



Maintenance

Transporter 2004 ➤
Transporter 2010 ➤
Edition 09.2018



Maintenance

Heading

1. Engine list
2. Service work
3. General information
4. Descriptions of work:
5. Exhaust emissions test

Technical information should always be available to the foremen and mechanics, because their careful and constant adherence to the instructions is essential to ensure vehicle road-worthiness and safety. In addition, the normal basic safety precautions for working on motor vehicles must, as a matter of course, be observed.



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1 Engine list

(VIGG001203; Edition 09.2018)

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Diesel engines ⇒ [page 2](#)
Multivan 2010 ► and Transporter 2010 ► Petrol engines ⇒ [page 3](#)
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Note

To ease the search for an engine, the engine codes are listed in alphabetical order.

Petrol engines 2004 ►

Engines	⇒	Petrol engine	Petrol engine	Petrol engine
Displacement	l	2.0	3.2	3.2
Use		09.03 ►	08.03 ►	
Engine code		AXA	BDL	BDM
No. of cylinders/valves per cylinder		4/2	6/4	6/4
Power	kW at rpm	85/5200	173/6200	173/6200
Torque	Nm at rpm	170/2700 - 4700	315/2950	320/3200
Bore	Ø mm	82.5	84.0	84.0
Stroke	mm	92.8	95.9	95.9
Compression ratio		10.5	11.25	11.0
Injection/ignition		Motronic ME 7.5	Motronic ME 7.1.1	Motronic ME 7.1.1
RON	unleaded, at least	Super unleaded with 98 RON ¹⁾	Super unleaded with 98 RON ¹⁾	Super unleaded with 98 RON ¹⁾
Camshaft drive		Toothed belt	Chain	Chain

Note ¹⁾ Under exceptional circumstances, super unleaded, at least 95 RON, but with reduced output.

Engines	⇒	Petrol engine
Displacement	l	3.2
Use		08.03 ►
Engine code		BKK
No. of cylinders/valves per cylinder		6/4
Power	kW at rpm	173/6200
Torque	Nm at rpm	315/2950
Bore	Ø mm	84.0
Stroke	mm	95.9
Compression ratio		10.85
Injection/ignition		Motronic ME 7.1.1
RON	unleaded, at least	Super unleaded with 98 RON ¹⁾
Camshaft drive		Chain



Note ¹⁾ Under exceptional circumstances, super unleaded, at least 95 RON, but with reduced output.

Diesel engines 2004 ►

Engines	⇒	Diesel engines	Diesel engines	Diesel engines
Displacement	l	1.9	1.9	2.5
Use		03.03 ►	03.03 ►	01.03 ►
Engine code		AXB	AXC	AXD
No. of cylinders/valves per cylinder		4/2	4/2	5/2
Power	kW at rpm	77/3500	63/3500	96/3500
Torque	Nm at rpm	250/2000	200/1600 - 2400	340/2000 - 2300
Bore	Ø mm	79.5	79.5	81.0
Stroke	mm	95.5	95.5	95.5
Compression ratio		18.0	18.0	18.5
Injection/ignition		TDI with unit injector	TDI with unit injector	TDI with unit injector
Diesel particle filters		no	no	no
Camshaft drive		Toothed belt	Toothed belt	Spur gear

Volkswagen Technical Site: <http://vwts.ru> <http://vwts.info>

Engines	⇒	Diesel engines	Diesel engines	Diesel engines
Displacement	l	2.5	2.5	2.5
Use		01.03 ►	08.03 ►	01.06 ►
Engine code		AXE	BLJ	BNZ
No. of cylinders/valves per cylinder		5/2	5/2	5/2
Power	kW at rpm	128/3500	120/3500	96/3500
Torque	Nm at rpm	400/2000 - 2300	400/2000 - 2300	340/2000 - 2300
Bore	Ø mm	81.0	81.0	81.0
Stroke	mm	95.5	95.5	95.5
Compression ratio		18.5	18.5	18.5
Injection/ignition		TDI with unit injector	TDI with unit injector	TDI with unit injector
Diesel particle filters		no	no	yes ^{1) 2)}
Camshaft drive		Spur gear	Spur gear	Spur gear

¹⁾ RME fuel (biodiesel) must not be used for vehicles with standard diesel particulate filter (DPF).

²⁾ When using diesel with elevated sulphur content, the service life of the diesel particulate filter may be reduced. To find out which countries have increased sulphur content in the diesel fuel, see [⇒ page 13](#).

Engines	⇒	Diesel engines	Diesel engines	Diesel engines
Displacement	l	2.5	1.9	1.9
Use		01.06 ►	01.06 ►	01.06 ►
Engine code		BPC	BRR	BRS
No. of cylinders/valves per cylinder		5/2	4/2	4/2
Power	kW at rpm	128/3500	62/3500	75/3500



Engines	⇒	Diesel engines	Diesel engines	Diesel engines
Displacement	l	2.5	1.9	1.9
Use		01.06 ►	01.06 ►	01.06 ►
Engine code		BPC	BRR	BRS
Torque	Nm at rpm	400/2000 - 2300	200/2000	250/2000
Bore	Ø mm	81.0	79.5	79.5
Stroke	mm	95.5	95.5	95.5
Compression ratio		18.5	18.5	18.5
Injection/ignition		TDI with unit injector	TDI with unit injector	TDI with unit injector
Diesel particle filters		yes ^{2) 3)}	optional ^{1) 2) 3)}	optional ^{1) 2) 3)}
Camshaft drive		Spur gear	Toothed belt	Toothed belt

¹⁾ Depending on vehicle equipment

²⁾ RME fuel (biodiesel) must not be used for vehicles with standard diesel particulate filter (DPF).

³⁾ When using diesel with elevated sulphur content, the service life of the diesel particulate filter may be reduced. To find out which countries have increased sulphur content in the diesel fuel, see ⇒ [page 13](#).

Petrol engines 2010 ►

Engines	⇒	Petrol engine	Petrol engine	Petrol engine
Displacement	l	2.0	2.0	2.0
Use		09.03 ►	05.11 ►	07.12 ►
Engine code		AXA	CJKA	CJKB
No. of cylinders/valves per cylinder		4/2	4/4	4/4
Power	kW at rpm	85/5200	150/4200 - 6000	110/3750 - 6000
Torque	Nm at rpm	170/2700 - 4700	350/1500 - 4000	280/1500 - 3750
Bore	Ø mm	82.5	82.5	82.5
Stroke	mm	92.8	92.8	92.8
Compression ratio		10.5	9.8	9.8
Injection/ignition		Motronic ME 7.5	Motronic ME	Motronic ME
RON	unleaded, at least	Super unleaded with 98 RON ¹⁾	Super unleaded with 95	Super unleaded with 95
Camshaft drive		Toothed belt	Chain	Chain

Note ¹⁾ Under exceptional circumstances, super unleaded, at least 95 RON, but with reduced output.

Diesel engines 2010 ►

Engines	⇒	Diesel engines	Diesel engines	Diesel engines	Diesel engines
Displacement	l	2.0	2.0	2.0	2.0
Use		05.09 ►	05.09 ►	05.09 ►	05.09 ►
Engine code		CAAA	CAAB	CAAC	CAAD
No. of cylinders/valves per cylinder		4/4	4/4	4/4	4/4
Power	kW at rpm	62/3500	75/3500	103/3500	84/3500



Engines	⇒	Diesel engines	Diesel engines	Diesel engines	Diesel engines
Displacement	l	2.0	2.0	2.0	2.0
Use		05.09 ►	05.09 ►	05.09 ►	05.09 ►
Engine code		CAAA	CAAB	CAAC	CAAD
Torque	Nm at rpm	220/1250 - 2500	250/1500 - 2500	340/1750 - 2500	250/1500 - 2500
Bore	Ø mm	81.0	81.0	81.0	81.0
Stroke	mm	95.5	95.5	95.5	95.5
Compression ratio		16.5	16.5	16.5	16.5
Injection/ignition		Common rail	Common rail	Common rail	Common rail
Diesel particle filters		yes/no ¹⁾ ²⁾ ³⁾	yes/no ¹⁾ ²⁾ ³⁾	yes/no ¹⁾ ²⁾ ³⁾	yes/no ¹⁾ ²⁾ ³⁾
Camshaft drive		Toothed belt	Toothed belt	Toothed belt	Toothed belt

¹⁾ Depending on vehicle equipment

²⁾ RME fuel (biodiesel) must not be used for vehicles with standard diesel particulate filter (DPF).

³⁾ When using diesel with elevated sulphur content, the service life of the diesel particulate filter may be reduced. To find out which countries have increased sulphur content in the diesel fuel, see ⇒ [page 13](#) .

Engines	⇒	Diesel engines	Diesel engines	Diesel engines
Displacement	l	2.0	2.0	2.0
Use		05.10 ►	05.09 ►	05.10 ►
Engine code		CAAE	CCHA	CCHB
No. of cylinders/valves per cylinder		4/4	4/4	4/4
Power	kW at rpm	100/3500	103/3500	100/3500
Torque	Nm at rpm	340/1750 - 2500	340/1750 - 2500	340/1750 - 2500
Bore	Ø mm	81.0	81.0	81.0
Stroke	mm	95.5	95.5	95.5
Compression ratio		16.5	16.5	16.5
Injection/ignition		Common rail	Common rail	Common rail
Diesel particle filters		yes/no ¹⁾ ²⁾ ³⁾	yes/no ¹⁾ ²⁾ ³⁾	yes/no ¹⁾ ²⁾ ³⁾
Camshaft drive		Toothed belt	Toothed belt	Toothed belt

¹⁾ Depending on vehicle equipment

²⁾ RME fuel (biodiesel) must not be used for vehicles with standard diesel particulate filter (DPF).

³⁾ When using diesel with elevated sulphur content, the service life of the diesel particulate filter may be reduced. To find out which countries have increased sulphur content in the diesel fuel, see ⇒ [page 13](#) .

Engines	⇒	Diesel engines
Displacement	l	2.0
Use		05.09 ►
Engine code		CFCA
No. of cylinders/valves per cylinder		4/4
Power	kW at rpm	132/4000



Engines	⇒	Diesel engines
Displacement	l	2.0
Use		05.09 ➤
Engine code		CFCA
Torque	Nm at rpm	400/1500 - 2000
Bore	Ø mm	81.0
Stroke	mm	95.5
Compression ratio		16.5
Injection/ignition		Common rail
Diesel particle filters		yes/no ¹⁾ ²⁾ ³⁾
Camshaft drive		Toothed belt

¹⁾ Depending on vehicle equipment

²⁾ RME fuel (biodiesel) must not be used for vehicles with standard diesel particulate filter (DPF).

³⁾ When using diesel with elevated sulphur content, the service life of the diesel particulate filter may be reduced. To find out which countries have increased sulphur content in the diesel fuel, see ⇒ [page 13](#) .



2 Service work

- ◆ Information reference flexible or fixed service ➔ [page 6](#)
- ◆ Service tables ➔ [page 8](#)
- ◆ Scopes of service ➔ [page 18](#)

2.1 Information about flexible or fixed service

- ◆ Service identification ➔ [page 6](#)
- ◆ Flexible service ➔ [page 6](#)
- ◆ Fixed service ➔ [page 6](#)
- ◆ Service interval display ➔ [page 7](#)

2.1.1 Service identification

- Referring to vehicle data label ➔ [page 46](#) , check if vehicle is equipped with following PR numbers:

The PR number is decisive for the service intervals
➔ [page 8](#) .

