VOLVO

Service and Parts Business

Service Manager Bulletin

TITLE:

Shipping and Handling of Volvo Lithium-ion Hybrid Battery Packs to Global Battery Solutions (GBS)

GROUP:	NO:	ISSUING DEPARTMENT:	CAR MARKET:	
31	002		Canada only	
REVISIONS: Page 2 – Shipping Page 3 – added Compliance and Core Returns Updated page 6 and added pages 7 and 8			ISSUE DATE: 2021-12-16	STATUS DATE: 2022-10-05
			Page 1 of 19	

"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 Department for Technical Evaluation.

Note: All Volvo Lithium-ion Hybrid Batteries will be part of our Volvo Technical Helpdesk Prior Approval Process.

The failed 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 HYBRID BATTERY PACK 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 crate is kept in its original condition. The replacement battery pack 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.

Produced and printed in the USA and available as an electronic document.
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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 hybrid battery.

- Ensure all coolant lines are drained fully and covered prior to packaging and shipping.
- Do not remove or cover up any of the hazmat shipping labels on the outside of the replacement container.
- Do not damage the replacement crate.
- Do not stack anything on top of the replacement crate.
- The battery pack shall always be kept in an upright position.
- If you damage the crate you will be charged for a replace crate of $250 plus shipping and hazmat labeling cost.

Carefully insert the defective hybrid battery in the replacement crate as soon as possible and move this crate to a safe and secure staging location.

It is mandatory the defective 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.

Ship the core back to the Volvo Battery Center. 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 and update the return address.

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

NOTE: Retailers must include Core Part Number on the Commercial Invoice or package will get held up in customs and credit will not be delayed.

Ship to:
Volvo Cars c/o Global Battery Solutions (GBS)
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 for 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 crate with the defective battery.

- Technical Helpdesk Vehicle Report - (mandatory) see sample below.
- Shipping Label affix to the outside of the replacement crate. (mandatory)
- Material Data Safety Sheets affix to the outside of the replacement crate. (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 stramps, etc). Any non-compliance will result in a penalty to the sender. Please notify the Battery Center Manager (via email) with all TIE reporting information when a BEV lid off repair case is initiated, this will assist in expediting the repair process.

CORE RETURNS:

Below is our policy regarding core returns for PHEV Packs.

- **Core must be in acceptable condition**

The retailer will receive full credit if the core is returned in the proper condition. If the core is not in proper condition, the retailer will, in some cases, receive a partial core credit, while in other cases the core will be rejected and shipped back to the retailer, at the retailer's expense.

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.

Please consider the following while packaging the PHEV pack. All items below will also be considered in determining whether the Core shipment is acceptable or not are as follows:

- The battery packs should be drained fully prior to packaging for shipment to avoid coolant spillage. The coolant lines should be taped over to maintain cleanliness in the coolant lines.
- Wooden Crate Missing Bolts – The packaging crate should have six (6) large bolts and two (2) small bolts fastened securely to safely contain the pack in the packaging.
- Securing Metal Crate Panels – The bolts holding the small latching assembly in place should be fully secured. If this is not done properly, the side panels can become loose and potential missing upon arrival at the Battery Center.
- In addition, delivery of the TIE report and core packaging slip with the pack assists in facilitating a timely core credit.
  **Please contact the Battery Center Manager, James Luskin, with any concerns. (James.Luskin@volvocars.com)*

In addition, you should read the "Core Return Procedure" section of the *"Volvo Parts Policies & Procedures Guide"*. There you will find if any additional requirements relate to a core. For example, certain cores require original packaging and some cores require diagnostic documentation

PLEASE DO NOT COVER OR REMOVE ANY OF THE HAZMAT LABELS



**LG PHEV in Cardboard Packaging shown above.*



**CATL Long Range PHEV in Plastic Packaging shown above (P/Ns 36013041 & 36013042)*

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.

