

CC-10323136-6533

MAR 25 2010

[REDACTED]
[REDACTED] Insurance Professional [REDACTED]

Cleveland, Ohio [REDACTED]

Fax: [REDACTED]

March 19, 2010

Volkswagen of America
Customer Care
3499 W. Hamlin Road
Rochester Hills, MI 48309

Re: Case #090243527
Current 100106381

To Whom It May Concern:

This will be my final attempt at resolving the critical problem with the torque converter that is a major safety concern. Last month I had a \$3,000 repair done on the driver's side back fender caused by the hesitation of the converter engaging. Fortunately no one was hurt.

I am enclosing the information on the attorney that will be petitioning the court for the class action suit and he is gathering the information from other Phaeton owners.

I am also enclosing several years of maintenance records and letters that I have written in regard to this dangerous condition and a copy of your technical bulletin issued in 2006, which support my concerns and my many complaints for countless years.

I was told you might re-market the Phaeton in the United States in 2011. I hope your warranties live up to the cars costs and operation. It is a great car.

I was told several times by Gunther Volkswagen supervisors to try and talk directly with a representative of Volkswagen from Germany. They are very knowledgeable on their vehicles, but I haven't been able to do so. Your advocates tell me that they have the final say—true or not.

Very truly yours,

[REDACTED]

Encl.

Volkswagen - 3-19-10

FT
03/24/10
KB

CC: Gunther Motor Company of Plantation, Inc.
1660 S. State Rd. 7
Ft. Lauderdale, FL 33317

Fred-Vincent Volkswagen, Inc.
28400 Chardon Rd.
Willoughby Hills, OH 44092

✓ National Highway Traffic Safety Administration
NHTSA Headquarters
1200 New Jersey Ave. SE
West Building
Washington, DC 20590
Attn: Vehicle Safety Dept.

Ohio Dept. Public Safety
Charles D. Shipley Building
1970 W. Broad St.
PO Box 182081
Columbus, OH 43218
Attn: Cathy Collins-Taylor, Director

Florida Dept. Highway Safety & MV
2900 Apalachee Parkway
Tallahassee, FL 32399
Attn: Captain Mark Welsh
Chief of Public Affairs

Northtown Volkswagen
Amherst, NY

Penske Group
Bloomington, MI
Attn: Walter Chiernaski

Attorney David Reuven
Beachwood, OH

[REDACTED]
[REDACTED]
Cleveland, Ohio [REDACTED]

Fax: [REDACTED]

E--mail: [REDACTED]

August 31, 2009

Volkswagen of America
Customer Care
3499 W. Hamlin Road
Rochester Hills, MI 48309

To Whom It May Concern:

I talked to a very good representative of your division; she was very helpful. On August 28, 2009 she opened a new file for me on my 04 Phaeton, VIN WVWAH630448 [REDACTED] I was having several problems with my car for about three years and never could find out what the problems were caused by. I finally had an independent electronic check done and received the enclosed technical bulletin, which explains why I am having the problems I have had. The problems were as follows:

1. "Check Engine" light was on at all times. I did change two of the oxygen sensors, but the problem came right back.
2. The ESP light comes on after about 10 minutes of driving and the ESP switch will not turn off the light before the approximately 10 minutes the switch will turn off the indicator
3. I also complained for years that when I turned left or right too fast or from a complete stop the engine would hesitate and that caused a dangerous condition when pulling into traffic. I was told it was a normal condition between first and second gears that could not be corrected.

The internal oil seal failure could cause these problems. The bulletin was issued on August 17, 2006, but I was never informed of this problem, and that concerns me. You also replaced the front end steering controls and when they were re-assembled the steering wheel was out of line and the turning indicators do not turn off automatically if it is not a complete 90° turn.

Also, even on Comfort Control the ride is very hard. I do not know if that is caused by the weight of the large engine. I feel it should be a more cushioned ride.

It is a great car – I hope we can correct these problems.

Very truly yours,
[REDACTED]

[REDACTED]
[REDACTED] Insurance Professional

[REDACTED]
Cleveland, Ohio [REDACTED]

Fax: [REDACTED]

September 24, 2009

Customer Advocate
Volkswagen of America
3499 W. Hamlin Road
Rochester Hills, MI 48309

Re: Volkswagen Phaeton
VIN # WVWAH6300448 [REDACTED]

To Whom It May Concern:

I spoke to a Customer Advocate on September 22, 2009. She stated that Volkswagen would not stand behind their defective torque converter #OIL 32371-F. As described in your technical bulletin dated August 17, 2006 (2011908) it was out of warranty.

I understand your company's problems with warranties. I had the same type of problems with my aircraft-manufacturing warranty.

I have fixed countless small problems, paying out of my own pocket with no concerns. I refuse to accept a problem that was brought to a Volkswagen dealer over two years ago, which they stated was an inherent problem in the downshifting of the transmission, and was not a driving concern. They also stated that the EGT light was not a driving problem and did not compromise the operation of the vehicle; which now seems not to be true.

I asked your customer advocate to put your letter of refusal into writing, and will forward it upon receipt. She stated that you did a complete review of the issue and this was a final decision. I asked her if you did the proper due diligence as to the research of the issue and she stated "yes." I then asked her if they had gotten the records or had conversation with Gunther Volkswagen in Florida, since they have documentation of my problems for several years. They maintain the car in the winter when I ship it to Florida. She stated that no one contacted Gunther and that it was unnecessary. That clearly points out that research was not done and due diligence was not followed.

Since I have had the car, I have personally paid for replacing a leaking power steering fluid container, a leaking secondary radiator, #300-121-212-C, replaced five 4D0-907-275-C sensors batteries that were dead, one 07C-906-461-X air meter, two

oxygen sensors, and one E9 025 D01 switch . I have put two sets of tires on the car, plus other miscellaneous repairs, and have always serviced in accordance with requirements by your dealers.

The rear upper control arm is my responsibility and I have that taken care of. The crooked steering wheel I had corrected when the new tires were installed, even though that was a dealer's work.

The thing that really disturbs me is that a part (which certainly should be covered by warrantee, because it was an ongoing condition years ago) costs the dealer about \$600 to \$700, and with a 15-hour labor commitment, the dealer quoted me \$4,000. That absurd and really not right.

Upon doing the research on my vehicle, I found out that the original owner of this car returned it to Volkswagen due to countless problems. Volkswagen claimed they fixed those problems. It is quite apparent that Volkswagen did not address all the problems that this fine luxurious car had, and continues to have.


I was told that you are bringing the Phaeton back to the U.S. market, which is great, as long as Volkswagen stands behind the car's problems.

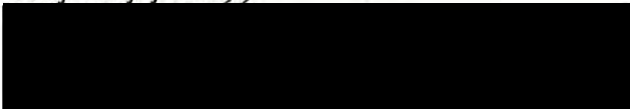
My first business car was a Volkswagen van with rear engine and no heater or gas gauge. You pulled a handle for the reserve tank. I have always believed in Volkswagen.

I also bought three Hansa jets made in Germany for my airline, because they were built to German specifications, which were very well designed. My experience with my Phaeton has shaken my perception of German-made products.

I will continue to drive this unsafe vehicle until after you review this letter and you give me your final answer. If you still feel you are 100% correct, we can let the courts decide the merits of the issue. This is not a dollar issue; it is an issue of fairness.

I am on the Ohio State Transportation Task Force due to my expertise in these issues, and I sincerely feel your position is wrong.

Very truly yours, 


CC: President, Volkswagen USA
Chairman, Volkswagen Germany
Jaime Gonzalez, Gunther Motor Co.
Tanya Zeitler, Fred Vincent Volkswagen

Volkswagen 9-23-09

CUSTOMER #: 17660

16027

Fred-Vincent Volkswagen, Inc.



