

Service Manager Bulletin

TITLE:

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

GROUP:

31

NO:

011

ISSUING DEPARTMENT:

Warranty

CAR MARKET:

United States

REVISIONS:

Page 2 – Shipping

Page 3 – added Compliance and Core Returns

ISSUE DATE:

2022-05-16

STATUS DATE:

2022-09-16

Page 1 of 12

“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.

Service Manager Bulletin 31-011

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.

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 FedEx Freight at the number below and request a pick-up: FedEx Freight Customer Service 1.866.393.4585

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.

Service Manager Bulletin 31-011

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.

COMPLIANCE:

Non-Compliance Reports (NCR) will be filed when a pack is shipped to GBS in an unapproved condition (i.e., leaking coolant, unsecured bolts, missing/damaged parts or straps, etc). Any non-compliance will result in a penalty to the sender.

CORE RETURNS:

The requirements vary according to the type of core. [Go to the Exchange Parts Bulletins to learn the requirements for each particular type of core.](#) The Exchange Parts Bulletin will explain what is considered a “complete” core, and the physical condition it must be in.

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

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.

Service Manager Bulletin 31-011

1/5/22, 1:32 PM

TIE - Report

SAMPLE TIE REPORT



Volvo Car Corporation
TIE - Technical Information Exchange

TIE - Report

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

| | | | | | |
|----------------------|---|-------------------------|--------------------------|---------------|---|
| Title | XC60 B5 MHV battery cell balancing faults | | | | |
| Concern Area | Vehicle Report/THD | Sub Concern Area | Support Needed/THD | | |
| Tag | | Incident Flag | | Urgent | N |
| User language | US | Do not autoclose | <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 |

Service Manager Bulletin 31-011

| REPAIR ORDER - AUDIT COPY | | | 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 |
| | | | License Number | 7 | 7 |
| Year | Make | Model | 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 | | | | | |
| <p>#1 - A6: ELECTRICAL CUSTOMER STATES THE CAR WILL NOT ST VEHICLE DOES NOT CRANK 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.</p> | | | | | |
| | | | INTERNAL | SERVICE CONT. | WARRANTY |
| 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

From: _____

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



RMA Number _____

TIE Report Number _____

FedEx Tracking Number _____

From: _____

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



RMA Number _____

TIE Report Number _____

FedEx Tracking Number _____

Service Manager Bulletin 31-011

From: _____

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



RMA Number _____

TIE Report Number _____

FedEx Tracking Number _____

From: _____

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



RMA Number _____

TIE Report Number _____

FedEx Tracking Number _____

Service Manager Bulletin 31-011

SAMPLE VOLVO WEEKLY SERVICE TRANSACTION STATEMENT

LBAASPR

VOLVO REPAIR SHOP
ONE VOLVO DRIVE
ROCKLEIGH

Volvo Car USA LLC

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

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 | |
| 993874C | 47042481 | 4/04/16 | *RETURN* | 31473177-0 | HYBRID BATTERY | 1.0 | Return to GBS |
| 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 | |
| | | | | 9951-0 | Synthe | | |
| | | | | 9209-0 | PARTI | | |
| | | | SCRAP OR CORE | 08888889-0 | FSM EXPENDABLES \$2.00 | 1.0 | |
| | | | SCRAP OR CORE | 01189943-0 | WW SOLVENT | 1.0 | |
| 993888B | 470457771 | 04/16 | SCRAP OR CORE | 30772221-0 | BATTERY | 1.0 | |
| 993889A | 470424821 | 04/16 | SCRAP OR CORE | 30788981-0 | DEM UPGRADE | 1.0 | |
| 993889B | 47042483 | 1/04/16 | *RETURN* | 36001980-0 | CONTROL UNIT, EXCH | 1.0 | TMA-Part must be retu |
| | | | SCRAP OR CORE | 31268489-0 | ICM/IHU RELOAD | 1.0 | |
| 993895A | 470390681 | 04/16 | SCRAP OR CORE | 30772221-0 | BATTERY | 1.0 | |
| 993895B | 47039069 | 1/04/16 | SCRAP OR CORE | 31282067-0 | RDAR UPGRADE | 1.0 | |
| | | | SCRAP OR CORE | 31270560-0 | CEM UPGRADE | 1.0 | |
| 993909A | 47035033 | 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 | 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 | |