

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
369374	JETTA	2008	3VWRJ71K88M [REDACTED]	12758	3885	09/24/2008	USA

Workshop Finding

LUNGES AND AT SLOW

Activity Date	Activity Time	Activity Comments
09/24/2008	15:21	CUSTOMER STATES CAR LUNGES ON SLIGHT ACCELERATION. PERFORMED BASIC SETTINGS FOR TRANSMISSION BLOCKS 60 AND 61 TEST DROVE 10 MILES. VEHICLE STILL LUNGES ON SLIGHT ACCELERATION.
09/24/2008	15:21	ISSUE OPENED BY DEALERSHIP
09/24/2008	15:24	CUSTOMER COMMENTS: CUSTOMER STATES CAR LUNGES ON SLIGHT ACCELERATION. PERFORMED BASIC SETTINGS FOR TRANSMISSION BLOCKS 60 AND 61 TEST DROVE 10 MILES. VEHICLE STILL LUNGES ON SLIGHT ACCELERATION.
09/24/2008	15:24	REPALCE MECHATRONCIS, FLUID, FILTER SET B/S
09/24/2008	15:24	WORKSHOP FINDINGS: LUNGES AND AT SLOW
09/26/2008	09:14	ORDERED MECHATRONICS UNIT.
09/29/2008	14:05	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
09/29/2008	14:05	ISSUE UPDATED

Consultant's Closing Comments

REPALCE MECHATRONCIS, FLUID, FILTER SET B/S

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
369862	EOS	2009	WVWBA71F09V [REDACTED]	597	3885	09/25/2008	USA

Workshop Finding

TECH VERIFIED THE CONCERN. 1 FAULT IN THE TCM.

Activity Date	Activity Time	Activity Comments
09/25/2008	14:34	CAR DOES NOT SHIFT INTO SECOND GEAR, MIL LIGHT ON, PRNDS DISPLAY ALL LIT UP AND FLASHING, BURNING SMELL WAS COMING FROM CAR, REVERSE DOES NOT WORK. P0777 PRESSURE CONTROL VALVE 2 SHORT-CIRCUIT TO B+
09/25/2008	14:34	ISSUE OPENED BY DEALERSHIP
09/25/2008	14:43	ADVISED THE TECH TO PIN POINT THE SOURCE OF THE BURNING SMELL BEFORE DIAGNOSING THE TRANS ISSUE AT THIS TIME.
09/25/2008	14:43	CUSTOMER COMMENTS: CAR DOES NOT SHIFT INTO SECOND GEAR, MIL LIGHT ON, PRNDS DISPLAY ALL LIT UP AND FLASHING, BURNING SMELL WAS COMING FROM CAR, REVERSE DOES NOT WORK. P0777 PRESSURE CONTROL VALVE 2 SHORT-CIRCUIT TO B+
09/25/2008	14:43	WORKSHOP FINDINGS: TECH VERIFIED THE CONCERN. 1 FAULT IN THE TCM.
09/25/2008	17:32	P1 TECH IS UNABLE TO DUPLICATE THE BURNING SMELL. ADVISED THE TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT.
10/02/2008	14:24	SPOKE WITH HUE. CAR IS STILL AT DEALER. D2
10/10/2008	14:01	INSTALLED MECHATRONICS UNIT. REPAIR SUCCESSFUL. RO CLOSED 01/06/08
10/10/2008	15:01	TYP0. RO CLOSED 10/06/08
10/10/2008	15:17	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
10/10/2008	15:17	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
369967	RABBIT	2007	WVWFV71K57W [REDACTED]	12790	3885	09/25/2008	USA

Workshop Finding

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

Activity Date	Activity Time	Activity Comments
09/25/2008	16:55	ISSUE OPENED BY DEALERSHIP
09/25/2008	16:55	TRANS BUCKING WHEN IN DSG CAR BUCK WHEN MOVING FROM A STOP OR CHANGING DIRECTION AT TIMES
10/10/2008	13:52	CUSTOMER COMMENTS: TRANS BUCKING WHEN IN DSG CAR BUCK WHEN MOVING FROM A STOP OR CHANGING DIRECTION AT TIMES
10/10/2008	13:52	P1 ADVISED THE TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT.
10/10/2008	13:52	WORKSHOP FINDINGS: TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM.
10/27/2008	23:42	ORDORED MECH UNIT TO BE INSTALLED WHEN IT ARIVED
10/28/2008	09:51	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
10/28/2008	09:51	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
370129	EOS	2008	WVWBA71F08V [REDACTED]	17000	3885	09/26/2008	USA

Workshop Finding

n/a

Activity Date	Activity Time	Activity Comments
09/26/2008	11:19	ISSUE OPENED BY DEALERSHIP
09/26/2008	11:19	TRANS BANGS INTO GEAR WHEN ACCELERATING FROM A STOP
09/26/2008	11:27	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 CALLBACK IS REQUIRED PLEASE HAVE TCM PART NUMBER AND FLUID LEVEL AND CONDITION UPDATED IN VTA.
09/26/2008	11:27	CUSTOMER COMMENTS: TRANS BANGS INTO GEAR WHEN ACCELERATING FROM A STOP
09/26/2008	14:32	CHECKED FLUID LEVEL. LEVEL OK.PERFORMED BASIC SETTINGS AS INSTRUCTED. ROAD TESTED 15 MILES. PROBLEM STILL EXISTS.
09/26/2008	14:38	ADVISED TECH TO UPDATE VTA WITH MVB 54 IN TCM IF FIRST 3 DIGITS ARE BETWEEN H22 AND J21 REPLACE MECHATRONIC, BOLTS, FILTER AND FLUID. RERUN BASIC SETTINGS AND CLOSE OUT VTA, IF FIRST 3 DIGITS FALL OUTSIDE THESE NUMBERS CALL BACK.
09/26/2008	14:39	MVB54-H22J0506
09/26/2008	16:00	THANKS FOR THE UPDATE.
10/03/2008	14:30	D2 SPOKE TO DAVID IN SERVICE AND VEHICEL IS STILL BEING WORKED ON
10/07/2008	13:50	APPT. SET FOR CUSTOMER FOR NEXT WEEK, (WEEK OF OF 10/13) FOR INSTALLATION OF S.O.P. MECHATRONICS UNIT. CLOSING TICKET NOW, WILL OPEN NEW IF REPAIR FAILS TO CORRECT THE CONDITION.
10/07/2008	13:52	CLOSING TICKET, SEE PREVIOUS COMMENT.
10/07/2008	13:53	CLOSING TICKET, SEE PREVIOUS COMMENT.
10/08/2008	09:48	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
10/08/2008	09:48	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
370477	EOS	2008	WVWBA71F38V [REDACTED]	2838	3885	09/29/2008	USA

Workshop Finding

LAST FRIDAY THE MECHATRONIC WAS REPLACED PERFORM ROAD TEST WITH COSTUMER AND EVRY 3-RD STOPS TRANS HAS CLUNK BEFORE STOP. 5052 THERE IS NO DTCS,MEASURE SOME VALUES BLOCKS,ATTACHED TO TICKIET

Activity Date	Activity Time	Activity Comments
09/29/2008	09:23	COMPLAINT THE TRANSMISSION INTERMITTENTLY HARD DOWN SHIFT, LAST FRIDAY THE MECHATRONIC WAS REPLACED PERFORM ROAD TEST WITH COSTUMER AND EVRY 3-RD STOPS TRANS HAS CLUNK BEFORE STOP. 5052 THERE IS NO DTCS,MEASURE SOME VALUES BLOCKS,ATTACHED TO TICKIET
09/29/2008	09:23	ISSUE OPENED BY DEALERSHIP
09/29/2008	09:53	A2 ADVISED TECH CASE WILL BE ESCALATED TO LEVEL 2 CONSULTANT. CHECK FLUID LEVEL, 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.
09/29/2008	09:53	CUSTOMER COMMENTS: COMPLAINT THE TRANSMISSION INTERMITTENTLY HARD DOWN SHIFT.
09/29/2008	09:53	ISSUE UPDATED
09/29/2008	09:53	WORKSHOP FINDINGS: LAST FRIDAY THE MECHATRONIC WAS REPLACED PERFORM ROAD TEST WITH COSTUMER AND EVRY 3-RD STOPS TRANS HAS CLUNK BEFORE STOP. 5052 THERE IS NO DTCS,MEASURE SOME VALUES BLOCKS,ATTACHED TO TICKIET
09/29/2008	14:26	CHECK FLUID, PERFORM BASIC SETTINGS 15 MILES,PERFORM ADDITIONAL 2 TEST DRIVE WITH OTHER PERSONS SEEMS OK NOW.
09/29/2008	15:59	ISSUE UPDATED
09/29/2008	17:35	TRAY TO CALL HELPLINE BAT WAS CLOSE, THEN COSTUMER COME IN AND TEST DRIVE THE CAR WITH ME WAS OK, THEN COSTUMER DISADE TO TAKE CAR, AND AFTER 1 HOUR CALL BACK THE TRANSMISSION DID THE SAME PROBLEM ONES, WILL BE BACK NEXT MONDAY
09/29/2008	17:53	WHEN THE VEHICLE RETURNS MONITOR MVB 32 AND 33(FUEL TRIMS) IN ENGINE. MONITOR MVB 20 IN TCM (ALL WHILE THE CONCERN IS DUPLICATED)
09/29/2008	17:57	THANKS
09/29/2008	18:25	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
09/29/2008	18:25	ISSUE UPDATED

Consultant's Closing Comments

WHEN THE VEHICLE RETURNS MONITOR MVB 32 AND 33(FUEL TRIMS) IN ENGINE. MONITOR MVB 20 IN TCM (ALL WHILE THE CONCERN IS DUPLICATED)

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
370608	JETTA	2008	3VWRJ71K28M [REDACTED]	5607	3885	09/29/2008	USA

Workshop Finding

2ND VISIT FOR CONCERN, BASIC SETTINGS SET LAST TIME AND IMPROVEMENT NOTICED. CONCERN RETURNED. NO FAULTS. MVB 54 IN TCM READS OUT: J03M088

Activity Date	Activity Time	Activity Comments
09/29/2008	11:46	CUSTOMER COMPLAINS OF SURGING WHEN ACCELERATING FROM A STOP. ROAD TESTD AND DUPLICATED SURGE FROM TRANS. CHECKING TO SEE IF ANY REFLASHES ARE AVAILABLE OR IF THE MECHATRONIC UNIT ASSEMBLY NEEDS REPLACEMENT.
09/29/2008	11:46	ISSUE OPENED BY DEALERSHIP
09/29/2008	11:52	CUSTOMER COMMENTS: CUSTOMER COMPLAINS OF SURGING WHEN ACCELERATING FROM A STOP. ROAD TESTD AND DUPLICATED SURGE FROM TRANS. CHECKING TO SEE IF ANY REFLASHES ARE AVAILABLE OR IF THE MECHATRONIC UNIT ASSEMBLY NEEDS REPLACEMENT.
09/29/2008	11:52	REPLACE THE MECHATRONIC, FLUID, FILTER AND BOLTS AND SET BASIC SETTINGS. IF THE CUSTOMER TAKES THE VEHICLE, PLEASE CLOSE THE VTA
09/29/2008	11:52	WORKSHOP FINDINGS: 2ND VISIT FOR CONCERN, BASIC SETTINGS SET LAST TIME AND IMPROVEMENT NOTICED. CONCERN RETURNED. NO FAULTS. MVB 54 IN TCM READS OUT: J03M088
09/30/2008	07:53	ORDER ALL PARTS AS NEEDED, CUSTOMER TOOK VEHICLE AND WILL RETURN WHEN PARTS COME IN.
09/30/2008	10:34	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
09/30/2008	10:34	ISSUE UPDATED

Consultant's Closing Comments

ORDER ALL PARTS AS NEEDED, CUSTOMER TOOK VEHICLE AND WILL RETURN WHEN PARTS COME IN.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
370699	EOS	2009	WVWBA71F49V [REDACTED]	1284	3885	09/29/2008	USA

Workshop Finding
n/a

Activity Date	Activity Time	Activity Comments
09/29/2008	13:40	CUSTOMER STATES VEHICLE STALLED WHEN DRIVING, WOULD NOT RESTART, INSPECT AND ADVISE. VEHICLE TOWED IN, STARTED NORMANL UPON ARRIVAL. UNDER STEERING COLUMN ELECTRONICS (1K0953549BR) CODING 10041, 2 FAULTS- 00576 012 (TERMINAL 15 FAULT IN ELECTRICAL CICIUT): 00883 012 IGNITION/STARTER SWITCH (TERMINAL S) FAULT IN ELECTRICAL CIRCUIT. VEHICLE STARTS NORMAL- PERFORMED GFF(WHICH ERASED THE CODES) TESTED IGNITION SWITCH SIGNALS WORKING OK AT THIS TIME. HELP!
09/29/2008	13:40	ISSUE OPENED BY DEALERSHIP
09/29/2008	13:49	DISCUSSED ISSUE WITH JS. ADVISED TECH TO REPLACE THE IGNITION SWITCH AND ROAD TEST VEHICLE. PLEASE VERIFY THE ISSUE DOES NOT OCCUR WITH THE NEW SWITCH. PLEASE UPDATE AND CLOSE THIS VTA TICKET WHEN REPAIRS ARE COMPLETE.
09/29/2008	17:45	SPOKE WITH CUSTOMER DIRECTLY AND DISCOVERED THAT THE VEHICLE DID NOT MOVE, ENGNE WAS RUNNING AND DID NOT STALL. FOUND CODE IN DIRECT SHIFT TRANSMISSION 02E 02E300051B DSG. 18148 P1740 012, CLUTCH TEMPERATURE MONITORING SLECTRICAL MALFUNCTION IN CIRCUIT. USING GFF TESTED CLUTCH TEMPERATURE SENSOR AND FOUND TEMPERATURE TO BE TWICE THAT OF TRANSMISSION FLUID TEMPERATURE SENSOR- SUSPECT SENSOR IS DEFECTIVE. PLEASE ADVISE.
09/29/2008	17:50	P1 ADVISED THE TECH TO REPLACE THE MECH UNIT, FLUID, FILTER, TEMP SENOR AND BOLTS FOR THE MECH UNIT.
09/29/2008	18:34	SPECIAL ORDERED PARTS AS DISCUSSED BY TECH HELPLINE.
09/29/2008	20:05	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
09/29/2008	20:05	ISSUE UPDATED

Consultant's Closing Comments
TECHNICIAN HAS ORDER A NEW MECHATRONICS FOR THIS VEHICLE.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
370890	RABBIT	2009	WVWFD71K79W [REDACTED]	37	3885	09/30/2008	USA

Workshop Finding

n/a

Activity Date	Activity Time	Activity Comments
09/29/2008	21:14	ISSUE OPENED BY DEALERSHIP
09/29/2008	21:14	PRNDL LIGHTS FLASHING, NO REVERSE AND ONLY ONE FORWARD GEAR. WHEN PRNDL LIGHTS ARE NOT FLASHING VEHICLE OPERATES NORMALLY. CHECKED FLUID LEVEL AND IS OK.
09/30/2008	16:59	CUSTOMER COMMENTS: PRNDL LIGHTS FLASHING, NO REVERSE AND ONLY ONE FORWARD GEAR. WHEN PRNDL LIGHTS ARE NOT FLASHING VEHICLE OPERATES NORMALLY. CHECKED FLUID LEVEL AND IS OK.
09/30/2008	16:59	PLEASE MAKE SURE THE CONNECTOR AT THE MECH UNIT AND MAKE SURE THERE ARE NO PROBLEMS. IF THERE AREN'T, REPLACE MECH UNIT, FLUID, FILTER, AND BOLTS.
10/06/2008	09:28	(D2) TALKED TO ROBERT THE TECH IS STILL WORKING ON THE CAR HE WILL HAVE THE TECH UPDATE THE TICKET.
10/11/2008	13:34	REPLACED MECHATRONIC UNIT, BOLTS, FLUID, AND FILTER. ROAD TESTED WITH OUT FAULT.
10/13/2008	09:00	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
10/13/2008	09:00	ISSUE UPDATED

Consultant's Closing Comments

REPLACED MECHATRONIC UNIT, BOLTS, FLUID, AND FILTER. ROAD TESTED WITH OUT FAULT.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
371090	EOS	2008	WVWBA71F08V [REDACTED]	23972	3885	09/30/2008	USA

Workshop Finding

n/a

Activity Date	Activity Time	Activity Comments
09/30/2008	11:46	ISSUE OPENED BY DEALERSHIP
09/30/2008	11:46	TRANS IS ACTING FUNNY WHEN IT GETS HOT, CHATTERING DURING TAKE OFF, AND BUCKS. ALSO POPS IN AND OUT OF GEARS AFTER TAKING OFF. SCANED FOR FALTS. NO FAULTS IN SYSTEM. TCM P/N 02E300044K
09/30/2008	11:55	CUSTOMER COMMENTS: TRANS IS ACTING FUNNY WHEN IT GETS HOT, CHATTERING DURING TAKE OFF, AND BUCKS. ALSO POPS IN AND OUT OF GEARS AFTER TAKING OFF. SCANED FOR FALTS. NO FAULTS IN SYSTEM. TCM P/N 02E300044K
09/30/2008	11:55	PLEASE GET MVB 54 FROM TRANSMISSION ELECTRONICS AND CALL US BACK. THANKS.
09/30/2008	12:05	P1 TECH STATES THE CONCERN IS HAPPENING IN 1ST AND REVERSE ONLY. ADVISED THE TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT.
10/01/2008	07:43	UNIT ON BACKORDER - ON RED ORDER SALES DOC NUMBER 1005048737
10/01/2008	12:48	THANKS FOR THE UPDATE.
10/07/2008	13:28	JEROMY STATES VEH IS BEING WORKED ON D2
10/10/2008	06:58	VEHICLE IS COMPLETE
10/10/2008	08:48	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
10/10/2008	08:48	ISSUE UPDATED

Consultant's Closing Comments

TECH STATES THE CONCERN IS HAPPENING IN 1ST AND REVERSE ONLY. 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
371318	RABBIT	2008	WVWFV71K58W [REDACTED]	5372	3885	09/30/2008	USA

Workshop Finding

TECH VERIFIED THE CONCERN. JEFF IS NOT WORKING ON THE VEHICLE. THE SHOP FORMAN IS WORKING ON THE VEHICLE AND REQUESTED JEFF TO CREATE A TICKET AND CALL IN ON THE CONCERN.

Activity Date	Activity Time	Activity Comments
09/30/2008	15:57	CAR CAME IN FOR TRANNSMISSION JERKING AND GRABBING IN REVERSE.MARK OSVALD ADVISED TO CHANGE FLUID AND FILTER,DID NOT FIX OR CHANGE PROBLEM,
09/30/2008	15:57	ISSUE OPENED BY DEALERSHIP
09/30/2008	16:05	ADVISED THE TECH TO CHECK MVB 54 IN THE TCM.
09/30/2008	16:05	CUSTOMER COMMENTS: CAR CAME IN FOR TRANNSMISSION JERKING AND GRABBING IN REVERSE.MARK OSVALD ADVISED TO CHANGE FLUID AND FILTER,DID NOT FIX OR CHANGE PROBLEM,
09/30/2008	16:05	WORKSHOP FINDINGS: TECH VERIFIED THE CONCERN. JEFF IS NOT WORKING ON THE VEHICLE. THE SHOP FORMAN IS WORKING ON THE VEHICLE AND REQUESTED JEFF TO CREATE A TICKET AND CALL IN ON THE CONCERN.
09/30/2008	16:14	P1 ADVISED THE TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND THE BOLTS FOR THE MECH UNIT.
10/07/2008	17:01	SPOKE WITH BRENDA IN VW SERVICE, THAN WITH DANIEL AND PARTS ARE IN AND WILL BE COMPLETED TOMORROW. I ADVISED TO CLOSE VTA ONCE COMPLETED AND OR CALL IN IF THERE IS A FURTHER CONCERN
10/10/2008	16:07	INSTALLED MECHATRONICS UNIT. VEHICLE REPAIRED
10/10/2008	16:08	REPAIRED
10/13/2008	07:31	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
10/13/2008	07:31	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
371341	EOS	2008	WVWBA71F38V [REDACTED]	25068	3885	09/30/2008	USA

Workshop Finding

VEHICLE IS DOING THAT IF YOU USE LIGHT THROTTLE TO TAKE OFF OR BACK UP. VEHICLE WILL SURGE IN & OUT OF GEAR. THERE ARE NO CODES IN THIS VEHICLE. ONLY THE SHIFTING PROBLEM. WE DID CHECK FLUID LEVEL ON VEHICLE AND WAS 1/4 OF A LITRE OVER FULL. AFTER CHANGING FLUID LEVEL CAR DROVE NO DIFFERENT. PLEASE SUGGEST WHAT TO DO NEXT.

Activity Date	Activity Time	Activity Comments
09/30/2008	16:26	CUSTOMER COMPLAINING OF CAR JUMPING IN AND OUT OF GEAR. VEHICLE IS DOING THAT IF YOU USE LIGHT THROTTLE TO TAKE OFF OR BACK UP. VEHICLE WILL SURGE IN & OUT OF GEAR. THERE ARE NO CODES IN THIS VEHICLE. ONLY THE SHIFTING PROBLEM. WE DID CHECK FLUID LEVEL ON VEHICLE AND WAS 1/4 OF A LITRE OVER FULL. AFTER CHANGING FLUID LEVEL CAR DROVE NO DIFFERENT. PLEASE SUGGEST WHAT TO DO NEXT.
09/30/2008	16:26	ISSUE OPENED BY DEALERSHIP
09/30/2008	16:38	ADVISED TECH TO CHECK MVB 54 IN TCM IF FIRST 3 DIGITS ARE BETWEEN H22-J21, REPLACE MECH UNIT, BOLTS FILTER AND FLUID, 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. IF NOT BETWEEN THOSE NUMBERS PLEASE RUN BASIC SETTINGS PER PROCEDURE AND REEVALUATE CONCERN. CLOSE OUT VTA WHEN COMPLETED.
09/30/2008	16:38	CUSTOMER COMMENTS: CUSTOMER COMPLAINING OF CAR JUMPING IN AND OUT OF GEAR.
09/30/2008	16:38	WORKSHOP FINDINGS: VEHICLE IS DOING THAT IF YOU USE LIGHT THROTTLE TO TAKE OFF OR BACK UP. VEHICLE WILL SURGE IN & OUT OF GEAR. THERE ARE NO CODES IN THIS VEHICLE. ONLY THE SHIFTING PROBLEM. WE DID CHECK FLUID LEVEL ON VEHICLE AND WAS 1/4 OF A LITRE OVER FULL. AFTER CHANGING FLUID LEVEL CAR DROVE NO DIFFERENT. PLEASE SUGGEST WHAT TO DO NEXT.
10/02/2008	10:43	MVB SAYS H26 ORDERED PARTS. PARTS ARE BO. 7-10 DAYS FOR PARTS ACCORDING TO PDC.
10/02/2008	13:54	THANKS FOR THE UPDATE.
10/07/2008	14:46	SPOKE TO JIM IN SERVICE. PARTS ARE ON BACK ORDER; P1
10/10/2008	12:24	RECEIVED MECHATRONICS UNIT AND REPLACED. THIS DID FIX CAR. THANK YOU. JIM
10/10/2008	12:25	CLOSING TICKET
10/10/2008	14:30	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
10/10/2008	14:30	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
371441	EOS	2008	WVWBA71F38V [REDACTED]	23259	3885	10/01/2008	USA

Workshop Finding

TECH FINDINGS - VEHICLE DOES HESITATE WHEN COMING FROM A STOP. WHEN ACCEL. PEDAL IS DEPRESSED ENGINE BOGS SLIGHTLY THEN SLOWLY PICKS BACK UP. I FOUND NO FAULTS IN ANY SYSTEM WHEN SCANNING VEHICLE WITH GFF. ALSO I DID NOT SEE ANY TECH BULLETINS RELATING TO HESITATIONS IN ELSA. PLEASE ADVISE.MVB 54 J17.

Activity Date	Activity Time	Activity Comments
10/01/2008	08:55	CUSTOMER STATES WHEN ACCELERATING FROM A STOP VEHICLE HESITATES - WORSE WHEN A/C IS ON. TECH FINDINGS - VEHICLE DOES HESITATE WHEN COMING FROM A STOP. WHEN ACCEL. PEDAL IS DEPRESSED ENGINE BOGS SLIGHTLY THEN SLOWLY PICKS BACK UP. I FOUND NO FAULTS IN ANY SYSTEM WHEN SCANNING VEHICLE WITH GFF. ALSO I DID NOT SEE ANY TECH BULLETINS RELATING TO HESITATIONS IN ELSA. PLEASE ADVISE.
10/01/2008	08:55	ISSUE OPENED BY DEALERSHIP
10/01/2008	09:21	ADVISED TECH TO REPLACE MECHATRONIC, BOLTS, FILTER AND FLUID. CLOSE OUT VTA WHEN COMPLETED.
10/01/2008	09:21	CUSTOMER COMMENTS: CUSTOMER STATES WHEN ACCELERATING FROM A STOP VEHICLE HESITATES - WORSE WHEN A/C IS ON.
10/01/2008	09:21	WORKSHOP FINDINGS: TECH FINDINGS - VEHICLE DOES HESITATE WHEN COMING FROM A STOP. WHEN ACCEL. PEDAL IS DEPRESSED ENGINE BOGS SLIGHTLY THEN SLOWLY PICKS BACK UP. I FOUND NO FAULTS IN ANY SYSTEM WHEN SCANNING VEHICLE WITH GFF. ALSO I DID NOT SEE ANY TECH BULLETINS RELATING TO HESITATIONS IN ELSA. PLEASE ADVISE.MVB 54 J17.
10/01/2008	09:22	ADVISED TECH TO PERFORM REPAIRS PER PREVIOUS CALL. CLOSE OUT VTA WHEN COMPLETED.
10/08/2008	09:29	VEHICLE GONE - PARTS ORDERED.
10/08/2008	09:53	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
10/08/2008	09:53	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
371442	RABBIT	2008	WVWKC71KX8W [REDACTED]	3843	3885	10/01/2008	USA

Workshop Finding

MULTIPLE DTC.
P0716.P2723.P1746.P1707

Activity Date	Activity Time	Activity Comments
10/01/2008	08:57	ISSUE OPENED BY DEALERSHIP
10/01/2008	08:57	TOWED IN TRANS NOT MOVING. MULTIPLE DTC. P0716.P2723.P1746.P1707
10/01/2008	09:16	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 BASIC SETTINGS FAILS TO COMPLETE REPLACE TRANSMISSION, IF BASIC SETTINGS PASS BUT CODES RETURN REPLACE MECHATRONIC, BOLTS, FILTER AND FLUID, CALL BACK IF NEEDED, CLOSE OUT VTA WHEN COMPLETED.
10/01/2008	09:16	CUSTOMER COMMENTS: TOWED IN TRANS NOT MOVING.
10/01/2008	09:16	WORKSHOP FINDINGS: MULTIPLE DTC. P0716.P2723.P1746.P1707
10/01/2008	10:00	BASIC SETTING WILL NOT SET. DTC WILL NOT CLEAR.
10/01/2008	10:10	REPLACE MECHATRONICS FLUID AND FILTER
10/01/2008	10:15	CAR WAS FRONT END CRASH CHECH FOR POWER AT PINS 11 18 13 INSPECT FUSE SB13 SC6 CHECK FOR GROUND AT PINS 16 19
10/01/2008	10:45	ADVISED TECH TO REPLACE MECHATRONIC, BOLTS, FILTER AND FLUID, RERUN BASIC SETTINGS AND CLOSE OUT VTA. TECH STATED VOLTAGE DROPS TO POWER AND GROUNDS OK.
10/08/2008	12:44	SPOKE WITH SERVICE CONSULTANT AND WAS TRANSFERRED INTO VOICEMAIL. D2
10/09/2008	13:40	TECH TO UPDATE AND CLOSE THE TICKET.
10/09/2008	14:06	REPLACED UNIT AND FILTER. REFILLED TRANS. SET BASIC SETTINGS AND ROADTEST.
10/10/2008	10:02	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
10/10/2008	10:02	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
371450	JETTA	2008	3VWRJ71K08M [REDACTED]	5183	3885	10/01/2008	USA

Workshop Finding
SHUDDERS WHEN DRIVING

Activity Date	Activity Time	Activity Comments
10/01/2008	09:10	ISSUE OPENED BY DEALERSHIP
10/01/2008	09:10	JERKS ON LIGHT ACCEL DRIVE&REVERSE NO FAULTS CHECK FLUID NOT BURNED IS FULL BUT IS LIGHT TAN SHOULD IT NOT BE RED?
10/01/2008	09:21	CUSTOMER COMMENTS: JERKS ON LIGHT ACCEL DRIVE&REVERSE NO FAULTS CHECK FLUID NOT BURNED IS FULL BUT IS LIGHT TAN SHOULD IT NOT BE RED?
10/01/2008	09:21	GET MVB 54 " H50N0584" REPLACE MECHATRONICS FLUID AND FILTER
10/01/2008	09:21	WORKSHOP FINDINGS: SHUDDERS WHEN DRIVING
10/01/2008	09:22	SET BASIC SETTING AFTER REPLACEMENT
10/01/2008	09:24	ALSO REPLACE THE BOLTS
10/01/2008	10:05	PARTS ORDERED
10/01/2008	15:17	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
10/01/2008	15:17	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
371549	RABBIT	2008	WVWKC71K88W	4145	3885	10/01/2008	USA

Workshop Finding

DSG ROLL BACK ISSUE

Activity Date	Activity Time	Activity Comments
10/01/2008	11:15	ISSUE OPENED BY DEALERSHIP
10/01/2008	11:15	MANUALLY ADAPTED DSG TRANS IN 61 AND 60 AS INSTRUCTED PERFORMED ALL OTHER INSTRUCTIONS.VEHICLES SHIFTS SEEM SMOOTHER AFTER RESETTING.ISSUES STILL,ON STEEPER INCLINES WITH FOOT ON BRAKE AND YOU GO TO GAS IT UP HILL THE CAR WILL STILL ROLL EXCESSIVELY.IS THIS A TYPICAL ISSUE WITH DSG AND IT IS NORMAL AS THE TRANS BREAKS IN?ALSO CUSTOMER STILL HAS CONCERN ABOUT ONE INCIDENT THAT VEHICLE WAS PUT IN REV AND VEHICLE WOULD NOT MOVE AT ALL.
10/01/2008	11:24	CUSTOMER COMMENTS: MANUALLY ADAPTED DSG TRANS IN 61 AND 60 AS INSTRUCTED PERFORMED ALL OTHER INSTRUCTIONS.VEHICLES SHIFTS SEEM SMOOTHER AFTER RESETTING.ISSUES STILL,ON STEEPER INCLINES WITH FOOT ON BRAKE AND YOU GO TO GAS IT UP HILL THE CAR WILL STILL ROLL EXCESSIVELY.IS THIS A TYPICAL ISSUE WITH DSG AND IT IS NORMAL AS THE TRANS BREAKS IN?ALSO CUSTOMER STILL HAS CONCERN ABOUT ONE INCIDENT THAT VEHICLE WAS PUT IN REV AND VEHICLE WOULD NOT MOVE AT ALL.
10/01/2008	11:24	REPLACE THE MECHATRONIC, FLUID, BOLTS AND FILTER
10/01/2008	11:24	WORKSHOP FINDINGS: DSG ROLL BACK ISSUE
10/01/2008	11:25	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.
10/01/2008	11:55	ORDERING MECHATRONICS,FLUID,FILTER,AND BOLTS.
10/01/2008	12:47	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
10/01/2008	12:47	ISSUE UPDATED

Consultant's Closing Comments

ORDERING MECHATRONICS,FLUID,FILTER,AND BOLTS.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
371734	EOS	2008	WVWBA71FX8V [REDACTED]	3341	3735	10/01/2008	USA

Workshop Finding

I DROVE WITH CUSTOMER AND THEN HAD CUSTOMER DRIVE ANOTHER EOS. BOTH CARS ROLL FORWARD, AND PERCEIVABLY HIS CAR ROLLED A BIT FURTHER. I EXPLAINED ABOUT DSG AND NO TORQUE CONVERTER, I ALSO NOTED HE USED TWO FEET. I SAID I WOULD CHECK FAULTS (NONE SEE ATTACH0 AND TSB'S AND ASK TECHLINE IF THERE IS ANY UPDATES I AM NOT AWARE OF (EXHAUST RESOURCES). I DID TELL HIM, THAT LIKE A MANUAL TRANS. ON HILLS, YOU CAN HOLD HANDBRAKE LIKE A MANUAL CAR. I AM ALSO CONSIDERING READAPTING DSG, BUT TEMP IS 79 C NOW...

Activity Date	Activity Time	Activity Comments
10/01/2008	14:56	ISSUE OPENED BY DEALERSHIP
10/01/2008	14:56	OCT 1. THIS DSG IN EOS WAS IN FOR FLASHING PRNDL AND WE REPLACED MECATRONICS. THE CUSTOMER NOTICES ON STEEP INCLINES IN REVERSE IT WILL ROLL FORWARD. I DROVE WITH CUSTOMER AND THEN HAD CUSTOMER DRIVE ANOTHER EOS. BOTH CARS ROLL FORWARD, AND PERCEIVABLY HIS CAR ROLLED A BIT FURTHER. I EXPLAINED ABOUT DSG AND NO TORQUE CONVERTER, I ALSO NOTED HE USED TWO FEET. I SAID I WOULD CHECK FAULTS (NONE SEE ATTACH0 AND TSB'S AND ASK TECHLINE IF THERE IS ANY UPDATES I AM NOT AWARE OF (EXHAUST RESOURCES). I DID TELL HIM, THAT LIKE A MANUAL TRANS. ON HILLS, YOU CAN HOLD HANDBRAKE LIKE A MANUAL CAR. I AM ALSO CONSIDERING READAPTING DSG, BUT TEMP IS 79 C NOW...
10/01/2008	15:05	ADVISED TECH THAT THIS IS A NORMAL OPERATING CHARACTERISTIC OF THIS VEHICLE. ALSO ADVISED THAT 2 FOOTED DRIVING WILL CREATE CONCERNS THAT WOULD NOT BE THERE IF DRIVING ONE FOOTED. CLOSE OUT VTA WHEN COMPLETED.
10/01/2008	15:05	CUSTOMER COMMENTS: OCT 1. THIS DSG IN EOS WAS IN FOR FLASHING PRNDL AND WE REPLACED MECATRONICS. THE CUSTOMER NOTICES ON STEEP INCLINES IN REVERSE IT WILL ROLL FORWARD.
10/01/2008	15:05	WORKSHOP FINDINGS: I DROVE WITH CUSTOMER AND THEN HAD CUSTOMER DRIVE ANOTHER EOS. BOTH CARS ROLL FORWARD, AND PERCEIVABLY HIS CAR ROLLED A BIT FURTHER. I EXPLAINED ABOUT DSG AND NO TORQUE CONVERTER, I ALSO NOTED HE USED TWO FEET. I SAID I WOULD CHECK FAULTS (NONE SEE ATTACH0 AND TSB'S AND ASK TECHLINE IF THERE IS ANY UPDATES I AM NOT AWARE OF (EXHAUST RESOURCES). I DID TELL HIM, THAT LIKE A MANUAL TRANS. ON HILLS, YOU CAN HOLD HANDBRAKE LIKE A MANUAL CAR. I AM ALSO CONSIDERING READAPTING DSG, BUT TEMP IS 79 C NOW...
10/01/2008	15:12	OCT 1 I AGREE, THANKS FOR YOUR ADVICE.
10/01/2008	15:53	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
10/01/2008	15:53	ISSUE UPDATED

Consultant's Closing Comments

VEHICLE OPERATES AS DESIGNED. COMPLETED.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
372041	EOS	2008	WVWDB71F98V [REDACTED]	7257	3885	10/02/2008	USA

Workshop Finding
TECH CANNOT GET VEHICLE TO MOVE.

Activity Date	Activity Time	Activity Comments
10/02/2008	11:14	CUSTOMER STATES THE TRANSMISSION WILL NOT SHIFT. TOW IN ROADSIDE DIAG. PROCEDURE VAS5052 3 FAULTS IN TCM (DSG) P1707, P1707& P2711 PERFORMED TEST PLAN DO NOT HAVE TEST PLAN FOR THIS FAULTS. CLEAR FAULTS PERFORMED BASIC SETTINGS ROAD TES WORKING PROPERLY FOR 6 MILES AFTER 6 MILES TRANS. DOES DONOT MORE SHITING VEHICLE DONOT MOVE CHECKED VAS5052 FOUND 2 FAULTS P1707 AND P1707 SPORADIC CLEAR FAULT CAN DRIVER CAR TO THE SHOP
10/02/2008	11:14	ISSUE OPENED BY DEALERSHIP
10/02/2008	12:35	CAR IS ACTING NORMALLY RIGHT NOW. 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.
10/02/2008	12:35	WORKSHOP FINDINGS: TECH CANNOT GET VEHICLE TO MOVE.
10/02/2008	13:20	ADVISED THE TECH TO FIND OUT WHAT THE CUSTOMER WAS DOING WHEN THE CONCERN HAPPENED.
10/02/2008	15:51	P1 ADVISED THE TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT. TRANS WILL DRIVE SEVERAL MILES IN ALL GEARS BEFORE ACTING UP AGAIN.
10/09/2008	12:15	SPOKE WITH DAN. CAR IS STILL AT DEALER BEING WORKED ON. D2
10/14/2008	13:54	REPLACED MECHATRONICS UNIT SET BASIC SETTINGS DROVE CAR. CAR WAS GREAT RETURNED THE CAR TO THE CUSTOMER
10/14/2008	14:20	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
10/14/2008	14:20	ISSUE UPDATED

Consultant's Closing Comments
REPLACED MECHATRONICS UNIT SET BASIC SETTINGS DROVE CAR. CAR WAS GREAT RETURNED THE CAR TO THE CUSTOMER

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
372150	RABBIT	2008	WVWHV91K68W [REDACTED]	13565	3885	10/02/2008	USA

Workshop Finding

CONCERN DUPLICATED. GFF RAN, NO FAULTS STORED, DIAGNOSIS LOG ATTACHED. HESITAION/JERKING FELT ON TAKE OFF AND AT LOW SPEEDS WHILE DECELERATING. BASIC SETTINGS PERFORMED, 61 AND 60. CONCERN NOT CORRECTED. MVB 54 H30

Activity Date	Activity Time	Activity Comments
10/02/2008	13:40	CUSTOMER STATES "JERKING/HESITATING ON TAKE OFF AND AT LOW SPEEDS." CONCERN DUPLICATED. GFF RAN, NO FAULTS STORED, DIAGNOSIS LOG ATTACHED. HESITAION/JERKING FELT ON TAKE OFF AND AT LOW SPEEDS WHILE DECELERATING. BASIC SETTINGS PERFORMED, 61 AND 60. CONCERN NOT CORRECTED.
10/02/2008	13:40	ISSUE OPENED BY DEALERSHIP
10/02/2008	13:48	ADVISED TECH TO REPLACE MECHATRONIC UNIT, BOLTS, FILTER AND FLUID, RERUN MANUAL BASIC SETTINGS AND CLOSE OUT VTA WHEN COMPLETED.
10/02/2008	13:48	CUSTOMER COMMENTS: CUSTOMER STATES "JERKING/HESITATING ON TAKE OFF AND AT LOW SPEEDS."
10/02/2008	13:48	WORKSHOP FINDINGS: CONCERN DUPLICATED. GFF RAN, NO FAULTS STORED, DIAGNOSIS LOG ATTACHED. HESITAION/JERKING FELT ON TAKE OFF AND AT LOW SPEEDS WHILE DECELERATING. BASIC SETTINGS PERFORMED, 61 AND 60. CONCERN NOT CORRECTED. MVB 54 H30
10/02/2008	14:09	ADVISED PARTS ORDERED. CLOSING VTA AND RETURNING VEHICLE TO CUSTOMER.
10/02/2008	14:34	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
10/02/2008	14:34	ISSUE UPDATED

Consultant's Closing Comments

TECH TO REPLACE MECH UNIT, COMPLETED.
USED KM 2273

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
372730	JETTA	2008	3VWRJ71K48M [REDACTED]	1941	3885	10/03/2008	USA

Workshop Finding

HAD THE CHECK MVB 90 AS PER PRODUCT SUPPORT AND THE READINGS WERE AS FOLLOWS: 78, 106, 0.0, 101. ACCORDING TO PRODUCT SUPPORT THIS MEANS THERE WAS A PROBLEM WITH THE SOLENOIDS IN THE MECHATRONICS STICKING.

Activity Date	Activity Time	Activity Comments
10/03/2008	15:19	CUSTOMER STATES CAR WOULD NOT GO INTO GEAR TOW TRUCK DRIVER STATES THE SAME CAR WAS TOWED IN WE WERE UNABLE TO DUPLICATE PROBLEM NO DTC ROAD TEST OK.
10/03/2008	15:19	ISSUE OPENED BY DEALERSHIP
10/03/2008	15:46	CUSTOMER COMMENTS: CUSTOMER STATES CAR WOULD NOT GO INTO GEAR TOW TRUCK DRIVER STATES THE SAME CAR WAS TOWED IN WE WERE UNABLE TO DUPLICATE PROBLEM NO DTC ROAD TEST OK.
10/03/2008	15:46	TECH NEEDS TO REPLACE THE MECHATRONICS WITH A REMANUFACTURED UNIT.
10/03/2008	15:46	WORKSHOP FINDINGS: HAD THE CHECK MVB 90 AS PER PRODUCT SUPPORT AND THE READINGS WERE AS FOLLOWS: 78, 106, 0.0, 101. ACCORDING TO PRODUCT SUPPORT THIS MEANS THERE WAS A PROBLEM WITH THE SOLENOIDS IN THE MECHATRONICS STICKING.
10/03/2008	17:02	PART ON BACK ORDER WILL CLOSE VTA. FOR NOW.
10/03/2008	17:12	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
10/03/2008	17:12	ISSUE UPDATED

Consultant's Closing Comments

REPLACE REMAN MECHATRONICS

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
373171	RABBIT	2007	WVWFV71K47W [REDACTED]	14628	3885	10/06/2008	USA

Workshop Finding

HARSH ENGAGEMENT, INPUT SENSOR REPLACED, BASIC SETTINGS NO AVAIL

Activity Date	Activity Time	Activity Comments
10/06/2008	14:36	CUSTOMER STATES VEHICLE JERKS WHEN 1ST STARTING OFF IN FIRST GEAR OR REVERSE.CUSTOMER STATES VEHICLE IS SHAKEING WHEN ACCELERATING FROM A STOP.WE VERIFIED CONCERN.I PERFORMED TSB 37-06-07 FOR SLIGHT JERKING ON ACCELERATING.PLEASE ADVISE
10/06/2008	14:36	ISSUE OPENED BY DEALERSHIP
10/06/2008	16:37	CUSTOMER COMMENTS: CUSTOMER STATES VEHICLE JERKS WHEN 1ST STARTING OFF IN FIRST GEAR OR REVERSE.CUSTOMER STATES VEHICLE IS SHAKEING WHEN ACCELERATING FROM A STOP.WE VERIFIED CONCERN.I PERFORMED TSB 37-06-07 FOR SLIGHT JERKING ON ACCELERATING.PLEASE ADVISE
10/06/2008	16:37	REPLACE THE MECHATRONIC, FLUID, FILTER AND BOLTS
10/06/2008	16:37	WORKSHOP FINDINGS: HARSH ENGAGEMENT, INPUT SENSOR REPLACED, BASIC SETTINGS NO AVAIL
10/06/2008	17:16	MECHATRONICS UNIT IS ON ORDER.
10/06/2008	19:07	MECH ORDERED P1
10/13/2008	13:13	SPOKE TO JIMMY IN SERVICE AND MECHATRONIC UNIT IS BEING INSTALLED AS WE SPEAK. PART HAS ARRIVED.
10/13/2008	17:21	ADVISE TECH TO DO BASIC SETTING MANUALLY
10/14/2008	07:49	I PERFORMED BASIC SETTINGS MANUALLY AND THE VEHICLE IS OPERATING AS DESIGNED.ROAD TESTED VEHICLE IS OPERATING AS DESIGNED.VEHICLE WILL BE RELEASED TO CUSTOMER.
10/14/2008	07:55	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
10/14/2008	07:55	ISSUE UPDATED

Consultant's Closing Comments

I PERFORMED BASIC SETTINGS MANUALLY AND THE VEHICLE IS OPERATING AS DESIGNED.ROAD TESTED VEHICLE IS OPERATING AS DESIGNED.VEHICLE WILL BE RELEASED TO CUSTOMER.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
373453	EOS	2007	WVWDA71F77V [REDACTED]	16429	3885	10/07/2008	USA

Workshop Finding

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

Activity Date	Activity Time	Activity Comments
10/07/2008	10:13	CUSTOMER CONCERNED ABOUT HARSH OR DELAYED ENGAGEMENT FROM STOP. NO DTC'S STORED IN ECM OR TCM, NO TRANSMISSION FLUID LEAKS.
10/07/2008	10:13	ISSUE OPENED BY DEALERSHIP
10/07/2008	10:30	CUSTOMER COMMENTS: CUSTOMER CONCERNED ABOUT HARSH OR DELAYED ENGAGEMENT FROM STOP. NO DTC'S STORED IN ECM OR TCM, NO TRANSMISSION FLUID LEAKS.
10/07/2008	10:30	P1 ADVISED THE TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND THE BOLTS FOR THE MECH UNIT.
10/07/2008	10:30	WORKSHOP FINDINGS: TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM.
10/07/2008	10:47	ORDERED MECHATRONICS UNIT, FLUID, OIL FILTER AND BOLTS FOR MECHATRONICS UNIT. WILL RELEASE VEHICLE TO CUSTOMER PER TECHLINE INSTRUCTIONS.
10/07/2008	16:06	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
10/07/2008	16:06	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
373767	JETTA	2008	3VWRJ71K08M [REDACTED]	2982	3885	10/07/2008	USA

Workshop Finding

n/a

Activity Date	Activity Time	Activity Comments
10/07/2008	15:29	ISSUE OPENED BY DEALERSHIP
10/07/2008	15:29	WHEN SELEECTING EITHER REVERSE OR DRIVE WHEN FOOT IS OFF THE BRAKE THE VEHICLE WITH LURCH FORWARD LIKE NORMAL. BUT AS SOON AS YOU STEP ON THE GAS THE CLUTCH SLAMS INTO ENGAGEMENT. ALL OTHER GEARS ARE NORMAL. NO FAULTS IN THE VEHICLE SYSTEMS.
10/07/2008	15:38	CUSTOMER COMMENTS: WHEN SELEECTING EITHER REVERSE OR DRIVE WHEN FOOT IS OFF THE BRAKE THE VEHICLE WITH LURCH FORWARD LIKE NORMAL. BUT AS SOON AS YOU STEP ON THE GAS THE CLUTCH SLAMS INTO ENGAGEMENT. ALL OTHER GEARS ARE NORMAL. NO FAULTS IN THE VEHICLE SYSTEMS.
10/07/2008	15:38	WILLIAM, PLEASE REPLACE THE MECH UNIT, FLUID, FILTER, AND BOLTS.
10/14/2008	15:20	D1 SPOKE TO WILLIE. VEHICLE IS DONE AND GONE. ADVISED TO HAVE TECH CLOSE OUT VTA.
10/15/2008	14:24	PARTS ORDERED
10/15/2008	14:38	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
10/15/2008	14:38	ISSUE UPDATED

Consultant's Closing Comments

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

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
374015	JETTA	2008	3VWRJ71K28M [REDACTED]	4609	3885	10/08/2008	USA

Workshop Finding

WONT MOVE IN ANY GEAR

Activity Date	Activity Time	Activity Comments
10/08/2008	10:20	CAR WON'T GO INTO ANY GEAR, WILL NOT MOVE ON IT'S OWN. GEAR SELECT FLAHSSES, CODES IN TCM P2711UNEXPECTED MECH GEAR DISENGAGEMENT, AND P1707 INTERFERENCE IN MECHATRONIC UNIT.
10/08/2008	10:20	ISSUE OPENED BY DEALERSHIP
10/08/2008	10:31	CUSTOMER COMMENTS: CAR WON'T GO INTO ANY GEAR, WILL NOT MOVE ON IT'S OWN. GEAR SELECT FLAHSSES, CODES IN TCM P2711UNEXPECTED MECH GEAR DISENGAGEMENT, AND P1707 INTERFERENCE IN MECHATRONIC UNIT.
10/08/2008	10:31	TECH TO GET MVB 54
10/08/2008	10:31	WORKSHOP FINDINGS: WONT MOVE IN ANY GEAR
10/08/2008	10:35	J13 REPLACE MECHATROICS AND SET BASIC SETTINGS
10/08/2008	10:42	SOP MECHATRONIC UNIT
10/14/2008	11:32	MECHATRONIC NOT HERE SOP.
10/15/2008	09:10	PLEASE UPDATE ONCE PARTS COME IN THANKS
10/16/2008	10:44	REPLACED MECHATRONIC UNIT FILLED FLUID ATTEMPTED TO SET BASICS, COMM. PROBLEM W/ CONTROL MOD., ONLY CODE NOW IS BASICS NOT CARRIED OUT.
10/16/2008	10:54	TECH TO SET UP TO PERFORM THE TRANS BASIC SETTINGS.
10/16/2008	11:05	ADVISED THE TECH TO REPLACE THE TRANS DUE TO MECHANICAL FAULTS.
10/16/2008	11:57	SOP TRANS. PER TECH LINE
10/16/2008	17:56	PLEASE CALL FOR ASSISTANCE
10/22/2008	16:15	REPLACED TRANS. TEST DROVE NO MORE ISSUES.
10/22/2008	18:37	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
10/22/2008	18:37	ISSUE UPDATED

Consultant's Closing Comments

REPLACED MECHATRONIC UNIT FILLED FLUID ATTEMPTED TO SET BASICS, COMM. PROBLEM W/ CONTROL MOD., ONLY CODE NOW IS BASICS NOT CARRIED OUT.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
374150	EOS	2007	WVWDB71F17V [REDACTED]	27317	3885	10/08/2008	USA

Workshop Finding

MECH REPLACED ALREADY, CONCERN RETURNED AFTER A PERIOD OF TIME CAT FAULT NOW STORED AS WELL. BASIC SETTINGS HAS NO REAL EFFECT. NO FAULTS IN TCM. NO COM FAULTS WITH TCM STORED IN THE ECM AND GATEWAY

Activity Date	Activity Time	Activity Comments
10/08/2008	12:14	CUST STATES AUTO HAS SEVERE HESITATIONON TAKE OFF AND EXTENDED DELAY BETWEEN GEAR SHIFTS THIS IS A SECOND ATTEMPTAT REPAIRS,PRIOR VTA 373027, SCANED SYSTEMS WITH CODES PRESENT,P0430-CAT BELOW EFFECIENCY,49408-TRANS ECU NO COMMUNICATION, RESET BASIC SETTINGS AGAIN AND RETEST DROVE. HAS JUST HAD A MECHATRONICS UNIT REPLACED. ON LIGHT ACCELERATION THE CAR WILL PULL FORWARD SLIGHTLY AND THEN IT FEELS LIKE IT JUMPS INTO GEAR. WHEN STOPPED ON A HILL THE CAR WILL ROLL BACK QUIT A BIT MORE THAN USUAL. CHECKED CONNECTOR AND PINS,ALL LOOK GOOD.
10/08/2008	12:14	ISSUE OPENED BY DEALERSHIP
10/08/2008	12:27	GET THE GFF LOG, MVB 54 AND 64 IN THE TCM
10/08/2008	12:27	WORKSHOP FINDINGS: MECH REPLACED ALREADY, CONCERN RETURNED AFTER A PERIOD OF TIME CAT FAULT NOW STORED AS WELL. BASIC SETTINGS HAS NO REAL EFFECT. NO FAULTS IN TCM. NO COM FAULTS WITH TCM STORED IN THE ECM AND GATEWAY
10/08/2008	12:31	CASE ESCALATED FOR REVIEW A2
10/08/2008	12:31	GET MVB 41 AND 48 ALSO FROM THE TCM
10/08/2008	12:31	ISSUE UPDATED
10/08/2008	12:55	ISSUE SENT TO DEALERSHIP
10/08/2008	13:00	MVB'S ATTACHED, DIAG LOG PRINTED OUT VERY LIGHT, I DON'T KNOW IF YOU WILL BE ABLE TO READ IT IF IT IS FAXED
10/08/2008	13:08	FYI QA
10/08/2008	16:19	TECH TO LEAVE CHRIS G. A VOICEMAIL MESSAGE.
10/08/2008	16:23	AWAITING A RESPONSE FROM QA
10/08/2008	16:40	ISSUE UPDATED
10/09/2008	14:59	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.
10/13/2008	16:05	UPDATE TO TCM BY TECH LINE, TEST DRIVE OK
10/13/2008	18:17	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
10/13/2008	18:17	ISSUE UPDATED

Consultant's Closing Comments

INSTALLED UPDATED SOFTWARE FOR TCM AND VERIFIED REPAIRS

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
374295	RABBIT	2008	WVWHV71K58W [REDACTED]	10718	3885	10/08/2008	USA

Workshop Finding

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

Activity Date	Activity Time	Activity Comments
10/08/2008	15:13	CUSTOMER STATES SHUDDERS WHEN IN DRIVE AND REVERSE. ROADTESTED AND I ONLY FEEL IT ON TAKE OF FROM A STOP. NO LEAKS, NO FAULTS IN SYSTEM AND MOSTLY WHEN IT'S WORM.
10/08/2008	15:13	ISSUE OPENED BY DEALERSHIP
10/08/2008	15:20	CUSTOMER COMMENTS: CUSTOMER STATES SHUDDERS WHEN IN DRIVE AND REVERSE. ROADTESTED AND I ONLY FEEL IT ON TAKE OF FROM A STOP. NO LEAKS, NO FAULTS IN SYSTEM AND MOSTLY WHEN IT'S WORM.
10/08/2008	15:20	P2 ADVISED THE TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND THE BOLTS FOR THE MECH UNIT.
10/08/2008	15:20	WORKSHOP FINDINGS: TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM.
10/08/2008	16:14	PART IS NOW ON ORDER. AND WILL WAIT FOR IT TO ARRIVE.
10/08/2008	16:27	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
10/08/2008	16:27	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
374399	EOS	2007	WVWFA71F77V [REDACTED]	5733	3885	10/08/2008	USA

Workshop Finding

WONT UP SHIFT

Activity Date	Activity Time	Activity Comments
10/08/2008	17:17	ISSUE OPENED BY DEALERSHIP
10/08/2008	17:17	REPLACED VALVE BODY AS PREVIOUSLY DIAGNOSED ON VTA 366723 (GS-226167) REPLACED FLUID, FILTER, AND GASKET. SET BASIC SETTINGS AND SHIFT BASICS. ROAD TESTED AND VEHICLE NOW SHIFTS GOOD FROM NEUTRAL TO REVERSE AND FROM DRIVE AND LEAVING FROM A STOP, HOWEVER NOW VEHICLE DOES NOT SHIFT PAST 2ND GEAR. I NOW HAVE 1ST AND 2ND GEARS AND REVERSE, AND THATS ALL.
10/08/2008	17:21	CUSTOMER COMMENTS: REPLACED VALVE BODY AS PREVIOUSLY DIAGNOSED ON VTA 366723 (GS-226167) REPLACED FLUID, FILTER, AND GASKET. SET BASIC SETTINGS AND SHIFT BASICS. ROAD TESTED AND VEHICLE NOW SHIFTS GOOD FROM NEUTRAL TO REVERSE AND FROM DRIVE AND LEAVING FROM A STOP, HOWEVER NOW VEHICLE DOES NOT SHIFT PAST 2ND GEAR. I NOW HAVE 1ST AND 2ND GEARS AND REVERSE, AND THATS ALL.
10/08/2008	17:21	TECH TO GET MVB 41 48 KOEO THEN PLUG IN ORGINAL MECH GET MVB
10/08/2008	17:21	WORKSHOP FINDINGS: WONT UP SHIFT
10/08/2008	17:32	ISSUE UPDATED
10/08/2008	18:14	CHECKED AS REQUESTED BOTH MVB 41 AND 48 BOTH MECHATRONICS UNITS SHOW THE SAME NUMBER. V0696N0202EA_GETRIBE-DSG-GF6N AND C13.
10/08/2008	18:18	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.
10/08/2008	19:00	WOW! GREAT JOB CHRIS! I PERFORMED A MANUAL BASIC SETTINGS WITH 61 AND 60 DID THE GARAGE SHIFTING AND THEN ROAD TESTED THE VEHICLE AND THE TRANS SHIFTED NORMALLY. WORKING AS DESIGNED. NO FAULTS IN DTC MEMORY.
10/08/2008	20:07	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
10/08/2008	20:07	ISSUE UPDATED

Consultant's Closing Comments

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.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
374405	EOS	2008	WVWFA71F78V [REDACTED]	12107	3885	10/08/2008	USA

Workshop Finding

SURGES WHILE STOPS

Activity Date	Activity Time	Activity Comments
10/08/2008	17:31	ISSUE OPENED BY DEALERSHIP
10/08/2008	17:33	CAR WILL SURGE WHEN APPLYING GAS FROM A STOP ALSO IN REVERSE RMPS WILL GO UP THEN SLAM INTO GEAR
10/08/2008	17:38	REPLACE MECHATRONICS FLIULD AND FILTER SET BASIC SETTINGS
10/08/2008	17:38	WORKSHOP FINDINGS: SURGES WHILE STOPS
10/13/2008	16:37	PART ON ORDER
10/15/2008	10:47	PLEASE UPDATE ONCE PARTS COME IN
10/22/2008	13:49	UNIT CAME IN DAMAGED AT ELECTRICAL CONNECTOR. ORDER ANOTHER UNIT.
10/22/2008	18:58	PLEASE ATTACH PICTURES OF DAMAGE
10/23/2008	13:52	PARTS ALREADY SENT PART BACK. 2ND UNIT CAME IN, ALSO CONNECTOR IS BROKEN OFF. PICTURES ARE FROM 2ND UNIT.
10/28/2008	14:48	INSTALLED NEW UNIT THAT WASN'T BROKEN. REINSTALLED TRANS. SET BASIC SETTINGS. SURGING IS GONE. NO CODES. SHIFTING AS DESIGN.
10/28/2008	16:57	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
10/28/2008	16:57	ISSUE UPDATED

Consultant's Closing Comments

COMPLETE: INSTALLED NEW UNIT THAT WASN'T BROKEN. REINSTALLED TRANS. SET BASIC SETTINGS. SURGING IS GONE. NO CODES. SHIFTING AS DESIGN.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
374555	EOS	2008	WVWBA71F98V [REDACTED]	8594	3885	10/09/2008	USA

Workshop Finding

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

Activity Date	Activity Time	Activity Comments
10/09/2008	10:42	CUSTOMER STATES CAR BUCKS IN GEAR ROAD TESTED AND ON SLIGHT ACCELERATION FROM STOP CAR IS BUCKING CHECK FOR ANY FAULTS NONE FOUND
10/09/2008	10:42	ISSUE OPENED BY DEALERSHIP
10/09/2008	10:52	CUSTOMER COMMENTS: CUSTOMER STATES CAR BUCKS IN GEAR ROAD TESTED AND ON SLIGHT ACCELERATION FROM STOP CAR IS BUCKING CHECK FOR ANY FAULTS NONE FOUND
10/09/2008	10:52	P1 ADVISED THE TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT.
10/09/2008	10:52	WORKSHOP FINDINGS: TECH VERIFIED THE CONCERN. TRANS SHUTTERS IN 1ST AND REVERSE GEAR.
10/09/2008	10:56	ORDERED VALVE BODY AND FLUID AS PER TECH CENTER
10/09/2008	10:59	THANK YOU
10/09/2008	13:22	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
10/09/2008	13:22	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
374751	EOS	2008	WVWFA71F58V [REDACTED]	5590	3885	10/09/2008	USA

Workshop Finding

n/a

Activity Date	Activity Time	Activity Comments
10/09/2008	14:17	CUSTOMER STATES CAR LAGS ON TAKE OFF AND HAS A JOLT WHEN TAKING OFF FROM A STOP . PPERFORMED GFF , NO CODES FOUND . ROAD TEST . COULD NOT DUPLICATE CONCERN . CUSTOMER HAS BEEN TO 2 OTHER DEALERSHIPS FOR SAME CONCERN AND THEY COULD NOT DUPLICATE CONCERN . I BELIEVE THIS IS A NORMAL CONDITION FOR A DSG TRANSMISSION . SERVICE MANAGER AND ADVISOR WANTED ME TO CHECK WITH TECHLINE FOR ADVISE.
10/09/2008	14:17	ISSUE OPENED BY DEALERSHIP
10/09/2008	14:34	CUSTOMER COMMENTS: CUSTOMER STATES CAR LAGS ON TAKE OFF AND HAS A JOLT WHEN TAKING OFF FROM A STOP . PPERFORMED GFF , NO CODES FOUND . ROAD TEST . COULD NOT DUPLICATE CONCERN . CUSTOMER HAS BEEN TO 2 OTHER DEALERSHIPS FOR SAME CONCERN AND THEY COULD NOT DUPLICATE CONCERN . I BELIEVE THIS IS A NORMAL CONDITION FOR A DSG TRANSMISSION . SERVICE MANAGER AND ADVISOR WANTED ME TO CHECK WITH TECHLINE FOR ADVISE.
10/09/2008	14:34	HAVE THE TECH RETRIEVE MVB 54 FROM THE TCM. THIS IS THE BUILD DATE INFORMATION FOR THE MECH AND WOULD READ OUT AS FOLLOWS: THE FIRST 3 DIGITS WOULD BE THE IMPORTANT PART. THE FIRST DIGIT IS A LETTER; H=2007 J=2008 AND THE NEXT 2 DIGITS ARE THE WEEK NUMBER OF BUILD. THE BUILD DATE OF THE MECHATRONIC WITH THE AFFECTED PRESSURE SOLENOIDS WOULD BE BETWEEN H22-J21. IF THE MECHATRONIC BUILD DATE FALLS BETWEEN THE ONES LISTED ABOVE, THE MECHATRONIC WOULD NEED TO BE REPLACED AND BASIC SETTINGS FOR THE NEW MECHATRONIC WOULD NEED TO BE ADAPTED. THE FOLLOWING REQUIREMENTS SHOULD BE MET BEFORE PERFORMING BASIC SETTING: ENGINE AND TRANSMISSION MUST BE UP TO OPERATING TEMPERATURE (MINIMUM OF 30C IN TRANSMISSION). VEHICLE SHOULD BE CLEAR OF ALL FAULT CODES (ECM AND TCM) VEHICLE SHOULD BE IN PARK AND IDLING ENGINE MUST HAVE BEEN RUNNING FOR ONE FULL MINUTE BEFORE BASIC SETTINGS CAN BE PERFORMED. GO INTO VSD, TRANSMISSION ELECTRONICS/GEARBOX ELECTRONICS, BASIC SETTINGS, THEN ENTER #61 ON KEYPAD AND SELECT THE "Q" BUTTON TO ENTER INTO TEST MODE. ONCE THE NEW SCREEN APPEARS, PUT YOUR FOOT ON THE BRAKE PEDAL AND PRESS ACTIVATE. IT CAN TAKE UP TO 40 SECONDS UNTIL YOU HEAR ANY NOISES IN THE TRANSMISSION. ONCE YOU SEE NEW NUMBERS APPEAR IN THE BOTTOM BOX OF THE BASIC SETTINGS, YOU KNOW THAT THE TEST IS COMPLETE. GO BACK OUT INTO BASIC SETTINGS AND SELECT #60 ON KEYPAD AND SELECT THE "Q" BUTTON TO ENTER THE TEST MODE. FOLLOW STEP #2 AGAIN. ONCE YOU ARE COMPLETED WITH THESE TWO TESTS, SHUT DOWN ENGINE AND RESTART AND ALLOW TO IDLE. CYCLE VEHICLE FROM PARK TO DRIVE 5 TIMES AND THEN FROM PARK TO REVERSE 5 TIMES AS WELL. ROAD TEST VEHICLE 10-15 MILES GOING THROUGH ALL GEARS AUTOMATICALLY AND ALSO THROUGH TIPTRONIC AT VARIOUS SPEEDS AND DRIVING CONDITIONS. SHUT THE VEHICLE OFF AND THEN RESTART AND RE EVALUATE SHIFTING. NOTE: IF VEHICLE STALLS WHILE RUNNING BASIC SETTINGS, THE TRANSMISSION WILL NEED TO BE REPLACED. ALSO, IF THE TRANSMISSION EXHIBITS A GRINDING NOISE OTHER THAN DURING BASIC SETTINGS PLEASE CONSULT A LEVEL 2 CONSULTANT OR PRODUCT SUPPORT ENGINEER PRIOR TO REPLACING THE MECHATRONIC ASSEMBLY
10/09/2008	14:48	VALUE BLOCK 54 WAS H30 , MECHATRONIC ON ORDER. GAVE CAR BACK TO CUSTOMER.
10/09/2008	15:27	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
10/09/2008	15:27	ISSUE UPDATED

Consultant's Closing Comments

VALUE BLOCK 54 WAS H30 , MECHATRONIC ON ORDER. GAVE CAR BACK TO CUSTOMER.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
374811	RABBIT	2008	WVWKC71K08W [REDACTED]	3856	3885	10/09/2008	USA

Workshop Finding

HARSH SHIFT S 3/4

Activity Date	Activity Time	Activity Comments
10/09/2008	15:22	CUST STATES TRANY BANG TEST DROVE VEHICLE AND FOUND THAT WITH IN 2 3 TRANY BANG WHEN SHIFTING.NO DTC CODES FOUND ,CHECK TRANY FLUID AND FOUND METAL SHAVING WITH IN THE OIL AND OIL SMELL AND LOOKS BURT.
10/09/2008	15:22	ISSUE OPENED BY DEALERSHIP
10/09/2008	15:49	ADVISED TECH TO PERFORM MANUAL BASIC SETTINGS. VEHICLE SELF DIAGNOSIS, CLEAR ECM AND TCM MEMORY, VEHICLE RUNNING AND AT OPERATING TEMP. 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
10/09/2008	15:49	CUSTOMER COMMENTS: CUST STATES TRANY BANG TEST DROVE VEHICLE AND FOUND THAT WITH IN 2 3 TRANY BANG WHEN SHIFTING.NO DTC CODES FOUND ,CHECK TRANY FLUID AND FOUND METAL SHAVING WITH IN THE OIL AND OIL SMELL AND LOOKS BURT.
10/09/2008	15:49	WORKSHOP FINDINGS: HARSH SHIFT S 3/4
10/10/2008	12:27	PERFORMED BASIC SETTING ON 61 AND 60 ROADTESTED VEHICLE AND VEHICLE SEEMS TO BE SHIFTING CORRECTLY. DID NOTICED THAT WHILE STOP IN TRAFFIC WHEN YOU RELEASE THE BRAKES TRANSMISSION HAS A DELAY AND THERE IS A SLIGHT BANG, IT ALSO HAS A DELAY IN REVERSE.
10/10/2008	12:39	ADVISED TECH TO CHECK MVB 54 IN TCM, IF FIRST 3 DIGITS ARE H22 THRU J21 REPLACE MECH UNIT, BOLTS, FILTER AND FLUID, RERUN MANUAL BASIC SETTINGS AND REEVALUATE. IF NOT IN BUILD DATE PLEASE ATTACH MVB 54 INFO AND CALL BACK. CLOSE OUT VTA WHEN COMPLETED.
10/10/2008	12:50	VALUE BLOCK 54 READS J02G0441
10/10/2008	13:20	REPLACE MECHATRONICS FLUID AND FILTER
10/15/2008	10:40	PART HAS ARRIVED TODAY WILL INSTALL UNIT ASAP
10/15/2008	17:17	PLEASE UPDATE AFTER REPAIRS ARE DONE
10/16/2008	12:29	WALK TECH THOUGH B/S ROAD TEST
10/16/2008	15:20	INSTALLED NEW MEGATRONIC,FILLED TRANS AS PER DESIGN,PERFORMED DSG ADAPTATION .BASIC SEETING THEN ROAD TEST TRANS NOW WORKING AS PER DESIGN
10/16/2008	15:24	CLOSE
10/16/2008	16:54	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
10/16/2008	16:54	ISSUE UPDATED

Consultant's Closing Comments

INSTALLED NEW MEGATRONIC,FILLED TRANS AS PER DESIGN,PERFORMED DSG ADAPTATION .BASIC SEETING THEN ROAD TEST TRANS NOW WORKING AS PER DESIGN

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
375077	JETTA	2009	3VWAL71K39M [REDACTED]	686	3885	10/10/2008	USA

Workshop Finding

n/a

Activity Date	Activity Time	Activity Comments
10/10/2008	11:30	ISSUE OPENED BY DEALERSHIP
10/10/2008	11:30	LINE A-CUSTOMER STATES WHEN CARS PUT IN REVERSE ITS NOT ENGAGING AT TIMES B-CUSTOMER STATES PRNDL LIGHTS UP WHILE CAR IN REVERSE
10/10/2008	11:43	CLEAR FAULTS AND SET BASIC SETTINGS. ROAD TEST THE VEHICLE 10-20 MILES. IF THE VEHICLE WILL SET BASIC SETTINGS AND AFTER OR DURING THE ROAD TEST THE FAULT OR FAULTS RETURN, REPLACE THE MECHATRONIC, FILTER, FLUID AND BOLTS. RESET BASIC SETTINGS AND RETEST. PLEASE KEEP IN MIND THAT IF THE VEHICLE STALLS DURING BASIC SETTINGS THAT THIS COULD BE ATTRIBUTED TO A STICKING SHIFT FORK AND THE GEARBOX WOULD THEN NEED TO BE REPLACED. THE FOLLOWING ARE THE PROCEDURES FOR SETTING BASIC SETTINGS MANUALLY: THE FOLLOWING REQUIREMENTS SHOULD BE MET: ENGINE AND TRANSMISSION MUST BE UP TO OPERATING TEMPERATURE (MINIMUM OF 30C IN TRANSMISSION). VEHICLE SHOULD BE CLEAR OF ALL FAULT CODES (ECM AND TCM) VEHICLE SHOULD BE IN PARK AND IDLING ENGINE MUST HAVE BEEN RUNNING FOR ONE FULL MINUTE BEFORE BASIC SETTINGS CAN BE PERFORMED. GO INTO VSD, TRANSMISSION ELECTRONICS/GEARBOX ELECTRONICS, BASIC SETTINGS, THEN ENTER #61 ON KEYPAD AND SELECT THE "Q" BUTTON TO ENTER INTO TEST MODE. ONCE THE NEW SCREEN APPEARS, PUT YOUR FOOT ON THE BRAKE PEDAL AND PRESS ACTIVATE. IT CAN TAKE UP TO 40 SECONDS UNTIL YOU HEAR ANY NOISES IN THE TRANSMISSION. ONCE YOU SEE NEW NUMBERS APPEAR IN THE BOTTOM BOX OF THE BASIC SETTINGS, YOU KNOW THAT THE TEST IS COMPLETE. GO BACK OUT INTO BASIC SETTINGS AND SELECT #60 ON KEYPAD AND SELECT THE "Q" BUTTON TO ENTER THE TEST MODE. FOLLOW STEP #2 AGAIN. ONCE YOU ARE COMPLETED WITH THESE TWO TESTS, SHUT DOWN ENGINE AND RESTART AND ALLOW TO IDLE. CYCLE VEHICLE FROM PARK TO DRIVE 5 TIMES AND THEN FROM PARK TO REVERSE 5 TIMES AS WELL. ROAD TEST VEHICLE 10-15 MILES GOING THROUGH ALL GEARS AUTOMATICALLY AND ALSO THROUGH TIPTRONIC AT VARIOUS SPEEDS AND DRIVING CONDITIONS. SHUT THE VEHICLE OFF AND THEN RESTART AND RE-EVALUATE SHIFTING. NOTE: IF VEHICLE STALLS WHILE RUNNING BASIC SETTINGS, THE TRANSMISSION WILL NEED TO BE REPLACED. ALSO, IF THE TRANSMISSION EXHIBITS A GRINDING NOISE OTHER THAN DURING BASIC SETTINGS PLEASE CONSULT A LEVEL 2 CONSULTANT OR PRODUCT SUPPORT ENGINEER PRIOR TO REPLACING THE MECHATRONIC ASSEMBLY
10/10/2008	11:43	CUSTOMER COMMENTS: LINE A-CUSTOMER STATES WHEN CARS PUT IN REVERSE ITS NOT ENGAGING AT TIMES B-CUSTOMER STATES PRNDL LIGHTS UP WHILE CAR IN REVERSE
10/10/2008	13:56	TEST FAIL ,SOP MECHATRONIC AS PER TECH LINE
10/10/2008	14:03	THANKS FOR THE UPDATE P1
10/13/2008	08:08	PARTS HAVE BEEN RED-ORDERED WITH APPROX. TWO WEEKS ETA; WILL UPDATE WHEN PARTS ARRIVE AND REPAIRS ARE COMPLETE; THANKS, JOE H.
10/13/2008	09:24	THANKS FOR THE UPDATE P1
10/16/2008	12:51	WAITING ON GASKET AND BOLTS
10/16/2008	13:05	THANKS FOR THE UPDATE P1
10/17/2008	09:29	PARTS ARRIVED TODAY; VEHICLE IS IN PROCESS OF BEING REPAIRED; THANKS, JOE H.
10/17/2008	09:43	THANKS FOR THE UPDATE D2
10/18/2008	15:22	REPLACE MECHATRONIC ASSEMBLY WITH NEW FILTER AND BOLTS ,RESET BASIC SETTING AND CLEAR DTC
10/20/2008	11:08	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
10/20/2008	11:08	ISSUE UPDATED

Consultant's Closing Comments

REPLACE MECHATRONIC ASSEMBLE WITH NEW FILTER AND BOLTS ,RESET BASIC SETTING AND CLEAR DTC

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
375133	EOS	2008	WVWBA71F18V [REDACTED]	14690	3885	10/10/2008	USA

Workshop Finding

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

Activity Date	Activity Time	Activity Comments
10/10/2008	12:24	CUSTOMER STATES THAT TRANSMISSION HESITATES WHEN YOU ACCELERATED OUT OF A STOP AND ALSO REVERSE TEST DROVE VEHICLE AND WAS ABLE TO DUPLITE CUSTOMERS CONCERN FELT SLIGHT DELAY WHEN ACCELERATING FROM A STOP NO DTCS IN TCM OR ECM
10/10/2008	12:24	ISSUE OPENED BY DEALERSHIP
10/10/2008	12:30	ADVISED THE TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT.
10/10/2008	12:30	CUSTOMER COMMENTS: CUSTOMER STATES THAT TRANSMISSION HESITATES WHEN YOU ACCELERATED OUT OF A STOP AND ALSO REVERSE TEST DROVE VEHICLE AND WAS ABLE TO DUPLITE CUSTOMERS CONCERN FELT SLIGHT DELAY WHEN ACCELERATING FROM A STOP NO DTCS IN TCM OR ECM
10/10/2008	12:30	WORKSHOP FINDINGS: TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM.
10/10/2008	13:02	ORDERED MECH UNIT,BOLTS,FLUID,GASKET,AND FILTER CUSTOMER TOOK DELEVERY OF THE VEHICLE
10/10/2008	15:10	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
10/10/2008	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
375288	JETTA	2008	3VWRJ71K08M [REDACTED]	3147	3885	10/10/2008	USA

Workshop Finding

TECH VERIFIED THE CONCERN. 1ST AND REVERSE IS THE CONCERN.

Activity Date	Activity Time	Activity Comments
10/10/2008	15:58	CLIENT STATES WHEN BACKING UPON AN INCLINETHE CARJERKS
10/10/2008	15:58	ISSUE OPENED BY DEALERSHIP
10/10/2008	16:03	CUSTOMER COMMENTS: CLIENT STATES WHEN BACKING UPON AN INCLINETHE CARJERKS
10/10/2008	16:03	P1 ADVISED THE TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT.
10/10/2008	16:03	WORKSHOP FINDINGS: TECH VERIFIED THE CONCERN. 1ST AND REVERSE IS THE CONCERN.
10/11/2008	10:08	ORDERED MECH UNIT ON RED ORDER. CUSTOMER HAS TAKEN CAR. THANK YOU.
10/13/2008	07:28	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
10/13/2008	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
375386	EOS	2008	WVWBA71F18V [REDACTED]	4060	3885	10/13/2008	USA

Workshop Finding

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

Activity Date	Activity Time	Activity Comments
10/13/2008	08:14	ISSUE OPENED BY DEALERSHIP
10/13/2008	08:14	WHEN LETTING OFF BRAKE AT A STOP THERE IS A VERY ROUGH ENGAGEMENT OF TRANS / SEEMS DELAYED
10/13/2008	08:21	CUSTOMER COMMENTS: WHEN LETTING OFF BRAKE AT A STOP THERE IS A VERY ROUGH ENGAGEMENT OF TRANS / SEEMS DELAYED
10/13/2008	08:21	P1 ADVISED THE TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT.
10/13/2008	08:21	WORKSHOP FINDINGS: TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM. TRANS SHUTTERS IN 1ST AND REVERSE ONLY.
10/13/2008	08:37	ORDERED PARTS PER TECH LINE
10/13/2008	09:39	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
10/13/2008	09:39	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
375598	RABBIT	2008	WVWKC71K28W [REDACTED]	5661	3885	10/13/2008	USA

Workshop Finding

TRANS WENT INTO LIMP MODE.

Activity Date	Activity Time	Activity Comments
10/13/2008	12:55	CUSTOMER STATES THAT TRANSMISSION KEEPS POPPING OUT OF DRIVE.
10/13/2008	12:55	ISSUE OPENED BY DEALERSHIP
10/13/2008	13:28	CUSTOMER COMMENTS: CUSTOMER STATES THAT TRANSMISSION KEEPS POPPING OUT OF DRIVE.
10/13/2008	13:28	NO INFORMATION IN THE DATA BASE BUT WHAT THE TECHNICIAN HAS TO DO IS GO INTO ADDRESS WORD 19 MVB 125 AND 126 AND CHECK THE DRIVE TRAIN DATA BUS. CHECK POWER AND GROUND TO THE TCM WHICH IS POSSIBLY CAUSING THE PROBLEM IN THE POWERTRAIN DATA BUS
10/13/2008	13:28	WORKSHOP FINDINGS: TRANS WENT INTO LIMP MODE.
10/13/2008	15:28	TRANS IS NOT GOING INTO LIMP MODE. CHECKED ALL WIRING AND POWER AND GROUND TO TRANSMISSION. ALL TO SPEC. TEST DROVE VEHICLE. VEHICLE GOES INTO NEUTRAL SPORADICLY. WHEN VEHICLE GOES TO NUTRAL NO GEAR CAN BE SELECTED. KEY MUST BE CYCLED TO CONTINUE. SETS SAME CODES AS LISTED IN DIAGNOSTIC LOG ATTACHED TO VTA
10/13/2008	15:54	PLEASE CALL BACK WITH THE TICKET
10/13/2008	17:17	TECH NEEDS TO CHECK THE CAN BUS WIRES WITH THE DSO AND POWER AND GROUND TO THE MECHATRONIC UNIT IF OK REPLACE THE MECHATRONIC UNIT. PLEASE UPDATE THE TICKET
10/14/2008	13:51	FOUND CONNECTOR LOCK ON CONNECTER AT MECHATRONIC UNIT NOT SECURED FROM FACTORY, ALLOWING TCM BUS COMMUNICATION TO STOP ESPECIALLY WITH HEAVY ENGINE TORQUE LOAD. SECURED CPA, CLEARED ALL FAULTS. VEHICLE IS OPERATING AS DESIGNED.
10/14/2008	13:55	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
10/14/2008	13:55	ISSUE UPDATED

Consultant's Closing Comments

FOUND CONNECTOR LOCK ON CONNECTER AT MECHATRONIC UNIT NOT SECURED FROM FACTORY, ALLOWING TCM BUS COMMUNICATION TO STOP ESPECIALLY WITH HEAVY ENGINE TORQUE LOAD. SECURED CPA, CLEARED ALL FAULTS. VEHICLE IS OPERATING AS DESIGNED.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
375616	RABBIT	2008	WVWKC71K08W [REDACTED]	21496	3885	10/13/2008	USA

Workshop Finding

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

Activity Date	Activity Time	Activity Comments
10/13/2008	13:25	CUST STATES CAR WONT SHIFT OUT OF 1ST UNDER HARD ACCELERATION, FEELS LIKE A MISFIRE. DUPLICATED CONCERN FOUND NO FAULTS
10/13/2008	13:25	ISSUE OPENED BY DEALERSHIP
10/13/2008	13:29	CUSTOMER COMMENTS: CUST STATES CAR WONT SHIFT OUT OF 1ST UNDER HARD ACCELERATION, FEELS LIKE A MISFIRE. DUPLICATED CONCERN FOUND NO FAULTS
10/13/2008	13:29	P1 ADVISED THE TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT.
10/13/2008	13:29	WORKSHOP FINDINGS: TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM.
10/16/2008	11:16	WAITING ON PARTS AS OF 10.16.08
10/16/2008	11:20	PARTS ORDERS CUST TOOK CAR THANKS FOR THE HELP
10/16/2008	12:41	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
10/16/2008	12:41	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
376397	EOS	2008	WVWDB71F48V [REDACTED]	25141	3885	10/15/2008	USA

Workshop Finding

n/a

Activity Date	Activity Time	Activity Comments
10/15/2008	09:06	CLIENT STATES WHEN STOPPED ON HILL, TRANSMISSION HAS DELAY, WHEN ENGAGES, BANGS INTO GEAR, HARSH ENGAGEMENT. PRIOR SERVICE VISIT, I DID NOT DUPLICATE CONCERN, BUT FOR GOODWILL MEASURES PERFORMED BASIC SETTINGS TO DSG UNIT. CLIENT RETURNS TODAY FOR OIL CHANGE AND IS STILL CONCERNED WITH THE DELAY. UPLOADING DIAGNOSIS LOG FOR SOFTWARE VERSIONS/PART NUMBERS. V6 AND DSG EOS.
10/15/2008	09:06	ISSUE OPENED BY DEALERSHIP
10/15/2008	09:16	CUSTOMER COMMENTS: CLIENT STATES WHEN STOPPED ON HILL, TRANSMISSION HAS DELAY, WHEN ENGAGES, BANGS INTO GEAR, HARSH ENGAGEMENT. PRIOR SERVICE VISIT, I DID NOT DUPLICATE CONCERN, BUT FOR GOODWILL MEASURES PERFORMED BASIC SETTINGS TO DSG UNIT. CLIENT RETURNS TODAY FOR OIL CHANGE AND IS STILL CONCERNED WITH THE DELAY. UPLOADING DIAGNOSIS LOG FOR SOFTWARE VERSIONS/PART NUMBERS. V6 AND DSG EOS.
10/15/2008	09:16	PLEASE GET THE MVB 54 OUT OF THE TCM.
10/15/2008	09:20	UPLOADING DATA BLOCK 54 PER REQUEST.
10/15/2008	09:37	ADVISED THE TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT.
10/15/2008	09:49	ORDERED COMPONENTS AS NEEDED. CLOSING VTA TICKET. THANK YOU VERY MUCH FOR THE GREAT PRODUCT SUPPORT!
10/15/2008	09:50	CLOSING
10/15/2008	10:09	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
10/15/2008	10:09	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
376404	RABBIT	2008	WVWKC71K98W [REDACTED]	15676	3885	10/15/2008	USA

Workshop Finding

TECH UNABLE TO VERIFY THE CONCERN. NO FAULTS IN THE ECM OR TCM. TECH FEELS THE CONCERN IS NORMAL.

Activity Date	Activity Time	Activity Comments
10/15/2008	09:12	CUSTOMER IS COMPLAINING ABOUT A HARSH SHIFTING CONDITION WHEN ACCELERATING. SOMETIMES JERKING ON INITIAL ACCELERATION. I DROVE VEHICLE, APPEARS TO BE NORMAL, NO FAULTS STORED IN GFF.
10/15/2008	09:12	ISSUE OPENED BY DEALERSHIP
10/15/2008	09:23	ADVISED THE TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT.
10/15/2008	09:23	CUSTOMER COMMENTS: CUSTOMER IS COMPLAINING ABOUT A HARSH SHIFTING CONDITION WHEN ACCELERATING. SOMETIMES JERKING ON INITIAL ACCELERATION. I DROVE VEHICLE, APPEARS TO BE NORMAL, NO FAULTS STORED IN GFF.
10/15/2008	09:23	WORKSHOP FINDINGS: TECH UNABLE TO VERIFY THE CONCERN. NO FAULTS IN THE ECM OR TCM. TECH FEELS THE CONCERN IS NORMAL.
10/17/2008	08:34	PARTS HAVE BEEN ORDERED. MECH UNIT IS NOT IN STOCK IN ANY DEPOT IN US. PART HAS BEEN ESCALATED TO RED ORDER. VEHICLE HAS BEEN RETURNED TO CUSTOMER UNTIL PART ARRIVES.
10/17/2008	17:38	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
10/17/2008	17:38	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
376597	EOS	2008	WVWBA71F28V [REDACTED]	12100	3885	10/15/2008	USA

Workshop Finding

TEST DROVE CAR WITH CUSTOMER AND VERIFIED CUSTOMER CONCERN. WHEN STOPPED ON AN INCLINE AND YOU RELEASE THE BRAKE TO PRESS THE GAS PEDAL THE VEHICLE ROLLS BACK AND THEN LURCHES FORWARD AFTER THE ENGINE BOGS DOWN AND THE TRANS BANGS INTO GEAR. I PERFORMED THE ADAPTATION OF THE MECHATRONICS UNIT PER GREG EDGE'S RECOMENDATION. TRANSMISSION ISSUE DID NOT CHANGE AT ALL.

Activity Date	Activity Time	Activity Comments
10/15/2008	12:24	ISSUE OPENED BY DEALERSHIP
10/15/2008	12:24	VEHICLE HESITATES ON TAKE OFF, DOES NOT SEEM TO DOWN SHIFT PROPERLY. TEST DROVE CAR WITH CUSTOMER AND VERIFIED CUSTOMER CONCERN. WHEN STOPPED ON AN INCLINE AND YOU RELEASE THE BRAKE TO PRESS THE GAS PEDAL THE VEHICLE ROLLS BACK AND THEN LURCHES FORWARD AFTER THE ENGINE BOGS DOWN AND THE TRANS BANGS INTO GEAR. I PERFORMED THE ADAPTATION OF THE MECHATRONICS UNIT PER GREG EDGE'S RECOMENDATION. TRANSMISSION ISSUE DID NOT CHANGE AT ALL.
10/15/2008	12:35	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 PRESENT UPDATE VTA WITH MVB 54 INFO AND CALL BACK. CLOSE OUT VTA WHEN COMPLETED.
10/15/2008	12:35	CUSTOMER COMMENTS: VEHICLE HESITATES ON TAKE OFF, DOES NOT SEEM TO DOWN SHIFT PROPERLY.
10/15/2008	12:35	WORKSHOP FINDINGS: TEST DROVE CAR WITH CUSTOMER AND VERIFIED CUSTOMER CONCERN. WHEN STOPPED ON AN INCLINE AND YOU RELEASE THE BRAKE TO PRESS THE GAS PEDAL THE VEHICLE ROLLS BACK AND THEN LURCHES FORWARD AFTER THE ENGINE BOGS DOWN AND THE TRANS BANGS INTO GEAR. I PERFORMED THE ADAPTATION OF THE MECHATRONICS UNIT PER GREG EDGE'S RECOMENDATION. TRANSMISSION ISSUE DID NOT CHANGE AT ALL.
10/15/2008	14:47	PERFORMED BASIC SETTINGS FOR TRANSMISSION PER TECH LINES INSTRUCTIONS. TEST DROVE VEHICLE FOR 20 MILES AT VARIED SPEEDS AND CONDITIONS. VEHICLE SHIFTS BETTER BUT IT STILL LURCHES AT TAKE OFF FROM A STOP ON AN INCLINE.
10/15/2008	14:54	ISSUE UPDATED
10/15/2008	14:57	TECH STATES IN MVB 54 HE HAS H20 SO THE MECHATRONICS, FLUID AND FILTER HAS TO BE REPLACED. HAVE THE TECH RETRIEVE MVB 54 FROM THE TCM. THIS IS THE BUILD DATE INFORMATION FOR THE MECH AND WOULD READ OUT AS FOLLOWS: THE FIRST 3 DIGITS WOULD BE THE IMPORTANT PART. THE FIRST DIGIT IS A LETTER; H=2007 J=2008 AND THE NEXT 2 DIGITS ARE THE WEEK NUMBER OF BUILD. THE BUILD DATE OF THE MECHATRONIC WITH THE AFFECTED PRESSURE SOLENOIDS WOULD BE BETWEEN H22-J21. IF THE MECHATRONIC BUILD DATE FALLS BETWEEN THE ONES LISTED ABOVE, THE MECHATRONIC WOULD NEED TO BE REPLACED AND BASIC SETTINGS FOR THE NEW MECHATRONIC WOULD NEED TO BE ADAPTED.
10/21/2008	09:45	RECEIVED MECHATRONICS UNIT TODAY , WILL INSTALL TOMORROW A.M.
10/21/2008	14:11	THANKS FOR THE UPDATE.
10/23/2008	16:34	SPOKE WITH JIM AND STATED IS IN PROCESS OF INSTALL OF MECH UNIT. I ADVISED TO HAVE THE TECH UPDATE AND CLOSE VTA CASE P2
10/28/2008	10:33	INSTALLED NEW MECHATRONICS UNIT, PERFORMED BASIC SETTINGS THROUGH VSD AND TEST DROVE VEHICLE 15 MILES. VEHICLE OPERATING WITHIN MANUFACTURERS SPECIFICATIONS. THANK YOU FOR THE ASSISTANCE. CUSTOMER IS EXTREMELY PLEASED.
10/28/2008	12:29	THANKS
10/28/2008	15:50	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
10/28/2008	15:50	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
376817	RABBIT	2008	WVWHV71K18W [REDACTED]	16649	3885	10/15/2008	USA

Workshop Finding

SCANNED WITH GFF 0 FAULTS IN ANY MODULE ROAD TESTED VERIFIED CONCERN WHEN COMING TO A STOP RPMS DROP TO ABOUT 400 ENGINE CHUGS THEN GOES BACK TO NORMAL IT FEELS LIKE WHEN DRIVING A MANUAL TRANS CAR IF YOU DONT PUSH THE CLUTCH IN WHEN COMING TO A STOP
FLUID LEVEL IN TRANS OK.

Activity Date	Activity Time	Activity Comments
10/15/2008	16:38	CUSTOMER STATES WHEN DRIVING IN STOP AND GO TRAFIC ENGINE ALMOST DIES AND ERATIC SHIFTING SCANNED WITH GFF 0 FAULTS IN ANY MODULE ROAD TESTED VERIFIED CONCERN WHEN COMING TO A STOP RPMS DROP TO ABOUT 400 ENGINE CHUGS THEN GOES BACK TO NORMAL IT FEELS LIKE WHEN DRIVING A MANUAL TRANS CAR IF YOU DONT PUSH THE CLUTCH IN WHEN COMING TO A STOP FLUID LEVEL IN TRANS OK
10/15/2008	16:38	ISSUE OPENED BY DEALERSHIP
10/15/2008	16:53	ADVISED TECH TO CHECK MVB 54 IF FIRST 3 DIGITS ARE BETWEEN H22-J21 REPLACE MECH UNIT, BOLTS FLUID AND FILTER THEN RUN MANUAL BASIC SETTINGS PER PROCEEDURE BELOW. IF FIRST 3 DIGITS ARE OUTSIDE OF ABOVE NUMBERS PERFORM BASIC SETTINGS AND REEVALUATE CONCERN. CLOSE OUT 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.
10/15/2008	16:53	CUSTOMER COMMENTS: CUSTOMER STATES WHEN DRIVING IN STOP AND GO TRAFIC ENGINE ALMOST DIES AND ERATIC SHIFTING.
10/15/2008	16:53	WORKSHOP FINDINGS: SCANNED WITH GFF 0 FAULTS IN ANY MODULE ROAD TESTED VERIFIED CONCERN WHEN COMING TO A STOP RPMS DROP TO ABOUT 400 ENGINE CHUGS THEN GOES BACK TO NORMAL IT FEELS LIKE WHEN DRIVING A MANUAL TRANS CAR IF YOU DONT PUSH THE CLUTCH IN WHEN COMING TO A STOP FLUID LEVEL IN TRANS OK.
10/15/2008	17:02	MVB 54 H24 LOOKS LIKE IT WILL GET A MECHATRONICS UNIT THANKS FOR THE INFO VERY HELPFUL
10/15/2008	17:33	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
10/15/2008	17:33	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
376914	JETTA	2009	3VWRL71K49M [REDACTED]	543	3885	10/16/2008	USA

Workshop Finding

TECH VERIFIED THE CONCERN. 1 FAULT IN THE TCM. FAULT IS HARD.

Activity Date	Activity Time	Activity Comments
10/16/2008	07:52	ISSUE OPENED BY DEALERSHIP
10/16/2008	07:52	PRND FLASHES WHEN DRIVING, VEHICLE HAS NO REVERSE, FAULT P1815 008 PRESSURE CONTROL VALVE 1 FOR AUTO. TRANSMISSION N125 SHORT CIRCUIT TO B+ STORED IN TCM. GFF FOUND NO PROBLEMS BUT VEHICLE STILL HAS NO REVERSE AND FAULT RETURNED AS SOON AS VEHICLE PULLED OUT OF SHOP
10/16/2008	08:09	ADVISED THE TECH I WILL CONTACT HIM BACK ON THIS CONCERN.
10/16/2008	08:09	CUSTOMER COMMENTS: PRND FLASHES WHEN DRIVING, VEHICLE HAS NO REVERSE, FAULT P1815 008 PRESSURE CONTROL VALVE 1 FOR AUTO. TRANSMISSION N125 SHORT CIRCUIT TO B+ STORED IN TCM. GFF FOUND NO PROBLEMS BUT VEHICLE STILL HAS NO REVERSE AND FAULT RETURNED AS SOON AS VEHICLE PULLED OUT OF SHOP
10/16/2008	08:09	WORKSHOP FINDINGS: TECH VERIFIED THE CONCERN. 1 FAULT IN THE TCM. FAULT IS HARD.
10/16/2008	13:19	P1 ADVISED THE TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT. FAXED THE TECH A PARTS RELEASE FORM.
10/22/2008	11:22	REPLACED MECHATRONIC UNIT AND BOLTS, FLUID AND FILTER. CANT FIND HOW TO SET BASIC SETTINGS IN ELSA
10/22/2008	11:53	ADVISED TECH TO PERFORM MANUAL BASIC SETTINGS. VEHICLE SELF DIAGNOSIS, CLEAR ECM AND TCM MEMORY, VEHICLE RUNNING AND AT OPERATING TEMP. 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.
10/22/2008	13:27	WORKED GREAT
10/22/2008	15:12	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
10/22/2008	15:12	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
377035	RABBIT	2008	WVWHV71K88W [REDACTED]	14729	3885	10/16/2008	USA

Workshop Finding

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

Activity Date	Activity Time	Activity Comments
10/16/2008	11:06	CUST STATES. THAT AT TIMES WHEN ON ACCELS. AND WHEN COMING TO A STOP, TRANS SLAMS ONTO GEARS. RAN GFF AND FOUND NO FAULTS REGARDING TRANS. ROAD TESTES CAR AND VERIFIED CORNCERN. HARSH SHIFT ONTO 1ST GEAR, AND AND THE DOWNSHIFT TO 1ST GEAR AS WELL. CHECKED FLUID LEVEL AND OK. SETTED BASIC SETTINGS AND STILL FELT HARSH SHIFT AND DOWNSHIFT.
10/16/2008	11:06	ISSUE OPENED BY DEALERSHIP
10/16/2008	11:15	ADVISED THE TECH TO CHECK MVB 54 IN THE TCM. MVB 54 IS H27. ADVISED THE TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT.
10/16/2008	11:15	CUSTOMER COMMENTS: CUST STATES. THAT AT TIMES WHEN ON ACCELS. AND WHEN COMING TO A STOP, TRANS SLAMS ONTO GEARS. RAN GFF AND FOUND NO FAULTS REGARDING TRANS. ROAD TESTES CAR AND VERIFIED CORNCERN. HARSH SHIFT ONTO 1ST GEAR, AND AND THE DOWNSHIFT TO 1ST GEAR AS WELL. CHECKED FLUID LEVEL AND OK. SETTED BASIC SETTINGS AND STILL FELT HARSH SHIFT AND DOWNSHIFT.
10/16/2008	11:15	WORKSHOP FINDINGS: TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM.
10/23/2008	16:36	SPOKE WITH MIKE IN VW SERVICE AND STATED CAR IS FIXED AND GONE I ADVISED TO CLOSE THE VTA TICKET. D1
10/24/2008	08:42	REPLACED MECHATRONIKS UNIT IN THE DSG TRANS AS WELL AS THE FILTER. SETTED BASIC SETIINGS. ROAD TESTED VECHICLE, SHIFTING AND DOWNSHIFTING PROPERLY. DRIVES OK.
10/27/2008	10:41	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
10/27/2008	10:41	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
377550	JETTA	2008	3VWRA71K48M [REDACTED]	3621	3885	10/17/2008	USA

Workshop Finding

n/a

Activity Date	Activity Time	Activity Comments
10/17/2008	11:49	CUSTOMER COMPLAINT VEHICLE ROLLS BACK AFTER RELEASING BRAKE WHEN STOPPED ON HILL ALSO TRANS CLUNKS WHEN SLOWING DOWN SHIFTING 2ND AND 1ST NO DTC'S SET BASIC SETTINGS ROAD TESTED 09 AND HAS 5 SECOND DELAY BEFORE ROLLING BACK ANY UPDATES
10/17/2008	11:49	ISSUE OPENED BY DEALERSHIP
10/17/2008	12:04	CUSTOMER COMMENTS: CUSTOMER COMPLAINT VEHICLE ROLLS BACK AFTER RELEASING BRAKE WHEN STOPPED ON HILL ALSO TRANS CLUNKS WHEN SLOWING DOWN SHIFTING 2ND AND 1ST NO DTC'S SET BASIC SETTINGS ROAD TESTED 09 AND HAS 5 SECOND DELAY BEFORE ROLLING BACK ANY UPDATES
10/17/2008	12:04	<p>PERFORMING THE BASIC SETTINGS ON THE DSG IS AN IMPORTANT DIAGNOSTIC STEP. ALTHOUGH THE BASIC SETTINGS SHOULD NOT BE PERFORMED AS A REGULAR ROUTINE, THEY CAN BE SET FOR A SYMPTOM. THE SCAN TOOL WILL AUTOMATICALLY WALK A TECHNICIAN THROUGH GFF'S OR GF'S VERSION OF BASIC SETTINGS, BUT ENGINEERING HAS FOUND THIS METHOD TO BE INSUFFICIENT. THE BASIC SETTINGS SHOULD BE DONE THROUGH VEHICLE SELF DIAGNOSIS.</p> <p>THE FOLLOWING REQUIREMENTS SHOULD BE MET:</p> <p>ENGINE AND TRANSMISSION MUST BE UP TO OPERATING TEMPERATURE (MINIMUM OF 30C IN TRANSMISSION). VEHICLE SHOULD BE CLEAR OF ALL FAULT CODES (ECM AND TCM) VEHICLE SHOULD BE IN PARK AND IDLING ENGINE MUST HAVE BEEN RUNNING FOR ONE FULL MINUTE BEFORE BASIC SETTINGS CAN BE PERFORMED.</p> <p>GO INTO VSD, TRANSMISSION ELECTRONICS/GEARBOX ELECTRONICS, BASIC SETTINGS, THEN ENTER #61 ON KEYPAD AND SELECT THE "Q" BUTTON TO ENTER INTO TEST MODE. ONCE THE NEW SCREEN APPEARS, PUT YOUR FOOT ON THE BRAKE PEDAL AND PRESS ACTIVATE. IT CAN TAKE UP TO 40 SECONDS UNTIL YOU HEAR ANY NOISES IN THE TRANSMISSION. ONCE YOU SEE NEW NUMBERS APPEAR IN THE BOTTOM BOX OF THE BASIC SETTINGS, YOU KNOW THAT THE TEST IS COMPLETE. GO BACK OUT INTO BASIC SETTINGS AND SELECT #60 ON KEYPAD AND SELECT THE "Q" BUTTON TO ENTER THE TEST MODE. FOLLOW STEP #2 AGAIN. ONCE YOU ARE COMPLETED WITH THESE TWO TESTS, SHUT DOWN ENGINE AND RESTART AND ALLOW TO IDLE. CYCLE VEHICLE FROM PARK TO DRIVE 5 TIMES AND THEN FROM PARK TO REVERSE 5 TIMES AS WELL. ROAD TEST VEHICLE 10-15 MILES GOING THROUGH ALL GEARS AUTOMATICALLY AND ALSO THROUGH TIPTRONIC AT VARIOUS SPEEDS AND DRIVING CONDITIONS. SHUT THE VEHICLE OFF AND THEN RESTART AND RE EVALUATE SHIFTING.</p> <p>NOTE: IF VEHICLE STALLS WHILE RUNNING BASIC SETTINGS, THE TRANSMISSION WILL NEED TO BE REPLACED. ALSO, IF THE TRANSMISSION EXHIBITS A GRINDING NOISE OTHER THAN DURING BASIC SETTINGS PLEASE CONSULT A LEVEL 2 CONSULTANT OR PRODUCT SUPPORT ENGINEER PRIOR TO REPLACING THE MECHATRONIC ASSEMBLY TECH NEEDS TO CHECK THE FLUID LEVEL AND CALL BACK IF STILL HAVING PROBLEMS OR CLOSE OUT THE VTA IF SATISFIED WITH REPAIRS</p>
10/17/2008	14:21	CHECKED FLUID LEVEL OK PREFORMED BASIC SETTINGS PER INSTRUCTIONS VEHICLE STILL HAS SAME CONDITION HARSH DOWN SHIFT AND ROLLS BACK
10/17/2008	14:35	PLEASE CHECK MECH UNIT, FLUID, FILTER, AND BOLTS.
10/17/2008	14:40	PLEASE REPLACE REPLACE MECH UNIT, FLUID, FILTER, AND BOLTS.
10/17/2008	15:06	ORDERED PARTS THANK YOU

10/17/2008	16:57	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
10/17/2008	16:57	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
377778	JETTA	2009	3VWRL71K99M	1090	3885	10/17/2008	USA

Workshop Finding
n/a

Activity Date	Activity Time	Activity Comments
10/17/2008	16:59	CUSTOMER STATES WHEN SHIFTING FROM PARK TO DRIVE THE VEHICLE WOULD NOT MOVE. HE SHUT OFF IGNITION,RESTARTED VEHICLE AND TRANSMISSION SHIFTED INTO GEAR VERY HARD WITH A LOUD BANG. CUSTOMER STATES IT ONLY OCCURED ONCE. CODE P2711, IMPLAUSIBLE TRANS SHIFT SEQUENCE. PERFORMED GFF TESTS AND NO FAULTS RETURNED.
10/17/2008	16:59	ISSUE OPENED BY DEALERSHIP
10/17/2008	17:14	CUSTOMER COMMENTS: CUSTOMER STATES WHEN SHIFTING FROM PARK TO DRIVE THE VEHICLE WOULD NOT MOVE. HE SHUT OFF IGNITION,RESTARTED VEHICLE AND TRANSMISSION SHIFTED INTO GEAR VERY HARD WITH A LOUD BANG. CUSTOMER STATES IT ONLY OCCURED ONCE. CODE P2711, IMPLAUSIBLE TRANS SHIFT SEQUENCE. PERFORMED GFF TESTS AND NO FAULTS RETURNED.
10/17/2008	17:14	<p>PERFORMING THE BASIC SETTINGS ON THE DSG IS AN IMPORTANT DIAGNOSTIC STEP. ALTHOUGH THE BASIC SETTINGS SHOULD NOT BE PERFORMED AS A REGULAR ROUTINE, THEY CAN BE SET FOR A SYMPTOM. THE SCAN TOOL WILL AUTOMATICALLY WALK A TECHNICIAN THROUGH GFF'S OR GF'S VERSION OF BASIC SETTINGS, BUT ENGINEERING HAS FOUND THIS METHOD TO BE INSUFFIENT. THE BASIC SETTINGS SHOULD BE DONE THROUGH VEHICLE SELF DIAGNOSIS.</p> <p>THE FOLLOWING REQUIREMENTS SHOULD BE MET:</p> <p>ENGINE AND TRANSMISSION MUST BE UP TO OPERATING TEMPERATURE (MINIMUM OF 30C IN TRANSMISSION). VEHICLE SHOULD BE CLEAR OF ALL FAULT CODES (ECM AND TCM) VEHICLE SHOULD BE IN PARK AND IDLING ENGINE MUST HAVE BEEN RUNNING FOR ONE FULL MINUTE BEFORE BASIC SETTINGS CAN BE PERFORMED.</p> <p>GO INTO VSD, TRANSMISSION ELECTRONICS/GEARBOX ELECTRONICS, BASIC SETTINGS, THEN ENTER #61 ON KEYPAD AND SELECT THE "Q" BUTTON TO ENTER INTO TEST MODE. ONCE THE NEW SCREEN APPEARS, PUT YOUR FOOT ON THE BRAKE PEDAL AND PRESS ACTIVATE. IT CAN TAKE UP TO 40 SECONDS UNTIL YOU HEAR ANY NOISES IN THE TRANSMISSION. ONCE YOU SEE NEW NUMBERS APPEAR IN THE BOTTOM BOX OF THE BASIC SETTINGS, YOU KNOW THAT THE TEST IS COMPLETE. GO BACK OUT INTO BASIC SETTINGS AND SELECT #60 ON KEYPAD AND SELECT THE "Q" BUTTON TO ENTER THE TEST MODE. FOLLOW STEP #2 AGAIN. ONCE YOU ARE COMPLETED WITH THESE TWO TESTS, SHUT DOWN ENGINE AND RESTART AND ALLOW TO IDLE. CYCLE VEHICLE FROM PARK TO DRIVE 5 TIMES AND THEN FROM PARK TO REVERSE 5 TIMES AS WELL. ROAD TEST VEHICLE 10-15 MILES GOING THROUGH ALL GEARS AUTOMATICALLY AND ALSO THROUGH TIPTRONIC AT VARIOUS SPEEDS AND DRIVING CONDITIONS. SHUT THE VEHICLE OFF AND THEN RESTART AND RE EVALUATE SHIFTING.</p> <p>NOTE: IF VEHICLE STALLS WHILE RUNNING BASIC SETTINGS, THE TRANSMISSION WILL NEED TO BE REPLACED. ALSO, IF THE TRANSMISSION EXHIBITS A GRINDING NOISE OTHER THAN DURING BASIC SETTINGS PLEASE CONSULT A LEVEL 2 CONSULTANT OR PRODUCT SUPPORT ENGINEER PRIOR TO REPLACING THE MECHATRONIC ASSEMBLY</p>
10/24/2008	14:27	ISSUE SENT TO DEALERSHIP
10/24/2008	14:32	SPOKE TO JACK STATES CAR IS DONE GONE CUST HAS CAR C1
10/24/2008	14:37	PERFORMED BASIS SETTINGS AS ADVISED AND TEST DROVE FOR 15 MILES. NO FAULTS RETURNED AND VEHICLE PERFORMS AS EXPECTED.
10/24/2008	15:21	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED

10/24/2008	15:21	ISSUE UPDATED
Consultant's Closing Comments		
PERFORMED BASIS SETTINGS AS ADVISED AND TEST DROVE FOR 15 MILES. NO FAULTS RETURNED AND VEHICLE PERFORMS AS EXPECTED.		

