



Das Auto.

Warranty Information

Warranty Parts Return Center Communication

Number: VWR-14-01

Subject: **REVISED:** TDI High Pressure Fuel Pump Parts Return –
All Claim Types Including Goodwill

Date: Nov. 6, 2014

This document conveys
Volkswagen Warranty Parts
Return Center information.

Supersedes VWR-14-01 dated May16, 2014 due to updated inspection facility address and request status

TDI High Pressure Fuel Pump (HPFP) Parts Return

A new inspection facility has been identified to support the ongoing analysis by the Product Compliance Group of High Pressure Fuel Pumps (HPFPs) from TDI clean diesel vehicles.

All currently requested HPFPs in **Hold** status in the Warranty Parts Shipping Portal (WPSP) will be updated to **Requested** status and directed to the new inspection facility. The request expiration date will be extended an additional 14 days from the communication date. Future HPFP requests will follow the normal part return parameters.

All approved TDI HPFP claims, including Goodwill claims (Claim Type 210), will be subject to return request in the Warranty Parts Shipping Portal (WPSP). The purpose of the part collection is to ensure that the work instructions published in Technical Bulletin 2036656 are followed and to further investigate HPFP causes of failure.

Each HPFP will be inspected to verify the following:

- ▶ The GFF diagnostic log is available.
- ▶ HPFP is returned with the N290 Fuel Metering Valve properly secured in place.
- ▶ Metallic debris in the N290 Fuel Metering Valve bore is supported by photographs submitted at VTA opening; where applicable.
- ▶ HPFP is shipped within 14 days and successfully received at the designated inspection facility. (HPFP shipments returned to the dealer due to improper documentation, packaging, or shipping methods will be considered not received.)

HPFP claims will be subject to debit if any of the above criteria are not met.

The HPFP will be collected at the following **inspection facility for investigation**. The requested HPFP must be returned using the properly addressed HAZMAT return label from the WPSP.

Volkswagen Warranty Parts Return Center
c/o Global Vehicle Works
5402 Hill 23 Drive
Flint, MI 48507

Questions

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