



Volkswagen

Warranty Information

Warranty Parts Return Center Communication

Number: VWR-16-02

**Subject: Proper Packaging of Air Conditioning Compressors for
Warranty Returns**

Date: Sept. 28, 2016

This document conveys
Volkswagen Warranty Parts
Return Center information.

Air Conditioning Compressor Packaging

This communication is a reminder to properly package all Warranty part returns to avoid damage during transit to the Warranty Parts Return Center (WPRC).

Air conditioning compressors are shipped to your dealership from the PDC by a dedicated transport carrier while the warranty part returns are handled by general logistics through FedEx. Proper care must be taken when packaging such parts for warranty return.

If the package does not contain special inserts (see below), insufficient inner packaging allows the part to move around inside the package resulting in a greater chance for damage during transport. To prevent the parts from shifting inside the package, additional packaging such as foam or bubble wrap must be used to secure the parts for transport.

Remember, it is the shipper's responsibility to properly pack Warranty return parts. A small amount of extra packaging could prevent damage resulting in a possible warranty claim debit.

It is also important to install the protective caps on the compressor to prevent intrusion of contamination. Please refer to communication VWR-14-04 Packing Parts Requested for Return to the Warranty Parts Return Center for additional packaging instructions.



Questions

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