



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

Release date: 5/30/2023

Condition

Model(s)	Year	Eng. Code	Trans. Code	VIN Range From	VIN Range To
All Models	2023-2024	All	All	All	All

Revision Table			
Instance Number	Published Date	Version Number	Reason For Update
2036935/21	05/30/23	00-18-07	To include additional model year applicability.
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 Accessories 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.



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

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Technical Background



Tip:

Accessories 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 Accessory Pack at Delivery

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

Accessory Pack issues should be claimed in one of two ways, Transportation Claim or Warranty Claim.

- **Transportation Claim:** At delivery off the truck the Accessory Pack is opened or damaged and component(s) are missing or damaged due to Accessory Pack damage.
- **Warranty Claims:** Accessory Pack is sealed and component(s) are missing, or there are incorrect component(s) in the Accessory Pack for the vehicle the bag is assigned to, or there are damaged component(s) in a sealed undamaged By-pack.



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

Release date: 5/30/2023

Note:

It is very important to check the Accessories Pack at vehicle acceptance off the truck to determine if a transportation claim should be filed. The Accessory 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 an Accessory 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 Accessories Pack condition and content check at vehicle acceptance off the truck (Figure 2).

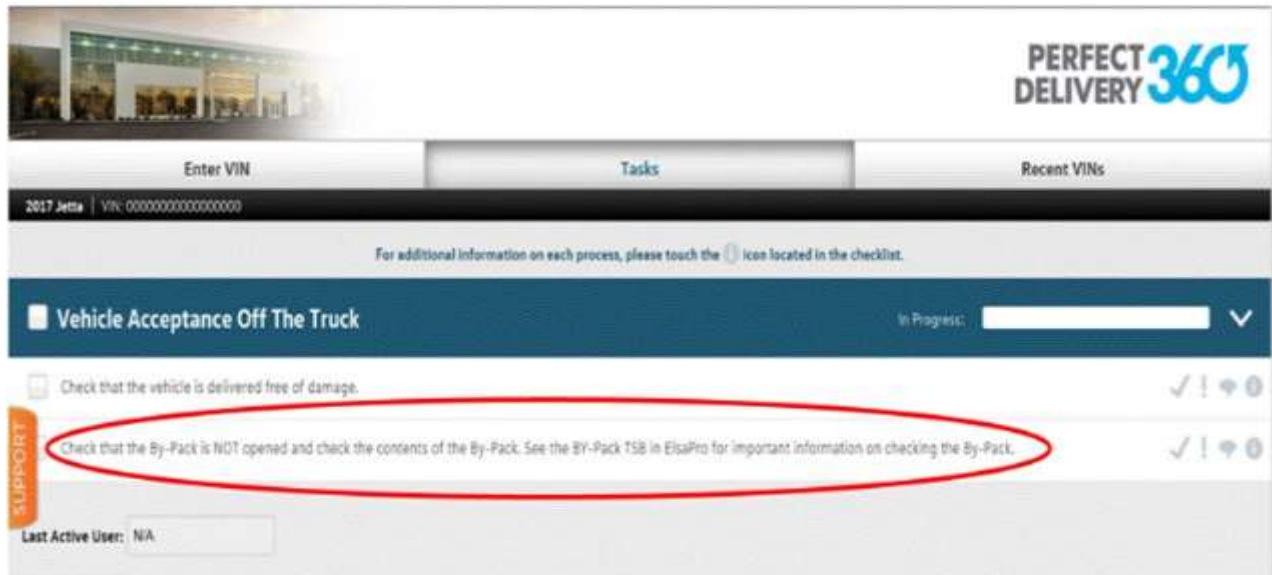


Figure 2.



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

Release date: 5/30/2023

Accessory Pack Inspection

At vehicle delivery off the truck at the dealer and at PDI, the Accessory 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 Accessory 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 Accessory Pack to verify that the Accessory 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 Accessory Pack that do not have English translated contents label or no content label, the Accessory 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, Taos) the Accessory Pack is located in the front passenger's side floor, Figure 5. The Accessory 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 Accessory Pack (Figure 7) and one key tether to the wiper stalk (Figure 8).
- For models produced in the U.S.A (Atlas, Cross Sport and ID.4) the Accessory Pack is located in the luggage compartment (Figure 9).
- For models produced in Germany (Aireon, GTI, Golf R) the Accessory Pack is located in the luggage compartment (Figure 10).



