



Das Auto.

Warranty Information

Warranty Parts Return Center Communication

Number: VWR-13-01

Subject: Frequently Asked Questions (FAQ) Related to Free Shipping for Requested Warranty Parts to the Warranty Parts Return Center (WPRC)

Date: May 16, 2013

This document conveys Volkswagen Warranty Parts Return Center information.

Supersedes VWR-10-01, VWR-11-01, VWR-11-02, and VWR-11-04

This document contains frequently asked questions from Volkswagen Dealers about the Warranty Parts Shipping Portal (WPSP).

1. When does a shipping request and shipping label or Bill of Lading show up in the Warranty Parts Shipping Portal (WPSP)?

- For Launch and special request parts, after the VTA is closed.
- For any Hazmat part, after the warranty claim is paid.
- For any part requested through SAGA, about 1:00 PM EST the following day

2. I have a shipping request in the WPSP, but I did not receive a SAGA barcode sheet, what should I do?

Hazmat, new vehicle launches, or special factory parts are requested outside of SAGA. Please print the shipping documents from the WPSP and return all requested parts, along with any relevant supporting documentation.

3. What do I do when I do not have a part to return for the request?

- Do not print the shipping label in the WPSP.
- Use the email link within the WPSP for that specific Shipment ID; this will automatically start an email to the WPRC with that Shipment ID populated in the subject line.
- Provide a detailed explanation as to why there is no part to return (part was missing from the vehicle, part had to be added per Technical Service Bulletin, etc.)
- Include any necessary documentation as an attachment to the email.

4. My shipping link is inactive and I cannot print a shipping label. What do I do?

The warranty part return request remains “active” for 14 days, after which it will become “inactive”. At this point, the Dealer will not be able to retrieve the label from the Warranty Parts Shipping Portal, resulting in chargeback of the corresponding warranty claim.



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5. How does a new person at my Dealership get access to the Warranty Parts Shipping Portal (WPSP)?

In order for a new person to be added as a user to the WPSP, contact your Dealership's extranet administrator to apply the WPSP role to the new employee's user-id. Once the WPSP role is assigned to the new user-id, access to the WPSP will be activated within 48 hours.

6. How can I get FedEx to pick up my package?

You must schedule a pickup through WPSP Manifest Center for the following shipments:

- FedEx Ground for Hazmat
- FedEx LTL for Freight

The Dealer should already have daily FedEx express pickup. However, if needed, you can still schedule Express pickup in the Manifest Center.

7. Do I need to change the package dimensions from 1 X 1 X 1 in the WPSP shipping screen?

No. However, it is critical to use a box that is adequate in size and structure to return requested parts.

8. Do I need to worry about a shipment getting lost or damaged by FedEx?

Once the package is handed over to FedEx and a pick-up date is shown in the Warranty Parts Shipping Portal, Volkswagen will handle any shipping loss or damage. If it is established that the loss or damage is the result of improper packaging at the Dealership, the Warranty Parts Return Center (WPRC) will chargeback the claim.

9. Do I need to put a printout of the SAGA barcode on the outside of the package?

No. The shipping label that is printed from the Warranty Parts Shipping Portal contains the same barcode at the top. However, it should be included with the supporting documents inside of the package with the actual part.

10. How do I ship with FedEx Freight?

The WPSP will generate a Bill of Lading in place of a shipping label for FedEx Freight. Print 2 copies of the Bill of Lading. Both copies should be signed and dated by you, the shipper. The FedEx driver will also sign the Bills of Lading and return a copy which should be kept at your Dealership. The FedEx driver should not "Re-Pro" or assign a tracking number to the shipment as the Bill of Lading already has a "Pro-Number" for tracking.

11. Do I need to change the "Liftgate Pickup Collect" checkbox on the shipping page and the Manifest Center?

NEVER uncheck this box, this check box notifies the FedEx driver that they will need a truck equipped with a liftgate to load the item.



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12. Can I use any other company to return requested parts?

All requested items must only be returned via WPSP FedEx label. Parts returned through any other carrier cannot be reimbursed by VWGoA.

13. Do I need to print OP900 or OP950 forms for freight like I do for FedEx Ground Hazmat?

No. You will only need to print the Hazmat Bill of Lading.

14. How do I sign up to ship Hazmat?

Your FedEx account must be registered as a Qualified Hazardous Material shipper.

You must complete the following steps to use the FedEx Hazmat program:

- Complete the US Department of Transportation (DOT) Hazardous Materials Training
- Fax copies of the following documents to the WPRC at 248-754-6540
 - i. Completed FedEx OP910
 - ii. Current DOT Hazardous Materials Training Certificate
- You will receive a confirmation by fax from FedEx once your account is registered as a Qualified Hazardous Material Shipper.

15. Do I need additional forms for shipping Hazmat with FedEx Ground?

Yes, FedEx form OP900LL. This form is provided by FedEx at no cost by calling 1-800-GO-FEDEX (1-800-463-3339)

16. What additional supplies do I need to ship Hazmat?

The following supplies are provided by VW to help Dealers:

- Battery Kits will be provided when requested
- Fuel Kits will be provided by the VW party that requested the sample

Dealers can purchase labels and other shipping supplies from vendors that sell shipping supplies.

17. Do I still need the OP950 record book now that the OP950 form is generated electronically?

Do not discard the hand written OP950 record book that was previously used. Retain your OP950 record book and all electronic OP950 forms for as long as mandated by the Department of Transportation (DOT).

18. Why do I need to use the Manifest Closeout feature for ground Hazmat?

The Send Ground Closeout button **must** be pressed to complete the Ground Closeout and print the OP950 Hazmat form for the driver. Without closing the manifest and printing the OP950, FedEx will not deliver your package and will return it when inspected by the FedEx Hazmat Inspector at the terminal.



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19. How can I reprint Hazmat Documents?

- OP900 can be reprinted from the shipping history section of the shipping screen
- OP950 can be reprinted from the Manifest Center using the reprint button

20. I get the error “Customer is not eligible for Hazardous Materials/Dangerous Goods” and cannot print. What can I do?

This error means your FedEx account is not Hazmat certified. The Dealer can do the following:

- Signup with FedEx to ship Hazmat, see FAQ 14
- A third party vendor can ship the part, on your behalf, to the WPRC for a \$450 handling fee

21. How can I get help with shipping a Hazmat part?

FedEx provides some very useful guides for shipping hazardous materials. The guide is available online at:

<http://www.fedex.com/us/service-guide/our-services/dangerous-goods-hazmat/>. Select Hazardous materials (FedEx Ground) at the bottom of the page.

The DOT also has complete regulations available online at:

http://www.ecfr.gov/cgi-bin/text-idx?SID=86a6c2c552d0449bf96cf1467ac82632&tpl=/ecfrbrowse/Title49/49tab_02.tpl

22. Where can I find more information about shipping using the WPSP?

The Warranty Parts Return Center (WPRC) has posted a *Warranty Parts Shipping Portal Quick Reference Guide* on WISE under Resource Center > Dealer Processes & Guides > Warranty Parts Return Center (WPRC). The *WPRC Users Guide* also has been updated with step-by-step shipping instructions and posted in the same location.

Questions

For any questions regarding this communication, please contact the Warranty Helpline at 1-866-306-8447 or warranty.helpline@vw.com.