Shipper	FXF Acct. #		
Attn. to	Area Code	Phone Number	
Address			
Address (Store, Dept., Ste., Flr., Apt., Div.)			
Address			
City			
State/Province	ZIP/Postal Code	Country	
Optional or Additional Service Fees and Charges ❒ Liftgate ❒ Inside Pickup ❒ Limited Access			
Shipper Bill of Lading #			

CONSIGNEE (to)

Consignee Volvo Cars c/o Global Battery Solutions (GBS)	FXF Acct. #		
Attn. to Stacy Trott	Area Code 866	Phone Number 327-0318	
Address 581 Ottawa Ave			
Address (Store, Dept., Ste., Flr., Apt., Div.) Suite 100			
Address			
City Holland			
State/Province MI	ZIP/Postal Code 49423	Country USA	
Optional or Additional Service Fees and Charges ❒ Liftgate ❒ Inside Delivery ❒ Limited Access			
❒ 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 Volvo Cars USA LLC c/o Williams & Associates	FXF Acct. # FedEx ACCT# 466499900	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 ❒

❒ USD ❒ CAD **C.O.D.** _____ **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	1	X	UN3480, LITHIUM ION BATTERIES, 9.11, EMERGENCY GUIDE #147	350.0 LBS	0606680-01	70	
				Hazardous Material Package Type: Box				
				PLASTIC BOX DIMS: 75" x 32" x 27"				
				Part Number:				
				DANGERIOUS GOODS				
				DO NOT STACK PALLETS				

TOTAL H/U: 1

★ **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 #

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.

Shipper	FXF Acct. #		
Attn. to	Area Code	Phone Number	
Address			
Address (Store, Dept., Ste., Flr., Apt., Div.)			
Address			
City			
State/Province	ZIP/Postal Code	Country	
Optional or Additional Service Fees and Charges ❒ Liftgate ❒ Inside Pickup ❒ Limited Access			
Shipper Bill of Lading #			

CONSIGNEE (to)

Consignee Volvo Cars c/o Global Battery Solutions (GBS)	FXF Acct. #	
Attn. to Stacy Trott	Area Code 866	Phone Number 327-0318
Address 581 Ottawa Ave		
Address (Store, Dept., Ste., Flr., Apt., Div.) Suite 100		
Address		
City Holland		
State/Province MI	ZIP/Postal Code 49423	Country USA
Optional or Additional Service Fees and Charges ❒ Liftgate ❒ Inside Delivery ❒ Limited Access		
❒ 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 Volvo Cars USA LLC c/o Williams & Associates	FXF Acct. # FedEx ACCT# 466499900	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 ❒

❒ USD ❒ CAD **C.O.D.** _____ **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	1	X	UN3480, LITHIUM ION BATTERIES, 9.11, EMERGENCY GUIDE #147	350.0 LBS	0606680-01	70	
				Hazardous Material Package Type: Box				
				WOODEN BOX DIMS: 68" x 29" x 24"				
				Part Number:				
				DANGERIOUS GOODS				
				DO NOT STACK PALLETS				

TOTAL H/U: 1

★ **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

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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.

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❑ 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 #

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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.

Shipper	FXF Acct. #		
Attn. to	Area Code	Phone Number	
Address			
Address (Store, Dept., Ste., Flr., Apt., Div.)			
Address			
City			
State/Province	ZIP/Postal Code	Country	
Optional or Additional Service Fees and Charges ❒ Liftgate ❒ Inside Pickup ❒ Limited Access			
Shipper Bill of Lading #			

CONSIGNEE (to)

Consignee Volvo Cars c/o Global Battery Solutions (GBS)	FXF Acct. #		
Attn. to Stacy Trott	Area Code 866	Phone Number 327-0318	
Address 581 Ottawa Ave			
Address (Store, Dept., Ste., Flr., Apt., Div.) Suite 100			
Address			
City Holland			
State/Province MI	ZIP/Postal Code 49423	Country USA	
Optional or Additional Service Fees and Charges ❒ Liftgate ❒ Inside Delivery ❒ Limited Access			
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❒ USD ❒ CAD **C.O.D.** _____ **AMOUNT**

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

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				Hazardous Material Package Type: Box				
				CARDBOARD BOX DIMS: 60" x 29" x 34"				
				Part Number:				
				DANGERIOUS GOODS				
				DO NOT STACK PALLETS				

TOTAL H/U: 1

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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

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Consignor Signature _____

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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 #

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.

