



Technical Bulletin

Model(s)	Year	Eng. Code	Trans. Code	VIN Range From	VIN Range To
All Models	2016-2017	All	All	All	All

Condition

00 16 08 November 22, 2016 2036935 Supersedes V001506 dated November 2, 2015 to include updated information, and additional model year applicability.

By-Pack at Delivery



Tip:

By-Pack is the 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. Figure 1.



Figure 1.

Checking the By-Pack at Delivery

By-Pack components may be missing, incorrect or damaged at delivery.



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Technical Background

By-pack issues should be claimed in one of two ways, Transportation Claim or Warranty Claim.

Transportation Claim: At delivery off the truck the By-pack is opened or damaged and component(s) are missing or damaged due to By-Pack damage.

Warranty Claims: By-pack is sealed and component(s) are missing, or there are incorrect component(s) in the By-pack for the vehicle the bag is assigned to, or there are damaged component(s) in a sealed undamaged By-pack.



Note:

It is very important to check the By-pack at vehicle acceptance off the truck to determine if a transportation claim should be file. Transportation claims have to be filed with-in 48 hours of accepting the vehicle at delivery. If this time frame is missed to file a transportation claim, the claim CANNOT be filed under warranty and the dealer will have to absorb the cost. If a By-pack claim is filed under warranty that doesn't meet the requirements for a warranty claim, the claim will be debited back to the dealer.

Production Solution

Not applicable.



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Service



Note:

Please note that the ePDI form has been updated to include the By-pack condition and content check at vehicle acceptance off the truck (Figure 2).

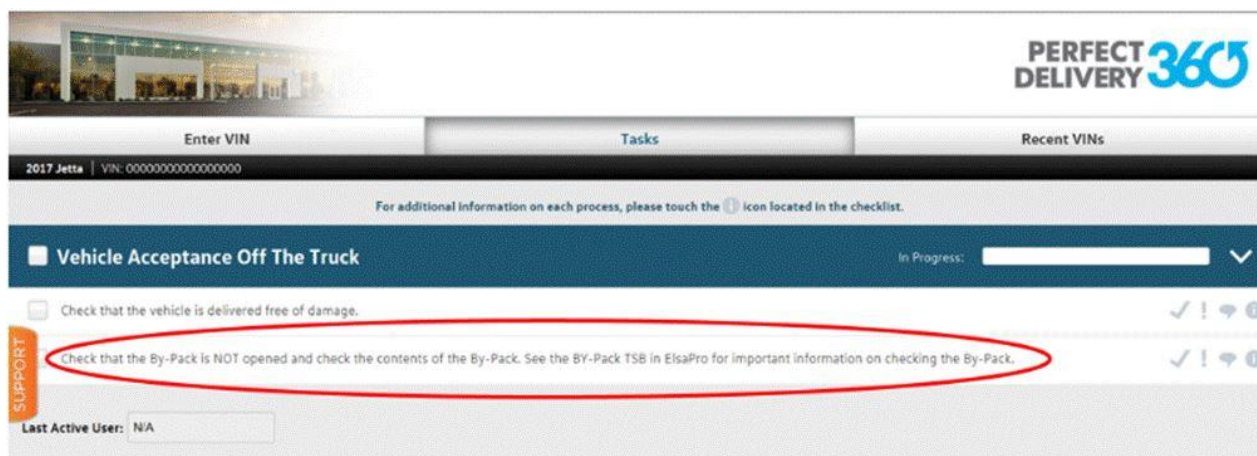


Figure 2.

By-pack Inspection Procedure

At vehicle delivery off the truck at the dealer, the By-pack must be inspected for condition and contents. Please note the following:

- It is very important to check and make note the condition of the By-pack at delivery off the truck.
- For ease of checking the contents of the By-packs, most vehicles have contents label(s) affixed to the bag. If the label is not in English the part number can be used as a guide to perform the check.
- Using the content label(s) will help determine the proper contents of the bag (figures 3 and 4). There may be multiple contents labels on the bag.
- The VIN is indicated on the bag which can be used to determine if the by-pack is the correct one for the car.
- For the bags that do not have English translated contents label or no content label, the By-pack can still be inspected for the standard equipment such as, wheel center caps, lug caps, key(s), tow hook covers (all model except Passat), wipers, etc.



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- For VW Models produced in Mexico (Jetta, Golf, GTI, Golf Sportwagen, Beetle & Beetle Convertible) the By-pack is located in the front passenger's side floor, Figure 5. The By-pack has separations (pouches) for the Key(s) and Tow Hook Covers and other components depending on trim level (Figure 6). Vehicles equipped with keyless entry (KESY) have both keys in the By-pack.

POS	PART NUMBER	DESCRIPTION	QTY	1	2
01	178.000.010.0	ENGINE OIL	1		
02	007.000.400.0	SAATCHI DE ARRABRUE	1		
03	007.000.400.0	BALANCIA LINTA	1		
04	007.000.400.0	BALANCIA LINTA	1		
05	000.001.047.0 - 004	WHEEL TRIM	4		
06	100.010.100.0	W/IN PROTECTION	4		
07	000.007.000.0 - 000	LIGHT PLATE	1		
08	100.007.000.0	FRONT BUMPER	1		
09	100.007.000.0	REAR BUMPER	1		
10	100.010.000.0	ELECTRIC LIGHTER	1		
TOTAL AMOUNT OF PIECES IN BAG:			17		
TOTAL AMOUNT OF PIECES NOT INCLUDED IN BAG:			8		

