



Warranty Information

Warranty Parts Return Center Communication

Number: AWC 16-35

Subject: Proper Packaging of Air Conditioning Compressors for
Warranty Returns

Date: Oct 3, 2016

To: U.S., Puerto Rico Dealers

This document conveys General
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 compressors are shipped to your dealership from the PDC by a dedicated transport carrier while the warranty part returns are handled by general logistics though FedEx. Proper care must be taken when packaging such parts under 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.



Proper packaging with inserts
from PDC prevent part movement.



Insufficient packaging for shipping
with general transport carrier.



Additional protective material will
help ensure that the part arrives to
the WPRC intact.

Questions or concerns about the process may be directed to Audi Warranty 866.677.2834 or
AudiWarranty@audi.com.