



Commercial
Vehicles

The Crafter





"I need a robust engine for short distances."



"All of the connections I need for my on-site service."



"An all-wheel drive that gets the job done just like I do."

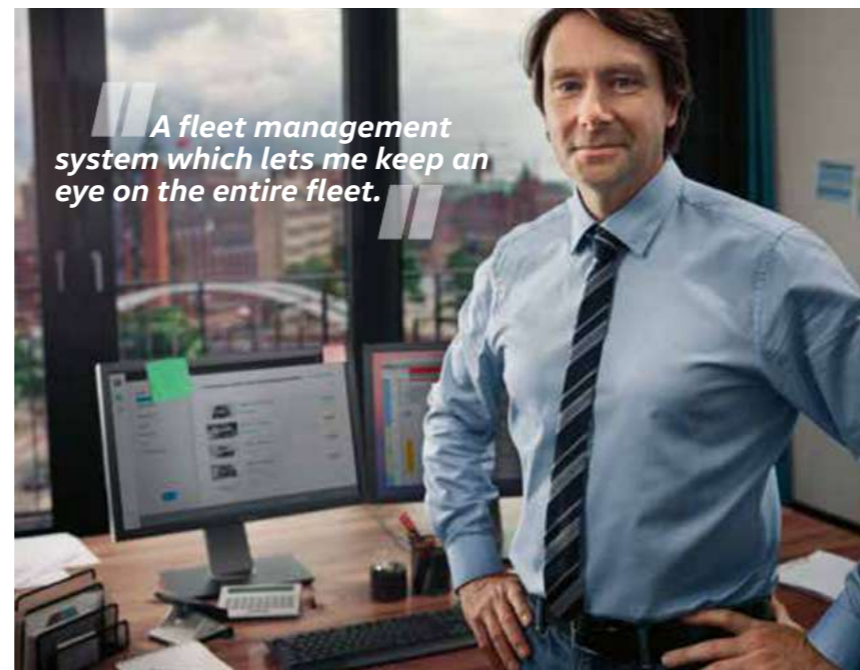


"A low load sill for easier loading and unloading."

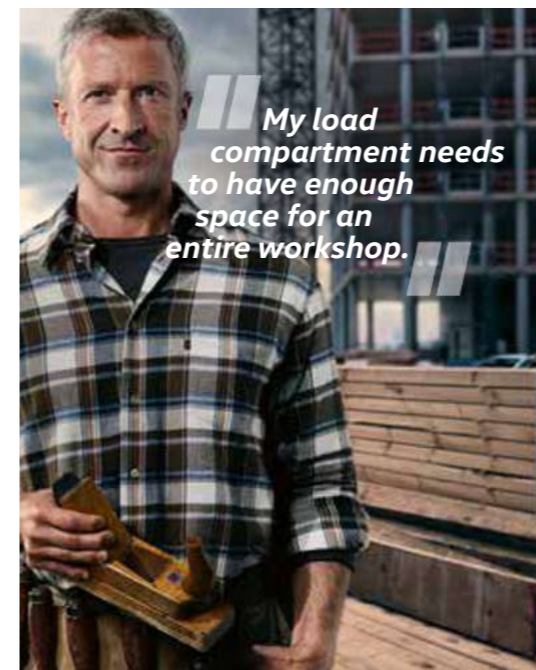
The Crafter. The new dimension.

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.



"A fleet management system which lets me keep an eye on the entire fleet."



"My load compartment needs to have enough space for an entire workshop."

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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)¹⁾

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 mm²⁾
- Highest payload for a front-wheel drive³⁾
- Up to 18.4 m³ of loading capacity

Largest range of drive systems.

- Front-wheel drive for highest possible load compartment
- The first model with an 8-speed automatic transmission for all drive systems: front-wheel, rear-wheel and 4MOTION all-wheel drive
- Auxiliary drives available ex-works¹⁾

Best economy.

- High value retention
- Low fuel consumption

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 Service We Connect¹⁾

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 System¹⁾
- Adaptive Cruise Control¹⁾
- First model with electromechanical power steering
- First model with sensor-based side protection¹⁾
- "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 headlights¹⁾

Best load securing options.

- The first model with a universal floor ex-works¹⁾
- Load compartment designed for flexible shelving systems
- Internal roof rack¹⁾
- Up to 14 fastening rings

1) Option at extra charge. 2) Value applies to the Crafter Delivery Van with front-wheel drive, compared with rear-wheel drive and 4MOTION all-wheel drive. 3) Applies to the Crafter Delivery Van with long wheelbase and high roof. Illustration includes options at extra charge. Please contact your local Volkswagen Commercial Vehicles dealer for details of the standard equipment and optional extras available in your country.



TOP The first model with LED headlights.*

100% advantage. 100% innovation.

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.



*Option at extra charge. Illustration includes options at extra charge. Please contact your local Volkswagen Commercial Vehicles dealer for details of the standard equipment and optional extras available in your country.



TOP Two large storage compartments are available in the roof area.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)¹⁾

Ports and connections.

- F Keypad for special bodies¹⁾
- G USB port for charging mobile devices¹⁾
- 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)¹⁾

Comfort.

- J Heated leather-covered multifunction steering wheel¹⁾
- 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 seat¹⁾ also offers height and seat depth adjustment, an armrest (on the inner side) along with 2-way lumbar support. The convenience seat "Plus"²⁾ 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.

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



The ergoComfort suspension seat.¹⁾ **TOP**

- 1 Suspension seat with weight adjustment
- 2 Seat longitudinal adjustment
- 3 Seat height adjustment
- 4 Seat depth adjustment
- 5 Seat angle adjustment
- 6 Backrest adjustment
- 7 Electric 4-way lumbar support
- 8 Head restraint adjustment
- 9 Armrest adjustment



The seat provides cushioning against bumps in the road while driving and features a 20-way adjustment system to ensure optimum protection for the spine. The combination of manual and electric settings facilitates continuous adjustment as per AGR (Campaign for Healthier Backs) guidelines.²⁾ Heating and a massage function are also available on request.

¹⁾ Option at extra charge. ²⁾ On 26 November 2015, the ergoComfort seat was awarded the Campaign for HealthierBacks' seal of approval by German Association of Back Training Facilities (BdR e.V.) and the Campaign for Healthier Backs (AGR e.V.). Illustration includes options at extra charge. Please contact your local Volkswagen Commercial Vehicles dealer for details of the standard equipment and optional extras available in your country.

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.

