

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
319036	EOS	2008	WVWBA71F38V [REDACTED]	11560	3885	04/23/2008	USA

Workshop Finding

BASIC SETTINGS PERFORMED

Activity Date	Activity Time	Activity Comments
04/23/2008	16:37	CUSTOMER STATES CAR JUMPS WHEN SLOWING DOWN. CONFIRMED CONCERN. HAD A VTA OPEN TODAY UNDER THE WRONG CAR. WAS ADVISED AT THAT TIME TO PERFORM MANUAL BASIC SETTING VIA FAX PROVIDED BY CONSULTANT, PERFORM 15 MILE ROADTEST AFTERWARDS. FOUND CONDITION GOT WORSE. WHEN SLOWING DOWN, DOWNSHIFTS BADLY INTO 2, 1. PROVIDED GFF LOG FOR VIEW. PLEASE ADVISE.
04/23/2008	16:37	ISSUE OPENED BY DEALERSHIP
04/23/2008	16:57	CUSTOMER COMMENTS: CUSTOMER STATES CAR JUMPS WHEN SLOWING DOWN. CONFIRMED CONCERN. HAD A VTA OPEN TODAY UNDER THE WRONG CAR. WAS ADVISED AT THAT TIME TO PERFORM MANUAL BASIC SETTING VIA FAX PROVIDED BY CONSULTANT, PERFORM 15 MILE ROADTEST AFTERWARDS. FOUND CONDITION GOT WORSE. WHEN SLOWING DOWN, DOWNSHIFTS BADLY INTO 2, 1. PROVIDED GFF LOG FOR VIEW. PLEASE ADVISE.
04/23/2008	16:57	DRIVE THE VEHICLE AND SEE IF THE CONCERN GETS BETTER AND IF SO, SEE IF THE CONCERN IS WORSE IN REVERSE. HOT SEEMS TO BE PRIMARILY THE ISSUE. REMOVE THE FILTER, CHECK FOR DEBRIS
04/23/2008	16:57	WORKSHOP FINDINGS: BASIC SETTINGS PERFORMED
04/24/2008	16:03	CONCERN RETURNED TO ITS PREVIOUS CONDITION. REVERSE IS OK. CONDITION ONLY OCCURS IN FORWARD GEARS. FLUID AND FILTER CHECKED, NO EXCESSIVE METAL IN OIL OR FILTER. PLEASE ADVISE.
04/24/2008	16:09	REPLACE THE MECH, FLUID, FILTER, BOLTS
04/25/2008	16:18	MECHATRONICS UNIT IS ON BACKORDER. CAR IS DOWN. WILL UPDATE WHEN PART ARRIVES 7-14 BUSINESS DAYS.
04/25/2008	17:44	ISSUE SENT TO DEALERSHIP
04/30/2008	13:47	STILL HAVEN'T RECIEVED PART. WILL NOTIFY ONCE RECIEVED. CAR IS DOWN.
05/01/2008	17:15	ISSUE SENT TO DEALERSHIP
05/09/2008	10:25	ETA ON PART IS 5/19. WILL UPDATE AFTER REPAIR.
05/11/2008	19:42	ISSUE SENT TO DEALERSHIP
05/15/2008	09:00	RECIEVED MECHATRONIC YESTERDAY AFTERNOON, INSTALLED THEN, FINISHED THIS MORNING. ROADTESTED AFTER REPAIRS, NOW PERFORMS AS IT SHOULD. CLOSING TICKET.
05/15/2008	09:21	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
05/15/2008	09:21	ISSUE UPDATED

Consultant's Closing Comments

RECIEVED MECHATRONIC YESTERDAY AFTERNOON, INSTALLED THEN, FINISHED THIS MORNING. ROADTESTED AFTER REPAIRS, NOW PERFORMS AS IT SHOULD. CLOSING TICKET.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
319128	EOS	2008	WVWFA71F68V [REDACTED]	77	3885	04/24/2008	USA

Workshop Finding

TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM.

Activity Date	Activity Time	Activity Comments
04/24/2008	08:41	CUSTOMER STATES FEELING A VIBRATION WHEN COMING TO A STOP.AND SITTING STILL IN GEAR, ALSO FEEL IT WHEN ACC. FROM STOP.
04/24/2008	08:41	ISSUE OPENED BY DEALERSHIP
04/24/2008	09:47	ADVISED THE TECH TO SET UP FOR THE BASIC SETTINGS.
04/24/2008	09:47	CUSTOMER COMMENTS: CUSTOMER STATES FEELING A VIBRATION WHEN COMING TO A STOP.AND SITTING STILL IN GEAR, ALSO FEEL IT WHEN ACC. FROM STOP.
04/24/2008	09:47	WORKSHOP FINDINGS: TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM.
04/29/2008	14:17	PERFORMED BASIC SETTINGS WITH TECH OVER THE PHONE. TECH TO ROAD TEST 15 MILES AND UPDATE VTA WITH RESULTS. CALL BACK IF NEEDED.
04/29/2008	15:56	AFTER TEST DRIVE OPERATION STILL SAME. MINOR VIBRATION ON TAKE OFF..
04/29/2008	16:09	ADVISE TECH TO REPLACE MECHATRONIC AND FILTER, UPDATE VTA WHEN COMPLETED.
05/20/2008	12:35	REPLACED MECHATRONIC AND PERFORMED BASIC SETTINGS.
05/20/2008	13:07	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
05/20/2008	13:07	ISSUE UPDATED

Consultant's Closing Comments

TECH REPLACED THE MECH UNIT. VEHICLE OPERATING TO SPEC AT THIS TIME.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
319416	EOS	2008	WVWBA71F38V [REDACTED]	10851	3885	04/24/2008	USA

Workshop Finding

TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM. CONCERN HAPPENS BOTH IN 1ST AND REVERSE.

Activity Date	Activity Time	Activity Comments
04/24/2008	14:51	CUSTOMER STATES CHECK WHEN ACCELERATING SEEMS TO JERK A LOT, JUMPY
04/24/2008	14:51	ISSUE OPENED BY DEALERSHIP
04/24/2008	15:05	ADVISED THE TECH ON HOW TO PERFORM THE TRANS BASIC SETTINGS.
04/24/2008	15:05	CUSTOMER COMMENTS: CUSTOMER STATES CHECK WHEN ACCELERATING SEEMS TO JERK A LOT, JUMPY
04/24/2008	15:05	WORKSHOP FINDINGS: TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM. CONCERN HAPPENS BOTH IN 1ST AND REVERSE.
04/24/2008	15:16	THE SHOP WILL CONTINUE WITH THE BASIC SETTINGS THEY RETEST THE VEHICLE IF THE PROBLEM IS STILL THERE THEY WILL HAVE TO REPLACE THE MECHATRONICS.
04/30/2008	10:00	SPOKE WITH FRANK IN SERVICE..... CUSTOMER WILL RETURN AT A LATER DATE TO HAVE FURTHER DIAG/REPAIRS PERFORMED..... C1
05/01/2008	22:31	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
05/01/2008	22:31	ISSUE UPDATED

Consultant's Closing Comments

CUSTOMER WILL RETURN AT A LATER DATE TO HAVE FURTHER DIAGNOSTIC AND OR REPAIRS PREFORMED AT A LATER DATE

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
319533	RABBIT	2008	VVWVFV71K18W [REDACTED]	6484	3885	04/24/2008	USA

Workshop Finding

TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM. FLUID LEVEL IS FULL BUT DARK.

Activity Date	Activity Time	Activity Comments
04/24/2008	17:30	CUSTOMER STATES HAS HARD SHIFT AND HAS HARD SHIFT COMING TO STOP I DROVE WITH THE CUSTOMER AND IT HAS A REALLY HARD SHIFT AND DOWNSHIFT WETHER THE TRANS IS HOT OR COLD I SCANED FOR CODES NOTHING IN THE SYSTEM I CHECKED MY FUEL TRIM IT LOOKS OK THE FLUID SMELLS BURNT BUT IT HAS THE RIGHT AMOUNT ADVISE
04/24/2008	17:30	ISSUE OPENED BY DEALERSHIP
04/24/2008	17:34	ADVISED THE TECH TO SET UP FOR THE TRANS BASIC SETTINGS.
04/24/2008	17:34	CUSTOMER COMMENTS: CUSTOMER STATES HAS HARD SHIFT AND HAS HARD SHIFT COMING TO STOP I DROVE WITH THE CUSTOMER AND IT HAS A REALLY HARD SHIFT AND DOWNSHIFT WETHER THE TRANS IS HOT OR COLD I SCANED FOR CODES NOTHING IN THE SYSTEM I CHECKED MY FUEL TRIM IT LOOKS OK THE FLUID SMELLS BURNT BUT IT HAS THE RIGHT AMOUNT ADVISE
04/24/2008	17:34	WORKSHOP FINDINGS: TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM. FLUID LEVEL IS FULL BUT DARK.
04/24/2008	17:40	ADVISED THE TECH ON HOW TO PERFORM THE TRANS BASIC SETTINGS.
04/25/2008	12:01	THE TRANS STILL HAS THE SAME CONCERNS ADVISE
04/25/2008	12:11	PLEASE CALL IN FOR FURTHER ASSISTANCE.
04/25/2008	15:49	ADVISED TECH TO REPLACE MECHATRONIC, FLUID, FILTER AND BOLTS. UPDATE VTA WHEN PARTS ARE ORDERED.
04/29/2008	07:42	ORDERED UNTI IT IS ON RED ORDER
04/29/2008	09:09	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
04/29/2008	09:09	ISSUE UPDATED

Consultant's Closing Comments

TECH TO REPLACE THE MECH UNIT.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
319548	EOS	2008	WVWFA71F68V [REDACTED]	13091	3885	04/24/2008	USA

Workshop Finding

HAVE NOT SET BASICS YET, NO FAULTS

Activity Date	Activity Time	Activity Comments
04/24/2008	18:23	CUSTOMER STATES THAT SPORADICALLY TRANSMISSION JUMPS FORWARD FROM A STOP. USED GFF & FOUND NO CODES. ECM # 1Q0907115E, TCM # 02E300044K V. GSG DSG 081 CODING 20. TEST DROVE VEHICLE & DUPLICATED CUSTOMER CONCERN; ON HILLS, VEHICLE ROLLS BACKWARD SUBSTANTIALLY, THEN CATCHES 1ST GEAR. SAME WITH AT STOP LIGHTS/SIGNS. HAPPENS IN FULL AUTOMATIC MODE & SPORT MODE BUT NOT NOTICABLE IN TIPTRONIC. 2ND & 3RD SHIFTS ARE AWKWARD ALSO. NO TSB'S ON ISSUE. NOT ABLE TO CHECK FLUID LEVEL - MOTOR & TRANS ARE HOT. VALVE BODY?
04/24/2008	18:23	ISSUE OPENED BY DEALERSHIP
04/24/2008	18:29	CUSTOMER COMMENTS: CUSTOMER STATES THAT SPORADICALLY TRANSMISSION JUMPS FORWARD FROM A STOP. USED GFF & FOUND NO CODES. ECM # 1Q0907115E, TCM # 02E300044K V. GSG DSG 081 CODING 20. TEST DROVE VEHICLE & DUPLICATED CUSTOMER CONCERN; ON HILLS, VEHICLE ROLLS BACKWARD SUBSTANTIALLY, THEN CATCHES 1ST GEAR. SAME WITH AT STOP LIGHTS/SIGNS. HAPPENS IN FULL AUTOMATIC MODE & SPORT MODE BUT NOT NOTICABLE IN TIPTRONIC. 2ND & 3RD SHIFTS ARE AWKWARD ALSO. NO TSB'S ON ISSUE. NOT ABLE TO CHECK FLUID LEVEL - MOTOR & TRANS ARE HOT. VALVE BODY?
04/24/2008	18:29	SET BASIC SETTINGS AND SEE IF THE CONCERN. CHECK FLUID LEVEL AND CONDITION.
04/24/2008	18:29	WORKSHOP FINDINGS: HAVE NOT SET BASICS YET, NO FAULTS
04/24/2008	19:42	CHECKED FLUID LEVEL - LEVEL IS FULL. CONDITION IS GOOD. SET BASIC SETTING.
04/24/2008	19:45	AE 1403
04/24/2008	19:46	REPLACE THE MECH, FLUID, FILTER AND BOLTS
04/24/2008	19:59	CUSTOMER IS TAKING VEHICLE TODAY. ORDERED PARTS.
04/24/2008	20:00	CLOSE.
04/25/2008	10:28	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
04/25/2008	10:28	ISSUE UPDATED

Consultant's Closing Comments

CUSTOMER IS TAKING VEHICLE TODAY. ORDERED PARTS.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
319555	RABBIT	2008	WVWFV71K58W [REDACTED]	12379	3885	04/24/2008	USA

Workshop Finding

JERKY SHIFT WITH NOISE. HAVE NOT VERIFIED THE NOISE. 1-2 NO FAULTS STORED,

Activity Date	Activity Time	Activity Comments
04/24/2008	19:03	ISSUE OPENED BY DEALERSHIP
04/24/2008	19:03	TRANSMISSION SHIFTS HARSHLY BETWEEN GEARS AND FEELS LIKE IT IS MISSING SHIFTS. MAKES GRINDING NOISE WHEN THIS HAPPENS. TRANMISSION HAS BEEN READAPTED.
04/24/2008	19:08	CHECK FLUID LEVEL AND CONDITION. GET TCM PART NO AND SOFTWARE LEVEL
04/24/2008	19:08	CUSTOMER COMMENTS: TRANSMISSION SHIFTS HARSHLY BETWEEN GEARS AND FEELS LIKE IT IS MISSING SHIFTS. MAKES GRINDING NOISE WHEN THIS HAPPENS. TRANMISSION HAS BEEN READAPTED.
04/24/2008	19:08	WORKSHOP FINDINGS: JERKY SHIFT WITH NOISE. HAVE NOT VERIFIED THE NOISE. 1-2 NO FAULTS STORED,
04/24/2008	19:27	FLUID LEVEL AND CONDITION ARE GOOD. TCM PART NUMBER IS 02E-300-044J SOFTWARE IS 1408
04/24/2008	19:28	02E 927770 AE 1408 SOFTWARE CONCERN NOT PRESENT IN REVERSE. CHECK FOR CONTAMINATION IN THE FLUID, VIA FILTER.
04/24/2008	19:39	CHECKED FILTER AND THERE ARE NO CONTAMINANTS IN THE FILTER AND THE FLUID LOOKS NEW.
04/24/2008	19:44	REPLACE THE MECH, FLUID, FILTER AND BOLTS.
04/28/2008	11:51	ADVISED THE TECH TO CLOSE THE VTA IF THE VEHICLE LEAVES.
04/28/2008	11:52	PARTS ORDERED.
04/28/2008	12:47	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
04/28/2008	12:47	ISSUE UPDATED

Consultant's Closing Comments

PARTS ORDERED.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
319664	EOS	2008	WVWBA71F08V [REDACTED]	7901	3735	04/25/2008	USA

Workshop Finding
 THE SHOP CHECK FOR FAULTS THERE WERE NONE FOUND. OTHER WISE THE TRANSMISSION SHIFTS FINE.

Activity Date	Activity Time	Activity Comments
04/25/2008	10:46	ISSUE OPENED BY DEALERSHIP
04/25/2008	10:46	VEHICLE LURCHES WHEN IN REVERSE OR IN DRIVE UNDER LIGHT ACCEL AND ONLY UP TO 15 MPH
04/30/2008	09:10	CUSTOMER COMMENTS: VEHICLE LURCHES WHEN IN REVERSE OR IN DRIVE UNDER LIGHT ACCEL AND ONLY UP TO 15 MPH
04/30/2008	09:10	I WOULD LIKE THE SHOP TO PERFORM BASIC SETTINGS THEN UPDATE THE TICKET WITH THE RESULTS AND CALL BACK.
04/30/2008	09:10	WORKSHOP FINDINGS: THE SHOP CHECK FOR FAULTS THERE WERE NONE FOUND. OTHER WISE THE TRANSMISSION SHIFTS FINE.
05/06/2008	12:08	SPOKE WITH VIRKO IN SERVICE..... PARTS ARE ON NATIONAL BACK ORDER..... P1
05/23/2008	10:04	SET BASIC SETTINGS AND FOUND VEHICLE STILL LURCHING AT SLOW SPEEDS. INSTALLED PART AND TEST DROVE VEHICLE WORKS AS DESIGNED AFTER INSTALLING UNIT. THANK YOU
05/28/2008	09:14	CLOSE
06/06/2008	15:09	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
06/06/2008	15:09	ISSUE UPDATED

Consultant's Closing Comments
 SET BASIC SETTINGS AND FOUND VEHICLE STILL LURCHING AT SLOW SPEEDS. INSTALLED PART AND TEST DROVE VEHICLE WORKS AS DESIGNED AFTER INSTALLING UNIT.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
319782	EOS	2008	WVWBA71F08V [REDACTED]	5475	3885	04/25/2008	USA

Workshop Finding

VERIFIED CONCERN ON ROAD TEST.

Activity Date	Activity Time	Activity Comments
04/25/2008	13:31	CUSTOMER STATES CAR BUCKS WHEN PARKING AND FIRST INSITINALY FIRST WHEN PULLING AWAY FROM A STOP...
04/25/2008	13:31	ISSUE OPENED BY DEALERSHIP
04/25/2008	14:16	ADVISED TECH TO GET VEHICLE READY FOR BASIC SETTINGS. HOOK UP SCAN TOOL, VEHICLE AT OPERATING TEMPERATURE AND PHONE IN VEHICLE. CALL BACK TO PERFORM BASIC SETTINGS.
04/25/2008	14:16	CUSTOMER COMMENTS: CUSTOMER STATES CAR BUCKS WHEN PARKING AND FIRST INSITINALY FIRST WHEN PULLING AWAY FROM A STOP...
04/25/2008	14:16	WORKSHOP FINDINGS: VERIFIED CONCERN ON ROAD TEST.
04/25/2008	14:48	718-344-3689
04/25/2008	15:09	PERFORMED BASIC SETTINGS OVER PHONE WITH TECH. ADVISED TECH TO ROAD TEST 15 MILES AND UPDATE VTA AND CALL BACK.
04/29/2008	08:44	FLUID SEEMS A LITTLE LOW, NO DRIP FROM PLUG... WE HAVED ORDERED CORRECT FLUID FOR TRANS AND WILL TOP OFF AND RECHECK
04/29/2008	08:53	THANKS FOR THE UPDATE.
04/30/2008	14:33	TOPPED OFF ATF AND RECHECKED ... CONDITION IS STILL PRESENT
04/30/2008	14:38	ADVISED TECH TO RESET BASIC SETTINGS AGAIN DUE TO FLUID BEING LOW... TECH WILL CALL BACK IF CONCERN IS STILL PRESENT
04/30/2008	15:24	THE SHOP STATES THE VEHICLE IS STILL HAVING PROBLEM THE SHOP WILL HAVE TO REPLACE THE MECHATRONICS AND THE FILTER.
05/06/2008	15:53	CONTACTED BY FOM TO UPDATE ON PART AVAILABILITY
05/09/2008	07:26	PART EXPECTED TO ARIVE ON MONDAY
05/12/2008	13:19	THANKS FOR THE UPDATE.
05/12/2008	17:11	PART HAS NOT ARRIVED AS OF MONDAY. STILL WAITING FOR PART
05/12/2008	17:17	THANKS FOR THE UPDATE.
05/14/2008	16:33	WED AND PART HAS NOT ARRIVED AS OF YET.
05/14/2008	17:42	THANKS FOR THE UPDATE.
05/16/2008	16:09	PART HAS ARRIVED ... WILL UPDATE FURTHER AFTER ROAD TESTING.
05/16/2008	16:30	THANKS FOR THE UPDATE.
05/19/2008	14:12	REPLACED MECHITRONCS AND ROAD TESTED CAR ... NO FURTHER WORK NESSASSARY
05/19/2008	16:02	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
05/19/2008	16:02	ISSUE UPDATED

Consultant's Closing Comments

REPLACED MECHITRONCS AND ROAD TESTED CAR ... NO FURTHER WORK NESSASSARY

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
319839	RABBIT	2008	WVWKC71K18W [REDACTED]	2951	3885	04/25/2008	USA

Workshop Finding
 TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM. VEHICEL WANTS TO STALL WHILE IN STOP AND GO TRAFFIC.

Activity Date	Activity Time	Activity Comments
04/25/2008	14:57	CUSTOMER REPORTS DELAY IN SHIFTING WHEN ACCELERATING OFF THE LINE.
04/25/2008	14:57	ISSUE OPENED BY DEALERSHIP
04/25/2008	15:15	ADVISED THE TECH TO SET UP FOR THE BASIC SETTINGS.
04/25/2008	15:15	CUSTOMER COMMENTS: CUSTOMER REPORTS DELAY IN SHIFTING WHEN ACCELERATING OFF THE LINE.
04/25/2008	15:15	WORKSHOP FINDINGS: TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM. VEHICEL WANTS TO STALL WHILE IN STOP AND GO TRAFFIC.
04/25/2008	15:43	I ADVISE THE SHOP TO PERFORM BASIC SETTINGS 61,60,67,AND 68 THEN TEST DRIVE THE VEHICLE WHEN IT IS VERY HOT AND REPORTS BACK.
04/25/2008	16:05	P1 ADVISED THE TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT.
04/25/2008	16:13	PARTS ORDERED.
04/25/2008	17:21	P1 THANK YOU FOR THE UPDATE. REMEMBER TO UPDATE AND CLOSE THE TICKET ONCE THE REPAIR IS DONE.
05/15/2008	19:32	REPLACED MECH. UNIT, FLUID AND FILTER. SET BASICS, NOW DRIVING/SHIFTING.NORMALLY, VERIFIED REPAIRS.
05/16/2008	10:34	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
05/16/2008	10:34	ISSUE UPDATED

Consultant's Closing Comments
 TECH REPLACED THE MECH UNIT. VEHICLE OPERATING TO SPEC AT THIS TIME.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
320095	RABBIT	2008	WVWFV71KX8W [REDACTED]	1207	3885	04/28/2008	USA

Workshop Finding

THE SHOP STATE THE FAULT WILL NOT RETURN AND THE VEHICLE WAS NOT IN LIMP MODE.

Activity Date	Activity Time	Activity Comments
04/28/2008	11:06	CUSTOMER STATES MIL IS ON. GFF DIAG FAULT P0846 FOR G194 TRANSMISSION FLUID PRESSURE SENSOR/SWITCH B RANGE PERFORMANCE. TEST SYSTEM USING GFF WHILE ON TEST DRIVE VALUES WERE NOT WITHIN SPEC GFF CLEARED FAULT MEMORY AND NOW SPORADIC FAULT WILL NOT RETURN.
04/28/2008	11:06	ISSUE OPENED BY DEALERSHIP
04/28/2008	11:12	CUSTOMER COMMENTS: CUSTOMER STATES MIL IS ON. GFF DIAG FAULT P0846 FOR G194 TRANSMISSION FLUID PRESSURE SENSOR/SWITCH B RANGE PERFORMANCE. TEST SYSTEM USING GFF WHILE ON TEST DRIVE VALUES WERE NOT WITHIN SPEC GFF CLEARED FAULT MEMORY AND NOW SPORADIC FAULT WILL NOT RETURN.
04/28/2008	11:12	DUE TO THE FAULT P0846 FOR THE PRESSURE SENSOR G194 THEY SHOP WILL HAVE TO REPLACE THE MECHATRONICS.
04/28/2008	11:12	WORKSHOP FINDINGS: THE SHOP STATE THE FAULT WILL NOT RETURN AND THE VEHICLE WAS NOT IN LIMP MODE.
04/28/2008	11:13	SOP MECHATRONICS
04/28/2008	18:15	THANK YOU FOR THE UPDATE THE SHOP HAS THE MECHATRONICS ON RED ORDER. P1
05/27/2008	11:50	REPLACED MECHATRONICS SET BASIC SETTINGS TEST DROVE TO VERIFY CORRECTION WORKING TO SPECS
06/06/2008	15:36	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
06/06/2008	15:36	ISSUE UPDATED

Consultant's Closing Comments

REPLACED MECHATRONICS SET BASIC SETTINGS TEST DROVE TO VERIFY CORRECTION WORKING TO SPECS

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
320298	EOS	2007	WVWFA71F57V [REDACTED]	11456	3885	04/28/2008	USA

Workshop Finding

TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM.

Activity Date	Activity Time	Activity Comments
04/28/2008	15:26	INSTALLED NEW MECHATRONICS UNIT PER VTA ACCESS CODE NUMBER 312999. PERFORMED ALL BASIC SETTINGS AND CALIBRATION ALONG WITH CODING. VEHICLE STILL WILL NOT SHIFT OUT 2ND GEAR AND HAS SPORADIC REVERSE OPERATION. FLUID LEVEL OK.
04/28/2008	15:26	ISSUE OPENED BY DEALERSHIP
04/28/2008	17:37	ADVISED THE TECH ON HOW TO PERFORM THE TRANS BASIC SETTINGS.
04/28/2008	17:37	CUSTOMER COMMENTS: INSTALLED NEW MECHATRONICS UNIT PER VTA ACCESS CODE NUMBER 312999. PERFORMED ALL BASIC SETTINGS AND CALIBRATION ALONG WITH CODING. VEHICLE STILL WILL NOT SHIFT OUT 2ND GEAR AND HAS SPORADIC REVERSE OPERATION. FLUID LEVEL OK.
04/28/2008	17:37	WORKSHOP FINDINGS: TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM.
04/29/2008	10:41	SPOKE WITH SERVICE AND WAS ADVISED THAT THE VEHICLE IS ON ITS LAST ROAD TEST RIGHT NOW. TECH TO CALL IN IF THE VEHICLE IS STILL HAVING ANY ISSUES.
04/29/2008	11:31	PERFORMING BASIC SETTINGS MANUALLY RESOLVED ALL SHIFT CONCERNS. ROADTESTED VEHICLE 25 MILES WITHOUT ANY FAULTS RETURNING, VEHICLE OPERATING PER DESIGN...THANKS FOR YOUR HELP
04/29/2008	11:57	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
04/29/2008	11:57	ISSUE UPDATED

Consultant's Closing Comments

TECH REPLACED THE MECH UNIT. VEHICLE OPERATING TO SPEC AT THIS TIME.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
320345	RABBIT	2008	WVWHV91K78W [REDACTED]	12577	3885	04/28/2008	USA

Workshop Finding

HARSH/ JERKY 1-2. HOT OR COLD DOES NOT MATTER. TCM PART NO. AE 1408

Activity Date	Activity Time	Activity Comments
04/28/2008	16:16	CUSTOMER STATES WHEN IN TRAFFIC, LESS THAN 5MPH, THE JERKS WHEN THE GAS IS APPLIED. SHIFTING INTO 2ND IS ROUGHT AND WHEN SLOWING DOWN TO A STOP IT SHIFTS ROUGH INTO 1ST GEAR AND "PUSHES" AGAINST BRAKES. TEST DROVE AND VERIFIED CONCERNS, ROUGHT SHIFTING BETWEEN 1ST AND 2ND GEAR AND BACK TO 1ST. SEEMS LIKE GAS IS BEING APPLIED WHEN STOPPING AS IT FEELS LIKE ITS PUSHING WHEN THE BRAKES ARE APPLIED. THE WET CLUTCH ASSEMBLY WAS REPLACED JAN 14 2008
04/28/2008	16:16	ISSUE OPENED BY DEALERSHIP
04/28/2008	16:27	CUSTOMER COMMENTS: CUSTOMER STATES WHEN IN TRAFFIC, LESS THAN 5MPH, THE JERKS WHEN THE GAS IS APPLIED. SHIFTING INTO 2ND IS ROUGHT AND WHEN SLOWING DOWN TO A STOP IT SHIFTS ROUGH INTO 1ST GEAR AND "PUSHES" AGAINST BRAKES. TEST DROVE AND VERIFIED CONCERNS, ROUGHT SHIFTING BETWEEN 1ST AND 2ND GEAR AND BACK TO 1ST. SEEMS LIKE GAS IS BEING APPLIED WHEN STOPPING AS IT FEELS LIKE ITS PUSHING WHEN THE BRAKES ARE APPLIED. THE WET CLUTCH ASSEMBLY WAS REPLACED JAN 14 2008
04/28/2008	16:27	REPLACE THE MECHATRONIC, FLUID, FILTER AND THE BOLTS. CASE ESCALATED FOR REVIEW A2
04/28/2008	16:27	WORKSHOP FINDINGS: HARSH/ JERKY 1-2. HOT OR COLD DOES NOT MATTER. TCM PART NO. AE 1408
04/30/2008	13:49	THE SHOP IS WAITING FOR RED ORDER MECHATRONICS. P1
05/16/2008	10:20	PARTS HAVE ARRIVED AND REPAIRS HAVE BEGUN, WILL UPDATE AFTER REPAIRS ARE COMPLETE.
05/16/2008	14:33	PERFORMED BASIC SETTINGS OVER THE PHONE, ADVISED TECH TO ROAD TEST 15 MILES, UPDATE VTA WHEN COMPLETED AND CALL BACK IF NEEDED.
05/16/2008	15:14	R+R MECHATRONICS UNIT, PAN GASKET, BOLTS AND DSG FILTER AND FLUID. SCANNED W/ 5052, 1 FAULT FOR BASIC SETTINGS. TRIED TO SET BASIC SETTINGS THRU TEST PLAN. CALLED INTO TECHLINE AS GFF BASIC SETTINGS WERE NOT WORKING. SET BASIC SETTINGS IN VEHICLE SELF DIAG MVB 63 AND 60 TEST DROVE VEHICLE TO VERIFY REPAIRS. VEHICLE SHIFTS PERFECTLY, NO HANGING SHIFTS OR FLARING.
05/19/2008	20:30	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
05/19/2008	20:30	ISSUE UPDATED

Consultant's Closing Comments

THE SHOP REPLACED THE MECHATRONICS VEHICLE IS REPAIRED.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
321043	EOS	2008	WVWFA71F78V [REDACTED]	7231	3885	04/30/2008	USA

Workshop Finding

TECH VERIFIED THE CONCERN. CONCERN HAPPENS IN 1ST AND REVERSE GEAR. NO FAULTS IN THE ECM OR TCM.

Activity Date	Activity Time	Activity Comments
04/30/2008	10:48	ISSUE OPENED BY DEALERSHIP
04/30/2008	10:48	VEHICLE SURGES AT TAKE OFF
04/30/2008	15:43	NO FAULTS IN MEMORY EVERYTHING SEEMS TO BE OK REMEMEBER SIMILAR CONCER ON ANOTHER EOS POSSIBLY MECHATRONICS? PLEASE ADVISE
04/30/2008	15:51	ADVISED THE TECH HOW TO PERFORM THE TRANS BASIC SETTINGS.
04/30/2008	15:51	CUSTOMER COMMENTS: VEHICLE SURGES AT TAKE OFF
04/30/2008	15:51	WORKSHOP FINDINGS: TECH VERIFIED THE CONCERN. CONCERN HAPPENS IN 1ST AND REVERSE GEAR. NO FAULTS IN THE ECM OR TCM.
04/30/2008	16:46	P1 ADVISED THE TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT.
05/02/2008	13:08	MECHATRONICS ON ORDER - NO ETA [TOM WHITE-SHOP FOREMAN]
05/02/2008	13:11	P1 THANK YOU FOR THE UPDATE. REMEMBER TO UPDATE AND CLOSE THE TICKET ONCE THE REPAIR IS DONE.
05/09/2008	10:21	050908 - STILL WAITING PARTS. MECHATRONICS ON ORDER - NO ETA [TOM WHITE-SHOP FOREMAN]
05/09/2008	12:22	P1 THANK YOU FOR THE UPDATE. REMEMBER TO UPDATE AND CLOSE THE TICKET ONCE THE REPAIR IS DONE.
05/15/2008	18:16	051508-WE HAVE JUST BEEN NOTIFIED GERMANY HAS FILLED THE ORDER. PARTS EXPECTED IN THE NEXT DAY OR TWO. [TOM WHITE-SHOP FOREMAN]
05/15/2008	18:17	P1 THANK YOU FOR THE UPDATE. REMEMBER TO UPDATE AND CLOSE THE TICKET ONCE THE REPAIR IS DONE.
05/19/2008	16:30	WE HAVE FINALLY RECEIVED THE ORDER BUT THE WRONG MECHATRONICS WAS RECEIVED. THIS IS A DIFFERENT PART NUMBER THAN WHAT WE ORDERED. MY PARTS MANAGER HAS RESEARCHED THIS AND HAS BEEN TOLD TO PLACE ANOTHER ORDER. I HAVE NOW BEEN TOLD THE CUSTOMER HAS TAKEN THE CAR WITHOUT REPAIRS CLEAR BACK WHEN WE ORDERED THE FIRST UNIT. I WILL CLOSE THIS AND OPEN A NEW ONE IF WE HAVE ANY PROBLEMS. THANKS,.TOM WHITE - SHOP FOREMAN
05/20/2008	07:28	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
05/20/2008	07:28	ISSUE UPDATED

Consultant's Closing Comments

TECH TO REPLACE THE MECH UNIT.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
321250	EOS	2007	WVWDB71F97V [REDACTED]	6620	3885	04/30/2008	USA

Workshop Finding
 TECH VERIFIED THE CONCERN. 1 FAULT IN THE ECM AND TCM. VEHICLE OPERATING TO SPEC AT THIS TIME.

Activity Date	Activity Time	Activity Comments
04/30/2008	15:04	CUSTOMERS COMPLAINT WHILE DRIVING ON HIGHWAY,THE PRND DISPLAY TURNED ALL RED,AND THE CHECK ENGINE LITE CAME ON.STORED DTCS ARE P1624-REQUIREMENT-FAULT LAMP ON ACTIVE. DTCP2711-IMPLAUSIBLE TRANSMISSION SHIFT SEQUENCE NO COMMUNICATION GFF HAS NO TEST PLAN FOR THESE FAULTS.
04/30/2008	15:04	ISSUE OPENED BY DEALERSHIP
04/30/2008	15:12	CUSTOMER COMMENTS: CUSTOMERS COMPLAINT WHILE DRIVING ON HIGHWAY,THE PRND DISPLAY TURNED ALL RED,AND THE CHECK ENGINE LITE CAME ON.STORED DTCS ARE P1624-REQUIREMENT-FAULT LAMP ON ACTIVE. DTCP2711-IMPLAUSIBLE TRANSMISSION SHIFT SEQUENCE NO COMMUNICATION GFF HAS NO TEST PLAN FOR THESE FAULTS.
04/30/2008	15:12	P1 ADVISED THE TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT.
04/30/2008	15:12	WORKSHOP FINDINGS: TECH VERIFIED THE CONCERN. 1 FAULT IN THE ECM AND TCM. VEHICLE OPERATING TO SPEC AT THIS TIME.
04/30/2008	15:13	ORDERED MECHATRONIC UNIT,FLUID,FILTER,BOLTS PER GLENN AT TECH LINE
04/30/2008	15:23	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
04/30/2008	15:23	ISSUE UPDATED

Consultant's Closing Comments
 TECH TO REPLACE THE MECH UNIT.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
321652	EOS	2007	WVWFA71FX7V [REDACTED]	7052	3885	05/01/2008	USA

Workshop Finding

HAVE P1746 IN TCM AND NO INFORMATION ON ELSA ABOUT PROBLEM. REVERSE WILL NOT ENGAGE. GAR SELECTOR IS FLASHING ON CLUSTER.

Activity Date	Activity Time	Activity Comments
05/01/2008	14:36	HAVE P1746 IN TCM AND NO INFORMATION ON ELSA ABOUT PROBLEM. REVERSE WILL NOT ENGAGE. GAR SELECTOR IS FLASHING ON CLUSTER.
05/01/2008	14:36	ISSUE OPENED BY DEALERSHIP
05/01/2008	14:51	CUSTOMER COMMENTS: NO REVERSE AND DISPLAY IN CLUSTER IS FLASHING
05/01/2008	14:51	REPLACE MECHATRONICS, FILTER, AND FLUID P2
05/01/2008	14:51	WORKSHOP FINDINGS: HAVE P1746 IN TCM AND NO INFORMATION ON ELSA ABOUT PROBLEM. REVERSE WILL NOT ENGAGE. GAR SELECTOR IS FLASHING ON CLUSTER.
05/01/2008	15:38	PARTS ARE ON ORDER
05/01/2008	16:07	TECH HAS ORDERED MECHATRONICS P2
05/07/2008	10:46	P2 LEFT MESSAGE WITH TONYA TO HAVE TECH UPDATE HIS TICKET.
05/07/2008	13:42	STILL WAITING ON PART (MECHATRONIC). THERE WAS NONE IN THE COUNTRY. PARTS RECIEVED AN INVOICE FOR IT BUT IT IS NOT IN YET.
05/07/2008	14:02	WAITING FOR PARTS P1
05/19/2008	17:07	PART CAME IN 5/19. INSTALLED MECHATRONIC, REPLACED PAN GASKET, FILTER, AND DSG FLUID. CODED CONTROL UNIT, SET BASIC SETTINGS, AND RESTORED ELECTRICAL POWER. TEST DROVE VEHICLE AND IT IS OPERATING TO SPEC.
05/19/2008	17:11	MECHATRONIC REPAIRED VEHICLE. CLOSE TICKET
05/20/2008	08:00	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
05/20/2008	08:00	ISSUE UPDATED

Consultant's Closing Comments

MECHATRONIC REPAIRED VEHICLE. CLOSE TICKET

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
322055	EOS	2008	WVWFA71F08V [REDACTED]	664	3885	05/02/2008	USA

Workshop Finding

ONCE THE CAR STOPPED IT CUT OFF. SAYS THE CAR STARTED BACK UP BUT WOULD NOT COME OUT OF PARK. CUSTOMER HAD CAR TOWED IN. THE CHECK ENGINE LIGHT IS WAS ON BUT THE CAR CAME OUT OF PARK. WE RAN GFF AND FOUND 2 FAULTS. P1707 INTERFERENCE IN MECHATRONIC UNIT(SHORT TO POSITIVE) AND P2711 IMPLAUSIBLE TRANSMISSION SHIFT SEQUENCE NO COMMUNICATION. IT WOULD NOT GIVE US A TEST PLAN AND SAID THAT THAT IT DIDIN'T RECOGNIZE ANY FAULTS IN THE ECM OR TCM.

Activity Date	Activity Time	Activity Comments
05/02/2008	13:52	CUSTOMER STATED THE CHECK ENGINE LIGHT CAME ON WHEN COMING TO A STOP. ONCE THE CAR STOPPED IT CUT OFF. SAYS THE CAR STARTED BACK UP BUT WOULD NOT COME OUT OF PARK. CUSTOMER HAD CAR TOWED IN. THE CHECK ENGINE LIGHT IS WAS ON BUT THE CAR CAME OUT OF PARK. WE RAN GFF AND FOUND 2 FAULTS. P1707 INTERFERENCE IN MECHATRONIC UNIT(SHORT TO POSITIVE) AND P2711 IMPLAUSIBLE TRANSMISSION SHIFT SEQUENCE NO COMMUNICATION. IT WOULD NOT GIVE US A TEST PLAN AND SAID THAT THAT IT DIDIN'T RECOGNIZE ANY FAULTS IN THE ECM OR TCM.
05/02/2008	13:52	ISSUE OPENED BY DEALERSHIP
05/02/2008	14:04	ADVISED TECH TO REPLACE MECHATRONIC, FLUID, FILTER AND BOLTS. UPDATE VTA WHEN COMPLETED.
05/02/2008	14:04	CUSTOMER COMMENTS: CUSTOMER STATED THE CHECK ENGINE LIGHT CAME ON WHEN COMING TO A STOP.
05/02/2008	14:04	WORKSHOP FINDINGS: ONCE THE CAR STOPPED IT CUT OFF. SAYS THE CAR STARTED BACK UP BUT WOULD NOT COME OUT OF PARK. CUSTOMER HAD CAR TOWED IN. THE CHECK ENGINE LIGHT IS WAS ON BUT THE CAR CAME OUT OF PARK. WE RAN GFF AND FOUND 2 FAULTS. P1707 INTERFERENCE IN MECHATRONIC UNIT(SHORT TO POSITIVE) AND P2711 IMPLAUSIBLE TRANSMISSION SHIFT SEQUENCE NO COMMUNICATION. IT WOULD NOT GIVE US A TEST PLAN AND SAID THAT THAT IT DIDIN'T RECOGNIZE ANY FAULTS IN THE ECM OR TCM.
05/08/2008	10:16	SPOKE WITH SCOTT. PART ON RED P1
05/21/2008	15:05	INSTALLED MECHATRONICS UNIT.TEST DROVE. PERFROMED BASIC SETTINGS. AFTER TEST DRIVE PERFROMED GFF AND NO FAULTS WERE PRESENT. OK AT THIS TIME.
05/21/2008	17:07	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
05/21/2008	17:07	ISSUE UPDATED

Consultant's Closing Comments

INSTALLED MECHATRONICS UNIT.TEST DROVE. PERFROMED BASIC SETTINGS. AFTER TEST DRIVE PERFROMED GFF AND NO FAULTS WERE PRESENT. OK AT THIS TIME.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
322193	EOS	2007	WVWDA71F07V [REDACTED]	10934	3885	05/02/2008	USA

Workshop Finding

ROAD TESTED AND VERFIED SLIGHT SHUDDER IN 1ST WITH LOGHT THROTTLE. USUALLY APPROX THREE SMALL BUCKS IN 1ST GEAR THEN IT GOES AWAY. INSPECTED UNDER VEHICLE AND ALL LOOKS OK. NO SIGNS OF IMPACT OR DAMAGE. NO FAULTS IN ANY SYSTEM WHEN RUN THRU GFF.

Activity Date	Activity Time	Activity Comments
05/02/2008	18:40	CUSTOMER STATES THE CAR SHUDDERS ON LIGHT THROTTLE IN FIRST GEAR. ROAD TESTED AND VERFIED SLIGHT SHUDDER IN 1ST WITH LOGHT THROTTLE. USUALLY APPROX THREE SMALL BUCKS IN 1ST GEAR THEN IT GOES AWAY. INSPECTED UNDER VEHICLE AND ALL LOOKS OK. NO SIGNS OF IMPACT OR DAMAGE. NO FAULTS IN ANY SYSTEM WHEN RUN THRU GFF.
05/02/2008	18:40	ISSUE OPENED BY DEALERSHIP
05/02/2008	19:15	ADVISED THE TECH TO PERFORM BASIC SETTINGS AND TEST DRIVE THE CAR TO SEE IF CONCERN IS STILL PRESENT
05/02/2008	19:15	CUSTOMER COMMENTS: CUSTOMER STATES THE CAR SHUDDERS ON LIGHT THROTTLE IN FIRST GEAR. ROAD TESTED AND VERFIED SLIGHT SHUDDER IN 1ST WITH LOGHT THROTTLE. USUALLY APPROX THREE SMALL BUCKS IN 1ST GEAR THEN IT GOES AWAY. INSPECTED UNDER VEHICLE AND ALL LOOKS OK. NO SIGNS OF IMPACT OR DAMAGE. NO FAULTS IN ANY SYSTEM WHEN RUN THRU GFF.
05/02/2008	19:15	WORKSHOP FINDINGS: ROAD TESTED AND VERFIED SLIGHT SHUDDER IN 1ST WITH LOGHT THROTTLE. USUALLY APPROX THREE SMALL BUCKS IN 1ST GEAR THEN IT GOES AWAY. INSPECTED UNDER VEHICLE AND ALL LOOKS OK. NO SIGNS OF IMPACT OR DAMAGE. NO FAULTS IN ANY SYSTEM WHEN RUN THRU GFF.
05/02/2008	19:26	PERFORMED THE BASIC SETTINGS FOR DSG TRANSMISSION. DID NOT HELP THE ISSUE RELATED TO THE CLUNK. NOW IT CLUNKS INTO REVERSE FROM PARK AS WELL.
05/02/2008	19:30	ADVISED THE TECH TO REPLACE THE MECHITRONICS UNIT, FILTER, FLUID, & BOLTS..... P1
05/27/2008	10:15	REPLACED THE MECHATRONICS UNIT PER TECHLINE AS WELL AS THE FILTER FLUID AND BOLTS. CODED NEW UNIT, PERFORMED THE BASIC SETTINGS AND ROADTESTED. CAR WILL SHIFT FROM 1ST TO 2ND TO 3RD BUT WONT SHIFT AND FURTHER. FAULT 01087 003 BASIC SETTINGS NOT CARRIED OUT. MECHANICAL HYDRAULIC MALFUNCTION. ATTEMPTED TO RESET BASIC SETTINGS AGAIN AND CAN GET THE CODE TO CLEAR BUT AS SOON AS ROAD TEST IS PERFORMED THE CAR WONT SHIFT PAST 3RD GEAR.
05/27/2008	10:21	ADVISED TECH TO GET VEHICLE TO OPERATING TEMPERATURE, HOOK UP SCAN TOOL AND CALL BACK SO WE CAN RUN BASIC SETTINGS MANUALLY. IF BASIC SETTINGS DON'T WORK WILL ESCALATE CASE TO LEVEL 2.
05/27/2008	10:47	PERFORMED MANUAL BASIC SETTINGS OVER THE PHONE, ADVISED TECH TO ROAD TEST 15 MILES AND REEVALUATE. IF CONCERN IS NOT RESOLVED CASE NEEDS TO BE ESCALATED.
05/27/2008	11:27	AFTER BASIC SETTINGS PERFORMED ROAD TESTED THE VEHICLE 19 MILES. SHIFTS THRU ALL GEARS CORRECTLY NOW. ALL OK AT THIS TIME.
05/27/2008	16:46	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
05/27/2008	16:46	ISSUE UPDATED

Consultant's Closing Comments

AFTER BASIC SETTINGS PERFORMED ROAD TESTED THE VEHICLE 19 MILES. SHIFTS THRU ALL GEARS CORRECTLY NOW. ALL OK AT THIS TIME.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
322260	EOS	2008	WVWBA71F98V [REDACTED]	9051	3885	05/05/2008	USA

Workshop Finding

NO FAULT CODES IN TRANSMISSION

Activity Date	Activity Time	Activity Comments
05/05/2008	09:46	CUSTOMER STATES TRANSMISSION JERKS.
05/05/2008	09:46	ISSUE OPENED BY DEALERSHIP
05/05/2008	09:51	CUSTOMER COMMENTS: CUSTOMER STATES TRANSMISSION JERKS.
05/05/2008	09:51	TECH STATES THAT HE HAS ALREADY PERFORMED BASIC SETTINGS FOR THE TRANSMISSION AND THE CONCERN IS STILL PRESENT..... ADVISED THE TECH TO REPLACE THE MECHITRONICS UNIT..... P1
05/05/2008	09:51	WORKSHOP FINDINGS: NO FAULT CODES IN TRANSMISSION
05/05/2008	10:32	ORDERED MECHITRONICS UNIT. WILL UPDATE VTA AFTER INSTALLATION.
05/05/2008	13:07	THANK YOU FOR THE UPDATE ON THE STATUS OF THE REPAIR
05/13/2008	09:47	REMOVED THE MECHITRONICS UNIT FROM VEHICLE. WAS ADVISED ALL PARTS WERE HERE, HOWEVER ONLY SEAL FOR TRANS PAN HAS ARRIVED. MECHITRONICS UNIT STILL HAS NOT ARRIVED. WAS ADVISED NONE AVAILABLE IN THE US. STILL AWAITING PARTS AT THIS TIME.
05/13/2008	12:39	THANK YOU FOR THE UPDATE ON THE STATUS OF THE REPAIR..... P1
05/19/2008	08:07	INSTALLED MECHITRONIC UNIT ON 05/16/08 SET BASIC SETTINGS AND ROAD TESTED VEHICLE. I NOTED THAT THERE WAS STILL SOME SLIGHT JERKING/BUCKING WHEN TRYING TO ACCELERATE IN REVERSE AND DRIVE FROM A STANDSTILL. COMPARED MY FINDINGS TO ANOTHER 2.0 EOS WHICH DID NOT EXHIBIT THE SAME BEHAVIOR. ALTHOUGH THE CONDITION WAS SIGNIFICANTLY LESS THAN BEFORE INSTALLATION OF THE MECHITRONIC UNIT IT COULD STILL BE FELT. ADVISED CUSTOMER OF CONCERN HOWEVER CUSTOMER ARRIVED AT DEALER TO TEST DRIVE VEHICLE. CUSTOMER DID NOT COMPLAIN OF ANY ISSUES WHILE STARTING IN DRIVE OR BACKING UP. CUSTOMER TOOK VEHICLE.
05/19/2008	08:49	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
05/19/2008	08:49	ISSUE UPDATED

Consultant's Closing Comments

INSTALLED MECHITRONIC UNIT ON 05/16/08 SET BASIC SETTINGS AND ROAD TESTED VEHICLE. I NOTED THAT THERE WAS STILL SOME SLIGHT JERKING/BUCKING WHEN TRYING TO ACCELERATE IN REVERSE AND DRIVE FROM A STANDSTILL. COMPARED MY FINDINGS TO ANOTHER 2.0 EOS WHICH DID NOT EXHIBIT THE SAME BEHAVIOR. ALTHOUGH THE CONDITION WAS SIGNIFICANTLY LESS THAN BEFORE INSTALLATION OF THE MECHITRONIC UNIT IT COULD STILL BE FELT. ADVISED CUSTOMER OF CONCERN HOWEVER CUSTOMER ARRIVED AT DEALER TO TEST DRIVE VEHICLE. CUSTOMER DID NOT COMPLAIN OF ANY ISSUES WHILE STARTING IN DRIVE OR BACKING UP. CUSTOMER TOOK VEHICLE.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
322359	EOS	2007	WVWDA71F07V [REDACTED]	9257	3885	05/05/2008	USA

Workshop Finding
 TECH VERIFIED THE CONCERN. 1 FAULTS IN THE TCM. TEMP/RPM SENSOR PREVIOUSLY REPLACED FOR THIS CONCERN.

Activity Date	Activity Time	Activity Comments
05/05/2008	11:39	ISSUE OPENED BY DEALERSHIP
05/05/2008	11:39	PRNDL LIT UP WHILE DRIVING, HAS TRANS DTC P1740. CLUTCH TEMP MONITORING ELECTRICAL MALFUNCTION IN CKT. WAS IN MAR 21 FOR SAME CONDITION, APPX 1200 MILES AGO. HAD SAME DTC AT THAT TIME. WAS ADVISED BY CHRIS GERKE TO REPLACE G509 SENSOR, WHICH IS PART OF G182 TRANS RPM SENSOR. WAS ALSO TOLD AT THAT TIME IT MAY NEED A MECHATRONIC UNIT IF PROBLEM CAME BACK. ACCESS CODE FOR THAT VTA CONTACT WAS 309072.
05/05/2008	11:59	A2 CASE TO BE ESCALATED FOR REVIEW. ADVISED THE TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND THE BOLTS FOR THE MECH UNIT.
05/05/2008	11:59	CUSTOMER COMMENTS: PRNDL LIT UP WHILE DRIVING, HAS TRANS DTC P1740. CLUTCH TEMP MONITORING ELECTRICAL MALFUNCTION IN CKT. WAS IN MAR 21 FOR SAME CONDITION, APPX 1200 MILES AGO. HAD SAME DTC AT THAT TIME. WAS ADVISED BY CHRIS GERKE TO REPLACE G509 SENSOR, WHICH IS PART OF G182 TRANS RPM SENSOR. WAS ALSO TOLD AT THAT TIME IT MAY NEED A MECHATRONIC UNIT IF PROBLEM CAME BACK. ACCESS CODE FOR THAT VTA CONTACT WAS 309072.
05/05/2008	11:59	WORKSHOP FINDINGS: TECH VERIFIED THE CONCERN. 1 FAULTS IN THE TCM. TEMP/RPM SENSOR PREVIOUSLY REPLACED FOR THIS CONCERN.
05/05/2008	12:21	WAS ADVISED BY PARTS THAT UNIT MUST BE RED ORDERED. WILL UPDATE AS NEEDED WHEN PARTS COME IN.
05/05/2008	12:23	P1 THANK YOU FOR THE UPDATE. REMEMBER TO UPDATE AND CLOSE THE TICKET ONCE THE REPAIR IS DONE.
05/08/2008	13:07	P1 THANK YOU FOR THE UPDATE. REMEMBER TO UPDATE AND CLOSE THE TICKET ONCE THE REPAIR IS DONE.
05/19/2008	17:17	PARTS (RED) ORDERED CAME IN. INSTALLED AS NEEDED. REPLENISH FLUID, RESET MECHATRONIC BASIC SETTINGS. CLEARED DTC FOR THIS, DROVE APPX. 14 MILES; OK. RECHECKED FOR LEAKS, NONE, OK.
05/20/2008	07:35	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
05/20/2008	07:35	ISSUE UPDATED

Consultant's Closing Comments
 TECH REPLACED THE MECH UNIT. VEHICLE OPERATING TO SPEC AT THIS TIME.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
322439	EOS	2008	WVWFA71F58V [REDACTED]	6826	3885	05/05/2008	USA

Workshop Finding

TECH UNABLE TO VERIFY THE CONCERN. NO FAULTS IN THE ECM OR TCM. TECH VERIFIED SOME ISSUES BUT NOT THE CUSTOMERS CONCERN.

Activity Date	Activity Time	Activity Comments
05/05/2008	13:17	CAR LURCHES AT STOP AND JERKS VHEN SHIFTING
05/05/2008	13:17	ISSUE OPENED BY DEALERSHIP
05/05/2008	13:23	ADVISED THE TECH TO ROAD TEST THE VEHICLE WITH THE CUSTOMER.
05/05/2008	13:23	CUSTOMER COMMENTS: CAR LURCHES AT STOP AND JERKS VHEN SHIFTING
05/05/2008	13:23	WORKSHOP FINDINGS: TECH UNABLE TO VERIFY THE CONCERN. NO FAULTS IN THE ECM OR TCM. TECH VERIFIED SOME ISSUES BUT NOT THE CUSTOMERS CONCERN.
05/05/2008	16:46	P1 ADVISED THE TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT.
05/06/2008	14:54	ORDERED PARTS AND RELESED WEHICLE TO CUSTOMER
05/06/2008	14:59	HAVE A NICE DAY
05/06/2008	17:16	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
05/06/2008	17:16	ISSUE UPDATED

Consultant's Closing Comments

TECH TO REPLACE THE MECH UNIT.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
322480	EOS	2007	WVWBA71F97V [REDACTED]	11834	3885	05/05/2008	USA

Workshop Finding

FROM A COMPLETE STOP IN D OR R THE TRANS WILL DELAY AND THEN SLAM IN GEAR AND SHUTTER AS CAR MOVES FROM A STOP. I CHECKED THE FLUID AND IT LOOKS GOOD AND LEVEL IS OK AND THERE ARE NO FAULTS IN THE SYSTEM. CAN YOU HELP THANKS DAMON.

Activity Date	Activity Time	Activity Comments
05/05/2008	13:54	FROM A COMPLETE STOP IN D OR R THE TRANS WILL DELAY AND THEN SLAM IN GEAR AND SHUTTER AS CAR MOVES FROM A STOP. I CHECKED THE FLUID AND IT LOOKS GOOD AND LEVEL IS OK AND THERE ARE NO FAULTS IN THE SYSTEM. CAN YOU HELP THANKS DAMON.
05/05/2008	13:54	ISSUE OPENED BY DEALERSHIP
05/05/2008	14:02	CUSTOMER COMMENTS: FROM A COMPLETE STOP IN D OR R THE TRANS WILL DELAY AND THEN SLAM IN GEAR AND SHUTTER AS CAR MOVES FROM A STOP. I CHECKED THE FLUID AND IT LOOKS GOOD AND LEVEL IS OK AND THERE ARE NO FAULTS IN THE SYSTEM. CAN YOU HELP THANKS DAMON.
05/05/2008	14:02	TECH SHOULD SET UP FOR TELEDIAGNOSIS AND ASK FOR MARK CHARBONNEAU
05/05/2008	14:02	WORKSHOP FINDINGS: FROM A COMPLETE STOP IN D OR R THE TRANS WILL DELAY AND THEN SLAM IN GEAR AND SHUTTER AS CAR MOVES FROM A STOP. I CHECKED THE FLUID AND IT LOOKS GOOD AND LEVEL IS OK AND THERE ARE NO FAULTS IN THE SYSTEM. CAN YOU HELP THANKS DAMON.
05/05/2008	14:22	UPDATE TCM TO THE L;ATEST LEVEL ROAD TEST CK ENGAGEMENT
05/05/2008	16:18	REPLACE MECHTROINCS FLUID AND FILTER PERFROM BASIC SETTING
05/08/2008	08:00	WAITING ON PARTS
05/08/2008	08:06	TECH IS WAITING FOR PARTS P2
05/09/2008	07:26	I'M STILL WAITING FOR THE PARTS. DAMON
05/09/2008	07:57	WAITING FOR PARTS P2
05/14/2008	07:34	PARTS ARE HERE AND WE WILL BE INSTALLING TODAY.
05/14/2008	08:14	THANKS FOR THE UPDATE D2
05/15/2008	14:36	THE REPAIRS WERE PERFORMED AS PER VTA AND THE CAR APEARS TO BE OPERATING TO SPEC. THANKS FOR YOUR HELP DAMON
05/15/2008	14:58	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
05/15/2008	14:58	ISSUE UPDATED

Consultant's Closing Comments

REPLACED MECHATRONICS AND BOLTS

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
322491	EOS	2007	VVWDA71F57V [REDACTED]	22109	3885	05/05/2008	USA

Workshop Finding

O2E R 1302 HARSH ENGAGEMENT ARE OK. BASIC SETTINGS DID NOT HAVE ANY EFFECT

Activity Date	Activity Time	Activity Comments
05/05/2008	14:05	AFTER RELEASING THE BRAKE PEDAL THE TRANS HAS A HARD JERK AFTER LETTING IT GO INTO GEAR. THE FEELING IS THAT THERE IS A PRESSURE LAG UNTIL THE RPM COMES UP. THE ENG CONTROL # IS A 115E EPROM 0020, TRANS IS A 043R WITH A EPROM OF1302.
05/05/2008	14:05	ISSUE OPENED BY DEALERSHIP
05/05/2008	14:11	CUSTOMER COMMENTS: AFTER RELEASING THE BRAKE PEDAL THE TRANS HAS A HARD JERK AFTER LETTING IT GO INTO GEAR. THE FEELING IS THAT THERE IS A PRESSURE LAG UNTIL THE RPM COMES UP. THE ENG CONTROL # IS A 115E EPROM 0020, TRANS IS A 043R WITH A EPROM OF1302.
05/05/2008	14:11	TECH TO SET UP FOR TELEDIAG AND MARK WILL CALL BACK.
05/05/2008	14:11	WORKSHOP FINDINGS: O2E R 1302 HARSH ENGAGEMENT ARE OK. BASIC SETTINGS DID NOT HAVE ANY EFFECT
05/05/2008	17:39	TECH TO CALL BACK FOR MARK C. IN THE MORNING.
05/06/2008	08:45	UPDATE TCM TO LATEST LEVEL
05/06/2008	09:41	TECH TO REPLACE THE MECHITRONICS UNIT, FILTER, FLUID, AND BOLTS
05/07/2008	08:17	PARTS ORDERED, BUT IS ON RED ORDER
05/07/2008	09:42	MECH RED ORDERED P1
05/08/2008	09:05	CHECKED WITH OUR PARTS DEPT THIS AM AND PART HAS NOT YET BEEN PROCESSED WITHIN THE LAST THREE DAYS.
05/08/2008	15:07	ISSUE SENT TO DEALERSHIP
05/12/2008	09:59	AS OF THIS MORNING THIS PART STILL HASN'T BEEN PROCESSED 6 WORKING DAYS SINCE IT WAS ORDERED.
05/12/2008	17:17	ISSUE SENT TO DEALERSHIP
05/19/2008	12:53	PART IS HERE, WILL TRY TO GET INSTALLED SOON
05/19/2008	15:33	ISSUE SENT TO DEALERSHIP
05/22/2008	10:39	CUSTOMER HAS CAR, WILL REOPEN AFTER REPAIR IF CONTROLER DOESN'T REPAIR
05/22/2008	10:51	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
05/22/2008	10:51	ISSUE UPDATED

Consultant's Closing Comments

CUSTOMER HAS CAR, WILL REOPEN AFTER REPAIR IF CONTROLER DOESN'T REPAIR

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
322634	JETTA	2008	3VWRJ71K18M [REDACTED]	1116	3885	05/05/2008	USA

Workshop Finding

TECH CANNOT HEAR A NOISE BUT CAN FEEL A HARSH DOWNSHIFT FROM 2ND TO 1ST. CAR HAS HAD PROBLEM FROM 491 MILES. NO FAULTS IN THE ECM OR THE TCM.

Activity Date	Activity Time	Activity Comments
05/05/2008	16:51	CUSTOMER CONCERN FOR CLUNKING NOISE IN TRANSMISSION WHEN COMING TO A STOP DUPLICATED FEELS LIKE VEHICLE IS DOWNSHIFTING HARSHLY FROM 2ND TO 1ST SPOKE WITH ANOTHER TECH ABOUT CONCERN HE MENTIONED A PROBLEM POSSIBLY WITH THE MECHATRONIC CONTROL UNIT READAPTED BASIC SETTING AND VERIFIED NO FAULTS IN ANY SYSTEMS TEST DROVE VEHICLE AGAIN AND CAN STILL FEEL THE POP
05/05/2008	16:51	ISSUE OPENED BY DEALERSHIP
05/05/2008	17:13	CUSTOMER COMMENTS: CUSTOMER CONCERN FOR CLUNKING NOISE IN TRANSMISSION WHEN COMING TO A STOP DUPLICATED FEELS LIKE VEHICLE IS DOWNSHIFTING HARSHLY FROM 2ND TO 1ST SPOKE WITH ANOTHER TECH ABOUT CONCERN HE MENTIONED A PROBLEM POSSIBLY WITH THE MECHATRONIC CONTROL UNIT READAPTED BASIC SETTING AND VERIFIED NO FAULTS IN ANY SYSTEMS TEST DROVE VEHICLE AGAIN AND CAN STILL FEEL THE POP
05/05/2008	17:13	MIKE, PLEASE MANUALLY SET BASIC SETTINGS ON THE DSG USING 60/61. FROM THERE, SEE IF THE CONCERN IS STILL PRESENT AND NOTE IF THE ENGINE STALLS WHEN THE BASIC SETTINGS. IF THE PROBLEM IS NOT FIXED, PLEASE CALL US BACK.
05/05/2008	17:13	WORKSHOP FINDINGS: TECH CANNOT HEAR A NOISE BUT CAN FEEL A HARSH DOWNSHIFT FROM 2ND TO 1ST. CAR HAS HAD PROBLEM FROM 491 MILES. NO FAULTS IN THE ECM OR THE TCM.
05/05/2008	17:27	P1 ADVISED THE TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT.
05/21/2008	18:27	REPLACED MECHATRONICS CONTROL UNIT AND TEST DROVE VEHICLE OPERATING TO FACTORY SPECS NOW
05/21/2008	18:53	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
05/21/2008	18:53	ISSUE UPDATED

Consultant's Closing Comments

REPLACED MECHATRONICS CONTROL UNIT AND TEST DROVE VEHICLE OPERATING TO FACTORY SPECS NOW

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
322722	EOS	2008	WVWFA71F78V [REDACTED]	11250	3885	05/06/2008	USA

Workshop Finding

IT WAS ONLY REPRODUCED 1 TIME IN 20 MILES. FLUID CHECKED & SCAN PRIOR TO DRIVE AND IS OK.

Activity Date	Activity Time	Activity Comments
05/06/2008	08:32	ISSUE OPENED BY DEALERSHIP
05/06/2008	08:32	THE CUSTOMER IS CONCERNED W/ HESITATION AND JERKING IN STOP AND GO TRAFFIC. IT IS NOTICABLE AT LESS THAN 10MPH, IN 1ST GEAR. THE TRANSMISSION FEELS AS THOUGH IT IS FALLING IN AND OUT OF GEAR, CREATING A "JERKING" FEEL. BASIC SETTINGS OF THE UNIT HAS BEEN PERFORMED, W/ THE VEHICLE BEING DRIVEN FOR APPROX 20 MILES TO ADAPT. THIS MADE NO DIFFERENCE. I WILL CONTACT YOU SHORTLY.
05/06/2008	09:47	CUSTOMER COMMENTS: THE CUSTOMER IS CONCERNED W/ HESITATION AND JERKING IN STOP AND GO TRAFFIC. IT IS NOTICABLE AT LESS THAN 10MPH, IN 1ST GEAR. THE TRANSMISSION FEELS AS THOUGH IT IS FALLING IN AND OUT OF GEAR, CREATING A "JERKING" FEEL. BASIC SETTINGS OF THE UNIT HAS BEEN PERFORMED, W/ THE VEHICLE BEING DRIVEN FOR APPROX 20 MILES TO ADAPT. THIS MADE NO DIFFERENCE. I WILL CONTACT YOU SHORTLY.
05/06/2008	09:47	TECH TO REPLACE THE MECHATRONICS UNIT, BOLTS, FILTER, AND FLUID.... P1
05/06/2008	09:47	WORKSHOP FINDINGS: IT WAS ONLY REPRODUCED 1 TIME IN 20 MILES. FLUID CHECKED & SCAN PRIOR TO DRIVE AND IS OK.
05/13/2008	09:29	SPOKE WITH VAN IN SERVICE..... STATED THAT HE WILL HAVE THE SHOP FOREMAN UPDATE/CLOSE OUT THE TICKET TODAY..... P1
05/14/2008	12:06	PART IS ON NATIONAL BACK ORDER.
05/14/2008	15:44	ISSUE UPDATED
05/20/2008	15:44	INSTALL MEGATRONICS UNIT/ REFILL W/ FILTER/FLUID. RESTORE ELECTRICAL POWER, SET BASIC SETTINGS. TEST DROVE. OPERATING TO MANUFACT. DESIGN. THANK YOU FOR YOUR ASSISTANCE.
05/20/2008	16:36	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
05/20/2008	16:36	ISSUE UPDATED

Consultant's Closing Comments

INSTALL MECHATRONICS UNIT/ REFILL W/ FILTER/FLUID. RESTORE ELECTRICAL POWER, SET BASIC SETTINGS. TEST DROVE. OPERATING TO MANUFACTURES. DESIGN. THANK YOU FOR YOUR ASSISTANCE.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
322970	JETTA	2008	3VWFJ71K08M [REDACTED]	5603	3885	05/06/2008	USA

Workshop Finding
n/a

Activity Date	Activity Time	Activity Comments
05/06/2008	13:31	ISSUE OPENED BY DEALERSHIP
05/06/2008	13:31	MAY 6. PREVIOUS CONTACTS ON THIS VEHICLE LED TO A PROPOSED FLASH THAT IS TO BE PERFORMED WITH TELE DIAG. I BELIEVE MARK CHARBONEAU WAS THE TO ASK FOR...
05/06/2008	13:58	CUSTOMER COMMENTS: MAY 6. PREVIOUS CONTACTS ON THIS VEHICLE LED TO A PROPOSED FLASH THAT IS TO BE PERFORMED WITH TELE DIAG. I BELIEVE MARK CHARBONEAU WAS THE TO ASK FOR...
05/06/2008	13:58	NO UPDATE FOR THIS TCM. REPLACE MECHATROINCS FLUID AND FILTER
05/06/2008	14:10	MAY 6. I ACKNOWLEDGE TO REPLACE MECHATRONICS UNIT AND OIL AND FILTER, THANKS.
05/06/2008	14:14	REPLACE MECHATROINCS , FLUID AND FILTER
05/09/2008	10:27	MAY 9. SINCE WE HAVE A DIRECTION TO GO, I AM CLOSING, THANKS.
05/12/2008	12:40	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
05/12/2008	12:40	ISSUE UPDATED

Consultant's Closing Comments
: REPLACE MECHATROINCS , FLUID AND FILTER

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
322995	EOS	2007	WVWDB71F37V [REDACTED]	4399	3885	05/06/2008	USA

Workshop Finding
CANNOT DUPLICATE CONCERN.

Activity Date	Activity Time	Activity Comments
05/06/2008	14:02	CUSTOMER STATES ENGINE LIGHT CAME ON, ENGINE LOST POWER, AND SHIFTS WITH A.CLUNK. HAVE NOT YET BEEN ABLE TO CONFIRM CONCERN TESTED FOR FAULT HAVE P1707 INTERFERENCE IN MECHATRONIC UNIT OPEN CIRCUIT/SHORT TO EARTH. NO OTHER FAULTS IN SYSTEM ROAD TESTED VEH SEVERAL TIMES RIGHT NOW OPERATING TO SPEC PERFORMED GFF AND TEST PLANS ALL TEST OK ANY SUGGESTIONS?
05/06/2008	14:02	ISSUE OPENED BY DEALERSHIP
05/06/2008	14:16	CUSTOMER COMMENTS: CUSTOMER STATES ENGINE LIGHT CAME ON, ENGINE LOST POWER, AND SHIFTS WITH A.CLUNK. HAVE NOT YET BEEN ABLE TO CONFIRM CONCERN TESTED FOR FAULT HAVE P1707 INTERFERENCE IN MECHATRONIC UNIT OPEN CIRCUIT/SHORT TO EARTH. NO OTHER FAULTS IN SYSTEM ROAD TESTED VEH SEVERAL TIMES RIGHT NOW OPERATING TO SPEC PERFORMED GFF AND TEST PLANS ALL TEST OK ANY SUGGESTIONS?
05/06/2008	14:16	JOSE, PLEASE ORDER A NEW MECH UNIT, FLUID, FILTER, AND BOLTS. THANKS. P1
05/06/2008	14:16	WORKSHOP FINDINGS: CANNOT DUPLICATE CONCERN.
05/06/2008	15:02	MECH UNIT, FLUID, FILTER AND BOLT ON ORDER.
05/07/2008	12:05	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
05/07/2008	12:05	ISSUE UPDATED

Consultant's Closing Comments
MECH UNIT, FLUID, FILTER AND BOLT ON ORDER.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
323413	EOS	2007	WVWDA71F37V [REDACTED]	23610	3885	05/07/2008	USA

Workshop Finding

02E AE 1302. NO FAULTS REVERSE AND 1ST SEEM TO BE OK. CONCERN IS WHEN 4TH GEAR PASSING IS ENGAGED. DOES NOT HAPPEN IN TIP

Activity Date	Activity Time	Activity Comments
05/07/2008	13:00	2007 EOS DSG. WHEN ACCELERATING HARD, ENGINE REVS UP TO 4000 RPM BEFORE ENGAGING. DOES NOT OCCUR WHEN MANUALLY SHIFTING. NO FAULTS IN SYSTEM. REFERED TO TSB (37-06-07). DID NOT PROCEED SINCE NO FAULTS ARE STORED.
05/07/2008	13:00	ISSUE OPENED BY DEALERSHIP
05/07/2008	13:12	CHECK FOR DEBRIS. SET BASIC SETTINGS ON THE TRANS AND RETEST FOR CONCERN.
05/07/2008	13:12	CUSTOMER COMMENTS: 2007 EOS DSG. WHEN ACCELERATING HARD, ENGINE REVS UP TO 4000 RPM BEFORE ENGAGING. DOES NOT OCCUR WHEN MANUALLY SHIFTING. NO FAULTS IN SYSTEM. REFERED TO TSB (37-06-07). DID NOT PROCEED SINCE NO FAULTS ARE STORED.
05/07/2008	13:12	WORKSHOP FINDINGS: 02E AE 1302. NO FAULTS REVERSE AND 1ST SEEM TO BE OK. CONCERN IS WHEN 4TH GEAR PASSING IS ENGAGED. DOES NOT HAPPEN IN TIP
05/07/2008	14:28	PERFORMED BASIC SETTING AND ROADTESTED VEHICLE, BUT NO CHANGE. INSPECTED TRANSMISSION FILTER AND NO DEBRIS FOUND. FLUID LOOKS AND SMELLS OK...
05/07/2008	14:34	TECH TO CALL IN FOR THE MANUAL BASIC SETTINGS.
05/07/2008	14:45	ADVISED THE TECH ON HOW TO PERFORM THE TRANS BASIC SETTINGS.
05/07/2008	15:33	ROADTESTED VEHICLE 15 MILES AND PROBLEM STILL EXISTS. RE-CHECKED FOR FAULTS AND STILL NO FAULTS FOUND.
05/07/2008	16:12	P1 ADVISED THE TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT.
05/07/2008	16:33	PARTS ORDERED.
05/08/2008	07:47	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
05/08/2008	07:47	ISSUE UPDATED

Consultant's Closing Comments

P1 ADVISED THE TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
323616	EOS	2008	WVWFA71F78V0 [REDACTED]	6231	3885	05/07/2008	USA

Workshop Finding
TCM SOFTWARE

Activity Date	Activity Time	Activity Comments
05/07/2008	16:33	CUSTOMER STATES CAR HAS HESITATION CONDITION DURING LOW SPEED 5-10MPH DOES NOT HAPPEN DURING HARD THROTTLE. CONCERN DUPLICATED
05/07/2008	16:33	ISSUE OPENED BY DEALERSHIP
05/07/2008	16:39	CUSTOMER COMMENTS: CUSTOMER STATES CAR HAS HESITATION CONDITION DURING LOW SPEED 5-10MPH DOES NOT HAPPEN DURING HARD THROTTLE. CONCERN DUPLICATED
05/07/2008	16:39	TECH TO SET UP TELEDIAIG
05/07/2008	16:39	WORKSHOP FINDINGS: TCM SOFTWARE
05/08/2008	08:43	HAS THE LATEST SOFTWARE REPLACE MECHATRONIC FLUID 7 LITERS AND FILTER
05/08/2008	09:07	ORDERED PARTS; PARTS ARE ON BACK ORDER
05/08/2008	14:25	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
05/08/2008	14:25	ISSUE UPDATED

Consultant's Closing Comments
HAS THE LATEST SOFTWARE REPLACE MECHATRONIC FLUID 7 LITERS AND FILTER

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
323706	EOS	2008	WVWBA71F68V [REDACTED]	22492	3885	05/08/2008	USA

Workshop Finding
VEHICLE IS WAITING FOR MECH

Activity Date	Activity Time	Activity Comments
05/08/2008	08:11	CUSTOMER DROP CAR OFF SAID ITS GETTING WORSE WAS TOLD BY ARE PARTS DEPT TODAY BY PART PART SHOULD BE HERE ON 05/19/08
05/08/2008	08:11	ISSUE OPENED BY DEALERSHIP
05/08/2008	08:15	CUSTOMER COMMENTS: CUSTOMER DROP CAR OFF SAID ITS GETTING WORSE WAS TOLD BY ARE PARTS DEPT TODAY BY PART PART SHOULD BE HERE ON 05/19/08
05/08/2008	08:15	WARRANTY QUESTIONS SHOULD BE DIRECTED TO WARRANTY ADMIN.
05/08/2008	08:15	WORKSHOP FINDINGS: VEHICLE IS WAITING FOR MECH
05/13/2008	12:00	THANKS
05/13/2008	13:13	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
05/13/2008	13:13	ISSUE UPDATED

Consultant's Closing Comments
WARRANTY QUESTIONS SHOULD BE DIRECTED TO WARRANTY ADMIN.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
324039	JETTA	2008	3VWRJ71K98M [REDACTED]	9548	3885	05/08/2008	USA

Workshop Finding

n/a

Activity Date	Activity Time	Activity Comments
05/08/2008	15:06	ISSUE OPENED BY DEALERSHIP
05/08/2008	15:06	WHILE DRIVING VEHICLE THE PRINDLE ON INSTRUMENT CLUSTER FLASHES, AND VEHICLE SLIPS INTO NEUTRAL, THE GREEN BRAKE PEDAL RELEASE LIGHT ON DASH ALSO COMES ON WHEN VEHICLE SLIPS INTO NEUTRAL WHILE PRINDLE IS FLASHING. THIS VEHICLE WAS IN FOR SAME CONCERN ABOUT 1 WEEK AGO, CUSTOMER HAS PUT ABOUT 1000 MILES ON VEHICLE BEFORE CONCERN STARTED OCCURRING AGAIN SINCE LAST REPAIRS WERE MADE. THE ACCESS CODE AND CASE NUMBER FOR THE LAST TICKET I HAD OPEN ON THIS VEHICLE ARE 318149 , GH-177027 .LAST TIME VEHICLE WAS HERE, I CHECKED TAIL LIGHT BULBS, CHECKED TCM POWER AND GROUND CONNECTIONS, PERFORMED A CAPACITIVE DISCHARGE, CHECKED AND ADJUSTED TRANSFLUID LEVEL, SET BASIC SETTINGS FOR TRANSMISSION, AND LASTLY REPLACED THE SHIFTER MECHANISM, DID NOT REPLACE THE TIP TRONIC CHIP IN SHIFTER. .THE TCM CONTROL MODULE PART # IS 02E3000503, HARDWARE PART# - 02E927770AE, WITH SOFTWARE VERSION OF 1410. .I SCANNED FAULT MEMORIES WITH GFF WHEN I FIRST GOT THE VEHICLE BACK TODAY, NO FAULTS ARE STORED IN ANY SYSTEMS, I ALSO ATTACHED MY GFF FINDINGS.
05/08/2008	15:28	ADVISE TECH SOMEONE WILL CALL
05/08/2008	15:28	CUSTOMER COMMENTS: WHILE DRIVING VEHICLE THE PRINDLE ON INSTRUMENT CLUSTER FLASHES, AND VEHICLE SLIPS INTO NEUTRAL, THE GREEN BRAKE PEDAL RELEASE LIGHT ON DASH ALSO COMES ON WHEN VEHICLE SLIPS INTO NEUTRAL WHILE PRINDLE IS FLASHING. THIS VEHICLE WAS IN FOR SAME CONCERN ABOUT 1 WEEK AGO, CUSTOMER HAS PUT ABOUT 1000 MILES ON VEHICLE BEFORE CONCERN STARTED OCCURRING AGAIN SINCE LAST REPAIRS WERE MADE. THE ACCESS CODE AND CASE NUMBER FOR THE LAST TICKET I HAD OPEN ON THIS VEHICLE ARE 318149 , GH-177027 .LAST TIME VEHICLE WAS HERE, I CHECKED TAIL LIGHT BULBS, CHECKED TCM POWER AND GROUND CONNECTIONS, PERFORMED A CAPACITIVE DISCHARGE, CHECKED AND ADJUSTED TRANSFLUID LEVEL, SET BASIC SETTINGS FOR TRANSMISSION, AND LASTLY REPLACED THE SHIFTER MECHANISM, DID NOT REPLACE THE TIP TRONIC CHIP IN SHIFTER. .THE TCM CONTROL MODULE PART # IS 02E3000503, HARDWARE PART# - 02E927770AE, WITH SOFTWARE VERSION OF 1410. .I SCANNED FAULT MEMORIES WITH GFF WHEN I FIRST GOT THE VEHICLE BACK TODAY, NO FAULTS ARE STORED IN ANY SYSTEMS, I ALSO ATTACHED MY GFF FINDINGS.
05/08/2008	15:49	A3 CASE TO BE ESCALATED TO THE FIELD.
05/09/2008	11:38	I CALLED THE DEALER BACK AND REQUESTED THE SHOP TO MAKE SURE THE PINS AT THE SHIFTER ON THE BODY SIDE ARE NOT BACKED OUT. IF THE PINS ARE OK THE SHOP WILL HAVE TO REPLACE THE MECHATRONICS AND FILTER. NOTE THIS PART MUST BE RED ORDERED BY THE VIN.
05/14/2008	09:57	I CHECKED THE PINS IN THE CONNECTORS TO THE SHIFTER MECHANISM, ALL PINS ARE IN AND SECURED PROPERLY, NO VISUAL DEFECTS TO ANY OF THE PINS. HAD THE MECHATRONIC ORDERED (RED ORDERED), PART SHOULD BE IN ON THURSDAY OR FRIDAY.
05/14/2008	11:12	THANK YOU FOR THE UPDATE. REMEMBER TO UPDATE AND CLOSE THE TICKET ONCE THE REPAIR IS DONE.
05/19/2008	07:32	THE PARTS HAVE STILL NOT SHOWN UP FOR THIS VEHICLE. SHOULD I JUST CLOSE OUT THE TICKET, AND OPEN A NEW ONE IF SYMPTOMS RE-OCCUR WHILE I'M TESTING THE VEHICLE AFTER REPAIRS ARE COMPLETE?
05/19/2008	07:47	THANK YOU FOR THE UPDATE. PLEASE CALL IN FOR FURTHER ASSISTANCE.
05/20/2008	11:18	I WILL OPEN A NEW TICKET IF CONCERN RETURNS DURING TESTING. THANK YOU
05/20/2008	15:36	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
05/20/2008	15:36	ISSUE UPDATED

Consultant's Closing Comments

TECH TO REPLACE THE MECH UNIT.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
324428	RABBIT	2008	WVWKC71K88W [REDACTED]	18019	3885	05/09/2008	USA

Workshop Finding
 TECH VERIFIED THE CONCERN. TECH STATES IT FEELS LIKE 1ST GEAR SHUTTERS IN AND OUT OF GEAR. NO FAULTS IN THE ECM OR TCM.

Activity Date	Activity Time	Activity Comments
05/09/2008	14:01	CUSTOMER STATES AUTO TRANS SLIPS.
05/09/2008	14:01	ISSUE OPENED BY DEALERSHIP
05/09/2008	14:14	CUSTOMER COMMENTS: CUSTOMER STATES AUTO TRANS SLIPS.
05/09/2008	14:14	P1 ADVISED THE TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT.
05/09/2008	14:14	WORKSHOP FINDINGS: TECH VERIFIED THE CONCERN. TECH STATES IT FEELS LIKE 1ST GEAR SHUTTERS IN AND OUT OF GEAR. NO FAULTS IN THE ECM OR TCM.
05/14/2008	09:25	PARTS ON ORDER,CUSTOMER TO RETURN FOR REPAIRS.
05/14/2008	12:02	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
05/14/2008	12:02	ISSUE UPDATED

Consultant's Closing Comments
 TECH TO REPLACE THE MECH UNIT.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
324549	RABBIT	2008	WVWFV71K98W [REDACTED]	9889	3885	05/09/2008	USA

Workshop Finding

NO FAULTS.

Activity Date	Activity Time	Activity Comments
05/09/2008	16:59	I HAVE A 08 GTI WITH DSG TRANS, HARSH SHIFT BETWEEN 2ND AND 3RD ON 2 MILE TEST DRIVE HAPPENS 3 TIMES, MORE NOTICEABLE IN TURNS BUT WILL DO GOING STRAIGHT NO FAULTS FLUID OK AND CLEAN
05/09/2008	16:59	ISSUE OPENED BY DEALERSHIP
05/09/2008	17:08	CUSTOMER COMMENTS: I HAVE A 08 GTI WITH DSG TRANS, HARSH SHIFT BETWEEN 2ND AND 3RD ON 2 MILE TEST DRIVE HAPPENS 3 TIMES, MORE NOTICEABLE IN TURNS BUT WILL DO GOING STRAIGHT NO FAULTS FLUID OK AND CLEAN
05/09/2008	17:08	JAMES AND I SET BASIC SETTINGS ON THE TRANSMISSION. HE WILL DRIVE TO SEE IF CONCERN IS GONE. THANKS.
05/09/2008	17:08	WORKSHOP FINDINGS: NO FAULTS.
05/09/2008	18:18	TECH STATES THAT CAR WAS FIXED FOR 8 MILES BUT THEN STARTED HAVING A SHUTTER FROM 2ND TO 3RD AGAIN. TECH TO ORDER MECH UNIT, FILTER, FLUID, AND BOLTS.
05/09/2008	18:19	P1
05/12/2008	09:40	PARTS ON ORDER WILL UPDATE WHEN THEY ARRIVE. TGS
05/12/2008	11:35	THANKS FOR THE UPDATE.
05/13/2008	15:00	STILL WAITING ON PARTS ARRIVAL. TGS
05/13/2008	17:42	THANKS FOR THE UPDATE
05/16/2008	15:32	D2 ASKED TO SPEAK TO SERVICE AND WAS PLACED ON HOLD WITH NO FURTHER ASSISTANCE.
05/16/2008	15:45	GLEN I'M SORRY I MISSED YOUR CALL. I CHECKED WITH OUR "PARTS MANAGER" BY PHONE A MOMENT AGO, THE PARTS ARE ON RED ORDER. I REQUESTED AN UPDATE ASAP. WILL UPDATE AS SOON AS THAT INFORMATION BECOMES AVAILABLE. TOMMY STOLLE SF. I KNEW YOU WOULD CALL SOON AND REQUESTED AN UPDATE THIS AM WITH NO RESPONSE FROM OUR PM.
05/16/2008	16:35	AFTER A REPEAT PHONE CALL TO THE PM.... ADVISES US THAT THE PART IS IN GERMANY, SHOULD BE SHIPPED OUT MONDAY 5/19/08 SHOULD ARRIVE SOMETIME NEXT WEEK. SKEPTICAL ABOUT THE INFORMATION PROVIDED BY PM. ACTUALLY THE VEHICLE IS BEING DRIVEN BY THE OWNER AT THIS TIME, WOULD YOU LIKE US TO CLOSE THE VTA OR LEAVE OPEN TILL THE PART ARRIVES. TOMMY STOLLE PLEASE ADVISE .
05/19/2008	13:03	CLOSING CASE WAITING ON RED ORDER PARTS RED ORDER#1004649764 AS PER FOM REQUEST.
05/19/2008	18:44	CLOSING
05/20/2008	11:21	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
05/20/2008	11:21	ISSUE UPDATED

Consultant's Closing Comments

AFTER A REPEAT PHONE CALL TO THE PM.... ADVISES US THAT THE PART IS IN GERMANY, SHOULD BE SHIPPED OUT MONDAY 5/19/08 SHOULD ARRIVE SOMETIME NEXT WEEK. SKEPTICAL ABOUT THE INFORMATION PROVIDED BY PM. ACTUALLY THE VEHICLE IS BEING DRIVEN BY THE OWNER AT THIS TIME, WOULD YOU LIKE US TO CLOSE THE VTA OR LEAVE OPEN TILL THE PART ARRIVES. TOMMY STOLLE PLEASE ADVISE .
05/19/2008 13:03:41: US/EASTERN: JAMES HARLEN: OPEN: DEALER UPDATED: CLOSING CASE WAITING ON RED ORDER PARTS RED ORDER#1004649764 AS PER FOM REQUEST.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
324802	EOS	2008	WVWFA71F68V [REDACTED]	4800	3885	05/12/2008	USA

Workshop Finding

TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM.

Activity Date	Activity Time	Activity Comments
05/12/2008	12:24	CUST. STATES TRANS SHIFTING HARD AND JERKING FROM STOP TO FIRST GEAR.
05/12/2008	12:24	ISSUE OPENED BY DEALERSHIP
05/12/2008	12:29	CUSTOMER COMMENTS: CUST. STATES TRANS SHIFTING HARD AND JERKING FROM STOP TO FIRST GEAR.
05/12/2008	12:29	P1 ADVISED THE TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT.
05/12/2008	12:29	WORKSHOP FINDINGS: TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM.
05/15/2008	11:24	WAITING ON PARTS
05/15/2008	12:52	P1 THANK YOU FOR THE UPDATE. REMEMBER TO UPDATE AND CLOSE THE TICKET ONCE THE REPAIR IS DONE.
05/19/2008	11:43	WILLIAM STATES VEH IS STILL WAITING FOR PARTS P1
05/28/2008	09:28	REPLACED MECHATRONICS UNIT AND ROAD TESTED. SHIFTING PROPERLY. REPAIRS SUCCESSFUL
05/28/2008	22:17	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
05/28/2008	22:17	ISSUE UPDATED

Consultant's Closing Comments

TECH REPLACED THE MECH UNIT. VEHICLE OPERATING TO SPEC AT THIS TIME.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
325030	EOS	2008	WVWBA71F28V [REDACTED]	8376	3885	05/12/2008	USA

Workshop Finding

CUSTOMER STATE THAT TRANSMISSION HAS A HARD DOUBLE JERK FROM A ROLLING TAKE OFF. THE TRANSMISSION NORAMALY IN ALL GEARS....PLEASE ADVISE

Activity Date	Activity Time	Activity Comments
05/12/2008	16:29	CUSTOMER STATE THAT TRANSMISSION HAS A HARD DOUBLE JERK FROM A ROLLING TAKE OFF. THE TRANSMISSION NORAMALY IN ALL GEARS....PLEASE ADVISE
05/12/2008	16:29	ISSUE OPENED BY DEALERSHIP
05/12/2008	16:35	CUSTOMER COMMENTS: CUSTOMER STATE THAT TRANSMISSION HAS A HARD DOUBLE JERK FROM A ROLLING TAKE OFF. THE TRANSMISSION NORAMALY IN ALL GEARS....PLEASE ADVISE
05/12/2008	16:35	REPLACE MECHATRONICS, BOLTS, FILTER, AND OIL P1
05/12/2008	16:35	WORKSHOP FINDINGS: CUSTOMER STATE THAT TRANSMISSION HAS A HARD DOUBLE JERK FROM A ROLLING TAKE OFF. THE TRANSMISSION NORAMALY IN ALL GEARS....PLEASE ADVISE
05/19/2008	11:15	SPOKE WITH KEVIN IN SERVICE..... ALL REPAIRS HAVE BEEN COMPLETED AND THE RO HAS BEEN CLOSED OUT..... D1
05/19/2008	17:25	REPAIRS COMPLETED VEHICLE DELIVERED
05/20/2008	08:01	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
05/20/2008	08:01	ISSUE UPDATED

Consultant's Closing Comments

REPLACED MECHATRONICS

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
325122	EOS	2008	WVWFA71F38V [REDACTED]	7938	3885	05/13/2008	USA

Workshop Finding

1ST AND REVERSE CONCERNS. HARSH ENGAEMENT. NO FAULTS. FLUID LEVEL AND CONDITION ARE OK.

Activity Date	Activity Time	Activity Comments
05/13/2008	08:20	C/S UPON ACCELERATION FROM FIST THERES A DELAY AND TRANS BANGS AND JERKS. DUPLICATED CONCERN. FOUND NO DTC IN SYSTEM WITH GFF.
05/13/2008	08:20	ISSUE OPENED BY DEALERSHIP
05/13/2008	08:25	CUSTOMER COMMENTS: C/S UPON ACCELERATION FROM FIST THERES A DELAY AND TRANS BANGS AND JERKS. DUPLICATED CONCERN. FOUND NO DTC IN SYSTEM WITH GFF.
05/13/2008	08:25	REPLACE THE MECHATRONIC, FILTER, FLUID AND BOLTS, SET BASIC SETTINGS AND RETEST FOR ISSUE. P1
05/13/2008	08:25	WORKSHOP FINDINGS: 1ST AND REVERSE CONCERNS. HARSH ENGAEMENT. NO FAULTS. FLUID LEVEL AND CONDITION ARE OK.
05/13/2008	13:15	ORDERED PARTS. CUSTOMER WILL RETURN FOR REPAIRES
05/13/2008	14:51	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
05/13/2008	14:51	ISSUE UPDATED

Consultant's Closing Comments

REPLACE THE MECHATRONIC, FILTER, FLUID AND BOLTS, SET BASIC SETTINGS AND RETEST FOR ISSUE. P1

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
325162	RABBIT	2007	WVWFV71KX7W [REDACTED]	8399	3885	05/13/2008	USA

Workshop Finding

FAULTS NOT CLEARED

Activity Date	Activity Time	Activity Comments
05/13/2008	09:37	CUSTOMER STATES, WHEN IN SPORT MODE, SHIFTING AROUND 30MPH HEAVY ACCELERATION VEHICLE LOST ALL POWER, RPM'S DROPEd AND DIDNOT ACCEL UNTIL RELEASE OFF GAS PEDAL. FOUND DTC# P0868 TRANSMISSION PRESSURE AT LIMIT- SPORATIC, NO GFF TEST PLAN FOR FAULT
05/13/2008	09:37	ISSUE OPENED BY DEALERSHIP
05/13/2008	09:43	CLEAR FAULTS AND SET BASIC SETTINGS
05/13/2008	09:43	CUSTOMER COMMENTS: CUSTOMER STATES, WHEN IN SPORT MODE, SHIFTING AROUND 30MPH HEAVY ACCELERATION VEHICLE LOST ALL POWER, RPM'S DROPEd AND DIDNOT ACCEL UNTIL RELEASE OFF GAS PEDAL. FOUND DTC# P0868 TRANSMISSION PRESSURE AT LIMIT- SPORATIC, NO GFF TEST PLAN FOR FAULT
05/13/2008	09:43	WORKSHOP FINDINGS: FAULTS NOT CLEARED
05/13/2008	09:45	CHECK FLUID LEVEL AND CONDITION AS WELL. UPDATE VTA AND CALL WITH RESULTS. IMRC FAULTS IN THE ENGINE
05/13/2008	16:28	NEW FAULT CAME BACK. P1815. PLEASE ORDER A NEW MECHATRONICS, FLUID, FILTER, AND BOLTS. THANKS. P1
05/19/2008	19:29	PART ORDERED CAR DOWN RED ORDER - HAS NOT YET ARRIVED
05/20/2008	11:49	DAVE STATES VEH IS WAITING FOR PARTS ON BACK ORDER P1
05/20/2008	12:50	ISSUE SENT TO DEALERSHIP
06/02/2008	12:34	INSTALED NEW MECHATRONICS. CAR IS REPAIRED. THE REPAIR WAS COMPLETED ON 5-28.
06/02/2008	12:36	CLOSING TICKET
06/02/2008	13:00	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
06/02/2008	13:00	ISSUE UPDATED

Consultant's Closing Comments

INSTALED NEW MECHATRONICS. CAR IS REPAIRED. THE REPAIR WAS COMPLETED ON 5-28.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
325527	EOS	2008	WVWBA71F38V [REDACTED]	26351	3885	05/13/2008	USA

Workshop Finding

NO DTC'S.

Activity Date	Activity Time	Activity Comments
05/13/2008	16:40	CICTUST. STATES VEHICLE JERKS WHEN MOVING FORWARD AT SLOW SPEEDS ALSO HEARS A METEL ON METAL CLUNK WHEN IN REVERSE. I HAVE DUPLIATED THE VEHICLE LUNGING FORWARD WHEN DRIVING VERY SLOWLY IT FEELS LIKE YOU ARE CONSTANTLY GIVING IT GAS AND LETTING OFF AGAIN EVEN THOUGH YOU ARE NOT BUT THIS ONLY HAPPENS UP TO ABOUT 8-10 MPH THEN IT STOPS IT DOES THIS IN FORWARD AND REVERSE AT THE SAME SPEEDS
05/13/2008	16:40	ISSUE OPENED BY DEALERSHIP
05/13/2008	16:55	CUSTOMER COMMENTS: CICTUST. STATES VEHICLE JERKS WHEN MOVING FORWARD AT SLOW SPEEDS ALSO HEARS A METEL ON METAL CLUNK WHEN IN REVERSE. I HAVE DUPLIATED THE VEHICLE LUNGING FORWARD WHEN DRIVING VERY SLOWLY IT FEELS LIKE YOU ARE CONSTANTLY GIVING IT GAS AND LETTING OFF AGAIN EVEN THOUGH YOU ARE NOT BUT THIS ONLY HAPPENS UP TO ABOUT 8-10 MPH THEN IT STOPS IT DOES THIS IN FORWARD AND REVERSE AT THE SAME SPEEDS
05/13/2008	16:55	PLEASE ORDER A NEW MECH UNIT, FLUID, FILTER, AND BOLTS. THANKS. P1
05/13/2008	16:55	WORKSHOP FINDINGS: NO DTC'S.
05/19/2008	08:41	THE MECHATRONICS UNIT # 02E325025ADZCE WAS RED ORDERD ON 5-14-08 DUE TO ARRIVE.5-26-08
05/20/2008	12:02	THANKS FOR THE UPDATE.
05/30/2008	08:39	INSTALLED A NEW MECHTRONICS UNIT AND TRANS FILTER THEN SET BSIC SETTINGS AFTER REPAIR THE CAR DROVE NORMALLY IT DID NOT SURGE IN ANY GEAR
05/30/2008	10:19	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
05/30/2008	10:19	ISSUE UPDATED

Consultant's Closing Comments

INSTALLED A NEW MECHTRONICS UNIT AND TRANS FILTER THEN SET BSIC SETTINGS AFTER REPAIR THE CAR DROVE NORMALLY IT DID NOT SURGE IN ANY GEAR

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
326518	RABBIT	2007	WVWHV71K27W [REDACTED]	25379	3885	05/16/2008	USA

Workshop Finding

02E MECHATRONIC; NO FAULTS.

Activity Date	Activity Time	Activity Comments
05/16/2008	09:00	CUSTOMER COMPLAINS OF A HARSH SHIFT WHEN THE BRAKE IS RELEASED AND THE ACCELERATOR IS APPLIED. THIS IS MORE PRONOUNCED AS THE POWERTRAIN GETS HOTTER. MY SERVICE MANAGER SAID WHEN HE TEST DROVE THE CAR IN GEAR WITH THE PARK BRAKE PULLED THE TRANS WOULD CONTINUALLY BUMP IN AND OUT OF ENGAGEMENT. GFF FOR BOTH THE ENGINE AND THE TRANS SHOW NO FUALT CODES. WHERE DO I START?
05/16/2008	09:00	ISSUE OPENED BY DEALERSHIP
05/16/2008	09:07	CHECK THE EXTERNAL FILTER AND FLUID LEVEL. VERIFY WHICH GEARS THERE IS ANY CONCERN. SET BASIC SETTINGS AND SEE IF THE CONCERN IS STILL PRESENT.
05/16/2008	09:07	CUSTOMER COMMENTS: CUSTOMER COMPLAINS OF A HARSH SHIFT WHEN THE BRAKE IS RELEASED AND THE ACCELERATOR IS APPLIED. THIS IS MORE PRONOUNCED AS THE POWERTRAIN GETS HOTTER. MY SERVICE MANAGER SAID WHEN HE TEST DROVE THE CAR IN GEAR WITH THE PARK BRAKE PULLED THE TRANS WOULD CONTINUALLY BUMP IN AND OUT OF ENGAGEMENT. GFF FOR BOTH THE ENGINE AND THE TRANS SHOW NO FUALT CODES. WHERE DO I START?
05/16/2008	09:07	WORKSHOP FINDINGS: 02E MECHATRONIC; NO FAULTS.
05/16/2008	16:40	AFTER HAVING COMPLETED THE TASKS THAT TECH ADVISOR ASKED ME TO DO I TEST DROVE THE CAR AND FOUND THE ONLY GEARS THAT THIS MANFUNCTION OCCURS IS FIRST AND REVERSE. WHEN THE BRAKE PEDAL IS RELEASED THE GEAR COUNTER WILL NOT SHOW, THE ENGINE WILL START TO REV THEN THE GEAR COUNTER WILL SHOW THE GEAR AND SLAM FIRST GEAR.
05/16/2008	16:45	RICH, PLEASE REPLACE THE MECH UNIT, FILTER, FLUID, AND BOLTS. THANKS. P1
05/19/2008	13:11	PARTS ARE ON RED ORDER, RED ORDER #1004663677 CLOSING CASE AS PER FOM REQUEST.
05/19/2008	13:15	UPDATE: NOT SURE IF CUSTOMER IS PICKING UP OR LEAVING THE VEHICLE. WILL UPDATE OR CLOSE WHEN THAT INFORMATION BECOMES AVAILABLE. TGS
05/19/2008	15:37	ISSUE SENT TO DEALERSHIP
05/20/2008	13:31	CUSTOMER IN RENTAL CAR UNTIL PARTS ARRIVE. WILL UPDATE AS SOON AS INFORMATION IS AVAILABLE. TOMMY STOLLE SF.
05/20/2008	15:03	ISSUE SENT TO DEALERSHIP
05/21/2008	11:58	ESCALATED TO LEVEL 2 FOR REVIEW..... A2
05/21/2008	13:37	MECH UNIT ORDERED P1
05/26/2008	11:59	CHECKING WITH PART MANAGER THIS AM TO DETERMINE ETA ON PARTS, WAS TOLD LAST WEEK IT SHOULD BE HERE BY 05/23/08. WILL UPDATE AND FORWARD INFORMATION TO FOM WHEN THAT INFORMATION BECOMES AVAILABLE. TGS SF
05/27/2008	10:07	05/27 CHECKED WITH PARTS MANAGER ABOUT UPDATE ON RED ORDER#1004663677 PARTS FOR THIS UNIT. THE MECH UNIT IS "STILL IN PROCESS IN GERMANY" NO ETA AS OF YET.WILL UPDATE WHEN FURTHER INFORMATION IS AVAILABLE. TGSSF INFO FORWARDED TO FOM
05/27/2008	10:29	ISSUE SENT TO DEALERSHIP
05/28/2008	12:51	05/28/08 11:45AM. DUE TO THE MISERABLE HOUNDING I AM GETTING ABOUT AN OPEN VTA I AM CLOSING THIS TICKET BEFORE THE PART HAS BEEN RECIEVED FROM YOUR PARTS DEPOT AND NOT RESPONDING TO WHAT I DID TO REPAIR THIS CAR.
05/28/2008	15:12	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
05/28/2008	15:12	ISSUE UPDATED

Consultant's Closing Comments

05/28/08 11:45AM. DUE TO THE MISERABLE HOUNDING I AM GETTING ABOUT AN OPEN VTA I AM CLOSING THIS TICKET BEFORE THE PART HAS BEEN RECIEVED FROM YOUR PARTS DEPOT AND NOT RESPONDING TO WHAT I DID TO REPAIR THIS CAR.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
326644	RABBIT	2008	WVWKC71K58W [REDACTED]	650	3885	05/16/2008	USA

Workshop Finding

n/a

Activity Date	Activity Time	Activity Comments
05/16/2008	12:01	I REPLACED THE MECHATRONICS UNIT IN THE TRANS AND SET BASIC SETTING AS MUCH AS POSSIBLE. BT THERE IS A FAULT FOR 01208 RECORDS IN CONTROL MODULE CHANGED. IT WONT CLEAR AND I CANNOT FIND ANY INFO ON IT. WHEN DRIVEN AFTER ABOUT A HALF BLOCK IT WILL POP IN TO NEUTRAL AND STAY THERE.
05/16/2008	12:01	ISSUE OPENED BY DEALERSHIP
05/16/2008	12:24	CUSTOMER COMMENTS: I REPLACED THE MECHATRONICS UNIT IN THE TRANS AND SET BASIC SETTING AS MUCH AS POSSIBLE. BT THERE IS A FAULT FOR 01208 RECORDS IN CONTROL MODULE CHANGED. IT WONT CLEAR AND I CANNOT FIND ANY INFO ON IT. WHEN DRIVEN AFTER ABOUT A HALF BLOCK IT WILL POP IN TO NEUTRAL AND STAY THERE.
05/16/2008	12:24	GET DATA LOG FOR THIS CONCERN
05/16/2008	12:34	HERE IS THE DIAG LOG
05/16/2008	12:38	ISSUE SENT TO DEALERSHIP
05/16/2008	13:00	HERE IS THE OLD MECHATRONICS UNIT INFO
05/16/2008	13:53	FAXED DSG BASIC SETTINGS.
05/16/2008	14:08	MVB 41 AND 48 AND ALSO DOUBLE CHECK THE PART NUMBER WITH PARTS
05/16/2008	14:15	CALL BACK AT 3 PM ASK FOR MARK OR CHRIS READY FOR TELEDIAGNOSIS.
05/16/2008	14:30	INCORRECT PART FOR VEHICLE (MR50) SHOULD READ (HG6R)
05/16/2008	15:32	CALLED DEALER LEFT MESSAGE
05/16/2008	15:46	UPDATE TCM TO NEW S/W LEVEL
05/16/2008	16:31	IF THE VEHICLE IS REPAIRED AND RELEASED PLEASE CLOSE THE VTA
05/16/2008	17:37	THANKS FOR ALL YOUR HELP, AFTER FLASHING TCM VEHICLE PERFORMS AS DESIGNED
05/16/2008	17:39	THANKS
05/19/2008	10:50	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
05/19/2008	10:50	ISSUE UPDATED

Consultant's Closing Comments

UPDATE TCM TO NEW S/W LEVEL

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
327054	EOS	2007	WVWFA71F47V [REDACTED]	12480	3885	05/19/2008	USA

Workshop Finding

SCANED TCM FOUND ON CODES AND SET BASIC SETTING AND ROAD TEST TO SEE IF CONCERN IS STILL.THEIR

Activity Date	Activity Time	Activity Comments
05/19/2008	12:15	ISSUE OPENED BY DEALERSHIP
05/19/2008	12:15	VECHILE IS JERKING WHEN GOING UP GRADES AND IN REVERSE .SCANED TCM FOUND ON CODES AND SET BASIC SETTING AND ROAD TEST TO SEE IF CONCERN IS STILL.THEIR
05/19/2008	12:30	ADVISED TECH TO REPLACE MECHATRONICS UNIT AND SPEED SENSOR. UPDATE VTA WHEN COMPLETED.
05/19/2008	12:30	CUSTOMER COMMENTS: VECHILE IS JERKING WHEN GOING UP GRADES AND IN REVERSE .
05/19/2008	12:30	WORKSHOP FINDINGS: SCANED TCM FOUND ON CODES AND SET BASIC SETTING AND ROAD TEST TO SEE IF CONCERN IS STILL.THEIR
05/27/2008	13:51	SPOKE WITH JEREMIAH IN SERVICE..... DEALER IS STILL WAITING FOR PARTS TO ARRIVE..... P1
05/30/2008	14:07	SPECIAL ORDER FROM GERMAN IS STILL ON BACK ORDER
05/30/2008	16:05	THANKS FOR THE UPDATE.
06/09/2008	11:58	INSTALL MECHATRONICS AND ROAD TEST TO CHECK THE JERKING AND FOUND NO .JERKING
06/09/2008	12:01	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
06/09/2008	12:01	ISSUE UPDATED

Consultant's Closing Comments

REPLACED MECHATRONIC

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
327094	EOS	2007	WVWFA71F47V [REDACTED]	11388	3885	05/19/2008	USA

Workshop Finding
 TECH VERIFIED THE CONCERN. VEHICLE SHUTTERS IN 1ST GEAR ONLY. NO FAULTS IN THE ECM OR TCM.

