	<b>Technical Service Bulletin</b>	Transaction No:	2036935/16
<b>00-18-07 - By-Pack at Delivery (U.S. Only)</b>		Release date:	3/19/2020

## Condition

Applicable Vehicles					
Model(s)	Year	Eng. Code	Trans. Code	VIN Range From	VIN Range To
All Models	2017-2020	All	All	All	All

Revision Table			
Instance Number	Published Date	Version Number	Reason For Update
2036935/16	03/19/20	00-18-07	Update metadata selection adding new model year.
2036935/1	6/4/14	V001405	Original publication.



### Note:

This technical bulletin MUST be read in its entirety.

Effective immediately, all claims for By-pack components missing, incorrect or damaged, MUST have an accompanying Doc-It case uploaded in the Warranty Information and Service Evaluation (WISE) system for a valid warranty claims submission. Please see the warranty section of this technical bulletin for details on uploading the required information.

## Technical Background




### 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.

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## Checking the By-Pack at Delivery

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

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 filed. The by-pack must be inspected and the contents verified within 48 hours (second working day) after receipt. 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.

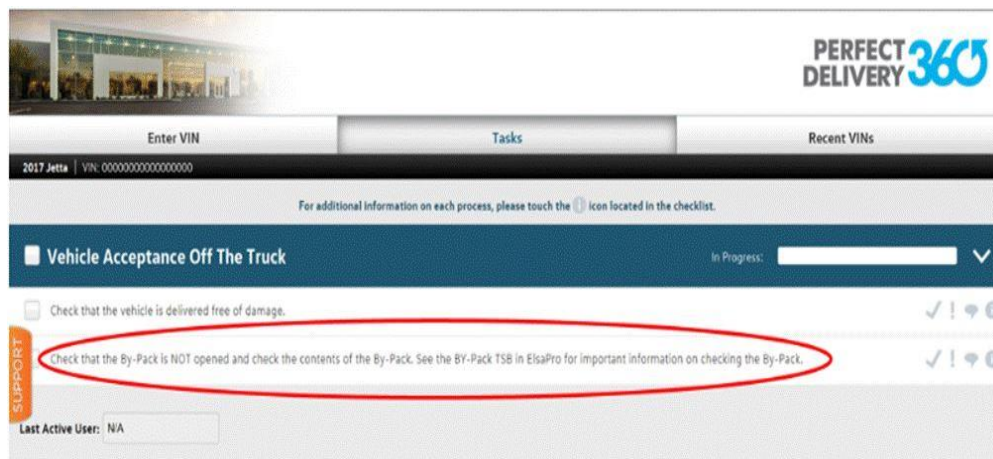
## Service



### Note:


If applicable, please ensure any one time use part or parts are replaced in accordance with the repair manual information in Elsa.

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).



The screenshot shows the 'PERFECT DELIVERY 360' interface. At the top, there are tabs for 'Enter VIN', 'Tasks', and 'Recent VINs'. Below the tabs, a '2017 Jetta' is selected with VIN '000000000000000000'. A message states: 'For additional information on each process, please touch the ⓘ icon located in the checklist.' The main section is titled 'Vehicle Acceptance Off The Truck' with an 'In Progress' status and a dropdown arrow. The checklist includes two items: 'Check that the vehicle is delivered free of damage.' and 'Check that the By-Pack is NOT opened and check the contents of the By-Pack. See the BY-Pack TSB in ElsaPro for important information on checking the By-Pack.' The second item is circled in red. At the bottom left, there is a 'Last Active User: NA' field.

Figure 2.

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### **By-pack Inspection**


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

- **It is very important to check and make note of the condition of the By-pack at delivery off the truck. This is due to the 48 hours (second working day) limit to file a transportation claim.**
- 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.
- Check the VIN on the By-pack to verify that the By-pack is the correct one for the car.
- 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.
- For By-packs 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, license plate bracket(s), wiper blades, etc.
- For models produced in Mexico (Tiguan LWB, 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). All vehicles produced in Mexico has one key in the By-pack (Figure 7) and one key tether to the wiper stalk (Figure 8).
- For models produced in the U.S.A (Atlas and Passat) the By-pack is located in the luggage compartment (Figure 9).
- For models produced in Germany (Areton, Tiguan Limited, Golf R, e-Golf & CC) the By-pack is located in the luggage compartment (Figure 10).