28400 Chardon Road

Willoughby Hills, Ohio 44092

Phone: (440) 944-8700

WORKORDER

PAGE 1

SOLON, OH

HOME: [REDACTED] CONT: N/A

BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 5848 ZEITLER, TANYA

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
BLACK	04	VOLKSWAGEN PHAETON W	WVWAH63D448 [REDACTED]		46296/	[REDACTED]	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
23FEB04 DD			17:00 21SEP09			CASH	
R.O. OPENED	READY	OPTIONS: DLR:NO					
21SEP2009 08:23							

LINE	OP CODE	TECH.	TYPE	DESCRIPTIONS/INSTRUCTIONS
# A	1100		C	CUSTOMER STATES TIRES ARE BALD ONLY HAS 12000 MILES ON TIRES
# B	1100		C	CUSTOMER STATES STEERING WHEEL CROOKED TURN SIGNALS WON'T CANCEL <i>SOME TIMES ABOUT 50% OF TIME</i>
# C	1100		C	CUSTOMER STATES VEHICLE RIDE HARD ON BUMPS ON ANY SUSPENSION SETTING <i>VERY HARD</i>
# D	1100		C	CHECK FOR SERVICE BULLITINS <i>BULLETIN ENCLOSED</i>
# E	1450		C	CUSTOMER STATES MIL LIGHT AND EGT LIGHTS COME ON AFTER DRIVING 10 MIN. <i>ENGINE LIGHT ON AT ALL TIMES</i>
# F	2600		C	CUSTOMER STATES RT FRT DOOR PANEL AS FASTENER IS MISSING

EXCLUSION OF WARRANTIES

Any warranties on the parts and accessories sold hereby are made by the manufacturer. The undersigned purchaser understands and agrees that dealer makes no warranties of any kind, express or implied, and disclaims all warranties, including warranties of merchantability or fitness for a particular purpose, with regard to the parts and/or accessories purchased; and that in no event shall dealer be liable for incidental or consequential damages or commercial losses arising out of such purchase. The undersigned purchaser further agrees that the warranties excluded by dealer, include, but are not limited to any warranties that such parts and/or accessories are of merchantable quality or that they will enable any vehicle or any of its systems to perform with reasonable safety, efficiency, or comfort.

AUTHORIZATION FOR REPAIRS

I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto. The dealership is not responsible for damages from freezing due to lack of antifreeze.

PRELIMINARY ESTIMATE \$ _____

AUTHORIZED BY X

REVISED ESTIMATE (1)	DATE	TIME	BY
REVISED ESTIMATE (2)			
REVISED ESTIMATE (3)			

I HEREBY ACKNOWLEDGE THAT I WAS NOTIFIED & GAVE ORAL APPROVAL OF THE ABOVE REVISED ESTIMATES:

X _____
CUSTOMER SIGNATURE

CUSTOMER COPY

CUSTOMER #:17660

SOLON, OH

HOME: [REDACTED] CONT:N/A
BUS: [REDACTED] CELL:[REDACTED]

16027

WORKORDER

PAGE 2

Fred-Vincent Volkswagen, Inc.

28400 Chardon Road
Willoughby Hills, Ohio 44092
Phone: (440) 944-8700



SERVICE ADVISOR: 5848 ZEITLER, TANYA

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
BLACK	04	VOLKSWAGEN PHAETON W	WVWAH63D448 [REDACTED]		46296/	[REDACTED]	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
23FEB04 DD			17:00 21SEP09			CASH	
R.O. OPENED	READY	OPTIONS: DLR:NO					
21SEP2009 08:23							

LINE	OP CODE	TECH.	TYPE	DESCRIPTIONS/INSTRUCTIONS
#	G	1100	C	CUSTOMER STATES HESITATION ON ACCELERATION AT TIMES

very dangerous

YOU WILL BE CONTACTED BY
OUR SERVICE DEPARTMENT
BEFORE
RECOMMENDED MAINTENANCE

[Signature]
[REDACTED]

EXCLUSION OF WARRANTIES

Any warranties on the parts and accessories sold hereby are made by the manufacturer. The undersigned purchaser understands and agrees that dealer makes no warranties of any kind, express or implied, and disclaims all warranties, including warranties of merchantability or fitness for a particular purpose, with regard to the parts and/or accessories purchased; and that in no event shall dealer be liable for incidental or consequential damages or commercial losses arising out of such purchase. The undersigned purchaser further agrees that the warranties excluded by dealer, include, but are not limited to any warranties that such parts and/or accessories are of merchantable quality or that they will enable any vehicle or any of its systems to perform with reasonable safety, efficiency, or comfort.

AUTHORIZATION FOR REPAIRS

I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto. The dealership is not responsible for damages from freezing due to lack of antifreeze.

PRELIMINARY ESTIMATE \$ _____

AUTHORIZED BY X

REVISED ESTIMATE (1)	DATE	TIME	BY
REVISED ESTIMATE (2)			
REVISED ESTIMATE (3)			

I HEREBY ACKNOWLEDGE THAT I WAS NOTIFIED & GAVE ORAL APPROVAL OF THE ABOVE REVISED ESTIMATES:

X

CUSTOMER SIGNATURE



[REDACTED]
Beachwood, OH [REDACTED]

LaTonya Alexander Name
Customer CARE Advocate Title
Volkswagen Customer CARE Department
Ext. 43522 Phone
Fax
www.vw.com E-Mail

RE: 2004 Volkswagen Phaeton
Case: 090214157
VIN: WYWAH63D448 [REDACTED]

September 23, 2009 Date

Dear [REDACTED]

Volkswagen of America, Inc.
Customer CARE
3499 West Hamlin Rd.
Rochester Hills, MI 48309
Phone +1 800 822 8987
Fax +1 248 754 6504
www.vw.com

Thank you for contacting us regarding your Phaeton. I am grateful to have you as a member of the Volkswagen family. I understand you are seeking assistance with the torque converter and right rear control arm repairs to your vehicle. I apologize for any frustration these repairs have caused, and I hope your ownership experience has otherwise been enjoyable. I appreciate the opportunity to respond.

Volkswagen strives to assist our customers whenever possible. I have evaluated your request for assistance. Everything on your car except tires was covered by the New Vehicle Limited Warranty, for manufacturer's shortcomings in materials and workmanship, for four years or 50,000 miles, whichever occurred first, from your car's in-service date of February 23rd, 2004. As your vehicle is outside of warranty parameters, I regret I am not able to meet your expectations for assistance with the repairs. I apologize since I realize this is not the response you were seeking.

As a member of the Volkswagen family, your questions are important to us. Again, thank you for contacting us. If I may be of future assistance, please don't hesitate to contact me again by e-mail at www.vw.com or through our Customer CARE Center at (800) 822-8987. If I am not available, one of my colleagues will be able to assist you.

Sincerely,

LaTonya Alexander
Customer CARE Advocate

CUSTOMER #: 17660

16027

FRED-VINCENT MAZDA

28400 Chardon Road
Willoughby Hills, Ohio 44092
Phone: (440) 944-8700



INVOICE

[Redacted]

PAGE 1

SOLO, OH

HOME: [Redacted] CONT:N/A

BUS: [Redacted] CELL: [Redacted]

SERVICE ADVISOR: 5848 TANYA ZEITLER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
BLACK	04	VOLKSWAGEN PHAETON W	WVWAH63D448 [Redacted]		46296/46296	[Redacted]	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
23FEB04 DD			17:00 21SEP09			CASH	22SEP09
R.O. OPENED	READY	OPTIONS: DLR:NO					
08:23 21SEP09	15:53 22SEP09						

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A							
A CUSTOMER STATES TIRES ARE BALD ONLY HAS 12000 MILES ON TIRES							
1100 UNSURE OF CAUSE							
				8865 C 0.00		0.00	0.00

B							
B CUSTOMER STATES STEERING WHEEL CROOKED TURN SIGNALS WON'T CANCEL							
1100 VEHICLE WOULD NEED TO BE ALIGNED AFTER REPAIRS							
				8865 C 0.00		0.00	0.00

C							
C CUSTOMER STATES VEHICLE RIDE HARD ON BUMPS ON ANY SUSPENSION SETTING							
1100 CHECKED THE VEHICLE OUT FOUND THAT THE RT UPPER REAR CONTROL ARM NEEDS TO BE REPLACED							
				8865 C 0.00		0.00	0.00

D							
D CHECK FOR SERVICE BULLITINS							
1100 MAINTENANCE							
				8865 C 0.00		0.00	0.00

E							
E CUSTOMER STATES MIL LIGHT AND EGT LIGHTS COME ON AFTER DRIVING 10 MIN.							
				1450 RAN A CODE TEST FOUND THAT THE TORQUE CONVERTER NEEDS TO BE REPLACED P&L COMES TO 4,000 DOLLARS CUSTOMER DECLINED		95.00	95.00
				8865 C 1.00		95.00	95.00

F							
F CUSTOMER STATES RT FRT DOOR PANEL AS FASTENER IS MISSING							
2600 BODY AND TRIM							
				8865 C 0.00		0.00	0.00

G							
G CUSTOMER STATES HESITATION ON ACCELERATION AT TIMES							
1100 MAINTENANCE							
				8865 C 0.00		0.00	0.00

SHOP CHARGE							3.80

STATEMENT OF DISCLAIMER

The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

CUSTOMER SIGNATURE

CUSTOMER #: 17660

16027

FRED-VINCENT MAZDA

28400 Chardon Road
Willoughby Hills, Ohio 44092
Phone: (440) 944-8700



INVOICE

PAGE 2

SOLON, OH

HOME: [REDACTED] CONT:N/A

BUS: [REDACTED] CELL: [REDACTED] SERVICE ADVISOR: 5848 TANYA ZEITLER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
BLACK	04	VOLKSWAGEN PHAETON W	WVWAH63D448	[REDACTED]	46296/46296	[REDACTED]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
23FEB04 DD			17:00 21SEP09			CASH	22SEP09

