

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
423410	JETTA	2008	3VWRJ71K78M [REDACTED]	14407	3885	02/27/2009	USA

#### Workshop Finding

JERKS WHEN SHIFTING

Activity Date	Activity Time	Activity Comments
02/27/2009	10:34	C/S CAR JERKS WHEN DOWN SHIFTING. CHECK FOR DTCS, NO DTCS IN ANY MODULE. NOTICE THE CAR DOWN SHIFTS HARD WHEN COMMING TO STOP, ALSO UPSIFTS HARD IN A TURN.
02/27/2009	10:34	ISSUE OPENED BY DEALERSHIP
02/27/2009	10:38	ADVSIE TECH TO GET MVB 54 " H46 "
02/27/2009	10:38	CUSTOMER COMMENTS: C/S CAR JERKS WHEN DOWN SHIFTING. CHECK FOR DTCS, NO DTCS IN ANY MODULE. NOTICE THE CAR DOWN SHIFTS HARD WHEN COMMING TO STOP, ALSO UPSIFTS HARD IN A TURN.
02/27/2009	10:38	WORKSHOP FINDINGS: JERKS WHEN SHIFTING
02/27/2009	10:40	ADVISE TECH TO REPLACE MECHATRONCIS AND FLUID AND FILTER AND ESET BASIC SETTING AFTER REPIARS
02/27/2009	11:58	ORDERED PARTS .
02/27/2009	14:50	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
02/27/2009	14:50	ISSUE UPDATED

#### Consultant's Closing Comments

ADVISE TECH TO REPLACE MECHATRONCIS AND FLUID AND FILTER AND ESET BASIC SETTING AFTER REPIARS

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
423450	JETTA	2008	3VWRJ71K88M [REDACTED]	114332	3885	02/27/2009	USA

#### Workshop Finding

TECH UNABLE TO DUPLICATE THE CONCERN. NO FAULTS IN THE ECM OR TCM. VEHICLE OPERATING TO SPEC AT THIS TIME.

Activity Date	Activity Time	Activity Comments
02/27/2009	11:15	CUST. STATES WHEN PUTTING VEHICLE INTO GEAR THERE IS GRINDING NOISE, AND WHEN IN REVERSE WANTS TO JERK AND WHEN AT STOP AND APPLIES GAS IT WILL JUST SIT THER AND THEN JERK INTO GEAR AND GO--PERFORMED FAULT MEMORY CHECK WITH GUIDED FAULT FINDING AND NO FAULTS STRORED IN ECM OR TCM--CHECKED FLUID LEVEL AND IS OK AND FLUID NOT DISCOLLORED OR BURNED--TEST DROVE AND UNABLE TO RE-CREATE --SERVICE ADVISOR FELT THE JERKIING/SURGING WHEN IN DRIVE OR REVERSE AFTER WRITING UP VEHICLE AND PULLING VEHCIle ONTO DRIVE AREA TOI GO INTO SHOP--UNABLE TO DUPLICATE SINCE ADVISOR FELT JERKING/SURGING
02/27/2009	11:15	ISSUE OPENED BY DEALERSHIP
02/27/2009	11:29	ADVISED THE TECH TO CHECK MVB 54 IN THE TCM.
02/27/2009	11:29	CUSTOMER COMMENTS: CUST. STATES WHEN PUTTING VEHICLE INTO GEAR THERE IS GRINDING NOISE, AND WHEN IN REVERSE WANTS TO JERK AND WHEN AT STOP AND APPLIES GAS IT WILL JUST SIT THER AND THEN JERK INTO GEAR AND GO--PERFORMED FAULT MEMORY CHECK WITH GUIDED FAULT FINDING AND NO FAULTS STRORED IN ECM OR TCM--CHECKED FLUID LEVEL AND IS OK AND FLUID NOT DISCOLLORED OR BURNED--TEST DROVE AND UNABLE TO RE-CREATE --SERVICE ADVISOR FELT THE JERKIING/SURGING WHEN IN DRIVE OR REVERSE AFTER WRITING UP VEHICLE AND PULLING VEHCIle ONTO DRIVE AREA TOI GO INTO SHOP--UNABLE TO DUPLICATE SINCE ADVISOR FELT JERKING/SURGING
02/27/2009	11:29	WORKSHOP FINDINGS: TECH UNABLE TO DUPLICATE THE CONCERN. NO FAULTS IN THE ECM OR TCM. VEHICLE OPERATING TO SPEC AT THIS TIME.
02/27/2009	11:39	VALUE BLOCK 54 ATTACHED
02/27/2009	11:46	TRANSFERED TO GS'S VOICEMAIL.
02/27/2009	12:18	ADVISED THE TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT.
02/27/2009	12:34	ORDERED MECHATRONICS UNIT AND NECESSARY PARTS TO CHANGE OUT UNIT AND CLOSING OUT VTA AND SENDING CUSTOMER OUT IN VEHCIle UNTIL PARTS ARRIVE
02/27/2009	16:37	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
02/27/2009	16:37	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
423686	RABBIT	2008	WVWHV71K98W [REDACTED]	20939	3885	02/27/2009	USA

#### Workshop Finding

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

Activity Date	Activity Time	Activity Comments
02/27/2009	16:06	DSG TRANS REVS AND THEN BANGS INTO GEAR ON ACCELERATION AFTER A STOP. ON DECELERATION, AS YOU COME TO A STOP FEELS LIKE IT GOES INTO NEUTAL AND THEN SLAMS INTO GEAR. THERE ARE NO FAULT CODES STORED.
02/27/2009	16:06	ISSUE OPENED BY DEALERSHIP
02/27/2009	16:09	ADVISED THE TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT.
02/27/2009	16:09	CUSTOMER COMMENTS: DSG TRANS REVS AND THEN BANGS INTO GEAR ON ACCELERATION AFTER A STOP. ON DECELERATION, AS YOU COME TO A STOP FEELS LIKE IT GOES INTO NEUTAL AND THEN SLAMS INTO GEAR. THERE ARE NO FAULT CODES STORED.
02/27/2009	16:09	WORKSHOP FINDINGS: TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM.
02/27/2009	16:11	THE PARTS ARE ON ORDER.
02/27/2009	16:13	THE PARTS ARE ON ORDER.
02/27/2009	16:35	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
02/27/2009	16:35	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
423775	RABBIT	2009	WVWHV71K09W [REDACTED]	3029	3885	02/28/2009	USA

#### Workshop Finding

I TEST DROVE VEHICLE AND HAVEN'T BEEN ABLE TO DUPLICATE. PERFORMED GFF AND FOUND DTC FOR U0429 INVALID DATA RECEIVED FROM STEERING COLUMN CONTROL MODULE SPORADIC STORED IN ECM. I SPOKE WITH CUST. STATED THAT IN A 2 MONTH PERIOD ITS ONLY HAPPENED ABOUT 10X, AND THAT THE MFI DISPLAYS THAT ITS IN NEUTRAL, NOT THAT IT PHYSICALLY GOES INTO NEUTRAL. ITS HAPPENED WHILE HE IS DRIVING AND VEHICLE DOESN'T RESPOND. HE HAS TO SHIFT INTO P AND THEN DRIVE AGAIN.

Activity Date	Activity Time	Activity Comments
02/28/2009	12:25	CUST. STATES VEHICLE GOES INTO NEUTRAL ON ITS OWN, I TEST DROVE VEHICLE AND HAVEN'T BEEN ABLE TO DUPLICATE. PERFORMED GFF AND FOUND DTC FOR U0429 INVALID DATA RECEIVED FROM STEERING COLUMN CONTROL MODULE SPORADIC STORED IN ECM. I SPOKE WITH CUST. STATED THAT IN A 2MNTN PERIOD ITS ONLY HAPPENED ABOUT 10X, AND THAT THE MFI DISPLAYS THAT ITS IN NEUTRAL, NOT THAT IT PHYSICALLY GOES INTO NEUTRAL. ITS HAPPENED WHILE HE IS DRIVING AND VEHICLE DOESN'T RESPOND. HE HAS TO SHIFT INTO P AND THEN DRIVE AGAIN.
02/28/2009	12:25	ISSUE OPENED BY DEALERSHIP
02/28/2009	12:39	CUSTOMER COMMENTS: CUST. STATES VEHICLE GOES INTO NEUTRAL ON ITS OWN,
02/28/2009	12:39	FOUND ONE CASE WITH EXACT SAME ISSUE WHERE TEMP/GEAR SELECTOR SENSOR WAS REPLACED. WILL RESEARCH MORE AN CONTACT WITH FINDINGS. REQUESTED GFF LOG BE ATTACHED TO TICKET.
02/28/2009	12:39	WORKSHOP FINDINGS: I TEST DROVE VEHICLE AND HAVEN'T BEEN ABLE TO DUPLICATE. PERFORMED GFF AND FOUND DTC FOR U0429 INVALID DATA RECEIVED FROM STEERING COLUMN CONTROL MODULE SPORADIC STORED IN ECM. I SPOKE WITH CUST. STATED THAT IN A 2 MONTH PERIOD ITS ONLY HAPPENED ABOUT 10X, AND THAT THE MFI DISPLAYS THAT ITS IN NEUTRAL, NOT THAT IT PHYSICALLY GOES INTO NEUTRAL. ITS HAPPENED WHILE HE IS DRIVING AND VEHICLE DOESN'T RESPOND. HE HAS TO SHIFT INTO P AND THEN DRIVE AGAIN.
02/28/2009	13:22	TECH STATES MFI READS NETURAL FAULT
03/02/2009	13:26	CALL DISCONNECTED.
03/02/2009	13:27	ISSUE UPDATED
03/02/2009	13:33	PLEASE FAX THE FAULT LOG INFO AS WELL AS MVB 54,64 AND 90-94
03/02/2009	13:41	ADVISED TECH THAT MVBS REQUIRED WERE IN TCM.
03/02/2009	13:58	ADVISED TECH TO REFAX MVBS TO GIULIO LANZA, I WILL REVIEW THEN I WILL CALL TECH BACK. FAX RECEIVED WAS BLANK.
03/02/2009	14:17	ISSUE UPDATED
03/02/2009	16:55	CALLED TECH AND ADVISED THAT MVB INFO DID NOT ARRIVE WITH FAX, TECH SAID HE WILL SEND AGAIN IN AM. I WILL CALL AFTER REVIEWING CASE INFO.
03/03/2009	15:16	AFTER REVIEWING MVB 64, ADVISED TECH TO REPLACE G182/G509, CLOSE OUT VTA WHEN COMPLETED. ALSO SENT TECH PARTS RELEASE FORM, NEED PART SHIPPED TO AUBURN HILLS, BOB CAPELLO.
03/03/2009	15:17	MVB 64 FIELD 1 60 FIELD 2 105
03/06/2009	09:50	REPLACED SENSOR G509, PARTS RELEASED TO AUBURN HILLS.
03/06/2009	11:27	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
03/06/2009	11:27	ISSUE UPDATED

#### Consultant's Closing Comments

REPLACED SENSOR G509, PARTS RELEASED TO AUBURN HILLS

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
423856	JETTA	2009	3VWRL71K69M [REDACTED]	6065	3885	03/02/2009	USA

#### Workshop Finding

n/a

Activity Date	Activity Time	Activity Comments
03/02/2009	10:00	CUSTOMER STATES: PRNDL LIGHTS WERE FLASHING AND CAR WOULD NOT SHIFT. RAN GFF, RETRIVED ONE DTC'S FROM TRANSMISSION CONTROL MODULE:(02E300051, GSG DSG AG6 431 CODING 10) DTC IS: 19155 P2723 000 PRESSURE CONTR. SOLENOID E PERFORMANCE OR STUCK OFF. PERFORMED TEST PLAN FOR VALVE, IT TESTED OK AT THIS TIME.
03/02/2009	10:00	ISSUE OPENED BY DEALERSHIP
03/02/2009	10:03	CUSTOMER COMMENTS: CUSTOMER STATES: PRNDL LIGHTS WERE FLASHING AND CAR WOULD NOT SHIFT. RAN GFF, RETRIVED ONE DTC'S FROM TRANSMISSION CONTROL MODULE:(02E300051, GSG DSG AG6 431 CODING 10) DTC IS: 19155 P2723 000 PRESSURE CONTR. SOLENOID E PERFORMANCE OR STUCK OFF. PERFORMED TEST PLAN FOR VALVE, IT TESTED OK AT THIS TIME.
03/02/2009	10:03	PAUL, PLEASE REPLACE THE MECH UNIT, FLUID, FILTER, AND BOLTS IF FLUID IS CLEAN.
03/06/2009	09:14	ORDERED PARTS, PARTS HAVE ARRIVED, WILL INSTALL MECH UNIT, FLUID, FILTER AND BOLTS. WILL CALL IF METAL SHAVINGS ARE DISCOVERED UPON PAN REMOVAL.
03/06/2009	12:24	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
03/06/2009	12:24	ISSUE UPDATED

#### Consultant's Closing Comments

ORDERED PARTS, PARTS HAVE ARRIVED, WILL INSTALL MECH UNIT, FLUID, FILTER AND BOLTS. WILL CALL IF METAL SHAVINGS ARE DISCOVERED UPON PAN REMOVAL.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
423971	EOS	2008	WVWFA71F28V [REDACTED]	9859	3885	03/02/2009	USA

Workshop Finding
n/a

Activity Date	Activity Time	Activity Comments
03/02/2009	11:43	I AM REPLACING THE MECHATRONICS UNIT PER LAST VIA AND WAS TOLD BY YOU TO INSYALL 7 LEATERS IN TRANSMISSION ELSA SAYS 5.5 WITH SHOULD I DO?
03/02/2009	11:43	ISSUE OPENED BY DEALERSHIP
03/02/2009	11:57	CUSTOMER COMMENTS: I AM REPLACING THE MECHATRONICS UNIT PER LAST VIA AND WAS TOLD BY YOU TO INSYALL 7 LEATERS IN TRANSMISSION ELSA SAYS 5.5 WITH SHOULD I DO?
03/02/2009	11:57	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
03/02/2009	11:57	USE 7 LITRES

Consultant's Closing Comments
MECH REPLACED, FLUID LEVEL CHECKED AND ADJUSTED WITH 7 LITERS

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
424349	EOS	2007	WVWDA71F57V [REDACTED]	14922	3885	03/02/2009	USA

#### Workshop Finding

TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM. BASIC SETTINGS PERFORMED BUT THE CONCERN IS STILL PRESENT. MVB 54 IS G46 AND MVB 64 IS 0/0.

Activity Date	Activity Time	Activity Comments
03/02/2009	18:47	CUSTOMER STATES THAT THE CAR IS JERKY WHEN DRIVING AND ROLLS BACK AND JERKS FORWARD WHEN GOING ON HILLS. CHECK AND TEST DRIVE CAR, VERIFIED, PERFORMED GFF FOUND NO RELATED FAULTS. SET BASIC SETTINGS AND TEST DRIVE AGAIN STILL CONCERN IS STILL THERE CAR INTERMITLY JERKS WHEN AT A STOP GOING UP HILLS.
03/02/2009	18:47	ISSUE OPENED BY DEALERSHIP
03/02/2009	18:55	ADVISED THE TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT.
03/02/2009	18:55	CUSTOMER COMMENTS: CUSTOMER STATES THAT THE CAR IS JERKY WHEN DRIVING AND ROLLS BACK AND JERKS FORWARD WHEN GOING ON HILLS. CHECK AND TEST DRIVE CAR, VERIFIED, PERFORMED GFF FOUND NO RELATED FAULTS. SET BASIC SETTINGS AND TEST DRIVE AGAIN STILL CONCERN IS STILL THERE CAR INTERMITLY JERKS WHEN AT A STOP GOING UP HILLS.
03/02/2009	18:55	ISSUE SENT TO DEALERSHIP
03/02/2009	18:55	WORKSHOP FINDINGS: TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM. BASIC SETTINGS PERFORMED BUT THE CONCERN IS STILL PRESENT. MVB 54 IS G46 AND MVB 64 IS 0/0.
03/02/2009	19:01	PARTS ORDERED
03/03/2009	10:02	THANK YOU FOR THE UPDATE. REMEMBER TO UPDATE AND CLOSE THE TICKET.
03/03/2009	11:20	WAITING OF PARTS TO ARRIVE.
03/03/2009	11:23	CLOSE
03/03/2009	18:11	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
03/03/2009	18:11	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
424373	EOS	2008	WVWFA71F98V [REDACTED]	11287	3885	03/03/2009	USA

#### Workshop Finding

VERIFIED CONCERN. WHILE DRIVING AT PARKING LOTS SPEED DURING VERY LIGHT ACCEL. TRANS WILL SURGE. CHECKED FAULTS, NO FAULTS STORED. SET BASIC STEEINGS OF CLUTCH PACKS, CONCERN STILL THERE. WE HAVE SEEN THIS PROBLEM BEFORE ON ANOTHER EOS. WE FOUND MOSITURE IN TRANS. LAST TIME REPLACED CLUTCH PACKS AND CONCERN WAS STILL STILL HAD TO REPLACE UNIT. CHECK AND ADVISE

Activity Date	Activity Time	Activity Comments
03/03/2009	08:06	C/S THE TRANSMISSION SEEMS TO SURGE AT LOW SPEEDS. VERIFIED CONCERN. WHILE DRIVING AT PARKING LOTS SPEED DURING VERY LIGHT ACCEL. TRANS WILL SURGE. CHECKED FAULTS, NO FAULTS STORED. SET BASIC STEEINGS OF CLUTCH PACKS, CONCERN STILL THERE. WE HAVE SEEN THIS PROBLEM BEFORE ON ANOTHER EOS. WE FOUND MOSITURE IN TRANS. LAST TIME REPLACED CLUTCH PACKS AND CONCERN WAS STILL STILL HAD TO REPLACE UNIT. CHECK AND ADVISE
03/03/2009	08:06	ISSUE OPENED BY DEALERSHIP
03/03/2009	08:14	ADVISED TECH TO CHECK MVB 54, TECH STATED H30, 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 ON NEW 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.
03/03/2009	08:14	CUSTOMER COMMENTS: C/S THE TRANSMISSION SEEMS TO SURGE AT LOW SPEEDS.
03/03/2009	08:14	WORKSHOP FINDINGS: VERIFIED CONCERN. WHILE DRIVING AT PARKING LOTS SPEED DURING VERY LIGHT ACCEL. TRANS WILL SURGE. CHECKED FAULTS, NO FAULTS STORED. SET BASIC STEEINGS OF CLUTCH PACKS, CONCERN STILL THERE. WE HAVE SEEN THIS PROBLEM BEFORE ON ANOTHER EOS. WE FOUND MOSITURE IN TRANS. LAST TIME REPLACED CLUTCH PACKS AND CONCERN WAS STILL STILL HAD TO REPLACE UNIT. CHECK AND ADVISE
03/04/2009	07:21	MECHATRONICS UNIT ON ORDER, WILL UPDATE TICKET ONCE PARTS ARRIVE.
03/04/2009	16:24	THANKS FOR THE UPDATE, IF VEHICLE WAS RELEASED TO CUSTOMER PLEASE CLOSE OUT VTA.
03/05/2009	10:43	PARTS STILL ON ORDER ETA IS 3-11. WILL UPDATE WHEN PART IS RECIEVED
03/06/2009	07:34	THANKS FOR THE UPDATE.
03/09/2009	10:54	INSTALLED NEW MECHATRONICS UNIT. SET BASIC SETTINGS AND VERIFIED VEHICLE IS REPAIRED. ROAD TESTED SEVERAL TIMES TO VERIFY REPAIR. RETURNED VEHICLE TO CUSTOMER.
03/09/2009	16:08	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
03/09/2009	16:08	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
424391	JETTA	2009	3VWTL81K99M3 [REDACTED]	933	3885	03/03/2009	USA

#### Workshop Finding

n/a

Activity Date	Activity Time	Activity Comments
03/03/2009	08:48	CUSTOMER STATES TRANS. NOT SHIFTING CORRECTLY
03/03/2009	08:48	ISSUE OPENED BY DEALERSHIP
03/03/2009	09:00	CLEAR FAULTS AND SET BASIC SETTINGS MANULLY. 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. ALSO KEEP IN MIND THAT IF DURING BASIC SETTINGS THE TRANS EXIBITE EXCESSIVE NOISE THE MECHATRONICS WILL HAVE TO BE REPLACED.
03/03/2009	09:00	CUSTOMER COMMENTS: CUSTOMER STATES TRANS. NOT SHIFTING CORRECTLY
03/06/2009	16:30	TEST DROVE CAR AGAIN SET SAME CODES ORDERED MECHATRONIC, FLUID, BOLTS, AND FILTER
03/06/2009	17:03	THANKS FOR THE UPDATE P2
03/10/2009	12:04	SPOKE TO STACY - THE TRANSMISSION IS REPAIRED. ADVISED TO HAVE THE TECH CLOSE THE VTA.
03/10/2009	14:26	REPLACED MECHATRONIC UNIT, FILTER, FLUID AND BOLTS. TEST DROVE VEHICLE OPERATING TO MANUFACTURES DESIGN
03/10/2009	14:44	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
03/10/2009	14:44	ISSUE UPDATED

#### Consultant's Closing Comments

REPLACED MECHATRONIC UNIT, FILTER, FLUID AND BOLTS. TEST DROVE VEHICLE OPERATING TO MANUFACTURES DESIGN

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
424433	JETTA	2008	3VWRJ71K18M [REDACTED]	10340	3885	03/03/2009	USA

#### Workshop Finding

TRANS HAS HARSH ENGAGEMENT IN DRIVE OR REVERSE. TRANS SURGES UNDER LIGHT LOAD... TECH HAS ALREADY RESET BASIC SETTINGS MANUALLY AND THE CONCERN IS STILL PRESENT...

Activity Date	Activity Time	Activity Comments
03/03/2009	09:52	ISSUE OPENED BY DEALERSHIP
03/03/2009	09:52	TRANS HAS HARSH ENGAGEMENT IN DRIVE OR REVERSE. TRANS SURGES UNDER LIGHT LOAD
03/03/2009	10:03	ADVISED THE TECH TO REPLACE THE MECHITRONICS UNIT
03/03/2009	10:03	CUSTOMER COMMENTS: TRANS HAS HARSH ENGAGEMENT IN DRIVE OR REVERSE. TRANS SURGES UNDER LIGHT LOAD
03/03/2009	10:03	WORKSHOP FINDINGS: TRANS HAS HARSH ENGAGEMENT IN DRIVE OR REVERSE. TRANS SURGES UNDER LIGHT LOAD... TECH HAS ALREADY RESET BASIC SETTINGS MANUALLY AND THE CONCERN IS STILL PRESENT...
03/03/2009	10:10	ORDERED MECHITRONICS
03/03/2009	11:45	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
03/03/2009	11:45	ISSUE UPDATED

#### Consultant's Closing Comments

ORDERED MECHITRONICS, CUST WILL RETURN WHEN PART ARRIVES...

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
424521	EOS	2008	WVWFA71F38V [REDACTED]	9954	3885	03/03/2009	USA

**Workshop Finding**

TECH WAS ABLE TO DUPLICATE THE CONCERN

Activity Date	Activity Time	Activity Comments
03/03/2009	11:16	CUSTOMER STATES WHEN VEHICLE COMES TO A STOP AND TAKES OFF IT SLAMS INTO GEAR WITH ALONG DELAY, VERIFIED CUSTOMERS CONCERN. RAN GFF NO FAULTS IN ENGINE OR TRANS. PERFORMED BASIC SETTINGS IN VSD 61, 60, 67 AND ROAD TESTED TO FIND CONCERN STILL PRESENT.
03/03/2009	11:16	ISSUE OPENED BY DEALERSHIP
03/03/2009	11:22	CUSTOMER COMMENTS: CUSTOMER STATES WHEN VEHICLE COMES TO A STOP AND TAKES OFF IT SLAMS INTO GEAR WITH ALONG DELAY, VERIFIED CUSTOMERS CONCERN. RAN GFF NO FAULTS IN ENGINE OR TRANS. PERFORMED BASIC SETTINGS IN VSD 61, 60, 67 AND ROAD TESTED TO FIND CONCERN STILL PRESENT.
03/03/2009	11:22	REMOVE THE FILTER TO SEE IF CONTAMINATED. IF IT IS CALL BACK WITH PICTURES. IF NO CONTAMINATION IS FOUND ORDER MECHATRONIC, BOLTS, AND FILTER.
03/03/2009	11:22	WORKSHOP FINDINGS: TECH WAS ABLE TO DUPLICATE THE CONCERN
03/03/2009	15:20	NO WATER OR FLUID CONTAMINATION. VEHICLE TO BE SHIPPED PARTS ON ORDER.  THANKS FOR ALL THE HELP, ERIC KRAUSE
03/03/2009	15:54	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
03/03/2009	15:54	ISSUE UPDATED

**Consultant's Closing Comments**

NO WATER OR FLUID CONTAMINATION. VEHICLE TO BE SHIPPED PARTS ON ORDER.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
424529	EOS	2008	WVWBA71F18V [REDACTED]	6800	3885	03/03/2009	USA

#### Workshop Finding

TEST DROVE VEHICLE AND CONFIRMED COMPLAINT THE CAR JERKS FORWARD PRETTY BADLY WHEN JUST LIGHTLY HITTING ACCELERATOR. RUN GFF NO FAULTS, CHECK TRANS FOR LEAKS AND PROPER FLUID LEVEL, FLUID IS FULL, LOOKS FINE, AND HAS NO LEAKS. FOREMAN IS RECOMMENDING A MECHATRONICS UNIT.

Activity Date	Activity Time	Activity Comments
03/03/2009	11:22	CUSTOMER STATES AFTER COMING TO A COMPLETE STOP, CAR LUNGES FORWARD BADLY WHEN HITTING ACCELERATOR. TEST DROVE VEHICLE AND CONFIRMED COMPLAINT THE CAR JERKS FORWARD PRETTY BADLY WHEN JUST LIGHTLY HITTING ACCELERATOR. RUN GFF NO FAULTS, CHECK TRANS FOR LEAKS AND PROPER FLUID LEVEL, FLUID IS FULL, LOOKS FINE, AND HAS NO LEAKS. FOREMAN IS RECOMMENDING A MECHATRONICS UNIT.
03/03/2009	11:22	ISSUE OPENED BY DEALERSHIP
03/03/2009	11:36	AFTER REVIEWING MVB 54 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.
03/03/2009	11:36	CUSTOMER COMMENTS: CUSTOMER STATES AFTER COMING TO A COMPLETE STOP, CAR LUNGES FORWARD BADLY WHEN HITTING ACCELERATOR.
03/03/2009	11:36	WORKSHOP FINDINGS: TEST DROVE VEHICLE AND CONFIRMED COMPLAINT THE CAR JERKS FORWARD PRETTY BADLY WHEN JUST LIGHTLY HITTING ACCELERATOR. RUN GFF NO FAULTS, CHECK TRANS FOR LEAKS AND PROPER FLUID LEVEL, FLUID IS FULL, LOOKS FINE, AND HAS NO LEAKS. FOREMAN IS RECOMMENDING A MECHATRONICS UNIT.
03/03/2009	11:45	CAR IS LEAVING TILL PARTS COME IN
03/03/2009	14:19	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
03/03/2009	14:19	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
424632	RABBIT	2008	WVWHV71K08W [REDACTED]	8175	3885	03/03/2009	USA

#### Workshop Finding

n/a

Activity Date	Activity Time	Activity Comments
03/03/2009	12:49	CUSTOMER HAS THREE CONCERNS. 1. WHEN ACCELERATING SLOWLY FROM A STOP TRANSMISSION SHUDDERS. I WAS ABLE TO DUPLICATE THIS CONCERN. 2. WHEN VEHICLE IS HOT RPMS WILL FLUCTUATE, AT A LIGHT HE WILL TAKE HIS FOOT OFF BRAKE PEDAL TO ACCELERATRE, THEN VEHICLE WILL STALL OUT. COULD NOT DUPLICATE THIS CONCERN. 3. CUSTOMER SAYS MFI STATES TO CHECK FDC. COULD NOT DUPLICATE CONCERN.
03/03/2009	12:49	ISSUE OPENED BY DEALERSHIP
03/03/2009	12:52	CUSTOMER COMMENTS: CUSTOMER HAS THREE CONCERNS. 1. WHEN ACCELERATING SLOWLY FROM A STOP TRANSMISSION SHUDDERS. I WAS ABLE TO DUPLICATE THIS CONCERN. 2. WHEN VEHICLE IS HOT RPMS WILL FLUCTUATE, AT A LIGHT HE WILL TAKE HIS FOOT OFF BRAKE PEDAL TO ACCELERATRE, THEN VEHICLE WILL STALL OUT. COULD NOT DUPLICATE THIS CONCERN. 3. CUSTOMER SAYS MFI STATES TO CHECK FDC. COULD NOT DUPLICATE CONCERN.
03/03/2009	12:52	THE SHUDDER COMES FROM A BAD VALVE IN THE MECH UNIT. PLEASE REPLACE THE MECH UNIT, FLUID, FILTER, AND BOLTS.
03/03/2009	13:05	ORDERED MECH UNIT. VEHICLE WILL BE STAYING
03/03/2009	13:10	THANKS FOR THE UPDATE.
03/10/2009	12:31	UNIT BACKORDERED. VEHICLE LEFT DEALERSHIP
03/10/2009	12:34	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
03/10/2009	12:34	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
424737	EOS	2008	WVWBA71FX8V [REDACTED]	6994	3885	03/03/2009	USA

#### Workshop Finding

HARSH SHIFTS 1-2. TCM PART NO. 02E050P J11

Activity Date	Activity Time	Activity Comments
03/03/2009	14:30	CUST. STATES THAT TRANS. HAS A HARSH SHIFT IN LOW GEARS. LAST VISIT SET BACIS SETTINGS. NO CODES IN TCM, CUST. COULD NOT WAIT ON REPAIRS, THIS VISIT CHECKED AND FOUND NO CODES PRESENT, CHECKED FLUID CONDITION NO CONCERN, SHOP FOREMAN TEST DROVE AND FELT SHIFTING CONCERN.
03/03/2009	14:30	ISSUE OPENED BY DEALERSHIP
03/03/2009	14:37	CUSTOMER COMMENTS: CUST. STATES THAT TRANS. HAS A HARSH SHIFT IN LOW GEARS. LAST VISIT SET BACIS SETTINGS. NO CODES IN TCM, CUST. COULD NOT WAIT ON REPAIRS, THIS VISIT CHECKED AND FOUND NO CODES PRESENT, CHECKED FLUID CONDITION NO CONCERN, SHOP FOREMAN TEST DROVE AND FELT SHIFTING CONCERN.
03/03/2009	14:37	REPLACE THE MECH, FLUID FILTER AND BOLTS AND RESET BASIC SETTINGS
03/03/2009	14:37	WORKSHOP FINDINGS: HARSH SHIFTS 1-2. TCM PART NO. 02E050P J11
03/04/2009	15:43	MECHATRONICS ON RED ORDER.
03/04/2009	18:47	MECH RED ORDERED P1
03/09/2009	14:50	REPLACED MECHATRONICS UNIT, TEST DROVE HARSH SHIFTING WAS NO LONGER PRESENT, THANKS
03/09/2009	14:54	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
03/09/2009	14:54	ISSUE UPDATED

#### Consultant's Closing Comments

REPLACED MECHATRONICS UNIT, TEST DROVE HARSH SHIFTING WAS NO LONGER PRESENT, THANKS

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
424828	JETTA	2008	3VWRJ71K38M [REDACTED]	15343	3885	03/03/2009	USA

#### Workshop Finding

RAN GUIDED FAULT FINDING NO FAULTS FOUND. TEST DROVE AND HAD FORMIN TEST DRIVE VEHICAL SEVERAL MILES FOUND VEHICLE TO HAVE HARSH ENGAGMENT INTER GOING UP INCLIN AND WHEN TRYING TO DRIVE AT LOW SPEEDS.

Activity Date	Activity Time	Activity Comments
03/03/2009	16:09	ISSUE OPENED BY DEALERSHIP
03/03/2009	16:09	WHEN VEHICLE IS AT A COMPLETE STOP AFTER DRIVING, VEHICLE JERKS AND LUNGES FORWARD AND WILL NO SHIFT OUT OF FIRST GEAR INTERMITENTLY. RAN GUIDED FAULT FINDING NO FAULTS FOUND. TEST DROVE AND HAD FORMIN TEST DRIVE VEHICAL SEVERAL MILES FOUND VEHICLE TO HAVE HARSH ENGAGMENT INTER GOING UP INCLIN AND WHEN TRYING TO DRIVE AT LOW SPEEDS.
03/03/2009	16:18	AFTER REVIEWING MVB 54 INFO ADVISED TECH TO REPLACE MECH UNIT, BOLTS, FILTER AND FLUID, PERFORM MANUAL BASIC SETTINGS PER PROCEDURE BELOW 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. ADVISED TECH ON NEW SURVEY.
03/03/2009	16:18	CUSTOMER COMMENTS: WHEN VEHICLE IS AT A COMPLETE STOP AFTER DRIVING, VEHICLE JERKS AND LUNGES FORWARD AND WILL NO SHIFT OUT OF FIRST GEAR INTERMITENTLY.
03/03/2009	16:18	WORKSHOP FINDINGS: RAN GUIDED FAULT FINDING NO FAULTS FOUND. TEST DROVE AND HAD FORMIN TEST DRIVE VEHICAL SEVERAL MILES FOUND VEHICLE TO HAVE HARSH ENGAGMENT INTER GOING UP INCLIN AND WHEN TRYING TO DRIVE AT LOW SPEEDS.
03/05/2009	10:38	WE HAVE THE MECHATRONIC ON RED ORDER
03/06/2009	07:33	THANKS FOR THE UPDATE.
03/06/2009	13:54	AFTER MECHATRONICS UNIT, FLUID, AND FILTER REPLACEMENT SET BASIC SETTINGS AND VARIFYED PROPER DSG TRANSMISSION OPERATION.
03/06/2009	16:21	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
03/06/2009	16:21	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
424920	JETTA	2008	3VWRA71K68M [REDACTED]	10940	3885	03/03/2009	USA

#### Workshop Finding

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

Activity Date	Activity Time	Activity Comments
03/03/2009	18:21	CUSTOMER STATES VEHICLE SHUDDERS ON TAKE OFF AND CLUNKS WHEN COMING TO A STOP. VERIFIED CUSTOMER CONCERN, VEHICLE SHUDDERS ON SLOW TAKE OFF IN REV OR DRIVE. AND NOTICABLE CLUNK/CLATTER HEARD WHEN COMING TO A STOP OR WHEN SHIFTING FROM PARK TO EVERSE INTERMITTENTLY. PERFORMED TRANSMISSION BASIC SETTINGS MANUALY AND RAOD TESTED THROUGH ALL GEARS SEVERAL TIMES WITH NO CHANGE.
03/03/2009	18:21	ISSUE OPENED BY DEALERSHIP
03/03/2009	18:28	ADVISED THE TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT.
03/03/2009	18:28	CUSTOMER COMMENTS: CUSTOMER STATES VEHICLE SHUDDERS ON TAKE OFF AND CLUNKS WHEN COMING TO A STOP. VERIFIED CUSTOMER CONCERN, VEHICLE SHUDDERS ON SLOW TAKE OFF IN REV OR DRIVE. AND NOTICABLE CLUNK/CLATTER HEARD WHEN COMING TO A STOP OR WHEN SHIFTING FROM PARK TO EVERSE INTERMITTENTLY. PERFORMED TRANSMISSION BASIC SETTINGS MANUALY AND RAOD TESTED THROUGH ALL GEARS SEVERAL TIMES WITH NO CHANGE.
03/03/2009	18:28	WORKSHOP FINDINGS: TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM.
03/03/2009	18:43	PARTS ON ORDER. CUSTOMER TO RETURN WHEN PARTS ARE IN.
03/03/2009	18:47	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
03/03/2009	18:47	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
424991	JETTA	2008	3VWRJ71K18M [REDACTED]	15425	3885	03/04/2009	USA

#### Workshop Finding

FOUND SURGING FEELING FROM TRANSMISSION MORE NOTICEABLE IN FIRST AND REVERSE GEARS WHEN ACCELERATING FROM A STOP.

Activity Date	Activity Time	Activity Comments
03/04/2009	09:33	CUSTOMER STATES CAR JERKS WHEN ACCELERATING. FOUND SURGING FEELING FROM TRANSMISSION MORE NOTICEABLE IN FIRST AND REVERSE GEARS WHEN ACCELERATING FROM A STOP.
03/04/2009	09:33	ISSUE OPENED BY DEALERSHIP
03/04/2009	09:41	AFTER REVIEWING MVB 54 INFO, 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.
03/04/2009	09:41	CUSTOMER COMMENTS: CUSTOMER STATES CAR JERKS WHEN ACCELERATING.
03/04/2009	09:41	WORKSHOP FINDINGS: FOUND SURGING FEELING FROM TRANSMISSION MORE NOTICEABLE IN FIRST AND REVERSE GEARS WHEN ACCELERATING FROM A STOP.
03/10/2009	14:12	REPLACED MECHATRONICS UNIT AND SET BASIC SETTINGS. SURGING IS NO LONGER PRESENT.
03/10/2009	14:47	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
03/10/2009	14:47	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
425003	JETTA	2008	3VWDJ71K18M [REDACTED]	2620	3885	03/04/2009	USA

#### Workshop Finding

SET DSG MECHTRONICS BASIC SETTINGS UNDER GSF NO CHANGE AFTER DRIVING 15 MI. SET DSG MECHTRONICS BASIC SETTINGS UNDER VEHICLE SELF DIAG. 61 AND 60 NO CHANGE AFTER DRIVING 15 MI.

Activity Date	Activity Time	Activity Comments
03/04/2009	09:41	CUST. REPORTS TRANSMISSION JERKS. OIL LEVEL AND CONDITION OK, SET DSG MECHTRONICS BASIC SETTINGS UNDER GSF NO CHANGE AFTER DRIVING 15 MI. SET DSG MECHTRONICS BASIC SETTINGS UNDER VEHICLE SELF DIAG. 61 AND 60 NO CHANGE AFTER DRIVING 15 MI.
03/04/2009	09:41	ISSUE OPENED BY DEALERSHIP
03/04/2009	09:45	ADVISE TECH TO RETRIEVE VALUES FROM MVB 54 IN TRANS, PLEASE UPDATE VTA WITH RESULTS.
03/04/2009	09:45	CUSTOMER COMMENTS: CUST. REPORTS TRANSMISSION JERKS. OIL LEVEL AND CONDITION OK,
03/04/2009	09:45	WORKSHOP FINDINGS: SET DSG MECHTRONICS BASIC SETTINGS UNDER GSF NO CHANGE AFTER DRIVING 15 MI. SET DSG MECHTRONICS BASIC SETTINGS UNDER VEHICLE SELF DIAG. 61 AND 60 NO CHANGE AFTER DRIVING 15 MI.
03/04/2009	11:18	MVB 54 IN TRANS. J05E0685
03/04/2009	11:23	ADVISED TO REPLACE MECHANTRONICS.
03/09/2009	19:28	-SPECIAL ORDER MNECHANTRONICS ON 03/04/09- SOP HERE 03/09/09 REP. MECHANTRONIC,BOLTS, OIL AND FILTER, BASSIC SETTINGS, TEST DRIVE VEHICLE 15 MI. VEHICLE RUNNING AS MANUFACTURE DESIGN AT THIS TIME. THK.
03/10/2009	01:47	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
03/10/2009	01:47	ISSUE UPDATED

#### Consultant's Closing Comments

SPECIAL ORDER MNECHANTRONICS ON 03/04/09- SOP HERE 03/09/09 REP. MECHANTRONIC,BOLTS, OIL AND FILTER, BASSIC SETTINGS, TEST DRIVE VEHICLE 15 MI. VEHICLE RUNNING AS MANUFACTURE DESIGN AT THIS TIME. THK.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
425052	JETTA	2008	3VWRA71K48M [REDACTED]	4751	3735	03/04/2009	USA

#### Workshop Finding

CASE INVALID NO TECHNICAL INFO REQUIRED.

Activity Date	Activity Time	Activity Comments
03/04/2009	10:36	ISSUE OPENED BY DEALERSHIP
03/04/2009	10:36	MY WARRANTY ADMINISTRATOR IS LOOKING FOR SOME CLARIFICATION REGARDING A CLOSED CASE #419738 ON THIS VEHICLE IT STATES TO REPLACE MECHATRONIC FLUID AND FILTER I TOLD HIM THAT THE COMMA WAS PROBABLY NOT PUT IN THE SENTANCE AND THE MECHATRONIC UNIT, FLUID AND FILTER WAS TO BE REPLACED NOT JUST FLUID AND FILTER. I HOPE I'M CORRECT? MARK CHARONNEAU WAS HANDELING THIS CAS
03/04/2009	10:46	CASE INVALID NO TECHNICAL INFO REQUIRED. ADVISED TECH THAT PREVIOUS VTA STATED REPLACE MECH UNIT, BOLTS, FILTER AND FLUID. THE ONLY CONCERN WAS A COMMA WAS MISSING IN TEXT.
03/04/2009	10:46	CUSTOMER COMMENTS: MY WARRANTY ADMINISTRATOR IS LOOKING FOR SOME CLARIFICATION REGARDING A CLOSED CASE #419738 ON THIS VEHICLE IT STATES TO REPLACE MECHATRONIC FLUID AND FILTER I TOLD HIM THAT THE COMMA WAS PROBABLY NOT PUT IN THE SENTANCE AND THE MECHATRONIC UNIT, FLUID AND FILTER WAS TO BE REPLACED NOT JUST FLUID AND FILTER. I HOPE I'M CORRECT? MARK CHARONNEAU WAS HANDELING THIS CAS
03/04/2009	10:46	ISSUE CLOSED BY CONSULTANT - INVALID
03/04/2009	10:46	WORKSHOP FINDINGS: CASE INVALID NO TECHNICAL INFO REQUIRED.

#### Consultant's Closing Comments

CASE HAS BEEN DETERMINED INVALID BY CONSULTANT  
CASE INVALID NO TECHNICAL INFO REQUIRED.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
425060	RABBIT	2008	WVWKC71K58W [REDACTED]	24718	3885	03/04/2009	USA

#### Workshop Finding

TECH VERIFIED THE CONCERN. CONCERN IS IN 1ST AND REVERSE. UNDER LIGHT LOAD THE TRANS SHUTTERS IN THE CONCERNED GEARS.

Activity Date	Activity Time	Activity Comments
03/04/2009	10:46	CUSTOMER STATES THE VEHICLE SHIFTS ROUGHLY INTO REVERSE, AND ALSO INTO FORWARD
03/04/2009	10:46	ISSUE OPENED BY DEALERSHIP
03/04/2009	10:51	ADVISED THE TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT.
03/04/2009	10:51	CUSTOMER COMMENTS: CUSTOMER STATES THE VEHICLE SHIFTS ROUGHLY INTO REVERSE, AND ALSO INTO FORWARD
03/04/2009	10:51	WORKSHOP FINDINGS: TECH VERIFIED THE CONCERN. CONCERN IS IN 1ST AND REVERSE. UNDER LIGHT LOAD THE TRANS SHUTTERS IN THE CONCERNED GEARS.
03/04/2009	11:08	ORDERED PARTS, RELEASED VEHICLE TO CUSTOMER
03/04/2009	11:11	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
03/04/2009	11:11	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
425087	RABBIT	2009	WVWHD71K49W [REDACTED]	9050	3885	03/04/2009	USA

#### Workshop Finding

DOES THIS IN REGULAR OR MANUAL SETTING.

Activity Date	Activity Time	Activity Comments
03/04/2009	11:09	CUSTOMER STATES THAT WHEN COMING OUT OF A STOP CAR SLAMS INTO GEAR 2 OR 3 TIMES BEFORE DRIVING SMOOTH AGAIN. DOES THIS IN REGULAR OR MANUAL SETTING.
03/04/2009	11:09	ISSUE OPENED BY DEALERSHIP
03/04/2009	11:22	ADVISED TECH TO GET MVB 54, 64 AND 90 THRU 100 IN TCM, ATTACH TO VTA, THEN PERFORM MANUAL BASIC SETTINGS PER PROCEDURE BELOW, CLOSE OUT VTA IF CONCERN IS GONE OR CALL BACK AFTER ATTACHING MVB INFO.
03/04/2009	11:22	CUSTOMER COMMENTS: CUSTOMER STATES THAT WHEN COMING OUT OF A STOP CAR SLAMS INTO GEAR 2 OR 3 TIMES BEFORE DRIVING SMOOTH AGAIN.
03/04/2009	11:22	WORKSHOP FINDINGS: DOES THIS IN REGULAR OR MANUAL SETTING.
03/04/2009	12:09	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.
03/04/2009	13:46	MVB 64 0,0 MVB 90 65535 MVB 54 J21 D0107; HARSH JERKY 1-2 SHIFT. REPLACE THE MECHATRONIC, FLUID, FILTER AND BOLTS. SET BASIC SETTINGS AS DISCUSSED
03/04/2009	14:01	I ORDERED PARTS THANKS FOR THE HELP
03/04/2009	14:02	CLOSE
03/04/2009	16:19	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
03/04/2009	16:19	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
425205	JETTA	2009	3VWDJ71K89M	5160	3885	03/04/2009	USA

#### Workshop Finding

TE ST DROVE VEHICLE DUPLICATE CUSTOMER CONCERN ALSO FOUND SLIGHT JERK'S WHEN ACCELE RATE ONLY ON 1ST GEAR.ALL OTHER GEARS OK,PERFORMED DSG BASIC SETT USING GF AND M ANUALY THROUGH VSD 61 AND 60. PROBLEM PERSIST. FLUID LEVEL AND CONDITION OK. NO FAULTS.

Activity Date	Activity Time	Activity Comments
03/04/2009	13:23	CUSTOMER STATES TRANNY HESSITATE FROM N-D ALSO DELAY TO ENGAGE ON FIRST GEAR,TE ST DROVE VEHICLE DUPLICATE CUSTOMER CONCERN ALSO FOUND SLIGHT JERK'S WHEN ACCELE RATE ONLY ON 1ST GEAR.ALL OTHER GEARS OK,PERFORMED DSG BASIC SETT USING GF AND M ANUALY THROUGH VSD 61 AND 60. PROBLEM PERSIST.
03/04/2009	13:23	ISSUE OPENED BY DEALERSHIP
03/04/2009	15:30	ADVISED TECH TO CHECK MVB 54 GET FIRST 3 DIGITS ATTACHED TO VTA, ALSO SEE IF SHUDDER OCCURS IN REVERSE. CALL BACK.
03/04/2009	15:30	CUSTOMER COMMENTS: CUSTOMER STATES TRANNY HESSITATE FROM N-D ALSO DELAY TO ENGAGE ON FIRST GEAR.
03/04/2009	15:30	WORKSHOP FINDINGS: TE ST DROVE VEHICLE DUPLICATE CUSTOMER CONCERN ALSO FOUND SLIGHT JERK'S WHEN ACCELE RATE ONLY ON 1ST GEAR.ALL OTHER GEARS OK,PERFORMED DSG BASIC SETT USING GF AND M ANUALY THROUGH VSD 61 AND 60. PROBLEM PERSIST. FLUID LEVEL AND CONDITION OK. NO FAULTS.
03/04/2009	17:04	MVB 54 (J19B0609.PROBLEM OCCURS ON REVERSE.
03/04/2009	17:06	ADVISED THE TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT.
03/05/2009	11:03	SPECIAL ORDER PART.RELASE VEHICLE.
03/05/2009	11:19	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
03/05/2009	11:19	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
425235	JETTA	2008	3VWRJ71K38M [REDACTED]	10262	3885	03/04/2009	USA

<b>Workshop Finding</b>
n/a

Activity Date	Activity Time	Activity Comments
03/04/2009	13:51	CUSTOMER STATES THAT TRANSMISSION SLIPS AND JERKS WHEN LEAVING FROM A STOP. ROAD TEST WITH CUSTOMER TO VERIFY CONCERN. FOUND THAT TRANSMISSION SEEMS TO ENGAGE HARD BEFORE COMING TO A STOP AND ACCELERATING AGAIN. TRANSMISSION ENGAGES HARD FROM STOP WHEN ACCELATE. USUALLY HAPPENS IN TRAFFIC. ECM-1K0 907 115 S...SW-0020. TCM-O2E 300 050 J.CODING 20.SW-1410. NEED ADVISE.
03/04/2009	13:51	ISSUE OPENED BY DEALERSHIP
03/04/2009	13:53	CUSTOMER COMMENTS: CUSTOMER STATES THAT TRANSMISSION SLIPS AND JERKS WHEN LEAVING FROM A STOP. ROAD TEST WITH CUSTOMER TO VERIFY CONCERN. FOUND THAT TRANSMISSION SEEMS TO ENGAGE HARD BEFORE COMING TO A STOP AND ACCELERATING AGAIN. TRANSMISSION ENGAGES HARD FROM STOP WHEN ACCELATE. USUALLY HAPPENS IN TRAFFIC. ECM-1K0 907 115 S...SW-0020. TCM-O2E 300 050 J.CODING 20.SW-1410. NEED ADVISE.
03/04/2009	13:53	PLEASE REPLACE THE MECH UNIT, FLUID, FILTER, AND BOLTS.
03/06/2009	10:54	ORDERED PARTS. CUSTOMER TOOK DELIVER OF VEHICLE. WILL COMEBACK WHEN PART ARRIVES.
03/06/2009	12:20	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
03/06/2009	12:20	ISSUE UPDATED

<b>Consultant's Closing Comments</b>
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
425268	RABBIT	2008	WVWVFV71K68W [REDACTED]	53150	3885	03/04/2009	USA

#### Workshop Finding

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

Activity Date	Activity Time	Activity Comments
03/04/2009	14:17	CUSTOMER STATES WHEN PULLING AWAY FROM A STOP WHEN YOU RELEASE BRAKE PEDAL AND GO TO ACCELERATE, VEHICLE WILL SHUDDER, ALMOST STALL AND THEN BANG INTO GEAR. DOES NOT HAPPEN ALL THE TIME. WAS ABLE TO DUPLICATE. CHECKED DSG FLUID LEVEL AND CONDITION BOTH OKAY. NO DTCS STORED.
03/04/2009	14:17	ISSUE OPENED BY DEALERSHIP
03/04/2009	14:47	ADVISED THE TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT.
03/04/2009	14:47	CUSTOMER COMMENTS: CUSTOMER STATES WHEN PULLING AWAY FROM A STOP WHEN YOU RELEASE BRAKE PEDAL AND GO TO ACCELERATE, VEHICLE WILL SHUDDER, ALMOST STALL AND THEN BANG INTO GEAR. DOES NOT HAPPEN ALL THE TIME. WAS ABLE TO DUPLICATE. CHECKED DSG FLUID LEVEL AND CONDITION BOTH OKAY. NO DTCS STORED.
03/04/2009	14:47	WORKSHOP FINDINGS: TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM.
03/04/2009	14:59	ORDERED PARTS. RETURNED VEHICLE TO CUSTOMER.
03/04/2009	16:21	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
03/04/2009	16:21	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
425330	EOS	2008	WVWBA71F38V [REDACTED]	7252	3885	03/04/2009	USA

#### Workshop Finding

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

Activity Date	Activity Time	Activity Comments
03/04/2009	15:12	CUST STATES WHEN COMING TO A STOP YOU FEEL A SHUTTER. WHEN TAKING OFF FROM A STOP THE VEHICLE ROLLS BACK AND THEN SLAMS INTO GEAR. TEST DROVE AND IT IS DOING EXACTLY THAT, NO DTCS STORED. TRIED TO RECALIBRATE MECHTRONIC AND IT MADE NO DIFFERECE.
03/04/2009	15:12	ISSUE OPENED BY DEALERSHIP
03/04/2009	15:19	ADVISED THE TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT.
03/04/2009	15:19	CUSTOMER COMMENTS: CUST STATES WHEN COMING TO A STOP YOU FEEL A SHUTTER. WHEN TAKING OFF FROM A STOP THE VEHICLE ROLLS BACK AND THEN SLAMS INTO GEAR. TEST DROVE AND IT IS DOING EXACTLY THAT, NO DTCS STORED. TRIED TO RECALIBRATE MECHTRONIC AND IT MADE NO DIFFERECE.
03/04/2009	15:19	WORKSHOP FINDINGS: TECH IS TIM. TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM.
03/11/2009	15:19	D1 SCOTT IN SERVICE STATED VEHICLE IS DONE AND WILL HAVE TECH CLOSE TICKET.
03/11/2009	15:52	PERFORMED REPAIR,OK
03/11/2009	18:49	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
03/11/2009	18:49	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
425334	JETTA	2009	3VWAL71K09M [REDACTED]	3494	3885	03/04/2009	USA

#### Workshop Finding

TECH VERIFIED THE CONCERN. 1 FAULT IN THE TCM. VEHICLE OPERATING TO SPEC AT THIS TIME. MVB 64 IS A 13 AND 8.

Activity Date	Activity Time	Activity Comments
03/04/2009	15:13	CUSTOMER STATES THAT VEHICLE HAS "POPPED OUT OF GEAR" 3 TIMES WITH DRIVING. TEST DROVE COULD NOT DUPLICATE. 5052GFF. FOUND FAULT STORED FOR CLUTCH TEMP MONITORING. RAN TEST, FOUND THAT TEMP DIFF WAS ABOUT 34 DEGREES DIFFERENT. NO FUTHER ACTION IN TEST PLAN. DROVE ABOUT 40 MILES. PER OUR CONVERSATION, CHECKED MVB 64. FIELD 1 IS 13 FIELD 2 IS 8.
03/04/2009	15:13	ISSUE OPENED BY DEALERSHIP
03/04/2009	15:30	ADVISED THE TECH TO UPDATE THE TICKET WITH MVB 54 AND 90 THRU 100 INTO THE VTA TICKET. ONCE THE MVBS ARE UPDATED, REPLACE THE MECH UNIT, FLUID, FILTER, BOLTS FOR THE MECH UNIT AND CLUTCH TEMP/SPEED SENSOR.
03/04/2009	15:30	CUSTOMER COMMENTS: CUSTOMER STATES THAT VEHICLE HAS "POPPED OUT OF GEAR" 3 TIMES WITH DRIVING. TEST DROVE COULD NOT DUPLICATE. 5052GFF. FOUND FAULT STORED FOR CLUTCH TEMP MONITORING. RAN TEST, FOUND THAT TEMP DIFF WAS ABOUT 34 DEGREES DIFFERENT. NO FUTHER ACTION IN TEST PLAN. DROVE ABOUT 40 MILES. PER OUR CONVERSATION, CHECKED MVB 64. FIELD 1 IS 13 FIELD 2 IS 8.
03/04/2009	15:30	WORKSHOP FINDINGS: TECH VERIFIED THE CONCERN. 1 FAULT IN THE TCM. VEHICLE OPERATING TO SPEC AT THIS TIME. MVB 64 IS A 13 AND 8.
03/04/2009	15:32	P1 FAXED THE TECH A PARTS RELEASE FORM.
03/04/2009	16:13	PARTS ARE ORDERED. ATTACHED IS THE REQUESTED MVB
03/04/2009	16:19	THANK YOU FOR THE UPDATE. REMEMBER TO UPDATE AND CLOSE THE TICKET.
03/10/2009	08:25	WAITING ON PARTS. DO YOU WANT THIS VTA CLOSED BEFORE REPAIR IS COMPLETE, OR AFTER?
03/10/2009	17:54	PLEASE CALL IN IF FURTHER ASSISTANCE IS NEEDED.
03/12/2009	12:22	CAR IS GOOD TO GO..... THANKS FOR YOUR HELP
03/12/2009	14:35	FORGOT TO CLOSE!!
03/12/2009	18:30	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
03/12/2009	18:30	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
425367	EOS	2008	WVWBA71F88V [REDACTED]	16080	3885	03/04/2009	USA

#### Workshop Finding

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

Activity Date	Activity Time	Activity Comments
03/04/2009	15:38	ISSUE OPENED BY DEALERSHIP
03/04/2009	15:38	TRANSMISSION JERKS WHEN TAKING OFF FROM STOP. NO CODES IN TCM OR ECM
03/04/2009	15:50	ADVISED THE TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT.
03/04/2009	15:50	CUSTOMER COMMENTS: TRANSMISSION JERKS WHEN TAKING OFF FROM STOP. NO CODES IN TCM OR ECM
03/04/2009	15:50	WORKSHOP FINDINGS: TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM.
03/11/2009	15:54	P2 - SPOKE TO STEVE, PART HAVE BEEN ORDERED BUT HAVE NOT ARRIVED.
03/16/2009	14:49	REPLACED MECHTRONICS SET FLUID LEVEL SET BASIC SETTINGS. TEST DRIVE VEHICLE STUCK IN ONE GEAR WONT SHIFT.
03/16/2009	18:57	PLEASE CALL IN IF FURTHER ASSISTANCE IS NEEDED.
03/17/2009	08:22	UNABLE TO SET BASIC SETTINGS THROUGHT GFF OR GF SET BASIC SETTINGS THROUGH VSD BASIC SETTINGS 60 THAT 61 TEST DRIVE VEHICLE PERFORMES AS PER MFG SPECS...
03/17/2009	18:36	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
03/17/2009	18:36	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
425447	EOS	2007	WVWFB71F57V [REDACTED]	39080	3885	03/04/2009	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
03/04/2009	17:22	CUSTOMER COMPLAINT "THERE IS A SHATTERING NOISE COMING FROM THE TRANSMISSION"TEST DROVE AND WHEN STOPPED OR ABOUT TO STOP A HARD SHUTTER OR SHIFT WHEN STOPPED,NO DTC'S IN ECM AND TCM,MANUALLY RAN BASIC SETTINGS IN VCC,BASIC SETTINGS 61 AND 60,TEST DROVE,SHIFTRED FROM PARK/DRIVE/NEUTRAL/REVERSE/SPORT FIVE TIMES,DROVE IN DRIVE/TIP/SPORT FROM STOP BACK DOWN TO 6TH GEAR FIVE TIMES,CHECKED FLUID LEVEL AND COLOR,FOUND ALL OK AND CONSERN STILL PRESENT.
03/04/2009	17:22	ISSUE OPENED BY DEALERSHIP
03/04/2009	17:28	ADVISED THE TECH TO REPLACE THE MECH UNIT AND BOLTS FOR THE MECH UNIT. ADVISED THAT THE CUSTOMER PAY FOR THE FLUID AND FILTER.
03/04/2009	17:28	CUSTOMER COMMENTS: CUSTOMER COMPLAINT "THERE IS A SHATTERING NOISE COMING FROM THE TRANSMISSION"TEST DROVE AND WHEN STOPPED OR ABOUT TO STOP A HARD SHUTTER OR SHIFT WHEN STOPPED,NO DTC'S IN ECM AND TCM,MANUALLY RAN BASIC SETTINGS IN VCC,BASIC SETTINGS 61 AND 60,TEST DROVE,SHIFTRED FROM PARK/DRIVE/NEUTRAL/REVERSE/SPORT FIVE TIMES,DROVE IN DRIVE/TIP/SPORT FROM STOP BACK DOWN TO 6TH GEAR FIVE TIMES,CHECKED FLUID LEVEL AND COLOR,FOUND ALL OK AND CONSERN STILL PRESENT.
03/04/2009	17:28	WORKSHOP FINDINGS: TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM. FLUID LEVEL AND CONDITION ARE GOOD.
03/04/2009	17:30	PARTS ORDERD
03/04/2009	17:44	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
03/04/2009	17:44	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
425473	EOS	2008	WVWBA71F58V [REDACTED]	21899	3885	03/04/2009	USA

#### Workshop Finding

n/a

Activity Date	Activity Time	Activity Comments
03/04/2009	18:11	CUSTOMER STATES VEHICLE SHIFTS HARD. TEST DROVE AND FOUND TRANSMISSION NOT SHIFTING CORRECTLY. PERFORMED GFF AND FOUND NO FAULTS FOR ECM. FOUND LOW VOLTAGE FAULTS AND TESTED BATTERY. BATTERY DID NOT PASS. REPLACED BATTERY ND CONTINUED DIAGNOSIS. PERFORMED BASIC SETTING FOT MECHATRONIC. TEST DROVE AND FOUND TRANSMISSION SHIFTING OKAY. PARKED CAR AND STARTED TO TEST DRIVE AGAIN. FOUND TRANS STARTING TO SHIFT BADLY AGAIN. SCAN TOOL TEST PLAN STATES TO REPLACED MECHATRONIC.
03/04/2009	18:11	ISSUE OPENED BY DEALERSHIP
03/04/2009	18:20	CUSTOMER COMMENTS: CUSTOMER STATES VEHICLE SHIFTS HARD. TEST DROVE AND FOUND TRANSMISSION NOT SHIFTING CORRECTLY. PERFORMED GFF AND FOUND NO FAULTS FOR ECM. FOUND LOW VOLTAGE FAULTS AND TESTED BATTERY. BATTERY DID NOT PASS. REPLACED BATTERY ND CONTINUED DIAGNOSIS. PERFORMED BASIC SETTING FOT MECHATRONIC. TEST DROVE AND FOUND TRANSMISSION SHIFTING OKAY. PARKED CAR AND STARTED TO TEST DRIVE AGAIN. FOUND TRANS STARTING TO SHIFT BADLY AGAIN. SCAN TOOL TEST PLAN STATES TO REPLACED MECHATRONIC.
03/04/2009	18:20	PLEASE REPLACE THE MECH UNIT, FLUID, FILTER, AND BOLTS.
03/05/2009	19:15	REPLACED MECH. WORKING OKAY
03/06/2009	12:20	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
03/06/2009	12:20	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
425503	JETTA	2008	3VWRA71K08M [REDACTED]	11660	3885	03/05/2009	USA

#### Workshop Finding

CHECKED FLUID WAS CLEAN AND LEVEL WAS OK. ROAD TESTED AND FOUND CAR WILL ROLL BACK THEN BANG INTO GEAR. AFTER COMING TO A SLOW STOP. RAN GGF NO CODES

Activity Date	Activity Time	Activity Comments
03/05/2009	08:04	CHECKED FLUID WAS CLEAN AND LEVEL WAS OK. ROAD TESTED AND FOUND CAR WILL ROLL BACK THEN BANG INTO GEAR. AFTER COMING TO A SLOW STOP. RAN GGF NO CODES
03/05/2009	08:04	ISSUE OPENED BY DEALERSHIP
03/05/2009	08:13	ADVISED TECH TO PERFORM MANUAL BASIC SETTINGS PER PROCEDURE BELOW, IF CONCERN IS STILL PRESENT AFTER BASIC SETTINGS UPDATE VTA WITH MVB 54 IN TCM AND CALL BACK. 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.
03/05/2009	08:13	CUSTOMER COMMENTS: HARSH DOWNSHIFT
03/05/2009	08:13	WORKSHOP FINDINGS: CHECKED FLUID WAS CLEAN AND LEVEL WAS OK. ROAD TESTED AND FOUND CAR WILL ROLL BACK THEN BANG INTO GEAR. AFTER COMING TO A SLOW STOP. RAN GGF NO CODES
03/05/2009	08:57	RAN BASIC SETTINGS STILL SAME, ATTACH IS MVB 54 THANKS DOUG.
03/05/2009	09:04	MVB 54 = J11M0228.ADVISE TECH TO REPLACE MECHATRONIC UNIT, FLUID, FILTER AND BOLTS.
03/11/2009	11:22	PART IS ON BACK ORDER. CUSTOMER TOOK VEHICLE.
03/11/2009	12:17	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
03/11/2009	12:17	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
425673	EOS	2009	WVWFA71F19V [REDACTED]	865	3885	03/05/2009	USA

#### Workshop Finding

TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM. MVB 54 IS J42. MVB 64 IS 82 AND 112. BASIC SETTINGS PERFORMED AND THE CONCERN STILL RETURNED.

Activity Date	Activity Time	Activity Comments
03/05/2009	11:45	CUSTOMER STATES TRANSMISSION DELAY TO ENGAGE IN GEAR ALSO JERKS ON FIRST GEAR ONLY,ALSO HE STATES WHEN TRANSMISSION GOES ON DOWN SHIFT AT TIMES STAYS BLANK (NOT CATCHING LOWER GEAR),WE ALREADY PERFORM THE BASIC SETTINGS MANUALY AND USING GF.
03/05/2009	11:45	ISSUE OPENED BY DEALERSHIP
03/05/2009	11:58	ADVISED THE TECH TO REPLACE THE DUAL CLUTCH TEMP/SPEED SENSOR. FAXED THE TECH A PARTS RELEASE FORM.
03/05/2009	11:58	CUSTOMER COMMENTS: CUSTOMER STATES TRANSMISSION DELAY TO ENGAGE IN GEAR ALSO JERKS ON FIRST GEAR ONLY,ALSO HE STATES WHEN TRANSMISSION GOES ON DOWN SHIFT AT TIMES STAYS BLANK (NOT CATCHING LOWER GEAR),WE ALREADY PERFORM THE BASIC SETTINGS MANUALY AND USING GF.
03/05/2009	11:58	WORKSHOP FINDINGS: TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM. MVB 54 IS J42. MVB 64 IS 82 AND 112. BASIC SETTINGS PERFORMED AND THE CONCERN STILL RETURNED.
03/10/2009	15:34	REPLACED DUAL CLOTCH SENSOR.PROBLEM PERSIST.
03/10/2009	15:42	ADVISE TECH TO GET MVB 64 > 1& 2
03/10/2009	15:45	ISSUE UPDATED
03/10/2009	16:09	SEE ATT WITH RESULTS
03/10/2009	16:56	MVB 64 IS 84 142. ADVISED THE TECH THAT I WOULD CONTACT HIM BACK AFTER TALKING WITH PRODUCT SUPPORT AND QUALITY.
03/10/2009	17:48	ADVISED THE TECH TO REPLACE THE MECH UNIT AND BOLTS. TECH TO SENT THE TEMP SENSOR AND MECH UNIT BACK TO VWOA FOR TESTING PER THE LAST VTA TICKET AND FAXED PARTS RELEASE FORM.
03/11/2009	11:32	SPCIAL ORDER PART..NATIONAL BACK ORDER.5 TO 10 DAY'S
03/11/2009	18:35	THANK YOU FOR THE UPDATE. REMEMBER TO UPDATE AND CLOSE THE TICKET.
03/23/2009	08:59	REPLACED MECHATRONIC UNIT,PERFORMED BASIC SETTINGS,RELASE VEHICLE.THANKS FOR YOUR ADVISE.
03/23/2009	09:28	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
03/23/2009	09:28	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
425679	EOS	2008	WVWBA71F78V [REDACTED]	15499	3885	03/05/2009	USA

<b>Workshop Finding</b>
HESITATION WHEN TAKING OFF

Activity Date	Activity Time	Activity Comments
03/05/2009	11:50	CUSTOMER STATES THE CAR HESITATES WHILE TAKING OFF FROM A STOP, TEST DROVE CAR WITH CUSTOMER EBLA TO DUPLICATE CONCERN, NO FAULTS FOUND AT ALL
03/05/2009	11:50	ISSUE OPENED BY DEALERSHIP
03/05/2009	11:55	ADVISE TECH TO GET MVB 54 IN 02 H49
03/05/2009	11:55	CUSTOMER COMMENTS: CUSTOMER STATES THE CAR HESITATES WHILE TAKING OFF FROM A STOP, TEST DROVE CAR WITH CUSTOMER EBLA TO DUPLICATE CONCERN, NO FAULTS FOUND AT ALL
03/05/2009	11:55	WORKSHOP FINDINGS: HESITATION WHEN TAKING OFF
03/05/2009	11:56	REPLACE MECHATRONICS FLUID AND THE FILTER AND SET BASIC SETTING
03/05/2009	12:09	ORDER PARTS THANKS
03/05/2009	13:48	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
03/05/2009	13:48	ISSUE UPDATED

<b>Consultant's Closing Comments</b>
REPLACE MECHATRONICS FLUID AND THE FILTER AND SET BASIC SETTING



VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
425750	EOS	2008	WVWBA71F48V [REDACTED]	7387	3885	03/05/2009	USA

#### Workshop Finding

n/a

Activity Date	Activity Time	Activity Comments
03/05/2009	13:05	ISSUE OPENED BY DEALERSHIP
03/05/2009	13:05	REPLACE VALVE BORY TRY TO PERFORM BASIC CALIBRATION
03/05/2009	13:27	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.
03/05/2009	13:27	CUSTOMER COMMENTS: REPLACE MECH UNIT TRY TO PERFORM BASIC CALIBRATION
03/05/2009	14:28	WENT THROUGH BASIC SETTINGS OVER THE PHONE WITH SHOP FOREMAN, ADVISED TO ROAD TEST AND CLOSE OUT VTA. CALL BACK IF NEEDED.
03/05/2009	15:10	I WAS ABLE TO SET BASIC SETTINGS ,ROAD TEST VEHICLE 15 MILES VEHICLEW OP[ERATING TO VW STANDARD
03/05/2009	15:14	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
03/05/2009	15:14	SHOP FOREMAN CALLED TO LET ME KNOW BASIC SETTINGS WERE SUCCESSFUL THIS TIME, ADVISED TO CLOSE OUT VTA AND ADVISED ON HELPLINE SURVEY.

#### 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
425773	EOS	2008	WVWBA71F68V [REDACTED]	14355	3735	03/05/2009	USA

<b>Workshop Finding</b>
n/a

Activity Date	Activity Time	Activity Comments
03/05/2009	13:26	ISSUE OPENED BY DEALERSHIP
03/05/2009	13:26	TRANS SHUDDERS FROM STOP GOING FORWARD OR BACK ALSO ON HILL WILL PULL THEN STOP PULLING
03/05/2009	13:30	CUSTOMER COMMENTS: TRANS SHUDDERS FROM STOP GOING FORWARD OR BACK ALSO ON HILL WILL PULL THEN STOP PULLING
03/05/2009	13:30	PLEASE REPLACE THE MECH UNIT, FLUID, FILTER, AND BOLTS.
03/12/2009	13:03	P2 - SPOKE TO CHRIS, AWAITING PARTS.
03/13/2009	15:23	JOB COMPLETE. TRANS SHIFT TO SPEC
03/13/2009	19:37	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
03/13/2009	19:37	ISSUE UPDATED

<b>Consultant's Closing Comments</b>
. TRANS SHIFT TO SPEC

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
425829	JETTA	2008	3VWRA71KX8M [REDACTED]	3400	3885	03/05/2009	USA

#### Workshop Finding

02E 050J 1414 J02; NO FAULTS MAF HAD LITTLE EFFECT

Activity Date	Activity Time	Activity Comments
03/05/2009	14:24	50-100 RPM SURGE IN 6TH GEAR AT CRUISE
03/05/2009	14:24	ISSUE OPENED BY DEALERSHIP
03/05/2009	14:31	CUSTOMER COMMENTS: 50-100 RPM SURGE IN 6TH GEAR AT CRUISE
03/05/2009	14:31	MONITOR MVB 10 IN THE TCM TO DETERMINE IF THIS IS AN ENGINE CONCERN OR TRANS. SEE IF WE CAN DUPLICATE THIS ISSUE IN ANY OTHER GEAR
03/05/2009	14:31	WORKSHOP FINDINGS: 02E 050J 1414 J02; NO FAULTS MAF HAD LITTLE EFFECT
03/05/2009	14:33	ISSUE UPDATED
03/05/2009	14:47	CONCERN HAPPENS IN 4TH ALSO; REPLACE THE MECH, FLUID, FILTER AND BOLTS
03/05/2009	14:49	ADVISED THE TECH THAT IF THE VEHICLE LEAVES TO CLOSE THE VTA
03/05/2009	15:06	ORDERED MEC UNIT
03/05/2009	15:22	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
03/05/2009	15:22	ISSUE UPDATED

#### Consultant's Closing Comments

CONCERN HAPPENS IN 4TH ALSO; REPLACE THE MECH, FLUID, FILTER AND BOLTS

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
425925	JETTA	2008	3VWRA71K38M [REDACTED]	10561	3885	03/05/2009	USA

#### Workshop Finding

ROAD TEST CAR,WHEN STOPPING.LET FOOT OFF BRAKE PADEL,CAR GOES OUT OFF GEAR THEN BACK INTO GEAR,HAVE NO FAULTS,IN TRANS OR ENGINE.

Activity Date	Activity Time	Activity Comments
03/05/2009	16:01	ISSUE OPENED BY DEALERSHIP
03/05/2009	16:01	ROAD TEST CAR,WHEN STOPPING.LET FOOT OFF BRAKE PADEL,CAR GOES OUT OFF GEAR THEN BACK INTO GEAR,HAVE NO FAULTS,IN TRANS OR ENGINE.
03/05/2009	16:15	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 OUTSIDE OF PARAMETERS JUST RUN MANUAL BASIC SETTINGS AND REEVALUATE SHIFT CONCERN. VEHICLE CAN BE RELEASED TO CUSTOMER BUT VTA NEEDS TO BE CLOSED OUT. 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.
03/05/2009	16:15	CUSTOMER COMMENTS: HESITATION ON ACCEL
03/05/2009	16:15	WORKSHOP FINDINGS: ROAD TEST CAR,WHEN STOPPING.LET FOOT OFF BRAKE PADEL,CAR GOES OUT OFF GEAR THEN BACK INTO GEAR,HAVE NO FAULTS,IN TRANS OR ENGINE.
03/10/2009	10:12	CAR STILL HERE,MECH UNIT BACK ORDER.WAITNG FOR PARTS.
03/10/2009	15:52	INSTALL MECH UNIT,ROAD TEST.CAR SEEMS OK,LETING CAR GO,.
03/10/2009	16:16	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
03/10/2009	16:16	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
425984	EOS	2007	WVWFA71F77V [REDACTED]	34325	3885	03/05/2009	USA

#### Workshop Finding

HESITATION/ JERKY SENSATION UNDER ACCELL TCM 02ER 1302

Activity Date	Activity Time	Activity Comments
03/05/2009	17:17	ISSUE OPENED BY DEALERSHIP
03/05/2009	17:17	WHEN IN LOWER GEAR AND ACCEL, CAR LURCHES FORWARD, FROM STANDSTILL WITH SLIGHT ACCEL CAR JERKS IN DRIVE AND REVERSE, 0 FAULTS IN ECM, 0 FAULTS IN TCM, VERIFIED, DOES NOT ENGAGE SMOOTHLY, NO TRANS FLUID LEAKS, NO RESIDUE OF LEAKS, THROTTLE BODY ADAPTED, USED GUIDED FUNCTIONS TO DO BASIC SETTINGS ON DSG, TECH TIP 240723- CHECKED ECM CODING BYTE 04 IS 1C, NO TSBS FOUND.
03/05/2009	18:00	CUSTOMER COMMENTS: WHEN IN LOWER GEAR AND ACCEL, CAR LURCHES FORWARD, FROM STANDSTILL WITH SLIGHT ACCEL CAR JERKS IN DRIVE AND REVERSE, 0 FAULTS IN ECM, 0 FAULTS IN TCM, VERIFIED, DOES NOT ENGAGE SMOOTHLY, NO TRANS FLUID LEAKS, NO RESIDUE OF LEAKS, THROTTLE BODY ADAPTED, USED GUIDED FUNCTIONS TO DO BASIC SETTINGS ON DSG, TECH TIP 240723- CHECKED ECM CODING BYTE 04 IS 1C, NO TSBS FOUND.
03/05/2009	18:00	ISSUE SENT TO DEALERSHIP
03/05/2009	18:00	UPDATE THE TCM TO THE LATEST, SET BASICS VIA TELDEDIAG.
03/05/2009	18:00	WORKSHOP FINDINGS: HESITATION/ JERKY SENSATION UNDER ACCELL TCM 02ER 1302
03/05/2009	19:04	TEST DROVE 16 MILES, RAN THRU ALL GEARS IN DRIVE AND TIPTRONIC, SOME HIGHWAY/CITY DRIVING, LET CAR SIT FOR 15 MINS, 0 FAULTS, RETESTED CONCERN, SHUDDERS IN DRIVE AND REVERSE AT SLIGHT ACCEL,
03/05/2009	19:12	INSPECT FLUID FOR DEBRIS AND IF OK REPLACE THE MECHATRONIC, FLUID, FILTER AND BOLTS
03/05/2009	20:59	MECHATRONICS ON BACK ORDER, ORDERED MECH/BOLTS/FLUID/FILTER/GASKET, WILL INSPECT FLUID/PAN FOR DEBRIS/WATER CONTAMINATION WHEN PARTS ARRIVE, CAR RELEASED TO CUST, INCLUDED IN RO NOTES IF FLUID CONTAMINATED WILL NOT REPLACE J743 MECHATRONICS AND REOPEN VTA
03/06/2009	14:18	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
03/06/2009	14:18	ISSUE UPDATED

#### Consultant's Closing Comments

MECHATRONICS ON BACK ORDER, ORDERED MECH/BOLTS/FLUID/FILTER/GASKET, WILL INSPECT FLUID/PAN FOR DEBRIS/WATER CONTAMINATION WHEN PARTS ARRIVE, CAR RELEASED TO CUST, INCLUDED IN RO NOTES IF FLUID CONTAMINATED WILL NOT REPLACE J743 MECHATRONICS AND REOPEN VTA

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
426010	JETTA	2009	3VWAL71K49M [REDACTED]	4420	3885	03/05/2009	USA

<b>Workshop Finding</b>
n/a

Activity Date	Activity Time	Activity Comments
03/05/2009	18:06	HARSH SHIFTING WHEN SLOWING DOWN IN TRAFFIC AND ACCEL. WE HAVE DONE THE BASIC SETTINGS MORE SO WHEN WORM NO DTC.
03/05/2009	18:06	ISSUE OPENED BY DEALERSHIP
03/05/2009	18:11	CUSTOMER COMMENTS: HARSH SHIFTING WHEN SLOWING DOWN IN TRAFFIC AND ACCEL. WE HAVE DONE THE BASIC SETTINGS MORE SO WHEN WORM NO DTC.
03/05/2009	18:11	PLEASE REPLACE MECH UNIT, FLUID, FILTER, AND BOLTS.
03/06/2009	10:57	IT WILL TAKE 7 TO 10 WORKING DAYS? TO GET THE PARTS WE CLOSE THE VTA. FOR NOW
03/06/2009	12:20	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
03/06/2009	12:20	ISSUE UPDATED

<b>Consultant's Closing Comments</b>
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
426020	RABBIT	2009	WVWHD71K19W [REDACTED]	5296	3490	03/05/2009	USA

<b>Workshop Finding</b>
n/a

Activity Date	Activity Time	Activity Comments
03/05/2009	18:12	CUSTOMER STATES THAT THE TRANS JUMPS FROM IDLE AT ACCELERATION.  ROAD TESTED VEHICLE... VERFIED CONCERN. TRANS FEELS AS IF ITS GIVEN A SUDDEN THROTTLE TAP THEN LET OFF QUICKLY. RPM WILL SPIKE UP QUICKLY TO 1000 RPM THEN DROP BACK DOWN TO 7- 800 RPMS.. WITH OUT EVEN TOUCHING THE GAS PEDAL. ONCE YOU ACCELERATE WHEN DRIVING TRANS OPERATES TO MANUFACT SPEC, ONLY DOES THIS IN POS "D" WHEN COMING TO A COMPLETE STOP.PERFOMED GFF NO DTCS DETECTED.TRANS TYPE DSG, TRANS#02E300051C, TRANS CODING #20 , SOFTWARE LEVEL 1815
03/05/2009	18:12	ISSUE OPENED BY DEALERSHIP
03/05/2009	18:17	MARIO, PLEASE REPLACE MECH UNIT, FLUID, FILTER, AND BOLTS.
03/05/2009	18:21	PART NOT IN STOCK WILL SPECIAL ORDER FOR NEXT WEEK..CUST WILL TAKE VEHICLE AT THIS TIME.
03/06/2009	12:20	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
03/06/2009	12:20	ISSUE UPDATED

<b>Consultant's Closing Comments</b>
MARIO, 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
426032	JETTA	2008	3VWRJ71KX8M [REDACTED]	10742	3885	03/05/2009	USA

#### Workshop Finding

TECH VERIFIED THE CONCERN. MVB 54 IS A J03.

Activity Date	Activity Time	Activity Comments
03/05/2009	18:52	CUSTOMER STATES TRANS DELAY AND HARSH ENGAGE WHEN TAKING OFF FROM STOP SIGN ALSO HARD DOWN SHIFTS
03/05/2009	18:52	ISSUE OPENED BY DEALERSHIP
03/05/2009	18:56	ADVISED THE TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT.
03/05/2009	18:56	CUSTOMER COMMENTS: CUSTOMER STATES TRANS DELAY AND HARSH ENGAGE WHEN TAKING OFF FROM STOP SIGN ALSO HARD DOWN SHIFTS
03/05/2009	18:56	WORKSHOP FINDINGS: TECH VERIFIED THE CONCERN. MVB 54 IS A J03.
03/10/2009	13:08	WAITING FOR PARTS
03/10/2009	17:52	P1 THANK YOU FOR THE UPDATE. REMEMBER TO UPDATE AND CLOSE THE TICKET.
03/13/2009	11:45	STILL WAITING FOR PARTS
03/13/2009	19:03	THANK YOU FOR THE UPDATE. REMEMBER TO UPDATE AND CLOSE THE TICKET.
03/17/2009	11:29	PARTS HERE, WE WILL INSTALL IT TODAY
03/17/2009	18:04	THANK YOU FOR THE UPDATE. REMEMBER TO UPDATE AND CLOSE THE TICKET.
03/17/2009	22:11	PARTS INSTALLED OPERATION TRANS OPERATION NORMAL.
03/18/2009	18:23	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
03/18/2009	18:23	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
426104	EOS	2008	WVWBA71F68V [REDACTED]	21087	3885	03/06/2009	USA

#### Workshop Finding

RAN GFF AND NO FAULTS FOR ANYTHING, CHECKED TECH SOLUTIONS AND FOUND NOTHING? ANY IDEAS?

