



3 Service work

This chapter provides information on the following subjects:

- ◆ Information reference flexible or fixed service ⇒ [page 38](#)
- ◆ Service tables ⇒ [page 40](#)
- ◆ Scopes of service ⇒ [page 50](#)

3.1 Information reference flexible or fixed service

Service identification ⇒ [page 38](#)

Flexible service ⇒ [page 38](#)

Fixed service ⇒ [page 39](#)

Service interval display ⇒ [page 39](#)

3.1.1 Service identification

- Referring to vehicle data sticker ⇒ [page 59](#), check if vehicle is equipped with following PR numbers:

The PR number is decisive for the service intervals
⇒ [page 40](#).

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

3.1.2 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, special LongLife engine oil is required
⇒ [page 42](#).*

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 39](#) 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 39](#).

Therefore the service intervals are flexible.



3.1.3 Fixed service

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

For vehicles

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

The fixed service applies.

These non-flexible service intervals apply to all types of service 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.

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 39](#) 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)

3.1.4 Service interval display

Introduction of extended servicing intervals (ESI) ⇒ [page 39](#)

Flexible service interval display (only vehicles with a flexible service) ⇒ [page 39](#)

Fixed service interval display (only vehicles with a fixed service) ⇒ [page 40](#)

Service interval display: Resetting ⇒ [page 141](#)

Service interval display: Adapting ⇒ [page 143](#)

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 measure of the deterioration of the oil due to thermal load.
- ◆ Oil deterioration is the decisive factor in determining the distance that can still be driven before 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 143](#).

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.

3.2 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 40](#)

Service tables with market-specific deviations ⇒ [page 43](#)



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 interval service, inspection service or interval service inspection.*
- ◆ *It is also possible, to perform additional work outside the service intervals with regard to the entries in the service schedule (or sticker: your next service).*

3.2.1 Service tables

- ◆ Service interval ⇒ [page 41](#)
- ◆ VW engine oil standards ⇒ [page 42](#)



Service intervals



Caution

Only applies to diesel engines:

- *Some countries have an elevated sulphur content in diesel fuel.*
- ◆ *The high sulphur content leads to excessive wear of cylinders and it considerably reduces the cleanliness of pistons.*
- ◆ *Therefore, in those countries with an elevated sulphur content in diesel fuel, change the engine oil every 5,000 km.*



Note

However, other intervals apply for other countries. Your importer will inform you about this.

Amarok 2010 ►			
Service interval 2010 ► 2012			
From to	Engine/ Engine code/ PR No./Remarks	Service: Intervals	Indication on SID (with oil change)
2010 ► 2012	Diesel engines with high sulphur content in diesel fuel	Oil change service (fixed): every 10,000 km or 1 year	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 or 2 years (petrol engine)	YES
		Interval service (fixed): max. 40,000 km or 2 years (diesel engine)	YES
	QG1 vehicles	Interval service (flexible): max. 30,000 km or 2 years (petrol engine)	YES
		Interval service (flexible): max. 40,000 km or 2 years (diesel engine)	YES
	All vehicles	First inspection service after 3 years, then every 2 years	NO



Amarok 2013►			
Service intervals 2013►			
From - to	PR No.	Service: Intervals	Indication on SID (with oil change)
2013►	QI1	Oil change service (fixed): every 5,000 km or 1 year	YES
	QI2	Oil change service (fixed): every 7,500 km or 1 year	YES
	QI3	Oil change service (fixed): every 10,000 km or 1 year	YES
	QI4	Oil change service (fixed): every 15,000 km or 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 or 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



Note

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

VW ENGINE OIL STANDARDS



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.

Amarok			
VW ENGINE OIL STANDARDS			
With flexible service			With fixed service
PETROL ENGINE			
4-cylinder	504 00 alternative 503 00		4-cylinder 504 00 ¹⁾ 502 00 ²⁾
DIESEL ENGINES			



Amarok			
VW ENGINE OIL STANDARDS			
4-cylinder (with Bosch EDC 17 TDI common rail with diesel particulate filter)	507 00 ¹⁾ 505 01 ²⁾	4-cylinder (with Bosch EDC 17 TDI common rail with diesel particulate filter)	507 00 ¹⁾ 505 01 ²⁾
4-cylinder (with Bosch EDC 17 TDI common rail without diesel particulate filter)	507 00 ¹⁾ 505 01 ²⁾	4-cylinder (with Bosch EDC 17 TDI common rail without diesel particulate filter)	507 00 ¹⁾ 505 01 ²⁾

¹⁾ Only for markets where diesel complies with EN 590.