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
378634	RABBIT	2008	VVWVFV71K18W [REDACTED]	3282	3885	10/21/2008	USA

Workshop Finding

DSG; NO FIRST.

Activity Date	Activity Time	Activity Comments
10/21/2008	12:36	CUSTOMER STATES VEHICLE LOOSES "D" WHILE DRIVING, CAR WILL REV AND NOT GO ANYWHERE. TECH FINDS: CAR WILL LOOSE FIRST AND NOT GO ANYWHERE, AND ALSO LOOSE REVERSE. FOUND DTC P1820 PRESSURE CONTR. SOLENOID 2 SHORT TO B+ RANGE/PERFORMANCE. IT GAVE A TEST PLAN FOR THE DSG MECHATRONIC J743. RAN TEST PLAN, ON THE FIRST TEST STEP IT SAID IT WAS OK. ????. GEAR SELECTOR DISPLAY ON DASH PANEL INSERT WILL FLASH.
10/21/2008	12:36	ISSUE OPENED BY DEALERSHIP
10/21/2008	12:43	CLEAR FAULT, 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.
10/21/2008	12:43	CUSTOMER COMMENTS: CUSTOMER STATES VEHICLE LOOSES "D" WHILE DRIVING, CAR WILL REV AND NOT GO ANYWHERE. TECH FINDS: CAR WILL LOOSE FIRST AND NOT GO ANYWHERE, AND ALSO LOOSE REVERSE. FOUND DTC P1820 PRESSURE CONTR. SOLENOID 2 SHORT TO B+ RANGE/PERFORMANCE. IT GAVE A TEST PLAN FOR THE DSG MECHATRONIC J743. RAN TEST PLAN, ON THE FIRST TEST STEP IT SAID IT WAS OK. ????. GEAR SELECTOR DISPLAY ON DASH PANEL INSERT WILL FLASH.
10/21/2008	12:43	WORKSHOP FINDINGS: DSG; NO FIRST.
10/21/2008	13:09	PERFORMED BASIC SETTINGS AS INSTRUCTED. UPON ROAD TEST, VEHICLE WOULD NOT SHIFT OUT OF FIRST.
10/21/2008	13:17	ADVISED TECH TO REPLACE MECH UNIT, BOLTS, FILTER AND FLUID. PERFORM BASIC SETTINGS AGAIN MANUALLY. CLOSE OUT VTA WHEN COMPLETED.
10/21/2008	13:25	PARTS ON ORDER, WILL UPDATE TICKET WHEN PARTS ARRIVE.
10/21/2008	13:46	MECH ORDERED PER VTA P1
10/23/2008	13:56	I JUST FOUND OUT TODAY THAT THE PARTS ARE ON NATIONAL BACKORDER. I WILL UPDATE TICKET WHEN PARTS ARE RECIEVED. THANK YOU.
10/23/2008	14:54	ISSUE SENT TO DEALERSHIP
10/27/2008	13:19	PARTS DEPARTMENT IS CHECKING ON PARTS ARRIVAL DATE. WILL UPDATE YOU ASAP
10/27/2008	15:35	ISSUE SENT TO DEALERSHIP
10/27/2008	17:48	PARTS ARRIVED, REPLACED MECHATRONICS, PERFORMED BASIC SETTINGS. VEHICLE NOW OPERATES AS DESIGNED. THANK YOU.
10/27/2008	18:53	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
10/27/2008	18:53	ISSUE UPDATED

Consultant's Closing Comments

PARTS ARRIVED, REPLACED MECHATRONICS, PERFORMED BASIC SETTINGS. VEHICLE NOW OPERATES AS DESIGNED. THANK YOU.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
378808	RABBIT	2008	WVWFV71K98W [REDACTED]	17714	3885	10/21/2008	USA

Workshop Finding

CHECKED CODES ANF FOUND FAULTS FOR PRESSURE CONTROL VALVE 1-N215 OPEN CIRCUIT/SHORT-CIRCUIT TO GROUND SPORADIC AND PRESSURE CONTROL VALVE 1-N215 SHORT-CIRCUIT TO B+ SPORADIC AND TRANSMISSION PRESSURE ADAPTATION AT LIMIT SPORADIC. NEVER SEEN THESE CODES

Activity Date	Activity Time	Activity Comments
10/21/2008	15:43	ISSUE OPENED BY DEALERSHIP
10/21/2008	15:43	TRANSMISSION JERKS EVERY TIME YOU GO FROM PARK TO DRIVE. CHECKED CODES ANF FOUND FAULTS FOR PRESSURE CONTROL VALVE 1-N215 OPEN CIRCUIT/SHORT-CIRCUIT TO GROUND SPORADIC AND PRESSURE CONTROL VALVE 1-N215 SHORT-CIRCUIT TO B+ SPORADIC AND TRANSMISSION PRESSURE ADAPTATION AT LIMIT SPORADIC. NEVER SEEN THESE CODES
10/21/2008	15:59	ADVISED TECH TO CHECK MVB 54 IN TCM IF FIRST 2 DIGITS ARE H22 THRU J21 REPLACE MECH UNIT, BOLTS FILTER AND FLUID 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. IF FIRST 3 DIGITS ARE NOT IN RANGE RUN BASIC SETTINGS PER PROCEEDURE AND REEVALUATE, CALL BACK IF CONCERN PERSISTS. CLOSE OUT VTA WHEN COMPLETED.
10/21/2008	15:59	CUSTOMER COMMENTS: TRANSMISSION JERKS EVERY TIME YOU GO FROM PARK TO DRIVE.
10/21/2008	15:59	WORKSHOP FINDINGS: CHECKED CODES ANF FOUND FAULTS FOR PRESSURE CONTROL VALVE 1-N215 OPEN CIRCUIT/SHORT-CIRCUIT TO GROUND SPORADIC AND PRESSURE CONTROL VALVE 1-N215 SHORT-CIRCUIT TO B+ SPORADIC AND TRANSMISSION PRESSURE ADAPTATION AT LIMIT SPORADIC. NEVER SEEN THESE CODES
10/21/2008	16:17	CHECKED MVB 54, FIRST THREE DIGITS WERE H26. ORDERED PARTS.
10/22/2008	07:41	THANKS FOR THE UPDATE.
10/28/2008	14:23	INSTALLED MECHATRONIC UNIT,OK. VEHICLE IS NOW OPERATING CORRECTLY, THANKS
10/28/2008	15:49	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
10/28/2008	15:49	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
378860	EOS	2007	WVWDB71F47V [REDACTED]	24438	3885	10/21/2008	USA

Workshop Finding

n/a

Activity Date	Activity Time	Activity Comments
10/21/2008	16:43	ISSUE OPENED BY DEALERSHIP
10/21/2008	16:43	THE VEHICAL WONT TAKE OFF SMOOTH. IT KIND OF LURCHES ABOUT 2-4 TIME AND THEN GETS SMOOTH, NO FAULTS, I DID BATTERY VOODOO AND SET THROTLER, STILL THE SAME. IS THERE ANY TRANS OR ENGINE SOFTWARE UPDATES AVAIL.?
10/21/2008	16:50	CUSTOMER COMMENTS: THE VEHICAL WONT TAKE OFF SMOOTH. IT KIND OF LURCHES ABOUT 2-4 TIME AND THEN GETS SMOOTH, NO FAULTS, I DID BATTERY VOODOO AND SET THROTLER, STILL THE SAME. IS THERE ANY TRANS OR ENGINE SOFTWARE UPDATES AVAIL.?
10/21/2008	16:50	<p>PERFORMING THE BASIC SETTINGS ON THE DSG IS AN IMPORTANT DIAGNOSTIC STEP. ALTHOUGH THE BASIC SETTINGS SHOULD NOT BE PERFORMED AS A REGULAR ROUTINE, THEY CAN BE SET FOR A SYMPTOM. THE SCAN TOOL WILL AUTOMATICALLY WALK A TECHNICIAN THROUGH GFF'S OR GF'S VERSION OF BASIC SETTINGS, BUT ENGINEERING HAS FOUND THIS METHOD TO BE INSUFFICIENT. THE BASIC SETTINGS SHOULD BE DONE THROUGH VEHICLE SELF DIAGNOSIS.</p> <p>THE FOLLOWING REQUIREMENTS SHOULD BE MET:</p> <p>ENGINE AND TRANSMISSION MUST BE UP TO OPERATING TEMPERATURE (MINIMUM OF 30C IN TRANSMISSION). VEHICLE SHOULD BE CLEAR OF ALL FAULT CODES (ECM AND TCM) VEHICLE SHOULD BE IN PARK AND IDLING ENGINE MUST HAVE BEEN RUNNING FOR ONE FULL MINUTE BEFORE BASIC SETTINGS CAN BE PERFORMED.</p> <p>GO INTO VSD, TRANSMISSION ELECTRONICS/GEARBOX ELECTRONICS, BASIC SETTINGS, THEN ENTER #61 ON KEYPAD AND SELECT THE "Q" BUTTON TO ENTER INTO TEST MODE. ONCE THE NEW SCREEN APPEARS, PUT YOUR FOOT ON THE BRAKE PEDAL AND PRESS ACTIVATE. IT CAN TAKE UP TO 40 SECONDS UNTIL YOU HEAR ANY NOISES IN THE TRANSMISSION. ONCE YOU SEE NEW NUMBERS APPEAR IN THE BOTTOM BOX OF THE BASIC SETTINGS, YOU KNOW THAT THE TEST IS COMPLETE. GO BACK OUT INTO BASIC SETTINGS AND SELECT #60 ON KEYPAD AND SELECT THE "Q" BUTTON TO ENTER THE TEST MODE. FOLLOW STEP #2 AGAIN. ONCE YOU ARE COMPLETED WITH THESE TWO TESTS, SHUT DOWN ENGINE AND RESTART AND ALLOW TO IDLE. CYCLE VEHICLE FROM PARK TO DRIVE 5 TIMES AND THEN FROM PARK TO REVERSE 5 TIMES AS WELL. ROAD TEST VEHICLE 10-15 MILES GOING THROUGH ALL GEARS AUTOMATICALLY AND ALSO THROUGH TIPTRONIC AT VARIOUS SPEEDS AND DRIVING CONDITIONS. SHUT THE VEHICLE OFF AND THEN RESTART AND RE EVALUATE SHIFTING.</p> <p>NOTE: IF VEHICLE STALLS WHILE RUNNING BASIC SETTINGS, THE TRANSMISSION WILL NEED TO BE REPLACED. ALSO, IF THE TRANSMISSION EXHIBITS A GRINDING NOISE OTHER THAN DURING BASIC SETTINGS PLEASE CONSULT A LEVEL 2 CONSULTANT OR PRODUCT SUPPORT ENGINEER PRIOR TO REPLACING THE MECHATRONIC ASSEMBLY IF THE ISSUE IS STILL PRESENT CALL BACK IF NOT CLOSE OUT THE VTA</p>
10/27/2008	11:04	THAT FIXED THE ISSUE THANKS
10/27/2008	11:13	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
10/27/2008	11:13	ISSUE UPDATED

Consultant's Closing Comments

PERFORMED BASIC SETTINGS

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
379127	EOS	2008	WVWBA71FX8V [REDACTED]	187595	3885	10/22/2008	USA

Workshop Finding

TEST DROVE AND DUPLICATED CUSTOMERS CONCERN. IT FEELS LIKE THERE IS A DELAY AFTER RELEASING BRAKE AND HITTING GAS. NO FAULTS PRESENT.

Activity Date	Activity Time	Activity Comments
10/22/2008	11:52	C/S VEHLCE LUNGES FOWARD AND COMES OUT OF GEAR WHEN STOPPED AT A LIGHT.(ONLY WHEN WARM) TEST DROVE AND DUPLICATED CUSTOMERS CONCERN. IT FEELS LIKE THERE IS A DELAY AFTER RELEASING BRAKE AND HITTING GAS. NO FAULTS PRESENT.
10/22/2008	11:52	ISSUE OPENED BY DEALERSHIP
10/22/2008	13:20	ADVISED TECH TO CHECK IF CONCERN HAPPENS IN REVERSE. IF IT DOES, CHECK MVB 54 IN TCM, IF FIRST THREE DIGITS ARE H22 THRU J21 REPLACE MECH UNIT., BOLTS FILTER AND FLUID. IF OUTSIDE THE LISTED NUMBERS, CHECK FLUID LEVEL AND CONDITION AND GET TCM PART NUMBER AND SOFTWARE LEVEL. CALL BACK IF NEEDED, CLOE OUT VTA WHEN COMPLETED.
10/22/2008	13:20	CUSTOMER COMMENTS: C/S VEHLCE LUNGES FOWARD AND COMES OUT OF GEAR WHEN STOPPED AT A LIGHT.(ONLY WHEN WARM)
10/22/2008	13:20	WORKSHOP FINDINGS: TEST DROVE AND DUPLICATED CUSTOMERS CONCERN. IT FEELS LIKE THERE IS A DELAY AFTER RELEASING BRAKE AND HITTING GAS. NO FAULTS PRESENT.
10/24/2008	07:42	TEST DROVE IN REVERSE. SAME THING IS HAPPENING. CHECKED FLUID LEVEL AND CONDITION. OK. CHECKED MVB 54 FOUND WITHIN RANGE OF H22-J21. VALVE BODY ON ORDER. CURRENTLY N.I.C. WILL UPDATE TICKET WHEN PART ARRIVES.
10/24/2008	10:50	THANKS FOR THE UPDATE.
10/29/2008	07:55	PARTS STILL HAVE NOT ARRIVES AS OF 7:54AM ON 10/29/08 WILL UPDATE WHEN PARTS ARRIVE.
10/29/2008	09:53	THANKS FOR THE UPDATE.
10/29/2008	11:25	ROB STATES VEH IS WAITING FOR PARTS P1
10/30/2008	11:14	REPLACED MECHATRONICS MODULE, REPLACED OIL FILTER, REFILLED FLUID LEVEL RESET BASIC SETTINGS AND TEST DROVE VEHICLE OPERATING AS DESIGNED
10/30/2008	11:30	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
10/30/2008	11:30	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
379359	RABBIT	2008	WVWFV71K58W [REDACTED]	11596	3885	10/22/2008	USA

Workshop Finding

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

Activity Date	Activity Time	Activity Comments
10/22/2008	15:59	CUSTOMER STATES TRANS HAS A HARD DOWNSHIFT 3-2 AND 2-1 ROAD TEST CAR VERY COMPLAINT RUNN GFF NO FAULTS IN SYTEM ,PERFORM BASICE SETTINGS ROAD TEST CAR AND PROBLEM STILL THERE- IT WILL DO DOWN O UP SHIFT
10/22/2008	15:59	ISSUE OPENED BY DEALERSHIP
10/22/2008	16:03	ADVISED THE TECH TO PULL THE FILTER AND SEE IF THE FLUID IS CLEAN AND CLEAR. IF IT IS, REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT
10/22/2008	16:03	CUSTOMER COMMENTS: CUSTOMER STATES TRANS HAS A HARD DOWNSHIFT 3-2 AND 2-1 ROAD TEST CAR VERY COMPLAINT RUNN GFF NO FAULTS IN SYTEM ,PERFORM BASICE SETTINGS ROAD TEST CAR AND PROBLEM STILL THERE- IT WILL DO DOWN O UP SHIFT
10/22/2008	16:03	WORKSHOP FINDINGS: TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM.
10/23/2008	20:53	CHECK OIL AND OIL LEVE ORDER NEW MECH UNIT AND NEW FILTER MECH IS ON BACK ORDER CUSTOMER WILL RETURN WHAN PARTS COMES
10/27/2008	10:02	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
10/27/2008	10:02	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
379504	EOS	2007	WVWDA71F67V [REDACTED]	16622	3885	10/22/2008	USA

Workshop Finding

TRANS SHIFTS JERKY, 1ST GEAR, REVERSE ALSO, NO FAULTS. FLUID LEVEL AND CONDITION OK H09 MVB 64

Activity Date	Activity Time	Activity Comments
10/22/2008	19:30	CUSTOMER STATES THE IDLE CONTROL IS POOR, ENGINE SURGES AT ACCELERATION, NO WARNINGS ON DASH. TESTDROVE VEHICLE AND FOUND EXCESSIVE LAG AND SPUTTERING FROM VEHICLE WHEN TAKING OFF FROM A STOP. RAN SCANTEST AND FOUND NO FAULTS. CHECKED TRANSMISSION FLUID LEVEL AND FOUND O.K. NO FLUID LEAKS FOUND. RESET BASIC SETTINGS AND TEST DROVE AND CONCERN IS STILL PRESENT.
10/22/2008	19:30	ISSUE OPENED BY DEALERSHIP
10/22/2008	19:37	CUSTOMER COMMENTS: CUSTOMER STATES THE IDLE CONTROL IS POOR, ENGINE SURGES AT ACCELERATION, NO WARNINGS ON DASH. TESTDROVE VEHICLE AND FOUND EXCESSIVE LAG AND SPUTTERING FROM VEHICLE WHEN TAKING OFF FROM A STOP. RAN SCANTEST AND FOUND NO FAULTS. CHECKED TRANSMISSION FLUID LEVEL AND FOUND O.K. NO FLUID LEAKS FOUND. RESET BASIC SETTINGS AND TEST DROVE AND CONCERN IS STILL PRESENT.
10/22/2008	19:37	REMOVE THE FILTER AND TRANS PAN AND INSPECT FOR CONTAMINATES AND WATER; IF NECESSARY GET PICTURES BUT UPDATE THE VTA WITH RESULTS.
10/22/2008	19:37	WORKSHOP FINDINGS: TRANS SHIFTS JERKY, 1ST GEAR, REVERSE ALSO, NO FAULTS. FLUID LEVEL AND CONDITION OK H09 MVB 64
10/22/2008	19:38	MVB 32 AND 33 AT HOT IDLE AS WELL
10/23/2008	14:16	MVB 32 0.210,1.000,0.225,1.000 MVB 33 2569,0,2132,0
10/23/2008	14:44	ADVISED THE TECH TO PUT THE TRANS TOGETHER AND SET UP TO PERFORM THE TRANS BASIC SETTINGS.
10/23/2008	17:16	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.
10/23/2008	18:18	REINSTALLED TRANSMISSION OIL PAN AND REFILLED OIL TO SPECS. NO ABNORMALTYIES FOUND ACCORDING TO TECH. LINE. FOLLOWED TECHLINE PROCEDURE AND PERFORMED MANUAL BASIC SETTINGS FOR TRANSMISSION FOUND CONCERN STILL PRESENT.
10/23/2008	18:22	REPLACE THE MECH, FLUID, FILTER AND BOLTS P1
10/29/2008	14:06	ORDERED MECH UNIT CUSTOMER HAS TAKEN CAR AND WILL RETURN WHEN PART ARRIVES.THANK YOU.
10/29/2008	15:48	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
10/29/2008	15:48	ISSUE UPDATED

Consultant's Closing Comments

ORDERED MECH UNIT CUSTOMER HAS TAKEN CAR AND WILL RETURN WHEN PART ARRIVES.THANK YOU.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
379521	EOS	2008	WVWBA71F28V [REDACTED]	11304	3885	10/23/2008	USA

Workshop Finding

VERIFIED CONCERN.

Activity Date	Activity Time	Activity Comments
10/23/2008	08:14	FEELS LIKE TRANSMISSION IS SHIFTING HARSHLY FROM 1-2 AND 2-3 GEAR, ALSO CUSTOMER TOLD ME THAT IT BUCKS WHILE IN REVERSE.
10/23/2008	08:14	ISSUE OPENED BY DEALERSHIP
10/23/2008	08:19	PART NUMBERS FOR TRANS MODULE ARE 02E-300-044-K AND 02E-927-770-AE, ENGINE CONTROL MODULE PART NUMBER IS 1Q0-907-115-E
10/23/2008	08:31	ADVISED TECH TO CHECK MVB 54 IN TCM, IF FIRST 3 DIGITS ARE BETWEEN H22 AND J21 REPLACE MECH UNIT, BOLTS, FILTER AND FLUID. THEN RUN BASIC SETTINGS MANUALLY. IF FIRST 3 DIGITS ARE NOT WITHIN PARAMETERS PERFORM BASIC SETTINGS MANUALLY AND REEVALUATE CONCERN. IF CONCERN IS GONE RELEASE VEHICLE TO CUSTOMER OTHERWISE CALL BACK. CLOSE OUT VTA WHEN COMPLETED. . 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.
10/23/2008	08:31	CUSTOMER COMMENTS: FEELS LIKE TRANSMISSION IS SHIFTING HARSHLY FROM 1-2 AND 2-3 GEAR, ALSO CUSTOMER TOLD ME THAT IT BUCKS WHILE IN REVERSE.
10/23/2008	08:31	WORKSHOP FINDINGS: VERIFIED CONCERN.
10/23/2008	13:31	CUSTOMER IS TAKING VEHICLE UNTIL MECHATRONICS MODULE COMES IN FOR IT.
10/23/2008	15:17	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
10/23/2008	15:17	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
380400	JETTA	2008	3VWRJ71KX8M [REDACTED]	8131	3885	10/24/2008	USA

Workshop Finding

CONCERN DUPLICATE. PERFORM GFF NO DTC IN SYSTEMS.

Activity Date	Activity Time	Activity Comments
10/24/2008	15:56	CAR JERKS FROM TAKEOFF BADLY, ALSO IN REVERSE AND COMING TO A STOP ON DOWN SHIFT. CONCERN DUPLICATE. PERFORM GFF NO DTC IN SYSTEMS.
10/24/2008	15:56	ISSUE OPENED BY DEALERSHIP
10/24/2008	16:13	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 STILL PRESENT GET FIRST 3 DIGITS OF MVB 54, IF THEY ARE H22 THRU J21 REPLACE MECH UNIT, BOLTS, FILTER AND FLUID THEN RERUN MANUAL BASIC SETTINGS. CLOSE OUT VTA WHEN COMPLETED.
10/24/2008	16:13	CUSTOMER COMMENTS: CAR JERKS FROM TAKEOFF BADLY, ALSO IN REVERSE AND COMING TO A STOP ON DOWN SHIFT.
10/24/2008	16:13	WORKSHOP FINDINGS: CONCERN DUPLICATE. PERFORM GFF NO DTC IN SYSTEMS.
10/27/2008	14:26	CECK TRANS FLUID TO TEMPERATURE 35C FLUID CONDITION OK GOOD IN COLOR NO BURN ODDOR. PERFORM EREASE MEMORY ECM TCM AND PERFORM BAJASIC SETINGS. TEST DRIVE VEHICLE 17 MILES NO IMPROVEMENT MVB 54 1ST THRE # H50. REPLACEMENT OF MECHATRONIC MODULE, BOLTS, FILTER AND FLUIDS.
10/28/2008	07:55	ISSUE SENT TO DEALERSHIP
10/29/2008	12:32	CECK ON PART NOT HERE YET 10/29/08
10/29/2008	13:54	THANKS FOR THE UPDATE.
10/31/2008	19:28	SPOKE WITH JULIO AND STATED THEY ARE STILL WATING ON PARTS FOR THE VEHICLE P2
11/06/2008	13:57	THE MECHATRONIC MODULE IS STUCK IN CUSTOM TENNESSEE. FROM OCTOBER 30. VEHICLE IS IN DEALER STILL.
11/06/2008	16:49	THANKS FOR THE UPDATE.
11/11/2008	19:44	MECHATRONIC MODULE REPLACED WHIT MVB 54 J40--- VEHICE IS REPAIR. THANK YOU.
11/12/2008	13:15	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
11/12/2008	13:15	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
380960	JETTA	2008	3VWRJ71K48M	9027	3885	10/27/2008	USA

Workshop Finding

HAPPENS ON LIGHT ACCELERATION.

Activity Date	Activity Time	Activity Comments
10/27/2008	16:39	CUSTOMER REPORTS: TRANSMISSION IS JERKING, HESITATION ON ACCELERATION. HARD DOWN SHIFT FROM 3 TO 2 HAS BEEN NOTICED. RUN GFF NO CODES, TEST DRIVE VEHICLE DUPLICATE ALL CONCERNS.
10/27/2008	16:39	ISSUE OPENED BY DEALERSHIP
10/27/2008	16:46	ALREADY RAN BASIC SETTINGS. DAVE, PLEASE REPLACE THE MECH UNIT, FLUID, FILTER, AND THE BOLTS. THANKS.
10/27/2008	16:46	CUSTOMER COMMENTS: CUSTOMER REPORTS: TRANSMISSION IS JERKING, HESITATION ON ACCELERATION. HARD DOWN SHIFT FROM 3 TO 2 HAS BEEN NOTICED. RUN GFF NO CODES, TEST DRIVE VEHICLE DUPLICATE ALL CONCERNS.
10/27/2008	16:46	WORKSHOP FINDINGS: HAPPENS ON LIGHT ACCELERATION.
10/30/2008	09:45	WAITINF FOR ARRIVAL OF PARTS,WIP
10/30/2008	10:05	THANKS FOR THE UPDATE.
11/03/2008	08:45	WAITING FOR ARRIVAL OF TRANSMISSION W I P .
11/03/2008	09:42	THANKS FOR THE UPDATE.
11/03/2008	13:58	SPOKE WITH SCOTT IN SERVICE. SCOTT STATES TRANSMISSION HAS BEEN CHARGED TO R.O. AND THEY ARE WAITING. P2
11/07/2008	14:04	PARTS ARRIVED TODAY DAMAGED, THIS IS THE SECOND TIME THIS HAS HAPPENED FOR THIS VEHICLE,WHATS UP?
11/10/2008	12:30	I'M NOT SURE DAVID. PLESAE REORDER THE PARTS.
11/11/2008	08:57	WAITING FOR PARTS TO ARRIVE.11/11/08 ?
11/12/2008	18:18	THANKS FOR THE UPDATE.
11/13/2008	09:33	SOP HERE, REP. MECH. UNIT,FLUID,FILTER AND BOLTS. TEST DRIVE VEHICLE, CONCERN HAS BEEN REP. JERKING, HESITATION HARD SHIFTING GONNE. THK.
11/13/2008	10:39	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
11/13/2008	10:39	ISSUE UPDATED

Consultant's Closing Comments

OP HERE, REP. MECH. UNIT,FLUID,FILTER AND BOLTS. TEST DRIVE VEHICLE, CONCERN HAS BEEN REP. JERKING, HESITATION HARD SHIFTING GONNE. THK.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
381264	JETTA	2009	3VWAL71K99M [REDACTED]	852	3885	10/28/2008	USA

Workshop Finding

CONCERN HAS NOT BEEN DUPLICATED, FAULT CLEARED AND NOT RETURNED 02E 300051 1814 004

Activity Date	Activity Time	Activity Comments
10/28/2008	12:05	CUSTOMER STATES THAT SHIFTER LIGHT FLASHIN. TALKED WITH TECHLINE YESTERDAY CASE NUMBER 380636. NEED FURTHER ASSISTANCE AFTER TEST DRIVE AND SETTING BASIC SETTINGS NO FAULTS WERE PRESENT.
10/28/2008	12:05	ISSUE OPENED BY DEALERSHIP
10/28/2008	12:44	CUSTOMER COMMENTS: CUSTOMER STATES THAT SHIFTER LIGHT FLASHIN. TALKED WITH TECHLINE YESTERDAY CASE NUMBER 380636. NEED FURTHER ASSISTANCE AFTER TEST DRIVE AND SETTING BASIC SETTINGS NO FAULTS WERE PRESENT.
10/28/2008	12:44	HAS NOT DUPLICATED THE FAULT AT THIS POINT. I WOULD ADVISE TO ROAD TEST TO DUPLICATE AND ALSO TO RUN BASIC SETTINGS AS DISCUSSED 3 OR 4 TIMES.
10/28/2008	12:44	WORKSHOP FINDINGS: CONCERN HAS NOT BEEN DUPLICATED, FAULT CLEARED AND NOT RETURNED 02E 300051 1814 004
10/28/2008	12:45	CASE ESCALATED FORE REVIEW A2
10/28/2008	13:47	ISSUE UPDATED
10/28/2008	14:17	AFTER SPEAKING WITH THE FOM, SM, JON KELLAR AND PS. PLEASE REPLACE THE MECHATRONIC, FLUID, FILTER AND BOLTS. ALSO BE SURE TO RESET BASIC SETTINGS ON THE MECH UNIT; 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.
10/28/2008	14:17	ISSUE SENT TO DEALERSHIP
11/04/2008	12:06	MECH ORDERED AND REPLACED AND AT THIS POINT HAVE NOT VERIFIED ANY FAULTS
11/04/2008	17:51	TEST DROVE VEHICLE AND NO FAULTS.
11/04/2008	17:56	VEHICLE IS REPAIRED PER THE TECH, CLOSE THE TICKET WHEN THE VEHICLE LEAVES
11/05/2008	10:21	MECH WAS ON ORDER, TICKET CODED TO P1
11/10/2008	17:06	VEHICLE LEFT SHOP. ISSUED RESOLVED. CLOSE TICKET THANKS
11/10/2008	17:17	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
11/10/2008	17:17	ISSUE UPDATED

Consultant's Closing Comments

MECH REPLACED

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
381431	RABBIT	2008	WVWKC71K58W [REDACTED]	4013	3885	10/28/2008	USA

Workshop Finding

VERIFIED CONCERN, NO FAULTS.

Activity Date	Activity Time	Activity Comments
10/28/2008	14:47	ISSUE OPENED BY DEALERSHIP
10/28/2008	14:47	TRANS RUGH INGAGE R TO D & D TO R WHEN BRAKE PEDDLE IS LIFTED AFTER SHIFTER CLICKS YOU MUST HOLD BRAKE TILL SIFT TAKES PLACE THEN LIFT PEDDLE.. IS THIS NORMAL?
10/28/2008	15:02	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 PRESENT PLEASE GET MVB 54 IN TCM IF FIRST 3 DIGITS ARE BETWEEN H22 AND J21 PLEASE REPLACE MECH UNIT, BOLTS, FILTER AND FLUID. IF VEHICLE STALLS DURING BASIC SETTINGS PLEASE CALL BACK. CLOSE OUT VTA WHEN COMPLETED.
10/28/2008	15:02	CUSTOMER COMMENTS: TRANS ROUGH INGAGE R TO D & D TO R WHEN BRAKE PEDDLE IS LIFTED AFTER SHIFTER CLICKS YOU MUST HOLD BRAKE TILL SIFT TAKES PLACE THEN LIFT PEDDLE.. IS THIS NORMAL?
10/28/2008	15:02	WORKSHOP FINDINGS: VERIFIED CONCERN, NO FAULTS.
10/28/2008	16:39	SET BASICK SETTINGS AND TEST DRIVE APOOX 18 MILES TEST SHIFT PROBLEM REMAINS .. WILL ORDER MEGATRONICS ,FILTER & BOLTS ..
10/28/2008	17:01	REITERATED ADVISE
10/28/2008	17:01	REPLACE THE MECHATRONIC, FILTER, FLUID AND BOLTS
11/04/2008	12:08	ADVISED TECH TO ATTACH PICTURE OF DAMAGED MECH UNIT TO VTA AND ORDER NEW MECH UNIT, CLOSE OUT VTA WHEN COMPLETED.
11/04/2008	12:51	TRISHA STATES PARTS HAVE ARRIVED AND BEING INSTALLED D2
11/04/2008	16:01	HEAR ARE PICS OF CRACS & PIC OF HOLE IN BAG HAVE REORDERD VALVE BODY ASSEMBLY.. CALL ME AT 916-718-8021 IF ANY PROBLS .
11/04/2008	17:14	THERE ARE NO PICTURES ATTACHED PLEASE TRY AGAIN, THANKS.
11/06/2008	10:10	OK RESENT
11/06/2008	11:52	THANKS FOR THE PICTURES.
11/12/2008	11:13	RECIVED ANOUTHER MEGA TRONICS UNIT THIS ONE IS BROBEN ON CORNER WITH ELCTRICAL PINS EXSPOSED.. WILL RE ORDER..
11/12/2008	11:15	CALL DAVE AT [REDACTED]
11/12/2008	15:44	THANK YOU FOR THE UPDATE. REMEMBER TO UPDATE AND CLOSE THE TICKET.
11/17/2008	11:20	11/17/08 STILL WAITING FOR THE PART WAS CHECKED IN GERMANY AND REPACKED SHOULD BE HERE SOON
11/17/2008	13:36	THANKS FOR THE UPDATE.
11/19/2008	11:07	REPLACED MEGA TRONICS CODED SYSTEM DROVE 35 MILES ALL SEAMS OK REPLEASD TO CUSTOMER
11/19/2008	11:18	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
11/19/2008	11:18	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
381588	EOS	2008	WVWBA71FX8V [REDACTED]	4022	3885	10/28/2008	USA

Workshop Finding

MVB 54 J05; VEHICLE CONCERN IS SURGING UNDER ACCELL

Activity Date	Activity Time	Activity Comments
10/28/2008	18:50	CUSTOMER STATES THAT THERE IS A DELAY WHEN SHIFT FROM REVERSE TO DRIVE, OR DRIVE TO REVERSE WHILE ON A HILL. ALSO STATES THAT THERE IS A SHUTTER WHILE LEAVING A STOP. I FIRST CHECKED THE FLUID LEVEL AND FOUND THAT IT WAS TOPPED UP. I THEN DROVE THE CAR ON A SLOPE TO SEE IF I COULD DUPLICATE THE CONCERN. WHILE ON A DOWNWARD SLOPE OF 25 DEGREES I DROVE THE CAR FORWARD, STOPPED, AND THEN PLACED IT INTO REVERSE. I REMOVED BY FOOT FROM THE BRAKE AND THEN PLACED IT ONTO THE GAS PEDAL WITHIN A SECOND. THE TRANSMISSION DID NOT ENGAUGE AND THE VEHICLE ROLLED DOWN THE HILL. ABOUT 3 FEET LATER THE TRANSMISSION ENGAGED WITH A BANG INTO GEAR, AND PULLED ME BACK UP THE HILL. I TRIED THE SAME TEST WITH THE VEHICLE FACING UPWARDS AND GOING FROM REVERS TO DRIVE. SAME RESULTS. I THEN DROVE THE CAR AROUND THE BLOCK AND NOTICED THE HESITATION WHEN LEAVING A STOP, AS IF THE CLUTCH WAS BEING FEATHERED. I BROUGHT THE CAR IN A RESET BASIC SETTINGS USING VSD MVB 061 FIRST, AND THEN MVB 060. REPEATED THE TEST WITH NO CHANGE IN RESULTS.
10/28/2008	18:50	ISSUE OPENED BY DEALERSHIP
10/28/2008	18:58	ADVISE THE TECH TO REPLACE THE MECH, FLUID, FILTER AND BOLTS
10/28/2008	18:58	CUSTOMER COMMENTS: CUSTOMER STATES THAT THERE IS A DELAY WHEN SHIFT FROM REVERSE TO DRIVE, OR DRIVE TO REVERSE WHILE ON A HILL. ALSO STATES THAT THERE IS A SHUTTER WHILE LEAVING A STOP. I FIRST CHECKED THE FLUID LEVEL AND FOUND THAT IT WAS TOPPED UP. I THEN DROVE THE CAR ON A SLOPE TO SEE IF I COULD DUPLICATE THE CONCERN. WHILE ON A DOWNWARD SLOPE OF 25 DEGREES I DROVE THE CAR FORWARD, STOPPED, AND THEN PLACED IT INTO REVERSE. I REMOVED BY FOOT FROM THE BRAKE AND THEN PLACED IT ONTO THE GAS PEDAL WITHIN A SECOND. THE TRANSMISSION DID NOT ENGAUGE AND THE VEHICLE ROLLED DOWN THE HILL. ABOUT 3 FEET LATER THE TRANSMISSION ENGAGED WITH A BANG INTO GEAR, AND PULLED ME BACK UP THE HILL. I TRIED THE SAME TEST WITH THE VEHICLE FACING UPWARDS AND GOING FROM REVERS TO DRIVE. SAME RESULTS. I THEN DROVE THE CAR AROUND THE BLOCK AND NOTICED THE HESITATION WHEN LEAVING A STOP, AS IF THE CLUTCH WAS BEING FEATHERED. I BROUGHT THE CAR IN A RESET BASIC SETTINGS USING VSD MVB 061 FIRST, AND THEN MVB 060. REPEATED THE TEST WITH NO CHANGE IN RESULTS.
10/28/2008	18:58	WORKSHOP FINDINGS: MVB 54 J05; VEHICLE CONCERN IS SURGING UNDER ACCELL
10/29/2008	13:19	ORDERED PARTS. THANK YOU CHRIS. :)
10/29/2008	13:23	CLOSING TICKET. HAPPY HALLOWEEN.
10/29/2008	15:58	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
10/29/2008	15:58	ISSUE UPDATED

Consultant's Closing Comments

ADVISE THE TECH TO REPLACE THE MECH, FLUID, FILTER AND BOLTS

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
382019	RABBIT	2008	WVWHV71K68W [REDACTED]	8910	3885	10/29/2008	USA

Workshop Finding

ECM FAULT FOR TRANSMISSION ECU NO COMMUNICATION U0101, ALSO ABS, STEERING COLUMN, AND CLUSTER HAVE FAULTS FOR NO COMMUNICATION WITH TCM.

Activity Date	Activity Time	Activity Comments
10/29/2008	16:22	CUSTOMER STATES TRANS IS BUCKING AT A STOP LIGHT ECM FAULT FOR TRANSMISSION ECU NO COMMUNICATION U0101, ALSO ABS, STEERING COLUMN, AND CLUSTER HAVE FAULTS FOR NO COMMUNICATION WITH TCM.
10/29/2008	16:22	ISSUE OPENED BY DEALERSHIP
10/29/2008	16:51	CUSTOMER COMMENTS: CUSTOMER STATES TRANS IS BUCKING AT A STOP LIGHT
10/29/2008	16:51	TECH GOT H38 FROM MVB 54, ADVISED TECH TO REPLACE MECH UNIT, FLUID, FILTER AND BOLTS. AFTER REPAIR IS COMPLETED NEED 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. CLOSE OUT VTA WHEN COMPLETED.
10/29/2008	16:51	WORKSHOP FINDINGS: ECM FAULT FOR TRANSMISSION ECU NO COMMUNICATION U0101, ALSO ABS, STEERING COLUMN, AND CLUSTER HAVE FAULTS FOR NO COMMUNICATION WITH TCM.
11/03/2008	17:07	PARTS RECEIVED, WILL INSTALL 11/4
11/03/2008	18:20	THANKS FOR THE UPDATE.
11/04/2008	10:33	MECH UNIT SUCCESSFULLY REPLACED, BASIC SETTINGS OK, TEST DRIVE OK.
11/04/2008	10:53	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
11/04/2008	10:53	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
382082	EOS	2007	WVWBA71F17V [REDACTED]	23424	3885	10/29/2008	USA

Workshop Finding

ECM FAULTS REPAIRED

Activity Date	Activity Time	Activity Comments
10/29/2008	18:03	ISSUE OPENED BY DEALERSHIP
10/29/2008	18:03	VEHICLE SHUDDERS ON SLOW TAKE OFF, IN DRIVE OR REVERSE. FLUID LEVEL AND CONDITION OK. NO DTC'S IN SYSTEM.
10/29/2008	18:09	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.
10/29/2008	18:09	CUSTOMER COMMENTS: VEHICLE SHUDDERS ON SLOW TAKE OFF, IN DRIVE OR REVERSE. FLUID LEVEL AND CONDITION OK. NO DTC'S IN SYSTEM.
10/29/2008	18:09	WORKSHOP FINDINGS: ECM FAULTS REPAIRED
10/29/2008	18:41	SET BASIC SETTINGS AND ROAD TESTED AS DESCRIBED. VEHICLE STILL SHUDDERS IN DRIVE AND REVERSE WHEN FOOT IS OFF BRAKE AND ACCELERATER PEDAL.
10/29/2008	18:50	REPLACE THE MECHATRONIC, FLUID, FILTER AND BOLTS. SET BASIC SETTINGS AS DISCUSSED.
10/29/2008	18:51	ISSUE SENT TO DEALERSHIP
10/30/2008	16:30	PART ON ORDER. CUSTOMER TO RETURN WHEN PART IS IN.
10/31/2008	10:49	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
10/31/2008	10:49	ISSUE UPDATED

Consultant's Closing Comments

REPLACE THE MECHATRONIC, FLUID, FILTER AND BOLTS. SET BASIC SETTINGS AS DISCUSSED.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
382093	JETTA	2008	3VWRJ71K98M [REDACTED]	15361	3885	10/29/2008	USA

Workshop Finding

VEHICLE SEEMS TO SURGE WHEN HOT FROM A STOP. MVB 54 H49

Activity Date	Activity Time	Activity Comments
10/29/2008	18:27	CUSTOMER REPORT THE VEHICLE SEEMS TO SURGE FORWARD OR ACTS AS IF ITS GOING TO DIE CHECK AND ADVISE
10/29/2008	18:27	ISSUE OPENED BY DEALERSHIP
10/29/2008	18:36	CUSTOMER COMMENTS: CUSTOMER REPORT THE VEHICLE SEEMS TO SURGE FORWARD OR ACTS AS IF ITS GOING TO DIE CHECK AND ADVISE
10/29/2008	18:36	REPLACE THE MECHATRONIC, FLUID, FILTER AND BOLTS; SET BASIC SETTINGS AND RETEST
10/29/2008	18:36	WORKSHOP FINDINGS: VEHICLE SEEMS TO SURGE WHEN HOT FROM A STOP. MVB 54 H49
11/04/2008	17:49	REPLACED MECHATRONICS REFILLED TRANS FLUID AND ROAD TESTED . OPERATION AS DESIGNED
11/04/2008	17:56	THANKS
11/05/2008	10:15	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
11/05/2008	10:15	ISSUE UPDATED

Consultant's Closing Comments

REPLACED MECHATRONICS REFILLED TRANS FLUID AND ROAD TESTED . OPERATION AS DESIGNED

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
382687	EOS	2008	WVWFA71F38V [REDACTED]	8779	3885	10/31/2008	USA

Workshop Finding

IS SOMETIMES DEPENDENT ON THROTTLE ANGLE[CAN MAKE IT WORSE OR ALMOST UNOTICEABLE WITH DIFFERENT THROTTLE APPLICATION].

Activity Date	Activity Time	Activity Comments
10/31/2008	10:15	02E-NO FAULTS, HAVE SET BASIC SETTINGS, SOMETIMES HAS JERK WHILE LEAVING STOP, SOMETIMES HAS HARSH ENGAGEMENT ON 1-2, 2-3 UPSHIFT, AND SOMETIMES HAS HARSH DOWNSHIFT ON 3-2, AND 2-1 DOWNSHIFT. IS SOMETIMES DEPENDENT ON THROTTLE ANGLE[CAN MAKE IT WORSE OR ALMOST UNOTICEABLE WITH DIFFERENT THROTTLE APPLICATION].
10/31/2008	10:15	ISSUE OPENED BY DEALERSHIP
10/31/2008	10:25	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 PRESENT GET MVB 54 IN TCM, IF FIRST 3 DIGITS ARE H22 THRU J21 REPLACE MECH UNIT, BOLTS, FILTER AND FLUID, RERUN MANUAL BASIC SETTINGS AND CLOSE OUT VTA.
10/31/2008	10:25	CUSTOMER COMMENTS: 02E-NO FAULTS, HAVE SET BASIC SETTINGS, SOMETIMES HAS JERK WHILE LEAVING STOP, SOMETIMES HAS HARSH ENGAGEMENT ON 1-2, 2-3 UPSHIFT, AND SOMETIMES HAS HARSH DOWNSHIFT ON 3-2, AND 2-1 DOWNSHIFT.
10/31/2008	10:25	WORKSHOP FINDINGS: IS SOMETIMES DEPENDENT ON THROTTLE ANGLE[CAN MAKE IT WORSE OR ALMOST UNOTICEABLE WITH DIFFERENT THROTTLE APPLICATION].
10/31/2008	18:04	AFTER MANUAL BASIC SETTINGS-UPSHIFT AND DOWNSHIFT 'JERK' IS RANDOMLY STILL THERE. MVB 54 HAS H30, SO I AM GOING TO PUT A MECHATRONICS IN IT.
11/03/2008	09:54	THANKS FOR THE UPDATE.
11/03/2008	14:51	ORDERED MECATRONICS CUSTOMER TO RETURN.
11/03/2008	18:17	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
11/03/2008	18:17	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
383039	EOS	2008	WVWFA71F08V [REDACTED]	14412	3885	10/31/2008	USA

Workshop Finding
02E MVB 54 H20

Activity Date	Activity Time	Activity Comments
10/31/2008	19:07	ISSUE OPENED BY DEALERSHIP
10/31/2008	19:07	VEHICLE IS SURGING/PULSING UNDER LIGHT ACCELERATION FROM A STOP. WITHOUT ACCELERATOR, WILL "CLUNK" HARD FROM A STOP.
10/31/2008	19:19	CUSTOMER COMMENTS: VEHICLE IS SURGING/PULSING UNDER LIGHT ACCELERATION FROM A STOP. WITHOUT ACCELERATOR, WILL "CLUNK" HARD FROM A STOP.
10/31/2008	19:19	WORKSHOP FINDINGS: 02E MVB 54 H20 10/31/2008 19:19:18 US/EASTERN CHRIS GEHRKE OPEN: CONSULTANT IN PROCESS REPLACE THE MECHATRONIC, FILTER, FLUID AND BOLTS. SET BASIC SETTINGS ON THE TCM AND RETEST FOR ISSUE
11/06/2008	17:53	PARTS ARE ON ORDER
11/06/2008	19:56	MECH ORDERED P1
11/07/2008	17:12	SPOKE WITH DENNIS IN SERVICE. PARTS ARE ON ORDER. P1
11/11/2008	14:57	MECHATRONIC REPLACED, ADAPTED, CODED. TESTS OK ON DRIVE
11/11/2008	16:22	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
11/11/2008	16:22	ISSUE UPDATED

Consultant's Closing Comments
MECHATRONIC REPLACED, ADAPTED, CODED. TESTS OK ON DRIVE

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
383044	EOS	2008	WVWBA71F78V [REDACTED]	20557	3885	10/31/2008	USA

Workshop Finding

MVB 54 H24

Activity Date	Activity Time	Activity Comments
10/31/2008	19:32	FROM A STOP, CLUNK WHEN ACCELERATING. IN SLOW DRIVING, PULSATION FEELING
10/31/2008	19:32	ISSUE OPENED BY DEALERSHIP
10/31/2008	19:36	CUSTOMER COMMENTS: FROM A STOP, CLUNK WHEN ACCELERATING. IN SLOW DRIVING, PULSATION FEELING
10/31/2008	19:36	REPLACE THE MECHATRONIC, FLUID, FILTER AND BOLTS. SET BASIC SETTINGS AND RE EVALUATE SHIFTING
10/31/2008	19:36	WORKSHOP FINDINGS: MVB 54 H24
11/06/2008	17:54	PARTS ARE ON ORDER
11/06/2008	19:58	MECH UNIT ORDERED P1
11/07/2008	17:12	SPOKE WITH ABBEY IN SERVICE. PART IS ON ORDER. P1
11/13/2008	18:28	REPLACED THE MECHATRONIC, FLUID, FILTER AND BOLTS. SET BASIC SETTINGS AND TEST DRIVE ALL OK AT THIS TIME
11/14/2008	10:28	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
11/14/2008	10:28	ISSUE UPDATED

Consultant's Closing Comments

REPLACED THE MECHATRONIC, FLUID, FILTER AND BOLTS. SET BASIC SETTINGS AND TEST DRIVE ALL OK AT THIS TIME

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
383381	JETTA	2008	3VWRJ71K28M [REDACTED]	4145	3885	11/03/2008	USA

Workshop Finding

TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM. FLUID APPEARS TO BE OK.

Activity Date	Activity Time	Activity Comments
11/03/2008	13:37	C/S TRANS VERY JERKY. WHEN STARTING OUT FEELS LIKE TRANS IS JERKING UP AND DOWN OR DOESNT WANT TO SHIFT COMPLETELY. CUSTOMER ALSO SAYS IT HAPPENS WHILE CRUISING DOWN INTERSTATE. HAVENT DUPLICATED THAT. PREFORMED BASIC SETTINGS 60-61. SEEMS TO HAVE IMPROVED THE STARTING OUT PROBLEM. PERFORMED STALL TEST READING OF 1500-1800.TRANS FLUID IS AT APROPRIATE LEVEL AND COLOR.NO DTCS
11/03/2008	13:37	ISSUE OPENED BY DEALERSHIP
11/03/2008	13:48	CUSTOMER COMMENTS: C/S TRANS VERY JERKY. WHEN STARTING OUT FEELS LIKE TRANS IS JERKING UP AND DOWN OR DOESNT WANT TO SHIFT COMPLETELY. CUSTOMER ALSO SAYS IT HAPPENS WHILE CRUISING DOWN INTERSTATE. HAVENT DUPLICATED THAT. PREFORMED BASIC SETTINGS 60-61. SEEMS TO HAVE IMPROVED THE STARTING OUT PROBLEM. PERFORMED STALL TEST READING OF 1500-1800.TRANS FLUID IS AT APROPRIATE LEVEL AND COLOR.NO DTCS
11/03/2008	13:48	P1 ADVISED THE TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND THE BOLTS FOR THE MECH UNIT.
11/03/2008	13:48	WORKSHOP FINDINGS: TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM. FLUID APPEARS TO BE OK.
11/03/2008	13:54	ORDERED PARTS. AND RELEASING TO CUSTOMER TIL PARTS ARRIVE
11/03/2008	15:56	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
11/03/2008	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
383407	EOS	2008	WVWDB71FX8V [REDACTED]	14464	3885	11/03/2008	USA

Workshop Finding

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

Activity Date	Activity Time	Activity Comments
11/03/2008	14:07	CUSTOMER STATES VEHICLE JERKS WHEN TAKING OFF FROM A STOP. TEST DROVE VEHICLE AND FOUND PROBLEM TO BE RANDOM. PERFORMED DSG BASIC SETTINGS AND VEHICLE STILL HAS PROBLEM INTERMITTENTLY.
11/03/2008	14:07	ISSUE OPENED BY DEALERSHIP
11/03/2008	14:12	CUSTOMER COMMENTS: CUSTOMER STATES VEHICLE JERKS WHEN TAKING OFF FROM A STOP. TEST DROVE VEHICLE AND FOUND PROBLEM TO BE RANDOM. PERFORMED DSG BASIC SETTINGS AND VEHICLE STILL HAS PROBLEM INTERMITTENTLY.
11/03/2008	14:12	P1 ADVISED THE TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT.
11/03/2008	14:12	WORKSHOP FINDINGS: TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM.
11/03/2008	14:15	GOING TO ORDER PARTS AND WILL INSTALL WHEN PARTS ARRIVE.
11/03/2008	15:53	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
11/03/2008	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
383534	RABBIT	2008	WVWFV71K78W [REDACTED]	11642	3885	11/03/2008	USA

Workshop Finding

n/a

Activity Date	Activity Time	Activity Comments
11/03/2008	15:53	ISSUE OPENED BY DEALERSHIP
11/03/2008	15:53	TRANSMISSION HAS HARD DOWN SHIFT AND WHEN AT FULL STOP LET FOOT OFF BRAKE AND CAR WILL SLAM OR JURK FORWARD NO DTCS STORED TRANSMISSION HAS NO SINGS OF LEAKS
11/03/2008	16:16	CUSTOMER COMMENTS: TRANSMISSION HAS HARD DOWN SHIFT AND WHEN AT FULL STOP LET FOOT OFF BRAKE AND CAR WILL SLAM OR JURK FORWARD NO DTCS STORED TRANSMISSION HAS NO SINGS OF LEAKS
11/03/2008	16:16	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. PLEASE ALSO GET MVB 54 OUT OF THE TCM.
11/03/2008	17:19	DID SETTING TEST DROVE AFTER 10MILES PROBLEM HAD RETURNED STILL DOING IT MVB 054 READS H22M0695
11/03/2008	17:24	ISSUE UPDATED
11/03/2008	17:27	REPLACE THE MECHATRONICS AND THE BOLTS
11/04/2008	10:12	PARTS ORDERED - WILL ADVISE WHEN IN
11/04/2008	14:22	THANKS FOR THE UPDATE.
11/10/2008	12:40	D2 ASKED TO SPEAK TO SERVICE AND WAS PLACED ON HOLD FOR SEVERAL MINUTES WITHOUT ANY FURTHER ASSISTANCE.
11/13/2008	16:17	PARTS ORDERED - WILL ADVISE WHEN IN
11/14/2008	14:44	THANKS FOR THE UPDATE.
11/20/2008	11:06	PARTS ORERED NOT IN YET CAR WAS GIVEN BACK TO CUSTOMER NOT FIXED
11/20/2008	11:06	PARTS WERE ORDERED CUSTOMER TOOK VEHICLE WAITING FOR RETURN....!
11/20/2008	16:06	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
11/20/2008	16:06	ISSUE UPDATED

Consultant's Closing Comments

REPLACE THE MECHATRONICS AND THE BOLTS

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
384004	EOS	2008	WVWBA71F28V [REDACTED]	16000	3885	11/04/2008	USA

Workshop Finding

TECH VERIFIED THE CONCERN. 1 FAULT IN THE TCM. MECH UNIT REPLACED FOR THE SHUTTERING CONCERN. MANUAL BASIC SETTINGS PERFORMED 3 TIMES. FAULT RETURNS EVER TIME.

Activity Date	Activity Time	Activity Comments
11/04/2008	14:48	ISSUE OPENED BY DEALERSHIP
11/04/2008	14:48	REFER BACK TO ACCESS CODE 379521 (CUSTOMER HAD TAKEN VEHICLE). REPLACED MECHATRONICS MODULE AND TRIED SETTING BASIC SETTINGS USING VEHICLE SELF DIAGNOSIS AS INSTRUCTED AND AFTER SETTING BASIC SETTINGS AND PUTING IN DRIVE, CHECK FAULTS AND IT HAS A FAULT FOR BASIC SETTINGS NOT CARRIED OUT MECHANICAL MALFUNCTION.
11/04/2008	14:55	A2 CASE TO BE ESCALATED FOR REVIEW. ADVISED THE TECH TO REPLACE THE TRANS.
11/04/2008	14:55	CUSTOMER COMMENTS: REFER BACK TO ACCESS CODE 379521 (CUSTOMER HAD TAKEN VEHICLE). REPLACED MECHATRONICS MODULE AND TRIED SETTING BASIC SETTINGS USING VEHICLE SELF DIAGNOSIS AS INSTRUCTED AND AFTER SETTING BASIC SETTINGS AND PUTING IN DRIVE, CHECK FAULTS AND IT HAS A FAULT FOR BASIC SETTINGS NOT CARRIED OUT MECHANICAL MALFUNCTION.
11/04/2008	14:55	WORKSHOP FINDINGS: TECH VERIFIED THE CONCERN. 1 FAULT IN THE TCM. MECH UNIT REPLACED FOR THE SHUTTERING CONCERN. MANUAL BASIC SETTINGS PERFORMED 3 TIMES. FAULT RETURNS EVER TIME.
11/04/2008	15:10	TECH TO ROAD TEST THE VEHICLE AND SEE IF THE FAULT RETURNS. BASIC SETTINGS PERFORMED AGAIN AND THE FAULT DID NOT RETURN.
11/05/2008	10:37	TRANS ORDERED PER VTA P2
11/05/2008	14:27	DROVE VEHICLE OVERNIGHT, FAULT DID NOT COME BACK. TRANS SHIFTS FINE.
11/05/2008	14:38	TRANS NOT ORDERED OR REPLACED. BASIC SETTINGS DID SET ON THE REPLACEMENT MECHATRONIC. ROAD TEST REVEALED NO FURTHER CONCERN, RELEASE THE VEHICLE.
11/05/2008	14:41	THANKS
11/05/2008	16:35	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
11/05/2008	16:35	ISSUE UPDATED

Consultant's Closing Comments

TRANS NOT ORDERED OR REPLACED. BASIC SETTINGS DID SET ON THE REPLACEMENT MECHATRONIC. ROAD TEST REVEALED NO FURTHER CONCERN, RELEASE THE VEHICLE.

A2 CASE TO BE ESCALATED FOR REVIEW.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
384786	EOS	2008	WVWFA71F28V [REDACTED]	12385	3885	11/06/2008	USA

Workshop Finding

n/a

Activity Date	Activity Time	Activity Comments
11/06/2008	10:06	ISSUE OPENED BY DEALERSHIP
11/06/2008	10:06	OTHER TECH ADVISED BY TECHLINE PREVIOUSLY TO ORDER MECHTRONIC UNIT FOR A HARD SHIFTING. I INSTALLED UNIT, FILLED TRANS FLUID, SET ADAPTION A COUPLE TIMES THROUGH GUIDED FAULT FINDING, WITH NO ERRORS OR FAULTS, ON ROADTESTS, IT ONLY SHIFTS 1,2 AND DOES NOT SHIFT ANY MORE. I DO HAVE REVERSE. I CLEARED BASIC SETTINGS NOT PERFORMED MECHANICAL MALFUNCTION CODE AND RETRIED PROCEDURE. STILL SAME RESULT. IT TELLS ME TO REPLACE MECHTRONIC UNIT. IS THERE ANOTHER PROCEDURE THAT IS NOT IN PRINT TO SET THIS UNIT UP, I LOOKED IN TECH SOLUTIONS, TECH TIPS, SERVICE NET, ETC.
11/06/2008	10:17	A2 ESCALATION FOR REVIEW.
11/06/2008	10:17	CUSTOMER COMMENTS: OTHER TECH ADVISED BY TECHLINE PREVIOUSLY TO ORDER MECHTRONIC UNIT FOR A HARD SHIFTING. I INSTALLED UNIT, FILLED TRANS FLUID, SET ADAPTION A COUPLE TIMES THROUGH GUIDED FAULT FINDING, WITH NO ERRORS OR FAULTS, ON ROADTESTS, IT ONLY SHIFTS 1,2 AND DOES NOT SHIFT ANY MORE. I DO HAVE REVERSE. I CLEARED BASIC SETTINGS NOT PERFORMED MECHANICAL MALFUNCTION CODE AND RETRIED PROCEDURE. STILL SAME RESULT. IT TELLS ME TO REPLACE MECHTRONIC UNIT. IS THERE ANOTHER PROCEDURE THAT IS NOT IN PRINT TO SET THIS UNIT UP, I LOOKED IN TECH SOLUTIONS, TECH TIPS, SERVICE NET, ETC.
11/06/2008	11:41	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.
11/07/2008	08:04	CAR IS SHIFTING PROPERLY
11/07/2008	11:22	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
11/07/2008	11:22	ISSUE UPDATED

Consultant's Closing Comments

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.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
385090	JETTA	2008	3VWFJ81K38M [REDACTED]	20345	3885	11/06/2008	USA

Workshop Finding

TRANSMISSION NEUTRALIZES UNDER ACCELL; BASIC SETTINGS NO EFFECT

Activity Date	Activity Time	Activity Comments
11/06/2008	16:20	ISSUE OPENED BY DEALERSHIP
11/06/2008	16:20	RECENTLY THROTTLE BODY WAS REPLACE TO FIX A JERKING PROBLEM. THAT PROBLEM IS GONE BUT TRANNY SEEMS TO FALL OUT OF GEAR AT RANDOM NOW AND SLAM BACK IN. DONT EVEN NEED TO HIT GAS CAN PUT IN DRIVE AND LET IDLE.NO FAULTS
11/06/2008	16:24	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.
11/06/2008	16:24	CUSTOMER COMMENTS: RECENTLY THROTTLE BODY WAS REPLACE TO FIX A JERKING PROBLEM. THAT PROBLEM IS GONE BUT TRANNY SEEMS TO FALL OUT OF GEAR AT RANDOM NOW AND SLAM BACK IN. DONT EVEN NEED TO HIT GAS CAN PUT IN DRIVE AND LET IDLE.NO FAULTS
11/06/2008	16:24	REPLACE THE MECHATRONIC, FLUID, FILTER AND BOLTS
11/06/2008	16:24	WORKSHOP FINDINGS: TRANSMISSION NEUTRALIZES UNDER ACCELL; BASIC SETTINGS NO EFFECT
11/06/2008	16:25	IF THERE IS ANY CONTAMINATION WHEN THE PAN IS REMOVED, STOP AND GET PICTURES, UPDATE THE VTA AND CALL IN
11/06/2008	16:25	ISSUE SENT TO DEALERSHIP
11/14/2008	17:31	SPOKE TO JOHN IN SERVICE AND THEY ARE HOLDING ON PARTS.....P2
11/17/2008	17:32	MECHATRONICS CAME IN BROKEN. REORDERED
11/17/2008	19:04	PLEASE GET PICTURES OF THE BROKEN MECH SO I CAN FORWARD TO PS, CONTINUE AS ADVISED. THANKS!
11/18/2008	10:03	PULL OFF PAN TO REPLACE MECHATRONICS. NO WATER BUT SPECCALLED WITH SMALL BITS OF METAL AND 4 SMALL METAL SHAVINGS
11/18/2008	10:07	ADVISED TECH TO REPLACE MECH UNIT, BOLTS, FLUID AND FILTER. CLOSE OUT VTA WHEN COMPLETED. TECH FOUND NO WATER.
11/20/2008	16:09	REPLACED MECHATRONICS. SET USING BASIC SETTINGS. TD. GOOD.
11/20/2008	17:17	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
11/20/2008	17:17	ISSUE UPDATED

Consultant's Closing Comments

REPLACED MECHATRONICS. SET USING BASIC SETTINGS. TD. GOOD.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
385151	EOS	2008	WVWBA71F88V [REDACTED]	11400	3885	11/06/2008	USA

Workshop Finding

VEHICLE ENGAGES ROUGHLY WHEN YOU RELEASE THE BRAKE.

Activity Date	Activity Time	Activity Comments
11/06/2008	18:12	ISSUE OPENED BY DEALERSHIP
11/06/2008	18:12	THE TRANS JERKS LIKE AS IF YOU ARE DRIVING A MANUAL CAR AND REALESING THE CLUCH WITHOUT STEPING ON THE TROTEL AND PERFORM GFF AND NO FULTS FOR IT IN ANY OF THE MODUALES AND NO TECHBULETINES THAT I CAN READ
11/06/2008	18:50	CUSTOMER COMMENTS: THE TRANS JERKS LIKE AS IF YOU ARE DRIVING A MANUAL CAR AND REALESING THE CLUCH WITHOUT STEPING ON THE TROTEL AND PERFORM GFF AND NO FULTS FOR IT IN ANY OF THE MODUALES AND NO TECHBULETINES THAT I CAN READ
11/06/2008	18:50	REPLACE THE MECHATRONIC, FLUID, FILTER AND BOLTS. IF THERE IS WATER OR CONTAMINATION, DONT INSTALL THE MECH, GET PICTURES AND CALL IN.
11/06/2008	18:50	WORKSHOP FINDINGS: VEHICLE ENGAGES ROUGHLY WHEN YOU RELEASE THE BRAKE.
11/07/2008	13:38	TECH TO CONTACT PARTS HELPLINE FOR ASSISTANCE ON PARTS ISSUE.
11/13/2008	12:46	SPOKE WITH SERVICE. SERVICE STATES THEY ARE WAITING ON THE PART AND THEY WERE TOLD IT COULD TAKE UP TO 3 WEEKS. P1
11/17/2008	17:28	WE ARE STILL WAITING FOR PARTS WERE BEING SENT FROM TECH LINE(EXCEPT BOLTS AND FLUID)
11/17/2008	19:09	PARTS ARE ON ORDER PER JESSE P1
11/18/2008	22:35	INSTALLED MOTRONICS UNIT TODAY WILL ROADTEST TOMORROW AND UPDATE VTA
11/19/2008	10:46	ISSUE SENT TO DEALERSHIP
11/19/2008	13:48	AS PER CHRIS WAS TOLD TO MAKE SURE THAT THER WAS NO WATER IN THE SYSTEM AFTER I DRAINED THE FLUED AND THER WASNT ANY SO I REPLACED THE MECHATRONIC UNIT J743 AND SET BASIC SETINGS AND CODE CONTROL UNIT. AFTER TEST DRIVE THE CAR WONT SHIFT OUT OF 2ND GEAR ON THE ON THE GFF IT SAYES IF THE MELFUNCTION OVERVIEW OCCURES AGAIN AFTER ROD TEST DSG J743 MUST BE REPLACED END OF TEST
11/19/2008	13:54	ADVISED TECH TO PERFORM MANUAL BASIC SETTINGS. VEHICLE SELF DIAGNOSIS, CLEAR ECM AND TCM MEMORY, VEHICLE RUNNING AND AT OPERATING TEMP. 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.
11/19/2008	14:19	PERFORM BASIC SETING MANUALLY AS SPOSE TO GFF AND CAR SHIFTES PERFECTLY
11/19/2008	14:52	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
11/19/2008	14:52	ISSUE UPDATED

Consultant's Closing Comments

REPLACE THE MECHATRONIC, FLUID, FILTER AND BOLTS.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
385159	EOS	2008	WVWFA71F18V [REDACTED]	9781	3885	11/06/2008	USA

Workshop Finding

VERIFIED CONCERN, FLUID LEVEL AND CONDITION GOOD. NO FAULTS.

Activity Date	Activity Time	Activity Comments
11/06/2008	18:33	ISSUE OPENED BY DEALERSHIP
11/06/2008	18:33	VEHICLE SURGES FROM A STOP TO 15 MPH
11/06/2008	18:50	ADVISED TECH TO CHECK MVB 54 IN TCM IF FIRST 3 DIGITS ARE H22 THRU J21 REPLACE MECH UNIT, BOLTS FILTER AND FLUID, THEN PERFORM MANUAL BASIC SETTINGS PER PROCEDURE BELOW. IF FIRST 3 DIGITS ARE OUTSIDE SPECIFIED RANGE RUN MANUAL BASIC SETTINGS AND REEVALUATE. BASIC SETTINGS PROCEDURE- 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.
11/06/2008	18:50	CUSTOMER COMMENTS: VEHICLE SURGES FROM A STOP TO 15 MPH
11/06/2008	18:50	WORKSHOP FINDINGS: VERIFIED CONCERN, FLUID LEVEL AND CONDITION GOOD. NO FAULTS.
11/06/2008	18:51	TCM VALUE BLOCK # 54 IS H35 IWILL REPLACE MECTRONIC UNIT AND PERFORM MANUAL BSIC SETTINGS.
11/07/2008	12:57	THANKS FOR THE UPDATE.
11/13/2008	17:03	SPOKE TO BRENT IN SERVICE AND THE CAR IS HOLDING ON PARTS.....P2
11/14/2008	19:12	WAITING FOR RED ORDER PARTS- FROM GERMANY UNKNOW TIME OF ARRIVAL. CAR DOWN!
11/17/2008	07:19	THANKS FOR THE UPDATE.
11/19/2008	17:52	I INSTALLED THE MACHATRONIC UNIT REFILLED AND RESET BASIC SETTINGS . PERFORMED ROAD TEST USING ALL GEARS INCLUDING TIPTRONIC GEARS AND REVERSE AND TRANSMISSION IS NOW PERFORMING AS DESIGNED
11/19/2008	17:56	COMPLETE.
11/20/2008	07:21	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
11/20/2008	07:21	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
385216	JETTA	2008	3VWRA71K98M	4713	3885	11/07/2008	USA

Workshop Finding

n/a

Activity Date	Activity Time	Activity Comments
11/07/2008	09:34	ISSUE OPENED BY DEALERSHIP
11/07/2008	09:34	TRANSMISSION FEEL BUCKING UNDER ACCELERATION, NOTICE ON THE 1ST GEAR. TCM 02E300050J, 02E927770AE , SOFTWARE 708 1414.
11/07/2008	09:42	<p>CHECK FUEL TRIM AND PERFORM BASIC SETTINGS AND RECHECK THE CONCERN</p> <p>PERFORMING THE BASIC SETTINGS ON THE DSG IS AN IMPORTANT DIAGNOSTIC STEP. ALTHOUGH THE BASIC SETTINGS SHOULD NOT BE PERFORMED AS A REGULAR ROUTINE, THEY CAN BE SET FOR A SYMPTOM. THE SCAN TOOL WILL AUTOMATICALLY WALK A TECHNICIAN THROUGH GFF'S OR GF'S VERSION OF BASIC SETTINGS, BUT ENGINEERING HAS FOUND THIS METHOD TO BE INSUFFICIENT. THE BASIC SETTINGS SHOULD BE DONE THROUGH VEHICLE SELF DIAGNOSIS.</p> <p>THE FOLLOWING REQUIREMENTS SHOULD BE MET:</p> <p>ENGINE AND TRANSMISSION MUST BE UP TO OPERATING TEMPERATURE (MINIMUM OF 30C IN TRANSMISSION). VEHICLE SHOULD BE CLEAR OF ALL FAULT CODES (ECM AND TCM) VEHICLE SHOULD BE IN PARK AND IDLING ENGINE MUST HAVE BEEN RUNNING FOR ONE FULL MINUTE BEFORE BASIC SETTINGS CAN BE PERFORMED.</p> <p>GO INTO VSD, TRANSMISSION ELECTRONICS/GEARBOX ELECTRONICS, BASIC SETTINGS, THEN ENTER #61 ON KEYPAD AND SELECT THE "Q" BUTTON TO ENTER INTO TEST MODE. ONCE THE NEW SCREEN APPEARS, PUT YOUR FOOT ON THE BRAKE PEDAL AND PRESS ACTIVATE. IT CAN TAKE UP TO 40 SECONDS UNTIL YOU HEAR ANY NOISES IN THE TRANSMISSION. ONCE YOU SEE NEW NUMBERS APPEAR IN THE BOTTOM BOX OF THE BASIC SETTINGS, YOU KNOW THAT THE TEST IS COMPLETE. GO BACK OUT INTO BASIC SETTINGS AND SELECT #60 ON KEYPAD AND SELECT THE "Q" BUTTON TO ENTER THE TEST MODE. FOLLOW STEP #2 AGAIN. ONCE YOU ARE COMPLETED WITH THESE TWO TESTS, SHUT DOWN ENGINE AND RESTART AND ALLOW TO IDLE. CYCLE VEHICLE FROM PARK TO DRIVE 5 TIMES AND THEN FROM PARK TO REVERSE 5 TIMES AS WELL. ROAD TEST VEHICLE 10-15 MILES GOING THROUGH ALL GEARS AUTOMATICALLY AND ALSO THROUGH TIPTRONIC AT VARIOUS SPEEDS AND DRIVING CONDITIONS. SHUT THE VEHICLE OFF AND THEN RESTART AND RE EVALUATE SHIFTING.</p> <p>NOTE: IF VEHICLE STALLS WHILE RUNNING BASIC SETTINGS, THE TRANSMISSION WILL NEED TO BE REPLACED. PLEASE ALSO NOTE THAT IF THE VEHICLE DOES NOT ROLL EVEN WHEN THE TRANSMISSION IS ENGAGED INTO NEUTRAL, IT IS LIKELY THAT THERE MAY BE A STUCK SHIFT FORK INTERNALLY. PLEASE DISCONNECT THE SHIFT LEVER CABLE FROM THE TRANSMISSION AND IF THERE IS STILL NO MOVEMENT, REPLACE THE TRANSMISSION. IF MOVEMENT IS NOW PRESENT, PERSUE A SHIFT LEVER ISSUE.</p> <p>ALSO, IF THE TRANSMISSION EXHIBITS A GRINDING NOISE OTHER THAN DURING BASIC SETTINGS PLEASE CONSULT A LEVEL 2 CONSULTANT OR PRODUCT SUPPORT ENGINEER PRIOR TO REPLACING THE MECHATRONIC ASSEMBLY.</p>
11/07/2008	09:42	CUSTOMER COMMENTS: TRANSMISSION FEEL BUCKING UNDER ACCELERATION, NOTICE ON THE 1ST GEAR. TCM 02E300050J, 02E927770AE , SOFTWARE 708 1414.
11/07/2008	10:42	CHECK FUEL TRIM 0.6%, -0.4%. OK/ PERFORMED BASIC SETTINGS AND ROAD TEST, SEEM FIXED THE PROBLEM, I HAVE ALSO COMPARED TO OTHER SAME MODEL OF VEHICLE.
11/07/2008	10:46	THANKS, CLOSE.
11/07/2008	10:57	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
11/07/2008	10:57	ISSUE UPDATED

Consultant's Closing Comments
CHECK FUEL TRIM 0.6%, -0.4%. OK/ PERFORMED BASIC SETTINGS AND ROAD TEST, SEEM FIXED THE PROBLEM, I HAVE ALSO COMPARED TO OTHER SAME MODEL OF VEHICLE.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
385328	EOS	2007	WVWBA71F27V [REDACTED]	26162	3885	11/07/2008	USA

Workshop Finding

NO FAULTS ARE STORED IN THE TCM.

Activity Date	Activity Time	Activity Comments
11/07/2008	11:57	ISSUE OPENED BY DEALERSHIP
11/07/2008	11:57	VEHICLE BUCKS BETWEEN FIRST AND SECOND GEARS[BOTH WHILE UP SHIFTING AND DOWN SHIFTING].NO FAULTS ARE STORED IN THE TCM.
11/07/2008	12:08	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 PRESENT REPLACE MECH UNIT, BOLTS, FILTER AND FLUID. IF CONCERN IS GONE RELEASE VEHICLE TO CUSTOMER. CLOSE OUT VTA WHEN COMPLETED.
11/07/2008	12:08	CUSTOMER COMMENTS: VEHICLE BUCKS BETWEEN FIRST AND SECOND GEARS BOTH WHILE UP SHIFTING AND DOWN SHIFTING.
11/07/2008	12:08	WORKSHOP FINDINGS: NO FAULTS ARE STORED IN THE TCM.
11/14/2008	12:29	C1 SPOKE WITH EARL (SERVICE) AND WAS ADVISED THAT THE VEHICLE IS DONE. ASKED THAT THE TICKET BE UPDATED AND CLOSED.
11/17/2008	15:50	BASIC SETTINGS DID NOT CORRECT CONCERN.WILL REPLACE MECH. UNIT,BOLTS AND FILTER.
11/17/2008	16:01	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
11/17/2008	16:01	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
385369	EOS	2008	WVWBA71F68V [REDACTED]	9739	3885	11/07/2008	USA

Workshop Finding

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

Activity Date	Activity Time	Activity Comments
11/07/2008	12:54	CUSTOMER STATES FROM DEAD STOP VEHICLE HESITATES AND JERKS. VERIFIED CONCERN ON LAST VISIT. TRANSMISSION WILL GRAB WHEN LET OFF BRAKE PEDAL AND THEN RELEASE AGAIN WITHOUT TOUCHING GAS PEDAL. SCANNED FOR FAULTS NO FAULT CODES WERE FOUND. AT LAST VISIT RESET BASIC SETTINGS. CUSTOMER STATES VEHICLE WAS NORAML FOR 1 OR TWO DAYS THAN STARTED AGAIN. TEST DROVE VEHCI E VEHICLE STILL HAS SAME PROBLEM.
11/07/2008	12:54	ISSUE OPENED BY DEALERSHIP
11/07/2008	12:59	CUSTOMER COMMENTS: CUSTOMER STATES FROM DEAD STOP VEHICLE HESITATES AND JERKS. VERIFIED CONCERN ON LAST VISIT. TRANSMISSION WILL GRAB WHEN LET OFF BRAKE PEDAL AND THEN RELEASE AGAIN WITHOUT TOUCHING GAS PEDAL. SCANNED FOR FAULTS NO FAULT CODES WERE FOUND. AT LAST VISIT RESET BASIC SETTINGS. CUSTOMER STATES VEHICLE WAS NORAML FOR 1 OR TWO DAYS THAN STARTED AGAIN. TEST DROVE VEHICLE VEHICLE STILL HAS SAME PROBLEM.
11/07/2008	12:59	P1 ADVISED THE TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT.
11/07/2008	12:59	WORKSHOP FINDINGS: TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM.
11/07/2008	13:15	ORDERED SO PARTS. WILL REOPEN VTA IF NEEDED.
11/10/2008	07:32	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
11/10/2008	07:32	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
385612	RABBIT	2008	WVWHV71K78W [REDACTED]	36310	3885	11/08/2008	USA

Workshop Finding

NO FAULTS,

Activity Date	Activity Time	Activity Comments
11/08/2008	18:30	ISSUE OPENED BY DEALERSHIP
11/08/2008	18:30	OWNER STATES THEREIS A PAUSE GOING INTO 1ST OR REVERSE SOMETIMESALSO WHEN TAKING ACCELARATING
11/11/2008	11:31	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.
11/11/2008	11:31	CUSTOMER COMMENTS: OWNER STATES THERE IS A PAUSE GOING INTO 1ST OR REVERSE SOMETIMESALSO WHEN TAKING ACCELARATING
11/11/2008	11:31	WORKSHOP FINDINGS: NO FAULTS,
11/11/2008	11:32	MVB 54 IN THE TCM IF THE CONCERN IS STILL PRESENT AND THE TCM PART NO. AND SOFTWARE LEVEL
11/11/2008	13:09	PERFORMED BASIC SETTINGS AND ROAD TESTED FOR 20 MIN.AS PER TEC LINE. VERIFIED TRAN STILL HAS DALAY WHEN ACCELERATING FROM A STOP AND EXPEIENCED SLIGHT HARSH SHIFT
11/11/2008	13:19	TRANSFER TO CG
11/11/2008	14:00	REPLACE THE MECH, FLUID, FILTER AND BOLTS RESET BASIC SETTINGS MVB 54 H37
11/17/2008	18:19	ISSUE SENT TO DEALERSHIP
11/17/2008	18:19	P2 SPOKE TO BOB IN VW SERVICE THEY EXPECT TO HAVE PARTS IN TOMORROW MORNING.
11/19/2008	16:21	REPLACED MECHATRONICS CONTROL UNIT SET BASIC SETTINGS AND ROAD TESTED 20 MILES. CONCERN HAS BEEN CORRECTED. THANK YOU
11/19/2008	17:39	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
11/19/2008	17:39	ISSUE UPDATED

Consultant's Closing Comments

REPLACED MECHATRONICS CONTROL UNIT SET BASIC SETTINGS AND ROAD TESTED 20 MILES. CONCERN HAS BEEN CORRECTED. THANK YOU

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
385872	JETTA	2008	3VWRA71K68M [REDACTED]	5018	3885	11/10/2008	USA

Workshop Finding

. PERFORMED TEST FOR CONDITION OF CAN BUS FOUND POWERTRAIN CAN BUS A-STATIC CANB AND WHILE WATCHING MVB'S 125 AND 126 IN GEARBOX ELECTRONICS HAVE 0 COMMUNICATION WITH OTHER MODULES AND IN GATEWAY AND IN THE CLUSTER MODULES ON THE POWERTRAIN FLICKER FROM 0 TO 1 ALONG WITH DASH LIGHTS

Activity Date	Activity Time	Activity Comments
11/10/2008	13:17	ISSUE OPENED BY DEALERSHIP
11/10/2008	13:17	REPLACED GATEWAY FOR COMMUNICATION ISSUE INITIALLY ACCORDING TO ETKA WRONG PART NUMBER ORIGINALLY IN VEHICLE AFTER EXTENSIVE TEST DRIVE ISSUE WITH POWERTRAIN CAN BUS OCCURRED. PERFORMED TEST FOR CONDITION OF CAN BUS FOUND POWERTRAIN CAN BUS A-STATIC CANB AND WHILE WATCHING MVB'S 125 AND 126 IN GEARBOX ELECTRONICS HAVE 0 COMMUNICATION WITH OTHER MODULES AND IN GATEWAY AND IN THE CLUSTER MODULES ON THE POWERTRAIN FLICKER FROM 0 TO 1 ALONG WITH DASH LIGHTS
11/10/2008	13:23	ADVISED THE TECH TO FAX ME A FAULT LOG AND A COPY OF THE GATEWAY CODING. FAX NUMBER IS 800-403-4710 MAKE IT ATTN JON SAYLOR
11/10/2008	13:23	CUSTOMER COMMENTS: REPLACED GATEWAY FOR COMMUNICATION ISSUE INITIALLY ACCORDING TO ETKA WRONG PART NUMBER ORIGINALLY IN VEHICLE AFTER EXTENSIVE TEST DRIVE ISSUE WITH POWERTRAIN CAN BUS OCCURRED
11/10/2008	13:23	WORKSHOP FINDINGS: . PERFORMED TEST FOR CONDITION OF CAN BUS FOUND POWERTRAIN CAN BUS A-STATIC CANB AND WHILE WATCHING MVB'S 125 AND 126 IN GEARBOX ELECTRONICS HAVE 0 COMMUNICATION WITH OTHER MODULES AND IN GATEWAY AND IN THE CLUSTER MODULES ON THE POWERTRAIN FLICKER FROM 0 TO 1 ALONG WITH DASH LIGHTS
11/10/2008	17:21	FOUND ALL THE POWERTRAIN MODULES GOING ON OFF LINE WHEN THE TCM IS PLUGGED IN. HAD TECH PLUG THE TCM BACK IN AND UNPLUG THE SHIFTER IF THE MODULES STOP GOING OFF LINE TO REPLACE THE SHIFTER AND IF THEY STILL GO OFF LINE TO REPLACE THE TCM OR MECHATRONICS UNIT
11/11/2008	10:35	PERFORMED ADVISED PROCEEDURE AND MODULES STILL WENT OFFLINE.THIS MORNING WHEN I WENT TO CONFIRM DIAGNOSIS ALL SYMPTOMS WENT AWAY. SHOULD I REPLACE THE MECHATRONICS UNIT OR SHOULD I RE-EVALUATE WHEN CONDITION RETURNS?
11/11/2008	10:45	IF SOURCE OF NO COMMUNICATION WAS OR CAN BE ISOLATED TO THE MECHATRONICS REPLACE AS NECESSARY.
11/13/2008	09:11	CANNOT CONFIRM DIAGNOSIS DUE TO SYMPTOM NO LONGER BEING PRESENT. HAVE TRIED MULT WAYS OF REINITIATING CONCERN ALL OF WHICH HAVE FAILED.NEED A LITTLE DIRECTION AS TO WHAT MY NEXT STEP SHOULD BE.
11/13/2008	09:42	THE TECH STATE THAT WHEN HE UNPLUG THE MECHATRONIC MODULE AND THE POWERTRAIN BUS START COMMUNICATING. HE PLUG THE MODULE BACK IN AND THE CAN BUS REMAIN WORKING EVER SINCE. ADVISE THE TECH THAT HE MOST LIKELY HAVE A DEFECTIVE MECHATRONIC MODULE BUT HE SHOULD NOT REPLACE THE MODULE UNTIL HE IS CONTACTED BY AN A2 CONSULTANT REGARDING THIS CASE. CASE ESCALATED TO A LEVEL 2 CONSULTANT BECAUSE OF THE TIME THE VEHICLE HAS BEEN DOWN.
11/13/2008	12:01	DUPLICATE THE CONCERN; IF IT DOES DUPLICATE REPLACE THE MECHATRONIC, FILTER, FLUID AND BOLTS
11/13/2008	15:06	MECHATRONIC UNIT ON ORDER
11/14/2008	10:32	MECH ORDERED P1
11/17/2008	10:58	SPOKE TO JIM STATES CAR IS WORKING P1
11/18/2008	16:03	REPLACED MECHATRONIC UNIT AND ACCORDING TO THE REPAIR MANUAL IM SUPPOSED TO PERFORM BASIC MEASUREMENT ON THE DSG MECHATRONIC J743 WHAT IS THIS PROCEEDURE AND HOW DO YOU PERFORM IT?

11/18/2008	16:11	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.
11/21/2008	08:08	PERFORMED ADVISED PROCEEDURE,VEHICLE OPERATES AS DESIGNED. THANK YOU
11/21/2008	10:35	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
11/21/2008	10:35	ISSUE UPDATED

Consultant's Closing Comments

REPLACED THE MECH

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
386428	JETTA	2008	3VWRJ71K48M [REDACTED]	3152	3885	11/11/2008	USA

Workshop Finding
02E HARSH 1-2 SHIFT NO FAULTS

Activity Date	Activity Time	Activity Comments
11/11/2008	14:06	CHECK AUTO TRANSMISSION OPERATION AS PER OWNERS CONCERN CUST STATES TRANS SLIPS
11/11/2008	14:06	ISSUE OPENED BY DEALERSHIP
11/11/2008	14:16	CUSTOMER COMMENTS: CHECK AUTO TRANSMISSION OPERATION AS PER OWNERS CONCERN CUST STATES TRANS SLIPS
11/11/2008	14:16	REPLACE THE MECHATRONIC, FILTER, FLUID AND BOLTS. PLEASE UPDATE THE VTA WITH MVB 54 FROM THE TCM.
11/11/2008	14:16	WORKSHOP FINDINGS: 02E HARSH 1-2 SHIFT NO FAULTS
11/11/2008	14:25	VALUE BLOCK 54 IS :H48G0033 ORDERED MECHATRONIC, FILTER, AND BOTLTS.
11/11/2008	16:22	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
11/11/2008	16:22	ISSUE UPDATED

Consultant's Closing Comments
REPLACE THE MECHATRONIC, FILTER, FLUID AND BOLTS. PLEASE UPDATE THE VTA WITH MVB 54 FROM THE TCM.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
386493	RABBIT	2008	WVWHV71K28W [REDACTED]	10031	3885	11/11/2008	USA

Workshop Finding

n/a

Activity Date	Activity Time	Activity Comments
11/11/2008	15:10	ISSUE OPENED BY DEALERSHIP
11/11/2008	15:10	THE CUSTOMER STATES THAT INTERMITTENTLY THE VEHICLE WILL HESITATE ON LEFT TURNS. WHEN THIS OCCURS IT WILL HAVE NOT PEDAL RESPONSE AND THEN LURCHES HARD WHEN IT GRABS. THE DEALER HAS NOT BEEN ABLE TO DUPLICATE THIS CONCERN. NO DTCS PRESENT. IT WAS NOTED THAT WHEN THE PEDAL IS APPLIED IT FEELS THAT THE TRANSMISSION IS A BIT JERKY ALMOST LIKE IT BANGS SLIGHTLY. WE ATTEMPTED TO PERFORM BASIC SETTINGS 61 AND THEN 60 AND THEN ROAD TEST THIS VEHICLE AT VARIOUS SPEEDS FOR ABOUT 15 MILES. THIS HAS MADE NO CHANGE FOR THE JERKINESS. THE FLUID LEVEL IS OK. PLEASE ADVISE
11/11/2008	15:13	CUSTOMER COMMENTS: THE CUSTOMER STATES THAT INTERMITTENTLY THE VEHICLE WILL HESITATE ON LEFT TURNS. WHEN THIS OCCURS IT WILL HAVE NOT PEDAL RESPONSE AND THEN LURCHES HARD WHEN IT GRABS. THE DEALER HAS NOT BEEN ABLE TO DUPLICATE THIS CONCERN. NO DTCS PRESENT. IT WAS NOTED THAT WHEN THE PEDAL IS APPLIED IT FEELS THAT THE TRANSMISSION IS A BIT JERKY ALMOST LIKE IT BANGS SLIGHTLY. WE ATTEMPTED TO PERFORM BASIC SETTINGS 61 AND THEN 60 AND THEN ROAD TEST THIS VEHICLE AT VARIOUS SPEEDS FOR ABOUT 15 MILES. THIS HAS MADE NO CHANGE FOR THE JERKINESS. THE FLUID LEVEL IS OK. PLEASE ADVISE
11/11/2008	15:13	PLEASE REPLACE THE MECH UNIT, FLUID, FILTER, AND THE BOLTS.
11/11/2008	15:49	MECHANTRONICS UNIT IS ON RED ORDER. THE CUSTOMER IS TAKING HIS VEHICLE UNTIL PARTS ARRIVE. PLEASE CLOSE THIS VTA. ANOTHER WILL BE GENERATED IN THE EVENT THAT WE STILL HAVE AN ISSUE. THANK YOU, PAUL
11/11/2008	16:09	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
11/11/2008	16:09	ISSUE UPDATED

Consultant's Closing Comments

MECHANTRONICS UNIT IS ON RED ORDER. THE CUSTOMER IS TAKING HIS VEHICLE UNTIL PARTS ARRIVE. PLEASE CLOSE THIS VTA. ANOTHER WILL BE GENERATED IN THE EVENT THAT WE STILL HAVE AN ISSUE. THANK YOU, PAUL

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
386510	EOS	2008	WVWFA71F28V [REDACTED]	1002	3885	11/11/2008	USA

Workshop Finding

TECH VERIFIED THE CONCERN. BASIC SETTINGS PERFORMED. CONCERN STILL PRESENT.

Activity Date	Activity Time	Activity Comments
11/11/2008	15:33	ISSUE OPENED BY DEALERSHIP
11/11/2008	15:33	WE CALLED ON 10/25/08 AND TECH LINE WANTED US TO DO BASIC SETTING.BUT THE CUSTOMER HAD TO LEAVE WITH THE CAR AND IS BACK NOW.WE RAN THE BASIC SETTING AND DROVE THE VEHICLE 20 MILES.THE PROBLEM IS STILL THERE.ALSO NO FAULT IN THE SYSTEM.
11/11/2008	15:44	A2 CASE TO BE ESCALATED FOR REVIEW. ADVISED THE TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT.
11/11/2008	15:44	CUSTOMER COMMENTS: WE CALLED ON 10/25/08 AND TECH LINE WANTED US TO DO BASIC SETTING.BUT THE CUSTOMER HAD TO LEAVE WITH THE CAR AND IS BACK NOW.WE RAN THE BASIC SETTING AND DROVE THE VEHICLE 20 MILES.THE PROBLEM IS STILL THERE.ALSO NO FAULT IN THE SYSTEM.
11/11/2008	15:44	WORKSHOP FINDINGS: TECH VERIFIED THE CONCERN. BASIC SETTINGS PERFORMED. CONCERN STILL PRESENT.
11/14/2008	10:51	MECH ORDERED PER VTA P1
11/18/2008	15:14	TRIED TO GET A HOLD OF SERVICE, BUT WAS TRANSFER TO VOICE MAIL
11/18/2008	15:23	P1 DEW STATED PARTS ARE ON BACK ORDERED
11/25/2008	18:07	INSTALLED MECHATRONIC.WORKING OK NOW.
11/25/2008	18:13	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
11/25/2008	18:13	ISSUE UPDATED

Consultant's Closing Comments

INSTALLED MECHATRONIC.WORKING OK NOW.A2 CASE TO BE ESCALATED FOR REVIEW.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
386515	JETTA	2008	3VWRA71K58M [REDACTED]	6913	3885	11/11/2008	USA

Workshop Finding

TECH VERIFIED THE CONCERN. 3 FAULTS IN THE VEHICLE. VEHICLE OPERATING TO SPEC AT THIS TIME.

Activity Date	Activity Time	Activity Comments
11/11/2008	15:35	C/S MIL FLASHES ON AND OFF AND PRNDS ON DASH LIGHTS UP COMPLETELY. GFF DTC ON ECM P1624 REQUEST FOR MIL ON TCM DTC 28775 U0103 SELECTOR LEVER NO COMMUNICATION SP. SEERING COLUM DTC 02413 SELECTOR LEVER PARK POSITION LOCK SWITCH IMPLAUSIBLE SIGNAL.
11/11/2008	15:35	ISSUE OPENED BY DEALERSHIP
11/11/2008	16:09	ADVISED THE TECH TO REPLACE THE SHIFTER ASSEMBLY.
11/11/2008	16:09	CUSTOMER COMMENTS: C/S MIL FLASHES ON AND OFF AND PRNDS ON DASH LIGHTS UP COMPLETELY. GFF DTC ON ECM P1624 REQUEST FOR MIL ON TCM DTC 28775 U0103 SELECTOR LEVER NO COMMUNICATION SP. SEERING COLUM DTC 02413 SELECTOR LEVER PARK POSITION LOCK SWITCH IMPLAUSIBLE SIGNAL.
11/11/2008	16:09	WORKSHOP FINDINGS: TECH VERIFIED THE CONCERN. 3 FAULTS IN THE VEHICLE. VEHICLE OPERATING TO SPEC AT THIS TIME.
11/14/2008	11:24	INSTALL SHIFTER MECHANISM RESET DTCS RD TEST ON DROVE OK NO DTCS ON MEM.
11/16/2008	18:03	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
11/16/2008	18:03	ISSUE UPDATED

Consultant's Closing Comments

TECH REPLACED THE SHIFTER ASSEMBLY. VEHICLE OPERATING TO SPEC AT THIS TIME.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
386527	EOS	2008	WVWFA71F68V [REDACTED]	4711	3885	11/11/2008	USA

Workshop Finding

HARSH SHIFTING 2-3 ; NO FAULTS. TCM PART NO

Activity Date	Activity Time	Activity Comments
11/11/2008	15:50	C/S THAT THERE IS A HARD SHIFT UNDER HEAVY LOAD.DUPLICATED CONCERN UNDER MEDIUM LOAD DURING 3-4 SHIFT,SOUNDS LIKE TYRES ARE SPINNING.TRIED TO SET BASIC SETTINGS THROUGH GUIDED FUNCTIONS AND MADE NO DIFFERENCE.CONCERN IS SPORADIC
11/11/2008	15:50	ISSUE OPENED BY DEALERSHIP
11/11/2008	15:54	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.
11/11/2008	15:54	CUSTOMER COMMENTS: C/S THAT THERE IS A HARD SHIFT UNDER HEAVY LOAD.DUPLICATED CONCERN UNDER MEDIUM LOAD DURING 3-4 SHIFT,SOUNDS LIKE TYRES ARE SPINNING.TRIED TO SET BASIC SETTINGS THROUGH GUIDED FUNCTIONS AND MADE NO DIFFERENCE.CONCERN IS SPORADIC
11/11/2008	15:54	MVB 54 IN THE TCM ALSO
11/11/2008	15:54	WORKSHOP FINDINGS: HARSH SHIFTING 2-3 ; NO FAULTS. TCM PART NO
11/11/2008	15:56	ROAD TEST THE VEHICLE AS DISCUSSED
11/12/2008	10:24	TCM HARDWARE#-02E 927 770 AE,SOFTWARE#-02E 300 044 K.PERFORMED BASIC SETTINGS AND ROAD TESTED AS INSTRUCTED AT CORRECT PEDAL POSITION OF 65-70%.NO FAULTS,CONCERN STILL OCCURES.NOT AS FREQUENT,ONLY HAPPENED ONCE.VALUES IN BASIC SETTINGS 61- 141/128/4/6, BASIC SETTINGS 60- 13/0/4/1
11/12/2008	10:26	TECH TO LEAVE CHRIS G. A VOICEMAIL MESSAGE.
11/12/2008	10:27	ISSUE UPDATED
11/12/2008	13:52	MVB-54:H20K0282
11/12/2008	13:56	REPLACE THE MECH, FLUID, FILTER AND BOLTS.
11/12/2008	14:08	ORDERED MECHA,HARDWARE ETC.WILL LEAVE TICKET OPEN UNTIL PARTS ARRIVE.
11/12/2008	15:44	MECH ORDERED P1
11/13/2008	15:20	PART SHOULD ARRIVE ON TOMORROW 11/14/08
11/13/2008	16:22	MECH ORDERED P1
11/17/2008	09:34	PART ARRIVED THIS MORNING. WILL UPDATE WHEN COMPLETED.
11/17/2008	10:40	ISSUE SENT TO DEALERSHIP
11/17/2008	15:57	REPLACED MECHA UNIT,PERFORMED BASIC SETTINGS,ROAD TEST.TRANS DID NOT ACT UP.WILL LET THE CAR SIT OUTSIDE OVERNIGHT AND ROAD TEST AGAIN TOMORROW MORNING.WILL UPDATE/CLOSE TICKET IN THE MORNING.
11/17/2008	16:53	ISSUE SENT TO DEALERSHIP
11/18/2008	07:35	TEST DROVE THIS MORNING AND VEHICLE SHIFTED FINE. FELT NO ABNORMALITIES WHEN USING TIPTRONIC OR SPORT OR REGULAR AUTOMATIC. KICK DOWN FELT NORMAL,WILL RETURN VEHICLE TO CUSTOMER.
11/18/2008	07:36	CLOSING TICKET
11/18/2008	10:39	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
11/18/2008	10:39	ISSUE UPDATED

Consultant's Closing Comments

REPLACED MECHA UNIT,PERFORMED BASIC SETTINGS,ROAD TEST.TRANS DID NOT ACT UP.WILL LET THE CAR SIT OUTSIDE OVERNIGHT AND ROAD TEST AGAIN TOMORROW MORNING.WILL UPDATE/CLOSE TICKET IN THE MORNING.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
386678	JETTA	2008	3VWRJ71K48M [REDACTED]	3152	3885	11/12/2008	USA

Workshop Finding

TECH WANTED TO KNOW IF MECH UNITS ARE INTERCHANGEABLE.