Activity Date	Activity Time	Activity Comments
03/06/2009	09:28	ISSUE OPENED BY DEALERSHIP
03/06/2009	09:28	WHEN LEAVING FROM A STOP, THE VEHICLE WILL JERK, AND SEEMS LIKE ITS GOING INTO GEAR AND THEN GOING OUT OF GEAR REALLY QUICKLY, ONCE THE CAR GETS GOING THIS STOPS AND IT DRIVES NORMAL. RAN GFF AND NO FAULTS FOR ANYTHING, CHECKED TECH SOLUTIONS AND FOUND NOTHING? ANY IDEAS?
03/06/2009	09:37	ADVISED TECH TO REPLACE MECH UNIT, BOLTS, FILTER AND FLUID, PERFORM MANUAL BASIC SETTINGS PER PROCEDURE BELOW AND CLOSE OUT VTA. MVB 54 H50 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.
03/06/2009	09:37	CUSTOMER COMMENTS: WHEN LEAVING FROM A STOP, THE VEHICLE WILL JERK, AND SEEMS LIKE ITS GOING INTO GEAR AND THEN GOING OUT OF GEAR REALLY QUICKLY, ONCE THE CAR GETS GOING THIS STOPS AND IT DRIVES NORMAL.
03/06/2009	09:37	WORKSHOP FINDINGS: RAN GFF AND NO FAULTS FOR ANYTHING, CHECKED TECH SOLUTIONS AND FOUND NOTHING? ANY IDEAS?
03/06/2009	10:02	ORDERED PARTS AS DIRECTED BY TECH LINE
03/06/2009	13:50	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
03/06/2009	13:50	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
426172	JETTA	2008	3VWRA71K78M [REDACTED]	6597	3885	03/06/2009	USA

#### Workshop Finding

QUESTION ON DSG TRANSMISSION. VERIFIED CONCERN.

Activity Date	Activity Time	Activity Comments
03/06/2009	10:51	ISSUE OPENED BY DEALERSHIP
03/06/2009	10:51	QUESTION ON DSG TRANSMISSION
03/06/2009	10:57	ADVISED TECH TO GET FIRST 3 DIGITS OF MVB 54 AND CALL BACK.
03/06/2009	10:57	CUSTOMER COMMENTS: SHUDDER ON ACCEL.
03/06/2009	10:57	WORKSHOP FINDINGS: QUESTION ON DSG TRANSMISSION. VERIFIED CONCERN.
03/06/2009	11:00	MVB J13
03/06/2009	11:06	ADVISED TECH TO REPLACE MECH UNIT, BOLTS, FILTER AND FLUID, PERFORM MANUAL BASIC SETTINGS PER PROCEDURE BELOW. CLOSE OUT VTA IF VEHICLE IS RELEASED TO CUSTOMER OR 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.
03/07/2009	15:43	RED ORDER TCM CUSTOMER WILL RETURN
03/09/2009	07:35	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
03/09/2009	07:35	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
426211	JETTA	2008	3VWRA71K58M [REDACTED]	15338	3885	03/06/2009	USA

#### Workshop Finding

TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM. MVB 54 IS J07.

Activity Date	Activity Time	Activity Comments
03/06/2009	11:42	CUST. STATES VEHICLE CLUNKS WHEN TAKING OFF FROM STOP VERIFIED CONCERN ONLY WHEN HOT AND NOT ALL THE TIME WHEN YOU LET OFF BRAKE FILLS LIKE CAR IS GOING TO DIE THEN IT CLUNKS AND TAKES OFF.NO FAULTS PRESENT NO TSBS FOUND
03/06/2009	11:42	ISSUE OPENED BY DEALERSHIP
03/06/2009	12:02	ADVISED THE TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT.
03/06/2009	12:02	CUSTOMER COMMENTS: CUST. STATES VEHICLE CLUNKS WHEN TAKING OFF FROM STOP VERIFIED CONCERN ONLY WHEN HOT AND NOT ALL THE TIME WHEN YOU LET OFF BRAKE FILLS LIKE CAR IS GOING TO DIE THEN IT CLUNKS AND TAKES OFF.NO FAULTS PRESENT NO TSBS FOUND
03/06/2009	12:02	WORKSHOP FINDINGS: TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM. MVB 54 IS J07.
03/06/2009	12:08	THANKS FOR THE HELP PARTS ORDER CUSTOMER TO PICK UP VEHICLE.
03/06/2009	12:09	SORRY HIT SEND NOT CLOSE
03/06/2009	17:55	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
03/06/2009	17:55	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
426253	JETTA	2008	3VWRJ71K08M [REDACTED]	10993	3885	03/06/2009	USA

#### Workshop Finding

TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM. MVB 54 IS J03.

Activity Date	Activity Time	Activity Comments
03/06/2009	12:22	ACCELERATING FROM A STOP WANTS TO STALL . SHUDDER- SURGE.
03/06/2009	12:22	ISSUE OPENED BY DEALERSHIP
03/06/2009	12:29	ADVISED THE TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT.
03/06/2009	12:29	CUSTOMER COMMENTS: ACCELERATING FROM A STOP WANTS TO STALL . SHUDDER- SURGE.
03/06/2009	12:29	WORKSHOP FINDINGS: TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM. MVB 54 IS J03.
03/06/2009	12:31	I SPECIAL ORDERED PARTS.
03/06/2009	17:54	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
03/06/2009	17:54	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
426262	JETTA	2008	3VWRJ71K28M	20228	3885	03/06/2009	USA

#### Workshop Finding

I ROAD TESTED THE CAR WITH THE CUSTOMER AND VERIFIED THE CONCERN  
 I THEN ORDERED A MECHATRONICS UNIT DUE TO 3 OTHER CARS IN THE SHOP THAT HAD THE SAME CONCERN AFTER THE NEW UNIT CAME TO US I INSTALLED IT INTO THE CAR AND TRIED TO SET THE BASIC SETTINGS ON THE UNIT AND IT WOULD NOT SET  
 TRIED USING GFF AND GUIDED FUNCTIONS AND NEITHER ONE WOULD FINISH BASIC SETTINGS  
 CALLED EVAN HOARD AND EXPLAINED THE SITUATION TO HIM AND HE ADVISED ME TO TRY TO SET THE BASIC SETTINGS USING MVB WHEN USING THIS PROCEDURE THE SAME THING HAPPENS  
 THE BASIC SETTINGS START TO WORK BUT FAIL TO COMPLETE THE PROCESS AFTER NUMEROUS ATTEMPTS  
 TO DO THIS I CALLED EVAN HOARD AGAIN AND HE TOLD ME THAT IT SOUNDS LIKE A FAULTY MECHATRONICS UNIT I WAS ADVISED TO CALL YOU  
 THANK YOU

Activity Date	Activity Time	Activity Comments
03/06/2009	12:28	ISSUE OPENED BY DEALERSHIP
03/06/2009	12:28	THE CUSTOMER CONCERN IS THAT THE CAR JERKS WHEN TRYING TO ACCELERATE FROM A STOP IN DRIVE AND IN REVERSE I ROAD TESTED THE CAR WITH THE CUSTOMER AND VERIFIED THE CONCERN I THEN ORDERED A MECHATRONICS UNIT DUE TO 3 OTHER CARS IN THE SHOP THAT HAD THE SAME CONCERN AFTER THE NEW UNIT CAME TO US I INSTALLED IT INTO THE CAR AND TRIED TO SET THE BASIC SETTINGS ON THE UNIT AND IT WOULD NOT SET TRIED USING GFF AND GUIDED FUNCTIONS AND NEITHER ONE WOULD FINISH BASIC SETTINGS CALLED EVAN HOARD AND EXPLAINED THE SITUATION TO HIM AND HE ADVISED ME TO TRY TO SET THE BASIC SETTINGS USING MVB WHEN USING THIS PROCEDURE THE SAME THING HAPPENS THE BASIC SETTINGS START TO WORK BUT FAIL TO COMPLETE THE PROCESS AFTER NUMEROUS ATTEMPTS TO DO THIS I CALLED EVAN HOARD AGAIN AND HE TOLD ME THAT IT SOUNDS LIKE A FAULTY MECHATRONICS UNIT I WAS ADVISED TO CALL YOU THANK YOU
03/06/2009	15:05	CASE INVALID, WRONG TECH ON VTA.
03/06/2009	15:05	CUSTOMER COMMENTS: THE CUSTOMER CONCERN IS THAT THE CAR JERKS WHEN TRYING TO ACCELERATE FROM A STOP IN DRIVE AND IN REVERSE.
03/06/2009	15:05	ISSUE CLOSED BY CONSULTANT - INVALID
03/06/2009	15:05	WORKSHOP FINDINGS: I ROAD TESTED THE CAR WITH THE CUSTOMER AND VERIFIED THE CONCERN I THEN ORDERED A MECHATRONICS UNIT DUE TO 3 OTHER CARS IN THE SHOP THAT HAD THE SAME CONCERN AFTER THE NEW UNIT CAME TO US I INSTALLED IT INTO THE CAR AND TRIED TO SET THE BASIC SETTINGS ON THE UNIT AND IT WOULD NOT SET TRIED USING GFF AND GUIDED FUNCTIONS AND NEITHER ONE WOULD FINISH BASIC SETTINGS CALLED EVAN HOARD AND EXPLAINED THE SITUATION TO HIM AND HE ADVISED ME TO TRY TO SET THE BASIC SETTINGS USING MVB WHEN USING THIS PROCEDURE THE SAME THING HAPPENS THE BASIC SETTINGS START TO WORK BUT FAIL TO COMPLETE THE PROCESS AFTER NUMEROUS ATTEMPTS TO DO THIS I CALLED EVAN HOARD AGAIN AND HE TOLD ME THAT IT SOUNDS LIKE A FAULTY MECHATRONICS UNIT I WAS ADVISED TO CALL YOU THANK YOU

#### Consultant's Closing Comments

CASE HAS BEEN DETERMINED INVALID BY CONSULTANT  
 CASE INVALID, WRONG TECH ON VTA. GAVE TECH UPDATE ON MANUAL BASIC SETTINGS, ADVISED TECH TO OPEN NEW VTA IF CONCERN IS NOT RESOLVED.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
426388	EOS	2008	WVWBA71F38V [REDACTED]	11267	3885	03/06/2009	USA

**Workshop Finding**

TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM. MVB 54 IS J06.

Activity Date	Activity Time	Activity Comments
03/06/2009	15:19	DSG TRANSMISSION, CLIENT STATES SHUDDERS UNDER ACCELERATION. ROADTESTED, VERIFIED CONCERN, AND FOUND HARSH 1ST GEAR ENGAGEMENT FROM A STOP. PERFORMED BASIC SETTINGS USING SELF DIAG, CONDITION PERSISTS.
03/06/2009	15:19	ISSUE OPENED BY DEALERSHIP
03/06/2009	15:29	ADVISED THE TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT.
03/06/2009	15:29	CUSTOMER COMMENTS: DSG TRANSMISSION, CLIENT STATES SHUDDERS UNDER ACCELERATION. ROADTESTED, VERIFIED CONCERN, AND FOUND HARSH 1ST GEAR ENGAGEMENT FROM A STOP. PERFORMED BASIC SETTINGS USING SELF DIAG, CONDITION PERSISTS.
03/06/2009	15:29	WORKSHOP FINDINGS: TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM. MVB 54 IS J06.
03/06/2009	15:50	ORDERED PARTS.
03/06/2009	17:53	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
03/06/2009	17:53	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
426478	RABBIT	2008	WVWVFV71K68W [REDACTED]	11717	3885	03/06/2009	USA

#### Workshop Finding

TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM. FLUID LEVEL AND CONDITION ARE GOOD. MVB 54 IS A J02.

Activity Date	Activity Time	Activity Comments
03/06/2009	17:39	ISSUE OPENED BY DEALERSHIP
03/06/2009	17:39	VEHICLE HAS A VERY HARSH ENGAGEMENT FROM A STOP. ALMOST FEELS LIKE FLUID LOSS BUT FLUID LEVEL IS CORRECT AND THERE ARE NO CODES IN THE TCM. VEHICLE HAS A DSG TRANSMISSION.
03/06/2009	17:44	ADVISED THE TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT.
03/06/2009	17:44	CUSTOMER COMMENTS: VEHICLE HAS A VERY HARSH ENGAGEMENT FROM A STOP. ALMOST FEELS LIKE FLUID LOSS BUT FLUID LEVEL IS CORRECT AND THERE ARE NO CODES IN THE TCM. VEHICLE HAS A DSG TRANSMISSION.
03/06/2009	17:44	WORKSHOP FINDINGS: TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM. FLUID LEVEL AND CONDITION ARE GOOD. MVB 54 IS A J02.
03/06/2009	17:53	ORDERED PARTS ON 3/6 THANKS GLEN.
03/06/2009	18:09	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
03/06/2009	18:09	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
426543	EOS	2008	WVWFA71F38V [REDACTED]	12576	3885	03/07/2009	USA

#### Workshop Finding

VERIFIED ON TEST DRIVE THAT VEHICLE BANGS INTO GEAR. SECOND TIME IN FOR THIS CONCERN ALREADY DID UPFLASH.

Activity Date	Activity Time	Activity Comments
03/07/2009	13:20	ISSUE OPENED BY DEALERSHIP
03/07/2009	13:20	VERIFIED ON TEST DRIVE THAT VEHICLE BANGS INTO GEAR. SECOND TIME IN FOR THIS CONCERN ALREADY DID UPFLASH.
03/07/2009	14:57	ADVISE TECH TO CHECK MVB54 IN TCM AND CALL BACK.
03/07/2009	14:57	CUSTOMER COMMENTS: BANGS INTO 1ST AND REVERSE
03/07/2009	14:57	WORKSHOP FINDINGS: VERIFIED ON TEST DRIVE THAT VEHICLE BANGS INTO GEAR. SECOND TIME IN FOR THIS CONCERN ALREADY DID UPFLASH.
03/07/2009	15:14	ADVISE TECH TO REPLAVE MECHATRONICS , VALVE BODY AND BOLTS.
03/07/2009	15:15	A2 ESCALATION
03/07/2009	15:52	ORDERED PARTS
03/08/2009	13:04	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
03/08/2009	13:04	ISSUE UPDATED

#### Consultant's Closing Comments

ADVISE TECH TO REPLAVE MECHATRONICS , FLUID, FILTER AND BOLTS.



VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
426650	EOS	2008	WVWBA71F18V [REDACTED]	11680	3885	03/09/2009	USA

#### Workshop Finding

ALL UP DATES HAVE BEEN DONE. NO FAULTS FOUND. WE HAVE HAD 2 OTHER EOS WITH THIS PROBLEM I BELEIVE WE REPALCED THE MECHATRONICS ON THE OTHER 2 CARS.

Activity Date	Activity Time	Activity Comments
03/09/2009	10:12	CUSTOMER HAS A BUCKING FEELING ON ACCELERATION. ALL UP DATES HAVE BEEN DONE. NO FAULTS FOUND. WE HAVE HAD 2 OTHER EOS WITH THIS PROBLEM I BELEIVE WE REPALCED THE MECHATRONICS ON THE OTHER 2 CARS.
03/09/2009	10:12	ISSUE OPENED BY DEALERSHIP
03/09/2009	10:24	ADVISED TECH TO CHECK MVB 54 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 OF SPECIFIED THEN RUN MANUAL BASIC SETTINGS AND REEVALUATE SHIFT CONCERN. CLOSE OUT VTA IF VEHICLE IS RELEASED TO CUSTOMER. 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.
03/09/2009	10:24	CUSTOMER COMMENTS: CUSTOMER HAS A BUCKING FEELING ON ACCELERATION.
03/09/2009	10:24	WORKSHOP FINDINGS: ALL UP DATES HAVE BEEN DONE. NO FAULTS FOUND. WE HAVE HAD 2 OTHER EOS WITH THIS PROBLEM I BELEIVE WE REPALCED THE MECHATRONICS ON THE OTHER 2 CARS.
03/09/2009	11:01	HAS H30 IN MVB 54 ORDERED MECH UNIT FLUID FILTER AND BOLTS FOR MECH UNIT
03/09/2009	13:14	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
03/09/2009	13:14	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
426779	EOS	2008	WVWBA71F98V [REDACTED]	13987	3885	03/09/2009	USA

#### Workshop Finding

TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM. MVB 54 IN IS H30.

Activity Date	Activity Time	Activity Comments
03/09/2009	12:23	CUST STATES WHEN PUULING OFF FROM DEAD STOP THAT TRANS JERKS. RAN GFF AND NO DTCS IN ANYTHING. TEST DROVE AND DOES FELL JERKY WHEN TAKING OFF LIKE CLUTCH LETS OUT AND IN A FEW TIMES IN A BUMPING ACTION BEFORE FULLY ENGAGING. AS IF SOMEONE WHO IS LEARING TO DRIVE A STICKSHIFT WOULD. PERFORMED BASIC STTINGS IN GUIDED FUNCTIONS AND TEST DROVE AGAIN AND STILL DOES IT.
03/09/2009	12:23	ISSUE OPENED BY DEALERSHIP
03/09/2009	12:29	ADVISED THE TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT.
03/09/2009	12:29	CUSTOMER COMMENTS: CUST STATES WHEN PUULING OFF FROM DEAD STOP THAT TRANS JERKS. RAN GFF AND NO DTCS IN ANYTHING. TEST DROVE AND DOES FELL JERKY WHEN TAKING OFF LIKE CLUTCH LETS OUT AND IN A FEW TIMES IN A BUMPING ACTION BEFORE FULLY ENGAGING. AS IF SOMEONE WHO IS LEARING TO DRIVE A STICKSHIFT WOULD. PERFORMED BASIC STTINGS IN GUIDED FUNCTIONS AND TEST DROVE AGAIN AND STILL DOES IT.
03/09/2009	12:29	WORKSHOP FINDINGS: TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM. MVB 54 IN IS H30.
03/09/2009	12:35	ORDERED MECH UNIT, FLUID,FILTER, AND BOLTS.
03/09/2009	16:15	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
03/09/2009	16:15	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
426972	EOS	2008	WVWBA71F38V [REDACTED]	10648	3885	03/09/2009	USA

#### Workshop Finding

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

Activity Date	Activity Time	Activity Comments
03/09/2009	16:14	CUSTOMER STATES THAT VEHICLE IS JUMPY WHEN TAKING OFF FROM A LIGHT DIG.VAS 5052 GFF ONOT FOUND FAULTS IN ECM,TCM OR ABS.PERFORMED BASIC SETTINGS THAT VEHICLE JUMPY WHEN START IN 1ST GEAR ALL THAT TIME CHECKED TRANS.FLUID LEVEL OK
03/09/2009	16:14	ISSUE OPENED BY DEALERSHIP
03/09/2009	16:28	ADVISED THE TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT.
03/09/2009	16:28	WORKSHOP FINDINGS: TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM.
03/16/2009	10:45	SPOKE WITH JAHN IN SERVICE. JAHN STATES THEY RECEIVED THE PARTS. P2
03/16/2009	15:21	REPLACED MECH UNIT,FILTER AND BOLTS TOP OFF THAT FLUID PERFORMED BASIC SETTINGS RESTORING ELECTRICAL POWER ROAD TEST WORKING FACTORI SPECS
03/16/2009	19:01	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
03/16/2009	19:01	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
426982	EOS	2008	WVWFA71F88V [REDACTED]	9430	3885	03/09/2009	USA

#### Workshop Finding

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

Activity Date	Activity Time	Activity Comments
03/09/2009	16:21	CUSTOMER STATES TRANSMISSION JERKS WHEN FIRST PULLING OUT. WHEN PUSHING ACCELERATOR TRANSMISSION DOESN'T FEEL ENGAGED AT FIRST AND THEN BUMPS AND THEN AFTER A SECOND IT SEEMS TO HESITATE AGAIN, THIS A HAPPENS IN FIRST GEAR. NO ECM OR TCM CODES. IS THIS A KNOWN CONDITION ?
03/09/2009	16:21	ISSUE OPENED BY DEALERSHIP
03/09/2009	16:31	ADVISED THE TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT.
03/09/2009	16:31	CUSTOMER COMMENTS: CUSTOMER STATES TRANSMISSION JERKS WHEN FIRST PULLING OUT. WHEN PUSHING ACCELERATOR TRANSMISSION DOESN'T FEEL ENGAGED AT FIRST AND THEN BUMPS AND THEN AFTER A SECOND IT SEEMS TO HESITATE AGAIN, THIS A HAPPENS IN FIRST GEAR. NO ECM OR TCM CODES. IS THIS A KNOWN CONDITION ?
03/09/2009	16:31	WORKSHOP FINDINGS: TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM.
03/10/2009	09:23	ORDERED PARTS.
03/10/2009	18:01	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
03/10/2009	18:01	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
426989	EOS	2008	WVWFA71F08V [REDACTED]	10608	3885	03/09/2009	USA

#### Workshop Finding

TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM. MVB 54 IS H28.

Activity Date	Activity Time	Activity Comments
03/09/2009	16:26	CUST STATES CAR LURCHES FORWARD AT STOPS AND WHEN ACCELERATING FROM A STOP. 5052 NO DTC'S FLUID LEVEL IS OK GEARBOX ELECTRONICS MVB 54 H28J0337
03/09/2009	16:26	ISSUE OPENED BY DEALERSHIP
03/09/2009	16:34	ADVISED THE TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT.
03/09/2009	16:34	CUSTOMER COMMENTS: CUST STATES CAR LURCHES FORWARD AT STOPS AND WHEN ACCELERATING FROM A STOP. 5052 NO DTC'S FLUID LEVEL IS OK GEARBOX ELECTRONICS MVB 54 H28J0337
03/09/2009	16:34	WORKSHOP FINDINGS: TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM. MVB 54 IS H28.
03/09/2009	17:12	ORDERED PARTS
03/09/2009	18:15	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
03/09/2009	18:15	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
427002	RABBIT	2007	WVWVFV71K37W [REDACTED]	48023	3885	03/09/2009	USA

#### Workshop Finding

TECH UNABLE TO VERIFY THE CONCERN. VEHICLE OPERATING TO SPEC AT THIS TIME.

Activity Date	Activity Time	Activity Comments
03/09/2009	16:35	CUSTOMER COMPLAINS OF NOT GOIN INTO GEAR WHEN PUT FROM REVERSE TO DRIVE, HAVEN'T DUPLICATED THAT BUT VEHICLE IS VERY JERKY WHEN IDLING IN GEAR AND ACCELERATING SLOWLY, ABOUT 4K MILES AGO THE SPEED/TEMP SENSOR TSB WAS PERFORMED, SAVED VALUE BLOCKS 53 AND 54 PER SHOP FOREMAN, 65535 AND G51P0022
03/09/2009	16:35	ISSUE OPENED BY DEALERSHIP
03/09/2009	16:45	ADVISED THE TECH TO ROAD TEST WITH THE CUSTOMER AND SEE IF THE CONCERN CAN BE DUPLICATED.
03/09/2009	16:45	CUSTOMER COMMENTS: CUSTOMER COMPLAINS OF NOT GOIN INTO GEAR WHEN PUT FROM REVERSE TO DRIVE, HAVEN'T DUPLICATED THAT BUT VEHICLE IS VERY JERKY WHEN IDLING IN GEAR AND ACCELERATING SLOWLY, ABOUT 4K MILES AGO THE SPEED/TEMP SENSOR TSB WAS PERFORMED, SAVED VALUE BLOCKS 53 AND 54 PER SHOP FOREMAN, 65535 AND G51P0022
03/09/2009	16:45	WORKSHOP FINDINGS: TECH UNABLE TO VERIFY THE CONCERN. VEHICLE OPERATING TO SPEC AT THIS TIME.
03/13/2009	19:18	NEVER DUPLICATED THE NOT GOING INTO GEAR BUT FOUND THE BREATHER VALVE ON VALVE COVER WAS MAKIN ENGINE SHUDDER AT STARTUP AND WHEN PUT INTO GEAR NO TRANS PROBLEMS FOUND, THANKS THOUGH
03/13/2009	19:47	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
03/13/2009	19:47	ISSUE UPDATED

#### Consultant's Closing Comments

VEHICLE OPERATING TO SPEC AT THIS TIME.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
427097	EOS	2008	WVWBA71F48V [REDACTED]	7006	3885	03/10/2009	USA

#### Workshop Finding

LURCHING AND GETTING WORSE.

Activity Date	Activity Time	Activity Comments
03/09/2009	20:41	CUSTOMER STATES THAT THE CAR IS LURCHING AND GETTING WORSE.
03/09/2009	20:41	ISSUE OPENED BY DEALERSHIP
03/10/2009	14:33	TEST DROVE, FOUND THERE IS AN INTERMITTANT HARSH ENGAGEMENT FROM NEUTRAL TO 1ST GEAR. AFTER THE HARSH ENGAGEMENT THE CAR WILL SURGE WITH LIGHT EXCELERATION. NO FAULTS FOUND.
03/10/2009	14:35	CUSTOMER COMMENTS: CUSTOMER STATES THAT THE CAR IS LURCHING AND GETTING WORSE.
03/10/2009	14:35	GET MBV 54 IN 02
03/10/2009	14:35	WORKSHOP FINDINGS: LURCHING AND GETTING WORSE.
03/10/2009	14:44	H43 PERFORM BASIC SETTING 61 & 60
03/10/2009	14:44	ROAD TEST CHECK SHIFTING
03/10/2009	16:29	PERFORMED BASIC SETTINGS AND TEST DROVE. NO CHANGE. TRIED ADDITIONAL BASIC SETTING RESET AND TEST DROVE. NO CHANGE. THERE IS STILL A HARD SHIPE INTO FIRST AND SURGING.
03/10/2009	16:53	ADVISED TO REPLACE MECHATRONICS UNIT, FLUID, FILTER AND BOLTS.
03/11/2009	14:04	WE HAVE ORDERED PARTS.
03/11/2009	17:29	PLEASE UPDATE AFTER REPAIRS ARE COMPLETED
03/16/2009	13:12	SPOKE TO BRIAN - AWAITING MECHATRONIC UNIT.
03/18/2009	13:57	STILL WAITING FOR PARTS. (>.<)
03/18/2009	17:11	PLEASE UPDATE AFTER REPAIRS ARE COMPLETED
03/20/2009	17:54	R+R MECHATRONIC UNIT. RESET BASIC SETTINGS AND TEST DROVE. CAR WORKING AS DESIGNED.
03/20/2009	18:00	CLOSEDED IT-ED
03/20/2009	18:19	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
03/20/2009	18:19	ISSUE UPDATED

#### Consultant's Closing Comments

R MECHATRONIC UNIT. RESET BASIC SETTINGS AND TEST DROVE. CAR WORKING AS DESIGNED.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
427123	JETTA	2008	3VWDJ71KX8M [REDACTED]	8219	3885	03/10/2009	USA

#### Workshop Finding

WAS ABLE TO VERIFY.

Activity Date	Activity Time	Activity Comments
03/10/2009	08:55	DSG TRANSMISSION IN VEHICLE. WHEN LETTING FOOT OFF BRAKE AND ABOUT TO ACCELERATE VEHICLE WILL SHUDDER AND SOMETIMES BANG INTO GEAR. WAS ABLE TO VERIFY.
03/10/2009	08:55	ISSUE OPENED BY DEALERSHIP
03/10/2009	09:09	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. H30
03/10/2009	09:09	CUSTOMER COMMENTS: DSG TRANSMISSION IN VEHICLE. WHEN LETTING FOOT OFF BRAKE AND ABOUT TO ACCELERATE VEHICLE WILL SHUDDER AND SOMETIMES BANG INTO GEAR.
03/10/2009	09:09	WORKSHOP FINDINGS: WAS ABLE TO VERIFY.
03/14/2009	12:04	REPLACED MECH UNIT. ROAD TEST. OKAY. RETURNED VEHICLE TO CUSTOMER.
03/14/2009	12:06	REPLACED MECH UNIT. ROAD TESTED. CONCERN FIXED. RETUNED VEHICLE TO CUSTOMER.
03/14/2009	12:07	REPLACED MECH UNIT. ROAD TESTED. CONCERN FIXED. RETUNED VEHICLE TO CUSTOMER.
03/16/2009	09:37	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
03/16/2009	09:37	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
427163	JETTA	2008	3VWRJ71K28M	20228	3885	03/10/2009	USA

#### Workshop Finding

AND THE CONCERN WAS DUPLICATED AND WHEN THE CAR CAME IN THERE WAS 3 OTHER CARS HERE WITH THE SAME CONCERNS AND EVAN HOARD WAS PRESENT AND LOOKED AT THE CAR WITH ME AND TOLD ME TO ORDER A MECHATRONICS UNIT AFTER THE MECHATRONICS UNIT ARRIVED I INSTALLED AND TRIED THE BASIC SETTINGS WITH USING GFF AND IT FAILED THEN TRIED USING GUIDED FUNCTIONS AND THE UNIT STILL FAILED THE BASIC SETTINGS AND SO I CONTACTED EVAN HOARD AND TOLD HIM ABOUT IT AND HE EXPLAINED TO ME HOW TO FORCE THE PROGRAMMING MANUALLY WITH MVBS 61-60-65-67-68 THE MODULE WILL NOT ALLOW THE SETTINGS TO BE CARRIED OUT THROUGH 61 THE CONTROL UNIT STOPS THE PROGRAMMING I CALLED EVAN AND HE TOLD ME TO CONTACT TECHLINE THANKS FOR YOUR TIME

Activity Date	Activity Time	Activity Comments
03/10/2009	09:30	CUSTOMER CONCERN IS THAT THE TRANS CLUNKS AND SLAMS INTO GEAR WHEN GOING FROM A STOP AND THE CONCERN WAS DUPLICATED AND WHEN THE CAR CAME IN THERE WAS 3 OTHER CARS HERE WITH THE SAME CONCERNS AND EVAN HOARD WAS PRESENT AND LOOKED AT THE CAR WITH ME AND TOLD ME TO ORDER A MECHATRONICS UNIT AFTER THE MECHATRONICS UNIT ARRIVED I INSTALLED AND TRIED THE BASIC SETTINGS WITH USING GFF AND IT FAILED THEN TRIED USING GUIDED FUNCTIONS AND THE UNIT STILL FAILED THE BASIC SETTINGS AND SO I CONTACTED EVAN HOARD AND TOLD HIM ABOUT IT AND HE EXPLAINED TO ME HOW TO FORCE THE PROGRAMMING MANUALLY WITH MVBS 61-60-65-67-68 THE MODULE WILL NOT ALLOW THE SETTINGS TO BE CARRIED OUT THROUGH 61 THE CONTROL UNIT STOPS THE PROGRAMMING I CALLED EVAN AND HE TOLD ME TO CONTACT TECHLINE THANKS FOR YOUR TIME
03/10/2009	09:30	ISSUE OPENED BY DEALERSHIP
03/10/2009	09:50	ADVISED TECH TO CALL BACK TO GO THROUGH BASIC SETTINGS OVER THE PHONE WHEN VEHICLE IS IN THE SHOP.
03/10/2009	09:50	CUSTOMER COMMENTS: CUSTOMER CONCERN IS THAT THE TRANS CLUNKS AND SLAMS INTO GEAR WHEN GOING FROM A STOP
03/10/2009	09:50	WORKSHOP FINDINGS: AND THE CONCERN WAS DUPLICATED AND WHEN THE CAR CAME IN THERE WAS 3 OTHER CARS HERE WITH THE SAME CONCERNS AND EVAN HOARD WAS PRESENT AND LOOKED AT THE CAR WITH ME AND TOLD ME TO ORDER A MECHATRONICS UNIT AFTER THE MECHATRONICS UNIT ARRIVED I INSTALLED AND TRIED THE BASIC SETTINGS WITH USING GFF AND IT FAILED THEN TRIED USING GUIDED FUNCTIONS AND THE UNIT STILL FAILED THE BASIC SETTINGS AND SO I CONTACTED EVAN HOARD AND TOLD HIM ABOUT IT AND HE EXPLAINED TO ME HOW TO FORCE THE PROGRAMMING MANUALLY WITH MVBS 61-60-65-67-68 THE MODULE WILL NOT ALLOW THE SETTINGS TO BE CARRIED OUT THROUGH 61 THE CONTROL UNIT STOPS THE PROGRAMMING I CALLED EVAN AND HE TOLD ME TO CONTACT TECHLINE THANKS FOR YOUR TIME
03/10/2009	10:31	ATTEMPTED MANUAL BASIC SETTINGS WITH TECH OVER THE PHONE. COULD NOT CARRY OUT 61, SET FAULT P0776 DURING BASIC SETTINGS. ADVISED TECH I WILL ESCALATE CASE TO GLEN STEWART. GLEN TO CALL BEN AT DEALER.
03/10/2009	10:32	ISSUE UPDATED
03/10/2009	12:03	ADVISED THE TECH TO GET THE VEHICLE IN THE SHOP AND CALL BACK FOR FURTHER ASSISTANCE.
03/10/2009	16:22	ADVISED THE TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT.
03/23/2009	11:00	AFTER CHANGING THE SECOND MEGATRONICS UNIT IT TOOK PROGRAMMING
03/23/2009	11:27	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
03/23/2009	11:27	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
427172	JETTA	2008	3VWRJ71K58M [REDACTED]	21178	3885	03/10/2009	USA

#### Workshop Finding

TEST DROVE VEHICLE AND VERIFEID CSUTOMERS CONCERNONLY WHEN VEHICLE HAD REACHED OPERATING TEMPERATURE WHEN RELEASEING BRAKE PEDAL AT A STOP AND BEGINING TO TO GO WITHOUT PRESSING ACCELERATOR PEDAL TRANS WITH INGAGE THEN JERK. PLEASE ADVISE. FLUID LEVEL AND CONDITION GOOD.

Activity Date	Activity Time	Activity Comments
03/10/2009	09:42	CUSTOMER CONCERNED THAT TRANS CHUGS AND JERKS FROM A STOP, GETS WORSE WHEN WARM. TEST DROVE VEHICLE AND VERIFEID CSUTOMERS CONCERNONLY WHEN VEHICLE HAD REACHED OPERATING TEMPERATURE WHEN RELEASEING BRAKE PEDAL AT A STOP AND BEGINING TO TO GO WITHOUT PRESSING ACCELERATOR PEDAL TRANS WITH INGAGE THEN JERK. PLEASE ADVISE
03/10/2009	09:42	ISSUE OPENED BY DEALERSHIP
03/10/2009	09:56	AFTER REVIEWING MVB 54 J06, ADVISED TECH TO REPLACE MECH UNIT, BOLTS, FILTER AND FLUID, THEN PERFORM TRANSMISSION 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.
03/10/2009	09:56	CUSTOMER COMMENTS: CUSTOMER CONCERNED THAT TRANS CHUGS AND JERKS FROM A STOP, GETS WORSE WHEN WARM.
03/10/2009	09:56	WORKSHOP FINDINGS: TEST DROVE VEHICLE AND VERIFEID CSUTOMERS CONCERNONLY WHEN VEHICLE HAD REACHED OPERATING TEMPERATURE WHEN RELEASEING BRAKE PEDAL AT A STOP AND BEGINING TO TO GO WITHOUT PRESSING ACCELERATOR PEDAL TRANS WITH INGAGE THEN JERK. PLEASE ADVISE. FLUID LEVEL AND CONDITION GOOD.
03/17/2009	12:32	COMPLETED REPLACE MECHATRONICS UNIT. PERFORMED BASIC SETTINGS. TEST DROVE VEHICLE USING ALL SHIFTING OPTIONS. SYSTEM OPERATION GOOD THANK YOU FOR YOUR ASSISTANCE.
03/17/2009	12:37	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
03/17/2009	12:37	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
427276	JETTA	2008	3VWRA71K88M [REDACTED]	7182	3885	03/10/2009	USA

#### Workshop Finding

n/a

Activity Date	Activity Time	Activity Comments
03/10/2009	11:22	CUST STS WHEN ACCELERATING JERKS A BIT, IDLES HIGH. ROADTESTED, FOUND ROLLS BACK AND POPS OUT OF GEAR ON HILLS. BUCKS SLIGHTLY WHEN STARTING OFF. WOULD LIKE TO SET BASIC SETTINGS FOR DSG, HOWEVER I NEED TO CLARIFY PROCEDURE. WOULD WATCH NOVEMBER TECH TALK OVER AGAIN BUT NO SPEAKERS IN SHOP. BELIEVE I KNOW PROCEDURE JUST WANNA CLARIFY
03/10/2009	11:22	ISSUE OPENED BY DEALERSHIP
03/10/2009	11:32	AFTER REVIEWING MVB 54 ADVISED TECH TO REPLACE MECH UNIT, BOLTS, FILTER AND FLUID, PERFORM MANUAL BASIC SETTINGS PER PROCEDURE BELOW 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.
03/10/2009	11:32	CUSTOMER COMMENTS: CUST STS WHEN ACCELERATING JERKS A BIT, IDLES HIGH. ROADTESTED, FOUND ROLLS BACK AND POPS OUT OF GEAR ON HILLS. BUCKS SLIGHTLY WHEN STARTING OFF. WOULD LIKE TO SET BASIC SETTINGS FOR DSG, HOWEVER I NEED TO CLARIFY PROCEDURE. WOULD WATCH NOVEMBER TECH TALK OVER AGAIN BUT NO SPEAKERS IN SHOP. BELIEVE I KNOW PROCEDURE JUST WANNA CLARIFY
03/17/2009	14:54	SPOKE WITH ROSEMARY. CAR WAS WAITING ON PARTS BUT CAR IS GONE. C1
03/17/2009	15:31	CAR LEFT, WILL ADVISE OF ANY PROBLEMS AFTER REPLAEMNET
03/17/2009	16:05	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
03/17/2009	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
427403	JETTA	2008	3VWRJ71K18M [REDACTED]	6032	3885	03/10/2009	USA

#### Workshop Finding

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

Activity Date	Activity Time	Activity Comments
03/10/2009	13:39	CUST STATES THE CAR MAKES A JOLT WHEN ACCELERATING FROM A STOP.FEELS LIKE CAR STALLS BEFORE CATCHING AND ACCELERATING
03/10/2009	13:39	ISSUE OPENED BY DEALERSHIP
03/10/2009	14:02	ADVISED THE TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT.
03/10/2009	14:02	CUSTOMER COMMENTS: CUST STATES THE CAR MAKES A JOLT WHEN ACCELERATING FROM A STOP.FEELS LIKE CAR STALLS BEFORE CATCHING AND ACCELERATING
03/10/2009	14:02	WORKSHOP FINDINGS: TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM.
03/10/2009	14:29	PARTS ON ORDER
03/10/2009	17:57	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
03/10/2009	17:57	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
427695	JETTA	2008	3VWRA71K68M [REDACTED]	8822	3885	03/11/2009	USA

**Workshop Finding**

n/a

Activity Date	Activity Time	Activity Comments
03/11/2009	09:23	ISSUE OPENED BY DEALERSHIP
03/11/2009	09:23	WHEN PULLING UP TO A STOP SIGN AND TAKE FOOT OFF BRAKE VEHICLE JERKS FOWORD AND BUCKS,NO FAULTS
03/11/2009	09:56	ADVISED TECH TO LOOK IN TCM MVB 54 FOR MECH UNIT BUILD DATE. PLEASE UPDATE TICKET AND GIVE US A CALL BACK FOR FURTHER INSTRUCTION.
03/11/2009	09:56	CUSTOMER COMMENTS: WHEN PULLING UP TO A STOP SIGN AND TAKE FOOT OFF BRAKE VEHICLE JERKS FOWORD AND BUCKS,NO FAULTS
03/11/2009	09:59	CK.TCM.MVB54-65535
03/11/2009	10:09	MVB 54 = J11J0353, ADVISE TECH TO REPLACE MECHATRONICS , FLUID , FILTER AND BOLTS.
03/11/2009	10:18	ORDERED PARTS
03/11/2009	10:31	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
03/11/2009	10:31	ISSUE UPDATED

**Consultant's Closing Comments**

TECH TO RPLACE MECHATRONIC UNIT.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
427877	RABBIT	2008	WVWFV71KX8W [REDACTED]	26356	3885	03/11/2009	USA

#### Workshop Finding

TECH HAS VERIFIED CONCERN ALSO IN REVERSE, MVB 54 IN TRANS =H25Q0349

Activity Date	Activity Time	Activity Comments
03/11/2009	12:22	CUSTOMER STATES TRANSMISSION SHIFTS HARD FROM STOP 1ST,1ST TO 2ND.
03/11/2009	12:22	ISSUE OPENED BY DEALERSHIP
03/11/2009	12:30	ADVISE TECH TO REPLACE MECHATRONICS , FLUID , FILTER AND BOLTS.
03/11/2009	12:30	CUSTOMER COMMENTS: CUSTOMER STATES TRANSMISSION SHIFTS HARD FROM STOP 1ST,1ST TO 2ND.
03/11/2009	12:30	WORKSHOP FINDINGS: TECH HAS VERIFIED CONCERN ALSO IN REVERSE, MVB 54 IN TRANS =H25Q0349
03/18/2009	16:58	D2 GLAD STATED THE TECH IS WORKING ON THE CAR
03/19/2009	20:04	QTM INTERVENTION.
03/19/2009	20:05	NEW MECHATRONICS WOULD NOT SET THE BASIC SETTINGS THROUGH GFF. PERFORMED THE MANUAL BASIC SETTINGS.
03/20/2009	14:19	AFTER QTM INTERVENTION AND BASIC SETTINGS OF DSG MECHATRONICS TRANSMISSION IS OK.CAR NOW SHIFTING PROPERLY
03/20/2009	17:28	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
03/20/2009	17:28	ISSUE UPDATED

#### Consultant's Closing Comments

AFTER QTM INTERVENTION AND BASIC SETTINGS OF DSG MECHATRONICS TRANSMISSION IS OK.CAR NOW SHIFTING PROPERLY

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
427996	JETTA	2008	3VWRJ71K08M [REDACTED]	14018	3885	03/11/2009	USA

#### Workshop Finding

n/a

Activity Date	Activity Time	Activity Comments
03/11/2009	14:16	CUSTOMER STATES THE TRANSMISSION JERKS WHEN TAKING OFF FROM A STOP. TEST DROVE VEHICLE HAS TO BE WARM HAS A DOUBLE UP-SHIFT GOING THROUGH ALL THE GEARS. NO FAULTS IN ANY SYSTEM.
03/11/2009	14:16	ISSUE OPENED BY DEALERSHIP
03/11/2009	14:29	CUSTOMER COMMENTS: CUSTOMER STATES THE TRANSMISSION JERKS WHEN TAKING OFF FROM A STOP. TEST DROVE VEHICLE HAS TO BE WARM HAS A DOUBLE UP-SHIFT GOING THROUGH ALL THE GEARS. NO FAULTS IN ANY SYSTEM.
03/11/2009	14:29	TECH NEEDS TO PERFORM BASIC SETTINGS ON THE TRANS USING MVB 61 AND 60. PERFORM ROAD TEST FOR 10 TO 15 MILES TO RECHECK THE CONCERN. IF OK CLOSE THE VTA. IF THE PROBLEM IS STILL PRESENT CALL BACK FOR A POSSIBLE MECHATRONIC REPLACEMENT. IF THE VEH STALLS OR TRANS MAKES A LOT OF NOISE DURING BASIC SETTINGS CALL BACK FOR FURTHER ASSISTANCE. IT MIGHT ALSO BE GOOD TO CHECK FUEL TRIM IN MVB 32 IN THE ECM.
03/11/2009	16:44	TECH NEEDS TO REPLACE THE MECHATRONIC AND BOLTS
03/12/2009	08:17	ORDERED MECHATRONIC AND BOLTS, RELEASED VEHICLE TO CUSTOMER WAITING FOR THE PARTS.
03/12/2009	08:50	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
03/12/2009	08:50	ISSUE UPDATED

#### Consultant's Closing Comments

ORDERED MECHATRONIC AND BOLTS, RELEASED VEHICLE TO CUSTOMER WAITING FOR THE PARTS.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
428039	RABBIT	2008	WVWVFV71K68W [REDACTED]	14665	3885	03/11/2009	USA

**Workshop Finding**

USTOMER STATES VEHICLE HAS HARSH SHIFT FROM TRANS, HESITATES BEFORE COMING TO A STOP.

Activity Date	Activity Time	Activity Comments
03/11/2009	14:52	CUSTOMER STATES VEHICLE HAS HARSH SHIFT FROM TRANS, HESITATES BEFORE COMING TO A STOP. PCV VALVE HAS BEEN REPLACED AND LOW PRESSURE FUEL SWITCH.
03/11/2009	14:52	ISSUE OPENED BY DEALERSHIP
03/11/2009	14:54	CUSTOMER COMMENTS: CUSTOMER STATES VEHICLE HAS HARSH SHIFT FROM TRANS, HESITATES BEFORE COMING TO A STOP. PCV VALVE HAS BEEN REPLACED AND LOW PRESSURE FUEL SWITCH.
03/11/2009	14:54	TECH TO GET MVB 54
03/11/2009	14:54	WORKSHOP FINDINGS: USTOMER STATES VEHICLE HAS HARSH SHIFT FROM TRANS, HESITATES BEFORE COMING TO A STOP.
03/11/2009	14:58	PLEASE REPLACE THE MECH UNIT.
03/17/2009	13:24	REPLACE MECH UNIT, TEST DROVE VEHICLE WORKING TO SPEC.
03/17/2009	15:00	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
03/17/2009	15:00	ISSUE UPDATED

**Consultant's Closing Comments**

EPLACE MECH UNIT, TEST DROVE VEHICLE WORKING TO SPEC.



VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
428072	JETTA	2007	3VWWJ71K57M [REDACTED]	21658	3885	03/11/2009	USA

#### Workshop Finding

WONT ENGAGE AT TIMES

Activity Date	Activity Time	Activity Comments
03/11/2009	15:25	ISSUE OPENED BY DEALERSHIP
03/11/2009	15:25	MIL LIGHT ON AND TRANS GEARS WOULDN'T ENGAGE, AND ALL GEARS LIT UP ON MFI, PERFORMED GFF MIL ON FOR FAULT LAMP INDICATOR, FAULT IN TRANS FOR P0701, TRANSMISSION CONTROL SYSTEM RANGE PERFORMANCE SPORADIC, NO TEST PLAN FOUND AVAILABLE IN GFF.
03/11/2009	15:27	TCM #02E300043C SV LEVEL 1158
03/11/2009	15:39	CUSTOMER COMMENTS: MIL LIGHT ON AND TRANS GEARS WOULDN'T ENGAGE, AND ALL GEARS LIT UP ON MFI, PERFORMED GFF MIL ON FOR FAULT LAMP INDICATOR, FAULT IN TRANS FOR P0701, TRANSMISSION CONTROL SYSTEM RANGE PERFORMANCE SPORADIC, NO TEST PLAN FOUND AVAILABLE IN GFF.
03/11/2009	15:39	ISSUE UPDATED
03/11/2009	15:39	WORKSHOP FINDINGS: WONT ENGAGE AT TIMES
03/11/2009	15:42	ADVSIE TECH TO REPALCE MECHATRONICS FLUID AND FILTER AND BOLTS AND SET BASIC SETTINGS AFTER REPAIRS ARE COMPLETED
03/18/2009	14:40	REPLACED MECH AND PERFORMED BASIC SETTINGS
03/18/2009	16:45	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
03/18/2009	16:45	ISSUE UPDATED

#### Consultant's Closing Comments

EPLACED MECH AND PERFORMED BASIC SETTINGS

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
428211	EOS	2008	WVWBA71F88V [REDACTED]	6364	3885	03/12/2009	USA

#### Workshop Finding

TEST DROVE CAR WHEN CAR IS ON AN INCLINE AND YOU STOP AND TAKE YOUR FOOT OFF THE BRAKE THE CAR WILL ROLL BACK UNTIL YOU HIT THE GAS. IS THIS NORMAL?

Activity Date	Activity Time	Activity Comments
03/12/2009	08:13	ISSUE OPENED BY DEALERSHIP
03/12/2009	08:13	REPLACED MECHATRONICS UNIT FOR A LURCHING CONCERN WENT THROUGH BASIC SETTINGS. TEST DROVE CAR WHEN CAR IS ON AN INCLINE AND YOU STOP AND TAKE YOUR FOOT OFF THE BRAKE THE CAR WILL ROLL BACK UNTIL YOU HIT THE GAS. IS THIS NORMAL?
03/12/2009	08:52	ADVISED TECH CONDITION IS NORMAL DSG OPERATION, DID RECOMMEND PERFORMING 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.
03/12/2009	08:52	CUSTOMER COMMENTS: REPLACED MECHATRONICS UNIT FOR A LURCHING CONCERN WENT THROUGH BASIC SETTINGS.
03/12/2009	08:52	WORKSHOP FINDINGS: TEST DROVE CAR WHEN CAR IS ON AN INCLINE AND YOU STOP AND TAKE YOUR FOOT OFF THE BRAKE THE CAR WILL ROLL BACK UNTIL YOU HIT THE GAS. IS THIS NORMAL?
03/12/2009	09:01	THANK YOU
03/12/2009	18:26	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
03/12/2009	18:26	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
428212	EOS	2008	WVWBA71F68V [REDACTED]	5815	3885	03/12/2009	USA

#### Workshop Finding

CHECK FAULTS NO FAULTS STORED. PERFORMED STATIC DISCHARGE. PERFORMED BASIC SETTINGS OF CLUTCH. TRANSMISSION STILL JERKS.

Activity Date	Activity Time	Activity Comments
03/12/2009	08:20	CUSTOMER STATES WHEN FIRST ACCEL. VEHICLE JERKS INTO GEAR. ONCE IN GEAR ALSO JERKS SEVERAL TIMES AS IF CLUTCH WAS DISENGAGING. CHECK FAULTS NO FAULTS STORED. PERFORMED STATIC DISCHARGE. PERFORMED BASIC SETTINGS OF CLUTCH. TRANSMISSION STILL JERKS.
03/12/2009	08:20	ISSUE OPENED BY DEALERSHIP
03/12/2009	08:39	ADVISED TECH TO CHECK MVB 54 IN TCM, IF FIRST 3 DIGITS ARE H22 THRU J21 REPLACE THE MECH UNIT, BOLTS, FILTER AND FLUID. THEN RUN MANUAL BASIC SETTINGS PER PROCEDURE BELOW, IF FIRST 3 DIGITS ARE NOT IN SPECIFIED RANGE PERFORM MANUAL BASIC SETTINGS AND REEVALUATE. CLOSE OUT VTA IF VEHICLE IS RELEASED TO CUSTOMER. 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.
03/12/2009	08:39	CUSTOMER COMMENTS: CUSTOMER STATES WHEN FIRST ACCEL. VEHICLE JERKS INTO GEAR. ONCE IN GEAR ALSO JERKS SEVERAL TIMES AS IF CLUTCH WAS DISENGAGING.
03/12/2009	08:39	WORKSHOP FINDINGS: CHECK FAULTS NO FAULTS STORED. PERFORMED STATIC DISCHARGE. PERFORMED BASIC SETTINGS OF CLUTCH. TRANSMISSION STILL JERKS.
03/18/2009	11:50	REPLACED MECHATRONIC UNIT. PERFORMED BASIC SETTINGS MANUALLY. ERASED FAULTS. TEST DROVE. WORKING AS DESIGNED.
03/18/2009	21:56	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
03/18/2009	21:56	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
428248	JETTA	2008	3VWRA71K28M [REDACTED]	6632	3885	03/12/2009	USA

#### Workshop Finding

VERIFY CUST CONCERN... TEST DROVE AND FELT A LITE SHAKE WHILE FIRST TAKEN OFF ,VEHICLE FEELS LIKE IT WILL STALL.... CHECKED MVB 52 IN TCM #65535 THANKS

Activity Date	Activity Time	Activity Comments
03/12/2009	09:22	CUST STATES FEELS TREMBLING IN CAR WHEN FIRST TAKING OFF, BUT MORE IN REVERSE....ALSO WHEN COMING TO A STOP FEELS CAR SHAKING,, VERIFY CUST CONCERN... TEST DROVE AND FELT A LITE SHAKE WHILE FIRST TAKEN OFF ,VEHICLE FEELS LIKE IT WILL STALL.... CHECKED MVB 52 IN TCM #65535 THANKS
03/12/2009	09:22	ISSUE OPENED BY DEALERSHIP
03/12/2009	09:36	AFTER REVIEWING MVB 54 INFO ADVISED TECH TO REPLACE MECH UNIT, BOLTS, FILTER AND FLUID, PERFORM MANUAL BASIC SETTINGS PER PROCEDURE BELOW AND 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. MVB 54 J03
03/12/2009	09:36	CUSTOMER COMMENTS: CUST STATES FEELS TREMBLING IN CAR WHEN FIRST TAKING OFF, BUT MORE IN REVERSE....ALSO WHEN COMING TO A STOP FEELS CAR SHAKING.
03/12/2009	09:36	WORKSHOP FINDINGS: VERIFY CUST CONCERN... TEST DROVE AND FELT A LITE SHAKE WHILE FIRST TAKEN OFF ,VEHICLE FEELS LIKE IT WILL STALL.... CHECKED MVB 52 IN TCM #65535 THANKS
03/12/2009	09:57	WENT TO PARTS DEPT. WAS TOLD PARTS ARE B/O... WILL CLOSE VTA DUE TOO NO PARTS-IF NEEDED ANYMORE HELP WILL REOPEN A NEW VTA THANK YOU
03/12/2009	10:00	CLOSING
03/12/2009	13:04	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
03/12/2009	13:04	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
428258	EOS	2008	WVWBA71F38V [REDACTED]	9954	3885	03/12/2009	USA

<b>Workshop Finding</b>
NO FAULTS IN SYSTEM.

Activity Date	Activity Time	Activity Comments
03/12/2009	09:36	CAR JERKS VERY BAD WHILE ACCELERATING
03/12/2009	09:36	ISSUE OPENED BY DEALERSHIP
03/12/2009	10:18	CUSTOMER COMMENTS: CAR JERKS VERY BAD WHILE ACCELERATING
03/12/2009	10:18	? 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. 1. GO INTO VSD, TRANSMISSION ELECTRONICS/GEARBOX ELECTRONICS, BASIC SETTINGS, THEN ENTER #61 ON KEYPAD AND SELECT THE "Q" BUTTON TO ENTER INTO TEST MODE. 2. 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. 3. 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. 4. ONCE YOU ARE COMPLETED WITH THESE TWO TESTS, SHUT DOWN ENGINE AND RESTART AND ALLOW TO IDLE. 5. CYCLE VEHICLE FROM PARK TO DRIVE 5 TIMES AND THEN FROM PARK TO REVERSE 5 TIMES AS WELL. 6. 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. IF SYMPTOM IS STILL PRESENST REPLACE MECHATRONICS UNIT BOLTS AND FLUID.
03/12/2009	10:18	WORKSHOP FINDINGS: NO FAULTS IN SYSTEM.
03/12/2009	11:21	BASIC SETTINGS REPAIRED CAR THANKS
03/12/2009	12:11	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
03/12/2009	12:11	ISSUE UPDATED

<b>Consultant's Closing Comments</b>
TECH SET BASIC SETTINGS ON TRANSMISSION.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
428441	EOS	2008	WVWBA71F18V [REDACTED]	6871	3885	03/12/2009	USA

#### Workshop Finding

VEHICLE WAS ROAD TESTED AND CONCERN WAS DUPLICATED.

Activity Date	Activity Time	Activity Comments
03/12/2009	12:25	CUSTOMER STATES CAR BUCKS WHEN DRIVING. VEHICLE WAS ROAD TESTED AND CONCERN WAS DUPLICATED.
03/12/2009	12:25	ISSUE OPENED BY DEALERSHIP
03/12/2009	12:35	AFTER REVIEWING MVB 54 ADVISED TECH TO REPLACE MECH UNIT, BOLTS, FILTER AND FLUID THEN PERFORM TRANSMISSION 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.
03/12/2009	12:35	CUSTOMER COMMENTS: CUSTOMER STATES CAR BUCKS WHEN DRIVING.
03/12/2009	12:35	WORKSHOP FINDINGS: VEHICLE WAS ROAD TESTED AND CONCERN WAS DUPLICATED.
03/13/2009	10:08	PARTS ARE ON ORDER,MECH.UNIT IS ON RED ORDER.
03/16/2009	10:33	THANKS FOR THE UPDATE. IF VEHICLE IS GONE PLEASE CLOSE OUT VTA.
03/18/2009	14:44	PARTS HAVE ARRIVED AND THE VEHICLE IS BEING REPAIRED.
03/19/2009	10:16	THANKS FOR THE UPDATE.
03/19/2009	10:50	SPOKE WITH SAL IN SERVICE. SAL STATES THEY RECEIVED THE PART AND JOB SHOULD BE DONE TODAY. P2
03/19/2009	11:04	INSTALLED MECH. UNIT,MOUNTING BOLTS, FILTER AND FLUID. PERFORMED MANUAL BASIC SETTINGS. VEHICLE ROAD TESTED AS DESIGNED. THANK YOU FOR YOUR ASSISTANCE.
03/19/2009	11:38	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
03/19/2009	11:38	ISSUE UPDATED

#### Consultant's Closing Comments

REPLACED MECH UNIT, COMPLETED.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
428443	EOS	2008	WVWBA71F98V [REDACTED]	23993	3885	03/12/2009	USA

#### Workshop Finding

TRANSMISSION JERKS WHEN ACCELERATING FROM FIRST GEAR

Activity Date	Activity Time	Activity Comments
03/12/2009	12:27	C/S THAT CARS TRANSMISSION JERKS WHEN ACCELERATING FROM FIRST GEAR OR WHEN PUTTING CAR IN REVERSE. THE VEHICLE WAS IN HERE LAST MAY FOR THE SAME CONCERN. THE MECHATRONICS UNIT WAS REPLACED.
03/12/2009	12:27	ISSUE OPENED BY DEALERSHIP
03/12/2009	12:29	CUSTOMER COMMENTS: C/S THAT CARS TRANSMISSION JERKS WHEN ACCELERATING FROM FIRST GEAR OR WHEN PUTTING CAR IN REVERSE. THE VEHICLE WAS IN HERE LAST MAY FOR THE SAME CONCERN. THE MECHATRONICS UNIT WAS REPLACED.
03/12/2009	12:29	GET MBV 54 .J17
03/12/2009	12:29	WORKSHOP FINDINGS: TRANSMISSION JERKS WHEN ACCELERATING FROM FIRST GEAR
03/12/2009	12:32	ISSUE UPDATED
03/12/2009	12:32	REPLACE MECHATRONICS FLUID FILTER AND BOLTS AND SET THE BAICS SETTING IN GEAR BOX
03/12/2009	12:36	ISSUE UPDATED
03/12/2009	13:18	PARTS ARE ON ORDER.
03/12/2009	18:19	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
03/12/2009	18:19	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
428461	RABBIT	2009	WVWHD71K59W [REDACTED]	2064	3885	03/12/2009	USA

#### Workshop Finding

n/a

Activity Date	Activity Time	Activity Comments
03/12/2009	12:46	CUST STATES AT SPEEDS OF 5MPH VEHICLE FEELS LIKE IT IS GOING TO STALL.  CUST STATES AT SPEEDS OF 40MPH AND ACCELING VEICLE WILL NOT UP SHIFT AND AT ONE TIME VEICLE WENT FROM DISPLAYING "D" IN CLUSTER TO "S" WITHOUT MOVING SHIFTER.  CUST STATED WHILE DRIVING AT SPEEDS UP TO 60MPH "DEPRESS BRAKE" LIGHT COMES ON.
03/12/2009	12:46	ISSUE OPENED BY DEALERSHIP
03/12/2009	13:08	ADVISED TECH TO ATTACH FAULT LOG TO VTA. WE ALSO WOULD LIKE TO HAVE MVB 90 THROUGH 100, MVB 64, AND MVB 54 ATTACHED TO VTA AS WELL. IF POSSIBLE, HAVE SOMEONE DRIVE WITH CUSTOMER TO SEE IF WE CAN DUPLICATE CONCERN AND MAKE SURE THIS IS NOT A CUSTOMER CAUSED CONCERN. TECHNICIAN IS DAVID AND CAN BE REACHED AT 925-858-8784.
03/12/2009	13:22	HERE IS THE GFF LOG AND MVB 54,64, 90-100.
03/12/2009	13:50	THANKS FOR THE UPDATE.
03/12/2009	14:45	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.
03/12/2009	15:22	ADVISED TECH TO REPLACE MECHATRONICS UNIT ALONG WITH TRANSMISSION FLUID TEMPERATURE SENSOR G509. PLEASE PUT OLD PARTS IN BOX THE NEW PARTS COME IN. PLEASE PRINT OFF ALL LOGS AND INCLUDE IN BOX AS WELL. I AM SENDING WARRANTY PART RELEASE FORM TO 510-444-4156 SO PARTS WILL BE SENT TO PRODUCT SUPPORT IN AUBURN HILLS, MI. THANKS.
03/12/2009	15:37	ADVISED THE TECH TO CONTACT THE PARTS HELPLINE FOR PARTS QUESTIONS AND ORDERING.
03/19/2009	11:14	THE TECH STATES THE MECHATRONIC UNIT HAS ARRIVED BUT THEY DID NOT GET THE TEMP SENSOR, SO HE WANTED TO KNOW IF HE COULD JUST INSTALL THE MECHATRONIC UNIT WITHOUT THE TEMP SENSOR. I RECOMMENDED THAT HE SHOULD REPLACE THE TEMP SENSOR AS WELL.
03/20/2009	15:02	INSTALLED NEW MECH AND G509. FILLED WITH FLUID AND PREFORMED BASIC SETTINGS. TEST DROVE 10MILES. CHECKED CODES. NO CODES IN SYSTEM. VEIVLE IS NOW OPERATING PROPERLY. WILL BE SENDING MECH AND G509 TO TEST CENTER.
03/20/2009	15:36	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
03/20/2009	15:36	ISSUE UPDATED



**Consultant's Closing Comments**

REPLACED MECHTRONICS.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
428497	EOS	2008	WVWBA71F48V [REDACTED]	8664	3885	03/12/2009	USA

#### Workshop Finding

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

Activity Date	Activity Time	Activity Comments
03/12/2009	13:33	CUSTOMER STATES THAT WHEN COMING TO A ROLLING STOP, BRAKES NOT APPLIED, VEHICLE JERKES AND LURTTCHES FORWARD. TEST DROVE VEHICLE WITH COSTOMER AND WAS ABLE TO DUPLICATE THE CONSERN. NOTICED THAT THE VEHILE IS NOT HOLDING ON A HILL WHEN BRAKE IS RELEASED WILL ROLL BACK A GOOD DISTANCE. ALSO THAT THE VEHICLE WILL SEEM TO SLAM INTO GEAR FROM A DEAD STOP AND VERY LITTLE THROTTLE IS APPLIED.
03/12/2009	13:33	ISSUE OPENED BY DEALERSHIP
03/12/2009	13:42	ADVISED THE TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT.
03/12/2009	13:42	CUSTOMER COMMENTS: CUSTOMER STATES THAT WHEN COMING TO A ROLLING STOP, BRAKES NOT APPLIED, VEHICLE JERKES AND LURTTCHES FORWARD. TEST DROVE VEHICLE WITH COSTOMER AND WAS ABLE TO DUPLICATE THE CONSERN. NOTICED THAT THE VEHILE IS NOT HOLDING ON A HILL WHEN BRAKE IS RELEASED WILL ROLL BACK A GOOD DISTANCE. ALSO THAT THE VEHICLE WILL SEEM TO SLAM INTO GEAR FROM A DEAD STOP AND VERY LITTLE THROTTLE IS APPLIED.
03/12/2009	13:42	WORKSHOP FINDINGS: TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM.
03/12/2009	13:56	ORDERED THE PARTS THAT WAS TOLD TO. RELEASED VEHICLE TO COSTOMER.
03/12/2009	18:18	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
03/12/2009	18:18	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
428499	RABBIT	2008	WVWFV71K68W [REDACTED]	10290	3885	03/12/2009	USA

#### Workshop Finding

ALSO WHEN ACCELERATING FROM A STOP TRANS SOMETIMES JUMPS INTO GEAR, MOST OF THE TIME IT SHUTTERS IN DRIVE AND REVERSE. FLUID LEVEL AND CONDION IS GOOD.

Activity Date	Activity Time	Activity Comments
03/12/2009	13:37	ISSUE OPENED BY DEALERSHIP
03/12/2009	13:37	WHEN LEAVING FROM A STOP TRANSMISSION SHUTTERS. ALSO WHEN ACCELERATING FROM A STOP TRANS SOMETIMES JUMPS INTO GEAR, MOST OF THE TIME IT SHUTTERS IN DRIVE AND REVERSE. FLUID LEVEL AND CONDION IS GOOD.
03/12/2009	13:46	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 OUTSIDE OF PARAMETERS PERFORM MANUAL BASIC SETTINGS AND REEVALUATE SHIFT CONCERN. CLOSE OUT VTA IF VEHICLE IS RELEASED TO CUSTOMER OR WHEN COMPLETED.
03/12/2009	13:46	CUSTOMER COMMENTS: WHEN LEAVING FROM A STOP TRANSMISSION SHUTTERS.
03/12/2009	13:46	WORKSHOP FINDINGS: ALSO WHEN ACCELERATING FROM A STOP TRANS SOMETIMES JUMPS INTO GEAR, MOST OF THE TIME IT SHUTTERS IN DRIVE AND REVERSE. FLUID LEVEL AND CONDION IS GOOD.
03/12/2009	15:05	FOUND PRODUCTION CODE TO BE J03. ORDERED PARTS AND SHIPPED CAR.
03/12/2009	16:32	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
03/12/2009	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
428709	EOS	2008	WVWBA71F68V [REDACTED]	27190	3885	03/12/2009	USA

#### Workshop Finding

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

Activity Date	Activity Time	Activity Comments
03/12/2009	18:06	COSTUMER STATES TRANSMISSION STUTTERS ON ACCELERATION. TEST DROVE AND VERIFIED CONCERN. NO FOULTS PRESENT REGARDING CONCERN. COMPLETED BASIC SETTINGS THROUGH GUIDED FUNCTIONS. TEST DROVE ONCE AGAIN WITH NO CHANGE TO STUTTRING ON TAKE OFF.
03/12/2009	18:06	ISSUE OPENED BY DEALERSHIP
03/12/2009	18:08	ADVISED THE TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT.
03/12/2009	18:08	CUSTOMER COMMENTS: COSTUMER STATES TRANSMISSION STUTTERS ON ACCELERATION. TEST DROVE AND VERIFIED CONCERN. NO FOULTS PRESENT REGARDING CONCERN. COMPLETED BASIC SETTINGS THROUGH GUIDED FUNCTIONS. TEST DROVE ONCE AGAIN WITH NO CHANGE TO STUTTRING ON TAKE OFF.
03/12/2009	18:08	WORKSHOP FINDINGS: TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM.
03/12/2009	18:20	ALL MENTIONED PARTS ARE ORDERED
03/12/2009	18:34	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
03/12/2009	18:34	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
428837	RABBIT	2007	WVWFV71K37W [REDACTED]	30202	3885	03/13/2009	USA

#### Workshop Finding

n/a

Activity Date	Activity Time	Activity Comments
03/13/2009	10:25	CUSTOMER STATES TRANSMISION BANK WHEN DOWNSHIFTINGH ALSO JERKS FROM 1ST TO 2DN,NOTICE THIE IS THE SECOND TIME WITH THE SAME CONCERN.ON FIRST REPAIR WE PERFORM DSG CLUTCH BASIC SETTINGS USING GF AND VSD,TCM P#02E927770AE SW1306,MVB 54 G41G0224, FLUID LEVEL ON AND NO EXTERNAL LEAKS FOUND.
03/13/2009	10:25	ISSUE OPENED BY DEALERSHIP
03/13/2009	10:30	CHECK THE FUEL TRIM IN 32 AND IF WITHIN SPECS REPLACE THE MECHATRONIC, BOLTS, OIL AND FILTER AND THEN PERFORM BASIC SETTINGS MANUALLY.
03/13/2009	10:30	CUSTOMER COMMENTS: CUSTOMER STATES TRANSMISION BANK WHEN DOWNSHIFTINGH ALSO JERKS FROM 1ST TO 2DN,NOTICE THIE IS THE SECOND TIME WITH THE SAME CONCERN.ON FIRST REPAIR WE PERFORM DSG CLUTCH BASIC SETTINGS USING GF AND VSD,TCM P#02E927770AE SW1306,MVB 54 G41G0224, FLUID LEVEL ON AND NO EXTERNAL LEAKS FOUND.
03/13/2009	11:52	INSPECT MVB FOUND +1.3 AND +1.9 WITHING SPECTS,NO DTC'S ON ECM.SPECIAL ORDER PART.RELASE VEHICLE.
03/13/2009	12:43	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
03/13/2009	12:43	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
428848	JETTA	2008	3VWDJ71KX8M	30756	3885	03/13/2009	USA

#### Workshop Finding

n/a

Activity Date	Activity Time	Activity Comments
03/13/2009	10:37	CUSTOMER STATES THAT CAR FEELS LIKE IT IS GOING TO STALL WHEN ACELL FROM A STOP THEN JUMPS AND GOES. ROAD TEST AND CONFIRM CONCERN...VEHICLE IS A DSG TRANSMISSION. WHEN STARTING FROM A START HIT GAS LIGHTLY..THE TRANSMISSION JUMPS...THEN STOPS...THEN JUMPS AGAIN BEFORE GOING...HAPPENS IN FIRST GEAR AND REVERSE. WHEN APPLY EMERGENCY BRAKE AND PUT IN DRIVE OR REVERSE THE TRANS FEELS LIKE IT TAKES ABOUT 3-4 SECONDS BEFORE DSG CLUTCH ENGAGES THEN IT BANGS...STOPS...AND BANGS AGAIN. TCM PN 02E300044J (02E927770AE) GSG DSG 081.....608 1408. CODING 20
03/13/2009	10:37	ISSUE OPENED BY DEALERSHIP
03/13/2009	10:46	CUSTOMER COMMENTS: CUSTOMER STATES THAT CAR FEELS LIKE IT IS GOING TO STALL WHEN ACELL FROM A STOP THEN JUMPS AND GOES. ROAD TEST AND CONFIRM CONCERN...VEHICLE IS A DSG TRANSMISSION. WHEN STARTING FROM A START HIT GAS LIGHTLY..THE TRANSMISSION JUMPS...THEN STOPS...THEN JUMPS AGAIN BEFORE GOING...HAPPENS IN FIRST GEAR AND REVERSE. WHEN APPLY EMERGENCY BRAKE AND PUT IN DRIVE OR REVERSE THE TRANS FEELS LIKE IT TAKES ABOUT 3-4 SECONDS BEFORE DSG CLUTCH ENGAGES THEN IT BANGS...STOPS...AND BANGS AGAIN. TCM PN 02E300044J (02E927770AE) GSG DSG 081.....608 1408. CODING 20
03/13/2009	10:46	TECH IS TO PERFORM BASIC SETTING IN VSD MANUALLY 61 AND 60. DRIVE THE VEH FOR 10 TO 15 MILES AFTER BASIC SETTINGS TO SEE IF THIS CORRECTED THE CUSTOMERS COMPLAINT. IF IT DOES CLOSE THE VTA AND RETURN VEH TO CUSTOMER. IF THE ISSUE IS STILL PRESENT CALL BACK. MAKE SURE TRANS IS AT OPERATING TEMP, ENGINE AT IDLE, TRANS IN PARK, AND FOOT ON THE BRAKE PEDAL WHILE PERFORMING BASIC SETTINGS. IF THE VEH STALLS OR EXCESSIVE NOISE IS HEARD COMING OUT OF THE TRANS, STOP BASIC SETTINGS AND CALL BACK.
03/13/2009	10:53	ISSUE SENT TO DEALERSHIP
03/13/2009	13:05	ROAD TEST VEHICLE AND BRING IT TO OPERATING TEMP, THEN PERFORM BASIC SETTINGS 61 FOLLOWED BY BASIC SETTINGS 60. ROAD TEST VEHICLE FOR 15 MINUTES AND 1ST GEAR AND REVERSE ENGAGEMENT SEEM TO BE EVEN WORSE....BANGS ABOUT 3-4 TIMES NOW BEFORE IT GETS GOING.
03/13/2009	13:09	ADVISED TECH TO LOOK AT MVB 54 = H29P0187. ADVISE TECH TO REPLACE MECHATRONICS, FLUID, FILTER, AND BOLTS.
03/19/2009	13:44	PARTS ARE HERE, WAITING FOR CUSTOMER TO MAKE APPOINTMENT TO HAVE PARTS REPLACED.
03/19/2009	14:45	TECH SHOULD CLOSE THE VTA IF THE CUSTOMER HAS THE VEHICLE.
03/19/2009	15:05	CLOSING TICKET.
03/19/2009	16:19	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
03/19/2009	16:19	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
428965	JETTA	2008	3VWRA71K28M [REDACTED]	3932	3885	03/13/2009	USA

<b>Workshop Finding</b>
n/a

Activity Date	Activity Time	Activity Comments
03/13/2009	12:52	CUSTOMER STATES CAR WOULD STALLED OUT AND WON'T CRANK OVER, UNABLE TO DUPLICATE PROBLEM, FOUND FAULT FOR TERMINAL 15 ELECTRICAL FAULT IN CIRCUIT SPORADIC AND IGNITION/STARTER SWITCH-D- ELECTRICAL FAULT IN CIRCUIT SPORADIC, PREFORM TEST PLAN, TESTED OK AND  CUSTOMER STATES DURING ACCELERATION FROM A STOP VEHICLE WOULD DELAY THAN A HARD SHIFT, ROAD TEST AND DUPLICATE PROBLEM
03/13/2009	12:52	ISSUE OPENED BY DEALERSHIP
03/13/2009	13:05	ADVISED TECH TO OPEN DIFFERENT VTA FOR STEERING COLUMN ISSUE. FOR TRANSMISSION ISSUE, WE NEED TO VERIFY TRANSMISSION FLUID LEVEL AND CONDITION. WE ALSO WANT TO LOOK AT MVB 54 IN TCM AND UPDATE TICKET WITH THIS INFORMATION. PLEASE CALL FOR FURTHER DIAGNOSIS AFTER THIS.
03/13/2009	13:35	ADVISED TECH TO OPEN NEW VTA FOR NO START CONCERN.
03/13/2009	13:35	MVB 54 IS J13, ADVISED TECH TO REPLACE MECH UNIT, BOLTS, FILTER AND FLUID, 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.
03/13/2009	14:15	PARTS ON ORDERED
03/13/2009	14:23	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
03/13/2009	14:23	ISSUE UPDATED

<b>Consultant's Closing Comments</b>
TECH TO REPLACED MECHATRONICS.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
429068	EOS	2008	WVWBA71F98V [REDACTED]	10484	3885	03/13/2009	USA

#### Workshop Finding

TRIED DOING DSG BASIC SETTINGS THROUGH 60 AND 61. VEHICLE STILL HARSH DOWNSHIFTS INTO FIRST GEAR. NO OTHER PROBLEMS OCCUR AT ANY OTHER SPEED. NO FAULTS IN ANY SYSTEM EITHER. I SUSPECT AN INTERMITTANT MECHATRONICS UNIT FAILURE NOT CONTROLLING A SMOOTH SECOND TO FIRST TRANSITION. ALSO SOMETIMES HESITATES ON TAKE OFF.

Activity Date	Activity Time	Activity Comments
03/13/2009	14:49	ISSUE OPENED BY DEALERSHIP
03/13/2009	14:49	WHEN SLOWING DOWN TO ALMOST A STOP OR MODERATE HARD STOP, THE TRANSMISSION WILL CLUNK BACK INTO FIRST GEAR. TRIED DOING DSG BASIC SETTINGS THROUGH 60 AND 61. VEHICLE STILL HARSH DOWNSHIFTS INTO FIRST GEAR. NO OTHER PROBLEMS OCCUR AT ANY OTHER SPEED. NO FAULTS IN ANY SYSTEM EITHER. I SUSPECT AN INTERMITTANT MECHATRONICS UNIT FAILURE NOT CONTROLLING A SMOOTH SECOND TO FIRST TRANSITION.
03/13/2009	15:02	ADVISED TECH TO REPLACE MECH UNIT, BOLTS, FILTER AND FLUID, RERUN MANUAL BASIC SETTINGS AND CLOSE OUT VTA. MVB 54 J11
03/13/2009	15:02	CUSTOMER COMMENTS: WHEN SLOWING DOWN TO ALMOST A STOP OR MODERATE HARD STOP, THE TRANSMISSION WILL CLUNK BACK INTO FIRST GEAR.
03/13/2009	15:02	WORKSHOP FINDINGS: TRIED DOING DSG BASIC SETTINGS THROUGH 60 AND 61. VEHICLE STILL HARSH DOWNSHIFTS INTO FIRST GEAR. NO OTHER PROBLEMS OCCUR AT ANY OTHER SPEED. NO FAULTS IN ANY SYSTEM EITHER. I SUSPECT AN INTERMITTANT MECHATRONICS UNIT FAILURE NOT CONTROLLING A SMOOTH SECOND TO FIRST TRANSITION. ALSO SOMETIMES HESITATES ON TAKE OFF.
03/20/2009	13:01	P1 - SPOKE TO PETER, WAITING FOR PARTS (BACKORDERED).
03/26/2009	08:10	ORDERED NEW MECHATRONICS UNIT. PART IS STILL ON BACKORDER. CLOSING TICKET.
03/26/2009	22:31	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
03/26/2009	22:31	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
429356	EOS	2009	WVWBA71F69V [REDACTED]	12986	3885	03/16/2009	USA

#### Workshop Finding

NO FUALTS IN ANY SYSTEMS. ALSO FOUND NO TECH BULLETINS FOR THIS CONCERN.

Activity Date	Activity Time	Activity Comments
03/16/2009	10:13	ISSUE OPENED BY DEALERSHIP
03/16/2009	10:13	WHEN ACCELERATING FROM A STOP THE VEHICLE JERKS INTO MOTION. NO FUALTS IN ANY SYSTEMS. ALSO FOUND NO TECH BULLETINS FOR THIS CONCERN.
03/16/2009	10:24	ADVISED TECH TO CHECK MVB 54 IF THE FIRST 3 DIGITS ARE BETWEEN H22 AND J21 PLEASE CALL BACK, IF OUTSIDE THOSE NUMBERS CHECK FLUID LEVEL AND CONDITION AND ALSO 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.
03/16/2009	10:24	CUSTOMER COMMENTS: WHEN ACCELERATING FROM A STOP THE VEHICLE JERKS INTO MOTION.
03/16/2009	10:24	WORKSHOP FINDINGS: NO FUALTS IN ANY SYSTEMS. ALSO FOUND NO TECH BULLETINS FOR THIS CONCERN.
03/16/2009	10:32	CHECKED MVB 54. FOUND FIRST THREE DIGITS TO BE J19.
03/16/2009	10:37	AFTER REVIEWING MVB 54 ADVISED TECH TO REPLACE MECH UNIT, BOLTS FILTER AND FLUID THEN PERFORM TRANSMISSION MANUAL BASIC SETTINGS. CLOSE OUT VTA.
03/16/2009	10:51	ORDERED PARTS.
03/16/2009	11:34	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
03/16/2009	11:34	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
429490	EOS	2008	WVWFA71FX8V [REDACTED]	16121	3885	03/16/2009	USA

#### Workshop Finding

I WAS ABLE TO DUPLICATE THE CONCERN. NO OIL LEAKS FOUND, NO FAULTS IN SYSTEM. SET BASIC SETTING OF DSG MECHATRONIC UNIT BUT PROBLEM STILL OCCURS.

Activity Date	Activity Time	Activity Comments
03/16/2009	12:14	AT TIMES VEHICLE WILL BUCK WHEN TAKING OFF FROM A STOP. I WAS ABLE TO DUPLICATE THE CONCERN. NO OIL LEAKS FOUND, NO FAULTS IN SYSTEM. SET BASIC SETTING OF DSG MECHATRONIC UNIT BUT PROBLEM STILL OCCURS.
03/16/2009	12:14	ISSUE OPENED BY DEALERSHIP
03/16/2009	12:29	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 PER PROCEDURE BELOW, IF FIRST 3 DIGITS ARE NOT IN RANGE PLEASE RUN MANUAL BASIC SETTINGS 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.
03/16/2009	12:29	CUSTOMER COMMENTS: AT TIMES VEHICLE WILL BUCK WHEN TAKING OFF FROM A STOP.
03/16/2009	12:29	WORKSHOP FINDINGS: I WAS ABLE TO DUPLICATE THE CONCERN. NO OIL LEAKS FOUND, NO FAULTS IN SYSTEM. SET BASIC SETTING OF DSG MECHATRONIC UNIT BUT PROBLEM STILL OCCURS.
03/16/2009	12:42	CHECKED VEHICLE MEASURING BLOCK 54 IN TCM AND IT H32. ORDERED MECH UNIT, FLUID, BOLTS FILTER AND BOLTS. WILL RE-OPEN VTA ONCE PARTS COME IN AND BASIC SETTINGS ARE SET.
03/16/2009	17:09	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
03/16/2009	17:09	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
429556	EOS	2008	WVWBA71F88V [REDACTED]	25459	3885	03/16/2009	USA

#### Workshop Finding

TRANS HAS BEEN REPLACED.