R.O. OPENED	READY	OPTIONS:
08:23 21SEP09	15:53 22SEP09	DLR:NO

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
S/W CUSTOMER-THE TORQUE COVERTER NEEDS TO BE RE PLACED AS WELL AS THE RT UPPER CONTROL ARM REAR TOTAL 4,826.78. S/W VOLKSWAGON, AT THIS TIME TE THEY ARENT ABLE TO ASSIST WITH REPAIRS, CUSTOER DECLINED REPAIRS AND IS PICKING CAR UP					***LIMITED PARTS WARRANTY 12MTHS/12K MILES*** IF YOU ARE NOT "COMPLETELY SATISFIED" PLEASE CALL DAN DUNN, SERVICE MANAGER *****QUALITY INSPECTED***** *****NEXT RECOMMENDED MAINTENANCE*****		

*NOTE - Your Report
I did replace the rear control*

ARM

FV

DATE 059000045419 TIME 09/23/09 1910 001 09:27:21

FRED VINCENT MAZDA
28400 CHARDON RD
WILLOUGHBY HILLS, OH 44092
PH # 440-944-8700

CREDIT SALE

BATCH # 354
TRANS # 003
AUTH # 544944
INVOICE # 16027
AMEX ACCOUNT # [REDACTED]
XXXXXXXXXX [REDACTED]

EXP DATE

SALE AMOUNT \$104.98

I AGREE TO PAY THE ABOVE AMOUNT
ACCORDING TO CARD ISSUER AGREEMENT.
THANK YOU.

CUSTOMER COPY

DISCLAIMER

We warranties with respect to the sale
ressly disclaims all warranties either
ied warranty of merchantability or
neither assumes nor authorizes any
y in connection with the sale of this

GNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	95.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	3.80
TOTAL CHARGES	98.80
LESS INSURANCE	0.00
SALES TAX	6.18
PLEASE PAY THIS AMOUNT	104.98

CUSTOMER COPY



& Service

www.monro.com



www.mrtire.com



www.treadquarterstire.com

TIRES ♦ WHEELS ♦ MUFFLERS ♦ BRAKES
STEERING ♦ SUSPENSION ♦ ALIGNMENTS
OIL CHANGES ♦ SCHEDULED MAINTENANCE

0869202759

Mr. Tire Auto Centers # 869
6120 Som Center Road

Salon, OH 44139
(440) 248-0558

MANAGER: GERALD NEITZEL
TECHNICIAN:

CLEVELAND, OH

HOME:

WORK:

OTHER:

PO #:

SERVICES REQUESTED:

10/01/09

17:24

PAGE 1

ESTIMATE #: 91076

YEAR: 04 MAKE: VOLKSWAGEN MODEL: PHAETON

LICENSE #: COLOR:

STATE: OH MILEAGE IN: 1 OUT: 0

VIN: WVAH63D44E

WHILE WE WERE WORKING WE NOTICED:



QTY	PART NUMBER	REC	DESCRIPTION	LOC	WARR	LIST	NET	LABOR	AMOUNT
SERVICE									
1	MEMO	* S	COMMENTS		60	0.00	0.00	0.00	0.00
NOTE...ALIGNMENT WAS OFF LEAVING STEERING WHEEL 30 TO 35 DEGREES OF-									
F. CAUSING TURN SIGNALS NOT TO CANCEL.									
ALIGNMENT NOW IS CORRECT.									
1	MEMO	* S	COMMENTS		60	0.00	0.00	0.00	0.00
AFTER ALIGNMENT, STEERING WHEEL IS STRAIGHT AND TURN SIGNALS NOW									
CANCEL AFTER TURN.									
Total SERVICE									0.00
MISCELLANEOUS									
1	FEE	* S	SHOP SUPPLY FEE		0	0.00	0.00	0.00	0.00
Total MISCELLANEOUS									0.00

Customer Signature _____

SUB TOTAL 0.00

SEE REVERSE SIDE FOR DIAGNOSIS
AND WARRANTY CODES, AND
AUTHORIZATION INFORMATION

SALES TAX 0.00

GRAND TOTAL 0.00

SHOP 0869

THIS IS AN ESTIMATE, NOT AN INVOICE! DO NOT MAKE ANY PAYMENT FROM THIS PAPERWORK!



TIRES ♦ WHEELS ♦ MUFFLERS ♦ BRAKES
STEERING ♦ SUSPENSION ♦ ALIGNMENTS
OIL CHANGES ♦ SCHEDULED MAINTENANCE

Mr. Tire Auto Centers # 869
6120 Saw Center Road

Solon, OH 44139
(440) 248-0558

MANAGER: GERALD NEITZEL
TECHNICIAN: ROBERT M LANGE

0869202759

CLEVELAND, OH

HOME:

WORK:

OTHER:

PO #:

9/30/09

17:46

PAGE 1

ESTIMATE #: 90654

INVOICE #: 70806

YEAR: 04

MAKE: VOLKSWAGEN

MODEL: PHAETON

LICENSE #:

COLOR:

STATE: OH

MILEAGE IN: 46546

OUT: 46546

VIN: WWHM63D44E

SERVICES REQUESTED:

REPLACE 4 TIRES, 2 SPECIAL ORDER FROM
PIRELLI CALL CUSTOMER ASAP WHEN IN

WHILE WE WERE WORKING WE NOTICED:

MANAGER'S SIGNATURE

NOTICE TO CUSTOMERS

Unless otherwise specified, all labor charges are preset or based on flat rate manuals, and not actual time spent. Unless otherwise specified in writing, all parts and labor are warranted for the earlier of 90 days or 4000 miles. Please see reverse for details. All labor performed and parts replaced were necessary to perform all repairs. All parts are new unless otherwise specified (i.e. Used or Rebuilt). All personal items should be removed from the vehicle before it is left for service. We are not responsible for these items.

I certify that this vehicle has been tested or test driven when needed and that the mechanic's work was performed satisfactorily.

Manager's Initials

The undersigned, having tendered payment of this invoice by check, credit card, or other charge, agrees to pay Monro Muffler Brake, Inc., Tread Quarters Discount Tire, Mr. Tire (the Company) a sum equal to all charges and expenses, including reasonable attorney fees and returned check charges incurred by the Company, in the event that for any reason said check or charge is not accepted for collection and paid to the Company. Your employees may operate this vehicle for inspection and testing, and/or delivery at my risk. An express mechanical lien is acknowledged on the above vehicle to secure the amount or repairs thereto.

Print Name

Customer Signature

CAUTION: Owners of Mag, Custom, or Alloy wheels must have lug-nuts retorqued after 50 miles! The Company will gladly retorque these lug-nuts once after the first 50 miles at no charge.

See reverse for Diagnosis (REC), Warranty (WARR), and Location (LOC) codes.

TY	PART NUMBER	REC	DESCRIPTION	LOC	WARR	LIST	NET	LABOR	AMOUNT	
FRONT END										
5	L1200FE	C	FRONTEND LABOR UNIT	RB	60	0.00	0.00	9.80	245.00	
LABOR INSTALL RIGHT REAR UPPER CONTROL ARM										
									Total FRONT END	245.00
TIRE SERVICE										
1	L0269	S	WHEEL ALIGNMENT	A	60	0.00	0.00	89.99	89.99	
4	L0902	S	WHEEL BALANCE	A	60	0.00	0.00	0.00	0.00	
									Total TIRE SERVICE	89.99
SERVICE										
4	TT	S	TIRE ADD ON PARTS	A	60	0.00	0.00	0.00	0.00	
4	L0945	S	STANDARD VALVE STEM	A	60	0.00	0.00	0.00	0.00	
4	TR2	S	TIRE RECYCLING FEE	A	60	0.00	0.00	0.00	0.00	
4	DTR	S	TIRE MOUNTING & LIFETIME ROTATION	A	60	0.00	0.00	0.00	0.00	
4	DTD	S	ON THE RIM & OUT THE DOOR	60	0.00	0.00	0.00	0.00	0.00	
									Total SERVICE	0.00
TIRE										
4	1560500	S	PIR P6 FOUR SEASON P255/45R18 PIRELLI P6 FOUR SEASONS 60,000 MILE WARRANTY	A	70	259.99	259.99	0.00	1,039.96	
DOT Numbers: 2009 2009 2009 2009										
1	*1560500	S	Discount On 1560500	A	70	0.00	-259.99	0.00	-259.99	
4	OHTT	S	OHIO TIRE TAX	A	0	1.00	1.00	0.00	4.00	
									Total TIRE	783.97

FLEET & COMMERCIAL ACCOUNTS WELCOME!