Activity Date	Activity Time	Activity Comments
11/12/2008	08:45	ISSUE OPENED BY DEALERSHIP
11/12/2008	08:45	PARTS GAVE ME A MECATRONICS THAT WAS ORDERED FOR ANOTHER CUSTOMER. IS IT OKAY TO INSTALL IT IN THIS VEHICLE. I HEARD THEY ARE VIN SPECIFIC. THIS IS A BIG QUESTION. PLEASE HELP
11/12/2008	08:48	ADVISED THE TECH THAT MECH UNITS ARE NOT INTERCHANGEABLE.
11/12/2008	08:48	CUSTOMER COMMENTS: PARTS GAVE ME A MECATRONICS THAT WAS ORDERED FOR ANOTHER CUSTOMER. IS IT OKAY TO INSTALL IT IN THIS VEHICLE. I HEARD THEY ARE VIN SPECIFIC. THIS IS A BIG QUESTION. PLEASE HELP
11/12/2008	08:48	WORKSHOP FINDINGS: TECH WANTED TO KNOW IF MECH UNITS ARE INTERCHANGEABLE.
11/12/2008	09:09	THANX A MILLION
11/12/2008	09:53	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
11/12/2008	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
386745	JETTA	2009	3VWAL71KX9M	5160	3885	11/12/2008	USA

Workshop Finding

TECH VERIFIED THE FAULT BUT UNABLE TO VERIFY THE CONCERN. 1 FAULT IN THE TCM. GFF PERFORMED. VEHICLE OPERATING TO SPEC AT THIS TIME.

Activity Date	Activity Time	Activity Comments
11/12/2008	09:53	CUSTOMER STATES THAT WHEN SLOWING DOWN IN A TURN IT FEELS LIKE THE TRANS GOES INTO NEUTRAL. SCANNED FOUND 1 CODE P1820 PRESSURE CONTROL VALVE -2- FOR AUTO TRANS N216 SHORT CIRCUIT TO B+. I TEST DROVE THE VEHICLE FOR 4 MILES UNDER VARIOUS CONDITIONS AND WAS UNABLE TO DUPLICATE THE CONCERN. I FOLLOWED THE GFF TEST PLAN AND THE VALVE TESTED OK. ANY ADVICE?
11/12/2008	09:53	ISSUE OPENED BY DEALERSHIP
11/12/2008	09:57	ADVISED THE TECH THAT I WOULD CONTACT HIM BACK ON THIS CASE.
11/12/2008	09:57	CUSTOMER COMMENTS: CUSTOMER STATES THAT WHEN SLOWING DOWN IN A TURN IT FEELS LIKE THE TRANS GOES INTO NEUTRAL. SCANNED FOUND 1 CODE P1820 PRESSURE CONTROL VALVE -2- FOR AUTO TRANS N216 SHORT CIRCUIT TO B+. I TEST DROVE THE VEHICLE FOR 4 MILES UNDER VARIOUS CONDITIONS AND WAS UNABLE TO DUPLICATE THE CONCERN. I FOLLOWED THE GFF TEST PLAN AND THE VALVE TESTED OK. ANY ADVICE?
11/12/2008	09:57	WORKSHOP FINDINGS: TECH VERIFIED THE FAULT BUT UNABLE TO VERIFY THE CONCERN. 1 FAULT IN THE TCM. GFF PERFORMED. VEHICLE OPERATING TO SPEC AT THIS TIME.
11/12/2008	12:07	ISSUE SENT TO DEALERSHIP
11/12/2008	12:09	SPOKE WITH PRODUCT SUPPORT AND ADVISED THE TECH TO ROAD TEST THE VEHICLE OVER NIGHT AND SEE IF ANY FAULTS RETURN.
11/14/2008	17:57	ROAD TESTED VEHICLE NO FAULTS RETURNED. WHAT'S NEXT.
11/14/2008	18:06	J21 STORED IN THE MECH MVB 54. PLEASE REPLACE THE MECHATRONIC, FLUID FILTER AND BOLTS AS WELL.
11/17/2008	09:08	PARTS ORDERED, VEHICLE DOWN, AWAITING ETA....NONE AVAILABLE.
11/17/2008	09:43	TANK YOU FOR THE UPDATE. REMEMBER TO UPDATE AND CLOSE THE TICKET.
11/19/2008	15:58	P1 RICK STATED PARTS ARE ON ORDERED
11/21/2008	12:52	RECIEVED PARTS INSTALLED NEW MECHATRONIC UNIT, BOLTS SEALS FLUID AND FILTER. NEED HELP WITH BASIC MEASUREMENTS.
11/21/2008	12:56	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. CLOSE OUT VTA WHEN COMPLETED.
11/21/2008	17:39	RESTORED BASIC SETTINGS PER TECHLINE INSTRUCTIONS AND TEST DROVE FOR 35 MI. RESCANED FOR CODES WITH GFF AND NO CODES RETURNED. I AM RELEASING THE VEHICLE. THANKS FOR THE HELP ALL.
11/24/2008	11:49	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
11/24/2008	11:49	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
387042	RABBIT	2008	WVWFV71K68W [REDACTED]	28531	3885	11/12/2008	USA

Workshop Finding

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

Activity Date	Activity Time	Activity Comments
11/12/2008	15:00	CUSTOMER STATES THE TRANSMISSION WILL JERK WHEN MOVING FROM REVERSE TO DRIVE. RPMS WILL SURGE AND IDLE HIGH WHEN ENGINE IS WARM. NO FAULTS FOUND IN TCM OR ECM. FOUND THAT CAR WILL JERK FROM NUTRAL TO DRIVE AND WHEN COMING TO A STOP.
11/12/2008	15:00	ISSUE OPENED BY DEALERSHIP
11/12/2008	15:07	ADVISED THE TECH TO SET UP FOR THE TRANS BASIC SETTINGS.
11/12/2008	15:07	CUSTOMER COMMENTS: CUSTOMER STATES THE TRANSMISSION WILL JERK WHEN MOVING FROM REVERSE TO DRIVE. RPMS WILL SURGE AND IDLE HIGH WHEN ENGINE IS WARM. NO FAULTS FOUND IN TCM OR ECM. FOUND THAT CAR WILL JERK FROM NUTRAL TO DRIVE AND WHEN COMING TO A STOP.
11/12/2008	15:07	WORKSHOP FINDINGS: TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM.
11/12/2008	15:17	ADVISED THE TECH ON HOW TO PERFORM THE TRANS BASIC SETTINGS.
11/12/2008	16:42	TECH STATES BASIC SETTINGS DID NO CHANGE TO THE SHIFTING. TECH IS TO REPLACE THE MECHATRONICS, FLUID, FILTER AND BOLTS
11/17/2008	16:50	WAITING ON MECHATRONICS UNIT. RED ORDERED.
11/17/2008	17:19	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
11/17/2008	17:19	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
387397	RABBIT	2008	WVWVFV71K78W [REDACTED]	14474	3885	11/13/2008	USA

Workshop Finding

GFF RAN-FAULTSP P0868 AND P1819.GFF RAN TEST FOR FAULTS, BUT SAID THERE WERE NO TESTABLE FAULTS

Activity Date	Activity Time	Activity Comments
11/13/2008	11:51	CUSTOMER STATES TRANSMISSION ENGAGES HARSHLY A SLOW SPEEDS SHUDDERS AT TIMES. GFF RAN-FAULTSP P0868 AND P1819.GFF RAN TEST FOR FAULTS, BUT SAID THERE WERE NO TESTABLE FAULTS
11/13/2008	11:51	ISSUE OPENED BY DEALERSHIP
11/13/2008	16:59	ADVISED TECH TO CHECK MVB 54 IN TCM IF FIRST 3 DIGITS ARE H22 THRU J21 REPLACE MECH UNIT, BOLTS FILTER AND FLUID THEN RUN MANUAL BASIC SETTINGS PER PROCEDURE BELOW. IF FIRST 3 DIGITS ARE OUTSIDE PARAMETERS PLEASE RUN BASIC SETTINGS AND ROAD TEST THEN REEVALUATE CONCERN. IF CONCERN IS RESOLVED RELEASE VEHICLE TO CUSTOMER OTHERWISE CALL BACK. BASIC SETTINGS PROCEDURE.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.
11/13/2008	16:59	CUSTOMER COMMENTS: CUSTOMER STATES TRANSMISSION ENGAGES HARSHLY A SLOW SPEEDS SHUDDERS AT TIMES.
11/13/2008	16:59	WORKSHOP FINDINGS: GFF RAN-FAULTSP P0868 AND P1819.GFF RAN TEST FOR FAULTS, BUT SAID THERE WERE NO TESTABLE FAULTS
11/20/2008	12:07	CALLEED DEALER AND WAS TOLD NO ONE WAS AVAILABLE
11/20/2008	14:24	CALLED DEALER AND WAS TOLD NO ONE WAS AVAILABLE
11/20/2008	15:50	SPOKE WITH BRAIN WAS UNABLE TO UPDATE ON VEHICLE, SENT TO VOICE MAIL. D2
11/25/2008	11:57	IF THE DIGITS IN THE TCM ARE H36 THIS FALLS WITHIN THE CRITERIA OF REPLACING THE MECHATRONICS, FILTER, FLUID, AND BOLTS AS PER HELPLINE RECOMMENDATIONS PROVIDED ON 11/3/08.
12/01/2008	12:30	INSTALLED NEW MECHATRONIC UNIT,BOLTS, AND NEW FLUID. PERFORMED UPDATED BASIC SETTINGS AND TEST DROVE VEHICLE. TRANS AND SHIFTING PERFORMS FINE AT THIS TIME
12/01/2008	12:33	INSTALLED NEW MECHATRONIC UNIT WITH NEW BOLTS AND FLUID, PERFORMED BASIC SETTINGS AND TEST DROVE VEHICLE, VEHICLE'S TRANS AND SHIFTING PERFORMS FINE AT THIS TIME
12/02/2008	09:07	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
12/02/2008	09:07	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
387569	RABBIT	2008	WVWVFV71KX8W	19649	3885	11/13/2008	USA

Workshop Finding

I DROVE THE CAR AND IT HAD A HARD BOUNCY UPSHIFT FROM 1-2 SOMETIMES. WHEN SLOWLY COMMING TO A STOP THE VEHICLE WOULD BOUNCE WHEN DOWN SHIFTING ALSO. NO FAULTS IN ANY OF THE VEHICLES SYSTEMS. I PERFORMED THE DSG BASIC SETTINGS TO TRANSMISSION, MECHATRONIC UNIT. REDROVE VEHICLE, STILL DRIVES THE SAME AND I CAN HEAR A FAST CLICKING NOISE WITH THE WINDOWS DOWN WHEN COASTING AT LOWER SPEEDS AROUND 15MPH. THERE ARE NO LEAKS TO THE TRANSMISSION AND NO VISIBLE SIGNS TO BEING HIT. LAST TIME IT WAS IN FOR THIS CONCERN, PREVIOUS TECH WAS UNABLE TO DUPLICATE CONCERN.

Activity Date	Activity Time	Activity Comments
11/13/2008	15:09	CUSTOMERS CONCERN IS A HARSH UPSHIFT AT TIMES IN LOWER SPEEDS AND HARSH DOWN SHIFTS IN ALL SPEEDS, THIS IS WITH VEHICLE IN DRIVE AND NOT USING THE PADDLE SHIFTERS. I DROVE THE CAR AND IT HAD A HARD BOUNCY UPSHIFT FROM 1-2 SOMETIMES. WHEN SLOWLY COMMING TO A STOP THE VEHICLE WOULD BOUNCE WHEN DOWN SHIFTING ALSO. NO FAULTS IN ANY OF THE VEHICLES SYSTEMS. I PERFORMED THE DSG BASIC SETTINGS TO TRANSMISSION, MECHATRONIC UNIT. REDROVE VEHICLE, STILL DRIVES THE SAME AND I CAN HEAR A FAST CLICKING NOISE WITH THE WINDOWS DOWN WHEN COASTING AT LOWER SPEEDS AROUND 15MPH. THERE ARE NO LEAKS TO THE TRANSMISSION AND NO VISIBLE SIGNS TO BEING HIT. LAST TIME IT WAS IN FOR THIS CONCERN, PREVIOUS TECH WAS UNABLE TO DUPLICATE CONCERN.
11/13/2008	15:09	ISSUE OPENED BY DEALERSHIP
11/13/2008	15:19	CLEAR FAULTS AND SET BASIC SETTINGS. ROAD TEST THE VEHICLE 10-20 MILES. IF THE VEHICLE WILL SET BASIC SETTINGS AND AFTER OR DURING THE ROAD TEST THE FAULT OR FAULTS RETURN, REPLACE THE MECHATRONIC, FILTER, FLUID AND BOLTS. RESET BASIC SETTINGS AND RETEST. PLEASE KEEP IN MIND THAT IF THE VEHICLE STALLS DURING BASIC SETTINGS THAT THIS COULD BE ATTRIBUTED TO A STICKING SHIFT FORK AND THE GEARBOX WOULD THEN NEED TO BE REPLACED. 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.
11/13/2008	15:19	CUSTOMER COMMENTS: CUSTOMERS CONCERN IS A HARSH UPSHIFT AT TIMES IN LOWER SPEEDS AND HARSH DOWN SHIFTS IN ALL SPEEDS, THIS IS WITH VEHICLE IN DRIVE AND NOT USING THE PADDLE SHIFTERS.
11/13/2008	15:19	WORKSHOP FINDINGS: I DROVE THE CAR AND IT HAD A HARD BOUNCY UPSHIFT FROM 1-2 SOMETIMES. WHEN SLOWLY COMMING TO A STOP THE VEHICLE WOULD BOUNCE WHEN DOWN SHIFTING ALSO. NO FAULTS IN ANY OF THE VEHICLES SYSTEMS. I PERFORMED THE DSG BASIC SETTINGS TO TRANSMISSION, MECHATRONIC UNIT. REDROVE VEHICLE, STILL DRIVES THE SAME AND I CAN HEAR A FAST CLICKING NOISE WITH THE WINDOWS DOWN WHEN COASTING AT LOWER SPEEDS AROUND 15MPH. THERE ARE NO LEAKS TO THE TRANSMISSION AND NO VISIBLE SIGNS TO BEING HIT. LAST TIME IT WAS IN FOR THIS CONCERN, PREVIOUS TECH WAS UNABLE TO DUPLICATE CONCERN.
11/13/2008	17:46	CLEARED MEMORY TO ECM AND TCM, PERFORMED VAS TCM BASIC SETTINGS 61 AND 60, DROVE 16 MILES, STILL HAS SAME SHIFTING CONCERN. VERY BOUNCY ON DOWN SHIFTS AND SOMETIMES FROM 1-2 AT SLOWER SPEEDS. WILL ORDER MECHATRONIC MODULE, FILTER FLUID, AND BOLTS.
11/13/2008	18:52	THANKS FOR THE UPDATE.
11/13/2008	19:57	CUSTOMER IS TAKING VEHICLE, MECHATRONIC UNIT IS ON BACK ORDER, WILL BE BACK FOR INSTALL.
11/14/2008	09:50	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
11/14/2008	09:50	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
388201	EOS	2008	WVWBA71F18V [REDACTED]	23791	3885	11/17/2008	USA

Workshop Finding

TEST DROVE VEHICLE AND FOUND THAT THE HESITATES FROM A STOP WHETHER GOING INTO REVERSE OR DRIVE. IT STUDERS AND THAN GOES. CHECKED GFF FOR FAULTS AND NO FAULTS WERE FOUND. PERFORMED BASIC SETTINGS IN VSD. TEST DROVE AGAIN. VEHICLE STILL HESITATES COMING OUT OF A STOP. THINK THE MECHATRONICS UNIT IS FAULTY.

Activity Date	Activity Time	Activity Comments
11/17/2008	08:30	CUSTOMER STATES THAT TRANSMISSION IS SHIFTING ABNORMAL. CLUNKS INTO SHIFTS. TEST DROVE VEHICLE AND FOUND THAT THE HESITATES FROM A STOP WHETHER GOING INTO REVERSE OR DRIVE. IT STUDERS AND THAN GOES. CHECKED GFF FOR FAULTS AND NO FAULTS WERE FOUND. PERFORMED BASIC SETTINGS IN VSD. TEST DROVE AGAIN. VEHICLE STILL HESITATES COMING OUT OF A STOP. THINK THE MECHATRONICS UNIT IS FAULTY.
11/17/2008	08:30	ISSUE OPENED BY DEALERSHIP
11/17/2008	08:52	ADVISED TECH TO CHECK MVB 54 IN TCM, IF FIRST 3 DIGITS ARE H22 THRU J21 REPLACE MECH UNIT, BOLTS, FILTER AND FLUID. THEN RUN BASIC SETTINGS MANUALLY. CLOSE OUT VTA WHEN COMPLETED. HAVE THE TECH RETRIEVE MVB 54 FROM THE TCM. THIS IS THE BUILD DATE INFORMATION FOR THE MECH AND WOULD READ OUT AS FOLLOWS: THE FIRST 3 DIGITS WOULD BE THE IMPORTANT PART. THE FIRST DIGIT IS A LETTER; H=2007 J=2008 AND THE NEXT 2 DIGITS ARE THE WEEK NUMBER OF BUILD. THE BUILD DATE OF THE MECHATRONIC WITH THE AFFECTED PRESSURE SOLENOIDS WOULD BE BETWEEN H22-J21. IF THE MECHATRONIC BUILD DATE FALLS BETWEEN THE ONES LISTED ABOVE, THE MECHATRONIC WOULD NEED TO BE REPLACED AND BASIC SETTINGS FOR THE NEW MECHATRONIC WOULD NEED TO BE ADAPTED.
11/17/2008	08:52	CUSTOMER COMMENTS: C USTOMER STATES THAT TRANSMISSION IS SHIFTING ABNORMAL. CLUNKS INTO SHIFTS.
11/17/2008	08:52	WORKSHOP FINDINGS: TEST DROVE VEHICLE AND FOUND THAT THE HESITATES FROM A STOP WHETHER GOING INTO REVERSE OR DRIVE. IT STUDERS AND THAN GOES. CHECKED GFF FOR FAULTS AND NO FAULTS WERE FOUND. PERFORMED BASIC SETTINGS IN VSD. TEST DROVE AGAIN. VEHICLE STILL HESITATES COMING OUT OF A STOP. THINK THE MECHATRONICS UNIT IS FAULTY.
11/17/2008	09:00	CHECKED MVB 54 AND FOUND THAT THE TRANSMISSION WASNT IN RANGE OF RECOMENDED NUMBERS. MECHATRONIC IDENTIFICATION NUMBER IS (H20)J0542
11/17/2008	09:14	ADVISED TECH TO CHECK LIKE VEHICLE AND COMPARE, TECH STATED IT DOES NOT COMPARE, IT IS VERY HARSH. ESPECIALLY IN REVERSE. ADVISED TECH TO REPLACE MECH UNIT, BOLTS, FILTER AND FLUID. RERUN BASIC SETTINGS AND RETEST. CLOSE OUT VTA WHEN COMPLETED.
11/17/2008	10:34	HAD TO SPECIAL ORDER PART. WONT BE AVAILABLE FOR 7-10 DAYS
11/17/2008	13:38	THANKS FOR THE UPDATE.
11/21/2008	15:15	WILL HAVE TO REPLACE MECH UNIT NEXT FRIDAY (11-28-08) WONT HAVE ANY UPDATES UNTIL THAN
11/21/2008	15:30	THANKS FOR THE UPDATE.
11/25/2008	10:39	SPOKE TO TINA - THE TECH WORKING ON THE VEHICLE IS OFF WILL BE BACK TOMOROW.
11/26/2008	09:23	MECHATRONICS HAVE ARRIVED, WILL BE INSTALLED TODAY.
11/26/2008	13:26	THANKS FOR THE UPDATE.
12/01/2008	09:03	STILL WAITING ON PARTS
12/02/2008	09:26	THANKS FOR THE UPDATE.
12/02/2008	16:30	STILL WAITING ON PARTS, BUT ILL JUST CLOSE THIS AND REOPEN ANOTHER WHEN READY
12/02/2008	18:36	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
12/02/2008	18:36	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
388611	EOS	2008	WVWDB71FX8V [REDACTED]	18057	3885	11/17/2008	USA

Workshop Finding

n/a

Activity Date	Activity Time	Activity Comments
11/17/2008	16:03	ACCELERATING FROM A STOP CAR LURCHES FORWARD THEN IT IS OK. NO FAULTS IN ECM OR TCM. I ADAPTED THROTTLE, KICKDOWN AND THE DSG BASIC SETTINGS. NO CHANGE.
11/17/2008	16:03	ISSUE OPENED BY DEALERSHIP
11/17/2008	16:24	CUSTOMER COMMENTS: ACCELERATING FROM A STOP CAR LURCHES FORWARD THEN IT IS OK. NO FAULTS IN ECM OR TCM. I ADAPTED THROTTLE, KICKDOWN AND THE DSG BASIC SETTINGS. NO CHANGE.
11/17/2008	16:24	<p>PERFORMING THE BASIC SETTINGS ON THE DSG IS AN IMPORTANT DIAGNOSTIC STEP. ALTHOUGH THE BASIC SETTINGS SHOULD NOT BE PERFORMED AS A REGULAR ROUTINE, THEY CAN BE SET FOR A SYMPTOM. THE SCAN TOOL WILL AUTOMATICALLY WALK A TECHNICIAN THROUGH GFF'S OR GF'S VERSION OF BASIC SETTINGS, BUT ENGINEERING HAS FOUND THIS METHOD TO BE INSUFFICIENT. THE BASIC SETTINGS SHOULD BE DONE THROUGH VEHICLE SELF DIAGNOSIS.</p> <p>THE FOLLOWING REQUIREMENTS SHOULD BE MET:</p> <p>ENGINE AND TRANSMISSION MUST BE UP TO OPERATING TEMPERATURE (MINIMUM OF 30C IN TRANSMISSION). VEHICLE SHOULD BE CLEAR OF ALL FAULT CODES (ECM AND TCM) VEHICLE SHOULD BE IN PARK AND IDLING ENGINE MUST HAVE BEEN RUNNING FOR ONE FULL MINUTE BEFORE BASIC SETTINGS CAN BE PERFORMED.</p> <p>GO INTO VSD, TRANSMISSION ELECTRONICS/GEARBOX ELECTRONICS, BASIC SETTINGS, THEN ENTER #61 ON KEYPAD AND SELECT THE "Q" BUTTON TO ENTER INTO TEST MODE. ONCE THE NEW SCREEN APPEARS, PUT YOUR FOOT ON THE BRAKE PEDAL AND PRESS ACTIVATE. IT CAN TAKE UP TO 40 SECONDS UNTIL YOU HEAR ANY NOISES IN THE TRANSMISSION. ONCE YOU SEE NEW NUMBERS APPEAR IN THE BOTTOM BOX OF THE BASIC SETTINGS, YOU KNOW THAT THE TEST IS COMPLETE. GO BACK OUT INTO BASIC SETTINGS AND SELECT #60 ON KEYPAD AND SELECT THE "Q" BUTTON TO ENTER THE TEST MODE. FOLLOW STEP #2 AGAIN. ONCE YOU ARE COMPLETED WITH THESE TWO TESTS, SHUT DOWN ENGINE AND RESTART AND ALLOW TO IDLE. CYCLE VEHICLE FROM PARK TO DRIVE 5 TIMES AND THEN FROM PARK TO REVERSE 5 TIMES AS WELL. ROAD TEST VEHICLE 10-15 MILES GOING THROUGH ALL GEARS AUTOMATICALLY AND ALSO THROUGH TIPTRONIC AT VARIOUS SPEEDS AND DRIVING CONDITIONS. SHUT THE VEHICLE OFF AND THEN RESTART AND RE EVALUATE SHIFTING.</p> <p>NOTE: IF VEHICLE STALLS WHILE RUNNING BASIC SETTINGS, THE TRANSMISSION WILL NEED TO BE REPLACED. PLEASE ALSO NOTE THAT IF THE VEHICLE DOES NOT ROLL EVEN WHEN THE TRANSMISSION IS ENGAGED INTO NEUTRAL, IT IS LIKELY THAT THERE MAY BE A STUCK SHIFT FORK INTERNALLY. PLEASE DISCONNECT THE SHIFT LEVER CABLE FROM THE TRANSMISSION AND IF THERE IS STILL NO MOVEMENT, REPLACE THE TRANSMISSION. IF MOVEMENT IS NOW PRESENT, PERSUE A SHIFT LEVER ISSUE.</p> <p>ALSO, IF THE TRANSMISSION EXHIBITS A GRINDING NOISE OTHER THAN DURING BASIC SETTINGS PLEASE CALL BACK</p>
11/17/2008	17:29	I HAVE PERFORMED BASIC SETTINGS IN VSD. TEST DROVE. NO CHANGE. ORDERED MECHATRONICS CM, MOUNTING BOLTS FILTER AND FLUID. I WILL UPDATE WHEN PARTS ARRIVE.
11/17/2008	17:38	THANKS FOR THE UPDATE P1
11/20/2008	13:34	WAITING FOR PARTS STILL
11/24/2008	11:25	THANKS FOR THE UPDATE
11/24/2008	13:20	WORK IS COMPLETE. BASIC SETTING IS ATTACHED.

11/24/2008	13:54	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
11/24/2008	13:54	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
389014	RABBIT	2008	WVWHV71KX8W [REDACTED]	5682	3885	11/18/2008	USA

Workshop Finding

VERIFIED CONCERN.

Activity Date	Activity Time	Activity Comments
11/18/2008	13:49	COMING OUT OF A STOP VEHAL CHUGGING
11/18/2008	13:49	ISSUE OPENED BY DEALERSHIP
11/18/2008	14:24	ADVISED TECH TO CHECK MVB 54 IF FIRST 3 DIGITS ARE H22 THRU J21 REPLACE MECH UNIT, BOLTS, FILTER AND FLUID, THEN RUN BASIC SETTINGS MANUALLY PER PROCEDURE BELOW. IF OUSIDE THE NUMBERS RUN BASIC SETTINGS AND REEVALUATE SHIFT CONCERN. CLOSE OUT 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.
11/18/2008	14:24	CUSTOMER COMMENTS: COMMING OUT OF A STOP VEHAL CHUGGING.
11/18/2008	14:24	WORKSHOP FINDINGS: VERIFIED CONCERN.
11/18/2008	14:51	ADVISED TECH TO REPLACE MECH UNIT, BOLTS, FILTER AND FLUID PER PREVIOUS CALL. CLOSE OUT VTA WHEN COMPLETED.
11/18/2008	15:30	ORDER MECH UNIT,BOLTS OIL AN FILTER MECH UNIT ON BACK ORDER.
11/19/2008	07:42	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
11/19/2008	07:42	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
389046	JETTA	2008	3VWRJ71K18M [REDACTED]	15543	3885	11/18/2008	USA

Workshop Finding

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

Activity Date	Activity Time	Activity Comments
11/18/2008	14:26	C/S WILL ALMOST STALL WHEN GOING INTO DRIVE. VERIFIED CONCERN. WHEN PUT INTO DRIVE OR REVERSE VEHICLE WILL JERK AND SHUDDER. NO FAULTS IN ANY SYSTEMS. RAN BASIC SETTINGS FOR DSG TRANSMISSION WITH NO AFFECT TO CONCERN.
11/18/2008	14:26	ISSUE OPENED BY DEALERSHIP
11/18/2008	14:36	ADVISED THE TECH TO CHECK MVB 23 IN THE ECM, 3RD GEAR 3000 RPM AND THEN AT IDLE AND WHEN THE CONCERN HAPPENS.
11/18/2008	14:36	CUSTOMER COMMENTS: C/S WILL ALMOST STALL WHEN GOING INTO DRIVE. VERIFIED CONCERN. WHEN PUT INTO DRIVE OR REVERSE VEHICLE WILL JERK AND SHUDDER. NO FAULTS IN ANY SYSTEMS. RAN BASIC SETTINGS FOR DSG TRANSMISSION WITH NO AFFECT TO CONCERN.
11/18/2008	14:36	WORKSHOP FINDINGS: TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM.
11/18/2008	14:55	CHECKED MVB 23 FIELD 2; IDLE= 15.8%, 3040RPM= 21.1%, WHEN PUT INTO DRIVE READING WILL GO TO APPROX. 24% AND JUMP UP TO APPROX. 32% WHEN JERK SENSATION FELT... COULD FEEL JERKING/SHUDDER SENSATION ON SLOW ACCELERATION FROM A COMPLETE STOP AND ON DECEL TO A COMPLETE STOP.
11/18/2008	15:45	PLEASE CALL IN FOR FURTHER ASSISTANCE.
11/18/2008	16:29	MVB 54 READS J 04. REPLACE MECHATRONICS , BOLTS, FLUID AND FILTER.
11/18/2008	16:55	ORDERED MECHATRONICS UNIT, BOLTS, FLUID AND FILTER. 11/18/2008
11/19/2008	16:46	P1 THANK YOU FOR THE UPDATE. REMEMBER TO UPDATE AND CLOSE THE TICKET.
11/24/2008	13:41	(P1) PARTS ON BACK ORDER PER THE TICKET.
11/24/2008	20:07	INSTALLED NEW MECHATRONICS UNIT, FILTER AND REPLACED FLUID. SET BASIC SETTINGS MVB61 THEN 60, TEST DROVE VEHICLE AND VEHICLE IS SHIFTING AS DESIGNED. NO MORE JERKING SENSATION FELT WHEN SHIFTING INTO REVERSE OR DRIVE.
11/24/2008	20:08	CLOSE
11/25/2008	10:09	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
11/25/2008	10:09	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
389477	JETTA	2009	3VWAL71K29M	1970	3885	11/19/2008	USA

Workshop Finding

ROAD TEST VEHICLE WITH CUSTOMER AND IT OCCURS BUT DOES NOT OCCUR IN D POSITION,NO DTC'S STORED.

Activity Date	Activity Time	Activity Comments
11/19/2008	12:56	CUSTOMER STATES TRANS JERKS WHEN ACCELERATING FROM A STOP OS AFTER SLOWING DOWN FOR A TURN WHEN VEHICLE IN SPORT MODE(S ON SHIFTER) ROAD TEST VEHICLE WITH CUSTOMER AND IT OCCURS BUT DOES NOT OCCUR IN D POSITION,NO DTC'S STORED.
11/19/2008	12:56	ISSUE OPENED BY DEALERSHIP
11/19/2008	13:11	ADVISED TECH TO CHECK AXLE SHAFT BOLTS AT TRANSMISSION. LOOK FOR LOOSE BOLTS. IF ANY DAMAGE IS FOUND PLEASE ATTACH PICTURES TO VTA AND CALL BACK. IF AXLE BOLTS ARE TIGHT 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. CLOSE OUT VTA IF CONCERN IS GONE.
11/19/2008	13:11	CUSTOMER COMMENTS: CUSTOMER STATES TRANS JERKS WHEN ACCELERATING FROM A STOP OS AFTER SLOWING DOWN FOR A TURN WHEN VEHICLE IN SPORT MODE ALSO HAD NOISE.
11/19/2008	13:11	WORKSHOP FINDINGS: ROAD TEST VEHICLE WITH CUSTOMER AND IT OCCURS BUT DOES NOT OCCUR IN D POSITION,NO DTC'S STORED.
11/19/2008	14:30	AXLE SHAFT BOLTS ARE OK,PERFORMED MANUAL BASIC SETTINGS AND ROAD TEST VEHICLE 15 MILES AND VEHICLE STILL JERKS WHEN ACCELERATING FEELS LIKE A BANG
11/19/2008	14:40	TECH STATES THE CAR SHIFTS HARSH ONLY IN SPORT MODE. ADVISED THE TECH TO ROAD TEST A KNOWN GOOD VEHICLE AND SEE IF THE ISSUE IS NORMAL.
11/19/2008	15:32	I ROAD TEST A 09 TDI JETTA WITH DSG FROM THE LOT AND IT SHIFTS PERFECT,THEN I ROAD TEST CUSTOMERS VEHICLE AGAIN AND I STILL CAN FEEL A JERK,BANG WHEN ACCELERATING
11/19/2008	15:40	ADVISED TECH TO REPLACE MECH UNIT, BOLTS, FILTER AND FLUID, CLOSE OUT VTA WHEN COMPLETED.
11/19/2008	15:59	ORDERED PARTS
11/19/2008	16:39	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
11/19/2008	16:39	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
389514	JETTA	2009	3VWCL71K69M [REDACTED]	4837	3885	11/19/2008	USA

Workshop Finding

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

Activity Date	Activity Time	Activity Comments
11/19/2008	13:34	HARSH SHIFT BETWEEN 3RD AND 2ND
11/19/2008	13:34	ISSUE OPENED BY DEALERSHIP
11/19/2008	14:08	ADVISED THE TECH TO CHECK MVB 23 IN THE ECM, 3RD GEAR 3000 RPM. THEN SET UP FOR THE TRANS BASIC SETTINGS.
11/19/2008	14:08	CUSTOMER COMMENTS: HARSH SHIFT BETWEEN 3RD AND 2ND
11/19/2008	14:08	WORKSHOP FINDINGS: TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM.
11/19/2008	14:45	ADVISED THE TECH ON HOW TO PERFORM THE TRANS BASIC SETTINGS.
11/19/2008	16:18	ADVISED THE TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT.
11/19/2008	17:18	CUSTOMER COMING BACK FOR REPAIR IN 2 WEEKS
11/19/2008	17:24	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
11/19/2008	17:24	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
389607	RABBIT	2008	WVWFV71K08W [REDACTED]	9440	3885	11/19/2008	USA

Workshop Finding

ROAD TESTED CONFIRMED COMPLAINT SHUTTERS WHEN SHIFTING FROM 1ST-3RD, DROVE IN SPORT MODE AND TRANS DELAYS IN CHANGING GEARS, SHIFTS AT 5500RPMS, PERFORMED BASIC SETTINGS FOR MECH UNIT, IN STILL HAS SAME PROBLEM, TCM#02E300044J SV#1408, FLUID LEVEL & CONDITION OK, NO LEAKS FOUND

Activity Date	Activity Time	Activity Comments
11/19/2008	15:10	CUTS. STATES WHEN COLD TRAN SHUTTERS WHEN SHIFTING. ROAD TESTED CONFIRMED COMPLAINT SHUTTERS WHEN SHIFTING FROM 1ST-3RD, DROVE IN SPORT MODE AND TRANS DELAYS IN CHANGING GEARS, SHIFTS AT 5500RPMS, PERFORMED BASIC SETTINGS FOR MECH UNIT, IN STILL HAS SAME PROBLEM, TCM#02E300044J SV#1408, FLUID LEVEL & CONDITION OK, NO LEAKS FOUND
11/19/2008	15:10	ISSUE OPENED BY DEALERSHIP
11/19/2008	15:17	ADVISED TECH TO REPLACE MECH UNIT, BOLTS, FILTER AND FLUID. RERUN BASIC SETTINGS AND CLOSE OUT VTA WHEN COMPLETED. TECH FOUND MVB 54 AT H30.
11/19/2008	15:17	CUSTOMER COMMENTS: CUTS. STATES WHEN COLD TRAN SHUTTERS WHEN SHIFTING.
11/19/2008	15:17	WORKSHOP FINDINGS: ROAD TESTED CONFIRMED COMPLAINT SHUTTERS WHEN SHIFTING FROM 1ST-3RD, DROVE IN SPORT MODE AND TRANS DELAYS IN CHANGING GEARS, SHIFTS AT 5500RPMS, PERFORMED BASIC SETTINGS FOR MECH UNIT, IN STILL HAS SAME PROBLEM, TCM#02E300044J SV#1408, FLUID LEVEL & CONDITION OK, NO LEAKS FOUND
11/24/2008	10:43	MECH UNIT ORDERED
11/24/2008	12:23	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
11/24/2008	12:23	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
389980	RABBIT	2008	WVWVFV71K08W [REDACTED]	14567	3885	11/20/2008	USA

Workshop Finding

NO FAULTS, FLUID LEVEL AND CONDITION OK. J07

Activity Date	Activity Time	Activity Comments
11/20/2008	12:21	CUSTOMER STATES THAT WHEN THEY GO TO ACCELARETE THE CAR SLAMS INTI GEAR, FROM A COMPLETE STOP INTO FIRST GEAR , CUSTOMER STATES THAT IN ON THE WAY IN THIS MORNING LET OFF THE PAERKING BRAKE AND THE CAR SLAM INTO GEAR, RUN GFF NO FAULTS FOUND AT ALL , INSPECT TRANSMITCION OIL LEVEL IS OK, WAS ABLE TO DUPLICATE CUSTOMER CONCER,
11/20/2008	12:21	ISSUE OPENED BY DEALERSHIP
11/20/2008	12:38	CUSTOMER COMMENTS: CUSTOMER STATES THAT WHEN THEY GO TO ACCELARETE THE CAR SLAMS INTI GEAR, FROM A COMPLETE STOP INTO FIRST GEAR , CUSTOMER STATES THAT IN ON THE WAY IN THIS MORNING LET OFF THE PAERKING BRAKE AND THE CAR SLAM INTO GEAR, RUN GFF NO FAULTS FOUND AT ALL , INSPECT TRANSMITCION OIL LEVEL IS OK, WAS ABLE TO DUPLICATE CUSTOMER CONCER,
11/20/2008	12:38	REPLACE THE MECHATRONIC, FILTER, FLUID AND BOLTS AND RETEST FOR ISSUE
11/20/2008	12:38	WORKSHOP FINDINGS: NO FAULTS, FLUID LEVEL AND CONDITION OK. J07
11/26/2008	11:16	REPLACE MECHATONIC, FLUID FILTER AND BOLTS LIKE I WAS ADVICE, REFILL ATF TO SPECS, USING GF , ALSO SET ALL BASIC SETTINGS ON MECHATRONIC, TET DROVE CAR IS SHIFTING PROPERLY, CAR IS LEAVING TODAY, THANK YOU
11/26/2008	12:35	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
11/26/2008	12:35	ISSUE UPDATED

Consultant's Closing Comments

REPLACE MECHATONIC, FLUID FILTER AND BOLTS LIKE I WAS ADVICE, REFILL ATF TO SPECS, USING GF , ALSO SET ALL BASIC SETTINGS ON MECHATRONIC, TET DROVE CAR IS SHIFTING PROPERLY, CAR IS LEAVING TODAY, THANK YOU

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
390243	RABBIT	2008	WVWHV71K68W [REDACTED]	31504	3885	11/20/2008	USA

Workshop Finding

HARSH DOWNSHIFT AROUND 30 MPH H26

Activity Date	Activity Time	Activity Comments
11/20/2008	18:14	ISSUE OPENED BY DEALERSHIP
11/20/2008	18:14	WHEN SLOWING DOWN HARSH DOWN SHIFT.
11/20/2008	18:20	CUSTOMER COMMENTS: WHEN SLOWING DOWN HARSH DOWN SHIFT.
11/20/2008	18:20	REPLACE THE MECHATRONIC, FLUID, FILTER AND BOLTS
11/20/2008	18:20	WORKSHOP FINDINGS: HARSH DOWNSHIFT AROUND 30 MPH H26
11/24/2008	12:38	MECHATRONIC UNIT STILL ON ORDER.
11/24/2008	16:00	MECH ORDERED P1
11/26/2008	11:36	MECHATRONIS UNIT HAS NOT SHOWN UP YET
11/26/2008	13:45	ISSUE SENT TO DEALERSHIP
12/02/2008	09:38	PARTS RECEIVED, TECH WORKING ON CAR YESTERDAY AND TODAY. MAY BE COMPLETED TODAY, TUESDAY, 12.2.08
12/02/2008	10:42	ISSUE SENT TO DEALERSHIP
12/02/2008	12:57	REPLACED MECHATRONICS UNIT. TESTED. VEHICLE OPERATING NORMAL. RELEASED VEHICLE TO CUSTOMER.
12/02/2008	14:17	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
12/02/2008	14:17	ISSUE UPDATED

Consultant's Closing Comments

REPLACED MECHATRONICS UNIT. TESTED. VEHICLE OPERATING NORMAL. RELEASED VEHICLE TO CUSTOMER.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
390487	RABBIT	2007	WVWFV71K67W [REDACTED]	19096	3885	11/21/2008	USA

Workshop Finding

ROAD TESTED AND CONFIRMED COMPLAINT, AT TIMES AT LOW SPEED AND IN LOW GEARS TRANS SHUTTERS WHEN CHANGING GEARS, NO DTC'S STORED IN MODULES, NO LEAKS FOUND, FLUID LEVEL AND CONDITION OK, NO SV UPDATES FOUND, PERFORMED BASIC SETTINGS ON MECH UNIT, AND ROAD TESTED FOR 15 MILES, AND STILL HAS SAME SYMPTOMS AFTER BASIC SETTINGS, MVB 54 VALUE H30, PLEASE ADVISE, TCM #02E30043C SV#1158 AND IS UPTO DATE

Activity Date	Activity Time	Activity Comments
11/21/2008	13:34	CUST STATES AT TIMES TRANS FEELS LIKE IT JUMPS OR BANGS AT LOW GEARS, ROAD TESTED AND CONFIRMED COMPLAINT, AT TIMES AT LOW SPEED AND IN LOW GEARS TRANS SHUTTERS WHEN CHANGING GEARS, NO DTC'S STORED IN MODULES, NO LEAKS FOUND, FLUID LEVEL AND CONDITION OK, NO SV UPDATES FOUND, PERFORMED BASIC SETTINGS ON MECH UNIT, AND ROAD TESTED FOR 15 MILES, AND STILL HAS SAME SYMPTOMS AFTER BASIC SETTINGS, MVB 54 VALUE H30, PLEASE ADVISE, TCM #02E30043C SV#1158 AND IS UPTO DATE
11/21/2008	13:34	ISSUE OPENED BY DEALERSHIP
11/21/2008	13:45	ADVISED TECH TO REPLACE MECH UNIT, BOLTS, FILTER AND FLUID. CLOSE OUT VTA WHEN COMPLETED.
11/21/2008	13:45	CUSTOMER COMMENTS: CUST STATES AT TIMES TRANS FEELS LIKE IT JUMPS OR BANGS AT LOW GEARS.
11/21/2008	13:45	WORKSHOP FINDINGS: ROAD TESTED AND CONFIRMED COMPLAINT, AT TIMES AT LOW SPEED AND IN LOW GEARS TRANS SHUTTERS WHEN CHANGING GEARS, NO DTC'S STORED IN MODULES, NO LEAKS FOUND, FLUID LEVEL AND CONDITION OK, NO SV UPDATES FOUND, PERFORMED BASIC SETTINGS ON MECH UNIT, AND ROAD TESTED FOR 15 MILES, AND STILL HAS SAME SYMPTOMS AFTER BASIC SETTINGS, MVB 54 VALUE H30, PLEASE ADVISE, TCM #02E30043C SV#1158 AND IS UPTO DATE
11/28/2008	16:12	P2 SPOKE TO FRANK IN VW SERVICE, VEHICLE IS CURRENTLY HOLDING FOR PARTS.
12/05/2008	08:55	MECH UNIT REPLACED, SET BASIC SETTINGS, ROAD TESTED OPERATING TO SPEC.
12/05/2008	09:18	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
12/05/2008	09:18	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
390556	EOS	2008	WVWFA71FX8V [REDACTED]	8870	3885	11/21/2008	USA

Workshop Finding

TECH VERIFIED THE CONCERN. TRANS SHUTTERS IN GEAR.

Activity Date	Activity Time	Activity Comments
11/21/2008	14:51	ISSUE OPENED BY DEALERSHIP
11/21/2008	14:51	VEHICLE HESITATES, NO DTC'S IN ECM OR TCM
11/21/2008	15:01	ADVISED THE TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND THE BOLTS FOR THE MECH UNIT.
11/21/2008	15:01	CUSTOMER COMMENTS: VEHICLE HESITATES, NO DTC'S IN ECM OR TCM
11/21/2008	15:01	WORKSHOP FINDINGS: TECH VERIFIED THE CONCERN. TRANS SHUTTERS IN GEAR.
11/28/2008	14:21	SPOKE WITH BILL IN SERVICE. PARTS ARE ON ORDER-CUSTOMER HAS VEHICLE. TECH TO UPDATE AND CLOSE VTA. C1
11/28/2008	14:24	ORDERED PARTS TO CORRECT CONCERN AND OWNER PREFERS TO DRIVE VEHICLE UNTIL PARTS ARRIVE. IF VALVEBODY DOESN'T REPAIR CONCERN ANOTHER VTA WILL BE OPENED AT THAT TIME
12/01/2008	08:14	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
12/01/2008	08:14	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
390634	EOS	2007	WVWBA71F17V [REDACTED]	24121	3885	11/21/2008	USA

Workshop Finding

TECH UNABLE TO PERFORM THE TRANS BASIC SETTINGS.

Activity Date	Activity Time	Activity Comments
11/21/2008	16:27	AFTER REPLACEMENT OF MECHATRONICS UNIT BASIC SETTINGS WILL NOT INITIATE MANUALLY. ATEMPTED TO SET BASICS WITH GFF, IT SHOWED IT SETTING PROPERLY BUT FAULT RETURNS AFTER TEST DRIVE.
11/21/2008	16:27	ISSUE OPENED BY DEALERSHIP
11/21/2008	16:32	ADVISED THE TECH THAT THE BASIC SETTINGS NUMBERS ARE 61 AND 60.
11/21/2008	16:32	CUSTOMER COMMENTS: AFTER REPLACEMENT OF MECHATRONICS UNIT BASIC SETTINGS WILL NOT INITIATE MANUALLY. ATEMPTED TO SET BASICS WITH GFF, IT SHOWED IT SETTING PROPERLY BUT FAULT RETURNS AFTER TEST DRIVE.
11/21/2008	16:32	WORKSHOP FINDINGS: TECH UNABLE TO PERFORM THE TRANS BASIC SETTINGS.
11/21/2008	16:51	MECHATRONICS BASIC SETTINGS SET AND ROAD TESTED OK.
11/24/2008	10:00	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
11/24/2008	10:00	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
390750	RABBIT	2008	WVWHV71KX8W [REDACTED]	11000	3885	11/24/2008	USA

Workshop Finding
n/a

Activity Date	Activity Time	Activity Comments
11/24/2008	08:55	ISSUE OPENED BY DEALERSHIP
11/24/2008	09:24	CUSTOMER COMMENTS: CUSTOMER COMPLAINT" WHEN DRIVING REALLY SLOW WITH FOOT OFF THE BRAKE HE CAN FEEL THE CAR SHUDDERING.
11/24/2008	09:24	PLEASE CHANGE THE MECH UNIT, FLUID, FILTER, AND BOLTS.
12/01/2008	12:26	SPOKE WITH GREG. CAR IS GONE. D1
12/05/2008	09:58	CAR TO RETURN 12/06/08 TO REPLACE MAECH UNIT.
12/06/2008	17:33	REPLACED MECHTRONIC UNIT. CAR WORKS PERFECTLY. THANKS.
12/08/2008	08:11	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
12/08/2008	08:11	ISSUE UPDATED

Consultant's Closing Comments
REPLACED MECHTRONIC UNIT. CAR WORKS PERFECTLY. THANKS.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
390814	RABBIT	2008	WVWFV71K88W [REDACTED]	10530	3885	11/24/2008	USA

Workshop Finding

TECH VERIFIED THE CONCERN. TRANS SHUTTERS ON INITIAL TAKE OFF.

Activity Date	Activity Time	Activity Comments
11/24/2008	10:31	CUSTOMER STATES THAT WHEN HE PUSHES ON THE GAS THERE IS A JERK UPON TAKING OFF. TECH TEST DROVE VEHICLE AND FOUND DELAY CAUSING JERKING SENSATION. NO FAULTS FOUND IN ONBOARD SYSTEMS. THERE ARE NO LEAKS FOUND AND FLUID LEVEL IS OK.
11/24/2008	10:31	ISSUE OPENED BY DEALERSHIP
11/24/2008	12:06	ADVISED THE TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND THEN BOLTS FOR THE MECH UNIT.
11/24/2008	12:06	WORKSHOP FINDINGS: TECH VERIFIED THE CONCERN. TRANS SHUTTERS ON INITIAL TAKE OFF.
11/24/2008	12:52	SPECIAL ORDER PARTS FOR VEHICLE. RELEASING CAR TO CUSTOMER DUE TO PARTS BEING ON NATION WIDE BACK ORDER.
11/24/2008	16:53	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
11/24/2008	16:53	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
390824	JETTA	2008	3VWRJ71K18M [REDACTED]	7590	3885	11/24/2008	USA

Workshop Finding

n/a

Activity Date	Activity Time	Activity Comments
11/24/2008	10:40	CAR JERKS ON LIGHT ACCELERATION. TECH: VERIFIED CONCERN, JERKS/ CLUNKS WHEN ENTERING 1ST FROM A STANDSTILL. NO FAULTS IN ECM OR TCM, ADAPTED DSG THROUGH GFF AND VSD, CONDITION STILL PRESENT.
11/24/2008	10:40	ISSUE OPENED BY DEALERSHIP
11/24/2008	10:45	CUSTOMER COMMENTS: CAR JERKS ON LIGHT ACCELERATION. TECH: VERIFIED CONCERN, JERKS/ CLUNKS WHEN ENTERING 1ST FROM A STANDSTILL. NO FAULTS IN ECM OR TCM, ADAPTED DSG THROUGH GFF AND VSD, CONDITION STILL PRESENT.
11/24/2008	10:45	MIKE, PLEASE REPLACE THE MECH UNIT, FLUID, FILTER, AND BOLTS.
11/24/2008	10:49	PARTS ORDERED, WILL REOPEN IF CONDITION IS NOT REPAIRED.
11/24/2008	13:00	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
11/24/2008	13:00	ISSUE UPDATED

Consultant's Closing Comments

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

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
390839	JETTA	2008	3VWRJ71K68M [REDACTED]	2967	3885	11/24/2008	USA

Workshop Finding

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

Activity Date	Activity Time	Activity Comments
11/24/2008	10:49	ISSUE OPENED BY DEALERSHIP
11/24/2008	10:49	TRANS BANGS WHEN DOWNSHIFTING AT LOW GEARS, TEST DROVE AND COMFIRMED COMPLAINT, TRANS SHUTTERS FROM 3RD - 1ST ONLY WHEN DOWN SHIFTING IN DRIVE AND TIPTRONIC MODE, NO DTC'S STORED IN MODULES, NO SOFTWARE UPDATES FOUND, TCM#02E300050J SV#1410, PERFORMED BASIC SETTINGS ON MECH UNIT, AND STILL BANGS WHEN DOWNSHIFTING, FLUID AND CONDITION OK, MVB 54 VALUE J04
11/24/2008	10:54	CUSTOMER COMMENTS: TRANS BANGS WHEN DOWNSHIFTING AT LOW GEARS, TEST DROVE AND COMFIRMED COMPLAINT, TRANS SHUTTERS FROM 3RD - 1ST ONLY WHEN DOWN SHIFTING IN DRIVE AND TIPTRONIC MODE, NO DTC'S STORED IN MODULES, NO SOFTWARE UPDATES FOUND, TCM#02E300050J SV#1410, PERFORMED BASIC SETTINGS ON MECH UNIT, AND STILL BANGS WHEN DOWNSHIFTING, FLUID AND CONDITION OK, MVB 54 VALUE J04
11/24/2008	10:54	P1 ADVISED THE TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND THEN BOLTS FOR THE MECH UNIT.
11/24/2008	10:54	WORKSHOP FINDINGS: TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM. BASIC SETTINGS PERFORMED. CONCERN STILL PRESENT.
12/01/2008	12:17	P1 SPOKE WITH JOE (SERVICE) AND WAS ADVISED THAT THE VEHICLE IS STILL WAITING ON PARTS.
12/01/2008	16:07	RECEIVED MECH UNIT, REPLACED UNIT, DSG FLUID & FILTER, PERFORMED BS 61 & 60 ROAD TESTED, OPERATING TO SPEC VEHICLE RELEASED TO CUST.
12/02/2008	07:48	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
12/02/2008	07:48	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
390853	EOS	2008	WVWFA71F68V [REDACTED]	9763	3885	11/24/2008	USA

Workshop Finding

n/a

Activity Date	Activity Time	Activity Comments
11/24/2008	11:01	CUSTOMER STATED THERE IS A HESITATION WHEN FIRST PUT IN GEAR AND THEN WILL JUMP FROM 1ST TO SECOND. I VERIFIED THE CUSTOMERS CONCERN DURING TEST DRIVE. PERFORMED A GFF AND NO FAULTS WERE NOTED. LOOKED UP TECH BULLETINS AND COULD NOT FIND ANY RELATING TO CONCERN. WANTED TO CONTACT YOU GUYS FOR ANY IDEAS
11/24/2008	11:01	ISSUE OPENED BY DEALERSHIP
11/24/2008	11:08	CUSTOMER COMMENTS: CUSTOMER STATED THERE IS A HESITATION WHEN FIRST PUT IN GEAR AND THEN WILL JUMP FROM 1ST TO SECOND. I VERIFIED THE CUSTOMERS CONCERN DURING TEST DRIVE. PERFORMED A GFF AND NO FAULTS WERE NOTED. LOOKED UP TECH BULLETINS AND COULD NOT FIND ANY RELATING TO CONCERN. WANTED TO CONTACT YOU GUYS FOR ANY IDEAS
11/24/2008	11:08	PLEASE CHANGE THE MECH UNIT, FLUID, FILTER AND BOLTS.
11/26/2008	09:26	ORDERED PARTS
11/26/2008	16:08	THANKS FOR THE UPDATE
12/01/2008	09:57	ISSUE SENT TO DEALERSHIP
12/01/2008	13:55	SPOKE TO MANNY CUST TOOK CAR FROM DEALER PLEASE CLOSE CASE C1
12/02/2008	10:37	AWAITING CUSTOMER TO RETURN TO INSTALL PARTS.
12/02/2008	11:45	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
12/02/2008	11:45	ISSUE UPDATED

Consultant's Closing Comments

PLEASE CHANGE THE MECH UNIT, FLUID, FILTER AND BOLTS.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
390903	EOS	2008	WVWDB71F68V [REDACTED]	10323	3885	11/24/2008	USA

Workshop Finding
n/a

Activity Date	Activity Time	Activity Comments
11/24/2008	11:48	CUSTOMER STATES THAT THE CAR STARTS OUT WITH A THUD. I GOT MORE INFO FROM THE CUSTOMER, THEY SAID THAT IT HAPPENDS HOT OR COLD WEATHER, HOT OR COLD ENGINE, AND IT HAPPENDS ANYTIME YOU START FROM A STOP. I ROAD TESTED THE CAR AND FELT WHAT THEY ARE TALKING ABOUT, IT FEELS LIKE EITHER THE TRANS IS STARTING IN 2ND AND THEN SHIFTING TO 1ST AS YOU TAKE OFF, OR THE CLUTCH ENGAGMENT IS RAPID AND HARSH. I CHECKED FOR SOFTWARE UPDATES USING THE 10/29/2008 RE-FLASH UPDATE QUICK REFERENCE CHART, NONE APPLY. SCANNED FOR DTC'S, NONE, CHECKED FOR SERVICE SOLUTIONS, NONE. IT FELL'S LIKE IT MAY BE NORMAL OPERATION, BUT I DON'T HAVE ANOTHER 3.2 EOS TO DRIVE, I THINK THIS IS THE ONLY ONE WE HAVE EVER HAD IN THE SHOP. PLEASE ADVISE.
11/24/2008	11:48	ISSUE OPENED BY DEALERSHIP
11/24/2008	11:59	CUSTOMER COMMENTS: CUSTOMER STATES THAT THE CAR STARTS OUT WITH A THUD. I GOT MORE INFO FROM THE CUSTOMER, THEY SAID THAT IT HAPPENDS HOT OR COLD WEATHER, HOT OR COLD ENGINE, AND IT HAPPENDS ANYTIME YOU START FROM A STOP. I ROAD TESTED THE CAR AND FELT WHAT THEY ARE TALKING ABOUT, IT FEELS LIKE EITHER THE TRANS IS STARTING IN 2ND AND THEN SHIFTING TO 1ST AS YOU TAKE OFF, OR THE CLUTCH ENGAGMENT IS RAPID AND HARSH. I CHECKED FOR SOFTWARE UPDATES USING THE 10/29/2008 RE-FLASH UPDATE QUICK REFERENCE CHART, NONE APPLY. SCANNED FOR DTC'S, NONE, CHECKED FOR SERVICE SOLUTIONS, NONE. IT FELL'S LIKE IT MAY BE NORMAL OPERATION, BUT I DON'T HAVE ANOTHER 3.2 EOS TO DRIVE, I THINK THIS IS THE ONLY ONE WE HAVE EVER HAD IN THE SHOP. PLEASE ADVISE.
11/24/2008	11:59	<p>TECH NEEDS TO PERFORM THE FOLLOWING:</p> <p>THE FOLLOWING REQUIREMENTS SHOULD BE MET:</p> <p>ENGINE AND TRANSMISSION MUST BE UP TO OPERATING TEMPERATURE (MINIMUM OF 30C IN TRANSMISSION). VEHICLE SHOULD BE CLEAR OF ALL FAULT CODES (ECM AND TCM) VEHICLE SHOULD BE IN PARK AND IDLING ENGINE MUST HAVE BEEN RUNNING FOR ONE FULL MINUTE BEFORE BASIC SETTINGS CAN BE PERFORMED.</p> <p>GO INTO VSD, TRANSMISSION ELECTRONICS/GEARBOX ELECTRONICS, BASIC SETTINGS, THEN ENTER #61 ON KEYPAD AND SELECT THE "Q" BUTTON TO ENTER INTO TEST MODE. ONCE THE NEW SCREEN APPEARS, PUT YOUR FOOT ON THE BRAKE PEDAL AND PRESS ACTIVATE. IT CAN TAKE UP TO 40 SECONDS UNTIL YOU HEAR ANY NOISES IN THE TRANSMISSION. ONCE YOU SEE NEW NUMBERS APPEAR IN THE BOTTOM BOX OF THE BASIC SETTINGS, YOU KNOW THAT THE TEST IS COMPLETE. GO BACK OUT INTO BASIC SETTINGS AND SELECT #60 ON KEYPAD AND SELECT THE "Q" BUTTON TO ENTER THE TEST MODE. FOLLOW STEP #2 AGAIN. ONCE YOU ARE COMPLETED WITH THESE TWO TESTS, SHUT DOWN ENGINE AND RESTART AND ALLOW TO IDLE. CYCLE VEHICLE FROM PARK TO DRIVE 5 TIMES AND THEN FROM PARK TO REVERSE 5 TIMES AS WELL. ROAD TEST VEHICLE 10-15 MILES GOING THROUGH ALL GEARS AUTOMATICALLY AND ALSO THROUGH TIPTRONIC AT VARIOUS SPEEDS AND DRIVING CONDITIONS. SHUT THE VEHICLE OFF AND THEN RESTART AND RE EVALUATE SHIFTING.</p> <p>NOTE: IF VEHICLE STALLS WHILE RUNNING BASIC SETTINGS, THE TRANSMISSION WILL NEED TO BE REPLACED. PLEASE ALSO NOTE THAT IF THE VEHICLE DOES NOT ROLL EVEN WHEN THE TRANSMISSION IS ENGAGED INTO NEUTRAL, IT IS LIKELY THAT THERE MAY BE A STUCK SHIFT FORK INTERNALLY. PLEASE DISCONNECT THE SHIFT LEVER CABLE FROM THE TRANSMISSION AND IF THERE IS STILL NO MOVEMENT, REPLACE THE TRANSMISSION. IF MOVEMENT IS NOW PRESENT, PERSUE A SHIFT LEVER ISSUE.</p> <p>ALSO, IF THE TRANSMISSION EXHIBITS A GRINDING NOISE OTHER THAN DURING BASIC SETTINGS PLEASE CALL BACK AS WELL FOR FURTHER INSTRUCTIONS.</p>

11/24/2008	15:20	PERFORMED BASIC SETTINGS AS ADVISED, STILL DOES THE SAME THING. I FELT LIKE IT WAS BETTER, BUT AT THE LAST LIGHT BEFORE I GOT BACK TO THE DEALERSHIP THERE WAS A BIG DELAY AND HARSH ENGAGMENT WHEN I LEFT THE LIGHT. PLEASE ADVISE. FYI-- WE HAVE A MECHATRONICS UNIT THAT THE PARTS ORDERED AND WE DID NOT INSTALL, PART # 02E-325-0250AD-Z02, NOT SURE IF IT IS THE SAME AS WHAT YOU WANT ME TO INSTALL.
11/24/2008	15:56	PLEASE CALL BACK FOR FURTHER ASSISTANCE
11/24/2008	16:40	REPLACE THE MECHATRONICS, OIL/FILTER, AND BOLTS.
11/24/2008	16:52	MECHATRONICS UNIT WAS NOT THE SAME AS THE ONE WE HAD HERE. ORDERED MECHATRONICS UNIT, BOLTS, FILTER, AND FLUID. M50171. WILL OPEN A NEW VTA IF FURTHER ASSISTANCE IS NEEDED.
11/24/2008	16:55	THANKS FOR YOUR ASSISTANCE.
11/24/2008	17:58	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
11/24/2008	17:58	ISSUE UPDATED

Consultant's Closing Comments

MECHATRONICS UNIT WAS NOT THE SAME AS THE ONE WE HAD HERE. ORDERED MECHATRONICS UNIT, BOLTS, FILTER, AND FLUID. M50171. WILL OPEN A NEW VTA IF FURTHER ASSISTANCE IS NEEDED.
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VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
391758	RABBIT	2007	WVWHV71K87W [REDACTED]	28391	3885	11/25/2008	USA

Workshop Finding
n/a

Activity Date	Activity Time	Activity Comments
11/25/2008	18:34	CUSTOMER CONCERN AT IDLE KNOCKING NOISE FROM TRANSMISSION/ WHEN CAR IS WARMED UP. CHECKED FOR FAULTS FOUND P0868 TRANSMISSION PRESSURE ADAPTION AT IMPACT UPPER LIMIT EXCEEDED. VERIFIED NOISE COMING FROM TRANSMISSION, ALSO ON ROAD TEST FELT ABRUPT SHIFTING.
11/25/2008	18:34	ISSUE OPENED BY DEALERSHIP
11/25/2008	18:49	CUSTOMER COMMENTS: CUSTOMER CONCERN AT IDLE KNOCKING NOISE FROM TRANSMISSION/ WHEN CAR IS WARMED UP. CHECKED FOR FAULTS FOUND P0868 TRANSMISSION PRESSURE ADAPTION AT IMPACT UPPER LIMIT EXCEEDED. VERIFIED NOISE COMING FROM TRANSMISSION, ALSO ON ROAD TEST FELT ABRUPT SHIFTING.
11/25/2008	18:49	REPLACE MECHATRONICS, FLUID AND THE FILTER AND THE BOLTS
11/25/2008	19:32	PARTS ON ORDER.
11/26/2008	11:04	THANKS FOR THE UPDATE
12/02/2008	13:03	PARTS ARE ON BACK ORDER.
12/02/2008	16:22	THANKS FOR THE UPDATE P2
12/09/2008	11:54	PARTS ARE HERE. VEHICLE HAS BEEN TRADED INTO DEALERSHIP. VEHICLE WILL BE REPAIRED NEXT WEEK. PLEASE INCLUDE THE STEPS FOR SETTING BASIC SETTINGS (NOT THE SAME AS ELSA), THANKS.
12/09/2008	12:26	<p>THANKS FOR THE UPDATE. I HAVE WRITTEN THE PROCEDURES ON SETTING BASIC SETTINGS. PERFORMING THE BASIC SETTINGS ON THE DSG IS AN IMPORTANT DIAGNOSTIC STEP. ALTHOUGH THE BASIC SETTINGS SHOULD NOT BE PERFORMED AS A REGULAR ROUTINE, THEY CAN BE SET FOR A SYMPTOM. THE SCAN TOOL WILL AUTOMATICALLY WALK A TECHNICIAN THROUGH GFF'S OR GF'S VERSION OF BASIC SETTINGS, BUT ENGINEERING HAS FOUND THIS METHOD TO BE INSUFFICIENT. THE BASIC SETTINGS SHOULD BE DONE THROUGH VEHICLE SELF DIAGNOSIS. THE FOLLOWING REQUIREMENTS SHOULD BE MET:</p> <p>ENGINE AND TRANSMISSION MUST BE UP TO OPERATING TEMPERATURE (MINIMUM OF 30C IN TRANSMISSION). VEHICLE SHOULD BE CLEAR OF ALL FAULT CODES (ECM AND TCM) VEHICLE SHOULD BE IN PARK AND IDLING ENGINE MUST HAVE BEEN RUNNING FOR ONE FULL MINUTE BEFORE BASIC SETTINGS CAN BE PERFORMED.</p> <p>GO INTO VSD, TRANSMISSION ELECTRONICS/GEARBOX ELECTRONICS, BASIC SETTINGS, THEN ENTER #61 ON KEYPAD AND SELECT THE "Q" BUTTON TO ENTER INTO TEST MODE. ONCE THE NEW SCREEN APPEARS, PUT YOUR FOOT ON THE BRAKE PEDAL AND PRESS ACTIVATE. IT CAN TAKE UP TO 40 SECONDS UNTIL YOU HEAR ANY NOISES IN THE TRANSMISSION. ONCE YOU SEE NEW NUMBERS APPEAR IN THE BOTTOM BOX OF THE BASIC SETTINGS, YOU KNOW THAT THE TEST IS COMPLETE. GO BACK OUT INTO BASIC SETTINGS AND SELECT #60 ON KEYPAD AND SELECT THE "Q" BUTTON TO ENTER THE TEST MODE. FOLLOW STEP #2 AGAIN. ONCE YOU ARE COMPLETED WITH THESE TWO TESTS, SHUT DOWN ENGINE AND RESTART AND ALLOW TO IDLE. CYCLE VEHICLE FROM PARK TO DRIVE 5 TIMES AND THEN FROM PARK TO REVERSE 5 TIMES AS WELL. ROAD TEST VEHICLE 10-15 MILES GOING THROUGH ALL GEARS AUTOMATICALLY AND ALSO THROUGH TIPTRONIC AT VARIOUS SPEEDS AND DRIVING CONDITIONS. SHUT THE VEHICLE OFF AND THEN RESTART AND RE EVALUATE SHIFTING.</p> <p>NOTE: IF VEHICLE STALLS WHILE RUNNING BASIC SETTINGS, THE TRANSMISSION WILL NEED TO BE REPLACED. PLEASE ALSO NOTE THAT IF THE VEHICLE DOES NOT ROLL EVEN WHEN THE TRANSMISSION IS ENGAGED INTO NEUTRAL, IT IS LIKELY THAT THERE MAY BE A STUCK SHIFT FORK INTERNALLY. PLEASE DISCONNECT THE SHIFT LEVER CABLE FROM THE TRANSMISSION AND IF THERE IS STILL NO MOVEMENT, REPLACE THE TRANSMISSION. IF MOVEMENT IS NOW PRESENT, PERSUE A SHIFT LEVER ISSUE.</p> <p>ALSO, IF THE TRANSMISSION EXHIBITS A GRINDING NOISE OTHER THAN DURING BASIC SETTINGS PLEASE CALL</p>

		BACK IN ORDER TO REPLACE THE MECHATRONICS
12/11/2008	11:22	THAN YOU, I HAVE THE VEHICLE IN MY SERVICE BAY AND WILL BE STARTING THE REPAIRS.
12/11/2008	11:31	THANKS FOR THE UPDATE
12/12/2008	16:40	DONE, THANKS.
12/12/2008	17:10	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
12/12/2008	17:10	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
392692	EOS	2008	WVWBA71F18V [REDACTED]	7197	3885	12/01/2008	USA

Workshop Finding

n/a

Activity Date	Activity Time	Activity Comments
12/01/2008	11:15	CUSTOMER STATES, CAR JERKS WHEN ACCELERATING FROM A DEAD STOP, AFTER SITING FOR 1 MINUTE.
12/01/2008	11:15	ISSUE OPENED BY DEALERSHIP
12/01/2008	11:28	CUSTOMER COMMENTS: CUSTOMER STATES, CAR JERKS WHEN ACCELERATING FROM A DEAD STOP, AFTER SITING FOR 1 MINUTE.
12/01/2008	11:28	<p>PERFORMING THE BASIC SETTINGS ON THE DSG IS AN IMPORTANT DIAGNOSTIC STEP. ALTHOUGH THE BASIC SETTINGS SHOULD NOT BE PERFORMED AS A REGULAR ROUTINE, THEY CAN BE SET FOR A SYMPTOM. THE SCAN TOOL WILL AUTOMATICALLY WALK A TECHNICIAN THROUGH GFF'S OR GF'S VERSION OF BASIC SETTINGS, BUT ENGINEERING HAS FOUND THIS METHOD TO BE INSUFFICIENT. THE BASIC SETTINGS SHOULD BE DONE THROUGH VEHICLE SELF DIAGNOSIS.</p> <p>THE FOLLOWING REQUIREMENTS SHOULD BE MET:</p> <p>ENGINE AND TRANSMISSION MUST BE UP TO OPERATING TEMPERATURE (MINIMUM OF 30C IN TRANSMISSION). VEHICLE SHOULD BE CLEAR OF ALL FAULT CODES (ECM AND TCM) VEHICLE SHOULD BE IN PARK AND IDLING ENGINE MUST HAVE BEEN RUNNING FOR ONE FULL MINUTE BEFORE BASIC SETTINGS CAN BE PERFORMED.</p> <p>GO INTO VSD, TRANSMISSION ELECTRONICS/GEARBOX ELECTRONICS, BASIC SETTINGS, THEN ENTER #61 ON KEYPAD AND SELECT THE "Q" BUTTON TO ENTER INTO TEST MODE. ONCE THE NEW SCREEN APPEARS, PUT YOUR FOOT ON THE BRAKE PEDAL AND PRESS ACTIVATE. IT CAN TAKE UP TO 40 SECONDS UNTIL YOU HEAR ANY NOISES IN THE TRANSMISSION. ONCE YOU SEE NEW NUMBERS APPEAR IN THE BOTTOM BOX OF THE BASIC SETTINGS, YOU KNOW THAT THE TEST IS COMPLETE. GO BACK OUT INTO BASIC SETTINGS AND SELECT #60 ON KEYPAD AND SELECT THE "Q" BUTTON TO ENTER THE TEST MODE. FOLLOW STEP #2 AGAIN. ONCE YOU ARE COMPLETED WITH THESE TWO TESTS, SHUT DOWN ENGINE AND RESTART AND ALLOW TO IDLE. CYCLE VEHICLE FROM PARK TO DRIVE 5 TIMES AND THEN FROM PARK TO REVERSE 5 TIMES AS WELL. ROAD TEST VEHICLE 10-15 MILES GOING THROUGH ALL GEARS AUTOMATICALLY AND ALSO THROUGH TIPTRONIC AT VARIOUS SPEEDS AND DRIVING CONDITIONS. SHUT THE VEHICLE OFF AND THEN RESTART AND RE EVALUATE SHIFTING.</p> <p>NOTE: IF VEHICLE STALLS WHILE RUNNING BASIC SETTINGS, THE TRANSMISSION WILL NEED TO BE REPLACED. PLEASE ALSO NOTE THAT IF THE VEHICLE DOES NOT ROLL EVEN WHEN THE TRANSMISSION IS ENGAGED INTO NEUTRAL, IT IS LIKELY THAT THERE MAY BE A STUCK SHIFT FORK INTERNALLY. PLEASE DISCONNECT THE SHIFT LEVER CABLE FROM THE TRANSMISSION AND IF THERE IS STILL NO MOVEMENT, REPLACE THE TRANSMISSION. IF MOVEMENT IS NOW PRESENT, PERSUE A SHIFT LEVER ISSUE.</p> <p>ALSO, IF THE TRANSMISSION EXHIBITS A GRINDING NOISE OTHER THAN DURING BASIC SETTINGS PLEASE CALL BACK. IF BASIC SETTINGS ARE PERFORMED WITH NO ISSUES, DRIVE THE VEHICLE TO SEE IF THIS CORRECTED THE ISSUE, IF IT DID NOT, REPLACE THE MECHATRONICS, BOLTS, OIL AND FILER</p>
12/05/2008	12:06	PERFORMED BASIC SETTING AS REQUESTED, TEST DROVE, PROBLEM REMAINS. REPLACED MECHATRONIC UNIT, FILTER AND OIL. PERFORMED BASIC SETTING, TEST DROVE, ALL OK. THANKS FOR YOUR HELP.
12/05/2008	12:08	CLOSING TICKET
12/05/2008	12:28	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
12/05/2008	12:28	ISSUE UPDATED

Consultant's Closing Comments

PERFORMED BASIC SETTING AS REQUESTED, TEST DROVE, PROBLEM REMAINS. REPLACED MECHATRONIC UNIT, FILTER AND OIL. PERFORMED BASIC SETTING, TEST DROVE, ALL OK.
THANKS FOR YOUR HELP.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
392707	EOS	2008	WVWBA71F08V [REDACTED]	6774	3885	12/01/2008	USA

Workshop Finding

TECH HAS COMPARED THIS VEHICLE'S CONCERN WITH ANOTHER AND NOTED SIMILAR SENSATION; NO FAULTS

Activity Date	Activity Time	Activity Comments
12/01/2008	11:32	CUSTOMER STATES THAT SHE CAN FEEL THE JERK WHEN SHE STOPS AND GOES.
12/01/2008	11:32	ISSUE OPENED BY DEALERSHIP
12/01/2008	11:41	CUSTOMER COMMENTS: CUSTOMER STATES THAT SHE CAN FEEL THE JERK WHEN SHE STOPS AND GOES.
12/01/2008	11:41	SM WORKING WITH THE CUSTOMER ON THE VEHICLE AND THE TECH WILL CALL BACK IF THERE IS AN ABNORMAL CONCERN RECOGNIZED
12/01/2008	11:41	WORKSHOP FINDINGS: TECH HAS COMPARED THIS VEHICLE'S CONCERN WITH ANOTHER AND NOTED SIMILAR SENSATION; NO FAULTS
12/01/2008	14:34	AFTER TALKING WITH THE CUSTOMER AND GOING ON A TEST DRIVE IT IS NOW KNOWN THAT ONCE THE CAR COMES TO A STOP AND THE BRAKES ARE APPLIED THAT AFTER ABOUT 20 SECONDS ONCE THE BRAKE IS RELEASED THE CAR ACTS AS IT WANTS TO STALL
12/01/2008	15:57	PLEASE RETRIEVE MVB 54 FROM THE TCM AS WELL AS PART NO AND SOFTWARE LEVEL. SEE IF WE CAN DUPLICATE THAT PARTICULAR CONCERN
12/01/2008	17:25	BUILT DATE MVB 54 J07
12/01/2008	17:25	REPLACE MECHATRONICS FLUID AND FILTER ALSO SET BASIC SETTINGS
12/08/2008	15:58	VEHICLE REPAIRED PER JEFF, TECH TO CLOSE THE VTA D1
12/09/2008	07:45	AFTER REPLACING MECHATRONICS UNIT AND TEST DRIVING, VEHICLE IS SHIFTING AND OPERATING TO SPECIFICATIONS, AND LIKE A KNOWN GOOD UNIT. CUSTOMER HAS RECEIVED VEHICLE BACK AND IS SATISFIED AT THIS TIME.
12/09/2008	14:37	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
12/09/2008	14:37	ISSUE UPDATED

Consultant's Closing Comments

AFTER REPLACING MECHATRONICS UNIT AND TEST DRIVING, VEHICLE IS SHIFTING AND OPERATING TO SPECIFICATIONS, AND LIKE A KNOWN GOOD UNIT. CUSTOMER HAS RECEIVED VEHICLE BACK AND IS SATISFIED AT THIS TIME.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
392718	RABBIT	2007	WVWHV71K07W [REDACTED]	33571	3885	12/01/2008	USA

Workshop Finding

TECH VERIFIED THE CONCERN. 1 FAULT IN THE TCM.

Activity Date	Activity Time	Activity Comments
12/01/2008	11:46	CUSTOMER STATES THE VEHICLE LOST POWER ON FREEWAY AND THEN WOULD NOT SHIFT ABOVE 2ND GEAR. DID FIND FAULT IN TCM FOR PRESSURE CONTROL VALVE 2 -N216- OPEN/SHORT TO GROUND (P1819). THERE IS NO TEST PLAN FOR THIS FAULT. ALOS NO TECH BULLETINS THAT I COULD FIND. WHAT NEEDS TO BE DONE. THE CAR IS DRIVING GOOD CURRENTLY. THIS ISSUE ONLY HAPPENED ONE TIME. ALL FUNCTIONS OF TIPTRONIC OPERATE
12/01/2008	11:46	ISSUE OPENED BY DEALERSHIP
12/01/2008	11:48	ADVISED THE TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT.
12/01/2008	11:48	CUSTOMER COMMENTS: CUSTOMER STATES THE VEHICLE LOST POWER ON FREEWAY AND THEN WOULD NOT SHIFT ABOVE 2ND GEAR. DID FIND FAULT IN TCM FOR PRESSURE CONTROL VALVE 2 -N216- OPEN/SHORT TO GROUND (P1819). THERE IS NO TEST PLAN FOR THIS FAULT. ALOS NO TECH BULLETINS THAT I COULD FIND. WHAT NEEDS TO BE DONE. THE CAR IS DRIVING GOOD CURRENTLY. THIS ISSUE ONLY HAPPENED ONE TIME. ALL FUNCTIONS OF TIPTRONIC OPERATE
12/01/2008	11:48	WORKSHOP FINDINGS: TECH VERIFIED THE CONCERN. 1 FAULT IN THE TCM.
12/01/2008	19:25	PART IS ON ORDER
12/02/2008	07:49	P1 THANK YOU FOR THE UPDATE. REMEMBER TO UPDATE AND CLOSE THE TICKET.
12/03/2008	09:59	SHOULD THIS VTA STAY OPEN WHILE WE WAIT FOR THE PART WHICH SHOULD BE HERE SOMETIME TOWARDS THE END OF THE MONTH? J KLEPPER; SRV MGR.
12/03/2008	10:03	PLEAS CALL IN IF FURTHER ASSISTANCE IS NEEDED.
12/05/2008	16:33	I REPLACED THE MECHATRONIC UNIT. CAR SHIFTS NORMALLY AT THIS TIME
12/07/2008	11:00	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
12/07/2008	11:00	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
393270	JETTA	2008	3VWRA71K48M [REDACTED]	7683	3885	12/02/2008	USA

Workshop Finding
COMPARED TO KNOWN GOOD DSG AND IT'S WORSE.

Activity Date	Activity Time	Activity Comments
12/02/2008	12:13	AFTER DRIVING CAR TILL WARM-UP SITTING STILL, IE TRAFFIC LIGHT, RELEASE BRAKE PEDAL AND TRANS FEELS LIKE IT SLAMS INTO GEAR,OR THAT YOU DUMPED CLUTCH TO QUICKLY, AND THEN IT RECOVERS, LIKE CLUTCH IS RELEASED AGAIN, AND IF YOU LET CAR ROLL ALONG IT WILL KEEP ENGAGING AND DISENGAGING, FEELS LIKE WHEN A PERSON DOESNT KNOW HOW TO DRIVE A MANUAL TRANS
12/02/2008	12:13	ISSUE OPENED BY DEALERSHIP
12/02/2008	14:59	CUSTOMER COMMENTS: AFTER DRIVING CAR TILL WARM-UP SITTING STILL, IE TRAFFIC LIGHT, RELEASE BRAKE PEDAL AND TRANS FEELS LIKE IT SLAMS INTO GEAR,OR THAT YOU DUMPED CLUTCH TO QUICKLY, AND THEN IT RECOVERS, LIKE CLUTCH IS RELEASED AGAIN, AND IF YOU LET CAR ROLL ALONG IT WILL KEEP ENGAGING AND DISENGAGING, FEELS LIKE WHEN A PERSON DOESNT KNOW HOW TO DRIVE A MANUAL TRANS
12/02/2008	14:59	MATT, PLEASE REPLACE THE MECH UNIT, FLUID, FILTER, AND BOLTS.
12/02/2008	14:59	WORKSHOP FINDINGS: COMPARED TO KNOWN GOOD DSG AND IT'S WORSE.
12/05/2008	08:23	OWNER IS NOW DRIVING VEHICLE UNTIL PART COME IN.WE WILL CALL YOU BACK IS VEHICLE IS NOT CORRECTED WHEN PARTS COME IN.
12/05/2008	08:37	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
12/05/2008	08:37	ISSUE UPDATED

Consultant's Closing Comments
OWNER IS NOW DRIVING VEHICLE UNTIL PART COME IN.WE WILL CALL YOU BACK IS VEHICLE IS NOT CORRECTED WHEN PARTS COME IN.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
393275	RABBIT	2008	WVWFV71K68W	20472	3885	12/02/2008	USA

Workshop Finding

STEADY ACCEL FROM A STOP, RH TURN. NO FAULTS. TCM 02E300044J 1408

Activity Date	Activity Time	Activity Comments
12/02/2008	12:15	I HAVE A 08 GTI THAT I CAN DUPLICATE WITH THE CUSTOMER A DELAY OR SLIP FROM 2-3 SHIFT. THE CAR NEEDS TO BE DRIVEN MODERATE POWER AND A RIGHT HAND TURN MADE. A HARD SHIFT OR A SLIP-BANG IS FELT. CAR HAS CODES FOR A STEERING WHEEL DOWNSHIFT CODE. THIS CONCERN IS DUPLICATED IN DRIVE. INSPECTED THE TRANS AND NO LEAKS FOUND. PERFORMED THE GFF TESTS FOR THE SWITCHES. OK ANY THOUGHTS? THANKS ANDREW
12/02/2008	12:15	ISSUE OPENED BY DEALERSHIP
12/02/2008	14:57	CLEAR 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 GEAR 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. PLEASE ALSO ATTACH MVB 54
12/02/2008	14:57	CUSTOMER COMMENTS: I HAVE A 08 GTI THAT I CAN DUPLICATE WITH THE CUSTOMER A DELAY OR SLIP FROM 2-3 SHIFT. THE CAR NEEDS TO BE DRIVEN MODERATE POWER AND A RIGHT HAND TURN MADE. A HARD SHIFT OR A SLIP-BANG IS FELT. CAR HAS CODES FOR A STEERING WHEEL DOWNSHIFT CODE. THIS CONCERN IS DUPLICATED IN DRIVE. INSPECTED THE TRANS AND NO LEAKS FOUND. PERFORMED THE GFF TESTS FOR THE SWITCHES. OK ANY THOUGHTS? THANKS ANDREW
12/02/2008	14:57	WORKSHOP FINDINGS: STEADY ACCEL FROM A STOP, RH TURN. NO FAULTS. TCM 02E300044J 1408
12/02/2008	16:20	PERFORMED THE BASIC SETTINGS FOR THE DSG TRANS AFTER IT WAS WARMED UP. ROADTESTED THE 20 MILES. I DUPLICATED THE CUSTOMERS CONCERNS 7 TIMES. DURING ROADTEST. I ATTACHED A DOC. FOR MEASURING VALVE BLOCK 54. THANKS ANDREW
12/02/2008	16:23	CONCERN IS STILL OCCURRING AFTER BASIC SETTINGS. PLEASE REPLACE THE MECH UNIT, FLUID, FILTER, AND BOLTS.
12/08/2008	10:22	WAITING ON PARTS. RED ORDER, CAR IS AT DEALER
12/08/2008	10:38	MECH ORDERED P1
12/12/2008	09:11	REPLACED MECHATRONIC UNIT-MADE ALL NECESSARY ADJUSTMENTS & ROAD TESTED OVER 50 MILES- WORKS GREAT. THANKS FOR THE ASSISTANCE
12/12/2008	10:38	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
12/12/2008	10:38	ISSUE UPDATED

Consultant's Closing Comments

REPLACED MECHATRONIC UNIT-MADE ALL NECESSARY ADJUSTMENTS & ROAD TESTED OVER 50 MILES- WORKS GREAT. THANKS FOR THE ASSISTANCE

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
393379	EOS	2008	WVWFA71F98V [REDACTED]	14531	3885	12/02/2008	USA

Workshop Finding

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

Activity Date	Activity Time	Activity Comments
12/02/2008	14:06	I HAVE A CUSTOMER WITH A TRANSMISSION CONCERN. SHE STATES THE VEHICLE WILL NOT SHIFT CORRECTLY. I ROAD TESTED WITH HER AND FOUND THE TRANS TO SHIFT OK, HOWEVER WHEN LEAVING FROM A STOP THE VEHICLE WILL SHUTTER BADLY. IT FEELS LIKE THE CLUTCH TAKEUP IS FAR FROM SMOOTH WITH A JOLT AS WELL. THE TRANS SEEMS TO SHIFT FINE ONCE ROLLING. I FOUND NO FAULT CODES WITH THE EXCEPTION OF A COMPASS MODULE THAT WILL NOT RESPOND. I FOUND THE VEHICLE TO BE FREE OF DAMAGE, AND HAS NO LEAKS.
12/02/2008	14:06	ISSUE OPENED BY DEALERSHIP
12/02/2008	15:54	ADVISED THE TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT.
12/02/2008	15:54	CUSTOMER COMMENTS: I HAVE A CUSTOMER WITH A TRANSMISSION CONCERN. SHE STATES THE VEHICLE WILL NOT SHIFT CORRECTLY. I ROAD TESTED WITH HER AND FOUND THE TRANS TO SHIFT OK, HOWEVER WHEN LEAVING FROM A STOP THE VEHICLE WILL SHUTTER BADLY. IT FEELS LIKE THE CLUTCH TAKEUP IS FAR FROM SMOOTH WITH A JOLT AS WELL. THE TRANS SEEMS TO SHIFT FINE ONCE ROLLING. I FOUND NO FAULT CODES WITH THE EXCEPTION OF A COMPASS MODULE THAT WILL NOT RESPOND. I FOUND THE VEHICLE TO BE FREE OF DAMAGE, AND HAS NO LEAKS.
12/02/2008	15:54	WORKSHOP FINDINGS: TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM.
12/02/2008	16:14	ORDERED A MECATRONIC MODULE AND RELATED HARDWARE AS NEEDED.
12/02/2008	16:15	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
12/02/2008	16:15	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
393672	EOS	2008	WVWFA71F18V [REDACTED]	26000	3885	12/03/2008	USA

Workshop Finding

n/a

Activity Date	Activity Time	Activity Comments
12/03/2008	09:23	C/S TRANS JERKS ON ACCELERATION(WHEN HOT). FOUND DURING ROAD TEST, WHEN CAR IN REVERSE AT LIGHT THROTTLE FROM A STOP, CAR JERKS LIKE YOU ARE TAKING FOOT ON AND OFF THE GAS. NO FAULTS STORED IN ANY SYSTEMS.
12/03/2008	09:23	ISSUE OPENED BY DEALERSHIP
12/03/2008	09:39	CUSTOMER COMMENTS: C/S TRANS JERKS ON ACCELERATION(WHEN HOT). FOUND DURING ROAD TEST, WHEN CAR IN REVERSE AT LIGHT THROTTLE FROM A STOP, CAR JERKS LIKE YOU ARE TAKING FOOT ON AND OFF THE GAS. NO FAULTS STORED IN ANY SYSTEMS.
12/03/2008	09:39	WORSE ON A HILL. PLEASE REPLACE THE MECH UNIT, FLUID, FILTER, AND BOLTS.
12/10/2008	14:44	REPLACE MECHATRONIC UNIT AND PERFORM BASIC SETTINGS. ROAD TEST. CAR MEETS VW SPECS
12/10/2008	15:52	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
12/10/2008	15:52	ISSUE UPDATED

Consultant's Closing Comments

REPLACE MECHATRONIC UNIT AND PERFORM BASIC SETTINGS. ROAD TEST. CAR MEETS VW SPECS

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
393883	JETTA	2008	3VWRJ71K78M [REDACTED]	4527	3885	12/03/2008	USA

Workshop Finding

TCM PART NO AND SOFTWARE LEVEL 02E AE 1410

Activity Date	Activity Time	Activity Comments
12/03/2008	13:34	CUSTOMER STATES THAT TRANSMISSION SEEMS TO STICK.GFF.NO DTC 'S STORED.ROAD TESTED VEHICLE, IT HESITATES FROM STOP IN 1ST GEAR WHEN ACCEL. AT TIMES IT JERKS ,THIS PROBLEM IS IN REVERSE ALSO.
12/03/2008	13:34	ISSUE OPENED BY DEALERSHIP
12/03/2008	13:38	CUSTOMER COMMENTS: CUSTOMER STATES THAT TRANSMISSION SEEMS TO STICK.GFF.NO DTC 'S STORED.ROAD TESTED VEHICLE, IT HESITATES FROM STOP IN 1ST GEAR WHEN ACCEL. AT TIMES IT JERKS ,THIS PROBLEM IS IN REVERSE ALSO.
12/03/2008	13:38	GET MVB 54 IN THE TCM AND UPDATE THE VTA AND CALL BACK IN
12/03/2008	13:38	WORKSHOP FINDINGS: TCM PART NO AND SOFTWARE LEVEL 02E AE 1410
12/03/2008	13:43	MVB 54 J14B0097
12/03/2008	13:47	ADVISED THE TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND THE BOLTS FOR THE MECH UNIT.
12/03/2008	15:05	ORDERED PARTS,RELEASED VEHICLE TO CUSTOMER.
12/03/2008	15:52	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
12/03/2008	15:52	ISSUE UPDATED

Consultant's Closing Comments

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

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
394124	EOS	2008	WVWFA71F68V [REDACTED]	16773	3885	12/03/2008	USA

Workshop Finding

TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM. TECH STATES THE TRANS SHUTTERS AND HAS A DELAYED SHIFT.

Activity Date	Activity Time	Activity Comments
12/03/2008	18:02	CUSTOMER STATES "THE TRANSMISSION BUCKS WHEN ACCELERATING". TEST DROVE VEHICLE, TRANSMISSION HAS HARSH ENGAGEMENT FROM STOP INTO 1ST, SHIFTING UP THROUGH GEARS TRANSMISSION WILL HESITATE AND THEN ENGAGE. DOWNSHIFTING FEELS NORMAL, HOWEVER VEHICLE WILL ROLL BACKWARDS OVER 1 FOOT AT STOP (RED LIGHT ECT.) AFTER ROLLING BACK, TRANSMISSION WILL ENGAGE AND ALMOST STALL VEHICLE WITH NO INTERVENTION FROM DRIVER.
12/03/2008	18:02	ISSUE OPENED BY DEALERSHIP
12/04/2008	08:25	ADVISED THE TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND THE BOLTS FOR THE MECH UNIT.
12/04/2008	08:25	CUSTOMER COMMENTS: CUSTOMER STATES "THE TRANSMISSION BUCKS WHEN ACCELERATING". TEST DROVE VEHICLE, TRANSMISSION HAS HARSH ENGAGEMENT FROM STOP INTO 1ST, SHIFTING UP THROUGH GEARS TRANSMISSION WILL HESITATE AND THEN ENGAGE. DOWNSHIFTING FEELS NORMAL, HOWEVER VEHICLE WILL ROLL BACKWARDS OVER 1 FOOT AT STOP (RED LIGHT ECT.) AFTER ROLLING BACK, TRANSMISSION WILL ENGAGE AND ALMOST STALL VEHICLE WITH NO INTERVENTION FROM DRIVER.
12/04/2008	08:25	WORKSHOP FINDINGS: TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM. TECH STATES THE TRANS SHUTTERS AND HAS A DELAYED SHIFT.
12/04/2008	08:44	ORDERED MECHATRONICS UNIT, BOLTS, FLUID, FILTER AND FILTER SEAL. WILL INSTALL WHEN PARTS ARRIVE.
12/04/2008	11:59	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
12/04/2008	11:59	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
394202	EOS	2008	WVWBA71F98V [REDACTED]	20005	3885	12/04/2008	USA

Workshop Finding

TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM. TRANS IS SLUGGISH ON UP SHIFT.

Activity Date	Activity Time	Activity Comments
12/04/2008	09:14	HARSH UP SHIFT 1/2 WHEN WARM, FEELS LIKE A AG4 TRANSMISSION WHEN COLD. VERY DELAYED DOWN SHIFT TO THE POINT OF "LUGGING" THE ENGINE. RESET BASIC SETTING MANUALY NO NOTICEABLE IMPROVEMENT.
12/04/2008	09:14	ISSUE OPENED BY DEALERSHIP
12/04/2008	09:21	ADVISED THE TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT.
12/04/2008	09:21	CUSTOMER COMMENTS: HARSH UP SHIFT 1/2 WHEN WARM, FEELS LIKE A AG4 TRANSMISSION WHEN COLD. VERY DELAYED DOWN SHIFT TO THE POINT OF "LUGGING" THE ENGINE. RESET BASIC SETTING MANUALY NO NOTICEABLE IMPROVEMENT.
12/04/2008	09:21	WORKSHOP FINDINGS: TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM. TRANS IS SLUGGISH ON UP SHIFT.
12/08/2008	09:13	PARTS RED ORDERED AND CAR HAS LEFT THE SHOP
12/08/2008	09:46	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
12/08/2008	09:46	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
394981	EOS	2007	WVWDB71F97V [REDACTED]	9010	3885	12/05/2008	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
12/05/2008	15:00	CUSTOMER COMPLAINS THAT TRANSMISSION DISPLAY "WENT WEIRD & CAR SHIFTED/ACCELERATED WEIRD." FAULT SCAN FOUND P2711 IN TRANSMISSION ELECTRONICS. GFF HAD NO TEST PLAN FOR THE FAULT.
12/05/2008	15:00	ISSUE OPENED BY DEALERSHIP
12/05/2008	15:07	ADVISED THE TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT.
12/05/2008	15:07	CUSTOMER COMMENTS: CUSTOMER COMPLAINS THAT TRANSMISSION DISPLAY "WENT WEIRD & CAR SHIFTED/ACCELERATED WEIRD." FAULT SCAN FOUND P2711 IN TRANSMISSION ELECTRONICS. GFF HAD NO TEST PLAN FOR THE FAULT.
12/05/2008	15:07	WORKSHOP FINDINGS: TECH VERIFIED THE CONCERN. 1 FAULT IN THE TCM. VEHICLE OPERATING TO SPEC AT THIS TIME.
12/12/2008	12:48	TAMMY STATES VEH IS STILL BEING WORKED ON D2
12/16/2008	14:45	MECHATRONICS UNIT ARRIVED, INSTALLED, VEHICLE SHIPPED.
12/17/2008	10:02	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
12/17/2008	10:02	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
395142	EOS	2008	WVWBA71F78V [REDACTED]	28606	3885	12/06/2008	USA

Workshop Finding

TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM. TRANS IS SLOW TO SHIFT FROM PARK TO 1ST OR REVERSE. 2ND TIME IN FOR A TRANS CONCERN.

