Name		Mailing Address					
City		State		ZIP/Postal Code		Country	

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 herein, 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 FDX 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 (cubic ft)
1	CRT		X	UN3480, LITHIUM ION BATTERIES, Class 9, EMERGENCY GUIDE 147 Hazardous Material Package Type: Box Box DIMS: 15 x 10 x 10.5 in. Part Number:  DANGEROUS GOODS DO NOT STACK PALLETS	22.5 LB		050	

**TOTAL H/U:** 1 Boxes **★ MARK "X" OR "RD" IN THE HM COLUMN TO DESIGNATE HAZARDOUS MATERIALS OR REPORTABLE QUANTITY AS DEFINED IN DOT REGULATIONS.**

<b>HM EMERGENCY CONTACT PHONE NUMBER</b> (AREA CODE) 535-5053 <b>CUSTOMER REGISTERED W/EMERGENCY RESPONSE INFO. PROVIDER or CONTRACT #</b> Volvo Car USA LLC - MIS0004316
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<b>FOR INTERNATIONAL SHIPMENTS INDICATE BROKER NAME, FAX AND PHONE NUMBERS.</b> EEI/SED Number or Exception _____ Phone # (AREA CODE) _____ Broker Name _____ Fax # (AREA CODE) _____
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**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 \$0 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 FDX 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 FDX 100 Series Rules Tariff. Not selecting an additional coverage option is considered to be a waiver of same and standard liability coverage will apply.

**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 _____ Date _____ <b>SHIPPER CERTIFICATION</b> 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.
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<b>CARRIER CERTIFICATION</b> 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.								
<table border="1"> <thead> <tr> <th>DATE</th> <th>DRIVER/EMPLOYEE NUMBER</th> <th>PIECE COUNT</th> <th>TRAILER #</th> </tr> </thead> <tbody> <tr> <td> </td> <td> </td> <td> </td> <td> </td> </tr> </tbody> </table>	DATE	DRIVER/EMPLOYEE NUMBER	PIECE COUNT	TRAILER #				
DATE	DRIVER/EMPLOYEE NUMBER	PIECE COUNT	TRAILER #					

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.

## 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.

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## COMMERCIAL INVOICE

Page 1 of 1

This invoice must be completed in English.

<b>EXPORTER:</b> Tax ID#: EIN 105557987RM0001 Contact Name: Telephone No.: E-Mail: Company Name/Address:  Country/Territory: Canada Parties to Transaction: <input type="checkbox"/> Related <input type="checkbox"/> Non-Related	Ship Date:  Air Waybill No. / Tracking No.:  Invoice No.: _____ Purchase Order No.: _____ Payment Terms: PREPAID FedEx Acct 466499900 Bill of Lading: Purpose of Shipment: OTHER (PLEASE SPECIFY) _____ Used Defective Auto Part.
<b>CONSIGNEE:</b> Tax ID#: EIN 47-490375000 Contact Name: Stacy Trott Telephone No.: 866-327-0318 E-Mail: strott@globalbatterysolutions.com Company Name/Address: Volvo Car USA LLC Global Battery Solutions (GBS) 581 Ottawa Ave, Suite 100 Holland, MI 49423 Country/Territory: United States	<b>SOLD TO / IMPORTER (if different from Consignee):</b> <input type="checkbox"/> Same as CONSIGNEE:  Tax ID#: _____  Company Name/Address:  Country/Territory: _____

If there is a designated broker for this shipment, please provide contact information.

Name of Broker Expeditors \_\_\_\_\_ Tel. No. 734-229-1758 Contact Name nbauto@expeditors.com

Duties and Taxes Payable by  Exporter  Consignee  Other If Other, please specify Volvo Car US c/o Williams & Associates ACCT# 466499900

No. of Packages	No. of Units	Net Weight (LBS / KGS)	Unit of Measure	Description of Goods	Harmonized Tariff Number	Country of Manufacture	Unit Value	Total Value
1	1	22.5	LBS	UN 3480, Lithium - ion Batteries.9.11 DANGEROUS GOODS Emergency Guide, 147 CLASS 9 Dimensions: 15" L X 10 W X 6 H Part Number	8538.90	KR	460.85	460.85
							0.00	0.00
							0.00	0.00
							0.00	0.00