MEY 1,205.60 XXXXXXXXXXXX 500000 SUB TOTAL 1,110.95

JENAMIN B BOGGS

SALES TAX 86.72
GRAND TOTAL 1,205.68

[REDACTED]

[REDACTED]

Insurance Professional

[REDACTED]

Cleveland, Ohio [REDACTED]

Fax: [REDACTED]

September 9, 2009

Volkswagen of America
Customer Care
3499 W. Hamlin Road
Rochester Hills, MI 48309

To Whom It May Concern:

This is a follow-up to my August 31, 2009 letter (copy enclosed).

I am becoming more aware of the dangers created by Item #3 in my letter. On Saturday, I pulled out of a shopping center at a slow speed, taking a right turn, and the engine did not respond for about five seconds. I was at a standstill into a lane half way with a car coming up. Luckily the engine engaged and I pulled out in time with very little room. This condition really troubles me. I believe it is very dangerous. A friend of mine who has many high performance cars, such as two Porsche GTs and five Special Designer Porsches, will not ride in my car. He drove it and said it is very dangerous. He is an expert on cars and if you would like to discuss his concerns, please contact me and I will give you his mobile phone number. He also stated that the suspension system is either not designed correctly for the car, or it is defective. It is a much-too-ridged ride, even at the "Conform" setting.

I also bought a very good set of tires, at \$240 each 14,000 miles ago, and the front tires are down to no thread, a fabric is showing. The rear, which I have already rotated, are very worn. I just ordered a complete new set of the best Goodyear tire available, Goodyear Eagle F1AS4M. I hope these last over 14,000 miles. Even on a high performance tire, you should get at least 20,000 or more miles. That is if you are not very hard on driving, which I may not. I have ~~60,000~~ miles on my Lexus, 400 series, and there is little wear.

206,000

Very truly yours,

[REDACTED]



[Redacted]
Beachwood, OH [Redacted]

Kathrene Fox Name
Volkswagen Executive Specialist Title
Volkswagen Customer CARE Department

(248) 754-6504 Fax
www.vw.com E-Mail

RE: 2004 Volkswagen Phaeton
Case: 090243527
VIN: WWAH63D448 [Redacted]

October 7, 2009 Date

Dear [Redacted]

Thank you for your correspondence. Based on the nature of your concerns and our previous contact, our President and CEO, Mr. Stefan Jacoby asked that I respond on his behalf.

Volkswagen of America, Inc.
Customer CARE
3499 West Hamlin Rd.
Rochester Hills, MI 48309
Phone +1 800 822 8987
Fax +1 248 754 6504
www.vw.com

First, my apologies for the inconveniences you have experienced. I recognize this has been a difficult situation. We have had the opportunity to discuss your vehicle concerns with both the Volkswagen Field Representative and Mr. Daniel Dunn at Fred-Vincent Volkswagen. I understand you are dissatisfied with the failure of the torque converter, and you would like us to reimburse you for the cost of these repairs. I have thoroughly and carefully reviewed your request. Unfortunately, I am not able to assist as the vehicle is now outside of the Limited Powertrain Warranty by seven months.

Thank you again, [Redacted] for taking the time to contact us. If I may ever be of assistance in the future, I can be reached through our Customer CARE Center at (800) 822-8987.

Sincerely,

Kathrene Fox
Executive Specialist

[REDACTED]
[REDACTED]
Cleveland, Ohio [REDACTED]

Fax: [REDACTED]

E-mail: [REDACTED]

August 31, 2009

Volkswagen of America
Customer Care
3499 W. Hamlin Road
Rochester Hills, MI 48309

To Whom It May Concern:

I talked to a very good representative of your division; she was very helpful. On August 28, 2009 she opened a new file for me on my 04 Phaeton, VIN WVWAH630448 [REDACTED]. I was having several problems with my car for about three years and never could find out what the problems were caused by. I finally had an independent electronic check done and received the enclosed technical bulletin, which explains why I am having the problems I have had. The problems were as follows:

1. "Check Engine" light was on at all times. I did change two of the oxygen sensors, but the problem came right back.
2. The ESP light comes on after about 10 minutes of driving and the ESP switch will not turn off the light before the approximately 10 minutes the switch will turn off the indicator
3. I also complained for years that when I turned left or right too fast or from a complete stop the engine would hesitate and that caused a dangerous condition when pulling into traffic. I was told it was a normal condition between first and second gears that could not be corrected.

The internal oil seal failure could cause these problems. The bulletin was issued on August 17, 2006, but I was never informed of this problem, and that concerns me. You also replaced the front end steering controls and when they were re-assembled the steering wheel was out of line and the turning indicators do not turn off automatically if it is not a complete 90 ° turn.

Also, even on Comfort Control the ride is very hard. I do not know if that is caused by the weight of the large engine. I feel it should be a more cushioned ride.

It is a great car – I hope we can correct these problems.

Very truly yours,
[REDACTED]

[REDACTED]
[REDACTED] Insurance Professional

[REDACTED]
Cleveland, Ohio [REDACTED]

Fax: [REDACTED]

September 9, 2009

Volkswagen of America
Customer Care
3499 W. Hamlin Road
Rochester Hills, MI 48309

To Whom It May Concern:

This is a follow-up to my August 31, 2009 letter (copy enclosed).

I am becoming more aware of the dangers created by Item #3 in my letter. On Saturday, I pulled out of a shopping center at a slow speed, taking a right turn, and the engine did not respond for about five seconds. I was at a standstill into a lane half way with a car coming up. Luckily the engine engaged and I pulled out in time with very little room. This condition really troubles me. I believe it is very dangerous. A friend of mine who has many high performance cars, such as two Porsche GTs and five Special Designer Porsches, will not ride in my car. He drove it and said it is very dangerous. He is an expert on cars and if you would like to discuss his concerns, please contact me and I will give you his mobile phone number. He also stated that the suspension system is either not designed correctly for the car, or it is defective. It is a much-too-rigged ride, even at the "Conform" setting.

I also bought a very good set of tires, at \$240 each 14,000 miles ago, and the front tires are down to no thread, a fabric is showing. The rear, which I have already rotated, are very worn. I just ordered a complete new set of the best Goodyear tire available, Goodyear Eagle F1AS4M. I hope these last over 14,000 miles. Even on a high performance tire, you should get at least 20,000 or more miles. That is if you are not very hard on driving, which I may not. I have 60,000 miles on my Lexus, 400 series, and there is little wear.

Very truly yours,
[REDACTED]

[Redacted]

Beachwood, OH

Phone: [Redacted]

Fax: [Redacted]

[Redacted]

Att. [Signature]

Fax

To: *Fred Vincent VR* From: [Redacted]

Fax: *440-944-8738* Pages: *8*

Phone: _____ Date: *9-21-08*

Re: *Phacton* CC: _____

Urgent For Review Please Comment Please Reply Please Recycle

View # WVWAH 63044F [Redacted]
 THIS IS WHAT I HEARD AT VOLKS WAGEN
 SAID SHE SPOKE TO YOU ABOUT A
 SEARCH YOU. THIS MAY BE JUST IN CASE
 YOU CANNOT FIND THIS INFORMATION
 [Signature]

[Redacted]

The information in this transmission is only intended for the designated recipient and may be confidential, proprietary or privileged, and any use, dissemination or copying of such information by other than such recipient is prohibited. If received in error, return or call at sender's cost.

CUSTOMER #:17660

16027

Fred-Vincent Volkswagen, Inc.