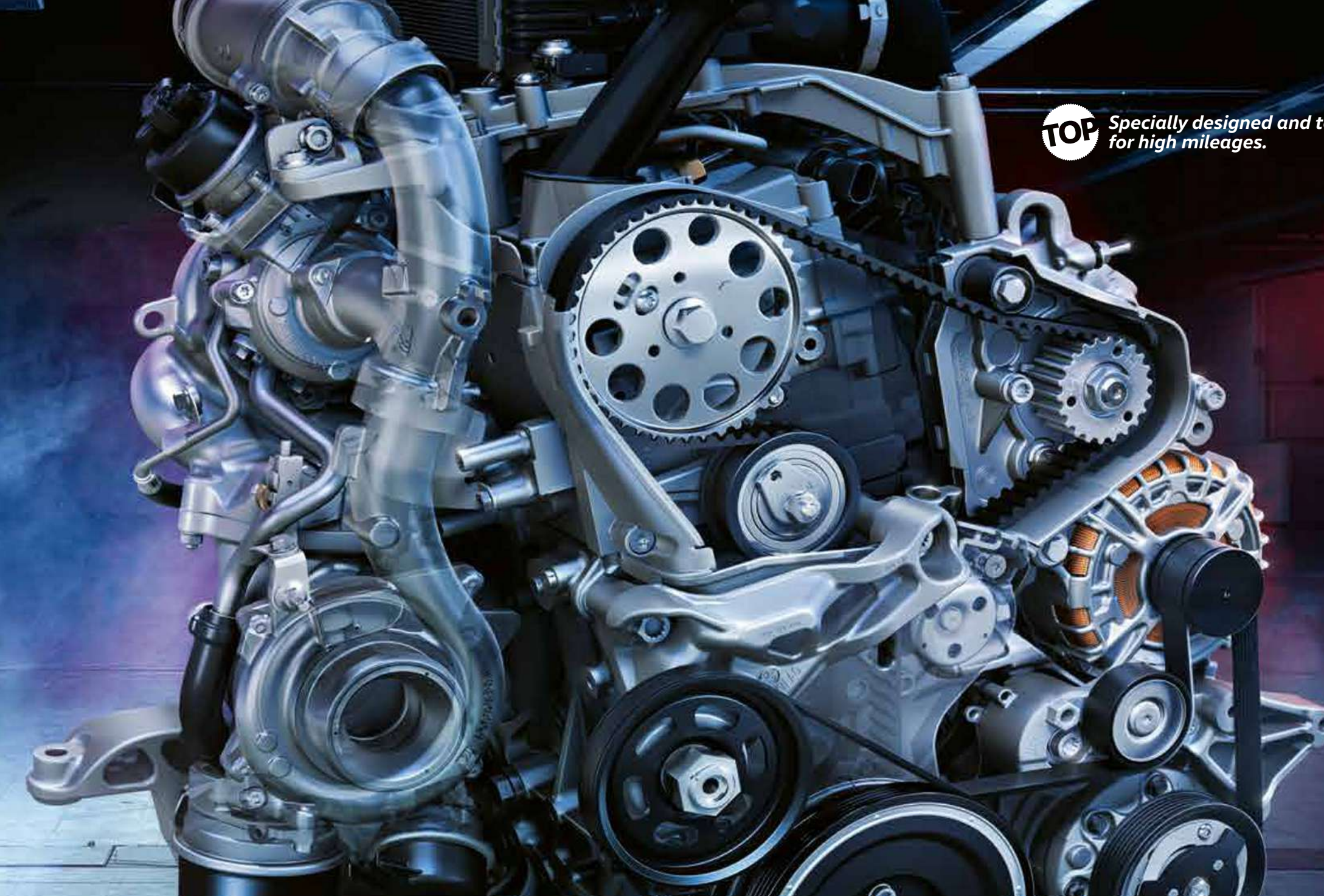
The **manual stand regeneration*** process, which was developed particularly with our customers with short trip profiles and also regular journeys at low revs in mind, can help to extend the lifespan of vehicle components through the optimized manageability of the diesel particulate filter regeneration process. In this way, the number of visits to the workshop can be reduced along with periods when the vehicle cannot be used.

The continued high performance of the diesel particulate filter, which is part of the effective emission control process, can only be guaranteed if the particles filtered are combusted during a virtually fully automated regeneration phase. It is often not possible to complete this regeneration phase, which lasts several minutes, in vehicles that are used largely for short trips. As a result, the diesel particulate filter becomes saturated over time and oil is diluted due to the incomplete regeneration phase - this leads to an increase in maintenance requirements.

This problem can be avoided using the carefully designed manual stand regeneration* function, in which the regeneration phase can, using menu functions, be manually postponed or initiated. The function also provides information about future or active regeneration phases.

Your Volkswagen Commercial Vehicles partner will be happy to provide you with further information.

*Available for Crafter. Please contact your local Volkswagen Commercial Vehicles dealer for details of the standard equipment and optional extras available in your country.



TOP Specially designed and tested for high mileages.

2.0 TDI (75 kW, 300 Nm)

Front-wheel drive

2.0 TDI (90 kW, 300 Nm)

Rear-wheel drive with dual tyres

2.0 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 TDI (130 kW, 410 Nm)

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

TOP Modular auxiliary drives are available ex works.

TOP Durable and especially temperature-resistant components.

TDI

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.

Front-wheel drive. **TOP**



Highest payload
Loading sill and entry height lowered by 100 mm
Highest load compartment
Permissible gross weight of up to 3.5 t
Payload¹⁾ up to 1,478 kg
Maximum trailer weight up to 3.0 t
Transverse front engine



Rear-wheel drive. **TOP**



Maximum payload
The best traction under high loads
Permissible gross weight of up to 5.0 t
Payload¹⁾ up to 2,629 kg
Maximum trailer weight up to 3.5 t
Longitudinal front engine



4MOTION all-wheel drive. **TOP**



Reliable traction
Safe handling
Best directional stability
Permissible gross weight of up to 3.5 t
Payload¹⁾ up to 1,343 kg
Maximum trailer weight up to 3.0 t
Transverse front engine



75 kW engine	6-speed manual gearbox
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90 kW engine	-
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103 kW engine	6-speed manual gearbox/ 8-speed automatic gearbox
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130 kW engine	6-speed manual gearbox/ 8-speed automatic gearbox
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75 kW engine	-
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90 kW engine	6-speed manual gearbox ²⁾
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103 kW engine	6-speed manual gearbox ³⁾
---------------	--------------------------------------

130 kW engine	6-speed manual gearbox/ 8-speed automatic gearbox ²⁾
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75 kW engine	-
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90 kW engine	-
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103 kW engine	6-speed manual gearbox
---------------	------------------------

130 kW engine	6-speed manual gearbox/ 8-speed automatic gearbox
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TOP The first vehicle in its class with an 8-speed automatic gearbox for three different drive systems.

TOP Running gears to meet different requirements.



¹⁾ The specified kerb weight includes 68 kg for the driver, 7 kg for luggage, all service fluids and the tank at 90% capacity, calculated in accordance with the current version of Directive (EU) no. 1230/2012. Equipment or equipment lines can influence the kerb weight. A vehicle's actual payload, which is calculated from the difference between the permissible total weight and the unladen weight, can therefore only be determined by weighing the individual vehicle. ²⁾ Only available in conjunction with dual tyres.