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

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VOLKSWAGEN DE MEXICO

MODEL: 162UJJ VIN: 2UK1N34J8E304404 PKW: 28142216531 RESERVATION: 0004121957

POS	PART NUMBER	DESCRIPTION	QTY	1	2
		TRINING EYE			
01	179.000.010.0	SERVICIO DE ARRANQUE ASISTIDO/EPPOESE	1		
02	007.000.000.0	ALARMA LAMPIN ALARMA LAMPIN ALARMA LAMPIN	1		
03	000.001.047.0 - 0L0	WHEEL TRIM TAPACHOS INTEGRAL INDEPENDIENDE	4		
04	109.010.100.7	WIP PROTECTION PROTECTION PARK WIP WIP SCHUTZ	4		
05	000.007.000.0 - 000	WIP WIP PLATE WIP WIP PATRICO. KENNZEICHENTRAGER	1		
06	109.007.001	FRONT BUMPER TAPA PARRA DELANTERA STOPFANGENABDECKUNG VORN	1		
07	109.007.001	REAR BUMPER TAPA PARRA TRASERA STOPFANGENABDECKUNG HINTEN	1		
08	109.014.007	ELECTRIC LIGHTER ENCENDEDOR ELECTRICO ELEKTRISCHER ZIGARRRATENANZUEHNER	1		
TOTAL AMOUNT OF PIECES IN BAG:			17		
TOTAL AMOUNT OF PIECES NOT INCLUDED IN BAG:			0		

VOLKSWAGEN DE MEXICO

Figure 3

VOLKSWAGEN DE MEXICO

MODEL: 162UJJ VIN: 2UK1N34J8E304404 PKW: 28142216531 RESERVATION: 0004121957

POS	PART NUMBER	DESCRIPTION	QTY	1	2
09	109.007.000	LLAVES KEYS	1		
10	000.010.700.7	OPERATING MANUAL/INSTRUCCION BETRIEBANLEITUNG	1		
11	000.010.701.00	OWNER'S MANUAL MANUAL A BORRO OPERATOR	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



Figure 5. Accessory Pack Location for cars produced in Mexico



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



Figure 7. One key in Accessory Pack for cars produced in Mexico.



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



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

Release date: 5/30/2023



Figure 9. Passat Accessory Pack located in the luggage compartment



Figure 10. Tiguan Limited Accessory Pack located in the luggage compartment

 **Note:**

Make sure to properly document the condition of the Accessory Pack on the transportation delivery form. Document whether the Accessory 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 Accessory Pack is found to be disturbed in any way, the claim should be filed as a transportation claim.

ONLY if the Accessory Pack is completely undisturbed and parts are found missing, wrong or damaged, should the claim be filed under warranty.

Accessory Pack Warranty Claim

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

Warranty Claim Guide

 **Tip:**

Best Practice - At PDI **BEFORE** opening the Accessory Pack spread out the Accessory 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 Accessory 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.



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

Release date: 5/30/2023



Figure 11.



Figure 12.

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

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



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

Release date: 5/30/2023

**Note:****Accessory Pack Picture Requirements.**

For Accessory 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:****Accessory Pack related issue during new vehicle launch periods.**

For Accessory 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 Accessory Pack pictures for attachment to a VTA ticket. Please note that the requirements for valid Accessory Pack related warranty claim outlined in this TB also apply during new vehicle launches.



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

Release date: 5/30/2023

Warranty

Information only.



Tip:

- When filing a warranty claim for missing or incorrect items in the Accessory 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 user interface. The top navigation bar includes 'Home', 'Policy Manager', 'Bulletins & Communications', 'Resource Center', 'Performance', 'Operations', and 'Administration'. The 'Operations' tab is selected. In the left-hand side menu, 'Doc-It' is highlighted. The main content area displays the 'Add Document(s)' form, which includes fields for 'Claim Number*', 'VIN*', and 'Technical Bulletin Related Info'. A checkbox for 'Technical Bulletin Related Info' is present and is highlighted by callout (2). Below these fields are sections for 'Attach Documents (Maximum 10):' and 'Type of Document:' with a 'Browse...' button.



