



Technical Bulletin

Model(s)	Year	Eng. Code	Trans. Code	VIN Range From	VIN Range To
Beetle Convertible	2013	All	All	All	All
Jetta Hybrid	2013	1.4L (CNLA)	All	All	All

Condition

00 13 01 January 29, 2013 **2032798**

Vehicle Delivery to the Dealer - By-Pack Inspection Process

Missing Items in the By-Pack at Vehicle Delivery to Dealer

Technical Background

Items missing from the By-Pack, at Vehicle Delivery to the Dealer.

If components are found to be missing from a sealed By-Pack bag a VTA ticket must be opened.

Production Solution

Not applicable.

Service

When a vehicle is delivered the following steps should be added to the current delivery inspection process. All claims pertaining to the by-pack must be filed within 2 business days (48 hours) of the delivery to dealer.

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All of the following steps should be taken along with the inspection of the vehicle upon arrival at the dealership:



Note:

When performing the By-Pack inspection, **DO NOT OPEN** the By-Pack.

1. Inspect by-pack bag for damage. Any damage found?
 - Yes – Note damage on transportation check list. Any missing parts should be filed under transportation.
 - No – Verify contents of bag. DO NOT OPEN the By-Pack bag.
2. Are any items missing from the bag that the label states should be included?
 - Yes – Clear pictures of the front and back of the unopened bag, as well as a picture of the label, need to be taken. (See Fig. 1, 2 & 3). The VIN must be legible in the picture of the label. Open VTA ticket and attach photos. **DO NOT OPEN** By-Pack bag until the helpline gives instructions.
 - No – Continue with normal inspection process.
3. Any items listed on the label under "Missing Parts" section will not be located in the By-Pack bag. They will be located in a separate bag on the front passenger floor. In the event a "Missing Part" is not located in the vehicle, a picture of the label will be required. Open VTA ticket and attach photo.



Figure 1



Figure 2



Das Auto.

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VOLKSWAGEN
DE MEXICO

11-04-2012

Model	Version	VIN	PKN
Model Part number	162X9M	3VWLL7AJ7DM368986	3386197
Position	Part number	Description	Pieces Qty
1	5C7955400A	windscreen wiper; windshield wiper A6	1
2	5N0035554	adapter cable A6	1
3	5C6807285A	Package license plate holder A6	1
4	5C6012003DN	operating instructions A6	1
5	WHT001814	package wheel locks A6	1
6	3C0601173	protective cap A6	1
7	1KM012103HP	radio operating instructions A6	1
8	3B7601171	package wheel cap A6	1
9	5C6807241	lid in bumper front end A6	1
10	5C6807441	lid in bumper in the back A6	1
11	1T0805615A	trailer coupling ; coupling device A6	1
12	1T0805615A	trailer coupling ; coupling device 2 A6	1
Total amount of pieces in bag:			12
Missing parts			Pieces Qty
Position	Part number	Description	Pieces Qty
Total amount of pieces NOT included in bag:			0

Package content printed on VW de México on 2012-08-18 03:12:17

Figure 3



Note:

Any claims filed beyond 2 business days (48 hours) from dealership delivery will not be accepted. All claim information above must be available upon request.



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Warranty

Information only.

Required Parts and Tools

No Special Parts required.

No Special Tools required

Additional Information

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.