³⁾ Available only in conjunction with single tyres. Illustration includes options at extra charge. Please contact your local Volkswagen Commercial Vehicles dealer for details of the standard equipment and optional extras available in your country.



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.



■ Robust workmanship.

■ 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.

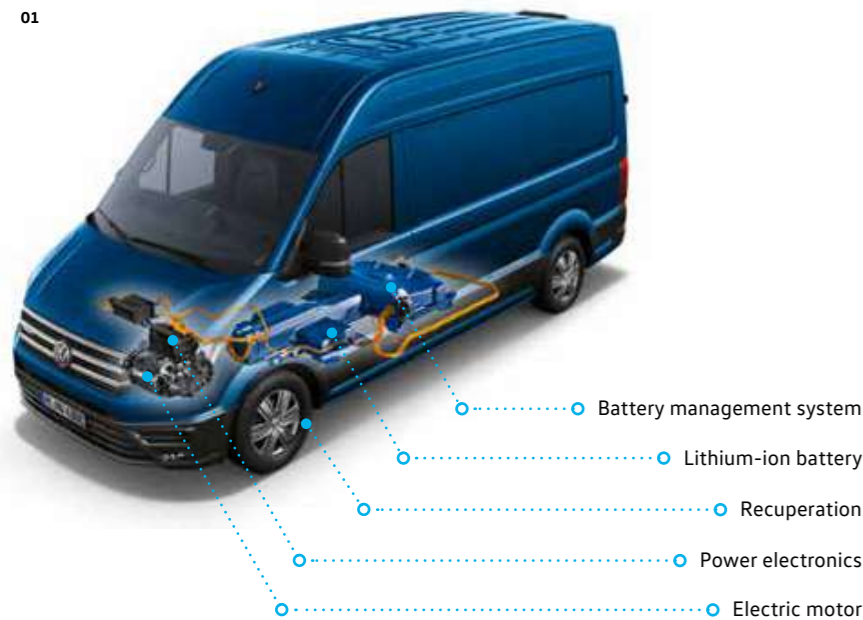
■ Low fuel consumption.

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

Illustration includes options at extra charge.
Please contact your local Volkswagen Commercial Vehicles dealer for details of the standard equipment and optional extras available in your country.

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 m³.



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

*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. Please contact your local Volkswagen Commercial Vehicles dealer for details of the standard equipment and optional extras available in your country.



Equipment features of the e-Crafter.

- Combined Charging System for DC and AC
- Colour multifunction display for display of all of the relevant data from the energy flow to the remaining range

Exterior

- Chrome package
- LED headlights
- Bumpers painted in body colour
- Step

Function

- Multifunction steering wheel
- Discover Media navigation system
- Sensor-based side protection
- Hill Start Assist
- Front Assist Autonomous Emergency Braking with City Emergency Braking System
- Lane Assist lane keeping system
- Cross Wind Assist
- Cruise control incl. speed limiter
- Light Assist main-beam control
- Fog lights with integrated static cornering light

Further information is available at www.volkswagen-commercial-vehicles.com



One step ahead: the driver assistance systems.



TOP Sensor-based side protection.



TOP Trailer manoeuvring system "Trailer Assist".

PWA Sensor-based side protection.* Monitors the vehicle sides and emits visual and audible warnings if coming hazardingly close to pillars, walls or pedestrians. | KA | PL |

PS 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 |

PA Trailer manoeuvring system "Trailer Assist".* 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 |

Innovative assistance systems. Now in the Crafter.



Adaptive Cruise Control.¹⁾ Automatically adapts the vehicle's speed to that of the vehicle driving in front and maintains the distance set by the driver. Includes the "Front Assist" area monitoring system. | KA | PL | PR | KP | FG |

Lane departure warning "Lane Assist".^{1), 3)} 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 |

"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 |

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 |

"Front Assist" ambient traffic monitoring system with City Emergency Braking System.^{2), 1)} Helps to reduce the vehicle's braking distance in critical situations. | KA | PL | PR | KP | FG |

Blind Spot Monitor (not illustrated).¹⁾ Uses a display in the exterior mirror to warn when the sensors detect a vehicle in the blind spot. | KA | PL |

Park Distance Control (not illustrated). Emits audible warnings when obstacles are detected in front of or behind the vehicle when parking and also provides a visual display of the vehicle's distance from these obstacles. | KA | PL |

"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 guide-lines 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).¹⁾ Monitors the current pressure for every tyre and warns of deviations from the setpoint. | KA | PL | PR | KP | FG |

Driver Alert System (not illustrated).¹⁾ 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 |

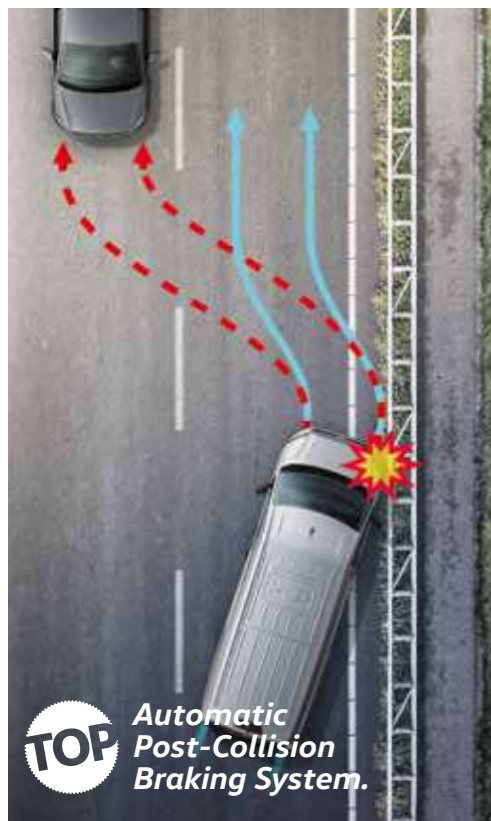
Hill Descent Control (not shown).⁶⁾ Governs the engine speed and performs braking interventions when necessary so that you can drive down slopes in a controlled and safe way. | KA | PL | PR | FG |

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. Please contact your local Volkswagen Commercial Vehicles dealer for details of the standard equipment and optional extras available in your country.

The state-of-the-art safety systems.



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 |

Automatic Post-Collision Braking System.*
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 |

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



TOP The first vehicle in its class with Automatic Post-Collision Braking System.



The new dimension.

TOP Lowest drag coefficient in its class.

TOP Highest load compartment of up to 2,196 mm.¹⁾

TOP Largest loading and opening width of 1,311 mm via the sliding door.

TOP Loading edge lowered by 100 mm with the front-wheel drive.²⁾

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.

