VOLKSWAGEN
GROUP OF AMERICA

Port Policies and Procedures

MISSION STATEMENT

"The Vehicle Logistics team delivers cost-effective, timely and quality driven solutions designed to exceed our customers' expectations. "

*This document **supersedes** previous versions of PP&P which includes updates from Vehicle Logistics Circulars*

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A. Revision History

Version Number	Valid From	Reason
8.0	Mar 1, 2017	Format updated. Wrap guard replacement changed to 365 days(12 months) Vehicle Dimensions Updated
8.1	Mar 1, 2018	Volkswagen collision repair representative updated Clarification added for internal port audits
8.2	Jul 1, 2018	Parking requirements (p.9) Vehicle weights (p.14) Clarification added for internal port audits (p.19) Damages found by truck drivers in load lanes (p.23) Updated Port Contacts (p.47)
8.3	Aug 1, 2020	Vehicle dimension updated (p.14) Requirements for port audits have been updated (p.19) Marine Supplemental Inspection Process (p.22) Vehicles Processed at Port with Supplemental Damages (p.23) Damages found by Truck Driver (Load Lines) (p.23) Updated port contacts (p.47)

B. Imprint

Volkswagen Group of America
Vehicle Logistics
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Vehicle Logistics Circulars (VLC-xxxx) are published to modify existing Port Policies and Procedures or add new policies and procedures to this published manual. The information/ policy included in a *Vehicle Logistics Circular* are incorporated into the next scheduled revision of this document. This current revision of Port Policies and Procedures supersedes prior versions.

C. Definitions, Abbreviations, and Symbols

Caution **Note or Exception**

D. Further Documentation / Applicable Documentation

Appendix 1 Technical Quality Standard (TQS) Distribution of Volkswagen Group Vehicles (Version 5.0 / Dec. 2015)
Appendix 2 Trucking Loading Guide Lines
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1. Forward

The Volkswagen Group of America has committed itself to meeting outstanding quality standards in relation to its internal and external customers. These standards relate not only to the development and production of excellent products but also to providing excellent customer care. That includes delivering the vehicles to the customers in an undamaged condition via the port processors, truck and rail carriers and dealerships. The ultimate aim is to retain the delivery quality from factory to customer delivery. At the same time the receiving dealers are to be guaranteed excellent delivery service.

The service providers of the Volkswagen Group of America have a responsible role to play in this commitment. This guideline has been produced in order to meet those standards. It is to be used by our service providers as a basis for achieving the stated aims in partnership.

The overall guideline is the qualitative basis for all vehicle transportation and vehicle processing activities within the Group. In particular, it is to be taken into consideration as a contractual component whenever vehicle transportation and vehicle processing activities are being contracted. It also represents the basis for regular audits of global vehicle flows, including ocean port and inland processing centers. It is intended as a fundamental aid for the prevention of transport, handling or storage damage, to the greatest extent as possible. The Volkswagen Group of America requires all those involved in the process to familiarize themselves carefully with these instructions, and to apply them as the operational basis for handling vehicles.

1.1 Area of Application

This guideline applies to all those involved in the processing, handling and transportation of vehicles of the Volkswagen Group of America. Damage prevention takes top priority for all those individuals and companies contracted with the Vehicle Logistics Group.

1.2 Application

The Vehicle Logistics Group uses this guideline as the basis for fulfilling its roles with regard to careful and sustained quality planning, quality guidance and quality improvement for storage, handling and processing Group vehicles. Technical changes and developments within Group Quality Assurance and Vehicle Logistics are constantly evolving. For that reason, this guideline is subject to change. VWGoA Port Policies and Procedures ensure that our processes and guidelines adhere to the latest version of Volkswagen AG Technical Quality Standard (TQS) Distribution of Volkswagen Group Vehicles.

2. Vehicle Handling Specifications

TQS Distribution of Volkswagen Group Vehicles (version 5.0 / Dec. 2015) section 5 (p.13-22) should be observed

2.1 Fundamentals

The Volkswagen Group of America offers a wide range of products, which makes it necessary to consider damage prevention measures individually when handling them.

All involved in the process must be aware of their responsibility in order to transport Group vehicles to the end customer safely and without damage. For that purpose, the drivers and loading personnel must be familiar with the requirements of this guideline, and with the operations of the vehicles to be loaded. The handling of the vehicles must only be carried out by qualified personnel. To ensure a sustained low damage rate, the supplier involved in the handling and transport must be certified according to the current DIN ISO, VDA or similar QA standard.
Each person involved in the process is required to attend special training prior to first assignment:

- Instruction on port/facility rules
- Handling regulations described in this manual
- Reporting in the event of damage
- Driving regulations
- Working clothes

Employee training sessions are to be documented and countersigned by those attending. These documents shall be kept by the port processor and available to the Vehicle Logistics Group upon request. Compliance with the guidelines for handling Group vehicles is to be checked regularly by means of self-audits and documented. Any discrepancies are to be dealt with by means of specific measures or retraining. QA standard must include damage prevention and damage statistical data. This damage data is used in establishing and maintaining suitable KPI's and improvement measures.

2.2 Working Clothes

Refer to TQS Distribution of Volkswagen Group Vehicles (version 5.0) Section 5.1(p.13) for rules.

2.3 Vehicle Handling

Refer to TQS Distribution of Volkswagen Group Vehicles (version 5.0) Section 5.2(p.13-20) for rules.

2.3.1 Basic Information

Follow guide lines in section 5.2.1 TQS Distribution (version 5.0) as well as the below additions and exceptions.

- Transporting passengers are acceptable if necessary for purpose of audit or training.
- Only qualified personnel with a valid driver's license issued within the continental United States or Foreign VW group personnel with valid driver's license are allowed to handle vehicles.
- The emergency brake is NOT utilized.

Exception 1: Rail loading operations: apply brake after loading on a rail car.

Exception 2: Special exceptions will apply for parking on inclines.

Exception 3: Audi R8 equipped with R-tronic (automatic transmission) is parked in neutral with the parking brake engaged.

- All no-start vehicles coming off vessels or found in the storage yard are reported to the PQT personnel. Chattanooga vehicles are reported to the factory quality team.
- Stevedores are responsible to unload any no-start vehicles form the vessel or railcar.
- Flat or damaged tires are reported to the PQT personnel for repair, or in Chattanooga to the factory quality team.
- Vehicles equipped with tow hooks. Tow hooks are not removed on vehicles until dealer delivery. Tow hooks are only removed upon advanced notification of VW GoA personnel.

2.3.2 Getting Into and Starting the Vehicles

Follow guide lines in section 5.2.2 TQS Distribution (version 5.0) as well as the below additions

- Complete visual inspection of Body Guard for any damage or peeling. If disturbed (ripped or peeling off), remove immediately and schedule the re-application of Body Guard ***Refer to section 5.4.2***. This inspection is required at First Point of Rest (FPOR) and all other vehicle maintenance checkpoints.
- Inflate tire as necessary before the vehicle is driven.
- Interior seat protection must be secure at all times.
- Windows, doors and sliding roofs are kept closed during vehicle operation (except for reasons of visibility or extreme heat).
- Window During winter month processor are required to clear the windows of parked vehicles (prior to vehicle movement) of ice and snow using suitable plastic ice scrapers (without steel or toothed edges). Sufficient visibility is required prior to vehicle movement. Sufficient removal of snow and ice is necessary so that ice/snow does not enter the vehicle during entry to the unit. Scrapers must not damage any window surface. De-icing spray is used to remove thick layers of ice. ***Refer to section 2.8.***

Starting vehicles by means of jump leads (only applicable to vehicle without battery manager)
The auxiliary battery required as a starting aid is a 12-volt battery. The jump leads are of the heaviest variety, with 25 sq. mm conductors, insulate terminal clamps and overload protection.

The procedure:

1. Attach the first jump lead (red) to the positive terminal of the auxiliary battery, and then to the positive terminal of the discharged vehicle battery.
2. Attach the second jump lead (black) to the negative terminal of the auxiliary battery, then to the ground on the engine (the engine block or on the of engine mount bolts) of the vehicle being started.
3. Start the engine.
4. When removing the jump leads, the same sequence is followed in the reverse order.

Any other procedure may lead to personal injury, damage to the batteries and to the electrical systems in the vehicle. When the ignition is switched on, high voltages are created throughout the ignition system of the vehicle, both in components and in the wiring harness.
Live components are not touched, as there is danger to life!

Manipulation of the ignition system is strictly forbidden. The ignition is switched off in every case when working in the engine compartment. If there is lack of fuel the responsible service provider must fill up the vehicle with enough suitable fuel.

2.3.3 Parking and Getting out of the Vehicle

Follow guide lines in section 5.2.3 TQS Distribution (version 5.0) as well as the below additions and exceptions.

- **Maintenance program only:** Disengage all climate control systems and return circulation vents and fans to the default/closed/ zero position.
- Ensure proper spacing requirements from section 3.4.2 are followed.

  Exception 1: On extreme storage situations, Port Manager will provide guidelines. Railheads must follow AAR minimum regulations.
- Personnel must avoid pressing the luggage/trunk button on key fob. Trunk damage could occur to vehicles with FBC if accidentally opened.
- At all times, vehicles must have hoods, deck lids/tailgates, doors, and windows closed.

2.4 Handling the Vehicle Electrics

Transporting and storing the vehicle on the way from the factory to the end customer has a negative effect on battery output. This is aggravated if the ignition key is not removed or if the doors are not completely closed. Jump starting the vehicle and changing the battery during the loading and unloading processes mean an additional risk of damage. For that reason care is required to ensure that electrical consumers that are not essential to the vehicle movement are not used whatsoever.

2.5 Battery & Non-Movable Vehicles

Certain Group vehicles have a switch-off relay. There are two types of switch-off relay:

1. Automatic switch-off relay: in this case the brake pedal has to be held down for 3- 4 seconds to activate the battery.
2. Manual switch-off relay: In this case the battery is activated by the personnel by means of a switch or a button.

Non-movable vehicles need the assistance of the port processor battery team. Port processor battery team is responsible to make the vehicle movable (jump-start, refueling, etc.) or at least towable. In case of serious technical problems, a local VOLKSWAGEN technician (from PDI, PQT or local dealership) is called for assistance. All non-movable vehicles are documented by VIN and reason (*Refer to Battery PP&P Non-starter/no runner analysis for complete instructions*).

Railhead Operations Only: In case of serious technical issues and in-transit repairs, contact Fenkell Automotive Services, Ltd. via their Vehi-Trac system.

2.6 Vehicle with Electric or Hybrid Drives

Vehicles with electric/hybrid drives differ from conventional vehicles in a number of ways. Knowing these differences is highly important. The contractor shall therefore ensure that only persons familiar with the contents of this appendix and who have been verifiably instructed accordingly come into contact with the Volkswagen Group electric/hybrid vehicles.

The HV network consists of the following HV components: the HV battery, the power electronics, the electric motor, the A/C compressor, the HV heater (if present) and the battery charger as well as the orange HV lines. The following warning stickers are used to identify the components (not on the HV lines):

General warning notice on high voltage in engine compartment:

High-voltage component warning:

The HV network and HV battery carry lethal voltage. Improper handling of HV components may result in serious or possible fatal injury. Never perform any work on the HV network, HV cables and HV battery. Only the trained personnel of authorized workshops are authorized to perform work on the HV network. In the event of questions or problems (e.g. accident, lines damaged by wild animals, broken-down vehicle, etc.), always consult a service workshop's specialist electrician. The contractor shall clarify in advance which service workshop/specialist electrician is to be contacted in such cases.

Electric vehicles without sound simulation and hybrid vehicles in electric mode do not make any engine noises and may thus not be noticed until a late stage. Particular caution must therefore be observed when moving or loading/unloading them.

2.6.1 Handling Electric and Hybrid Vehicles

Follow guide lines in section 5.3.1 & 5.3.2 TQS Distribution (version 5.0) as well as the below additions and exceptions.

Towing of Electric Vehicles:
Electric vehicles are towed using flatbed towing equipment. Use of conventional towing equipment or towing on all four wheels greatly increases the risk of damaging the electric vehicle drive systems. Contact Port Quality or In-transit repair before choosing to tow an electric vehicle.

2.7 Vehicle Specific Information

For vehicle specific information use reference materials located on http://elsaweb.vwoa.na.vwg/elsaweb/logon.jsp and/or MDO Information sheets and work instructions.

2.8 De-icing and Anti-Freeze

At cold times of the year, there is often ice and snow on the windows. It is necessary this cleaned away before moving the vehicle. "Anti-freeze" deicer may be used for this purpose, in addition to, a plastic ice scraper (without steel blade and/or teeth). It is important to ensure that the ice on the screen is scraped away from the outside in, and that the ice scraper is not drawn backwards.

Windscreen wipers that have frozen solid are not broken free by force, nor moved by means of the wiper motor, but released by means of the deicer alone.

Mixture Ratios

Anti-freeze	Water	Effectiveness
1	0	-70 degrees F
1	1	-35 degrees F
1	2	-18 degrees F
1	3	-12 degrees F

Any commercially available product may be used as an alternative if approved by the port manager.

Note: For removal of snow an extreme soft broom is recommended.

3. Port Processing and Storage Regulations

The following requirements apply to port processing companies and other parties sub-contracted by the port processor to handle Volkswagen Group vehicles.

3.1 Fundamentals

The port processor or operator of the storage or shipping facility is responsible for adhering to all the legal requirements, such as environmental protection, accident prevention and safety regulations.

3.2 Basic Services

- Secure and maintain all Federal, State and Local permits required to perform services as contracted.
- Port processor provides stevedoring company yard management support. (i.e. advise proper parking locations)
- Insurance coverage, worker's compensation, comprehensive general liability and automotive liability.
- Hazardous materials/substance reporting and record maintenance (SDS sheets).
- Coordinate load line activity.
- Coordinate yard activity (flat tires, no-start, etc.).
- Provide all supplies necessary to perform the contracted services.
- Provide clothing and work related protective items.
- Provide coordination for vehicle pick-up by Volkswagen and Audi dealers.

3.3 Personnel

- All Port processor personnel engaged in the performance of services have the mutually agreed upon qualifications necessary to work on VWGoA vehicles and have received all special training designated by VWGoA.
- A staff member responsible for operations are available at all times; name, landline, cell phone and fax number must be provided.
- Provide labor for all necessary vehicle movements within the port, and including materials (such as shuttle vans) to perform this function.
- Provide labor for vehicle fueling as required.

3.4 Facility Lots (Storage and Load Lines)

VWGoA Vehicle Logistics is responsible for verifying and approving usage of parking, transshipment or storage yards prior to use. Self-disclosure documentation is required as part of the initial pre-approval. VWGoA official audit is conducted prior to first use of the facility and handling group vehicles.

