

Technical Bulletin



Model(s)	Year	Eng. Code	Trans. Code	VIN Range From	VIN Range To
All Models (except Routan)	2011-2014	All	All	All	All

Condition

00 12 06 November 2, 2012 **2015780** Supersedes T. B. V001103 dated September 21, 2011 to include additional models and model year applicability.

PDI - Vehicle Inspection, Protection Removal and Detailing

Technical Background

Not applicable.

Production Solution

Not applicable.

Service

INDEX OF INFORMATION

- Inspecting vehicle for damage (to be completed within 48 hours of delivery to Dealership)
- Shipping damage
- Detailers responsibilities (to be completed prior to delivery to Customer)
- Full Body Covers (FBC), removal and disposal
- RAPGARD[®], removal and disposal
- Paint finish, inspecting for swirl marks
- Exterior glass, cleaning
- Interior, cleaning
- New vehicle detailing products

VEHICLE, INSPECTING FOR DAMAGE

Within 48 Hours after arrival at Dealer:

Technical Bulletin



Full Body Cover “FBC”

Some vehicles are shipped with a Full Body Cover.

- Inspect the complete “FBC” cover for damage.

If the “FBC” is damaged (torn, cut etc.):

- Remove cover using appropriate steps to allow for inspection of damage

If any shipping damage is found (see “Shipping Damage”).

RAPGARD®

Vehicles are shipped with RAPGARD®. This self adhering plastic product is applied in certain areas of the vehicle and is designed to provide protection from all types of possible damages.

SHIPPING DAMAGE

- You must note the damage on the Carrier Delivery Receipt, including damage type, extent and location. Failure to note damage on the Carrier Delivery Receipt will result in non-payment of the repair.

DETAILERS RESPONSIBILITIES

The Detailer’s role

Taking ownership of a vehicle that is clean, shiny and performs as expected goes a long way in Customer satisfaction.

The impact you have on the Volkswagen Customer is immense. You play a vital role in delivering a perfect Volkswagen to your Customers. The delivery process is exciting for our Customers. Your attention to detail will give a Volkswagen Customer a positive experience about his or her new car far beyond that first day of delivery. By preparing a perfectly detailed vehicle to your Customer, you are not only meeting or exceeding your Customer’s expectations, you are also helping eliminate any buyer’s remorse (that feeling of anxiety people get after making a large or important purchase).

Please know that you have a team behind you with excellent products and support to enable you to make a perfect delivery each and every time!

Prior to Delivery, following the Perfect Delivery Detailer's Inspection Checklist:

- Rinse vehicle exterior.
- Remove vehicle cover if equipped:
 - Remove “FBC” cover
 - Remove RAPGARD®



Tip:

While the illustrations shown in this TB reflect the CC model, the removal procedures for other models shipped with a full cover are the same unless otherwise listed.

Technical Bulletin



WARNING

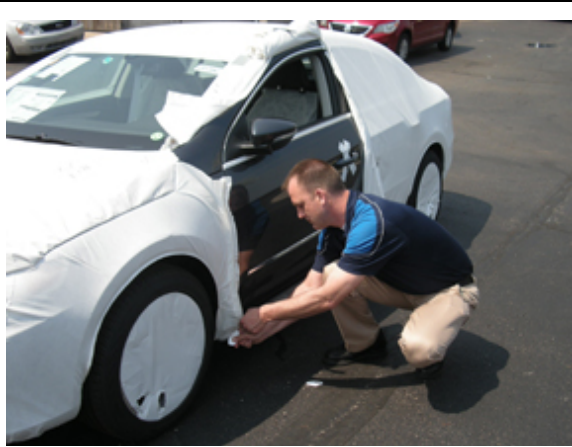
Always read and follow manufacturer Cautions and Warnings regarding use of products listed in this Technical Bulletin.