1) Value applies to the Crafter Delivery Van with long Plus wheelbase, super high roof and front-wheel drive. 2) Compared with rear-wheel drive and 4MOTION all-wheel drive. Illustration includes options at extra charge. Please contact your local Volkswagen Commercial Vehicles dealer for details of the standard equipment and optional extras available in your country.



TOP The only vehicle with a chassis preparation for shelving systems.

Universal floor¹⁾ and other innovative solutions in the load compartment.

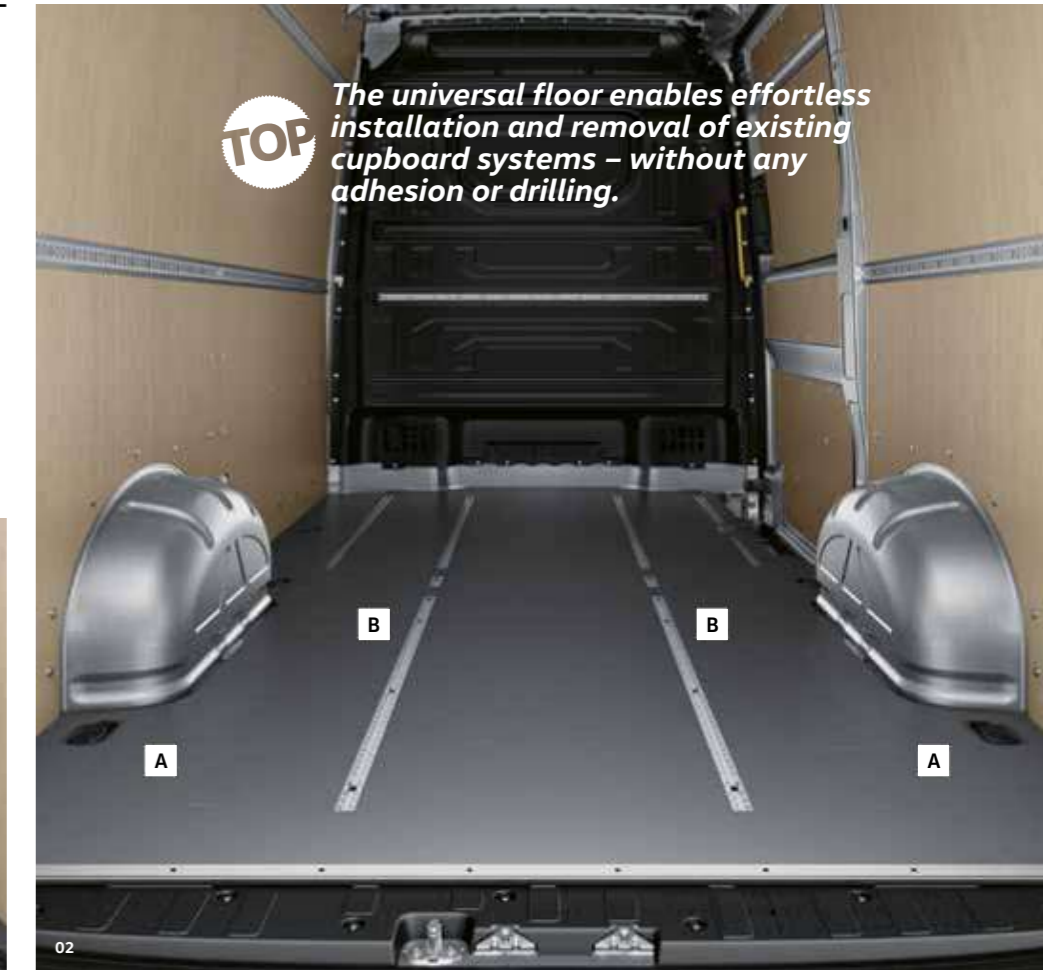
- Chassis preparation for shelving systems.
- Optionally available with a sturdy wooden floor made of beechwood.
- Up to 14 high-strength lashing eyes recessed into the floor.



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.^{1), 2)} 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 |

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 |



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 |

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 |

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 |



TOP The first vehicle with a flexibly adjustable internal roof rack.



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 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. | KA |

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. | KA |

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 |

Vehicle dimensions in mm

Vehicle height 2,798¹⁾
Interior height 2,196²⁾

Vehicle height 2,590¹⁾
Interior height 1,961²⁾

Vehicle height 2,355¹⁾
Interior height 1,726²⁾

Vehicle length 7,391

Long plus wheelbase³⁾
(4,490)

Vehicle length 6,836

Long wheelbase³⁾
(4,490)

Vehicle length 5,986

Medium wheelbase⁴⁾
(3,640)

Vehicle length

TOP The best loadability in its class.

Super-high roof

High roof

Normal roof

Please refer to page 54 for an overview of the model variants.

The variants for the Crafter Delivery Van.

Wheelbase.

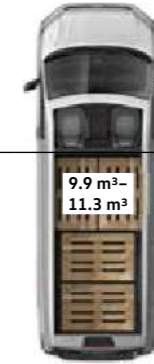
Medium

Long

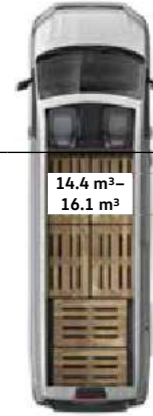
Long plus

Seating packages.

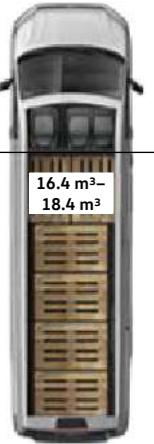
With 2 or 3 seats.



9.9 m³–
11.3 m³



14.4 m³–
16.1 m³



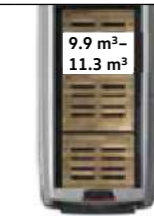
16.4 m³–
18.4 m³

Load compartment⁵⁾ with Euro pallets.

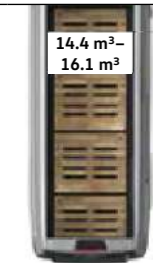
800 x 1,200 mm.

Load compartment⁵⁾ with Euro 3 pallets.

1,000 x 1,200 mm.



9.9 m³–
11.3 m³



14.4 m³–
16.1 m³



16.4 m³–
18.4 m³

Load compartment⁵⁾ with roll containers.

720 x 830 mm.



9.9 m³–
11.3 m³



14.4 m³–
16.1 m³



16.4 m³–
18.4 m³

Load dimensions.

Length: 3,450/3,201 mm⁶⁾
Width: 1,832 mm

Length: 4,300/4,051 mm⁶⁾
Width: 1,832 mm

Length: 4,855/4,606 mm⁶⁾
Width: 1,832 mm

1) 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. Please contact your local Volkswagen Commercial Vehicles dealer for details of the standard equipment and optional extras available in your country.