3.4.1 General Spatial Requirements and Criteria for the Location

Follow guide lines in section 6.1 TQS Distribution (version 5.0)

3.4.2 Storage and Stowage of Vehicles in Parking Spaces

Follow guide lines in section 6.1.1 TQS Distribution (version 5.0) as well as the below additions and exceptions.

The procedure for the storage of Group vehicles corresponds with the following minimum requirements.
Parking clearance minimum requirements as follows:

Bumper to Bumper	6 in (15cm)
Side clearance (mirrors in block storage)	4 in (10cm)
Side to Side	24 in (60cm)

In addition to which the following recommendations also apply.

Theoretically, the parking space for one vehicle including access routes is **215.27 sq. ft. / 20 sq. m**. The size of the parking area required for a vehicle is **102.36 in / 260 cm (wide) by 216.5 in / 550 cm (long)**, as shown in the diagram. The distance is measured from the inner edge of one of the boundary lines to the outer edge of the boundary line on the other side. The herringbone pattern is recommended in conjunction with a one-way system, in order to avoid damage while maneuvering and/or handling on site. Vehicle parking method includes parking the left tire directly on the left line of the parking space.

3.5 Vehicle Dimensions: Audi

Use ***www.audiusa.com*** for updated product specification

Model	Wheelbase	Front Track	Rear Track	Length	Width	Height	Ground Clearance	Curb Weight	
								Manual	Automatic
Audi A3/S3	103.8	61.2	60.1	175.5	77.2	55.7	NA	NA	3494
Audi RS3	103.6	61.4	60.2	176.3	77.2	55	NA	NA	3594
Audi A4/S4	111	61.9	61.2	187.5	79.6	56.2	NA	NA	3847
Audi A4 Allroad	111	62.1	61.74	187.5	79.6	58.8	NA	NA	3847
Audi A5/S5 Coupe	108.8	62.5	61.7	184.9	79.9	54	NA	NA	3858
Audi RS5 Coupe	108.9	62.9	62.5	185.9	79.9	53.5	NA	NA	3968
Audi A5/S5 Cab	108.8	62.5	61.7	184.9	79.9	54.5	NA	NA	4178
Audi A5/S5 Sportsback	111.2	62.5	61.7	184.9	79.9	54.6	NA	NA	3924
Audi RS5 Sportsback	111.2	62.9	62.5	188.3	79.9	54.6	NA	NA	4057
Audi A6	115.1	64.2	63.7	194.4	83.1	57.4	NA	NA	4266
Audi S6	115.3	64.3	63.7	195	83.1	56.9	NA	NA	4486
Audi A6 Allroad	115.2	64.8	63.4	194.9	83.1	58.9	NA	NA	4486
Audi RS6 Avant	115.3	65.7	65	196.7	83.5	58.6	NA	NA	4960
Audi A7	115.2	65	64.4	195.6	83.4	56	NA	NA	4332
Audi A7 hybrid	115.2	65	64.4	195.9	83.4	55.9	NA	NA	4773
Audi S7	115.3	65.1	64.4	196	83.4	55.8	NA	NA	4597
Audi RS7	115.3	65.7	65	197.2	83.4	56.1	NA	NA	4938
Audi A8	123.1	64.7	64.3	208.7	83.9	58.5	NA	NA	4905
Audi A8 hybrid	123.2	64.4	63.9	208.7	83.9	58.5	NA	NA	5335
Audi S8	123.2	64.1	63.7	209	83.9	58.6	NA	NA	5302
Audi TT/TTS Coupe	98.6	61.9	61.1	165	77.4	53.3	NA	NA	3263
Audi TT RS Coupe	98.6	61.6	60.8	165	77.4	53.4	NA	NA	3296
Audi TT Roadster	98.6	61.9	61.1	165	77.4	52.9	NA	NA	3384
Audi R8	104.3	64.8	63	174.4	80.2	48.7	NA	NA	3715
Audi R8 Spyder	104.3	64.8	63	174.4	80.2	48.7	NA	NA	3957
Audi Q3	105.5	62.2	61.9	176.6	79.7	62.9	NA	NA	3913
Audi Q5	111	63.6	63.4	183.6	84.3	65.3	NA	NA	4034
Audi Q5 hybrid	111	63.6	63.4	184.4	84.3	65.4	NA	NA	4685
Audi SQ5	111.2	63.9	63.6	183.9	84.3	65.3	NA	NA	4321
Audi Q7	117.9	66.1	66.6	199.3	87.1	68.5	NA	NA	5137
Audi SQ7	117.9	66.1	66.6	199.6	87.1	68.5	NA	NA	5291
Audi Q8	117.9	66.1	66.6	19.6	86.2	67.2	NA	NA	5004
Audi SQ8	117.9	66.1	66.6	196.6	86.2	67.2	NA	NA	5324
Audi RS Q8	117.9	66.6	66.7	197.3	86.2	66.7	NA	NA	5490
Audi e-tron	115.1	64.8	64.6	193	86.3	65.5	NA	NA	5754
Audi e-tron sportback	115	64.7	64.5	193	86.2	65	NA	NA	5754

All Lengths Listed in Inches and Weights in Pounds

3.6 Vehicle Dimensions: Volkswagen

Use ***www.media.vw.com*** for updated product specifications.

Model	Wheelbase	Front Track	Rear Track	Length	Width	Height	Ground Clearance	Curb Weight	
								Manual	Automatic
VW Atlas	117.3	67	67.6	200.7	78.4	70.1	8	NA	4425
VW Atlas 4Motion	117.3	67	67.6	200.7	78.4	70.1	8	NA	4612
VW Atlas Cross Sport	117.3	67	67.6	195.5	78.4	67.8	8	NA	4262
VW Atlas Cross Sport 4Motion	117.3	67	67.6	195.5	78.4	67.8	8	NA	4447
VW Arteon	111.7	62.5	62.1	191.4	73.7	56.5	5.4	NA	3655
VW Arteon 4Motion	111.7	62.5	62.1	191.4	73.7	56.5	5.4	NA	3854
VW Golf	103.8	61	59.8	167.6	70.8	58.2	5.4	2939	3012
VW Golf GTI	103.6	60.6	59.7	168	70.8	57.8	5.1	3124	3197
VW Golf R	103.5	60.7	59.7	168.4	70.8	56.5	4.8	3307	3380
VW e-Golf	103.5	60.8	59.5	168.1	70.8	57.2	5	NA	3459
VW Golf Sport Wagen	103.5	61	59.9	179.8	70.8	58.3	5.5	3285	3338
VW Golf Alltrack	103.5	60.9	59.7	180.2	70.8	59.6	6.9	3349	3402
VW Jetta	105.7	60.7	60.4	185.1	70.8	57.4	5.6	2897	2967
VW Jetta GLI	105.6	60.7	60.4	185.2	70.8	56.8	5	3225	3294
VW Passat	110.4	62.1	61	193.6	72.2	58	5.4	NA	3325
VW Tiguan	109.8	62.2	61.8	185.1	72.4	66.3	7.9	NA	3757
VW Tiguan 4Motion	109.8	62.2	61.8	185.1	72.4	66.3	7.9	NA	3931
VW Beetle	100.1	62.2	61.1	168.8	71.9	58.6	5.7	NA	3045

All Lengths Listed in Inches and Weights in Pounds

3.7 Organization of the Facility and Technical Equipment

Follow guide lines in section 6.2 & 6.3 TQS Distribution (version 5.0).

3.8 Authorized Collision Center

- Please consult Audi and Volkswagen Collision Repair Representatives for development requirements of Port Collision Repair Facilities.
- It is not a requirement of Port Repair Facilities to be Authorized Audi and Volkswagen Collision center certified. If port processor chooses to obtain full certification it is at their choice and own cost.
- Minimum Tooling Requirements available on supplemental document Basic Collison Repair Tools.docx.
- Authorized Collision Centers are certified through Audi and Volkswagen Collision Programs. Please refer to Audi and Volkswagen Authorized Collision Repair Facility.
- Port Collision Center minimum requirements are:
- Suggested certification for port repair facility is Gold Class I-CAR certification. https://www.i-car.com/home/collision-repair and manufacturer new model VWGoA repair training located in
  Herndon, Virginia.

- Port provider paint facilities use approved paint manufacturer products and training. With at least one master paint technician on site.
- Required investment in small "smart repair" systems.
- Port Collision center is required to repair VWGoA product according to VWGoA inspection guidelines found in Section 4.6.
- Port Collision Center must use one of the following estimating systems: Pathways©, Mitchell, Audatex, or ADP or their claims are subject to rejections.
- Structural or specialized repairs must be completed at manufacturers authorized collision center servicing the port. Port Quality Manager will provide direction.
- **KPI:** Port processor Authorized Collision Center must provide a **daily** aging report to VWGoA personnel.
- **KPI:** Authorized Collision Center is required to bring FPOR identified damages to the damage processing lane for PQT evaluation **within 24 hours** of arrival.
- **KPI:** Authorized Collision Center is required to provide damage estimate **within 48 hours** of arrival to the PQT evaluation area.
- **KPI:** Authorized Collision Center is required to repair minor damages (less than $1,500) **within 5 days** of damage estimation and/or parts arrival. Repair pre- approval is not required for this level of damage.
- **KPI:** Authorized Collision Center is required to repair major damages (more than $1,500) **within 10 days** of damage estimation/approval and/or parts arrival. Vehicles with a higher severity of damage are evaluated and ETR provided on a case-by-case basis. Repair pre-approval is not required for this level of damage.
- **KPI:** Parts ordering must occur **within 24 hours** of parts request from body shop or PQT Manager. Domestic Parts Distribution Center ordering is available for **overnight** shipping. International parts ordering may take a **minimum of 5 days**.

3.9 Parts Warehousing

- Facilities contracted to install MDO's shall provide adequate warehousing space for Level 1, 2 & 3 MDO's as well as Battery Program and scrap parts.

3.10 Security

- The port processor shall maintain at their sole expense security guards and security procedures which are necessary to protect VWGoA vehicles and property.

  Exception: Security is provided by the factory in Chattanooga.
- Access to Group vehicle parking areas is denied to unauthorized persons.
- Entry and exit to main yards are supervised.
- Visitors are registered in writing.
- Security is provided for Group vehicles 24 hours a day / 7 days a week.
- Video monitor surveillance system is recommended for added security.
- Surrounding fence line is secured with a standard height, commercial grade chain-link fence, and effectively secured against break-ins and ram-raids.
- Walls and fences are secured with barbed wire, if possible.

- Fence lines with wind/visibility protection are recommended.
- Entrances and exits are secured with lockable gates.
- Higher risk areas, as defined by VWGoA may require additional barriers (a.k.a. Jersey walls, K-rails, highway median and traffic dividers).
- Adequately powerful lighting of the entire facility, specifically in areas of enclosing fence or wall, during the hours of darkness.
- Local law enforcement notification guidelines are adhered to in addition to this notification.

3.11 Information Technology

The port processor shall maintain, at minimum, the following computer services:

- Computer and data interchange including RF scanners.
- Printing, distributing and affixing of Monroney labels and other State and/or Federal requirements.
- Inventory tracking, maintenance and transmittals to VWGoA mainframe.
- Information system reporting and documentation as requested by VWGoA.
- Provide systems updates, maintenance and training to VWGoA personnel as necessary.

4. Damage Control, Prevention and Improvement Processes

This chapter demonstrates the methods and requirements of damage control when a vehicle is received by any service provider. Any damage to the vehicle in transit and the party responsible for causing it are determined by the following measures described here.

4.1 Fundamentals

Damage control on receipt of vehicles is used to assess the condition of Group vehicles, and is carried out in order to determine or localize any damage resulting from the handling processing whether it is transport or port processing activities, and subsequently assigning the cause to the responsible party.

At every interface (transfer of risk) in the vehicle logistics chain, the vehicles are checked by the transport or transshipment companies involved, for any damage and the loss of individual components. These undamaged, damage or losses require full documentation with the inspection data forwarded electronically to VWGoA's designated transportation claims processor.

4.2 Quality Management Systems (QMS) and Technology

The service providers shall implement and utilize a quality management system in accordance with internationally applicable standards. The minimum requirement is certification according to ISO 9001. Compliance verified with service provider submission of certification. Service provider must demonstrate knowledge and use of quality systems and technology required for implementation of continuous improvement. A clear understanding of how damage may occur on the yard is essential to reduce the rate of damage in transit and achieve damage prevention. The Service Provider must develop the necessary damage statistics for this purpose and reviewed with respective departments on a regular basis. Damage statistics must include not only pure statistics but documented corrective actions showing improvements to individual processes. **To ensure a sustained low damage rate, service providers are qualified under industry standard quality certification or show documented and demonstrated quality processes.**

4.3 Port Audits and Quality Representatives

Quality Control Manager

The service providers shall, in compliance with ISO 9001standards, provide a quality control manager.

- The service provider must appoint a quality representative who is available during normal working hours.
- Main responsibilities are to monitor compliance to the latest VWGoA regulations contained in this document.
- Develop and monitor Continuous improvement program (CIP).
- Conduct regular training on this document.
- Participate in quality audits listed in this section.

Definition and Process for walk-around audits:

- Walk-around audits are performed by the PQT representative with support of the Port Manager.
- Regular basis of once a week focusing on the overall condition of the vehicles and yard.
- Multiple vehicles should be selected from different areas of the yard, with at least 10 from the load lanes. Focus on overall condition of vehicle, and document findings in accordance with the VWGoA QMS/PCMS requirements.
- All vehicles must be inspected to VWGoA PP&P & QMS PCMS requirements and documented in the QMS/PCMS format. Report must be forwarded to the port processor and the Port Manager.
- Any and all issues found must be reviewed with the port manager and PQT with the port processor, and require an action plan to be documented by the port processor and followed up on at least once to confirm correction of the finding.

Definition and Process for internal audits:

- Internal audits are performed by the Port Manager with support of the PQT representative.
- Regular basis every 6 weeks, and a schedule should be published by the Quality Control Manager.
- Every internal audit shall have a core focus (i.e. vehicle maintenance/body shop/MDO), and should be conducted as if it were an official audit. Normal audit documentation is used.
- Any and all issues found during the audit must be reviewed with the Port Manager & PQT representative, and require and action plan to be documented by the port processor. Action plan should be followed up on until issues are correct.

