















Interior and comfort.

Drive technologies.

Economy.

The e-Crafter.

Driver assistance and safety systems.

Model variants.

The Crafter Delivery Van.

The Crafter Delivery Van Plus.

The Crafter Dropside Van.

The Crafter Tipper.

The Crafter Chassis.

Special bodies and conversions.

Customisation options.

Overview of model variants and standard equipment.

Paint finishes, wheels and seat upholstery.

Car-Net.

Interior and comfort.

Other equipment.

Volkswagen Accessories.

Extended warranty.



### The Crafter. The new dimension.

How do you build the perfect commercial vehicle? We asked our most important customers from every industry this question. Their wide range of needs and suggestions played an integral role in the development process.





Overseas model shown, local specifications may differ. Please contact your local Volkswagen dealer for details of the standard equipment and optional extras.

The Crafter | 03

# Ready for the toughest jobs.

- Brand new development.
- More practical, economical, and innovative than ever before.
- The first vehicle in a brand new performance class.

#### The best driver's workspace.

- The first model with an AGR-certified ergoComfort suspension seat1)
- Wide array of storage options with a range of different ports and connections
- LED interior lighting in the driver's cab The first model with a heated multifunction leather trim steering wheel1)
- First model with a 230 V socket (300 W)<sup>1)</sup>

#### Best connectivity.

- Telematics preparation
- (fleet management interface)1)
- Customer-specific function control unit (for attachments and conversions)1)
- Mobile fleet management We Connect Fleet1)
- Car-Net mobile online services1)

#### Best loadability.

- The largest load compartment height of up to 2.196 mm
- 1,311 mm sliding door opening width ■ With LED load compartment lighting as standard
- Loading sill lowered by 100 mm<sup>2</sup>
- Highest payload for a front-wheel drive<sup>3)</sup>
- Up to 18.4 m³ of loading capacity

#### Largest range of drive systems.

- Front-wheel drive for highest possible load compartment
- transmission for all drive systems: front-wheel,

- The first model with an 8-speed automatic rear-wheel and 4MOTION all-wheel drive
- Auxiliary drives available ex-works<sup>1)</sup>

#### Best economy.

- High value retention

#### **Excellent for city driving** thanks to a number of driver assistance and safety systems.

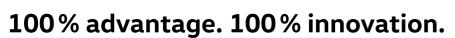
- The first model with the Automatic Post-Collision Braking System as standard
- The first model with "Front Assist" ambient traffic monitoring system, with City Emergency Braking System<sup>1)</sup>
- Adaptive Cruise Control<sup>1)</sup>
- First model with electromechanical power steering
- First model with sensor-based side protection<sup>1)</sup>
- "Lane Assist" lane departure warning system¹)
- First model with Blind Spot Monitor and Rear Traffic Alert1)
- First model with "Trailer Assist" trailer manoeuvring system1)
- First model with "Park Assist"1)
- The first model with LED headlights<sup>1)</sup>

#### Best load securing options.

- The first model with a universal floor ex-works<sup>1)</sup>
- Load compartment designed for flexible shelving systems
- Internal roof rack1)
- Up to 14 fastening rings

Low fuel consumption





With the Crafter, we have built a commercial vehicle unlike any other. As a brand new development, it offers customer-oriented transport solutions with top cost effectiveness. The Crafter has been specially designed for the requirements and demands of diverse user groups, making it the best vehicle in its class. The brand new production site, set up exclusively for the Crafter in Września, Poland, represents state-of-the-art production.





# The first model with an AGR-certified ergoComfort suspension seat.1)

#### Storage pockets and compartments.

- A Practical open compartment, divided into three areas
- B Sturdy cup holder
- C Largest glove compartment in its class
- **D** Folding rule compartment with space for various utensils
- E Storage in the doors for drink bottles (1.5 l), files, and much more Two compartments in the roof area with lots of storage space (see image above)<sup>1)</sup>

#### Ports and connections.

- F Keypad for special bodies1)
- **G** USB port for charging mobile devices<sup>1)</sup>
- **H** Hands-free kit for mobile phones with Bluetooth connection in conjunction with all radio and navigation devices1)
- I 12 V sockets
- 230 V socket (300 W) for charging tool batteries and laptops (not shown)<sup>1)</sup>

#### Comfort.

- J Heated leather-covered multifunction steering wheel<sup>1)</sup>
- K Extremely narrow A-pillars for the best all-round visibility and view to the front

#### Extensive seating options.

The five different seat options for the driver and front passenger in the Crafter provide tailor-made comfort. Beginning with the basic seat with backrest and length adjustment, the convenience seat<sup>1)</sup> also offers height and seat depth adjustment, an armrest (on the inner side) along with 2-way lumbar support. The convenience seat "Plus" () expands these features to include a second armrest together with four-way lumbar support (electrical). The ergoComfort suspension seat1) (see image on the right) and the ergoActive suspension seat1) with massage function round out the seating options.



### More functionality. For every job.

Outstanding comfort and a sophisticated storage concept set standards in the large van class. But the Crafter also takes things one step further with equipment for special requirements. Options, such as ergoComfort suspension seats and a heated leather trim steering wheel, are available for the first time to create the ideal driver's workplace.



# Reliably efficient: The TDI engines.

The engines have been specifically developed for commercial vehicle requirements and have both a long service life and also meet the highest performance requirements. The vehicle achieves high mileage, efficiency and operational reliability even with extreme driving profiles such as delivery transport. All engines provide convincingly low fuel consumption.

2.0 l TDI (75 kW, 300 Nm)

Front-wheel drive

2.0 I TDI (90 kW, 300 Nm)

Rear-wheel drive with dual tyres

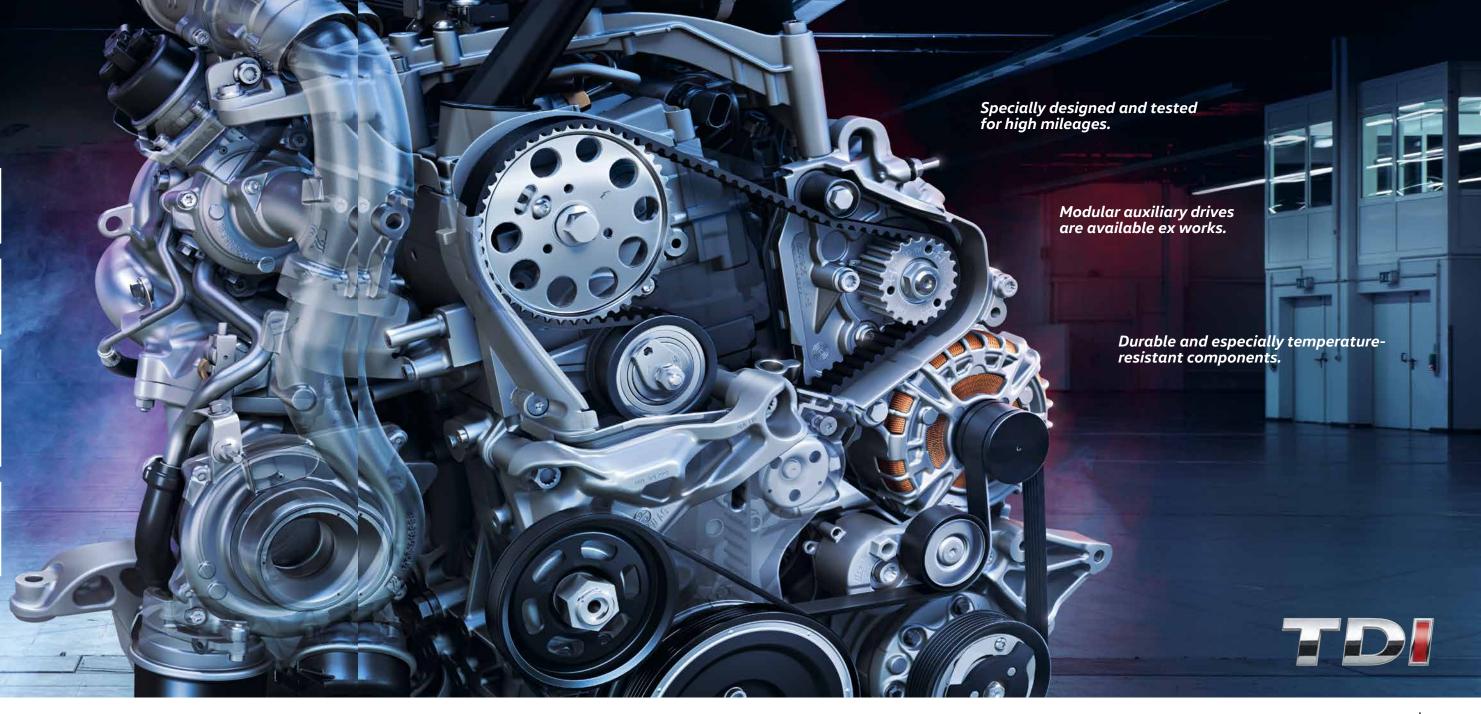
2.0 l TDI (103 kW, 340 Nm)

Front-wheel drive, rear-wheel drive\* and 4MOTION all-wheel drive

Only available in conjunction with single tyres.