Procedure



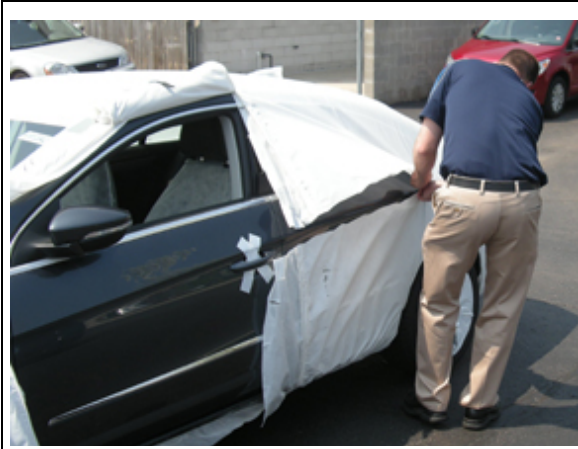
Tip:

Use the Martor-Cardycut 7469BAG to cut the Full Body Cover (FBC) at the upper and lower "A" pillar.



- Remove clips and hooks under the rocker panel.

Technical Bulletin



- Cut the FBC at the beltline from the “B” pillar to the taillight.



- Allow FBC to fall away from body panel.



- Cut the FBC from the left taillight to the right “A” pillar.

Technical Bulletin



Note:

Cut along the beltline until you reach the gas door cover, make the cut above the gas door cover then return to the beltline.



- Continue FBC removal at belt line.



- Raise Hood.
- Make a vertical cut through the FBC in the center of the front of the car.

Technical Bulletin



- Remove all clips and hooks.
The lower half of the FBC should fall away from the car reducing the possibility of any dirt or debris damaging the finish.



- Cut the upper FBC around the windshield and roll cover towards rear of vehicle.
- !** **Note:**
By rolling FBC off of vehicle you are minimizing the friction that may cause electric static discharge.
- Release hooks from hood cover and remove.

Once “FBC” cover has been removed from vehicle:

- **Scrap cover. DO NOT reuse!**
- Go to “Detailer responsibilities exterior cont.”



RAPGARD® REMOVAL AND DISPOSAL



Note:

RAPGARD® must be removed from the vehicle no later than six months after application. See sticker (location on vehicle body varies) for detailed information.

RAPGARD®, Removal

Vehicle must be at room temperature.

The ideal body surface temperature for RAPGARD® removal is 60°F (15.5°C) to 80°F (26.6° C).

If body surface temperatures are below 60°F (15.5°C) or above 80°F (26.6° C) then:

- Removal procedure should be performed indoors after surface temperatures have been allowed to stabilize within the given range.
- Rinse vehicle thoroughly with water to remove surface dirt or dust and to help stabilize body surface temperatures.
- Starting at the corners of each panel, carefully remove RAPGARD® from vehicle.

RAPGARD® Disposal

RAPGARD® can be disposed as normal paper waste. If unsure about proper disposal procedures in your area, check local regulations.

RAPGARD®, Paint Inspection after Removal

Inspect painted surfaces under one of the following lighting conditions:

1. Indoors under fluorescent lighting.
2. Outdoors under bright sunlight.



Note:

If any defects on the exterior have been identified (scratches, dings, dents and other types of body damage):
Contact your Supervisor and arrange to repair defects immediately. Repairs **MUST** be completed prior to delivery.



Tip:

After removal of RAPGARD®, some vehicles may exhibit temporary paint discoloration or paint swelling (caused by trapped moisture under the RAPGARD®).

This temporary swelling is caused by the paint finish absorbing moisture trapped under the RAPGARD® film.

This swelling will disappear with exposure to the sun or heat lamps within 2 -3 hours. Severe paint swelling may require 2 -3 days to recover.

DO NOT buff or refinish paint for this condition!



Tip:

Paint discoloration (looks like shaded or dark magic marker lines) can be removed with a heat gun using the following procedure:

- Hold heat gun approximately 3 in. away from affected paint surfaces and apply heat using slow oscillating motions until discoloration is gone.
- If discoloration remains, wipe the heated area with Isopropyl alcohol and repeat procedure to increase surface drying.

If no discoloration is evident or once discoloration is removed, inspect and remove any adhesive residue using the following products:

RAPGARD[®], Adhesive Residue Removal

Light lines of adhesive residue can be removed with Perfect-It[™] non-abrasive polishing products for light or dark colored vehicles.

