



Service Manager Bulletin

TITLE:

High Voltage (HV) Battery Charger Tool Loan Process

GROUP: 31	NO: 010	ISSUING DEPARTMENT: Customer Service	CAR MARKET: United States and Canada	
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Service Personnel: Read and initial	SERVICE MANAGER	SERVICE WRITER	WARRANTY ADMINISTRATOR	Page 1 of 1

“Right first time in Time”

Due to limited availability of tools for charging modules in High Voltage (HV) batteries for T8’s, a tool loan process has been created. Tools will be sent to workshops as needed with a deposit placed on your retailer’s Parts Statement. Upon return of the tool this amount will be credited.

Your assistance is requested to complete repairs and return the tool promptly. HV batteries and modules currently require a “Vehicle Report, Support Needed” in TIE to be released.

BATTERY MODULE AND CHARGE PROCESS

- Vehicle Report, Support Needed case submitted to Retailer Technical Support (RTS).
- Upon decision to replace module RTS will place order for module and tool on your workshop’s behalf.
- Battery Charger will be dispatched to the workshop through a Volvo Distribution Center (DC). Battery Module may be shipped directly from the supplier via FedEx Freight. Typical arrival time of the module is 2-5 days from ordering.
- Charger will appear on Parts Invoice as part numbers **9814249 and 9513162** with a deposit value of **\$3,674.14 and \$533.62**.
- 2 days after tool and part arrival, the DC will contact your Parts Department to arrange return of the tool, free of charge.
- Upon receipt of the tool to the DC, the toolkit will be checked for damage and completion
- With the check complete, you will then be credited for the cost of the tool

Failure to return the complete, undamaged tool may result in the deposit being held and/or difficulties in processing claim for this repair.