Activity Date	Activity Time	Activity Comments
05/19/2008	13:13	CUST STATES WHEN IN DRIVE CAR JERKS.,GAVE VEH SLIGHT GAS AND WILL JERK AT SLOW SPEED
05/19/2008	13:13	ISSUE OPENED BY DEALERSHIP
05/19/2008	13:24	CUSTOMER COMMENTS: CUST STATES WHEN IN DRIVE CAR JERKS.,GAVE VEH SLIGHT GAS AND WILL JERK AT SLOW SPEED
05/19/2008	13:24	P1 ADVISED THE TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT.
05/19/2008	13:24	WORKSHOP FINDINGS: TECH VERIFIED THE CONCERN. VEHICLE SHUTTERS IN 1ST GEAR ONLY. NO FAULTS IN THE ECM OR TCM.
05/21/2008	20:37	ORDERED MECH UNIT, FLUID, GASKET, BOLTS AND FILTER
05/22/2008	07:41	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
05/22/2008	07:41	ISSUE UPDATED

Consultant's Closing Comments
 TECH TO REPLACE THE MECH UNIT.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
327130	RABBIT	2008	WVWFV71K18W [REDACTED]	6484	3885	05/19/2008	USA

Workshop Finding

TECH VERIFIED THE CONCERN. TECH NEEDS TO KNOW IF THE WEAR IS NORMAL OR NOT.

Activity Date	Activity Time	Activity Comments
05/19/2008	13:56	I AM IN THE MIDDLE OF REPLACING THE MECATRONICS ON THIS VEHICAL ADVISED BY THE LAST TECHLINE I OPENED 319533 AND I NOTICED ON THE OIL PUMP HOUSING COVER AFTER I REMOVED IT THE SMALL WHEEL ELECTRICAL PICK UP THE IS ALOT OF WEAR AND SCORING ADVISE
05/19/2008	13:56	ISSUE OPENED BY DEALERSHIP
05/19/2008	14:02	ADVISED THE TECH TO GET A PICTURE OF THE WORN PART.
05/19/2008	14:02	CUSTOMER COMMENTS: I AM IN THE MIDDLE OF REPLACING THE MECATRONICS ON THIS VEHICAL ADVISED BY THE LAST TECHLINE I OPENED 319533 AND I NOTICED ON THE OIL PUMP HOUSING COVER AFTER I REMOVED IT THE SMALL WHEEL ELECTRICAL PICK UP THE IS ALOT OF WEAR AND SCORING ADVISE
05/19/2008	14:02	WORKSHOP FINDINGS: TECH VERIFIED THE CONCERN. TECH NEEDS TO KNOW IF THE WEAR IS NORMAL OR NOT.
05/19/2008	14:15	THESE ARE THE BEST PHOTOS I COULD GET ARE CAMERA ISNT THAT GOOD SORRY
05/19/2008	14:16	THESE ARE THE BEST PHOTOS I COULD GET ARE CAMERA ISNT THAT GOOD SORRY
05/19/2008	14:17	THESE ARE THE BEST PHOTOS I COULD GET ARE CAMERA ISNT THAT GOOD SORRY
05/19/2008	16:26	PLEASE CALL IN FOR FURTHER ASSISTANCE.
05/19/2008	17:04	REASSMBLE THE TRANS WITH THE NEW PART AND SET BASIC SETTINGS AND RETEST
05/20/2008	07:20	I INSTALED THE MECATRONICS AND SET BASIC SETINGS AND WENT TO TEST DRIVE NOW I HAVE NO 4TH 5TH OR 6TH GEAR EATHER IN TIPTRONIC OR DR OR S MODE ADVISE
05/20/2008	07:26	PLEASE CALL IN FOR FURTHER ASSISTANCE.
05/20/2008	08:36	PERFORMED COMPASATIVE DISCHARGE AND RESET BASIC SETINGS IN MECATRONIC AND IT IS SHIFTING PROPERLY NOW
05/20/2008	11:04	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
05/20/2008	11:04	ISSUE UPDATED

Consultant's Closing Comments

TECH REPLACED THE MECH UNIT. VEHICLE OPERATING TO SPEC AT THIS TIME.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
327235	RABBIT	2008	WVWKC71K78W [REDACTED]	4638	3885	05/19/2008	USA

Workshop Finding

HARSH DOWNSHIFT, 1-2 AS WELL. HARSH/ DELAYED ENGAGEMENT INTO REVERSE. FLUID LEVEL AND CONDITION. .TCM 02E AE 1405

Activity Date	Activity Time	Activity Comments
05/19/2008	16:17	ISSUE OPENED BY DEALERSHIP
05/19/2008	16:17	JERKS WHEN DOWNSHIFTING AND IN REVERSE
05/19/2008	16:24	CUSTOMER COMMENTS: JERKS WHEN DOWNSHIFTING AND IN REVERSE
05/19/2008	16:24	GUIDED FUNCTIONS SEE IF BASIC SETTINGS WILL SET AND CALL BACK.
05/19/2008	16:24	WORKSHOP FINDINGS: HARSH DOWNSHIFT, 1-2 AS WELL. HARSH/ DELAYED ENGAGEMENT INTO REVERSE. FLUID LEVEL AND CONDITION. .TCM 02E AE 1405
05/19/2008	16:44	RESET ALL CALIBRATIONS WITHOUT PROBLEMS ROADTESTED OK.
05/19/2008	16:46	THANKS FOR HELP AND HAVE A GOOD DAY
05/19/2008	18:42	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
05/19/2008	18:42	ISSUE UPDATED

Consultant's Closing Comments

RESET ALL CALIBRATIONS WITHOUT PROBLEMS ROADTESTED OK.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
327286	RABBIT	2008	WVWKC71KX8W [REDACTED]	9996	3885	05/19/2008	USA

Workshop Finding

BASIC SETTINGS HAVE BEEN SET, FLUID LEVEL AND CONDITION ARE OK.

Activity Date	Activity Time	Activity Comments
05/19/2008	18:48	ISSUE OPENED BY DEALERSHIP
05/19/2008	18:48	WHEN LEAVING A STOP A LOUD BANG IN FELT AND HERD. TEST DROVE WITH CUSTOMER AND WAS ABLE TO HEAR THE NOISE WHEN LEAVING A STOP AND WHEN SHIFTING FROM 1ST TO SECOND. IT MAINLY HAPPENES WHEN CUSTOMER IS ON A HILL, BUT WE WERE ABLE TO DUPLICATE IT WHEN DRIVING ON THE FLAT LANDS. I DID TSB 35-06-01, AND THE FLUID LEVEL WAS OK, AND RESET THE BASIC SETTINGS WITH GFF. ANY HELP WOULD BE GOOD. I HAVE HEARD OF THE SEALS LEAKING IN THESE THINGS?!?!?
05/19/2008	18:51	OH YAH, THE TRANS NUMBERS ARE: KDE 15 06 02 AND 4 (OR +) 11 06 07
05/19/2008	19:01	CUSTOMER COMMENTS: WHEN LEAVING A STOP A LOUD BANG IN FELT AND HERD. TEST DROVE WITH CUSTOMER AND WAS ABLE TO HEAR THE NOISE WHEN LEAVING A STOP AND WHEN SHIFTING FROM 1ST TO SECOND. IT MAINLY HAPPENES WHEN CUSTOMER IS ON A HILL, BUT WE WERE ABLE TO DUPLICATE IT WHEN DRIVING ON THE FLAT LANDS. I DID TSB 35-06-01, AND THE FLUID LEVEL WAS OK, AND RESET THE BASIC SETTINGS WITH GFF. ANY HELP WOULD BE GOOD. I HAVE HEARD OF THE SEALS LEAKING IN THESE THINGS?!?!?
05/19/2008	19:01	TECH THE MECH AS DISCUSSED. SUSPECT THE MECHATRONIC. REPLACE THE MECHATRONIC, FLUID, FILTER AND BOLTS.
05/19/2008	19:01	WORKSHOP FINDINGS: BASIC SETTINGS HAVE BEEN SET, FLUID LEVEL AND CONDITION ARE OK.
05/19/2008	19:02	ISSUE SENT TO DEALERSHIP
05/20/2008	15:08	SO I RECHECKED EVERYTHING THAT I DID YESTERDAY I RECHECKED THE FLUID LEVEL, IT IS FINE. I DID A CAPASITIVE DISCHARGE ON THE MODULES, THE DID GFF AND RESET THROTTLE SETTINGS, MECHATRONICS READAPTION. I TEST DROVE THE CAR WITH ANOTHER TECHNICIAN, PAYING ATTENTION TO WHEN THE PROBLEM HAPPENED. I DID NOTICE THAT THERE IS A NOISE WHEN THE GEAR SHIFT IS IN PARK OR NEUTRAL THAT IS NOT PRESENT WHEN IT IS IN REVERSE OR DRIVE GEARS. I DON'T KNOW IF IT WAS BECAUSE OF THE COMPASITIVE DISCHARGE OR NOT, BUT THE SHITING SEEMED A LOT MORE VIOLENT. THERE IS DEFFENTLY A SURGE WHEN GIVING LIGHT THROTTLE FORM A STOP SIGN, THAT DOES NOT SEEM TO BE THERE ON DECELERATION. WHEN DECELERATING FOR 2ND GEAR TO 1ST GEAR IN TIPTRONIC MODE, THERE SEEMS TO BE A LITTLE ENGINE FLARE. THIS COULD BE NORMAL, I HAVE NOT CHECKED IT ON ANOTHER CAR.
05/20/2008	15:24	PERFORMED BASIC SETTINGS MANUALLY OVER THE PHONE, ADVISED TECH TO DRIVE VEHICLE 15 MILES AND REEVALUATE. UPDATE VTA WITH RESULTS.
05/20/2008	16:25	WELL I DID THE BASIC SETTINGS OVER THE PHONE WITH THE TECH USING BS 61 AND 60. I TEST DROVE THE CAR 18 MILES AROUND TOWN HITTING EVERY DAMN STOP LIGHT THAT I COULD. THERE IS STILL A PROBLEM WITH THE TRANSMISSION. WHEN I COME TO A STOP THE ENGINE REVS UP AND THE TRANSMISSION GOES CLUNK AT ABOUT 1 MILE/HOUR. WHEN I GO TO LEAVE THE STOP SIGN, THE TRANSMISSION HAS A DELAY IN SHIFTING AND WHEN IT DOES ENGAUGE IT FLUTTERS IN FIRST GEAR. WHEN I CAME AND PUT THE CAR ON MY RACK, THERE WAS A BIG DELAY WHEN I WENT FROM REVERSE TO DRIVE. I HIT THE GAS AND IT REVED BUT DID NOT GO, AND THEN ENGAUGED 1ST GEAR AND NEARLY SENT ME INTO MY TOOL BOX.
05/20/2008	16:31	P1 ADVISED THE TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT.
05/20/2008	16:47	ORDERED THE PARTS RED ORDER. SENT THE CAR AWAY TELLING THE CUSTOMER THAT THE PART SHOULD BE IN IN 6 DAYS, AND THERE IS NO ILL EFFECT DRIVING THE VEHICLE IN ITS PRESENT CONDITION. AS PER GLEN STEWART.
05/20/2008	16:49	CLOSING
05/20/2008	17:29	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
05/20/2008	17:29	ISSUE UPDATED

Consultant's Closing Comments

ORDERED THE PARTS RED ORDER. SENT THE CAR AWAY TELLING THE CUSTOMER THAT THE PART SHOULD BE IN IN 6 DAYS, AND THERE IS NO ILL EFFECT DRIVING THE VEHICLE IN ITS PRESENT CONDITION. AS PER GLEN STEWART.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
327458	EOS	2007	WVWFA71F57V [REDACTED]	9557	3885	05/20/2008	USA

Workshop Finding

TECH VERIFIED THE CONCERN. BASIC SETTING PERFORMED BACKWARDS.

Activity Date	Activity Time	Activity Comments
05/20/2008	11:22	CUSTOMER STATES THAT VEHICLE EXPERIENCES A HARSH DOWNSHIFT FROM 3RD GEAR TO SECOND. TECH TEST DROVE VEHICLE AND WAS ABLE TO DUPLICATE CONCERN. ALL OTHER DOWNSHIFTS ARE SMOOTH EXCEPT 3RD TO 2ND. TECH HAS ALREADY PERFORMED BASIC SETTINGS 60 AND 61 AND TEST DROVE VEHICLE FOR 19 MILES, THIS DID NOT MAKE A DIFFRENCE.
05/20/2008	11:22	ISSUE OPENED BY DEALERSHIP
05/20/2008	11:30	CUSTOMER COMMENTS: CUSTOMER STATES THAT VEHICLE EXPERIENCES A HARSH DOWNSHIFT FROM 3RD GEAR TO SECOND. TECH TEST DROVE VEHICLE AND WAS ABLE TO DUPLICATE CONCERN. ALL OTHER DOWNSHIFTS ARE SMOOTH EXCEPT 3RD TO 2ND. TECH HAS ALREADY PERFORMED BASIC SETTINGS 60 AND 61 AND TEST DROVE VEHICLE FOR 19 MILES, THIS DID NOT MAKE A DIFFRENCE.
05/20/2008	11:30	TECH TO RUN THE TRANS BASIC SETTING THE CORRECT WAY.
05/20/2008	11:30	WORKSHOP FINDINGS: TECH VERIFIED THE CONCERN. BASIC SETTING PERFORMED BACKWARDS.
05/20/2008	12:19	ADVISED TECH TO CHECK FUEL TRIMS AND UPDATE VTA WITH RESULTS. IF FUEL TRIMS ARE WITHIN SPEC REPLACE MECHATRONIC, BOLTS, FILTER AND FLUID. UPDATE VTA WITH FUEL TRIMS FIRST.
05/20/2008	12:40	TECH CHECKED FUEL TRIM VALUES, TECH FOUND, -.2% AND -.3%.
05/20/2008	13:43	P1 THANK YOU FOR THE UPDATE. REMEMBER TO UPDATE AND CLOSE THE TICKET ONCE THE REPAIR IS DONE.
05/20/2008	14:21	TECH ORDERED NECESSARY PARTS TO PERFORM REPAIRS.
05/20/2008	14:47	THANK YOU FOR THE UPDATE. REMEMBER TO UPDATE AND CLOSE THE TICKET ONCE THE REPAIR IS DONE.
05/27/2008	10:04	PARTS ON ORDER CAR GONE
05/27/2008	14:57	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
05/27/2008	14:57	ISSUE UPDATED

Consultant's Closing Comments

PARTS ON ORDER CAR GONE

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
327599	RABBIT	2008	WVWHV71K68W [REDACTED]	9530	3885	05/20/2008	USA

Workshop Finding

TECH VERIFIED THE CONCERN. TRANS SHUTTERS IN 1ST UP OR DOWN. NO FAULTS IN THE ECM OR TCM.

Activity Date	Activity Time	Activity Comments
05/20/2008	13:49	CUST STATES THAT THE VEHICLE HAS AN EXTREME JERK WHILE DRIVING AT LOW SPEEDS... DUPLICATED THE CONCER. WHEN PUT IN DRIVE THERE IS CLANKING WHEN YOU GO TO ACCELERATE THE CAR JERKS AND CLUNKS. WHEN DRIVING THE CAR ONLY JERKS IN 1ST AND SECOND WHEN ACCELERATING AND DECELERATING. RAN GFF AND NO DTC'S STORED. PERFORMED THE BASIC SETTINGS IN GUIDED FUNCTIONS AND NO CHANGE.
05/20/2008	13:49	ISSUE OPENED BY DEALERSHIP
05/20/2008	13:55	CUSTOMER COMMENTS: CUST STATES THAT THE VEHICLE HAS AN EXTREME JERK WHILE DRIVING AT LOW SPEEDS... DUPLICATED THE CONCER. WHEN PUT IN DRIVE THERE IS CLANKING WHEN YOU GO TO ACCELERATE THE CAR JERKS AND CLUNKS. WHEN DRIVING THE CAR ONLY JERKS IN 1ST AND SECOND WHEN ACCELERATING AND DECELERATING. RAN GFF AND NO DTC'S STORED. PERFORMED THE BASIC SETTINGS IN GUIDED FUNCTIONS AND NO CHANGE.
05/20/2008	13:55	P1 ADVISED THE TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT.
05/20/2008	13:55	WORKSHOP FINDINGS: TECH VERIFIED THE CONCERN. TRANS SHUTTERS IN 1ST UP OR DOWN. NO FAULTS IN THE ECM OR TCM.
05/20/2008	16:59	PARTS ON RED ORDER; NONE SHOW AVAILABLE. CUSTOMER IN RENTAL VEHICLE UNTIL REPAIRS COMPLETE.
05/21/2008	07:33	THANK YOU FOR THE UPDATE. REMEMBER TO UPDATE AND CLOSE THE TICKET ONCE THE REPAIR IS DONE.
05/27/2008	10:18	SPOKE WITH JAMIE IN SERVICE..... PARTS ARE ON NATIONAL BACK ORDER..... P1
06/10/2008	10:58	INSTALLED MECHATRONICS UNIT; DROVE VEHICLE, SHIFTING OK.
06/10/2008	15:26	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
06/10/2008	15:26	ISSUE UPDATED

Consultant's Closing Comments

TECH REPLACED THE MECH UNIT. VEHICLE OPERATING TO SPEC AT THIS TIME.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
327628	EOS	2008	WVWFA71F48V [REDACTED]	5767	3885	05/20/2008	USA

Workshop Finding
TECH VERIFIED THE CONCERN.

Activity Date	Activity Time	Activity Comments
05/20/2008	14:10	CUSTOMER STATES WHEN ACCELERATING FROM A STOP, CAR SURGES AND SEEMS TO JUMP INTO GEAR.
05/20/2008	14:10	ISSUE OPENED BY DEALERSHIP
05/21/2008	13:21	CUSTOMER COMMENTS: CUSTOMER STATES WHEN ACCELERATING FROM A STOP, CAR SURGES AND SEEMS TO JUMP INTO GEAR.
05/21/2008	13:21	P1 ADVISED THE TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT.
05/21/2008	13:21	WORKSHOP FINDINGS: TECH VERIFIED THE CONCERN.
05/21/2008	17:33	WILL BE ORDERING PARTS FOR VEHICLE PER TECH LINE AND INSTALL WHEN THEY COME IN.
05/22/2008	07:36	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
05/22/2008	07:36	ISSUE UPDATED

Consultant's Closing Comments
TECH TO REPLACE THE MECH UNIT.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
327809	EOS	2008	WVWBA71F58V [REDACTED]	3646	3885	05/20/2008	USA

Workshop Finding

ROAD TEST VEHICLE. DOUBLE BUMP GOING FROM 1ST-2ND. 2ND-3RD DOUBLE BUMP SPORADIC. SET TCM BASIC SETTING 60 AND 61. ROAD TEST AGAIN. DOUBLE BUMP FELT 1ST-2ND SPORADIC FROM 2ND-3RD.

Activity Date	Activity Time	Activity Comments
05/20/2008	17:43	CUSTOMER CONCERN HARSH SHIFT FROM 2ND-3RD. ROAD TEST VEHICLE. DOUBLE BUMP GOING FROM 1ST-2ND. 2ND-3RD DOUBLE BUMP SPORADIC. SET TCM BASIC SETTING 60 AND 61. ROAD TEST AGAIN. DOUBLE BUMP FELT 1ST-2ND SPORADIC FROM 2ND-3RD.
05/20/2008	17:43	ISSUE OPENED BY DEALERSHIP
05/20/2008	17:51	ADVISED TECH TO PREPARE VEHICLE FOR BASIC SETTINGS, CALL BACK AND ASK FOR GIULIO LANZA. WE WILL GO THROUGH BASIC SETTINGS MANUALLY.
05/20/2008	17:51	CUSTOMER COMMENTS: CUSTOMER CONCERN HARSH SHIFT FROM 2ND-3RD.
05/20/2008	17:51	WORKSHOP FINDINGS: ROAD TEST VEHICLE. DOUBLE BUMP GOING FROM 1ST-2ND. 2ND-3RD DOUBLE BUMP SPORADIC. SET TCM BASIC SETTING 60 AND 61. ROAD TEST AGAIN. DOUBLE BUMP FELT 1ST-2ND SPORADIC FROM 2ND-3RD.
05/20/2008	18:00	PERFORMED BASIC SETTINGS OVER THE PHONE. ADVISED TECH TO DRIVE 15 MILES AND REEVALUATE, UPDATE VTA AND CALL BACK IF NEEDED.
05/20/2008	18:32	PERFORM BASIC SETTINGS WITH TECH HELP. ROAD TEST FOR 15 MILES. DOUBLE BUMP AND HARSH SHIFTS PRESENT STILL.
05/20/2008	18:43	TCM 02E AE SOFTWARE 1403. ADVISED TECH TO CHECK FUEL TRIMS AND CHECK IF CONCERN HAPPENS IN REVERSE. UPDATE VTA WITH RESULTS AND CALL BACK.
05/20/2008	18:44	ISSUE UPDATED
05/20/2008	18:50	CUSTOMER CONCERN DOES NOT HAPPEN IN REVERSE. FUEL TRIM FEILD 1, 0.0% FEILD 2, -0.8%
05/20/2008	18:54	ADVISED TECH TO REPLACE MECHATRONIC, BOLTS, FILTER AND FLUID. UPDATE VTA WHEN COMPLETED.
05/27/2008	15:00	SPOKE WITH MONIQUE IN SERVICE..... CUSTOMER WILL RETURN AT A LATER DATE TO HAVE FURTHER DIAG/REPAIRS PERFORMED..... C1
05/30/2008	12:46	CAR GONE PARTS REORDER
05/30/2008	13:03	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
05/30/2008	13:03	ISSUE UPDATED

Consultant's Closing Comments

PARTS ORDERED, VEHICLE RELEASED TO CUSTOMER. COMPLETED.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
327940	RABBIT	2007	WVWFV71K77W [REDACTED]	8461	3885	05/21/2008	USA

Workshop Finding

CHECK / ADVI.RUNN TEST AND FOUND INTERFERENCE IN MECHATRONI UNIT NO SIGNAL/COMMUNICATION.18115-P1707-004 AT THIS TIME CAR DRIVE FINE.

Activity Date	Activity Time	Activity Comments
05/21/2008	10:55	CUSTOMER STATES WHEN MIL LIGHT CAME ON TRANSMISSION WOULD. NOT SHIFT GEARS AND FELT LIKE STUCK IN NEUTRAL, CHECK / ADVI.RUNN TEST AND FOUND INTERFERENCE IN MECHATRONI UNIT NO SIGNAL/COMMUNICATION.18115-P1707-004 AT THIS TIME CAR DRIVE FINE.
05/21/2008	10:55	ISSUE OPENED BY DEALERSHIP
05/21/2008	11:05	ADVISED TECH TO REPLACE MECHATRONIC, BOLTS, FILTER AND FLUID, UPDATE VTA WHEN COMPLETED.
05/21/2008	11:05	CUSTOMER COMMENTS: CUSTOMER STATES WHEN MIL LIGHT CAME ON TRANSMISSION WOULD. NOT SHIFT GEARS AND FELT LIKE STUCK IN NEUTRAL.
05/21/2008	11:05	WORKSHOP FINDINGS: CHECK / ADVI.RUNN TEST AND FOUND INTERFERENCE IN MECHATRONI UNIT NO SIGNAL/COMMUNICATION.18115-P1707-004 AT THIS TIME CAR DRIVE FINE.
05/27/2008	10:06	PARTS ORDER-STILL WORKING ON CAR
05/27/2008	10:15	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
05/27/2008	10:15	ISSUE UPDATED

Consultant's Closing Comments

PARTS ORDERED. MECHATRONIC.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
328165	RABBIT	2008	WVWHV71K28W [REDACTED]	8413	3885	05/21/2008	USA

Workshop Finding

CUSTOMER STATES VEHICLE APPEARS TO JUMP INTO GEAR WHEN ACCELERATING FROM A STOP. I TEST DROVE VEHICLE, AND FOUND WHEN PLACED INTO REVERSE VEHICLE SHUDDERS LIKE AN AUTOMATIC THAT IS LOW ON FLUID. AFTER A FEW STOP AND STARTS GOING FORWARD IT STARTED TO DO IT IN DRIVE. NO FAULTS. FLUID LEVEL OK, DOESN'T SEEM BURNT.

Activity Date	Activity Time	Activity Comments
05/21/2008	14:41	CUSTOMER STATES VEHICLE APPEARS TO JUMP INTO GEAR WHEN ACCELERATING FROM A STOP. I TEST DROVE VEHICLE, AND FOUND WHEN PLACED INTO REVERSE VEHICLE SHUDDERS LIKE AN AUTOMATIC THAT IS LOW ON FLUID. AFTER A FEW STOP AND STARTS GOING FORWARD IT STARTED TO DO IT IN DRIVE. NO FAULTS. FLUID LEVEL OK, DOESN'T SEEM BURNT.
05/21/2008	14:41	ISSUE OPENED BY DEALERSHIP
05/21/2008	14:47	CUSTOMER COMMENTS: CUSTOMER STATES VEHICLE APPEARS TO JUMP INTO GEAR WHEN ACCELERATING FROM A STOP. I TEST DROVE VEHICLE, AND FOUND WHEN PLACED INTO REVERSE VEHICLE SHUDDERS LIKE AN AUTOMATIC THAT IS LOW ON FLUID. AFTER A FEW STOP AND STARTS GOING FORWARD IT STARTED TO DO IT IN DRIVE. NO FAULTS. FLUID LEVEL OK, DOESN'T SEEM BURNT.
05/21/2008	14:47	REPLACE MECHATRONICS P1
05/21/2008	14:47	WORKSHOP FINDINGS: CUSTOMER STATES VEHICLE APPEARS TO JUMP INTO GEAR WHEN ACCELERATING FROM A STOP. I TEST DROVE VEHICLE, AND FOUND WHEN PLACED INTO REVERSE VEHICLE SHUDDERS LIKE AN AUTOMATIC THAT IS LOW ON FLUID. AFTER A FEW STOP AND STARTS GOING FORWARD IT STARTED TO DO IT IN DRIVE. NO FAULTS. FLUID LEVEL OK, DOESN'T SEEM BURNT.
05/28/2008	14:12	SPOKE WITH HOLLEY, STILL WORKING ON VEHICLE. D2
06/02/2008	15:09	PART IS STILL ON BACK-ORDER. WILL OPEN A NEW TICKET, AND REFERENCE THIS NUMBER WHEN PART COMES IN
06/02/2008	15:49	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
06/02/2008	15:49	ISSUE UPDATED

Consultant's Closing Comments

REPLACE MECHATRONICS

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
328848	EOS	2008	WVWBA71F08V [REDACTED]	13907	3885	05/23/2008	USA

Workshop Finding

CUSTOMER STATES THAT WHEN LEAVING CORNERS CAR SEEMS TO BE JERKING, SEEMS TO GET WORSE THE WARMER IT GETS. DEALER WAS ABLE TO DUPLICATE THE CONCERN

Activity Date	Activity Time	Activity Comments
05/23/2008	08:20	CUSTOMER STATES THAT WHEN LEAVING CORNERS CAR SEEMS TO BE JERKING, SEEMS TO GET WORSE THE WARMER IT GETS.
05/23/2008	08:20	ISSUE OPENED BY DEALERSHIP
05/23/2008	08:27	CUSTOMER COMMENTS: CUSTOMER STATES THAT WHEN LEAVING CORNERS CAR SEEMS TO BE JERKING, SEEMS TO GET WORSE THE WARMER IT GETS.
05/23/2008	08:27	PERFORM BASIC SETTING IN 61 AND 60 AND PERFORM ROAD TEST TO TRY TO SEE IF THE PROBLEM HAS BEEN RESOLVED, IF NOT, REPLACE MECHATRONICS AND BOLTS
05/23/2008	08:27	WORKSHOP FINDINGS: CUSTOMER STATES THAT WHEN LEAVING CORNERS CAR SEEMS TO BE JERKING, SEEMS TO GET WORSE THE WARMER IT GETS. DEALER WAS ABLE TO DUPLICATE THE CONCERN
05/27/2008	09:51	DID NOT FIX ORDERED VAVLE BODY
05/27/2008	10:29	TECH HAS ORDERED MECHATRONICS P1
05/30/2008	10:36	SPOKE WITH BOB IN SERVICE..... PARTS ARE ON NATIONAL BACK ORDER..... P1
06/04/2008	15:37	STILL HAVE NO PARTS, GOING ON 2 WEEKS.
06/05/2008	08:45	TECH IS STILL WAITING ON PARTS P1
06/10/2008	17:21	INSTALLED NEW MECHTRONICS WORKS GREAT.
06/11/2008	08:14	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
06/11/2008	08:14	ISSUE UPDATED

Consultant's Closing Comments

INSTALLED NEW MECHTRONICS WORKS GREAT.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
328947	EOS	2008	WVWFA71F98V [REDACTED]	5403	3885	05/23/2008	USA

Workshop Finding

FULLY WARM, SURGES WHEN YOU LET OFF THE BRAKE (AT A STOP) AND WHEN YOU EASE INTO THE THROTTLE IT GETS WORSE.

Activity Date	Activity Time	Activity Comments
05/23/2008	11:03	ISSUE OPENED BY DEALERSHIP
05/23/2008	11:03	VEHICLE IS AT OPERATING TEMP TRANS IN DRIVE AND YOU COME TO A STOP AS SOON AS YOU LET GO OF THE BRAKE CAR SURGES AND IF YOU APPLY EASY THROTTLE VEHICLE SURGES ALOT MORE. NO FAULTS. SET BASIC SETTINGS AND PROBLEMS STILL PRESISTS
05/23/2008	12:05	CUSTOMER COMMENTS: VEHICLE IS AT OPERATING TEMP TRANS IN DRIVE AND YOU COME TO A STOP AS SOON AS YOU LET GO OF THE BRAKE CAR SURGES AND IF YOU APPLY EASY THROTTLE VEHICLE SURGES ALOT MORE. NO FAULTS. SET BASIC SETTINGS AND PROBLEMS STILL PRESISTS
05/23/2008	12:05	REPLACE THE MECHATRONIC, FLUID, FILTER AND BOLTS. P1
05/23/2008	12:05	WORKSHOP FINDINGS: FULLY WARM, SURGES WHEN YOU LET OFF THE BRAKE (AT A STOP) AND WHEN YOU EASE INTO THE THROTTLE IT GETS WORSE.
05/30/2008	13:09	SHERRY STATES CUSTOMER TOOK VEHICLE AND WILL RETURN WHEN BACK ORDER PARTS ARRIVE P1
06/11/2008	16:18	REPLACED MECHATRONICS UNIT SET BASIC SETTINGS ROAD TESTED, VEHICLE SHIFTS FINE EVERY GEAR. PROBLEM NO LONGER PRESENT
06/11/2008	16:47	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
06/11/2008	16:47	ISSUE UPDATED

Consultant's Closing Comments

REPLACED MECHATRONICS UNIT SET BASIC SETTINGS ROAD TESTED, VEHICLE SHIFTS FINE EVERY GEAR. PROBLEM NO LONGER PRESENT

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
329656	EOS	2008	WVWFA71F48V [REDACTED]	1087	3885	05/27/2008	USA

Workshop Finding

TEST DROVE AND DUPLICATED CONCERN. TEST DROVE LIKE VEHICLE AND FOUND DETERMINED VEHICLE HAS A PROBLEM. PERFORMED BASIC SETTINGS ON CLUTCHES. VEHICLE STILL EXPERIENCING CONCERN.

Activity Date	Activity Time	Activity Comments
05/27/2008	14:26	CUST STATES WHEN COMING TO A COMPLETE STOP VEHICLE SHUTTERS. TEST DROVE AND DUPLICATED CONCERN. TEST DROVE LIKE VEHICLE AND FOUND DETERMINED VEHICLE HAS A PROBLEM. PERFORMED BASIC SETTINGS ON CLUTCHES. VEHICLE STILL EXPERIENCING CONCERN.
05/27/2008	14:26	ISSUE OPENED BY DEALERSHIP
05/27/2008	14:44	CUSTOMER COMMENTS: CUST STATES WHEN COMING TO A COMPLETE STOP VEHICLE SHUTTERS.
05/27/2008	14:44	PERFORMED BASIC SETTINGS MANUALLY OVER THE PHONE. ADVISED TECH TO PERFORM 15 MILE ROAD TEST AND REEVALUATE. UPDATE VTA AND CALL BACK.
05/27/2008	14:44	WORKSHOP FINDINGS: TEST DROVE AND DUPLICATED CONCERN. TEST DROVE LIKE VEHICLE AND FOUND DETERMINED VEHICLE HAS A PROBLEM. PERFORMED BASIC SETTINGS ON CLUTCHES. VEHICLE STILL EXPERIENCING CONCERN.
05/28/2008	08:12	AFTER PARFORMED BASIC SETTINGS TEST DROVE FOR 15+ MILES. VEHICLE STILL EXPERIENCING CONCERN.
05/28/2008	12:42	THANKS FOR THE UPDATE, PLEASE CALL BACK.
05/28/2008	14:37	TCM SOFTWARE AT 1403. ADVISED TECH TO REPLACE MECHATRONIC, FLUID, FILTER AND BOLTS. UPDATE VTA WHEN COMPLETED.
06/03/2008	12:33	SPECIAL ORDERED PARTS. VEHICLE LEFT SHOP, WILL REOPEN VTA WHEN VEHICLE RETURNS.
06/03/2008	12:35	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
06/03/2008	12:35	ISSUE UPDATED

Consultant's Closing Comments

PART ORDERED, MECHATRONIC. VEHICLE RELEASED TO CUSTOMER.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
329871	JETTA	2008	3VWFJ71K98M [REDACTED]	10070	3885	05/28/2008	USA

Workshop Finding
HARD 1/2 SHIFT

Activity Date	Activity Time	Activity Comments
05/28/2008	08:44	CUSTOMERS STATES HAS A HARSH 1-2 UPSHIFT ON MEDIUM TO HARD ACCELERATION,
05/28/2008	08:44	ISSUE OPENED BY DEALERSHIP
05/28/2008	08:56	CUSTOMER COMMENTS: CUSTOMERS STATES HAS A HARSH 1-2 UPSHIFT ON MEDIUM TO HARD ACCELERATION,
05/28/2008	08:56	TECH STATES HARD 1/2 SHIFT NO FAULT CODES MVB 19 FIELD 3 30 C THEN GO TO BASIC SETTINGS 61 IDLE AND FOOT ON BRAKE THEN GO TO 60 AND FOOT ON BRAKE AT IDLE. THEN ROAD TEST
05/28/2008	08:56	WORKSHOP FINDINGS: HARD 1/2 SHIFT
05/29/2008	10:02	BASIC SETTINGS DID NOT FULLY FIX THE CONCERN. DUE TO BEING A 2008, PLEASE REPLACE THE FLUID, FILTER, MECH UNIT, AND BOLTS ASSUMING THAT THE FLUID LOOKS OKAY AND IS NOT CONTAMINATED. P1
05/30/2008	14:47	WAITING ON MECHATRONICS UNIT TO ARRIVE
06/03/2008	17:03	PLEASE UPDATE AFTER REPAIR ARE DONE AND COMPLETED
06/04/2008	12:44	P1 BEN IN SERVICE COULD NOT GIVE UPDATE BUT WILL HAVE TECH UPDATE TICKET TODAY.
06/05/2008	08:12	PARTS ARE ORDERED WILL RE-OPEN NEW VTA IF ANY PROBLEMS STILL EXIST.
06/05/2008	15:42	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
06/05/2008	15:42	ISSUE UPDATED

Consultant's Closing Comments
REPLACE MECHATRONICIS FLUID AND FILTER

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
330135	EOS	2008	WVWBA71F48V [REDACTED]	26239	3885	05/28/2008	USA

Workshop Finding
CLUTCH REPLACED PREVIOUSLY

Activity Date	Activity Time	Activity Comments
05/28/2008	13:49	ISSUE OPENED BY DEALERSHIP
05/28/2008	13:49	WHEN BACKING UP AND 1ST START OUT JERKS BADLY REPLACED REP.KIT 1 VW02E-398-029-A LAST TIME IN (RO#251071) 04/14/08
05/28/2008	14:01	CHECK FLUID FOR CONTAMINATION, IF OK REPLACE THE MECHATRONIC, FLUID, FILTER AND BOLTS; VEHICLE IS NOT AT THE DEALER, TECH TO CLOSE VTA WHEN MECH IS ORDERED P1
05/28/2008	14:01	CUSTOMER COMMENTS: WHEN BACKING UP AND 1ST START OUT JERKS BADLY REPLACED REP.KIT 1 VW02E-398-029-A LAST TIME IN (RO#251071) 04/14/08
05/28/2008	14:01	WORKSHOP FINDINGS: CLUTCH REPLACED PREVIOUSLY
05/28/2008	16:08	FILTER BLACK NOT SHOR IF GOOD OR BAD.
05/28/2008	16:19	TECH NEEDS TO PERFORM THE RECOMMENDED REPAIR SUGGESTIONS.
05/28/2008	17:29	PARTS ORDERED
05/28/2008	17:37	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
05/28/2008	17:37	ISSUE UPDATED
05/28/2008	17:37	WHAT IS ORDERED?

Consultant's Closing Comments
CHECK FLUID FOR CONTAMINATION, IF OK REPLACE THE MECHATRONIC, FLUID, FILTER AND BOLTS; VEHICLE IS NOT AT THE DEALER, TECH TO CLOSE VTA WHEN MECH IS ORDERED P1

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
330262	EOS	2008	WVWBA71F28V [REDACTED]	8376	3885	05/28/2008	USA

Workshop Finding

TECH VERIFIED THE CONCERN. 1 FAULT IN THE TCM. MECH UNIT REPLACED AND NOW THE VEHICLE DOES NOT HAVE ALL GEARS. BASIC SETTINGS PERFORMED 3 TIMES WITHOUT ANY FURTHER GEAR CHANGE. VEHICLE NOT IN THE SHOP AT THIS TIME.

Activity Date	Activity Time	Activity Comments
05/28/2008	16:06	ISSUE OPENED BY DEALERSHIP
05/28/2008	16:06	WHEN ACCELERATION FROM A ROLLING STOP THE TRANY HAS A DOUBLE JERK. CONTACTED TECHLINE AND WAS ADVISE TO REPLACE THE MECHICTRONIC. REPLACE THE VALVE BODY IN THE TRANSMISSION. SET BASIC SETTINGS AND TEST DROVE VEHICLE. THE TRANSMISSION WILL ONLY SHIFT TO FIRST AND SECOND GEARS ONLY.....SET BASIC SETTING TWO MORE TIMES BUT THE CONTROL MODULE STILL SET A FAULT FOR 01087 BASIC SETTING NOT CARRIED OUT MECHANICAL HYDRULIC MALFUNTION.
05/28/2008	16:17	ADVISED THE TECH ON HOW TO PERFORM THE TRANS BASIC SETTINGS.
05/28/2008	16:17	CUSTOMER COMMENTS: WHEN ACCELERATION FROM A ROLLING STOP THE TRANY HAS A DOUBLE JERK. CONTACTED TECHLINE AND WAS ADVISE TO REPLACE THE MECHICTRONIC. REPLACE THE VALVE BODY IN THE TRANSMISSION. SET BASIC SETTINGS AND TEST DROVE VEHICLE. THE TRANSMISSION WILL ONLY SHIFT TO FIRST AND SECOND GEARS ONLY.....SET BASIC SETTING TWO MORE TIMES BUT THE CONTROL MODULE STILL SET A FAULT FOR 01087 BASIC SETTING NOT CARRIED OUT MECHANICAL HYDRULIC MALFUNTION.
05/28/2008	16:17	WORKSHOP FINDINGS: TECH VERIFIED THE CONCERN. 1 FAULT IN THE TCM. MECH UNIT REPLACED AND NOW THE VEHICLE DOES NOT HAVE ALL GEARS. BASIC SETTINGS PERFORMED 3 TIMES WITHOUT ANY FURTHER GEAR CHANGE. VEHICLE NOT IN THE SHOP AT THIS TIME.
05/28/2008	16:42	PERFORM BASIC SETTING USING VECHICLE SELF DIAGNOSIS MVB 61, AND 60. THIS CORRECTED CONCERN OF BASIC NOT CARRIED NOT FAULT. THE TRANMISSION WILL NOW OPERATE AS DESIGN INTENT. ..THANK U
05/29/2008	07:25	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
05/29/2008	07:25	ISSUE UPDATED

Consultant's Closing Comments

TECH PERFORMED THE BASIC SETTINGS. VEHICLE OPERATING TO SPEC AT THIS TIME.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
330656	EOS	2008	WVWFA71F18V [REDACTED]	5612	3885	05/29/2008	USA

Workshop Finding

TECH FELT HARSH ENGAGEMENT JUST DRIVING FROM LANE TO WORK BAY. CHECKED FOR FAULTS- NO FAULTS. ALLOWED TO COOL OVERNIGHT AND CHECKED AND ADJUSTED FLUID LEVEL- APPROX. 3/4 LITTER LOW. CHECKED FLUID CONDITION- NO SUSPENDED PARTICLES OR BURNT FLUID. TEST DROVE VEHICLE- CONCERN STILL.PRESENT- EXTENDED TIME DELAY BEFORE ENGAGEMENT AND WHEN ENGAGES IT ENGAGES HARSHLY. SOMETIMES IT FEELS LIKE IT IS SLIPPING WHEN ACCELERATING UP HILL. NO TB'S OR TT'S OR CAMPAIGNS THAT ADDRESS FOR THIS ENGINE.

Activity Date	Activity Time	Activity Comments
05/29/2008	14:00	CUSTOMER STATED WHEN COMING FROM A STOP CAR SHUTTERS LIKE TRANSMISSION IS SLIPPING OUT OF GEAR. ADDED ON SERVICE LANE THAT VEHICLE ALSO 'JUMPS' INTO GEAR. TECH FELT HARSH ENGAGEMENT JUST DRIVING FROM LANE TO WORK BAY. CHECKED FOR FAULTS- NO FAULTS. ALLOWED TO COOL OVERNIGHT AND CHECKED AND ADJUSTED FLUID LEVEL- APPROX. 3/4 LITTER LOW. CHECKED FLUID CONDITION- NO SUSPENDED PARTICLES OR BURNT FLUID. TEST DROVE VEHICLE- CONCERN STILL.PRESENT- EXTENDED TIME DELAY BEFORE ENGAGEMENT AND WHEN ENGAGES IT ENGAGES HARSHLY. SOMETIMES IT FEELS LIKE IT IS SLIPPING WHEN ACCELERATING UP HILL. NO TB'S OR TT'S OR CAMPAIGNS THAT ADDRESS FOR THIS ENGINE.
05/29/2008	14:00	ISSUE OPENED BY DEALERSHIP
05/29/2008	14:04	DSG TRANNY CODE KDB.TCM - 02E300044K, CODE 20.ECM - 1Q0907115E, LONG CODED, SOFTWARE LEVEL 20
05/29/2008	14:17	CUSTOMER COMMENTS: CUSTOMER STATED WHEN COMING FROM A STOP CAR SHUTTERS LIKE TRANSMISSION IS SLIPPING OUT OF GEAR. ADDED ON SERVICE LANE THAT VEHICLE ALSO 'JUMPS' INTO GEAR.
05/29/2008	14:17	PERFORMED BASIC SETTINGS MANUALLY OVER THE PHONE. ADVISED TECH TO ROAD TEST 15 MILES AND REEVALUATE. UPDATE VTA AND CALL BACK IF NEEDED.
05/29/2008	14:17	WORKSHOP FINDINGS: TECH FELT HARSH ENGAGEMENT JUST DRIVING FROM LANE TO WORK BAY. CHECKED FOR FAULTS- NO FAULTS. ALLOWED TO COOL OVERNIGHT AND CHECKED AND ADJUSTED FLUID LEVEL- APPROX. 3/4 LITTER LOW. CHECKED FLUID CONDITION- NO SUSPENDED PARTICLES OR BURNT FLUID. TEST DROVE VEHICLE- CONCERN STILL.PRESENT- EXTENDED TIME DELAY BEFORE ENGAGEMENT AND WHEN ENGAGES IT ENGAGES HARSHLY. SOMETIMES IT FEELS LIKE IT IS SLIPPING WHEN ACCELERATING UP HILL. NO TB'S OR TT'S OR CAMPAIGNS THAT ADDRESS FOR THIS ENGINE.
05/29/2008	16:01	TEST DROVE VEHICLE APPROX. 16.5 MILES AND RE-EVALUATED. VEHICLE EXHIBITING SAME CONCERNS. DELAYED ENGAGEMENT (EVEN FOR A DSG), HARSH ENGAGEMENT ONCE INITIATED. ALSO VEHICLE SLUGGISH ON ACCELERATION, SPORADIC. DURING SLUGGISHNESS A SLIGHT RUMBLE CAN BE FELT THAT FEELS AS THOUGH THE TRANNY IS 'SLIPPING'.
05/29/2008	16:09	02E AE 1403 REPLACE THE MECHATRONIC, FILTER, FLUID AND BOLTS.
05/29/2008	16:10	MECH ORDERED P1
06/05/2008	07:14	UPDATE: RED ORDERED MECHATRONIC UNIT STILL HAS NOT ARRIVED AS OF 06/04/2008.
06/05/2008	09:59	TECH HAS STATED THAT THE PARTS ARE ON NATIONAL BACK ORDER..... P1
06/06/2008	15:21	ADVISED THE THAT A MECH UNIT NEEDS TO BE REPLACED.
06/06/2008	15:42	DSG TRANNY ARRIVED TODAY INSTEAD OF MECHATRONICS UNIT. AFTER SPEAKING WITH MR. STEWART IT WAS ADVISED TO RETURN TRANNY.
06/06/2008	16:33	THANKS FOR THE UPDATE.
06/11/2008	07:56	MECHATRONICS UNIT STILL ON RED ORDER.
06/11/2008	11:24	THANKS FOR THE UPDATE.
06/13/2008	13:11	CHECKED AVAILABILITY OF MEH UNIT- UNIT STILL HAS NOT ARRIVED AS OF 06/13/2008.
06/13/2008	18:12	THANKS FOR THE UPDATE.
06/17/2008	13:21	AS OF 06/17/08 PART HAS NOT YET ARRIVED AS TOLD BY PARTS DEPARTMENT.
06/18/2008	08:16	THANKS FOR THE UPDATE.
06/19/2008	13:09	MECH UNIT ARRIVED TODAY. STILL AWAITING TORQUE TO YIELD BOLTS..
06/19/2008	14:56	THANKS FOR THE UPDATE.

06/23/2008	08:00	STILL AWAITING PARTS..
06/23/2008	10:26	THANKS FOR THE UPDATE.
06/24/2008	10:09	STILL AWAITING BOLTS...
06/24/2008	11:18	THANKS FOR THE UPDATE.
06/25/2008	16:40	STILL AWAITING BOLTS... DOUBLE CHECKED PART NUMBERS TO ENSURE CORRECT ORDERING. HAD PARTS MANAGER INVESTIGATE TO SEE IF BOLTS WERE EVEN SHIPPED YET AND WAS ADVISED THAT THE BOLTS HAD NOT EVEN BEEN SHIPPED YET.
06/25/2008	17:11	THANKS FOR THE UPDATE.
06/27/2008	08:52	BOLTS STILL ON RED ORDER.
06/27/2008	10:34	PARTS MANAGER PERSONALLY OBTAIN BOLTS FROM SHIPPING COMPANY WHICH WAS PLANNING TO DELIVER THEM ON 7/1/08. WORK IN PRGRESS...
06/27/2008	14:13	THANKS FOR THE UPDATE.
06/27/2008	16:24	WORK COMPLETE. REPLACED MECH UNIT AND FLUID FILTER. FILLED AND ADJUSTED FLUID LEVEL. SET BASIC SETTINGS OF MECH UNIT. TEST DROVE APPROX. 22 MILES. OPERATED AS DESIGNED.
06/27/2008	16:40	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
06/27/2008	16:40	ISSUE UPDATED

Consultant's Closing Comments

REPLACED MECHATRONIC. COMPLETED.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
330884	EOS	2008	WVWBA71F48V [REDACTED]	2281	3885	05/30/2008	USA

Workshop Finding
DELAYED

Activity Date	Activity Time	Activity Comments
05/30/2008	09:09	CUSTOMER STATES VEHICLE SHUDDERS UPON TAKE OFF
05/30/2008	09:09	ISSUE OPENED BY DEALERSHIP
05/30/2008	10:51	FOUND NO CODES IN SYSTEM RELATING TO THE TRANNY CONCERN
05/30/2008	10:59	CUSTOMER COMMENTS: CUSTOMER STATES VEHICLE SHUDDERS UPON TAKE OFF
05/30/2008	10:59	REPLACE MECHATRONCIS/ FLUID / AND FILTER SET BASIC SETTING
05/30/2008	10:59	WORKSHOP FINDINGS: DELAYED
06/05/2008	15:26	MECHATRONCIS/FLUID AND FILTER HAS BEEN ORDERED. WAITING FOR PARTS TO ARRIVE..
06/06/2008	18:26	P2 VEHICLE STILL HOLDING FOR PARTS TO COME IN.
06/11/2008	18:31	INSTALLED NEW MECHATRONIC MOULDE/OIL AND FILTER. SET CODING AND BASIC SETTINGS.TEST DROVE. DROVE NORMAL. NO SHIFTING CONCERNS. NO FAULTS. WORKING TO MANUFACTORS DESIGN. FOUND NO FAULTS AFTER TEST DRIVE.
06/11/2008	18:34	CLOSE
06/12/2008	08:13	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
06/12/2008	08:13	ISSUE UPDATED

Consultant's Closing Comments
INSTALLED NEW MECHATRONIC MOULDE/OIL AND FILTER. SET CODING AND BASIC SETTINGS.TEST DROVE. DROVE NORMAL. NO SHIFTING CONCERNS. NO FAULTS. WORKING TO MANUFACTORS DESIGN. FOUND NO FAULTS AFTER TEST DRIVE.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
331213	EOS	2008	WVWBA71F48V [REDACTED]	10239	3885	05/30/2008	USA

Workshop Finding

NO CODES IN ECM OR TCM

Activity Date	Activity Time	Activity Comments
05/30/2008	16:28	ISSUE OPENED BY DEALERSHIP
05/30/2008	16:28	VEHICLE SHUDDERS WHEN TAKING OFF FROM A STOP
05/30/2008	16:34	ADVISED TECH TO UPDATE VTA WITH TCM PART NUMBER AND SOFTWARE LEVEL, ALSO CHECK FLUID LEVEL AND CONDITION. CALL BACK WHEN UPDATED.
05/30/2008	16:34	CUSTOMER COMMENTS: VEHICLE SHUDDERS WHEN TAKING OFF FROM A STOP
05/30/2008	16:34	WORKSHOP FINDINGS: NO CODES IN ECM OR TCM
05/30/2008	17:01	TRANS FLUID LOOKS GOOD AND LEVEL OK. TCM PART # 02E300044K , SOFTWARE #081
05/30/2008	17:03	02E 927770 AE 1403
05/30/2008	17:06	H25 G0333 - REPLACE THE MECH, FLUID, FILTER AND BOLTS
06/02/2008	16:29	PARTS ON ORDER
06/02/2008	18:52	THANKS FOR THE UPDATE.
06/03/2008	18:49	PARTS STILL ON ORDER
06/03/2008	19:04	THANKS FOR THE UPDATE.
06/04/2008	12:47	PARTS ON ORDER
06/04/2008	19:02	THANKS FOR THE UPDATE.
06/06/2008	08:46	WAITING ON BACK ORDERED DSG
06/06/2008	11:05	THANKS FOR THE UPDATE.
06/09/2008	09:36	WAITING ON PART 6.9.08 SHOULD BE IM 9.10.08
06/09/2008	12:08	THANKS FOR THE UPDATE.
06/10/2008	09:25	PART SHOULD ARRIVE TODAY.
06/10/2008	11:19	THANKS FOR THE UPDATE.
06/11/2008	09:52	PART STILL B/O CUST DRIVING CAR
06/11/2008	11:27	THANKS FOR THE UPDATE. IF THE VEHICLE IS GONE PLEASE CLOSE OUT VTA.
06/13/2008	09:36	VEHICLE NOT HERE. PARTS STILL ON B/O.
06/13/2008	11:34	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
06/13/2008	11:34	ISSUE UPDATED

Consultant's Closing Comments

TECH TO REPLACE MECHATRONIC, VEHICLE RELEASED TO CUSTOMER. COMPLETED.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
331805	EOS	2007	WVWFA71F47V [REDACTED]	5013	3885	06/02/2008	USA

Workshop Finding
 TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM. VEHICLE SHUTTERS IN 1ST GEAR.

Activity Date	Activity Time	Activity Comments
06/02/2008	18:38	ISSUE OPENED BY DEALERSHIP
06/02/2008	18:38	TRANS IS JERKY FROM A STOP. PULSES THE POWER ALOT. NO FAULTS IN ANY SYSTEM.
06/02/2008	18:47	CUSTOMER COMMENTS: TRANS IS JERKY FROM A STOP. PULSES THE POWER ALOT. NO FAULTS IN ANY SYSTEM.
06/02/2008	18:47	P1 ADVISED THE TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT.
06/02/2008	18:47	WORKSHOP FINDINGS: TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM. VEHICLE SHUTTERS IN 1ST GEAR.
06/02/2008	19:22	PARTS ARE ORDERED
06/03/2008	09:42	THANK YOU FOR THE UPDATE. REMEMBER TO UPDATE AND CLOSE THE TICKET ONCE THE REPAIR IS DONE.
06/09/2008	12:39	SPOKE WITH RICKY IN SERVICE..... PARTS ARE ON NATIONAL BACK ORDER..... P1
06/11/2008	21:24	INSTALLED MECHATRONICS AND VERIFIED CORRECT REPAIR
06/12/2008	09:48	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
06/12/2008	09:48	ISSUE UPDATED

Consultant's Closing Comments
 TECH REPLACED THE MECH UNIT. VEHICLE OPERATING TO SPEC AT THIS TIME.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
332639	EOS	2008	WVWFA71F18V [REDACTED]	21473	3885	06/04/2008	USA

Workshop Finding

TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM.

Activity Date	Activity Time	Activity Comments
06/04/2008	14:05	2.0 TFSI 1Q0-907-115E , DSG 02E-300-044K CODING 20. NO DTC'S..VEHICLE HAS A HARSH BUMP WHEN ACCELERATING FROM A STOP IN DRIVE OR REVERSE,SHIFTS FINE OTHERWISE.
06/04/2008	14:05	ISSUE OPENED BY DEALERSHIP
06/04/2008	15:41	CUSTOMER COMMENTS: 2.0 TFSI 1Q0-907-115E , DSG 02E-300-044K CODING 20. NO DTC'S..VEHICLE HAS A HARSH BUMP WHEN ACCELERATING FROM A STOP IN DRIVE OR REVERSE,SHIFTS FINE OTHERWISE.
06/04/2008	15:41	P1 ADVISED THE TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT.
06/04/2008	15:41	WORKSHOP FINDINGS: TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM.
06/04/2008	16:06	PARTS ORDERED 06/04/08.CUSTOMER TO CONTINUE TO DRIVE VEHICLE UNTIL PARTS COME IN.
06/04/2008	16:39	PARTS ORDERED VOR RETURNED VEHICLE TO CUSTOMER AWAITING PART SHIPMENT
06/04/2008	18:10	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
06/04/2008	18:10	ISSUE UPDATED

Consultant's Closing Comments

TECH TO REPLACE THE MECH UNIT.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
332767	EOS	2008	WVWBA71F88V [REDACTED]	12436	3885	06/04/2008	USA

Workshop Finding

DELAY WHEN EGAGEMENTS

Activity Date	Activity Time	Activity Comments
06/04/2008	16:31	AUTO JERKS INTO GEAR WHEN TAKING OFF FROM STAND STILL, ALSO WILL ROLL BACK WHEN BRAKES ARE LET OFF LIKE VEHICLE IS IN NUETRAL
06/04/2008	16:31	ISSUE OPENED BY DEALERSHIP
06/04/2008	16:38	BASIC SETTING WHERE SET REPLACE MECHATRONICS FLUID AND FILTER AND SET BASIC SETTINGS MVB 19 FIELD 3 30 C THEN GO TO BASIC SETTINGS 61 IDLE AND FOOT ON BRAKE THEN GO TO 60 AND FOOT ON BRAKE AT IDLE. THEN ROAD TEST
06/04/2008	16:38	CUSTOMER COMMENTS: AUTO JERKS INTO GEAR WHEN TAKING OFF FROM STAND STILL, ALSO WILL ROLL BACK WHEN BRAKES ARE LET OFF LIKE VEHICLE IS IN NUETRAL
06/04/2008	16:38	WORKSHOP FINDINGS: DELAY WHEN EGAGEMENTS
06/06/2008	08:52	PART ORDERED, PARTS ON B/ORDER, WILL UPDATE AFTER REPAIRS
06/11/2008	14:32	TALKED TO ANDREW IN SERVICE STILL WAITING ON PARTS P1
06/13/2008	11:17	PART ARRIVE WILL INSTALL TODAY OR MONDAY
06/13/2008	17:47	UPDATE AFTER REPAIRS
06/17/2008	09:10	PART BEING INSTALLED AT THIS TIME
06/17/2008	11:12	INSTALLED MECHATRONICS,SET BASIC SETTINGS, TEST DROVE VEHICLE, VEHICLE DOES NOT SHIFT PAST 3RD GEAR, RECHECKED FLUID LEVEL AND RESET BASIC SETTINGS, NO FAULTS IN SYSTEM
06/17/2008	11:19	TECH TO SET UP FOR TELEDIAG
06/17/2008	12:00	ROAD TEST IN TIP MODE CALL WITH RESULTS
06/17/2008	12:20	TEST DROVE VEHICLE AFTER TELEDIAGNOSIS, VEHICLE SHIFTED CORRECTLY IN EVERY GEAR. NO MORE PROBLEMS FOUND AT THIS TIME.
06/17/2008	13:45	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
06/17/2008	13:45	ISSUE UPDATED

Consultant's Closing Comments

REPLACE MECHATRONICS FLUID AND FILTER AND SET BASIC SETTINGS MVB 19

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
332885	RABBIT	2007	WVWFV71K47W [REDACTED]	6237	3885	06/05/2008	USA

Workshop Finding

SHUUDERS WHEN TAKINF OFF

Activity Date	Activity Time	Activity Comments
06/05/2008	09:02	ISSUE OPENED BY DEALERSHIP
06/05/2008	09:02	THIS VEHICLE SHUDDERS VERY NOTICEABLY TAKING OFF FROM A STOP IN FORWARD OR REVERSE. I CHECKED FOR RELEVANT TSB'S AND UPDATES. I CHECKED THE TORQUE ON THE PENDULUM SUPPORT PER TSB 2015979. THERE ARE NO DTC'S IN ECM OR TCM. I RAN GFF
06/05/2008	09:19	CUSTOMER COMMENTS: THIS VEHICLE SHUDDERS VERY NOTICEABLY TAKING OFF FROM A STOP IN FORWARD OR REVERSE. I CHECKED FOR RELEVANT TSB'S AND UPDATES. I CHECKED THE TORQUE ON THE PENDULUM SUPPORT PER TSB 2015979. THERE ARE NO DTC'S IN ECM OR TCM. I RAN GFF
06/05/2008	09:19	MVB 19 FIELD 3 30 C THEN GO TO BASIC SETTINGS 61 IDLE AND FOOT ON BRAKE THEN GO TO 60 AND FOOT ON BRAKE AT IDLE. THEN ROAD TEST
06/05/2008	09:19	WORKSHOP FINDINGS: SHUUDERS WHEN TAKINF OFF
06/05/2008	09:28	TCM PART NO. 02E AE 1306
06/05/2008	09:29	REPLACE THE MECHATRONIC, FILTER, FLUID AND BOLTS AND SET BASIC SETTINGS
06/05/2008	09:29	REPLACE THE MECHATRONIC, FILTER, FLUID AND BOLTS AND SET BASIC SETTINGS MC
06/12/2008	14:21	SPOKE TO ROGER IN SERVICE, WAITING ON PARTS. P1
06/19/2008	15:18	PARTS HAVE COME IN AND ARE BEING INSTALLED
06/20/2008	16:58	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
06/20/2008	16:58	ISSUE UPDATED

Consultant's Closing Comments

REPLACE THE MECHATRONIC, FILTER, FLUID AND BOLTS AND SET BASIC SETTINGS

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
333291	EOS	2008	WVWBA71F88V [REDACTED]	9568	3885	06/05/2008	USA

Workshop Finding

C/S THAT WHEN ACCELERATING FROM A STOP, THE CAR LURCHES BACK AND FORTH..TECH: PERFORMED GUIDED FAULT FINDINGS NO DTCS IN ECM OR TCM MODULES STORED...ROAD TESTED VEHICLE , AND VERIFIED CONCERN.. ROAD TESTED ANOTHER EOS.. SAME YEAR DOES NOT DO THE SAME.. DOES NOT SEEM LIKE TRANS ISSUE MORE LIKE THROTTLE RESPONSE...ONLY DTC PRESENT IS DTC 00484 VEHICLE POSITION RECOGNITION CONTROL MODULE J603 NO SIGNAL.ECM# 1Q0907115E.ECM SOFTWARE LEVEL 0020.TCM # 02E300044K.TCM SOFTWARE# 1403.TCM CODING# 20

Activity Date	Activity Time	Activity Comments
06/05/2008	17:00	C/S THAT WHEN ACCELERATING FROM A STOP, THE CAR LURCHES BACK AND FORTH..TECH: PERFORMED GUIDED FAULT FINDINGS NO DTCS IN ECM OR TCM MODULES STORED...ROAD TESTED VEHICLE , AND VERIFIED CONCERN.. ROAD TESTED ANOTHER EOS.. SAME YEAR DOES NOT DO THE SAME.. DOES NOT SEEM LIKE TRANS ISSUE MORE LIKE THROTTLE RESPONSE...ONLY DTC PRESENT IS DTC 00484 VEHICLE POSITION RECOGNITION CONTROL MODULE J603 NO SIGNAL.ECM# 1Q0907115E.ECM SOFTWARE LEVEL 0020.TCM # 02E300044K.TCM SOFTWARE# 1403.TCM CODING# 20
06/05/2008	17:00	ISSUE OPENED BY DEALERSHIP
06/05/2008	17:10	CUSTOMER COMMENTS: C/S THAT WHEN ACCELERATING FROM A STOP, THE CAR LURCHES BACK AND FORTH..TECH: PERFORMED GUIDED FAULT FINDINGS NO DTCS IN ECM OR TCM MODULES STORED...ROAD TESTED VEHICLE , AND VERIFIED CONCERN.. ROAD TESTED ANOTHER EOS.. SAME YEAR DOES NOT DO THE SAME.. DOES NOT SEEM LIKE TRANS ISSUE MORE LIKE THROTTLE RESPONSE...ONLY DTC PRESENT IS DTC 00484 VEHICLE POSITION RECOGNITION CONTROL MODULE J603 NO SIGNAL.ECM# 1Q0907115E.ECM SOFTWARE LEVEL 0020.TCM # 02E300044K.TCM SOFTWARE# 1403.TCM CODING# 20
06/05/2008	17:10	TECH NEEDS TO PERFORM BASIC SETTINGS IN MVB 61 AND 60 IF PROBLEM IS STILL PRESENT ORDER MECHATRONICS WHICH IS ON BACK ORDER. VEH SHOULD BE RETURNED TO THE CUSTOMER WHILE WAITING FOR PARTS
06/05/2008	17:10	WORKSHOP FINDINGS: C/S THAT WHEN ACCELERATING FROM A STOP, THE CAR LURCHES BACK AND FORTH..TECH: PERFORMED GUIDED FAULT FINDINGS NO DTCS IN ECM OR TCM MODULES STORED...ROAD TESTED VEHICLE , AND VERIFIED CONCERN.. ROAD TESTED ANOTHER EOS.. SAME YEAR DOES NOT DO THE SAME.. DOES NOT SEEM LIKE TRANS ISSUE MORE LIKE THROTTLE RESPONSE...ONLY DTC PRESENT IS DTC 00484 VEHICLE POSITION RECOGNITION CONTROL MODULE J603 NO SIGNAL.ECM# 1Q0907115E.ECM SOFTWARE LEVEL 0020.TCM # 02E300044K.TCM SOFTWARE# 1403.TCM CODING# 20
06/05/2008	17:25	SET BASIC SETTINGS AS PER PROCEDURE.. CONCERN STILL EXSIST.WILL SPECIAL ORDER PART...
06/05/2008	17:31	TECH IS ORDERING PARTS, AND WILL BE CLOSING THE VTA. THANKS
06/05/2008	17:52	PARTS SYSTEM DOWN FOR THE DAY ..PARTS WILL BE ORDER ON 6/6/08.VEHICLE STATUS : RELEASE TO CUSTOMER
06/06/2008	08:21	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
06/06/2008	08:21	ISSUE UPDATED

Consultant's Closing Comments

REPLACE MECHATRONICS

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
333431	RABBIT	2008	WVWKC71K28W [REDACTED]	252	3885	06/06/2008	USA

Workshop Finding

TECH VERIFIED THE CONCERN. TECH STATES THE 1ST GEAR SHUTTERS AS YOU DRIVE AWAY. BASIC SETTINGS PERFORMED.

Activity Date	Activity Time	Activity Comments
06/06/2008	10:52	CAR HAS HESITAITON ON TAKE OFF WHEN TRANS IS AT OPERATING TEMP. ALL SHIFTS ARE NOT CRISP AS COMPAIRED TO ANOTHER R32. ALL UPSIFTS SEEM TO SLIDE INTO GEAR. ALL DOWN SHIFTS ARE VERY HARSH. ENGAGEMENT INTO 1ST FROM STANDSTILL VERY ROUGH AS IF CLUTCH IS SLIPPING. CAR HAS FRESH FUEL AND FLUID IS AT CORRECT LEVEL AND CLEAN. CAR IS INSTOCK UNIT AND HAS NOT BEEN DELIVERED. ALL SALES PEOPLE HAVE DRIVEN AND COMPAIRED TO OTHER R32 UNITS AND HAVE COMPLAINED THAT THIS VEHICLE SEEMS TO "BE OUT OF SYNC". BASIC SETTINGS HAVE BEEN DONE AND VEHLCE HAS BEEN DRIVEN AFTER.
06/06/2008	10:52	ISSUE OPENED BY DEALERSHIP
06/06/2008	10:59	CUSTOMER COMMENTS: CAR HAS HESITAITON ON TAKE OFF WHEN TRANS IS AT OPERATING TEMP. ALL SHIFTS ARE NOT CRISP AS COMPAIRED TO ANOTHER R32. ALL UPSIFTS SEEM TO SLIDE INTO GEAR. ALL DOWN SHIFTS ARE VERY HARSH. ENGAGEMENT INTO 1ST FROM STANDSTILL VERY ROUGH AS IF CLUTCH IS SLIPPING. CAR HAS FRESH FUEL AND FLUID IS AT CORRECT LEVEL AND CLEAN. CAR IS INSTOCK UNIT AND HAS NOT BEEN DELIVERED. ALL SALES PEOPLE HAVE DRIVEN AND COMPAIRED TO OTHER R32 UNITS AND HAVE COMPLAINED THAT THIS VEHICLE SEEMS TO "BE OUT OF SYNC". BASIC SETTINGS HAVE BEEN DONE AND VEHLCE HAS BEEN DRIVEN AFTER.
06/06/2008	10:59	P1 ADVISED THE TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT.
06/06/2008	10:59	WORKSHOP FINDINGS: TECH VERIFIED THE CONCERN. TECH STATES THE 1ST GEAR SHUTTERS AS YOU DRIVE AWAY. BASIC SETTINGS PERFORMED.
06/13/2008	13:30	JOLETTA STATES VEH IS WAITING ON PARTS P1
06/18/2008	09:42	PART STILL HAS NOT ARRIVED 6-18-2008
06/18/2008	12:14	P1 THANK YOU FOR THE UPDATE. REMEMBER TO UPDATE AND CLOSE THE TICKET ONCE THE REPAIR IS DONE.
06/24/2008	09:00	REPLACE MECHATRONIC UNIT AND RESET BASICS. FOR SOME REASON, THE CAR WOULD NOT TAKE THE BASIC SETTINGS ON THE FIRST RUN THROUGH. HAD TO DO IT TWICE. CAR IS NOW REPAIRED
06/24/2008	11:25	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
06/24/2008	11:25	ISSUE UPDATED

Consultant's Closing Comments

REPLACE MECHATRONIC UNIT AND RESET BASICS. FOR SOME REASON, THE CAR WOULD NOT TAKE THE BASIC SETTINGS ON THE FIRST RUN THROUGH. HAD TO DO IT TWICE. CAR IS NOW REPAIRED

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
333512	EOS	2008	WVWBA71F38V [REDACTED]	8346	3885	06/06/2008	USA

Workshop Finding
NO FAULT IN TCM FOUND.

Activity Date	Activity Time	Activity Comments
06/06/2008	12:37	CUSTOMER STATES THE VEHICLE JERKS WHEN ACCELERATING AFTER BRAKING..NO FAULT IN TCM FOUND.
06/06/2008	12:37	ISSUE OPENED BY DEALERSHIP
06/06/2008	12:49	CUSTOMER COMMENTS: CUSTOMER STATES THE VEHICLE JERKS WHEN ACCELERATING AFTER BRAKING.
06/06/2008	12:49	PERFORMED MANUAL BASIC SETTINGS OVER THE PHONE, ADVISED TECH TO ROAD TEST 15 MILES AND REEVALUATE SHIFT CONCERN. UPDATE VTA WHEN COMPLETED.
06/06/2008	12:49	WORKSHOP FINDINGS: NO FAULT IN TCM FOUND.
06/06/2008	13:48	DID ROAD TEST. NO CHANGES. IT ALWAYS HAPPENDS IN FIRST GEAR.
06/06/2008	13:58	TCM PART NO. 02E AE 1403, VEHICLE SHUTTERS INTO FIRST AND REVERSE. REPLACE THE MECHATRONIC, FLUID, FILTER AND BOLTS. P1
06/06/2008	14:21	ORDERED MECHATRONIC.
06/06/2008	16:26	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
06/06/2008	16:26	ISSUE UPDATED

Consultant's Closing Comments
PART ORDERED, MECHATRONIC. COMPLETED.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
333519	JETTA	2008	3VWRJ71K38M [REDACTED]	4986	3885	06/06/2008	USA

Workshop Finding

TECH VERIFIED THE CONCERN. 1 FAULT IN THE TCM. GFF PERFORMED. VEHICEL OPERATING TO SPEC AT THIS TIME.

Activity Date	Activity Time	Activity Comments
06/06/2008	12:51	CUSTOMER STATES THAT WHEN DRIVING DOWNHILL AT 25MPH VEHICLE STARTED TO PULL, THEN DOWNSHIFTED, THEN MADE A LOUD GRINDING NOISE. PRNDL DISPLAY STARTED TO FLASH. UNABLE TO VERIFY CUSTOMER CONCERN. P1707 CODE IN TCM. VEHICLE WAS PREVIOUSLY IN FOR THIS SAME CONCERN WITH THE SAME DTC STORED. GFF WAS RUN PREVIOUSLY, DSG BASIC SETTINGS WERE PREVIOUSLY PERFORMED, VEHICLE WAS DRIVEN 30 MILES AND FAULT DID NOT RETURN. FAULT HAS RETURNED AFTER 878 MILES.
06/06/2008	12:51	ISSUE OPENED BY DEALERSHIP
06/06/2008	12:57	CUSTOMER COMMENTS: CUSTOMER STATES THAT WHEN DRIVING DOWNHILL AT 25MPH VEHICLE STARTED TO PULL, THEN DOWNSHIFTED, THEN MADE A LOUD GRINDING NOISE. PRNDL DISPLAY STARTED TO FLASH. UNABLE TO VERIFY CUSTOMER CONCERN. P1707 CODE IN TCM. VEHICLE WAS PREVIOUSLY IN FOR THIS SAME CONCERN WITH THE SAME DTC STORED. GFF WAS RUN PREVIOUSLY, DSG BASIC SETTINGS WERE PREVIOUSLY PERFORMED, VEHICLE WAS DRIVEN 30 MILES AND FAULT DID NOT RETURN. FAULT HAS RETURNED AFTER 878 MILES.
06/06/2008	12:57	P1 ADVISE THE TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT.
06/06/2008	12:57	WORKSHOP FINDINGS: TECH VERIFIED THE CONCERN. 1 FAULT IN THE TCM. GFF PERFORMED. VEHICEL OPERATING TO SPEC AT THIS TIME.
06/06/2008	13:40	PARTS ORDERED. THANKS, GLEN.
06/06/2008	14:19	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
06/06/2008	14:19	ISSUE UPDATED

Consultant's Closing Comments

TECH TO REPLACE THE MECH UNIT.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
333588	EOS	2008	WVWFA71FX8V [REDACTED]	28395	3885	06/06/2008	USA

Workshop Finding
TECH VERIFIED THE CONCERN. VEHICLE SHUTTERS 1ST AND REVERSE.

Activity Date	Activity Time	Activity Comments
06/06/2008	14:34	CUSTOMER STATES VEHICLE HAS HESITATION WHEN IN DRIVE. NO CODES IN VEHICLE.
06/06/2008	14:34	ISSUE OPENED BY DEALERSHIP
06/06/2008	14:38	CUSTOMER COMMENTS: CUSTOMER STATES VEHICLE HAS HESITATION WHEN IN DRIVE. NO CODES IN VEHICLE.
06/06/2008	14:38	P1 ADVISED THE TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT.
06/06/2008	14:38	WORKSHOP FINDINGS: TECH VERIFIED THE CONCERN. VEHICLE SHUTTERS 1ST AND REVERSE.
06/10/2008	16:30	ORDERED PARTS
06/10/2008	17:09	THANK YOU FOR THE UPDATE. REMEMBER TO UPDATE AND CLOSE THE TICKET ONCE THE REPAIR IS DONE.
06/13/2008	13:10	ORDERED PARTS WAITING FOR CUSTOMER TO RETURN
06/13/2008	13:14	OPEN WHEN VEHICLE RETURNS
06/13/2008	14:26	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
06/13/2008	14:26	ISSUE UPDATED

Consultant's Closing Comments
TECH TO REPLACE THE MECH UNIT.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
333814	JETTA	2008	3VWRA71K68M [REDACTED]	8	3885	06/09/2008	USA

Workshop Finding

02E WILL NOT SHIFT REVERSE. FAULTS ALWAYS RETURN IN REVERSE.

Activity Date	Activity Time	Activity Comments
06/09/2008	10:07	ISSUE OPENED BY DEALERSHIP
06/09/2008	10:07	WHILE DOING PDI, CAR HAS NO REVERSE GEAR. WHEN PUT GEAT INTO REVERSE THE DASH LIGHT FOR GEAR SELECTED FLASHES. GFF SHOWS 2 FAULTS SPRATIC AND IT COMES BACK SPRATIC AFTER ERASING AND PUT INTO REVERSE. THE TEST PLANT SHOWS THAT SENSOR N215 DOES NOT HAVE READING, CAN'T NOT FIND IN ON COMPONENT LOCATIONS BUT FROM DIAGRAM IT SHOWS ITS PART OF DSG MODULE WHICH IS THE VALVE BODY. WOULD LIKE TO ASK IF THERE IS ANY TEST I CAN DO OR SHOULD I START BY GETTING THE DSG MODULE J743?
06/09/2008	10:39	CUSTOMER COMMENTS: WHILE DOING PDI, CAR HAS NO REVERSE GEAR. WHEN PUT GEAT INTO REVERSE THE DASH LIGHT FOR GEAR SELECTED FLASHES. GFF SHOWS 2 FAULTS SPRATIC AND IT COMES BACK SPRATIC AFTER ERASING AND PUT INTO REVERSE. THE TEST PLANT SHOWS THAT SENSOR N215 DOES NOT HAVE READING, CAN'T NOT FIND IN ON COMPONENT LOCATIONS BUT FROM DIAGRAM IT SHOWS ITS PART OF DSG MODULE WHICH IS THE VALVE BODY. WOULD LIKE TO ASK IF THERE IS ANY TEST I CAN DO OR SHOULD I START BY GETTING THE DSG MODULE J743?
06/09/2008	10:39	REPLACE THE MECHATRONIC, FLUID, FILTER AND BOLTS.
06/09/2008	10:39	WORKSHOP FINDINGS: 02E WILL NOT SHIFT REVERSE. FAULTS ALWAYS RETURN IN REVERSE.
06/12/2008	16:50	WAITING FOR PART DELIVERY / PART DUE IN 6/17
06/13/2008	07:56	MECH ORDERED P1
06/16/2008	13:31	ISSUE SENT TO DEALERSHIP
06/18/2008	11:41	PART STILL NOT RECIEVED AS OF 6/18
06/18/2008	17:17	ISSUE SENT TO DEALERSHIP
06/23/2008	08:10	HELLO CHRIS, AFTER REPLACING THE MECHATRONIC, OIL AND FILTER AND PERFORM THE TRANS BASIC SETTINGS THE CAR SHIFTS FINE AND FAULT DOES NOT COME BACK! THANKS FOR THE HELP!!
06/23/2008	11:07	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
06/23/2008	11:07	ISSUE UPDATED

Consultant's Closing Comments

HELLO CHRIS, AFTER REPLACING THE MECHATRONIC, OIL AND FILTER AND PERFORM THE TRANS BASIC SETTINGS THE CAR SHIFTS FINE AND FAULT DOES NOT COME BACK! THANKS FOR THE HELP!!

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
333871	EOS	2007	WVWFA71F27V [REDACTED]	12838	3885	06/09/2008	USA

Workshop Finding
NO OTHER COMPLAINTS.

Activity Date	Activity Time	Activity Comments
06/09/2008	11:05	CUSTOMER STATES VEHICLE IS SHIFTING FUNNY, HESITATES FROM A STOP AND BUCKING..VERIFIED CUSTOMERS CONCERN- VEHICLE JERKS INTO FIRST GEAR AND REVERSE..NO FAULTS PRESENT.
06/09/2008	11:05	ISSUE OPENED BY DEALERSHIP
06/09/2008	11:11	CUSTOMER COMMENTS: CUSTOMER STATES VEHICLE IS SHIFTING FUNNY, HESITATES FROM A STOP AND BUCKING..VERIFIED CUSTOMERS CONCERN- VEHICLE JERKS INTO FIRST GEAR AND REVERSE..NO FAULTS PRESENT.
06/09/2008	11:11	JARED, PLEASE SEE IF THE CONCERN HAPPENS ONLY WHEN THE ACCEL PEDAL IS PUSHED OR IF IT WILL ALSO HAPPEN WHEN YOU LET YOUR FOOT OFF THE BRAKE SLOWLY. CHECK COOLANT BOTTLE FOR CONTAMINATION.
06/09/2008	11:11	WORKSHOP FINDINGS: NO OTHER COMPLAINTS.
06/09/2008	11:24	ONLY HAPPENS WHEN ACCELERATOR PEDAL IS PRESSED. NO CONTAMINATION IN THE COOLANT BOTTLE. FOUND METAL SHAVINGS IN THE TRANSMISSION FLUID.
06/09/2008	11:30	ADVISED TECH TO PREPARE VEHICLE FOR BASIC SETTINGS AND CALL BACK.
06/09/2008	11:40	PERFORMED BASIC SETTING- CONCERN PERSISTS
06/09/2008	11:49	P1 ADVISED THE TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT.
06/09/2008	11:58	ORDERED NEW MECHATRONICS UNIT.
06/09/2008	17:32	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
06/09/2008	17:32	ISSUE UPDATED

Consultant's Closing Comments
ORDERED NEW MECHATRONICS UNIT.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
333972	JETTA	2007	3VWXJ71K07M [REDACTED]	12090	3735	06/09/2008	USA

Workshop Finding

n/a

Activity Date	Activity Time	Activity Comments
06/09/2008	13:08	DSG TRANSMISSION CONCERN. MIL ON AND CUSTOMER CONCERN IS "CAR FEELS LIKE IT IS STUCK IN FIRST GEAR AND THE TRACKING LIGHT IS ON". ..TECH DROVE CAR SHORT DISTANCE, FEELS LIKE IT IS IN LIMP MODE. UPON RETURN TO SHOP, FOUND VEHICLE DOESN'T MOVE IN REVERSE. PRINDLE NORMALLY LIT. GFF STATES NO TERMINAL 30 POWER AT TRANS. PERFORMED PIN-OUT TEST AND FOUND TERMINAL 30 POWER AND GROUND AT TRANS WIRING CONNECTOR. SUSPECT TCM PROBLEM. ATTACHED ARE GFF FILES. PLEASE ADVISE NEXT STEPS.
06/09/2008	13:08	ISSUE OPENED BY DEALERSHIP
06/09/2008	13:21	CUSTOMER COMMENTS: DSG TRANSMISSION CONCERN. MIL ON AND CUSTOMER CONCERN IS "CAR FEELS LIKE IT IS STUCK IN FIRST GEAR AND THE TRACKING LIGHT IS ON". ..TECH DROVE CAR SHORT DISTANCE, FEELS LIKE IT IS IN LIMP MODE. UPON RETURN TO SHOP, FOUND VEHICLE DOESN'T MOVE IN REVERSE. PRINDLE NORMALLY LIT. GFF STATES NO TERMINAL 30 POWER AT TRANS. PERFORMED PIN-OUT TEST AND FOUND TERMINAL 30 POWER AND GROUND AT TRANS WIRING CONNECTOR. SUSPECT TCM PROBLEM. ATTACHED ARE GFF FILES. PLEASE ADVISE NEXT STEPS.
06/09/2008	13:21	TECH STATED POWER 11 13 18 ALL HAVE POWER REPLACE MECHATRONICS FLUID AND FILTER
06/09/2008	13:23	ISSUE SENT TO DEALERSHIP
06/16/2008	16:01	WAS TRANSFERED TO A WRITTERS DANIEL VOICE MAIL BOX...LEFT MESSAGE ASKING TO UPDATE / CLOSE THE VTA CASE D2
06/24/2008	09:09	SORRY FOR THE DELAY IN CLOSING THIS ISSUE. DSG MECHATRONICS UNIT ARRIVED 6-19-08 (THURSDAY) AFTERNOON. STARTED REMOVAL LATE THAT AFTERNOON AND COMPLETED NEXT DAY 6-20-08 (FRIDAY). ROAD TESTED (BY SHOP FOREMAN, DIETER) AFTER REPAIRS. ALL ISSUES RESOLVED. THANKS FOR YOUR ASSISTANCE, MARK . LOOK FORWARD TO WORKING WITH YOU IN THE FUTURE! ..RESOLVED ANOTHER ISSUE OVER THE WEEKEND-RECEIVED MY ASE RESULTS.PASSED NINE OF THE TEN RECERTS I TOOK. WOULDN'T YOU KNOW-THE ONLY ONE I DIDN'T PASS WAS THE AUTO TRANS RECERT (NO JUSTICE IN THAT). WILL TRY AGAIN IN THE FALL!..THANKS AGAIN!.JOE
06/25/2008	16:35	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
06/25/2008	16:35	ISSUE UPDATED

Consultant's Closing Comments

SORRY FOR THE DELAY IN CLOSING THIS ISSUE. DSG MECHATRONICS UNIT ARRIVED 6-19-08 (THURSDAY) AFTERNOON. STARTED REMOVAL LATE THAT AFTERNOON AND COMPLETED NEXT DAY 6-20-08 (FRIDAY). ROAD TESTED (BY SHOP FOREMAN, DIETER) AFTER REPAIRS. ALL ISSUES RESOLVED. THANKS FOR YOUR ASSISTANCE, MARK . LOOK FORWARD TO WORKING WITH YOU IN THE FUTURE! ..RESOLVED ANOTHER ISSUE OVER THE WEEKEND-RECEIVED MY ASE RESULTS.PASSED NINE OF THE TEN RECERTS I TOOK. WOULDN'T YOU KNOW-THE ONLY ONE I DIDN'T PASS WAS THE AUTO TRANS RECERT (NO JUSTICE IN THAT). WILL TRY AGAIN IN THE FALL!..THANKS AGAIN!.JOE

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
334056	RABBIT	2007	WVWFV71K67W [REDACTED]	10205	3885	06/09/2008	USA

Workshop Finding

DELAY WHEN ACCELERATING

Activity Date	Activity Time	Activity Comments
06/09/2008	14:48	ISSUE OPENED BY DEALERSHIP
06/09/2008	14:48	TRANSMISSION ENGAGEMENT DELAY WHEN TAKING OFF, NO FAULTS PRESENT..
06/10/2008	09:54	CUSTOMER COMMENTS: TRANSMISSION ENGAGEMENT DELAY WHEN TAKING OFF, NO FAULTS PRESENT..
06/10/2008	09:54	TECH TO GET TRANS INFO AND CALL BACK
06/10/2008	09:54	WORKSHOP FINDINGS: DELAY WHEN ACCELERATING
06/10/2008	10:07	DIAG PRINT OUT
06/10/2008	10:14	GET SET FOR TELEDIAG AND CALL BACK FOR MARK
06/10/2008	12:20	UPDATE TCM TO LATESAT LEVEL VIA TELEDAIG
06/10/2008	12:21	MVB 19 FIELD 3 30 C THEN GO TO BASIC SETTINGS 61 IDLE AND FOOT ON BRAKE THEN GO TO 60 AND FOOT ON BRAKE AT IDLE. THEN ROAD TEST
06/10/2008	13:35	TECH PERFORMED TELEDIAGNOSIS ON MEGATRONICS AS PER TECHLINE WITH MARK CHARBONNEAU, SET BASIC SETTINGS AS INSTRUCTED AND ROAD TESTED..CLOSE OUT..
06/10/2008	13:40	CLOSE OUT TICKET..
06/10/2008	14:19	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
06/10/2008	14:19	ISSUE UPDATED

Consultant's Closing Comments

TECH PERFORMED TELEDIAGNOSIS ON MEGATRONICS AS PER TECHLINE WITH MARK CHARBONNEAU, SET BASIC SETTINGS AS INSTRUCTED AND ROAD TESTED..CLOSE OUT..

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
334157	RABBIT	2008	WVWHV71K98W [REDACTED]	13406	3885	06/09/2008	USA

Workshop Finding

TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM. BASIC SETTINGS PERFORMED.

Activity Date	Activity Time	Activity Comments
06/09/2008	16:42	C/S TRANSMISSION IS STILL JERKY FROM A STOP. NOW TRANS HAS A HARD SHIFT IN 2ND-3RD SHIFT. VERIFIED CONCERN, NO DTC'S PRESENT. PREVIOUS TIME I WAS ADVISED TO PERFORM BASIC SETTINGS 60 AND 61, THEN PERFORM STOP/GO DRIVING. THE ORIGINAL CONCERN HAD SEEMED TO BE RESOLVED, BUT AFTER CUSTOMER PUT ON 100 MILES CONCERN RETURNED WITH THE 2-3 HARD SHIFT NOW..
06/09/2008	16:42	ISSUE OPENED BY DEALERSHIP
06/09/2008	16:51	CUSTOMER COMMENTS: C/S TRANSMISSION IS STILL JERKY FROM A STOP. NOW TRANS HAS A HARD SHIFT IN 2ND-3RD SHIFT. VERIFIED CONCERN, NO DTC'S PRESENT. PREVIOUS TIME I WAS ADVISED TO PERFORM BASIC SETTINGS 60 AND 61, THEN PERFORM STOP/GO DRIVING. THE ORIGINAL CONCERN HAD SEEMED TO BE RESOLVED, BUT AFTER CUSTOMER PUT ON 100 MILES CONCERN RETURNED WITH THE 2-3 HARD SHIFT NOW..
06/09/2008	16:51	P1 ADVISED THE TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT.
06/09/2008	16:51	WORKSHOP FINDINGS: TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM. BASIC SETTINGS PERFORMED.
06/09/2008	17:05	RED ORDERED THE MECH. UNIT.
06/09/2008	17:11	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
06/09/2008	17:11	ISSUE UPDATED

Consultant's Closing Comments

TECH TO REPLACE THE MECH UNIT.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
334482	EOS	2008	WVWFA71F78V [REDACTED]	8047	3885	06/10/2008	USA

Workshop Finding

CONCERN WORSE IN DRIVE THAN REVERSE. NO FAULTS FLUID LEVEL AND CONDITION OK. BASIC SETTINGS NO EFFECT.

Activity Date	Activity Time	Activity Comments
06/10/2008	13:08	CUSTOMER COMPLAINS OF HESITATION, CHUGGING FROM A STOP.5052 DIAGNOSIS GFF NO DTC'S PRESENT. ROADTEST, WHEN VEHICLE COMING TO A STOP IDLE DROPS AND FLUCTUATES. HARSH SHIFT ENGAGEMENT INTO FIRST GEAR, SURGES WHILE ACCELERATING. PERFORM BASIC SETTINGS ON TRANSMISSION AND SWAPPED THROTTLE BODY W/ ANOTHER VEHICLE. ANY INFO APPRECIATED
06/10/2008	13:08	ISSUE OPENED BY DEALERSHIP
06/10/2008	13:18	CUSTOMER COMMENTS: CUSTOMER COMPLAINS OF HESITATION, CHUGGING FROM A STOP.5052 DIAGNOSIS GFF NO DTC'S PRESENT. ROADTEST, WHEN VEHICLE COMING TO A STOP IDLE DROPS AND FLUCTUATES. HARSH SHIFT ENGAGEMENT INTO FIRST GEAR, SURGES WHILE ACCELERATING. PERFORM BASIC SETTINGS ON TRANSMISSION AND SWAPPED THROTTLE BODY W/ ANOTHER VEHICLE. ANY INFO APPRECIATED
06/10/2008	13:18	REPLACE THE MECHATRONIC, FILTER, FLUID AND BOLTS.
06/10/2008	13:18	WORKSHOP FINDINGS: CONCERN WORSE IN DRIVE THAN REVERSE. NO FAULTS FLUID LEVEL AND CONDITION OK. BASIC SETTINGS NO EFFECT.
06/10/2008	13:19	MECH ORDERED P1
06/12/2008	14:04	VEHICLE HAS LEFT DEALERSHIP WILL RETURN TI INSTALL PARTS
06/12/2008	14:28	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
06/12/2008	14:28	ISSUE UPDATED

Consultant's Closing Comments

REPLACE THE MECHATRONIC, FILTER, FLUID AND BOLTS.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
334552	EOS	2008	WVWFA71F68V [REDACTED]	5401	3885	06/10/2008	USA

Workshop Finding
 TECH VERIFIED THE CONCERN. VEHICLE SHUTTERS IN 1ST AND REVERSE. NO FAULTS IN THE ECM OR TCM.

Activity Date	Activity Time	Activity Comments
06/10/2008	14:11	CUSTOMER STATES CAR JERKS WHEN TAKING OFF, ALSO FEELS LIKE TRANS LAG IN FORWARD OR REVERSE. TECH TEST DROVE CAR VERIFIED JERKING UNDER LIGHT ACCEL, BOTH IN REVERSE AND DRIVE, AND THROTTLE RESPONSE SEEMS EXCESSIVE
06/10/2008	14:11	ISSUE OPENED BY DEALERSHIP
06/10/2008	14:21	CUSTOMER COMMENTS: CUSTOMER STATES CAR JERKS WHEN TAKING OFF, ALSO FEELS LIKE TRANS LAG IN FORWARD OR REVERSE. TECH TEST DROVE CAR VERIFIED JERKING UNDER LIGHT ACCEL, BOTH IN REVERSE AND DRIVE, AND THROTTLE RESPONSE SEEMS EXCESSIVE
06/10/2008	14:21	P1 ADVISED THE TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT.
06/10/2008	14:21	WORKSHOP FINDINGS: TECH VERIFIED THE CONCERN. VEHICLE SHUTTERS IN 1ST AND REVERSE. NO FAULTS IN THE ECM OR TCM.
06/11/2008	11:23	ORDERED PARTS CAR LEFT
06/11/2008	11:30	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
06/11/2008	11:30	ISSUE UPDATED

Consultant's Closing Comments
 TECH TO REPLACE THE MECH UNIT.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
334592	EOS	2008	WVWBA71F48V [REDACTED]	7550	3885	06/10/2008	USA

Workshop Finding
 TECH HAS VERIFIED IT ONCE ONLY. TCM PART NO. AE 1403. VEHICLE SHDDERS INTO REVERSE

Activity Date	Activity Time	Activity Comments
06/10/2008	14:55	CUSTOMER STATES VEHICLE HESITATES WHEN ACCELERATING FROM A STOP. SOMETIMES IT DOES TAKE A SMALL AMOUNT OF TIME BEFORE IT ACCELERATE NO DTC'S STORED
06/10/2008	14:55	ISSUE OPENED BY DEALERSHIP
06/10/2008	15:02	CUSTOMER COMMENTS: CUSTOMER STATES VEHICLE HESITATES WHEN ACCELERATING FROM A STOP. SOMETIMES IT DOES TAKE A SMALL AMOUNT OF TIME BEFORE IT ACCELERATE NO DTC'S STORED
06/10/2008	15:02	SHUDDERING INTO REVERSE/ DRIVE REPLACE THE MECHATRONIC, FILTER, FLUID, BOLTS AND SET BASIC SETTINGS AND RETEST FOR ISSUE. P1
06/10/2008	15:02	WORKSHOP FINDINGS: TECH HAS VERIFIED IT ONCE ONLY. TCM PART NO. AE 1403. VEHICLE SHDDERS INTO REVERSE
06/17/2008	12:46	KEN STATES VEH IS WAITING ON PART BACK ORDER P1
06/20/2008	12:19	REPLACED MECHATRONICS UNIT, FILTER AND FLUID. SET BASIC SETTINGS AND ROAD TEST VEHICLE..
06/20/2008	12:27	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
06/20/2008	12:27	ISSUE UPDATED

Consultant's Closing Comments
 REPLACED MECHATRONICS UNIT, FILTER AND FLUID. SET BASIC SETTINGS AND ROAD TEST VEHICLE..

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
334621	JETTA	2008	3VWRJ71K18M [REDACTED]	206	3735	06/10/2008	USA

Workshop Finding
n/a

Activity Date	Activity Time	Activity Comments
06/10/2008	15:24	ISSUE OPENED BY DEALERSHIP
06/10/2008	15:24	VEH TOWED INTO SHOP CUSTOMER BOUGHT SATURDAY. LEFT DEALERSHIP WITH VEHICLE. ON 4TH STOP AT A LITE WHEN TRIED TO ACCELERATE VEH WOULD NOT MOVE. WAS TOWED IN . WHEN I FIRST TRIED TO BRING VEHICLE IN IT WOULD NOT MOVE. AFTER PRESSING ACCELERATOR VEHICLE FINALLY MOVED VERY SLOWLY LIK CLUTCH SLIPPING. PERFORMED GUIDED FAULT FINDING 4 CODES P0716 SENSOR FOR TRANSMISSION RPM G-182 UNPLAUSIBLE SIGNAL SPORATIC, P1707 INTERFERENCEIN MECHATRONICUNIT CHECK DTC MEMORY, P1740CLUTCH TEMPERATURE MONITORINGMP2711 IMPLAUSIBLE TRANSMISSION SHIFT SEQUENCE. TESTED USING GUIDSED FAULT FINDING SAID TO REPLACE INPUT RPM SENDER WITH CLUTCH OIL TEMP SENDER, ORDERED PARTS STARTED TO TAKE TRANSMISSION PAN OFF FOUND THAT WIRING BURNT IN CONNECTOR THAT PLUGS INTO MECHATRONICS UNIT AND IT BURNT MECHATRONICS UNIT. AT THIS POINT DO NOT KNOW WHAT ALL TO REPLACE
06/10/2008	15:36	CUSTOMER COMMENTS: VEH TOWED INTO SHOP CUSTOMER BOUGHT SATURDAY. LEFT DEALERSHIP WITH VEHICLE. ON 4TH STOP AT A LITE WHEN TRIED TO ACCELERATE VEH WOULD NOT MOVE. WAS TOWED IN . WHEN I FIRST TRIED TO BRING VEHICLE IN IT WOULD NOT MOVE. AFTER PRESSING ACCELERATOR VEHICLE FINALLY MOVED VERY SLOWLY LIK CLUTCH SLIPPING. PERFORMED GUIDED FAULT FINDING 4 CODES P0716 SENSOR FOR TRANSMISSION RPM G-182 UNPLAUSIBLE SIGNAL SPORATIC, P1707 INTERFERENCEIN MECHATRONICUNIT CHECK DTC MEMORY, P1740CLUTCH TEMPERATURE MONITORINGMP2711 IMPLAUSIBLE TRANSMISSION SHIFT SEQUENCE. TESTED USING GUIDSED FAULT FINDING SAID TO REPLACE INPUT RPM SENDER WITH CLUTCH OIL TEMP SENDER, ORDERED PARTS STARTED TO TAKE TRANSMISSION PAN OFF FOUND THAT WIRING BURNT IN CONNECTOR THAT PLUGS INTO MECHATRONICS UNIT AND IT BURNT MECHATRONICS UNIT. AT THIS POINT DO NOT KNOW WHAT ALL TO REPLACE
06/10/2008	15:36	WIRING CONNECTOR FOR TRANSMISSION HARNESS WAS MELTED (OVER HEATED) TECH TO ATTACH PICTURES OF DAMAGE
06/10/2008	16:36	HERE ARE THE PHOTOS
06/10/2008	16:55	REPLACE TRANSMISSION AND REPIN CONNECTOR AT THE 2 THAT ARE CORRODED
06/17/2008	13:03	D2 WAITED ON HOLD FOR OVER 5 MINUTES WAITING FOR KIM. NEVER GOT A RESPONSE.
06/24/2008	12:35	AFTER WAITING FOR TRANSMISSION FOR ONE WEEK PART FINALLY CAME IN . REPAIR WIRING HARNESS. REPLACE TRANSMISSION TEST DROVE VEHICLE OPERATING TO FACTORY SPECS
06/24/2008	13:47	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
06/24/2008	13:47	ISSUE UPDATED

Consultant's Closing Comments
AFTER WAITING FOR TRANSMISSION FOR ONE WEEK PART FINALLY CAME IN . REPAIR WIRING HARNESS. REPLACE TRANSMISSION TEST DROVE VEHICLE OPERATING TO FACTORY SPECS

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
334626	RABBIT	2008	WVWFV71K88W [REDACTED]	4901	3885	06/10/2008	USA

Workshop Finding

RODE WITH CUSTOMER AND CUSTOMER DUPLICATED THE CONCERN.

Activity Date	Activity Time	Activity Comments
06/10/2008	15:28	CUSTOMER COMPLAINS OF HARSH SHIFTS AND SHUTTERS CUSTOMER DESCRIBES AS IF YOU WERE DRIVING A MANUAL TRANSMISSION AND YOU DUMP CLUTCH. RODE WITH CUSTOMER AND CUSTOMER DUPLICATED THE CONCERN.
06/10/2008	15:28	ISSUE OPENED BY DEALERSHIP
06/10/2008	15:35	ADVISED TECH TO UPDATE VTA WITH TCM PART NUMBER AND SOFTWARE LEVEL, FLUID LEVEL AND CONDITION AND ANY CODES IN ECM OR TCM, THEN CALL BACK.
06/10/2008	15:35	CUSTOMER COMMENTS: CUSTOMER COMPLAINS OF HARSH SHIFTS AND SHUTTERS CUSTOMER DESCRIBES AS IF YOU WERE DRIVING A MANUAL TRANSMISSION AND YOU DUMP CLUTCH.
06/10/2008	15:35	WORKSHOP FINDINGS: RODE WITH CUSTOMER AND CUSTOMER DUPLICATED THE CONCERN.
06/10/2008	15:44	NO CODES IN TCM OR ECM. AE SUFFIX TCM. SW 1408. 1ST TO 2ND OR 2ND TO 3RD THERE IS A DUMP SHIFT. PLEASE REPLACE THE MECH UNIT, FLUID, BOLTS, AND FILTER IF THE PAN IS CLEAN AND NO CONTAMINATION IS FOUND. THANKS. P1
06/16/2008	10:08	ORDERED MECHATRONICS UNIT
06/16/2008	13:24	THANKS FOR THE UPDATE.
06/23/2008	11:42	STILL WAITING ON MECHATRONIC UNIT
06/23/2008	11:47	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
06/23/2008	11:47	ISSUE UPDATED

Consultant's Closing Comments

TECH TO REPLACE MECHATRONIC, COMPLETED.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
334664	RABBIT	2008	WVWFV71K28W [REDACTED]	15830	3885	06/10/2008	USA

Workshop Finding

CONCERN IS PRESENT IN REVERSE AS WELL. 02E AE 1408

Activity Date	Activity Time	Activity Comments
06/10/2008	16:11	ISSUE OPENED BY DEALERSHIP
06/10/2008	16:11	ON TAKE OFF FROM SLOW SPEEDS AT A NORMAL RATE OF ACCELERATION TRANS ENGAGES HARD AND LUGS FOR 2-3 TIMES THEN FULLY ENGAGES.NO CODES IN ANY CONTROL UNITS
06/10/2008	16:22	CUSTOMER COMMENTS: ON TAKE OFF FROM SLOW SPEEDS AT A NORMAL RATE OF ACCELERATION TRANS ENGAGES HARD AND LUGS FOR 2-3 TIMES THEN FULLY ENGAGES.NO CODES IN ANY CONTROL UNITS
06/10/2008	16:22	SET BASIC SETTINGS ON THE TRANS AND RETEST. BLOCK 61-60 AND ROAD TEST SEE IF THE CONCERN IS STILL PRESENT.
06/10/2008	16:22	WORKSHOP FINDINGS: CONCERN IS PRESENT IN REVERSE AS WELL. 02E AE 1408
06/10/2008	16:55	COMPLETED BASIC SETTINGS AND ROAD TESTED - FIND PROBLEM IS WORSE - NOW WHEN LETTING FOOT OFF THE BRAKE AND LETTING TRANS ENGAGE WITH NO GAS IT WILL KLUNK INTO ENGAGEMENT
06/11/2008	07:56	PLEASE CALL IN, THANKS!
06/11/2008	10:07	TECH NEEDS TO REPLACE THE MECHATRONICS P1
06/17/2008	13:29	P1 STEVE IN SERVICE STATED HE WOULD HAVE TECH UPDATE TICKET TODAY.
06/17/2008	14:39	PART ON BACKORDER
06/17/2008	16:47	ISSUE SENT TO DEALERSHIP
06/30/2008	11:57	PART HERE, WAITING TO RESCHEDULE CUSTOMER
06/30/2008	12:07	CUSTOMER HAS VEHICLE AWAITING RE SCHEDULE, PLEASE CLOSE TICKET. THANKS! C1
07/02/2008	11:08	WAITING FOR CUSTOMER
07/02/2008	12:25	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/02/2008	12:25	ISSUE UPDATED

Consultant's Closing Comments

CUSTOMER HAS VEHICLE AWAITING RE SCHEDULE, PLEASE CLOSE TICKET. THANKS! C1
07/02/2008 11:08:24: US/EASTERN: KEVIN HOLLEMANS: CLOSING IN PROCESS: DEALER COMPLETE: WAITING FOR CUSTOMER

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
334770	EOS	2008	WVWBA71F28V [REDACTED]	13674	3885	06/11/2008	USA

Workshop Finding

WHEN TAKING OFF FROM STOP CAR JUMPS AS IF IT WAS IN A HIGHER GEAR.WHEN COMING TO A STOP CAR BANGS YOU CAN HEAR TRANS SHIFT THROUGH 3 GEARS AND THEN BANG AND ALSO HARD TO STOP. .NO FAULTS IN SYSTEM SET BASIC SETTINGS IN MECHATRONICS AND TEST DROVE AND PROBLEM SEEMED TO GET WORSE

Activity Date	Activity Time	Activity Comments
06/11/2008	08:40	ISSUE OPENED BY DEALERSHIP
06/11/2008	08:40	WHEN TAKING OFF FROM STOP CAR JUMPS AS IF IT WAS IN A HIGHER GEAR.WHEN COMING TO A STOP CAR BANGS YOU CAN HEAR TRANS SHIFT THROUGH 3 GEARS AND THEN BANG AND ALSO HARD TO STOP. .NO FAULTS IN SYSTEM SET BASIC SETTINGS IN MECHATRONICS AND TEST DROVE AND PROBLEM SEEMED TO GET WORSE
06/11/2008	08:50	CUSTOMER COMMENTS: WHEN TAKING OFF FROM STOP CAR JUMPS AS IF IT WAS IN A HIGHER GEAR.WHEN COMING TO A STOP CAR BANGS YOU CAN HEAR TRANS SHIFT THROUGH 3 GEARS AND THEN BANG AND ALSO HARD TO STOP. .NO FAULTS IN SYSTEM SET BASIC SETTINGS IN MECHATRONICS AND TEST DROVE AND PROBLEM SEEMED TO GET WORSE
06/11/2008	08:50	REPLACE MECHATRONICS AS PER PRODUCT SUPPORT P1
06/11/2008	08:50	WORKSHOP FINDINGS: WHEN TAKING OFF FROM STOP CAR JUMPS AS IF IT WAS IN A HIGHER GEAR.WHEN COMING TO A STOP CAR BANGS YOU CAN HEAR TRANS SHIFT THROUGH 3 GEARS AND THEN BANG AND ALSO HARD TO STOP. .NO FAULTS IN SYSTEM SET BASIC SETTINGS IN MECHATRONICS AND TEST DROVE AND PROBLEM SEEMED TO GET WORSE
06/16/2008	08:19	MECHATRONICS UNIT ON SEVERE BACKORDER
06/16/2008	09:36	WAITING FOR MECHATRONICS P1
06/17/2008	08:32	MECHATRONICS UNIT NOT ARRIVED YET.
06/17/2008	09:33	WAITING FOR PARTS P1
06/19/2008	07:31	WAITING ON MECHATRONICS UNIT-M. HOBAN
06/19/2008	08:46	WAITING FOR PART P1
06/24/2008	09:47	STILL WAITING ON PART- ETA PUSHED BACK TO 6-27-08-MIKE HOBAN
06/24/2008	12:32	WAITING ON PARTS P1
06/26/2008	07:19	WAITING ON PARTS-MIKE HOBAN
06/26/2008	09:51	TECH IS STILL WAITING ON PARTS P1
06/30/2008	09:56	ETA OF MECHATRONICS UNIT HAS AGAIN BEEN PUSHED BACK TO JULY 16TH
06/30/2008	10:47	STILL WAITING FOR MECHATRONICS P1
07/02/2008	08:12	ETA-OF PART JULY 16TH- CUSTOMER HAS CONTACTED CUSTOMER SERVICE -MIKE HOBAN
07/02/2008	08:53	WAITING ON PARTS P1
07/03/2008	15:46	INSTALLED NEW MECHATRONICS.FILLED TRANS AND SET BASIC SETTINGS AND CODING IN UNIT ON TEST DRIVE TRANS WOULDNT SHIFT PAST 2ND GEAR ALTHOUGH INDICATOR SAID THE TRANS WAS.
07/03/2008	15:48	ADVISED THE TECH TO CALL BACK FOR TRANS BASIC SETTINGS.
07/03/2008	15:50	ADVISED THE TECH ON HOW TO PERFORM THE TRANS BASIC SETTINGS.
07/03/2008	16:12	PERFORMED BASIC SETTINGS THROUGH VSS TEST DROVE CAR SHIFTS GOOD AND ALL CONCERNS ARE FIXED
07/03/2008	16:16	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/03/2008	16:16	ISSUE UPDATED

Consultant's Closing Comments

REPLACED MECHATRONICS AND PERFORMED BASIC SETTINGS

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
335001	RABBIT	2008	WVWHV71K28W [REDACTED]	13038	3885	06/11/2008	USA

Workshop Finding

n/a

Activity Date	Activity Time	Activity Comments
06/11/2008	13:24	CUSTOMER STATES CAR APPEARS TO LUNGE FORWARD AND SHAKE WHEN ACCELERATING. TECH ROAD TESTED WITH CUSTOMER. FEELS LIKE MISFIRE/LACK OF POWER LIKE A FAULTY MASS AIR SENSOR. WORSE IN REVERSE. FOUND WHEN ENTERING DRIVEWAYS WITH INCREASED SLOPE CONDITION IS WORSE, WHEN UNDER MORE OF A LOAD. RAN GFF. FOUND FAULT IN CENTRAL ELECTRONICS FOR 01314 ECM NO SIGNAL/COMM. PERFORMED CAP DISCHARGE, NO DIFFERENCE. CHECK ELSA, NO TECH SOLUTIONS APPLY, SEARCH THE 01314 FAULT, NO RESULTS.
06/11/2008	13:24	ISSUE OPENED BY DEALERSHIP
06/11/2008	13:40	CAM BUS FAULT 01314 MVB 19 FIELD 3 30 C THEN GO TO BASIC SETTINGS 61 IDLE AND FOOT ON BRAKE THEN GO TO 60 AND FOOT ON BRAKE AT IDLE. THEN ROAD TEST
06/11/2008	13:40	CUSTOMER COMMENTS: CUSTOMER STATES CAR APPEARS TO LUNGE FORWARD AND SHAKE WHEN ACCELERATING. TECH ROAD TESTED WITH CUSTOMER. FEELS LIKE MISFIRE/LACK OF POWER LIKE A FAULTY MASS AIR SENSOR. WORSE IN REVERSE. FOUND WHEN ENTERING DRIVEWAYS WITH INCREASED SLOPE CONDITION IS WORSE, WHEN UNDER MORE OF A LOAD. RAN GFF. FOUND FAULT IN CENTRAL ELECTRONICS FOR 01314 ECM NO SIGNAL/COMM. PERFORMED CAP DISCHARGE, NO DIFFERENCE. CHECK ELSA, NO TECH SOLUTIONS APPLY, SEARCH THE 01314 FAULT, NO RESULTS.
06/11/2008	14:02	PERFORMED BASIC SETTINGS, 61 AND 60. STILL SHAKES JUST LEAVING SHOP. ROAD TESTED AROUND BLOCK, NO DIFFERENCE
06/11/2008	14:07	REPLACE MECHATRONICS FLUID AND FILTER SET BASIC SETTINGS
06/16/2008	14:08	ORDERED MECHATRONICS UNIT. WAITING FOR PARTS
06/18/2008	16:13	PER MICHELLE, MECH IS ON RED ORDER TECH TO UPDATE THE VTA P1
06/18/2008	16:24	STILL WAITING ON PARTS
06/23/2008	16:03	PLEASE UPDATE AFTER REPAIRS ARE COMPLETE
06/23/2008	16:48	STILL WAITING FOR PARTS
06/25/2008	16:34	UP DATE AFTER REPAIRS
06/26/2008	17:06	PARTS IN TODAY, PROBABLY BACK ON IT TOMMORROW
06/27/2008	17:43	INSTALLED GEARS, TORQUED BOLT TO SPECS, (60NM + 1/4). WILL COMPLETE ASSEMBLY MONDAY.
07/02/2008	16:21	LAST UPDATE WAS FOR WRONG TECHLINE TICKET, SORRY. INSTALLED MECHATRONIC ASSY PER ELSA WEB. SET BASIC SETTINGS USING GUIDED FUNCTIONS, ROAD TEST. OK NOW. THANKS FOR THE HELP.
07/08/2008	17:37	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/08/2008	17:37	ISSUE UPDATED

Consultant's Closing Comments

REPALCE MECHATRONICS UNIT

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
335100	EOS	2007	WVWBA71F87V [REDACTED]	5402	3885	06/11/2008	USA

Workshop Finding

NO CODES IN ECM OR TCM, PORFORMED 03 NO CHANGE.