Model year	PR number	Service
► 2012	QG1	Flexible service
► 2012	QG0, QG2	Fixed service
2013 ►	QI6	Flexible service
2013 ►	QI8	Flexible service
2013 ►	QI1, QI2, QI3, QI4, QI5, QI7	Fixed service

2.1.2 Flexible service

The flexible service enables long service intervals, depending on individual driving style and the conditions under which the vehicle is used.



Note

*For the flexible service, a special LongLife engine oil is required
➔ [page 9](#) .*

Vehicles with PR number “QG1” or “QI6/QI8” are set up for flexible service before they leave the factory. This means that these vehicles have a flexible service interval display ➔ [page 7](#) and are fitted with the following components:

- ◆ Flexible service interval display in dash panel insert
- ◆ Engine oil level sensor
- ◆ Brake pad wear indicator (if fitted)

For vehicles with flexible service the service interval is determined by the control unit and is indicated on service interval display (SID) ➔ [page 7](#) .

Therefore the service intervals are flexible.

2.1.3 Fixed service

For vehicles with a fixed service, fixed services are calculated. This means that the indicated mileage or time intervals have al-



ready been determined and specified by Volkswagen Commercial Vehicles. For normal operating conditions achieving these service intervals is technically assured.

Therefore the service intervals are fixed.

The fixed service applies for the following vehicles:

- ◆ Vehicles which have not been delivered with extended servicing intervals (ESI) (PR numbers "QG0", "QG2", "QI1", "QI2", "QI3", "QI4", "QI5", "QI7").
- ◆ Vehicles for which extended service interval (ESI) was stopped.
- ◆ Vehicles for which no LongLife engine oil was used.

These non-flexible service intervals apply to all types of service events including an engine oil change.

Vehicles with PR number "QG0"

The vehicles are "not" factory-fitted with components for flexible service. Fixed service intervals apply for maintenance.

The PR number is valid only to ➤2012.

Vehicles with PR number "QG2"

The PR number is valid only to ➤2012.

For these vehicles the flexible service is not factory-activated. Therefore, these vehicles have a fixed service interval display ⇒ [page 7](#) and for maintenance the fixed service intervals (rigid service intervals) apply. These vehicles are fitted with the following components:

- ◆ Fixed service interval display in dash panel insert
- ◆ Engine oil level sensor
- ◆ Brake pad wear indicator (if fitted)

2.1.4 Service interval display

Introduction of extended servicing intervals (ESI) ⇒ [page 7](#)

Flexible service interval display (only vehicles with a flexible service) ⇒ [page 7](#)

Fixed service interval display (only vehicles with a fixed service) ⇒ [page 8](#)

Service at service due ⇒ [page 8](#)

Service announcement ⇒ [page 8](#)

Service interval display: resetting ⇒ [page 137](#)

Service interval display: adapting ⇒ [page 139](#)

Introduction of extended servicing intervals (ESI)

Ask your importer if the extended servicing interval (ESI) is available for your country.

Flexible service interval display (only vehicles with a flexible service)

Calculation of service intervals:

- ◆ The service intervals on vehicles with a flexible service is calculated. Input values such as, distance travelled, fuel consumption, oil temperature and loading on diesel particulate filter are evaluated by the control unit.



- ◆ The result of the evaluation is a value for the deterioration of the oil due to thermal loading.
- ◆ The oil deterioration is the deciding factor concerning the distance that can still be driven to the next service.



Note

For vehicles with a flexible service but which are serviced according to fixed service intervals, the service interval display must be recoded to "non-flexible" ⇒ [page 139](#).

Fixed service interval display (only vehicles with a fixed service)

Calculation of service intervals:

- ◆ The service interval for vehicles with a fixed service is calculated in fixed service intervals. This means that the mileage or time values have been previously determined and specified by Volkswagen Commercial Vehicles.
- ◆ For normal operating conditions achieving these service intervals is technically assured.

Service at service due

- ◆ On vehicles with text messages on dash panel insert the message "Service now" and a spanner symbol are displayed.

The service information disappears after a few seconds or if engine is running.

Service announcement

If a service is due, Service announcement appears on dash panel insert display when ignition is switched on.

- ◆ On vehicles with text messages on dash panel insert display, the following appears: Service in --- km or --- days.

The service information disappears after a few seconds or if engine is running.

- ◆ The service announcement is displayed 20 days before the next service due.
- ◆ The remaining distance displayed is always rounded to the nearest 100 km or the remaining time rounded to full days.

2.2 Service tables

The following chapter contains the well-known service tables with the service specifications of the Volkswagen Commercial Vehicles brand. Since, in the past, individual service specifications were set up in various markets, mostly through severe operating conditions, these are listed in service tables with specific deviations.



Service tables ⇒ [page 9](#)

Service tables with market-specific deviations ⇒ [page 12](#)



Note

- ◆ *For combined kilometre and time display applies: whichever occurs first.*
- ◆ *Depending on conditions under which the vehicle is used and vehicle equipment, extra service work must be performed in addition to the oil change service, interval service or inspection service.*
- ◆ *It is also possible to carry out additional work outside the service intervals, but such work must be entered in the service schedule.*

2.2.1 Service tables

- ◆ Service intervals ▶ 2004 ⇒ [page 9](#)
- ◆ Service intervals 2005 ▶ 2009 ⇒ [page 9](#)
- ◆ Service intervals 2010 ▶ 2012 ⇒ [page 9](#)
- ◆ Service intervals 2013 ▶ 2013 ⇒ [page 11](#)
- ◆ Service intervals 2014 ▶ ⇒ [page 11](#)
- ◆ VW engine oil standards ⇒ [page 105](#)

Service intervals ▶ 2004

Multivan, Caravelle and Transporter (7H and 7J)			
Service intervals ▶ 2004			
From to	PR no./remarks	Service events: Intervals	Indicated on service interval display (includes oil change)
▶ 2004	Diesel engines with high sulphur content in diesel fuel	Oil change service every 7,500 km	YES
	QG0/QG2 or QG1 vehicles coded to fixed intervals	Oil change service every 15,000 km or 1 year	YES
		Inspection service every 30,000 km/2 years	YES
	QG1 vehicles	Inspection service max. 30,000 km or 2 years	YES

Service intervals 2005 ▶ 2009

Multivan, Caravelle and Transporter (7H and 7J)			
Service intervals 2005 ▶ 2009			
From to	PR no./remarks	Service events: Intervals	Indicated on service interval display (includes oil change)
2005 ▶	Diesel engines with high sulphur content in diesel fuel	Oil change service every 7,500 km	YES



Multivan, Caravelle and Transporter (7H and 7J)			
Service intervals 2005 ►2009			
From to	PR no./remarks	Service events: Intervals	Indicated on service inter- val display (includes oil change)
	QG0/QG2 or QG1 vehicles coded to fixed intervals	Oil change service every 15,000 km or 1 year	YES
		Interval service every 30,000 km or 2 years	YES
	QG1 vehicles	Interval service max. 30,000 km or 2 years	YES
	For all vehicles	First inspection service after 3 years, then every 2 years ¹⁾	NO

Note ¹⁾ Vehicles ► 2007 without brake fluid change and vehicles 2008 ► with brake fluid change

Service intervals 2010 ►2012

Multivan, Caravelle and Transporter (7E and 7F)			
Service intervals 2010 ►2012			
From to	PR no./remarks	Service events: Intervals	Indicated on service inter- val display (includes oil change)
2010►2012	Diesel engines with high sulphur content in diesel fuel	Oil change service ⇒ page 13	YES
	QG0/QG2 or QG1 vehicles coded to fixed intervals	Oil change service (fixed): every 15,000 km or 1 year (petrol engine)	YES
		Oil change service (fixed): every 20,000 km or 1 year (diesel engine)	YES
		Interval service (fixed): max. 30,000 km / 2 years (petrol engine)	YES
		Interval service (fixed): max. 40,000 km / 2 years (diesel engine)	YES
	QG1 vehicles	Interval service (flexible): max. 30,000 km / 2 years (petrol engine)	YES
		Interval service (flexible): max. 40,000 km / 2 years (diesel engine)	YES
	For all vehicles	First inspection service after 3 years, then every 2 years	NO



Service intervals 2013 ► 2013

Multivan, Caravelle and Transporter (7E and 7F)			
Service intervals 2013 ► 2013			
From - to	PR No.	Service events: Intervals	Indicated on service inter- val display (includes oil change)
2013 ► 2013	QI1	Oil change service (fixed): every 5,000 km/1 year	YES
	QI2	Oil change service (fixed): every 7,500 km/1 year	YES
	QI3	Oil change service (fixed): every 10,000 km/1 year	YES
	QI4	Oil change service (fixed): every 15,000 km/1 year	YES
	QI5	Oil change service (fixed): every 20,000 km or 1 year	YES
	QI7	Oil change service (fixed): every 10,000 mi/1 year	YES
	QI1, QI2, QI3, QI4, QI5, QI7	Interval service (fixed): every 30,000 km or 2 years (petrol engine)	YES
	QI1, QI2, QI3, QI4, QI5, QI7	Interval service (fixed): every 40,000 km or 2 years (diesel engine)	YES
	QI6	Interval service (flexible): every 30,000 km or 2 years (petrol engine)	YES
	QI8	Interval service (flexible): every 40,000 km or 2 years (diesel engine)	YES
	QI1, QI2, QI3, QI4, QI5, QI6, QI7, QI8	First inspection service after 3 years, then every 2 years	NO

Service intervals 2014 ►

Multivan, Caravelle and Transporter (7E and 7F)			
Service intervals 2014 ►			
From - to	PR no./remarks	Service events: Intervals	Indicated on service in- terval display (includes oil change)
2014 ►	QI1	Oil change service (fixed): every 5,000 km/1 year	YES
	QI2	Oil change service (fixed): every 7,500 km/1 year	YES
	QI3	Oil change service (fixed): every 10,000 km/1 year	YES
	QI4	Oil change service (fixed): every 15,000 km/1 year	YES
	QI5	Oil change service (fixed): every 20,000 km/1 year	YES
	QI6	Oil change service (flexible): every 30,000 km/2 years	YES
	QI7	Oil change service (fixed): every 10,000 mi or 1 year	YES



Multivan, Caravelle and Transporter (7E and 7F)			
Service intervals 2014 ►			
From - to	PR no./remarks	Service events: Intervals	Indicated on service in- terval display (includes oil change)
	QI8	Oil change service (flexible): every 40,000 km/2 years	YES
	QI1, QI2, QI3, QI4, QI5, QI6, QI7	Inspection ¹⁾ after 30,000 km or 2 years, then every 30,000 km or 1 year	YES
	QI1, QI2, QI3, QI4, QI5, QI7, QI8	Inspection ¹⁾ after 40,000 km or 2 years, then every 40,000 km or 1 year	YES
	VI2	Inspection ¹⁾ after 40,000 km or 1 year	YES

¹⁾ An extended inspection is due for the first time after 3 years and then every 2 years or 120,000 km (observe scopes of service 2014 ►)



Note

For combined kilometre and time display applies: whichever occurs first.