COMMERCIAL INVOICE

This invoice must be completed in English.

EXPORTER:

Tax ID#: EIN 105557987RM0001
Contact Name:
Telephone No.:
E-Mail:
Company Name/Address:

Country/Territory: Canada
Parties to Transaction:
☑ Related ☐ 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.

CONSIGNEE:

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

SOLD TO / IMPORTER (if different from Consignee):
☐ 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** Polestar Automotive USA 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	287.0	LBS	UN 3480, Lithium Ion Batteries, 9.11 DANGEROUS GOODS Emergency Guide #147 CLASS 9 Dimensions: 68" L X 29" W X 34" H	8538.90	KR	7,372.76	7,372.76
							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
1	1	287	LBS	287	LBS		

Subtotal:	7,372.76
Insurance:	0.00
Freight:	0.00
Packing:	0.00
Handling:	0.00
Other:	0.00
Invoice Total:	7,372.76
Currency Code:	USD

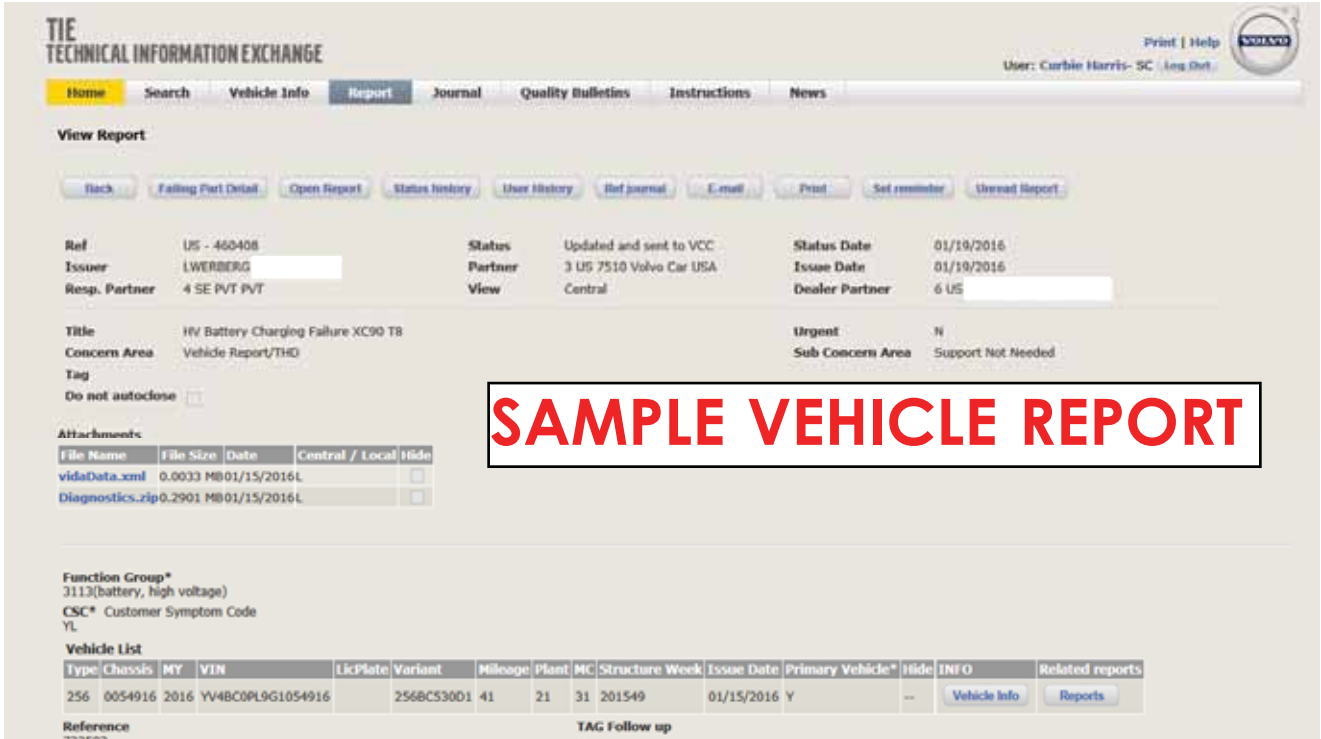
Special Instructions:
EMERGENCY PHONE NUMBER - CONTACT: CHEMTREC - 800-424-9300

Declaration Statement(s):

I declare that all the information contained in this invoice to be true and correct.