²⁾ Only for markets with elevated sulphur content in diesel fuel.

3.2.2 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.



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, in those countries with an elevated sulphur content in diesel fuel, change the engine oil every 5,000 km.***

Note

- ◆ *Depending on the conditions of use and the vehicle's equipment, extra service work must be performed in addition to the inspection service or oil change service.*
- ◆ *To ensure that every service is carried out at the right time and that no service is forgotten, a service sticker on the door pillar or the service interval indicator on the display of the dash panel insert serves as a reminder.*
- ◆ *For combined kilometre and time display applies: whichever occurs first.*



Amarok 2010 ►

Service interval 2010 ►2012

From to	Engine/ Engine code/ PR No./Remarks	Service: Intervals	Indication on SID (with oil change)
2010 ► 2012	Diesel engines with high sulphur content in diesel fuel	Oil change service depending on sulphur content in fuel ⇒ page 45	YES
	QG0/QG2 or QG1 vehicles coded to fixed intervals, export	Oil change service (fixed): every 15,000 km or 1 year (petrol engine)	YES
		Interval service (fixed): max. 30,000 km or 2 years (petrol engine)	YES
		Interval service (fixed): max. 40,000 km or 2 years (diesel engine)	YES
	QG1 vehicles, export	Interval service (flexible): max. 30,000 km or 2 years (petrol engine)	YES
		Interval service (flexible): max. 40,000 km or 2 years (diesel engine)	YES
	All vehicles	First inspection service after 3 years, then every 2 years	NO





Amarok 2013►			
Service intervals 2013►			
From - to	PR No.	Service: Intervals	Indicated on service interval display (includes oil change)
2013►	QI1	Oil change service (fixed): every 5,000 km or 1 year	YES
	QI2	Oil change service (fixed): every 7,500 km or 1 year	YES
	QI3	Oil change service (fixed): every 10,000 km or 1 year	YES
	QI4	Oil change service (fixed): every 15,000 km or 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 or 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



Note

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

Oil change intervals depending on sulphur content in fuel

Amarok ► 2012					
Oil change intervals depending on sulphur content in fuel					
Fuel quality	(EN590)	◀ 500 ppm	500-2,000 ppm	2,000-4,000 ppm	► 4,000 ppm
Change interval	ESI	20 tkm/1 year	10 tkm/1 year	7.5 tkm/1 year	5 tkm/1 year
Abu Dhabi		X			
Afghanistan				X	
Egypt					X
Albania		X			
Algeria			X		
Angola			X		
Equatorial Guinea					X
Armenia			X		
Azerbaijan		X			
Ethiopia					X



Amarok ► 2012					
Oil change intervals depending on sulphur content in fuel					
Fuel quality	(EN590)	◀ 500 ppm	500-2,000 ppm	2,000-4,000 ppm	► 4,000 ppm
Change interval	ESI	20 tkm/1 year	10 tkm/1 year	7.5 tkm/1 year	5 tkm/1 year
Australia	X				
Bahamas					X
Bahrain		X			
Bangladesh				X	
Belgium	X				
Belize					X
Benin					X
Bermuda					X
Bhutan		X			
Bolivia					X
Bosnia-Herzegovina	X				
Botswana					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				
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				



Amarok ► 2012					
Oil change intervals depending on sulphur content in fuel					
Fuel quality	(EN590)	◀ 500 ppm	500-2,000 ppm	2,000-4,000 ppm	► 4,000 ppm
Change interval	ESI	20 tkm/1 year	10 tkm/1 year	7.5 tkm/1 year	5 tkm/1 year
Guadeloupe	X				
Guatemala				X	
Guinea					X
Guinea-Bissau					X
Guyana					X
Haiti					X
Honduras				X	
Hong Kong	X				
India		X			
Indonesia				X	
Iraq					X
Iran					X
Ireland	X				
Iceland	X				
Israel	X				
Italy	X				
Jamaica				X	
Japan	X				
Yemen					X
Jordan					X
Cambodia			X		
Cameroon			X		
Canada			X		
Cap 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		
Comoros					X
Croatia	X				
Cuba					X
Kuwait			X		
Laos			X		
Lesotho					X
Latvia	X				
Lebanon			X		
Liberia					X
Libya			X		
Lithuania	X				