2.2.2 Service tables with market-specific deviations

The following chapter contains the service tables for Volkswagen commercial vehicles for markets with individual maintenance requirements that differ from the German market due to the more difficult vehicle operating conditions in those markets.

- ◆ Oil change intervals depending on sulphur content in fuel ► 2012 ⇒ [page 13](#)
- ◆ Service intervals 2014 ► ⇒ [page 17](#)
- ◆ VW engine oil standards depending on sulphur content in fuel ⇒ [page 18](#)



Caution

Only applies to diesel engines!

- ◆ *In some regions, the sulphur content is relatively high.*
- ◆ *The high sulphur content leads to excessive wear of cylinders and it considerably reduces the cleanliness of pistons.*
- ◆ *Therefore, change the engine oil every 5,000 km in countries with an elevated sulphur content in diesel fuel.*
⇒ [page 13](#)



Oil change intervals depending on sulphur content in fuel ▶ 2012

Multivan, Caravelle and Transporter (7E and 7F)					
Oil change intervals depending on sulphur content in fuel ▶ 2012					
Fuel quality	(EN590)	◀ 500 ppm	500-2,000 ppm	2,000-4,000 ppm	▶ 4,000 ppm
Change interval	ESI	20 to 15,000 km/1 year	10,000 km/1 year	7,500 km/1 year	5,000 km/1 year
Abu Dhabi		X			
Afghanistan					X
Egypt					X
Albania			X		
Algeria			X		
Angola			X		
Equatorial Guinea					X
Argentina			X		
Armenia			X		
Azerbaijan		X			
Ethiopia				X	
Australia		X			
Bahamas					X
Bahrain		X			
Bangladesh				X	
Belgium	X				
Belize					X
Benin				X	
Bhutan		X			
Bolivia					X
Bosnia-Herzegovina	X				
Botswana					X
Brazil			X		
British Overseas Territories					X
Brunei			X		
Bulgaria	X				
Burkina Faso					X
Burundi					X
Chile	X				
China	X				
Costa Rica		X			
Denmark	X				
Dem. Rep. Congo					X
Djibouti				X	
Dominican Republic					X
Dubai		X			
Ecuador				X	
El Salvador				X	
Ivory Coast			X		
Eritrea					X
Estonia	X				



Multivan, Caravelle and Transporter (7E and 7F)					
Oil change intervals depending on sulphur content in fuel ► 2012					
Fuel quality	(EN590)	◀ 500 ppm	500-2,000 ppm	2,000-4,000 ppm	► 4,000 ppm
Change interval	ESI	20 to 15,000 km/1 year	10,000 km/1 year	7,500 km/1 year	5,000 km/1 year
Finland	X				
France	X				
French Overseas Territories (not EU)	X				
French Guyana	X				
Gabon					X
Gambia					X
Georgia		X			
Ghana				X	
Gibraltar					X
Greece	X				
Great Britain and Northern Ireland	X				
Guadeloupe	X				
Guatemala				X	
Guinea					X
Guinea-Bissau					X
Guyana					X
Haiti					X
Honduras				X	
Hong Kong	X				
Indonesia				X	
Iraq					X
Iran					X
Ireland	X				
Iceland	X				
Israel	X				
Italy	X				
Jamaica				X	
Japan	X				
Jordan					X
Cambodia			X		
Cameroon			X		
Canada			X		
Cape Verde				X	
Caribbean driving on the left					X
Caribbean driving on the right					X
Kazakhstan			X		
Qatar			X		
Kenya				X	
Kyrgyz Republic			X		
Columbia			X		



Multivan, Caravelle and Transporter (7E and 7F)					
Oil change intervals depending on sulphur content in fuel ► 2012					
Fuel quality	(EN590)	◀ 500 ppm	500-2,000 ppm	2,000-4,000 ppm	► 4,000 ppm
Change interval	ESI	20 to 15,000 km/1 year	10,000 km/1 year	7,500 km/1 year	5,000 km/1 year
Comoros				X	
Croatia	X				
Cuba					X
Kuwait			X		
Laos			X		
Lesotho				X	
Latvia	X				
Lebanon					X
Liberia					X
Libya			X		
Lithuania	X				
Luxembourg	X				
Madagascar				X	
Malawi		X			
Malaysia		X			
Mali				X	
Malta	X				
Morocco		X			
Martinique	X				
Mauritania				X	
Mauritius				X	
Mayotte					X
Macedonia	X				
Mexico		X			
Moldova			X		
Mongolia			X		
Montenegro	X				
Mozambique		X			
Myanmar (Burma)					X
Namibia				X	
Nepal		X			
New Caledonia	X				
New Zealand	X	X			
Nicaragua					X
Netherlands	X				
Dutch Overseas Territories					X
Niger					X
Nigeria				X	
North Korea					X
Norway	X				
Oman		X			
Austria	X				



Multivan, Caravelle and Transporter (7E and 7F)					
Oil change intervals depending on sulphur content in fuel ► 2012					
Fuel quality	(EN590)	◀ 500 ppm	500-2,000 ppm	2,000-4,000 ppm	► 4,000 ppm
Change interval	ESI	20 to 15,000 km/1 year	10,000 km/1 year	7,500 km/1 year	5,000 km/1 year
Pakistan					X
Palestinian Territories	X				
Panama		X			
Papua New Guinea		X			
Paraguay			X		
Pacific islands, driving on left					X
Pacific driving on the right					X
Peru				X	
Philippines		X			
Poland	X				
Portugal	X				
Puerto Rico					X
Qatar			X		
Republic of Congo				X	
Reunion	X				
Rwanda				X	
Romania	X				
Russia				X	
Saint-Barthélemy					X
Zambia				X	
Sao Tome and Príncipe					X
Saudi Arabia					X
Sweden	X				
Switzerland	X				
Senegal				X	
Serbia	X				
Seychelles					X
Sierra Leone					X
Zimbabwe				X	
Singapore	X	X			
Slovakia	X				
Slovenia	X				
Somalia				X	
Spain	X				
Sri Lanka and the Maldives			X		
South Africa		X			
Sudan					X
South Korea	X				
Surinam				X	
Swaziland				X	
Syria					X



Multivan, Caravelle and Transporter (7E and 7F)					
Oil change intervals depending on sulphur content in fuel ► 2012					
Fuel quality	(EN590)	◀ 500 ppm	500-2,000 ppm	2,000-4,000 ppm	► 4,000 ppm
Change interval	ESI	20 to 15,000 km/1 year	10,000 km/1 year	7,500 km/1 year	5,000 km/1 year
Tajikistan			X		
Taiwan	X	X			
Tanzania			X		
Thailand		X			
Togo					X
Trinidad and Tobago			X		
Chad					X
Czech Republic	X				
Tunisia			X		
Turkey	X				
Turkmenistan		X			
Uganda				X	
Ukraine		X			
Hungary	X				
Uruguay				X	
USA-1 federal states without CARB requirement			X		
USA-2 federal states with CARB requirement			X		
Uzbekistan				X	
Venezuela					X
United Arab Emirates					X
Belarus	X				
West Sahara					X
Central African Republic					X
Cyprus	X				

Service intervals 2014 ►

Multivan, Caravelle and Transporter (7E and 7F)			
Service intervals 2014 ►			
From - to	PR no./remarks	Service events: Intervals	Indicated on service interval display (includes oil change)
2014 ►	QI1	Oil change service (fixed): every 5,000 km/1 year	YES
	QI2	Oil change service (fixed): every 7,500 km/1 year	YES
	QI3	Oil change service (fixed): every 10,000 km/1 year	YES
	QI4	Oil change service (fixed): every 15,000 km/1 year	YES



Multivan, Caravelle and Transporter (7E and 7F)			
Service intervals 2014 ►			
From - to	PR no./remarks	Service events: Intervals	Indicated on service in- terval display (includes oil change)
	QI5	Oil change service (fixed): every 20,000 km/1 year	YES
	QI6	Oil change service (flexible): every 30,000 km/2 years	YES
	QI7	Oil change service (fixed): every 10,000 mi/1 year	YES
	QI8	Oil change service (flexible): every 40,000 km/2 years	YES
	QI1, QI2, QI3, QI4, QI5, QI6, QI7	Inspection ¹⁾ after 30,000 km or 2 years, then every 30,000 km or 1 year	YES
	QI1, QI2, QI3, QI4, QI5, QI7, QI8	Inspection ¹⁾ after 40,000 km or 2 years, then every 40,000 km or 1 year	YES

¹⁾ An extended inspection is due for the first time after 3 years and then every 2 years or 120,000 km (observe scopes of service 2014 ►)

VW engine oil standards depending on sulphur content in fuel



Caution

Only engine oils approved by VW may be used, up-to-date information ⇒ ServiceNet, Technical information, Inspection and maintenance, Approved oils , or ask your importer.

Multivan, Caravelle and Transporter (7E, 7F)					
VW engine oil standards depending on sulphur content in fuel					
DIESEL ENGINES					
Diesel (ppm S)	EN 590	< 500	500-2,000 ppm	2,000-4,000 ppm	> 4,000 ppm
VW engine oil standards	507 00	507 00 506 01 505 01	506 01 505 01	506 01 505 01	506 01 505 01
Change interval (km)	ESI	20,000	10,000	7,500	5,000

2.3 Scopes of service

The following chapter contains the well-known service tables of the Volkswagen Commercial Vehicles brand. Since, in the past, individual service specifications were set up in various markets, mostly through severe operating conditions, these are listed in the scopes of service tables with market specific deviations.

- ◆ Scopes of service ► 2013 ⇒ [page 19](#)
- ◆ Scopes of service 2014 ► ⇒ [page 30](#)



- ◆ Scopes of service, market-specific deviations ⇒ [page 42](#)
- ◆ Countries with high levels of dust ⇒ [page 43](#)
- ◆ Time or distance dependent additional work ⇒ [page 37](#)

2.3.1 Scopes of service ► 2013

The following chapter contains the familiar service tables for the Volkswagen Commercial Vehicles brand to model year 2014. Since, in the past, individual service specifications were set up in various markets, mostly through severe operating conditions, these are listed in the scopes of service tables with market specific deviations.

Delivery inspection ⇒ [page 19](#)

Scopes of service ► 2004 ⇒ [page 23](#)

Scopes of service 2005 ► ⇒ [page 25](#)

Scopes of service 2013 ⇒ [page 28](#)



Note

- ◆ *The various types of service can be combined under certain circumstances (oil change or interval service in conjunction with an inspection service). Of course, doubly listed activities are charged only once.*
- ◆ *Depending on the vehicle equipment and the conditions under which the vehicle is used, additional maintenance measures may need to be performed when services are due.*
- ◆ *It is possible to have additional work done outside the service intervals, with account being taken of the entries in the service schedule (or service sticker: "Your next service dates").*
- ◆ *If faults requiring repair are found during servicing, the customer must be informed and, if necessary, the additional work invoiced separately.*

Delivery inspection

The sequence of the individual service tasks has been tested and optimised. Therefore, it should be followed to avoid unnecessary interruptions in the work.