Definition and Process for announced/unannounced corporate audits:

- The purpose of these audits is to determine if the port processor is adhering to provisions of this port policy and contractual agreements. The port audits include, but are not limited to, battery program process, 30-day maintenance program and vehicle protection program.
- KGQZ-L/3 (Central Group Quality Assurance Transport) audits are performed by VWL representative. Audits are every 1 to 2 years based on results of previous audits. Audits are supported by Vehicle Logistics or Port Manager.
- SQTS (Supplier Quality Technical Services) audits are performed yearly at the request of PQT. Vehicle Logistics attends and supports SQTS at each of these port audits.
- Audits are yearly (every 12 months), requiring a duration 2-3 days. Audit is announced 1 or 2 days in advance or more. An announcement is published by the SQTS team.
- All ports may also be audited at irregular intervals, even unannounced, by VWGoA, VWL, SQTS, and Group Quality.
- For the short notice audit, a member of the audit team may attend an internal audit.

A wrap up meeting is conducted on last day of audit with Port Manager, PQT, and port service provider. Audit documents are completed and sent to the audit team members, Vehicle Logistics & PQT management, VW Port manager and port service provider quality representative. The final results of the audit are sent in by SQTS by the end of the following week.

4.4 Procedure for Damage Control

Damage control is carried out at the loading and receipt of vehicles. When the vehicles pass into the hands of another party involved in the process chain or at the end of one section of the transport process, this party must have quality systems in place to inspect vehicles prior to loading and immediately after vehicles are unloaded or moved to the end of process chain. This quality system documents and forwards data electronically of the current condition of the vehicle and documents any liability prior to release to the next party involved. These inspections are then electronically forwarded to VWGoA's transportation claims processor for storage in a data warehouse.

Damaged vehicles and units involved in accidents are required to continue on to their final destination provided that they can be properly secured.

Exception: Major damage found on the rail car is inspected by the rail unloading company prior to discharge. Normal survey activities are conducted after rail discharge. This method ensures that liability is assigned to the proper party.

4.5 Procedures for Recording Damage

- All assessments are based on existing regulations and, furthermore, carried out in an impartial manner, from the viewpoint of the customer.
- The requirements set out in Chapter 2 Vehicle Handling Regulations are taken into account when inspecting vehicles.
- Inspection guideline is applied to distinguish between factory and transport damage. **See section 4.6.4**
- The objective is for consistent and systematic checks to be carried out by qualified technicians. Full documentation and photographs are standard.
- The complete chassis number on the attached vehicle document is compared with the shipping document.
- If typical rail transport damage is discovered (vehicles jumping out of the load securing devices), the procedures agreed with the railway company are followed.
- If Full Body Cover (FBC) exists on vehicle the driver side door must be opened. In general, only the driver's door and the deck lid/trunk may be opened.

Exception: Vehicles with sealed deck lid/trunk is sealed with "Don't open" or "Nicht Offenen" sticker are not opened unless for specific work order operation.

- The entire surface of the vehicle, including tires and wheels, is checked for damage. If FBC exists, check for disturbance to FBC.
- The interior is checked for obvious signs of theft and any damage (keys, radio, navigation system, etc.). Port managers can request additional checks.
- The location of the damage is described precisely and unambiguously for any third party. Best of all, it is classified using the transport damage codes (AIAG).

- All visually apparent damage and signs of theft or destruction are recorded on the damage document, bill of lading or delivery receipt by drivers and loading personnel, and then countersigned by the responsible delivery personnel. Any subsequent reports are not considered.
- Any restrictions to the possibility of checking the vehicle (such as snow) are noted on the delivery receipt.
- It is important to ensure that all windows, doors, flaps and covers are completely closed after the inspection.
- Any theft of vehicle components or vehicles is reported immediately to Fenkell Automotive Claims department. Local law enforcement notification guidelines are adhered to in addition to this notification.

4.6 Transport Damage Codes and Procedures

Transport damage is precisely defined by means of such details as the location, nature and extent of damage. A five-digit damage code in accordance with the US standard (AIAG-Automotive Industry Action Group) enables description of the damage, and a uniform procedure for its recording and evaluation along the entire transport chain. **The US standard AIAG reference document is M-22-Finish Vehicle Transportation Damage Reporting 2nd Edition.**

The five digit damage code is defined as follows:

Damage Area Code	First and Second digits
Damage Type Code	Third and Fourth digits
Damage Severity Code	Fifth Digit

Certain Damage Area Codes are labeled (T) indicating Truck only because these parts are specific to trucks and are not used with passenger vehicles.

Right and left are determined as if sitting in the driver's seat.

Multiple unrelated damages with the same damage area and type noted on the same panel are entered separately.

4.6.1 Damage Area, Type, & Severity Codes

Reference AIAG M-22 Finished Vehicle Logistics Transportation Damage Report 2nd Edition.

4.6.2 Inspection Type Location Codes

Reference AIAG M-22 Finished Vehicle Logistics Transportation Damage Report 2nd Edition.

4.6.3 Inspection Guideline

Follow guide lines in section 12.6 TQS Distribution (version 5.0).

4.7 Marine Supplemental Inspection Process

The primary purpose of the marine supplemental inspection process is to determine and assign appropriate classification and severity levels after First Point of Rest (FPOR). This includes damage by port personnel, PQT personnel, Carrier and Stevedores.

4.7.1 Classification Codes

Classification Codes		Severity Type Codes	
1	Transport Damage-Claimable	**1**	Damage up to and including 1" in length/diameter-Less than 3cm
2	Transport Damage-Will Polish Out (WPO)	**2**	Damage over 1" up to and including 3" in length/diameter-3cm up to 8cm
3	Transport Damage-Brush Touch Up (BTU)	**3**	Damage over 3" up to and including 6" in length/diameter-over 8cm to 15cm
4	Other than transport damage-Repairable (i.e. Factory damage)	**4**	Damage over 6" up to and including 12" in length/diameter-over 15cm to 30cm
5	Other than transport damage -Will polish out (WPO)	**5**	Damage over 12" length/diameter-over 30cm
6	Other than transport damage-Brush touch up (BTU)	**6**	Replacement-Severe damage/missing
7	Stevedore damage-claimable		
8	Yard damage-claimable		
9	Carrier damage-claimable		

Claimable Yard Damage
1. Classification code - 8
2. Severity code – 1, 2, 3, 4, 5, 6

FPOR Claimable Transportation Damage
1. Classification code - 1, 7
2. Severity code – 1, 2, 3, 4, 5, 6

OTTD Transportation Claimable Damage
1. Classification code - 4
2. Severity Code – 1, 2, 3, 4, 5, 6
3. Any damage related to Factory should not be billed as Transportation

Handled at Dealer
1. Classification code 2, 3, 5, 6

4.8 First Point of Rest (FPOR) Damages

Any damages noted by Survey Company during FPOR inspection is dealt with as follows:

- Vehicles with Classification Code 1, 4, 7, 8 and 9 are sent to the body shop for repair.
- Vehicles with Classification Code 2, 3, 5, 6 are sent to the dealer.

4.9 Vehicles Processed at Port with Supplemental Damages

Any damage found during the port process that is not on survey history is handled as follows:

- Damage noted during supplemental inspection is documented by port processor using AIAG damage codes; vehicle is moved to supplemental inspection block for Survey Company review.
- Survey Company determines the Classification and Severity codes needed per damage using the same standards used at FPOR.
- Survey Company inputs the damage into their handheld unit and assigns a classification and severity code. This data is transmitted to VWGoA and port processor.
- Supplemental damages, post FPOR, with a Classification Code 2, 3, 5, 6 are sent to the dealer.
- Supplemental damages, post FPOR, with a Classification Code 1, 4, 7, 8, 9, are sent to the body shop for repair.

4.10 Damages found by Truck Driver (Load Lines)

Damage found on vehicles by the truck driver in the load line area (prior to movement by driver) is handled as follows:

- Damage is referred to the Processor, who determines the classification and severity codes needed per damage using the same standards used at FPOR.
- Damages post FPOR which are minor **(Severity Code 1)** survey Company inputs these as Yard damage (**Classification Code 8)** and vehicle is shipped on to dealer for repairs.
- Damages post FPOR that are **Severity Code 2, 3, 4, 5, or 6** survey company inputs these as Yard Damage (**Classification Code 8)** and vehicle is dropped from truck load & moved to body shop for repairs.
- Carrier is required to submit damage exception data to VWGoA third party claims provider via EDI transmission. Chapter 4.12 - Refer to EDI and EPOD data requirements.

4.11 Port Processor Specific

- The port processor is obligated to instruct new staff members before their first assignment on rules and regulations, handling guidelines contained in this document, the system used to report damage to the vehicle, damage discovered on the vehicle and instructions on driving and working clothes.
- All instructions are documented for understanding, i.e. counter-signature.
- In the event of failure of technical equipment or systems, the service provider must implement an agreed upon emergency procedure. This procedure requires approval by VWGoA on an individual basis.
- Service provider is required to assign a quality representative. This representative's specific goal is to work with VWGoA on keeping the port processor management and personnel current with all existing and new quality initiatives.
- Quality representatives are required to conduct regular audits and have a system of reporting to port processor management. Any failure of compliance must be countered with repeated instruction.

4.12 EDI and EPOD Data Requirements

4.12.1 Introduction

This document was created for the use by inspection data providers (IDP) sharing data with Fenkell Automotive Services, LTD (FAS). It describes EDI (Electronic Data Interchange) and EPOD (Electronic Proof of Delivery) form of vehicle inspection data files, which are processed by FAS.

4.12.2 File Transmission

Each IDP should contact FAS IT services at for EDI and EPOD set up. It is also recommended to request copy of the FAS **Vehicle Inspection EDI guidelines**.

4.12.3 Inspection Type Codes (Common with 4.6.3)

Code	Description
1	Origin Inspection
2	Interchange Inspection
3	Railroad Interchange Inspection
4	Destination Inspection
5	Dealer Inspection
6	Pre-Delivery / Port Inspection / Offsite Origin
7	Origin On-Rail Inspection
8	Destination On-Rail Inspection
9	Outbound Compound
11	Major Damage

4.12.4 VW Damage Cause Codes

0	Miscellaneous
1	Transport Damage
2	Transport Damage - WPO
3	Transport Damage - BTU
4	OTTD
5	OTTD - WPO
6	OTTD - BTU
7	Stevedore Damage
8	Yard Damage
9	Truck Load Line

4.12.5 VW Location Codes

Available on request

4.13 Damaged Vehicle Guidelines

Scope of these guidelines is used when making the decision not to sell a vehicle as a "new" vehicle. VWGoA quality, legal and risk management departments reserve the right to override below requirements.

4.13.1 Quality and Technical Requirements

- Body & Paint repairs: 4 or more panels require repair and/or repainting.
- Doors, fenders, quarter panels, roof, hood and trunk are classified as "panels".
- Front and rear bumpers that are repaired and/or repainted are classified as "panels".
- Replaced panels and parts will not fall under this classification.
- Any form of body filler used during the repair process.
- If body filler is used on irreplaceable panels such as roof, quarter panel, etc., vehicle is no longer classified as a "new vehicle".
- Do not use body filler on replaceable panels. Replace panels instead.
- The required repair cost exceeds 3% of the MSRP. This repair cost only refers to body repair and paint repair cost (i.e. severe industrial fall out). This cost does not include the labor cost for replacing parts.

4.13.2 Legal Requirements

- Any structural damage to the vehicle.
- Examples: The vehicle was in a collision and the frame, long members or A-pillar is damaged/ bent to such an extent that aforementioned components require straightening time.

4.13.3 Risk Management Requirements

- **Flooding:** Excess water in the vehicle interior. If water enters the interior of the vehicle to such an extent that it could affect the electronics/electrical components of the vehicle.
- **Salt Water:** If the underbody of the vehicle gets in contact with salt water, it could lead to contamination of the brake lines, brake calipers, etc.
- **Major repairs**: any major electronic/electrical repairs which could endanger the integrity of the vehicle. Examples: Replace main wiring harness, Vehicle struck by lightning, airbag deployment, damaged, bent frame, etc.

5. Vehicle Protection in the Volkswagen Group

5.1 Scope

This vehicle protection section applies to all new vehicle projects in the Volkswagen Group. It applies to all vehicle types regarded as passenger car, but not to vehicle types or versions that are considered commercial vehicles. The provisions of this vehicle protection quality standard must be implemented specifically for each individual brand, and are to be assured via the Q maturity level benchmark. ***(TQS-Vehicle Protection 6/17/2013)***

5.2 General Information

This vehicle protection section is created to establish common guidelines for the planning, implementation, and realization of transportation/ vehicle protection. This ensures our customers benefit from a uniform degree of quality, irrespective of production site or transport route.
At the same time it facilitates a reduction in material costs by exploiting volume effects on the procurement side. Thus Group dealers receive vehicles that have been uniformly protected, allowing them to benefit from synergy effects when removing the transportation/ vehicle protection elements. This section provides for a type of vehicle protection which is removable at dealerships. Thus ensuring vehicles are continuously protected all along the transport chain to the dealership.
*Component delivery protection elements that are left on the vehicle subsequent to Checkpoint 8 are not regarded as vehicle protection for the distribution chain. These components protection elements must be removed at Checkpoint 8. If this is not the case, the component protection elements in question must be tested and approved for a nine-month period. (**TQS-Vehicle Protection 6/17/2013)***

5.3 Definitions

Surface Protection:
Protect vehicle surfaces defied as visible from the deleterious effects of transport and storage.
Refer to section 5.4.5 and 5.4.6.

Handling Protection:
Protects components that are particularly vulnerable to damage from handling during transport (e.g. bumpers, door edges, door handle recesses, wheels, wiper blades…).

Interior Protection:
Material or coating used to protect the components particularly vulnerable to damage from handling during transport (e.g. seats, foot wells, door pockets, inside door handles, accessories…).

Technical Protection:
Vehicle protection elements related to the vehicle's technical equipment (e.g. battery disconnection, transport mode on the control unit, lashing rings for sea transport; strut blocks, FBC fastening points…).

FBC:
Full Body Cover (FBC)

Intercontinental Transports:
Sea freight transport routes from one continent to another.

5.4 Vehicle Protection

5.4.1 Vehicle Protection Removal

Follow guide lines in section 2.3.3 TQS-Annex 1: Vehicle care program.

5.4.2 Vehicle Protection Re-Application

- All vehicles require vehicle protection replacement once wrap guard or FBC is removed.
- Wrap guard is required to cover all horizontal surfaces of vehicle.
- If wrap guard is removed from a vehicle horizontal surface for addition of MDO accessories. Wrap guard re-application to horizontal surface is required upon completion of the MDO accessory installation.
- The recommended temperature range for wrap guard replacement is 50 -100 degrees Fahrenheit**.**
- Vehicle is washed clean and dried prior to application of new vehicle protection.
- Wrap guard is applied with 90% per panel wrinkle and bubble free.
- Minimize the number of seams to prevent water and air interference.
- A sticker or grease marker with the date is applied to the wrap guard indicating the attachment date.