Amarok ► 2012					
Oil change intervals depending on sulphur content in fuel					
Fuel quality (EN590)	◀ 500 ppm	500-2,000 ppm	2,000-4,000 ppm	► 4,000 ppm	
Change interval	ESI	20 tkm/1 year	10 tkm/1 year	7.5 tkm/1 year	5 tkm/1 year
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			
Mozambique		X			
Myanmar (Burma)					X
Namibia					X
Nepal		X			
New Caledonia	X				
New Zealand	X				
Nicaragua					X
Netherlands	X				
Dutch Overseas Territories					X
Niger					X
Nigeria				X	
North Korea					X
Norway	X				
Oman		X			
Austria	X				
Pakistan					X
Palestinian Territories	X				
Panama		X			
Papua New Guinea		X			
Paraguay			X		
Pacific driving on the left					X
Pacific driving on the right					X
Peru					
Philippines		X		X	
Poland	X				
Portugal	X				



Amarok ► 2012					
Oil change intervals depending on sulphur content in fuel					
Fuel quality	(EN590)	◀ 500 ppm	500-2,000 ppm	2,000-4,000 ppm	► 4,000 ppm
Change interval	ESI	20 tkm/1 year	10 tkm/1 year	7.5 tkm/1 year	5 tkm/1 year
Puerto Rico					X
Republic of Congo				X	
Reunion	X				
Rwanda					X
Romania	X				
Russian Federation				X	
Saint-Barthélemy					X
Zambia					X
Sao Tome and Principe					X
Saudi Arabia					X
Sweden	X				
Switzerland	X				
Senegal				X	
Serbia	X				
Seychelles					X
Sierra Leone					X
Zimbabwe				X	
Singapore	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
Tajikistan			X		
Taiwan	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				



Amarok ► 2012					
Oil change intervals depending on sulphur content in fuel					
Fuel quality	(EN590)	◀ 500 ppm	500-2,000 ppm	2,000-4,000 ppm	► 4,000 ppm
Change interval	ESI	20 tkm/1 year	10 tkm/1 year	7.5 tkm/1 year	5 tkm/1 year
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
Vietnam			X		
Belarus	X				
West Sahara					X
Central African Republic					X
Cyprus	X				

3.3 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 ⇒ [page 53](#)
- ◆ Scopes of service market specific deviations ⇒ [page 55](#)
- ◆ Delivery inspection ⇒ [page 50](#)
- ◆ Time and distance dependent additional work ⇒ [page 56](#)

3.3.1 Delivery inspection

- ◆ The sequence of the individual service tasks has been tested and optimised. The sequence must be followed in order to avoid unnecessary interruptions in work.

Work to be completed	Page
Electrics	
◆ Relay for battery disconnection (if fitted): remove • Vehicles with transport equipment	⇒ page 84
◆ Battery: Check battery terminal clamps by hand for tightness	⇒ page 81
◆ Battery: Perform visual check and check magic eye (if fitted)	⇒ page 84
◆ Four-wheel drive fuse: Insert (PR number "1x1")	⇒ page 107
◆ Vehicle system test: Perform	⇒ page 104
◆ Radio code: Request (customer should be informed of radio code IF DESIRED)	⇒ page 131
Vehicle interior	



