



Das Auto.

# Warranty Information

**Warranty Parts Return Center Communication**

**Number: VWR-14-04**

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

**Date: Sept. 15, 2014**

This document conveys Volkswagen Warranty Parts Return Center information.

## Parts Returned to the WPRC Must be Complete and Packaged Correctly to Prevent Transit Damage

Special care must be taken when handling certain parts such as fuel injection components, sensitive electronic components, instruments, and air conditioning components in order to prevent damage and/or contamination. Our engineers are unable to perform proper part evaluations on damaged or contaminated components and we are unable to forward components to the supplier or factory for further analysis if they are damaged and/or contaminated.

There are two ways that damages and/or contamination may be avoided:

1. All components must be returned complete for warranty retention in the same condition as supplied by the Parts Distribution Center (PDC), with all the protective caps, plugs, covers, levers, sensors, etc. in place, in order to safeguard against damage during storage/transportation.
2. All parts should be returned in their original box and steps taken to ensure that parts returned will reach the final destination to the WPRC without any damage. If the original box is not intended to be used as a stand-alone shipping box, care must be taken to place it in a proportionately-sized outer box and protected 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 on packing parts for return to the WPRC can be found in the *Warranty Policies and Procedures Manual*, Section 2.5.4.

We encourage you to ask your technicians to watch the August 2014 *Tech Talk* where we have shared the importance of returning warranty parts with protective caps after repairs for warranty parts retention.

Examples of components with properly installed caps or covers are included on page 2 of this communication.

## Questions

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



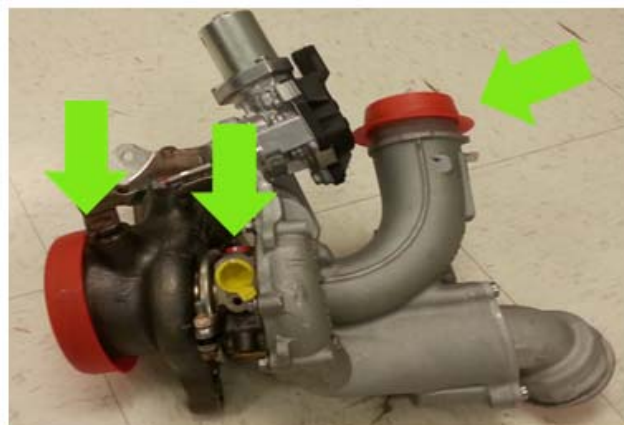
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## Examples of Components with Properly Installed Caps or Covers



A/ C Compressor



Turbocharger



Leak Detection Pump



Radiator