Exception for rewrap application: Failure to fully cover all horizontal surfaces is a factory requirement (ex. Beetle Spoilers). Port processors are exempt from reapplying wrap guard to vehicles arriving ports with uncovered horizontal surfaces unless authorized by Port Quality and Port Manager.

Exception for return vehicles: Vehicle protection application is not required for port returned vehicle unless authorized by the Port Manager.

5.4.3 Approved Vehicle Protection Materials and Equipment

- Approved wrap guard suppliers for Volkswagen Group vehicles are American Biltrite and TESA tape.
- Purchase order for wrap guard materials is provided by VWGoA. Contact Vehicle Logistics prior to ordering.

- Following sizes & materials are ordered through preferred suppliers:

Size
200mm x 127mm
200mm x 350mm
200mm x 600mm
200mm x 700mm
200mm x 1200mm
200mm x 1400mm
Squeegee
Grey Tape 4657-50mmx50mm
Black Tape 4651-50mmx50mm

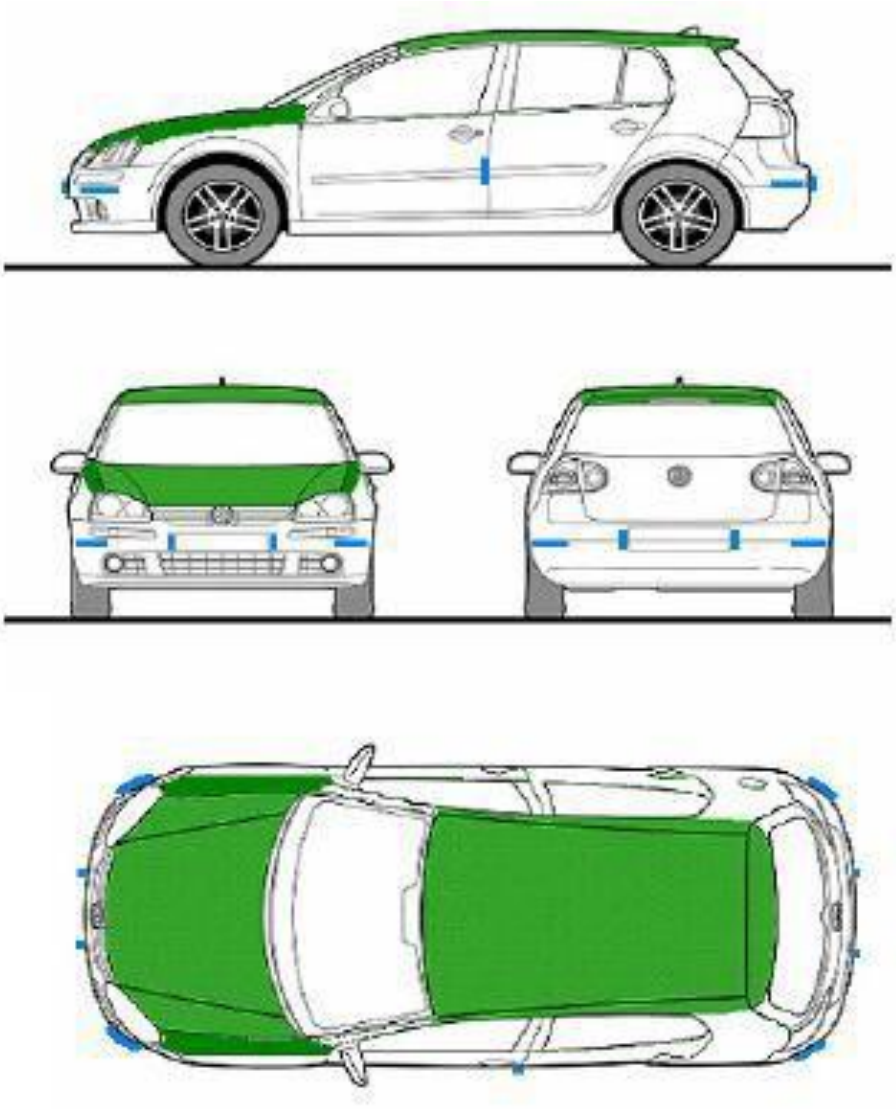
- Examples of approved application equipment. Sleeker/Squeegee used to remove excess air from underneath film. Use plastic slitter and trimming knife for safe and accurate trimming of excess film.

5.4.4 Re-Application Grid: Compact

- Re-application of wrap guard is required to cover all horizontal surfaces.
- Wrap guard is applied to surface areas highlighted in green. Blue foam protection is for factory application only. Please ***see 5.4.7*** for additional exceptions to vertical areas.

⚠ Wrap guard is not applied to chrome surfaces.

⚠ Wrap guard is cut around roof antennas. ***See 5.4.7***.



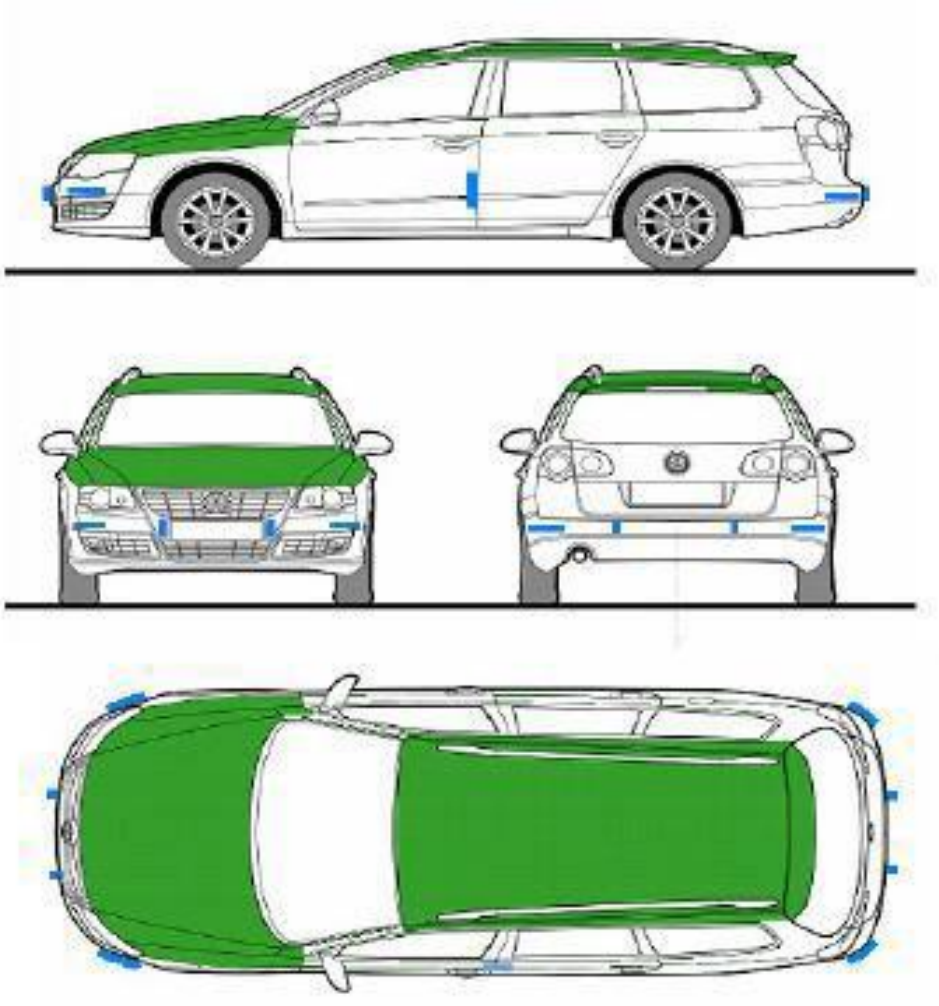
5.4.5 Re-Application Grid: Wagon/Utility

- Re-application of wrap guard is required to cover all horizontal surfaces.
- Wrap guard is applied to surface areas highlighted in green. Blue foam protection is for factory application only. Please ***see 5.4.7*** for additional exceptions to vertical areas.

⚠ Wrap guard is not applied to chrome surfaces.

⚠ Wrap guard is NOT applied to roof rails.

⚠ Wrap guard is cut around roof antennas. ***See 5.4.7***.

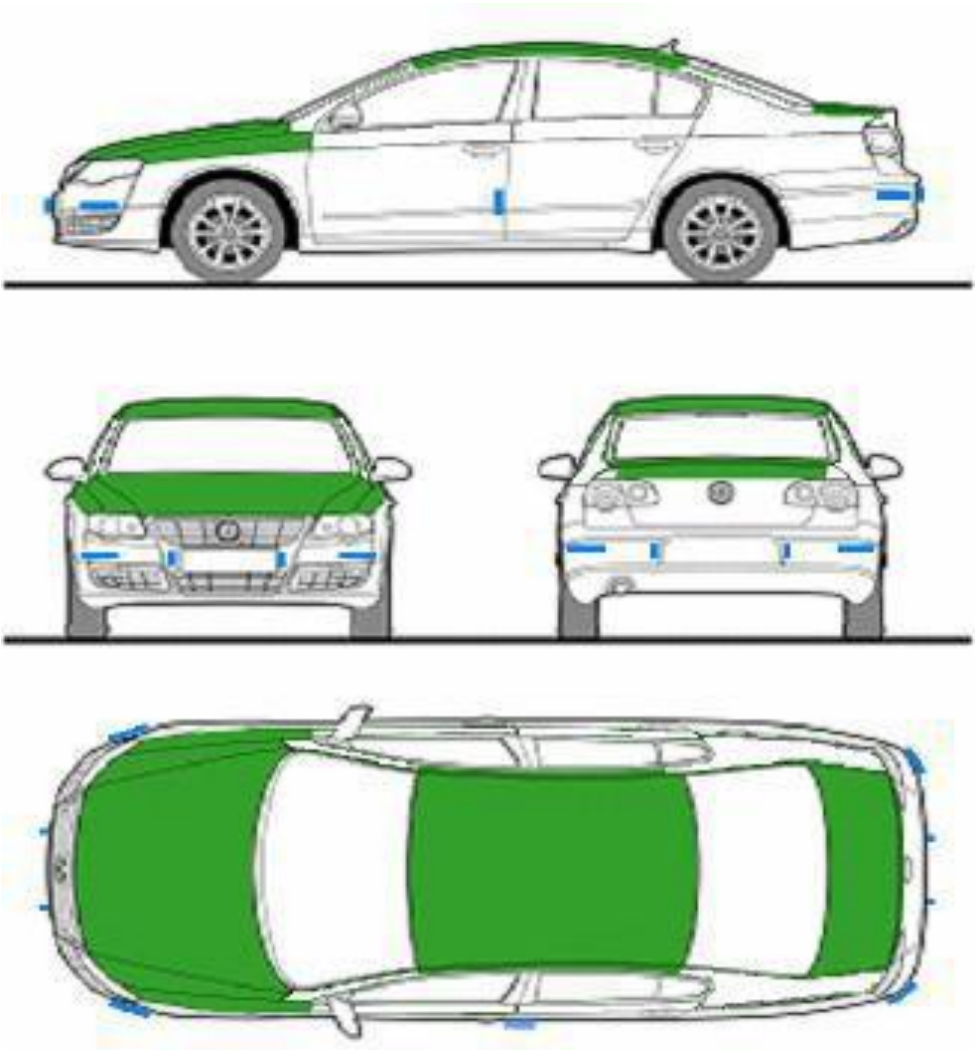


5.4.6 Re-Application Grid: Sedan

- Re-application of wrap guard is required to cover all horizontal surfaces.
- Wrap guard is applied to surface areas highlighted in green. Blue foam protection is for factory application only. Please ***see 5.4.7*** for additional exceptions to vertical areas.

⚠ Wrap guard is not applied to chrome surfaces.

⚠ Wrap guard is cut around roof antennas. ***See 5.4.7***.

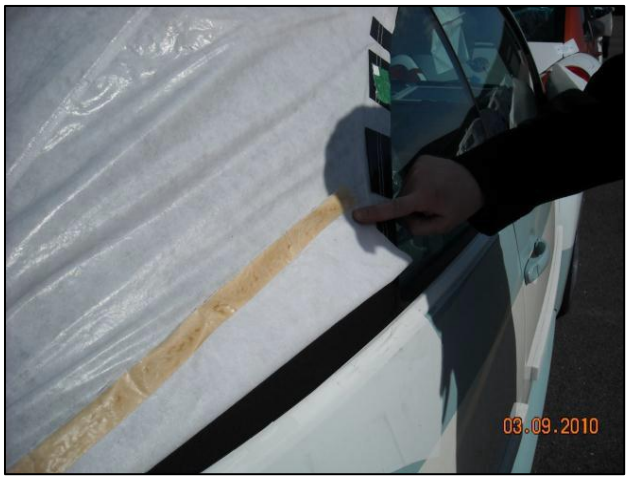


5.4.7 Re-Application: Exceptions

- Audi A5 Cabrio and Audi TT roadster must have roof cover applied after the FBC is removed. PQT will supply this material from Port of Davisville and Port of Houston by request. Complete instructions, refer to **section 5.5.7.**
- Wrap guard is cut around the gas fuel door.

- Wrap guard is cut around roof antennas.

- Beetle Convertible top tape is secured with specific gray tape if convertible top adhesive tape is no longer attached. TESA gray tape is recommended for application over wrap guard.

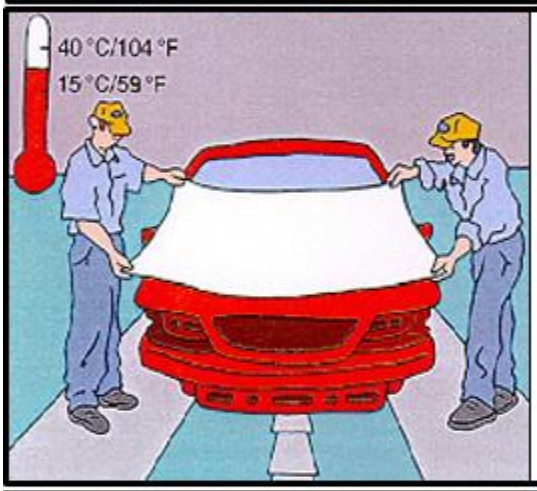


5.4.8 Wrap Guard Application Tips

Below are general tips for the application wrap guard material. Contact the manufacturer for specific application questions and requirements.