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

Release date: 5/30/2023

(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

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

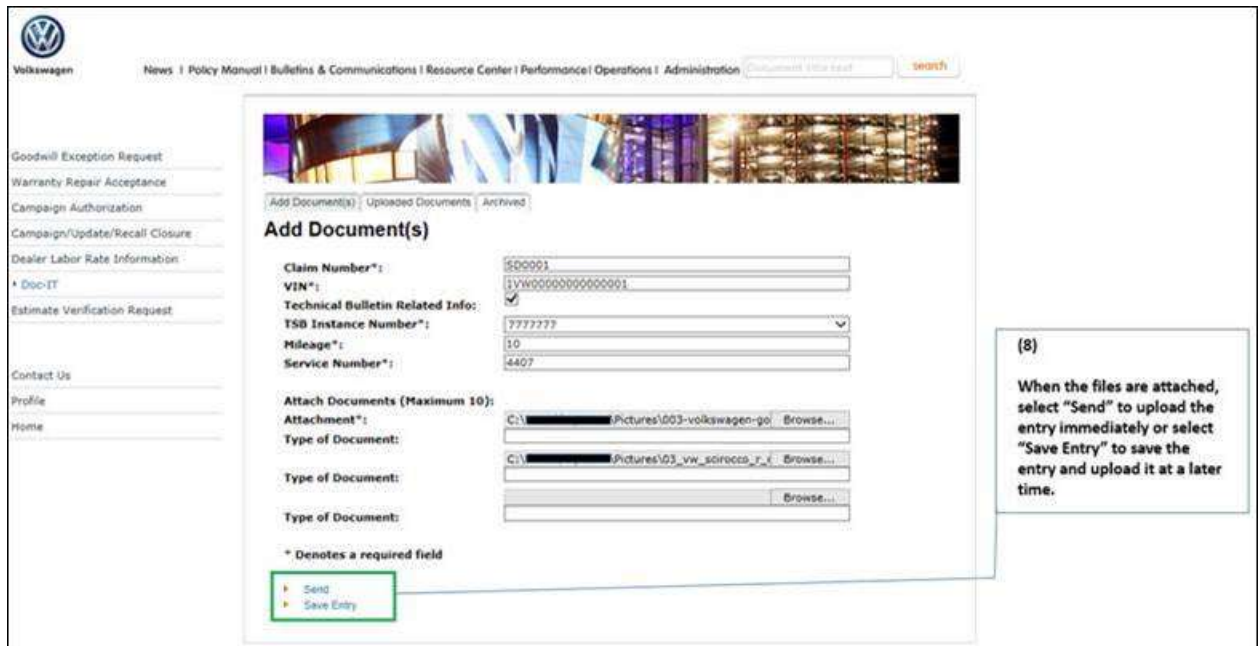
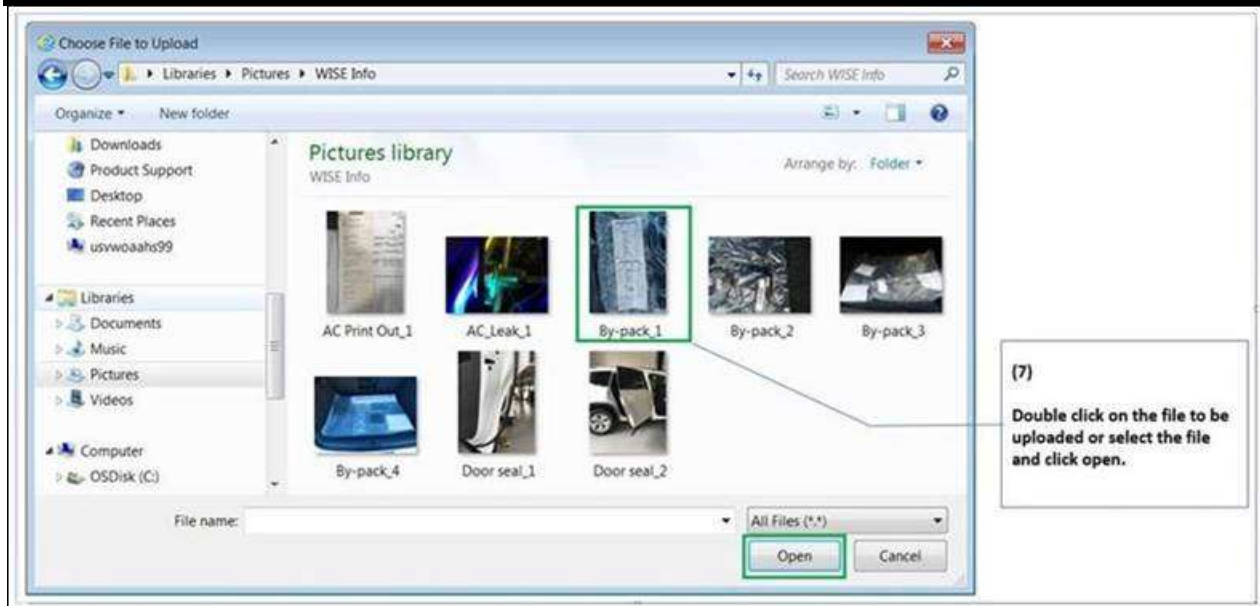
Condition
06 17 19 May 18, 2017 2036935 Superchargers V001702 dated January 23, 2017 to include updated information and additional model year applicability.
By-Pack at Delivery

(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.



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Example of a successful entry

The screenshot shows the Volkswagen Doc-IT interface. At the top, there is a navigation menu with links for News, Policy Manual, Bulletins & Communications, Resource Center, Performance, Operations, and Administration. A search bar is located on the right. On the left side, there is a sidebar with various menu items such as Goodwill Exception Request, Warranty Repair Acceptance, Campaign Authorization, Campaign/Update/Recall Closure, Dealer Labor Rate Information, Doc-IT (highlighted), and Estimate Verification Request. Below the sidebar, there are sections for Contact Us, Profile, and Home. The main content area displays a confirmation message: "Thank you for your submission!". Below this message, a list of document details is shown:

Dealer Number:	40
Dealer Name:	Volkswagen
Participant:	
Date:	11/15/2017 08:28PM
Claim Number:	S00001
VIN:	1VW00000000000001
Technical Bulletin Related Info:	Yes
TSB Instance Number:	777777
Mileage:	10
Service Number:	4407
Attachment:	003volkswagenqolfr400concept1_2.jpg
Attachment:	03vwsciroccornice1_3.jpg

At the bottom of the document details, 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.