2.0 I TDI (130 kW, 410 Nm)

Front-wheel drive, rear-wheel drive and 4MOTION all-wheel drive



### Incredible versatility: Two gearboxes. Three drivetrains. In any combination.

The 8-speed automatic gearbox can be combined with three different drive systems.

It has been specially calibrated for the Crafter's specific driving characteristics, enabling both comfortable and consumption-optimised handling.



6-speed manual gearbox

6-speed manual gearbox/

8-speed automatic gearbox 6-speed manual gearbox/

8-speed automatic gearbox

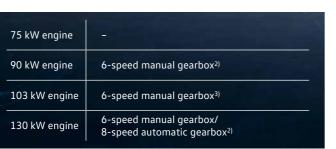
75 kW engine

90 kW engine

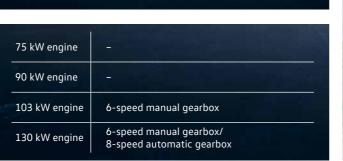
103 kW engine

130 kW engine













# Best cost-effectiveness thanks to 100% Volkswagen Commercial Vehicles quality.

Outstanding quality makes the Crafter more economically efficient than ever before. Together with efficient engines and a low drag coefficient, the Crafter is a commercial vehicle that pays off – from the investment through to resale.



#### High value retention.

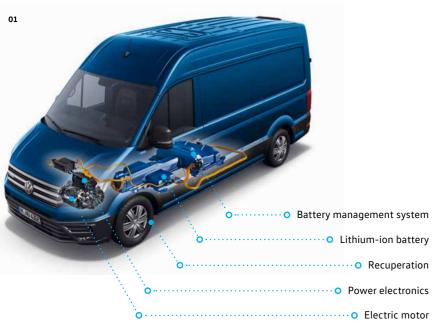
The Crafter has the very best prerequisites for providing high resale value when the vehicle is retired from the fleet. An investment in the Crafter therefore pays off in this respect, too.

#### Low fuel consumption.

Efficient TDI engines and the aerodynamic exterior design form the foundation for low fuel costs.

#### The e-Crafter.

New times call for new answers. This applies in particular to the increasing numbers of deliveries in inner cities. The e-Crafter provides courier, express and parcel delivery services with the first purely electric vehicle from Volkswagen Commercial Vehicles, which meets tomorrow's requirements today - with an unrestricted load compartment volume\* of up to 10.7 m<sup>3</sup>.



**01** All of the electric drive components are integrated into the engine compartment or the underbody, saving space.



<sup>\*</sup>In comparison with the Crafter with medium wheelbase, high roof and rear-wheel drive. Illustration includes options at extra charge. The e-Crafter is based on the Crafter Delivery Van and is available from selected Volkswagen Commercial Vehicle dealers. Overseas model shown, local specifications may differ. Please contact your local Volkswagen dealer for details of the standard equipment and optional extras.



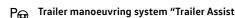
### One step ahead: the driver assistance systems.







Electromechanical power steering (not illustrated). The speed-dependent steering with active reset improves your driving feeling and safety and achieves steering precision hitherto unknown with commercial vehicles. | KA | PL | PR | KP | FG |

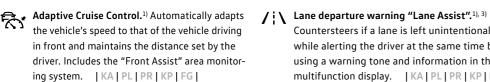


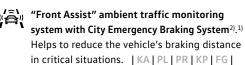
Automatically manoeuvres vehicles with trailers into parking bays and simplifies precise reversing up to loading ramps and other destinations. The driver simply has to put the vehicle into reverse, press the parking assistance button and specify the direction in which the trailer needs to turn using the mirror adjustment switch. | KA | PL |

Please contact your local Volkswagen dealer for details of the standard equipment and optional extras..

#### Innovative assistance systems. Now in the Crafter.





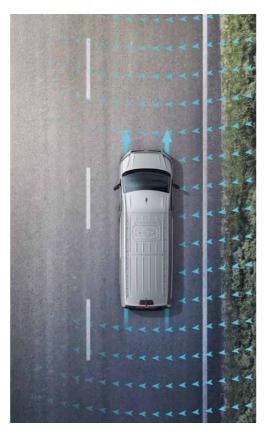




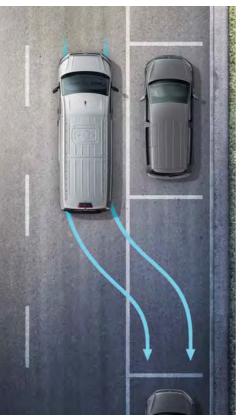
Countersteers if a lane is left unintentionally while alerting the driver at the same time by using a warning tone and information in the multifunction display. | KA | PL | PR | KP | FG |



Blind Spot Monitor and Rear Traffic Alert.1) Emits an audible warning when reversing out of a parking space and another vehicle is getting too close. If the driver fails to react, the system can minimise the consequences of a possible accident and, in the best case scenario, prevent an accident entirely, by applying the brakes. | KA | PL |



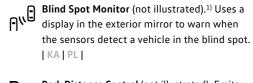
**←** Crosswind Assist.¹) As a sub-function of the Electronic Stabilisation Programme, it assists in case of strong, gusty crosswind by adapting the brake intervention if necessary. | KA | PL |

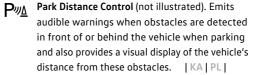


Per "Park Assist" parking assist system. 1) Handles multi-step parking into parallel parking spaces. When reverse gear is engaged, the vehicle automatically assumes control of the steering. All the driver has to do is operate the clutch, accelerator and brake. | KA | PL |



= A High beam assistant "Light Assist". Automatically dips the headlights for oncoming vehicles or vehicles travelling ahead before they are dazzled. When activated, the system automatically switches on the main beam headlights when the vehicle is travelling above 60 km/h in complete darkness. KA PL PR KP FG





"Rear View" (not illustrated).1) Simplifies parking by showing a limited view of the area behind the vehicle on the display of the radio or navigation system4). Additional static guidelines aid the parking process. | KA | PL |

Cruise control system (not illustrated). At 30 km/h and above, the system maintains the set speed through uphill and downhill inclines. KA PL PR KP FG

Tyre Pressure Monitoring System (not illustrated). Monitors the current pressure for every tyre and warns of deviations from the setpoint. | KA | PL | PR | KP | FG |

**Driver Alert System** (not illustrated).<sup>1)</sup> Uses visual and acoustic signals to recommend the driver takes a break as soon as it registers driving behaviour that indicates tiredness. KA PL PR KP FG

Dynamic Road Sign Display (not illustrated).5) Detects road signs and informs the driver about the current traffic situation. KA PL PR KP FG

Fog lights with integrated static cornering light (not shown). Ensure optimum visibility in poor weather conditions. The headlight on the inside of the bend illuminates the roadside when turning off. | KA | PL | PR | KP | FG |

> Light and Sight package (not shown). Configured to provide better visibility, this package consists of an automatic headlights function, which switches on the headlights automatically when needed, a main-beam control function, which dips the headlights automatically, and a rain sensor which activates the wipers. The automatic headlights function includes a Coming Home/Leaving Home function to provide bright illumination of the area around the vehicle for improved safety and convenience. KA PL PR KP FG

Hill Descent Control (not shown).6) Governs the engine speed and performs braking interventions when necessary so that you can drive down slopes in a controlled and safe way. KA PL PR FG

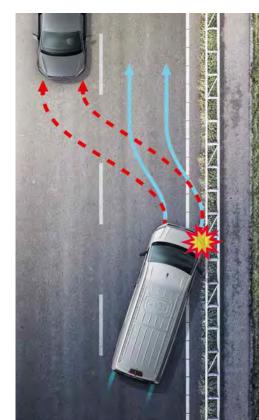
Hill Start Assist (not shown). Can prevent the vehicle from rolling back on inclines by maintaining the brake pressure for one to two seconds. This makes handling easier when moving off on uphill slopes.

| KA | PL | PR | KP | FG |

Videos showing selected driver assistance systems can be viewed at vwn.de/fas

1) Within the system thresholds. 2) Up to 30 km/h. 3) The driver must be prepared at all times to override the assist systems and is not released from their responsibility to drive with the utmost care. 4) Depending on the version of the radio or navigation system. Available from Composition Media radio system or higher. 5) Available only in conjunction with the Discover Media navigation system. 6) Only in conjunction with the 4MOTION all-wheel drive. Overseas model shown, local specifications may differ. Please contact your local Volkswagen dealer for details of the standard equipment and optional extras.