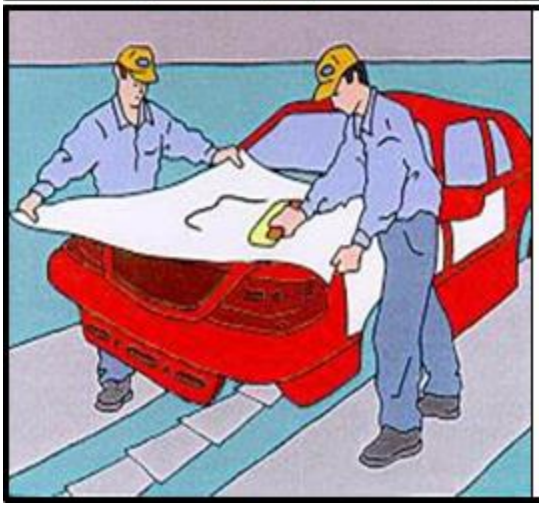
Clean & Dry Surface

- Use a soft cloth with a suitable cleaner to remove dust, dirt, and/or grease.
- Use a dry soft cloth to remove surface moisture.



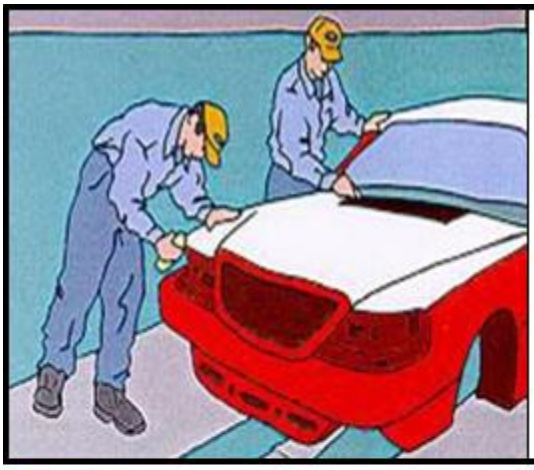
Tape Positioning

- Position appropriate size of wrap guard on surface being covered.
- Film is unwrinkled & not self adhering prior to application to surface.
- Apply during appropriate surface temperatures. (See left)



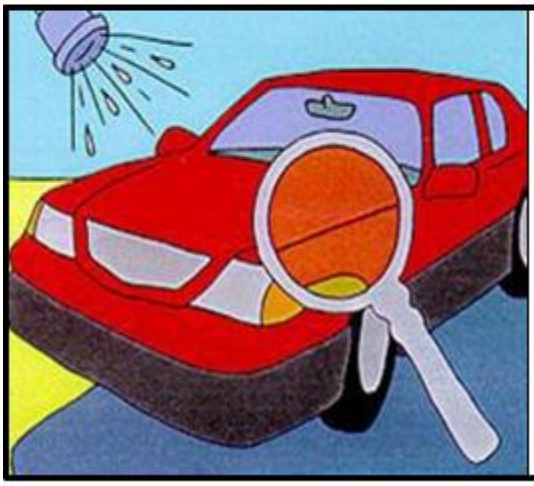
Tape Positioning

- Tension lightly and lower onto the car.
- Reposition if necessary.
- Sleek the air from under the film.
- Work out from center.
- Use long sweeping movements.



Trim & Cut

- Trim to fit and cut shut-lines for panel opening.
- Use squeegee to ensure sufficient adhesion at any part of car body avoiding dust, water, and air penetration underneath.



Removal

- Trim to fit and cut shut-lines for panel opening.

Washing & Inspection

- Inspect car body paint after washing. In case of remaining dirt use a soft foam or tissue with light appropriate cleaner.

5.5 Full Body Cover (FBC)

FBC cover shall remain open on un-surveyed vehicles within the 24 hour period from vessel discharge completion. FBC's are closed by end of regular shift for surveyed vehicles. This action ensures all damages are classified properly.

- Other than vessel discharge operations, FBC covers are closed each day by end of each regular shift.
- Ensure car covers are fitted properly, covering entire vehicle, clasps in place, and with no visible disturbances.
- Ensure windshield tape is down and in place.
- If FBC damage is unrepairable, remove the cover, tape, foam blocks, and all other related protective materials, and schedule for wrap guard application.
- Full body cover removal occurs **12 months** after check point 8 date. If wrap guard foil is under the FBC, it is removed together with the FBC.
- If FBC is removed, reapply wrap guard on horizontal surfaces per instructions in ***section 5.4.2.***
- FBC removal is a two person process.
- If a car cover is damaged, misapplied or non-functional, first try to repair the cover according to the instructions. See attached repair instructions in sections ***5.5.1, 5.5.2***, and ***5.5.3***.

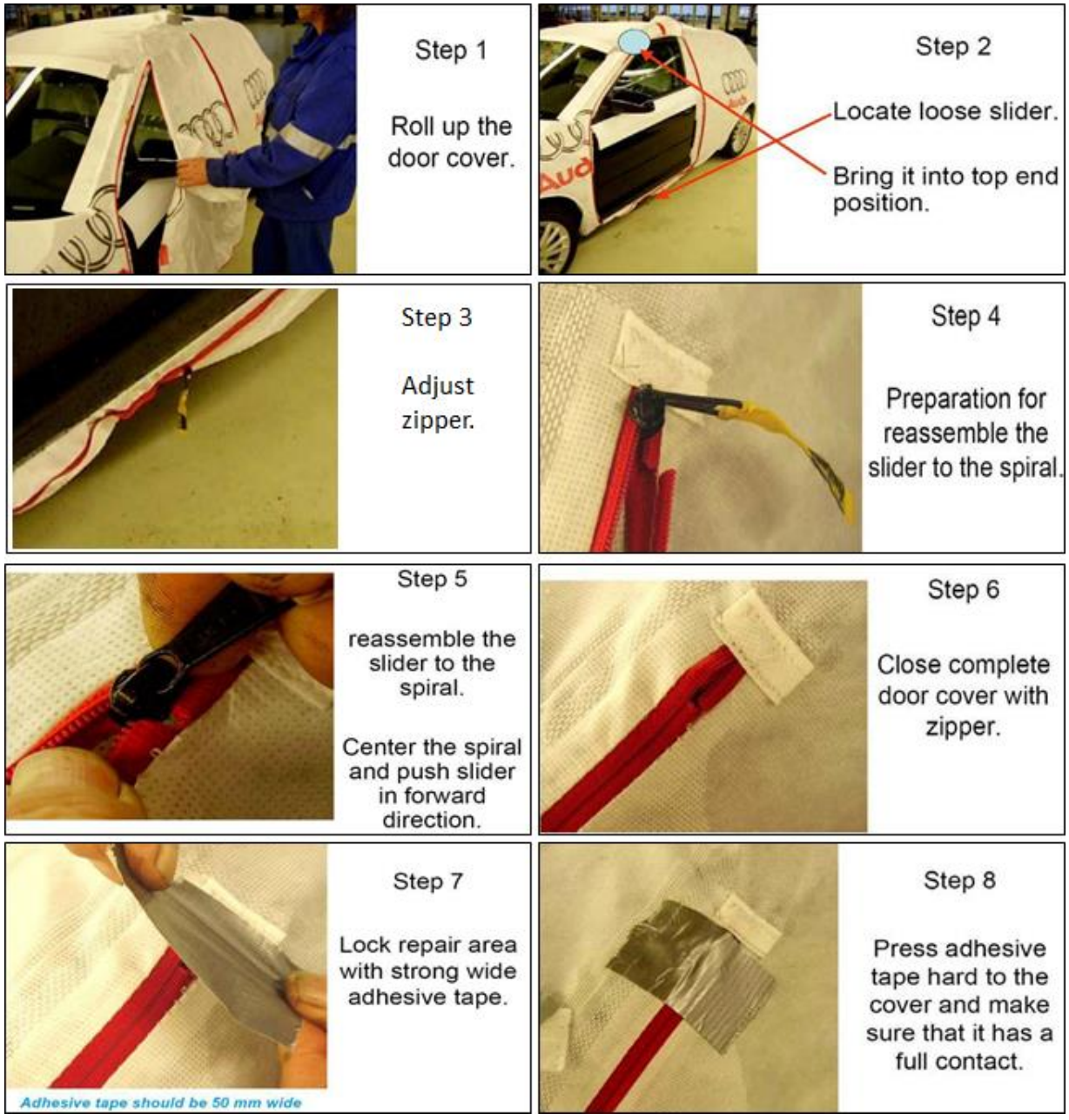
Exception for return vehicles: Any vehicle returned to port does NOT require wrap guard re-application. Port Manager has discretion for wrap guard re-application to return vehicles.

Exception: The brand may request the FBC removal for vehicles being transported via car carrier on extended distances. Wrap guard application is required on horizontal surfaces prior to shipping to avoid rock chipping.

Windshield tape and glue is removed after FBC removal.

5.5.1 Full Body Cover (FBC): Repair Instructions-Zipper

- Possible repair of zipper if the slide is off one stringer.



5.5.2 Full Body Cover (FBC): Examples of Repair with Tape

Small hole located in the seam of the rear window.

Loose windscreen tape.

Zipper damaged.

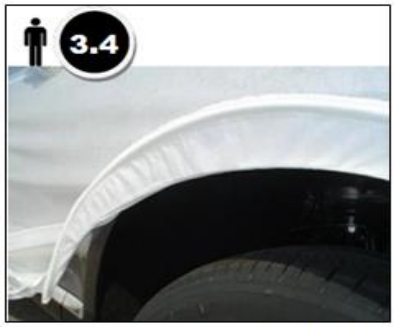
5.5.3 Full Body Cover (FBC): General Disassembly Procedures–All Group Vehicles except Touareg

5.5.4 Full Body Cover (FBC): Disassembly Procedure-Touareg

- Loosen FBC on driver's side.
- Close the zipper on the driver's side.

- Loosen the under body cords, both sides, and place them into cover.
- Loosen cords on both sides.

- Loosen hooks on both sides.
- Unclip cords from under body on both sides.

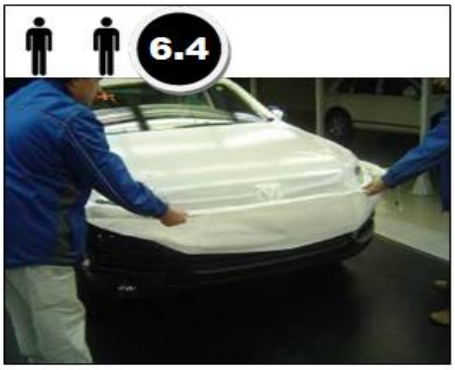


- Unload/ open all wheelhouse profiles.
- Roll the FBC-do not pull FBC on or across the car body! During accessory assembly, secure the FBC to prevent interference with the assembly process.

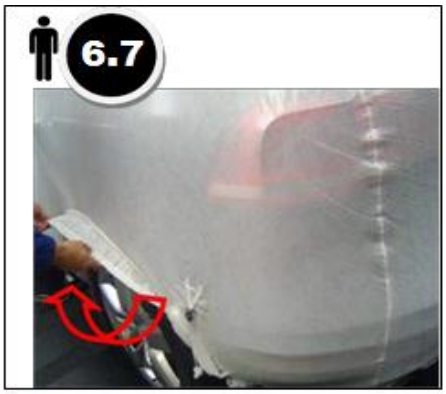
- Remove tape from windshield.
- Unload/ open all wheelhouse profiles.

- Loosen all front and rear clips and cords from both sides.

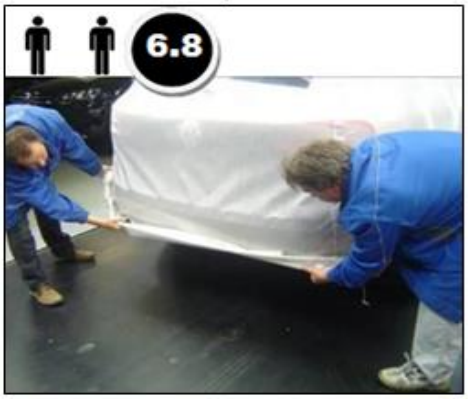
- .Loosen all front and rear clips and cords from both sides.
- Unload/ open front wheelhouse profiles on both sides.



- Loosen FBC at front of vehicle.
- Elevate FBC from car body during FBC removal. Roll FBC toward rear of vehicle.



- Loosen rear clips and cords from both sides.
- Unload/ open rear wheelhouse profiles on both sides.



- Loosen FBC around the exhaust pipes.
- Roll the FBC-do not pull FBC on or across the car body! During accessory assembly, secure the FBC to prevent interference with the assembly process.

- Recycle FBC, if possible.
- If not possible, scrap FBC.

CAUTION: Roll the FBC from front of vehicle slowly backwards. AVOID PULLING ON THE CAR BODY! Using this process will minimize friction which can causes static electric discharge and damage the aerial.

5.5.5 Full Body Cover (FBC): Volkswagen (only) FBC Removal Process

- Application applies to all Volkswagen FBC equipped vehicles except Touareg, see section ***5.5.3*** for removal instructions.
- Remove FBC in two parts to avoid surface damage.
- Removal tool is a plastic cutter with sealed blade.

Cardycut 7469

Combi 109137

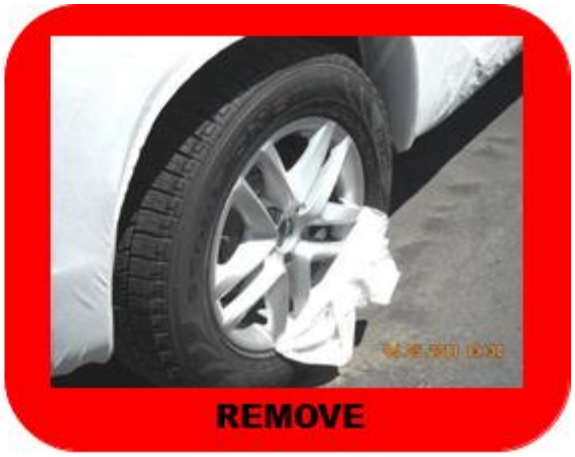
- Approved cutters are available from Martorusa.com.
  Combi 109137 or Cardycut 7469.

5.6 Wheel Protection

- Volkswagen and Audi products are shipped from the factories with various types of hard and soft wheel covers. These covers must remain on the wheel until dealer delivery unless otherwise indicated below.

Exception: Black and/ or clear wheel cover on Puebla VW plant origin product (Jetta and Beetle models) must be removed.

- **Wheel protection** shall remain on the wheel until dealer delivery. Wheel protection must remain on unless conditions indicated below exist. Wheel protection in this condition must be removed to avoid further damage.



- Small tears, as shown below, are from vessel lashings.

6. Transport by Truck

See Truck Loading Guide Lines document for instructions.

7. Transport by Rail

See Rail Loading Guide Lines document for instructions.

8. Transport by Sea

Follow guide lines in section 9 TQS Distribution (version 5.0).

9. Transport by Air

Follow guide lines in section 10 TQS Distribution (version 5.0).

