



00-18-07 - By-Pack at Delivery (U.S. Only)

Release date: 6/24/2021

Condition

Model(s)	Year	Eng. Code	Trans. Code	VIN Range From	VIN Range To
All Models	2018-2022	All	All	All	All

Revision Table

Instance Number	Published Date	Version Number	Reason For Update
2036935/20	06/24/21	00-18-07	To include additional models and model year applicability.
2036935/17	04/14/20	00-18-07	To include additional models and model year applicability.
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.



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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.

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.



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**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).

PERFECT DELIVERY 360

Enter VIN Tasks Recent VINs

2017 Jetta | VIN: 000000000000000000

For additional information on each process, please touch the ⓘ icon located in the checklist.

Vehicle Acceptance Off The Truck In Progress: [dropdown]

Check that the vehicle is delivered free of damage. ✓ ! ? ⓘ

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. ✓ ! ? ⓘ

Support

Last Active User: N/A

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	PKW	RESERVATION		
162VJ1	2W413AJ6H364484	28142210531	0004131957		
POS	PART NUMBER	DESCRIPTION	POS	1	2
		PAINTING KIT			
01	178.000.010.0	CAJON DE ARRANQUE ASSEMBLY	1		
02	007.000.000.0	PALANCA LIMPIN PALANCA LIMPIN PALANCA LIMPIN	1		
03	008.000.047.0 - RLV	WHEEL TRIM TAPACUROS INTERNAL WHEELCENTRE	1		
04	107.010.100.7	ROOF PROTECTION PROTECCION PARA DITO DACHSCHUTZ	1		
05	008.007.000.0 - 000	WHEEL PLATE BOP. FOR PATRICO. KENNZEICHENSTÄBEN	1		
06	107.007.041	FRONT BUMPER TAPA PARCER DELANTERA STOSFANGERABDECKUNG VORN	1		
07	107.007.441	REAR BUMPER TAPA PARCER TRASERA STOSFANGERABDECKUNG HINTEN	1		
08	107.014.007	ELECTRIC LIGHTER ENCENDEDOR ELECTRICO ELEKTRISCHER ZIGARETTENANZÜENDER	1		
TOTAL AMOUNT OF PIECES IN BAG:			17		
TOTAL AMOUNT OF PIECES NOT INCLUDED IN BAG:			0		

Figure 3

VOLKSWAGEN DE MEXICO					
MODEL	VIN	PKW	RESERVATION		
162VJ1	2W413AJ6H364484	28142210531	0004131957		
POS	PART NUMBER	DESCRIPTION	POS	1	2
		KEY			
09	107.007.000	LANDER SCHLÜSSEL	1		
10	008.010.700.7	OPERATING HÄHNCHEN/STÄBCHEN BETRIEBANLEITUNG	1		
11	008.010.701.0	GLASS & PAPER GLAS & PAPIER GLAS & PAPIER	1		
TOTAL AMOUNT OF PIECES IN BAG:			17		
TOTAL AMOUNT OF PIECES NOT INCLUDED IN BAG:			0		
1. TRANSPORTISTA		2. PUERTO			
PRINTED ON 04-06-2004 BY 00000000					

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.



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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.



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.



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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.

The screenshot displays the WISE (Volkswagen Information System) interface. On the left, a sidebar menu is visible with various options. A callout box (1) points to the 'Doc-It' option under the 'Operations' tab. The main content area shows the 'Add Document(s)' form, which includes fields for 'Claim Number*', 'VIN*', and 'Technical Bulletin Related Info'. A callout box (2) points to the 'Technical Bulletin Related Info' checkbox. The form also includes a section for 'Attach Documents (Maximum 10):' with a 'Browse...' button and 'Send' and 'Save Entry' buttons at the bottom.

(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"



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Goodwill Exception Request
Warranty Repair Acceptance
Campaign Authorization
Campaign/Update/Recall Closure
Dealer Labor Rate Information
Doc-IT
Estimate Verification Request

Contact Us
Profile
Home

Add Document(s)

Claim Number*:
VIN*:
Technical Bulletin Related Info: ☒
TSB Instance Number*:
Mileage*:
Service Number*:
Additional fields

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

Send
Save Entry

Technical Bulletin

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

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Goodwill Exception Request
Warranty Repair Acceptance
Campaign Authorization
Campaign/Update/Recall Closure
Dealer Labor Rate Information
Doc-IT
Estimate Verification Request

Contact Us
Profile
Home

Add Document(s)

Claim Number*: 500001
VIN*: 1VW00000000000001
Technical Bulletin Related Info: ☒
TSB Instance Number*: 777777
Mileage*: 10
Service Number*: 4407

