



Technical Bulletin

Model(s)	Year	Eng. Code	Trans. Code	VIN Range From	VIN Range To
Golf A7	2015	All	All	All	All

Condition

00 14 05 June 4, 2014 **2036935**

By-Pack At Delivery

Components may be missing from the by-pack at delivery.

Technical Background

Components missing from the by-pack should be claimed in one of two ways. (Warranty or Transportation) Understanding when to claim one versus the other is very important.

Production Solution

Not applicable.

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Service

! Note:

During the launch Period you are required to attach pictures of the by-pack and labels to the VTA ticket. Please use the pictures in this document as reference when you are taking your pictures.

i Tip:

By-Pack is a term used to describe the bag that is delivered with the vehicle that contains the parts to be installed at PDI, i.e. Wheel Center Caps, Lug Caps, Wiper Blades, Etc.

1. When a vehicle is delivered to the dealer the by-pack should be inspected for condition and contents.

Many of our vehicle's by-packs have contents labels in English to help with this inspection.

For the bags that do not have English translated contents labels on the by-pack the inspection can still be done but to a limited extent.

2. In a case where the bag is found open in anyway and parts are missing, the claim should be filed as a transportation claim.

ONLY if the bag is completely sealed and parts are found missing should the claim be filed under warranty.

! Note:

Make sure to properly document the condition and the components that are missing on the transportation form. The transportation form may be requested when a transportation claim is filed.



Figure 1

- The condition of the bag is the most important observation to be made.
- A bag found completely sealed and missing items is a normal pre-delivery warranty claim.
- A bag that is open in anyway and missing parts should be claimed as a transportation claim.
- Pictures of the condition of the bag will also be important when trying to claim warranty or transportation as they may be requested.

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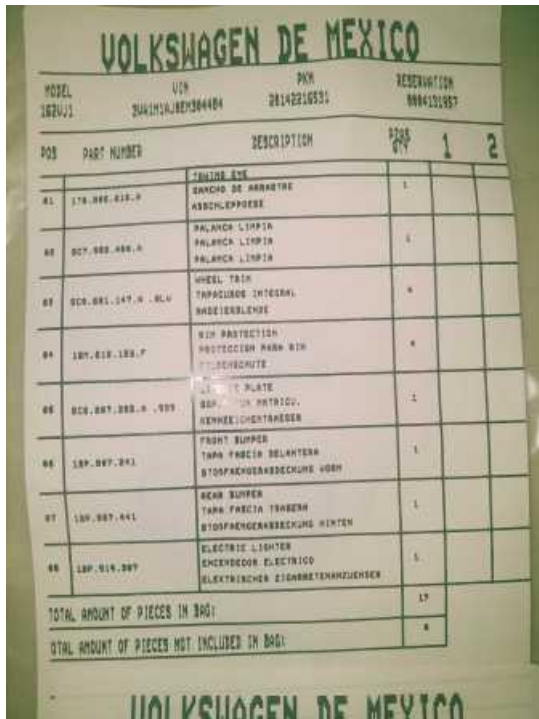


Figure 2

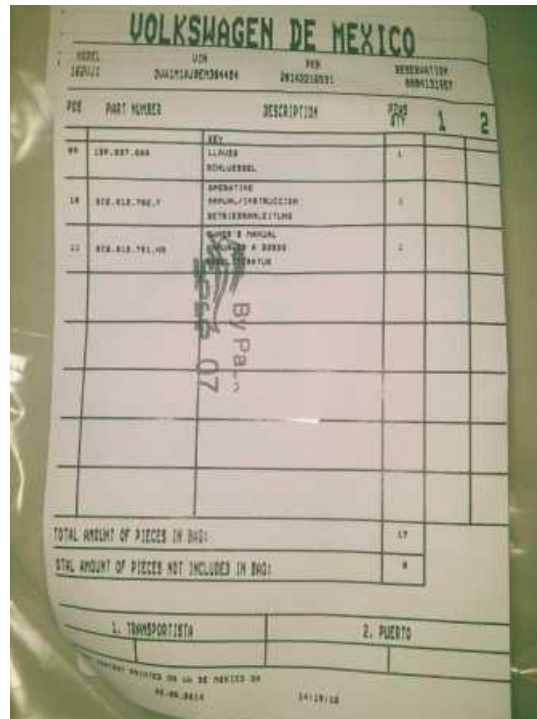


Figure 3

- There may be multiple contents labels on the bag.
- Using the label(s) will help determine the proper contents of the bag (figures 2 and 3).
- The VIN is indicated on the bag which can also be used to determine if the by-pack is the correct one for the car.
- Taking a picture of this label(s) can also assist in determining the root cause of the problem.

3. The contents inspection is the third part of the inspection and will determine if any action is necessary in terms of filing claims.

- A claim may be filed but the claim type will be determined by whether the bag is opened or closed.

Note:

Information on every factory's by-pack label(s) can be found in service circular VSP-13-01, on ServiceNet.

Note:

Wheel Locks are no longer factory installed parts and there for are not covered under warranty when missing at PDI. Please reference Service Circular VSP-13-02, on Service Net, for info on the procedure for missing wheel locks.



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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.