Work to be completed	Page
◆ All switches, electrical consumers, sockets, gauges and other control elements: Check function	
◆ Door handles, door locks, central locking and windows: Check function and ease of movement	
◆ Front passenger airbags: Check key switch and "ON/OFF function", set switch to "ON"	⇒ page 88
◆ Electric window regulators: Check positioning (open and close functions)	⇒ page 102
◆ Clock: Set to correct time	⇒ page 146
◆ Climatronic: Set temperature to 22 °C	⇒ page 101
◆ Transportation mode: Switch off	
◆ Radio/radio navigation system: Activate anti-theft coding, store local radio stations to station buttons	⇒ page 133
◆ Radio navigation system: Insert navigation CD/DVD and perform update	⇒ page 134
◆ Seat protective covers and protective foils: Remove	
◆ Vehicle interior: Check for cleanliness (front and rear seats, interior trim, carpets/mats, windows)	
Vehicle exterior	
◆ All equipment that has been packed inside the vehicle (mats, wipers, spoilers, roof aerial, full sized wheel trims/wheel trims, wheel bolt covers, tyre valve extensions): Install (if featured)	
◆ Edge protection on doors (plastic foil): Remove	
◆ Vehicle exterior: Check for cleanliness (paintwork, decorative parts, windows, wiper blades, surfaces)	
◆ Protective foil: Remove (if fitted)	⇒ page 146
◆ Towing eyes: remove	
• Place towing eye in vehicle tool kit and fit cover to bumper	
Tyres	
◆ Spare wheel tyre: Check condition and inflation pressure (if fitted)	⇒ page 89
◆ Front left tyre: Check condition and inflation pressure	⇒ page 89
◆ Rear left tyre: Check condition and inflation pressure	⇒ page 89
◆ Rear right tyre: Check condition and inflation pressure	⇒ page 89
◆ Front right tyre: Check condition and inflation pressure	⇒ page 89
◆ Wheel securing bolts: Tighten to specified torque	⇒ page 130
Vehicle, bottom	
◆ Vehicle from below (without removing underbody protection): Perform visual check for leaks and damage	⇒ page 146 ⇒ page 110
◆ Engine, CV joint boots/bellows, brake system, steering, axles, gearbox/final drive, hoses, fluid reservoirs/containers	



Work to be completed	Page
◆ Vehicle underside (floor pan): Perform visual check for damage	⇒ page 146
◆ Brake system: Perform visual check for leaks and damage	⇒ page 92
Engine compartment	
◆ Engine and components in engine compartment (from above): Perform visual check for leaks and damage	⇒ page 126
◆ Window wash/wipe system and headlight washer system: Check function and settings; replenish to maximum level	⇒ page 134
◆ Engine oil level: Check (observe VW engine oil standards if replenishing)	⇒ page 122
◆ Coolant level: Check level is at maximum	⇒ page 115
◆ Brake fluid: Change	⇒ page 100
• For stock vehicles and vehicles in storage whose standing period of 6 months or more, the brake fluid must be renewed.	
◆ Brake fluid level: Check level is at maximum	⇒ page 100
◆ Power assisted steering: Check fluid level	⇒ page 144
Documentation/final checks	
◆ Number and function of keys: Check, wipe off grease if necessary	
◆ Vehicle data sticker: Stick into service schedule and in vehicle	⇒ page 59
◆ Service schedule: Enter delivery inspection, enter a cross for the 1st service and complete vehicle data in service schedule, see "Vehicle delivery documentation"	
◆ Interval service for vehicles with LongLife service (PR No. QG1) ¹⁾	
◆ Oil change service for vehicles with time or distance dependent service (PR No. QG0/QG2) ¹⁾	
◆ Vehicle literature: Check literature is complete and prepare for handover to customer	
◆ Reset service interval display	⇒ page 141
◆ Road test: Perform	⇒ page 129

¹⁾ Service identification



3.3.2 Scopes of service



Note

- ◆ The various types of service can be combined under certain circumstances (oil change or interval service in conjunction with an inspection service). Whereupon doubly listed activities are only charged 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 are found within the scope of servicing which make repair measures necessary, the customer must be informed and the additional work invoiced separately where necessary.

- ◆ Abbreviations for scope 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 lights - Check function: Side lights, dipped beam, main beam, fog lights, turn signals, hazard warning lights ⇒ page 138
		X	◆ Rear lights - Check function: brake lights (including 3rd brake light), tail lights, reversing lights, rear fog light, number plate light, turn signals, hazard warning lights
		X	◆ Interior, luggage and glove compartment lights, cigarette lighter, sockets, horn and warning lamps: Check function
	X		◆ Battery: Perform visual check and check magic eye ⇒ page 84
Vehicle exterior			
		X	◆ Doors: Grease door arrester ⇒ page 145
		X	◆ Windscreen wash and wipe system: Check function, spray jet settings and for damage, adjust if necessary ⇒ page 134
		X	◆ Wiper blades: Check for damage and park position, adjust as necessary ⇒ page 137
		X	◆ Paint: Perform visual check for damage and corrosion, interior and exterior when doors and bonnet/rear lid/flaps are open ⇒ page 145
	X		• Bonnet catch: Clean, ensure attachment is secure and lubricate ⇒ page 6
	X	X	• Windscreen: Perform visual check for damage
Tyres			