#### **Note:**

The Tiguan Limited produced in Osnabrück, Germany, has one key tether to the wiper stalk and the other key(s) in the By-pack.

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VOLKSWAGEN DE MEXICO					
MODEL	VIN	PKM	RESERVATION		
162VJ1	2VW1H3AJ8M364404	2B142216531	0004131957		
POS	PART NUMBER	DESCRIPTION	QTY	1	2
		RIGHT EYE			
01	17B.000.010.0	SAATCHI DE ARABATRE KNOCHENPFEILE	1		
02	00Y.000.000.0	BALANCE LAMP BALANCE LAMP BALANCE LAMP	1		
03	000.001.047.0 - 0L4	WHEEL TRIM TRAPICADO INTEGRAL WHEELTRIM	4		
04	10Y.010.100.0	WIP PROTECTION PROTECCION PARA WIP TUSCHSCHUTZ	4		
05	000.007.000.0 - 000	WIP WASH PLATE WIP WASH PLATE WIP WASH PLATE	1		
06	10Y.007.001	FRONT BUMPER TAPA FRENTE DELANTERA STOPFACHENABDECKUNG VORN	1		
07	10Y.007.001	REAR BUMPER TAPA FRENTE TRASERA STOPFACHENABDECKUNG HINTEN	1		
08	10Y.010.000	ELECTRIC LIGHTER ENCENDEDOR ELECTRICO ELEKTRISCHER ZIGARETTENANZUEHNER	1		
TOTAL AMOUNT OF PIECES IN BAG:			17		
TOTAL AMOUNT OF PIECES NOT INCLUDED IN BAG:			0		

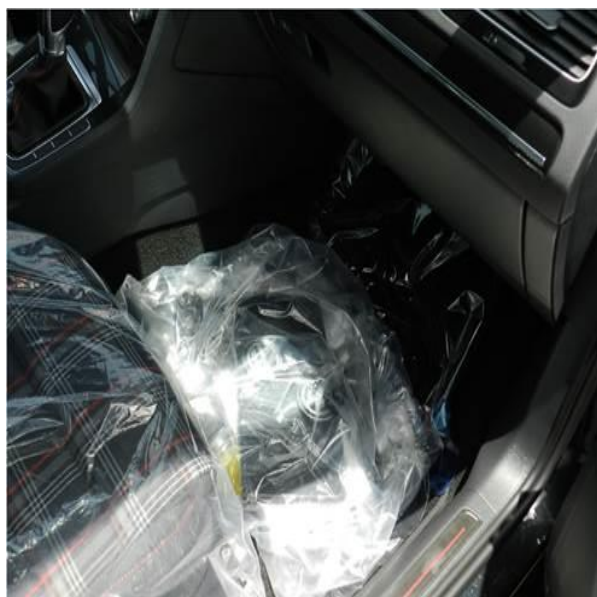
Figure 3

VOLKSWAGEN DE MEXICO					
MODEL	VIN	PKM	RESERVATION		
162VJ1	2VW1H3AJ8M364404	2B142216531	0004131957		
POS	PART NUMBER	DESCRIPTION	QTY	1	2
		KEY			
09	10Y.007.000	CLAVES SCHLUESSEL	1		
10	000.010.000.0	OPERATING PANEL/INSTRUMENTATION BETRIEBSPANLEITUNG	1		
11	000.010.000.0	WHEEL 3 PARTIAL WHEEL 3 PARTIAL WHEEL 3 PARTIAL	1		
TOTAL AMOUNT OF PIECES IN BAG:			17		
TOTAL AMOUNT OF PIECES NOT INCLUDED IN BAG:			0		
1. TRANSPORTISTA		2. PUERTO			
VOLKSWAGEN DE MEXICO					

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.**



**Figure 7. One key in By-pack for cars produced in Mexico.**



**Figure 8. One key tether to the wiper stalk for cars produced in Mexico.**

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**Figure 9. Passat By-pack located in the luggage compartment**



**Figure 10. Tiguan Limited By-pack located in the luggage compartment**



**Note:**

Make sure to properly document the condition of the By-pack on the transportation delivery form. Document whether the By-pack bag is undisturbed (Sealed, no damages) or disturbed (opened, component(s) missing or the bag is damaged). The transportation delivery form may be requested when a transportation claim is filed.

