



Das Auto.

Warranty Information

Warranty Parts Return Center Communication

Number: VWR-14-02

Subject: Important Update to Warranty Parts Return Process for Freight with FedEx Freight

Date: May 16, 2014

This document conveys Volkswagen Warranty Parts Return Center information.

FedEx Freight service is used for shipping heavy items to the Warranty Parts Return Center for quality analysis. FedEx Freight utilizes a Bill of Lading for transportation as opposed to a standard shipping label used by FedEx Express or Ground service.

In order to ensure that the correct delivery address is visible to the FedEx driver at the time of pickup, dealers must attach a copy of the Bill of Lading from the Warranty Parts Shipping Portal directly to the freight package with the consignee (delivery address) visible.

Please print three copies of the Bill of Lading and follow these guidelines:

- 1st copy to be signed and given to the FedEx driver.
- 2nd copy to be signed by the FedEx driver and retained by the dealer.
- 3rd copy to be attached to the package so that the "Ship To" address is visible.

FedEx Freight		Bill of Lading FedEx Freight ECONOMY	
Pro Number for tracking	3323914786		
			
Ship To Address	Ship To XPQFPTNNN1 XPQSPTNNN1 - Oversize Powertrain (NNN) Warranty Parts Return Center 3800 Hamlin Rd. Auburn Hills MI 48326 Bill To	Shipped From 03998-Auburn Hills Volkswagen 3800 Hamlin Rd. Auburn Hills MI 48326 Order # D0900 USA4440399825013 Cust PO # Carrier: FedEx Freight ECONOMY	

Questions

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