



Das Auto.

Warranty Information

Warranty Parts Return Center Communication

Number: VWR-14-03

Subject: Warranty Part Returns for Airbag Modules and Seatbelt Pre-tensioners

Date: June 10, 2014

This document conveys
Volkswagen Warranty Parts
Return Center information.

Airbag Module and Seatbelt Pre-tensioner Requests from the Warranty Parts Return Center

In order to support a Volkswagen factory quality improvement initiative, the Warranty Parts Return Center (WPRC) may occasionally make Hazardous Material part requests for a select group of Airbag Modules and Seatbelt Pre-tensioners. From time to time, the WPRC has received these parts in a deployed status.

These parts can only be analyzed in the same condition as they were when removed from the customer's vehicle. Warranty parts requested for return must not be altered in any way, such as deploying or triggering the device and/or cutting the wiring harness. Deploying a pyrotechnic Airbag Module or Seatbelt Pre-tensioner is dangerous; it renders the part unusable for analysis, and it delays the quality improvement initiative that will benefit Volkswagen customers.

Requests for Airbag Modules and Seatbelt Pre-tensioners appear in the Warranty Parts Shipping Portal, highlighted in "red" to indicate that these are regulated as Hazardous Material for shipping. Dealers are able to print all necessary FedEx shipping documents from the Warranty Parts Shipping Portal. Requested HAZMAT parts must be packaged and shipped according to applicable DOT regulations.

Questions

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