In cases where the By-pack is found to be disturbed in any way, the claim should be filed as a transportation claim.

**ONLY** if the By-pack is completely undisturbed and parts are found missing, wrong or damaged, should the claim be filed under warranty.

**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 11 and 12). 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 11.



Figure 12.

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

- Take pictures of the sealed By-pack clearly showing that the component is not in the bag. In the case of a part missing from a pouch (for example a key or tow hook cover) or packaging inside the bag (for example wheel center cap or lug caps), take a close up picture of the pouch or packaging.
- 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 the pictures with the picture of the damaged part.



**Note:**

**By-pack Picture Requirements.**

For By-pack related warranty claims for missing, incorrect or damaged components, the pictures taken as described in the “Warranty Claims Guides” section above, must be submitted electronically in WISE (Doc-It section) for the submission of a valid claim. Please use the pictures in figures 1, 3, 6, 7, 11 & 12 of this bulletin as reference when taking pictures. Provide the pictures taken to your Warranty Administrator for upload in WISE when the warranty claim is filed (see Warranty section below). Failure to provide pictures to support a By-pack warranty claim will result in the claim being debited back to the dealer.

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#### 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 Volkswagen Technical Assistance (VTA) ticket and attach pictures to the VTA. Refer to the guides in this TB for taking By-pack pictures for attachment to a VTA ticket. Please note that the requirements for valid By-pack related warranty claim outlined in this TB also apply during new vehicle launches.

## Warranty

Information only.



#### Tip:

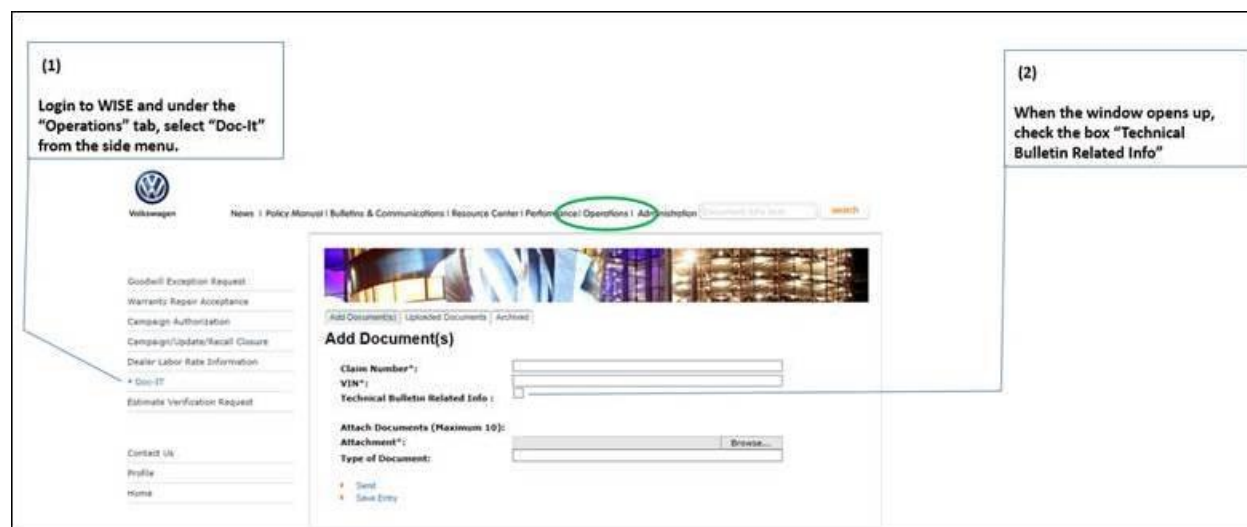
- When filing a warranty claim for missing or incorrect items in the by-pack, all parts should be filed on one claim line.
- Wheel Locks are no longer factory installed parts and therefore are not covered under warranty when missing at PDI. Please reference service circular VSP-13-02 on Service Net, for info on the procedure for missing wheel locks.

## Uploading Technical Bulletin Information In WISE



#### Note:

Starting December 4, 2017 the Doc-It function in WISE has been updated to accept information specific to Technical Bulletins. Details of the required information is provided in the service section of this bulletin.