Technical Bulletin



3M™ Perfect-It™ Foam Polishing Pad Glaze (for light colored vehicles):

Part Number	Container Size	Containers per Case
MMM039109 DSP	16 oz	6

For bulk quantities see Parts Information Table → [Required Parts and Tools](#)

3M™ Perfect-It™ Foam Polishing Pad Glaze (for dark colored vehicles):

Part Number	Container Size	Containers per Case
MMM039009 DSP	16 oz	6

For bulk quantities see Parts Information Table → [Required Parts and Tools](#)



Technical Bulletin



3M™ General Purpose Adhesive Cleaner:

Thick lines of adhesive residue can be removed with a general purpose adhesive cleaner.

Part Number	Container Size	Containers per Case
MMM008987 DSP	15 oz.	6

For bulk quantities see Parts Information Table → [Required Parts and Tools](#)



With paint finish inspected for discoloration and adhesive residue removed:

- Go to “**Detailer Responsibilities Exterior Cont.**”

Technical Bulletin



DETAILER RESPONSIBILITIES, EXTERIOR Cont.

3M™ Car Wash Shampoo Concentrate

- Wash and dry vehicle exterior.

Part Number	Container Size	Containers per Case
MMM039000 DSP	16 oz.	6

For bulk quantities see Parts Information Table → [Required Parts and Tools](#)



Tip:

DO NOT wash or dry vehicle in direct sunlight. Rapid water/soap solution evaporation may form “water spots” on the paint surface.

Technical Bulletin



Car Wash Mitt

The plush fibers carry an abundance of soap and water to help loosen and lift away dirt and grime from the vehicle's surface.

Part Number	Container Size	Containers per Case
ZAW 911 380	N/A	1



Once vehicle has been thoroughly washed:

- Inspect interior floors and glass for water leaks.
- Inspect paint surface, moldings and glass.



Note:

If any defects on the exterior have been identified (scratches, dings, dents and other types of body damage):
Contact your Supervisor and arrange to repair defects immediately.

If no exterior defects are found:

- Go to "Wheels & Tires, cleaning"

WHEELS & TIRES, CLEANING

- Remove protective cover from wheels (if applicable).

Thick lines of adhesive residue can be removed with general purpose adhesive cleaner.

Technical Bulletin



3M™ General Purpose Adhesive Cleaner:

- Remove any adhesive residue.

Part Number	Container Size	Containers per Case
MMM008987 DSP	15 oz.	12

For bulk quantities see Parts Information Table → [Required Parts and Tools](#)



Technical Bulletin



3M™ Tire & Wheel Cleaner

- Clean alloy wheels and tires.

Alloy wheels can be cleaned with ease without damaging the finish.

Part Number	Container Size	Containers per Case
MMM039036	16 oz.	6



With wheels & tires cleaned:

- Go to “Exterior finish, applying paste wax”

EXTERIOR FINISH, APPLYING PASTE WAX

Finish can be significantly improved without the use of harsh polishing compounds and high speed buffing.

Each vehicle must be waxed prior to delivery to the Customer.

Technical Bulletin



3M™ Perfect-It™ Show Car Paste Wax:

- Protect the vehicle paint surface by applying 3M™ Perfect-It™ Paste Wax.
- Apply wax to panel sized area (door, fender etc.) using a firm circular motion.

Part Number	Container Size	Containers per Case
MMM039526 DSP	10.5 oz. Net. Wt.	6



Technical Bulletin



3M™ Perfect-It™ III Detailing Cloth:

After wax dries to a hazy finish, use this cloth to polish the finish by hand.

Part Number	Container Size	Containers per Case
MMM006016 DSP	6 Cloths per package	Packages per case 6

For bulk quantities see Parts Information Table→ [Required Parts and Tools](#)



With 3M™ Perfect-It™ Paste Wax applied:

- Go to “Paint finish, inspecting for swirl marks”

PAINT FINISH, INSPECTING FOR SWIRL MARKS

- Inspect vehicle paint finish for swirl marks.

If no swirl marks are found:

- Go to “Exterior glass, cleaning”

If swirl marks are found:

- Contact your Supervisor.

Technical Bulletin



EXTERIOR GLASS, CLEANING

Residue on windshield, i.e., industrial fallout (rough surface, snake skin appearance, streaking).