Activity Date	Activity Time	Activity Comments
12/06/2008	13:17	ISSUE OPENED BY DEALERSHIP
12/06/2008	13:17	WHEN PUTTING INTO GEAR IT TAKES A WHILE BEFORE MOVING
12/08/2008	09:19	ADVISED THE TECH TO FIND OUT WHAT WAS DONE ON THE LAST VISIT.
12/08/2008	09:19	CUSTOMER COMMENTS: WHEN PUTTING INTO GEAR IT TAKES A WHILE BEFORE MOVING
12/08/2008	09:19	WORKSHOP FINDINGS: TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM. TRANS IS SLOW TO SHIFT FROM PARK TO 1ST OR REVERSE. 2ND TIME IN FOR A TRANS CONCERN.
12/08/2008	11:29	TRANSFERRED TO GLEN VM AS PER TECH
12/08/2008	11:49	ADVISED THE TECH TO SET UP FOR THE TRANS BASIC SETTINGS.
12/08/2008	15:49	PERFORMED BASIC SETTING DID NOT HELP. RPM DROP WHEN PUT IN DRIVE AND THEN GO BACK UP
12/08/2008	19:40	PLEASE CALL IN FOR FURTHER ASSISTANCE.
12/09/2008	11:22	TRANSFERRED TO GLEN VM AS PER TECH
12/09/2008	12:07	ADVISED THE TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND THE BOLTS FOR THE MECH UNIT.
12/12/2008	14:50	CALLED INFROMED BOTH ADVISEOR WERE BUSY
12/12/2008	16:02	SPOKE TO BRAD CAR IS DONE AND CUSTOME RHAS CAR PLASE CLOSE CASE C1
12/18/2008	11:17	CAR ISNT DONE. THE PART JUST GOT HERE WENSDAY. FEDEX BROUGHT IT. WAITING ON CUSTOMER TO BRING CAR BACK IN. CAR WAS DRIVEABLE.
12/18/2008	11:35	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
12/18/2008	11:35	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
396123	EOS	2007	WVWDA71F87V [REDACTED]	8635	3885	12/09/2008	USA

Workshop Finding
n/a

Activity Date	Activity Time	Activity Comments
12/09/2008	16:03	ISSUE OPENED BY DEALERSHIP
12/09/2008	16:03	TRANS HAS SHUDDER SHIFT FROM 1ST TO 2ND AT SLOW SPEED 5-10 MPH WITH LITE ACCEL JUST OFF IDLE. TRIED ADAPTIONS IN 61 AND 60 AND TEST DROVE IN ALL GEARS AND SAME. FLUID LEVEL AND CONDITION OK. TCM #02E300043F, SOFTWARE LEVEL 1157. THE LAST ONE I HAD WITH SAME CONDITION WE REPLACED THE VALVE BODY AND WAS OK.
12/09/2008	16:13	CUSTOMER COMMENTS: TRANS HAS SHUDDER SHIFT FROM 1ST TO 2ND AT SLOW SPEED 5-10 MPH WITH LITE ACCEL JUST OFF IDLE. TRIED ADAPTIONS IN 61 AND 60 AND TEST DROVE IN ALL GEARS AND SAME. FLUID LEVEL AND CONDITION OK. TCM #02E300043F, SOFTWARE LEVEL 1157. THE LAST ONE I HAD WITH SAME CONDITION WE REPLACED THE VALVE BODY AND WAS OK.
12/09/2008	16:13	SCOTT, PLEASE REPLACE THE MECH UNIT, FLUID, FILTER, AND BOLTS. THANKS.
12/12/2008	18:47	WAITING FOR MECHATRONICS UNIT TO ARRIVE.
12/15/2008	13:06	ISSUE SENT TO DEALERSHIP
12/15/2008	13:06	THANKS FOR THE UPDATE.
12/16/2008	13:01	SPOKE TO TRAVIS - CAR IS COMPLETED WILL HAVE THE TECH CLOSE THE VTA.
12/16/2008	20:14	REPLACED MECHATRONICS UNIT AND SET BASIC SETTINGS 60/61 AND DROVE IN DRIVE THROUGH ALL GEARS 5X AND TIPTRONIC THROUGH ALL GEARS 1MILE IN EACH GEAR AND OK.
12/17/2008	08:03	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
12/17/2008	08:03	ISSUE UPDATED

Consultant's Closing Comments
REPLACED MECHATRONICS UNIT AND SET BASIC SETTINGS 60/61 AND DROVE IN DRIVE THROUGH ALL GEARS 5X AND TIPTRONIC THROUGH ALL GEARS 1MILE IN EACH GEAR AND OK.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
397112	RABBIT	2009	WVWFD71K89W [REDACTED]	5453	3885	12/11/2008	USA

Workshop Finding

TECH STATES CUSTOMER WAS DRIVING THE VEH AND WHEN THEY CAME TO A STOP LIGHT THE VEH WOULD NOT MOVE AND THE DISPLAY LIT UP. BUT THE CUSTOMER WAS ABLE TO DRIVE THE VEH TO THE DEALER. AT PRESENT VEH IS OPERATING ACCORDING TO SPECS

Activity Date	Activity Time	Activity Comments
12/11/2008	16:46	CUSTOMER STATES SHIFT DISPLAY ALL LITE UP THEN CHECK LIGHT CAME ON , CAR WOULDNT MOVE IN DRIVE OR REVERSE
12/11/2008	16:46	ISSUE OPENED BY DEALERSHIP
12/11/2008	17:00	<p>CLEAR FAULTS AND SET BASIC SETTINGS. ROAD TEST THE VEHICLE 10-20 MILES. IF THE VEHICLE WILL SET BASIC SETTINGS AND AFTER OR DURING THE ROAD TEST THE FAULT OR FAULTS RETURN, REPLACE THE MECHATRONIC, FILTER, FLUID AND BOLTS. RESET BASIC SETTINGS AND RETEST. PLEASE KEEP IN MIND THAT IF THE VEHICLE STALLS DURING BASIC SETTINGS THAT THIS COULD BE ATTRIBUTED TO A STICKING SHIFT FORK AND THE GEARBOX WOULD THEN NEED TO BE REPLACED.</p> <p>PERFORMING THE BASIC SETTINGS ON THE DSG IS AN IMPORTANT DIAGNOSTIC STEP. ALTHOUGH THE BASIC SETTINGS SHOULD NOT BE PERFORMED AS A REGULAR ROUTINE, THEY CAN BE SET FOR A SYMPTOM. THE SCAN TOOL WILL AUTOMATICALLY WALK A TECHNICIAN THROUGH GFF'S OR GF'S VERSION OF BASIC SETTINGS, BUT ENGINEERING HAS FOUND THIS METHOD TO BE INSUFFICIENT. THE BASIC SETTINGS SHOULD BE DONE THROUGH VEHICLE SELF DIAGNOSIS.</p> <p>THE FOLLOWING REQUIREMENTS SHOULD BE MET:</p> <p>ENGINE AND TRANSMISSION MUST BE UP TO OPERATING TEMPERATURE (MINIMUM OF 30C IN TRANSMISSION). VEHICLE SHOULD BE CLEAR OF ALL FAULT CODES (ECM AND TCM) VEHICLE SHOULD BE IN PARK AND IDLING ENGINE MUST HAVE BEEN RUNNING FOR ONE FULL MINUTE BEFORE BASIC SETTINGS CAN BE PERFORMED.</p> <p>GO INTO VSD, TRANSMISSION ELECTRONICS/GEARBOX ELECTRONICS, BASIC SETTINGS, THEN ENTER #61 ON KEYPAD AND SELECT THE "Q" BUTTON TO ENTER INTO TEST MODE. ONCE THE NEW SCREEN APPEARS, PUT YOUR FOOT ON THE BRAKE PEDAL AND PRESS ACTIVATE. IT CAN TAKE UP TO 40 SECONDS UNTIL YOU HEAR ANY NOISES IN THE TRANSMISSION. ONCE YOU SEE NEW NUMBERS APPEAR IN THE BOTTOM BOX OF THE BASIC SETTINGS, YOU KNOW THAT THE TEST IS COMPLETE. GO BACK OUT INTO BASIC SETTINGS AND SELECT #60 ON KEYPAD AND SELECT THE "Q" BUTTON TO ENTER THE TEST MODE. FOLLOW STEP #2 AGAIN. ONCE YOU ARE COMPLETED WITH THESE TWO TESTS, SHUT DOWN ENGINE AND RESTART AND ALLOW TO IDLE. CYCLE VEHICLE FROM PARK TO DRIVE 5 TIMES AND THEN FROM PARK TO REVERSE 5 TIMES AS WELL. ROAD TEST VEHICLE 10-15 MILES GOING THROUGH ALL GEARS AUTOMATICALLY AND ALSO THROUGH TIPTRONIC AT VARIOUS SPEEDS AND DRIVING CONDITIONS. SHUT THE VEHICLE OFF AND THEN RESTART AND RE EVALUATE SHIFTING.</p> <p>NOTE: IF VEHICLE STALLS WHILE RUNNING BASIC SETTINGS, THE TRANSMISSION WILL NEED TO BE REPLACED. PLEASE ALSO NOTE THAT IF THE VEHICLE DOES NOT ROLL EVEN WHEN THE TRANSMISSION IS ENGAGED INTO NEUTRAL, IT IS LIKELY THAT THERE MAY BE A STUCK SHIFT FORK INTERNALLY. PLEASE DISCONNECT THE SHIFT LEVER CABLE FROM THE TRANSMISSION AND IF THERE IS STILL NO MOVEMENT, REPLACE THE TRANSMISSION. IF MOVEMENT IS NOW PRESENT, PERSUE A SHIFT LEVER ISSUE.</p> <p>ALSO, IF THE TRANSMISSION EXHIBITS A GRINDING NOISE OTHER THAN DURING BASIC SETTINGS PLEASE CALL BACK.</p>

12/11/2008	17:00	CUSTOMER COMMENTS: CUSTOMER STATES SHIFT DISPLAY ALL LITE UP THEN CHECK LIGHT CAME ON , CAR WOULDNT MOVE IN DRIVE OR REVERSE
12/11/2008	17:00	WORKSHOP FINDINGS: TECH STATES CUSTOMER WAS DRIVING THE VEH AND WHEN THEY CAME TO A STOP LIGHT THE VEH WOULD NOT MOVE AND THE DISPLAY LIT UP. BUT THE CUSTOMER WAS ABLE TO DRIVE THE VEH TO THE DEALER. AT PRESENT VEH IS OPERATING ACCORDING TO SPECS
12/11/2008	18:39	PERFORMED BASIC SETTING ROAD TESTED 9 MILES TRANS GOT STUCK IN 2ND GEAR. CHECKED FOR DTC P0756,P0751 STORED
12/11/2008	18:42	P0756 P0751 NOW STORED. REPLACE THE MECH, FLUID, FILTER AND BOLTS
12/15/2008	12:33	PARTS ON ORDER
12/15/2008	12:41	THANKS FOR THE UPDATE P1
12/16/2008	12:07	CAR IS IN SHOP STILL WAITING FOR PARTS
12/16/2008	12:16	THANKS FOR THE UPDATE
12/17/2008	12:03	WAITING FOR PARTS TO ARRIVE
12/17/2008	12:14	THANKS FOR THE UPDATE
12/18/2008	16:34	STILL WAITING ON PARTS
12/18/2008	17:00	THANKS FOR THE UPDATE
12/22/2008	12:49	STILL WAITING ON PARTS
12/22/2008	13:36	THANKS FOR THE UPDATE
12/24/2008	13:28	REPLACED MECHATRONIC,FILTER,FLUID AND BOLTS.ROAD TESTING TO VERIFY FIX
12/26/2008	08:14	THANKS FOR THE UPDATE
12/26/2008	12:11	AFTER ROAD TESTING FOUND VEHICLE TO OPERATE AS DESIGNED.
12/26/2008	12:32	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
12/26/2008	12:32	ISSUE UPDATED

Consultant's Closing Comments		
REPLACED THE MECHATRONICS		

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
397167	JETTA	2008	3VWRJ71K38M	6706	3885	12/12/2008	USA

Workshop Finding

02E SURGE, J15

Activity Date	Activity Time	Activity Comments
12/11/2008	19:05	ISSUE OPENED BY DEALERSHIP
12/11/2008	19:05	VEHICLE SURGES WHILE COASTING FROM 5-10MPH WHILE IN D (DRIVE), SURGE GOES AWAY WITH TRANS. SELECTOR IN S (SPORT) MODE.
12/11/2008	19:30	TECH PERFORMED BASIC SETTINGS ACTIVATION, THEN PERFORMED PARK TO DRIVE SHIFT WITH BRAKE ON 5X'S, THEN PARK TO REVERSE 5X'S, THEN TEST DROVE VEHICLE 20MILES, GOING THRU ALL GEARS PLUS TIPTRONIC AT VARIOUS SPEEDS. TECH THEN RETESTED FOR SYMTOMS, TECH FOUND SYMTOMS STILL PRESENT. TECH CHECKED FOR ANY STORED CODES, NONE FOUND. TECH RETRIEVED MVB 54 WHICH IS J15D0096.
12/11/2008	19:53	CUSTOMER COMMENTS: VEHICLE SURGES WHILE COASTING FROM 5-10MPH WHILE IN D (DRIVE), SURGE GOES AWAY WITH TRANS. SELECTOR IN S (SPORT) MODE.
12/11/2008	19:53	REPLACE THE MECHATRONIC, FLUID FILTER AND BOLTS; UPDATE THE VTA WITH TCM PART NO AND SOFTWARE LEVEL
12/11/2008	19:53	WORKSHOP FINDINGS: 02E SURGE, J15
12/11/2008	20:01	TECH PERFORMED BASIC SETTINGS ACTIVATION, THEN PERFORMED PARK TO DRIVE SHIFT WITH BRAKE ON 5X'S, THEN PARK TO REVERSE 5X'S, THEN TEST DROVE VEHICLE 20MILES, GOING THRU ALL GEARS PLUS TIPTRONIC AT VARIOUS SPEEDS. TECH THEN RETESTED FOR SYMTOMS, TECH FOUND SYMTOMS STILL PRESENT. TECH CHECKED FOR ANY STORED CODES, NONE FOUND. TECH RETRIEVED MVB 54 WHICH IS J15D0096. TCM SOFTWARE PART #02E300050J. VERSION 1410. DESCRIPTION GSG DSG 082. HW VERSION 708.
12/12/2008	10:40	CONTINUE WITH REPAIR AS DISCUSSED, MECH AND PARTS ON ORDER P1
01/07/2009	10:59	TECH NEEDED PROCEDURE FOR MANUAL BASIC SETTINGS, WENT OVER PROCEDURE WITH TECH IN CASE HE HAD ANY QUESTIONS. 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. CLOSE OUT VTA WHEN COMPLETED.
01/08/2009	09:20	TECH REPLACED MECHATRONICS UNIT, THEN PERFORMED BASIC SETTINGS ACTIVATION, THEN DROVE VEHICLE 15 MILES. VEHICLE IS SHIFTING NORMALLY, AND IS NO LONGER SURGING WHILE COASTING FROM 5-10 MPH.
01/08/2009	10:45	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
01/08/2009	10:45	ISSUE UPDATED

Consultant's Closing Comments

TECH REPLACED MECHATRONICS UNIT, THEN PERFORMED BASIC SETTINGS ACTIVATION, THEN DROVE VEHICLE 15 MILES. VEHICLE IS SHIFTING NORMALLY, AND IS NO LONGER SURGING WHILE COASTING FROM 5-10 MPH.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
397384	RABBIT	2008	WVWFV71K88W [REDACTED]	12897	3885	12/12/2008	USA

Workshop Finding

HARSH SHIFT 1-2-3

Activity Date	Activity Time	Activity Comments
12/12/2008	13:06	ISSUE OPENED BY DEALERSHIP
12/12/2008	13:06	TRANS HAS HARSH SHIFT. FLUID LEVEL AND CONDITION ARE OK NO FAULTS IN SYSTEM
12/12/2008	13:08	ATTACH THE TCM PART NO. AND SOFTWARE LEVEL AND MVB 54 FROM THE TCM; REPLACE THE MECHATRONIC, FLUID FILTER AND BOLTS
12/12/2008	13:08	CUSTOMER COMMENTS: TRANS HAS HARSH SHIFT. FLUID LEVEL AND CONDITION ARE OK NO FAULTS IN SYSTEM
12/12/2008	13:08	WORKSHOP FINDINGS: HARSH SHIFT 1-2-3
12/12/2008	13:13	ECM PART # 1K0907115S SOFTWARE# 0010 TCM PART # 02E300044J SOFTWARE# 1408 MVB 54 H25N0732 ORDERING MECHETRONICS AND ADD. PARTS
12/12/2008	13:32	CLOSING TICKET
12/12/2008	17:43	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
12/12/2008	17:43	ISSUE UPDATED

Consultant's Closing Comments

ORDERING MECHETRONICS AND ADD. PARTS

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
397741	EOS	2008	WVWDB71F88V [REDACTED]	10856	3885	12/15/2008	USA

Workshop Finding

TECH UNABLE TO VERIFY THE CONCERN. NO FAULTS IN THE ECM OR TCM. VEHICLE OPERATING TO SPEC AT THIS TIME. 2ND TIME IN WITH THE SAME CONCERN.

Activity Date	Activity Time	Activity Comments
12/15/2008	10:33	CUSTOMER STATES THAT AFTER A WHILE OF DRIVING AND VEHICLE IS GOOD AND WARM AND AT HIWAY SPEEDS(65-70MPH)THAT CAR WE GO INTO NEUTRAL OR DISINGAUGE,WILL REINGAUGE WHEN SLOWING DOWN TO AROUND 40-45 MPH,ALSO SAYS PRNDL STARTS FLASHING AS THIS IS HAPPENING. AT ONE POINT THEY HAD TO PULL OVER AND SHUT CAR OFF THEN RESTART VEHICLE TO GET GOING AGAIN
12/15/2008	10:33	ISSUE OPENED BY DEALERSHIP
12/15/2008	12:41	ADVISED THE TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND THE BOLTS FOR THE MECH UNIT.
12/15/2008	12:41	CUSTOMER COMMENTS: CUSTOMER STATES THAT AFTER A WHILE OF DRIVING AND VEHICLE IS GOOD AND WARM AND AT HIWAY SPEEDS(65-70MPH)THAT CAR WE GO INTO NEUTRAL OR DISINGAUGE,WILL REINGAUGE WHEN SLOWING DOWN TO AROUND 40-45 MPH,ALSO SAYS PRNDL STARTS FLASHING AS THIS IS HAPPENING. AT ONE POINT THEY HAD TO PULL OVER AND SHUT CAR OFF THEN RESTART VEHICLE TO GET GOING AGAIN
12/15/2008	12:41	WORKSHOP FINDINGS: TECH UNABLE TO VERIFY THE CONCERN. NO FAULTS IN THE ECM OR TCM. VEHICLE OPERATING TO SPEC AT THIS TIME. 2ND TIME IN WITH THE SAME CONCERN.
12/18/2008	07:43	PART WERE ORDERED YESTERDAY
12/18/2008	10:17	P1 THANK YOU FOR THE UPDATE. REMEMBER TO UPDATE AND CLOSE THE TICKET.
12/29/2008	12:19	STILL WAITING FOR PARTS
12/30/2008	07:45	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
12/30/2008	07:45	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
397804	JETTA	2008	3VWRA71K28M [REDACTED]	6092	3885	12/15/2008	USA

Workshop Finding

NO FAULTS. TCM 02EJ MVB 54= J14

Activity Date	Activity Time	Activity Comments
12/15/2008	11:47	ISSUE OPENED BY DEALERSHIP
12/15/2008	11:47	THE CAR SHIFTS HORRIBLY. CAR HAS STRANGE SHIFT PATTERNS AND PULLS AWAY AT AN EXTREMELY LOW RPM, CONVERTER SEEMS TO FLASH VERY LOW. WHEN THE VEHICLE IS WARM IT SLAMS INTO GEAR CHIRPING THE TIRES AS IF THERE IS A PRESSURE PROBLEM. STRANGELY THERE ARE NO DTC'S IN THE ENGINE OR TRANS. THE CAR HAS TCM NUMBER 02E300050J LEVEL 082 CODING 20. ANY THOUGHTS? THANK YOU.
12/15/2008	11:54	CUSTOMER COMMENTS: THE CAR SHIFTS HORRIBLY. CAR HAS STRANGE SHIFT PATTERNS AND PULLS AWAY AT AN EXTREMELY LOW RPM, CONVERTER SEEMS TO FLASH VERY LOW. WHEN THE VEHICLE IS WARM IT SLAMS INTO GEAR CHIRPING THE TIRES AS IF THERE IS A PRESSURE PROBLEM. STRANGELY THERE ARE NO DTC'S IN THE ENGINE OR TRANS. THE CAR HAS TCM NUMBER 02E300050J LEVEL 082 CODING 20. ANY THOUGHTS? THANK YOU.
12/15/2008	11:54	REPLACE THE MEHCATRONIC, FLUID, FILTER AND BOLTS; P1
12/15/2008	11:54	WORKSHOP FINDINGS: NO FAULTS. TCM 02EJ MVB 54= J14
12/17/2008	09:23	PARTS ORDERED, THANKS AGAIN.
12/17/2008	10:58	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
12/17/2008	10:58	ISSUE UPDATED

Consultant's Closing Comments

REPLACE THE MEHCATRONIC, FLUID, FILTER AND BOLTS; P1

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
398027	EOS	2007	WVWFB71F87V [REDACTED]	3401	3885	12/15/2008	USA

Workshop Finding

n/a

Activity Date	Activity Time	Activity Comments
12/15/2008	16:32	CUSTOMER COMPLAINS OF A SHUTTERING FEELING FROM VEHICLE WHEN FIRST ACCELERATING FROM A STOP. DUPLICATED CUSTOMER CONCERN WHILE INITIALLY DRIVING FORWARDS AND BACKWARDS AND WILL ALSO SHUTTER WHILE IN NEUTRAL GEARS. NO MISFIRES RECOGNIZED IN BLOCKS 15-16. SHUTTER CAN BE FELT JUST OFF IDLE BETWEEN 700-1000 RPM. SUSPECT SOMETHING ENGINE MOUNTING RELATED BUT NO FAULTS CAN BE SEEN.
12/15/2008	16:32	ISSUE OPENED BY DEALERSHIP
12/15/2008	16:46	CUSTOMER COMMENTS: CUSTOMER COMPLAINS OF A SHUTTERING FEELING FROM VEHICLE WHEN FIRST ACCELERATING FROM A STOP. DUPLICATED CUSTOMER CONCERN WHILE INITIALLY DRIVING FORWARDS AND BACKWARDS AND WILL ALSO SHUTTER WHILE IN NEUTRAL GEARS. NO MISFIRES RECOGNIZED IN BLOCKS 15-16. SHUTTER CAN BE FELT JUST OFF IDLE BETWEEN 700-1000 RPM. SUSPECT SOMETHING ENGINE MOUNTING RELATED BUT NO FAULTS CAN BE SEEN.
12/15/2008	16:46	TECH STATES WE HAVE A SHAKE/VIBRATION WHILE IN DRIVE OR NEUTRAL. ADVISED TECH TO TRY TURNING A/C ON AND OFF TO SEE IF THIS CHANGES. TRY REMOVING BELT TO SEE IF THIS CHANGES. WE CAN ALSO LOOSEN ENGINE AND TRANSMISSION MOUNTS START CAR THEN LET SETTLE AND RE-TIGHTEN.
12/16/2008	09:45	ADVISED THE TECH TO REMOVE THE TRANS AND INSPECT THE DUAL MASS FLYWHEEL. UPDATE THE VTA WITH RESULTS.
12/19/2008	08:23	FLYWHEEL IS DEFECTIVE AND NEEDS TO BE REPLACED. PARTS ON BACKORDER. WILL UPDATE AGAIN AFTER PARTS ARE RECEIVED.
12/19/2008	09:17	THANKS FOR THE UPDATE.
12/22/2008	13:29	SPOKE TO NOEL IN SERVICE AND THE PARTS JUST CAME IN AND THEY ARE FINISHING THE CAR TODAY.....P2
12/22/2008	15:21	DUAL MASS FLYWHEEL HAD SIGNS OF FLUID LEAKAGE AND APPROXIMATELY .25 - .50" MORE ROTATIONAL PLAY. INSTALLED NEW DUAL MASS FLYWHEEL. TEST DROVE VEHICLE AND SHUTTERING CAN STILL BE FELT WHEN ACCELERATING SLOWLY IN REVERSE AND 1ST GEARS.
12/22/2008	16:26	VIBRATION IS STILL THERE. VIBRATION OCCURS WHEN TAKING OFF FROM STOP OR REVERSE. PLEASE CHECK MVB 54 IN THE TCM. PLEASE ALSO ALLOW CAR TO TAKE OFF WITHOUT PRESSING THE GAS IN REVERSE AND FORWARD AND NOTE DIFFERENCES BETWEEN THAT AND APPLYING THE ACCELERATOR.
12/22/2008	16:40	A2 CASE TO BE ESCALATED FOR REVIEW. ADVISED THE TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT.
12/22/2008	17:18	RED ORDERED MECH UNIT AND ASSOCIATED PARTS. ADVISED TO CLOSE VTA AND RETURN VEHICLE TO CUSTOMER.
12/22/2008	18:36	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
12/22/2008	18:36	ISSUE UPDATED

Consultant's Closing Comments

A2 CASE TO BE ESCALATED FOR REVIEW. TECH TO REPLACE THE MECH UNIT.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
398877	EOS	2008	WVWFA71F38V [REDACTED]	7519	3885	12/17/2008	USA

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

Activity Date	Activity Time	Activity Comments
12/17/2008	14:21	CAR IS VERY JUMPY WHEN ACCEL/JOLTS WHEN TAKING OFF
12/17/2008	14:21	ISSUE OPENED BY DEALERSHIP
12/18/2008	13:08	ADVISED THE TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT.
12/18/2008	13:08	CUSTOMER COMMENTS: CAR IS VERY JUMPY WHEN ACCEL/JOLTS WHEN TAKING OFF
12/18/2008	13:08	WORKSHOP FINDINGS: TECH VERIFIED THE CONCERN. TRANS SHUTTERS IN 1ST AND REVERSE.
12/18/2008	13:28	PARTS ON ORDER
12/18/2008	14:52	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
12/18/2008	14:52	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
398884	EOS	2008	WVWBA71F48V [REDACTED]	5616	3885	12/17/2008	USA

Workshop Finding

(2) NO DTC IS STORED IN ANY CONTROL MODULE. (3) CONCERN IS VERIFIED, ENGINE SURGES AT INITIAL ACCELERATION THEN SMOOTHS OUT. (4) CAPACITIVE DISCHARGE WAS PERFORMED. (5) ADAPTATIONS TO IMRC AND THROTTLE VALVE C.M. WERE PERFORMED. (6) USING COMPONENT/FUNCTIONS IN GFF, MEASURED VALUES OF RPM, TPS & PEDAL SENSORS WERE CHECKED. ENGINE RPM FLUSTIATES WHILE PEDAL SENSOR WAS STEADY. (7) ENGINE BREATHER WAS REMOVED AND INSPECTED AND REPLACED BUT CONCERN STILL PERSIST. (8) A SECOND AIR-MASS METER WAS ALSO TRIED.

Activity Date	Activity Time	Activity Comments
12/17/2008	14:26	(1) C/S VEHICLE HESITATES, HAS A LONG DELAY BEFORE SHIFTING INTO GEAR, THEN JERKS REAL HARD, AT TIMES VEHICLE DOES NOT GO ANYWHERE. (2) NO DTC IS STORED IN ANY CONTROL MODULE. (3) CONCERN IS VERIFIED, ENGINE SURGES AT INITIAL ACCELERATION THEN SMOOTHS OUT. (4) CAPACITIVE DISCHARGE WAS PERFORMED. (5) ADAPTATIONS TO IMRC AND THROTTLE VALVE C.M. WERE PERFORMED. (6) USING COMPONENT/FUNCTIONS IN GFF, MEASURED VALUES OF RPM, TPS & PEDAL SENSORS WERE CHECKED. ENGINE RPM FLUSTIATES WHILE PEDAL SENSOR WAS STEADY. (7) ENGINE BREATHER WAS REMOVED AND INSPECTED AND REPLACED BUT CONCERN STILL PERSIST. (8) A SECOND AIR-MASS METER WAS ALSO TRIED.
12/17/2008	14:26	ISSUE OPENED BY DEALERSHIP
12/17/2008	14:44	ADVISED TECH TO GET MVB 54 IN TCM, IF FIRST 3 DIGITS ARE H22 THRU J21 REPLACE MECH UNIT, BOLTS, FILTER AND FLUID. PERFORM MANUAL BASIC SETTINGS PER PROCEEDURE BELOW. CLOSE OUT 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.
12/17/2008	14:44	CUSTOMER COMMENTS: (1) C/S VEHICLE HESITATES, HAS A LONG DELAY BEFORE SHIFTING INTO GEAR, THEN JERKS REAL HARD, AT TIMES VEHICLE DOES NOT GO ANYWHERE.
12/17/2008	14:44	WORKSHOP FINDINGS: (2) NO DTC IS STORED IN ANY CONTROL MODULE. (3) CONCERN IS VERIFIED, ENGINE SURGES AT INITIAL ACCELERATION THEN SMOOTHS OUT. (4) CAPACITIVE DISCHARGE WAS PERFORMED. (5) ADAPTATIONS TO IMRC AND THROTTLE VALVE C.M. WERE PERFORMED. (6) USING COMPONENT/FUNCTIONS IN GFF, MEASURED VALUES OF RPM, TPS & PEDAL SENSORS WERE CHECKED. ENGINE RPM FLUSTIATES WHILE PEDAL SENSOR WAS STEADY. (7) ENGINE BREATHER WAS REMOVED AND INSPECTED AND REPLACED BUT CONCERN STILL PERSIST. (8) A SECOND AIR-MASS METER WAS ALSO TRIED.
12/24/2008	08:44	REPLACED MECHATRONICS CONTROL MODULE
12/26/2008	07:52	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
12/26/2008	07:52	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
399262	JETTA	2008	3VWRA71K68M [REDACTED]	2706	3885	12/18/2008	USA

Workshop Finding
TCM 02E 300050J 1414

Activity Date	Activity Time	Activity Comments
12/18/2008	11:56	ISSUE OPENED BY DEALERSHIP
12/18/2008	11:56	VEHICLES JERKS WHEN TRING TO PARK OR WHEN GOING FROM PARK TO REVERSE OR DRIVE
12/18/2008	14:09	CUSTOMER COMMENTS: VEHICLES JERKS WHEN TRING TO PARK OR WHEN GOING FROM PARK TO REVERSE OR DRIVE
12/18/2008	14:09	GET MVB 54 FROM THE TCM AND CALL BACK
12/18/2008	14:09	WORKSHOP FINDINGS: TCM 02E 300050J 1414
12/18/2008	14:41	MVB J11 REPLACE THE MECHATRONIC, FLUID, FILTER AND BOLTS.
12/26/2008	11:10	SPOKE WITH MIKE IN SERVICE. PARTS ARE ON BACK ORDER. P1
01/02/2009	10:03	REPLACED PARTS ALL OK
01/02/2009	10:29	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
01/02/2009	10:29	ISSUE UPDATED

Consultant's Closing Comments
MVB J11 REPLACE THE MECHATRONIC, FLUID, FILTER AND BOLTS.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
399269	EOS	2008	WVWBA71F48V [REDACTED]	10076	3885	12/18/2008	USA

Workshop Finding

BASIC SETTINGS DOES NOT HELP MVB 54 =J12; NO FAULTS

Activity Date	Activity Time	Activity Comments
12/18/2008	12:02	AFTER ABOUT 8 MILES OF DRIVING THE DSG DEVELOPED A SURGE ABOVE IDLE AND EVEN WILL BANG INTO GEAR WHILE SETTING STOPPED. SOMETIMES IT DOES IT AND OTHER TIMES IT DOESN'T. I THINK I DID ONE BEFORE LIKE THIS AND REPLACED THE MECHATRONIC UNIT.
12/18/2008	12:02	ISSUE OPENED BY DEALERSHIP
12/18/2008	12:08	CUSTOMER COMMENTS: AFTER ABOUT 8 MILES OF DRIVING THE DSG DEVELOPED A SURGE ABOVE IDLE AND EVEN WILL BANG INTO GEAR WHILE SETTING STOPPED. SOMETIMES IT DOES IT AND OTHER TIMES IT DOESN'T. I THINK I DID ONE BEFORE LIKE THIS AND REPLACED THE MECHATRONIC UNIT.
12/18/2008	12:08	REPLACE THE MECHATRONIC, FLUID, FILTER AND BOLTS. 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
12/18/2008	12:08	WORKSHOP FINDINGS: BASIC SETTINGS DOES NOT HELP MVB 54 =J12; NO FAULTS
12/22/2008	10:50	PARTS ARE ON RED ORDER.
12/23/2008	08:57	MECH RED ORDERED P1
01/05/2009	14:50	WILL REOPEN VTA WHEN CAR COMES BACK IF NEEDED
01/05/2009	18:24	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
01/05/2009	18:24	ISSUE UPDATED

Consultant's Closing Comments

MECH RED ORDERED P1

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
399399	EOS	2008	WVWBA71F98V [REDACTED]	5216	3885	12/18/2008	USA

Workshop Finding

TECH: VERIFIED SHUDDERING INTO FIRST AT PREVIOUS VISIT 6 DAYS AGO (CUSTOMER STATED AT THAT TIME IT WOULD SHUDDER INTO REVERSE AND OCASIONALLY "SLAM" INTO FIRST AND REVERSE). ON 12/12 ADAPTED DSG THROUGH GFF AND THEN BASIC SETTINGS 60 AND 61. CONDITION IMPROVED, RECOMENDED CUSTOMER TO RETURN IF CONDITION RETURNED. CONDITION RETURNED ABOUT 1 DAY AFTER ADAPTATIONS. MVB 54 H39

Activity Date	Activity Time	Activity Comments
12/18/2008	15:03	CUSTOMER STATES VEHICLE SHUDDERS WHEN GOING INTO 1ST GEAR. TECH: VERIFIED SHUDDERING INTO FIRST AT PREVIOUS VISIT 6 DAYS AGO (CUSTOMER STATED AT THAT TIME IT WOULD SHUDDER INTO REVERSE AND OCASIONALLY "SLAM" INTO FIRST AND REVERSE). ON 12/12 ADAPTED DSG THROUGH GFF AND THEN BASIC SETTINGS 60 AND 61. CONDITION IMPROVED, RECOMENDED CUSTOMER TO RETURN IF CONDITION RETURNED. CONDITION RETURNED ABOUT 1 DAY AFTER ADAPTATIONS.
12/18/2008	15:03	ISSUE OPENED BY DEALERSHIP
12/18/2008	15:29	ADVISED TECH TO REPLACE MECH UNIT, BOLTS, FILTER AND FLUID. PERFORM MANUAL BASIC SETTINGS AND CLOSE OUT VTA WHEN COMPLETED.
12/18/2008	15:29	CUSTOMER COMMENTS: CUSTOMER STATES VEHICLE SHUDDERS WHEN GOING INTO 1ST GEAR.
12/18/2008	15:29	WORKSHOP FINDINGS: TECH: VERIFIED SHUDDERING INTO FIRST AT PREVIOUS VISIT 6 DAYS AGO (CUSTOMER STATED AT THAT TIME IT WOULD SHUDDER INTO REVERSE AND OCASIONALLY "SLAM" INTO FIRST AND REVERSE). ON 12/12 ADAPTED DSG THROUGH GFF AND THEN BASIC SETTINGS 60 AND 61. CONDITION IMPROVED, RECOMENDED CUSTOMER TO RETURN IF CONDITION RETURNED. CONDITION RETURNED ABOUT 1 DAY AFTER ADAPTATIONS. MVB 54 H39
12/18/2008	15:51	CUSTOMER TO PIC UP VEHICLE, TO RETURN AFTER HOLLIDAYS. WILL INSTALL RECOMENDED PARTS AND RE-OPEN VTA IF CONCERN IS NOT CORRECTED. THANKS!!
12/18/2008	16:05	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
12/18/2008	16:05	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
399558	EOS	2008	WVWBA71F98V [REDACTED]	8853	3885	12/19/2008	USA

Workshop Finding

BANGS AND BUCKS WHEN TAKING OFF FROM A STOP.

Activity Date	Activity Time	Activity Comments
12/19/2008	09:15	CUSTOMER STATES WHEN ACCELERATING FROM A STOP THE TRANSMISSION BANGS HARSHLY. ROAD TESTED VEHICLE VERIFIED CUSTOMER CONCERN. RAN GFF NO DTCS STORED. CHECKED FOR TECH BULLETINS NONE OPEN FOR THIS CONCERN
12/19/2008	09:15	ISSUE OPENED BY DEALERSHIP
12/22/2008	16:08	CUSTOMER COMMENTS: CUSTOMER STATES WHEN ACCELERATING FROM A STOP THE TRANSMISSION BANGS HARSHLY. ROAD TESTED VEHICLE VERIFIED CUSTOMER CONCERN. RAN GFF NO DTCS STORED. CHECKED FOR TECH BULLETINS NONE OPEN FOR THIS CONCERN
12/22/2008	16:08	PLEASE REPLACE THE MECH UNIT, FLUID, FILTER, AND BOLTS. PLEASE UPDATE THE VTA WITH MVB 54 FROM THE TCM. THANKS.
12/22/2008	16:08	WORKSHOP FINDINGS: BANGS AND BUCKS WHEN TAKING OFF FROM A STOP.
12/22/2008	16:30	ORDERED MECHATRONICS UNIT SENDING MVB 54
12/23/2008	11:11	THANKS FOR THE UPDATE.
12/26/2008	11:23	P2 SPOKE TO JOHN ON SERVICE PARTS ARE ON ORDER
01/16/2009	14:24	ORDERED PARTS, CUSTOMER TO RETURN FOR REPAIR.
01/16/2009	14:26	ORDERED PARTS, CUSTOMER TO RETURN FOR REPAIR.
01/19/2009	10:16	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
01/19/2009	10:16	ISSUE UPDATED

Consultant's Closing Comments

MECH UNIT.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
399781	JETTA	2009	3VWTL71KX9M	20	3885	12/22/2008	USA

Workshop Finding

ALREADY PERFORMED BASIC SETTINGS. CONCERN IS STILL PRESENT.

Activity Date	Activity Time	Activity Comments
12/22/2008	10:06	AFTER PDI, SALES STATES THAT VEH SHIFTS ABNORMALLY, AND PRNDL LIGHTS IN MFI ALL LIGHT UP. I ROAD TESTED THE VEH IN THE PARKING LOT. ON THE TEST, VEH REVVED UP TO APPROX 4500 RPMS BEFORE TRANSMISSION ENGAGED. THE PRNDL LIGHTS DID NOT ALL COME ON, BUT THE ENGINE MIL IS ON. I SCANNED FOR FAULTS WITH GFF, AND HAD A FAULT FOR THE MECHATRONIC UNIT. THE TEST PLAN IN GFF WAS TO SET BASIC SETTINGS OF MECHATRONIC AND ALL RELATED COMPONENTS.
12/22/2008	10:06	ISSUE OPENED BY DEALERSHIP
12/22/2008	10:11	AFTER PERFORMING BASIC SETTINGS AND ROAD TESTING VEH, TRANS STILL SHIFTS HARD AFTER A DECEL.
12/22/2008	10:20	CUSTOMER COMMENTS: AFTER PDI, SALES STATES THAT VEH SHIFTS ABNORMALLY, AND PRNDL LIGHTS IN MFI ALL LIGHT UP. I ROAD TESTED THE VEH IN THE PARKING LOT. ON THE TEST, VEH REVVED UP TO APPROX 4500 RPMS BEFORE TRANSMISSION ENGAGED. THE PRNDL LIGHTS DID NOT ALL COME ON, BUT THE ENGINE MIL IS ON. I SCANNED FOR FAULTS WITH GFF, AND HAD A FAULT FOR THE MECHATRONIC UNIT. THE TEST PLAN IN GFF WAS TO SET BASIC SETTINGS OF MECHATRONIC AND ALL RELATED COMPONENTS.
12/22/2008	10:20	PLEASE ENSURE CONNECTION AT MECH UNIT IS TIGHT AND CLEAN. IF OKAY, REPLACE MECH UNIT, FLUID, FILTER, AND BOLTS IF FLUID IS CLEAN.
12/22/2008	10:20	WORKSHOP FINDINGS: ALREADY PERFORMED BASIC SETTINGS. CONCERN IS STILL PRESENT.
12/22/2008	11:21	CONNECTION FOR MECH IS OK. CHECKED TRANS FLUID, CLEAN- NO CONTAMINANTS. TRYING TO GET PART NUMBER FOR MECH UNIT.
12/22/2008	11:27	ADVISE TECH TO CHECK WITH PARTS DEPT FOR PART # MAY HAVE TO DIASSEMBEY TRANSM AND GET # OFF OF MECHATRONICS
12/29/2008	13:17	SPOKE TO NADINE AND THE CAR IS STILL BEING WORKED ON BUT THE TECH WILL NOT BE AT THE DEALER UNTIL 1/5/09.....D2
01/06/2009	10:29	REMOVED AND REPLACE MECHATRONIC. REPLACED FLUID AND FILTER. SET BASIC SETTINGS OF MECHATRONIC. ROAD TESTED, NO MORE SHIFTING CONCERNS
01/06/2009	10:30	THANK YOU
01/06/2009	13:58	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
01/06/2009	13:58	ISSUE UPDATED

Consultant's Closing Comments

DEALER DISCONNECT.....JS REMOVED AND REPLACE MECHATRONIC. REPLACED FLUID AND FILTER. SET BASIC SETTINGS OF MECHATRONIC. ROAD TESTED, NO MORE SHIFTING CONCERNS

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
399848	RABBIT	2007	WVWFV71K17W [REDACTED]	30194	3885	12/22/2008	USA

Workshop Finding

TECH VERIFIED THE CONCERN. 2 FAULTS IN THE TCM.

Activity Date	Activity Time	Activity Comments
12/22/2008	11:24	CUST STS WON'T SHIFT OUT OF PARK, WHEN IT DID WOULD NOT GO OVER 40MPH AND GEAR INDICATOR IN DASH INOP. 19143 P2711 004 IMPLAUSIBLE TRANS SHIFT SEQUENCE NO COMMUNICATION.
12/22/2008	11:24	ISSUE OPENED BY DEALERSHIP
12/22/2008	11:26	FFF01749 008 TIPTRONIC DOWNSHIFT BUTTON IMPLAUSIBLE SIGNAL
12/22/2008	11:36	ADVISED THE TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT.
12/22/2008	11:36	CUSTOMER COMMENTS: CUST STS WON'T SHIFT OUT OF PARK, WHEN IT DID WOULD NOT GO OVER 40MPH AND GEAR INDICATOR IN DASH INOP. 19143 P2711 004 IMPLAUSIBLE TRANS SHIFT SEQUENCE NO COMMUNICATION.
12/22/2008	11:36	WORKSHOP FINDINGS: TECH VERIFIED THE CONCERN. 2 FAULTS IN THE TCM.
12/29/2008	13:09	SPOKE TO STEVE IN SERVICE AND THEY ARE HOLDING ON RED ORDER PARTS FROM GERMANY.....P1
01/05/2009	09:48	MECHATRON FIXED TRANS PROBLEM
01/05/2009	19:25	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
01/05/2009	19:25	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
400286	EOS	2008	WVWBA71FX8V [REDACTED]	8973	3885	12/23/2008	USA

Workshop Finding

WHEN I DROVE THE VEHICAL THE 1 2 SHIRT AT LOW SPEEDS NO MORE THAN HALF THROTTLE WILL LUNG AND THE 2 1 SHIFT IT GOES INTO GEAR TO EARLY AND WILL DIP THE FRONT END AND REV ALITTLE ADVISE I HAVE ALREADY RESET BASIC SETINGS FUEL TRIM LOOKS GOOD 0 AND 2.9

Activity Date	Activity Time	Activity Comments
12/23/2008	09:54	CUSTOMER STATES TRANS WILL LUNGE WHEN STARTING TO GO THEN ALSO WHEN SLOWING DOWN WHEN I DROVE THE VEHICAL THE 1 2 SHIRT AT LOW SPEEDS NO MORE THAN HALF THROTTLE WILL LUNG AND THE 2 1 SHIFT IT GOES INTO GEAR TO EARLY AND WILL DIP THE FRONT END AND REV ALITTLE ADVISE I HAVE ALREADY RESET BASIC SETINGS FUEL TRIM LOOKS GOOD
12/23/2008	09:54	ISSUE OPENED BY DEALERSHIP
12/23/2008	10:05	ADVISED TECH TO CHECK FLUID LEVEL AND CONDITION, IF OK CHECK MVB 54 IN TCM, IF FIRST 3 DIGITS ARE BETWEEN H22 AND J21 REPLACE MECH UNIT, BOLTS, FILTER AND FLUID. RERUN MANUAL BASIC SETTINGS AGAIN AND CLOSE OUT VTA. IF FLUID CONDITION AND LEVEL ARE GOOD AND FIRST 3 DIGITS ARE OUTSIDE PARAMETERS PLEASE CALL BACK.
12/23/2008	10:05	CUSTOMER COMMENTS: CUSTOMER STATES TRANS WILL LUNGE WHEN STARTING TO GO THEN ALSO WHEN SLOWING DOWN
12/23/2008	10:05	WORKSHOP FINDINGS: WHEN I DROVE THE VEHICAL THE 1 2 SHIRT AT LOW SPEEDS NO MORE THAN HALF THROTTLE WILL LUNG AND THE 2 1 SHIFT IT GOES INTO GEAR TO EARLY AND WILL DIP THE FRONT END AND REV ALITTLE ADVISE I HAVE ALREADY RESET BASIC SETINGS FUEL TRIM LOOKS GOOD 0 AND 2.9
12/23/2008	10:09	VALUE BLOCK SHOWED TO HAVE J06 I WILL ORDER THE MECA UNIT
12/23/2008	10:49	WE HAVE A MECATRONICS IN STOCK BUT IT HAS A ZC1 PAINT CODE INSTED OF A ZDE LIKE THE VIN CALLS OUT CAN I USE THE OTHER ONE OR DO I ORDER THE ZDE MY PARTS MANAGER REALLY WANT TO GET RID OF HIS MECA WE HAVE HAD IT FOR LIKE 7 MONTHS
12/23/2008	10:53	PLEASE ORDER A NEW ONE.
12/30/2008	09:57	SPOKE WITH ROBERT IN SERVICE..... PARTS ARE ON NATIONAL BACK ORDER..... P1
01/02/2009	16:30	REPLACED MECATRONICS AND FILTER CAR IS DRIVING GREAT RELEASED VEHICAL
01/03/2009	20:36	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
01/03/2009	20:36	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
400655	EOS	2008	WVWBA71F58V [REDACTED]	7984	3885	12/23/2008	USA

Workshop Finding
TECH NEEDS TO KNOW HOW TO PERFORM THE TRANS BASIC SETTINGS.

Activity Date	Activity Time	Activity Comments
12/23/2008	16:59	ISSUE OPENED BY DEALERSHIP
12/23/2008	16:59	REPLACED MECHATRONICS NEED BASIC SETTING INFORMATION.
12/23/2008	17:04	ADVISED THE TECH ON HOW TO PERFORM THE TRANS BASIC SETTINGS.
12/23/2008	17:04	CUSTOMER COMMENTS: REPLACED MECHATRONICS NEED BASIC SETTING INFORMATION.
12/23/2008	17:04	WORKSHOP FINDINGS: TECH NEEDS TO KNOW HOW TO PERFORM THE TRANS BASIC SETTINGS.
12/23/2008	17:14	PERFORMED BASIC SETTINGS ROAD TEST VEHICLE, MECHATRONICS WORKING OK.
12/23/2008	19:02	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
12/23/2008	19:02	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
400686	EOS	2008	WVWDB71F08V [REDACTED]	26399	3885	12/23/2008	USA

Workshop Finding

TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM. TRANS BUCKS AND JERKS WHEN COMING TO A STOP AND WILL HIT HARD ONE MORE TIME AFTER A FULL STOP.

Activity Date	Activity Time	Activity Comments
12/23/2008	18:17	CUSTOMER STATES CAR JERKS WHILE DRIVING, AND COMING TO A STOP.
12/23/2008	18:17	ISSUE OPENED BY DEALERSHIP
12/23/2008	18:22	ADVISED THE TECH TO SET UP FOR THE TRANS BASIC SETTINGS.
12/23/2008	18:22	CUSTOMER COMMENTS: CUSTOMER STATES CAR JERKS WHILE DRIVING, AND COMING TO A STOP.
12/23/2008	18:22	WORKSHOP FINDINGS: TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM. TRANS BUCKS AND JERKS WHEN COMING TO A STOP AND WILL HIT HARD ONE MORE TIME AFTER A FULL STOP.
12/23/2008	18:42	ADVISED THE TECH ON HOW TO PERFORM THE TRANS BASIC SETTINGS.
12/23/2008	19:14	ADVISED THE TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT.
12/26/2008	11:06	PARTS ON ORDER
12/28/2008	21:34	P1 THANK YOU FOR THE UPDATE. REMEMBER TO UPDATE AND CLOSE THE TICKET.
01/02/2009	11:36	PARTS RECIVED AND INSTALLED ON 12/31/08. WE WILL FINISH THE JOB TODAY.
01/02/2009	19:59	MECHATRONIC UNIT WAS INSTALLED, TRANS OPERATION IS OK.
01/02/2009	20:03	CLOSING TICKET
01/04/2009	20:37	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
01/04/2009	20:37	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
400728	EOS	2007	WVWBA71F67V [REDACTED]	24135	3885	12/24/2008	USA

Workshop Finding

NO TCU FAULTS. FLUID FULL, CLEAN. TCM 02E AE 1302, FUEL TRIMS +3 AND -.1.

Activity Date	Activity Time	Activity Comments
12/24/2008	10:00	ISSUE OPENED BY DEALERSHIP
12/24/2008	10:00	VEHICLE HAS HARSH ENGAGMENT AND HESITATION. NO TCU FAULTS. FLUID FULL, CLEAN
12/26/2008	10:31	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. CALL BACK IF NEEDED OR CLOSE OUT VTA.
12/26/2008	10:31	CUSTOMER COMMENTS: VEHICLE HAS HARSH ENGAGMENT AND HESITATION.
12/26/2008	10:31	WORKSHOP FINDINGS: NO TCU FAULTS. FLUID FULL, CLEAN. TCM 02E AE 1302, FUEL TRIMS +3 AND -.1.
12/26/2008	11:26	PREFORMED BASIC SETTINGS ROAD TEST 20 MILES VEHICLE STILL HAS HARSH ENGAGMENT UPON ACELRATION FROM STOP.
12/26/2008	11:33	REPLACE THE MECHATRONICS AND THE BOLTS
12/31/2008	13:33	P2 SCOTT IN SERVICE STATED THEY ARE WAITING ON PARTS.
01/02/2009	09:46	CUST TOOK VEHICLE WILL REOPEN WHEN VEHICLE RETURNS
01/02/2009	10:16	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
01/02/2009	10:16	ISSUE UPDATED

Consultant's Closing Comments

TECH TO REPLACE MECH UNIT AND BOLTS, COMPLETED.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
400896	EOS	2008	WVWBA71F48V [REDACTED]	8035	3885	12/26/2008	USA

Workshop Finding

NO FAULTS IN SYSTEM HAVE TEST DROVE AND DUPLICATED CONCERN.

Activity Date	Activity Time	Activity Comments
12/26/2008	10:57	FROM A STOP TRANNY SLAMMING INTO GEAR LIKE A NUETRAL DROP.NO FAULTS IN SYSTEM HAVE TEST DROVE AND DUPLICATED CONCERN.
12/26/2008	10:57	ISSUE OPENED BY DEALERSHIP
12/26/2008	11:06	ADVISED TECH TO GET ENGINE RUNNING PROPERLY FIRST PER OTHER VTA, THEN REEVALUATE CONCERN, IF STILL ACTING UP CHECK FLUID LEVEL AND CONDITION, IF OK PERFORM MANUAL BASIC SETTINGS PER PROCEEDURE BELOW. 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. CLOSE OUT VTA OR CALL BACK IF NEEDED.
12/26/2008	11:06	CUSTOMER COMMENTS: FROM A STOP TRANNY SLAMMING INTO GEAR LIKE A NUETRAL DROP.
12/26/2008	11:06	WORKSHOP FINDINGS: NO FAULTS IN SYSTEM HAVE TEST DROVE AND DUPLICATED CONCERN.
12/26/2008	17:13	REPAIRED ENGINE FAULT FOR LOW PRESSURE SENSOR G410.CLEARED FAULTS IN ECM AND TCM AND SET BASIC SETTINGS FOR TRANSMISION.TEST DROVE 15 MILES AND FOUND THAT NUETRAL DROP GOT BETTER BUT SOMETIMES IS STILL BANGING INTO GEAR BUT NOT AS BAD.ALSO TRANNY FEELS LIKE ON SLOW STARTS IS PULSATING BACK AND FORTH.LET COOL DOWN AND CHECKED TRANNY FLUID COLOR LOOKED GOOD AND LEVEL WAS GOOD.
12/29/2008	17:02	ADVISED THE TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT.
01/02/2009	11:43	NO PERSONNEL AVAILABLE IN SERVICE DEPARTMENT. WILL TRY LATER.
01/02/2009	12:06	LEFT ON HOLD IN SERVICE FOR SEVERAL MINUTES WITH NO ANSWER. WILL TRY BACK.
01/02/2009	13:29	SPOKE WITH TRAVIS IN SERVICE. PARTS CAME IN TODAY AND ARE BEING INSTALLED. TECH TO UPDATE AND CLOSE VTA WITH DETAILED REPAIR INFORMATION WHEN VEHICLE IS COMPLETE. P2
01/02/2009	18:54	TRAVIS THOUGHT PARTS CAME IN BUT THEY DID NOT WAITING FOR MECHATRONICS NOT HERE YET????
01/03/2009	20:42	THANKS FOR THE UPDATE.
01/06/2009	12:23	REPLACED MECHATRONICS,BOLTS,FILTER AND FLUID SET BASIC SETTINGS IN VSD 61 AND 60 TEST DROVE AND KEEPS THROWING FAULT FOR BASIC SETTINGS NOT SET.PLUS WHEN YOU DRIVE VEHICLE WILL NOT SHIFT OUT OF 2ND GEAR.IT SHOWS WHEN IN DRIVE THAT IT IS IN 6TH GEAR BUT IS STAYING IN 2ND GEAR.
01/06/2009	13:02	PERFORMED BATTERY DISCHARGE AND SET BASIC SETTINGS AGAIN FAULT DIDNT COME BACK AND IS DRIVING NORMALLY.NO SLAQMMING INTO GEAR NO HISITATION OR PULSATING IN FIRST GEAR.NO FAULTS CAME BACK TEST DRIVE SOMEMORE AND MAKE SURE IS OK BEFORE LETTING GO.
01/06/2009	13:11	VEHICLE WORKING TO SPEC
01/06/2009	14:12	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
01/06/2009	14:12	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
400959	EOS	2008	WVWDB71F68V [REDACTED]	10635	3735	12/26/2008	USA

Workshop Finding
n/a

Activity Date	Activity Time	Activity Comments
12/26/2008	12:42	I AM REPLACING MECHATRONICS UNIT AND HAVE NO POWERTRAIN IN REPAIR MANUAL FOR BOLTS, I FOUND 5NM +1/4TURN FOR UNIT HOLD DOWN BOLTS AND 10NM FOR COVER BOLTS FROM 2006-2007 VW GTA/RABBIT A5 PLATFORM QUICK REFERENCE SPECIFICATIONS BOOK. IS THAT CORRECT? PLEASE ADVISE.
12/26/2008	12:42	ISSUE OPENED BY DEALERSHIP
12/26/2008	13:15	CAN YOU WALK ME THROUGH THE FILL PROCEDURE, I HAVE ONLY DONE IT ONCE AND I HAVE NO CLUE AS TO WHICH SPECIAL TOOLS ARE REQUIRED. THANKS
12/26/2008	13:39	ADVISED TECH TO MANUALLY BUILD A 2007 JETTA BPY ENGINE WITH DSG TRANS AND GO TO TRANSMISSION HOUSING AND CONTROLS, GENERAL INFO, CHANGING AND ADJUSTING TRANS OIL. TECH DID SO ON THE LINE AND WE WENT OVER PROCEEDURE. CLOSE OUT VTA WHEN COMPLETED.
12/26/2008	13:39	CUSTOMER COMMENTS: I AM REPLACING MECHATRONICS UNIT AND HAVE NO POWERTRAIN IN REPAIR MANUAL FOR BOLTS, I FOUND 5NM +1/4TURN FOR UNIT HOLD DOWN BOLTS AND 10NM FOR COVER BOLTS FROM 2006-2007 VW GTA/RABBIT A5 PLATFORM QUICK REFERENCE SPECIFICATIONS BOOK. IS THAT CORRECT? PLEASE ADVISE.
12/30/2008	08:07	GOT FLUID FILLED AND ALL THAT WENT OK. I PERFORMED BASIC SETTINGS USING GUIDED FUNCTIONS, AND ROAD TESTED, ONLY HAD FIRST AND SECOND GEAR. SCANNED CAR USING GFF, HAD FAULT 01087 003 BASIC SETTINGS NOT CARRIED OUT MECHANICAL MALFUNCTION, RAN TEST PLAN, WHICH WAS PERFORMING BASIC SETTINGS, AT THE END IT ASKED ME IF ALL OK AFTER ROAD TEST, I SAID NO (EVEN THOUGH I HAD NOT DRIVEN SINCE SECOND BASIC SETTINGS WAS DONE), AND GFF SAID IF NOT OK, REPLACE GEAR BOX. I TOOK CAR FOR ROAD TEST AND ALL WAS OK, I GUESS GUIDED FUNCTIONS IS NOT DOING BASIC SETTINGS CORRECTLY?? JUST WANTED TO LET YOU KNOW, THANKS FOR YOUR HELP AND GUIDANCE.
12/30/2008	08:12	TECH TO UPDATE AND CLOSE THE TICKET.
12/30/2008	08:13	THANKS, PLEASE CLOSE.
12/31/2008	08:05	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
12/31/2008	08:05	ISSUE UPDATED

Consultant's Closing Comments
FILLED TRANSMISSION PER ELSA WEB, COMPLETED.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
401184	JETTA	2007	3VWWJ71K97M [REDACTED]	31271	3885	12/29/2008	USA

Workshop Finding

TECH IS MIKE HARBER.

Activity Date	Activity Time	Activity Comments
12/29/2008	09:44	CUSTOMER STATES VEHICLE HAS HARD SHIFT. TEST DROE VEHICLE AND VERIFIED HARD SHIFT BETWEEN FIRST AND SECOND AND AGAIN BETWEEN SECOND AND THIRD. ALSO FOUND EXCESSIVE ON REST OF UPSHIFTS BUT NOT AS BAD AS FIRST COUPLE OF SHIFTS.
12/29/2008	09:44	ISSUE OPENED BY DEALERSHIP
12/29/2008	09:48	CUSTOMER COMMENTS: CUSTOMER STATES VEHICLE HAS HARD SHIFT. TEST DROE VEHICLE AND VERIFIED HARD SHIFT BETWEEN FIRST AND SECOND AND AGAIN BETWEEN SECOND AND THIRD. ALSO FOUND EXCESSIVE ON REST OF UPSHIFTS BUT NOT AS BAD AS FIRST COUPLE OF SHIFTS.
12/29/2008	09:48	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. PLEASE ALSO PRINT OUT MVB 54 IN THE TCM.
12/29/2008	09:48	WORKSHOP FINDINGS: TECH IS MIKE HARBER.
12/29/2008	14:30	ADVISED THE TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND THE BOLTS FOR THE MECH UNIT.
01/05/2009	09:10	SPOKE TO BETH - AWITING MECHATRONIC UNIT.
01/14/2009	10:05	HAD TO SPECIAL ORDER PART. PART ON BACK ORDER.
01/14/2009	13:39	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
01/14/2009	13:39	ISSUE UPDATED

Consultant's Closing Comments

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

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
401393	EOS	2008	WVWBA71FX8V [REDACTED]	13484	3885	12/29/2008	USA

Workshop Finding

TECH VERIFIED THE CONCERN. VEHICLE SHUTTERS IN 1ST AND REVERSE GEAR.

Activity Date	Activity Time	Activity Comments
12/29/2008	13:43	ISSUE OPENED BY DEALERSHIP
12/29/2008	13:43	TRANS HESITATES WHEN FIRST STARTING TO TAKE OFF. WILL REV UP AND NOT MOVE LIKE THE TRANS IS SLIPING. CHECKED THE FLUID LEVEL AND RESET THE BASIC SETTINGS IN MVB 61 AND 60.
12/29/2008	13:49	ADVISED THE TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND THE BOLTS FOR THE MECH UNIT.
12/29/2008	13:49	CUSTOMER COMMENTS: TRANS HESITATES WHEN FIRST STARTING TO TAKE OFF. WILL REV UP AND NOT MOVE LIKE THE TRANS IS SLIPING. CHECKED THE FLUID LEVEL AND RESET THE BASIC SETTINGS IN MVB 61 AND 60.
12/29/2008	13:49	WORKSHOP FINDINGS: TECH VERIFIED THE CONCERN. VEHICLE SHUTTERS IN 1ST AND REVERSE GEAR.
01/05/2009	10:14	PARTS ON ORDER THANKS
01/05/2009	10:19	(P1) TECH HAS UPDATED THE TICKET PARTS ON ORDER
01/05/2009	10:48	THANK YOU
01/05/2009	19:21	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
01/05/2009	19:21	ISSUE UPDATED

Consultant's Closing Comments

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

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
401573	EOS	2008	WVWBA71F88V [REDACTED]	3513	3885	12/29/2008	USA

Workshop Finding

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

Activity Date	Activity Time	Activity Comments
12/29/2008	17:19	CUSTOMER STATES THE VEHICLE WILL ALMOST STALL WHEN IN FIRST GEAR, WHEN TAKING OFF FROM A STOP. HAPPENS HOT OR COLD AND SEEMS TO BE RANDOM.
12/29/2008	17:19	ISSUE OPENED BY DEALERSHIP
12/30/2008	11:31	ADVISED THE TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT.
12/30/2008	11:31	CUSTOMER COMMENTS: CUSTOMER STATES THE VEHICLE WILL ALMOST STALL WHEN IN FIRST GEAR, WHEN TAKING OFF FROM A STOP. HAPPENS HOT OR COLD AND SEEMS TO BE RANDOM.
12/30/2008	11:31	WORKSHOP FINDINGS: TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM.
12/31/2008	16:11	ORDERED PART, THANKS FOR YOU HELP.
01/04/2009	20:59	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
01/04/2009	20:59	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
401831	EOS	2008	WVWBA71F78V [REDACTED]	3094	3885	12/30/2008	USA

Workshop Finding

n/a

Activity Date	Activity Time	Activity Comments
12/30/2008	12:39	CUSTOMER COMPLAINS OF VECHILE SURGING FOWARD, VERIFIED CONCERN, TEST DROVE CAR WHEN STOPPED ON INCLINE AND RELEASE THE BRAKE TO PRESS THE GAS PEDAL THE VECHILE ROLLS BACK THEN LURCHES FOWARD AFTER THE ENGINE BOGS DOWN AND THE TRANS BANGS INTO GEAR. VECHILE HAS SAME SYMPTOMS AS A PREVIOUS EOS THAT WE HAD IN PRIOR IN OCTOBER TECH LINE STATED THAT WE SHOULD CHECK MVB 54 TO SEE WHAT THE BUILD DATE OF THE MECHTRONICS IS. PERFORMED THIS ON THIS VECHILE AND FOUND THE BUILD DATE TO BE J16 WHICH FALLS IN THE TIME FRAME OF H22-J21 OF BEING A BAD UNIT AS STATED BY TECHLINE
12/30/2008	12:39	ISSUE OPENED BY DEALERSHIP
12/30/2008	12:49	CUSTOMER COMMENTS: CUSTOMER COMPLAINS OF VECHILE SURGING FOWARD, VERIFIED CONCERN, TEST DROVE CAR WHEN STOPPED ON INCLINE AND RELEASE THE BRAKE TO PRESS THE GAS PEDAL THE VECHILE ROLLS BACK THEN LURCHES FOWARD AFTER THE ENGINE BOGS DOWN AND THE TRANS BANGS INTO GEAR. VECHILE HAS SAME SYMPTOMS AS A PREVIOUS EOS THAT WE HAD IN PRIOR IN OCTOBER TECH LINE STATED THAT WE SHOULD CHECK MVB 54 TO SEE WHAT THE BUILD DATE OF THE MECHTRONICS IS. PERFORMED THIS ON THIS VECHILE AND FOUND THE BUILD DATE TO BE J16 WHICH FALLS IN THE TIME FRAME OF H22-J21 OF BEING A BAD UNIT AS STATED BY TECHLINE
12/30/2008	12:49	REPLACE THE MECHATRONICS
12/30/2008	13:20	ORDERD CUSTOMERS MECHATRONICS ON 12/30/08 AT 1:15PM
12/30/2008	14:43	THANKS FOR THE UPDATE P1
01/02/2009	17:36	WAITING FOR MECHATRONICS UNIT. CUSTOMER TOOK VEHICLE ON 12/30/08.
01/02/2009	17:44	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
01/02/2009	17:44	ISSUE UPDATED

Consultant's Closing Comments

WAITING FOR MECHATRONICS UNIT. CUSTOMER TOOK VEHICLE ON 12/30/08.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
401942	RABBIT	2008	WVWVFV71KX8W [REDACTED]	7840	3885	12/30/2008	USA

Workshop Finding

n/a

Activity Date	Activity Time	Activity Comments
12/30/2008	14:38	CUSTOMER STATES THAT TRANS HAS AN INTERMIT HARD SHIFT WHEN MOVING FROM A STOP. NO CODES, WAS ABLE TO DUPLICATE ON ROAD TEST.
12/30/2008	14:38	ISSUE OPENED BY DEALERSHIP
12/30/2008	14:47	CUSTOMER COMMENTS: CUSTOMER STATES THAT TRANS HAS AN INTERMIT HARD SHIFT WHEN MOVING FROM A STOP. NO CODES, WAS ABLE TO DUPLICATE ON ROAD TEST.
12/30/2008	14:47	HAVE THE TECH RETRIEVE MVB 54 FROM THE TCM. THIS IS THE BUILD DATE INFORMATION FOR THE MECH AND WOULD READ OUT AS FOLLOWS: THE FIRST 3 DIGITS WOULD BE THE IMPORTANT PART. THE FIRST DIGIT IS A LETTER; H=2007 J=2008 AND THE NEXT 2 DIGITS ARE THE WEEK NUMBER OF BUILD. THE BUILD DATE OF THE MECHATRONIC WITH THE AFFECTED PRESSURE SOLENOIDS WOULD BE BETWEEN H22-J21. IF THE MECHATRONIC BUILD DATE FALLS BETWEEN THE ONES LISTED ABOVE, THE MECHATRONIC WOULD NEED TO BE REPLACED AND BASIC SETTINGS FOR THE NEW MECHATRONIC WOULD NEED TO BE ADAPTED.
12/30/2008	15:05	CHECKED MEASURING VALUE BLOCK 54 FOUND PART #J10C0067 THIS IS WITH IN THE BUILD DATE OF THE AFFECTED MECHATRONIC UNITS. ORDERED UNIT.
12/30/2008	15:49	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
12/30/2008	15:49	ISSUE UPDATED

Consultant's Closing Comments

CHECKED MEASURING VALUE BLOCK 54 FOUND PART #J10C0067 THIS IS WITH IN THE BUILD DATE OF THE AFFECTED MECHATRONIC UNITS. ORDERED UNIT.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
402054	EOS	2008	WVWBA71F98V [REDACTED]	22029	3885	12/30/2008	USA

Workshop Finding

AFTER RETARTING VEHICAL GET FAULT FOR BASIC SETTINGS NO PREFORMED MACHANICAL MALFUNKTION.

Activity Date	Activity Time	Activity Comments
12/30/2008	16:57	INSTALLED NEW TRANS CONTROL UNIT IN TRANS. ATTEMPTED TO SET BASIC SETTINGS AND FOUND 61 NOT TO BE SETTING ON THE TWO LOWER NUMBERS. AFTER RETARTING VEHICAL GET FAULT FOR BASIC SETTINGS NO PREFORMED MACHANICAL MALFUNKTION.
12/30/2008	16:57	ISSUE OPENED BY DEALERSHIP
12/31/2008	10:28	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.
12/31/2008	10:28	CUSTOMER COMMENTS: INSTALLED NEW TRANS CONTROL UNIT IN TRANS. ATTEMPTED TO SET BASIC SETTINGS AND FOUND 61 NOT TO BE SETTING ON THE TWO LOWER NUMBERS.
12/31/2008	10:28	WORKSHOP FINDINGS: AFTER RETARTING VEHICAL GET FAULT FOR BASIC SETTINGS NO PREFORMED MACHANICAL MALFUNKTION.
01/05/2009	09:17	SET BASIC SETTINGS AND TEST DROVE VEHICAL IN VARYOS DRIVING CONDCTIONS. VARIFYING PROPER DSG TRANSMISSION OPERATION.
01/05/2009	09:33	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
01/05/2009	09:33	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
402058	JETTA	2008	3VWRJ71K48M [REDACTED]	9983	3885	12/30/2008	USA

Workshop Finding

NO FAULT CODES STORED. SHUDDER FELT ON TAKE OFF.

Activity Date	Activity Time	Activity Comments
12/30/2008	17:05	CUSTOMER STATES JERKS AND MAKES LOUD THUMP ON TAKE OFF FROM COMPLETE STOP. NO FAULT CODES STORED.
12/30/2008	17:05	ISSUE OPENED BY DEALERSHIP
12/31/2008	08:59	ADVISED TECH TO CHECK MVB 54 IN TCM, IF FIRST 3 DIGITS ARE H22 THRU J21 PLEASE REPLACE MECH UNIT, BOLTS, FILTER AND FLUID, THEN PERFORM MANUAL BASIC SETTINGS, IF OUTSIDE THE NUMBERS PERFORM MANUAL BASIC SETTINGS PER PROCEEDURE BELOW, CLOSE OUT VTA WHEN COMPLETED.
12/31/2008	08:59	CUSTOMER COMMENTS: CUSTOMER STATES JERKS AND MAKES LOUD THUMP ON TAKE OFF FROM COMPLETE STOP.
12/31/2008	08:59	WORKSHOP FINDINGS: NO FAULT CODES STORED. SHUDDER FELT ON TAKE OFF.
12/31/2008	09:42	MVB 54 #J02K0325. ORDERED MECH UNIT AND NEEDED PARTS.
12/31/2008	14:47	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
12/31/2008	14:47	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
402364	EOS	2007	WVWFB71F37V [REDACTED]	18891	3885	12/31/2008	USA

Workshop Finding

I HAVE A DSG TRANS WITH A CODE P1815 PRESSURE CONTROL VALVE 1 FOR AUTO TRANS N215 SHORT CIRCUIT TO B+. GFF DIDNT HELP BECAUSE TRANS HAS NO PROBLEM AT THIS TIME. SHIFTS GOOD. CUSTOMER STATES VEH. WONT GO OVER 20MPH SHIFT GEAR LIGHT FLASHING. I DID USE A GFF TEST PLAN SHOWED N215 PRESSURE AND AMPS OF THAT VALVE LOOKED OK? CONNECTIONS LOOKED OK. HAVE YOU SEEN THIS CODE BEFORE ON THE DSG.

Activity Date	Activity Time	Activity Comments
12/31/2008	15:36	I HAVE A DSG TRANS WITH A CODE P1815 PRESSURE CONTROL VALVE 1 FOR AUTO TRANS N215 SHORT CIRCUIT TO B+. GFF DIDNT HELP BECAUSE TRANS HAS NO PROBLEM AT THIS TIME. SHIFTS GOOD. CUSTOMER STATES VEH. WONT GO OVER 20MPH SHIFT GEAR LIGHT FLASHING. I DID USE A GFF TEST PLAN SHOWED N215 PRESSURE AND AMPS OF THAT VALVE LOOKED OK? CONNECTIONS LOOKED OK. HAVE YOU SEEN THIS CODE BEFORE ON THE DSG.
12/31/2008	15:36	ISSUE OPENED BY DEALERSHIP
12/31/2008	16:03	ADVISED TECH TO CLEAR FAULTS AND SET BASIC SETTINGS PER PROCEEDURE BELOW. ROAD TEST THE VEHICLE 10-20 MILES. IF THE VEHICLE WILL SET BASIC SETTINGS AND AFTER OR DURING THE ROAD TEST THE FAULT OR FAULTS RETURN, REPLACE THE MECHATRONIC, FILTER, FLUID AND BOLTS. RESET BASIC SETTINGS AND RETEST. 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.
12/31/2008	16:03	CUSTOMER COMMENTS: MIL-ON
12/31/2008	16:03	WORKSHOP FINDINGS: I HAVE A DSG TRANS WITH A CODE P1815 PRESSURE CONTROL VALVE 1 FOR AUTO TRANS N215 SHORT CIRCUIT TO B+. GFF DIDNT HELP BECAUSE TRANS HAS NO PROBLEM AT THIS TIME. SHIFTS GOOD. CUSTOMER STATES VEH. WONT GO OVER 20MPH SHIFT GEAR LIGHT FLASHING. I DID USE A GFF TEST PLAN SHOWED N215 PRESSURE AND AMPS OF THAT VALVE LOOKED OK? CONNECTIONS LOOKED OK. HAVE YOU SEEN THIS CODE BEFORE ON THE DSG.
01/05/2009	15:18	RAN BASIC SETTINGS, DROVE FOR 20 MILES AT DIFFERENT GEAR SELECTIONS, AS PER TECH LINE.
01/05/2009	15:24	THANK YOU FOR YOUR HELP. NO CODES RETURNED AFTER TEST DRIVE AND KEY CYCLES... SHIPED CAR
01/05/2009	17:21	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
01/05/2009	17:21	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
402397	EOS	2008	WVWFA71F48V [REDACTED]	10159	3885	12/31/2008	USA

Workshop Finding

n/a

Activity Date	Activity Time	Activity Comments
12/31/2008	17:14	ISSUE OPENED BY DEALERSHIP
12/31/2008	17:14	TRANS HAD SHIFT CONCERN LAST TIME IN WAS ADVISED TO REPLACE MECETRONICS ON PREV VTA CUST CAME BACK TO HAVE INSTALLED TODAY PUT NEW UNIT IN SET BASIC SETTINGS IN 60 AND 61 CAR WILL NOT SHIFT OUT OF SECOND GEAR HAS CODE 01087 BASIC SETTINGS NOT CARRIED OUT MECHANICAL Malfuntion HAVE TRYED 5 TIMES TO SET BASICS CODE WILL COME BACK AS SOON AS CAR MOVES
01/02/2009	08:48	A2 AFTER GOING OVER MANUAL BASIC SETTINGS PROCEEDURE OVER THE PHONE, ADVISED TECH TO TRY BASIC SETTINGS AGAIN A COUPLE TIMES. NOTICED A COUPLE PREVIOUS CASES THAT TOOK 5+ TIMES TO SET CALL BACK IF NEEDED. CASE ESCALATED TO LEVEL 2.
01/02/2009	08:48	CUSTOMER COMMENTS: TRANS HAD SHIFT CONCERN LAST TIME IN WAS ADVISED TO REPLACE MECETRONICS ON PREV VTA CUST CAME BACK TO HAVE INSTALLED TODAY PUT NEW UNIT IN SET BASIC SETTINGS IN 60 AND 61 CAR WILL NOT SHIFT OUT OF SECOND GEAR HAS CODE 01087 BASIC SETTINGS NOT CARRIED OUT MECHANICAL Malfuntion HAVE TRYED 5 TIMES TO SET BASICS CODE WILL COME BACK AS SOON AS CAR MOVES.
01/02/2009	15:19	RESET BACIS 2 MORE TIMES FINALLY TOOK AND TRANS WORKS NOW TEST DRIVE ALL OK
01/02/2009	20:05	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
01/02/2009	20:05	ISSUE UPDATED

Consultant's Closing Comments

RESET BACIS 2 MORE TIMES FINALLY TOOK AND TRANS WORKS NOW TEST DRIVE ALL OK

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
402417	JETTA	2008	3VWRJ71K78M	4633	3885	12/31/2008	USA

Workshop Finding

TCM PART NO 02E 300050J 1410; NO FAULTS

Activity Date	Activity Time	Activity Comments
12/31/2008	18:58	C/S AFTER SLOWING OR STOPPING THE VEHICLE WILL JERK INTO GEAR AND LUNGE FOWARD TEST DROVE TO VERIFY AND TRANS FEELS LIKE IT IS GOING FROM NEUTRAL TO DRIVE WHEN SLOWING DOWN AND STOPPING. PERFORMED GFF AND NO CODES, TRANS FLUID AND LEVEL IS OK.
12/31/2008	18:58	ISSUE OPENED BY DEALERSHIP
01/02/2009	18:23	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.
01/02/2009	18:23	CUSTOMER COMMENTS: C/S AFTER SLOWING OR STOPPING THE VEHICLE WILL JERK INTO GEAR AND LUNGE FOWARD TEST DROVE TO VERIFY AND TRANS FEELS LIKE IT IS GOING FROM NEUTRAL TO DRIVE WHEN SLOWING DOWN AND STOPPING. PERFORMED GFF AND NO CODES, TRANS FLUID AND LEVEL IS OK.
01/02/2009	18:23	IF THE CONCERN IS PRESENT RETRIEVE MVB 54 FROM THE TCM
01/02/2009	18:23	WORKSHOP FINDINGS: TCM PART NO 02E 300050J 1410; NO FAULTS
01/02/2009	18:24	VEHICLE IS NOT AT THE DEALER CURRENTLY BUT WILL RETURN MONDAY C1
01/05/2009	10:33	TEST DROVE VEHICLE TO GET VEHICLE TO OPERATING TEMP. PERFORMED BASIC SETTING AND TEST DROVE 20 MILES IN AUTO AND TIPTRONIC MODES. VEHICLE STILL JERKS WHILE SLOWING DOWN. MVB 54 IN TCM IS J14D0114
01/05/2009	10:43	ADVISED TECH TO REPLACE MECH UNIT, BOLTS FILTER AND FLUID, RERUN MANUAL BASIC SETTINGS AND CLOSE OUT VTA.
01/06/2009	14:31	PARTS RED ORDERED LONNIE 901-481-3752
01/06/2009	14:50	MECH RED ORDERED PER VTA P1
01/08/2009	16:00	REPLACED MECHATRONICS AND TEST DROVE. VEHICLE IS FIXED. THANKS FOR THE HELP
01/08/2009	20:01	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
01/08/2009	20:01	ISSUE UPDATED

Consultant's Closing Comments

REPLACED MECHATRONICS AND TEST DROVE. VEHICLE IS FIXED. THANKS FOR THE HELP

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
402486	EOS	2008	WVWBA71F28V [REDACTED]	5254	3885	01/02/2009	USA

Workshop Finding

TEST DROVE VEHICLE NOTICED PROBLEM OCCOURING FOR 2ND TO 3RD, SEEMS AS IF ENGINE BOGS DOWN AT MID THROTTLE BUT IF YOU PUNCH THE PEDLE TO THE FLOOR ENGINE REVS HIGH AND TAKES A WHILE TO ACTUALLY TAKE OFF. NO FAULTS IN ANYWHERE IN GFF AND NOT SURE IF UPDATE 01-08-36 WILL FIX PROBLEM

Activity Date	Activity Time	Activity Comments
01/02/2009	10:39	CUSTOMER STATES THE CAR SPUTTERS AT SLOW SPEEDS OR FROM 1ST TO 2ND UNDER LOAD. TEST DROVE VEHICLE NOTICED PROBLEM OCCOURING FOR 2ND TO 3RD, SEEMS AS IF ENGINE BOGS DOWN AT MID THROTTLE BUT IF YOU PUNCH THE WHEEL TO THE FLOOR ENGINE REVS HIGH AND TAKES A WHILE TO ACTUALLY TAKE OFF. NO FAULTS IN ANYWHERE IN GFF AND NOT SURE IF UPDATE 01-08-36 WILL FIX PROBLEM
01/02/2009	10:39	ISSUE OPENED BY DEALERSHIP
01/02/2009	10:57	ADVISE TECH TO PREFORM UPDATES , AND MONITOR FUEL TRIMS IN MVB 32.
01/02/2009	10:57	CUSTOMER COMMENTS: CUSTOMER STATES THE CAR SPUTTERS AT SLOW SPEEDS OR FROM 1ST TO 2ND UNDER LOAD.
01/02/2009	10:57	WORKSHOP FINDINGS: TEST DROVE VEHICLE NOTICED PROBLEM OCCOURING FOR 2ND TO 3RD, SEEMS AS IF ENGINE BOGS DOWN AT MID THROTTLE BUT IF YOU PUNCH THE PEDLE TO THE FLOOR ENGINE REVS HIGH AND TAKES A WHILE TO ACTUALLY TAKE OFF. NO FAULTS IN ANYWHERE IN GFF AND NOT SURE IF UPDATE 01-08-36 WILL FIX PROBLEM
01/02/2009	11:08	TECH STATES FUEL TRIM IS 0.0%, -1.2%
01/02/2009	11:11	ISSUE UPDATED
01/02/2009	11:13	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.
01/02/2009	11:14	MVB 54 J10N0508
01/02/2009	11:16	TCM PART NO 02E 050P 1402
01/02/2009	11:18	ISSUE SENT TO DEALERSHIP
01/02/2009	11:19	CASE ESCALATED FOR REVIEW A2
01/02/2009	12:11	VEHICLE IS ALSO JERKY IN STOP AND GO TRAFFIC, REPLACE THE MECHATRONIC, FLUYID FILTER AND BOLTS
01/02/2009	12:12	ISSUE UPDATED
01/02/2009	12:12	I WILL NEED TO SPEAK WITH PS ON THIOS VEHICLE ALSO TO SEE IF THERE IS SOFTWARE AVAILABLE. I WILL CONTACT THE DEALER BACK MONDAY JAN5
01/02/2009	12:19	FYI PS/QA
01/02/2009	12:21	SET BASIC SETTINGS FOR 60 AND 61 AND TEST DROVE. FOUND PROBLEM STILL REMAINS. ALSO NOTICED THAT WHEN I WAS STUCK IN TRAFFIC AND SLOWLY CREEPING FORWARD WHEN THE PEDAL IS SLIGHTLY PRESSED, VEHICLE JERKS HARD FORWARD. WAS INTSTRUCTED TO ORDER MECATRONIC UNIT. ORDERED UNIT AND WILL CALL BACK ON MONDAY.
01/05/2009	19:00	PROCEED WITH MECHATRONIC REPLACEMENT
01/12/2009	09:33	WE REPLACED THE TRANNY AND THE CAR SEEMS GOOD NOW
01/12/2009	11:08	SPOKE WITH JOHN MECH ON ORDER FOR THIS VEHICLE (TRANSMISSION NOT REPLACED)
01/12/2009	11:09	MECHATRONIC ON ORDER STILL PER JOHN P1
01/15/2009	11:43	ISSUE SENT TO DEALERSHIP
01/19/2009	11:15	ISSUE UPDATED

01/19/2009	11:39	CALLED, SENT TO VM, WILL TRY AGAIN LATER. PLEASE UPDATE THE VTA WITH THE CURRENT STATUS OF THE VEHICLE.
01/19/2009	11:55	CALLED, NO ANSWER
01/23/2009	09:41	WE REPLACED THE MECHATRONIC UNIT AND THE CAR IS PERFORMING TO FACTORY SPEC AND SHIFTS GOOD NOW
01/23/2009	12:33	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
01/23/2009	12:33	ISSUE UPDATED

Consultant's Closing Comments

WE REPLACED THE MECHATRONIC UNIT AND THE CAR IS PERFORMING TO FACTORY SPEC AND SHIFTS GOOD NOW
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VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
402519	EOS	2008	WVWDB71F88V [REDACTED]	10860	3885	01/02/2009	USA

Workshop Finding

n/a

Activity Date	Activity Time	Activity Comments
01/02/2009	11:37	INSTALLED MECHATRONICS UNIT PER VTA, ROAD TESTED VEHICLE W/O ANY CONCERNS, THEN WHILE SITTING IN CAR WASH PRNDL STARTED FLASHING AND VEHICLE WOULDNT PULL IN ANY GEAR. SHUT VEHICLE OFF THEN RESTARTED AND HAD GEARS, NO FAULTS PRESENT. ALSO IF BRAKE TORQUED VEHICLE WILL SHUDDER AND PRNDL WILL START FLASHING AGAIN
01/02/2009	11:37	ISSUE OPENED BY DEALERSHIP
01/02/2009	11:48	CUSTOMER COMMENTS: INSTALLED MECHATRONICS UNIT PER VTA, ROAD TESTED VEHICLE W/O ANY CONCERNS, THEN WHILE SITTING IN CAR WASH PRNDL STARTED FLASHING AND VEHICLE WOULDNT PULL IN ANY GEAR. SHUT VEHICLE OFF THEN RESTARTED AND HAD GEARS, NO FAULTS PRESENT. ALSO IF BRAKE TORQUED VEHICLE WILL SHUDDER AND PRNDL WILL START FLASHING AGAIN
01/02/2009	11:48	PERFORMING THE BASIC SETTINGS ON THE DSG IS AN IMPORTANT DIAGNOSTIC STEP. ALTHOUGH THE BASIC SETTINGS SHOULD NOT BE PERFORMED AS A REGULAR ROUTINE, THEY CAN BE SET FOR A SYMPTOM. THE SCAN TOOL WILL AUTOMATICALLY WALK A TECHNICIAN THROUGH GFF'S OR GF'S VERSION OF BASIC SETTINGS, BUT ENGINEERING HAS FOUND THIS METHOD TO BE INSUFFICIENT. THE BASIC SETTINGS SHOULD BE DONE THROUGH VEHICLE SELF DIAGNOSIS. THE FOLLOWING REQUIREMENTS SHOULD BE MET: ENGINE AND TRANSMISSION MUST BE UP TO OPERATING TEMPERATURE (MINIMUM OF 30C IN TRANSMISSION). VEHICLE SHOULD BE CLEAR OF ALL FAULT CODES (ECM AND TCM) VEHICLE SHOULD BE IN PARK AND IDLING ENGINE MUST HAVE BEEN RUNNING FOR ONE FULL MINUTE BEFORE BASIC SETTINGS CAN BE PERFORMED. GO INTO VSD, TRANSMISSION ELECTRONICS/GEARBOX ELECTRONICS, BASIC SETTINGS, THEN ENTER #61 ON KEYPAD AND SELECT THE "Q" BUTTON TO ENTER INTO TEST MODE. ONCE THE NEW SCREEN APPEARS, PUT YOUR FOOT ON THE BRAKE PEDAL AND PRESS ACTIVATE. IT CAN TAKE UP TO 40 SECONDS UNTIL YOU HEAR ANY NOISES IN THE TRANSMISSION. ONCE YOU SEE NEW NUMBERS APPEAR IN THE BOTTOM BOX OF THE BASIC SETTINGS, YOU KNOW THAT THE TEST IS COMPLETE. GO BACK OUT INTO BASIC SETTINGS AND SELECT #60 ON KEYPAD AND SELECT THE "Q" BUTTON TO ENTER THE TEST MODE. FOLLOW STEP #2 AGAIN. ONCE YOU ARE COMPLETED WITH THESE TWO TESTS, SHUT DOWN ENGINE AND RESTART AND ALLOW TO IDLE. CYCLE VEHICLE FROM PARK TO DRIVE 5 TIMES AND THEN FROM PARK TO REVERSE 5 TIMES AS WELL. ROAD TEST VEHICLE 10-15 MILES GOING THROUGH ALL GEARS AUTOMATICALLY AND ALSO THROUGH TIPTRONIC AT VARIOUS SPEEDS AND DRIVING CONDITIONS. SHUT THE VEHICLE OFF AND THEN RESTART AND RE-EVALUATE SHIFTING. NOTE: IF VEHICLE STALLS WHILE RUNNING BASIC SETTINGS, THE TRANSMISSION WILL NEED TO BE REPLACED. PLEASE ALSO NOTE THAT IF THE VEHICLE DOES NOT ROLL EVEN WHEN THE TRANSMISSION IS ENGAGED INTO NEUTRAL, IT IS LIKELY THAT THERE MAY BE A STUCK SHIFT FORK INTERNALLY. PLEASE DISCONNECT THE SHIFT LEVER CABLE FROM THE TRANSMISSION AND IF THERE IS STILL NO MOVEMENT, REPLACE THE TRANSMISSION. IF MOVEMENT IS NOW PRESENT, PERSUE A SHIFT LEVER ISSUE. ALSO, IF THE TRANSMISSION EXHIBITS A GRINDING NOISE OTHER THAN DURING BASIC SETTINGS PLEASE CALL BACK. TICKET IS ESCALATED TO LEVEL 2 CONSULTANT DUE TO PART REPLACEMENT.
01/02/2009	13:48	PERFORMED BASIC SETTINGS PER VTA AND VEHICLE SEEMS TO BE OPERATING TO SPECS AT THIS TIME
01/02/2009	13:53	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
01/02/2009	13:53	ISSUE UPDATED

Consultant's Closing Comments

PERFORMED BASIC SETTINGS PER VTA AND VEHICLE SEEMS TO BE OPERATING TO SPECS AT THIS TIME

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
402716	JETTA	2009	3VWTL81K89M [REDACTED]	3154	3885	01/02/2009	USA

Workshop Finding

17086 ALSO STORED

Activity Date	Activity Time	Activity Comments
01/02/2009	16:15	CUSTOMER'S COMPLAINT OF HESITATION ON ACCELERATION, IN TOWN AND ON HIWAY. CHK'D DTC'S: P0702 TRANSM. CONTROL.SYS. SPORADIC. RUN GFF TEST PLAN TO DEAD END.CLEARDED FAULT AND DROVE VEHICLE.COULD NOT DUPLICATE CUSTOMER'S CONCERN.POSSIBLE DSG CONTROL MOD. FAULTY? DAVE CUSHMAN
01/02/2009	16:15	ISSUE OPENED BY DEALERSHIP
01/02/2009	16:24	CLEAR MEMORY AND SET BASIC SETTINGS
01/02/2009	16:24	CUSTOMER COMMENTS: CUSTOMER'S COMPLAINT OF HESITATION ON ACCELERATION, IN TOWN AND ON HIWAY. CHK'D DTC'S: P0702 TRANSM. CONTROL.SYS. SPORADIC. RUN GFF TEST PLAN TO DEAD END.CLEARDED FAULT AND DROVE VEHICLE.COULD NOT DUPLICATE CUSTOMER'S CONCERN.POSSIBLE DSG CONTROL MOD. FAULTY? DAVE CUSHMAN
01/02/2009	16:24	WORKSHOP FINDINGS: 17086 ALSO STORED
01/02/2009	16:26	CHECK THE TRANS CONNECTOR PINS, CLEAR MEMORY AND ROAD TEST TO SEE IF THE FAULT RETURNS. IF SO, REPLACE THE MECH
01/02/2009	16:30	FYI PS/ QA
01/05/2009	12:24	ISSUE UPDATED
01/05/2009	12:24	SPOKE WITH THE SECRETARY AND FOUND THAT THE TECH IS NOT IN TODAY AND WILL BE TOMORROW, I WILL CALL TOMORROW
01/06/2009	16:31	CUSTOMER HAS THE VEHICLE CURRENTLY PER TECH AND WILL RETURN C1
01/16/2009	13:59	CUSTOMER HAS NOT RETURNED SERVICE ADVISOR'S CALL TO GET UPDATE ON CONCERN. WILL OPEN NEW VTA IF NEEDED.
01/16/2009	14:46	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
01/16/2009	14:46	ISSUE UPDATED

Consultant's Closing Comments

CUSTOMER HAS NOT RETURNED SERVICE ADVISOR'S CALL TO GET UPDATE ON CONCERN. WILL OPEN NEW VTA IF NEEDED

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
402902	RABBIT	2007	WVWFV71K17W [REDACTED]	31309	3885	01/05/2009	USA

Workshop Finding

n/a

Activity Date	Activity Time	Activity Comments
01/05/2009	09:43	ISSUE OPENED BY DEALERSHIP
01/05/2009	09:43	VEHICLE WAS IN LAST WEEK WITH SAME COMPLAINT, TRANS WILL NOT GO INTO REVERSE AFTER 1/2 HOUR OF DRIVING. HAD 2 FAULTS LAST TIME, P0868 001 TRANS PRESSURE ADAPTATION AT IMPACT UPPER LIMIT EXCEEDED AND P1815 008 PRESSURE CONTROL VALVE N215 SHORT TO B+ SPORADIC. OPENED A VTA LAST TIME AND WAS INSTRUCTED TO SET BASIC SETTINGS 61 AND 60. WE DID THIS AND SERVICE MANAGER ROAD TESTED CAR 15 MILES WITH NO PROBLEMS. CAR IS BACK TODAY WITH SAME FAULTS.
01/05/2009	09:52	CUSTOMER COMMENTS: VEHICLE WAS IN LAST WEEK WITH SAME COMPLAINT, TRANS WILL NOT GO INTO REVERSE AFTER 1/2 HOUR OF DRIVING. HAD 2 FAULTS LAST TIME, P0868 001 TRANS PRESSURE ADAPTATION AT IMPACT UPPER LIMIT EXCEEDED AND P1815 008 PRESSURE CONTROL VALVE N215 SHORT TO B+ SPORADIC. OPENED A VTA LAST TIME AND WAS INSTRUCTED TO SET BASIC SETTINGS 61 AND 60. WE DID THIS AND SERVICE MANAGER ROAD TESTED CAR 15 MILES WITH NO PROBLEMS. CAR IS BACK TODAY WITH SAME FAULTS.
01/05/2009	09:52	PLEASE REPLACE THE MECH UNIT, FLUID, FILTER, AND BOLTS.
01/07/2009	09:37	EXPECTING PARTS TOMORROW, 01/08.
01/07/2009	13:16	THANKS FOR THE UPDATE.
01/09/2009	11:08	STILL WAITING FOR SOME BOLTS TO ARRIVE
01/09/2009	15:46	THANKS FOR THE UPDATE.
01/12/2009	14:19	SPOKE WITH THERESA IN VW SERVICE AND STATED THAT RECIEVED PARTS TODAY SHOULD BE COMPLETED BY TODAY OR TOMORROW P2
01/12/2009	14:22	I AM IN THE PROCESS OF REPLACING THE PARTS NOW. WILL UPDATE WHEN DONE. NOTE-SERVICE ADVISOR'S NAME IS YULISSA, DOES SOUND LIKE THERESA.
01/12/2009	15:57	REPLACED MECHATRONIC UNIT. FILLED AND PERFORM BASIC SETTINGS. ROAD TEST-OK. THANKLS AGAIN.
01/12/2009	16:01	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
01/12/2009	16:01	ISSUE UPDATED

Consultant's Closing Comments

REPLACED MECHATRONIC UNIT. FILLED AND PERFORM BASIC SETTINGS. ROAD TEST-OK. THANKLS AGAIN.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
403345	JETTA	2008	3VWRJ71K78M [REDACTED]	9113	3885	01/05/2009	USA

Workshop Finding

DROVE WITH CUSTOMER & TRANSMISSION HAS A DELAY ON TAKE OFF . RAN GUIDED FAULT FINDING,BUT NO CODES IN TRANSMISSION. CLEAR ALL FAULT MEMORY AND SET BASIC SETTINGS IN TRANSMISSION. REROAD TEST BUT TRANSMISSION STILL HAS DELAY & HAS WHILE ROLLING LOOPING FELLING.

Activity Date	Activity Time	Activity Comments
01/05/2009	16:55	ISSUE OPENED BY DEALERSHIP
01/05/2009	16:55	LOSS OF POWER AND HESITATION. DROVE WITH CUSTOMER & TRANSMISSION HAS A DELAY ON TAKE OFF . RAN GUIDED FAULT FINDING,BUT NO CODES IN TRANSMISSION. CLEAR ALL FAULT MEMORY AND SET BASIC SETTINGS IN TRANSMISSION. REROAD TEST BUT TRANSMISSION STILL HAS DELAY & HAS WHILE ROLLING LOOPING FELLING.
01/05/2009	17:08	ADVISED TECH TO CHECK MVB 54 IN TCM, IF FIRST 3 DIGITS ARE H22 THRU J21 REPLACE MECH UNIT, BOLTS, FILTER AND FLUID THEN PERFORM MANUAL BASIC SETTINGS PER PROCEDURE BELOW. IF FIRST 3 DIGITS ARE OUTSIDE THE H22-J21 PERFORM MANUAL BASIC SETTINGS PER PROCEDURE AND REEVALUATE. UPDATE VTA WITH FIRST 3 DIGITS OF MVB. CLOSE OUT VTA.
01/05/2009	17:08	CUSTOMER COMMENTS: LOSS OF POWER AND HESITATION.
01/05/2009	17:08	WORKSHOP FINDINGS: DROVE WITH CUSTOMER & TRANSMISSION HAS A DELAY ON TAKE OFF . RAN GUIDED FAULT FINDING,BUT NO CODES IN TRANSMISSION. CLEAR ALL FAULT MEMORY AND SET BASIC SETTINGS IN TRANSMISSION. REROAD TEST BUT TRANSMISSION STILL HAS DELAY & HAS WHILE ROLLING LOOPING FELLING.
01/05/2009	23:29	CHECKED VALUE BLOCK 54 ---- J11B0663. ORDERED PARTS. CUSTOMER TAKING CAR.
01/06/2009	10:35	THANKS FOR THE UPDATE.
01/07/2009	01:24	PLEASE CLOSE TICKET
01/07/2009	09:59	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
01/07/2009	09:59	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
403362	JETTA	2009	3VWCL71K19M [REDACTED]	10050	3885	01/05/2009	USA

Workshop Finding

THERE ARE NO FAULTS IN THE ECM OR THE TCM.

Activity Date	Activity Time	Activity Comments
01/05/2009	17:24	ISSUE OPENED BY DEALERSHIP
01/05/2009	17:24	WHEN TAKING OFF FROM A STOP THE VEHICLE WILL JERK INTO 1ST GEAR.
01/05/2009	19:15	AFTER TEST DRIVING THIS VEHICLE FOR A WHILE THE TRANSMISSION WILL JERK VERY HARD WHEN TAKING OFF FROM A STOP. I HAVE ADVISED THE SHOP TO REPLACE THE MECHATRONICS AND THE FILTER.
01/05/2009	19:15	CUSTOMER COMMENTS: WHEN TAKING OFF FROM A STOP THE VEHICLE WILL JERK INTO 1ST GEAR.
01/05/2009	19:15	WORKSHOP FINDINGS: THERE ARE NO FAULTS IN THE ECM OR THE TCM.
01/10/2009	19:39	THE MECHATRONICS IS ON RED ORDER AND WILL ARRIVE AT THE DEALER NEXT WEEK.
01/14/2009	15:07	REPLACED MECHATRONICS AND THE FILTER AND PERFORMED BASIC SETTINGS VEHICLE. TEST DROVE VEHICLE PERFORMING TO MANUFACTURE SPECIFICATIONS.
01/19/2009	12:41	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
01/19/2009	12:41	ISSUE UPDATED

Consultant's Closing Comments

THE SHOP REPLACED THE MECHATRONICS AND THE FILTER THEN PERFORMED BASIC SETTINGS VEHICLE IS REPAIRED.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
403380	RABBIT	2009	WVWHV71K89W [REDACTED]	11495	3885	01/05/2009	USA

Workshop Finding
TCM PART NO. 02E 051 C 1815 J23; HAS NOT SET BASIC SETTINGS YET; FLUID LEVEL AND CONDITION OK

Activity Date	Activity Time	Activity Comments
01/05/2009	18:08	ISSUE OPENED BY DEALERSHIP
01/05/2009	18:08	WHEN VEHICLE IS PUT IN TO REVERSE VEHICLE SEEMS LIKE ITS IN NEUTRAL AND THEN STUDDERS THEN GOES INTO GEAR HAPPENS INTERMITTENTLY
01/06/2009	11:54	ALSO HAS FAULT P0868 TRANS PRESSURE ADAPTION AT IMPACT UPPER LIMIT EXCEEDED
01/06/2009	12:04	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
01/06/2009	12:04	CUSTOMER COMMENTS: WHEN VEHICLE IS PUT IN TO REVERSE VEHICLE SEEMS LIKE ITS IN NEUTRAL AND THEN STUDDERS THEN GOES INTO GEAR HAPPENS INTERMITTENTLY
01/06/2009	12:04	WORKSHOP FINDINGS: TCM PART NO. 02E 051 C 1815 J23; HAS NOT SET BASIC SETTINGS YET; FLUID LEVEL AND CONDITION OK
01/06/2009	14:58	BASIC SETTING PEFORMED WITH NO PROBLEMS VEHICLE SEEMS TO BE OPERATING NORMALLY WITH A SLIGHT ROUGH ENGADGEMENT IN REVERSE IT MOVES WHEN PLACED IN REVESE EVERYTIME NOW BUT THERE IS STILL THE FAULT P0868 IN THE MEMORY AND WONT CLEAR OTHER THAN THAT TRANS IS OPERATING OK
01/06/2009	15:02	ADVISED TECH TO REPLACE MECH UNIT, BOLTS, FILTER AND FLUID. CLOSE OUT VTA WHEN COMPLETED.
01/13/2009	17:36	SPOKE WITH VICKI IN SERVICE. PARTS ARE ON ORDER. TECH TO UPDATE VTA WITH DETAILS. P2
01/22/2009	11:39	MECHATRONICS REPAIRED CONCERN THANKS FOR THE HELP
01/22/2009	12:35	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
01/22/2009	12:35	ISSUE UPDATED

Consultant's Closing Comments
ADVISED TECH TO REPLACE MECH UNIT, BOLTS, FILTER AND FLUID. CLOSE OUT VTA WHEN COMPLETED.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
403394	EOS	2007	WVWDA71F97V [REDACTED]	13115	3885	01/05/2009	USA

Workshop Finding

HAS NO DTCS, FLUID LEVEL AND CONDITION GOOD.

Activity Date	Activity Time	Activity Comments
01/05/2009	18:32	ISSUE OPENED BY DEALERSHIP
01/05/2009	18:32	SHUDDERS ONSLIGHT ACCEL. LONG TIME TO ENGAGE DRIVE AND REVERSE HAS NO DTCS
01/05/2009	18:45	ADVISED TECH TO PERFORM MANUAL BASIC SETTINGS PER PROCEDURE BELOW, IF CONCERN IS CORRECTED CLOSE OUT VTA AND RELEASE VEHICLE, IF CONCERN IS STILL PRESENT REPLACE MECH UNIT, BOLTS, FILTER AND FLUID, CLOSE OUT 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.
01/05/2009	18:45	CUSTOMER COMMENTS: SHUDDERS ONSLIGHT ACCEL. LONG TIME TO ENGAGE DRIVE AND REVERSE.
01/05/2009	18:45	WORKSHOP FINDINGS: HAS NO DTCS, FLUID LEVEL AND CONDITION GOOD.
01/11/2009	21:02	DID BASIC SETTING SEAMS OK NOW
01/11/2009	21:29	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
01/11/2009	21:29	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
403976	EOS	2008	WVWBA71F08V [REDACTED]	8978	3885	01/07/2009	USA

Workshop Finding

WAS ABLE TO DUPLICATE AND IT DOES SEEM EXCESSIVE. ALSO COMPLAINT OF HESITATION/ DELAYED ENGAGEMENT WHEN PULLING ONTO HIGHWAY. CUSTOMER STATES THESE CONCERNS BOTH SEEM TO BE GETTING PROGRESSIVELY WORSE.

Activity Date	Activity Time	Activity Comments
01/07/2009	09:13	CUSTOMER COMPLAINT THAT WHEN STOPPED AT A INCLINE , WHEN YOU TAKE YOUR FOOT OFF THE BRAKE THE VEHICLE WILL ROLL BACK AND THE TRANSMISSION WILL ENGAGE HARSHLY. WAS ABLE TO DUPLICATE AND IT DOES SEEM EXCESSIVE. ALSO COMPLAINT OF HESITATION/ DELAYED ENGAGEMENT WHEN PULLING ONTO HIGHWAY. CUSTOMER STATES THESE CONCERNS BOTH SEEM TO BE GETTING PROGRESSIVELY WORSE.
01/07/2009	09:13	ISSUE OPENED BY DEALERSHIP
01/07/2009	11:17	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 PRESENT CHECK MVB 54 IN TCM IF FIRST 3 DIGITS ARE BETWEEN H22 AND J21 UPDATE VTA WITH FIRST 3 DIGITS AND REPLACE MECH UNIT, BOLTS, FILTER AND FLUID, RERUN BASIC SETTINGS AND CLOSE OUT VTA. IF FIRST 3 DIGITS ARE NOT WITHIN H22-J21 PLEASE CALL BACK.
01/07/2009	11:17	CUSTOMER COMMENTS: CUSTOMER COMPLAINT THAT WHEN STOPPED AT A INCLINE , WHEN YOU TAKE YOUR FOOT OFF THE BRAKE THE VEHICLE WILL ROLL BACK AND THE TRANSMISSION WILL ENGAGE HARSHLY.
01/07/2009	11:17	WORKSHOP FINDINGS: WAS ABLE TO DUPLICATE AND IT DOES SEEM EXCESSIVE. ALSO COMPLAINT OF HESITATION/ DELAYED ENGAGEMENT WHEN PULLING ONTO HIGHWAY. CUSTOMER STATES THESE CONCERNS BOTH SEEM TO BE GETTING PROGRESSIVELY WORSE.
01/14/2009	13:45	SPOKE TO SHAWN IN SERVICE AND THE CAR IS HOLDING ON A RED ORDER PART.....P1
01/21/2009	20:45	REPLACED MECH UNIT, PERFORMED BASIC SETTINGS. ROAD TEST. NOW OKAY. RETURNED VEHICLE TO CUSTOMER.
01/22/2009	07:28	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
01/22/2009	07:28	ISSUE SENT TO DEALERSHIP
01/22/2009	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
404043	EOS	2008	WVWBA71F78V [REDACTED]	5362	3885	01/07/2009	USA

Workshop Finding

TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM. FLUID LEVEL AND CONDITION ARE GOOD.