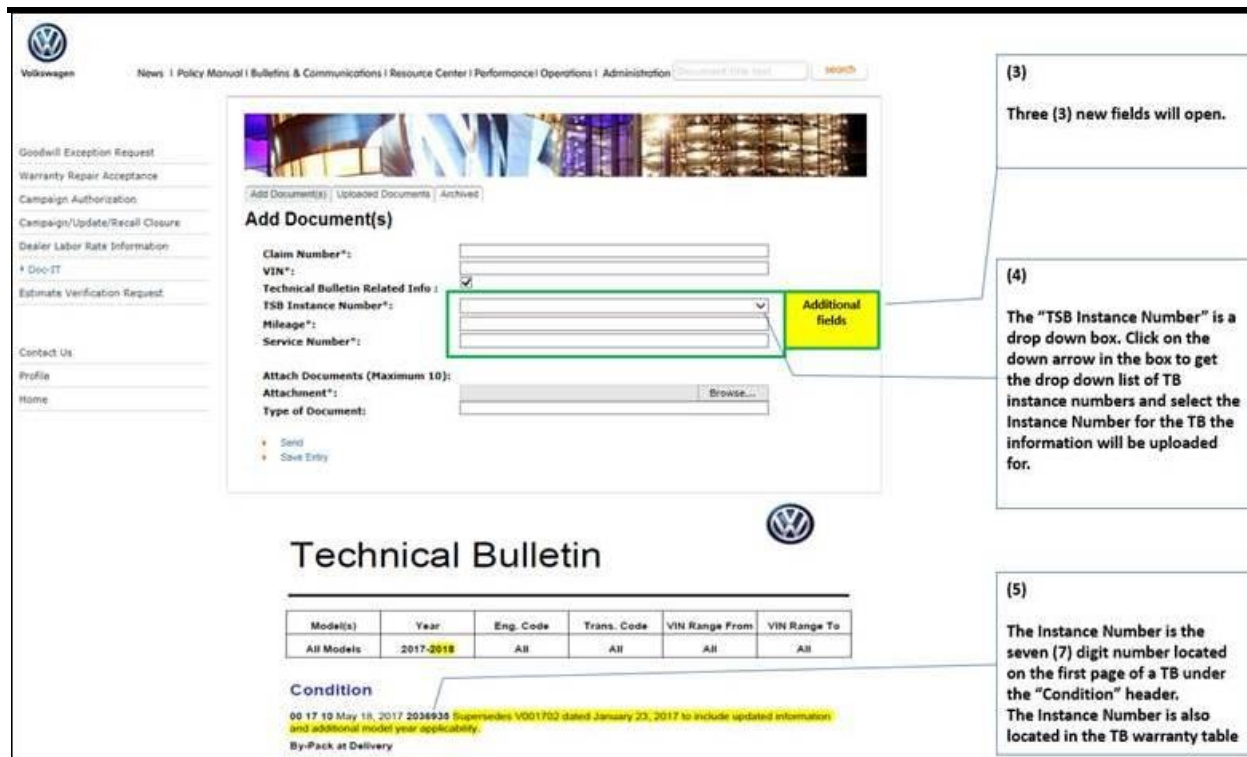
(1) Login to WISE and under the "Operations" tab, select "Doc-It" from the side menu.

(2) When the window opens up, check the box "Technical Bulletin Related Info"

The screenshot shows the WISE system interface. The sidebar on the left contains the following links: Goodwill Exception Request, Warranty Repair Acceptance, Campaign Authorization, Campaign/Update/Recall Closure, Dealer Labor Rate Information, Doc-It (highlighted), Estimate Verification Request, Contact Us, Profile, and Home. The main content area displays the 'Add Document(s)' form. The form includes fields for 'Claim Number\*', 'VIN\*', and 'Technical Bulletin Related Info'. Below these fields is a section for 'Attach Document(s) (Maximum 10):' with an 'Attachment\*' field and a 'Type of Document:' dropdown menu. At the bottom of the form are buttons for 'Send' and 'Save Entry'. A green circle highlights the 'Operations' tab in the top navigation bar.



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**(3)**  
Three (3) new fields will open.