Figure 3

POS	PART NUMBER	DESCRIPTION	QTY	1	2
01	100.007.000.0	LLAVES	1		
02	007.010.000.0	OPERATING	1		
03	000.001.047.0 - 004	WHEEL TRIM	4		
04	100.010.100.0	W/IN PROTECTION	4		
05	000.007.000.0 - 000	LIGHT PLATE	1		
06	100.007.000.0	FRONT BUMPER	1		
07	100.007.000.0	REAR BUMPER	1		
08	100.010.000.0	ELECTRIC LIGHTER	1		
TOTAL AMOUNT OF PIECES IN BAG:			17		
TOTAL AMOUNT OF PIECES NOT INCLUDED IN BAG:			8		

Figure 4



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Figure 5. By-pack Location for cars produced in Mexico



Figure 6. Separation pouches for key(s) tow hook cover, etc.

In cases where the bag is found open in any way and part(s) 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 of the bag whether it is sealed (undisturbed) or open (disturbed) and the components that are missing on the transportation delivery form. The transportation delivery form may be requested when a transportation claim is filed.

By-pack Warranty Claim

To file a warranty claim for By-Pack component(s), the requirements will vary based on the issue found with the By-Pack. See warranty claim guide and By-Pack picture requirement below:

Warranty Claim Guide



Tip:

Best Practice - At PDI before opening the By-Pack spread out the By-pack on a work bench or table exposing all the contents as best as possible and take a picture of the front and rear of the By-Pack (Figures 7 and 8). Make sure that the components labels with VIN is captured in the photo and check for missing components during this time.



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Figure 7.



Figure 8.

Missing Component(s) - The By-pack bag is found completely sealed and items are missing.

- Take pictures of the sealed By-pack indicating the missing part if possible. In the case of a part missing from a pouch (for example key(s) or tow hook cover) take a close up picture of the pouch.
- Take a picture of the component label showing the VIN and parts list. The picture should be legible to read.

Incorrect Component(s) - At PDI an incorrect part is found in the By-Pack.

- Take a picture of the incorrect part
- Take a picture capturing the part number on the part (or part package).
- Take a picture of the component label showing the VIN and parts list. The picture should be legible to read.

Damaged Component(s)

- Check the By-Pack bag for signs of damages due to outside influence.
- Take picture(s) of the damaged part indicating the damage.



Tip:

If pictures of the sealed By-Pack were taken as indicated in the “Best Practices” tip above, submit or save the pictures with the picture of the damaged part.



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Note:

By-pack Picture Requirements.

For By-pack issues related to missing, incorrect or damaged components, the pictures taken as described in the "Warranty Claims Guides" section above, must be filed with the repair order or submitted electronically using one of the resources listed below in the "By-Pack Picture Submission" section. Failure to provide picture(s) to support the warranty claim can result in the claim being debited back to the dealer.

By-Pack Pictures Submission

Option 1.

If using the ePDI app on an IOS device, pictures can be submitted using the device. This function is not yet available on other devices. See figures 9 to 11 below for steps to submit pictures.

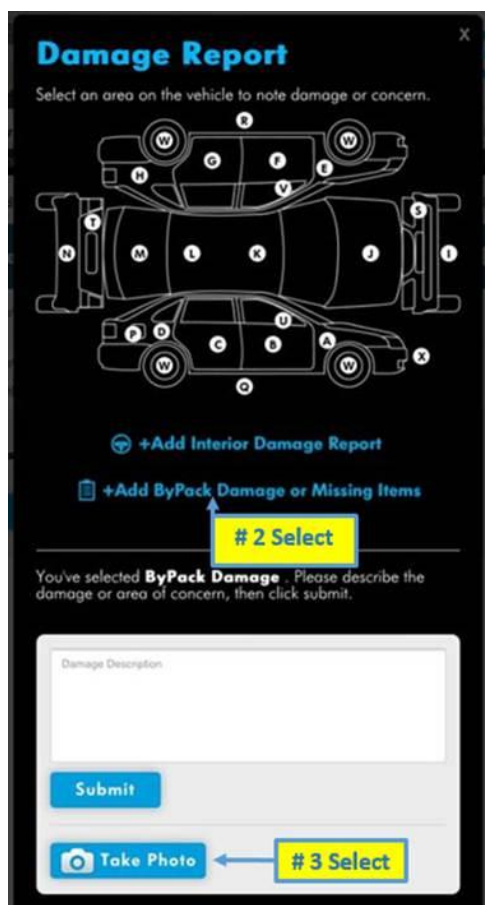


Figure 10.



Figure 11.



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Option 2.

Using any e-mail capable device (Cell phone, computer, tablet, etc.), e-mail By-Pack pictures to: VWGoABodyHVAC@vw.com Use the vehicle VIN for the subject line.



Note:

By-pack related issue during new vehicle launch periods.

For By-pack issues during new vehicle launch periods, dealers are required to open a VTA and attach pictures of the By-pack and labels to the VTA ticket. Please use the pictures in figures 1,3,6,7 & 8 of this bulletin as reference when you are taking your pictures.

When filing a warranty claim for missing or incorrect items in the by-pack, all parts should be filed on one claim line.

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

Wheel Locks are no longer factory installed parts and therefore 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.

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.

Document Control Revision Table			
Instance Number	Published Date	Version Number	Reason For Update
2036935/9	11/22/16	V001608	Additional instruction and model year applicability.
2036935/1	6/4/14	V001405	Original publication.