Originator or Name of Company Representative if the invoice is being completed on behalf of a company or individual:

Signature / Title / Date:


TIE
TECHNICAL INFORMATION EXCHANGE
Print | Help
User: Curbie Harris- SC Log Out
Home
Search
Vehicle Info
Report
Journal
Quality Bulletins
Instructions
News
View Report
Back
Failing Part Detail
Open Report
Status history
User History
Ref journal
E-mail
Print
Set reminder
Unread Report
Ref US - 460408
Issuer LWERBERG
Resp. Partner 4 SE PVT PVT
Status Updated and sent to VCC
Partner 3 US 7510 Volvo Car USA
View Central
Status Date 01/19/2016
Issue Date 01/19/2016
Dealer Partner 6 US
Title HV Battery Charging Failure XC90 T8
Concern Area Vehicle Report/THD
Tag
Do not autoclose
Urgent N
Sub Concern Area Support Not Needed
SAMPLE VEHICLE REPORT
Attachments
File Name File Size Date Central / Local Hide
vidaData.xml 0.0033 MB 01/15/2016 L
Diagnostics.zip 0.2901 MB 01/15/2016 L
Function Group*
3113(battery, high voltage)
CSC* Customer Symptom Code
YL
Vehicle List
Type Chassis MY VIN LicPlate Variant Mileage Plant MC Structure Week Issue Date Primary Vehicle* Hide INFO Related reports
256 0054916 2016 YV4BC0PL9G1054916 256BC530D1 41 21 31 201549 01/15/2016 Y -- Vehicle Info Reports
Reference
TAG Follow up

CUSTOMER #: 1234569

WARRANTY

SAMPLE REPAIR ORDER

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

HOME: CONT:N/A
BUS: CELL:

SERVICE ADVISOR: 56 John Wayne

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
ONYX BLACK	16	VOLVO XC90	YV4BC0PL9G1123456	76	5/104	T1153

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
IS DD			16:30 15JAN16		0.00	CASH	26JAN16

R.O. OPENED	READY	OPTIONS:
07:26 15JAN16	13:40 26JAN16	STK:E054916 ENG:2.0_Liter 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 HYBRID 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	

Copyright 2000 ADP, Inc. SERVICE INVOICE #2 XSI2C

WARRANTY COPY

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**

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_____

NOTE: The LG Return RMA Number is not applicable to Long Range CATL PHEV packs.