Oil 1)	Int. 2)	Insp. 3)	Measure
	X		◆ Tread depth, condition, wear pattern, age, inflation pressure (including spare tyre): Check, rectify as necessary ⇒ page 89
Vehicle from below			
		X	◆ Engine and components in engine compartment (from below), gearbox, final drive, rear axle and protective bellows: Perform visual check for leaks and damage ◆ If fluid loss is greater than can be expected through normal use, determine cause and rectify using a special order ⇒ page 126
		X	◆ Underbody: Visual check for damage to underbody protection and underbody trim/panels ⇒ page 146
		X	◆ Exhaust system: Visual check for leaks, security and damage
		X	◆ Check track rod ends: ◆ play, attachment and damage to boots/bellows ⇒ page 144
		X	◆ CV joints, axial bearings, coupling rod bearings and anti-roll bar rubber bushes: Visual check for damage ⇒ page 79
	X		◆ Brake system: Perform visual check for leaks and damage ⇒ page 92
X	X		◆ Thickness of brake pads and condition of front brake discs and rear drum brake linings: check ⇒ page 93
Engine compartment			
		X	◆ Engine oil level: Check, observe oil specification when topping up! ⇒ page 122
		X	◆ Engine and components in engine compartment (from above): Perform visual check for leaks and damage ⇒ page 126
X	X		◆ Engine oil: Change and renew oil filter, ensure level is at maximum after filling system and replenish if necessary • Note VW engine oil standards ⇒ page 122
		X	◆ Brake fluid: Change (after 3 years from initial registration and then every 2 years) ⇒ page 95
	X		◆ Brake fluid level (depending on lining wear): Check (observe specification) ⇒ page 100
		X	◆ Brake system and shock absorbers: Perform visual check for leaks and damage ⇒ page 95
	X		◆ Power assisted steering: Check fluid level ⇒ page 144
	X		◆ Air filter with saturation indicator in dash panel insert: Check • In countries with high levels of dust, a new dust and pollen filter must be fitted as a separate job order ⇒ page 118



Oil 1)	Int. 2)	Insp. 3)	Measure
		X	◆ Cooling system: Check frost protection and coolant level, replenish if necessary • Specified antifreeze value: “-25 °C” In countries with an arctic climate “-35 °C” ⇒ page 115
Final checks			
		X	◆ Headlight adjustment: Check, if necessary adjust
		X	◆ Vehicle system test: Perform
X	X		◆ Reset service interval display
X	X	X	◆ “Your next service” sticker: Enter next due date ¹⁾ and attach service sticker to driver side door pillar (B-pillar)
		X	◆ Breakdown set (if fitted): Check (renew tyre inflation bottle with sealant if use-by date has expired)
X		X	◆ Road test: Perform

3.3.3 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.

- ◆ Argentinian market from model year 2011 ⇒ [page 55](#)
- ◆ Brazilian market from model year 2011 ⇒ [page 55](#)
- ◆ Chinese market from model year 2011 ⇒ [page 56](#)

Argentina market from model year 2011

Additional work	Interval	Description of work
◆ Brake fluid: Change (comply with specification) • Check whether brake fluid service is due.	Every 2 years	⇒ page 95
◆ Dust and pollen filter (cabin filter): Clean housing and renew filter element	Every 30,000 km	⇒ page 110
◆ Air filter: Clean housing and renew filter element – Reset programmed values in engine control unit -J623-	Every 30,000 km	⇒ page 118
◆ Spark plugs: Renew	Every 90,000 km or 6 years	⇒ page 149
◆ Fuel filter: Renew – if vehicle runs on diesel fuel	every 10,000 km or 6 months	⇒ page 113
◆ Camshaft drive toothed belt: Check	every 10,000 km or 6 months	⇒ page 148

Brazil market from model year 2011



Additional work	Interval	Description of work
◆ Brake fluid: Change (comply with specification) • Check whether brake fluid service is due.	Every 2 years	⇒ page 95
◆ Air filter: Clean housing and renew filter element – Reset programmed values in engine control unit -J623-	Every 90,000 km or 6 years	⇒ page 118
◆ Spark plugs: Renew	Every 90,000 km or 6 years	⇒ page 149
◆ Fuel filter: Renew – if vehicle runs on diesel fuel	Every 60,000 km	⇒ page 113
◆ Camshaft drive toothed belt: Check	every 10,000 km or 6 months	⇒ page 148

China market from model year 2011

Additional work	Interval	Description of work
◆ Spark plugs: Renew	Every 20,000 km	⇒ page 149

3.3.4 Time and distance dependent additional work

- ◆ 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.