Scope of work	Page
Electrics	
<ul style="list-style-type: none"> ◆ Battery isolation relay: <ul style="list-style-type: none"> – Remove • If part of equipment • Vehicles with PR number 2A8 	⇒ page 60
<ul style="list-style-type: none"> ◆ Battery and second battery: <ul style="list-style-type: none"> – Check battery terminal clamps by hand for secure seating • If part of equipment 	⇒ page 60



Scope of work	Page
<ul style="list-style-type: none"> ◆ Battery and second battery: <ul style="list-style-type: none"> – Carry out visual check – Check magic eye ◆ If function is not OK, determine cause, and rectify using a special order <ul style="list-style-type: none"> • If part of equipment 	⇒ page 60
<ul style="list-style-type: none"> ◆ Fuse(s) (in ashtray): <ul style="list-style-type: none"> – Insert • If part of equipment 	
<ul style="list-style-type: none"> ◆ Vehicle system test: <ul style="list-style-type: none"> – Perform ◆ On vehicles with tachograph, before deleting the event memory, check if fuse SC26 is fitted. Renew if necessary. 	⇒ page 83
<ul style="list-style-type: none"> ◆ Reading radio code: <ul style="list-style-type: none"> – Perform • Only valid for vehicles without serial number and radio code data on vehicle data sticker – Inform the customer of the radio code ON REQUEST 	⇒ page 120
Vehicle interior	
<ul style="list-style-type: none"> ◆ Interior monitoring and anti-tow alarm: <ul style="list-style-type: none"> – Activate • If deactivated • Vehicles from model year 2006 with production control numbers “7AL” and “7AQ” • As of vehicle identification number: WV2 ZZZ 7H Z 6 H 066000 	
<ul style="list-style-type: none"> ◆ All switches, electrical consumers, sockets, displays and other control elements: <ul style="list-style-type: none"> – Check function 	
<ul style="list-style-type: none"> ◆ Door handles, door locks, central locking and window regulators: <ul style="list-style-type: none"> – Check function and ease of movement 	
<ul style="list-style-type: none"> ◆ Front passenger airbags: <ul style="list-style-type: none"> – Check key switch and “ON/OFF function” – Turn switch to “ON” 	⇒ page 64
<ul style="list-style-type: none"> ◆ Window regulators: <ul style="list-style-type: none"> – Check positioning (open and close functions) 	⇒ page 80
<ul style="list-style-type: none"> ◆ Clock: <ul style="list-style-type: none"> – Set to correct time • On vehicles with factory-fitted tachograph, always follow the instructions. 	⇒ page 144
<ul style="list-style-type: none"> ◆ Climatronic: <ul style="list-style-type: none"> – Set temperature to 22°C 	⇒ page 79
<ul style="list-style-type: none"> ◆ Transportation mode: <ul style="list-style-type: none"> – Switch off 	⇒ page 86
<ul style="list-style-type: none"> ◆ Radio/radio-navigation system: <ul style="list-style-type: none"> – Activate anti-theft coding, store local radio stations to station buttons 	⇒ page 122



Scope of work	Page
<ul style="list-style-type: none"> ◆ Radio-navigation system: <ul style="list-style-type: none"> – Insert navigation CD/DVD and perform update. 	⇒ page 122
<ul style="list-style-type: none"> ◆ Protective seat covers and protective film for carpet: <ul style="list-style-type: none"> – Remove 	
<ul style="list-style-type: none"> ◆ Vehicle interior: <ul style="list-style-type: none"> – Check for cleanliness (front seats and rear seat bench, interior trim, carpets/mats, windows) 	
<ul style="list-style-type: none"> ◆ All camper specific flaps, tables and roller blinds: <ul style="list-style-type: none"> – Check function • Only California types 7HC and 7EF 	⇒ Operating instructions
<ul style="list-style-type: none"> ◆ Protective foil from stainless steel surface of cooker/sink combination: <ul style="list-style-type: none"> – Remove completely • Only California types 7HC and 7EF 	
<ul style="list-style-type: none"> ◆ Pop-up roof: <ul style="list-style-type: none"> – Open roof automatically, close and open again. • Only California types 7HC and 7EF 	⇒ Operating instructions
<ul style="list-style-type: none"> ◆ Emergency control for pop-up roof: <ul style="list-style-type: none"> – Close pop-up roof by hand to check emergency control • Only California types 7HC and 7EF 	⇒ Operating instructions
<ul style="list-style-type: none"> ◆ Gas bottle: <ul style="list-style-type: none"> – Check function of gas units • Only California types 7HC and 7EF ◆ If customer requires and as a separate charge 	⇒ Operating instructions
<ul style="list-style-type: none"> ◆ Fresh water: <ul style="list-style-type: none"> – Replenish; if necessary add sterilisation agent • Only California types 7HC and 7EF ◆ If customer requires and as a separate charge 	⇒ Operating instructions
Vehicle exterior	
<ul style="list-style-type: none"> ◆ All equipment which has been packed inside vehicle (mats, wipers, spoilers, roof aerial, full sized wheel trims/wheel hub covers, covers for wheel securing bolts, tyre valve extensions): <ul style="list-style-type: none"> – To be fitted • If part of equipment 	
<ul style="list-style-type: none"> ◆ Edge protection on doors (plastic foil): <ul style="list-style-type: none"> – Remove 	
<ul style="list-style-type: none"> ◆ Vehicle exterior: <ul style="list-style-type: none"> – Check for cleanliness: Paintwork, decorative parts, windows, wiper blades, surfaces 	
<ul style="list-style-type: none"> ◆ Transportation protective film: <ul style="list-style-type: none"> – Remove • If part of equipment 	



Scope of work	Page
Tyres	
<ul style="list-style-type: none"> ◆ Spare wheel tyre: <ul style="list-style-type: none"> – Check condition and tyre pressure • If part of equipment 	⇒ page 66
<ul style="list-style-type: none"> ◆ Front left tyre: <ul style="list-style-type: none"> – Check condition and tyre pressure 	⇒ page 66
<ul style="list-style-type: none"> ◆ Rear left tyre: <ul style="list-style-type: none"> – Check condition and tyre pressure 	⇒ page 66
<ul style="list-style-type: none"> ◆ Rear right tyre: <ul style="list-style-type: none"> – Check condition and tyre pressure 	⇒ page 66
<ul style="list-style-type: none"> ◆ Front right tyre: <ul style="list-style-type: none"> – Check condition and tyre pressure 	⇒ page 66
<ul style="list-style-type: none"> ◆ Wheel securing bolts: <ul style="list-style-type: none"> – Tighten to specified torque 	⇒ page 118
Vehicle, bottom	
<ul style="list-style-type: none"> ◆ Underside of vehicle (without removing engine compartment cover for noise insulation): <ul style="list-style-type: none"> – Carry out visual check for leaks and damage: ◆ Engine ◆ Boots ◆ Brake system ◆ Steering ◆ Axles, gearbox/final drive, hoses, fluid reservoir 	
<ul style="list-style-type: none"> ◆ Vehicle underside (floor pan): <ul style="list-style-type: none"> – Carry out visual check for damage 	⇒ page 143
<ul style="list-style-type: none"> ◆ Brake system (without removing engine compartment cover for noise insulation): <ul style="list-style-type: none"> – Carry out visual check for leaks and damage 	⇒ page 70
Engine compartment	
<ul style="list-style-type: none"> ◆ Engine and components in engine compartment (from above): <ul style="list-style-type: none"> – Carry out visual check for leaks and damage 	⇒ page 116
<ul style="list-style-type: none"> ◆ Window wash/wipe system and headlight washer system: <ul style="list-style-type: none"> – Check function and settings; top up with fluid to maximum 	⇒ page 122
<ul style="list-style-type: none"> ◆ Engine oil level: <ul style="list-style-type: none"> – Check ◆ Observe VW engine oil specifications when replenishing ⇒ page 105 	⇒ page 104
<ul style="list-style-type: none"> ◆ Coolant level: <ul style="list-style-type: none"> – Check level is at maximum 	⇒ page 96
<ul style="list-style-type: none"> ◆ Brake fluid: <ul style="list-style-type: none"> – Change • For stock vehicles and vehicles in storage whose standing period of 6 months or more, the brake fluid must be renewed. 	⇒ page 78



Scope of work	Page
<ul style="list-style-type: none"> ◆ Brake fluid level: <ul style="list-style-type: none"> – Check level is at maximum ◆ Observe brake fluid specification when replenishing 	⇒ page 78
<ul style="list-style-type: none"> ◆ Power assisted steering: <ul style="list-style-type: none"> – Checking oil level 	⇒ page 140
Documentation/final checks	
<ul style="list-style-type: none"> ◆ Number and functions of keys: <ul style="list-style-type: none"> – Check and wipe off grease if necessary 	
<ul style="list-style-type: none"> ◆ Vehicle data sticker: <ul style="list-style-type: none"> – Stick into service schedule and in vehicle²⁾ 	⇒ page 46
<ul style="list-style-type: none"> ◆ Service schedule: <ul style="list-style-type: none"> – Enter delivery inspection and enter a cross for the first service: ◆ Interval service for vehicles with LongLife service (PR No. QG1) ¹⁾ ◆ Oil change service for vehicles with time and/or distance dependent service (PR No. QG0) ¹⁾ – Complete vehicle data in service schedule, see “Vehicle delivery documentation” 	
<ul style="list-style-type: none"> ◆ Vehicle literature: <ul style="list-style-type: none"> – Check that literature is complete and prepare literature for delivery to customer 	
<ul style="list-style-type: none"> ◆ Service interval display: reset. <ul style="list-style-type: none"> • Only valid for stock vehicles and vehicles in storage 	⇒ page 137
<ul style="list-style-type: none"> ◆ Road test: <ul style="list-style-type: none"> – Perform 	⇒ page 117

Note ¹⁾ Service identification

Note ²⁾ From model year 2009 onwards, the “vehicle data sticker” is no longer factory-fitted in the vehicle.

Scopes of service ► 2004



Note

The inspection service “every 2 years” ► 2004 does not include an oil change and is, therefore, not indicated on the service interval display.