28400 Chardon Road
Willoughby Hills, Ohio 44092
Phone: (440) 944-8700

WORKORDER

PAGE 1

SOLON, OH

HOME: [REDACTED] CONT:N/A

BUS: [REDACTED] CELL:[REDACTED]

SERVICE ADVISOR: 5848 ZEITLER, TANYA

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
BLACK	04	VOLKSWAGEN PHAETON W	WVWAH63D448 [REDACTED]		46296/	[REDACTED]	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
23FEB04 DD			17:00 21SEP09			CASH	
R.O. OPENED		READY	OPTIONS: DLR:NO				
21SEP2009 08:23							

LINE	OP CODE	TECH.	TYPE	DESCRIPTIONS/INSTRUCTIONS
# A	1100	C		CUSTOMER STATES TIRES ARE BALD ONLY HAS 12000 MILES ON TIRES
# B	1100	C		CUSTOMER STATES STEERING WHEEL CROOKED TURN SIGNALS WON'T CANCEL <i>SOME TIMES ABOUT 50% OF TIME</i>
# C	1100	C		CUSTOMER STATES VEHICLE RIDE HARD ON BUMPS ON ANY SUSPENSION SETTING <i>VERY HARD</i>
# D	1100	C		CHECK FOR SERVICE BULLITINS <i>BULLETIN EVL085D</i>
# E	1450	C		CUSTOMER STATES MIL LIGHT AND EGT LIGHTS COME ON AFTER DRIVING 10 MIN. <i>ENGINE LIGHT ON AT ALL TIMES</i>
# F	2600	C		CUSTOMER STATES RT FRT DOOR PANEL AS FASTENER IS MISSING

EXCLUSION OF WARRANTIES

Any warranties on the parts and accessories sold hereby are made by the manufacturer. The undersigned purchaser understands and agrees that dealer makes no warranties of any kind, express or implied, and disclaims all warranties, including warranties of merchantability or fitness for a particular purpose, with regard to the parts and/or accessories purchased; and that in no event shall dealer be liable for incidental or consequential damages or commercial losses arising out of such purchase. The undersigned purchaser further agrees that the warranties excluded by dealer, include, but are not limited to any warranties that such parts and/or accessories are of merchantable quality or that they will enable any vehicle or any of its systems to perform with reasonable safety, efficiency, or comfort.

AUTHORIZATION FOR REPAIRS

I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto. The dealership is not responsible for damages from freezing due to lack of antifreeze.

PRELIMINARY ESTIMATE \$ _____

AUTHORIZED BY X

REVISED ESTIMATE (1)	DATE	TIME	BY
REVISED ESTIMATE (2)			
REVISED ESTIMATE (3)			

I HEREBY ACKNOWLEDGE THAT I WAS NOTIFIED & GAVE ORAL APPROVAL OF THE ABOVE REVISED ESTIMATES:

X _____

CUSTOMER SIGNATURE

CUSTOMER COPY

CUSTOMER #:17660

16027

Fred-Vincent Volkswagen, Inc.



28400 Chardon Road
Willoughby Hills, Ohio 44092
Phone: (440) 944-8700

WORKORDER

PAGE 2

SOLON, OH

HOME: [REDACTED] CONT:N/A
BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 5848 ZEITLER, TANYA

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
BLACK	04	VOLKSWAGEN PHAETON W	VVWAH63D448 [REDACTED]		46296/	[REDACTED]	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
23FEB04 DD			17:00 21SEP09			CASH	
R.O. OPENED	READY	OPTIONS: DLR:NO					
21SEP2009 08:23							

LINE	OP CODE	TECH.	TYPE	DESCRIPTIONS/INSTRUCTIONS
# G	1100		C	CUSTOMER STATES HESITATION ON ACCELERATION AT TIMES

very dangerous

YOU WILL BE CONTACTED BY
OUR SERVICE DEPARTMENT
BEFORE
RECOMMENDED MAINTENANCE

[Signature]



EXCLUSION OF WARRANTIES

Any warranties on the parts and accessories sold hereby are made by the manufacturer. The undersigned purchaser understands and agrees that dealer makes no warranties of any kind, express or implied, and disclaims all warranties, including warranties of merchantability or fitness for a particular purpose, with regard to the parts and/or accessories purchased; and that in no event shall dealer be liable for incidental or consequential damages or commercial losses arising out of such purchase. The undersigned purchaser further agrees that the warranties excluded by dealer, include, but are not limited to any warranties that such parts and/or accessories are of merchantable quality or that they will enable any vehicle or any of its systems to perform with reasonable safety, efficiency, or comfort.

AUTHORIZATION FOR REPAIRS

I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto. The dealership is not responsible for damages from freezing due to lack of antifreeze.

PRELIMINARY ESTIMATE \$ _____

AUTHORIZED BY X

REVISED ESTIMATE (1)	DATE	TIME	BY
REVISED ESTIMATE (2)			
REVISED ESTIMATE (3)			

I HEREBY ACKNOWLEDGE THAT I WAS NOTIFIED & GAVE ORAL APPROVAL OF THE ABOVE REVISED ESTIMATES:

X

CUSTOMER SIGNATURE

CUSTOMER COPY

Technical Bulletin



Condition

MIL Illuminated, DTC 17125, P0741 Stored In Transmission Fault Memory-No Driveability Concern
 Malfunction Indicator Lamp (MIL) Illuminated, DTC P0741 17125 Clutch for torque converter bridging, no power transfer stored in fault memory, no driveability concern.

32 06 01 Aug. 17, 2006, 2011908

Model(s)	Year	Eng. Code	Trans. Code	VIN Range From	VIN Range To
Passat, Passat Wagon	2001 - 2004	AHA, ATQ (V6) BDP (W8)	01V (5 spd auto)	All	All
Phaeton	2004	BAP (W12)	01L (5 spd auto)	All	All

Technical Background

May be caused by torque converter internal oil seal failure (no external leaks).

Production Solution

Optimized shaft seal ring in the torque converter as of transmission serial numbers listed in table below

Vehicle	Transmission	Drivetrain	Serial #
Passat	01V	FWD	940540
		4 Motion	578274
Phaeton	01L	4 Motion	92440

Phaeton
 8471-800
 800
 744
 3866
 8987
 ✓



076069

Technical Bulletin



Service

Identify the transmission and record serial number on 5 and 6 speed Transmission Concern Form, see Repair Manual 5 Spd. Automatic Transmission 01L, 01V General, Technical Data, Transmission Identification.

Vehicle Self-Diagnosis	02 - Gearbox electronics
Subject	TCS Part Number
Diagnostic function	TCS description & software level
	Coding XXXXX
	Dealerity number XXXXX
02 - Interrogate fault memory	
03 - Final control diagnosis	
04 - Basic settings	
05 - Erase fault memory	
06 - End output	
07 - Code control unit	
08 - Read Measuring Valve block	
09 - Reading individual measuring values	
10 - Adaption	
11 - Login procedure	
Update - Programming	
01-A163	

ⓘ Note:

The following tests must be performed and recorded before repairs.

- Engine running and at operating temperature.
- Check transmission fluid level, and **Only** if necessary, adjust per Repair Manual Group 37 – Automatic Transmission – Controls, Housing, ATF level, checking and topping off.
- Connect the VAS 5051 or 5052 diagnostic tool.
- From VAS 5051 VAS 5052 Start-up screen, select "Vehicle self diagnosis".
- Select Diagnosis function "02-Gearbox electronics".

Similar Screen Appears.

- Select diagnosis function "008 - Coding (Service 22)".

Technical Bulletin



Warranty

When procedure applies to vehicles within the New Vehicle Limited Warranty, use the following:	
Claim Type:	W2
Part Identifier:	3250
Damage Code:	3250 10 ___ * 2
Labor Operation: R & I Transmission, Passat FWD	37351909 = 680 TU
Labor Operation: R & I Transmission, Passat 4-motion	37351912 = 740 TU
Labor Operation: R & I Transmission, Passat 8-cyl.	37351930 = 940 TU
Labor Operation: R & I Transmission, Phaeton	37351900 = 1480 TU
Labor Operation: Replace Torque Converter, Passat	32501950 = 10 TU
Labor Operation: Replace Torque Converter, Phaeton	32501950 = 10 TU
Labor Operation: Check Front & Rear Wheel Alignment	44950300 = 90 TU
Diagnostic Time: Test Drive	01210002 = 10 TU
Claim Comment: Input "As per Technical Bulletin 2011908" in comment section of Warranty Claim.	

* Code per warranty vendor code policy

Required Parts and Tools

No Special Tools required.

Always see ETKA for the latest part(s) information.

CUSTOMER #: 920740

253921

Gunther
Motor Company
of Plantation, Inc.