Measure:	Interval
• Thickness of brake pads and condition of front brake discs and rear drum brake linings: check	Recommendation: ¹⁾
◆ Fuel filter: Renew – if vehicle runs on diesel fuel • That does not conform with standard “DIN EN 590” • and has an elevated sulphur content (>2000 ppm) ⇒ page 113	Every 10,000 km
◆ Fuel filter: Drain water - if vehicle runs on diesel fuel • That does not conform with standard “DIN EN 590” ⇒ page 114	Every 20,000 km
◆ Camshaft drive toothed belt: Check • Valid in “dusty” regions, diesel engines ⇒ page 148	Every 40,000 km
◆ Fuel filter: Renew – if vehicle runs on diesel fuel • That does not conform with standard “DIN EN 590” ⇒ page 113	



Measure:	Interval
◆ Dust and pollen filter (cabin filter): Clean housing and renew filter element ⇒ page 110	Every 60,000 km
◆ Spark plugs: Renew ⇒ page 149	
◆ Air filter: Clean housing and renew filter element (reset learnt values of engine control unit -J623-) ◆ Valid in “dusty” regions • In countries with high levels of dust, a new dust and pollen filter must be fitted as a separate job order ⇒ page 118	
◆ Fuel filter: Renew – if vehicle runs on diesel fuel ◆ Conforming to “DIN EN 590” ◆ ⇒ page 113	Every 80,000 km
◆ Air filter: Clean housing and renew filter element (reset learnt values of engine control unit -J623-) ⇒ page 118	Every 120,000 km
◆ Camshaft drive toothed belt and toothed belt tensioning roller: Renew • Valid in “dusty” regions, diesel engines ⇒ page 148	
◆ Poly V-belt: Check condition ⇒ page 111	
◆ Poly V-belt: Renew • Applies for petrol engines ⇒ page 112	Every 180,000 km
◆ Toothed belt for water pump: renew • Applies to petrol engines ⇒ page 148	
◆ Toothed belt for balancer shaft: renew • Applies to petrol engines ⇒ page 148	
◆ Diesel particulate filter (if fitted): Interrogate ash mass (saturation level) ⇒ page 80	At 200,000 km then every 40,000 km
◆ Camshaft drive toothed belt and toothed belt tensioning roller: Renew • Valid for diesel engines ⇒ page 148	Every 210,000 km
◆ Timing chain: Renew • Applies for petrol engines ⇒ page 134	Every 300,000 km



Measure:	Interval
◆ Camshaft drive toothed belt: Check • Valid in “dusty” regions, diesel engines ⇒ page 148	Every 2 years
◆ Dust and pollen filter (cabin filter): Clean housing and renew filter element ⇒ page 110	
◆ Air filter: Clean housing and renew filter element (reset learnt values of engine control unit -J623-) ◆ Valid in “dusty” regions • In countries with high levels of dust, a new dust and pollen filter must be fitted as a separate job order	Every 3 years
◆ Emissions test: Perform (every 12 months in Germany for commercial passenger transport, e.g. taxis) ⇒ page 152	3 years after initial registration and then every 2 years
◆ Fuel filter: Renew – if vehicle runs on diesel fuel • That does not conform with standard “DIN EN 590” ⇒ page 113	Every 4 years
◆ Spark plugs: Renew ⇒ page 149	
◆ Air filter: Clean housing and renew filter element (reset learnt values of engine control unit -J623-) ⇒ page 118	Every 6 years
◆ Fuel filter: Renew – if vehicle runs on diesel fuel • Conforming to “DIN EN 590” ⇒ page 113	

1) Check thickness of front and rear brake pads/lining. If the brakes are subjected to regular or severe stress (e.g. vehicle operated in mountainous regions, frequent driving with a full load, vehicle used for courier service), we recommend as a precautionary measure that the thickness of the brake pads be checked by a qualified workshop 15,000 km after the last service at the latest.