- ◆ Abbreviations in scope of service table:
- ◆ ¹⁾ Oil: Oil change service
- ◆ ²⁾ Insp.: inspection service

Oil ¹⁾	Insp. ²⁾	Measure
Electrics		
	X	◆ Front lighting – side lights, dipped beam, main beam, fog lights, turn signals, hazard warning lights: check function
	X	◆ Tail light cluster – brake lights (including 3rd brake light), tail lights, reversing light, rear fog light, number plate light, turn signals, hazard warning lights: check function



Oil ¹⁾	Insp. 2)	Measure
	X	♦ Interior, luggage compartment and glove compartment lights, cigarette lighter, sockets, horn and warning lamps: Check function
	X	♦ Battery and second/leisure battery: inspect and check magic eye ⇒ page 60 ⇒ page 56
Vehicle exterior		
	X	♦ Doors: grease door arrester ⇒ page 142
	X	♦ Clean sliding window seals ⇒ page 142
	X	♦ Sunroof: check function, clean guide rails and lubricate with special grease ⇒ page 155
	X	♦ Windscreen wash/wipe system, spray jet settings: Check function and for damage, adjust as necessary ⇒ page 122
	X	♦ Wiper blades: Check for damage and park position; adjust as necessary ⇒ page 128
Tyres		
	X	♦ Tread depth, condition, wear pattern, age, inflation pressure (including spare wheel): Check, correct as necessary ⇒ page 66
Underside of vehicle		
	X	♦ Engine and components in engine compartment: inspect for leaks and damage (from below). ♦ Gearbox, final drive and drive shaft bellows ⇒ page 116
	X	♦ Underbody: Visual check for damage to underbody protection and underbody covers ⇒ page 143
	X	♦ Exhaust system: inspect for leaks, firm seating and damage.
	X	♦ Track rod ball joints: check for: ♦ play, attachment and damage to boots/bellows ⇒ page 140
	X	♦ CV joints, axial bearings, coupling rod bearings and anti-roll bar rubber bushes: Visual check for damage ⇒ page 53
	X	♦ Brake system: inspecting for leaks and damage ⇒ page 70
X	X	♦ Front brake pads and rear drum brake linings: check thickness ⇒ page 71
Engine compartment		
	X	♦ Engine and components in engine compartment: visual check for leaks and damage (from above) ⇒ page 116



Oil ¹⁾	Insp. 2)	Measure
X	X	<ul style="list-style-type: none"> ◆ Engine oil: Change and renew oil filter, ensure level is at maximum after filling system and replenish if necessary ⇒ page 106 • Note VW engine oil specifications ⇒ page 105
	X	<ul style="list-style-type: none"> ◆ Brake fluid level (depending on lining wear): Check (observe specification) ⇒ page 78
	X	<ul style="list-style-type: none"> ◆ Power assisted steering: checking fluid level ⇒ page 140
	X	<ul style="list-style-type: none"> ◆ Air filter with saturation indicator (if fitted): Check maintenance indicator (clean housing and renew filter element when saturation point reaches 75 %) • When rectifying a saturated filter as a separate job, clean air filter housing, and renew filter element ⇒ page 102
	X	<ul style="list-style-type: none"> ◆ Air filter: Visual check, if necessary clean housing and renew filter element • In “dusty” regions • Every 60,000 km ◆ Use a special order to clean the air filter housing and to renew the filter element. ⇒ page 99
	X	<ul style="list-style-type: none"> ◆ Poly V-belt: Check condition and tension. • Engines without automatic tensioning roller • Not for 5-cylinder TDI engine with unit injector ⇒ page 89
	X	<ul style="list-style-type: none"> ◆ Cooling system: check frost protection and coolant level, replenish if necessary • Anti-freeze specified value: -25°C (in countries with arctic climate, -35°C) ⇒ page 96
Final checks		
	X	<ul style="list-style-type: none"> ◆ Headlights: Check settings, adjust if necessary. ⇒ page 129
	X	<ul style="list-style-type: none"> ◆ Vehicle system test: perform ⇒ page 83
X	X	<ul style="list-style-type: none"> ◆ Service interval display: reset. ⇒ page 137
X	X	<ul style="list-style-type: none"> ◆ “Your next service” sticker: Enter next due date¹⁾ and attach service sticker to side member on driver side (B-pillar)
X	X	<ul style="list-style-type: none"> ◆ Carry out road test ⇒ page 117

Scopes of service 2005 ►

◆ Abbreviations for scopes of service:

◆ ¹⁾ Oil: Oil change service



♦ 2) Int.: Interval service

♦ 3) Insp.: inspection service

Oil 1)	Int. 2)	Insp. 3)	Measure
Electrics			
		X	♦ Front lighting – side lights, dipped beam, main beam, fog lights, turn signals, hazard warning lights: check function
		X	♦ Tail light cluster – brake lights (including 3rd brake light), tail lights, reversing light, rear fog light, number plate light, turn signals, hazard warning lights: check function
		X	♦ Interior, luggage compartment and glove compartment lights, cigarette lighter, sockets, horn and warning lamps: Check function
	X		♦ Battery and second/leisure battery: inspect and check magic eye ⇒ page 60
Vehicle exterior			
		X	♦ Doors: grease door arrester ⇒ page 142
		X	♦ Clean sliding window seals ⇒ page 142
		X	♦ Sunroof: check function, clean guide rails and lubricate with special grease ⇒ page 155
		X	♦ Paint: Visual check for damage and corrosion, interior and exterior with doors and bonnet/ rear lid/flaps open ⇒ page 143
		X	♦ Windscreen wash/wipe system, spray jet settings: Check function and for damage, adjust as necessary ⇒ page 122
		X	♦ Wiper blades: Check for damage and park position; adjust as necessary ⇒ page 128
	X		• Windscreen: inspect for damage.
Tyres			
	X		♦ Tread depth, condition, wear pattern, age, inflation pressure (including spare wheel): Check, correct as necessary ⇒ page 66
Underside of vehicle			
		X	♦ Engine and components in engine compartment: inspect for leaks and damage (from below). ♦ Gearbox, final drive and drive shaft bellows ⇒ page 116
		X	♦ Underbody: Visual check for damage to underbody protection and underbody covers ⇒ page 143
		X	♦ Exhaust system: inspect for leaks, firm seating and damage.
		X	♦ Track rod ball joints: check for: ♦ play, attachment and damage to boots/bellows ⇒ page 140



Oil 1)	Int. 2)	Insp. 3)	Measure
		X	<p>♦ CV joints, axial bearings, coupling rod bearings and anti-roll bar rubber bushes: Visual check for damage</p> <p>⇒ page 53</p>
	X		<p>♦ Brake system: inspecting for leaks and damage</p> <p>⇒ page 70</p>
X	X		<p>♦ Thickness of brake pads and condition of front brake discs and rear drum brake linings: check</p> <p>⇒ page 71</p>
Engine compartment			
		X	<p>♦ Engine oil level: check; observe oil specification when topping up.</p> <p>⇒ page 105</p>
		X	<p>♦ Engine and components in engine compartment: visual check for leaks and damage (from above)</p> <p>⇒ page 116</p>
X	X		<p>♦ Engine oil: Change and renew oil filter, ensure level is at maximum after filling system and replenish if necessary</p> <p>⇒ page 106</p> <ul style="list-style-type: none"> Note VW engine oil specifications ⇒ page 105
	X		<p>♦ Brake fluid level (depending on lining wear): Check (observe specification)</p> <p>⇒ page 78</p>
		X	<p>♦ Brake fluid: to be change every 2 years</p> <ul style="list-style-type: none"> Only valid for vehicles 2008 ➤: 3 years after initial registration for the first time and then every 2 years <p>⇒ page 73</p>
	X		<p>♦ Power assisted steering: checking fluid level</p> <p>⇒ page 140</p>
	X		<p>♦ Air filter with saturation indicator (if fitted): Check maintenance indicator (clean housing and renew filter element when saturation point reaches 75 %)</p> <ul style="list-style-type: none"> When rectifying a saturated filter as a separate job, clean air filter housing, and renew filter element <p>⇒ page 102</p>
		X	<p>♦ Cooling system: check frost protection and coolant level, replenish if necessary</p> <ul style="list-style-type: none"> Anti-freeze specified value: -25°C (in countries with arctic climate, -35°C) <p>⇒ page 96</p>
	X	X	<p>♦ Bonnet catch hook: grease.</p> <ul style="list-style-type: none"> Applicable for vehicles as of model year 2008 only <p>⇒ page 87</p>
Final checks			
		X	<p>♦ Breakdown set (if fitted): Check (renew tyre inflation bottle with sealant if expiry date has passed)</p> <p>⇒ page 116</p>
		X	<p>♦ Headlights: Check settings, adjust if necessary.</p> <p>⇒ page 129</p>
		X	<p>♦ Vehicle system test: carry out test</p> <p>⇒ page 83</p>



Oil 1)	Int. 2)	Insp. 3)	Measure
X	X		<ul style="list-style-type: none"> ◆ Service interval display: reset ⇒ page 137
X	X	X	<ul style="list-style-type: none"> ◆ "Your next service" sticker: Enter next due date¹⁾ and attach service sticker to side member on driver side (B-pillar)
X		X	<ul style="list-style-type: none"> ◆ Carry out road test ⇒ page 117

Scopes of service 2013

◆ Abbreviations for scopes of service:

◆ 1) Oil: Oil change service

◆ 2) Int.: Interval service

◆ 3) Insp.: inspection service

Oil 1)	Int. 2)	Insp. 3)	Measure
Electrics			
		X	<ul style="list-style-type: none"> ◆ Front lighting – side lights, dipped beam, main beam, fog lights, turn signals, hazard warning lights: check function
		X	<ul style="list-style-type: none"> ◆ Tail light cluster – brake lights (including 3rd brake light), tail lights, reversing light, rear fog light, number plate light, turn signals, hazard warning lights: check function
		X	<ul style="list-style-type: none"> ◆ Interior, luggage compartment and glove compartment lights, cigarette lighter, sockets, horn and warning lamps: Check function
	X		<ul style="list-style-type: none"> ◆ Battery and second/leisure battery: inspect and check magic eye ⇒ page 60
Vehicle exterior			
		X	<ul style="list-style-type: none"> ◆ Doors: grease door arrester ⇒ page 142
		X	<ul style="list-style-type: none"> ◆ Clean sliding window seals ⇒ page 142
		X	<ul style="list-style-type: none"> ◆ Sunroof: check function, clean guide rails and lubricate with special grease ⇒ page 155
		X	<ul style="list-style-type: none"> ◆ Paint: Visual check for damage and corrosion, interior and exterior with doors and bonnet/rear lid/flaps open ⇒ page 143
		X	<ul style="list-style-type: none"> ◆ Windscreen wash/wipe system, spray jet settings: Check function and for damage, adjust as necessary ⇒ page 122
		X	<ul style="list-style-type: none"> ◆ Wiper blades: Check for damage and park position; adjust as necessary ⇒ page 128
	X		<ul style="list-style-type: none"> • Windscreen: inspect for damage.
Tyres			



Oil 1)	Int. 2)	Insp. 3)	Measure
	X		<ul style="list-style-type: none"> ◆ Tread depth, condition, wear pattern, age, inflation pressure (including spare wheel): Check, correct as necessary <p>⇒ page 66</p>
Underside of vehicle			
		X	<ul style="list-style-type: none"> ◆ Engine and components in engine compartment: inspect for leaks and damage (from below). ◆ Gearbox, final drive and drive shaft bellows <p>⇒ page 116</p>
		X	<ul style="list-style-type: none"> ◆ Underbody: Visual check for damage to underbody protection and underbody covers <p>⇒ page 143</p>
		X	<ul style="list-style-type: none"> ◆ Exhaust system: inspect for leaks, firm seating and damage.
		X	<ul style="list-style-type: none"> ◆ Track rod ball joints: check for: ◆ play, attachment and damage to boots/bellows <p>⇒ page 140</p>
		X	<ul style="list-style-type: none"> ◆ CV joints, axial bearings, coupling rod bearings and anti-roll bar rubber bushes: Visual check for damage <p>⇒ page 53</p>
	X		<ul style="list-style-type: none"> ◆ Brake system: inspecting for leaks and damage <p>⇒ page 70</p>
X	X		<ul style="list-style-type: none"> ◆ Thickness of brake pads and condition of front brake discs and rear drum brake linings: check <p>⇒ page 71</p>
Engine compartment			
		X	<ul style="list-style-type: none"> ◆ Engine oil level: check; observe oil specification when topping up. <p>⇒ page 105</p>
		X	<ul style="list-style-type: none"> ◆ Engine and components in engine compartment: visual check for leaks and damage (from above) <p>⇒ page 116</p>
X	X		<ul style="list-style-type: none"> ◆ Engine oil: Change and renew oil filter, ensure level is at maximum after filling system and replenish if necessary <p>⇒ page 106</p> <ul style="list-style-type: none"> • Note VW engine oil specifications ⇒ page 105
	X		<ul style="list-style-type: none"> ◆ Brake fluid level (depending on lining wear): Check (observe specification) <p>⇒ page 78</p>
		X	<ul style="list-style-type: none"> ◆ Brake fluid: change (first time, 3 years after initial registration, then every 2 years) <p>⇒ page 73</p>
	X		<ul style="list-style-type: none"> ◆ Power assisted steering: checking fluid level <p>⇒ page 140</p>
	X		<ul style="list-style-type: none"> ◆ Air filter with saturation indicator (if fitted): Check maintenance indicator (clean housing and renew filter element when saturation point reaches 75 %) • When rectifying a saturated filter as a separate job, clean air filter housing, and renew filter element <p>⇒ page 102</p>