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 m³. 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.



TOP The perfect combination of load compartment and passenger transportation.

*Above a height of 100 mm, measured at the floor level of the vehicle. Only in conjunction with front-wheel drive. Illustration includes options at extra charge. Please contact your local Volkswagen Commercial Vehicles dealer for details of the standard equipment and optional extras available in your country.

The variants for the Crafter Delivery Van Plus.



Please refer to page 54 for an overview of the model variants.

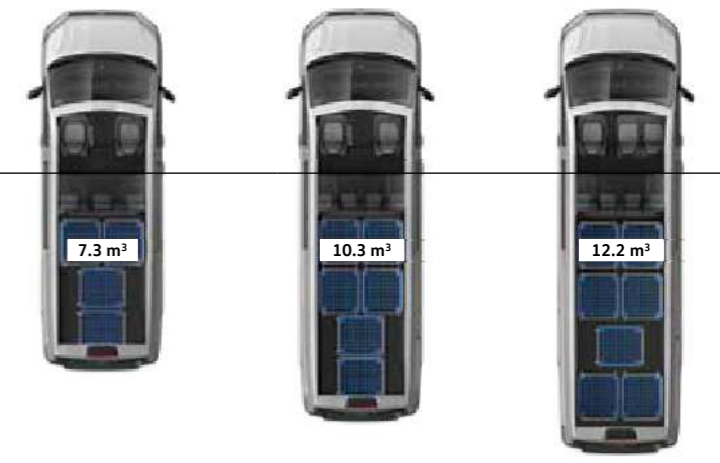
Wheelbase.

Medium Long Long plus

Seating packages.

With 5, 6 or 7 seats.

Load compartment.⁴⁾



Load dimensions.

Length: 2,171 ⁵⁾ Width: 1,786 mm	Length: 3,022 ⁵⁾ Width: 1,786 mm	Length: 3,576 ⁵⁾ Width: 1,786 mm
--	--	--

1) 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. Please contact your local Volkswagen Commercial Vehicles dealer for details of the standard equipment and optional extras available in your country.



TOP Up to 9.6 m² of loading space.¹⁾



All the attachment and storage options we need.

Effective dropside details.

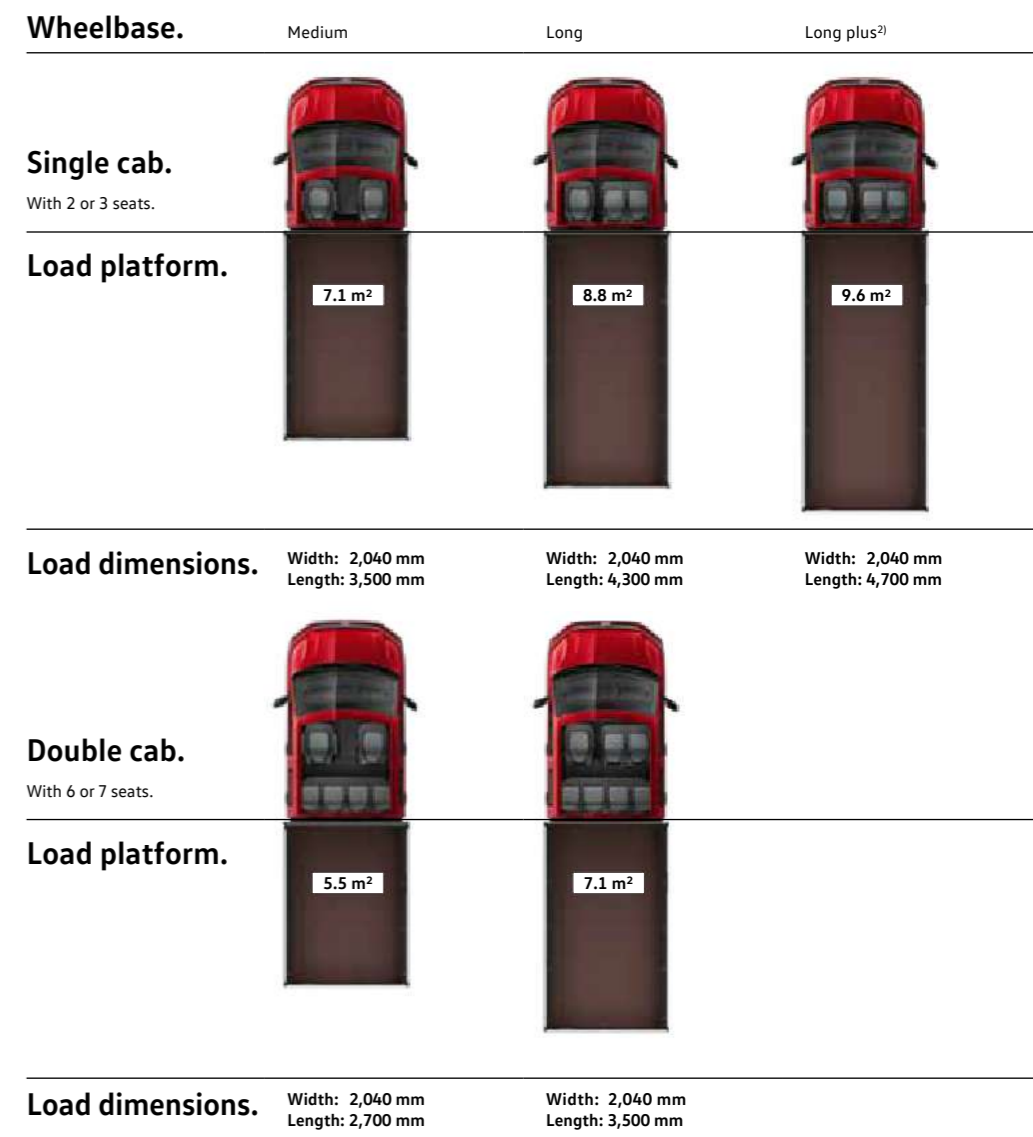
The Crafter Dropside Van handles major challenges with outstanding equipment. The Dropside Van offers reliable and effective solutions for heavy, varied equipment and large loads that simplify the working day.

1) Value applies to the Crafter Dropside Van with single cab and long Plus wheelbase. Illustration includes options at extra charge. Please contact your local Volkswagen Commercial Vehicles dealer for details of the standard equipment and optional extras available in your country.



Please refer to page 55 for an overview of the model variants.

The variants for the Crafter Dropside Van.



1) For double 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. 2) Will be introduced at a later date. Available only in conjunction with single cab. Please refer to the price list for further information on dimensions and weights. Illustration includes options at extra charge. Please contact your local Volkswagen Commercial Vehicles dealer for details of the standard equipment and optional extras available in your country.