Activity Date	Activity Time	Activity Comments
06/11/2008	15:13	CUSTOMER STATES THAT WHEN ACCELERATING USUALLY FROM A STOP THAT IT FEELS.LIKE THE ENGINE IS SPUTTERING
06/11/2008	15:13	ISSUE OPENED BY DEALERSHIP
06/11/2008	15:32	ADVISED TECH TO UPDATE VTA WITH TCM PART NUMBER AND SOFTWARE LEVEL, FLUID LEVEL AND CONDITION AND PREPARE VEHICLE FOR BASIC SETTINGS.
06/11/2008	15:32	CUSTOMER COMMENTS: CUSTOMER STATES THAT WHEN ACCELERATING USUALLY FROM A STOP THAT IT FEELS.LIKE THE ENGINE IS SPUTTERING
06/11/2008	15:32	WORKSHOP FINDINGS: NO CODES IN ECM OR TCM, PORFORMED 03 NO CHANGE.
06/11/2008	15:42	TCM PART NO. 02E AE 1302
06/11/2008	15:52	ROAD TEST TO COMPLET BASIC SETTINGS, CALL WITH RESULTS ASK FOR CHRIS
06/12/2008	09:14	ADVISE TECH TO TRY LATER TODAY FOR TELEDIAIG
06/12/2008	14:53	UPDATE TCM TOO 1505 LEVEL ROAD TEST DID CAR STILL SHUDDER?
06/12/2008	15:40	CAR IS STILL SHUDDERING AFTER UPDATE AND TEST DRIVE
06/12/2008	15:46	P1 ADVISED THE TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT.
06/12/2008	17:10	TECH ORDERED MECH UNIT,ETC.
06/12/2008	18:11	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
06/12/2008	18:11	ISSUE UPDATED

Consultant's Closing Comments

TECH TO REPLACE MECHATRONIC AND BOLTS WHEN PARTS ARRIVE. CLOSING VTA VEHICLE RELEASED TO CUSTOMER.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
335123	EOS	2008	WVWBA71F08V [REDACTED]	11672	3885	06/11/2008	USA

Workshop Finding

0 MISFIRES COUNTED, NO FAULTS.

Activity Date	Activity Time	Activity Comments
06/11/2008	15:35	ISSUE OPENED BY DEALERSHIP
06/11/2008	15:35	WHEN IDLING, ON VERY SLIGHT ACCEL CAR JERKS AND BUCKS. NO FAULTS IN ANY SYSTEM
06/11/2008	15:38	CUSTOMER COMMENTS: WHEN IDLING, ON VERY SLIGHT ACCEL CAR JERKS AND BUCKS. NO FAULTS IN ANY SYSTEM
06/11/2008	15:38	SEE IF IT HAPPENS IN REVERSE, CHECK FUEL TRIMS SET BASIC SETTINGS ON THE TRANS. CHECK FLUID LEVEL AND CONDITION
06/11/2008	15:38	WORKSHOP FINDINGS: 0 MISFIRES COUNTED, NO FAULTS.
06/11/2008	15:55	FUEL TRIM AT .5% AND -2.3%, PREFORMED BASIC SETTINGS. DOES IN IN FORWARD AND REVERSE. TCM PN 02E300044K WITH SOFTWARE VER 1403. FULID FULL AND CLEAN
06/11/2008	15:58	P1 ADVISED THE TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT.
06/16/2008	11:50	ORDERED PARTS, CUSTOMER TOOK VEHICLE, DUE TO FLOOD WATERS UNKNOWN TIME ON PARTS ARIVAL
06/16/2008	12:30	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
06/16/2008	12:30	ISSUE UPDATED

Consultant's Closing Comments

ORDERED PARTS, CUSTOMER TOOK VEHICLE, DUE TO FLOOD WATERS UNKNOWN TIME ON PARTS ARIVAL

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
335295	EOS	2007	WVWFA71F77V [REDACTED]	16200	3885	06/12/2008	USA

Workshop Finding

CUSTOMER STATES VEHICLE SURGES OR LUNDGES WHILE IDLING AFTER A STOP

Activity Date	Activity Time	Activity Comments
06/12/2008	09:14	CUSTOMER STATES VEHICLE SURGES OR LUNDGES WHILE IDLING AFTER A STOP
06/12/2008	09:14	ISSUE OPENED BY DEALERSHIP
06/12/2008	09:41	CUSTOMER COMMENTS: CUSTOMER STATES VEHICLE SURGES OR LUNDGES WHILE IDLING AFTER A STOP
06/12/2008	09:41	PERFORM MVB 61 AND 60 IN BASIC SETTINGS AND PERFORM 10 MILE ROAD TEST AND CHECK THE COMPLAINT. IF STILL PRESENT CALL BACK FOR FURTHER INSTRUCTIONS, IF BASIC SETTINGS CORRECTS THE CONCERN CLOSE THE TICKET AND SHIP THE VEH.
06/12/2008	09:41	WORKSHOP FINDINGS: CUSTOMER STATES VEHICLE SURGES OR LUNDGES WHILE IDLING AFTER A STOP
06/12/2008	11:34	ADVISED TECH TO REPLACE MECHATRONIC, BOLTS, RFILTER AND FLUID. RERUN BASIC SETTINGS WHEN REPAIR IS COMPLETED.
06/19/2008	15:53	REPLACED MECHATRONICS RAN BASIC SETTING TRANS OK. THANKS
06/19/2008	16:59	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
06/19/2008	16:59	ISSUE UPDATED

Consultant's Closing Comments

REPLACED MECHATRONICS RAN BASIC SETTING TRANS OK. THANKS

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
335603	EOS	2007	WVWBA71F37V [REDACTED]	14619	3885	06/12/2008	USA

Workshop Finding

TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM. VEHICLE SHUTTERS IN 1ST AND POSSIBLY REVERSE.

Activity Date	Activity Time	Activity Comments
06/12/2008	15:02	CAR WILL SURGE WHEN STARTING FROM A STOP, FEELS LIKE CLUTCH PACK IS ENGAGING HARSHLY (ON/OFF) AND IT LURCHES FOR APPROX. 10MS-20MS FROM TORQUE. YOU CANNOT FEATHER THE THROTTLE TO GET A SMOOTH TRANSITION FROM STOP TO START. COULD NOT FIND ANY T.B.S ABOUT THIS CONDITION - GFF SHOWED NO FAULTS -
06/12/2008	15:02	ISSUE OPENED BY DEALERSHIP
06/12/2008	15:18	CUSTOMER COMMENTS: CAR WILL SURGE WHEN STARTING FROM A STOP, FEELS LIKE CLUTCH PACK IS ENGAGING HARSHLY (ON/OFF) AND IT LURCHES FOR APPROX. 10MS-20MS FROM TORQUE. YOU CANNOT FEATHER THE THROTTLE TO GET A SMOOTH TRANSITION FROM STOP TO START. COULD NOT FIND ANY T.B.S ABOUT THIS CONDITION - GFF SHOWED NO FAULTS -
06/12/2008	15:18	P1 ADVISED THE TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT.
06/12/2008	15:18	WORKSHOP FINDINGS: TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM. VEHICLE SHUTTERS IN 1ST AND POSSIBLY REVERSE.
06/12/2008	15:38	TALK TO GLEN STEWART AND WAS INFORMED TO ORDER FILTER/BOLTS/MECHATRONICS UNIT FOR 02E
06/12/2008	15:56	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
06/12/2008	15:56	ISSUE UPDATED

Consultant's Closing Comments

TECH TO REPLACE THE MECH UNIT

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
335628	EOS	2007	WVWBA71F37V [REDACTED]	24435	3885	06/12/2008	USA

Workshop Finding
VEHICLE IN LIMP

Activity Date	Activity Time	Activity Comments
06/12/2008	15:31	ISSUE OPENED BY DEALERSHIP
06/12/2008	15:31	TRANS. RANGE INDICATOR ON DASH BLINKING. CHECKED GUIDED FAULT FINDINGS ONE DTC PRESENT, P2711 10143 004 IMPLAUSIBLE TRANS. SHIFT SEQUENCE NO COMMUNICATION. NO TEST PLAN IN GFF.
06/12/2008	15:44	02E AE 1302
06/12/2008	15:44	CUSTOMER COMMENTS: TRANS. RANGE INDICATOR ON DASH BLINKING. CHECKED GUIDED FAULT FINDINGS ONE DTC PRESENT, P2711 10143 004 IMPLAUSIBLE TRANS. SHIFT SEQUENCE NO COMMUNICATION. NO TEST PLAN IN GFF.
06/12/2008	15:44	SET BASIC SETTINGS ON THE TRANS IN BLOCK 61/60 WITH FOOT ON THE BRAKE.
06/12/2008	15:44	WORKSHOP FINDINGS: VEHICLE IN LIMP
06/12/2008	15:57	REPLACE THE MECHATRONIC, FILTER, FLUID AND THE BOLTS AND RETEST FOR ISSUE.
06/19/2008	16:26	REPLACED MECHATRONICS, FLUID, AND FILTER. FILLED TRANS. TRIED TO SET BASIC SETTINGS, BASIC SETTINGS WILL NOT SET. 01087 BASIC SETTINGS NOT CARRIED OUT- MECH. HYDRAULIC FAULT AND MECH. FAULT. AND CODE P2711 IMPL. SIGNAL SHIFT SEQUENCE.
06/19/2008	16:35	TECH TO SET UP TO PERFORM THE TRANS BASIC SETTINGS.
06/19/2008	17:05	ADVISED THE TECH THAT I WOULD CONTACT HIM BACK ON THIS CONCERN IN THE MORNING AFTER TALKING TO PRODUCT SUPPORT.
06/19/2008	17:11	P2 ADVISED THE TECH TO REPLACE THE TRANS. BASIC SETTINGS WILL NOT SET DUE TO MECHANICAL FAULTS.
06/25/2008	12:05	REPLACED TRANS., VEH. SHIFTS TO MANUF. SPECS.
06/25/2008	13:07	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
06/25/2008	13:07	ISSUE UPDATED

Consultant's Closing Comments
REPLACED TRANS., VEH. SHIFTS TO MANUF. SPECS.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
336069	RABBIT	2007	WVWVFV71KX7W [REDACTED]	11514	3885	06/13/2008	USA

Workshop Finding

WHEN VEHICLE IS PUT IN REVERSE TRANS CHUGS AND SURGES, ALL FORWARD GEARS SEEM OK. RAN GFF TO FIND NO FAULTS IN TRANS AND VEHICLE HAS NO OPEN CAMPAINS OR RELATED TSBS. PERFORMED BASIC SETTINGS MANUALLY 60 AND 61 WITH NO CHANGE IN OPERATION.

Activity Date	Activity Time	Activity Comments
06/13/2008	16:37	ISSUE OPENED BY DEALERSHIP
06/13/2008	16:37	VERIFIED CUSTOMERS CONCERN OF CHUGS IN REVERSE. WHEN VEHICLE IS PUT IN REVERSE TRANS CHUGS AND SURGES, ALL FORWARD GEARS SEEM OK. RAN GFF TO FIND NO FAULTS IN TRANS AND VEHICLE HAS NO OPEN CAMPAINS OR RELATED TSBS. PERFORMED BASIC SETTINGS MANUALLY 60 AND 61 WITH NO CHANGE IN OPERATION.
06/18/2008	14:54	TECHLINE NEVER UPDATED TICKET FOR MECHATRONIC AUTHORIZATION.
06/19/2008	09:59	ADVISED TECH TO REPLACE MECHATRONIC. UPDATE VTA WHEN COMPLETED.
06/19/2008	09:59	CUSTOMER COMMENTS: VERIFIED CUSTOMERS CONCERN OF CHUGS IN REVERSE.
06/19/2008	09:59	WORKSHOP FINDINGS: WHEN VEHICLE IS PUT IN REVERSE TRANS CHUGS AND SURGES, ALL FORWARD GEARS SEEM OK. RAN GFF TO FIND NO FAULTS IN TRANS AND VEHICLE HAS NO OPEN CAMPAINS OR RELATED TSBS. PERFORMED BASIC SETTINGS MANUALLY 60 AND 61 WITH NO CHANGE IN OPERATION.
06/20/2008	12:14	P1 PARTS ORDERED UPDATED YESTERDAY.
06/25/2008	11:22	PARTS ARRIVED ON 6 23 08. INSTALLED AND PERFORMED BASIC SETTINGS AFTER FILLING TRANS. ROADTESTED TO FIND PROBLEM RESOLVED...THANKS FOR THE HELP, ERIC
06/25/2008	13:02	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
06/25/2008	13:02	ISSUE UPDATED

Consultant's Closing Comments

REPLACED MECHATRONIC, COMPLETED.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
336111	EOS	2008	WVWBA71F38V [REDACTED]	5	3885	06/13/2008	USA

Workshop Finding

ATTEMPT TO PERFORM GFF TEST PLAN NONE. CHECK GUIDED FUNCTION NONE SHOWING DSG TCM. WANT TO CHECK WIRING TO N216 BUT EVERYTHING IS INSIDE TRANNY. CHECKED FOR BULLETINS NONE.

Activity Date	Activity Time	Activity Comments
06/13/2008	18:56	BRAND NEW CAR OFF TRUCK DURING PDI FAULT CODE IN TRANSMISSION CONTROL MODULE. P1819 PRESSURE CONTROL VALVE 2 N216 OPEN CIRCUI/T/SHORT CIRUIT TO GROUND RANGE/PERFORMANCE. ATTEMPT TO PERFORM GFF TEST PLAN NONE. CHECK GUIDED FUNCTION NONE SHOWING DSG TCM. WANT TO CHECK WIRING TO N216 BUT EVERYTHING IS INSIDE TRANNY. CHECKED FOR BULLETINS NONE.
06/13/2008	18:56	ISSUE OPENED BY DEALERSHIP
06/13/2008	19:08	ADVISED TECH I WILL CALL AFTER CONSULTING WITH PRODUCT SUPPORT ON MONDAY MORNING.
06/13/2008	19:08	CUSTOMER COMMENTS: BRAND NEW CAR OFF TRUCK DURING PDI FAULT CODE IN TRANSMISSION CONTROL MODULE. P1819 PRESSURE CONTROL VALVE 2 N216 OPEN CIRCUI/T/SHORT CIRUIT TO GROUND RANGE/PERFORMANCE.
06/13/2008	19:08	WORKSHOP FINDINGS: ATTEMPT TO PERFORM GFF TEST PLAN NONE. CHECK GUIDED FUNCTION NONE SHOWING DSG TCM. WANT TO CHECK WIRING TO N216 BUT EVERYTHING IS INSIDE TRANNY. CHECKED FOR BULLETINS NONE.
06/17/2008	14:53	PHONED TECH AFTER CONSULTING PRODUCT SUPPORT. ADVISED TECH TO CLEAR CODE AND ROAD TEST TO TRY AND RECREATE FAULT, UPDATE VTA WITH RESULTS AND CALL BACK.
06/17/2008	19:01	SHOP FOREMAN: ROAD TESTING VEHICLE TODAY.
06/17/2008	20:18	ESCALATED TO THE QTM AT HIS REQUEST..... I3
06/18/2008	19:03	RECHECKED AFTER EXTENDED ROAD TEST NO FAULTS. MY SHOP FOREMAN DID VERIFLY LIMP MODE WHEN IT FIRST HAPPEN. WHAT DO U GUYS WANT ME TO DO NEXT?
06/18/2008	19:05	ADVISED THE TECH THAT THE QTM HAS INTERVENED IN THIS CASE I3
06/18/2008	19:47	SET BASIC SETTINGS IN BLOCK 61, THEN 60 WITH FOOT ON THE BRAKE,. ROAD TEST IN ALL GEARS.
06/19/2008	16:46	SHOPFOREMAN: ROBERTO STOPPED IN YESTERDAY AND SPOKE TO ENGINEERS, WAS TOLD TO DO BASIC SETTING ON DSG, AND ROAD TEST AND IF OK PUT ON LOT FOR SALE, AND THEN IF IT RETURNS WOULD HAVE TO REPLACE MECHATRONIC UNIT. I PERFORMED THE SETTINGS AND ALL IS OK FOR NOW. THANX
06/20/2008	07:41	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
06/20/2008	07:41	ISSUE UPDATED

Consultant's Closing Comments

PERFORMED BASIC SETTINGS, COMPLETED.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
336355	EOS	2008	WVWBA71F48V [REDACTED]	26239	3885	06/16/2008	USA

Workshop Finding
n/a

Activity Date	Activity Time	Activity Comments
06/16/2008	12:52	ISSUE OPENED BY DEALERSHIP
06/16/2008	12:52	MECHATRONIC REPLACED CAR WILL NOT SHIFT ABOVE 4TH.
06/16/2008	14:11	ADVISED TECH TO PREPARE VEHICLE FOR BASIC SETTINGS AND CALL BACK, WE WILL RUN THEM MANUALLY OVER THE PHONE.
06/16/2008	14:11	CUSTOMER COMMENTS: MECHATRONIC REPLACED CAR WILL NOT SHIFT ABOVE 4TH.
06/17/2008	13:08	ADVISED TECH TO CALL BACK WHEN VEHICLE IS READY TO RUN BASIC SETTINGS.
06/17/2008	13:21	PERFORMED MANUAL BASIC SETTINGS OVER THE PHONE, ADVISED TECH TO ROAD TEST 15MILES AND REEVALUATE CONCERN. UPDATE VTA WHEN COMPLETED.
06/17/2008	13:48	ROAD TESTED CAR 15MIL CAR GOOD.
06/17/2008	13:49	ROAD TESTED CAR 15MIL CAR GOOD.
06/17/2008	15:18	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
06/17/2008	15:18	ISSUE UPDATED

Consultant's Closing Comments
PERFORMED BASIC SETTINGS MANUALLY AND ROAD TEST, COMPLETED.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
336361	RABBIT	2008	WVWFD71K48W [REDACTED]	508	3885	06/16/2008	USA

Workshop Finding
TECH VERIFIED THE CONCERN. 1 FAULT IN THE TCM.

Activity Date	Activity Time	Activity Comments
06/16/2008	12:55	CUSTOMER STATES THE VEHICLE WILL NOT MOVE ONCE IN DRIVE OR REVERSE
06/16/2008	12:55	ISSUE OPENED BY DEALERSHIP
06/16/2008	13:03	CUSTOMER COMMENTS: CUSTOMER STATES THE VEHICLE WILL NOT MOVE ONCE IN DRIVE OR REVERSE
06/16/2008	13:03	P1 ADVISED THE TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT.
06/16/2008	13:03	WORKSHOP FINDINGS: TECH VERIFIED THE CONCERN. 1 FAULT IN THE TCM.
06/16/2008	14:13	CHECKED CONNECTER FOR MECH UNIT, CONNECTER SECURE. CHECKED FOR CORROSION, NO CORROSION. ORDERED MECH UNIT, FLUID, FILTER AND BOLTS
06/16/2008	16:30	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
06/16/2008	16:30	ISSUE UPDATED

Consultant's Closing Comments
TECH TO REPLACE THE MECH UNIT.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
336563	RABBIT	2008	WVWHV71K28W [REDACTED]	10315	3885	06/16/2008	USA

Workshop Finding

CONCERN VERIFIED IN FORWARD GEARS (1ST) AND THEN REVERSE AS WELL

Activity Date	Activity Time	Activity Comments
06/16/2008	16:52	ISSUE OPENED BY DEALERSHIP
06/16/2008	16:52	THE CAR IS BUCKING WHEN STARTING FROM A STOP. SHIFTING AT ALL OTHER SPEEDS SEEMS TO BE OK. FOUND NO FAULT CODES IN THE SYSTEM. .
06/16/2008	17:03	CUSTOMER COMMENTS: THE CAR IS BUCKING WHEN STARTING FROM A STOP. SHIFTING AT ALL OTHER SPEEDS SEEMS TO BE OK. FOUND NO FAULT CODES IN THE SYSTEM. .
06/16/2008	17:03	SET BASIC SETTINGS AND CALL BACK.
06/16/2008	17:03	WORKSHOP FINDINGS: CONCERN VERIFIED IN FORWARD GEARS (1ST) AND THEN REVERSE AS WELL
06/16/2008	17:04	H30 IN BLOCK 54
06/16/2008	17:19	PERFORMED BASIC SETTINGS AS REQUESTED AND PERFORMED ROAD TEST. FOUND NO CHANGE.IN THE CONCERN.
06/16/2008	17:21	REPLACE MECHATRONICS FLUID AND FILTER AND SET BASIC SETTING
06/16/2008	17:22	P2
06/23/2008	16:14	P1 SPOKE TO CLAY IN VW SERVICE, PART IS ON BACK ORDER, VEHICLE IS WAITING FOR PART TO COME IN.
07/09/2008	10:48	INSTALLED THE MECHATRONICS UNIT AND RESET BASIC SETTINGS. ALL SYMPTOMS ARE REPAIRED, THE VEHICLE SHIFTS PROPERLY.
07/09/2008	11:25	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/09/2008	11:25	ISSUE UPDATED

Consultant's Closing Comments

INSTALLED THE MECHATRONICS UNIT AND RESET BASIC SETTINGS. ALL SYMPTOMS ARE REPAIRED, THE VEHICLE SHIFTS PROPERLY.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
336996	EOS	2008	WVWFA71F98V [REDACTED]	8890	3885	06/17/2008	USA

Workshop Finding

TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM.

Activity Date	Activity Time	Activity Comments
06/17/2008	15:10	ISSUE OPENED BY DEALERSHIP
06/17/2008	15:10	VEHICLE SURGES AT IDLE IN GEAR AND UNDER LITE ACCELERATION IT SEEMS AS IF ITS IN GEAR THEN OUT OF GEAR JUST SITTING THERE IN DRIVE AND IT DOES THE SAME IN REVERSE.
06/17/2008	15:17	CUSTOMER COMMENTS: VEHICLE SURGES AT IDLE IN GEAR AND UNDER LITE ACCELERATION IT SEEMS AS IF ITS IN GEAR THEN OUT OF GEAR JUST SITTING THERE IN DRIVE AND IT DOES THE SAME IN REVERSE.
06/17/2008	15:17	P1 ADVISED THE TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT.
06/17/2008	15:17	WORKSHOP FINDINGS: TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM.
06/24/2008	11:58	C1 SPOKE WITH SERVICE ADVISOR, CUSTOMER TOOK THE VEHICLE AND WILL BRING BACK IN WHEN PARTS ARE IN.
07/16/2008	10:28	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/16/2008	10:28	ISSUE UPDATED

Consultant's Closing Comments

TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
337158	RABBIT	2008	WVWVFV71KX8W [REDACTED]	17686	3885	06/17/2008	USA

Workshop Finding

02E AE 1408 BLOCK VALUE 54 (H23) SHUDDERS FROM A STOP AS WELL. NO FAULTS.

Activity Date	Activity Time	Activity Comments
06/17/2008	19:24	CUST STATES AT 10MPH, SLOWING DOWN THEN ACCELERATING (STOP AND GO TRAFFIC)ABRUPT SHIFT. SHOP FOREMAN TEST DROVE. THERE IS A SLIGHT SHUDDER WHEN THE TRANSMISSION DOWN SHIFTS INTO FIRST GEAR. COMPARED TO ANOTHER GTI WITH A DSG TRANS. THE SECOND CAR IS SMOOTHER WHEN IT SHIFTS. NO DTCS IN THE SYSTEM. MY SHOP FOREMAN REQUESTED I OPEN A VTA TO SEE IF THERE ARE ANY KNOW ISSUES OR SOFTWARE UPDATES FOR THE TCM NOT LISTED IN THE TSB LISTS.
06/17/2008	19:24	ISSUE OPENED BY DEALERSHIP
06/17/2008	19:46	CUSTOMER COMMENTS: CUST STATES AT 10MPH, SLOWING DOWN THEN ACCELERATING (STOP AND GO TRAFFIC)ABRUPT SHIFT. SHOP FOREMAN TEST DROVE. THERE IS A SLIGHT SHUDDER WHEN THE TRANSMISSION DOWN SHIFTS INTO FIRST GEAR. COMPARED TO ANOTHER GTI WITH A DSG TRANS. THE SECOND CAR IS SMOOTHER WHEN IT SHIFTS. NO DTCS IN THE SYSTEM. MY SHOP FOREMAN REQUESTED I OPEN A VTA TO SEE IF THERE ARE ANY KNOW ISSUES OR SOFTWARE UPDATES FOR THE TCM NOT LISTED IN THE TSB LISTS.
06/17/2008	19:46	REPLACE THE MECHATRONIC, FILTER, FLUID AND BOLTS.
06/17/2008	19:46	WORKSHOP FINDINGS: 02E AE 1408 BLOCK VALUE 54 (H23) SHUDDERS FROM A STOP AS WELL. NO FAULTS.
06/17/2008	20:33	THE CONTROL UNIT IS ON RED ORDER. I WILL UPDATE THE VTA WHEN IT ARRIVES.
06/18/2008	10:25	MECH ORDERED P1
06/24/2008	12:51	SPOKE WITH COBY IN SERVICE..... PARTS ARE ON NATIONAL BACK ORDER..... P1
07/02/2008	16:30	STILL WAITING FOR MECHATRONIC.
07/02/2008	18:18	ISSUE SENT TO DEALERSHIP
07/08/2008	19:29	PARTS ARE IN. CUST IS RETURNING ON 2 DAYS FOR INSTALL. THEY DID NOT WANT TO LEAVE THE CAR AND WAIT FOR THE PARTS TO ARRIVE.
07/09/2008	09:50	CUST IS RETURNING ON 2 DAYS FOR INSTALL. C1
07/10/2008	16:11	CAR IS HERE. I'M GOING TO INSTALL THE MECHATRONIC AND TEST DRIVE OVER NIGHT APPROX 50 MILES. WILL UPDATE TOMARROW.
07/10/2008	16:40	ISSUE SENT TO DEALERSHIP
07/11/2008	10:46	INSTALLED THE MECHATRONIC. TEST DROVE 55 MILES. THE ISSUE HAS NOT RETURNED. THANKS.
07/11/2008	11:19	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/11/2008	11:19	ISSUE UPDATED

Consultant's Closing Comments

INSTALLED THE MECHATRONIC. TEST DROVE 55 MILES. THE ISSUE HAS NOT RETURNED. THANKS.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
337172	EOS	2008	WVWFA71F48V [REDACTED]	8401	3885	06/18/2008	USA

Workshop Finding

IT DOES IT MORE IN REVERSE. I CAN ONLY GET IT TO DO IT SOMETIMES, AND THE CAR HAS TO BE WARM. THERE ARE NO CODES IN ALL SYSTEMS.

Activity Date	Activity Time	Activity Comments
06/18/2008	08:19	ISSUE OPENED BY DEALERSHIP
06/18/2008	08:19	WHEN TRYING TO ACCEL FROM A STOP USING LITE THROTTLE THE CAR BUCKS. IT DOES IT MORE IN REVERSE. I CAN ONLY GET IT TO DO IT SOMETIMES, AND THE CAR HAS TO BE WARM. THERE ARE NO CODES IN ALL SYSTEMS.
06/18/2008	08:28	ADVISED TECH TO UPDATE VTA WITH TRANSMISSION BUILD DATE AND CALL BACK.
06/18/2008	08:28	CUSTOMER COMMENTS: WHEN TRYING TO ACCEL FROM A STOP USING LITE THROTTLE THE CAR BUCKS.
06/18/2008	08:28	WORKSHOP FINDINGS: IT DOES IT MORE IN REVERSE. I CAN ONLY GET IT TO DO IT SOMETIMES, AND THE CAR HAS TO BE WARM. THERE ARE NO CODES IN ALL SYSTEMS.
06/18/2008	08:35	2 NUMBERS WERE THERE: 22 06 07 AND KOB 25.06.07
06/18/2008	08:40	ADVISED TECH TO REPLACE MECHATRONIC, BOLTS, FILTER AND FLUID, UPDATE VTA WHEN COMPLETED. TCM 02E AE 1403
06/25/2008	13:50	SPOKE TO DONNA IN SERVICE AND THEY ARE STILL HOLDING ON PARTS.....P1
07/09/2008	10:54	INSTALLED MECHATRONIC, SET BASIC SETTINGS, ROAD TESTED, CONDITION CORRECTED.
07/09/2008	12:33	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/09/2008	12:33	ISSUE UPDATED

Consultant's Closing Comments

REPLACED MECHATRONIC, COMPLETED.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
337186	EOS	2007	WVWDB71F57V [REDACTED]	15207	3885	06/18/2008	USA

Workshop Finding

RAN GFF NO CODES FLUID LEVEL FULL HAS HAD CONCERNS SINCE CAR NEW

Activity Date	Activity Time	Activity Comments
06/18/2008	08:58	CUST STATES CAR HAS DELAYED ENGAGEMENT ON ACCELERATION AND FEELS LIKE SECOND GEAR START WILL ALSO ROLL BACKWARDS ON HILL BEFORE IT WILL GO FORWARD RAN GFF NO CODES FLUID LEVEL FULL HAS HAD CONCERNS SINCE CAR NEW
06/18/2008	08:58	ISSUE OPENED BY DEALERSHIP
06/18/2008	09:09	ADVISED TECH TO ROAD TEST AND TRY TO DUPLICATE CONCERN IN REVERSE, UPDATE VTA WITH RESULTS AND TRANSMISSION BUILD DATE. CALL BACK.
06/18/2008	09:09	CUSTOMER COMMENTS: CUST STATES CAR HAS DELAYED ENGAGEMENT ON ACCELERATION AND FEELS LIKE SECOND GEAR START WILL ALSO ROLL BACKWARDS ON HILL BEFORE IT WILL GO FORWARD
06/18/2008	09:09	WORKSHOP FINDINGS: RAN GFF NO CODES FLUID LEVEL FULL HAS HAD CONCERNS SINCE CAR NEW
06/18/2008	09:53	SENT SERVICE MANAGER OUT TO DRIVE SAYS REVERSE SEAMS TO BE SLOW AND RPMS GO TO ABOUT 1800 RPM BEFORE CAR MOVES BUILD DATE IS 26/02/07
06/18/2008	10:00	ADVISED TECH TO PREPARE VEHICLE FOR BASIC SETTINGS AND CALL BACK. WE WILL RUN BASIC SETTING MANUALLY OVER THE PHONE.
06/18/2008	10:16	PERFORMED BASIC SETTINGS OVER THE PHONE, ADVISED TECH TO ROAD TEST 15 MILES AND REEVALUATE CONCERN, UPDATE VTA WHEN COMPLETED. CALL BACK IF CONDITION DOES NOT CHANGE.
06/18/2008	11:06	ROAD TESTED AFTER BASIC SETTINGS NO CHANGE DROVE MYSELF NOTICED THAT ON 1 2 SHIFT TRNS HAS FLARE TACK GOES FROM 1400 RPMS TO ABOUT 2000 RPMS DURING SHIFT
06/18/2008	11:16	ADVISED TECH TO REPLACE MECHATRONIC, BOLTS, FILTER AND FLUID, UPDATE VTA WHEN COMPLETED.
06/20/2008	11:16	PARTS ORDERED THEY ARE ON BACK ORDER WILL UPDATE WHEN PARTS ARE HERE
06/20/2008	14:52	THANKS FOR THE UPDATE.
06/25/2008	14:11	D2 CALLED AND WAS SENT TO SERVICE, PHONE RANG FOR ALMOST 5 MINUTES WITH NO ONE PICKING UP.
06/26/2008	11:42	WAITING FOR CUST TO RETURN
06/26/2008	18:13	THANKS FOR THE UPDATE, IF CUSTOMER HAS TAKEN VEHICLE PLEASE CLOSE OUT VTA.
06/30/2008	09:09	CUST TOOK CAR WILL CALL IF ANY MORE PROBLEMS AFTER PART INSTALLED CUST HAS APPT FOR 2ND WEEK IN JULY
06/30/2008	10:11	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
06/30/2008	10:11	ISSUE UPDATED

Consultant's Closing Comments

TECH TO REPLACE MECHATRONIC. COMPLETED.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
337341	RABBIT	2008	WVWKC71KX8W [REDACTED]	2515	3885	06/18/2008	USA

Workshop Finding

CONCERN IS WORSE IN REVERSE. SETH IS THE TECH TCM PART NO.02E AE 1406 NO FAULTS STORED.

Activity Date	Activity Time	Activity Comments
06/18/2008	11:34	ISSUE OPENED BY DEALERSHIP
06/18/2008	11:34	VEHICLE "PULSATES" WHILE BACKING UP.
06/18/2008	11:49	CUSTOMER COMMENTS: VEHICLE "PULSATES" WHILE BACKING UP.
06/18/2008	11:49	SET BASIC SETTINGS TO NO AVAIL. (H50) REPLACE THE MECH, FLUID, FILTER AND BOLTS.
06/18/2008	11:49	WORKSHOP FINDINGS: CONCERN IS WORSE IN REVERSE. SETH IS THE TECH TCM PART NO.02E AE 1406 NO FAULTS STORED.
06/25/2008	13:13	TALKED TO BART IN SERVICE STILL WAITING ON PARTS P1
06/27/2008	15:52	WAITING ON MECH PER TAMMY P1
06/30/2008	18:36	WAITING ON PARTS 6/30 ...
06/30/2008	18:42	ISSUE SENT TO DEALERSHIP
07/07/2008	14:45	REPLACED MECH. UNIT, BOLTS, FLUID AND FILTER. SET BASICS. VEHICLE DRIVING NORMALLY, VERIFIED REPAIRS.
07/07/2008	15:36	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/07/2008	15:36	ISSUE UPDATED

Consultant's Closing Comments

REPLACED MECH. UNIT, BOLTS, FLUID AND FILTER. SET BASICS. VEHICLE DRIVING NORMALLY, VERIFIED REPAIRS.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
337534	EOS	2008	WVWBA71F48V [REDACTED]	10710	3885	06/18/2008	USA

Workshop Finding
 TECH UNABLE TO PERFORM THE TRANS BASIC SETTINGS.

Activity Date	Activity Time	Activity Comments
06/18/2008	15:44	ISSUE OPENED BY DEALERSHIP
06/18/2008	15:44	REPLACED MECHATRONICS NOW VEHICLE WILL NOT SHIFT PASS SECOND GEAR
06/18/2008	15:48	CUSTOMER COMMENTS: REPLACED MECHATRONICS NOW VEHICLE WILL NOT SHIFT PASS SECOND GEAR
06/18/2008	15:48	TECH TO SET UP FOR TRANS BASIC SETTINGS.
06/18/2008	15:48	WORKSHOP FINDINGS: TECH UNABLE TO PERFORM THE TRANS BASIC SETTINGS.
06/18/2008	15:57	PERFORMED BASIC SETTINGS MANUALLY OVER THE PHONE. ADVISED TECH TO ROAD TEST 15 MILES AND REEVALUATE SHIFT CONCERN. UPDATE VTA WHEN COMPLETED.
06/23/2008	09:22	PERFORMED BASIC SETTINGS. DROVE VEHICLE. REPAIR COMPLETE, WORKING PROPERLY.
06/23/2008	16:01	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
06/23/2008	16:01	ISSUE UPDATED

Consultant's Closing Comments
 TECH PERFORMED THE TRANS BASIC SETTINGS. VEHICLE OPERATING TO SPEC AT THIS TIME.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
337696	EOS	2008	WVWFA71F78V [REDACTED]	8757	3885	06/19/2008	USA

Workshop Finding

NO COMMUTATION

Activity Date	Activity Time	Activity Comments
06/19/2008	09:40	ISSUE OPENED BY DEALERSHIP
06/19/2008	09:40	MECHATRONICS WAS REPLACED AFTER REPLACEMENT BASIC SETTINGS WAS PERFORMED AND THEN COMMUNICATION TO ALL MODULES WAS LOST CAP DISCHARGE WAS PERFORMED NOCHANGE AND THEN MECHATRONICS WAS UNPLUGGED AND THEN THERE WAS COMMUNICATION BETWEEN MODULES PLEASE ADVISE
06/19/2008	10:09	PLUGGED OLD MECHATRONICS IN AND CLEARED ALL CODES COMMUNICATES WITH OTHER MODULES FINE PLUGGED IN NEW MECHATRONICS NO COMUNICATION WITH OTHER MODULES
06/19/2008	10:10	PLUGGED OLD MECHATRONICS IN AND CLEARED ALL CODES COMMUNICATES WITH OTHER MODULES FINE PLUGGED IN NEW MECHATRONICS NO COMMUNICATION WITH OTHER MODULES
06/19/2008	10:46	CUSTOMER COMMENTS: MECHATRONICS WAS REPLACED AFTER REPLACEMENT BASIC SETTINGS WAS PERFORMED AND THEN COMMUNICATION TO ALL MODULES WAS LOST CAP DISCHARGE WAS PERFORMED NOCHANGE AND THEN MECHATRONICS WAS UNPLUGGED AND THEN THERE WAS COMMUNICATION BETWEEN MODULES PLEASE ADVISE
06/19/2008	10:46	REPLACE MECHATRONICS
06/19/2008	10:46	WORKSHOP FINDINGS: NO COMMUTATION
06/19/2008	10:57	GET MVB 48 AND 41 SCREEN SHOT S THANKS
06/19/2008	11:15	HERE ARE THE MVB YOU ASK FOR
06/23/2008	17:40	PLEASE CALL FOR ASSITANCE
06/23/2008	18:20	TECH WILL CALL 6-24-08 AM [TOM WHITE-SHOP FOREMAN]
06/24/2008	11:25	WAITING ON PARTS APPROXIMATE ETA IS TODAY AND CAR SHOULD BE DONE TODAY ALSO WILL UPDATE WHEN DONE
06/24/2008	17:01	MECHATRONIC IS INSTALLED NOW HAS CODE FOR RECORD IN CONTROL MODULE CHANGED AND WONT ALLOW BASIC SETTINGS
06/24/2008	17:11	ADVISE TECH TO CALL IN AM FOR FLASH
06/25/2008	10:01	PERFROM TELEDIAIG UPDATE TCM TO ORGINAL LEVEL 1403
06/25/2008	10:26	EVERYTHING IS WORKING PROPERLY NOW THANKS MARK ALWAYS A PLEASURE
06/25/2008	13:41	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
06/25/2008	13:41	ISSUE UPDATED

Consultant's Closing Comments

REPLAC EMECHATROICS AND REFLASH TCM

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
337993	EOS	2008	WVWDB71F38V [REDACTED]	5012	3885	06/19/2008	USA

Workshop Finding
TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM. TECH STATES THE VEHICLE SHUTTERS IN 1ST AND REVERSE.

Activity Date	Activity Time	Activity Comments
06/19/2008	15:09	CAR WILL HESITATE AND LUNRCH WHEN ACCELERATING FROM A STOPM. CHECK GFF NO FAULTS
06/19/2008	15:09	ISSUE OPENED BY DEALERSHIP
06/19/2008	15:18	CUSTOMER COMMENTS: CAR WILL HESITATE AND LUNRCH WHEN ACCELERATING FROM A STOPM. CHECK GFF NO FAULTS
06/19/2008	15:18	P1 ADVISED THE TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT.
06/19/2008	15:18	WORKSHOP FINDINGS: TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM. TECH STATES THE VEHICLE SHUTTERS IN 1ST AND REVERSE.
06/19/2008	15:33	ORDER MECHATRONIC. W/SOFTWARE AND FLUID
06/19/2008	15:46	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
06/19/2008	15:46	ISSUE UPDATED

Consultant's Closing Comments
TECH TO REPLACE THE MECH UNIT.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
338019	JETTA	2008	3VWBJ71K98M [REDACTED]	111	3885	06/19/2008	USA

Workshop Finding
TECH VERIFIED THE CONCERN. 1 FAULT IN THE TCM. FAULT CAN BE ERASED BUT COMES RIGHT BACK.

Activity Date	Activity Time	Activity Comments
06/19/2008	15:34	CLUSTER DISPLAY PRND FLASHES P1815 008 RUN GFF INCONCLUSIVE. CAR DOESN'T MOVE IN R. CHECK ATA CONNECTIONS LOOK OK. HAVE YOU GUYS SEEN THIS?
06/19/2008	15:34	ISSUE OPENED BY DEALERSHIP
06/19/2008	15:43	CUSTOMER COMMENTS: CLUSTER DISPLAY PRND FLASHES P1815 008 RUN GFF INCONCLUSIVE. CAR DOESN'T MOVE IN R. CHECK ATA CONNECTIONS LOOK OK. HAVE YOU GUYS SEEN THIS?
06/19/2008	15:43	P1 ADVISED THE TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT.
06/19/2008	15:43	WORKSHOP FINDINGS: TECH VERIFIED THE CONCERN. 1 FAULT IN THE TCM. FAULT CAN BE ERASED BUT COMES RIGHT BACK.
06/19/2008	16:03	PARTS ON ORDER
06/19/2008	16:17	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
06/19/2008	16:17	ISSUE UPDATED

Consultant's Closing Comments
TECH TO REPLACE THE MECH UNIT.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
338171	RABBIT	2008	WVWFV71K38W [REDACTED]	10673	3885	06/20/2008	USA

Workshop Finding

P1819 IN TCM, LEVEL AND CONDITION OK.

Activity Date	Activity Time	Activity Comments
06/20/2008	08:57	ISSUE OPENED BY DEALERSHIP
06/20/2008	08:57	ODD SHIFTS AT ODD TIMES OF OPERATION. VERY JERKY ENGAUGEMENT.
06/20/2008	11:15	ADVISED TECH TO REPLACE MECHATRONIC, BOLTS, FILTER AND FLUID, UPDATE VTA WHEN COMPLETED.
06/20/2008	11:15	CUSTOMER COMMENTS: ODD SHIFTS AT ODD TIMES OF OPERATION. VERY JERKY ENGAUGEMENT.
06/20/2008	11:15	WORKSHOP FINDINGS: P1819 IN TCM, LEVEL AND CONDITION OK.
06/27/2008	12:38	P1 SPOKE TO BOB, STILL HOLDING FOR PARTS.
07/07/2008	17:58	REPLACED MECHATRONIC, BOLTS, FLUIDS, GASKETS AS ADVISED. TEST DRIVE VEHICLE, CAR PERFORMING PROPERLY, RETURN TO CUSTOMER 07/07/08
07/07/2008	18:20	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/07/2008	18:20	ISSUE UPDATED

Consultant's Closing Comments

REPLACED MECHATRONIC AND BOLTS, COMPLETED.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
338176	RABBIT	2008	WVWHV71K38W [REDACTED]	11424	3885	06/20/2008	USA

Workshop Finding

HAPPENS WHEN WARM THE MOST AFTER ABOUT 10 MILES OF DRIVING

Activity Date	Activity Time	Activity Comments
06/20/2008	09:10	CUSTOMER STATES AT LOW SPEEDS ACCEL AND DECEL VEHLCE SHUTTERS, HAPPENS WHEN WARM THE MOST AFTER ABOUT 10 MILES OF DRIVING
06/20/2008	09:10	ISSUE OPENED BY DEALERSHIP
06/20/2008	09:33	ADVISED TECH TO UPDATE VTA WITH TRANSMISSION BUILD DATE, ALSO PREPARE VEHICLE FOR BASIC SETTINGS OVER THE PHONE. VEHICLE AT OPERATING TEMPERATURE, SCAN TOOL HOOKED UP.
06/20/2008	09:33	CUSTOMER COMMENTS: CUSTOMER STATES AT LOW SPEEDS ACCEL AND DECEL VEHLCE SHUTTERS.
06/20/2008	09:33	WORKSHOP FINDINGS: HAPPENS WHEN WARM THE MOST AFTER ABOUT 10 MILES OF DRIVING
06/20/2008	10:59	PERFORMED MANUAL BASIC SETTINGS OVER THE PHONE, ADVISED TECH TO ROAD TEST 15 MILES AND REEVALUATE SHUTTER CONCERN. BUILD DATE JUNE 23 2007, ADVISED TECH THAT IF SHUTTER IS STILL THERE AFTER ROAD TEST REPLACE MECHATRONIC, BOLTS, FILTER AND FLUID. UPDATE VTA WHEN COMPLETED.
06/27/2008	10:25	SPOKE WITH MARK IN SERVICE..... PARTS ARE ON NATIONAL BACK ORDER..... P1
07/14/2008	10:09	REPLACED MECHATRONIC UNIT - VERIFIED REPAIR
07/14/2008	11:03	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/14/2008	11:03	ISSUE UPDATED

Consultant's Closing Comments

REPLACED MECHATRONIC, COMPLETED.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
338184	EOS	2008	WVWBA71F48V [REDACTED]	16280	3885	06/20/2008	USA

Workshop Finding

DROVE TWO SAME YEAR EOS ONE NO HESITATION, SECOND ALMOST SAME HESITATION, BUT A LITTLE BIT LESS. CK TO SEE IF IT NEEDED 301D SVM UPDATE SCREEN SAYS DATA VERSION IN THE VEHICLE IS CURRENT. ANY OTHER UPDATE TO DO OR DO YOU THINK THE MECHATTONIC J743 NEEDS TO BE REPLACED? REDID BASIC SETTING ADP , CHANNELS 60 AND 63, NO CHANGE.

Activity Date	Activity Time	Activity Comments
06/20/2008	09:18	CUST.STATES TRANS IS SHIFTING VERY HARD AND HAS A HESITATION AND THE CAR LUNGES WHEN TAKING OFF FROM A STOP. DROVE TWO SAME YEAR EOS ONE NO HESITATION, SECOND ALMOST SAME HESITATION, BUT A LITTLE BIT LESS. CK TO SEE IF IT NEEDED 301D SVM UPDATE SCREEN SAYS DATA VERSION IN THE VEHICLE IS CURRENT. ANY OTHER UPDATE TO DO OR DO YOU THINK THE MECHATTONIC J743 NEEDS TO BE REPLACED? REDID BASIC SETTING ADP , CHANNELS 60 AND 63, NO CHANGE.
06/20/2008	09:18	ISSUE OPENED BY DEALERSHIP
06/20/2008	14:07	ADVISED TECH TO PERFORM MANUAL BASIC SETTINGS (61 THEN 60) FOR TRANSMISSION, ROAD TEST 15 MILES AND REEVALUATE. UPDATE VTA WHEN COMPLETED.
06/20/2008	14:07	CUSTOMER COMMENTS: CUST.STATES TRANS IS SHIFTING VERY HARD AND HAS A HESITATION AND THE CAR LUNGES WHEN TAKING OFF FROM A STOP.
06/20/2008	14:07	WORKSHOP FINDINGS: DROVE TWO SAME YEAR EOS ONE NO HESITATION, SECOND ALMOST SAME HESITATION, BUT A LITTLE BIT LESS. CK TO SEE IF IT NEEDED 301D SVM UPDATE SCREEN SAYS DATA VERSION IN THE VEHICLE IS CURRENT. ANY OTHER UPDATE TO DO OR DO YOU THINK THE MECHATTONIC J743 NEEDS TO BE REPLACED? REDID BASIC SETTING ADP , CHANNELS 60 AND 63, NO CHANGE.
06/20/2008	15:55	DID BASIC SETTING TO TRANS HEARD LOUD SNAP NOISE DURING 61 BASIC SETTING. ROAD TESTED 15 MILES STOP AND GO ,HIGH SPEED , BACKED UP 3 TIMES. THE HESITATION IS STILL THERE AND THE SHIFT POINTS SEEM HIGHER. THE TRANS CHATTERS WHEN TURNING COURNERS FAST. TRAN HAS NO OIL LEAKS AT ALL
06/20/2008	16:00	P1 ADVISED THE TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT.
06/20/2008	16:11	WILL ORDER PARTS AND GIVE CAR BACK TO CUST THANKS
06/20/2008	16:12	PARTS ORDERED
06/23/2008	10:08	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
06/23/2008	10:08	ISSUE UPDATED

Consultant's Closing Comments

TECH TO REPLACE MECHATRONIC, FLUID, FILTER AND BOLTS. COMPLETED.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
338452	RABBIT	2007	WVWFV71K97W [REDACTED]	11352	3885	06/20/2008	USA

Workshop Finding

TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM.

Activity Date	Activity Time	Activity Comments
06/20/2008	15:17	CUSTOMER STATES "TRANSMISSION JERKS ON ACCELERATION, ESPECIALLY FROM A STOP." DUPLICATED CONCERN. SLIGHT, SPLIT SECOND HESITATION FOLLOWED BY HARD ENGAGEMENT WHEN LEAVING FROM A STOP. FOUND THAT IT IS MORE PRONOUNCED WHEN VEHICLE SITS AT A STOP FOR 10+ SECONDS. ALSO, WHEN VEHICLE IS IN D POSTION AND FOOT IS LIFTED FROM THE BRAKE WITHOUT HITTING THE GAS, AS THE CAR FIRST BEGINS FORWARD THE RPMS DROP MORE THAN USUAL ALMOST LIKE IT'S GOING TO STALL. NO FAULTS FOUND WITH GFF. NO LEAKS VISIBLE ON OR AROUND TRANSMISSION.
06/20/2008	15:17	ISSUE OPENED BY DEALERSHIP
06/20/2008	15:35	CUSTOMER COMMENTS: CUSTOMER STATES "TRANSMISSION JERKS ON ACCELERATION, ESPECIALLY FROM A STOP." DUPLICATED CONCERN. SLIGHT, SPLIT SECOND HESITATION FOLLOWED BY HARD ENGAGEMENT WHEN LEAVING FROM A STOP. FOUND THAT IT IS MORE PRONOUNCED WHEN VEHICLE SITS AT A STOP FOR 10+ SECONDS. ALSO, WHEN VEHICLE IS IN D POSTION AND FOOT IS LIFTED FROM THE BRAKE WITHOUT HITTING THE GAS, AS THE CAR FIRST BEGINS FORWARD THE RPMS DROP MORE THAN USUAL ALMOST LIKE IT'S GOING TO STALL. NO FAULTS FOUND WITH GFF. NO LEAKS VISIBLE ON OR AROUND TRANSMISSION.
06/20/2008	15:35	P1 ADVISED THE TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT. CONTACT DEALER 402125 FOR A POSSIBLE MECH UNIT.
06/20/2008	15:35	WORKSHOP FINDINGS: TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM.
06/20/2008	15:57	ADVISED TECH THAT BOTH MECHATRONIC UNITS WILL INTERCHANGE.
06/20/2008	16:02	ISSUE SENT TO DEALERSHIP
06/27/2008	13:24	CALLED LEFT ON HOLD FOE 4 MIN NO UPDATE TODAY D2
06/30/2008	16:28	PARTS WERE ORDERED 6/20, VEHICLE IS NOT IN SHOP. SORRY FOR THE UPDATE DELAY.
07/01/2008	07:46	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/01/2008	07:46	ISSUE UPDATED

Consultant's Closing Comments

TECH TO REPLACE THE MECH UNIT.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
338611	EOS	2008	WVWFA71F88V [REDACTED]	11098	3885	06/23/2008	USA

Workshop Finding
SHUDDER WHEN TURNING

Activity Date	Activity Time	Activity Comments
06/23/2008	09:19	CUSTOMER STATES THAT THE VEHICLE LUNGES IN DRIVE. OCCURS AT VERY SLOW SPEEDS...ORIGINALLY UNABLE TO VERIFY CONCERN, R.O. WAS LEFT OPEN. CUSTOMER RETURNED AND WAS ABLE TO VERIFY CONCERN TODAY. VEHICLE JERKS DURING SLOW SPEED DRIVING (PULLING INTO PARKING STALLS).
06/23/2008	09:19	ISSUE OPENED BY DEALERSHIP
06/23/2008	09:24	CUSTOMER COMMENTS: CUSTOMER STATES THAT THE VEHICLE LUNGES IN DRIVE. OCCURS AT VERY SLOW SPEEDS...ORIGINALLY UNABLE TO VERIFY CONCERN, R.O. WAS LEFT OPEN. CUSTOMER RETURNED AND WAS ABLE TO VERIFY CONCERN TODAY. VEHICLE JERKS DURING SLOW SPEED DRIVING (PULLING INTO PARKING STALLS).
06/23/2008	09:24	MVB 19 FIELD 3 30 C THEN GO TO BASIC SETTINGS 61 IDLE AND FOOT ON BRAKE THEN GO TO 60 AND FOOT ON BRAKE AT IDLE. THEN ROAD TEST
06/23/2008	09:24	WORKSHOP FINDINGS: SHUDDER WHEN TURNING
06/23/2008	16:41	REPLACE MECHATROINCS FLUID AND FILTER 7 LITER S
06/23/2008	17:01	PARTS ARE ORDERED, IF NEED MORE HELP WILL OPEN NEW TICKET. THANKS FOR YOUR HELP.
06/24/2008	14:05	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
06/24/2008	14:05	ISSUE UPDATED

Consultant's Closing Comments
REPLACE MECHATROINCS FLUID AND FILTER 7 LITER S

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
338852	EOS	2007	WVWFA71F87V [REDACTED]	16920	3885	06/23/2008	USA

Workshop Finding

TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM. TECH STATES THE VEHICLE SHUTTERS/SURGES IN 1ST AND REVERSE GEARS.

Activity Date	Activity Time	Activity Comments
06/23/2008	13:40	CUSTOMER HAS TWO ISSUES THE FIRST IS SHE CLAIMS IT IS USING OIL. WE CHANGED OIL AND SHE HAS RETURNED IN 1200 MILES IT WAS 1/2 QUART LOW. ENGINE HAS NO LEAKS..THE SECOND CONCERN IS SHE STATES THE CAR HESITATES ON ACCELERATION. NO FAULTS IN ANY MODULES, I DROVE CAR 15 MILES AND FOUND WHEN STARTING FROM A STOP THE UNDER LIGHT THROTTLE THE CAR SURGES BACK AND FORTH. IT ALSO OCCASIONALLY SURGES AFTER A SHIFT.
06/23/2008	13:40	ISSUE OPENED BY DEALERSHIP
06/23/2008	13:45	CUSTOMER COMMENTS: CUSTOMER HAS TWO ISSUES THE FIRST IS SHE CLAIMS IT IS USING OIL. WE CHANGED OIL AND SHE HAS RETURNED IN 1200 MILES IT WAS 1/2 QUART LOW. ENGINE HAS NO LEAKS..THE SECOND CONCERN IS SHE STATES THE CAR HESITATES ON ACCELERATION. NO FAULTS IN ANY MODULES, I DROVE CAR 15 MILES AND FOUND WHEN STARTING FROM A STOP THE UNDER LIGHT THROTTLE THE CAR SURGES BACK AND FORTH. IT ALSO OCCASIONALLY SURGES AFTER A SHIFT.
06/23/2008	13:45	P1 ADVISED THE TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT.
06/23/2008	13:45	WORKSHOP FINDINGS: TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM. TECH STATES THE VEHICLE SHUTTERS/SURGES IN 1ST AND REVERSE GEARS.
06/23/2008	13:59	ORDERED PARTS VEHICLE LEAVING
06/23/2008	15:23	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
06/23/2008	15:23	ISSUE UPDATED

Consultant's Closing Comments

TECH TO REPLACE THE MECH UNIT.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
338934	EOS	2008	WVWFA71F08V [REDACTED]	7228	3885	06/23/2008	USA

Workshop Finding

SHUDDER ENGAGEMENT

Activity Date	Activity Time	Activity Comments
06/23/2008	14:55	ISSUE OPENED BY DEALERSHIP
06/23/2008	14:55	VEHCILE JERKS WHEN RELEASE BRAKE AND VEHICILE IS IN DRIVE OR REVERSE. SEEMS TO HAPPEN MORE SO WHEN ON INCLINE. VEHICILE FEELS LIKE IT IS GOING TO STALL THEN JERKS FOWARD. SEEMS TO BE LIKE CLUTCH PROBLEM. HAVE NOT CHECKED FLUID LEVEL YET TRANS IS TOO WARM AT THIS TIME.
06/23/2008	17:21	CUSTOMER COMMENTS: VEHICILE JERKS WHEN RELEASE BRAKE AND VEHICILE IS IN DRIVE OR REVERSE. SEEMS TO HAPPEN MORE SO WHEN ON INCLINE. VEHICILE FEELS LIKE IT IS GOING TO STALL THEN JERKS FOWARD. SEEMS TO BE LIKE CLUTCH PROBLEM. HAVE NOT CHECKED FLUID LEVEL YET TRANS IS TOO WARM AT THIS TIME.
06/23/2008	17:21	MVB 19 FIELD 3 30 C THEN GO TO BASIC SETTINGS 61 IDLE AND FOOT ON BRAKE THEN GO TO 60 AND FOOT ON BRAKE AT IDLE. THEN ROAD TEST
06/23/2008	17:21	WORKSHOP FINDINGS: SHUDDER ENGAGEMENT
06/23/2008	17:58	ROAD TEST VEHICILE STILL HAS SAME PROBLEM. VEHICILE JERKS/ALMOST STALLS WHEN .RELEASE BRAKE PEDAL.
06/23/2008	18:05	MATT, IF THIS IS A PROBLEM THAT HAPPENS WHEN THE TRANSMISSION IS PUT INTO DRIVE OR REVERSE WITHOUT PUSHING ON THE GAS, WE NEED TO REPLACE THE DUAL CLUTCH PACK. THANKS.
06/27/2008	11:23	INSTALL NEW CLUTCH ASSEMBLY REPAIR KIT. TEST DRIVE VEHICILE, STILL HAS SAME HESITATION, SLOW ENGAGEMENT. LIKE VEHICILE IS GOING TO STALL THEN JERKS.
06/27/2008	11:29	REPLACE THE MECHATRONIC, FLUID, FILTER AND THE BOLTS. BE SURE TO SET BASIC SETTINGS P1
06/30/2008	12:37	P1 WAITING ON PARTS. PARTS ON RED ORDER.
07/07/2008	14:26	INSTALL NEW MECHATRONICS UNIT ASSEMBLY. SET BASIC SETTINGS AND RETEST. VEHICILE NOW SHIFTS OK AND HAS NO SHUDDER/HESISTATION/JERK WHEN FIRST MOVING.
07/08/2008	17:49	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/08/2008	17:49	ISSUE UPDATED

Consultant's Closing Comments

INSTALL NEW MECHATRONICS UNIT ASSEMBLY. SET BASIC SETTINGS AND RETEST. VEHICILE

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
338944	EOS	2008	WVWFA71F28V [REDACTED]	10972	3885	06/23/2008	USA

Workshop Finding

1-2 SHIFT ISSUE WHEN HOT AS WELL. TCM PART NO. AND 02E AE 1403 MVB 54(H25) BASIC SETTINGS DOES NOT CHANGE ANYTHING.

Activity Date	Activity Time	Activity Comments
06/23/2008	15:17	ISSUE OPENED BY DEALERSHIP
06/23/2008	15:17	THE CUSTOMER IS CONCERNED ABOUT A INTERMITTENT HARSH UPSHIFT, A SENSATION OF JERKING AS THE VEHICLE IS BEING BACKED UP IN AN ARC AND THE VEHICLE MOVING BACKWARDS AN EXCESSIVE AMOUNT WHEN ACCELERATING FROM A STOP ON A STEEP HILL. THE SECOND AND THIRD CONCERNS HAVE BEEN CONFIRMED VIA A TEST DRIVE WITH THE CUSTOMER. THE CUSTOMER REQUESTED A TEST DRIVE IN AN 07 EOS WITH 27,000 MILES ON THE ODOMETER. THE CONCERNS NOTED WERE NOT PRESENT IN THE OLDER MODEL. THE TRANSMISSION SHIFT QUALITY IS SMOOTHER, THE VEHICLE DOES NOT ROLLBACK ON A STEEP SLOPE AND THE JERKING SENSATION IN REVERSE IS NOT PRESENT. THERE IS ALSO A MUCH LESS ABRUPT SENSATION OF ACCELERATION FROM A DEAD STOP ON A LEVEL SURFACE. THERE ARE NO MALFUNCTIONS STORED IN ANY OF THE CONTROL MODULES.
06/24/2008	13:06	CUSTOMER COMMENTS: THE CUSTOMER IS CONCERNED ABOUT A INTERMITTENT HARSH UPSHIFT, A SENSATION OF JERKING AS THE VEHICLE IS BEING BACKED UP IN AN ARC AND THE VEHICLE MOVING BACKWARDS AN EXCESSIVE AMOUNT WHEN ACCELERATING FROM A STOP ON A STEEP HILL. THE SECOND AND THIRD CONCERNS HAVE BEEN CONFIRMED VIA A TEST DRIVE WITH THE CUSTOMER. THE CUSTOMER REQUESTED A TEST DRIVE IN AN 07 EOS WITH 27,000 MILES ON THE ODOMETER. THE CONCERNS NOTED WERE NOT PRESENT IN THE OLDER MODEL. THE TRANSMISSION SHIFT QUALITY IS SMOOTHER, THE VEHICLE DOES NOT ROLLBACK ON A STEEP SLOPE AND THE JERKING SENSATION IN REVERSE IS NOT PRESENT. THERE IS ALSO A MUCH LESS ABRUPT SENSATION OF ACCELERATION FROM A DEAD STOP ON A LEVEL SURFACE. THERE ARE NO MALFUNCTIONS STORED IN ANY OF THE CONTROL MODULES.
06/24/2008	13:06	REMOVE THE MECH COVER AND CHECK FOR CONTAMINANTS.
06/24/2008	13:06	WORKSHOP FINDINGS: 1-2 SHIFT ISSUE WHEN HOT AS WELL. TCM PART NO. AND 02E AE 1403 MVB 54(H25) BASIC SETTINGS DOES NOT CHANGE ANYTHING.
06/26/2008	13:50	THE COVER HAS BEEN REMOVED AND THE FLUID AND COVER HAVE BEEN VISUALLY INSPECTED FOR CONTAMINATION. THE FLUID IS CLEAN AND CLEAR. A NEW MECH MODULE HAS BEEN PLACED ON ORDER. THANK YOU FOR YOUR ASSISTANCE.
06/26/2008	15:36	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
06/26/2008	15:36	ISSUE UPDATED

Consultant's Closing Comments

THE COVER HAS BEEN REMOVED AND THE FLUID AND COVER HAVE BEEN VISUALLY INSPECTED FOR CONTAMINATION. THE FLUID IS CLEAN AND CLEAR. A NEW MECH MODULE HAS BEEN PLACED ON ORDER. THANK YOU FOR YOUR ASSISTANCE.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
338971	RABBIT	2007	WVWFV71K47W [REDACTED]	60039	3460	06/23/2008	USA

Workshop Finding
SHUDDER WHILE DRIVING 1ST GEAR& REV.

Activity Date	Activity Time	Activity Comments
06/23/2008	15:48	CAR IS JERKING AN TAKE OFF AND REVERSE. JUST INSTALL MECH UNIT PER TECH LINE AND SET BASIC SETTINGS USING GUIDED FUNCTIONS AND VSD NO IMPROVENT IN TRANS OPERATION ON TAKE OFF OR REVERSE.
06/23/2008	15:48	ISSUE OPENED BY DEALERSHIP
06/24/2008	09:30	CUSTOMER COMMENTS: CAR IS JERKING AN TAKE OFF AND REVERSE. JUST INSTALL MECH UNIT PER TECH LINE AND SET BASIC SETTINGS USING GUIDED FUNCTIONS AND VSD NO IMPROVENT IN TRANS OPERATION ON TAKE OFF OR REVERSE.
06/24/2008	09:30	REMOVE TRANSMISSION AND REPLACE K1 & K2 CLUTCH ASSEMBLY AND RESET BASIC SETTING
06/24/2008	09:30	WORKSHOP FINDINGS: SHUDDER WHILE DRIVING 1ST GEAR& REV.
06/24/2008	11:14	ORDERED K1 CLUTCH
06/24/2008	14:06	ISSUE UPDATED
06/24/2008	14:12	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
06/24/2008	14:12	ISSUE UPDATED

Consultant's Closing Comments
REMOVE TRANSMISSION AND REPLACE K1 & K2 CLUTCH ASSEMBLY AND RESET BASIC SETTING

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
338996	EOS	2008	WVWFA71F38V0 [REDACTED]	13724	3885	06/23/2008	USA

Workshop Finding

JERK IN GEAR

Activity Date	Activity Time	Activity Comments
06/23/2008	16:22	CUSTOMER STATES CAR BUCKS BADLY WHEN PULLING AWAY FROM A TRAFFIC LIGHT. CONFIRMED CONCERN, VERIFIED IN REVERSE AND FORWARD GEARS. ALSO WHEN NAVIGATING PARKING LOTS VERY JERKY. NO DTC'S STORED. PLEASE ADVISE.
06/23/2008	16:22	ISSUE OPENED BY DEALERSHIP
06/23/2008	16:26	CUSTOMER COMMENTS: CUSTOMER STATES CAR BUCKS BADLY WHEN PULLING AWAY FROM A TRAFFIC LIGHT. CONFIRMED CONCERN, VERIFIED IN REVERSE AND FORWARD GEARS. ALSO WHEN NAVIGATING PARKING LOTS VERY JERKY. NO DTC'S STORED. PLEASE ADVISE.
06/23/2008	16:26	REPLACE MECHTROCIS FLUID AND FILTER 7 LITERS AND SET BASIC SETTINGS AFTER REPAIRS
06/23/2008	16:26	WORKSHOP FINDINGS: JERK IN GEAR
06/23/2008	16:45	PARTS ORDERED FOR THE JERK IN GEAR. CLOSING TICKET. THANKS MARK.
06/24/2008	14:14	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
06/24/2008	14:14	ISSUE UPDATED

Consultant's Closing Comments

REPLACE MECHTROCIS FLUID AND FILTER 7 LITERS AND SET BASIC SETTINGS AFTER REPAIRS

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
339450	EOS	2008	WVWBA71F58V [REDACTED]	18995	3885	06/24/2008	USA

Workshop Finding

CHATTER IN 1ST GEAR

Activity Date	Activity Time	Activity Comments
06/24/2008	15:57	CUSTOMER STATES VEHICLE JOLTS AS THE TRANSMISSION SHIFTS - VERIFY VEHICLE IS CHATTERING IN 1ST GEAR - HARSH 2ND GEAR UPSHIFT - BUCKING FROM 10-15 MPH (LIGHT ACCELERATION) - HARSH BUMPSTOP.NO FAULTS DETECTED.TOO WARM TO CHECK FLUID LEVEL
06/24/2008	15:57	ISSUE OPENED BY DEALERSHIP
06/24/2008	16:04	CUSTOMER COMMENTS: CUSTOMER STATES VEHICLE JOLTS AS THE TRANSMISSION SHIFTS - VERIFY VEHICLE IS CHATTERING IN 1ST GEAR - HARSH 2ND GEAR UPSHIFT - BUCKING FROM 10-15 MPH (LIGHT ACCELERATION) - HARSH BUMPSTOP.NO FAULTS DETECTED.TOO WARM TO CHECK FLUID LEVEL
06/24/2008	16:04	REPLACE MECHTRONICS FLUID 7 LITER AND FILTER
06/24/2008	16:04	WORKSHOP FINDINGS: CHATTER IN 1ST GEAR
07/01/2008	16:38	D1 TRIED A COUPLE OF TIMES TO GET A HOLD OF SERVICE, BUT COULDN'T
07/03/2008	12:52	THIS VEHICLE IS BACK WITH THE OWNER.THE VLAVE BODY IS ON RED ORDER. WE WILL INSTALL IT AND CALL YOU BACK IF CONDITION IS STILL THERE. THANKS.
07/08/2008	17:54	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/08/2008	17:54	ISSUE UPDATED

Consultant's Closing Comments

REPLACE MECHTRONICS FLUID 7 LITER AND FILTER

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
339764	EOS	2007	WVWFA71F97V [REDACTED]	15331	3885	06/25/2008	USA

Workshop Finding

NO FAULTS IN ENGINE OR TRANS. OCCURS IN REGULAR AND TIPTRONIC.NOT SURE IF IT MAY BE A TRANS ISSUE AND NOT THE ENGINE

Activity Date	Activity Time	Activity Comments
06/25/2008	12:38	ISSUE OPENED BY DEALERSHIP
06/25/2008	12:38	ON INNITIAL ACCEL. VEHICLE SURGES QUITE NOTICEABLY. NO FAULTS IN ENGINE OR TRANS. OCCURS IN REGULAR AND TIPTRONIC.NOT SURE IF IT MAY BE A TRANS ISSUE AND NOT THE ENGINE
06/25/2008	12:56	ADVISE TECH TO REPLACE MECHATRONIC AND BOLTS, CLOSE OUT VTA IF VEHICLE IS RELEASED. TCM 02E AE BUILD DATE 05-07
06/25/2008	12:56	CUSTOMER COMMENTS: ON INITIAL ACCEL. VEHICLE SURGES QUITE NOTICEABLY.
06/25/2008	12:56	WORKSHOP FINDINGS: NO FAULTS IN ENGINE OR TRANS. OCCURS IN REGULAR AND TIPTRONIC.NOT SURE IF IT MAY BE A TRANS ISSUE AND NOT THE ENGINE
06/25/2008	13:13	ORDERED MECHATRONIC UNIT AND BOLTS. RELEASING VEHICLE AS PARTS ON BACKORDER
06/25/2008	14:09	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
06/25/2008	14:09	ISSUE UPDATED

Consultant's Closing Comments

TECH TO REPLACE MECHATRONIC AND BOLTS. COMPLETED.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
339769	EOS	2008	WVWFA71F08V [REDACTED]	5640	3885	06/25/2008	USA

Workshop Finding

TECH STATES VEHICLE HESITATES..CODE P1643 IN ECM.

Activity Date	Activity Time	Activity Comments
06/25/2008	12:47	CUSTOMER STATES ENGINE REVES WHEN YOU TAKE YOUR FOOT OFF OF BRAKE, HESITATES..CODE P1643 IN ECM.
06/25/2008	12:47	ISSUE OPENED BY DEALERSHIP
06/25/2008	12:55	ADVISE TECH TO CHECK FUEL SYSTEM THROTTLE BODY PERFORM BASIC SETTING AND ROAD TEST ,
06/25/2008	12:55	CUSTOMER COMMENTS: CUSTOMER STATES ENGINE REVES WHEN YOU TAKE YOUR FOOT OFF OF BRAKE,
06/25/2008	12:55	WORKSHOP FINDINGS: TECH STATES VEHICLE HESITATES..CODE P1643 IN ECM.
06/27/2008	13:35	CHECK WIRING AT THROTTLE BODY, PERFORMED BASIC SETTINGS. TEST DROVE STILL HESITATES ON TAKE OFF. CK FUEL PRESSURE USING MVB 103 AND FUEL GAUGE. FUEL GAUGE.READING 2.5 BAR. MVB 103 5.5. ROPLACE G410 AND N276. FUEL PRESSURE NOW OK.GAUGE 4.5 AND MVB103, 5.5BAR. TEST DROVE STILL HESITATES.
06/27/2008	13:44	D1 ADVISED THE TECH TO CHECK THE BRAKE LAMP BULBS AND UPDATE THE VTA WITH RESULTS.
06/27/2008	14:36	CK BRAKE LAMPS, HAS LED'S
06/27/2008	14:47	02E AE 1403
06/27/2008	14:54	COMPARE WITH A LIKE VEHICLE AS FAR AS CREEPING, IF NOT SIMILAR REPLACE MECH, FLUID, FILTER AND BOLTS. IF IT S SIMILAR CALL BACK IN.
06/27/2008	14:55	WORKED WITH QA AS WELL.
06/27/2008	14:56	ISSUE UPDATED
06/27/2008	16:13	COMPARED WITH LIKE VEHICLE, DOES CREEP A SPLIT SECOND AFTER FOOT IS REMOVED.FROM BRAKE. NO HESITATION OR DELAY ON ACCEL FROM STOPS.
06/27/2008	16:27	TECH NEEDS TO CHECK ON FUEL QUALITY AS PER PRODUCT SUPPORT BEFORE REPLACING THE MECHATRONICS
06/27/2008	17:05	PER CUSTOMER SHE IS USING 93 OCTANE, SHELL..WILL REPLSCE MECHATRONIC UNIT
06/27/2008	18:55	MECH ORDERED P1
07/02/2008	16:16	P1 DENIS STATED PARTS IS ON BACK ORDERED
07/09/2008	10:01	PARTS STILL ON BACK ORDER
07/09/2008	10:10	PER OUR PARTS DEPARTMENT,PART SHOULD BE AT WAREHOUSE ON 7/11/08 AND AT DEALER BY 7/14/08
07/09/2008	10:31	ISSUE SENT TO DEALERSHIP
07/10/2008	12:07	REPLACE MECH. UNIT PERFORMED TEST DRIVE. VEHICLE PERFORMING TO FACTORY DESIGN. NO HESITATION FROM STOPS. THANK YOU GUYS FOR ALL OF YOUR HELP THURMAN LESANE SHOP FOREMAN
07/10/2008	12:10	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/10/2008	12:10	ISSUE UPDATED

Consultant's Closing Comments

REPLACE MECH. UNIT PERFORMED TEST DRIVE. VEHICLE PERFORMING TO FACTORY DESIGN. NO HESITATION FROM STOPS.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
339919	EOS	2008	WVWBA71F78V [REDACTED]	3598	3885	06/25/2008	USA

Workshop Finding
SHUDDER SHIFT

Activity Date	Activity Time	Activity Comments
06/25/2008	15:56	ISSUE OPENED BY DEALERSHIP
06/25/2008	16:00	CK THAT WHEN AT STOP SIGN CAR WILL GO OUT OF GEAR AND ROLL BACKWARDS THEN CATCH GEAR AND DRIVES FINR
06/25/2008	16:03	MVB 19 FIELD 3 30 C THEN GO TO BASIC SETTINGS 61 IDLE AND FOOT ON BRAKE THEN GO TO 60 AND FOOT ON BRAKE AT IDLE. THEN ROAD TEST
06/25/2008	16:03	WORKSHOP FINDINGS: SHUDDER SHIFT
06/25/2008	17:37	PERFORM BASIC SETTING AND ROAD TEST NO DIFERENCE
06/25/2008	17:46	REPLACE MECHATRONICS AND FILTER AND FLUID 7 LITERS P1
06/26/2008	12:04	PART WAS A RED ORDER
07/02/2008	10:44	THANK YOU FOR THE UPDATE ON THE STATUS OF THE REPAIR..... P1
07/07/2008	13:09	07/07/08 STILL WAITING ON PART TO ARRIVE.
07/08/2008	18:25	MEGATON UNIT ARRIVED 07/08/08. IS BEING INSTALLED TODAY. WILL UPDATE WHEN REPAIRS ARE COMPLETED
07/09/2008	18:10	UPDATE AFTER REPAIRS DONE
07/10/2008	09:54	REPLACE MECHATRONIC PUT CAR BACK TOGETHER AND ROAD TEST TO VERIFY REPARS, CAR FIX
07/11/2008	11:03	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/11/2008	11:03	ISSUE UPDATED

Consultant's Closing Comments
: REPLACE MECHATRONIC PUT CAR BACK TOGETHER AND ROAD TEST TO VERIFY REPARS, CAR FIX

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
340023	EOS	2008	WVWBA71F88V [REDACTED]	9956	3885	06/25/2008	USA

Workshop Finding

ORIGINAL CONCERN OF LURCHING HAS BEEN CORRECTED FOR VEHICLE...NOW VEHICLE WILL NOT ACCEPT BASIC SETTINGS....DTC 01087 FOLLOWED GFF INSTRUCTIONS ON PERFORMING BASIC SETTINGS WILL ACCEPT AS SOON AS VEHICLE IS PUT THRU DRIVE CYCLE.. WILL GO INTO SAFE MODE AND DTC 01087 BASIC SETTINGS NOT CARRIED OUT MECHANICAL HYDRAULIC MALFUNCTION..TCM # 02E300044K.CODING # 20.SOFTWARE # 1403

Activity Date	Activity Time	Activity Comments
06/25/2008	19:19	ISSUE OPENED BY DEALERSHIP
06/25/2008	19:19	PER VTA# 333291 INSTALLED MECHTRONICS..PERFORMED BASIC SETTINGS AND REFILLED OIL LEVEL PER ELSA SPECS... ORIGINAL CONCERN OF LURCHING HAS BEEN CORRECTED FOR VEHICLE...NOW VEHICLE WILL NOT ACCEPT BASIC SETTINGS....DTC 01087 FOLLOWED GFF INSTRUCTIONS ON PERFORMING BASIC SETTINGS WILL ACCEPT AS SOON AS VEHICLE IS PUT THRU DRIVE CYCLE.. WILL GO INTO SAFE MODE AND DTC 01087 BASIC SETTINGS NOT CARRIED OUT MECHANICAL HYDRAULIC MALFUNCTION..TCM # 02E300044K.CODING # 20.SOFTWARE # 1403
06/25/2008	19:30	ADVISED TECH TO PREPARE VEHICLE FOR BASIC SETTINGS AND CALL BACK.
06/25/2008	19:30	CUSTOMER COMMENTS: PER VTA# 333291 INSTALLED MECHTRONICS..PERFORMED BASIC SETTINGS AND REFILLED OIL LEVEL PER ELSA SPECS.
06/25/2008	19:30	WORKSHOP FINDINGS: ORIGINAL CONCERN OF LURCHING HAS BEEN CORRECTED FOR VEHICLE...NOW VEHICLE WILL NOT ACCEPT BASIC SETTINGS....DTC 01087 FOLLOWED GFF INSTRUCTIONS ON PERFORMING BASIC SETTINGS WILL ACCEPT AS SOON AS VEHICLE IS PUT THRU DRIVE CYCLE.. WILL GO INTO SAFE MODE AND DTC 01087 BASIC SETTINGS NOT CARRIED OUT MECHANICAL HYDRAULIC MALFUNCTION..TCM # 02E300044K.CODING # 20.SOFTWARE # 1403
06/25/2008	19:38	PERFORMED MANUAL BASIC SETTINGS OVER THE PHONE WITH TECH, ADVISED TO ROAD TEST 15 MILES AND REEVALUATE CONCERN, UPDATE VTA WHEN COMPLETED.
06/26/2008	11:00	ROAD TESTED VEHICLE OVER 15 MILES PER RECOMMENDATION.. VEHICLE ACCEPTED MANUAL BASIC SETTINGS... WHEN PERFORMING ROAD TEST SOUNDS AS IF TRANS IS STILL IN BASIC LEARNING MODE CAN HEAR MECHANISM SOUND COMING FROM TRANS AREA AND ONCE INSTANCE HAD A HARD UP SHIFT WHEN COMING TO STOP AND LIGHTLY GETTING BACK ON THE THROTTLE... CAN STILL HEAR AS IF TRANS IS SHIFTING WITHIN ITS SELF WHEN COMING TO A STOP.
06/26/2008	11:06	TRANSFERRED CALLER TO JAMES ROJEK..... A2
06/26/2008	11:17	NEW MECH UNIT. THE ONLY COMPLAINT NOW IS A NOISE THAT SOUNDS LIKE IT IS IN BASIC SETTINGS STILL. I WOULD LIKE THE SHOP TO VERIFY FLUID LEVEL ACCORDING TO ELSA WEB. PLEASE ALSO RESET BASIC SETTINGS ONE MORE TIME IN VSD AND TEST DRIVE CAR. THANKS.
06/26/2008	17:28	LET VEHICLE COOL DOWN REMAINDER OF DAY... CHECKED FLUID LEVEL ON COLD START.UP PER ELSA WEB... FLUID LEVEL WAS WITHIN SPEC.. PERFORMED BASIC SETTINGS AGAIN PER VTA SUPPORT INSTRUCTIONS.. ROAD TESTED VEHICLE AGAIN FOR ANOTHER 5 MILES TRANS AND SHIFT POINT OPEARTING TO MANUFACT SPEC...TOTAL MILES PUT ON VEHICLE 25 MILES.
06/27/2008	12:09	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
06/27/2008	12:09	ISSUE UPDATED

Consultant's Closing Comments

ESCALATED FOR REVIEW. A2 LET VEHICLE COOL DOWN REMAINDER OF DAY... CHECKED FLUID LEVEL ON COLD START.UP PER ELSA WEB... FLUID LEVEL WAS WITHIN SPEC.. PERFORMED BASIC SETTINGS AGAIN PER VTA SUPPORT INSTRUCTIONS.. ROAD TESTED VEHICLE AGAIN FOR ANOTHER 5 MILES TRANS AND SHIFT POINT OPEARTING TO MANUFACT SPEC...TOTAL MILES PUT ON VEHICLE 25 MILES.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
340090	JETTA	2008	3VWRJ71K58M [REDACTED]	5613	3885	06/26/2008	USA

Workshop Finding

BLINKING LIGHT

Activity Date	Activity Time	Activity Comments
06/26/2008	09:19	CUSTOMER STATES WOULD NOT COME OUT OF PARK AND GEAR SHIFTER WAS BLINKING.CUSTOMER STATES THAT MIL IS ON.USED GFF-HAVE FAULT P1707 INTERFERENCE IN MECHATRONIC UNIT NO SIGNAL/COMMUNICATION SPORADIC.GFF HAD ME RUN A BASIC SETTINGS FOR THIS FAULT. BASIC SETTINGS COMPLETED WITH NO FAULTS RETURNING. IS THIS KNOWN TO FIX THE PROBLEM OR IS THERE MORE TO IT?
06/26/2008	09:19	ISSUE OPENED BY DEALERSHIP
06/26/2008	09:26	ADVISE TO PERFORM BASIC SETTING AND ROAD TEST DID FAULT RETURN
06/26/2008	09:26	CUSTOMER COMMENTS: CUSTOMER STATES WOULD NOT COME OUT OF PARK AND GEAR SHIFTER WAS BLINKING.CUSTOMER STATES THAT MIL IS ON.USED GFF-HAVE FAULT P1707 INTERFERENCE IN MECHATRONIC UNIT NO SIGNAL/COMMUNICATION SPORADIC.GFF HAD ME RUN A BASIC SETTINGS FOR THIS FAULT. BASIC SETTINGS COMPLETED WITH NO FAULTS RETURNING. IS THIS KNOWN TO FIX THE PROBLEM OR IS THERE MORE TO IT?
06/26/2008	09:26	WORKSHOP FINDINGS: BLINKING LIGHT
06/26/2008	10:07	REPLACED MECHATRONICS FLUID AND FILTER SET BASIC SETTING P2
06/26/2008	10:44	ORDERED MECHATRONICS UNIT.
07/02/2008	16:43	UPDATE AFTER REPAIRS ARE COMPLETED
07/03/2008	10:24	SPOKE WITH TONY. STILL WAITING ON PARTS P2
07/09/2008	10:29	REPLACED MECHATRONICS, FLUID AND FILTER. SET BASIC SETTINGS AND TEST DRIVE. NO FAULTS RETURNED. RELEASED VEHICLE TO CUSTOMER.
07/09/2008	10:56	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/09/2008	10:56	REPLACED MECHATRONICS, FLUID AND FILTER. SET BASIC SETTINGS AND TEST DRIVE. NO FAULTS RETURNED. RELEASED VEHICLE TO CUSTOMER.

Consultant's Closing Comments

REPLACED MECHATRONICS, FLUID AND FILTER. SET BASIC SETTINGS AND TEST DRIVE. NO FAULTS RETURNED. RELEASED VEHICLE TO CUSTOMER.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
340104	EOS	2008	WVWFA71FX8V [REDACTED]	531	3885	06/26/2008	USA

Workshop Finding
NO POWER

Activity Date	Activity Time	Activity Comments
06/26/2008	09:47	ISSUE OPENED BY DEALERSHIP
06/26/2008	09:47	VEHICLE FEELS SLUGISH ON ACCELERATION HAS BAD TURBO LAG FROM STANDING START
06/26/2008	09:58	CUSTOMER COMMENTS: VEHICLE FEELS SLUGISH ON ACCELERATION HAS BAD TURBO LAG FROM STANDING START
06/26/2008	09:58	REPALCE MECHATROINCS FLUID AND FILTER ADN SETT BASIC SETTING
06/26/2008	09:58	WORKSHOP FINDINGS: NO POWER
06/26/2008	09:59	ISSUE UPDATED
07/03/2008	14:37	P1 TALKED TO IVAN. VEHICLE HOLDING FOR PARTS. VEHICLE RELEASED TO CUSTOMER, ADVISED IVAN TO HAVE TECH CLOSE OUT VTA.
07/09/2008	17:26	REPLACED MECHEATRONICS FLUID AND FILTER TEST DROVE VERIFIED REPAIR COMPLETE
07/09/2008	17:33	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/09/2008	17:33	ISSUE UPDATED

Consultant's Closing Comments
REPLACED MECHEATRONICS FLUID AND FILTER TEST DROVE VERIFIED REPAIR COMPLETE

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
340341	EOS	2008	WVWFA71F28V [REDACTED]	12457	3885	06/26/2008	USA

Workshop Finding

HAS NOT YET SET BASIC SETTINGS.

Activity Date	Activity Time	Activity Comments
06/26/2008	14:44	ISSUE OPENED BY DEALERSHIP
06/26/2008	14:44	NO FAULTS IN SYSTEM, FOUND ON TEST DRIVE VEHICLE HESITATING FROM A COMPLETE STOP, WHEN SLOWING DOWN AT LOW WILL JERK AND FEELS LIKE SOMEONE HIT IN REAR. CUSTOMER STATES THAT THE VEHICLE DID NOT RESPOND TO ACCELERATION AT ALL.
06/26/2008	14:56	CUSTOMER COMMENTS: NO FAULTS IN SYSTEM, FOUND ON TEST DRIVE VEHICLE HESITATING FROM A COMPLETE STOP, WHEN SLOWING DOWN AT LOW WILL JERK AND FEELS LIKE SOMEONE HIT IN REAR. CUSTOMER STATES THAT THE VEHICLE DID NOT RESPOND TO ACCELERATION AT ALL.
06/26/2008	14:56	PLEASE CALL BACK TO SET BASIC SETTINGS MANUALLY. THANKS. ESCALATED FOR REVIEW. A2
06/26/2008	14:56	WORKSHOP FINDINGS: HAS NOT YET SET BASIC SETTINGS.
06/26/2008	15:10	TRANS FER TO J R VOICE MAIL
06/26/2008	15:37	[REDACTED] CALLED TECH BACK AND PERFORMED BASIC SETTINGS. PLEASE DRIVE CAR TEN MILES AND SEE IF IT CHANGES.
06/27/2008	11:34	CONDITION DID NOT CHANGE.TECH STATES THAT HE WAS NOT AWARE THAT THIS WAS A DSG TRANSMISSINO. JOE, PLEASE AWAIT A PHONE CALL FROM MYSELF REGARDING THIS CAR. THANKS.
06/27/2008	11:55	UPDATE STATUS TO D2
07/01/2008	14:16	TEAM LEADER ORDER A VALVEBODY FOR VEHICLE. WILL UPDATE ON MONDAY JULY 7TH. THANK YOU HAVE GOOD HOLIDAY.
07/01/2008	16:25	THANKS FOR THE UPDATE.
07/02/2008	15:11	WAITING ON PARTS.
07/03/2008	16:51	D2 TIM STATED THE TECH IS WORKING ON THE CAR
07/07/2008	14:21	QTM REQUESTING INTERVENTION I3
07/08/2008	10:59	CHANGE STATUS TO AP PER QTM. AP
07/08/2008	10:59	QTM STATES DEALER HAS JUST ORDERED A MECHATRONIXS UNIT.
07/18/2008	07:43	RECIEVED MECHATRONICS PART. INSTALLED INTO VEHICLE, SET BASIC SETTINGS AND TEST DROVE VEHICLE OVERNIGHT. VEHICLE SHIFTING SMOOTHLY. THANK YOU FOR YOUR HELP.
07/18/2008	12:53	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/18/2008	12:53	ISSUE UPDATED

Consultant's Closing Comments

RECIEVED MECHATRONICS PART. INSTALLED INTO VEHICLE, SET BASIC SETTINGS AND TEST DROVE VEHICLE OVERNIGHT. VEHICLE SHIFTING SMOOTHLY. THANK YOU FOR YOUR HELP. ESCALATED FOR REVIEW. A2

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
340576	EOS	2008	WVWBA71F18V [REDACTED]	7097	3885	06/27/2008	USA

Workshop Finding

IT WILL ALSO JUMP A FEW TIMES WHEN SHIFTING FROM PARK TO DRIVE AND ACCELERATING. RAN GFF AND THERE ARE NO FAULTS STORED IN SYSTEM.

Activity Date	Activity Time	Activity Comments
06/27/2008	10:17	ISSUE OPENED BY DEALERSHIP
06/27/2008	10:17	TEST DROVE EOS AND IT HAS A DELAY IN THE TRANSMISSION TAKING OFF. IT WILL ALSO JUMP A FEW TIMES WHEN SHIFTING FROM PARK TO DRIVE AND ACCELERATING. RAN GFF AND THERE ARE NO FAULTS STORED IN SYSTEM.
06/27/2008	10:31	ADVISED TECH TO PREPARE VEHICLE FOR MANUAL BASIC SETTINGS AND CALL BACK. WE WILL DO BASIC SETTINGS OVER THE PHONE.
06/27/2008	10:31	CUSTOMER COMMENTS: TEST DROVE EOS AND IT HAS A DELAY IN THE TRANSMISSION TAKING OFF.
06/27/2008	10:31	WORKSHOP FINDINGS: IT WILL ALSO JUMP A FEW TIMES WHEN SHIFTING FROM PARK TO DRIVE AND ACCELERATING. RAN GFF AND THERE ARE NO FAULTS STORED IN SYSTEM.
06/27/2008	10:58	PERFORMED MANUAL BASIC SETTINGS OVER THE PHONE. ADVISED TECH TO ROAD TEST VEHICLE 15 MILES AND REEVALUATE CONCERN. UPDATE VTA WITH RESULTS.
06/27/2008	11:40	TEST DROVE CAR FOR 15 MILES AND IT IS STILL JUMPING UPON ACCELERATION FROM A STOP. I CAN ALSO FEEL A HARDER DOWN SHIFT NOW BETWEEN 3-2 GEARS WHEN SLOWING DOWN FOR A STOP.
06/27/2008	13:31	ADVISED TECH TO REPLACE MECHATRONIC, BOLTS, FILTER AND FLUID, UPDATE VTA WHEN COMPLETED.
07/07/2008	15:44	PARTS ARE ORDERED
07/07/2008	19:47	P1 THANKS FOR THE UPDATE.
07/16/2008	13:10	STILL WAITING ON CUSTOMER TO RETURN WITH CAR.
07/16/2008	17:27	THANKS FOR THE UPDATE, PLEASE CLOSE OUT VTA IF VEHICLE IS NOT AT SHOP.
07/17/2008	14:48	PER TERRY MCGOVERN, CLOSING UIL CUSTOMER RETURNS.
07/17/2008	16:06	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/17/2008	16:06	ISSUE UPDATED

Consultant's Closing Comments

TECH TO REPLACE MECHATRONIC, COMPLETED.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
340886	EOS	2008	WVWBA71F48V [REDACTED]	13466	3885	06/27/2008	USA

Workshop Finding

SPEED SENSOR FAULT IS REPAIRED. HARSH 1-2-3 WORSE WHEN HOT 02E AE

Activity Date	Activity Time	Activity Comments
06/27/2008	19:18	CUSTOMER STATES VEHICLE IS JERKING AND STOP WARNING LIGHTS CAME ON. ONLY HAD A ENGINE SPEED SENSOR -G28- CODE. REPLACED SPEED SENSOR. ROAD TESTED VEHICLE JERKS WHILE UP SHIFTING AND SOMETIMES DOWN SHIFTING
06/27/2008	19:18	ISSUE OPENED BY DEALERSHIP
06/27/2008	19:25	CUSTOMER COMMENTS: CUSTOMER STATES VEHICLE IS JERKING AND STOP WARNING LIGHTS CAME ON. ONLY HAD A ENGINE SPEED SENSOR -G28- CODE. REPLACED SPEED SENSOR. ROAD TESTED VEHICLE JERKS WHILE UP SHIFTING AND SOMETIMES DOWN SHIFTING
06/27/2008	19:25	SET BASIC SETTINGS ON THE TRANSMISSION, CHECK FUEL TRIMS. CHECK FLUID LEVEL AND CONDITION.
06/27/2008	19:25	WORKSHOP FINDINGS: SPEED SENSOR FAULT IS REPAIRED. HARSH 1-2-3 WORSE WHEN HOT 02E AE
07/01/2008	15:44	SET BASIC SETTINGS, CHECKED FUEL TRIM, AND CHECKED FLUID LEVEL. ALL ARE OK. TRANSMISSION STILL HAS A HARSH UPSHIFT
07/01/2008	15:58	H23 REPLACE THE MECHATRONIC, FLUID, FILTER AND BOLTS. SET BASIC SETTINGS AND ROAD TEST FOR ISSUE. P1
07/02/2008	10:37	PARTS ON ORDER
07/02/2008	12:21	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/02/2008	12:21	ISSUE UPDATED

Consultant's Closing Comments

H23 REPLACE THE MECHATRONIC, FLUID, FILTER AND BOLTS. SET BASIC SETTINGS AND ROAD TEST FOR ISSUE. P1

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
341358	RABBIT	2008	WVWKC71K98W [REDACTED]	9471	3885	06/30/2008	USA

Workshop Finding

SCANNED VEHICLE WITH GUIDED FAULT FINDINGS, FOUND CODE P0701, IN THE TCM, INTERNAL CONTROL MODULE MEMORY CHECK SUM ERROR NO SIGNAL/COMMUNICATION, ALSO CODE P1624 IN THE ECM, REQUIREMENT-FAULT LAMP ON ACTIVE.

Activity Date	Activity Time	Activity Comments
06/30/2008	18:47	CLIENT STATES THAT WHEN COMING AROUND A TURN IN 3RD GEAR THE TRANSMISSION LOST POWER, THE GEAR INDICATOR AND CHECK ENGINE LIGHT STARTED TO FLASH, ALSO THE EPC AND ASR LIGHT CAME ON, WHEN CLIENT STOPPED VEHICLE THERE WAS A GRINDING NOISE IN NEUTRAL AND REVERSE AND VEHICLE WOULD NOT ENGAUGE IN REVERSE, SCANNED VEHICLE WITH GUIDED FAULT FINDINGS, FOUND CODE P0701, IN THE TCM, INTERNAL CONTROL MODULE MEMORY CHECK SUM ERROR NO SIGNAL/COMMUNICATION, ALSO CODE P1624 IN THE ECM, REQUIREMENT-FAULT LAMP ON ACTIVE.
06/30/2008	18:47	ISSUE OPENED BY DEALERSHIP
06/30/2008	19:02	ADVISED TECH TO CLEAR CODE AND ROAD TEST TO SEE IF FAULT RETURNS ALSO GET SCREEN SHOT OF MVB 54. IF FAULT DOES NOT RETURN, PREPARE VEHICLE FOR BASIC SETTINGS AND CALL BACK.
06/30/2008	19:02	CUSTOMER COMMENTS: CLIENT STATES THAT WHEN COMING AROUND A TURN IN 3RD GEAR THE TRANSMISSION LOST POWER, THE GEAR INDICATOR AND CHECK ENGINE LIGHT STARTED TO FLASH, ALSO THE EPC AND ASR LIGHT CAME ON, WHEN CLIENT STOPPED VEHICLE THERE WAS A GRINDING NOISE IN NEUTRAL AND REVERSE AND VEHICLE WOULD NOT ENGAUGE IN REVERSE.
06/30/2008	19:02	WORKSHOP FINDINGS: SCANNED VEHICLE WITH GUIDED FAULT FINDINGS, FOUND CODE P0701, IN THE TCM, INTERNAL CONTROL MODULE MEMORY CHECK SUM ERROR NO SIGNAL/COMMUNICATION, ALSO CODE P1624 IN THE ECM, REQUIREMENT-FAULT LAMP ON ACTIVE.
06/30/2008	19:22	ERASED CODES, ROAD TESTED VEHICLE, AFTER ABOUT 4 MILES ACCELERATED FROM A STOP THE TRANSMISSION DID NOT SHIFT OUT OF 1ST, THE GEAR INDICATOR STARTED TO FLASH, WOULD NOT SHIFT OUT OF 1ST. CODE P0701 CAME BACK.
06/30/2008	19:33	VOLTAGE DROP POWER AND GROUND TO THE MECH. IF OK REPLACE THE MECHATRONIC, FLUID, FILTER AND BOLTS. RETEST FOR ISSUE. P1
06/30/2008	19:52	WIRES ARE GOOD, ORDERED MECHATRONIC, FLUID, FILTER, AND BOLTS
07/01/2008	12:13	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/01/2008	12:13	ISSUE UPDATED

Consultant's Closing Comments

TECH TO REPLACE MECHATRONIC, FLUID FILTER AND BOLTS. COMPLETED.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
341609	EOS	2008	WVWBA71F28V [REDACTED]	9064	3885	07/01/2008	USA

Workshop Finding

TECH VERIFIED THE CONCERN. TECH STATES THE TRANS SHUTTERS IN 1ST GEAR.

Activity Date	Activity Time	Activity Comments
07/01/2008	13:40	ISSUE OPENED BY DEALERSHIP
07/01/2008	13:40	ON ACCEL FOUND TRANS DOSENT FULLY ENGAGE,HAS NO ENGINE OR TRANS FAULTS, CHECKED WIRE HARNESS AND SENSOR G182 AS OUTLINED IN BULLETIN 2012681 BOTH ARE OK
07/01/2008	13:51	CUSTOMER COMMENTS: ON ACCEL FOUND TRANS DOSENT FULLY ENGAGE,HAS NO ENGINE OR TRANS FAULTS, CHECKED WIRE HARNESS AND SENSOR G182 AS OUTLINED IN BULLETIN 2012681 BOTH ARE OK
07/01/2008	13:51	P1 ADVISED THE TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT.
07/01/2008	13:51	WORKSHOP FINDINGS: TECH VERIFIED THE CONCERN. TECH STATES THE TRANS SHUTTERS IN 1ST GEAR.
07/01/2008	15:22	MECH UNIT IS ON ORDER
07/01/2008	15:24	WILL REPL MECHUNIT AND BOLTS OIL AND FILTER WHEN IT ARRIVES
07/01/2008	15:40	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/01/2008	15:40	ISSUE UPDATED

Consultant's Closing Comments

TECH TO REPLACE THE MECH UNIT.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
341727	EOS	2007	WVWFA71F37V [REDACTED]	20319	3885	07/01/2008	USA

Workshop Finding
 ALL UPSHIFTS SEEM OK. NO FAULTS IN ENG OR TRANS.

Activity Date	Activity Time	Activity Comments
07/01/2008	15:53	ISSUE OPENED BY DEALERSHIP
07/01/2008	15:53	SHIFTING CONCERN; EVEN AFTER SETTING MANUAL BASIC SETTINGS, IT HAS A VERY HARSH 3-2 DOWNSHIFT. ALL UPSHIFTS SEEM OK. NO FAULTS IN ENG OR TRANS.
07/01/2008	15:59	ADVISED TECH TO REPLACE MECHATRONIC, BOLTS, FLUID AND FILTER. UPDATE VTA WHEN COMPLETED.
07/01/2008	15:59	CUSTOMER COMMENTS: SHIFTING CONCERN; EVEN AFTER SETTING MANUAL BASIC SETTINGS, IT HAS A VERY HARSH 3-2 DOWNSHIFT.
07/01/2008	15:59	WORKSHOP FINDINGS: ALL UPSHIFTS SEEM OK. NO FAULTS IN ENG OR TRANS.
07/01/2008	17:07	OK- PART ON ORDER. I AM GOING TO CLOSE THIS OUT TO MAKE ROOM FOR ANOTHER.
07/01/2008	17:28	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/01/2008	17:28	ISSUE UPDATED

Consultant's Closing Comments
 TECH TO REPLACE MECHATRONIC, FLUID, FILTER AND BOLTS. COMPLETED.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
341826	EOS	2008	WVWBA71F78V [REDACTED]	15117	3885	07/01/2008	USA

Workshop Finding
HESITATION/ NEAUTRALIZING CONCERN. FLUID LEVEL AND CONDITION OK. TCM AE 1403

Activity Date	Activity Time	Activity Comments
07/01/2008	19:08	ISSUE OPENED BY DEALERSHIP
07/01/2008	19:08	TRANSMISSION SEEMS TO GO INTO NEUTRAL WHEN COMING TO A STOP.ALSO WHEN GOING INTO REVERSE SOMETIMES IT FEELS LIKE IT GOES INTO NEUTRAL.NO FAULTS FOUND .FLUID LEVEL OK VISUAL INSPECTION OK.
07/01/2008	19:14	CUSTOMER COMMENTS: TRANSMISSION SEEMS TO GO INTO NEUTRAL WHEN COMING TO A STOP.ALSO WHEN GOING INTO REVERSE SOMETIMES IT FEELS LIKE IT GOES INTO NEUTRAL.NO FAULTS FOUND .FLUID LEVEL OK VISUAL INSPECTION OK.
07/01/2008	19:14	SET BASIC SETTINGS IN BLOCK 61 THEN 60 (FOOT ON THE BRAKE) DRIVE THE VEHICLE SHIFT FROM PARK TO DRIVE AND REVERSE 5 TIMES EACH. DRIVE STOP AND GO FOR 15 MILES TO RELEARN. IF THE CONCERN STILL HAPPENS GET MVB 54 FROM THE TRANSMISSION. (H25)
07/01/2008	19:14	WORKSHOP FINDINGS: HESITATION/ NEAUTRALIZING CONCERN. FLUID LEVEL AND CONDITION OK. TCM AE 1403
07/02/2008	11:14	PERFORMED BASIC SETTINGS AS DESCRIBED AND ROAD TESTED CAR HOME APPROX 50 MILES.CONCERN STILL EXISTS.MEASURE VALUE BLOCK 54=H25Q0469
07/02/2008	11:18	REPLACE THER MECHATRONIC, FLUID, FILTER AND BOLTS. RETEST FOR ISSUE P1
07/02/2008	12:07	PARTS ORDERED
07/02/2008	12:13	\
07/02/2008	12:13	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED

Consultant's Closing Comments
REPLACE THER MECHATRONIC, FLUID, FILTER AND BOLTS. RETEST FOR ISSUE P1
07/02/2008 12:07:45: US/EASTERN: AHNBERG ART: CLOSING IN PROCESS: DEALER COMPLETE: PARTS ORDERED

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
342047	EOS	2008	WVWBA71F08V [REDACTED]	10381	3885	07/02/2008	USA

Workshop Finding

CUSTOMER STATES TRANSMISSION JERKS ON ACCELERATION FROM A STOP.RAN GFF.NO DTC.TEST DROVE VEHICLE DUPLICATED CUSTOMERS CONCERN.RECHECK FOR DTC,P2711 STORED.NO TEST PLAN ON GFF.