# The state-of-the-art safety systems.



# Automatic Post-Collision Braking System.\* Triggers braking after a collision with the simple statement of the statement of t

Triggers braking after a collision, with the aim of preventing secondary collisions. The Automatic Post-Collision Braking System activates when two independent sensors detect an accident. After a short delay, the vehicle begins a phased braking action down to 10 km/h, during which the driver can take over at any time. | KA | PL | PR | KP | FG |



#### Electronic Stabilisation Programme.\*

Prevents under- or over-steering by targeted braking of individual wheels. | KA | PL | PR | KP | FG |



Anti-lock braking system (ABS).\* Prevents wheel block and, thus, maintains manoeuvrability. | KA | PL | PR | KP | FG |



Traction control system (TCS). Prevents wheelspin. | KA | PL | PR | KP | FG |



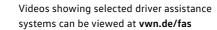
Electronic differential lock (EDL). Distributes the engine torque to the individual wheels to prevent them from slipping. | KA | PL | PR | KP | FG |



Driver airbag. Standard feature that provides the best possible protection in the event of a frontal impact. A curtain airbag is also available as an option. | KA | PL | PR | KP | FG |



Seat belt warning. If the driver's seat belt is not fastened, the seat belt warning system reminds them to fasten it with a visual warning when the engine is started and an audible warning after setting off. | KA | PL | PR | KP | FG |





Please contact your local Volkswagen dealer for details of the standard equipment and optional extras.



Illustration includes options at extra charge. Overseas model shown, local specifications may differ. Please contact your local Volkswagen dealer for details of the standard equipment and optional extras.





# The Crafter Delivery Van.

The Crafter Delivery Van is distinguished by the best loadability and load securing options in its class. The dimensions are ideal for common load carriers such as Euro pallets and roll containers. The factory-fitted preparation for shelves and cupboards, the optional universal floor and the optional internal roof rack create even greater flexibility in the load compartment.



The new low loading sill easily saves me 20 metres every day.



### Universal floor<sup>1)</sup> and other innovative solutions in the load compartment.

- Chassis preparation for shelving systems.
- Optionally available with a sturdy wooden floor made of beechwood.
- Up to 14 high-strength lashing eyes recessed into the floor.



01 Wooden floor. 1), 2) This 10 mm thick wooden floor for the load compartment provides the optimum surface for your cargo to rest on. The robust beechwood ensures excellent stability and durability. | KA |

Rear wing doors (image on left). The two roof-height doors provide an opening angle of 180° which can be extended to 270° upon request. | KA | PL |

Up to 14 lashing eyes (not illustrated). The Crafter features two additional lashing rings on the partition allowing you to securely fasten cargo with tensioning straps and nets. The adjustable lashing eyes are recessed to lie flush with the floor. To reduce the risk of stumbling, they can also be folded to the sides in the vicinity of the doors. | KA |



**02** Universal floor.<sup>1), 2)</sup> This wooden floor is the ideal basis for retrofitting shelving and cupboard systems available from a range of manufacturers. Special adapters (A) enable cupboard systems to be easily attached using the notches. The lashing rails (B) are either available as longitudinal or transverse rails. | KA|

Chassis preparation for shelving systems (not illustrated). Numerous hexagonal holes for M6 screws above and below the window area simplify installation. The holes are spaced 100 mm apart. | KA |

1) Option at extra charge. 2) Can lead to an extended delivery period. Illustration includes options at extra charge.

### The solutions for partitioning, securing and working.

- Optional internal roof rack for long objects.
- Also available with optional lashing rails on the side walls, partitions and also on the roof.



01 Partition without window. The partition wall according to DIN 75410-3 is completely closed. A roof compartment above the driver's cab is available as an option for the high roof variant and is a standard feature for the super high roof variant. | KA |



02 Partition with window and safety **guard.** The angled window prevents reflections from impairing the driver's field of vision. The guard provides protection for the window, driver and passengers, for example during abrupt braking manoeuvres. Two window variants are available: a closed partition window or a flexible sliding window. | KA |



**03** Storage boxes above the wheel housings. They are fitted above both wheel housings in the load compartment and provide space for lashing straps, tools, high visibility vests and gloves. | KA | PL |

04 Half-height side panel trim made of plastic hollow chamber panels. The load compartment cladding made of plastic hollow chamber panels is especially robust. It is fitted from the floor to the window cappings and is exceptionally easy to clean. | KA | PL |

Storage pockets for the rear wing doors (not illustrated). The removable storage pockets provide a secure, easily-accessible place to store smaller tools. | KA | PL |

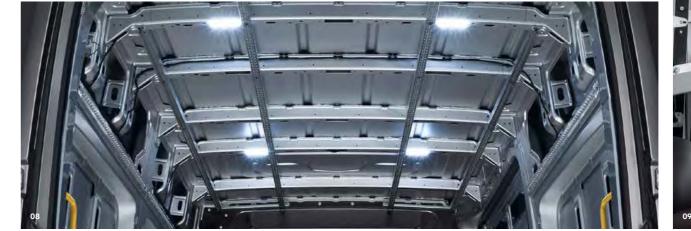


Safety guards for the rear wing doors (not illustrated). Protect the rear windows from breakage and help to stop thefts. | KA | PL |

05 Roof-high plywood side panel trim. The 5 mm thick plywood panels are extremely durable and impact-resistant to protect the side walls. | KA |

**06** Lashing rails. Robust metal rails are available for the side walls, the partition, the roof frame and universal floor for optimum load securing. | KA |





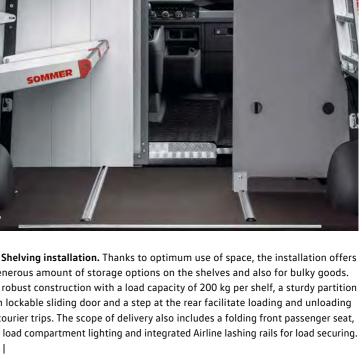
**07 Internal roof rack.** Enables objects to be transported with ease. The two rails can be moved to different points inside the vehicle and adjusted to the length of the objects. They can also be removed | KA | entirely when the roof rack is not needed. | KA | PL |

Window package (not illustrated). The window package enables you to configure the Crafter to meet your own individual needs, up to and including a Delivery Van with complete glass windows. KA

Diagonal load compartment ventilation (not illustrated). The mechanical roof fan together with an opening in the floor ensures diagonal ventilation, allowing gases to escape safely. | KA |

08 LED load compartment lighting. Four LEDs provide bright and evenly distributed illumination of the load compartment.

230 V sockets, external and internal (not illustrated). The 230 V external CEE socket provides the interior of the vehicle with an electricity supply of up to 2500 W (16 A) via a socket in the load compartment. This enables electrical equipment to be used inside the vehicle. It also includes a circuit breaker and a charger for the vehicle battery. | KA | PL |



**09 Shelving installation.** Thanks to optimum use of space, the installation offers a generous amount of storage options on the shelves and also for bulky goods. The robust construction with a load capacity of 200 kg per shelf, a sturdy partition with lockable sliding door and a step at the rear facilitate loading and unloading on courier trips. The scope of delivery also includes a folding front passenger seat, LED load compartment lighting and integrated Airline lashing rails for load securing.