With vehicle exterior (including all glass surfaces) washed and dried, perform the following:

- Apply 3M™ Perfect-It™ Gloss Enhancer to windshield.

Part Number	Container Size	Containers per Case
MMM039034 DSP	16 oz.	6

For bulk quantities see Parts Information Table → [Required Parts and Tools](#)



Technical Bulletin



Using 1/3 of a bar of 3M™ Perfect-It™ III Cleaner Clay:

- Flatten clay into a small palm size pancake.
- With clay flat between windshield and your hand, rub windshield (with light friction) using a vertical motion (up/down) across windshield).

Ensure glass stays moist with Gloss Enhancer. Clay can be flipped over when dirty.

Part Number	Container Size	Containers per Case
MMM038070 DSP	7 oz.	6



- Wipe dry with a clean/dry towel.



Tip:

It may be necessary to apply a small amount of Gloss Enhancer to the glass again when wiping dry.

- Inspect glass surface using the palm of your hand (feel for rough surface).

If rough surface is found, repeat process until clean.



Tip:

The Cleaner Clay can be reused several times by kneading the clay, however;

3M™ Perfect-It™ III Cleaner Clay used on glass surface (mixed with Gloss Enhancer) must now only be used on glass surfaces.

DO NOT use on exterior body surfaces of the vehicle, due to the Gloss Enhancer being mixed in with the clay.

With glass surfaces cleaned:

- Go to "**Wiper Blades**":

Technical Bulletin



WIPER BLADES

- Install permanent wiper blades or remove temporary wiper blades (as necessary).

With permanent wiper blades installed or temporary wiper blades removed:

- Go to "**Engine Compartment, Cleaning**":

ENGINE COMPARTMENT, CLEANING

- Clean (wipe down) engine compartment.



Tip:

Do *not* use chemicals containing silicone!

With engine compartment cleaned:

- Go to "**Interior, prior to delivery**"

INTERIOR, PRIOR TO DELIVERY

- Clean all interior glass / mirrors / sunroof (if applicable).
- Remove all trim protection, coverings and decals.
- Remove decals, stickers and shipping labels.



Tip:

DO NOT remove Air Bag Warning Triangle/Warning Labels.

- **Inspect all interior surfaces/compartments (including upholstery, sun visors/headliner) clean as required (see below). Also see Technical Bulletin 2002407 Interior Cleaning Tips for Fabrics, Vinyls and Plastics.**

All Purpose Cleaner:

Use this product to clean interior fabrics, vinyls and plastics.

Part Number	Container Size	Containers per Case
MMM38350 DSP	1 gallon	1

Technical Bulletin



3M™ Scotch-Brite™ Type T Scuff Sponge:

Use with a small amount of soapy water to clean stubborn dirt on leather upholstery. **Also see Technical Bulletin 2002345 Interior Cleaning Tips for Leather Upholstery.**

Part Number	Container Size	Containers per Case
MMM007439 DSP	Sponges per package 10	30



- Check for excessive grease on seat tracks and clean as necessary.
- Vacuum carpet.
- Check luggage compartment (vacuum if necessary),
- Check color match of front/rear floor mats.
- Install mats including locking clips/tabs if applicable.
- Perform final inspection in day light or under fluorescent light to insure final cleanliness and that vehicle is free from visual defects.
- Complete and sign the Detailers Inspection Checklist.
- Place the completed Checklist into the vehicle's glove compartment.
- Deliver the vehicle to the Sales Department.

New vehicle Detailing products

Some 3M™ products are available in larger bulk quantities.

“3M”, “Perfect-It™” and “Scotch-Brite™” are registered trademarks of 3M™.

3M™ products are available through the Volkswagen parts system, in the and through, local 3M™ Distributors in. Consult your parts department for ordering.

Technical Bulletin



⚠️ WARNING

Always read and follow manufacturer Cautions and Warnings regarding use of products listed in this Technical Bulletin.

Warranty

Information only.