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 factory-fitted tipping technology is capable of today. It provides an extremely durable frame construction, as well as stable tailboard locks recessed in the tailboard.

TOP Factory-fitted 3-way tipper.



Illustration includes options at extra charge. Please contact your local Volkswagen Commercial Vehicles dealer for details of the standard equipment and optional extras available in your country.

The variants for the Crafter Tipper.



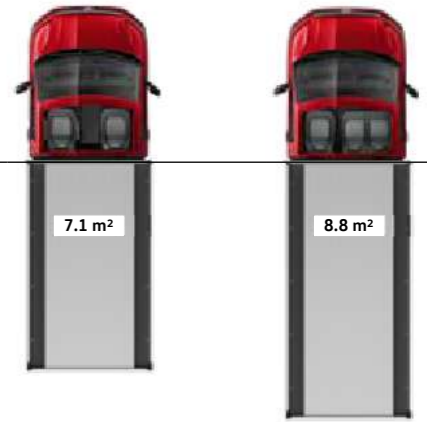
Wheelbase.

Medium Long

Single cab

With 2 or 3 seats.

Load platform.



Load dimensions.

Width: 2,035 mm
Length: 3,503 mm

Width: 2,035 mm
Length: 4,303 mm

*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. Please contact your local Volkswagen Commercial Vehicles dealer for details of the standard equipment and optional extras available in your country.

Modular auxiliary drives
for targeted energy supply. **TOP**



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 compressors¹⁾ (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.



1) Limited availability. Your Volkswagen dealer can provide further information. 2) Fitting the narrow version of the rear cross member reduces the vehicle length by 28 mm. 3) Available only in conjunction with single cab. 4) Heights from the road have a tolerance of ± 50 mm. Illustration includes options at extra charge. Please contact your local Volkswagen Commercial Vehicles dealer for details of the standard equipment and optional extras available in your country.

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.



02 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.



03 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.



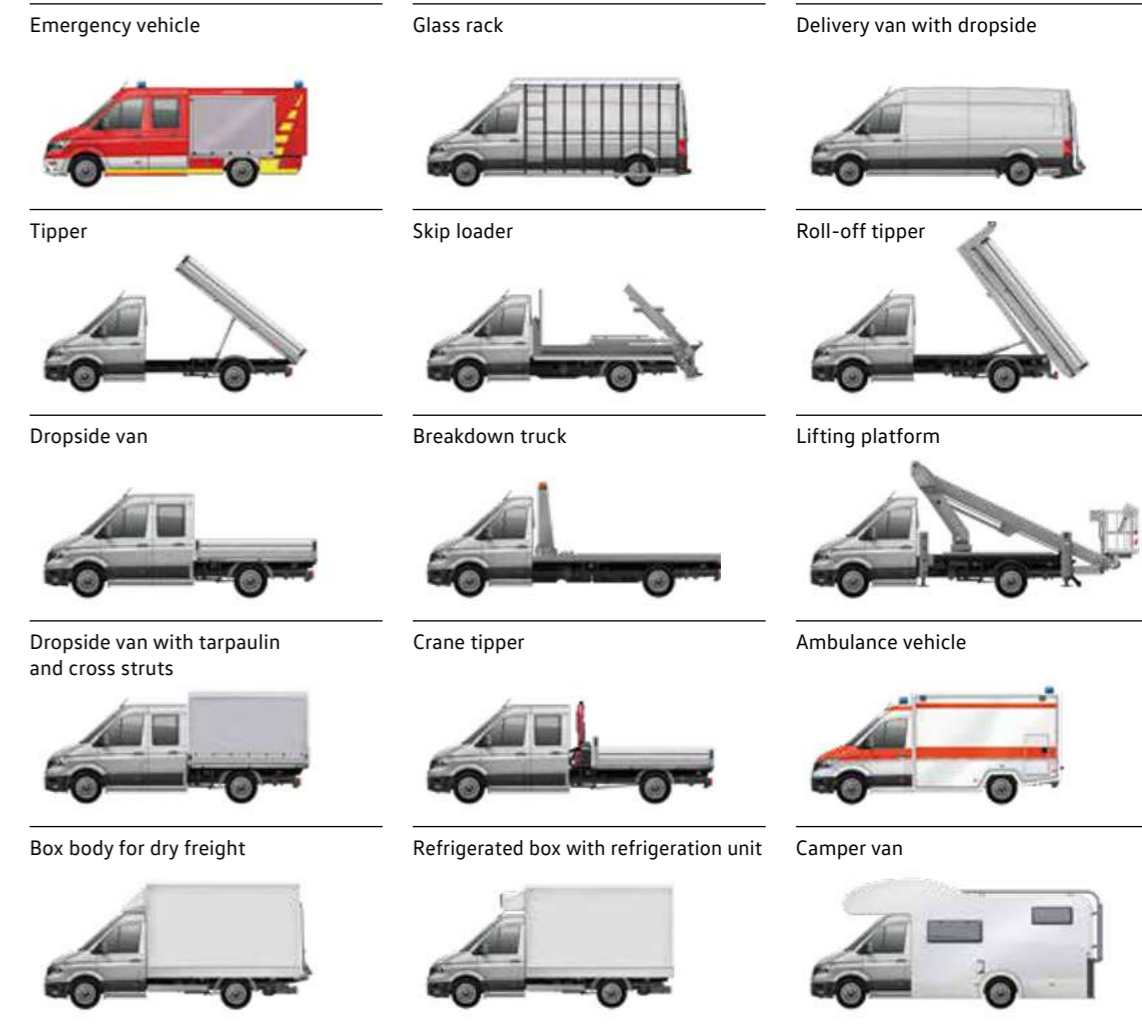
01 Ambulance. With high active and passive safety, the Crafter offers the ideal platform for conversion into an ambulance. The modern safety systems, the 16-inch brake system and the running gear, which is always configured individually for every Crafter ambulance, provide the basis for safe and reliable 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 in the interior.



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.



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.

UmbauPortal PremiumPartner

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 |



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. | KA | PL |



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 headliner features an especially robust design to protect the roof. The "Vario Protect" headliner is resistant to impacts, chemicals and environmental influences. | KA | PL |













08 Shock absorbing rear step. Mounted on leaf springs, the step can withstand light collisions. | KA | PL | PR | FG |


CustomizedSolution

Standard equipment | Optional equipment | KA | Delivery Van | PL | Delivery Van Plus | PR | Dropside Van | KP | Tipper | FG | Chassis

From 2020 onwards, the customisation of each Crafter starts with a quote as part of the WLTP exhaust gas legislation. The quote is based on a completely configured basic vehicle. After this is available, the desired customisation of this basic vehicle can be checked and an offer made. If the configuration of the basic vehicle changes because of the selection or deselection of options, the quote for customisation must be reviewed and tailored to the new basic configuration. Further information and vehicle-specific quotes are exclusively available at your Volkswagen dealer or via the free hotline from CustomizedSolution 0800 28 78 66 49 33. Please contact your local Volkswagen Commercial Vehicles dealer for details of the standard equipment and optional extras available in your country.