12 V sockets (not illustrated). A 12 V socket is integrated in an easily accessible location on the D-pillar of the rear wing door and on the sliding door. Vehicles with two sliding doors feature a third socket. | KA |

The Crafter Delivery Van 31 KA | Delivery | PL | Delivery Van Plus Overseas model shown, local specifications may differ. Please contact your local Volkswagen dealer for details of the standard equipment and optional extras.



# The variants for the Crafter Delivery Van.

Wheelbase. Long plus Seating packages. With 2 or 3 seats. Load 16.4 m³-18.4 m<sup>3</sup> compartment<sup>5)</sup> Euro pallets. 800 x 1,200 mm. Load 16.4 m³-18.4 m<sup>3</sup> compartment<sup>5)</sup> Euro 3 pallets. 1,000 x 1,200 mm. Load compartment<sup>5)</sup> with roll containers 720 x 830 mm.



Load dimensions.

Length: 3,450/3,201 mm<sup>6)</sup> Width: 1,832 mm

Length: 4,300/4,051 mm<sup>6)</sup> Width: 1,832 mm

Length: 4,855/4,606 mm<sup>6)</sup> Width: 1,832 mm

<sup>1)</sup> For front-wheel drive, 4MOTION all-wheel drive, and rear-wheel drive with single tyres. Heights from the road have a tolerance of ± 50 mm. 2) Interior height for front-wheel drive. 3) Not available in conjunction with normal roof. 4) Not available in conjunction with super-high roof. 5) Depending on the combination of roof height and drive. 6) Max. load compartment length (at floor)/Min. load compartment length See the price list for further information about dimensions and weights. Illustration includes options at extra charge. Overseas model shown, local specifications may differ. Please contact your local Volkswagen dealer for details of the standard equipment and optional extras.



Seven seats and approval as a commercial vehicle. A perfect combination.

# The Crafter Delivery Van Plus.

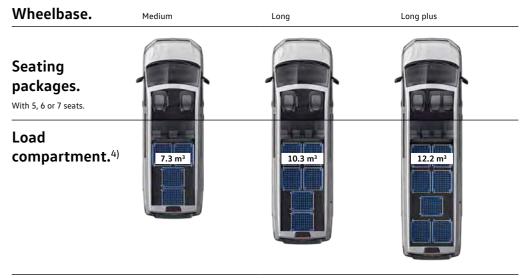
The Crafter Delivery Van Plus is literally two-in-one. On the one hand, it is an impressive delivery van with a maximum load capacity of up to 12.2 m<sup>3</sup>. And boasting up to seven comfortable seats, it also doubles as a real combi-van. Its practical load-through hatch\* under the bench seat and high-quality Trendline package (p. 58) are real added bonuses.

Solutions for the load compartment of the Crafter Delivery Van Plus can be found on pages 29 to 31.





# The variants for the Crafter Delivery Van Plus.



Load dimensions. Length: 2,171<sup>5)</sup> Width: 1,786 mm

Length: 3,022<sup>5)</sup> Width: 1,786 mm

Length: 3,576<sup>5)</sup> Width: 1,786 mm

<sup>1)</sup> For front-wheel drive, 4MOTION all-wheel drive, and rear-wheel drive with single tyres. Heights from the road have a tolerance of ± 50 mm. 2) Interior height for front-wheel drive. 3) Not available in conjunction with normal roof. 4) Value applies to front-wheel drive in conjunction with high roof. 5) Load compartment length, max. (at floor height). Please refer to the price list for further information on dimensions and weights. Illustration includes options at extra charge. Overseas model shown, local specifications may differ. Please contact your local Volkswagen dealer for details of the standard equipment and optional extras.



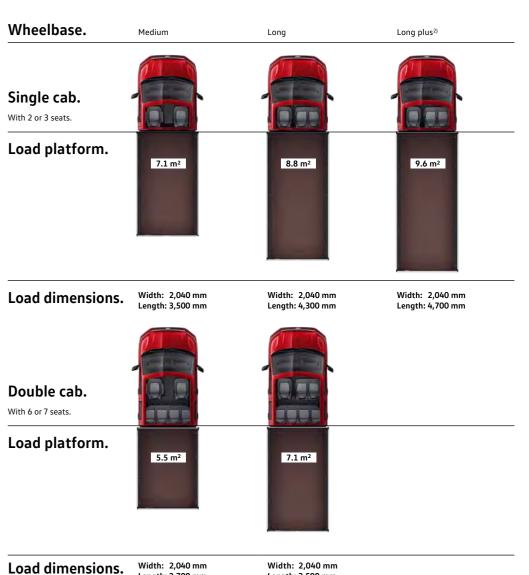


# Effective dropside details.

The Crafter Dropside Van handles major challenges with outstanding equipment. The Dropside Van offers reliable and effective solutions for heavy, varied equipment and large loads that simplify the working day.

# Vehicle dimensions in mm Normal roof Vehicle height 2,3301) Vehicle length 7,404 Vehicle length 7,004 Vehicle length 6,204 Vehicle length Medium wheelbase (3,640) Double cab Single cab Please refer to page 55 for an overview of the model variants.

# The variants for the Crafter Dropside Van.



Width: 2,040 mm Length: 2,700 mm

Length: 3,500 mm

High payload for even higher load capacity.



# The Crafter Tipper.

Tips on three sides – impresses on all sides. The Crafter Tipper demonstrates in every way what factoryfitted tipping technology is capable of today. It provides an extremely durable frame construction, as well as stable tailboard locks recessed in the tailboard.





# The variants for the Crafter Tipper.

Wheelbase.	Medium	Long
Single cab With 2 or 3 seats.		
Load platform.	7.1 m <sup>2</sup>	8.8 m <sup>2</sup>
Load dimensions.	Width: 2,035 mm	Width: 2,035 mm

Length: 3,503 mm

Length: 4,303 mm

<sup>\*</sup>For single cab with front-wheel drive, 4MOTION all-wheel drive, and rear-wheel drive with single tyres. Heights from the road have a tolerance of ± 50 mm. Illustration includes options at extra charge. Overseas model shown, local specifications may differ. Please contact your local Volkswagen dealer for details of the standard equipment and optional extras.

# Modular auxiliary drives for targeted energy supply. Vehicle length 5,9962) Long Plus wheelbase<sup>3)</sup> Long wheelbase Medium wheelbase Double cab Single cab Vehicle dimensions (3.640) Please refer to page 54 for an overview of the model variants.

### The Crafter Chassis for customised special bodies.

The perfect basis for heavy bodies thanks to its lightweight design: the Crafter Chassis. Factory-fitted preparations simplify the incorporation of equipment for special requirements. Examples of special bodies are shown on the following pages, and also at umbauportal.de.

Modular auxiliary drives and air conditioning compressors<sup>1)</sup> (not illustrated). If your special equipment requires extra power, the Crafter is available with modular auxiliary drives on the engine. The cost-effective factory integration ensures high process reliability and also allows for maintenance to be included in your normal, scheduled service. Four variants are available: Electric generator up to 250 A; electric generator plus air conditioning compressor; electric generator plus two air conditioning compressors; two electric generators (180 A each) plus air conditioning compressor. The air conditioning compressors work independently of the air conditioning system and guarantee temperatures above freezing when driving and standing idle - ideal for fresh food vans, medication transporters and buses.

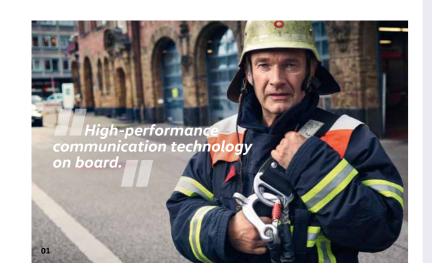
Customer-specific function control unit (not illustrated). This enables body manufacturers to design their special bodies in such a way that they can be controlled via devices such as smartphones. The customer-specific function control unit is fully programmable, offers individually configurable inputs and outputs and can also provide idling control for the engine.

**Additional preparations.** Your Crafter can be factory prepared for various special bodies and conversion solutions upon request: tail lift, 3-side tipper, shelving installations and rotating beacons.



# The best special body and conversion solutions in its class.

- The Volkswagen Commercial Vehicles
  Conversion Portal.
- Partner certification.
- Technically safe special bodies and conversions.