Oil 1)	Int. 2)	Insp. 3)	Measure
		X	<ul style="list-style-type: none"> ◆ Cooling system: check frost protection and coolant level, replenish if necessary <ul style="list-style-type: none"> • Anti-freeze specified value: -25°C (in countries with arctic climate, -35°C) <p>⇒ page 96</p>
	X		<ul style="list-style-type: none"> ◆ Poly V-belt: Check condition and tension
	X	X	<ul style="list-style-type: none"> ◆ Bonnet catch hook: grease. <p>⇒ page 87</p>
Final checks			
		X	<ul style="list-style-type: none"> ◆ Breakdown set (if fitted): Check (renew tyre inflation bottle with sealant if expiry date has passed) <p>⇒ page 116</p>
		X	<ul style="list-style-type: none"> ◆ Headlights: Check settings, adjust if necessary. <p>⇒ page 129</p>
		X	<ul style="list-style-type: none"> ◆ Vehicle system test: carry out test <p>⇒ page 83</p>
X	X		<ul style="list-style-type: none"> ◆ Service interval display: reset. <p>⇒ page 137</p>
X	X	X	<ul style="list-style-type: none"> ◆ "Your next service" sticker: Enter next due date¹⁾ and attach service sticker to side member on driver side (B-pillar)
X		X	<ul style="list-style-type: none"> ◆ Carry out road test <p>⇒ page 117</p>

2.3.2 Scopes of service 2014 ►

The following chapter contains the familiar service tables for the Volkswagen Commercial Vehicles brand to model year 2014. Since, in the past, individual service specifications were set up in various markets, mostly through severe operating conditions, these are listed in the scopes of service tables with market specific deviations.

Delivery inspection ⇒ [page 31](#)

Scopes of service 2014 ► ⇒ [page 35](#)



Note

- ◆ *The various types of service can be combined under certain circumstances (e.g. oil change service is carried out in conjunction with an inspection service). Of course, doubly listed activities are charged only once.*
- ◆ *Depending on the vehicle equipment and the conditions under which the vehicle is used, additional maintenance measures may need to be performed when services are due.*
- ◆ *It is possible to have additional work done outside the service intervals, with account being taken of the entries in the service schedule (or service sticker: "Your next service dates").*
- ◆ *If faults requiring repair are found during servicing, the customer must be informed and, if necessary, the additional work invoiced separately.*



Delivery inspection

The sequence of the individual service tasks has been tested and optimised. Therefore, it should be followed to avoid unnecessary interruptions in the work.

Scope of work	Page
Electrics	
<ul style="list-style-type: none"> ◆ Battery isolation relay: <ul style="list-style-type: none"> – Remove • If part of equipment • Vehicles with PR number 2A8 	⇒ page 60
<ul style="list-style-type: none"> ◆ Battery and second battery: <ul style="list-style-type: none"> – Check battery terminal clamps by hand for secure seating • If part of equipment 	⇒ page 60
<ul style="list-style-type: none"> ◆ Battery and second battery: <ul style="list-style-type: none"> – Carry out visual check – Check magic eye ◆ If function is not OK, determine cause, and rectify using a special order • If part of equipment 	⇒ page 60
<ul style="list-style-type: none"> ◆ Fuse(s) (in ashtray): <ul style="list-style-type: none"> – Insert • If part of equipment 	
<ul style="list-style-type: none"> ◆ Vehicle system test: <ul style="list-style-type: none"> – Perform ◆ On vehicles with tachograph, before deleting the event memory, check if fuse SC26 is fitted. Renew if necessary. 	⇒ page 83
<ul style="list-style-type: none"> ◆ Reading radio code: <ul style="list-style-type: none"> – Perform • Only valid for vehicles without serial number and radio code data on vehicle data sticker – Inform the customer of the radio code ON REQUEST 	⇒ page 120
Vehicle interior	
<ul style="list-style-type: none"> ◆ Interior monitoring and anti-tow alarm: <ul style="list-style-type: none"> – Activate • If deactivated • Vehicles from model year 2006 with production control numbers “7AL” and “7AQ” • As of vehicle identification number: WV2 ZZZ 7H Z 6 H 066000 	
<ul style="list-style-type: none"> ◆ All switches, electrical consumers, sockets, displays and other control elements: <ul style="list-style-type: none"> – Check function 	
<ul style="list-style-type: none"> ◆ Door handles, door locks, central locking and window regulators: <ul style="list-style-type: none"> – Check function and ease of movement 	



Scope of work	Page
◆ Front passenger airbags: <ul style="list-style-type: none">– Check key switch and “ON/OFF function”– Turn switch to “ON”	⇒ page 64
◆ Window regulators: <ul style="list-style-type: none">– Check positioning (open and close functions)	⇒ page 80
◆ Clock: <ul style="list-style-type: none">– Set to correct time• On vehicles with factory-fitted tachograph, always follow the instructions.	⇒ page 144
◆ Climatronic: <ul style="list-style-type: none">– Set temperature to 22°C	⇒ page 79
◆ Transportation mode: <ul style="list-style-type: none">– Switch off	⇒ page 86
◆ Radio/radio-navigation system: <ul style="list-style-type: none">– Activate anti-theft coding, store local radio stations to station buttons	⇒ page 122
◆ Radio-navigation system: <ul style="list-style-type: none">– Insert navigation CD/DVD and perform update.	⇒ page 122
◆ Protective seat covers and protective film for carpet: <ul style="list-style-type: none">– Remove	
◆ Vehicle interior: <ul style="list-style-type: none">– Check for cleanliness (front seats and rear seat bench, interior trim, carpets/mats, windows)	
◆ All camper specific flaps, tables and roller blinds: <ul style="list-style-type: none">– Check function• Only California types 7HC and 7EF	⇒ Operating instructions
◆ Protective foil from stainless steel surface of cooker/sink combination: <ul style="list-style-type: none">– Remove completely• Only California types 7HC and 7EF	
◆ Pop-up roof: <ul style="list-style-type: none">– Open roof automatically, close and open again.• Only California types 7HC and 7EF	⇒ Operating instructions
◆ Emergency control for pop-up roof: <ul style="list-style-type: none">– Close pop-up roof by hand to check emergency control• Only California types 7HC and 7EF	⇒ Operating instructions
◆ Gas bottle: <ul style="list-style-type: none">– Check function of gas units• Only California types 7HC and 7EF ◆ If customer requires and as a separate charge	⇒ Operating instructions



Scope of work	Page
<ul style="list-style-type: none"> ◆ Fresh water: <ul style="list-style-type: none"> – Replenish; if necessary add sterilisation agent • Only California types 7HC and 7EF ◆ If customer requires and as a separate charge 	⇒ Operating instructions
Vehicle exterior	
<ul style="list-style-type: none"> ◆ All equipment which has been packed inside vehicle (mats, wipers, spoilers, roof aerial, full sized wheel trims/wheel hub covers, covers for wheel securing bolts, tyre valve extensions): <ul style="list-style-type: none"> – To be fitted • If part of equipment 	
<ul style="list-style-type: none"> ◆ Edge protection on doors (plastic foil): <ul style="list-style-type: none"> – Remove 	
<ul style="list-style-type: none"> ◆ Vehicle exterior: <ul style="list-style-type: none"> – Check for cleanliness: Paintwork, decorative parts, windows, wiper blades, surfaces 	
<ul style="list-style-type: none"> ◆ Transportation protective film: <ul style="list-style-type: none"> – Remove • If part of equipment 	
Tyres	
<ul style="list-style-type: none"> ◆ Spare wheel tyre: <ul style="list-style-type: none"> – Check condition and tyre pressure • If part of equipment 	⇒ page 66
<ul style="list-style-type: none"> ◆ Front left tyre: <ul style="list-style-type: none"> – Check condition and tyre pressure 	⇒ page 66
<ul style="list-style-type: none"> ◆ Rear left tyre: <ul style="list-style-type: none"> – Check condition and tyre pressure 	⇒ page 66
<ul style="list-style-type: none"> ◆ Rear right tyre: <ul style="list-style-type: none"> – Check condition and tyre pressure 	⇒ page 66
<ul style="list-style-type: none"> ◆ Front right tyre: <ul style="list-style-type: none"> – Check condition and tyre pressure 	⇒ page 66
<ul style="list-style-type: none"> ◆ Wheel securing bolts: <ul style="list-style-type: none"> – Tighten to specified torque 	⇒ page 118
Vehicle, bottom	
<ul style="list-style-type: none"> ◆ Underside of vehicle (without removing engine compartment cover for noise insulation): <ul style="list-style-type: none"> – Carry out visual check for leaks and damage: ◆ Engine ◆ Boots ◆ Brake system ◆ Steering ◆ Axles, gearbox/final drive, hoses, fluid reservoir 	
<ul style="list-style-type: none"> ◆ Vehicle underside (floor pan): <ul style="list-style-type: none"> – Carry out visual check for damage 	⇒ page 143



Scope of work	Page
<ul style="list-style-type: none"> ◆ Brake system (without removing engine compartment cover for noise insulation): <ul style="list-style-type: none"> – Carry out visual check for leaks and damage 	⇒ page 70
Engine compartment	
<ul style="list-style-type: none"> ◆ Engine and components in engine compartment (from above): <ul style="list-style-type: none"> – Carry out visual check for leaks and damage 	⇒ page 116
<ul style="list-style-type: none"> ◆ Window wash/wipe system and headlight washer system: <ul style="list-style-type: none"> – Check function and settings; top up with fluid to maximum 	⇒ page 122
<ul style="list-style-type: none"> ◆ Engine oil level: <ul style="list-style-type: none"> – Check ◆ Observe VW engine oil specifications when replenishing ⇒ page 105 	⇒ page 104
<ul style="list-style-type: none"> ◆ Coolant level: <ul style="list-style-type: none"> – Check level is at maximum 	⇒ page 96
<ul style="list-style-type: none"> ◆ Brake fluid: <ul style="list-style-type: none"> – Change • For stock vehicles and vehicles in storage whose standing period of 6 months or more, the brake fluid must be renewed. 	⇒ page 78
<ul style="list-style-type: none"> ◆ Brake fluid level: <ul style="list-style-type: none"> – Check level is at maximum ◆ Observe brake fluid specification when replenishing 	⇒ page 78
<ul style="list-style-type: none"> ◆ Power assisted steering: <ul style="list-style-type: none"> – Checking oil level 	⇒ page 140
Documentation/final checks	
<ul style="list-style-type: none"> ◆ Number and functions of keys: <ul style="list-style-type: none"> – Check and wipe off grease if necessary 	
<ul style="list-style-type: none"> ◆ Vehicle data sticker: <ul style="list-style-type: none"> – Stick into service schedule and in vehicle²⁾ 	⇒ page 46
<ul style="list-style-type: none"> ◆ Service schedule: <ul style="list-style-type: none"> – Enter delivery inspection and enter a cross for the first service: ◆ Interval service for vehicles with LongLife service (PR No. QG1) ¹⁾ ◆ Oil change service for vehicles with time and/or distance dependent service (PR No. QG0) ¹⁾ – Complete vehicle data in service schedule, see “Vehicle delivery documentation” 	
<ul style="list-style-type: none"> ◆ Vehicle literature: <ul style="list-style-type: none"> – Check that literature is complete and prepare literature for delivery to customer 	
<ul style="list-style-type: none"> ◆ Service interval display: reset. <ul style="list-style-type: none"> • Only valid for stock vehicles and vehicles in storage 	⇒ page 137
<ul style="list-style-type: none"> ◆ Road test: <ul style="list-style-type: none"> – Perform 	⇒ page 117

Note ¹⁾ Service identification

Note ²⁾ From model year 2009 onwards, the “vehicle data sticker” is no longer factory-fitted in the vehicle.