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

* Denotes a required field

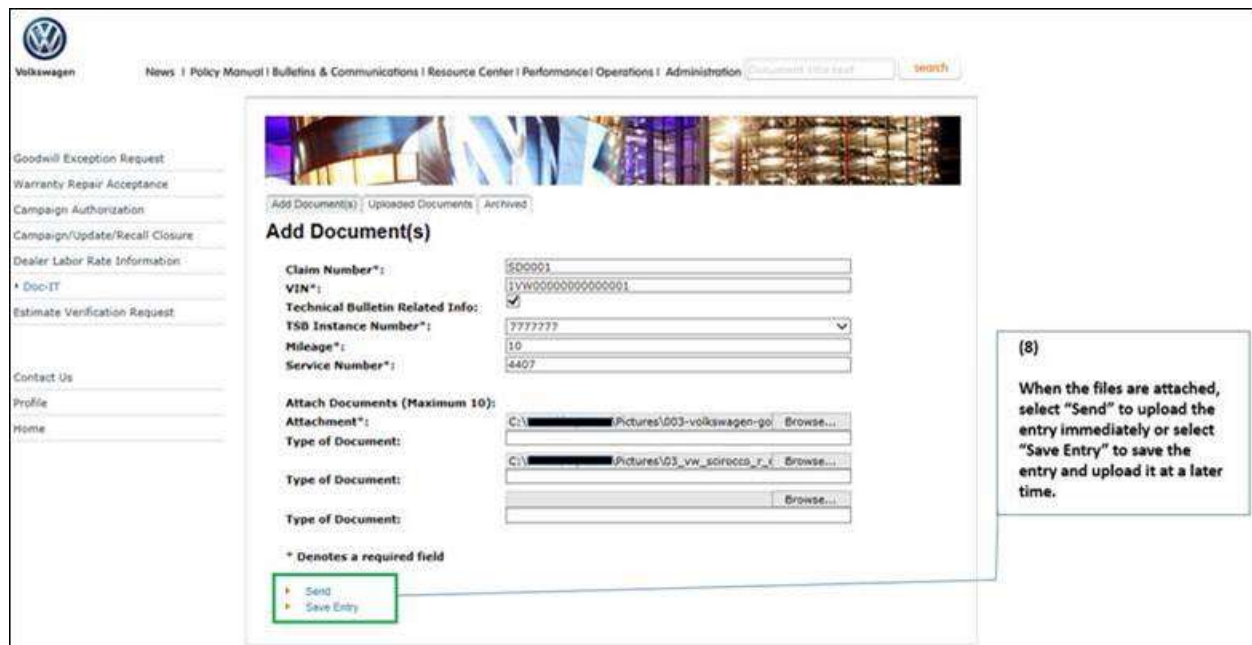
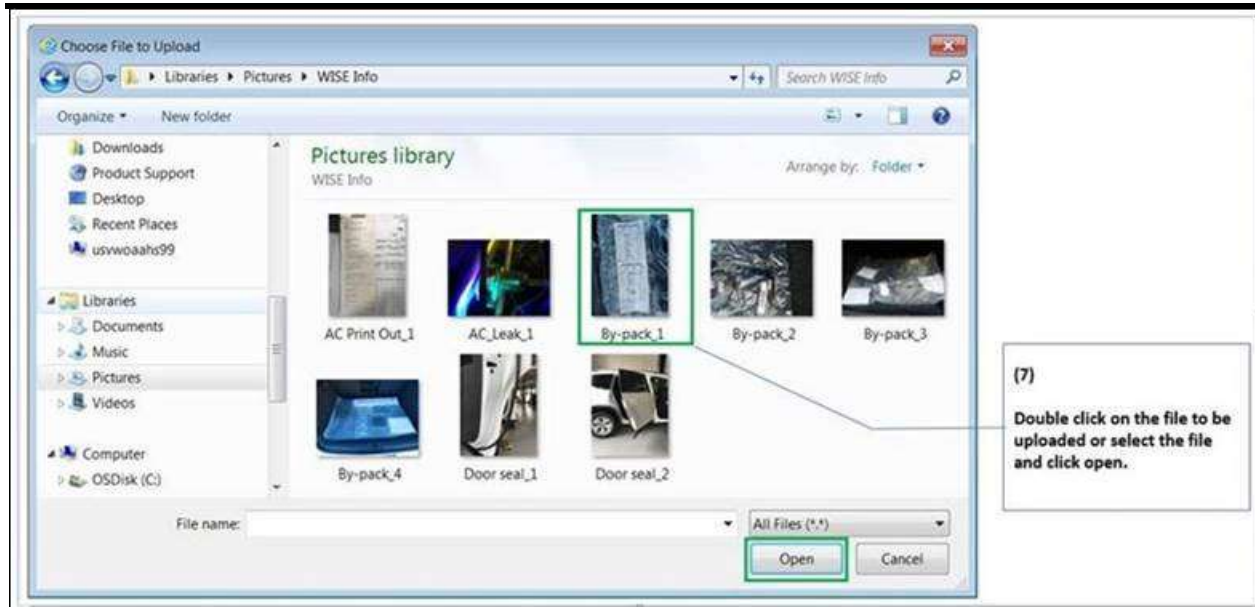
Send
Save Entry

(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.



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Example of a successful entry

The screenshot displays the Volkswagen Doc-IT submission interface. On the left is a navigation menu with options like 'Goodwill Exception Request', 'Warranty Repair Acceptance', and 'Doc-IT'. The main area shows a 'Document' submission confirmation. A message reads 'Thank you for your submission!'. Below this, a list of submission details is provided:

Dealer Number:	40
Dealer Name:	Volkswagen
Participant:	
Date:	11/15/2017 08:28PM
Claim Number:	SD0001
VIN:	1VW000000000000001
Technical Bulletin Related Info:	Yes
TSB Instance Number:	7777777
Mileage:	10
Service Number:	4407
Attachment:	003volkswagenqolfr400concept1_2.jpg
Attachment:	03vwsciroccornice1_3.jpg

A 'Back' button is located at the bottom left of the submission details.

**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.



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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.