**01** Emergency control vehicle. The Crafter is ideally suited for conversion into a DIN standard ELW 1 emergency control vehicle with two workplaces at the front and two more at the rear. In addition to digital radio, special signalling technology and a freely programmable interface, the vehicle's features also include a parking assistance system. The emergency control vehicle is equipped with a higher capacity battery, an extended engine idling function, a second evaporator and two heat exchangers to handle the increased performance requirements. The specific functions are controlled centrally via a special body control panel.









**O2 Mobile breakdown assistance.** The large load compartment in the Crafter with high roof is ideal for converting the vehicle into a mobile workshop. The features include a floor compartment with swivelling aluminium cover, drawers, shelf trays, removable shelf boxes, a service case as well as a workbench with a vice. LED lights ensure the best possible working conditions in the load compartment. Hexagonal holes for M6 screws in the internal walls and the universal floor facilitate installation of shelving systems. Lashing rails on all walls, an internal roof rack and overhead storage above the cab provide optimum fastening and loading options. A suspension system optimised for permanent loads is also optionally available.

**O3** Parcel service and distribution vehicle. This conversion option includes a partition with an opening, and a folding front passenger seat to optimise access to the load compartment. Folding shelves and the "Rear View" reversing camera provide greater flexibility and safety. The especially low entry height, a rear step, and rear door hinges with a larger opening angle simplify loading and unloading.

Overseas model shown, local specifications may differ. Please contact your local Volkswagen dealer for details of the standard equipment and optional extras.





**01 Ambulance.** With high active and passive safety, the Crafter offers the ideal platform for conversion into an ambulance. The modern safety systems, the 16-inch brake system and the running gear, which is always configured individually for every Crafter ambulance, provide the basis for safe and reliable mobility. The optional 4MOTION all-wheel drive ensures outstanding traction. In addition, the optional 8-speed automatic gearbox also enables gear changes without any interruption in the tractive force. This helps doctors and paramedics to maintain their balance while standing when the vehicle is driving.

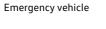


02 Vehicle for people with disabilities and restricted mobility. With a particularly low entry height, the front-wheel drive Crafter is the ideal platform for conversion by adding a lower rear section or linear lift. The vehicle is perfect for urban environments with its range of optional driver assist systems that include: Park Distance Control, parking assist system, a reversing camera, and side protection. An additional refrigerant compressor, a second evaporator and a second heat exchanger ensure the required comfort





03 Fresh goods transport. The modular auxiliary drives make it easier to convert the vehicle into a fresh goods transporter for medication or foodstuffs. In order to ensure an optimum climate in the load compartment, the vehicle is equipped with a second internal evaporator, an additional generator, a coolant compressor and a second heat exchanger. The sliding door hinge is set deeper to enable efficient heat insulating cladding to be applied throughout the vehicle.







Glass rack

Skip loader

Breakdown truck

Crane tipper



Delivery van with dropside

Tipper

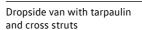






Lifting platform







Box body for dry freight



Refrigerated box with refrigeration unit







Roll-off tipper



Ambulance vehicle







#### **CustomizedSolution**

The Conversion Portal from Volkswagen Commercial Vehicles helps you to find exactly the right professional special body and conversion solutions. All of the vehicles available in the Conversion Portal have successfully passed a safety assessment from Volkswagen Commercial Vehicles and originate from certified partners. Benefit from the extensive experience of the PremiumPartners.

#### Premium Partner **UmbauPortal**

Your wish is our command. You will find detailed examples of all special bodies and conversions at: umbauportal.de. Feel free to call us if you have any questions. Our free hotline: 00800 - 28 78 66 49 33.

#### **Customisation options.**

Enhance your Crafter with additional equipment ex works. All components have been custom-designed to fit the vehicle perfectly and are expertly installed at our factory. Customisation options can be ordered from your Volkswagen Commercial Vehicles dealer.\*





**01** Ladder on the rear wing door. Provides rapid access when loading and unloading the roof. KA PL



**02** Two clamping bars. Enable you to safely transport a variety of different cargoes. The clamping bars can be quickly inserted and removed for flexible positioning in the load compartment. | KA | PL |



03 Roof bars. The carrier is made of aluminium and galvanised sheet metal and attached to the C rails. It is only available for the normal roof variant and can hold up to 150 kg. | KA | PL |

**04 Pipe transport container.** Suitable for possible transport of heating pipes up to a length of 3 m. | KA | PL |

Additional roof carrier (not illustrated). Two additional carriers extend the loading options on the roof.



**05** Cool and thermos box. The cool and thermos box has a capacity of 25 litres and can transport 2 litre bottles upright. The power supply is connected to either the car battery or a fixed socket. | KA | PL | PR | FG |



06 Multifunction box for the front passenger bench seat. With a variety of storage compartments and a cover which can also be used as a writing surface, this box can expand the cockpit into a mobile office. The removable box is secured between the driver and front passenger using the seat belt and a fastening on the head restraint. | KA | PL | PR | FG |



07 "Vario Protect" headliner. The contoured head- 08 Shock absorbing rear step. Mounted on leaf liner features an especially robust design to protect springs, the step can withstand light collisions. the roof. The "Vario Protect" headliner is resistant | KA | PL | PR | FG | to impacts, chemicals and environmental influences.



CustomizedSolution

### The Crafter model variants.

Delivery Van	Medium wheelbase	Long wheelbase	Long plus wheelbase	Delivery Van Plus	Medium wheelbase	Long wheelbase	Long plus wheelbase
Vehicle length Interior length	5,986 mm 3,450 mm	6,836 mm 4,300 mm	7,391 mm 4,855 mm	Vehicle length Interior length	5,986 mm 3,450 mm	6,836 mm 4,300 mm	7,391 mm 4,855 mm
Normal roof Vehicle height <sup>1)</sup> : 2,355 mm Interior height <sup>2)</sup> : 1,726 mm				Normal roof Vehicle height <sup>1)</sup> : 2,355 mm Interior height <sup>2)</sup> : 1,726 mm			
High roof Vehicle height <sup>1)</sup> : 2,590 mm Interior height <sup>2)</sup> : 1,961 mm				High roof Vehicle height <sup>1)</sup> : 2,590 mm Interior height <sup>2)</sup> : 1,961 mm			
Super-high roof Vehicle height <sup>1</sup> : 2,798 mm Interior height <sup>2</sup> ): 2,196 mm							

Super-high roof Vehicle height <sup>2</sup> : 2,798 mm Interior height <sup>2</sup> : 2,196 mm					
•				 	
Chassis	Medium wheelbase	Long wheelbase	Long plus wheelbase		
Vehicle length	5,996 mm <sup>3)</sup>	6,846 mm³)	7,211 mm		
Single cab Vehicle height <sup>1)</sup> : 2,312 mm					

Dropside Van	Medium wheelbase	Long wheelbase	Long plus wheelbase
Vehicle length	6,204 mm	7,004 mm	7,404 mm
Single cab Vehicle height <sup>1)</sup> : 2,312 mm			
<b>Double cab</b> Vehicle height <sup>1)</sup> : 2,330 mm			<u></u>

Dropside Van

Tipper	Medium wheelbase	Long wheelbase	Long plus wheelbase
Vehicle length	6,204 mm	7,004 mm	
<b>Single cab</b> Vehicle height <sup>1)</sup> : 2,312 mm			

# Standard equipment.

#### Exterior

- 16-inch steel wheels in Silver with centre caps
- Halogen double headlights
- Radiator grille, grained, with a chrome trim strip at the top
- Partially painted bumpers<sup>4)</sup>
- Protective side strips, grained
- Heat-insulating windows

#### Interior

- "Austin" cloth seat upholstery in Titanium Black
- Two individual seats in first row of seats
- Steering wheel with height and reach adjustment Daytime running lights
- Sophisticated storage system
- Four cup holders in the driver's cab
- LED load compartment lighting<sup>5)</sup>
- Rubber floor covering in the driver's cab

#### Function

- BlueMotion Technology with start/stop system and brake energy recuperation
- Heating with electric regulation
- Two 12 V sockets in the driver's cab
- Electric windows
- Central locking system with radio remote control
- Crosswind Assist<sup>6)</sup>

#### Safety

- Automatic Post-Collision Braking System
- Hill Start Assist
  - - Driver airbag Electronic Stabilisation Programme
    - ABS, TCS, EDL
    - Seat belt warning for the driver
    - Immobiliser, electronic

    - Electromechanical power steering

#### Paint finishes.























01 Candy White. Solid paint finish. |KA|PL|PR|KP|FG| 02 Cherry Red. Solid paint finish. |KA|PL|PR|KP|FG| 03 Bright Orange. Solid paint finish. |KA|PL|PR|KP|FG| **04 Ontario Green.** Solid paint finish. |KA|PL|PR|KP|FG| **05 Deep Ocean Blue.** Solid paint finish. | KA | PL | PR | KP | FG |

06 Reflex Silver. Metallic paint finish. KA PL PR KP FG 07 Indium Grey. Metallic paint finish. KA PL PR KP FG 08 Deep Black. Pearl effect paint finish.

