

Electric Vehicle Logistics Case Study

European EV Aftermarket Direct Delivery & Return Model

European EV Aftermarket transportation services for a major OEM, including outbound and reverse logistics



Customer Challenge

- As part of their electrification pivot, a major Auto-Mobility OEM required an **EV Battery Aftermarket solution** for all **replacement batteries** for hybrid and fully electric BEV's
- An optimal solution was required to handle **new batteries to dealers**, as well as **the return of damaged / defective batteries** from battery suppliers and a central warehouse
- Due to lower volumes associated with the start of this program, and the requirement to deliver to serve multiple countries, the solution had to provide a consistent service while **preventing upfront infrastructure costs**
- It was therefore critical that the partner to be selected had to provide a **consultative approach to support the development** of the full aftermarket solution



DHL Solution

- **Integrated end to end solution** combining DHL capabilities to support the full aftermarket battery lifecycle
- **Compliant transportation network** to provide the optimal setup (i.e. Domestic and International transportation, supplier shipment process education, documentation approval process etc.)
- **Reverse solution** providing all requested documentation and visibility, with a customer service team with >5 years EV logistics experience
- **Modular value-added services:** Real-time tracking, dealers return support, control tower to fully power customer experience



Customer Benefits

- **Compliant solution development** with a **trusted partner** in the EV journey
- **Integrated Transport solution** providing standardized compliant coverage across Europe for new replacement and return of damaged/defective batteries
- **No structural CAPEX investments in local storage**, due to an efficient regional transportation solution
- **Efficient battery inventory management** whilst still meeting customer requirements
- **Regulatory compliant return battery replacement program** with dealer support to reduce complexity
- **Single point of contact** for all Aftermarket battery flows