Activity Date	Activity Time	Activity Comments
03/16/2009	13:37	C/S TRANSMISSION JERKING ON TAKE OFF
03/16/2009	13:37	ISSUE OPENED BY DEALERSHIP
03/16/2009	13:44	CUSTOMER COMMENTS: C/S TRANSMISSION JERKING ON TAKE OFF
03/16/2009	13:44	TECH NEEDS TO CHECK FUEL TRIM AND PERFORM BASIC SETTINGS MANUALLY AGAIN AND RECHECK THE CONCERN. IF STILL HAVING ISSUES THE TICKET WILL BE ESCALATED TO LEVEL 2.
03/16/2009	13:44	WORKSHOP FINDINGS: TRANS HAS BEEN REPLACED.
03/16/2009	14:45	PERFORMED BASIC SETTING ROAD TEST 15 MILES ISSUE STILL THERE.
03/17/2009	12:24	PLEASE CALL IN WHEN YOU HAVE TIME, THANKS!
03/17/2009	13:01	TCM MVB 54 FROM THE TCM 02E 050T 1402
03/17/2009	13:30	TCM 02E 300 050P 1402 MVB 54: H40R0105
03/17/2009	13:35	REPLACE THE MECHATRONIC, FLUID, FILTER AND BOLTS
03/19/2009	09:20	ISSUE SENT TO DEALERSHIP
03/23/2009	13:00	MECHATONICS ON RED ORDER ,NONE IN THE COUNTRY
03/23/2009	18:19	ISSUE SENT TO DEALERSHIP
03/25/2009	13:14	STILL WAITING FOR MECHATRONIC CLOSIN TICKET AS PER CHRIS G.
03/25/2009	16:02	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
03/25/2009	16:02	ISSUE UPDATED

#### Consultant's Closing Comments

STILL WAITING FOR MECHATRONIC CLOSIN TICKET AS PER CHRIS G.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
429595	JETTA	2008	3VWRJ71K78M [REDACTED]	10366	3885	03/16/2009	USA

<b>Workshop Finding</b>
CHECKED FAULT CODES. NO CODES FOUND. SET BASICS TO DSG THROUGH VSD. TEST DROVE. HESITATION STILL OCCURS.

Activity Date	Activity Time	Activity Comments
03/16/2009	14:17	CUSTOMER STATES TRANSMISSION HESITATES AND JERKS ON ACCELERATION. CHECKED FAULT CODES. NO CODES FOUND. SET BASICS TO DSG THROUGH VSD. TEST DROVE. HESITATION STILL OCCURS.
03/16/2009	14:17	ISSUE OPENED BY DEALERSHIP
03/16/2009	14:22	ADVISED TECH TO REPLACE MECH UNIT, BOLTS, FILTER AND FLUID THEN RUN MANUAL BASIC SETTINGS PER PROCEDURE BELOW. MVB 54 J07 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.
03/16/2009	14:22	CUSTOMER COMMENTS: CUSTOMER STATES TRANSMISSION HESITATES AND JERKS ON ACCELERATION.
03/16/2009	14:22	WORKSHOP FINDINGS: CHECKED FAULT CODES. NO CODES FOUND. SET BASICS TO DSG THROUGH VSD. TEST DROVE. HESITATION STILL OCCURS.
03/16/2009	14:52	ORDERED MECHATRONICS UNIT.WILL REPLACE AND PERFORM BASICS AND TEST DRIVE.
03/16/2009	17:14	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
03/16/2009	17:14	ISSUE UPDATED

<b>Consultant's Closing Comments</b>
TECH TO REPLACE MECH UNIT, COMPLETED.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
429651	EOS	2008	WVWDB71F58V [REDACTED]	26542	3885	03/16/2009	USA

#### Workshop Finding

LAST TIME IN HAD DATA-BUS CODES DO I FOLLOWED THE TSB PERTAINING TO THAT AND REPLACED THE DATA-BUS MODULE, NEEDS TO BE DRIVEN A GOOD 25-30 MINUTES BEFORE IT STARTS ACTING UP BUT IT GETS WORSE AND WORSE THE LONGER YOU DRIVE IT.

Activity Date	Activity Time	Activity Comments
03/16/2009	15:24	HARSH DOWNSHIFT (USUALLY INTO 1ST) WHEN COMING TO A STOP, WORSE THE HOTTER THE VEHICLE IS/THE LONGER IT HAS BEEN DRIVEN, LAST TIME IN HAD DATA-BUS CODES DO I FOLLOWED THE TSB PERTAINING TO THAT AND REPLACED THE DATA-BUS MODULE, NEEDS TO BE DRIVEN A GOOD 25-30 MINUTES BEFORE IT STARTS ACTING UP BUT IT GETS WORSE AND WORSE THE LONGER YOU DRIVE IT
03/16/2009	15:24	ISSUE OPENED BY DEALERSHIP
03/17/2009	10:25	ADVISED TECH THAT SINCE HIS MVB 54 IS H45 HE NEEDS TO REPLACE THE MECH UNIT, BOLTS, FILTER AND FLUID, THEN RUN MANUAL BASIC SETTINGS PER PROCEDURE BELOW. 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.
03/17/2009	10:25	CUSTOMER COMMENTS: HARSH DOWNSHIFT (USUALLY INTO 1ST) WHEN COMING TO A STOP, WORSE THE HOTTER THE VEHICLE IS/THE LONGER IT HAS BEEN DRIVEN.
03/17/2009	10:25	WORKSHOP FINDINGS: LAST TIME IN HAD DATA-BUS CODES DO I FOLLOWED THE TSB PERTAINING TO THAT AND REPLACED THE DATA-BUS MODULE, NEEDS TO BE DRIVEN A GOOD 25-30 MINUTES BEFORE IT STARTS ACTING UP BUT IT GETS WORSE AND WORSE THE LONGER YOU DRIVE IT.
03/20/2009	12:47	STILL WAITING ON PARTS.
03/23/2009	16:17	THE TECH IS WAITING ON PARTS.....P1
03/24/2009	07:36	STILL WAITING ON PARTS
03/24/2009	09:04	THANKS FOR THE UPDATE.
03/30/2009	11:01	WAITING ON RED ORDER
03/30/2009	13:09	THANKS FOR THE UPDATE.
03/31/2009	18:26	PARTS ARE FINALLY IN REPAIRS WILL BE DONE SHORTLY, AND VTA WILL BE UPDATED AND CLOSED.
03/31/2009	19:08	THANKS FOR THE UPDATE.
04/03/2009	09:10	REPLACED, SET BASICS, TEST DROVE, CONCERN REPAIRED, RELEASED TO CUSTOMER
04/03/2009	10:31	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
04/03/2009	10:31	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
429687	EOS	2009	WVWFA71F79V [REDACTED]	57	3885	03/16/2009	USA

#### Workshop Finding

SCANNED VEHICLE FOUND FAULT FOR P2723 PRESSURE CONTROL SOLENOID 5 OPEN SHORT CIRCUIT TO GROUND. I LOOKED AT WIRING DIAGRAM AND THE SOLENOID LOOKS TO BE INTEGRATED IN MECHATRONICS UNIT INSIDE TRANSMISSION. SHOULD I GO AHEAD AND ORDER MECHATRONICS UNIT? FAULT COMES BACK IF ERASED AND DRIVEN.

Activity Date	Activity Time	Activity Comments
03/16/2009	16:08	CUSTOMER STATES WHEN DRIVING IN TIPTRONIC AND STOPPING AT A LIGHT VEHICLE WILL NOT GO BACK IN TO FIRST, VEHICLE WILL NOT MOVE, PRINDL WILL LIGHT UP. SCANNED VEHICLE FOUND FAULT FOR P2723 PRESSURE CONTROL SOLENOID 5 OPEN SHORT CIRCUIT TO GROUND. I LOOKED AT WIRING DIAGRAM AND THE SOLENOID LOOKS TO BE INTEGRATED IN MECHATRONICS UNIT INSIDE TRANSMISSION. SHOULD I GO AHEAD AND ORDER MECHATRONICS UNIT? FAULT COMES BACK IF ERASED AND DRIVEN.
03/16/2009	16:08	ISSUE OPENED BY DEALERSHIP
03/16/2009	16:24	ADVISED TECH TO REPLACE MECH UNIT, BOLTS, FILTER AND FLUID THEN PERFORM BASIC SETTINGS, I WILL SEND PARTS RELEASE DOCUMENT FOR MECH UNIT RETURN TO AUBURN HILLS. CLOSE OUT VTA.
03/16/2009	16:24	CUSTOMER COMMENTS: CUSTOMER STATES WHEN DRIVING IN TIPTRONIC AND STOPPING AT A LIGHT VEHICLE WILL NOT GO BACK IN TO FIRST, VEHICLE WILL NOT MOVE, PRINDL WILL LIGHT UP.
03/16/2009	16:24	WORKSHOP FINDINGS: SCANNED VEHICLE FOUND FAULT FOR P2723 PRESSURE CONTROL SOLENOID 5 OPEN SHORT CIRCUIT TO GROUND. I LOOKED AT WIRING DIAGRAM AND THE SOLENOID LOOKS TO BE INTEGRATED IN MECHATRONICS UNIT INSIDE TRANSMISSION. SHOULD I GO AHEAD AND ORDER MECHATRONICS UNIT? FAULT COMES BACK IF ERASED AND DRIVEN.
03/23/2009	16:03	P2 - SPOKE TO ED, WAITING FOR PARTS (VALVE BODY) TO SHOW.
03/31/2009	15:33	REPLACED MECHATRONICS CONTROL UNIT, PERFORMED BASIC SETTINGS, DROVE VEHICLE NO CODES CAME BACK. I NEED RELEASE DOCUMENT FAXED HERE SO I CAN SEND MECHATRONICS UNIT TO AUBURN HILLS.
03/31/2009	15:40	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
03/31/2009	15:40	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
429706	JETTA	2008	3VWRJ71K88M [REDACTED]	13922	3885	03/16/2009	USA

#### Workshop Finding

CAR WAS AT A DIFFERENT DEALERSHIP FOR THIS COMPLAINT ONCE BEFORE. IT TOOK THE OTHER DEALERSHIP 150 MILES TO GET THE CONCERN TO DUPLICATE. I TESTDROVE THE VEHICLE BRIEFLY AND WAS UNABLE TO VERIFY CONCERN AT THIS TIME. TALKED TO SHOP FOREMAN ABOUT IT, HE ADVISED ME TO CALL TECHLINE FOR SOME GUIDANCE. MVB 54 J10

Activity Date	Activity Time	Activity Comments
03/16/2009	16:34	CUSTOMER STATES THAT TRANSMISSION SPORATICALLY DOWNSHIFTS AT UNAPPROPRIATE TIMES. CAR WAS AT A DIFFERENT DEALERSHIP FOR THIS COMPLAINT ONCE BEFORE. IT TOOK THE OTHER DEALERSHIP 150 MILES TO GET THE CONCERN TO DUPLICATE. I TESTDROVE THE VEHICLE BRIEFLY AND WAS UNABLE TO VERIFY CONCERN AT THIS TIME. TALKED TO SHOP FOREMAN ABOUT IT, HE ADVISED ME TO CALL TECHLINE FOR SOME GUIDANCE.
03/16/2009	16:34	ISSUE OPENED BY DEALERSHIP
03/16/2009	16:58	AFTER REVIEWING MVB 54 ADVISED TECH TO REPLACE MECH UNIT, BOLTS, FILTER AND FLUID, THEN PERFORM TRANSMISSION 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.
03/16/2009	16:58	CUSTOMER COMMENTS: CUSTOMER STATES THAT TRANSMISSION SPORATICALLY DOWNSHIFTS AT UNAPPROPRIATE TIMES.
03/16/2009	16:58	WORKSHOP FINDINGS: CAR WAS AT A DIFFERENT DEALERSHIP FOR THIS COMPLAINT ONCE BEFORE. IT TOOK THE OTHER DEALERSHIP 150 MILES TO GET THE CONCERN TO DUPLICATE. I TESTDROVE THE VEHICLE BRIEFLY AND WAS UNABLE TO VERIFY CONCERN AT THIS TIME. TALKED TO SHOP FOREMAN ABOUT IT, HE ADVISED ME TO CALL TECHLINE FOR SOME GUIDANCE. MVB 54 J10
03/23/2009	09:53	NO ANSWER IN SERVICE DEPARTMENT.
03/23/2009	09:56	SPOKE WITH RON IN SERVICE. CUSTOMER PICKED UP THE VEHICLE. TECH TO CLOSE VTA CASE WITH DETAILS. C1
03/23/2009	10:49	ORDER THE PARTS, WILL OPEN NEW VTA IF FUTHER HELP IS NEEDED. THANK YOU
03/23/2009	12:09	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
03/23/2009	12:09	ISSUE UPDATED

#### Consultant's Closing Comments

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

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
429769	EOS	2008	WVWDB71F28V [REDACTED]	14600	3885	03/16/2009	USA

#### Workshop Finding

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

Activity Date	Activity Time	Activity Comments
03/16/2009	18:19	ISSUE OPENED BY DEALERSHIP
03/16/2009	18:19	WHEN COMING TO A STOP, CAR JERKS INTO GEAR. ALSO WHEN TAKING OFF FROM STOP CAR JERKS HARD LIKE ITS DOUBLE SHIFTING OR DOUBLE CLUTCHING. BUT ONCE MOVING IT SHIFTS NORMAL. CHECKED FAULTS AND NO FAULTS IN ANY MODULE.
03/16/2009	18:27	ADVISED THE TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT.
03/16/2009	18:27	CUSTOMER COMMENTS: WHEN COMING TO A STOP, CAR JERKS INTO GEAR. ALSO WHEN TAKING OFF FROM STOP CAR JERKS HARD LIKE ITS DOUBLE SHIFTING OR DOUBLE CLUTCHING. BUT ONCE MOVING IT SHIFTS NORMAL. CHECKED FAULTS AND NO FAULTS IN ANY MODULE.
03/16/2009	18:27	WORKSHOP FINDINGS: TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM.
03/16/2009	18:37	ORDERED MECH UNIT, FILTER, FLUID BOLTS AND GASKET. RELEASED CAR TO CUSTOMER
03/16/2009	18:59	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
03/16/2009	18:59	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
429821	JETTA	2009	3VWTL71K39M [REDACTED]	3021	3885	03/17/2009	USA

#### Workshop Finding

n/a

Activity Date	Activity Time	Activity Comments
03/17/2009	08:40	ISSUE OPENED BY DEALERSHIP
03/17/2009	08:40	THE CUST STATES AT TIMES THERE IS A HARD SHIFT FROM 1ST TO 2ED GEAR ON A HOT ENG NEVER COLD THE ONLY IN SPORT MODE THE TRANS CODING 20 AND THE TCM# IS 02E 300 051
03/17/2009	08:45	CUSTOMER COMMENTS: THE CUST STATES AT TIMES THERE IS A HARD SHIFT FROM 1ST TO 2ED GEAR ON A HOT ENG NEVER COLD THE ONLY IN SPORT MODE THE TRANS CODING 20 AND THE TCM# IS 02E 300 051
03/17/2009	08:45	PLEASE CHANGE THE MECH UNIT, FLUID, FILTER, AND BOLTS.
03/23/2009	08:19	CUSTOMER DOESN'T WANT TO TAKE REPAIR ACTION AT THIS TIME. HE STATES HE DOESN'T WANT US TO OPEN UP TRANSMISSION AND WOULD PREFER TO DRIVE FOR A WHILE TO EVALUATE CONDITION.
03/23/2009	10:44	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
03/23/2009	10:44	ISSUE UPDATED

#### Consultant's Closing Comments

CUSTOMER DOESN'T WANT TO TAKE REPAIR ACTION AT THIS TIME. HE STATES HE DOESN'T WANT US TO OPEN UP TRANSMISSION AND WOULD PREFER TO DRIVE FOR A WHILE TO EVALUATE CONDITION.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
429850	EOS	2008	WVWBA71F28V [REDACTED]	5133	3885	03/17/2009	USA

#### Workshop Finding

TECH CAN DUPLICATE THE CONCERN. CHECKED FLUID LEVEL AND CONDITION, PERFORMED BASIC SETTINGS MANUALLY, PERFORMED ROAD TEST AND TRANS STILL JERKS WHEN SHIFTING.

Activity Date	Activity Time	Activity Comments
03/17/2009	09:19	ISSUE OPENED BY DEALERSHIP
03/17/2009	09:19	TRANS JERKS WHEN SHIFTING GEARS.
03/17/2009	09:22	OIL LEVEL AND CONDITION IS GOOD. I PERFORMED BASIC SETTINGS. CONDITION STILL PRESENT.
03/17/2009	09:31	CUSTOMER COMMENTS: TRANS JERKS WHEN SHIFTING GEARS.
03/17/2009	09:31	REPLACE THE MECHATRONICS, BOLTS, FLUID, AND FILTER.
03/17/2009	09:31	WORKSHOP FINDINGS: TECH CAN DUPLICATE THE CONCERN. CHECKED FLUID LEVEL AND CONDITION, PERFORMED BASIC SETTINGS MANUALLY, PERFORMED ROAD TEST AND TRANS STILL JERKS WHEN SHIFTING.
03/17/2009	16:36	I REPLACED THE MECHATRONICS UNIT AND THE TRANS IS WORKING PROPERLY AGAIN.
03/17/2009	16:37	CLOSED
03/17/2009	17:04	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
03/17/2009	17:04	ISSUE UPDATED

#### Consultant's Closing Comments

I REPLACED THE MECHATRONICS UNIT AND THE TRANS IS WORKING PROPERLY AGAIN.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
429949	EOS	2008	WVWBA71F48V [REDACTED]	2927	3885	03/17/2009	USA

#### Workshop Finding

TECH VERIFIED THE CONCERN. TRANS SLIPS IN 1ST AND REVERSE FROM A STOP. NO FAULTS IN THE ECM OR TCM.

Activity Date	Activity Time	Activity Comments
03/17/2009	11:02	CUSTOMER STATES TRANS JERKS AND SLIPPING WHEN TAKING OFF ALSO ON REVERSE. DUPLICATED CONCERN WORST ON REVERSE.PLEASE ADVISE.
03/17/2009	11:02	ISSUE OPENED BY DEALERSHIP
03/17/2009	11:20	ADVISED THE TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT.
03/17/2009	11:20	CUSTOMER COMMENTS: CUSTOMER STATES TRANS JERKS AND SLIPPING WHEN TAKING OFF ALSO ON REVERSE. DUPLICATED CONCERN WORST ON REVERSE.PLEASE ADVISE.
03/17/2009	11:20	WORKSHOP FINDINGS: TECH VERIFIED THE CONCERN. TRANS SLIPS IN 1ST AND REVERSE FROM A STOP. NO FAULTS IN THE ECM OR TCM.
03/17/2009	11:46	ORDERED MECH UNIT, THANKYOU
03/17/2009	18:09	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
03/17/2009	18:09	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
429961	EOS	2008	WVWBA71F78V0 [REDACTED]	9705	3885	03/17/2009	USA

**Workshop Finding**

n/a

Activity Date	Activity Time	Activity Comments
03/17/2009	11:09	CUST STATES ON ACCELERATION TRANS JERKS AND THEN CAR LUNGES FORWARD.--FOUND WHEN STOPPED ON A HILL, WHEN BRAKES ARE RELEASED TRANS 'NEUTRALS OUT' THEN WHEN ACCELERATING AFTERWARDS CAR BUCKS. HAD SAME EXACT ISSUE WITH ANOTHER DSG EOS AND WAS INSTRUCTED TO CHECK MVB 54 THEN INSTRUCTED TO REPLACE MECHATRONICS UNIT WHICH FIXED THE CONCERN.--MVB 54 IS J12B0028.
03/17/2009	11:09	ISSUE OPENED BY DEALERSHIP
03/17/2009	11:21	CUSTOMER COMMENTS: CUST STATES ON ACCELERATION TRANS JERKS AND THEN CAR LUNGES FORWARD.--FOUND WHEN STOPPED ON A HILL, WHEN BRAKES ARE RELEASED TRANS 'NEUTRALS OUT' THEN WHEN ACCELERATING AFTERWARDS CAR BUCKS. HAD SAME EXACT ISSUE WITH ANOTHER DSG EOS AND WAS INSTRUCTED TO CHECK MVB 54 THEN INSTRUCTED TO REPLACE MECHATRONICS UNIT WHICH FIXED THE CONCERN.--MVB 54 IS J12B0028.
03/17/2009	11:21	PLEASE REPLACE THE MECH UNIT.
03/17/2009	11:31	ORDERING MECH UNIT, BOLTS, AND FLUID.
03/17/2009	12:28	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
03/17/2009	12:28	ISSUE UPDATED

**Consultant's Closing Comments**

ORDERING MECH UNIT, BOLTS, AND FLUID.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
429997	JETTA	2008	3VWRJ71K48M [REDACTED]	8369	3885	03/17/2009	USA

#### Workshop Finding

MOST NOTICEABLE IN REVERSE AND PROBLEM SEEMS A LOT WORSE AS ENGINE WARMS UP. TEST DROVE AND DUPLICATED CONCERN. VEHICLE LURCHES DURING LIGHT THROTTLE IN DRIVE AND REVERSE.

Activity Date	Activity Time	Activity Comments
03/17/2009	11:36	CUSTOMER STATES TRANSMISSION OR SOMETHING IS JERKING ON NORMAL ACCELERATION WHEN LEAVING A STOP. MOST NOTICEABLE IN REVERSE AND PROBLEM SEEMS A LOT WORSE AS ENGINE WARMS UP. TEST DROVE AND DUPLICATED CONCERN. VEHICLE LURCHES DURING LIGHT THROTTLE IN DRIVE AND REVERSE.
03/17/2009	11:36	ISSUE OPENED BY DEALERSHIP
03/17/2009	11:49	ADVISED TECH TO CHECK MVB 54 IF FIRST 3 DIGITS ARE H22 THRU J21 REPLACE MECH UNIT, BOLTS, FILTER AND FLUID THEN PERFORM BASIC SETTINGS PER PROCEDURE BELOW, IF FIRST 3 DIGITS ARE OUTSIDE OF SPECIFIED PERFORM MANUAL BASIC SETTINGS AND REEVALUATE CONCERN. 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.
03/17/2009	11:49	CUSTOMER COMMENTS: CUSTOMER STATES TRANSMISSION OR SOMETHING IS JERKING ON NORMAL ACCELERATION WHEN LEAVING A STOP.
03/17/2009	11:49	WORKSHOP FINDINGS: MOST NOTICEABLE IN REVERSE AND PROBLEM SEEMS A LOT WORSE AS ENGINE WARMS UP. TEST DROVE AND DUPLICATED CONCERN. VEHICLE LURCHES DURING LIGHT THROTTLE IN DRIVE AND REVERSE.
03/17/2009	12:09	CHECKED VALUE BLOCK 54 IN TCM, 3 DIGIT CODE IS J12. ORDERED MECHATRONIC UNIT.
03/17/2009	16:24	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
03/17/2009	16:24	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
430057	EOS	2008	WVWBA71F88V [REDACTED]	14443	3885	03/17/2009	USA

#### Workshop Finding

TECH VERIFIED THE CONCERN. MECH UNIT PREVIOUSLY REPLACED FOR A SIMILAR CONCERN.

Activity Date	Activity Time	Activity Comments
03/17/2009	12:35	CUSTOMER COMPLAINS OF A JERKY FEEL TO TRANSMISSION UPON INITIAL TAKE-OFF. VEHICLE HAD MECHATRONICS UNIT REPLACED AT 5418MI. FOR SIMILAR COMPLAIN. VEHICLE HAS BEEN ROAD TESTED BY MYSELF, THE SERVICE MANAGER AND 2 SERVICE WRITERS. ONLY THING FELT IS SLIGHTLY JERKY FEEL WHILE IN REVERSE MOMENTARILY AND AN OCCASSIONAL SIMILAR FEEL WHILE IN DRIVE. PLEASE ADVISE.
03/17/2009	12:35	ISSUE OPENED BY DEALERSHIP
03/17/2009	12:41	A2 CASE TO BE ESCALATED FOR REVIEW. ADVISED THE TECH TO CHECK MVB 54 IN THE TCM.
03/17/2009	12:41	CUSTOMER COMMENTS: CUSTOMER COMPLAINS OF A JERKY FEEL TO TRANSMISSION UPON INITIAL TAKE-OFF. VEHICLE HAD MECHATRONICS UNIT REPLACED AT 5418MI. FOR SIMILAR COMPLAIN. VEHICLE HAS BEEN ROAD TESTED BY MYSELF, THE SERVICE MANAGER AND 2 SERVICE WRITERS. ONLY THING FELT IS SLIGHTLY JERKY FEEL WHILE IN REVERSE MOMENTARILY AND AN OCCASSIONAL SIMILAR FEEL WHILE IN DRIVE. PLEASE ADVISE.
03/17/2009	12:41	WORKSHOP FINDINGS: TECH VERIFIED THE CONCERN. MECH UNIT PREVIOUSLY REPLACED FOR A SIMILAR CONCERN.
03/17/2009	12:48	ISSUE SENT TO DEALERSHIP
03/17/2009	12:52	MVB 54 =J15; REPLACE THE MECH, FLUID, FILTER AND BOLTS
03/25/2009	12:26	SPOKE WITH MARK, VEHICLE IS GONE AWAITING PARTS, TECH TO CLOSE THE VTA C1
03/25/2009	13:17	CLOSE TICKET CUST IS DRIVING CAR UNTIL PARTS ARRIVE
03/25/2009	16:03	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
03/25/2009	16:03	ISSUE UPDATED

#### Consultant's Closing Comments

CLOSE TICKET CUST IS DRIVING CAR UNTIL PARTS ARRIVE  
A2 CASE TO BE ESCALATED FOR REVIEW.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
430184	RABBIT	2008	WVWFV71K68W [REDACTED]	8832	3885	03/17/2009	USA

**Workshop Finding**

TECH CAN DUPLICATE THE CONCERN. NO FAULTS

Activity Date	Activity Time	Activity Comments
03/17/2009	14:19	CUST STATE TRANNY SURGES SHUTTERS OR BANGS BET 1ST TO SEC GEAR
03/17/2009	14:19	ISSUE OPENED BY DEALERSHIP
03/17/2009	14:32	CUSTOMER COMMENTS: CUST STATE TRANNY SURGES SHUTTERS OR BANGS BET 1ST TO SEC GEAR
03/17/2009	14:32	TECH NEEDS TO PERFORM BASIC SETTINGS MANUALLY IN 61 AND 60. IF THIS DOES NOT CORRECT THE CUSTOMERS COMPLAINT CALL BACK FOR FURTHER ADVISE.
03/17/2009	14:32	WORKSHOP FINDINGS: TECH CAN DUPLICATE THE CONCERN. NO FAULTS
03/17/2009	15:21	WE PERFORMED BASIC 60 AND 61 SETTINGS WE STILL HAVE A FLAT SPORT
03/17/2009	15:24	ADVISED THE TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT.
03/17/2009	15:29	WE ARE ORDERING THE MECH. UNIT AND CLOSING THIS TICKET
03/17/2009	17:05	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
03/17/2009	17:05	ISSUE UPDATED

**Consultant's Closing Comments**

WE ARE ORDERING THE MECH. UNIT AND CLOSING THIS TICKET

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
430245	EOS	2008	WVWBA71F28V [REDACTED]	8683	3435	03/17/2009	USA

**Workshop Finding**

n/a

Activity Date	Activity Time	Activity Comments
03/17/2009	15:00	CAR SEAMS TO SLAM INTO GEAR ON TAKE OFF.
03/17/2009	15:00	ISSUE OPENED BY DEALERSHIP
03/17/2009	15:12	CUSTOMER COMMENTS: CAR SEAMS TO SLAM INTO GEAR ON TAKE OFF.
03/17/2009	15:12	TECH TO PERFORM BASIC SETTINGS MANUALLY AND PERFORM 10 TO 15 MILE ROAD TEST AND IF THE CONCERN IS STILL PRESENT CALL BACK. IF THE PROBLEM IS CORRECTED CLOSE THE VTA AND GIVE THE VEH BACK TO THE CUSTOMER.
03/17/2009	15:34	MVB 54 = J11D0031
03/17/2009	15:35	REPLACE THE MECHATRONIC, FLUID, FILTER AND BOLTS SET BASIC SETTINGS
03/17/2009	15:35	TCM PART NO. 02E 050P 1402
03/24/2009	16:57	P1 SPOKE TPO RANDY IN SERVICE PARTS ON READ ORDER.
04/02/2009	16:47	REPLACED MECHATRONIC UNIT, SET BASIC SETTING AND TEST DROVE. SHIFTING CORRECTLY AT THIS TIME.
04/02/2009	17:18	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
04/02/2009	17:18	ISSUE UPDATED

**Consultant's Closing Comments**

REPLACED MECHATRONIC UNIT, SET BASIC SETTING AND TEST DROVE. SHIFTING CORRECTLY AT THIS TIME.



VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
430311	EOS	2007	WVWBA71F67V [REDACTED]	31059	3885	03/17/2009	USA

#### Workshop Finding

FOUND FAULT FOR MECHATRONIC SEE GFF ATTACH, CHECK OIL LEVEL OK, CLEAR FAULT DO BASIC SETTING ON MECHATRONIC, AFTER BASIC SETTING CAR NOW WORKS FINE, MOVES AND SHIFTS FINE.

Activity Date	Activity Time	Activity Comments
03/17/2009	16:15	GEAR SELECTION ON CLUSTER FLASHING, CAR WONT MOVE ON DRIVE OR REVERSE, FOUND FAULT FOR MECHATRONIC SEE GFF ATTACH, CHECK OIL LEVEL OK, CLEAR FAULT DO BASIC SETTING ON MECHATRONIC, AFTER BASIC SETTING CAR NOW WORKS FINE, MOVES AND SHIFTS FINE.
03/17/2009	16:15	ISSUE OPENED BY DEALERSHIP
03/17/2009	16:23	ADVISED TECH TO DRIVE VEHICLE ANOTHER 20 MILES, REKEY VEHICLE SEVERAL TIMES DURING ROAD TEST. RECHECK FOR FAULTS. IF FAULTS RETURN PLEASE CALL BACK IF NO FAULTS RETURN RELEASE VEHICLE TO CUSTOMER AND CLOSE OUT VTA.
03/17/2009	16:23	CUSTOMER COMMENTS: GEAR SELECTION ON CLUSTER FLASHING, CAR WONT MOVE ON DRIVE OR REVERSE.
03/17/2009	16:23	WORKSHOP FINDINGS: FOUND FAULT FOR MECHATRONIC SEE GFF ATTACH, CHECK OIL LEVEL OK, CLEAR FAULT DO BASIC SETTING ON MECHATRONIC, AFTER BASIC SETTING CAR NOW WORKS FINE, MOVES AND SHIFTS FINE.
03/19/2009	18:29	DROVE VEHICLE 20 MILES REKEY COUPLE TIMES, NO FAULT CAMEBACK, CAR WAS RELEASE.
03/19/2009	18:36	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
03/19/2009	18:36	ISSUE UPDATED

#### Consultant's Closing Comments

VEHICLE RELEASED TO CUSTOMER, BASIC SETTINGS PERFORMED. COMPLETED.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
430402	JETTA	2007	3VWXJ71K77M [REDACTED]	22875	3885	03/17/2009	USA

#### Workshop Finding

TECH PERFORMED BASIC SETTINGS MANUALLY AND THROUGH GFF AND IT STILL IS ACTING UP. FLUID LEVEL AND CONDITION OK.

Activity Date	Activity Time	Activity Comments
03/17/2009	19:59	CUSTOMER STATES THAT THE ENGINE RPM'S DIP WHEN COMING TO A STOP MAINLY WHEN COLD. ROAD TESTED AND VERIFIED THE CONCERN. ENGINE RPM IS DROPPING FAIRLY LOW AND ALSO SHUDDERING ON ACCELERATION IN DRIVE AND REVERSE. RAN GFF AND FOUND NO FAULTS. PERFORMED BASIC SETTINGS AND ROAD TESTED WITH NO DIFFERENCE IN ISSUE.
03/17/2009	19:59	ISSUE OPENED BY DEALERSHIP
03/18/2009	13:27	CUSTOMER COMMENTS: CUSTOMER STATES THAT THE ENGINE RPM'S DIP WHEN COMING TO A STOP MAINLY WHEN COLD. ROAD TESTED AND VERIFIED THE CONCERN. ENGINE RPM IS DROPPING FAIRLY LOW AND ALSO SHUDDERING ON ACCELERATION IN DRIVE AND REVERSE. RAN GFF AND FOUND NO FAULTS. PERFORMED BASIC SETTINGS AND ROAD TESTED WITH NO DIFFERENCE IN ISSUE.
03/18/2009	13:27	TECH NEEDS TO PERFORM BASIC SETTINGS IN VSD 67 AND DRIVE THE VEH FOR 15 MILES AND CHECK READINGS IN MVB 34 AND CALL BACK AND ASK FOR GARY
03/18/2009	13:27	WORKSHOP FINDINGS: TECH PERFORMED BASIC SETTINGS MANUALLY AND THROUGH GFF AND IT STILL IS ACTING UP. FLUID LEVEL AND CONDITION OK.
03/19/2009	12:03	RAN BASIC SETTING 67, TEST DROVE 15 MILES WITH NO DIFFERENCE, AND CHECKED MVB 34 WHICH IS 11,6,12,3.
03/19/2009	12:05	TECH TO LEAVE GARY H. A VOICEMAIL MESSAGE.
03/19/2009	12:53	TALKED WITH THE TECH AND INFORMED HIM I WILL CALL HIM BACK AFTER DISCUSSING WITH THE ENGINEER WHAT WOULD BE THE NEXT STEP. WILL CALL TECH BACK ON HIS CELL NUMBER 425-281-2951
03/19/2009	12:57	REPLACE MECHATRONIC, BOLTS, OIL, AND FILTER. PERFORM BASIC SETTINGS AND TEST DRIVE TO CONFIRM REPAIRS.
03/20/2009	12:08	PARTS ARE ON ORDER, WILL UPDATE AND CLOSE WHEN REPAIRS ARE COMPLETE.
03/20/2009	12:40	THANKS FOR THE UPDATE P1
03/25/2009	12:38	STILL WAITING ON PARTS AT THIS TIME.
03/25/2009	12:51	THANKS FOR THE UPDATE
03/30/2009	12:22	STILL WAITING ON PARTS AT THIS TIME.
03/30/2009	13:46	THANKS FOR THE UPDATE
04/01/2009	19:14	INSTALLED NEW MECHATRONICS UNIT WITH NEW BOLTS, REPLACED TRANS FILTER AND FLUID. VERIFIED PROPER FLUID LEVEL AND CARRIED OUT BASIC SETTINGS FOR TRANS. ROAD TESTED VEHICLE AND ALL OK AT THIS TIME.
04/02/2009	11:02	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
04/02/2009	11:02	ISSUE UPDATED

#### Consultant's Closing Comments

INSTALLED NEW MECHATRONICS UNIT WITH NEW BOLTS, REPLACED TRANS FILTER AND FLUID. VERIFIED PROPER FLUID LEVEL AND CARRIED OUT BASIC SETTINGS FOR TRANS. ROAD TESTED VEHICLE AND ALL OK AT THIS TIME.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
430405	JETTA	2008	3VWRJ71K98M [REDACTED]	7801	3885	03/18/2009	USA

#### Workshop Finding

n/a

Activity Date	Activity Time	Activity Comments
03/17/2009	21:10	CUSTOMER REPORTS THEN WHEN STOPPED ON FLATE SURFACE CAR WILL THINK INTO GEAR OR HAVE A DELAYED RESPONSE. VERIFIED CUST CONCERN. CHECKED FAULTS USING GFF NONE PRESNET. CHECKED TRANS FLUID LEVEL = OK. PERFORMED BASIC SETTINGS FOR TRANSMISSION. TEST DROVE PROBLEM STILL PRESENT.
03/17/2009	21:10	ISSUE OPENED BY DEALERSHIP
03/18/2009	15:22	CUSTOMER COMMENTS: CUSTOMER REPORTS THEN WHEN STOPPED ON FLATE SURFACE CAR WILL THINK INTO GEAR OR HAVE A DELAYED RESPONSE. VERIFIED CUST CONCERN. CHECKED FAULTS USING GFF NONE PRESNET. CHECKED TRANS FLUID LEVEL = OK. PERFORMED BASIC SETTINGS FOR TRANSMISSION. TEST DROVE PROBLEM STILL PRESENT.
03/18/2009	15:22	TECH NEEDS TO PERFORM BASIC SETTING MANUALLY IN VSD 61 AND 60 AND PERFORM 10 TO 15 MILE ROAD TEST AND SEE IF THIS CORRECTS THE CONCERN. IF IT DOES NOT THE MECHATRONIC WILL HAVE TO BE REPLACED. TECH SHOULD CHECK FLUID LEVEL AND CONDITION
03/18/2009	16:13	DRIVE THE VEHICLE TO DUPLICATE THE CONCERN AT LEAST 20 MILES AND IF SO WITH NO NOISE REPLACE THE MECH, IF THERE IS NOISE PLEASE CALL BACK IN.
03/18/2009	17:03	ADVISED THE TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT.
03/24/2009	12:35	AS OF 3.23.09 @ 4:00 PM PARTS HAD NOT ARRIVED @ DEALER.
03/25/2009	09:31	THANKS FOR THE UPDATE P2
03/25/2009	12:14	SPOKE TO PAUL - STILL AWAITING SOP.
03/31/2009	13:52	AS OF 3/27/09 ADVISED PARTS ARE 2 WEEKS OUT.
03/31/2009	14:24	IF THE VEHICLE IS GONE WITH THE CUSTOMER PLEASE CLOSE OUT THE VTA
04/01/2009	14:49	INSTALLED MECHTRONIC, PERFORMED BASIC SETTING, TEST DROVE WITH SHOPFOREMAN, CAR SHIFTS AND DRIVES AS NORMAL.
04/01/2009	16:02	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
04/01/2009	16:02	ISSUE UPDATED

#### Consultant's Closing Comments

INSTALLED MECHTRONIC, PERFORMED BASIC SETTING, TEST DROVE WITH SHOPFOREMAN, CAR SHIFTS AND DRIVES AS NORMAL.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
430484	JETTA	2008	3VWRJ71K68M	14845	3885	03/18/2009	USA

Workshop Finding
n/a

Activity Date	Activity Time	Activity Comments
03/18/2009	10:07	CUSTOMER STATES THAT THE VEHICLE HAS A HESITATION FROM THE TRANSMISSION WHILE FIRST MOVING FROM A COMPLETE STOP. CUSTOMER STATED THAT VEHICLE WILL SPORADICLY BANG INTO GEAR. I ROADTESTED VEHICLE AND DID VERIFY THE CONCERN. FROM PREVIOUS EXPIRENCE, CHECKED MVB 54 IN GEARBOX ELECTRONICS AND FOUND "H48G0241".
03/18/2009	10:07	ISSUE OPENED BY DEALERSHIP
03/18/2009	10:12	CUSTOMER COMMENTS: CUSTOMER STATES THAT THE VEHICLE HAS A HESITATION FROM THE TRANSMISSION WHILE FIRST MOVING FROM A COMPLETE STOP. CUSTOMER STATED THAT VEHICLE WILL SPORADICLY BANG INTO GEAR. I ROADTESTED VEHICLE AND DID VERIFY THE CONCERN. FROM PREVIOUS EXPIRENCE, CHECKED MVB 54 IN GEARBOX ELECTRONICS AND FOUND "H48G0241".
03/18/2009	10:12	TECH IS TO PERFORM BASIC SETTINGS MANUALLY 61 AND 60 IN TRANS ELECTRONICS THROUGH VSD AND PERFORM 10 TO 15 MILE ROAD TEST TO CHECK THE CONCERN. IF STILL PRESENT REPLACE THE MECHATRONIC, BOLTS, FLUID AND FILTER.
03/18/2009	11:26	SET BASIC SETTINGS IN MVB 61&60 AND ROADTESTED APROX. 13 MILES AS PER GERALD HALLER. FOUND CONDITION TO HAVE NOT GONE AWAY. IF ANYTHING, I'M NOTICING IT MORE AFTER THE BASIC SETTINGS WERE PERFORMED. ORDERED MECHTRONIC UNIT, FLUID, FILTER AND MECHATRONIC BOLTS.
03/18/2009	11:34	ADVISED THE TECH TO REPLACE THE MECHITRONICS UNIT, BOLTS, AND FILTER
03/18/2009	11:41	PARTS ON ORDER....TICKET CLOSED. THANK YOU!
03/18/2009	12:42	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
03/18/2009	12:42	ISSUE UPDATED

Consultant's Closing Comments
ORDERED MECHATRONIC

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
430641	EOS	2008	WVWBA71F68V [REDACTED]	12171	3885	03/18/2009	USA

<b>Workshop Finding</b>
JERKS WHILES

Activity Date	Activity Time	Activity Comments
03/18/2009	12:41	CUSTOMER STATES THAT THE TRANS HESITATES WHEN TAKING OFF FROM A STOP AND THEN WILL JERK AND SPIN THE TIRES. TEST DRIVE TO VERIFY COMPLAINT AND TRANS DOES HESITATE AND JERK. NO FAULTS PRESENT AT THIS TIME. TCM# 02E300044K 608. FLUID IS FULL. RESET BASIC SETTINGS AND TEST DRIVE AND TRANS STILL ACTS UP.
03/18/2009	12:41	ISSUE OPENED BY DEALERSHIP
03/18/2009	12:54	CUSTOMER COMMENTS: CUSTOMER STATES THAT THE TRANS HESITATES WHEN TAKING OFF FROM A STOP AND THEN WILL JERK AND SPIN THE TIRES. TEST DRIVE TO VERIFY COMPLAINT AND TRANS DOES HESITATE AND JERK. NO FAULTS PRESENT AT THIS TIME. TCM# 02E300044K 608. FLUID IS FULL. RESET BASIC SETTINGS AND TEST DRIVE AND TRANS STILL ACTS UP.
03/18/2009	12:54	JERKS WHILE DRIVING
03/18/2009	12:54	TECH TO GET MVB 54 IN 02
03/18/2009	12:54	WORKSHOP FINDINGS: JERKS WHILES
03/18/2009	13:42	MVB 54/ H38K0547.
03/18/2009	13:49	ADVISE TECH TO REPLACE MECHATRONICS , FLUID , FILTER , AND BOLTS.
03/25/2009	15:23	D1 MIKE IN SERVICE STATED VEHICLE IS DONE AND WILL HAVE TECH CLOSE TICKET.
03/25/2009	15:31	DOUBLE CHECKED PARTS DEPARTMENT AND MECH UNIT STILL HAS NOT ARRIVED WAS RED ORDERED
03/25/2009	16:29	THANKS UPDATE AFTER REPAIRS
03/30/2009	11:21	CHECKED THIS AM MECH UNIT STILL HAS NOT ARRIVED
03/30/2009	19:30	UPDATE AFTER PARTS ARE INSTALLED
03/31/2009	15:14	REPLACED MECHATRONICS. THANKS.
03/31/2009	16:40	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
03/31/2009	16:40	REPLACED MECHATRONICS. THANKS.

<b>Consultant's Closing Comments</b>
REPLACED MECHATRONICS. THANKS.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
430661	EOS	2008	WVWBA71F98V [REDACTED]	23998	3885	03/18/2009	USA

#### Workshop Finding

TECH VERIFIED THE CONCERN. BASIC SETTINGS DID NOT TAKE.

Activity Date	Activity Time	Activity Comments
03/18/2009	12:57	ISSUE OPENED BY DEALERSHIP
03/18/2009	12:57	UPDATING CASE 428443. INSTALLED MECHATRONICS UNIT. SET BASIC SETTINGS. VEHICLE NOW ONLY HAS 1ST AND 2ND GEAR.
03/18/2009	13:00	A2 CASE TO BE ESCALATED FOR REVIEW. ADVISED THE TECH ON HOW TO PERFORM THE TRANS BASIC SETTINGS.
03/18/2009	13:00	CUSTOMER COMMENTS: UPDATING CASE 428443. INSTALLED MECHATRONICS UNIT. SET BASIC SETTINGS. VEHICLE NOW ONLY HAS 1ST AND 2ND GEAR.
03/18/2009	13:00	WORKSHOP FINDINGS: TECH VERIFIED THE CONCERN. BASIC SETTINGS DID NOT TAKE.
03/18/2009	15:42	SET BASIC SETTINGS. TEST DROVE VEHICLE. VEHICLE SHIFTS PROPERLY.
03/18/2009	16:18	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
03/18/2009	16:18	ISSUE UPDATED

#### Consultant's Closing Comments

SET BASIC SETTINGS. TEST DROVE VEHICLE. VEHICLE SHIFTS PROPERLY.  
A2 CASE TO BE ESCALATED FOR REVIEW.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
430694	JETTA	2009	3VWRJ71K69M [REDACTED]	5150	3735	03/18/2009	USA

<b>Workshop Finding</b>
MVB 54=J12D0461

Activity Date	Activity Time	Activity Comments
03/18/2009	13:32	CUSTOMER STATES THERE IS A HESITATION ON ACCELERATION FROM A STOP/JERKS ON DECELERATION TO A STOP.
03/18/2009	13:32	ISSUE OPENED BY DEALERSHIP
03/18/2009	13:39	ADVISE TECH TO REPLACE MECHATRONICS , FLUID, FILTER, AND BOLTS.
03/18/2009	13:39	CUSTOMER COMMENTS: CUSTOMER STATES THERE IS A HESITATION ON ACCELERATION FROM A STOP/JERKS ON DECELERATION TO A STOP.
03/18/2009	13:39	WORKSHOP FINDINGS: MVB 54=J12D0461
03/25/2009	12:15	P1 SPOKE TO BOB IN SERVICE VEHICLE IS WAITING ON RED ORDER PART
03/31/2009	15:12	INSTALLED MECHATRONICS UNIT,REPLACED BOLTS AND FILTER,FILLED WITH FLUID SET BASIC SETTINGS.TEST DROVE VEHICLE SHIFTING PROPERLY.
03/31/2009	16:40	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
03/31/2009	16:40	ISSUE UPDATED

<b>Consultant's Closing Comments</b>
INSTALLED MECHATRONICS UNIT,

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
430777	EOS	2008	WVWFA71F58V [REDACTED]	14078	3885	03/18/2009	USA

#### Workshop Finding

TRANSMISSION JERKS IN GEAR WHEN COLD

Activity Date	Activity Time	Activity Comments
03/18/2009	14:48	CUSTOMER STATES TRANSMISSION JERKS IN GEAR WHEN COLD. CUSTOMER ALSO STATES TRANNY DELAYS ENGAGING WHEN COMIN TO A FAST STOP AND THEN ACCELERATING. CUSTOMER ALSO STATES WHEN IN REVERSE TURNING LEFT WHEN TRANNY IS COLD IT ENGAGES AND DISENGAGES AT RANDOM. HAVE NOT BEEN ABLE TO DUPLICATE CUSTOMER CONCERNS. I WANT TO MAKE SURE THERE IS NOTHING ELSE THAT CAN BE DONE. THERE ARE NO CODES AND FLUID IS FULL AND LOOKS GOOD.
03/18/2009	14:48	ISSUE OPENED BY DEALERSHIP
03/18/2009	14:54	CUSTOMER COMMENTS: CUSTOMER STATES TRANSMISSION JERKS IN GEAR WHEN COLD. CUSTOMER ALSO STATES TRANNY DELAYS ENGAGING WHEN COMIN TO A FAST STOP AND THEN ACCELERATING. CUSTOMER ALSO STATES WHEN IN REVERSE TURNING LEFT WHEN TRANNY IS COLD IT ENGAGES AND DISENGAGES AT RANDOM. HAVE NOT BEEN ABLE TO DUPLICATE CUSTOMER CONCERNS. I WANT TO MAKE SURE THERE IS NOTHING ELSE THAT CAN BE DONE. THERE ARE NO CODES AND FLUID IS FULL AND LOOKS GOOD.
03/18/2009	14:54	JERKS WHILE DRIVING PLEASE GET MVB 54 IN 02 H45
03/18/2009	14:54	WORKSHOP FINDINGS: TRANSMISSION JERKS IN GEAR WHEN COLD
03/18/2009	14:55	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.
03/18/2009	14:55	PLEASE REPLACE MECHATRONICS FLUID, FILTER AND BOLTS
03/18/2009	14:58	ORDERED PARTS, THANKS
03/18/2009	16:44	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
03/18/2009	16:44	ISSUE UPDATED

#### Consultant's Closing Comments

PLEASE REPLACE MECHATRONICS FLUID, FILTER AND BOLTS



VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
430865	JETTA	2008	3VWRJ71K98M [REDACTED]	14520	3885	03/18/2009	USA

#### Workshop Finding

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

Activity Date	Activity Time	Activity Comments
03/18/2009	16:40	CUSTOMER STATES THE TRANSMISSION JERKS IN REVERSE AND FIRST GEAR. TEST DROVE AND IT HAS A VERY HARSH ENGAGEMENT. RESET BASIC SETTINGS AND TEST DROVE THE CAR FOR 10 MILES. THE ENGAGEMENT IS SLIGHTLY BETTER, BUT OVERALL SHIFT QUALITY IS IMPROVED. ALSO WHEN IN REVERSE IT SURGES LIKE THE CLUTCH IS BACKING OFF AND REAPPLYING.
03/18/2009	16:40	ISSUE OPENED BY DEALERSHIP
03/18/2009	16:46	ADVISED THE TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT.
03/18/2009	16:46	CUSTOMER COMMENTS: CUSTOMER STATES THE TRANSMISSION JERKS IN REVERSE AND FIRST GEAR. TEST DROVE AND IT HAS A VERY HARSH ENGAGEMENT. RESET BASIC SETTINGS AND TEST DROVE THE CAR FOR 10 MILES. THE ENGAGEMENT IS SLIGHTLY BETTER, BUT OVERALL SHIFT QUALITY IS IMPROVED. ALSO WHEN IN REVERSE IT SURGES LIKE THE CLUTCH IS BACKING OFF AND REAPPLYING.
03/18/2009	16:46	WORKSHOP FINDINGS: TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM.
03/18/2009	16:56	ORDERED PARTS
03/18/2009	18:01	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
03/18/2009	18:01	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
430922	JETTA	2009	3VWRJ71K69M [REDACTED]	14787	3885	03/18/2009	USA

#### Workshop Finding

TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM. MVB 54 IS A J21.

Activity Date	Activity Time	Activity Comments
03/18/2009	17:53	CUST STATES VEHICLE IS JERKING FROM TAKING OFF FROM STOP. RAN GFF AND NO CODES WERE FOUND. HAPPENS UNDER VERY LIGHT THROTTLE.
03/18/2009	17:53	ISSUE OPENED BY DEALERSHIP
03/18/2009	17:58	ADVISED THE TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT.
03/18/2009	17:58	CUSTOMER COMMENTS: CUST STATES VEHICLE IS JERKING FROM TAKING OFF FROM STOP. RAN GFF AND NO CODES WERE FOUND. HAPPENS UNDER VERY LIGHT THROTTLE.
03/18/2009	17:58	WORKSHOP FINDINGS: TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM. MVB 54 IS A J21.
03/18/2009	17:59	ALSO ORDER A CLUTCH TEMP/SPEED SENSOR.
03/18/2009	18:21	PARTS ORDERED.
03/18/2009	18:30	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
03/18/2009	18:30	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
430969	JETTA	2009	3VWRA71K69M [REDACTED]	16119	3885	03/19/2009	USA

#### Workshop Finding

TCM PART NO 02E 051C 1816

Activity Date	Activity Time	Activity Comments
03/19/2009	08:29	CAR BUCKS INTO GEAR FROM 1ST TO 2ND SCAN 5052 NO FAULTS ROAD TEST FELT VERY SLIGHT SHIFT DELAY
03/19/2009	08:29	ISSUE OPENED BY DEALERSHIP
03/19/2009	08:39	CUSTOMER COMMENTS: CAR BUCKS INTO GEAR FROM 1ST TO 2ND SCAN 5052 NO FAULTS ROAD TEST FELT VERY SLIGHT SHIFT DELAY
03/19/2009	08:39	REPLACE THE MECHATRONIC, FILTER, FLUID AND BOLTS.
03/19/2009	08:39	WORKSHOP FINDINGS: TCM PART NO 02E 051C 1816
03/19/2009	08:40	ADVISED THE TECH TO PERFORM MANUAL BASIC SETTINGS. ENTER VEHICLE SELF DIAGNOSIS, CLEAR ECM AND TCM MEMORY. WITH THE VEHICLE RUNNING AND AT OPERATING TEMPERATURE HAVE A FOOT ON BRAKE WITH VEHICLE IN PARK, ENTER BASIC SETTINGS IN TRANS. ENTER 61Q AND ACTIVATE, WHEN NUMBERS APPEAR IN LOWER BOX BACK OUT ONE SCREEN AND ENTER 60Q AND ACTIVATE, WHEN NUMBERS APPEAR CYCLE THE KEY OFF THEN ON, PERFORM GARAGE SHIFT BY SHIFTING THE VEHICLE (WHILE RUNNING) FROM PARK TO DRIVE 5 TIMES AND THEN SHIFTING FROM PARK TO REVERSE 5 TIMES. ROAD TEST VEHICLE 20 MILES GOING THROUGH ALL GEARS AUTOMATICALLY AND ALSO THROUGH TIPTRONIC AT VARIOUS SPEEDS. REEVALUATE CONCERN, CHECK FAULT MEMORY AND UPDATE VTA
03/19/2009	08:41	PLEASE BE AWARE OF ANY CONTAMINATION AND IF PRESENT, DO NOT INSTALL MECH INSTEAD GET PICTURES
03/19/2009	08:50	WILL PERFORM WHAT TECHLINE ADVISED AND PARTS WILL B ORDERED
03/19/2009	09:30	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
03/19/2009	09:30	ISSUE UPDATED

#### Consultant's Closing Comments

REPLACE THE MECHATRONIC, FILTER, FLUID AND BOLTS

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
430979	JETTA	2008	3VWRA71K48M [REDACTED]	21554	3885	03/19/2009	USA

#### Workshop Finding

TECH CAN DUPLACATE, NO FAULTS.

Activity Date	Activity Time	Activity Comments
03/19/2009	08:47	ISSUE OPENED BY DEALERSHIP
03/19/2009	08:47	WHEN COMMING TO A STOP TRANSMISSION WILL MAKE A CLUNK NOISE WHEN YOU ARE AT OR JUST BEFORE YOU STOP.
03/19/2009	08:49	TEST DROVE WITH CUSTOMER FELT CLUNK HAPPENS ABOUT 50% OF THE TIME NOTICED ENGINE WILL GO DOWN IN RPM SOMETIMES WHEN THIS HAPPENS. NO FAULTS.
03/19/2009	09:05	CUSTOMER COMMENTS: WHEN COMMING TO A STOP TRANSMISSION WILL MAKE A CLUNK NOISE WHEN YOU ARE AT OR JUST BEFORE YOU STOP.
03/19/2009	09:05	TECH TO CHECK FLUID LEVEL AND CONDITION, IF OK PLEASE PERFORM BASIC SETTINGS IN TRANS. SEE IF THE CONCERN IS STILL DUPLACATEABLE.
03/19/2009	09:05	WORKSHOP FINDINGS: TECH CAN DUPLACATE, NO FAULTS.
03/19/2009	10:06	FLUID LEVEL IS OK PERFORMED BASIC SETTING STILL DOESNT SEEM TO SHIFT RIGHT WHEN COMMING TO A STOP.
03/19/2009	10:16	MVB 54 J08; REPLACE THE MECHATRONIC, FILTER FLUID AND BOLTS. 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.
03/19/2009	10:20	ORDERED PARTS CUSTOMER IS TAKING VEHICLE UNTILL PARTS COME IN
03/19/2009	17:30	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
03/19/2009	17:30	ISSUE UPDATED

#### Consultant's Closing Comments

JEFF MAIN: CLOSING IN PROCESS: DEALER COMPLETE: ORDERED PARTS CUSTOMER IS TAKING VEHICLE UNTILL PARTS COME IN

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
431157	EOS	2008	WVWBA71FX8V [REDACTED]	26303	3885	03/19/2009	USA

#### Workshop Finding

SAYS VERY HARD TO DRIVE IN BUMPER TO BUMPER TRAFFIC WITH IT JOLTING/BANGING. NO FAULTS FOUND. EASILY ABLE TO DUPLICATE. VEHICLE WILL JERK AT LOW SPEEDS LIKE CLUTCHES ARE ENGAGING TOO HARSH. NO ENGINE MALFUNCTIONS. MVB 54 H31

Activity Date	Activity Time	Activity Comments
03/19/2009	12:09	CS WHEN AT OPERATING TEMPERATURE, TRANSMISSION WILL JOLT FORWARD WHEN RELEASING BRAKE FROM A STANDSTILL. SAYS VERY HARD TO DRIVE IN BUMPER TO BUMPER TRAFFIC WITH IT JOLTING/BANGING. NO FAULTS FOUND. EASILY ABLE TO DUPLICATE. VEHICLE WILL JERK AT LOW SPEEDS LIKE CLUTCHES ARE ENGAGING TOO HARSH. NO ENGINE MALFUNCTIONS.
03/19/2009	12:09	ISSUE OPENED BY DEALERSHIP
03/19/2009	12:17	ADVISED TECH TO REPLACE MECH UNIT, BOLTS, FILTER AND FLUID, THEN PERFORM MANUAL BASIC SETTINGS. CLOSE OUT VTA.
03/19/2009	12:17	CUSTOMER COMMENTS: CS WHEN AT OPERATING TEMPERATURE, TRANSMISSION WILL JOLT FORWARD WHEN RELEASING BRAKE FROM A STANDSTILL.
03/19/2009	12:17	WORKSHOP FINDINGS: SAYS VERY HARD TO DRIVE IN BUMPER TO BUMPER TRAFFIC WITH IT JOLTING/BANGING. NO FAULTS FOUND. EASILY ABLE TO DUPLICATE. VEHICLE WILL JERK AT LOW SPEEDS LIKE CLUTCHES ARE ENGAGING TOO HARSH. NO ENGINE MALFUNCTIONS. MVB 54 H31
03/19/2009	12:19	ORDERED MECH. UNIT, BOLTS, FILTER, AND DSG OIL. THANK YOU.
03/19/2009	14:20	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
03/19/2009	14:20	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
431171	EOS	2008	WVWBA71F28V [REDACTED]	16494	3885	03/19/2009	USA

#### Workshop Finding

ALSO WHEN SLOWING DOWN IT FEELS LIKE IT IS DROPPING GEARS TO LATE WHICH IS CAUSING A HARD DOWN SHIFT. I LOOKED FOR TSB'S AND ALSO CHECKED FOR ANY FLASHES REGARDING SHIFTING CONCERN. I HAVE NOT YET RESET BASIC SETTINGS IN CASE THERE IS A MVB THAT WOULD BE USEFULL IN SEEING BEFORE RESETTING.

Activity Date	Activity Time	Activity Comments
03/19/2009	12:27	I HAVE AN 08 EOS WITH A DSG. WHEN TAKING OFF FROM A DEAD STOP THE TRANSMISSION SHUDDERS. THEN TAKES OFF OK. ALSO WHEN SLOWING DOWN IT FEELS LIKE IT IS DROPPING GEARS TO LATE WHICH IS CAUSING A HARD DOWN SHIFT. I LOOKED FOR TSB'S AND ALSO CHECKED FOR ANY FLASHES REGARDING SHIFTING CONCERN. I HAVE NOT YET RESET BASIC SETTINGS IN CASE THERE IS A MVB THAT WOULD BE USEFULL IN SEEING BEFORE RESETTING.
03/19/2009	12:27	ISSUE OPENED BY DEALERSHIP
03/19/2009	12:36	ADVISED TECH TO REPLACE MECH UNIT, BOLTS, FILTER AND FLUID THEN PERFORM MANUAL BASIC SETTINGS PER PROCEDURE BELOW. 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.
03/19/2009	12:36	CUSTOMER COMMENTS: I HAVE AN 08 EOS WITH A DSG. WHEN TAKING OFF FROM A DEAD STOP THE TRANSMISSION SHUDDERS. THEN TAKES OFF OK.
03/19/2009	12:36	WORKSHOP FINDINGS: ALSO WHEN SLOWING DOWN IT FEELS LIKE IT IS DROPPING GEARS TO LATE WHICH IS CAUSING A HARD DOWN SHIFT. I LOOKED FOR TSB'S AND ALSO CHECKED FOR ANY FLASHES REGARDING SHIFTING CONCERN. I HAVE NOT YET RESET BASIC SETTINGS IN CASE THERE IS A MVB THAT WOULD BE USEFULL IN SEEING BEFORE RESETTING.
03/19/2009	12:44	ORDERING MECHATRONICS UNIT, BOLTS, FLUID AND FILTER AS ADVISED.
03/19/2009	14:18	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
03/19/2009	14:18	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
431178	RABBIT	2008	WVWHV71K38W [REDACTED]	6693	3885	03/19/2009	USA

#### Workshop Finding

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

Activity Date	Activity Time	Activity Comments
03/19/2009	12:37	ISSUE OPENED BY DEALERSHIP
03/19/2009	12:37	WHILE COMMING TO A STOP COMPLETELY AND THEN LETTING OFF THE BRAKE THE TRANSMISSION FEELS LIKE THERES A BRAKE ON IT AND RELEASES AFTER 2 SECONDS. SOMETIMES EVEN HARSHLY ENGAGING BACK IN TO GEAR.
03/19/2009	12:40	ADVISED THE TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT.
03/19/2009	12:40	CUSTOMER COMMENTS: WHILE COMMING TO A STOP COMPLETELY AND THEN LETTING OFF THE BRAKE THE TRANSMISSION FEELS LIKE THERES A BRAKE ON IT AND RELEASES AFTER 2 SECONDS. SOMETIMES EVEN HARSHLY ENGAGING BACK IN TO GEAR.
03/19/2009	12:40	WORKSHOP FINDINGS: TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM.
03/19/2009	12:58	PARTS ON ORDER.
03/19/2009	17:47	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
03/19/2009	17:47	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
431233	EOS	2009	WVWBA71F29V [REDACTED]	5610	3885	03/19/2009	USA

#### Workshop Finding

JERKY SENSATION UNDER LIGHT ACCELL. FLUID LEVEL AND CONDITION MVB 54=

Activity Date	Activity Time	Activity Comments
03/19/2009	13:31	ISSUE OPENED BY DEALERSHIP
03/19/2009	13:31	WHEN DRIVING FROM A STOP, FEEL JERKING MOTION ON LIGHT ACCELERATION.
03/19/2009	13:38	CUSTOMER COMMENTS: WHEN DRIVING FROM A STOP, FEEL JERKING MOTION ON LIGHT ACCELERATION.
03/19/2009	13:38	REPLACE THE MECHATRONIC, FLUID, FILTER AND BOLTS, SET BASIC SETTINGS AND RETEST.
03/19/2009	13:38	WORKSHOP FINDINGS: JERKY SENSATION UNDER LIGHT ACCELL. FLUID LEVEL AND CONDITION MVB 54=
03/19/2009	13:39	ISSUE SENT TO DEALERSHIP
03/19/2009	13:39	MVB 54 J17
03/19/2009	13:52	RED ODER VALVE BODY AND BOLTS
03/19/2009	14:20	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
03/19/2009	14:20	ISSUE UPDATED

#### Consultant's Closing Comments

RED ODER VALVE BODY AND BOLTS



VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
431288	EOS	2008	WVWBA71F68V [REDACTED]	27698	3885	03/19/2009	USA

#### Workshop Finding

TRYING TO SET BASIC SETTINGS

Activity Date	Activity Time	Activity Comments
03/19/2009	14:47	ISSUE OPENED BY DEALERSHIP
03/19/2009	14:47	REPLACED MECHATRONICS UNIT NEED TO SET BASIC SETTINGS
03/19/2009	14:52	ADVISED THE TECH TO PERFORM MANUAL BASIC SETTINGS. ENTER VEHICLE SELF DIAGNOSIS, CLEAR ECM AND TCM MEMORY. WITH THE VEHICLE RUNNING AND AT OPERATING TEMPERATURE HAVE A FOOT ON BRAKE WITH VEHICLE IN PARK, ENTER BASIC SETTINGS IN TRANS. ENTER 61Q AND ACTIVATE, WHEN NUMBERS APPEAR IN LOWER BOX BACK OUT ONE SCREEN AND ENTER 60Q AND ACTIVATE, WHEN NUMBERS APPEAR CYCLE THE KEY OFF THEN ON, PERFORM GARAGE SHIFT BY SHIFTING THE VEHICLE (WHILE RUNNING) FROM PARK TO DRIVE 5 TIMES AND THEN SHIFTING FROM PARK TO REVERSE 5 TIMES. ROAD TEST VEHICLE 20 MILES GOING THROUGH ALL GEARS AUTOMATICALLY AND ALSO THROUGH TIPTRONIC AT VARIOUS SPEEDS. REEVALUATE CONCERN, CHECK FAULT MEMORY AND UPDATE VTA
03/19/2009	14:52	CUSTOMER COMMENTS: REPLACED MECHATRONICS UNIT NEED TO SET BASIC SETTINGS
03/19/2009	14:52	WORKSHOP FINDINGS: TRYING TO SET BASIC SETTINGS
03/19/2009	14:53	CASE ESCALATED FOR REVIEW A2
03/19/2009	15:40	ISSUE SENT TO DEALERSHIP
03/23/2009	13:28	PERFORMED BASIC SETTING AND TEST DROVE NEW MECHATRONIS WORKS WELL NO PROBLEMS NOW
03/23/2009	16:30	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
03/23/2009	16:30	ISSUE UPDATED

#### Consultant's Closing Comments

PERFORMED BASIC SETTING AND TEST DROVE NEW MECHATRONIS WORKS WELL NO PROBLEMS NOW

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
431289	EOS	2008	WVWFA71FX8V [REDACTED]	12216	3885	03/19/2009	USA

**Workshop Finding**

n/a

Activity Date	Activity Time	Activity Comments
03/19/2009	14:50	CUSTOMER STATESVEHICLE IS LURCHING FORWARD WHEN PRESSING ON ACCELERATOR, DOES NO HAVE SMOOTH TAKE OFF. OCCURS MORE AT SLOW SPEEDS.HAPPENS 7-8 TIMES PER DAY. RAN GFF AND NO DTCS STORED. NO TSBS FOUNDS. QTM WAS HERE TODAY AND INSTRUCTED TO CALL
03/19/2009	14:50	ISSUE OPENED BY DEALERSHIP
03/19/2009	14:56	CUSTOMER COMMENTS: CUSTOMER STATESVEHICLE IS LURCHING FORWARD WHEN PRESSING ON ACCELERATOR, DOES NO HAVE SMOOTH TAKE OFF. OCCURS MORE AT SLOW SPEEDS.HAPPENS 7-8 TIMES PER DAY. RAN GFF AND NO DTCS STORED. NO TSBS FOUNDS. QTM WAS HERE TODAY AND INSTRUCTED TO CALL
03/19/2009	14:56	TECH NEEDS TO PERFORM BASIC SETTINGS MANUALL (61 AND 60) PERFORM ROAD TEST TO SEE IF THIS CORRECTS THE CUSTOMERS COMPLAINT. IF IT DOES RELEASE THE VEH AND IF IT DOES NOT REPLACE THE MECHATRONIC, BOLTS, OIL, AND FILTER.
03/19/2009	15:30	STILL UNABLE TO DUPLICATE AFTER PERFORMING BASIC SETTINGS
03/19/2009	16:48	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
03/19/2009	16:48	ISSUE UPDATED

**Consultant's Closing Comments**

STILL UNABLE TO DUPLICATE AFTER PERFORMING BASIC SETTINGS

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
431297	EOS	2008	WVWBA71F08V [REDACTED]	4209	3885	03/19/2009	USA

#### Workshop Finding

VEHICLE LUNGES BACKWARD, 02EP MVB 54=J08

Activity Date	Activity Time	Activity Comments
03/19/2009	14:56	ISSUE OPENED BY DEALERSHIP
03/19/2009	14:56	VEHICLE SHUTTERS WHEN BACKING UP UNDER LIGHT ACCELERATION. WITH A LITTLE MORE THROTTLE THE VEHICILE LUNGES BACKWARDS.
03/19/2009	15:08	CUSTOMER COMMENTS: VEHICLE SHUTTERS WHEN BACKING UP UNDER LIGHT ACCELERATION. WITH A LITTLE MORE THROTTLE THE VEHICILE LUNGES BACKWARDS.
03/19/2009	15:08	INSPECT THE FLUID FILTER FOR DEBRIS AND CONTANIMATION
03/19/2009	15:08	WORKSHOP FINDINGS: VEHICLE LUNGES BACKWARD, 02EP MVB 54=J08
03/19/2009	15:25	BE SURE TO CHECK FOR CONTAMINATION
03/19/2009	15:52	INSPECTED FLUID FOR DEBRIS. NO DEBRIS FOUND. FLUID AND FILTER LOOKS OK.
03/19/2009	15:59	ADVISED TECH TO REPLACE MECH UNIT, BOLTS, FILTER AND FLUID. PERFORM MANUAL BASIC SETTINGS PER PROCEDURE BELOW 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.
03/19/2009	16:09	ORDERED PARTS. THAKS FOR THE HELP
03/19/2009	16:47	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
03/19/2009	16:47	ISSUE UPDATED

#### Consultant's Closing Comments

ADVISED TECH TO REPLACE MECH UNIT, BOLTS, FILTER AND FLUID. PERFORM MANUAL BASIC SETTINGS PER PROCEDURE BELOW 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.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
431319	EOS	2008	WVWFA71F18V [REDACTED]	4733	3885	03/19/2009	USA

#### Workshop Finding

LUNGING UNDER MVB J07

Activity Date	Activity Time	Activity Comments
03/19/2009	15:21	CUSTOMER STATES CAR IS LUNGING ON ACCELL FROM STOP. TEST DROVE CAR IS OPERATING NORMAL FOR A DSG TRANSMISSION. NO FAULTS WERE FOUND.
03/19/2009	15:21	ISSUE OPENED BY DEALERSHIP
03/19/2009	15:24	CUSTOMER COMMENTS: CUSTOMER STATES CAR IS LUNGING ON ACCELL FROM STOP. TEST DROVE CAR IS OPERATING NORMAL FOR A DSG TRANSMISSION. NO FAULTS WERE FOUND.
03/19/2009	15:24	REPLACE THE MECH AND BOLTS, PERFORM BASIC SETTINGS AND RETEST
03/19/2009	15:24	WORKSHOP FINDINGS: LUNGING UNDER MVB J07
03/23/2009	16:11	PART ON ORDER; CUSTOMER TOOK VEHICLE UNTIL PARTS ARRIVE.
03/23/2009	16:31	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
03/23/2009	16:31	ISSUE UPDATED

#### Consultant's Closing Comments

REPLACE THE MECH AND BOLTS, PERFORM BASIC SETTINGS AND RETEST

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
431389	EOS	2008	WVWBA71F28V [REDACTED]	10487	3885	03/19/2009	USA

#### Workshop Finding

VEHICLE LERCHING TO THE POINT

Activity Date	Activity Time	Activity Comments
03/19/2009	16:39	CUSTOMER STATES VEHICLE LERCHING TO THE POINT OF FEELING LIKE IT IS ALMOST DYING WHEN PULLING AWAY FROM STOPS.CHECKED ATF, WAS OK. HAD ONE FAULT IN VEHICLE POSITION DETECTION, 01316 ABS CONTROL MODULE CANNOT BE TESTED AT PRESENT, SPORADIC.
03/19/2009	16:39	ISSUE OPENED BY DEALERSHIP
03/19/2009	16:47	ADVISE TECH TO GET MVB 54 IN 02 J01
03/19/2009	16:47	CUSTOMER COMMENTS: CUSTOMER STATES VEHICLE LERCHING TO THE POINT OF FEELING LIKE IT IS ALMOST DYING WHEN PULLING AWAY FROM STOPS.CHECKED ATF, WAS OK. HAD ONE FAULT IN VEHICLE POSITION DETECTION, 01316 ABS CONTROL MODULE CANNOT BE TESTED AT PRESENT, SPORADIC.
03/19/2009	16:47	WORKSHOP FINDINGS: VEHICLE LERCHING TO THE POINT
03/19/2009	16:49	REPLACE MECHATRONCIS, FLUID, FILTER, AND SET BACIS SETTING AND INSTSLLTION
03/19/2009	16:53	ORDERD MECHATRONICS
03/19/2009	17:01	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
03/19/2009	17:01	ISSUE UPDATED

#### Consultant's Closing Comments

REPLACE MECHATRONCIS, FLUID, FILTER, AND SET BACIS SETTING AND INSTSLLTION

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
431455	RABBIT	2008	WVWKC71K38W [REDACTED]	37019	3885	03/19/2009	USA

#### Workshop Finding

I FOUND NO FAULTS IN THE SYSTEM. AND IS SET THE BASIC SETTINGS AND IT STILL DOES IT. ALSO WHEN SLOW DOWN QUICKLY AND THEN THE CAR COMES TO A STOP RIGHT BEFORE THE CAR SETTLES IS HAS AHARD SHIFT BACK INTO GEAR(LIKE IT IS GOING BACK INTO 1TH GEAR) THERE IS A HARD SHIFT. MVB 54 H20

Activity Date	Activity Time	Activity Comments
03/19/2009	18:37	ISSUE OPENED BY DEALERSHIP
03/19/2009	18:37	WHEN SHIFTING FROM PARK TO DRIVE OR REVERSE IT IS A VERY HARD SHIFT(IT SHAKES THE CAR). I FOUND NO FAULTS IN THE SYSTEM. AND IS SET THE BASIC SETTINGS AND IT STILL DOES IT. ALSO WHEN SLOW DOWN QUICKLY AND THEN THE CAR COMES TO A STOP RIGHT BEFORE THE CAR SETTLES IS HAS AHARD SHIFT BACK INTO GEAR(LIKE IT IS GOING BACK INTO 1TH GEAR) THERE IS A HARD SHIFT.
03/19/2009	18:47	ADVISED TECH TO REMOVE TRANS FILTER AND INSPECT FOR FLUID CONTAMINATION, IF ANY FOAM OR MILKY LOOKING RESIDUE ON FILTER PLEASE ATTACH PICTURES AND CALL BACK, IF FLUID LOOKS GOOD REPLACE MECH UNIT AND RUN BASIC SETTINGS. CLOSE OUT VTA.
03/19/2009	18:47	CUSTOMER COMMENTS: WHEN SHIFTING FROM PARK TO DRIVE OR REVERSE IT IS A VERY HARD SHIFT(IT SHAKES THE CAR).
03/19/2009	18:47	WORKSHOP FINDINGS: I FOUND NO FAULTS IN THE SYSTEM. AND IS SET THE BASIC SETTINGS AND IT STILL DOES IT. ALSO WHEN SLOW DOWN QUICKLY AND THEN THE CAR COMES TO A STOP RIGHT BEFORE THE CAR SETTLES IS HAS AHARD SHIFT BACK INTO GEAR(LIKE IT IS GOING BACK INTO 1TH GEAR) THERE IS A HARD SHIFT. MVB 54 H20
03/19/2009	20:06	FLUID LOOKED GOOD. SO I ORDERED THE MECH UNIT. THANKS FOR THE HELP!
03/22/2009	21:47	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
03/22/2009	21:47	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
431476	EOS	2008	WVWBA71F68V [REDACTED]	15017	3885	03/19/2009	USA

#### Workshop Finding

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

Activity Date	Activity Time	Activity Comments
03/19/2009	19:29	CUST. STATES CAR PULSATES WHEN RELEASING BRAKE PEDAL...TECH: ROAD TEST ABLE TO DUPLICATE.. JERKS NOT SMOOTH WHEN COMING FROM A STOP ..ALSO DUPLICATED GOING BACKWARD..NO FAULTS IN ECM NO FAULTS IN TCM..(ATTACHED LOG)
03/19/2009	19:29	ISSUE OPENED BY DEALERSHIP
03/19/2009	19:31	ADVISED THE TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT.
03/19/2009	19:31	CUSTOMER COMMENTS: CUST. STATES CAR PULSATES WHEN RELEASING BRAKE PEDAL...TECH: ROAD TEST ABLE TO DUPLICATE.. JERKS NOT SMOOTH WHEN COMING FROM A STOP ..ALSO DUPLICATED GOING BACKWARD..NO FAULTS IN ECM NO FAULTS IN TCM..(ATTACHED LOG)
03/19/2009	19:31	WORKSHOP FINDINGS: TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM.
03/19/2009	19:36	ORDER UNIT AND BOLTS AND FLUID AND FILTER
03/19/2009	19:58	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
03/19/2009	19:58	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
431508	EOS	2007	WVWFA71F97V [REDACTED]	16720	3885	03/20/2009	USA

**Workshop Finding**

n/a

Activity Date	Activity Time	Activity Comments
03/20/2009	08:56	CUST.STATES WHEN VEHICLE COMES TO STOP AND SHE LETS OFF BRAKE VEHICLE SURGES TECHS DUPLICATION,WHEN LETTING OFF OF BRAKE VEHICLE HAS A SLIGHT SURGE,BARELY NOTICEABLE FOR ABOUT A SECOND,NOT HAPPENING ALL OF THE TIME,ONLY DTC STORED IS VEHICLE POSITION CONTROL MODULE-NO COMMUNICATION.
03/20/2009	08:56	ISSUE OPENED BY DEALERSHIP
03/20/2009	09:01	CUSTOMER COMMENTS: CUST.STATES WHEN VEHICLE COMES TO STOP AND SHE LETS OFF BRAKE VEHICLE SURGES TECHS DUPLICATION,WHEN LETTING OFF OF BRAKE VEHICLE HAS A SLIGHT SURGE,BARELY NOTICEABLE FOR ABOUT A SECOND,NOT HAPPENING ALL OF THE TIME,ONLY DTC STORED IS VEHICLE POSITION CONTROL MODULE-NO COMMUNICATION.
03/20/2009	09:01	PLEASE REPLACE THE MECH UNIT, FLUID, FILTER, AND BOLTS.
03/25/2009	13:36	MECHATRONICS UNIT HAS BEEN ORDERED.
03/25/2009	18:08	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
03/25/2009	18:08	ISSUE UPDATED

**Consultant's Closing Comments**

MECHATRONICS UNIT HAS BEEN ORDERED.



VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
431537	EOS	2008	WVWBA71F38V [REDACTED]	23818	3885	03/20/2009	USA

#### Workshop Finding

VEHICLE LURCHES UNDER ACCELL; MVB 54 = H35. FLUID LEVEL AND CONDITION

Activity Date	Activity Time	Activity Comments
03/20/2009	09:25	CUST STATES WHEN LETTING OFF BRAKE CAR LURCHES AND ALMOST STALLS WITHOUT GIVING IT GAS. TECH VERIFIED CONCERN, NO FAULTS, NO TSB'S FOUND.
03/20/2009	09:25	ISSUE OPENED BY DEALERSHIP
03/20/2009	09:29	CUSTOMER COMMENTS: CUST STATES WHEN LETTING OFF BRAKE CAR LURCHES AND ALMOST STALLS WITHOUT GIVING IT GAS. TECH VERIFIED CONCERN, NO FAULTS, NO TSB'S FOUND.
03/20/2009	09:29	REPLACE THE MECHATRONIC, FLUID, FILTER AND BOLTS. SET BASIC SETTINGS ON THE TRANSMISSION
03/20/2009	09:29	WORKSHOP FINDINGS: VEHICLE LURCHES UNDER ACCELL; MVB 54 = H35. FLUID LEVEL AND CONDITION
03/26/2009	13:12	ORDERED PARTS
03/26/2009	13:45	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
03/26/2009	13:45	ISSUE UPDATED

#### Consultant's Closing Comments

REPLACE THE MECHATRONIC, FLUID, FILTER AND BOLTS. SET BASIC SETTINGS ON THE TRANSMISSION

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
431551	JETTA	2008	3VWRA71KX8M [REDACTED]	5274	3885	03/20/2009	USA

#### Workshop Finding

TCM INFO NOT AVAILABLE

Activity Date	Activity Time	Activity Comments
03/20/2009	09:47	CUSTOMER STATES WHEN MERGING INTO TRAFFIC CAR SEEMS TO LAG NOTHING HAPPENS AND THEN POWER KICKS IN ALSO ON THE ROAD TEST IT SEEMS TO BANG DOWN SHIFTNG INTO 1ST
03/20/2009	09:47	ISSUE OPENED BY DEALERSHIP
03/20/2009	09:52	CHECK FLUID LEVEL AND CONDITION AS WELL.
03/20/2009	09:52	CUSTOMER COMMENTS: CUSTOMER STATES WHEN MERGING INTO TRAFFIC CAR SEEMS TO LAG NOTHING HAPPENS AND THEN POWER KICKS IN ALSO ON THE ROAD TEST IT SEEMS TO BANG DOWN SHIFTNG INTO 1ST
03/20/2009	09:52	GET THE TCM PART NO. AND SOFTWARE. GET MVB 54 FROM THE TCM. 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
03/20/2009	09:52	ISSUE SENT TO DEALERSHIP
03/20/2009	09:52	WORKSHOP FINDINGS: TCM INFO NOT AVAILABLE
03/20/2009	11:45	CK THE FLUID LEVEL AND THE MVB ALSO SET BASIC SETTING AND THE ATTACHED THE TCM PART #
03/20/2009	11:53	ADVISED TO REPLACE MECHANTRONICS UNIT.
03/27/2009	13:44	LEFT A MESSAGE IN SERVICE. WILL CALL BACK AT A LATER TIME.
03/27/2009	15:49	C1 SPOKE TO MARK IN SERVICE AND VEHICLE WAS RETURNED TO CUSTOMER. PART IS ON RED ORDER AND CUSTOMER WILL RETUN ONCE PART ARRIVES.
03/27/2009	15:49	WAITING FOR THE CAR TO REPLACED THE PART
03/27/2009	16:38	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
03/27/2009	16:38	ISSUE UPDATED

#### Consultant's Closing Comments

ADVISED TO REPLACE MECHANTRONICS UNIT.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
431592	JETTA	2008	3VWRJ71K98M [REDACTED]	15476	3885	03/20/2009	USA

#### Workshop Finding

n/a

Activity Date	Activity Time	Activity Comments
03/20/2009	10:33	ISSUE OPENED BY DEALERSHIP
03/20/2009	10:33	VEHICLE JERKS WHEN SLOW ACCELERATION FROM A COMPLETE STOP. THE JERKING HAPPENS FOR A FEW SECONDS AND THEN GOES AWAY AS RPMS AND SPEED INCREASE. ADPATATION VALUES AT IDLE IS 1.3% AND PART THROTTLE IS 0.8%.
03/20/2009	10:40	CUSTOMER COMMENTS: VEHICLE JERKS WHEN SLOW ACCELERATION FROM A COMPLETE STOP. THE JERKING HAPPENS FOR A FEW SECONDS AND THEN GOES AWAY AS RPMS AND SPEED INCREASE. ADPATATION VALUES AT IDLE IS 1.3% AND PART THROTTLE IS 0.8%.
03/20/2009	10:40	PLEASE REPLACE MECH UNIT, FLUID, FILTER, AND BOLTS.
03/20/2009	11:06	ORDERED PARTS. MECH UNIT HAS NO STOCK IN COUNTRY.
03/20/2009	14:27	THANKS FOR THE UPDATE.
03/25/2009	10:16	STILL WAITING ON PARTS
03/25/2009	18:11	THANKS FOR THE UPDATE.
03/27/2009	15:35	SPOKE WITH STEVE IN SERVICE. CUSTOMER HAS THE VEHICLE WHILE PARTS ARE ON ORDER. TECH TO CLOSE VTA. C1
03/30/2009	13:00	VEHICLE LEFT SHOP. STILL WAITING ON PARTS.
03/31/2009	15:14	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
03/31/2009	15:14	ISSUE UPDATED

#### Consultant's Closing Comments

VEHICLE LEFT SHOP. STILL WAITING ON PARTS.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
431644	JETTA	2008	3VWRJ71K78M [REDACTED]	9303	3885	03/20/2009	USA

#### Workshop Finding

VEHICLE DOES NOT HAVE ANY DTCS. TECH STATES THIS IS A SPORADIC CONCERN. IF YOU QUICKLY RELEASE THE BRAKE AND APPLY THE GAS THE ISSUE DOES NOT HAPPEN.