Total Pkgs	Total Units	Total Net Weight	(Indicate LBS/KGS)	Total Gross Weight	(Indicate LBS/KGS)	Terms of Sale: FCA=Free Carrier		Subtotal:	460.85
1	1	22.5	LBS	22.5	LBS			Insurance:	0.00

<b>Special Instructions:</b> EMERGENCY PHONE NUMBER - CONTACT: CHEMTREC - 800-424-9300	Freight: 0.00 Packing: 0.00 Handling: 0.00 Other: 0.00
<b>Declaration Statement(s):</b> I declare that all the information contained in this invoice to be true and correct.	Invoice Total: 1,165.00
Originator or Name of Company Representative if the invoice is being completed on behalf of a company or individual:	Currency Code: USD

Signature / Title / Date:

REV. 04.10.13-1.08

2022-02-03

# Service Manager Bulletin 31-012

1/5/22, 1:32 PM

TIE - Report

## SAMPLE TIE REPORT



**Volvo Car Corporation**  
TIE - Technical Information Exchange

### TIE - Report

<b>Ref</b>	US - 687215	<b>Status</b>	Closed	<b>Status Date</b>	2021-11-02
<b>Issuer</b>	MKE JONES	<b>Partner</b>	6 US 3900 VOLVO USA	<b>Issue Date</b>	2021-09-14
<b>Resp. Partner</b>	3 US PFU PFU	<b>View</b>	Local	<b>Dealer Partner</b>	6 US 3900 VOLVO USA

<b>Title</b>	XC60 B5 MHV battery cell balancing faults				
<b>Concern Area</b>	Vehicle Report/THD	<b>Sub Concern Area</b>	Support Needed/THD		
<b>Tag</b>		<b>Incident Flag</b>		<b>Urgent</b>	N
<b>User language</b>	US	<b>Do not autoclose</b>	<input type="checkbox"/>		

**Function Group\***  
3111(battery, complete)

**CSC\*** Customer Symptom Code  
7B(Starting/Engine does not start/Engine does not turn/No clicking sound at start attempt)

#### Vehicle List

Type	MY	VIN	LicPlate	Variant	Mileage	Plant	MC	Structure Week	Issue Date	PV*
246	2022	YV4062RL9N1906279		24606430C1	8	21	31	202123	09/14/2021	Y

**Reference** -- **TAG Follow up** --

**Repeat Repair\*** N **Repeat Repair Date** -- -- -- -- --

**Part Available**  
N

**Part No** -- **Part Serial No** -- **Date** --

#### Parts Occurrence List

Part Description	Part Decision Dates	Part Send Address	Express
Part requested by SC PFU	09/26/2021	Please see Service Manager Bulletin 31-011 Ship to: Volvo c/o Global Battery Solutions 581 Ottawa Ave, Suite 100 Holland, MI 49423 Attention: Stacy Trott	N



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<b>REPAIR ORDER - AUDIT COPY</b>			Work Phone	R/O Open Date	R/O Number
Volvo USA Retailer 250 Volvo Drive Mahwah, NJ 07647			Home Phone	9/15/21	16069192/
				R/O Close Date	Receipt No
			Body	10/25/21	Original
			B6 AWD INSCRI	Mileage In	Mileage Out
				7	7
Year	Make	Model	License Number	Service Advisor	
2022	VOLVO	XC60		MIKE JONES	
Vehicle Identification Number		Color	Account No.	Delivery Date	In-Service Date
YV4062RL9N1906279		DENIM BLUE		9/18/21	9/18/21

INVENTORY: 13715B

#1 - A6: ELECTRICAL CUSTOMER STATES THE CAR WILL NOT START. VEHICLE DOES NOT CRANK. W

OPENED VOLVO CASE 687215. TRACE 48V HYBRID BATTERY INTERNAL FAULT PER TECHLINE. Corrected by 31161: (16) ELECTRICAL TECH. OPENED VOLVO CASE 687215. TRACED 48 VOLT MVBM HAS INTERNAL FAULT PER TECHLINE. PART TO BE SHIPPED TO GBS SUPPLIER. Work performed by Tech 064/4 0.60hrs @ 159.95 Corrected by 96001: ELECTRICAL TECH. OPENED VOLVO CASE 687215. TRACED MVBM HAS INTERNAL FAULT PER TECHLINE. 95.97