Scopes of service 2014 ➤



Note

For LPG vehicles and autogas vehicles, extra service work must be performed at every inspection service. Before carrying out inspection service, perform the respective servicing on the natural gas or autogas system.

Under certain circumstances, the various types of service (oil change in conjunction with an inspection service) may be combined. Of course, doubly listed activities are charged only once. An extended scope of inspection is carried out in combination with an oil change or inspection.

- ◆ Abbreviations in scope of service table:
- ◆ 1) Oil: oil change service (fixed or variable)
- ◆ 2) Insp.: inspection (fixed or variable)
- ◆ 3) Ext. Insp.: extended scope of inspection (combination)

Oil 1)	Insp. 2)	Ext. insp. 3)	Measure
Vehicle interior			
	X		◆ Interior, luggage compartment and glove compartment lights, cigarette lighter, sockets and warning lamp: Check function
	X		◆ Air filter with saturation indicator in dash panel insert: Check ⇒ page 103
		X	◆ Horn: check function.
Vehicle exterior			
	X		◆ Front lighting – side lights, dipped beam, main beam, fog lights, turn signals, hazard warning lights: check function
	X		◆ Tail light cluster - brake lights (including 3rd brake light), tail lights, reversing light, rear fog light, number plate light, turn signals, hazard warning lights: check operation
	X		• Windscreen: inspect for damage.
		X	◆ Windscreen wash/wipe system, spray jet settings: Check function and for damage, adjust as necessary ⇒ page 122
		X	◆ Wiper blades: Check for damage and park position; adjust as necessary ⇒ page 128
		X	◆ Interior and exterior body: inspecting for corrosion with doors and flaps open ⇒ page 143
		X	◆ Sunroof: check function, clean guide rails and lubricate with special grease ◆ If function is not OK, determine cause, and rectify using a special order ⇒ page 155
		X	◆ Clean sliding window seals ⇒ page 142
		X	◆ Doors: grease door arrester ⇒ page 142



Oil 1)	Insp 2)	Ext. insp. 3)	Measure
Underside of vehicle			
X			♦ Engine oil: Drain ⇒ page 106
X			♦ Thickness of brake pads and condition of front brake discs and rear drum brake linings: Check ⇒ page 71
	X		♦ Power assisted steering: Check fluid level ⇒ page 140
	X		♦ Poly V-belt: Check condition and tension ⇒ page 89
	X		♦ Brake system: Inspect for leaks and damage ⇒ page 70
		X	♦ Engine and components in engine compartment: inspect for leaks and damage (from below). ♦ Gearbox, final drive and drive shaft bellows ⇒ page 116
		X	♦ Underbody: Visual check for damage to underbody protection and underbody covers ⇒ page 143
		X	♦ Exhaust system: inspect for leaks, firm seating and damage.
		X	♦ Track rod ball joints: Check ♦ play, attachment and damage to boots/bellows ⇒ page 140
		X	♦ CV joints, axial bearings, coupling rod bearings and anti-roll bar rubber bushes: Visual check for damage ⇒ page 53
Tyres			
	X		♦ Tread depth, condition, wear pattern, age, inflation pressure (including spare wheel): Check, correct as necessary ⇒ page 66
Engine compartment			
X			♦ Engine oil: Change and renew oil filter, ensure level is at maximum after filling system and replenish if necessary ⇒ page 106 • Note VW engine oil specifications ⇒ page 105
	X		♦ Battery: perform visual check and check magic eye ⇒ page 60
	X		♦ Brake fluid level (depending on lining wear): Check (observe specification) ⇒ page 78
		X	♦ Brake fluid: change (first time, 3 years after initial registration, then every 2 years)
		X	♦ Engine and components in engine compartment: visual check for leaks and damage (from above) ⇒ page 116



Oil 1)	Insp 2)	Ext. insp. 3)	Measure
		X	<ul style="list-style-type: none"> ◆ Cooling system: check frost protection and coolant level, replenish if necessary <ul style="list-style-type: none"> • Anti-freeze specified value: -25°C (in countries with arctic climate, -35°C) ⇒ page 96
	X		<ul style="list-style-type: none"> ◆ Poly V-belt: Check condition and tension
	X	X	<ul style="list-style-type: none"> ◆ Bonnet catch hook: grease. ⇒ page 87
Final checks			
X			<ul style="list-style-type: none"> ◆ Service interval display: Reset oil change service (fixed/flexible) ⇒ page 137
	X		<ul style="list-style-type: none"> ◆ Service interval display: reset inspection ⇒ page 137
	X		<ul style="list-style-type: none"> ◆ Headlight adjustment: check and adjust as necessary. ⇒ page 129
	X		<ul style="list-style-type: none"> ◆ Carry out road test ⇒ page 117
		X	<ul style="list-style-type: none"> ◆ Breakdown set (if fitted): Check (renew tyre inflation bottle with sealant if expiry date has passed) ⇒ page 116
		X	<ul style="list-style-type: none"> ◆ Vehicle system test: carry out test ⇒ page 83

2.3.3 Additional work dependent on time/distance

Time or distance dependent additional work up to model year 2009 ⇒ [page 37](#)

Time or distance dependent additional work from model year 2010 ⇒ [page 40](#)

- ◆ Depending on conditions under which the vehicle is used and vehicle equipment, extra service work must be performed in addition to the inspection service or oil change service/interval service. These additional maintenance measures are invoiced separately and are marked as extra work.

Time or distance dependent additional work up to model year 2009

Measure:	Interval
<ul style="list-style-type: none"> • Thickness of brake pads and condition of front brake discs and rear drum brake linings: Check 	Recommendation: ¹⁾
<ul style="list-style-type: none"> ◆ Poly V-belt: Check condition and tension • Engines without automatic tensioning roller • Only applies for petrol engines 	Every 30,000 km
<ul style="list-style-type: none"> ◆ Fuel filter: Renew – if vehicle runs on diesel fuel • Diesel fuel not conform with standard “DIN EN 590” 	



Measure:	Interval
<ul style="list-style-type: none"> ◆ Camshaft drive toothed belt: check. • Applies for 2.0 l petrol engines • Applies for 1.9 l diesel engines 	
<ul style="list-style-type: none"> ◆ All-wheel drive coupling: Change oil (without filter) • Observe Technical Production Information "2020175" • Vehicles with all-wheel drive 	Every 60,000 km
<ul style="list-style-type: none"> ◆ Dust and pollen filter (interior filter): Cleaning housing and renewing filter element 	
<ul style="list-style-type: none"> ◆ Spark plugs: renewing 	
<ul style="list-style-type: none"> ◆ Camshaft drive toothed belt: renew. • Renew without toothed belt tensioning roller • Only 1.9 l diesel engines with engine codes AXB and AXC 	Every 90,000 km
<ul style="list-style-type: none"> ◆ Fuel filter: Renew – if vehicle runs on diesel fuel: • Diesel fuel conform with standard "DIN EN 590" 	Every 120,000 km
<ul style="list-style-type: none"> ◆ Air filter: cleaning housing and renewing filter element 	
<ul style="list-style-type: none"> ◆ Camshaft drive toothed belt: renew. • Renew without toothed belt tensioning roller • Only 1.9 l diesel engines with engine codes BRR and BRS 	
<ul style="list-style-type: none"> ◆ Alternator freewheel: Renew • 5-cylinder TDI engine with unit injector and engine codes AXD, AXE and BLJ • Without diesel particulate filter 	Every 150,000 km
<ul style="list-style-type: none"> ◆ Torsion elastic clutch on alternator: renew • 5-cylinder TDI engine with unit injector and engine codes AXD, AXE and BLJ • Without diesel particulate filter 	
<ul style="list-style-type: none"> ◆ Torsion elastic clutch on air conditioner compressor: renew • 5-cylinder TDI engine with unit injector and engine codes AXD, AXE and BLJ • Without diesel particulate filter 	
<ul style="list-style-type: none"> ◆ Freewheel on air conditioner compressor: Renew • 5-cylinder TDI engine with unit injector and engine codes BNZ and BLJ • Without diesel particulate filter 	



Measure:	Interval
<ul style="list-style-type: none"> ◆ Alternator freewheel: Renew • 5-cylinder TDI engine with unit injector and engine codes BNZ and BPC • With diesel particulate filter 	Every 180,000 km
<ul style="list-style-type: none"> ◆ Torsion elastic clutch on alternator: renew • 5-cylinder TDI engine with unit injector and engine codes BNZ and BPC • With diesel particulate filter 	
<ul style="list-style-type: none"> ◆ Freewheel on air conditioner compressor: Renew • 5-cylinder TDI engine with unit injector and engine codes BNZ and BPC • With diesel particulate filter 	
<ul style="list-style-type: none"> ◆ Torsion elastic clutch on air conditioner compressor: renew • 5-cylinder TDI engine with unit injector and engine codes BNZ and BPC • With diesel particulate filter 	
<ul style="list-style-type: none"> ◆ Camshaft drive toothed belt: renew. • Renew without toothed belt tensioning roller • 2.0 l petrol engine 	
<ul style="list-style-type: none"> ◆ Toothed belt tensioning roller: Renew • Additional work when renewing toothed belt • Only 1.9 l diesel engines with engine codes AXB and AXC 	
<ul style="list-style-type: none"> ◆ Diesel particulate filter (if fitted): Read ash mass (saturation level) • 5-cylinder TDI engine with unit injector and engine codes BNZ and BPC 	At 180,000 km for the first time, then every 40,000 km
<ul style="list-style-type: none"> ◆ Diesel particulate filter (if fitted): Read ash mass (saturation level) • Only 1.9 l diesel engines with 62 kW and 75 kW and engine codes BRR and BRS 	At 210,000 km for the first time, then every 40,000 km
<ul style="list-style-type: none"> ◆ Toothed belt tensioning roller: Renew • Additional work when renewing toothed belt • Only 1.9 l diesel engines with engine codes BRR and BRS 	Every 240,000 km
<ul style="list-style-type: none"> ◆ Brake fluid: Change • Only applies to vehicles ➤2007. For this vehicles, brake fluid change is NOT included in the inspection service. • Check if brake fluid service is due. ◆ Observe brake fluid specification, 	Every 2 years