Activity Date	Activity Time	Activity Comments
07/02/2008	12:57	CUSTOMER STATES TRANSMISSION JERKS ON ACCELERATION FROM A STOP.RAN GFF.NO DTC.TEST DROVE VEHICLE DUPLICATED CUSTOMERS CONCERN.RECHECK FOR DTC,P2711 STORED.NO TEST PLAN ON GFF.
07/02/2008	12:57	ISSUE OPENED BY DEALERSHIP
07/02/2008	13:09	CUSTOMER COMMENTS: CUSTOMER STATES TRANSMISSION JERKS ON ACCELERATION FROM A STOP.RAN GFF.NO DTC.TEST DROVE VEHICLE DUPLICATED CUSTOMERS CONCERN.RECHECK FOR DTC,P2711 STORED.NO TEST PLAN ON GFF.
07/02/2008	13:09	TECH IS TO CLEAR THE FAULT AND PERFORM BASIC SETTING 61 AND 60 DRIVE THE VEH IN TIPTRONIC MODE IN ALL GEARS AND RECHECK THE COMPLAINT. IF THE JERKING FROM A STOP IS STILL PRESENT CALL BACK OR IF THE VEH STALLS WHILE PERFORMING BASIC SETTINGS
07/02/2008	13:09	WORKSHOP FINDINGS: CUSTOMER STATES TRANSMISSION JERKS ON ACCELERATION FROM A STOP.RAN GFF.NO DTC.TEST DROVE VEHICLE DUPLICATED CUSTOMERS CONCERN.RECHECK FOR DTC,P2711 STORED.NO TEST PLAN ON GFF.
07/02/2008	16:55	ADVISED TECH TO CHECK TO SEE IF FAULT CAME BACK AND ALSO UPDATE VTA WITH MVB 54. CALL BACK.
07/02/2008	17:04	MVB 54, H25R0297.FAULT DID NOT COME BACK.
07/02/2008	17:12	ADVISED TECH TO REPLACE MECHATRONICS AND BOLTS.
07/09/2008	12:40	P2 DONNA IN SERVICE STATED WAITING ON PARTS.
07/09/2008	14:45	VEHICLE STILL HERE.WAITING FOR PARTS.
07/09/2008	16:54	THANKS FOR THE UPDATE P2
07/16/2008	09:28	INSTALLED MECHATRONICS,FILLED TRANS.WHEN SETTING BASIC SETTING,DTC P0776 PRESSURE CONTROL VALVE 2,OPEN/SHORT CIRCUIT TO GROUND IS STORED,AND BASIC SETTINGS WILL NOT SET.
07/16/2008	09:36	CASE ESCALATED FOR REVIEW A2
07/16/2008	09:37	MVB 54 J18E0519 PLEASE SET VEHICLE ASIDE I WILL CONTACT QA/PS AND DETERMINE NEXT COURSE; MVB 32-.1% 0%
07/16/2008	09:38	ISSUE UPDATED
07/16/2008	09:44	FYI PS
07/16/2008	10:12	CHECKED TRANS FILTER,IS CLEAN AND NO PARTICLES IN HOUSING.RECHECKED FLUID LEVEL,IS OK.RETRIED BASIC SETTINGS,STILL P0776 COMES BACK.
07/16/2008	11:02	02E AE 1403
07/16/2008	11:05	REPLACE THE MECHATRONIC AND BOLTS AGAIN
07/16/2008	13:50	SPOKE WITH FOM REGARDING DIAGNOSIS AND MECH REPLACEMENT INFO REGARDING CUSTOMER STATUS
07/23/2008	15:16	TRANSFERRED TO CHRIS VM AS PER TECH
07/23/2008	15:30	TECH MISSED CHRIS CALL BACK AND WANTED TO BE TRANSFERRED BACK TO HIM
07/23/2008	15:31	ISSUE UPDATED
07/23/2008	15:39	CONTINUE WITH TRANSMISSION INSTALLATION AND RE EVALUATE CONCERN
07/25/2008	15:11	H40 STORED IN MVB 54. PERFORM BASIC SETTINGS IN VSD AS DISCUSSED.
07/25/2008	16:37	PERFORMED BASIC SETTINGS.DID SET OK.TEST DROVE VEHICLE.SHIFTS AND DRIVES GOOD AT THIS TIME.RELEASING CAR TO CUSTOMER.
07/28/2008	10:11	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/28/2008	10:11	ISSUE UPDATED

Consultant's Closing Comments

PERFORMED BASIC SETTINGS.DID SET OK.TEST DROVE VEHICLE.SHIFTS AND DRIVES GOOD AT THIS TIME.RELEASING CAR TO CUSTOMER.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
342359	EOS	2008	WVWBA71F58V [REDACTED]	17701	3885	07/02/2008	USA

Workshop Finding

CUSTOMER STATES WHILE DRIVING IN TRAFFIC...LOW RPM VEHICLE HESITES LIKE CLUTCH IS ENGAGING AND DISENGAGING. ONLY HAPPENS AT 900-1100 RPMS FOOT SLIGHTLY ON THE GAS. NO DTC'S IN SYSTEM

Activity Date	Activity Time	Activity Comments
07/02/2008	17:20	CUSTOMER STATES WHILE DRIVING IN TRAFFIC...LOW RPM VEHICLE HESITES LIKE CLUTCH IS ENGAGING AND DISENGAGING. ONLY HAPPENS AT 900-1100 RPMS FOOT SLIGHTLY ON THE GAS. NO DTC'S IN SYSTEM
07/02/2008	17:20	ISSUE OPENED BY DEALERSHIP
07/02/2008	17:33	CUSTOMER COMMENTS: CUSTOMER STATES WHILE DRIVING IN TRAFFIC...LOW RPM VEHICLE HESITES LIKE CLUTCH IS ENGAGING AND DISENGAGING. ONLY HAPPENS AT 900-1100 RPMS FOOT SLIGHTLY ON THE GAS. NO DTC'S IN SYSTEM
07/02/2008	17:33	TECH NEEDS TO PERFORM BASIC SETTINGS 61 AND 60 AND IF THIS DOES NOT CORRECT THE ISSUE REPLACE THE MECHATRONICS
07/02/2008	17:33	WORKSHOP FINDINGS: CUSTOMER STATES WHILE DRIVING IN TRAFFIC...LOW RPM VEHICLE HESITES LIKE CLUTCH IS ENGAGING AND DISENGAGING. ONLY HAPPENS AT 900-1100 RPMS FOOT SLIGHTLY ON THE GAS. NO DTC'S IN SYSTEM
07/02/2008	17:53	SETTING BASICS DIDN'T HELP OR FIX ISSUE, ORDERED MEGATRONICS UNIT FOR DSG TRANSMISSION
07/03/2008	10:13	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/03/2008	10:13	ISSUE UPDATED

Consultant's Closing Comments

SETTING BASICS DIDN'T HELP OR FIX ISSUE, ORDERED MEGATRONICS UNIT FOR DSG TRANSMISSION

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
342432	RABBIT	2007	WVWHV91K37W [REDACTED]	15258	3885	07/03/2008	USA

Workshop Finding

HESITATION DURING ROLLING ACCEL; NO FAULTS FLUID LEVEL AND CONDITION OK. TCM PART NO. 02E AE 1158 HAPPENS EITHER COLD OR WARM

Activity Date	Activity Time	Activity Comments
07/03/2008	08:34	CUSTOMER STATES CAR FROM ROLLING HAS LONG DELAY BEFORE ACCELERATING. TEST DROVE VEHICLE AND TWICE COMING OUT OF A CORNER AND ACCELERATING VEHICLE ACTED AS IF IF DID NOT WANT TO GO, AND THEN ALL THE SUDDEN WOULD GO. SCANNED VEHICLE FOUND NO CODES, FLUID LEVEL IS GOOD AND CLEAN. DID NOT FIND ANY TECH BULLETINS. POSSIBLE MECHATRONICS UNIT?
07/03/2008	08:34	ISSUE OPENED BY DEALERSHIP
07/03/2008	08:44	CUSTOMER COMMENTS: CUSTOMER STATES CAR FROM ROLLING HAS LONG DELAY BEFORE ACCELERATING. TEST DROVE VEHICLE AND TWICE COMING OUT OF A CORNER AND ACCELERATING VEHICLE ACTED AS IF IF DID NOT WANT TO GO, AND THEN ALL THE SUDDEN WOULD GO. SCANNED VEHICLE FOUND NO CODES, FLUID LEVEL IS GOOD AND CLEAN. DID NOT FIND ANY TECH BULLETINS. POSSIBLE MECHATRONICS UNIT?
07/03/2008	08:44	SET BASIC SETTINGS ON THE TRANSMISSION, GET THE FUEL TRIM READINGS.
07/03/2008	08:44	WORKSHOP FINDINGS: HESITATION DURING ROLLING ACCEL; NO FAULTS FLUID LEVEL AND CONDITION OK. TCM PART NO. 02E AE 1158 HAPPENS EITHER COLD OR WARM
07/03/2008	09:19	FUEL TRIMS BEFORE RESETTING BASIC SETTINGS WAS .7 PERCENT SHORT TERM, -3.1 PERCENT LONG TERM. AFTER RESETTING BASIC SETTINGS AND DRIVING 6-8 MILES FUEL TRIMS ARE .2 PERCENT SHORT TERM, -.8 PERCENT LONG TERM. TRANS CONCERN NO LONGER EXISTS AFTER ROAD TEST.
07/03/2008	09:23	ROAD TEST 15- 20 MILES AND RETEST FOR ISSUE.
07/08/2008	08:30	SHIFT CONCERN IS NO LONGER PRESENT
07/09/2008	09:43	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/09/2008	09:43	ISSUE UPDATED

Consultant's Closing Comments

FUEL TRIMS BEFORE RESETTING BASIC SETTINGS WAS .7 PERCENT SHORT TERM, -3.1 PERCENT LONG TERM. AFTER RESETTING BASIC SETTINGS AND DRIVING 6-8 MILES FUEL TRIMS ARE .2 PERCENT SHORT TERM, -.8 PERCENT LONG TERM. TRANS CONCERN NO LONGER EXISTS AFTER ROAD TEST.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
342484	RABBIT	2007	WVWHV91K07W [REDACTED]	24858	3885	07/03/2008	USA

Workshop Finding

FLUID LEVEL AND CONDITON OK. NO FAULTS 02E AE 1306

Activity Date	Activity Time	Activity Comments
07/03/2008	10:00	I HAVE A 2007 GTI WITH A DSG TRANSMISSION. WHEN COMING TO A STOP, THE 2ND TO 1ST GEAR DOWNSHIFT IS SOMEWHAT HARSH. I CHECKED THE FLUID LEVEL/CONDITION AND IT WAS OK. I PERFORMED BASIC SETTINGS FOR THE MECHATRONICS AND RELEASED THE VEHICLE TO THE CUSTOMER. THE SAME CONCERN IS HAPPENING AGAIN. SHOULD I ORDER A MECHATRONICS UNIT?
07/03/2008	10:00	ISSUE OPENED BY DEALERSHIP
07/03/2008	10:26	CUSTOMER COMMENTS: I HAVE A 2007 GTI WITH A DSG TRANSMISSION. WHEN COMING TO A STOP, THE 2ND TO 1ST GEAR DOWNSHIFT IS SOMEWHAT HARSH. I CHECKED THE FLUID LEVEL/CONDITION AND IT WAS OK. I PERFORMED BASIC SETTINGS FOR THE MECHATRONICS AND RELEASED THE VEHICLE TO THE CUSTOMER. THE SAME CONCERN IS HAPPENING AGAIN. SHOULD I ORDER A MECHATRONICS UNIT?
07/03/2008	10:26	HAVE THE CAR RETURN, SET UP FOR TELEDIAG AND CALL BACK IN IF THE CAR DOES NOT RETURN WITHIN A DAY CLOSE THE VTA. C1
07/03/2008	10:26	WORKSHOP FINDINGS: FLUID LEVEL AND CONDITON OK. NO FAULTS 02E AE 1306
07/08/2008	10:42	UPDATE TCM TO LATEST LEVEL ALSO PERFROM BASIC SETTINGS
07/08/2008	13:35	PERFORMED TELEDIAGNOSIS AND UPDATED TCM SOFTWARE. PERFORMED BASIC SETTINGS FOR MECHATRONICS. ROAD TESTED VEHICLE, AND IT SHIFTED NORMALLY FOR ME. RELEASED THE VEHICLE TO THE CUSTOMER.
07/09/2008	09:45	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/09/2008	09:45	ISSUE UPDATED

Consultant's Closing Comments

PERFORMED TELEDIAGNOSIS AND UPDATED TCM SOFTWARE. PERFORMED BASIC SETTINGS FOR MECHATRONICS. ROAD TESTED VEHICLE, AND IT SHIFTED NORMALLY FOR ME. RELEASED THE VEHICLE TO THE CUSTOMER.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
342501	RABBIT	2008	WVWFV71K38W [REDACTED]	13352	3885	07/03/2008	USA

Workshop Finding

SEEMS TO BUCK WHEN ENGAGING 1ST AND REVERSE UNDER ACCEL. MVB 54 H24

Activity Date	Activity Time	Activity Comments
07/03/2008	10:30	INTERMITENT JUMPS 1ST TO 2ND, AND 2ND TO 3RD. ALSO SURGES AT TAKE OFF, LIGHT ACCEL.
07/03/2008	10:30	ISSUE OPENED BY DEALERSHIP
07/03/2008	10:37	CUSTOMER COMMENTS: INTERMITENT JUMPS 1ST TO 2ND, AND 2ND TO 3RD. ALSO SURGES AT TAKE OFF, LIGHT ACCEL.
07/03/2008	10:37	REPLACE THE MECHATRONIC, FLUID, FILTER AND BOLTS. SET BASIC SETTINGS AND RETEST FOR ISSUE. P1
07/03/2008	10:37	WORKSHOP FINDINGS: SEEMS TO BUCK WHEN ENGAGING 1ST AND REVERSE UNDER ACCEL. MVB 54 H24
07/03/2008	10:47	ORDERED PARTS
07/03/2008	11:13	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/03/2008	11:13	ISSUE UPDATED

Consultant's Closing Comments

REPLACE THE MECHATRONIC, FLUID, FILTER AND BOLTS. SET BASIC SETTINGS AND RETEST FOR ISSUE. P1

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
342626	EOS	2008	WVWBA71F48V [REDACTED]	13173	3885	07/03/2008	USA

Workshop Finding

TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM.

Activity Date	Activity Time	Activity Comments
07/03/2008	13:40	ISSUE OPENED BY DEALERSHIP
07/03/2008	13:40	TRANS BANGS INTO GEAR VERY HARD WHEN FIRST STARTING OUT IN FORWARD OR REVERSE. WENT THROUGH BASIC SETTINGS WITH NO HELP. ECM IS A 1Q0 115E WITH 0020 SOFTWARE AND TCM IS A 02E 044K WITH SOFTWARE LEVEL 1403. THERE ARE NO FAULTS IN ANY SYSTEM.
07/03/2008	13:45	CUSTOMER COMMENTS: TRANS BANGS INTO GEAR VERY HARD WHEN FIRST STARTING OUT IN FORWARD OR REVERSE. WENT THROUGH BASIC SETTINGS WITH NO HELP. ECM IS A 1Q0 115E WITH 0020 SOFTWARE AND TCM IS A 02E 044K WITH SOFTWARE LEVEL 1403. THERE ARE NO FAULTS IN ANY SYSTEM.
07/03/2008	13:45	P1 ADVISED THE TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT.
07/03/2008	13:45	WORKSHOP FINDINGS: TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM.
07/03/2008	14:16	RED ORDERED MECH UNIT FOR TRANS. DOC # 1004798807 PART # 02E325025AD ZCE NO ETA
07/03/2008	15:48	THANK YOU FOR THE UPDATE. REMEMBER TO UPDATE AND CLOSE THE TICKET ONCE THE REPAIR IS DONE.
07/07/2008	09:15	SEE VTA # 341051, HOPE THAT THIS WILL BE SHIPPED THE SAME TIME
07/07/2008	09:45	THANK YOU FOR THE UPDATE. REMEMBER TO UPDATE AND CLOSE THE TICKET ONCE THE REPAIR IS DONE.
07/09/2008	18:45	PART ARRIVED TODAY, WILL CLOSE FOR NOW OR WILL REOPEN IF NECC
07/10/2008	07:46	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/10/2008	07:46	ISSUE UPDATED

Consultant's Closing Comments

TECH TO REPLACE THE MECH UNIT.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
342629	RABBIT	2008	WVWVFV71K28W [REDACTED]	16230	3885	07/03/2008	USA

Workshop Finding
TECH VERIFIED THE CONCERN. TECH JUST REPLACED THE MECH UNIT.

Activity Date	Activity Time	Activity Comments
07/03/2008	13:41	ISSUE OPENED BY DEALERSHIP
07/03/2008	13:41	REPLACED MECHATRONICS UNIT AND SET BASIC SETTINGS TEST DROVE AND CAR ONLY HAS REVERSE, FIRST AND SECOND GEARS REMOVED TRANS PAN AND FOUND NO PARTS OUT OF PLACE
07/03/2008	13:53	ADVISED THE TECH TO GET THE VEHICLE SET UP TO PERFORM THE TRANS BASIC SETTINGS.
07/03/2008	13:53	CUSTOMER COMMENTS: REPLACED MECHATRONICS UNIT AND SET BASIC SETTINGS TEST DROVE AND CAR ONLY HAS REVERSE, FIRST AND SECOND GEARS REMOVED TRANS PAN AND FOUND NO PARTS OUT OF PLACE
07/03/2008	13:53	WORKSHOP FINDINGS: TECH VERIFIED THE CONCERN. TECH JUST REPLACED THE MECH UNIT.
07/03/2008	14:39	SPOKE WITH TECH ON HOW TO SET BASIC SETTINGS.
07/03/2008	15:11	SET BASIC SETTINGS MANUALLY AND TEST DROVE - OK
07/03/2008	15:40	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/03/2008	15:40	ISSUE UPDATED

Consultant's Closing Comments
TECH PERFORMED THE TRANS BASIC SETTINGS. VEHICLE OPERATING TO SPEC AT THIS TIME.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
342682	EOS	2007	WVWDA71F67V [REDACTED]	10757	3885	07/03/2008	USA

Workshop Finding

WHEN TAKING OFF FROM A STOP WITH VERY LIGHT THROTTLE, THE VEHICLE LURCHES 3-4 TIMES, AND THEN TAKES OFF SMOOTHLY. ANYTHING MORE THAN VERY LIGHT THROTTLE AND THE VEHICLE DOES NOT LURCH. NO FAULTS STORED

Activity Date	Activity Time	Activity Comments
07/03/2008	14:46	ISSUE OPENED BY DEALERSHIP
07/03/2008	14:46	WHEN TAKING OFF FROM A STOP WITH VERY LIGHT THROTTLE, THE VEHICLE LURCHES 3-4 TIMES, AND THEN TAKES OFF SMOOTHLY. ANYTHING MORE THAN VERY LIGHT THROTTLE AND THE VEHICLE DOES NOT LURCH. NO FAULTS STORED
07/03/2008	14:52	CUSTOMER COMMENTS: WHEN TAKING OFF FROM A STOP WITH VERY LIGHT THROTTLE, THE VEHICLE LURCHES 3-4 TIMES, AND THEN TAKES OFF SMOOTHLY. ANYTHING MORE THAN VERY LIGHT THROTTLE AND THE VEHICLE DOES NOT LURCH. NO FAULTS STORED
07/03/2008	14:52	TECH NEEDS TO PERFORM BASIC SETTING 61 AND 60 AND PERFORM ROAD TEST IF ISSUE IS STILL PRESENT REPLACE THE MACHATRONICS
07/03/2008	14:52	WORKSHOP FINDINGS: WHEN TAKING OFF FROM A STOP WITH VERY LIGHT THROTTLE, THE VEHICLE LURCHES 3-4 TIMES, AND THEN TAKES OFF SMOOTHLY. ANYTHING MORE THAN VERY LIGHT THROTTLE AND THE VEHICLE DOES NOT LURCH. NO FAULTS STORED
07/03/2008	15:10	PERFORMED 61 AND 60 BASIC SETTINGS, ISSUE IS STILL PRESENT, ORDERED MACHATRONICS, CLOSING OUT TICKET, WILL RE-OPEN IF ANY PROBLEMS PERSIST AFTER INSTALL
07/03/2008	15:14	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/03/2008	15:14	ISSUE UPDATED

Consultant's Closing Comments

ORDERED MECHATRONICS

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
342969	EOS	2008	WVWBA71F08V [REDACTED]	8750	3885	07/07/2008	USA

Workshop Finding

SURGES WHILE DRIVING AT SLOW SPEEDS

Activity Date	Activity Time	Activity Comments
07/07/2008	11:22	ISSUE OPENED BY DEALERSHIP
07/07/2008	11:22	WHILE AT PARKINGLOT SPEEDS (5MPH AND DOWN) VEHICLE SURGES WHILE PRESSING ACCELERATOR VERY LIGHTLY.
07/07/2008	11:28	CLEAR FAULTS CODE ROAD TEST WHAT FAULT CAME BACK
07/07/2008	11:28	CUSTOMER COMMENTS: WHILE AT PARKINGLOT SPEEDS (5MPH AND DOWN) VEHICLE SURGES WHILE PRESSING ACCELERATOR VERY LIGHTLY.
07/07/2008	11:28	WORKSHOP FINDINGS: SURGES WHILE DRIVING AT SLOW SPEEDS
07/08/2008	17:00	VEHICLE STILL EXHIBITS CONDITION. SITUATION IS MORE PRONOUNCED WHILE ON SLIGHT GRADE APPLYING ACCELERATOR SLIGHTLY. VEHICLE LUNGES (SIMILAR TO PREVIOUS DSG CONCERN WITH CLUTCH PACK ASSEMBLY FAILURE) ON LIGHT ACCELERATION BETWEEN 1000-1200 RPM AND 10-20 MPH.
07/08/2008	17:44	TECH WILL CALL BACK WITH GFF INFO.
07/08/2008	18:14	ISSUE SENT TO DEALERSHIP
07/08/2008	18:23	ADVISED TECH TO REPLACE MECHATRONIC AND BOLTS. UPDATE VTA WHEN COMPLETED.
07/14/2008	12:21	SPOKE WITH JAMES IN SERVICE..... PARTS ARE ON NATIONAL BACK ORDER..... P1
07/14/2008	12:40	RELEASED VEHICLE BACK TO CLIENT AWAITING MECHATRONICS UNIT.
07/14/2008	16:43	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/14/2008	16:43	ISSUE UPDATED

Consultant's Closing Comments

RELEASED VEHICLE BACK TO CLIENT AWAITING MECHATRONICS UNIT.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
343047	EOS	2007	WVWBA71FX7V [REDACTED]	8961	3885	07/07/2008	USA

Workshop Finding

FEELS LIKE THE TRANNY IS SLIPPING WHEN TAKING OFF FROM A STOP. ONLY DOES IT WHEN FIRST TAKING OFF. NO FAULTS IN ENGINE OR TRANNY. ANY IDEAS?

Activity Date	Activity Time	Activity Comments
07/07/2008	13:00	FEELS LIKE THE TRANNY IS SLIPPING WHEN TAKING OFF FROM A STOP. ONLY DOES IT WHEN FIRST TAKING OFF. NO FAULTS IN ENGINE OR TRANNY. ANY IDEAS?
07/07/2008	13:00	ISSUE OPENED BY DEALERSHIP
07/07/2008	13:17	CUSTOMER COMMENTS: FEELS LIKE THE TRANNY IS SLIPPING WHEN TAKING OFF FROM A STOP. ONLY DOES IT WHEN FIRST TAKING OFF. NO FAULTS IN ENGINE OR TRANNY. ANY IDEAS?
07/07/2008	13:17	TECH NEEDS TO PERFORM BASIC SETTINGS 61 AND 60 AND PERFORM ROAD TEST, IF THE CONCERN IS STILL PRESENT REPLACE THE MECHATRONICS
07/07/2008	13:17	WORKSHOP FINDINGS: FEELS LIKE THE TRANNY IS SLIPPING WHEN TAKING OFF FROM A STOP. ONLY DOES IT WHEN FIRST TAKING OFF. NO FAULTS IN ENGINE OR TRANNY. ANY IDEAS?
07/09/2008	11:06	RESET BASIC SETTINGS REDROVE CAR STILL HAD SAME CONDITION, ORDERED MECHATRONICS AND RETURNED THE CAR TO THE CUSTOMER WHILE WAITING FOR THE PARTS.
07/09/2008	11:08	WAITING ON PARTS OK TO CLOSE
07/09/2008	16:05	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/09/2008	16:05	ISSUE UPDATED

Consultant's Closing Comments

REPLACE MECHATRONICS

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
343079	JETTA	2008	3VWRJ71K18M [REDACTED]	313	3885	07/07/2008	USA

Workshop Finding
CHECK ENG LIGHT ON, TRANS SLIPS INTO NEUTRAL WHILE DRIVING.

Activity Date	Activity Time	Activity Comments
07/07/2008	13:29	CHECK ENG LIGHT ON, TRANS SLIPS INTO NEUTRAL WHILE DRIVING.
07/07/2008	13:29	ISSUE OPENED BY DEALERSHIP
07/07/2008	13:35	CHECK CONNECTOR AND WIRING AT TRANS AND IF OK REPLACE MECHATRONICS
07/07/2008	13:35	CUSTOMER COMMENTS: CHECK ENG LIGHT ON, TRANS SLIPS INTO NEUTRAL WHILE DRIVING.
07/07/2008	13:35	WORKSHOP FINDINGS: CHECK ENG LIGHT ON, TRANS SLIPS INTO NEUTRAL WHILE DRIVING.
07/14/2008	11:21	SPOKE WITH KATHY IN SERVICE..... PARTS ARE ON NATIONAL BACK ORDER..... P1
07/14/2008	16:21	IT HASNT BEED UPDATED BECAUSE WE ARE STILL WAITING ON PARTS THAT ARE BACK ORDERED
07/14/2008	17:40	THANKS FOR THE UPDATE P1
07/17/2008	14:04	PART CAME IN TODAY & I INSTALLED. TEST DROVE & WORKING CORRECTLY AT THIS TIME.
07/17/2008	14:07	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/17/2008	14:07	ISSUE UPDATED

Consultant's Closing Comments
REPLACED MECHATRONICS

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
343173	EOS	2008	WVWBA71F78V [REDACTED]	9999	3885	07/07/2008	USA

Workshop Finding

TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM.

Activity Date	Activity Time	Activity Comments
07/07/2008	15:10	CUSTOMER STATES IN OW GEARS THE VEHICLE IS SHIFTING HARD. I TEST DROVE THE CAR AND FROM A STAND STILL IT HESITATES AND THE GEAR ENGAGES HARD. ONLY FROM STANDING STILL IT DRIVES AND SHIFTES GOOD. ALSO THERE ARE NO FAULTS DETECTED IN ENGINE OR THE TRANS..
07/07/2008	15:10	ISSUE OPENED BY DEALERSHIP
07/07/2008	16:10	ADVISED THE TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT.
07/07/2008	16:10	CUSTOMER COMMENTS: CUSTOMER STATES IN OW GEARS THE VEHICLE IS SHIFTING HARD. I TEST DROVE THE CAR AND FROM A STAND STILL IT HESITATES AND THE GEAR ENGAGES HARD. ONLY FROM STANDING STILL IT DRIVES AND SHIFTES GOOD. ALSO THERE ARE NO FAULTS DETECTED IN ENGINE OR THE TRANS..
07/07/2008	16:10	WORKSHOP FINDINGS: TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM.
07/11/2008	07:48	ORDERED PARTS..CAR LEFT AND WILL RETURN FOR REPAIRS.
07/11/2008	07:57	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/11/2008	07:57	ISSUE UPDATED

Consultant's Closing Comments

TECH TO REPLACE THE MECH UNIT.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
343208	EOS	2007	WVWFA71F77V [REDACTED]	8913	3885	07/07/2008	USA

Workshop Finding

TECH CAN DUPLICATE THE CONCERN

Activity Date	Activity Time	Activity Comments
07/07/2008	15:46	CUSTOMER STATES VEHICLE WILL NOT GO INTO REVERSE AND GEAR SELECTOR DISPLAY FLASHING. TEST DROVE CAR AND FOUND CAR ONLY HAS FIRST GEAR.
07/07/2008	15:46	ISSUE OPENED BY DEALERSHIP
07/07/2008	17:42	CUSTOMER COMMENTS: CUSTOMER STATES VEHICLE WILL NOT GO INTO REVERSE AND GEAR SELECTOR DISPLAY FLASHING. TEST DROVE CAR AND FOUND CAR ONLY HAS FIRST GEAR.
07/07/2008	17:42	TECH NEEDS TO PERFORM BASIC SETTINGS 61 AND 60 AND PERFORM ROAD TEST, IF THE PROBLEM IS STILL PRESENT REPLACE THE MECHATRONICS. IF THE VEH STALLS CALL BACK
07/07/2008	17:42	WORKSHOP FINDINGS: TECH CAN DUPLICATE THE CONCERN
07/08/2008	09:52	COULD NOT PERFORM BASIC SETTINGS IN GEARBOX ELECTRONICS 61 AND 60. TEST REQUIREMENTS NOT MET.
07/08/2008	10:04	TECH NEEDS TO MAKE SURE ALL THE FAULTS WERE CLEARED, ENG/TRANS WAS HOT. IF POSSIBLE PERFORM ROAD TEST AND TRY AGAIN.
07/08/2008	10:34	ADVISED THE TECH TO SET UP THE SCAN TOOL TO PERFORM THE TRANS BASIC SETTINGS.
07/08/2008	10:45	ADVISED THE TECH TO FIND OUT WHAT HAPPENED TO THE VEHICLE WHEN IT WAS PULLED INTO THE SHOP.
07/08/2008	10:56	P1 ADVISED THE TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT.
07/14/2008	17:37	P1 TALKED TO KELLY. WAITING ON PARTS.
08/08/2008	16:38	INSTALLED MECHATRONIC UNIT AND PERFORMED BASIC SETTINGS. TEST DROVE AND TRANS OK AT THIS TIME.
08/08/2008	16:49	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
08/08/2008	16:49	ISSUE UPDATED

Consultant's Closing Comments

INSTALLED MECHATRONIC UNIT AND PERFORMED BASIC SETTINGS. TEST DROVE AND TRANS OK AT THIS TIME.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
343580	RABBIT	2008	WVWHV71K08W [REDACTED]	17964	3885	07/08/2008	USA

Workshop Finding

TRANS FLUID LEVEL IS GOOD. TECH SET TRANSMISSION BASIC SETTINGS. PROBLEM STILL EXISTS. HAPPENS WHEN STOPPED IN DRIVE, WHEN YOU LET YOUR FOOT OFF OF THE BRAKE YOU CAN FEEL THE TRANS SLIPPING (RPM'S ALSO DROP VERY LOW) THEN IT BANGS INTO 1ST GEAR. THE SAME EXISTS WHEN IN REVERSE.

Activity Date	Activity Time	Activity Comments
07/08/2008	12:29	DSG TRANSMISSION ENGAGES 1ST GEAR AND REVERSE ABRUPTLY. TRANS FLUID LEVEL IS GOOD. TECH SET TRANSMISSION BASIC SETTINGS. PROBLEM STILL EXISTS. HAPPENS WHEN STOPPED IN DRIVE, WHEN YOU LET YOUR FOOT OFF OF THE BRAKE YOU CAN FEEL THE TRANS SLIPPING (RPM'S ALSO DROP VERY LOW) THEN IT BANGS INTO 1ST GEAR. THE SAME EXISTS WHEN IN REVERSE.
07/08/2008	12:29	ISSUE OPENED BY DEALERSHIP
07/08/2008	12:42	CUSTOMER COMMENTS: DSG TRANSMISSION ENGAGES 1ST GEAR AND REVERSE ABRUPTLY.
07/08/2008	12:42	PERFORMED DSG BASIC SETTINGS MANUALLY OVER THE PHONE. ADVISED TECH TO ROAD TEST 15 MILES AND REEVALUATE TRANS SHIFTING CONCERN. UPDATE VTA WITH RESULTS AND CALL BACK IF NEEDED.
07/08/2008	12:42	WORKSHOP FINDINGS: TRANS FLUID LEVEL IS GOOD. TECH SET TRANSMISSION BASIC SETTINGS. PROBLEM STILL EXISTS. HAPPENS WHEN STOPPED IN DRIVE, WHEN YOU LET YOUR FOOT OFF OF THE BRAKE YOU CAN FEEL THE TRANS SLIPPING (RPM'S ALSO DROP VERY LOW) THEN IT BANGS INTO 1ST GEAR. THE SAME EXISTS WHEN IN REVERSE.
07/08/2008	13:38	P1 ADVISED THE TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT.
07/08/2008	13:41	PARTS ORDERED, WILL BE REPLACED UPON ARRIVAL. VEHICLE WILL BE RELEASED TO THE CUSTOMER IN THE MEANTIME.
07/08/2008	16:47	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/08/2008	16:47	ISSUE UPDATED

Consultant's Closing Comments

TECH TO REPLACE MECHATRONICS, COMPLETED.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
343856	EOS	2008	WVWBA71F98V [REDACTED]	10130	3885	07/08/2008	USA

Workshop Finding

VERIFIED TRANSMISSION SHUDDERS TWICE WHEN ACCELERATING FROM A STOP.

Activity Date	Activity Time	Activity Comments
07/08/2008	19:57	CUSTOMER STATES VEHICLE JERKS WHEN ACCELERATING FROM A STOP SLOWLY. VERIFIED TRANSMISSION SHUDDERS TWICE WHEN ACCELERATING FROM A STOP.
07/08/2008	19:57	ISSUE OPENED BY DEALERSHIP
07/09/2008	13:00	ADVISED TECH TO PREPARE VEHICLE FOR BASIC SETTINGS AND CALL BACK. NEED VEHICLE AT OPERATING TEMPERATURE AND A SCAN TOOL HOOKED UP.
07/09/2008	13:00	CUSTOMER COMMENTS: CUSTOMER STATES VEHICLE JERKS WHEN ACCELERATING FROM A STOP SLOWLY.
07/09/2008	13:00	WORKSHOP FINDINGS: VERIFIED TRANSMISSION SHUDDERS TWICE WHEN ACCELERATING FROM A STOP.
07/09/2008	14:19	P1 ADVISED THE TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT.
07/09/2008	14:31	PART ON ORDER, CUSTOMER TO RETURN WHEN UNIT IS IN.
07/09/2008	16:36	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/09/2008	16:36	ISSUE UPDATED

Consultant's Closing Comments

TECH TO REPLACE MECHATRONIC, COMPLETED.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
343921	EOS	2008	WVWFA71F38V [REDACTED]	10503	3885	07/09/2008	USA

Workshop Finding
 TECH VERIFIED THE CONCERN. TECH STATES THE TRANS SHUTTERS IN 1ST AND REVERSE. NO FAULTS IN THE ECM OR TCM.

Activity Date	Activity Time	Activity Comments
07/09/2008	09:39	CAR SURGES AT VERY SLOW SPEED 2-4 MPH. NO FAULTS. FEELS LIKE A STANDARD SHIFT AT SLOW SPEED, SURGE OR BUCKS. ANY IDEAS?
07/09/2008	09:39	ISSUE OPENED BY DEALERSHIP
07/09/2008	09:50	CUSTOMER COMMENTS: CAR SURGES AT VERY SLOW SPEED 2-4 MPH. NO FAULTS. FEELS LIKE A STANDARD SHIFT AT SLOW SPEED, SURGE OR BUCKS. ANY IDEAS?
07/09/2008	09:50	P1 ADVISED THE TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT.
07/09/2008	09:50	WORKSHOP FINDINGS: TECH VERIFIED THE CONCERN. TECH STATES THE TRANS SHUTTERS IN 1ST AND REVERSE. NO FAULTS IN THE ECM OR TCM.
07/09/2008	09:53	ORDERED PARTS AND GAVE VEHICLE BACK TO CUSTOMER
07/09/2008	09:56	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/09/2008	09:56	ISSUE UPDATED

Consultant's Closing Comments
 TECH TO REPLACE THE MECH UNIT.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
344160	RABBIT	2007	WVWHV71K87W [REDACTED]	24019	3885	07/09/2008	USA

Workshop Finding

TECH IS CALLING ONLY FOR THE TRANS CONCERN

Activity Date	Activity Time	Activity Comments
07/09/2008	14:14	CUSTOMER STATES THERE IS A RUMBLING TYPE NOISE AT IDLE AND IN DRIVE, ENGINE STALLS INTERMTENTLY. 2 FAULTS STORED P0087 FUEL RAI SYSTEM PRESURE TOO LOW. P1815 PRESSURE CONTROL VALVE 1 FOR AUTO. TRANSMISSION N215SHORT CIRCUIT TO B+ RANGGE/PERFORMANCE INSPECT HIGH PRESURE PUMP AND CAM LOVE FOR DAMAGE AS PER TSB, DIDN'T FIND WEAR FUEL PRESURE OK ACORDING TO GUIDED FUNKTIONS, DSG TEST PLAN STATES DIRECT SHIFT GEAR MECHATRONIC, FAULTY J743 ACORDING TO GUIDED FAULT FINDINGS.
07/09/2008	14:14	ISSUE OPENED BY DEALERSHIP
07/09/2008	14:22	CUSTOMER COMMENTS: CUSTOMER STATES THERE IS A RUMBLING TYPE NOISE AT IDLE AND IN DRIVE, ENGINE STALLS INTERMTENTLY. 2 FAULTS STORED P0087 FUEL RAI SYSTEM PRESURE TOO LOW. P1815 PRESSURE CONTROL VALVE 1 FOR AUTO. TRANSMISSION N215SHORT CIRCUIT TO B+ RANGGE/PERFORMANCE INSPECT HIGH PRESURE PUMP AND CAM LOVE FOR DAMAGE AS PER TSB, DIDN'T FIND WEAR FUEL PRESURE OK ACORDING TO GUIDED FUNKTIONS, DSG TEST PLAN STATES DIRECT SHIFT GEAR MECHATRONIC, FAULTY J743 ACORDING TO GUIDED FAULT FINDINGS.
07/09/2008	14:22	TECH SHOULD CHECK WIRING AT THE TRANS CONNECTOR AND IF OK REPLACE THE MECHATRONICS
07/09/2008	14:22	WORKSHOP FINDINGS: TECH IS CALLING ONLY FOR THE TRANS CONCERN
07/15/2008	14:00	PARTS ON ORDER.
07/15/2008	14:14	WAITING FOR PARTS P2
07/18/2008	14:47	INSPEC WIRING CONECTION TO MECHATRONIS, WIRING AND CONECTION OK. REPLACE MECHATRONIS AS ADVISED BY TECHLINE. TRANSMISSION WORKING TO VW SPECS.
07/18/2008	15:04	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/18/2008	15:04	ISSUE UPDATED

Consultant's Closing Comments

INSPEC WIRING CONECTION TO MECHATRONIS, WIRING AND CONECTION OK. REPLACE MECHATRONIS AS ADVISED BY TECHLINE. TRANSMISSION WORKING TO VW SPECS.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
344219	JETTA	2007	3VWWJ71K57M [REDACTED]	10778	3885	07/09/2008	USA

Workshop Finding
TECH HAS NOT DUPLICATED

Activity Date	Activity Time	Activity Comments
07/09/2008	15:31	ISSUE OPENED BY DEALERSHIP
07/09/2008	15:35	CUST STATES STARTING FROM A STOPPED POSITIONS ENGINE WOULD NOT ACCELERATE. ALL GEAR LIGHTS DISPLAYED AND FLASHED TURNED CAR OFF THEN ON AND EVERYTHING WAS OK
07/09/2008	15:39	CHECK FOR CONNECTIONS AND CHECK TCM GROUNDS. IF THATS OK REPLACE THE MECHATRONIC, FILTER, FLUID AND BOLTS.
07/09/2008	15:39	CUSTOMER COMMENTS: VEHICLE DID NOT ACCEL, PRNDL FLASHED
07/09/2008	15:39	WORKSHOP FINDINGS: TECH HAS NOT DUPLICATED
07/09/2008	16:10	CONNECTOR AND GROUNDS OK FAULT CLEARED ORDERED PARTS THANKS FOR YOUR HELP
07/09/2008	16:42	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/09/2008	16:42	ISSUE UPDATED

Consultant's Closing Comments
CONNECTOR AND GROUNDS OK FAULT CLEARED ORDERED PARTS THANKS FOR YOUR HELP

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
344301	RABBIT	2008	WVWVFV71K08W [REDACTED]	1714	3885	07/09/2008	USA

Workshop Finding

TECH CANNOT DUPLICATE THE CONCERN. BUT LOOKING AT THE HISTORY AS PER TECH THE VEH WAS A BUY BACK AND THE MECHATRONICS WAS REPLACED AS WELL AS OTHER REPAIRS. AS FAR

Activity Date	Activity Time	Activity Comments
07/09/2008	17:03	ISSUE OPENED BY DEALERSHIP
07/09/2008	17:10	THE CAR DIED WHILE DRIVING. THE ENGINE STARTS AND RUNS. WON'T MOVE. PRNDL DISPLAY IS LIT UP. I HAVE FOUND THAT I CAN NOT DUPLICATE THIS COMPLAINT. I PERFORMED GFF. NO DTC'S. I ROAD TESTED THE CAR. OK. WE CALLED THE CUSTOMER AND HE SAID THAT THE CAR ACTED UP WHILE DRIVING. IT WAS LIKE THE CAR WAS IN NEUTRAL. IT WOULD REV UP, BUT WOULD NOT MOVE. HE NOTED THE PRNDL DISPLAY WAS FLASHING. HE PULLED OVER, SHUT THE ENGINE OFF, RESTARTED IT AND AGAIN IT WOULD NOT MOVE AND THE PRNDL DISPLAY WAS FLASHING. THE CAR WAS TOWED IN.
07/09/2008	17:41	CUSTOMER COMMENTS: THE CAR DIED WHILE DRIVING. THE ENGINE STARTS AND RUNS. WON'T MOVE. PRNDL DISPLAY IS LIT UP
07/09/2008	17:41	TECH TO PRINTOUT MVB 90 - 94 IN GEAR BOX KEY ON AND CALL BACK WITH RESULTS
07/09/2008	17:41	WORKSHOP FINDINGS: TECH CANNOT DUPLICATE THE CONCERN. BUT LOOKING AT THE HISTORY AS PER TECH THE VEH WAS A BUY BACK AND THE MECHATRONICS WAS REPLACED AS WELL AS OTHER REPAIRS. AS FAR
07/10/2008	08:57	ATTACHED ARE THE VALUE BLOCKS YOU REQUESTED.
07/10/2008	09:04	THANKS FOR THE MVB'S WILL CONTACT THE ENGINEER AND CALL YOU BACK.
07/10/2008	13:37	THE ENGINEER RECOMMENDS CHECK THE CONNECTORS AND WIRES TO THE SHIFTER LEVER ASSEMBLY AND IF OK REPLACE THE SHIFTER ASSEMBLY
07/11/2008	12:48	THE WIRING AND CONNECTIONS LOOKED GOOD. REPLACED THE SELECTOR LEVER ASSEMBLY. HAVE DRIVE THE CAR 10 MILES. OK. WILL PUT MORE MILES ON IT AND LET YOU KNOW.
07/11/2008	13:43	THANKS FOR THE UPDATE D2
07/14/2008	09:24	I DROVE THE CAR HOME ON FRIDAY EVENING. AFTER ABOUT 20 MILES (TO RUN AN ERRAND) THE CAR ACTED UP. I WAS STOPPED AT A HIGHWAY STOP LIGHT. WHEN THE LIGHT CHANGED THE CAR WOULD NOT ACCELERATE. I LOOKED DOWN AND SAW THE PRNDL DISPLAY FLASHING. IT WAS LIKE THE CAR HAD SHIFTED INTO NEUTRAL. I PUSHED THE CAR OFF TO THE SIDE OF THE ROAD. AFTER ABOUT 10 MINUTES I TURNED THE KEY ON AND THE DISPLAY WAS NOT FLASHING. I WAS ABLE TO DRIVE IT ABOUT 1 MILE TO A PARKING LOT WHERE AFTER PUTTING IT IN P THE DISPLAY BEGAN TO FLASH AGAIN. ONCE MORE IT WAS LIKE I HAD PUT THE TRANSMISSION IN NEUTRAL. AFTER 1.5 HOURS I DROVE THE CAR ABOUT 10 MILES HOME. SATURDAY MORNING I DROVE THE CAR 17 MILES BACK TO WORK WITHOUT ANY PROBLEM. I AM WONDERING IF IT IS A TEMPERATURE RELATED PROBLEM. FRIDAY WAS A HOT HUMID DAY. I HAD THE A/C ON. I WAS DRIVING THE CAR IN NORMAL D MODE WHEN IT ACTED UP. AFTER BEING ABLE TO MOVE THE CAR AGAIN I LEFT THE A/C OFF AND DROVE IN TIPTRONIC MODE TO TRY SOMETHING DIFFERENT. IT DID NOT ACT UP THEN.
07/14/2008	09:35	TECH NEEDS TO CHECK WIRES FOR CONTINUETY AND PERFORM VOLTAGE DROP BETWEEN SELECTOR ASSEMBLY TO THE TRANS. CALL BACK WITH RESULTS.
07/14/2008	09:40	TECH SHOULD ALSO CHECK THE WIRES BETWEEN THE CLUSTER AND SHIFTER BOX.
07/16/2008	10:31	SPOKE WITH BRADEN IN SERVICE..... STATED THAT THE TECH IS STILL WORKING ON THE CONCERN..... D2
07/17/2008	16:45	TALKED THE TECHNICIAN AND ALL THE WIRING BETWEEN THE SHIFTER AND MECHATRONICS ARE OK, THERE CONTINUETY AND VOLTAGE IS OK. TALKED WITH THE ENGINEER AND HE RECOMMENDS SENDING A QTM TO THE DEALER ESPECIALLY NOW THAT THEY HAVE TWO SIMILAR VEHICLES WITH THE SAME CONCERN. A2
07/17/2008	17:44	REQUEST FOR FIELD INVOLVEMENT SENT A3
07/18/2008	15:24	ISSUE UPDATED
07/18/2008	15:24	REPLACE THE TRANSMISSION AND RETEST FOR ISSUE. MVB 64 FIELD 1 - 46 FIELD 2 - 83
07/21/2008	19:06	WARRANTY RELEASE FORM PROVIDED BY QTM
07/23/2008	08:46	PART ON ORDER

07/23/2008	10:17	TRANS ORDERED P2
07/24/2008	09:13	DOC # 1004842213 02E300050J PART # SHOULD BE SHIPPED WITHIN A COUPLE DAYS.
07/24/2008	10:39	CASE CODE CHANGED TO " AP " AT THE REQUEST OF THE QTM.....
07/30/2008	09:20	PART HAS ARRIVED!!!!
07/30/2008	10:50	ISSUE SENT TO DEALERSHIP
08/05/2008	16:55	TRYIG TO GET INTO SHOP TO INSTALL TRANS, HOPEFULLY SOON
08/05/2008	17:54	ISSUE SENT TO DEALERSHIP
08/14/2008	16:58	I WILL CLOSE FOR NOW AND REOPEN IF NEEDED AFTER TRANS IS INSTALLED
08/14/2008	17:04	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
08/14/2008	17:04	ISSUE UPDATED

Consultant's Closing Comments		
REPLACE THE TRANSMISSION AND RETEST FOR ISSUE.		

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
344411	RABBIT	2008	WVWHV71K28W [REDACTED]	17240	3885	07/10/2008	USA

Workshop Finding

TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM. VEHICLE SHUTTERS IN 1ST AND REVERSE.

Activity Date	Activity Time	Activity Comments
07/10/2008	09:34	CUSTOMER STATES THERE IS A SURGING AND HESITATION WHEN ACCELERATING VERY LIGHTLY, MOST NOTICEABLE IN STOP AND GO TRAFFIC. CAN DUPLICATE BY ROLLING ALONG AT ABOUT 10MPH AND THEN TRYING TO ACCELERATE VERY LIGHTLY, VEHICLE DOESN'T ACCELERATE - JUST SURGES (RPMS FLUCTUATE BETWEEN ABOUT 1000 AND 1300), ONCE ACCELERATOR IS PRESSED A LITTLE HARDER THE VEHICLE ACCELERATES FINE, CUSTOMER HAS COMPLAINED ABOUT THIS 2 TIMES BEFORE BUT WE WERE NEVER ABLE TO DUPLICATE, WENT FOR A RIDE WITH HIM THIS TIME AND EXPERIENCED IT. TRIED DRIVING ANOTHER '08 GTI WITH DSG TRANS AND IT DOES NOT DO THIS. DIDN'T FIND ANY TSBS FOR THIS CONCERN AND THERE ARE NO FAULTS STORED IN ANY MODULES.
07/10/2008	09:34	ISSUE OPENED BY DEALERSHIP
07/10/2008	09:47	CUSTOMER COMMENTS: CUSTOMER STATES THERE IS A SURGING AND HESITATION WHEN ACCELERATING VERY LIGHTLY, MOST NOTICEABLE IN STOP AND GO TRAFFIC. CAN DUPLICATE BY ROLLING ALONG AT ABOUT 10MPH AND THEN TRYING TO ACCELERATE VERY LIGHTLY, VEHICLE DOESN'T ACCELERATE - JUST SURGES (RPMS FLUCTUATE BETWEEN ABOUT 1000 AND 1300), ONCE ACCELERATOR IS PRESSED A LITTLE HARDER THE VEHICLE ACCELERATES FINE, CUSTOMER HAS COMPLAINED ABOUT THIS 2 TIMES BEFORE BUT WE WERE NEVER ABLE TO DUPLICATE, WENT FOR A RIDE WITH HIM THIS TIME AND EXPERIENCED IT. TRIED DRIVING ANOTHER '08 GTI WITH DSG TRANS AND IT DOES NOT DO THIS. DIDN'T FIND ANY TSBS FOR THIS CONCERN AND THERE ARE NO FAULTS STORED IN ANY MODULES.
07/10/2008	09:47	P1 ADVISED THE TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT.
07/10/2008	09:47	WORKSHOP FINDINGS: TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM. VEHICLE SHUTTERS IN 1ST AND REVERSE.
07/10/2008	09:58	PARTS ORDERED, GIVING VEHICLE BACK TO CUSTOMER UNTIL PARTS GET HERE.
07/10/2008	12:37	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/10/2008	12:37	ISSUE UPDATED

Consultant's Closing Comments

TECH TO REPLACE THE MECH UNIT.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
344461	RABBIT	2007	WVWFV71K47W [REDACTED]	12525	3885	07/10/2008	USA

Workshop Finding

BUCKS AT STOP

Activity Date	Activity Time	Activity Comments
07/10/2008	10:45	ISSUE OPENED BY DEALERSHIP
07/10/2008	10:45	THE CUSTOMER HAS A CONCERN OF THE VEHICLE BUCKING WHEN PULLING AWAY AFTER STOPS. VERIFIED THE CONCERN WITH THE CUSTOMER. CONCERN IS ONLY FELT DURING SLOW ACCELERATION FROM A STOP. PERFORMED THE BASIC SETTINGS FOR DSG IN GUIDED FUNCTIONS AND TEST DROVE AGAIN BUT THE VEHICLE STILL PERFORMS THE SAME.
07/10/2008	10:47	CUSTOMER COMMENTS: THE CUSTOMER HAS A CONCERN OF THE VEHICLE BUCKING WHEN PULLING AWAY AFTER STOPS. VERIFIED THE CONCERN WITH THE CUSTOMER. CONCERN IS ONLY FELT DURING SLOW ACCELERATION FROM A STOP. PERFORMED THE BASIC SETTINGS FOR DSG IN GUIDED FUNCTIONS AND TEST DROVE AGAIN BUT THE VEHICLE STILL PERFORMS THE SAME.
07/10/2008	10:47	CUTS OUT WHEN ACCELERATING GET S/W LEVEL
07/10/2008	10:47	WORKSHOP FINDINGS: BUCKS AT STOP
07/10/2008	10:55	TECH STATES SOFTWARE IS 1306 AND HE HAS TO GET READY FOR TELEDIAGNOSIS AND CALL BACK AND ASK FOR MARK CHARBONNEAU.
07/14/2008	11:39	[REDACTED] TECH'S CELL... ADVISED THAT CHRIS WOULD CALL BACK BETWEEN 12:30 - 1:30 EST.
07/14/2008	12:49	FLASH TCM TO LATEST. ADVISE TO PERFORM BASIC SETTINGS AND GARAGE SHIFT LEARNING. ROAD TEST AND RETEST
07/14/2008	14:40	PERFORMED THE WORK AS OUTLINED AND TEST DROVE AGAIN. THE VEHICLE STILL PERFORMS THE SAME. THERE IS STILL A STUMBLE WHEN ACCELERATING FROM A STOP.
07/14/2008	19:06	THANKS FOR THE UPDATE. PLEASE CALL BACK.
07/15/2008	09:23	REPLACE THE MECHATRONIC, FILTER, FLUID AND BOLTS AND RETEST FOR ISSUE
07/17/2008	13:26	(P1) TALKED TO JASON IN SERVICE THE CAR IS WAITING ON A TRANS.
08/01/2008	09:36	WAITING ON BOLTS FOR MECATRONICS UNIT. THE VEHICLE IS NO LONGER HERE
08/01/2008	16:44	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
08/01/2008	16:44	ISSUE UPDATED

Consultant's Closing Comments

REPLACE THE MECHATRONIC, FILTER, FLUID AND BOLTS AND RETEST FOR ISSUE

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
344587	EOS	2008	VVWDB71F58V [REDACTED]	8439	3885	07/10/2008	USA

Workshop Finding
TCM PART NO 1403 02E AE

Activity Date	Activity Time	Activity Comments
07/10/2008	13:19	CUST COMPLAINING THAT THE TRANS IS BUCKING WHEN FIRST STARTING OFF IN FIRST OR REVERSE AND IS ESPECIALLY BAD ON HILLS. SERVICE WRITER AND TECH HAVE BOTH EXPERIANCED A SLIGHT DELAY WHEN INITIALLY STARTING TO ACCELERATE, SEEMS LIKE ENGINE REVS FOR A SPLIT SECOND BEFORE TRANS ENGAGE AND THEN JERKS, NO FAULTS FOUND AND FLUID APPEARS OK. CHECKED FOR REFLAHES, FOUND NONE FOR THIS MODEL YEAR. PLEASE ADVISE.
07/10/2008	13:19	ISSUE OPENED BY DEALERSHIP
07/10/2008	13:24	CUSTOMER COMMENTS: CUST COMPLAINING THAT THE TRANS IS BUCKING WHEN FIRST STARTING OFF IN FIRST OR REVERSE AND IS ESPECIALLY BAD ON HILLS. SERVICE WRITER AND TECH HAVE BOTH EXPERIANCED A SLIGHT DELAY WHEN INITIALLY STARTING TO ACCELERATE, SEEMS LIKE ENGINE REVS FOR A SPLIT SECOND BEFORE TRANS ENGAGE AND THEN JERKS, NO FAULTS FOUND AND FLUID APPEARS OK. CHECKED FOR REFLAHES, FOUND NONE FOR THIS MODEL YEAR. PLEASE ADVISE.
07/10/2008	13:24	MVB 54 IN TRANS
07/10/2008	13:24	SET BASIC SETTINGS AND SEE IF THE CONCERN CHAGES.
07/10/2008	13:24	WORKSHOP FINDINGS: TCM PART NO 1403 02E AE
07/10/2008	14:02	RAN BASIC SETTINGS, DELAY STILL PRESENT. MVB 54 = H25P0497
07/10/2008	14:05	PLEASE MAKE SURE THAT THE ENGINE IS ALL THE WAY UP TO OPERATING TEMPERATURE AND IDLING. GO INTO VSD, GEARBOX ELECTRONICS, AND THEN BASIC SETTINGS. WITH YOUR FOOT ON THE BRAKE ACTIVATE TEST 61. AFTER 30 SECONDS THE TEST WILL RUN AND MAKE SOME NOISES IN THE GEARBOX. ONCE TEST IS COMPLETE, REPEAT STEPS FOR TEST 60. PLEASE THEN DRIVE THE CAR 15 MILES HARD TO SEE IF CONCERN IS CHANGED.
07/10/2008	15:02	SET BASIC SETTINGS, DROVE VEHICLE LITTLE OVER 15 MILES, DELAY SEEMS TO HAVE GOTTEN BETTER, SLIGHT DELAY STILL PRESENT BUT FEELS SAME AS OTHER DSG'S I'VE DRIVEN. HOPE CUSTOMER IS SATISFIED, THANKS FOR THE HELP.
07/10/2008	16:06	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/10/2008	16:06	ISSUE UPDATED

Consultant's Closing Comments
SET BASIC SETTINGS, DROVE VEHICLE LITTLE OVER 15 MILES, DELAY SEEMS TO HAVE GOTTEN BETTER, SLIGHT DELAY STILL PRESENT BUT FEELS SAME AS OTHER DSG'S I'VE DRIVEN. HOPE CUSTOMER IS SATISFIED, THANKS FOR THE HELP.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
344679	JETTA	2008	3VWRJ71K58M [REDACTED]	37	3885	07/10/2008	USA

Workshop Finding

RAN G.F.F. AND FOUND TWO CODES P1746 SUPPLY VOLTAGE FOR SOLENOID VALVES ELEC. FAULT, P2732 PRESSURE CONTR.SOLENOID F PERFORMANCE OF STUCK OFF SPORADIC, RAN G.F.F. AND FOUND THAT THE SUPPLY VOLTAGE TO MECH. UNIT IN TRANS. WAS AT 13.6 VOLTS. CHECKED FUSE SB13 AND SC6 ALSO CHECKED CONNECTOR AT TRANS. TEST DROVE AND COULD NOT GET VEHICLE TO GO BACK INTO LIMP MODE

Activity Date	Activity Time	Activity Comments
07/10/2008	14:52	CUST. STATES THAT TRANS. STARTED TO SHIFT HARSHLY AND THEN WOULD ONLY STAY IN LOW GEARS, RAN G.F.F. AND FOUND TWO CODES P1746 SUPPLY VOLTAGE FOR SOLENOID VALVES ELEC. FAULT, P2732 PRESSURE CONTR.SOLENOID F PERFORMANCE OF STUCK OFF SPORADIC, RAN G.F.F. AND FOUND THAT THE SUPPLY VOLTAGE TO MECH. UNIT IN TRANS. WAS AT 13.6 VOLTS. CHECKED FUSE SB13 AND SC6 ALSO CHECKED CONNECTOR AT TRANS. TEST DROVE AND COULD NOT GET VEHICLE TO GO BACK INTO LIMP MODE
07/10/2008	14:52	ISSUE OPENED BY DEALERSHIP
07/10/2008	15:01	ADVISED TECH TO PREPARE VEHICLE FOR BASIC SETTINGS AND CALL BACK. WE WILL GO THROUGH BASIC SETTINGS MANUALLY.
07/10/2008	15:01	CUSTOMER COMMENTS: CUST. STATES THAT TRANS. STARTED TO SHIFT HARSHLY AND THEN WOULD ONLY STAY IN LOW GEARS.
07/10/2008	15:01	WORKSHOP FINDINGS: RAN G.F.F. AND FOUND TWO CODES P1746 SUPPLY VOLTAGE FOR SOLENOID VALVES ELEC. FAULT, P2732 PRESSURE CONTR.SOLENOID F PERFORMANCE OF STUCK OFF SPORADIC, RAN G.F.F. AND FOUND THAT THE SUPPLY VOLTAGE TO MECH. UNIT IN TRANS. WAS AT 13.6 VOLTS. CHECKED FUSE SB13 AND SC6 ALSO CHECKED CONNECTOR AT TRANS. TEST DROVE AND COULD NOT GET VEHICLE TO GO BACK INTO LIMP MODE
07/10/2008	15:08	PLEASE MAKE SURE THAT THE ENGINE IS ALL THE WAY UP TO OPERATING TEMPERATURE AND IDLING. GO INTO VSD. GEARBOX ELECTRONICS, AND THEN BASIC SETTINGS. WITH YOUR FOOT ON THE BRAKE ACTIVATE TEST 61. AFTER 30 SECONDS THE TEST WILL RUN AND MAKE SOME NOISES IN THE GEARBOX. ONCE TEST IS COMPLETE, REPEAT STEPS FOR TEST 60. PLEASE THEN DRIVE THE CAR 15 MILES HARD TO SEE IF CONCERN IS CHANGED.
07/11/2008	06:33	PERFORMED BASIC SETTINGS AND TEST DROVE CAR. TRANSMISSION WENT TO LIMP MODE AFTER DRIVING CAR APPROX 25 MINUTES. STAYED IN LIMP MODE. FAULT WOULD NOT CLEAR. ALLOWED CAR TO SIT OVERNIGHT. TEST DROVE IN AM. ROAD TEST APPROX 30 MINUTES FAULTS RETURNED. (P1746 TRANS. CONTR.UNIT RELAY ELECTRICAL MALFUNCTION IN THE ELECTRICAL CIRCUIT) FAULT WOULD NOT ERASE. NO REVERSE GEAR. HAS FIRST AND THIRD. COMMUNICATION GOOD TO TCM.
07/11/2008	10:11	THANKS FOR THE UPDATE, PLEASE CALL BACK.
07/11/2008	15:37	ADVISED TECH TO CHECK TRANSMISSION CONNECTOR FOR CORROSION OR TERMINAL DAMAGE. IF CONNECTOR OK REPLACE MECHATRONIC AND BOLTS. UPDATE VTA WHEN COMPLETED.
07/16/2008	09:46	CONNECTORS AND WIRING LOOK GOOD. WHEN TRANSMISSION IS ACTING UP BOTH GROUND AND POWER ARE PRESENT TO VALVE BODY.VALVE BODY ON RED ORDER.
07/16/2008	11:48	THANKS FOR THE UPDATE.
07/18/2008	10:59	SPOKE WITH NICKI IN SERVICE. TECHNICIAN STILL WORKING ON VEHICLE. HE WILL UPDATE THE VTA WITH DETAILS OF PROGRESS AND CALL BACK INTO HELPLINE IF NECESSARY. D2
07/18/2008	16:26	VALVE BODY STILL ON ORDER.
07/18/2008	18:46	THANKS FOR THE UPDATE.
07/29/2008	06:00	REORDERED VALVE BODY.
07/29/2008	07:42	THANKS FOR THE UPDATE.
08/01/2008	13:12	VALVE BODY ON RED ORDER.
08/01/2008	13:42	THANKS FOR THE UPDATE.
08/07/2008	06:05	REPLACED VALVE BODY. ROAD TEST CAR. TRANSMISSION SHIFTING PROPERLY.
08/07/2008	09:54	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED

08/07/2008	09:54	ISSUE UPDATED
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Consultant's Closing Comments

REPLACED MECHATRONIC UNIT, COMPLETED.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
344744	EOS	2007	WVWFA71F37V [REDACTED]	10459	3885	07/10/2008	USA

Workshop Finding

DURING ROAD TEST - FOUND VEHICLE JERKS SEVERAL TIMES AT SLOW SPEEDS, AS IF CLUTCHES ARE NOT FULLY ENGAGING. THIS HAPPENS IN DRIVE, SPORT AND REVERSE. NO FAULTS IN ECM OR TRANSMISSION CONTROL MODULES. CALL TECH LINE FOR FURTHER ASSISTANCE.

Activity Date	Activity Time	Activity Comments
07/10/2008	16:16	CUSTOMER STATES VEHICLE BACKFIRES AT SLOW SPEEDS, DURING ROAD TEST - FOUND VEHICLE JERKS SEVERAL TIMES AT SLOW SPEEDS, AS IF CLUTCHES ARE NOT FULLY ENGAGING. THIS HAPPENS IN DRIVE, SPORT AND REVERSE. NO FAULTS IN ECM OR TRANSMISSION CONTROL MODULES. CALL TECH LINE FOR FURTHER ASSISTANCE.
07/10/2008	16:16	ISSUE OPENED BY DEALERSHIP
07/10/2008	16:27	ATTEMPTED TO PERFORM MANUAL BASIC SETTINGS OVER THE PHONE, DURING PROCESS PHONE WENT DEAD, PLEASE CALL BACK SO WE CAN CONTINUE.
07/10/2008	16:27	CUSTOMER COMMENTS: CUSTOMER STATES VEHICLE BACKFIRES AT SLOW SPEEDS.
07/10/2008	16:27	WORKSHOP FINDINGS: DURING ROAD TEST - FOUND VEHICLE JERKS SEVERAL TIMES AT SLOW SPEEDS, AS IF CLUTCHES ARE NOT FULLY ENGAGING. THIS HAPPENS IN DRIVE, SPORT AND REVERSE. NO FAULTS IN ECM OR TRANSMISSION CONTROL MODULES. CALL TECH LINE FOR FURTHER ASSISTANCE.
07/10/2008	16:31	PLEASE MAKE SURE THAT THE ENGINE IS ALL THE WAY UP TO OPERATING TEMPERATURE AND IDLING. GO INTO VSD, GEARBOX ELECTRONICS, AND THEN BASIC SETTINGS. WITH YOUR FOOT ON THE BRAKE ACTIVATE TEST 61. AFTER 30 SECONDS THE TEST WILL RUN AND MAKE SOME NOISES IN THE GEARBOX. ONCE TEST IS COMPLETE, REPEAT STEPS FOR TEST 60. PLEASE THEN DRIVE THE CAR 15 MILES HARD TO SEE IF CONCERN IS CHANGED.
07/14/2008	09:26	ADAPT BASIC SETTINGS IN TCM FOR DISPLAY GROUP 60 AND 61, ROAD TEST FOR 15+ MILES, FOUND CONDITION IS STILL PRESENT WITH NO CHANGE APPARENT, SCAN ALL CONTROL MODULES - NO FAULTS DETECTED - SEE ATTACHED DIAGNOSIS LOG.
07/14/2008	11:01	P1 ADVISED THE TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT.
07/14/2008	11:50	SOP PARTS ORDERED ON 7-14-08, CUSTOMER WILL RETURN FOR FURTHER SERVICE.
07/14/2008	11:54	NOTHING FURTHER
07/14/2008	18:26	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/14/2008	18:26	ISSUE UPDATED

Consultant's Closing Comments

TECH TO REPLACE MECHATRONIC, FLUID, FILTER AND BOLTS, COMPLETED.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
344776	EOS	2007	WVWFA71F87V [REDACTED]	3816	3885	07/10/2008	USA

Workshop Finding

TECH HAS VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM.

Activity Date	Activity Time	Activity Comments
07/10/2008	16:50	CUSTOMER STATES THE CAR LUNGES FOWARD WHEN ACCL OR STOPPED IN GEAR. THIS IS THE SECOND TIME SHE HAS BROUGHT THE CAR IN. I HAVE NOT BEEN ABLE TO DUPLICATE THE ISSUE, ONE OF THE OTHER TECH WENT FOR A TEST DRIVE WITH THE CUSTOMER AND SAID IT FELT LIKE "CLUTCH CHATTER" DURING LIGHT ACCL. THE CLUTCH DOE FEEL AGGRESSIVE ANYTHING OVER ABOUT 50% THROTTLE PULLING OUT AND IT WANTS TO SPIN THE TIRES. MAY ONLY BE HAPPENING AFTER EXTENDED DRIVE TIME. THERE ARE NOT FAULTS IN THE SYSTEMS AND I HAVE NOT FOUND ANY TSB OR OTHER INFO FOR RELATED OR SIMILAR ISSUES. ANY THOUGHTS???
07/10/2008	16:50	ISSUE OPENED BY DEALERSHIP
07/11/2008	16:34	CUSTOMER COMMENTS: CUSTOMER STATES THE CAR LUNGES FOWARD WHEN ACCL OR STOPPED IN GEAR. THIS IS THE SECOND TIME SHE HAS BROUGHT THE CAR IN. I HAVE NOT BEEN ABLE TO DUPLICATE THE ISSUE, ONE OF THE OTHER TECH WENT FOR A TEST DRIVE WITH THE CUSTOMER AND SAID IT FELT LIKE "CLUTCH CHATTER" DURING LIGHT ACCL. THE CLUTCH DOE FEEL AGGRESSIVE ANYTHING OVER ABOUT 50% THROTTLE PULLING OUT AND IT WANTS TO SPIN THE TIRES. MAY ONLY BE HAPPENING AFTER EXTENDED DRIVE TIME. THERE ARE NOT FAULTS IN THE SYSTEMS AND I HAVE NOT FOUND ANY TSB OR OTHER INFO FOR RELATED OR SIMILAR ISSUES. ANY THOUGHTS???
07/11/2008	16:34	P1 ADVISED THE TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT.
07/11/2008	16:34	WORKSHOP FINDINGS: TECH HAS VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM.
07/16/2008	14:47	ORDERED MECH UNIT AND RELATED ITEMS.
07/16/2008	15:16	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/16/2008	15:16	ISSUE UPDATED

Consultant's Closing Comments

TECH TO REPLACE THE MECH UNIT.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
344817	RABBIT	2008	WVWVFV71K68W [REDACTED]	14864	3885	07/10/2008	USA

Workshop Finding

TECH TEST DROVE AND FOUND IRREGULAR CLUTCH ENGAGEMENT AT LOW SPEED, CAUSING UNPREDICTIBLE ACCELERATION. RAN GFF FUNTION TESTS - INCONCLUSIVE.

Activity Date	Activity Time	Activity Comments
07/10/2008	18:37	CLIENT STATES: VEHICLE HAS ABRUPT SHIFTS AND SEEMS TO TAKE A LONG TIME TO FIND A GEAR AT LOW RPMS. TECH TEST DROVE AND FOUND IRREGULAR CLUTCH ENGAGEMENT AT LOW SPEED, CAUSING UNPREDICTIBLE ACCELERATION. RAN GFF FUNTION TESTS - INCONCLUSIVE.
07/10/2008	18:37	ISSUE OPENED BY DEALERSHIP
07/10/2008	18:46	CUSTOMER COMMENTS: CLIENT STATES: VEHICLE HAS ABRUPT SHIFTS AND SEEMS TO TAKE A LONG TIME TO FIND A GEAR AT LOW RPMS.
07/10/2008	18:46	PERFORMED MANUAL BASIC SETTINGS MANUALLY OVER THE PHONE, ADVISE TECH TO PERFORM 15 MILE ROAD TEST AND REEVALUATE SHIFT CONCERN. UPDATE VTA AND CALL BACK IF NEEDED.
07/10/2008	18:46	TCM 02E AE 1408
07/10/2008	18:46	WORKSHOP FINDINGS: TECH TEST DROVE AND FOUND IRREGULAR CLUTCH ENGAGEMENT AT LOW SPEED, CAUSING UNPREDICTIBLE ACCELERATION. RAN GFF FUNTION TESTS - INCONCLUSIVE.
07/10/2008	19:16	PERFORMED BASIC SETTINGS, ROAD TESTED VEHICLE 15 MILES, USING ALL SHIFT MODES, INCLUDING REVERSE. IN D, ACCELERATING FROM A STOP, TRANSMISSION INITIALLY CLUNKS INTO GEAR THEN DOWNSHIFTS? AND LURCHES FORWARD ERRATICALLY.
07/10/2008	19:20	H27 IN MVB 54 . REPLACE THE MECHATRONIC, FLUID, FILTER AND BOLTS.
07/10/2008	19:21	ISSUE SENT TO DEALERSHIP
07/10/2008	19:21	MVB 32 -1 .4
07/11/2008	13:23	PARTS ORDERED, WILL UPDATE WHEN THEY ARRIVE.
07/11/2008	14:56	THANKS FOR THE UPDATE.
07/17/2008	15:51	SPOKE TO PETE STATES CAR IS WAITING PARTS P1
07/18/2008	16:44	MECHATRONIC UNIT ARRIVED, WAITING ON MECHATRONIC BOLTS TO ARRIVE.
07/18/2008	18:45	THANKS FOR THE UPDATE.
07/30/2008	12:57	ALL PARTS ARRIVED, INSTALLED MECHATRONIC UNIT, FILTER FLUID AND NEW BOLTS. CHECKED FLUID LEVEL AND RAN BASIC SETTINGS. TEST DROVE VEHICLE, TRANSMISSION OPERATES PROPERLY AT THIS TIME.
07/30/2008	13:17	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/30/2008	13:17	ISSUE UPDATED

Consultant's Closing Comments

REPLACED MECHATRONIC UNIT, COMPLETED.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
344826	RABBIT	2007	WVWVFV71K37W [REDACTED]	31816	3885	07/10/2008	USA

Workshop Finding

02E AD 1158 MVB H25 SHUTTERS UNDER ACELL.

Activity Date	Activity Time	Activity Comments
07/10/2008	19:01	CUSTOMER STATES VEHICLE IS BUCKING ON DECELERATION AND ECCELERATION FROM STOP, LAST TIME IN FOUND PCV VALVE ON TOP OF VALVE VOVER INOP CAUSING HARSH DRIVING CONDITION, ALSO 1 YEAR AGO THE MECATRONICS WAS REPLACED, THIS TIME IN, CHECKED FLUID FOUND GOOD ROAD TESTED VERIFED CONCERN, NO FAULTS IN ANY SYSTEMS SET BASICS SETTINGS FOR TRANS THROUGH VEHICLE SELF DIAG AND STILL BUCKS,
07/10/2008	19:01	ISSUE OPENED BY DEALERSHIP
07/10/2008	19:07	CUSTOMER COMMENTS: CUSTOMER STATES VEHICLE IS BUCKING ON DECELERATION AND ECCELERATION FROM STOP, LAST TIME IN FOUND PCV VALVE ON TOP OF VALVE VOVER INOP CAUSING HARSH DRIVING CONDITION, ALSO 1 YEAR AGO THE MECATRONICS WAS REPLACED, THIS TIME IN, CHECKED FLUID FOUND GOOD ROAD TESTED VERIFIED CONCERN, NO FAULTS IN ANY SYSTEMS SET BASICS SETTINGS FOR TRANS THROUGH VEHICLE SELF DIAG AND STILL BUCKS,
07/10/2008	19:07	REPLACE THE MECHATRONICS, FLUID, FILTER AND BOLTS
07/10/2008	19:07	WORKSHOP FINDINGS: 02E AD 1158 MVB H25 SHUTTERS UNDER ACELL.
07/16/2008	08:31	MECH ORDERED P1
07/17/2008	15:10	P1 DANIL STATED PARTS ARE BACK ORDERED
07/17/2008	15:16	PARTS ON BACK ORDER CUSTEMER REFUSES TO DRIVE VEHICLE TILL FIXED HE BELIVES IT IS UN SAFE TO DRIVE. RO REMAINS OPEN TILL VEHICLES REPAIRS ARE COMPLETED, THANK YOU FOR YOU HELP SO FAR.
07/17/2008	15:34	ISSUE SENT TO DEALERSHIP
07/29/2008	11:10	REPLACED MECHATRONICS UNIT REPLACED FLUID, SET BASIC SETTINGS, ROAD TESTED 60 MILES TRANS IS SHIFTING TO MANUFACTURER DESIGN THANKS FOR THE HELP
07/29/2008	11:39	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/29/2008	11:39	ISSUE UPDATED

Consultant's Closing Comments

REPLACED MECHATRONICS UNIT REPLACED FLUID, SET BASIC SETTINGS, ROAD TESTED 60 MILES TRANS IS SHIFTING TO MANUFACTURER DESIGN THANKS FOR THE HELP

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
344915	EOS	2008	WVWBA71F78V [REDACTED]	20761	3885	07/11/2008	USA

Workshop Finding

TECH VERIFIED THE CONCERN. TECH STATES THE TRANS STUMBLES IN LOW GEAR. TECH ALSO STATES REVERSE HAS THE SAME CONCERN.

Activity Date	Activity Time	Activity Comments
07/11/2008	10:28	CUSTOMER STATED TRANS SHIFTING CONCERNS. UPON ROAD TEST, VEHICLE DROPS OUT OF GEAR WHILE SITTING IN DRIVE AT IDLE. UPON TAKE OFF, VEHICLE KICKS INTO GEAR. ALSO HAD A HARSH 2-1 DOWNSHIFT AT ONE TIME. NO STORED DTC'S.
07/11/2008	10:28	ISSUE OPENED BY DEALERSHIP
07/11/2008	10:36	CUSTOMER COMMENTS: CUSTOMER STATED TRANS SHIFTING CONCERNS. UPON ROAD TEST, VEHICLE DROPS OUT OF GEAR WHILE SITTING IN DRIVE AT IDLE. UPON TAKE OFF, VEHICLE KICKS INTO GEAR. ALSO HAD A HARSH 2-1 DOWNSHIFT AT ONE TIME. NO STORED DTC'S.
07/11/2008	10:36	P1 ADVISED THE TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT.
07/11/2008	10:36	WORKSHOP FINDINGS: TECH VERIFIED THE CONCERN. TECH STATES THE TRANS STUMBLES IN LOW GEAR. TECH ALSO STATES REVERSE HAS THE SAME CONCERN.
07/11/2008	10:41	WILL ORDER PARTS AND CLOSE TICKET. THANKS FOR THE HELP. :)
07/11/2008	13:26	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/11/2008	13:26	ISSUE UPDATED

Consultant's Closing Comments

TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
344930	RABBIT	2008	WVWHV71K28W [REDACTED]	11595	3885	07/11/2008	USA

Workshop Finding

TEST DROVE VERIFIED COMPLAINT. FOUND HAS HARSH ENGAGEMENT GOING INTO GEAR AND ALSO WHEN GOING IN REVERSE.CHECKED WITH GFF FOUND NO FAULTS REGARDING COMPLAINT.VISUALY LOOKED UNDER CAR FOUND NO DAMAGE.PERFORMED BASIC SETTINGS ON TRANS,STILL THE SAME.

Activity Date	Activity Time	Activity Comments
07/11/2008	10:44	CUST. STATES VEH JUMPS IN AND OUT OF GEAR. TEST DROVE VERIFIED COMPLAINT. FOUND HAS HARSH ENGAGEMENT GOING INTO GEAR AND ALSO WHEN GOING IN REVERSE.CHECKED WITH GFF FOUND NO FAULTS REGARDING COMPLAINT.VISUALY LOOKED UNDER CAR FOUND NO DAMAGE.PERFORMED BASIC SETTINGS ON TRANS,STILL THE SAME.
07/11/2008	10:44	ISSUE OPENED BY DEALERSHIP
07/11/2008	10:52	ADVISED TECH TO REPLACE MECHATRONIC AND BOLTS. UPDATE VTA WHEN COMPLETED.
07/11/2008	10:52	CUSTOMER COMMENTS: CUST. STATES VEH JUMPS IN AND OUT OF GEAR.
07/11/2008	10:52	WORKSHOP FINDINGS: TEST DROVE VERIFIED COMPLAINT. FOUND HAS HARSH ENGAGEMENT GOING INTO GEAR AND ALSO WHEN GOING IN REVERSE.CHECKED WITH GFF FOUND NO FAULTS REGARDING COMPLAINT.VISUALY LOOKED UNDER CAR FOUND NO DAMAGE.PERFORMED BASIC SETTINGS ON TRANS,STILL THE SAME.
07/11/2008	11:06	PLACED MECHATRONICS,BOLTS,ETC.ON ORDER. THANKS FOR THE HELP
07/11/2008	14:53	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/11/2008	14:53	ISSUE UPDATED

Consultant's Closing Comments

TECH TO REPLACE MECHATRONIC AND BOLTS, COMPLETED.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
345006	RABBIT	2008	WVWHV71K38W [REDACTED]	12376	3885	07/11/2008	USA

Workshop Finding

TECH VERIFIED THE CONCERN. TECH UNABLE TO RUN THE BASIC SETTINGS.

Activity Date	Activity Time	Activity Comments
07/11/2008	12:49	CUSTOMER STATES ON ACCELERATION WHEN VEHICLE IS WARM HAS A HARSH SHIFT. OTHER TECHNICIAN DIAGNOSISED AND MECHATRONICS UNIT WAS ORDERED. INSTALLED MECHATRONICS UNIT, CHANGED FILTER AND FILLED TRANSMISSION. PERFORMED BASIC SETTINGS 61 FOR DSG TRANS. VEHICLE WILL NOT SHIFT OUT OF 2ND GEAR. PERFORMED CAPACITIVE DISCHARGE AND REPEATED. VEHICLE STILL WILL NOT SHIFT OUT OF 2ND GEAR AND SCAN TOOL HAS NO COMMUNICATION WITH ANY MODULE BUT GEARBOX ELECTRONICS THROUGH VEHICLE SELF DIAGNOSIS.
07/11/2008	12:49	ISSUE OPENED BY DEALERSHIP
07/11/2008	12:56	ADVISED THE TECH TO TAKE CARE OF THE COMMUNICATION ISSUE AND PERFORM 60 ALSO.
07/11/2008	12:56	CUSTOMER COMMENTS: CUSTOMER STATES ON ACCELERATION WHEN VEHICLE IS WARM HAS A HARSH SHIFT. OTHER TECHNICIAN DIAGNOSISED AND MECHATRONICS UNIT WAS ORDERED. INSTALLED MECHATRONICS UNIT, CHANGED FILTER AND FILLED TRANSMISSION. PERFORMED BASIC SETTINGS 61 FOR DSG TRANS. VEHICLE WILL NOT SHIFT OUT OF 2ND GEAR. PERFORMED CAPACITIVE DISCHARGE AND REPEATED. VEHICLE STILL WILL NOT SHIFT OUT OF 2ND GEAR AND SCAN TOOL HAS NO COMMUNICATION WITH ANY MODULE BUT GEARBOX ELECTRONICS THROUGH VEHICLE SELF DIAGNOSIS.
07/11/2008	12:56	WORKSHOP FINDINGS: TECH VERIFIED THE CONCERN. TECH UNABLE TO RUN THE BASIC SETTINGS.
07/14/2008	10:11	WAS ABLE TO UPDATE WITH 5051 - SCAN TOOL
07/14/2008	10:34	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/14/2008	10:34	ISSUE UPDATED

Consultant's Closing Comments

TECH PERFORMED THE TRANS BASIC SETTINGS. VEHICLE OPERATING TO SPEC AT THIS TIME.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
345037	RABBIT	2007	WVWHV91K07W [REDACTED]	27863	3885	07/11/2008	USA

Workshop Finding

CAR IS NOT AT DEALER, BUT CONCERN WAS DUPLICATED BY TECH THIS MORNING. NEW FLASH ALREADY PERFORMED AND BASIC SETTINGS ALREADY PERFORMED THROUGH VSD.

Activity Date	Activity Time	Activity Comments
07/11/2008	13:41	I RECENTLY UPDATED THE TCM SOFTWARE ON THIS VEHICLE THROUGH TELEDIAGNOSIS FOR A HARSH 2ND TO 1ST GEAR DOWNSHIFT. I HAD DRIVEN THE CAR ROUGHLY 20 MILES WITH NO SHIFTING PROBLEMS AND RELEASED IT TO THE CUSTOMER. THE CUSTOMER CAME IN TODAY AND I WENT FOR A TEST DRIVE BECAUSE IT IS HAVING THE SAME SHIFTING PROBLEM AGAIN. IT STILL HAS A HARSH 2ND TO 1ST GEAR DOWNSHIFT WHEN COMING TO A STOP.
07/11/2008	13:41	ISSUE OPENED BY DEALERSHIP
07/11/2008	13:46	ANDREW, PLEASE REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS IF PAN IS CLEAN. THANKS. PLEASE CLOSE TICKET. C1
07/11/2008	13:46	CUSTOMER COMMENTS: I RECENTLY UPDATED THE TCM SOFTWARE ON THIS VEHICLE THROUGH TELEDIAGNOSIS FOR A HARSH 2ND TO 1ST GEAR DOWNSHIFT. I HAD DRIVEN THE CAR ROUGHLY 20 MILES WITH NO SHIFTING PROBLEMS AND RELEASED IT TO THE CUSTOMER. THE CUSTOMER CAME IN TODAY AND I WENT FOR A TEST DRIVE BECAUSE IT IS HAVING THE SAME SHIFTING PROBLEM AGAIN. IT STILL HAS A HARSH 2ND TO 1ST GEAR DOWNSHIFT WHEN COMING TO A STOP.
07/11/2008	13:46	WORKSHOP FINDINGS: CAR IS NOT AT DEALER, BUT CONCERN WAS DUPLICATED BY TECH THIS MORNING. NEW FLASH ALREADY PERFORMED AND BASIC SETTINGS ALREADY PERFORMED THROUGH VSD.
07/11/2008	15:06	ORDERED PARTS. CLOSING TICKET.
07/14/2008	11:18	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/14/2008	11:18	ISSUE UPDATED

Consultant's Closing Comments

ANDREW, PLEASE REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS IF PAN IS CLEAN. THANKS. PLEASE CLOSE TICKET. C1

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
345065	JETTA	2008	3VWFJ81K68M [REDACTED]	16131	3885	07/11/2008	USA

Workshop Finding

FOUND THAT AT 10 MPH AND AT 1000 RPM, IF LIGHTLY ENGAGE THROTTLE, CAR WILL HARSH SHIFT. MAKES CLUNKING NOISE AS IF CLUTCH WERE BEING SLAMMED IN. NO CODES, ALSO LIFTED VEHICLE, COULDN'T DUPLICATE IT IN AIR. MVB 32 .8 -3.9 MVB 33 3.9. ALSO NOTED HARSH SHIFT IN 3RD AND 4TH. VEHICLE HAS AFTERMARKET TIRES AND LEFT FRONT IS BALD.

Activity Date	Activity Time	Activity Comments
07/11/2008	14:28	CUSTOMER STATES THAT IN STOP AND GO TRAFFIC, CAR WILL LUNGE AND JERK WHEN LIGHTY PRESSING THROTTLE. FOUND THAT AT 10 MPH AND AT 1000 RPM, IF LIGHTLY ENGAGE THROTTLE, CAR WILL HARSH SHIFT. MAKES CLUNKING NOISE AS IF CLUTCH WERE BEING SLAMMED IN. NO CODES, ALSO LIFTED VEHICLE, COULDN'T DUPLICATE IT IN AIR.
07/11/2008	14:28	ISSUE OPENED BY DEALERSHIP
07/11/2008	14:47	CUSTOMER COMMENTS: CUSTOMER STATES THAT IN STOP AND GO TRAFFIC, CAR WILL LUNGE AND JERK WHEN LIGHTY PRESSING THROTTLE.
07/11/2008	14:47	PERFORMED MANUAL BASIC SETTINGS OVER THE PHONE. ADVISED TECH TO ROAD TEST 15 MILES AND REEVALUATE CONCERN.
07/11/2008	14:47	WORKSHOP FINDINGS: FOUND THAT AT 10 MPH AND AT 1000 RPM, IF LIGHTLY ENGAGE THROTTLE, CAR WILL HARSH SHIFT. MAKES CLUNKING NOISE AS IF CLUTCH WERE BEING SLAMMED IN. NO CODES, ALSO LIFTED VEHICLE, COULDN'T DUPLICATE IT IN AIR. MVB 32 .8 -3.9 MVB 33 3.9. ALSO NOTED HARSH SHIFT IN 3RD AND 4TH. VEHICLE HAS AFTERMARKET TIRES AND LEFT FRONT IS BALD.
07/11/2008	15:36	TEST DROVE, STILL SHIFTING HARSH IN 1ST GEAR.
07/11/2008	15:41	REPLACE MECHATRONIC, FLUID, FILTER BOLTS. (H29) SET BASIC SETTINGS AND ROAD TEST
07/11/2008	15:54	ORDERED MECHATRONIX AND BOLTS, FILTER, FLUID.
07/11/2008	15:54	THANKS FOR THE UPDATE.
07/18/2008	11:48	WAITING FOR CAR TO COMEBACK.
07/18/2008	13:26	THANKS FOR THE UPDATE, PLEASE CLOSE OUT VTA IF CAR HAS LEFT DEALER.
07/21/2008	10:52	SPOKE WITH MATT IN SERVICE..... PARTS ARE ON NATIONAL BACK ORDER..... P1
07/22/2008	11:12	CAR GONE.
07/22/2008	16:40	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/22/2008	16:40	ISSUE UPDATED

Consultant's Closing Comments

TECH TO REPLACE MECHATRONIC AND BOLTS, COMPLETED.

TECH HAD NO TRANS INFO.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
345082	RABBIT	2008	WVWKC71K98W [REDACTED]	9479	3885	07/11/2008	USA

Workshop Finding

n/a

Activity Date	Activity Time	Activity Comments
07/11/2008	14:54	AFTER REPLACING THE MECHATRONICS UNIT, I TRIED TO SET BASIC SETTINGS, ON THE ROAD TEST IT WILL ONLY SHIFT FROM FIRST TO SECOND, CHECKED CODES AFTER ROAD TEST, CODE FOR BASIC SETTINGS NOT PERFORMED COMES BACK.
07/11/2008	14:54	ISSUE OPENED BY DEALERSHIP
07/11/2008	15:01	CUSTOMER COMMENTS: AFTER REPLACING THE MECHATRONICS UNIT, I TRIED TO SET BASIC SETTINGS, ON THE ROAD TEST IT WILL ONLY SHIFT FROM FIRST TO SECOND, CHECKED CODES AFTER ROAD TEST, CODE FOR BASIC SETTINGS NOT PERFORMED COMES BACK.
07/11/2008	15:01	PERFORMED BASIC SETTINGS MANUALLY OVER THE PHONE. ADVISED TECH TO ROAD TEST 15 MILES AND REEVALUATE SHIFT CONCERN.
07/11/2008	15:41	SET BASIC SETTINGS MANUALLY, ROAD TESTED THE VEHICLE FO 15 MILES, VEHICLE SHIFTS AS DESIGNED, NO CODES PRESENT
07/11/2008	15:54	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/11/2008	15:54	ISSUE UPDATED

Consultant's Closing Comments

SET BASIC SETTINGS MANUALLY, ROAD TESTED THE VEHICLE FO 15 MILES, VEHICLE SHIFTS AS DESIGNED, NO CODES PRESENT

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
345459	EOS	2008	WVWBA71F88V [REDACTED]	9844	3885	07/14/2008	USA

Workshop Finding
TECH CHECKED FAULT CODES

Activity Date	Activity Time	Activity Comments
07/14/2008	13:49	CUSTOMNER STATED THAT THE VEHICLEIS SHUDDERING UPON ACCELERATION
07/14/2008	13:49	ISSUE OPENED BY DEALERSHIP
07/14/2008	13:59	ADVISED TECH TO REFER TO TB 35 - 06 - 01
07/14/2008	13:59	CUSTOMER COMMENTS: CUSTOMNER STATED THAT THE VEHICLEIS SHUDDERING UPON ACCELERATION
07/14/2008	13:59	WORKSHOP FINDINGS: TECH CHECKED FAULT CODES
07/15/2008	14:50	CHECK TRANSMISSION OIL LEVEL ,GOOD LEVER ALSO PEFORMED BASIC SETTING .VEHICLE STILL SHUDDERING FROM A STOP UPON ACCLERATION .
07/15/2008	14:51	P1 ADVISED THE TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT.
07/15/2008	14:54	ORDER PARTS
07/15/2008	15:07	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/15/2008	15:07	ISSUE UPDATED

Consultant's Closing Comments
ORDER PARTS

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
345515	RABBIT	2007	WVWHV71K97W [REDACTED]	23152	3885	07/14/2008	USA

Workshop Finding
POPPING NOISE. FAULTS RETURN IMMEDIATLEY AS SOON AS REVERSE IS SELECTED.

Activity Date	Activity Time	Activity Comments
07/14/2008	14:45	CUST STATES CHECK POPPING SOUND UNDER DRIVERS SEAT(UNDERNEATH THE VEHICLE)RAN GFF HAD DTC P0868 AND P1815 CLEARED DTC DROVE CAR FOULTS CAME BACK,CAR HAS WARMED UP AND HAS NO REVERSE.CHECKED FLUID LEVEL,OKAY AND HAS A BURNT SMELL.
07/14/2008	14:45	ISSUE OPENED BY DEALERSHIP
07/15/2008	08:27	CUSTOMER COMMENTS: CUST STATES CHECK POPPING SOUND UNDER DRIVERS SEAT(UNDERNEATH THE VEHICLE)RAN GFF HAD DTC P0868 AND P1815 CLEARED DTC DROVE CAR FOULTS CAME BACK,CAR HAS WARMED UP AND HAS NO REVERSE.CHECKED FLUID LEVEL,OKAY AND HAS A BURNT SMELL.
07/15/2008	08:27	REPLACE THE MECHATRONIC, FLUID, FILTER AND BOLTS.
07/15/2008	08:27	WORKSHOP FINDINGS: POPPING NOISE. FAULTS RETURN IMMEDIATLEY AS SOON AS REVERSE IS SELECTED.
07/24/2008	11:24	REPLACED MECHATRONIC,FLUID,FILTER AND BOLTS.DROVE CAR,WILL BE PICK UP TODAY.
07/24/2008	11:26	COMPLETED WORK
07/24/2008	11:27	COMPLETED
07/24/2008	12:28	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/24/2008	12:28	ISSUE UPDATED

Consultant's Closing Comments
REPLACED MECHATRONIC,FLUID,FILTER AND BOLTS.DROVE CAR,WILL BE PICK UP TODAY.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
345652	RABBIT	2008	WVWHV71K38W [REDACTED]	15828	3885	07/14/2008	USA

Workshop Finding

I HAVE CHECKED THE FLUID LEVEL AND IT IS GOOD. I THEN RESET THE BASIC SETTING IN THE TRANS BY CLEARING DTCS IN ECM & TCM, AND WENT TO BS 061 & 060. I DROVE THE CAR ABOUT 10 MILES AROUND TOWN TO MAKE SURE THAT THE TCM LEARNED THE ENGAUAGEMENT POINTS. AFTER THE TEST DRIVE, THE TRANS STILL SURGES WHEN LEAVING A STOP. I COULD NOT FEEL IT TOO MUCH IN OTHER GEARS.

Activity Date	Activity Time	Activity Comments
07/14/2008	18:08	I HAVE AN 08 GTI WITH A DSG TRANS. WHEN LEAVING A STOP THE TRANS SURGES. I HAVE CHECKED THE FLUID LEVEL AND IT IS GOOD. I THEN RESET THE BASIC SETTING IN THE TRANS BY CLEARING DTCS IN ECM & TCM, AND WENT TO BS 061 & 060. I DROVE THE CAR ABOUT 10 MILES AROUND TOWN TO MAKE SURE THAT THE TCM LEARNED THE ENGAUAGEMENT POINTS. AFTER THE TEST DRIVE, THE TRANS STILL SURGES WHEN LEAVING A STOP. I COULD NOT FEEL IT TOO MUCH IN OTHER GEARS.
07/14/2008	18:08	ISSUE OPENED BY DEALERSHIP
07/14/2008	18:16	ADVISED TECH TO REPLACE MECHATRONIC AND BOLTS. TRANS BUILD DATE 30-06-07.
07/14/2008	18:16	CUSTOMER COMMENTS: I HAVE AN 08 GTI WITH A DSG TRANS. WHEN LEAVING A STOP THE TRANS SURGES.
07/14/2008	18:16	WORKSHOP FINDINGS: I HAVE CHECKED THE FLUID LEVEL AND IT IS GOOD. I THEN RESET THE BASIC SETTING IN THE TRANS BY CLEARING DTCS IN ECM & TCM, AND WENT TO BS 061 & 060. I DROVE THE CAR ABOUT 10 MILES AROUND TOWN TO MAKE SURE THAT THE TCM LEARNED THE ENGAUAGEMENT POINTS. AFTER THE TEST DRIVE, THE TRANS STILL SURGES WHEN LEAVING A STOP. I COULD NOT FEEL IT TOO MUCH IN OTHER GEARS.
07/21/2008	12:59	ORDERED PARTS, STILL WAITING. CAR IS HERE. CLOSING TICKET, BUT WILL OPEN ANOTHER IF PROBLEM NOT SOLVED. THANK YOU FOR YOUR HELP. :)
07/21/2008	13:26	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/21/2008	13:26	ISSUE UPDATED

Consultant's Closing Comments

TECH TO REPLACE MECHATRONIC AND BOLTS, COMPLETED.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
345672	EOS	2008	WVWBA71F58V [REDACTED]	4323	3885	07/14/2008	USA

Workshop Finding

VEHICLE HAS POOR THROTTLE RESPONSE, DOES NOT ACCELERATE RIGHT AWAY, BUT WHEN IT BEGINS TO ACCELERATE IT LUNGES, NO FAULTS IN GEARBOX OR ENGINE ELECTRONICS, O3 UPDATE WAS JUST PERFORMED AND VEHICLE STILL ACTS UP

Activity Date	Activity Time	Activity Comments
07/14/2008	19:51	CUSTOMER STATES THAT AFTER PULLING AWAY FROM A STOP, VEHICLE HAS POOR THROTTLE RESPONSE, DOES NOT ACCELERATE RIGHT AWAY, BUT WHEN IT BEGINS TO ACCELERATE IT LUNGES, NO FAULTS IN GEARBOX OR ENGINE ELECTRONICS, O3 UPDATE WAS JUST PERFORMED AND VEHICLE STILL ACTS UP
07/14/2008	19:51	ISSUE OPENED BY DEALERSHIP
07/15/2008	15:12	ADVISE TECH TO REPLACE MECH UNIT ,FILTER ,FLUID, AND BOLTS.
07/15/2008	15:12	CUSTOMER COMMENTS: CUSTOMER STATES THAT AFTER PULLING AWAY FROM A STOP,
07/15/2008	15:12	WORKSHOP FINDINGS: VEHICLE HAS POOR THROTTLE RESPONSE, DOES NOT ACCELERATE RIGHT AWAY, BUT WHEN IT BEGINS TO ACCELERATE IT LUNGES, NO FAULTS IN GEARBOX OR ENGINE ELECTRONICS, O3 UPDATE WAS JUST PERFORMED AND VEHICLE STILL ACTS UP
07/21/2008	10:37	TALKED TO PAT IN SERVICE WAITING ON PARTS P2
07/28/2008	12:57	STILL WAITING FOR MECHATRONICS UNIT
07/28/2008	13:58	PARTS ON ORDER
07/28/2008	15:17	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/28/2008	15:17	ISSUE UPDATED

Consultant's Closing Comments

PARTS ON ORDER

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
345756	EOS	2008	WVWBA71F98V [REDACTED]	10912	3885	07/15/2008	USA

Workshop Finding

TECH UNABLE TO VERIFY THE CONCERN. NO FAULTS IN THE ECM OR TCM. TECH WANTED TO KNOW IF ANY FLASHES WERE AVAILABLE.

Activity Date	Activity Time	Activity Comments
07/15/2008	10:12	CUSTOMER COMPLAINING OF HARSH DOWNSHIFTING WHEN EXITING THE INTERSTATE AND ALSO HARSH SHIFTING WHEN MOVEING OFF FROM A DEAD STOP. THE CAR WOULD ACT LIKE IS WAS IN SECOND GEAR WHEN TRYING TO MOVE FROM A STAND STILL AND WHEN YOU TRIED TO ACCELERATE IT WOULD SHIFT HARD INTO FIRST GEAR. FLUID LEVEL IN TRANX IS AT THE CORRECT LEVEL AND NO CODES IN TCM.
07/15/2008	10:12	ISSUE OPENED BY DEALERSHIP
07/15/2008	10:17	ADVISED THE TECH TO ROAD TEST THE VEHICLE AND TRY TO DUPLICATE THE CONCERN. NO FLASHES AT THIS TIME.
07/15/2008	10:17	CUSTOMER COMMENTS: CUSTOMER COMPLAINING OF HARSH DOWNSHIFTING WHEN EXITING THE INTERSTATE AND ALSO HARSH SHIFTING WHEN MOVEING OFF FROM A DEAD STOP. THE CAR WOULD ACT LIKE IS WAS IN SECOND GEAR WHEN TRYING TO MOVE FROM A STAND STILL AND WHEN YOU TRIED TO ACCELERATE IT WOULD SHIFT HARD INTO FIRST GEAR. FLUID LEVEL IN TRANX IS AT THE CORRECT LEVEL AND NO CODES IN TCM.
07/15/2008	10:17	WORKSHOP FINDINGS: TECH UNABLE TO VERIFY THE CONCERN. NO FAULTS IN THE ECM OR TCM. TECH WANTED TO KNOW IF ANY FLASHES WERE AVAILABLE.
07/15/2008	10:46	P1 ADVISED THE TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT.
07/15/2008	11:14	ORDERED PARTS
07/15/2008	11:21	THANK YOU FOR THE UPDATE. REMEMBER TO UPDATE AND CLOSE THE TICKET ONCE THE REPAIR IS DONE.
07/16/2008	10:48	PARTS WILL BE IN ABOUT A WEEK AND WILL OPEN NEW TICKET IF A PROBLEM ACCURES.
07/16/2008	11:03	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/16/2008	11:03	ISSUE UPDATED

Consultant's Closing Comments

TECH TO REPLACE THE MECH UNIT.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
345765	RABBIT	2008	WVWHV71K58W [REDACTED]	19357	3885	07/15/2008	USA

Workshop Finding
n/a

Activity Date	Activity Time	Activity Comments
07/15/2008	10:20	CUST STATES THE TRANSMISSION SHUDDERS WHEN ACCELERATES FROM STOP.
07/15/2008	10:20	ISSUE OPENED BY DEALERSHIP
07/15/2008	11:01	CUSTOMER COMMENTS: CUST STATES THE TRANSMISSION SHUDDERS WHEN ACCELERATES FROM STOP.
07/15/2008	11:01	PLEASE MAKE SURE THAT THE ENGINE IS ALL THE WAY UP TO OPERATING TEMPERATURE AND IDLING. GO INTO VSD, GEARBOX ELECTRONICS, AND THEN BASIC SETTINGS. WITH YOUR FOOT ON THE BRAKE ACTIVATE TEST 61. AFTER 30 SECONDS THE TEST WILL RUN AND MAKE SOME NOISES IN THE GEARBOX. ONCE TEST IS COMPLETE, REPEAT STEPS FOR TEST 60. PLEASE THEN DRIVE THE CAR 15 MILES HARD TO SEE IF CONCERN IS CHANGED.
07/15/2008	11:35	CONCERN DID NOT CHANGE.
07/15/2008	11:41	ADVISED TECH TO REPLACE MECHATRONIC AND BOLTS. ALSO UPDTE VTA WITH TRANSMISSION BUILD DATE.
07/18/2008	09:44	PARTS ON ODER
07/18/2008	12:56	THANKS FOR THE UPDATE.
07/21/2008	17:20	PARTS ON ODER
07/21/2008	18:24	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/21/2008	18:24	ISSUE UPDATED

Consultant's Closing Comments
ADVISED TECH TO REPLACE MECHATRONIC AND BOLTS. ALSO UPDTE VTA WITH TRANSMISSION BUILD DATE.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
345775	RABBIT	2008	WVWKC71KX8W [REDACTED]	11957	3885	07/15/2008	USA

Workshop Finding
 TECH UNABLE TO VERIFY ANY CONCERNS AT THIS TIME. NO FAULTS IN THE ECM OR TCM.

Activity Date	Activity Time	Activity Comments
07/15/2008	10:37	AFTER DRIVING THE CAR FOR 1 HOUR AT HIWAY SPEEDS IT LOOSES POWER AND FEELS LIKE IT MISFIRES BUT THERE ARE NO CODES
07/15/2008	10:37	ISSUE OPENED BY DEALERSHIP
07/15/2008	10:43	ADVISED THE TECH TO ROAD TEST THE VEHICLE FOR THE CONCERN.
07/15/2008	10:43	CUSTOMER COMMENTS: AFTER DRIVING THE CAR FOR 1 HOUR AT HIWAY SPEEDS IT LOOSES POWER AND FEELS LIKE IT MISFIRES BUT THERE ARE NO CODES
07/15/2008	10:43	WORKSHOP FINDINGS: TECH UNABLE TO VERIFY ANY CONCERNS AT THIS TIME. NO FAULTS IN THE ECM OR TCM.
07/16/2008	14:41	ADVISE TECH TO REPLACE MECH UNIT , FILTER , FLUIDS , BOLTS.
07/16/2008	14:43	CUSTOMER WILL RETURN WHEN PARTS ARRIVE
07/16/2008	15:20	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/16/2008	15:20	ISSUE UPDATED

Consultant's Closing Comments
 TECH TO REPLACE THE MECH UNIT.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
345848	RABBIT	2008	WVWHV71K88W [REDACTED]	8376	3885	07/15/2008	USA

Workshop Finding

TCM PART NO. 02E AE 1408

Activity Date	Activity Time	Activity Comments
07/15/2008	11:40	ISSUE OPENED BY DEALERSHIP
07/15/2008	11:46	DSG TRANSMISSION SERGES AND JERKS DURING MODERATE ACCELERATION. DURING TEST DRIVE WHILE PULLING AWAY FROM A STOP TRANSMISSION SHIFTED INTO THIRD GEAR AT LOW RPMS AND JERKED HARD WHEN SHIFTED, THIS HAPPEN MORE WHEN VEHICLE IS COLD.
07/15/2008	12:17	CUSTOMER COMMENTS: 02E SHIFTING ERRATICALLY.
07/15/2008	12:17	VEHICLE IDLING AND HOT. VSD BASIC SETTINGS BLOCK 61 THEN 60 WITRH FOOT ON THE BRAKE. GRAGE SHIFT R/D ENGAGEMENT AND THEN ROAD TEST AS DISCUSSED.
07/15/2008	12:17	WORKSHOP FINDINGS: TCM PART NO. 02E AE 1408
07/15/2008	12:18	MVB 54 FROM THE TRANSMISSION ELECTRONICS.
07/16/2008	09:30	PERFORMED GARAGE B/S AND TEST DROVE VEHICLE AS DESCRIBE THEN NORMAL DRIVING FOR ABOUT 20 MILES. LET VEHICLE COOL DOWN AND TEST DROVE VEHICLE, PROBLEM STILL EXSIST TILL OIL DIP STICK WAS POPPED LOOSE TO RELEASE PRESSURE. SHIFTS BECAME SMOOTH AND NO PROBLEM WAS PRESENT TILL DIP STICK WAS REINSTALLED.
07/16/2008	09:39	REPLACE THE PCV BREATHER RESET BASIC SETTINGS
07/18/2008	11:05	AFTER REPLACING CRANK CASE BREATHER, PROBLEM STILL EXSIST. STILL SHIFTING HARD INTO THIRD GEAR. MEASURING VALUE BLOCK 54 IS H26K0641.
07/18/2008	11:20	TRANSFERRED TO CHRIS VM AS PER TECH
07/18/2008	12:39	REPLACE THE MECHATRONIC, FLUID, FILTER AND BOLTS
07/22/2008	12:28	SPOKE WITH DAVID IN SERVICE..... DEALER IS STILL WAITING FOR BACK ORDERED PARTS TO ARRIVE..... P1
07/29/2008	15:24	MECHATRONIC UNIT IS HERE, STILL WAITING ON BOLTS.
07/29/2008	15:52	ISSUE SENT TO DEALERSHIP
08/05/2008	10:33	REPLACED MECHATRONIC UNIT, BOLTS, FILTER, AND FLUID. PERFORMED BASIC SETTINGS AND TEST DROVE VEHICLE AS DESCRIBE BY 5051B. VEHICLE SHIFTING AS SHOULD.
08/05/2008	10:43	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
08/05/2008	10:43	ISSUE UPDATED

Consultant's Closing Comments

REPLACED MECHATRONIC UNIT, BOLTS, FILTER, AND FLUID. PERFORMED BASIC SETTINGS AND TEST DROVE VEHICLE AS DESCRIBE BY 5051B. VEHICLE SHIFTING AS SHOULD.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
345915	RABBIT	2007	WVWFV71KX7W [REDACTED]	27918	3885	07/15/2008	USA

Workshop Finding

TECH VERIFIED THE CONCERN. 2 FAULTS IN THE TCM. VEHICLE OPERATING TO SPEC AT THIS TIME.