From: _____

_____

_____

_____

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

TIE Report Number _____

FedEx Tracking Number_____

From: _____

_____

_____

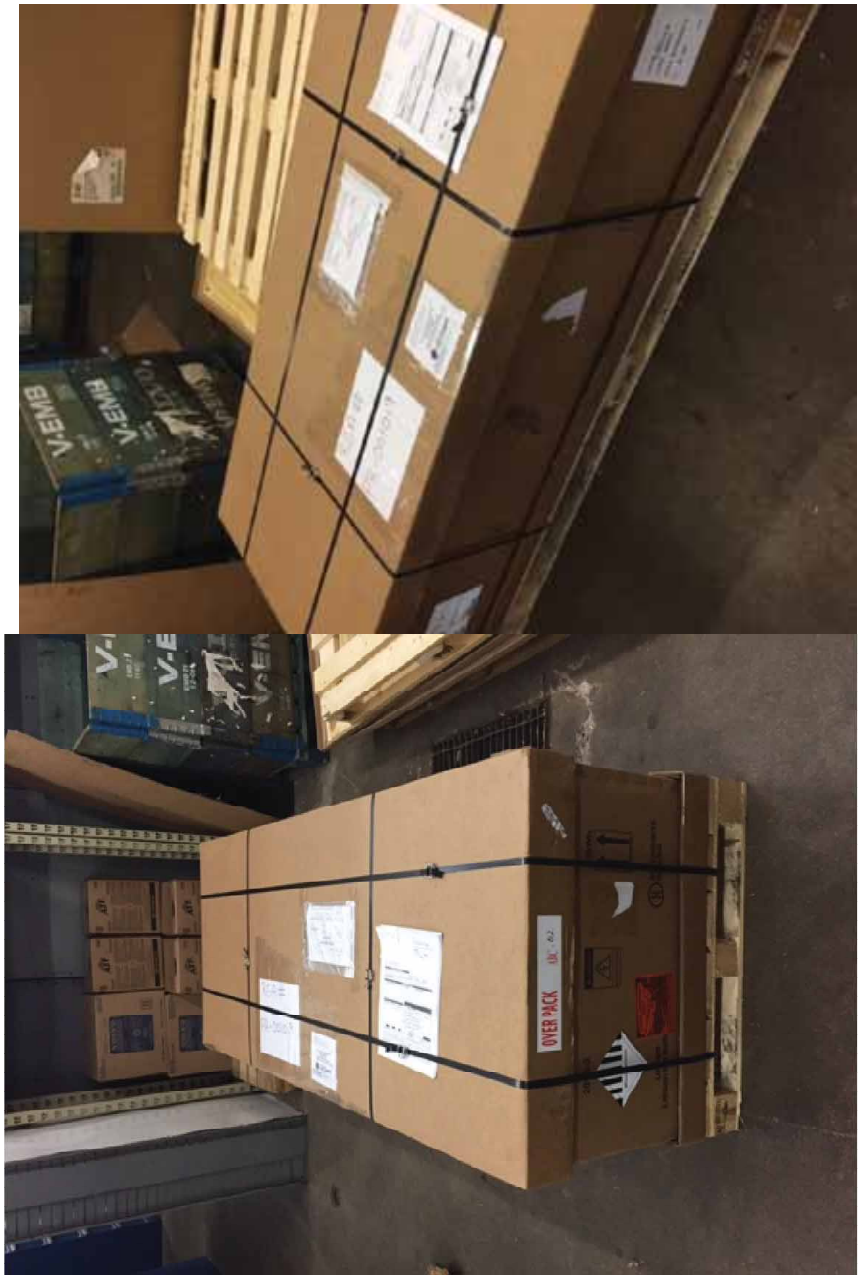
_____

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

TIE Report Number _____

FedEx Tracking Number_____

OUTGOING SHIPMENT CORRECTLY PACKAGED





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

FedEx Freight

VICS Bill of Lading

SHIP FROM

Name:
Address:
Address:
City/State/Zip:
SID#: LG RMA# SID#

SHIP TO

Name: Global Battery Solutions (GBS)
Address: 581 Ottawa Ave, Suite 100
Address: ATTENTION: Stacy Trott
City/State/Zip: Holland, MI 49423
CID#:

THIRD PARTY FREIGHT CHARGES BILL TO:

Name: Volvo Cars USA c/o Williams & Associates
Address: 405 E. 78thSt.
City/State/Zip: Bloomington, MN 55420 FedEx ACCT# 466489900

SPECIAL INSTRUCTIONS: EMERGENCY CONTACT CHEM TECH 1.800.424.9300

Bill of Lading Number:

CARRIER: FedEx Freight TRAILER:

SCAC: Pro Number

365420943-6

FedEx Freight

Freight Charge Terms:

Prepaid Collect 3rd Party X

Freight charges are to be prepaid unless marked collect.