10. Transport by Cargo

Follow guide lines in section 11 TQS Distribution (version 5.0).

11. Customs Release Policies and Procedures

It is the responsibility of the Port Manager and port processor to ensure that all vehicles are released by U.S. Customs via vessel agent before releasing any vehicles to the carrier. This includes Volkswagen, Audi, Bentley, Lamborghini, European delivery program, Privately Owned Vehicles (POV), test vehicles and damaged and repaired vehicles.

11.1 The Automated Manifest System (ACE)

ACE is a cargo release notification and inventory control system. **ACE** integrates directly with the US Customs In-Bond and Selectivity systems used at US Customs Ports of Entry, as well as indirectly with the Automated Broker Interface (ABI). It facilitates quicker release and identification of low risk shipments. The Automated Manifest System notifies participants electronically when their cargo is released (in many cases prior to actual arrival) and simplifies intermodal delivery and movement of cargo by trucks and rail through the In-bond process. Port authorities, carriers, freight forwarders, container freight stations, and service bureaus may participate in **ACE**. **ACE** speeds manifest and waybill processing while reducing paper and hardcopy overhead. With ACE, participants receive more timely tracking data and US Customs provides more efficient service to importers. (Excerpt taken from www.automatedmanifest.com)

11.2 Customs Release Requirements

The following items listed below are required during the release process of a vessel:

- The Port Manager and port processor receives scanned copies of the bill of lading, pre-load survey information from vessel agent via email notification.
- The vessel agent is responsible for verifying and releasing Group vehicles **twice a day** via Automated Manifest System (ACE) (*see 11.1 for ACE info*). This verification preferably occurs before the vessel arrives or on the day of discharge.
- The vessel agent is required to send the Port Manager and port processor email notification stating that each **INDIVIDUAL** Bill of Lading in ACE is released. Although customs clearance can be given to a shipment, in order to move freight, ACE release is required as well.
- Vehicle Logistics requires that the port processor have stop-measure processes in place in order to avoid the accidental release of non-customs cleared Group vehicles, (i.e. Port contractor system customs hold).
- All customs fines assessed due to the negligent actions of the processor will be paid by the processor.

11.3 Customs Specific Items for Group Vehicles

- **Volkswagen / Audi / Bentley / Test Vehicles/ Damaged and repaired vehicles:** Customs release will come from the customs broker for all Volkswagen, Audi, Bentley, test vehicles, damaged and repaired units.

Note: Customs broker – **Kuhne & Nagel** .

- **Bentley:** Financial release is given by Bentley Motors, Inc. to the port processor.
- **Lamborghini:** Customs release is prepared by **Kuhne & Nagel** and is responsible for sending the port processor a copy of CBP 3461. Financial release is given via Automobili Lamborghini America to the Port and Schaefer Trans.
- **European Delivery Program vehicles:** Customs clearance will come from **IFF.**
- **POV**: (other than European Delivery Units) Customs clearance is handled by the vehicle owner and the local customs agency. The port processor is responsible for verifying customs clearance prior to release of vehicle to the owner.
- **Heavy equipment**: Customs clearance is handled by the equipment owner and the local customs agency. The port processor is responsible for verifying customs clearance prior to release of equipment to the owner.

11.4 Port Specific Customs Items

11.4.1 Houston

- Port processor may request copy of CBP 3461 from VWGoA Customs Dept. for Foreign Trade Zone (FTZ) purposes only.

11.4.2 Chattanooga

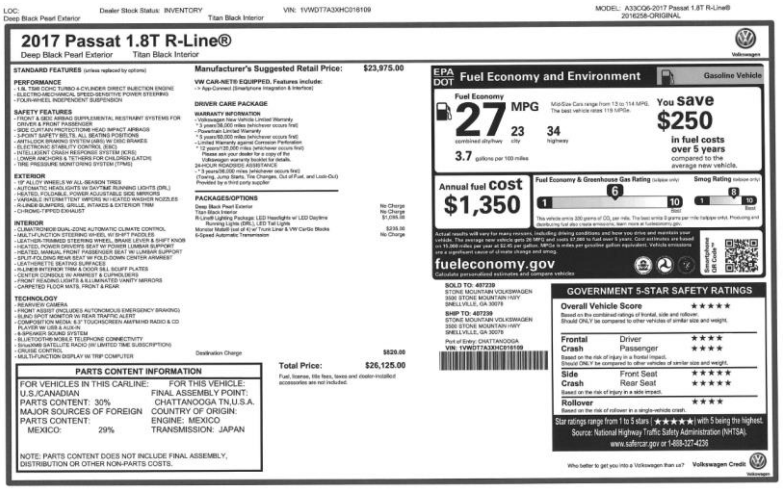
- Chattanooga is a designated Foreign Trade Zone (FTZ) and will have export requirements. Port processor must be equipped to handle electronic filing for exports including bonding.

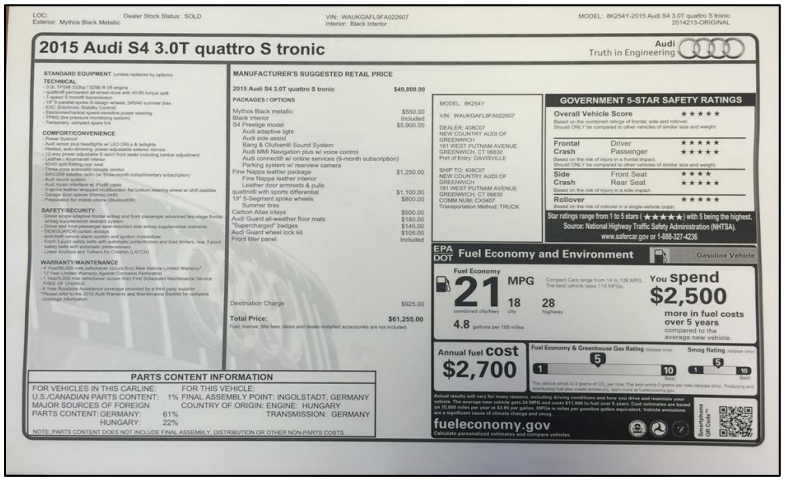
11.4.3 Port/Customs Contact Information

12. Labels

12.1 Monroney Labels

- Facts: In the United States, all new automobiles are required to include an official form listing certain information about the car; this window sticker is commonly called a **Monroney Label** in the industry (or simply a **window sticker**), named after Almer Stillwell "Mike" Monroney, the Oklahoma senator who sponsored the Automobile Information Disclosure Act of 1958.
- The sticker is required to be affixed to the side window or windshield of every new car sold in the United States that can only be removed by the ultimate customer (US Code Title 15 Chapter 28 Sections 1231-1233). A fine of up to US$1,000 per vehicle plus one year in jail for each offense is authorized if the sticker is missing. The act does not apply to vehicles with a gross vehicle weight rating (GVWR) of more than 8500 pounds (3856 kg).
- Volkswagen vehicles are now affixed with a Monroney label with integrated emissions label. These updated Monroney labels will follow the same placement table found in section 12.3.
- Ordering of Monroney labels, please refer to ***Section 13 (Ancillary Items).***





Example of vehicle with Full Body Cover: Monroney label placed on the windshield – passenger side and attached by the top adhesive strip only. Place the Monroney label towards the bottom of the windshield so the Monroney is not hanging straight down but resting on the bottom of the dashboard between the dash and the windshield.

Example of 4-door vehicle with Body Guard: Monroney label placed on the driver's side rear window center. **Used for Passat only.**

- If the Monroney label has been applied prior to the removal of the FBC, leave the label on the passenger side windshield.
- The label should be secured using all four sides of the label adhesive. Exception: front windshield placement should be secured with the top adhesive only.

13. Ancillary Items

- **Car Kits** are supplied by HELM. Re-ordering contact:

➢ **Volkswagen car kits**. Kits include (six items): 24-hour Roadside Assistance Owner's Guide, Volkswagen Car-Net Terms of Service, Volkswagen Car-Net Tri-fold, SiriusXM radio channel guide, Volkswagen collision brochure, and a Carline Specific Quick Start Guide (QSG). All new model year port released vehicles must have all six items in the car kit (installed in glovebox). Due to vehicle production increases, the Carline Specific Quick Start Guide (QSG) may not be available later in the model year. Generic car kits (five items – no QSG) should be installed.

➢ **Audi car kits.** Kits include (four items): 24-hour Roadside Assistance Owner's Guide, SiriusXM radio channel guide, Audi collision brochure, and a Carline Specific Quick Questions & Answers (a.k.a. QSG). All new model year port released vehicles should have all four items in the car kit (installed in glovebox). Due to vehicle production increases, the Carline Specific Quick Questions & Answers (QSG) may not be available later in the model year. Generic car kits (three items – no QSG) should be installed.

➢ **Miscellaneous.** Brand specific ancillary items are handled on a case-by-case basis, and are subject to change. Port personnel will receive installation instructions via the Change Request Form. Examples include:

- Audi MY17 All Model Emission booklets & Warranty and Maintenance
- Audi Start-Stop Glovebox Card (hang tag card on exterior of glove box for models that have Start/Stop technology)
- Audi connect "A grown-up way to connect the dots" guide

- **Car Kits** are supplied by. Re-ordering contact:

Darlene MacLeod Roth

- Throw-in items (Tire warranties, Audi Warranty and Maintenance Books, California Emission Books, Supplements) can be ordered from the following websites:

  www.vw.techliterature.com

  www.audi.techliterature.com

- **Emission booklets state requirement**. California, Connecticut, Delaware, Maine, Maryland, Commonwealth of Massachusetts, New Jersey, New York, Oregon, Commonwealth of Pennsylvania, Rhode island, Vermont, Washington State, Washington, DC. Note: This list represents the states that are currently affected by this legislation and is subject to change.

California Emission booklets should be installed in the glove box

ALL VEHICLES MUST RECEIVE AN EMISSIONS BOOKLET REGARDLESS OF DESTINATION STATE.

- **Monroney label ordering process.** State item(s) needed to order and quantity. State ship method (for example: overnight delivery). Make sure there is a ship to address on the e-mail.
- **Tire Warranty pamphlet**. All VWGoA vehicles must have a tire warranty pamphlet installed prior to shipping. In the event of limited availability of the tire warranty, please notify your Port Manager for further guidance.

13.1Throw-in Item Part Number Matrix

MY 2016	Part Number	Description	Number of brouchures in stock at your Port	Installation Location	Commet
2016 VW Car Kits	VWCARKITBEE/BEECON16	VW Beetle/ Beetle Conv car kit MY2016		All ports	Use model specific kits with Quick Start Guides Only [initial Quick Start Guides may arrive seperately; they just need to be added to the glove box, not inserted into the car kits]
	VWCARKITCC16	VW CC car kit MY2016		All ports	
	VWCARKITEGOLF16	VW e-Golf car kit MY2016		All ports	
	VWCARKITGOLF16	VW Golf/Golf R/GTI car kit MY2016		All ports	
	VWCARKITGOLFSPTWGN16	VW Golf Sportwagen car kit MY2016		All ports	
	VWCARKITJET16	VW Jetta Sedan car kit MY2016		All ports	
	VWCARKITJETHYB16	VW Jetta Hybrid car kit MY2016		All ports	
	VWCARKITPAS16	VW Passat car kit MY2016		Chattanooga	
	VWCARKITTIG16	VW Tiguan car kit MY2016		All ports	
	VWCARKITTOU16	VW Touareg car kit MY2016		All ports	
2016 Audi Car Kits	AUDICARKITA316	Audi A3 Cab/Sedan car kit MY2016		all ports	Use model specific kits with Quick Start Guides Only [initial Quick Start Guides may arrive seperately; they just need to be added to the glove box, not inserted into the car kits]
	AUDICARKITA3ETRON16	Audi A3 e-Tron car kit MY2016		all ports	
	AUDICARKITA4ALLROAD16	Audi A4 allroad car kit MY2016		all ports	
	AUDICARKITA4/S416	Audi A4/S4 Sedan/Cab car kit MY2016		all ports	
	AUDICARKITA5/S5/RS516	Audi A5/S5/RS5 car kit MY2016		all ports	
	AUDICARKITA6/S616	Audi A6/S6 car kit MY2016		all ports	
	AUDICARKITA7/S7/RS716	Audi A7/S7/RS7 car kit MY2016		all ports	
	AUDICARKITA8/S816	Audi A8/S8 car kit MY2016		all ports	
	AUDICARKITQ316	Audi Q3 car kit MY2016		all ports	
	AUDICARKITQ5/SQ516	Audi Q5/SQ5 car kit MY2016		all ports	
	AUDICARKITQ716	Audi Q7 car kit MY2016		all ports	
	AUDICARKITR8/R8SP16	Audi R8/R8 Spyder car kit MY2016		all ports	
	AUDICARKITTT/TTS16	Audi TT/TTS car kit MY2016		all ports	

MY 2017	Part Number	Description	Number of brouchures in stock at your Port	Installation Location	Commet
2017 VW Car Kits	VWCARKITBEE/BEECON17	VW Beetle/ Beetle Conv car kit MY2017		All ports	
	VWCARKITCC17	VW CC car kit MY2017		All ports	
	VWCARKITEGOLF17	VW e-Golf car kit MY2017		All ports	
	VWCARKITEOS17	VW Eos car kit MY2017		All ports	
	VWCARKITGOLF17	VW Golf/Golf R/GTI car kit MY2017		All ports	
	VWCARKITGOLFSPTWGN17	VW Golf Sptwgn/Alltrack car kit MY2017		All ports	
	VWCARKITJET17	VW Jetta Sedan car kit MY2017		All ports	
	VWCARKITPAS17	VW Passat car kit MY2017		Chattanooga	
	VWCARKITTIG17	VW Tiguan car kit MY2017		All ports	
	VWCARKITTOU17	VW Touareg car kit MY2017		All ports	
2017 Audi Car Kits	AUDICARKITA317	Audi A3 Cab/Sedan car kit MY2017		all ports	Use model specific kits with Quick Start Guides Only [initial Quick Start Guides may arrive seperately; they just need to be added to the glove box, not inserted into the car kits]
	AUDICARKITA3ETRON17	Audi A3 e-Tron car kit MY2017		all ports	
	AUDICARKITA4ALLROAD17	Audi A4 allroad car kit MY2017		all ports	
	AUDICARKITA4/S417	Audi A4/S4 Sedan/Cab car kit MY2017		all ports	
	AUDICARKITA5/S5/RS517	Audi A5/S5/RS5 car kit MY2017		all ports	
	AUDICARKITA6/S617	Audi A6/S6 car kit MY2017		all ports	
	AUDICARKITA7/S7/RS717	Audi A7/S7/RS7 car kit MY2017		all ports	
	AUDICARKITA8/S817	Audi A8/S8 car kit MY2017		all ports	
	AUDICARKITQ317	Audi Q3 car kit MY2017		all ports	
	AUDICARKITQ5/SQ517	Audi Q5/SQ5 car kit MY2017		all ports	
	AUDICARKITQ717	Audi Q7 car kit MY2017		all ports	
	AUDICARKITR8/R8SP17	Audi R8/R8 Spyder car kit MY2017		all ports	
	AUDICARKITTT/TTS17	Audi TT/TTS car kit MY2017		all ports	

14. Exterior Wash

- Vehicles with industrial or environmental fallout are washed immediately.
- Vehicles with considerable amount of dirt/grime are washed.
- Vehicles requiring this service are approved by Port Manager or PQT. Requester will be billed for the wash.
- Vehicles may be washed by either a drive thru car wash or mobile washing station.