Activity Date	Activity Time	Activity Comments
07/15/2008	12:55	CUST. STATES VEHICLE DIDNT PICK UP SPEED AND GEAR DISPLAY WAS FLASHING. USE GFF FOUND FAULTS IN TCM P2711, P1707.
07/15/2008	12:55	ISSUE OPENED BY DEALERSHIP
07/15/2008	13:00	CUSTOMER COMMENTS: CUST. STATES VEHICLE DIDNT PICK UP SPEED AND GEAR DISPLAY WAS FLASHING. USE GFF FOUND FAULTS IN TCM P2711, P1707.
07/15/2008	13:00	P1 ADVISED THE TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT.
07/15/2008	13:00	WORKSHOP FINDINGS: TECH VERIFIED THE CONCERN. 2 FAULTS IN THE TCM. VEHICLE OPERATING TO SPEC AT THIS TIME.
07/18/2008	18:59	REPLACED MECHATRONIC UNIT AND SET BASIC SETTINGS ON DSG TRANS. CAR SHIFTING PROPERLY AND INSTRUMENT CLUSTER DISPLAY NOT FLASHING. CAR IS WORKING AS DESIGNED.
07/22/2008	13:08	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/22/2008	13:08	ISSUE UPDATED

Consultant's Closing Comments

TECH REPLACED THE MECH UNIT. VEHICLE OPERATING TO SPEC AT THIS TIME.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
345920	JETTA	2007	3VWXJ81K17M [REDACTED]	11125	3885	07/15/2008	USA

Workshop Finding
TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM. CONCERN HAPPENS MAINLY IN 1ST.

Activity Date	Activity Time	Activity Comments
07/15/2008	13:01	CUSTOMER STATES THAT THE TRANS STICKS IN SECOND AND SHIFTS HARSH INTO SECOND SOMETIMES. TEST DRIVE TO VERIFY AND NOTICED TRANS SHIFTS ROUGH FROM 1ST TO SECOND. CHECK FLUID LEVEL AND FLUID WAS FULL AND CLEAN. CHECK FOR FAULTS AND NO FAULTS PRESENT AT THIS TIME. TCM# 02E300043Q 1306.
07/15/2008	13:01	ISSUE OPENED BY DEALERSHIP
07/15/2008	13:07	CUSTOMER COMMENTS: CUSTOMER STATES THAT THE TRANS STICKS IN SECOND AND SHIFTS HARSH INTO SECOND SOMETIMES. TEST DRIVE TO VERIFY AND NOTICED TRANS SHIFTS ROUGH FROM 1ST TO SECOND. CHECK FLUID LEVEL AND FLUID WAS FULL AND CLEAN. CHECK FOR FAULTS AND NO FAULTS PRESENT AT THIS TIME. TCM# 02E300043Q 1306.
07/15/2008	13:07	P1 ADVISED THE TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT.
07/15/2008	13:07	WORKSHOP FINDINGS: TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM. CONCERN HAPPENS MAINLY IN 1ST.
07/15/2008	13:11	SPECIAL ORDER MECHATRONICS AND RETURN VEIHICHL BACK TO CUSTOMER UNTIL PARTS ARIVE. THANKS.
07/15/2008	15:26	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/15/2008	15:26	ISSUE UPDATED

Consultant's Closing Comments
TECH TO REPLACE THE MECH UNIT.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
346017	EOS	2008	WVWBA71F48V [REDACTED]	8451	3885	07/15/2008	USA

Workshop Finding

VERIFIED CONCERN

Activity Date	Activity Time	Activity Comments
07/15/2008	15:12	CAR LURCHES ON ACCELERATION
07/15/2008	15:12	ISSUE OPENED BY DEALERSHIP
07/15/2008	15:19	ADVISED TECH TO SEE IF CONCERN OCCURS IN REVERSE AND UPDATE VTA WITH TCM PART NUMBER AND SOFTWARE LEVEL. CALL BACK.
07/15/2008	15:19	CUSTOMER COMMENTS: CAR LURCHES ON ACCELERATION
07/15/2008	15:19	WORKSHOP FINDINGS: VERIFIED CONCERN
07/15/2008	15:50	ADVISED TECH TO REPLACE MECHATRONIC, BOLTS, FILTER AND FLUID. UPDATE VTA WHEN COMPLETED. TECH STATED CONCERN ALSO PRESENT IN REVERSE.
07/21/2008	08:08	PART IS ON BACK ORDER. WILL OPEN ANOTHER VTA WHEN PART ARRIVE AND IS INSTALLED. THANK YOU
07/21/2008	11:06	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/21/2008	11:06	ISSUE UPDATED

Consultant's Closing Comments

TECH TO REPLACE MECHATRONIC, BOLTS, FILTER AND FLUID. COMPLETED.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
346159	RABBIT	2008	WVWKC71K78W [REDACTED]	5098	3885	07/16/2008	USA

Workshop Finding

02E AE 1408 BASIC SETTINGS DID NOT CHANGE. NO FAULTS STORED

Activity Date	Activity Time	Activity Comments
07/16/2008	08:14	CONSUMER COMPLAINS OF HARSH JERK FROM DEAD STOP WHEN ACCELERATING.IF CAR IS SLIGHTLY ROLLING-OK. 022-906-032-KR, CODING-178, 022-906-032-GP,H02,1098, ENGINE ECU.02E-300-011-CC,CODING 20,02E-927-777-AE,608,1405, TRANS. ECU.THANKS! STAN
07/16/2008	08:14	ISSUE OPENED BY DEALERSHIP
07/16/2008	09:57	CUSTOMER COMMENTS: CONSUMER COMPLAINS OF HARSH JERK FROM DEAD STOP WHEN ACCELERATING.IF CAR IS SLIGHTLY ROLLING-OK. 022-906-032-KR, CODING-178, 022-906-032-GP,H02,1098, ENGINE ECU.02E-300-011-CC,CODING 20,02E-927-777-AE,608,1405, TRANS. ECU.THANKS! STAN
07/16/2008	09:57	REPLACE THE MECHATRONIC, FILOTER, FLUID AND BOLTS. P1
07/16/2008	09:57	WORKSHOP FINDINGS: 02E AE 1408 BASIC SETTINGS DID NOT CHANGE. NO FAULTS STORED
07/16/2008	10:00	ON ORDER AND HAVE A GOOD WEEK AND THAKS! STAN
07/16/2008	10:11	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/16/2008	10:11	ISSUE UPDATED

Consultant's Closing Comments

REPLACE THE MECHATRONIC, FILOTER, FLUID AND BOLTS. P1

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
346294	EOS	2007	WVWFA71F47V [REDACTED]	26204	3885	07/16/2008	USA

Workshop Finding
JERKY WHEN DRIVING

Activity Date	Activity Time	Activity Comments
07/16/2008	11:17	CUSTOMER STATES TRASMISSION IS JERKING FROM A START
07/16/2008	11:17	ISSUE OPENED BY DEALERSHIP
07/16/2008	13:20	CUSTOMER COMMENTS: CUSTOMER STATES TRASMISSION IS JERKING FROM A START
07/16/2008	13:20	MVB 19 FIELD 3 30 C THEN GO TO BASIC SETTINGS 61 IDLE AND FOOT ON BRAKE THEN GO TO 60 AND FOOT ON BRAKE AT IDLE. THEN ROAD TEST
07/16/2008	13:20	WORKSHOP FINDINGS: JERKY WHEN DRIVING
07/16/2008	13:50	UPDATE TCM VIA TELEDAIG
07/17/2008	10:33	REPLACE MECHTROINCS FLUID AND FILTER
07/21/2008	10:39	WAITING ON PARTS
07/23/2008	13:08	PARTS ARE ON NATIONAL BACK ORDER..... P1
08/06/2008	08:40	REPLACED MECHATRONICS UNIT SET BASIC SETTINGS AND RETURNED CAR TO THE CUSTOMER
08/07/2008	10:54	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
08/07/2008	10:54	ISSUE UPDATED

Consultant's Closing Comments
REPLACED MECHATRONICS UNIT SET BASIC SETTINGS AND RETURNED CAR TO THE CUSTOMER

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
346905	EOS	2007	WVWFA71F17V [REDACTED]	12051	3885	07/17/2008	USA

Workshop Finding
NO CODES. RAN ADAPTIONS IN 60/61 AND SAME. FLUID LEVEL OK.

Activity Date	Activity Time	Activity Comments
07/17/2008	13:37	ISSUE OPENED BY DEALERSHIP
07/17/2008	13:37	TRANS HAS A SHUDDER WHEN LIGHTLY ACCEL FROM STOP. LIKE PULLING INTO A GARAGE. NO CODES. RAN ADAPTIONS IN 60/61 AND SAME. FLUID LEVEL OK.
07/17/2008	13:46	ADVISED TECH TO REPLACE MECHATRONIC AND BOLTS, UPDATE VTA WHEN COMPLETED.
07/17/2008	13:46	CUSTOMER COMMENTS: TRANS HAS A SHUDDER WHEN LIGHTLY ACCEL FROM STOP. LIKE PULLING INTO A GARAGE.
07/17/2008	13:46	WORKSHOP FINDINGS: NO CODES. RAN ADAPTIONS IN 60/61 AND SAME. FLUID LEVEL OK.
07/21/2008	15:57	ORDERED MECATRONIC UNIT. WAITING FOR IT.
07/21/2008	17:59	THANKS FOR THE UPDATE.
07/24/2008	12:02	SPOKE WITH A IN SERVICE..... PARTS ARE ON NATIONAL BACK ORDER..... P1
07/30/2008	12:11	WAITING FOR BOLTS.
07/30/2008	13:36	THANKS FOR THE UPDATE.
08/05/2008	12:03	YEP, STILL WAITING FOR MECHATRONIC BOLTS ON RED ORDER.
08/05/2008	18:20	THANKS FOR THE UPDATE.
08/07/2008	16:47	INSTALLED MECHATRONICS UNIT AND BOLTS AND ADAPTED 61 AND 60 AND DROVE 20 MILES AUTO AND MANUAL SHITS 5X EACH AND OK. THANKS FOR THE HELP!
08/07/2008	17:45	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
08/07/2008	17:45	ISSUE UPDATED

Consultant's Closing Comments
REPLACED MECHATRONIC, COMPLETED.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
346937	EOS	2007	WVWFA71F57V [REDACTED]	6916	3885	07/17/2008	USA

Workshop Finding

TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM. VEHICLE SURGES IN 1ST AND REVERSE.

Activity Date	Activity Time	Activity Comments
07/17/2008	14:11	CUSTOMER COMPLAINT IS VEHICLE LURCHES AND HUNTS WHEN FIRST TAKING OFF FROM STOP JUST OFF OF IDLE. MOST NOTICABLE IN STOP AND GO TRAFFIC. VEHICLE WAS PREVIOUSLY IN FOR FLASH FOR INTAKE MANIFOLD RUNNER. RAN ADAPTATION FOR FLAP MOTOR. WASNT SURE IF IT WAS DONE AFTER FLASH WAS PERFORMED. DOSENT SEEM TO LURCH AS MUCH AS BEFORE BUT STILL NOT SATIFACTORY TO CUSTOMER. GFF ATTACHED REGARDS DAVE ALTENBURG
07/17/2008	14:11	ISSUE OPENED BY DEALERSHIP
07/17/2008	14:16	CUSTOMER COMMENTS: CUSTOMER COMPLAINT IS VEHICLE LURCHES AND HUNTS WHEN FIRST TAKING OFF FROM STOP JUST OFF OF IDLE. MOST NOTICABLE IN STOP AND GO TRAFFIC. VEHICLE WAS PREVIOUSLY IN FOR FLASH FOR INTAKE MANIFOLD RUNNER. RAN ADAPTATION FOR FLAP MOTOR. WASNT SURE IF IT WAS DONE AFTER FLASH WAS PERFORMED. DOSENT SEEM TO LURCH AS MUCH AS BEFORE BUT STILL NOT SATIFACTORY TO CUSTOMER. GFF ATTACHED REGARDS DAVE ALTENBURG
07/17/2008	14:16	P1 ADVISED THE TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT.
07/17/2008	14:16	WORKSHOP FINDINGS: TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM. VEHICLE SURGES IN 1ST AND REVERSE.
07/17/2008	14:20	ORDERED MECH UNIT, BOLTS, FILTER AND OIL. RELEASED VEHICLE TO CUSTOMER. WILL UPDATE FINDINGS AFTER REPAIR. CLOSED TICKET.
07/17/2008	14:40	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/17/2008	14:40	ISSUE UPDATED

Consultant's Closing Comments

TECH TO REPLACE THE MECH UNIT.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
346988	EOS	2008	WVWFA71F28V [REDACTED]	15802	3885	07/17/2008	USA

Workshop Finding

02E AE 1403; NO FAULTS.

Activity Date	Activity Time	Activity Comments
07/17/2008	15:24	I HAVE A DSG TRANS WITH A JERKY ENGAGEMENT. IT ALSO HAS A HARSH DOWN SHIFT AT ABOUT 7-10 MPH. I HAVE PERFORMED THE BASIC SETTINGS FOR THE MECHATRONIC UNIT, NO CHANGE IN OPERATION. THANKS ANDREW
07/17/2008	15:24	ISSUE OPENED BY DEALERSHIP
07/17/2008	15:32	CUSTOMER COMMENTS: I HAVE A DSG TRANS WITH A JERKY ENGAGEMENT. IT ALSO HAS A HARSH DOWN SHIFT AT ABOUT 7-10 MPH. I HAVE PERFORMED THE BASIC SETTINGS FOR THE MECHATRONIC UNIT, NO CHANGE IN OPERATION. THANKS ANDREW
07/17/2008	15:32	SET BASIC SETTINGS AS DISCUSSED AND ROAD TEST AS WELL. IF THE CONCERN RETURNS GET MVB 54 FROM TRANS AND 32 FROM THE ENGINE
07/17/2008	15:32	WORKSHOP FINDINGS: 02E AE 1403; NO FAULTS.
07/17/2008	15:58	MVB 32 .5 -1.2 H26
07/17/2008	15:58	REPLACE THE MECHATRONIC, FLUID, FILTER AND BOLTS. P1
07/23/2008	09:42	MECHATRONIC IS ORDERED RED ORDER-SALES DOC # 1004838232 PART # 02E-325-025-ADZCE PART WAS ORDERED 07/17/2008-WE CHECKED WITH VW & PART IS EXPECTED TO BE SHIPPED FROM GERMANY ON AUGUST 4,2008
07/23/2008	10:18	ISSUE SENT TO DEALERSHIP
07/24/2008	12:28	P1
07/25/2008	16:21	REPLACED MECATRONIC-PERFORMED SETTINGS & ROAD TESTED-SHIFTS GREAT
07/25/2008	16:30	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/25/2008	16:30	ISSUE UPDATED

Consultant's Closing Comments

REPLACED MECATRONIC-PERFORMED SETTINGS & ROAD TESTED-SHIFTS GREAT

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
347103	EOS	2008	WVWBA71F08V [REDACTED]	19364	3885	07/17/2008	USA

Workshop Finding

TEST DROVE VEHICLE AND VERIFIED CUSTOMER CONCERN. RAN GUIDED FAULT FINDING AND FOUND NO FAULT CODES.

Activity Date	Activity Time	Activity Comments
07/17/2008	16:50	CUSTOMER STATES WHEN SHE ACCELERATES AT LOW SPEEDS SHE WILL FEEL HEAVY JERK FROM VEHICLE. TEST DROVE VEHICLE AND VERIFIED CUSTOMER CONCERN. RAN GUIDED FAULT FINDING AND FOUND NO FAULT CODES.
07/17/2008	16:50	ISSUE OPENED BY DEALERSHIP
07/17/2008	17:00	ADVISED TECH TO REPLACE MECHATRONIC, FLUID, FILTER AND BOLTS, UPDATE VTA WHEN COMPLETED.
07/17/2008	17:00	CUSTOMER COMMENTS: CUSTOMER STATES WHEN SHE ACCELERATES AT LOW SPEEDS SHE WILL FEEL HEAVY JERK FROM VEHICLE.
07/17/2008	17:00	WORKSHOP FINDINGS: TEST DROVE VEHICLE AND VERIFIED CUSTOMER CONCERN. RAN GUIDED FAULT FINDING AND FOUND NO FAULT CODES.
07/17/2008	18:29	PARTS ORDERED - VEHICLE HAS LEFT, IF THERE ARE ANY ISSUES TICKET WILL BE REOPENED
07/17/2008	18:30	PLEASE CLOSE
07/17/2008	19:00	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/17/2008	19:00	ISSUE UPDATED

Consultant's Closing Comments

TECH TO REPLACE MECHATRONIC, COMPLETED.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
347464	EOS	2008	WVWBA71F48V [REDACTED]	7777	3885	07/18/2008	USA

Workshop Finding

03 DONE. CONCERN VERIFIED.

Activity Date	Activity Time	Activity Comments
07/18/2008	15:04	"HESITATION IN TRANSMISSION". ROAD TESTED W CUSTOMER, VERIFIED CONCERN, JERKY GOING INTO FIRST AND REVERSE.
07/18/2008	15:04	ISSUE OPENED BY DEALERSHIP
07/18/2008	15:12	CUSTOMER COMMENTS: "HESITATION IN TRANSMISSION". ROAD TESTED W CUSTOMER, VERIFIED CONCERN, JERKY GOING INTO FIRST AND REVERSE.
07/18/2008	15:12	SET BASIC SETTINGS IN THE TCM VIA VSD. SET GARAGE SHIFT AND ROAD TEST AS DISCUSSED.
07/18/2008	15:12	WORKSHOP FINDINGS: 03 DONE. CONCERN VERIFIED.
07/18/2008	15:37	PERFORMED ADAPTATION, AFTER ROAD TEST CONDITION STILL PRESENT. JERKY INTO FIRST AND REVERSE UNDER LIGHT PEDAL INPUT. NORMAL OPERATION IN ALL OTHER GEARS.
07/18/2008	15:51	REPLACE MECHATRONIC, FILTER, FLUID AND BOLTS. SET BASIC SETTINGS LIKE WE DID NOW AND RETEST FOR ISSUE. P1
07/24/2008	13:07	MECHATRONICS ON RED ORDER, WILL INSTAL WHEN IT ARRIVES.
07/24/2008	15:08	ISSUE SENT TO DEALERSHIP
07/25/2008	14:39	NEIL STATES WAITING FOR PART P1
07/29/2008	08:49	STILL WAITING FOR PARTS.
07/29/2008	10:40	ISSUE SENT TO DEALERSHIP
07/30/2008	11:08	PART IN 7-30-08, WILL INSTALL AND UPDATE LATER TODAY.
07/30/2008	11:09	ISSUE SENT TO DEALERSHIP
07/31/2008	13:06	INTERVENTION REQUEST SENT PER QTM I3
07/31/2008	15:34	QTM ON SITE, VEHICLE REPAIRED.
07/31/2008	16:45	CLOSING. REPLACED MECHATRONICS AND FILTER, ADAPTED UNIT, ROAD TESTED, CONDITION NO LONGER PRESENT. THANKS!
07/31/2008	17:06	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/31/2008	17:06	ISSUE UPDATED

Consultant's Closing Comments

CLOSING. REPLACED MECHATRONICS AND FILTER, ADAPTED UNIT, ROAD TESTED, CONDITION NO LONGER PRESENT. THANKS!

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
347763	EOS	2008	WVWBA71F18V [REDACTED]	9434	3885	07/21/2008	USA

Workshop Finding

NO FAULTS FROM GFF, VERIFIED ON RD TEST. JAN ALVERMANN, TRANSMISSION QUALITY ANALYST STATED THAT THIS IS A PROBLEM WITH THE MECHATRONICS.

Activity Date	Activity Time	Activity Comments
07/21/2008	12:19	CUSTOMER STATES THAT WHEN RELEASING THE BRAKE PEDAL THE VEHICLE SHUTTERS SLIGHTLY THEN HAS 1-2 SHIFT DELAY. NO FAULTS FROM GFF, VERIFIED ON RD TEST. JAN ALVERMANN, TRANSMISSION QUALITY ANALYST STATED THAT THIS IS A PROBLEM WITH THE MECHATRONICS.
07/21/2008	12:19	ISSUE OPENED BY DEALERSHIP
07/21/2008	12:30	ADVISED TECH TO PERFORM MANUAL BASIC SETTINGS, REEVALUATE SHIFT CONCERN AND REPLACE MECHATRONIC AND BOLTS. BASIC SETTINGS DIRECTIONS. VEHICLE SELF DIAGNOSIS, CLEAR ECM AND TCM MEMORY, VEHICLE RUNNING AND AT OPERATING TEMPERATURE. FOOT ON BRAKE WITH VEHICLE IN PARK, BASIC SETTINGS TRANS. ENTER 61Q AND ACTIVATE, WHEN NUMBERS APPEAR IN LOWER BOX BACK OUT ONE SCREEN AND ENTER 60Q AND ACTIVATE, WHEN NUMBERS APPEAR CYCLE THE KEY OFF THEN ON, ROAD TEST VEHICLE 15 MILES GOING THROUGH ALL GEARS AND VARIOUS SPEEDS. REEVALUATE CONCERN AND UPDATE VTA
07/21/2008	12:30	CUSTOMER COMMENTS: CUSTOMER STATES THAT WHEN RELEASING THE BRAKE PEDAL THE VEHICLE SHUTTERS SLIGHTLY THEN HAS 1-2 SHIFT DELAY.
07/21/2008	12:30	WORKSHOP FINDINGS: NO FAULTS FROM GFF, VERIFIED ON RD TEST. JAN ALVERMANN, TRANSMISSION QUALITY ANALYST STATED THAT THIS IS A PROBLEM WITH THE MECHATRONICS.
07/21/2008	13:37	PERFORMED BASIC SETTINGS, STILL SHUDDERS, ORDERED MECHTRONICS
07/21/2008	17:58	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/21/2008	17:58	ISSUE UPDATED

Consultant's Closing Comments

TECH TO REPLACE MECHATRONIC AND BOLTS, COMPLETED.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
347923	EOS	2008	WVWBA71F28V [REDACTED]	9105	3885	07/21/2008	USA

Workshop Finding

TECH VERIFIED THE CONCERN. 1 FAULT IN THE TCM. VEHICLE IS NOT IN THE SHOP AT THIS TIME.

Activity Date	Activity Time	Activity Comments
07/21/2008	15:27	ISSUE OPENED BY DEALERSHIP
07/21/2008	15:27	REPL MECHATRONICS UNIT,BOLTS,OIL AND FILER AS PER TECHLINE FOR SHIFTING CONCERN,NOW TRANS WOULD NOT SHIFT BEYOND 2 GEAR AND FAULT 01087 003 IS PRESENT RECHECKED FLUID LEVEL AND WIRE CONNECTIONS TO TRANS BOTH OK
07/22/2008	11:16	ADVISED THE TECH TO GET THE VEHICLE IN THE SHOP WITH A SCAN TOOL.
07/22/2008	11:16	CUSTOMER COMMENTS: REPL MECHATRONICS UNIT,BOLTS,OIL AND FILER AS PER TECHLINE FOR SHIFTING CONCERN,NOW TRANS WOULD NOT SHIFT BEYOND 2 GEAR AND FAULT 01087 003 IS PRESENT RECHECKED FLUID LEVEL AND WIRE CONNECTIONS TO TRANS BOTH OK
07/22/2008	11:16	WORKSHOP FINDINGS: TECH VERIFIED THE CONCERN. 1 FAULT IN THE TCM. VEHICLE IS NOT IN THE SHOP AT THIS TIME.
07/22/2008	11:36	ADVISED THE TECH ON HOW TO PERFORM THE TRANS BASIC SETTINGS.
07/22/2008	11:55	AFTER PERFORMING BASIC SETTINGS FOUND TRANS IS SHIFTING PROPERLY TEST DROVE VEHICLE 15 MILES RECHECKED FOR FAULTS NONE FOUND
07/22/2008	12:24	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/22/2008	12:24	ISSUE UPDATED

Consultant's Closing Comments

TECH PERFORMED THE TRANS BASIC SETTINGS. VEHICLE OPERATING TO SPEC AT THIS TIME.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
347944	EOS	2008	WVWBA71F58V [REDACTED]	10036	3885	07/21/2008	USA

Workshop Finding

18115 P1707 007
 INTERFERENCE IN MECHATRONIC UNIT
 SHORT TO EARTH

Activity Date	Activity Time	Activity Comments
07/21/2008	15:58	18115 P1707 007 INTERFERENCE IN MECHATRONIC UNIT SHORT TO EARTH
07/21/2008	15:58	ISSUE OPENED BY DEALERSHIP
07/21/2008	17:31	ADVISED TECH TO REPLACE THE MECHATRONIC, BOLTS FILTER AND FLUID, UPDATE VTA WHEN COMPLETED.
07/21/2008	17:31	CUSTOMER COMMENTS: MIL-ON
07/21/2008	17:31	WORKSHOP FINDINGS: 18115 P1707 007 INTERFERENCE IN MECHATRONIC UNIT SHORT TO EARTH
07/28/2008	18:26	SPOE WITH BRAIN IN VEW SERVICE THAN TRANSFERD TO DAVE.. PARTS ARE STILL ON RED ORDERD HAVE NOT RECIEVED P1
08/01/2008	12:29	THANKS!!
08/01/2008	13:08	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
08/01/2008	13:08	ISSUE UPDATED

Consultant's Closing Comments

TECH TO REPLACE MECH UNIT, COMPLETED.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
348067	EOS	2007	WVWFA71F47V [REDACTED]	10602	3885	07/22/2008	USA

Workshop Finding

03 DONE, CONCERN STILL PRESENT. NO FAULTS CONCERN SEEMS TO BE CORRECTED

Activity Date	Activity Time	Activity Comments
07/22/2008	08:22	FOUND IMPROPER ENGAGEMENT OF TRANSMISSION IN FIRST AND REVERSE, NOT TYPICAL TO DSG, WHEN STARTINBG OFF ON SLIGHT HILLETING FOOT OFF BRAKE ENGAGES FIRST GEAR HOWEVER REPEATEDLY POPS OUT OF GEAR AND ROLLS BACK. WHEN ON LEVEL TERRAIN, CAR BUCKS AS IF TEACHING SOMEONE TO DRIVE STANDARD SHIFT FOR FIRST TIME. A HESITATION IS FELT WHEN STARTING OFF, HOWEVER AT SPEED(NOT STARTING OFF IN REVERSE OR FIRST), SHIFTING SEEMS MORE NORMAL. SEEMS TO BE AN ADJUSTMENT PROCEDURE IN ELSAWEB BUT NOT SURE IF THIS IS WHAT SHOULD BE DONE FIRST, NO FAULT CODES STORED
07/22/2008	08:22	ISSUE OPENED BY DEALERSHIP
07/22/2008	09:43	CUSTOMER COMMENTS: FOUND IMPROPER ENGAGEMENT OF TRANSMISSION IN FIRST AND REVERSE, NOT TYPICAL TO DSG, WHEN STARTINBG OFF ON SLIGHT HILLETING FOOT OFF BRAKE ENGAGES FIRST GEAR HOWEVER REPEATEDLY POPS OUT OF GEAR AND ROLLS BACK. WHEN ON LEVEL TERRAIN, CAR BUCKS AS IF TEACHING SOMEONE TO DRIVE STANDARD SHIFT FOR FIRST TIME. A HESITATION IS FELT WHEN STARTING OFF, HOWEVER AT SPEED(NOT STARTING OFF IN REVERSE OR FIRST), SHIFTING SEEMS MORE NORMAL. SEEMS TO BE AN ADJUSTMENT PROCEDURE IN ELSAWEB BUT NOT SURE IF THIS IS WHAT SHOULD BE DONE FIRST, NO FAULT CODES STORED
07/22/2008	09:43	DRIVE THE VEHICLE AND SEE IF THE CONCERN RETURNS CALL BACK IN WITH BLOCK 54 FROM THE TRANSMISSION.
07/22/2008	09:43	WORKSHOP FINDINGS: 03 DONE, CONCERN STILL PRESENT. NO FAULTS CONCERN SEEMS TO BE CORRECTED
07/22/2008	10:30	PUT ADDITIONAL 20 MILES ON VEHICLE AND WAS ABLE TO TWICE ON ROLL BACK, WITHOUT TOUCHING GAS POP OUT OF GEAR, HOWEVER ON MOST OCCURENCES WAS NORMAL, FOUND ON THREE OCCASIONS A HARSH SHIFT INTO FIRST GEAR FROM A STOP WHILE HITTING GAS PEDAL, NOT WHEN LETTING OFF BRAKE, MVB54(H16D0332), WAS NOT ABLE TO CHECK FLUID TEMP WAS STILL WELL ABOVE 35 DEGREES, WILL MONITOR TEMP THROUGHOUT DAY TO TRY AND RECHECK
07/22/2008	10:37	PLEASE MAKE SURE THAT THE ENGINE IS ALL THE WAY UP TO OPERATING TEMPERATURE AND IDLING. GO INTO VSD, GEARBOX ELECTRONICS, AND THEN BASIC SETTINGS. WITH YOUR FOOT ON THE BRAKE ACTIVATE TEST 61. AFTER 30 SECONDS THE TEST WILL RUN AND MAKE SOME NOISES IN THE GEARBOX. ONCE TEST IS COMPLETE, REPEAT STEPS FOR TEST 60. PLEASE THEN DRIVE THE CAR 15 MILES HARD TO SEE IF CONCERN IS CHANGED.
07/22/2008	14:14	JUST UPDATING TICKET, PERFORMED BASIC SETTING AND DID TEST DRIVE FOR 15 MILES AS TOLD AND STILL NOT RIGHT, WILL CHECK FLUID IN AM, TRANS TEMP HAS ONLY DROPPED 20DEGREES IN THREE HOURS, WILL HAVE TO STAY OVERNIGHT
07/23/2008	10:27	CHECKED FLUID AND FOUND LEVEL TO BE OK, ROADTESTED AGAIN AND FOUND THAT SEEMS TO GET WORSE AFTER A LONG DRIVE
07/23/2008	10:34	REPLKACE THE MECHATRONIC, FLUID, FILTER AND BOLTS.
07/23/2008	10:36	MECH ORDERED P1
07/23/2008	10:50	ORDERED PART, VEHICLE LEAVING WHILE ON ORDER, CLOSING TICKET, WILL CREATE NEW IF ANY ISSUES ARRIZE AFTERWARD
07/23/2008	11:57	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/23/2008	11:57	ISSUE UPDATED

Consultant's Closing Comments

ORDERED PART, VEHICLE LEAVING WHILE ON ORDER, CLOSING TICKET, WILL CREATE NEW IF ANY ISSUES ARRIZE AFTERWARD

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
348080	EOS	2008	WVWBA71FX8V [REDACTED]	2417	3885	07/22/2008	USA

Workshop Finding

P1740 IN TCU. PROBLEM IS INTERMITTANT. CLUTH TEMP IS NOT HOT WHEN THIS OCCURS. ALSO, GFF DOESN'T DEVELOP A TEST PLAN FOR THIS. IT ONLY WANTS TO ACTIVATE THE SAT RADIO. ANOTHER VALVE BODY?

Activity Date	Activity Time	Activity Comments
07/22/2008	08:53	ISSUE OPENED BY DEALERSHIP
07/22/2008	08:53	PRNDL FLASHES CAR WON'T MOVE.P1740 IN TCU. PROBLEM IS INTERMITTANT. CLUTH TEMP IS NOT HOT WHEN THIS OCCURS. ALSO, GFF DOESN'T DEVELOP A TEST PLAN FOR THIS. IT ONLY WANTS TO ACTIVATE THE SAT RADIO. ANOTHER VALVE BODY?
07/22/2008	09:04	CUSTOMER COMMENTS: PRNDL FLASHES CAR WON'T MOVE.P1740 IN TCU. PROBLEM IS INTERMITTANT. CLUTH TEMP IS NOT HOT WHEN THIS OCCURS. ALSO, GFF DOESN'T DEVELOP A TEST PLAN FOR THIS. IT ONLY WANTS TO ACTIVATE THE SAT RADIO. ANOTHER VALVE BODY?
07/22/2008	09:04	ISSUE UPDATED
07/22/2008	09:04	WORKSHOP FINDINGS: P1740 IN TCU. PROBLEM IS INTERMITTANT. CLUTH TEMP IS NOT HOT WHEN THIS OCCURS. ALSO, GFF DOESN'T DEVELOP A TEST PLAN FOR THIS. IT ONLY WANTS TO ACTIVATE THE SAT RADIO. ANOTHER VALVE BODY?
07/22/2008	09:09	MVB 64 = 56; CONCERN DOES HAPPEN EVEN WHEN VEHICLE IS COLD, REPLACE THE G182/ G509 TEMP SENSOR
07/22/2008	09:13	ISSUE UPDATED
07/22/2008	09:15	ISSUE UPDATED
07/23/2008	12:16	REPL G182/G509 CLEAR FAULT FROM TCU ROAD TEST 5 MILES OK ATT.
07/23/2008	13:26	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/23/2008	13:26	ISSUE UPDATED

Consultant's Closing Comments

PART RELEASE SENT, G509 REPAIRED THE VEHICLE. 314 892 4256

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
348204	RABBIT	2007	WVWVFV71K47W [REDACTED]	21960	3885	07/22/2008	USA

Workshop Finding

TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM.

Activity Date	Activity Time	Activity Comments
07/22/2008	11:15	CUSTOMER CONCERN IS QUOTE "AFTER DRIVING FOR A HALF HOUR, FROM A DEAD STOP, TRANSMISSION IS VERY JERKY IN FIRST GEAR, AND HAS ALSO HEARD GRINDING NOISE." I ROAD TESTED VEHICILE AND IT IS JERKY FROM A STOP IN FIRST GEAR, SEEMS MORE NOTICABLE ON LIGHT ACCELERATION, PREFORMED GFF, NO CODES STORED. ALSO CHECK BULLENTINS, CAN'T FIND ANYTHING THAT PERTAINS TO THIS.
07/22/2008	11:15	ISSUE OPENED BY DEALERSHIP
07/22/2008	11:21	CUSTOMER COMMENTS: CUSTOMER CONCERN IS QUOTE "AFTER DRIVING FOR A HALF HOUR, FROM A DEAD STOP, TRANSMISSION IS VERY JERKY IN FIRST GEAR, AND HAS ALSO HEARD GRINDING NOISE." I ROAD TESTED VEHICILE AND IT IS JERKY FROM A STOP IN FIRST GEAR, SEEMS MORE NOTICABLE ON LIGHT ACCELERATION, PREFORMED GFF, NO CODES STORED. ALSO CHECK BULLENTINS, CAN'T FIND ANYTHING THAT PERTAINS TO THIS.
07/22/2008	11:21	P1 ADVISED THE TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT.
07/22/2008	11:21	WORKSHOP FINDINGS: TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM.
07/22/2008	11:22	ISSUE UPDATED
07/22/2008	11:36	THANKS FOR THE HELP
07/22/2008	12:19	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/22/2008	12:19	ISSUE UPDATED

Consultant's Closing Comments

TECH TO REPLACE THE MECH UNIT.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
348300	RABBIT	2008	WVWKC71K88W [REDACTED]	5266	3885	07/22/2008	USA

Workshop Finding

SHUTTERS INTO GEAR, FLARE SHIFTS. HAPPENS IN REVERSE AND DRIVE.

Activity Date	Activity Time	Activity Comments
07/22/2008	13:08	CUSTOMER STATES THAT VEHICLE STUTTERS UPON ACC. AND SLAMS INTO GEAR. ALSO WHILE DRIVING DURING STEADY ACC. AROUND 2K RPM RPM FLUCTUATES A COUPLE HUNDRED RPM BEFORE SHIFT. TEST DROVE VEHICLE WITH QTM EVAN HORDE WHO VERIFIED POSSIBLE PROBLEM WITH MEKATRONICS UNIT.
07/22/2008	13:08	ISSUE OPENED BY DEALERSHIP
07/22/2008	13:14	CHECK THE FLUID LEVEL AND CONDITION. SET BASICS AS DISCUSSED. GET MVB 54 AND CALL BACK
07/22/2008	13:14	CUSTOMER COMMENTS: CUSTOMER STATES THAT VEHICLE STUTTERS UPON ACC. AND SLAMS INTO GEAR. ALSO WHILE DRIVING DURING STEADY ACC. AROUND 2K RPM RPM FLUCTUATES A COUPLE HUNDRED RPM BEFORE SHIFT. TEST DROVE VEHICLE WITH QTM EVAN HORDE WHO VERIFIED POSSIBLE PROBLEM WITH MEKATRONICS UNIT.
07/22/2008	13:14	WORKSHOP FINDINGS: SHUTTERS INTO GEAR, FLARE SHIFTS. HAPPENS IN REVERSE AND DRIVE.
07/22/2008	14:26	ISSUE UPDATED
07/22/2008	14:28	FLUID LEVEL AND CONDITION OK VB54 READS H39K0610 VB61 READS 141,128,4,1 VB60 READS 13,0,4,1 VEHICLE STILL NOT SHIFTING PROPERLY
07/22/2008	14:34	REPLACE THE MECHATRONIC, FILTER, FLUID AND BOLTS. SET BASIC SETTINGS AND RETEST FOR ISSUE
07/29/2008	13:09	P1 TALKED TO JON-PAUL. WAITING ON RED ORDERED MECH UNIT.
08/23/2008	11:32	REPLACED MECHATRONICS UNIT
08/25/2008	16:05	IS THE VEHICLE REPAIRED?
08/29/2008	13:17	REPLACED MECHATRONICS UNIT
08/29/2008	13:57	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
08/29/2008	13:57	ISSUE UPDATED

Consultant's Closing Comments

REPLACED MECHATRONICS UNIT

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
348580	RABBIT	2008	WVWHV71K08W [REDACTED]	19123	3885	07/23/2008	USA

Workshop Finding
MECHATRONIC REPLACED, HAVING TROUBLE SETTING BASIC SETTINGS. FAULT FOR BS NOT SET

Activity Date	Activity Time	Activity Comments
07/23/2008	07:59	ISSUE OPENED BY DEALERSHIP
07/23/2008	07:59	TECH WAS ADVISED ON PREVIOUS VTA TICKET TO REPLACE MECHATRONIC UNIT, FLUID, AND FILTER. TECH PERFORMED BASIC SETTINGS PROCEDURE AND ROAD TESTED VEHICLE. VEHICLE SEEMS TO NOT SHIFT OUT OF 2ND GEAR AND FAULT FOR BASIC SETTINGS NOT CARRIED OUT/MECHANICAL FAULT IS STORED.
07/23/2008	08:05	CUSTOMER COMMENTS: TECH WAS ADVISED ON PREVIOUS VTA TICKET TO REPLACE MECHATRONIC UNIT, FLUID, AND FILTER. TECH PERFORMED BASIC SETTINGS PROCEDURE AND ROAD TESTED VEHICLE. VEHICLE SEEMS TO NOT SHIFT OUT OF 2ND GEAR AND FAULT FOR BASIC SETTINGS NOT CARRIED OUT/MECHANICAL FAULT IS STORED.
07/23/2008	08:05	RUN BASIC SETTINGS THROUGH VSD AND ROAD TEST. CASE ESCALATED FOR REVIEW A2
07/23/2008	08:05	WORKSHOP FINDINGS: MECHATRONIC REPLACED, HAVING TROUBLE SETTING BASIC SETTINGS. FAULT FOR BS NOT SET
07/23/2008	08:06	ISSUE SENT TO DEALERSHIP
07/23/2008	08:53	TECH PERFORMED BASIC SETTINGS MANUALLY. BASIC SETTINGS SET SUCCESSFULLY. ROAD TEST WAS PERFORMED, NO PROBLEMS FOUND. NO FAULTS SET. THANK YOU.
07/23/2008	10:12	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/23/2008	10:12	ISSUE UPDATED

Consultant's Closing Comments
TECH PERFORMED BASIC SETTINGS MANUALLY. BASIC SETTINGS SET SUCCESSFULLY. ROAD TEST WAS PERFORMED, NO PROBLEMS FOUND. NO FAULTS SET. THANK YOU.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
348588	EOS	2007	WVWBA71FX7V [REDACTED]	9225	3885	07/23/2008	USA

Workshop Finding

02E AE 1302

Activity Date	Activity Time	Activity Comments
07/23/2008	08:20	ISSUE OPENED BY DEALERSHIP
07/23/2008	08:20	LAST TIME WAS TOLD TO ORDER VALVE BODY BUT THERE WAS GOING TO BE AN UPDATE. WONDERING IF THERE IS AN UPDATE YET?
07/23/2008	08:30	CALL FOR TELEDIAG ASK FOR MARK.
07/23/2008	08:30	CUSTOMER COMMENTS: LAST TIME WAS TOLD TO ORDER VALVE BODY BUT THERE WAS GOING TO BE AN UPDATE. WONDERING IF THERE IS AN UPDATE YET?
07/23/2008	08:30	WORKSHOP FINDINGS: 02E AE 1302
07/23/2008	11:05	MARK TO CALL TECH BACK
07/23/2008	11:20	INSTALL MECHTROICS FLUID AND FILLTER
07/23/2008	14:00	UPDATE TCM
07/23/2008	14:59	ISSUE UPDATED
07/23/2008	14:59	J18 BASIC SETTINGS NOT CARRIED OUT FAULT (01087) (NO COMM WITH TCM STORED IN OTHER MODULES)
07/24/2008	08:26	TECH TO DRIVE THE VEHICLE AN ADDITIONAL 20 MILES OR SO AND RE EVALUATE.
07/26/2008	12:59	PERFORMED THE CAP DISCHARGE AND SET BASIC SETING AND TEST DROVE THE CAR APPROX 20 MILES AND FOUND ALL OK AT THIS TIME.
07/28/2008	10:14	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/28/2008	10:14	ISSUE UPDATED

Consultant's Closing Comments

PERFORMED THE CAP DISCHARGE AND SET BASIC SETING AND TEST DROVE THE CAR APPROX 20 MILES AND FOUND ALL OK AT THIS TIME.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
348832	RABBIT	2008	WVWHV71K58W [REDACTED]	1588	3885	07/23/2008	USA

Workshop Finding
 TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM.

Activity Date	Activity Time	Activity Comments
07/23/2008	13:31	CUSTOMER REPORTS DELAY WITH ACCELERATION FROM A STOP - THEN WILL KICK IN. ROADTESTED CAR AND DUPLICATE CAR IS SLOWING DOWN GOING UP HILL. IT DOES IT NOT ALL THE TIME. HAS NO DTC IN ANY SYSTEM. HAS NO EXTERNAL OIL TOO. HAD A CAR WEEKS AGO WITH SAME ISSUE AND IT TURNED OUT TO BE A DEFECTIVE TRANSMISSION.
07/23/2008	13:31	ISSUE OPENED BY DEALERSHIP
07/23/2008	13:43	CUSTOMER COMMENTS: CUSTOMER REPORTS DELAY WITH ACCELERATION FROM A STOP - THEN WILL KICK IN. ROADTESTED CAR AND DUPLICATE CAR IS SLOWING DOWN GOING UP HILL. IT DOES IT NOT ALL THE TIME. HAS NO DTC IN ANY SYSTEM. HAS NO EXTERNAL OIL TOO. HAD A CAR WEEKS AGO WITH SAME ISSUE AND IT TURNED OUT TO BE A DEFECTIVE TRANSMISSION.
07/23/2008	13:43	P1 ADVISED THE TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT.
07/23/2008	13:43	WORKSHOP FINDINGS: TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM.
07/29/2008	14:31	CASE ESCALATED TO THE QTM AT THE REQUEST OF THE FOM..... FI
07/31/2008	13:04	QTM NOTED THAT THE VEHICLE IS PREFORMING NORMAL, NO PARTS SHOULD BE REPLACED AT THIS TIME. VTA SHOULD BE CLASED.
07/31/2008	19:17	CASE CLOSED
08/01/2008	11:49	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
08/01/2008	11:49	ISSUE UPDATED

Consultant's Closing Comments
 VEHICLE OPERATING TO SPEC AT THIS TIME.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
348980	JETTA	2008	3VWRJ71K18M [REDACTED]	2594	3885	07/23/2008	USA

Workshop Finding

TECH VERIFIED THE CONCERN. TECH STATES THE TRANS IS SHUTTERING AND SHIFTING HARSH IN 1ST.

Activity Date	Activity Time	Activity Comments
07/23/2008	16:43	ISSUE OPENED BY DEALERSHIP
07/23/2008	16:43	TRANSMISSION HAS INTERMITTENT HARD DOWNSHIFT FROM 3RD TO 2ND AND 2ND TO 1ST. ALSO HAS INTERMITTENT HARD UPSHIFT FROM 1ST TO 2ND W/ LIGHT THROTTLE. TEST DROVE AND VERIFIED CONCERN. PROBLEM OCCURS MORE WHEN TRANS IS WARM. PERFORMED CAPACITIVE DISCHARGE AND RE-TEST DROVE. CONDITION STILL OCCURS.
07/23/2008	16:47	CUSTOMER COMMENTS: TRANSMISSION HAS INTERMITTENT HARD DOWNSHIFT FROM 3RD TO 2ND AND 2ND TO 1ST. ALSO HAS INTERMITTENT HARD UPSHIFT FROM 1ST TO 2ND W/ LIGHT THROTTLE. TEST DROVE AND VERIFIED CONCERN. PROBLEM OCCURS MORE WHEN TRANS IS WARM. PERFORMED CAPACITIVE DISCHARGE AND RE-TEST DROVE. CONDITION STILL OCCURS.
07/23/2008	16:47	P1 ADVISED THE TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT.
07/23/2008	16:47	WORKSHOP FINDINGS: TECH VERIFIED THE CONCERN. TECH STATES THE TRANS IS SHUTTERING AND SHIFTING HARSH IN 1ST.
07/23/2008	17:06	PARTS ON ORDER
07/23/2008	18:03	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/23/2008	18:03	ISSUE UPDATED

Consultant's Closing Comments

TECH TO REPLACE THE MECH UNIT.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
349110	EOS	2008	WVWBA71F88V [REDACTED]	16502	3885	07/24/2008	USA

Workshop Finding

BANG WHEN S

Activity Date	Activity Time	Activity Comments
07/24/2008	09:49	CUSTOMER COMPLAINING OF A SHIFTING CONCERN. FOUND FIRST GEAR IS GOOD, TAKING OFF, HAS A SLIGHT FLAIR SHIFT INTO 2ND. IF IN A PARKING LOT, DRIVING SLOW, AND TRANSMISSION HAS SHIFTED INTO 2ND GEAR VEHICLE WILL BUCK, FEELS LIKE #2 CLUTCH IS ENGAGING AND DISSENGAGING. WHILE THIS IS GOING ON IF YOU APPLY THROTTLE, EVEN A SMALL AMOUNT, TRANSMISSION WILL BANG. THIS ONLY HAPPENS IN 2ND GEAR, NOT IN FIRST. WHILE DRIVING AND IN 4TH GEAR YOU GET A SIMILAR FEELING AT LOW ENGINE RPM BUT NOT AS BAD, AND 3RD GEAR IS SOLID.
07/24/2008	09:49	ISSUE OPENED BY DEALERSHIP
07/24/2008	09:53	CUSTOMER COMMENTS: CUSTOMER COMPLAINING OF A SHIFTING CONCERN. FOUND FIRST GEAR IS GOOD, TAKING OFF, HAS A SLIGHT FLAIR SHIFT INTO 2ND. IF IN A PARKING LOT, DRIVING SLOW, AND TRANSMISSION HAS SHIFTED INTO 2ND GEAR VEHICLE WILL BUCK, FEELS LIKE #2 CLUTCH IS ENGAGING AND DISSENGAGING. WHILE THIS IS GOING ON IF YOU APPLY THROTTLE, EVEN A SMALL AMOUNT, TRANSMISSION WILL BANG. THIS ONLY HAPPENS IN 2ND GEAR, NOT IN FIRST. WHILE DRIVING AND IN 4TH GEAR YOU GET A SIMILAR FEELING AT LOW ENGINE RPM BUT NOT AS BAD, AND 3RD GEAR IS SOLID.
07/24/2008	09:53	ISSUE SENT TO DEALERSHIP
07/24/2008	09:53	REPLACE MECHATRONICIS AND FLUID AND FILTER
07/24/2008	09:53	WORKSHOP FINDINGS: BANG WHEN S
07/31/2008	10:45	SPOKE WITH APRIL IN SERVICE..... DEALER IS STILL WAITING FOR PARTS TO ARRIVE..... P1
08/04/2008	09:36	STILL WAITING FOR PART.
08/04/2008	19:44	ISSUE SENT TO DEALERSHIP
08/15/2008	09:06	GOT MECHATRONICS AND INSTALLED, TOPPED FLUID, ROAD TESTED - ALL O.K.
08/15/2008	13:12	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
08/15/2008	13:12	ISSUE UPDATED

Consultant's Closing Comments

GOT MECHATRONICS AND INSTALLED, TOPPED FLUID, ROAD TESTED - ALL O.K.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
349677	EOS	2008	WVWFA71F48V [REDACTED]	15165	3885	07/25/2008	USA

Workshop Finding
 TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM. VEHICLE SHUTTING IN 1ST GEAR.

Activity Date	Activity Time	Activity Comments
07/25/2008	12:57	B. CUSTOMER STATES THAT THE CAR IS BUCKING AT LOW SPEEDS AND CUSTOMER WOULD LIKE TO LEAVE CAR HERE UNTIL IT IS PROPERLY REPAIRED- WHEN COMING TO A STOP THERE IS A HARD DOWN SHAFT THEN WHEN TAKING OFF FROM A STOP THERE IS A LIGHT BUCKING FELT AND THERE IS A LEAK FROM THE CASE - NO FAULTS , SET BASIC SETTINGS , FLUID LEVEL OK , CASE IS LEAKING FROM SEAM PIC ATTACHED.
07/25/2008	12:57	ISSUE OPENED BY DEALERSHIP
07/25/2008	13:02	CUSTOMER COMMENTS: B. CUSTOMER STATES THAT THE CAR IS BUCKING AT LOW SPEEDS AND CUSTOMER WOULD LIKE TO LEAVE CAR HERE UNTIL IT IS PROPERLY REPAIRED- WHEN COMING TO A STOP THERE IS A HARD DOWN SHAFT THEN WHEN TAKING OFF FROM A STOP THERE IS A LIGHT BUCKING FELT AND THERE IS A LEAK FROM THE CASE - NO FAULTS , SET BASIC SETTINGS , FLUID LEVEL OK , CASE IS LEAKING FROM SEAM PIC ATTACHED.
07/25/2008	13:02	P1 ADVISED THE TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT.
07/25/2008	13:02	WORKSHOP FINDINGS: TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM. VEHICLE SHUTTING IN 1ST GEAR.
07/25/2008	13:07	ORDER PARTS NEEDED AND RELEASE VEHICLE
07/25/2008	13:54	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/25/2008	13:54	ISSUE UPDATED

Consultant's Closing Comments
 TECH TO REPLACE THE MECH UNIT.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
349800	JETTA	2007	3VWXJ71KX7M [REDACTED]	13075	3885	07/25/2008	USA

Workshop Finding

CONCERN IS WORSE IN REVERSE. FLUID LEVEL AND CONDITION NOT CHECKED.

Activity Date	Activity Time	Activity Comments
07/25/2008	16:04	CUST COMPLAINS OF A ROUGH IDLE. IDLE IS FINE, HOWEVER, ONCE YOU LET YOUR FOOT OFF THE BRAKE PEDAL YOU FEEL A SHAKE. SIMALAR TO WHAT A BENT CLUTCH DISC WOULD FEEL LIKE ON A MANUAL CLUTCH. YOU ONLY FEEL THIS WHEN YOU ARE CREEPING, NO GAS OR BRAKE. THIS IS A DSG.
07/25/2008	16:04	ISSUE OPENED BY DEALERSHIP
07/25/2008	16:16	CUSTOMER COMMENTS: CUST COMPLAINS OF A ROUGH IDLE. IDLE IS FINE, HOWEVER, ONCE YOU LET YOUR FOOT OFF THE BRAKE PEDAL YOU FEEL A SHAKE. SIMALAR TO WHAT A BENT CLUTCH DISC WOULD FEEL LIKE ON A MANUAL CLUTCH. YOU ONLY FEEL THIS WHEN YOU ARE CREEPING, NO GAS OR BRAKE. THIS IS A DSG.
07/25/2008	16:16	SET BASIC SETTINGS IN BLOCK 61 AND THEN BLOCK 60 THROUGH VSD. SET GARAGE SHIFT LEARNING AND ROAD TEST. IF THE CONCERN IS STILL PRESENT, GET BLOCK 54 FROM TRANS AND THE FUEL TRIMS ALSO AND CALL BACK IN.
07/25/2008	16:16	WORKSHOP FINDINGS: CONCERN IS WORSE IN REVERSE. FLUID LEVEL AND CONDITION NOT CHECKED.
07/25/2008	16:18	GET THE TCM PART NO AND SOFTWARE AS WELL.
07/25/2008	17:19	TECH STATES TCM PART NUMBER IS 02E297770AE SOFTWARE 1120. HE WILL BE CALLING BACK ON MONDAY
07/29/2008	12:53	P1 ADVISED THE TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT. TRANS HAS A SHUTTER IN 1ST AND REVERSE UNDER LIGHT THROTTLE.
07/29/2008	14:17	ORDER MECH-UNIT.
07/29/2008	14:23	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/29/2008	14:23	ISSUE UPDATED

Consultant's Closing Comments

ORDER MECH-UNIT.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
349901	JETTA	2008	3VWRJ71K98M [REDACTED]	4809	3885	07/28/2008	USA

Workshop Finding

CUSTOMER NOW HAVING ISSUE WITH THIS VEHICLE, CUSTOMER 2ND.

Activity Date	Activity Time	Activity Comments
07/28/2008	09:09	CLIENT STATES THE VEHICLE HESITATED WHEN COMING ONTO AN OFF RAMP AND THE THE PRNDL IS FLASHING AND THE VEHICLE WILL NOT GO INTO GEAR. SCANNED VEHICLE, HAVE 1 FAULT CODE STORED IN TRANSMISSION P1819 - PRESSURE CONTROL VALVE -2- FOR AUTO. TRANSMISSION N216 OPEN CIRCUIT/SHORT CIRCUIT TO GROUND.
07/28/2008	09:09	ISSUE OPENED BY DEALERSHIP
07/28/2008	11:28	CONTACTING QTMRL TO VERIFY REQUEST. CASE ESCALATED FOR REVIEW A2
07/28/2008	11:28	CUSTOMER COMMENTS: CLIENT STATES THE VEHICLE HESITATED WHEN COMING ONTO AN OFF RAMP AND THE THE PRNDL IS FLASHING AND THE VEHICLE WILL NOT GO INTO GEAR. SCANNED VEHICLE, HAVE 1 FAULT CODE STORED IN TRANSMISSION P1819 - PRESSURE CONTROL VALVE -2- FOR AUTO. TRANSMISSION N216 OPEN CIRCUIT/SHORT CIRCUIT TO GROUND.
07/28/2008	11:28	WORKSHOP FINDINGS: CUSTOMER NOW HAVING ISSUE WITH THIS VEHICLE, CUSTOMER 2ND.
07/28/2008	15:54	CASE ESCALATED TO THE QTM AT THE REQUEST OF THE FOM..... FI
07/29/2008	13:27	ORDERED MECHATRONIC FOR VEHICLE, MECHATRONIC IS ON RED ORDER, WILL UPDATE TICKET WHEN PART ARRIVES. PUT PART ON ORDER PER BRAD WEBB
07/29/2008	14:20	MECH ORDERED PER VTA P1
07/29/2008	16:43	TICKET PUT INTO " AP " STATUS AT THE REQUEST OF THE QTM..... AP
08/05/2008	08:29	STILL WAITING FOR THE MECHATRONIC TO SHOW UP, WILL UPDATE TICKET AGAIN WHEN PART SHOWS UP, SHOULD BE IN WITHIN THE NEXT WEEK.
08/05/2008	10:45	ISSUE SENT TO DEALERSHIP
08/08/2008	09:30	RECIEVED MECHATRONIK AND TEMPERATURE SENSOR, REPLACED BOTH PARTS, AND SET ADAPTIONS FOR MECHATRONIK.
08/08/2008	19:08	IS THE VEHICLE REPAIRED?
08/11/2008	08:55	TEST DROVE VEHICLE AFTER REPAIRS COMPLETED, NO FAULTS RETURN, VEHICLE OPERATING TO SPECS.
08/11/2008	10:19	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
08/11/2008	10:19	ISSUE UPDATED

Consultant's Closing Comments

RECIEVED MECHATRONIK AND TEMPERATURE SENSOR, REPLACED BOTH PARTS, AND SET ADAPTIONS FOR MECHATRONIK.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
350111	EOS	2008	WVWBA71F88V [REDACTED]	9844	3885	07/28/2008	USA

Workshop Finding
CUSTOMER WONT TAKE CAR.
MY PARTS DEPARTMENT SAIDS ITS RED ORDER.9800 MILE CAR BEEN HERE 14 DAYS AND NO PART!!

Activity Date	Activity Time	Activity Comments
07/28/2008	13:44	ISSUE OPENED BY DEALERSHIP
07/28/2008	13:44	THIS ACESS CODE #345459 TRANSMISSION MECH UNIT IS RED ORDER.CUSTOMER WONT TAKE CAR. MY PARTS DEPARTMENT SAIDS ITS RED ORDER.9800 MILE CAR BEEN HERE 14 DAYS AND NO PART!!
07/29/2008	13:20	A2 ADVISED TECH THAT CASE WILL BE ESCALATED TO THE FIELD.
07/29/2008	13:20	CUSTOMER COMMENTS: THIS ACESS CODE #345459 TRANSMISSION MECH UNIT IS RED ORDER.
07/29/2008	13:20	WORKSHOP FINDINGS: CUSTOMER WONT TAKE CAR. MY PARTS DEPARTMENT SAIDS ITS RED ORDER.9800 MILE CAR BEEN HERE 14 DAYS AND NO PART!!
07/29/2008	13:38	A3 REQUEST FOR FIELD INVOLVEMENT SENT
08/07/2008	10:53	REPLACE MECHROTONIC UNIT ALL WORKS GOOD CAR SHIFTS FINE
08/07/2008	11:05	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
08/07/2008	11:05	ISSUE UPDATED

Consultant's Closing Comments
REPLACE MECHROTONIC UNIT ALL WORKS GOOD CAR SHIFTS FINE

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
350140	JETTA	2008	3VWRJ71K58M [REDACTED]	74	3885	07/28/2008	USA

Workshop Finding

TECH VERIFIED THE CONCERN. 2 FAULTS IN THE TCM. VEHICLE OPERATING TO SPEC AT THIS TIME.

Activity Date	Activity Time	Activity Comments
07/28/2008	14:13	CUSTOMER STATES TRANSMISSION STOPPED WORKING COMPLETELY, GEAR SHIFT INDICATOR ON DASH BLINKING AND SEEMED LIKE IT STUCK IN FIRST GEAR. FOUND FAULTS FOR MECHATRONICS UNIT-P1707 AND FAULT FOR SOLENOID E STUCK OFF-P2723. CHECKED FLUID LEVEL AND PERFORMED BASIC SETTINGS FOR MECHATRONICS MODULE.
07/28/2008	14:13	ISSUE OPENED BY DEALERSHIP
07/28/2008	14:21	ADVISED THE TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT.
07/28/2008	14:21	CUSTOMER COMMENTS: CUSTOMER STATES TRANSMISSION STOPPED WORKING COMPLETELY, GEAR SHIFT INDICATOR ON DASH BLINKING AND SEEMED LIKE IT STUCK IN FIRST GEAR. FOUND FAULTS FOR MECHATRONICS UNIT-P1707 AND FAULT FOR SOLENOID E STUCK OFF-P2723. CHECKED FLUID LEVEL AND PERFORMED BASIC SETTINGS FOR MECHATRONICS MODULE.
07/28/2008	14:21	WORKSHOP FINDINGS: TECH VERIFIED THE CONCERN. 2 FAULTS IN THE TCM. VEHICLE OPERATING TO SPEC AT THIS TIME.
07/28/2008	14:47	ORDERED MECHATRONICS UNIT, BOLTS, FLUID AND FILTER-WAITING ON PARTS.
07/28/2008	15:15	THANK YOU FOR THE UPDATE. REMEMBER TO UPDATE AND CLOSE THE TICKET ONCE THE REPAIR IS DONE.
07/29/2008	10:55	WAITING ON PARTS.
07/29/2008	15:09	THANK YOU FOR THE UPDATE. REMEMBER TO UPDATE AND CLOSE THE TICKET ONCE THE REPAIR IS DONE.
07/30/2008	10:46	WAITING ON PARTS.
07/30/2008	15:45	THANK YOU FOR THE UPDATE. REMEMBER TO UPDATE AND CLOSE THE TICKET ONCE THE REPAIR IS DONE.
07/31/2008	09:30	WAITING ON PARTS.
07/31/2008	10:35	THANK YOU FOR THE UPDATE. REMEMBER TO UPDATE AND CLOSE THE TICKET ONCE THE REPAIR IS DONE.
08/01/2008	12:35	WAITING ON PARTS.
08/01/2008	14:04	THANK YOU FOR THE UPDATE. REMEMBER TO UPDATE AND CLOSE THE TICKET ONCE THE REPAIR IS DONE.
08/04/2008	09:51	WAITING ON PARTS.
08/04/2008	10:46	THANK YOU FOR THE UPDATE. REMEMBER TO UPDATE AND CLOSE THE TICKET ONCE THE REPAIR IS DONE.
08/05/2008	11:35	WAITING ON PARTS.
08/05/2008	14:55	THANK YOU FOR THE UPDATE. REMEMBER TO UPDATE AND CLOSE THE TICKET ONCE THE REPAIR IS DONE.
08/06/2008	14:41	ALL PARTS ARE HERE AND WORKING ON VEHICLE.
08/06/2008	14:55	THANK YOU FOR THE UPDATE. REMEMBER TO UPDATE AND CLOSE THE TICKET ONCE THE REPAIR IS DONE.
08/07/2008	11:29	REPLACED MECHATRONICS UNIT, BOLTS, FILTER, AND GASKET. TOPPED OFF FLUID. SET BASIC SETTINGS FOR MECHATRONICS AND ROAD TESTED VEHICLE-TEST GOOD. NO OTHER FAULTS AT THIS TIME THANKS FOR INFORMATION.
08/07/2008	15:09	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
08/07/2008	15:09	ISSUE UPDATED

Consultant's Closing Comments

TECH REPLACED THE MECH UNIT. VEHICLE OPERATING TO SPEC AT THIS TIME.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
350208	EOS	2007	WVWBA71F47V [REDACTED]	7201	3885	07/28/2008	USA

Workshop Finding

n/a

Activity Date	Activity Time	Activity Comments
07/28/2008	15:23	ISSUE OPENED BY DEALERSHIP
07/28/2008	15:23	VEHICLE HAS A CONCERN OF SURGING AT LOW SPEEDS AND HESITATES WHEN ACCELERATED FROM A STOP. THERE IS A TECHNICAL BULLETIN (2012681) THAT DESCRIBES THE SHIFTING ISSUES PROPERLY. THE ONLY ISSUE IS THE BULLETIN SAYS THERE MAY BE FAULTS IN MEMORY(17100 OR 18148). THERE ARE NO FAULTS IN MEMORY. DOES THIS BULLETIN STILL APPLY?
07/28/2008	17:21	CUSTOMER COMMENTS: VEHICLE HAS A CONCERN OF SURGING AT LOW SPEEDS AND HESITATES WHEN ACCELERATED FROM A STOP. THERE IS A TECHNICAL BULLETIN (2012681) THAT DESCRIBES THE SHIFTING ISSUES PROPERLY. THE ONLY ISSUE IS THE BULLETIN SAYS THERE MAY BE FAULTS IN MEMORY(17100 OR 18148). THERE ARE NO FAULTS IN MEMORY. DOES THIS BULLETIN STILL APPLY?
07/28/2008	17:21	FAXED TECH INFO ON SETTING BASIC SETTINGS FOR THE DSG TRANSMISSION.....
07/28/2008	17:36	WHEN IN BASIC SETTINGS I CAN NOT ACTIVATE BASIC SETTINGS. IS THERE AN ACCESS AUTHORIZATION NUMBER NEEDED?
07/28/2008	17:41	P1 ADVISED THE TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT.
07/29/2008	08:13	ORDERED MECHATRONIC UNIT, FILTER, FLUID, AND BOLTS. WILL INSTALL UPON ARRIVAL.
07/29/2008	10:13	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/29/2008	10:13	ISSUE UPDATED

Consultant's Closing Comments

ORDERED MECHATRONIC UNIT, FILTER, FLUID, AND BOLTS. WILL INSTALL UPON ARRIVAL.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
350335	EOS	2008	WVWBA71F98V [REDACTED]	3274	3885	07/28/2008	USA

Workshop Finding

TECH VERIFIED THE CONCERN. TRANS IS SHUTTERING IN 1ST AND REVERSE GEARS. NO FAULTS IN THE ECM OR TCM.

Activity Date	Activity Time	Activity Comments
07/28/2008	18:19	CUSTOMER STATES FROM A STOP VEHICLE STARTS TO JUMP ONLY IN FIRST. I DUPLICATE CONCERN SEEM LIKE A HESITATION/JERKING WHEN ACCELERATING FROM A STOP I GOT IT TO HAPPEN IN FIRST GEAR AND ALSO IN REVERSE. I PERFORMED GFF NO FAULTS WERE FOUND. I SAW NO MISFIRES WHEN IT HAPPENS. I ALSO RESET THROTTLE PROBLEM STILL THERE. I CHECKED MVB 32 IDLE WAS AT 1.1% AND OFF IDLE WAS AT -7.0%. I SAW OR HEARD NO LEAKS. PLEASE ADVISE
07/28/2008	18:19	ISSUE OPENED BY DEALERSHIP
07/28/2008	18:23	CUSTOMER COMMENTS: CUSTOMER STATES FROM A STOP VEHICLE STARTS TO JUMP ONLY IN FIRST. I DUPLICATE CONCERN SEEM LIKE A HESITATION/JERKING WHEN ACCELERATING FROM A STOP I GOT IT TO HAPPEN IN FIRST GEAR AND ALSO IN REVERSE. I PERFORMED GFF NO FAULTS WERE FOUND. I SAW NO MISFIRES WHEN IT HAPPENS. I ALSO RESET THROTTLE PROBLEM STILL THERE. I CHECKED MVB 32 IDLE WAS AT 1.1% AND OFF IDLE WAS AT -7.0%. I SAW OR HEARD NO LEAKS. PLEASE ADVISE
07/28/2008	18:23	P1 ADVISED THE TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT.
07/28/2008	18:23	WORKSHOP FINDINGS: TECH VERIFIED THE CONCERN. TRANS IS SHUTTERING IN 1ST AND REVERSE GEARS. NO FAULTS IN THE ECM OR TCM.
07/28/2008	18:42	ORDERED MECHTRONIC UNIT. RELEASED VEHICLE TO CUSTOMER
07/29/2008	09:53	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/29/2008	09:53	ISSUE UPDATED

Consultant's Closing Comments

TECH TO REPLACE THE MECH UNIT.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
350343	RABBIT	2007	WVWVFV71K67W [REDACTED]	16795	3885	07/28/2008	USA

Workshop Finding
SURGES HOT ONLY

Activity Date	Activity Time	Activity Comments
07/28/2008	18:50	CUSTOMER REPORTS VEHICLE SURGES BACK AND FORTH WHILE DRIVING. DUPLICATED CONCERN WITH SHOP FOREMAN. CAR SURGES IN FORWARD AND REVERSE ONLY IN LOW RPM. NO FAULTS IN SYSTEM. FOUND TB 37-06-07. CONCERNS DISPLAYED IN TB ARE THE SAME AS THIS CAR. REMOVED DSG TEMPERATURE SENSOR AND PUT ALL BACK TOGETHER. TEST DROVE AND CONCERN STILL EXISTS. QTM CAME BY AND TEST DROVE AND CONLUDED THAT PROBLEM IS ABNORMAL AND A VTA SHOULD BE CREATED.
07/28/2008	18:50	ISSUE OPENED BY DEALERSHIP
07/28/2008	19:13	CUSTOMER COMMENTS: CUSTOMER REPORTS VEHICLE SURGES BACK AND FORTH WHILE DRIVING. DUPLICATED CONCERN WITH SHOP FOREMAN. CAR SURGES IN FORWARD AND REVERSE ONLY IN LOW RPM. NO FAULTS IN SYSTEM. FOUND TB 37-06-07. CONCERNS DISPLAYED IN TB ARE THE SAME AS THIS CAR. REMOVED DSG TEMPERATURE SENSOR AND PUT ALL BACK TOGETHER. TEST DROVE AND CONCERN STILL EXISTS. QTM CAME BY AND TEST DROVE AND CONLUDED THAT PROBLEM IS ABNORMAL AND A VTA SHOULD BE CREATED.
07/28/2008	19:13	SURGES HOT MVB 19 FIELD 3 30 C THEN GO TO BASIC SETTINGS 61 IDLE AND FOOT ON BRAKE THEN GO TO 60 AND FOOT ON BRAKE AT IDLE. THEN ROAD TEST
07/28/2008	19:13	WORKSHOP FINDINGS: SURGES HOT ONLY
07/28/2008	19:14	CHECK TRIMS WHILE DRIVING
07/29/2008	12:24	SET BASIC SETTINGS BOTH 60 & 61. TEST DROVE WITH SHOP FOREMAN AND PROBLEM STILL PERSISTS. FUEL TRIM WAS NORMAL AND STILL NO FAULTS.
07/29/2008	12:34	P1 ADVISED THE TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT.
07/29/2008	12:59	PARTS ORDERED AND ADVISED TO CLOSE VTA.
07/30/2008	12:52	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/30/2008	12:52	ISSUE UPDATED

Consultant's Closing Comments
ADVISED THE TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
350379	EOS	2008	WVWBA71F38V [REDACTED]	9860	3885	07/29/2008	USA

Workshop Finding

DELAYS ENGAGEMENT

Activity Date	Activity Time	Activity Comments
07/29/2008	08:54	HESITATION/SURGE ON ACCELERATION. NO FAULTS PERTAINING TO CONCERN. COULD THERE BE ANY TCM UPDATES. THANK YOU, JACK
07/29/2008	08:54	ISSUE OPENED BY DEALERSHIP
07/29/2008	09:07	CUSTOMER COMMENTS: HESITATION/SURGE ON ACCELERATION. NO FAULTS PERTAINING TO CONCERN. COULD THERE BE ANY TCM UPDATES. THANK YOU, JACK
07/29/2008	09:07	REPLACE MECHATRONICS, FLUID, AND FILTER. ALSO SET BASIC SETTING AFTER REPLACEMENT
07/29/2008	09:07	WORKSHOP FINDINGS: DELAYS ENGAGEMENT
08/05/2008	14:32	D2 SPOKE TO DAN IN VW SERVICE, VEHICLE IS CURRENTLY BEING WORKED ON BY THE TECH AND SHOP FOREMAN. TECH WILL UPDATE.
08/06/2008	09:03	REPLACED MECHATRONICS UNIT SET BASIC SETTINGS AND RETURNED THE CAR TO THE CUSTOMER
08/07/2008	10:55	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
08/07/2008	10:55	ISSUE UPDATED

Consultant's Closing Comments

REPLACED MECHATRONICS UNIT SET BASIC SETTINGS AND RETURNED THE CAR TO THE CUSTOMER

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
350408	RABBIT	2007	WVWVFV71K67W [REDACTED]	11825	3885	07/29/2008	USA

Workshop Finding

VEHICLE WAS IN A MONTH AGO, TECHLINE PERFORMED TELEDIAGNOSIS AND UPDATED SOFTWARE LEVEL IN TCM AND HAD BASIC SETTINGS PERFORMED.

Activity Date	Activity Time	Activity Comments
07/29/2008	09:39	CUST STATES THE VEH SEEMS TO UPSHIFT TO QUICK/FAST, SO THE VEH ACTUALLY BOGS DOWN. VEHICLE WAS IN A MONTH AGO, TECHLINE PERFORMED TELEDIAGNOSIS AND UPDATED SOFTWARE LEVEL IN TCM AND HAD BASIC SETTINGS PERFORMED.
07/29/2008	09:39	ISSUE OPENED BY DEALERSHIP
07/29/2008	10:00	ADVISED TECH TO CHECK MVB 32 IN ENGINE AND MVB 10 FIELDS 3 AND 4 WHILE DRIVING UPDATE VTA AND CALL BACK.
07/29/2008	10:00	CUSTOMER COMMENTS: CUST STATES THE VEH SEEMS TO UPSHIFT TO QUICK/FAST, SO THE VEH ACTUALLY BOGS DOWN.
07/29/2008	10:00	WORKSHOP FINDINGS: VEHICLE WAS IN A MONTH AGO, TECHLINE PERFORMED TELEDIAGNOSIS AND UPDATED SOFTWARE LEVEL IN TCM AND HAD BASIC SETTINGS PERFORMED.
07/29/2008	10:06	UPLOAD
07/29/2008	10:38	ADVISED TECH TO RECHECK MVB 10 AT FULL THROTTLE, ALSO ASKED TO CHECK FOR CAUSE OF -6.3 FUEL TRIM. UPDATE VTA AND CALL BACK.
07/29/2008	10:52	LOAD UP PRINTOUT
07/29/2008	11:25	REPLACE BREATHER FOR CRACKCASE ROAD TEST DID FUEL TRIM DROP.
07/29/2008	12:03	TECH REMOVED AND REPLACED BREATHER VALVE AND ROAD TESTED, DATA BLOCK 32 FIELD 2 STILL THE SAME..
07/29/2008	12:13	BASIC SETTINGS AND REFLASH REPAIRED THE CONCERN, THOUGH IT RETURNED. GET MVB 54 FROM THE TCM AND CALL BACK. CASE ESCALATED FOR REVIEW A2
07/29/2008	12:26	UPLOAD MVB 54
07/29/2008	13:01	ISSUE UPDATED
07/29/2008	13:01	TRANSFERRED TO CHRIS VM AS PER TECH
07/29/2008	13:04	REPLACE THE MECHATRONIC, FLUID, FILTER AND BOLTS. P1
07/29/2008	13:05	ISSUE SENT TO DEALERSHIP
08/05/2008	08:41	ADVISED THE TECH THAT THE MECH BOLTS NEED TO BE REPLACED.
08/05/2008	12:44	SPOKE WITH TANYA IN SERVICE. PARTS ARE ON ORDER. P1
08/07/2008	15:21	TECH REMOVED AND REPLACED MEGATRONICS, FILTER, AND FLUID AS PER TECH LINE. TECH SET BASIC SETTINGS IN MEGATRONICS. TECH SET THROTTLE ADAPTATION AND KICK DOWN AND ROAD TESTED. TECH REINSPECTED FLUID LEVEL AND ROAD TESTED VEHICLE WITH SHOP FOREMAN..OK..
08/07/2008	15:23	CLOSE OUT VTA!!!REPAIRS SUCCESFULL..
08/07/2008	15:28	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
08/07/2008	15:28	ISSUE UPDATED

Consultant's Closing Comments

TECH REMOVED AND REPLACED MEGATRONICS, FILTER, AND FLUID AS PER TECH LINE. TECH SET BASIC SETTINGS IN MEGATRONICS. TECH SET THROTTLE ADAPTATION AND KICK DOWN AND ROAD TESTED. TECH REINSPECTED FLUID LEVEL AND ROAD TESTED VEHICLE WITH SHOP FOREMAN..OK..

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
350869	JETTA	2008	3VWRJ71K58M [REDACTED]	10827	3885	07/29/2008	USA

Workshop Finding

TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM. TRANS SHUTTERS IN 1ST AND REVERSE.

Activity Date	Activity Time	Activity Comments
07/29/2008	18:34	ISSUE OPENED BY DEALERSHIP
07/29/2008	18:34	WHEN ACCELERATING FROM A STOP, VEHICLE HESITATES, ENGINE REVS BUT VEHICLE DOES NOT MOVE THEN IT LUNGES, NO FAULTS IN GEARBOX OR ENGINE ELECTRONICS
07/29/2008	18:38	CUSTOMER COMMENTS: WHEN ACCELERATING FROM A STOP, VEHICLE HESITATES, ENGINE REVS BUT VEHICLE DOES NOT MOVE THEN IT LUNGES, NO FAULTS IN GEARBOX OR ENGINE ELECTRONICS
07/29/2008	18:38	P1 ADVISED THE TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT.
07/29/2008	18:38	WORKSHOP FINDINGS: TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM. TRANS SHUTTERS IN 1ST AND REVERSE.
07/29/2008	18:45	ORDERED PARTS
07/30/2008	09:53	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/30/2008	09:53	ISSUE UPDATED

Consultant's Closing Comments

TECH TO REPLACE THE MECH UNIT.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
350954	EOS	2008	WVWFA71F38V [REDACTED]	11758	3885	07/30/2008	USA

Workshop Finding

ALSO SURRGING AT SLIGHT TROTTLER JUST ABOVE IDLE LIKE CLUTCHES GOING IN/OUT. I DID ONE BEFORE LIKE THIS AND FIX WAS COMPLETE UNIT SINCE REPLACING CLUTCH DID FIX IT. SHUTTER IN 1ST AND REVERSE.

Activity Date	Activity Time	Activity Comments
07/30/2008	10:09	ISSUE OPENED BY DEALERSHIP
07/30/2008	10:09	TRANS ENGAUMENT CONCERN. ON SLIGHT UP HILL GRADE, BUT ALSO NOTICE ON LEVEL WHEN PUT IN GEAR TRANS DOES A DOUBLE IN/OUT AND BANGS SOME. ALSO SURRGING AT SLIGHT TROTTLER JUST ABOVE IDLE LIKE CLUTCHES GOING IN/OUT. I DID ONE BEFORE LIKE THIS AND FIX WAS COMPLETE UNIT SINCE REPLACING CLUTCH DID FIX IT.
07/30/2008	10:18	ADVISED TECH TO REPLACE MECHATRONIC, FILTER FLUID AND BOLTS, PERFORM MANUAL BASIC SETTINGS WHEN COMPLETED. UPDATE VTA WHEN COMPLETED. ADVISED TECH TO PERFORM MANUAL BASIC SETTINGS. VEHICLE SELF DIAGNOSIS, CLEAR ECM AND TCM MEMORY, VEHICLE RUNNING AND AT OPERATING TEMPERATURE. FOOT ON BRAKE WITH VEHICLE IN PARK, BASIC SETTINGS TRANS. ENTER 61Q AND ACTIVATE, WHEN NUMBERS APPEAR IN LOWER BOX BACK OUT ONE SCREEN AND ENTER 60Q AND ACTIVATE, WHEN NUMBERS APPEAR CYCLE THE KEY OFF THEN ON, ROAD TEST VEHICLE 15 MILES GOING THROUGH ALL GEARS AND VARIOUS SPEEDS. REEVALUATE CONCERN AND UPDATE VTA.
07/30/2008	10:18	CUSTOMER COMMENTS: TRANS ENGAUMENT CONCERN. ON SLIGHT UP HILL GRADE, BUT ALSO NOTICE ON LEVEL WHEN PUT IN GEAR TRANS DOES A DOUBLE IN/OUT AND BANGS SOME.
07/30/2008	10:18	WORKSHOP FINDINGS: ALSO SURRGING AT SLIGHT TROTTLER JUST ABOVE IDLE LIKE CLUTCHES GOING IN/OUT. I DID ONE BEFORE LIKE THIS AND FIX WAS COMPLETE UNIT SINCE REPLACING CLUTCH DID FIX IT. SHUTTER IN 1ST AND REVERSE.
08/03/2008	21:29	CUSTOMER TOOK CAR WHILE WE ARE WAITING FOR PARTS. WILL REOPEN VTA IF NEEDED WHEN CAR RETURNS.
08/04/2008	07:35	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
08/04/2008	07:35	ISSUE UPDATED

Consultant's Closing Comments

TECH TO REPLACE MECHATRONIC, COMPLETED.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
351012	EOS	2008	WVWBA71F18V [REDACTED]	15011	3885	07/30/2008	USA

Workshop Finding
 TECH VERIFIED THE CONCERN. TRANS SHUTTERS IN 1ST AND REVERSE. NO FAULTS IN THE ECM OR TCM.

Activity Date	Activity Time	Activity Comments
07/30/2008	11:22	ISSUE OPENED BY DEALERSHIP
07/30/2008	11:22	WHEN PULLING AWAY FROM A STOP THE CAR HESITATES AND WHEN IT MOVES IT STARTS JERKING. THERE ARE NO DTC'S.
07/30/2008	11:35	CUSTOMER COMMENTS: WHEN PULLING AWAY FROM A STOP THE CAR HESITATES AND WHEN IT MOVES IT STARTS JERKING. THERE ARE NO DTC'S.
07/30/2008	11:35	P1 ADVISED THE TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT.
07/30/2008	11:35	WORKSHOP FINDINGS: TECH VERIFIED THE CONCERN. TRANS SHUTTERS IN 1ST AND REVERSE. NO FAULTS IN THE ECM OR TCM.
07/30/2008	11:58	PLACED THE MECHATRONIC UNIT, FLUID, MECHATRONIC UNIT BOLTS, AND FILTER ON ORDER. WILL RETURN CAR TO CUSTOMER AND ADVISE CUSTOMER THAT THE CONDITION WILL NOT GET ANY WORSE AND THAT IT WILL NOT LEAVE HER STRANDED.
07/30/2008	12:00	THANK YOU
07/30/2008	15:10	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/30/2008	15:10	ISSUE UPDATED

Consultant's Closing Comments
 TECH TO REPLACE THE MECH UNIT.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
351379	EOS	2008	WVWBA71F78V [REDACTED]	20719	3885	07/31/2008	USA

Workshop Finding

n/a

Activity Date	Activity Time	Activity Comments
07/31/2008	09:08	ISSUE OPENED BY DEALERSHIP
07/31/2008	09:08	REPLACED MECHATRONIC UNIT AS PER PREVIOUS VTA TICKET # 344915. AFTER REPLACEMENT, SET BASIC SETTINGS, OK, BUT NOW SHIFT INDICATOR ON DASH IS MISSING AND TRANS WILL NOT SHIFT OUT OF 2ND GEAR WITH NO DTC'S.
07/31/2008	10:57	CUSTOMER COMMENTS: REPLACED MECHATRONIC UNIT AS PER PREVIOUS VTA TICKET # 344915. AFTER REPLACEMENT, SET BASIC SETTINGS, OK, BUT NOW SHIFT INDICATOR ON DASH IS MISSING AND TRANS WILL NOT SHIFT OUT OF 2ND GEAR WITH NO DTC'S.
07/31/2008	10:57	MVB 41 & 48 ATTACH FROM NEW AND OLD MECHATRONIC'S
07/31/2008	11:30	ATTACHED ARE MVB'S AS REQUESTED.
07/31/2008	11:43	AS DISCUSSED TECH IS ADVISED TO RESET BASIC SETTINGS ON THE MECHATRONIC THROUGH VSD AND ROAD TEST. CALL BACK WITH THE RESULTS.
08/01/2008	07:23	AFTER PLUGGING IN OLD UNIT, THEN PLUGGING NEW UNIT BACK IN, SHIFT INDICATOR CAME BACK AND I WAS ABLE TO SET BASIC SETTINGS. CHECK CONNECTION AT MECHATRONICS UNIT, CONNECTION OK. THANKS FOR THE HELP GUYS....
08/01/2008	10:33	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
08/01/2008	10:33	ISSUE UPDATED

Consultant's Closing Comments

AFTER PLUGGING IN OLD UNIT, THEN PLUGGING NEW UNIT BACK IN, SHIFT INDICATOR CAME BACK AND I WAS ABLE TO SET BASIC SETTINGS. CHECK CONNECTION AT MECHATRONICS UNIT, CONNECTION OK. THANKS FOR THE HELP GUYS....

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
351437	EOS	2008	WVWBA71F98V [REDACTED]	14221	3885	07/31/2008	USA

Workshop Finding
 TECH VERIFIED THE CONCERN. TRANS SURGES IN 1ST AND REVERSE. NO FAULTS IN THE ECM OR TCM.

Activity Date	Activity Time	Activity Comments
07/31/2008	10:24	I HAVE AN EOS WITH A DSG TRANSMISSION, THAT HAS A HARSH ENGAGEMENT WHEN ACCELERATING FROM A STOP, ALSO THERE IS A LOW SPEED SURGE AND LASTLY THE CAR WILL ROLL ABOUT A ONE TO THREE FEET AFTER SHIFTING INTO PARK. WAS WANTING TO KNOW IF I HAVE A POSSIBLE CLUTCH PROBLEM
07/31/2008	10:24	ISSUE OPENED BY DEALERSHIP
07/31/2008	10:32	CUSTOMER COMMENTS: I HAVE AN EOS WITH A DSG TRANSMISSION, THAT HAS A HARSH ENGAGEMENT WHEN ACCELERATING FROM A STOP, ALSO THERE IS A LOW SPEED SURGE AND LASTLY THE CAR WILL ROLL ABOUT A ONE TO THREE FEET AFTER SHIFTING INTO PARK. WAS WANTING TO KNOW IF I HAVE A POSSIBLE CLUTCH PROBLEM
07/31/2008	10:32	P1 ADVISED THE TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT.
07/31/2008	10:32	WORKSHOP FINDINGS: TECH VERIFIED THE CONCERN. TRANS SURGES IN 1ST AND REVERSE. NO FAULTS IN THE ECM OR TCM.
07/31/2008	11:01	ADVISED TECH THAT A SLIGHT ROLL WHEN VEHICLE IS PUT IN PARK IS NORMAL.
08/07/2008	14:07	CALLED DEALER AND NO UPDATE WAS AVAILABLE. THANKS. D2
08/08/2008	10:18	ORDERD NEW MECH UNIT, AND RELATED PARTS, WILL INSTALL WHEN PARTS ARRIVE, THANKS
08/08/2008	10:42	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
08/08/2008	10:42	ISSUE UPDATED

Consultant's Closing Comments
 TECH TO REPLACE THE MECH UNIT.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
351804	EOS	2007	WVWBA71F67V [REDACTED]	13677	3885	07/31/2008	USA

Workshop Finding

VEHICLE SEEMS TO SHUTTER UNDER LIGHT ACCEL; BASIC SETTINGS TO NO AVAIL; TCM PART NO. 02E AE 1302. NO FAULTS.

Activity Date	Activity Time	Activity Comments
07/31/2008	19:09	ISSUE OPENED BY DEALERSHIP
07/31/2008	19:09	TRANS HAS A STUDDER WHEN SLIGHTLY ACCELERATING FROM STOP. LIKE SITTING IN DRIVEWAY AND PULLING INTO GARAGE. TRIED ADAPTION IN V.S.D. V.B. 60-61 AND DRIVES THE SAME. FLUID LEVEL AND CONDITION OK.
07/31/2008	19:15	CALL IN THE AM ASK FOR CHRIS OR MARK
07/31/2008	19:15	CUSTOMER COMMENTS: TRANS HAS A STUDDER WHEN SLIGHTLY ACCELERATING FROM STOP. LIKE SITTING IN DRIVEWAY AND PULLING INTO GARAGE. TRIED ADAPTION IN V.S.D. V.B. 60-61 AND DRIVES THE SAME. FLUID LEVEL AND CONDITION OK.
07/31/2008	19:15	WORKSHOP FINDINGS: VEHICLE SEEMS TO SHUTTER UNDER LIGHT ACCEL; BASIC SETTINGS TO NO AVAIL; TCM PART NO. 02E AE 1302. NO FAULTS.
08/04/2008	17:37	TCM UPDATE; ADVISED THE TECH TO PERFORM MANUAL BASIC SETTINGS. ENTER VEHICLE SELF DIAGNOSIS, CLEAR ECM AND TCM MEMORY. WITH THE VEHICLE RUNNING AND AT OPERATING TEMPERATURE HAVE A FOOT ON BRAKE WITH VEHICLE IN PARK, ENTER BASIC SETTINGS IN TRANS. ENTER 61Q AND ACTIVATE, WHEN NUMBERS APPEAR IN LOWER BOX BACK OUT ONE SCREEN AND ENTER 60Q AND ACTIVATE, WHEN NUMBERS APPEAR CYCLE THE KEY OFF THEN ON, PERFORM GARAGE SHIFT BY SHIFTING THE VEHICLE (WHILE RUNNING) FROM PARK TO DRIVE 5 TIMES AND THEN SHIFTING FROM PARK TO REVERSE 5 TIMES. ROAD TEST VEHICLE 20 MILES GOING THROUGH ALL GEARS AUTOMATICALLY AND ALSO THROUGH TIPTRONIC AT VARIOUS SPEEDS. REEVALUATE CONCERN, CHECK FAULT MEMORY AND UPDATE VTA.
08/05/2008	13:32	PREFORMED ADAPPTIONS AS DISCRIBED AND STILL HAS SAME STUDDER CONDITON LIKE SLIPPING THE CLUTCH TO KEEP VEHICLE MOVING WITH STALLING.
08/05/2008	13:34	REPLACE THE MECHATRONIC, FLUID, FILTER AND THE BOLTS. P1
08/07/2008	13:37	SPOKE WITH A IN SERVICE..... PARTS ARE ON NATIONAL BACK ORDER..... P1
08/14/2008	19:42	REPLACED MECHATRONICS UNIT AND SET ADAPPTIONS 61 AND 60 AT 50 DEGREES AND THEN DROVE 20 MILES AUTO SHIFTING THROUGH THE GEARS 5 TIMES THEN TIPTRONIC 5 TIMES. TRANS WORKING OK. THANKS FOR THE HELP.
08/15/2008	11:21	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
08/15/2008	11:21	ISSUE UPDATED

Consultant's Closing Comments

REPLACED MECHATRONICS UNIT AND SET ADAPPTIONS 61 AND 60 AT 50 DEGREES AND THEN DROVE 20 MILES AUTO SHIFTING THROUGH THE GEARS 5 TIMES THEN TIPTRONIC 5 TIMES. TRANS WORKING OK.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
351807	RABBIT	2007	WVWFV71KX7W [REDACTED]	17494	3885	07/31/2008	USA

Workshop Finding

NO FAULTS TCM 02E 1306

Activity Date	Activity Time	Activity Comments
07/31/2008	19:27	ISSUE OPENED BY DEALERSHIP
07/31/2008	19:27	TRANSMISSION SHIFTING WEIRD. TEST DROVE CAR FOUND TAKE OFF FROM 1ST AND REVERSE FROM PARK ABNORMAL LIKE A SURGE. NO FAULTS PRESENT IN TCM PERFORMED BASIC SETTINGS 61 AND 60 AS ADVISED BY SHOPFOREMAN. BASIC SETTINGS DIDNOT CHANGE ANY DRIVEABILITY
07/31/2008	19:31	CALL TOMORROW AND ASK FOR CHRIS OR MARK BE PREPARED FOR TELEDIAG
07/31/2008	19:31	CUSTOMER COMMENTS: TRANSMISSION SHIFTING WEIRD. TEST DROVE CAR FOUND TAKE OFF FROM 1ST AND REVERSE FROM PARK ABNORMAL LIKE A SURGE. NO FAULTS PRESENT IN TCM PERFORMED BASIC SETTINGS 61 AND 60 AS ADVISED BY SHOPFOREMAN. BASIC SETTINGS DIDNOT CHANGE ANY DRIVEABILITY
07/31/2008	19:31	WORKSHOP FINDINGS: NO FAULTS TCM 02E 1306
08/01/2008	16:24	UPDATE TCM
08/04/2008	10:24	AFTER UPDATE TEST DROVE CAR AFTER TRANS GETS UP TO TEMP THE PROBLEM RETURNS.
08/04/2008	10:42	CASE ESCALATED FOR REVIEW A2
08/04/2008	10:42	PLEASE CALL IN FOR ASSISTANCE WITH MVB 54 IN TRANS, MVB 32 IN ECM AND FLUID LEVEL AND CONDITION CHECKS
08/04/2008	17:56	REPLACE THE MECH, FLUID, FILTER AND BOLTS P1
08/11/2008	13:17	REPLACED BOTH ECTS CHECKED CONNECTORS VISUALY APPEAR OK. CLEARED FAULTS AND SET READINESS. SHIPPED CAR
08/11/2008	17:28	PLEASE ADVISE OF REPAIR
08/12/2008	12:56	ORDERED MECHATRONIC UNIT,FLUID,FILTER AND BOLTS CUSTOMER TOOK CAR WILL RETURN WHEN PARTS ARRIVE.
08/12/2008	13:33	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
08/12/2008	13:33	ISSUE UPDATED

Consultant's Closing Comments

ORDERED MECHATRONIC UNIT,FLUID,FILTER AND BOLTS CUSTOMER TOOK CAR WILL RETURN WHEN PARTS ARRIVE.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
351891	EOS	2007	WVWDA71F67V [REDACTED]	11475	3885	08/01/2008	USA

Workshop Finding
n/a

Activity Date	Activity Time	Activity Comments
08/01/2008	10:43	ISSUE OPENED BY DEALERSHIP
08/01/2008	10:43	PER PREVIOUS TECHLINE REC. MECHATRONICS UNIT NEEDS REPLACEMENT. PREVIOUS ACCESS 342682. NEW PART HAS BROKEN CONNECTOR AT G182/G509 CONNECTOR. NEED TO KNOW IF ELECTRONICS CAN BE SWAPPED FROM ONE UNIT TO ANOTHER.
08/01/2008	10:55	ADVISED TECH TO ORDER NEW MECH UNIT, DO NOT SWAP PARTS FROM ONE MECH TO THE OTHER.
08/01/2008	10:55	CUSTOMER COMMENTS: PER PREVIOUS TECHLINE REC. MECHATRONICS UNIT NEEDS REPLACEMENT. PREVIOUS ACCESS 342682. NEW PART HAS BROKEN CONNECTOR AT G182/G509 CONNECTOR. NEED TO KNOW IF ELECTRONICS CAN BE SWAPPED FROM ONE UNIT TO ANOTHER.
08/08/2008	12:20	NO ANSWER INSERVICE-DISCONNECTED AFTER 2ND TRANSFER. NO UPDATE AVAILABLE AT THIS TIME. D2
08/11/2008	07:58	RECIEVED 2ND REPLACEMENT PART. INSTALLED AND OPERATING OK AT THIS TIME
08/11/2008	09:47	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
08/11/2008	09:47	ISSUE UPDATED

Consultant's Closing Comments
REPLACED MECHATRONIC, COMPLETED.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
351948	JETTA	2008	3VWRJ71K28M [REDACTED]	2208	3885	08/01/2008	USA

Workshop Finding
TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM.

Activity Date	Activity Time	Activity Comments
08/01/2008	11:38	CUSTOMER STATES VEHICLE SHUTTERS AND SPITTERS AT LOW SPEEDS AND WHILE TAKING OFF. CUSTOMER ALSO STATES THAT WHEN PUT IN REVERSE IT BITES INTO GEAR, NOT SMOOTH. 1ST CONCERN VERIFIED ON TEST DRIVE. TAKE OFF WHILE HOT NOT SMOOTH. VEHICLE HESITATES AT LOW SPEEDS. GFF RAN, NO FAULTS STORED.
08/01/2008	11:38	ISSUE OPENED BY DEALERSHIP
08/01/2008	11:43	CUSTOMER COMMENTS: CUSTOMER STATES VEHICLE SHUTTERS AND SPITTERS AT LOW SPEEDS AND WHILE TAKING OFF. CUSTOMER ALSO STATES THAT WHEN PUT IN REVERSE IT BITES INTO GEAR, NOT SMOOTH. 1ST CONCERN VERIFIED ON TEST DRIVE. TAKE OFF WHILE HOT NOT SMOOTH. VEHICLE HESITATES AT LOW SPEEDS. GFF RAN, NO FAULTS STORED.
08/01/2008	11:43	P1 ADVISED THE TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT.
08/01/2008	11:43	WORKSHOP FINDINGS: TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM.
08/01/2008	11:50	MECHATRONICS UNIT, FLUID, FILTER AND BOLTS ORDERED. CLOSING TICKET AND RELEASING VEHICLE TO CUSTOMER AS ADVISED.
08/01/2008	12:25	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
08/01/2008	12:25	ISSUE UPDATED

Consultant's Closing Comments
TECH TO REPLACE THE MECH UNIT.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
352064	EOS	2008	VWVBA71F18V [REDACTED]	10290	3885	08/01/2008	USA

Workshop Finding

n/a

Activity Date	Activity Time	Activity Comments
08/01/2008	14:10	ISSUE OPENED BY DEALERSHIP
08/01/2008	14:10	REFER CASE NUMBER GL-206598. REPLACED DSG MECHATRONICS, PERFORMED BASIC SETTINGS BUT DURING ROAD TEST PHASE, WOULD NOT SHIFT FROM 3RD THEN FAULT P0776 CAME UP FOR PRESSURE SENSOR FAULTY. REINSPECTED MOUNTING OF MECHATRONICS, ALL APPEARS CORRECT.
08/01/2008	15:28	ADVISED TECH TO RECHECK ALL WORK PERFORMED, REASSEMBLE VEHICLE AND ADVISED TECH TO PERFORM MANUAL BASIC SETTINGS. VEHICLE SELF DIAGNOSIS, CLEAR ECM AND TCM MEMORY, VEHICLE RUNNING AND AT OPERATING TEMPERATURE. FOOT ON BRAKE WITH VEHICLE IN PARK, BASIC SETTINGS TRANS. ENTER 61Q AND ACTIVATE, WHEN NUMBERS APPEAR IN LOWER BOX BACK OUT ONE SCREEN AND ENTER 60Q AND ACTIVATE, WHEN NUMBERS APPEAR CYCLE THE KEY OFF THEN ON, ROAD TEST VEHICLE 15 MILES GOING THROUGH ALL GEARS AND VARIOUS SPEEDS. REEVALUATE CONCERN AND UPDATE VTA.
08/01/2008	15:28	CUSTOMER COMMENTS: REFER CASE NUMBER GL-206598. REPLACED DSG MECHATRONICS, PERFORMED BASIC SETTINGS BUT DURING ROAD TEST PHASE, WOULD NOT SHIFT FROM 3RD THEN FAULT P0776 CAME UP FOR PRESSURE SENSOR FAULTY. REINSPECTED MOUNTING OF MECHATRONICS, ALL APPEARS CORRECT.
08/01/2008	16:25	ADVISED TECH TO REINSTALL ORIGINAL MECH UNIT, PERFORM MANUAL BASIC SETTINGS, PERFORM 15 MILE ROAD TEST AND SEE IF FAULT RETURNS. UPDATE VTA WITH RESULTS AND CALL BACK.
08/04/2008	08:12	INSTALLED OLD UNIT, SET BASIC SETTINGS, RD TESTED, FAULT DID NOT RETURN BUT NOW THE SHUDDERING IS WORSE AND YOU CAN HEAR AUDIBLE CLICKING FROM THE TRANS ON UPSHIFTS AND DOWN SHIFTS.
08/04/2008	09:19	I3 ADVISED TECH THAT CASE IS BEING ESCALATED TO THE FIELD, DO NOT PERFORM ANY OTHER REPAIRS UNTIL QTM CONTACTS YOU.
08/05/2008	13:17	INSPECTED MECHTRONICS WITH QTM, FOUND TERMINALS TO 216 SOLENOID SPREAD FURTHER APART THAN THE REST OF THE CONNECTIONS AT THE CIRCUIT BOARD. REPOSITIONED TERMINALS FOR TIGHTER FIT. REINSTALLED NEW MECHATRONICS, SET BASICS, RD TESTED. ROAD TESTED NORMAL. NOTHING FURTHER AT THIS TIME
08/05/2008	16:25	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
08/05/2008	16:25	ISSUE UPDATED

Consultant's Closing Comments

INSTALLED MECHATRONIC, COMPLETED.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
352123	EOS	2007	WVWDA71FX7V [REDACTED]	30048	3885	08/01/2008	USA

Workshop Finding

MECH REFLASHED/ BASIC SETTINGS SETTINGS G47 STORED IN MECH

Activity Date	Activity Time	Activity Comments
08/01/2008	15:11	ISSUE OPENED BY DEALERSHIP
08/01/2008	15:11	TRANSMISSION CONTINUES TO HESITATE FROM STOP AND OCASIONALY BANGS IN GEAR ON UP OR DOWNSHIFT.PREVIOUS ATTEMPTS TO SET BASIC SETTINGS HELP ONLY FOR A WHILE.TRANS ALSO WAS REFLASHED BY TELEDIAGNOSIS.IT SEEMED TO HELP ONLY FOR SHORT TIME.
08/01/2008	15:21	CHECK FOR FLUID CONTAMINATION AND IF OK REPLACE THE MECHATRONIC, FLUID, FILTER AND THE BOLTS
08/01/2008	15:21	CUSTOMER COMMENTS: TRANSMISSION CONTINUES TO HESITATE FROM STOP AND OCASIONALY BANGS IN GEAR ON UP OR DOWNSHIFT.PREVIOUS ATTEMPTS TO SET BASIC SETTINGS HELP ONLY FOR A WHILE.TRANS ALSO WAS REFLASHED BY TELEDIAGNOSIS.IT SEEMED TO HELP ONLY FOR SHORT TIME.
08/01/2008	15:21	WORKSHOP FINDINGS: MECH REFLASHED/ BASIC SETTINGS SETTINGS G47 STORED IN MECH
08/01/2008	16:19	PARTS HAVE BEEN ORDERED.
08/01/2008	16:45	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
08/01/2008	16:45	ISSUE UPDATED

Consultant's Closing Comments

CHECK FOR FLUID CONTAMINATION AND IF OK REPLACE THE MECHATRONIC, FLUID, FILTER AND THE BOLTS

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
352277	JETTA	2008	3VWRJ71K58M [REDACTED]	6495	3885	08/04/2008	USA

Workshop Finding

CUSTOMER ATTACHED PREVIOUS REPAIR ORDER FROM PUGI VW FOR A REPLACEMENT OF THE MECHATRONICS UNIT FOR FAULT P1707 INTERFERENCE IN MECHATRONIS UNIT LOWER SPECIFIED VALUE TOO LOW.(RO DATE 6/25/08 THRU 7/9/08). I NOW HAVE FAULT P1707 INTERFERENCE IN MECHATRONIC UNIT UPPER LIMIT EXCEEDED.

Activity Date	Activity Time	Activity Comments
08/04/2008	09:33	C/S WHILE DRIVING THE PRNDS LIGHT ON DASH ILLUMINATED AND STARTED FLASHING. C/S THEY TURNED VEHICLE OFF AND RESTARTED IT, THE VEHICLE DROVE NORMAL. CUSTOMER ATTACHED PREVIOUS REPAIR ORDER FROM PUGI VW FOR A REPLACEMENT OF THE MECHATRONIS UNIT FOR FAULT P1707 INTERFERENCE IN MECHATRONIS UNIT LOWER SPECIFIED VALUE TOO LOW.(RO DATE 6/25/08 THRU 7/9/08). I NOW HAVE FAULT P1707 INTERFERENCE IN MECHATRONIC UNIT UPPER LIMIT EXCEEDED.
08/04/2008	09:33	ISSUE OPENED BY DEALERSHIP
08/04/2008	10:13	ADVISED TECH CASE IS BEING ESCALATED TO LEVEL 2. ADVISED TECH TO PERFORM MANUAL BASIC SETTINGS. VEHICLE SELF DIAGNOSIS, CLEAR ECM AND TCM MEMORY, VEHICLE RUNNING AND AT OPERATING TEMPERATURE. FOOT ON BRAKE WITH VEHICLE IN PARK, BASIC SETTINGS TRANS. ENTER 61Q AND ACTIVATE, WHEN NUMBERS APPEAR IN LOWER BOX BACK OUT ONE SCREEN AND ENTER 60Q AND ACTIVATE, WHEN NUMBERS APPEAR CYCLE THE KEY OFF THEN ON, ROAD TEST VEHICLE 15 MILES GOING THROUGH ALL GEARS AND VARIOUS SPEEDS. REEVALUATE CONCERN AND UPDATE VTA.
08/04/2008	10:13	CUSTOMER COMMENTS: C/S WHILE DRIVING THE PRNDS LIGHT ON DASH ILLUMINATED AND STARTED FLASHING. C/S THEY TURNED VEHICLE OFF AND RESTARTED IT, THE VEHICLE DROVE NORMAL.
08/04/2008	10:13	WORKSHOP FINDINGS: CUSTOMER ATTACHED PREVIOUS REPAIR ORDER FROM PUGI VW FOR A REPLACEMENT OF THE MECHATRONICS UNIT FOR FAULT P1707 INTERFERENCE IN MECHATRONIS UNIT LOWER SPECIFIED VALUE TOO LOW.(RO DATE 6/25/08 THRU 7/9/08). I NOW HAVE FAULT P1707 INTERFERENCE IN MECHATRONIC UNIT UPPER LIMIT EXCEEDED.
08/04/2008	11:32	PERFORMED BASIC SETTINGS AND TEST DROVE VEHICLE. RESCANNED AND CURRENTLY HAS NO DTC'S.
08/04/2008	17:45	PLEASE CALL IN THE AM; ASK FOR CHRIS
08/07/2008	11:06	ISSUE UPDATED
08/07/2008	13:13	TECH TO LEAVE CHRIS G. A VOICE MAIL MESSAGE.
08/07/2008	13:15	CALLED CHRIS @ 12:14PM AND HE WAS ON BREAK / LEFT MESSAGE ON HIS VOICE MAIL TO CALL THE TECH DIRECT TO WORK ON A RESOLUTION TO THIS ISSUE JME 8/7/08
08/07/2008	13:47	MECH RED ORDERED P1
08/07/2008	13:47	REPLACE THE MECHATRONIC, FLUID, FILTER AND BOLTS.
08/11/2008	10:53	SPOKE WITH DAVE IN SERVICE..... PARTS ARE ON NATIONAL BACK ORDER..... P1
08/12/2008	10:34	PARTS ARE ON RED ORDER
08/12/2008	10:46	ISSUE SENT TO DEALERSHIP
08/18/2008	09:09	REPLACED MECHATRONICS UNIT AND PERFORMED BASIC SETTINGS. NO DTC'S PRESENT AFTER 20 MILE TEST DRIVE
08/18/2008	10:20	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
08/18/2008	10:20	ISSUE UPDATED

Consultant's Closing Comments

REPLACED MECHATRONICS UNIT AND PERFORMED BASIC SETTINGS. NO DTC'S PRESENT AFTER 20 MILE TEST DRIVE

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
352490	RABBIT	2008	WVWHV71KX8W [REDACTED]	15935	3885	08/04/2008	USA

Workshop Finding

TAKING OFF THE LINE ON LIGHT ACCELL, THERE IS A DELAY LONGER THAN NORMAL, FOLLOWED BY THE TRANSMISSION ENGAGING AND A CLUNK. ALSO A SLIGHT HARSH DOWNSHIFT FROM 2-1 ALL OTHER GEARS AND DRIVING CONDITIONS OPERATING NORMAL, NO FAULTS STORED IN ECM OR TCM.FLUID LEVEL AND CONDITION GOOD.