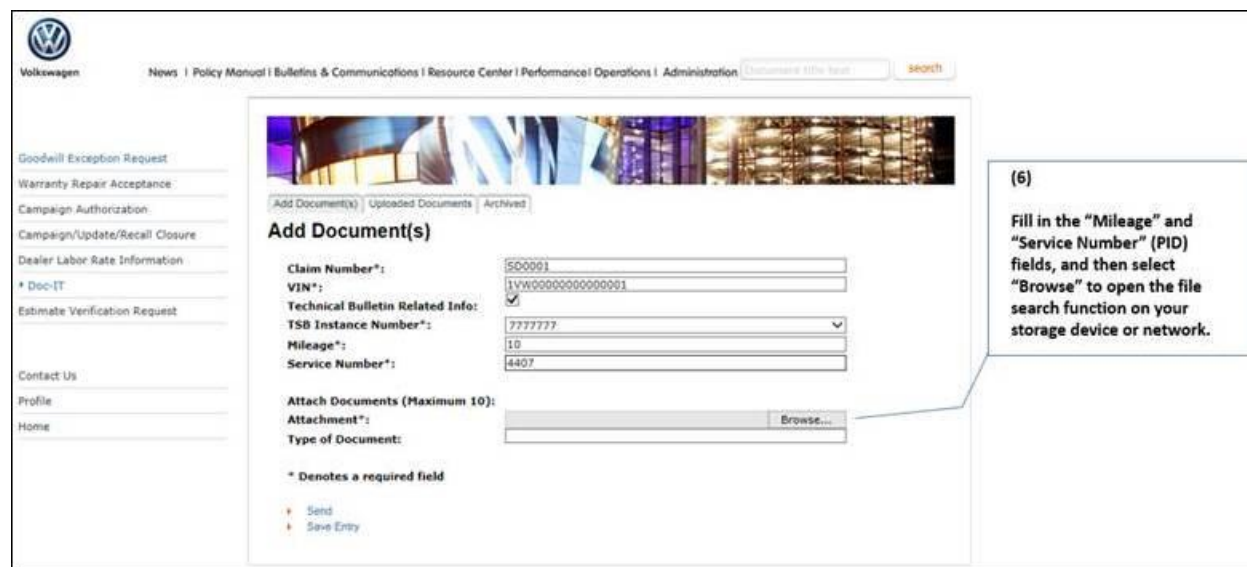
**(4)**  
The "TSB Instance Number" is a drop down box. Click on the down arrow in the box to get the drop down list of TB instance numbers and select the Instance Number for the TB the information will be uploaded for.

**(5)**  
The Instance Number is the seven (7) digit number located on the first page of a TB under the "Condition" header. The Instance Number is also located in the TB warranty table

**Technical Bulletin**

Model(s)	Year	Eng. Code	Trans. Code	VIN Range From	VIN Range To
All Models	2017-2018	AB	All	All	All

**Condition**  
00 17 10 May 18, 2017 2036935 Supersedes V001702 dated January 23, 2017 to include updated information and additional model year applicability.  
By-Pack at Delivery



**(6)**  
Fill in the "Mileage" and "Service Number" (PID) fields, and then select "Browse" to open the file search function on your storage device or network.