Measure:	Interval
<ul style="list-style-type: none"> ◆ Poly V-belt: Check condition and tension • Engines without automatic tensioning roller • Only applies for petrol engines 	
<ul style="list-style-type: none"> ◆ Dust and pollen filter (interior filter): Cleaning housing and renewing filter element 	
<ul style="list-style-type: none"> ◆ Camshaft drive toothed belt: check. • Applies for 2.0 l petrol engines • Applies for 1.9 l diesel engines 	
<ul style="list-style-type: none"> ◆ Exhaust emissions test: perform (every 12 months in Germany for commercial passenger transport, e.g. taxis) 	3 years after initial registration and then every 2 years
<ul style="list-style-type: none"> ◆ Spark plugs: renewing 	Every 4 years
<ul style="list-style-type: none"> ◆ All-wheel drive coupling: Change oil (without filter) • Observe Technical Production Information "2020175" • Vehicles with all-wheel drive 	
<ul style="list-style-type: none"> ◆ Air filter: cleaning housing and renewing filter element 	Every 6 years
<ul style="list-style-type: none"> ◆ Fuel filter: Renew – if vehicle runs on diesel fuel: • Diesel fuel conform with standard "DIN EN 590" 	

1) Wear on brake linings is heavily dependent on operating conditions and driving style. If urban and short-distance driving are common as well as a sporty driving style, Volkswagen Commercial Vehicles recommends having the thickness of the brake pads/linings checked in the workshop more often than specified in the service schedule.

Time or distance dependent additional work from model year 2010

Measure:	Interval
<ul style="list-style-type: none"> ◆ Fuel filter: Renew – if vehicle runs on diesel fuel • Diesel fuel not conform with standard "DIN EN 590" 	Every 10,000 km
<ul style="list-style-type: none"> ◆ Poly V-belt: Check condition and tension • Engines without automatic tensioning roller • Only applies for petrol engines 	Every 30,000 km
<ul style="list-style-type: none"> ◆ Camshaft drive toothed belt: check. • Applies for 2.0 l petrol engines • In dusty regions 	
<ul style="list-style-type: none"> ◆ Camshaft drive toothed belt: check. • Applies for 2.0 l diesel engines • In dusty regions 	Every 40,000 km



Measure:	Interval
<ul style="list-style-type: none"> ◆ Fuel filter: Renew – if vehicle runs on diesel fuel • Diesel fuel not conform with standard “DIN EN 590” 	
<ul style="list-style-type: none"> ◆ All-wheel drive coupling: Change oil (without filter) • Observe Technical Production Information “2020175” • Vehicles with all-wheel drive 	Every 60,000 km
<ul style="list-style-type: none"> ◆ Dust and pollen filter (interior filter): Cleaning housing and renewing filter element 	
<ul style="list-style-type: none"> ◆ Spark plugs: renewing 	
<ul style="list-style-type: none"> ◆ Dual clutch gearbox (DSG): Change oil 	
<ul style="list-style-type: none"> ◆ Fuel filter: Renew – if vehicle runs on diesel fuel: • Diesel fuel conform with standard “DIN EN 590” 	Every 120,000 km
<ul style="list-style-type: none"> ◆ Air filter: cleaning housing and renewing filter element 	
<ul style="list-style-type: none"> ◆ Camshaft drive toothed belt and toothed belt tensioning roller: Renewing • Applies for 2.0 l diesel engines in “dusty” regions 	
<ul style="list-style-type: none"> ◆ Poly V-belt: Check condition and tension • Engines without automatic tensioning roller • Only applies for diesel engines 	
<ul style="list-style-type: none"> ◆ Diesel particulate filter (if fitted): Read ash mass (saturation level) 	At 200,000 km for the first time, then every 40,000 km
<ul style="list-style-type: none"> ◆ Toothed belt drive for coolant pump: renew. • 2.0 l petrol engine with engine codes CJK A, CJK B 	Every 180,000 km
<ul style="list-style-type: none"> ◆ Toothed belt pulley for coolant pump: Renew • 2.0 l petrol engine with engine codes CJK A, CJK B 	
<ul style="list-style-type: none"> ◆ Camshaft drive toothed belt: renew. • Renew without toothed belt tensioning roller • 2.0 l petrol engine 	
<ul style="list-style-type: none"> ◆ Camshaft drive toothed belt and toothed belt tensioning roller: Renewing • Only 2.0 l diesel engines 	At 210,000 km
<ul style="list-style-type: none"> ◆ Poly V-belt: Check condition and tension • Engines without automatic tensioning roller • Applies for petrol and diesel engines 	Every 2 years
<ul style="list-style-type: none"> ◆ Dust and pollen filter (interior filter): Cleaning housing and renewing filter element 	
<ul style="list-style-type: none"> ◆ Camshaft drive toothed belt: check. 	



Measure:	Interval
• 2.0 l petrol engine with engine code AXA	
<ul style="list-style-type: none"> ◆ Camshaft drive toothed belt: check. • Applies for 2.0 l diesel engines in “dusty” regions 	every 2 years or every 40,000 km whichever occurs first
<ul style="list-style-type: none"> ◆ All-wheel drive coupling: Change oil (without filter) • Observe Technical Production Information “2020175” • Vehicles with all-wheel drive 	Every 3 years
◆ Dual clutch gearbox (DSG): Change oil	
◆ Exhaust emissions test: perform (every 12 months in Germany for commercial passenger transport, e.g. taxis)	3 years after initial registration and then every 2 years
◆ Brake and clutch system: change brake fluid	
◆ Spark plugs: renewing	Every 4 years
◆ Air filter: cleaning housing and renewing filter element	Every 6 years
<ul style="list-style-type: none"> ◆ Fuel filter: Renew – if vehicle runs on diesel fuel: • Diesel fuel conform with standard “DIN EN 590” 	

¹⁾ Wear on brake linings is heavily dependent on operating conditions and driving style. If urban and short-distance driving are common as well as if there is a sporty driving style, Volkswagen recommends having the thickness of the brake linings checked in the workshop more often than specified in the service schedule.

2.3.4 Scopes of service, market-specific deviations

This chapter only contains market-specific differences. This means that all the service activities or time and distance dependent additional work not listed here are listed in the normal scope of service work.

- ◆ Argentina market from model year 2011
- ◆ Brazil market from model year 2011
- ◆ Chinese market from model year 2011

Argentina market from model year 2011

Additional work	Interval	Description of work
<ul style="list-style-type: none"> ◆ Brake fluid: Change (comply with specification) • Check if brake fluid service is due. 	Every 2 years	⇒ page 73
◆ Dust and pollen filter (interior filter): Cleaning housing and renewing filter element	Every 30,000 km	⇒ page 88
<ul style="list-style-type: none"> ◆ Air filter: cleaning housing and renewing filter element – Reset learnt values in engine control unit - J623- 	Every 30,000 km	⇒ page 99



Additional work	Interval	Description of work
◆ Spark plugs: renewing	Every 90,000 km or 6 years	⇒ page 147
◆ Fuel filter: Renew – if vehicle runs on diesel fuel	Every 10,000 km or 6 months	⇒ page 94

Brazil market from model year 2011

Additional work	Interval	Description of work
◆ Brake fluid: change (comply with specification) • Check if brake fluid service is due.	Every 2 years	⇒ page 73
◆ Air filter: cleaning housing and renewing filter element – Reset learnt values in engine control unit - J623-	Every 90,000 km or 6 years	⇒ page 99
◆ Spark plugs: renewing	Every 90,000 km or 6 years	⇒ page 147
◆ Fuel filter: Renew – if vehicle runs on diesel fuel	Every 60,000 km	⇒ page 94

Chinese market from model year 2011

Additional work	Interval	Description of work
◆ Spark plugs: renewing	Every 20,000 km	⇒ page 147
◆ Oil change service (fixed)	After 5,000 km for first time then every 10,000 km	

2.3.5 Countries with high levels of dust

The countries with high levels of dust are indicated in this chapter.

Country	Dusty country
Abu Dhabi	X
Afghanistan	X
Egypt	X
Algeria	X
Angola	X
Equatorial Guinea	X
Argentina	X
Armenia	X
Azerbaijan	X
Ethiopia	X
Australia	X
Bahrain	X
Bangladesh	X
Belize	X
Benin	X



Country	Dusty country
Bhutan	X
Bolivia	X
Botswana	X
Brazil	X
Chile	X
China	X
Guatemala	X
Guinea-Bissau	X
Guyana	X
Honduras	X
Hong Kong	X
India	X
Iraq	X
Iran	X
Israel	X
Yemen	X
Jordan	X
Cambodia	X
Cameroon	X
Kazakhstan	X
Kenya	X
Kyrgyz Republic	X
Columbia	X
Congo	X
Cuba	X
Kuwait	X
Laos	X
Lesotho	X
Lebanon	X
Liberia	X
Libya	X
Madagascar	X
Puerto Rico	X
Qatar	X
Rwanda	X
Russia	X
Zambia	X
Saudi Arabia	X
Senegal	X
Sierra Leone	X
Somalia	X
Sri Lanka and the Maldives	X
Sudan	X
Surinam	X
South Africa	X
South Korea	X



Country	Dusty country
Swaziland	X
Tanzania	X
Thailand	X
Togo	X
Chad	X
Uzbekistan	X
Venezuela	X
Vietnam	X
Belarus	X
West Sahara	X
Zimbabwe	X

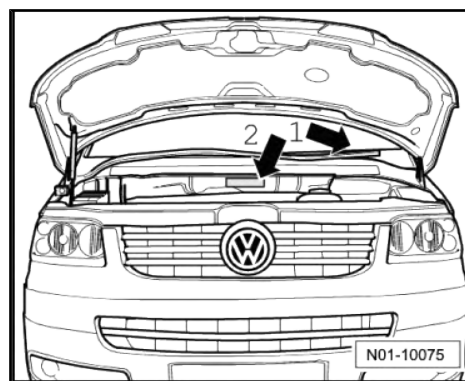


3 General information

- ◆ Sticker ⇒ [page 48](#)
- ◆ Entries in service schedule ⇒ [page 49](#)
- ◆ Severe conditions ⇒ [page 47](#)
- ◆ Vehicle identification number ⇒ [page 46](#)
- ◆ Vehicle data sticker ⇒ [page 46](#)
- ◆ Engine code and engine number ⇒ [page 47](#)

3.1 Vehicle identification number

The vehicle identification number is located behind the wind-screen on driver side -arrow 1- and on plenum chamber bulkhead, visible at front -arrow 2-.



Significance of vehicle identification number

WVW	ZZZ	7H/J	Z	4	D	000 234
Manufacturer code	Filler characters	Model	Filler characters	Model year 2004	Production location	Serial number

3.2 Vehicle data sticker

Vehicles ► 02.2007

The vehicle data sticker -arrow- is attached to the dash panel trim in the footwell on driver side.

This vehicle data sticker is also found in the service schedule for the customer.

On the left side of left-hand drives, on the right side of right-hand drives.

Attach second "vehicle data sticker" in customer service schedule
⇒ [page 48](#)