1660 SOUTH STATE ROAD 7
FT. LAUDERDALE, FL 33317
BROWARD (954) 797-1630
MV-12751

INVOICE

PAGE 2

AVENTURA, FL [REDACTED]
HOME: [REDACTED] CONT: N/A
BUS: [REDACTED] CUST: [REDACTED]

SERVICE ADVISOR: 510 JAIME GONZALEZ

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
BLACK	04	VOLKSWAGEN PHAETON	WVWAH63D448 [REDACTED]		38818/38818	[REDACTED]	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
23FEB04 DD			09:00 06JAN09		0.00	CASH	05JAN09
R.O. OPENED	READY	OPTIONS: DLR:405073 ENG:6.0_Liter					
09:01 05JAN09	17:47 05JAN09						

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
38818	11.0QT	COMPLETED	SERVICE				

D** CUSTOMER STATES CHECK ENGINE LIGHT ON ALL THE TIME
01 GENERAL MAINTANCE

PARTS:	489 CVW	LABOR:	0.00	OTHER:	0.00	TOTAL LINE D:	0.00
--------	---------	--------	------	--------	------	---------------	------

38818 SCAN TOOL WILL NOT COMMUNICATE WITH CAR, TRIED ANOTHER SCANNER, SAME, WILL NEED DIAG TIME TO DIAGNOIS CAR

EST: 182.12 05JAN09 13:57 SA: 510

CUSTOMER PAY SHOP CHARGE FOR REPAIR ORDER 8.82

CARD

- * ALL REPAIRS ARE GUARANTEED FOR 12/MONTHS *
- * OR 12,000 MILES. *
- * PART NUMBERS THAT BEGIN WITH "ZR" ARE *
- * AFTERMARKET PARTS. *

1-800-822-8987 ✓ 1 29

V. W CUSTOMER CARE

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.	STATEMENT OF DISCLAIMER The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.	DESCRIPTION	TOTALS
		LABOR AMOUNT	126.00
		PARTS AMOUNT	20.94
		GAS, OIL, LUBE	0.00
		SUBLET AMOUNT	0.00
		MISC. CHARGES	44.00
		TOTAL CHARGES	190.94
	LESS INSURANCE	0.00	
	SALES TAX	11.46	
SALES TAX			
DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)	CUSTOMER SIGNATURE	PLEASE PAY THIS AMOUNT	202.40

CUSTOMER COPY

CUSTOMER #: 920740

2 5 3 9 2 1

Gunther
Motor Company
of Plantation, Inc.



1660 SOUTH STATE ROAD 7
FT. LAUDERDALE, FL 33317
BROWARD (954) 797-1630
MV-12751

INVOICE

PAGE 1

AVENTURA, FL
HOME: [REDACTED] CONT:N/A
BUS: [REDACTED] CUSILL

SERVICE ADVISOR: 510 JAIME GONZALEZ

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
BLACK	04	VOLKSWAGEN PHAETON	WVWAH63D448		38818/38818	

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
23FEB04 DD			09:00 06JAN09		0.00	CASH	05JAN09

R.O. OPENED	READY	OPTIONS:
09:01 05JAN09	17:47 05JAN09	DLR:405073 ENG:6.0_Liter

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	--------	------	------	-------	------	-----	-------

A CUSTOMER STATES VEHICLE HAS A SQUEEKING SOUND FROM FRONT END
 01 LUBED SUSPENSION
 489 CVW 0.00 0.00
 PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

38818 LUBED LUBED SUSPENSION BUSHING, NOISE IS GONE

 B CUSTOMER STATES VEHICLE LEAKING FLUID FLUID ON DRIVEWAY
 DECLINE CLIENT HAS DECLINED RECOMMENDED REPAIRS
 AT THIS TIME.
 489 CVW 0.00 0.00
 PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

38818 AUX COOLER LEAKING AUX RADIATOR COOLER LEAKING, EST. HAS BEEN GIVEN

 C** 10K INTERVAL SERVICE \$182.12 OIL & FILTER CHANGE USING CASTROL FULL SYNTHETIC OIL.CK & TOP OFF FLUID LEVELS, ROTATE TIRES,ADJ PRESSURE,INSP BRAKES,INSP SHIFT LOCK,CK BATTERY VOLTAGE.CK AIR BAG SYSTEM
 10KTG8 10K INTERVAL SERVICE \$182.12 OIL & FILTER CHANGE USING CASTROL FULL SYNTHETIC OIL.CK & TOP OFF FLUID LEVELS, ROTATE TIRES,ADJ PRESSURE,INSP BRAKES,INSP SHIFT LOCK,CK BATTERY VOLTAGE.CK AIR BAG SYSTEM
 489 CVW 126.00 126.00
 1 021-115-562-A FILTERELEM 19.89 19.89 19.89
 1 N-013-849-3 WASHER 1.05 1.05 1.05

MISC OIL
 PO#F CVW 83.05 83.05
 MISC 10K
 CVW -47.87 -47.87
 PARTS: 20.94 LABOR: 126.00 OTHER: 35.18 TOTAL LINE C: 182.12

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

STATEMENT OF DISCLAIMER
 The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

CUSTOMER SIGNATURE

CUSTOMER #: 17660

16027

FRED-VINCENT MAZDA

28400 Chardon Road
Willoughby Hills, Ohio 44092
Phone: (440) 944-8700



INVOICE

PAGE 1

BOLON, OH
HOME:
BUS: CONT:N/A
CELL:

SERVICE ADVISOR: 5848 TANYA ZEITLER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
BLACK	04	VOLKSWAGEN PHAETON W	WVWAH63D448		46296/46296		
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
23FEB04 DD			17:00 21SEP09			CASH	22SEP09

R.O. OPENED	READY	OPTIONS:	DLR:NO
08:23 21SEP09	15:53 22SEP09		

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A							
CUSTOMER STATES TIRES ARE BALD ONLY HAS 12000 MILES ON TIRES							
1100 UNSURE OF CAUSE							
				8865 C 0.00		0.00	0.00

B							
CUSTOMER STATES STEERING WHEEL CROOKED TURN SIGNALS WON'T CANCEL							
1100 VEHICLE WOULD NEED TO BE ALIGNED AFTER REPAIRS							
				8865 C 0.00		0.00	0.00

C							
CUSTOMER STATES VEHICLE RIDE HARD ON BUMPS ON ANY SUSPENSION SETTING							
1100 CHECKED THE VEHICLE OUT FOUND THAT THE RT UPPER REAR CONTROL ARM NEEDS TO BE REPLACED							
				8865 C 0.00		0.00	0.00

D							
CHECK FOR SERVICE BULLITINS							
1100 MAINTENANCE							
				8865 C 0.00		0.00	0.00

E							
CUSTOMER STATES MIL LIGHT AND EGT LIGHTS COME ON AFTER DRIVING 10 MIN.							
1450 RAN A CODE TEST FOUND THAT THE TORQUE CONVERTER NEEDS TO BE REPLACED P&L COMES TO 4,000 DOLLARS CUSTOMER DECLINED							
				8865 C 1.00		95.00	95.00

F							
CUSTOMER STATES RT FRT DOOR PANEL AS FASTENER IS MISSING							
2600 BODY AND TRIM							
				8865 C 0.00		0.00	0.00

G							
CUSTOMER STATES HESITATION ON ACCELERATION AT TIMES							
1100 MAINTENANCE							
				8865 C 0.00		0.00	0.00

SHOP CHARGE							3.80

STATEMENT OF DISCLAIMER

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DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

CUSTOMER SIGNATURE

CUSTOMER #: 17660

16027

FRED-VINCENT MAZDA

28400 Chardon Road
Willoughby Hills, Ohio 44092
Phone: (440) 944-8700



INVOICE

PAGE 2

BOLON, OH

HOME: [REDACTED] CONT:N/A

BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 5848 TANYA ZEITLER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
BLACK	04	VOLKSWAGEN PHAETON W	WVWAH63D448 [REDACTED]		46296/46296	[REDACTED]	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
23FEB04 DD			17:00 21SEP09			CASH	22SEP09
R.O. OPENED	READY	OPTIONS: DLR:NO					
08:23 21SEP09	15:53 22SEP09						

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
S/W CUSTOMER-THE TORQUE COVERTER NEEDS TO BE RE PLACED AS WELL AS THE RT UPPER CONTROL ARM REAR TOTAL 4,826.78. S/W VOLKSWAGON, AT THIS TIME TE THEY ARENT ABLE TO ASSIST WITH REPAIRS, CUSTOER DECLINED REPAIRS AND IS PICKING CAR UP					***LIMITED PARTS WARRANTY 12MTHS/12K MILES*** IF YOU ARE NOT "COMPLETELY SATISFIED" PLEASE CALL DAN DUNN, SERVICE MANAGER *****QUALITY INSPECTED***** *****NEXT RECOMMENDED MAINTENANCE*****		

STATEMENT OF DISCLAIMER

The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	95.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	3.80
TOTAL CHARGES	98.80
LESS INSURANCE	0.00
SALES TAX	6.18
PLEASE PAY THIS AMOUNT	104.98

CUSTOMER COPY

[REDACTED]

[REDACTED] Insurance Professional

[REDACTED]
Cleveland, Ohio [REDACTED]

Fax: [REDACTED]

October 5, 2009

Volkswagen of America
Customer Care
3499 W. Hamlin Road
Rochester Hills, MI 48309

To Whom It May Concern:

I spoke with one of your Customer Care Advocates, Ms. Fox, and she was very professional and courteous. But, the reason given for your not assisting in my torque converter problem was totally off base. I have been complaining about the hesitation issue in my car for at least three years. This problem creates a serious safety issue for the vehicle.