Activity Date	Activity Time	Activity Comments
01/07/2009	10:22	CUSTOMER STATES CAR IS JERKING INTO GEAR FROM STOP, SCANNED FOR FAULT CODES NONE PRESENT, CHECKED TRANS FLUID LEVEL-OK, PERFORMED BASIC SETTINGS ON TRANS AND VEHICLE STILL HAS FAULT PRESENT. ALSO FELT SLIGHT SHUDDER IN REVERSE.
01/07/2009	10:22	ISSUE OPENED BY DEALERSHIP
01/07/2009	13:39	ADVISED THE TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND THE BOLTS FOR THE MECH UNIT.
01/07/2009	13:39	CUSTOMER COMMENTS: CUSTOMER STATES CAR IS JERKING INTO GEAR FROM STOP, SCANNED FOR FAULT CODES NONE PRESENT, CHECKED TRANS FLUID LEVEL-OK, PERFORMED BASIC SETTINGS ON TRANS AND VEHICLE STILL HAS FAULT PRESENT. ALSO FELT SLIGHT SHUDDER IN REVERSE.
01/07/2009	13:39	WORKSHOP FINDINGS: TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM. FLUID LEVEL AND CONDITION ARE GOOD.
01/07/2009	15:00	ORDERED NECESARRY PARTS
01/07/2009	15:15	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
01/07/2009	15:15	ISSUE UPDATED

Consultant's Closing Comments

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

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
404066	EOS	2008	WVWBA71F48V [REDACTED]	3916	3885	01/07/2009	USA

Workshop Finding

DUPLICATED CUSTOMER'S CONCERN, VEHICLE JERKS IN 1ST GEAR INTO 2ND THAT'S ALL. ALL OTHER GEARS ARE FUNCTIONAL AND SMOOTH, DOWNSHIFTS ARE FINE. TRANSMISSION IS A DSG - HARDWARE P/N: 02E927770AE VERSION: 708 - SOFTWARE P/N: 02E300050P VERSION: 1402.

Activity Date	Activity Time	Activity Comments
01/07/2009	10:51	CUSTOMER STATES THAT VEHICLE JERKS WHEN STARTING FROM A STOP OR A SLOW ROLL. DUPLICATED CUSTOMER'S CONCERN, VEHICLE JERKS IN 1ST GEAR INTO 2ND THAT'S ALL. ALL OTHER GEARS ARE FUNCTIONAL AND SMOOTH, DOWNSHIFTS ARE FINE. TRANSMISSION IS A DSG - HARDWARE P/N: 02E927770AE VERSION: 708 - SOFTWARE P/N: 02E300050P VERSION: 1402.
01/07/2009	10:51	ISSUE OPENED BY DEALERSHIP
01/07/2009	11:26	CUSTOMER COMMENTS: CUSTOMER STATES THAT VEHICLE JERKS WHEN STARTING FROM A STOP OR A SLOW ROLL.
01/07/2009	11:26	TECH SAID MVB 54 IS J11, ADVISED TECH TO REPLACE MECH UNIT, BOLTS, FILTER AND FLUID AND THEN PERFORM MANUAL BASIC SETTINGS PER PROCEDURE BELOW, CLOSE OUT 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.
01/07/2009	11:26	WORKSHOP FINDINGS: DUPLICATED CUSTOMER'S CONCERN, VEHICLE JERKS IN 1ST GEAR INTO 2ND THAT'S ALL. ALL OTHER GEARS ARE FUNCTIONAL AND SMOOTH, DOWNSHIFTS ARE FINE. TRANSMISSION IS A DSG - HARDWARE P/N: 02E927770AE VERSION: 708 - SOFTWARE P/N: 02E300050P VERSION: 1402.
01/07/2009	11:49	PART ON ORDER
01/07/2009	16:51	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
01/07/2009	16:51	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
404372	JETTA	2009	3VWTL71K89M3 [REDACTED]	10	3885	01/07/2009	USA

Workshop Finding

02E 051 1814; MVB 54 J31B0159

Activity Date	Activity Time	Activity Comments
01/07/2009	16:20	ISSUE OPENED BY DEALERSHIP
01/07/2009	16:20	TRANSMISSION GOES INTO NEUTRAL AND PRNDL ON DASH FLASHES. CODE P1820 IN SYSTEM.
01/07/2009	16:31	CUSTOMER COMMENTS: TRANSMISSION GOES INTO NEUTRAL AND PRNDL ON DASH FLASHES. CODE P1820 IN SYSTEM.
01/07/2009	16:31	REPLACE THE MECHATRONIC, FLUID AND BOLTS
01/07/2009	16:31	WORKSHOP FINDINGS: 02E 051 1814; MVB 54 J31B0159
01/07/2009	16:32	MECH ORDERED P1
01/07/2009	16:33	ISSUE SENT TO DEALERSHIP
01/07/2009	16:34	CASE ESCALATED FOR REVIEW A2
01/08/2009	12:48	WE ARE HAVING AN ISSUE ORDERING THE MECHATRONICS UNIT - THE PARTS HELPLINE IS CURRENTLY TRYING TO GET US THE CORRECT PART NUMBER AS IT IS NOT COMING UP IN THE ETKA CATALOG. WE ARE AWAITING THEIR RESPONSE. THANK YOU.
01/08/2009	15:04	JUST RECEIVED A CALL FROM BROCK @ VW PARTS HOTLINE - PART NUMBER 02E325025AJZ4G HAS BEEN PROVIDED TO US. WE JUST PLACED THE ORDER (SALES DOC.# 1005310634) AS A RED ORDER/CAR DOWN. IF ANY ASSISTANCE IN EXPEDITING THIS ORDER IS POSSIBLE, WE WOULD GREATLY APPRECIATE IT. THANK YOU.
01/09/2009	10:55	PARTS ON COMMAND IS INDICATING THE ETA FOR THIS PART IS 1/16 - WE WILL UPDATE WHEN PART ARRIVES. THANK YOU.
01/09/2009	14:47	ISSUE SENT TO DEALERSHIP
01/19/2009	11:31	PARTS ARRIVED PER JIM TODAY, TECH TO UPDATE THE VTA
01/20/2009	09:50	REPAIRS UNDER WAY THIS MORNING - WILL UPDATE UPON COMPLETION
01/20/2009	16:39	ADVISED THE TECH TO ROAD TEST THE VEHICLE AND MAKE SURE THERE ARE NO ISSUES AFTER THE REPAIR.
01/20/2009	16:41	I INSTALLED MECH UNIT. PERFORMED BASIC SETTINGS IN GFF SUCCESSFULLY AND TOPPED OFF FLUID. I WILL NOW PERFORM A ROAD TEST TO CONFIRM REPAIRS.
01/20/2009	17:13	ROAD TESTED SUCCESSFULLY CAR SHIFTS TO SPECS.
01/20/2009	17:21	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
01/20/2009	17:21	ISSUE UPDATED

Consultant's Closing Comments

WARRANTY RELEASE NEEDS TO BE SENT CJG

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
404632	RABBIT	2008	WVWVFV71K28W [REDACTED]	6990	3885	01/08/2009	USA

Workshop Finding

TEST DROVE CAR AND TRANS BANGED INTO FIRST GEAR A COUPLE OF TIMES WHEN COMING OFF A STOP. NO DTC FOUND UNDER GEARBOX ELECTRONICS OR ENGINE ELECTRONICS. TCM PART # IS 02E927770AE AND FUEL TRIM IS 0.9 % FOR SHORT TRIM AND -5.5 FOR LONG.

Activity Date	Activity Time	Activity Comments
01/08/2009	12:06	CUSTOMER STATES TRANSMISSION JERKS AT TIMES. TEST DROVE CAR AND TRANS BANGED INTO FIRST GEAR A COUPLE OF TIMES WHEN COMING OFF A STOP. NO DTC FOUND UNDER GEARBOX ELECTRONICS OR ENGINE ELECTRONICS. TCM PART # IS 02E927770AE AND FUEL TRIM IS 0.9 % FOR SHORT TRIM AND -5.5 FOR LONG.
01/08/2009	12:06	ISSUE OPENED BY DEALERSHIP
01/08/2009	12:42	ADVISED TECH TO CHECK MVB 54 IN TCM, IF FIRST 3 DIGITS ARE BETWEEN H22 AND J21 REPLACE MECH UNIT, BOLTS, FILTER AND FLUID, THEN RUN BASIC SETTINGS PER PROCEDURE BELOW. IF OUTSIDE OF AFFECTED NUMBERS DO NOT REPLACE ANY PARTS, RUN BASIC SETTINGS PER PROCEDURE AND REEVALUATE CONCERN. CLOSE OUT 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.
01/08/2009	12:42	CUSTOMER COMMENTS: CUSTOMER STATES TRANSMISSION JERKS AT TIMES.
01/08/2009	12:42	WORKSHOP FINDINGS: TEST DROVE CAR AND TRANS BANGED INTO FIRST GEAR A COUPLE OF TIMES WHEN COMING OFF A STOP. NO DTC FOUND UNDER GEARBOX ELECTRONICS OR ENGINE ELECTRONICS. TCM PART # IS 02E927770AE AND FUEL TRIM IS 0.9 % FOR SHORT TRIM AND -5.5 FOR LONG.
01/15/2009	13:35	PART WAS ORDERED AND CAME IN TODAY. JUST WAITING FOR CUSTOMER TO BRING CAR BACK
01/16/2009	09:53	CAR IS GONE WITH CUSTOMER DUE TO UPDATE. C1
01/26/2009	12:23	REPLACED MECHATRONIC,SAT BASIC SETTINGS AND TEST DROVE CAR FOR 15 MILES AS ADVISED. TRANSMISSION SHIFTING OK AT THIS TIME.
01/27/2009	07:46	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
01/27/2009	07:46	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
404706	RABBIT	2008	WVWKC71K98W [REDACTED]	19446	3735	01/08/2009	USA

Workshop Finding

02E HESISTATES; MECH REPLACED AND CUSTOMER THINKS CONCERN IS STILL PRESENT. TECH THINKS ITS CLOSE TO ANOTHER VEHICLE.

Activity Date	Activity Time	Activity Comments
01/08/2009	13:30	CUSTOMER COMPLAINING ABOUT A SLIGHT HESITATION WHILE ON A HILL WHILE ACCELERATING, ON OCTOBER 29, 2008, I HAD REPLACED THE MECHATRONICS UNIT FOR SAME CONCERN, AND THE CUSTOMER STATED THAT IT WAS FINE FOR A MONTH OR SO, THEN PROGRESSIVLY STARTED GETTING WORSE. NO FAULTS STORED
01/08/2009	13:30	ISSUE OPENED BY DEALERSHIP
01/08/2009	13:35	CASE ESCALATED FOR REVIEW A2
01/08/2009	13:35	COMPARE WITH ANOTHER R32 OF SAME YEAR.
01/08/2009	13:35	CUSTOMER COMMENTS: CUSTOMER COMPLAINING ABOUT A SLIGHT HESITATION WHILE ON A HILL WHILE ACCELERATING, ON OCTOBER 29, 2008, I HAD REPLACED THE MECHATRONICS UNIT FOR SAME CONCERN, AND THE CUSTOMER STATED THAT IT WAS FINE FOR A MONTH OR SO, THEN PROGRESSIVLY STARTED GETTING WORSE. NO FAULTS STORED
01/08/2009	13:35	WORKSHOP FINDINGS: 02E HESISTATES; MECH REPLACED AND CUSTOMER THINKS CONCERN IS STILL PRESENT. TECH THINKS ITS CLOSE TO ANOTHER VEHICLE.
01/08/2009	13:48	TALKED WITH SERVICE MANAGER, SAID HE DROVE WITH CUSTOMER AND THEN DROVE ANOTHER R32, AND HESITATION IS PRESENT, SHIFT DIFFERENTLY THAN THE OTHER VEHICLE.
01/08/2009	20:05	ISSUE SENT TO DEALERSHIP
01/09/2009	16:08	CUSTOMER TOOK CAR
01/09/2009	18:03	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
01/09/2009	18:03	ISSUE UPDATED

Consultant's Closing Comments

TALKED WITH SERVICE MANAGER, SAID HE DROVE WITH CUSTOMER AND THEN DROVE ANOTHER R32, AND HESITATION IS PRESENT, SHIFT DIFFERENTLY THAN THE OTHER VEHICLE.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
404927	JETTA	2008	3VWRJ71K38M	2325	3885	01/08/2009	USA

Workshop Finding

PERFORM VAG GFF CHECK UP NO DTC AT ALL CHECK FOR TECHNICAL BULLETIN THERE IS NONE. FLUID LEVEL AND CONDITION OK.

Activity Date	Activity Time	Activity Comments
01/08/2009	17:43	GOING UP HILL COMING TO STOP, RELEASE BRAKE VEHICLE ROLLS BACK ALSO IN A SMALL INCLINE BACKING UP CAR BOUNCES, PERFORM VAG GFF CHECK UP NO DTC AT ALL CHECK FOR TECHNICAL BULLETIN THERE IS NONE
01/08/2009	17:43	ISSUE OPENED BY DEALERSHIP
01/08/2009	18:49	ADVISED TECH TO CHECK MVB 54 IN TCM, IF FIRST 3 DIGITS ARE H22 THRU J21 REPLACE MECH UNIT, BOLTS, FILTER AND FLUID THEN PERFORM MANUAL BASIC SETTINGS, IF FIRST 3 DIGITS ARE OUTSIDE OF H22 THRU J21 PERFORM MANUAL BASIC SETTINGS PER PROCEDURE BELOW AND REEVALUATE CONCERN AFTER ROAD TEST. CLOSE OUT 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.
01/08/2009	18:49	CUSTOMER COMMENTS: GOING UP HILL COMING TO STOP, RELEASE BRAKE VEHICLE ROLLS BACK ALSO IN A SMALL INCLINE BACKING UP CAR BOUNCES, SHUDDERS.
01/08/2009	18:49	WORKSHOP FINDINGS: PERFORM VAG GFF CHECK UP NO DTC AT ALL CHECK FOR TECHNICAL BULLETIN THERE IS NONE. FLUID LEVEL AND CONDITION OK.
01/13/2009	14:20	TECH PERFORM BASIC SETINGS ROAD TEST VEHICLE WITH TRANMISION TECH RAFFI AT THIS POINT VEHICLE WAS OK NO PROBLEM SHIFTING ON REVERSE OR FOWARD
01/13/2009	14:21	TECH PERFORM BASIC SETINGS ROAD TEST VEHICLE WITH TRANMISION TECH RAFFI AT THIS POINT VEHICLE WAS OK NO PROBLEM SHIFTING ON REVERSE OR FOWARD
01/13/2009	15:59	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
01/13/2009	15:59	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
405231	EOS	2007	WVWFA71FX7V [REDACTED]	7421	3885	01/09/2009	USA

Workshop Finding

n/a

Activity Date	Activity Time	Activity Comments
01/09/2009	13:36	CUSTOMER STATES THE VEHICLES TRANS SHIFTS HARD FROM TAKE OFF.RAN SCAN TOOL,NO FAULTS STORED.TEST DROVE,FOUND THAT FROM A STOP ONCE BRAKE IS RELEASED AND THROTTLE APPLIED A DELAY HAPPENS THEN A HARSH ENGAGE.ONCE MOVING THE REST OF THE UPSHIFTING APPEARS NORMAL,ALSO DOWNSHIFTING APPEARS NORMAL.
01/09/2009	13:36	ISSUE OPENED BY DEALERSHIP
01/09/2009	13:44	CUSTOMER COMMENTS: CUSTOMER STATES THE VEHICLES TRANS SHIFTS HARD FROM TAKE OFF.RAN SCAN TOOL,NO FAULTS STORED.TEST DROVE,FOUND THAT FROM A STOP ONCE BRAKE IS RELEASED AND THROTTLE APPLIED A DELAY HAPPENS THEN A HARSH ENGAGE.ONCE MOVING THE REST OF THE UPSHIFTING APPEARS NORMAL,ALSO DOWNSHIFTING APPEARS NORMAL.
01/09/2009	13:44	PERFORMING THE BASIC SETTINGS ON THE DSG IS AN IMPORTANT DIAGNOSTIC STEP. ALTHOUGH THE BASIC SETTINGS SHOULD NOT BE PERFORMED AS A REGULAR ROUTINE, THEY CAN BE SET FOR A SYMPTOM. THE SCAN TOOL WILL AUTOMATICALLY WALK A TECHNICIAN THROUGH GFF'S OR GF'S VERSION OF BASIC SETTINGS, BUT ENGINEERING HAS FOUND THIS METHOD TO BE INSUFFICIENT. THE BASIC SETTINGS SHOULD BE DONE THROUGH VEHICLE SELF DIAGNOSIS. THE FOLLOWING REQUIREMENTS SHOULD BE MET: ENGINE AND TRANSMISSION MUST BE UP TO OPERATING TEMPERATURE (MINIMUM OF 30C IN TRANSMISSION). VEHICLE SHOULD BE CLEAR OF ALL FAULT CODES (ECM AND TCM) VEHICLE SHOULD BE IN PARK AND IDLING ENGINE MUST HAVE BEEN RUNNING FOR ONE FULL MINUTE BEFORE BASIC SETTINGS CAN BE PERFORMED. GO INTO VSD, TRANSMISSION ELECTRONICS/GEARBOX ELECTRONICS, BASIC SETTINGS, THEN ENTER #61 ON KEYPAD AND SELECT THE "Q" BUTTON TO ENTER INTO TEST MODE. ONCE THE NEW SCREEN APPEARS, PUT YOUR FOOT ON THE BRAKE PEDAL AND PRESS ACTIVATE. IT CAN TAKE UP TO 40 SECONDS UNTIL YOU HEAR ANY NOISES IN THE TRANSMISSION. ONCE YOU SEE NEW NUMBERS APPEAR IN THE BOTTOM BOX OF THE BASIC SETTINGS, YOU KNOW THAT THE TEST IS COMPLETE. GO BACK OUT INTO BASIC SETTINGS AND SELECT #60 ON KEYPAD AND SELECT THE "Q" BUTTON TO ENTER THE TEST MODE. FOLLOW STEP #2 AGAIN. ONCE YOU ARE COMPLETED WITH THESE TWO TESTS, SHUT DOWN ENGINE AND RESTART AND ALLOW TO IDLE. CYCLE VEHICLE FROM PARK TO DRIVE 5 TIMES AND THEN FROM PARK TO REVERSE 5 TIMES AS WELL. ROAD TEST VEHICLE 10-15 MILES GOING THROUGH ALL GEARS AUTOMATICALLY AND ALSO THROUGH TIPTRONIC AT VARIOUS SPEEDS AND DRIVING CONDITIONS. SHUT THE VEHICLE OFF AND THEN RESTART AND RE EVALUATE SHIFTING. NOTE: IF VEHICLE STALLS WHILE RUNNING BASIC SETTINGS, THE TRANSMISSION WILL NEED TO BE REPLACED. PLEASE ALSO NOTE THAT IF THE VEHICLE DOES NOT ROLL EVEN WHEN THE TRANSMISSION IS ENGAGED INTO NEUTRAL, IT IS LIKELY THAT THERE MAY BE A STUCK SHIFT FORK INTERNALLY. PLEASE DISCONNECT THE SHIFT LEVER CABLE FROM THE TRANSMISSION AND IF THERE IS STILL NO MOVEMENT, REPLACE THE TRANSMISSION. IF MOVEMENT IS NOW PRESENT, PERSUE A SHIFT LEVER ISSUE. ALSO, IF THE TRANSMISSION EXHIBITS A GRINDING NOISE OTHER THAN DURING BASIC SETTINGS PLEASE CALL BACK IF BASIC SETTINGS DOES NOT CORRECT THE ISSUE, CHECK MVB 54 AND WRITE THE PART NUMBER ON THE VTA TO THE TICKET
01/13/2009	19:43	HARSH ENGEGMENT REPLACE MECHTRONCIS E FLUID AND FILTER 7 LITER S
01/16/2009	12:32	PARTS ON ORDER,VEHICLE HAS LEFT UNTIL THE PARTS COME IN.
01/16/2009	13:12	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
01/16/2009	13:12	ISSUE UPDATED

Consultant's Closing Comments

PARTS ON ORDER,VEHICLE HAS LEFT UNTIL THE PARTS COME IN.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
405556	JETTA	2008	3VWRJ71K98M [REDACTED]	9764	3885	01/12/2009	USA

Workshop Finding

TECH IS DWIGHT.

Activity Date	Activity Time	Activity Comments
01/12/2009	09:57	ISSUE OPENED BY DEALERSHIP
01/12/2009	09:57	WHEN VEHICLE IS AT A DEAD STOP, VEHICLE WILL HESITATE AND THEN CLUNK INTO GEAR. SOME JERKING IS FELT UPON ACCELERATION UNTIL VEHICLE SHIFTS INTO NEXT GEAR. VEHICLE WILL THEN SHIFT AND ACCELERATE NORMALLY. NO FAULT CODES FOR TRANSMISSION ARE STORED. I HAVE PERFORMED BASIC SETTINGS FOR TRANSMISSION. TEST DROVE VEHICLE AFTERWARDS AND TRANSMISSION IS STILL ACTING THE SAME WAY.
01/12/2009	10:03	CUSTOMER COMMENTS: WHEN VEHICLE IS AT A DEAD STOP, VEHICLE WILL HESITATE AND THEN CLUNK INTO GEAR. SOME JERKING IS FELT UPON ACCELERATION UNTIL VEHICLE SHIFTS INTO NEXT GEAR. VEHICLE WILL THEN SHIFT AND ACCELERATE NORMALLY. NO FAULT CODES FOR TRANSMISSION ARE STORED. I HAVE PERFORMED BASIC SETTINGS FOR TRANSMISSION. TEST DROVE VEHICLE AFTERWARDS AND TRANSMISSION IS STILL ACTING THE SAME WAY.
01/12/2009	10:03	DWIGHT, PLEASE REPLACE THE MECH UNIT, FLUID, FILTER, AND BOLTS.
01/12/2009	10:03	WORKSHOP FINDINGS: TECH IS DWIGHT.
01/12/2009	10:21	PARTS HAVE BEEN RED ORDERED AS OF 1/12/09.
01/12/2009	11:27	THANKS FOR THE UPDATE.
01/16/2009	12:05	I HAVE REPLACED MECHATRONICS UNIT AND FILTER. PERFORMED BASIC SETTINGS FOR UNIT AND TEST DROVE VEHICLE. VEHICLE IS NOW SHIFTING NORMALLY.
01/16/2009	12:08	PLEASE CLOSE TICKET.
01/19/2009	10:08	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
01/19/2009	10:08	ISSUE UPDATED

Consultant's Closing Comments

I HAVE REPLACED MECHATRONICS UNIT AND FILTER. PERFORMED BASIC SETTINGS FOR UNIT AND TEST DROVE VEHICLE. VEHICLE IS NOW SHIFTING NORMALLY.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
405706	JETTA	2008	3VWDJ71KX8M [REDACTED]	23062	3885	01/12/2009	USA

Workshop Finding

02E SHUDDERING UNDER ACCEL

Activity Date	Activity Time	Activity Comments
01/12/2009	12:45	CUSTOMER STATES THAT THE VEHICLE HAS A JERKING FEELING AT SPEEDS UNDER 10 MILES, LIKE PULSATING BACK AND FORTH, VALUE BLOCK 54 SHOWS BUILD OF H24A0049, DOES THIS FALL UNDER MECHATRONICS THAT ARE PROBLEMATIC?
01/12/2009	12:45	ISSUE OPENED BY DEALERSHIP
01/12/2009	12:48	CUSTOMER COMMENTS: CUSTOMER STATES THAT THE VEHICLE HAS A JERKING FEELING AT SPEEDS UNDER 10 MILES, LIKE PULSATING BACK AND FORTH, VALUE BLOCK 54 SHOWS BUILD OF H24A0049, DOES THIS FALL UNDER MECHATRONICS THAT ARE PROBLEMATIC?
01/12/2009	12:48	REPLACE THE MECHATRONIC; FLUID FILTER AND BOLTS
01/12/2009	12:48	WORKSHOP FINDINGS: 02E SHUDDERING UNDER ACCEL
01/15/2009	11:25	PARTS ON ORDER.
01/15/2009	13:02	MECH ON ORDER P1
01/16/2009	16:19	PLEASE CLOSE TICKET
01/16/2009	19:33	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
01/16/2009	19:33	ISSUE UPDATED

Consultant's Closing Comments

MECH ON ORDER P1

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
405708	JETTA	2009	3VWPL71K89M [REDACTED]	11420	3885	01/12/2009	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
01/12/2009	12:46	CUSTOMER STATES THAT VEHICLE WOULD NOT GO INTO REVERSE. SCANNED VEHICLE AND FOUND CODE #P2723 PRESSURE SOLENOID "E" PERFORMANCE OR STUCK OFF SPORADIC. VEHICLE OPERATES CORRECTLY AT THIS TIME.
01/12/2009	12:46	ISSUE OPENED BY DEALERSHIP
01/12/2009	12:55	ADVISED THE TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT.
01/12/2009	12:55	CUSTOMER COMMENTS: CUSTOMER STATES THAT VEHICLE WOULD NOT GO INTO REVERSE. SCANNED VEHICLE AND FOUND CODE #P2723 PRESSURE SOLENOID "E" PERFORMANCE OR STUCK OFF SPORADIC. VEHICLE OPERATES CORRECTLY AT THIS TIME.
01/12/2009	12:55	WORKSHOP FINDINGS: TECH VERIFIED THE CONCERN. 1 FAULT IN THE TCM. VEHICLE OPERATING TO SPEC AT THIS TIME.
01/16/2009	08:30	MECH UNIT ORDERED, PART ON BACK ORDER, WILL UPDATE
01/18/2009	19:55	P1 THANK YOU FOR THE UPDATE. REMEMBER TO UPDATE AND CLOSE THE TICKET.
01/26/2009	08:50	RECHATRONICS UNIT, SET BASIC SETTINGS, TEST DRIVE OK
01/26/2009	09:24	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
01/26/2009	09:24	ISSUE UPDATED

Consultant's Closing Comments

TECH REPLACED THE MECH UNIT, FLUID, FILTER AND BOLTS FOR 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
405720	JETTA	2007	3VWXJ71K87M [REDACTED]	39386	3885	01/12/2009	USA

Workshop Finding

TECH VERIFIED THE CONCERN. TECH STATES THE TRANS JUMPS OR SHUTTERS IN 1ST AND REVERSE AT LOW SPEEDS.

Activity Date	Activity Time	Activity Comments
01/12/2009	13:02	ISSUE OPENED BY DEALERSHIP
01/12/2009	13:02	WHEN ACCELERATING AT LOW SPEEDS UP TO 10 MPH THE CAR WILL JERK. CHECKED FOR FAULTS NO FAULTS PRESENT. CKECKED FOR TB'S AND TECH TIPS
01/12/2009	13:04	ADVISED THE TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT.
01/12/2009	13:04	CUSTOMER COMMENTS: WHEN ACCELERATING AT LOW SPEEDS UP TO 10 MPH THE CAR WILL JERK. CHECKED FOR FAULTS NO FAULTS PRESENT. CKECKED FOR TB'S AND TECH TIPS
01/12/2009	13:04	WORKSHOP FINDINGS: TECH VERIFIED THE CONCERN. TECH STATES THE TRANS JUMPS OR SHUTTERS IN 1ST AND REVERSE AT LOW SPEEDS.
01/15/2009	12:33	WAITING ON PARTS
01/15/2009	12:59	P1 THANK YOU FOR THE UPDATE. REMEMBER TO UPDATE AND CLOSE THE TICKET.
01/27/2009	14:02	STILL WAITING ON PARTS
01/27/2009	17:43	P1 THANK YOU FOR THE UPDATE. REMEMBER TO UPDATE AND CLOSE THE TICKET.
01/30/2009	13:35	REPLACED MECH UNIT, FILTER AND FILLED WITH DSG FLUID SET BASICS SETTING AND TESTY DROVE CAR SHIFTS WITH NO PROBLEMS.
01/30/2009	15:19	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
01/30/2009	15:19	ISSUE UPDATED

Consultant's Closing Comments

TECH REPLACED 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
405923	RABBIT	2008	WVWVFV71K68W	7551	3885	01/12/2009	USA

Workshop Finding

02E SLUGGISH/SLIP. TECH VERIFIED AND STATES; NO FAULTS BASIC SETTINGS CORRECTED THE ISSUE. BPY ENGINE; P0088 STORED INTERMITTENT HARD START. FRONT TIRES SEVERELY WORN

Activity Date	Activity Time	Activity Comments
01/12/2009	16:16	CUSTOMER STATES FEELS SLUGGISH AFTER DRIVING,SLIPS,SLAMS INTO GEAR.CHECKED GFF NO FAULTS,BASIC SETTINGS WERE OFF,RESET OK BUT WHEN FIRST START FROM STOP SLAMS INTO GEAR.
01/12/2009	16:16	ISSUE OPENED BY DEALERSHIP
01/12/2009	16:30	CUSTOMER COMMENTS: CUSTOMER STATES FEELS SLUGGISH AFTER DRIVING,SLIPS,SLAMS INTO GEAR.CHECKED GFF NO FAULTS,BASIC SETTINGS WERE OFF,RESET OK BUT WHEN FIRST START FROM STOP SLAMS INTO GEAR.
01/12/2009	16:30	REPAIR THE P0088 FIRST. THEN ATTEMPT TO RE DUPLICATE THE SHIFT ISSUE; CHECK FLUID CONDITION AND RETIREVE MVB 54 FROM THE TCM, UPDATE THE VTA AND CALL BACK IN. LOOK FOR A NUMBER BETWEEN H21 AND J21
01/12/2009	16:30	WORKSHOP FINDINGS: 02E SLUGGISH/SLIP. TECH VERIFIED AND STATES; NO FAULTS BASIC SETTINGS CORRECTED THE ISSUE. BPY ENGINE; P0088 STORED INTERMITTENT HARD START. FRONT TIRES SEVERELY WORN
01/13/2009	09:11	NO UPDATE IN TICKET. J09 WAS MVB 54. PLEASE REPLACE MECH UNIT, FLUID, FILTER, AND BOLTS. TECH VERIFIED P0088 WAS NOT COMING BACK AND TECH HAD PERFECT PRESSURE IN 106/2/3
01/19/2009	17:13	D2 TRIED TO GET A HOLD OF SERVICE, BUT WAS PLACED ON HOLD
01/19/2009	17:35	D2 TRIED TO GET A HOLD OF SERVICE, BUT WAS PLACED ON HOLD
01/19/2009	18:35	D2 TRIED TO GET A HOLD OF SERVICE, BUT WAS PUT TO VOICE MAIL
01/20/2009	11:59	REPLACE MECHATRONIC UNIT,BOLTS,CASKETS AND FILTER.CODE AND SET BASICS 3 TIMES,SHIFTS OK.ALSO REPLACED IGNITION SWITCH,AND LOW PRESSURE SENSOR,RESET READENESS SECOND TIME OK
01/20/2009	17:09	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
01/20/2009	17:09	ISSUE UPDATED

Consultant's Closing Comments

REPLACE MECHATRONIC UNIT,BOLTS,CASKETS AND FILTER.CODE AND SET BASICS 3 TIMES,SHIFTS OK.ALSO REPLACED IGNITION SWITCH,AND LOW PRESSURE SENSOR,RESET READENESS SECOND TIME OK

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
405946	RABBIT	2007	WVWFV71K27W [REDACTED]	28602	3885	01/12/2009	USA

Workshop Finding

EUGENE IS THE TECH; NO NOISE. FAULTS RETURN

Activity Date	Activity Time	Activity Comments
01/12/2009	16:48	C/S "THERE IS NO REVERSE PLEASE CHECK" WHILE DRIVING AROUND, AFTER SEVERAL DRIVE/REVERSE CYCLES THERE IS NO REVERSE WHAT SO EVER. SHUT THE IGNITION OFF AND BACK ON I GOT REVERSE AGAIN.VISUALY INSPECTED FOR BROKEN/LOOSE WIRES-OK. 5051-P0868 HARD AND P2711 SPORADIC. I SUSPECT FAULTY MECHATRONICS.
01/12/2009	16:48	ISSUE OPENED BY DEALERSHIP
01/12/2009	16:53	CUSTOMER COMMENTS: C/S "THERE IS NO REVERSE PLEASE CHECK" WHILE DRIVING AROUND, AFTER SEVERAL DRIVE/REVERSE CYCLES THERE IS NO REVERSE WHAT SO EVER. SHUT THE IGNITION OFF AND BACK ON I GOT REVERSE AGAIN.VISUALY INSPECTED FOR BROKEN/LOOSE WIRES-OK. 5051-P0868 HARD AND P2711 SPORADIC. I SUSPECT FAULTY MECHATRONICS.
01/12/2009	16:53	REPLACE THE MECHATRONIC, FLUID, FILTER AND BOLTS; CHECK FOR CONATMINATION.
01/12/2009	16:53	WORKSHOP FINDINGS: EUGENE IS THE TECH; NO NOISE. FAULTS RETURN
01/19/2009	11:08	CALLED THE DEALER AND LEFT A MESSAGE IN RON MOFIT VOICE MAIL WILL CALL BACK LATER.
01/19/2009	11:37	(P2) TALKED TO RAY THE PART IS IN AND THE TECH IS WORKING ON THE CAR.
01/26/2009	16:59	REPLACED MECHATRONICS UNIT ROAD TESTED VEHICLE, SWITCHED D/R ABOUT TWENTY TIMIES-ALL OK THANK YOU!!
01/26/2009	17:25	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
01/26/2009	17:25	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
405986	RABBIT	2008	WVWVFV71K28W	5429	3885	01/12/2009	USA

Workshop Finding

2ND TIME IN FIRST TIME WITH FAULTS. MIL ON,

Activity Date	Activity Time	Activity Comments
01/12/2009	18:18	ISSUE OPENED BY DEALERSHIP
01/12/2009	18:18	<p>ORIGINALLY THE CUSTOMER FELT SOMETHING WAS NOT RIGHT WITH THE TRANSMISSION. I TEST DROVE CAR AND IT FELT WONDERFUL. NO CODES PRESENT AT THE TIME. TODAY (OVER ONE MONTH LATER) THE CAR IS BACK AND THE OWNER IS TELLING US AGAIN THAT SOMETHING IS WRONG. CUST SAYS=CAR JERKS WENT ACCELERATING, ONLY 1ST AND 2ND GEARS WERE OPERATIONAL, INSTRUMENT CLUSTER LED BLOCKS WERE FLASHING RED. ONCE AGAIN I HAVE TEST DRIVEN CAR AND NOT FOUND TRANSMISSION TO BE WORKING FINE. -HOWEVER- THERE NOW SEEMS TO BE A FAULT IN THE TCM 18222 P1814 008. N215 PRESSURE CONTROL VALVE OPEN/SHORT CIRCUIT. I AM NOW CONVINCED THAT SOMETHING IS WRONG WITH TRANS. THIS N215 SOLENOID IS LOCATED IN THE MECHATRONIC UNIT. WHERE DO I GO FROM HERE?</p>
01/12/2009	18:24	<p>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 SEE IF THE FAULT RETURNS AND EITHER WAY GET MVB 54 FROM THE TCM AS WELL.</p>
01/12/2009	18:24	<p>CUSTOMER COMMENTS: ORIGINALLY THE CUSTOMER FELT SOMETHING WAS NOT RIGHT WITH THE TRANSMISSION. I TEST DROVE CAR AND IT FELT WONDERFUL. NO CODES PRESENT AT THE TIME. TODAY (OVER ONE MONTH LATER) THE CAR IS BACK AND THE OWNER IS TELLING US AGAIN THAT SOMETHING IS WRONG. CUST SAYS=CAR JERKS WENT ACCELERATING, ONLY 1ST AND 2ND GEARS WERE OPERATIONAL, INSTRUMENT CLUSTER LED BLOCKS WERE FLASHING RED. ONCE AGAIN I HAVE TEST DRIVEN CAR AND NOT FOUND TRANSMISSION TO BE WORKING FINE. -HOWEVER- THERE NOW SEEMS TO BE A FAULT IN THE TCM 18222 P1814 008. N215 PRESSURE CONTROL VALVE OPEN/SHORT CIRCUIT. I AM NOW CONVINCED THAT SOMETHING IS WRONG WITH TRANS. THIS N215 SOLENOID IS LOCATED IN THE MECHATRONIC UNIT. WHERE DO I GO FROM HERE?</p>
01/12/2009	18:24	WORKSHOP FINDINGS: 2ND TIME IN FIRST TIME WITH FAULTS. MIL ON,
01/13/2009	13:07	<p>CHRIS, I HAVE PERFORMED BASIC SETTINGS. I FELT THE INTERNAL COMPONENTS OF THE TRANSMISSION MOVING AROUND AS THE BASIC SETTING WERE PERFORMED. I TOOK THE CAR HOME LAST NIGHT TO MONITOR HOW THE DSG TRANS WAS SHIFTING. THE TRANSMISSION DOES NOT SEEM TO BE SHIFTING CORRECTLY. IN EITHER TIP, SPORT OR AUTO MODE THERE IS A VERY NOTICABLE DELAYED ENGAGEMENT. (IT FEELS LIKE A REGULAR AUTO TRANSMISSION THAT IS SUPER LOW ON OIL AND WHEN THE RPMS GET HIGH ENOUGH IT SLAMS INTO GEAR) THIS SHIFTING CONCERN WAS WHAT THE OWNER ORIGINALLY DESCRIBED WHEN THE CAR FIRST ARRIVED TO HAVE CAR INSPECTED A MONTH AND A HALF AGO-HOWEVER I WAS UNABLE TO DUPLICATE CONCERNS AT THE TIME. THE N215 PRESSURE CONTROL VALVE -1- FAULT HAS NOT RETURNED YET, BUT I ASSUME THAT IT WILL AFTER FURTHER LONG TERM DRIVING. MVB #54-J09R0312 WHAT NOW? WES</p>
01/13/2009	13:13	REPLACE THE MECHATRONIC, FLUID FILTER AND BOLTS SET BASICS AND RETEST FOR
01/13/2009	14:35	<p>I HAVE ORDERED PARTS. THERE IS NO ETA FOR THE MECHATRONIC ASSY.</p>

01/13/2009	16:59	ISSUE SENT TO DEALERSHIP
01/13/2009	16:59	MECH ORDERED P1
01/16/2009	12:34	STILL NO MECHATRONIC ASSY RECEIVED. OWNER CURRENTLY HAS CAR AND IS DRIVING UNTIL PARTS ARRIVE. CAR IS -NOT- DOWN.
01/16/2009	19:37	CUSTOMER HAS THE VEHICLE C1
01/20/2009	10:58	WILL REPORT WHEN CUSTOMER RETURNS VEHICLE
01/20/2009	17:09	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
01/20/2009	17:09	ISSUE UPDATED

Consultant's Closing Comments

WILL REPORT WHEN CUSTOMER RETURNS VEHICLE

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
406422	JETTA	2008	3VWRJ71K08M	8077	3885	01/13/2009	USA

Workshop Finding
n/a

Activity Date	Activity Time	Activity Comments
01/13/2009	15:31	ISSUE OPENED BY DEALERSHIP
01/13/2009	15:31	VEHICLE HAS HESITATION FROM STOP AND WHEN LETTING OFF BRAKE CAR JUMPS.
01/13/2009	15:37	DUPLICATED CUSTOMER CONCERN. WHEN LETTING OFF BRAKES CAR WILL SHIFT HARD AT TAKE OFF. SCANNED AND NO FAULTS IN MEMORY.
01/13/2009	15:43	CUSTOMER COMMENTS: VEHICLE HAS HESITATION FROM STOP AND WHEN LETTING OFF BRAKE CAR JUMPS.
01/13/2009	15:43	PERFORMING THE BASIC SETTINGS ON THE DSG IS AN IMPORTANT DIAGNOSTIC STEP. ALTHOUGH THE BASIC SETTINGS SHOULD NOT BE PERFORMED AS A REGULAR ROUTINE, THEY CAN BE SET FOR A SYMPTOM. THE SCAN TOOL WILL AUTOMATICALLY WALK A TECHNICIAN THROUGH GFF'S OR GF'S VERSION OF BASIC SETTINGS, BUT ENGINEERING HAS FOUND THIS METHOD TO BE INSUFFICIENT. THE BASIC SETTINGS SHOULD BE DONE THROUGH VEHICLE SELF DIAGNOSIS. THE FOLLOWING REQUIREMENTS SHOULD BE MET: ENGINE AND TRANSMISSION MUST BE UP TO OPERATING TEMPERATURE (MINIMUM OF 30C IN TRANSMISSION). VEHICLE SHOULD BE CLEAR OF ALL FAULT CODES (ECM AND TCM) VEHICLE SHOULD BE IN PARK AND IDLING ENGINE MUST HAVE BEEN RUNNING FOR ONE FULL MINUTE BEFORE BASIC SETTINGS CAN BE PERFORMED. GO INTO VSD, TRANSMISSION ELECTRONICS/GEARBOX ELECTRONICS, BASIC SETTINGS, THEN ENTER #61 ON KEYPAD AND SELECT THE "Q" BUTTON TO ENTER INTO TEST MODE. ONCE THE NEW SCREEN APPEARS, PUT YOUR FOOT ON THE BRAKE PEDAL AND PRESS ACTIVATE. IT CAN TAKE UP TO 40 SECONDS UNTIL YOU HEAR ANY NOISES IN THE TRANSMISSION. ONCE YOU SEE NEW NUMBERS APPEAR IN THE BOTTOM BOX OF THE BASIC SETTINGS, YOU KNOW THAT THE TEST IS COMPLETE. GO BACK OUT INTO BASIC SETTINGS AND SELECT #60 ON KEYPAD AND SELECT THE "Q" BUTTON TO ENTER THE TEST MODE. FOLLOW STEP #2 AGAIN. ONCE YOU ARE COMPLETED WITH THESE TWO TESTS, SHUT DOWN ENGINE AND RESTART AND ALLOW TO IDLE. CYCLE VEHICLE FROM PARK TO DRIVE 5 TIMES AND THEN FROM PARK TO REVERSE 5 TIMES AS WELL. ROAD TEST VEHICLE 10-15 MILES GOING THROUGH ALL GEARS AUTOMATICALLY AND ALSO THROUGH TIPTRONIC AT VARIOUS SPEEDS AND DRIVING CONDITIONS. SHUT THE VEHICLE OFF AND THEN RESTART AND RE EVALUATE SHIFTING. NOTE: IF VEHICLE STALLS WHILE RUNNING BASIC SETTINGS, THE TRANSMISSION WILL NEED TO BE REPLACED. PLEASE ALSO NOTE THAT IF THE VEHICLE DOES NOT ROLL EVEN WHEN THE TRANSMISSION IS ENGAGED INTO NEUTRAL, IT IS LIKELY THAT THERE MAY BE A STUCK SHIFT FORK INTERNALLY. PLEASE DISCONNECT THE SHIFT LEVER CABLE FROM THE TRANSMISSION AND IF THERE IS STILL NO MOVEMENT, REPLACE THE TRANSMISSION. IF MOVEMENT IS NOW PRESENT, PERSUE A SHIFT LEVER ISSUE. ALSO, IF THE TRANSMISSION EXHIBITS A GRINDING NOISE OTHER THAN DURING BASIC SETTINGS PLEASE CALL BACK FOR POSSIBLE MECHATRONIC UNIT. AFTER BASIC SETTINGS PERFORM ROAD TEST AND IF THE ISSUE IS STILL PRESENT REPLACE THE MECHATRONICS
01/15/2009	17:53	ORDERED MECHATRONICS UNIT. ON BACKORDER. RELEASED VEHICLE TO CUSTOMER. CLOSE TICKET
01/16/2009	08:45	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
01/16/2009	08:45	ISSUE UPDATED

Consultant's Closing Comments
ORDERED MECHATRONICS UNIT. ON BACKORDER. RELEASED VEHICLE TO CUSTOMER. CLOSE TICKET

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
406492	EOS	2007	WVWBA71F77V [REDACTED]	19817	3885	01/13/2009	USA

Workshop Finding

TECH UNABLE TO VERIFY THE CONCERN. 1 FAULT IN THE TCM.

Activity Date	Activity Time	Activity Comments
01/13/2009	16:53	IN VERY COLD WEATHER TRANS SHIFTS HARSH AND HAS NO REVERSE.
01/13/2009	16:53	ISSUE OPENED BY DEALERSHIP
01/14/2009	08:41	ADVISED THE TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT.
01/14/2009	08:41	WORKSHOP FINDINGS: TECH UNABLE TO VERIFY THE CONCERN. 1 FAULT IN THE TCM.
01/20/2009	14:15	SPOKE TO TOM STATES WAITING ON MECH RED ORDERED P1
01/21/2009	11:23	REPLACED MECH UNIT, FLUID, FILTER AND BOLTS FOR MECH UNIT. PREFORMED OIL FILL PROCEDURE AND BASIC SETTINGS. THANKS!
01/21/2009	11:25	THANKS AGAIN!
01/21/2009	13:24	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
01/21/2009	13:24	ISSUE UPDATED

Consultant's Closing Comments

TECH REPLACED THE MECH UNIT, FLUID, FILTER AND BOLTS FOR 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
406578	JETTA	2008	3VWRJ71K48M [REDACTED]	8035	3885	01/14/2009	USA

Workshop Finding

FLUID IS OKAY, NO FAULTS. PULLING OUT OF A STOP, SURGES.

Activity Date	Activity Time	Activity Comments
01/14/2009	08:57	ISSUE OPENED BY DEALERSHIP
01/14/2009	08:57	WHEN WARM SURGES ESP AT VERY LIGHT THROTTLE
01/14/2009	09:11	CUSTOMER COMMENTS: WHEN WARM SURGES ESP AT VERY LIGHT THROTTLE
01/14/2009	09:11	PLEASE CHANGE THE MECH UNIT, FLUID, FILTER, AND BOLTS.
01/14/2009	09:11	WORKSHOP FINDINGS: FLUID IS OKAY, NO FAULTS. PULLING OUT OF A STOP, SURGES.
01/21/2009	08:56	SEEMS TO HAVE RESOLVED ISSUE
01/21/2009	09:17	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
01/21/2009	09:17	ISSUE UPDATED

Consultant's Closing Comments

PLEASE CHANGE THE MECH UNIT, FLUID, FILTER, AND BOLTS.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
406789	JETTA	2008	3VWRJ71KX8M [REDACTED]	4649	3885	01/14/2009	USA

Workshop Finding

MVB 54 FROM THE TCM J11; CUSTOMER THINKS CONCERN IS BAD

Activity Date	Activity Time	Activity Comments
01/14/2009	12:33	ISSUE OPENED BY DEALERSHIP
01/14/2009	12:33	THE CUSTOMER STATES THE CAR LUNGES WHEN ACCELERATING FROM A STOP. I HAVE DUPLICATED THIS CONCERN IN OTHER DSG CARS. I HAVE CHECKED DSG OIL LEVEL AND IT IS OK, I HAVE PERFORMED BASIC SETTINGS FOR THE DSG. THERE ARE NO OPEN CAMPAIGNS NOR TSB'S THAT ARE AVAILABLE FOR THIS VIN. DO YOU HAVE ANY SUGGESTIONS?
01/14/2009	12:54	CUSTOMER COMMENTS: THE CUSTOMER STATES THE CAR LUNGES WHEN ACCELERATING FROM A STOP. I HAVE DUPLICATED THIS CONCERN IN OTHER DSG CARS. I HAVE CHECKED DSG OIL LEVEL AND IT IS OK, I HAVE PERFORMED BASIC SETTINGS FOR THE DSG. THERE ARE NO OPEN CAMPAIGNS NOR TSB'S THAT ARE AVAILABLE FOR THIS VIN. DO YOU HAVE ANY SUGGESTIONS?
01/14/2009	12:54	TECH FEELS THAT THE CONCERN IS NORMAL. REPLACE THE MECH, FLUID FLITER AND BOLTS
01/14/2009	12:54	WORKSHOP FINDINGS: MVB 54 FROM THE TCM J11; CUSTOMER THINKS CONCERN IS BAD
01/14/2009	12:59	THE MECHATRONIC BUILD DATE IS J11D0529. I AM ORDERING THE MECH UNIT AND RELEASING THE CAR TO THE CUSTOMER. THANKS
01/14/2009	17:13	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
01/14/2009	17:13	ISSUE UPDATED

Consultant's Closing Comments

THE MECHATRONIC BUILD DATE IS J11D0529. I AM ORDERING THE MECH UNIT AND RELEASING THE CAR TO THE CUSTOMER. THANKS

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
407040	RABBIT	2008	WVWFV71K48W [REDACTED]	14406	3885	01/14/2009	USA

Workshop Finding

SURGING WHILE DRIVING. H2G IN MVB 54

Activity Date	Activity Time	Activity Comments
01/14/2009	16:37	C/R TRANS JERKS WHEN RPM IS 900-1400 AND DRIVING VERY SLOW "LIKE SOMEONE WHO DOESNT KNOW HOW TO DRIVE A MANUAL"
01/14/2009	16:37	ISSUE OPENED BY DEALERSHIP
01/14/2009	16:43	CUSTOMER COMMENTS: C/R TRANS JERKS WHEN RPM IS 900-1400 AND DRIVING VERY SLOW "LIKE SOMEONE WHO DOESNT KNOW HOW TO DRIVE A MANUAL"
01/14/2009	16:43	REPLACE THE MECHATRONIC, FLUID, FILTER AND BOLTS
01/14/2009	16:43	WORKSHOP FINDINGS: SURGING WHILE DRIVING. H2G IN MVB 54
01/14/2009	16:55	VEHICLE LEAVING CLOSING TICKET
01/14/2009	16:57	CLOSING
01/14/2009	17:13	H26 IN MVB 54
01/14/2009	17:14	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
01/14/2009	17:14	ISSUE UPDATED

Consultant's Closing Comments

REPLACE THE MECHATRONIC, FLUID, FILTER AND BOLTS

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
407050	JETTA	2008	3VWRA71K28M [REDACTED]	4958	3885	01/14/2009	USA

Workshop Finding

n/a

Activity Date	Activity Time	Activity Comments
01/14/2009	16:56	CUST. STATES VEHICLE LURCHES WHEN PUT IN DRIVE OR REV., VERIFIED. FLUID LEVEL OK BUT SOME LEAKAGE NOTED.
01/14/2009	16:56	ISSUE OPENED BY DEALERSHIP
01/14/2009	17:10	CUSTOMER COMMENTS: CUST. STATES VEHICLE LURCHES WHEN PUT IN DRIVE OR REV., VERIFIED. FLUID LEVEL OK BUT SOME LEAKAGE NOTED.
01/14/2009	17:10	PERFORMING THE BASIC SETTINGS ON THE DSG IS AN IMPORTANT DIAGNOSTIC STEP. ALTHOUGH THE BASIC SETTINGS SHOULD NOT BE PERFORMED AS A REGULAR ROUTINE, THEY CAN BE SET FOR A SYMPTOM. THE SCAN TOOL WILL AUTOMATICALLY WALK A TECHNICIAN THROUGH GFF'S OR GF'S VERSION OF BASIC SETTINGS, BUT ENGINEERING HAS FOUND THIS METHOD TO BE INSUFFICIENT. THE BASIC SETTINGS SHOULD BE DONE THROUGH VEHICLE SELF DIAGNOSIS. THE FOLLOWING REQUIREMENTS SHOULD BE MET: ENGINE AND TRANSMISSION MUST BE UP TO OPERATING TEMPERATURE (MINIMUM OF 30C IN TRANSMISSION). VEHICLE SHOULD BE CLEAR OF ALL FAULT CODES (ECM AND TCM) VEHICLE SHOULD BE IN PARK AND IDLING ENGINE MUST HAVE BEEN RUNNING FOR ONE FULL MINUTE BEFORE BASIC SETTINGS CAN BE PERFORMED. GO INTO VSD, TRANSMISSION ELECTRONICS/GEARBOX ELECTRONICS, BASIC SETTINGS, THEN ENTER #61 ON KEYPAD AND SELECT THE "Q" BUTTON TO ENTER INTO TEST MODE. ONCE THE NEW SCREEN APPEARS, PUT YOUR FOOT ON THE BRAKE PEDAL AND PRESS ACTIVATE. IT CAN TAKE UP TO 40 SECONDS UNTIL YOU HEAR ANY NOISES IN THE TRANSMISSION. ONCE YOU SEE NEW NUMBERS APPEAR IN THE BOTTOM BOX OF THE BASIC SETTINGS, YOU KNOW THAT THE TEST IS COMPLETE. GO BACK OUT INTO BASIC SETTINGS AND SELECT #60 ON KEYPAD AND SELECT THE "Q" BUTTON TO ENTER THE TEST MODE. FOLLOW STEP #2 AGAIN. ONCE YOU ARE COMPLETED WITH THESE TWO TESTS, SHUT DOWN ENGINE AND RESTART AND ALLOW TO IDLE. CYCLE VEHICLE FROM PARK TO DRIVE 5 TIMES AND THEN FROM PARK TO REVERSE 5 TIMES AS WELL. ROAD TEST VEHICLE 10-15 MILES GOING THROUGH ALL GEARS AUTOMATICALLY AND ALSO THROUGH TIPTRONIC AT VARIOUS SPEEDS AND DRIVING CONDITIONS. SHUT THE VEHICLE OFF AND THEN RESTART AND RE EVALUATE SHIFTING. NOTE: IF VEHICLE STALLS WHILE RUNNING BASIC SETTINGS, THE TRANSMISSION WILL NEED TO BE REPLACED. PLEASE ALSO NOTE THAT IF THE VEHICLE DOES NOT ROLL EVEN WHEN THE TRANSMISSION IS ENGAGED INTO NEUTRAL, IT IS LIKELY THAT THERE MAY BE A STUCK SHIFT FORK INTERNALLY. PLEASE DISCONNECT THE SHIFT LEVER CABLE FROM THE TRANSMISSION AND IF THERE IS STILL NO MOVEMENT, REPLACE THE TRANSMISSION. IF MOVEMENT IS NOW PRESENT, PERSUE A SHIFT LEVER ISSUE. ALSO, IF THE TRANSMISSION EXHIBITS A GRINDING NOISE OTHER THAN DURING BASIC SETTINGS PLEASE CALL BACK. AFTER BASIC SETTINGS DRIVE THE VEH FOR 10 TO 15 MILES AND RECHECK THE CUSTOMERS COMPLAINT. IF NOT PRESENT RETURN THE VEH AND CLOSE VTA. IF THE ISSUE IS STILL PRESENT, CHECK MVB 54 AND WRITE THE PART NUMBER ON THE VTA AND CALL BACK
01/15/2009	10:31	I PREFORMED BASIC SETTINGS AS LISTED ABOVE, CONCERN IS STILL PRESENT MBV #54 J14F0491
01/15/2009	10:49	ADVISED THE TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT.
01/16/2009	10:10	PARTS ON RED ORDER, THANKS
01/16/2009	10:22	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
01/16/2009	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
407073	JETTA	2009	3VWPL71K59M [REDACTED]	3956	3885	01/14/2009	USA

Workshop Finding

02E INTERMITTENT NO REVERSE. MUST PUT THE VEHICLE INTO PARK AND CYCLE THE KEY TO GET REVERSE ON THE NXT SHIFT

Activity Date	Activity Time	Activity Comments
		CUSTOMER STATES TRANSMISSION SLIPS CUST TURNED ON CAR PUT INTO GEAR BUT WOULD NOT GO INTO GEAR.
01/14/2009	17:45	CONTACTED TECHLINE BEFORE FOR SAME CAR AN CONCERN AN WAS TOLD TO PUT SHIFT LEVER IN CAR AN RESET BASIC SETTING AN TEST DRIVE AN RECHECK OPERATION. CAR HAS BEEN DOWN BECAUSE OF LOT DAMAGE. SO I REPLACED SHIFT LEVER ADJUSTED CABLE AN RESET BASIC SETTINGS USING GF. ALL OK TEST DROVE ALL OK PUT FUEL IN CAR AN ATTEMPTED TO DRIVE BUT IS DOING THE SAME THING IT CAME IN FOR THE FIRST TIME JUST REVS BUT DOESNT GO ANYWHERE THERE ARE NO FAULTS IN SYSTEMS AN CHECKING VALVE BLOCKS ITS SAYING ITS IN THE CORRET GEARS AN SHIFTS FINE NOT SURE WHAT TO DO NOW. LOST.
01/14/2009	17:45	ISSUE OPENED BY DEALERSHIP
01/15/2009	14:08	I WILL RESEARCH THIS WITH QA AND CONTACT THE TECH BACK
01/15/2009	14:08	WORKSHOP FINDINGS: 02E INTERMITTENT NO REVERSE. MUST PUT THE VEHICLE INTO PARK AND CYCLE THE KEY TO GET REVERSE ON THE NXT SHIFT
01/15/2009	14:18	FYI QA/ PS
01/15/2009	17:12	TEMP NORMALLY HAPPENS WARM. INSPECT THE PINS ON THE TRANS BARREL CONNECTOR, INSPECT MAIN TCM/ECM/CHASSIS GROUNDS. READ AND PRINT MVB 90-100 IN THE TCM.
01/15/2009	17:28	CHECK THE BRAKE AND REVERSE LIGHTING, CHECK THE BRAKE SWITCH OPERATION
01/15/2009	17:47	HERE ARE THE MVB WITH ENGINE AT OPERATING TEMP. ON ATTACHED
01/16/2009	11:08	CHECKED GROUNDS MAIN GROUNDS AN GROUND BY ECM CLEANED ALL OK. CHECKED CONNECTOR TO TRANSMISSION FOR MECHANTRONICS CHECKED PINS AT BRAKE LIGHT SWITCH ALL OK CHECKED OPERATION OF LIGHTS BRAKE LIGHTS WORK REVS LIGHTS WORK AN TAIL LIGHTS WORK AL OK. CHECKED AN PRINTED MVB 90-100. WHAT IS NEXT ALL OK AT THIS TIME.
01/16/2009	11:32	TECH TO FIND OUT IF THE BRAKE LIGHT (IN THE CLUSTER) EVER FLASHED AT THE CUSTOMER OR THE PORTER WHO VERIFIED THE CONCERN
01/20/2009	11:11	COULD NOT VERIFY BRAKE LIGHT IN CLUSTER FLASHING. COMPLETED INSPECTECTING, CLEANING, & IMPROVING MAIN GROUNDS, ECM GROUND AND OTHER GROUNDS AS RECOMMENDED. TEST DROVE EXTENSIVELY. PROBLEM HAS NOT RETURNED. RETURNED VEHICLE TO CUSTOMER.
01/20/2009	17:11	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
01/20/2009	17:11	ISSUE UPDATED

Consultant's Closing Comments

COULD NOT VERIFY BRAKE LIGHT IN CLUSTER FLASHING. COMPLETED INSPECTECTING, CLEANING, & IMPROVING MAIN GROUNDS, ECM GROUND AND OTHER GROUNDS AS RECOMMENDED. TEST DROVE EXTENSIVELY. PROBLEM HAS NOT RETURNED. RETURNED VEHICLE TO CUSTOMER.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
407123	JETTA	2009	3VWTL71K99M [REDACTED]	29	3885	01/15/2009	USA

Workshop Finding

TECH FOUND THAT TWIST LOCK CONNECOT ON TRANSMISSION WAS FULL OF WATER.

Activity Date	Activity Time	Activity Comments
01/15/2009	08:21	ISSUE OPENED BY DEALERSHIP
01/15/2009	08:21	VEHICLE WAS ON A TEST DRIVE WHEN STOPPED MOVING. VEHICLE STARTS AND RUNS FINE BUT WHEN PUT INTO REVERSE OR DRIVE VEHICLE WILL NOT MOVE, JUST REVS, FAULTS STORED FOR PRESSURE CONTROL VALVES 1,2,3 AND 4 FOR AUTO TRANSMISSION, SHORT CICUIT/OPEN CIRCUIT FAULTS.
01/15/2009	10:58	CUSTOMER COMMENTS: VEHICLE WAS ON A TEST DRIVE WHEN STOPPED MOVING. VEHICLE STARTS AND RUNS FINE BUT WHEN PUT INTO REVERSE OR DRIVE VEHICLE WILL NOT MOVE, JUST REVS, FAULTS STORED FOR PRESSURE CONTROL VALVES 1,2,3 AND 4 FOR AUTO TRANSMISSION, SHORT CICUIT/OPEN CIRCUIT FAULTS.
01/15/2009	10:58	PLEASE CLEAN OUT CONNECTOR, ATTACH GFF LOG, DO A CAP DISCHARGE, AND RE-CHECK. PLEASE CHECK FOR COWL AND ENGINE BAY DRAINS.
01/15/2009	10:58	WORKSHOP FINDINGS: TECH FOUND THAT TWIST LOCK CONNECOT ON TRANSMISSION WAS FULL OF WATER.
01/15/2009	12:04	HERE IS THE GFF FROM THE JETTE WAGON
01/15/2009	13:54	CLEANED CONNECTOR CHECKED DRAINS. ABOUT TO PERFORM CAP DISCHARGE AND RECHECK SYSTEM.
01/15/2009	14:27	PERFORMED CAP DISCHARGE ON SYSTEM VEHICLE STILL DOES NOT MOVE AND HAS FAULTS.
01/15/2009	14:29	DAVE, PLEASE VOLTAGE DROP POWER AND GROUND TO THE MECH UNIT.
01/15/2009	16:37	ADVISED TO PERFORM VOLTAGE DROPS ON POWER AND GROUND TO J217
01/16/2009	11:05	VEHICLE HAS NO J217. FINALLY FOUND A WIRING DIAGRAM IN THE SSP FOR MECHATRONICS UNIT.
01/16/2009	11:12	ADVISED THE TECH TO CHECK THE FLUID FOR POSSIBLE WATER CONTAMINATION.
01/16/2009	11:24	TECH STATES FLUID HAS A GOOD COLOR AND MECHATRONIC WILL BE REPLACED AS PER HELPLINE
01/16/2009	11:54	ORDERED MECHATRONICS UNIT
01/19/2009	08:57	STILL WAITING PARTS.
01/19/2009	10:22	THANKS FOR THE UPDATE.
01/21/2009	10:12	NOTIFIED PARTS WON'T BE IN FOR 10 TO 14 DAYS.
01/21/2009	14:31	THANKS FOR THE UPDATE.
01/22/2009	13:11	SPOKE TO MIKE PARTS ARE RED ODERED P1
01/26/2009	10:30	PART ON RED ORDER, CHECKED ON PART THIS MORNING, STILL HAS NOT ARRIVED. I HOPE TYO SEE THE PART THIS WEEK AND BE ABLE TO INSTALL IT AND GET VEHICLE DONE
01/26/2009	12:11	THANKS FOR THE UPDATE.
01/27/2009	10:55	PARTS ARRIVED TODAY, WORKING ON INSTALLATION OF MECHATRONICS UNIT. WILL UPDATE AND CLOSE OUT THE TICKET ONCE DONE AND THE VEHICLE HAS BEEN DRIVEN
01/28/2009	14:10	INSTALLED MECHATRONICS UNIT. VEHICLE NOW MOVES AND SHIFTS AS DESIGNED. THANK YOU
01/28/2009	15:03	THANKS FOR THE UPDATE.
01/29/2009	10:25	WORKS AS DESIGNED AFTER EXTENDED ROAD TESTS. THANKS.
01/29/2009	11:20	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
01/29/2009	11:20	ISSUE UPDATED

Consultant's Closing Comments

NEW MECH UNIT.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
407139	JETTA	2007	3VWWJ71K57M [REDACTED]	12076	3885	01/15/2009	USA

Workshop Finding

TECH VERIFIED THE CONCERN. 2 FAULTS IN THE TCM.

Activity Date	Activity Time	Activity Comments
01/15/2009	08:53	ISSUE OPENED BY DEALERSHIP
01/15/2009	08:53	TRANSMISSION SHIFT INTO LIMP MODE WHILE ACCELERATING. GEAR DISPLAY FLASHES
01/15/2009	09:00	ADVISED THE TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT.
01/15/2009	09:00	CUSTOMER COMMENTS: TRANSMISSION SHIFT INTO LIMP MODE WHILE ACCELERATING. GEAR DISPLAY FLASHES
01/15/2009	09:00	WORKSHOP FINDINGS: TECH VERIFIED THE CONCERN. 2 FAULTS IN THE TCM.
01/22/2009	16:20	CONTACTED DEALERSHIP AND WAS TRANSFERRED TO SERVICE. ALL SERVICE ADVISORS WERE UNAVAILABLE. WILL RETURN PHONE CALL.
01/22/2009	16:39	CONTACTED DEALERSHIP AND WAS TRANSFERRED TO SERVICE. ALL SERVICE ADVISORS WERE UNAVAILABLE. WILL RETURN PHONE CALL.
01/22/2009	17:03	CONTACTED DEALERSHIP AND WAS TRANSFERRED TO SERVICE. ALL SERVICE ADVISORS WERE UNAVAILABLE. LEFT MESSAGE ASKING THAT THE VTA BE UPDATED WITH CURRENT STATUS OF VEHICLE. NO UPDATE AT THIS TIME; D2.
01/23/2009	07:04	PARTS ARRIVED LATE YESTERDAY AND TECHNICIAN WILL BE WORKING ON THIS CAR TODAY
01/25/2009	20:06	THANK YOU FOR THE UPDATE. REMEMBER TO UPDATE AND CLOSE THE TICKET.
01/28/2009	08:24	REPLACED MECHATRONIC UNIT,DSG OIL, AND FILTER.SET BASIC SETTINGS. ROAD TESTED AND TRANSMISSION NOW OPERATES TO MANUFATURE SPECIFICATIONS.
01/28/2009	23:41	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
01/28/2009	23:41	ISSUE UPDATED

Consultant's Closing Comments

TECH REPLACED 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
407198	JETTA	2009	3VWTL71K89M [REDACTED]	8029	3885	01/15/2009	USA

Workshop Finding
n/a

Activity Date	Activity Time	Activity Comments
01/15/2009	10:04	CUSTOMER STATES PRNDL FLASHING IN CLUSTER AND VEHICLE WOULD NOT DRIVE FASTER THAN 30MPH. DROVE VEHICLE FOR 12 MILES AND COULD NOT DUPLICATE CONCERN. VEHICLE CURRENTLY DRIVING OKAY, BUT 1 FAULT STORED IN GEARBOX ELECTORNICS (SEE ATTACHMENT).
01/15/2009	10:04	ISSUE OPENED BY DEALERSHIP
01/15/2009	10:08	CUSTOMER COMMENTS: CUSTOMER STATES PRNDL FLASHING IN CLUSTER AND VEHICLE WOULD NOT DRIVE FASTER THAN 30MPH. DROVE VEHICLE FOR 12 MILES AND COULD NOT DUPLICATE CONCERN. VEHICLE CURRENTLY DRIVING OKAY, BUT 1 FAULT STORED IN GEARBOX ELECTORNICS (SEE ATTACHMENT).
01/15/2009	10:08	PLEASE REPLACE THE MECH UNIT, FLUID, FILTER, AND BOLTS.
01/15/2009	10:54	ORDERED MECH UNIT AND ALL OTHER REQUIRED PARTS.
01/15/2009	14:06	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
01/15/2009	14:06	ISSUE UPDATED

Consultant's Closing Comments
ORDERED MECH UNIT AND ALL OTHER REQUIRED PARTS.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
407232	EOS	2007	WVWFA71F57V [REDACTED]	18826	3885	01/15/2009	USA

Workshop Finding

ALSO TRANS DISENGAGES AT STOP LIGHT NEW VALVE BODY WAS REPLACED APPROX 8K AGO TRANS ADAPT WAS PERFORMED WITH NO CHANGE

Activity Date	Activity Time	Activity Comments
01/15/2009	10:40	ISSUE OPENED BY DEALERSHIP
01/15/2009	10:40	TRANS BANGS SHIFTING FORWARD AND REVERSE ALSO TRANS DISENGAGES AT STOP LIGHT NEW VALVE BODY WAS REPLACED APPROX 8K AGO TRANS ADAPT WAS PERFORMED WITH NO CHANGE
01/15/2009	10:59	CUSTOMER COMMENTS: TRANS BANGS SHIFTING FORWARD AND REVERSE
01/15/2009	10:59	ENGINE AND TRANSMISSION MUST BE UP TO OPERATING TEMPERATURE (MINIMUM OF 30C IN TRANSMISSION). VEHICLE SHOULD BE CLEAR OF ALL FAULT CODES (ECM AND TCM) VEHICLE SHOULD BE IN PARK AND IDLING ENGINE MUST HAVE BEEN RUNNING FOR ONE FULL MINUTE BEFORE BASIC SETTINGS CAN BE PERFORMED. GO INTO VSD, TRANSMISSION ELECTRONICS/GEARBOX ELECTRONICS, BASIC SETTINGS, THEN ENTER #61 ON KEYPAD AND SELECT THE "Q" BUTTON TO ENTER INTO TEST MODE. ONCE THE NEW SCREEN APPEARS, PUT YOUR FOOT ON THE BRAKE PEDAL AND PRESS ACTIVATE. IT CAN TAKE UP TO 40 SECONDS UNTIL YOU HEAR ANY NOISES IN THE TRANSMISSION. ONCE YOU SEE NEW NUMBERS APPEAR IN THE BOTTOM BOX OF THE BASIC SETTINGS, YOU KNOW THAT THE TEST IS COMPLETE. GO BACK OUT INTO BASIC SETTINGS AND SELECT #60 ON KEYPAD AND SELECT THE "Q" BUTTON TO ENTER THE TEST MODE. FOLLOW STEP #2 AGAIN. ONCE YOU ARE COMPLETED WITH THESE TWO TESTS, SHUT DOWN ENGINE AND RESTART AND ALLOW TO IDLE. CYCLE VEHICLE FROM PARK TO DRIVE 5 TIMES AND THEN FROM PARK TO REVERSE 5 TIMES AS WELL. ROAD TEST VEHICLE 10-15 MILES GOING THROUGH ALL GEARS AUTOMATICALLY AND ALSO THROUGH TIPTRONIC AT VARIOUS SPEEDS AND DRIVING CONDITIONS. SHUT THE VEHICLE OFF AND THEN RESTART AND RE EVALUATE SHIFTING. TECH TO ALSO INSPECT ENGINE MOUNT, IDLE SPEED AND UPDATE VTA WITH READINGS FROM MVB 54
01/15/2009	10:59	WORKSHOP FINDINGS: ALSO TRANS DISENGAGES AT STOP LIGHT NEW VALVE BODY WAS REPLACED APPROX 8K AGO TRANS ADAPT WAS PERFORMED WITH NO CHANGE
01/15/2009	11:01	A2 ESCALATION FOR REVIEW.
01/15/2009	11:24	PLEASE UPDATE THE VTA WITH RESULTS AND CALL BACK IN, THANKS!
01/15/2009	12:35	MVB J13E01; TECH REMOVES HIS FOOT FROM THE BRAKE AND THE TRANS SLAMS AND LUNGES REPLACE THE MECHATRONIC; FLUID FILTER
01/23/2009	10:59	REPLACED MECHATRONIC UNIT ROAD TEST FOR 11 MILES CONCERN IS FIXED.
01/23/2009	12:38	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
01/23/2009	12:38	ISSUE UPDATED

Consultant's Closing Comments

REPLACED MECHATRONIC UNIT ROAD TEST FOR 11 MILES CONCERN IS FIXED.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
407421	EOS	2008	WVWBA71F98V [REDACTED]	7946	3885	01/15/2009	USA

Workshop Finding

I VERIFIED UNDER 10MPH THE VEHICLE WILL JERK IN DRIVE AND REVERSE. IT IDLES SMOOTH. I RAN GFF AND FOUND FAULT 01312 DATABUS DRIVETRAIN NO CUMMUNICATION SPORATIC FAULT.

Activity Date	Activity Time	Activity Comments
01/15/2009	13:53	CUSTOMER STATED VEHICLE WILL JERK AT LOW SPEEDS. I VERIFIED UNDER 10MPH THE VEHICLE WILL JERK IN DRIVE AND REVERSE. IT IDLES SMOOTH. I RAN GFF AND FOUND FAULT 01312 DATABUS DRIVETRAIN NO CUMMUNICATION SPORATIC FAULT.
01/15/2009	13:53	ISSUE OPENED BY DEALERSHIP
01/15/2009	14:03	MVB 54 IS H42MO167
01/15/2009	14:10	AFTER REVIEWING MVB 54 ADVISED TECH TO REPLACE MECH UNIT, BOLTS, FILTER AND FLUID THEN PERFORM MANUAL BASIC SETTINGS PER PROCEDURE BELOW. CLOSE OUT 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.
01/15/2009	14:10	CUSTOMER COMMENTS: CUSTOMER STATED VEHICLE WILL JERK AT LOW SPEEDS.
01/15/2009	14:10	WORKSHOP FINDINGS: I VERIFIED UNDER 10MPH THE VEHICLE WILL JERK IN DRIVE AND REVERSE. IT IDLES SMOOTH. I RAN GFF AND FOUND FAULT 01312 DATABUS DRIVETRAIN NO CUMMUNICATION SPORATIC FAULT.
01/15/2009	14:29	ISSUE UPDATED
01/19/2009	11:41	ORDERED CONTROL UNIT.
01/19/2009	13:54	THANKS FOR THE UPDATE.
01/22/2009	12:17	SPOKE WITH DANIEL IN SERVICE. DANIEL STATES THEY HAVE RECEIVED THE PARTS AND WORK WILL START. P2
01/22/2009	16:27	CUSTOMER PICKED UP VEHICLE. NO REPAIRS PERFORMED. WILL RETURN AT LATER DATE.
01/23/2009	02:14	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
01/23/2009	02:14	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
407700	RABBIT	2007	WVWVFV71K17W [REDACTED]	37531	3885	01/16/2009	USA

Workshop Finding

TECH VERIFIED THE CONCERN. 1 FAULT IN THE TCM.

Activity Date	Activity Time	Activity Comments
01/16/2009	09:38	CUST STATES CHECK ENGINE LIGHT IS ON , PRINDLE HAD LIT UP, AND TRANS WOULD NOT SHIFT. FOUND CODE FOR 18222 P1814 008 PRESSURE CONTROL VALVE -1- FOR AUTO. TRANSMISSION -N215- OPEN CIRCUIT/SHORT CIRCUIT TO GROUND (GND) RANGE/PERFORMANCE. GFF STATES NO MALFUNCTION. SEE ATTACHMENT
01/16/2009	09:38	ISSUE OPENED BY DEALERSHIP
01/16/2009	09:43	ADVISED THE TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT.
01/16/2009	09:43	CUSTOMER COMMENTS: CUST STATES CHECK ENGINE LIGHT IS ON , PRINDLE HAD LIT UP, AND TRANS WOULD NOT SHIFT. FOUND CODE FOR 18222 P1814 008 PRESSURE CONTROL VALVE -1- FOR AUTO. TRANSMISSION -N215- OPEN CIRCUIT/SHORT CIRCUIT TO GROUND (GND) RANGE/PERFORMANCE. GFF STATES NO MALFUNCTION. SEE ATTACHMENT
01/16/2009	09:43	WORKSHOP FINDINGS: TECH VERIFIED THE CONCERN. 1 FAULT IN THE TCM.
01/21/2009	10:18	PART IS ON BACK ORDERED WILL OPEN NEW TICKET IF CONCERN IS NOT FIXED WHEN PART IS
01/21/2009	13:21	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
01/21/2009	13:21	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
407707	EOS	2008	WVWBA71F98V [REDACTED]	5156	3885	01/16/2009	USA

Workshop Finding

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

Activity Date	Activity Time	Activity Comments
01/16/2009	09:47	CAR BOUNCY WHEN MOVING OFF
01/16/2009	09:47	ISSUE OPENED BY DEALERSHIP
01/16/2009	09:52	TOOK CAR OUT WITH CUSTOMER TO DUPLICATE CONCERN .AT ALIGHT OR STOP WITH FOOT ON BRAKE WHEN REMOVE SLIGHT JERK IS FELT AT TIMES DEPENDING ON SURFACE MAINLY ON LEVEL.NO DTC
01/16/2009	10:18	ADVISED THE TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT.
01/16/2009	10:18	CUSTOMER COMMENTS: CAR BOUNCY WHEN MOVING OFF
01/16/2009	10:18	WORKSHOP FINDINGS: TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM.
01/16/2009	10:19	ISSUE UPDATED
01/16/2009	10:23	ORDERING PARTS
01/18/2009	20:01	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
01/18/2009	20:01	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
407770	EOS	2008	WVWBA71F08V [REDACTED]	6839	3885	01/16/2009	USA

Workshop Finding

n/a

Activity Date	Activity Time	Activity Comments
01/16/2009	10:54	CUSTOMER STATES: WHEN PULLING AWAY FROM A STOP THERE IS A DELAY AND THEN VEHICLE HAS HARD SHIFT INTO 1ST. ROAD TESTED AND VERIFIED CUSTOMER CONCERN. RANN GFF - NO FAULTS STORED IN DTC MEMORY. THE LONGER YOU SIT AT A STOP THE HARDER THE GEAR ENGAGEMENT IS. PLEASE ADVISE.
01/16/2009	10:54	ISSUE OPENED BY DEALERSHIP
01/16/2009	11:02	CUSTOMER COMMENTS: CUSTOMER STATES: WHEN PULLING AWAY FROM A STOP THERE IS A DELAY AND THEN VEHICLE HAS HARD SHIFT INTO 1ST. ROAD TESTED AND VERIFIED CUSTOMER CONCERN. RANN GFF - NO FAULTS STORED IN DTC MEMORY. THE LONGER YOU SIT AT A STOP THE HARDER THE GEAR ENGAGEMENT IS. PLEASE ADVISE.
01/16/2009	11:02	TECH NEEDS TO PERFORM BASIC SETTINGS MANUALLY AND TEST DRIVE THE VEHICLE FOR 10 TO 15 MILES AND IF THE CONCERN IS STILL PRESENT GET INFORMATION IN MVB 54 AND IF THE PART NUMBER IS BETWEEN H22 TO J21 THE MECHATRONICS WILL HAVE TO BE REPLACED. IF THE BASIC SETTINGS CORRECTS THE CONCERN CLOSE THE VTA AND RETURN THE VEH TO THE CUSTOMER
01/16/2009	11:41	PERFORMED BASIC SETTINGS AND ROAD TESTED FOR 17 MILES. REEVALUATED CUSTOMER CONCERN. SHIFTING CONCERN STILL OCCURRING. CHECKED MVB 54 - FIRST 3 DIGITS OF PART NUMBER ARE H39. SOP MECHATRONICS UNIT. WILL UPDATE TICKET AFTER REPLACEMENT OF MECHATRONICS UNIT.
01/16/2009	11:45	THANKS FOR THE UPDATE. PLEASE CLOSE THE VTA IF THE VEHICLE IS GOING TO BE RETURNED TO THE CUSTOMER WHILE WAITING FOR PART P1
01/28/2009	16:26	REMOVED AND REPLACED MECHATRONICS UNIT AND PERFORMED MANUAL BASIC SETTINGS VIA VSD. CONCERN CORRECTED. THANKS
01/28/2009	17:02	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
01/28/2009	17:02	ISSUE UPDATED

Consultant's Closing Comments

REMOVED AND REPLACED MECHATRONICS UNIT AND PERFORMED MANUAL BASIC SETTINGS VIA VSD. CONCERN CORRECTED. THANKS

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
408122	JETTA	2008	3VWDJ71K18M [REDACTED]	50273	3885	01/17/2009	USA

Workshop Finding

SHUDDERS

Activity Date	Activity Time	Activity Comments
01/17/2009	10:44	CAR HAS NO CODES. ON ROAD TEST THE CAR FROM A DEAD STOP WILL SURGE AND THEN ACCELL NORMALLY. SET BASIC SETTING ROAD TESTED AGAIN, SAME PROBLEM
01/17/2009	10:44	ISSUE OPENED BY DEALERSHIP
01/17/2009	11:05	ADVISE TECH TO GET MVB 54 H30J0477
01/17/2009	11:05	CUSTOMER COMMENTS: CAR HAS NO CODES. ON ROAD TEST THE CAR FROM A DEAD STOP WILL SURGE AND THEN ACCELL NORMALLY. SET BASIC SETTING ROAD TESTED AGAIN, SAME PROBLEM
01/17/2009	11:05	WORKSHOP FINDINGS: SHUDDERS
01/17/2009	11:06	ADVISE TECH TO REPALCE MECHATRONCIS FLUID 7 LITERS, FILTER AND PERFROM BASIC SETTING INSTALLING MECH, 61 & 60
01/17/2009	11:18	SPECIAL ORDERED PARTS
01/17/2009	15:19	ISSUE SENT TO DEALERSHIP
01/20/2009	19:47	WAITING ON PARTS
01/21/2009	09:28	TAHNSK PLEASE UPDATE AFTER PARTS ARRIVE AND ARE INSTALLED
01/21/2009	19:42	INSTALLED MECHATRONICS MODULE AND FILTER. CAR DRIVING AS DESIGNED
01/22/2009	09:22	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
01/22/2009	09:22	ISSUE UPDATED

Consultant's Closing Comments

INSTALLED MECHATRONICS MODULE AND FILTER. CAR DRIVING AS DESIGNED

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
408242	RABBIT	2009	WVWFD71K19W [REDACTED]	4353	3885	01/19/2009	USA

Workshop Finding

n/a

Activity Date	Activity Time	Activity Comments
01/19/2009	10:12	C/S GER INDICATOR ARE FLASHING SHOP FINDINGS: DTC P0868 AND DTC P2711
01/19/2009	10:12	ISSUE OPENED BY DEALERSHIP
01/19/2009	10:19	CUSTOMER COMMENTS: C/S GER INDICATOR ARE FLASHING SHOP FINDINGS: DTC P0868 AND DTC P2711
01/19/2009	10:19	DANIEL, PLEASE REPLACE THE MECH UNIT, FLUID, FILTER, AND BOLTS.
01/22/2009	08:34	REPLACED MECH UNIT, FLUID, FILTER AND BOLTS. PERFORMED BASIC SETTING FOUND DTC 01087 BASIC SETTING NOT CARRIED OUT MECHANICAL MALFUNCTION ALSO FOUND METAL PARTICLES IN PAN WHEN REPLACING MECH UNIT.
01/22/2009	08:36	AFTER BASIC SETTING IT ONLY HAS 1ST 2ND AND 3RD GEAR
01/22/2009	08:43	A2 CASE TO BE ESCALATED FOR REVIEW. ADVISED THE TECH TO SET UP FOR THE TRANS BASIC SETTINGS.
01/22/2009	09:17	ADVISED THE TECH ON HOW TO PERFORM THE TRANS BASIC SETTINGS.
01/22/2009	09:52	ADVISED THE TECH TO COMPARE THE CONCERN TO A KNOWN GOOD VEHICLE. FAULTS HAVE NOT RETURNED BUT THERE IS A CLUNK NOISE WHEN SHIFTING FROM P TO D AND P TO R.
01/26/2009	18:14	ISSUE UPDATED
01/27/2009	17:37	VEHICLE IS REPAIRED PER NIKKI, TECH TO CLOSE THE VTA D1
01/27/2009	20:04	ISSUE SENT TO DEALERSHIP
01/30/2009	07:57	SORRY FOR DELAY REPAIRED VEHICLE ROAD TEST 20 MILES MOR OPERATING TO MANUF. SPEC.
01/30/2009	10:49	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
01/30/2009	10:49	ISSUE UPDATED

Consultant's Closing Comments

ADVISED THE TECH ON HOW TO PERFORM THE TRANS BASIC SETTINGS.

A2 CASE TO BE ESCALATED FOR REVIEW.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
408259	RABBIT	2008	WVWVFV71K58W	15911	3885	01/19/2009	USA

Workshop Finding

TEST DROVE VEHICLE AND VERIFIED CUSTOMER CONCERN. FOUND VEHICLE HAS HARD DOWNSHIFT THROUGH MOST GEARS. RAN GFF. NO FAULTS FOUND IN ECM OR TCM. NO TSB'S OR TECH TIPS FOR THIS CONCERN. VEHICLE HAS HARD MECHATRONICS UNIT INSTALLED, 10-29-08 AT 11,868 MILES. CUSTOMER HAS COMPLAINED ABOUT HARSH DOWNSHIFT SINCE 1465 MILES. MECHATRONICS UNIT DID NOT FIX CUSTOMER COMPLAINT. IS THERE ANY SOFTWARE UPDATES FOR THIS CONCERN?

Activity Date	Activity Time	Activity Comments
01/19/2009	10:39	CUSTOMER COMPLAINING OF HARD DOWNSHIFT. TEST DROVE VEHICLE AND VERIFIED CUSTOMER CONCERN. FOUND VEHICLE HAS HARD DOWNSHIFT THROUGH MOST GEARS. RAN GFF. NO FAULTS FOUND IN ECM OR TCM. NO TSB'S OR TECH TIPS FOR THIS CONCERN. VEHICLE HAS HARD MECHATRONICS UNIT INSTALLED, 10-29-08 AT 11,868 MILES. CUSTOMER HAS COMPLAINED ABOUT HARSH DOWNSHIFT SINCE 1465 MILES. MECHATRONICS UNIT DID NOT FIX CUSTOMER COMPLAINT. IS THERE ANY SOFTWARE UPDATES FOR THIS CONCERN?
01/19/2009	10:39	ISSUE OPENED BY DEALERSHIP
01/19/2009	10:45	ATTACHING GFF
01/19/2009	10:59	A2 ADVISED TECH TO UPDATE VTA WITH ECM MVB 32 FIELD 1/2, AND TCM MVB 54, THEN PERFORM MANUAL BASIC SETTINGS PER PROCEDURE BELOW. IF CONCERN IS GONE, CLOSE OUT VTA, IF CONCERN IS STILL PRESENT PLEASE CALL BACK. CLOSE OUT VTA WHEN COMPLETED. 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.
01/19/2009	10:59	CUSTOMER COMMENTS: CUSTOMER COMPLAINING OF HARD DOWNSHIFT.
01/19/2009	10:59	WORKSHOP FINDINGS: TEST DROVE VEHICLE AND VERIFIED CUSTOMER CONCERN. FOUND VEHICLE HAS HARD DOWNSHIFT THROUGH MOST GEARS. RAN GFF. NO FAULTS FOUND IN ECM OR TCM. NO TSB'S OR TECH TIPS FOR THIS CONCERN. VEHICLE HAS HARD MECHATRONICS UNIT INSTALLED, 10-29-08 AT 11,868 MILES. CUSTOMER HAS COMPLAINED ABOUT HARSH DOWNSHIFT SINCE 1465 MILES. MECHATRONICS UNIT DID NOT FIX CUSTOMER COMPLAINT. IS THERE ANY SOFTWARE UPDATES FOR THIS CONCERN?
01/19/2009	11:50	PERFORMED BASIC SETTINGS 61 AND 60 IN TCM AS PER GIULIO LANZA. TEST DROVE VEHICLE TO RESET TRANS. TEST DROVE AT VARIOUS SPEEDS AND IN VARIOUS GEARS. TEST DROVE VEHICLE APPROX. 20 MILES. SAVED ECM MVB 32 AND TCM MVB 54, ATTACHED. REDROVE VEHICLE AND STILL FOUND VEHICLE HAS HARSH DOWNSHIFTS AT TIMES. VEHICLE DOES NOT DO IT ALL THE TIME, BUT WHEN HAPPENS-IS VERY HARSH.
01/19/2009	12:11	VEHICLE HAS AN AFTERMARKET BOOST GAUGE; EXHAUST MAY BE MODIFIED, TECH WILL INSPECT. GET MVB 10 IN TCM ELCECTRONICS AS DISCUSSED, WOT (99%) TIP 3RD OR 4TH BETWEEN 2000-2500 RPM UNDER ACCEL
01/19/2009	12:59	ATTACHING VAS OF TCM MVB 10.
01/19/2009	13:03	GET THE SERIAL NUMBER FROM THE TRANSMISSION AND DO A THOROUGH FLUID INSPECTION, UPDATE THE VTA AND CALL BACK.
01/19/2009	17:16	FLUID LOOKS VERY CLEAN. NO DEBRIS FOUND AT ALL.
01/19/2009	19:53	PLEASE CALL IN WHEN YOU HAVE TIME, THANKS!
01/20/2009	11:02	ADVISED THE TECH TO GET THE ECM INFO REGARDING THE CHIPPING OF THE VEHICLE.
01/21/2009	13:02	FOUND VEHICLE STILL HAS REVO SOFTWARE INSTALLED, BUT HAS BEEN SET BACK TO "STOCK" SETTINGS. HAD OUR MOTORSPORTS DIVISION COME OVER AND COMPLETELY REMOVE THE REVO SOFTWARE FROM THE VEHICLE, PUTTING IT BACK TO FACTORY SETTINGS. TEST DROVE VEHICLE AGAIN. FOUND VEHICLE TO OPERATE AS DESIGNED AT THIS TIME. SHIFTING CONCERN HAS VANISHED. VEHICLE DRIVES VERY SMOOTH NOW.
01/21/2009	13:04	HAD CUSTOMER COME IN AND TEST DRIVE VEHICLE. CUSTOMER AGREES THAT VEHICLE IS OPERATING AS DESIGNED.
01/21/2009	17:15	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
01/21/2009	17:15	ISSUE UPDATED

Consultant's Closing Comments
FOUND VEHICLE STILL HAS REVO SOFTWARE INSTALLED, BUT HAS BEEN SET BACK TO "STOCK" SETTINGS. HAD OUR MOTORSPORTS DIVISION COME OVER AND COMPLETELY REMOVE THE REVO SOFTWARE FROM THE VEHICLE, PUTTING IT BACK TO FACTORY SETTINGS. TEST DROVE VEHICLE AGAIN. FOUND VEHICLE TO OPERATE AS DESIGNED AT THIS TIME. SHIFTING CONCERN HAS VANISHED. VEHICLE DRIVES VERY SMOOTH NOW.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
408561	JETTA	2008	3VWRJ71K18M [REDACTED]	6432	3885	01/19/2009	USA

Workshop Finding

MVB 54

Activity Date	Activity Time	Activity Comments
01/19/2009	15:44	CAR JERKS HARD WHEN COMING OFF A COMPLETE STOP.NO DTCS IN TRANNY ALSO WHEN ON HILLS TRANNY WILL DISENGAGE AND ROLL BACK. PLZ ADVISE. JOSEPH REDMOND 425160
01/19/2009	15:44	ISSUE OPENED BY DEALERSHIP
01/19/2009	16:11	GET MVB 54 FROM THE TCM ELECTRONICS AND CALL BACK IN, THANKS!
01/19/2009	16:11	WORKSHOP FINDINGS: MVB 54
01/19/2009	16:19	PULLED MVB#54 FIELD HAS THIS VALUE J10E0436
01/19/2009	16:27	AFTER REVIEWING MVB 54 ADVISED TECH TO REPLACE MECH UNIT, BOLTS, FILTER AND FLUID, RERUN MANUAL BASIC SETTINGS AND CLOSE OUT VTA WHEN COMPLETED.
01/20/2009	09:04	PARTS ON ORDER
01/20/2009	18:03	MECH ON ORDER P1
01/22/2009	16:46	CAR WILL BE LEAVE DEALERSHIP HEADED TO CALIFORNIA WILL HAVE REPAIRS MADE THERE. PLZ CLOSE AND THANKS JOSEPH REDMOND 425160
01/22/2009	18:57	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
01/22/2009	18:57	ISSUE UPDATED

Consultant's Closing Comments

CAR WILL BE LEAVE DEALERSHIP HEADED TO CALIFORNIA WILL HAVE REPAIRS MADE THERE. PLZ CLOSE AND THANKS

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
408657	EOS	2008	WVWBA71F58V [REDACTED]	8073	3885	01/19/2009	USA

Workshop Finding

BASIC SETTINGS DID NOT HELP. MVB 54 J04

Activity Date	Activity Time	Activity Comments
01/19/2009	17:34	CUSTOMER STATED THE CAR DOES NOT ACCELERATE WHEN PUT INTO GEAR THERE IS A LONG DELAY THEN THE TRANS SLAMS INTO GEAR. VERIFIED CUSTOMERS CONCERN FOUND THAT THE IT WOULD SLAM USUALLY WHEN THEM VEHICLE WAS AT OPERATING TEMPERATURE. RAN GFF FOUND NO STORED FAULT CODES. CHECKED FOR TECH SOLUTIONS AND FOUND NONE. CALLING FOR AID IN DIAGNOSIS
01/19/2009	17:34	ISSUE OPENED BY DEALERSHIP
01/19/2009	17:36	CUSTOMER COMMENTS: CUSTOMER STATED THE CAR DOES NOT ACCELERATE WHEN PUT INTO GEAR THERE IS A LONG DELAY THEN THE TRANS SLAMS INTO GEAR. VERIFIED CUSTOMERS CONCERN FOUND THAT THE IT WOULD SLAM USUALLY WHEN THEM VEHICLE WAS AT OPERATING TEMPERATURE. RAN GFF FOUND NO STORED FAULT CODES. CHECKED FOR TECH SOLUTIONS AND FOUND NONE. CALLING FOR AID IN DIAGNOSIS
01/19/2009	17:36	ISSUE SENT TO DEALERSHIP
01/19/2009	17:36	REPLACE THE MECHATRONIC, FILTER, FLUID AND BOLTS. CHECK FOR CONTAMINANTS AS DISCUSSED.
01/19/2009	17:36	WORKSHOP FINDINGS: BASIC SETTINGS DID NOT HELP. MVB 54 J04
01/26/2009	13:47	SPOKE TO MARK STATES PARTS JUST ARRIVED P2 STILL WORKING
01/30/2009	08:28	TECHNICIAN 2355 REMOVED AND REPLACED MECHATRONICS UNIT, CLEARED ALL FAULTS AND TEST DROVE VEHICLE VEHICLE IS OPERATING TO VW SPECIFICATIONS AT THIS TIME.
01/30/2009	10:50	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
01/30/2009	10:50	ISSUE UPDATED

Consultant's Closing Comments

TECHNICIAN 2355 REMOVED AND REPLACED MECHATRONICS UNIT, CLEARED ALL FAULTS AND TEST DROVE VEHICLE

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
408749	RABBIT	2007	WVWHV71K87W [REDACTED]	7904	3885	01/20/2009	USA

Workshop Finding

TECH VERIFIED THE CONCERN. 1 FAULT IN THE TCM.

Activity Date	Activity Time	Activity Comments
01/20/2009	09:15	ISSUE OPENED BY DEALERSHIP
01/20/2009	09:15	OWNER STATES TRANSMISSION POPS OUT OF GEAR IN AUTO OR MANUAL.ROAD TESTED DURING WEEKEND AND WAS ABLE TO VERIFY.PERFORMED BASIC SETTING AND CHECKED DTC,S.NO FAULTS IN ENGINE OR TRANSMISSION.
01/20/2009	10:50	ADVISED THE TECH TO REPLACE THE MECH UNIT, FLUID, FILTER, INPUT SPEED/TEMP SENSOR AND BOLTS FOR THE MECH UNIT.
01/20/2009	10:50	CUSTOMER COMMENTS: OWNER STATES TRANSMISSION POPS OUT OF GEAR IN AUTO OR MANUAL.ROAD TESTED DURING WEEKEND AND WAS ABLE TO VERIFY.PERFORMED BASIC SETTING AND CHECKED DTC,S.NO FAULTS IN ENGINE OR TRANSMISSION.
01/20/2009	10:50	WORKSHOP FINDINGS: TECH VERIFIED THE CONCERN. 1 FAULT IN THE TCM.
01/22/2009	08:13	MECH UNIT IS RED ORDERED.WILL OPEN NEW TICKET IF NEEDED.
01/22/2009	11:13	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
01/22/2009	11:13	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
409043	RABBIT	2008	WVWKC71K98W [REDACTED]	19446	3735	01/20/2009	USA

Workshop Finding

FIRST TIME REPLACED MECHATRONICS UNIT, SECOND TIME TOLD NOT TO DO ANYTHING. GREG EDGE (QTM) DROVE CAR WITH SERVICE MANAGER AND CUSTOMER, VERIFIED. GREG THINKS THE MECHATRONICS REQUIRES REPLACEMENT AGAIN.

Activity Date	Activity Time	Activity Comments
01/20/2009	13:45	ISSUE OPENED BY DEALERSHIP
01/20/2009	13:45	JERKING ON ACCELERATION WHILE DRIVING, THIRD TIME IN FOR SAME COMPLAINT, FIRST TIME REPLACED MECHATRONICS UNIT, SECOND TIME TOLD NOT TO DO ANYTHING. GREG EDGE (QTM) DROVE CAR WITH SERVICE MANAGER AND CUSTOMER, VERIFIED. GREG THINKS THE MECHATRONICS REQUIRES REPLACEMENT AGAIN.
01/20/2009	13:58	CUSTOMER COMMENTS: JERKING ON ACCELERATION WHILE DRIVING, THIRD TIME IN FOR SAME COMPLAINT,
01/20/2009	13:58	ISSUE SENT TO DEALERSHIP
01/20/2009	13:58	WORKSHOP FINDINGS: FIRST TIME REPLACED MECHATRONICS UNIT, SECOND TIME TOLD NOT TO DO ANYTHING. GREG EDGE (QTM) DROVE CAR WITH SERVICE MANAGER AND CUSTOMER, VERIFIED. GREG THINKS THE MECHATRONICS REQUIRES REPLACEMENT AGAIN.
01/20/2009	14:08	PLEASE CHECK MVB 32, CHECK MVB 33 WHEN THE JERKING OCCURS, SEE IF THE ENGINE IS TOO RICH, CHECK FOR LIQUID FUEL IN PURGE LINE, AND IN CANISTER.
01/20/2009	14:09	ISSUE UPDATED
01/20/2009	16:37	REMOVED LINE FROM PURGE VALVE, DRY, NO SIGNS OF FUEL SATURATION. MEASURED VALUE BLOCK 32 READS AS FOLLOWS. 0.2% 3.1% 0.4% 2.3% MEASURED VALUE BLOCK 33 READS AS FOLLOWS -5.5% 1.520 V -4.7% 1.520 V
01/21/2009	08:47	PLEASE CALL AND CHECK IN
01/21/2009	10:45	CORRECTION MVB 54 IN TRANS ELECTRONICS
01/21/2009	10:45	PLEASE CHECK MVB 54 IN ENGINE ELECTRONICS.
01/21/2009	11:13	ADVISED THE TECH TO REPLACE THE TRANS.
01/28/2009	12:06	CALLED DEALERSHIP AND SPOKE WITH MARK. CAR IS BEING WORKED ON. PARTS HAVE ARRIVED.
01/29/2009	09:48	REPLACED THE TRANS ASSEMBLY, RESET ALL BASIC SETTING OF DSG, EXTENDED ROADTEST, VERIFIED DRIVES FINE.
01/29/2009	16:41	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
01/29/2009	16:41	ISSUE UPDATED

Consultant's Closing Comments

REPLACED TRANSMISSION

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
409372	JETTA	2008	3VWRJ71K58M [REDACTED]	8782	3885	01/21/2009	USA

Workshop Finding

TECH VERIFIED THE CONCERN. TRANS HAS A HARSH SHIFT FROM A STOP. NO FAULTS IN THE ECM OR TCM. FLUID LEVEL AND CONDITION ARE GOOD.

Activity Date	Activity Time	Activity Comments
01/21/2009	09:38	ISSUE OPENED BY DEALERSHIP
01/21/2009	09:38	WHEN LEAVING FROM A STOP CAR JERKS FORWARD, AND ALSO WHEN YOUR GOING ON A SLIGHT UPHILL CAR DOESNT HOLD IT STARTS TO GO BACKWARDS,THE IT TRYs TO STOP ,AND IT RELEASES AND THE CAR STARTS GOING BACK. NO DTCS IN TRANSMISSION
01/21/2009	09:42	ADVISED THE TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT.
01/21/2009	09:42	CUSTOMER COMMENTS: WHEN LEAVING FROM A STOP CAR JERKS FORWARD, AND ALSO WHEN YOUR GOING ON A SLIGHT UPHILL CAR DOESNT HOLD IT STARTS TO GO BACKWARDS,THE IT TRYs TO STOP ,AND IT RELEASES AND THE CAR STARTS GOING BACK. NO DTCS IN TRANSMISSION
01/21/2009	09:42	WORKSHOP FINDINGS: TECH VERIFIED THE CONCERN. TRANS HAS A HARSH SHIFT FROM A STOP. NO FAULTS IN THE ECM OR TCM. FLUID LEVEL AND CONDITION ARE GOOD.
01/21/2009	09:44	ORDERED PARTS, CLOSE TICKET, GONNA RELEASE CAR
01/21/2009	09:51	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
01/21/2009	09:51	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
409724	EOS	2008	WVWFA71F58V [REDACTED]	13697	3885	01/21/2009	USA

Workshop Finding

TECH STATES 2ND TIME IN, DELAY WHEN TAKING OFF IN 1ST AND 2ND GEAR, ON PREVIOUS 3K AGO RESET BASIC SETTINGS, AND CAR WAS FINE, RE-SET BASIC SETTINGS THIS TIME WITH NO CHANGE.

Activity Date	Activity Time	Activity Comments
01/21/2009	15:46	HESITATION ON ACCEL FROM STOP
01/21/2009	15:46	ISSUE OPENED BY DEALERSHIP
01/21/2009	15:53	CUSTOMER COMMENTS: HESITATION ON ACCEL FROM STOP
01/21/2009	15:53	PLEASE CHECK MVB 54 IN TRANS.
01/21/2009	15:53	WORKSHOP FINDINGS: TECH STATES 2ND TIME IN, DELAY WHEN TAKING OFF IN 1ST AND 2ND GEAR, ON PREVIOUS 3K AGO RESET BASIC SETTINGS, AND CAR WAS FINE, RE-SET BASIC SETTINGS THIS TIME WITH NO CHANGE.
01/21/2009	15:54	TECH STATSE MVB 54 READS H 17 K 0201
01/21/2009	15:57	PLEASE REPLACE THE MECHATRONICS UNIT
01/22/2009	10:02	MECHATRONIC UNIT WAS THE FIX
01/22/2009	23:08	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
01/22/2009	23:08	ISSUE UPDATED

Consultant's Closing Comments

REPLACE THE MECHATRONICS

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
409745	RABBIT	2008	WVWKC71K98W [REDACTED]	14747	3885	01/21/2009	USA

Workshop Finding

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

Activity Date	Activity Time	Activity Comments
01/21/2009	16:08	CUSTOMER STATES THE VEHICLE WILL INTERMITTANTLY SHUTTER WHILE DRIVING. FEELS LIKE POWER GETTING CUT MULTIPLE TIMES IN A ROW..... NO FAULTS IN SYSTEM, FOUND CONCERN WHEN AT A STOP AND LET FOOT OF BRAKE FEELS LIKE A DOUBLE CLUTCH FEEL.
01/21/2009	16:08	ISSUE OPENED BY DEALERSHIP
01/21/2009	16:21	ADVISED THE TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND THE BOLTS FOR THE MECH UNIT.
01/21/2009	16:21	CUSTOMER COMMENTS: CUSTOMER STATES THE VEHICLE WILL INTERMITTANTLY SHUTTER WHILE DRIVING. FEELS LIKE POWER GETTING CUT MULTIPLE TIMES IN A ROW..... NO FAULTS IN SYSTEM, FOUND CONCERN WHEN AT A STOP AND LET FOOT OF BRAKE FEELS LIKE A DOUBLE CLUTCH FEEL.
01/21/2009	16:21	WORKSHOP FINDINGS: TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM.
01/21/2009	16:40	THE PART NUMBER FOR MECH UNIT IS 000 325 025 X ZC6 NONE IN COUNTRY IS THAT THE CORRECT PART #
01/21/2009	16:42	TECH TO RED ORDER THE PARTS.
01/21/2009	16:46	NO PARTS IN STOCK... THANKS
01/21/2009	17:41	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
01/21/2009	17:41	ISSUE UPDATED

Consultant's Closing Comments

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

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
409864	EOS	2009	WVWBA71F49V [REDACTED]	23	3885	01/22/2009	USA

Workshop Finding

TEH VERIFIED THE CONCERN. 1 FAULT IN THE TCM.

