

Warranty Information

Warranty Communication

Number: AWC 14-13

**Subject: Packing Parts Requested for Return to the Warranty
Parts Return Center (WPRC)**

Date: Oct 2 , 2014

To: U.S Dealers

This document conveys General
Information.

This communication is sent on behalf of the Warranty Parts Return Center (WPRC)

When parts are requested and returned to the WPRC, they must be complete and packaged to prevent damage in transit. Special care must be taken when handling certain parts such as fuel injection components, sensitive electronic components, instruments, and air conditioning to name just a few, to prevent damage and/or contamination. Damaged and/or contaminated parts cannot be forwarded to the supplier or factory for further analysis, and our engineers are unable to perform proper part evaluations on those parts.

This is the process to follow when packing the parts:

1. Return components complete for warranty retention in the same condition as supplied by the Parts Distribution Center (PDC), with all protective caps, covers, plugs, levers, sensors, or other pieces in place to protect against damage during storage and transportation.
2. Return components using the original box with sufficient packing so that the parts reach the final destination with no damage. If the original box is not intended to be used as a stand-alone shipping box, place it in a proportionately sized outer box and protect it using bubble wrap or another type of packing material suitable to withstand transit handling by the transporter.

Packages arriving at the WPRC with clear signs of damage sustained during transportation resulting from improper packaging may be refused by the WPRC. Additional information about packing requested parts for return to the WPRC can be found in the Audi Warranty Policies and Procedures, Chapter 3, Section 3.4.4.

If you have questions or concerns, contact Audi Warranty 866.677.2834 or AudiWarranty@Audi.com.

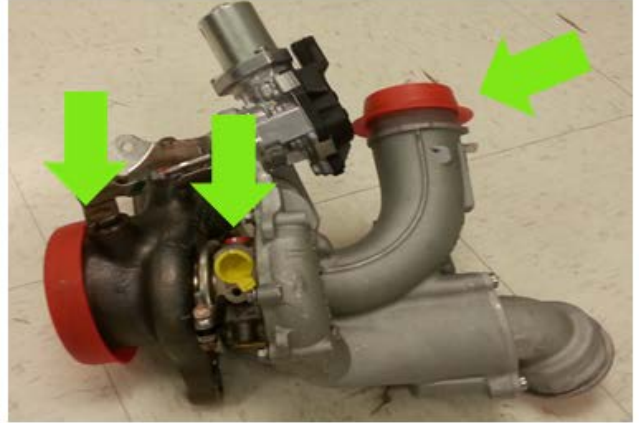
See Page 2 for some examples of components with properly installed caps or covers

Warranty Information

Examples of Components with Properly Installed Caps or Covers



A/ C Compressor



Turbocharger



Leak Detection Pump



Radiator