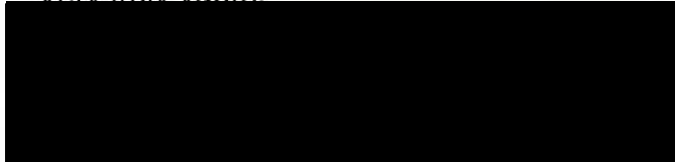
Ms. Fox explained that you give only one "good will assistance" and that was for my front-end problem, which really was never corrected properly. (Enclosed letters from Mr. Tire, who installed my new tires and steering arm.) It is apparent that the front-end alignment your dealer performed was not done correctly and you will notice that I have not asked to be compensated for this incorrect fix. I paid for the tires and right rear upper control arm (invoice enclosed). That is not my issue. I am also sending you the E025001 signal switch (this is a donation) that was not needed once the alignment problem was corrected.

You may note on invoice #16027 from Fred Vincent Volkswagen that it states the torque converter needed to be replaced at a cost of \$4,000. That converter has had a problem going back to 2006 and one of your technicians stated that this is why I am having the stalling problem. In 2006 Gunther told me it was an inherent problem with the transmission shifting. Whatever the facts, the problem is dangerous and Volkswagen should be reasonable in resolving the problem.

I explained to your customer advocate the steps that I will be taking to resolve this dangerous condition. I am sending all my correspondence to the proper authorities in Ohio and Georgia (where I bought the car). I have instructed one of the attorneys in my office to pursue my legal options if this cannot be resolved in an amicable manner.

I love the car and I really understand mechanical problems. I have dealt with them for my airplanes (that was my business) and cars. That was my recreation, but I really feel on this issue you are off base. I really would have liked to resolve this issue without legal action. Everybody loses when lawyers get involved. I have three children who are lawyers, so I know what I am talking about.

Very truly yours



P.S. I can get the new converter installed for about \$2,600 to \$2,900. This is not a money issue; it is a fairness issue. By the way, the car rides great now – you built a good product. I never realized how great this car was until now. It now rides perfectly and I am even getting better gas mileage. I do not know why - maybe the alignment being fixed correctly helped.

Volkswagen 10-2-09

[REDACTED]
[REDACTED] Insurance Professional

Cleveland, Ohio [REDACTED]

Fax: [REDACTED]

October 14, 2009

Katherine Fox
Executive Specialist
Volkswagen of America
Customer Care
3499 W. Hamlin Road
Rochester Hills, MI 48309

Re: Case No. 090243527

Dear Ms. Fox:

Thank you for your letter of October 7, 2009. It is quite clear that you have not "thoroughly and carefully reviewed" my request. If you would have referred to my letter of October 5, 2009, in which I stated that you were very professional and courteous; I also stated that you were "totally off base." Your letter of October 7, 2009 really supports my assumption that you surely did not do a complete evaluation of this problem.

As you will note in my past letters, and my October 5, 2009 letter, the problem with the torque converter goes back to 2006, when I brought up the problem I was having with Gunther Volkswagen.

Your statement to me that I should go back to Gunther since, "their workmanship was not appropriate," is really troubling to me and it would be to Gunther also.

I have had a great relationship with Gunther and their service advisor, Jamie Gonzalez goes beyond the call of duty to assist customers. I have nothing but praise for their organization.

If you would have looked at Gunther's invoice #253921, you will note it states that "the check engine light was on at all times, as customer states." That same invoice states that the "scan tool will not communicate with car. Tried another scanner, same." Until Gunther was able to solve the scan problem, they would have no way of determining the torque converter internal leak. I paid

Katherine Fox
October 14, 2009
Page 2

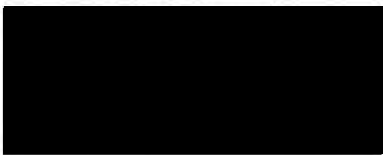
\$202.40 to find this out. Gunther acted in a professional way. Unfortunately, I do not feel that Volkswagen of America is doing the same.

Ms. Fox, I appreciate that Mr. Jacoby asked you to respond on his behalf. I think if Mr. Jacoby had time for this type matters (which he does not), he would have at least contacted Gunther Volkswagen. Or, Mr. Daniel Dunn should have examined the car's history with Gunther and at that time they could have made an informed judgment on the merits of my concerns. That did not happen.

I have handed my file on this matter to one of the attorneys in my office, Mr. David Reuven, and instructed him to prepare a response with all the documentation and correspondence we have had on this matter, and send this material to you with copies to the Department of Safety for the states of Ohio and Florida, which are the two states where the car is operated, to the U.S. Department of Safety, my insurance carrier (Ohio Casualty), to Mr. Jacoby, Gunther Volkswagen, and Fred Vincent Volkswagen with the emphasis on the safety issue that is involved.

I once again must state that the Phaeton is one of the finest cars I have ever driven, when working properly. I was told that you may bring the car back into the American market again, and I really encourage it. There still is a good market for a quality product, and the Phaeton fits that criteria.

Very truly yours,



CUSTOMER #: 920740

253921

Gunther
Motor Company
of Plantation, Inc.



1660 SOUTH STATE ROAD 7
FT. LAUDERDALE, FL 33317
BROWARD (954) 797-1630
MV-12751

INVOICE

PAGE 2

SERVICE ADVISOR: 510 JAIME GONZALEZ

AVENTURA, FL

HOME: [REDACTED] CONT: N/A

BUS: [REDACTED] CUST: [REDACTED]

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
BLACK	04	VOLKSWAGEN PHAETON	WVWAH63D448		38818/38818	

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
23FEB04 DD			09:00 06JAN09		0.00	CASH	05JAN09

R.O. OPENED: [REDACTED] READY: [REDACTED] OPTIONS: DLR:405073 ENG:6.0 Liter

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
38818	11.0QT	COMPLETED	SERVICE				

D** CUSTOMER STATES CHECK ENGINE LIGHT ON ALL THE TIME
01 GENERAL MAINTANCE

489 CVW 0.00 0.00

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE D: 0.00 0.00

38818 SCAN TOOL WILL NOT COMMUNICATE WITH CAR, TRIED ANOTHER SCANNER, SAME, WILL NEED DIAG TIME TO DIAGNOIS CAR

EST: 182.12 05JAN09 13:57 SA: 510

CUSTOMER PAY SHOP CHARGE FOR REPAIR ORDER 8.82

CARD

- * ALL REPAIRS ARE GUARANTEED FOR 12/MONTHS * OR 12,000 MILES. *
- * PART NUMBERS THAT BEGIN WITH "ZR" ARE * AFTERMARKET PARTS. *

1-800-822-8987

VW customer care

THANK YOU!
THANK YOU!
COME AGAIN!

CUSTOMER COPY

DEALER, I HEREBY CERTIFY THAT THE REON IS ACCURATE UNLESS OTHERWISE) WERE PERFORMED AT NO CHARGE TO) ATION FROM THE APPEARANCE OF THE) AT ANY PART REPAIRED OR REPLACED) EN CONNECTED IN ANY WAY WITH ANY) OR MISUSE. RECORDS SUPPORTING THIS) FOR (1) YEAR FROM THE DATE OF PAYMENT) THE SERVICING DEALER FOR INSPECTION BY) S REPRESENTATIVE.	STATEMENT OF DISCLAIMER	DESCRIPTION	TOTALS
	The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.	LABOR AMOUNT	126.00
	PARTS AMOUNT	20.94	
	GAS, OIL, LUBE	0.00	
	SUBLET AMOUNT	0.00	
	MISC. CHARGES	44.00	
	TOTAL CHARGES	190.94	
	LESS INSURANCE	0.00	
	SALES TAX	11.46	
DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)	CUSTOMER SIGNATURE	PLEASE PAY THIS AMOUNT	202.40

CUSTOMER COPY

CUSTOMER #: 920740

2 5 3 9 2 1

Gunther
Motor Company
of Plantation, Inc.



1660 SOUTH STATE ROAD 7
FT. LAUDERDALE, FL 33317
BROWARD (954) 797-1630
MV-12751

INVOICE

PAGE 1

AVENTURA, FL
HOME: [REDACTED] CONT:N/A
BUS: [REDACTED] CASTROL

SERVICE ADVISOR: 510 JAIME GONZALEZ

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
BLACK	04	VOLKSWAGEN PHAETON	WVWAH63D448		38818/38818		
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
23FEB04 DD			09:00 06JAN09		0.00	CASH	05JAN09
R.O. OPENED	READY	OPTIONS: DLR:405073 ENG:6.0_Liter					
09:01 05JAN09	17:47 05JAN09						

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
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A CUSTOMER STATES VEHICLE HAS A SQUEEKING SOUND FROM FRONT END
01 LUBED SUSPENSION

489	CVW				0.00	0.00
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE A: 0.00

38818 LUBED LUBED SUSPENSION BUSHING, NOISE IS GONE

B CUSTOMER STATES VEHICLE LEAKING FLUID FLUID ON DRIVEWAY
DECLINE CLIENT HAS DECLINED RECOMMENDED REPAIRS
AT THIS TIME.