Activity Date	Activity Time	Activity Comments
01/22/2009	09:00	ISSUE OPENED BY DEALERSHIP
01/22/2009	09:00	TECH HAD VEHICLE FOR EL ON RAN GFF FOUND FAULT P1820 RAN TEST PLAN ALL IN SPEC TEST DROVE WHILE IN MOTION VEHICLE WOULD LOOSE COMPLETE ACCELERATION SHIFT LIGHTS ON DASH WOULD FLASH AND AFTER CYCLING KEY WOULD BE FINE BUT DRIVE AGAIN AND SAME PROBLEM WOULD OCCUR
01/22/2009	09:23	ADVISED THE TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT.
01/22/2009	09:23	CUSTOMER COMMENTS: TECH HAD VEHICLE FOR EL ON RAN GFF FOUND FAULT P1820 RAN TEST PLAN ALL IN SPEC TEST DROVE WHILE IN MOTION VEHICLE WOULD LOOSE COMPLETE ACCELERATION SHIFT LIGHTS ON DASH WOULD FLASH AND AFTER CYCLING KEY WOULD BE FINE BUT DRIVE AGAIN AND SAME PROBLEM WOULD OCCUR
01/22/2009	09:23	WORKSHOP FINDINGS: TEH VERIFIED THE CONCERN. 1 FAULT IN THE TCM.
01/29/2009	12:44	WORKING ON VEHICLE RIGHT NOW.
01/29/2009	13:18	P1 SPOKE TO ALISHA. VEHICLE WAITING ON RED ORDERED PART.
01/30/2009	13:47	TECH REPLACED MECH UNIT PERFORMED BASIC SETTINGS WHEN TOLD TO ROADTEST TECH DID SO WOULD NOT SHIFT STAYED IN 1 GEAR TECH THEN FOUND FAULT FOR BASIC SETTINGS NOT CARRIED OUT MECHANICAL MALFUNCTION TECH THER PERFORMED BASIC SETTING AGAIN NOW WILL SHIFT OUT OF FIRST GEAR THEN WILL NOT SHIFT AFTER THAT RAN CODES AGAIN SAME FAULT WAS STORED
01/30/2009	14:02	ADVISED TECH TO PERFORM MANUAL BASIC SETTINGS PER PROCEDURE BELOW. 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.
01/30/2009	15:08	TECH COMPLETED VEHICLE
01/30/2009	15:24	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
01/30/2009	15:24	ISSUE UPDATED

Consultant's Closing Comments

TECH REPLACED 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
410110	JETTA	2008	3VWRJ71K28M [REDACTED]	3718	3885	01/22/2009	USA

Workshop Finding

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

Activity Date	Activity Time	Activity Comments
01/22/2009	12:54	CUSTOMER STATES THE TRANS SEEMS TO LAG ON ACCELERATION. CHECKED FOR FAULTS, NONE. TEST DROVE CAR. TRANS WOULD LURCH FORWARD FROM A STOP. DECELERATION WOULD PRODUCE A JERKING SENSATION IN 2ND OR 3RD GEAR. CONDITION WAS THE SAME EITHER HOT OR COLD. LURCHING COLD IS SIMILAR TO A 01M UNIT WITH LOW FLUID. DIDN'T FIND ANY LEAKS DURING THE 5K MAINT. WHICH WAS BEING DONE CONCURRENTLY. CHECKED TECHNICAL SOLUTIONS. NO APPLICABLE TSBS.
01/22/2009	12:54	ISSUE OPENED BY DEALERSHIP
01/22/2009	13:08	ADVISED THE TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT.
01/22/2009	13:08	CUSTOMER COMMENTS: CUSTOMER STATES THE TRANS SEEMS TO LAG ON ACCELERATION. CHECKED FOR FAULTS, NONE. TEST DROVE CAR. TRANS WOULD LURCH FORWARD FROM A STOP. DECELERATION WOULD PRODUCE A JERKING SENSATION IN 2ND OR 3RD GEAR. CONDITION WAS THE SAME EITHER HOT OR COLD. LURCHING COLD IS SIMILAR TO A 01M UNIT WITH LOW FLUID. DIDN'T FIND ANY LEAKS DURING THE 5K MAINT. WHICH WAS BEING DONE CONCURRENTLY. CHECKED TECHNICAL SOLUTIONS. NO APPLICABLE TSBS.
01/22/2009	13:08	WORKSHOP FINDINGS: TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM.
01/23/2009	10:27	PARTS ORDERED. CAR RETURNED TO CUSTOMER. CLOSING TICKET.
01/25/2009	20:18	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
01/25/2009	20:18	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
410312	EOS	2007	WVWDB71F97V [REDACTED]	19532	3885	01/22/2009	USA

Workshop Finding

TECH VERIFIED THE CONCERN. 3 FAULTS IN THE TCM. FAULTS HAVE BEEN ERASED AND THE BASIC SETTINGS HAVE BEEN PERFORMED. VEHICLE SHIFTS HARD AND LOUD INTO GEAR.

Activity Date	Activity Time	Activity Comments
01/22/2009	16:20	CUSTOMER STATES VEHICLE IS NOT ACCELERATING AS DESIGNED. SCANNED VEHICLE FOR DTC'S. FOUND FAULTS P0868-TRANSMISSION PRESSURE ADAPTATION AT IMPACT UPPER LIMIT EXCEEDED, P1814-PRESSURE CONTROL VALVE-1-OPEN/SHORT CIRCUIT TO GROUND, P01819-PRESSURE CONTROL VALVE-2-OPEN/SHORT CIRCUIT TO GROUND. ATTEMPTED TO SET BASIC SETTINGS. FOUND BASIC SETTINGS TO SET WITHOUT PROBLEMS. NOTICED WHEN ENGAGING VEHICLE IN DRIVE, VEHICLE ENGAGES HARD AND MAKES LOUD CLUNK NOISE.
01/22/2009	16:20	ISSUE OPENED BY DEALERSHIP
01/22/2009	16:31	ADVISED THE TECH TO ROAD TEST THE VEHICLE AND RECHECK FAULTS.
01/22/2009	16:31	CUSTOMER COMMENTS: CUSTOMER STATES VEHICLE IS NOT ACCELERATING AS DESIGNED. SCANNED VEHICLE FOR DTC'S. FOUND FAULTS P0868-TRANSMISSION PRESSURE ADAPTATION AT IMPACT UPPER LIMIT EXCEEDED, P1814-PRESSURE CONTROL VALVE-1-OPEN/SHORT CIRCUIT TO GROUND, P01819-PRESSURE CONTROL VALVE-2-OPEN/SHORT CIRCUIT TO GROUND. ATTEMPTED TO SET BASIC SETTINGS. FOUND BASIC SETTINGS TO SET WITHOUT PROBLEMS. NOTICED WHEN ENGAGING VEHICLE IN DRIVE, VEHICLE ENGAGES HARD AND MAKES LOUD CLUNK NOISE.
01/22/2009	16:31	WORKSHOP FINDINGS: TECH VERIFIED THE CONCERN. 3 FAULTS IN THE TCM. FAULTS HAVE BEEN ERASED AND THE BASIC SETTINGS HAVE BEEN PERFORMED. VEHICLE SHIFTS HARD AND LOUD INTO GEAR.
01/22/2009	16:41	UPON ATTEMPTING TO TEST DRIVE VEHICLE, FOUND VEHICLE UNABLE TO MOVE EVEN AFTER PLACING IN REVERSE OR DRIVE. RECHECKED FAULTS. FOUND CODE P1815-PRESSURE CONTROL VALVE-1-SHORT CIRCUIT TO B+, AND P1820-PRESSURE CONTROL VALVE-2-SHORT CIRCUIT TO B+ IN GEARBOX ELECTRONICS. CLUNK WHEN SELECTING DRIVE STILL PRESENT.
01/22/2009	16:45	ADVISED THE TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT.
01/22/2009	17:29	ADVISED TO REPLACE MECHATRONIC UNIT, FILTER, FLUID AND BOLTS FOR UNIT. ORDERED NEEDED COMPONENTS.
01/22/2009	17:31	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
01/22/2009	17:31	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
410316	JETTA	2008	3VWRJ71K28M [REDACTED]	10109	3885	01/22/2009	USA

Workshop Finding

GFF RAN, BASIC SETTINGS RAN AND NO ISSUE THERE

Activity Date	Activity Time	Activity Comments
01/22/2009	16:22	CUSTOMER STATES ON AT LEAST 3 OCCASIONS THERE WAS A ISSUE WITH THE TRANSMISSION,SERVICE ADVISOR PUT VEHICLE IN DRIVE AND IT WOULD NOT MOVE WHEN I WENT TO GET THE VEHICLE TO WORK ON I HAD NO PROBLEM MOVING VEHICLE PERFORM GFF FOUND CODE (P2711) IMPLAUSIBLE TRANSMISSION SHIFT SEQUENCE,G501-DRIVESHAFT SPEED SENSOR 1/G502-DRIVESHAFT SPEED SENSOR 2'PERFORM TEST PLAN AND ITS DISPLAY THAT BOTH SENSORS ARE OK AND NOW WORKING AFTER TEST DRIVING VEHICLE IT RUNS OK AND HAD NO PROBLEM AND CUSTOMER HAD TO LEAVE WITH HER VEHICLE
01/22/2009	16:22	ISSUE OPENED BY DEALERSHIP
01/22/2009	16:34	CUSTOMER COMMENTS: CUSTOMER STATES ON AT LEAST 3 OCCASIONS THERE WAS A ISSUE WITH THE TRANSMISSION,SERVICE ADVISOR PUT VEHICLE IN DRIVE AND IT WOULD NOT MOVE WHEN I WENT TO GET THE VEHICLE TO WORK ON I HAD NO PROBLEM MOVING VEHICLE PERFORM GFF FOUND CODE (P2711) IMPLAUSIBLE TRANSMISSION SHIFT SEQUENCE,G501-DRIVESHAFT SPEED SENSOR 1/G502-DRIVESHAFT SPEED SENSOR 2'PERFORM TEST PLAN AND ITS DISPLAY THAT BOTH SENSORS ARE OK AND NOW WORKING AFTER TEST DRIVING VEHICLE IT RUNS OK AND HAD NO PROBLEM AND CUSTOMER HAD TO LEAVE WITH HER VEHICLE
01/22/2009	16:34	GET THE VEHICLE BACK IN AND GET MVB 54 FROM THE TCM; CALL WHEN THE VEHICLE RETURNS. IF THE VEHICLE IS NOT BACK TOMORROW, CLOSE THE VTA AND REOP ONE WITH THE REQUESTED INFORMATION.
01/22/2009	16:34	WORKSHOP FINDINGS: GFF RAN, BASIC SETTINGS RAN AND NO ISSUE THERE
01/22/2009	16:35	ISSUE SENT TO DEALERSHIP
01/22/2009	16:35	VEHICLE NOT AT THE DEALER CURRENTLY C1
01/22/2009	16:42	CUSTOMER NEEDED TO TAKE VEHICLE AT THIS TIME,IF PROBLEM CONTINUES CUSTOMER WILL RESCHEDULE FOR FURTHER DIAGNOSTICS
01/22/2009	18:57	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
01/22/2009	18:57	ISSUE UPDATED

Consultant's Closing Comments

CUSTOMER NEEDED TO TAKE VEHICLE AT THIS TIME,IF PROBLEM CONTINUES CUSTOMER WILL RESCHEDULE FOR FURTHER DIAGNOSTICS

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
410448	EOS	2007	WVWFA71F87V [REDACTED]	28323	3885	01/23/2009	USA

Workshop Finding

MFI BLANKS OUT

Activity Date	Activity Time	Activity Comments
01/23/2009	09:29	CUSTOMER STATES THAT WHILE DRIVING, COMING TO A STOP, THE GEAR SELECTION LIGHTS UP ALL GEARS. VEHICLE WON'T SHIFT THROUGH THE GEARS. I HAVE ONLY BEEN ABLE TO DUPLICATE THIS ONR TIME. THE CUSTOMER SAYS IT HAS HAPPENED 4 OR 5 TIMES. IF THE CAR IS TURNED OFF AND RESTARTED ALL IS FINE UNTIL THE NEXT TIME THIS HAPPENS. GFF FINDS NO CODES
01/23/2009	09:29	ISSUE OPENED BY DEALERSHIP
01/23/2009	09:35	ADVISE TECH TO INSPECT CONNECTION AT THE 18 PIN CONNECTOR IF O/K REPLACE MECHATRONICS AND FLUID AND FILTER ALSO PERFORM BASIC SETTING AFTER REPAIR
01/23/2009	09:35	CUSTOMER COMMENTS: CUSTOMER STATES THAT WHILE DRIVING, COMING TO A STOP, THE GEAR SELECTION LIGHTS UP ALL GEARS. VEHICLE WON'T SHIFT THROUGH THE GEARS. I HAVE ONLY BEEN ABLE TO DUPLICATE THIS ONR TIME. THE CUSTOMER SAYS IT HAS HAPPENED 4 OR 5 TIMES. IF THE CAR IS TURNED OFF AND RESTARTED ALL IS FINE UNTIL THE NEXT TIME THIS HAPPENS. GFF FINDS NO CODES
01/23/2009	09:35	WORKSHOP FINDINGS: MFI BLANKS OUT
01/28/2009	10:08	STILL WAITING ON PARTS I WILL BE REPLACING THE MECHATRONICS. WILL ADVISE AFTER REPAIR
01/28/2009	13:48	UPDATE AFTER PARTS ARE RECEIVED
02/02/2009	08:56	RECEIVED AND INSTALLED MECHATRONICS TEST DROVE AND CUSTOMER TOOK VEHICLE
02/03/2009	08:07	THANKS CUSTOMER HAS VEHICLE AFTER REPAIR
02/03/2009	10:59	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
02/03/2009	10:59	ISSUE UPDATED

Consultant's Closing Comments

RECEIVED AND INSTALLED MECHATRONICS TEST DROVE AND CUSTOMER TOOK VEHICLE

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
410914	JETTA	2008	3VWDJ71K08M [REDACTED]	13318	3885	01/26/2009	USA

Workshop Finding

n/a

Activity Date	Activity Time	Activity Comments
01/26/2009	09:09	ISSUE OPENED BY DEALERSHIP
01/26/2009	09:09	TRANS SHUTTERS WHEN TAKING OFF FORM START NO CODES FOUND
01/26/2009	09:19	ADVSIED TO REPLACE MECHATRONICS UNIT, FLUID, FILTER AND BOLTS.
01/26/2009	09:19	CUSTOMER COMMENTS: TRANS SHUTTERS WHEN TAKING OFF FORM START NO CODES FOUND
01/26/2009	09:20	ISSUE UPDATED
01/29/2009	16:55	WAITING ON PARTS THEY ARE RED ORDERED
01/29/2009	17:32	P1 WAITING ON PARTS. THANK YOU FOR THE UPDATE.
01/30/2009	21:01	PARTS ARE IN TODAY BUT CAME IN DAMAGED.SEE ATTACHED PICTURES.
02/02/2009	08:55	PARTS RECEIVED DAMAGED. THANK YOU FOR THE UPDATE.
02/04/2009	16:14	PARTS ON RED ORDER WAITING ON NEW PARTS
02/04/2009	16:16	P1 WAITING ON BACK ORDERED PARTS. THANK YOU FOR THE UPDATE.
02/05/2009	14:52	A2 TECH STATED HE COULD NOT CARRY OUT BASIC SETTINGS PER GUIDED FUNCTIONS, ADVISED TECH TO PERFORM MANUAL BASIC SETTINGS PER PROCEDURE BELOW THEN CLOSE OUT VTA. 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.
02/05/2009	15:34	MANUALY SET BASIC SETTING STILL WONT SHIFT OUT OF SECOND GEAR HAS CODE FOR INCORRECT BASIC SETTING IN TCM
02/05/2009	16:03	CHECK AND ADJUST FLUID LEVEL, PERFORM CAP DISCHARGE AND RE ATTEMPT BASIC SETTINGS.
02/06/2009	08:56	PERFORM CAP DISCHARGE THEN SET BASIC SETTING AND TEST DROVE CODE WENT AWAY TRANS SHIFTS PROPERLY
02/06/2009	09:03	CLOSE
02/06/2009	09:48	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
02/06/2009	09:48	ISSUE UPDATED

Consultant's Closing Comments

PERFORM CAP DISCHARGE THEN SET BASIC SETTING AND TEST DROVE CODE WENT AWAY TRANS SHIFTS PROPERLY

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
411003	RABBIT	2008	WVWKC71K88W [REDACTED]	23319	3885	01/26/2009	USA

Workshop Finding

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

Activity Date	Activity Time	Activity Comments
01/26/2009	10:44	CUSTOMER STATES TRANS JERKS WHILE ENGAGING, USUALLY FROM REVERSE. PERFORMED ADAPTATION IN CHANNEL 60/ 61, CONDITION STILL PRESENT. NO FAULTS IN ECM OT TCM.
01/26/2009	10:44	ISSUE OPENED BY DEALERSHIP
01/26/2009	12:30	ADVISED THE TECH TO CHECK THE FUEL TRIM AND MASS AIR READINGS. IF THE RESULTS ARE IN SPEC, REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT.
01/26/2009	12:30	CUSTOMER COMMENTS: CUSTOMER STATES TRANS JERKS WHILE ENGAGING, USUALLY FROM REVERSE. PERFORMED ADAPTATION IN CHANNEL 60/ 61, CONDITION STILL PRESENT. NO FAULTS IN ECM OT TCM.
01/26/2009	12:30	WORKSHOP FINDINGS: TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM. BASIC SETTINGS PERFORMED.
01/26/2009	13:37	FUEL TRIM (MVB 32, FIELDS 1-4): -0.4%, 2.3%, -0.4%, 1.6%. MAFS READING (MVB 2, FIELD 4): 3.2 G/S. ORDERED MECHATRONICS UNIT, FILTER, FLUID, AND BOLTS. THANKS.
01/26/2009	21:06	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
01/26/2009	21:06	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
411036	RABBIT	2008	WVWKC71K68W [REDACTED]	11651	3885	01/26/2009	USA

Workshop Finding

n/a

Activity Date	Activity Time	Activity Comments
01/26/2009	11:26	CUST. STATES WHEN SHIFTING IN 4 GEAR RPMS DOESN'T STAY CONSTANT, TEST DROVE VEHICLE NOTCIE THAT RPMS FLUCTUATES AND THAT TRANS SHUTTERS, NO DTC'S STORED IN CONTROL MODULES, MVB 54 VALUE H33, PERFORMED BASIC SETTINGS ON MECH UNIT, TEST DROVE, STILL SHUTTERS, TCM #02E300011CC VW 1405
01/26/2009	11:26	ISSUE OPENED BY DEALERSHIP
01/26/2009	11:30	CUSTOMER COMMENTS: CUST. STATES WHEN SHIFTING IN 4 GEAR RPMS DOESN'T STAY CONSTANT, TEST DROVE VEHICLE NOTCIE THAT RPMS FLUCTUATES AND THAT TRANS SHUTTERS, NO DTC'S STORED IN CONTROL MODULES, MVB 54 VALUE H33, PERFORMED BASIC SETTINGS ON MECH UNIT, TEST DROVE, STILL SHUTTERS, TCM #02E300011CC VW 1405
01/26/2009	11:30	REPLACE THE MECHATRONIC AND BOLTS
01/26/2009	14:06	REPLACED MECH UNIT, PERFORMED BASIC SETTINGS, TEST DROVE, OPERATING TO SPEC.
01/26/2009	15:49	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
01/26/2009	15:49	ISSUE UPDATED

Consultant's Closing Comments

REPLACED MECH UNIT, PERFORMED BASIC SETTINGS, TEST DROVE, OPERATING TO SPEC.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
411247	JETTA	2008	3VWRJ71K28M [REDACTED]	10372	3885	01/26/2009	USA

Workshop Finding

MVB 54 IS H48

Activity Date	Activity Time	Activity Comments
01/26/2009	14:53	AFTER PUTTING VEHICLE IN DRIVE IT WOULD NOT MOVE AFTER SEVRAL ATEMPS THEN VEHICLE MOVE IN DRIVE
01/26/2009	14:53	ISSUE OPENED BY DEALERSHIP
01/26/2009	16:54	CUSTOMER COMMENTS: AFTER PUTTING VEHICLE IN DRIVE IT WOULD NOT MOVE AFTER SEVRAL ATEMPS THEN VEHICLE MOVE IN DRIVE
01/26/2009	16:54	REPLACE THE MECHATRONIC AND BOLTS AS PER PRODUCT SUPPORT
01/26/2009	16:54	WORKSHOP FINDINGS: MVB 54 IS H48
01/26/2009	18:13	NOTIFIED CUSTOMER,PART ON ORDER,NO LISTING ANYWHERE AT THIS TIME,RED ORDER,CUSTOMER WILL PICK UP VEHICLE AND BRING BACK WHEN PARTS ARRIVE
01/27/2009	11:00	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
01/27/2009	11:00	ISSUE UPDATED

Consultant's Closing Comments

REPLACE MECHATRONIC

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
411299	JETTA	2008	3VWRA71KX8M	7834	3885	01/26/2009	USA

Workshop Finding

AUTO TRANS FEELS LIKE IT WANTS TO STALL, WHEN ON HILL CAR WILL ROLL BACK FELLING LIKE IN NETUAL AND TRY TO RENGAGE GEAR. CHECK WITH A NEW CAR AND ON THE SAME HILL IT DID NOT ROLL BACK HELD POSISTION AND PULLED FOWARD. NO FAULTS IN SYSTEM

Activity Date	Activity Time	Activity Comments
01/26/2009	15:49	AUTO TRANS FEELS LIKE IT WANTS TO STALL, WHEN ON HILL CAR WILL ROLL BACK FELLING LIKE IN NETUAL AND TRY TO RENGAGE GEAR. CHECK WITH A NEW CAR AND ON THE SAME HILL IT DID NOT ROLL BACK HELD POSISTION AND PULLED FOWARD. NO FAULTS IN SYSTEM
01/26/2009	15:49	ISSUE OPENED BY DEALERSHIP
01/27/2009	08:50	CUSTOMER COMMENTS: AUTO TRANS FEELS LIKE IT WANTS TO STALL, WHEN ON HILL CAR WILL ROLL BACK FELLING LIKE IN NETUAL AND TRY TO RENGAGE GEAR. CHECK WITH A NEW CAR AND ON THE SAME HILL IT DID NOT ROLL BACK HELD POSISTION AND PULLED FOWARD. NO FAULTS IN SYSTEM
01/27/2009	08:50	ENGINE AND TRANSMISSION MUST BE UP TO OPERATING TEMPERATURE (MINIMUM OF 30C IN TRANSMISSION). VEHICLE SHOULD BE CLEAR OF ALL FAULT CODES (ECM AND TCM) VEHICLE SHOULD BE IN PARK AND IDLING ENGINE MUST HAVE BEEN RUNNING FOR ONE FULL MINUTE BEFORE BASIC SETTINGS CAN BE PERFORMED. GO INTO VSD, TRANSMISSION ELECTRONICS/GEARBOX ELECTRONICS, BASIC SETTINGS, THEN ENTER #61 ON KEYPAD AND SELECT THE "Q" BUTTON TO ENTER INTO TEST MODE. ONCE THE NEW SCREEN APPEARS, PUT YOUR FOOT ON THE BRAKE PEDAL AND PRESS ACTIVATE. IT CAN TAKE UP TO 40 SECONDS UNTIL YOU HEAR ANY NOISES IN THE TRANSMISSION. ONCE YOU SEE NEW NUMBERS APPEAR IN THE BOTTOM BOX OF THE BASIC SETTINGS, YOU KNOW THAT THE TEST IS COMPLETE. GO BACK OUT INTO BASIC SETTINGS AND SELECT #60 ON KEYPAD AND SELECT THE "Q" BUTTON TO ENTER THE TEST MODE. FOLLOW STEP #2 AGAIN. ONCE YOU ARE COMPLETED WITH THESE TWO TESTS, SHUT DOWN ENGINE AND RESTART AND ALLOW TO IDLE. CYCLE VEHICLE FROM PARK TO DRIVE 5 TIMES AND THEN FROM PARK TO REVERSE 5 TIMES AS WELL. ROAD TEST VEHICLE 10-15 MILES GOING THROUGH ALL GEARS AUTOMATICALLY AND ALSO THROUGH TIPTRONIC AT VARIOUS SPEEDS AND DRIVING CONDITIONS. SHUT THE VEHICLE OFF AND THEN RESTART AND RE EVALUATE SHIFTING.
01/27/2009	08:50	WORKSHOP FINDINGS: AUTO TRANS FEELS LIKE IT WANTS TO STALL, WHEN ON HILL CAR WILL ROLL BACK FELLING LIKE IN NETUAL AND TRY TO RENGAGE GEAR. CHECK WITH A NEW CAR AND ON THE SAME HILL IT DID NOT ROLL BACK HELD POSISTION AND PULLED FOWARD. NO FAULTS IN SYSTEM
01/27/2009	09:45	PERFORMED BASIC SETTING DROVE CAR 13 MILES AND SHUT OFF REDROVE AFTER SHIFTS GREAT. STILL HAVING PROBLEMS ON HILLS. WHEN LET FOOT OFF OF BREAK CAR HOLD FOR SEC THEN DROPS TO NETUAL AND ROLLS BACK LIKE 3 FT THEN TRY TO REENGAGE. POSSIBLE OWNER OPERATION? I FEEL AS THE TRANS WILL NOT HOLD THAT LONG ON A HILL SO IT DOES NOT BURN UP THE CLUTCH INSIDE AND IT IS BUILT AS A MANUAL TRANS BASICLY. WHEN YOU HIT THE GAS THE CAR INSTANLY REGANS THE TRANS RESPONS SO THERE FOR I BELIVE THE TRANS IS FINE OPERATION OF THE TRANS IS WRONG.
01/27/2009	09:49	ADVISED TECH THAT HE IS CORRECT WITH HIS ANALYSIS. ADVISED TECH TO CLOSE OUT VTA.
01/28/2009	14:11	02E 050J 1414
01/28/2009	14:12	REPLACE THE MECHATRONIC, FLUID, FILTER AND BOLTS.
01/30/2009	10:55	THANKS
02/02/2009	10:08	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
02/02/2009	10:08	ISSUE UPDATED

Consultant's Closing Comments

REPLACE THE MECHATRONIC, FLUID, FILTER AND BOLTS.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
411338	RABBIT	2007	WVWFV71K27W [REDACTED]	17043	3885	01/26/2009	USA

Workshop Finding

TRANSMISSION WILL NOT SHIF

Activity Date	Activity Time	Activity Comments
01/26/2009	16:24	CHECK ENGINE LIGHT ON, VEHICLE WILL NOT START, TRANSMISSION WILL NOT SHIFT FROM PARK. FOUND ENGINE HAS DELAY WHEN STARTING, NO PRNDS ON CLUSTER AND P ON SHIFT LEVER FLASHING. RAN GFF AND FOUND MULTIPLE FAULTS FOR TCM NO COMMUNICATION. SEE ATTACHED DIAG LOG.
01/26/2009	16:24	ISSUE OPENED BY DEALERSHIP
01/26/2009	16:29	ADVISE TECH TO REPLACE MECHATRONCIS FLUID AND FILTERALSO PERFROM BASIC SETTINGS AFTER REPAIR
01/26/2009	16:29	CUSTOMER COMMENTS: CHECK ENGINE LIGHT ON, VEHICLE WILL NOT START, TRANSMISSION WILL NOT SHIFT FROM PARK. FOUND ENGINE HAS DELAY WHEN STARTING, NO PRNDS ON CLUSTER AND P ON SHIFT LEVER FLASHING. RAN GFF AND FOUND MULTIPLE FAULTS FOR TCM NO COMMUNICATION. SEE ATTACHED DIAG LOG.
01/26/2009	16:29	WORKSHOP FINDINGS: TRANSMISSION WILL NOT SHIF
02/02/2009	16:25	P2 SPOKE TO JEFF IN SERVICETECH IS WAITING ON PARTS.
02/06/2009	11:41	REPLACED MECHATRONICS UNIT, FLUID AND FILTER. FOUND NO OTHER PROBLEMS AFTER INSTALL.
02/06/2009	11:55	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
02/06/2009	11:55	ISSUE UPDATED

Consultant's Closing Comments

REPLACED MECHATRONICS UNIT, FLUID AND FILTER. FOUND NO OTHER PROBLEMS AFTER INSTALL.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
411377	JETTA	2008	3VWDJ71K58M [REDACTED]	20965	3735	01/26/2009	USA

Workshop Finding

n/a

Activity Date	Activity Time	Activity Comments
01/26/2009	17:02	ISSUE OPENED BY DEALERSHIP
01/26/2009	17:02	SURGES AT LOW SPEED 5 TO 10 MPH REFERENCE VTA 410807 CASE NUMBER JH-271185 TEST DROVE LIKE VEHICLE IT DID NOT SURGE
01/26/2009	17:13	CUSTOMER COMMENTS: SURGES AT LOW SPEED 5 TO 10 MPH REFERENCE VTA 410807 CASE NUMBER JH-271185 TEST DROVE LIKE VEHICLE IT DID NOT SURGE
01/26/2009	17:13	TECH STATES SURGES AT LOW SPEED ONLY NO FAULTS IN ANY SYSTEM, THERES NO INCREASE IN RPS, ADVISE TECH TO ROAD TEST AND MONITOR MVB 33 AND 55
01/26/2009	17:18	ISSUE SENT TO DEALERSHIP
01/26/2009	17:18	ISSUE UPDATED
01/26/2009	17:50	TEST DROVE IN BASIC SETTING WHILE SURGING MVBS 33 AND 55 SEE ATACHED. DID NOT DO IT IN REVERSE TACH DOES FLUCTUATE 100 TO 200 RPM WHILE SURGING
01/26/2009	17:54	TRANSFERED TO JR V-MAIL.
01/26/2009	18:00	MVB'S ARE IN SPEC. SPOKE WITH TECH. THIS IS TRANSMISSION RELATED. PLEASE REPLACE MECH UNIT, FLUID, FILTER, AND BOLTS.
02/07/2009	18:59	CUSTOMER TOOK CAR WILL MAKE NEW VTA IF PART DONT FIX PROBLEM NEXT WEEK
02/09/2009	08:08	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
02/09/2009	08:08	ISSUE UPDATED

Consultant's Closing Comments

MVB'S ARE IN SPEC. SPOKE WITH TECH. THIS IS TRANSMISSION RELATED. PLEASE REPLACE MECH UNIT, FLUID, FILTER, AND BOLTS.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
411421	JETTA	2009	3VWRJ71K99M [REDACTED]	902	3885	01/27/2009	USA

Workshop Finding

WONT MOVE AT TIMES

Activity Date	Activity Time	Activity Comments
01/26/2009	19:00	DRIVING DOWN HIGHWAY STOPPED MOVING COASTED TO SIDE OF ROAD. WILL NOT MOVE UNDER OWN POWER. RECOGNIZES SHIFT LEVER MOVEMENT. FAULT STORED P0771 SHIFT SOLENOID E PERFORMANCE OR SHUT OFF.
01/26/2009	19:00	ISSUE OPENED BY DEALERSHIP
01/26/2009	19:07	CUSTOMER COMMENTS: DRIVING DOWN HIGHWAY STOPPED MOVING COASTED TO SIDE OF ROAD. WILL NOT MOVE UNDER OWN POWER. RECOGNIZES SHIFT LEVER MOVEMENT. FAULT STORED P0771 SHIFT SOLENOID E PERFORMANCE OR SHUT OFF.
01/26/2009	19:07	TECH CLEAR FAULT TRY TO DRIVE FAULT RETURNS WHEN PUT BACK INTO GEAR
01/26/2009	19:07	WORKSHOP FINDINGS: WONT MOVE AT TIMES
01/26/2009	19:08	REPLACE MECHATRONICS AND FLUID AND FILTER AND SET BASIC SETTING AFTER REPAIRS
01/28/2009	11:42	ISSUE UPDATED
02/02/2009	16:07	D1 MILT STATED THE CAR IS GONE
02/04/2009	09:23	VEHICLE HAS BEEN RELEASED TO CUST WITH NEW MECHTRONICS UNIT AND IS OPERATING TO MFG'S SPEC'S.
02/04/2009	15:25	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
02/04/2009	15:25	ISSUE UPDATED

Consultant's Closing Comments

E: VEHICLE HAS BEEN RELEASED TO CUST WITH NEW MECHTRONICS UNIT AND IS OPERATING TO MFG'S SPEC'

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
411435	EOS	2008	WVWBA71F58V [REDACTED]	10425	3885	01/27/2009	USA

Workshop Finding

n/a

Activity Date	Activity Time	Activity Comments
01/26/2009	20:09	CUSTOMERS STATE WHEN TAKING OF FROM A COMPLETE STOP OR WHE ACCELARATING IT JERKS REALLY HARD,RUN GFF NO FAULTS ON TRANSMISSION OR ENGINE WE TEST DROVE CAR TO DUPLICATE COMPLAINT AND CUSTOMER IT IS RIGHT NEED YOUR ADVISE ON WHAT WIIL BE THE NEXT WILL CALL YOU TOMORROW THANKS
01/26/2009	20:09	ISSUE OPENED BY DEALERSHIP
01/27/2009	14:07	CUSTOMER COMMENTS: CUSTOMERS STATE WHEN TAKING OF FROM A COMPLETE STOP OR WHE ACCELARATING IT JERKS REALLY HARD,RUN GFF NO FAULTS ON TRANSMISSION OR ENGINE WE TEST DROVE CAR TO DUPLICATE COMPLAINT AND CUSTOMER IT IS RIGHT NEED YOUR ADVISE ON WHAT WIIL BE THE NEXT WILL CALL YOU TOMORROW THANKS
01/27/2009	14:07	PLEASE REPLACE THE MECH UNIT, FLUID, FILTER, AND BOLTS.
01/27/2009	19:13	PARTS ARE ON ORDER CAR LEFT AND BE BACK WHEN PARTS ARRIVE WERE CLOSING VTA AT THIS POINT
01/28/2009	10:52	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
01/28/2009	10:52	ISSUE UPDATED

Consultant's Closing Comments

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

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
411449	JETTA	2008	3VWRJ71K98M	7961	3885	01/27/2009	USA

Workshop Finding

I HAVE SCANNED VEHICLE SEE ATTACHED THERE ARE NOT ANY FAULTS IN SYSTEMS. FLUID LEVEL IS GOOD AND DOES NOT SMELL BURNT. THERE IS NOT ANY SIGNS OF DAMAGE TO EXTERNAL OF TRANSMISSION. WHEN YOU GO TO TAKE OFF FROM A STOP SOMETIMES IT STARTS TAKING OFF THEN IT FEELS LIKE YOU GET FULL TRANSMISSION PRESSURE AND IS BANGS INTO 1ST GEAR. BUT SOMETIMES IT TAKES OFF FINE. WHEN YOU PUT VEHICLE INTO REVERSE AND GO TO BACK UP IT SOMETIMES WILL DO THE SAME THING. DOES NOT SEEM TO MATTER IF THE VEHICLE IS HOT OR COLD.

Activity Date	Activity Time	Activity Comments
01/27/2009	08:24	CUSTOMER STATES THAT WHEN DRIVING VEHICLE SOMETIMES VEHICLE SLAMS INTO GEAR. I HAVE SCANNED VEHICLE SEE ATTACHED THERE ARE NOT ANY FAULTS IN SYSTEMS. FLUID LEVEL IS GOOD AND DOES NOT SMELL BURNT. THERE IS NOT ANY SIGNS OF DAMAGE TO EXTERNAL OF TRANSMISSION. WHEN YOU GO TO TAKE OFF FROM A STOP SOMETIMES IT STARTS TAKING OFF THEN IT FEELS LIKE YOU GET FULL TRANSMISSION PRESSURE AND IS BANGS INTO 1ST GEAR. BUT SOMETIMES IT TAKES OFF FINE. WHEN YOU PUT VEHICLE INTO REVERSE AND GO TO BACK UP IT SOMETIMES WILL DO THE SAME THING. DOES NOT SEEM TO MATTER IF THE VEHICLE IS HOT OR COLD.
01/27/2009	08:24	ISSUE OPENED BY DEALERSHIP
01/27/2009	09:10	ADVISED TECH TO CHECK MVB 54 IN ECM, IF FIRST 3 DIGITS ARE H22 THRU J21 REPLACE MECH UNIT, BOLTS, FILTER AND FLUID, PERFORM MANUAL BASIC SETTINGS PER PROCEDURE BELOW AND CLOSE OUT VTA. IF 3 DIGITS ARE OUTSIDE OF SPECIFIED PERFORM BASIC SETTINGS ONLY THEN REEVALUATE SHIFT CONCERN. 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.
01/27/2009	09:10	CUSTOMER COMMENTS: CUSTOMER STATES THAT WHEN DRIVING VEHICLE SOMETIMES VEHICLE SLAMS INTO GEAR.
01/27/2009	09:10	WORKSHOP FINDINGS: I HAVE SCANNED VEHICLE SEE ATTACHED THERE ARE NOT ANY FAULTS IN SYSTEMS. FLUID LEVEL IS GOOD AND DOES NOT SMELL BURNT. THERE IS NOT ANY SIGNS OF DAMAGE TO EXTERNAL OF TRANSMISSION. WHEN YOU GO TO TAKE OFF FROM A STOP SOMETIMES IT STARTS TAKING OFF THEN IT FEELS LIKE YOU GET FULL TRANSMISSION PRESSURE AND IS BANGS INTO 1ST GEAR. BUT SOMETIMES IT TAKES OFF FINE. WHEN YOU PUT VEHICLE INTO REVERSE AND GO TO BACK UP IT SOMETIMES WILL DO THE SAME THING. DOES NOT SEEM TO MATTER IF THE VEHICLE IS HOT OR COLD.
01/27/2009	09:15	I READ MVB 54 AND I HAVE A J02 FOR THE 1ST 3 DIGITS. I AM GOING TO REPLACE THE MEGATRONICS UNIT, RELATED BOLTS AND FILTER AND REFILL WITH FLUID.
01/27/2009	09:33	I HAD TO ORDER THE PARTS AND THE MEGATRONICS UNIT IS ON RED ORDER.
01/28/2009	08:12	THANKS FOR THE UPDATE.
02/03/2009	11:26	SPOKE TO RANDY - THE CAR IS COMPLETED. ADVISED TO HAVE THE TECH CLOSE THE VTA
02/09/2009	11:54	I REPLACED THE MEGATRONICS UNIT, BOLTS, GASKET, TRANS. FILTER, DRAINED AND REFILLED WITH FLUID. SET BASIC SETTINGS AS PER YOUR INSTRUCTIONS. NOW TRANSMISSION FEELS CORRECT.
02/09/2009	12:44	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
02/09/2009	12:44	ISSUE SENT TO DEALERSHIP
02/09/2009	12:44	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
411501	JETTA	2008	3VWRJ71K48M	18639	3885	01/27/2009	USA

Workshop Finding

TEST DROVE VEHICLE AND VERIFIED CONCERN. CHECKED AND SEE NO EXTERNAL LEAKS. CHECKED AND THEIR IS NO FAULTS IN SYSTEMS. SEEMED LIKE THEIR WAS A VACUUM LEAK. CHECKED ALL CHECK VALVES AND THEY WERE GOOD. PERFORMED BASIC SETTINGS AND TEST DROVE AND VEHICLE WAS RUNNING OK AT THAT TIME. SERVICE ADVISORY TEST DROVE HOME AND DUPLICATED CONCERN AGAIN. TEST DROV WITH ADVISOR AND WHEN VEHICLE IS WARMED UP, AT A STOP LIGHT FOR MORE THAN 10 SECONDS WHEN STARTING OUT VEHICLES RPMS JUMP OVER 1100 AND VEHICLE JERKS. HAPPENS ALMOST ALL THE TIME. IF STOPPED UNDER 10 SECONDS VEHICLE DRIVES OK.

Activity Date	Activity Time	Activity Comments
01/27/2009	09:21	CUSTOMER STATES THEIR IS A PROBLEM WITH SHIFTING OF TANSMISSION. TEST DROVE VEHICLE AND VERIFIED CONCERN. CHECKED AND SEE NO EXTERNAL LEAKS. CHECKED AND THEIR IS NO FAULTS IN SYSTEMS. SEEMED LIKE THEIR WAS A VACUUM LEAK. CHECKED ALL CHECK VALVES AND THEY WERE GOOD. PERFORMED BASIC SETTINGS AND TEST DROVE AND VEHICLE WAS RUNNING OK AT THAT TIME. SERVICE ADVISORY TEST DROVE HOME AND DUPLICATED CONCERN AGAIN. TEST DROV WITH ADVISOR AND WHEN VEHICLE IS WARMED UP, AT A STOP LIGHT FOR MORE THAN 10 SECONDS WHEN STARTING OUT VEHICLES RPMS JUMP OVER 1100 AND VEHICLE JERKS. HAPPENS ALMOST ALL THE TIME. IF STOPPED UNDER 10 SECONDS VEHICLE DRIVES OK.
01/27/2009	09:21	ISSUE OPENED BY DEALERSHIP
01/27/2009	09:35	ADVISED TECH TO CHECK MVB 54 IN TCM, IF FIRST 3 DIGITS ARE H22 THRU J21 REPLACE MECH UNIT, BOLTS, FILTER AND FLUID, THEN RUN BASIC SETTINGS MANUALLY PER PROCEDURE BELOW, CLOSE OUT VTA WHEN COMPLETED. IF 1ST 3 DIGITS ARE OUTSIDE OF SPECIFIED PERFORM MANUAL BASIC SETTINGS AND REEVALUATE CONCERN. 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.
01/27/2009	09:35	CUSTOMER COMMENTS: CUSTOMER STATES THEIR IS A PROBLEM WITH SHIFTING OF TANSMISSION.
01/27/2009	09:35	WORKSHOP FINDINGS: TEST DROVE VEHICLE AND VERIFIED CONCERN. CHECKED AND SEE NO EXTERNAL LEAKS. CHECKED AND THEIR IS NO FAULTS IN SYSTEMS. SEEMED LIKE THEIR WAS A VACUUM LEAK. CHECKED ALL CHECK VALVES AND THEY WERE GOOD. PERFORMED BASIC SETTINGS AND TEST DROVE AND VEHICLE WAS RUNNING OK AT THAT TIME. SERVICE ADVISORY TEST DROVE HOME AND DUPLICATED CONCERN AGAIN. TEST DROV WITH ADVISOR AND WHEN VEHICLE IS WARMED UP, AT A STOP LIGHT FOR MORE THAN 10 SECONDS WHEN STARTING OUT VEHICLES RPMS JUMP OVER 1100 AND VEHICLE JERKS. HAPPENS ALMOST ALL THE TIME. IF STOPPED UNDER 10 SECONDS VEHICLE DRIVES OK.
01/27/2009	10:09	CHECKED VALUE BLOCK 54 AND WAS J11. SPECIAL ORDERED MECATRONICS. CUSTOMER TAKING VEHICLE. USUALLY TAKES A WEEK TO GET HERE.
01/27/2009	13:39	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
01/27/2009	13:39	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
411537	EOS	2008	WVWDB71F88V [REDACTED]	9285	3885	01/27/2009	USA

Workshop Finding

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

Activity Date	Activity Time	Activity Comments
01/27/2009	09:58	CUST. STATES WHEN SHIFTING INTO REVERSE OR DRIVE AND STARTS TO TAKE OFF TRANS STUDDERS, TEST DROVE WITH CUST. AND CONFIRMED COMPLAINT. NO DTC'S STORED IN CONTROL MODULES. TCM #02E300050Q SV# 1402. MVB 54 VALUE J03. PERFORMED BASIC SETTINGS ON MECH UNIT AND TEST DROVE. TRANS STILL SHUTTERS. VALUE IN GEARBOX STILL J03 AND DIDN'T CHANGE AFTER BASIC SETTINGS AND ROAD TEST.
01/27/2009	09:58	ISSUE OPENED BY DEALERSHIP
01/27/2009	10:08	ADVISED THE TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT.
01/27/2009	10:08	CUSTOMER COMMENTS: CUST. STATES WHEN SHIFTING INTO REVERSE OR DRIVE AND STARTS TO TAKE OFF TRANS STUDDERS, TEST DROVE WITH CUST. AND CONFIRMED COMPLAINT. NO DTC'S STORED IN CONTROL MODULES. TCM #02E300050Q SV# 1402. MVB 54 VALUE J03. PERFORMED BASIC SETTINGS ON MECH UNIT AND TEST DROVE. TRANS STILL SHUTTERS. VALUE IN GEARBOX STILL J03 AND DIDN'T CHANGE AFTER BASIC SETTINGS AND ROAD TEST.
01/27/2009	10:08	WORKSHOP FINDINGS: TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM.
01/27/2009	13:19	REPLACED MECH UNIT, FILTER, BOLTS, ADDED NEW FLUID., PERFORMED BASIC SETTINGS, TEST DROVE, TRANS NO LONGER SHUTTERS
01/27/2009	17:46	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
01/27/2009	17:46	ISSUE UPDATED

Consultant's Closing Comments

TECH REPLACED THE MECH UNIT, FLUID, FILTER AND BOLTS FOR 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
411579	JETTA	2008	3VWRJ71K58M [REDACTED]	7417	3885	01/27/2009	USA

Workshop Finding

VERIFIED CONCERN, FLUID LEVEL GOOD.

Activity Date	Activity Time	Activity Comments
01/27/2009	10:43	ISSUE OPENED BY DEALERSHIP
01/27/2009	10:43	WHEN LEAVING FROM A STOP DSG TRANSMISSION ENGAGE HARSH. IT HAS THE TENDANCY TO DO IT MORE OFTEN AFTER LONGER STOPS.
01/27/2009	10:55	ADVISED TECH TO CHECK MVB 54 IN TCM, IF FIRST 3 DIGITS ARE H22 THRU J21 REPLACE MECH UNIT, BOLTS, FILTER AND FLUID THEN PERFORM MANUAL BASIC SETTINGS PER PROCEDURE BELOW. IF 1ST 3 DIGITS ARE OUTSIDE OF SPECIFIED PERFORM MANUAL BASIC SETTINGS AND REEVALUATE SHIFT CONCERN. CLOSE OUT 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.
01/27/2009	10:55	CUSTOMER COMMENTS: WHEN LEAVING FROM A STOP DSG TRANSMISSION ENGAGE HARSH. IT HAS THE TENDANCY TO DO IT MORE OFTEN AFTER LONGER STOPS.
01/27/2009	10:55	WORKSHOP FINDINGS: VERIFIED CONCERN, FLUID LEVEL GOOD.
02/03/2009	12:29	CUSTOMER TOOK VEHICLE. WAITING ON CUSTOMER TO RETURN TO PERFORM REPAIRS. WILL HAVE TECH CLOSE VTA CASE. C1
02/05/2009	16:50	PART ON ORDER CUSTOMER TO RETURN
02/05/2009	18:19	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
02/05/2009	18:19	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
411630	EOS	2008	WVWBA71F98V [REDACTED]	8187	3885	01/27/2009	USA

Workshop Finding

n/a

Activity Date	Activity Time	Activity Comments
01/27/2009	11:27	I REPLACED THE MECATRONICS UNIT. I NEED TO KNOW TO TO ADAPT THE UNIT. IT WAS ON THE LAST VTA BUT IT WAS CLOSED OUT WHEN THE CUSTOMER TOOK THE CAR.
01/27/2009	11:27	ISSUE OPENED BY DEALERSHIP
01/27/2009	12:02	CUSTOMER COMMENTS: I REPLACED THE MECATRONICS UNIT. I NEED TO KNOW TO TO ADAPT THE UNIT. IT WAS ON THE LAST VTA BUT IT WAS CLOSED OUT WHEN THE CUSTOMER TOOK THE CAR.
01/27/2009	12:02	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. PLEASE ALSO PRINT OUT MVB 54 IN THE TCM.
01/27/2009	12:58	VEHICLE NOT SHIFTING PROPERLY. WILL ONLY GO TO 4TH GEAR IT SEEMS.
01/27/2009	13:26	TRIED TO SET BASIC SETTING IN GUIDED FUNCTIONS. THERE IS A FAULT 01087 IN GEARBOX ELECTRONICS. " BASIC SETTINGS NOT CARRIED OUT MECHANICAL MALFUNCTION"
01/27/2009	13:34	ADVISED TECH TO PERFORM A CAP DISCHARGE THEN REPERFORM MANUAL BASIC SETTINGS PER PROCEDURE WE WENT OVER. CLOSE OUT 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.
02/03/2009	15:51	D1 - SPOKE TO ROBERT, CAR HAS BEEN COMPLETED. LEFT MESSAGE ASKING TECH TO CLOSE TICKET.
02/03/2009	16:53	INSTALLED MECATRONICS. VERIFIED CORRECT OPERATION. RELECED VEHICLE.
02/03/2009	22:03	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
02/03/2009	22:03	ISSUE UPDATED

Consultant's Closing Comments

INSTALLED MECATRONICS. VERIFIED CORRECT OPERATION. RELECED VEHICLE.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
411632	RABBIT	2007	WVWHV71K87W [REDACTED]	7904	3885	01/27/2009	USA

Workshop Finding

n/a

Activity Date	Activity Time	Activity Comments
01/27/2009	11:28	ISSUE OPENED BY DEALERSHIP
01/27/2009	11:28	REPLACED MECH UNIT AND FILTER.ATTACHING PICTURES OF FILTER.
01/27/2009	11:46	CUSTOMER COMMENTS: REPLACED MECH UNIT AND FILTER.ATTACHING PICTURES OF FILTER.
01/27/2009	11:46	THANKS FOR THE PICTURES BUT THE TRANSMISSION SHOULD HAVE BEEN REPLACED INSTEAD OF THE MECHATRONIC. ENGINEER STATES VEH WILL BE COMING BACK BECAUSE OF THE WATER AND OIL CONTAMINATION. AND IF IT DOES IT WILL NEED A COMPLETE TRANSMISSION
01/27/2009	11:47	PLEASE CLOSE OUT THIS VTA
01/27/2009	11:52	THANKS FOR YOUR HELP.
01/27/2009	14:17	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
01/27/2009	14:17	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
411839	RABBIT	2008	WVWHV71K08W [REDACTED]	18611	3885	01/27/2009	USA

Workshop Finding

HARSH DOWN SHIFT

Activity Date	Activity Time	Activity Comments
01/27/2009	14:56	ISSUE OPENED BY DEALERSHIP
01/27/2009	14:56	MISSHIFTING INTO FIRST GEAR LIKE HOLDS SECOND GEAR TO LONG WHEN COMING TO A STOP.THEN CLUNKS INTO FIRST GEAR,FEELS LIKE VEH IS ABOUT TO STALL.
01/27/2009	15:03	CUSTOMER COMMENTS: MISSHIFTING INTO FIRST GEAR LIKE HOLDS SECOND GEAR TO LONG WHEN COMING TO A STOP.THEN CLUNKS INTO FIRST GEAR,FEELS LIKE VEH IS ABOUT TO STALL.
01/27/2009	15:03	REPLACE MECHATRONICS FLUID AND FILTER AND SET BASIC SETTING
01/27/2009	15:03	WORKSHOP FINDINGS: HARSH DOWN SHIFT
02/02/2009	13:21	REPLACED MECHATRONICS PROBLEM FIXED SET BASIC SETTINGS
02/02/2009	13:54	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
02/02/2009	13:54	ISSUE UPDATED

Consultant's Closing Comments

REPLACED MECHATRONICS PROBLEM FIXED SET BASIC SETTINGS

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
411920	EOS	2007	WVWDA71F57V [REDACTED]	42019	3885	01/27/2009	USA

Workshop Finding

THIS TRANS HAD A MEGATRONICS UNIT IN JUNE 08, 20K MILES AGO. ECM PART # 02E 043R WITH EPROM OF 1302.

Activity Date	Activity Time	Activity Comments
01/27/2009	16:16	DSG TRANS JERKS WHEN STARTING OUT FROM STOP LIKE SLIGHT ENGAGEMENT AND THE REINGAGEMENT. THIS TRANS HAD A MEGATRONICS UNIT IN JUNE 08, 20K MILES AGO. ECM PART # 02E 043R WITH EPROM OF 1302.
01/27/2009	16:16	ISSUE OPENED BY DEALERSHIP
01/27/2009	16:31	ADVISED TECH TO CHECK MVB 54 IN TCM, IF FIRST 3 DIGITS ARE H22 THRU J21 REPLACE MECH UNIT, BOLTS, FILTER AND FLUID, THEN RUN MANUAL BASIC SETTINGS, IF OUT OF SPECIFIED NUMBERS PERFORM MANUAL BASIC SETTINGS THEN REEVALUATE SHIFT CONCERN. CLOSE OUT 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.
01/27/2009	16:31	CUSTOMER COMMENTS: DSG TRANS JERKS WHEN STARTING OUT FROM STOP LIKE SLIGHT ENGAGEMENT AND THE REINGAGEMENT. FOREWARD OR REVERSE.
01/27/2009	16:31	WORKSHOP FINDINGS: THIS TRANS HAD A MEGATRONICS UNIT IN JUNE 08, 20K MILES AGO. ECM PART # 02E 043R WITH EPROM OF 1302.
01/27/2009	16:33	BUILD DATE OF THIS UNIT IS J-17 SO WE WILL BE REPLACING UNIT.
01/28/2009	08:16	THANKS FOR THE UPDATE.
01/28/2009	15:00	PART ON ORDER, CAR GONE
01/28/2009	15:13	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
01/28/2009	15:13	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
412242	EOS	2008	WVWFA71F98V [REDACTED]	1572	3885	01/28/2009	USA

Workshop Finding
n/a

Activity Date	Activity Time	Activity Comments
01/28/2009	13:25	CUSTOMER STATES WHEN SHE WAS SITTING IN TRAFIC CAR WOULN'T ACCELERATE PAST THAN 40MPH.ONLY HAPENED ONCE .
01/28/2009	13:25	ISSUE OPENED BY DEALERSHIP
01/28/2009	13:49	PERFORMED GFF AND FOUND 4 FAULTS {P1707 007,P1707 009,P1707 0012 ALL THESE FAULTS RELATE W/MECHATRONIC CONTROL MODULE ALSO P2711 004 IMPLAUSIBLE TRANSMISION SHIFT SEQUENCE NO COMUNICATION } ALL ARE HARD FAULTS ,THERE IS NO GFF TEST FOR THESE FAULTS. SEE ATTACH PRINT OUTS.
01/28/2009	14:07	CUSTOMER COMMENTS: CUSTOMER STATES WHEN SHE WAS SITTING IN TRAFIC CAR WOULN'T ACCELERATE PAST THAN 40MPH.ONLY HAPENED ONCE .
01/28/2009	14:07	PERFORMING THE BASIC SETTINGS ON THE DSG IS AN IMPORTANT DIAGNOSTIC STEP. ALTHOUGH THE BASIC SETTINGS SHOULD NOT BE PERFORMED AS A REGULAR ROUTINE, THEY CAN BE SET FOR A SYMPTOM. THE SCAN TOOL WILL AUTOMATICALLY WALK A TECHNICIAN THROUGH GFF'S OR GF'S VERSION OF BASIC SETTINGS, BUT ENGINEERING HAS FOUND THIS METHOD TO BE INSUFFICIENT. THE BASIC SETTINGS SHOULD BE DONE THROUGH VEHICLE SELF DIAGNOSIS. THE FOLLOWING REQUIREMENTS SHOULD BE MET: ENGINE AND TRANSMISSION MUST BE UP TO OPERATING TEMPERATURE (MINIMUM OF 30C IN TRANSMISSION). VEHICLE SHOULD BE CLEAR OF ALL FAULT CODES (ECM AND TCM) VEHICLE SHOULD BE IN PARK AND IDLING ENGINE MUST HAVE BEEN RUNNING FOR ONE FULL MINUTE BEFORE BASIC SETTINGS CAN BE PERFORMED. GO INTO VSD, TRANSMISSION ELECTRONICS/GEARBOX ELECTRONICS, BASIC SETTINGS, THEN ENTER #61 ON KEYPAD AND SELECT THE "Q" BUTTON TO ENTER INTO TEST MODE. ONCE THE NEW SCREEN APPEARS, PUT YOUR FOOT ON THE BRAKE PEDAL AND PRESS ACTIVATE. IT CAN TAKE UP TO 40 SECONDS UNTIL YOU HEAR ANY NOISES IN THE TRANSMISSION. ONCE YOU SEE NEW NUMBERS APPEAR IN THE BOTTOM BOX OF THE BASIC SETTINGS, YOU KNOW THAT THE TEST IS COMPLETE. GO BACK OUT INTO BASIC SETTINGS AND SELECT #60 ON KEYPAD AND SELECT THE "Q" BUTTON TO ENTER THE TEST MODE. FOLLOW STEP #2 AGAIN. ONCE YOU ARE COMPLETED WITH THESE TWO TESTS, SHUT DOWN ENGINE AND RESTART AND ALLOW TO IDLE. CYCLE VEHICLE FROM PARK TO DRIVE 5 TIMES AND THEN FROM PARK TO REVERSE 5 TIMES AS WELL. ROAD TEST VEHICLE 10-15 MILES GOING THROUGH ALL GEARS AUTOMATICALLY AND ALSO THROUGH TIPTRONIC AT VARIOUS SPEEDS AND DRIVING CONDITIONS. SHUT THE VEHICLE OFF AND THEN RESTART AND RE EVALUATE SHIFTING. NOTE: IF VEHICLE STALLS WHILE RUNNING BASIC SETTINGS, THE TRANSMISSION WILL NEED TO BE REPLACED. PLEASE ALSO NOTE THAT IF THE VEHICLE DOES NOT ROLL EVEN WHEN THE TRANSMISSION IS ENGAGED INTO NEUTRAL, IT IS LIKELY THAT THERE MAY BE A STUCK SHIFT FORK INTERNALLY. PLEASE DISCONNECT THE SHIFT LEVER CABLE FROM THE TRANSMISSION AND IF THERE IS STILL NO MOVEMENT, REPLACE THE TRANSMISSION. IF MOVEMENT IS NOW PRESENT, PERSUE A SHIFT LEVER ISSUE. ALSO, IF THE TRANSMISSION EXHIBITS A GRINDING NOISE OTHER THAN DURING BASIC SETTINGS PLEASE CONSULT A LEVEL 2 CONSULTANT OR PRODUCT SUPPORT ENGINEER PRIOR TO REPLACING THE MECHATRONIC ASSEMBLY. AFTER PERFORMING BASIC SETTINGS AND THE VEH DOES NOT STALL OR MAKE NOISE. DRIVE THE VEH FOR 15 MILES AND SEE IF ANY OF THE FAULTS RESET. IF FAULTS RESET CALL BACK. IF FAULTS DO NOT RESET, REMOVE THE PAN AND MECHATRONIC UNIT AND INSPECT THE SHIFT FORKS USING A SCREW DRIVER TO SEE IF THEY ARE NOT BINDING. IF OK, ORDER A MECHATRONIC AND BOLTS
01/28/2009	20:50	TECH CLEARED FAULTS ,PERFORMED BASIC SATTINGS #61 AND 60 , BASIC SATTINGS SET SUSSESFULLY NO NOISE PRESENT ,NOT VEHICLE INSTALL,PERFORMED ROAD TEST VEHICLE FOR 10 MLS ,DROVE VEHICLE AUTOMATICALLY ALSO TIPTRONIC AT VARIUOS SPEEDS ,TECH DID NOT FOUND ANY FAULTS AND GEAR BOX ELECTRONICS NOT EVEN ECM.TECH WANTS TO KNOW WHAT'S NEXT.
01/29/2009	11:20	REPLACE MECHTRONCIS AND FULD AND FILLTER AND SET BASIC SETTINGS
01/29/2009	19:59	TECH ORDERED MECHATRONIC CONTROL UNIT ,PART IS ON SPECIAL ORDER IT MIGHT BE HERE UNTILL MONDAY.TECH WILL UPDATE VTA TICKET WHEN PART IS REPLACE.
01/30/2009	10:59	THANKS FOR THE UPDATE P2
02/03/2009	18:18	TECH STILL WATING FOR PARTS .
02/04/2009	07:55	THANKS FOR THE UPDATE. CHANGING FROM P2 TO P1 DUE TO BACK ORDER ON MECHATRONIC

02/04/2009	16:36	P1 SPOKE TO SUZANE IN VW SERVICE, VEHICLE IS STILL HOLDING FOR PARTS.
02/06/2009	12:12	TECH IS STILL WATING FOR PARTS.
02/06/2009	12:13	TECH IS STILL WATING FOR PARTS.
02/06/2009	12:45	THANKS FOR THE UPDATE
02/09/2009	15:23	TECH STILL WATING FOR PARTS.
02/09/2009	16:47	THANKS FOR THE UPDATE P1
02/11/2009	20:11	TECH STILL WATING FOR PARTS
02/12/2009	07:52	THANKS FOR THE UPDATE P1
02/16/2009	11:01	I JUST GOT PARTS IN ,TECH WILL UPDATE VTA TICKET AFTER REPLACE MECHATRONICS UNIT ..
02/16/2009	11:05	THANKS FOR THE UPDATE
02/17/2009	14:06	TECH R&R MECHATRONIC CONTROL UNIT,FILLED TRANSM,REPLACED BOLTS ,REPLACED FILTER,CLEARED FAULTS ,SET BASIC SATTINGS AND PERFORMED ROAD TEST ,DROVE VEHICLE NOMAL DRIVE AND TIPTRONIC SHIFTING FOR ALL GEARS TECH FOUND VEHICLE PERFORM TO FACTORY SPECTS,TECH RELEASE VEHICLE.
02/17/2009	14:22	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
02/17/2009	14:22	ISSUE UPDATED

Consultant's Closing Comments

TECH R&R MECHATRONIC CONTROL UNIT,FILLED TRANSM,REPLACED BOLTS ,REPLACED FILTER,CLEARED FAULTS ,SET BASIC SATTINGS AND PERFORMED ROAD TEST ,DROVE VEHICLE NOMAL DRIVE AND TIPTRONIC SHIFTING FOR ALL GEARS TECH FOUND VEHICLE PERFORM TO FACTORY SPECTS,TECH RELEASE VEHICLE.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
412386	RABBIT	2008	WVWFV71K38W [REDACTED]	6150	3885	01/28/2009	USA

Workshop Finding
n/a

Activity Date	Activity Time	Activity Comments
01/28/2009	16:09	C/STATES THERE IS ASHUTTER WHEN LEAVING FROM STOP,ALSO SOME TIMES DOESNT WANT TO GO INTO REVERSE. I DO TEST DRIVE BUT SHUTTER ONLY DO ONE TIME SPORADIC I CANT DUPLICATTED REVERSE PROBLEM,TRANS FLUID IS OK,DONT HAS ANY CODE IN ENGINE AND TRANS. I DO BASIC SETTING 61,60 /TEMP 65 C ,KEY OFF AND ON / DRIVE MANUALLY 15 MILLAS ,TRANS IS SHIFTING GOOD ,BUT WHEN A PUT REVERSE TRANS HAS LITTOL VIBRATION .
01/28/2009	16:09	ISSUE OPENED BY DEALERSHIP
01/28/2009	16:13	CUSTOMER COMMENTS: C/STATES THERE IS ASHUTTER WHEN LEAVING FROM STOP,ALSO SOME TIMES DOESNT WANT TO GO INTO REVERSE. I DO TEST DRIVE BUT SHUTTER ONLY DO ONE TIME SPORADIC I CANT DUPLICATTED REVERSE PROBLEM,TRANS FLUID IS OK,DONT HAS ANY CODE IN ENGINE AND TRANS. I DO BASIC SETTING 61,60 /TEMP 65 C ,KEY OFF AND ON / DRIVE MANUALLY 15 MILLAS ,TRANS IS SHIFTING GOOD ,BUT WHEN A PUT REVERSE TRANS HAS LITTOL VIBRATION .
01/28/2009	16:13	PLEASE REPLACE THE MECH UNIT, FLUID, FILTER, AND BOLTS.
01/30/2009	10:53	I SOP PARTS TAKE FEW DAYS.JORGE.
01/30/2009	11:21	THANKS FOR THE UPDATE.
02/02/2009	08:52	I WAITING SOP MECHATRONIC.JORGE.
02/02/2009	09:47	THANKS FOR THE UPDATE.
02/04/2009	13:13	(P2) TALKED TO NATE IN SERVICE THE PART IS IN AND BEING INSTALLED.
02/04/2009	17:57	I REPLACED MECHATRONIC UNIT ,DO 3 TIMES BASIC SETTINGS NOW TRAN IS OK . TANK YOU .JORGE.
02/05/2009	09:52	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
02/05/2009	09:52	ISSUE UPDATED

Consultant's Closing Comments
I REPLACED MECHATRONIC UNIT ,DO 3 TIMES BASIC SETTINGS NOW TRAN IS OK . TANK YOU .JORGE.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
412766	EOS	2008	WVWBA71F58V [REDACTED]	11246	3885	01/29/2009	USA

Workshop Finding
n/a

Activity Date	Activity Time	Activity Comments
01/29/2009	14:40	IN FIRST GEAR WITH ENGINE JUST OFF IDLE, RPMS SURGE AND VEHICLE BUCKS. PROBLEM IS REPEATABLE ONLY WITHIN THOSE RANGES. RESET THROTTLE ADAPTATION AND MECHATRONICS BASIC SETTINGS. NO CHANGE. ALSO NOTICED A HARSH DOWNSHIFT 2-1 THAT SEEMS PRETTY CONSTANT. ALSO FELT A FEW HARSH UPSHIFTS SPORATICALLY 3-4.
01/29/2009	14:40	ISSUE OPENED BY DEALERSHIP
01/29/2009	14:48	CUSTOMER COMMENTS: IN FIRST GEAR WITH ENGINE JUST OFF IDLE, RPMS SURGE AND VEHICLE BUCKS. PROBLEM IS REPEATABLE ONLY WITHIN THOSE RANGES. RESET THROTTLE ADAPTATION AND MECHATRONICS BASIC SETTINGS. NO CHANGE. ALSO NOTICED A HARSH DOWNSHIFT 2-1 THAT SEEMS PRETTY CONSTANT. ALSO FELT A FEW HARSH UPSHIFTS SPORATICALLY 3-4.
01/29/2009	14:48	TECH TO PERFORM BASIC SETTINGS MANUALLY MVB 61 AND 60. PERFORM ROAD TEST FOR 15 TO 20 MILES TO RECHECK THE COMPLAINT. IF STILL PRESENT, GET THE PART NUMBER IN MVB 54 AND CALL BACK. IF THE BASIC SETTINGS CORRECT THE ISSUE SHIP THE VEH AND CLOSE THE TICKET. IF THE VEH STALLS DURING BASIC SETTINGS OR THERE IS EXCESSIVE NOISE DURING BASIC SETTINGS CALL BACK WITH UPDATED TICKET
01/29/2009	15:37	PERFORMED BASIC SETTINGS IN 61 AND 60. TEST DROVE VEHICLE 20 MILES. VEHICLE STILL BUCKING, NO CHANGE. HARSH UP AND DOWN SHIFTS STILL FELT. MVB 54=J11A0297
01/29/2009	15:41	REPLACE MECHATRONICS AND FLUID AND FILTER AND PERFORM BASIC SETTINGS
02/05/2009	16:34	C1 DESIREE STATED THE CUSTOMER HAS THE CAR
02/18/2009	11:25	REPLACED MECHATRONICS UNIT. VEHICLE NO LONGER BUCKING JUST OFF IDLE AND TRANS SHIFTING SMOOTHLY
02/18/2009	11:37	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
02/18/2009	11:37	ISSUE UPDATED

Consultant's Closing Comments
REPLACED MECHATRONICS UNIT. VEHICLE NO LONGER BUCKING JUST OFF IDLE AND TRANS SHIFTING SMOOTHLY

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
412831	EOS	2008	WVWBA71F18V [REDACTED]	9118	3885	01/29/2009	USA

Workshop Finding

n/a

Activity Date	Activity Time	Activity Comments
01/29/2009	16:21	DSG TRANS SHUTTERS ON ACCEL
01/29/2009	16:21	ISSUE OPENED BY DEALERSHIP
01/29/2009	16:44	ADVISED TECH TO MAKE SURE FLUID LEVEL AND CONDITION IS OK. PLEASE CLEAN AND INSPECT MAIN TCM/ECM AND MAIN CHASSIS GROUNDS. PLEASE PERFORM BASIC SETTINGS AS OUTLINED THEN RE-TEST. THE FOLLOWING REQUIREMENTS SHOULD BE MET: ENGINE AND TRANSMISSION MUST BE UP TO OPERATING TEMPERATURE (MINIMUM OF 30C IN TRANSMISSION). VEHICLE SHOULD BE CLEAR OF ALL FAULT CODES (ECM AND TCM). VEHICLE SHOULD BE IN PARK AND IDLING. ENGINE MUST HAVE BEEN RUNNING FOR ONE FULL MINUTE BEFORE BASIC SETTINGS CAN BE PERFORMED. GO INTO VSD, TRANSMISSION ELECTRONICS/GEARBOX ELECTRONICS, BASIC SETTINGS, THEN ENTER #61 ON KEYPAD AND SELECT THE "Q" BUTTON TO ENTER INTO TEST MODE. ONCE THE NEW SCREEN APPEARS, PUT YOUR FOOT ON THE BRAKE PEDAL AND PRESS ACTIVATE. IT CAN TAKE UP TO 40 SECONDS UNTIL YOU HEAR ANY NOISES IN THE TRANSMISSION. ONCE YOU SEE NEW NUMBERS APPEAR IN THE BOTTOM BOX OF THE BASIC SETTINGS, YOU KNOW THAT THE TEST IS COMPLETE. GO BACK OUT INTO BASIC SETTINGS AND SELECT #60 ON KEYPAD AND SELECT THE "Q" BUTTON TO ENTER THE TEST MODE. FOLLOW STEP #2 AGAIN. ONCE YOU ARE COMPLETED WITH THESE TWO TESTS, SHUT DOWN ENGINE AND RESTART AND ALLOW TO IDLE. CYCLE VEHICLE FROM PARK TO DRIVE 5 TIMES AND THEN FROM PARK TO REVERSE 5 TIMES AS WELL. ROAD TEST VEHICLE 10-15 MILES GOING THROUGH ALL GEARS AUTOMATICALLY AND ALSO THROUGH TIPTRONIC AT VARIOUS SPEEDS AND DRIVING CONDITIONS. SHUT THE VEHICLE OFF AND THEN RESTART AND RE EVALUATE SHIFTING.
01/29/2009	16:44	CUSTOMER COMMENTS: DSG TRANS SHUTTERS ON ACCEL
02/05/2009	12:18	C1 SPOKE TO JOHN IN SERVICE AND VEHICLE WAS RELEASED TO CUSTOMER. WILL HAVE TECH CLOSE VTA CASE.
02/17/2009	10:27	REPLACED MECHATRONICS UNIT NO SHUTTER FELT ON 10 MILE TEST DRIVE
02/17/2009	11:08	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
02/17/2009	11:08	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
413040	EOS	2008	WVWBA71F28V [REDACTED]	9961	3885	01/30/2009	USA

Workshop Finding

HUNTING AT IDLE I HAVE NOT FELT IT HAS A NICE SOLID 800 RPM IDLE. UPON LIGHT ACCEL (NORMAL IN A RESIDENTAL AREA) CAR SURGES SEVERELY AS IF YOU ARE ON AND OFF THE GAS EXTREMELY FAST FOR ABOUT 5 PULSES. NOTICED IF YOU ARE SITTING STILL THEN TAKE YOUR FOOT OFF THE BRAKE IT TAKES A SLOW COUNT OF 3-4 BEFORE YOU CAN FEEL THE TRANNY ENGAUGING. THIS IS WITH YOUR FOOT OFF THE GAS. HITTING THE GAS HARDER CREATES A BANG ENGAUGEMENT. THE CAR CAME IN HOT SO A FLUID LEVEL CHECK CAN NOT BE MADE HOWEVER I CRACKED THE DRAIN AND FLUID WILL POUR OUT AND IS IS NICE AND CLEAR. THE CAR HAS NO CODES IN IT.

Activity Date	Activity Time	Activity Comments
01/30/2009	10:48	CUSTOMERS COMPLAINT IS SURGE ON ACCEL AND HUNTS AT IDLE. HUNTING AT IDLE I HAVE NOT FELT IT HAS A NICE SOLID 800 RPM IDLE. UPON LIGHT ACCEL (NORMAL IN A RESIDENTAL AREA) CAR SURGES SEVERELY AS IF YOU ARE ON AND OFF THE GAS EXTREMELY FAST FOR ABOUT 5 PULSES. NOTICED IF YOU ARE SITTING STILL THEN TAKE YOUR FOOT OFF THE BRAKE IT TAKES A SLOW COUNT OF 3-4 BEFORE YOU CAN FEEL THE TRANNY ENGAUGING. THIS IS WITH YOUR FOOT OFF THE GAS. HITTING THE GAS HARDER CREATES A BANG ENGAUGEMENT. THE CAR CAME IN HOT SO A FLUID LEVEL CHECK CAN NOT BE MADE HOWEVER I CRACKED THE DRAIN AND FLUID WILL POUR OUT AND IS IS NICE AND CLEAR. THE CAR HAS NO CODES IN IT.
01/30/2009	10:48	ISSUE OPENED BY DEALERSHIP
01/30/2009	10:57	CUSTOMER COMMENTS: CUSTOMERS COMPLAINT IS SURGE ON ACCEL AND HUNTS AT IDLE.
01/30/2009	10:57	PLEASE CHECK MVB 54 IN TRANS ELECTRONICS.
01/30/2009	10:57	WORKSHOP FINDINGS: HUNTING AT IDLE I HAVE NOT FELT IT HAS A NICE SOLID 800 RPM IDLE. UPON LIGHT ACCEL (NORMAL IN A RESIDENTAL AREA) CAR SURGES SEVERELY AS IF YOU ARE ON AND OFF THE GAS EXTREMELY FAST FOR ABOUT 5 PULSES. NOTICED IF YOU ARE SITTING STILL THEN TAKE YOUR FOOT OFF THE BRAKE IT TAKES A SLOW COUNT OF 3-4 BEFORE YOU CAN FEEL THE TRANNY ENGAUGING. THIS IS WITH YOUR FOOT OFF THE GAS. HITTING THE GAS HARDER CREATES A BANG ENGAUGEMENT. THE CAR CAME IN HOT SO A FLUID LEVEL CHECK CAN NOT BE MADE HOWEVER I CRACKED THE DRAIN AND FLUID WILL POUR OUT AND IS IS NICE AND CLEAR. THE CAR HAS NO CODES IN IT.
01/30/2009	11:04	IF FLUID IS IN GOOD CONDITION PLEASE REPLACE THE MECHATRONICS UNIT.
01/30/2009	11:05	ISSUE SENT TO DEALERSHIP
02/06/2009	09:33	MECHATRONIC UNIT CAME IN TODAY, 2/6/09, VEHICLE IS IN SHOP.
02/06/2009	13:02	THANKS FOR THE UPDATE
02/06/2009	14:06	SPOKE TO GINA - AWAITING MECHATRONICS UNIT.
02/06/2009	15:00	HELLO AGAIN AFTER INSTALLING THE NEW MECHATRONICS UNIT, SETTING THE FLUID LEVEL AND SETTING THE BASIC SETTINGS GUIDED FUNCTIONS SUGGESTED A ROAD TEST. THE ROAD TEST RESULTS ARE BAD. NO SHUTTERING LIKE IT DID AND A CLEAN SHIFT FROM 1ST TO 2OD BUT NO OTHER SHIFTS. AFTER ROAD TEST PRESSED DONE IN GUIDED FUNCTIONS WITH BAD INFO AND IT SAID REPLACE UNIT
02/06/2009	15:21	ADVISED THE TECH TO SETUP TO PERFORM THE TRANS BASIC SETTINGS.
02/06/2009	15:32	ADVISED THE TECH ON HOW TO PERFORM THE TRANS BASIC SETTINGS.
02/06/2009	16:15	RESETTING THE BASIC SETTINGS THROUGH VSD WORKED NICE...THANKS
02/06/2009	16:16	CLOSING
02/08/2009	21:00	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
02/08/2009	21:00	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
413164	JETTA	2008	3VWRJ71K18M [REDACTED]	8637	3885	01/30/2009	USA

Workshop Finding

n/a

Activity Date	Activity Time	Activity Comments
01/30/2009	13:19	AFTER A STOP WHEN ACCELERATING CAR JERKS AND WHEN ON A HILL CAR ROLLS BACK.
01/30/2009	13:19	ISSUE OPENED BY DEALERSHIP
01/30/2009	13:36	ADVISED TECH TO REPLACE MECH UNIT, BOLTS, FILTER AND FLUID, RERUN MANUAL BASIC SETTINGS AND CLOSE OUT VTA WHEN COMPLETED.
01/30/2009	13:36	CUSTOMER COMMENTS: AFTER A STOP WHEN ACCELERATING CAR JERKS AND WHEN ON A HILL CAR ROLLS BACK.
02/06/2009	12:39	INSTALLED NEW MECHATRONIC UNIT. WILL NOT SHIFT STAYS IN SECOND GEAR. KEEPS SETTING CODE 01087 003. RESET BASIC SETTINGS TWICE AND SAME RESULT.
02/06/2009	12:48	A2 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.
02/06/2009	13:46	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
02/06/2009	13:46	ISSUE UPDATED

Consultant's Closing Comments

VEHICLE IS REPAIRED BY RE RUNNING BASIC SETTINGS PER TECH.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
413462	EOS	2008	WVWFA71F68V [REDACTED]	7734	3885	02/02/2009	USA

Workshop Finding
JERKY ENGAGEMENT; TCM PART NO. 02E 300050P 1402

Activity Date	Activity Time	Activity Comments
02/02/2009	09:19	CUSTOMER STATES TRANSMISSION JERKS WHEN PULLING AWAY FROM A STOP. NO CODES IN ECM OR TCM.
02/02/2009	09:19	ISSUE OPENED BY DEALERSHIP
02/02/2009	09:23	CUSTOMER COMMENTS: CUSTOMER STATES TRANSMISSION JERKS WHEN PULLING AWAY FROM A STOP. NO CODES IN ECM OR TCM.
02/02/2009	09:23	REPLACE THE MECHATRONIC, FLUID, FILTER AND BOLTS
02/02/2009	09:23	WORKSHOP FINDINGS: JERKY ENGAGEMENT; TCM PART NO. 02E 300050P 1402
02/02/2009	09:25	SET BASIC SETTINGS AFTERWARD
02/02/2009	09:50	PARTS ORDERED, VEHICLE WILL BE LEAVING DEALER.
02/02/2009	10:28	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
02/02/2009	10:28	ISSUE UPDATED

Consultant's Closing Comments
PARTS ORDERED, VEHICLE WILL BE LEAVING DEALER.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
413515	EOS	2009	WVWBA71F99V [REDACTED]	8016	3885	02/02/2009	USA

Workshop Finding

NO FAULTS, FLUID LEVEL AND CONDITION OK. HAPPENED ON FIRST START AFTER WARM FOR THE TECH. HARSH ENGAGEMENT INTO AND ACCELERATING IN 1ST ONLY

Activity Date	Activity Time	Activity Comments
02/02/2009	10:22	CUSTOMER STATES WHEN STARTING OUT, TRANS SHIFTS VERY HARD AND WHEN DOWN SHIFTING. ROAD TEST VERIFIED CONCERN. WHEN FIRST GOINT TO ACCELERATE, WILL HESITATE AND THEN GO INTO GEAR. FLUID FULL AND CLEAN. NO CODES STORED. WAS NOT ABLE TO FIND ANY BULLETINS OR UPDATES.
02/02/2009	10:22	ISSUE OPENED BY DEALERSHIP
02/02/2009	13:15	CHECK FUEL TRIMS AS WELL.
02/02/2009	13:15	CUSTOMER COMMENTS: CUSTOMER STATES WHEN STARTING OUT, TRANS SHIFTS VERY HARD AND WHEN DOWN SHIFTING. ROAD TEST VERIFIED CONCERN. WHEN FIRST GOINT TO ACCELERATE, WILL HESITATE AND THEN GO INTO GEAR. FLUID FULL AND CLEAN. NO CODES STORED. WAS NOT ABLE TO FIND ANY BULLETINS OR UPDATES.
02/02/2009	13:15	SEE IF HAPPENS IN REVERSE; GET TCM PART NO. AND SOFTWARE, MVB 54 FROM THE TRANS MVB 90-94 ALSO ALL FROM THE TRANSMISSION
02/02/2009	13:15	WORKSHOP FINDINGS: NO FAULTS, FLUID LEVEL AND CONDITION OK. HAPPENED ON FIRST START AFTER WARM FOR THE TECH. HARSH ENGAGEMENT INTO AND ACCELERATING IN 1ST ONLY
02/06/2009	10:55	LUNGING EFFECT WHEN ACCELERATING. TCM PART NO. 02E B 1803, J17B0306
02/06/2009	10:55	REPLACE THE MECHATRONIC, FILTER FLUID AND BOLTS. 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.
02/09/2009	14:06	SPOKE TO JOHN, THE TECHNICIAN WORKING ON THIS VEHICLE. IT HAS LEFT AND WILL RETURN TO HAVE PARTS INSTALLED. ADVISED TECH TO PLEASE CLOSE VTA CASE SINCE VEHICLE HAS LEFT DEALERSHIP; C1.
02/09/2009	14:10	PARTS ARE ON ORDER, MECATRONIC, FILTER AND BOLTS. VEHICLE HAS PICKED UP VEHICLE. WHEN PARTS ARRIVE, WILL HAVE CUSTOMER RETURN FOR REPAIRS. WAS ADVISED TO CLOSE TICKET IF VEHICLE NOT IN SHOP.
02/09/2009	16:06	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
02/09/2009	16:06	ISSUE UPDATED

Consultant's Closing Comments

PARTS ARE ON ORDER, MECATRONIC, FILTER AND BOLTS. VEHICLE HAS PICKED UP VEHICLE. WHEN PARTS ARRIVE, WILL HAVE CUSTOMER RETURN FOR REPAIRS. WAS ADVISED TO CLOSE TICKET IF VEHICLE NOT IN SHOP.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
413661	JETTA	2009	3VWRA71K89M [REDACTED]	1084	3885	02/02/2009	USA

Workshop Finding

HESISTATION AND LURCHING WHEN DRIVING AND SLOWING TO A STOP. NO FAULTS, FLUID LEVEL AND CONDITION GOOD.

Activity Date	Activity Time	Activity Comments
02/02/2009	12:34	CUSTOMER REPORTS THE TRANSMISSION DOESNT SEEM TO SHIFT CORRECTLY, HESISTATION AND LURCHING WHEN DRIVING AND SLOWING TO A STOP.
02/02/2009	12:34	ISSUE OPENED BY DEALERSHIP
02/02/2009	12:48	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 RESOLVED CLOSE OUT VTA AND RELEASE VEHICLE TO CUSTOMER, IF CONCERN IS STILL PRESENT PLEASE CALL BACK.
02/02/2009	12:48	CUSTOMER COMMENTS: CUSTOMER REPORTS THE TRANSMISSION DOESNT SEEM TO SHIFT CORRECTLY
02/02/2009	12:48	WORKSHOP FINDINGS: HESISTATION AND LURCHING WHEN DRIVING AND SLOWING TO A STOP. NO FAULTS, FLUID LEVEL AND CONDITION GOOD.
02/02/2009	13:37	02E30051C 1816
02/02/2009	13:39	HARSH INTO 4TH; NO FAULTS, FLUID LEVEL AND CONDITION OK,.
02/02/2009	13:42	MVB 54 J27
02/02/2009	13:43	REPLACE THE MECHATRONIC, FLUID, FILTER AND BOLTS.
02/04/2009	14:45	PARTS HAVE NOT ARRIVED, I WILL CHECK AGAIN TOMORROW AND UPDATE TICKET.
02/04/2009	14:48	THANKS FOR THE UPDATE.
02/06/2009	17:14	IVE BEEN TOLD THAT THESE PARTS ARE ON BACK ORDER?
02/09/2009	15:52	PARTS HAVE NOT ARRIVED, SHOULD I COPY AND CLOSE THIS TICKET FOR NOW?
02/09/2009	17:37	SPOKE WITH TOM IN SERVICE. PARTS ARE STILL ON ORDER. TECH TO UPDATE VTA WITH DETAILS-CASE WILL REMAIN OPEN AS LONG AS THE VEHICLE IS AT THE DEALER. P2
02/11/2009	12:33	MECHATRONICS IS STILL ON BACK ORDER AS PER OUR PARTS DEPARTMENT ADVISOR.
02/11/2009	18:08	THANKS FOR THE UPDATE.
02/16/2009	18:45	REPLACE THE MECHATRONIC,FLUID, FILTER AND BOLTS. RECHECK OK.
02/17/2009	10:50	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
02/17/2009	10:50	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
413746	JETTA	2007	3VWAJ81K87M [REDACTED]	44530	3885	02/02/2009	USA

Workshop Finding

n/a

Activity Date	Activity Time	Activity Comments
02/02/2009	14:03	CHECK TRANSMISSION SHIFTING AGAIN. TEST DROVE CAR AND CAR HAS A HARD 1ST GEAR ENGAGEMENT SOME TIMES. AND ALSO A HARD 2-3 UPSHIFT.
02/02/2009	14:03	ISSUE OPENED BY DEALERSHIP
02/02/2009	16:13	CUSTOMER COMMENTS: CHECK TRANSMISSION SHIFTING AGAIN. TEST DROVE CAR AND CAR HAS A HARD 1ST GEAR ENGAGEMENT SOME TIMES. AND ALSO A HARD 2-3 UPSHIFT.
02/02/2009	16:13	TICKET IS ESCALATED TO LEVEL 2
02/02/2009	16:22	CHECK FUEL TRIMS (MVB 32/33) PERFORM DSG BASIC SETTINGS AND CHECK VEHICLE FOR FAULTS. REQUEST FOR FIELD INVOLVEMENT SENT A3
02/02/2009	16:28	ISSUE SENT TO DEALERSHIP
02/02/2009	16:28	ISSUE UPDATED
02/02/2009	17:05	ISSUE UPDATED
02/03/2009	15:21	HERE ARE THE FUEL TRIM VALUES.
02/05/2009	13:26	CALLED SAL ASK FOR DETAIL INFO ABOUT PAST REPAIR
02/07/2009	15:04	STILL WAITING ON PARTS
02/11/2009	06:01	ISSUE UPDATED
02/11/2009	10:18	CUSTOMER PICK CAR UP WILL RETURN AT LATER TIME
02/11/2009	11:42	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
02/11/2009	11:42	MEGATRONIC ORDER TOOK TO LONG CUSTOMER PICKED UP CAR

Consultant's Closing Comments

CUSTOMER PICKED UP CAR DUE TO PART ORDER MEGATRONIC TO LONG

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
413993	JETTA	2009	3VWRL71K99M	19993	3885	02/03/2009	USA

Workshop Finding

FAULTS IN TRANY 00292, P1707, FLUID LEVEL OK

Activity Date	Activity Time	Activity Comments
02/02/2009	20:03	CS CAR STALLS WHEN BREAKING HARD. FAULTS IN TRANY 00292, P1707,
02/02/2009	20:03	ISSUE OPENED BY DEALERSHIP
02/03/2009	11:26	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 FAULT RETURNS REPLACE MECH UNIT, BOLTS, FILTER AND FLUID, IF FAULT DOES NOT RETURN RELEASE VEHICLE TO CUSTOMER AND CLOSE OUT VTA.
02/03/2009	11:26	CUSTOMER COMMENTS: C/S CAR STALLS WHEN BREAKING HARD.
02/03/2009	11:26	WORKSHOP FINDINGS: FAULTS IN TRANY 00292, P1707, FLUID LEVEL OK
02/03/2009	13:17	SET BASIC SETTINGS TRANS.TEST DROVE 15 MILES FAULT RETURNS. ORDERED MECH UNIT
02/03/2009	17:45	THANKS FOR THE UPDATE.
02/10/2009	12:27	UPDATE-PART 02E-325-025-AJ-Z4G STILL ON "RED" ORDER LATEST ETA IS END OF MONTH FOR PART ARRIVAL-FC
02/10/2009	16:32	P1 AS PER TODAYS UPDATE
02/13/2009	13:17	STILL WAITING ON PARTS
02/17/2009	12:08	THANKS FOR THE UPDATE.
02/17/2009	18:58	REPLACED MECH UNIT SET BASIC SETTINGS AND TEST DROVE 10 MILES. TRANY OPERATING TO SPECS.
02/17/2009	19:09	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
02/17/2009	19:09	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
414043	EOS	2009	WVWBA71F89V [REDACTED]	1456	3885	02/03/2009	USA

Workshop Finding

P1815; FAULT CLEARED, HARSH EVEN AFTERWARD

Activity Date	Activity Time	Activity Comments
02/03/2009	09:24	CUSTOMER STATES ALL LIGHTS FOR GEAR INDICATOR LIGHT UP AND CANNOT SHIFT. DID NOT HAPPEN TO ME BUT WHEN I DROVE CAR INTO SHOP THERE WAS NO REVERSE. GFF HAS P1815 008 IN TCM. NO TEST PLAN FOR THIS FAULT.
02/03/2009	09:24	ISSUE OPENED BY DEALERSHIP
02/03/2009	10:01	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. IF THE CONCERN RETURNS, GET THE ECM AND TCM PART NUMBER AND SOFTWARE MVB 54 FROM THE TCM AND CALL BACK IN,
02/03/2009	10:01	CUSTOMER COMMENTS: CUSTOMER STATES ALL LIGHTS FOR GEAR INDICATOR LIGHT UP AND CANNOT SHIFT. DID NOT HAPPEN TO ME BUT WHEN I DROVE CAR INTO SHOP THERE WAS NO REVERSE. GFF HAS P1815 008 IN TCM. NO TEST PLAN FOR THIS FAULT.
02/03/2009	10:01	WORKSHOP FINDINGS: P1815; FAULT CLEARED, HARSH EVEN AFTERWARD
02/03/2009	10:02	ISSUE UPDATED
02/03/2009	12:42	TRANSFERRED TO VM AS PER TECH
02/03/2009	12:53	RAN BASIC SETTINGS, ROAD TESTED, DIDN'T GET VERY FAR AND PROBLEM REOCCURED. SAME FAULT, P1815. TCM 02E300051B GSG DSG AG6 431, 02E927770AJ 843 1803. DISPLAY GROUP 54 J21R0403. ECM 06J906026BE 06J906026AF H03 3289. PHONE 781-762-6820 EXT 6311 OR EXT 6270 WILL GET MARK HEATON THE SERVICE WRITER IF I'M OUT TO LUNCH.
02/03/2009	13:34	FYI PS/QA
02/03/2009	13:36	SPOKE WITH MARK, REQUESTED THE TECH TO REPLACE THE MECH, FLUID, FILTER AND BOLTS. ALSO TO INSPECT FOR CONTAMINATION AND IF THERE IS ANY TO NOT INSTALL THE MECH BUT INSTEAD GET PICS AND CALL BACK IN.
02/04/2009	09:53	HOPEFULLY PARTS WILL BE HERE TOMORROW.
02/04/2009	13:25	ISSUE SENT TO DEALERSHIP
02/05/2009	11:40	STILL WAITING FOR PARTS
02/05/2009	13:09	MECH ORDERED P1
02/06/2009	10:18	STILL HAVEN'T RECEIVED A SHIP DATE FOR MECHANTRONIC ACCORDING TO OUR PARTS DEPT. I WILL UPDATE ON MONDAY.
02/06/2009	10:37	ISSUE SENT TO DEALERSHIP
02/09/2009	11:52	PARTS DEPT STILL HAS NO SHIPPING INFOMATION. I WILL UPDATE TOMORROW.
02/09/2009	12:03	ISSUE SENT TO DEALERSHIP
02/10/2009	11:37	ADVISED THAT VW AG IS PROGRAMMING PART AND WILL SHIP AS SOON AS POSSIBLE. NO ETA AT THIS TIME.
02/10/2009	13:46	ISSUE SENT TO DEALERSHIP
02/13/2009	16:21	STILL WAITING FOR MECHATRONIC UNIT. DRAINED OIL FROM TRANS TODAY INTO A CLEAR CONTAINER, SAW NO EVIDENCE OF ANY CONTAMINATION. HOPEFULL UNIT WILL BE HERE FIRST THING NEXT WEEK. I WILL UPDATE THEN.
02/16/2009	10:55	ISSUE SENT TO DEALERSHIP
02/16/2009	18:08	REPLACE MECHATRONIC UNIT. PROBLEM SOLVED.
02/16/2009	19:10	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED

02/16/2009	19:10	ISSUE UPDATED
Consultant's Closing Comments		
REPLACE MECHATRONIC UNIT. PROBLEM SOLVED.		

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
414091	EOS	2008	WVWBA71F38V [REDACTED]	13206	3885	02/03/2009	USA

Workshop Finding

HARD SHIFT WITH NO REVERSE . TOWED IN. UPON STARTING VEHICLE SEEMS TO NOW SHIFT AND DRIVE FINE, TEST SYSTEM PULL 18115 P1707 007 INTERFERENCE IN MECHATRONIC UNIT. SPORADIC.

Activity Date	Activity Time	Activity Comments
02/03/2009	10:10	CUST STATES VEHICLE NOT MOVE, HARD SHIFT WITH NO REVERSE . TOWED IN. UPON STARTING VEHICLE SEEMS TO NOW SHIFT AND DRIVE FINE, TEST SYSTEM PULL 18115 P1707 007 INTERFERENCE IN MECHATRONIC UNIT. SPORADIC.
02/03/2009	10:10	ISSUE OPENED BY DEALERSHIP
02/03/2009	14:09	ADVISED TECH TO CLEAR FAULTS AND SET BASIC SETTINGS PER PROCEDURE BELOW. ROAD TEST THE VEHICLE 10-20 MILES. IF THE VEHICLE WILL SET BASIC SETTINGS AND AFTER OR DURING THE ROAD TEST THE FAULT OR FAULTS RETURN, REPLACE THE MECHATRONIC, FILTER, FLUID AND BOLTS. RESET BASIC SETTINGS AND RETEST. IF FAULT DOES NOT RETURN RELEASE VEHICLE TO CUSTOMER AND CLOSE OUT VTA. 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.
02/03/2009	14:09	CUSTOMER COMMENTS: CUST STATES VEHICLE NOT MOVE.
02/03/2009	14:09	WORKSHOP FINDINGS: HARD SHIFT WITH NO REVERSE . TOWED IN. UPON STARTING VEHICLE SEEMS TO NOW SHIFT AND DRIVE FINE, TEST SYSTEM PULL 18115 P1707 007 INTERFERENCE IN MECHATRONIC UNIT. SPORADIC.
02/03/2009	16:05	PERFORMED BASIC SETTINGS AS DESCRIBED BY GIULIO, TEST DRIVE 22 MILES USING , D.S.R AND TIPTRONIC RECHECK FOR ANY CODES, NONE PRESENT
02/03/2009	17:17	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
02/03/2009	17:17	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
414110	JETTA	2008	3VWRJ71K68M [REDACTED]	19953	3885	02/03/2009	USA

Workshop Finding

n/a

Activity Date	Activity Time	Activity Comments
02/03/2009	10:29	CUSTOMER STATES THAT WHILE DRIVING THE VEHICLE IT WILL SURGE WHILE USING THE CRUISE CONTROL. DURING MY TEST DRIVE THE VEHICLE SURGES AT ALL SPEEDS. WHILE ON THE HIGHWAY THE TACH WILL VARY 100 RPM WHILE HOLDING A STEADY SPEED.
02/03/2009	10:29	ISSUE OPENED BY DEALERSHIP
02/03/2009	10:47	CUSTOMER COMMENTS: CUSTOMER STATES THAT WHILE DRIVING THE VEHICLE IT WILL SURGE WHILE USING THE CRUISE CONTROL. DURING MY TEST DRIVE THE VEHICLE SURGES AT ALL SPEEDS. WHILE ON THE HIGHWAY THE TACH WILL VARY 100 RPM WHILE HOLDING A STEADY SPEED.
02/03/2009	10:47	TECH NEEDS TO CHECK FUEL TRIM IN 32, DISCONNECT AND BLOCK THE LINE TO THE BREATHER VALVE AND DRIVE THE VEH TO SEE IF THIS CORRECTS THE SURGING. TECH COULD ALSO PERFORM BASIC SETTINGS IN TRANS. 61 AND 60 AND RECHECK THE CONCERN.
02/03/2009	13:06	MVB 32 IS 0.3% 2.3%. PLUGGED OFF THE INTAKE BREATHER AND MVB 32 CHANGED TO -0.5%-2.0%. SET BASIC SETTINGS ON DSG. STILL SURGES.
02/03/2009	13:58	FORWARD TO QTM. A3
02/03/2009	14:25	ISSUE UPDATED
02/03/2009	14:25	PLEASE FIND OUT WHAT GEARS THE VEHICLE IS SURING IN (PUT TRANS IN TIP MODE TO CHECK INDICATED GEAR).
02/03/2009	15:21	GEARS 4,5,&6 ARE SURGING. GEARS 1,2,&3 ARE NOT VERIFIED TO SURGE.
02/03/2009	15:25	ADVISED THE TECH THAT IF HE HAS NOT HEARD FROM HIS QTM WITHIN 2 HOURS PLEASE CALL BACK IN. THANKS.
02/03/2009	17:00	QTM INTERVENTION
02/04/2009	19:11	QTM ON SITE VERIFIED COMPLAINT. QTM ALSO OBSERVED WHEN VEHICLE IS AT A STOP LIGHT AND DEALER TECH RELEASES THE BRAKE PEDAL, THE CAR WILL NOT MOVE THEN BANG INTO GEAR AND MOVE AHEAD SUDDENLY. THE ENGINE RPM WILL DECREASE TO 200 RPM AND THEN REGAIN ITSELF. QTM ADVISED TO REPLACE THE MECHTRONICS IN DSG. QTM WAS ADVISED THERE ARE NO PARTS IN THE COUNTRY. QTM ADVISED PARTS DEPT TO POPULATE THIS ORDER ON THE CAR DOWN LIST.
02/04/2009	21:05	ISSUE UPDATED
02/11/2009	12:54	REPLACE MECHATRONICS MODULE. SET BASIC SETTINGS. TEST DRIVE - VEHICLE NO LONGER SURGES. TACH IS STEADY. VEHICLE TAKES OFF SMOOTHLY FROM STOP LIGHTS. RETURNING VEHICLE TO CUSTOMER.
02/11/2009	21:11	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
02/11/2009	21:11	ISSUE UPDATED

Consultant's Closing Comments

CF DONE 2/4/09REPLACE MECHATRONICS MODULE. SET BASIC SETTINGS. TEST DRIVE - VEHICLE NO LONGER SURGES. TACH IS STEADY. VEHICLE TAKES OFF SMOOTHLY FROM STOP LIGHTS. RETURNING VEHICLE TO CUSTOMER.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
414143	EOS	2008	WVWBA71F98V [REDACTED]	7178	3885	02/03/2009	USA

Workshop Finding

TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM. FLUID LEVEL AND CONDITION ARE GOOD. TCM IS A J11.