Required Parts and Tools

Description	Part Number	Unit Size	Units/std pkg
3M™ Perfect-It™ foam polishing pad glaze (light-colored vehicles)	MMM039109 DSP	16 oz	6
	MMM005995 DSP	quart	12
	MMM039819 DSP	1 gallon	4 Only
3M™ Perfect-It™ foam polishing pad glaze (dark-colored vehicles)	MMM039009 DSP	16 oz.	6
	MMM005996 DSP	quart	12
	MMM039809 DSP	1 gallon	4 Only
3M™ Car Wash Shampoo	MMM039000 DSP	16 oz.	4
	MMM039800 DSP	1 gallon	4 Only
Car Wash Mitt	ZAW911380	1	1
All Purpose Cleaner	MMM38350 DSP	1 gallon	1
3M™ Perfect-It™ Show Car Paste Wax	MMM039526 DSP	10.5 oz.	6
3M™ Perfect-It™ III Auto Detailing Cloth Yellow	MMM006016 DSP	6/pkg	6
	MMM006017 DSP	50/cs	50 Only
	MMM039016 DSP	each	12
3M™ General Purpose Adhesive Cleaner	MMM008987 DSP	15 oz.	12
	MMM008984 DSP	quart	6

Technical Bulletin



3M™ Perfect-It™ III Cleaner Clay	MMM038070 DSP	7 oz.	6
3M™ Quick Wax	MMM039034 DSP	16 oz.	6
	MMM039834 DSP	1 gallon	4
3M™ Scotch-Brite™ Type T Scuff Sponge	MMM007439 DSP	10 per pkg	30

Additional items available for Drop shipment			
Description	Part Number	Unit size	Units/std pkg
3M™ Spray Trigger Nozzle Head	MMM037717 DSP	each	24
3M™ Detailing Spray Bottle	MMM037716 DSP	32 oz. bottle	24
3M™ All Purpose Cleaner and Degreaser	MMM038050 DSP	1 gallon	4
	MMM038051 DSP	5 lb. pail	1
	MMM038052 DSP	55 gallon drum	1
3M™ Heavy Duty Wheel Cleaner	MMM038074 DSP	1 gallon	4
	MMM038075 DSP	5 gallon pail	1
	MMM038076 DSP	55 gallon drum	1
3M™ Car Wash Soap	MMM038377 DSP	1 gallon	4
	MMM038378 DSP	5 gallon pail	1
	MMM038079 DSP	55 gallon drum	1
3M™ Adhesive and Tar Remover	MMM038080 DSP	1 gallon	4
	MMM038081 DSP	5 gallon pail	1
	MMM038082 DSP	55 gallon drum	1
3M™ Glass Cleaner	MMM008888 DSP	19 oz. can	12 Only
	MMM038399 DSP	1 gallon	4
	MMM038300 DSP	5 gallon pail	1

Technical Bulletin



	MMM038101 DSP	55 gallon drum	1
3M™ Detailing Compound 308	MMM038105 DSP	1 gallon	4
3M™ Detail Wax	MMM038111 DSP	1 gallon	4

Additional items available for Drop shipment			
Description	Part Number	Unit size	Units/std pkg
3M™ Gloss Enhancer	MMM038113 DSP	1 gallon	4
	MMM038114 DSP	5 gallon pail	1
	MMM038115 DSP	55 gallon drum	1
3M™ Detail Polish 208	MMM038116 DSP	1 gallon	4
3M™ Detail Polish 108	MMM038133 DSP	1 gallon	4
3M™ Tire and Wheel Cleaner	MMM039036 DSP	each	6 Only
3M™ Engine dressing	MMM038124 DSP	1 gallon	4
	MMM038125 DSP	5 gallon	1
3M™ Tire dressing	MMM038127 DSP	1 gallon	4
	MMM038128 DSP	5 gallon	1
	MMM038129 DSP	55 gallon	1

Tool Description	Tool No:
Martor-Cardycut	7469 BAG

Attention dealers:

Martor-Cardycut is ordered directly from the maker of the product. They may be contacted directly at (920) 662-9646 (quantity = 20 pieces per bag).



Additional Information

More information can be found in the following resources:

- ElsaWeb: TB 2014370 Paint Finish Reducing Swirl Marks and Fine Scratches

All part and service references provided in this Technical Bulletin are subject to change and/or removal. Always check with your Parts Dept. and Repair Manuals for the latest information.