Activity Date	Activity Time	Activity Comments
08/04/2008	13:37	ISSUE OPENED BY DEALERSHIP
08/04/2008	13:37	TRANISSMION SHIFTING DELAYED. WHEN STOPPED WHEN THE VEHICLE IS WARMED TO OPERATING TEMP. TAKING OFF THE LINE ON LIGHT ACCELL, THERE IS A DELAY LONGER THAN NORMAL, FOLLOWED BY THE TRANSMISSION ENGAGING AND A CLUNK. ALSO A SLIGHT HARSH DOWNSHIFT FROM 2-1 ALL OTHER GEARS AND DRIVING CONDITIONS OPERATING NORMAL, NO FAULTS STORED IN ECM OR TCM.
08/04/2008	13:49	ADVISED THE TECH TO PERFORM MANUAL BASIC SETTINGS. ENTER VEHICLE SELF DIAGNOSIS, CLEAR ECM AND TCM MEMORY. WITH THE VEHICLE RUNNING AND AT OPERATING TEMPERATURE HAVE A FOOT ON BRAKE WITH VEHICLE IN PARK, ENTER BASIC SETTINGS IN TRANS. ENTER 61Q AND ACTIVATE, WHEN NUMBERS APPEAR IN LOWER BOX BACK OUT ONE SCREEN AND ENTER 60Q AND ACTIVATE, WHEN NUMBERS APPEAR CYCLE THE KEY OFF THEN ON, THEN PERFORM "GARAGE SHIFT" BY SHIFTING THE VEHICLE (WHILE RUNNING) FROM PARK TO DRIVE 5 TIMES AND THEN SHIFTING FROM PARK TO REVERSE 5 TIMES. ROAD TEST VEHICLE 20 MILES GOING THROUGH ALL GEARS AUTOMATICALLY AND ALSO THROUGH TIPTRONIC AT VARIOUS SPEEDS. REEVALUATE CONCERN, CHECK FOR FAULTS AND UPDATE VTA.
08/04/2008	13:49	CUSTOMER COMMENTS: TRANISSMION SHIFTING DELAYED. WHEN STOPPED WHEN THE VEHICLE IS WARMED TO OPERATING TEMP.
08/04/2008	13:49	WORKSHOP FINDINGS: TAKING OFF THE LINE ON LIGHT ACCELL, THERE IS A DELAY LONGER THAN NORMAL, FOLLOWED BY THE TRANSMISSION ENGAGING AND A CLUNK. ALSO A SLIGHT HARSH DOWNSHIFT FROM 2-1 ALL OTHER GEARS AND DRIVING CONDITIONS OPERATING NORMAL, NO FAULTS STORED IN ECM OR TCM.FLUID LEVEL AND CONDITION GOOD.
08/04/2008	16:01	RAN BASIC SETTINGS FOR TRANSMISSION AS ADVISED. DROVE VEHICLE 20.7 MILES, CONDITION SEEMS OK ON DOWNSHIFTING NOW, HOWEVER SITTING A STOP LIGHT AND U RELEASE YOUR FOOT OFF THE BRAKE PEDAL VEHICLE WILL SURGE FOWARD A BIT AND THEN CLUNK HARD AND SHIFT INTO GEAR AND WOULD DRIVE NORMAL IN ALL OTHER GEARS AFTER THAT.
08/04/2008	16:09	ADVISED TECH TO UPDATE VTA WITH TRANSMISSION BUILD DATE AND CALL BACK.
08/04/2008	16:14	PRODUCTION DATE IS 02-07-07
08/04/2008	16:16	P1 ADVISED THE TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT.
08/04/2008	16:19	ISSUE UPDATED
08/04/2008	16:36	PARTS ORDERED. WILL RE OPEN ANOTHER TICKET IF CONCERN DOES NOT GO AWAY.
08/05/2008	10:03	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
08/05/2008	10:03	ISSUE UPDATED

Consultant's Closing Comments

TECH TO REPLACE MECHATRONIC, COMPLETED.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
352543	EOS	2008	WVWBA71F48V [REDACTED]	5508	3885	08/04/2008	USA

Workshop Finding

TECH VERIFIED THE CONCERN. TRANS SHUTTERS IN 1ST AND REVERSE.

Activity Date	Activity Time	Activity Comments
08/04/2008	14:52	ISSUE OPENED BY DEALERSHIP
08/04/2008	15:59	C/S WHEN TAKING OFF FROM A STOP. THE VEH, JERKS AND BUCKS, TEST DROVE, WHEN VEH IS COOL THE TRANSMISSION IS WORKING AS DESIGNED. AFTER THE TRANSMISSION IS HOT, FROM A STOP, FWD OR REV. THE VEH SURGES, LIKE THE CLUTCH IS BEING RELEASED TOO FAST. TRYED RESET BASIC SETTINGS, IN SELF DIAG. NO CHANGE.
08/04/2008	16:02	CUSTOMER COMMENTS: C/S WHEN TAKING OFF FROM A STOP. THE VEH, JERKS AND BUCKS, TEST DROVE, WHEN VEH IS COOL THE TRANSMISSION IS WORKING AS DESIGNED. AFTER THE TRANSMISSION IS HOT, FROM A STOP, FWD OR REV. THE VEH SURGES, LIKE THE CLUTCH IS BEING RELEASED TOO FAST. TRYED RESET BASIC SETTINGS, IN SELF DIAG. NO CHANGE.
08/04/2008	16:02	P1 ADVISED THE TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT.
08/04/2008	16:02	WORKSHOP FINDINGS: TECH VERIFIED THE CONCERN. TRANS SHUTTERS IN 1ST AND REVERSE.
08/11/2008	12:36	D2 BRUCE IN SERVICE STATED HE WILL HAVE TICKET UPDATED.
08/25/2008	12:07	REPLACED MECH UNIT AND UPDATED PROGRAMMING, RECHECKED, VEH IS SHIFTING AS DESIGNED.
08/25/2008	18:04	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
08/25/2008	18:04	ISSUE UPDATED

Consultant's Closing Comments

TECH REPLACED THE MECH UNIT. VEHICLE OPERATING TO SPEC AT THIS TIME.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
352772	EOS	2008	WVWFA71F08V [REDACTED]	5429	3885	08/05/2008	USA

Workshop Finding
 TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM. TRANS SHUTTERS IN 1ST AND REVERSE.

Activity Date	Activity Time	Activity Comments
08/05/2008	09:55	C/S WHEN AT STOP LIGHT WHEN PULLING FORWARD CAR JUMPS FORWARD. ROAD TEST CAR IT SEEMS AS IF AT STOPS CAR DISENGAGE OUT OF DRIVE.
08/05/2008	09:55	ISSUE OPENED BY DEALERSHIP
08/05/2008	09:59	CUSTOMER COMMENTS: C/S WHEN AT STOP LIGHT WHEN PULLING FORWARD CAR JUMPS FORWARD. ROAD TEST CAR IT SEEMS AS IF AT STOPS CAR DISENGAGE OUT OF DRIVE.
08/05/2008	09:59	P1 ADVISED THE TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT.
08/05/2008	09:59	WORKSHOP FINDINGS: TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM. TRANS SHUTTERS IN 1ST AND REVERSE.
08/05/2008	10:13	ORDER PARTS
08/05/2008	10:27	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
08/05/2008	10:27	ISSUE UPDATED

Consultant's Closing Comments
 TECH TO REPLACE THE MECH UNIT.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
352841	RABBIT	2007	WVWFV71KX7W [REDACTED]	28700	3885	08/05/2008	USA

Workshop Finding
n/a

Activity Date	Activity Time	Activity Comments
08/05/2008	11:01	ISSUE OPENED BY DEALERSHIP
08/05/2008	11:01	WORKIN ON AN 07 GTI DSG. SHIFTS HARD FROM PARK TO 1ST ,1ST TO 2ND ,2ND TO 3RD. 3RD TO 2ND, ETC HAVE FAULT CODE (P0868 TRANSMISSION PRESSURE ADAPTATION AT IMPACT, UPPER LIMIT EXCEEDED). NO PLAN IN GFF, CALLING FOR PROPER DIAGNOSTIC PROCEDURE THANKS, JUAN
08/05/2008	12:15	CUSTOMER COMMENTS: WORKIN ON AN 07 GTI DSG. SHIFTS HARD FROM PARK TO 1ST ,1ST TO 2ND ,2ND TO 3RD. 3RD TO 2ND, ETC HAVE FAULT CODE (P0868 TRANSMISSION PRESSURE ADAPTATION AT IMPACT, UPPER LIMIT EXCEEDED). NO PLAN IN GFF, CALLING FOR PROPER DIAGNOSTIC PROCEDURE THANKS, JUAN
08/05/2008	12:15	JUAN, PLEASE ORDER A NEW MECH UNIT, FLUID, FILTER, AND BOLTS. ONLY INSTALL NEW PARTS IF FLUID IS PERFECTLY CLEAN AND NOT CONTAMINATED IN ANY WAY. THANKS.
08/08/2008	10:42	PARTS ON BACKORDER. NO ETA AT THIS TIME. [TOM WHITE-SHOP FOREMAN]
08/08/2008	14:37	THANKS FOR THE UPDATE.
08/12/2008	14:57	SPOKE TO DANIEL STATES WORKING ON P1
08/12/2008	17:32	PERFORMED REPAIR, NO CONTAMINATION REPAIR SUCCESS
08/13/2008	16:27	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
08/13/2008	16:27	ISSUE UPDATED

Consultant's Closing Comments
JUAN, PLEASE ORDER A NEW MECH UNIT, FLUID, FILTER, AND BOLTS. ONLY INSTALL NEW PARTS IF FLUID IS PERFECTLY CLEAN AND NOT CONTAMINATED IN ANY WAY. THANKS.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
352946	EOS	2008	WVWFA71F88V [REDACTED]	5045	3885	08/05/2008	USA

Workshop Finding

BASIC SETTINGS HAS ALREADY BEEN PERFORMED.

Activity Date	Activity Time	Activity Comments
08/05/2008	12:18	CUSTOMER STATES THAT WHEN TAKING OFF FROM A STOP CAR HESITATES AND SHUDDERS. SEEMS TO HAPPEN AFTER DRIVING IN HOT WEATHER. VARIFIED. NO FAULTS. PREVIOUS REPAIR I DROVE CAR AND EXPERIANCED PROBLEM, NO FAULTS. I RECOMENDED A COPASITIVE DISCHARGE AND RESET MECATRONIC BASIC SETTINGS. TECH PREFORMED THOSE FUNCTIONS AND I TEST DROVE AFTER AND NORMAL ENGAGEMENT NOTED. THIS CONDITION RE OCURED NEXT DAY IN THE HEAT OF THE DAY 104F. THIS AM TESTDROVE CAR FROM COLD START NO PROBLEM NOTED TILL CAR REACHED NORMAL OPERATING TEMP. OUTSIDE TEMP WAS 92F. ENGAGEMENT PROBLEM IN REVERSE ALSO. I BELIEVE THAT MECHATRONICS UNIT IS CRATERING WHEN IT GETS HOT. WHAT ARE YOUR THOUGHTS? THANS VINCE.
08/05/2008	12:18	ISSUE OPENED BY DEALERSHIP
08/05/2008	12:41	CUSTOMER COMMENTS: CUSTOMER STATES THAT WHEN TAKING OFF FROM A STOP CAR HESITATES AND SHUDDERS. SEEMS TO HAPPEN AFTER DRIVING IN HOT WEATHER. VARIFIED. NO FAULTS. PREVIOUS REPAIR I DROVE CAR AND EXPERIANCED PROBLEM, NO FAULTS. I RECOMENDED A COPASITIVE DISCHARGE AND RESET MECATRONIC BASIC SETTINGS. TECH PREFORMED THOSE FUNCTIONS AND I TEST DROVE AFTER AND NORMAL ENGAGEMENT NOTED. THIS CONDITION RE OCURED NEXT DAY IN THE HEAT OF THE DAY 104F. THIS AM TESTDROVE CAR FROM COLD START NO PROBLEM NOTED TILL CAR REACHED NORMAL OPERATING TEMP. OUTSIDE TEMP WAS 92F. ENGAGEMENT PROBLEM IN REVERSE ALSO. I BELIEVE THAT MECHATRONICS UNIT IS CRATERING WHEN IT GETS HOT. WHAT ARE YOUR THOUGHTS? THANS VINCE.
08/05/2008	12:41	PLEASE REPLACE THE MECH UNIT, FLUID, FILTER, AND THE BOLTS. DO NOT REPLACE PARTS IF FLUID IS NOT OKAY.
08/05/2008	12:41	WORKSHOP FINDINGS: BASIC SETTINGS HAS ALREADY BEEN PERFORMED.
08/12/2008	19:44	SPOKE TO JOHN STATES CAR IS DONE AND GONE PLEASE CLOSE CASE C1
08/15/2008	12:53	SORRY FOR DELAY IN CLOSING THIS, I HAVE HAD MEDICAL ISSUES. REPAIR WAS THE ANSWER AND CAR WAS FIXED. THANK YOU FOR YOUR HELP.
08/15/2008	18:18	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
08/15/2008	18:18	ISSUE UPDATED

Consultant's Closing Comments

PLEASE REPLACE THE MECH UNIT, FLUID, FILTER, AND THE BOLTS. DO NOT REPLACE PARTS IF FLUID IS NOT OKAY.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
353136	JETTA	2008	3VWRJ71KX8M [REDACTED]	236	3885	08/05/2008	USA

Workshop Finding

TECH VERIFIED THE CONCERN. 1 FAULT IN THE TCM. GFF PERFORMED.

Activity Date	Activity Time	Activity Comments
08/05/2008	15:03	COMPLAINT NO REVERSE GFF MUTIPULL LOW VOLTAGE CODES TRANS FAULT P1707 CLEARED CODES AND RESTARTED GFF STILL WILL NOT PREFORM BASIC SETTING/ BECAUSE OF TRANS FAULT
08/05/2008	15:03	ISSUE OPENED BY DEALERSHIP
08/05/2008	15:17	ADVISED THE TECH TO CHECK POWER AND GROUND TO THE MECH UNIT AND VOLT DROP THE MECH UNIT POWER AND GROUND.
08/05/2008	15:17	CUSTOMER COMMENTS: COMPLAINT NO REVERSE GFF MUTIPULL LOW VOLTAGE CODES TRANS FAULT P1707 CLEARED CODES AND RESTARTED GFF STILL WILL NOT PREFORM BASIC SETTING/ BECAUSE OF TRANS FAULT
08/05/2008	15:17	WORKSHOP FINDINGS: TECH VERIFIED THE CONCERN. 1 FAULT IN THE TCM. GFF PERFORMED.
08/05/2008	15:54	P1 TECH STATES HE HAS 12.36 VOLTS AT THE BATTERY AND MECH UNIT GROUND WIRES CHECK OUT GOOD ALSO. ADVISED THE TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT.
08/12/2008	14:41	D2 CALLED DEALER, WAITED ON HOLD FOR KEVIN FOR 5 MINUTES. NO UPDATE AT THIS TIME.
08/12/2008	15:20	PREFORME REPAIRS ADVISED BY TECH ASSIST PREFORMED ALL BASE SETTINGS AND TEST DROVE 5 MILES ALL WORKING TO SPEC AT THIS TIME REPAIRS COMPLETED THANK YOU TECH 405 RICHARD AGEE JR
08/12/2008	15:23	PREFORME REPAIRS ADVISED BY TECH ASSIST PREFORMED ALL BASE SETTINGS AND TEST DROVE 5 MILES ALL WORKING TO SPEC AT THIS TIME REPAIRS COMPLETED THANK YOU TECH 405 RICHARD AGEE JR
08/13/2008	07:39	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
08/13/2008	07:39	ISSUE UPDATED

Consultant's Closing Comments

TECH REPLACED THE MECH UNIT. VEHICLE OPERATING TO SPEC AT THIS TIME.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
353190	EOS	2008	WVWFA71F38V [REDACTED]	10503	3885	08/05/2008	USA

Workshop Finding

VEHICLE WILL NOT SHIFT. CHECK FAULTS= BASIC SETTING NOT CARRIED OUT. PERFORMED BASIC SETTING WITH GFF, ROADTEST= FAULT COMES BACK. ANY IDEA? THANKS, SCOTT

Activity Date	Activity Time	Activity Comments
08/05/2008	15:40	ISSUE OPENED BY DEALERSHIP
08/05/2008	15:40	REPLACE MECH UNIT. PER HELPLINE. VEHICLE WILL NOT SHIFT. CHECK FAULTS= BASIC SETTING NOT CARRIED OUT. PERFORMED BASIC SETTING WITH GFF, ROADTEST= FAULT COMES BACK. ANY IDEA? THANKS, SCOTT
08/05/2008	15:51	ADVISED THE TECH TO PERFORM MANUAL BASIC SETTINGS. ENTER VEHICLE SELF DIAGNOSIS, CLEAR ECM AND TCM MEMORY. WITH THE VEHICLE RUNNING AND AT OPERATING TEMPERATURE HAVE A FOOT ON BRAKE WITH VEHICLE IN PARK, ENTER BASIC SETTINGS IN TRANS. ENTER 61Q AND ACTIVATE, WHEN NUMBERS APPEAR IN LOWER BOX BACK OUT ONE SCREEN AND ENTER 60Q AND ACTIVATE, WHEN NUMBERS APPEAR CYCLE THE KEY OFF THEN ON, THEN PERFORM "GARAGE SHIFT" BY SHIFTING THE VEHICLE (WHILE RUNNING) FROM PARK TO DRIVE 5 TIMES AND THEN SHIFTING FROM PARK TO REVERSE 5 TIMES. ROAD TEST VEHICLE 20 MILES GOING THROUGH ALL GEARS AUTOMATICALLY AND ALSO THROUGH TIPTRONIC AT VARIOUS SPEEDS. REEVALUATE CONCERN, CHECK FOR FAULTS AND UPDATE VTA.
08/05/2008	15:51	CUSTOMER COMMENTS: REPLACE MECH UNIT. PER HELPLINE.
08/05/2008	15:51	WORKSHOP FINDINGS: VEHICLE WILL NOT SHIFT. CHECK FAULTS= BASIC SETTING NOT CARRIED OUT. PERFORMED BASIC SETTING WITH GFF, ROADTEST= FAULT COMES BACK. ANY IDEA? THANKS, SCOTT
08/05/2008	16:44	THAT WORKED GOOD. THANK YOU, SCOTT
08/05/2008	17:27	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
08/05/2008	17:27	ISSUE UPDATED

Consultant's Closing Comments

PERFORMED MANUAL BASIC SETTINGS, COMPLETED.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
353352	EOS	2008	WVWBA71F48V [REDACTED]	45465	3885	08/06/2008	USA

Workshop Finding

FOUND DTC 18223 P1815 PRESSURE CONTROL VALVE 1-N215 SHORT CIRCUIT TO B+. RAN GUIDED FAULT FINDING. IT SAID REPLACE THE MECHATRONICS UNIT. CHECKED THE FLUID LEVEL IT WAS OK AND NOT BURNED. I NEED AN AUTH. FOR THE PART.

Activity Date	Activity Time	Activity Comments
08/06/2008	00:46	CUSTOMER STATES THAT THERE IS A PROBLEM WITH THE TRANSMISSION THERE IS A HARD JERK WHEN GOING FROM REV. TO DRIVE. FOUND DTC 18223 P1815 PRESSURE CONTROL VALVE 1-N215 SHORT CIRCUIT TO B+. RAN GUIDED FAULT FINDING. IT SAID REPLACE THE MECHATRONICS UNIT. CHECKED THE FLUID LEVEL IT WAS OK AND NOT BURNED. I NEED AN AUTH. FOR THE PART.
08/06/2008	00:46	ISSUE OPENED BY DEALERSHIP
08/06/2008	12:13	CUSTOMER COMMENTS: CUSTOMER STATES THAT THERE IS A PROBLEM WITH THE TRANSMISSION THERE IS A HARD JERK WHEN GOING FROM REV. TO DRIVE.
08/06/2008	12:13	TECH TO TRY PERFORMING BASIC SETTINGS MANUALLY IN 61 AND 60, PERFORM ROAD TEST TO SEE IF THE FAULT RETURNS AND/OR THE CONCERN IS STILL PRESENT. IF THIS DOES NOT CORRECT THE ISSUE REPLACE MECHATRONIC
08/06/2008	12:13	WORKSHOP FINDINGS: FOUND DTC 18223 P1815 PRESSURE CONTROL VALVE 1-N215 SHORT CIRCUIT TO B+. RAN GUIDED FAULT FINDING. IT SAID REPLACE THE MECHATRONICS UNIT. CHECKED THE FLUID LEVEL IT WAS OK AND NOT BURNED. I NEED AN AUTH. FOR THE PART.
08/06/2008	22:52	REPLACED THE MECHATRONICS UNIT
08/07/2008	11:15	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
08/07/2008	11:15	ISSUE UPDATED

Consultant's Closing Comments

REPLACED THE MECHATRONICS UNIT

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
353371	EOS	2008	WVWBA71F38V [REDACTED]	15448	3885	08/06/2008	USA

Workshop Finding

n/a

Activity Date	Activity Time	Activity Comments
08/06/2008	08:38	ISSUE OPENED BY DEALERSHIP
08/06/2008	08:38	TRANSMISSION DONNE DES COUPS EN RECLANT ET MOINS PIRE EN AVANCANT DE 0 A 10 KM/HR 2 IEME FOIS QUE LE CLIENT REVIENT POUR MEME PLAINT, VERIFICATION DU NIVEAU HUILE A TRANS A ETE FAIT ET REGLAGE DE BASE DE LA TRANS. DSG A ETE FAIT IL Y AVAIT 1/2 L. HUILE A TRANS EN TROP, LES COUPS DONNES PAR LA TRANS ETAIT PLUS VIOLENT A LA PREMIERE VISITE SELON LE CLIENT
08/06/2008	12:29	CUSTOMER COMMENTS: TRANSMISSION DONNE DES COUPS EN RECLANT ET MOINS PIRE EN AVANCANT DE 0 A 10 KM/HR 2 IEME FOIS QUE LE CLIENT REVIENT POUR MEME PLAINT, VERIFICATION DU NIVEAU HUILE A TRANS A ETE FAIT ET REGLAGE DE BASE DE LA TRANS. DSG A ETE FAIT IL Y AVAIT 1/2 L. HUILE A TRANS EN TROP, LES COUPS DONNES PAR LA TRANS ETAIT PLUS VIOLENT A LA PREMIERE VISITE SELON LE CLIENT
08/06/2008	12:29	FAIT BASIC SETTING MANUEL ET VERIFIE HUILE A 30 DEGREE ET VERIFIE SWITCH
08/07/2008	09:19	TRANSFER A LUCIEN
08/07/2008	11:57	REPLACE MECHATRONIC SI SWITCH A FREIN BONNE
08/13/2008	09:35	PARLER A GILLES IL VA FERMER LE TICKET
08/13/2008	11:45	FAIRE TEST SELON RECOMMANDATIONS RIEN NE CHANGE TOUJOURS MEME PROBLEME COMMANDER MECHATRONIC
08/18/2008	08:55	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
08/18/2008	08:55	ISSUE UPDATED

Consultant's Closing Comments

REPLACED MECHATRONIC

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
353450	EOS	2008	WVWBA71F18V [REDACTED]	10441	3885	08/06/2008	USA

Workshop Finding

TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM.

Activity Date	Activity Time	Activity Comments
08/06/2008	10:08	CUSTOMER STATED VEHICLE HESITATES. ROAD TESTED. WHILE COASTING IN FIRST OR SECOND GEAR FEEL TRANSMISSION DISENGAGING CLUTCHS, THEN WHEN APPLYING THROTTLE FEEL THE TRANS BANG INTO GEAR (FIRST AND SECOND)
08/06/2008	10:08	ISSUE OPENED BY DEALERSHIP
08/06/2008	10:16	CUSTOMER COMMENTS: CUSTOMER STATED VEHICLE HESITATES. ROAD TESTED. WHILE COASTING IN FIRST OR SECOND GEAR FEEL TRANSMISSION DISENGAGING CLUTCHS, THEN WHEN APPLYING THROTTLE FEEL THE TRANS BANG INTO GEAR (FIRST AND SECOND)
08/06/2008	10:16	P1 ADVISED THE TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT.
08/06/2008	10:16	WORKSHOP FINDINGS: TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM.
08/06/2008	13:41	RELEASED CAR TO CUSTOMER UNTIL PARTS ARRIVE
08/06/2008	15:00	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
08/06/2008	15:00	ISSUE UPDATED

Consultant's Closing Comments

TECH TO REPLACE THE MECH UNIT.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
353623	EOS	2007	WVWBA71F07V [REDACTED]	10771	3885	08/06/2008	USA

Workshop Finding

TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM. TRANS SHUTTERS IN 1ST AND REVERSE.

Activity Date	Activity Time	Activity Comments
08/06/2008	13:06	CUSTOMER COMPLAINS OF HESITATION; WHEN VECHILE IS HOT AND YOU COME TO A STOP AND TAKE OFF IT TAKES A SPLIT SECOND FOR IT TO ENGAGE INTO GEAR LIKE IT WAS SITTING IN NEUTRAL; WE HAVE TWO EOS' THAT DO THE SAME THING; FLUID IS UP AND NO FAULT CODES; CAN THIS BE FIXED?
08/06/2008	13:06	ISSUE OPENED BY DEALERSHIP
08/06/2008	13:33	ADVISED THE TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT.
08/06/2008	13:33	CUSTOMER COMMENTS: CUSTOMER COMPLAINS OF HESITATION; WHEN VECHILE IS HOT AND YOU COME TO A STOP AND TAKE OFF IT TAKES A SPLIT SECOND FOR IT TO ENGAGE INTO GEAR LIKE IT WAS SITTING IN NEUTRAL; WE HAVE TWO EOS' THAT DO THE SAME THING; FLUID IS UP AND NO FAULT CODES; CAN THIS BE FIXED?
08/06/2008	13:33	WORKSHOP FINDINGS: TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM. TRANS SHUTTERS IN 1ST AND REVERSE.
08/06/2008	13:43	ORDERED PARTS
08/06/2008	14:58	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
08/06/2008	14:58	ISSUE UPDATED

Consultant's Closing Comments

TECH TO REPLACE THE MECH UNIT.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
353753	EOS	2007	WVWBA71F77V [REDACTED]	12360	3885	08/06/2008	USA

Workshop Finding

TECH VERIFIED THE CONCERN. TRANS SHUTTERS IN 1ST AND REVERSE. NO FAULTS IN THE ECM OR TCM.

Activity Date	Activity Time	Activity Comments
08/06/2008	15:06	CAR BUCKS ON TAKE OFF FORWARD AN REVERSE HAD FAULTS FOT THROTTLE BODY REPLACED SET TO BASICS ROAD TEST SEEMED OK THEN STILL ON SLOW TAKE OFFS IT ACTS UP
08/06/2008	15:06	ISSUE OPENED BY DEALERSHIP
08/06/2008	15:28	CUSTOMER COMMENTS: CAR BUCKS ON TAKE OFF FORWARD AN REVERSE HAD FAULTS FOT THROTTLE BODY REPLACED SET TO BASICS ROAD TEST SEEMED OK THEN STILL ON SLOW TAKE OFFS IT ACTS UP
08/06/2008	15:28	ISSUE SENT TO DEALERSHIP
08/06/2008	15:28	P1 ADVISED THE TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT.
08/06/2008	15:28	WORKSHOP FINDINGS: TECH VERIFIED THE CONCERN. TRANS SHUTTERS IN 1ST AND REVERSE. NO FAULTS IN THE ECM OR TCM.
08/08/2008	09:49	ORDER PARTS OWNER PICK UP CAR THANK YOU
08/08/2008	10:44	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
08/08/2008	10:44	ISSUE UPDATED

Consultant's Closing Comments

TECH TO REPLACE THE MECH UNIT.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
353834	EOS	2008	WVWBA71F98V [REDACTED]	14000	3885	08/06/2008	USA

Workshop Finding

MULTIPLE FAULTS IN MULTIPLE MODULES.

Activity Date	Activity Time	Activity Comments
08/06/2008	16:35	ISSUE OPENED BY DEALERSHIP
08/06/2008	16:35	U0101,GEARBOXNO COMMUNICATION VOLTAGE TERMANAL50 FAULT IN CIRCUIT ,CAR WONT CRANK
08/06/2008	16:47	CUSTOMER COMMENTS: U0101,GEARBOXNO COMMUNICATION VOLTAGE TERMANAL50 FAULT IN CIRCUIT ,CAR WONT CRANK
08/06/2008	16:47	PLEASE FAX TO 800.403.4710
08/06/2008	16:47	WORKSHOP FINDINGS: MULTIPLE FAULTS IN MULTIPLE MODULES.
08/07/2008	09:44	ADVISED TECH TO VERIFY POWERS AND GROUND ARE PRESENT TO TCM. J682 IS ACTIVATED DURING START CYCLE IF ALL PARAMETERS ARE CORRECT. WITHOUT A GEAR INPUT FROM TCM IT IS LIKELY THIS VEHICLE WILL DISABLE THE 50 POWER RELAY UNTIL COMMUNICATION IS RESTORED.
08/07/2008	15:39	VOLTAGE DROPS WERE OKAY FOR BOTH POWERS AND BOTH GROUNDS. TECH TO REPLACE THE MECH UNIT, FLUID, FILTER, AND BOLTS. THANKS.
08/11/2008	17:03	PARTS ORDERED/ ON BACK ORDER
08/11/2008	19:40	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
08/11/2008	19:40	ISSUE UPDATED

Consultant's Closing Comments

VOLTAGE DROPS WERE OKAY FOR BOTH POWERS AND BOTH GROUNDS. TECH TO REPLACE THE MECH UNIT, FLUID, FILTER, AND BOLTS. THANKS.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
353916	RABBIT	2008	WVWHV71K58W [REDACTED]	14475	3885	08/07/2008	USA

Workshop Finding

TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM.

Activity Date	Activity Time	Activity Comments
08/07/2008	08:34	CUSTOMER STATES THAT THE VEHICLE IS NOT SMOOTH IN FIRST GEAR IN SLOW DRIVING CONDITIONS SUCH AS STOP & GO TRAFFIC. VEHICLE SEEMS TO CHUG AND THEN SHIFTS HARD INTO 2ND GEAR. COULD NOT DUPLICATE HARD SHIFTING. VEHICLE LURCHES OR ROCKS FORWARD REPEATEDLY WHEN DRIVING JUST ABOVE IDLE, WITH FOOT ON ACCELERATOR. NO FAULTS. CHECKED THROTTLE POSITION MVB WHILE DUPLICATING CONCERN, THROTTLE POSITION REMAINS STEADY.
08/07/2008	08:34	ISSUE OPENED BY DEALERSHIP
08/07/2008	08:38	CUSTOMER COMMENTS: CUSTOMER STATES THAT THE VEHICLE IS NOT SMOOTH IN FIRST GEAR IN SLOW DRIVING CONDITIONS SUCH AS STOP & GO TRAFFIC. VEHICLE SEEMS TO CHUG AND THEN SHIFTS HARD INTO 2ND GEAR. COULD NOT DUPLICATE HARD SHIFTING. VEHICLE LURCHES OR ROCKS FORWARD REPEATEDLY WHEN DRIVING JUST ABOVE IDLE, WITH FOOT ON ACCELERATOR. NO FAULTS. CHECKED THROTTLE POSITION MVB WHILE DUPLICATING CONCERN, THROTTLE POSITION REMAINS STEADY.
08/07/2008	08:38	P1 ADVISED THE TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT.
08/07/2008	08:38	WORKSHOP FINDINGS: TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM.
08/07/2008	08:54	ORDERED MECH UNIT, BOLTS. VEHICLE TO BE RELEASED TO CUST UNTIL PARTS ARRIVE.
08/07/2008	10:58	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
08/07/2008	10:58	ISSUE UPDATED

Consultant's Closing Comments

TECH TO REPALCE THE MECH UNIT.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
353936	JETTA	2008	3VWRJ71K38M [REDACTED]	2519	3885	08/07/2008	USA

Workshop Finding

TECH VERIFIED THE CONCERN. 3 FAULTS IN THE TCM.

Activity Date	Activity Time	Activity Comments
08/07/2008	09:13	CUST CONCERN: CUSTOMER STATES CHECK ENGINE LIGHT IS ON AND IS STUCK IN FIRST GEAR. PRNDL AREA IS FLASHING. RAN GFF FOUND FAULTS: P1707 INTERFERENCE IN MECHATRONIC UNIT NO SIGNAL/COMMUNICATION SPORADIC. P1746 SUPPLY VOLTAGE FOR SOLENOID VALVES ELECTRICAL FAULT IN CIRCUIT. P2723 PRESSURE CONTR. SOLENOID E PERFORMANCE OR STUCK OFF SPORADIC.
08/07/2008	09:13	ISSUE OPENED BY DEALERSHIP
08/07/2008	09:16	CUSTOMER COMMENTS: CUST CONCERN: CUSTOMER STATES CHECK ENGINE LIGHT IS ON AND IS STUCK IN FIRST GEAR. PRNDL AREA IS FLASHING. RAN GFF FOUND FAULTS: P1707 INTERFERENCE IN MECHATRONIC UNIT NO SIGNAL/COMMUNICATION SPORADIC. P1746 SUPPLY VOLTAGE FOR SOLENOID VALVES ELECTRICAL FAULT IN CIRCUIT. P2723 PRESSURE CONTR. SOLENOID E PERFORMANCE OR STUCK OFF SPORADIC.
08/07/2008	09:16	P1 ADVISED THE TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT.
08/07/2008	09:16	WORKSHOP FINDINGS: TECH VERIFIED THE CONCERN. 3 FAULTS IN THE TCM.
08/07/2008	09:18	ORDERED MECHATRONICS UNITS, FILTER, FLUID, AND BOLTS. AWAITING PART ARRIVAL
08/07/2008	10:45	THANK YOU FOR THE UPDATE. REMEMBER TO UPDATE AND CLOSE THE TICKET ONCE THE REPAIR IS DONE.
08/13/2008	08:38	AWAITING PART ARRIVAL
08/13/2008	09:02	THANK YOU FOR THE UPDATE. REMEMBER TO UPDATE AND CLOSE THE TICKET ONCE THE REPAIR IS DONE.
08/14/2008	09:19	REPLACED MECHATRONICS UNIT, BOLTS, DSG FILTER, AND GSD FLUID. SET FLUID LEVEL, SET BASIC SETTING. TEST DROVE VEHICLE. VEHICLE OPERATING TO SPEC NO FAULTS RETURNED.
08/14/2008	09:20	CLOSE
08/14/2008	15:57	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
08/14/2008	15:57	ISSUE UPDATED

Consultant's Closing Comments

TECH REPLACED THE MECH UNIT. VEHICLE OPERATING TO SPEC AT THIS TIME.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
354182	EOS	2008	WVWBA71F58V [REDACTED]	4965	3885	08/07/2008	USA

Workshop Finding

TECH VERIFIED THE CONCERN. TECH STATES HE HAS REPLACED THE MECH UNIT AND NOT THE TRANS HAS AN SPORADIC SHIFT CONCERN. VEHICLE NOT IN THE SHOP AT THIS TIME.

Activity Date	Activity Time	Activity Comments
08/07/2008	14:33	AFTER REPLACING THE MECHATRONIC UNIT AND PERFORMING BASIC SETTINGS, ROAD TESTED VEHICLE AND FOUND TRANSMISSION BETTER BUT NOT 100% OK, INTERMITTENTLY WHEN PULLING OFF FROM A STOP IT WILL EITHER TAKE TOO LONG TO TAKE OFF OR IT WILL SPIN THE WHEELS AS IF HAD TOO MUCH TORQUE.
08/07/2008	14:33	ISSUE OPENED BY DEALERSHIP
08/07/2008	15:28	ADVISED THE TECH TO SET UP FOR THE TRANS BASIC SETTINGS.
08/07/2008	15:28	CUSTOMER COMMENTS: AFTER REPLACING THE MECHATRONIC UNIT AND PERFORMING BASIC SETTINGS, ROAD TESTED VEHICLE AND FOUND TRANSMISSION BETTER BUT NOT 100% OK, INTERMITTENTLY WHEN PULLING OFF FROM A STOP IT WILL EITHER TAKE TOO LONG TO TAKE OFF OR IT WILL SPIN THE WHEELS AS IF HAD TOO MUCH TORQUE.
08/07/2008	15:28	WORKSHOP FINDINGS: TECH VERIFIED THE CONCERN. TECH STATES HE HAS REPLACED THE MECH UNIT AND NOT THE TRANS HAS AN SPORADIC SHIFT CONCERN. VEHICLE NOT IN THE SHOP AT THIS TIME.
08/07/2008	15:57	A2 CASE TO BE ESCALATED FOR REVIEW. ADVISED THE TECH ON HOW TO PERFORM THE TRANS BASIC SETTINGS.
08/07/2008	16:51	02E AD 1403 MVB 54 J28 DRIVE AN ADDITIONAL 15 MILES
08/07/2008	18:04	AFTER SETTING BASIC SETTINGS AND ROAD TESTING, VEHICLE STILL ACTS UP
08/07/2008	19:04	PLUG IN THE OLD MECHATRONIC AND GET THE PART NO AND SOFTWARE.
08/07/2008	20:18	OLD MECHATRONIC PART NUMBER 02E 300 044K, 02E 927 770 AE, SOFTWARE LEVEL 1403 NEW MECHATRONIC PART NUMBER 02E 300 044K, 02E 927 770 AD, SOFTWARE LEVEL 1403
08/08/2008	16:21	PLEASE CALL IN WHEN YOU HAVE TIME, THANKS!
08/11/2008	19:22	ISSUE UPDATED
08/12/2008	15:02	CALLED THE TECH AND FOUND THAT THE DEALER IS SHORT HANDED AND THE TECH HAS BEEN WORKING ON OTHER VEHICLES D2
08/12/2008	16:16	ISSUE UPDATED
08/13/2008	17:15	CUSTOMER TOOK VEHICLE, VEHICLE NO LONGER AT DEALER
08/13/2008	17:26	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
08/13/2008	17:26	ISSUE UPDATED

Consultant's Closing Comments

A2 CASE TO BE ESCALATED FOR REVIEW.CUSTOMER TOOK VEHICLE, VEHICLE NO LONGER AT DEALER

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
354238	JETTA	2007	3VWWJ71K67M [REDACTED]	7094	3885	08/07/2008	USA

Workshop Finding

RAN GFF FOUND CODES P0868 SHIFT PRESSURE AT ADAPT IMPACT, AND P2711 IMPLAUSIBLE SHIFT SEQUENCE. GFF RAN TESTS FOR INPUT AND OUTPUT SPEED SENSORS ALL OK AT THIS TIME.

Activity Date	Activity Time	Activity Comments
08/07/2008	15:35	CUSTOMER STATES MIL LIGHT COMES ON, WHEN COMING TO A STOP CAR WILL JERK AND BUCK AND THEN WILL LOSE REVERSE. RAN GFF FOUND CODES P0868 SHIFT PRESSURE AT ADAPT IMPACT, AND P02711 IMPLAUSIBLE SHIFT SEQUENCE. GFF RAN TESTS FOR INPUT AND OUTPUT SPEED SENSORS ALL OK AT THIS TIME.
08/07/2008	15:35	ISSUE OPENED BY DEALERSHIP
08/07/2008	15:43	ADVISED TECH TO REPLACE MECH UNIT, BOLTS AND FILTER, UPDATE VTA WHEN COMPLETED.
08/07/2008	15:43	CUSTOMER COMMENTS: CUSTOMER STATES MIL LIGHT COMES ON, WHEN COMING TO A STOP CAR WILL JERK AND BUCK AND THEN WILL LOSE REVERSE.
08/07/2008	15:43	WORKSHOP FINDINGS: RAN GFF FOUND CODES P0868 SHIFT PRESSURE AT ADAPT IMPACT, AND P2711 IMPLAUSIBLE SHIFT SEQUENCE. GFF RAN TESTS FOR INPUT AND OUTPUT SPEED SENSORS ALL OK AT THIS TIME.
08/11/2008	16:47	ORDERED NEW MECTRONICS UNIT.
08/11/2008	17:55	THANKS FOR THE UPDATE.
08/14/2008	14:27	SPOKE WITH LARRY IN SERVICE..... PARTS HAVE ARRIVED AND THE TECH IS WORKING ON THE CONCERN TODAY..... P2
08/14/2008	17:28	REPLACED MECH UNIT BLOTS AND FILTER, TEST DROVE ALL ISSUES RESOLVED
08/14/2008	18:22	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
08/14/2008	18:22	ISSUE UPDATED

Consultant's Closing Comments

REPLACED MECH UNIT, COMPLETED.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
354299	EOS	2008	WVWBA71F38V [REDACTED]	248	3885	08/07/2008	USA

Workshop Finding

GFF 18223 P1815 008 PRESSURE CONTROL VALVE 1 FOR AUTO TRASMISSION N215 SHORT CIRCUIT TO B+ RANGE PERFORMANCE.AT FIRST SAID S/P,ERASED FAULT STARTED CAR PUT IN REVERSE NOTHING HAPPENED AND PERTERNAL STARTED FLASHING.

Activity Date	Activity Time	Activity Comments
08/07/2008	16:52	HAVE BRAND NEW CAR FROM ANOTHER DEALER.VEHICLE HAS NO REVERSE,BUT GOES FORWARD.GFF 18223 P1815 008 PRESSURE CONTROL VALVE 1 FOR AUTO TRASMISSION N215 SHORT CIRCUIT TO B+ RANGE PERFORMANCE.AT FIRST SAID S/P,ERASED FAULT STARTED CAR PUT IN REVERSE NOTHING HAPPENED AND PERTERNAL STARTED FLASHING.
08/07/2008	16:52	ISSUE OPENED BY DEALERSHIP
08/07/2008	17:27	ADVISED TECH TO REPLACE MECH UNIT, FLUID, FILTER AND BOLTS, UPDATE VTA WHEN COMPLETED.
08/07/2008	17:27	CUSTOMER COMMENTS: HAVE BRAND NEW CAR FROM ANOTHER DEALER.VEHICLE HAS NO REVERSE,BUT GOES FORWARD.
08/07/2008	17:27	WORKSHOP FINDINGS: GFF 18223 P1815 008 PRESSURE CONTROL VALVE 1 FOR AUTO TRASMISSION N215 SHORT CIRCUIT TO B+ RANGE PERFORMANCE.AT FIRST SAID S/P,ERASED FAULT STARTED CAR PUT IN REVERSE NOTHING HAPPENED AND PERTERNAL STARTED FLASHING.
08/14/2008	15:18	SPOKE TO ED IN SERVICE. PARTS HAVE ARRIVED AND WILL BE INSTALLED SOON; P1
08/15/2008	11:27	INSTALLED NEW PARTS CHECKED FLUID LEVEL NEED TO PERFORM BASIC SETTINGS,GIULIO SAID A MANUAL BASIC SETTINGS HAD TO BE DONE.
08/15/2008	11:41	ADVISED TECH TO PERFORM MANUAL BASIC SETTINGS. VEHICLE SELF DIAGNOSIS, CLEAR ECM AND TCM MEMORY, VEHICLE RUNNING AND AT OPERATING TEMPERATURE. FOOT ON BRAKE WITH VEHICLE IN PARK, BASIC SETTINGS TRANS. ENTER 61Q AND ACTIVATE, WHEN NUMBERS APPEAR IN LOWER BOX BACK OUT ONE SCREEN AND ENTER 60Q AND ACTIVATE, WHEN NUMBERS APPEAR CYCLE THE KEY OFF THEN ON, ROAD TEST VEHICLE 15 MILES GOING THROUGH ALL GEARS AND VARIOUS SPEEDS. REEVALUATE CONCERN AND UPDATE VTA
08/18/2008	17:57	PERFORMED BASIC SETTINGS ON TRANSMISSION ROAD TESTED 15 MILES CHECKED SHIFTING,TIPTRONIC,SPORT MODE,EVERTHING WORKING AS DESIGNED.
08/18/2008	18:09	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
08/18/2008	18:09	ISSUE UPDATED

Consultant's Closing Comments

REPLACED MECHATRONIC UNIT, COMPLETED.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
354360	RABBIT	2008	WVWFV71K18W [REDACTED]	12414	3735	08/08/2008	USA

Workshop Finding
 TECH VERIFIED THE CONCERN. TRANS STILL SHUTTERING AND SHIFTING POORLY. NO FAULTS IN THE ECM OR TCM.

Activity Date	Activity Time	Activity Comments
08/08/2008	08:02	ISSUE OPENED BY DEALERSHIP
08/08/2008	08:07	CUSTOMER STATES THERE IS STILL A HARD SHIFT IN TRANS IN LOWER GEARS I DROVE VEHICAL IT HAS A SERGING EFFECT WHILE APROCHING STOP LIGHT OR TAKING OFF FROM A STOP LITE I HAVE PUT A MECATRONICS AND A TRANS IN THIS VEHICAL PLEASE ADVISE
08/08/2008	08:30	A2 CASE TO BE ESCALATED FOR REVIEW. ADVISED THE TECH TO CHECK MASS AIR DRAW, FUEL TRIM AND BOOST PRESSURES.
08/08/2008	08:30	CUSTOMER COMMENTS: CUSTOMER STATES THERE IS STILL A HARD SHIFT IN TRANS IN LOWER GEARS I DROVE VEHICAL IT HAS A SERGING EFFECT WHILE APROCHING STOP LIGHT OR TAKING OFF FROM A STOP LITE I HAVE PUT A MECATRONICS AND A TRANS IN THIS VEHICAL PLEASE ADVISE
08/08/2008	08:30	WORKSHOP FINDINGS: TECH VERIFIED THE CONCERN. TRANS STILL SHUTTERING AND SHIFTING POORLY. NO FAULTS IN THE ECM OR TCM.
08/11/2008	14:39	PERFORMED TESTS AND THE VALUES FOR 115 ARE 3000 16.5 570 1040 WHEN IT IS BROUGHT FROM 2000 TO 3000 VALU BLOCK 32 IS 1.1 -2.3 VALUE BLOCK 33 IS 1.2 1.5 ADVISE
08/11/2008	17:15	MVB 32 -1.1 AND -2.3
08/11/2008	17:17	J03
08/11/2008	17:18	MVB 33 AT 2.3 WHEN THE CONCERN HAPPENS
08/11/2008	17:24	ADVISED THE TECH TO PERFORM MANUAL BASIC SETTINGS. ENTER VEHICLE SELF DIAGNOSIS, CLEAR ECM AND TCM MEMORY. WITH THE VEHICLE RUNNING AND AT OPERATING TEMPERATURE HAVE A FOOT ON BRAKE WITH VEHICLE IN PARK, ENTER BASIC SETTINGS IN TRANS. ENTER 61Q AND ACTIVATE, WHEN NUMBERS APPEAR IN LOWER BOX BACK OUT ONE SCREEN AND ENTER 60Q AND ACTIVATE, WHEN NUMBERS APPEAR CYCLE THE KEY OFF THEN ON, PERFORM GARAGE SHIFT BY SHIFTING THE VEHICLE (WHILE RUNNING) FROM PARK TO DRIVE 5 TIMES AND THEN SHIFTING FROM PARK TO REVERSE 5 TIMES. ROAD TEST VEHICLE 20 MILES GOING THROUGH ALL GEARS AUTOMATICALLY AND ALSO THROUGH TIPTRONIC AT VARIOUS SPEEDS. REEVALUATE CONCERN, CHECK FAULT MEMORY AND UPDATE VTA.
08/13/2008	14:14	ISSUE UPDATED
08/13/2008	18:07	DRIVE 50 MILES. CHECK EXACT CONCERN AND WHICH GEARS ARE AFFECTED. FYI PS/ FOM
08/14/2008	13:42	ISSUE SENT TO DEALERSHIP
08/14/2008	13:42	SPOKE WITH TECHNICIAN REGARDING THIS VEHICLE AND ALSO WITH QA. ADVISED THE TECH TO ORDER A MECHATRONIC AND THAT AN ENGINEER WOULD ABLE TO VISIT THE VEHICLE WHEN THE MECH ARRIVES.
08/14/2008	14:32	THE ORDER # IS 1004919326 DEALER P O IS 081408WR CARRIER CODE 89 MATERIAL 02E325025ADZC1 PLANT 0405 THANK YOU
08/14/2008	15:24	THANKS, I GAVE THE INFO TO QA AND WILL HAVE AN UPDATE IN THE AM (HOPEFULLY)
08/18/2008	11:32	EXPECT A VISIT WITH QA THURSDAY, THANKS! REQUEST FOR FIELD INVOLVEMENT SENT A3
08/19/2008	07:06	SOUNDS GREAT IF THERE IS ANYTHING YOU WOULD LIKE ME TO ACCOMPLISH BEFORE THER ARIVAL OR ANYTHING I NEED TO OBTAIN BEFORE THEY ARIVE LET ME KNOW THANK YOU
08/19/2008	13:57	NAH JUST EXPECT YOUR QTM AND AN ENGINNER TO ARRIVE THURSDAY AM. THANKS!
08/21/2008	13:02	QTM AND ENGINER ARIVED AND CAME TO THE CONCLUSION THAT THE CONCERN WAS THAT THERE IS NO UPDATE OR FIX AT THIS TIME
08/21/2008	13:15	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
08/21/2008	13:15	ISSUE UPDATED

Consultant's Closing Comments

QTM AND ENGINEER ARRIVED AND CAME TO THE CONCLUSION THAT THE CONCERN WAS THAT THERE IS NO UPDATE OR FIX AT THIS TIME A2 CASE TO BE ESCALATED FOR REVIEW.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
354948	RABBIT	2008	WVWHV71K88W [REDACTED]	32753	3885	08/11/2008	USA

Workshop Finding

TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM.

Activity Date	Activity Time	Activity Comments
08/11/2008	13:22	CUSTOMER STATES WEHNFIRST STARTING OFF IN 1ST GEAR CHATTERING NOISE, AND CLUNK NOISE. ALSO CLUNK NOISE AFTER COMING TO A STOP. VERIFIED CUSTOMER CONCERN. WHEN ACCELERATING TRANS CLUNKS, DELAYED ENAGAMENT, AND WHEN STOPPING VEHICLE AFTER COMPLETELY STOPPED TRANS JERKS, SEEMS AS IF CLUTCH STILL ENGAGED. PERF GFF, NO DTC'S. NO APPLICALE TB'S FOUND. INSP TRANS FLUID CONDITION, OK, NORMAL PLEASE ADVISE.
08/11/2008	13:22	ISSUE OPENED BY DEALERSHIP
08/11/2008	13:28	PLEASE NOTE ATTACHMENTS
08/11/2008	13:31	CUSTOMER COMMENTS: CUSTOMER STATES WEHNFIRST STARTING OFF IN 1ST GEAR CHATTERING NOISE, AND CLUNK NOISE. ALSO CLUNK NOISE AFTER COMING TO A STOP. VERIFIED CUSTOMER CONCERN. WHEN ACCELERATING TRANS CLUNKS, DELAYED ENAGAMENT, AND WHEN STOPPING VEHICLE AFTER COMPLETELY STOPPED TRANS JERKS, SEEMS AS IF CLUTCH STILL ENGAGED. PERF GFF, NO DTC'S. NO APPLICALE TB'S FOUND. INSP TRANS FLUID CONDITION, OK, NORMAL PLEASE ADVISE.
08/11/2008	13:31	P1 ADVISED THE TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT.
08/11/2008	13:31	WORKSHOP FINDINGS: TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM.
08/12/2008	08:01	PARTS HAVE BEEN ORDERED AND VEHICLE HAS BEEN RELEASED TO CUSTOMER. CUSTOMER WILL RETURN ONCE PARTS ARRIVE. THANKS
08/12/2008	08:04	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
08/12/2008	08:04	ISSUE UPDATED

Consultant's Closing Comments

TECH TO REPLACE THE MECH UNIT.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
355031	EOS	2007	WVWFA71F87V [REDACTED]	39657	3885	08/11/2008	USA

Workshop Finding
 THE CAR WHEN INTO GEAR FOR ME THE I DROVE IT IN. I FOUND CODE IN TRANS 02 P0868 TRANS PRESSURE ADAPTATION AT LIMIT. P1741 CLUTCH PRESSURE ADAPTATION AT LIMIT AND P1815 PRESSURE CONTROL VALVE 1 N215 SHORT CIRCUIT TO B+.

Activity Date	Activity Time	Activity Comments
08/11/2008	14:57	ISSUE OPENED BY DEALERSHIP
08/11/2008	14:57	THE CUSTOMER REPORTS THE CAR LOST POWER AND ALL GEARS ARE BLINKING IN CLUSTER. THE RPMS GO UP AND THE CAR DOSE NOT MOVE. THE CAR WHEN INTO GEAR FOR ME THE I DROVE IT IN. I FOUND CODE IN TRANS 02 P0868 TRANS PRESSURE ADAPTATION AT LIMIT. P1741 CLUTCH PRESSURE ADAPTATION AT LIMIT AND P1815 PRESSURE CONTROL VALVE 1 N215 SHORT CIRCUIT TO B+.
08/12/2008	14:26	ADVISED TECH TO REPLACE MECH UNIT, BOLTS, FILTER AND FLUID, UPDATE VTA WHEN COMPLETED.
08/12/2008	14:26	CUSTOMER COMMENTS: THE CUSTOMER REPORTS THE CAR LOST POWER AND ALL GEARS ARE BLINKING IN CLUSTER. THE RPMS GO UP AND THE CAR DOSE NOT MOVE.
08/12/2008	14:26	WORKSHOP FINDINGS: THE CAR WHEN INTO GEAR FOR ME THE I DROVE IT IN. I FOUND CODE IN TRANS 02 P0868 TRANS PRESSURE ADAPTATION AT LIMIT. P1741 CLUTCH PRESSURE ADAPTATION AT LIMIT AND P1815 PRESSURE CONTROL VALVE 1 N215 SHORT CIRCUIT TO B+.
08/14/2008	11:33	I ORDER THE MECH UNIT.
08/14/2008	18:26	THANKS FOR THE UPDATE.
08/15/2008	10:16	ISSUE UPDATED
08/18/2008	10:54	SPOKE WITH JIM. CAR IS AT DEALER WAITING ON PARTS. P1
08/18/2008	16:02	ISSUE SENT TO DEALERSHIP
08/22/2008	12:26	ADVISED TECH TO GET SNAPSHOT OF MVB 54, 41 AND 48 ATTACH TO VTA AND I WILL REVIEW WITH PRODUCT SUPPORT AND CALL YOU BACK.
08/22/2008	12:51	VAS5052 SELF-DIAGNOSIS PROTOCOL 22.08.2008 09:42 REPAIR SHOP CODE: VERSION: 54272 444 22180 V12.00.00 06/11/2007 V7.10.022 28/SEP/2007 DEALER IDENTIFICATION: LICENSE PLATE: ONTARIO VOLKSWAGEN ----- VEHICLE IDENTIFICATION NUMBER (VIN):

WVWFA71F87V [REDACTED]

22.08.2008 09:34

VEHICLE SYSTEM

02 - GEARBOX ELECTRONICS

02E300043F

GSG DSG 070507 1157

CODING 20

DEALERSHIP NUMBER 44551

02E927770AE

011 - MEASURED VALUES

DISPLAY GROUP 54

MEASURED VALUES

G22A0307

011 - MEASURED VALUES

DISPLAY GROUP 41

MEASURED VALUES

V069115702EA__GETRIEBE_DSG_GF5U

011 - MEASURED VALUES

DISPLAY GROUP 48

MEASURED VALUES

		C11
08/22/2008	13:48	A2 ADVISED TECH TO INSTALL NEW MECH UNIT IN VEHICLE FILL WITH FLUID AND GET MVB 41 AND 48 INFO FROM NEW UNIT. DO NOT START VEHICLE FOR ANY REASON. TO GET MVB INFO JUST TURN KEY ON. ATTACH INFO TO VTA AND CALL BACK FOR TELEDIAG FLASH, ASK FOR CHRIS GEHRKE. CASE IS BEING ESCALATED TO LEVEL 2.
08/26/2008	13:49	VALUE BLOCKS FROM NEW MECHATRONICS
08/26/2008	15:49	LEFT MESSAGE WITH ERIC TO HAVE THE FOREMAN CALL IN
08/26/2008	17:33	ADVISE TECH TO UPDATE THE SCAN TOOL TO AT LEAST 12.86
08/27/2008	11:33	ADVISED THE TECH TO PERFORM MANUAL BASIC SETTINGS. ENTER VEHICLE SELF DIAGNOSIS, CLEAR ECM AND TCM MEMORY. WITH THE VEHICLE RUNNING AND AT OPERATING TEMPERATURE HAVE A FOOT ON BRAKE WITH VEHICLE IN PARK, ENTER BASIC SETTINGS IN TRANS. ENTER 61Q AND ACTIVATE, WHEN NUMBERS APPEAR IN LOWER BOX BACK OUT ONE SCREEN AND ENTER 60Q AND ACTIVATE, WHEN NUMBERS APPEAR CYCLE THE KEY OFF THEN ON, PERFORM GARAGE SHIFT BY SHIFTING THE VEHICLE (WHILE RUNNING) FROM PARK TO DRIVE 5 TIMES AND THEN SHIFTING FROM PARK TO REVERSE 5 TIMES. ROAD TEST VEHICLE 20 MILES GOING THROUGH ALL GEARS AUTOMATICALLY AND ALSO THROUGH TIPTRONIC AT VARIOUS SPEEDS. REEVALUATE CONCERN, CHECK FAULT MEMORY AND UPDATE VTA.
08/27/2008	12:42	TECH TO LEAVE CHRIS G. A VOICE MAIL MESSAGE.
08/27/2008	13:25	REPLACE THE TRANSMISSION AND RETEST PER QA
08/29/2008	17:21	I REPLACED THE TRANS. THEIR WAS NOT COMUNICATION TO THE TRANS. I PLUGED A MECH UNIT IN AND IT HAD COMUNICATION.
08/29/2008	17:26	INSTALL THE NEW MECH INTO THIS TRANSMISSION AND RETEST
08/29/2008	17:41	THE NEW MECH.. MEANING THE MECH THAT WAS ORDERED FOR THE OTHER TRANSMISSION
08/29/2008	20:02	I TOOK OUT A NEW MECH UNIT FROM ANOTHER TRANS. I REPLACED THE NECH UNIT THAT WAS IN THE TRANS. I TEST DROVE THE CAR AND IT WAS OK.
09/02/2008	07:36	THANKS FOR THE UPDATE.
09/02/2008	11:21	I TEST DROVE OK.
09/02/2008	12:08	ISSUE UPDATED
09/02/2008	15:07	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
09/02/2008	15:07	ISSUE UPDATED

Consultant's Closing Comments

REPLACED MECH UNIT, COMPLETED.
A2 CASE ESCALATED.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
355113	RABBIT	2008	WVWFV71K68W [REDACTED]	6509	3885	08/11/2008	USA

Workshop Finding
JERKS FORM A STOP

Activity Date	Activity Time	Activity Comments
08/11/2008	16:50	ISSUE OPENED BY DEALERSHIP
08/11/2008	16:50	VEHICLE BUCK AND JERKS WHEN STARTING OUT FROM A STOP, SEEMS OK WHEN ON TIPTRONIC AND FIRM ACCELERATION, NO FAULT FOUND, FLUID OK.
08/11/2008	16:59	CUSTOMER COMMENTS: VEHICLE BUCK AND JERKS WHEN STARTING OUT FROM A STOP, SEEMS OK WHEN ON TIPTRONIC AND FIRM ACCELERATION, NO FAULT FOUND, FLUID OK.
08/11/2008	16:59	JERKS WHEN ACELLORATING NO FAULTS REPLACE MECHATRONICS FLUID AND FILTER ANSD SET BASIC SETTINGS
08/11/2008	16:59	WORKSHOP FINDINGS: JERKS FORM A STOP
08/11/2008	17:21	PART ORDERED AS PER TECHLINE
08/11/2008	19:00	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
08/11/2008	19:00	ISSUE UPDATED

Consultant's Closing Comments
: JERKS WHEN ACELLORATING NO FAULTS REPLACE MECHATRONICS FLUID AND FILTER ANSD SET BASIC SETTINGS

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
355280	RABBIT	2007	WVWFV71K57W [REDACTED]	47040	3735	08/12/2008	USA

Workshop Finding

TEST DROVE FOUND VEHICLE LUNGING ON TAKE OFF FROM COMPLETE STOP IN DRIVE OR REVERSE. FLUID LEVEL AND CONDITION GOOD. NO CODES IN ECM OR TCM

Activity Date	Activity Time	Activity Comments
08/12/2008	10:54	CUST STATES LEARCHING ON TAKE OFF, TEST DROVE FOUND VEHICLE LUNGING ON TAKE OFF FROM COMPLETE STOP
08/12/2008	10:54	ISSUE OPENED BY DEALERSHIP
08/12/2008	11:06	ADVISED TECH TO UPDATE VTA WITH TRANSMISSION BUILD DATE AND CALL BACK. TCM 02E AE 1158
08/12/2008	11:06	CUSTOMER COMMENTS: CUST STATES LEARCHING ON TAKE OFF.
08/12/2008	11:06	WORKSHOP FINDINGS: TEST DROVE FOUND VEHICLE LUNGING ON TAKE OFF FROM COMPLETE STOP IN DRIVE OR REVERSE. FLUID LEVEL AND CONDITION GOOD. NO CODES IN ECM OR TCM
08/12/2008	11:09	FOUND BUILD DATE 30 05 06
08/12/2008	11:14	ADVISED THE TECH TO REPLACE THE MECHITRONICS UNIT, BOLTS, FILTER, & FLUID.....
08/19/2008	15:56	SPOKE WITH JEREMY IN SERVICE. PARTS ARE ON BACK ORDER. TECH TO UPDATE AND CLOSE VTA WHEN REPAIRS ARE COMPLETED. P1
09/02/2008	12:08	ISSUE UPDATED
09/08/2008	16:55	MECHATRONICS UNIT REPLACED, VEHICLE GONE.
09/08/2008	17:04	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
09/08/2008	17:04	ISSUE UPDATED

Consultant's Closing Comments

REPLACED MECH UNIT, COMPLETED.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
355302	EOS	2008	WVWFA71F08V [REDACTED]	6415	3885	08/12/2008	USA

Workshop Finding

JERKS FROM A STOP

Activity Date	Activity Time	Activity Comments
08/12/2008	11:14	C/S AFTER SLOW STOP WHEN ACCELERATING CAR IS SLUGGISH, WHEN MORE GAS IS APPLIED TIRES WILL BREAK LOOSE, OR WHEN CONTINUED SLUGGISH HARSH 1-2 UPSHIFT IS FELT, ALREADY SET BASIC SETTINGS 2X, NO RESULT
08/12/2008	11:14	ISSUE OPENED BY DEALERSHIP
08/12/2008	11:17	BASIC SETTING HAVE BEEN PERFORMED REPLACE MECHATRONICS AND FLUID AND FILTER P1
08/12/2008	11:17	CUSTOMER COMMENTS: C/S AFTER SLOW STOP WHEN ACCELERATING CAR IS SLUGGISH, WHEN MORE GAS IS APPLIED TIRES WILL BREAK LOOSE, OR WHEN CONTINUED SLUGGISH HARSH 1-2 UPSHIFT IS FELT, ALREADY SET BASIC SETTINGS 2X, NO RESULT
08/12/2008	11:17	WORKSHOP FINDINGS: JERKS FROM A STOP
08/19/2008	12:58	SPOKE WITH NEIL IN SERVICE..... DEALER IS STILL WAITING FOR PARTS TO ARRIVE..... P1
09/02/2008	11:30	PARTS ARE IN STOCK, TECH WILL INSTALL 9/3/08 IF ALL GOES WELL, CASE WILL BE CLOSED OUT 9/3/08
09/02/2008	12:36	ISSUE UPDATED
09/02/2008	12:46	ISSUE UPDATED
09/09/2008	13:57	COMPLETED BY TECH GARY SCHUTT, VEHICLE OPERATES AS DESIGNED
09/09/2008	16:19	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
09/09/2008	16:19	ISSUE UPDATED

Consultant's Closing Comments

REPLACE MECHATRONICS AND FLUID AND FILTER P1

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
355391	EOS	2008	WVWDB71F38V [REDACTED]	16158	3885	08/12/2008	USA

Workshop Finding
JERKS WHEN TAKING

Activity Date	Activity Time	Activity Comments
08/12/2008	13:01	ISSUE OPENED BY DEALERSHIP
08/12/2008	13:01	VEHICLE JERKS WHEN TAKING OFF. RAN GFF AND DID NOT FOUND ANY CODES. PLEASE ADVISE.
08/12/2008	13:13	CUSTOMER COMMENTS: VEHICLE JERKS WHEN TAKING OFF. RAN GFF AND DID NOT FOUND ANY CODES. PLEASE ADVISE.
08/12/2008	13:13	HAS LATEST S/W LEVEL 1403 REPLACE MECHATRONICS FLUID AND FILTER
08/12/2008	13:13	ISSUE UPDATED
08/12/2008	13:13	WORKSHOP FINDINGS: JERKS WHEN TAKING
08/14/2008	11:02	S.O.P MECHATRONICS FLUID AND FILTER.
08/14/2008	12:43	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
08/14/2008	12:43	ISSUE UPDATED

Consultant's Closing Comments
MECHATRONICS FLUID AND FILTER.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
355440	EOS	2007	WVWBA71F77V [REDACTED]	11533	3885	08/12/2008	USA

Workshop Finding
SURGING IN DRIVE

Activity Date	Activity Time	Activity Comments
08/12/2008	14:09	CUST STATES CAR IS SURGING OR BUCKING WHEN TAKING OFF. VERIFY ONCERN ALSO DOES IT WHEN BACKING UP. SCAN CAR THRU GFF NO CODES. 03 WAS OPEN COMPLETED REFLASH NO CHANGE. FEELS TO BE A TRANSMISSION CONCERN NOT A ENGINE CONCERN
08/12/2008	14:09	ISSUE OPENED BY DEALERSHIP
08/12/2008	14:36	CUSTOMER COMMENTS: CUST STATES CAR IS SURGING OR BUCKING WHEN TAKING OFF. VERIFY ONCERN ALSO DOES IT WHEN BACKING UP. SCAN CAR THRU GFF NO CODES. 03 WAS OPEN COMPLETED REFLASH NO CHANGE. FEELS TO BE A TRANSMISSION CONCERN NOT A ENGINE CONCERN
08/12/2008	14:36	PERFORM BASIC SETTING RAOD TEST CHECK SHIFTING
08/12/2008	14:36	WORKSHOP FINDINGS: SURGING IN DRIVE
08/12/2008	14:53	P1 ADVISED THE TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT.
08/19/2008	15:55	INSTALLED MECH UNIT AN FLUID AN FILTER ROAD TESTED ALL IS GOOD THANKS
08/19/2008	16:04	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
08/19/2008	16:04	ISSUE UPDATED

Consultant's Closing Comments
INSTALLED MECH UNIT AN FLUID AN FILTER ROAD TESTED ALL IS GOOD THANKS

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
355536	EOS	2008	WVWBA71F98V [REDACTED]	4470	3885	08/12/2008	USA

Workshop Finding

I CHECK FOR CODES AND FAULT 01087 BASIC SETTINGS HAVE NOT BEEN PERFORMED MECHANICAL MALFUNCTION. ALL CONNECTIONS TO UNIT ARE TIGHT ANY IDEAS

Activity Date	Activity Time	Activity Comments
08/12/2008	15:50	I HAVE JUST REPLACED THE MECHTRONIC UNIT IN TRANSMISSION. I PERFORMED BASIC SETTINGS AND I GO ON A TEST DRIVE AND HAVE NO 2-3 UPSHIFT. I CHECK FOR CODES AND FAULT 01087 BASIC SETTINGS HAVE NOT BEEN PERFORMED MECHANICAL MALFUNCTION. ALL CONNECTIONS TO UNIT ARE TIGHT ANY IDEAS
08/12/2008	15:50	ISSUE OPENED BY DEALERSHIP
08/12/2008	15:57	ADVISED TECH TO PERFORM MANUAL BASIC SETTINGS. VEHICLE SELF DIAGNOSIS, CLEAR ECM AND TCM MEMORY, VEHICLE RUNNING AND AT OPERATING TEMPERATURE. FOOT ON BRAKE WITH VEHICLE IN PARK, BASIC SETTINGS TRANS. ENTER 61Q AND ACTIVATE, WHEN NUMBERS APPEAR IN LOWER BOX BACK OUT ONE SCREEN AND ENTER 60Q AND ACTIVATE, WHEN NUMBERS APPEAR CYCLE THE KEY OFF THEN ON, ROAD TEST VEHICLE 15 MILES GOING THROUGH ALL GEARS AND VARIOUS SPEEDS. REEVALUATE CONCERN AND UPDATE VTA.
08/12/2008	15:57	CUSTOMER COMMENTS: I HAVE JUST REPLACED THE MECHTRONIC UNIT IN TRANSMISSION. I PERFORMED BASIC SETTINGS AND I GO ON A TEST DRIVE AND HAVE NO 2-3 UPSHIFT.
08/12/2008	15:57	WORKSHOP FINDINGS: I CHECK FOR CODES AND FAULT 01087 BASIC SETTINGS HAVE NOT BEEN PERFORMED MECHANICAL MALFUNCTION. ALL CONNECTIONS TO UNIT ARE TIGHT ANY IDEAS
08/12/2008	17:05	PERFORM BASIC SETTINGS MANUALLY NOW VEHICLE OPER TO SPECS
08/12/2008	17:07	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
08/12/2008	17:07	ISSUE UPDATED

Consultant's Closing Comments

PERFORMED MANUAL BASIC SETTINGS, COMPLETED.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
355611	JETTA	2008	3VWDJ71K78M [REDACTED]	10422	3885	08/12/2008	USA

Workshop Finding
HESITATION WHLIE DRIVING

Activity Date	Activity Time	Activity Comments
08/12/2008	17:21	CUST STATES... CAR HESITATION OF ACCELERATION FROM SECOND TO THIRD.ALSO AT TAKE OFF..
08/12/2008	17:21	ISSUE OPENED BY DEALERSHIP
08/12/2008	17:23	CUSTOMER COMMENTS: CUST STATES... CAR HESITATION OF ACCELERATION FROM SECOND TO THIRD.ALSO AT TAKE OFF..
08/12/2008	17:23	REPLACE MECHATROINCS FLUID AND FILTER
08/12/2008	17:23	WORKSHOP FINDINGS: HESITATION WHLIE DRIVING
08/13/2008	16:27	ORDERED PARTS.. CUSTOMER TOOK CAR.. WILL RETURN WHEN PARTS ARRIVE
08/13/2008	17:18	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
08/13/2008	17:18	ISSUE UPDATED

Consultant's Closing Comments
REPLACE MECHATROINCS FLUID AND FILTER

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
355640	EOS	2008	WVWBA71F88V [REDACTED]	4155	3885	08/12/2008	USA

Workshop Finding

02E SHUDDERING INTO 1ST WITH PEDAL DEPRESSED; NO FAULTS H39 IN MVB

Activity Date	Activity Time	Activity Comments
08/12/2008	18:19	C/S THAT THE VEHICLE HAS A JUMPY TAKE OFF. BUCKING FROM A STOP USALLY WHEN HOT. TCM SOFTWARE PART# 02E300044K HARD WARE PART# 02E927770AE AND SOFTWARE VERSION 1403 NO FAULTS IN ECM OR TCM.
08/12/2008	18:19	ISSUE OPENED BY DEALERSHIP
08/12/2008	18:26	CUSTOMER COMMENTS: C/S THAT THE VEHICLE HAS A JUMPY TAKE OFF. BUCKING FROM A STOP USALLY WHEN HOT. TCM SOFTWARE PART# 02E300044K HARD WARE PART# 02E927770AE AND SOFTWARE VERSION 1403 NO FAULTS IN ECM OR TCM.
08/12/2008	18:26	REPLACE THE MECHATRONIC, FLUID FILTER AND BOLTS P1
08/12/2008	18:26	WORKSHOP FINDINGS: 02E SHUDDERING INTO 1ST WITH PEDAL DEPRESSED; NO FAULTS H39 IN MVB
08/12/2008	18:29	SOP PARTS
08/13/2008	10:27	ISSUE SENT TO DEALERSHIP
08/19/2008	14:55	D2 CALLED DEALER SENT DIRECTLY TO VOICEMAIL FOR TWO DIFFERENT PEOPLE, NEVER SPOKE TO ANYBODY.
08/28/2008	14:23	REPLACED THE MECHATRONICS SET BASIC SETTINGS TEST DROVE TO VERIFY CORRECTION SHIFTING IS NORMAL
08/28/2008	15:49	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
08/28/2008	15:49	ISSUE UPDATED

Consultant's Closing Comments

REPLACED THE MECHATRONICS SET BASIC SETTINGS TEST DROVE TO VERIFY CORRECTION SHIFTING IS NORMAL

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
355770	JETTA	2008	3VWRJ71K28M [REDACTED]	7	3885	08/13/2008	USA

Workshop Finding

TECH VERIFIED THE CONCERN. 1 FAULT IN THE TCM.

Activity Date	Activity Time	Activity Comments
08/13/2008	10:50	CUSTOMER STATES TRANSMISSION IS NOT SHIFTING RIGHT MAKES NOISE AND SLIPS IN TRIPTRONIC MODE FROM 1ST GEAR TO 2ND GEAR. CHECKED OVER TRANS SLIPS BADLY FROM 1ST TO 2ND AND FOUND FAULT FOR IMPLAUSIBLE TRANS SHIFT SEQUENCE (P2711)
08/13/2008	10:50	ISSUE OPENED BY DEALERSHIP
08/13/2008	10:54	ADVISED THE TECH TO SET UP TO PERFORM THE TRANS BASIC SETTINGS.
08/13/2008	10:54	CUSTOMER COMMENTS: CUSTOMER STATES TRANSMISSION IS NOT SHIFTING RIGHT MAKES NOISE AND SLIPS IN TRIPTRONIC MODE FROM 1ST GEAR TO 2ND GEAR. CHECKED OVER TRANS SLIPS BADLY FROM 1ST TO 2ND AND FOUND FAULT FOR IMPLAUSIBLE TRANS SHIFT SEQUENCE (P2711)
08/13/2008	10:54	WORKSHOP FINDINGS: TECH VERIFIED THE CONCERN. 1 FAULT IN THE TCM.
08/13/2008	11:02	ADVISED THE TECH ON HOW TO PERFORM THE TRANS BASIC SETTING.
08/13/2008	11:10	P1 ADVISED THE TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT.
08/13/2008	11:17	PERFORMED BASIC SETTINGS PROBLEM IS STILL THERE
08/13/2008	14:08	THANK YOU FOR THE UPDATE. REMEMBER TO UPDATE AND CLOSE THE TICKET ONCE THE REPAIR IS DONE.
08/19/2008	12:33	ADVISED TECH TO PREPARE VEHICLE FOR BASIC SETTINGS AND CALL BACK. WE WILL GO THROUGH BASIC SETTINGS MANUALLY.
08/19/2008	12:44	A2 PERFORMED MANUAL BASIC SETTING ON TRANSMISSION OVER THE PHONE WITH TECH, ADVISED TO DRIVE 15 MILES GOING THROUGH ALL GEARS. REEVALUATE SHIFT CONCERN AND CALL BACK IF NEEDED. CASE BEING ESCALATED TO LEVEL 2 CHRIS GEHRKE.
08/19/2008	12:50	TRANSFERRED CALL TO CHRIS GEHRKES VOICEMAIL DUE TO LEVEL 2 ESCALATION.
08/19/2008	13:06	CONCERN HAPPENS FROM A DEAD STOP. 1-2 SHIFT SETS P2711 AND THEN SETS FAULT AND GOES TO LIMP MODE P2711 006
08/19/2008	13:35	F.Y.I. THIS NEW CAR IS A "SOLD" UNIT, THAT WE ARE IN DANGER OF LOSING THE SALE!
08/19/2008	13:51	REPLACE THE TRANSMISSION AND SEND THE OLD UNIT TO VWOA.
08/19/2008	13:52	ISSUE SENT TO DEALERSHIP
08/20/2008	11:25	SPOKE WITH EDGAR IN SERVICE..... DEALER IS STILL WAITING FOR PARTS TO ARRIVE..... P1
09/02/2008	11:52	ISSUE SENT TO DEALERSHIP
09/03/2008	15:35	REPLACED TRANSMISSION AND SET BASIC SETTINGS ROAD TESTED SYSTEM NOW OK
09/03/2008	18:43	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
09/03/2008	18:43	ISSUE UPDATED

Consultant's Closing Comments

REPLACED TRANSMISSION AND SET BASIC SETTINGS ROAD TESTED SYSTEM NOW OK

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
356251	RABBIT	2008	WVWHV71K18W [REDACTED]	16229	3885	08/14/2008	USA

Workshop Finding

n/a

Activity Date	Activity Time	Activity Comments
08/14/2008	10:39	CUSTOMER STATES WHEN PULLING OUT SLOW CAR BUCKS OR JERKS ROAD TEST CAR WHEN IN TRAFFIC VERY LIGHT THROTTLE FEELS LIKE CLUTCH CHATTER RUN GFF NO FAULTS IN ANYTHING
08/14/2008	10:39	ISSUE OPENED BY DEALERSHIP
08/14/2008	10:46	CUSTOMER COMMENTS: CUSTOMER STATES WHEN PULLING OUT SLOW CAR BUCKS OR JERKS ROAD TEST CAR WHEN IN TRAFFIC VERY LIGHT THROTTLE FEELS LIKE CLUTCH CHATTER RUN GFF NO FAULTS IN ANYTHING
08/14/2008	10:46	PLEASE MAKE SURE THAT THE ENGINE IS ALL THE WAY UP TO OPERATING TEMPERATURE AND IDLING. GO INTO VSD, GEARBOX ELECTRONICS, AND THEN BASIC SETTINGS. WITH YOUR FOOT ON THE BRAKE ACTIVATE TEST 61. AFTER 30 SECONDS THE TEST WILL RUN AND MAKE SOME NOISES IN THE GEARBOX. ONCE TEST IS COMPLETE, REPEAT STEPS FOR TEST 60. PLEASE THEN DRIVE THE CAR 15 MILES HARD TO SEE IF CONCERN IS CHANGED.
08/14/2008	11:45	DID AS PER DIRECTIONS FELT ALITTLE BETTER BUT STILL HAS THAT RISE AND FALL AT LIGHT THROTTLE
08/14/2008	11:48	PLEASE REPLACE THE MECH UNIT, FLUID, FILTER, AND BOLTS. P1
08/14/2008	13:15	ORDERED PARTS
08/14/2008	16:43	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
08/14/2008	16:43	ISSUE UPDATED

Consultant's Closing Comments

PLEASE REPLACE THE MECH UNIT, FLUID, FILTER, AND BOLTS. P1

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
356287	RABBIT	2008	WVWHV71K58W [REDACTED]	570	3885	08/14/2008	USA

Workshop Finding

SET BASIC SETTINGS TO NO AVAIL

Activity Date	Activity Time	Activity Comments
08/14/2008	11:21	CUSTOMER STATES WAS DRIVING 40-45 MPH AND THE TRANSMISSION FELT LIKE IS SLIPED OUT OF GEAR, REVS WERE ELEVATED BUT THE VEHICLE WAS COSTING WITH OUT FORWARD ACCELERATION THE ABS LIGHT, THE FOOT BRAKE LIGHT CAME ON, THE PRNDS DISPLAY FLASHED CUSTOMER PULLED OVER SHUT THE VEHICLE OFF. WOULD NOT MOVE TRIED 3-4 TIMES BEFORE THE PRNDS LIGHTS STOPED FLSHING AND VEHICLE WAS ABLE TO ACCELERATE NORMAL. TRANSMISSION IS NOW WHINNING IN DRIVE AND CLUNKING 1-2AND 2-3RD SHIFTS. SPORT AND PADDLE SHIFFTERS DO NOT HAVE GEAR CLUNKING.
08/14/2008	11:21	ISSUE OPENED BY DEALERSHIP
08/14/2008	13:22	CHECK THE WIRING FROM THE INPUT SPEED SENSOR AND IF OK REPLACE THE SPEED SENSOR
08/14/2008	13:22	CUSTOMER COMMENTS: CUSTOMER STATES WAS DRIVING 40-45 MPH AND THE TRANSMISSION FELT LIKE IS SLIPED OUT OF GEAR, REVS WERE ELEVATED BUT THE VEHICLE WAS COSTING WITH OUT FORWARD ACCELERATION THE ABS LIGHT, THE FOOT BRAKE LIGHT CAME ON, THE PRNDS DISPLAY FLASHED CUSTOMER PULLED OVER SHUT THE VEHICLE OFF. WOULD NOT MOVE TRIED 3-4 TIMES BEFORE THE PRNDS LIGHTS STOPED FLSHING AND VEHICLE WAS ABLE TO ACCELERATE NORMAL. TRANSMISSION IS NOW WHINNING IN DRIVE AND CLUNKING 1-2AND 2-3RD SHIFTS. SPORT AND PADDLE SHIFFTERS DO NOT HAVE GEAR CLUNKING.
08/14/2008	13:22	WORKSHOP FINDINGS: SET BASIC SETTINGS TO NO AVAIL
08/18/2008	10:19	REPLACED THE INPUT SPEED SENSOR THEN FILL, AND SET BASIC SETTING THEN TEST DROVE THE CAR WAS OK ON FIRST TEST DRIVE. I THEN DROVE THE CAR ONCE MORE AND THE CAR STARTED TO SHUDDER HARD
08/18/2008	10:28	ISSUE UPDATED
08/18/2008	10:28	NO FAULTS HAVE COME BACK. PLEASE CHANGE THE MECHATRONICS, FLUID, FILTER, AND THE BOLTS.
08/18/2008	10:55	TECH UNABLE TO OPEN THE VTA TICKET AT HIS END. ADVISED THE TECH TO CLOSE AND REOPEN THE SYSTEM.
08/19/2008	13:30	ORDERED THE MECHATRONICS IT HAD TO BE RED ORDERED
08/19/2008	13:53	MECH REDC ORDERED P1
08/20/2008	17:38	PART IS STILL ON ORDER HAS NOT ARRIVED
08/20/2008	17:43	ISSUE SENT TO DEALERSHIP
08/21/2008	09:25	(P1) PART IS ON BACK ORDER.
08/21/2008	17:06	PART ETA IS 8/28/08
08/21/2008	17:27	ISSUE SENT TO DEALERSHIP
08/22/2008	17:30	THE MECHATRONICS ARIVED, BUT THE BOLTS DID NOT ARIVED, VW PARTS HAS BEEN CONTACTED.
08/22/2008	19:22	ISSUE SENT TO DEALERSHIP
08/25/2008	16:21	WAITING FOR THE MECHATRONICS BOLTS TO ARIVE
08/25/2008	17:36	ISSUE SENT TO DEALERSHIP
08/26/2008	13:19	ADVISED TECH TO LEAVE SPEED SENSOR IN PLACE AND CONTINUE WITH MECH UNIT REPLACEMENT. UPDATE VTA WHEN COMPLETED.
08/26/2008	18:18	INSTALLED THE MECHATRONIC THEN FILLED AND PERFORMED BASIC SETTINGS AND WENT ON THE TEST DRIVE TO ADAPT THE TRANSMISSION. THE CAR WOULD NOT SHIFT INTO 3RD GEAR. I THEN STOPED AND RESTARTED THE BASIC SETTING AND THEN TEST DROVE ONCE MORE, THE TRANSMISSION IS NOW SHIFTING CORRECT. I AM GOING TO TEST DRIVE IN THE MORNNING TO MAKE SURE THAT TRANSMSSION IS SHIFT CORRECT.
08/27/2008	10:35	ISSUE SENT TO DEALERSHIP
08/27/2008	17:40	TEST DROVE THE CAR IT IS NOW SHIFTING DESIGN

08/28/2008	10:38	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
08/28/2008	10:38	ISSUE UPDATED

Consultant's Closing Comments		
REPLACED MECHATRONIC, FILTER, FLUID AND BOLTS. SET BASIC SETTINGS		

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
356419	RABBIT	2008	WVWHV71K38W [REDACTED]	14195	3885	08/14/2008	USA

Workshop Finding
n/a

Activity Date	Activity Time	Activity Comments
08/14/2008	14:06	ISSUE OPENED BY DEALERSHIP
08/14/2008	14:06	TRANS JERKS AN LURCHES FROM A STANDING STOP WHEN TAKING OFF SOMETIMES NO FAULT CODES IN THE SYSTEM CHECKED FUILED LEVEL TRANS WAS FULL WHAT IS THE NEXT STEP
08/14/2008	14:10	CUSTOMER COMMENTS: TRANS JERKS AN LURCHES FROM A STANDING STOP WHEN TAKING OFF SOMETIMES NO FAULT CODES IN THE SYSTEM CHECKED FUILED LEVEL TRANS WAS FULL WHAT IS THE NEXT STEP
08/14/2008	14:10	PLEASE MAKE SURE THAT THE ENGINE IS ALL THE WAY UP TO OPERATING TEMPERATURE AND IDLING. GO INTO VSD, GEARBOX ELECTRONICS, AND THEN BASIC SETTINGS. WITH YOUR FOOT ON THE BRAKE ACTIVATE TEST 61. AFTER 30 SECONDS THE TEST WILL RUN AND MAKE SOME NOISES IN THE GEARBOX. ONCE TEST IS COMPLETE, REPEAT STEPS FOR TEST 60. PLEASE THEN DRIVE THE CAR 15 MILES HARD TO SEE IF CONCERN IS CHANGED.
08/14/2008	15:37	ISSUE UPDATED
08/14/2008	15:40	TCM PART NO. 02E AE 1408
08/14/2008	15:41	GET MVB 54 AND CALL BACK IN.
08/14/2008	16:07	TRANSFER TO CG.
08/14/2008	16:12	ISSUE UPDATED
08/14/2008	17:02	REPLACE THE MECHATRONIC, FILTER, FLUID AND BOLTS THEN PERFORM MANUAL BASIC SETTINGS. ENTER VEHICLE SELF DIAGNOSIS, CLEAR ECM AND TCM MEMORY. WITH THE VEHICLE RUNNING AND AT OPERATING TEMPERATURE HAVE A FOOT ON BRAKE WITH VEHICLE IN PARK, ENTER BASIC SETTINGS IN TRANS. ENTER 61Q AND ACTIVATE, WHEN NUMBERS APPEAR IN LOWER BOX BACK OUT ONE SCREEN AND ENTER 60Q AND ACTIVATE, WHEN NUMBERS APPEAR CYCLE THE KEY OFF THEN ON, PERFORM GARAGE SHIFT BY SHIFTING THE VEHICLE (WHILE RUNNING) FROM PARK TO DRIVE 5 TIMES AND THEN SHIFTING FROM PARK TO REVERSE 5 TIMES. ROAD TEST VEHICLE 20 MILES GOING THROUGH ALL GEARS AUTOMATICALLY AND ALSO THROUGH TIPTRONIC AT VARIOUS SPEEDS. REEVALUATE CONCERN, CHECK FAULT MEMORY AND UPDATE VTA.
08/14/2008	17:03	MECH ORDERED P1
08/21/2008	13:25	P1 RICKELLE IN SERVICE STATED VEHICLE IS WAITING ON PARTS.
08/25/2008	08:58	CUSTOMER PICKED UP CAR PARTS ON ORDER
08/25/2008	11:49	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
08/25/2008	11:49	ISSUE UPDATED

Consultant's Closing Comments
REPLACE THE MECHATRONIC, FILTER, FLUID AND BOLTS THEN PERFORM MANUAL BASIC SETTINGS.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
356528	EOS	2007	WVWFA71FX7V [REDACTED]	17041	3885	08/14/2008	USA

Workshop Finding
n/a

Activity Date	Activity Time	Activity Comments
08/14/2008	16:04	ISSUE OPENED BY DEALERSHIP
08/14/2008	16:04	VEHICLE SURGES AT LIGHT THROTTLE AND WHEN IN REVERSE. SCANNED VEHICLE NO FAULTS IN ENGINE OR TRANS.
08/14/2008	16:10	CUSTOMER COMMENTS: VEHICLE SURGES AT LIGHT THROTTLE AND WHEN IN REVERSE. SCANNED VEHICLE NO FAULTS IN ENGINE OR TRANS.
08/14/2008	16:10	PLEASE MAKE SURE THAT THE ENGINE IS ALL THE WAY UP TO OPERATING TEMPERATURE AND IDLING. GO INTO VSD, GEARBOX ELECTRONICS, AND THEN BASIC SETTINGS. WITH YOUR FOOT ON THE BRAKE ACTIVATE TEST 61. AFTER 30 SECONDS THE TEST WILL RUN AND MAKE SOME NOISES IN THE GEARBOX. ONCE TEST IS COMPLETE, REPEAT STEPS FOR TEST 60. PLEASE THEN DRIVE THE CAR 15 MILES HARD TO SEE IF CONCERN IS CHANGED.
08/14/2008	16:45	PERFORMED BASIC SETTING ON TRANS AND DROVE VEHICLE 15 MILES. VEHICLE STILL JERKING DURING LIGHT ACCELERATION.
08/14/2008	16:49	REPLACE THE MECH UNIT, FLUID, FILTER, AND BOLTS. P1
08/14/2008	16:53	HAD TO ORDER PARTS FOR MEC UNIT CAR RETURNED TO CUSTOMER.
08/14/2008	17:48	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
08/14/2008	17:48	ISSUE UPDATED

Consultant's Closing Comments
HAD TO ORDER PARTS FOR MEC UNIT CAR RETURNED TO CUSTOMER

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
356595	EOS	2008	WVWFA71F68V [REDACTED]	6786	3885	08/14/2008	USA

Workshop Finding

CUSTOMER CONCERN WAS DUPLICATED. NO FAULTS, REPLACED MASS AIR FLOW AND CRANKCASE BREATHER

Activity Date	Activity Time	Activity Comments
08/14/2008	18:48	C/S THAT THE CAR SURGES OFF OF ILDE OR WHEN BACKING UP, MOSTLY WHEN WARM,CUSTOMER CONCERN WAS DUPLICATED
08/14/2008	18:48	ISSUE OPENED BY DEALERSHIP
08/14/2008	19:04	ADVISED TECH TO CHECK MVBS 2 FIELD 4, 33 FIELD 1 AND 62 ALL FIELDS WHILE CONCERN IS HAPPENING. WE ARE LOOKING FOR SOMETHING THAT IS FLUCTUATING WHEN IT SHOULD NOT BE. TECH STATED HE DID NOT FEAL THIS WAS A TRANSMISSION CONCERN. UPDATE VTA WHEN COMPLETED.
08/14/2008	19:04	CUSTOMER COMMENTS: C/S THAT THE CAR SURGES OFF OF ILDE OR WHEN BACKING UP, MOSTLY WHEN WARM.
08/14/2008	19:04	WORKSHOP FINDINGS: CUSTOMER CONCERN WAS DUPLICATED. NO FAULTS, REPLACED MASS AIR FLOW AND CRANKCASE BREATHER
08/14/2008	19:09	CAR SURGES UNDER ACCCELL IN FORWARD FROM A STOP AND REVERSE FROM A STOP
08/14/2008	19:09	TCM PART NO. NO AVAILABLE
08/14/2008	19:10	ADVISED THE TECH TO PERFORM MANUAL BASIC SETTINGS. ENTER VEHICLE SELF DIAGNOSIS, CLEAR ECM AND TCM MEMORY. WITH THE VEHICLE RUNNING AND AT OPERATING TEMPERATURE HAVE A FOOT ON BRAKE WITH VEHICLE IN PARK, ENTER BASIC SETTINGS IN TRANS. ENTER 61Q AND ACTIVATE, WHEN NUMBERS APPEAR IN LOWER BOX BACK OUT ONE SCREEN AND ENTER 60Q AND ACTIVATE, WHEN NUMBERS APPEAR CYCLE THE KEY OFF THEN ON, PERFORM GARAGE SHIFT BY SHIFTING THE VEHICLE (WHILE RUNNING) FROM PARK TO DRIVE 5 TIMES AND THEN SHIFTING FROM PARK TO REVERSE 5 TIMES. ROAD TEST VEHICLE 20 MILES GOING THROUGH ALL GEARS AUTOMATICALLY AND ALSO THROUGH TIPTRONIC AT VARIOUS SPEEDS. REEVALUATE CONCERN, CHECK FAULT MEMORY AND UPDATE VTA.
08/15/2008	11:33	ADVISED TECH TO REPLACE MECHATRONIC, BOLTS, FILTER AND FLUID, WHEN PARTS ARE INSTALLED PERFORM MANUAL BASIC SETTINGS AGAIN. UPDATE VTA WHEN COMPLETED.
08/15/2008	18:42	ORDER VALVE BODY
08/15/2008	18:55	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
08/15/2008	18:55	ISSUE UPDATED

Consultant's Closing Comments

TECH TO REPLACE MECH UNIT. COMPLETED.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
356849	EOS	2007	WVWFA71F67V [REDACTED]	49232	3885	08/15/2008	USA

Workshop Finding

TECH VERIFIED THE CONCERN. 2 FAULTS IN THE TCM.

Activity Date	Activity Time	Activity Comments
08/15/2008	13:38	ISSUE OPENED BY DEALERSHIP
08/15/2008	13:38	TOW IN, CUSTOMER STATES WHILE DRIVING @ 70MPH CAR TRANSMISSION MADE A HUGE JERK/BUCK. PULLED TO SIDE OF THE ROAD, SHUT CAR OFF RESTARTED CAR AND CAR WILL NOT UPSHIFT OUT OF FIRST GEAR. HAD VEHICLE TOWED. GFF REVEALS STORED CODE P1707 INTERF. IN MECHATRONIC UNIT OPEN CIRCUIT/ RANGE PERFORMANCE AND P2711 IMPLAUSIBLE TRANSMISSION SHIFT SEQUENCE NO OR INCORRECT BASIC SETTING/ADAPTATION. HAD CAR WITH SIMILAR DRIVEABILITY CONCERNS AND FAULTY MECHATRONICS UNIT WAS CAUSE OF PROBLEM. PLEASE ADVISE.
08/15/2008	13:46	ADVISED THE TECH TO SET UP FOR THE TRANS BASIC SETTINGS.
08/15/2008	13:46	CUSTOMER COMMENTS: TOW IN, CUSTOMER STATES WHILE DRIVING @ 70MPH CAR TRANSMISSION MADE A HUGE JERK/BUCK. PULLED TO SIDE OF THE ROAD, SHUT CAR OFF RESTARTED CAR AND CAR WILL NOT UPSHIFT OUT OF FIRST GEAR. HAD VEHICLE TOWED. GFF REVEALS STORED CODE P1707 INTERF. IN MECHATRONIC UNIT OPEN CIRCUIT/ RANGE PERFORMANCE AND P2711 IMPLAUSIBLE TRANSMISSION SHIFT SEQUENCE NO OR INCORRECT BASIC SETTING/ADAPTATION. HAD CAR WITH SIMILAR DRIVEABILITY CONCERNS AND FAULTY MECHATRONICS UNIT WAS CAUSE OF PROBLEM. PLEASE ADVISE.
08/15/2008	13:46	WORKSHOP FINDINGS: TECH VERIFIED THE CONCERN. 2 FAULTS IN THE TCM.
08/15/2008	13:54	ADVISED THE TECH ON HOW TO PERFORM THE TRANS BASIC SETTINGS.
08/15/2008	13:55	P1 ADVISED THE TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT.
08/21/2008	10:11	BASIC SETTINGS WERE PERFORMED AND CAR ROAD TESTED O.K. HAVE ALL 6 GEARS. MECHATRONICS UNIT WAS ORDERED AS REQUESTED. REPLACED THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT. PERFORMED BASIC SETTINGS AND ROAD TESTED. O.K.
08/25/2008	18:46	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
08/25/2008	18:46	ISSUE UPDATED

Consultant's Closing Comments

TECH REPLACED THE MECH UNIT. VEHICLE OPERATING TO SPEC AT THIS TIME.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
356929	RABBIT	2008	WVWHV71K78W [REDACTED]	5616	3885	08/15/2008	USA

Workshop Finding

CHECKED FLUID, PERFORMED BASIC SETTINGS, NO FAULTS, FUEL TRIM IS GOOD.

Activity Date	Activity Time	Activity Comments
08/15/2008	15:34	CAR HAS WHAT FEELS LIKE A DOUBLE CLUTCH APPLICATION. CHECKED FLUID, PERFORMED BASIC SETTINGS, NO FAULTS, FUEL TRIM IS GOOD.
08/15/2008	15:34	ISSUE OPENED BY DEALERSHIP
08/15/2008	15:47	ADVISED TECH TO GET VEHICLE HOT AND TRY TO PERFORM LIGHT ACCEL TAKE OFF IN DRIVE AND REVERSE. IF VEHICLE SHUDDERS PLEASE REPLACE MECHATRONIC, BOLTS, FLUID AND FILTER. IF NO SHUDDER IS NOTED PLEASE CALL BACK. JAN ALVERMANN WOULD LIKE TO GO TO DEALER. UPDATE VTA AND CALL BACK.
08/15/2008	15:47	CUSTOMER COMMENTS: CAR HAS WHAT FEELS LIKE A DOUBLE CLUTCH APPLICATION.
08/15/2008	15:47	WORKSHOP FINDINGS: CHECKED FLUID, PERFORMED BASIC SETTINGS, NO FAULTS, FUEL TRIM IS GOOD.
08/18/2008	11:30	CALLED TECH, STATED CONCERN WAS VERIFIED WITH LIGHT ACCEL IN REVERSE, TECH ORDERED MECH UNIT. ADVISED TO CLOSE OUT VTA WHEN COMPLETED.
08/21/2008	13:40	ORDERED MECHATRONICS UNIT RETURNED CAR TO THE CUSTOMER UNTIL PARTS COME IN.
08/21/2008	15:04	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
08/21/2008	15:04	ISSUE UPDATED

Consultant's Closing Comments

TECH TO REPLACE MECHATRONIC UNIT, COMPLETED.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
357011	RABBIT	2007	WVWVFV71K87W [REDACTED]	8921	3885	08/15/2008	USA

Workshop Finding

DOWNSHIFTING THE PRNDL LIGHTS UP. MIL COMES ON.

Activity Date	Activity Time	Activity Comments
08/15/2008	18:53	CUSTOMER STATES TRANSMISSION HAS HARD DOWNSHIFTS, INTERMITENTLY. FOUND TWO FAULTS STORED P0735 5. GEAR INCORRECT RATION, AND P1707 INTERFERENCE IN MECHANTRONIC UNIT OPEN CIRCUIT/ SHORT TO EARTH
08/15/2008	18:53	ISSUE OPENED BY DEALERSHIP
08/15/2008	18:57	ADVISED THE TECH TO PERFORM MANUAL BASIC SETTINGS. ENTER VEHICLE SELF DIAGNOSIS. CLEAR ECM AND TCM MEMORY. WITH THE VEHICLE RUNNING AND AT OPERATING TEMPERATURE HAVE A FOOT ON BRAKE WITH VEHICLE IN PARK, ENTER BASIC SETTINGS IN TRANS. ENTER 61Q AND ACTIVATE, WHEN NUMBERS APPEAR IN LOWER BOX BACK OUT ONE SCREEN AND ENTER 60Q AND ACTIVATE, WHEN NUMBERS APPEAR CYCLE THE KEY OFF THEN ON, PERFORM GARAGE SHIFT BY SHIFTING THE VEHICLE (WHILE RUNNING) FROM PARK TO DRIVE 5 TIMES AND THEN SHIFTING FROM PARK TO REVERSE 5 TIMES. ROAD TEST VEHICLE 20 MILES GOING THROUGH ALL GEARS AUTOMATICALLY AND ALSO THROUGH TIPTRONIC AT VARIOUS SPEEDS. REEVALUATE CONCERN, CHECK FAULT MEMORY AND UPDATE VTA.
08/15/2008	18:57	CUSTOMER COMMENTS: CUSTOMER STATES TRANSMISSION HAS HARD DOWNSHIFTS, INTERMITENTLY. FOUND TWO FAULTS STORED P0735 5. GEAR INCORRECT RATION, AND P1707 INTERFERENCE IN MECHANTRONIC UNIT OPEN CIRCUIT/ SHORT TO EARTH
08/15/2008	18:57	WORKSHOP FINDINGS: DOWNSHIFTING THE PRNDL LIGHTS UP. MIL COMES ON.
08/15/2008	18:58	PART NO AND SOFTWARE OF THE MECH, CHECK FLUID LEVEL AND CONDITION
08/18/2008	12:03	CHECKED FLUID LEVEL AND CONDITION AND FOUND OK. ONCE AT OPERATING TEMP PERFORMED BASIC SETTINGS MANUALLY, TEST DROVE VEHICLE AND FOUND AFTER ABOUT 15MILES PRNDS LIGHTS FLASHING AND ERRATIC SHIFTING FOUND FAULT 21014 NOT FOUND DISPLAYED. 02E300043C DSG 70 CODING 20
08/18/2008	12:19	REPLACE THE MECHATRONIC, FLUID, FILTER AND BOLTS
08/20/2008	12:22	ALL ORDERED PARTS SHOULD BE IN TODAY, I WILL UPDATE TICKET ASAP.
08/20/2008	15:02	MECH ORDERED P1
08/22/2008	11:40	SPOKE WITH JUSTIN IN SERVICE..... PARTS ARE ON NATIONAL BACK ORDER..... P1
08/25/2008	12:26	PART JUST CAME IN, I WILL UPDATE TICKET AFTER REPAIRS ARE DONE LATER TODAY.
08/25/2008	15:20	PERFORMED REPAIRS AND TEST DROVE VEHICLE 26MILES, NO LONGER MALFUNCTIONING OPERTING TO SPECS.
08/25/2008	15:55	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
08/25/2008	15:55	ISSUE UPDATED

Consultant's Closing Comments

REPLACE THE MECHATRONIC, FLUID, FILTER AND BOLTS; SET BASIC SETTINGS

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
357379	JETTA	2009	3VWCL71K89M [REDACTED]	87	3885	08/18/2008	USA

Workshop Finding

n/a

Activity Date	Activity Time	Activity Comments
08/18/2008	14:25	CAR SHUT DOWN ON FREEWAY AND WOULD NOT RESTART. VERIFIED COMPLAINT-FOUND WHEN CAR WENT INTO NEUTRAL-READ MVB 125 IN ECM FOUND TRANSMISSION FLASHING BETWEEN 1 AND 0 AND EVENTUALLY STAYED AT 0 AT WHICH POINT THE SELECTOR POSITION IN CLUSTER WENT AWAY AND CAR WAS STUCK IN PARK AND WOULD NOT START. APPROX. 20 MIN LATER CAR STARTED AND WENT INTO GEAR BUT AS SOON AS YOU WENT TO TAKE OFF VEHICLE WENT BACK INTO NEUTRAL AND WOULD NOT DRIVE. SEE ATTACHED GFF FOR DTC'S
08/18/2008	14:25	ISSUE OPENED BY DEALERSHIP
08/18/2008	16:14	CUSTOMER COMMENTS: CAR SHUT DOWN ON FREEWAY AND WOULD NOT RESTART. VERIFIED COMPLAINT-FOUND WHEN CAR WENT INTO NEUTRAL-READ MVB 125 IN ECM FOUND TRANSMISSION FLASHING BETWEEN 1 AND 0 AND EVENTUALLY STAYED AT 0 AT WHICH POINT THE SELECTOR POSITION IN CLUSTER WENT AWAY AND CAR WAS STUCK IN PARK AND WOULD NOT START. APPROX. 20 MIN LATER CAR STARTED AND WENT INTO GEAR BUT AS SOON AS YOU WENT TO TAKE OFF VEHICLE WENT BACK INTO NEUTRAL AND WOULD NOT DRIVE. SEE ATTACHED GFF FOR DTC'S
08/18/2008	16:14	TECH NEEDS TO MONITOR MVB 125 AND 126 IN ADDRESS WORD 19 WHILE PERFORMING WIGGLE TEST AT THE J533 AND THE CONTROL MODULES. IF ALL CHECKS OUT OK CHECK THE CONNECTORS FOR LOOSE OR PUSHED BACK OR BENT PINNS. CHECK POWER AND GROUND AT EACH MODULE USING THE TEST BOX.
08/18/2008	17:32	PERFORMED WIGGLE TEST @J533 WHILE READING MVB 125 AND 126=OK ROAD TESTED VEHICLE WHILE DSO READ POWERTRAIN CAN HIGH AND CAN LOW=OK FOUND TCM LOOSE COMMUNICATION-UNPLUGGED POWER STEERING CONTROL MODULE AND ABS MODULE-NO CHANGE UNPLUGGED MECHATRONICS UNIT AND PLUGGED BACK IN-NOW EVERYTHING WORKS GOOD AGAIN- VISUALLY INSPECTED TCM HARNESS @ TRANSMISSION-APPEARS OK-PROBLEM SEEMS TO OCCUR ONLY WHEN DRIVING AND SEEMED TO HAPPEN TWICE WHEN SHIFTED INTO SECOND GEAR
08/18/2008	17:55	PLEASE CALL BACK WITH THE TICKET
08/18/2008	17:59	CALL TRANSFERRED FROM CHRIS RITCHIE. RECOMMEND CHECKING GROUND LOCATION 655 NEAR LEFT HEADLAMP AND CHECK FUSES SB5 AND SC2 FOR PROPER TERMINAL INSTALLATION. IF OK, PERFORM A VOLTAGE DROP TEST ON THE 3 POWER SUPPLY CIRCUITS (TERMINALS 11, 13 AND 18) AND A VOLTAGE DROP ON THE GROUND CIRCUITS (TERMINALS 16 AND 19)
08/19/2008	20:02	ESCALATE CASE PER QTM REQUEST I3
08/20/2008	23:36	I INSPECTED THE VEHICLE. THE TECHNICIAN NOTED THAT ONE OF THE CAN BUS WIRES AT THE MECHATRONICS CONNECTOR WAS PUSHED BACK. THE RIDGE INSIDE THE CONNECTOR IS ALSO DAMAGED. PLEASE REPLACE THE PIN AND THE HOUSING AND TEST DRIVE THE VEHICLE. PLEASE UPDATE THE TICKET AND CLOSE IT ONCE THE REPAIRS HAVE BEEN VERIFIED. THANK YOU.
08/25/2008	15:06	REPLACED MECHATRONICS WIRE CONNECTOR HOUSING AND PIN 15 CAN LOW WIRE DUE TO DAMAGED PRONGS THAT HOLD WIRE IN CONNECTOR. WILL UPDATE VTA TOMORROW AFTER I HAVE THOROUGHLY ROAD TESTED VEHICLE.
08/25/2008	16:44	THANKS FOR THE UPDATE
08/26/2008	11:05	DROVE CAR 75 MILES WITH NO PROBLEMS
08/26/2008	11:13	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
08/26/2008	11:13	ISSUE UPDATED

Consultant's Closing Comments

REPLACED MECHATRONICS WIRE CONNECTOR HOUSING AND PIN 15 CAN LOW WIRE DUE TO DAMAGED PRONGS THAT HOLD WIRE IN CONNECTOR. WILL UPDATE VTA TOMORROW AFTER I HAVE THOROUGHLY ROAD TESTED VEHICLE.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
357533	EOS	2008	WVWFA71F38V [REDACTED]	6350	3885	08/18/2008	USA

Workshop Finding

MY MANAGER ROAD TESTED W/CUSTOMER AND FOUND TO HAVE TRANS CONCERN,DSG.CHECKED AND PERFORMED GFF AND FOUND 0 FAULTS,CHECKED AND PERFORMED ALL BASIC SETTINGS AND CALIBRATION AND ALL OK.TRANS SEEMS TO DROP IN AND OUT OF GEAR RIGHT OFF IDLE AND SOMETIMES BANGS INTO 1ST. WEVE SEEN A FEW MECATRONIC UNITS FOR THE SAME CONCERN ??? TECH STATED CONCERN HAPPENS IN DRIVE AND REVERSE ON LIGHT THROTTLE.