15. Vehicle Fueling

15.1 Conventional Fuels

- Depending on vehicle fuel type requirement, add **5 gallons of High Octane fuel (min 91 Octane) or Ultra Low Sulfur diesel fuel** to the following:

1. All units destined for Hawaii, Alaska and Puerto Rico.
2. The following company car accounts:

	Volkswagen	Audi
Assigned	491972	491I72
Lease	491974	491I74
Pool (PR, Marketing, Academy, Training, Test, etc.)	491975	491I75

- Add **1 gallon of High Octane fuel (min 91 Octane)** of fuel to any vehicle which runs out of fuel during port operations. It is required these vehicles are recorded on the non-runner report.
- If vehicle requires diesel fuel, add **1 gallon of Ultra Low Sulfur Diesel fuel** to any vehicle which runs out of fuel during port operations. It is required these vehicles are recorded on the non-runner report

15.2 Electrical Vehicles

Charging in an electric vehicle:
Warning: <u>Always observe the sequence of actions</u>

- Only plug the charger cable into a socket that is protected from water, dampness and other liquids and which is properly installed.
- Before every use, check the plug and cable for damage. Never use damaged sockets or charger cables.
- Never use the charger cable together with an extension lead, a cable drum, a multiple socket or an adapter.
- Always protect the connection against water, dampness and other liquids.
- No one may remain in the vehicle during recharging.
- No additional work is performed in or on the vehicle during recharging.
- Terminate the charging process before disconnecting the mains plug.
- Estimated 2 hour charge should allow for 15 miles of use.

16. PDI/ Fleet Vehicles

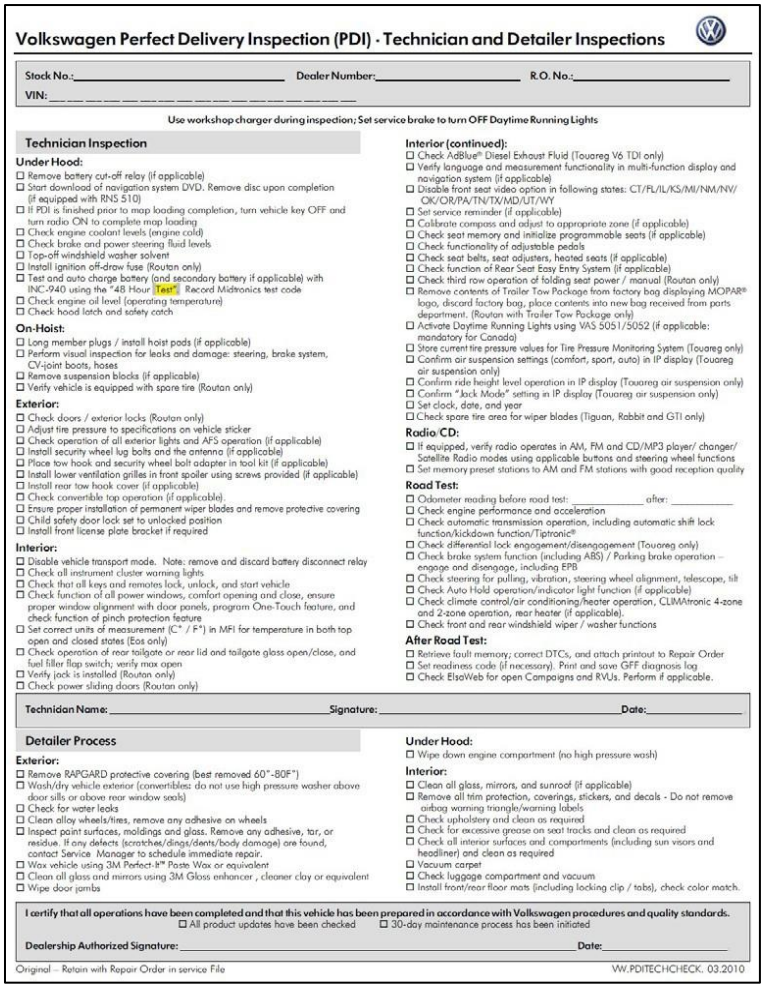
- Vehicles that are allocated to PDI/Fleet accounts **no longer require 30-day maintenance** and/or **battery reading (voltage) check** except if vehicle is on VWGoA approved hold.
- Driver side seat protection **is not** removed.
- Perfect delivery inspection process will accomplish these tasks.
- No wrap guard reapplication required after PDI process completed by port processors.
- **Chattanooga only:** Removal of exterior transport protection for fleet assigned Passat is no longer required. Driver side seat protection must not be removed. All other PDI processes are still required.

PDI Form location:

VW: (https://www.vwhub.com/snetljct/en/web/vw/pre-delivery)

Audi: (http://snet-l.vwoa.na.vwg/en/web/audi/pre-delivery/pdi-checklists-perfect-delivery-inspection)

(Example Only)



Volkswagen Perfect Delivery Inspection (PDI) - Technician and Detailer Inspections

Stock No.:_____ Dealer Number:_____ R.O. No.:_____

VIN: _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _

Use workshop charger during inspection; Set service brake to turn OFF Daytime Running Lights

Technician Inspection

Under Hood:
- ☐ Remove battery cut-off relay (if applicable)
- ☐ Start download of navigation system DVD. Remove disc upon completion (if equipped with RNS 510)
- ☐ If PDI is finished prior to map loading completion, turn vehicle key OFF and turn radio ON to complete map loading
- ☐ Check engine coolant levels (engine cold)
- ☐ Check brake and power steering fluid levels
- ☐ Top-off windshield washer solvent
- ☐ Install ignition off-draw fuse (Routan only)
- ☐ Test and auto charge battery (and secondary battery if applicable) with INC-940 using the "48 Hour Test". Record Midtronics test code
- ☐ Check engine oil level (operating temperature)
- ☐ Check hood latch and safety catch

On-Hoist:
- ☐ Long member plugs / install hoist pads (if applicable)
- ☐ Perform visual inspection for leaks and damage: steering, brake system, CV-joint boots, hoses
- ☐ Remove suspension blocks (if applicable)
- ☐ Verify vehicle is equipped with spare tire (Routan only)

Exterior:
- ☐ Check doors / exterior locks (Routan only)
- ☐ Adjust tire pressure to specifications on vehicle sticker
- ☐ Check operation of all exterior lights and AFS operation (if applicable)
- ☐ Install security wheel lug bolts and the antenna (if applicable)
- ☐ Place tow hook and security wheel bolt adapter in tool kit (if applicable)
- ☐ Install lower ventilation grilles in front spoiler using screws provided (if applicable)
- ☐ Install rear tow hook cover (if applicable)
- ☐ Check convertible top operation (if applicable).
- ☐ Ensure proper installation of permanent wiper blades and remove protective covering
- ☐ Child safety door lock set to unlocked position
- ☐ Install front license plate bracket if required

Interior:
- ☐ Disable vehicle transport mode. Note: remove and discard battery disconnect relay
- ☐ Check all instrument cluster warning lights
- ☐ Check that all keys and remotes lock, unlock, and start vehicle
- ☐ Check function of all power windows, comfort opening and close, ensure proper window alignment with door panels, program One-Touch feature, and check function of pinch protection feature
- ☐ Set correct units of measurement (C° / F°) in MFI for temperature in both top open and closed states (Eos only)
- ☐ Check operation of rear tailgate or rear lid and tailgate glass open/close, and fuel filler flap switch; verify max open
- ☐ Verify jack is installed (Routan only)
- ☐ Check power sliding doors (Routan only)

Interior (continued):
- ☐ Check AdBlue® Diesel Exhaust Fluid (Touareg V6 TDI only)
- ☐ Verify language and measurement functionality in multi-function display and navigation system (if applicable)
- ☐ Disable front seat video option in following states: CT/FL/IL/KS/MI/NM/NV/OK/OR/PA/TN/TX/MD/UT/WY
- ☐ Set service reminder (if applicable)
- ☐ Calibrate compass and adjust to appropriate zone (if applicable)
- ☐ Check seat memory and initialize programmable seats (if applicable)
- ☐ Check functionality of adjustable pedals
- ☐ Check seat belts, seat adjusters, heated seats (if applicable)
- ☐ Check function of Rear Seat Easy Entry System (if applicable)
- ☐ Check third row operation of folding seat power / manual (Routan only)
- ☐ Remove contents of Trailer Tow Package from factory bag displaying MOPAR® logo, discard factory bag, place contents into new bag received from parts department. (Routan with Trailer Tow Package only)
- ☐ Activate Daytime Running Lights using VAS 5051/5052 (if applicable: mandatory for Canada)
- ☐ Store current tire pressure values for Tire Pressure Monitoring System (Touareg only)
- ☐ Confirm air suspension settings (comfort, sport, auto) in IP display (Touareg air suspension only)
- ☐ Confirm ride height level operation in IP display (Touareg air suspension only)
- ☐ Confirm "Jack Mode" setting in IP display (Touareg air suspension only)
- ☐ Set clock, date, and year
- ☐ Check spare tire area for wiper blades (Tiguan, Rabbit and GTI only)

Radio/CD:
- ☐ If equipped, verify radio operates in AM, FM and CD/MP3 player/ changer/ Satellite Radio modes using applicable buttons and steering wheel functions
- ☐ Set memory preset stations to AM and FM stations with good reception quality

Road Test:
- ☐ Odometer reading before road test: _____ after: _____
- ☐ Check engine performance and acceleration
- ☐ Check automatic transmission operation, including automatic shift lock function/kickdown function/Tiptronic®
- ☐ Check differential lock engagement/disengagement (Touareg only)
- ☐ Check brake system function (including ABS) / Parking brake operation – engage and disengage, including EPB
- ☐ Check steering for pulling, vibration, steering wheel alignment, telescope, tilt
- ☐ Check Auto Hold operation/indicator light function (if applicable)
- ☐ Check climate control/air conditioning/heater operation, CLIMAtronic 4-zone and 2-zone operation, rear heater (if applicable).
- ☐ Check front and rear windshield wiper / washer functions

After Road Test:
- ☐ Retrieve fault memory; correct DTCs, and attach printout to Repair Order
- ☐ Set readiness code (if necessary). Print and save GFF diagnosis log
- ☐ Check ElsaWeb for open Campaigns and RVUs. Perform if applicable.

Technidan Name:_____ Signature:_____ Date:_____

Detailer Process

Exterior:
- ☐ Remove RAPGARD protective covering (best removed 60°-80F°)
- ☐ Wash/dry vehicle exterior (convertibles: do not use high pressure washer above door sills or above rear window seals)
- ☐ Check for water leaks
- ☐ Clean alloy wheels/tires, remove any adhesive on wheels
- ☐ Inspect paint surfaces, moldings and glass. Remove any adhesive, tar, or residue. If any defects (scratches/dings/dents/body damage) are found, contact Service Manager to schedule immediate repair.
- ☐ Wax vehicle using 3M Perfect-It™ Paste Wax or equivalent
- ☐ Clean all glass and mirrors using 3M Glass enhancer , cleaner clay or equivalent
- ☐ Wipe door jambs

Under Hood:
- ☐ Wipe down engine compartment (no high pressure wash)

Interior:
- ☐ Clean all glass, mirrors, and sunroof (if applicable)
- ☐ Remove all trim protection, coverings, stickers, and decals - Do not remove airbag warning triangle/warning labels
- ☐ Check upholstery and clean as required
- ☐ Check for excessive grease on seat tracks and clean as required
- ☐ Check all interior surfaces and compartments (including sun visors and headliner) and clean as required
- ☐ Vacuum carpet
- ☐ Check luggage compartment and vacuum
- ☐ Install front/rear floor mats (including locking clip / tabs), check color match.

I certify that all operations have been completed and that this vehicle has been prepared in accordance with Volkswagen procedures and quality standards.
☐ All product updates have been checked ☐ 30-day maintenance process has been initiated

Dealership Authorized Signature:_____ Date:_____

Original – Retain with Repair Order in service File VW.PDITECHCHECK. 03.2010

17. Disposal Procedure for Parts and Materials

The Following procedure requires implementation in your local quality handbooks to ensure, that all unused materials and parts are disposed in a proper manner.
This process definition is valid for all parts, components, assemblies and materials which are disposed as waste, independent if they are for example:

- Exchanged parts or left over parts out of a stop order which are not sent back to the originator of the task.
- Parts removed during the repair of transportation damages.
- Parts removed during the fault repair coming from the PQT check and any other kind of repair.
- All parts damaged during the assembly - MDO in particular - which are un-repairable.
- All parts which are not considered in use anymore (outdated parts in stock) and disposed (MDO as well!).
- All parts, materials, components, etc. with the risk of misuse in whatever way.

All of those items mentioned above are destroyed in a proper way. Acceptable methods are as follows:

- Trash compactor/auger crushing the parts.
- Mechanical destruction such as "hammer blow".
- Cutting across wires.
- Breaking glass or plastic surfaces.
- If parts are given to a recycling process (aluminum rims in particular) those parts to be made useless by cutting out pieces with press cutters etc.
- All Airbags, single pieces or in assemblies like seats etc. containing Airbags, have to be deployed before they are disposed.
- Representative sample photo of disposed items is required for documentation.

Exceptions to the process above are parts which are to be sent back to the factory for further analysis. Items requiring special disposal procedures due to federal, state or local laws are bulked together in specific containers and hauled away by designated vendors approved for their services. (Examples: Safety Kleen, Exide Battery, etc.)
This disposal process must occur monthly. Process owner for this process in all locations is the local "waste responsible party" = the port processor. It is under the responsibility of the local port management either PQT or port management to check the effectiveness of this process with monthly examples.