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 ¹⁾ : 2,355 mm Interior height ²⁾ : 1,726 mm		---	---	Normal roof Vehicle height ¹⁾ : 2,355 mm Interior height ²⁾ : 1,726 mm		---	---
High roof Vehicle height ¹⁾ : 2,590 mm Interior height ²⁾ : 1,961 mm				High roof Vehicle height ¹⁾ : 2,590 mm Interior height ²⁾ : 1,961 mm			
Super-high roof Vehicle height ¹⁾ : 2,798 mm Interior height ²⁾ : 2,196 mm	---				---	---	---

Chassis	Medium wheelbase	Long wheelbase	Long plus wheelbase
Vehicle length	5,996 mm ³⁾	6,846 mm ³⁾	7,211 mm
Single cab Vehicle height ¹⁾ : 2,312 mm			
Double cab Vehicle height ¹⁾ : 2,330 mm			---

1) 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 with front-wheel drive. 3) Fitting the narrow version of the rear cross member reduces the vehicle length by 28 mm. 4) Not available in conjunction with Bright Orange and special paint finishes. 5) Only available for the Crafter Delivery Van. 6) Only available for the Crafter Delivery Van and the Crafter Delivery Van Plus. Illustration includes options at extra charge. Please contact your local Volkswagen Commercial Vehicles dealer for details of the standard equipment and optional extras available in your country.

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 bumpers⁴⁾
- Protective side strips, grained
- Heat-insulating windows

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 Assist⁶⁾



Interior

- "Austin" cloth seat upholstery in Titanium Black
- Two individual seats in first row of seats
- Steering wheel with height and reach adjustment
- Sophisticated storage system
- Four cup holders in the driver's cab
- LED load compartment lighting⁵⁾
- Rubber floor covering in the driver's cab

Safety

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

Dropside Van	Medium wheelbase	Long wheelbase	Long plus wheelbase
Vehicle length	6,204 mm	7,004 mm	7,404 mm
Single cab Vehicle height ¹⁾ : 2,312 mm			
Double cab Vehicle height ¹⁾ : 2,330 mm			---

Tipper	Medium wheelbase	Long wheelbase	Long plus wheelbase
Vehicle length	6,204 mm	7,004 mm	---
Single cab Vehicle height ¹⁾ : 2,312 mm			---
	---	---	---

Paint finishes.



03



06



09



01



04



07



10



02



05



08



11



12

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 two-tone paint finish. | KA | PL |

11 Candy White/Mojave Beige Metallic. Optional two-tone paint finish. | KA | PL |

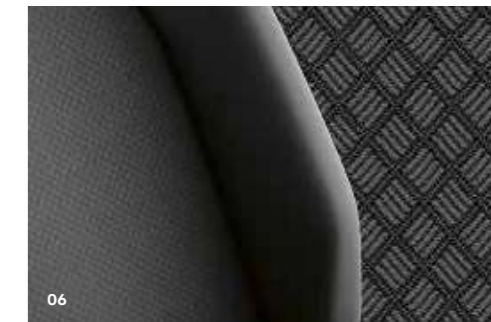
12 Reflex Silver/Indium Grey Metallic. Optional two-tone paint finish. | KA | PL |

Standard equipment Optional equipment | KA | Delivery Van | PL | Delivery Van Plus | PR | Dropside Van | KP | Tipper | FG | Chassis

Wheels and seat upholstery.



05



06



01



02



07



08



03



04

01 Steel wheel 6 1/2 J x 16 in Silver with centre cap. With 205/75 R 16 C tyres.
| KA | PL | PR | KP | FG |

02 Steel wheel 6 1/2 J x 16 in Black with centre cap. With 205/75 R 16 C tyres.
| KA | PL | PR | KP | FG |

03 Steel wheel 6 1/2 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 1/2 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 | PL | PR | KP | FG |

07 Robustcloth upholstery "Marathon" in Palladium. | KA | PL | PR | KP | FG |

08 Leatherette seat upholstery "Mesh" in Palladium. | KA | PL | PR | KP | FG |

*Only available in conjunction with the Trendline package. Our vehicles are equipped with summer tyres as standard. Your Volkswagen Commercial Vehicles dealer will be pleased to advise you. Please contact your local Volkswagen Commercial Vehicles dealer for details of the standard equipment and optional extras available in your country.

Exterior.



01 LED headlights. Energy-saving LEDs generate daytime running lights, low beam and main beam headlights. The high reliability and long life span of the LEDs improve safety by reducing the likelihood of failure. | KA | PL | PR | KP | FG |



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 |



04 Ladder holder. Transport ladders securely and hassle-free on the roof of the vehicle. The flexible, adjustable holder is easy to use and attach to the roof bars or luggage rack. | KA | PL |

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 |





Smarter connection.

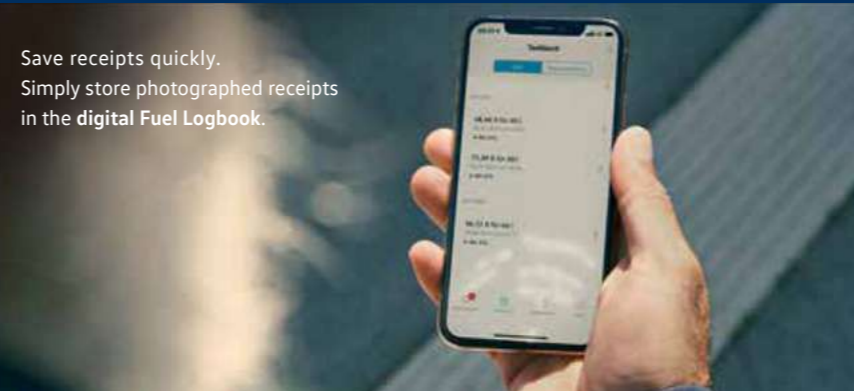
The fleet management system We Connect Fleet^{1), 2)}.

More efficient fleet management.

We Connect Fleet^{1), 2)} is the modern fleet management system that offers fast and easy access to important vehicle and fleet information. Whether you are managing logbooks digitally or checking up on costs and consumption: you can now manage your Volkswagen Commercial Vehicles and many vehicles from other manufacturers³⁾ even more quickly and efficiently using the associated online portal and the app. This saves time and eases your daily workload.

We Connect Fleet^{1), 2)} provides:

- Digital Logbook
- Fuel Logbook
- Maintenance Management^{4), 5)}
- Consumption Analyser
- GPS Tracking & Route Information⁶⁾
- Fleet Driving Efficiency



Save receipts quickly. Simply store photographed receipts in the digital Fuel Logbook.