Activity Date	Activity Time	Activity Comments
08/18/2008	17:13	CUSTOMER STATES IRRATIC IDLE,MY MANAGER ROAD TESTED W/CUSTOMER AND FOUND TO HAVE TRANS CONCERN,DSG.CHECKED AND PERFORMED GFF AND FOUND 0 FAULTS,CHECKED AND PERFORMED ALL BASIC SETTINGS AND CALIBRATION AND ALL OK.TRANS SEEMS TO DROP IN AND OUT OF GEAR RIGHT OFF IDLE AND SOMETIMES BANGS INTO 1ST. WEVE SEEN A FEW MECATRONIC UNITS FOR THE SAME CONCERN ???
08/18/2008	17:13	ISSUE OPENED BY DEALERSHIP
08/18/2008	17:41	ADVISED TECH TO REPLACE MECHATRONIC AND BOLTS. AFTER MECH UNIT IS REPLACED ADVISED TECH TO PERFORM MANUAL BASIC SETTINGS. VEHICLE SELF DIAGNOSIS, CLEAR ECM AND TCM MEMORY, VEHICLE RUNNING AND AT OPERATING TEMPERATURE. FOOT ON BRAKE WITH VEHICLE IN PARK, BASIC SETTINGS TRANS. ENTER 61Q AND ACTIVATE, WHEN NUMBERS APPEAR IN LOWER BOX BACK OUT ONE SCREEN AND ENTER 60Q AND ACTIVATE, WHEN NUMBERS APPEAR CYCLE THE KEY OFF THEN ON, ROAD TEST VEHICLE 15 MILES GOING THROUGH ALL GEARS AND VARIOUS SPEEDS. REEVALUATE CONCERN AND UPDATE VTA.
08/18/2008	17:41	CUSTOMER COMMENTS: CUSTOMER STATES IRRATIC IDLE.
08/18/2008	17:41	WORKSHOP FINDINGS: MY MANAGER ROAD TESTED W/CUSTOMER AND FOUND TO HAVE TRANS CONCERN,DSG.CHECKED AND PERFORMED GFF AND FOUND 0 FAULTS,CHECKED AND PERFORMED ALL BASIC SETTINGS AND CALIBRATION AND ALL OK.TRANS SEEMS TO DROP IN AND OUT OF GEAR RIGHT OFF IDLE AND SOMETIMES BANGS INTO 1ST. WEVE SEEN A FEW MECATRONIC UNITS FOR THE SAME CONCERN ??? TECH STATED CONCERN HAPPENS IN DRIVE AND REVERSE ON LIGHT THROTTLE.
08/25/2008	11:24	SPOKE WITH JEFF IN SERVICE..... DEALER IS STILL WAITING FOR PARTS TO ARRIVE..... P1
08/28/2008	18:45	REPLACED MECHATRONIC UNIT AND RESET BASIC SETTINGS MANUALLY,OAD TESTED OK THANK YOU FOR YOUR HELP
08/29/2008	07:35	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
08/29/2008	07:35	ISSUE UPDATED

Consultant's Closing Comments

REPLACED MECH UNIT, COMPLETED.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
357607	EOS	2007	WVWFA71F57V [REDACTED]	11914	3885	08/19/2008	USA

Workshop Finding

TECH VERIFIED THE CONCERN. 1 FAULT IN THE TCM. VEHICLE OPERATING TO SPEC AT THIS TIME.

Activity Date	Activity Time	Activity Comments
08/19/2008	08:35	ISSUE OPENED BY DEALERSHIP
08/19/2008	08:39	CUSTOMER STATES THAT CAR STALLED AND WHEN RESTARTED THE CAR WOULDN'T MOVE IN GEAR. THE DTC IN SYSTEM P1707 INTERFERENCE IN MECHATRONIC UNIT. WHEN IT CAME OFF OF TRUNK IT MOVE IN GEAR FOR ME. RAN GFF TEST PLAN AND DIDN'T TAKE ME ANY WHERE.
08/19/2008	08:52	CUSTOMER COMMENTS: CUSTOMER STATES THAT CAR STALLED AND WHEN RESTARTED THE CAR WOULDN'T MOVE IN GEAR. THE DTC IN SYSTEM P1707 INTERFERENCE IN MECHATRONIC UNIT. WHEN IT CAME OFF OF TRUNK IT MOVE IN GEAR FOR ME. RAN GFF TEST PLAN AND DIDN'T TAKE ME ANY WHERE.
08/19/2008	08:52	P1 ADVISED THE TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT.
08/19/2008	08:52	WORKSHOP FINDINGS: TECH VERIFIED THE CONCERN. 1 FAULT IN THE TCM. VEHICLE OPERATING TO SPEC AT THIS TIME.
08/25/2008	15:29	REPLACED MECH UNIT GOING TO TEST DRIVE ONER NIGHT MAKE SURE PROBLEM IS GONE , WILL UPDATE TOMORROW.
08/25/2008	18:12	P1 THANK YOU FOR THE UPDATE. REMEMBER TO UPDATE AND CLOSE THE TICKET ONCE THE REPAIR IS DONE.
08/26/2008	07:52	TEST DROVE AND WORKING TO FACTORY SPEC.
08/26/2008	10:11	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
08/26/2008	10:11	ISSUE UPDATED

Consultant's Closing Comments

TECH REPLACED THE MECH UNIT. VEHICLE OPERATING TO SPEC AT THIS TIME.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
357719	EOS	2008	WVWBA71F98V [REDACTED]	4992	3885	08/19/2008	USA

Workshop Finding
 FOUND VEHICLE TO HESITATES ON VERY SLIGHT ACCELERATION FROM A STOP.NO CODES PRESENT IN ANY MODULES.

Activity Date	Activity Time	Activity Comments
08/19/2008	11:11	CUSTOMER STATES VEHICLE LERCHES WHEN TAKING OFF. FOUND VEHICLE TO HESITATES ON VERY SLIGHT ACCELERATION FROM A STOP.NO CODES PRESENT IN ANY MODULES.
08/19/2008	11:11	ISSUE OPENED BY DEALERSHIP
08/19/2008	11:24	CUSTOMER COMMENTS: CUSTOMER STATES VEHICLE LERCHES WHEN TAKING OFF.
08/19/2008	11:24	TECH NEEDS TO SET BASIC SETTINGS 61 AND 60 MANUALLY AND PERFORM 10 MILE ROAD TEST AND IF CONCERN IS NO LONGER PRESENT RELEASE THE VEHICLE AND CLOSE THE TICKET. IF THE PROBLEM IS STILL PRESENT ORDER MECHATRONICS.
08/19/2008	11:24	WORKSHOP FINDINGS: FOUND VEHICLE TO HESITATES ON VERY SLIGHT ACCELERATION FROM A STOP.NO CODES PRESENT IN ANY MODULES.
08/19/2008	12:41	PERFORMED BASIC SETTINGS 60 AND 61. TEST DROVE 10 MILES. FOUND HESITATION ON SLIGHT ACCELERATION STILL. ORDERED MECHATRONICS UNIT.
08/19/2008	12:49	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
08/19/2008	12:49	ISSUE UPDATED

Consultant's Closing Comments
 REPLACE MECHATRONICS

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
357836	EOS	2008	WVWFA71F28V [REDACTED]	15188	3885	08/19/2008	USA

Workshop Finding

TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM. TRANS SHUTTERS IN 1ST AND REVERSE.

Activity Date	Activity Time	Activity Comments
08/19/2008	13:15	ISSUE OPENED BY DEALERSHIP
08/19/2008	13:15	THE CAR BUCKS A LITTLE WHEN FIRST STARTING TO MOVE IN FORWARD AND REVERSE ITS ACTUALLY MORE NOTICEABLE IN REVERSE. THERE ARE NO CODES IN THE CAR. I FOUND NO TECH BULLITENS.
08/19/2008	13:19	CUSTOMER COMMENTS: THE CAR BUCKS A LITTLE WHEN FIRST STARTING TO MOVE IN FORWARD AND REVERSE ITS ACTUALLY MORE NOTICEABLE IN REVERSE. THERE ARE NO CODES IN THE CAR. I FOUND NO TECH BULLITENS.
08/19/2008	13:19	P1 ADVISED THE TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT.
08/19/2008	13:19	WORKSHOP FINDINGS: TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM. TRANS SHUTTERS IN 1ST AND REVERSE.
08/26/2008	11:24	SPOKE WITH JOHN IN SERVICE..... CUSTOMER WILL RETURN AT A LATER DATE TO HAVE FURTHER DIAG/REPAIRS PERFORMED..... C1
08/28/2008	14:38	REPLACED MECH UNIT AND ROADTESTED CAR OK
08/28/2008	17:30	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
08/28/2008	17:30	ISSUE UPDATED

Consultant's Closing Comments

TECH REPLACED THE MECH UNIT. VEHICLE OPERATING TO SPEC AT THIS TIME.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
357852	EOS	2008	WVWBA71F78V [REDACTED]	11446	3885	08/19/2008	USA

Workshop Finding

TECH VERIFIED THE CONCERN. TRANS IS SHUTTERING IN 1ST AND REVERSE.

Activity Date	Activity Time	Activity Comments
08/19/2008	13:55	ISSUE OPENED BY DEALERSHIP
08/19/2008	13:55	TRANSMISSION SHIFTS HARD. I HAVE DUPLICATED HARSH SHIFTS ON TEST DRIVES. THERE ARE NO FAULTS IN ANY MODULE, NO BULLETINS, THE FLUID IS FILLED CORRECTLY AND APPEARS TO BE FINE. WHEN TAKING OFF FROM A STOP IT ALMOST FEELS LIKE ITS SLIPPING AND ENGAGES INTO FIRST HARSHLY.
08/19/2008	13:58	CUSTOMER COMMENTS: TRANSMISSION SHIFTS HARD. I HAVE DUPLICATED HARSH SHIFTS ON TEST DRIVES. THERE ARE NO FAULTS IN ANY MODULE, NO BULLETINS, THE FLUID IS FILLED CORRECTLY AND APPEARS TO BE FINE. WHEN TAKING OFF FROM A STOP IT ALMOST FEELS LIKE ITS SLIPPING AND ENGAGES INTO FIRST HARSHLY.
08/19/2008	13:58	P1 ADVISED THE TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT.
08/19/2008	13:58	WORKSHOP FINDINGS: TECH VERIFIED THE CONCERN. TRANS IS SHUTTERING IN 1ST AND REVERSE.
08/19/2008	14:15	PARTS ON ORDER
08/19/2008	14:19	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
08/19/2008	14:19	ISSUE UPDATED

Consultant's Closing Comments

TECH TO REPLACE THE MECH UNIT.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
357862	RABBIT	2007	WVWVFV71K47W [REDACTED]	21957	3885	08/19/2008	USA

Workshop Finding
HAVING ISSUES WITH SET BASIC SETTINGS

Activity Date	Activity Time	Activity Comments
08/19/2008	14:06	INSTALLED NEW MECHATRONICS UNIT AND PREFORM BASIC SETTING TROUGH GFF AND IT SAYS AT END OF TEST ITS OK. ROAD TEST AND ITS IN LIMP MODE, AND CODE RETURNS SAYS BASIC SETTINGS NOT CARRIED OUT MECHANICAL MALFUNCTION CODE NUMBER 01087
08/19/2008	14:06	ISSUE OPENED BY DEALERSHIP
08/19/2008	14:11	ADVISED THE TECH TO PERFORM MANUAL BASIC SETTINGS. ENTER VEHICLE SELF DIAGNOSIS, CLEAR ECM AND TCM MEMORY. WITH THE VEHICLE RUNNING AND AT OPERATING TEMPERATURE HAVE A FOOT ON BRAKE WITH VEHICLE IN PARK, ENTER BASIC SETTINGS IN TRANS. ENTER 61Q AND ACTIVATE, WHEN NUMBERS APPEAR IN LOWER BOX BACK OUT ONE SCREEN AND ENTER 60Q AND ACTIVATE, WHEN NUMBERS APPEAR CYCLE THE KEY OFF THEN ON, PERFORM GARAGE SHIFT BY SHIFTING THE VEHICLE (WHILE RUNNING) FROM PARK TO DRIVE 5 TIMES AND THEN SHIFTING FROM PARK TO REVERSE 5 TIMES. ROAD TEST VEHICLE 20 MILES GOING THROUGH ALL GEARS AUTOMATICALLY AND ALSO THROUGH TIPTRONIC AT VARIOUS SPEEDS. REEVALUATE CONCERN, CHECK FAULT MEMORY AND UPDATE VTA.
08/19/2008	14:11	CUSTOMER COMMENTS: INSTALLED NEW MECHATRONICS UNIT AND PREFORM BASIC SETTING TROUGH GFF AND IT SAYS AT END OF TEST ITS OK. ROAD TEST AND ITS IN LIMP MODE, AND CODE RETURNS SAYS BASIC SETTINGS NOT CARRIED OUT MECHANICAL MALFUNCTION CODE NUMBER 01087
08/19/2008	14:11	WORKSHOP FINDINGS: HAVING ISSUES WITH SET BASIC SETTINGS
08/19/2008	14:12	MECH REPLACED PREVIOUSLY
08/19/2008	14:47	MANUAL BASIC SETTING PREFORMED, AND ALL IS WELL, SHIFTS GREAT, NONE OF THE ORIGINAL COMPLAINTS ARE NOTICABLE AFTER MECH UNIT REPLACEMNT. THANKS FOR YOUR HELP.
08/19/2008	15:48	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
08/19/2008	15:48	ISSUE UPDATED

Consultant's Closing Comments
MANUAL BASIC SETTING PREFORMED, AND ALL IS WELL, SHIFTS GREAT, NONE OF THE ORIGINAL COMPLAINTS ARE NOTICABLE AFTER MECH UNIT REPLACEMNT. THANKS FOR YOUR HELP.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
358023	JETTA	2008	3VWDJ71K38M [REDACTED]	5003	3885	08/19/2008	USA

Workshop Finding
TCM PART NO. 02E 30044J 1408

Activity Date	Activity Time	Activity Comments
08/19/2008	17:35	DSG TRANS SHIFTING HARD ON DOWNSHIFTS TAKE OFF FROM A DEAD STOP CLUTCH DOES NOT ENGAGE TIL 1800 TO 2000 RPM PERFORMED BASIC SETTINGS 61 AND 60 NO IMPROVMENT ALSO UPDATED SOFTWARE WITH SVM 301D EVM SOFTWARE ONLY THIS ALSO MADE NO IMPROVEMENT PLEASE ADVISE
08/19/2008	17:35	ISSUE OPENED BY DEALERSHIP
08/19/2008	17:39	CUSTOMER COMMENTS: DSG TRANS SHIFTING HARD ON DOWNSHIFTS TAKE OFF FROM A DEAD STOP CLUTCH DOES NOT ENGAGE TIL 1800 TO 2000 RPM PERFORMED BASIC SETTINGS 61 AND 60 NO IMPROVMENT ALSO UPDATED SOFTWARE WITH SVM 301D EVM SOFTWARE ONLY THIS ALSO MADE NO IMPROVEMENT PLEASE ADVISE
08/19/2008	17:39	REPLACE THE MECHATRONIC, FILTER, FLUID AND BOLTS
08/19/2008	17:39	WORKSHOP FINDINGS: TCM PART NO. 02E 30044J 1408
08/26/2008	12:25	SPOKE WITH PHIL IN SERVICE..... CUSTOMER WILL RETURN AT A LATER DATE TO HAVE FURTHER DIAG/REPAIRS PERFORMED..... C1
09/02/2008	10:49	WAS INFORMED CAR IS NOT HERE PARTS NOT HERE WILL REOPEN VTA IF NECASARY
09/02/2008	10:57	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
09/02/2008	10:57	ISSUE UPDATED

Consultant's Closing Comments
REPLACE THE MECHATRONIC, FILTER, FLUID AND BOLTS

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
358352	JETTA	2008	3VWRJ71KX8M [REDACTED]	6384	3885	08/20/2008	USA

Workshop Finding
TCM 02E AE 1410. NO FAULTS IN ERCM OR TCM, FLUID LEVEL GOOD.

Activity Date	Activity Time	Activity Comments
08/20/2008	14:22	AT STOP ON INCLINE IN DRIVE CAR WILL ROLL BACK
08/20/2008	14:22	ISSUE OPENED BY DEALERSHIP
08/20/2008	14:35	ADVISED TECH TO REPLACE MECH UNIT, BOLTS, FLUID AND FILTER, UPDATE VTA WHEN COMPLETED.
08/20/2008	14:35	CUSTOMER COMMENTS: AT STOP ON INCLINE IN DRIVE CAR WILL ROLL BACK ALSO HAS SHUDDER ON LIGHT ACCEL.
08/20/2008	14:35	WORKSHOP FINDINGS: TCM 02E AE 1410. NO FAULTS IN ERCM OR TCM, FLUID LEVEL GOOD.
08/21/2008	16:12	PARTS HAVE BEEN ORDERED 08/21/08
08/21/2008	18:16	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
08/21/2008	18:16	ISSUE UPDATED

Consultant's Closing Comments
TECH TO REPLACE MECHATRONIC, COMPLETED.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
358698	RABBIT	2008	WVWVFV71K88W [REDACTED]	9208	3885	08/21/2008	USA

Workshop Finding

CONCERN SEEMS TO BE UNDER ACCELERATION; MECH REPLACED.

Activity Date	Activity Time	Activity Comments
08/21/2008	11:32	CUSTOMER STILL HAS SHIFT PROBLEMS OUT OF TRANSMISSION. FLUID IS AT PROPER LEVEL AND NOT CONTAMINATED. HAVE ALREADY INSTALLED A MECHATRONIC UNIT INTO VEHICLE AND REPLACED TRANS FILTER. NO FAULTS STORED IN SYSTEM.
08/21/2008	11:32	ISSUE OPENED BY DEALERSHIP
08/21/2008	11:43	ADVISED THE TECH TO PERFORM MANUAL BASIC SETTINGS. ENTER VEHICLE SELF DIAGNOSIS, CLEAR ECM AND TCM MEMORY. WITH THE VEHICLE RUNNING AND AT OPERATING TEMPERATURE HAVE A FOOT ON BRAKE WITH VEHICLE IN PARK, ENTER BASIC SETTINGS IN TRANS. ENTER 61Q AND ACTIVATE, WHEN NUMBERS APPEAR IN LOWER BOX BACK OUT ONE SCREEN AND ENTER 60Q AND ACTIVATE, WHEN NUMBERS APPEAR CYCLE THE KEY OFF THEN ON, PERFORM GARAGE SHIFT BY SHIFTING THE VEHICLE (WHILE RUNNING) FROM PARK TO DRIVE 5 TIMES AND THEN SHIFTING FROM PARK TO REVERSE 5 TIMES. ROAD TEST VEHICLE 20 MILES GOING THROUGH ALL GEARS AUTOMATICALLY AND ALSO THROUGH TIPTRONIC AT VARIOUS SPEEDS. REEVALUATE CONCERN, CHECK FAULT MEMORY AND UPDATE VTA.
08/21/2008	11:43	CUSTOMER COMMENTS: CUSTOMER STILL HAS SHIFT PROBLEMS OUT OF TRANSMISSION. FLUID IS AT PROPER LEVEL AND NOT CONTAMINATED. HAVE ALREADY INSTALLED A MECHATRONIC UNIT INTO VEHICLE AND REPLACED TRANS FILTER. NO FAULTS STORED IN SYSTEM.
08/21/2008	11:43	WORKSHOP FINDINGS: CONCERN SEEMS TO BE UNDER ACCELERATION; MECH REPLACED.
08/21/2008	15:09	TRANSFERRED TECH TO CHRIS GEHRKES VOICEMAIL PER TECH REQUEST.
08/21/2008	18:45	ISSUE UPDATED
08/22/2008	11:36	SPOKE WITH GEORGE, REQUESTED A DATA LOG AS WELL AS PRINTOUTS OF MVB 54, 41, 48, 64 IN TCM. CHRIS.GEHRKE@VW.COM
08/22/2008	14:47	FYI QA/ PS
08/22/2008	18:23	PLEASE HAVE THE VEHICLE READY FOR THE QTM TO VERIFY WHAT CONCERN IS PRESENT POSSIBLY THE WEEK OF 9/2/2008
08/25/2008	11:04	TECH SAID HE WOULD CALL BACK FOR CHRIS GEHRKE. HE DID NOT WANT VOICEMAIL.
08/25/2008	11:34	ATTACHED LOG YOU ASKED FOR. WAITING FOR QTM
08/26/2008	13:57	I WILL LEAVE THIS TICKET OPEN IN AN ESCALATED STATUS. THE QTM WILL BE OUT NEXT WEEK.
08/27/2008	08:56	VEHICLE HAS LEFT AND THE CUSTOMER PER GEORGE AND HE WILL ADVISE ON WHEN THE CUSTOMER IS SET TO RETURN C1
08/28/2008	14:31	SPOKE WITH JUSTIN IN SERVICE. CUSTOMER HAS VEHICLE-TECH WILL UPDATE AND CLOSE VTA UNTIL CUSTOMER RETURNS. C1
09/02/2008	11:57	ISSUE SENT TO DEALERSHIP
09/03/2008	12:55	QTM ON SITE AS PER DISPATCH ON 09/02/08 AND 09/03/08, PERFORMED SEVERAL TEST DRIVES WITH SHOP FOREMAN AND TECHNICIAN, CONCERN WAS DUPLICATED ON 09/03 AM, FOM ADVISED OF CASE AND FRED 222753 FILED FOR ENGINEERING.
09/03/2008	14:12	CASE ESCALATED TO THE QTM AT THE REQUEST OF QUALITY ANALYSIS
09/05/2008	09:58	QTM SAYS THAT CAR IS NORMAL.
09/05/2008	10:26	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
09/05/2008	10:26	ISSUE UPDATED

Consultant's Closing Comments

QTM ON SITE AS PER DISPATCH ON 09/02/08 AND 09/03/08, PERFORMED SEVERAL TEST DRIVES WITH SHOP FOREMAN AND TECHNICIAN, CONCERN WAS DUPLICATED ON 09/03 AM, FOM ADVISED OF CASE AND FRED 222753 FILED FOR ENGINEERING.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
358742	EOS	2008	WVWBA71F38V [REDACTED]	17058	3885	08/21/2008	USA

Workshop Finding

n/a

Activity Date	Activity Time	Activity Comments
08/21/2008	12:21	ISSUE OPENED BY DEALERSHIP
08/21/2008	12:21	SUITE DE TICKET 353371 TROUBLE DE MECATRONIK NEUF FAUTE 17160 PO776
08/21/2008	12:22	CUSTOMER COMMENTS: SUITE DE TICKET 353371 TROUBLE DE MECATRONIK NEUF FAUTE 17160 PO776
08/21/2008	12:22	VERIFIE MECHATRONIC INSTALLER ET CONNECTIONS ET AVISE DE NOUVEAU
08/27/2008	10:53	D??SOL?? DU RETARD POUR R??PONSE. LORS DE LA VERIFIECATION DU M??CATRONIQUE NEUF D??MONTE DELA VOITURE ET INSPECT VISUEL .CAUSE M??CATRONIQUE A RECU UN COUP DANS TRANSPORT LA CONNECTION DE SOLENOIDE PERTINANT NE FAIT PAS CONTACT(CIRCUIT IMPRIM??.) D??MONTE CELUI DE VIEUX ET POSE SUR NOUVEAU ET REMONTE SUR VOITURE FAIT AJUSTE HUIL ET 2 BASIC SETTING SONT COMPET?? AVEC SUCCES. MERCI
08/27/2008	11:41	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
08/27/2008	11:41	ISSUE UPDATED

Consultant's Closing Comments

REPLACED MECHATRONIC AND HARNESS

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
358855	RABBIT	2008	WVWKC71K28W [REDACTED]	702	3885	08/21/2008	USA

Workshop Finding

TECH VERIFIED THE CONCERN. TRANS SHUTTERS IN 1ST AND REVERSE. BASIC SETTINGS PERFORMED AND UNSUCCESSFUL. NO FAULTS IN THE ECM OR TCM.

Activity Date	Activity Time	Activity Comments
08/21/2008	14:45	CUSTOMER STATES CAR SHUTTERS WHEN IN DRIVE OR REVERSE CREEPING FROM A STOP. TEST DROVE ANOTHER 08 R32 SHUTTERING IS NOT THERE AND ALSO PERFORMED BASIC SETTINGS ON THE DSG TRANSMISSION WITH NO RESULTS WAS TOLD TO CHECK N80 VALVE FOR FUEL FOUND NONE.
08/21/2008	14:45	ISSUE OPENED BY DEALERSHIP
08/21/2008	14:52	CUSTOMER COMMENTS: CUSTOMER STATES CAR SHUTTERS WHEN IN DRIVE OR REVERSE CREEPING FROM A STOP. TEST DROVE ANOTHER 08 R32 SHUTTERING IS NOT THERE AND ALSO PERFORMED BASIC SETTINGS ON THE DSG TRANSMISSION WITH NO RESULTS WAS TOLD TO CHECK N80 VALVE FOR FUEL FOUND NONE.
08/21/2008	14:52	P1 ADVISED THE TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT.
08/21/2008	14:52	TECH TO CHECK THE EVAP LINE FOR ANY ISSUES.
08/21/2008	14:52	WORKSHOP FINDINGS: TECH VERIFIED THE CONCERN. TRANS SHUTTERS IN 1ST AND REVERSE. BASIC SETTINGS PERFORMED AND UNSUCCESSFUL. NO FAULTS IN THE ECM OR TCM.
08/22/2008	14:33	CUSTOMER TO RESCHEDULE WHEN PART ARRIVES
08/25/2008	10:05	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
08/25/2008	10:05	ISSUE UPDATED

Consultant's Closing Comments

TECH TO REPLACE THE MECH UNIT.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
359165	EOS	2008	WVWBA71F08V [REDACTED]	3196	3885	08/22/2008	USA

Workshop Finding

CK VEH, ALL GEARS FLASHING AT INST CLUSTER, WHEN PUT IN GEAR VEH WONT MOVE FOWARD OR REVERSE, GFF, 2DTC TRANS SYST P1819 PRESSURE CONTROL VALVE2 N216 CIRCUIT OPEN/SHORT TO GROUND RANGE PERFORMANCE,P2711 IMPLAUSIBLE TRANSMISSION SHIFT SEQUENCE NO COMUNICATION, NO TEST PLAN AT GFF, CK CONNECTIONS AT TRANS WIRING HARNESS, CK GOOD,CK TECH BULETINS, NO TBS FOR THIS CONCERN.

Activity Date	Activity Time	Activity Comments
08/22/2008	12:48	INSTRUMENT CLUSTER GEAR DISPLAY ALL GEARS FLASHING, VEH STOP MOVING, TOWED IN. CK VEH, ALL GEARS FLASHING AT INST CLUSTER, WHEN PUT IN GEAR VEH WONT MOVE FOWARD OR REVERSE, GFF, 2DTC TRANS SYST P1819 PRESSURE CONTROL VALVE2 N216 CIRCUIT OPEN/SHORT TO GROUND RANGE PERFORMANCE,P2711 IMPLAUSIBLE TRANSMISSION SHIFT SEQUENCE NO COMUNICATION, NO TEST PLAN AT GFF, CK CONNECTIONS AT TRANS WIRING HARNESS, CK GOOD,CK TECH BULETINS, NO TBS FOR THIS CONCERN.
08/22/2008	12:48	ISSUE OPENED BY DEALERSHIP
08/22/2008	13:00	ADVISED TECH TO PERFORM MANUAL BASIC SETTINGS. VEHICLE SELF DIAGNOSIS, CLEAR ECM AND TCM MEMORY, VEHICLE RUNNING AND AT OPERATING TEMPERATURE. FOOT ON BRAKE WITH VEHICLE IN PARK, BASIC SETTINGS TRANS. ENTER 61Q AND ACTIVATE, WHEN NUMBERS APPEAR IN LOWER BOX BACK OUT ONE SCREEN AND ENTER 60Q AND ACTIVATE, WHEN NUMBERS APPEAR CYCLE THE KEY OFF THEN ON, ROAD TEST VEHICLE 15 MILES GOING THROUGH ALL GEARS AND VARIOUS SPEEDS. REEVALUATE CONCERN AND UPDATE VTA.
08/22/2008	13:00	CUSTOMER COMMENTS: INSTRUMENT CLUSTER GEAR DISPLAY ALL GEARS FLASHING, VEH STOP MOVING, TOWED IN.
08/22/2008	13:00	WORKSHOP FINDINGS: CK VEH, ALL GEARS FLASHING AT INST CLUSTER, WHEN PUT IN GEAR VEH WONT MOVE FOWARD OR REVERSE, GFF, 2DTC TRANS SYST P1819 PRESSURE CONTROL VALVE2 N216 CIRCUIT OPEN/SHORT TO GROUND RANGE PERFORMANCE,P2711 IMPLAUSIBLE TRANSMISSION SHIFT SEQUENCE NO COMUNICATION, NO TEST PLAN AT GFF, CK CONNECTIONS AT TRANS WIRING HARNESS, CK GOOD,CK TECH BULETINS, NO TBS FOR THIS CONCERN.
08/22/2008	14:34	ADVISED TECH TO REPLACE MECH UNIT AND BOLTS. PERFORM BASIC SETTINGS AFTER MECH REPLACEMENT. CLOSE OUT VTA WHEN COMPLETED. TECH STATED HE COULD NOT PERFORM BASIC SETTINGS, KEPT GETTING KICKED OUT.
08/28/2008	15:27	MECH UNIT IS ON RED ORDER,ETA 09/02/08
08/28/2008	15:57	THANKS FOR THE UPDATE.
08/29/2008	12:59	SPOKE WITH MARTIN IN SERVICE..... DEALER IS STILL WAITING ON PARTS TO ARRIVE..... P1
08/29/2008	19:03	TECH TO CALL ON TUESDAY. ASK FOR CHRIS OR MARK
08/29/2008	19:09	MVB 41 AND 48 FROM BOTH MECHATRONICS AND CALL ON TUESDAY
08/29/2008	19:38	FIRST VALUE BLOCKS 41,48 AND 54 ARE THE NEW MEGATRONICS SECOND IS THE OLD ONE I WILL CALL BACK PN TUESDAY
09/02/2008	07:37	THANKS FOR THE UPDATE.
09/02/2008	12:12	ISSUE UPDATED
09/04/2008	13:39	TRANSFERRED TO MARK VM AS PER TECH
09/08/2008	13:13	NEED TO KNOW IF THE NEW UNIT TOOK CARE OF THE DTC AND IS THE CAR DOWN THE ROAD AFTER REPAIRS ON THURSDAY. NEED UPDAT ASAP
09/08/2008	13:39	ISSUE UPDATED
09/08/2008	13:42	INSTALLED MECHTRONICS UNIT AND SET BASICS, ROAD TESTED VEHICLE AFTER REPAIR EVERYTHING NOW FUNCTIONING PROPERLY, THANK YOU FOR THE HELP.
09/08/2008	13:55	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
09/08/2008	13:55	ISSUE UPDATED

Consultant's Closing Comments

DSG MECHTRONIC UNIT HAD INTERNAL CAN ISSUE CAUSING COMMUNICATION WITH GATEWAY AND OTHER SYSTEMS.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
359290	EOS	2007	WVWDB71F17V [REDACTED]	26192	3885	08/22/2008	USA

Workshop Finding
DELAY ENGAGEMENT; TCM 02E 300043B 1182

Activity Date	Activity Time	Activity Comments
08/22/2008	15:55	AUTO DOWN SHIFTS HARSH STARTS TO ROLL BACK ON INCLINES IF BRAKE IS RELEASED IN DRIVE.
08/22/2008	15:55	ISSUE OPENED BY DEALERSHIP
08/22/2008	16:03	CALL BACK WHEN READY FOR TELEDIAG
08/22/2008	16:03	CUSTOMER COMMENTS: AUTO DOWN SHIFTS HARSH STARTS TO ROLL BACK ON INCLINES IF BRAKE IS RELEASED IN DRIVE.
08/22/2008	16:03	WITHIN 20 MINUTES, PREFERRABLY
08/22/2008	16:03	WORKSHOP FINDINGS: DELAY ENGAGEMENT; TCM 02E 300043B 1182
08/22/2008	16:40	ADVISED THE TECH TO PERFORM MANUAL BASIC SETTINGS. ENTER VEHICLE SELF DIAGNOSIS, CLEAR ECM AND TCM MEMORY. WITH THE VEHICLE RUNNING AND AT OPERATING TEMPERATURE HAVE A FOOT ON BRAKE WITH VEHICLE IN PARK, ENTER BASIC SETTINGS IN TRANS. ENTER 61Q AND ACTIVATE, WHEN NUMBERS APPEAR IN LOWER BOX BACK OUT ONE SCREEN AND ENTER 60Q AND ACTIVATE, WHEN NUMBERS APPEAR CYCLE THE KEY OFF THEN ON, PERFORM GARAGE SHIFT BY SHIFTING THE VEHICLE (WHILE RUNNING) FROM PARK TO DRIVE 5 TIMES AND THEN SHIFTING FROM PARK TO REVERSE 5 TIMES. ROAD TEST VEHICLE 20 MILES GOING THROUGH ALL GEARS AUTOMATICALLY AND ALSO THROUGH TIPTRONIC AT VARIOUS SPEEDS. REEVALUATE CONCERN, CHECK FAULT MEMORY AND UPDATE VTA.
08/22/2008	17:04	REPLACE THE MECHATRONIC, FLUID, FILTER AND BOLTS.
08/25/2008	13:45	PARTS ORDERED
08/25/2008	16:10	MECHATRONIC ORDERED P1
08/29/2008	12:44	SPOKE WITH ANDREW IN SERVICE..... DEALER IS STILL WAITING ON PARTS TO ARRIVE..... P1
09/02/2008	09:43	MECHATRONICS STILL NOT HERE
09/02/2008	10:58	ISSUE SENT TO DEALERSHIP
09/02/2008	11:58	ISSUE SENT TO DEALERSHIP
09/05/2008	11:10	HAVE NOT RECEIVED PART YET
09/05/2008	13:57	ISSUE SENT TO DEALERSHIP
09/10/2008	12:20	REPLACED MECHATRONIC UNIT, FILTER AND FLUID, SET BASIC SETTINGS MANUALLY PER CHRIS GEHRKE, TEST DROVE VEHICLE GOING THROUGH ALL GEARS 6 TIMES AUTO AND MANUAL, PROBLEM CORRECTED
09/10/2008	15:40	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
09/10/2008	15:40	ISSUE UPDATED

Consultant's Closing Comments
REPLACED MECHATRONIC UNIT, FILTER AND FLUID, SET BASIC SETTINGS MANUALLY PER CHRIS GEHRKE, TEST DROVE VEHICLE GOING THROUGH ALL GEARS 6 TIMES AUTO AND MANUAL, PROBLEM CORRECTED

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
359292	EOS	2007	WVWBA71F67V [REDACTED]	14262	3885	08/22/2008	USA

Workshop Finding

TEST DROVE AND THE TRANS SEEMS TO BE GOING INTO NEUTRAL AND THEN WHEN LETTING OFF THE BRAKE IT JERKS. FLUID LEVEL AND CONDITION GOOD, NO FAULTS IN ANY SYSTEM

Activity Date	Activity Time	Activity Comments
08/22/2008	15:55	CUSTOMER STATES TRANS IS JERKING FROM A STOP AS WELL AS WHEN ACCELERATING. TEST DROVE AND THE TRANS SEEMS TO BE GOING INTO NEUTRAL AND THEN WHEN LETTING OFF THE BRAKE IT JERKS.
08/22/2008	15:55	ISSUE OPENED BY DEALERSHIP
08/22/2008	16:12	ADVISED TECH TO VERIFY WHEN CONCERN IS HAPPENING, IF CONCERN HAPPENS WHEN FOOT IS OFF OF BRAKE AND BEFORE ACCELERATOR IS DEPRESSED REPLACE DUAL CLUTCH AND COVER, IF IT HAPPENS WHEN PRESSING ON ACCELERATOR REPLACE MECH UNIT, BOLTS FILTER AND FLUID. WHEN REPAIR IS COMPLETED ADVISED TECH TO PERFORM MANUAL BASIC SETTINGS. VEHICLE SELF DIAGNOSIS, CLEAR ECM AND TCM MEMORY, VEHICLE RUNNING AND AT OPERATING TEMPERATURE. FOOT ON BRAKE WITH VEHICLE IN PARK, BASIC SETTINGS TRANS. ENTER 61Q AND ACTIVATE, WHEN NUMBERS APPEAR IN LOWER BOX BACK OUT ONE SCREEN AND ENTER 60Q AND ACTIVATE, WHEN NUMBERS APPEAR CYCLE THE KEY OFF THEN ON, ROAD TEST VEHICLE 15 MILES GOING THROUGH ALL GEARS AND VARIOUS SPEEDS. REEVALUATE CONCERN AND UPDATE VTA.
08/22/2008	16:12	CUSTOMER COMMENTS: CUSTOMER STATES TRANS IS JERKING FROM A STOP AS WELL AS WHEN ACCELERATING.
08/22/2008	16:12	WORKSHOP FINDINGS: TEST DROVE AND THE TRANS SEEMS TO BE GOING INTO NEUTRAL AND THEN WHEN LETTING OFF THE BRAKE IT JERKS. FLUID LEVEL AND CONDITION GOOD, NO FAULTS IN ANY SYSTEM
08/26/2008	13:36	WAITING FOR PARTS
08/27/2008	07:36	THANKS FOR THE UPDATE.
08/29/2008	13:44	WAITING ON PARTS. P2
08/29/2008	18:06	PART IS ON RED ORDER
09/02/2008	07:37	THANKS FOR THE UPDATE.
09/02/2008	12:14	ISSUE UPDATED
09/08/2008	16:00	THE MECH UNIT FIXED THE CAR PLEASE CLOSE TICKET
09/08/2008	16:19	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
09/08/2008	16:19	ISSUE UPDATED

Consultant's Closing Comments

REPLACED MECH UNIT AND BOLTS, COMPLETED.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
359311	RABBIT	2008	WVWVFV71K18W [REDACTED]	9967	3885	08/22/2008	USA

Workshop Finding

DELAY ENGAGEMENT. TCM 02E 30044J 1408

Activity Date	Activity Time	Activity Comments
08/22/2008	16:22	CUSTOMER STATES VEHICLE WILL REV TO 2000 RPM BEFORE ENGAGING GEAR- TEST DROVE VEHICLE WILL SLAM INTO GEAR AFTER REVING TO 2000- 2500 IN FORWARD AND REVERSE GEARS VERY JERKY OFF THE LINE- RAN GFF NO FAULTS IN ECM- TCM CHECKED FLUID LEVEL -OK
08/22/2008	16:22	ISSUE OPENED BY DEALERSHIP
08/22/2008	16:28	ADVISED THE TECH TO PERFORM MANUAL BASIC SETTINGS. ENTER VEHICLE SELF DIAGNOSIS, CLEAR ECM AND TCM MEMORY. WITH THE VEHICLE RUNNING AND AT OPERATING TEMPERATURE HAVE A FOOT ON BRAKE WITH VEHICLE IN PARK, ENTER BASIC SETTINGS IN TRANS. ENTER 61Q AND ACTIVATE, WHEN NUMBERS APPEAR IN LOWER BOX BACK OUT ONE SCREEN AND ENTER 60Q AND ACTIVATE, WHEN NUMBERS APPEAR CYCLE THE KEY OFF THEN ON, PERFORM GARAGE SHIFT BY SHIFTING THE VEHICLE (WHILE RUNNING) FROM PARK TO DRIVE 5 TIMES AND THEN SHIFTING FROM PARK TO REVERSE 5 TIMES. ROAD TEST VEHICLE 20 MILES GOING THROUGH ALL GEARS AUTOMATICALLY AND ALSO THROUGH TIPTRONIC AT VARIOUS SPEEDS. REEVALUATE CONCERN, CHECK FAULT MEMORY AND UPDATE VTA.
08/22/2008	16:28	CALL WITH RESULTS.
08/22/2008	16:28	CUSTOMER COMMENTS: CUSTOMER STATES VEHICLE WILL REV TO 2000 RPM BEFORE ENGAGING GEAR- TEST DROVE VEHICLE WILL SLAM INTO GEAR AFTER REVING TO 2000- 2500 IN FORWARD AND REVERSE GEARS VERY JERKY OFF THE LINE- RAN GFF NO FAULTS IN ECM- TCM CHECKED FLUID LEVEL -OK
08/22/2008	16:28	WORKSHOP FINDINGS: DELAY ENGAGEMENT. TCM 02E 30044J 1408
08/22/2008	17:25	SET BASIC SETTINGS TEST DROVE VEHICLE- NO CHANGE STILL HARSH SHIFTS
08/22/2008	17:28	PLEASE REPLACE THE MECH UNIT, FLUID, FILTER, AND THE BOLTS.
08/29/2008	12:16	THE 'VALVE BODY' IS ON RED ORDER, WORLD BACK ORDER WITH NO ETA. WILL UPDATE WHEN SOMETHING STARTS MOVING...
08/29/2008	12:34	MECH ORDERED P1
08/29/2008	13:44	PER LAST UPDATE, PARTS ARE ON ORDER; P1
09/02/2008	11:58	ISSUE SENT TO DEALERSHIP
09/04/2008	18:29	PARTS HERE, REPAIR SCHEDULED FOR FRIDAY SEPT 5TH...
09/04/2008	18:48	ISSUE SENT TO DEALERSHIP
09/09/2008	17:02	REPLACED MECHATRONIC UNIT AND TEMP. SENSOR G182 TOP OFF FLUID- VEHICLE NOW HAS FAULT FOR PRESURE SENSOR N 260 NO REVERSE GEAR NO DISPLAY FOR PRESURE IN VALUE BLOCK WILL NOT ALLOW BASIC SETTINGS
09/09/2008	17:10	REPLACE MECHTRONIC S (DAMAGE BOX)
09/12/2008	12:11	HAVE RE-ORDERED PART, NO ETA AT THIS TIME, WILL UPDATE WHEN MORE INFO AVAILABLE
09/12/2008	19:29	ISSUE SENT TO DEALERSHIP
09/16/2008	17:01	REPLACE MECHATRONICS UNIT AGAIN TOP OFF FLUID- CLEARED FAULT MEMORY- PERFORMED MANUAL BASIC SETTINGS- TEST DROVE - NO FAULTS PERFORMING TO DESIGN!
09/16/2008	18:20	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
09/16/2008	18:20	ISSUE UPDATED

Consultant's Closing Comments

REPLACE MECHATRONICS UNIT AGAIN TOP OFF FLUID- CLEARED FAULT MEMORY- PERFORMED MANUAL BASIC SETTINGS- TEST DROVE - NO FAULTS PERFORMING TO DESIGN!

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
359455	EOS	2008	WVWBA71F98V [REDACTED]	4896	3885	08/25/2008	USA

Workshop Finding

n/a

Activity Date	Activity Time	Activity Comments
08/25/2008	10:17	ISSUE OPENED BY DEALERSHIP
08/25/2008	10:17	THERE IS A SLIGHT SURGE IN THE ENGINE WHEN BACKING UP WITH LIGHT PRESSURE ON THE GAS PEDAL. HAVE USED GFF, NO DTC'S, HAVE READAPTED THROTTLE TO ECM, HAVE LOOKED FOR ANY DAMAGE YO ELEC. CONNECTORS - NONE FOUND. HAVE CHECKED FOR TPI'S, TECH. TIPS ETC.. HAVE NOT BEEN ABLE TO RESOLVE CONCERN.
08/25/2008	10:31	CUSTOMER COMMENTS: THERE IS A SLIGHT SURGE IN THE ENGINE WHEN BACKING UP WITH LIGHT PRESSURE ON THE GAS PEDAL. HAVE USED GFF, NO DTC'S, HAVE READAPTED THROTTLE TO ECM, HAVE LOOKED FOR ANY DAMAGE YO ELEC. CONNECTORS - NONE FOUND. HAVE CHECKED FOR TPI'S, TECH. TIPS ETC.. HAVE NOT BEEN ABLE TO RESOLVE CONCERN.
08/25/2008	10:31	REPLACE MECHATRONICS
09/02/2008	10:20	TRAN. MODULE IS ON ORDER FROM GERMANY, HAVE BEEN TOLD THIS WILL TAKE ANYWHERE FROM 2 TO 6 WEEKS. WHEN WE RECIEVE THE MODULE WE WILL CONTINUE WITH REPAIR.
09/02/2008	10:30	THANKS FOR THE UPDATE P1
09/02/2008	12:19	ISSUE UPDATED
09/09/2008	11:15	MECHATRONICS MODULE HAS BEEN INSTALLED IN TRANS. AND ALL CONCERNS HAVE BEEN RESOLVED.
09/09/2008	11:51	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
09/09/2008	11:51	ISSUE UPDATED

Consultant's Closing Comments

MECHATRONICS MODULE HAS BEEN INSTALLED IN TRANS. AND ALL CONCERNS HAVE BEEN RESOLVED.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
359530	RABBIT	2008	WVWFV71K68W [REDACTED]	20843	3885	08/25/2008	USA

Workshop Finding
n/a

Activity Date	Activity Time	Activity Comments
08/25/2008	11:49	ISSUE OPENED BY DEALERSHIP
08/25/2008	11:49	SURGE WHEN IDLING IN GEAR (DSG) AT 10 MPH, GONE BY 20 MPH. NO DTC'S. FUEL TRIMS LOOK GOOD. CHECKED FOR LOOSE ENGINE/TRANS MOUNTS - ALL OK.
08/25/2008	11:58	CUSTOMER COMMENTS: SURGE WHEN IDLING IN GEAR (DSG) AT 10 MPH, GONE BY 20 MPH. NO DTC'S. FUEL TRIMS LOOK GOOD. CHECKED FOR LOOSE ENGINE/TRANS MOUNTS - ALL OK.
08/25/2008	11:58	PLEASE MAKE SURE THAT THE ENGINE IS ALL THE WAY UP TO OPERATING TEMPERATURE AND IDLING. GO INTO VSD, GEARBOX ELECTRONICS, AND THEN BASIC SETTINGS. WITH YOUR FOOT ON THE BRAKE ACTIVATE TEST 61. AFTER 30 SECONDS THE TEST WILL RUN AND MAKE SOME NOISES IN THE GEARBOX. ONCE TEST IS COMPLETE, REPEAT STEPS FOR TEST 60. PLEASE THEN DRIVE THE CAR 15 MILES HARD TO SEE IF CONCERN IS CHANGED.
08/25/2008	12:56	P1 ADVISED THE TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT.
08/25/2008	13:06	FOLLOW INSTRUCTIONS; STILL SURGES; CALL TECH LINE AGAIN: SAID KNOWN PROBLEM, REPLACE MEGATRONICS UNIT, FILTER, BOLTS AND FLUID. THANKS
08/25/2008	13:09	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
08/25/2008	13:09	ISSUE UPDATED

Consultant's Closing Comments
E: FOLLOW INSTRUCTIONS; STILL SURGES; CALL TECH LINE AGAIN: SAID KNOWN PROBLEM, REPLACE MEGATRONICS UNIT, FILTER, BOLTS AND FLUID. THANKS

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
359670	EOS	2007	WVWDA71F07V [REDACTED]	25424	3885	08/25/2008	USA

Workshop Finding

CHECK ALL ON BOARD SYSTEMS USEING GFF. 2 FAULTS IN THE TCM P1707. NO TEST PLAN IN GFF FOR THIS. CHECK POWER AND GROUNDS. CHECK ALL ELECTRICAL CONNECTORS AS PER WIRE DIAG.

Activity Date	Activity Time	Activity Comments
08/25/2008	14:30	CUSTOMER STATES THE CAR WILL NOT START AT TIMES. AND AT TIMES THE CAR WILL NOT DRIVE AT TIMES THE PRNDS LAMP IS FLASHING. CHECK ALL ON BOARD SYSTEMS USEING GFF. 2 FAULTS IN THE TCM P1707. NO TEST PLAN IN GFF FOR THIS. CHECK POWER AND GROUNDS. CHECK ALL ELECTRICAL CONNECTORS AS PER WIRE DIAG.
08/25/2008	14:30	ISSUE OPENED BY DEALERSHIP
08/25/2008	16:11	ADVISED TECH TO REPLACE MECH UNIT, BOLTS, FILTER AND FLUID. UPDATE VTA WHEN COMPLETED.
08/25/2008	16:11	CUSTOMER COMMENTS: CUSTOMER STATES THE CAR WILL NOT START AT TIMES. AND AT TIMES THE CAR WILL NOT DRIVE AT TIMES THE PRNDS LAMP IS FLASHING.
08/25/2008	16:11	WORKSHOP FINDINGS: CHECK ALL ON BOARD SYSTEMS USEING GFF. 2 FAULTS IN THE TCM P1707. NO TEST PLAN IN GFF FOR THIS. CHECK POWER AND GROUNDS. CHECK ALL ELECTRICAL CONNECTORS AS PER WIRE DIAG.
08/28/2008	07:50	PARTS ARE ON ORDER. PART WILL BE COMMING FROM GERMANY. CAR IS STAYING HERE FOR THE REPAIRE.
08/28/2008	13:19	THANKS FOR THE UPDATE.
09/02/2008	10:32	P2 SCOTT STATED PARTS ARE ON ORDERED
09/02/2008	12:56	PARTS ARE STILL ON ORDER FROM GERMANY.
09/02/2008	16:09	THANKS FOR THE UPDATE.
09/08/2008	11:28	PARTS ARE HERE AND WE ARE WORKING ON THE CAR.
09/08/2008	17:38	THANKS FOR THE UPDATE.
09/09/2008	08:00	INSTALLED NEW MECH. UNIT. PREFORMED ALL ADAPATIONS. ROAD TEST CAR. ALL SYSTEMS ARE WORKING TO MFG. SPECS. THANKS FOR THE HELP.
09/09/2008	08:13	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
09/09/2008	08:13	ISSUE UPDATED

Consultant's Closing Comments

REPLACED MECH UNIT, COMPLETED.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
359763	EOS	2007	WVWDB71F87V [REDACTED]	18439	3885	08/25/2008	USA

Workshop Finding

CHECKED AND FOUND DTC'S P1624 FOR REQUIREMANT-FAULT LAMP ON(ACTIVE),P1707 INTERFERENCE IN MECHATRONICS UNIT(ELECTRICAL MalfUNCTION IN CIRCUIT),P2711 IMPLUASIBLE TRANSMISSION SHIFT SEQUENCE(NO COMMUNICATION)

Activity Date	Activity Time	Activity Comments
08/25/2008	16:03	CUSTOMER STATED CHECK ENGINE LIGHT IS ON,CHECKED AND FOUND DTC'S P1624 FOR REQUIREMANT-FAULT LAMP ON(ACTIVE),P1707 INTERFERENCE IN MECHATRONICS UNIT(ELECTRICAL MalfUNCTION IN CIRCUIT),P2711 IMPLUASIBLE TRANSMISSION SHIFT SEQUENCE(NO COMMUNICATION)
08/25/2008	16:03	ISSUE OPENED BY DEALERSHIP
08/25/2008	16:32	ADVISED TECH TO CHECK FLUID LEVEL AND CONDITION, IF GOOD REPLACE MECH UNIT, BOLTS, FLUID AND FILTER. PLEASE CLOSE OUT VTA WHEN COMPLETED. TCM 02E AE 1302
08/25/2008	16:32	CUSTOMER COMMENTS: CUSTOMER STATED CHECK ENGINE LIGHT IS ON.
08/25/2008	16:32	WORKSHOP FINDINGS: CHECKED AND FOUND DTC'S P1624 FOR REQUIREMANT-FAULT LAMP ON(ACTIVE),P1707 INTERFERENCE IN MECHATRONICS UNIT(ELECTRICAL MalfUNCTION IN CIRCUIT),P2711 IMPLUASIBLE TRANSMISSION SHIFT SEQUENCE(NO COMMUNICATION)
09/02/2008	12:16	ISSUE UPDATED
09/02/2008	15:57	SPOKE WITH JASON IN SERVICE..... PARTS ARE ON NATIONAL BACK ORDER..... P1
09/06/2008	14:13	CHECKED FLUID LEVEL AND CONDITION,BOTH WERE GOOD.REMOVED AND REPLACED MECHATRONICS UNIT AND BOLT,ALSO REPLACED FILTER AND FLUID.ERASED DTC AND SET BASIC SETTINGS.ROAD TESTED VEHICLE TO VERIFY OPERATION.
09/08/2008	09:44	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
09/08/2008	09:44	ISSUE UPDATED

Consultant's Closing Comments

REPLACED MECH UNIT AND BOLTS, COMPLETED.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
359896	JETTA	2008	3VWRJ71K88M [REDACTED]	5088	3885	08/26/2008	USA

Workshop Finding

USED GFF NO FAULTS WERE FOUND. FLUID LEVEL AND CONDITION GOOD, TCM 02E J 1410

Activity Date	Activity Time	Activity Comments
08/26/2008	09:21	ISSUE OPENED BY DEALERSHIP
08/26/2008	09:21	TRANSMISSION HAS HARSH DOWNSHIFT ONLY WHEN WARM. USED GFF NO FAULTS WERE FOUND.
08/26/2008	09:31	ADVISED TECH TO PERFORM MANUAL BASIC SETTINGS. VEHICLE SELF DIAGNOSIS, CLEAR ECM AND TCM MEMORY, VEHICLE RUNNING AND AT OPERATING TEMPERATURE. FOOT ON BRAKE WITH VEHICLE IN PARK, BASIC SETTINGS TRANS. ENTER 61Q AND ACTIVATE, WHEN NUMBERS APPEAR IN LOWER BOX BACK OUT ONE SCREEN AND ENTER 60Q AND ACTIVATE, WHEN NUMBERS APPEAR CYCLE THE KEY OFF THEN ON, ROAD TEST VEHICLE 15 MILES GOING THROUGH ALL GEARS AND VARIOUS SPEEDS. REEVALUATE CONCERN AND UPDATE VTA.
08/26/2008	09:31	CUSTOMER COMMENTS: TRANSMISSION HAS HARSH DOWNSHIFT ONLY WHEN WARM.
08/26/2008	09:31	WORKSHOP FINDINGS: USED GFF NO FAULTS WERE FOUND. FLUID LEVEL AND CONDITION GOOD, TCM 02E J 1410
08/26/2008	10:16	RESET BASIC SETTINGS AND DROVE 15 MILES. STILL HAS HARSH DOWN SHIFT.
08/26/2008	10:23	P1 ADVISED THE TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT.
08/26/2008	14:47	ORDERED PARTS
08/26/2008	14:48	ORDERED PARTS
08/26/2008	16:07	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
08/26/2008	16:07	ISSUE UPDATED

Consultant's Closing Comments

TECH TO REPLACE MECH UNIT, FLUID, FILTER AND BOLTS. COMPLETED.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
359950	RABBIT	2008	WVWKC71K78W [REDACTED]	29629	3885	08/26/2008	USA

Workshop Finding

VERIFIED CONCERN, NO CODES IN ANY SYSTEM. TCM 02E AE 1405

Activity Date	Activity Time	Activity Comments
08/26/2008	10:47	ISSUE OPENED BY DEALERSHIP
08/26/2008	10:47	VEH SERGES WHEN IN DRIVE AT LOW SPEES(0 TO 15MPH) AT LIGHT THROTTLE. SEEMS TO BE BUCKING LIKE IN SECOND GEAR.
08/26/2008	11:08	ADVISED TECH TO REPLACE MECHATRONIC UNIT, FLUID, FILTER AND BOLTS, THEN ADVISED TECH TO PERFORM MANUAL BASIC SETTINGS. VEHICLE SELF DIAGNOSIS, CLEAR ECM AND TCM MEMORY, VEHICLE RUNNING AND AT OPERATING TEMPERATURE. FOOT ON BRAKE WITH VEHICLE IN PARK, BASIC SETTINGS TRANS. ENTER 61Q AND ACTIVATE, WHEN NUMBERS APPEAR IN LOWER BOX BACK OUT ONE SCREEN AND ENTER 60Q AND ACTIVATE, WHEN NUMBERS APPEAR CYCLE THE KEY OFF THEN ON, ROAD TEST VEHICLE 15 MILES GOING THROUGH ALL GEARS AND VARIOUS SPEEDS. REEVALUATE CONCERN AND UPDATE VTA.
08/26/2008	11:08	CUSTOMER COMMENTS: VEH SERGES WHEN IN DRIVE AT LOW SPEES(0 TO 15MPH) AT LIGHT THROTTLE. SEEMS TO BE BUCKING LIKE IN SECOND GEAR.
08/26/2008	11:08	WORKSHOP FINDINGS: VERIFIED CONCERN, NO CODES IN ANY SYSTEM. TCM 02E AE 1405
08/26/2008	14:23	WAITING ON PARTS
08/27/2008	07:34	THANKS FOR THE UPDATE.
09/02/2008	12:17	ISSUE UPDATED
09/02/2008	12:18	ISSUE UPDATED
09/02/2008	14:40	C1 CHRIS STATED THE CAR IS GONE
09/02/2008	16:33	UNIT IS HERE AND CUSTOMER WILL BRING FOR INSTALL WE LEFT THE TICKET OPEN AS THE REPAIR IS NOT COMPLETE BUT THE CUSTOMER WOULD NOT LEAVE THE VEHICLE.
09/03/2008	07:25	THANKS FOR THE UPDATE.
09/09/2008	15:56	IN PROCESS, SHOULD SHIP TOMORROW
09/09/2008	16:17	THANKS FOR THE UPDATE.
09/11/2008	12:32	INSTALLED MECHATRONICS, SET BASIC SETTINGS, TEST DROVE ALL OK. SHIPPED
09/11/2008	12:37	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
09/11/2008	12:37	ISSUE UPDATED

Consultant's Closing Comments

REPLACED MECHATRONIC AND BOLTS, COMPLETED.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
360216	EOS	2008	WVWBA71F08V [REDACTED]	19281	3885	08/26/2008	USA

Workshop Finding
 TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM. TRANS SHUTTERS IN 1ST AND REVERSE.

Activity Date	Activity Time	Activity Comments
08/26/2008	15:31	ISSUE OPENED BY DEALERSHIP
08/26/2008	15:31	VEHICLE HESITAGE WHEN IT ACCELERATED FROM THE STOP (FEEL BUCKING). NO DTC.
08/26/2008	15:38	CUSTOMER COMMENTS: VEHICLE HESITAGE WHEN IT ACCELERATED FROM THE STOP (FEEL BUCKING). NO DTC.
08/26/2008	15:38	P1 ADVISED THE TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT.
08/26/2008	15:38	WORKSHOP FINDINGS: TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM. TRANS SHUTTERS IN 1ST AND REVERSE.
08/26/2008	15:53	WILL ORDER THE PARTS, THANKS.
08/26/2008	15:57	CLOSE
08/26/2008	16:04	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
08/26/2008	16:04	ISSUE UPDATED

Consultant's Closing Comments
 TECH REPLACE THE MECH UNIT.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
360234	EOS	2008	WVWFA71F88V [REDACTED]	12989	3885	08/26/2008	USA

Workshop Finding

TECH FEELS THIS IS A TRANSMISSION ISSUE.

Activity Date	Activity Time	Activity Comments
08/26/2008	15:51	ENGINE SURGES WHEN SHIFTING INTO ANY GEAR, AT STOPS AND WHEN ACCELERATING, SURGE AND HESITATION, ESPECIALLY WHEN SHITIN INTO REVERSE; DELAYED AND SURGE IDLE.
08/26/2008	15:51	ISSUE OPENED BY DEALERSHIP
08/26/2008	16:03	CUSTOMER COMMENTS: ENGINE SURGES WHEN SHIFTING INTO ANY GEAR, AT STOPS AND WHEN ACCELERATING, SURGE AND HESITATION, ESPECIALLY WHEN SHITIN INTO REVERSE; DELAYED AND SURGE IDLE.
08/26/2008	16:03	PLEASE MAKE SURE THAT THE ENGINE IS ALL THE WAY UP TO OPERATING TEMPERATURE AND IDLING. GO INTO VSD, GEARBOX ELECTRONICS, AND THEN BASIC SETTINGS. WITH YOUR FOOT ON THE BRAKE ACTIVATE TEST 61. AFTER 30 SECONDS THE TEST WILL RUN AND MAKE SOME NOISES IN THE GEARBOX. ONCE TEST IS COMPLETE, REPEAT STEPS FOR TEST 60. PLEASE THEN DRIVE THE CAR 15 MILES HARD TO SEE IF CONCERN IS CHANGED.
08/26/2008	16:03	WORKSHOP FINDINGS: TECH FEELS THIS IS A TRANSMISSION ISSUE.
08/28/2008	09:01	TRANSFERRED TO JAMES VM AS PER TECH
08/28/2008	11:18	AT LOW SPEED DRIVING, TRANS STILL SHIFTING STRANGE AND LURCHING/SURGING. PLEASE ORDER A NEW MECHATRONICS UNIT, FILTER, FLUID, AND BOLTS IF THE PAN IS CLEAN.
08/29/2008	08:27	MECHATRONICS UNIT ON ORDER VEHICLE BEING RETURNED TO CUSTOMER FOR NOW UNIT IS ON BACKORDER WILL REOPEN WHEN VEHICLE RETURNS
08/29/2008	13:41	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
08/29/2008	13:41	ISSUE UPDATED

Consultant's Closing Comments

MECHATRONICS UNIT ON ORDER VEHICLE BEING RETURNED TO CUSTOMER FOR NOW UNIT IS ON BACKORDER WILL REOPEN WHEN VEHICLE RETURNS

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
360348	EOS	2007	WVWFA71F87V [REDACTED]	9124	3885	08/27/2008	USA

Workshop Finding

VEHICLE LURCHES INTO 1ST AND REVERSE. NO FAULTS. TCM PART NO.

Activity Date	Activity Time	Activity Comments
08/27/2008	08:20	ISSUE OPENED BY DEALERSHIP
08/27/2008	08:20	VEHICLE WILL JERK GOING INTO 2ND GEAR. IT WILL HESITATE AND ACT LIKE IT DOESN'T WANT TO ENGUAGE IN THE NEXT GEAR.
08/27/2008	08:29	ADVISED THE TECH TO PERFORM MANUAL BASIC SETTINGS. ENTER VEHICLE SELF DIAGNOSIS, CLEAR ECM AND TCM MEMORY. WITH THE VEHICLE RUNNING AND AT OPERATING TEMPERATURE HAVE A FOOT ON BRAKE WITH VEHICLE IN PARK, ENTER BASIC SETTINGS IN TRANS. ENTER 61Q AND ACTIVATE, WHEN NUMBERS APPEAR IN LOWER BOX BACK OUT ONE SCREEN AND ENTER 60Q AND ACTIVATE, WHEN NUMBERS APPEAR CYCLE THE KEY OFF THEN ON, PERFORM GARAGE SHIFT BY SHIFTING THE VEHICLE (WHILE RUNNING) FROM PARK TO DRIVE 5 TIMES AND THEN SHIFTING FROM PARK TO REVERSE 5 TIMES. ROAD TEST VEHICLE 20 MILES GOING THROUGH ALL GEARS AUTOMATICALLY AND ALSO THROUGH TIPTRONIC AT VARIOUS SPEEDS. REEVALUATE CONCERN, CHECK FAULT MEMORY AND UPDATE VTA.
08/27/2008	08:29	CUSTOMER COMMENTS: VEHICLE WILL JERK GOING INTO 2ND GEAR. IT WILL HESITATE AND ACT LIKE IT DOESN'T WANT TO ENGUAGE IN THE NEXT GEAR.
08/27/2008	08:29	ISSUE SENT TO DEALERSHIP
08/27/2008	08:29	WORKSHOP FINDINGS: VEHICLE LURCHES INTO 1ST AND REVERSE. NO FAULTS. TCM PART NO.
08/28/2008	10:31	PERFORMED BASIC SETTINGS. TEST DROVE 20 MILES. TO FURTHER EXPLAIN WHAT IS HAPPENING... WHEN YOU ARE IN FIRST GEAR AT A STAND STILL, OR REVERSE, ON AN INCLINE, AND YOU LIGHTLY GIVE IT GAS IT WILL SOFTLY LUNGE 3 TO 4 TIMES BEFORE IT GOES. INSTEAD OF THE CLUTCHES SLIPPING ONE SMOOTH SLIP, IT DOES IT MULTIPLE TIMES. PLEASE ADVISE
08/28/2008	10:35	ADVISED TECH TO REPLACE MECH UNIT, BOLTS, FLUID AND FILTER. UPDATE VTA WHEN COMPLETED.
08/29/2008	11:26	ORDERED MECH UNIT.
08/29/2008	11:55	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
08/29/2008	11:55	ISSUE UPDATED

Consultant's Closing Comments

ADVISED TECH TO REPLACE MECH UNIT, BOLTS, FLUID AND FILTER. UPDATE VTA WHEN COMPLETED.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
360515	EOS	2008	WVWFA71F58V [REDACTED]	12437	3885	08/27/2008	USA

Workshop Finding

SURGING WHEN HOT INTO 1ST OR REVERSE.

Activity Date	Activity Time	Activity Comments
08/27/2008	11:47	CUSTOMER STATES THAT WHEN TAKING OFF IN DRIVE OR REVERSE CAR HESITATES AND "CHUGGS". TESTDROVE CAR COLD AND ALL TRANS FUNCTIONS WERE NORMAL. WHEN CAR GOT TO OPERATING TEMP CONDITION BEGAN. FROM A STOP IN REVERSE OR DRIVE STEP ON GAS CAR HESITATES ENGAGES A GEAR THEN CAR MOVES THEN FEELS LIKE IN A CLUTCH CAR WHEN YOU TAP CLUTCH PEDAL THEN GEAR WILL REENGAGE IN AND OUT SEVERAL TIMES. FEELS TO ME THAT MECHATRONICS IS GETTING HOT AND ACTING UP. NO FAULTS IN ANY SYSTEM. GFF AND TRANS SHEET SHOULD BE ATTACHED. THANK YOU.
08/27/2008	11:47	ISSUE OPENED BY DEALERSHIP
08/27/2008	11:52	ADVISED THE TECH TO PERFORM MANUAL BASIC SETTINGS. ENTER VEHICLE SELF DIAGNOSIS, CLEAR ECM AND TCM MEMORY. WITH THE VEHICLE RUNNING AND AT OPERATING TEMPERATURE HAVE A FOOT ON BRAKE WITH VEHICLE IN PARK, ENTER BASIC SETTINGS IN TRANS. ENTER 61Q AND ACTIVATE, WHEN NUMBERS APPEAR IN LOWER BOX BACK OUT ONE SCREEN AND ENTER 60Q AND ACTIVATE, WHEN NUMBERS APPEAR CYCLE THE KEY OFF THEN ON, PERFORM GARAGE SHIFT BY SHIFTING THE VEHICLE (WHILE RUNNING) FROM PARK TO DRIVE 5 TIMES AND THEN SHIFTING FROM PARK TO REVERSE 5 TIMES. ROAD TEST VEHICLE 20 MILES GOING THROUGH ALL GEARS AUTOMATICALLY AND ALSO THROUGH TIPTRONIC AT VARIOUS SPEEDS. REEVALUATE CONCERN, CHECK FAULT MEMORY AND UPDATE VTA.
08/27/2008	11:52	CUSTOMER COMMENTS: CUSTOMER STATES THAT WHEN TAKING OFF IN DRIVE OR REVERSE CAR HESITATES AND "CHUGGS". TESTDROVE CAR COLD AND ALL TRANS FUNCTIONS WERE NORMAL. WHEN CAR GOT TO OPERATING TEMP CONDITION BEGAN. FROM A STOP IN REVERSE OR DRIVE STEP ON GAS CAR HESITATES ENGAGES A GEAR THEN CAR MOVES THEN FEELS LIKE IN A CLUTCH CAR WHEN YOU TAP CLUTCH PEDAL THEN GEAR WILL REENGAGE IN AND OUT SEVERAL TIMES. FEELS TO ME THAT MECHATRONICS IS GETTING HOT AND ACTING UP. NO FAULTS IN ANY SYSTEM. GFF AND TRANS SHEET SHOULD BE ATTACHED. THANK YOU.
08/27/2008	11:52	WORKSHOP FINDINGS: SURGING WHEN HOT INTO 1ST OR REVERSE.
08/29/2008	14:51	SET BASIC SETTINGS PER INSTRUCTIONS, NOTICED AN IMPROVEMENT ON FIRST TESTDRIVE. QC'ED AGAIN THIS AM AND SAME HESITATION WAS NOTICED WHEN CAR GOT HOT. I HAVE ORDERED MECATRONIC UNIT TODAY. I WILL UPDATE WHEN REPAIR IS DONE. HAVE A GOOD HOLIDAY WEEKEND.
08/29/2008	15:16	MECH ORDERED P1
09/03/2008	14:15	D2 ASKED TO SPEAK TO SERVICE AND WAS ADVISED THAT THEY ARE ALL BUSY AND WAS ASKED TO LEAVE A MESSAGE.
09/04/2008	08:15	HELLO ALL, STILL WAITING FOR PARTS
09/04/2008	10:38	ISSUE SENT TO DEALERSHIP
09/09/2008	16:48	REPLACED MECHATRONICS. THANKS.
09/09/2008	17:15	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
09/09/2008	17:15	ISSUE UPDATED

Consultant's Closing Comments

REPLACED MECHATRONICS. THANKS.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
360528	EOS	2008	WVWBA71F38V [REDACTED]	10180	3885	08/27/2008	USA

Workshop Finding

TCM PART NO AND SOFTWARE LEVEL 02E AE; 02E 44K 1403

Activity Date	Activity Time	Activity Comments
08/27/2008	12:00	C/S WHEN TAKING FOOT OFF BRAKE CAR WILL JERK BEFORE FOOT IS APPLIED TO GAS. SCANNED AND FOUND NO FAULTS ANYWHERE IN VEHICLE. ADAPTED DME TO THROTTLE BODY ADAPTED INTAKE FLAPS, AND KICK DOWN. CHECKED FOR CIRCULARS AND RECALLS. 03 RECALL WAS PERFORMED. VEHICLE BEHAVES THE SAME BEFORE AND AFTER 03 RECALL.
08/27/2008	12:00	ISSUE OPENED BY DEALERSHIP
08/27/2008	12:28	ADVISED THE TECH TO PERFORM MANUAL BASIC SETTINGS. ENTER VEHICLE SELF DIAGNOSIS, CLEAR ECM AND TCM MEMORY. WITH THE VEHICLE RUNNING AND AT OPERATING TEMPERATURE HAVE A FOOT ON BRAKE WITH VEHICLE IN PARK, ENTER BASIC SETTINGS IN TRANS. ENTER 61Q AND ACTIVATE, WHEN NUMBERS APPEAR IN LOWER BOX BACK OUT ONE SCREEN AND ENTER 60Q AND ACTIVATE, WHEN NUMBERS APPEAR CYCLE THE KEY OFF THEN ON, PERFORM GARAGE SHIFT BY SHIFTING THE VEHICLE (WHILE RUNNING) FROM PARK TO DRIVE 5 TIMES AND THEN SHIFTING FROM PARK TO REVERSE 5 TIMES. ROAD TEST VEHICLE 20 MILES GOING THROUGH ALL GEARS AUTOMATICALLY AND ALSO THROUGH TIPTRONIC AT VARIOUS SPEEDS. REEVALUATE CONCERN, CHECK FAULT MEMORY AND UPDATE VTA.
08/27/2008	12:28	CUSTOMER COMMENTS: C/S WHEN TAKING FOOT OFF BRAKE CAR WILL JERK BEFORE FOOT IS APPLIED TO GAS. SCANNED AND FOUND NO FAULTS ANYWHERE IN VEHICLE. ADAPTED DME TO THROTTLE BODY ADAPTED INTAKE FLAPS, AND KICK DOWN. CHECKED FOR CIRCULARS AND RECALLS. 03 RECALL WAS PERFORMED. VEHICLE BEHAVES THE SAME BEFORE AND AFTER 03 RECALL.
08/27/2008	12:28	WORKSHOP FINDINGS: TCM PART NO AND SOFTWARE LEVEL 02E AE; 02E 44K 1403
08/27/2008	13:33	PERFORMED PROCERDURES AS INSTRUCTED. FOR A FEW TIMES IN A ROW VEHICLE WILL RESPOND SMOOTHLY. THEN BACK TO SUDDEN ACCELERATION. RPM DROP BY 100-150. YOU CAN SEE, HEAR, AND FEEL THE ENGINE BOG. COMPARED TO NEW PASSAT. PASSAT HAS A NICE RIGHT HERE RIGHT NOW SMOOTH PULL AT IDLE. EOS HAS A PAUSE AND THEN A TUG. STILL NO FAULTS STORED ANYWHERE IN THE CAR.
08/27/2008	13:51	PASSAT IS NOT A DSG TRANSMISSION, PLEASE COMPARE WITH ANOTHER DSG EQUIPPED VEHICLE
08/27/2008	16:15	SHOPFOREMAN AND TEAM LEADER TEST DROVE VEHICLE AND STATED THAT IT FEELS LIKE FAILED DSG CLUTCH. THIS IS BASED ON PAST EXPERIENCE. REQUESTING PERMISSION TO REPLACE CLUTCH
08/27/2008	16:22	REPLACE THE MECHATRONIC, FILTER , FLUID AND BOLTS AS WELL.
08/27/2008	16:23	ISSUE UPDATED
08/27/2008	16:40	PARTS HAVE BEEN ORDERED. DUE HERE BY FRIDAY.
08/27/2008	17:20	MECH ORDERED P1
09/03/2008	11:08	WAITING ON TTY BOLTS.
09/03/2008	12:29	ISSUE SENT TO DEALERSHIP
09/03/2008	14:42	DEALER IS STILL WAITING ON PARTS TO ARRIVE..... P1
09/09/2008	17:26	REPLACEMENT OF MECHATRONIC AND CLUTCH PACK SOLVED THE PROBLEM OF VEHICLE JERKING. QTM VERIFIED CORRECT OPERATION OF DSG TRANSAXLE.
09/09/2008	17:29	CLOSE
09/09/2008	19:22	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
09/09/2008	19:22	ISSUE UPDATED

Consultant's Closing Comments

REPLACEMENT OF MECHATRONIC AND CLUTCH PACK SOLVED THE PROBLEM OF VEHICLE JERKING. QTM VERIFIED CORRECT OPERATION OF DSG TRANSAXLE.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
360679	EOS	2008	WVWFA71F28V [REDACTED]	11382	3885	08/27/2008	USA

Workshop Finding

TECH VERIFIED THE CONCERN. TRANS SHUTTERS IN 1ST AND REVERSE.

Activity Date	Activity Time	Activity Comments
08/27/2008	15:11	C/S WHEN ACCEL. VEHICLE HESITATE... ROAD TESTED VEHICLE FOR THE VEHICLE TO HESITATE THEN SHIFT REALLY HARD INTO 1ST
08/27/2008	15:11	ISSUE OPENED BY DEALERSHIP
08/27/2008	15:16	CUSTOMER COMMENTS: C/S WHEN ACCEL. VEHICLE HESITATE... ROAD TESTED VEHICLE FOR THE VEHICLE TO HESITATE THEN SHIFT REALLY HARD INTO 1ST
08/27/2008	15:16	P1 ADVISED THE TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT.
08/27/2008	15:16	WORKSHOP FINDINGS: TECH VERIFIED THE CONCERN. TRANS SHUTTERS IN 1ST AND REVERSE.
08/29/2008	12:01	ORDERED MECTRONIC VAVLE BODY, BOLTS, FILTER AND FLUID
09/02/2008	11:05	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
09/02/2008	11:05	ISSUE UPDATED

Consultant's Closing Comments

TECH TO REPLACE THE MECH UNIT.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
361021	EOS	2008	WVWBA71F08V [REDACTED]	11677	3885	08/28/2008	USA

Workshop Finding

TECH VERIFIED THE CONCERN. TECH STATES THE TRANS JERKS AND SHUTTERS IN 1ST AND REVERSE.

Activity Date	Activity Time	Activity Comments
08/28/2008	12:36	CUST STATES WHEN TRYING TO PARK THE THROTTLE IS ALL OR NOTHING. CONFIRMED THROTTLE IS VERYTOUCY AND CAR WIIL SURGE.NO CODES IN ENG OR TRANS. TRYED SETTNG BASIC SETTINGS IN TRANS STILL DOES IT
08/28/2008	12:36	ISSUE OPENED BY DEALERSHIP
08/28/2008	12:42	CUSTOMER COMMENTS: CUST STATES WHEN TRYING TO PARK THE THROTTLE IS ALL OR NOTHING. CONFIRMED THROTTLE IS VERYTOUCY AND CAR WIIL SURGE.NO CODES IN ENG OR TRANS. TRYED SETTNG BASIC SETTINGS IN TRANS STILL DOES IT
08/28/2008	12:42	P1 ADVISED THE TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT.
08/28/2008	12:42	WORKSHOP FINDINGS: TECH VERIFIED THE CONCERN. TECH STATES THE TRANS JERKS AND SHUTTERS IN 1ST AND REVERSE.
08/28/2008	13:03	ORDED PARTS
08/28/2008	15:43	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
08/28/2008	15:43	ISSUE UPDATED

Consultant's Closing Comments

TECH TO REPLACE THE MECH UNIT.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
361091	EOS	2008	WVWBA71F58V [REDACTED]	17492	3885	08/28/2008	USA

Workshop Finding
n/a

Activity Date	Activity Time	Activity Comments
08/28/2008	14:05	CUST STATES TRANS GETS STUCK IN FIRST GEAR ALMOST SEEMS LIKE YOUT DRIVING STANDARD
08/28/2008	14:05	ISSUE OPENED BY DEALERSHIP
08/28/2008	14:13	CUSTOMER COMMENTS: CUST STATES TRANS GETS STUCK IN FIRST GEAR ALMOST SEEMS LIKE YOUT DRIVING STANDARD
08/28/2008	14:13	TECH NEEDS TO ORDER A MECHATRONIC AND RELEASE THE VEH TO THE CUSTOMER AND CLOSE TICKET
08/28/2008	15:07	ORDERED MECHATRONICS
08/28/2008	15:25	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
08/28/2008	15:25	ISSUE UPDATED

Consultant's Closing Comments
ORDERED MECHATRONICS

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
361203	RABBIT	2008	WVWVFV71K98W [REDACTED]	11417	3885	08/28/2008	USA

Workshop Finding

I HAVE NOTICED THIS ON OTHER DSG TRANSMISSIONS AS WELL.

Activity Date	Activity Time	Activity Comments
08/28/2008	16:23	CUSTOMER COMPLAINING WHEN STOPPED AT IDLE, HE RELEASES FOOT OFF THE BRAKE AND COASTS WITHOUT DEPRESSING GAS PEDAL, AT TIMES TRANS SPUTTERS SLIGHTLY, FEELS LIKE ENGINE WANTS TO STALL. I HAVE NOTICED THIS ON OTHER DSG TRANSMISSIONS AS WELL.
08/28/2008	16:23	ISSUE OPENED BY DEALERSHIP
08/28/2008	16:37	ADVISED TECH TO CHECK FLUID LEVEL AND CONDITION, IF OK ADVISED TECH TO PERFORM MANUAL BASIC SETTINGS. VEHICLE SELF DIAGNOSIS, CLEAR ECM AND TCM MEMORY, VEHICLE RUNNING AND AT OPERATING TEMPERATURE. FOOT ON BRAKE WITH VEHICLE IN PARK, BASIC SETTINGS TRANS. ENTER 61Q AND ACTIVATE, WHEN NUMBERS APPEAR IN LOWER BOX BACK OUT ONE SCREEN AND ENTER 60Q AND ACTIVATE, WHEN NUMBERS APPEAR CYCLE THE KEY OFF THEN ON, ROAD TEST VEHICLE 15 MILES GOING THROUGH ALL GEARS AND VARIOUS SPEEDS. REEVALUATE CONCERN IF CONCERN IS RESOLVED RELEASE VEHICLE IF NOT REPLACE MECHATRONIC UNIT, FLUID, FILTER AND BOLTS. CLOSE OUT VTA WHEN COMPLETED.
08/28/2008	16:37	CUSTOMER COMMENTS: CUSTOMER COMPLAINING WHEN STOPPED AT IDLE, HE RELEASES FOOT OFF THE BRAKE AND COASTS WITHOUT DEPRESSING GAS PEDAL, AT TIMES TRANS SPUTTERS SLIGHTLY, FEELS LIKE ENGINE WANTS TO STALL.
08/28/2008	16:37	WORKSHOP FINDINGS: I HAVE NOTICED THIS ON OTHER DSG TRANSMISSIONS AS WELL.
08/29/2008	16:23	CHECKED FLUID, OK. SET BASIC SETTINGS AND DROVE 20 MILES IN ALL GEARS. NOW HESITATION ACTUALLY MORE PRONOUNCED. ORDERED M/TRONIC UNIT AS REQUESTED. THANKS FOR THE HELP AND ENJOY THE HOLIDAY WEEKEND...
08/29/2008	16:26	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
08/29/2008	16:26	ISSUE UPDATED

Consultant's Closing Comments

TECH TO REPLACE MECH UNIT, COMPLETED.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
361242	EOS	2008	WVWFA71F08V [REDACTED]	5152	3885	08/28/2008	USA

Workshop Finding
 TECH VERIFIED THE CONCERN. TECH STATES THE VEHICLE SHUTTERS WHEN EVER LEAVING FROM A STOP IN 1ST OR REVERSE.

Activity Date	Activity Time	Activity Comments
08/28/2008	17:22	CUSTOMER STATES THAT THE CAR SURGES AT TIMES.
08/28/2008	17:22	ISSUE OPENED BY DEALERSHIP
08/28/2008	17:26	CUSTOMER COMMENTS: CUSTOMER STATES THAT THE CAR SURGES AT TIMES.
08/28/2008	17:26	P1 ADVISED THE TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT.
08/28/2008	17:26	WORKSHOP FINDINGS: TECH VERIFIED THE CONCERN. TECH STATES THE VEHICLE SHUTTERS WHEN EVER LEAVING FROM A STOP IN 1ST OR REVERSE.
08/28/2008	18:36	ORDERED ALL PARTS AND CUSTOMER IS DRIVING CAR TILL PARTS COME IN.
08/28/2008	18:50	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
08/28/2008	18:50	ISSUE UPDATED

Consultant's Closing Comments
 TECH TO REPLACE THE MECH UNIT.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
361524	EOS	2008	WVWBA71F68V [REDACTED]	13354	3885	08/29/2008	USA

Workshop Finding

TECH VERIFIED THE CONCERN. TRANS SHUTTERS IN 1ST AND REVERSE.

Activity Date	Activity Time	Activity Comments
08/29/2008	14:12	CAR SHUTTERS WHEN FIRST ACCELERATING AND STOPPING. USED GFF,NO CODES. FLUID IS OK.
08/29/2008	14:12	ISSUE OPENED BY DEALERSHIP
08/29/2008	14:23	CUSTOMER COMMENTS: CAR SHUTTERS WHEN FIRST ACCELERATING AND STOPPING. USED GFF,NO CODES. FLUID IS OK.
08/29/2008	14:23	P1 ADVISED THE TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT.
08/29/2008	14:23	WORKSHOP FINDINGS: TECH VERIFIED THE CONCERN. TRANS SHUTTERS IN 1ST AND REVERSE.
08/29/2008	14:29	ORDERED MECOTRONIC UNIT AND BOLTS AS PER TECHLINE. RELEASED CAR
08/29/2008	17:31	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
08/29/2008	17:31	ISSUE UPDATED

Consultant's Closing Comments

TECH TO REPLACE THE MECH UNIT. VEHICLE OPERATING TO SPEC AT THIS TIME.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
361585	RABBIT	2007	WVWVFV71K27W [REDACTED]	8986	3885	08/29/2008	USA

Workshop Finding

WAS UNABLE TO VERIFY ANY OF THE CONCERNS. THERE ARE TWELVE FAULTS RELATED TO THE DSG/TRANSMISSION. ATTACHED FILE SO YOU CAN SEE THE LOG. RAN THROUGH THE TEST PLAN AND WAS UNABLE TO FIND ANY ISSUES AT THIS TIME. WIGGLE TESTED WIRES, CHECKED FUSES, WATCHED VALUE BLOCKS. TEST DROVE VEHICLE WHILE WATCHING THE VALUE BLOCKS, NO ISSUES FOUND.

Activity Date	Activity Time	Activity Comments
08/29/2008	16:08	CUSTOMER HAS SEVERAL CONCERNS. STATES VEHICLE IS SLIPPING OUT OF DRIVE INTO NEUTRAL, HAPPENS INTERMITTENTLY, INSTRUMENT CLUSTER STILL READS "D". CUSTOMER HAS TO SHUT OFF VEHICLE IN ORDER FOR IT TO ENGAGE INTO A GEAR AGAIN. CAN PUT THE SELECTOR INTO ANY GEAR AND NOTHING WILL ENGAGE UNTIL VEHICLE IS RESTARTED. ALSO, STATES ASR LIGHT COMES ON WHEN SHIFTED INTO NEUTRAL. HAPPENS RANDOMLY. WAS UNABLE TO VERIFY ANY OF THE CONCERNS. THERE ARE TWELVE FAULTS RELATED TO THE DSG/TRANSMISSION. ATTACHED FILE SO YOU CAN SEE THE LOG. RAN THROUGH THE TEST PLAN AND WAS UNABLE TO FIND ANY ISSUES AT THIS TIME. WIGGLE TESTED WIRES, CHECKED FUSES, WATCHED VALUE BLOCKS. TEST DROVE VEHICLE WHILE WATCHING THE VALUE BLOCKS, NO ISSUES FOUND.
08/29/2008	16:08	ISSUE OPENED BY DEALERSHIP
08/29/2008	16:23	ADVISED TECH TO REPAIR ENGINE FAULTS THEN CHECK FLUID LEVEL AND CONDITION, IF OK PERFORM ADVISED TECH TO PERFORM MANUAL BASIC SETTINGS. VEHICLE SELF DIAGNOSIS, CLEAR ECM AND TCM MEMORY, VEHICLE RUNNING AND AT OPERATING TEMPERATURE. FOOT ON BRAKE WITH VEHICLE IN PARK, BASIC SETTINGS TRANS. ENTER 61Q AND ACTIVATE, WHEN NUMBERS APPEAR IN LOWER BOX BACK OUT ONE SCREEN AND ENTER 60Q AND ACTIVATE, WHEN NUMBERS APPEAR CYCLE THE KEY OFF THEN ON, ROAD TEST VEHICLE 15 MILES GOING THROUGH ALL GEARS AND VARIOUS SPEEDS. REEVALUATE CONCERN AND UPDATE VTA.
08/29/2008	16:23	CUSTOMER COMMENTS: CUSTOMER HAS SEVERAL CONCERNS. STATES VEHICLE IS SLIPPING OUT OF DRIVE INTO NEUTRAL, HAPPENS INTERMITTENTLY, INSTRUMENT CLUSTER STILL READS "D". CUSTOMER HAS TO SHUT OFF VEHICLE IN ORDER FOR IT TO ENGAGE INTO A GEAR AGAIN. CAN PUT THE SELECTOR INTO ANY GEAR AND NOTHING WILL ENGAGE UNTIL VEHICLE IS RESTARTED. ALSO, STATES ASR LIGHT COMES ON WHEN SHIFTED INTO NEUTRAL. HAPPENS RANDOMLY.
08/29/2008	16:23	WORKSHOP FINDINGS: WAS UNABLE TO VERIFY ANY OF THE CONCERNS. THERE ARE TWELVE FAULTS RELATED TO THE DSG/TRANSMISSION. ATTACHED FILE SO YOU CAN SEE THE LOG. RAN THROUGH THE TEST PLAN AND WAS UNABLE TO FIND ANY ISSUES AT THIS TIME. WIGGLE TESTED WIRES, CHECKED FUSES, WATCHED VALUE BLOCKS. TEST DROVE VEHICLE WHILE WATCHING THE VALUE BLOCKS, NO ISSUES FOUND.
09/02/2008	11:58	TESTED SYSTEM FOR CHECK ENGINE LIGHT. CONCERN IS FIXED INVOLVING THAT. CHECKED LEVEL AND CONDITION OF FLUID, THAT CHECKED FINE. CLEARED THE ECM AND TCM, RESET BASIC SETTINGS. TOOK ON TEST DRIVE FOR 15 MILES. ABOUT 10 MILES INTO THE TRIP, THE CUSTOMER CONCERN WAS DUPLICATED. WAS ACCELERATING USING DSG, AND THE ACCELERATION CAME TO A STOP AND THE CAR WAS IN NEUTRAL. TRACTION CONTROL LIGHT WAS ON, AND THE INSTRUMENT CLUSTER READING FOR THE GEAR SELECTION WAS FLASHING AND THE LETTERS WERE BOXED IN. WOULD NOT GO INTO ANY GEAR UNTIL I SHUT THE CAR OFF AND TURNED IT BACK ON. ATTACHING DIAGNOSTIC LOG WITH FAULTS.
09/02/2008	12:04	ADVISED THE TECH TO CHECK THE POWER AND GROUND TO THE MECH UNIT. IF THE POWER, GROUND AND CONNECTOR ARE GOOD, REPLACE THE MECH UNIT.
09/02/2008	15:32	CHECKED GROUND AND HARNESS CONNECTION. BOTH CHECKED GOOD. ORDERED MECATRONIC UNIT.
09/02/2008	16:17	THANKS FOR THE UPDATE.
09/05/2008	12:41	UNABLE TO GET AN UPDATE.
09/05/2008	12:47	UPDATE IS THAT THE MECATRONIC UNIT IS ORDERED. CAR DOWN UNTIL INSTALLED
09/05/2008	14:50	THANKS FOR THE UPDATE.
09/08/2008	17:25	SPOKE WITH LISA IN SERVICE..... STATED THAT THE PARTS HAVE BEEN RED ORDERED TO CORRECT THE CONCERN..... P1

09/11/2008	10:50	INSTALLED MECATRONIC UNIT, CODED, PERFORMED BASIC SETTINGS, AND TEST DROVE. CAR OPERATES PROPERLY. CLOSING TICKET.
09/11/2008	12:38	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
09/11/2008	12:38	ISSUE UPDATED

Consultant's Closing Comments

REPLACED MECH UNIT, COMPLETED.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
361648	EOS	2008	WVWBA71F68V [REDACTED]	1938	3885	09/01/2008	USA

Workshop Finding

TECH VERIFIED THE CONCERN. TRANS SHUTTERS IN 1ST AND REVERSE. NO FAULTS IN THE ECM OR TCM.

Activity Date	Activity Time	Activity Comments
09/01/2008	10:11	CUSTOMER SRATES THE VEHICLE SURGES AT LOW SPEEDS.
09/01/2008	10:11	ISSUE OPENED BY DEALERSHIP
09/03/2008	14:45	CUSTOMER COMMENTS: CUSTOMER SRATES THE VEHICLE SURGES AT LOW SPEEDS.
09/03/2008	14:45	P1 ADVISED THE TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT.
09/03/2008	14:45	WORKSHOP FINDINGS: TECH VERIFIED THE CONCERN. TRANS SHUTTERS IN 1ST AND REVERSE. NO FAULTS IN THE ECM OR TCM.
09/04/2008	08:19	ORDERED THE PARTS , RELEASED THE CAR TO CUSTOMER.
09/04/2008	08:57	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
09/04/2008	08:57	ISSUE UPDATED

Consultant's Closing Comments

TECH TO REPLACE THE MECH UNIT.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
361776	RABBIT	2007	WVWHV71KX7W [REDACTED]	15978	3885	09/02/2008	USA

Workshop Finding

TECH VERIFIED THE CONCERN. TRANS IS NOT SHIFTING CORRECTLY. NO FAULTS IN THE ECM OR TCM.

Activity Date	Activity Time	Activity Comments
09/02/2008	11:09	C/R TRANS JERKS. DROVE FOUND WHEN WARMED UP FEELS LIKE CLUTCHES ARE POPPING INTO GEAR AND AT IDLE FOOT ON BRAKE IN DRIVE SOMETIMES WANTS TO STALL (LIKE IF YOU STALL A STANDARD TRANS TAKING OFF FROM A HILL)
09/02/2008	11:09	ISSUE OPENED BY DEALERSHIP
09/02/2008	11:13	CUSTOMER COMMENTS: C/R TRANS JERKS. DROVE FOUND WHEN WARMED UP FEELS LIKE CLUTCHES ARE POPPING INTO GEAR AND AT IDLE FOOT ON BRAKE IN DRIVE SOMETIMES WANTS TO STALL (LIKE IF YOU STALL A STANDARD TRANS TAKING OFF FROM A HILL)
09/02/2008	11:13	P1 ADVISED THE TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT.
09/02/2008	11:13	WORKSHOP FINDINGS: TECH VERIFIED THE CONCERN. TRANS IS NOT SHIFTING CORRECTLY. NO FAULTS IN THE ECM OR TCM.
09/05/2008	18:52	WAITING ON PARTS CLOSING TICKET
09/08/2008	07:47	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
09/08/2008	07:47	ISSUE UPDATED

Consultant's Closing Comments

TECH TO REPLACE THE MECH UNIT.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
361894	RABBIT	2008	WVWKC71K68W [REDACTED]	7752	3885	09/02/2008	USA

Workshop Finding

HAS NOT CLEARED THE FAULTS.

Activity Date	Activity Time	Activity Comments
09/02/2008	13:03	CUSTOMER STATES TRANSMISSION IS STUCK IN GEARS, WILL REDLINE BUT NOT EXCEED 30MPH. REVERSE IS INOP, GEAR INDICATOR ARE FLASHING. AND THE CHECK ENGINE LIGHT IS ON, ALSO WHEELS RECENTLY SWAPPED THIS THE TPMS LIGHT BEING ON. RUN GFF; P1624 REQUIREMENT FAULT LAMP ON ACTIVE. P1707INTERFERENCE IN MECHATRONIC UNIT NO OR INCORRECT BASIC SETTING/ADAPTATION, P1746 TRANSM. CONTROL UNIT RELAY MALFUNCION, P2732 PRESSURE CONTROL SOLENOID 6 OPEN/SHORT TO GRAUND.FUSES AND CONECTOR TO THE TRANY GOOD.
09/02/2008	13:03	ISSUE OPENED BY DEALERSHIP
09/02/2008	13:07	CLEAR THE FAULT MEMORY ADVISED THE TECH TO PERFORM MANUAL BASIC SETTINGS. ENTER VEHICLE SELF DIAGNOSIS, CLEAR ECM AND TCM MEMORY. WITH THE VEHICLE RUNNING AND AT OPERATING TEMPERATURE HAVE A FOOT ON BRAKE WITH VEHICLE IN PARK, ENTER BASIC SETTINGS IN TRANS. ENTER 61Q AND ACTIVATE, WHEN NUMBERS APPEAR IN LOWER BOX BACK OUT ONE SCREEN AND ENTER 60Q AND ACTIVATE, WHEN NUMBERS APPEAR CYCLE THE KEY OFF THEN ON, PERFORM GARAGE SHIFT BY SHIFTING THE VEHICLE (WHILE RUNNING) FROM PARK TO DRIVE 5 TIMES AND THEN SHIFTING FROM PARK TO REVERSE 5 TIMES. ROAD TEST VEHICLE 20 MILES GOING THROUGH ALL GEARS AUTOMATICALLY AND ALSO THROUGH TIPTRONIC AT VARIOUS SPEEDS. REEVALUATE CONCERN, CHECK FAULT MEMORY AND UPDATE VTA.
09/02/2008	13:07	CUSTOMER COMMENTS: CUSTOMER STATES TRANSMISSION IS STUCK IN GEARS, WILL REDLINE BUT NOT EXCEED 30MPH. REVERSE IS INOP, GEAR INDICATOR ARE FLASHING. AND THE CHECK ENGINE LIGHT IS ON, ALSO WHEELS RECENTLY SWAPPED THIS THE TPMS LIGHT BEING ON. RUN GFF; P1624 REQUIREMENT FAULT LAMP ON ACTIVE. P1707INTERFERENCE IN MECHATRONIC UNIT NO OR INCORRECT BASIC SETTING/ADAPTATION, P1746 TRANSM. CONTROL UNIT RELAY MALFUNCION, P2732 PRESSURE CONTROL SOLENOID 6 OPEN/SHORT TO GRAUND.FUSES AND CONECTOR TO THE TRANY GOOD.
09/02/2008	13:07	WORKSHOP FINDINGS: HAS NOT CLEARED THE FAULTS.
09/02/2008	14:07	ADVISED TECH TO REPLACE MECHTRONIC, FLUID, FILTER AND RESET BASIC SETTINGS.
09/02/2008	15:06	ORDERED MECHTRONIC AND FILTER.
09/02/2008	15:44	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
09/02/2008	15:44	ISSUE UPDATED

Consultant's Closing Comments

ADVISED TECH TO REPLACE MECHTRONIC, FLUID, FILTER AND RESET BASIC SETTINGS.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
361911	RABBIT	2008	WVWKC71K38W [REDACTED]	16550	3885	09/02/2008	USA

Workshop Finding
n/a

Activity Date	Activity Time	Activity Comments
09/02/2008	13:14	I HAVE A CUSTOMER WITH A 2008 R32 AND A CONCERN THAT THE TRANS WILL NOT ENGAGUE SMOOTHLY. FOUND UPON A TEST DRIVE THE TRANS TO SHIFT LIKE A AG4 LOW ON FLUID. THE RPMS WILL GO UP THEN THE CLUTCH FOR 1ST WILL GRAB LIGHTLY, LET GO THEN GRAB TO HARD WITH A FORCEFUL SLAM. I FOUND NO FAULT CODES OR TSBS. I FOUND NO LEAKS OR EXTERNAL DAMAGE. I TOOK A SMALL FLUID SAMPLE AND FOUND TO LOOK AND SMELL OK. NOT ABLE TO CHECK FLUID LEVEL DUE TO THE HIGH TEMP OF THE FLUID. I FULLY EXPECT THE LEVEL TO BE OK SINCE THERE ARE NO LEAKS AND THE TRANS DID SHIFT JUST FINE FOR 15K MILES. ONC E THE VEHICLE IS IN MOTION THE TRANS SHIFTS GREAT UP AND DOWN.
09/02/2008	13:14	ISSUE OPENED BY DEALERSHIP
09/02/2008	13:31	CUSTOMER COMMENTS: I HAVE A CUSTOMER WITH A 2008 R32 AND A CONCERN THAT THE TRANS WILL NOT ENGAGUE SMOOTHLY. FOUND UPON A TEST DRIVE THE TRANS TO SHIFT LIKE A AG4 LOW ON FLUID. THE RPMS WILL GO UP THEN THE CLUTCH FOR 1ST WILL GRAB LIGHTLY, LET GO THEN GRAB TO HARD WITH A FORCEFUL SLAM. I FOUND NO FAULT CODES OR TSBS. I FOUND NO LEAKS OR EXTERNAL DAMAGE. I TOOK A SMALL FLUID SAMPLE AND FOUND TO LOOK AND SMELL OK. NOT ABLE TO CHECK FLUID LEVEL DUE TO THE HIGH TEMP OF THE FLUID. I FULLY EXPECT THE LEVEL TO BE OK SINCE THERE ARE NO LEAKS AND THE TRANS DID SHIFT JUST FINE FOR 15K MILES. ONC E THE VEHICLE IS IN MOTION THE TRANS SHIFTS GREAT UP AND DOWN.
09/02/2008	13:31	TECH NEEDS TO CHECK IF THE ENGINE HAS ANY FUEL TRIM ISSUES AND CORRECT THESE BEFORE PROCEEDING WITH THE FOLLOWING: PERFORM BASIC SETTINGS MANUALLY AND RETEST, IF THE ISSUE IS STILL PRESENT REPLACE THE MECHATRONICS
09/02/2008	15:01	SET THE BASIC SETTINGS IN 61 AND 60. THEN TEST DROVE. FOUND THERE TO BE NO CHANGE IN THE CLUTCH APP. ISSUE. ORDERED A NEW MECATRONIC MODULE AS NEEDED.
09/02/2008	15:14	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
09/02/2008	15:14	ISSUE UPDATED

Consultant's Closing Comments
ORDERED MECHATRONICS

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
362549	EOS	2008	WVWBA71F08V [REDACTED]	12868	3885	09/03/2008	USA

Workshop Finding
n/a

Activity Date	Activity Time	Activity Comments
09/03/2008	15:43	ISSUE OPENED BY DEALERSHIP
09/03/2008	15:43	THIS CAR WILL SURGE AND LURCH ON TAKE OFF FROM STOP -. I HAVE CHECK FAULTS IN ECM AND TCM. CLEARED MEMORY AND SET THE BASICS ON TRANS AND ECM -THIS HAPPENS WHEN VERY LIGHT THROTTLE IS APPLIED. I HAVE WATCHED THE THROTTLE IN V/B AND APPEARS THAT THROTTLE IS OPENGIN AND CLOSING VERY SLIGHTLY.
09/03/2008	15:47	CUSTOMER COMMENTS: THIS CAR WILL SURGE AND LURCH ON TAKE OFF FROM STOP -. I HAVE CHECK FAULTS IN ECM AND TCM. CLEARED MEMORY AND SET THE BASICS ON TRANS AND ECM -THIS HAPPENS WHEN VERY LIGHT THROTTLE IS APPLIED. I HAVE WATCHED THE THROTTLE IN V/B AND APPEARS THAT THROTTLE IS OPENGIN AND CLOSING VERY SLIGHTLY.
09/03/2008	15:47	PLEASE ORDER A NEW MECH UNIT, FLUID, FILTER, AND BOLTS.
09/10/2008	11:33	SPOKE WITH MILT IN SERVICE..... CUSTOMER WILL RETURN AT A LATER DATE TO HAVE FURTHER DIAG/REPAIRS PERFORMED..... C1
09/16/2008	21:25	PARTS ON ORDER. CLOSING TICKET
09/17/2008	10:11	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
09/17/2008	10:11	ISSUE UPDATED

Consultant's Closing Comments
PLEASE ORDER A NEW MECH UNIT, FLUID, FILTER, AND BOLTS.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
363146	RABBIT	2007	WVWHV71K07W [REDACTED]	27211	3885	09/05/2008	USA

Workshop Finding

TECH VERIFIED THE CONCERN. 2 FAULTS IN THE TCM.