Activity Date	Activity Time	Activity Comments
03/20/2009	11:21	AT STOPS WHEN RELEASING BRAKE PEDAL.RPM DROPS SLIGHTLY AND THEN VEHICLE JERKS SPORADICLY BEFORE PRESSING ON ACCELERATOR PEDAL.
03/20/2009	11:21	ISSUE OPENED BY DEALERSHIP
03/20/2009	11:46	ADVISED TECH TO PLEASE CHECK MVB 32. ROAD TEST THE VEHICLE AND MONITOR MVB 33 UNDER ALL OPERATING CONDITIONS. PAY CAREFUL ATTENTION TO THIS BLOCK WHEN THE ISSUE IS OCCURRING. WHEN YOU RETURN TO THE SHOP, PLEASE CHECK MVB 2/4 AT IDLE, IN PARK, WITH THE A/C TURNED OFF.
03/20/2009	11:46	CUSTOMER COMMENTS: AT STOPS WHEN RELEASING BRAKE PEDAL THE RPM DROPS SLIGHTLY AND THEN VEHICLE JERKS SPORADICLY BEFORE PRESSING ON ACCELERATOR PEDAL.
03/20/2009	11:46	WORKSHOP FINDINGS: VEHICLE DOES NOT HAVE ANY DTCS. TECH STATES THIS IS A SPORADIC CONCERN. IF YOU QUICKLY RELEASE THE BRAKE AND APPLY THE GAS THE ISSUE DOES NOT HAPPEN.
03/20/2009	13:17	ADVISE TECH TO GETREADINH FROM MVB 54 IN TCM
03/20/2009	13:39	ADVISED TECH TO TRY GOING IN THROUGH VSD TO FIND MVB 54 IN TCM. PLEASE UPDATE VTA AND GIVE A CALL FOR INTERPRETATION OF INFORMATION.
03/20/2009	13:52	ADVISE TECH TO REPLACE MECHATRONCIS FLUID AND FILTER AND SET BASIC SETTING AFTER REPAIRS
03/25/2009	14:07	MECHATRONIC ON BACKORDER. WILL INSTALL PART AS SOON AS IT COMES IN.
03/25/2009	17:54	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
03/25/2009	17:54	ISSUE UPDATED

#### Consultant's Closing Comments

MECHATRONIC ON BACKORDER. WILL INSTALL PART AS SOON AS IT COMES IN.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
431645	RABBIT	2008	WVWHV71K38W [REDACTED]	17835	3735	03/20/2009	USA

#### Workshop Finding

MVB 54 = J01N0105

Activity Date	Activity Time	Activity Comments
03/20/2009	11:21	ISSUE OPENED BY DEALERSHIP
03/20/2009	11:21	WHEN AT IDLE, AND THEN LET OFF THE GAS, IT ENGAGES HARD (JUMPS) AND THEN LURCHES UNTIL FULLY ENGAGED.
03/20/2009	11:27	ADVISE TECH TO REPLACE MECHATRONICS, FLUID , FILTER , AND BOLTS. ALSO PERFORM BASIC SETTINGS.
03/20/2009	11:27	CUSTOMER COMMENTS: WHEN AT IDLE, AND THEN LET OFF THE GAS, IT ENGAGES HARD (JUMPS) AND THEN LURCHES UNTIL FULLY ENGAGED.
03/20/2009	11:27	WORKSHOP FINDINGS: MVB 54 = J01N0105
03/20/2009	11:30	PARTS ARE ON ORDER, THANKS FOR THE HELP.
03/20/2009	14:37	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
03/20/2009	14:37	ISSUE UPDATED

#### Consultant's Closing Comments

REPLACE MECHATRONICS, FLUID , FILTER , AND BOLTS.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
431693	JETTA	2009	3VWRL71K09M	11923	3885	03/20/2009	USA

#### Workshop Finding

TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM. MVB 54 IS J02 AND MVB 64 IS 0 AND 0.

Activity Date	Activity Time	Activity Comments
03/20/2009	12:11	CUST STATES HARSH SHIFT WHEN ACCELERATING UPHILL, VEH SPINS TIRES WHEN SHIFTING. TEST DROVE AND DUPLICATED CONCERN. WHEN STARTING FROM STOP LIGHT, ENGAGEMENT IS DELAYED, ENGINE REVS BEFORE TRANS ENGAGES, CAN SPIN TIRES IF NOT EXPECTING IT. ALSO HAS HESITATION, SEEMS LIKE ENGINE HESITATES, THEN OVER COMPENSATES WITH HIGH BOOST AND SPINS TIRES. NO FAULTS, PERFORMED BASIC SETTINGS, NO HELP. CRUISE ALSO INOP. ACTIVATED IN ECM, SWITCH TESTS OK, PERFORMED CAP DISCHARGE. CRUISE STILL INOP. BRAKE LIGHTS AND SWITCH OK
03/20/2009	12:11	ISSUE OPENED BY DEALERSHIP
03/20/2009	12:40	ADVISED THE TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT.
03/20/2009	12:40	CUSTOMER COMMENTS: CUST STATES HARSH SHIFT WHEN ACCELERATING UPHILL, VEH SPINS TIRES WHEN SHIFTING. TEST DROVE AND DUPLICATED CONCERN. WHEN STARTING FROM STOP LIGHT, ENGAGEMENT IS DELAYED, ENGINE REVS BEFORE TRANS ENGAGES, CAN SPIN TIRES IF NOT EXPECTING IT. ALSO HAS HESITATION, SEEMS LIKE ENGINE HESITATES, THEN OVER COMPENSATES WITH HIGH BOOST AND SPINS TIRES. NO FAULTS, PERFORMED BASIC SETTINGS, NO HELP. CRUISE ALSO INOP. ACTIVATED IN ECM, SWITCH TESTS OK, PERFORMED CAP DISCHARGE. CRUISE STILL INOP. BRAKE LIGHTS AND SWITCH OK
03/20/2009	12:40	WORKSHOP FINDINGS: TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM. MVB 54 IS J02 AND MVB 64 IS 0 AND 0.
03/20/2009	13:24	PARTS ORDERED ON 03/20/09. WILL OPEN NEW VTA IF PROBLEM PERSISTS AFTER REPAIR
03/20/2009	15:12	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
03/20/2009	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
431757	RABBIT	2008	WVWHV71K18W [REDACTED]	12929	3885	03/20/2009	USA

#### Workshop Finding

n/a

Activity Date	Activity Time	Activity Comments
03/20/2009	13:35	ISSUE OPENED BY DEALERSHIP
03/20/2009	13:35	TRANS LURCHES FROM A STOP,FEELS LIKE NEUTRAL,THEN LAUNCHES FORWARD.
03/20/2009	13:51	CUSTOMER COMMENTS: TRANS LURCHES FROM A STOP,FEELS LIKE NEUTRAL,THEN LAUNCHES FORWARD.
03/20/2009	13:51	TECH STATES THEY HAVE RUN BASIC SETTINGS AND THERE ARE NO DTCS IN ANY MODULE. ADVISED TECH TO VERIFY FLUID LEVEL AND CONDITION IS GOOD. PLEASE UPDATE VTA WITH MVB 54 INFORMATION IN THE TCM.
03/23/2009	08:09	CHECKED FLUID,OK. MVB/54 SEE ATTACHMENT;
03/23/2009	08:21	TECH TO CALL BACK FOR ALLEN AT HIS REQUEST.
03/23/2009	09:51	PLEASE REPLACE THE MECH UNIT, FLUID, FILTER, AND BOLTS.
03/23/2009	10:22	SOP PARTS OVERNIGHT FOR REPAIRS.
03/23/2009	10:38	THANKS FOR THE UPDATE. PLEASE CLOSE OUT VTA AND FILL OUT SURVEY WHEN DONE.
03/25/2009	11:30	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
03/25/2009	11:30	ISSUE UPDATED

#### Consultant's Closing Comments

VEHICLE LEFT DEALERSHIP. TECH TO REPLACE MECTRONIC.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
431815	EOS	2008	WVWFA71F78V [REDACTED]	5158	3885	03/20/2009	USA

**Workshop Finding**

n/a

Activity Date	Activity Time	Activity Comments
03/20/2009	14:43	CUSTOMER STATES TRANS LURCHES FROM A STOP. ROAD TESTED AND DUPLICATED LURCH AFTER SITTING AT LONG RED LIGHT AND REACCELLORATING. PERFORMED BASIC SETTINGNS AND FLUID CHECK. REROAD TEST AND STILL THE SAME, AND I ALSO NOTICED SYNCHRO TYPE GRINDING NOISE ON 2-1 DOWNSHIFT INTERMITTENTLY.
03/20/2009	14:43	ISSUE OPENED BY DEALERSHIP
03/20/2009	14:50	CUSTOMER COMMENTS: CUSTOMER STATES TRANS LURCHES FROM A STOP. ROAD TESTED AND DUPLICATED LURCH AFTER SITTING AT LONG RED LIGHT AND REACCELLORATING. PERFORMED BASIC SETTINGNS AND FLUID CHECK. REROAD TEST AND STILL THE SAME, AND I ALSO NOTICED SYNCHRO TYPE GRINDING NOISE ON 2-1 DOWNSHIFT INTERMITTENTLY.
03/20/2009	14:50	TECH NEEDS TO PERFORM BASIC SETTINGS MANUALLY IN 61 AND 60. PERFORM ROAD TEST AND SEE IF THIS CORRECTS THE CONCERN. IF IT DOES CLOSE OUT THE VTA. IF IT DOES NOT CALL BACK. ALSO CHECK FLUID LEVEL AND CONDITION
03/20/2009	16:01	PERFORM BASIC SETTINGS IN VSD AND DROVE FOR 20 MI. STILL HAS LURCH ON ACCEL AND SURGE. ORDER MECHATRONIC UNIT.
03/20/2009	16:04	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
03/20/2009	16:04	ISSUE UPDATED

**Consultant's Closing Comments**

PERFORM BASIC SETTINGS IN VSD AND DROVE FOR 20 MI. STILL HAS LURCH ON ACCEL AND SURGE. ORDER MECHATRONIC UNIT.



VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
431909	JETTA	2008	3VWRJ71K68M [REDACTED]	10915	3885	03/20/2009	USA

#### Workshop Finding

n/a

Activity Date	Activity Time	Activity Comments
03/20/2009	16:29	CUSTOMER STATES THERE IS A HESTITATION OR DELAY WHEN ACCERATING (ESPECIALLY IN TRAFFIC) FROM A STOP. DUPLICATED CONCERN; FEELS LIKE TRANSMISSION ENGAGES AND DISENGAGES A FEW TIMES BEFORE VEHICLE REACHES A SPEED OF 5 MPH, AND THEN IT ACCELERATES NORMALLY. HAPPENS IN ALL SHIFT MODES, MAINLY AFTER VEHICLE HAS BEEN DRIVEN FOR SEVERAL MILES. IT ALSO HAPPENS IF YOU USE BRAKE/ACCELERATOR PEDALS AT THE SAME TIME, THEN LET GO OF THE BRAKES. 0 FAULTS RECORDED/ TRIED PERFORMING A CAPACITIVE DISCHRG, DID NOT CORRECT CONCERN.
03/20/2009	16:29	ISSUE OPENED BY DEALERSHIP
03/20/2009	16:32	ADVISE TO GET MVB 54 IN 02
03/20/2009	16:32	CUSTOMER COMMENTS: CUSTOMER STATES THERE IS A HESTITATION OR DELAY WHEN ACCERATING (ESPECIALLY IN TRAFFIC) FROM A STOP. DUPLICATED CONCERN; FEELS LIKE TRANSMISSION ENGAGES AND DISENGAGES A FEW TIMES BEFORE VEHICLE REACHES A SPEED OF 5 MPH, AND THEN IT ACCELERATES NORMALLY. HAPPENS IN ALL SHIFT MODES, MAINLY AFTER VEHICLE HAS BEEN DRIVEN FOR SEVERAL MILES. IT ALSO HAPPENS IF YOU USE BRAKE/ACCELERATOR PEDALS AT THE SAME TIME, THEN LET GO OF THE BRAKES. 0 FAULTS RECORDED/ TRIED PERFORMING A CAPACITIVE DISCHRG, DID NOT CORRECT CONCERN.
03/20/2009	16:52	TCM SOFTWARE # IS 02E 300 050J-VERSION 1410, MODULE # IS 02E 927 770AE-VERSION 708. MVB 54 SHOWS H51M0173 IN FIELD 1.
03/20/2009	16:54	ADISE TECH TO REPLACE MECHATRONICS , FLUID , FILTER AND BOLTS
03/23/2009	11:18	MECHATRONICS AND RELATED PARTS ORDERED FRIDAY; PARTS ARE BACKORDERED. WILL NOTIFY WHEN PARTS ARRIVE...
03/23/2009	18:49	UPDATE AFTER REPAIRS
03/27/2009	14:18	CALLED DEALER AND WAS SENT TO GEORGES VOICEMAIL, WILL TRY AGAIN LATER.
03/27/2009	15:10	TECH WAS CALLING TO UPDATE. STILL WAITING ON PARTS.
03/30/2009	15:02	PARTS ARRIVED TODAY. WILL UPDATE VTA AFTER REPAIRS ARE COMPLETED.
03/30/2009	17:19	ISSUE UPDATED
03/30/2009	19:06	REPLACED MECHATRONICS UNIT, AND PERFORMED BASIC SETTINGS. ROAD TESTED AFTER REPAIRS AND VERIFIED CORRECT SHIFT OPERATION OF TRANSMISSION.
03/30/2009	19:17	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
03/30/2009	19:17	ISSUE UPDATED

#### Consultant's Closing Comments

REPLACED MECHATRONICS UNIT, AND PERFORMED BASIC SETTINGS. ROAD TESTED AFTER REPAIRS AND VERIFIED CORRECT SHIFT OPERATION OF TRANSMISSION.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
431912	JETTA	2008	3VWRJ71K48M [REDACTED]	8171	3885	03/20/2009	USA

#### Workshop Finding

n/a

Activity Date	Activity Time	Activity Comments
03/20/2009	16:31	CUSTOMER STATES WHEN STOPPED AT RED LIGHT AND STARTING OFF IT JUMPS--WAS ABLE TO VERIFY CUSTOMER'S CONCERN--ACN SIT AT IDLE IN DRIVE AND WHEN TIPPING IN THROTTLE AT ABOUT 1500 RPMS THE VEHICLE SURGES/JERKS--AT TIMES WHEN SLOWING TO STOP AND COMING TO STOP CAN FEEL HARS DOWN SHIFTING AND CAN FEEL VEHICLE SHIFTING AT TIMES WHEN SITTING IN DRIVE AND TAKING OFF LIKE 1-2/2-1 SHIFTS GOING ON BEFORE TAKING OFF THEN SURGES AND JERKS--PERFORMED GUIDED FAULT FINDING AND NO FAULTS STORED IN ECM OR TCM--LOOKED IN TCM MEASURING BLOCK #54 AND FOUND BUILD CODE #J06R0338--IS THIS A MECHATRONIC REPLACEMENT ISSUE ???
03/20/2009	16:31	ISSUE OPENED BY DEALERSHIP
03/20/2009	16:36	CUSTOMER COMMENTS: CUSTOMER STATES WHEN STOPPED AT RED LIGHT AND STARTING OFF IT JUMPS--WAS ABLE TO VERIFY CUSTOMER'S CONCERN--ACN SIT AT IDLE IN DRIVE AND WHEN TIPPING IN THROTTLE AT ABOUT 1500 RPMS THE VEHICLE SURGES/JERKS--AT TIMES WHEN SLOWING TO STOP AND COMING TO STOP CAN FEEL HARS DOWN SHIFTING AND CAN FEEL VEHICLE SHIFTING AT TIMES WHEN SITTING IN DRIVE AND TAKING OFF LIKE 1-2/2-1 SHIFTS GOING ON BEFORE TAKING OFF THEN SURGES AND JERKS--PERFORMED GUIDED FAULT FINDING AND NO FAULTS STORED IN ECM OR TCM--LOOKED IN TCM MEASURING BLOCK #54 AND FOUND BUILD CODE #J06R0338--IS THIS A MECHATRONIC REPLACEMENT ISSUE ???
03/20/2009	16:36	PLEASE REPLACE THE MECH UNIT, FLUID, FILTER, AND BOLTS.
03/27/2009	14:15	MIKE STATES PARTS HAVE ARRIVED WAITING FOR CUSTOMER TO BRING IN THE VEH C1
03/27/2009	14:20	ORDERED MECHATRONIC UNIT AND HAS ARRIVED IN PARTS--WAITING ON CUSTOMER TO BRING VEHICLE BACK IN TO GET INSTALLED
03/27/2009	14:38	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
03/27/2009	14:38	ISSUE UPDATED

#### Consultant's Closing Comments

ORDERED MECHATRONIC UNIT AND HAS ARRIVED IN PARTS--WAITING ON CUSTOMER TO BRING VEHICLE BACK IN TO GET INSTALLED

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
431919	EOS	2008	WVWFA71F68V [REDACTED]	9796	3885	03/20/2009	USA

<b>Workshop Finding</b>
n/a

Activity Date	Activity Time	Activity Comments
03/20/2009	16:43	CUST STATES VEHICLE MAKES NOISE ON ACCELERATING ROAD TEST VEHICLE SHIFTS VEARY HARD WHEN STARTING OUT FROM A STOP NO DTCS WILL BANG INTO GEAR AFTER SITTNIG AT STOP
03/20/2009	16:43	ISSUE OPENED BY DEALERSHIP
03/20/2009	16:53	CUSTOMER COMMENTS: CUST STATES VEHICLE MAKES NOISE ON ACCELERATING ROAD TEST VEHICLE SHIFTS VEARY HARD WHEN STARTING OUT FROM A STOP NO DTCS WILL BANG INTO GEAR AFTER SITTNIG AT STOP
03/20/2009	16:53	PERFORM BASIC SETTINGS MANUALLY 61 AND 60 AND DRIVE THE VEHICLE FOR 15 TO 20 MILES AND RECHECK THE CUSTOMERS COMPLAINT. IF THE PROBLEM IS STILL PRESENT REPLACE THE MECHATRONICS, BOLTS, FLUID, AND FILTER. MAKE SURE TO PERFORM BASIC SETTINGS AGAIN AFTER INSTALLING THE NEW PARTS. IF THE VEH STALLS OR TRANS MAKES A LOT OF NOISE DURING BASIC SETTINGS STOP AND CALL BACK. IF THE SHIFTNG CONCERN IS FIXED RELEASE THE VEH
03/24/2009	08:16	TRYED RESETTNG STILL HAD PROBLEM BAGGING INTO GEAR ORDERED VALVE BODY THANKS FOR THE HELP
03/24/2009	10:52	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
03/24/2009	10:52	ISSUE UPDATED

<b>Consultant's Closing Comments</b>
REPLACING MECHATRONIC

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
431940	JETTA	2008	3VWRJ71K78M [REDACTED]	18195	3885	03/20/2009	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
03/20/2009	17:21	CUSTOMER STATES WHEN THE ENGINE IS WARM, THE VEHICLE JERKS ON ACCELERATION FROM A STOP. ROAD TESTED WITH THE CUSTOMER. THE CAR SURGES WHEN TAKING OFF FROM A STOP FROM 1ST TO 2ND. NO DTCS PRESENT. FLUID LEVEL IS GOOD.
03/20/2009	17:21	ISSUE OPENED BY DEALERSHIP
03/20/2009	17:25	ADVISED THE TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT.
03/20/2009	17:25	CUSTOMER COMMENTS: CUSTOMER STATES WHEN THE ENGINE IS WARM, THE VEHICLE JERKS ON ACCELERATION FROM A STOP. ROAD TESTED WITH THE CUSTOMER. THE CAR SURGES WHEN TAKING OFF FROM A STOP FROM 1ST TO 2ND. NO DTCS PRESENT. FLUID LEVEL IS GOOD.
03/20/2009	17:25	WORKSHOP FINDINGS: TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM. FLUID LEVEL AND CONDITION ARE GOOD.
03/20/2009	17:58	ORDERED AND MECGANTRONICS UNIT
03/20/2009	18:05	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
03/20/2009	18:05	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
432083	RABBIT	2007	WVWFV71K57W [REDACTED]	15789	3885	03/23/2009	USA

#### Workshop Finding

n/a

Activity Date	Activity Time	Activity Comments
03/23/2009	09:43	ISSUE OPENED BY DEALERSHIP
03/23/2009	09:43	SURGING/JERKING UPON INITIAL ACCELERATION
03/23/2009	09:56	CUSTOMER COMMENTS: SURGING/JERKING UPON INITIAL ACCELERATION
03/23/2009	09:56	PLEASE CHECK MVB 54 IN TRANS ELECTRONICS.
03/23/2009	10:10	HERE IS THE ATTACHED PRINTOUT OF MVB 54 FROM GEARBOX ELECTRONICS
03/23/2009	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. MVB 54 H13
03/23/2009	11:11	ADVISED THE TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT.
03/24/2009	09:03	THANK YOU FOR THE ASSISTANCE
03/24/2009	18:03	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
03/24/2009	18:03	ISSUE UPDATED

#### Consultant's Closing Comments

CLOSE TICKET PER DEALER REQUEST

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
432100	EOS	2008	WVWBA71FX8V [REDACTED]	7745	3885	03/23/2009	USA

**Workshop Finding**

n/a

Activity Date	Activity Time	Activity Comments
03/23/2009	10:04	CUST STATES INTERMITTENTLY THE CAR HESISTATES & JERKS WHEN ACCELERATING FROM ASTOP
03/23/2009	10:04	ISSUE OPENED BY DEALERSHIP
03/23/2009	10:10	CUSTOMER COMMENTS: CUST STATES INTERMITTENTLY THE CAR HESISTATES & JERKS WHEN ACCELERATING FROM ASTOP
03/23/2009	10:10	TECH STATES MVB 54 IS J11. MVB 64 IS AT 0. ADVISED TECH TO REPLACE MECHTRONICS, BOLTS, FLUID, AND FILTER. PERFORM BASIC SETTINGS AND RE-TEST. PLEASE CLOSE OUT VTA AND FILL OUT SURVEY WHEN DONE.
03/23/2009	10:47	ALLEN MECTRONICS ORDERED THANKS FOR YOUR HELP.
03/23/2009	10:51	CLOSE VTA
03/23/2009	11:03	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
03/23/2009	11:03	ISSUE UPDATED

**Consultant's Closing Comments**

REPLACE MECHTRONICS.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
432226	JETTA	2009	3VWRL71K09M [REDACTED]	5766	3885	03/23/2009	USA

#### Workshop Finding

02E927770AE LEVEL 1405, FLUID LEVEL OK, VERIFIED CONDITION.

Activity Date	Activity Time	Activity Comments
03/23/2009	12:12	ISSUE OPENED BY DEALERSHIP
03/23/2009	12:12	WHEN AT A STOP LIGHT AND STARTING OFF CLUTCH HAS 1-1 1/2 SECOND DELAY AND ENGAGES HARD EVEN WHEN NOT TOUCHING GAS IF HITTING GAS CLUTCH ENGAGES AND AND VEHICLE JERKS 02E927770AE LEVEL 1405
03/23/2009	12:20	AFTER REVIEWING MVB 54 INFO ADVISED TECH TO REPLACE MECH UNIT, BOLTS, FILTER AND FLUID, PERFORM MANUAL BASIC SETTINGS PER PROCEDURE BELOW. CLOSE OUT VTA.
03/23/2009	12:20	CUSTOMER COMMENTS: WHEN AT A STOP LIGHT AND STARTING OFF CLUTCH HAS 1-1 1/2 SECOND DELAY AND ENGAGES HARD EVEN WHEN NOT TOUCHING GAS IF HITTING GAS CLUTCH ENGAGES AND AND VEHICLE JERKS.
03/23/2009	12:20	WORKSHOP FINDINGS: 02E927770AE LEVEL 1405, FLUID LEVEL OK, VERIFIED CONDITION.
03/23/2009	12:21	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. MVB 54 WAS J09
03/23/2009	14:56	THANK YOU
03/23/2009	18:06	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
03/23/2009	18:06	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
432271	EOS	2008	WVWDB71F18V [REDACTED]	22836	3885	03/23/2009	USA

#### Workshop Finding

TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM. MVB 54 IS H31.

Activity Date	Activity Time	Activity Comments
03/23/2009	12:58	CUST STATES TRANSMISSION IS NOT SMOOTH WHEN COMING TO A STOP OR TAKING OFF FROM STOP. TEST DROVE, DOES SEEM TO JERK A LITTLE EXCESSIVELY WHEN SHIFTING ESPECIALLY WHEN DOWN SHIFTING INTO 1ST. ALSO NOTICED THAT RPM SEEMS TO SPORADICALLY WONDER 100-200 RPM WHEN CRUISING. NO CODES IN SYSTEMS AND NO BULLETINS FOUND ON MATTER.
03/23/2009	12:58	ISSUE OPENED BY DEALERSHIP
03/23/2009	13:03	ADVISED THE TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT.
03/23/2009	13:03	CUSTOMER COMMENTS: CUST STATES TRANSMISSION IS NOT SMOOTH WHEN COMING TO A STOP OR TAKING OFF FROM STOP. TEST DROVE, DOES SEEM TO JERK A LITTLE EXCESSIVELY WHEN SHIFTING ESPECIALLY WHEN DOWN SHIFTING INTO 1ST. ALSO NOTICED THAT RPM SEEMS TO SPORADICALLY WONDER 100-200 RPM WHEN CRUISING. NO CODES IN SYSTEMS AND NO BULLETINS FOUND ON MATTER.
03/23/2009	13:03	WORKSHOP FINDINGS: TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM. MVB 54 IS H31.
03/23/2009	13:13	ORDERED PARTS. THANKS!
03/23/2009	13:26	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
03/23/2009	13:26	ISSUE UPDATED

#### Consultant's Closing Comments

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



VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
432333	JETTA	2009	3VWRL71K89M [REDACTED]	11477	3885	03/23/2009	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
03/23/2009	13:43	ISSUE OPENED BY DEALERSHIP
03/23/2009	13:43	THE CUST STATES THAT THE CAR IS HESITATING WHEN ACC FROM A STOP.I TOOK THE CAR FOR A TEST DRIVE ,WHAT IM FEELING IS FROM A STANDSTILL THE CAR JUMPS INTO GEAR WHEN I LET THE BRAKE GO . I RAN GFF THERES NO CODES IN THE ENGIN OR TRANS SYSTEMS.I THINK THAT THE MECHATRONIC NEED TO BE REPLACE.
03/23/2009	13:55	ADVISED THE TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT.
03/23/2009	13:55	CUSTOMER COMMENTS: THE CUST STATES THAT THE CAR IS HESITATING WHEN ACC FROM A STOP.I TOOK THE CAR FOR A TEST DRIVE ,WHAT IM FEELING IS FROM A STANDSTILL THE CAR JUMPS INTO GEAR WHEN I LET THE BRAKE GO . I RAN GFF THERES NO CODES IN THE ENGIN OR TRANS SYSTEMS.I THINK THAT THE MECHATRONIC NEED TO BE REPLACE.
03/23/2009	13:55	WORKSHOP FINDINGS: TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM. MVB 54 IS A J12.
03/23/2009	14:00	ORDER THE PARTS NEEDED AS PER TECH LINE. CLOSE AND REOPNE WHEN NEW PARTS COME AND INSTALL.
03/23/2009	16:23	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
03/23/2009	16:23	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
432373	EOS	2008	WVWBA71F28V [REDACTED]	10395	3885	03/23/2009	USA

**Workshop Finding**

JERKY SHIFTING CONCERN

Activity Date	Activity Time	Activity Comments
03/23/2009	14:29	CUSTOMER STATES THAT WHEN SLOWING DOWN OR ACCELERATING FEELS TRANSMISSION JERKS. SCANNED FOR FAULTS-0 FAULTS. ROAD TEST VEHICLE AND FOUND THAT TRANSMISSION JERK WHEN SLOWING DOWN FROM 2-1 AND UPSHIFT JERK FROM ALMOST STOP.
03/23/2009	14:29	ISSUE OPENED BY DEALERSHIP
03/23/2009	16:02	CUSTOMER COMMENTS: CUSTOMER STATES THAT WHEN SLOWING DOWN OR ACCELERATING FEELS TRANSMISSION JERKS. SCANNED FOR FAULTS-0 FAULTS. ROAD TEST VEHICLE AND FOUND THAT TRANSMISSION JERK WHEN SLOWING DOWN FROM 2-1 AND UPSHIFT JERK FROM ALMOST STOP.
03/23/2009	16:02	GET MVB 54 KOEO AND CALL BACK IN
03/23/2009	16:02	WORKSHOP FINDINGS: JERKY SHIFTING CONCERN
03/23/2009	16:13	MVB 54 J06C0035
03/23/2009	16:19	ADVISE TECH TO REPLACE MECHATRONICS , FLUID , FILTER , AND BOLTS.
03/30/2009	13:50	PAUL STATES VEH IS WAITING FOR PARTS P1
03/31/2009	15:38	WAITING FOR PARTS. WILL RETURN WHEN PART ARRIVES.
03/31/2009	16:38	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
03/31/2009	16:38	ISSUE UPDATED

**Consultant's Closing Comments**

ADVISE TECH TO REPLACE MECHATRONICS , FLUID , FILTER , AND BOLTS.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
432405	EOS	2008	WVWBA71F98V [REDACTED]	6383	3885	03/23/2009	USA

#### Workshop Finding

TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM. MVB 54 IS H38.

Activity Date	Activity Time	Activity Comments
03/23/2009	14:57	CUSTOMER STATES THE TRANSMISSION HAVE HARD SHIFT AND ERRATIC DOWN SHIFT. DURING A ROAD TEST WAS VERY NOTICABLE THE HARD SHIFT. ALSO CHECK FOR DTCS NO FAULTS WERE FOUND,NO TECHNICAL SOLUTION FOUND,TRANSMISSION LEVEL IS OK,NO LEAKS FOUND.NOTE THIS VEHICLE HAVE DSG TRANS.
03/23/2009	14:57	ISSUE OPENED BY DEALERSHIP
03/23/2009	16:08	ADVISED THE TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT.
03/23/2009	16:08	CUSTOMER COMMENTS: CUSTOMER STATES THE TRANSMISSION HAVE HARD SHIFT AND ERRATIC DOWN SHIFT. DURING A ROAD TEST WAS VERY NOTICABLE THE HARD SHIFT. ALSO CHECK FOR DTCS NO FAULTS WERE FOUND,NO TECHNICAL SOLUTION FOUND,TRANSMISSION LEVEL IS OK,NO LEAKS FOUND.NOTE THIS VEHICLE HAVE DSG TRANS.
03/23/2009	16:08	WORKSHOP FINDINGS: TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM. MVB 54 IS H38.
03/26/2009	10:52	HI GLEN STEWART,AFTER REPLACED THE MECH UNIT FILTER,BOLTS AND TRANS FLUID.ALSO SET BASIC SETTING AND PERFORMED ROAD TEST FOR 5 MILES,THEN CHECK FOR DTCS,NO FAULTS WERE FOUND EVERYTHING IS WORKING NORMAL.THANK YOU SO MUCH FOR YOUR HELP.
03/27/2009	07:48	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
03/27/2009	07:48	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
432447	EOS	2008	WVWFA71F58V [REDACTED]	14750	3885	03/23/2009	USA

#### Workshop Finding

n/a

Activity Date	Activity Time	Activity Comments
03/23/2009	15:46	CUSTOMER SAYS WHEN WAITING AT STOP THEN GO TO ACCELERATE CAR SURGES OR ACTS LIKE IT MIGHT STALL. TEST DRIVE CAR, SOMETIMES HARD TO TAKE OFF SMOOTHLY. JERKS. NO FAULTS IN ECM OR TCM. DSG TRANS, MECHATRONICS UNIT? NO VISIBLE LEAKS.
03/23/2009	15:46	ISSUE OPENED BY DEALERSHIP
03/23/2009	16:05	CUSTOMER COMMENTS: CUSTOMER SAYS WHEN WAITING AT STOP THEN GO TO ACCELERATE CAR SURGES OR ACTS LIKE IT MIGHT STALL. TEST DRIVE CAR, SOMETIMES HARD TO TAKE OFF SMOOTHLY. JERKS. NO FAULTS IN ECM OR TCM. DSG TRANS, MECHATRONICS UNIT? NO VISIBLE LEAKS.
03/23/2009	16:05	PLEASE REPLACE THE MECH UNIT, FLUID, FILTER BOLTS.
03/23/2009	16:11	THANKS
03/23/2009	16:28	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
03/23/2009	16:28	ISSUE UPDATED

#### Consultant's Closing Comments

PLEASE REPLACE THE MECH UNIT, FLUID, FILTER BOLTS.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
432465	JETTA	2008	3VWRA71K68M [REDACTED]	8590	3885	03/23/2009	USA

#### Workshop Finding

HESITATES; J12 =MVB 54

Activity Date	Activity Time	Activity Comments
03/23/2009	16:04	ISSUE OPENED BY DEALERSHIP
03/23/2009	16:04	VEHICLE HESITATES FROM A DEAD STOP AND FEELS SLUGGISH. ALSO SLAMS INTO 1ST
03/23/2009	16:12	CHECK FLUID LEVEL AND CONDITION, IF OK REPLACE THE MECHATRONIC, FLUID, FILTER AND BOLTS.
03/23/2009	16:12	CUSTOMER COMMENTS: VEHICLE HESITATES FROM A DEAD STOP AND FEELS SLUGGISH. ALSO SLAMS INTO 1ST
03/23/2009	16:12	WORKSHOP FINDINGS: HESITATES; J12 =MVB 54
03/23/2009	16:17	PARTS ORDERED VEHICLE LEFT
03/23/2009	16:32	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
03/23/2009	16:32	ISSUE UPDATED

#### Consultant's Closing Comments

CHECK FLUID LEVEL AND CONDITION, IF OK REPLACE THE MECHATRONIC, FLUID, FILTER AND BOLTS.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
432581	EOS	2008	WVWBA71F58V [REDACTED]	7555	3885	03/23/2009	USA

#### Workshop Finding

VEHICLE LUNGES FORWARD MVB 54=J10

Activity Date	Activity Time	Activity Comments
03/23/2009	18:45	CUSTOMER STATES THE CAR JERKS WHILE DRIVING AT SLOWER SPEEDS, TEST DROVE WITH MY SHOP FOREMAN AND DUPLICATED THE CONCERN, FEELS AS IF THE TRANS IS SHIFTING IN AND OUT OF GEAR, RAN GFF SCAN AND FOUND NO FAULTS PRESENT IN ANY CONTROL MODULES, CHECKED MVB 32 IN THE ECM FOR DRIVABILITY ISSUES AND FOUND THE NUMBERS WERE GOOD
03/23/2009	18:45	ISSUE OPENED BY DEALERSHIP
03/23/2009	18:52	CUSTOMER COMMENTS: CUSTOMER STATES THE CAR JERKS WHILE DRIVING AT SLOWER SPEEDS, TEST DROVE WITH MY SHOP FOREMAN AND DUPLICATED THE CONCERN, FEELS AS IF THE TRANS IS SHIFTING IN AND OUT OF GEAR, RAN GFF SCAN AND FOUND NO FAULTS PRESENT IN ANY CONTROL MODULES, CHECKED MVB 32 IN THE ECM FOR DRIVABILITY ISSUES AND FOUND THE NUMBERS WERE GOOD
03/23/2009	18:52	REPLACE THE MECHATRONIC, FLUID, FILTER AND BOLTS. SET BASIC SETTINGS AS WELL.
03/23/2009	18:52	WORKSHOP FINDINGS: VEHICLE LUNGES FORWARD MVB 54=J10
03/23/2009	19:04	VEHICLE WILL BE LEAVING, ORDERED PARTS AS PER TECH LINE WILL CLOSE TICKET OUT UNLESS NEEDED WHEN PARTS ARRIVE
03/23/2009	19:59	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
03/23/2009	19:59	ISSUE UPDATED

#### Consultant's Closing Comments

VEHICLE WILL BE LEAVING, ORDERED PARTS AS PER TECH LINE WILL CLOSE TICKET OUT UNLESS NEEDED WHEN PARTS ARRIVE

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
432659	EOS	2008	WVWBA71F78V [REDACTED]	5500	3885	03/24/2009	USA

#### Workshop Finding

VEHICLE JERKS,SURGES.

Activity Date	Activity Time	Activity Comments
03/24/2009	09:46	HEY GUYS HOW ARE YOU TODAY? I HAVE THIS VEHICLE IN FOR A TRANS CONCERN,CUSTOMER STATES THAT WHILE ACCEL FROM A STOP LIGHT VEHICLE JERKS.DID DUP CONCERN IN PARKING LOT,FOUND THAT WHEN YOU ACCEL SOFTLY VEHICLE JERKS,SURGES.CHECKED FLUID LEVEL AT 35' DEGREE AND CHECKS GOOD.NO FAULTS IN SYSTEM FOR TRANS
03/24/2009	09:46	ISSUE OPENED BY DEALERSHIP
03/24/2009	11:30	CUSTOMER COMMENTS: HEY GUYS HOW ARE YOU TODAY? I HAVE THIS VEHICLE IN FOR A TRANS CONCERN,CUSTOMER STATES THAT WHILE ACCEL FROM A STOP LIGHT VEHICLE JERKS.DID DUP CONCERN IN PARKING LOT,FOUND THAT WHEN YOU ACCEL SOFTLY VEHICLE JERKS,SURGES.CHECKED FLUID LEVEL AT 35' DEGREE AND CHECKS GOOD.NO FAULTS IN SYSTEM FOR TRANS
03/24/2009	11:30	PLEASE GET MVB 54 IN 02 J09
03/24/2009	11:30	REPLACE MECHATRONCIS FLUID AND FILTER AND SET BASIC SETTING AFTER REPAIRS
03/24/2009	11:30	WORKSHOP FINDINGS: VEHICLE JERKS,SURGES.
03/26/2009	09:00	ORDERED THE MEACHATRONICS,WAITING FOR PARTS TO COME IN.
03/26/2009	11:48	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
03/26/2009	11:48	ISSUE UPDATED

#### Consultant's Closing Comments

REPLACE MECHATRONCIS FLUID AND FILTER AND SET BASIC SETTING AFTER REPAIRS

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
432663	JETTA	2008	3VWRA71K88M [REDACTED]	4464	3885	03/24/2009	USA

<b>Workshop Finding</b>
n/a

Activity Date	Activity Time	Activity Comments
03/24/2009	09:55	CUSTOMER STATES CAR JUMPS WHILE DRIVING. ONLY THING I CAN DUPLICATE IS WHEN SHIFTING INTO REVERSE THE TRANS TRIES TO ENGAGE THEN DISENGAGES.
03/24/2009	09:55	ISSUE OPENED BY DEALERSHIP
03/24/2009	10:04	CUSTOMER COMMENTS: CUSTOMER STATES CAR JUMPS WHILE DRIVING. ONLY THING I CAN DUPLICATE IS WHEN SHIFTING INTO REVERSE THE TRANS TRIES TO ENGAGE THEN DISENGAGES.
03/24/2009	10:04	PLEASE REPLACE THE MECH UNIT.
03/24/2009	10:12	CLOSE
03/24/2009	12:53	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
03/24/2009	12:53	ISSUE UPDATED

<b>Consultant's Closing Comments</b>
PLEASE REPLACE THE MECH UNIT.



VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
432720	EOS	2008	WVWBA71F08V [REDACTED]	10508	3885	03/24/2009	USA

#### Workshop Finding

n/a

Activity Date	Activity Time	Activity Comments
03/24/2009	10:44	ISSUE OPENED BY DEALERSHIP
03/24/2009	10:44	THE CUSTOMER STATED THAT THE CAR SURGES OCCASIONALLY. IT MOSTLY HAPPENS IN REVERSE BUT I WAS ABLE TO DUPLICATE IT WITH THE CAR IN DRIVE. IT SEEMS LIKE THE CLUTCH ENGAGES AND DISENGAGES RANDOMLY, RATHER THAN SMOOTHLY ENGAGING. IT MAKES THE CAR BUCK AND IT NEARLY STALLED WHEN BACKING IT OUT OF THE SPOT IN THE PARKING LOT. I RAN GUIDED FAULT FINDING AND FOUND NO FAULTS IN ANY OF THE CONTROL MODULES IN THE CAR. I'VE REPLACED THE MECHATRONICS UNIT ON A COUPLE OF WOLFSBURG JETTAS WITH THE SAME SYMPTOMS, BUT I'M NOT SURE IF THIS WOULD BE THE SAME SCENARIO.
03/24/2009	10:49	CUSTOMER COMMENTS: THE CUSTOMER STATED THAT THE CAR SURGES OCCASIONALLY. IT MOSTLY HAPPENS IN REVERSE BUT I WAS ABLE TO DUPLICATE IT WITH THE CAR IN DRIVE. IT SEEMS LIKE THE CLUTCH ENGAGES AND DISENGAGES RANDOMLY, RATHER THAN SMOOTHLY ENGAGING. IT MAKES THE CAR BUCK AND IT NEARLY STALLED WHEN BACKING IT OUT OF THE SPOT IN THE PARKING LOT. I RAN GUIDED FAULT FINDING AND FOUND NO FAULTS IN ANY OF THE CONTROL MODULES IN THE CAR. I'VE REPLACED THE MECHATRONICS UNIT ON A COUPLE OF WOLFSBURG JETTAS WITH THE SAME SYMPTOMS, BUT I'M NOT SURE IF THIS WOULD BE THE SAME SCENARIO.
03/24/2009	10:49	PLEASE REPLACE THE MECH UNIT, FLUID, FILTER, AND BOLTS.
03/24/2009	11:03	ORDERED A NEW MECHATRONICS UNIT, BOLTS, TRANS FLUID AND FILTER AS RECOMMENDED
03/24/2009	12:51	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
03/24/2009	12:51	ISSUE UPDATED

#### Consultant's Closing Comments

ORDERED A NEW MECHATRONICS UNIT, BOLTS, TRANS FLUID AND FILTER AS RECOMMENDED

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
432726	JETTA	2008	3VWRJ71KX8M [REDACTED]	10630	3885	03/24/2009	USA

#### Workshop Finding

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

Activity Date	Activity Time	Activity Comments
03/24/2009	10:57	DSG. TRANS. DELAYED ENGAGEMENT, AND SURGING ON TAKE OFF. RESET BASIC SETTINGS. NO FAULTS STORED.
03/24/2009	10:57	ISSUE OPENED BY DEALERSHIP
03/24/2009	11:07	ADVISED THE TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT.
03/24/2009	11:07	CUSTOMER COMMENTS: DSG. TRANS. DELAYED ENGAGEMENT, AND SURGING ON TAKE OFF. RESET BASIC SETTINGS. NO FAULTS STORED.
03/24/2009	11:07	WORKSHOP FINDINGS: TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM.
03/24/2009	11:18	ORDERED PARTS
03/24/2009	12:42	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
03/24/2009	12:42	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
432977	RABBIT	2008	WVWHD71K88W [REDACTED]	10447	3885	03/24/2009	USA

#### Workshop Finding

TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM. BASIC SETTINGS PERFORMED. MVB 54 IS J07.

Activity Date	Activity Time	Activity Comments
03/24/2009	15:02	DSG TRANS AS IT GETS HOTTER TRANSITION FROM NEUTRAL TO DRIVE VERY HARSH NO SLIPPAGE FLUID GOOD DID BASIC SETTINGS STILL ISSUE
03/24/2009	15:02	ISSUE OPENED BY DEALERSHIP
03/24/2009	15:08	ADVISED THE TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT.
03/24/2009	15:08	CUSTOMER COMMENTS: DSG TRANS AS IT GETS HOTTER TRANSITION FROM NEUTRAL TO DRIVE VERY HARSH NO SLIPPAGE FLUID GOOD DID BASIC SETTINGS STILL ISSUE
03/24/2009	15:08	WORKSHOP FINDINGS: TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM. BASIC SETTINGS PERFORMED. MVB 54 IS J07.
04/01/2009	12:27	P1 SPOKE WITH SUZANNE (SERVICE) AND WAS ADVISED THAT THE VEHICLE IS STILL IN THE SHOP AND THE PARTS ARE ON ORDER.
04/09/2009	11:38	REPLACED UNIT - OK NOW - CUSTOMER HAS VEHICLE
04/10/2009	07:41	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
04/10/2009	07:41	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
433039	JETTA	2008	3VWRJ71K38M	19839	3885	03/24/2009	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
03/24/2009	15:56	DSG TRANS. 02E300050J SW 1410 CODING 20 - 2 CONCERNS 1. WHEN RELEASING BRAKE THE ENGINE ALMOST STALLS AT TIMES, INTERMIT 2. WHEN TAKING OFF, IT JERKS INTO GEAR, INTERMIT. ROAD TESTED ABOUT 5 MILES, CLUTCH IS INTERMIT ENGAGING TOO FAST CAUSING BOTH SYMPTOMS. WHEN YOU ARE STOPPED, YOU CAN RELEASE THE BRAKE SEVERAL TIMES AND ABOUT 1 OR 2 TIMES OUT OF 5 IT WILL JERK INTO GEAR AND THEN RELEASE SUDDENLY. THE CLUTCH ENGAGES TOO FAST, THE ENGINE DOES NOT REV (LIKE SLIPPING) IT JUST ENGAGES SUDDENLY, ABOUT 1 OR 2 TIMES OUT OF 5 IT JERKS HARD ENOUGH TO SPIN THE TIRES.
03/24/2009	15:56	ISSUE OPENED BY DEALERSHIP
03/24/2009	15:59	ADVISED THE TECH TO CHECK MVB 54 IN THE TCM.
03/24/2009	15:59	CUSTOMER COMMENTS: DSG TRANS. 02E300050J SW 1410 CODING 20 - 2 CONCERNS 1. WHEN RELEASING BRAKE THE ENGINE ALMOST STALLS AT TIMES, INTERMIT 2. WHEN TAKING OFF, IT JERKS INTO GEAR, INTERMIT. ROAD TESTED ABOUT 5 MILES, CLUTCH IS INTERMIT ENGAGING TOO FAST CAUSING BOTH SYMPTOMS. WHEN YOU ARE STOPPED, YOU CAN RELEASE THE BRAKE SEVERAL TIMES AND ABOUT 1 OR 2 TIMES OUT OF 5 IT WILL JERK INTO GEAR AND THEN RELEASE SUDDENLY. THE CLUTCH ENGAGES TOO FAST, THE ENGINE DOES NOT REV (LIKE SLIPPING) IT JUST ENGAGES SUDDENLY, ABOUT 1 OR 2 TIMES OUT OF 5 IT JERKS HARD ENOUGH TO SPIN THE TIRES.
03/24/2009	15:59	WORKSHOP FINDINGS: TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM. VEHICLE NOT IN THE SHOP AT THIS TIME.
03/24/2009	16:05	MVB 54 IS J09. ADVISED THE TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT.
03/27/2009	11:26	PART ORDERED, WILL CALL BACK IF FURTHER ASSISTANCE IS NEEDED.
03/27/2009	13:47	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
03/27/2009	13:47	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
433251	RABBIT	2008	WVWKC71KX8W	8494	3885	03/25/2009	USA

#### Workshop Finding

TECH VERIFIED THE CONCERN. TECH STATES THERE MAYBE 2 SEPARATE CONCERNS WITH THE TRANS. NO FAULTS IN THE ECM OR TCM. MVB 54 IS H28. TECH STATES THE TRANS SHUTTER AND DUEL MASS FLYWHEEL NOISE IS ONLY PRESENT WHEN RELEASING THE BRAKE AND STARTING TO DRIVE IN REVERSE OR FORWARD. SHUTTER IS NOT FELT AT IDLE OR PARK.

Activity Date	Activity Time	Activity Comments
03/25/2009	10:44	CUST STATES HIZZING NOISE COMING FROM ENGINE COMPARTMENT AT IDLE AND WHILE DRIVING HICK UP EFFECT AT HIGHWAY SPEEDS WHEN SLOWS DOWN AND TRIES TO GET BACK ON THE GAS. TEST DROVE VEHICLE AND CONFIRMED COMPLAINT, NOISE COMING FROM FLYWHEEL AT IDLE WHEN YOU SLOWLY START LETTING OFF THE BRAKE SOUNDS LIKE METAL SHATTERING AND VEHICLES SHUTTERS EXCESSIVE. WHILE DRIVING VEHICLE SHUTTERS. NO DTC'S FOUND STORED IN ECM OR TCM. MEASURING VALUE 54 IN TCM DISPLAYS H28
03/25/2009	10:44	ISSUE OPENED BY DEALERSHIP
03/25/2009	10:54	ADVISED THE TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT.
03/25/2009	10:54	CUSTOMER COMMENTS: CUST STATES HIZZING NOISE COMING FROM ENGINE COMPARTMENT AT IDLE AND WHILE DRIVING HICK UP EFFECT AT HIGHWAY SPEEDS WHEN SLOWS DOWN AND TRIES TO GET BACK ON THE GAS. TEST DROVE VEHICLE AND CONFIRMED COMPLAINT, NOISE COMING FROM FLYWHEEL AT IDLE WHEN YOU SLOWLY START LETTING OFF THE BRAKE SOUNDS LIKE METAL SHATTERING AND VEHICLES SHUTTERS EXCESSIVE. WHILE DRIVING VEHICLE SHUTTERS. NO DTC'S FOUND STORED IN ECM OR TCM. MEASURING VALUE 54 IN TCM DISPLAYS H28
03/25/2009	10:54	WORKSHOP FINDINGS: TECH VERIFIED THE CONCERN. TECH STATES THERE MAYBE 2 SEPARATE CONCERNS WITH THE TRANS. NO FAULTS IN THE ECM OR TCM. MVB 54 IS H28. TECH STATES THE TRANS SHUTTER AND DUEL MASS FLYWHEEL NOISE IS ONLY PRESENT WHEN RELEASING THE BRAKE AND STARTING TO DRIVE IN REVERSE OR FORWARD. SHUTTER IS NOT FELT AT IDLE OR PARK.
04/01/2009	09:58	REPLACED MECH UNIT, BOLTS, GASKET, FILTER, AND ADDED NEW DSG OIL, PERFORMED BASIC SETTINGS FOR MECH UNIT. AFTER REPAIRS CHECKED FOR NOISE AT DUAL MASS FLYWHEEL, NOISE NO LONGER PRESENT WAS CAUSED BY EXCESSIVE SHUTTER OF THE MECH UNIT. CLOSING OUT VTA
04/01/2009	10:00	CLOSING OUT VTA RELEASING VEHICLE
04/02/2009	07:29	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
04/02/2009	07:29	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
433267	JETTA	2008	3VWRJ71K98M [REDACTED]	6195	3885	03/25/2009	USA

#### Workshop Finding

n/a

Activity Date	Activity Time	Activity Comments
03/25/2009	11:02	C/S CAR JOLTS BACK AND ALMOST STALLS WHILE SHIFTING GEARS. WHEN VEHICLE IS AT A COMPLETE STOP AND STEP OFF THE BRAKE PEDAL VEHICLE FEELS LIKE IT'S NOT IN GEAR, GIVE A LITTLE GAS AND VEHICLE POPS INTO GEAR CAUSING VEHICLE TO JERK BACK AND FORWARD.
03/25/2009	11:02	ISSUE OPENED BY DEALERSHIP
03/25/2009	11:11	ADVISED TECH TO UPDATE VTA WITH TCM PART NUMBER. IF TCM PART NUMBER STARTS WITH 02E, PLEASE UPDATE VTA WITH MVBS 64 AND 54 AS WELL.
03/25/2009	11:11	CUSTOMER COMMENTS: C/S CAR JOLTS BACK AND ALMOST STALLS WHILE SHIFTING GEARS. WHEN VEHICLE IS AT A COMPLETE STOP AND STEP OFF THE BRAKE PEDAL VEHICLE FEELS LIKE IT'S NOT IN GEAR, GIVE A LITTLE GAS AND VEHICLE POPS INTO GEAR CAUSING VEHICLE TO JERK BACK AND FORWARD.
03/25/2009	11:21	TCM PART02E300050J MVB54 J09F0389 MVB64 FIELD 1-0 FIELD 2-0
03/25/2009	12:03	PLEASE REPLACE THE MECH UNIT. IF FLUID IS CONTAMINATED, PLEASE CALL US BACK.
04/01/2009	13:16	STAN STATES VEH IS WAITING FOR PARTS P1
04/03/2009	18:18	SOP ETA 04-06-09
04/04/2009	21:49	THANKS FOR THE UPDATE.
04/08/2009	12:08	REPLACED MECH UNIT VEHICLE IS OPERATING TO NORMALLY
04/08/2009	12:13	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
04/08/2009	12:13	ISSUE UPDATED

#### Consultant's Closing Comments

REPLACED MECHTRONIC UNIT.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
433269	EOS	2008	WVWFA71F18V [REDACTED]	1563	3885	03/25/2009	USA

**Workshop Finding**

TECH HAS PERFORMED ALL THAT IS REQUIRED TO RULE OUT THE POSSIBILITY OF A BAD MECHATRONIC

Activity Date	Activity Time	Activity Comments
03/25/2009	11:02	CUSTOMER COMPLAING THAT THE VEHICLE HESITATES WHEN ACCELERATING FROM A STOP VERIFIED CUSTOMERS CONCERN CHECK MVB 54 FIRST 3 NUMBERS WHERE H25 PERFORMED BASIC SETTINGS 60 AND 61 TEST DROVE FOR 15 MILES RETESTED CAR STILL WAS HESITATING
03/25/2009	11:02	ISSUE OPENED BY DEALERSHIP
03/25/2009	11:14	CUSTOMER COMMENTS: CUSTOMER COMPLAING THAT THE VEHICLE HESITATES WHEN ACCELERATING FROM A STOP VERIFIED CUSTOMERS CONCERN CHECK MVB 54 FIRST 3 NUMBERS WHERE H25 PERFORMED BASIC SETTINGS 60 AND 61 TEST DROVE FOR 15 MILES RETESTED CAR STILL WAS HESITATING
03/25/2009	11:14	TECH IS TO REPLACE THE MECHATRONICS, BOLTS, FLUID AND FILTER. PLEASE PERFORM BASIC SETTINGS AFTER INSTALLING THE NEW PART.
03/25/2009	11:14	WORKSHOP FINDINGS: TECH HAS PERFORMED ALL THAT IS REQUIRED TO RULE OUT THE POSSIBILITY OF A BAD MECHATRONIC
03/25/2009	11:46	ORDER THE MECHATRONICS UNIT THE BOLTS, FLUID AND FILTER
03/25/2009	12:52	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
03/25/2009	12:52	ISSUE UPDATED

**Consultant's Closing Comments**

ORDER THE MECHATRONICS UNIT THE BOLTS, FLUID AND FILTER

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
433281	EOS	2008	WVWBA71F98V [REDACTED]	11000	3885	03/25/2009	USA

<b>Workshop Finding</b>
NO FAULTS

Activity Date	Activity Time	Activity Comments
03/25/2009	11:16	CUSTOMER STATES VEHAL BUCKS WHEN TAKING OFF FROM A STOP LIGHT.CUSTOMER STATED THE ISSUE STARTED 2 MONTHS AFTER SHE BOUGHT IT. TEST DROVE W/ CUSTOMER TO CONFIRM ISSUE. AT NORMAL OPERATING TEMP FROM A DEAD STOP, VEHAL WILL BUCK, FEELS LIKE IM HOLDING THE GAS AND BRAKE AT THE SAME TIME. TRANS WILL SHIFT NORMAL WHEN ENGINE TEMP IS STILL COLD. NO FAULTS IN ANY SYSTEM. CHECKED ELSA FOR TB'S AND TECK TIPS, NONE. ALSO NOTICED THE ROLL BACK ON HILLS IS EXCESSIVE. TEST DROVE A LOT EOS AND IT DOES NOT ROLL BACK ANYWERE CLOSE TO THIS ONE.
03/25/2009	11:16	ISSUE OPENED BY DEALERSHIP
03/25/2009	11:28	CUSTOMER COMMENTS: CUSTOMER STATES VEHAL BUCKS WHEN TAKING OFF FROM A STOP LIGHT.CUSTOMER STATED THE ISSUE STARTED 2 MONTHS AFTER SHE BOUGHT IT. TEST DROVE W/ CUSTOMER TO CONFIRM ISSUE. AT NORMAL OPERATING TEMP FROM A DEAD STOP, VEHAL WILL BUCK, FEELS LIKE IM HOLDING THE GAS AND BRAKE AT THE SAME TIME. TRANS WILL SHIFT NORMAL WHEN ENGINE TEMP IS STILL COLD. NO FAULTS IN ANY SYSTEM. CHECKED ELSA FOR TB'S AND TECK TIPS, NONE. ALSO NOTICED THE ROLL BACK ON HILLS IS EXCESSIVE. TEST DROVE A LOT EOS AND IT DOES NOT ROLL BACK ANYWERE CLOSE TO THIS ONE.
03/25/2009	11:28	TECH IS TO GET THE TRANS TO OPERATING TEMP, PERFORM BASIC SETTINGS MANUALLY 61 AND 60 AND PERFORM ROAD TEST TO RECHECK THE COMPLAINT. IF STILL PRESENT REPLACE THE MECHATRONIC, BOLTS, FLUID AND FILTER. IF THE TRANS MAKES A LOT OF NOISE OR ENGINE STALLS CALL BACK.
03/25/2009	11:28	WORKSHOP FINDINGS: NO FAULTS
03/25/2009	12:12	RESET BASIC SETTINGS AS INSTRUCTED, TEST DROVE, SAME ISSUE. WILL ORDER MECHATRONIC ,BOLTS. FLUID AND FILTER. CLOSE TICKET
03/25/2009	12:53	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
03/25/2009	12:53	ISSUE UPDATED

<b>Consultant's Closing Comments</b>
RESET BASIC SETTINGS AS INSTRUCTED, TEST DROVE, SAME ISSUE. WILL ORDER MECHATRONIC ,BOLTS. FLUID AND FILTER. CLOSE TICKET



VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
433311	EOS	2008	WVWBA71F08V [REDACTED]	10546	3885	03/25/2009	USA

**Workshop Finding**

HESITATES UNDER ACCELL WHEN IN GEAR FROM A STOP. NO FAULTS. FLUID OK MVB 54 J04

Activity Date	Activity Time	Activity Comments
03/25/2009	11:44	CUSTOMER STATES CAR HESITATES AT TAKE OFF
03/25/2009	11:44	ISSUE OPENED BY DEALERSHIP
03/25/2009	11:55	CUSTOMER COMMENTS: CUSTOMER STATES CAR HESITATES AT TAKE OFF
03/25/2009	11:55	REPLACE THE MECHATRONIC, FILTER, FLUID AND BOLTS
03/25/2009	11:55	WORKSHOP FINDINGS: HESITATES UNDER ACCELL WHEN IN GEAR FROM A STOP. NO FAULTS. FLUID OK MVB 54 J04
03/25/2009	11:58	ORDERED PARTS AND RELESING CAR TO CUSTOMER UNTIL PARTS COME IN.
03/25/2009	12:00	CLOSING TICKET
03/25/2009	13:05	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
03/25/2009	13:05	ISSUE UPDATED

**Consultant's Closing Comments**

REPLACE THE MECHATRONIC, FILTER, FLUID AND BOLTS

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
433328	JETTA	2008	3VWRJ71K48M [REDACTED]	21736	3885	03/25/2009	USA

<b>Workshop Finding</b>
SURGES WHILE TAKING OFF

Activity Date	Activity Time	Activity Comments
03/25/2009	11:59	CUSTOMER STATES TRANSMISSION NOT SHIFTING CORRECTLY.ROAD TESTED UNTIL VEHICLE WAS HOT AND WAS ABLE TO DUPLICATE CONCERN.
03/25/2009	11:59	ISSUE OPENED BY DEALERSHIP
03/25/2009	12:03	CUSTOMER COMMENTS: CUSTOMER STATES TRANSMISSION NOT SHIFTING CORRECTLY.ROAD TESTED UNTIL VEHICLE WAS HOT AND WAS ABLE TO DUPLICATE CONCERN.
03/25/2009	12:03	GET MVB 54 H05
03/25/2009	12:03	WORKSHOP FINDINGS: SURGES WHILE TAKING OFF
03/25/2009	12:04	REPLACE MECHATRONICS FLUID AND FILTER AND SET BASIC SETTING AFTER REPAIRS
03/25/2009	14:41	ORDERED PARTS AND RELEASED VEHICLE TO CUSTOMER.
03/25/2009	16:23	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
03/25/2009	16:23	ISSUE UPDATED

<b>Consultant's Closing Comments</b>
REPLACE MECHATRONICS FLUID AND FILTER AND SET BASIC SETTING AFTER REPAIRS

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
433358	RABBIT	2007	WVWHV71K07W [REDACTED]	18465	3885	03/25/2009	USA

#### Workshop Finding

MFI LITES UP

Activity Date	Activity Time	Activity Comments
03/25/2009	12:36	CUST REPORTS WHEN SHIFTING INTO GEAR THE GEAR DISPLAY IN CLUSTER LIGHTS UP IN A SOLID BOX. NO CODES IN TCM OR CLUSTER.
03/25/2009	12:36	ISSUE OPENED BY DEALERSHIP
03/25/2009	12:46	CUSTOMER COMMENTS: CUST REPORTS WHEN SHIFTING INTO GEAR THE GEAR DISPLAY IN CLUSTER LIGHTS UP IN A SOLID BOX. NO CODES IN TCM OR CLUSTER.
03/25/2009	12:46	REPLACE IGNITION SWITCH CLEAR FAULT AND RETEST
03/25/2009	12:46	WORKSHOP FINDINGS: MFI LITES UP
03/25/2009	14:14	ISSUE SENT TO DEALERSHIP
03/25/2009	14:29	REPLACED IGNITION SWITCH AND CLEARED CODES. RAN GFF TEST PLAN CAME UP FOR IGNITION SWITCH LOCK SOLENOID, RAN TEST IT SAID NOT OKAY, REPLACE.
03/25/2009	14:31	ORDERED PARTS
03/25/2009	16:28	THANKS UPDATE AFTER REPAIRS ARE DONE
03/27/2009	14:20	INSTALLED IGNITION CYL PER TECHLINE ON WEDNESDAY. VEH CONTINUES TO DO WHAT CUST COMPLAINS OF. ONCE VEH GOES INTO R, N, D GEAR DISPLAY BLINKS. WIRES LOOK GOOD TO STEERING CONTROL MODULE.
03/27/2009	14:30	REPLACE SHIFTER ASSMBELY
03/30/2009	15:37	PARTS SHOULD BE HERE TOMORROW 3/31/09
03/30/2009	19:31	UPDATE AFTER PARTS ARE INSTALLED
03/31/2009	15:57	INSTALLED SHIFTER MECHANISM, STILL VEH IS ACTING UP. WHEN SHIFTER IS PUT INTO REVERSE DISPLAY IN CLUSTER WHERE GEARS ARE BLINK. REQUEST QTM TO BE DISPATCHED
03/31/2009	15:58	INSTALLED SHIFTER MECHANISM, STILL VEH IS ACTING UP. WHEN SHIFTER IS PUT INTO REVERSE DISPLAY IN CLUSTER WHERE GEARS ARE BLINK. REQUEST QTM TO BE DISPATCHED
04/01/2009	13:10	TALKED WITH JASON AND VEHICLE IS STILL HAVING PROBLEMS AFTER PARTS REPLACEMENT D2
04/01/2009	16:01	ATTACH GFF LOG
04/01/2009	16:02	WILL HAVE DOCUMENTS ATTACHED TO VTA SHORTLY
04/02/2009	11:06	SEE ATTACHED FILE
04/02/2009	11:19	TECH NEEDS TO CHECK MVB 64 IN BASIC SETTINGS READINGS SHOULD BE 0'S. IF THERE ARE OTHER NUMBERS IN THIS MVB CALL BACK WITH UPDATE. IF MVB 64 HAS 0'S PERFORM BASIC SETTINGS MANUALLY 61 AND 60 AND PERFORM ROAD TEST TO SEE IF THIS CORRECTED THE PROBLEM. CALL BACK WITH RESULTS.
04/02/2009	11:42	MVB 64- 0 0 ALLOWED VEH TO GET TO OPERATING TEMP, PERFORMED BASIC SETTING 61 AND 60 TESTING DRIVING FOR 20 TO 25 MILES.
04/02/2009	12:07	AFTER ROAD TEST IF THE CONCERN IS STILL PRESENT REPLACE THE MECHATRONIC, BOLTS, FLUID, AND FILTER. THE SENSOR G509 WILL NOT HAVE TO BE REPLACED BECAUSE MVB 64 READS 0. VEH CAN BE GIVEN BACK TO THE CUSTOMER WHILE THE DEALER ORDERS THE MECHATRONIC.
04/02/2009	15:59	ORDERED MECHATRONIC UNIT, BOLTS AND FILTER
04/02/2009	16:11	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
04/02/2009	16:11	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
433375	EOS	2008	WVWBA71F48V [REDACTED]	9929	3885	03/25/2009	USA

#### Workshop Finding

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

Activity Date	Activity Time	Activity Comments
03/25/2009	12:57	CUSTOMER STATES THAT WHEN ACCELARTING FROM A STOP THERE IS A DELAY AND THEN A JERK INTO THE GEAR. FLUID LEVEL AND CONDITION ARE GOOD. NO FAULTS IN ANY MODULE AND VERIFIED THE HARSH ENGAGEMENT.
03/25/2009	12:57	ISSUE OPENED BY DEALERSHIP
03/25/2009	12:59	ADVISED THE TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT.
03/25/2009	12:59	CUSTOMER COMMENTS: CUSTOMER STATES THAT WHEN ACCELARTING FROM A STOP THERE IS A DELAY AND THEN A JERK INTO THE GEAR. FLUID LEVEL AND CONDITION ARE GOOD. NO FAULTS IN ANY MODULE AND VERIFIED THE HARSH ENGAGEMENT.
03/25/2009	12:59	WORKSHOP FINDINGS: TECH VERIFIED THE CONCERN. TRANS SHUTTERS IN 1ST AND REVERSE GEARS.
03/25/2009	13:01	ORDERED PARTS AND RELEASED VEHICLE
03/25/2009	13:21	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
03/25/2009	13:21	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
433428	JETTA	2008	3VWRJ71K88M [REDACTED]	18464	3885	03/25/2009	USA

<b>Workshop Finding</b>
n/a

Activity Date	Activity Time	Activity Comments
03/25/2009	14:05	CUSTOMER STATES CAR LUNGES FOWARD WHEN YOU TAKE OFF, TEST DROVE CAR SEEMS TO SHUTTER BEFORE TAKING OFF AND DROPS INTO GEAR NO CODES RESET BASIC SETTINGS AND TESTED AGAIN STILL HAS SAME PROBLEM
03/25/2009	14:05	ISSUE OPENED BY DEALERSHIP
03/25/2009	14:13	CUSTOMER COMMENTS: CUSTOMER STATES CAR LUNGES FOWARD WHEN YOU TAKE OFF, TEST DROVE CAR SEEMS TO SHUTTER BEFORE TAKING OFF AND DROPS INTO GEAR NO CODES RESET BASIC SETTINGS AND TESTED AGAIN STILL HAS SAME PROBLEM
03/25/2009	14:13	TECH NEEDS TO GET THE TRANS TO OPERATING TEMP AND PERFORM BASIC SETTINGS MANUALLY IN TRANS ELECTRONICS VSD. 61 AND 60. AFTER BASIC SETTINGS DRIVE THE VEH FOR 15 MILES AND RECHECK THE COMPLAINT. IF STILL PRESENT REPLACE THE MECHATRONIC, FLUID, FILTER AND BOLTS.
03/25/2009	15:33	MANUALLY RESET BASIC SETTING VIA VSD AND TEST DROVE 20 MILES AND TESTED AGAIN PROBLEM STILL NOTICABLE ORDERING MECHATRONIC UNIT AND ASSOSATED PARTS THANKS
03/25/2009	15:36	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
03/25/2009	15:36	ISSUE UPDATED

<b>Consultant's Closing Comments</b>
MANUALLY RESET BASIC SETTING VIA VSD AND TEST DROVE 20 MILES AND TESTED AGAIN PROBLEM STILL NOTICABLE ORDERING MECHATRONIC UNIT AND ASSOSATED PARTS THANKS

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
433453	EOS	2008	WVWBA71F28V [REDACTED]	19394	3885	03/25/2009	USA

<b>Workshop Finding</b>
STEVE IS TECH.

Activity Date	Activity Time	Activity Comments
03/25/2009	14:30	CAR GOES FORWARD ACKWARDLY AND DRIFTS BACK ALOT ON HILLS
03/25/2009	14:30	ISSUE OPENED BY DEALERSHIP
03/25/2009	14:39	CUSTOMER COMMENTS: CAR GOES FORWARD ACKWARDLY AND DRIFTS BACK ALOT ON HILLS
03/25/2009	14:39	PLEASE REPLACE THE MECH UNIT, FLUID, FILTER, AND BOLTS.
03/25/2009	14:39	WORKSHOP FINDINGS: STEVE IS TECH.
03/25/2009	14:42	REPLACING MECHATRONICS UNIT
03/25/2009	17:58	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
03/25/2009	17:58	ISSUE UPDATED

<b>Consultant's Closing Comments</b>
REPLACING MECHATRONICS UNIT

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
433501	JETTA	2008	3VWRJ71K78M [REDACTED]	16217	3885	03/25/2009	USA

#### Workshop Finding

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

Activity Date	Activity Time	Activity Comments
03/25/2009	15:34	HAVE PROBLEM WITH TRANSMISSION.. WHEN CAR COMES TO A STOP FOR A COUPLE OF MINUTES WITH THE BREAK PEDAL DOWN.. WHEN START TO ACCELERATE IT WILL ACT LIKE IT IS ON NEUTRAL N THAN IT WILL SLAM INTO GEAR.. DOES THIS SPORADIC.. NOT ALL THE TIMES. DROVE CAR AND WILL DO WATH THE CUSTOMER IS COMPLAINING. FLUID LEVEL IS GOOD.. NOT BURNT.. N THERE ARE NO CODES IN ANY OF THE SYS. DO YOU THINK TRANS TOURQUE CONVERTER IS GOIN BA? DSG
03/25/2009	15:34	ISSUE OPENED BY DEALERSHIP
03/25/2009	15:41	ADVISED THE TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT.
03/25/2009	15:41	CUSTOMER COMMENTS: HAVE PROBLEM WITH TRANSMISSION.. WHEN CAR COMES TO A STOP FOR A COUPLE OF MINUTES WITH THE BREAK PEDAL DOWN.. WHEN START TO ACCELERATE IT WILL ACT LIKE IT IS ON NEUTRAL N THAN IT WILL SLAM INTO GEAR.. DOES THIS SPORADIC.. NOT ALL THE TIMES. DROVE CAR AND WILL DO WATH THE CUSTOMER IS COMPLAINING. FLUID LEVEL IS GOOD.. NOT BURNT.. N THERE ARE NO CODES IN ANY OF THE SYS. DO YOU THINK TRANS TOURQUE CONVERTER IS GOIN BA? DSG
03/25/2009	15:41	WORKSHOP FINDINGS: TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM.
03/30/2009	15:00	THANX 4 TH HELP!!!
03/30/2009	20:02	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
03/30/2009	20:02	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
433508	JETTA	2008	3VWDJ71K68M [REDACTED]	17792	3885	03/25/2009	USA

<b>Workshop Finding</b>
TECH COULD NOT DUPLICATE THE CONCERN BUT THE CUSTOMER HAS COMPLAINED BEFORE

Activity Date	Activity Time	Activity Comments
03/25/2009	15:38	CAR BUCKS ON DOWN SHIFT AND ROLLING TO A STOP.NO FUALT CODES SET IN ECM OR GEARBOX.
03/25/2009	15:38	ISSUE OPENED BY DEALERSHIP
03/25/2009	16:02	CUSTOMER COMMENTS: CAR BUCKS ON DOWN SHIFT AND ROLLING TO A STOP.NO FUALT CODES SET IN ECM OR GEARBOX.
03/25/2009	16:02	TECH TO PERFORM BASIC SETTINGS MANUALLY IN VSD 61 AND 60. PERFORM TEST DRIVE AND IF CANNOT DUPLICATE THE CONCERN RETURN THE VEH TO THE CUSTOMER. IF THE TECH CAN DUPLICATE THE CONCERN EVEN AFTER BASIC SETTINGS REPLACE MECHATRONIC, FLUID, FILTER, AND BOLTS
03/25/2009	16:02	WORKSHOP FINDINGS: TECH COULD NOT DUPLICATE THE CONCERN BUT THE CUSTOMER HAS COMPLAINED BEFORE
03/25/2009	17:28	HARSH DOWN SHIFT WHEN COMMING TO A STOP SHORTLY AFTER PERFORMING MANUAL BASIC SETTINGS.SOP MECHATRONICS UNIT.CUSTOMER TO RETURN FOR REPAIRS WHEN PARTS ARRIVE.
03/25/2009	17:38	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
03/25/2009	17:38	ISSUE UPDATED

<b>Consultant's Closing Comments</b>
HARSH DOWN SHIFT WHEN COMMING TO A STOP SHORTLY AFTER PERFORMING MANUAL BASIC SETTINGS.SOP MECHATRONICS UNIT.CUSTOMER TO RETURN FOR REPAIRS WHEN PARTS ARRIVE.



VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
433634	EOS	2008	WVWBA71F98V [REDACTED]	11000	3885	03/26/2009	USA

#### Workshop Finding

TECH STATES CUSTOMER DID NOT WANT TO TAKE THE VEH UNTIL IT IS REPAIRED. SO THE DEALER IS PUTTING THE CUSTOMER IN A LOANER

Activity Date	Activity Time	Activity Comments
03/26/2009	07:55	CUSTOMER STATES VEHICAL BUCKS TAKING OFF FROM A LIGHT, SPOKE TO GERALD HALLER AND WAS TOLD TO RESET BASIC SETTINGS AND TEST DRIVE, SAME ISSUE AFTER BASIC SETTINGS WERE SET, INSTRUCTED TO ORDER A NEW MECHTRONIC,BOLTS,OIL, ANF FILTER. THEN CLOSE TICKET AND RETURN CAR TO CUSTOMER. CUSTOMER REFUSES TO DRIVE VEHICAL UNTILL FIXED.
03/26/2009	07:55	ISSUE OPENED BY DEALERSHIP
03/27/2009	09:12	CUSTOMER COMMENTS: CUSTOMER STATES VEHICAL BUCKS TAKING OFF FROM A LIGHT, SPOKE TO GERALD HALLER AND WAS TOLD TO RESET BASIC SETTINGS AND TEST DRIVE, SAME ISSUE AFTER BASIC SETTINGS WERE SET, INSTRUCTED TO ORDER A NEW MECHTRONIC,BOLTS,OIL, ANF FILTER. THEN CLOSE TICKET AND RETURN CAR TO CUSTOMER. CUSTOMER REFUSES TO DRIVE VEHICAL UNTILL FIXED.
03/27/2009	09:12	IF THE CUSTOMER DOES NOT WANT TO TAKE THE VEHICLE LET THE VEH SIT AT THE DEALER UNTIL REPAIRED.
03/27/2009	09:12	WORKSHOP FINDINGS: TECH STATES CUSTOMER DID NOT WANT TO TAKE THE VEH UNTIL IT IS REPAIRED. SO THE DEALER IS PUTTING THE CUSTOMER IN A LOANER
03/27/2009	10:21	UPDATE. MECKATRONIC WAS RED ORDERED, NO ETA. NONE IN THE USA.
03/27/2009	10:57	ISSUE SENT TO DEALERSHIP
04/01/2009	08:58	STILL ON ORDER, STILL NO ETA.
04/01/2009	09:55	ISSUE SENT TO DEALERSHIP
04/03/2009	15:11	I ARRIVED ON-SITE TODAY AND FOUND THE TRANSMISSION HAS A LATE ENGAGEMENT FROM PARK TO REVERSE OR DRIVE. WHILE DRIVING THE VEHICLE THERE IS A NOTICEABLE HARD SHIFT IN ALL GEARS AT TIMES. I TOLD THE DEALERSHIP TO RED ORDER THE MECHATRONICS UNIT. THE VEHICLE HAS BEEN DOWN FOR TEN DAYS. THE ETA OF THE MECHATRONICS UNIT IS 4/13/2009.
04/07/2009	07:18	STILL ON HOLD FOR PARTS.
04/08/2009	18:23	THANK YOU.
04/10/2009	16:52	STILL ON HOLD FOR PARTS, ETA???
04/11/2009	11:33	THANK YOU.
04/13/2009	14:55	STILL ON HOLD. NEW ETA 4/30.
04/13/2009	21:28	THANK YOU.
04/15/2009	07:19	STILL ON HOLD ETA STILL 4/30
04/15/2009	23:17	THANK YOU FOR THE UPDATE.
04/17/2009	14:55	STILL WAITING, THANKS MATT
04/17/2009	16:23	THANK YOU FOR THE UPDATE.
04/20/2009	17:01	MECHATROINC IS IN AND BEING INSTALLED TODAY. WILL UPDATE WHEN RUNNING.
04/21/2009	09:42	TEST DROVE W/NEW UNIT. STUCK IN 4TH GEAR, TEST PLAN FOR BASIC SETTINGS IN GFF DOES NOT WORK PROPERLY. SET BASIC SETTINGS IN VSD 61 AND 60. TEST DROVE FOR 8 MILES. NO ISSUES. JERKING AND BANGING OF GEARS STOPPED. CLOSE TICKET
04/22/2009	17:42	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
04/22/2009	17:42	ISSUE UPDATED

#### Consultant's Closing Comments

REPLACED THE MECHATRONICS UNIT.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
433773	JETTA	2008	3VWRJ71K08M [REDACTED]	8635	3885	03/26/2009	USA

#### Workshop Finding

TECH IS ABLE TO DUPLICATE THE COMPLAINT

Activity Date	Activity Time	Activity Comments
03/26/2009	11:14	ISSUE OPENED BY DEALERSHIP
03/26/2009	11:23	CUSTOMER COMMENTS: CUSTOMER STATES VEH LUNCHES FORWARD WHEN GOING FROM A STOP.
03/26/2009	11:23	TECH IS TO PERFORM BASIC SETTINGS MANUALLY USING 61 AND 60 AND PERFORM ROAD TEST IF THE CONCERN IS STILL PRESENT REPLACE THE MECHATRONIC, FILTER, BOLTS, AND FLUID. AFTER INSTALLING THE NEW PART TECH NEEDS TO PERFORM BASIC SETTINGS AGAIN.
03/26/2009	11:23	WORKSHOP FINDINGS: TECH IS ABLE TO DUPLICATE THE COMPLAINT
04/02/2009	17:58	SPOKE WITH MIKE IN SERVICE AND STATED CAR IS GONE I ADVISED TO HAVE TECH CLOSE THE VTA CASE D1
04/04/2009	10:28	THE VEHICLE IS NO LONGER AT THE DEALERSHIP, I'LL CLOSE THE VTA AND REOPEN IT WHEN THE VEHICLE RETURNS IF NEEDED.
04/06/2009	09:15	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
04/06/2009	09:15	ISSUE UPDATED

#### Consultant's Closing Comments

THE VEHICLE IS NO LONGER AT THE DEALERSHIP, I'LL CLOSE THE VTA AND REOPEN IT WHEN THE VEHICLE RETURNS IF NEEDED.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
433810	EOS	2008	WVWBA71F18V [REDACTED]	9831	3885	03/26/2009	USA

**Workshop Finding**

n/a

Activity Date	Activity Time	Activity Comments
03/26/2009	11:49	CUSTOMER STATES THAT VEHICLE HESITATES FROM STOPS AND BUCKS AND STUDDERS. CAR ALSO ROLLS BACK ON HILLS AND THEN BANGS INTO GEAR AND SPINS THE TIRES. ROAD TESTED CAR AND WHEN COMING TO A STOP RPM'S WOULD DROP AND THEN COME BACK UP. THEN WHEN GOING TO ACCELERATE FROM THE STOP, TRANS WOULD BANG INTO GEAR. WHEN STOPPED ON A HILL, CAR WOULD ROLL BACKWARDS AND WHEN YOU STEP ON THE GAS THERE IS NO RESPONSE AND THEN THE TRANS WOULD BANG INTO GEAR AND SPIN THE FRONT TIRES.
03/26/2009	11:49	ISSUE OPENED BY DEALERSHIP
03/26/2009	11:53	CUSTOMER COMMENTS: CUSTOMER STATES THAT VEHICLE HESITATES FROM STOPS AND BUCKS AND STUDDERS. CAR ALSO ROLLS BACK ON HILLS AND THEN BANGS INTO GEAR AND SPINS THE TIRES. ROAD TESTED CAR AND WHEN COMING TO A STOP RPM'S WOULD DROP AND THEN COME BACK UP. THEN WHEN GOING TO ACCELERATE FROM THE STOP, TRANS WOULD BANG INTO GEAR. WHEN STOPPED ON A HILL, CAR WOULD ROLL BACKWARDS AND WHEN YOU STEP ON THE GAS THERE IS NO RESPONSE AND THEN THE TRANS WOULD BANG INTO GEAR AND SPIN THE FRONT TIRES.
03/26/2009	11:53	PLEASE REPLACE THE MECH UNIT.
03/26/2009	12:44	ORDERED NEW MECHATRONICS UNIT.
03/26/2009	12:48	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
03/26/2009	12:48	ISSUE UPDATED

**Consultant's Closing Comments**

ORDERED NEW MECHATRONICS UNIT.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
433815	EOS	2008	WVWFA71F68V [REDACTED]	15204	3885	03/26/2009	USA

#### Workshop Finding

TECH CAN DUPLICATE THE CONCERN. TECH HAS STARTED TO PERFORM BASIC SETTINGS

Activity Date	Activity Time	Activity Comments
03/26/2009	11:55	CUSTOMER STATES CAR SURGES AT STOP LIGHTS. SCANNED VEHICLE FOR FAULTS, NO FAULTS FOUND IN ANY CONTROL MODULE. SHOP FOREMAN DROVE VEHICLE HOME TO DUPLICATE CONCERN. FOUND CAR WILL ROLL BACK AND THEN JUMP IN TO GEAR AFTER FOOT IS RELEASED OFF BRAKE PEDAL. CONCERN MORE PRONE AT FULL OPERATING TEMP. CAN NOT DUPLICATE COLD AS OFTEN. SET BASIC SETTINGS OF THROTTLE AND KICK-DOWN, CONCERN STILL PRESENT. SHOP FOREMAN OBSERVED MVB-11 WHILE DRIVING VEHICLE TO CHECK AMPERAGE.
03/26/2009	11:55	ISSUE OPENED BY DEALERSHIP
03/26/2009	12:11	CUSTOMER COMMENTS: CUSTOMER STATES CAR SURGES AT STOP LIGHTS. SCANNED VEHICLE FOR FAULTS, NO FAULTS FOUND IN ANY CONTROL MODULE. SHOP FOREMAN DROVE VEHICLE HOME TO DUPLICATE CONCERN. FOUND CAR WILL ROLL BACK AND THEN JUMP IN TO GEAR AFTER FOOT IS RELEASED OFF BRAKE PEDAL. CONCERN MORE PRONE AT FULL OPERATING TEMP. CAN NOT DUPLICATE COLD AS OFTEN. SET BASIC SETTINGS OF THROTTLE AND KICK-DOWN, CONCERN STILL PRESENT. SHOP FOREMAN OBSERVED MVB-11 WHILE DRIVING VEHICLE TO CHECK AMPERAGE.
03/26/2009	12:11	FINISH BASIC SETTINGS AND TEST DRIVE THE VEH TO SEE IF THIS CORRECTS THE CONCERN, IF IT DOES NOT REPLACE THE MACHATRONIC, FLUID, FILTER, AND BOLTS.
03/26/2009	12:11	WORKSHOP FINDINGS: TECH CAN DUPLICATE THE CONCERN. TECH HAS STARTED TO PERFORM BASIC SETTINGS
03/26/2009	12:23	PERFORMED BASIC SETTINGS OF TRANSMISSION, ROAD TESTED AND FOUND CONCERN STILL PRESENT. ORDERED MECHATRONIC UNIT, BOLTS, FLUID, FILTER, AND GASKET. WILL OPEN VTA IF NECESSARY WHEN PART ARRIVES.
03/26/2009	12:43	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
03/26/2009	12:43	ISSUE UPDATED

#### Consultant's Closing Comments

PERFORMED BASIC SETTINGS OF TRANSMISSION, ROAD TESTED AND FOUND CONCERN STILL PRESENT. ORDERED MECHATRONIC UNIT, BOLTS, FLUID, FILTER, AND GASKET. WILL OPEN VTA IF NECESSARY WHEN PART ARRIVES.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
433820	EOS	2009	WVWBA71F89V [REDACTED]	1121	3735	03/26/2009	USA

#### Workshop Finding

TECH STATES THAT THE CONCERN IS DIFFICULT TO DUPLICATE.

Activity Date	Activity Time	Activity Comments
03/26/2009	12:01	CUSTOMER STATES INTERMITTENTLY VEHICLE WILL REV BUT WILL NOT MOVE FORWARD FROM A COMPLETE STOP. ALL CUSTOEMR ADDED THAT THE "PRNDS" DISPLAY FLICKERED A COUPLE TIMES. NO FAULTS IN SYSTEM. SO FAR PERFORMED BASIC SETTINGS 61 AND 60 IN GEARBOX ELECTRONICS
03/26/2009	12:01	ISSUE OPENED BY DEALERSHIP
03/26/2009	12:13	ADVISED THE TECH TO CHECK FLUID LEVEL AND CONDITION AS WELL AS CHECK CONNECTION OF THE MECATRONICS FOR ANY CONTAMONATION OR PIN FITMENT ISSUES.
03/26/2009	12:13	CUSTOMER COMMENTS: CUSTOMER STATES INTERMITTENTLY VEHICLE WILL REV BUT WILL NOT MOVE FORWARD FROM A COMPLETE STOP. ALL CUSTOEMR ADDED THAT THE "PRNDS" DISPLAY FLICKERED A COUPLE TIMES. NO FAULTS IN SYSTEM. SO FAR PERFORMED BASIC SETTINGS 61 AND 60 IN GEARBOX ELECTRONICS
03/26/2009	12:13	WORKSHOP FINDINGS: TECH STATES THAT THE CONCERN IS DIFFICULT TO DUPLICATE.
03/26/2009	14:42	I HAD THE TECH CHECK MVB 64 AND READINGS WERE 55 AND 96. SO I RECOMMEND REPLACING THE G509 AND SEND THE ORIGINAL PART TO THE WTC TO THE ATTENTION OF JAN ALVERMANN.
04/02/2009	13:40	REPLACED TEMP SENSOR AND ROAD TESTED, FOUND VEHICLE OPERATING NORMALLY; VEHICLE IS BEING RELEASED. THANKS.
04/03/2009	06:11	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
04/03/2009	06:11	ISSUE UPDATED

#### Consultant's Closing Comments

DELROY HUGHES: CLOSING IN PROCESS: DEALER COMPLETE: REPLACED TEMP SENSOR AND ROAD TESTED, FOUND VEHICLE OPERATING NORMALLY; VEHICLE IS BEING RELEASED. THANKS.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
433835	EOS	2007	WVWDA71F77V [REDACTED]	26468	3885	03/26/2009	USA

**Workshop Finding**

n/a

Activity Date	Activity Time	Activity Comments
03/26/2009	12:15	ISSUE OPENED BY DEALERSHIP
03/26/2009	12:15	ON THIS CAR----THE DSG TRANS WILL SHUDDER WHEN FOOT OFF BRAKE AND NO GAS AND CAR IS CREEPING----ANY SUGGESTIONS????
03/26/2009	12:46	CUSTOMER COMMENTS: ON THIS CAR----THE DSG TRANS WILL SHUDDER WHEN FOOT OFF BRAKE AND NO GAS AND CAR IS CREEPING----ANY SUGGESTIONS????
03/26/2009	12:46	PLEASE REPLACE THE MECH UNIT.
03/26/2009	13:46	ORDERED PART----THANKS----NOW CLOSING TICKET
03/26/2009	15:12	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
03/26/2009	15:12	ISSUE UPDATED

**Consultant's Closing Comments**

PLEASE REPLACE THE MECH UNIT.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
433891	JETTA	2008	3VWRJ71KX8M [REDACTED]	11959	3885	03/26/2009	USA

#### Workshop Finding

02E 05J 1410SURGES FORWARD IN DRIVE FROM A STOP MVB 54 J09

Activity Date	Activity Time	Activity Comments
03/26/2009	13:14	ISSUE OPENED BY DEALERSHIP
03/26/2009	13:14	TRANS CONCERN ON 08 REFLASH IS NEEDED FOR THE BPY WHICH I HAVE BUT UNDER QUICK REF ONLY GIVES U THE OPTION FOR A 06 GLI BUT NOT FOR THE 08 SHOULD I GO THROUGH WITH IT
03/26/2009	13:23	CUSTOMER COMMENTS: TRANS CONCERN ON 08 REFLASH IS NEEDED FOR THE BPY WHICH I HAVE BUT UNDER QUICK REF ONLY GIVES U THE OPTION FOR A 06 GLI BUT NOT FOR THE 08 SHOULD I GO THROUGH WITH IT
03/26/2009	13:23	VEHICLES HAS DELAYED ENGAGEMENT PER TECH. REPLACE THE MECHATRONIC, FLUID, FILTER AND BOLTS. SET BASIC SETTINGS ON THE TRANSMISSION AS WELL.
03/26/2009	13:23	WORKSHOP FINDINGS: 02E 05J 1410SURGES FORWARD IN DRIVE FROM A STOP MVB 54 J09
03/26/2009	13:28	PARTS ARE GOING TO BE ORDERD CUSTOMER WILL LEAVE SO WILL CLOSE TICKET NOW AND REOPEN IT WHEN CAR RETURNS
03/26/2009	19:06	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
03/26/2009	19:06	ISSUE UPDATED

#### Consultant's Closing Comments

PARTS ARE GOING TO BE ORDERD CUSTOMER WILL LEAVE SO WILL CLOSE TICKET NOW AND REOPEN IT WHEN CAR RETURNS

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
433938	RABBIT	2008	WVWHV71K48W	16255	3885	03/26/2009	USA

#### Workshop Finding

SLIPPING IN TO GEAR

Activity Date	Activity Time	Activity Comments
03/26/2009	14:10	CUSTOMER: TRANSMISSION FEELS LIKE IT SLIPS. TECH FINDINGS: VEHICLE HESITATES WITH A DROP IN RPM, AND HAS TROUBLE ENGAGING FIRST GEAR. PERFORMED BASIC SETTINGS FOR DSG VIA VSD, RETEST DROVE, VEHICLE STILL HAS TROUBLE ENGAGING FIRST GEAR, AND DROPS IN RPM, A FEW TIMES VEHICLE FELT LIKE IT WAS ABOUT TO DIE. TRANS: 02E 927 770 AE (SOFTWARE LEVEL: 608 1409)
03/26/2009	14:10	ISSUE OPENED BY DEALERSHIP
03/26/2009	14:15	CUSTOMER COMMENTS: CUSTOMER: TRANSMISSION FEELS LIKE IT SLIPS. TECH FINDINGS: VEHICLE HESITATES WITH A DROP IN RPM, AND HAS TROUBLE ENGAGING FIRST GEAR. PERFORMED BASIC SETTINGS FOR DSG VIA VSD, RETEST DROVE, VEHICLE STILL HAS TROUBLE ENGAGING FIRST GEAR, AND DROPS IN RPM, A FEW TIMES VEHICLE FELT LIKE IT WAS ABOUT TO DIE. TRANS: 02E 927 770 AE (SOFTWARE LEVEL: 608 1409)
03/26/2009	14:15	GET MVB 54 IN 02
03/26/2009	14:15	WORKSHOP FINDINGS: SLIPPING IN TO GEAR
03/26/2009	14:17	H44 BUILT DATE REPLACE MECHTRONICS FLUID AND FILTER AND SET BASIC SETTINGS
03/26/2009	14:23	THANKS FOR ALL YOUR HELP, ILL GET THIS INSTALLED WHEN IT ARRIVES.
03/26/2009	15:44	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
03/26/2009	15:44	ISSUE UPDATED

#### Consultant's Closing Comments

: THANKS FOR ALL YOUR HELP, ILL GET THIS INSTALLED WHEN IT ARRIVES.



VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
433994	EOS	2008	WVWFA71F48V [REDACTED]	4452	3885	03/26/2009	USA

**Workshop Finding**

n/a

Activity Date	Activity Time	Activity Comments
03/26/2009	15:15	ISSUE OPENED BY DEALERSHIP
03/26/2009	15:15	RUNNING ROUGH AND LURCHING NO FAULTS HAVE ADAPTED THROTTLE TO ECM AFTER STOP AND GO TO ACCERATE CAR FEELS LIKE IT TAKES A 1/2 SECOND TO FULLY ENGUAGE DRIVE LINE LIKE LETTING THE CLUTCH OUT TO QUICK. IT WILL THUMP INTO GEAR;
03/26/2009	15:24	CUSTOMER COMMENTS: RUNNING ROUGH AND LURCHING NO FAULTS HAVE ADAPTED THROTTLE TO ECM AFTER STOP AND GO TO ACCERATE CAR FEELS LIKE IT TAKES A 1/2 SECOND TO FULLY ENGUAGE DRIVE LINE LIKE LETTING THE CLUTCH OUT TO QUICK. IT WILL THUMP INTO GEAR;
03/26/2009	15:24	PLEASE REPLACE THE MECH UNIT.
03/26/2009	15:28	HAVE ORDERED PARTS
03/26/2009	16:28	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
03/26/2009	16:28	ISSUE UPDATED

**Consultant's Closing Comments**

: PLEASE REPLACE THE MECH UNIT.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
434251	JETTA	2008	3VWRA71K88M [REDACTED]	19420	3885	03/27/2009	USA

#### Workshop Finding

OUR SERVICE MANAGER WENT WITH THE CUSTOMER AND EXPERIENCED THE COMPLAINT. THERE ARE NO FAULTS IN GFF AND THE TRANS OIL LEVEL IS GOOD. THANKS

Activity Date	Activity Time	Activity Comments
03/27/2009	11:04	HELLO, CUSTOMER STATES WHEN THE CAR IS RUNNING AND HE IS STOPPED, WHEN HE TAKES HIS FOOT OFF THE BRAKE THE CAR WILL BANG OR SHUDDER INTO GEAR. OUR SERVICE MANAGER WENT WITH THE CUSTOMER AND EXPERIENCED THE COMPLAINT. THERE ARE NO FAULTS IN GFF AND THE TRANS OIL LEVEL IS GOOD. THANKS
03/27/2009	11:04	ISSUE OPENED BY DEALERSHIP
03/27/2009	11:13	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. MVB 54 J08 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.
03/27/2009	11:13	CUSTOMER COMMENTS: HELLO, CUSTOMER STATES WHEN THE CAR IS RUNNING AND HE IS STOPPED, WHEN HE TAKES HIS FOOT OFF THE BRAKE THE CAR WILL BANG OR SHUDDER INTO GEAR.
03/27/2009	11:13	WORKSHOP FINDINGS: OUR SERVICE MANAGER WENT WITH THE CUSTOMER AND EXPERIENCED THE COMPLAINT. THERE ARE NO FAULTS IN GFF AND THE TRANS OIL LEVEL IS GOOD. THANKS
04/06/2009	10:17	SPOKE WITH MEGHAN IN SERVICE. MEGHAN STATES THEY ARE WAITING ON PARTS. P2
04/08/2009	09:51	PARTS WERE ON RED ORDER FROM GERMANY. RECIEVED YESTERDAY. CUSTOMER HAS BEEN CONTACTED TODAY. CUSTOMER STATES MAY NOT BE ABLE TO COME IN FOR TWO WEEKS. WE WOULD LIKE TO CLOSE TICKET OUT. WE WILL REOPEN IF NEEDED WHEN REPAIRS ARE COMPLETED. THANK YOU. LEON JOUBERT SERVICE MANAGER.
04/08/2009	09:58	CLOSING PER LAST POSTING
04/08/2009	10:46	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
04/08/2009	10:46	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
434315	RABBIT	2008	WVWVFV71K78W [REDACTED]	7026	3885	03/27/2009	USA

#### Workshop Finding

COMPLAINTS RELATED, PERFORMED GFF AND DTC P1740 FOR ELECTRICAL MALFUNCTION IN CIRCUIT G509 CLUTCH TEMP.STORED, FAULTS HAS OCCURED 39 TIMES.

Activity Date	Activity Time	Activity Comments
03/27/2009	12:07	CUST STATES ALL GEARS SELECTED ON MFI, AND VEHICLE GOES INTO LOWER GEARS, INTO LIMP MODE. & VEHICLE JERKS AT ACCELERATION AFTER DOWNSHIFT, COMPLAINTS RELATED, PERFORMED GFF AND DTC P1740 FOR ELECTRICAL MALFUNCTION IN CIRCUIT G509 CLUTCH TEMP.STORED, FAULTS HAS OCCURED 39 TIMES.
03/27/2009	12:07	ISSUE OPENED BY DEALERSHIP
03/27/2009	12:20	ADVISED TECH TO REMOVE TRANS PAN AND INSPECT FOR FLUID CONTAMINATION, IF CONTAMINATION IS FOUND ATTACH PICTURES OF TRANS PAN AND REPLACE TRANSMISSION, IF NO CONTAMINATION IS FOUND REPLACE TEMPERATURE SENSOR, MECH UNIT, BOLTS FILTER AND FLUID THEN PERFORM MANUAL BASIC SETTINGS PER PROCEDURE BELOW. MVB 54 J12 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.
03/27/2009	12:20	CUSTOMER COMMENTS: CUST STATES ALL GEARS SELECTED ON MFI, AND VEHICLE GOES INTO LOWER GEARS, INTO LIMP MODE. & VEHICLE JERKS AT ACCELERATION AFTER DOWNSHIFT,
03/27/2009	12:20	WORKSHOP FINDINGS: COMPLAINTS RELATED, PERFORMED GFF AND DTC P1740 FOR ELECTRICAL MALFUNCTION IN CIRCUIT G509 CLUTCH TEMP.STORED, FAULTS HAS OCCURED 39 TIMES.
04/02/2009	17:26	REPLACED MECH UNIT, BOLTS, FILTER, & TEMP SENSOR G509 SET BASIC SETTINGS TEST DROVE, AND IS OPERATING TO SPEC. CLOSING VTA
04/02/2009	19:24	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
04/02/2009	19:24	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
434363	EOS	2008	WVWBA71F18V [REDACTED]	35563	3885	03/27/2009	USA

<b>Workshop Finding</b>
VEHICLE SURGES UNDER ACCELL, BASIC SETTINGS NO EFFECT MVB 54 H40

Activity Date	Activity Time	Activity Comments
03/27/2009	13:21	ISSUE OPENED BY DEALERSHIP
03/27/2009	13:21	TRANS JERKING ON ACCELERATION
03/27/2009	13:24	CUSTOMER COMMENTS: TRANS JERKING ON ACCELERATION
03/27/2009	13:24	REPLACE THE MECHATRONIC, FLUID, FILTER AND BOLTS
03/27/2009	13:24	WORKSHOP FINDINGS: VEHICLE SURGES UNDER ACCELL, BASIC SETTINGS NO EFFECT MVB 54 H40
03/27/2009	13:35	ORDERED MECHATRONICS UNIT BOLTS AND FILTER, WILL CALL BACK IF ANY FUTHER CONCERN THANK YOU,.... GO CARDS.....
03/27/2009	15:00	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
03/27/2009	15:00	ISSUE UPDATED

<b>Consultant's Closing Comments</b>
ORDERED MECHATRONICS UNIT BOLTS AND FILTER, WILL CALL BACK IF ANY FUTHER CONCERN THANK YOU,.... GO CARDS.....

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
434427	EOS	2008	WVWBA71F28V [REDACTED]	19466	3885	03/27/2009	USA

#### Workshop Finding

FOUND NO FAULTS FOR ENG OR TRANS.

Activity Date	Activity Time	Activity Comments
03/27/2009	14:38	ISSUE OPENED BY DEALERSHIP
03/27/2009	14:38	WHEN COMING OUT OF A STOP ON A INCLINE VEH WILL ROLL BACK, WHEN COMING OUT OF A STOP VEH WILL HESITATE AND THEN MOVE. FOUND NO FAULTS FOR ENG OR TRANS
03/27/2009	14:51	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 OUTSIDE OF SPECIFIED JUST RUN BASIC SETTINGS AND REEVALUATE. 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.
03/27/2009	14:51	CUSTOMER COMMENTS: WHEN COMING OUT OF A STOP ON A INCLINE VEH WILL ROLL BACK, WHEN COMING OUT OF A STOP VEH WILL HESITATE AND THEN MOVE.
03/27/2009	14:51	WORKSHOP FINDINGS: FOUND NO FAULTS FOR ENG OR TRANS.
03/27/2009	15:15	MVB 54 IS H37, I WILL BE ORDERING THE MECH UNIT,BOLTS, FILTER AND FLUID
03/27/2009	16:52	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
03/27/2009	16:52	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
434440	RABBIT	2008	WVWKC71K78W [REDACTED]	5893	3885	03/27/2009	USA

#### Workshop Finding

CHECKED FLUID LEVEL AND CONDITION OK. NO FAULTS, RUMBLE STRIP SENSATION.

Activity Date	Activity Time	Activity Comments
03/27/2009	15:00	ISSUE OPENED BY DEALERSHIP
03/27/2009	15:00	VEHICLE STUTTERS BETWEEN GEAR CHANGE. CHECKED FLUID LEVEL AND CONDITION OK. NO FAULTS
03/27/2009	15:08	ADVISED TECH TO GET FIRST 3 DIGITS OF MVB 54 IN TCM, ALSO REMOVE TRANS PAN AND INSPECT FOR FLUID CONTAMINATION, CALL BACK WITH RESULTS. ATTACH PICTURES OF CONTAMINATION TO VTA.
03/27/2009	15:08	CUSTOMER COMMENTS: VEHICLE STUTTERS BETWEEN GEAR CHANGE.
03/27/2009	15:08	WORKSHOP FINDINGS: CHECKED FLUID LEVEL AND CONDITION OK. NO FAULTS, RUMBLE STRIP SENSATION.
03/27/2009	15:54	MVB 54 J04, ADVISED TECH TO REPLACE MECH UNIT, BOLTS, FILTER AND FLUID THEN PERFORM MANUAL BASIC SETTINGS PER PROCEDURE BELOW. TECH SAID NO FLUID CONTAMINATION FOUND IN PAN. 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.
03/27/2009	17:04	ORDERED MECH UNIT.
03/27/2009	18:51	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
03/27/2009	18:51	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
434543	RABBIT	2008	WVWFV71K88W [REDACTED]	10415	3885	03/27/2009	USA

**Workshop Finding**

n/a

Activity Date	Activity Time	Activity Comments
03/27/2009	17:54	CAR SURGES WHEN ACCELERATING SLOWLY.NO CODES STORED.VALUE BLOCK 54=H46B0067
03/27/2009	17:54	ISSUE OPENED BY DEALERSHIP
03/27/2009	17:59	CUSTOMER COMMENTS: CAR SURGES WHEN ACCELERATING SLOWLY.NO CODES STORED.VALUE BLOCK 54=H46B0067
03/27/2009	17:59	REPLACE MECHTROINCS FLUID AND FILTER AFTER REPAIRS SET BASE SETTING
03/27/2009	18:10	PARTS ON ORDER. THANKS
03/27/2009	18:42	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
03/27/2009	18:42	ISSUE UPDATED

**Consultant's Closing Comments**

REPLACE MECHTROINCS FLUID AND FILTER AFTER REPAIRS SET BASE SETTING

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
434646	EOS	2008	WVWFA71F78V [REDACTED]	4151	3885	03/30/2009	USA

#### Workshop Finding

n/a

Activity Date	Activity Time	Activity Comments
03/30/2009	09:19	CUIST STAES WHEN AT A COMPLETE STOP AND FOOT IS TAKEN OF THE BRAKE, THE CAR WILL JUMP FORWARD. ADVISE.
03/30/2009	09:19	ISSUE OPENED BY DEALERSHIP
03/30/2009	09:31	CUSTOMER COMMENTS: CUIST STAES WHEN AT A COMPLETE STOP AND FOOT IS TAKEN OF THE BRAKE, THE CAR WILL JUMP FORWARD. ADVISE.
03/30/2009	09:31	TECH NEEDS TO GET THE READINGS IN MVB 64 IN TRANS AND PERFORM BASIC SETTINGS MANUALLY IN VSD 61 AND 60. PERFORM TEST DRIVE FOR ABOUT 15 MILES AND CALL BACK WITH UPDATED INFORMATION.
03/30/2009	10:33	MVB ON 64 IS 0 AND 0. ROAD TESTED FOR 15 MILES AND SAME THING. FEELS LIKE IT GOES TO NEUTRAL AND THEN HITS INTO GEAR.
03/30/2009	10:37	TRANSFERRED GH'S VOICEMAIL.
03/30/2009	10:43	ISSUE UPDATED
03/30/2009	10:43	REPLACE THE MECHATRONIC, BOLTS, FILTER AND FLUID.
04/06/2009	12:18	TALKED TO GREG IN SERVICE THE CAR IS HOLDING FOR PARTS.....P2
04/29/2009	18:17	FINALLY THE PARTS ARRIVE ALL ON ONE PIECE 2 TIMES CAME BROKEN IN NICE WOOD BOX I DO THE REP AND EVRETING IS GREAT CAR SHIFTEEN PERFEC CUSTOMER IS VERRY HAPPY WE ROAD TEST WITH CUSTOMER HE SAID VERRY GOOD THINGS . THANK YOU VERRY MUCH FOR YOUR HELP ALL YOU PEOPLE ARE GREAT .MANNY RICO.
04/30/2009	09:20	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
04/30/2009	09:20	ISSUE UPDATED

#### Consultant's Closing Comments

REPLACE THE MECHATRONIC, BOLTS, FILTER AND FLUID.



VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
434701	EOS	2009	WVWFA71F59V [REDACTED]	51	3885	03/30/2009	USA

**Workshop Finding**

THE SOFTWARE IN THE MECHATRONIC IS 1903

Activity Date	Activity Time	Activity Comments
03/30/2009	10:15	CUSTOMER STATES VEHICLE IS NOT SHIFTING RIGHT. TEST DROVE VEHICLE AND COULD NOT DUPLICATE CONCERN. RAN GFF AND FOUND ONE FAULT IN THE TCM P2723-PRESSURE CONTROL SOLENOID 5 OPEN/SHORT TO GROUND AND WAS A SPORADIC FAULT. ERASED FAULT AND DROVE 9 MILES AND FAULT DID NOT RETURN.
03/30/2009	10:15	ISSUE OPENED BY DEALERSHIP
03/30/2009	13:55	CUSTOMER COMMENTS: CUSTOMER STATES VEHICLE IS NOT SHIFTING RIGHT. TEST DROVE VEHICLE AND COULD NOT DUPLICATE CONCERN. RAN GFF AND FOUND ONE FAULT IN THE TCM P2723-PRESSURE CONTROL SOLENOID 5 OPEN/SHORT TO GROUND AND WAS A SPORADIC FAULT. ERASED FAULT AND DROVE 9 MILES AND FAULT DID NOT RETURN.
03/30/2009	13:55	IF SOFTWARE LEVEL IS 18XX OR HIGHER, CLEAR THE FAULT AND ROAD TEST VEHICLE FOR 10 MILES. IF NO FAULTS RETURN, RELEASE THE CAR TO THE CUSTOMER.
03/30/2009	13:55	WORKSHOP FINDINGS: THE SOFTWARE IN THE MECHATRONIC IS 1903
03/30/2009	14:03	TEST DROVE VEHICLE 9 MILES AND FAULT DID NOT RETURN. VEHICLE OPERATING TO SPEC.
03/30/2009	16:08	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
03/30/2009	16:08	ISSUE UPDATED

**Consultant's Closing Comments**

TEST DROVE VEHICLE 9 MILES AND FAULT DID NOT RETURN. VEHICLE OPERATING TO SPEC.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
434726	JETTA	2008	3VWRJ71K38M [REDACTED]	15349	3885	03/30/2009	USA

**Workshop Finding**

TECH VERIFIED THE CONCERN. TRANS HAS A 1ST AND REVERSE SHUTTER.

Activity Date	Activity Time	Activity Comments
03/30/2009	10:38	ISSUE OPENED BY DEALERSHIP
03/30/2009	10:38	VEHICLE SURGES WHEN HOT UNDER SLIGHT ACCELERATION AND ON AN INCLINE WITH NO ACCELERATION POPS OUT OF GEAR.
03/30/2009	10:40	ADVISED THE TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT.
03/30/2009	10:40	CUSTOMER COMMENTS: VEHICLE SURGES WHEN HOT UNDER SLIGHT ACCELERATION AND ON AN INCLINE WITH NO ACCELERATION POPS OUT OF GEAR.
03/30/2009	10:40	WORKSHOP FINDINGS: TECH VERIFIED THE CONCERN. TRANS HAS A 1ST AND REVERSE SHUTTER.
03/30/2009	10:54	PARTS ON ORDER. CAR LEAVING SHOP UNTIL PARTS ARRIVE.
03/30/2009	19:48	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
03/30/2009	19:48	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
434809	JETTA	2008	3VWRJ71K28M [REDACTED]	14983	3885	03/30/2009	USA

**Workshop Finding**

TECH CHECKED MVB 64 AND IT READS 0 AND 0. I HAD HIM PERFORM BASIC SETTING IN 61 AND 60.

Activity Date	Activity Time	Activity Comments
03/30/2009	11:48	ISSUE OPENED BY DEALERSHIP
03/30/2009	11:48	WHEN VEHICLE IS IN DRIVE, TAKING OFF FROM STOP LIGHT, VEHICLE REVS THEN JERKS ON TAKEOFF.
03/30/2009	12:05	CUSTOMER COMMENTS: WHEN VEHICLE IS IN DRIVE, TAKING OFF FROM STOP LIGHT, VEHICLE REVS THEN JERKS ON TAKEOFF.
03/30/2009	12:05	TECH IS TO PERFORM 20 MILE ROAD TEST AND IF THE PROBLEM IS STILL PRESENT REPLACE THE MECHATRONIC, BOLTS, FLUID AND FILTER. IF THE PROBLEM IS RESOLVED RELEASE THE VEH TO THE CUSTOMER AND CLOSE OUT THE VTA.
03/30/2009	12:05	WORKSHOP FINDINGS: TECH CHECKED MVB 64 AND IT READS 0 AND 0. I HAD HIM PERFORM BASIC SETTING IN 61 AND 60.
03/30/2009	15:45	PERFORMED ROAD TEST AS ADVISED, VEHICLE STILL EXIBITS SYMPTOMS. ORDERED MECHATRONICS UNIT AND ETC.
03/30/2009	16:17	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
03/30/2009	16:17	ISSUE UPDATED

**Consultant's Closing Comments**

PERFORMED ROAD TEST AS ADVISED, VEHICLE STILL EXIBITS SYMPTOMS. ORDERED MECHATRONICS UNIT AND ETC.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
434839	JETTA	2008	3VWRA71KX8M [REDACTED]	9981	3885	03/30/2009	USA

#### Workshop Finding

HAS NOT SET BASIC

Activity Date	Activity Time	Activity Comments
03/30/2009	12:16	ISSUE OPENED BY DEALERSHIP
03/30/2009	12:16	WHEN COMINT TO STOP TRANS JERKS. FOUND NO DTC. NO DAMAGE OR LEAKS. HAS SLIGHT JERK FROM 3RD TO 2ND GEAR.
03/30/2009	12:24	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
03/30/2009	12:24	CUSTOMER COMMENTS: WHEN COMINT TO STOP TRANS JERKS. FOUND NO DTC. NO DAMAGE OR LEAKS. HAS SLIGHT JERK FROM 3RD TO 2ND GEAR.
03/30/2009	12:24	WORKSHOP FINDINGS: HAS NOT SET BASIC
03/30/2009	12:25	CHECK FLUID LEVEL AND CONDITION AS WELL; NO FAULTS.
03/30/2009	12:25	MVB 54 FROM THE TCM
03/30/2009	12:54	PERFORM BASIC SETTINGS, MVB 51 J05J0518, FLUID LEVEL AND CONDITION OK. ROAD TEST STILL HARD DOWNSHIFT.
03/30/2009	13:03	ADVISED TO REPLACE MECHATRONICS UNIT, FLUID, FILTER AND BOLTS.
03/30/2009	13:20	SOP...
03/30/2009	14:24	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
03/30/2009	14:24	ISSUE UPDATED

#### Consultant's Closing Comments

ADVISED TO REPLACE MECHATRONICS UNIT, FLUID, FILTER AND BOLTS.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
434916	RABBIT	2007	WVWHV71K47W [REDACTED]	13188	3885	03/30/2009	USA

#### Workshop Finding

TECH VERIFIED THE CONCERN. 1 FAULT IN THE ECM. 2 FAULTS IN THE TCM.

Activity Date	Activity Time	Activity Comments
03/30/2009	13:32	CUSTOEMR STATES THE CHECK ENGINE LIGHT IS ON AND THE VEHICLE WILL NOT SHIFT OUT OF FIRST GEAR. DROVE VEHICLE IN AND FOUND CAR STAYS IN FIRST. RAN GFF. 1 FAULT IN ECM FOR REQUIREMENT-FAULT LAMP ON ACTIVE P1624. 2 FAULTS IN TRANSMISSION. P1746 TRANSMISSION CONTROL UNIT RELAY MALFUNCTION, P1824 000 PRESSURE CONTROL VALVE 3 FOR AUTO TRANSMISSION N217.
03/30/2009	13:32	ISSUE OPENED BY DEALERSHIP
03/30/2009	13:50	ADVISED THE TECH TO CLEAR THE FAULTS AND ROAD TEST THE VEHICLE IN THE LOT. FAULTS CLEARED AND THE VEHICLE DROVE. ADVISED THE TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT.
03/30/2009	13:50	CUSTOMER COMMENTS: CUSTOEMR STATES THE CHECK ENGINE LIGHT IS ON AND THE VEHICLE WILL NOT SHIFT OUT OF FIRST GEAR. DROVE VEHICLE IN AND FOUND CAR STAYS IN FIRST. RAN GFF. 1 FAULT IN ECM FOR REQUIREMENT-FAULT LAMP ON ACTIVE P1624. 2 FAULTS IN TRANSMISSION. P1746 TRANSMISSION CONTROL UNIT RELAY MALFUNCTION, P1824 000 PRESSURE CONTROL VALVE 3 FOR AUTO TRANSMISSION N217.
03/30/2009	13:50	WORKSHOP FINDINGS: TECH VERIFIED THE CONCERN. 1 FAULT IN THE ECM. 2 FAULTS IN THE TCM.
03/30/2009	15:13	ORDERD MECH. UNIT AND BOLTS. DROVE CAR AROUND THE BLOCK THEN PARKED. WHEN PULLED OUT TO PUT IN WASH THE PRNDL SWITCH LIT UP. RECHECKED FAULTS AND FOUND BOTH FAULTS RETURNED AND CAR STAYS IN FIRST AGAIN.
03/30/2009	19:39	P1 THANK YOU FOR THE UPDATE. REMEMBER TO UPDATE THE TICKET.
04/06/2009	11:59	CAR IS STILL HERE WAITING FOR THE PARTS. WOULD YOU LIKE ME TO STILL CLOSE THIS TICKET AT THIS TIME. THANKS.
04/06/2009	21:40	THANK YOU FOR THE UPDATE. REMEMBER TO UPDATE THE TICKET.
04/09/2009	16:26	STILL WAITING FOR PARTS. CAR IS STILL HERE CUSTOMER IS IN RENTAL.
04/10/2009	07:24	THANK YOU FOR THE UPDATE. REMEMBER TO UPDATE AND CLOSE THE TICKET.
04/16/2009	13:00	STILL WAITING ON PARTS
04/17/2009	17:08	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
04/17/2009	17:08	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
434946	RABBIT	2008	WVWHV71K58W	16074	3885	03/30/2009	USA

#### Workshop Finding

SLIPPING IN TO GEARS

Activity Date	Activity Time	Activity Comments
03/30/2009	13:59	ATTACHED IS GFF. 2ND TIME IN FOR SAME COMPLAINT REFER TO OLD VTA# RM-293762. VEHICLE RETURNED WITH THE SAME COMPLAINT AND SAME FAULT AS LAST TIME. FAULT CODE IN TCM P0868 TRANSMISSION FLUID PRESURE LOW. FLUID LEVEL GOOD. CONDITION IS GOOD. AT A STOP AND ON ACCEL FROM A STOP TRANSMISSION WILL BANG VEY HARD LIKE A PRESURE SOLINOID IS TURNING OFF AND ON. THE TRANSMISSION WILL KEEP BANGING OFF AND ON. GORDON
03/30/2009	13:59	ISSUE OPENED BY DEALERSHIP
03/30/2009	14:12	ADVISE TECH TO REPLACE MECHTROINCS FLUID AND FILTER AND SET BASIC SETTING AFTER REPLACEMENT
03/30/2009	14:12	CUSTOMER COMMENTS: ATTACHED IS GFF. 2ND TIME IN FOR SAME COMPLAINT REFER TO OLD VTA# RM-293762. VEHICLE RETURNED WITH THE SAME COMPLAINT AND SAME FAULT AS LAST TIME. FAULT CODE IN TCM P0868 TRANSMISSION FLUID PRESURE LOW. FLUID LEVEL GOOD. CONDITION IS GOOD. AT A STOP AND ON ACCEL FROM A STOP TRANSMISSION WILL BANG VEY HARD LIKE A PRESURE SOLINOID IS TURNING OFF AND ON. THE TRANSMISSION WILL KEEP BANGING OFF AND ON. GORDON
03/30/2009	14:12	WORKSHOP FINDINGS: SLIPPING IN TO GEARS
03/30/2009	14:23	I'LL LEAVE THE TICKET OPEN. THE MEGATRONIC IS RED ORDERED. LET YOU KNOW WHEN IT COMES IN. GORDON
03/30/2009	16:01	ISSUE SENT TO DEALERSHIP
04/10/2009	15:43	ISSUE UPDATED
04/14/2009	11:43	STILL WAITING FOR THE MEGATRONICS. SHOULD I CLOSE THIS VTA?
04/14/2009	12:43	IF THE VEHICLE LEAVES, PELASE CLOSE IT. THE VTA IS NOT REQUIRED TO BE OPEN UNLESS THE VEHICLE IS BEING WORKED ON, SO YOU CAN CLOSE IT IF YOU WISH, AT THAT POINT ONCE THE PART IS INSTALLED IF THERE ARE ANY ISSUES, A NEW VTA WILL NEED TO BE GENERATED.
04/16/2009	14:05	PARTS WILL BE IN THIS MONDAY AND WILL CLOSE THE VTA THEN.
04/16/2009	16:18	ISSUE SENT TO DEALERSHIP
04/17/2009	17:47	ISSUE UPDATED
04/21/2009	14:46	AFTER INSTALLING NEW MEGATRONICS. BASIC SETTINGS WON'T SET FAULT 01087 "BASIC SETTING NOT CARRIED OUT MECHANICAL MALFUNCTION". TRANSMISSION WON'T SHIFT PASSED 2ND GEAR.
04/21/2009	15:24	CHRIS ATTACHED IS WHAT YOU REQUESTED.
04/21/2009	15:29	ADVISED THE TECH TO PERFORM MANUAL BASIC SETTINGS. ENTER VEHICLE SELF DIAGNOSIS, CLEAR ECM AND TCM MEMORY. WITH THE VEHICLE RUNNING AND AT OPERATING TEMPERATURE HAVE A FOOT ON BRAKE WITH VEHICLE IN PARK, ENTER BASIC SETTINGS IN TRANS. ENTER 61Q AND ACTIVATE, WHEN NUMBERS APPEAR IN LOWER BOX BACK OUT ONE SCREEN AND ENTER 60Q AND ACTIVATE, WHEN NUMBERS APPEAR CYCLE THE KEY OFF THEN ON, PERFORM GARAGE SHIFT BY SHIFTING THE VEHICLE (WHILE RUNNING) FROM PARK TO DRIVE 5 TIMES AND THEN SHIFTING FROM PARK TO REVERSE 5 TIMES. ROAD TEST VEHICLE 20 MILES GOING THROUGH ALL GEARS AUTOMATICALLY AND ALSO THROUGH TIPTRONIC AT VARIOUS SPEEDS. REEVALUATE CONCERN, CHECK FAULT MEMORY AND UPDATE VTA.
04/21/2009	16:32	THAT FIXED. THANKS GORDON
04/21/2009	16:39	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
04/21/2009	16:39	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
434991	EOS	2008	WVWBA71F28V [REDACTED]	13180	3885	03/30/2009	USA

#### Workshop Finding

TEST DRIVE CONFIRM PROBLEM, CHECK CODES WITH GFF NO CODES FOUND, PERFORM VISUAL INSPECTION FOR ANY OUT SIDE INFLUENCE DAMAGE NO DAMAGE FOUND, CHECK FLUID LEVEL,OK, CHECK FOR TRNNY FLUID CONTAMINATION NO CONTAMINATION FOUND.

Activity Date	Activity Time	Activity Comments
03/30/2009	14:48	ISSUE OPENED BY DEALERSHIP
03/30/2009	14:48	VEHICLE JERCKS FROM FIRST TO SECOND, TEST DRIVE CONFIRM PROBLEM, CHECK CODES WITH GFF NO CODES FAUND, PERFORM VISUAL INSPECTION FOR ANY OUT SIDE INFFLUENSE DAMAGE NO DAMAGE FAUND, CHECK FLUID LEVEL,OK, CKECK FOR TRNNY FLUD CONTAMINATION NO CONTAMINATION FAUND.
03/30/2009	16:22	AFTER REVIEWING MVB 54 INFO ADVISED TECH TO REPLACE MECH UNIT, BOLTS, FILTER AND FLUID, PERFORM MANUAL BASIC SETTINGS PER PROCEDURE BELOW AND CLOSE OUT VTA. MVB 54 H24 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.
03/30/2009	16:22	CUSTOMER COMMENTS: VEHICLE JERCKS FROM FIRST TO SECOND.
03/30/2009	16:22	WORKSHOP FINDINGS: TEST DRIVE CONFIRM PROBLEM, CHECK CODES WITH GFF NO CODES FOUND, PERFORM VISUAL INSPECTION FOR ANY OUT SIDE INFLUENCE DAMAGE NO DAMAGE FOUND, CHECK FLUID LEVEL,OK, CHECK FOR TRNNY FLUID CONTAMINATION NO CONTAMINATION FOUND.
03/30/2009	16:35	PARTS ON ORDER.
03/30/2009	17:28	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
03/30/2009	17:28	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
435009	RABBIT	2008	WVWHV71K68W [REDACTED]	18006	3885	03/30/2009	USA

#### Workshop Finding

MVB 54= NO INFO YET, FLUID LEVEL AND CONDITION ARE OK

Activity Date	Activity Time	Activity Comments
03/30/2009	15:06	ISSUE OPENED BY DEALERSHIP
03/30/2009	15:09	CUSTOMER STATES WHEN REVERSING THE CAR IS NOT GOING INTO REVERSE. RETRIEVED P0868. WHILE PERFORMING ROAD TEST VEHICLE WOULD AT TIMES ROLL BACK. AT TIME REVERSE WILL ALSO NOT ENGAGE.
03/30/2009	16:08	CUSTOMER COMMENTS: CUSTOMER STATES WHEN REVERSING THE CAR IS NOT GOING INTO REVERSE. RETRIEVED P0868. WHILE PERFORMING ROAD TEST VEHICLE WOULD AT TIMES ROLL BACK. AT TIME REVERSE WILL ALSO NOT ENGAGE.
03/30/2009	16:08	GET A READING MVB 54, UPDATE THE WITH RESULTS AND CALL BACK
03/30/2009	16:08	WORKSHOP FINDINGS: MVB 54= NO INFO YET, FLUID LEVEL AND CONDITION ARE OK
03/30/2009	16:20	READING FROM MEASURED VALUES 0.0% 2.4%
03/30/2009	16:29	MVB 54 H36, 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.
03/31/2009	08:16	ORDER MECH UNIT YESTERDAY 3/30 /09 5 PM
03/31/2009	08:50	ISSUE SENT TO DEALERSHIP
04/01/2009	08:05	MECH UNIT NOT IN YET
04/01/2009	09:55	ISSUE SENT TO DEALERSHIP
04/02/2009	16:44	PART RECEIVED, REPAIR IN PROCESS.
04/02/2009	18:59	ISSUE SENT TO DEALERSHIP
04/03/2009	14:50	REPLACED MECH UNIT FILTER AND BOLTS ROADTESTED 15MILES SET READNISS OPERATING AS DESIGNED
04/03/2009	15:10	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
04/03/2009	15:10	ISSUE UPDATED

#### Consultant's Closing Comments

REPLACED MECH UNIT FILTER AND BOLTS ROADTESTED 15MILES SET READNISS

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
435172	JETTA	2008	3VWRA71K68M [REDACTED]	10674	3885	03/30/2009	USA

#### Workshop Finding

MVB 54 = J11K0523; NO FAULTS

Activity Date	Activity Time	Activity Comments
03/30/2009	18:45	CUSTOMER STATES THAT TRANSMISSION IS TO JOLTY STARTING FROM A STOP,ALSO FEELS LIKE ENGINE IS GOING TO STALL.
03/30/2009	18:45	ISSUE OPENED BY DEALERSHIP
03/30/2009	18:48	ROADTESTED AND FOUND WHEN STARTING FROM A STOP,TRANS JOLTS VERY HARD GOING EITHER FORWARD OR REVERSE.CK FOR FAULTS,NO FAULTS AND FLUID LEVEL AND CONDITION ARE OK
03/30/2009	18:51	CUSTOMER COMMENTS: CUSTOMER STATES THAT TRANSMISSION IS TO JOLTY STARTING FROM A STOP,ALSO FEELS LIKE ENGINE IS GOING TO STALL.
03/30/2009	18:51	REPLACE THE MECHATRONIC, FILTER, FLUID AND BOLTS; SET BASIC SETTINGS
03/30/2009	18:51	WORKSHOP FINDINGS: MVB 54 = J11K0523; NO FAULTS
03/30/2009	19:06	CUSTOMER GOING TO LEAVE CAR UNTIL ITS REPAIRED
03/31/2009	08:50	ISSUE SENT TO DEALERSHIP
04/06/2009	13:15	SPOKE TO KATHY IN SERVICE. VEHICLE IS CURRENTLY WAITING FOR SPECIAL ORDER PARTS; P2.
04/16/2009	17:16	INSTALLED MECHATRONIC,PERFORMED BASIC SETTINGS AND ROADTESTED.TRANS WONT SHIFT. CK FAULTS,FAULT 01087 BASIC SETTINGS NOT CARRIED OUT.PERFORMED BASIC SETTINGS TEST PLAN AGAIN.FAULT CAME BACK
04/16/2009	17:31	PROVIDED THE TECH ASSISTANCE IN PERFORMING BASIC SETTINGS MANUALLY AND THE FAULT WAS CLEARED. TECH IS TO PERFORM ROAD TEST TO CONFIRM REPAIRS.
04/16/2009	17:44	ROADTESTED, FAULT DID NOT COME BACK.TRANS NOW SHIFTS NORMALLY
04/16/2009	20:35	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
04/16/2009	20:35	ISSUE UPDATED

#### Consultant's Closing Comments

ROADTESTED, FAULT DID NOT COME BACK.TRANS NOW SHIFTS NORMALLY

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
435235	JETTA	2009	3VWRJ71KX9M [REDACTED]	2930	3885	03/31/2009	USA

#### Workshop Finding

I HAD THE TECH CHECK MVB 64 IN TRANS AND IT HAS TWO 0'S WHICH MEANS THE SENSOR IS OK

Activity Date	Activity Time	Activity Comments
03/31/2009	09:20	ISSUE OPENED BY DEALERSHIP
03/31/2009	09:20	THIS CAR A TIMES WILL GO INTO NEUTRAL AND HAVE HARSH DOWN SHIFTS. OTHER TIMES IT WILL BE IN LIMP MODE. THE PRNDL INDICATOR WILL FLASH. I GOT A FAULT FOR N216 PRESSURE CONTROL VALVE. I HAVE CHECKED WIRING AND MOVED HARNESS AROUND. DOES NOT SEEM TO CHANGE ANYTHING. I HAVE A FEELING THE MECHATRONICS UNIT IS GONE SOUTH.
03/31/2009	09:29	CUSTOMER COMMENTS: THIS CAR A TIMES WILL GO INTO NEUTRAL AND HAVE HARSH DOWN SHIFTS. OTHER TIMES IT WILL BE IN LIMP MODE. THE PRNDL INDICATOR WILL FLASH. I GOT A FAULT FOR N216 PRESSURE CONTROL VALVE. I HAVE CHECKED WIRING AND MOVED HARNESS AROUND. DOES NOT SEEM TO CHANGE ANYTHING. I HAVE A FEELING THE MECHATRONICS UNIT IS GONE SOUTH.
03/31/2009	09:29	TECH SHOULD PERFORM BASIC SETTINGS 61 AND 60 IN TRANS ELECTRONICS. DRIVE THE VEH FOR ABOUT 15 MILES AND SEE IF THIS CORRECTS THE CUSTOMERS COMPLAINT. IF NOT ORDER MECHATRONIC, BOLTS, FLUID, AND FILTER.
03/31/2009	09:29	WORKSHOP FINDINGS: I HAD THE TECH CHECK MVB 64 IN TRANS AND IT HAS TWO 0'S WHICH MEANS THE SENSOR IS OK
04/03/2009	11:21	INSTALLED NEW MECHATRONICS UNIT AND CAR IS NOW FIXED
04/03/2009	13:08	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
04/03/2009	13:08	ISSUE UPDATED

#### Consultant's Closing Comments

INSTALLED NEW MECHATRONICS UNIT AND CAR IS NOW FIXED

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
435256	JETTA	2009	3VWRL71K89M	10456	3885	03/31/2009	USA

#### Workshop Finding

TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM. MVB 54 IS J02 AND MVB 64 IS 0/0.

Activity Date	Activity Time	Activity Comments
03/31/2009	09:37	CUSTOMER CONCERN IS WHEN VEHICLE IS STOPPED FOR MORE THAN 20-30 SEC'S,IT JERKS WHEN ACCELERATED.RD TESTED VEHICLE AND IT DOES JERK WHEN ACCELERATING FROM A STOP.CUSTOMER HAD THOUGHT IT WAS NORMAL UNTIL HE HAD DROVE OUR LOANER 09 TDI WITH DSG AND IT SHIFTS SMOOTH.I RD TESTED LOANER VEHICLE AND IT DOES SHIFT SMOOTHER THEN HIS VEHICLE.IT DOESN'T JERK WHEN RELEASING BRAKE AND STEPPING ON ACCELERATER TO GO.RAN GFF AND NO DTC'S,RESET BASIC SETTING ON ENGINE AND TRANS.VEHICLE STILL JERKS WHEN ACCELERATER IS PRESSED FROM A STOP.CK'D FOR TSB'S AND TECH TIPS,NONE PRESENT.
03/31/2009	09:37	ISSUE OPENED BY DEALERSHIP
03/31/2009	09:47	ADVISED THE TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT.
03/31/2009	09:47	CUSTOMER COMMENTS: CUSTOMER CONCERN IS WHEN VEHICLE IS STOPPED FOR MORE THAN 20-30 SEC'S,IT JERKS WHEN ACCELERATED.RD TESTED VEHICLE AND IT DOES JERK WHEN ACCELERATING FROM A STOP.CUSTOMER HAD THOUGHT IT WAS NORMAL UNTIL HE HAD DROVE OUR LOANER 09 TDI WITH DSG AND IT SHIFTS SMOOTH.I RD TESTED LOANER VEHICLE AND IT DOES SHIFT SMOOTHER THEN HIS VEHICLE.IT DOESN'T JERK WHEN RELEASING BRAKE AND STEPPING ON ACCELERATER TO GO.RAN GFF AND NO DTC'S,RESET BASIC SETTING ON ENGINE AND TRANS.VEHICLE STILL JERKS WHEN ACCELERATER IS PRESSED FROM A STOP.CK'D FOR TSB'S AND TECH TIPS,NONE PRESENT.
03/31/2009	09:47	WORKSHOP FINDINGS: TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM. MVB 54 IS J02 AND MVB 64 IS 0/0.
03/31/2009	10:09	ORDERED PARTS AS ADVISED.
03/31/2009	12:53	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
03/31/2009	12:53	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
435439	EOS	2008	WVWFA71F98V	15366	3885	03/31/2009	USA

#### Workshop Finding

SLIGHTLY HARSH DOWN SHIFT

Activity Date	Activity Time	Activity Comments
03/31/2009	12:32	AFTER DRIVING APPROX 15-20 MINUTES, NOTICED A SLIGHTLY HARSH DOWN SHIFT,GETS WORSE THE FURTHER IT IS DRIVEN. SEEMS TO BE 3-2 AND 2-1. ALSO RPM'S START DROPPING WHEN COMING TO A STOP SHORTLY AFTER THE HARSH DOWN SHIFT STARTS. THE RPM'S DROP TO ABOUT 500-600 AND YOU CAN FEEL THE TRANS SUDDENLY RELEASE WHAT EVER GEAR IT IS IN AND YOU CAN HEAR A CLICKING NOISE OUTSIDE THE VEHICLE, SOUNDS LIKE THE TRANS IS SHIFTING GEARS. SHORTLY AFTER THIS, THE TRANS STARTED TO SHUTTER WHEN UPSHIFTING 1-2 AND 2-3. THE RPM'S ARE STEADY BEFORE THE SHIFT,THE RAISE SLIGHTY (150-200) THEN DECREASE AS THE GEAR IS ENGAGING, PAUSING SLIGHTLY 1-2 TIMES ON THE WAY DOWN. CAN FEEL THE VEHICLE SHUTTER WHEN THIS IS HAPPENING. ALSO NOTICED THE TURBO RELEASE VALVE DUMP PRESSURE A FEW TIME WHEN THIS HAPPENED, VERY INTERMIT, COULD NOT DUPLICATE INTENTIONALLY. ALSO SEEMS TO GET STUCK IN 2ND GEAR IF YOU DO NOT COMPLETELY STOP- CAN COME TO A ROLL AND TRY TO ACCERATE AND THE VEHICLE FEELS LIKE IT IS RIDING THE CLUTCH (SLIPPING). CUSTOMER ALSO CONCERNED THAT TRANS IS SLIPPING. SAID THAT SHE WAS PARKED ON AN INCLINE WITH THE NOSE DOWN AND COULD NOT BACKUP. THE VEHICLE KEPT ROLLING FORWARD. SHE FINALLY WAS ABLE TO BACKUP BY PRESSING THE ACCERATOR "ALOT" AND IT JERKED AND BACKED UP. COULD NOT DUPLICATE CONCERN AT FIRST. MADE SEVERAL ATTEMPTS BEFORE ROADTEST. NOW AFTER ROAD TEST, PARKED ON SLIGHT INCLINE AND THE VEHICLE ROLLS FORWARD WHEN TRYING TO ACCERATE IN REVERSE. DID NOT JERK, BUT DID SHUDDER HARSHLY UNTIL I PRESSED ACCERATOR FURTER, THEN IT BACKED UP.
03/31/2009	12:32	ISSUE OPENED BY DEALERSHIP
03/31/2009	12:35	CUSTOMER COMMENTS: AFTER DRIVING APPROX 15-20 MINUTES, NOTICED A SLIGHTLY HARSH DOWN SHIFT,GETS WORSE THE FURTHER IT IS DRIVEN. SEEMS TO BE 3-2 AND 2-1. ALSO RPM'S START DROPPING WHEN COMING TO A STOP SHORTLY AFTER THE HARSH DOWN SHIFT STARTS. THE RPM'S DROP TO ABOUT 500-600 AND YOU CAN FEEL THE TRANS SUDDENLY RELEASE WHAT EVER GEAR IT IS IN AND YOU CAN HEAR A CLICKING NOISE OUTSIDE THE VEHICLE, SOUNDS LIKE THE TRANS IS SHIFTING GEARS. SHORTLY AFTER THIS, THE TRANS STARTED TO SHUTTER WHEN UPSHIFTING 1-2 AND 2-3. THE RPM'S ARE STEADY BEFORE THE SHIFT,THE RAISE SLIGHTY (150-200) THEN DECREASE AS THE GEAR IS ENGAGING, PAUSING SLIGHTLY 1-2 TIMES ON THE WAY DOWN. CAN FEEL THE VEHICLE SHUTTER WHEN THIS IS HAPPENING. ALSO NOTICED THE TURBO RELEASE VALVE DUMP PRESSURE A FEW TIME WHEN THIS HAPPENED, VERY INTERMIT, COULD NOT DUPLICATE INTENTIONALLY. ALSO SEEMS TO GET STUCK IN 2ND GEAR IF YOU DO NOT COMPLETELY STOP- CAN COME TO A ROLL AND TRY TO ACCERATE AND THE VEHICLE FEELS LIKE IT IS RIDING THE CLUTCH (SLIPPING). CUSTOMER ALSO CONCERNED THAT TRANS IS SLIPPING. SAID THAT SHE WAS PARKED ON AN INCLINE WITH THE NOSE DOWN AND COULD NOT BACKUP. THE VEHICLE KEPT ROLLING FORWARD. SHE FINALLY WAS ABLE TO BACKUP BY PRESSING THE ACCERATOR "ALOT" AND IT JERKED AND BACKED UP. COULD NOT DUPLICATE CONCERN AT FIRST. MADE SEVERAL ATTEMPTS BEFORE ROADTEST. NOW AFTER ROAD TEST, PARKED ON SLIGHT INCLINE AND THE VEHICLE ROLLS FORWARD WHEN TRYING TO ACCERATE IN REVERSE. DID NOT JERK, BUT DID SHUDDER HARSHLY UNTIL I PRESSED ACCERATOR FURTER, THEN IT BACKED UP.
03/31/2009	12:35	JERKS WHILLE DRIVING GET MVB 54 IN 02
03/31/2009	12:35	WORKSHOP FINDINGS: SLIGHTLY HARSH DOWN SHIFT
03/31/2009	12:37	REPLACE MECHTROINCS FLUID AND FILTER AND SET BASIC SETTING AFTER REPAIRS
04/01/2009	12:28	ORDERED MECH UNIT,WILL CALL BACK IF FURTHER ASSISTANCE IS NEEDED.THNAKS
04/01/2009	14:25	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
04/01/2009	14:25	ISSUE UPDATED

#### Consultant's Closing Comments

REPLACE MECHTROINCS FLUID AND FILTER AND SET BASIC SETTING AFTER REPAIRS

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
435466	JETTA	2008	3VWRJ71K98M [REDACTED]	19762	3885	03/31/2009	USA

**Workshop Finding**

n/a

Activity Date	Activity Time	Activity Comments
03/31/2009	12:52	DSG TRANSMISSION. AS YOU RELEASE THE BRAKE FROM A COMPLETE STOP. AND WITH MODERATE ACCELERATION THE CAR HAS A SLIGHT HESITATION THEN JUMPS FORWARD .
03/31/2009	12:52	ISSUE OPENED BY DEALERSHIP
03/31/2009	13:01	CUSTOMER COMMENTS: DSG TRANSMISSION. AS YOU RELEASE THE BRAKE FROM A COMPLETE STOP. AND WITH MODERATE ACCELERATION THE CAR HAS A SLIGHT HESITATION THEN JUMPS FORWARD .
03/31/2009	13:01	TECH STATES WE HAVE H50 IN MVB 54. ADVISED TECH TO REPLACE MECHTRONICS UNIT. PLEASE CLOSE OUT VTA AND FILL OUT SURVEY WHEN DONE.
03/31/2009	13:02	ORDERING MECHTRONICS UNIT.
03/31/2009	13:53	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
03/31/2009	13:53	ISSUE UPDATED

**Consultant's Closing Comments**

TECH TO REPLACE MECHTRONICS.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
435481	EOS	2008	WVWBA71F78V [REDACTED]	9705	3885	03/31/2009	USA

#### Workshop Finding

TECH VERIFIED THE CONCERN.

Activity Date	Activity Time	Activity Comments
03/31/2009	13:07	ISSUE OPENED BY DEALERSHIP
03/31/2009	13:07	RECEIVED MECHATRONICS UNIT TODAY, BUT WAS DAMAGED IN TRANSIT-NOT USABLE. OTHER 08 EOS BPY+DSG MECH UNIT HERE FOR ANOTHER CUSTOMER AND HAS THE SAME PART #.-CAN THIS BE USED, OR IS THERE CODING CONCERNS.
03/31/2009	13:10	ADVISED THE TECH TO GET PICTURES OF THE DAMAGED MECH UNIT.
03/31/2009	13:10	CUSTOMER COMMENTS: RECEIVED MECHATRONICS UNIT TODAY, BUT WAS DAMAGED IN TRANSIT-NOT USABLE. OTHER 08 EOS BPY+DSG MECH UNIT HERE FOR ANOTHER CUSTOMER AND HAS THE SAME PART #.-CAN THIS BE USED, OR IS THERE CODING CONCERNS.
03/31/2009	13:10	WORKSHOP FINDINGS: TECH VERIFIED THE CONCERN.
03/31/2009	13:18	HERES THE PICS-ALSO MAIN ELECTRICAL CONNECTOR (ROUND) IS FRACTURED (NO PIC)
03/31/2009	13:27	TECH STATES THE BARREL CONNECTOR IS ALSO CRACKED. ADVISED THE TECH THAT I WOULD CONTACT HIM BACK ON THIS CASE SHORTLY.
03/31/2009	14:37	ADVISED THE TECH THAT HE WILL NEED TO ORDER A NEW MECH UNIT.
03/31/2009	14:42	PER TECHLINE-ADVISED OTHER UNIT CAN'T BE USED AND TO ORDER NEW MECH UNIT FOR SPECIFIC CAR. CLOSING TKT.
03/31/2009	16:10	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
03/31/2009	16:10	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
435508	RABBIT	2008	WVWHV71K08W [REDACTED]	18087	3885	03/31/2009	USA

#### Workshop Finding

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

Activity Date	Activity Time	Activity Comments
03/31/2009	13:33	CUST HAVE MULTIPLE ISSUES WITH VEHICLE FIRST STATE THAT WHEN COMIN TO A STOP THAT THE VEHICLE FEELS LIKE ITS GOIN TO STALL OUT AND ALSO STATES HAS HARSH SHIFTS. NEXT CUST STATES THE THERE IS A KNOCKIN NOISE COMING FROM THE STEERING WHEEL WHEN TURNING BACK AND FORTH. ALSO AT STOP HEARS A TICKING NOISE COMIN FROM THE RIGHT REAR. SCAN FOR FAULTS NONE IN SYSTEM
03/31/2009	13:33	ISSUE OPENED BY DEALERSHIP
03/31/2009	15:17	ADVISED THE TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT.
03/31/2009	15:17	CUSTOMER COMMENTS: CUST HAVE MULTIPLE ISSUES WITH VEHICLE FIRST STATE THAT WHEN COMIN TO A STOP THAT THE VEHICLE FEELS LIKE ITS GOIN TO STALL OUT AND ALSO STATES HAS HARSH SHIFTS. NEXT CUST STATES THE THERE IS A KNOCKIN NOISE COMING FROM THE STEERING WHEEL WHEN TURNING BACK AND FORTH. ALSO AT STOP HEARS A TICKING NOISE COMIN FROM THE RIGHT REAR. SCAN FOR FAULTS NONE IN SYSTEM
03/31/2009	15:17	WORKSHOP FINDINGS: TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM.
03/31/2009	16:44	CUST TO RETURN
03/31/2009	20:28	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
03/31/2009	20:28	ISSUE UPDATED

#### Consultant's Closing Comments

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



VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
435527	EOS	2008	WVWBA71F48V [REDACTED]	7439	3885	03/31/2009	USA

#### Workshop Finding

TECH STATES THERE ARE NO FAULTS. TECH CAN DUPLICATE THE CONCERN

Activity Date	Activity Time	Activity Comments
03/31/2009	13:47	ISSUE OPENED BY DEALERSHIP
03/31/2009	13:47	VEHICLE BUCKS WHEN DRIVING ROAD TEST VEHICLE AND DUPLICATE COMPLAINT VEHICLE JERKS AT LOW RPMS. PLEASE ADVISE
03/31/2009	14:03	CUSTOMER COMMENTS: VEHICLE BUCKS WHEN DRIVING ROAD TEST VEHICLE AND DUPLICATE COMPLAINT VEHICLE JERKS AT LOW RPMS. PLEASE ADVISE
03/31/2009	14:03	TECH IS TO RUN BASIC SETTINGS 61 AND 60 IN TRANS. DRIVE THE VEH AND RECHECK THE COMPLAINT. IF THE BASIC SETTINGS DO NOT CORRECT THE CONCERN, REPLACE THE MECHATRONIC, BOLTS, FLUID AND FILTER. IF THE BASIC SETTINGS CORRECT THE COMPLAINT RETURN THE VEH TO THE CUSTOMER AND CLOSE THE VTA. IF THE VEH STALLS OR THERE IS EXCESSIVE NOISE COMING OUT OF THE TRANS DURING BASIC SETTINGS CALL BACK THE HELPLINE. TECH SHOULD CHECK MVB 64 IN TRANS AND IF IT HAS ANY NUMBERS OTHER THEN 0'S CALL BACK BEFORE PERFORMING THE BASIC SETTINGS AND ASK FOR GARY. TECH SHOULD ALSO CHECK THE FLUID LEVEL AND CONDITION.
03/31/2009	14:03	WORKSHOP FINDINGS: TECH STATES THERE ARE NO FAULTS. TECH CAN DUPLICATE THE CONCERN
04/02/2009	09:28	BEFORE PERFORMING BASIC SETTINGS CK VALUE BLOCK 64 AND FOUND ALL ZEROS PERFORMED BASIC SETTING AND NOISE WAS NORMAL AND VEHICLE NEVER STALL. AFTER PERFORMED BASIC SETTING ROAD TEST VEHICLE FOR 16 MILES AND VEHICLE STILL HAVING SAME CONDITIONS. ORDERED MECHATRONIC , BOLTS AND FILTER. THANK YOU FOR YOUR ADVISE
04/02/2009	11:04	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
04/02/2009	11:04	ISSUE UPDATED

#### Consultant's Closing Comments

COMPLETE: BEFORE PERFORMING BASIC SETTINGS CK VALUE BLOCK 64 AND FOUND ALL ZEROS  
PERFORMED BASIC SETTING AND NOISE WAS NORMAL AND VEHICLE NEVER STALL. AFTER PERFORMED BASIC SETTING ROAD TEST VEHICLE FOR 16 MILES AND VEHICLE STILL HAVING SAME CONDITIONS. ORDERED MECHATRONIC , BOLTS AND FILTER. THANK YOU FOR YOUR ADVISE

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
435542	EOS	2008	WVWBA71F88V [REDACTED]	5149	3885	03/31/2009	USA

#### Workshop Finding

HAD TECH CHECK MVB 64 AND THE READINGS WERE BOTH READING 0.

Activity Date	Activity Time	Activity Comments
03/31/2009	14:05	CUSTOMER COMPLAINT TRANS BUCKING IN REVERSE AND IN DRIVE.NO CODES
03/31/2009	14:05	ISSUE OPENED BY DEALERSHIP
03/31/2009	14:21	CUSTOMER COMMENTS: CUSTOMER COMPLAINT TRANS BUCKING IN REVERSE AND IN DRIVE.NO CODES
03/31/2009	14:21	TECH SHOULD RUN BASIC SETTINGS IN TRANS MANUALLY 61 AND 60. DRIVE THE VEHICLE FOR ABOUT 20 MILES AND RECHECK THE COMPLAINT. IF CAN BE DUPLICATED REPLACE THE MECHATRONIC, BOLTS, FLUID AND FILTER. IF THE TECH CANNOT DUPLICATE THE CONCERN AFTER BASIC SETTINGS RETURN THE VEH TO THE CUSTOMER AND CLOSE THE VTA.
03/31/2009	14:21	WORKSHOP FINDINGS: HAD TECH CHECK MVB 64 AND THE READINGS WERE BOTH READING 0.
04/02/2009	07:34	SET THE BASIC SETTINGS AND DROVE THE VEHICLE OVERNIGHT AND ITS OK
04/02/2009	11:04	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
04/02/2009	11:04	ISSUE UPDATED

#### Consultant's Closing Comments

SET THE BASIC SETTINGS AND DROVE THE VEHICLE OVERNIGHT AND ITS OK

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
435588	EOS	2008	WVWBA71F48V [REDACTED]	9037	3885	03/31/2009	USA

#### Workshop Finding

TECH CAN DUPLICATE THE CONCERN

Activity Date	Activity Time	Activity Comments
03/31/2009	14:42	CUSTOMER STATES WHEN DRIVING CAR BUCKS WHEN GOING INTO GEAR,ROAD TEST VEHICLE VERIFIED COMPLAINT,PERFORM GFF,NO FAULTS,CHECK M.V.B 54 IN TCM J10P0502,DID NIT PERFORM BASIC SETTINGS FOR TRANSMISSION SHIFTING
03/31/2009	14:42	ISSUE OPENED BY DEALERSHIP
03/31/2009	14:53	CUSTOMER COMMENTS: CUSTOMER STATES WHEN DRIVING CAR BUCKS WHEN GOING INTO GEAR,ROAD TEST VEHICLE VERIFIED COMPLAINT,PERFORM GFF,NO FAULTS,CHECK M.V.B 54 IN TCM J10P0502,DID NIT PERFORM BASIC SETTINGS FOR TRANSMISSION SHIFTING
03/31/2009	14:53	TECH NEEDS TO PERFORM BASIC SETTINGS MANUALLY 61 AND 60, PERFORM 20 MILE ROAD TEST AND RECHECK THE COMPLAINT. IF THE PROBLEM IS STILL PRESENT REPLACE THE MECHATRONIC, BOLTS, FLUID AND FILTER.
03/31/2009	14:53	WORKSHOP FINDINGS: TECH CAN DUPLICATE THE CONCERN
04/01/2009	08:28	PERFORM BASIC SETTINGS IN TCM M.V.B 61&60,ROAD TEST VEHICLE 20 MILES HIGHWAY&LOCAL DRIVING TRANSMISSION STILL BANGIN INTO GEARS FORWARD&REVERSE,NO FAULTS.PARTS ORDRED MECHATRONIC UNIT FILTER&BOLTS,RELEASE VEHICLE TO CUSTOMER,WILL NOTIFY WHEN PARTS ARRIVE
04/01/2009	09:19	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
04/01/2009	09:19	ISSUE UPDATED

#### Consultant's Closing Comments

PERFORM BASIC SETTINGS IN TCM M.V.B 61&60,ROAD TEST VEHICLE 20 MILES HIGHWAY&LOCAL DRIVING TRANSMISSION STILL BANGIN INTO GEARS FORWARD&REVERSE,NO FAULTS.PARTS ORDRED MECHATRONIC UNIT FILTER&BOLTS,RELEASE VEHICLE TO CUSTOMER,WILL NOTIFY WHEN PARTS ARRIVE

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
435615	JETTA	2008	3VWRJ71K98M [REDACTED]	15381	3885	03/31/2009	USA

#### Workshop Finding

HAD TECH CHECK MVB 64 AND IT HAD 0'S IN BOTH FIELDS.

Activity Date	Activity Time	Activity Comments
03/31/2009	15:03	C/S CAR SHIFTS HARD AND IT SLIPS AT TIMES,COLD AND HOT, HAPENS EVERY COUPLE DAYS OF DRIVING.
03/31/2009	15:03	ISSUE OPENED BY DEALERSHIP
03/31/2009	15:13	CUSTOMER COMMENTS: C/S CAR SHIFTS HARD AND IT SLIPS AT TIMES,COLD AND HOT, HAPENS EVERY COUPLE DAYS OF DRIVING.
03/31/2009	15:13	TECH SHOULD RUN BASIC SETTING IN TRAN 61 AND 60 AND DRIVE THE VEHICLE FOR 20 MILES TO SEE IF HE CAN DUPLICATE THE CONCERN. IF HE DOES REPLACE THE MECHATRONIC, BOLTS, FILTER AND FLUID. IF THE TECH CANNOT DUPLICATE THE CONCERN CLOSE THE VTA AND GIVE THE VEH BACK TO THE CUSTOMER
03/31/2009	15:13	WORKSHOP FINDINGS: HAD TECH CHECK MVB 64 AND IT HAD 0'S IN BOTH FIELDS.
03/31/2009	15:48	ROAD TESTED FOR 20 MILES CAR SHIFTS OK
03/31/2009	16:03	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
03/31/2009	16:03	ISSUE UPDATED

#### Consultant's Closing Comments

PERFORMED BASIC SETTINGS MANUALLY IN TRANS, ROAD TESTED FOR 20 MILES CAR SHIFTS OK

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
435619	EOS	2008	WVWFA71F68V [REDACTED]	8386	3885	03/31/2009	USA

#### Workshop Finding

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

Activity Date	Activity Time	Activity Comments
03/31/2009	15:05	CUSTOMER STATES THERE IS A CLUNKING UPON INITIAL ACCELERATION AND WHEN DECELERATING, VERIFIED COMPLAINT, THE TRANS IS ENGAGING VERY FIRM, AND WHEN DOWNSHIFTING IT SHIFTS VERY FIRM, NO FAULTS WERE PRESENT DURING GFF. PERFORMED BASIC SETTINGS FOR THE DSG AND ROAD TESTED, IT DID NOT AFFECT THE SHIFT.
03/31/2009	15:05	ISSUE OPENED BY DEALERSHIP
03/31/2009	15:15	ADVISED THE TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT.
03/31/2009	15:15	CUSTOMER COMMENTS: CUSTOMER STATES THERE IS A CLUNKING UPON INITIAL ACCELERATION AND WHEN DECELERATING, VERIFIED COMPLAINT, THE TRANS IS ENGAGING VERY FIRM, AND WHEN DOWNSHIFTING IT SHIFTS VERY FIRM, NO FAULTS WERE PRESENT DURING GFF. PERFORMED BASIC SETTINGS FOR THE DSG AND ROAD TESTED, IT DID NOT AFFECT THE SHIFT.
03/31/2009	15:15	WORKSHOP FINDINGS: TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM.
04/01/2009	11:48	ORDERED PARTS AND GAVE BACK TO CUSTOMER THANK U
04/01/2009	15:50	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
04/01/2009	15:50	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
435643	JETTA	2008	3VWRJ71K08M [REDACTED]	30929	3885	03/31/2009	USA

#### Workshop Finding

TECH DROVE THE VEH WITH CUSTOMER AND CAN DUPLICATE THE CONCERN. I HAD THE TECH CHECK MVB 64 AND IT HAD 0'S IN BOTH FIELDS. I ALSO HAD HIM PERFORM BASIC SETTINGS MANUALLY 61 AND 60. BASIC SETTINGS WERE PERFORMED SUCCESSFULLY.

Activity Date	Activity Time	Activity Comments
03/31/2009	15:20	ISSUE OPENED BY DEALERSHIP
03/31/2009	15:20	TRANSMISSION IS NOT SHIFTING SMOOTHLY AND SURGES INTERMITTANTLY
03/31/2009	15:29	ROAD TESTED W/ CUSTOMER, VERIFIED CONCERN. PERFORMED GFF NO FAULTS IN POWERTRAIN.
03/31/2009	15:40	CUSTOMER COMMENTS: TRANSMISSION IS NOT SHIFTING SMOOTHLY AND SURGES INTERMITTANTLY
03/31/2009	15:40	TECH IS TO DRIVE THE VEH FOR 20 MILES TO SEE IF HE CAN STILL DUPLICATE THE CONCERN. IF HE CAN REPLACE THE MECHATRONIC, BOLTS, FILTER AND FLUID. IF THE PROBLEM IS NO LONGER PRESENT DURING ROAD TEST RETURN THE VEH TO THE CUSTOMER AND CLOSE THE VTA.
03/31/2009	15:40	WORKSHOP FINDINGS: TECH DROVE THE VEH WITH CUSTOMER AND CAN DUPLICATE THE CONCERN. I HAD THE TECH CHECK MVB 64 AND IT HAD 0'S IN BOTH FIELDS. I ALSO HAD HIM PERFORM BASIC SETTINGS MANUALLY 61 AND 60. BASIC SETTINGS WERE PERFORMED SUCCESSFULLY.
04/01/2009	09:04	PERFORMED ROAD TEST(ABOUT 60 MILES TOTAL) SEEMED TO SHIFT OK. SURGING NO LONGER PRESENT TOO.
04/01/2009	09:20	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
04/01/2009	09:20	ISSUE UPDATED

#### Consultant's Closing Comments

PERFORMED ROAD TEST(ABOUT 60 MILES TOTAL) SEEMED TO SHIFT OK. SURGING NO LONGER PRESENT TOO.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
435692	JETTA	2008	3VWRJ71KX8M [REDACTED]	15581	3885	03/31/2009	USA

#### Workshop Finding

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

Activity Date	Activity Time	Activity Comments
03/31/2009	16:15	CUSTOMER STATES VEHICLE SHIFTS HARSH WHEN ACCELERATING LIGHTLY FROM A STOP. TEST DROVE, CONFIRMED HARSH SHIFT, ALSO DOWNSHIFTS HARSH AT LOW SPEEDS. TOOK A FLUID SAMPLE, FLUID LOOKS CLEAR AND YELLOW.
03/31/2009	16:15	ISSUE OPENED BY DEALERSHIP
03/31/2009	16:19	ADVISED THE TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT.
03/31/2009	16:19	CUSTOMER COMMENTS: CUSTOMER STATES VEHICLE SHIFTS HARSH WHEN ACCELERATING LIGHTLY FROM A STOP. TEST DROVE, CONFIRMED HARSH SHIFT, ALSO DOWNSHIFTS HARSH AT LOW SPEEDS. TOOK A FLUID SAMPLE, FLUID LOOKS CLEAR AND YELLOW.
03/31/2009	16:19	WORKSHOP FINDINGS: TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM.
03/31/2009	16:39	ORDERED PARTS, WILL INSTALL WHEN THEY ARRIVE.
03/31/2009	20:26	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
03/31/2009	20:26	ISSUE UPDATED

#### Consultant's Closing Comments

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

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
435699	EOS	2008	WVWFA71F78V [REDACTED]	5182	3885	03/31/2009	USA

#### Workshop Finding

TRANSMISSION SHIFTS HARD WHEN LEAVING FROM A STOP. ROAD TEST TO VERIFY CUSTOMER CONCERN. FOUND THAT TRANSMISSION SHUTTERS AND ENGAGES HARD FROM A STOP. FEELS LIKE POPPING CLUTCH ON A MANUAL CLUTCH. CHECKED FOR FAULTS-NO FAULTS. CHECKED MVB 54 J10K0342. NEED ADVISE.