Comfort and Infotainment with We Connect^{7), 8)}.

The infotainment systems provide access to the free services of the basic package and the premium services of We Connect Plus^{7), 9)}.

We Connect^{7), 8)} offers:

- Breakdown Call **NEW**
- Parking Position
- Automatic Accident Notification **NEW**
- Vehicle status
- Doors & Lights
- Vehicle Health Report
- Driving Data
- Service Scheduling

We Connect Plus^{7), 9)} offers:

- Online Traffic Information **NEW**
- Online Map Update **NEW**
- Online Route Calculation
- Filling Stations and Charging Stations
- Parking Spaces
- Online Voice Control **NEW**
- Online Import of Destination **NEW**
- Media Streaming¹⁰⁾ **NEW**
- Area Alert
- Online Anti-Theft Alarm
- Online Auxiliary Heater¹¹⁾
- Internet Radio¹⁰⁾ **NEW**
- Wi-Fi hotspot¹⁰⁾ **NEW**
- Speed Alert
- Horn & Turn Signals



Moving intelligently in traffic. With the Online Traffic Information, you always have access to real-time traffic information.

1) In order to use We Connect Fleet services, you must create a business user account via connectfleet.io. Furthermore, you must also conclude a separate Connect Fleet contract online with Volkswagen AG. In order to use the services for the full duration of the agreed free usage term, please see the information on the individual activation deadlines after vehicle delivery in the Terms of Use at <https://connectfleet.io/>. Additional charges are incurred from the second year if the term is actively extended. Only available in conjunction with a compatible Infotainment system. 2) Option at extra charge. 3) When using a Link 610 We Connect Fleet is compatible with Crafter from model year 2017, Caddy from model year 2015, Transporters 6 from model year 2015 and a range of other vehicles not belonging to the Volkswagen Group. 4) Only available with a second-generation or later Volkswagen telematics box. 5) Appointments must be scheduled with the Volkswagen Commercial Vehicles dealer. 6) Only available with third-generation Volkswagen telematics. 7) To use We Connect, you need a Volkswagen ID user account and must log in to We Connect with your user name and password. You also need to conclude a separate We Connect contract or We Connect Plus contract online with Volkswagen AG. For We Connect Plus, you have 90 days after vehicle handover to register the vehicle at portal.volkswagen-we.com to be able to use the services for the full period of

validity free of charge. Only available in conjunction with a compatible Infotainment system. 8) Option at extra charge with the Composition Audio radio system. As standard with all higher-level Infotainment systems. 9) At an extra charge in the event of renewal from the second year onwards. 10) Only available in conjunction with the Streaming & Internet package. 11) The service is compatible with the most auxiliary coolant heaters. It is not compatible with vehicles which feature an auxiliary air heater. Illustrations include options at extra charge. Please contact your local Volkswagen Commercial Vehicles dealer for details of the standard equipment and optional extras available in your country.

Infotainment.



01 “Discover Media” navigation system.¹⁾ The system with a 20.3 cm (8-inch) colour touch display incl. proximity sensors, 4 x 20 watts output and four loudspeakers offers hybrid navigation, a choice of map options, free online map updates, 32 GB of media storage, two external USB ports and one Bluetooth interface, hybrid voice control and Internet radio. The system supports wireless⁵⁾ AppConnect, We Connect²⁾,³⁾ and We Connect Plus²⁾,⁴⁾. | KA | PL | PR | KP | FG |

“Comfort” mobile phone interface with inductive charging function.⁶⁾ Improves reception and permits wireless charging of compatible devices. | KA | KO | KP | PR |

Voice control.⁷⁾ Use your voice to control a range of telephone, navigation and audio functions. | KA | KO | KP | PR |

Additional USB port. In conjunction with the Discover Media navigation system, this option adds an additional charging point for smartphones and other devices in the centre storage compartment. | KA | KO | KP | PR |

“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 (update in CW 48). | KA | PL | PR | KP | FG |



02 “Composition Colour”.¹⁾ The system with a 16.5 cm (6.5-inch) colour touch display, 4 x 20 watts output and four loudspeakers has an SD card slot, two external USB ports, one Bluetooth interface, and supports We Connect⁵⁾,⁵⁾ basic services as well as selected We Connect Plus²⁾,⁴⁾ services. | KA | KO | KP | PR |

03 “Composition Audio” radio system. The system with monochrome display, 2 x 20 watts output and two loudspeakers has an SD card slot, one USB port and one Bluetooth interface. | KA | KO | KP | PR |

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 |

¹⁾ Also available with DAB+ and comfort telephony upon request. ²⁾ To use We Connect services, you need to have a Volkswagen ID user account, and must log into We Connect with your username and password. In addition, a separate We Connect contract or We Connect Plus contract must be concluded online with Volkswagen AG. For We Connect Plus, you have 90 days from the handover of the vehicle to register the vehicle at vwn.de/mod, and use the services for the full duration of the agreed free period. ³⁾ Option at extra charge with the Composition Audio radio system. As standard with all higher-level Infotainment systems. ⁴⁾ At an extra charge in the event of renewal from the second year onwards. ⁵⁾ Only available in conjunction with a CarPlay-capable device from the Discover Media navigation system. ⁶⁾ Only available in conjunction with the Composition Colour radio system and the Discover Media navigation system. ⁷⁾ Only available in conjunction with the Discover Media navigation system. Illustrations include options at extra charge. Please contact your local Volkswagen Commercial Vehicles dealer for details of the standard equipment and optional extras available in your country.



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 compartment¹⁾. 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. | KA | PL |

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).²⁾ 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 |

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.¹⁾ The optional step allows for easy entry and exit.²⁾ | 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 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. | KA | PL | PR | FG |

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 |



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 www.volkswagen.com and under the telephone number 0800 Volkswagen (0800 86 55 79 24 36), which is free of charge in the Federal Republic of Germany.

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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 CO₂ 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 CO₂ 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 www.volkswagen-nutzfahrzeuge.de/de/unternehmen/wltp-nefz.html.

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 CO₂ 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 CO₂ 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, <https://shops.volkswagen.com>, and is only available from your Volkswagen dealer. Please contact your local Volkswagen Commercial Vehicles dealer for details of the standard equipment and optional extras available in your country.



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

With the Volkswagen Commercial Vehicles extended warranty, you can extend the two-year 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 combinations¹⁾:
 - + 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

1) The following conditions apply to the Caddy Kombi and the Amarok: + one year, max. 60,000 km; + two years, max. 80,000 km; + three years, max. 100,000 km. 2) Valid for the EU, Norway and Switzerland. 3) Please note the country-specific legislation. Illustration includes options at extra charge. Please contact your local Volkswagen Commercial Vehicles dealer for details of the standard equipment and optional extras available in your country.

The Crafter

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Your Volkswagen Commercial Vehicles dealer