Activity Date	Activity Time	Activity Comments
09/05/2008	11:36	CUSTOMER STATES TRANS DOWNSHIFTING HARSHLEY WHEN WARM LURCHES INTO REVERSE AND PRNDL FLASHES, I WAS ABLE TO VERIFY WHEN COMING TO A STOP THE CAR WOULD SLAM INTO FIRST, HAPPEND A COUPLE TIMES AND WOULD BANG INTO GEARS, LIFTED CAR IN AIR, FOUND NO DAMGE TO UNDERCARAGE OF CAR. NO LEAKS FROM TRANS
09/05/2008	11:36	ISSUE OPENED BY DEALERSHIP
09/05/2008	11:45	CUSTOMER COMMENTS: CUSTOMER STATES TRANS DOWNSHIFTING HARSHLEY WHEN WARM LURCHES INTO REVERSE AND PRNDL FLASHES, I WAS ABLE TO VERIFY WHEN COMING TO A STOP THE CAR WOULD SLAM INTO FIRST, HAPPEND A COUPLE TIMES AND WOULD BANG INTO GEARS, LIFTED CAR IN AIR, FOUND NO DAMGE TO UNDERCARAGE OF CAR. NO LEAKS FROM TRANS
09/05/2008	11:45	P1 ADVISED THE TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT.
09/05/2008	11:45	WORKSHOP FINDINGS: TECH VERIFIED THE CONCERN. 2 FAULTS IN THE TCM.
09/05/2008	12:02	CUSTOMER WILL BE PICKING UP CAR, PARTS ON ORDER
09/05/2008	14:17	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
09/05/2008	14:17	ISSUE UPDATED

Consultant's Closing Comments

TECH TO REPLACE THE MECH UNIT.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
363342	EOS	2008	WVWDB71F58V [REDACTED]	10147	3885	09/05/2008	USA

Workshop Finding

TRANS ROLLS BACK BEFORE ACCELERATING WHEN ON A HILL 02E 044 M 1403

Activity Date	Activity Time	Activity Comments
09/05/2008	16:02	CUST STATES TRANS DOES NOT SHIFT CORRECTLY, IF ON A HILL ROLLS BACKWARDS BEFORE GOING FORWARD. QTM DAVE FREE DROVE CAR AND AGREED SOMETHING IS WORNG. CALLED CHRIS GURKEY(SP?) AND WAS RECOMMENDED TO REPLACE MECHATRONICS.
09/05/2008	16:02	ISSUE OPENED BY DEALERSHIP
09/05/2008	16:19	CUSTOMER COMMENTS: CUST STATES TRANS DOES NOT SHIFT CORRECTLY, IF ON A HILL ROLLS BACKWARDS BEFORE GOING FORWARD. QTM DAVE FREE DROVE CAR AND AGREED SOMETHING IS WORNG. CALLED CHRIS GEHRKE(SP?) AND WAS RECOMMENDED TO REPLACE MECHATRONICS.
09/05/2008	16:19	REPLACE THE MECHATRONIC, FLUID, FILTER AND BOLTS.
09/05/2008	16:19	WORKSHOP FINDINGS: TRANS ROLLS BACK BEFORE ACCELERATING WHEN ON A HILL 02E 044 M 1403
09/12/2008	16:19	SPO0KE WITH FRANK IN VW SERVICE AND STATED THAT AND IS CURRENTLY WORKING PARTS CAME IN TODAY . ADVISE TO HAVE TECH CLOSE WHEN COMPLETED P2
09/15/2008	09:49	PARTS INSTALLED, WHAT CHANNELS ARE BASIC SETTINGS?
09/15/2008	09:51	ADVISED THE TECH ON HOW TO PERFORM THE TRANS BASIC SETTINGS.
09/15/2008	10:18	ATTEMPTED BASIC SETTINGS, KEEP GETTING FAULT BASIC SETTINGS NOT PERFORMED AND TRANS IS IN LIMP MODE. PLEASE ADVISE. ALSO I ATTACHED THE VSD LOG WITH THE BASIC STTEINGS NUMBERS.
09/15/2008	10:25	POSSIBLE WRONG MECHATRONICS SO THE TECH NEEDS TO CHECK MVB 41 AND 48 KEY ON ENGINE OFF FROM THE NEW AND OLD MECHATRONICS AND CALL BACK WITH THE RESULTS
09/15/2008	13:54	DECIDED TO RUN BASIC SETTINGS ONE MORE TIME(THE SIXTH ATTEMPT), CHECKED FAULT MEMORY AND NO FAULTS FOUND. TEST DROVE CAR AROUND 15 MILES, SEEMS TO BE SHIFTING PROPERLY, HOPEFULLY THE CUST IS SATISFIED. THANKS FOR THE HELP.
09/15/2008	14:14	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
09/15/2008	14:14	ISSUE UPDATED

Consultant's Closing Comments

DECIDED TO RUN BASIC SETTINGS ONE MORE TIME(THE SIXTH ATTEMPT), CHECKED FAULT MEMORY AND NO FAULTS FOUND. TEST DROVE CAR AROUND 15 MILES, SEEMS TO BE SHIFTING PROPERLY, HOPEFULLY THE CUST IS SATISFIED. THANKS FOR THE HELP.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
363783	EOS	2008	WVWFA71F28V [REDACTED]	11382	3885	09/08/2008	USA

Workshop Finding
 BASIC SETTINGS NOT CARRIED OUT

Activity Date	Activity Time	Activity Comments
09/08/2008	15:27	I HAVE REPLACED MECTRONICS UNIT TRY TO SET BASIC SETTINGS ONLY SHIFTS INTO 1ST AND 2ND
09/08/2008	15:27	ISSUE OPENED BY DEALERSHIP
09/08/2008	16:16	ADVISED THE TECH TO PERFORM MANUAL BASIC SETTINGS. ENTER VEHICLE SELF DIAGNOSIS, CLEAR ECM AND TCM MEMORY. WITH THE VEHICLE RUNNING AND AT OPERATING TEMPERATURE HAVE A FOOT ON BRAKE WITH VEHICLE IN PARK, ENTER BASIC SETTINGS IN TRANS. ENTER 61Q AND ACTIVATE, WHEN NUMBERS APPEAR IN LOWER BOX BACK OUT ONE SCREEN AND ENTER 60Q AND ACTIVATE, WHEN NUMBERS APPEAR CYCLE THE KEY OFF THEN ON, PERFORM GARAGE SHIFT BY SHIFTING THE VEHICLE (WHILE RUNNING) FROM PARK TO DRIVE 5 TIMES AND THEN SHIFTING FROM PARK TO REVERSE 5 TIMES. ROAD TEST VEHICLE 20 MILES GOING THROUGH ALL GEARS AUTOMATICALLY AND ALSO THROUGH TIPTRONIC AT VARIOUS SPEEDS. REEVALUATE CONCERN, CHECK FAULT MEMORY AND UPDATE VTA.
09/08/2008	16:16	CUSTOMER COMMENTS: I HAVE REPLACED MECTRONICS UNIT TRY TO SET BASIC SETTINGS ONLY SHIFTS INTO 1ST AND 2ND
09/08/2008	16:16	WORKSHOP FINDINGS: BASIC SETTINGS NOT CARRIED OUT
09/08/2008	16:17	CASE ESCALATED A2
09/09/2008	08:39	ROAD TESTED AFTER MANUAL BASIC SETTINGS, SHIFTS THREW ALL GEARS ACOORDING TO MANUFACTURES DESIGN! VEHICLE IS WAITING TO BE PICKED UP BY CUST. THANK YOU
09/09/2008	10:41	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
09/09/2008	10:41	ISSUE UPDATED

Consultant's Closing Comments
 ROAD TESTED AFTER MANUAL BASIC SETTINGS, SHIFTS THREW ALL GEARS ACOORDING TO MANUFACTURES DESIGN! VEHICLE IS WAITING TO BE PICKED UP BY CUST. THANK YOU

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
363907	RABBIT	2008	WVWHV71K48W [REDACTED]	7556	3885	09/08/2008	USA

Workshop Finding
TRANSMISSION LURCHES WHILE DRIVING. TCM PART NO. 02E

Activity Date	Activity Time	Activity Comments
09/08/2008	19:16	CUST STATES WHEN ACCELERATING THE CAR STUMBLES AND ALMOST DIES. TECH TEST DROVE, VERIFIED THAT UNDER LIGHT TO MEDIUM THROTTLE, VEHICLE WILL JERK AND PULSE WHILE ACCELERATING. NOT SO MUCH TO STALL THE VEHICLE, BUT VERY NOTICEABLE.
09/08/2008	19:16	ISSUE OPENED BY DEALERSHIP
09/08/2008	19:22	CUSTOMER COMMENTS: CUST STATES WHEN ACCELERATING THE CAR STUMBLES AND ALMOST DIES. TECH TEST DROVE, VERIFIED THAT UNDER LIGHT TO MEDIUM THROTTLE, VEHICLE WILL JERK AND PULSE WHILE ACCELERATING. NOT SO MUCH TO STALL THE VEHICLE, BUT VERY NOTICEABLE.
09/08/2008	19:22	TECH DROPPED THE CALL
09/08/2008	19:22	WORKSHOP FINDINGS: TRANSMISSION LURCHES WHILE DRIVING. TCM PART NO. 02E
09/08/2008	19:25	02E AE 1408
09/08/2008	19:27	ADVISED THE TECH TO PERFORM MANUAL BASIC SETTINGS. ENTER VEHICLE SELF DIAGNOSIS, CLEAR ECM AND TCM MEMORY. WITH THE VEHICLE RUNNING AND AT OPERATING TEMPERATURE HAVE A FOOT ON BRAKE WITH VEHICLE IN PARK, ENTER BASIC SETTINGS IN TRANS. ENTER 61Q AND ACTIVATE, WHEN NUMBERS APPEAR IN LOWER BOX BACK OUT ONE SCREEN AND ENTER 60Q AND ACTIVATE, WHEN NUMBERS APPEAR CYCLE THE KEY OFF THEN ON, PERFORM GARAGE SHIFT BY SHIFTING THE VEHICLE (WHILE RUNNING) FROM PARK TO DRIVE 5 TIMES AND THEN SHIFTING FROM PARK TO REVERSE 5 TIMES. ROAD TEST VEHICLE 20 MILES GOING THROUGH ALL GEARS AUTOMATICALLY AND ALSO THROUGH TIPTRONIC AT VARIOUS SPEEDS. REEVALUATE CONCERN, CHECK FAULT MEMORY AND UPDATE VTA.
09/08/2008	19:27	CALL WITH RESULTS.
09/08/2008	19:28	MVB 54 H36 IF THE CONCERN IS STILL PRESENT AFTER BASIC SETTINGS, REPLACE THE MECH, FILTER FLUID AND BOLTS
09/15/2008	16:55	SPOKE TO BILL IN SERVICE AND THE PART JUST CAME IN TODAY AND IS NEXT IN LINE TO BE REPAIRED.....D2
09/18/2008	16:26	PART WAS DELIVERED ON 9/15 DAMAGED. PART REORDERED SAME DAY.
09/18/2008	17:06	ISSUE SENT TO DEALERSHIP
09/22/2008	11:26	PART HAS NOT BEEN DELIVERED AS OF 9/22 9:30AM
09/22/2008	13:04	ISSUE UPDATED
09/22/2008	17:33	ISSUE SENT TO DEALERSHIP
09/25/2008	11:06	ISSUE UPDATED
09/25/2008	11:38	MECHATRONIX INSTALLED, VEHICLE REPAIRED.
09/25/2008	12:39	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
09/25/2008	12:39	ISSUE UPDATED

Consultant's Closing Comments
MECHATRONIX INSTALLED, VEHICLE REPAIRED.
DID NOT HAVE TCM INFO

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
364068	EOS	2008	WVWBA71F68V [REDACTED]	16355	3885	09/09/2008	USA

Workshop Finding

SHUTTERS WORSE WITH THE AC ON. SEEMS TO NEUTRAL AND THEN SLAMS INTO 1ST

Activity Date	Activity Time	Activity Comments
09/09/2008	11:40	DSG VERIFIED WITH A/C ON SHUTTER WHEN TAKING OF FROM STOP AND IF SLOWLY ACCELERATE WHEN CREEPING SLAMS INTO GEAR
09/09/2008	11:40	ISSUE OPENED BY DEALERSHIP
09/09/2008	12:00	ADVISED THE TECH TO PERFORM MANUAL BASIC SETTINGS. ENTER VEHICLE SELF DIAGNOSIS. CLEAR ECM AND TCM MEMORY. WITH THE VEHICLE RUNNING AND AT OPERATING TEMPERATURE HAVE A FOOT ON BRAKE WITH VEHICLE IN PARK, ENTER BASIC SETTINGS IN TRANS. ENTER 61Q AND ACTIVATE, WHEN NUMBERS APPEAR IN LOWER BOX BACK OUT ONE SCREEN AND ENTER 60Q AND ACTIVATE, WHEN NUMBERS APPEAR CYCLE THE KEY OFF THEN ON, PERFORM GARAGE SHIFT BY SHIFTING THE VEHICLE (WHILE RUNNING) FROM PARK TO DRIVE 5 TIMES AND THEN SHIFTING FROM PARK TO REVERSE 5 TIMES. ROAD TEST VEHICLE 20 MILES GOING THROUGH ALL GEARS AUTOMATICALLY AND ALSO THROUGH TIPTRONIC AT VARIOUS SPEEDS. REEVALUATE CONCERN, CHECK FAULT MEMORY AND UPDATE VTA.
09/09/2008	12:00	CUSTOMER COMMENTS: DSG VERIFIED WITH A/C ON SHUTTER WHEN TAKING OF FROM STOP AND IF SLOWLY ACCELERATE WHEN CREEPING SLAMS INTO GEAR
09/09/2008	12:00	WORKSHOP FINDINGS: SHUTTERS WORSE WITH THE AC ON. SEEMS TO NEUTRAL AND THEN SLAMS INTO 1ST
09/09/2008	12:02	ISSUE SENT TO DEALERSHIP
09/09/2008	12:02	MVB 32 AND 33 WHEN THE CONCERN IS HAPPENING. IN THE TCM MVB 54
09/09/2008	13:32	CONDITION BECAME MUCH WORSE AFTER BASIC SETTINGS. AFTER 15 MILES WAS A LITTLE BETTER BUT NOW SHUTTER ANY TIME CREEPING THEN GO TO ACCELERATE. SLAMS WHEN GOING FROM BRAKE PEDAL TO GAS AFTER A COMPLETE STOP.
09/09/2008	13:40	REPLACE THE MECHATRONIC, FILTER, FLUID AND BOLTS. RESET BASIC SETTINGS AND RETEST FOR NORMAL SHIFTING
09/10/2008	13:10	ORDERED PARTS 7-10 DAYS FOR MECHATRONICS UNIT
09/10/2008	15:46	ISSUE SENT TO DEALERSHIP
09/15/2008	18:32	A2 ADVISED TECH CASE IS BEING ESCALATED TO CHRIS GEHRKE, LIVE TRANSFER TO CHRIS.
09/16/2008	00:35	9-15-08 REPLACED MECHATRONICS UNIT AND FILTER. SET BASIC SETTINGS 4 TIMES BUT DURING TEST DRIVE VEHICLE DID NOT SHIFT PAST 4TH. CODE STORED 01087 BASIC SETTING NOT PERFORMED OR MECHANICAL MALFUNCTION. CHRIS WAS ABLE AFTER FIFTH TIME BASIC SETTINGS FINALLY WENT THROUGH WITHOUT CODE 01087 STORED AFTERWARDS AND VEHICLE NOT SHIFTING PAST 4TH GEAR. NOW AGAIN SHIFTED FROM PARK TO DRIVE FIVE TIMES AND PARK TO REVERSE 5 TIMES. TEST DROVE EXTENSIVELY. ORIGINAL PROBLEM AND NEW PROBLEM BOTH RESOLVED. THANKS VERY MUCH FOR YOUR HELP.
09/16/2008	10:44	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
09/16/2008	10:44	ISSUE UPDATED

Consultant's Closing Comments

9-15-08 REPLACED MECHATRONICS UNIT AND FILTER. SET BASIC SETTINGS 4 TIMES BUT DURING TEST DRIVE VEHICLE DID NOT SHIFT PAST 4TH. CODE STORED 01087 BASIC SETTING NOT PERFORMED OR MECHANICAL MALFUNCTION. CHRIS WAS ABLE AFTER FIFTH TIME BASIC SETTINGS FINALLY WENT THROUGH WITHOUT CODE 01087 STORED AFTERWARDS AND VEHICLE NOT SHIFTING PAST 4TH GEAR. NOW AGAIN SHIFTED FROM PARK TO DRIVE FIVE TIMES AND PARK TO REVERSE 5 TIMES. TEST DROVE EXTENSIVELY. ORIGINAL PROBLEM AND NEW PROBLEM BOTH RESOLVED. THANKS VERY MUCH FOR YOUR HELP. A2 CASE ESCALATION.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
364136	JETTA	2008	3VWFJ71K48M [REDACTED]	10585	3885	09/09/2008	USA

Workshop Finding

HARD SHIFT

Activity Date	Activity Time	Activity Comments
09/09/2008	12:58	ISSUE OPENED BY DEALERSHIP
09/09/2008	12:58	ROAD TESTED CAR WITH SERVICE MANAGER. HAD VERY HARSH SHIFT, FROM 1ST TO 2, AND 2 TO 3RD. TRANNT SEEM TO SILP AN THAN VERY HARSH SHIFT. CUMTOMER STATED; THAT WHEN IT HAPPEN TO IT WOOD STICK IN SECOND GEAR AND HAVE PUT IN PARK, AND THAN WOULD START SHIFTING OK. I PREFOUMED GUILTED FAULT FINDING AND NO FAULTS WERE FOUND, RESET BASICE SETTING AND ROAD TESTED AND STILL HAD SAME PROBLEM. TRANND NEVER STICK IN GEAR FOR USE. TRANNY HAS NO LEAKS. TRARMISION NUMBER ARE KCZ. ENG. NUMBER IS BPY.
09/09/2008	13:24	BUILT DATE H27 REPLACE MECHTRONCIS FLUID AND FILTER BASIC SETTING AFTER MECH IS INSTALLED
09/09/2008	13:24	CUSTOMER COMMENTS: ROAD TESTED CAR WITH SERVICE MANAGER. HAD VERY HARSH SHIFT, FROM 1ST TO 2, AND 2 TO 3RD. TRANNT SEEM TO SILP AN THAN VERY HARSH SHIFT. CUMTOMER STATED; THAT WHEN IT HAPPEN TO IT WOOD STICK IN SECOND GEAR AND HAVE PUT IN PARK, AND THAN WOULD START SHIFTING OK. I PREFOUMED GUILTED FAULT FINDING AND NO FAULTS WERE FOUND, RESET BASICE SETTING AND ROAD TESTED AND STILL HAD SAME PROBLEM. TRANND NEVER STICK IN GEAR FOR USE. TRANNY HAS NO LEAKS. TRARMISION NUMBER ARE KCZ. ENG. NUMBER IS BPY.
09/09/2008	13:24	WORKSHOP FINDINGS: HARD SHIFT
09/15/2008	09:19	INSTALLED NEW VALVE BODY. RESET BASCI SETTING, CAR GRING INTO ALL GEARS NOW. COULDN'T SENT CAR HOME TO CUMTEMER. CAR HAD ALL GEARS BEFOR THIS. I THINK HAVE A PROBLEM WITH NEA VALVE BOBY.
09/15/2008	09:32	ADVISED THE TECH ON HOW TO PERFORM THE TRANS BASIC SETTINGS.
09/15/2008	09:59	RESET BACIS SETTING WITH TALKING TO FACTROY. ROAD TESTED CAR AND TRANNY STIFTED GREAT. CAME BACK IN SHOP AND RESCHECKED FOR FAULTS NONE WERE IN ECM OR TCM. BACISE SETTING WAS SET. THANK YOU VERY MUST
09/15/2008	12:42	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
09/15/2008	12:42	ISSUE UPDATED

Consultant's Closing Comments

RESET BACIS SETTING WITH TALKING TO FACTROY. ROAD TESTED CAR AND TRANNY STIFTED GREAT. CAME BACK IN SHOP AND RESCHECKED FOR FAULTS NONE WERE IN ECM OR TCM. BACISE SETTING WAS SET. THANK YOU VERY MUST

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
364176	RABBIT	2008	WVWVFV71K68W [REDACTED]	20843	3885	09/09/2008	USA

Workshop Finding
MECH REPLACED ALREADY

Activity Date	Activity Time	Activity Comments
09/09/2008	13:43	ISSUE OPENED BY DEALERSHIP
09/09/2008	13:43	ORDERED MEGATRONICS UNIT PER TECHLINE, INSTALL MEGATRONICS UNIT, FILL FLUID, SET BASICS, ONLY HAS 1ST AND 2ND GEAR, SOMETHING IS NOISY LIKE BAD TIRES (SUSPECT IT'S NOT TIRES), REPLACEMENT UNIT WAS ALL WET WITH FLUID LOOKED USED.
09/09/2008	13:47	ADVISED THE TECH TO PERFORM MANUAL BASIC SETTINGS. ENTER VEHICLE SELF DIAGNOSIS, CLEAR ECM AND TCM MEMORY. WITH THE VEHICLE RUNNING AND AT OPERATING TEMPERATURE HAVE A FOOT ON BRAKE WITH VEHICLE IN PARK, ENTER BASIC SETTINGS IN TRANS. ENTER 61Q AND ACTIVATE, WHEN NUMBERS APPEAR IN LOWER BOX BACK OUT ONE SCREEN AND ENTER 60Q AND ACTIVATE, WHEN NUMBERS APPEAR CYCLE THE KEY OFF THEN ON, PERFORM GARAGE SHIFT BY SHIFTING THE VEHICLE (WHILE RUNNING) FROM PARK TO DRIVE 5 TIMES AND THEN SHIFTING FROM PARK TO REVERSE 5 TIMES. ROAD TEST VEHICLE 20 MILES GOING THROUGH ALL GEARS AUTOMATICALLY AND ALSO THROUGH TIPTRONIC AT VARIOUS SPEEDS. REEVALUATE CONCERN, CHECK FAULT MEMORY AND UPDATE VTA.
09/09/2008	13:47	CUSTOMER COMMENTS: ORDERED MEGATRONICS UNIT PER TECHLINE, INSTALL MEGATRONICS UNIT, FILL FLUID, SET BASICS, ONLY HAS 1ST AND 2ND GEAR, SOMETHING IS NOISY LIKE BAD TIRES (SUSPECT IT'S NOT TIRES), REPLACEMENT UNIT WAS ALL WET WITH FLUID LOOKED USED.
09/09/2008	13:47	WORKSHOP FINDINGS: MECH REPLACED ALREADY
09/09/2008	13:52	TECH NEEDS TO TRY THESE PROCEDURES AND IF IT STILL DOES NOT CORRECT THE CONCERN PLEASE CALL BACK AND ASK FOR CHRIS G FOR LEVEL 2 ESCALATION
09/09/2008	14:30	TRY P TO D AND P TO R FIVE TIMES EACH, DTC IS NOW SPORADIC, RESET AND RT 20 MILES, ALL GOOD. THANKS
09/09/2008	17:18	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
09/09/2008	17:18	ISSUE UPDATED

Consultant's Closing Comments
TRY P TO D AND P TO R FIVE TIMES EACH, DTC IS NOW SPORADIC, RESET AND RT 20 MILES, ALL GOOD. THANKS

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
364350	EOS	2008	WVWBA71F08V [REDACTED]	5785	3885	09/09/2008	USA

Workshop Finding

02E JERKY ACCELERATION .

Activity Date	Activity Time	Activity Comments
09/09/2008	17:06	ISSUE OPENED BY DEALERSHIP
09/09/2008	17:06	THE CUSTOMER STATES THAT THE TRANS JERKS ON ACCELERATION FROM A STOP. I VERIFIED THIS...IT JERKS FRONT AND BACK FROM A STOP WHEN YOU GIVE IT REALLY LIGHT ACCELERATION. NO CODES STORED.
09/09/2008	17:09	ADVISED THE TECH TO PERFORM MANUAL BASIC SETTINGS. ENTER VEHICLE SELF DIAGNOSIS, CLEAR ECM AND TCM MEMORY. WITH THE VEHICLE RUNNING AND AT OPERATING TEMPERATURE HAVE A FOOT ON BRAKE WITH VEHICLE IN PARK, ENTER BASIC SETTINGS IN TRANS. ENTER 61Q AND ACTIVATE, WHEN NUMBERS APPEAR IN LOWER BOX BACK OUT ONE SCREEN AND ENTER 60Q AND ACTIVATE, WHEN NUMBERS APPEAR CYCLE THE KEY OFF THEN ON, PERFORM GARAGE SHIFT BY SHIFTING THE VEHICLE (WHILE RUNNING) FROM PARK TO DRIVE 5 TIMES AND THEN SHIFTING FROM PARK TO REVERSE 5 TIMES. ROAD TEST VEHICLE 20 MILES GOING THROUGH ALL GEARS AUTOMATICALLY AND ALSO THROUGH TIPTRONIC AT VARIOUS SPEEDS. REEVALUATE CONCERN, CHECK FAULT MEMORY AND UPDATE VTA.
09/09/2008	17:09	CUSTOMER COMMENTS: THE CUSTOMER STATES THAT THE TRANS JERKS ON ACCELERATION FROM A STOP. I VERIFIED THIS...IT JERKS FRONT AND BACK FROM A STOP WHEN YOU GIVE IT REALLY LIGHT ACCELERATION. NO CODES STORED.
09/09/2008	17:09	WORKSHOP FINDINGS: 02E JERKY ACCELERATION .
09/09/2008	17:10	ISSUE SENT TO DEALERSHIP
09/09/2008	17:10	RETEST FOR ISSUE AND UPDATE THE VTA WITH RESULTS.
09/09/2008	17:56	PERFORMED BASIC SETTINGS AND ROAD TESTED VEHICLE. SAME SYMPTOM OCCURS STILL.
09/09/2008	17:57	REPLACE THE MECH, FILTER, FLUID AND BOLTS. RESET BASIC SETTINGS
09/15/2008	15:40	PARTS STILL ON ORDER.
09/15/2008	19:31	ISSUE SENT TO DEALERSHIP
09/15/2008	19:32	ISSUE SENT TO DEALERSHIP
09/16/2008	15:40	P1
09/18/2008	19:11	PARTS STILL ON ORDER, VEHICLE ISN'T HERE ANYMORE
09/19/2008	10:38	MECH ORDERED CUSTOMER HAS THE VEHICLE. PLEASE CLOSE THE VTA IF THE VEHICLE OR PART DOESNT COME IN C1
09/24/2008	20:15	VEHICLE LEFT AND HASN'T COME BACK
09/25/2008	11:16	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
09/25/2008	11:16	ISSUE UPDATED

Consultant's Closing Comments

MECH ORDERED CUSTOMER HAS THE VEHICLE. PLEASE CLOSE THE VTA IF THE VEHICLE OR PART DOESNT COME IN C1

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
364394	RABBIT	2007	WVWHV71K67W [REDACTED]	11103	3885	09/09/2008	USA

Workshop Finding
TCM PART NO. 02E 300043 Q 1306

Activity Date	Activity Time	Activity Comments
09/09/2008	18:59	CAR HESITATES WHEN TAKING OFF FROM STOP. OCCASIONALLY SLAMS INTO GEAR AFTER BRIEFLY REVING UP. SURGES 2 OR 3 TIMES WHENEVER LEAVING FROM A STOP. ALSO SHIFTS HARD INTO 2ND SOMETIMES. NO FAULTS. WHEN PUTTING CAR ON INCLINE IT WONT PULL ITSELF UP THE HILL. ALMOST FEELS AS IF IT GOING TO STALL THEN ROLLS BACKWARDS A BIT THEN TRYs AGAIN. FOUND TSB BUR DOESNT SEEM TO APPLY.
09/09/2008	18:59	ISSUE OPENED BY DEALERSHIP
09/09/2008	19:12	CALL IN THE AM ASK FOR MARK
09/09/2008	19:12	CUSTOMER COMMENTS: CAR HESITATES WHEN TAKING OFF FROM STOP. OCCASIONALLY SLAMS INTO GEAR AFTER BRIEFLY REVING UP. SURGES 2 OR 3 TIMES WHENEVER LEAVING FROM A STOP. ALSO SHIFTS HARD INTO 2ND SOMETIMES. NO FAULTS. WHEN PUTTING CAR ON INCLINE IT WONT PULL ITSELF UP THE HILL. ALMOST FEELS AS IF IT GOING TO STALL THEN ROLLS BACKWARDS A BIT THEN TRYs AGAIN. FOUND TSB BUR DOESNT SEEM TO APPLY.
09/09/2008	19:12	WORKSHOP FINDINGS: TCM PART NO. 02E 300043 Q 1306
09/10/2008	16:38	REPLACE THE MECHATRONIC, FILTER, FLUID AND BOLTS.
09/16/2008	14:10	P1 SPOKE TO ERIC. WAITING ON RED ORDERED PART.
09/24/2008	13:37	INSTALLED MECHATRONICS UNIT AND ADAPTED. TEST DROVE. CONCERN GONE. WORKS GREAT
09/24/2008	14:17	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
09/24/2008	14:17	ISSUE UPDATED

Consultant's Closing Comments
INSTALLED MECHATRONICS UNIT AND ADAPTED. TEST DROVE. CONCERN GONE. WORKS GREAT

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
364438	EOS	2007	WVWBA71F97V [REDACTED]	30846	3885	09/10/2008	USA

Workshop Finding

JUAN IS THE TECH WORKING ON THE VEHICLE. MECHATRONIC PART NUMBER ENDS WITH AN R AND SOFTWARE IS 1302.

Activity Date	Activity Time	Activity Comments
09/10/2008	08:57	C/S VIBRATION OFF OF IDLE.VERY STRANGE FLUTTER WHEN YOU PUT IT IN REVERSE OR DRIVE AND LET OFF OF THE BRAKE BEFORE YOU PRESS THE GAS. FEELS LIKE THE ENGINE IS MISFIRE OR RUNNING ROUGH. NO DTCS IN ANY SYSTEM. DRIVES SMOOTH AFTER INT STUMBLE. PLEASE ADVISE.
09/10/2008	08:57	ISSUE OPENED BY DEALERSHIP
09/10/2008	09:11	CUSTOMER COMMENTS: C/S VIBRATION OFF OF IDLE.VERY STRANGE FLUTTER WHEN YOU PUT IT IN REVERSE OR DRIVE AND LET OFF OF THE BRAKE BEFORE YOU PRESS THE GAS. FEELS LIKE THE ENGINE IS MISFIRE OR RUNNING ROUGH. NO DTCS IN ANY SYSTEM. DRIVES SMOOTH AFTER INT STUMBLE. PLEASE ADVISE.
09/10/2008	09:11	TECH NEEDS TO PERFORM BASIC SETTINGS MANUALLY IN MVB 61 AND 60 AND PERFORM 10 MILE ROAD TEST AND RECHECK THE CONCERN. IF THE VEH STILL HAS THE SAME CONCERN CALL BACK IF NOT CLOSE THE TICKET AND RETURN VEH TO CUSTOMER.
09/10/2008	09:11	WORKSHOP FINDINGS: JUAN IS THE TECH WORKING ON THE VEHICLE. MECHATRONIC PART NUMBER ENDS WITH AN R AND SOFTWARE IS 1302.
09/10/2008	09:52	SET BASIC SETTINGSA AND TEST DRIVE 10 MILES AND THE CAR IS STILL DOING THE SAME THING.
09/10/2008	10:05	PLEASE CALL BACK WITH THE TICKET
09/10/2008	10:09	ADVISE TECH TO REPLACE MEGATRONICS , BOLTS , FLUID AND FILTER
09/15/2008	11:50	ORDER PARTS WHICH ARE ON BACK ORDER HOWEVER THE CUSTOMER IS DRIVING THE VEHICLE AT THIS TIME
09/15/2008	13:46	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
09/15/2008	13:46	ISSUE UPDATED

Consultant's Closing Comments

REPLACE MECHATRONICS

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
364940	JETTA	2008	3VWFJ81K58M [REDACTED]	5048	3885	09/11/2008	USA

Workshop Finding

ALREADY PERFORMED BASIC SETTINGS.

Activity Date	Activity Time	Activity Comments
09/11/2008	09:51	CAR JERKS STARTING FROM A STOP[REVERSE OR FORWARD]. THIS IS AN 02E WITH NO FAULTS. I SET BASIC SETTINGS AND THEN THE CUSTOMER DROVE IT AND SAID IT WAS ACCUALLY ALITTLE WORSE. THE MOST OBVIOUS SYMPTOM IS THIS; STOPPED FACING FORWARD ON AN INCLINE-REMOVE YOUR FOOT FROM THE BRAKE-IT ROLLS BACK A FEW INCHES THEN BEGINS TO APPLY HILL HOLD SOMEWHAT SEVERELY-THEN THERE IS A JOLT ACCOMPANIED BY CLUTCH DISENGAGEMENT-THEN THE NEXT APPLICATION OF HILL HOLD IS SMOOTHER. DOES IT IN REVERSE ALSO WITH QUITE ALOT OF SURGING WHILE BACKING UP.
09/11/2008	09:51	ISSUE OPENED BY DEALERSHIP
09/11/2008	09:55	CUSTOMER COMMENTS: CAR JERKS STARTING FROM A STOP[REVERSE OR FORWARD]. THIS IS AN 02E WITH NO FAULTS. I SET BASIC SETTINGS AND THEN THE CUSTOMER DROVE IT AND SAID IT WAS ACCUALLY ALITTLE WORSE. THE MOST OBVIOUS SYMPTOM IS THIS; STOPPED FACING FORWARD ON AN INCLINE-REMOVE YOUR FOOT FROM THE BRAKE-IT ROLLS BACK A FEW INCHES THEN BEGINS TO APPLY HILL HOLD SOMEWHAT SEVERELY-THEN THERE IS A JOLT ACCOMPANIED BY CLUTCH DISENGAGEMENT-THEN THE NEXT APPLICATION OF HILL HOLD IS SMOOTHER. DOES IT IN REVERSE ALSO WITH QUITE ALOT OF SURGING WHILE BACKING UP.
09/11/2008	09:55	JIM, PLEASE REPLACE THE MECH UNIT, FLUID, FILTER, AND BOLTS ASSUMING THE FLUID IS CLEAN. THANKS.
09/11/2008	09:55	WORKSHOP FINDINGS: ALREADY PERFORMED BASIC SETTINGS.
09/12/2008	08:57	PART ON ORDER-WILL BE HERE IN ABOUT 10 DAYS SO I WILL CLOSE
09/12/2008	10:33	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
09/12/2008	10:33	ISSUE UPDATED

Consultant's Closing Comments

JIM, PLEASE REPLACE THE MECH UNIT, FLUID, FILTER, AND BOLTS ASSUMING THE FLUID IS CLEAN. THANKS.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
364976	RABBIT	2008	WVWKC71K28W [REDACTED]	13874	3885	09/11/2008	USA

Workshop Finding
n/a

Activity Date	Activity Time	Activity Comments
09/11/2008	10:42	CUST STATES TRANS IS VERY JERKY , CHUGGING FEELING ONLY HAPPENS WHEN TRANS IS WARMED UP NOT ON COLD STARTS AND WORST REVERSE GEAR
09/11/2008	10:42	ISSUE OPENED BY DEALERSHIP
09/11/2008	10:47	CUSTOMER COMMENTS: CUST STATES TRANS IS VERY JERKY , CHUGGING FEELING ONLY HAPPENS WHEN TRANS IS WARMED UP NOT ON COLD STARTS AND WORST REVERSE GEAR
09/11/2008	10:47	TECH NEEDS TO CHECK FLUID LEVEL AND FUEL TRIM, PERFORM BASIC SETTINGS MANUALLY IN 61 AND 60. PERFORM 10 MILE ROAD TEST AND RECHECK THE COMPLAINT. IF STILL PRESENT CALL BACK
09/11/2008	12:25	PERFORMED BASIC SETTING AND DROVE CAR FOR 31 MILES CAUSE PROBLEM DID NOT HAPPEN UNTIL LIKE 15 MILES INTO ROAD TEST CAR STILL SHFTS FUNNY FROM STOP TO GO AND IN REVERSE
09/11/2008	12:27	REPLACE THE MECHATRONIC, FILTER, FLUID AND BOLTS
09/11/2008	12:45	ORDER NEW MECHATRONIC UNIT BUT ON RED ORDER WILL UPDATE TICKET WHEN PART ARIVES CAR DOWN
09/11/2008	12:52	THANKS FOR THE UPDATE P1
09/16/2008	16:42	GOT PART IN TODAY INSTALLED MECHA UNIT AND REPLACED FLUID AND FILTER SET BASIC SETTING IN 61 AND 60 DROVE FOR 20 MILES CAR OK NOW
09/16/2008	16:43	THANKS
09/17/2008	08:05	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
09/17/2008	08:05	ISSUE UPDATED

Consultant's Closing Comments
GOT PART IN TODAY INSTALLED MECHA UNIT AND REPLACED FLUID AND FILTER SET BASIC SETTING IN 61 AND 60 DROVE FOR 20 MILES CAR OK NOW

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
364981	EOS	2008	WVWBA71F68V [REDACTED]	4238	3885	09/11/2008	USA

Workshop Finding
n/a

Activity Date	Activity Time	Activity Comments
09/11/2008	10:45	INSTALLED A MECHANTRONICS FOR STUMBLE, AND NOW VEHICLE WONT PERFORM BASIC SETTING. TRIED TO DO IT MANUALLY. BASIC SETTING 61 WILL WORK, WHEN PERFORMING 60 SCAN TOOLS SAYS FUNCTION INTERRUPTED FROM VEHICLE SYSTEM
09/11/2008	10:45	ISSUE OPENED BY DEALERSHIP
09/11/2008	11:01	CUSTOMER COMMENTS: INSTALLED A MECHANTRONICS FOR STUMBLE, AND NOW VEHICLE WONT PERFORM BASIC SETTING. TRIED TO DO IT MANUALLY. BASIC SETTING 61 WILL WORK, WHEN PERFORMING 60 SCAN TOOLS SAYS FUNCTION INTERRUPTED FROM VEHICLE SYSTEM
09/11/2008	11:01	TICKET WILL BE ESCALATED TO LEVEL 2
09/11/2008	11:15	LOST CONNECTION BEFORE I WAS ABLE TO GIVE GARY MY CELL #. 316-734-9885
09/11/2008	11:58	TRY A CAPACATIVE DISCHARGE. GET SCREENSHOTS OF MVB 41,48,54 AND 60&61 IN BASIC SETTINGS
09/11/2008	13:38	ALL DATA BLOCKS REQUESTED SENT, NO DICE ON CAPACITIVE DISCHARGE.
09/11/2008	15:39	LEFT MESSAGE WITH MATT TO HAVE JASON CALL THIS AFTERNOON
09/16/2008	11:17	ISSUE UPDATED
09/16/2008	12:01	INSTALL THE OLD MECHATRONIC CALL WHEN YOUR READY FOR BASIC SETTINGS.
09/17/2008	11:00	PLEASE ORDER A NEW MECH UNIT (PER CG)
09/17/2008	16:32	ISSUE SENT TO DEALERSHIP
09/17/2008	16:34	NEW MECH DID NOT SET BASIC SETTINGS, AFTER DISCUSSING WITH PS WE DECIDED TO INSTALL THE ORIGINAL MECH WHICH SET BASIC SETTINGS. I WOULD LIKE THE TECH TO REPLACE THE REPLACEMENT MECH AND SET BASIC SETTINGS.
09/18/2008	17:08	SPOKE WITH MATT IN SERVICE. PARTS ARE CURRENTLY ON ORDER. P1
09/25/2008	15:57	ISSUE UPDATED
09/26/2008	16:20	NEW MECH ARRIVED BROKEN, ANOTHER MECH ON ORDER P1
09/26/2008	16:21	ORDER A REMAN MECHATRONIC P1
10/03/2008	09:45	3RD MECH UNIT SHOWED UP WITH CONNECTOR BROKE OFF. REORDERED MECH UNIT
10/03/2008	12:52	PLEASE ATTACH PICTURES TO THE VTA
10/15/2008	16:25	PICTURES OF MEGATRONICS OT HTE 2 THAT CAME IN BROKEN
10/15/2008	16:29	THANKS FOR THE PICTURES
10/15/2008	16:32	CLOSING
10/15/2008	18:24	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
10/15/2008	18:24	ISSUE UPDATED

Consultant's Closing Comments
REPLACED MECH UNIT AND VEHICLE IS REPAIRED. FYI PS

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
365213	RABBIT	2008	WVWVFV71K98W [REDACTED]	11621	3885	09/11/2008	USA

Workshop Finding
n/a

Activity Date	Activity Time	Activity Comments
09/11/2008	15:20	CUST STATES CAR JERKS FROM 1ST TO 2ND. SCANNED WITH 5051 NO FAULTS IN TRAN ELECTRONICS. ROAD TESTED. CAR BUCKS AT 8MPH AT 1000RPMS. CONTINUOUS BUCK IS SPEED MAINTAINED. PERFORMED TRANS BASIC SETTINGS. ROADTESTED. VEHICLE STILL THE SAME. CHECK FOR LEAKS NONE FOUND. NO EXTERNAL DAMAGE TO TRANS.
09/11/2008	15:20	ISSUE OPENED BY DEALERSHIP
09/11/2008	15:27	CUSTOMER COMMENTS: CUST STATES CAR JERKS FROM 1ST TO 2ND. SCANNED WITH 5051 NO FAULTS IN TRAN ELECTRONICS. ROAD TESTED. CAR BUCKS AT 8MPH AT 1000RPMS. CONTINUOUS BUCK IS SPEED MAINTAINED. PERFORMED TRANS BASIC SETTINGS. ROADTESTED. VEHICLE STILL THE SAME. CHECK FOR LEAKS NONE FOUND. NO EXTERNAL DAMAGE TO TRANS.
09/11/2008	15:27	TECH NEEDS TO TRY SETTING BASIC SETTINGS MANUALLY 61 AND 60 AND THEN PERFORM 10 MILE ROAD TEST AND RECHECK THE COMPLAINT. CALL BACK IF STILLING HAVING TH COMPLAINT
09/11/2008	16:22	SPOKE WITH THE SM AND TECH AND REQUESTED TO HAVE THE SM ROAD TEST AS WELL TO CONFIRM EXACT CONCERN.
09/11/2008	16:23	CASE ESCALATED FOR REVIEW A2
09/12/2008	14:47	TRANSFERRED CALLER TO CHRIS GEHRKES VOICEMAIL DUE TO LEVEL 2 STATUS.
09/12/2008	14:54	REPLACE THE MECHATRONIC, FLUID, FILTER AND BOLTS.
09/18/2008	11:06	ISSUE UPDATED
09/19/2008	11:11	CUSTOMER WILL RETURN FOR REPAIR. PARTS ON ORDER
09/19/2008	12:02	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
09/19/2008	12:02	ISSUE UPDATED

Consultant's Closing Comments
CUSTOMER WILL RETURN FOR REPAIR. PARTS ON ORDER

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
365265	EOS	2007	WVWFA71F87V [REDACTED]	14589	3885	09/11/2008	USA

Workshop Finding

n/a

Activity Date	Activity Time	Activity Comments
09/11/2008	16:24	INSTALLED SPO MECHATRONICS CONTROL UNIT. FOLLOWED PROCEDURE IN ELSA. ONCE REPAIRS WERE COMPLETED, PERFORMED BASIC SETTINGS THEN ROAD TESTED. DURING ROAD TEST VEHICLE WILL NOT SHIFT OUT OF SECOND GEAR. THEN SCANNED FOR CODES IN GEARBOX ELECTRONICS, FOUND CODE STORED FOR BASIC SETTINGS NOT SET, MECHANICAL MALFUNCTION.
09/11/2008	16:24	ISSUE OPENED BY DEALERSHIP
09/11/2008	16:57	CUSTOMER COMMENTS: INSTALLED SPO MECHATRONICS CONTROL UNIT. FOLLOWED PROCEDURE IN ELSA. ONCE REPAIRS WERE COMPLETED, PERFORMED BASIC SETTINGS THEN ROAD TESTED. DURING ROAD TEST VEHICLE WILL NOT SHIFT OUT OF SECOND GEAR. THEN SCANNED FOR CODES IN GEARBOX ELECTRONICS, FOUND CODE STORED FOR BASIC SETTINGS NOT SET, MECHANICAL MALFUNCTION.
09/11/2008	16:57	PERFORM BASIC SETTING
09/16/2008	08:14	PERFORMED BASIC SETTINGS DESCRIBED BY TECH. LINE. AND VEHICLE WAS ABLE TO SHIFT OUT OF SECOND GEAR. TRANSMISSION PERFORMS AS DESIGNED.
09/16/2008	12:49	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
09/16/2008	12:49	ISSUE UPDATED

Consultant's Closing Comments

REMED BASIC SETTINGS DESCRIBED BY TECH. LINE. AND VEHICLE WAS ABLE TO SHIFT OUT OF SECOND GEAR. TRANSMISSION PERFORMS AS DESIGNED.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
365373	EOS	2008	WVWBA71F38V [REDACTED]	2058	3885	09/12/2008	USA

Workshop Finding

VERIFIED CONCERN, NO FAULTS.

Activity Date	Activity Time	Activity Comments
09/12/2008	09:20	COMPLAINT THE TRANSMISION HAS DELAY IN DRIVE (D),WHEN IS UP TO LITTLE HILL WILL NOT MOVE AND HAS TO ACCELERATE , COMPLAINT WHEN COME TO A STOP THERE IS HARSH DOWNSHIFT
09/12/2008	09:20	ISSUE OPENED BY DEALERSHIP
09/12/2008	09:34	ADVISED TECH TO PERFORM MANUAL BASIC SETTINGS. VEHICLE SELF DIAGNOSIS, CLEAR ECM AND TCM MEMORY, VEHICLE RUNNING AND AT OPERATING TEMPERATURE. FOOT ON BRAKE WITH VEHICLE IN PARK, BASIC SETTINGS TRANS. ENTER 61Q AND ACTIVATE, WHEN NUMBERS APPEAR IN LOWER BOX BACK OUT ONE SCREEN AND ENTER 60Q AND ACTIVATE, WHEN NUMBERS APPEAR CYCLE THE KEY OFF THEN ON, ROAD TEST VEHICLE 15 MILES GOING THROUGH ALL GEARS AND VARIOUS SPEEDS. REEVALUATE CONCERN AND UPDATE VTA. CALL BACK IF NEEDED.
09/12/2008	09:34	CUSTOMER COMMENTS: COMPLAINT THE TRANSMISION HAS DELAY IN DRIVE (D),WHEN IS UP TO LITTLE HILL WILL NOT MOVE AND HAS TO ACCELERATE , COMPLAINT WHEN COME TO A STOP THERE IS HARSH DOWNSHIFT.
09/12/2008	09:34	WORKSHOP FINDINGS: VERIFIED CONCERN, NO FAULTS.
09/12/2008	11:19	PERFORM BASIC SETTING,AS WAS TOLD,STILL DOWN SHIFT HARD,
09/12/2008	11:24	PLEASE REPLACE THE MECH UNIT, FLUID, FILTER, AND BOLTS. IF FLUID IS CONTAMINATED, CALL BACK.
09/12/2008	11:59	PART ON ORDER COMEING FROM GERMANY ,COSTUMER WILL RETURN CAR WHEN PARTS ARRIVE. THANKS
09/12/2008	13:54	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
09/12/2008	13:54	ISSUE UPDATED

Consultant's Closing Comments

TECH TO REPLACE MECH UNIT, COMPLETED.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
365454	EOS	2008	WVWFA71FX8V [REDACTED]	35671	3885	09/12/2008	USA

Workshop Finding

SURGES IN DRIVE AND REVERSE.

Activity Date	Activity Time	Activity Comments
09/12/2008	11:20	CUSTOMER STATES TRANSMISSION SURGES IN DRIVE AND REVERSE. LAST TIME VEHICLE WAS IN TECHLINE HAD ME REPLACE THE CLUTCH PACKS. NO CODES IN THE SYSTEM.
09/12/2008	11:20	ISSUE OPENED BY DEALERSHIP
09/12/2008	11:23	CUSTOMER COMMENTS: CUSTOMER STATES TRANSMISSION SURGES IN DRIVE AND REVERSE. LAST TIME VEHICLE WAS IN TECHLINE HAD ME REPLACE THE CLUTCH PACKS. NO CODES IN THE SYSTEM.
09/12/2008	11:23	TECH MVB 54
09/12/2008	11:23	WORKSHOP FINDINGS: SURGES IN DRIVE AND REVERSE.
09/12/2008	11:26	MVB 54 HAS H19P0185
09/12/2008	11:33	PREVIOUS VTA WAS RECOMMENDED TO REPLACE MECH UNIT. TECH STATES THAT QTM WAS AT SHOP AND ADVISED TO REPLACE THE DUAL CLUTCH PACK INSTEAD. PLEASE REPLACE THE MECH UNIT, FLUID FILTER, AND BOLTS. ESCALATED FOR REVIEW. A2
09/12/2008	11:36	ORDERED PARTS.
09/12/2008	11:57	MVB 41, 45, 48 , 54
09/12/2008	11:59	SPOKE WITH QTM AND FOREMAN, ADVISED TO REPLACE THE MECHATRONI, FLUID, FILTER AND BOLTS.
09/12/2008	12:00	ISSUE SENT TO DEALERSHIP
09/12/2008	13:22	HERE ARE MVB FOR FUTURE REFERENCES. MVB 41 45 48 54
09/12/2008	19:29	ISSUE SENT TO DEALERSHIP
09/19/2008	11:28	ADVISED THE TECH TO PERFORM MANUAL BASIC SETTINGS. ENTER VEHICLE SELF DIAGNOSIS, CLEAR ECM AND TCM MEMORY. WITH THE VEHICLE RUNNING AND AT OPERATING TEMPERATURE HAVE A FOOT ON BRAKE WITH VEHICLE IN PARK, ENTER BASIC SETTINGS IN TRANS. ENTER 61Q AND ACTIVATE, WHEN NUMBERS APPEAR IN LOWER BOX BACK OUT ONE SCREEN AND ENTER 60Q AND ACTIVATE, WHEN NUMBERS APPEAR CYCLE THE KEY OFF THEN ON, PERFORM GARAGE SHIFT BY SHIFTING THE VEHICLE (WHILE RUNNING) FROM PARK TO DRIVE 5 TIMES AND THEN SHIFTING FROM PARK TO REVERSE 5 TIMES. ROAD TEST VEHICLE 20 MILES GOING THROUGH ALL GEARS AUTOMATICALLY AND ALSO THROUGH TIPTRONIC AT VARIOUS SPEEDS. REEVALUATE CONCERN, CHECK FAULT MEMORY AND UPDATE VTA.
09/19/2008	12:10	REPLACED MECHATRONICS AND SET BASICS AND ERASED CODES.
09/19/2008	12:30	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
09/19/2008	12:30	ISSUE UPDATED

Consultant's Closing Comments

REPLACED MECHATRONICS AND SET BASICS AND ERASED CODES. ESCALATED FOR REVIEW. A2

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
365597	RABBIT	2008	WVWVFV71K98W [REDACTED]	21160	3885	09/12/2008	USA

Workshop Finding

TECH HAS CHECKED FUEL TRIM AND OIL LEVEL OK

Activity Date	Activity Time	Activity Comments
09/12/2008	14:51	C/S THERE IS A ROUGH SHIFT FROM 2ND TO 3RD GEAR IN AUTO MODE. AFTER THREE TEST DRIVES WAS ABLE TO DUPLICATE CONCERN. MORE OF A SHUTTER ON FIRST ACCEL. CAN FEEL IT FROM 1ST TO 2ND, THEN FROM 2ND TO 3RD.
09/12/2008	14:51	ISSUE OPENED BY DEALERSHIP
09/12/2008	14:58	CUSTOMER COMMENTS: C/S THERE IS A ROUGH SHIFT FROM 2ND TO 3RD GEAR IN AUTO MODE. AFTER THREE TEST DRIVES WAS ABLE TO DUPLICATE CONCERN. MORE OF A SHUTTER ON FIRST ACCEL. CAN FEEL IT FROM 1ST TO 2ND, THEN FROM 2ND TO 3RD.
09/12/2008	14:58	PERFORM BASIC SETTINGS MANUALLY 61 AND 60 AND IF THIS DOES NOT CORRECT THE CONCERN CALL BACK
09/12/2008	14:58	WORKSHOP FINDINGS: TECH HAS CHECKED FUEL TRIM AND OIL LEVEL OK
09/12/2008	15:58	AFTER BASIC SETTINGS WERE PERFORMED, VEHICLE WAS STILL SHUTTERING BETWEEN 1ST AND 2ND, AND 2ND TO 3RD.
09/12/2008	16:02	REPLACE THE MECHATRONIC, FLUID, FILTER AND BOLTS. SET
09/12/2008	16:23	ORDERED MECHATRONICS UNIT
09/12/2008	16:27	PARTS HAVE BEEN ORDERED P2
09/19/2008	12:36	PARTS HAVE ARRIVED, IN PROCESS OF REPAIR,WILL UPDATE WHEN REPAIR IS COMPLETE AND TEST DRIVEN. TGSSF
09/19/2008	13:16	THANKS FOR THE UDPATE D2
09/19/2008	16:21	SPOKE WITH BRENT IN SERVICE. CUSTOMER HAS VEHICLE AND WILL RETURN FOR REPAIRS-PARTS CAME IN TODAY. D2
09/24/2008	09:23	WAS MISTAKEN ABOUT VEHICLE STILL BEING HERE LAST FRIDAY. CAR WAS DRIVABLE AND SHOULD RETURN SHORTLY DUE TO AVAILABILITY OF PARTS. UPDATING AND CLOSING VTA SO FOM DOESN'T HAVE A CORONARY. TGSSF
09/24/2008	10:22	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
09/24/2008	10:22	ISSUE UPDATED

Consultant's Closing Comments

REPLACE MECHATRONICS

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
365648	RABBIT	2008	WVWKC71K48W [REDACTED]	10170	3885	09/12/2008	USA

Workshop Finding

TECH STATES CUSTOMERS COMPLAINT IS THAT THE TRANS DOES NOT SHIFT PROPERLY BUT DID NOT GIVE ANY DETAILS ON THE COMPLAINT. THE TECH HAS DRIVEN THE VEH AND SAYS IT IS SHIFTING FINE.

Activity Date	Activity Time	Activity Comments
09/12/2008	16:22	CUSTOMER STATES THE TRANSMISSION IS NOT SHIFTING PROPERLY. CHECKED FOR FAULTS, NO FAULTS. TEST DROVE, SHIFTING FINE.
09/12/2008	16:22	ISSUE OPENED BY DEALERSHIP
09/12/2008	16:34	CUSTOMER COMMENTS: CUSTOMER STATES THE TRANSMISSION IS NOT SHIFTING PROPERLY. CHECKED FOR FAULTS, NO FAULTS. TEST DROVE, SHIFTING FINE.
09/12/2008	16:34	TECH NEEDS TO GET A BETTER EXPLANATION FROM THE CUSTOMER BEFORE WE PROCEED WITH THE REPAIR.
09/12/2008	16:34	WORKSHOP FINDINGS: TECH STATES CUSTOMERS COMPLAINT IS THAT THE TRANS DOES NOT SHIFT PROPERLY BUT DID NOT GIVE ANY DETAILS ON THE COMPLAINT. THE TECH HAS DRIVEN THE VEH AND SAYS IT IS SHIFTING FINE.
09/15/2008	09:06	WHEN TAKING OFF FROM A STOP VEHICLE HAS A DELAY, GOES INTO 1ST THEN SEEMS AS IF IT GOES INTO NUETRAL THEN BACK INTO 1ST, WHEN STOPING IT DOES THE SAME, HAPPENS WHEN TRANY IS HOT.
09/15/2008	09:12	P1 ADVISED THE TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT.
09/17/2008	10:35	ORDERED MECH UNIT
09/17/2008	12:05	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
09/17/2008	12:05	ISSUE UPDATED

Consultant's Closing Comments

ORDERED MECH UNIT

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
365697	RABBIT	2008	WVWHV71K88W [REDACTED]	12867	3885	09/12/2008	USA

Workshop Finding

MECH ORDERED PREVIOUS.

Activity Date	Activity Time	Activity Comments
09/12/2008	18:39	CAR IS IN FOR ACCELERATION LAGG AND CLUNKING NOISE,INSTALLED NEW MECHATRONICS UNIT,SET BASIC SETTINGS,DURING ROAD TEST FAULTS P0722 AND P1793 WERE SET OUTPUT SPEED SENSOR CIRCUIT NO SIGNAL AND OUTPUT SPEED SENSOR 2 CIRCUIT NO SIGNAL,REMOVED MECHATRONICS UNIT NO DAMAGE FOUND ON UNIT
09/12/2008	18:39	ISSUE OPENED BY DEALERSHIP
09/12/2008	18:51	CUSTOMER COMMENTS: CAR IS IN FOR ACCELERATION LAGG AND CLUNKING NOISE,INSTALLED NEW MECHATRONICS UNIT,SET BASIC SETTINGS,DURING ROAD TEST FAULTS P0722 AND P1793 WERE SET OUTPUT SPEED SENSOR CIRCUIT NO SIGNAL AND OUTPUT SPEED SENSOR 2 CIRCUIT NO SIGNAL,REMOVED MECHATRONICS UNIT NO DAMAGE FOUND ON UNIT
09/12/2008	18:51	INSTALL THE OLD MECH AND SEE WHAT CONCERN. SET BASIC SETTINGS; ENTER VEHICLE SELF DIAGNOSIS, CLEAR ECM AND TCM MEMORY. WITH THE VEHICLE RUNNING AND AT OPERATING TEMPERATURE HAVE A FOOT ON BRAKE WITH VEHICLE IN PARK, ENTER BASIC SETTINGS IN TRANS. ENTER 61Q AND ACTIVATE, WHEN NUMBERS APPEAR IN LOWER BOX BACK OUT ONE SCREEN AND ENTER 60Q AND ACTIVATE, WHEN NUMBERS APPEAR CYCLE THE KEY OFF THEN ON, PERFORM GARAGE SHIFT BY SHIFTING THE VEHICLE (WHILE RUNNING) FROM PARK TO DRIVE 5 TIMES AND THEN SHIFTING FROM PARK TO REVERSE 5 TIMES. ROAD TEST VEHICLE 20 MILES GOING THROUGH ALL GEARS AUTOMATICALLY AND ALSO THROUGH TIPTRONIC AT VARIOUS SPEEDS. REEVALUATE CONCERN, CHECK FAULT MEMORY AND UPDATE VTA.
09/12/2008	18:51	WORKSHOP FINDINGS: MECH ORDERED PREVIOUS.
09/12/2008	18:53	GET MVB 54.
09/15/2008	09:42	INSTALLED OLD UNIT,SET BASIC SETTING, CHECKED FAULTS-NONE FOUND. MVB 54 FOR OLD UNIT H26P0428
09/15/2008	09:47	REPLACE MECHATRONICIS
09/19/2008	09:56	CUSTOMER NEEDED CAR AND AND PICKED UP. PART ON ORDER
09/19/2008	10:36	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
09/19/2008	10:36	ISSUE UPDATED

Consultant's Closing Comments

CUSTOMER NEEDED CAR AND AND PICKED UP. PART ON ORDER

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
365712	EOS	2007	WVWFA71F87V [REDACTED]	9109	3885	09/15/2008	USA

Workshop Finding
 TECH UNABLE TO PERFORM THE TRANS BASIC SETTINGS.

Activity Date	Activity Time	Activity Comments
09/15/2008	08:09	ISSUE OPENED BY DEALERSHIP
09/15/2008	08:09	JUST INSTALLED NEW MECHATRONIC UNIT. VEHICLE WILL NOW ONLY DRIVE IN FIRST AND SECOND GEAR. RECHECKED FLUID LEVEL - OK. SET BASIC SETTINGS VB- 60, 61. NO CODES STORED.
09/15/2008	08:17	ADVISED THE TECH TO RUN BASIC SETTINGS 61 THEN 60.
09/15/2008	08:17	CUSTOMER COMMENTS: JUST INSTALLED NEW MECHATRONIC UNIT. VEHICLE WILL NOW ONLY DRIVE IN FIRST AND SECOND GEAR. RECHECKED FLUID LEVEL - OK. SET BASIC SETTINGS VB- 60, 61. NO CODES STORED.
09/15/2008	08:17	WORKSHOP FINDINGS: TECH UNABLE TO PERFORM THE TRANS BASIC SETTINGS.
09/15/2008	08:31	GETTING FAULT CODE FOR BASIC SETTINGS NOT SET MECHANICAL MALFUNCTION. CLEAR CODE, RUN BASIC SETTING 61 THEN 60. VEHICLE WILL STILL NOT GO ABOVE 2ND GEAR.
09/15/2008	08:38	TECH TO GET MVB 41 & 48 FROM TRANS SCREEN SHOTS THEN GET MVB FROM OLD MECH ATTACH TO CASE
09/15/2008	13:43	SENDING REQUESTED ATTACHMENTS.
09/15/2008	13:46	TECH TO LEAVE CHRIS G. A VOICEMAIL MESSAGE.
09/15/2008	14:19	ISSUE UPDATED
09/15/2008	16:16	SURGING UNDER ACCEL WAS THE ORIGINAL CONCERN
09/15/2008	16:22	ADVISED THE TECH TO PERFORM MANUAL BASIC SETTINGS. ENTER VEHICLE SELF DIAGNOSIS, CLEAR ECM AND TCM MEMORY. WITH THE VEHICLE RUNNING AND AT OPERATING TEMPERATURE HAVE A FOOT ON BRAKE WITH VEHICLE IN PARK, ENTER BASIC SETTINGS IN TRANS. ENTER 61Q AND ACTIVATE, WHEN NUMBERS APPEAR IN LOWER BOX BACK OUT ONE SCREEN AND ENTER 60Q AND ACTIVATE, WHEN NUMBERS APPEAR CYCLE THE KEY OFF THEN ON, PERFORM GARAGE SHIFT BY SHIFTING THE VEHICLE (WHILE RUNNING) FROM PARK TO DRIVE 5 TIMES AND THEN SHIFTING FROM PARK TO REVERSE 5 TIMES. ROAD TEST VEHICLE 20 MILES GOING THROUGH ALL GEARS AUTOMATICALLY AND ALSO THROUGH TIPTRONIC AT VARIOUS SPEEDS. REEVALUATE CONCERN, CHECK FAULT MEMORY AND UPDATE VTA.
09/15/2008	16:24	MVB 54 AND 64 FROM THE TCM
09/16/2008	14:54	SCREEN SHOTS OF CODE, VB 54&64
09/16/2008	15:01	ADVISE THE TECH TO CALL BACK AT 4
09/16/2008	16:27	TELEDIAG COMPLETE, BASIC SETTINGS SET PROPERLY.
09/18/2008	17:44	SYSTEM OPERATING PROPERLY AFTER BASIC SETTINGS.
09/18/2008	18:49	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
09/18/2008	18:49	ISSUE UPDATED

Consultant's Closing Comments
 SYSTEM OPERATING PROPERLY AFTER BASIC SETTINGS.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
365865	EOS	2008	WVWBA71F18V [REDACTED]	11661	3885	09/15/2008	USA

Workshop Finding

P0746-PRESSURE CONTROL VALVE 1 N215 SHORT CIRCUIT OR OPEN.

Activity Date	Activity Time	Activity Comments
09/15/2008	11:22	ISSUE OPENED BY DEALERSHIP
09/15/2008	11:22	VEHICLE PREVIOUSLY DIAGNOSED AS A FAULTY MECHATRONICS UNIT. REPLACED MECHATRONICS AND CANNOT SET BASIC SETTINGS DUE TO A FAULT. SEE GFF SHEET ATTACHED
09/15/2008	11:38	CUSTOMER COMMENTS: VEHICLE PREVIOUSLY DIAGNOSED AS A FAULTY MECHATRONICS UNIT. REPLACED MECHATRONICS AND CANNOT SET BASIC SETTINGS DUE TO A FAULT. SEE GFF SHEET ATTACHED
09/15/2008	11:38	WILL, PLEASE ORDER A 2ND MECH UNIT. AS LONG AS THE TERMINAL ENDS LOOK OKAY, THIS WILL BE AN ISSUE WITH THE NEW PART. THANKS.
09/15/2008	11:38	WORKSHOP FINDINGS: P0746-PRESSURE CONTROL VALVE 1 N215 SHORT CIRCUIT OR OPEN.
09/16/2008	08:07	2ND.MECH UNIT ORDERED ON 9/15/08.GREG
09/16/2008	09:40	THANKS FOR THE UPDATE.
09/19/2008	08:11	PART ARRIVED YESTERDAY AND THE VEHICLE IS BEING WORKED ON.GREG
09/19/2008	08:24	THANKS FOR THE UPDATE.
09/22/2008	16:01	SPOKE TO APRIL IN SERVICE AND SHE COULD NOT GIVE A UPDATE ON THE CAR. IT SHOWS FINISHED IN THERE COMPUTER BUT THE RO HAS NOT BEEN CLOSE IS ALL THAT SHE KNEW.....D2
09/24/2008	08:30	VEHICLE HAS BEEN REPAIRED AND IS BEING RETURNED TO CUSTOMER.
09/24/2008	10:18	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
09/24/2008	10:18	ISSUE UPDATED

Consultant's Closing Comments

WILL, PLEASE ORDER A 2ND MECH UNIT. AS LONG AS THE TERMINAL ENDS LOOK OKAY, THIS WILL BE AN ISSUE WITH THE NEW PART. THANKS.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
365878	EOS	2008	WVWFA71F28V [REDACTED]	10918	3885	09/15/2008	USA

Workshop Finding

THROTTLE BODY REPINNED.

Activity Date	Activity Time	Activity Comments
09/15/2008	11:37	CUSTOMER STATES WHEN IN REVERSE TRANSMISSION CLICKS AND IS JERKY WHEN MOVING AND ACCELERATES REPIDLY LIKE PEELING OUT, AND IS SLOW IN SHIFTING AROUND 30
09/15/2008	11:37	ISSUE OPENED BY DEALERSHIP
09/15/2008	11:43	ADVISED THE TECH TO PERFORM MANUAL BASIC SETTINGS. ENTER VEHICLE SELF DIAGNOSIS, CLEAR ECM AND TCM MEMORY. WITH THE VEHICLE RUNNING AND AT OPERATING TEMPERATURE HAVE A FOOT ON BRAKE WITH VEHICLE IN PARK, ENTER BASIC SETTINGS IN TRANS. ENTER 61Q AND ACTIVATE, WHEN NUMBERS APPEAR IN LOWER BOX BACK OUT ONE SCREEN AND ENTER 60Q AND ACTIVATE, WHEN NUMBERS APPEAR CYCLE THE KEY OFF THEN ON, PERFORM GARAGE SHIFT BY SHIFTING THE VEHICLE (WHILE RUNNING) FROM PARK TO DRIVE 5 TIMES AND THEN SHIFTING FROM PARK TO REVERSE 5 TIMES. ROAD TEST VEHICLE 20 MILES GOING THROUGH ALL GEARS AUTOMATICALLY AND ALSO THROUGH TIPTRONIC AT VARIOUS SPEEDS. REEVALUATE CONCERN, CHECK FAULT MEMORY AND UPDATE VTA
09/15/2008	11:43	CUSTOMER COMMENTS: CUSTOMER STATES WHEN IN REVERSE TRANSMISSION CLICKS AND IS JERKY WHEN MOVING AND ACCELERATES REPIDLY LIKE PEELING OUT, AND IS SLOW IN SHIFTING AROUND 30
09/15/2008	11:43	WORKSHOP FINDINGS: THROTTLE BODY REPINNED.
09/15/2008	11:44	UPDATE WITH RESULTS AND CALL BACK. IF THE CONCERN IS STILL PRESENT, GET MVB 54 IN THE TCM AND PART NO AND SOFTWARE
09/15/2008	13:25	PERFORMED BASIC SETTING 61&60 IN 02-GEARBOX AND FOLLOW INSTRUTION, ROADTEST CAR USING TIP. AND DRIVE AND SPORT MODE, CAR FELT OK, PULLED CAR INTO SHOP AND WENT TO LUNCH WHEN PULLING CAR OUT FELT THE JERKING IN REV. AND DRIVE. MVB-54 H25R0135, PART# 02E 300 044K, AND SOFTWARE- 1403.
09/15/2008	13:30	REPLACE THE MECHATRONIC, FLUID FILTER AND BOLTS
09/16/2008	12:19	ORDERED PARTS 9/15/08, MECHATRONIC IS NOT AVAILABLE
09/16/2008	14:00	ISSUE SENT TO DEALERSHIP
09/16/2008	14:00	MECH ORDERED P1
09/19/2008	14:39	MECH IS STILL ON ORDER CUSTOMER HAS TAKEN CAR, AWAITING PART
09/19/2008	16:10	ISSUE SENT TO DEALERSHIP
09/22/2008	12:04	SPOKE WITH CHRIS IN SERVICE..... CUSTOMER WILL RETURN AT A LATER DATE TO HAVE FURTHER DIAG/REPAIRS PERFORMED..... C1
10/01/2008	11:57	WAITING FOR CUSTOMER TO RETURN, PART IS IN
10/01/2008	12:33	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
10/01/2008	12:33	ISSUE UPDATED

Consultant's Closing Comments

WAITING FOR CUSTOMER TO RETURN, PART IS IN

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
365973	JETTA	2008	3VWRJ71K48M [REDACTED]	3934	3885	09/15/2008	USA

Workshop Finding

VEHICLE DELAYS FROM A STOP ONLY. HAPPENS ALSO IN REVERSE. 02E 050J 1410

Activity Date	Activity Time	Activity Comments
09/15/2008	13:23	ISSUE OPENED BY DEALERSHIP
09/15/2008	13:23	VEHICLE HAS DSG TRANS, NO FAULTS IN MEMORY, HAS A DELAY WHEN STARTING OFF FROM A LIGHT. NO PROBLEMS SHIFTING.
09/15/2008	13:29	ADVISED THE TECH TO PERFORM MANUAL BASIC SETTINGS. ENTER VEHICLE SELF DIAGNOSIS, CLEAR ECM AND TCM MEMORY. WITH THE VEHICLE RUNNING AND AT OPERATING TEMPERATURE HAVE A FOOT ON BRAKE WITH VEHICLE IN PARK, ENTER BASIC SETTINGS IN TRANS. ENTER 61Q AND ACTIVATE, WHEN NUMBERS APPEAR IN LOWER BOX BACK OUT ONE SCREEN AND ENTER 60Q AND ACTIVATE, WHEN NUMBERS APPEAR CYCLE THE KEY OFF THEN ON, PERFORM GARAGE SHIFT BY SHIFTING THE VEHICLE (WHILE RUNNING) FROM PARK TO DRIVE 5 TIMES AND THEN SHIFTING FROM PARK TO REVERSE 5 TIMES. ROAD TEST VEHICLE 20 MILES GOING THROUGH ALL GEARS AUTOMATICALLY AND ALSO THROUGH TIPTRONIC AT VARIOUS SPEEDS. REEVALUATE CONCERN, CHECK FAULT MEMORY AND UPDATE VTA.
09/15/2008	13:29	CUSTOMER COMMENTS: VEHICLE HAS DSG TRANS, NO FAULTS IN MEMORY, HAS A DELAY WHEN STARTING OFF FROM A LIGHT. NO PROBLEMS SHIFTING.
09/15/2008	13:29	WORKSHOP FINDINGS: VEHICLE DELAYS FROM A STOP ONLY. HAPPENS ALSO IN REVERSE. 02E 050J 1410
09/15/2008	13:32	GET MVB 54 FROM THE TRANSMISSION AND CALL BACK IF THE CONCERN IS STILL PRESENT
09/16/2008	08:29	P1 ADVISED THE TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND THE BOLTS FOR THE MECH UNIT.
09/18/2008	08:10	ORDERED PARTS AND RETURNED VEHICLE TO CUSTOMER.THANKS FOR YOUR HELP.
09/18/2008	10:35	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
09/18/2008	10:35	ISSUE UPDATED

Consultant's Closing Comments

ORDERED PARTS AND RETURNED VEHICLE TO CUSTOMER.THANKS FOR YOUR HELP.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
366140	EOS	2008	WVWFA71F98V [REDACTED]	3398	3885	09/15/2008	USA

Workshop Finding

CAR WAS IN FOR THIS CONCERN ONCE BEFORE BUT COMPLAINT COULD NOT BE VERIFIED. ROAD TESTING WAS DONE AT THAT TIME WITH THE CUSTOMER DRIVING AND THEY ARE NOT A TWO FOOTED DRIVER. NOW CONCERN HAS BEEN DUPLICATED. VEHICLE HAS NO FAULTS IN ITS SYSTEMS. TCM SOFTWARE IS 1403 ECM SOFTWARE IS 0020. I PERFORMED BASIC SETTINGS ON THE TRANS, ADAPTED THROTTLE BODY, AND SET KICKDOWN WITH NO EFFECTS. MVB 32 READS -1.2, -1.6. PLEASE ADVISE WITH FURTHER DIAG INSTRUCTIONS. ATTACHED GFF LOG AND TRANS WORKSHEET. THANK YOU FOR THE HELP.

Activity Date	Activity Time	Activity Comments
09/15/2008	16:51	CUSTOMER STATES WHEN VEHICLE IS STARTING OUT IT HAS A LARGE HESITATION WHEN ACCELERATING FROM A STOP, THEN IT WILL KICK IN AND PEEL THE TIRES INTERMITTENTLY. CAR WAS IN FOR THIS CONCERN ONCE BEFORE BUT COMPLAINT COULD NOT BE VERIFIED. ROAD TESTING WAS DONE AT THAT TIME WITH THE CUSTOMER DRIVING AND THEY ARE NOT A TWO FOOTED DRIVER. NOW CONCERN HAS BEEN DUPLICATED. VEHICLE HAS NO FAULTS IN ITS SYSTEMS. TCM SOFTWARE IS 1403 ECM SOFTWARE IS 0020. I PERFORMED BASIC SETTINGS ON THE TRANS, ADAPTED THROTTLE BODY, AND SET KICKDOWN WITH NO EFFECTS. MVB 32 READS -1.2, -1.6. PLEASE ADVISE WITH FURTHER DIAG INSTRUCTIONS. ATTACHED GFF LOG AND TRANS WORKSHEET. THANK YOU FOR THE HELP.
09/15/2008	16:51	ISSUE OPENED BY DEALERSHIP
09/15/2008	16:59	ADVISED TECH TO PERFORM MANUAL BASIC SETTINGS. VEHICLE SELF DIAGNOSIS, CLEAR ECM AND TCM MEMORY, VEHICLE RUNNING AND AT OPERATING TEMPERATURE. FOOT ON BRAKE WITH VEHICLE IN PARK, BASIC SETTINGS TRANS. ENTER 61Q AND ACTIVATE, WHEN NUMBERS APPEAR IN LOWER BOX BACK OUT ONE SCREEN AND ENTER 60Q AND ACTIVATE, WHEN NUMBERS APPEAR CYCLE THE KEY OFF THEN ON, ROAD TEST VEHICLE 15 MILES GOING THROUGH ALL GEARS AND VARIOUS SPEEDS. REEVALUATE CONCERN AND UPDATE VTA.
09/15/2008	16:59	CUSTOMER COMMENTS: CUSTOMER STATES WHEN VEHICLE IS STARTING OUT IT HAS A LARGE HESITATION WHEN ACCELERATING FROM A STOP, THEN IT WILL KICK IN AND PEEL THE TIRES INTERMITTENTLY.
09/15/2008	16:59	WORKSHOP FINDINGS: CAR WAS IN FOR THIS CONCERN ONCE BEFORE BUT COMPLAINT COULD NOT BE VERIFIED. ROAD TESTING WAS DONE AT THAT TIME WITH THE CUSTOMER DRIVING AND THEY ARE NOT A TWO FOOTED DRIVER. NOW CONCERN HAS BEEN DUPLICATED. VEHICLE HAS NO FAULTS IN ITS SYSTEMS. TCM SOFTWARE IS 1403 ECM SOFTWARE IS 0020. I PERFORMED BASIC SETTINGS ON THE TRANS, ADAPTED THROTTLE BODY, AND SET KICKDOWN WITH NO EFFECTS. MVB 32 READS -1.2, -1.6. PLEASE ADVISE WITH FURTHER DIAG INSTRUCTIONS. ATTACHED GFF LOG AND TRANS WORKSHEET. THANK YOU FOR THE HELP.
09/15/2008	17:38	ISSUE SENT TO DEALERSHIP
09/15/2008	18:11	AFTER PERFORMING VSD BASIC SETTINGS OF TRANS THE CONDITION IMPROVED GREATLY. IT IS NO LONGER PEELING OUT. I STILL FEEL THAT UNDER LIGHT/MODERATE 20%-30%ACCELERATION FROM A STOP THERE IS TOO MUCH LAG STILL AND CAR FEELS VERY JERKY BEFORE 1-2 UPSHIFT. PLEASE ADVISE WITH FURTHER INSTRUCTIONS. THANKS FOR THE HELP.
09/15/2008	18:16	ADVISED TECH TO REPLACE MECH UNIT, BOLTS, FLUID AND FILTER. CLOSE OUT VTA WHEN COMPLETED.
09/20/2008	19:19	REPLACED MECH UNIT, BOLTS, SEALS, CARRIED OUT BASICS AND ROAD TESTED OK VEHICLE IS SHIFTING GREAT NOW THANKS FOR ALL OF YOUR HELP.
09/22/2008	07:28	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
09/22/2008	07:28	ISSUE UPDATED

Consultant's Closing Comments

REPLACED MECH UNIT, COMPLETED.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
366364	EOS	2008	WVWBA71F08V [REDACTED]	13719	3885	09/16/2008	USA

Workshop Finding
VERIFY CONCERN FLUID LEVEL GOOD NO FAULTS.

Activity Date	Activity Time	Activity Comments
09/16/2008	11:53	CUSTOMER STATES CAR SURGES AT SLOW SPEEDS VERIFY CONCERN FLUID LEVEL GOOD NO FAULTS
09/16/2008	11:53	ISSUE OPENED BY DEALERSHIP
09/16/2008	12:04	ADVISED TECH TO REPLACE MECHATRONIC UNIT, BOLTS, FILTER AND FLUID. AFTER REPLACEMENT ADVISED TECH TO PERFORM MANUAL BASIC SETTINGS. VEHICLE SELF DIAGNOSIS, CLEAR ECM AND TCM MEMORY, VEHICLE RUNNING AND AT OPERATING TEMPERATURE. FOOT ON BRAKE WITH VEHICLE IN PARK, BASIC SETTINGS TRANS. ENTER 61Q AND ACTIVATE, WHEN NUMBERS APPEAR IN LOWER BOX BACK OUT ONE SCREEN AND ENTER 60Q AND ACTIVATE, WHEN NUMBERS APPEAR CYCLE THE KEY OFF THEN ON, ROAD TEST VEHICLE 15 MILES GOING THROUGH ALL GEARS AND VARIOUS SPEEDS. REEVALUATE CONCERN AND UPDATE VTA. ADVISED TECH TO CLOSE OUT VTA IF CUSTOMER IS TAKING VEHICLE.
09/16/2008	12:04	CUSTOMER COMMENTS: CUSTOMER STATES CAR SURGES AT SLOW SPEEDS. DRIVE OR REVERSE.
09/16/2008	12:04	WORKSHOP FINDINGS: VERIFY CONCERN FLUID LEVEL GOOD NO FAULTS.
09/16/2008	12:22	CUSTOMER GOING TO TAKE CAR
09/16/2008	12:50	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
09/16/2008	12:50	ISSUE UPDATED

Consultant's Closing Comments
TECH TO REPLACE MECH UNIT, COMPLETED.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
366545	EOS	2007	WVWFA71F57V [REDACTED]	10140	3885	09/16/2008	USA

Workshop Finding

TECH VEIFIED CONCERN NO FAULTS IN TCM OR ECM. FLUID LEVEL AND CONDITION ARE GOOD . TRANS SHUDDERS IN FIRST AND REVERSE.

Activity Date	Activity Time	Activity Comments
09/16/2008	15:19	CUSTOMER STATES DELAY WHEN SHIFTING FROM WHEN BRAKE IS RELEASEDAND AND ENG ENGAGES PARALLEL PARKING CK VAS 5051B GFF NO FAULTS CONTROL MODULE 02E300043R GSG DSG 070 CODING20 02E9277770AE 507 1302
09/16/2008	15:19	ISSUE OPENED BY DEALERSHIP
09/16/2008	15:27	ADVISED TECH TO REPLACE MECH UNIT FLUID FILTER AND BOLTS.
09/16/2008	15:27	CUSTOMER COMMENTS: CUSTOMER STATES DELAY WHEN SHIFTING FROM WHEN BRAKE IS RELEASEDAND AND ENG ENGAGES PARALLEL PARKING CK VAS 5051B GFF NO FAULTS CONTROL MODULE 02E300043R GSG DSG 070 CODING20 02E9277770AE 507 1302
09/16/2008	15:27	WORKSHOP FINDINGS: TECH VEIFIED CONCERN NO FAULTS IN TCM OR ECM. FLUID LEVEL AND CONDITION ARE GOOD . TRANS SHUDDERS IN FIRST AND REVERSE.
09/16/2008	15:30	SOP MECHATRINICS FLUID AND BOLTS
09/16/2008	15:53	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
09/16/2008	15:53	ISSUE UPDATED

Consultant's Closing Comments

TECH TO REPLACE THE MECH UNIT.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
366723	EOS	2007	WVWFA71F77V [REDACTED]	5733	3885	09/17/2008	USA

Workshop Finding

TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM. BASIC SETTINGS PERFORMED. CONCERN REMAINS. TECH STATES THE TRANS SHUTTERS IN BOTH 1ST AND REVERSE.

Activity Date	Activity Time	Activity Comments
09/17/2008	09:15	CUSTOMER STATES THAT TRANSMISSION DOES NOT ENGAUGE SMOOTHLY. VERIFIED DURING ROAD TEST. ALSO DOES NOT FEEL AS THOUGH TRANSMISSION DOES NOT WANT TO PULL OUT OF 1ST GEAR WHEN STOPPING, ENGINE SHUTTERS AND ALMOST STALLS. WHEN ACCELERATING FROM A STOP FEELS JUST LIKE DROPPING THE CLUTCH. NO FAULTS FOUND WHEN GUIDED FAULT FINDING WAS RUN. TRIED TO SET DSG BASIC CLUTCH SETTINGS, STILL PROBLEM PERSISTS.
09/17/2008	09:15	ISSUE OPENED BY DEALERSHIP
09/17/2008	09:18	CUSTOMER COMMENTS: CUSTOMER STATES THAT TRANSMISSION DOES NOT ENGAUGE SMOOTHLY. VERIFIED DURING ROAD TEST. ALSO DOES NOT FEEL AS THOUGH TRANSMISSION DOES NOT WANT TO PULL OUT OF 1ST GEAR WHEN STOPPING, ENGINE SHUTTERS AND ALMOST STALLS. WHEN ACCELERATING FROM A STOP FEELS JUST LIKE DROPPING THE CLUTCH. NO FAULTS FOUND WHEN GUIDED FAULT FINDING WAS RUN. TRIED TO SET DSG BASIC CLUTCH SETTINGS, STILL PROBLEM PERSISTS.
09/17/2008	09:18	P1 ADVISED THE TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT.
09/17/2008	09:18	WORKSHOP FINDINGS: TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM. BASIC SETTINGS PERFORMED. CONCERN REMAINS. TECH STATES THE TRANS SHUTTERS IN BOTH 1ST AND REVERSE.
09/17/2008	09:40	RED ORDERED MECHATRONICS UNIT. BOLTS, FLUID, AND FILTER WE HAVE IN STOCK AND HAD PARTS PRE PICK THEM UNTIL UNIT COMES IN.
09/17/2008	10:37	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
09/17/2008	10:37	ISSUE UPDATED

Consultant's Closing Comments

TECH TO REPLACE THE MECH UNIT.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
366767	EOS	2008	WVWBA71F48V [REDACTED]	5569	3885	09/17/2008	USA

Workshop Finding
 TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM. TRANS SHUTTERS IN 1ST AND REVERSE.

Activity Date	Activity Time	Activity Comments
09/17/2008	10:09	C/S TRANS WHEN HOT JERKING & BUCKING ALSO WHEN BACKING UP IN REVERSE
09/17/2008	10:09	ISSUE OPENED BY DEALERSHIP
09/17/2008	10:13	CUSTOMER COMMENTS: C/S TRANS WHEN HOT JERKING & BUCKING ALSO WHEN BACKING UP IN REVERSE
09/17/2008	10:13	P1 ADVISED THE TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT.
09/17/2008	10:13	WORKSHOP FINDINGS: TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM. TRANS SHUTTERS IN 1ST AND REVERSE.
09/17/2008	10:34	ORDERED PARTS 9/17/08 10:36 AM WILL INSTALL UPON ARRIVAL
09/17/2008	10:40	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
09/17/2008	10:40	ISSUE UPDATED

Consultant's Closing Comments
 TECH TO REPLACE THE MECH UNIT.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
367100	JETTA	2008	3VWRA71K58M [REDACTED]	4916	3885	09/17/2008	USA

Workshop Finding

n/a

Activity Date	Activity Time	Activity Comments
09/17/2008	16:12	CUSTOMER STATES TRANSMISSION SHIFTS AND CLUCNKS WHEN SLOWING DOWN. ROAD TEST WITH CUSTOMER, THE VEHICLE JERK AS IF THE CLUTCH ITS BEEN DROP AT THE LAST MOMENT WHEN VEHICLE COMING TO A COMPLETE STOP. THIS ITS A REPEAT REPAIR LAST TIME IT WAS HERE WE PERFROM BASIC ADAPTION FOR TRANSMISSION AND RECHECK AND IT WAS OK.
09/17/2008	16:12	ISSUE OPENED BY DEALERSHIP
09/17/2008	16:17	CUSTOMER COMMENTS: CUSTOMER STATES TRANSMISSION SHIFTS AND CLUCNKS WHEN SLOWING DOWN. ROAD TEST WITH CUSTOMER, THE VEHICLE JERK AS IF THE CLUTCH ITS BEEN DROP AT THE LAST MOMENT WHEN VEHICLE COMING TO A COMPLETE STOP. THIS ITS A REPEAT REPAIR LAST TIME IT WAS HERE WE PERFROM BASIC ADAPTION FOR TRANSMISSION AND RECHECK AND IT WAS OK.
09/17/2008	16:17	PLEASE CHANGE MECH UNIT, FLUID, AND BOLTS IF FLUID LOOKS GOOD. ESCALATED FOR REVIEW. A2
09/17/2008	17:57	MECH ORDERED PER VTA P1
10/02/2008	13:03	ORDERED MECH UNIT, ON RED ORDER. PART ARRIVED, INSTALLED MECH UNIT. ROADTESTED VEHICLE... OPERATING TO VOLKSWAGEN DESIGN INTENT.
10/02/2008	14:22	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
10/02/2008	14:22	ISSUE UPDATED

Consultant's Closing Comments

ORDERED MECH UNIT, ON RED ORDER. PART ARRIVED, INSTALLED MECH UNIT. ROADTESTED VEHICLE... OPERATING TO VOLKSWAGEN DESIGN INTENT..

ESCALATED FOR REVIEW. A2.....TECH ASKED ME IF CONTAMINATION IN THE FLUID IS BAD OR NOT. JR.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
367904	RABBIT	2008	WVWFV71K98W [REDACTED]	11939	3885	09/19/2008	USA

Workshop Finding

SET BASIC SETTINGS THROUGH GF

Activity Date	Activity Time	Activity Comments
09/19/2008	13:22	ISSUE OPENED BY DEALERSHIP
09/19/2008	13:22	REPLACED MECHATRONICS UNIT AS PER PREVIOUS VTA TICKET. NOW VEHICLE WILL NOT SHIFT PAST 2ND GEAR, EVEN IN TIPTRONIC MODE, DISPLAY SHOWS TRANS SHIFTING ALL THE WAY UP TO 6TH GEAR, BUT TRANS ONLY HAS 1ST AND SECOND. HAS DTC FOR BASIC SETTINGS/MECHANICAL MALFUNCTION. SET BASIC SETTINGS 3 TIMES, WITH SAME RESULT.
09/19/2008	13:31	CUSTOMER COMMENTS: REPLACED MECHATRONICS UNIT AS PER PREVIOUS VTA TICKET. NOW VEHICLE WILL NOT SHIFT PAST 2ND GEAR, EVEN IN TIPTRONIC MODE, DISPLAY SHOWS TRANS SHIFTING ALL THE WAY UP TO 6TH GEAR, BUT TRANS ONLY HAS 1ST AND SECOND. HAS DTC FOR BASIC SETTINGS/MECHANICAL MALFUNCTION. SET BASIC SETTINGS 3 TIMES, WITH SAME RESULT.
09/19/2008	13:31	TELEDIAGNOSE BASIC SETTINGS, ROAD TEST AS DISCUSSED
09/19/2008	13:31	WORKSHOP FINDINGS: SET BASIC SETTINGS THROUGH GF
09/19/2008	13:32	CASE ESCALATED FOR REVIEW A2
09/19/2008	13:32	ISSUE SENT TO DEALERSHIP
09/19/2008	13:32	ISSUE UPDATED
09/19/2008	13:57	TRANS SHIFTS BEAUTIFUL...THANKS AGAIN FOR THE HELP.
09/19/2008	16:09	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
09/19/2008	16:09	ISSUE UPDATED

Consultant's Closing Comments

TRANS SHIFTS BEAUTIFUL...THANKS AGAIN FOR THE HELP.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
367978	RABBIT	2007	WVWFV71K07W [REDACTED]	21128	3732	09/19/2008	USA

Workshop Finding

AT TIME HAVE TO STOP AND PUT SHIFTER IN TO NEUTRAL TO REINGAUGE. SCANNED AND HAVE A 18148 OR P1740 TEMP FAULT

Activity Date	Activity Time	Activity Comments
09/19/2008	14:55	ISSUE OPENED BY DEALERSHIP
09/19/2008	14:55	TRANSMISSION SLIPS IN AND OUT OF GEAR HAPPENS HOT OR COLD.AT TIME HAVE TO STOP AND PUT SHIFTER IN TO NEUTRAL TO REINGAUGE. SCANNED AND HAVE A 18148 OR P1740 TEMP FAULT
09/19/2008	15:03	ADVISED TECH TO REPLACE INPUT SHAFT SPEED SENSOR/TEMP SENSOR. IF CODE RETURNS REPLACE MECH UNIT AND BOLTS, CLOSE OUT VTA WHEN COMPLETED.
09/19/2008	15:03	CUSTOMER COMMENTS: TRANSMISSION SLIPS IN AND OUT OF GEAR HAPPENS HOT OR COLD.
09/19/2008	15:03	WORKSHOP FINDINGS: AT TIME HAVE TO STOP AND PUT SHIFTER IN TO NEUTRAL TO REINGAUGE. SCANNED AND HAVE A 18148 OR P1740 TEMP FAULT
09/22/2008	17:09	CLOSING CONTACTED I NEED TO OPEN A NOTHER ONE FOR A NOTHER CAR, CAR WILL BE DONE TOMORROW ??
09/23/2008	07:33	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
09/23/2008	07:33	ISSUE SENT TO DEALERSHIP
09/23/2008	07:33	ISSUE UPDATED

Consultant's Closing Comments

TECH TO REPLACE INPUT SHAFT SPEED SENSOR/TEMP SENSOR. COMPLETED.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
368121	EOS	2008	WVWBA71F98V [REDACTED]	7863	3885	09/22/2008	USA

Workshop Finding
 TECH VERIFIED THE CONCERN. TECH STATES THE TRANS IS SHIFTING HARSH FROM 2ND TO 3RD GEAR.

Activity Date	Activity Time	Activity Comments
09/22/2008	08:31	C/S CAR HESITATES ON ACCELERATION AND JERKS WHEN SHIFTING UNDER ACCELERATION. FOUND HESITATION TO BE MOSTLY FROM TURBO LAG DURING ACCELERATION. BUT THE HESITATION FEELS LIKE A MIS-CALCULATED SHIFT POINT. DSG, POSSIBLY EARLY SIGNS OF MECHATRONICS UNIT FAILURE?
09/22/2008	08:31	ISSUE OPENED BY DEALERSHIP
09/22/2008	16:58	CUSTOMER COMMENTS: C/S CAR HESITATES ON ACCELERATION AND JERKS WHEN SHIFTING UNDER ACCELERATION. FOUND HESITATION TO BE MOSTLY FROM TURBO LAG DURING ACCELERATION. BUT THE HESITATION FEELS LIKE A MIS-CALCULATED SHIFT POINT. DSG, POSSIBLY EARLY SIGNS OF MECHATRONICS UNIT FAILURE?
09/22/2008	16:58	P1 ADVISED THE TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT.
09/22/2008	16:58	WORKSHOP FINDINGS: TECH VERIFIED THE CONCERN. TECH STATES THE TRANS IS SHIFTING HARSH FROM 2ND TO 3RD GEAR.
09/23/2008	07:29	ORDERED PARTS....WILL REFERENCE THIS VTA IF ANY ADDITIONAL WORK IS REQUIRED. HAD CUSTOMER PICK CAR UP FOR NOW
09/23/2008	12:18	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
09/23/2008	12:18	ISSUE UPDATED

Consultant's Closing Comments
 TECH TO REPLACE THE MECH UNIT

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
368127	RABBIT	2007	WVWFV71K67W [REDACTED]	9628	3885	09/22/2008	USA

Workshop Finding

WAS UNABLE TO DUPLICATE CONCERN PERFORMED A GFF TEST 1 FAULT DETECTED FOR CONCERN 18227 P1819 008 PRESSURE CONTROL VALVE 2 FOR AUTO TRANSMISSION N216 OPEN CIRCUIT SHORT CIRCUIT TO GROUND RANGE PERFORMANCE TEST PLAN IN GFF SAYS NO FAULT DETECTED FOR FURTHER TESTING NEXT COURSE OF ACTION PLEASES

Activity Date	Activity Time	Activity Comments
09/22/2008	08:45	CUSTOMER STATES TRANS GOES INTO LIMP MODE INTERMITTENTLY PULLS OVER AND RE STARTS VEHICLE DRIVES AND SHIFTS OK DOES NOT HAPPEN ALL THE TIME ALSO STATES WHEN PROBLEM HAPPENS IT BANGS FROM FIRST TO SECOND GEAR WAS UNABLE TO DUPLICATE CONCERN PERFORMED A GFF TEST 1 FAULT DETECTED FOR CONCERN 18227 P1819 008 PRESSURE CONTROL VALVE 2 FOR AUTO TRANSMISSION N216 OPEN CIRCUIT SHORT CIRCUIT TO GROUND RANGE PERFORMANCE TEST PLAN IN GFF SAYS NO FAULT DETECTED FOR FURTHER TESTING NEXT COURSE OF ACTION PLEASES
09/22/2008	08:45	ISSUE OPENED BY DEALERSHIP
09/22/2008	08:55	ADVISED TECH TO CHECK FLUID LEVEL AND CONDITION, IF GOOD, ADVISED TECH TO PERFORM MANUAL BASIC SETTINGS. VEHICLE SELF DIAGNOSIS, CLEAR ECM AND TCM MEMORY, VEHICLE RUNNING AND AT OPERATING TEMPERATURE. FOOT ON BRAKE WITH VEHICLE IN PARK, BASIC SETTINGS TRANS. ENTER 61Q AND ACTIVATE, WHEN NUMBERS APPEAR IN LOWER BOX BACK OUT ONE SCREEN AND ENTER 60Q AND ACTIVATE, WHEN NUMBERS APPEAR CYCLE THE KEY OFF THEN ON, ROAD TEST VEHICLE 15 MILES GOING THROUGH ALL GEARS AND VARIOUS SPEEDS. REEVALUATE CONCERN AND UPDATE VTA. IF CONCERN IS STILL THERE REPLACE MECH UNIT AND BOLTS, CLOSE OUT VTA WHEN COMPLETED.
09/22/2008	08:55	CUSTOMER COMMENTS: CUSTOMER STATES TRANS GOES INTO LIMP MODE INTERMITTENTLY PULLS OVER AND RE STARTS VEHICLE DRIVES AND SHIFTS OK DOES NOT HAPPEN ALL THE TIME ALSO STATES WHEN PROBLEM HAPPENS IT BANGS FROM FIRST TO SECOND GEAR.
09/22/2008	08:55	WORKSHOP FINDINGS: WAS UNABLE TO DUPLICATE CONCERN PERFORMED A GFF TEST 1 FAULT DETECTED FOR CONCERN 18227 P1819 008 PRESSURE CONTROL VALVE 2 FOR AUTO TRANSMISSION N216 OPEN CIRCUIT SHORT CIRCUIT TO GROUND RANGE PERFORMANCE TEST PLAN IN GFF SAYS NO FAULT DETECTED FOR FURTHER TESTING NEXT COURSE OF ACTION PLEASES
09/22/2008	10:04	CHECKED FLUID LEVEL AND CONDITION AT 35 DEGREES CELCIUS TRANS FLUID TEMP FLUID LEVEL AND CONDITION ARE GOOD PERFORMED BASIC SETTING AS DESCRIBED AND PERFORMED A 15 MILE ROAD TEST FAULT DOES NOT RETURN AT THIS TIME RELEASED VEHICLE
09/22/2008	10:45	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
09/22/2008	10:45	ISSUE UPDATED

Consultant's Closing Comments

PERFORMED BASIC SETTINGS, COMPLETED.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
368265	RABBIT	2008	WVWKC71K88W [REDACTED]	4145	3885	09/22/2008	USA

Workshop Finding

BASIC SETTINGS SET THROUGH GF

Activity Date	Activity Time	Activity Comments
09/22/2008	11:16	HESITATION AND LUNGING FROM A STOP UNTIL ABOUT 20 MPH.UP AND DOWN STEEP DRIVEWAY,ESPECIALLY IN REV UP DRIVEWAY YOU CAN PUT CAR IN GEAR AND IT WILL EXCESSIVELY ROLL DOWN DRIVEWAY,DRIVE GEAR NOT AS BAD.PASSING KICKDOWN CAR HESITATES AND RPMS GO TO 5500-6000 VERY UNEXPECTEDLY.INT WHEN TRANS PUT IN REV VEHICLE WILL NOT MOVE.
09/22/2008	11:16	ISSUE OPENED BY DEALERSHIP
09/22/2008	11:28	ADVISED THE TECH TO PERFORM MANUAL BASIC SETTINGS. ENTER VEHICLE SELF DIAGNOSIS, CLEAR ECM AND TCM MEMORY. WITH THE VEHICLE RUNNING AND AT OPERATING TEMPERATURE HAVE A FOOT ON BRAKE WITH VEHICLE IN PARK, ENTER BASIC SETTINGS IN TRANS. ENTER 61Q AND ACTIVATE, WHEN NUMBERS APPEAR IN LOWER BOX BACK OUT ONE SCREEN AND ENTER 60Q AND ACTIVATE, WHEN NUMBERS APPEAR CYCLE THE KEY OFF THEN ON, PERFORM GARAGE SHIFT BY SHIFTING THE VEHICLE (WHILE RUNNING) FROM PARK TO DRIVE 5 TIMES AND THEN SHIFTING FROM PARK TO REVERSE 5 TIMES. ROAD TEST VEHICLE 20 MILES GOING THROUGH ALL GEARS AUTOMATICALLY AND ALSO THROUGH TIPTRONIC AT VARIOUS SPEEDS. REEVALUATE CONCERN, CHECK FAULT MEMORY AND UPDATE VTA.
09/22/2008	11:28	CUSTOMER COMMENTS: HESITATION AND LUNGING FROM A STOP UNTIL ABOUT 20 MPH.UP AND DOWN STEEP DRIVEWAY,ESPECIALLY IN REV UP DRIVEWAY YOU CAN PUT CAR IN GEAR AND IT WILL EXCESSIVELY ROLL DOWN DRIVEWAY,DRIVE GEAR NOT AS BAD.PASSING KICKDOWN CAR HESITATES AND RPMS GO TO 5500-6000 VERY UNEXPECTEDLY.INT WHEN TRANS PUT IN REV VEHICLE WILL NOT MOVE.
09/22/2008	11:28	WORKSHOP FINDINGS: BASIC SETTINGS SET THROUGH GF
09/22/2008	11:33	IF THE CONCERN REMAINS REPLACE THE MECHATRONIC, FLUID, FILTER AND BOLTS
09/29/2008	10:33	CLOSING THIS VTA,CAR WILL BE IN ON TUESDAY 9/29.WILL UPDATE THEN.
09/29/2008	10:55	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
09/29/2008	10:55	ISSUE UPDATED

Consultant's Closing Comments

IF THE CONCERN REMAINS REPLACE THE MECHATRONIC, FLUID, FILTER AND BOLTS; CUSTOMER HAS THE VEHICLE NOW.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
368501	EOS	2007	WVWFA71F57V [REDACTED]	18294	3885	09/22/2008	USA

Workshop Finding

TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM. FLUID LEVEL AND CONDITION ARE GOOD. FUEL TRIM ARE IN SPEC. TCM IS A AE.

Activity Date	Activity Time	Activity Comments
09/22/2008	15:36	CUSTOMER STATES THERE IS A LARGE DELAY AND THEN WILL JERK. NO DTC IN SYSTEM AND TRANS LEVEL WITHIN SPEC.
09/22/2008	15:36	ISSUE OPENED BY DEALERSHIP
09/23/2008	10:43	CUSTOMER COMMENTS: CUSTOMER STATES THERE IS A LARGE DELAY AND THEN WILL JERK. NO DTC IN SYSTEM AND TRANS LEVEL WITHIN SPEC.
09/23/2008	10:43	P1 ADVISED THE TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT.
09/23/2008	10:43	WORKSHOP FINDINGS: TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM. FLUID LEVEL AND CONDITION ARE GOOD. FUEL TRIM ARE IN SPEC. TCM IS A AE.
09/23/2008	11:07	ORDERED PARTS
09/23/2008	12:16	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
09/23/2008	12:16	ISSUE UPDATED

Consultant's Closing Comments

TECH TO REPLACE THE MECH UNIT.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
368952	JETTA	2007	3VWWJ71K67M [REDACTED]	38790	3885	09/23/2008	USA

Workshop Finding

TECH VERIFIED THE CONCERN. 2 FAULTS IN THE TCM. TRANS DRIVE FORWARD BUT HAS NO REVERSE AT THIS TIME.

Activity Date	Activity Time	Activity Comments
09/23/2008	17:59	ISSUE OPENED BY DEALERSHIP
09/23/2008	17:59	VEHICLE HAS NO REVERSE AND NOISY WHEN FORWARD, CHECK CODES FAUND TRANSMISION CODE P2711 AND P1707, GFF WILL NOT PROVIDE A TEST PLAN
09/23/2008	18:13	CUSTOMER COMMENTS: VEHICLE HAS NO REVERSE AND NOISY WHEN FORWARD, CHECK CODES FAUND TRANSMISION CODE P2711 AND P1707, GFF WILL NOT PROVIDE A TEST PLAN
09/23/2008	18:13	P1 ADVISED THE TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT.
09/23/2008	18:13	WORKSHOP FINDINGS: TECH VERIFIED THE CONCERN. 2 FAULTS IN THE TCM. TRANS DRIVE FORWARD BUT HAS NO REVERSE AT THIS TIME.
09/23/2008	18:40	MECHATRONIC ON ORDER
09/23/2008	18:43	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
09/23/2008	18:43	ISSUE UPDATED

Consultant's Closing Comments

TECH TO REPLACE THE MECH UNIT.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
369371	RABBIT	2008	WVWKC71K48W [REDACTED]	10957	3885	09/24/2008	USA

Workshop Finding

TECH CHECKED FAULTS THRU GGF NO FAULTS I N ECM NO FAUTS IN TCM.. ROAD T ESTED CAR ABLE TO DUPLICATE AT SLOW SPEEDS COMING FROM A STOP BELOW 20MPH CAR JE RKS BACK AND FORTH..AND WHEN COMING TO A SLOW STOP RPM JUST DROP AND RISES REAL QUICK DOWN TO 500RPM THEN BACK TO NORMAL..

Activity Date	Activity Time	Activity Comments
09/24/2008	15:16	CUSTOMER STATES THAT SEEMS TO SURGE WHILE DRIVING NOTICEALBLE IN D MODE NOT IN S MODE...TECH CHECKED FAULTS THRU GGF NO FAULTS I N ECM NO FAUTS IN TCM.. ROAD T ESTED CAR ABLE TO DUPLICATE AT SLOW SPEEDS COMING FROM A STOP BELOW 20MPH CAR JE RKS BACK AND FORTH..AND WHEN COMING TO A SLOW STOP RPM JUST DROP AND RISES REAL QUICK DOWN TO 500RPM THEN BACK TO NORMAL..
09/24/2008	15:16	ISSUE OPENED BY DEALERSHIP
09/24/2008	15:26	ADVISED TECH TO CHECK FLUID LEVEL AND CONDITION, IF GOOD CHECK MVB 32 FIELD 1/2 IN ECM IF IN SPECIFICATION DRIVE VEHICLE AND SEE IF CONCERN HAPPENS IN REVERSE, IF IT DOES REPLACE MECHATRONIC AND BOLTS. IF FUEL TRIMS ARE OUT OF SPEC WE NEED TO CHECK FOR VACUUM LEAKS, INTAKE RESTRICTIONS, FUELING CONCERNS AND MASS AIR FLOW OPERATION. THE SPEC IS 0 +- 5.
09/24/2008	15:26	CUSTOMER COMMENTS: CUSTOMER STATES THAT SEEMS TO SURGE WHILE DRIVING NOTICEALBLE IN D MODE NOT IN S MODE.
09/24/2008	15:26	WORKSHOP FINDINGS: TECH CHECKED FAULTS THRU GGF NO FAULTS I N ECM NO FAUTS IN TCM.. ROAD T ESTED CAR ABLE TO DUPLICATE AT SLOW SPEEDS COMING FROM A STOP BELOW 20MPH CAR JE RKS BACK AND FORTH..AND WHEN COMING TO A SLOW STOP RPM JUST DROP AND RISES REAL QUICK DOWN TO 500RPM THEN BACK TO NORMAL..
09/25/2008	17:30	ORDERED MECHATRONIC
09/26/2008	07:57	THANKS FOR THE UPDATE.
09/29/2008	15:23	WAITING ON PART
09/29/2008	16:46	THANKS FOR THE UPDATE.
09/30/2008	12:01	WAITING ON PART
09/30/2008	13:01	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
09/30/2008	13:01	ISSUE UPDATED

Consultant's Closing Comments

TECH TO REPLACE MECHATRONIC, COMPLETED.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
369373	RABBIT	2008	WVWHV71KX8W [REDACTED]	12132	3885	09/24/2008	USA

Workshop Finding
TECH PERFORMED BASIC SETTINGS MANUALLY 61 AND 60 AND NO FIX. THE SOFTWARE IN TRANS IS 1407. NO FAULTS

Activity Date	Activity Time	Activity Comments
09/24/2008	15:20	CUSTOMER STATES AT IDLE IN DRIVE FOOT ON BRAKE RELEASING BRAKE PEDAL VEHICLE LUNGES FORWARD.
09/24/2008	15:20	ISSUE OPENED BY DEALERSHIP
09/24/2008	15:31	CUSTOMER COMMENTS: CUSTOMER STATES AT IDLE IN DRIVE FOOT ON BRAKE RELEASING BRAKE PEDAL VEHICLE LUNGES FORWARD.
09/24/2008	15:31	REPLACE MECHATRONICS.
09/24/2008	15:31	WORKSHOP FINDINGS: TECH PERFORMED BASIC SETTINGS MANUALLY 61 AND 60 AND NO FIX. THE SOFTWARE IN TRANS IS 1407. NO FAULTS
09/24/2008	15:34	ORDERED PARTS TO COMPLETE REPAIRS
09/24/2008	16:45	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
09/24/2008	16:45	ISSUE UPDATED

Consultant's Closing Comments
REPLACE MECHATRONICS