18. Market Delivery Options (MDO)/ Port Installed Accessories (PIA)

Market Delivery Options (MDO) and Port Installed Accessories (PIA) are intended to provide the Volkswagen and Audi brands value added accessory upgrades to all vehicle models. It allows customers the ability to personalize their own vehicle and bring value to their ownership of a Volkswagen or Audi vehicle.
As accessories are sold to the retail customer, they have the appearance of being "factory installed". As a result, the port operations become an extension of the factory. It is critical that all MDO installations are made by properly following the instructions/templates provided and the installation then is carefully inspected using the appropriate quality control checks.

Please direct questions to the **VWGoA Quality Manual for Accessories maintained by VWGoA Service & Quality**,

19. 30 Day Vehicle Maintenance

- The 30-Day Maintenance program must be performed **30 days +/- 5 days** calculated from port arrival date. ICL code=MCO1
- Monthly interval calculation must be based from port arrival date.

Exception 1: If a vehicle is allocated during the maintenance period and the 30 day maintenance is not yet performed, the maintenance program will no longer be required and must not be performed. ICL systems will audit port processor records to ensure compliance.

Exception 2: Port of Chattanooga exempt from 1st 30 day maintenance to simulate port arrival date of other VWGoA models.

NOTE: If a vehicle is allocated but is on a VWGoA approved HOLD status, port processor will be required to perform the maintenance program.

NOTE: 30/60/90 day maintenance applies to repaired units awaiting allocation.

19.1 Prior to Test Drive

Every vehicle must get a voltage reading before a solar panel is installed, and every 60 days, +/-5 days, from installation date. ICL code=CK60.

Exception 1: If a vehicle becomes allocated during the maintenance period, the 2nd 30-day maintenance battery check is no longer required; instead a load line battery check is performed.

- Inspect Vehicle Protection; remove if disturbed and schedule **re-application of Vehicle Protection to all horizontal surfaces, per instructions (Section 5).**
- Ensure body surfaces are clean and free of environmental contaminants, damages, scratches, etc. Wash vehicle if necessary.
- Open engine compartment and remove any debris from the COWL area.
- If Vehicle Protection does not provide access to engine compartment, remove any debris from the exterior hood COWL area.
- Ensure proper tire inflation, check tire pressure, and if necessary, inflate to the storage pressure. Ambient temperature may influence actual tire pressure. Utilize the following tire pressure matrix with the corresponding ambient temperature range.

Tire pressure to temperature variance matrix		
Temp in C	**Temp in F**	**PSI**
(-5 C to + 5 C)	23 F to 41 F	44PSI to 46PSI
(+5 C to 15 C)	41 F to 59 F	46PSI to 48PSI
15 C to 25 C	59 F to 77 F	48PSI to 50PSI
25 C to 35 C	77 F to 95 F	50PSI to 52PSI
35 C to 45 C	95 F to 113 F	52PSI to 54PSI

19.2 During the Test Drive

NOTE: Group vehicles may be equipped with rear vents. This quality check does not include the rear seating area.

- Operate the vent system for a minimum of one minute while the engine is idling.
- All accessible vents must be opened during this operation.
- Start the engine and open all dash vents and re-circulation flaps. Turn on A/C and fans.
- While driving, apply brakes several times (at least 4 times) at 15 MPH down to a complete stop in order to clean brake rotors using “normal” brake pressure.
- Drive vehicle and test automatic or manual shift operation. While driving, if any red warning light illuminates in the instruments cluster, report this vehicle to the Quality/Technical representative for diagnostic analysis and/or repair. If you notice an engine warning light, report this unit to the Quality/Technical representative.

19.3 After the Test Drive

- Disengage all climate control systems and return circulation vents to the closed position.
- Set the fan control to the zero or off position.
- Remove all paperwork and other objects (not specifically in place for the protection of surfaces) from all storage compartments and surfaces (dashboard, seats, luggage shelf) in the vehicle interior.
- Turn off all electrical consumers. Make sure the solar panel is applied properly to the windshield and the power outlet is connected to the diagnostic connection.
- Ensure doors, windows, sunroofs and deck lids are closed.
- Ensure Vehicle Protection is secured and installed properly.
- If Vehicle Protection is missing or damaged on any horizontal surface **schedule re-application of Vehicle Protection to the horizontal surfaces.**
- Record all issues and provide to your supervisor.

20. Battery PP&P Flow Charts

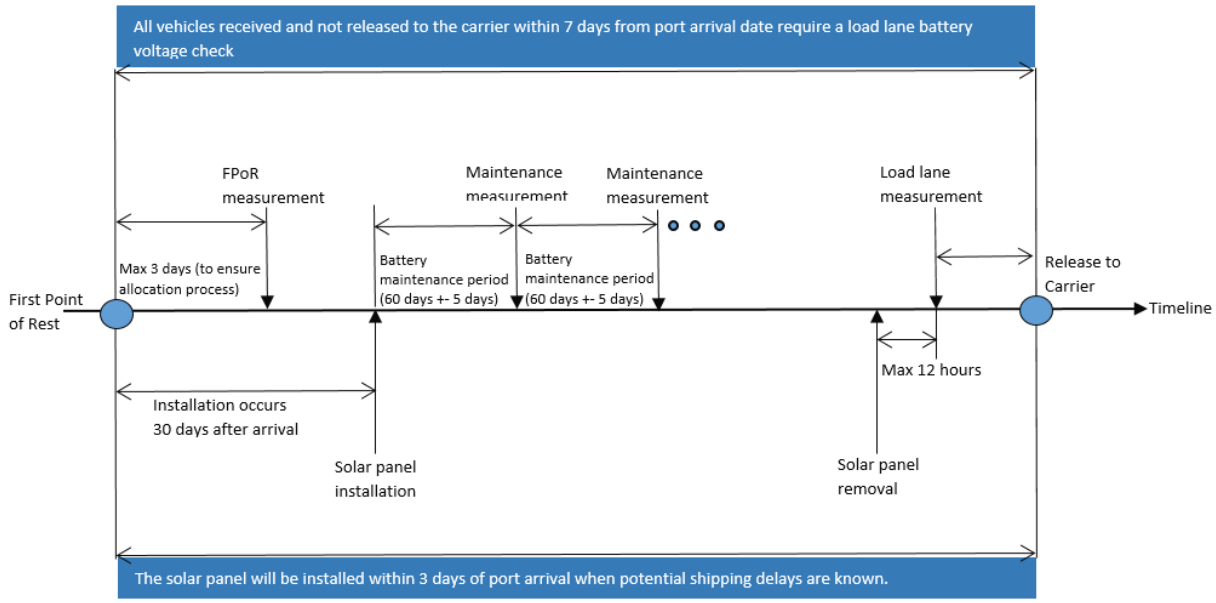
20.1 Battery Timeline

- FPOR Battery Check
- Perform Battery Check & Install Solar Panel 30 days after port arrival

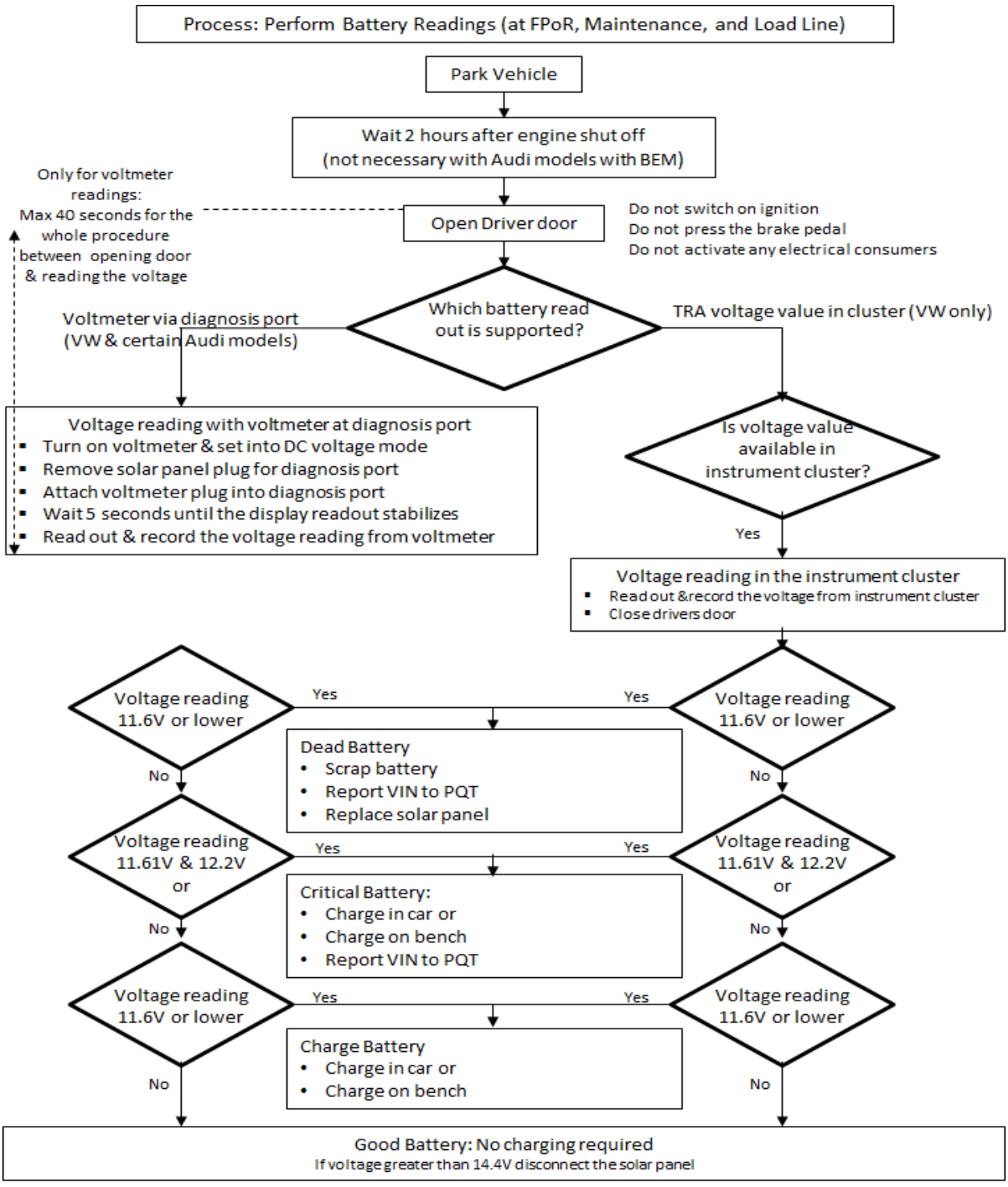
Exception: If expected shipping delays are known, as determined by the port manager or PQT, the solar panel should be installed immediately. Examples of delays are stop orders or new vehicle launches.

- Battery check will occur every 60 days (+/-5 days) after the solar panel has been installed.
- Solar panel is removed, at maximum, 12 hours before releasing to LPOR.

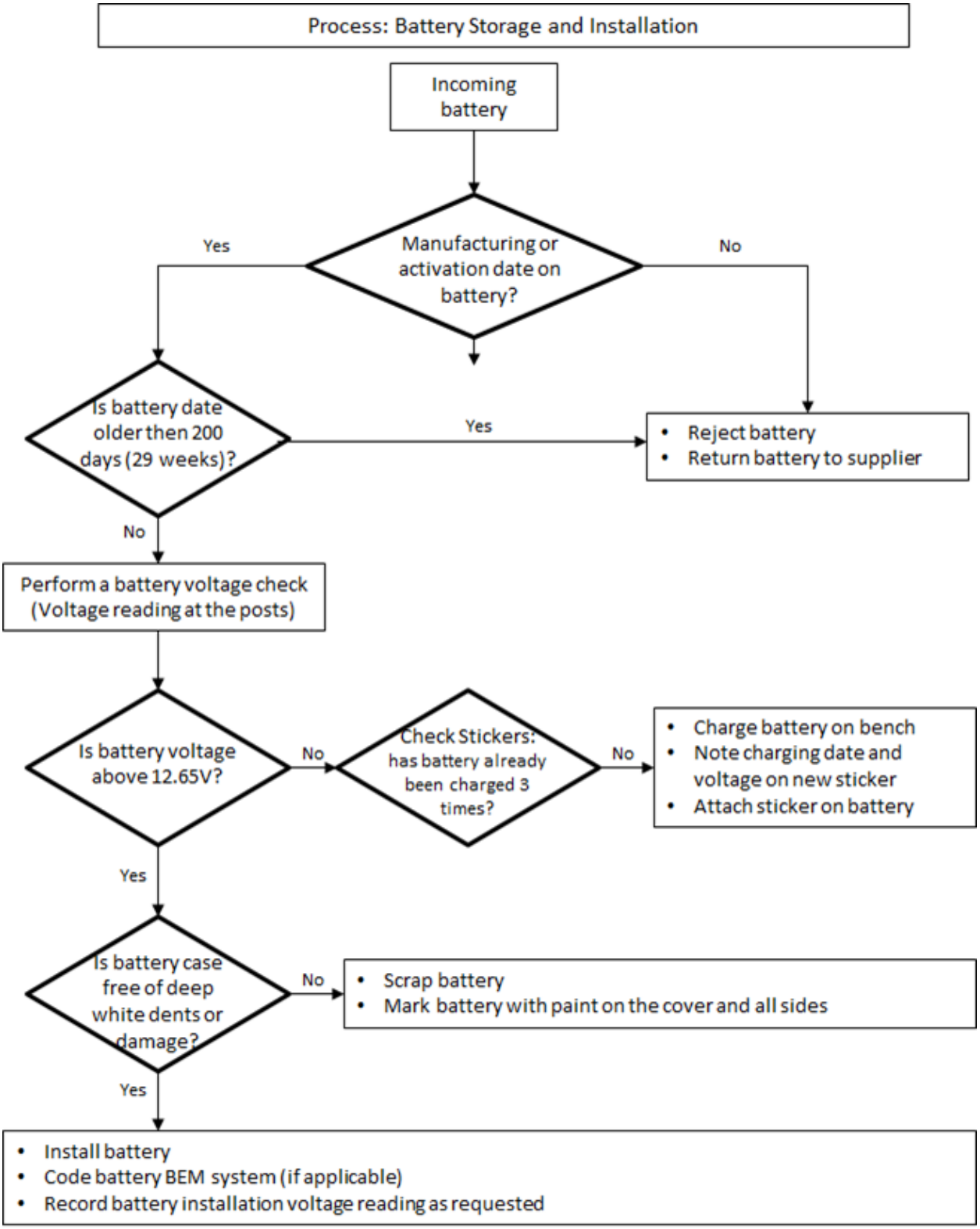
Overview Battery Measurement Timing



20.2 Perform Battery Reading and Actions after Reading



20.3 Battery Storage and Installation



* Exception only with VWoA QA or AoA PQA approval:
accepted battery date may be extended up to 365 days (52 weeks) for a single battery type at a particular battery shipment