**Add Document(s)**

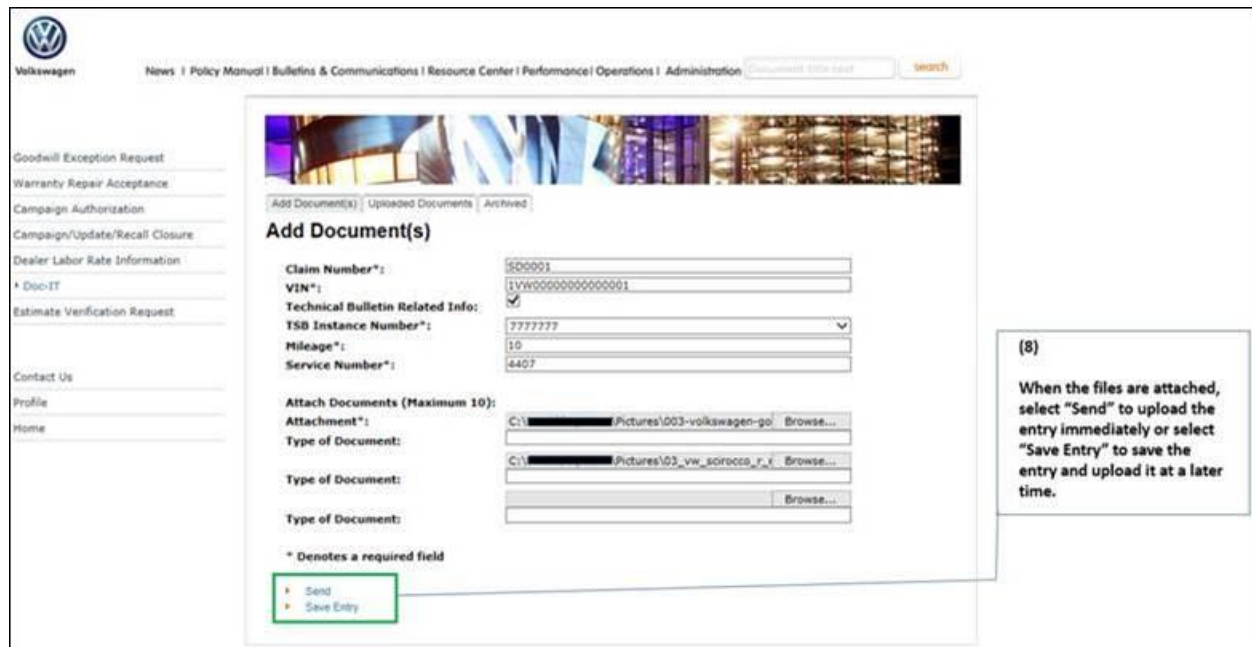
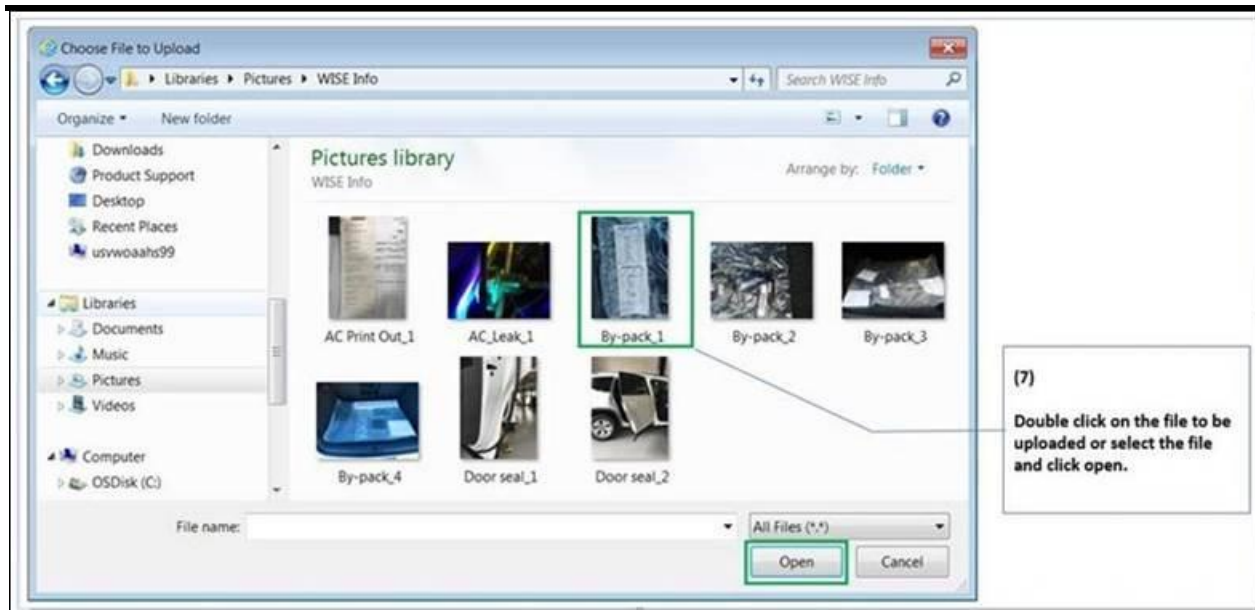
Claim Number\*: 500091  
VIN\*: 1VW0000000000000001  
Technical Bulletin Related Info: ☒  
TSB Instance Number\*: 7777777  
Mileage\*: 10  
Service Number\*: 4407


Attach Documents (Maximum 10):  
Attachment\*:  Browse...  
Type of Document:

\* Denotes a required field

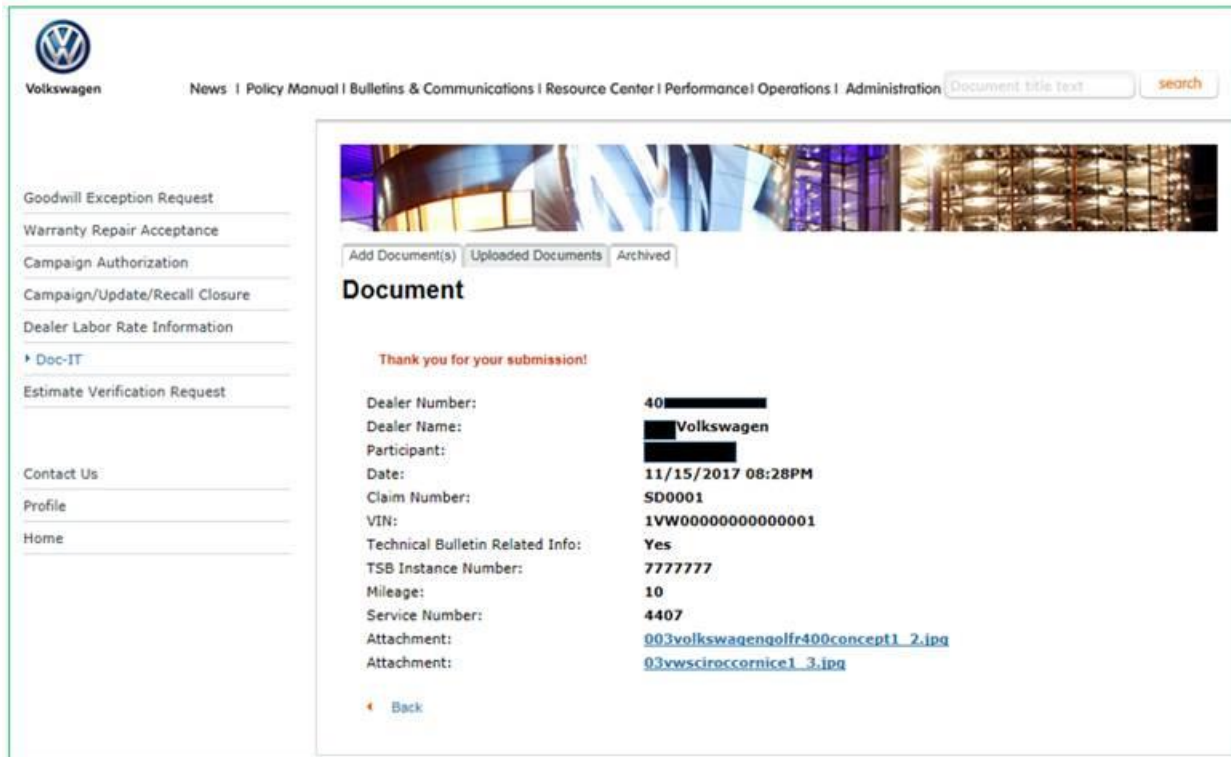
Send  
Save Entry

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### Example of a successful entry



The screenshot shows the Volkswagen Doc-IT submission interface. On the left is a navigation menu with links like 'Goodwill Exception Request', 'Warranty Repair Acceptance', 'Campaign Authorization', 'Campaign/Update/Recall Closure', 'Dealer Labor Rate Information', 'Doc-IT', 'Estimate Verification Request', 'Contact Us', 'Profile', and 'Home'. The main content area shows a 'Thank you for your submission!' message. Below this, a table lists submission details:

Document	
Thank you for your submission!	
Dealer Number:	40
Dealer Name:	Volkswagen
Participant:	
Date:	11/15/2017 08:28PM
Claim Number:	SD0001
VIN:	1VW00000000000001
Technical Bulletin Related Info:	Yes
TSB Instance Number:	7777777
Mileage:	10
Service Number:	4407
Attachment:	<a href="#">003volkswagengolf400concept1_2.jpg</a>
Attachment:	<a href="#">03vwsciroccornice1_3.jpg</a>

At the bottom of the form, there is a 'Back' button.



#### Note:

All fields marked with an asterisks (\*) must be populated for the Doc-It case to be submitted successfully.



#### Tip:

The 7 digit technical bulletin instance number remains the same for the life of the bulletin. The seven digits are followed by a "/" and a number that indicate the versions of a technical bulletin. For example 2036935/2 indicates the second version of the technical bulletin with instance number 2036935.

## 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.