Work performed by Tech 064/4 0.30hrs @ 159.96 47.99

36012980-3 (FP): BATTERY, EXCH	1@2202.43	2202.43
36018980-7 : BATTERY, CORE	1@500.00	500.00
36018980-7 : BATTERY, CORE	-J@500.00	-500.00
31652814-0 : MVBM RELOAD	1@112.40	112.40

REPL. THE MVBM BATTERY PER VOLVO CASE 687215- AND RELOAD MVBM SOFTWARE-TEST DRIVE-WORKS NOW.

	INTERNAL	SERVICE CONT.	WARRANTY	CUSTOMER PAY	COST
LABOR			143.96		
PARTS			2314.83		
DEDUCTIBLE					
SUBLET					
SHOP SUPPLIES					
HAZARDOUS MATERIALS					
SALES TAX OR TAX I.D.					
SPECIAL ORDER DEPOSIT					
DISCOUNTS			2458.79		



**Please use this shipping label for Global Battery Solutions (GBS).  
You will use FedEx Freight Carriers for transportation.  
All lines on this label must be filled out completely**

Please note: The phone number for FedEx Freight  
Customer Service: 1-866-393-4585  
FedEx LTL Volume Services: 1-888-465-5646

Please make a note for where this label and phone number can be  
found for future reference.

**GBS SHIPPING LABELS**

# Service Manager Bulletin 31-012

From: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

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



TIE Report Number \_\_\_\_\_  
FedEx Tracking Number \_\_\_\_\_

From: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

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



TIE Report Number \_\_\_\_\_  
FedEx Tracking Number \_\_\_\_\_

# Service Manager Bulletin 31-012

From: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

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



TIE Report Number \_\_\_\_\_

FedEx Tracking Number \_\_\_\_\_

From: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

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



TIE Report Number \_\_\_\_\_

FedEx Tracking Number \_\_\_\_\_

# Service Manager Bulletin 31-012

Sample of a completed bill of lading with bar code from the FedEx driver



VICS Bill of Lading

SHIP FROM		SHIP TO	
Name:	Global Battery Solutions (GBS)	Name:	Global Battery Solutions (GBS)
Address:	581 Ottawa Ave, Suite 100	Address:	581 Ottawa Ave, Suite 100
City/State/Zip:	ATTENTION: Stacy Trott	City/State/Zip:	Holland, MI 49423
SID# LG RMA#		City/State/Zip:	Holland, MI 49423
SID#		City/State/Zip:	Holland, MI 49423
THIRD PARTY FREIGHT CHARGES BILL TO:		THIRD PARTY FREIGHT CHARGES BILL TO:	
Name:	Volvo Cars USA c/o Williams & Associates	Name:	Volvo Cars USA c/o Williams & Associates
Address:	405 E. 78th St.	Address:	405 E. 78th St.
City/State/Zip:	Bloomington, MN 55420	City/State/Zip:	Bloomington, MN 55420
FEDERATION ACCT# 466489900		FEDERATION ACCT# 466489900	
SPECIAL INSTRUCTIONS: EMERGENCY CONTACT		SPECIAL INSTRUCTIONS: EMERGENCY CONTACT	
CHEM TECH 1.800.4124.9300		CHEM TECH 1.800.4124.9300	
CUSTOMER ORDER INFORMATION			
Name:			
Address:			
City/State/Zip:			
Bill of Lading Number:			
CARRIER: FedEx Freight		TRAILER:	
SCAC: Pro Number		365420943-6	
Freight Charge Terms:			
Prepaid Collect		3rd Party X	
Freight charges are to be prepaid unless marked collect.			
<input type="checkbox"/> Master Bill of Lading: with attached underlying Bills of Lading			

# Service Manager Bulletin 31-012

## SAMPLE VOLVO WEEKLY SERVICE TRANSACTION STATEMENT

LBAASPPR

Volvo Car USA LLC

Service Transaction Statement For Period: 04/01/16 to 07/08/16  
Parts Disposition Section