Activity Date	Activity Time	Activity Comments
02/03/2009	11:02	CUST STATES THAT WHEN ACCELERATING OR GOING UPHILL VEHICLE SHUTTERS, THEN ACCELERATION IS LOST.---I FOUND SURGING ON ACCELERATION AND WHEN STOPPED ON A HILL, WHEN BRAKES ARE RELEASED TRANS "TRIES" TO ENGAGE THE CLUTCHES IN DSG TRANS. THERE IS AN ABRUPT JERK AS THE CLUTCHES ARE ENGAGED, BUT TO NO AVAIL AS THE CAR THEN ROLLS BACKWARDS, SOMETIMES JERKING AS TRANS TRIES TO ENGAGE. FEELS LIKE A CONVENTIONAL TRANS THAT IS LOW ON FLUID. I AM GOING TO CHECK THE DSG FLUID LEVEL, BUT WAS WONDERING IF THIS IS A SOFTWARE ISSUE?---GFF ATTACHED.
02/03/2009	11:02	ISSUE OPENED BY DEALERSHIP
02/05/2009	15:51	CHECKED DSG FLUID AND IT IS FULL, STILL NO DTC'S. CONCERN ONLY HAPPENS WHEN TRANS IS AT OPERATING TEMP.
02/05/2009	16:02	ADVISED THE TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT.
02/05/2009	16:02	CUSTOMER COMMENTS: CUST STATES THAT WHEN ACCELERATING OR GOING UPHILL VEHICLE SHUTTERS, THEN ACCELERATION IS LOST.---I FOUND SURGING ON ACCELERATION AND WHEN STOPPED ON A HILL, WHEN BRAKES ARE RELEASED TRANS "TRIES" TO ENGAGE THE CLUTCHES IN DSG TRANS. THERE IS AN ABRUPT JERK AS THE CLUTCHES ARE ENGAGED, BUT TO NO AVAIL AS THE CAR THEN ROLLS BACKWARDS, SOMETIMES JERKING AS TRANS TRIES TO ENGAGE. FEELS LIKE A CONVENTIONAL TRANS THAT IS LOW ON FLUID. I AM GOING TO CHECK THE DSG FLUID LEVEL, BUT WAS WONDERING IF THIS IS A SOFTWARE ISSUE?---GFF ATTACHED.
02/05/2009	16:02	WORKSHOP FINDINGS: TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM. FLUID LEVEL AND CONDITION ARE GOOD. TCM IS A J11.
02/06/2009	08:15	ORDERED MECHATRONICS UNIT, FILTER, FLUID, BOLTS FOR MECH UNIT-CLOSING TICKET.
02/06/2009	11:00	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
02/06/2009	11:00	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
414375	JETTA	2008	3VWRJ71KX8M	9391	3885	02/03/2009	USA

Workshop Finding

DUPLACTED PROBLEM WITH SHOPFORMAN WHEN VEHICLE WAS FIRST COLD ONLY HAPPENED ONCE. SHOPFORMAN NOTICED THAT WHEN VEHICLE WOULD DOWN SHIFT IT WAS HARSH AND VEHICLE WOULD JURK FOWARD WHILE RPMS WOULD RISE FOR A SLIGHT SECOND. CHECKED FLUID LEVEL ALL CHECKED OUT GOOD AT THIS TIME. WHAT DO YOU RECOMMEND? NO FAULTS IN ECM OR TCM. MVB 54 IS J2

Activity Date	Activity Time	Activity Comments
02/03/2009	14:57	CUSTOMER STATES THAT WHEN DRIVING AT 40 TO 55 MPH THEN COMING TO A STOP AT TAKE OFF THERE IS A DELAY. DUPLACTED PROBLEM WITH SHOPFORMAN WHEN VEHICLE WAS FIRST COLD ONLY HAPPENED ONCE. SHOPFORMAN NOTICED THAT WHEN VEHICLE WOULD DOWN SHIFT IT WAS HARSH AND VEHICLE WOULD JURK FOWARD WHILE RPMS WOULD RISE FOR A SLIGHT SECOND. CHECKED FLUID LEVEL ALL CHECKED OUT GOOD AT THIS TIME. WHAT DO YOU RECOMMEND?
02/03/2009	14:57	ISSUE OPENED BY DEALERSHIP
02/03/2009	15:05	ADVISED TECH THAT HE NEEDS TO REPLACE MECH UNIT, BOLTS, FILTER AND FLUID, RUN MANUAL BASIC SETTINGS PER PROCEEDURE BELOW AND CLOSE OUT VTA. 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.
02/03/2009	15:05	CUSTOMER COMMENTS: CUSTOMER STATES THAT WHEN DRIVING AT 40 TO 55 MPH THEN COMING TO A STOP AT TAKE OFF THERE IS A DELAY.
02/03/2009	15:05	WORKSHOP FINDINGS: DUPLACTED PROBLEM WITH SHOPFORMAN WHEN VEHICLE WAS FIRST COLD ONLY HAPPENED ONCE. SHOPFORMAN NOTICED THAT WHEN VEHICLE WOULD DOWN SHIFT IT WAS HARSH AND VEHICLE WOULD JURK FOWARD WHILE RPMS WOULD RISE FOR A SLIGHT SECOND. CHECKED FLUID LEVEL ALL CHECKED OUT GOOD AT THIS TIME. WHAT DO YOU RECOMMEND? NO FAULTS IN ECM OR TCM. MVB 54 IS J2
02/09/2009	10:06	RED BORDERED PART SINCE IT IS ON BACK ORDER.
02/10/2009	09:45	THANKS FOR THE UPDATE.
02/10/2009	16:16	P1 SEE TODAYS UPDATE
02/17/2009	10:24	INSTALLED PARTS ON VEHICLE TESTED ALL CHECKED OUT GOOD.
02/17/2009	10:51	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
02/17/2009	10:51	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
414433	RABBIT	2008	WVWKC71K28W [REDACTED]	10513	3885	02/03/2009	USA

Workshop Finding

NO FAULTS IN ANY SYSTEM. MVB 54 H35

Activity Date	Activity Time	Activity Comments
02/03/2009	15:45	ISSUE OPENED BY DEALERSHIP
02/03/2009	15:45	WHEN COMING TO A STOP THEN LETTING OFF BRAKE WHEN THE DSG TRANSMISSION ENGAGES IT IS VERY HARSH AND CAUSES IDLE TO DROP. HAPPENS MORE ON INCLINES WHEN THE VEHICLE ROLLS SLIGHTLY. NO FAULTS IN ANY SYSTEM.
02/03/2009	16:13	AFTER REVIEWING MVB 54 INFO ADVISED TECH TO REPLACE MECH UNIT, BOLTS FILTER AND FLUID, RUN MANUAL BASIC SETTINGS PER PROCEDURE BELOW AND CLOSE OUT VTA WHEN COMPLETED. 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.
02/03/2009	16:13	CUSTOMER COMMENTS: WHEN COMING TO A STOP THEN LETTING OFF BRAKE WHEN THE DSG TRANSMISSION ENGAGES IT IS VERY HARSH AND CAUSES IDLE TO DROP. HAPPENS MORE ON INCLINES WHEN THE VEHICLE ROLLS SLIGHTLY.
02/03/2009	16:13	WORKSHOP FINDINGS: NO FAULTS IN ANY SYSTEM. MVB 54 H35
02/04/2009	13:12	PARTS ARE ORDERED AND ON BACK ORDER. CUSTOMER TOOK VEHICLE AND WILL RETURN WHEN PARTS ARRIVE.
02/04/2009	14:39	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
02/04/2009	14:39	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
414651	JETTA	2009	3VWAL71K09M0	8408	3885	02/04/2009	USA

Workshop Finding

FLUTTERING

Activity Date	Activity Time	Activity Comments
02/04/2009	10:11	CUSTOMER STATES WHILE DRIVING, APROX 65 MPH, RPMS WILL JUMP UP AND DOWN 75RPMS. TEST DROVE CAR, CONFIRMED CONCERN, WILL ACT UP AT VARIOUS SPPEDS WHILE CRUISING ABOVE 45MPH. RPM GAUGE WILL 'FLUTTER' 50-75RPM. RAN GFF, 1 DTC STORED IN ECM P0102 AIR MASS METER G70-SIGNAL TOO LOW-SPORADIC. RAN TEST PLAN FOR G70, TESTED OK AT THIS TIME.
02/04/2009	10:11	ISSUE OPENED BY DEALERSHIP
02/04/2009	10:16	CUSTOMER COMMENTS: CUSTOMER STATES WHILE DRIVING, APROX 65 MPH, RPMS WILL JUMP UP AND DOWN 75RPMS. TEST DROVE CAR, CONFIRMED CONCERN, WILL ACT UP AT VARIOUS SPPEDS WHILE CRUISING ABOVE 45MPH. RPM GAUGE WILL 'FLUTTER' 50-75RPM. RAN GFF, 1 DTC STORED IN ECM P0102 AIR MASS METER G70-SIGNAL TOO LOW-SPORADIC. RAN TEST PLAN FOR G70, TESTED OK AT THIS TIME.
02/04/2009	10:16	ISSUE UPDATED
02/04/2009	10:16	WORKSHOP FINDINGS: FLUTTERING
02/04/2009	10:17	RAOD TEST MONITOR 32 CHECK IF O/K REPLACE FUEL FILTER
02/04/2009	12:16	ROAD TESTED VEHICLE, WATCHED MVB 32, RETURNED TO SHOP, REPLACED FUEL FILTER, ROAD TESTED VEHICLE AGAIN, NO CHANGE IN VALUES, VEHICLE STILL SURGING.
02/04/2009	12:19	TRANSFER TO M C VOICE MAIL PER TECHS REQUEST.
02/04/2009	12:28	LEFT MESSAGE AT 12:20PM 02/04/09 CALL BACK NUMBER IS 260-409-8517
02/04/2009	15:21	TRANSFERED TO MC'S VOICEMAIL.
02/05/2009	10:11	ADVSIE TECH TO REPLACE MAF AND ROAD TEST
02/06/2009	16:49	REPLACED MAFS, TEST DROVE VEHICLE, RPM NEDDLE STILL FLUTTERING. TEST DROVE WITH ANOTHER TECH TO MONITOR RPMS VIA SCAN TOOL, RPMS ONLY FLUCTATING 10-30RPMS WHILE MAINTAINING CONSTANT SPEED.
02/06/2009	16:51	PER TECHNICIAN'S, TRANSFERRED TO MX'S VOICEMAIL.
02/06/2009	16:52	ISSUE UPDATED
02/06/2009	16:54	LEFT MESSAGE WITH MARK C. 02/06/09 @ 4:50PM CALL BACK NUMBER IS 260-409-8517 (I WILL BE IN SHOP ON SATURDAY) THANKS
02/09/2009	09:52	PLEASE ROAD TEST IN TIP MODE DID RPMS DROP ?
02/09/2009	10:52	ADVISE TECH TO REPIN CONNECTOR CAP DISCHAGRE AND ROAD TEST
02/10/2009	09:29	TICKET ESCALATED TO LEVEL 2 FOR REVIEW..... A2
02/11/2009	14:00	RE-PINED MAFS CONNECTOR PER ADVISE, PERFORMED CAPASITY DISCHARGE. TEST DROVE VEHICLE, NO CHANGE, RPMS STILL SURGE 20-50 RPM.
02/11/2009	14:46	TECH STATES DRIVE CAR IN TIP MODE, SURGES IN 4, 5, AND 6.
02/11/2009	14:52	PLEASE CHECK TRANS MVB 1 WHILE DRIVING CHECK SPEED SENSORS, ALSO GET A PRINT OF MVB 54.
02/11/2009	15:54	MVB 54=J17F0015 MVB 1 IN TRANNY ELECTRONICS ONLY SHOW 1 SPEED FIELD IN KL/H? MVB 8 SHOWS 3 FIELDS OF RPM. ATACHED MVB 8 READINGS
02/11/2009	15:58	TRANSFERRED TO BT'S VOICEMAIL.
02/11/2009	15:59	ISSUE UPDATED
02/11/2009	16:00	LEFT MESSAGE 02/11/09 3:59PM CALL BACK NUMBER 260-409-8517
02/11/2009	19:32	THANKS FOR THE UPDATE, MECHATRONICS UNIT WILL NEED TO BE REPLACED.
02/12/2009	09:56	WAITING ON PARTS. P2
02/16/2009	13:18	CALLED DEALER SPOKE HEATH, PARTS ARRIVED, DEALER IS PERFORMING REPAIRS. A2

02/16/2009	16:27	INSTALLED NEW MECHATRONICS UNIT/VALVE BODY. PERFORMED BASIC SETTINGS, TEST DROVE VEHICLE, NO SURGING NOW. REPAIR HAS RESOLVED PROBLEM, THANK YOU.
02/16/2009	17:07	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
02/16/2009	17:07	ISSUE UPDATED

Consultant's Closing Comments		
INSTALLED NEW MECHATRONICS UNIT/VALVE BODY		

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
414667	JETTA	2008	3VWRA71KX8M [REDACTED]	10033	3885	02/04/2009	USA

Workshop Finding

DUPLICATED CONCERN VEH DOES LUNGE FORWARD ALSO ON HILL FROM A COMPLETE STOP CAR STARTS TO GO FORWARD AND BOGS DOWN TO ALMOST STALL. CONDITION HAPPENS COLD OR HOT. GFF FOUND NO FAULTS IN SYSTEMS, PERFORMED DSG BASIC SETTINGS THROUGH VSD AND TEST DROVE NO CHANGE.
MVB 54 J14.

Activity Date	Activity Time	Activity Comments
02/04/2009	10:30	CUSTOMER STATES WHEN LETTING OFF BRAKES FROM COMPLETE STOP CAR SHAKES SLIGHTLY AND LUNGES FORWARD. DUPLICATED CONCERN VEH DOES LUNGE FORWARD ALSO ON HILL FROM A COMPLETE STOP CAR STARTS TO GO FORWARD AND BOGS DOWN TO ALMOST STALL. CONDITION HAPPENS COLD OR HOT. GFF FOUND NO FAULTS IN SYSTEMS, PERFORMED DSG BASIC SETTINGS THROUGH VSD AND TEST DROVE NO CHANGE.
02/04/2009	10:30	ISSUE OPENED BY DEALERSHIP
02/04/2009	12:00	AFTER REVIEWING MVB 54 INFO ADVISED TECH TO REPLACE MECH UNIT, BOLTS, FILTER AND FLUID, CLOSE OUT VTA WHEN COMPLETED.
02/04/2009	12:00	CUSTOMER COMMENTS: CUSTOMER STATES WHEN LETTING OFF BRAKES FROM COMPLETE STOP CAR SHAKES SLIGHTLY AND LUNGES FORWARD.
02/04/2009	12:00	WORKSHOP FINDINGS: DUPLICATED CONCERN VEH DOES LUNGE FORWARD ALSO ON HILL FROM A COMPLETE STOP CAR STARTS TO GO FORWARD AND BOGS DOWN TO ALMOST STALL. CONDITION HAPPENS COLD OR HOT. GFF FOUND NO FAULTS IN SYSTEMS, PERFORMED DSG BASIC SETTINGS THROUGH VSD AND TEST DROVE NO CHANGE. MVB 54 J14.
02/09/2009	09:01	ORDERED MECH UNIT CUSTOMER IS DRIVING VEHICLE TILL PART COMES IN. WILL UPDATE WHEN REPLACED AND OF ANY ISSUES.
02/10/2009	09:44	THANKS FOR THE UPDATE.
03/09/2009	08:47	CLOSED INSTALLED NEW TRANS OK
03/10/2009	12:27	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
03/10/2009	12:27	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
414913	EOS	2008	WVWBA71F78V [REDACTED]	3860	3885	02/04/2009	USA

Workshop Finding

TECH NEEDS TO KNOW HOW TO ORDER THE PARTS.

Activity Date	Activity Time	Activity Comments
02/04/2009	15:17	ISSUE OPENED BY DEALERSHIP
02/04/2009	15:17	TRANS CONCERN WHEN SITTING ON HILL, VEHICLE WOULD ROLL BACK SLIGHTLY AND FEEL LIKE IT STALLS(JERKING OUT OF GEAR FEELING). ONLY HAPPENS SOMETIMES, I DID DUPLICATE IT. TRYED TO PERFORM BASIC SETTING ON TRANSMISSION (DSG) AND NOW HAS A VERY DELAYED SHIFT INTO FIRST AND REVERSE FROM A STOP. WENT TO ORDER MECHATRONICS UNIT AND FOUND CALLS FOR PART NUMBER 000-325-0250X-7DE WHICH WOULD NEED TO BE RED ORDERED. A NOTE IN ETKA CAME UP SAYING THAT FOR SOME GEAR BOX CODES A VALUE REPLACEMENT UNIT IS AVAILABLE. (PART NUMBER 000-325-025-X-FRZ) BUT THEY CANT ORDER THIS NUMBER BC ETKA WONT ALLOW IT. SHOULD I RED ORDER THE NORMAL ONE OR IS THERE A WAY TO FIND OUT HOW TO ORDER OR SEE IF THIS REBUILT UNIT WILL WORK?
02/04/2009	15:19	ADVISED THE TECH TO RED ORDER THE PARTS.
02/04/2009	15:19	CUSTOMER COMMENTS: TRANS CONCERN WHEN SITTING ON HILL, VEHICLE WOULD ROLL BACK SLIGHTLY AND FEEL LIKE IT STALLS(JERKING OUT OF GEAR FEELING). ONLY HAPPENS SOMETIMES, I DID DUPLICATE IT. TRYED TO PERFORM BASIC SETTING ON TRANSMISSION (DSG) AND NOW HAS A VERY DELAYED SHIFT INTO FIRST AND REVERSE FROM A STOP. WENT TO ORDER MECHATRONICS UNIT AND FOUND CALLS FOR PART NUMBER 000-325-0250X-7DE WHICH WOULD NEED TO BE RED ORDERED. A NOTE IN ETKA CAME UP SAYING THAT FOR SOME GEAR BOX CODES A VALUE REPLACEMENT UNIT IS AVAILABLE. (PART NUMBER 000-325-025-X-FRZ) BUT THEY CANT ORDER THIS NUMBER BC ETKA WONT ALLOW IT. SHOULD I RED ORDER THE NORMAL ONE OR IS THERE A WAY TO FIND OUT HOW TO ORDER OR SEE IF THIS REBUILT UNIT WILL WORK?
02/04/2009	15:19	WORKSHOP FINDINGS: TECH NEEDS TO KNOW HOW TO ORDER THE PARTS.
02/04/2009	15:21	RED ORDERED UNIT. THANK YOU FOR YOUR HELP.
02/04/2009	17:15	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
02/04/2009	17:15	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
414914	JETTA	2009	3VWRJ71K39M [REDACTED]	45	3885	02/04/2009	USA

Workshop Finding

VEHICLES TRANSMISSION TEMP IS AT 115 C AT KOEO COLD.

Activity Date	Activity Time	Activity Comments
02/04/2009	15:19	HAD THE JETTA ON SAT DETAILER DROVE IT TRANS SELECTOR STATED TO BLINK WENT THROUGH GFF NO FAULTS CHECK ALL PLUGS ON TRANS WAS PLUG IN DID AN DISCHARGE FOR 10MIN RECONNECT UP SEEM FINE DROVE IT DIFFERNT TIMES WAS OK ABOUT AMILE AN HALF EACH TIME VOA OWNER PICK IT AN DROVE IT 30MILES AN IT HAPPEN AGINE TOWED IT DID GFF 1 FAULT 02084 THEN UNDER THAT 0 1
02/04/2009	15:19	ISSUE OPENED BY DEALERSHIP
02/04/2009	15:56	255 150 IN MVB 64
02/04/2009	15:56	CUSTOMER COMMENTS: HAD THE JETTA ON SAT DETAILER DROVE IT TRANS SELECTOR STATED TO BLINK WENT THROUGH GFF NO FAULTS CHECK ALL PLUGS ON TRANS WAS PLUG IN DID AN DISCHARGE FOR 10MIN RECONNECT UP SEEM FINE DROVE IT DIFFERNT TIMES WAS OK ABOUT AMILE AN HALF EACH TIME VOA OWNER PICK IT AN DROVE IT 30MILES AN IT HAPPEN AGINE TOWED IT DID GFF 1 FAULT 02084 THEN UNDER THAT 0 1
02/04/2009	15:56	WORKSHOP FINDINGS: VEHICLES TRANSMISSION TEMP IS AT 115 C AT KOEO COLD.
02/04/2009	15:58	REPLACE THE G509. INSPECT THE WIRING FOR THE G509 AS WELL
02/11/2009	11:22	INSTALLED SENSER BEHINE VALUEBODY ROAD TESTED 50 MILES OK MEASURE BLOCK 19 ALL 3 WERE LOW AN CLOSE 64 WAS STILL READING HIGH BUT NO PROBLEMS
02/11/2009	11:40	VEHICLE OPERATING TO SPEC AT THIS TIME. TECH TO UPDATE AND CLOSE THE TICKET.
02/11/2009	11:50	D1 TECH TO CLOSE TICKET.
02/11/2009	15:22	THANK YOU AN GOOD NITE
02/11/2009	15:34	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
02/11/2009	15:34	ISSUE UPDATED

Consultant's Closing Comments

INSTALLED SENSER BEHINE VALUEBODY ROAD TESTED 50 MILES OK MEASURE BLOCK 19 ALL 3 WERE LOW AN CLOSE 64 WAS STILL READING HIGH BUT NO PROBLEMS

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
414982	EOS	2008	WVWBA71F98V [REDACTED]	3501	3885	02/04/2009	USA

Workshop Finding

02E 300050P 1402

Activity Date	Activity Time	Activity Comments
02/04/2009	16:21	ISSUE OPENED BY DEALERSHIP
02/04/2009	16:21	VEHICLE HAS DELAY APPROX 1-2 SECONDS TO ENGAGE ON TAKE OFF. ROAD TESTED, VERIFIED TRANSMISSION CLUNKS ON ENGAGEMENT WHEN ACCLERATING FROM A STOP. PERFORMED GFF, NO FAULTS. PERFORMED BASIC SETTINGS USING GUIDED FUNCTIONS, NO AFFECT STILL CLUNKS.
02/04/2009	16:28	CUSTOMER COMMENTS: VEHICLE HAS DELAY APPROX 1-2 SECONDS TO ENGAGE ON TAKE OFF. ROAD TESTED, VERIFIED TRANSMISSION CLUNKS ON ENGAGEMENT WHEN ACCLERATING FROM A STOP. PERFORMED GFF, NO FAULTS. PERFORMED BASIC SETTINGS USING GUIDED FUNCTIONS, NO AFFECT STILL CLUNKS.
02/04/2009	16:28	MVB = J11; REPLACE THE MECHATRONIC, FLUID, FILTER AND BOLTS; SET BASIC SETTINGS
02/04/2009	16:28	WORKSHOP FINDINGS: 02E 300050P 1402
02/06/2009	16:35	PARTS HAVE BEEN ORDERED. RED ORDER. FOM HAS BEEN INFORMED.
02/06/2009	16:42	MECH RED ORDERED P1
02/11/2009	13:18	REMOVED AND REPLACED MECHATRONICS UNIT AND BOLTS. REPLACED FILTER AND FLUID. REASSEMBLED VEHICLE SET BASIC SETTINGS. ROAD TESTED OK TRANSMISSION ENGAGES PROPERLY.
02/11/2009	14:44	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
02/11/2009	14:44	ISSUE UPDATED

Consultant's Closing Comments

REMOVED AND REPLACED MECHATRONICS UNIT AND BOLTS. REPLACED FILTER AND FLUID. REASSEMBLED VEHICLE SET BASIC SETTINGS. ROAD TESTED OK TRANSMISSION ENGAGES PROPERLY.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
415059	EOS	2007	WVWFB71F57V [REDACTED]	38078	3885	02/04/2009	USA

Workshop Finding

TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM. TECH STATES THE NOISE IS FROM THE BELL HOUSING. BASIC SETTING PERFORM AND THE 40K SERVICE HAS BEEN PERFORMED. TRANS HAS POOR SHIFTING FROM A STOP.

Activity Date	Activity Time	Activity Comments
02/04/2009	18:19	CUSTOMER COMPLAINT ABOUT HAR DOWN SHIFT COMING TO A STOP ALSO WHEN STARTING TO DRIVE IT WILL DELAY MOVEMENT ON A SMALL INCLINE IT IS WORST ALSO AT IDLE AND NOT IN GEAR A LOUD RATTLE COMES FROM THE DUAL FLYWHEEL
02/04/2009	18:19	ISSUE OPENED BY DEALERSHIP
02/04/2009	18:24	ADVISED THE TECH TO REPLACE THE MECH UNIT, FLUID, FILTER, BOLTS AND DUAL MASS FLYWHEEL.
02/04/2009	18:24	CUSTOMER COMMENTS: CUSTOMER COMPLAINT ABOUT HAR DOWN SHIFT COMING TO A STOP ALSO WHEN STARTING TO DRIVE IT WILL DELAY MOVEMENT ON A SMALL INCLINE IT IS WORST ALSO AT IDLE AND NOT IN GEAR A LOUD RATTLE COMES FROM THE DUAL FLYWHEEL
02/04/2009	18:24	WORKSHOP FINDINGS: TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM. TECH STATES THE NOISE IS FROM THE BELL HOUSING. BASIC SETTING PERFORM AND THE 40K SERVICE HAS BEEN PERFORMED. TRANS HAS POOR SHIFTING FROM A STOP.
02/09/2009	18:22	WAITING FOR PARTS CUSTOMER HAS VEHICLE WILL OPEN A NEW VTA WHEN PARTS ARE HERE
02/09/2009	18:32	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
02/09/2009	18:32	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
415298	JETTA	2008	3VWRJ71K78M	11607	3885	02/05/2009	USA

Workshop Finding

TEST DROVE VEHICLE AND NOTICED A BAD RPM FLUCUATION, 200 TO 300 RPM, WHEN PULLING AWAY FROM A STOP. IF YOU JUST LET YOUR FOOT OFF THE ACCELERATOR, AND DON'T TOUCH THROTTLE, IT PULLS AWAY OK. APLY JUST A SMALL AMOUNT OF THROTTLE THOUGH, AND YOU GET A REAL BAD BUCKING. DOES THIS IN DRIVE AND REVERSE. CUSTOMER STATED THAT HE WILL GET A SURGING SENSATION AT HIGHWAY SPEEDS AS WELL, WITH A TACH FLUCUATION. I NOTICED THIS TO A SMALL DEGREE, BUT IT WASN'T VERY PRONOUNCED. NO FAULT CODES IN ANY SYSTEM.

Activity Date	Activity Time	Activity Comments
02/05/2009	12:10	I'M REALLY NOT SURE IF THIS IS AN ENGINE CONCERN OR A TRANSMISSION CONCERN.CUSTOMER STATES THAT TACH FLUCTUATES WHILE DRIVING. TEST DROVE VEHICLE AND NOTICED A BAD RPM FLUCUATION, 200 TO 300 RPM, WHEN PULLING AWAY FROM A STOP. IF YOU JUST LET YOUR FOOT OFF THE ACCELERATOR, AND DON'T TOUCH THROTTLE, IT PULLS AWAY OK. APLY JUST A SMALL AMOUNT OF THROTTLE THOUGH, AND YOU GET A REAL BAD BUCKING. DOES THIS IN DRIVE AND REVERSE. CUSTOMER STATED THAT HE WILL GET A SURGING SENSATION AT HIGHWAY SPEEDS AS WELL, WITH A TACH FLUCUATION. I NOTICED THIS TO A SMALL DEGREE, BUT IT WASN'T VERY PRONOUNCED. NO FAULT CODES IN ANY SYSTEM.
02/05/2009	12:10	ISSUE OPENED BY DEALERSHIP
02/05/2009	12:29	ADVISED TECH TO CHECK MVB 54 IF THE FIRST 3 DIGITS ARE H22 THRU J21 REPLACE MECH UNIT, BOLTS, FILTER AND FLUID, THEN RUN MANUAL BASIC SETTINGS PER PROCEDURE BELOW, IF FIRST 3 DIGITS ARE OUTSIDE OF SPECIFIED THEN PERFORM MANUAL BASIC SETTINGS AND REEVALUATE SHUDDER AFTER ROAD TEST. CLOSE OUT VTA WHEN COMPLETED. 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.
02/05/2009	12:29	CUSTOMER COMMENTS: I'M REALLY NOT SURE IF THIS IS AN ENGINE CONCERN OR A TRANSMISSION CONCERN.CUSTOMER STATES THAT TACH FLUCTUATES WHILE DRIVING.
02/05/2009	12:29	WORKSHOP FINDINGS: TEST DROVE VEHICLE AND NOTICED A BAD RPM FLUCUATION, 200 TO 300 RPM, WHEN PULLING AWAY FROM A STOP. IF YOU JUST LET YOUR FOOT OFF THE ACCELERATOR, AND DON'T TOUCH THROTTLE, IT PULLS AWAY OK. APLY JUST A SMALL AMOUNT OF THROTTLE THOUGH, AND YOU GET A REAL BAD BUCKING. DOES THIS IN DRIVE AND REVERSE. CUSTOMER STATED THAT HE WILL GET A SURGING SENSATION AT HIGHWAY SPEEDS AS WELL, WITH A TACH FLUCUATION. I NOTICED THIS TO A SMALL DEGREE, BUT IT WASN'T VERY PRONOUNCED. NO FAULT CODES IN ANY SYSTEM.
02/05/2009	12:36	CHECKED MVB 54. FIRST THREE DIGITS ARE J14. WILL GET MECHATRONICS UNIT ON ORDER AND UPDATE TICKET AFTER REPAIRS.
02/05/2009	18:31	THANKS FOR THE UPDATE.
02/12/2009	16:40	SPOKE TO BARON IN SERVICE. TECH IS WAITING ON PARTS.
02/13/2009	14:38	CALL TO DEALER ,
02/13/2009	14:39	PART IN TODAY, NOT SURE IF TECH WILL WORK ON IT TODAY OR MONDAY. ADVISE BRANDON IN PART TO LET SM KNOW QTM CALL ON STATUS
02/17/2009	09:23	STILL WAITING ON CUSTOMER TO RETURN WITH VEHICLE.
02/17/2009	12:08	THANKS FOR THE UPDATE.
02/19/2009	15:29	REPAIR HAS BEEN COMPLETED. ISSUE APPEARS TO BE RESOLVED.
02/19/2009	17:41	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
02/19/2009	17:41	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
415513	JETTA	2009	3VWRL71K19M [REDACTED]	1869	3885	02/05/2009	USA

Workshop Finding

TECH VERIFIED THE CONCERN. 1 FAULT IN THE TCM. FAULT IS HARD AND RETURNS IMMEDIATELY.

Activity Date	Activity Time	Activity Comments
02/05/2009	16:04	CUSTOMER STATES VEHICLE WILL NOT SHIFT. FOUND PRNDL FLASHING AND CEL ON. VEHICLE HAS ONE DTC, PO751. THE SHIFT SOLONOID A, PERFORMANCE OR SHUT OFF. THIS IS A HARD CODE. IT RETURNS AS SOON AS IT IS PUT IN GEAR.
02/05/2009	16:04	ISSUE OPENED BY DEALERSHIP
02/05/2009	16:09	ADVISED THE TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT.
02/05/2009	16:09	CUSTOMER COMMENTS: CUSTOMER STATES VEHICLE WILL NOT SHIFT. FOUND PRNDL FLASHING AND CEL ON. VEHICLE HAS ONE DTC, PO751. THE SHIFT SOLONOID A, PERFORMANCE OR SHUT OFF. THIS IS A HARD CODE. IT RETURNS AS SOON AS IT IS PUT IN GEAR.
02/05/2009	16:09	WORKSHOP FINDINGS: TECH VERIFIED THE CONCERN. 1 FAULT IN THE TCM. FAULT IS HARD AND RETURNS IMMEDIATELY.
02/05/2009	16:28	ORDERED MECHATRONICS UNIT, BOLTS, FILTER, GASKET AS NECC. ISSUED AS A RED ORDER.
02/05/2009	17:21	P1 THANK YOU FOR THE UPDATE. REMEMBER TO UPDATE AND CLOSE THE TICKET.
02/12/2009	10:11	STILL NO PARTS AS OF YET. THURSDAY FEB 12TH
02/12/2009	11:57	P1 THANK YOU FOR THE UPDATE. REMEMBER TO UPDATE AND CLOSE THE TICKET.
02/12/2009	15:10	REPAIR COMPLETE.
02/12/2009	15:30	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
02/12/2009	15:30	ISSUE UPDATED

Consultant's Closing Comments

TECH REPLACED 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
415568	EOS	2008	WVWFA71F88V [REDACTED]	11508	3885	02/05/2009	USA

Workshop Finding

TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM. TCM IS A H40.

Activity Date	Activity Time	Activity Comments
02/05/2009	16:54	CUSTOMER STATES THAT WHEN LETTING OFF THE BRAKE FROM A STOP THE TRANSMISSION JERKS AND JOLTS INTO GEAR. ALSO HAPPENS WHEN ACCELERATING FORM A STOP. ROAD TEST VEHICLE WITH SHOP FOREMAN AND WE NOTICED THAT IT DOESN'T DO IT WHEN YOUR JUST DRIVING IN STOP AND GO TRAFFIC. THE LONGER YOU STOP FOR THE LONGER THE DELAY IS FOR THE TRANSMISSION TO GO BACK INTO GEAR FROM NEUTRAL. IF WE PULLED OVER FOR A FEW MINUTES WHEN WE WENT TO START MOVING AGAIN THE CAR WOULD JERK HARD. CHECKED THE FLUID LEVEL AND THE LEVEL IS OK. WHAT DO YOU ADVISE.
02/05/2009	16:54	ISSUE OPENED BY DEALERSHIP
02/05/2009	16:59	ADVISED THE TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT.
02/05/2009	16:59	CUSTOMER COMMENTS: CUSTOMER STATES THAT WHEN LETTING OFF THE BRAKE FROM A STOP THE TRANSMISSION JERKS AND JOLTS INTO GEAR. ALSO HAPPENS WHEN ACCELERATING FORM A STOP. ROAD TEST VEHICLE WITH SHOP FOREMAN AND WE NOTICED THAT IT DOESN'T DO IT WHEN YOUR JUST DRIVING IN STOP AND GO TRAFFIC. THE LONGER YOU STOP FOR THE LONGER THE DELAY IS FOR THE TRANSMISSION TO GO BACK INTO GEAR FROM NEUTRAL. IF WE PULLED OVER FOR A FEW MINUTES WHEN WE WENT TO START MOVING AGAIN THE CAR WOULD JERK HARD. CHECKED THE FLUID LEVEL AND THE LEVEL IS OK. WHAT DO YOU ADVISE.
02/05/2009	16:59	WORKSHOP FINDINGS: TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM. TCM IS A H40.
02/05/2009	17:03	ORDERED PARTS FOR VEHICLE. THANKS FOR THE ASSISTANCE.
02/05/2009	17:21	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
02/05/2009	17:21	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
415573	JETTA	2008	3VWRJ71K48M	17214	3885	02/05/2009	USA

Workshop Finding

I HAVE NOT BEEN ABLE TO DUPLICATE IT AND GFF FOUND NO FAULTS IN ENGINE BUT I DID GET P1740 CLUTCH TEMP MONITORING IN TRANS.GOING THROUGH TEST PLAN SHOWED IT WAS OK.

Activity Date	Activity Time	Activity Comments
02/05/2009	16:57	ISSUE OPENED BY DEALERSHIP
02/05/2009	16:57	THE CUSTOMER COMPLAINT IS THAT TWICE WHEN DRIVING THE VEHICLE STALLED.I HAVE NOT BEEN ABLE TO DUPLICATE IT AND GFF FOUND NO FAULTS IN ENGINE BUT I DID GET P1740 CLUTCH TEMP MONITORING IN TRANS.GOING THROUGH TEST PLAN SHOWED IT WAS OK.
02/05/2009	17:21	ADVISED TECH TO TRY AND VERIFY STALL CONCERN, ADVISED TO GET AS MUCH INFO AS POSSIBLE FROM CUSTOMER AND THEN TRY TO RECREATE CONCERN. IF STALL CAN NOT BE VERIFIED AND P1740 RETURNS PLEASE CALL BACK. IF STALL IS VERIFIED I WOULD LIKE TO KNOW WHAT FUEL PRESSURE WAS DOING ON A MECHANICAL GAUGE AND ALSO WHAT MVB 33 WAS READING WHEN STALL OCCURS. ALSO MONITOR MVB 19 IN TCM FOR P1740 IF FAULT RETURNS, CALL BACK WITH RESULTS.
02/05/2009	17:21	CUSTOMER COMMENTS: THE CUSTOMER COMPLAINT IS THAT TWICE WHEN DRIVING THE VEHICLE STALLED.
02/05/2009	17:21	WORKSHOP FINDINGS: I HAVE NOT BEEN ABLE TO DUPLICATE IT AND GFF FOUND NO FAULTS IN ENGINE BUT I DID GET P1740 CLUTCH TEMP MONITORING IN TRANS.GOING THROUGH TEST PLAN SHOWED IT WAS OK.
02/06/2009	16:46	I ROAD TESTED VEHICLE TWICE MORE AND MONITORED MVB 19 AND FIELD 3 STARTS OUT AT 90 DEG AND JUMPS ALL OVER THE PLACE AND EVEN AS HIGH AS 180 DEG C AND I HAVE THE FAULT P1740 BACK AGAIN
02/06/2009	17:01	ADVISED TECH TO REPLACE TEMP SENSOR, MECH UNIT, BOLTS, FILTER AND FLUID, PERFORM MANUAL BASIC SETTINGS PER PROCEDURE BELOW THEN CLOSE OUT VTA. 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.
02/12/2009	16:16	SPOKE TO ANDY IN SERVICE. BACK ORDER PARTS JUST ARRIVED AND WILL BE INSTALLED SOON; P1.
02/12/2009	17:26	PARTS HERE TODAY WILL WORK ON IN AM
02/12/2009	18:50	THANKS FOR THE UPDATE.
02/14/2009	10:55	I REPLACED THE MECHATRONIC'S UNIT AND TEMP SENSOR, FILTER AND FLUID AND PERFORMED MANUAL BASIC SETTING AS TOLD AND PERFORMED A 15 MILE ROAD TEST AND NO FAULTS CAME UP IN ENGINE OR TRANS AND VEHICLE SHIFTED AND PERFORMED NORMALLY.THE TEMP IN MVB 19 FIELD 3 IS NOW STABLE AND SIMILAR TO FIELDS 1 AND 2.WE WILL BE DELIVERING VEHICLE TO CUSTOMER.
02/16/2009	10:51	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
02/16/2009	10:51	ISSUE UPDATED

Consultant's Closing Comments

REPLACED MECH UNIT AND INPUT SPEED SENSOR, COMPLETED.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
415597	JETTA	2009	3VWRL71KX9M [REDACTED]	217	3885	02/05/2009	USA

Workshop Finding

TECH VERIFIED THE CONCERN. 1 FAULT IN THE TCM.

Activity Date	Activity Time	Activity Comments
02/05/2009	17:39	CUSTOMER STATED WHEN GETTING INTO VEHICLE SEVERAL TIMES GEAR INDICATOR IN CLUSTER FLASHED AND VEHICLE WOULD NOT MOVE. RAN GUIDED FAULT FINDING FOUND FAULT P2723 IN SYSTEM. PLEASE ADVISE ON NEXT STEP.
02/05/2009	17:39	ISSUE OPENED BY DEALERSHIP
02/05/2009	17:42	ADVISED THE TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT.
02/05/2009	17:42	CUSTOMER COMMENTS: CUSTOMER STATED WHEN GETTING INTO VEHICLE SEVERAL TIMES GEAR INDICATOR IN CLUSTER FLASHED AND VEHICLE WOULD NOT MOVE. RAN GUIDED FAULT FINDING FOUND FAULT P2723 IN SYSTEM. PLEASE ADVISE ON NEXT STEP.
02/05/2009	17:42	WORKSHOP FINDINGS: TECH VERIFIED THE CONCERN. 1 FAULT IN THE TCM.
02/12/2009	13:29	PARTS ON ORDER AND WE WILL REPAIR VEHICLE WHEN PARTS ARE OFF BACKORDER.
02/12/2009	14:03	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
02/12/2009	14:03	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
415604	RABBIT	2008	WVWKC71K88W	10722	3885	02/05/2009	USA

Workshop Finding

TEST DROVE AND VERFIED AND FEELS LIKE THE CLUTCH IS ENGAGING AND DISENGAGING AND IN FIRST UNDER ACCELERATION IT STUDDERS RAN GFF AND FOUND NO FAULTS AND CHECK TRANNY FLUID LEVEL IS OK AND FLUID DOESN T SMELL BURNT AND ISN T DISCOLORED

Activity Date	Activity Time	Activity Comments
02/05/2009	18:05	CUST VECHILE JERKS INTO FIRST FROM DEAD STOP WHEN ACCELERATING VERY NOTICABLE ON INCLINE TEST DROVE AND VERFIED AND FEELS LIKE THE CLUTCH IS ENGAGING AND DISENGAGING AND IN FIRST UNDER ACCELERATION IT STUDDERS RAN GFF AND FOUND NO FAULTS AND CHECK TRANNY FLUID LEVEL IS OK AND FLUID DOESN T SMELL BURNT AND ISN T DISCOLORED
02/05/2009	18:05	ISSUE OPENED BY DEALERSHIP
02/05/2009	18:15	ADVISED TECH TO CHECK MVB 54 IN TCM, IF FIRST 3 DIGITS ARE H22 THRU J21 REPLACE MECH UNIT, BOLTS, FILTER AND FLUID, PERFORM MANUAL BASIC SETTINGS PER PROCEDURE BELOW AND CLOSE OUT VTA. IF FIRST THREE DIGITS ARE OUTSIDE OF SPECIFIED ONLY PERFORM MANUAL BASIC SETTINGS AND REEVALUATE SHIFT CONCERN, IF ITS STILL THERE CALL BACK OTHERWISE RELEASE VEHICLE TO CUSTOMER. 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.
02/05/2009	18:15	CUSTOMER COMMENTS: CUST VECHILE JERKS INTO FIRST FROM DEAD STOP WHEN ACCELERATING VERY NOTICABLE ON INCLINE
02/05/2009	18:15	WORKSHOP FINDINGS: TEST DROVE AND VERFIED AND FEELS LIKE THE CLUTCH IS ENGAGING AND DISENGAGING AND IN FIRST UNDER ACCELERATION IT STUDDERS RAN GFF AND FOUND NO FAULTS AND CHECK TRANNY FLUID LEVEL IS OK AND FLUID DOESN T SMELL BURNT AND ISN T DISCOLORED
02/10/2009	10:35	WAITING ON PARTS MECH UNIT ON BACK ORDER
02/11/2009	18:09	THANKS FOR THE UPDATE.
02/12/2009	15:39	NO ANSWER IN SERVICE-THEN OPERATOR DISCONNECTED.
02/12/2009	16:14	NO ANSWER IN SERVICE DEPARTMENT.
02/12/2009	17:17	3RD CALL BACK-STILL NO ANSWER IN SERVICE. NO UPDATE AVAILABLE AT THIS TIME. D2
02/12/2009	17:21	LEFT MESSAGE WITH SERVICE MANAGER TO HAVE TECH UPDATE CASE. D2
02/12/2009	18:08	INSTALLED MECTRONICS AND FILLED WITH TRANNY FLUID AND SET BASIC SETTING AND TEST DROVE FIFTEEN MILES AND OPPERATING AS DESIGNED
02/12/2009	18:33	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
02/12/2009	18:33	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
415688	EOS	2007	WVWDB71F97V [REDACTED]	22498	3885	02/06/2009	USA

Workshop Finding

NO CRANK NO START

Activity Date	Activity Time	Activity Comments
02/06/2009	09:37	ISSUE OPENED BY DEALERSHIP
02/06/2009	09:37	VEHICLE INITIALLY HAD NO CRANK NO START, THEN STARTED BUT WOULD NOT COME OUT OF PARK P LIGHT ON SHIFTER FLASHING, AND NO COMMUNICATION WITH TRANS CONTOLUNIT AFTER VEHICLE WARMED UP COMMUNICATION WITH THE TRANS IS POSSIBLE AND CAN DRIVE VEHICLE MANY FAULTS STORED IN OTHER CONTROL MODULES FOR NO COMMUNICATION WITH THE TRANS UNIT
02/06/2009	09:44	ADVSIE TECH TO REPLACE THE MECHTRONICS, FLUID AND FILTER SET BASIC SETTING AFTER REPAIRS
02/06/2009	09:44	CUSTOMER COMMENTS: VEHICLE INITIALLY HAD , THEN STARTED BUT WOULD NOT COME OUT OF PARK P LIGHT ON SHIFTER FLASHING, AND NO COMMUNICATION WITH TRANS CONTOLUNIT AFTER VEHICLE WARMED UP COMMUNICATION WITH THE TRANS IS POSSIBLE AND CAN DRIVE VEHICLE MANY FAULTS STORED IN OTHER CONTROL MODULES FOR NO COMMUNICATION WITH THE TRANS UNIT
02/06/2009	09:44	WORKSHOP FINDINGS: NO CRANK NO START
02/12/2009	15:26	A2 CASE TO BE ESCALATED FOR REVIEW. ADVISED THE TECH ON HOW TO PERFORM THE TRANS BASIC SETTINGS.
02/13/2009	10:05	AFTER BASIC SETTINGS PERFORMED, FOUND VEHICLE PERFORMING TO SPEC. RAOD TESTED VEHICLE OVERNIGHT AND RETESTED COLD IN AM AND VEHICLE PERFORMED TO SPEC NO LOSS OF TRANS COMMUNICATION AND NO FAULTS RETURNED. NOTE: PLEASE ADVISE TECHS FOR FUTURE REFERENCE IN ELSA WEB HOW TO PERFORM DSG BASIC SETTINGS IN VEHICLE SELF DIAGNOSIS. THE INSTRUCTIONS FOR THIS TELL TECHS TO US GF OR GFF AND IT WILL NOT WORK ANYMORE WHICH IS TIME CONSUMING.
02/13/2009	10:42	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
02/13/2009	10:42	ISSUE UPDATED

Consultant's Closing Comments

AFTER BASIC SETTINGS PERFORMED, FOUND VEHICLE PERFORMING TO SPEC. RAOD TESTED VEHICLE OVERNIGHT AND RETESTED COLD IN AM AND VEHICLE PERFORMED TO SPEC A2 CASE TO BE ESCALATED FOR REVIEW.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
415760	RABBIT	2008	WVWHV71K38W [REDACTED]	9951	3885	02/06/2009	USA

Workshop Finding

n/a

Activity Date	Activity Time	Activity Comments
02/06/2009	11:10	COSTUMERSTATE WHEN TAKING OFF VEHICLE SHAKES AND JUMP REALLY BAD PERFORM GFF NO FAULT CODE PERFORM VALUE BLOCK 61 & 61 TESTT DRIVE AFTER NO CHANGE
02/06/2009	11:10	ISSUE OPENED BY DEALERSHIP
02/06/2009	11:18	CUSTOMER COMMENTS: COSTUMERSTATE WHEN TAKING OFF VEHICLE SHAKES AND JUMP REALLY BAD PERFORM GFF NO FAULT CODE PERFORM VALUE BLOCK 61 & 61 TESTT DRIVE AFTER NO CHANGE
02/06/2009	11:18	PLEASE REPLACE THE MECH UNIT, FLUID, FILTER, AND BOLTS.
02/09/2009	11:08	PARTS ON ORDER,CUSTOMER TOOK VEHICLE AND WILL RETURN WHEN PARTS COME IN. WE WILL REOPEN A VTA IF WE HAVE ANY PROBLEMS AFTER REPAIR.
02/09/2009	12:01	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
02/09/2009	12:01	ISSUE UPDATED

Consultant's Closing Comments

PARTS ON ORDER,CUSTOMER TOOK VEHICLE AND WILL RETURN WHEN PARTS COME IN. WE WILL REOPEN A VTA IF WE HAVE ANY PROBLEMS AFTER REPAIR.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
416185	RABBIT	2007	WVWFV71K37W [REDACTED]	28786	3885	02/09/2009	USA

Workshop Finding

TECH CANNOT DUPLICATE THE CUSTOMERS COMPLAINT AND HE HAS DRIVEN WITH THE CUSTOMER 2 TIMES AND THINKS IT IS NORMAL.

Activity Date	Activity Time	Activity Comments
02/09/2009	09:06	C/S WHEN YOU COME TO A STOP IT GOSE INTO FIRST GEAR HARD. HAPPENS MORE WHEN ITS COLD OUTSIDE. TECH NOTES: CUSTOMER ALSO STATES THAT VEHCAL ALSO WENT INTO NEUTRAL ON ITS OWN AND PRND STARTED FLASHING ON THE INSTUMENT CLUSTER, VEHCAL WOULD NOT COME OF NEUTRAL UNTIL VEHCAL WAS SHUT OFF THEN BACK ON. VEHCAL'S DIAGNOSIS LOG ATTACHED. THANKS.
02/09/2009	09:06	ISSUE OPENED BY DEALERSHIP
02/10/2009	09:27	CUSTOMER COMMENTS: C/S WHEN YOU COME TO A STOP IT GOSE INTO FIRST GEAR HARD. HAPPENS MORE WHEN ITS COLD OUTSIDE. TECH NOTES: CUSTOMER ALSO STATES THAT VEHCAL ALSO WENT INTO NEUTRAL ON ITS OWN AND PRND STARTED FLASHING ON THE INSTUMENT CLUSTER, VEHCAL WOULD NOT COME OF NEUTRAL UNTIL VEHCAL WAS SHUT OFF THEN BACK ON. VEHCAL'S DIAGNOSIS LOG ATTACHED. THANKS.
02/10/2009	09:27	THE FOLLOWING REQUIREMENTS SHOULD BE MET: ENGINE AND TRANSMISSION MUST BE UP TO OPERATING TEMPERATURE (MINIMUM OF 30C IN TRANSMISSION). VEHICLE SHOULD BE CLEAR OF ALL FAULT CODES (ECM AND TCM) VEHICLE SHOULD BE IN PARK AND IDLING ENGINE MUST HAVE BEEN RUNNING FOR ONE FULL MINUTE BEFORE BASIC SETTINGS CAN BE PERFORMED. GO INTO VSD, TRANSMISSION ELECTRONICS/GEARBOX ELECTRONICS, BASIC SETTINGS, THEN ENTER #61 ON KEYPAD AND SELECT THE "Q" BUTTON TO ENTER INTO TEST MODE. ONCE THE NEW SCREEN APPEARS, PUT YOUR FOOT ON THE BRAKE PEDAL AND PRESS ACTIVATE. IT CAN TAKE UP TO 40 SECONDS UNTIL YOU HEAR ANY NOISES IN THE TRANSMISSION. ONCE YOU SEE NEW NUMBERS APPEAR IN THE BOTTOM BOX OF THE BASIC SETTINGS, YOU KNOW THAT THE TEST IS COMPLETE. GO BACK OUT INTO BASIC SETTINGS AND SELECT #60 ON KEYPAD AND SELECT THE "Q" BUTTON TO ENTER THE TEST MODE. FOLLOW STEP #2 AGAIN. ONCE YOU ARE COMPLETED WITH THESE TWO TESTS, SHUT DOWN ENGINE AND RESTART AND ALLOW TO IDLE. CYCLE VEHICLE FROM PARK TO DRIVE 5 TIMES AND THEN FROM PARK TO REVERSE 5 TIMES AS WELL. ROAD TEST VEHICLE 10-15 MILES GOING THROUGH ALL GEARS AUTOMATICALLY AND ALSO THROUGH TIPTRONIC AT VARIOUS SPEEDS AND DRIVING CONDITIONS. SHUT THE VEHICLE OFF AND THEN RESTART AND RE EVALUATE SHIFTING. NOTE: IF VEHICLE STALLS WHILE RUNNING BASIC SETTINGS, THE TRANSMISSION WILL NEED TO BE REPLACED. PLEASE ALSO NOTE THAT IF THE VEHICLE DOES NOT ROLL EVEN WHEN THE TRANSMISSION IS ENGAGED INTO NEUTRAL, IT IS LIKELY THAT THERE MAY BE A STUCK SHIFT FORK INTERNALLY. PLEASE DISCONNECT THE SHIFT LEVER CABLE FROM THE TRANSMISSION AND IF THERE IS STILL NO MOVEMENT, REPLACE THE TRANSMISSION. IF MOVEMENT IS NOW PRESENT, PERSUE A SHIFT LEVER ISSUE. ALSO, IF THE TRANSMISSION EXHIBITS A GRINDING NOISE OTHER THAN DURING BASIC SETTINGS PLEASE CALL BACK. AFTER PERFORMING ROAD TEST IF THE CONCERN IS STILL PRESENT GO INTO MVB 54 AND WRITE DOWN THE PART NUMBER OF THE MECHATRONICS AND CALL BACK. TECH MIGHT WANT TO COMPARE ANOTHER SIMILAR VEHICLE TO SEE IF THIS IS NORMAL
02/10/2009	09:27	WORKSHOP FINDINGS: TECH CANNOT DUPLICATE THE CUSTOMERS COMPLAINT AND HE HAS DRIVEN WITH THE CUSTOMER 2 TIMES AND THINKS IT IS NORMAL.
02/10/2009	11:43	BASIC SETTINGS SET ON DSG TRANSMISSON. PERFORMED TEST. AFTER RESTARTIN VEHCAL AND SHIFTING THE TRANSMISSON FROM PARK TO DRIVE 5 TIMES AND PARK TO REVERSE 5 TIMES, VEHCAL WAS TEST DRIVEN FOR 20 MINS. PERFORMED AS DESGINED. VEHCAL DID NOT STALL OR MAKE ANY FUNNY NOISES DURING BASIC SETTINGS. VEHCAL ROLLED FREELY IN NUETRAL. MVB 54 = G41G0224. SELF DIAGNOSIS PROTOCOL ATTACHED.
02/10/2009	12:21	PLEASE CALL BACK IF FURTHER ASSISTANCE IS NEEDED. IF SATIFIED WITH REPAIRS PLEASE CLOSE THE VTA AND RETURN THE VEH TO THE CUSTOMER
02/10/2009	13:25	VEHCAL WAS ON SECOND TEST DRIVE PERFORMS AS DESIGNED AT THIS TIME. THANKS AGAIN.
02/10/2009	13:27	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
02/10/2009	13:27	ISSUE UPDATED

Consultant's Closing Comments

VEHICAL WAS ON SECOND TEST DRIVE PERFORMS AS DESIGNED AT THIS TIME. THANKS AGAIN.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
416451	RABBIT	2008	WVWVFV71K18W [REDACTED]	6781	3885	02/09/2009	USA

Workshop Finding

I SAID TO CUSTOMER YOUR DESCRIPTION OF CONCERNS IS MORE ARTICULATE THAN MOST CUSTOMERS, AND HE ADMITTED HE IS SEARCHING INTERNET AND IS SEEING THE TRANS BLOGS, ALTHOUGH HE SAID HIS CAR DOES EXHIBIT THESE CONCERNS, TODAY AS HE AND I DROVE SYMPTOM DIDN'T OCCUR. THERE ARE SEVERAL OTHER CONCERNS, BUT THIS CONTACT IS FOR SPECIFIC TRANS. I ATTACHED GFF...THANKS.

Activity Date	Activity Time	Activity Comments
02/09/2009	13:43	FEB. 9 THIS GTI CUSTOMER SAID HIS TRANSMISSION WILL FEEL LIKE A MANUAL TRANS JERKING HIM, HE ALSO SAID AT SEVEN PERCENT THROTTLE FROM A STOP CAR WILL ACT LIKE A MANUAL. ALSO, AT TIMES THE TRANS SELECTS A HIGHER GEAR LIKE 4 INSTEAD OF A LOWER GEAR LIKE 2 WHEN ACCELERATING. I SAID TO CUSTOMER YOUR DESCRIPTION OF CONCERNS IS MORE ARTICULATE THAN MOST CUSTOMERS, AND HE ADMITTED HE IS SEARCHING INTERNET AND IS SEEING THE TRANS BLOGS, ALTHOUGH HE SAID HIS CAR DOES EXHIBIT THESE CONCERNS, TODAY AS HE AND I DROVE SYMPTOM DIDN'T OCCUR. THERE ARE SEVERAL OTHER CONCERNS, BUT THIS CONTACT IS FOR SPECIFIC TRANS. I ATTACHED GFF...THANKS.
02/09/2009	13:43	ISSUE OPENED BY DEALERSHIP
02/09/2009	17:38	AFTER REVIEWING MVB 54 INFO J06 ADVISED TECH TO REPLACE MECH UNIT, BOLTS, FILTER AND FLUID THEN PERFORM MANUAL BASIC SETTINGS PER PROCEDURE BELOW. 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.
02/09/2009	17:38	CUSTOMER COMMENTS: FEB. 9 THIS GTI CUSTOMER SAID HIS TRANSMISSION WILL FEEL LIKE A MANUAL TRANS JERKING HIM, HE ALSO SAID AT SEVEN PERCENT THROTTLE FROM A STOP CAR WILL ACT LIKE A MANUAL. ALSO, AT TIMES THE TRANS SELECTS A HIGHER GEAR LIKE 4 INSTEAD OF A LOWER GEAR LIKE 2 WHEN ACCELERATING.
02/09/2009	17:38	WORKSHOP FINDINGS: I SAID TO CUSTOMER YOUR DESCRIPTION OF CONCERNS IS MORE ARTICULATE THAN MOST CUSTOMERS, AND HE ADMITTED HE IS SEARCHING INTERNET AND IS SEEING THE TRANS BLOGS, ALTHOUGH HE SAID HIS CAR DOES EXHIBIT THESE CONCERNS, TODAY AS HE AND I DROVE SYMPTOM DIDN'T OCCUR. THERE ARE SEVERAL OTHER CONCERNS, BUT THIS CONTACT IS FOR SPECIFIC TRANS. I ATTACHED GFF...THANKS.
02/10/2009	17:45	UPDATE FEB 10 PART ON RED, AND TO BE PROGRAMMED TI VIN...
02/11/2009	11:27	FEB. 11 I HAVE TWO OTHER DSG'S HERE WITH SAME SITUATION, OF THAT ONE HAS BEEN REPAIRED SUCCESSFULLY AND THE OTHER PARTS ALSO DUE IN. SINCE I ANTICIPATE A SUCCESSFULL REPAIR ON THIS AS WELL, I AM CLOSING CONTACT, THANK YOU.
02/11/2009	17:06	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
02/11/2009	17:06	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
416461	JETTA	2009	3VWTL71K59M	9545	3885	02/09/2009	USA

Workshop Finding

THIS CONCERN NOT DUPLICATED, BUT THERE OTHER CONCERN OF HARSH JERKY SHIFTING SPORATICALLY DUPLICATED. NO FAULTS IN ANY SYSTEM GFF ATTACHED

Activity Date	Activity Time	Activity Comments
02/09/2009	13:53	ISSUE OPENED BY DEALERSHIP
02/09/2009	13:53	VEHICLE SHIFTS ERRATICALLY SPORATICALLY SLAMMING INTO GEAR ON TAKE OFF AND RARELY DOWN SHIFTED WHEN ACCELERATED FROM A CRUISE. CUSTOMER COMPLAINS ABOUT DRIVING UPHILL AND THE VEHICLE WILL NOT UPSHIFT THIS CONCERN NOT DUPLICATED, BUT THERE OTHER CONCERN OF HARSH JERKY SHIFTING SPORATICALLY DUPLICATED. NO FAULTS IN ANY SYSTEM GFF ATTACHED
02/10/2009	11:41	CUSTOMER COMMENTS: VEHICLE SHIFTS ERRATICALLY SPORATICALLY SLAMMING INTO GEAR ON TAKE OFF AND RARELY DOWN SHIFTED WHEN ACCELERATED FROM A CRUISE. CUSTOMER COMPLAINS ABOUT DRIVING UPHILL AND THE VEHICLE WILL NOT UPSHIFT
02/10/2009	11:41	ENGINE AND TRANSMISSION MUST BE UP TO OPERATING TEMPERATURE (MINIMUM OF 30C IN TRANSMISSION). VEHICLE SHOULD BE CLEAR OF ALL FAULT CODES (ECM AND TCM) VEHICLE SHOULD BE IN PARK AND IDLING ENGINE MUST HAVE BEEN RUNNING FOR ONE FULL MINUTE BEFORE BASIC SETTINGS CAN BE PERFORMED. GO INTO VSD, TRANSMISSION ELECTRONICS/GEARBOX ELECTRONICS, BASIC SETTINGS, THEN ENTER #61 ON KEYPAD AND SELECT THE "Q" BUTTON TO ENTER INTO TEST MODE. ONCE THE NEW SCREEN APPEARS, PUT YOUR FOOT ON THE BRAKE PEDAL AND PRESS ACTIVATE. IT CAN TAKE UP TO 40 SECONDS UNTIL YOU HEAR ANY NOISES IN THE TRANSMISSION. ONCE YOU SEE NEW NUMBERS APPEAR IN THE BOTTOM BOX OF THE BASIC SETTINGS, YOU KNOW THAT THE TEST IS COMPLETE. GO BACK OUT INTO BASIC SETTINGS AND SELECT #60 ON KEYPAD AND SELECT THE "Q" BUTTON TO ENTER THE TEST MODE. FOLLOW STEP #2 AGAIN. ONCE YOU ARE COMPLETED WITH THESE TWO TESTS, SHUT DOWN ENGINE AND RESTART AND ALLOW TO IDLE. CYCLE VEHICLE FROM PARK TO DRIVE 5 TIMES AND THEN FROM PARK TO REVERSE 5 TIMES AS WELL. ROAD TEST VEHICLE 10-15 MILES GOING THROUGH ALL GEARS AUTOMATICALLY AND ALSO THROUGH TIPTRONIC AT VARIOUS SPEEDS AND DRIVING CONDITIONS. SHUT THE VEHICLE OFF AND THEN RESTART AND RE EVALUATE SHIFTING.
02/10/2009	11:41	WORKSHOP FINDINGS: THIS CONCERN NOT DUPLICATED, BUT THERE OTHER CONCERN OF HARSH JERKY SHIFTING SPORATICALLY DUPLICATED. NO FAULTS IN ANY SYSTEM GFF ATTACHED
02/10/2009	16:59	PERFORMED BASIC SETTINGS AND TEST DROVE VEHICLE STARTED OFF DRIVING SEMI NORMALLY AND BEGAN JERKING HARDER AND HARDER ON TAKE OFF. FELT LIKE THE LONGER I DROVE THE WORSE THE INITIAL JERKING OFF THE LINE GOT. VEHICLE DOES ENGINE BRAKE ON HILLS NORMALLY, AFTER BASIC SETTING. CUSTOMER ALSO COMPLAINED OF A SHIMMY AT SPEEDS ABOVE 50MPH SHIMMY HAS NEVER BEEN DUPLICATED.
02/10/2009	17:10	A2 ADVISED TECH TO RERUN MANUAL BASIC SETTINGS, PER PROCEDURE WE WENT OVER ON THE PHONE AND REEVALUATE CONCERN. CALL BACK FOR CHRIS GEHRKE IF CONCERN IS STILL THERE.
02/10/2009	18:01	RE PERFORMED BASIC SETTINGS WITH THE SAME RESULTS. VEHICLE GETTING WORSE AND WORSE ON INITIAL TAKE OFF, THE LONGER I DRIVE.
02/10/2009	18:12	TRANSFERRED CALLER TO CHRIS GEHRKES VOICEMAIL DUE TO CASE STATUS.
02/11/2009	10:46	TRANSFERRED CALLER TO CHRIS GEHRKES VOICEMAIL DUE TO CASE STATUS.
02/11/2009	11:24	REQUEST FOR FIELD INVOLVEMENT SENT A3
02/11/2009	11:33	ISSUE UPDATED
02/11/2009	22:14	I TEST DROVE THE CAR AND WAS ABLE TO DUPLICATE THE HARSH SHIFTING/DOWNSHIFTING. ALSO, AT TIMES, WHEN TAKING OFF, THE ENGINE WOULD REV SLIGHTLY UP BEFORE MOVING FORWARD AND A HARSH SHIFT WAS NOTED. I DID NOT DUPLICATE THE UPHILL DRIVING CONCERN. THERE WERE NO DTCS IN ANY SYSTEM. PLEASE REPLACE THE MECHATRONICS UNIT AND BOLTS. UPDATE AND CLOSE THE TICKET ONCE THE REPAIR IS VERIFIED. THANK YOU.
02/11/2009	22:15	ISSUE UPDATED
02/23/2009	17:02	REPLACED MECHATRONICS UNIT AND PERFORMED ADAPTION VEHICLE WORKING AS DESIGNED. PERFORMED EXTENDED TEST DRIVE. THANK YOU

02/23/2009	17:03	REPLACED MECHATRONICS UNIT AND PERFORMED ADAPTION VEHICLLE WORKING AS DESIGNED. PERFORMED EXTENDED TEST DRIVE. THANK YOU
02/23/2009	17:11	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
02/23/2009	17:11	ISSUE UPDATED

Consultant's Closing Comments

REPLACED MECHATRONICS UNIT AND PERFORMED ADAPTION VEHICLLE WORKING AS DESIGNED. RESOLUTION SUPPLIED.
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VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
416519	JETTA	2009	3VWRJ71K19M [REDACTED]	10579	3885	02/09/2009	USA

Workshop Finding

WAS ABLE TOO DUPLICAT PROBLEM--- CHECK FOR DTCS WITH GFF-- FOUND NONE
PERFORM BASIC SETTINGS WITH GFF. CUSTUMARE STETE THAT IS NO DIFFRENT FROM BEFORE

Activity Date	Activity Time	Activity Comments
02/09/2009	14:49	CUSTOMER STATE THAT AT STOP SIGN, AT IDLE WHEN FOOT IS TAKEN OFF BRAKE CAR JUMP FORWARD. WAS ABLE TOO DUPLICAT PROBLEM--- CHECK FOR DTCS WITH GFF-- FOUND NONE PERFORM BASIC SETTINGS WITH GFF. CUSTUMARE STETE THAT IS NO DIFFRENT FROM BEFORE
02/09/2009	14:49	ISSUE OPENED BY DEALERSHIP
02/09/2009	17:05	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 OR CLOSE OUT VTA IF CONCERN IS NO LONGER PRESENT.
02/09/2009	17:05	CUSTOMER COMMENTS: CUSTOMER STATE THAT AT STOP SIGN, AT IDLE WHEN FOOT IS TAKEN OFF BRAKE CAR JUMP FORWARD.
02/09/2009	17:05	WORKSHOP FINDINGS: WAS ABLE TOO DUPLICAT PROBLEM--- CHECK FOR DTCS WITH GFF-- FOUND NONE PERFORM BASIC SETTINGS WITH GFF. CUSTUMARE STETE THAT IS NO DIFFRENT FROM BEFORE
02/09/2009	18:34	ISSUE UPDATED
02/09/2009	18:40	AFTER REVIEWING MVB 54 INFO, J17, ADVISED TECH TO REPLACE MECH UNIT, BOLTS, FILTER AND FLUID, RERUN MANUAL BASIC SETTINGS AND CLOSE OUT VTA.
02/09/2009	18:54	ORDER MECHATRONIC WITH BOLTS AND GASKIETS
02/10/2009	09:43	THANKS FOR THE UPDATE.
02/16/2009	12:45	P1 SPOKE WITH ANTHONY (SERVICE) AND WAS ADVISED THAT THE VEHICLE IS STILL WAITING FOR PARTS.
02/17/2009	15:09	REPLACED DEFECTIVE MECHATRONIC DO TOO HARSH SHIFTING WHEN CAR IS PUT IN TOO GEAR AND ATTEMPT TOO ACCELERATE.AFTER MECHATRONIC WAS REPLECED PERFORM BASIC SETTINGS THRU VSD(PER ADVICE FROM HOT LINE) 3 TIMES BECOUSED MODULE DID NOT TAKE BASIC SETTING (WHY ???) ONLY FIRST GEAR WAS AVAILBLE. AFTER 3RD TIME BASIC SETTINGS WAS ACCEPT BAY CONTROL MODULES AND ALL GEARS WAS AVAILBLE.RESTORE ELECT. POWER , ADAPT KEY'S,CLOCK,RADIO. ALSO DURING MECHATRONIC REMOVAL HAVE TO DISCONNECT COOLANT HOSE TOO PROSID WITH REPAIR, AFTER REPL. OF MECHATRONIC RE-FILL COOLIONG SYSTEM
02/17/2009	19:07	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
02/17/2009	19:07	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
416932	JETTA	2008	3VWRJ71K18M [REDACTED]	17595	3885	02/10/2009	USA

Workshop Finding

VERIFIED WHEN STARTING FROM A STOP, PUTTING TRANY FROM PARK TO DRIVE, FEEL A SUDDEN JERK. CUSTOMER ALSO STATES THEY FEEL JERK DRIVING AT HIGH WAY SPEEDS. NO CODES, FLUID LEVEL AND CONDITION IS GOOD. PERFORMED BASIC SETTING PER GUIDED FAULT FINDING.STILL FILL JERK SPERADICLY.

Activity Date	Activity Time	Activity Comments
02/10/2009	12:36	CUSTOMER STATES VIHICLE HAS SPORADIC HARSH SHIFTING.VERIFIED WHEN STARTING FROM A STOP, PUTTING TRANY FROM PARK TO DRIVE, FEEL A SUDDEN JERK. CUSTOMER ALSO STATES THEY FEEL JERK DRIVING AT HIGH WAY SPEEDS. NO CODES, FLUID LEVEL AND CONDITION IS GOOD. PERFORMED BASIC SETTING PER GUIDED FAULT FINDING.STILL FILL JERK SPERADICLY.
02/10/2009	12:36	ISSUE OPENED BY DEALERSHIP
02/10/2009	12:53	ADVISED TECH CHECK MVB 54 FIELD 1, IF THE FIRST 3 DIGITS ARE H22 THRU J21 REPLACE THE MECH UNIT, BOLTS, FILTER AND FLUID, THEN PERFORM MANUAL BASIC SETTINGS PER PROCEDURE BELOW, IF OUTSIDE OF SPECIFIED PLEASE PERFORM MANUAL BASIC SETTINGS AND REEVALUATE SHIFT CONCERN. CLOSE OUT VTA WHEN COMPLETED. 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.
02/10/2009	12:53	CUSTOMER COMMENTS: CUSTOMER STATES VIHICLE HAS SPORADIC HARSH SHIFTING.
02/10/2009	12:53	WORKSHOP FINDINGS: VERIFIED WHEN STARTING FROM A STOP, PUTTING TRANY FROM PARK TO DRIVE, FEEL A SUDDEN JERK. CUSTOMER ALSO STATES THEY FEEL JERK DRIVING AT HIGH WAY SPEEDS. NO CODES, FLUID LEVEL AND CONDITION IS GOOD. PERFORMED BASIC SETTING PER GUIDED FAULT FINDING.STILL FILL JERK SPERADICLY.
02/10/2009	14:56	FOUND 3 DIGITS TO BE J08. PERFORMED REPAIR PROCEDURE. ROAD TESTED AND RUNNING FINE AT THIS TIME
02/10/2009	18:26	CALLED DEALER AND LEFT VOICEMAIL WITH SERVICE MANAGER TO HAVE RENE CALL ME REGARDING VTA.
02/11/2009	09:32	TRANSFER TO GL
02/11/2009	09:33	ISSUE UPDATED
02/11/2009	10:16	TRANSFERRED TO VM AS PER TECH
02/11/2009	10:57	CALLED RENE AND ADVISED IF FIRST 3 DIGITS OF MVB 54 ARE J08 HE NEEDS TO REPLACE MECH UNIT, BOLTS, FILTER AND FLUID THEN RUN MANUAL BASIC SETTINGS. CLOSE OUT VTA WHEN COMPLETED.
02/12/2009	18:51	ISSUE SENT TO DEALERSHIP
02/13/2009	12:14	SPECIAL ORDERD VALVE BODY, BOLTS, FILTER, GASKET
02/13/2009	17:53	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
02/13/2009	17:53	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
417254	EOS	2009	WVWBA71F19V [REDACTED]	7042	3885	02/11/2009	USA

Workshop Finding

VERIFIED CONCERN.

Activity Date	Activity Time	Activity Comments
02/11/2009	08:52	ISSUE OPENED BY DEALERSHIP
02/11/2009	08:52	TRANSMISSION JERKS WHEN ACCELERATING FROM COMPLETE STOP.
02/11/2009	11:17	ADVISED TECH TO CHECK MVB 54 FIELD 1, IF FIRST 3 DIGITS ARE H22 THRU J21 REPLACE MECH UNIT, BOLTS, FILTER AND FLUID THEN RUN MANUAL BASIC SETTINGS PER PROCEDURE BELOW, IF FIRST 3 DIGITS ARE OUTSIDE SPECIFIED NUMBERS PLEASE PERFORM MANUAL BASIC SETTINGS THEN REEVALUATE SHIFT CONCERN. CLOSE OUT 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.
02/11/2009	11:17	CUSTOMER COMMENTS: TRANSMISSION JERKS WHEN ACCELERATING FROM COMPLETE STOP.
02/11/2009	11:17	WORKSHOP FINDINGS: VERIFIED CONCERN.
02/12/2009	16:09	CUSTOMER PICKED UP CAR BEFORE REPAIRS WERE PERFORMED.WILL RESCHEDULE
02/12/2009	18:52	THANKS FOR THE UPDATE.
02/18/2009	11:51	PLEASE CLOSE OUT VTA IF VEHICLE HAS LEFT THE DEALER.
02/18/2009	15:17	SPOKE WITH CINDY IN SERVICE. CINDY STATES THE CUSTOMER RETURNED TODAY, TECH INSTALLED PART AND IS TEST DRIVING AT THIS TIME. C1
02/18/2009	15:30	REPLACED MECHATRONIC,SET BASICS,TEST DROVE.REPAIR WAS SUCCESSFUL.
02/18/2009	15:31	REPLACED MECHATRONIC,SET BASICS,TEST DROVE.REPAIR WAS SUCCESSFUL.
02/18/2009	18:35	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
02/18/2009	18:35	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
417270	RABBIT	2007	WVWHV71K57W [REDACTED]	24535	3885	02/11/2009	USA

Workshop Finding

SET BASIC SETTINGS, CONDITION IMPROVES FOR A SHORT TIME. NO FAULTS. TCM PART NO. 02E 043Q 1306

Activity Date	Activity Time	Activity Comments
02/11/2009	09:20	DSG TRANS HAS CONSTANT JERK WHEN VEHICLE STARTS MOVING.INTERMITTENLY THERE ARE JERY SHIFTS
02/11/2009	09:20	ISSUE OPENED BY DEALERSHIP
02/11/2009	09:25	CUSTOMER COMMENTS: DSG TRANS HAS CONSTANT JERK WHEN VEHICLE STARTS MOVING.INTERMITTENLY THERE ARE JERY SHIFTS
02/11/2009	09:25	HAPPENS MORESO UNDER LIGHT ACCELL. CHECK FUEL TRIMS 0+-5% AND IF OK REPLACE THE MECH, FLUID AND FILTER.
02/11/2009	09:25	WORKSHOP FINDINGS: SET BASIC SETTINGS, CONDITION IMPROVES FOR A SHORT TIME. NO FAULTS. TCM PART NO. 02E 043Q 1306
02/18/2009	11:05	MECHATRONICS REPLACED.NO COOLANT INTERMIX PRESENT.
02/18/2009	11:52	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
02/18/2009	11:52	ISSUE UPDATED

Consultant's Closing Comments

MECHATRONICS REPLACED.NO COOLANT INTERMIX PRESENT.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
417492	EOS	2008	WVWBA71F98V [REDACTED]	14793	3885	02/11/2009	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
02/11/2009	13:22	ISSUE OPENED BY DEALERSHIP
02/11/2009	13:22	SHIFTING ISSUE TEST DROVE CAR -SHIFTS GOOD FAULT P1707INTERFERENCE IN MECH UNIT OPEN SHORT TO GROUND P2700TRANS SHIFT SEQUENCE INCORRECT BASIC SETTINGS
02/11/2009	13:25	ADVISED THE TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT.
02/11/2009	13:25	CUSTOMER COMMENTS: SHIFTING ISSUE TEST DROVE CAR -SHIFTS GOOD FAULT P1707INTERFERENCE IN MECH UNIT OPEN SHORT TO GROUND P2700TRANS SHIFT SEQUENCE INCORRECT BASIC SETTINGS
02/11/2009	13:25	WORKSHOP FINDINGS: TECH VERIFIED THE CONCERN. 2 FAULTS IN THE TCM. VEHICLE OPERATING TO SPEC AT THIS TIME.
02/13/2009	15:03	RED ORDERED THE PARTS
02/13/2009	17:47	P1 THANK YOU FOR THE UPDATE. REMEMBER TO UPDATE AND CLOSE THE TICKET.
02/17/2009	08:24	REPLACE MECHATRONICS ROAD TEST CAR. SHIFTING PROPERLY. CAR BEING RELEASED.
02/17/2009	08:37	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
02/17/2009	08:37	ISSUE UPDATED

Consultant's Closing Comments

TECH REPLACED 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
417737	EOS	2008	WVWBA71F08V [REDACTED]	6184	3885	02/12/2009	USA

Workshop Finding

TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM. MVB 54 IS A J11.

Activity Date	Activity Time	Activity Comments
02/11/2009	19:10	CUSTOMER STATES THAT WHEN STOPPED AT A RED LIGHT UPON TAKE OFF THE VEH LUNDGES FORWARD AND WHEN BACKING UP THE VEHICLE HAS A HARD TIME SHIFTING AND WILL JUMP AND FEEL LIKE THE TRANNY JERKS INTO GEAR.
02/11/2009	19:10	ISSUE OPENED BY DEALERSHIP
02/11/2009	19:15	ADVISED THE TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT.
02/11/2009	19:15	CUSTOMER COMMENTS: CUSTOMER STATES THAT WHEN STOPPED AT A RED LIGHT UPON TAKE OFF THE VEH LUNDGES FORWARD AND WHEN BACKING UP THE VEHICLE HAS A HARD TIME SHIFTING AND WILL JUMP AND FEEL LIKE THE TRANNY JERKS INTO GEAR.
02/11/2009	19:15	WORKSHOP FINDINGS: TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM. MVB 54 IS A J11.
02/12/2009	17:12	ORDERED MECHATRONICS UNIT AND ALL RELATED PARTS/FLUIDS. WILL INSTALL AFTER PARTS AND RECIEVED. WILL ALSO UPDATE IF ANY OTHER PROBLEMS ARISE. THANKS FOR THE HELP
02/12/2009	18:04	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
02/12/2009	18:04	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
417889	RABBIT	2008	WVWFV71K08W [REDACTED]	13689	3885	02/12/2009	USA

Workshop Finding

TECH VERIFIED THE CONCERN. NO TCM INFO AT THIS TIME.

Activity Date	Activity Time	Activity Comments
02/12/2009	11:29	ISSUE OPENED BY DEALERSHIP
02/12/2009	11:29	ROAD TEST FOR DSG CONCERN - CUSTOMER STATES TRANSMISSION JERKS WHEN WARM. SCAN FOR DTC'S NONE FOUND DUPLICATE CONCERN, CHECK FLUID LEVEL AND CONDITION, VEHICLE DOES SLAM AND JERK ON ACCELERATION AND DECELERATION WHEN CAR IS WARMED UP
02/12/2009	11:49	ADVISED THE TECH TO GET A SCAN TOOL AND VEHICLE TO CHECK MVB 54 IN THE TCM.
02/12/2009	11:49	CUSTOMER COMMENTS: ROAD TEST FOR DSG CONCERN - CUSTOMER STATES TRANSMISSION JERKS WHEN WARM. SCAN FOR DTC'S NONE FOUND DUPLICATE CONCERN, CHECK FLUID LEVEL AND CONDITION, VEHICLE DOES SLAM AND JERK ON ACCELERATION AND DECELERATION WHEN CAR IS WARMED UP
02/12/2009	11:49	WORKSHOP FINDINGS: TECH VERIFIED THE CONCERN. NO TCM INFO AT THIS TIME.
02/12/2009	11:55	ISSUE SENT TO DEALERSHIP
02/12/2009	11:55	TECH IS ART. TCM IS A H27. ADVISED THE TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT.
02/12/2009	12:33	PART ON BACKORDER - RED ORDER NUMBER 1005415509
02/12/2009	13:58	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
02/12/2009	13:58	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
417892	EOS	2008	WVWBA71F68V [REDACTED]	8986	3885	02/12/2009	USA

Workshop Finding

TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM. NO TCM INFO AT THIS TIME. VEHICLE HAS BEEN TAKEN FOR A WASH.

Activity Date	Activity Time	Activity Comments
02/12/2009	11:35	CUSTOMER STATED THAT WHEN ACCELERATING FROM A FULL STOP, THE VEHICLE JOLTS AND SURGES. UPON INITIAL ROADTEST, VERIFIED CONCERN. FOUND THAT WHEN PULLING OUT FROM A COMPLETE STOP, FEELS LIKE THE TRASNSMISION ALMOST SLIPPING. VEHICLE WILL HESITATE AND JOLT 3 TIMES BEFORE ACCELERATING. ONCE DRIVING OVER APROX. 10MPH, THIS PROBLEM IS NOT FELT.
02/12/2009	11:35	ISSUE OPENED BY DEALERSHIP
02/12/2009	11:40	ADVISED THE TECH TO CHECK MVB 54 IN THE TCM.
02/12/2009	11:40	CUSTOMER COMMENTS: CUSTOMER STATED THAT WHEN ACCELERATING FROM A FULL STOP, THE VEHICLE JOLTS AND SURGES. UPON INITIAL ROADTEST, VERIFIED CONCERN. FOUND THAT WHEN PULLING OUT FROM A COMPLETE STOP, FEELS LIKE THE TRASNSMISION ALMOST SLIPPING. VEHICLE WILL HESITATE AND JOLT 3 TIMES BEFORE ACCELERATING. ONCE DRIVING OVER APROX. 10MPH, THIS PROBLEM IS NOT FELT.
02/12/2009	11:40	WORKSHOP FINDINGS: TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM. NO TCM INFO AT THIS TIME. VEHICLE HAS BEEN TAKEN FOR A WASH.
02/12/2009	11:54	CHECKED MVB 54 IN TCM AND FOUND " J10G0580 " INCLUDED SCREEN SHOT OF MVB 54 ATTACHED TO TIS TICKET
02/12/2009	12:00	ADVISED TECH TO REPLACE MECH UNIT, BOLTS, FILTER AND FLUID, THEN RUN MANUAL BASIC SETTINGS PER PROCEDURE BELOW, CLOSE OUT VTA WHEN COMPLETED. MVB 54 WAS J10. 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.
02/16/2009	15:13	WAITING ON MECHATRONIC UNIT TO ARIVE. WILL UPDATE TICKET WHEN REPAIRS ARE COMPLETE. THANK YOU
02/16/2009	20:58	P1 THANK YOU FOR THE UPDATE. REMEMBER TO UPDATE AND CLOSE THE TICKET ONCE THE REPAIR IS DONE.
02/20/2009	08:50	REPLACED THE UNIT AND THE VEHICLE SHIFTS PROPERLY. ROADTESTED OK
02/20/2009	08:53	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
02/20/2009	08:53	ISSUE UPDATED

Consultant's Closing Comments

TECH REPLACED THE MECH UNIT, FLUID, FILTER AND BOLTS FOR 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
417933	EOS	2008	WVWBA71F38V [REDACTED]	5033	3885	02/12/2009	USA

Workshop Finding

TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM. BASIC SETTINGS PERFORMED AND THE CONCERN IS STILL PRESENT. MVB 54 IS J08.

Activity Date	Activity Time	Activity Comments
02/12/2009	12:12	CUSTOMER STATES TRANS. SLIP WHEN DRIVING AND WHEN ON INCLINE CAR ROLLS BACK, ROAD TEST FOUND WHEN ON INCLINE AND BRAKE IS RELEASED CAR WILL ROLL BACK A LITTLE THEN WILL BANG INTO GEAR AND WILL WORK NORMAL AFTER IT START ROLLING, CHECKED FLUID LEVEL OK, PERFORMED BASIC SETTING DID NOT HELP.
02/12/2009	12:12	ISSUE OPENED BY DEALERSHIP
02/12/2009	12:15	PERFORMED GFF 0-FAULT
02/12/2009	13:02	ADVISED THE TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT.
02/12/2009	13:02	CUSTOMER COMMENTS: CUSTOMER STATES TRANS. SLIP WHEN DRIVING AND WHEN ON INCLINE CAR ROLLS BACK, ROAD TEST FOUND WHEN ON INCLINE AND BRAKE IS RELEASED CAR WILL ROLL BACK A LITTLE THEN WILL BANG INTO GEAR AND WILL WORK NORMAL AFTER IT START ROLLING, CHECKED FLUID LEVEL OK, PERFORMED BASIC SETTING DID NOT HELP.
02/12/2009	13:02	WORKSHOP FINDINGS: TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM. BASIC SETTINGS PERFORMED AND THE CONCERN IS STILL PRESENT. MVB 54 IS J08.
02/19/2009	13:37	SPOKE TO BRIAN IN SERVICE. PARTS HAVE ARRIVED AND ARE CURRENTLY BEING INSTALLED; P2.
02/26/2009	07:57	REPLACED MECH. UNIT AND BOLTS, FILTER AND FLUID, ROAD TEST TRANS WORKED NORMAL.
02/26/2009	22:01	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
02/26/2009	22:01	ISSUE UPDATED

Consultant's Closing Comments

TECH REPLACED THE MECH UNIT, FLUID FILTER AND BOLTS FOR 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
417938	EOS	2008	WVWBA71F58V [REDACTED]	9428	3885	02/12/2009	USA

Workshop Finding

CONCERN WITH JERKY SHIFT.

Activity Date	Activity Time	Activity Comments
02/12/2009	12:18	ISSUE OPENED BY DEALERSHIP
02/12/2009	12:18	TWO ITEMS; 1} I NEED THE BUNGEE CORD REPAIR KIT RELEASED FOR CONVERTIBLE TOP OPERATION. 2} I TEST DROVE WITH CUSTOMER YESTERDAY AND IT HAD A VERY HARD 2-1 DOWNSHIFT. WE SET TRANS BASICS THIS MORNING [61, 60] AND IT IS NOW ACCEPTABLE. IT HAS BEEN IN TWO PREVIOUS TIMES FOR DIFFERENT TRANS COMPLAINTS.
02/12/2009	12:31	CHECK MVB 54, IF THE FIRST 3 DIGITS ARE BETWEEN H21-J21
02/12/2009	12:31	CUSTOMER COMMENTS: TWO ITEMS; 1} I NEED THE BUNGEE CORD REPAIR KIT RELEASED FOR CONVERTIBLE TOP OPERATION. 2} I TEST DROVE WITH CUSTOMER YESTERDAY AND IT HAD A VERY HARD 2-1 DOWNSHIFT. WE SET TRANS BASICS THIS MORNING [61, 60] AND IT IS NOW ACCEPTABLE. IT HAS BEEN IN TWO PREVIOUS TIMES FOR DIFFERENT TRANS COMPLAINTS.
02/12/2009	12:31	WORKSHOP FINDINGS: CONCERN WITH JERKY SHIFT.
02/12/2009	15:10	MVB 54 IS J03R0116
02/12/2009	15:39	ADVISED THE TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT.
02/13/2009	09:23	PARTS ON ORDER-USUALLY TAKES 10 DAYS, SO I WILL CLOSE THIS BECAUSE THE CUSTOMER MIGHT DRIVE THE CAR IN THE MEANTIME-AND I DON'T WANT TO HAVE A VTA OPEN THAT LONG----I WILL UPDATE WITH A NEW VTA WHEN THE JOB IS DONE IF YOU WANT
02/13/2009	09:50	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
02/13/2009	09:50	ISSUE UPDATED

Consultant's Closing Comments

PARTS ON ORDER-USUALLY TAKES 10 DAYS, SO I WILL CLOSE THIS BECAUSE THE CUSTOMER MIGHT DRIVE THE CAR IN THE MEANTIME-AND I DON'T WANT TO HAVE A VTA OPEN THAT LONG----I WILL UPDATE WITH A NEW VTA WHEN THE JOB IS DONE IF YOU WANT

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
417994	JETTA	2008	3VWRA71K68M [REDACTED]	3761	3885	02/12/2009	USA

Workshop Finding

TECH STATES RAN 61 AND 60 MANUALLY IN BASIC SETTINGS AND PERFORM ROAD TEST AND SAME COMPLAINT

Activity Date	Activity Time	Activity Comments
02/12/2009	13:33	ISSUE OPENED BY DEALERSHIP
02/12/2009	13:33	THERE IS A HARD JERK FROM TRANS WHEN TAKING FOOT OFF BRAKE. ROAD TESTED AND VERIFIED CONCERN WHEN TAKING FOOT OFF BRAKE VEHICLE STARTS TO ROLL FORWARD THEN RPMS DROP TO AROUND 600-650 THEN HARD ENGAGEMENT. HAPPENS INTERMITTENTLY, SCANNED VEHICLE FOUND NO CODES, PERFORMED BASIC SETTINGS ON DSG THROUGH V.S.D, ROAD TEST AGAIN STILL SHIFTS HARD.
02/12/2009	13:42	CUSTOMER COMMENTS: THERE IS A HARD JERK FROM TRANS WHEN TAKING FOOT OFF BRAKE. ROAD TESTED AND VERIFIED CONCERN WHEN TAKING FOOT OFF BRAKE VEHICLE STARTS TO ROLL FORWARD THEN RPMS DROP TO AROUND 600-650 THEN HARD ENGAGEMENT. HAPPENS INTERMITTENTLY, SCANNED VEHICLE FOUND NO CODES, PERFORMED BASIC SETTINGS ON DSG THROUGH V.S.D, ROAD TEST AGAIN STILL SHIFTS HARD.
02/12/2009	13:42	TECH NEEDS TO REPLACE THE MECHATRONICS AND BOLTS
02/12/2009	13:42	WORKSHOP FINDINGS: TECH STATES RAN 61 AND 60 MANUALLY IN BASIC SETTINGS AND PERFORM ROAD TEST AND SAME COMPLAINT
02/12/2009	13:58	ORDERED MECHTRONICS AND BOLTS, CLOSING
02/12/2009	14:25	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
02/12/2009	14:25	ISSUE UPDATED

Consultant's Closing Comments

ORDERED MECHTRONICS AND BOLTS, CLOSING

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
418040	EOS	2008	WVWBA71F08V [REDACTED]	14148	3885	02/12/2009	USA

Workshop Finding

FEELS LIKE A TRANSMISSION ISSUE.

Activity Date	Activity Time	Activity Comments
02/12/2009	14:16	CUSTOMER STATED THAT WHEN ACCELERATING FROM A STOP, VEHICLE BUCKS STARTING OUT. TEST DROVE VEHICLE AND DUPLICATED CONCERN. CONCERN OCCURS OFF IDLE JUST AS THE VEHICLE GETS MOVING. NO FAULTS IN CONTROL MODULES. NO INFO IN TECH SOLUTIONS OF TECH TIPS FOR CONCERN.
02/12/2009	14:16	ISSUE OPENED BY DEALERSHIP
02/12/2009	14:18	CUSTOMER COMMENTS: CUSTOMER STATED THAT WHEN ACCELERATING FROM A STOP, VEHICLE BUCKS STARTING OUT. TEST DROVE VEHICLE AND DUPLICATED CONCERN. CONCERN OCCURS OFF IDLE JUST AS THE VEHICLE GETS MOVING. NO FAULTS IN CONTROL MODULES. NO INFO IN TECH SOLUTIONS OF TECH TIPS FOR CONCERN.
02/12/2009	14:18	PLEASE REPLACE THE MECH UNIT, FLUID, FILTER, AND BOLTS.
02/12/2009	14:18	WORKSHOP FINDINGS: FEELS LIKE A TRANSMISSION ISSUE.
02/12/2009	14:20	WILL REPLACE MECHATRONICS UNIT ALONG WITH FLUID, FILTER AND BOLTS.
02/12/2009	14:49	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
02/12/2009	14:49	ISSUE UPDATED

Consultant's Closing Comments

WILL REPLACE MECHATRONICS UNIT ALONG WITH FLUID, FILTER AND BOLTS.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
418045	RABBIT	2008	WVWHV71K48W [REDACTED]	16950	3885	02/12/2009	USA

Workshop Finding
n/a

Activity Date	Activity Time	Activity Comments
02/12/2009	14:22	ISSUE OPENED BY DEALERSHIP
02/12/2009	14:22	VEHICLE HESITATES ON ACCELERATION AT TIMES...NO FAULTS PRESENT. TECH ROAD TESTED, HESITATION SEEMS TO MANIFEST DURING TAKE OFF.
02/12/2009	14:25	CUSTOMER COMMENTS: VEHICLE HESITATES ON ACCELERATION AT TIMES...NO FAULTS PRESENT. TECH ROAD TESTED, HESITATION SEEMS TO MANIFEST DURING TAKE OFF.
02/12/2009	14:25	PLEASE REPLACE THE MECH UNIT, FLUID, FILTER, AND BOLTS.
02/12/2009	14:44	TECH ORDER PARTS, VEHICLE LEAVING. PARTS ARE ON RED ORDER...
02/12/2009	14:48	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
02/12/2009	14:48	ISSUE UPDATED

Consultant's Closing Comments
TECH ORDER PARTS, VEHICLE LEAVING. PARTS ARE ON RED ORDER...

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
418145	RABBIT	2008	WVWHV91K78W [REDACTED]	23842	3885	02/12/2009	USA

Workshop Finding

WE SET BASIC SETTINGS AND DROVE IT; IF YOU KEEP YOUR GAS FOOT CONSTANT-THE SHIFTS ARE SEAMLESS. IF YOU CHANGE THE THROTTLE HALF WAY BETWEEN A SHIFT-HALF OF THE TIME IT WILL BE A VERY HARD SHIFT. NO FAULTS MVB 54 IS G08

Activity Date	Activity Time	Activity Comments
02/12/2009	16:26	COMPLAINT OF JERKY UPSHIFTING. WE SET BASIC SETTINGS AND DROVE IT; IF YOU KEEP YOUR GAS FOOT CONSTANT-THE SHIFTS ARE SEAMLESS. IF YOU CHANGE THE THROTTLE HALF WAY BETWEEN A SHIFT-HALF OF THE TIME IT WILL BE A VERY HARD SHIFT
02/12/2009	16:26	ISSUE OPENED BY DEALERSHIP
02/12/2009	16:28	I ALMOST FORGOT; MVB 54 IS G08J0626
02/12/2009	16:37	ADVISED TECH TO CHECK FLUID LEVEL AND CONDITION, ALSO CHECK MVB 32 FIELD 1/2, UPDATE VTA WITH RESULTS AND CALL BACK.
02/12/2009	16:37	CUSTOMER COMMENTS: COMPLAINT OF JERKY UPSHIFTING.
02/12/2009	16:37	WORKSHOP FINDINGS: WE SET BASIC SETTINGS AND DROVE IT; IF YOU KEEP YOUR GAS FOOT CONSTANT-THE SHIFTS ARE SEAMLESS. IF YOU CHANGE THE THROTTLE HALF WAY BETWEEN A SHIFT-HALF OF THE TIME IT WILL BE A VERY HARD SHIFT. NO FAULTS MVB 54 IS G08
02/13/2009	09:29	CHECKING...
02/13/2009	10:44	THANKS FOR THE UPDATE.
02/13/2009	15:09	FLUID IS CLEAN AND SWEET[TRY IT SOMETIME-I LIKE MINE WITH CV GREASE]LEVEL IS GOOD AND FUEL TRIM IS -0.4 IDLE AND -2.0 PART THROTTLE[MULTIPLICATIVE OR LONG]
02/13/2009	15:14	TECH STATES THAT WHEN THE THROTTLE IS ADJUSTED AND THE TRANS SHIFTS HARD, THE ENGINE NEVER LOOSES ANY POWER OR HESITATES. ADVISED THE TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT.
02/17/2009	10:35	ON ORDER
02/17/2009	12:06	THANKS FOR THE UPDATE.
02/18/2009	11:44	ON ORDER
02/18/2009	11:47	SINCE WE ARE WAITING FOR A MECH, AND IT WILL LIKELY BE ANOTHER WEEK; I WILL CLOSE THIS
02/18/2009	16:32	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
02/18/2009	16:32	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
418306	EOS	2008	WVWBA71F28V [REDACTED]	6828	3885	02/13/2009	USA

Workshop Finding

ROAD TESTED VEHICLE WITH CUSTOMER, VEHICLE ACTS LIKE A CLUTCH IS SLIPPING. WE VERIFIED IT WHEN MOVING FROM A STOP, PRESSING THE ACCELERATOR AND THERE WAS A DELAY BEFORE THE GEAR ENGAGED AND THE RPM'S WENT UP. CUSTOMER COMPLAINED ONE TIME BEFORE, I CHECKED THE TRANS FLUID AND PERFORMED BASIC SETTING, PROBLEM IS PERSISTING. RAN GFF THE ONLY FAULTS ARE FOR MISFIRES, ROAD TESTED VEHICLE IT IS NOT MISSING NOW.

Activity Date	Activity Time	Activity Comments
02/13/2009	10:17	CUSTOMER STATES VEHICLE IS SHIFTING HARD, SOMETIMES BUCKS INTO GEAR. TACHOMETER ACTS UP WHEN THIS HAPPENS. ROAD TESTED VEHICLE WITH CUSTOMER, VEHICLE ACTS LIKE A CLUTCH IS SLIPPING. WE VERIFIED IT WHEN MOVING FROM A STOP, PRESSING THE ACCELERATOR AND THERE WAS A DELAY BEFORE THE GEAR ENGAGED AND THE RPM'S WENT UP. CUSTOMER COMPLAINED ONE TIME BEFORE, I CHECKED THE TRANS FLUID AND PERFORMED BASIC SETTING, PROBLEM IS PERSISTING. RAN GFF THE ONLY FAULTS ARE FOR MISFIRES, ROAD TESTED VEHICLE IT IS NOT MISSING NOW.
02/13/2009	10:17	ISSUE OPENED BY DEALERSHIP
02/13/2009	10:50	ADVISED TECH TO REPAIR MISFIRE CONCERN FIRST, THEN CHECK MVB 32 FIELD 1/2 AND 33 IN ECM, CHECK 33 WHILE CONCERN IS OCCURING, ALSO CHECK MVB 54 IN TCM NEED FIRST 3 DIGITS OF THIS MVB. UPDATE VTA WITH RESULTS AND CALL BACK.
02/13/2009	10:50	CUSTOMER COMMENTS: CUSTOMER STATES VEHICLE IS SHIFTING HARD, SOMETIMES BUCKS INTO GEAR. TACHOMETER ACTS UP WHEN THIS HAPPENS.
02/13/2009	10:50	WORKSHOP FINDINGS: ROAD TESTED VEHICLE WITH CUSTOMER, VEHICLE ACTS LIKE A CLUTCH IS SLIPPING. WE VERIFIED IT WHEN MOVING FROM A STOP, PRESSING THE ACCELERATOR AND THERE WAS A DELAY BEFORE THE GEAR ENGAGED AND THE RPM'S WENT UP. CUSTOMER COMPLAINED ONE TIME BEFORE, I CHECKED THE TRANS FLUID AND PERFORMED BASIC SETTING, PROBLEM IS PERSISTING. RAN GFF THE ONLY FAULTS ARE FOR MISFIRES, ROAD TESTED VEHICLE IT IS NOT MISSING NOW.
02/13/2009	11:19	READ MVB 54, J12G0348. AFTER STARTING FROM A STOP 33 GOES -12.5%. THE CAR BUCKS A LITTLE, THEN BANGS INTO GEAR.
02/13/2009	11:40	ADVISED THE TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT.
02/13/2009	17:49	MECHATRONICS UNIT IS RED ORDERED WILL BE 7-10 DAYS BEFORE IT ARRIVES. WILL UPDATE WHEN THEY ARRIVE.
02/17/2009	12:06	THANKS FOR THE UPDATE.
02/17/2009	17:35	STILL WAITING ON PARTS
02/17/2009	19:21	P1 THANKS FOR THE UPDATE.
02/20/2009	11:56	PARTS ARE IN AND AM CURRENTLY WORKING ON THE VEHICLE
02/20/2009	14:38	INSTALLED NEW MECHATRONIC UNIT, FILLED GEARBOX WITH NEW DSG FLUID. CHECKED WITH SCAN TOOL. CODED NEW UNIT, SET BASIC SETTINGS, ON ROAD TEST DISCOVERED THE TRANSMISSION ONLY SHIFTS FROM 1ST TO 2ND. WILL NOT MAKE ANY OTHER GEARS.
02/20/2009	14:45	A2 CASE TO BE ESCALATED FOR REVIEW. ADVISED THE TECH ON HOW TO PERFORM THE TRANS BASIC SETTINGS.
02/20/2009	17:36	PERFORMED BASIC SETTINGS 02/61 AND 02/60. TEST DROVE CAR. SHIFTING PROPERLY. THANK YOU.
02/20/2009	17:50	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
02/20/2009	17:50	ISSUE UPDATED

Consultant's Closing Comments

PERFORMED BASIC SETTINGS 02/61 AND 02/60. TEST DROVE CAR. SHIFTING PROPERLY. THANK YOU.
A2 CASE TO BE ESCALATED FOR REVIEW.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
418325	JETTA	2008	3VWRA71K58M [REDACTED]	7684	3885	02/13/2009	USA

Workshop Finding

I ROAD TESTED THE VEHICLE AND NOTICED THAT WHEN YOU TAKE YOUR FOOT OFF OF THE BRAKE PEDAL TO MOVE THE VEHICLE BANGS INTO GEAR THAT IF YOU WERE HOLDING A CUP OF COFFEE YOU WOULD SPILL IT ALL OVER YOU. I PERFORMED THE BASIC SETTINGS IN SELF DIAG AS PER THE TECH TALK AND THE VEHICLE STILL ENGAGES HARSHLY. WE HAD OTHER VEHICLES IN THE SHOP THAT WE PUT VALVEBODYS IN FOR THIS SAME CONCERN.THANKS, MIKE MVB 54 IS J11.

