



Important!

Please give copies to all
your VW Technicians

Technical Bulletin

Vehicle Delivery Information

Subject: **New Vehicle, Detailing**

Group: **00**

Number: **01-03**

Model(s): **All**

2002

Date: **Sept. 10, 2001**

Service

The Detailer's role

Taking ownership of a vehicle that is clean, shiny and performs as expected goes a long way in customer satisfaction.

The impact you have on the Volkswagen customer is immense. You play a vital role in delivering a perfect Volkswagen to your customers. The delivery process is exciting for our customers. Your attention to detail will give a Volkswagen customer a positive experience about his or her new car far beyond that first day of delivery. By preparing a perfectly detailed vehicle to your customer, you are not only meeting or exceeding your customer's expectations, you are also helping eliminate any buyers remorse (that feeling of anxiety people get after making a large or important purchase).

To help you with your detailing role in the perfect delivery process, refer to the Detailer Inspection Checklist (delivered with the vehicle) and the two Max broadcasts: Professional Detailing and VW High Impact Detailing.

Now that you know how important your role is in the delivery process, you need to learn about the detailing process itself. The following pages include recommended products with references to Technical Bulletins you need to follow to correctly detail a vehicle.

Please know that you have a team behind you with excellent products and support to enable you to make a perfect delivery each and every time!



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◀ 3M™ Car Wash Shampoo Concentrate:

Safely removes dirt and grime without removing wax protection.

Part Number	Container Size	Containers per Case
39000	16 oz.	6
39800	Gallon	4



◀ 3M™ Perfect-It™ Show Car Paste Wax:

Each Volkswagen model must be waxed within 72 hours prior to delivery to the customer (see Technical Bulletin Group 00, No: 01-02 dated Aug. 16, 2001).

For swirl marks in paint finish (see Technical Bulletin Group 50, No: 01-01 dated Aug. 16, 2001).

Part Number	Container Size	Containers per Case
39526	10.5 oz. Net. Wt.	6



◀ 3M™ Perfect-It™ Foam Polishing Pad Glaze (for light colored cars):

If RAPGARD® adhesive residue remains on the paint finish, remove with a non-abrasive polishing product (see Technical Bulletin Group 00, No: 01-02, dated Aug. 16, 2001).

Part Number	Container Size	Containers per Case
39109	16 oz.	6
05995	Quart	12
39819	Gallon	4



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◀ 3M™ Perfect-It™ Foam Polishing Pad Glaze (for dark colored cars):

If RAPGARD® adhesive residue remains on the paint finish, remove with a non-abrasive polishing product (see Technical Bulletin Group 00, No: 01-02, dated Aug. 16, 2001).

Part Number	Container Size	Containers per Case
39009	16 oz.	6
05996	Quart	12
39809	Gallon	4



◀ 3M™ General Purpose Adhesive Cleaner:

Thick lines of adhesive residue can be removed with a general purpose adhesive cleaner. Liquid form not for use in California, aerosol not in Canada (see Technical Bulletin Group 00, No: 01-02, dated Aug. 16, 2001).

Part Number	Container Size	Containers per Case
08984	Quart Can	6
08986	5 Gallon Can	1
08987	20oz. Aerosol	12



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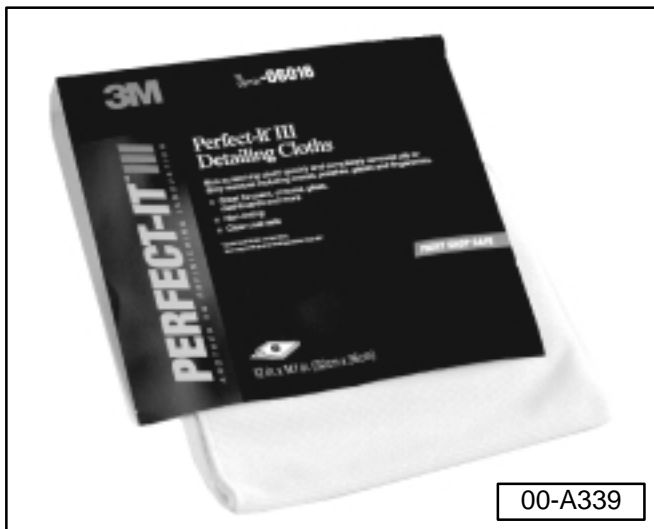
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◀ Alloy Wheel Cleaner:

Alloy wheels can be cleaned with ease without damaging the finish (see Technical Bulletin: Group 44, No: 01-05, dated Aug. 21, 2001).

Part Number	Container Size	Containers per Case
ZVW 902 106	18 oz.	12



◀ 3M™ Perfect-It™ III Detailing Cloth:

When wax must be applied: After the wax dries to a hazy finish, use this cloth to polish the finish by hand (see Technical Bulletin Group 50, No: 01-01, Aug. 16, 2001).

Part Number	Container Size	Containers per Case
06016	6 Cloths per package	Packages per case 6
06017	N/A	Cloths per case 50
39016	1	Each per case 12



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◀ 3M™ Perfect-It™ Gloss Enhancer:

When removing residue (such as industrial fallout) on the windshield, wash the vehicle exterior, spray on this product to lubricate windshield in conjunction with clay bar, (see below) (see Technical Bulletin: Group 64, No: 00-02, dated Aug. 22, 2000).

Part Number	Container Size	Containers per Case
39034	16 oz.	6
39834	Gallon	4
39434	4 oz.	25



◀ 3M™ Perfect-It™ III Cleaner Clay:

Use one third of a bar. Flatten clay into a palm size pancake. With clay flat between windshield and hand, rub windshield (with light friction) using a vertical (up/down motion) across windshield. Make sure glass stays moist with the Gloss Enhancer (see Technical Bulletin: Group 64, No: 00-02, dated Aug. 22, 2000).

Part Number	Container Size	Containers per Case
38070	7 oz.	6



◀ All Purpose Cleaner:

Use this product to clean interior fabrics, vinyls and plastics (as described in Technical Bulletin Group 70, No: 01-02 dated Aug. 16, 2001).

Part Number	Container Size	Containers per Case
ZVW 177 203	16 oz.	24



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00-A343

◀ Wash Mitt

The plush fibers carry an abundance of soap and water to help loosen and lift away dirt and grime from the vehicle's surface.

Part Number	Container Size	Containers per Case
ZVW 911 380	N/A	1



00-A344

◀ 3M™ Scotch-Brite® Type T Scuff Sponge:

Use with a small amount of soapy water to clean stubborn dirt on leather upholstery (as described in Technical Bulletin: Group 70, No: 01-01, dated Aug. 16, 2001).

Part Number	Container Size	Containers per Case
07439	Sponges per package 10	30

Some 3M™ products are available in larger bulk quantities (5 gallon buckets and 55 gallon drums) contact your local 3M™ representative for more information.

3M™ products are available by contacting Equipment Solutions® at (800) 892-9650, FAX (800) 892-9651, your local 3M™ representative or by contacting the 3M™ Innovation Center (800) 521-8180 X779-5165 (Mark Algje).

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