Activity Date	Activity Time	Activity Comments
03/31/2009	16:18	CUSTOMER STATES THAT VEHICLE SEEMS LIKE WANTS TO STALL WHEN AT A STOP. TRANSMISSION SHIFTS HARD WHEN LEAVING FROM A STOP. ROAD TEST TO VERIFY CUSTOMER CONCERN. FOUND THAT TRANSMISSION SHUTTERS AND ENGAGES HARD FROM A STOP. FEELS LIKE POPPING CLUTCH ON A MANUAL CLUTCH. CHECKED FOR FAULTS-NO FAULTS. CHECKED MVB 54 J10K0342. NEED ADVISE.
03/31/2009	16:18	ISSUE OPENED BY DEALERSHIP
03/31/2009	16:23	ADVISED TECH TO REPLACE MECH UNIT, BOLTS, FILTER AND FLUID THEN PERFORM MANUAL BASIC SETTINGS PER PROCEDURE BELOW. 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.
03/31/2009	16:23	CUSTOMER COMMENTS: CUSTOMER STATES THAT VEHICLE SEEMS LIKE WANTS TO STALL WHEN AT A STOP.
03/31/2009	16:23	WORKSHOP FINDINGS: TRANSMISSION SHIFTS HARD WHEN LEAVING FROM A STOP. ROAD TEST TO VERIFY CUSTOMER CONCERN. FOUND THAT TRANSMISSION SHUTTERS AND ENGAGES HARD FROM A STOP. FEELS LIKE POPPING CLUTCH ON A MANUAL CLUTCH. CHECKED FOR FAULTS-NO FAULTS. CHECKED MVB 54 J10K0342. NEED ADVISE.
04/01/2009	15:57	ORDERED MEKATRONIC
04/01/2009	17:10	THANKS FOR THE UPDATE.
04/07/2009	12:33	D1 - SPOKE TO MONCY, R.O. HAS BEEN CLOSED. LEFT MESSAGE ASKING TECH TO CLOSE TICKET.
04/07/2009	12:55	CUSTOMER WILL RETURN WHEN PART ARRIVES.
04/07/2009	13:27	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
04/07/2009	13:27	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
435722	JETTA	2009	3VWTL71K89M [REDACTED]	1035	3885	03/31/2009	USA

#### Workshop Finding

TECH HAS NOT VERIFIED THE CONCERN. 1 FAULT IN THE TCM. GFF PERFORMED. FAULT ERASED AND THE VEHICLE IS OPERATING TO SPEC. NO FAULTS AT THIS TIME.

Activity Date	Activity Time	Activity Comments
03/31/2009	16:36	ISSUE OPENED BY DEALERSHIP
03/31/2009	16:36	VEHICLE STUCK IN 1 GEAR-MF GEARDISPLAY FLASHING-CODE18115 P1707 002 PRESENT
03/31/2009	16:40	ADVISED THE TECH TO CHECK MVB 54 AND 64 IN THE TCM.
03/31/2009	16:40	CUSTOMER COMMENTS: VEHICLE STUCK IN 1 GEAR-MF GEARDISPLAY FLASHING-CODE18115 P1707 002 PRESENT
03/31/2009	16:40	WORKSHOP FINDINGS: TECH HAS NOT VERIFIED THE CONCERN. 1 FAULT IN THE TCM. GFF PERFORMED. FAULT ERASED AND THE VEHICLE IS OPERATING TO SPEC. NO FAULTS AT THIS TIME.
03/31/2009	16:45	MVB 54-J36R0323-MVB 64-FIELD 1-0, FIELD 2-0
03/31/2009	16:54	TECH NEEDS TO REPLACE THE MECHATRONIC, BOLTS, FLUID AND FILTER.
04/07/2009	13:50	SPOKE TO KIM IN SERVICE AND THEY ARE STILL WORKING ON THE CAR.....P2
04/07/2009	15:46	REPLACE MECHATRONIC UNIT ,FLUID AND FILTER-TECH SET BASIC SETTINGS AND ROAD TEST VEHICLE AT SPEC
04/07/2009	15:47	ROAD TEST NO REOCCURING FAULTS-VEHICLE AT SPEC
04/08/2009	07:43	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
04/08/2009	07:43	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
435745	EOS	2007	WVWBA71F57V [REDACTED]	11740	3885	03/31/2009	USA

#### Workshop Finding

TECH WAS ABLE TO DUPLICATE SOME OF THE CONCERNS.

Activity Date	Activity Time	Activity Comments
03/31/2009	17:03	HELLO, NO DTC. FOUND VEHICLE WILL HESITATE, OR CHATTER WHEN STARTING FROM A STOP. THIS IS MOST NOTICEABLE ON AN INCLINE. CAN BE FELT ON FLAT ROAD AT TIMES. ALSO, WHEN TURNING AT TIMES THERE IS A LACK OF THROTTLE RESPONCE. FLUID LEVEL AND CONDITION IS NORMAL. MVB 54: G49F0475.  THANKS ZACH
03/31/2009	17:03	ISSUE OPENED BY DEALERSHIP
03/31/2009	17:24	TECH TO DRIVE THE VEH UNTIL TRANS GETS TO OPERATING TEMP AND CHECK MVB 64 AND PERFORM BASIC SETTINGS MANUALLY 61 AND 60. DRIVE THE VEH AND SEE IF THE PROBLEM IS CORRECTED AFTER BASIC SETTINGS. IF MVB 64 HAS ANYTHING THEN 0 IN BOTH FIELDS, CALL BACK. IF IT HAS 0'S IN BOTH FIELDS PERFORM BASIC SETTINGS AND TEST DRIVE THE VEH. IF THE PROBLEM IS STILL PRESENT REPLACE THE MECHATRONIC, BOLTS, FILTER, AND OIL.
03/31/2009	17:24	WORKSHOP FINDINGS: TECH WAS ABLE TO DUPLICATE SOME OF THE CONCERNS.
03/31/2009	17:53	HELLO, WARMED VEHICLE TO OPERATING TEMP AND CHECKED MVB 64,BOTH VALUES ARE 0. COMPLETED BASIC SETTINGS 61 AND 60. ROAD TESTED VEHICLE, NO CHANGE IN CHATTER. MECHATRONIC UNIT IS NOW GOING TO BE REPLACED. THANKS FOR ALL THE HELP ZACH
04/01/2009	09:27	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
04/01/2009	09:27	ISSUE UPDATED

#### Consultant's Closing Comments

HELLO,  
WARMED VEHICLE TO OPERATING TEMP AND CHECKED MVB 64,BOTH VALUES ARE 0. COMPLETED BASIC SETTINGS 61 AND 60. ROAD TESTED VEHICLE, NO CHANGE IN CHATTER.  
MECHATRONIC UNIT IS NOW GOING TO BE REPLACED.  
THANKS FOR ALL THE HELP  
ZACH

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
435800	JETTA	2009	3VWAL71K59M [REDACTED]	1212	3885	03/31/2009	USA

Workshop Finding
n/a

Activity Date	Activity Time	Activity Comments
03/31/2009	18:57	ISSUE OPENED BY DEALERSHIP
03/31/2009	18:57	TRANS SEEMS TO BE IN SECOND GEAR DISPLAY IN DASH PANEL INSERT IS FLASHING VEHICLE HAS NO REVERSE 1 DTC IN TCM #18115-000,P1707 INTERFERENCE IN MECHATRONICS UNIT/SPORADIC IM ATTACHINF GFF LOG TO VTA
03/31/2009	19:04	CUSTOMER COMMENTS: TRANS SEEMS TO BE IN SECOND GEAR DISPLAY IN DASH PANEL INSERT IS FLASHING VEHICLE HAS NO REVERSE 1 DTC IN TCM #18115-000, INTERFERENCE IN MECHATRONICS UNIT/SPORADIC IM ATTACHINF GFF LOG TO VTA
03/31/2009	19:04	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.
03/31/2009	19:22	PLEASE REPLACE THE MECH UNIT.
04/06/2009	19:14	REPLACED MECHATRONICS UNIT,BOLTS,FILTER AND REPLACED FLUID PERFORMED BASIC SETTINGS OF THE MECHATRONICS AND TEST DROVE VEHICLE VEHICLE IS PERFORMING AS DESIGNED SHIFTING IS NORMAL THANK YOU
04/07/2009	19:01	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
04/07/2009	19:01	ISSUE UPDATED

Consultant's Closing Comments
REPLACED MECHATRONICS UNIT,BOLTS,FILTER AND REPLACED FLUID

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
435854	EOS	2008	WVWBA71F98V [REDACTED]	44647	3885	04/01/2009	USA

#### Workshop Finding

TECH UNABLE TO PERFORM THE TRANS BASIC SETTINGS.

Activity Date	Activity Time	Activity Comments
04/01/2009	09:08	ISSUE OPENED BY DEALERSHIP
04/01/2009	09:08	REPLACED MECHATRONICS UNIT AFTER BASIC SETTINGS DID NOT REPAIR CUSTOMERS HARSH SHIFTING COMPLAIT . QTM TOLD ME TO REPLACED MECHATRONICS UNIT. REPLACED UNIT AND FILTER SET FLUID LEVEL AND BASIC SETTINGS. AFTER REPAIR CAR WILL ONLY SHIFT IN 1ST AND 2ND GEARS
04/01/2009	09:29	ADVISED THE TECH ON HOW TO PERFORM THE BASIC SETTINGS.
04/01/2009	09:29	CUSTOMER COMMENTS: REPLACED MECHATRONICS UNIT AFTER BASIC SETTINGS DID NOT REPAIR CUSTOMERS HARSH SHIFTING COMPLAIT . QTM TOLD ME TO REPLACED MECHATRONICS UNIT. REPLACED UNIT AND FILTER SET FLUID LEVEL AND BASIC SETTINGS. AFTER REPAIR CAR WILL ONLY SHIFT IN 1ST AND 2ND GEARS
04/01/2009	09:29	WORKSHOP FINDINGS: TECH UNABLE TO PERFORM THE TRANS BASIC SETTINGS.
04/01/2009	10:11	BASIC SETTING WORKED GREAT THANK YOU
04/01/2009	15:41	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
04/01/2009	15:41	ISSUE UPDATED

#### Consultant's Closing Comments

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

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
435893	EOS	2008	WVWBA71F08V [REDACTED]	14490	3885	04/01/2009	USA

#### Workshop Finding

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

Activity Date	Activity Time	Activity Comments
04/01/2009	10:00	ISSUE OPENED BY DEALERSHIP
04/01/2009	10:00	LETTING OFF THE GAS FROM A STOP THEN ACCELERATING, SPORATICALLY JERKS WHEN IT ENGAGES
04/01/2009	10:03	ADVISED THE TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT.
04/01/2009	10:03	CUSTOMER COMMENTS: LETTING OFF THE GAS FROM A STOP THEN ACCELERATING, SPORATICALLY JERKS WHEN IT ENGAGES
04/01/2009	10:03	WORKSHOP FINDINGS: TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM.
04/01/2009	10:04	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.
04/01/2009	10:22	THANKS FOR THE HELP
04/01/2009	15:41	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
04/01/2009	15:41	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
435950	JETTA	2008	3VWRA71KX8M [REDACTED]	9010	3885	04/01/2009	USA

<b>Workshop Finding</b>
JERKS

Activity Date	Activity Time	Activity Comments
04/01/2009	10:51	CUSTOMER STATES TRANSMISSION BUCKS WHEN SHIFTING IN LOWER GEARS AND REVERSE. ROAD TEST VEHICLE DUPLICATED CONCERN, FELT LIKE A DELAY IN SHIFTING COMING OUT OF PARK INTO DRIVE OR REVERSE, AS IF WERE GOING TO STALL. CHECK FOR FAULTS USING GFF NO FAULTS FOUND. PERFORMED BASIC SETTINGS RE-ROAD TEST STILL FEEL THE HESITATION AS IF VEHICLE IS GOING TO STALL OUT.
04/01/2009	10:51	ISSUE OPENED BY DEALERSHIP
04/01/2009	10:58	CUSTOMER COMMENTS: CUSTOMER STATES TRANSMISSION BUCKS WHEN SHIFTING IN LOWER GEARS AND REVERSE. ROAD TEST VEHICLE DUPLICATED CONCERN, FELT LIKE A DELAY IN SHIFTING COMING OUT OF PARK INTO DRIVE OR REVERSE, AS IF WERE GOING TO STALL. CHECK FOR FAULTS USING GFF NO FAULTS FOUND. PERFORMED BASIC SETTINGS RE-ROAD TEST STILL FEEL THE HESITATION AS IF VEHICLE IS GOING TO STALL OUT.
04/01/2009	10:58	GET MVB 54 IN 02
04/01/2009	10:58	WORKSHOP FINDINGS: JERKS
04/01/2009	10:59	ADVISE TECH TO REPLACE MECHTROINCS FLUID AND FILTER AND SET BASIC SETTING AFTER REPAIR
04/01/2009	14:02	PARTS WERE ORDERED
04/01/2009	15:00	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
04/01/2009	15:00	ISSUE UPDATED

<b>Consultant's Closing Comments</b>
ADVISE TECH TO REPLACE MECHTROINCS FLUID AND FILTER AND SET BASIC SETTING AFTER REPAIR

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
435954	JETTA	2008	3VWRJ71K98M [REDACTED]	21372	3885	04/01/2009	USA

#### Workshop Finding

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

Activity Date	Activity Time	Activity Comments
04/01/2009	11:00	CUSTOMER STATES THERE IS A SURGE / JERK WHEN APPLYING LIGHT THROTTLE FROM A START. HAPPENS MORE OFTEN WHEN VEHICLE IS WARMED UP AND AT LOW SPEEDS (PARKING LOT). I NOTICED A JERK WHEN IT WOULD SHIFT TO 2ND GEAR WITH LIGHT THROTTLE APPLICATIONS. ALSO NOTICED SOMETIMES WHEN STOPPING AT A LOW SPEED, VEHICLE STOPS HARSHLY AND THERE IS A CLUNKING. RAN GFF, NO FAULTS FOUND.
04/01/2009	11:00	ISSUE OPENED BY DEALERSHIP
04/01/2009	11:05	ADVISED THE TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT.
04/01/2009	11:05	CUSTOMER COMMENTS: CUSTOMER STATES THERE IS A SURGE / JERK WHEN APPLYING LIGHT THROTTLE FROM A START. HAPPENS MORE OFTEN WHEN VEHICLE IS WARMED UP AND AT LOW SPEEDS (PARKING LOT). I NOTICED A JERK WHEN IT WOULD SHIFT TO 2ND GEAR WITH LIGHT THROTTLE APPLICATIONS. ALSO NOTICED SOMETIMES WHEN STOPPING AT A LOW SPEED, VEHICLE STOPS HARSHLY AND THERE IS A CLUNKING. RAN GFF, NO FAULTS FOUND.
04/01/2009	11:05	WORKSHOP FINDINGS: TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM.
04/01/2009	11:42	ORDERED PARTS
04/01/2009	15:35	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
04/01/2009	15:35	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
436068	EOS	2008	WVWBA71F98V [REDACTED]	10484	3885	04/01/2009	USA

<b>Workshop Finding</b>
JERKS WHILE DRIVING

Activity Date	Activity Time	Activity Comments
04/01/2009	12:47	ISSUE OPENED BY DEALERSHIP
04/01/2009	13:06	CUSTOMER STATES THAT THE VEHICLE WILL HESITATE WHEN THEY TAKE OFF. IT WILL ALMOST STALL THE VEHICLE. MY SHOP FOREMAN AND I TEST DROVE THE VEHICLE AND FOUND IT TO HAVE A SLIGHT HESITATION BUT IT SEEMED NORMAL. WE CHECKED FOR FAULTS AND FOUND NONE. WE WOULD LIKE TO KNOW IF THERE IS SOMETHING WE SHOULD TRY OR IF THIS IS JUST THE WAY A DSG IS
04/01/2009	13:32	PLEASE GET MVB 54 IN 02
04/01/2009	13:32	WORKSHOP FINDINGS: JERKS WHILE DRIVING
04/01/2009	13:33	REPLACE MECHTRONICS FLUID AND FILTER AND SET BASIC SETTING
04/01/2009	16:00	I ORDERED THE REQUIRED PARTS AND WILL INSTALL THEM WHEN THEY ARRIVE
04/01/2009	16:33	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
04/01/2009	16:33	ISSUE UPDATED

<b>Consultant's Closing Comments</b>
REPLACE MECHTRONICS FLUID AND FILTER AND SET BASIC SETTING



VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
436131	RABBIT	2008	WVWHV71K28W [REDACTED]	12566	3885	04/01/2009	USA

#### Workshop Finding

MVB 54 SHOWS H30 R0024 TCM. 02E300044J GSG DSG 081 CODING 20 02E927770AE

Activity Date	Activity Time	Activity Comments
04/01/2009	13:50	CUSTOMER STATES TRANS. HAS HARSH SHIFTING THRU THE GEARS.RPM HIGH BE FORE CATCHING. MVB 54 SHOWS H30 R0024 TCM. 02E300044J GSG DSG 081 CODING 20 02E927770AE
04/01/2009	13:50	ISSUE OPENED BY DEALERSHIP
04/01/2009	14:03	SW. 1408/HW 608 160807/KCZ 120809.
04/01/2009	14:13	ADVISED TECH TO REPLACE MECH UNIT, BOLTS FILTER AND FLUID, CLOSE OUT VTA. MVB 54 H30
04/01/2009	14:13	CUSTOMER COMMENTS: CUSTOMER STATES TRANS. HAS HARSH SHIFTING THRU THE GEARS.RPM HIGH BE FORE CATCHING.
04/01/2009	14:13	WORKSHOP FINDINGS: MVB 54 SHOWS H30 R0024 TCM. 02E300044J GSG DSG 081 CODING 20 02E927770AE
04/01/2009	14:17	WE ARE ORDERRING THE PARTS
04/01/2009	17:00	ISSUE UPDATED
04/01/2009	17:07	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
04/01/2009	17:07	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
436146	EOS	2008	WVWBA71F88V [REDACTED]	9196	3885	04/01/2009	USA

#### Workshop Finding

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

Activity Date	Activity Time	Activity Comments
04/01/2009	14:09	ISSUE OPENED BY DEALERSHIP
04/01/2009	14:09	WHEN PLACING THE VEHICLE IN REVERSE THE VEHICLE FEELS LIKE IT'S JERKS...CK DTC NO FAUL IN SIST.PERFORM BASSIC SETTING + TEST DRIVE STEEL JERKS .ECM 1Q0907115E.W/0020 SOFTWARE...TCM 02E927770AE W/1402 SOFTWARE....
04/01/2009	14:14	ADVISED THE TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT.
04/01/2009	14:14	CUSTOMER COMMENTS: WHEN PLACING THE VEHICLE IN REVERSE THE VEHICLE FEELS LIKE IT'S JERKS...CK DTC NO FAUL IN SIST.PERFORM BASSIC SETTING + TEST DRIVE STEEL JERKS .ECM 1Q0907115E.W/0020 SOFTWARE...TCM 02E927770AE W/1402 SOFTWARE....
04/01/2009	14:14	WORKSHOP FINDINGS: TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM.
04/06/2009	09:50	WAITING ON PARTS MONDAY 1040 AM
04/06/2009	21:39	DOWN 3:49 STONE TEMPLE PILOTS NO. 4 ROCK
04/06/2009	21:39	THANK YOU FOR THE UPDATE. REMEMBER TO UPDATE AND CLOSE THE TICKET.
04/08/2009	13:02	SPOKE WITH MORT IN SERVICE. MORT STATES THEY HAVE PART RED ORDERED. P1
04/08/2009	18:47	STILL WAITING ON PART
04/08/2009	21:04	THANK YOU FOR THE UPDATE. REMEMBER TO UPDATE AND CLOSE THE TICKET.
04/09/2009	10:24	STILL WAITING ON PART
04/09/2009	15:12	THANK YOU FOR THE UPDATE. REMEMBER TO UPDATE AND CLOSE THE TICKET.
04/13/2009	17:15	STLL WAITING FOR PARTS
04/13/2009	17:18	THANK YOU FOR THE UPDATE. REMEMBER TO UPDATE AND CLOSE THE TICKET.
04/15/2009	13:18	WAITING FOR PARTS
04/15/2009	17:22	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
04/15/2009	17:22	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
436187	RABBIT	2008	WVWHV71K18W [REDACTED]	17208	3885	04/01/2009	USA

#### Workshop Finding

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

Activity Date	Activity Time	Activity Comments
04/01/2009	14:51	CAR LUNGES WHEN IN DRIVE AT 5-10 MPH
04/01/2009	14:51	ISSUE OPENED BY DEALERSHIP
04/01/2009	14:54	WAS ABLE TO DUPLICATE PROBLEM WHEN TRANNY SHIFTS INTO 2ND BUCKS A COUPLE OF TIMES AROUND 10 MPH. NO FAULTS SET BASIC SETTING AND IT DIDNT HELP.
04/01/2009	14:57	ADVISED THE TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT.
04/01/2009	14:57	CUSTOMER COMMENTS: CAR LUNGES WHEN IN DRIVE AT 5-10 MPH
04/01/2009	14:57	WORKSHOP FINDINGS: TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM.
04/01/2009	15:00	ORDERED PARTS
04/01/2009	15:34	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
04/01/2009	15:34	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
436223	JETTA	2008	3VWRA71K88M [REDACTED]	19790	3885	04/01/2009	USA

<b>Workshop Finding</b>
n/a

Activity Date	Activity Time	Activity Comments
04/01/2009	15:18	HARSH SHIFT FROM STOPPED VEH AND HARD DOWNSHIFT WHEN STOPPING, SUSPECT MECHATRONICS
04/01/2009	15:18	ISSUE OPENED BY DEALERSHIP
04/01/2009	15:32	CUSTOMER COMMENTS: HARSH SHIFT FROM STOPPED VEH AND HARD DOWNSHIFT WHEN STOPPING, SUSPECT MECHATRONICS
04/01/2009	15:32	TECH STATES HARSH SHIFT FROM STOP. NO DTCS. MVB 54 READS J13. ADVISED TECH TO REPLACE MECHTRONICS, BOLTS AND FLUID. PLEASE CLOSE VTA AND FILL OUT SURVEY AFTER ORDERING UNIT.
04/02/2009	10:34	MECHTRONICS ORDERED ALONG WITH FLUID AND BOLTS. THANK YOU!
04/02/2009	11:07	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
04/02/2009	11:07	ISSUE UPDATED

<b>Consultant's Closing Comments</b>
TECH TO REPLACE MECHTRONICS.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
436243	JETTA	2008	3VWRJ71K08M [REDACTED]	21971	3885	04/01/2009	USA

Workshop Finding
n/a

Activity Date	Activity Time	Activity Comments
04/01/2009	15:34	ISSUE OPENED BY DEALERSHIP
04/01/2009	15:34	VEH. BUCKING/JERKING WHILE DRIVING. CUST. DESCRIBES SYMPTOM IKE FIRST WEEK DRIVING STICK.
04/01/2009	15:50	CUSTOMER COMMENTS: VEH. BUCKING/JERKING WHILE DRIVING. CUST. DESCRIBES SYMPTOM IKE FIRST WEEK DRIVING STICK.
04/01/2009	15:50	TECH STATES JERKING WHEN ACCELERATING FORM STOP. MVB 54 READS J02. ADSVISED TECH TO REPLACE MECTRONICS, BOLTS, AND FLUID. PLEASE CLOSE VTA AND FILL OUT SURVEY AFTER ORDERING UNIT.
04/06/2009	12:50	DID ORDER THE MECTRONIC,BOLTD AND FLUID.
04/06/2009	13:04	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
04/06/2009	13:04	ISSUE UPDATED

Consultant's Closing Comments
REPLACE MECHTRONIC.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
436246	EOS	2007	WVWDB71F27V [REDACTED]	25785	3885	04/01/2009	USA

#### Workshop Finding

TECH VERIFIED THE CONCERN. 1 FAULT IN THE ECM. NO FAULTS IN THE TCM. MVB 54 IS OK.

Activity Date	Activity Time	Activity Comments
04/01/2009	15:37	ISSUE OPENED BY DEALERSHIP
04/01/2009	15:37	TRANSMISSION SHIFT QUALITY CONCERN. ERRATIC UP SHIFTING. DATA BLOCK 54: H11B0251.
04/01/2009	15:46	ADVISED THE TECH TO ADDRESS THE ENGINE CONCERN. IF THE ISSUE IS STILL PRESENT, PERFORM THE TRANS BASIC SETTING MANUALLY.
04/01/2009	15:46	CUSTOMER COMMENTS: TRANSMISSION SHIFT QUALITY CONCERN. ERRATIC UP SHIFTING. DATA BLOCK 54: H11B0251.
04/01/2009	15:46	WORKSHOP FINDINGS: TECH VERIFIED THE CONCERN. 1 FAULT IN THE ECM. NO FAULTS IN THE TCM. MVB 54 IS OK.
04/02/2009	10:25	THE ENGINE CODE THAT WAS STORED WAS P0430, CATALYST ANK 2 EFFICIENCY BELOW THRESHOLD. ANOTHER VTA TICKET IS OPEN ON THAT ISSUE. THE TEST PLAN FOR THE CONVERTER SAYS TO REPLACE THE CONVERTER. I MANUALLY TESTED IT, AND IT TESTED OK AT THIS TIME. I PERFORMED BASIC SETTINGS MANUALLY, TRANSMISSION NOW BANGS INTO GEAR, PARK TO DRIVE. I PERFORMED BASIC SETTINGS 3 TIMES, PERFORMED THE PARK/DRIVE 5 TIMES, PARK/REVEARSE 5 TIMES, ROADTESTED UPSHIFT/DOWN SHIFT 5 TIMES. AGAIN, WHEN GOING PARK TO DRIVE, IT BANGS SEVEARLY. PLEASE ADVISE.
04/02/2009	10:30	ADVISED THE TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT.
04/07/2009	10:10	DEALER NEEDS TO UPDATE WITH PARTS ORDER.
04/07/2009	11:25	PARTS WERE ORDERED. CAR IS STILL AT DEALER WAITING FOR THE MECHATRONICS UNIT. CAR BANGS SEVEARLY WHEN PUT IN DRIVE, AND LURCHES WHILE DRIVING AT SLOW SPEEDS. TICKET WILL BE UPDATED/CLOSED WHEN REPAIRS ARE PERFORMED.
04/07/2009	14:42	P1 THANK YOU FOR THE UPDATE. REMEMBER TO UPDATE AND CLOSE THE TICKET.
04/20/2009	10:36	REPLACED MECHATRONICS UNIT, BOLTS GASKETS, FILTER, SEAL, FLUID. PROCEEDED TO PERFORM BASIC SETTINGS MANUALLY AND ROADTESTED TO SELF LEARN. PROBLEM SOLVED, DOES NOT LURCH IN GEAR OR BANGS GOING INTO DRIVE. CAR BEING RELEASED BACK TO CLIENT.
04/23/2009	18:05	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
04/23/2009	18:05	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
436273	JETTA	2008	3VWRJ71K48M [REDACTED]	5370	3885	04/01/2009	USA

**Workshop Finding**

n/a

Activity Date	Activity Time	Activity Comments
04/01/2009	16:14	CUSTOMER NOTES WHEN SITTING @ STOPLIGHT WHEN ACCELERATING FROM A STOP THE CAR WILL LURCH, ALSO WHEN IN REVERSE, CAR WILL JURK REPEATEDLY HOT OR COLD, (SHOP FINDINGS) NON DTC'S GFF, DUPLICATED CONCERN IN FORWARD AND REVERSE AS PER CUSTOMER DISCRIPTION. PERFORMED BASIC SETTING USING VSD. ON FIRST TEST DRIVE SEEMED OK, AFTER A +10 MILE TEST DRIVE THE DRIVEABILITY CONCERNS HAD RETURNED.
04/01/2009	16:14	ISSUE OPENED BY DEALERSHIP
04/01/2009	16:20	CUSTOMER COMMENTS: CUSTOMER NOTES WHEN SITTING @ STOPLIGHT WHEN ACCELERATING FROM A STOP THE CAR WILL LURCH, ALSO WHEN IN REVERSE, CAR WILL JURK REPEATEDLY HOT OR COLD, (SHOP FINDINGS) NON DTC'S GFF, DUPLICATED CONCERN IN FORWARD AND REVERSE AS PER CUSTOMER DISCRIPTION. PERFORMED BASIC SETTING USING VSD. ON FIRST TEST DRIVE SEEMED OK, AFTER A +10 MILE TEST DRIVE THE DRIVEABILITY CONCERNS HAD RETURNED.
04/01/2009	16:20	PLEASE REPLACE THE MECH UNIT.
04/06/2009	14:11	PARTS STILL ON ORDER
04/06/2009	16:01	THANKS FOR THE UPDATE. IF CAR LEAVES, PLEASE CLOSE TICKET.
04/08/2009	16:12	SPOKE TO BART WAITING ON PARTS
04/21/2009	19:08	REPLACED MECKTRONIC UNIT FOLLOWED BASIC SETTING PROCEEDURE, DROVE CAR WORKING CORRECTLY
04/22/2009	11:11	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
04/22/2009	11:11	ISSUE UPDATED

**Consultant's Closing Comments**

REPLACED MECKTRONIC UNIT FOLLOWED BASIC SETTING PROCEEDURE, DROVE CAR WORKING CORRECTLY

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
436307	EOS	2008	WVWBA71F48V [REDACTED]	6888	3885	04/01/2009	USA

<b>Workshop Finding</b>
n/a

Activity Date	Activity Time	Activity Comments
04/01/2009	16:56	ISSUE OPENED BY DEALERSHIP
04/01/2009	16:56	SHUTTERS WHEN IN REVERSE. TECH- VERIFIED CONCERN, SHUTTERS WHEN IN REVERSE, FOOT OFF OF BRAKE AND NOT ON ACCEL PEDAL. RAN GFF, NO DTCS, CHECKED PRODUCTION DATE OF MECHATRONICS UNIT- H25R0484
04/01/2009	16:57	CUSTOMER COMMENTS: SHUTTERS WHEN IN REVERSE. TECH- VERIFIED CONCERN, SHUTTERS WHEN IN REVERSE, FOOT OFF OF BRAKE AND NOT ON ACCEL PEDAL. RAN GFF, NO DTCS, CHECKED PRODUCTION DATE OF MECHATRONICS UNIT- H25R0484
04/01/2009	16:57	PLEASE REPLACE THE MECH UNIT.
04/01/2009	17:18	ORDERED MECHATRONICS UNIT
04/01/2009	19:53	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
04/01/2009	19:53	ISSUE UPDATED

<b>Consultant's Closing Comments</b>
ORDERED MECHATRONICS UNIT



VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
436351	JETTA	2008	3VWRJ71K08M [REDACTED]	13256	3735	04/01/2009	USA

<b>Workshop Finding</b>
n/a

Activity Date	Activity Time	Activity Comments
04/01/2009	18:22	CUSTOMER STATES THAT TRANS JERKS WHEN ACCELERATING AND WHEN SHIFTING FROM PARK TO DRIVE. VERIFIED CONCERN WHEN ACCELERATING FROM A STOP.
04/01/2009	18:22	ISSUE OPENED BY DEALERSHIP
04/01/2009	18:26	CUSTOMER COMMENTS: CUSTOMER STATES THAT TRANS JERKS WHEN ACCELERATING AND WHEN SHIFTING FROM PARK TO DRIVE. VERIFIED CONCERN WHEN ACCELERATING FROM A STOP.
04/01/2009	18:26	PLEASE REPLACE THE MECH UNIT.
04/04/2009	12:06	ORDERED MECHATRONICS MODULE
04/06/2009	15:57	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
04/06/2009	15:57	ISSUE UPDATED

<b>Consultant's Closing Comments</b>
ORDERED MECHATRONICS MODULE

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
436360	RABBIT	2008	WVWFV71K98W [REDACTED]	9633	3885	04/01/2009	USA

#### Workshop Finding

TEST DROVE VERIFIED STUDDER WHEN SLOWLY ACCELARATING FROM STOP ALSO FROM FIRST TO SECOND VEHICLE BOGGS LIKE RELEASED GAS ABRUPTLY.SEE GFF VALUE BLOCKS 032 AD 054

Activity Date	Activity Time	Activity Comments
04/01/2009	18:46	ISSUE OPENED BY DEALERSHIP
04/01/2009	18:46	TEST DROVE VERIFIED STUDDER WHEN SLOWLY ACCELARATING FROM STOP ALSO FROM FIRST TO SECOND VEHICLE BOGGS LIKE RELEASED GAS ABRUPTLY.SEE GFF VALUE BLOCKS 032 AD 054
04/01/2009	19:30	ADVISED TECH TO REPLACE MECH UNIT, BOLTS, FILTER AND FLUID THEN PERFORM MANUAL BASIC SETTINGS PER PROCEDURE BELOW. CLOSE OUT VTA. MVB 54 H35
04/01/2009	19:30	CUSTOMER COMMENTS: SHUDDER ON ACCEL.
04/01/2009	19:30	WORKSHOP FINDINGS: TEST DROVE VERIFIED STUDDER WHEN SLOWLY ACCELARATING FROM STOP ALSO FROM FIRST TO SECOND VEHICLE BOGGS LIKE RELEASED GAS ABRUPTLY.SEE GFF VALUE BLOCKS 032 AD 054
04/01/2009	20:52	ORDERED PARTS 7-10 DAYS RELEASING VEHICLE
04/02/2009	10:36	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
04/02/2009	10:36	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
436381	EOS	2008	WVWBA71F68V [REDACTED]	21773	3885	04/02/2009	USA

#### Workshop Finding

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

Activity Date	Activity Time	Activity Comments
04/02/2009	08:29	CONCERN OF TRANS JERKING WHEN STARTING OUT AND WHEN GOING IN REVERSE. CONCERN DUPLICATED WITH TEST DRIVE WITH CUSTOMER. TCM P/N 02E300044K. MVB 54 J15M0287
04/02/2009	08:29	ISSUE OPENED BY DEALERSHIP
04/02/2009	08:34	A2 CASE TO BE ESCALATED FOR REVIEW. ADVISED THE TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT.
04/02/2009	08:34	CUSTOMER COMMENTS: CONCERN OF TRANS JERKING WHEN STARTING OUT AND WHEN GOING IN REVERSE. CONCERN DUPLICATED WITH TEST DRIVE WITH CUSTOMER. TCM P/N 02E300044K. MVB 54 J15M0287
04/02/2009	08:34	WORKSHOP FINDINGS: TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM.
04/09/2009	11:41	SPOKE WITH TIM IN SERVICE. TIM STATES PART IS RED ORDER. P1
04/15/2009	18:05	ISSUE UPDATED
04/17/2009	14:50	PART ARRIVED TODAY - PART BEING INSTALLED.
04/17/2009	17:07	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
04/17/2009	17:07	ISSUE UPDATED

#### Consultant's Closing Comments

A2 CASE TO BE ESCALATED FOR REVIEW. 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
436407	EOS	2008	WVWFA71F68V [REDACTED]	8527	3885	04/02/2009	USA

#### Workshop Finding

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

Activity Date	Activity Time	Activity Comments
04/02/2009	09:21	CUSTOMER STATES TRANSMISSION SEEMS TO BE SLAMMING INTO GEAR INTERMITT
04/02/2009	09:21	ISSUE OPENED BY DEALERSHIP
04/02/2009	09:32	ADVISED THE TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT.
04/02/2009	09:32	CUSTOMER COMMENTS: CUSTOMER STATES TRANSMISSION SEEMS TO BE SLAMMING INTO GEAR INTERMITT
04/02/2009	09:32	WORKSHOP FINDINGS: TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM.
04/02/2009	09:43	ORDER MECH UNIT
04/03/2009	07:42	THANK YOU FOR THE UPDATE. REMEMBER TO UPDATE AND CLOSE THE TICKET.
04/07/2009	07:57	PARTS ARE ON BACK ORDER
04/07/2009	08:18	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
04/07/2009	08:18	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
436472	EOS	2008	WVWFA71F18V [REDACTED]	9417	3885	04/02/2009	USA

#### Workshop Finding

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

Activity Date	Activity Time	Activity Comments
04/02/2009	10:50	ISSUE OPENED BY DEALERSHIP
04/02/2009	10:50	VEHICLE JERKS WHEN PULLING AWAY FROM STOP. ALSO WHEN VEHICLE COMES TO A STOP. NO FAULTS STORED. HAD SAME SYMPTOM ON ANOTHER EOS WITH DSG AND WAS CORRECTED WITH NEW VALVE BODY.
04/02/2009	11:00	ADVISED THE TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT.
04/02/2009	11:00	CUSTOMER COMMENTS: VEHICLE JERKS WHEN PULLING AWAY FROM STOP. ALSO WHEN VEHICLE COMES TO A STOP. NO FAULTS STORED. HAD SAME SYMPTOM ON ANOTHER EOS WITH DSG AND WAS CORRECTED WITH NEW VALVE BODY.
04/02/2009	11:00	WORKSHOP FINDINGS: TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM.
04/02/2009	11:11	PARTS RED ORDERED TODAY 4/02/09 CLOSED TICKET. RETURN VEHICLE TO CUSTOMER. WILL RETURN WHEN PARTS ARRIVE.
04/03/2009	07:45	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
04/03/2009	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
436500	EOS	2008	WVWFA71FX8V [REDACTED]	9124	3885	04/02/2009	USA

#### Workshop Finding

TECH STATES HE WAS ABLE TO DUPLICATE THE CONCERN AND THE CUSTOMER HAS TAKEN THE VEHICLE. NO FAULTS

Activity Date	Activity Time	Activity Comments
04/02/2009	11:19	ISSUE OPENED BY DEALERSHIP
04/02/2009	11:19	WHEN SITTING IN TRAFFIC OR AT A LIGHT AND RELEASE BRAKE, VEHICLE BUCKS FORWARD/FEELS LIKE IT WILL STALL. CONFIRMED WITH CUSTOMER DRIVING. MVB 54 IN 02 TRANS ELECTRONICS 54 IS H30 AND FALLS WITHIN THE DATE RANGE OF THIS "COMFORT ISSUE."
04/02/2009	11:28	CUSTOMER COMMENTS: WHEN SITTING IN TRAFFIC OR AT A LIGHT AND RELEASE BRAKE, VEHICLE BUCKS FORWARD/FEELS LIKE IT WILL STALL. CONFIRMED WITH CUSTOMER DRIVING. MVB 54 IN 02 TRANS ELECTRONICS 54 IS H30 AND FALLS WITHIN THE DATE RANGE OF THIS "COMFORT ISSUE."
04/02/2009	11:28	TECH IS TO CHECK MVB 64 WE SHOULD SEE ALL 0'S IF THERE ARE ANY NUMBERS OTHER THEN 0'S CALL BACK. IF THE TECH FINDS 0'S PERFORM BASIC SETTINGS MANUALLY 61 AND 60 IF THE PROBLEM IS STILL PRESENT REPLACE THE MECHATRONIC AND BOLTS.
04/02/2009	11:28	WORKSHOP FINDINGS: TECH STATES HE WAS ABLE TO DUPLICATE THE CONCERN AND THE CUSTOMER HAS TAKEN THE VEHICLE. NO FAULTS
04/03/2009	11:27	VEHICLE CAME BACK AND CHECKED MVB 64. BOTH VALUES ARE 0'S. BASIC SETTINGS PERFORMED ALREADY AND CONDITION REMAINS UNCHANGED. SENT CUSTOMER ON HIS WAY AND ORDERED MECHATRONIC UNIT, BOLTS, AND FILTER/OIL.
04/03/2009	13:15	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
04/03/2009	13:15	ISSUE UPDATED

#### Consultant's Closing Comments

VEHICLE CAME BACK AND CHECKED MVB 64. BOTH VALUES ARE 0'S. BASIC SETTINGS PERFORMED ALREADY AND CONDITION REMAINS UNCHANGED. SENT CUSTOMER ON HIS WAY AND ORDERED MECHATRONIC UNIT, BOLTS, AND FILTER/OIL.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
436654	JETTA	2009	3VWAL71K19M [REDACTED]	13127	3885	04/02/2009	USA

**Workshop Finding**

TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM. MVB 54 IS J20. MVB 64 IS 0/0.

Activity Date	Activity Time	Activity Comments
04/02/2009	14:01	CUSTOMER STATES VEHICLE HAS A HARSH SHIFT AND SEEMS TO SHUTTER ON ACCELERATION. CHECKED AND VERIFIED CUSTOMER CONCERN. FOUND NO FAULTS STORED IN ECM OR TRANSMISSION.
04/02/2009	14:01	ISSUE OPENED BY DEALERSHIP
04/02/2009	14:07	ADVISED THE TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT.
04/02/2009	14:07	CUSTOMER COMMENTS: CUSTOMER STATES VEHICLE HAS A HARSH SHIFT AND SEEMS TO SHUTTER ON ACCELERATION. CHECKED AND VERIFIED CUSTOMER CONCERN. FOUND NO FAULTS STORED IN ECM OR TRANSMISSION.
04/02/2009	14:07	WORKSHOP FINDINGS: TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM. MVB 54 IS J20. MVB 64 IS 0/0.
04/02/2009	14:18	CHECKED AND ORDERED ALL PARTS ADVISED! LETTING CAR GO! THANK YOU!
04/03/2009	07:44	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
04/03/2009	07:44	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
436746	JETTA	2008	3VWRJ71K68M [REDACTED]	15742	3885	04/02/2009	USA

#### Workshop Finding

TRANS ENGAGING/DISENGAGING UPON INITIAL START. SEEMS TO JUMP IN/OUT OF FIRST AND REVERSE GEAR ONLY. ON TEST DRIVE, ONCE MOVING, ASIDE FROM A \*SLIGHTLY\* HARSHER 1-2 UPSHIFT, ALL OTHER UPSHIFTS/DOWNSHIFTS SEEM NORMAL. NO LEAKS PRESENT, AND NO DTC'S STORED IN ANYTHING.

Activity Date	Activity Time	Activity Comments
04/02/2009	15:23	ISSUE OPENED BY DEALERSHIP
04/02/2009	15:23	VEHICLE SURGES. TRANS ENGAGING/DISENGAGING UPON INITIAL START. SEEMS TO JUMP IN/OUT OF FIRST AND REVERSE GEAR ONLY. ON TEST DRIVE, ONCE MOVING, ASIDE FROM A *SLIGHTLY* HARSHER 1-2 UPSHIFT, ALL OTHER UPSHIFTS/DOWNSHIFTS SEEM NORMAL. NO LEAKS PRESENT, AND NO DTC'S STORED IN ANYTHING.
04/02/2009	15:43	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. MVB 54 J02 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.
04/02/2009	15:43	CUSTOMER COMMENTS: VEHICLE SURGES.
04/02/2009	15:43	WORKSHOP FINDINGS: TRANS ENGAGING/DISENGAGING UPON INITIAL START. SEEMS TO JUMP IN/OUT OF FIRST AND REVERSE GEAR ONLY. ON TEST DRIVE, ONCE MOVING, ASIDE FROM A *SLIGHTLY* HARSHER 1-2 UPSHIFT, ALL OTHER UPSHIFTS/DOWNSHIFTS SEEM NORMAL. NO LEAKS PRESENT, AND NO DTC'S STORED IN ANYTHING.
04/02/2009	15:52	ORDERED PARTS, WILL REOPEN IF NEEDED UPON REPAIR COMPLETION.
04/02/2009	17:02	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
04/02/2009	17:02	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
436762	JETTA	2008	3VWRJ71K78M [REDACTED]	7439	3885	04/02/2009	USA

**Workshop Finding**

VERIFIED CONCERN.

Activity Date	Activity Time	Activity Comments
04/02/2009	15:48	ISSUE OPENED BY DEALERSHIP
04/02/2009	15:48	WHEN COMING TO A STOP TRANS HAS A HARSH DOWNSHIFT FEELS LIKE IT WILL CREEP UP
04/02/2009	15:57	AFTER REVIEWING MVB 54 ADVISED TECH TO REPLACE MECH UNIT, BOLTS, FILTER AND FLUID, THEN PERFORM MANUAL BASIC SETTINGS PER PROCEDURE BELOW. MVB 54 J02 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.
04/02/2009	15:57	CUSTOMER COMMENTS: WHEN COMING TO A STOP TRANS HAS A HARSH DOWNSHIFT FEELS LIKE IT WILL CREEP UP.
04/02/2009	15:57	WORKSHOP FINDINGS: VERIFIED CONCERN.
04/09/2009	17:01	D1 PATCH STATED THE CAR IS GONE
04/23/2009	17:43	ALL WORK DONE CAR FIXED
04/23/2009	21:39	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
04/23/2009	21:39	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
436773	JETTA	2008	3VWRA71K78M [REDACTED]	2462	3885	04/02/2009	USA

#### Workshop Finding

CHECK DTCS NO FAULT DETECTED CHECK TRANS FLIUD O.K.

Activity Date	Activity Time	Activity Comments
04/02/2009	15:59	C/S AT A COMPLETE STOP WAITING AT A LIGHT TRANS BANG INTO GEAR CHECK DTCS NO FAULT DETECTED CHECK TRANS FLIUD O.K.
04/02/2009	15:59	ISSUE OPENED BY DEALERSHIP
04/02/2009	16:11	AFTER REVIEWING MVBS 54 AND 64 ADVISED TECH TO REPLACE MECH UNIT, BOLTS, FILTER AND FLUID THEN PERFORM MANUAL BASIC SETTINGS PER PROCEDURE BELOW. CLOSE OUT VTA. MVB 54 J14 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.
04/02/2009	16:11	CUSTOMER COMMENTS: C/S AT A COMPLETE STOP WAITING AT A LIGHT TRANS BANG INTO GEAR.
04/02/2009	16:11	WORKSHOP FINDINGS: CHECK DTCS NO FAULT DETECTED CHECK TRANS FLIUD O.K.
04/02/2009	16:21	ORDERED MECH UNIT,FOR TRANS.
04/02/2009	17:01	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
04/02/2009	17:01	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
436802	JETTA	2008	3VWRJ71K28M [REDACTED]	172222	3885	04/02/2009	USA

<b>Workshop Finding</b>
JERKS WHILE DRIVING

Activity Date	Activity Time	Activity Comments
04/02/2009	16:28	CUSTOMER SAYS VECHILE BANGS FROM A STOP WHEN TAKING OFF; COULD NOT DUPLICATE A NOISE; DID NOTICE A SLIGHT HESITATION; NO FAULT CODES AND FLUID LEVEL IS GOOD
04/02/2009	16:28	ISSUE OPENED BY DEALERSHIP
04/02/2009	16:32	CUSTOMER COMMENTS: CUSTOMER SAYS VECHILE BANGS FROM A STOP WHEN TAKING OFF; COULD NOT DUPLICATE A NOISE; DID NOTICE A SLIGHT HESITATION; NO FAULT CODES AND FLUID LEVEL IS GOOD
04/02/2009	16:32	PLEASE GET MVB 54 IN 02 J07
04/02/2009	16:32	WORKSHOP FINDINGS: JERKS WHILE DRIVING
04/02/2009	16:33	REPLACE MECHTRONICS FLUID, FLITER, AND SET BASIC SETTINGS AFTER REPAIRS
04/02/2009	16:38	ORDERED MECHTRONICS PER TECH LINE
04/03/2009	16:13	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
04/03/2009	16:13	ISSUE UPDATED

<b>Consultant's Closing Comments</b>
REPLACE MECHTRONICS FLUID, FLITER, AND SET BASIC SETTINGS AFTER REPAIRS

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
436822	JETTA	2008	3VWRJ71K88M [REDACTED]	11259	3885	04/02/2009	USA

#### Workshop Finding

n/a

Activity Date	Activity Time	Activity Comments
04/02/2009	17:12	ISSUE OPENED BY DEALERSHIP
04/02/2009	17:12	TRANS JERKS AT SLOW ACCELERATION IN FORWARD AND REVERSE.NO CODES IN SYSTEM PERFORMED BASIC SETTINGS IN MECHATRONICS
04/02/2009	17:18	CUSTOMER COMMENTS: TRANS JERKS AT SLOW ACCELERATION IN FORWARD AND REVERSE.NO CODES IN SYSTEM PERFORMED BASIC SETTINGS IN MECHATRONICS
04/02/2009	17:18	TECH NEEDS TO PERFORM BASIC SETTINGS MANUALLY 61 AND 60 IN VSD. PERFORM TEST DRIVE TO SEE IF THIS CORRECTS THE CONCERN. ALSO CHECK MVB 64 AND WRITE THE READINGS ON THE VTA.
04/03/2009	15:47	00 IN MVB64 PERFORM MANUAL BASIC SETTINGS TESTDROVE STILL JERKING
04/03/2009	15:54	ADVISED THE TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT.
04/06/2009	09:04	ORDERED MECH UNIT
04/06/2009	09:17	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
04/06/2009	09:17	ISSUE UPDATED

#### Consultant's Closing Comments

ORDERED MECH UNIT

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
436852	RABBIT	2008	WVWVFV71K78W	15954	3885	04/02/2009	USA

#### Workshop Finding

VERIFIED ON DRIVE WITH CUSTOMER WHEN BACKING UP A SLIGHT INCLINE UNDER LIGHT ACCELERATION, VEHICLE BUCKS LIKE A NEW PERSON DRIVING A STICK SHIFT. CUSTOMER SAYS IT IS SPORADIC, MOSTLY WHEN VEHICLE IS HOT. CUSTOMER ALSO ATTACHED INFO FROM CHAT FORUMS DOCUMENTING SEVERAL OTHER CASES WITH IDENTICAL SYMPTOMS, WHICH LED TO DIAGNOSIS OF WARPED CLUTCH PLATES. WHAT DO YOU THINK?

Activity Date	Activity Time	Activity Comments
04/02/2009	18:26	CUSTOMER COMPLAINS OF SURGING WHEN BACKING UP. VERIFIED ON DRIVE WITH CUSTOMER WHEN BACKING UP A SLIGHT INCLINE UNDER LIGHT ACCELERATION, VEHICLE BUCKS LIKE A NEW PERSON DRIVING A STICK SHIFT. CUSTOMER SAYS IT IS SPORADIC, MOSTLY WHEN VEHICLE IS HOT. CUSTOMER ALSO ATTACHED INFO FROM CHAT FORUMS DOCUMENTING SEVERAL OTHER CASES WITH IDENTICAL SYMPTOMS, WHICH LED TO DIAGNOSIS OF WARPED CLUTCH PLATES. WHAT DO YOU THINK?
04/02/2009	18:26	ISSUE OPENED BY DEALERSHIP
04/02/2009	18:41	ADVISED TECH TO CHECK MVB 54 IN TCM, IF FIRST 3 DIGITS ARE H22 THROUGH J21 UPDATE VTA WITH RESULT THEN REPLACE MECH UNIT, BOLTS, FILTER AND FLUID, THEN PERFORM MANUAL BASIC SETTINGS PER PROCEDURE BELOW. IF FIRST 3 DIGITS ARE NOT IN SPECIFIED RANGE PERFORM MANUAL BASIC SETTINGS AND REEVALUATE SHIFT CONCERN. CLOSE OUT VTA.
04/02/2009	18:41	CUSTOMER COMMENTS: CUSTOMER COMPLAINS OF SURGING WHEN BACKING UP.
04/02/2009	18:41	WORKSHOP FINDINGS: VERIFIED ON DRIVE WITH CUSTOMER WHEN BACKING UP A SLIGHT INCLINE UNDER LIGHT ACCELERATION, VEHICLE BUCKS LIKE A NEW PERSON DRIVING A STICK SHIFT. CUSTOMER SAYS IT IS SPORADIC, MOSTLY WHEN VEHICLE IS HOT. CUSTOMER ALSO ATTACHED INFO FROM CHAT FORUMS DOCUMENTING SEVERAL OTHER CASES WITH IDENTICAL SYMPTOMS, WHICH LED TO DIAGNOSIS OF WARPED CLUTCH PLATES. WHAT DO YOU THINK?
04/02/2009	19:03	HEY GIULIO, THE BASIC SETTINGS PROCEDURE DIDN'T COME THROUGH. COULD YOU SEND IT AGAIN PLEASE.
04/02/2009	19:08	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.
04/02/2009	19:29	CONFIRMED FIRST THREE DIGITS OF MVB 54 WERE WITHIN AFFECTED RANGE AND ORDERED NEW MECHATRONIX UNIT AND BOLTS
04/02/2009	19:31	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
04/02/2009	19:31	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
436996	JETTA	2008	3VWRJ71K08M [REDACTED]	9863	3885	04/03/2009	USA

#### Workshop Finding

CONCERNS WITH THE INITIAL TAKE ONLY; NO FAULTS 02E50J 1410 MVB 54-J12

Activity Date	Activity Time	Activity Comments
04/03/2009	10:47	CUST. REPORTS TRANSMISSION SEEMS TO HESITATE TO GO INTO GEAR, WHEN IT DOES IT SLAMS IN GEAR, GETTING WORSE HAPPENS FROM A DEAD STOP. I HAVE DUPLICATED CONCERN, HAPPENS FROM A STOP FORWARD AND REVERSE SEEMS TO ENGAGE ON AND OFF AS IN MANUAL TRANS WHEN NOT GIVING ENOUGH GAS, JERKS BACK AND FORTH, RAN GFF NO FAULTS, CHECKED BATTERY OK, RESET THROTTLE AND KICKDOWN STILL EXHIBITS SYMPTOMS, NO TSBS RELEATED TO CONCERN, ECM PART #1K0907115S SOFTWARE 0020. TCM PART# 02E300050J SOFTWARE 1410.
04/03/2009	10:47	ISSUE OPENED BY DEALERSHIP
04/03/2009	10:55	CUSTOMER COMMENTS: CUST. REPORTS TRANSMISSION SEEMS TO HESITATE TO GO INTO GEAR, WHEN IT DOES IT SLAMS IN GEAR, GETTING WORSE HAPPENS FROM A DEAD STOP. I HAVE DUPLICATED CONCERN, HAPPENS FROM A STOP FORWARD AND REVERSE SEEMS TO ENGAGE ON AND OFF AS IN MANUAL TRANS WHEN NOT GIVING ENOUGH GAS, JERKS BACK AND FORTH, RAN GFF NO FAULTS, CHECKED BATTERY OK, RESET THROTTLE AND KICKDOWN STILL EXHIBITS SYMPTOMS, NO TSBS RELEATED TO CONCERN, ECM PART #1K0907115S SOFTWARE 0020. TCM PART# 02E300050J SOFTWARE 1410.
04/03/2009	10:55	REPLKACE THE MECH, FLUID, FILTER AND BOLTS. SET BASIC SETTINGS AS WELL.
04/03/2009	10:55	WORKSHOP FINDINGS: CONCERNS WITH THE INITIAL TAKE ONLY; NO FAULTS 02E50J 1410 MVB 54-J12
04/03/2009	11:09	PARTS ON ORDER VEHICLE IS STAYING
04/03/2009	12:21	ISSUE SENT TO DEALERSHIP
04/10/2009	13:19	SPOKE JEN IN SERVICE. VEHICLE IS CURRENTLY WAITING ON A MECHATRONIC; P1.
04/10/2009	13:52	PARTS STILL HAVE NOT ARRIVED VEHICLE STILL HERE
04/10/2009	14:06	ISSUE SENT TO DEALERSHIP
04/20/2009	16:20	PART ON BACKORDER
04/20/2009	18:03	ISSUE SENT TO DEALERSHIP
04/29/2009	18:30	REPLACED MECHATRONICS UNIT, FILTER, FLUID, AND BOLTS, SET BASIC SETTINGS DROVE VEHICLE ALL OPERATING NORMALLY.
04/29/2009	19:21	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
04/29/2009	19:21	ISSUE UPDATED

#### Consultant's Closing Comments

REPLACED MECHATRONICS UNIT, FILTER, FLUID, AND BOLTS, SET BASIC SETTINGS DROVE VEHICLE ALL OPERATING NORMALLY.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
437009	JETTA	2008	3VWRJ71K78M [REDACTED]	7521	3885	04/03/2009	USA

#### Workshop Finding

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

Activity Date	Activity Time	Activity Comments
04/03/2009	11:04	ISSUE OPENED BY DEALERSHIP
04/03/2009	11:04	OWNER STATES WHEN ACCELERATING THE VEHICLE STUDDERS FROM A STOP. ALSO AT IDLE ENGINE SEEMS TO "HUNT" OR PULSATES. WAS IN FOR SAME CONCERN IN FEB. NO DUPLICATION AT THAT TIME. TEST DROVE. NO HUNTING AT IDLE NOTICED. FROM A STOP THERE IS A DELAY BEFORE ACCELERATING. WHILE ACCELERATING THERE IS A SHUDDER FEEL AND TRANS SEEMS TO SHIFT INCORRECTLY.( SHIFTS TO THE NEXT GEAR AT LOW RPM'S NO MATTER THE DRIVER INPUT) SCANNED FOR CODES. NO CODES IN ANY CONTROL MODULE.
04/03/2009	11:10	ADVISED THE TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT?
04/03/2009	11:10	CUSTOMER COMMENTS: OWNER STATES WHEN ACCELERATING THE VEHICLE STUDDERS FROM A STOP. ALSO AT IDLE ENGINE SEEMS TO "HUNT" OR PULSATES. WAS IN FOR SAME CONCERN IN FEB. NO DUPLICATION AT THAT TIME. TEST DROVE. NO HUNTING AT IDLE NOTICED. FROM A STOP THERE IS A DELAY BEFORE ACCELERATING. WHILE ACCELERATING THERE IS A SHUDDER FEEL AND TRANS SEEMS TO SHIFT INCORRECTLY.( SHIFTS TO THE NEXT GEAR AT LOW RPM'S NO MATTER THE DRIVER INPUT) SCANNED FOR CODES. NO CODES IN ANY CONTROL MODULE.
04/03/2009	11:10	WORKSHOP FINDINGS: TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM.
04/03/2009	11:26	ORDERED MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT. RELEASED VEHICLE.
04/05/2009	20:59	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
04/05/2009	20:59	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
437021	EOS	2008	WVWBA71F48V [REDACTED]	7892	3885	04/03/2009	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
04/03/2009	11:15	CUSTOMER STATES WHEN TRANSMISSION IS SHIFTED INTO REVERSE AND GAS IS APPLIED THE VEHICLE DOES NOT MOVE. WHEN SHIFTED INTO DRIVE THE VEHICLE MOVES SLOWLY AND THE ENGINE RACES. UNABLE TO DUPLICATE COMPLAINT HOWEVER FIND 1 FAULT IN TRANSMISSION MODULE 18222 P1814 PRESSURE CONTROL VALVE -1- FOR AUTO TRANSMISSION -N215- OPEN CIRCUIT/SHORT CIRCUIT TO GROUND (GND) RANGE/PERFORMANCE. SUSPECT FAULTY VALVE IN MECH UNIT.
04/03/2009	11:15	ISSUE OPENED BY DEALERSHIP
04/03/2009	11:22	ADVISED THE TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT.
04/03/2009	11:22	CUSTOMER COMMENTS: CUSTOMER STATES WHEN TRANSMISSION IS SHIFTED INTO REVERSE AND GAS IS APPLIED THE VEHICLE DOES NOT MOVE. WHEN SHIFTED INTO DRIVE THE VEHICLE MOVES SLOWLY AND THE ENGINE RACES. UNABLE TO DUPLICATE COMPLAINT HOWEVER FIND 1 FAULT IN TRANSMISSION MODULE 18222 P1814 PRESSURE CONTROL VALVE -1- FOR AUTO TRANSMISSION -N215- OPEN CIRCUIT/SHORT CIRCUIT TO GROUND (GND) RANGE/PERFORMANCE. SUSPECT FAULTY VALVE IN MECH UNIT.
04/03/2009	11:22	WORKSHOP FINDINGS: TECH VERIFIED THE CONCERN. 1 FAULT IN THE TCM. VEHICLE OPERATING TO SPEC AT THIS TIME.
04/03/2009	14:09	SPECIAL ORDERED MECH UNIT
04/05/2009	20:56	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
04/05/2009	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
437233	EOS	2008	WVWBA71F88V [REDACTED]	24000	3885	04/03/2009	USA

Workshop Finding
n/a

Activity Date	Activity Time	Activity Comments
04/03/2009	15:17	2ND TIME IN FOR THIS CONCERN. CUSTOMER COMPLAINS THAT THE VEHICLE JERKS/LUNGES AT LOW SPEED. I VERFIED THE CONCERN ON A ROAD TEST. LOW SPEED DRIVING (5MPH) THE VEHICLE ACTS LIKE THE THROTTLE IS BEING FLUTTERED. SOMETIMES WHILE STATIONARY IN DRIVE AND BRAKE APPLIED THE RPMS DROP TO 100 AND THEN SHOOT TO 1200 THEN BACK DOWN TO 750. NO DTC'S IN SYSTEM. 3/18/09 AT 22,719 MILES, A PCV BREATHER AND HOSE WERE INSTALLED TO REMEDY THIS PROBLEM AND THE CUSTOMER STATED THAT THERE WAS AN IMPROVEMENT. NOW THE PROBLEM IS WORSE THAN BEFORE.
04/03/2009	15:17	ISSUE OPENED BY DEALERSHIP
04/03/2009	15:29	CUSTOMER COMMENTS: 2ND TIME IN FOR THIS CONCERN. CUSTOMER COMPLAINS THAT THE VEHICLE JERKS/LUNGES AT LOW SPEED. I VERFIED THE CONCERN ON A ROAD TEST. LOW SPEED DRIVING (5MPH) THE VEHICLE ACTS LIKE THE THROTTLE IS BEING FLUTTERED. SOMETIMES WHILE STATIONARY IN DRIVE AND BRAKE APPLIED THE RPMS DROP TO 100 AND THEN SHOOT TO 1200 THEN BACK DOWN TO 750. NO DTC'S IN SYSTEM. 3/18/09 AT 22,719 MILES, A PCV BREATHER AND HOSE WERE INSTALLED TO REMEDY THIS PROBLEM AND THE CUSTOMER STATED THAT THERE WAS AN IMPROVEMENT. NOW THE PROBLEM IS WORSE THAN BEFORE.
04/03/2009	15:29	TECH STATES NO DTCS PRESENT. MVB 54 SHOWS H49. ADVISED TECH TO REPLACE MECHTRONIC UNIT, FLUID, BOLTS, AND FILTER. PLEASE CLOSE OUT VTA AND FILL OUT SURVEY WHEN DONE.
04/07/2009	12:40	STILL WAITING ON MECH UNIT 4/7/9
04/07/2009	12:41	THANKS FOR THE UPDATE.
04/10/2009	12:38	P1 SPOKE WITH MIKE (SERVICE) AND WAS ADVISED THAT THE VEHICLE IS AT THE DEALER AND STILL WAITING ON PARTS.
04/13/2009	16:57	4/13/09, STILL WAITING ON MECH UNIT
04/13/2009	17:03	THANKS FOR THE UPDATE.
04/17/2009	10:14	CLOSING VTA DUE TO PARTS BEING UNAVAILABLE.
04/17/2009	10:35	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
04/17/2009	10:35	ISSUE UPDATED

Consultant's Closing Comments
TECH TO REPLACE MECHATRONIC UNIT.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
437256	RABBIT	2008	WVWVFV71KX8W [REDACTED]	22644	3885	04/03/2009	USA

#### Workshop Finding

TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM. MVB 54 IS J01.

Activity Date	Activity Time	Activity Comments
04/03/2009	15:43	CLIENT STATES THAT VEHICLE JERKS AT LOW SPEEDS. TEST DRIVE. SET DSG BASIC SETTINGS. CAN FEEL VEHICLE JERK FROM A STOP TO 1ST GEAR. AND A BANG/JERK FROM 1ST GEAR TO A STOP. TRANS INFO. BLOCK 54 CODE J01M0163. SW VERSION 1409.
04/03/2009	15:43	ISSUE OPENED BY DEALERSHIP
04/03/2009	15:51	ADVISED THE TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT.
04/03/2009	15:51	CUSTOMER COMMENTS: CLIENT STATES THAT VEHICLE JERKS AT LOW SPEEDS. TEST DRIVE. SET DSG BASIC SETTINGS. CAN FEEL VEHICLE JERK FROM A STOP TO 1ST GEAR. AND A BANG/JERK FROM 1ST GEAR TO A STOP. TRANS INFO. BLOCK 54 CODE J01M0163. SW VERSION 1409.
04/03/2009	15:51	WORKSHOP FINDINGS: TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM. MVB 54 IS J01.
04/03/2009	16:00	ORDER SOP PARTS FOR DSG TRANS. RETURNING VEHICLE TO CLIENT.
04/05/2009	20:51	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
04/05/2009	20:51	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
437281	JETTA	2009	3VWCL71K79M [REDACTED]	3879	3885	04/03/2009	USA

#### Workshop Finding

JERKS WHILE DRIVING

Activity Date	Activity Time	Activity Comments
04/03/2009	16:16	ISSUE OPENED BY DEALERSHIP
04/03/2009	16:16	TRANSMISSION IS A AUTOMATIC 02E 6 GEARS GSG DSG 082. 09 TDI. CUSTOMER STATED THAT FROM A DEAD STOP OR IN REVERS THE VEHICLE ACCELERATES HARSH, ALMOST LIKE SOMEONE IS LEARNING HOW TO DRIVE A MANUAL CAR FOR THE FIRST TIME. NOT QUITE A SHUTTER OR A HARSH SLAMMING INTO GEAR. ITS AS IF THE CAR IS TRYING TO MOVE FORWARD AND THEN OFF THE GAS, AND THEN BACK ON THE GAS, AND THEN OFF AGAIN. OVER AND OVER UP TO 3500+ RPM AND THEN GOES AWAY. ALSO DOES THIS IN REVERSE BACKING OUT NORMALLY. NO FAULTS IN THE SYSTEM FOR TRANSMISSION OR ENGINE. NOTHING WHAT SO EVER. THERE IS A TECHNICAL SOUTION FOR DSG MOMENTARY DELAY WHEN ACCELERATING FOR TDI AND IT SAYS TO PREFORM BASIC SETTINGS ON THE TRANSMISSION. WHICH I DID, AND DURING THE TEST MULTIPLE PAGES OF THE TEST SAID THAT WHATEVER IT WAS TESTING WAS NOT IN BASIC SETTINGS. AFET COMPLETED BASIC SETTINGS, DROVE THE VEHICLE AND PROBLEM WENT AWAY, AFTER 2 DRIVE CYCLES THE PROBELM CAME BACK, BROUGHT VEHICLE BACK INTO SHOP AND RE-RAN BASIC SETTINGS AND IT SAID THAT THE SYNCHRONOUS TRAVEL PATHS WERE NOT IN BASIC SETTING AND RESET THEM INTO BASIC SETTINGS.
04/03/2009	16:21	CUSTOMER COMMENTS: TRASMISSION IS A AUTOMATIC 02E 6 GEARS GSG DSG 082. 09 TDI. CUSTOMER STATED THAT FROM A DEAD STOP OR IN REVERS THE VEHICLE ACCELERATES HARSH, ALMOST LIKE SOMEONE IS LEARNING HOW TO DRIVE A MANUAL CAR FOR THE FIRST TIME. NOT QUITE A SHUTTER OR A HARSH SLAMMING INTO GEAR. ITS AS IF THE CAR IS TRYING TO MOVE FORWARD AND THEN OFF THE GAS, AND THEN BACK ON THE GAS, AND THEN OFF AGAIN. OVER AND OVER UP TO 3500+ RPM AND THEN GOES AWAY. ALSO DOES THIS IN REVERSE BACKING OUT NORMALLY. NO FAULTS IN THE SYSTEM FOR TRANSMISSION OR ENGINE. NOTHING WHAT SO EVER. THERE IS A TECHNICAL SOUTION FOR DSG MOMENTARY DELAY WHEN ACCELERATING FOR TDI AND IT SAYS TO PREFORM BASIC SETTINGS ON THE TRANSMISSION. WHICH I DID, AND DURING THE TEST MULTIPLE PAGES OF THE TEST SAID THAT WHATEVER IT WAS TESTING WAS NOT IN BASIC SETTINGS. AFET COMPLETED BASIC SETTINGS, DROVE THE VEHICLE AND PROBLEM WENT AWAY, AFTER 2 DRIVE CYCLES THE PROBELM CAME BACK, BROUGHT VEHICLE BACK INTO SHOP AND RE-RAN BASIC SETTINGS AND IT SAID THAT THE SYNCHRONOUS TRAVEL PATHS WERE NOT IN BASIC SETTING AND RESET THEM INTO BASIC SETTINGS.
04/03/2009	16:21	PLEASE GET MVB 54
04/03/2009	16:21	WORKSHOP FINDINGS: JERKS WHILE DRIVING
04/03/2009	16:24	PLEASE REPLACE MECHATROINCS FLUID AND FILTER AND SET BASIC SETTING
04/10/2009	12:46	SPOKE TO JUSTIN STATES WAITING ON PARTS P2
04/20/2009	09:32	REPLACED MECHATRONICS,FLUID AND FILTER,SET BASIC SETTINS AND TEST DROVE. TRANSMISSION IS SHIFTING AS DESIGNED
04/20/2009	10:01	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
04/20/2009	10:01	ISSUE UPDATED

#### Consultant's Closing Comments

REPLACED MECHATRONICS,FLUID AND FILTER,SET BASIC SETTINS AND TEST DROVE. TRANSMISSION IS SHIFTING AS DESIGNED

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
437322	EOS	2008	WVWFA71F28V [REDACTED]	10304	3885	04/03/2009	USA

#### Workshop Finding

n/a

Activity Date	Activity Time	Activity Comments
04/03/2009	17:30	CUSTOMER STATES THAT TRANSMISSIO FEELS LIKE IT COMES OUT OF GEAR WHEN COMING TO A STOP. TEST DROVE AND WAS UNABLE TO FEEL ANY ABNORMAL SHIFTING CONCERNS. SCANNED ALL MODULES AND NO FAULT CODES ARE PRESENT. CHECKED FLUID LEVEL, LEVEL IS OK AND CLEAN.
04/03/2009	17:30	ISSUE OPENED BY DEALERSHIP
04/03/2009	17:48	CUSTOMER COMMENTS: CUSTOMER STATES THAT TRANSMISSIO FEELS LIKE IT COMES OUT OF GEAR WHEN COMING TO A STOP. TEST DROVE AND WAS UNABLE TO FEEL ANY ABNORMAL SHIFTING CONCERNS. SCANNED ALL MODULES AND NO FAULT CODES ARE PRESENT. CHECKED FLUID LEVEL, LEVEL IS OK AND CLEAN.
04/03/2009	17:48	TECH NEEDS TO WRITE THE INFORMATION IN MVB 54 AND 64 ON THE VTA. GET THE TRANS TO OPERATING TEMP AND RUN BASIC SETTINGS MANULLY IN TRANS ELECTRONICS 61 AND 60, WHICLE VEH AT IDLE, FOOT ON BRAKE, TRANS IN PARK. AFTER BASIC SETTINGS PERFORM TEST DRIVE AND RECHECK THE CUSTOMERS COMPLAINT. IF THE VEH IS STILL ACTING UP CALL BACK FOR A MECHATRONIC REPLACEMENT. IF THE PROBLEM IS CORRECTED RETURN THE VEH TO THE CUSTOMER
04/03/2009	18:42	CHECKED VALUES FOR BLOCK 54 = H33N0188, VALUES FOR 64 = 0 IN FIELD 1 AND 0 IN FIELD 2. PERFORMED MANUAL BASIC SETTINGS AS DESCRIBED AND THEN TEST DROVE FOR 20 MINUTES. PARRAMETERS LEARNED IN ABOUT 9 MINUTES OF DRIVING AND THE REMAINING TEST DRIVE WAS NORMAL. ALL UP AND DOWN SHIFTS WERE VERY SMOOTH AND WHEN COMING TO A STOP VEHICLE WOULD DOWN SHIFT CORRECTLY. WHEN TAKING OFF FROM A STOP ALL UP SHIFTS WERE SMOOTH AS WELL.
04/03/2009	18:48	CYLCED KEY ONCE AFTER TEST DIVE AND RE ROAD TESTED AGAIN, NOW SYMPTOM IS VERY NOTICABLE. VEHICLE IS ENGAGING AND DISSENGAGIN CLUTCH WHILE IN FIRST GEAR. THE NORMAL SMOOTH FEATHERING OF CLUTCH IS REPLACED WITH A JERKY ENGAGEMENT.
04/03/2009	18:51	REPLACE THE MECHATRONIC, FILTER, FLUID AND FILTER
04/03/2009	18:58	ORDERED NEW MECHATRONCIS UNIT, OIL, FILTER, BOLTS, AND GASKETS. RELEASED VEHICLE TO CUSTOMER.
04/06/2009	09:19	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
04/06/2009	09:19	ISSUE UPDATED

#### Consultant's Closing Comments

ORDERED NEW MECHATRONCIS UNIT, OIL, FILTER, BOLTS, AND GASKETS. RELEASED VEHICLE TO CUSTOMER.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
437465	EOS	2008	WVWBA71F48V [REDACTED]	18712	3885	04/06/2009	USA

#### Workshop Finding

TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM. MVB 54 IS H23.

Activity Date	Activity Time	Activity Comments
04/06/2009	09:37	CUSTOMER STATES TRANSMISSION WOULD SLAM INTO GEARS, VERIFIED CUSTOMER COMPLAINT, TRANSMISSION WOULD JERK, SLAM WHEN LETTING GO OFF BRAKE PEDAL , NO DTC STORE IN TRANNNY FLUID CONDITION OK, CONDITION OF COMPLAINT IT FEELS LIKE MOTOR OR TRANNNY MOUNT CHECKED ALL MOUNTS AND THEY ARE OK, PERFORMED MECHATRONICS BASIC SETTING TO ACTIVATE CUTCHES AND SINCRONITATION AND ALL OK.
04/06/2009	09:37	ISSUE OPENED BY DEALERSHIP
04/06/2009	10:01	ADVISED THE TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT.
04/06/2009	10:01	CUSTOMER COMMENTS: CUSTOMER STATES TRANSMISSION WOULD SLAM INTO GEARS, VERIFIED CUSTOMER COMPLAINT, TRANSMISSION WOULD JERK, SLAM WHEN LETTING GO OFF BRAKE PEDAL , NO DTC STORE IN TRANNNY FLUID CONDITION OK, CONDITION OF COMPLAINT IT FEELS LIKE MOTOR OR TRANNNY MOUNT CHECKED ALL MOUNTS AND THEY ARE OK, PERFORMED MECHATRONICS BASIC SETTING TO ACTIVATE CUTCHES AND SINCRONITATION AND ALL OK.
04/06/2009	10:01	WORKSHOP FINDINGS: TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM. MVB 54 IS H23.
04/08/2009	10:33	ORDERED PARTS AS INSTRUCTED
04/08/2009	14:03	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
04/08/2009	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
437553	RABBIT	2009	WVWFV71K29W [REDACTED]	295	3885	04/06/2009	USA

#### Workshop Finding

I DID NOT VERIFY THIS ADVISOR SAYS ITS THE PRNDL THAT GET HIGHLIGHTED IN RED NO DTCS IN ANY SYSTEM CHECKED MVB 64 FIELD ONE 5 FIELD TWO 7

Activity Date	Activity Time	Activity Comments
04/06/2009	11:16	CUSTOMER STATES THAT THE TRANSMISSION INDICATOR IN DASH COMES ON IN RED ON TWO OCCASIONS ONE TIME WITH FOOT ON BRAKE AT LIGHT OTHER TIME POWER LOSS FELT AT 70 MPH I DID NOT VERIFY THIS ADVISOR SAYS ITS THE PRNDL THAT GET HIGHLIGHTED IN RED NO DTCS IN ANY SYSTEM CHECKED MVB 64 FIELD ONE 5 FIELD TWO 7
04/06/2009	11:16	ISSUE OPENED BY DEALERSHIP
04/06/2009	11:25	ADVISED TECH TO DRIVE VEHICLE WITH CUSTOMER IN AN EFFORT TO DUPLICATE CONCERN, IF VERIFIED ATTACH GFF LOG AND SCREEN SHOTS OF MVB 90 AND 100, CLOSE OUT VTA WHEN COMPLETED OR CALL BACK WHEN VERIFIED.
04/06/2009	11:25	CUSTOMER COMMENTS: CUSTOMER STATES THAT THE TRANSMISSION INDICATOR IN DASH COMES ON IN RED ON TWO OCCASIONS ONE TIME WITH FOOT ON BRAKE AT LIGHT OTHER TIME POWER LOSS FELT AT 70 MPH.
04/06/2009	11:25	WORKSHOP FINDINGS: I DID NOT VERIFY THIS ADVISOR SAYS ITS THE PRNDL THAT GET HIGHLIGHTED IN RED NO DTCS IN ANY SYSTEM CHECKED MVB 64 FIELD ONE 5 FIELD TWO 7
04/07/2009	09:49	PERFORMED BASIC SETTINGS TO MECHATRONICS TEST DROVE TRANSMISSION NOW OPERATING NORMAL
04/07/2009	10:38	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
04/07/2009	10:38	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
437587	EOS	2008	WVWBA71F48V [REDACTED]	10308	3885	04/06/2009	USA

#### Workshop Finding

NO FAULTS, VEHICLE BOGS; BASIC SETTINGS NO HELP

Activity Date	Activity Time	Activity Comments
04/06/2009	12:01	CUST STATES WHEN STANDING STILL THEN ROLL IT FEELS LIKE VEHICLE IS GOING TO STALL.. SCANNED VEHICLE NO CODES FOUND. TEST DROVE AND VERIFY CUST CONCERN... CHECKED MVB 54 IN TCM AND FOUND #H49C0189..... SENDING GFF LOG LIST THANK YOU
04/06/2009	12:01	ISSUE OPENED BY DEALERSHIP
04/06/2009	12:04	CUSTOMER COMMENTS: CUST STATES WHEN STANDING STILL THEN ROLL IT FEELS LIKE VEHICLE IS GOING TO STALL.. SCANNED VEHICLE NO CODES FOUND. TEST DROVE AND VERIFY CUST CONCERN... CHECKED MVB 54 IN TCM AND FOUND #H49C0189..... SENDING GFF LOG LIST THANK YOU
04/06/2009	12:04	REPLACE THE MECHATRONIC, FLUID, FILTER AND BOLTS, SET BASIC SETTINGS.
04/06/2009	12:04	WORKSHOP FINDINGS: NO FAULTS, VEHICLE BOGS; BASIC SETTINGS NO HELP
04/06/2009	14:54	PART ON ORDER B/O GERMANY THANKS
04/06/2009	16:10	ISSUE SENT TO DEALERSHIP
04/07/2009	16:50	WILL CLOSE VTA - PART IS B/O GERMANY
04/07/2009	16:52	CLOSING VTA
04/07/2009	17:49	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
04/07/2009	17:49	ISSUE UPDATED

#### Consultant's Closing Comments

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

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
437739	EOS	2008	WVWBA71F98V [REDACTED]	8882	3885	04/06/2009	USA

#### Workshop Finding

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

Activity Date	Activity Time	Activity Comments
04/06/2009	14:12	C/S THAT THE VEHICLE JERKS WHEN ACCELERATING...DUPLICATED CUST CONCERN JERKS WHEN ACCL. SLOWLY INTO 1ST ALMOST HESITATES...
04/06/2009	14:12	ISSUE OPENED BY DEALERSHIP
04/06/2009	14:17	ADVISED THE TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT.
04/06/2009	14:17	CUSTOMER COMMENTS: C/S THAT THE VEHICLE JERKS WHEN ACCELERATING...DUPLICATED CUST CONCERN JERKS WHEN ACCL. SLOWLY INTO 1ST ALMOST HESITATES...
04/06/2009	14:17	WORKSHOP FINDINGS: TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM. MVB 54 IS J09.
04/09/2009	08:40	ORDERED VEHICLE STILL AT SHOP, CUST OUT OF TOWN
04/10/2009	07:31	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
04/10/2009	07:31	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
437818	RABBIT	2008	WVWKC71K68W [REDACTED]	12434	3885	04/06/2009	USA

**Workshop Finding**

PERFORMED BASIC SETTINGS FOR DSG. FLUID LEVEL AND CONDITION ARE NORMAL.

Activity Date	Activity Time	Activity Comments
04/06/2009	15:28	ISSUE OPENED BY DEALERSHIP
04/06/2009	15:28	SPORADIC HARSH ENGAGEMENT OF 1ST GEAR, SUBSEQUENT BUCKING.
04/06/2009	15:41	CUSTOMER COMMENTS: SPORADIC HARSH ENGAGEMENT OF 1ST GEAR, SUBSEQUENT BUCKING.
04/06/2009	15:41	.....,SUGGESTION: REPLACE THE MECHATRONICS. THANK YOU.
04/06/2009	15:41	WORKSHOP FINDINGS: PERFORMED BASIC SETTINGS FOR DSG. FLUID LEVEL AND CONDITION ARE NORMAL.
04/09/2009	13:10	ORDERED MECHATRONICS, OOPS BACKORDERED
04/15/2009	17:31	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
04/15/2009	17:31	ISSUE UPDATED

**Consultant's Closing Comments**

MECHATRONICS HAS BEEN ORDERED.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
438067	EOS	2008	WVWFA71F88V [REDACTED]	14128	3885	04/07/2009	USA

#### Workshop Finding

SHUDDERS ON TAKE OFF

Activity Date	Activity Time	Activity Comments
04/07/2009	10:35	ISSUE OPENED BY DEALERSHIP
04/07/2009	10:35	VECHILE SHUTTERS AT TAKE OFF CUSTOMER STATES VECHILE WANTS TO DIE OUT
04/07/2009	10:50	CUSTOMER COMMENTS: VECHILE SHUTTERS AT TAKE OFF CUSTOMER STATES VECHILE WANTS TO DIE OUT
04/07/2009	10:50	PLEASE GET MBV 54 IN 02
04/07/2009	10:50	WORKSHOP FINDINGS: SHUDDERS ON TAKE OFF
04/07/2009	10:55	REPALCE MECHTROINCS, FLIUD, FITER AND SET BASIC SETTINGS
04/09/2009	11:24	REPLACED MECHTRONICS UNIT TEST DROVE VECHILE NO SHUTTER PRESENT AT THIS TIME
04/09/2009	11:26	VECHILE COMPLETED
04/09/2009	14:24	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
04/09/2009	14:24	ISSUE UPDATED

#### Consultant's Closing Comments

REPLACED MECHTRONICS UNIT TEST DROVE VECHILE NO SHUTTER PRESENT AT THIS TIME

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
438095	EOS	2008	WVWBA71F38V [REDACTED]	7455	3885	04/07/2009	USA

#### Workshop Finding

TECH VERIFIED THE CONCERN. MVB 54 IS J06. NO FAULTS IN THE ECM OR TCM.