Activity Date	Activity Time	Activity Comments
02/13/2009	10:50	CUSTOMER STATES THE VEHICLE LURCHES FORWARD. I ROAD TESTED THE VEHICLE AND NOTICED THAT WHEN YOU TAKE YOUR FOOT OFF OF THE BRAKE PEDAL TO MOVE THE VEHICLE BANGS INTO GEAR THAT IF YOU WERE HOLDING A CUP OF COFFEE YOU WOULD SPILL IT ALL OVER YOU. I PERFORMED THE BASIC SETTINGS IN SELF DIAG AS PER THE TECH TALK AND THE VEHICLE STILL ENGAGES HARSHLY. WE HAD OTHER VEHICLES IN THE SHOP THAT WE PUT VALVEBODYS IN FOR THIS SAME CONCERN.THANKS, MIKE
02/13/2009	10:50	ISSUE OPENED BY DEALERSHIP
02/13/2009	10:56	ADVISED TECH TO REPLACE MECH UNIT, BOLTS FILTER AND FLUID, RERUN MANUAL BASIC SETTINGS AND CLOSE OUT VTA WHEN COMPLETED. MVB 54 J11.
02/13/2009	10:56	CUSTOMER COMMENTS: CUSTOMER STATES THE VEHICLE LURCHES FORWARD.
02/13/2009	10:56	WORKSHOP FINDINGS: I ROAD TESTED THE VEHICLE AND NOTICED THAT WHEN YOU TAKE YOUR FOOT OFF OF THE BRAKE PEDAL TO MOVE THE VEHICLE BANGS INTO GEAR THAT IF YOU WERE HOLDING A CUP OF COFFEE YOU WOULD SPILL IT ALL OVER YOU. I PERFORMED THE BASIC SETTINGS IN SELF DIAG AS PER THE TECH TALK AND THE VEHICLE STILL ENGAGES HARSHLY. WE HAD OTHER VEHICLES IN THE SHOP THAT WE PUT VALVEBODYS IN FOR THIS SAME CONCERN.THANKS, MIKE MVB 54 IS J11.
02/13/2009	11:18	THE PARTS ARE REDORDERED AND WE RETURNED THE VEHICLE BACK TO THE CUSTOMER UNTIL THEY COME IN.
02/13/2009	12:04	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
02/13/2009	12:04	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
418338	EOS	2008	WVWBA71F58V [REDACTED]	9543	3885	02/13/2009	USA

Workshop Finding

J12 MVB 54

Activity Date	Activity Time	Activity Comments
02/13/2009	11:01	CUSTOMER CONCERN IS SURGING ON INTIAL ACCELERATION... WHEN TAKING OFF FROM STOP WITH LIGHT ACCELERATION VEHICLE SURGES 3-5 TIMES BEFORE SMOOTHING OUT (ALL BEFORE 5-10 MPH). HAVE DUPLICATED, THERE IS NO CODES IN ANY SYSTEM, TRANS FLUID LEVEL AND CONDITION IS GOOD.
02/13/2009	11:01	ISSUE OPENED BY DEALERSHIP
02/13/2009	11:05	CUSTOMER COMMENTS: CUSTOMER CONCERN IS SURGING ON INTIAL ACCELERATION... WHEN TAKING OFF FROM STOP WITH LIGHT ACCELERATION VEHICLE SURGES 3-5 TIMES BEFORE SMOOTHING OUT (ALL BEFORE 5-10 MPH). HAVE DUPLICATED, THERE IS NO CODES IN ANY SYSTEM, TRANS FLUID LEVEL AND CONDITION IS GOOD.
02/13/2009	11:05	REPLACE THE MECHATRONIC, FILTER, FLUID AND BOLTS. SET BASIC SETTINGS
02/13/2009	11:05	WORKSHOP FINDINGS: J12 MVB 54
02/20/2009	11:05	ORDERED UNIT. WILL OPEN NEW VTA IF I HAVE ANY ISSUES. THANK YOU,
02/20/2009	11:56	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
02/20/2009	11:56	ISSUE UPDATED

Consultant's Closing Comments

REPLACE THE 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
418549	JETTA	2008	3VWRJ71K58M [REDACTED]	20466	3885	02/13/2009	USA

Workshop Finding

n/a

Activity Date	Activity Time	Activity Comments
02/13/2009	14:56	CUSTOMER STATES THAT 1-2 SHIFT IS HARSH AND JERKY ONLY HAPPENS WHEN UP TO OPERATING TEMP DOES NOT HAPPEN COLD HAVE VERIFIED COMPLAINT DOES NOT SEEM AS HARSH AS CUSTOMER DESCRIBED TRANS DOES JERK SLIGHTLY 1-2 AND 2-3 AT TIMES NO DTC'S STORED IN ECM OR TCM THROTTLE IS ADAPTED ALSO CUSTOMER COMPLAINS OF RPM FLUCTUATING WHEN CRUISE IS ENGAGED RPMS DO FLUCTUATE BETWEEN 2AND5 MPH WITH CRUISE SET
02/13/2009	14:56	ISSUE OPENED BY DEALERSHIP
02/13/2009	15:18	CUSTOMER COMMENTS: CUSTOMER STATES THAT 1-2 SHIFT IS HARSH AND JERKY ONLY HAPPENS WHEN UP TO OPERATING TEMP DOES NOT HAPPEN COLD HAVE VERIFIED COMPLAINT DOES NOT SEEM AS HARSH AS CUSTOMER DESCRIBED TRANS DOES JERK SLIGHTLY 1-2 AND 2-3 AT TIMES NO DTC'S STORED IN ECM OR TCM THROTTLE IS ADAPTED ALSO CUSTOMER COMPLAINS OF RPM FLUCTUATING WHEN CRUISE IS ENGAGED RPMS DO FLUCTUATE BETWEEN 2AND5 MPH WITH CRUISE SET
02/13/2009	15:18	TECH NEEDS TO PERFORM BASIC SETTINGS 61 AND 60 AFTER GETTING THE VEH TO TEMP. PERFORM ROAD TEST AND SEE IF THIS CORRECTS THE CONCERN, IF NOT REPLACE THE MECHATRONICS. ALSO CHECK FUEL TRIM. IF VEH STALLS OR EXHIBITS EXCESSIVE NOISE DURING BASIC SETTINGS THE TECH NEEDS TO CALL THE HELPLINE FOR FURTHER ASSISTANCE. CHECK FLUID LEVEL AND CONDITION
02/13/2009	16:20	ROAD TEST TO OPERATING TEMP SET BASIC SETTINGS 61 AND60 ROAD TEST AGAIN SAME RESULTS STILL HAD SHIFTING ISSUES SLIGHT NOISE NOTED DURING BASIC SETTINGS NO STALLING FUEL TRIM WITHIN SPECS AFTER FIRST ROAD TEST FLUID CONDITION DARK BUT NOT BURNT SMELLING AT THIS TIME ORDERED MECHATRONICS UNIT AND FLUID 02/13/09
02/13/2009	16:27	THANKS
02/13/2009	16:46	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
02/13/2009	16:46	ISSUE UPDATED

Consultant's Closing Comments

ROAD TEST TO OPERATING TEMP SET BASIC SETTINGS 61 AND60 ROAD TEST AGAIN SAME RESULTS STILL HAD SHIFTING ISSUES SLIGHT NOISE NOTED DURING BASIC SETTINGS NO STALLING FUEL TRIM WITHIN SPECS AFTER FIRST ROAD TEST FLUID CONDITION DARK BUT NOT BURNT SMELLING AT THIS TIME ORDERED MECHATRONICS UNIT AND FLUID 02/13/09

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
418630	JETTA	2008	3VWRA71K08M	14093	3885	02/13/2009	USA

Workshop Finding

TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM. NO TCM INFO AT THIS TIME.

Activity Date	Activity Time	Activity Comments
02/13/2009	16:39	HARSH GEAR ENGAGEMENT FROM STOP HAPPENS IIN REVERSE AND DRIVE WHEN THE VEHICLE IS AT RUNNINIG TEMP. 0 DTC'S PRESENT. WAS WONDERING IF THIS IS A BASIC SETTINGS ISSUE OR SOMETHING ELSE HAVE YET TO PERFORM ANY SETTINGS OR FLUID INSPECTIONS PRIOR TO RECIEVING SOME INFORMATION.
02/13/2009	16:39	ISSUE OPENED BY DEALERSHIP
02/13/2009	16:41	ADVISED THE TECH TO CHECK MVB 54 IN THE TCM AND GET THE TCM INFO.
02/13/2009	16:41	CUSTOMER COMMENTS: HARSH GEAR ENGAGEMENT FROM STOP HAPPENS IIN REVERSE AND DRIVE WHEN THE VEHICLE IS AT RUNNINIG TEMP. 0 DTC'S PRESENT. WAS WONDERING IF THIS IS A BASIC SETTINGS ISSUE OR SOMETHING ELSE HAVE YET TO PERFORM ANY SETTINGS OR FLUID INSPECTIONS PRIOR TO RECIEVING SOME INFORMATION.
02/13/2009	16:41	WORKSHOP FINDINGS: TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM. NO TCM INFO AT THIS TIME.
02/13/2009	16:47	TCM SOFTWARE 02E300050J CODING 20 MVB 54 J02D0275
02/13/2009	16:51	ADVISE TECH TO REPLACE MECHATRONICS , FLUID, FILTER AND BOLTS. PERF ORM BASIC SETTINGS.ENGINE AND TRANSMISSION MUST BE UP TO OPERATING TEMPERATURE (MINIMUM OF 30C IN TRANSMISSION). VEHICLE SHOULD BE CLEAR OF ALL FAULT CODES (ECM AND TCM) VEHICLE SHOULD BE IN PARK AND IDLING ENGINE MUST HAVE BEEN RUNNING FOR ONE FULL MINUTE BEFORE BASIC SETTINGS CAN BE PERFORMED. GO INTO VSD, TRANSMISSION ELECTRONICS/GEARBOX ELECTRONICS, BASIC SETTINGS, THEN ENTER #61 ON KEYPAD AND SELECT THE "Q" BUTTON TO ENTER INTO TEST MODE. ONCE THE NEW SCREEN APPEARS, PUT YOUR FOOT ON THE BRAKE PEDAL AND PRESS ACTIVATE. IT CAN TAKE UP TO 40 SECONDS UNTIL YOU HEAR ANY NOISES IN THE TRANSMISSION. ONCE YOU SEE NEW NUMBERS APPEAR IN THE BOTTOM BOX OF THE BASIC SETTINGS, YOU KNOW THAT THE TEST IS COMPLETE. GO BACK OUT INTO BASIC SETTINGS AND SELECT #60 ON KEYPAD AND SELECT THE "Q" BUTTON TO ENTER THE TEST MODE. FOLLOW STEP #2 AGAIN. ONCE YOU ARE COMPLETED WITH THESE TWO TESTS, SHUT DOWN ENGINE AND RESTART AND ALLOW TO IDLE. CYCLE VEHICLE FROM PARK TO DRIVE 5 TIMES AND THEN FROM PARK TO REVERSE 5 TIMES AS WELL. ROAD TEST VEHICLE 10-15 MILES GOING THROUGH ALL GEARS AUTOMATICALLY AND ALSO THROUGH TIPTRONIC AT VARIOUS SPEEDS AND DRIVING CONDITIONS. SHUT THE VEHICLE OFF AND THEN RESTART AND RE EVALUATE SHIFTING.
02/17/2009	10:40	ORDERED MECHTRONICS UNIT AS RED-ORDER/CAR DOWN. SALES DOC.# 1005422227 - ETA ON PART IS 2/20. WILL REUPDATE WHEN PART ARRIVES.
02/17/2009	11:04	P1 THANK YOU FOR THE UPDATE. REMEMBER TO UPDATE AND CLOSE THE TICKET.
02/19/2009	15:40	PARTS ARRIVED TODAY AND I AM BEGINING REPAIRS WILL FINALIZE TICKET UPON COMPLETION OF REPAIRS
02/19/2009	16:39	THANK YOU FOR THE UPDATE. REMEMBER TO UPDATE AND CLOSE THE TICKET.
02/20/2009	16:33	SPOKE TO JONNY, THE REPAIRING TECHNICIAN. SOP PARTS ARE CURRENTLY BEING INSTALLED; P1.
02/23/2009	12:57	FINALIZED ADVISED REPAIR PROCEEDURE VEHICLE OPERATING AS DESIGNED. THANK YOU FOR THE ASSISTANCE.
02/23/2009	20:15	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
02/23/2009	20:15	ISSUE UPDATED

Consultant's Closing Comments

TECH REPLACED 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
418747	JETTA	2008	3VWRJ71K78M [REDACTED]	35949	3885	02/16/2009	USA

Workshop Finding

TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM. MVB 54 IS H51. NO OTHER DRIVEABILITY OR ENGINE CONCERNS.

Activity Date	Activity Time	Activity Comments
02/16/2009	08:39	ISSUE OPENED BY DEALERSHIP
02/16/2009	08:39	THIS CAR HAS LONG DELAY WHEN PUT INTO GEAR. THE FLUID IS FULL AND NO FAULTS ARE IN THE SYSTEM. ALMOST FEELS AS THERE IS A LEAK IN THE APPLY CLUTCH. I AM SUSPECTING A MECHATRONICS UNIT.
02/16/2009	08:43	ADVISED THE TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT.
02/16/2009	08:43	CUSTOMER COMMENTS: THIS CAR HAS LONG DELAY WHEN PUT INTO GEAR. THE FLUID IS FULL AND NO FAULTS ARE IN THE SYSTEM. ALMOST FEELS AS THERE IS A LEAK IN THE APPLY CLUTCH. I AM SUSPECTING A MECHATRONICS UNIT.
02/16/2009	08:43	WORKSHOP FINDINGS: TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM. MVB 54 IS H51. NO OTHER DRIVEABILITY OR ENGINE CONCERNS.
02/16/2009	09:03	ORDER PARTS
02/16/2009	09:56	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
02/16/2009	09:56	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
418917	JETTA	2008	3VWRA71K48M [REDACTED]	5864	3885	02/16/2009	USA

Workshop Finding

TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM. VEHICLE NOT IN THE SHOP AT THIS TIME.

Activity Date	Activity Time	Activity Comments
02/16/2009	12:34	ISSUE OPENED BY DEALERSHIP
02/16/2009	12:34	TRANSMISSION SHUDDERS WHEN STARTING OFF AND ON DEACCEL ALSO WHEN STOPPED AND BRAKE IS RELEASED 300 RPM DROP AND BANGS INTO GEAR WE HAVE 2 VEHICLES HERE TODAY WITH SAME COMPLAINT OTHER VEHICLE 2008 JETTA 7400 MILES FLUID IS OK ANY UPDATES? ALSO TRIED BASIC SETTINGS ONLY HELPED SLIGHTLY
02/16/2009	13:32	ADVISED THE TECH TO CHECK MVB 54 IN THE TCM.
02/16/2009	13:32	CUSTOMER COMMENTS: TRANSMISSION SHUDDERS WHEN STARTING OFF AND ON DEACCEL ALSO WHEN STOPPED AND BRAKE IS RELEASED 300 RPM DROP AND BANGS INTO GEAR WE HAVE 2 VEHICLES HERE TODAY WITH SAME COMPLAINT OTHER VEHICLE 2008 JETTA 7400 MILES FLUID IS OK ANY UPDATES? ALSO TRIED BASIC SETTINGS ONLY HELPED SLIGHTLY
02/16/2009	13:32	WORKSHOP FINDINGS: TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM. VEHICLE NOT IN THE SHOP AT THIS TIME.
02/16/2009	13:40	VALUE BLOCK 54 J02D0001
02/16/2009	13:48	ADVISED THE TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT.
02/16/2009	14:03	CLOSING TICKET THANK YOU
02/16/2009	14:13	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
02/16/2009	14:13	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
419077	RABBIT	2008	WVWHV71K98W [REDACTED]	4112	3885	02/16/2009	USA

Workshop Finding

ROADTESTED WITH CUSTOMER VERIFIED JERKING AS BRAKE PEDAL IS RELEASE TAKES ABOUT 2 SECONDS, THEN JERKS AS GAS PEDAL IS STARED TO DEPRESS. MVB 54 J08.

Activity Date	Activity Time	Activity Comments
02/16/2009	15:36	CUSTOMER STATES VIHICLE JEARKY FROM STOPPED POSITION ,ROADTESTED WITH CUSTOMER VERIFIED JERKING AS BRAKE PEDAL IS RELEASE TAKES ABOUT 2 SECONDS, THEN JERKS AS GAS PEDAL IS STARED TO DEPRESS,
02/16/2009	15:36	ISSUE OPENED BY DEALERSHIP
02/16/2009	17:21	ADVISED TECH TO REPLACE MECH UNIT, BOLTS, FILTER AND FLUID THEN PERFORM MANUAL BASIC SETTINGS PER PROCEDURE BELOW. 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.
02/16/2009	17:21	CUSTOMER COMMENTS: CUSTOMER STATES VIHICLE JEARKY FROM STOPPED POSITION.
02/16/2009	17:21	WORKSHOP FINDINGS: ROADTESTED WITH CUSTOMER VERIFIED JERKING AS BRAKE PEDAL IS RELEASE TAKES ABOUT 2 SECONDS, THEN JERKS AS GAS PEDAL IS STARED TO DEPRESS. MVB 54 J08.
02/23/2009	15:59	CORRECTION, REPLACED MECHATRONIC ASSEMBLY AS INSTRUCTED, TOP OFF FLUID ,RESET BASIC SETTINGS ,ROATESTED THE VEHICLE IN ALL GEARS, CHECKED TRANSMISSION IS OPERATING AS MANUFACTURER DESIGNED.
02/23/2009	17:12	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
02/23/2009	17:12	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
419112	EOS	2008	WVWBA71F48V [REDACTED]	4366	3885	02/16/2009	USA

Workshop Finding

TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM. TECH STATES THE TRANS IS GOING INTO NEUTRAL WHEN GOING OVER BUMPS (HOIST ARMS).

Activity Date	Activity Time	Activity Comments
02/16/2009	16:15	CUSTOMER STATES WHEN LETTING OFF BRAKE OR WHEN ACCELERATING FROM STOP CAR HAS JERK OR BUMP-SPORADIC
02/16/2009	16:15	ISSUE OPENED BY DEALERSHIP
02/16/2009	16:21	ADVISED THE TECH TO GET THE INFO OUT OF MVB 54 IN THE TCM.
02/16/2009	16:21	CUSTOMER COMMENTS: CUSTOMER STATES WHEN LETTING OFF BRAKE OR WHEN ACCELERATING FROM STOP CAR HAS JERK OR BUMP-SPORADIC
02/16/2009	16:21	WORKSHOP FINDINGS: TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM. TECH STATES THE TRANS IS GOING INTO NEUTRAL WHEN GOING OVER BUMPS (HOIST ARMS).
02/16/2009	16:37	TECH STATE MVB 54 = J01. ADVISE TECH TO REPLACE MECHATRONICS , FLUID ,FILTER , AND BOLTS.
02/16/2009	18:05	HAVE ORDERED PARTS
02/16/2009	20:56	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
02/16/2009	20:56	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
419129	JETTA	2008	3VWRA71K48M [REDACTED]	7459	3885	02/16/2009	USA

Workshop Finding

TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM. MVB 54 IS J11.

Activity Date	Activity Time	Activity Comments
02/16/2009	16:31	ISSUE OPENED BY DEALERSHIP
02/16/2009	16:31	VEHICLE SHUDDERS WAN WANTS TO STALL AFTER RELEASING BRAKE PEDAL WHEN STOPPED MEASURING BLOCK 54- J11B0273 NO DTC'S FLUID OK
02/16/2009	16:36	ADVISED THE TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT.
02/16/2009	16:36	CUSTOMER COMMENTS: VEHICLE SHUDDERS WAN WANTS TO STALL AFTER RELEASING BRAKE PEDAL WHEN STOPPED MEASURING BLOCK 54- J11B0273 NO DTC'S FLUID OK
02/16/2009	16:36	WORKSHOP FINDINGS: TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM. MVB 54 IS J11.
02/16/2009	16:40	CLOSING TICKET THANK YOU
02/16/2009	20:53	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
02/16/2009	20:53	ISSUE UPDATED

Consultant's Closing Comments

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

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
419177	JETTA	2008	3VWRJ71K88M [REDACTED]	4538	3885	02/16/2009	USA

Workshop Finding
n/a

Activity Date	Activity Time	Activity Comments
02/16/2009	17:59	ISSUE OPENED BY DEALERSHIP
02/16/2009	17:59	SERVICE MANAGER DUPLICATED CUSTMER CONCERN WITH THE CUSTER AS WELL AS I, WHEN IN DIVE AT A STOP, SLIGHT PETLE ACCCELL VEHICAL JURKS OR HOPPS BACK AND FORTH. ALLMOST LIKE TRANS DISENGAGES AND REINGAGES FOR AL SPLIT SECOND. PERFORMED GFF DIAG AND BASIC SETTING OF THE DSG MECHATRONICS AND ALSO CHECKED THE OIL LEVEL, GOOD.
02/16/2009	18:02	CUSTOMER COMMENTS: SERVICE MANAGER DUPLICATED CUSTMER CONCERN WITH THE CUSTER AS WELL AS I, WHEN IN DIVE AT A STOP, SLIGHT PETLE ACCCELL VEHICAL JURKS OR HOPPS BACK AND FORTH. ALLMOST LIKE TRANS DISENGAGES AND REINGAGES FOR AL SPLIT SECOND. PERFORMED GFF DIAG AND BASIC SETTING OF THE DSG MECHATRONICS AND ALSO CHECKED THE OIL LEVEL, GOOD.
02/16/2009	18:02	PLEASE REPLACE THE MECH UNIT, FLIUD, FILTER, AND BOLTS.
02/23/2009	10:31	THANK YOU. PART IS ON ODER WITING FOR ARIVAL
02/23/2009	13:36	ISSUE UPDATED
02/23/2009	21:42	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
02/23/2009	21:42	ISSUE UPDATED

Consultant's Closing Comments
PLEASE REPLACE THE MECH UNIT, FLIUD, FILTER, AND BOLTS.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
419188	EOS	2008	WVWFA71F98V [REDACTED]	9975	3885	02/16/2009	USA

Workshop Finding

02E SURGING; TCM 02E 050P 1402 MVB H45

Activity Date	Activity Time	Activity Comments
02/16/2009	18:30	DSG TRANS JERKS WHEN ENGAGING IN FORWARD AND REVERSE SEAMS AS THOUGH I REMEMBER SOMETHING ABOUT THIS BUT CAN NOPT FIND IT LONNIE 901-481-3752
02/16/2009	18:30	ISSUE OPENED BY DEALERSHIP
02/16/2009	18:44	CUSTOMER COMMENTS: DSG TRANS JERKS WHEN ENGAGING IN FORWARD AND REVERSE SEAMS AS THOUGH I REMEMBER SOMETHING ABOUT THIS BUT CAN NOPT FIND IT LONNIE 901-481-3752
02/16/2009	18:44	REPLACE THE MECHATRONIC, FLUID, FILTER AND BOLTS
02/16/2009	18:44	WORKSHOP FINDINGS: 02E SURGING; TCM 02E 050P 1402 MVB H45
02/20/2009	11:27	CUSTOMER TAKING CAR PENDING RECEIPT FO PART ON RED ORDER CAR IS DRIVEABLE LONNIE 901-481-3752
02/20/2009	13:21	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
02/20/2009	13:21	ISSUE UPDATED

Consultant's Closing Comments

CUSTOMER TAKING CAR PENDING RECEIPT FO PART ON RED ORDER CAR IS DRIVEABLE LONNIE 901-481-3752

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
419260	JETTA	2008	3VWRA71K58M [REDACTED]	7220	3885	02/17/2009	USA

Workshop Finding

TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM. TCM IS A J11.

Activity Date	Activity Time	Activity Comments
02/17/2009	09:35	ISSUE OPENED BY DEALERSHIP
02/17/2009	09:35	WHEN ENGINE IS WARM & GOING FROM A STOP, WHEN JUST TAKING FOOT OFF GAS & NOT ACCELERATING FEELS LIKE CLUTCH IS ENGAGING AND DISENGAGING
02/17/2009	09:49	ADVISED THE TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT.
02/17/2009	09:49	CUSTOMER COMMENTS: WHEN ENGINE IS WARM & GOING FROM A STOP, WHEN JUST TAKING FOOT OFF GAS & NOT ACCELERATING FEELS LIKE CLUTCH IS ENGAGING AND DISENGAGING
02/17/2009	09:49	WORKSHOP FINDINGS: TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM. TCM IS A J11.
02/17/2009	09:59	ORDERED MECH UNIT,FLUID,FILTER AND BOLTS FOR MECH UNIT. RELEASED CAR TO CUST. THANKS.
02/17/2009	10:52	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
02/17/2009	10:52	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
419281	JETTA	2009	3VWPL71K79M [REDACTED]	7000	3885	02/17/2009	USA

Workshop Finding
n/a

Activity Date	Activity Time	Activity Comments
02/17/2009	10:02	CUSTOMER STATES M.I.L ON. AND WHILE DRIVING VEHICLE ACTED AS THOUGH IT WAS IN NEUTRAL, AND ALSO HAD NO REVERSE GEAR.
02/17/2009	10:02	ISSUE OPENED BY DEALERSHIP
02/19/2009	14:27	CUSTOMER COMMENTS: CUSTOMER STATES M.I.L ON. AND WHILE DRIVING VEHICLE ACTED AS THOUGH IT WAS IN NEUTRAL, AND ALSO HAD NO REVERSE GEAR.
02/19/2009	14:27	WARREN , PLEASE REPLACE THE MECH UNIT, FLUID, FILTER, AND BOLTS AND PLEASE UPDATE TICKET WITH FAULT CODE.
02/23/2009	16:25	PLEASE ATTACH A DATA LOG FOR THE FAULT REQUIREMENTS
02/23/2009	16:27	PERFORM BASIC SETTINGS PER GUIDED FUNCTIONS
02/24/2009	10:18	ADVISE TECH IT IS OK TO START ENGINE TO WARM UP TRANS FLUID TO PERFORM BASIC SETTINGS.
02/24/2009	11:10	ADVISED TECH THAT THE FAX NUMBER IS 1800 403 4710
02/24/2009	11:44	FAULT CODE IS 17155 P0771, FAXED GFF LOG
02/24/2009	11:53	TECHNICIAN CALLING BACK WITH FAULT CODES. THE TCM HAS STORED A P0771 (17155) - SHIFT SOLENOID "E" PERFORMANCE OR STUCK OFF. THE MECH HAS BEEN REPLACED AND VEHICLE IS CURRENTLY OPERATING TO VW SPECIFICATION. ADVISED TO PLEASE ROAD TEST ONCE AGAIN TO VERIFY REPAIR. IF ALL CHECKS OUT, PLEASE UPDATE AND CLOSE THIS VTA CASE.
02/24/2009	11:55	ATTACHING FAXED FAULT LOG.
02/24/2009	12:51	SPOKE TO WARREN, THE REPAIRING TECHNICIAN. VEHICLE HAS BEEN REPAIRED AND WAITING CUSTOMER PICK-UP; P2.
02/24/2009	15:52	PERFORMED TEST DRIVE, TRANSMISSION SHIFTED PROPERLY.
02/24/2009	22:16	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
02/24/2009	22:16	ISSUE UPDATED

Consultant's Closing Comments
MECH UNIT

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
419286	EOS	2008	WVWBA71F08V [REDACTED]	9260	3885	02/17/2009	USA

Workshop Finding

SURGING UNDER ACCELL

Activity Date	Activity Time	Activity Comments
02/17/2009	10:05	CUSTOMER STATES TRANS JERKS FROM DECEL TO ACCEL. ROAD TESTED AND CONFIRMED CON CERN, TRANS SLAMS INTO GEAR. SCAN CAR NO DTC'S FOUND FLUID LEVEL AND CONDITION OK. CHECK MVB 54 H40N0059
02/17/2009	10:05	ISSUE OPENED BY DEALERSHIP
02/17/2009	10:12	CUSTOMER COMMENTS: CUSTOMER STATES TRANS JERKS FROM DECEL TO ACCEL. ROAD TESTED AND CONFIRMED CON CERN, TRANS SLAMS INTO GEAR. SCAN CAR NO DTC'S FOUND FLUID LEVEL AND CONDITION OK. CHECK MVB 54 H40N0059
02/17/2009	10:12	REPLACE THE MECHATRONIC, FLUID, BOLTS AND FILTER. PERFORM BASIC SETTINGS
02/17/2009	10:12	WORKSHOP FINDINGS: SURGING UNDER ACCELL
02/17/2009	10:28	PART ON ORDER
02/17/2009	10:43	MECH ORDERED P1
02/20/2009	09:35	PART HAS ARRIVED
02/20/2009	13:23	ISSUE SENT TO DEALERSHIP
02/21/2009	15:14	VEHICLE COMPLETE CUSTOMER PICKED UP CAR
02/21/2009	15:37	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
02/21/2009	15:37	ISSUE UPDATED

Consultant's Closing Comments

REPLACE THE MECHATRONIC, FLUID, BOLTS AND FILTER. PERFORM BASIC SETTINGS

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
419339	JETTA	2009	3VWRL71KX9M [REDACTED]	480	3885	02/17/2009	USA

Workshop Finding

MECH ORDERED AND HAS NOT BEEN INSTALLED, TECH CALLING TO VERIFY REPAIR PROCEDURES.

Activity Date	Activity Time	Activity Comments
02/17/2009	11:19	CUSTOMER STATES THAT WHEN THE CAR IS SHIFTED INTO GEAR THE DIAPLAY ON THE INSTRUMENT CLUSTER LIGHTS UP ALL GEARS SCANED CAR FOUND FAULT P2723 PRESSURE CONTR. SOLENOID E PERFORMANCE OR STUCK OFF SPORADIC
02/17/2009	11:19	ISSUE OPENED BY DEALERSHIP
02/17/2009	11:23	CUSTOMER COMMENTS: CUSTOMER STATES THAT WHEN THE CAR IS SHIFTED INTO GEAR THE DIAPLAY ON THE INSTRUMENT CLUSTER LIGHTS UP ALL GEARS SCANED CAR FOUND FAULT P2723 PRESSURE CONTR. SOLENOID E PERFORMANCE OR STUCK OFF SPORADIC
02/17/2009	11:23	PROCEED WITH REPAIRS
02/17/2009	11:23	WORKSHOP FINDINGS: MECH ORDERED AND HAS NOT BEEN INSTALLED, TECH CALLING TO VERIFY REPAIR PROCEDURES.
02/24/2009	18:20	D1 SPOKE TO KEN IN VW SERVICE, VEHICLE IS DONE AND GONE TECH TO CLOSE THE VTA WITH RESULTS.
02/26/2009	11:26	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
02/26/2009	11:26	ISSUE UPDATED

Consultant's Closing Comments

REPLACED THE MECH PER BOB VEHICLE IS REPAIRED AND RELEASED.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
419385	RABBIT	2008	WVWHV71K08W [REDACTED]	12849	3885	02/17/2009	USA

Workshop Finding

CHANGING REVERSE TO DRIVE, CLUNK PRESENT. ALSO UNDER INITIAL ACCELL. NO FAULTS

Activity Date	Activity Time	Activity Comments
02/17/2009	12:08	CUSTOMER STATES THAT WHEN GOING IN REVERSE AND CHANGING TO DRIVE THERE IS A CLUNK. THERE IS ALSO A CLUNKING NOISE WHEN ACCELERATING AND GOING FROM 1ST TO 2ND. ALSO WHILE ACCELERATING FROM STOP POSITION. IT ALSO JERKS IN REVERSE. TEST DROVE VEHICLE, CONFIRMED CUSTOMER CONCERNS. VEHICLE JERKS/SHUTTERS IN REVERSE AND THEN SLAMS IN DRIVE DURING ACCELERATION AFTER COMING FROM REVERSE. RAN GFF, NO FAULTS FOUND IN SYSTEM.
02/17/2009	12:08	ISSUE OPENED BY DEALERSHIP
02/17/2009	12:22	CUSTOMER COMMENTS: CUSTOMER STATES THAT WHEN GOING IN REVERSE AND CHANGING TO DRIVE THERE IS A CLUNK. THERE IS ALSO A CLUNKING NOISE WHEN ACCELERATING AND GOING FROM 1ST TO 2ND. ALSO WHILE ACCELERATING FROM STOP POSITION. IT ALSO JERKS IN REVERSE. TEST DROVE VEHICLE, CONFIRMED CUSTOMER CONCERNS. VEHICLE JERKS/SHUTTERS IN REVERSE AND THEN SLAMS IN DRIVE DURING ACCELERATION AFTER COMING FROM REVERSE. RAN GFF, NO FAULTS FOUND IN SYSTEM.
02/17/2009	12:22	JERKS UNDER ACCELL IN REVERSE AND DRIVE
02/17/2009	12:22	WORKSHOP FINDINGS: CHANGING REVERSE TO DRIVE, CLUNK PRESENT. ALSO UNDER INITIAL ACCELL. NO FAULTS
02/17/2009	12:24	MVB 54 H29J0231; REPLACE THE MECHATRONIC, FILTER, FLUID AND BOLTS
02/18/2009	10:50	ORDERED PARTS.
02/18/2009	12:06	MECH ORDERED P1
02/23/2009	12:42	PARTS ARE CURRENTLY ON BACK ORDER, WILL UPDATE WHEN THEY ARRIVE.
02/23/2009	12:54	ISSUE SENT TO DEALERSHIP
02/25/2009	21:00	INSTALLED MECHATRONIC AS PER ELSA. VEHICLE IS NOW OPERATING AS DESIGNED.
02/25/2009	21:02	CLOSED
02/26/2009	10:07	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
02/26/2009	10:07	ISSUE UPDATED

Consultant's Closing Comments

INSTALLED MECHATRONIC AS PER ELSA. VEHICLE IS NOW OPERATING AS DESIGNED.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
419386	EOS	2008	WVWBA71F18V [REDACTED]	5676	3885	02/17/2009	USA

Workshop Finding
NO FAULT FOUND. DID BASIK SETTITNG 61;60. DIDN'T HELP.

Activity Date	Activity Time	Activity Comments
02/17/2009	12:08	ISSUE OPENED BY DEALERSHIP
02/17/2009	12:08	VEHICLE JERKS WHEN TRYING TO ACCELERATE. NO FAULT FOUND. DID BASIK SETTITNG 61;60. DIDN'T HELP.
02/17/2009	12:16	CUSTOMER COMMENTS: VEHICLE JERKS WHEN TRYING TO ACCELERATE.
02/17/2009	12:16	MVB 54 WAS J10, ADVISED TECH TO REPLACE MECH UNIT, BOLTS FILTER AND FLUID THEN RERUN MANUAL BASIC SETTINGS, CLOSE OUT VTA WHEN COMPLETED.
02/17/2009	12:16	WORKSHOP FINDINGS: NO FAULT FOUND. DID BASIK SETTITNG 61;60. DIDN'T HELP.
02/23/2009	16:17	ORDERED SOR
02/23/2009	17:51	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
02/23/2009	17:51	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
419488	JETTA	2008	3VWRA71K68M [REDACTED]	12218	3885	02/17/2009	USA

Workshop Finding

TECH IS JOE. TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM. TCM IS A J12.

Activity Date	Activity Time	Activity Comments
02/17/2009	13:50	CUSTOMER STATES THAT WHILE IN DRIVE WHEN YOU TAKE YOUR FOOT OFF THE BRAKE THE RPM'S DROP AND IT FEELS LIKE THE VEHICLE IS ABOUT TO STALL. VERIFIED CUSTOMER CONCERN, WHEN YOU TAKE YOUR FOOT OFF THE BRAKE IT FEELS LIKE THE VEHICLE IS GOING TO STALL AND THEN JERKS FORWARD AND SMOOTHS OUT. RAN GFF AND ONLY RECEIVED A FAULT IN THE ECM FOR STEERING COLUMN CONTROL MODULE SIGNAL. NO TECH BULLETINS OR ANY RELATIVE INFORMATION FOUND ON THIS CONCERN.
02/17/2009	13:50	ISSUE OPENED BY DEALERSHIP
02/17/2009	14:02	ADVISED THE TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT.
02/17/2009	14:02	CUSTOMER COMMENTS: CUSTOMER STATES THAT WHILE IN DRIVE WHEN YOU TAKE YOUR FOOT OFF THE BRAKE THE RPM'S DROP AND IT FEELS LIKE THE VEHICLE IS ABOUT TO STALL. VERIFIED CUSTOMER CONCERN, WHEN YOU TAKE YOUR FOOT OFF THE BRAKE IT FEELS LIKE THE VEHICLE IS GOING TO STALL AND THEN JERKS FORWARD AND SMOOTHS OUT. RAN GFF AND ONLY RECEIVED A FAULT IN THE ECM FOR STEERING COLUMN CONTROL MODULE SIGNAL. NO TECH BULLETINS OR ANY RELATIVE INFORMATION FOUND ON THIS CONCERN.
02/17/2009	14:02	WORKSHOP FINDINGS: TECH IS JOE. TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM. TCM IS A J12.
02/20/2009	10:07	FIX AND RUNNING OK
02/20/2009	15:39	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
02/20/2009	15:39	ISSUE UPDATED

Consultant's Closing Comments

TECH REPLACED THE MECH UNIT, FLUID, FILTER AND BOLTS FOR 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
419518	EOS	2008	WVWBA71F28V [REDACTED]	7389	3885	02/17/2009	USA

Workshop Finding
n/a

Activity Date	Activity Time	Activity Comments
02/17/2009	14:20	ISSUE OPENED BY DEALERSHIP
02/17/2009	14:20	TRANS BANGS WHEN SHIFTING, FOUND THAT TRANS SHUTTERS IN STOP ON GO TRAFFIC, NO LEAKS OR CONTAMINATION FOUND IN DSG OIL, LEVEL OK, NO FAULTS STORED IN MODULES, TCM #02E927770AE SV LEVEL 1402, MVB 54 VALUE J09, PERFORMED BASIC SETTINGS FOR MECH UNIT, 61 & 60 IN VSD ROAD TESTED , MEASURING VALUE DIDN'T CHANGE AFTER ROAD TEST, TRANS STIL SHUTTERS.
02/17/2009	14:29	CUSTOMER COMMENTS: TRANS BANGS WHEN SHIFTING, FOUND THAT TRANS SHUTTERS IN STOP ON GO TRAFFIC, NO LEAKS OR CONTAMINATION FOUND IN DSG OIL, LEVEL OK, NO FAULTS STORED IN MODULES, TCM #02E927770AE SV LEVEL 1402, MVB 54 VALUE J09, PERFORMED BASIC SETTINGS FOR MECH UNIT, 61 & 60 IN VSD ROAD TESTED , MEASURING VALUE DIDN'T CHANGE AFTER ROAD TEST, TRANS STIL SHUTTERS.
02/17/2009	14:29	TECH IS TO REPLACE THE MECHATRONICS AND BOLTS
02/17/2009	14:53	ORDERED MECH UNIT CLOSING OUT VTA
02/17/2009	16:04	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
02/17/2009	16:04	ISSUE UPDATED

Consultant's Closing Comments
ORDERED MECH UNIT CLOSING OUT VTA

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
419738	JETTA	2008	3VWRA71K48M [REDACTED]	4742	3885	02/18/2009	USA

Workshop Finding

SHIFT QUICKLY THOUGH THE GEARS

Activity Date	Activity Time	Activity Comments
02/18/2009	08:24	ISSUE OPENED BY DEALERSHIP
02/18/2009	08:24	WHEN DRIVING,AND COMING TO A STOP THE TRANS FEELS LIKE IT DROPS INTO NEUTRAL.WHEN TAKING OFF IT SEEMS TO KICK/OR HAVE A LAG LIKE ITS LOW ON FLUID. HAS NO LEAKS OR FAULTS. ALSO IT WILL SHIFT THROUGH THE GEARS VERY QUICKLY UNDER NORMAL ACCEL. CAN I CK. FLUID? ANYTHING ELSE.
02/18/2009	09:32	CUSTOMER COMMENTS: WHEN DRIVING,AND COMING TO A STOP THE TRANS FEELS LIKE IT DROPS INTO NEUTRAL.WHEN TAKING OFF IT SEEMS TO KICK/OR HAVE A LAG LIKE ITS LOW ON FLUID. HAS NO LEAKS OR FAULTS. ALSO IT WILL SHIFT THROUGH THE GEARS VERY QUICKLY UNDER NORMAL ACCEL. CAN I CK. FLUID? ANYTHING ELSE.
02/18/2009	09:32	PLEASE GET MVB 54 IN 02 J13
02/18/2009	09:32	WORKSHOP FINDINGS: SHIFT QUICKLY THOUGH THE GEARS
02/18/2009	09:33	REPLACE MECHATRONCIS FLUID AND FILTER AFTER REPLACEMENT PLEASE SET BASIC SETTINGS
02/18/2009	09:51	ALL PARTS ON ORDER. THANK YOU.
02/18/2009	10:04	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
02/18/2009	10:04	ISSUE UPDATED

Consultant's Closing Comments

REPLACE MECHATRONCIS FLUID AND FILTER AFTER REPLACEMENT PLEASE SET BASIC SETTINGS

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
419808	JETTA	2008	3VWRJ71KX8M [REDACTED]	10613	3885	02/18/2009	USA

Workshop Finding

TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM. TCM IS A J11.

Activity Date	Activity Time	Activity Comments
02/18/2009	10:13	ISSUE OPENED BY DEALERSHIP
02/18/2009	10:13	WHEN TAKING OFF FROM STOP TRANSMISSION SHUTTERS BADLY 3 OR 4 TIMES ON INITIAL ACCEL UP TO ABOUT 10-15 MILES AN HOUR, AFTER THAT SHIFTS FINE. VEHICLE HAS DSG TRANS
02/18/2009	10:17	ADVISED THE TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT.
02/18/2009	10:17	CUSTOMER COMMENTS: WHEN TAKING OFF FROM STOP TRANSMISSION SHUTTERS BADLY 3 OR 4 TIMES ON INITIAL ACCEL UP TO ABOUT 10-15 MILES AN HOUR, AFTER THAT SHIFTS FINE. VEHICLE HAS DSG TRANS
02/18/2009	10:17	WORKSHOP FINDINGS: TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM. TCM IS A J11.
02/18/2009	10:34	ORDER PARTS FOR VEHICLE
02/18/2009	10:37	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
02/18/2009	10:37	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
419823	JETTA	2008	3VWRA71K98M [REDACTED]	5718	3885	02/18/2009	USA

Workshop Finding

TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM. MVB 54 IS J14.

Activity Date	Activity Time	Activity Comments
02/18/2009	10:27	CUSTOMER STATES THAT THE TRANSMISSION IS BANGING INTO GEAR WHEN RELEASING THE BRAKE PEDAL, INCHING FOWARD AND IN REVERSE. ROADTESTED AND VERIFIED CONCERN WITH SERVICE MANAGER. FEELS LIKE A LONG PAUSE BETWEEN PRESSING THE ACCELERATOR PEDAL AND THE TRANSMISION ENGAGING INTO GEAR. CHECKED MEASURED VALUE BLOCK 54 IN GEARBOX ELECTRONICS AND FOUND NUMBER TO BE J14D0195
02/18/2009	10:27	ISSUE OPENED BY DEALERSHIP
02/18/2009	10:32	ADVISED THE TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT.
02/18/2009	10:32	CUSTOMER COMMENTS: CUSTOMER STATES THAT THE TRANSMISSION IS BANGING INTO GEAR WHEN RELEASING THE BRAKE PEDAL, INCHING FOWARD AND IN REVERSE. ROADTESTED AND VERIFIED CONCERN WITH SERVICE MANAGER. FEELS LIKE A LONG PAUSE BETWEEN PRESSING THE ACCELERATOR PEDAL AND THE TRANSMISION ENGAGING INTO GEAR. CHECKED MEASURED VALUE BLOCK 54 IN GEARBOX ELECTRONICS AND FOUND NUMBER TO BE J14D0195
02/18/2009	10:32	WORKSHOP FINDINGS: TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM. MVB 54 IS J14.
02/18/2009	10:35	GO INTO VSD, TRANSMISSION ELECTRONICS/GEARBOX ELECTRONICS, BASIC SETTINGS, THEN ENTER #61 ON KEYPAD AND SELECT THE "Q" BUTTON TO ENTER INTO TEST MODE. ONCE THE NEW SCREEN APPEARS, PUT YOUR FOOT ON THE BRAKE PEDAL AND PRESS ACTIVATE. IT CAN TAKE UP TO 40 SECONDS UNTIL YOU HEAR ANY NOISES IN THE TRANSMISSION. ONCE YOU SEE NEW NUMBERS APPEAR IN THE BOTTOM BOX OF THE BASIC SETTINGS, YOU KNOW THAT THE TEST IS COMPLETE. GO BACK OUT INTO BASIC SETTINGS AND SELECT #60 ON KEYPAD AND SELECT THE "Q" BUTTON TO ENTER THE TEST MODE. FOLLOW STEP #2 AGAIN. ONCE YOU ARE COMPLETED WITH THESE TWO TESTS, SHUT DOWN ENGINE AND RESTART AND ALLOW TO IDLE. CYCLE VEHICLE FROM PARK TO DRIVE 5 TIMES AND THEN FROM PARK TO REVERSE 5 TIMES AS WELL. ROAD TEST VEHICLE 10-15 MILES GOING THROUGH ALL GEARS AUTOMATICALLY AND ALSO THROUGH TIPTRONIC AT VARIOUS SPEEDS AND DRIVING CONDITIONS. SHUT THE VEHICLE OFF AND THEN RESTART AND RE EVALUATE SHIFTING.
02/18/2009	11:05	PARTS ON ORDER. THANK YOU
02/18/2009	15:12	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
02/18/2009	15:12	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
419882	EOS	2007	VVWDA71F77V [REDACTED]	11757	3885	02/18/2009	USA

Workshop Finding

MFI GOES BLANK

Activity Date	Activity Time	Activity Comments
02/18/2009	11:26	CUSTOMER STATES INTERMITTENTLY THE RPM WILL JUMP UP AND THE GEAR SELECTOR IN THE CLUSTER WILL TURN ALL SOLID, INSTEAD OF JUST THE GEAR DESIGNATED. FOUND 1 DTC IN GEARBOX ELECTRONICS, P1707 009 INTERFERENCE IN MECHATRONIC UNIT SPORADIC. GFF HAS NO AVAILABLE TEST PLAN FOR THIS FAULT.
02/18/2009	11:26	ISSUE OPENED BY DEALERSHIP
02/18/2009	11:39	ADVISED TECH TO PERFORM MANUAL BASIC SETTINGS. VEHICLE SELF DIAGNOSIS, CLEAR ECM AND TCM MEMORY, VEHICLE RUNNING AND AT OPERATING TEMP. 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.
02/18/2009	11:39	CUSTOMER COMMENTS: CUSTOMER STATES INTERMITTENTLY THE RPM WILL JUMP UP AND THE GEAR SELECTOR IN THE CLUSTER WILL TURN ALL SOLID, INSTEAD OF JUST THE GEAR DESIGNATED. FOUND 1 DTC IN GEARBOX ELECTRONICS, P1707 009 INTERFERENCE IN MECHATRONIC UNIT SPORADIC. GFF HAS NO AVAILABLE TEST PLAN FOR THIS FAULT.
02/18/2009	11:39	WORKSHOP FINDINGS: MFI GOES BLANK
02/18/2009	12:34	PERFORMED BASIC SETTINGS. TEST DROVE VEHICLE 15+ MILES. NO RETURN DTCS. TRANS SHIFTING PROPERLY IN ALL GEARS.
02/18/2009	14:44	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
02/18/2009	14:44	ISSUE UPDATED

Consultant's Closing Comments

PERFORMED BASIC SETTINGS. TEST DROVE VEHICLE 15+ MILES. NO RETURN DTCS. TRANS SHIFTING PROPERLY IN ALL GEARS.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
419996	EOS	2008	WVWFA71FX8V [REDACTED]	9387	3885	02/18/2009	USA

Workshop Finding

TECH VERIFIED THE CONCERN. 1 FAULT IN THE TCM.

Activity Date	Activity Time	Activity Comments
02/18/2009	13:49	ISSUE OPENED BY DEALERSHIP
02/18/2009	13:49	TRANSMISSION JERKING WHEN ACCELERATING FROM STOP. TECH: JUST REPLACED MECHATRONICS UNIT ACCORDING TO TECHLINE INSTRUCTION, TRANS WILL NOW NOT SHIFT BEYOND 2ND GEAR, HARD FAULT APPEARS: "01087-BASIC SETTINGS NOT PERFORMED MECHANICAL HYDRAULIC MALFUNCTION".
02/18/2009	15:30	A2 CASE TO BE ESCALATED FOR REVIEW. ADVISED THE TECH ON HOW TO PERFORM THE TRANS BASIC SETTINGS.
02/18/2009	15:30	CUSTOMER COMMENTS: TRANSMISSION JERKING WHEN ACCELERATING FROM STOP. TECH: JUST REPLACED MECHATRONICS UNIT ACCORDING TO TECHLINE INSTRUCTION, TRANS WILL NOW NOT SHIFT BEYOND 2ND GEAR, HARD FAULT APPEARS: "01087-BASIC SETTINGS NOT PERFORMED MECHANICAL HYDRAULIC MALFUNCTION".
02/18/2009	15:30	WORKSHOP FINDINGS: TECH VERIFIED THE CONCERN. 1 FAULT IN THE TCM.
02/18/2009	15:56	VEHICLE IS NOW SHIFTING NORMNALLY AFTER ROAD-TEST, THANKS FOR THE INFO.
02/18/2009	16:49	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
02/18/2009	16:49	ISSUE UPDATED

Consultant's Closing Comments

VEHICLE IS NOW SHIFTING NORMNALLY AFTER ROAD-TEST, THANKS FOR THE INFO.
A2 CASE TO BE ESCALATED FOR REVIEW

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
420086	EOS	2008	WVWBA71F48V [REDACTED]	11131	3885	02/18/2009	USA

Workshop Finding

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

Activity Date	Activity Time	Activity Comments
02/18/2009	15:29	DSG TRANSMISSION JERKS AND HESITATES ON TAKE OFF ,THIS ONE IS BAD .I KNOW DSG WILL JERK A LITTLE
02/18/2009	15:29	ISSUE OPENED BY DEALERSHIP
02/18/2009	16:41	ADVISED THE TECH TO CHECK MVB 54 IN THE TCM. IF THE NUMBERS FALL BETWEEN H22-J21, REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT.
02/18/2009	16:41	CUSTOMER COMMENTS: DSG TRANSMISSION JERKS AND HESITATES ON TAKE OFF ,THIS ONE IS BAD .I KNOW DSG WILL JERK A LITTLE
02/18/2009	16:41	WORKSHOP FINDINGS: TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM.
02/18/2009	19:09	FALLS BETWEEN IT'S J10 REPLACE MECH UNIT THANKS
02/18/2009	21:41	P1 THANK YOU FOR THE UPDATE. REMEMBER TO UPDATE AND CLOSE THE TICKET.
02/20/2009	13:18	UNIT IS ON ORDER
02/20/2009	15:16	P1 THANK YOU FOR THE UPDATE. REMEMBER TO UPDATE AND CLOSE THE TICKET.
02/24/2009	16:58	WAITING FOR PART THANKS
02/24/2009	21:56	P1 THANK YOU FOR THE UPDATE. REMEMBER TO UPDATE AND CLOSE THE TICKET.
02/28/2009	11:25	REPLACE DSG MAGAUNIT THANKS FOR YOUR HELP.
03/01/2009	19:04	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
03/01/2009	19:04	ISSUE UPDATED

Consultant's Closing Comments

TECH REPLACED 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
420093	JETTA	2008	3VWRJ71K48M	16993	3885	02/18/2009	USA

Workshop Finding

CAN TELL WHILE THE VEHICLE IS AT IDLE WITH IT IN DRIVE,IT FEELS LIKE THE ENGINE WANTS TO MOVE UNDER IT OWN POWERBUT THE TRANSMISSION WILL NOT ENGAGE. NO FAULT CODES PRESENT NO LEAKS PRESENT AND CHECKED FLUID LEVEL AND FOUND IT TO BE NORMAL. MVB 54 J11.

Activity Date	Activity Time	Activity Comments
02/18/2009	15:44	ISSUE OPENED BY DEALERSHIP
02/18/2009	15:44	WHEN THE TRANSMISSION IS HOT AND YOU'RE AT A STOP AND GOING TO ACCELERATE, THE TRANSMISSION DELAYS FOR A VERY LONG TIME AND THEN JERKS INTO GEAR REALLY HARD. CAN TELL WHILE THE VEHICLE IS AT IDLE WITH IT IN DRIVE,IT FEELS LIKE THE ENGINE WANTS TO MOVE UNDER IT OWN POWERBUT THE TRANSMISSION WILL NOT ENGAGE. NO FAULT CODES PRESENT NO LEAKS PRESENT AND CHECKED FLUID LEVEL AND FOUND IT TO BE NORMAL.
02/18/2009	15:53	ADVISED TECH TO REPLACE MECH UNIT, BOLTS, FILTER AND FLUID THEN PERFORM MANUAL BASIC SETTINGS PER PROCEDURE BELOW. 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.
02/18/2009	15:53	CUSTOMER COMMENTS: WHEN THE TRANSMISSION IS HOT AND YOU'RE AT A STOP AND GOING TO ACCELERATE, THE TRANSMISSION DELAYS FOR A VERY LONG TIME AND THEN JERKS INTO GEAR REALLY HARD.
02/18/2009	15:53	WORKSHOP FINDINGS: CAN TELL WHILE THE VEHICLE IS AT IDLE WITH IT IN DRIVE,IT FEELS LIKE THE ENGINE WANTS TO MOVE UNDER IT OWN POWERBUT THE TRANSMISSION WILL NOT ENGAGE. NO FAULT CODES PRESENT NO LEAKS PRESENT AND CHECKED FLUID LEVEL AND FOUND IT TO BE NORMAL. MVB 54 J11.
02/25/2009	10:21	REPLACED MECHATRONIC UNIT AND FOUND NO OTHER CONCERNS
02/25/2009	10:45	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
02/25/2009	10:45	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
420152	EOS	2008	WVWBA71F28V [REDACTED]	7562	3885	02/18/2009	USA

Workshop Finding

n/a

Activity Date	Activity Time	Activity Comments
02/18/2009	16:50	ISSUE OPENED BY DEALERSHIP
02/18/2009	16:50	VEHICLE HAS HARD SHIFT FROM STOP. PERFORM GFF, NO FAULTS IN SYSTEM. PERFORM BASIC SETTINGS, NO CHANGE.
02/18/2009	16:58	CUSTOMER COMMENTS: VEHICLE HAS HARD SHIFT FROM STOP. PERFORM GFF, NO FAULTS IN SYSTEM. PERFORM BASIC SETTINGS, NO CHANGE.
02/18/2009	16:58	PLEASE REPALCE THE MECH UNIT, FLUID, FILTER, AND BOLTS.
02/20/2009	14:24	PLACED MECHATRONICS ON ORDER
02/20/2009	14:36	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
02/20/2009	14:36	ISSUE UPDATED

Consultant's Closing Comments

: PLACED MECHATRONICS ON ORDER

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
420155	JETTA	2007	3VWWJ71K87M	28890	3885	02/18/2009	USA

Workshop Finding

TCM PART NO. 02E 043Q 1308

Activity Date	Activity Time	Activity Comments
02/18/2009	16:56	CUSTOMER STATES ON ACCEL RPM'S GO UP, THEN TRANSMISSION FINALLY SHIFTS, HARD SHIFT AND ACCELERATES. CHECKED VEHICLE WITH GFF, NO FAULTS, TEST DROVE AND WHEN CRUSING AT ABOUT 30-40MPH WHEN YOU PRESS ACCELERATOR HARD RPMS GO UP TO ABOUT 4,000 THEN TRANS FINALLY ENGAUGES (HARD) AND TAKES OFF. ANY HELP WOULD BE GREAT. THANKS DANIEL
02/18/2009	16:56	ISSUE OPENED BY DEALERSHIP
02/18/2009	17:38	CUSTOMER COMMENTS: CUSTOMER STATES ON ACCEL RPM'S GO UP, THEN TRANSMISSION FINALLY SHIFTS, HARD SHIFT AND ACCELERATES. CHECKED VEHICLE WITH GFF, NO FAULTS, TEST DROVE AND WHEN CRUSING AT ABOUT 30-40MPH WHEN YOU PRESS ACCELERATOR HARD RPMS GO UP TO ABOUT 4,000 THEN TRANS FINALLY ENGAUGES (HARD) AND TAKES OFF. ANY HELP WOULD BE GREAT. THANKS DANIEL
02/18/2009	17:38	PREPARE FOR TELEDIAG AND CALL BACK IN
02/18/2009	17:38	WORKSHOP FINDINGS: TCM PART NO. 02E 043Q 1308
02/18/2009	18:01	ADVISED TECH THAT WE HAD A BAD INTERNET CONNECTION, ADVISED TO MAKE SURE TO GET RID OF ANY FIREWALLS AND ALSO CHECK INTERNET CONNECTION, CALL BACK WHEN RESOLVED FOR TELEDIAG.
02/18/2009	18:13	WITHOUT AN INTERNET CONNECTION, WE CANNOT PERFORM THE FLASH. IF YOUR QTM IS ALREADY COMING OUT TO THE DEALER, YOU CAN ASK HIM TO HELP YOU THROUGH THE FLASH BECAUSE HE SHOULD HAVE THE SOFTWARE.
02/18/2009	18:51	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, 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.
02/18/2009	18:51	UPDATE THE TCM TO LATEST AND PERFORM BASICS VIA TELEDIAG.
02/19/2009	12:56	TEST DROVE VEHICLE 39 MILES AND FOLLOWED INSTRUCTIONS FOR BASIC SETTINGS AND VEHICLE STILL HAS SHIFTING PROBLEM. THANKS DANIEL
02/19/2009	13:19	SHIFTING CONCERN REPLACE THE MECH, FLUID, FILTER AND BOLTS
02/23/2009	10:16	WAITING FOR PARTS
02/23/2009	10:33	ISSUE SENT TO DEALERSHIP
02/25/2009	13:14	SPOKE TO HORACE IN SERVICE. VEHICLE IS CURRENTLY WAITING ON RED ORDER PARTS; P1.
02/25/2009	14:43	JUST RECIEVED MECHATRONIC UNIT, WILL UPDATE AS SOON AS I HAVE REPLACED IT AND TEST DROVE VEHICLE THANKS DANIEL
02/25/2009	17:13	ISSUE SENT TO DEALERSHIP
02/26/2009	13:25	REPLACED MECATRONIC UNIT, SET BASIC SETTINGS AND TEST DROVE VEHICLE 25 MILES AND RECHECKED AND NOW SHIFTING CONCERN (HARSH DOWNSHIFT) IS NO LONGER HAPPENING. THANKS FOR THE HELP DANIEL
02/26/2009	14:26	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
02/26/2009	14:26	ISSUE UPDATED

Consultant's Closing Comments

REPLACED MECATRONIC UNIT, SET BASIC SETTINGS AND TEST DROVE VEHICLE 25 MILES AND RECHECKED AND NOW SHIFTING CONCERN (HARSH DOWNSHIFT) IS NO LONGER HAPPENING. THANKS FOR THE HELP DANIEL

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
420464	EOS	2008	WVWFA71F48V [REDACTED]	11509	3885	02/19/2009	USA

Workshop Finding

HAS DSG TRANS BUT JERKS HARD. RAN GFF NO CODES IN ALL SYSTEMS. PLEASE ADVISE

Activity Date	Activity Time	Activity Comments
02/19/2009	13:55	CUSTOMER STATES CAR SURGES AND JERKS WHEN LETTING OF THE BRAKE, HAS DSG TRANS BUT JERKS HARD. RAN GFF NO CODES IN ALL SYSTEMS. PLEASE ADVISE
02/19/2009	13:55	ISSUE OPENED BY DEALERSHIP
02/19/2009	14:03	CUSTOMER COMMENTS: CUSTOMER STATES CAR SURGES AND JERKS WHEN LETTING OF THE BRAKE.
02/19/2009	14:03	MVB 54 FIELD 1, J11. ADVISED TECH TO REPLACE MECH UNIT, BOLTS FILTER AND FLUID, THEN PERFORM MANUAL BASIC SETTINGS PER PROCEDURE BELOW. CLOSE OUT 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.
02/19/2009	14:03	WORKSHOP FINDINGS: HAS DSG TRANS BUT JERKS HARD. RAN GFF NO CODES IN ALL SYSTEMS. PLEASE ADVISE
02/25/2009	16:31	R/R MECH, PROBLEM SOLVED. THANK YOU.
02/25/2009	17:04	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
02/25/2009	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
420502	EOS	2008	WVWFA71F18V [REDACTED]	5213	3885	02/19/2009	USA

Workshop Finding
n/a

Activity Date	Activity Time	Activity Comments
02/19/2009	14:30	ISSUE OPENED BY DEALERSHIP
02/19/2009	14:30	VEHICLE LEARCHES FORWARD MOST NOTICABLE WHEN ACCELERATING FROM A STOP. THERE APPEARS TO BE NO PATTERN TO CONCERN FROM WHAT THE CUSTOMER SAID. I TEST DROVE VEHICLE AND TRANS SHIFTED PERFECT. ON THE THIRD STOP WHEN LET FOOT OFF BRAKE CAR LURCHED FORWARD LIKE YOUR FOOT FELL OFF CLUTCH PEDDLE. THEN IT RELEASED AND ACTED NORMAL. THIS HAPPENED HAPPENED THREE DIFFERENT TIMES. GFF SHOWED NO FAULTS IN ANY SYSTEM.
02/19/2009	15:19	CUSTOMER COMMENTS: VEHICLE LEARCHES FORWARD MOST NOTICABLE WHEN ACCELERATING FROM A STOP. THERE APPEARS TO BE NO PATTERN TO CONCERN FROM WHAT THE CUSTOMER SAID. I TEST DROVE VEHICLE AND TRANS SHIFTED PERFECT. ON THE THIRD STOP WHEN LET FOOT OFF BRAKE CAR LURCHED FORWARD LIKE YOUR FOOT FELL OFF CLUTCH PEDDLE. THEN IT RELEASED AND ACTED NORMAL. THIS HAPPENED HAPPENED THREE DIFFERENT TIMES. GFF SHOWED NO FAULTS IN ANY SYSTEM.
02/19/2009	15:19	PLEASE REPLACE THE MECH UNIT, FLUID, FILTER, AND BOLTS.
02/19/2009	15:43	MECH UNIT ORDERED WITH NEW BOLTS
02/19/2009	16:44	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
02/19/2009	16:44	ISSUE UPDATED

Consultant's Closing Comments
MECH UNIT ORDERED WITH NEW BOLTS

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
420552	EOS	2008	WVWBA71F48V [REDACTED]	7384	3735	02/19/2009	USA

Workshop Finding

CHECK FOR FAULTS NONE CHECK FOR ANY FLUID LEAKS NONE .CHECK FLUID LEVEL OK.ROADTESTED DOES BANG AND ROLL BACK ON INCLINE

Activity Date	Activity Time	Activity Comments
02/19/2009	15:25	CUSTOMER STATE AFTER WARM UP TRANSMISSION SHUTTERS GOING INTO DRIVE OR REVERSE .WHEN STOPING AND STARTING TO DRIVE SLIPPING AND BANGS INTO GEAR .ALSO ROLLS BACK IN DRIVE ON INCLINE. CHECK FOR FAULTS NONE CHECK FOR ANY FLUID LEAKS NONE .CHECK FLUID LEVEL OK.ROADTESTED DOES BANG AND ROLL BACK ON INCLINE
02/19/2009	15:25	ISSUE OPENED BY DEALERSHIP
02/19/2009	15:42	ADVISE TECH TO UPDATE VTA WITH READINGS FROM MVB 54.
02/19/2009	15:42	CUSTOMER COMMENTS: CUSTOMER STATE AFTER WARM UP TRANSMISSION SHUTTERS GOING INTO DRIVE OR REVERSE .WHEN STOPING AND STARTING TO DRIVE SLIPPING AND BANGS INTO GEAR .ALSO ROLLS BACK IN DRIVE ON INCLINE.
02/19/2009	15:42	WORKSHOP FINDINGS: CHECK FOR FAULTS NONE CHECK FOR ANY FLUID LEAKS NONE .CHECK FLUID LEVEL OK.ROADTESTED DOES BANG AND ROLL BACK ON INCLINE
02/19/2009	15:55	ADVISE TECH TO REPLACE MECHATRONICS FLUID , FILTER AND BOLTS.
02/23/2009	07:22	PART WILL BE HERE MON 2 23 09 WILL UPDATE AFTER REPAIR
02/23/2009	20:56	THANKS FOR THE UPDATE PLEASE CALL BACK FOR FURTHER ASSISTANCE.
02/25/2009	07:24	STILL NO PART HOPE TODAY WILL LET YOU KNOW STILL EARLY
02/25/2009	07:44	THANKS FOR THE UPDATE PLEASE CALL BACK FOR FURTHER ASSISTANCE.
02/26/2009	14:10	PER LAST UPDATE, TECHNICIAN STILL WAITING ON SOP PARTS; P2.
03/02/2009	13:52	STILL NO PART ON RED
03/02/2009	19:40	THANKS FOR THE UPDATE PLEASE CALL BACK IF FURTHER ASSISTANCE IS NEEDED
03/05/2009	07:20	VALVE BODY INSTALLED LATE WENDSDAY.WILL ROADTEST THURSDAY.IF PROBLEM WILL OPEN NEW TICKET .
03/05/2009	07:49	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
03/05/2009	07:49	ISSUE UPDATED

Consultant's Closing Comments

VALVE BODY INSTALLED LATE WENDSDAY

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
420732	JETTA	2008	3VWRJ71K88M [REDACTED]	10822	3885	02/20/2009	USA

Workshop Finding

TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM. CONCERN ONLY HAPPENS AFTER COMING TO A STOP. MVB 54 IS J11.

Activity Date	Activity Time	Activity Comments
02/20/2009	09:28	ISSUE OPENED BY DEALERSHIP
02/20/2009	09:28	WHEN AT A STOP LIGHT OR STOP SIGN FOR 15 TO 20 SECONDS IT WILL SPORADICALLY BE A LIITLE HARSH ENGAGING .NO FAULTS ARE STORED IN ANY MODULES.
02/20/2009	09:35	ADVISED THE TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT.
02/20/2009	09:35	CUSTOMER COMMENTS: WHEN AT A STOP LIGHT OR STOP SIGN FOR 15 TO 20 SECONDS IT WILL SPORADICALLY BE A LIITLE HARSH ENGAGING .NO FAULTS ARE STORED IN ANY MODULES.
02/20/2009	09:35	WORKSHOP FINDINGS: TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM. CONCERN ONLY HAPPENS AFTER COMING TO A STOP. MVB 54 IS J11.
02/20/2009	11:27	ORDERED PARTS .RELEASING CAR TO CUSTOMER UNTIL PARTS COME IN.
02/20/2009	15:36	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
02/20/2009	15:36	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
420840	EOS	2008	WVWBA71FX8V [REDACTED]	7295	3885	02/20/2009	USA

Workshop Finding

TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM. TCM IS A H37.

Activity Date	Activity Time	Activity Comments
02/20/2009	11:53	CUSTOMER STATES WHEN YOU LIFT FOOT OFF BRAKE TO GET TO ACCELERATOR, CAR JUMPS WITH O GAS APPLIED, HAPPENS INTERMITTANTLY HOT OR COLD. CHECKED VEHICLE FOR FAULTS. NONE PRESENT. ROAD TESTED VEHICLE AND NOTICED FROM DEAD STOP DSG SLAMMS INTO 1ST TO 2ND GEAR. ALSO DOES NOT SHIFT WELL AT ALL. RPMS CLIMB AND WONT SHIFT TIL REDLINE. ALSO WHEN IT DOES SHIFT.. SHIFTS HARD AND BUCKS. CHECKED VEHICLE UNDERNEATH FOR ANY DAMAGE. NONE FOUND.
02/20/2009	11:53	ISSUE OPENED BY DEALERSHIP
02/20/2009	13:15	ADVISED THE TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT.
02/20/2009	13:15	WORKSHOP FINDINGS: TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM. TCM IS A H37.
02/20/2009	13:34	RED ORDERED PARTS FROM LA. 5-7DAYS
02/20/2009	15:24	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
02/20/2009	15:24	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
420862	JETTA	2009	3VWRL71K89M [REDACTED]	10172	3885	02/20/2009	USA

Workshop Finding

TECH VERIFIED THE CONCERN. 1 FAULT IN THE TCM. TCM IA A AJ 1814. MVB 54 IS J16.

Activity Date	Activity Time	Activity Comments
02/20/2009	12:17	CUSTOMER STATES WHEN DRIVING LESS THAN 10MPH VEHICLE JERKS UP TO THREE TIMES WHILE SLOWING DOWN. RAN GFF- AND FOUND P0702 CONTROL UNIT FAULTY FOR DSG.
02/20/2009	12:17	ISSUE OPENED BY DEALERSHIP
02/20/2009	12:46	ADVISED THE TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT. FAXED THE TECH A PARTS RELEASE FORM.
02/20/2009	12:46	CUSTOMER COMMENTS: CUSTOMER STATES WHEN DRIVING LESS THAN 10MPH VEHICLE JERKS UP TO THREE TIMES WHILE SLOWING DOWN. RAN GFF- AND FOUND P0702 CONTROL UNIT FAULTY FOR DSG.
02/20/2009	12:46	WORKSHOP FINDINGS: TECH VERIFIED THE CONCERN. 1 FAULT IN THE TCM. TCM IA A AJ 1814. MVB 54 IS J16.
02/20/2009	13:15	PART ON BACKORDER- ORDER# 1005439883
02/20/2009	15:16	P1 THANK YOU FOR THE UPDATE. REMEMBER TO UPDATE AND CLOSE THE TICKET.
02/26/2009	17:24	REPLACED MECHATRONICS ASSY. AND OIL FILTER, TEST DROVE, VEHICLE OPERATION TO SPEC.. CODE DID NOT RETURN.
02/26/2009	21:50	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
02/26/2009	21:50	ISSUE UPDATED

Consultant's Closing Comments

TECH REPLACED THE MECH UNIT, FLUID, FILTER AND BOLTS FOR 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
421039	JETTA	2008	3VWRJ71K08M [REDACTED]	7731	3885	02/20/2009	USA

Workshop Finding

THE FEELING IS LIKE IF YOU WERE TO DUMP THE CLUTCH IN A MANUAL TRANS CAR AND THEN PUSH THE CLUTCH IN RIGHT AWAY BEFORE THE ENGINE DIES,IT ONLY DOES IT WHEN WARM AND ON A SLIGHT INCLINE AND TILTED DOWN SLIGHTLY ON THE DR SIDE.IT SEEMS LIKE A LOW FLUID SIUATION.

Activity Date	Activity Time	Activity Comments
02/20/2009	15:48	ISSUE OPENED BY DEALERSHIP
02/20/2009	15:48	THE TRANSMISSION WILL SPORATICLY BANG INTO GEAR WHEN YOU LET OFF THE BRAKE,THE FEELING IS LIKE IF YOU WERE TO DUMP THE CLUTCH IN A MANUAL TRANS CAR AND THEN PUSH THE CLUTCH IN RIGHT AWAY BEFORE THE ENGINE DIES,IT ONLY DOES IT WHEN WARM AND ON A SLIGHT INCLINE AND TILTED DOWN SLIGHTLY ON THE DR SIDE.IT SEEMS LIKE A LOW FLUID SIUATION.
02/20/2009	16:04	ADVISED TECH TO CHECK FLUID LEVEL AND CONDITION, CHECK MVB 32 FIELD 1/2 IN ECM ALSO CHECK MVB 54 IN TCM, GET FIRST 3 DIGITS AND CALL BACK.
02/20/2009	16:04	CUSTOMER COMMENTS: THE TRANSMISSION WILL SPORATICLY BANG INTO GEAR WHEN YOU LET OFF THE BRAKE.
02/20/2009	16:04	WORKSHOP FINDINGS: THE FEELING IS LIKE IF YOU WERE TO DUMP THE CLUTCH IN A MANUAL TRANS CAR AND THEN PUSH THE CLUTCH IN RIGHT AWAY BEFORE THE ENGINE DIES,IT ONLY DOES IT WHEN WARM AND ON A SLIGHT INCLINE AND TILTED DOWN SLIGHTLY ON THE DR SIDE.IT SEEMS LIKE A LOW FLUID SIUATION.
02/20/2009	16:10	THE MVB 32 READINGS ARE -0.4% AND -4.3%.THE MVB 54 ARE J04K0386
02/20/2009	16:21	AFTER REVIEWING MVB INFO ADVISED TECH TO REPLACE MECH UNIT, BOLTS, FILTER AND FLUID THEN PERFORM MANUAL BASIC SETTINGS PER PROCEDURE BELOW. CLOSE OUT VTA WHEN PART IS ORDERED. 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.
02/20/2009	17:13	WE WILL INSTALL THE NEW CONTRO UNIT AND GO FROM THERE, THANKS FOR YOUR HELP.
02/20/2009	19:08	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
02/20/2009	19:08	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
421182	EOS	2008	WVWBA71F68V [REDACTED]	17607	3885	02/23/2009	USA

Workshop Finding

TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM. MVB 54 IS A J12.

Activity Date	Activity Time	Activity Comments
02/23/2009	08:32	EVERYTIME YOU COME TO A COMPLETE STOP FOR A PERIOD OF TIME THGE BEGIN TO DRIVE AGAIN THE TRANS POPS OR LURCHES TO START MOVING. DOES THIS MORE ONCE VEDICLE IS HOT. CHECKED CODES AND FOUND NONE.
02/23/2009	08:32	ISSUE OPENED BY DEALERSHIP
02/23/2009	08:41	ADVISED THE TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT.
02/23/2009	08:41	CUSTOMER COMMENTS: EVERYTIME YOU COME TO A COMPLETE STOP FOR A PERIOD OF TIME THGE BEGIN TO DRIVE AGAIN THE TRANS POPS OR LURCHES TO START MOVING. DOES THIS MORE ONCE VEDICLE IS HOT. CHECKED CODES AND FOUND NONE.
02/23/2009	08:41	WORKSHOP FINDINGS: TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM. MVB 54 IS A J12.
02/23/2009	08:47	ORDERED PARTS AND LET CUSTOMER TAKE CAR, THANKS
02/23/2009	08:53	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
02/23/2009	08:53	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
421258	JETTA	2009	3VWRL71K89M [REDACTED]	818	3885	02/23/2009	USA

Workshop Finding

TECH VERIFIED THE CONCERN. 1 FAULT IN THE TCM. GFF PERFORMED WITH NO RESOLVE. MVB 54 IS J25.

Activity Date	Activity Time	Activity Comments
02/23/2009	10:26	INTERMITTANT NO REVERSE, CLUNKING WHEN IN FORWARD GEARS. DTC 19143 (P2711) IMPLAUSIBLE TRANSMISSION SHIFT SEQUENCE (SPORADIC) IS STORED. UNABLE TO COMPLETE GFF PROCEDURE DUE TO TEST EQUIPEMENT BATTERY FAILURE. PLEASE PROVIDE ME WITH A DIRECTION. THANK YOU.
02/23/2009	10:26	ISSUE OPENED BY DEALERSHIP
02/23/2009	10:44	ADVISED THE TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT. IF ANY METAL CONTAMINATION OR WATER CONTAMINATION ARE FOUND, DO NOT CONTINUE WITH THE REPAIR. FAXED THE TECH A PARTS RELEASE FORM.
02/23/2009	10:44	CUSTOMER COMMENTS: INTERMITTANT NO REVERSE, CLUNKING WHEN IN FORWARD GEARS. DTC 19143 (P2711) IMPLAUSIBLE TRANSMISSION SHIFT SEQUENCE (SPORADIC) IS STORED. UNABLE TO COMPLETE GFF PROCEDURE DUE TO TEST EQUIPEMENT BATTERY FAILURE. PLEASE PROVIDE ME WITH A DIRECTION. THANK YOU.
02/23/2009	10:44	WORKSHOP FINDINGS: TECH VERIFIED THE CONCERN. 1 FAULT IN THE TCM. GFF PERFORMED WITH NO RESOLVE. MVB 54 IS J25.
02/23/2009	12:07	PARTS HAVE BEEN ORDERED ON 2/23/09.
02/23/2009	19:54	THANK YOU FOR THE UPDATE. REMEMBER TO UPDATE AND CLOSE THE TICKET.
02/27/2009	13:42	REPLACED MECHATRONICS UNIT,BOLTS,GASKETS,FILTERAND FLUID. SET BASIC SETTINGS AND ROAD TESTED VEHICLE. TRANS IS SHIFTING GOOD AND NO FURTHER DTC,S. THANKS FOR THE HELP GLEN.
02/28/2009	07:51	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
02/28/2009	07:51	ISSUE UPDATED

Consultant's Closing Comments

TECH REPLACED THE MECH UNIT, FLUID, FILTER AND BOLTS FOR 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
421545	JETTA	2008	3VWRJ71K68M [REDACTED]	16157	3885	02/23/2009	USA

Workshop Finding
n/a

Activity Date	Activity Time	Activity Comments
02/23/2009	15:43	CUSTOMER STATES THE EPC LIGHT WILL STAY ON FOR A BIT WHEN IT WAS SUB ZERO AND THE SHIFT LOCK INDICATOR LIGHT WOULD STAY ON ALSO. SCAN TESTED VEHICLE FOR ANY STORED CODES AND FOUND P1740 CLUTCH TEMPATURE MONITORING. RAN A GFF TEST PLAN AND FAILED SAYS (REPLACE OIL TEMPATURE SENSOR)G509
02/23/2009	15:43	ISSUE OPENED BY DEALERSHIP
02/24/2009	08:55	CUSTOMER COMMENTS: CUSTOMER STATES THE EPC LIGHT WILL STAY ON FOR A BIT WHEN IT WAS SUB ZERO AND THE SHIFT LOCK INDICATOR LIGHT WOULD STAY ON ALSO. SCAN TESTED VEHICLE FOR ANY STORED CODES AND FOUND P1740 CLUTCH TEMPATURE MONITORING. RAN A GFF TEST PLAN AND FAILED SAYS (REPLACE OIL TEMPATURE SENSOR)G509
02/24/2009	08:55	REPLACE THE SENSOR G509 WHICH IS INCORPORATED INTO THE G182, CLEAR THE FAULT AND DRIVE THE VEH TO SEE IF THE ISSUE IS CORRECTED. PLEASE UPDATE THE TICKET AND CLOSE IT OUT ONCE REPAIRS ARE CONFIRMED
02/25/2009	14:02	PARTS ARRIVED THIS MORNING IN THE PROCESS OF REMOVAL
02/25/2009	14:08	THANKS FOR THE UPDATE P2
02/26/2009	14:00	INSTALLED ORDERED PARTS SET BASIC SETTINGS AND TEST DROVE.ALL OPERATING PER-DESIGN OF INTENT, THANKS FOR THE HELP AND GOD BLESS!!!
02/26/2009	16:00	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
02/26/2009	16:00	ISSUE UPDATED

Consultant's Closing Comments
INSTALLED ORDERED PARTS SET BASIC SETTINGS AND TEST DROVE.ALL OPERATING PER-DESIGN OF INTENT, THANKS FOR THE HELP AND GOD BLESS!!!

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
421614	JETTA	2008	3VWRJ71K08M	7217	3885	02/23/2009	USA

Workshop Finding

I OPENED VTA CASE ON THIS CAR PREVIOUSLY, A FEW WEEKS AGO. I PERFORMED BASIC SETTINGS AS ADVISED TO DO AND CUSTOMER DROVE CAR HOME BECAUSE I COULD NOT REPLICATE COMPLAINT AFTERWARD. CUSTOMER SAID HE DROVE 20 MILES AND HARSH JERKING STARTED AGAIN. I DROVE 5 MILES TODAY AND IT SHIFTED OK, COMPLAINT NOT DUPLICATED TODAY.

Activity Date	Activity Time	Activity Comments
02/23/2009	17:10	CUSTOMER STATES TRANSMISSION IS NOT OPERATING PROPERLY, HARSH JERKING WHEN ACCELERATING FROM A COMPLETE STOP. I OPENED VTA CASE ON THIS CAR PREVIOUSLY, A FEW WEEKS AGO. I PERFORMED BASIC SETTINGS AS ADVISED TO DO AND CUSTOMER DROVE CAR HOME BECAUSE I COULD NOT REPLICATE COMPLAINT AFTERWARD. CUSTOMER SAID HE DROVE 20 MILES AND HARSH JERKING STARTED AGAIN. I DROVE 5 MILES TODAY AND IT SHIFTED OK, COMPLAINT NOT DUPLICATED TODAY.
02/23/2009	17:10	ISSUE OPENED BY DEALERSHIP
02/23/2009	17:25	A2 ADVISED TECH TO CHECK IF CONCERN OCCURS IN REVERSE, ALSO GET FIRST 3 DIGITS OF MVB 54 IN TCM, UPDATE VTA WITH FIRST 3 DIGITS. PERFORM MANUAL BASIC SETTINGS PER PROCEEDURE BELOW THEN CALL BACK.
02/23/2009	17:25	CUSTOMER COMMENTS: CUSTOMER STATES TRANSMISSION IS NOT OPERATING PROPERLY, HARSH JERKING WHEN ACCELERATING FROM A COMPLETE STOP.
02/23/2009	17:25	MVB 54- J11R0253
02/23/2009	17:25	WORKSHOP FINDINGS: I OPENED VTA CASE ON THIS CAR PREVIOUSLY, A FEW WEEKS AGO. I PERFORMED BASIC SETTINGS AS ADVISED TO DO AND CUSTOMER DROVE CAR HOME BECAUSE I COULD NOT REPLICATE COMPLAINT AFTERWARD. CUSTOMER SAID HE DROVE 20 MILES AND HARSH JERKING STARTED AGAIN. I DROVE 5 MILES TODAY AND IT SHIFTED OK, COMPLAINT NOT DUPLICATED TODAY.
02/23/2009	17:28	HERE IS THE PROCEDURE. 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.
02/23/2009	17:35	ISSUE UPDATED
02/23/2009	17:35	REQUEST FOR FIELD INVOLVEMENT SENT A3
02/24/2009	13:17	ORDERED MECHATRONICS UNIT
02/27/2009	20:48	QTMRL CORRECTED ASSIGNEE TO EVAN HOARD FROM TOM KERR.
03/03/2009	19:01	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
03/03/2009	19:01	ISSUE UPDATED

Consultant's Closing Comments

MECHATRONICS UNIT ON ORDER.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
421789	RABBIT	2008	WVWVFV71K68W [REDACTED]	8905	3885	02/24/2009	USA

Workshop Finding

n/a

Activity Date	Activity Time	Activity Comments
02/24/2009	10:19	CUSTOMER STATES WHEN COMING TO A STOP VEHICLE JERKS REAL BAD LIKE GETTING REAR ENDED AND WHEN TAKING OFF IT JERKS REAL BAD.ON TEST DRIVE IT CAN FEEL JERK AT TIMES.CHECKED GFF NO FAULTS,INSTALLED A MECHATRONICS UNIT 01/22/09 AT7551 MILES.
02/24/2009	10:19	ISSUE OPENED BY DEALERSHIP
02/24/2009	10:34	CUSTOMER COMMENTS: CUSTOMER STATES WHEN COMING TO A STOP VEHICLE JERKS REAL BAD LIKE GETTING REAR ENDED AND WHEN TAKING OFF IT JERKS REAL BAD.ON TEST DRIVE IT CAN FEEL JERK AT TIMES.CHECKED GFF NO FAULTS,INSTALLED A MECHATRONICS UNIT 01/22/09 AT7551 MILES.
02/24/2009	10:34	TICKET WILL BE ESCALATED TO LEVEL 2 CONSULTANT DUE TO SECOND TIME BACK. TECH TO CHECK FUEL TRIM AND CALL BACK AND ASK FOR GLEN STEWART
02/24/2009	10:52	FUEL TRIM IS-0.4 AI IDLE -1.2%
02/24/2009	11:07	A3 ADVISED THE TECH TO ROAD TEST THE VEHICLE WITH THE CUSTOMER AND TRY TO DUPLICATE THE CONCERN.
02/24/2009	11:09	ISSUE SENT TO DEALERSHIP
02/24/2009	11:11	ISSUE SENT TO DEALERSHIP
02/25/2009	11:45	QTM DISCUSSED CONDITION WITH SF, INDICATIONS ARE THE COMPLAINT MAY BE NORMAL DSG OPERATION. WILL CONFIRM ONCE CUSTOMER/CONSULTANT TEST DRIVE TAKES PLACE.
02/25/2009	14:22	ISSUE UPDATED
03/02/2009	10:48	I DROVE THE CAR WITH CUSTOMERS FRIDAY,THEY STATED IT HAS TO BE DRIVEN MORE THAN 15 MILES TO ACT UP.ABOUT 18 MILES IT STARTED TO DOWN SHIFT VERY HARD COMING TO A STOP.SOME AT TAKE OFF FROM STOP IT WILL SLAM IN GEAR.THE CUSTOMERS HAVE TWO GTIS 2008,THEIR SON DRIVES THIS ONE.
03/02/2009	11:01	ADVISED THE TECH THAT HE HAS TO CONTACT RALPH P. ON THIS CASE.
03/03/2009	11:34	SF TO PROVIDE SCAN DATA TO IDENTIFY CURRENT VALVE BODY AND ECM. CONDITION FROM PREVIOUS VISIT IS UNRESOLVED. WILL DETERMINE IF REPLACEMENT TRANSMISSION IS REQUIRED.
03/04/2009	14:43	QTM ADVISED REPLACEMENT OF TRANSMISSION.
03/09/2009	09:02	REPLACE TRANSMISSION PER QTM TEST DRIVE OK AT THIS TIME
03/09/2009	09:42	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
03/09/2009	09:42	ISSUE UPDATED

Consultant's Closing Comments

TRANSMISSION WAS REPLACED AS PREVIOUS MECHATRONICS REPLACEMENT DID NOT CORRECT THE SHIFTING CONCERN.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
421796	JETTA	2008	3VWRJ71K18M [REDACTED]	9157	3885	02/24/2009	USA

Workshop Finding

TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM. MVB 54 IN THE TCM IS J09.

Activity Date	Activity Time	Activity Comments
02/24/2009	10:29	CUSTOMER IS CONCERNED ABOUT HOW THE VEHICLE JUMPS OFF THE LINE WITH NORMAL PEDAL APPLICATION. NO FAULTS STORED IN ECM OR TCM. PLEASE SEE ATTACHED GFF.
02/24/2009	10:29	ISSUE OPENED BY DEALERSHIP
02/24/2009	11:11	SET BASIC SETTINGS AND DROVE VEHICLE GENTLY THROUGH STOP AND GO TRAFFIC FOR 12 MILES. VEHICLE HAS BECOME SMOOTHER BUT STILL IS JUMPING FROM A DEAD STOP UPON ACCELERATOR APPLICATION.
02/24/2009	11:22	ADVISED THE TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT.
02/24/2009	11:22	CUSTOMER COMMENTS: CUSTOMER IS CONCERNED ABOUT HOW THE VEHICLE JUMPS OFF THE LINE WITH NORMAL PEDAL APPLICATION. NO FAULTS STORED IN ECM OR TCM. PLEASE SEE ATTACHED GFF.
02/24/2009	11:22	WORKSHOP FINDINGS: TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM. MVB 54 IN THE TCM IS J09.
02/24/2009	11:34	MECH UNIT, FLUID, TTY BOLTS, AND FILTER HAVE BEEN ORDERED. THIS IS A RED ORDER. CUSTOMER WILL BE INFORMED THIS IS NOT A SAFETY ISSUE AND ADVISED TO RETURN WHEN PARTS ARRIVE.
02/24/2009	11:36	CLOSING TICKET
02/24/2009	22:15	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
02/24/2009	22:15	ISSUE UPDATED

Consultant's Closing Comments

TECH TO REPLACED 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
421819	JETTA	2008	3VWRJ71KX8M [REDACTED]	7899	3885	02/24/2009	USA

Workshop Finding

n/a

Activity Date	Activity Time	Activity Comments
02/24/2009	10:46	ISSUE OPENED BY DEALERSHIP
02/24/2009	10:46	WHEN ACCELERATING FROM A STOP, THERE IS A DELAY FOLLOWED BY A HARD JERK INTO GEAR. NO FAULTS, NO OTHER SHIFTING PROBLEMS.
02/24/2009	10:53	CUSTOMER COMMENTS: WHEN ACCELERATING FROM A STOP, THERE IS A DELAY FOLLOWED BY A HARD JERK INTO GEAR. NO FAULTS, NO OTHER SHIFTING PROBLEMS.
02/24/2009	10:53	PLEASE CHECK MVB 54 IN 02 TRANS ELECTRONICS.
02/24/2009	10:55	PLEASE REPLACE THE MECHATRONICS UNIT.
02/24/2009	10:55	TECH STATES MVB 54/ J02N0604
02/26/2009	12:40	STILL WORKING
02/27/2009	02:00	UPDATED
03/03/2009	15:41	SPOKE WITH LOUIE IN SERVICE. VEHICLE IS COMPLETE AND HAS BEEN RELEASED. TECH TO UPDATE AND CLOSE VTA WITH DETAILS. D1
03/09/2009	16:07	VEHICLE IS FIXED AND BACK ON THE ROAD. THANK YOU FOR YOUR TIME.
03/09/2009	16:33	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
03/09/2009	16:33	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
422090	RABBIT	2008	WVWVFV71K78W	18417	3885	02/24/2009	USA

Workshop Finding

TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM. BASIC SETTINGS PERFORMED. MVB 54 IS J10.

Activity Date	Activity Time	Activity Comments
02/24/2009	15:03	CS: TRANSMISSION SHIFTS HARSHLY FROM A STOP. SLIGHT LAG THEN BANGS INTO GEAR. TEST DROVE, CONFIRMED COMPLAINT EVERY TIME. RELEASE BRAKE FROM A STOP AND CLUTCHES LOCK TOO QUICKLY CAUSING ENGINE TO ALMOST STALL AND BUCKING. IF RELEASE BRAKE AND DEPRESS ACCELERATOR, WILL REV UP AND BANG INTO 1ST. NO FAULTS IN ANY MODULES. PERFORMED BASIC SETTINGS CALIBRATION FOLLOWED BY CORRECT TEST DRIVE PROCEDURE. INSPECTED DSG FILTER FOR WATER/DAMAGE, FOUND NONE. NO DEBRIS, OIL LEVEL OK. AFTER BASIC SETTINGS, NO DIFFERENCE IN SHIFTING QUALITY FROM A STOP.
02/24/2009	15:03	ISSUE OPENED BY DEALERSHIP
02/24/2009	15:11	ADVISED THE TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT.
02/24/2009	15:11	CUSTOMER COMMENTS: CS: TRANSMISSION SHIFTS HARSHLY FROM A STOP. SLIGHT LAG THEN BANGS INTO GEAR. TEST DROVE, CONFIRMED COMPLAINT EVERY TIME. RELEASE BRAKE FROM A STOP AND CLUTCHES LOCK TOO QUICKLY CAUSING ENGINE TO ALMOST STALL AND BUCKING. IF RELEASE BRAKE AND DEPRESS ACCELERATOR, WILL REV UP AND BANG INTO 1ST. NO FAULTS IN ANY MODULES. PERFORMED BASIC SETTINGS CALIBRATION FOLLOWED BY CORRECT TEST DRIVE PROCEDURE. INSPECTED DSG FILTER FOR WATER/DAMAGE, FOUND NONE. NO DEBRIS, OIL LEVEL OK. AFTER BASIC SETTINGS, NO DIFFERENCE IN SHIFTING QUALITY FROM A STOP.
02/24/2009	15:11	WORKSHOP FINDINGS: TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM. BASIC SETTINGS PERFORMED. MVB 54 IS J10.
02/25/2009	11:46	PART IS ON ORDER AND CUSTOMER TOOK VEHICLE.SHOULD I CLOSE TICKET?
02/25/2009	20:14	IF THE CUSTOMER TAKES THE VEHICLE THE VTA TICKET MUST BE CLOSED.
02/26/2009	09:56	WILL OPEN NEW TICKET IF NEEDED.
02/26/2009	21:46	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
02/26/2009	21:46	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
422190	JETTA	2007	3VWKJ81K77M [REDACTED]	10498	3885	02/24/2009	USA

Workshop Finding

GEAR LIGHTS ALL BEGAN FLASHING

Activity Date	Activity Time	Activity Comments
02/24/2009	16:43	CUSTOMER STATES WHILE DRIVING AT APPROX. 70 MPH, THE TACH SURGED TO APPROX. 6000, SPEEDO DROPPED AND STUCK AT 60 MPH AND DASH TRANSMISSION GEAR LIGHTS ALL BEGAN FLASHING
02/24/2009	16:43	ISSUE OPENED BY DEALERSHIP
02/24/2009	16:54	CUSTOMER COMMENTS: CUSTOMER STATES WHILE DRIVING AT APPROX. 70 MPH, THE TACH SURGED TO APPROX. 6000, SPEEDO DROPPED AND STUCK AT 60 MPH AND DASH TRANSMISSION GEAR LIGHTS ALL BEGAN FLASHING
02/24/2009	16:54	TECH STATE MIF FLASHES WHILE DRIVEN
02/24/2009	16:54	WORKSHOP FINDINGS: GEAR LIGHTS ALL BEGAN FLASHING
02/24/2009	16:57	REPLACE MECHTRONICS FUEL AND TEH FILTER SET BASIC SETTING 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
02/27/2009	07:56	HAD TO SPECIAL MECHATRONICS UNIT FOR VEHICLE. PART ON BACK ORDER. WILL REOPEN AND UPDATE TICKET AFTER REPAIRS.
02/27/2009	14:54	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
02/27/2009	14:54	ISSUE UPDATED

Consultant's Closing Comments

REPLACE MECHTRONICS FUEL AND TEH FILTER SET BASIC SETTING 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

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
422612	JETTA	2008	3VWRA71K78M [REDACTED]	12142	3885	02/25/2009	USA

Workshop Finding

TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM. MVB 54 IS J11.

Activity Date	Activity Time	Activity Comments
02/25/2009	14:55	FEELS A SLIGHT JERKS WHEN LETTING OFF GAS FROM A STOP, NO FAULTS IN SYSTEM
02/25/2009	14:55	ISSUE OPENED BY DEALERSHIP
02/25/2009	15:01	ADVISED THE TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT.
02/25/2009	15:01	CUSTOMER COMMENTS: FEELS A SLIGHT JERKS WHEN LETTING OFF GAS FROM A STOP, NO FAULTS IN SYSTEM
02/25/2009	15:01	WORKSHOP FINDINGS: TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM. MVB 54 IS J11.
02/25/2009	15:07	PART ORDERED
02/25/2009	20:21	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
02/25/2009	20:21	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
422701	RABBIT	2008	WVWHV71K98W	14274	3885	02/25/2009	USA

Workshop Finding

ROAD TESTED AND FOUND THE TRANS DOES HAVE A SHUDDER ON LOW SPEED DOWNSHIFT.

Activity Date	Activity Time	Activity Comments
02/25/2009	16:23	CUSTOMER STATES THE TRANSMISSION HAS A HARSH DOWNSHIFT FROM 2ND TO 1ST,WHEN WARM. ALSO THE VEHICLE HAS STALLED OUT 2 TIMES. CUSTOMER SAID THE ENGINE BOGS DOWN SOMETIMES. ROAD TESTED AND FOUND THE TRANS DOES HAVE A SHUDDER ON LOW SPEED DOWNSHIFT.
02/25/2009	16:23	ISSUE OPENED BY DEALERSHIP
02/25/2009	16:45	ADVISED TECH TO CHECK MVB 54 FIELD 1, ALSO CHECK MVBS 90 THRU 100, SHOULD READ 65000 NUMBERS OUTSIDE 65000 ATTACH LOG TO VTA AND CALL BACK, IF ALL IN 65000 PERFORM MANUAL BASIC SETTINGS PER PROCEDURE BELOW DO NOT ROAD TEST AT THIS TIME, IF VEHICLE STALLS CALL BACK. IF MVB 54 FIRST 3 DIGITS ARE H22 THRU J21 AND ALL OTHER TESTS PASS REPLACE MECH UNIT, BOLTS, FILTER AND FLUID, THEN RUN MANUAL BASIC SETTING PER PROCEDURE BELOW, PERFORM ROAD TEST AND CLOSE OUT VTA. 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.
02/25/2009	16:45	CUSTOMER COMMENTS: CUSTOMER STATES THE TRANSMISSION HAS A HARSH DOWNSHIFT FROM 2ND TO 1ST,WHEN WARM. ALSO THE VEHICLE HAS STALLED OUT 2 TIMES. CUSTOMER SAID THE ENGINE BOGS DOWN SOMETIMES.
02/25/2009	16:45	WORKSHOP FINDINGS: ROAD TESTED AND FOUND THE TRANS DOES HAVE A SHUDDER ON LOW SPEED DOWNSHIFT.
02/25/2009	17:35	MVB 54 = H46; REPLACE THE MECHATRONIC, FLUID, FILTER AND BOLTS 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.
03/04/2009	14:08	CALLED WAS PUT ON HOLD FOR OVER 5 MIN NO ONE PICKED UP
03/04/2009	14:42	SPOKE TO DENICE IN SERVICE . P2 PART S WAIT
03/05/2009	13:18	IT WAS DECIDED THAT WITH CUSTOMER STATING THAT THE CAR WOULD STALL OUT TO NOT RELEASE THE CAR. INSTALLED MECHATRONIC UNIT, FILLED WITH FLUID,BASIC SETTINGS PERFORMED AND ROAD TESTED. TRANSMISSION IS SHIFTING PROPERLY AT THIS TIME.
03/05/2009	14:14	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
03/05/2009	14:14	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
423010	EOS	2008	WVWBA71F88V [REDACTED]	6249	3885	02/26/2009	USA

Workshop Finding

TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM. MVB 54 IS A J04.

Activity Date	Activity Time	Activity Comments
02/26/2009	12:12	CUST STATES FROM A STOP AND PRESSING GAS CAR LURCHES FORWARD. 5052 GFF NO DTC'S FLUID LEVEL OK
02/26/2009	12:12	ISSUE OPENED BY DEALERSHIP
02/26/2009	12:21	ADVISED THE TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT.
02/26/2009	12:21	CUSTOMER COMMENTS: CUST STATES FROM A STOP AND PRESSING GAS CAR LURCHES FORWARD. 5052 GFF NO DTC'S FLUID LEVEL OK
02/26/2009	12:21	WORKSHOP FINDINGS: TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM. MVB 54 IS A J04.
03/06/2009	12:42	SPOKE WITH SERVICE DEPARTMENT. SERVICE STATES THEY RECEIVED THE PART YESTERDAY AND THE CUSTOMER SHOULD BE BACK EARLY NEXT WEEK TO HAVE IT INSTALLED. P2
03/09/2009	16:21	PARTS ARE HERE CUST COMING IN
03/09/2009	18:27	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
03/09/2009	18:27	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
423164	EOS	2008	WVWBA71F08V [REDACTED]	17037	3885	02/26/2009	USA

Workshop Finding

I TEST DROVE THE VEHICLE AND OBSERVED JERKING FROM A STOP UNDER LIGHT ACCELERATION. SUSPECT MECHATRONICS UNIT. MVB 54 J06

Activity Date	Activity Time	Activity Comments
02/26/2009	14:59	CUSTOMER STATES CAR IS JERKING UNDER ACCELERATION. I TEST DROVE THE VEHICLE AND OBSERVED JERKING FROM A STOP UNDER LIGHT ACCELERATION. SUSPECT MECHATRONICS UNIT.
02/26/2009	14:59	ISSUE OPENED BY DEALERSHIP
02/26/2009	15:09	AFTER REVIEWING MVB 54 ADVISED TECH TO REPLACE MECH UNIT, BOLTS FILTER AND FLUID, PERFORM MANUAL BASIC SETTINGS PER PROCEDURE BELOW THEN CLOSE OUT VTA. ADVISED TECH ABOUT NEW HELPLINE SURVEY. 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.
02/26/2009	15:09	CUSTOMER COMMENTS: CUSTOMER STATES CAR IS JERKING UNDER ACCELERATION.
02/26/2009	15:09	WORKSHOP FINDINGS: I TEST DROVE THE VEHICLE AND OBSERVED JERKING FROM A STOP UNDER LIGHT ACCELERATION. SUSPECT MECHATRONICS UNIT. MVB 54 J06
02/26/2009	15:51	PARTS ORDERED
02/26/2009	18:58	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
02/26/2009	18:58	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
423341	RABBIT	2008	WVWKC71K08W [REDACTED]	678	3885	02/27/2009	USA

Workshop Finding
n/a

Activity Date	Activity Time	Activity Comments
02/27/2009	08:47	ISSUE OPENED BY DEALERSHIP
02/27/2009	08:47	MIL LIGHT ON NO REV.P0761 .CAN NOT ROAD TEST USING GFF TEST,CONTROL MODULE OR TRANS ?
02/27/2009	08:55	CUSTOMER COMMENTS: MIL LIGHT ON NO REV.P0761 .CAN NOT ROAD TEST USING GFF TEST,CONTROL MODULE OR TRANS?
02/27/2009	08:55	REPLACE THE MECHATRONICS, BOLT, AND FILTER. TECH SHOULD CHECK FOR CONTAMINATION ON THE FILTER FIRST BEFORE ORDERING ANY PART. IF A MILKY SUBSTANCE IS FOUND ON THE FILTER THE TRANS WILL HAVE TO BE REPLACED. TECH SHOULD ATTACH PICTURE OF THE CONTAMINATED FILTER AND CALL BACK FOR COMPLETE TRANS REPLACEMENT. IF NO CONTAMINATION IS FOUND ON THE FILTER JUST REPLACE THE MECHATRONIC AND FILTER
03/04/2009	16:27	REPLACED FILTER,REPLACED MECHATRONICS,ROAT TEST OK
03/04/2009	16:30	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
03/04/2009	16:30	ISSUE UPDATED

Consultant's Closing Comments
REPLACED FILTER,REPLACED MECHATRONICS,ROAT TEST OK