☐ Master Bill of Lading: with attached underlying Bills of Lading

CUSTOMER ORDER INFORMATION

SAMPLE VOLVO WEEKLY SERVICE TRANSACTION STATEMENT

LBAASPFR

Volvo Car USA LLC

Service Transaction Statement For Period: 04/01/16 to 07/08/16 Part stmt ref: 60109

Parts Disposition Section

VOLVO REPAIR SHOP 3900
ONE VOLVO DRIVE
ROCKLEIGH NJ 07647

PART DISPOSITIONS (HOLD/SCRAP) MAY BY OVERRIDDEN BY INTERIM POLICIES FOR PART RETURNS. (EG: PRINTED PARTS RETURN COPY, TECHNICAL REPORTING, BULLETINS)

Repair Order#	Volvo Ref#	Repair Date	Disposition	Part Number	Description	Qty	Ship to
993847A	47039062	1/04/16	*RETURN*	30643315-0	AIR OUTLET	1.0	REG
993847B	47039063	1/04/16	SCRAP OR CORE	30775252-0	USB CONNECTION	1.0	
993850A	47039064	1/04/16	SCRAP OR CORE	31277342-0	BRAKE DISC	2.0	
993850B	47039065	1/04/16	SCRAP OR CORE	31277357-0	BRAKE DISC	2.0	
993853A	47035030	1/04/16	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	00977751-0	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**	**SCRAP OR CORE**	**31473177-0**	**HYBRID BATTERY**	**1.0**	**Return to GBS**
			SCRAP OR CORE	31268489-0	ICM/IHU RELOAD	1.0	
993875E	47039067	1/04/16	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	00977751-0	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	
993888B	47045771	1/04/16	SCRAP OR CORE	30772221-0	BATTERY	1.0	
993889A	47042482	1/04/16	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 returned within 30 days
			SCRAP OR CORE	31268489-0	ICM/IHU RELOAD	1.0	
993895A	47039068	1/04/16	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	00977751-0	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	
993910A	47039070	1/04/16	SCRAP OR CORE	30750013-0	OIL FILTER INSERT	1.0	
			SCRAP OR CORE	00977751-0	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	30680293-0	AIR FILTER INSERT	1.0	
			SCRAP OR CORE	31400205-0	BRAKE FLUID	1.0	
			SCRAP OR CORE	08888889-0	FSM EXPENDABLES $2.00	1.0	
			SCRAP OR CORE	01189943-0	WW SOLVENT	1.0	
993910C	47039071	1/04/16	SCRAP OR CORE	31391513-0	DELIVERY VALVE	1.0	
993910D	47039072	1/04/16	*RETURN*	36001017-0	RADIO, EXCH	1.0	TMA-Part must be returned within 30 days
			SCRAP OR CORE	30775887-0	IAM RELOAD	1.0	
993928A	47042484	1/04/16	*RETURN*	36000041-0	STARTER MOTOR, EXC	1.0	TMA-Part must be returned within 30 days

SAMPLE WARRANTY CLAIM COPY

VOLVO'S DEALER COMMUNICATIONS SYSTEM
PARTS RETURN CLAIM COPY

DEALER CODE: 3900

R.O. #: 123456A VIN: YVITS94D6YI069134 DELIV. DATE: 01/02/16
VOLVO REF: 278791234 MILEAGE: 25 SELLING DLR: 3900
R.O. DATE: 04/20/16 CLAIM TYPE: 01

CAUSE CODE: 10 SYMPTOM: 5H AUTH. NUMBER: S/P DATE:
FAILED PART: 31473177 SUBLET INV S/P INV#:
PURCHASED PART:

CUSTOMER COMPLAINS CAR WILL NOT STAY CHARGED. BATTERY LIGHT CONTINUES TO FLASH SERVICE. REPLACE HYBRID BATTERY PER VOLVO TECH HOTLINE. RETURN BATTERY TO GBS PER SMB.

QTY	PART NUMBER	DESCRIPTION	REC	ACCEPT/REJECT	VENDOR INFO
1.0	31473177	HYBRID BATTERY	____	_____	_____

QTY	OP-NBR	POS	HOURS	S	OPER/PRICE
1	39999	0	000		00.00
1	39999	0	000		00.00
1	39999	0	000		00.00
1	39999	0	000		00.00

TOTAL SUBLET: 000.00
TOTAL PARTS: 000.00
TOTAL LABOR: 000.00
CLAIM TOTAL: 000.00

MESSAGES:

RETURN THIS PART TO GBS PER SMB.

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