KA PL PR KP FG

- 09 Candy White/Cherry Red. Optional two-tone paint finish. | KA | PL |
- 10 Candy White/ Deep Ocean Blue. Optional twotone paint finish. | KA | PL |
- 11 Candy White/Mojave Beige Metallic. Optional two-tone paint finish. | KA | PL |
- 12 Reflex Silver/Indium Grey Metallic. Optional two-tone paint finish. | KA | PL |



### Wheels and seat upholstery.















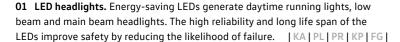


- 01 Steel wheel 6 ½ J x 16 in Silver with centre cap. With 205/75 R 16 C tyres. | KA | PL | PR | KP | FG | 02 Steel wheel 6 ½ J x 16 in Black with centre cap. With 205/75 R 16 C tyres. KA PL PR KP FG
- **03** Steel wheel 6 ½ J x 16 in Black with full wheel cover. With 205/75 R 16 C tyres. KA PL PR KP FG
- 04 Alloy wheel "Lismore" 6 ½ J x 17. With 235/60 R 17 C tyres. KA PL PR KP FG
- 05 Cloth seat upholstery "Austin" in Titanium Black. | KA | PL | PR | KP | FG | 06 Cloth seat upholstery "Memphis"\* in Titanium Black. | KA |
- 07 Robustcloth upholstery "Marathon" in Palladium. | KA | PL | PR | FG | 08 Leatherette seat upholstery "Mesh" in
- Palladium. | KA | PL | PR | KP | FG |

#### Exterior.









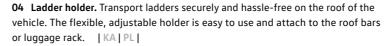
02 Trendline package. In the cab, the package consists of two compartments in the roof shelf with reading lights, comfort seat for the driver with the "Memphis" seat upholstery, a lockable glove compartment, two additional 12 V sockets, an illuminated step, enhanced interior soundproofing and a variety of chrome elements. The exterior components of the package include: fog lights with integrated static cornering light, centre cap with "VW" chrome badge and striking chrome strips on the front bumper protective grill. | KA | PL | PR | FG |

03 Ergonomic ladder holder. The well thought-out design ensures that you can effortlessly attach and remove ladders to the side of the vehicle. A simple mechanism lifts the ladder for transport on the roof. | KA | PL |

Preparation for roof-mounted carriers (not illustrated). Fastening rails with a C profile on the roof simplify attaching roof racks, roof baskets, and other carrier systems. | KA | PL |

Roof-mounted carrier with wheel roller (not illustrated). This carrier system safely transports long objects. | KA|





05 High bracket set. Individually adjustable brackets made from fully-galvanised steel strips allow you to transport long objects on the roof. Height without roof bars: 180 mm. | KA |

Towing bracket preparation (not illustrated). A variety of optional towing bracket preparations are available for trailer loads up to 3.5 t. | KA | PL | PR | KP | FG |







Fixed tow bar (not illustrated). Loads of up to 3.5 t can be towed - includes the Electronic Stabilisation Programme with trailer stabilisation. KA PL PR KP FG

06 Ball head tow hitch, removable. For trailers and carrier systems up to 3.5 tonnes. KA PL PR FG

**07 Full-width step in the bumper.** This extends across the entire width of the rear and makes loading and unloading easier. | KA | PL |

**08** Half-width step in the bumper. This extends across half of the width of the rear and makes loading and unloading easier. It can be combined with a tow hitch for a load of up to 3.5 t. | KA | PL |

KA Delivery Van PL Delivery Van Plus PR Dropside Van KP Tipper FG Chassis



#### Car-Net Security & Service.

Car-Net Security & Service<sup>1)</sup> ensures that you have your vehicle and its key vehicle data in view at all times. Whether you are controlling the individual functions from the Car-Net smartphone app while you are out and about, or sitting in the office and checking the vehicle status from the Car-Net online portal - the functions in the entry-level "Security & Service Basic" package or the full "Security & Service Plus" package are easy to use, increase security and help to reduce breakdowns and maintenance periods. All you need is the "Composition Media" radio or "Discover Media" navigation system and the Volkswagen telematics box (OCU).











01 Vehicle Health Report (basic). Retrieves the status of your vehicle automatically or on request and provides timely information on upcoming dates. Important warning messages are also automatically displayed.



**02 Service Scheduling (basic).** Transmits all relevant data to your preferred service partner in advance of a pending service and initiates the procedure for arranging an appointment, ensuring you keep idle times and waiting times to the absolute minimum.



03 Lock & Unlock.<sup>2)</sup> Conveniently locks and unlocks the Crafter via smartphone, allowing employees keyless access to the load compartment and driver's cab.



**04 Online Auxiliary Heater.** Heats the driver's cab before the start of a journey and helps to clear iced or foggy windows. The auxiliary heater can be programmed in advance and activated or deactivated via the app at any time.



















05 Area Alert. You will receive an automatically generated message when the Crafter enters or leaves a specified area at defined times. This makes certain work processes easier to coordinate, for example.

extremely easily in this manner.



**08** Speed Alert. If the Crafter exceeds a set speed, you are alerted via email or 06 Parking Position. Indicates the last push notification on your smartphone. parking position of the Crafter on a map, determines the exact address and guides you directly to the vehicle via GPS. Changes of driver can be organised



**09 Vehicle Status.** Indicates how much fuel is left in the tank and calculates the remaining range, allowing you to schedule fuel stops more precisely. Also calculates the number of days left before the next oil change.



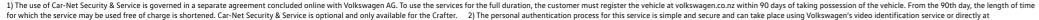
11 Doors & Lights. Indicates whether the Crafter is safely locked, all doors are closed and the headlights are off. This means that no one needs to return to the vehicle and check everything once more in the event of doubt.



10 Online Anti-Theft Alarm.<sup>2)</sup> Signals any attempted theft via push notification or email, giving the reason for the alert and the precise time of triggering. This also provides improved data when lodging a claim with your insurer.



12 Horn & Turn Signals. Turns on the Crafter's hazard lights separately or the horn and hazard lights together. This allows drivers to quickly find their vehicle in larger fleets of parked vehicles.



07 Driving Data. Saves the route trav-

elled each day, the driving time needed

facilitating comparisons with other days.

This helps to improve fuel consumption.

for this and the average consumption,

#### Car-Net Guide & Inform.

With Car-Net Guide & Inform<sup>1</sup>, you can expand your navigation system to include an array of additional onboard information services. This ensures you are better informed about the current traffic situation, free parking spaces and the filling stations with the lowest prices. You will be able to access eleven extra services in total, all of which are free-of-charge for the first three years.<sup>2)</sup> For an overview of all Guide & Inform services, please visit volkswagen.co.nz





# Car-Net **App-Connect.**

With Car-Net App-Connect<sup>3)</sup>, you can operate many features of your iPhone or Android smartphone even while on the move - conveniently and safely through your infotainment system's touchscreen. And you can also simply connect your smartphone to the system using the USB cable. Apple CarPlay™, Android Auto™ and MirrorLink<sup>™</sup> then mirror all compatible apps on the display. More information and services are available at volkswagen.co.nz







**01 Online Traffic Information.** Avoid traffic jams in real time thanks to up-to-date traffic information and dynamic route adaptation.



02 Online POI Search. Find your destination in the navigation system with a Google search – even without knowing the exact address. and also obtain a broad range of additional information.