489	CVW				0.00	0.00
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE B: 0.00

38818 AUX COOLER LEAKING AUX RADIATOR COOLER LEAKING, EST. HAS BEEN GIVEN

C** 10K INTERVAL SERVICE \$182.12 OIL & FILTER CHANGE USING CASTROL FULL SYNTHETIC OIL.CK & TOP OFF FLUID LEVELS, ROTATE TIRES,ADJ PRESSURE,INSP BRAKES,INSP SHIFT LOCK,CK BATTERY VOLTAGE.CK AIR BAG SYSTEM

10KTG8 10K INTERVAL SERVICE \$182.12 OIL & FILTER CHANGE USING CASTROL FULL SYNTHETIC OIL.CK & TOP OFF FLUID LEVELS, ROTATE TIRES,ADJ PRESSURE,INSP BRAKES,INSP SHIFT LOCK,CK BATTERY VOLTAGE.CK AIR BAG SYSTEM

489	CVW				126.00	126.00
1	021-115-562-A FILTERELEM				19.89	19.89
1	N-013-849-3 WASHER				1.05	1.05

MISC OIL

PO#F					83.05	83.05
------	--	--	--	--	-------	-------

MISC 10K

CVW					-47.87	-47.87
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PARTS:	20.94	LABOR:	126.00	OTHER:	35.18	TOTAL LINE C: 182.12
--------	-------	--------	--------	--------	-------	----------------------

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.	STATEMENT OF DISCLAIMER	DESCRIPTION	TOTALS
	The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.	LABOR AMOUNT	
		PARTS AMOUNT	
		GAS, OIL, LUBE	
		SUBLET AMOUNT	
		MISC. CHARGES	
		TOTAL CHARGES	
		LESS INSURANCE	
		SALES TAX	
	(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)	CUSTOMER SIGNATURE	PLEASE PAY THIS AMOUNT

CUSTOMER COPY

Technical Bulletin



Condition

MIL Illuminated, DTC 17125, P0741 Stored In Transmission Fault Memory-No Driveability Concern

Malfunction Indicator Lamp (MIL) illuminated, DTC P0741 17125 Clutch for torque converter bridging, no power transfer stored in fault memory, no driveability concern.

32 06 01 Aug. 17, 2006, 2011908

Model(s)	Year	Eng. Code	Trans. Code	VIN Range From	VIN Range To
Passat, Passat Wagon	2001 - 2004	AHA, ATQ (V6)	01V (5 spd auto)	All	All
		BDP (W8)			
Phaeton	2004	BAP (W12)	01L (5 spd auto)	All	All

Technical Background

May be caused by torque converter internal oil seal failure (no external leaks).

Production Solution

Optimized shaft seal ring in the torque converter as of transmission serial numbers listed in table below

Vehicle	Transmission	Drivetrain	Serial #
Passat	01V	FWD	940540
		4 Motion	578274
Phaeton	01L	4 Motion	92440

Phaeton
 847 1-800
 800
 8987
 744
 3866

KCM

076069

Technical Bulletin



Service

Identify the transmission and record serial number on 5 and 6 speed Transmission Concern Form, see Repair Manual 5 Spd. Automatic Transmission 01L, 01V General, Technical Data, Transmission identification.

Vehicle Self-Diagnosis	02 - Gearbox electronics
Subject	TDS Part Number
Diagnostic function	TDS description & software level
	Coding XXXXX
	Dealer/ship number XXXXX
02 - Interrogate fault memory	
03 - Final control diagnosis	
04 - Brake settings	
05 - Erase fault memory	
06 - End output	
07 - Code control unit	
08 - Read Measuring Valve block	
08 - Reading individual measuring value	
10 - Adaption	
T1 - Login procedure	
Update - Programming	
← Test instrument	Go to Print Help
01-A163	

ⓘ Note:

The following tests must be performed and recorded before repairs.

- Engine running and at operating temperature.
- Check transmission fluid level, and **Only** if necessary, adjust per Repair Manual Group 37 – Automatic Transmission – Controls, Housing, ATF level, checking and topping off.
- Connect the VAS 5051 or 5052 diagnostic tool.
- From VAS 5051 VAS 5052 Start-up screen, select "Vehicle self diagnosis".
- Select Diagnosis function "02-Gearbox electronics".

Similar Screen Appears.

- Select diagnosis function "008 - Coding (Service 22)".



Volkswagen of America, Inc.
3800 Hamlin Road
Auburn Hills, MI 48326

October 2009

**Subject: Upcoming Voluntary Emissions Service Action 28F3/P1
Ignition Coil Inspection/Replacement**

Dear Volkswagen Owner:

As part of Volkswagen's ongoing commitment to customer satisfaction and long-term vehicle reliability, we are writing to inform you of an upcoming voluntary emissions service action affecting the ignition coils in some Volkswagen vehicles. Our records show that your vehicle, vehicle identification number (VIN) WVWAH63D448 [REDACTED] is one of these vehicles.

Vehicles affected by this action may have ignition coils that could malfunction under certain conditions. If this happens, the malfunction indicator lamp (MIL) will illuminate to let you know that the vehicle may experience some deterioration in performance. Please refer to your vehicle owner's manual for additional information when the MIL comes on, and if necessary, you should take your vehicle to the nearest authorized Volkswagen dealer for diagnosis and repair as soon as possible. In some cases, a malfunctioning ignition coil may cause a vehicle to exceed Federal and/or California emissions standards.

As a valued customer, your satisfaction is our utmost priority, and we are working diligently to acquire the parts needed for your vehicle. Once your dealer has sufficient parts stock on hand, we will notify you via first-class mail. At that time, you can schedule an appointment with your authorized Volkswagen dealer to inspect and, as necessary, install new ignition coils in your vehicle.

As long as your vehicle is not experiencing an ignition coil malfunction, we ask that you please wait until you receive your campaign notification letter before contacting your dealer for a repair appointment. **Until then, please rest assured -- if at any time your vehicle should experience an ignition coil malfunction, your authorized Volkswagen dealer will diagnose and repair your vehicle for this condition at no cost to you.**

This no-charge diagnosis and repair covers only malfunctioning ignition coils. It does not cover any damage or malfunctions caused by outside influence, such as damage due to an accident, vehicle misuse or neglect, or storm damage. These conditions may require repairs that are needed for proper diagnosis of the underlying condition. Any repairs that are (1) necessary for proper diagnosis of these other conditions or (2) are required to bring the vehicle up to factory specifications are not covered. Any malfunctions of non-ignition coil electrical and mechanical vehicle components remain covered by the terms of the New Vehicle Limited Warranty.

VA USA

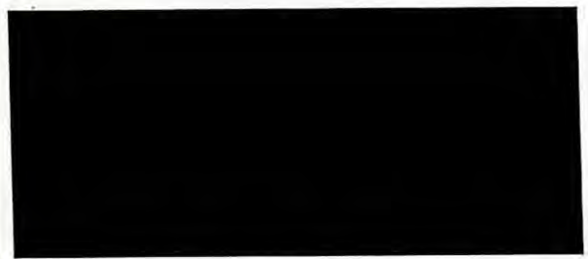




Beachwood, OH

Phone:

Fax:



Att. [Signature]

Fax

To: *Frank Vincent VK* From:

Fax: *440-944-8738* Pages: *1*

Phone: Date: *9-21-08*

Re: *Phactor* CC:

Urgent For Review Please Comment Please Reply Please Recycle

View # WVAH 630488

THIS IS WHAT I CAME AT VOLKS WAGON SAID SHE SPOKE TO YOU ABOUT A7 SEND YOU. THIS FAX IS JUST IN CASE YOU CANNOT FIND THIS INFORMATION

TRAC



The information in this transmission is only intended for the designated recipient and may be confidential, proprietary or privileged, and any use, dissemination or copying of such information by other than such recipient is prohibited. If received in error, return or call at sender's cost.



[REDACTED]
Cleveland, OH [REDACTED]

TO: National Highway Traffic Safety
Administration
NHTSA Headquarters
1200 New Jersey Ave. SE
West Building
Washington, DC 20590
Attn: Vehicle Safety Dept.

ODI