VOLVO REPAIR SHOP  
ONE VOLVO DRIVE  
ROCKLEIGH

3900

NJ

07647

PART DISPOSITIONS (HOLD/SCRAP  
BY INTERIM POLICIES FOR PART  
PARTS RETURN COPY, TECHNICAL

Repair Order#	Volvo Ref#	Repair Date	Disposition	Part Number	Description	Qty	Ship to
993847A	470390621	04/16	*RETURN*	30643315-0	AIR OUTLET	1.0	REG
993847B	470390631	04/16	SCRAP OR CORE	30775252-0	USB CONNECTION	1.0	
993850A	470390641	04/16	SCRAP OR CORE	31277342-0	BRAKE DISC	2.0	
993850B	470390651	04/16	SCRAP OR CORE	31277357-0	BRAKE DISC	2.0	
993853A	470350301	04/16	SCRAP OR CORE	30788936-0	ECM GASOLINE UPGRA	1.0	
993854A	47035031	1/04/16	SCRAP OR CORE	30750013-0	OIL FILTER INSERT	1.0	
			SCRAP OR CORE	0977751-0	GASKET	1.0	
			SCRAP OR CORE	08889951-0	Synthetic Castrol Oil	8.0	
			SCRAP OR CORE	30630752-0	POLLEN FILTER	1.0	
			SCRAP OR CORE	08888889-0	FSM EXPENDABLES \$2.00	1.0	
			SCRAP OR CORE	01189943-0	WW SOLVENT	1.0	
<b>993874C</b>	<b>47042481</b>	<b>4/04/16</b>	<b>*RETURN*</b>	<b>31473177-0</b>	<b>HYBRID BATTERY</b>	<b>1.0</b>	<b>Return to GBS</b>
993875E	47039067	1/04/16	SCRAP OR CORE	31268489-0	ICM/IHU RELOAD	1.0	
			SCRAP OR CORE	31483274-0	COURTESY UPGRADE S	1.0	
			SCRAP OR CORE	31483275-0	COURTESY UPGRADE S	1.0	
993888A	47045776	1/04/16	SCRAP OR CORE	08692305-0	OIL FILTER INSERT	1.0	
			SCRAP OR CORE	0977751-0	GASKET	1.0	
			SCRAP OR CORE	08889951-0	Synthetic Castrol Oil	6.0	
			SCRAP OR CORE	31449209-0	PARTICULATE FILTER	1.0	
			SCRAP OR CORE	08888889-0	FSM EXPENDABLES \$2.00	1.0	
			SCRAP OR CORE	01189943-0	WW SOLVENT	1.0	
			SCRAP OR CORE	30772221-0	BATTERY	1.0	
993888B	47045777	1/04/16	SCRAP OR CORE	30788981-0	DEM UPGRADE	1.0	
993889A	47042482	1/04/16	SCRAP OR CORE	36001980-0	CONTROL UNIT, EXCH	1.0	TMA-Part must be retu
993889B	47042483	1/04/16	*RETURN*	31268489-0	ICM/IHU RELOAD	1.0	
			SCRAP OR CORE	30772221-0	BATTERY	1.0	
993895A	47039068	1/04/16	SCRAP OR CORE	31282067-0	RDAR UPGRADE	1.0	
993895B	47039069	1/04/16	SCRAP OR CORE	31270560-0	CEM UPGRADE	1.0	
			SCRAP OR CORE	30750013-0	OIL FILTER INSERT	1.0	
993909A	47035033	1/04/16	SCRAP OR CORE	0977751-0	GASKET	1.0	
			SCRAP OR CORE	08889951-0	Synthetic Castrol Oil	8.0	
			SCRAP OR CORE	08888889-0	FSM EXPENDABLES \$2.00	1.0	
			SCRAP OR CORE	01189943-0	WW SOLVENT	1.0	
993909C	47035034	1/04/16	SCRAP OR CORE	31214625-0	EMBLEM	1.0	
			SCRAP OR CORE	01161436-0	CLEANER H	.1	
			SCRAP OR CORE	31385914-0	PRIMER	.1	