**03 Parking Spaces.** Save time with an optimised parking space search and display the empty parking spaces nearby, including prices and opening hours.4)

**01 Siri and Google Assistant.** Apple CarPlay<sup>™</sup> enables the use of Siri voice commands while driving. Siri helps you make and take calls, will read out text messages to you and more. Similarly, users of Android smartphones will be able to use Google Assistant.

1) Car-Net Guide & Inform can only be used with the "Discover Media" and "Discover Media" and "Discover Media" and "Discover Media Plus" optional equipment. You will also require a mobile device (e.g. smartphone) that is capable of acting as a mobile wireless hotspot, or a Volkswagen CarStick LTE with a SIM card from any mobile network provider, which must be paid for separately. Guide & Inform services are only available in conjunction with an existing mobile phone contract between you and your mobile phone provider or with a contract concluded separately for this purpose and only where coverage is available. Depending on your mobile phone tariff, receiving data from the Internet may incur additional charges, particularly if you are using the device abroad (e.g. roaming charges). Due to the amount of data needed when using Car-Net services, we strongly recommend signing up for a flat rate data plan with your mobile phone provider. The use of Car-Net is governed in a separate agreement concluded online with Volkswagen AG. After taking possession of the vehicle, the customer has 90 days in which to register the vehicle at volkswagen.co.nz. From the 90th day, the length of time for which the service may be used free of charge is shortened. The availability of Car-Net services may vary by country. These services are available for the duration of the contract term agreed, and may be subject to changes in terms of content during the contract period. More detailed information on Car-Net is available at volkswagen.co.nz and from your Volkswagen dealer; contact your mobile phone provider for information on your mobile network tariff conditions. 2) The free three-year period begins once the customer registers for Car-Net, and 90 days after handover of the vehicle at the latest. 3) Optional equipment at extra charge, available in conjunction with the "Composition Media" radio system and "Discover Media" navigation system. Please check whether your device is compatible with the MirrorLink, CarPlay and Android Auto apps, which form part of Car-Net App-Connect. The Car-Net App-Connect apps are operated exclusively via your mobile phone. Please note the conditions of your contract with regard to the data and Internet connection. Find out more at volkswagen.co.nz 4) Available for car parks with suitable technical infrastructure. There is currently no information available regarding entry heights for the car parks in question. 
Car-Net Guide & Inform and Car-Net App-Connect are available as options.

#### Infotainment.







01 "Discover Media" navigation system. The Car-Net Guide & Inform and App-Connect-compatible system comes with a 20.3 cm (8.0 inch) TFT colour display, a touchscreen with proximity sensors, an MP3-compatible CD player, 4 x 20 watts output with four loudspeakers, a Bluetooth connection for mobile phones, a dual tuner with PhaseDiversity, an AUX-IN socket, USB port, and two SD card slots in the glove compartment, plus one SD card with map material. Maps can be updated for free with Volkswagen MapCare. | KA | PL | PR | KP | FG |

Volkswagen Media Control (not illustrated).<sup>1)</sup> Turn your mobile device into a remote control<sup>2)</sup> for the navigation system and control the audio system using a wireless connection from the comfort of the passenger compartment. Or mirror a navigation route from your tablet onto the colour touchscreen display. | KA | PL | PR | KP | FG |

- **02** "Composition Media" radio system. The system, which is compatible with Car-Net App-Connect, comes with a 20.3 cm (8.0 inch) TFT colour display, a touchscreen with proximity sensors, an MP3-compatible CD drive, 4 x 20 watts output with four loudspeakers, one SD card slot, one AUX-IN socket, and a USB port in the glove compartment, a Bluetooth connection, and a dual tuner with PhaseDiversity. KA PL PR KP FG
- **03** "Composition Audio" radio system. This system consists of a TFT monochrome display, 4 x 20 watt output with two loudspeakers<sup>3)</sup>, an SD card slot, a USB port, and a Bluetooth connection for mobile phones. | KA | PL | PR | KP | FG |

1) Only in conjunction with the Discover Media navigation system. 2) The driver is not legally permitted to use the Volkswagen Media Control functions while driving. 3) Two additional rear speakers are available as an option for the Crafter Delivery Van. Overseas model shown, local specifications may differ. Please contact your local Volkswagen dealer for details of the standard equipment and optional extras.

#### Interior and comfort.



01 Heated leather-covered multifunction steering wheel. It gives you good grip and is extremely user friendly. The radio or navigation system, a mobile phone, and the cruise control system can all be controlled using its buttons. | KA | PL | PR | KP | FG |

Multifunction steering wheel (not illustrated). The keys let you conveniently control the multifunction display, mobile phone with hands-free system and the radio and navigation system. | KA | PL | PR | KP | FG |

Digital tachograph (not illustrated). The tachograph digitally registers distance and speed data and gives an automatic warning before the driver's working hours are exceeded. | KA | PL | PR | KP | FG |

Fleet management interface/telematics preparation (not illustrated). Especially easy integration with existing systems. Compatible with all common brands. | KA | PL | PR | KP | FG |









- 02 Air conditioning system with electronic control. The freely adjustable control of the air conditioning system provides you with your ideal interior temperature. | KA | PL | PR | KP | FG |
- **03 "Plus" multifunction display.** The monochrome TFT screen displays up-to-the-minute information such as the outside temperature, range, average speed, and average fuel consumption. It can also be used to operate the driver assist systems and vehicle functions. | KA | PL | PR | KP | FG |
- 04 "Climatronic" air conditioning. This system offers 2/3-zone temperature control for the driver, front passenger and the load/passenger compartment<sup>1)</sup>. The automatic air recirculation function, air quality sensor, additional air vents and optional auxiliary heater all work together to create a pleasant interior climate. | KA | PL | KP |
  - 05 Air conditioning system with electronic control and second evaporator. Optional air conditioned load compartment for professional passenger transport or for transporting temperature-sensitive freight. The vents are located above the partition. | KA | PL |





- 06 Programmable auxiliary air heater. The fuel-powered auxiliary air heater heats up the incoming air directly and quickly warms the load and passengers compartments via the fans. An optional radio remote control is also available. KA PL PR KP FG
- 07 Auxiliary water heater with programmable auxiliary heating. The auxiliary water heater supports the vehicle heating when the engine is running and can preheat the vehicle up to 60 minutes in advance via the programming function in order to rapidly defrost the windows, for example. | KA | PL | PR | KP | FG |

### Further equipment.

Roof-mounted indicators (not illustrated). Activating the roof-mounted indicators make the vehicle more visible to other road users.

Second sliding door (not illustrated). Expands the loading access to 1,311 mm on the left side of the vehicle. | KA | PL |

Mudflaps (not illustrated). Provides protection against dirt and stones from the road. | KA | PL | PR | KP | FG |

Wide-angle sun visor (not illustrated).<sup>2)</sup> A wide-angle mirror is integrated in the sun visor on the front passenger's side. This sophisticated perspective improves the driver's view to the right and also covers his blind spot. | KA | PL | PR | KP | FG |

Electronically controlled heating (not illustrated). For exact control of the interior temperature. | KA | PL | PR | KP | FG |

Winter package (not illustrated). It includes an electrical auxiliary heater, a large washing water tank with level indicator, heated windscreen washer nozzles, and front windscreen heating. | KA | PL | PR | KP | FG |

Fuel-powered supplementary heater (not illustrated). The fuel-powered auxiliary heater supports the heating system when the engine is running. | KA | PL | PR | KP | FG |

Auxiliary air heater plus supplementary heater (not illustrated). In addition to the auxiliary air heater functions, a supplementary heater also supports the vehicle heating when the engine is running. | KA | PL | PR | KP | FG |

Programmable auxiliary air heater plus auxiliary water heater (not illustrated). In addition to the auxiliary air heater functions, the auxiliary water heater supports the vehicle heating when the engine is running and can also be programmed to pre-heat the vehicle. KA PL PR KP FG

Seat heating for the front seats (not illustrated). The heating is integrated in the seat and backrest surfaces and can be set to three different levels, with separate controls for the driver's and for the front passenger's seat. | KA | PL | PR | KP | FG |

1) Only available in conjunction with the second evaporator. 2) Only in conjunction with the Discover Media and Discover Media Plus navigation systems The Crafter – Interior, comfort and other equipment | 65 Overseas model shown, local specifications may differ. Please contact your local Volkswagen dealer for details of the standard equipment and optional extras.