Activity Date	Activity Time	Activity Comments
04/07/2009	10:54	CUSTOMER COMPLAINS OF LURCHING/SHIFTING ISSUES. NO DTC'S. ROAD TEST ONLY VERIFIED A DELAY IN THROTTLE RESPONSE. TRANS ACTS AS IF IT'S IN NUETRAL WHEN ACCELERATING. SW O2E3000050P 1402 J06G0505.
04/07/2009	10:54	ISSUE OPENED BY DEALERSHIP
04/07/2009	10:58	ADVISED THE TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT.
04/07/2009	10:58	CUSTOMER COMMENTS: CUSTOMER COMPLAINS OF LURCHING/SHIFTING ISSUES. NO DTC'S. ROAD TEST ONLY VERIFIED A DELAY IN THROTTLE RESPONSE. TRANS ACTS AS IF IT'S IN NUETRAL WHEN ACCELERATING. SW O2E3000050P 1402 J06G0505.
04/07/2009	10:58	WORKSHOP FINDINGS: TECH VERIFIED THE CONCERN. MVB 54 IS J06. NO FAULTS IN THE ECM OR TCM.
04/07/2009	11:02	ORDERED MECH UNIT, CLOSED TICKET AS PER GLEN STEWART
04/07/2009	14:50	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
04/07/2009	14:50	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
438195	JETTA	2008	3VWRJ71K98M	11695	3885	04/07/2009	USA

#### Workshop Finding

ROAD TESTED VEHICLE. WAS ABLE TO DUPLICATE CONCERN FROM A DEAD STOP ONCE BUT NEVER AGAIN. PERFORM GFF. FOUND FAULT P2711 STORED IN TCM. FOLLOWED GFF TESTS. TESTED G501 AND G502 AND BOTH PASSED TEST. MVB 54 IS H48K0518 JUST INCASE YOU NEEDED THAT. WHAT SHOULD I DO NEXT. VERIFIED SHUDDER IN DRIVE AND REVERSE.

Activity Date	Activity Time	Activity Comments
04/07/2009	12:42	CUST STATES VEHICLE HARD SHIFTS/ JERKS FRONT STOP, 1-2. ROAD TESTED VEHICLE. WAS ABLE TO DUPLICATE CONCERN FROM A DEAD STOP ONCE BUT NEVER AGAIN. PERFORM GFF. FOUND FAULT P2711 STORED IN TCM. FOLLOWED GFF TESTS. TESTED G501 AND G502 AND BOTH PASSED TEST. MVB 54 IS H48K0518 JUST INCASE YOU NEEDED THAT. WHAT SHOULD I DO NEXT.
04/07/2009	12:42	ISSUE OPENED BY DEALERSHIP
04/07/2009	12:52	ADVISED TECH TO REPLACE MECH UNIT, BOLTS, FILTER AND FLUID THEN PERFORM MANUAL BASIC SETTINGS PER PROCEDURE BELOW. 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.
04/07/2009	12:52	CUSTOMER COMMENTS: CUST STATES VEHICLE HARD SHIFTS/ JERKS FRONT STOP, 1-2.
04/07/2009	12:52	WORKSHOP FINDINGS: ROAD TESTED VEHICLE. WAS ABLE TO DUPLICATE CONCERN FROM A DEAD STOP ONCE BUT NEVER AGAIN. PERFORM GFF. FOUND FAULT P2711 STORED IN TCM. FOLLOWED GFF TESTS. TESTED G501 AND G502 AND BOTH PASSED TEST. MVB 54 IS H48K0518 JUST INCASE YOU NEEDED THAT. WHAT SHOULD I DO NEXT. VERIFIED SHUDDER IN DRIVE AND REVERSE.
04/14/2009	12:20	TALKED TO GLEAN IN SERVICE THE TRANS IS ON ORDER....P2
04/27/2009	14:58	REPLACED THE MECH UNIT, BOLTS, GASKET AND FILTER. PERFORMED THE BASIC SETTING MANUALLY AND TEST FROVR VEHICLE AND IS OK. SHIFTING IS VERY SMOOTHLY.
04/27/2009	16:08	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
04/27/2009	16:08	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
438262	JETTA	2008	3VWRA71K98M [REDACTED]	9857	3885	04/07/2009	USA

#### Workshop Finding

REALLY BAD ON HILLS, CLUTCH ENGAGES SO HARD THE ENGINE NEARLY STALLS, THEN DISENGAGES AND YOU ROLL BACK A FEW FEET AND DOES THE SAME THING, THIS WILL GO ON INDEFINATELY. NO FAULTS IN TCM OR ECM. LAST TIME CUST WAS COMPLAINING OF A HARSH SHIFT, BASIC SETTINGS WAS PERFORMED AND SHE WAS OK WITH IT FOR ABOUT 2 MONTHS BUT SAYS IT HAS BEEN GETTING PROGRESSIVELY WORSE. PLEASE ADVISE.

Activity Date	Activity Time	Activity Comments
04/07/2009	13:54	ISSUE OPENED BY DEALERSHIP
04/07/2009	13:54	TRANS BANGS INTO GEAR WHEN ACCELERATING FROM A STOP. REALLY BAD ON HILLS, CLUTCH ENGAGES SO HARD THE ENGINE NEARLY STALLS, THEN DISENGAGES AND YOU ROLL BACK A FEW FEET AND DOES THE SAME THING, THIS WILL GO ON INDEFINATELY. NO FAULTS IN TCM OR ECM. LAST TIME CUST WAS COMPLAINING OF A HARSH SHIFT, BASIC SETTINGS WAS PERFORMED AND SHE WAS OK WITH IT FOR ABOUT 2 MONTHS BUT SAYS IT HAS BEEN GETTING PROGRESSIVELY WORSE. PLEASE ADVISE.
04/07/2009	14:01	ADVISED TECH TO CHECK FLUID LEVEL AND CONDITION, CHECK MVBS 54, 64, 90 AND 100 IN TCM, CALL BACK WITH RESULTS.
04/07/2009	14:01	CUSTOMER COMMENTS: TRANS BANGS INTO GEAR WHEN ACCELERATING FROM A STOP.
04/07/2009	14:01	WORKSHOP FINDINGS: REALLY BAD ON HILLS, CLUTCH ENGAGES SO HARD THE ENGINE NEARLY STALLS, THEN DISENGAGES AND YOU ROLL BACK A FEW FEET AND DOES THE SAME THING, THIS WILL GO ON INDEFINATELY. NO FAULTS IN TCM OR ECM. LAST TIME CUST WAS COMPLAINING OF A HARSH SHIFT, BASIC SETTINGS WAS PERFORMED AND SHE WAS OK WITH IT FOR ABOUT 2 MONTHS BUT SAYS IT HAS BEEN GETTING PROGRESSIVELY WORSE. PLEASE ADVISE.
04/07/2009	14:32	TRANS TOO HOT TO CHECK FLUID LEVEL, MVB 54 J13M0406, MVB 64/1 0 64/2 0, MVB 90/1 65535, 90/2 0, 90/3 0.0%, 90/4 0, MVB 100 DISPLAY FIELD NOT PRESENT. IS THERE ANYTHING ELSE TO DO WHILE WAITING FOR IT TO COOL ENOUGH TO CHECK FLUID LEVEL?
04/07/2009	14:34	PLEASE REPLACE THE MECH UNIT.
04/14/2009	09:00	STILL WAITING ON PARTS. WILL UPDATE OR CLOSE WHEN PARTS ARRIVE AND REPAIR IS COMPLETE.
04/14/2009	12:50	P1 SPOKE TO BEN, WAITING ON RED ORDERED PARTS.
04/20/2009	15:50	PARTS DUE TO ARRIVE ON 04/30/09.
04/21/2009	21:23	THANKS FOR THE UPDATE.
04/30/2009	09:30	PART CAME IN EARLY, INSTALLED, AND TESTED, SEEMS TO BE MUCH BETTER. THANKS FOR THE HELP.
04/30/2009	12:16	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
04/30/2009	12:16	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
438285	JETTA	2008	3VWRJ71K48M	9324	3885	04/07/2009	USA

Workshop Finding
n/a

Activity Date	Activity Time	Activity Comments
04/07/2009	14:12	CUST STATES THAT WHEN DRIVING WITH CRUISE CONTROL ON, TACH WILL JUMP AND VEHICLE WILL SURGE. TECH VERIFIED CONCERN, DUPLICATED THAT CONCERN WILL ALSO HAPPEN WITHOUT CRUISE CONTROL ENGAGED. SURGING WILL HAPPEN IN 6TH GEAR AND 4TH GEAR, BUT NOT 5TH OR 3RD OR LOWER. ONLY HAPPENS WHEN CRUISING, NOT NOTICABLE UNDER ACCELERATION.
04/07/2009	14:12	ISSUE OPENED BY DEALERSHIP
04/07/2009	14:31	CUSTOMER COMMENTS: CUST STATES THAT WHEN DRIVING WITH CRUISE CONTROL ON, TACH WILL JUMP AND VEHICLE WILL SURGE. TECH VERIFIED CONCERN, DUPLICATED THAT CONCERN WILL ALSO HAPPEN WITHOUT CRUISE CONTROL ENGAGED. SURGING WILL HAPPEN IN 6TH GEAR AND 4TH GEAR, BUT NOT 5TH OR 3RD OR LOWER. ONLY HAPPENS WHEN CRUISING, NOT NOTICABLE UNDER ACCELERATION.
04/07/2009	14:31	ISSUE SENT TO DEALERSHIP
04/07/2009	14:31	TECH STATES THERE ARE NO DTCS IN THE ECM OR TCM. ADVISED TECH TO VERIFY FUEL TRIMS IN MVB 32 FIELD 1 AND 2 TO MAKE SURE THIS IS NOT AN ENGINE ISSUE. IF ALL LOOKS GOOD HERE, SUGGEST RUNNING BASIC SETTINGS FOR THE TRANSMISSION MANUALLY AS FOLLOWS. 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. PLEASE UPDATE VTA WITH MVBS 54 AND 64 FROM THE TCM AS WELL. IF BASIC SETTINGS CLEARS UP CONCERN, PLEASE CLOSE OUT VTA. IF CONCERN IS STILL PRESENT AFTER BASI SETTINGS, PLEASE GIVE US A CALL BACK.
04/07/2009	18:29	CHECKED ECM MVB 32, FIELDS: 1: .6%, 2: -4.7%. PERFORMED BASIC SETTINGS OF MECHATRONIX UNIT IN PARKING LOT, THEN TEST DROVE APPROX 15 MILES. FOR THE FIRST HALF OF THE TEST DRIVE, THERE WAS NO DUPLICATION. ON SECOND HALF, THE CONCERN RETURNED. CONCERN WILL NOW DUPLICATE ALL THE TIME. TCM MVB'S 54: J04J0210 64: 0, 0
04/07/2009	18:37	CHECK FOR FLUID CONTAMINATION VIA THE EXTERNAL FILTER AND FLUID SAMPLE.
04/07/2009	19:26	NO VISIBLE WATER CONTAMINATION, BUT FOUND SMALL AMOUNT OF BLACK PARTICLES IN FLUID SAMPLE FROM THE BOTTOM. CHECKED FILTER, APPEARS DARKER THAN NORMAL. ATTACHED PICTURES OF MY FINDINGS.
04/07/2009	19:31	ADVISE TECH TO REPLACE MECHATRONICS FLUID FILTER AND BOLTS.
04/10/2009	12:34	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
04/10/2009	12:34	ISSUE UPDATED

Consultant's Closing Comments
TECH TO REPLACE MECHTRONIC.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
438299	JETTA	2008	3VWRA71K08M [REDACTED]	9238	3885	04/07/2009	USA

<b>Workshop Finding</b>
n/a

Activity Date	Activity Time	Activity Comments
04/07/2009	14:21	ISSUE OPENED BY DEALERSHIP
04/07/2009	14:21	TRANSMISSION----WILL NOT HOLD VEHICLE WHEN BRAKE IS RELEASED, AND TRANS BANGS INTO AND OUT OF GEAR WHEN BRAKE IS RELEASED.
04/07/2009	14:25	CUSTOMER COMMENTS: TRANSMISSION----WILL NOT HOLD VEHICLE WHEN BRAKE IS RELEASED, AND TRANS BANGS INTO AND OUT OF GEAR WHEN BRAKE IS RELEASED.
04/07/2009	14:25	PLEASE REPLACE THE MECH UNIT.
04/07/2009	14:33	ORDERED PART,,,,,THANK YOU
04/07/2009	16:13	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
04/07/2009	16:13	ISSUE UPDATED

<b>Consultant's Closing Comments</b>
PLEASE REPLACE THE MECH UNIT.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
438358	RABBIT	2008	WVWHV71K68W [REDACTED]	25430	3735	04/07/2009	USA

<b>Workshop Finding</b>
n/a

Activity Date	Activity Time	Activity Comments
04/07/2009	15:16	C/S TRANS SHIFTS HARD INTO GEAR
04/07/2009	15:16	ISSUE OPENED BY DEALERSHIP
04/07/2009	16:22	CUSTOMER COMMENTS: C/S TRANS SHIFTS HARD INTO GEAR
04/07/2009	16:22	PLEASE REPLACE THE MECH UNIT.
04/09/2009	08:03	PARTS ARE ON ORDER
04/09/2009	16:15	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
04/09/2009	16:15	ISSUE UPDATED

<b>Consultant's Closing Comments</b>
PLEASE REPLACE THE MECH UNIT.



VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
438369	EOS	2008	WVWBA71F38V [REDACTED]	12081	3885	04/07/2009	USA

#### Workshop Finding

TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM. TECH STATES THE CONCERN HAPPENS WHILE DRIVING FROM A STOP. MVB 54 IS J11.

Activity Date	Activity Time	Activity Comments
04/07/2009	15:31	CUSTOMER STATES WHEN PUTING CAR IN GEAR OR STOPPING AT STOP SIGN CAR JERKS.
04/07/2009	15:31	ISSUE OPENED BY DEALERSHIP
04/07/2009	15:37	ADVISED THE TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT.
04/07/2009	15:37	CUSTOMER COMMENTS: CUSTOMER STATES WHEN PUTING CAR IN GEAR OR STOPPING AT STOP SIGN CAR JERKS.
04/07/2009	15:37	WORKSHOP FINDINGS: TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM. TECH STATES THE CONCERN HAPPENS WHILE DRIVING FROM A STOP. MVB 54 IS J11.
04/07/2009	15:50	ADVISED BY TECH LINE TO ORDER MECH UNIT AND CHANGE FLUID AND FILTER, ALSO REPLACE BOLTS FOR MECH UNIT.
04/08/2009	07:35	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
04/08/2009	07:35	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
438375	JETTA	2008	3VWRJ71K08M [REDACTED]	31598	3885	04/07/2009	USA

#### Workshop Finding

ROUGH JERKING SHIFT UP AND DOWN AGAIN, VERIFIED CONCERN, SHUDDER IN DRIVE AND REVERSE

Activity Date	Activity Time	Activity Comments
04/07/2009	15:42	ISSUE OPENED BY DEALERSHIP
04/07/2009	15:42	TRANSMISSION NOT SHIFTING CORRECTLY. ROUGH JERKING SHIFT UP AND DOWN AGAIN
04/07/2009	15:44	ROAD TESTED AND VERIFIED CONCERN. SAME SYMPTOMS AS LAST TIME.
04/07/2009	15:54	AFTER REVIEWING MVB 54 ADVISED TECH TO REPLACE MECH UNIT, BOLTS, FILTER AND FLUID THEN PERFORM MANUAL BASIC SETTINGS PER PROCEDURE BELOW. MVB 54 H41 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.
04/07/2009	15:54	CUSTOMER COMMENTS: TRANSMISSION NOT SHIFTING CORRECTLY.
04/07/2009	15:54	WORKSHOP FINDINGS: ROUGH JERKING SHIFT UP AND DOWN AGAIN, VERIFIED CONCERN, SHUDDER IN DRIVE AND REVERSE
04/07/2009	16:27	ORDERING MECHATRONIC MODULE, BOLTS, FILTER AND FLUID.
04/07/2009	17:53	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
04/07/2009	17:53	ISSUE UPDATED

#### Consultant's Closing Comments

ORDERING MECHATRONIC MODULE, BOLTS, FILTER AND FLUID.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
438410	RABBIT	2008	WVWFV71K68W [REDACTED]	19639	3885	04/07/2009	USA

#### Workshop Finding

IT JERKS WHEN IN REVERSE. TECH, VERIFIED THIS. BUT IT IS MORE OF A SURGE BOTH IN FORWARD AND REVERSE. AS IF YOU WHER PUSHING A CLUTCH PEDAL IN AND OUT. MOST NOTICIBLE WITH LIGHT THROTTLE BUT STILL THERE WITH MEDIUM ACCEL. HAVE CHECK FLUID LEVEL AND COLOR, BOTH ARE GOOD, NO EVEIDENCE OF DEBRI. RAN BASIC SETTINGS FOR TRANSMISSION, NO CHANGE.

Activity Date	Activity Time	Activity Comments
04/07/2009	16:28	CUSTOMER COMPLAINS THAT TRANSMISSION NOT ACTING CORRECTLY. IT JERKS WHEN IN REVERSE. TECH, VERIFIED THIS. BUT IT IS MORE OF A SURGE BOTH IN FORWARD AND REVERSE. AS IF YOU WHER PUSHING A CLUTCH PEDAL IN AND OUT. MOST NOTICIBLE WITH LIGHT THROTTLE BUT STILL THERE WITH MEDIUM ACCEL. HAVE CHECK FLUID LEVEL AND COLOR, BOTH ARE GOOD, NO EVEIDENCE OF DEBRI. RAN BASIC SETTINGS FOR TRANSMISSION, NO CHANGE.
04/07/2009	16:28	ISSUE OPENED BY DEALERSHIP
04/07/2009	17:37	ADVISED TECH THAT SINCE MVB 54 WAS J04 HE NEEDS TO REPLACE MECH UNIT, BOLTS, FILTER AND FLUID THEN PERFORM BASIC SETTINGS, ALSO ADVISED THAT MECH UNIT WAS ALREADY ORDERED AT PERFORMANCE VW DEALER CODE 424224 AND THAT THEY SHOULD CONTACT PERFORMANCE VW FOR PART. THIS SHOULD AVOID LONG WAIT FOR CUSTOMER AND ALSO HELP OUT OTHER DEALER AS THAT MECH UNIT IS BUILT FOR THIS VEHICLE. CLOSE OUT VTA. CUSTOMER IS MILITARY AND WAS TRANSFERRED.
04/07/2009	17:37	CUSTOMER COMMENTS: CUSTOMER COMPLAINS THAT TRANSMISSION NOT ACTING CORRECTLY.
04/07/2009	17:37	WORKSHOP FINDINGS: IT JERKS WHEN IN REVERSE. TECH, VERIFIED THIS. BUT IT IS MORE OF A SURGE BOTH IN FORWARD AND REVERSE. AS IF YOU WHER PUSHING A CLUTCH PEDAL IN AND OUT. MOST NOTICIBLE WITH LIGHT THROTTLE BUT STILL THERE WITH MEDIUM ACCEL. HAVE CHECK FLUID LEVEL AND COLOR, BOTH ARE GOOD, NO EVEIDENCE OF DEBRI. RAN BASIC SETTINGS FOR TRANSMISSION, NO CHANGE.
04/09/2009	13:55	PERFORMANCE VW NEVER ODERED PART. WE HAVE THE PART, GASKETS, AND BOLTS ORDERED AND WILL HAVE THE VEHICLE BACK TO THE CUSTOMER SOON. THANKS.
04/09/2009	14:00	THIS VTA IS CLOSED. THANKS AGAIN FOR THE HELP.
04/09/2009	14:05	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
04/09/2009	14:05	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
438486	JETTA	2009	3VWRL71KX9M [REDACTED]	1175	3885	04/07/2009	USA

#### Workshop Finding

CHECK ENGINE LIGHT IS ON, DTC P0756 SHIFT SOLENOID B PERFORMANCE OR STUCK OFF, DTC P1707 INTERFERENCE IN MECHATRONIC UNIT. BOTH DTC ARE SPORATIC.  
THANKS  
ZACH

Activity Date	Activity Time	Activity Comments
04/07/2009	18:24	HELLO, I HAVE AN 09 TDI JETTA WITH A CBEA AND KQC DSG. TRANS IS IN LIMP MODE, TRANS DOES NOT HAVE REVERSE. CHECK ENGINE LIGHT IS ON, DTC P0756 SHIFT SOLENOID B PERFORMANCE OR STUCK OFF, DTC P1707 INTERFERENCE IN MECHATRONIC UNIT. BOTH DTC ARE SPORATIC. THANKS ZACH
04/07/2009	18:24	ISSUE OPENED BY DEALERSHIP
04/07/2009	18:44	ADVISED TECH TO 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. IF TRANS STALLS DURING BASIC SETTINGS OR IF STILL HAVE NO REVERSE PLEASE CALL BACK. IF CONCERN IS REPAIRED RELEASE VEHICLE TO CUSTOMER. CLOSE OUT VTA.
04/07/2009	18:44	CUSTOMER COMMENTS: HELLO, I HAVE AN 09 TDI JETTA WITH A CBEA AND KQC DSG. TRANS IS IN LIMP MODE, TRANS DOES NOT HAVE REVERSE.
04/07/2009	18:44	WORKSHOP FINDINGS: CHECK ENGINE LIGHT IS ON, DTC P0756 SHIFT SOLENOID B PERFORMANCE OR STUCK OFF, DTC P1707 INTERFERENCE IN MECHATRONIC UNIT. BOTH DTC ARE SPORATIC. THANKS ZACH
04/07/2009	19:08	HELLO, I CLEARED DTC, WARMED VEHICLE TO OPERATING TEMP. I AM NOT ABLE TO SET BASICS. THE 5052 SAYS FUNCTION CANCELLED. NO CHANGES TO TRANS OPERATION. I SUSPECT AT TIMES THERE IS A BUZZING NOISE FROM TRANS. THANKS ZACH
04/07/2009	19:14	ADVISED TO ATTACH GFF LOG TO TICKET AND WILL FORWARD TO P/S.
04/07/2009	19:18	HELLO, HERE IS THE GFF LOG AS REQUESTED. THANKS ZACH
04/07/2009	19:48	THANKS FOR THE UPDATE.
04/08/2009	12:48	HELLO, I WAS CHECKING TO SEE IF YOU HAVE AN UPDATE FOR ME. THANKS FOR ALL THE HELP. ZACH
04/08/2009	16:26	ADVISED TECH TO CHECK POWER AND GROUND TO MECH UNIT, IF OK REPLACE MECH UNIT, BOLTS, FILTER AND FLUID THEN PERFORM MANUAL BASIC SETTINGS. VEHICLE WOULD NOT PERFORM MANUAL BASIC SETTINGS. REQUESTING PARTS BE SENT BACK TO AUBURN HILLS.
04/09/2009	11:47	HELLO, MECHATRONIC UNIT IS ON ORDER, PART IS RED ORDERED. PLEASE CLOSE TICKET. I WILL OPEN ANOTHER TICKET IF I HAVE ANY MORE PROBLEMS WITH THE TRANS. THANKS FOR THE HELP ZACH
04/09/2009	13:38	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
04/09/2009	13:38	ISSUE UPDATED

<b>Consultant's Closing Comments</b>
TECH TO REPLACE MECH UNIT, COMPLETED.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
438538	RABBIT	2008	WVWHD71K88W [REDACTED]	12730	3885	04/08/2009	USA

#### Workshop Finding

TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM. VEHICLE HESITATES IN REVERSE AND 1ST. MVB 54 IS J13.

Activity Date	Activity Time	Activity Comments
04/08/2009	08:47	CUSTOMER STATES HESITATION WHEN SHIFTING FROM REVERSE TO DRIVE. VERIFIED HESITANT SHIFT. TRANS HAS A LONGER THAN NORMAL DELAY IN SHIFTS FROM PARK TO DRIVE. NO FAULTS IN ECU OR TCU.
04/08/2009	08:47	ISSUE OPENED BY DEALERSHIP
04/08/2009	08:53	ADVISED THE TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT.
04/08/2009	08:53	CUSTOMER COMMENTS: CUSTOMER STATES HESITATION WHEN SHIFTING FROM REVERSE TO DRIVE. VERIFIED HESITANT SHIFT. TRANS HAS A LONGER THAN NORMAL DELAY IN SHIFTS FROM PARK TO DRIVE. NO FAULTS IN ECU OR TCU.
04/08/2009	08:53	WORKSHOP FINDINGS: TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM. VEHICLE HESITATES IN REVERSE AND 1ST. MVB 54 IS J13.
04/08/2009	09:04	ORDERED MECH. UNIT, BOLTS, FLUID, FILTER.
04/08/2009	09:18	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
04/08/2009	09:18	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
438583	JETTA	2008	3VWRA71K88M [REDACTED]	9860	3885	04/08/2009	USA

Workshop Finding
n/a

Activity Date	Activity Time	Activity Comments
04/08/2009	09:35	CUSTOMER STATES TRANS HAS A JERKY FEELING FROM A DEAD STOP GOING FORWARD OR REVERSE. CAR ALSO WANTS TO ROLL BACKWARD WHEN STOPPED ON HILL. ROAD TESTED W/CUSTOMER. TRANS HAS FEELING OF MOMENTARY DELAY UPON ACCEL THEN DROPS INTO GEAR HARSHLY BOTH DRIVE AND REVERSE. MECHATRONICS CONCERN? MVB 54 = J11G0247 PLEASE ADVISE
04/08/2009	09:35	ISSUE OPENED BY DEALERSHIP
04/08/2009	09:47	CUSTOMER COMMENTS: CUSTOMER STATES TRANS HAS A JERKY FEELING FROM A DEAD STOP GOING FORWARD OR REVERSE. CAR ALSO WANTS TO ROLL BACKWARD WHEN STOPPED ON HILL. ROAD TESTED W/CUSTOMER. TRANS HAS FEELING OF MOMENTARY DELAY UPON ACCEL THEN DROPS INTO GEAR HARSHLY BOTH DRIVE AND REVERSE. MECHATRONICS CONCERN? MVB 54 = J11G0247 PLEASE ADVISE
04/08/2009	09:47	TECH IS TO PERFORM BASIC SETTINGS MANUALLY 61 AND 60 AND PERFORM ROAD TEST IF THE PROBLEM IS STILL PRESENT REPLACE THE MECHATRONIC, BOLTS, FILTER AND FLUID.
04/08/2009	11:45	PERFORMED BASIC SETTING AND RE-ROADTESTED. NO IMPROVEMENT. ORDERED PARTS.
04/08/2009	11:47	CUSTOMER WILL DRIVE UNTIL PARTS ARRIVE.
04/08/2009	12:59	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
04/08/2009	12:59	ISSUE UPDATED

Consultant's Closing Comments
ORDERED MECHATRONIC

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
438615	JETTA	2008	3VWFJ71KX8M [REDACTED]	24752	3885	04/08/2009	USA

**Workshop Finding**

n/a

Activity Date	Activity Time	Activity Comments
04/08/2009	10:07	CUSTOMER STATES THAT VEHICLE JUMPS INTO GEARS. PERFORMED GFF FOUND NO CODES STORED, HAVE DUPLICATED CUSTOMERS CONCERN ONCE,
04/08/2009	10:07	ISSUE OPENED BY DEALERSHIP
04/08/2009	10:11	CUSTOMER COMMENTS: CUSTOMER STATES THAT VEHICLE JUMPS INTO GEARS. PERFORMED GFF FOUND NO CODES STORED, HAVE DUPLICATED CUSTOMERS CONCERN ONCE,
04/08/2009	10:11	PLEASE REPLACE THE MECH UNIT.
04/08/2009	10:43	CLOSING TICKET
04/08/2009	16:09	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
04/08/2009	16:09	ISSUE UPDATED

**Consultant's Closing Comments**

PLEASE REPLACE THE MECH UNIT.



VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
438621	JETTA	2008	3VWRA71K58M [REDACTED]	6549	3885	04/08/2009	USA

#### Workshop Finding

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

Activity Date	Activity Time	Activity Comments
04/08/2009	10:12	ISSUE OPENED BY DEALERSHIP
04/08/2009	10:12	TRANS COMPLAINT WHEN ACCELERATING FROM A STOP IT JOLTS AND JERKS. DUPLICATED CONCERN. SCAN W/ 5052 NO FAULTS FOUND TCM P/N 02E300050J. MVB 54 J11K0322
04/08/2009	10:16	ADVISED THE TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT.
04/08/2009	10:16	CUSTOMER COMMENTS: TRANS COMPLAINT WHEN ACCELERATING FROM A STOP IT JOLTS AND JERKS. DUPLICATED CONCERN. SCAN W/ 5052 NO FAULTS FOUND TCM P/N 02E300050J. MVB 54 J11K0322
04/08/2009	10:16	WORKSHOP FINDINGS: TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM. MVB 54 IS J11.
04/08/2009	10:24	PART ON ORDER
04/08/2009	13:51	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
04/08/2009	13:51	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
438701	RABBIT	2008	WVWFV71K98W [REDACTED]	20316	3885	04/08/2009	USA

#### Workshop Finding

DSG MAKING NOISE HOT ONLY

Activity Date	Activity Time	Activity Comments
04/08/2009	11:30	CUST. STATES: THE TRANSMISSION WILL CLUNK INTO GEAR AND MAKE A GRIND NOISE WHEN YOU SHIFT INTO D OR REV FROM A STOP.
04/08/2009	11:30	ISSUE OPENED BY DEALERSHIP
04/08/2009	11:33	TECH NOTES: NO DTCS ARE STORED IN THE TCM. TEST DROVE VEHICLE AND VERIFIED CUSTOMER CONCERN, AFTER EXTENDED TEST DRIVE ON A 90 DEGREE DAY VEHICLE SLIPS AND POPS IN AND OUT OF GEAR ESPECIALLY WHEN STOPPED ON AN INCLINE OR AT TIMES WHEN ACCELERATING FROM A STOP IN TRAFFIC. CHECKED FLUID LEVEL AND CONDITION. FLUID LEVEL IS OK AT 47 DEGREE C AND IS CLEAN AND CLEAR. PERFORMED DSG BASIC CALIBRATION TEST PLAN AND TEST DROVE CAR WITH NO IMPROVEMENT. BE ADVISED THE MECHATRONIC MODULE HAS PREVIOUSLY BEEN REPLACED AT 9889 MILES ON 05/09/08. GFF LOG AND TRANSMISSION WORKSHEET ARE ATTACHED.
04/08/2009	11:47	CUSTOMER COMMENTS: CUST. STATES: THE TRANSMISSION WILL CLUNK INTO GEAR AND MAKE A GRIND NOISE WHEN YOU SHIFT INTO D OR REV FROM A STOP.
04/08/2009	11:47	GET MVB 54 J20, PLEASE REEPLACE MECHATRONCIS, FLUID, FILTER THEN SET BASIC SETTING
04/08/2009	11:47	WORKSHOP FINDINGS: DSG MAKING NOISE HOT ONLY
04/08/2009	13:01	SPECIAL ORDERED MECHATRONICS. THANKS FOR YOUR HELP MARK.
04/08/2009	14:07	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
04/08/2009	14:07	ISSUE UPDATED

#### Consultant's Closing Comments

SPECIAL ORDERED MECHATRONICS. THANKS FOR YOUR HELP MARK.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
438988	JETTA	2008	3VWRJ71K98M [REDACTED]	10804	3885	04/08/2009	USA

#### Workshop Finding

n/a

Activity Date	Activity Time	Activity Comments
04/08/2009	16:46	C/S VEH SURGES WHEN ACCELERATING FROM A STOP, TEST DROVE, WHEN VEH IS COOL THE TRANSMISSION IS WORKING AS DESIGNED, WHEN THE TRANSMISSION IS HOT, IT WILL SURGE WHEN LIGHTLY ACCERATING FROM A STOP, RPM ALSO SURGE. SCANNED ENGINE AND TRANSMISSION CONTROL UNIT NO CODES, ECM# 1K0907115S SOFTWARE VERSION 20, TCM 02E300050J, SOFTWARE 1410 CODED TO 20,
04/08/2009	16:46	ISSUE OPENED BY DEALERSHIP
04/08/2009	16:49	CUSTOMER COMMENTS: C/S VEH SURGES WHEN ACCELERATING FROM A STOP, TEST DROVE, WHEN VEH IS COOL THE TRANSMISSION IS WORKING AS DESIGNED, WHEN THE TRANSMISSION IS HOT, IT WILL SURGE WHEN LIGHTLY ACCERATING FROM A STOP, RPM ALSO SURGE. SCANNED ENGINE AND TRANSMISSION CONTROL UNIT NO CODES, ECM# 1K0907115S SOFTWARE VERSION 20, TCM 02E300050J, SOFTWARE 1410 CODED TO 20,
04/08/2009	16:49	GET MVB 54 J01
04/08/2009	16:50	REPLACE MECHATROINCS FLUID AND FILTER AND SET BASIC SETTINGS AFTER REPAIRS
04/08/2009	16:58	ORDER THE MECHATRONIC UNIT AND NEED PARTS.
04/08/2009	19:56	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
04/08/2009	19:56	ISSUE UPDATED

#### Consultant's Closing Comments

EPLACE MECHATROINCS FLUID AND FILTER AND SET BASIC SETTINGS AFTER REPAIRS

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
438989	EOS	2007	WVWBA71F67V [REDACTED]	17798	3885	04/08/2009	USA

#### Workshop Finding

I HAD THE TECH PERFORM BASIC SETTINGS MANUALLY 61 AND 60. IT WAS PERFORMED SUCCESSFULLY

Activity Date	Activity Time	Activity Comments
04/08/2009	16:47	ISSUE OPENED BY DEALERSHIP
04/08/2009	16:47	KNOCKING AND JERKING INTO GEAR, LET CAR SIT TO COOL DOWN AND CHECK FLUID LEVEL WAS FINE TRIED TO RESET BASIC SETTINGS NO CHANGE IN CONDITION. NUMBER:H10R0073
04/08/2009	16:56	CUSTOMER COMMENTS: KNOCKING AND JERKING INTO GEAR, LET CAR SIT TO COOL DOWN AND CHECK FLUID LEVEL WAS FINE TRIED TO RESET BASIC SETTINGS NO CHANGE IN CONDITION. NUMBER:H10R0073
04/08/2009	16:56	PERFORM ROAD TEST AND IF THE PROBLEM IS STILL PRESENT REPLACE THE MECHATRONIC, BOLTS, FLUID, AND FILTER
04/08/2009	16:56	WORKSHOP FINDINGS: I HAD THE TECH PERFORM BASIC SETTINGS MANUALLY 61 AND 60. IT WAS PERFORMED SUCCESSFULLY
04/09/2009	17:56	CUSTOMER GOING TO TAKE THE CAR ORDERED UNIT.
04/09/2009	18:00	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
04/09/2009	18:00	ISSUE UPDATED

#### Consultant's Closing Comments

CUSTOMER GOING TO TAKE THE CAR ORDERED UNIT.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
439059	JETTA	2008	3VWRJ71K58M [REDACTED]	10794	3885	04/09/2009	USA

**Workshop Finding**

n/a

Activity Date	Activity Time	Activity Comments
04/08/2009	20:20	CUSTOMER STATES TRANS DELAY AND HARSH ENGAGEMENT FROM STOPS ADVISE
04/08/2009	20:20	ISSUE OPENED BY DEALERSHIP
04/09/2009	18:48	CUSTOMER COMMENTS: CUSTOMER STATES TRANS DELAY AND HARSH ENGAGEMENT FROM STOPS ADVISE
04/09/2009	18:48	TECH STATED MVB 54 J14. ADVISED TO REPLACE MECHANTRONICS UNIT.
04/13/2009	10:20	PARTS HAVE BEEN ORDERED, WILL UPDATE AFTER REPAIR
04/13/2009	12:24	PARTS ORDERED. THANK YOU FOR THE UPDATE.
04/15/2009	14:10	P1 SPOKE WITH NATASHA (SERVICE) AND WAS ADVISED THAT THE VEHICLE IS IN THE SHOP AND THE PARTS ARE ON RED ORDER.
04/20/2009	11:39	STILL WAITING FOR PARTS
04/20/2009	13:16	WAITING ON PARTS. THANK YOU FOR THE UPDATE.
04/27/2009	10:55	STILL WAITING FOR PARTS
04/27/2009	15:26	P1 WAITING ON PARTS. THANK YOU FOR THE UPDATE.
04/30/2009	18:56	MECHATRONICS UNIT REPLACED, TRANS OPERATION NORMAL.
05/01/2009	07:54	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
05/01/2009	07:54	ISSUE UPDATED

**Consultant's Closing Comments**

D1 MECHATRONICS UNIT REPLACED, TRANS OPERATION NORMAL.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
439077	JETTA	2008	3VWRJ71K68M [REDACTED]	9812	3885	04/09/2009	USA

#### Workshop Finding

TECH HAS NOT VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM. TECH STATES THE TRANS DOES SHUTTER FROM A STOP. MVB 54 IS J14.

Activity Date	Activity Time	Activity Comments
04/09/2009	08:40	CUSTOMER STATES CAR WILL SHAKE VIOLENTLY ONCE A DAY WHEN COMING TO A STOP, CAR WILL SURGE LIKE A MANUAL TRANSMISSION ABOUT TO DIE, HAPPENS HOT OR COLD MORE WHEN COLD , SEEMS TO BE GETTING WORSE. FIRST TIME HERE FOR THIS CONCERN BUT HAS BEEN TO ANOTHER DEALER 2 OR 3 TIMES FOR SAME CONCERN. NO FAULTS IN ECM OR TCM. DROVE CAR HOME, AFTER 10 MILES IT HAD A JERKY TAKE OFF FROM A STOP.
04/09/2009	08:40	ISSUE OPENED BY DEALERSHIP
04/09/2009	08:46	ADVISED THE TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT.
04/09/2009	08:46	CUSTOMER COMMENTS: CUSTOMER STATES CAR WILL SHAKE VIOLENTLY ONCE A DAY WHEN COMING TO A STOP, CAR WILL SURGE LIKE A MANUAL TRANSMISSION ABOUT TO DIE, HAPPENS HOT OR COLD MORE WHEN COLD , SEEMS TO BE GETTING WORSE. FIRST TIME HERE FOR THIS CONCERN BUT HAS BEEN TO ANOTHER DEALER 2 OR 3 TIMES FOR SAME CONCERN. NO FAULTS IN ECM OR TCM. DROVE CAR HOME, AFTER 10 MILES IT HAD A JERKY TAKE OFF FROM A STOP.
04/09/2009	08:46	WORKSHOP FINDINGS: TECH HAS NOT VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM. TECH STATES THE TRANS DOES SHUTTER FROM A STOP. MVB 54 IS J14.
04/09/2009	09:46	PARTS ON ORDER AND RETURNED CAR TO CUSTOMER UNTIL PARTS COME IN .
04/09/2009	15:27	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
04/09/2009	15:27	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
439111	JETTA	2008	3VWRJ71K88M [REDACTED]	8833	3885	04/09/2009	USA

#### Workshop Finding

TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM. TRANS SHUTTERS IN 1ST AND REVERSE. MVB 54 IS H50.

Activity Date	Activity Time	Activity Comments
04/09/2009	09:33	ISSUE OPENED BY DEALERSHIP
04/09/2009	09:33	TRANSMISSION JERKS HARD IN REVERSE SOMETIMES.FORWARD HAS PULATING AT LOW SPEEDS,MORE THAN NORMAL.
04/09/2009	09:43	ADVISED THE TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT.
04/09/2009	09:43	CUSTOMER COMMENTS: TRANSMISSION JERKS HARD IN REVERSE SOMETIMES.FORWARD HAS PULATING AT LOW SPEEDS,MORE THAN NORMAL.
04/09/2009	09:43	WORKSHOP FINDINGS: TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM. TRANS SHUTTERS IN 1ST AND REVERSE. MVB 54 IS H50.
04/09/2009	09:59	PARTS ORDERED;CLOSING TICKET.
04/09/2009	15:22	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
04/09/2009	15:22	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
439117	RABBIT	2008	WVWFV71KX8W [REDACTED]	9070	3885	04/09/2009	USA

#### Workshop Finding

TECH VERIFIED THE CONCERN. TRANS SHUTTERS IN 1ST AD REVERSE. MVB 54 IS J03.

Activity Date	Activity Time	Activity Comments
04/09/2009	09:41	C/S WHAN IS STOPED AND GOING TO ACCELERATE THE TRAN JERKI DIA 5051 NO DTC CHECK MV BLOCK 54 J03B0336
04/09/2009	09:41	ISSUE OPENED BY DEALERSHIP
04/09/2009	09:48	ADVISED THE TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT. (MECH UNIT RANGE IS H22 THRU J21 AND THE CONCERN IS A 1ST AND/OR REVERSE SHUTTER)
04/09/2009	09:48	CUSTOMER COMMENTS: C/S WHAN IS STOPED AND GOING TO ACCELERATE THE TRAN JERKI DIA 5051 NO DTC CHECK MV BLOCK 54 J03B0336
04/09/2009	09:48	WORKSHOP FINDINGS: TECH VERIFIED THE CONCERN. TRANS SHUTTERS IN 1ST AD REVERSE. MVB 54 IS J03.
04/09/2009	09:58	ORDER MAGATRONICS MODULE
04/09/2009	15:18	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
04/09/2009	15:18	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
439133	JETTA	2008	3VWRJ71K38M [REDACTED]	26886	3885	04/09/2009	USA

**Workshop Finding**

n/a

Activity Date	Activity Time	Activity Comments
04/09/2009	09:58	ISSUE OPENED BY DEALERSHIP
04/09/2009	09:58	SHIFTING FROM PARK TO DRIVE THERE IS A CLUNK ON ENGAGEMENT. ALSO THERE IS A HARSH 1-2 SHIFT. I HAVE HAD THESE SAME CONCERNS BEFORE ON A DSG AND I REPLACED THE MECHATRONICS AFTER TALKING TO TECHLINE. VALUE BLOCK 54= H51K0226
04/09/2009	10:03	CUSTOMER COMMENTS: SHIFTING FROM PARK TO DRIVE THERE IS A CLUNK ON ENGAGEMENT. ALSO THERE IS A HARSH 1-2 SHIFT. I HAVE HAD THESE SAME CONCERNS BEFORE ON A DSG AND I REPLACED THE MECHATRONICS AFTER TALKING TO TECHLINE. VALUE BLOCK 54= H51K0226
04/09/2009	10:03	PLEASE REPLACE THE MECH UNIT.
04/15/2009	12:49	PART ORRDERED
04/15/2009	15:14	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
04/15/2009	15:14	ISSUE UPDATED

**Consultant's Closing Comments**

PLEASE REPLACE THE MECH UNIT.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
439142	JETTA	2008	3VWRA71K88M [REDACTED]	9505	3885	04/09/2009	USA

#### Workshop Finding

TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM. TECH STATES THAT WHEN THE VEHICLE IS ON A HILL THE VEHICLE STALLS WHEN YOU TRY TO DRIVE AWAY.

Activity Date	Activity Time	Activity Comments
04/09/2009	10:06	ISSUE OPENED BY DEALERSHIP
04/09/2009	10:06	VEHICLE JUMP INTO GEAR AND VEHICLE STUMBLE WHEN SLOWING DOWN ALSO VEHICLE STALL OUT WHEN ON AND INCLINE
04/09/2009	10:13	ADVISED THE TECH TO SET UP FOR THE TRANS BASIC SETTINGS.
04/09/2009	10:13	CUSTOMER COMMENTS: VEHICLE JUMP INTO GEAR AND VEHICLE STUMBLE WHEN SLOWING DOWN ALSO VEHICLE STALL OUT WHEN ON AND INCLINE
04/09/2009	10:13	WORKSHOP FINDINGS: TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM. TECH STATES THAT WHEN THE VEHICLE IS ON A HILL THE VEHICLE STALLS WHEN YOU TRY TO DRIVE AWAY.
04/09/2009	10:27	ADVISED THE TECH ON HOW TO PERFORM THE TRANS BASIC SETTINGS.
04/09/2009	11:29	MVB 54 IS J04. ADVISED THE TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT.
04/09/2009	11:42	ORDER PART
04/09/2009	15:16	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
04/09/2009	15:16	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
439224	EOS	2008	WVWFA71F38V [REDACTED]	13984	3885	04/09/2009	USA

#### Workshop Finding

n/a

Activity Date	Activity Time	Activity Comments
04/09/2009	11:33	CUSTOMER STATES SHUTTER AT IDLE. TEST DROVE VEHICLE AND FOUND WHEN VEHICLE IS IN GEAR AND BRAKE PEDAL IS DEPRESSED SO VEHICLE IS STOPPED, WHEN PEDAL IS RELEASED ENGINE RPM'S DROP TO LOW LEVELS AND ENGINE ALMOST DIES, ONCE VEHICLE STARTS MOVING THE RPMS PICK UP AND VEHICLE RUNS NORMAL, FOUND NO DTC'S AT THIS TIME, NO OBVIOUS DAMAGE TO ENGINE OR TRANSMISSION.
04/09/2009	11:33	ISSUE OPENED BY DEALERSHIP
04/09/2009	11:51	ADVISED TO CK FUEL PRESSURE WITH A MECHANICAL GAUGE SHOULD BE 3.5 BAR TO 6.0 BAR, CK MVB 20 WHILE DRIVING FULL LOAD WIDE OPEN THROTTLE IF ANY FIELD HIGHER THAN 4 KW SUSPECT BAD FUEL.
04/09/2009	11:51	CUSTOMER COMMENTS: CUSTOMER STATES SHUTTER AT IDLE. TEST DROVE VEHICLE AND FOUND WHEN VEHICLE IS IN GEAR AND BRAKE PEDAL IS DEPRESSED SO VEHICLE IS STOPPED, WHEN PEDAL IS RELEASED ENGINE RPM'S DROP TO LOW LEVELS AND ENGINE ALMOST DIES, ONCE VEHICLE STARTS MOVING THE RPMS PICK UP AND VEHICLE RUNS NORMAL, FOUND NO DTC'S AT THIS TIME, NO OBVIOUS DAMAGE TO ENGINE OR TRANSMISSION.
04/09/2009	13:24	CHECKED FUEL PRESSURE AT ENGINE, FOUND AT IDLE ABOUT 3.8 BAR. PRESSURE GRADUALLY INCREASED TO 4.06 BAR AT 4000RPM. CHECKED FUEL PRESSURE AFTER FUEL FILTER, SAME AS AT ENGINE. CHECKED BEFORE FUEL FILTER, FOUND READINGS ONLY CHANGED ABOUT .1BAR. REMOVED FUEL SAMPLE FROM TANK, FOUND GOOD GASOLINE, SMELLS NORMAL, LOOKS NORMAL, BURNS NORMAL. TEST DROVE VEHICLE WHILE WATCHING MVB 20, FOUND ALL READINGS REMAINED AT 0.0KW.
04/09/2009	13:37	AFTER REVIEWING MVB 54 (H39) ADVISED TECH TO REPLACE MECH UNIT, BOLTS, FILTER AND FLUID THEN PERFORM MANUAL BASIC SETTINGS PER PROCEDURE BELOW. 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.
04/09/2009	13:57	PARTS ARE S/O. CUSTOMER IS TAKING VEHICLE AND WILL RETURN WHEN PARTS ARRIVE.
04/09/2009	16:01	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
04/09/2009	16:01	ISSUE UPDATED

#### Consultant's Closing Comments

D1 PARTS ARE S/O. CUSTOMER IS TAKING VEHICLE AND WILL RETURN WHEN PARTS ARRIVE

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
439240	RABBIT	2009	WVWHD91KX9W [REDACTED]	5989	3885	04/09/2009	USA

#### Workshop Finding

MVB 54 J22; NO FAULTS MVB 64 0/0 MVB 90 65535

Activity Date	Activity Time	Activity Comments
04/09/2009	11:43	CUST STATES TRANS SHUTTERS AT LOW SPEEDS WHEN SHIFTING UP OR DOWN BETWEEN 1ST AND 2ND, TEST DROVE WITH CUST. AND COMFIRMED COMPLAINT, NO DTC'S STORED IN ECM OR TCM, MVB VALUE FOR 54 IS J22, NO LEAKS OR CONTAMINATION FOUND, FLUID LEVEL OK, TCM #02E300051C
04/09/2009	11:43	ISSUE OPENED BY DEALERSHIP
04/09/2009	12:07	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.
04/09/2009	12:07	CUSTOMER COMMENTS: CUST STATES TRANS SHUTTERS AT LOW SPEEDS WHEN SHIFTING UP OR DOWN BETWEEN 1ST AND 2ND, TEST DROVE WITH CUST. AND COMFIRMED COMPLAINT, NO DTC'S STORED IN ECM OR TCM, MVB VALUE FOR 54 IS J22, NO LEAKS OR CONTAMINATION FOUND, FLUID LEVEL OK, TCM #02E300051C
04/09/2009	12:07	WORKSHOP FINDINGS: MVB 54 J22; NO FAULTS MVB 64 0/0 MVB 90 65535
04/09/2009	12:33	ADVISED TECH TO REPLACE MECH UNIT, BOLTS, FILTER AND FLUID, RERUN MANUAL BASIC SETTINGS AND CLOSE OUT VTA.
04/09/2009	12:49	ORDERED MECH UNIT, RELEASING VEHICLE
04/09/2009	13:06	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
04/09/2009	13:06	ISSUE UPDATED

#### Consultant's Closing Comments

ORDERED MECH UNIT, RELEASING VEHICLE

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
439298	RABBIT	2008	WVWFV71K98W	19603	3885	04/09/2009	USA

#### Workshop Finding

NO FAULTS PRESENT IN SYSTEM. WHEN FIRST ROAD TEST VEHICLE, CAR HAD A SLIGHT BUCK ON TAKE OFF, SUSPECTED THAT THROTTLE BODY MIGHT HAVE BEEN THE PROBLEM, CLEANED THROTTLE AND PERFORMED BASIC SETTINGS, CONDITION GOT BETTER. ALSO PERFORMED A BASIC SETTING OF DSG ACCORDING TO TEST PLAN, SCANNER SAID SUCCESSFUL, BUT WHEN ROAD TESTING CAR CONDITION WORSENERD AND TRANSMISSION MAKES A HARD ENGAGEMENT WHEN COMING TO A STOP OR TAKING OFF.

Activity Date	Activity Time	Activity Comments
04/09/2009	12:57	CUSTOMER STATES WHEN DRIVING AT SLOW SPEEDS LIKE IN STOP AND GO TRAFFIC, VEHICLE HAS A HARD SHIFT WHEN TAKING OFF OR COMING TO A STOP. NO FAULTS PRESENT IN SYSTEM. WHEN FIRST ROAD TEST VEHICLE, CAR HAD A SLIGHT BUCK ON TAKE OFF, SUSPECTED THAT THROTTLE BODY MIGHT HAVE BEEN THE PROBLEM, CLEANED THROTTLE AND PERFORMED BASIC SETTINGS, CONDITION GOT BETTER. ALSO PERFORMED A BASIC SETTING OF DSG ACCORDING TO TEST PLAN, SCANNER SAID SUCCESSFUL, BUT WHEN ROAD TESTING CAR CONDITION WORSENERD AND TRANSMISSION MAKES A HARD ENGAGEMENT WHEN COMING TO A STOP OR TAKING OFF.
04/09/2009	12:57	ISSUE OPENED BY DEALERSHIP
04/09/2009	13:06	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. 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.
04/09/2009	13:06	CUSTOMER COMMENTS: CUSTOMER STATES WHEN DRIVING AT SLOW SPEEDS LIKE IN STOP AND GO TRAFFIC, VEHICLE HAS A HARD SHIFT WHEN TAKING OFF OR COMING TO A STOP.
04/09/2009	13:06	WORKSHOP FINDINGS: NO FAULTS PRESENT IN SYSTEM. WHEN FIRST ROAD TEST VEHICLE, CAR HAD A SLIGHT BUCK ON TAKE OFF, SUSPECTED THAT THROTTLE BODY MIGHT HAVE BEEN THE PROBLEM, CLEANED THROTTLE AND PERFORMED BASIC SETTINGS, CONDITION GOT BETTER. ALSO PERFORMED A BASIC SETTING OF DSG ACCORDING TO TEST PLAN, SCANNER SAID SUCCESSFUL, BUT WHEN ROAD TESTING CAR CONDITION WORSENERD AND TRANSMISSION MAKES A HARD ENGAGEMENT WHEN COMING TO A STOP OR TAKING OFF.
04/15/2009	09:44	ORDERED PARTS ON RED ORDER, WILL UPDATE WHEN PARTS ARRIVE. CUSTOMER DECIDED TO LEAVE VEHICLE AT DEALERSHIP.
04/15/2009	13:50	THANKS FOR THE UPDATE, PLEASE CLOSE OUT VTA.
04/16/2009	08:36	CLOSING VTA TICKET AS REQUESTED, WILL REOPEN IF FURTHER ASSISTANCE IS NEEDED WHEN PARTS ARRIVE.
04/16/2009	09:51	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
04/16/2009	09:51	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
439314	JETTA	2008	3VWRA71K08M	15080	3885	04/09/2009	USA

#### Workshop Finding

TEST DRIVE AND VERIFIED CONCERN, PERFORMED VSD SETTING OF BASIC SETTINGS PREVIOUSLY, RE-PERFORMED BASIC SETTINGS, 10 MILES TO SET BASIC SETTINGS - CONCERN STILL EXISTS

Activity Date	Activity Time	Activity Comments
04/09/2009	13:18	CUSTOMER COMPLAINT GO TO ACCELERATE, ON THEN OFF THE BRAKE TRANS ENGAGEDS & DISENGAGES, LOUD CLICK NOISE & ENGAGES HARD -- TEST DRIVE AND VERIFIED CONCERN, PERFORMED VSD SETTING OF BASIC SETTINGS PREVIOUSLY, RE-PERFORMED BASIC SETTINGS, 10 MILES TO SET BASIC SETTINGS - CONCERN STILL EXISTS - POSSIBLE MECHATRONICS UNIT - PLEASE ADVISE
04/09/2009	13:18	ISSUE OPENED BY DEALERSHIP
04/09/2009	13:25	ADVISED THE TECH TO REPLACE THE MECHITRONICS UNIT.. TECH HAD STATED THAT HE HAS ALREADY PERFORMED THE MANUAL BASIC SETTINGS
04/09/2009	13:25	CUSTOMER COMMENTS: CUSTOMER COMPLAINT GO TO ACCELERATE, ON THEN OFF THE BRAKE TRANS ENGAGEDS & DISENGAGES, LOUD CLICK NOISE & ENGAGES HARD -- TEST DRIVE AND VERIFIED CONCERN, PERFORMED VSD SETTING OF BASIC SETTINGS PREVIOUSLY, RE-PERFORMED BASIC SETTINGS, 10 MILES TO SET BASIC SETTINGS - CONCERN STILL EXISTS - POSSIBLE MECHATRONICS UNIT - PLEASE ADVISE
04/09/2009	13:25	WORKSHOP FINDINGS: TEST DRIVE AND VERIFIED CONCERN, PERFORMED VSD SETTING OF BASIC SETTINGS PREVIOUSLY, RE-PERFORMED BASIC SETTINGS, 10 MILES TO SET BASIC SETTINGS - CONCERN STILL EXISTS
04/14/2009	15:48	SPOKE WITH TODD IN SERVICE.... STATED THAT THE CUST WILL RETURN AT A LATER DATE TO HAVE THE REPAIRS COMPLETED..... C1
04/16/2009	12:37	SPOKE TO TODD STATES CAR IS WAITING ON PARTS P2
04/27/2009	09:53	SPOKE WITH MIKE IN SERVICE..... STATED THAT THE CAR IS STILL DOWN AT THE DEALER WAITING ON BACKORDERED PARTS..... P1
05/01/2009	13:57	RECEIVED MECHATRONICS UNIT, INSTALLED, NEW UNIT, BOLTS AND FLUID - SET BASIC SETTINGS USING VSD - TEST DRIVE
05/01/2009	15:01	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
05/01/2009	15:01	ISSUE UPDATED

#### Consultant's Closing Comments

RECEIVED MECHITRONICS UNIT, INSTALLED, NEW UNIT, BOLTS AND FLUID - SET BASIC SETTINGS USING VSD - TEST DRIVE

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
439367	JETTA	2008	3VWRJ71K48M [REDACTED]	9784	3885	04/09/2009	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
04/09/2009	14:29	CUSTOMER STATES THE CAR HESITATES FROM A STOP THEN JUMPS FORWARD. I RAN GFF NO CODES TEST DRIVE SLIPS THEN ENGAGES HARD. CHECK FLUID FULL AND CLEAN. RESET BASIC SETTINGS IN TRANSMISSION WITH SCAN TOOL AND RETEST DRIVE STILL ACTING THE SAME.
04/09/2009	14:29	ISSUE OPENED BY DEALERSHIP
04/09/2009	14:40	ADVISED THE TECH TO CHECK MVB 54 IN THE TCM.
04/09/2009	14:40	CUSTOMER COMMENTS: CUSTOMER STATES THE CAR HESITATES FROM A STOP THEN JUMPS FORWARD. I RAN GFF NO CODES TEST DRIVE SLIPS THEN ENGAGES HARD. CHECK FLUID FULL AND CLEAN. RESET BASIC SETTINGS IN TRANSMISSION WITH SCAN TOOL AND RETEST DRIVE STILL ACTING THE SAME.
04/09/2009	14:40	WORKSHOP FINDINGS: TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM. BASIC SETTINGS PERFORMED. CONCERN STILL PRESENT.
04/09/2009	15:02	MVB 54 IS J13. ADVISED THE TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT.
04/16/2009	14:58	P1 SPOKE WITH TOM (SERVICE) AND WAS ADVISED THAT THE VEHICLE IS AT THE SHOP AND THEY ARE STILL WAITING ON PARTS.
05/01/2009	10:37	REPLACED VALVE BODY IN TRANS AND FLUID AND RETEST, SYSTEM WORKING TO SPECS
05/04/2009	11:12	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
05/04/2009	11:12	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
439420	EOS	2008	WVWBA71FX8V [REDACTED]	19740	3885	04/09/2009	USA

<b>Workshop Finding</b>
n/a

Activity Date	Activity Time	Activity Comments
04/09/2009	15:16	ISSUE OPENED BY DEALERSHIP
04/09/2009	15:16	TRANS HESITATES AND WILL IDLE UP TO 2000 RPM AT TIMES
04/09/2009	15:35	CUSTOMER COMMENTS: TRANS HESITATES AND WILL IDLE UP TO 2000 RPM AT TIMES
04/09/2009	15:35	TECH STATES VEHICLE WILL LUNGE FORWARD WHEN LETTING FOOT OFF BRAKE. MVB 54 IS H35. ADVISED TECH TO REPLACE MECHTRONIC UNIT AND BOLTS. PLEASE RELEASE VEHICLE TO CUSTOMER AS IT COULD TAKE UP TO 10 DAYS TO GET PART. PLEASE CLOSE OUT VTA AND FILL OUT SURVEY AFTER PART IS ORDERED.
04/13/2009	12:39	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
04/13/2009	12:39	ISSUE UPDATED

<b>Consultant's Closing Comments</b>
TECH TO REPLACE MECHTRONIC UNIT.



VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
439472	EOS	2008	WVWBA71F38V [REDACTED]	7286	3885	04/09/2009	USA

#### Workshop Finding

TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM. MVB 54 IN THE TCM IS J07.

Activity Date	Activity Time	Activity Comments
04/09/2009	16:05	CUST STATES THE VEHICLE LURCHES FROM A STOP (LIKE A MANUAL TRANS) WHEN HOT. RUNS OK WHEN COLD. ( FEELS LIKE BUCKING WHEN WARMED UP. NO WARNING LIGHTS ARE ON, OR ANY DTCS IN ENGINE OR TRANS ELECTRONICS ONLY FAULTS IN SYSTEM IS 00484 004 VEHICLE POSITION RECOGNITION CONTROL MODULE NO COMUNICATION, CHECK ALL FUSES OK.
04/09/2009	16:05	ISSUE OPENED BY DEALERSHIP
04/09/2009	16:12	ADVISED THE TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT.
04/09/2009	16:12	CUSTOMER COMMENTS: CUST STATES THE VEHICLE LURCHES FROM A STOP (LIKE A MANUAL TRANS) WHEN HOT. RUNS OK WHEN COLD. ( FEELS LIKE BUCKING WHEN WARMED UP. NO WARNING LIGHTS ARE ON, OR ANY DTCS IN ENGINE OR TRANS ELECTRONICS ONLY FAULTS IN SYSTEM IS 00484 004 VEHICLE POSITION RECOGNITION CONTROL MODULE NO COMUNICATION, CHECK ALL FUSES OK.
04/09/2009	16:12	WORKSHOP FINDINGS: TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM. MVB 54 IN THE TCM IS J07.
04/09/2009	16:29	ORDER PARTS AND RETURN VEHICLE TO CUST. THANKS
04/10/2009	07:26	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
04/10/2009	07:26	ISSUE UPDATED

#### Consultant's Closing Comments

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

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
439508	JETTA	2009	3VWRL71K49M	56	3885	04/09/2009	USA

#### Workshop Finding

DSG TRANSMISSION, PART #:02E30005D, GSG DSG 082, CODING 20. WAS SCANNED BY PDI/30 DAY MAINTANCE AND FOUND DTC: 17150 P0766 000 SHIFT SOLENOID D PERFORMANCE OR STUCK OFF, WAS THEN CLEARED BY THEM. VEHICLE STILL WOULD NOT GO INTO REVERSE AND PRNDL STILL FLASHING. RAN GFF, FOUND DTC: 18115 P1707 013 INTERFERANC EIN MECHANTRONIC UNIT, CHECK DTC MEMORY. NO LEAKS PRESENT.

Activity Date	Activity Time	Activity Comments
04/09/2009	16:50	CUSTOMER STATES: WHEN IN REVERSE CAR WILL NOT ENGAUGE, PRNDL IS LIT UP AND FLASHING IN DASH. DSG TRANSMISSION, PART #:02E30005D, GSG DSG 082, CODING 20. WAS SCANNED BY PDI/30 DAY MAINTANCE AND FOUND DTC: 17150 P0766 000 SHIFT SOLENOID D PERFORMANCE OR STUCK OFF, WAS THEN CLEARED BY THEM. VEHICLE STILL WOULD NOT GO INTO REVERSE AND PRNDL STILL FLASHING. RAN GFF, FOUND DTC: 18115 P1707 013 INTERFERANC EIN MECHANTRONIC UNIT, CHECK DTC MEMORY. NO LEAKS PRESENT.
04/09/2009	16:50	ISSUE OPENED BY DEALERSHIP
04/09/2009	17:04	ADVISED TECH I WILL CALL BACK AFTER REVIEWING CASE WITH PRODUCT SUPPORT.
04/09/2009	17:04	CUSTOMER COMMENTS: CUSTOMER STATES: WHEN IN REVERSE CAR WILL NOT ENGAUGE, PRNDL IS LIT UP AND FLASHING IN DASH.
04/09/2009	17:04	WORKSHOP FINDINGS: DSG TRANSMISSION, PART #:02E30005D, GSG DSG 082, CODING 20. WAS SCANNED BY PDI/30 DAY MAINTANCE AND FOUND DTC: 17150 P0766 000 SHIFT SOLENOID D PERFORMANCE OR STUCK OFF, WAS THEN CLEARED BY THEM. VEHICLE STILL WOULD NOT GO INTO REVERSE AND PRNDL STILL FLASHING. RAN GFF, FOUND DTC: 18115 P1707 013 INTERFERANC EIN MECHANTRONIC UNIT, CHECK DTC MEMORY. NO LEAKS PRESENT.
04/09/2009	19:01	TRIED TO CALL TECH AT DEALER AND GOT NO RESPONSE. WILL TRY AGAIN IN THE MORNING. PAUL PLEASE CALL FOR REPAIR DIRECTION, I WILL BE IN AT 11:15 AM. THANKS
04/13/2009	09:45	ADVISED TECH TO REPLACE MECH UNIT, BOLTS, FILTER AND FLUID, CLOSE OUT VTA WHEN COMPLETED. SENT PARTS RELEASE FORM PER JA.
04/16/2009	17:15	SPOKE WITH ANNETTE IN SERVICE. PARTS ARE ON ORDER-TECH WILL UPDATE WITH DETAILS. P2
04/20/2009	11:20	ORDERED PARTS, WILL INSTALL UPON ARRIVAL
04/21/2009	21:22	THANKS FOR THE UPDATE.
04/30/2009	16:57	INSTALLED NEW MECHATRONICS UNIT, PERFORMED BASIC SETTINGS, HAS STORED DTC OF 01208 000 DATA RECORDS IN CONTROL MODULE CHANGED; DTC WILL NOT ERASE.
04/30/2009	17:12	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. IF FAULT STILL PRESENT WE WILL NEED SCREEN SHOTS OF MVB'S 41 & 48 WITH BOTH MECH UNITS PLUGGED IN.
04/30/2009	17:36	PERFORMED BASIC SETTING STEPS PER ADVISEMENT, EVERYTHING GOING SMOOTHLY UNTIL TEST DRIVE, WENT THROUGH 1 TO 2ND GEAR AND THEN UPON GOING TO 3RD, PRNDL LIT UP, WENT INTO EMERGENCY MODE, HAVE DTC 19143 P3711 004 UNEXPECTED MECHANICAL GEAR DISENGAGEMENT.
04/30/2009	17:40	PLEASE GET MVB 41/48/54 OUT OF BOTH TCM'S.
04/30/2009	18:03	OLD MECH UNIT VALUES: MVB 41:V0698H052EA_GETRIEBE_DSG_MP8H, MVB 48:C14R2, MVB 58: J05E0599. NEW MECH UNIT VALUES: MVB 41:V069082002EA_GETRIEBE_DSG_RF5B, MVB 48: C08R1, MVB 58: K16M0424
04/30/2009	18:09	ISSUE SENT TO DEALERSHIP

04/30/2009	18:14	CASE ESCALATED FOR REVIEW A2
04/30/2009	18:14	MECH IS INCORRECT, REPLACE WITH THE CORRECT PART NUMBER AND RETEST FOR ISSUE
05/04/2009	10:23	ISSUE UPDATED
05/14/2009	10:27	CORRECT MECH APPARENTLY ARRIVED TODAY, STILL AWAITING BOLTS. ETA FOR REPAIR IS TOMORROW PER STEVE
05/14/2009	17:40	REMOVED AND REPLACED MECH UNIT. FILLED WITH FLUID, SET BASIC SETTINGS, TEST DROVE. VW SENT CORRECT MECH UNIT. TEST DROVE GREAT, RE-SCANNED FOR DTC'S AFTER TEST DRIVE, COMPLETE SYSTEM ALL GREEN, NO DTC'S FOUND.
05/15/2009	11:14	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
05/15/2009	11:14	ISSUE UPDATED

<b>Consultant's Closing Comments</b>
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<p>REMOVED AND REPLACED MECH UNIT. FILLED WITH FLUID, SET BASIC SETTINGS, TEST DROVE. VW SENT CORRECT MECH UNIT. TEST DROVE GREAT, RE-SCANNED FOR DTC'S AFTER TEST DRIVE, COMPLETE SYSTEM ALL GREEN, NO DTC'S FOUND.</p>
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VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
439509	RABBIT	2008	WVWFD71K88W [REDACTED]	11358	3885	04/09/2009	USA

#### Workshop Finding

CUSTOMERS CONCERN IS ABOUT PERFORMANCE; NO FAULTS AND HAS NOT BEEN DUPLICATED

Activity Date	Activity Time	Activity Comments
04/09/2009	16:50	CUSTOMER FEELS LIKE TRANSMISSION IS PULLING A HEAVY WEIGHT, DOES NOT HAVE POWER, CUSTOMER NOTED WHEN STARTING OUT FROM A STOP AND PUSHES OVER TO TIP-TRONIC MODE INDICATES VEHICLE IN IN 2ND GEAR - DOES NOT MOVE, FEELS LACKS POWER SINCE MECHANTRONICS REPLACED @ 2K MILES - IT WILL DOWN SHIFT WHEN AGGRESSIVELY ACCELERATED WHEN STARTING OUT FROM STOP SLOWLY MOVING AS CUSTOMER NOTES INDICATES IN 2ND GEAR - CUSTOMER FEELS TRANSMISSION IS GOING TO FAIL - DOES NOT HAVE CONFIDENCE IN VEHICLE - TEST DROVE VEHICLE AND WENT TOUGH VSD TO ENSURE BASIC SETTINGS ARE SET FOR DSG - TEST DROVE 17 MILES -- WE HAVE NOT RE-CREATED CONCERNS AS DESCRIBED BY CUSTOMER - UNABLE TO VERIFY - NO DTC;S STORED - OBD PRINT OUT ATTACHED - CUSTOMER FEELS POWER HAS BEEN DIALED BACK SINCE NEW MECHATRONIC UNIT INSTALLED - PLEASE ADVISE
04/09/2009	16:50	ISSUE OPENED BY DEALERSHIP
04/09/2009	17:07	CUSTOMER COMMENTS: CUSTOMER FEELS LIKE TRANSMISSION IS PULLING A HEAVY WEIGHT, DOES NOT HAVE POWER, CUSTOMER NOTED WHEN STARTING OUT FROM A STOP AND PUSHES OVER TO TIP-TRONIC MODE INDICATES VEHICLE IN IN 2ND GEAR - DOES NOT MOVE, FEELS LACKS POWER SINCE MECHANTRONICS REPLACED @ 2K MILES - IT WILL DOWN SHIFT WHEN AGGRESSIVELY ACCELERATED WHEN STARTING OUT FROM STOP SLOWLY MOVING AS CUSTOMER NOTES INDICATES IN 2ND GEAR - CUSTOMER FEELS TRANSMISSION IS GOING TO FAIL - DOES NOT HAVE CONFIDENCE IN VEHICLE - TEST DROVE VEHICLE AND WENT TOUGH VSD TO ENSURE BASIC SETTINGS ARE SET FOR DSG - TEST DROVE 17 MILES -- WE HAVE NOT RE-CREATED CONCERNS AS DESCRIBED BY CUSTOMER - UNABLE TO VERIFY - NO DTC;S STORED - OBD PRINT OUT ATTACHED - CUSTOMER FEELS POWER HAS BEEN DIALED BACK SINCE NEW MECHATRONIC UNIT INSTALLED - PLEASE ADVISE
04/09/2009	17:07	TECH NEEDS TO DRIVE THE VEHICLE WITH THE CUSTOMER AND ALSO TO COMPARE WITH ANOTHER VEHICLE
04/09/2009	17:07	WORKSHOP FINDINGS: CUSTOMERS CONCERN IS ABOUT PERFORMANCE; NO FAULTS AND HAS NOT BEEN DUPLICATED
04/09/2009	17:09	FYI FOM CASE INFO
04/09/2009	17:11	CASE ESCALATED FOR REVIEW A2
04/09/2009	18:07	CONTACTED FOM AND DISCUSSED CONCERNS, SPOKE WITH CUSTOMER, CUSTOMER WILL PICK UP VEHICLE AND DRIVE, IF PROBLEM PERSITS WILL RETURN WITH VHICLE FOR FURTHER DIAGNOSIS -- CUSTOMER ADVISED TO RETURN WITH VEHICLE WHEN PROBLEM IS OCCORING SO IT MAY BE VERIFIED AND CHECKED -- FOUND OPERATING AS DESIGNED - NO REPAIRS PERFORMED
04/09/2009	19:24	ISSUE CLOSED BY CONSULTANT - INVALID
04/09/2009	19:24	ISSUE UPDATED

#### Consultant's Closing Comments

CASE HAS BEEN DETERMINED INVALID BY CONSULTANT  
CONTACTED FOM AND DISCUSSED CONCERNS, SPOKE WITH CUSTOMER, CUSTOMER WILL PICK UP VEHICLE AND DRIVE, IF PROBLEM PERSITS WILL RETURN WITH VHICLE FOR FURTHER DIAGNOSIS -- CUSTOMER ADVISED TO RETURN WITH VEHICLE WHEN PROBLEM IS OCCORING SO IT MAY BE VERIFIED AND CHECKED -- FOUND OPERATING AS DESIGNED - NO REPAIRS PERFORMED

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
439529	JETTA	2008	3VWRA71K78M	25805	3885	04/09/2009	USA

#### Workshop Finding

VERIFIED CONCERN, PERFORMED MANUAL BASIC SETTINGS NO CHANGE FLUID LEVEL AND CONDITION GOOD. NO FAULTS IN ECM OR TCM.

Activity Date	Activity Time	Activity Comments
04/09/2009	17:23	CUST STATES HEARS A CLICKING NOISE WHEN COMING TO A STOP, AND WHEN LEAVING FROM A STOP
04/09/2009	17:23	ISSUE OPENED BY DEALERSHIP
04/09/2009	17:40	ADVISED TECH TO MAKE SURE AXLE SHAFT TO FLANGE BOLTS ARE TIGHT, IF ANY BOLTS ARE LOOSE REPLACE ALL BOLTS AND WASHERS THEN TIGHTEN TO ELSA WEB SPEC, IF ALL BOLTS ARE TIGHT DRIVE VEHICLE WITH CHASSIS EAR AND PINPOINT NOISE AS BEST YOU CAN AND CALL BACK. CLOSE OUT VTA WHEN COMPLETED.
04/09/2009	17:40	CUSTOMER COMMENTS: CUST STATES HEARS A CLICKING NOISE WHEN COMING TO A STOP, AND WHEN LEAVING FROM A STOP
04/09/2009	17:40	WORKSHOP FINDINGS: VERIFIED CONCERN, PERFORMED MANUAL BASIC SETTINGS NO CHANGE FLUID LEVEL AND CONDITION GOOD. NO FAULTS IN ECM OR TCM.
04/09/2009	18:40	CHECKED ALL AXEL SHAFT BOLTS AND ALL WERE TIGHT, TEST DROVE CAR WITH CHASIS EARS ATACHED TO TRANS CASE AND MECHATRONICS COVER, UPLOADING NOISE ON TICKET. NOISE COMING FROM TRANS.
04/09/2009	18:52	ADVISED TECH TO REMOVE TRANSMISSION AND CHECK DUAL MASS FLYWHEEL, CHECK FOR IN AND OUT PLAY, UP AND DOWN OR SIDE TO SIDE MOVEMENT, ALSO CHECK FOR GRAY GREASE, CALL BACK WITH RESULTS BEFORE PERFORMING ANY REPAIRS. MVB 54 J11
04/10/2009	18:56	NOISE SOUNDS SIMILAR TO BASIC SETTINGS, REPLACE THE MECH, FLUID, FILTER AND BOLTS
04/13/2009	12:38	REMOVED TRANS AND FOUND NO SIDE TO SIDE PLAY IN THE DUEL MASS FLYWHEEL. FLYWHEEL HAD A SLIGHT UP AND DOWN PLAY BUT WITH TRANS INTALLED TRYING TO MOVE FLYWHEEL THROUGH STARTER HOLE NO PLAY WAS FOUND. ORDERED MECHATRONICS UNIT
04/14/2009	07:35	THANKS FOR THE UPDATE.
04/15/2009	09:59	TICKET HAS BEEN ESCALATED TO LEVEL 2 FOR REVIEW..... A2
04/15/2009	10:48	ISSUE SENT TO DEALERSHIP
04/17/2009	17:49	ISSUE UPDATED
04/29/2009	14:16	REMOVED AND REPLACED MECHATRONICS UNIT. SET BASIC SETTINGS AND ROAD TESTED. HARSH DOWNSHIFT AND NOISE ARE NOW GONE.
04/29/2009	17:12	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
04/29/2009	17:12	ISSUE UPDATED

#### Consultant's Closing Comments

REMOVED AND REPLACED MECHATRONICS UNIT. SET BASIC SETTINGS AND ROAD TESTED. HARSH DOWNSHIFT AND NOISE ARE NOW GONE.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
439560	EOS	2008	WVWBA71F88V [REDACTED]	14515	3885	04/09/2009	USA

#### Workshop Finding

WHEN ACCELERATING SLOWLY FROM A LIGHT THE CAR SLAMS OR JERKS INTO GEAR. THE HARDER YOU STEP ON THE THROTTLE THE LESS NOTICEABLE IT IS. NO DTC'S, FLUID LEVEL GOOD.

Activity Date	Activity Time	Activity Comments
04/09/2009	19:08	HARD SHIFTING WHEN ACCEL FROM STOP. WHEN ACCELERATING SLOWLY FROM A LIGHT THE CAR SLAMS OR JERKS INTO GEAR. THE HARDER YOU STEP ON THE THROTTLE THE LESS NOTICEABLE IT IS. NO DTC'S, FLUID LEVEL GOOD.
04/09/2009	19:08	ISSUE OPENED BY DEALERSHIP
04/09/2009	19:23	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. MVB 54 J08 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.
04/09/2009	19:23	CUSTOMER COMMENTS: HARD SHIFTING WHEN ACCEL FROM STOP.
04/09/2009	19:23	WORKSHOP FINDINGS: WHEN ACCELERATING SLOWLY FROM A LIGHT THE CAR SLAMS OR JERKS INTO GEAR. THE HARDER YOU STEP ON THE THROTTLE THE LESS NOTICEABLE IT IS. NO DTC'S, FLUID LEVEL GOOD.
04/15/2009	13:12	WAITING FOR PARTS. CUST HAS CAR
04/15/2009	13:42	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
04/15/2009	13:42	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
439578	EOS	2008	WVWBA71F38V [REDACTED]	5122	3885	04/10/2009	USA

#### Workshop Finding

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

Activity Date	Activity Time	Activity Comments
04/10/2009	08:35	DSG SHUTTERS AND SURGES ON GIVING SLIGHT GAS. MVB 54 IS J11B0548. MECHTRONICS?
04/10/2009	08:35	ISSUE OPENED BY DEALERSHIP
04/10/2009	08:38	ADVISED THE TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT.
04/10/2009	08:38	CUSTOMER COMMENTS: DSG SHUTTERS AND SURGES ON GIVING SLIGHT GAS. MVB 54 IS J11B0548. MECHTRONICS?
04/10/2009	08:38	WORKSHOP FINDINGS: TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM. MVB 54 IS J11.
04/10/2009	09:11	PARTS ORDERED.
04/10/2009	09:18	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
04/10/2009	09:18	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
439585	EOS	2008	WVWBA71F58V [REDACTED]	15637	3885	04/10/2009	USA

#### Workshop Finding

TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM. TRANS IS SHUTTERING IN 1ST AND REVERSE. MVB 54 IS H35.

Activity Date	Activity Time	Activity Comments
04/10/2009	08:52	ISSUE OPENED BY DEALERSHIP
04/10/2009	08:52	TRANS JERKS,NO CODES
04/10/2009	08:59	ADVISED THE TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT.
04/10/2009	08:59	CUSTOMER COMMENTS: TRANS JERKS,NO CODES
04/10/2009	08:59	WORKSHOP FINDINGS: TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM. TRANS IS SHUTTERING IN 1ST AND REVERSE. MVB 54 IS H35.
04/10/2009	09:07	ORDERED VALVE BODY, THANK YOU FOR THE HELP. CUSTOMER WILL RETURN WHEN PART COMES IN.
04/10/2009	09:17	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
04/10/2009	09:17	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
439586	JETTA	2008	3VWRA71K78M [REDACTED]	9766	3885	04/10/2009	USA

#### Workshop Finding

TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM. TRANS SHUTTERS IN 1ST AND REVERSE. MVB 54 IS J11.

Activity Date	Activity Time	Activity Comments
04/10/2009	08:53	CUST. STATES THE VEHICLE LURCHES FORWARD.PROFORM GFF MO FAULTS FOUND.ROAD TEST FOUND AT STOP THEN ACCELERATE TRANS SEEMS TO BE SOMEWHAT STILL IN ANOTHER GEAR.
04/10/2009	08:53	ISSUE OPENED BY DEALERSHIP
04/10/2009	09:06	ADVISED THE TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT.
04/10/2009	09:06	CUSTOMER COMMENTS: CUST. STATES THE VEHICLE LURCHES FORWARD.PROFORM GFF MO FAULTS FOUND.ROAD TEST FOUND AT STOP THEN ACCELERATE TRANS SEEMS TO BE SOMEWHAT STILL IN ANOTHER GEAR.
04/10/2009	09:06	WORKSHOP FINDINGS: TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM. TRANS SHUTTERS IN 1ST AND REVERSE. MVB 54 IS J11.
04/10/2009	13:23	ORDERED PARTS WILL INSTALL PARTS AS PER REECOMNDED.
04/12/2009	21:18	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
04/12/2009	21:18	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
439668	JETTA	2009	3VWTL71K99M [REDACTED]	4162	3885	04/10/2009	USA

#### Workshop Finding

TECH NEEDS TO KNOW WHAT PART TO ORDER TO GET THE TCM. TECH UNSURE OF WHY THE OTHER DEALER ORDERED THE TCM FOR THIS VEHICLE.