#### Volkswagen Accessories.

Volkswagen Accessories offers a broad range of equipment options, perfectly designed for the Crafter. This allows functions and usage options to be enhanced to meet your specific needs. You can find additional accessories in our full catalogue which is available from your Volkswagen dealer.



**01** Tow hitch and step. The tow hitch allows you to easily switch between the ball head and bar coupling.<sup>1)</sup> The optional step allows for easy entry and exit.<sup>2)</sup> | KA | PL |

Tow hitch with electrical installation kit (not illustrated). It provides a permitted drawbar load of 150 kg and can be unscrewed quickly and easily. The Volkswagen Genuine electrical installation kit (13-pin) provides the electrical connection to the trailer. | KA | PL | PR | FG |

Four KERL hooks (not illustrated). These universal hooks are easily fastened to the vehicle's airline rail system. Every KERL hook has a maximum load capacity of 50 daN. This enables light objects such as jackets or helmets | KA | PL | PR | FG | to be transported safely and tidily in the vehicle. KA PR FG

Mudflaps (not illustrated). The tough mudflaps protect the underbody, bumpers, side sills, and doors from dirt and stones from the road. They also help to reduce spray. | KA | PL | PR | KP | FG |









- 02 Wind and rain deflector. The deflector effectively reduces spray and wind noise when driving with the window slightly open. It also provides shade when the sun shines in from the side. | KA|PL|PR|KP|FG|
- 03 Load securing case. It contains ratchets and securing straps, edge protection tubing, non-slip mats, and an informative load securing brochure. An optional wall mount is also available. | KA | PL | PR | FG |
- 04 Belt fitting. The lashing strap fitting helps to ensure that your cargo is always securely fixed in place. You can either attach it to the lashing rails or to the individual lashing point on the clamping bar.
- 05 All-weather floor mats. The robust, black textured mats with Crafter lettering are designed to fit the vehicle perfectly and are easy to wash. | KA | PL | PR | KP | FG |

#### General information.

#### Return and recycling of end-of-life vehicles.

Volkswagen meets the challenges of modern society and takes them into consideration in all new products of the Volkswagen brand. This naturally also applies to protection of the environment and resources. All new Volkswagen vehicles can, therefore, be recycled in an environmentally-friendly way and, subject to fulfilment of legal prerequisites, can be returned free of charge. You can obtain further details on the return and recycling of end-of-life vehicles from your local Volkswagen dealer, on our website volkswagen.co.nz and under the telephone number 0800 Volkswagen (0800 86 55 79 24 36), which is free of charge in the Federal Republic of

TDI® and 4MOTION® are registered trademarks of Volkswagen AG and other companies in the Volkswagen Group in Germany and in other countries. The fact that a trademarked name is not illustrated with an ® sign in this document cannot be interpreted as meaning that this is not a registered trademark and/or that it may be used without prior approval in writing from Volkswagen AG.

Some of the vehicles shown are equipped with options at extra charge. Decorations contained in the illustrations are not included in the standard specification.

The standard and optional equipment cannot be shown in full in this brochure. Some options may result in longer delivery periods for the vehicle.

Efficiency classes apply only to passenger car models.

#### Quality guaranteed.

In addition to the statutory warranty, you receive a 2-year Volkswagen warranty for all new Volkswagen vehicles, a 3-year warranty for paintwork and a 12-year warranty against rusting through. All details of the Volkswagen warranty and of the Volkswagen paintwork warranty apply solely to vehicles of the Volkswagen brand in accordance with the current range of vehicles offered for the Federal Republic of Germany, and which are issued with a service booklet from Volkswagen AG for the German market. The services offered on these pages apply only to the German market.

The data given here on specifications, equipment, appearance, technical data, and operating costs of the vehicles is based on the features of the German market and is in accordance with the information available at the time of going to print. Your Volkswagen dealer will be pleased to inform you of the differences in your specific country. Subject to change without notice.

The consumption and emission values listed have been determined in accordance with the measuring method prescribed by law. Since 1st September 2017, said new vehicles have already been tested in accordance with the Worldwide Harmonized Light Vehicles Test Procedure (WLTP). This is a more realistic test procedure for measuring fuel consumption and CO<sub>2</sub> emissions. Since 1st September 2018, the WLTP has successively replaced the New European Driving Cycle (NEDC). Due to the more realistic testing conditions, the fuel consumption and CO<sub>2</sub> emission values measured using the WLTP test procedure are frequently higher than those measured using NEDC. Further information about the differences between WLTP and NEDC is available at volkswagen.co.nz.

Currently, specification of the NEDC values is still mandatory. In the case of new vehicles with type approval as per WLTP, the NEDC values are derived from the WLTP values. The additional specification of the WLTP values is voluntary until their use becomes mandatory. If the NEDC values are specified as ranges, they do not refer to a particular, individual vehicle and do not constitute part of the offer. They are purely for comparison purposes between the various types of vehicle. Additional equipment and accessories (attachments, tyres, etc.) may change relevant vehicle parameters such as weight, rolling resistance and aerodynamics, thus affecting fuel consumption, electricity consumption, CO₂ emissions and driving performance values beyond the effects of weather, traffic conditions and personal driving style.

Further information regarding official fuel consumption and the official, specific CO<sub>2</sub> emissions for new passenger vehicles can be found in the "Guidelines on fuel consumption, CO2 emissions and electricity consumption of new cars" which is available free of charge from all points of sale and DAT Deutsche Automobil Treuhand GmbH, Hellmuth-Hirth-Str. 1, 73760 Ostfildern-Scharnhausen, Germany or at www.dat.de.

Efficiency classes evaluate vehicles on the basis of CO<sub>2</sub> emissions, taking into account the vehicle's kerb weight. Vehicles corresponding with the average are given a D rating. A+, A, B or C ratings are given to vehicles which are better than the present-day average and E, F or G to those below that average.

The coolant R134a is utilised in the vehicle classes N1, N2 and M2. The Crafter with the vehicle class M1 utilises the coolant R1234yf in combination with an air conditioning system. The GWP value of the coolant utilised is 1,430 (coolant R134a) and 4 (coolant R1234yf). The filling quantities depend on the air conditioning compressor and range between 560 and 590 g.

1) The ball head is included in the scope of delivery. The electrical installation kit must be ordered separately. 2) The step is not suitable for dropside vehicles and can only be used in combination with the tow hitch. Volkswagen Accessories is an offer from Volkswagen Zubehör GmbH, An der Trift 67, 63303 Dreieich, volkswagen.co.nz, and is only available from your Volkswagen dealer. Overseas model shown, local specifications may differ. Please contact your local Volkswagen dealer for details of the standard equipment and optional extras.

KA Delivery Van PL Delivery Van Plus PR Dropside Van KP Tipper FG Chassis



### Protected for up to five years with the extended warranty.

With the Volkswagen Commercial Vehicles extended warranty, you can extend the twoyear warranty on your Crafter by up to an additional three years. When purchasing a new vehicle, there are several variants with different terms and mileages to choose from. Depending on which offer you go for, you enjoy all of the benefits of the manufacturer's warranty for three, four or five years - with no excess. Your local Volkswagen Commercial Vehicles dealer will be happy to advise you.

#### Your benefits

- Up to five years of all-round protection from the manufacturer
- All of the benefits of the two-year manufacturer's warranty
- No excess
- Various term/mileage combinations<sup>1)</sup>:
- + one year, max. 90,000 km
- + two years, max. 120,000 km
- + three years, max. 150,000 km

- Reliable support from your authorised dealer
- Choose from any authorised workshop at home or abroad2)
- All repairs with genuine parts
- Value retention and higher resale value
- In leasing arrangements, business customers may be eligible for an input tax deduction based on the cost of the warranty3)
- Can be ordered at any stage prior to vehicle handover

# The Crafter

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Overseas model shown, local specifications may differ. Some of the vehicles shown in this catalogue are equipped with options at extra charge. Subject to change without notice. The data given here on equipment and technical data is based on information available at the time of going to print.

We Connect is not currently available in New Zealand.

Your local Volkswagen dealer will be pleased to provide you with full New Zealand specifications upon request.

Visit volkswagen.co.nz for more details.