Activity Date	Activity Time	Activity Comments
04/10/2009	11:05	GOOD MORNING. PLEASE INFORM THIS IGNORANT SOUL WHERE THE TRANS CONTROL MODULE IS LOCATED ON AN '09 JETTA WAGON. IT IS NOT IN THE LEFT WHEEL WELL OR IN THE RIGHT COWL AS ELSA SAYS. PLEASE TELL ME WHERE IT IS HIDDEN. THANK YOU JON
04/10/2009	11:05	ISSUE OPENED BY DEALERSHIP
04/10/2009	11:18	ADVISED THE TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT.
04/10/2009	11:18	CUSTOMER COMMENTS: GOOD MORNING. PLEASE INFORM THIS IGNORANT SOUL WHERE THE TRANS CONTROL MODULE IS LOCATED ON AN '09 JETTA WAGON. IT IS NOT IN THE LEFT WHEEL WELL OR IN THE RIGHT COWL AS ELSA SAYS. PLEASE TELL ME WHERE IT IS HIDDEN. THANK YOU JON
04/10/2009	11:18	WORKSHOP FINDINGS: TECH NEEDS TO KNOW WHAT PART TO ORDER TO GET THE TCM. TECH UNSURE OF WHY THE OTHER DEALER ORDERED THE TCM FOR THIS VEHICLE.
04/15/2009	17:02	MECH UNIT WAS ORDERED WAITING ON PART. THANK YOU JON
04/15/2009	17:26	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
04/15/2009	17:26	ISSUE UPDATED

#### Consultant's Closing Comments

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

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
439685	JETTA	2009	3VWRJ71K59M [REDACTED]	1538	3885	04/10/2009	USA

**Workshop Finding**

TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM. TRANS HAS A SHUTTER AT PART THROTTLE. MVB 54 IS J20 AND MVB 64 IS 0/0.

Activity Date	Activity Time	Activity Comments
04/10/2009	11:22	CUSTOMER CONCERN VEHICLE JERKS WHILE GOING FROM SECOND TO THIRD GEAR. ALSO COMPLAINING OF RATTLE IN TRANSMISSION AT 35-40 MPH. VERIFIED JERKING AROUND 50% THROTTLE. SET BASIC SETTING IN TRANSMISSION STILL DOING BUCKING.
04/10/2009	11:22	ISSUE OPENED BY DEALERSHIP
04/10/2009	12:34	ADVISED THE TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT.
04/10/2009	12:34	CUSTOMER COMMENTS: CUSTOMER CONCERN VEHICLE JERKS WHILE GOING FROM SECOND TO THIRD GEAR. ALSO COMPLAINING OF RATTLE IN TRANSMISSION AT 35-40 MPH. VERIFIED JERKING AROUND 50% THROTTLE. SET BASIC SETTING IN TRANSMISSION STILL DOING BUCKING.
04/10/2009	12:34	WORKSHOP FINDINGS: TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM. TRANS HAS A SHUTTER AT PART THROTTLE. MVB 54 IS J20 AND MVB 64 IS 0/0.
04/10/2009	13:19	PARTS ORDERED RELEASED VEHICLE
04/12/2009	21:15	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
04/12/2009	21:15	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
439691	EOS	2008	WVWBA71F08V [REDACTED]	11385	3885	04/10/2009	USA

**Workshop Finding**

TEST DROVE VARIFIED COMPLAINT. CHECKED FLUID LEVEL LEVEL OK  
SET BASIC SETTINGS 61 AND 60 TEST DROVER 15 MILES VARIOUS SPEEDS AND IN MANUAL MODE AFTER TEST DRIVE CAR STILL HAS COMPLAINT.

Activity Date	Activity Time	Activity Comments
04/10/2009	11:31	CUSTOMER STATED CAR JERKS WHEN STARTING OUT FROM A STOP TEST DROVE VARIFIED COMPLAINT. CHECKED FLUID LEVEL LEVEL OK SET BASIC SETTINGS 61 AND 60 TEST DROVER 15 MILES VARIOUS SPEEDS AND IN MANUAL MODE AFTER TEST DRIVE CAR STILL HAS COMPLAINT
04/10/2009	11:31	ISSUE OPENED BY DEALERSHIP
04/10/2009	11:41	ADVISED TECH TO REPLACE MECH UNIT, BOLTS, FILTER AND FLUID THEN PERFORM MANUAL BASIC SETTINGS AGAIN. CLOSE OUT VTA. MVB 54 J04
04/10/2009	11:41	CUSTOMER COMMENTS: CUSTOMER STATED CAR JERKS WHEN STARTING OUT FROM A STOP.
04/10/2009	11:41	WORKSHOP FINDINGS: TEST DROVE VARIFIED COMPLAINT. CHECKED FLUID LEVEL LEVEL OK SET BASIC SETTINGS 61 AND 60 TEST DROVER 15 MILES VARIOUS SPEEDS AND IN MANUAL MODE AFTER TEST DRIVE CAR STILL HAS COMPLAINT.
04/17/2009	08:38	ORDERED PARTS, CAR IS GONE
04/17/2009	09:26	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
04/17/2009	09:26	ISSUE UPDATED

**Consultant's Closing Comments**

TECH TO REPLACE MECH UNIT, COMPLETED.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
439708	EOS	2008	WVWBA71F48V [REDACTED]	19721	3885	04/10/2009	USA

#### Workshop Finding

n/a

Activity Date	Activity Time	Activity Comments
04/10/2009	11:52	CUSTOMER STATES THE CAR JERKS WHEN ACCELERATING FROM A STOP.
04/10/2009	11:52	ISSUE OPENED BY DEALERSHIP
04/10/2009	13:05	CUSTOMER COMMENTS: CUSTOMER STATES THE CAR JERKS WHEN ACCELERATING FROM A STOP.
04/10/2009	13:05	MVB 54 H37. ADVISED TO REPLACE MECHATRONICS UNIT, FLUID, FILTER AND BOLTS.
04/20/2009	15:59	P1 - SPOKE TO NICK, WAITING FOR PARTS.
04/29/2009	16:41	STILL WAITING FOR MECHATRONICS UNIT...
04/29/2009	16:43	THANK YOU FOR THE UPDATE.
05/01/2009	19:45	INSTALLED MECHATRONIC, CAR WORKS AS DESIGNED AFTER REPAIR.
05/02/2009	07:54	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
05/02/2009	07:54	ISSUE UPDATED

#### Consultant's Closing Comments

D1 INSTALLED MECHATRONIC, CAR WORKS AS DESIGNED AFTER REPAIR.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
439797	EOS	2008	WVWBA71F78V [REDACTED]	4641	3885	04/10/2009	USA

#### Workshop Finding

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

Activity Date	Activity Time	Activity Comments
04/10/2009	14:04	CUSTOMER STATES TRANSMISSION SHIFTS HARSH. VERIFIED CONCERN WHEN COMING TO STOP AT TRAFFIC LIGHT, VEHICLE JERKED FOWARD WHEN PRESSING GAS PEDAL LIGHTLY.
04/10/2009	14:04	ISSUE OPENED BY DEALERSHIP
04/10/2009	14:11	ADVISED THE TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT.
04/10/2009	14:11	CUSTOMER COMMENTS: CUSTOMER STATES TRANSMISSION SHIFTS HARSH. VERIFIED CONCERN WHEN COMING TO STOP AT TRAFFIC LIGHT, VEHICLE JERKED FOWARD WHEN PRESSING GAS PEDAL LIGHTLY.
04/10/2009	14:11	WORKSHOP FINDINGS: TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM. MVB 54 IS J11.
04/10/2009	14:39	ORDERED ALL REQUIRED PARTS AS REQUIRED.
04/12/2009	21:13	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
04/12/2009	21:13	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
439858	JETTA	2008	3VWRJ71KX8M [REDACTED]	24287	3885	04/10/2009	USA

#### Workshop Finding

TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM. MVB 54 IS H51.

Activity Date	Activity Time	Activity Comments
04/10/2009	15:27	FROM A STOP THE TRANSMISSION KICK IN VERY HARD AFTER A SLIGHT HESITATION. IF THE GAS PETAL IS NOT PRESSED THE ENGINE WILL ALMOST DIE WHEN IT GOES INTO GEAR. WHEN BACKING UP THE VEHICLE WILL SURGE. NO FAULTS IN ANY SYSTEM WHEN SCANNING WITH GFF. CHECKED GROUNDS AND CONNECTOR TO TRANS. PERFORMED CAP DISCHARGE WHICH SEEMED TO HELP FOR THE FIRST COUPLE MILES OF DRIVING ONLY. PLEASE ADVISE.
04/10/2009	15:27	ISSUE OPENED BY DEALERSHIP
04/10/2009	15:34	ADVISED THE TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT.
04/10/2009	15:34	CUSTOMER COMMENTS: FROM A STOP THE TRANSMISSION KICK IN VERY HARD AFTER A SLIGHT HESITATION. IF THE GAS PETAL IS NOT PRESSED THE ENGINE WILL ALMOST DIE WHEN IT GOES INTO GEAR. WHEN BACKING UP THE VEHICLE WILL SURGE. NO FAULTS IN ANY SYSTEM WHEN SCANNING WITH GFF. CHECKED GROUNDS AND CONNECTOR TO TRANS. PERFORMED CAP DISCHARGE WHICH SEEMED TO HELP FOR THE FIRST COUPLE MILES OF DRIVING ONLY. PLEASE ADVISE.
04/10/2009	15:34	WORKSHOP FINDINGS: TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM. MVB 54 IS H51.
04/10/2009	15:47	PLACED PART ON ORDER AS REQUESTED.
04/10/2009	15:49	CLOSING VTA
04/12/2009	21:12	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
04/12/2009	21:12	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
439890	RABBIT	2008	WVWFV71K28W [REDACTED]	17079	3885	04/10/2009	USA

#### Workshop Finding

WAS ABLE TO VERIFI COMPLAIN, CHECK SYSTEM FOR DTCS - DID NOT FOUND ANY DTC. PERFORMBASIC SETTINGS FOR DSG THRU GFF AND GF ALSO THRU VSD AND ROAD TEST EVERY TIME BASIC WAS PERFORM ---- DID NOT MAKE ANY DIFRENT HOW TRANS IS SHIFTING

Activity Date	Activity Time	Activity Comments
04/10/2009	16:19	CUSTOMER STATE THAT TRANSMISSION EGAGES TOO HARD IN TO FIRST GEAR AND WHEN IS DOWN SHIFTING INTO FIRST . WAS ABLE TO VERIFI COMPLAIN, CHECK SYSTEM FOR DTCS - DID NOT FOUND ANY DTC. PERFORMBASIC SETTINGS FOR DSG THRU GFF AND GF ALSO THRU VSD AND ROAD TEST EVERY TIME BASIC WAS PERFORM ---- DID NOT MAKE ANY DIFRENT HOW TRANS IS SHIFTING
04/10/2009	16:19	ISSUE OPENED BY DEALERSHIP
04/10/2009	16:28	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. MVB 54 H46
04/10/2009	16:28	CUSTOMER COMMENTS: CUSTOMER STATE THAT TRANSMISSION EGAGES TOO HARD IN TO FIRST GEAR AND WHEN IS DOWN SHIFTING INTO FIRST .
04/10/2009	16:28	WORKSHOP FINDINGS: WAS ABLE TO VERIFI COMPLAIN, CHECK SYSTEM FOR DTCS - DID NOT FOUND ANY DTC. PERFORMBASIC SETTINGS FOR DSG THRU GFF AND GF ALSO THRU VSD AND ROAD TEST EVERY TIME BASIC WAS PERFORM ---- DID NOT MAKE ANY DIFRENT HOW TRANS IS SHIFTING
04/10/2009	17:02	ORDER MECHATRONIC PER ADVICE. REPAIR WILL BE DONE AFTER PARTS WILL ARRIVED
04/10/2009	17:09	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
04/10/2009	17:09	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
439894	EOS	2008	WVWFA71F68V [REDACTED]	6595	3885	04/10/2009	USA

#### Workshop Finding

TECH VERIFIED THE CONCERN. NO FAULTS IN THE TCM. 1 FAULT IN THE ECM. MVB 54 IS J11.

Activity Date	Activity Time	Activity Comments
04/10/2009	16:28	CUSTOMER REPORTS- WHEN LEAVING FROM A STOP- VEHICLE BUCKS/JERKS AND HESITATES AS IF A MANUAL TRANSMISSION- VERIFIED CONCERN- SEAMS TO SMOOTH OUT ONCE VEHICLE GETS UP TO SPEED APPROX 20MPH- ONLY FAULT IN ECM IS P0441-- INCORRECT PURGE FLOW- AND NO FAULTS IN TCM
04/10/2009	16:28	ISSUE OPENED BY DEALERSHIP
04/10/2009	16:35	ADVISED THE TECH TO ADDRESS THE ENGINE ISSUE. IF THE CONCERN IS STILL PRESENT AFTER THE ENGINE CONCERN IS ADDRESSED, REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT.
04/10/2009	16:35	CUSTOMER COMMENTS: CUSTOMER REPORTS- WHEN LEAVING FROM A STOP- VEHICLE BUCKS/JERKS AND HESITATES AS IF A MANUAL TRANSMISSION- VERIFIED CONCERN- SEAMS TO SMOOTH OUT ONCE VEHICLE GETS UP TO SPEED APPROX 20MPH- ONLY FAULT IN ECM IS P0441-- INCORRECT PURGE FLOW- AND NO FAULTS IN TCM
04/10/2009	16:35	WORKSHOP FINDINGS: TECH VERIFIED THE CONCERN. NO FAULTS IN THE TCM. 1 FAULT IN THE ECM. MVB 54 IS J11.
04/10/2009	17:10	SET BASIC SETTING 71- SYSTEM OK--- NO FAULTS RETURNED IN ECM -ALL GOOD THERE--- MECH UNINT AND ASSOCIATED ITEMS ORDERED- THANKS GLEN
04/12/2009	21:09	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
04/12/2009	21:09	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
439931	RABBIT	2008	WVWHV71K28W [REDACTED]	15512	3885	04/10/2009	USA

**Workshop Finding**

SURGES UNDER ACCELL TCM 02E J 1408 H28

Activity Date	Activity Time	Activity Comments
04/10/2009	18:45	CUSTOMER STATES THERE IS A PROBLEM WITH THE TRANSMISSION, TRANS JERKS CHECKED THE FLUID LEVEL AND CONDITION. IT WAS OK. NO DTCS PRESENT. ROAD TESTED THE CAR ONLY AT LOW SPEEDS THE CAR JERKS ALOT AND SURGES.
04/10/2009	18:45	ISSUE OPENED BY DEALERSHIP
04/10/2009	18:49	CUSTOMER COMMENTS: CUSTOMER STATES THERE IS A PROBLEM WITH THE TRANSMISSION, TRANS JERKS CHECKED THE FLUID LEVEL AND CONDITION. IT WAS OK. NO DTCS PRESENT. ROAD TESTED THE CAR ONLY AT LOW SPEEDS THE CAR JERKS ALOT AND SURGES.
04/10/2009	18:49	REPLACE THE MECH, FLUID, FILTER AND BOLTS, SET BASIC SETTINGS
04/10/2009	18:49	WORKSHOP FINDINGS: SURGES UNDER ACCELL TCM 02E J 1408 H28
04/17/2009	13:25	ADVISED TO CALL BACK 3:30 FOR JOHN - SERVICE ADVISOR.
04/17/2009	17:08	SPOKE TO BILLY - MECHATRONICS UNIT WAS RED ORDERED FOR THE CAR
04/17/2009	18:26	PART ORDERED
04/17/2009	18:39	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
04/17/2009	18:39	ISSUE UPDATED

**Consultant's Closing Comments**

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

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
439956	JETTA	2008	3VWRA71KX8M [REDACTED]	5825	3885	04/11/2009	USA

#### Workshop Finding

n/a

Activity Date	Activity Time	Activity Comments
04/11/2009	11:22	CUSTOMER STATES WHEN STARTING OFF OR BACKING UP THE CAR SEEMS TO LEARCH OR BANG INTO GEAR LAST TIM HERE WE CALLED TECH LINE THE OLD ACCESS CODE WAS 431551 WE WERE TOLD TO REPLACE THE MECOTRONICS UNIT NOW THE CAR DOSENT MOVE ALL READY TRIED SETTING BASIC SETTING AND CK THE FLUID LEVEL AND THE FAULT P2711 IMPLAUSIBLE TRANSMISSION SHIFT SEQUENCE COMES BACK
04/11/2009	11:22	ISSUE OPENED BY DEALERSHIP
04/11/2009	11:32	CUSTOMER COMMENTS: CUSTOMER STATES WHEN STARTING OFF OR BACKING UP THE CAR SEEMS TO LEARCH OR BANG INTO GEAR LAST TIM HERE WE CALLED TECH LINE THE OLD ACCESS CODE WAS 431551 WE WERE TOLD TO REPLACE THE MECOTRONICS UNIT NOW THE CAR DOSENT MOVE ALL READY TRIED SETTING BASIC SETTING AND CK THE FLUID LEVEL AND THE FAULT P2711 IMPLAUSIBLE TRANSMISSION SHIFT SEQUENCE COMES BACK
04/11/2009	11:32	TECH STATES HE CAN SET BASIC SETTINGS, VEHICLE GOES 100 FT THEN SETS P2711. RUN SETTINGS AGAIN AND SAME THING HAPPENS. ADVISED TECH I WILL ESCALATE TO SENIOR CONSULTANT. A2
04/13/2009	12:24	MVB 41, 48, AND 54 FROM THE THE NEW MECH
04/13/2009	12:55	HERE ARE MVB 41,48,54
04/13/2009	12:59	XFER TO CHRIS VOICE ,MAIL
04/14/2009	12:30	MECH IS INCORRECT FOR THIS VEHICLE, REPLACE THE MECH, SET BASIC SETTINGS
04/20/2009	13:05	REPLACED THE MECH UNIT AND THE CAR SEEMS OK
04/20/2009	14:20	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
04/20/2009	14:20	ISSUE UPDATED

#### Consultant's Closing Comments

REPLACED THE MECH UNIT AND THE CAR SEEMS OK

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
440006	EOS	2008	WVWBA71F18V [REDACTED]	16375	3885	04/13/2009	USA

#### Workshop Finding

CAMSHAFT/CRANKSHAFT INNCORRECT ALLOCATION.

Activity Date	Activity Time	Activity Comments
04/13/2009	08:51	C/C CAR JERKS AND BANGS INTO DRIVE AND REVERSE. MECHATRONICS HAS BEEN REPLACE AT 6791MILES REST BASICS AND GFF NO DTC ON MEM.
04/13/2009	08:51	ISSUE OPENED BY DEALERSHIP
04/13/2009	09:03	CUSTOMER COMMENTS: C/C CAR JERKS ANDCAMSHAFT/CRANKSHAFT INNCORRECT ALLOCATION.. MECHATRONICS HAS BEEN REPLACE AT 6791MILES REST BASICS AND GFF NO DTC ON MEM.
04/13/2009	09:03	GET MVB 54 IN 02.... J15
04/13/2009	09:03	WORKSHOP FINDINGS: CAMSHAFT/CRANKSHAFT INNCORRECT ALLOCATION.
04/13/2009	09:05	PLEASE REPLACE THE MECHATRONICS AND FLUID AND FILTER SET BASIC SETTINGS
04/13/2009	10:25	SOP WILL UP DATE VTA WHEN PARTS COME IN.
04/13/2009	11:44	ISSUE SENT TO DEALERSHIP
04/17/2009	17:50	ISSUE UPDATED
05/04/2009	13:27	REPLACE MECHATRONICS FILTER OIL AMD RESET BASIC SETTINGS RD TEST AND CAR SHIFT OK.
05/04/2009	13:30	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
05/04/2009	13:30	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
440024	JETTA	2008	3VWRA71K28M [REDACTED]	12703	3735	04/13/2009	USA

#### Workshop Finding

JERKING INTO GEAR

Activity Date	Activity Time	Activity Comments
04/13/2009	09:20	C/S FEELS TRANSMISSION JERKING WHEN COMING TO A STOP
04/13/2009	09:20	ISSUE OPENED BY DEALERSHIP
04/13/2009	09:22	PERFORMED BASIC SETTING 61 AND 60 DROVE 10 MILES STILL HAPPENS CHECKED MVB 54 MECHATRONIC VERSION IS J08C0022
04/13/2009	09:24	CUSTOMER COMMENTS: C/S FEELS TRANSMISSION JERKING WHEN COMING TO A STOP
04/13/2009	09:24	JO8 IN MVB 54
04/13/2009	09:24	WORKSHOP FINDINGS: JERKING INTO GEAR
04/13/2009	09:25	REPLACE MECHTRONCIS FLUID & FILTER AND SET BASIC SETTING AFTER REPAIRS
04/16/2009	11:24	SORRY FOR DELAY PARTS ARE ON BACK ORDER
04/16/2009	12:28	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
04/16/2009	12:28	ISSUE UPDATED

#### Consultant's Closing Comments

REPLACE MECHTRONCIS FLUID & FILTER AND SET BASIC SETTING AFTER REPAIRS

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
440029	RABBIT	2008	WVWHV71K88W [REDACTED]	33508	3885	04/13/2009	USA

**Workshop Finding**

n/a

Activity Date	Activity Time	Activity Comments
04/13/2009	09:23	ISSUE OPENED BY DEALERSHIP
04/13/2009	09:23	TRANS SHUTTERING. POPPING IN AND OUT OF 1ST GEAR
04/13/2009	09:33	CUSTOMER COMMENTS: TRANS SHUTTERING. POPPING IN AND OUT OF 1ST GEAR
04/13/2009	09:33	TECH NEEDS TO PERFORM BASIC SETTINGS MANUALLY IN 61 AND 60 AND GET THE READINGS IN MVB 54 AND 64 PERFORM ROAD TEST AND CALL BACK WITH RESULTS.
04/13/2009	11:50	MVB 54 =H32. MVB 64 =2/9
04/13/2009	11:50	REPLACE THE MECH, FILTER, FLUID AND G509. SET BASIC SETTINGS
04/13/2009	12:56	SOP PARTS, WILL CALL BACK WITH UPDATE WHEN PARTS REPLACED AND TESTED
04/13/2009	13:35	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
04/13/2009	13:35	ISSUE UPDATED

**Consultant's Closing Comments**

REPLACE THE MECH, FILTER, FLUID AND G509. SET BASIC SETTINGS

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
440131	EOS	2008	WVWFA71FX8V [REDACTED]	16654	3735	04/13/2009	USA

**Workshop Finding**

n/a

Activity Date	Activity Time	Activity Comments
04/13/2009	11:13	I HAVE A HARSH SHIFT OFF THE LINE
04/13/2009	11:13	ISSUE OPENED BY DEALERSHIP
04/13/2009	11:27	ADVISED TECH TO UPDATE VTA WITH READING FROM TCM MVB 54 . CALL BACK IF NEEDED.
04/13/2009	11:27	CUSTOMER COMMENTS: I HAVE A HARSH SHIFT OFF THE LINE
04/13/2009	11:30	J08C0410 IS THE NUMBERS IN DISPLAY GROUP 54
04/13/2009	12:09	ADVISED TECH TO REPLACE MECHATRONIC UNIT, BOLTS FILTER AND FLUID. PLEASE CLOSE VTA WHEN COMPLETED.
04/15/2009	14:27	ORDER PART BACK ORDER
04/20/2009	08:40	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
04/20/2009	08:40	ISSUE UPDATED

**Consultant's Closing Comments**

PARTS ORDERED. CASE CLOSED

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
440186	RABBIT	2008	WVWKC71K18W [REDACTED]	25021	3885	04/13/2009	USA

#### Workshop Finding

HARD DOWN SHIFTING S AT TIMES

Activity Date	Activity Time	Activity Comments
04/13/2009	12:00	1.CUSTOMER STATES THAT THE TRANSMISSION IS BUCKING WHEN CLIMBING AN INCLINE 2.AFTER DRIVEING FOR 30 MINUTES THE TRANSMISSION DOWN SHIFTS VERY HARD AS VEHICLE COMES TO A STOP. 3.WHEN SHIFTING INTO REVERSE WHEN THE TRANS IS HOT IT SLAMS INTO GEAR.
04/13/2009	12:00	ISSUE OPENED BY DEALERSHIP
04/13/2009	12:02	CHECKED FLUID LEVEL AND IS FULL. THE FLUID CONDITION IS ALSO OK. THERE IS NO PRESANT FAULTS FOR THE ENGINE OR TRANSMISSION.
04/13/2009	12:08	CUSTOMER COMMENTS: 1.CUSTOMER STATES THAT THE TRANSMISSION IS BUCKING WHEN CLIMBING AN INCLINE 2.AFTER DRIVEING FOR 30 MINUTES THE TRANSMISSION DOWN SHIFTS VERY HARD AS VEHICLE COMES TO A STOP. 3.WHEN SHIFTING INTO REVERSE WHEN THE TRANS IS HOT IT SLAMS INTO GEAR.
04/13/2009	12:08	HARD DOWN SHIFTS AT TIMES PERFROM BASICS SETTING
04/13/2009	12:08	WORKSHOP FINDINGS: HARD DOWN SHIFTING S AT TIMES
04/20/2009	13:08	D1 DANA IN SERVICE STATED VEHICLE IS DONE AND WILL HAVE TECH CLOSE TICKET.
04/20/2009	16:44	SET BASIC SETTINGS FOR THE MEGATRONICS AND RELEASED VEHICLE.
04/21/2009	08:16	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
04/21/2009	08:16	ISSUE UPDATED

#### Consultant's Closing Comments

E: SET BASIC SETTINGS FOR THE MEGATRONICS AND RELEASED VEHICLE.



VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
440191	JETTA	2008	3VWRJ71K78M [REDACTED]	16550	3885	04/13/2009	USA

#### Workshop Finding

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

Activity Date	Activity Time	Activity Comments
04/13/2009	12:06	ISSUE OPENED BY DEALERSHIP
04/13/2009	12:06	REPLACE VALVE BODY ON CAR, N CAR STILL HESITATING N SLAMING INTO GEARS.. WHAT MY NEXT STEP ON THIS TRANSMISSION.. SHOULD I REPLACE TRANS ASSEMBLY?
04/13/2009	12:17	A2 CASE TO BE ESCALATED FOR REVIEW. ADVISED THE TECH TO SET UP TO PERFORM THE TRANS BASIC SETTINGS.
04/13/2009	12:17	CUSTOMER COMMENTS: REPLACE VALVE BODY ON CAR, N CAR STILL HESITATING N SLAMING INTO GEARS.. WHAT MY NEXT STEP ON THIS TRANSMISSION.. SHOULD I REPLACE TRANS ASSEMBLY?
04/13/2009	12:17	WORKSHOP FINDINGS: TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM.
04/13/2009	13:39	DROVE CAR 4 17 MILES.. PERFORM BAIASIC SETTINS N DROVE CAR.. CAR TRANS OPERATING TO VW SPECS.. THANKS FOR YOUR HELP
04/13/2009	16:56	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
04/13/2009	16:56	ISSUE UPDATED

#### Consultant's Closing Comments

DROVE CAR 4 17 MILES.. PERFORM BAIASIC SETTINS N DROVE CAR.. CAR TRANS OPERATING TO VW SPECS.. THANKS FOR YOUR HELP  
A2 CASE TO BE ESCALATED FOR REVIEW.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
440322	JETTA	2008	3VWRJ71K08M [REDACTED]	16918	3460	04/13/2009	USA

Workshop Finding
n/a

Activity Date	Activity Time	Activity Comments
04/13/2009	14:12	ISSUE OPENED BY DEALERSHIP
04/13/2009	14:12	WHEN AT A COMPLETE STOP AND TAKE FOOT OFF OF BRAKE VEHICLE LERCHS
04/13/2009	14:17	CUSTOMER COMMENTS: WHEN AT A COMPLETE STOP AND TAKE FOOT OFF OF BRAKE VEHICLE LERCHS
04/13/2009	14:17	GET MVB 54 J11
04/13/2009	14:17	REPLACE MECHATRONICS AND FLUID AND FILTER
04/13/2009	14:21	ORDERED MECHATRONICS
04/13/2009	16:48	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
04/13/2009	16:48	ISSUE UPDATED

Consultant's Closing Comments
: ORDERED MECHATRONICS

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
440463	EOS	2008	WVWBA71F18V [REDACTED]	9472	3885	04/13/2009	USA

#### Workshop Finding

ROAD TEST DID NOT FEEL HESITATION. SHOP FOREMAN DROVE CAR THEN DROVE A USED 08 EOS ON THE LOT. HE SAID LOT CAR FEELS DIFFRENT FROM CUSTOMER CAR. DID NOT FIND ANY TECH SOLUTIONS FOR THIS COMPLAINT. SCANNED CAR NO DTC IN ENGINE OR TRANSMISSION CONTROL MODULES. SHUDDER SENSATION.

Activity Date	Activity Time	Activity Comments
04/13/2009	16:26	HESITATION WHEN PULLING OUT FROM DEAD STOP. ROAD TEST DID NOT FEEL HESITATION. SHOP FOREMAN DROVE CAR THEN DROVE A USED 08 EOS ON THE LOT. HE SAID LOT CAR FEELS DIFFRENT FROM CUSTOMER CAR. DID NOT FIND ANY TECH SOLUTIONS FOR THIS COMPLAINT. SCANNED CAR NO DTC IN ENGINE OR TRANSMISSION CONTROL MODULES.
04/13/2009	16:26	ISSUE OPENED BY DEALERSHIP
04/14/2009	08:16	NOTES FROM FOREMAN: CUSTOMER'S CAR DSG = WHEN @ A COMPLETE STOP AND TAKING OFF THE TRANS ACTS LIKE THE CLUTCH LOCKUP IS ALL @ ONCE AND THE CAR JERKS ,OTHERWISE IT DRIVES NORMAL.THE USED 08 EOS W/ DSG DOES NOT JERK WHEN YOU PULL OFF FROM A COMPLETE STOP, LIKE THE CLUTCHES ARE APPLIED MORE SLOWLY AND NO JERKING SENSATION.THE CUSTOMER TOLD THE SERVICE ADVISOR THIS CONCERN HAS BECOME MORE NOTICEABLE IN THE PAST FEW WEEKS.SHOP FOREMAN.
04/14/2009	08:29	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 OUTSIDE OF RANGE JUST PERFORM MANUAL BASIC SETTINGS THEN REEVALUATE SHIFT CONCERN, 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.
04/14/2009	08:29	CUSTOMER COMMENTS: HESITATION WHEN PULLING OUT FROM DEAD STOP.
04/14/2009	08:29	WORKSHOP FINDINGS: ROAD TEST DID NOT FEEL HESITATION. SHOP FOREMAN DROVE CAR THEN DROVE A USED 08 EOS ON THE LOT. HE SAID LOT CAR FEELS DIFFRENT FROM CUSTOMER CAR. DID NOT FIND ANY TECH SOLUTIONS FOR THIS COMPLAINT. SCANNED CAR NO DTC IN ENGINE OR TRANSMISSION CONTROL MODULES. SHUDDER SENSATION.
04/14/2009	09:56	FIRST 3 DIGITS IN MVB 54 ARE J08. ORDERED PARTS, SET MANUAL BASIC SETTINGS ROAD TESTED 15 MILES IN ALL GEARS. USING DRIVE TIP AND SPORT AND REVERSE. RELEASED CAR TO CUSTOMER.
04/14/2009	11:11	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
04/14/2009	11:11	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
440499	RABBIT	2008	WVWHV71K88W [REDACTED]	5587	3735	04/13/2009	USA

#### Workshop Finding

TECH FINDINGS: FLUID LEVEL AND CONDITION OK, NO FAULTS IN GUIDED FAULT FINDING.

Activity Date	Activity Time	Activity Comments
04/13/2009	17:22	CUSTOMER STATES TRANSMISSION FEELS AS IF IT IS SLIPPING DURING TAKE OFF. RPMS DROP DOWN AND THEN CAR MAKES A LOUD "CLUNK" NOISE AND LUNGES FORWARD. TECH FINDINGS: FLUID LEVEL AND CONDITION OK, NO FAULTS IN GUIDED FAULT FINDING.
04/13/2009	17:22	ISSUE OPENED BY DEALERSHIP
04/13/2009	18:00	ADVISE TECH TO MONITOR MVB 32, 33 91, AND 93, PLEASE UPDATE VTA WITH FINDINGS.
04/13/2009	18:00	CUSTOMER COMMENTS: CUSTOMER STATES TRANSMISSION FEELS AS IF IT IS SLIPPING DURING TAKE OFF. RPMS DROP DOWN AND THEN CAR MAKES A LOUD "CLUNK" NOISE AND LUNGES FORWARD.
04/13/2009	18:00	WORKSHOP FINDINGS: TECH FINDINGS: FLUID LEVEL AND CONDITION OK, NO FAULTS IN GUIDED FAULT FINDING.
04/13/2009	18:37	ROADTEST VEHICLE AGAIN. CHECKED AND FOUND FUEL TRIM IN MVB 32: 0.4/-3.1, 33:2.6/-2.6, 91:6.3%/ 28.0 KW, 27.5 KW, AND 93: 17.3%, 0.0 KW. ALSO DURING THIS ROADTEST, TECH FOUND THAT RPMS DONT ACTUALLY GO DOWN, ITS MORE OF A HARSH OFF THE LINE ENGAGEMENT, LIKE DROPPING A CLUTCH PEDAL
04/13/2009	18:41	MVB 54 J05 REPLACE THE MECHATRONIC, FILTER, FLUID AND BOLTS. SET BASIC SETTINGS AND RETEST FOR ISSUE. CUSTOMERS COMPLAINT IS MORE OF A SURGING UNDER ACCEL
04/13/2009	19:00	PART ON RED ORDER..
04/13/2009	19:25	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
04/13/2009	19:25	ISSUE UPDATED

#### Consultant's Closing Comments

REPLACE THE MECHATRONIC, FILTER, FLUID AND BOLTS

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
440543	EOS	2008	WVWFA71F48V [REDACTED]	7985	3885	04/13/2009	USA

#### Workshop Finding

TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM. MVB 54 IS H23.

Activity Date	Activity Time	Activity Comments
04/13/2009	18:50	C/S THAT SHE FEELS A 'BUMPING' SENSATION WHILE DRIVING AT SLOW SPEEDS (5-10MPH)
04/13/2009	18:50	ISSUE OPENED BY DEALERSHIP
04/13/2009	18:56	ADVISED THE TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT.
04/13/2009	18:56	CUSTOMER COMMENTS: C/S THAT SHE FEELS A 'BUMPING' SENSATION WHILE DRIVING AT SLOW SPEEDS (5-10MPH)
04/13/2009	18:56	WORKSHOP FINDINGS: TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM. MVB 54 IS H23.
04/13/2009	19:24	THE PARTS HAVE BEEN ORDERED. THANK YOU
04/14/2009	17:51	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
04/14/2009	17:51	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
440684	JETTA	2009	3VWRJ71K09M [REDACTED]	11707	3885	04/14/2009	USA

#### Workshop Finding

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

Activity Date	Activity Time	Activity Comments
04/14/2009	10:47	ISSUE OPENED BY DEALERSHIP
04/14/2009	10:47	"TRANS FEELS LIKE IT FALLS INTO NEUTRAL". TECH: ROAD TESTED WITH CUSTOMER, NEVER LEFT PARKING LOT. IN "D" AFTER TAKING FOOT OFF OF BRAKE THERE IS EXCESSIVE "ROLL BACK" AND WHEN ACCELERATOR PEDAL IS PRESSED IT SLAMS INTO FIRST. CHECKED FOR FAULTS W GFF, NONE STORED (ATTACHED). USED VSD TO ADAPT DSG (ATTACHED) AND TEST DROVE (P-R 10X AND P-D 10X, THROUGH 1-6 AND 6-1 IN "D" AND TIPTRONIC). "ROLL BACK" NO LONGER PRESENT, BUT IT IS STILL HARSH ENGAGING FIRST GEAR ON ACCELERATION AND DOWN SHIFT (INTO 1ST) ON SLOW DECEL.
04/14/2009	10:51	ADVISED THE TECH TO CHECK MVB 54 AND 64.
04/14/2009	10:51	CUSTOMER COMMENTS: "TRANS FEELS LIKE IT FALLS INTO NEUTRAL". TECH: ROAD TESTED WITH CUSTOMER, NEVER LEFT PARKING LOT. IN "D" AFTER TAKING FOOT OFF OF BRAKE THERE IS EXCESSIVE "ROLL BACK" AND WHEN ACCELERATOR PEDAL IS PRESSED IT SLAMS INTO FIRST. CHECKED FOR FAULTS W GFF, NONE STORED (ATTACHED). USED VSD TO ADAPT DSG (ATTACHED) AND TEST DROVE (P-R 10X AND P-D 10X, THROUGH 1-6 AND 6-1 IN "D" AND TIPTRONIC). "ROLL BACK" NO LONGER PRESENT, BUT IT IS STILL HARSH ENGAGING FIRST GEAR ON ACCELERATION AND DOWN SHIFT (INTO 1ST) ON SLOW DECEL.
04/14/2009	10:51	WORKSHOP FINDINGS: TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM. BASIC SETTINGS PERFORMED.
04/14/2009	10:58	MVB 54 IS J19 AND 64 IS 0/0. ADVISED THE TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT.
04/14/2009	11:39	PARTS ORDERED, THANKS GLEN
04/14/2009	17:38	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
04/14/2009	17:38	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
440705	JETTA	2008	3VWRA71K38M	6499	3885	04/14/2009	USA

#### Workshop Finding

n/a

Activity Date	Activity Time	Activity Comments
04/14/2009	11:05	CUSTOMER STATES WHEN ACCELERATING FROM A COMPLETE STOP, VEHICLE SEEMS TO SPUTTERS OR HESITATES FOR A SPLIT SECOND.CHECK SYSTEM FOR FAULT BUT NO FAULTS FOUND AT ALL.ALSO NO RELATED BULLETINS FOUND THAT MAY RELATE TO CUSTOMER'S CONCERN.HOWEVER DID EXPERIENCED SIMILAR CONCERN IN THE PAST WITH AN EOS AND FOUND OUT IT WAS NORMAL CHARACTERISTICS OF THE VEHICLE.CAN THERE BE A POSSIBLE SOFTWARE UPDATE FOR THIS CONCERN???
04/14/2009	11:05	ISSUE OPENED BY DEALERSHIP
04/14/2009	11:17	CUSTOMER COMMENTS: CUSTOMER STATES WHEN ACCELERATING FROM A COMPLETE STOP, VEHICLE SEEMS TO SPUTTERS OR HESITATES FOR A SPLIT SECOND.CHECK SYSTEM FOR FAULT BUT NO FAULTS FOUND AT ALL.ALSO NO RELATED BULLETINS FOUND THAT MAY RELATE TO CUSTOMER'S CONCERN.HOWEVER DID EXPERIENCED SIMILAR CONCERN IN THE PAST WITH AN EOS AND FOUND OUT IT WAS NORMAL CHARACTERISTICS OF THE VEHICLE.CAN THERE BE A POSSIBLE SOFTWARE UPDATE FOR THIS CONCERN???
04/14/2009	11:17	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 BASIC SETTINGS AND THE CONCERN IS STILL PRESENT GET THE READINGS IN MVB 54 AND 64 AND CALL BACK. BUT IF THE BASIC SETTINGS CORRECTS THE PROBLEM PLEASE RETURN THE VEHICLE BACK TO THE CUSTOMER.
04/14/2009	13:27	PERFORMED MANUAL BASIC SETTINGS AS DESCRIBED, AND SPUTTERING SEEMS TO GOT A LITTLE BETTER BUT NOTICED WHEN VEHICLE IS ON "DRIVE" WITH FOOT APPLIED ON BRAKE PEDAL,TRANSMISSION BANGS PRETTY HARSH WHEN LETTING GO OF THE BRAKE PEDAL.CHECKED AND COMPARED RESULTS WITH NEW JETTA FROM THE LOT, AND CUSTOMER'S VEHICLE SEEMS TO BE NOT NORMAL.FAULTS STILL NOT PRESENT AT THIS POINT.
04/14/2009	13:30	MVB 54= J11A0137 MVB 64=FIELD 1 IS 0 AND FIELD 2 IS 0 AS WELL.
04/14/2009	13:34	TECH NEEDS TO REPLACE THE MECHATRONIC, BOLTS, FLUID AND FILTER.
04/14/2009	14:20	ORDERED NEW MECHATRONICS AND RELATED PARTS AS NEEDED...THANKS FOR THE HELP...
04/14/2009	15:02	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
04/14/2009	15:02	ISSUE UPDATED

#### Consultant's Closing Comments

ORDERED NEW MECHATRONICS AND RELATED PARTS AS NEEDED...THANKS FOR THE HELP...

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
440708	EOS	2008	WVWBA71F78V [REDACTED]	13058	3885	04/14/2009	USA

<b>Workshop Finding</b>
MORE NOTICEABLE ON INCLINE.

Activity Date	Activity Time	Activity Comments
04/14/2009	11:07	ISSUE OPENED BY DEALERSHIP
04/14/2009	11:07	LUNGING FOWARD FROM STOP. MORE NOTICEABLE ON INCLINE.
04/14/2009	11:12	CUSTOMER COMMENTS: LUNGING FOWARD FROM STOP.
04/14/2009	11:12	TECH STATED HE HAS SET BASIC SETTINGS AND FLUID LEVEL AND CONDITION IS GOOD. ADVISED TO REPLACE MECHATRONICS UNIT.
04/14/2009	11:12	WORKSHOP FINDINGS: MORE NOTICEABLE ON INCLINE.
04/21/2009	10:48	SPOKE TO TONY STATES WAITING ON PARTS CAR HAS LEFT DEALER C1
04/21/2009	11:56	AWAITING CUSTOMER RETURN APPOINTMENT FOR REPAIR...THANKS
04/21/2009	15:24	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
04/21/2009	15:24	ISSUE UPDATED

<b>Consultant's Closing Comments</b>
C1 WAITING CUSTOMER RETURN APPOINTMENT FOR REPAIR



VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
440739	JETTA	2008	3VWRJ71KX8M [REDACTED]	15269	3885	04/14/2009	USA

#### Workshop Finding

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

Activity Date	Activity Time	Activity Comments
04/14/2009	11:32	CUSTOMER STATES THE TRANSMISSION IS OPERATING ERRATICLY,WHEN SITTING AT A STOP LIGHT WITH THE FOOT ON THE BRAKE PEDAL,AFTER RELEASING THE BRAKE AND PRESSING ON THE GAS PEDAL THE VEHICLE WIL START TO JERK.VEHICLE HAS TO BE SITTING AT A STOP ING GEAR FOR MORE THAN 10 SECONDS,ALSO HAPPENS WHEN GOING IN REVERSE.
04/14/2009	11:32	ISSUE OPENED BY DEALERSHIP
04/14/2009	11:40	ROAD TESTED VEHICLE,FOUND VEHICLE JERKING WHEN MOVING FROM A STOP IN STOP AND GO TRAFFIC.CHECKED FOR DTC'S,NONE FOUND AT THIS TIME.ALSO CHECKED FOR TRANS FLUID LEAKS,ALSO DID NOT FIND ANY.
04/14/2009	11:47	ADVISED THE TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT.
04/14/2009	11:47	CUSTOMER COMMENTS: CUSTOMER STATES THE TRANSMISSION IS OPERATING ERRATICLY,WHEN SITTING AT A STOP LIGHT WITH THE FOOT ON THE BRAKE PEDAL,AFTER RELEASING THE BRAKE AND PRESSING ON THE GAS PEDAL THE VEHICLE WIL START TO JERK.VEHICLE HAS TO BE SITTING AT A STOP ING GEAR FOR MORE THAN 10 SECONDS,ALSO HAPPENS WHEN GOING IN REVERSE.
04/14/2009	11:47	WORKSHOP FINDINGS: TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM. MVB 54 IS J11.
04/14/2009	12:20	PARTS ARE ON ORDER FOR THIS VEHICLE AND ADVISED CUSTOMER IT WAS OK TO DRIVE VEHICLE AS PER TECH LINE.
04/14/2009	17:10	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
04/14/2009	17:10	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
440740	EOS	2008	WVWFA71F58V [REDACTED]	11138	3885	04/14/2009	USA

<b>Workshop Finding</b>
n/a

Activity Date	Activity Time	Activity Comments
04/14/2009	11:36	CUSTOMER WAS IN WITH A CHECK ENGINE LIGHT ON. FOUND FAULTY LOW FUEL PRESSURE SENSOR. REDINESS SET OK. CUSTOMER ALSO MENTIONED A DRIVABILITY CONCERN. VERIFIED VEHICLE BUCKS WHEN IN FIRST GEAR AUTO TRANS. SEEMS TO ALSO HAPPEN IN REVERSE. GOES AWAY IN 2ND THROUGH. HAS A HARSH DOWNSHIFT INTO FIRST GEAR AS WELL. NO FAULTS STORED IN TCM
04/14/2009	11:36	ISSUE OPENED BY DEALERSHIP
04/14/2009	11:39	CUSTOMER COMMENTS: CUSTOMER WAS IN WITH A CHECK ENGINE LIGHT ON. FOUND FAULTY LOW FUEL PRESSURE SENSOR. REDINESS SET OK. CUSTOMER ALSO MENTIONED A DRIVABILITY CONCERN. VERIFIED VEHICLE BUCKS WHEN IN FIRST GEAR AUTO TRANS. SEEMS TO ALSO HAPPEN IN REVERSE. GOES AWAY IN 2ND THROUGH. HAS A HARSH DOWNSHIFT INTO FIRST GEAR AS WELL. NO FAULTS STORED IN TCM
04/14/2009	11:39	JEREMIAH, PLEASE REPLACE THE MECH UNIT.
04/14/2009	11:41	PARTS ON ORDER
04/14/2009	16:42	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
04/14/2009	16:42	ISSUE UPDATED

<b>Consultant's Closing Comments</b>
JEREMIAH, PLEASE REPLACE THE MECH UNIT.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
440766	JETTA	2008	3VWRJ71K18M [REDACTED]	35312	3885	04/14/2009	USA

#### Workshop Finding

TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM. MVB 54 IS H47.

Activity Date	Activity Time	Activity Comments
04/14/2009	11:58	ISSUE OPENED BY DEALERSHIP
04/14/2009	11:58	TRANS KICKS. FROM A STAND STILL GIVING VEHICLE THROTTLE RPM DROPS AND VEHICLE JUMPS LIKE A MANUAL THAT ISNT GETTING ENOUGH GAS. SET BASIC SETTINGS FOR DSG DID NOT HELP THE PROBLEM.
04/14/2009	12:03	ADVISED THE TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT.
04/14/2009	12:03	CUSTOMER COMMENTS: TRANS KICKS. FROM A STAND STILL GIVING VEHICLE THROTTLE RPM DROPS AND VEHICLE JUMPS LIKE A MANUAL THAT ISNT GETTING ENOUGH GAS. SET BASIC SETTINGS FOR DSG DID NOT HELP THE PROBLEM.
04/14/2009	12:03	WORKSHOP FINDINGS: TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM. MVB 54 IS H47.
04/20/2009	19:37	WAITING ON PARTS TO COME IN.
04/21/2009	13:03	SPOKE TO MIKE - THE PART CAME IN AND WILL BE INSTALLED TOMORROW. ADVISED TO HAVE THE TECH CLOSE THE VTA WHEN COMPLETED.
04/23/2009	13:41	REPLACED MECHATRONICS FILTER GASKET BOLTS AND FLUID, SET BASIC SETTING PRFORMED TEST DRIVE VEHICLE NOW SHIFTING NORMAL
04/23/2009	17:47	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
04/23/2009	17:47	ISSUE UPDATED

#### Consultant's Closing Comments

TECH REPLACED MECHATRONICS FILTER GASKET BOLTS AND FLUID, SET BASIC SETTING PERFORMED TEST DRIVE VEHICLE NOW SHIFTING NORMAL.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
440810	RABBIT	2009	WVWHD71K79W [REDACTED]	1321	3885	04/14/2009	USA

#### Workshop Finding

MFI FLASH'S

Activity Date	Activity Time	Activity Comments
04/14/2009	12:38	CLIENT STATES, INTERMITTENTLY GEAR SHIFT INDICATOR WILL ILLUMINATE ALL GEARS AND FLASH. WHEN THIS OCCURS YOU HAVE TO MOVE GEAR SELECTOR TO ANOTHER GEAR AND BACK TO DRIVE OR TURN CAR OFF AND BACK ON. OCCURRS WHEN ON FREEWAY OR AT A STOP LIGHT. I FOUND AT A LIGHT ENGINE RUNNING, TRANS IN 'D', FOOT APPLYING BRAKE (TRANSITIONING FROM BRAKE NOT APPLIED TO APPLIED, INCHING FORWARD AT STOP LIGHT). THE PRESS BRAKE LIGHT CAME ON IN DASH, SHIFT LOCK SOLENOID ENGAGED, AND TRANS DISPLAY IN CLUSTER LIT UP FULLY AND WAS FLASHING. THIS LASTED FOR APPROXIMATELY ONE SECOND. THEN LIGHT IN CLUSTER WENT OFF, SHIFT LOCK SOLENOID DISENGAGED, AND TRANS DISPLAY REMAINED LIT UP FULLY BUT STOPPED FLASHING. STILL IN 'D'. WHEN BEFINNING TO MAOVE CLUTCH ENGAGED HARDER THAN NORMAL WITH LIGHT ACCELERATOR PEDAL APPLICATION AND CLUSTER DISPLAY FOR TRANS WENT TO NORMAL. NO FAULTS IN ANY CONTROL MODULES. I HAVE CHECKED THE GROUND AT RF LOWER 'A' PILLAR AND J681 POWER SUPPLY RELAY 2 AS THIS RELAY POWERS BOTH THE BRAKE SWITCH AND E313 SELECTOR LEVER. BOTH ARE OK AS FAR AS I CAN TELL. PLEASE HELP.
04/14/2009	12:38	ISSUE OPENED BY DEALERSHIP
04/14/2009	12:49	CUSTOMER COMMENTS: CLIENT STATES, INTERMITTENTLY GEAR SHIFT INDICATOR WILL ILLUMINATE ALL GEARS AND FLASH. WHEN THIS OCCURS YOU HAVE TO MOVE GEAR SELECTOR TO ANOTHER GEAR AND BACK TO DRIVE OR TURN CAR OFF AND BACK ON. OCCURRS WHEN ON FREEWAY OR AT A STOP LIGHT. I FOUND AT A LIGHT ENGINE RUNNING, TRANS IN 'D', FOOT APPLYING BRAKE (TRANSITIONING FROM BRAKE NOT APPLIED TO APPLIED, INCHING FORWARD AT STOP LIGHT). THE PRESS BRAKE LIGHT CAME ON IN DASH, SHIFT LOCK SOLENOID ENGAGED, AND TRANS DISPLAY IN CLUSTER LIT UP FULLY AND WAS FLASHING. THIS LASTED FOR APPROXIMATELY ONE SECOND. THEN LIGHT IN CLUSTER WENT OFF, SHIFT LOCK SOLENOID DISENGAGED, AND TRANS DISPLAY REMAINED LIT UP FULLY BUT STOPPED FLASHING. STILL IN 'D'. WHEN BEFINNING TO MAOVE CLUTCH ENGAGED HARDER THAN NORMAL WITH LIGHT ACCELERATOR PEDAL APPLICATION AND CLUSTER DISPLAY FOR TRANS WENT TO NORMAL. NO FAULTS IN ANY CONTROL MODULES. I HAVE CHECKED THE GROUND AT RF LOWER 'A' PILLAR AND J681 POWER SUPPLY RELAY 2 AS THIS RELAY POWERS BOTH THE BRAKE SWITCH AND E313 SELECTOR LEVER. BOTH ARE OK AS FAR AS I CAN TELL. PLEASE HELP.
04/14/2009	12:49	GET MVB 64
04/14/2009	12:49	IN 02 GEAR BOX
04/14/2009	12:49	WORKSHOP FINDINGS: MFI FLASH'S
04/14/2009	13:24	TECH IS TO REPLACE THE G509 AND SEND THE ORIGINAL PART BACK TO THE WTC TO THE ATTENTION OF BOB CAPPELLO. PART NUMBER IS 02E927321A
04/17/2009	15:10	PART HERE. COMENCING REPAIR.
04/20/2009	11:28	UPDATE AFTER REPAIRS
04/21/2009	12:47	CONTACTED DEALERSHIP AND SPOKE WITH RANDY. SPECIAL ORDER PARTS HAVE BEEN INSTALLED. VEHICLE IS BEING DRIVING TO VERIFY REPAIRS; P2.
04/21/2009	12:51	APOLOGIES FOR THE DELAY IN REPAIR UPDATE. WHEN I WAS FINISHED WITH THE REPAIR I CHECKED VTA TICKETS AND I HAD NONE OPEN. I THOUGHT MARK HAD CLOSED THE TICKET. THE REPAIR HAS BEEN PERFORMED, PARTS DEPT. INSTRUCTED TO SHIP PART IMMEDIATELY PER INSTRUCTIONS ON FAX. WE ARE CURRENTLY WAITING FOR PARTS FROM CANADA FOR ANOTHER CONCERN SO VEHICLE HAS NOT BEEN RELAEASED. I HAVE ATTEMPTED TO VERIFY CORRECTION OF CLIENTS CONCERN. SO FAR CONCERN HAS NOT REAPPEARED.
04/21/2009	14:36	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
04/21/2009	14:36	ISSUE UPDATED

#### Consultant's Closing Comments

: APOLOGIES FOR THE DELAY IN REPAIR UPDATE. WHEN I WAS FINISHED WITH THE REPAIR I CHECKED VTA TICKETS AND I HAD NONE OPEN. I THOUGHT MARK HAD CLOSED THE TICKET. THE REPAIR HAS BEEN PERFORMED, PARTS DEPT. INSTRUCTED TO SHIP PART IMMEDIATELY PER INSTRUCTIONS ON FAX. WE ARE CURRENTLY WAITING FOR PARTS FROM CANADA FOR ANOTHER CONCERN SO VEHICLE HAS NOT BEEN RELAEASED. I HAVE ATTEMPTED TO VERIFY CORRECTION OF CLIENTS CONCERN. SO FAR CONCERN HAS NOT REAPPEARED.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
440834	EOS	2008	WVWBA71F58V [REDACTED]	9916	3885	04/14/2009	USA

#### Workshop Finding

IT HAS A PROBLEM WHEN FIRST SHIFT OUT 1ST AND INTO SECOND GEAR, IT IS EXTREMELY HARD, SHAKES THE CAR. BUT ONCE YOU GET UP TO SPEED ITS SMOOTH, NEED HELP..

Activity Date	Activity Time	Activity Comments
04/14/2009	13:02	ISSUE OPENED BY DEALERSHIP
04/14/2009	13:02	VEHICLE HAS A VERY HARD SHIFT, BUT THERE ARE NO CODES ANYWHERE IN SYSTEMS. TRIED RESETTING THROTTLE AND KICK DOWN, AND R.T.. BROUGHT BACK IN AND PERFORMED CAPACITIVE DISCHARGE, THEN RESET KICK DOWN AND THROTTLE AND THEN WENT INTO GEQARBOX AND RAN BASIC SETTINGS, 60,61.. IT HAS A PROBLEM WHEN FIRST SHIFT OUT 1ST AND INTO SECOND GEAR, IT IS EXTREMELY HARD, SHAKES THE CAR. BUT ONCE YOU GET UP TO SPEED ITS SMOOTH, NEED HELP..
04/14/2009	13:13	ADVISED TO UPDATE TICKET WITH MVB 54 AND CALL BACK.
04/14/2009	13:13	CUSTOMER COMMENTS: VEHICLE HAS A VERY HARD SHIFT, BUT THERE ARE NO CODES ANYWHERE IN SYSTEMS. TRIED RESETTING THROTTLE AND KICK DOWN, AND R.T.. BROUGHT BACK IN AND PERFORMED CAPACITIVE DISCHARGE, THEN RESET KICK DOWN AND THROTTLE AND THEN WENT INTO GEQARBOX AND RAN BASIC SETTINGS, 60,61..
04/14/2009	13:13	WORKSHOP FINDINGS: IT HAS A PROBLEM WHEN FIRST SHIFT OUT 1ST AND INTO SECOND GEAR, IT IS EXTREMELY HARD, SHAKES THE CAR. BUT ONCE YOU GET UP TO SPEED ITS SMOOTH, NEED HELP..
04/14/2009	13:51	MVB 54 J12 PLEASE REPLACE THE MECHATRONICS FLUID AND THE FILTER
04/14/2009	16:50	CHANGED TRANNY FLUID AND FILTER, NO HELP. ONLY WHEN YOUR TAKEN OFF FROM A STOP, ITS LIKE IT DOWN SHIFTS OR BANGS INTO GEAR, STILL NO CODES AFTER 20 MILE ROAD TEST, ITS SOMETHING INTERNALLY WRONG WITH THE TRANNY
04/14/2009	16:55	ADVISED TECH TO REPLACE THE MECHATRONICS UNIT, FLUID, BOLTS, AND FILTER.
04/21/2009	12:57	SPOKE WITH TJ. WAITING ON MECH UNIT. P1
04/22/2009	10:01	SOP MECHATRONICS UNIT, ON BACK ORDER..
04/22/2009	11:18	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
04/22/2009	11:18	ISSUE UPDATED

#### Consultant's Closing Comments

D1 SOP MECHATRONICS UNIT, ON BACK ORDER..

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
440889	RABBIT	2008	WVWHV71K18W [REDACTED]	12929	3885	04/14/2009	USA

#### Workshop Finding

FAULT S

Activity Date	Activity Time	Activity Comments
04/14/2009	13:52	INSTALLED MECHITRONICS UNIT TO REPAIR SERGING AND SHIFTING CONCERNS, REPLACED UNIT, NOW VEHICLE DOES NOT SHIFT PAST 2ND GEAR. PERFORMED BASIC SETTINGS, VEHICLE THEN THROWS FAULT FOR BASIC SETTING NOT PERFORMED AND WILL NOT SHIFT PROPERLY
04/14/2009	13:52	ISSUE OPENED BY DEALERSHIP
04/14/2009	14:04	CUSTOMER COMMENTS: INSTALLED MECHITRONICS UNIT TO REPAIR SERGING AND SHIFTING CONCERNS, REPLACED UNIT, NOW VEHICLE DOES NOT SHIFT PAST 2ND GEAR. PERFORMED BASIC SETTINGS, VEHICLE THEN THROWS FAULT FOR BASIC SETTING NOT PERFORMED AND WILL NOT SHIFT PROPERLY
04/14/2009	14:04	GET PART # INSTALLED 1K6 839 373 D SAP
04/14/2009	14:04	WORKSHOP FINDINGS: FAULT S
04/14/2009	14:19	ISSUE UPDATED
04/14/2009	14:19	TRY RUNNING BASIC SETTINGS ROAD TEST DID FAULT RETURN?
04/14/2009	14:29	PLEASE UPDATE THE VTA WITH RESULTS AND CALL IN
04/14/2009	14:55	PERFORMED BASIC SETTINGS WITH TECHLINE. ROAD TESTED VEHICLE TO CONFIRM REPAIRS...VEHICLE SHIFTS PROPORLY AND NO FAULTS HAVE RETURNED
04/14/2009	16:19	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
04/14/2009	16:19	ISSUE UPDATED

#### Consultant's Closing Comments

PERFORMED BASIC SETTINGS WITH TECHLINE. ROAD TESTED VEHICLE TO CONFIRM REPAIRS...VEHICLE SHIFTS PROPORLY AND NO FAULTS HAVE RETURNED

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
440892	JETTA	2008	3VWRA71K58M [REDACTED]	16455	3885	04/14/2009	USA

**Workshop Finding**

n/a

Activity Date	Activity Time	Activity Comments
04/14/2009	13:54	CUST STATES TRANS SHIFTS HARSHLY WHEN COMING TO A STOP OR SLOWLY DOWN.... ATTACHING GFF... I CHECKED MVB 54 AND FOUND # J11C0326...
04/14/2009	13:54	ISSUE OPENED BY DEALERSHIP
04/14/2009	14:14	CUSTOMER COMMENTS: CUST STATES TRANS SHIFTS HARSHLY WHEN COMING TO A STOP OR SLOWLY DOWN.... ATTACHING GFF... I CHECKED MVB 54 AND FOUND # J11C0326...
04/14/2009	14:14	PLEASE REPLACE THE MECH UNIT.
04/16/2009	11:51	THANK YOU PART IS ON ORDER,
04/16/2009	12:43	PLEASE CLOSE OUT TICKET. THANKS
04/16/2009	12:43	THANKS FOR THE UPDATE.
04/17/2009	08:17	WILL CLOSE VTA, STILL WAITING FOR PARTS THANKS
04/17/2009	08:18	CLOSE
04/17/2009	09:28	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
04/17/2009	09:28	ISSUE UPDATED

**Consultant's Closing Comments**

PLEASE REPLACE THE MECH UNIT.



VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
440893	JETTA	2007	3VWKJ81K67M [REDACTED]	44234	3885	04/14/2009	USA

<b>Workshop Finding</b>
n/a

Activity Date	Activity Time	Activity Comments
04/14/2009	13:58	CUSTOMER STATES THE VEHICLE SHIFTS HARD FROM A START. RAN GFF FOUND NO FAULTS IN VEHICLE FOR THE TRANSMISSION. TEST DROVE VEHICLE FOUND VEHICLE HASTES FORM A START.
04/14/2009	13:58	ISSUE OPENED BY DEALERSHIP
04/14/2009	14:01	CUSTOMER COMMENTS: CUSTOMER STATES THE VEHICLE SHIFTS HARD FROM A START. RAN GFF FOUND NO FAULTS IN VEHICLE FOR THE TRANSMISSION. TEST DROVE VEHICLE FOUND VEHICLE HASTES FORM A START.
04/14/2009	14:01	PLEASE REPLACE THE MECH UNIT.
04/14/2009	16:42	OERDED PART, AND CUSTOMER TOOK VEHICLE.
04/14/2009	16:56	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
04/14/2009	16:56	ISSUE UPDATED

<b>Consultant's Closing Comments</b>
PLEASE REPLACE THE MECH UNIT.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
440938	EOS	2009	WVWBA71F59V [REDACTED]	1308	3490	04/14/2009	USA

<b>Workshop Finding</b>
n/a

Activity Date	Activity Time	Activity Comments
04/14/2009	14:39	C/S WHILE DRIVING TRANNY FEELS LIKE IT IS SLIPPING,SEEMS LIKE IT GOES INTO NEUTRAL BY IT SELF. TECH: TEST DROVE. VEHICLE OPERATED AS DESIGNED. SCANNED DTC MEMORY FOUND NO FAULTS, CHECKED TSB'S NONE.
04/14/2009	14:39	ISSUE OPENED BY DEALERSHIP
04/14/2009	14:58	CUSTOMER COMMENTS: C/S WHILE DRIVING TRANNY FEELS LIKE IT IS SLIPPING,SEEMS LIKE IT GOES INTO NEUTRAL BY IT SELF. TECH: TEST DROVE. VEHICLE OPERATED AS DESIGNED. SCANNED DTC MEMORY FOUND NO FAULTS, CHECKED TSB'S NONE.
04/14/2009	14:58	TECH STATES MVB 64 IS AT 29 AND 39. ADVISED TECH TO REPLACE G509. I WILL FAX WARRANTY PARTS RELEASE FORM TO 631-589-0111. PLEASE CLOSE OUT VTA AND FILL OUT SURVEY WHEN DONE.
04/15/2009	11:05	REMOVED MECHATRONICS UNIT REPLACED G509 SENSOR
04/15/2009	11:09	THANKS FOR THE UPDATE. PLEASE CLOSE OUT VTA AND FILL OUT SURVEY WHEN DONE.
04/15/2009	11:43	TEST DROVE VEHICLE OPERATING AS DESIGNED
04/15/2009	11:47	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
04/15/2009	11:47	ISSUE UPDATED

<b>Consultant's Closing Comments</b>
REPLACED TEMPERATURE SENSOR.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
440945	EOS	2007	WVWBA71FX7V [REDACTED]	35942	3885	04/14/2009	USA

#### Workshop Finding

TRANS IS HESITATING AND JERKS

Activity Date	Activity Time	Activity Comments
04/14/2009	14:42	CUSTOMER STATES TRANS IS HESITATING AND JERKS WHEN TAKING OFF FROM A STOP. CONCERN DUPLICATED. CAR HAD FAULT IN ECM P1643 05699 001 CHECK DTC MEMORY OF CENTRAL ELECTRIC ECM. RAN TEST PLANS AND FAULT CLEARED. ROAD TESTED AGAIN. FAULT DID NOT COME BACK BUT TRANS STILL ACTING SAME. TCM P/N 02E 300 043R. MVB 54 H10E0371
04/14/2009	14:42	ISSUE OPENED BY DEALERSHIP
04/14/2009	14:49	CUSTOMER COMMENTS: CUSTOMER STATES TRANS IS HESITATING AND JERKS WHEN TAKING OFF FROM A STOP. CONCERN DUPLICATED. CAR HAD FAULT IN ECM P1643 05699 001 CHECK DTC MEMORY OF CENTRAL ELECTRIC ECM. RAN TEST PLANS AND FAULT CLEARED. ROAD TESTED AGAIN. FAULT DID NOT COME BACK BUT TRANS STILL ACTING SAME. TCM P/N 02E 300 043R. MVB 54 H10E0371
04/14/2009	14:49	JERKS WHILE DRIVING REPLACE MECHATROINCIS FLUID AND FILTER AND SET BASIC SETTTING AFTER REPAIRS
04/14/2009	14:49	WORKSHOP FINDINGS: TRANS IS HESITATING AND JERKS
04/14/2009	14:58	PART ON SOP
04/14/2009	16:28	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
04/14/2009	16:28	ISSUE UPDATED

#### Consultant's Closing Comments

JERKS WHILE DRIVING REPLACE MECHATROINCIS FLUID AND FILTER AND SET BASIC SETTTING AFTER REPAIRS

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
440954	RABBIT	2008	WVWHV71K98W [REDACTED]	14536	3885	04/14/2009	USA

#### Workshop Finding

PERFORMED GFF NO DRIVETRAIN FAULTS.CHECKED MVB AND FOUND CLUTCH TORQUE VALUE CORRESPONDS WITH LURCHING

Activity Date	Activity Time	Activity Comments
04/14/2009	14:52	CUSTOMER STATES VEHICLE LURCHES AND JERKS FROM A STOP-PERFORMED GFF NO DRIVETRAIN FAULTS.CHECKED MVB AND FOUND CLUTCH TORQUE VALUE CORRESPONDS WITH LURCHING
04/14/2009	14:52	ISSUE OPENED BY DEALERSHIP
04/14/2009	15:39	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. MVB 54 H2 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.
04/14/2009	15:39	CUSTOMER COMMENTS: CUSTOMER STATES VEHICLE LURCHES AND JERKS FROM A STOP.
04/14/2009	15:39	WORKSHOP FINDINGS: PERFORMED GFF NO DRIVETRAIN FAULTS.CHECKED MVB AND FOUND CLUTCH TORQUE VALUE CORRESPONDS WITH LURCHING
04/16/2009	14:54	CLOSE-ORDERED PART RELEASED VEHICLE TO CUSTOMER
04/16/2009	15:03	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
04/16/2009	15:03	MVB 54 WAS J2 NOT H2.

#### 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
440970	JETTA	2008	3VWRJ71K98M [REDACTED]	11740	3885	04/14/2009	USA

#### Workshop Finding

n/a

Activity Date	Activity Time	Activity Comments
04/14/2009	15:01	CUSTOMER STATES THE TRANS FEELS JERKY WHEN TAKING OFF FROM A STOP IN FORWARD OR REVERSE. TESTDROVE WITH CUSTOMER TO EXPERIENCE CONCERN. WHEN AT A STOP AND STARTING TO ACCELERATE, VEHICLE WILL START TO CREEP FORWARD(OR BACKWARD IF IN REVERSE) AND THEN JERK SLIGHTLY AS IF THE CLUTCH ENGAGES TO QUICKLY. NOT VIOLENT BUT DEFINITELY NOTICEABLE WHEN COMPARED TO ANOTHER LIKE VEHICLE. HAPPENS WARM OR COLD AND FORWARD OR REVERSE JUST WHEN TAKING OFF FROM A STANDSTILL.
04/14/2009	15:01	ISSUE OPENED BY DEALERSHIP
04/14/2009	15:21	CUSTOMER COMMENTS: CUSTOMER STATES THE TRANS FEELS JERKY WHEN TAKING OFF FROM A STOP IN FORWARD OR REVERSE. TESTDROVE WITH CUSTOMER TO EXPERIENCE CONCERN. WHEN AT A STOP AND STARTING TO ACCELERATE, VEHICLE WILL START TO CREEP FORWARD(OR BACKWARD IF IN REVERSE) AND THEN JERK SLIGHTLY AS IF THE CLUTCH ENGAGES TO QUICKLY. NOT VIOLENT BUT DEFINITELY NOTICEABLE WHEN COMPARED TO ANOTHER LIKE VEHICLE. HAPPENS WARM OR COLD AND FORWARD OR REVERSE JUST WHEN TAKING OFF FROM A STANDSTILL.
04/14/2009	15:21	TECH STATES MVB 54 IS AT H50. ADVISED TECH TO REPLACE MECHATRONIC UNIT. PLEASE CLOSE VTA AFTER ORDERING AS THIS WILL BE A RED ORDER PART.
04/14/2009	15:25	RED ORDERED A NEW MECHATRONICS UNIT. RETURNING VEHICLE TO CUSTOMER AND ADVISING THEM TO BRING IT BACK WHEN THE PART ARRIVES. WILL INSTALL THE NEW MECHATRONICS UNIT AND SET BASIC SETTINGS. WILL OPEN A NEW TICKET ONLY IF A PROBLEM STILL EXISTS AFTER REPAIRS.
04/14/2009	15:28	CLOSE
04/14/2009	15:58	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
04/14/2009	15:58	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
440994	JETTA	2008	3VWRA71K28M [REDACTED]	9897	3885	04/14/2009	USA

**Workshop Finding**

TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM. MVB 54 IS J05.

Activity Date	Activity Time	Activity Comments
04/14/2009	15:21	ISSUE OPENED BY DEALERSHIP
04/14/2009	15:21	VEHICLE JERKS(JUMPS) WHEN TAKE OFF OR COME TO STOP. NO DTC AT TRANSMISSION.
04/14/2009	15:29	ADVISED THE TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT.
04/14/2009	15:29	CUSTOMER COMMENTS: VEHICLE JERKS(JUMPS) WHEN TAKE OFF OR COME TO STOP. NO DTC AT TRANSMISSION.
04/14/2009	15:29	WORKSHOP FINDINGS: TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM. MVB 54 IS J05.
04/14/2009	16:15	PART ARE ON ORDER & CUSTOMER WILL RETURN FOR REPAIR.
04/14/2009	16:51	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
04/14/2009	16:51	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
441056	EOS	2008	WVWBA71F78V [REDACTED]	18304	3885	04/14/2009	USA

#### Workshop Finding

CEL-ON

Activity Date	Activity Time	Activity Comments
04/14/2009	16:30	CUSTOMER BROUGHT CAR IN FOR CHECK ENGINE LIGHT. FOUND FAULTS FOR"04767 P129F 001 LOW PRESSURE FUEL SYSTEM PRESSURE TOO HIGH". I REPLACED LOW FUEL PRESSURE SENDER. FAULD NEVER CAME BACK BUT CAR HESITATES TAKING OFF FROM A STOP.
04/14/2009	16:30	ISSUE OPENED BY DEALERSHIP
04/14/2009	16:35	CUSTOMER COMMENTS: CUSTOMER BROUGHT CAR IN FOR CHECK ENGINE LIGHT. FOUND FAULTS FOR"04767 P129F 001 LOW PRESSURE FUEL SYSTEM PRESSURE TOO HIGH". I REPLACED LOW FUEL PRESSURE SENDER. FAULD NEVER CAME BACK BUT CAR HESITATES TAKING OFF FROM A STOP.
04/14/2009	16:35	GET MVB 54 H25
04/14/2009	16:35	WORKSHOP FINDINGS: CEL-ON
04/14/2009	16:36	TECH STATES DELAYED ENGAGEMENT REPLACE MECHATROINCS FLUID & FILTER AND SET BASIC SETTINGS AFTER REAPIRS
04/14/2009	16:47	ORDERED MECHATROINCS FOR THE GEAR BOX
04/15/2009	12:24	IF CAR HAS LEFT DEALER PLEASE CLOSE CASE
04/20/2009	19:41	CASE CLOSED
04/21/2009	08:17	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
04/21/2009	08:17	ISSUE UPDATED

#### Consultant's Closing Comments

IF CAR HAS LEFT DEALER PLEASE CLOSE CASE

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
441174	JETTA	2008	3VWRJ71K28M [REDACTED]	23849	3885	04/15/2009	USA

<b>Workshop Finding</b>
n/a

Activity Date	Activity Time	Activity Comments
04/15/2009	09:19	CUSTOMER STATES VEHICLE JERKS IN REVERSE, CKECK VALUE BLOCKS...
04/15/2009	09:19	ISSUE OPENED BY DEALERSHIP
04/15/2009	13:57	CUSTOMER COMMENTS: CUSTOMER STATES VEHICLE JERKS IN REVERSE, CKECK VALUE BLOCKS...
04/15/2009	13:57	PLEASE REPLACE THE MECH UNIT.
04/15/2009	14:03	ORDERED PARTS, RESEDULED FOR REPAIR, THANKS FOR YOUR HELP...
04/15/2009	15:08	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
04/15/2009	15:08	ISSUE UPDATED

<b>Consultant's Closing Comments</b>
PLEASE REPLACE THE MECH UNIT.



VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
441202	JETTA	2008	3VWRA71K98M	9375	3885	04/15/2009	USA

#### Workshop Finding

ROAD TEST VEH. WITH CUST. FOUND VEH. JUMPS WHEN REALISING FOOT OFF BRAKE PEDAL. SCAN W/VAS 5052 GFF NO DTC, CHECK AND PERFOR BASIC SETTINGS, CHECK FOR DAMAGE AND OR LEAKS, NON FOUND. CHECK ATF LEVEL AND CONDTION FOUND OK. ROAD TEST STILL NOT OK. MVB 54 J11

Activity Date	Activity Time	Activity Comments
04/15/2009	09:47	CUST. STATES CAR JUMPS FORWARD AT STOP OR TRAFFIC LIGHT. ROAD TEST VEH. WITH CUST. FOUND VEH. JUMPS WHEN REALISING FOOT OFF BRAKE PEDAL. SCAN W/VAS 5052 GFF NO DTC, CHECK AND PERFOR BASIC SETTINGS, CHECK FOR DAMAGE AND OR LEAKS, NON FOUND. CHECK ATF LEVEL AND CONDTION FOUND OK. ROAD TEST STILL NOT OK.
04/15/2009	09:47	ISSUE OPENED BY DEALERSHIP
04/15/2009	09:59	ADVISED TECH TO REPLACE MECH UNIT, BOLTS, FILTER AND FLUID THEN PERFORM MANUAL BASIC SETTINGS PER PROCEDURE BELOW. 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.
04/15/2009	09:59	CUSTOMER COMMENTS: CUST. STATES CAR JUMPS FORWARD AT STOP OR TRAFFIC LIGHT.
04/15/2009	09:59	WORKSHOP FINDINGS: ROAD TEST VEH. WITH CUST. FOUND VEH. JUMPS WHEN REALISING FOOT OFF BRAKE PEDAL. SCAN W/VAS 5052 GFF NO DTC, CHECK AND PERFOR BASIC SETTINGS, CHECK FOR DAMAGE AND OR LEAKS, NON FOUND. CHECK ATF LEVEL AND CONDTION FOUND OK. ROAD TEST STILL NOT OK. MVB 54 J11
04/15/2009	10:11	ORDER PARTS.
04/15/2009	12:30	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
04/15/2009	12:30	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
441213	EOS	2008	WVWBA71F68V [REDACTED]	22245	3885	04/15/2009	USA

#### Workshop Finding

TRANSMISSION IS JERKY WHEN SHIFTING FROM 1-2 AND 2-3 AFTER THAT FEELS OK. I TRIED SETTING BASIC SETTINGS BLOCKS 61 THEN 60 - STILL HAVE THE CONCERN. NO FAULTS IN ANY SYSTEM - GFF SCAN. PLEASE ADVISE

Activity Date	Activity Time	Activity Comments
04/15/2009	09:57	CUSTOMER STATES - FEELS JERKY AT LOWER SPEEDS. WAS ABLE TO DUPLICATE - TRANSMISSION IS JERKY WHEN SHIFTING FROM 1-2 AND 2-3 AFTER THAT FEELS OK. I TRIED SETTING BASIC SETTINGS BLOCKS 61 THEN 60 - STILL HAVE THE CONCERN. NO FAULTS IN ANY SYSTEM - GFF SCAN. PLEASE ADVISE
04/15/2009	09:57	ISSUE OPENED BY DEALERSHIP
04/15/2009	10:08	ADVISED THE TECH TO REPLACE THE MECHITRONICS UNIT DUE TO CONCERN STILL PRESENT AFTER SETTING BASIC SETTINGS MANUALLY
04/15/2009	10:08	CUSTOMER COMMENTS: CUSTOMER STATES - FEELS JERKY AT LOWER SPEEDS. WAS ABLE TO DUPLICATE - TRANSMISSION IS JERKY WHEN SHIFTING FROM 1-2 AND 2-3 AFTER THAT FEELS OK. I TRIED SETTING BASIC SETTINGS BLOCKS 61 THEN 60 - STILL HAVE THE CONCERN. NO FAULTS IN ANY SYSTEM - GFF SCAN. PLEASE ADVISE
04/15/2009	10:08	WORKSHOP FINDINGS: TRANSMISSION IS JERKY WHEN SHIFTING FROM 1-2 AND 2-3 AFTER THAT FEELS OK. I TRIED SETTING BASIC SETTINGS BLOCKS 61 THEN 60 - STILL HAVE THE CONCERN. NO FAULTS IN ANY SYSTEM - GFF SCAN. PLEASE ADVISE
04/17/2009	10:28	CLIENT TOOK VEHICLE WILL BE BACK TO REPLACE
04/17/2009	16:13	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
04/17/2009	16:13	ISSUE UPDATED

#### Consultant's Closing Comments

CLIENT TOOK VEHICLE WILL BE BACK TO REPLACE

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
441226	RABBIT	2008	WVWFV71K58W	11092	3885	04/15/2009	USA

#### Workshop Finding

CONFIRMED ON TEST DRIVE WITH CUSTOMER FROM 1 TO 2ND AND 3RD GEARS  
ROAD TEST VERY C/C FOUND MORE HARD SHIF IN 2-3 GEAR CHECK OIL LEVEV AND COND.OF OIL IS GOOD. PERFROM 61-60 BASICE SETTING  
ROAD TEST CAR FOR 15 MILES NO FAULTS IN SYSTEM  
PROBLEM STILL THERE PLUS ALSO SHUDDERS ON TAKE OFF.

Activity Date	Activity Time	Activity Comments
04/15/2009	10:12	CUSTOMER STATED THAT THE TRANSMISSION SHIFTS HARD AT TIMES CONFIRMED ON TEST DRIVE WITH CUSTOMER FROM 1 TO 2ND AND 3RD GEARS ROAD TEST VERY C/C FOUND MORE HARD SHIF IN 2-3 GEAR CHECK OIL LEVEV AND COND.OF OIL IS GOOD. PERFROM 61-60 BASICE SETTING ROAD TEST CAR FOR 15 MILES NO FAULTS IN SYSTEM PROBLEM STILL THERE
04/15/2009	10:12	ISSUE OPENED BY DEALERSHIP
04/15/2009	10:21	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. 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.
04/15/2009	10:21	CUSTOMER COMMENTS: CUSTOMER STATED THAT THE TRANSMISSION SHIFTS HARD AT TIMES
04/15/2009	10:21	WORKSHOP FINDINGS: CONFIRMED ON TEST DRIVE WITH CUSTOMER FROM 1 TO 2ND AND 3RD GEARS ROAD TEST VERY C/C FOUND MORE HARD SHIF IN 2-3 GEAR CHECK OIL LEVEV AND COND.OF OIL IS GOOD. PERFROM 61-60 BASICE SETTING ROAD TEST CAR FOR 15 MILES NO FAULTS IN SYSTEM PROBLEM STILL THERE PLUS ALSO SHUDDERS ON TAKE OFF.
04/15/2009	11:16	MECHATRONIC UNIT IS ORDER WE WILL OPEN NEW VTA IF NEEDED NOW WILL LET CAR GO WHITE FOR THE UNIT
04/15/2009	12:31	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
04/15/2009	12:31	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
441266	EOS	2008	WVWBA71F28V [REDACTED]	11262	3885	04/15/2009	USA

#### Workshop Finding

FEELS LIKE CLUTCH ENGAGES HARD AND BUCKS TCM 02E-300-050P 082, 02E927770AE 708 MVB 54 J14J0269

Activity Date	Activity Time	Activity Comments
04/15/2009	10:56	ISSUE OPENED BY DEALERSHIP
04/15/2009	10:56	VEHICLE BUCKS WHEN STARTING OFF FEELS LIKE CLUTCH ENGAGES HARD AND BUCKS TCM 02E-300-050P 082, 02E927770AE 708 MVB 54 J14J0269
04/15/2009	11:02	ADVISED TECH TO REPLACE MECH UNIT, BOLTS, FILTER AND FLUID THEN PERFORM MANUAL BASIC SETTINGS, CLOSE OUT VTA.
04/15/2009	11:02	CUSTOMER COMMENTS: VEHICLE BUCKS WHEN STARTING OFF.
04/15/2009	11:02	WORKSHOP FINDINGS: FEELS LIKE CLUTCH ENGAGES HARD AND BUCKS TCM 02E-300-050P 082, 02E927770AE 708 MVB 54 J14J0269
04/15/2009	11:11	THANK YOU
04/15/2009	12:31	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
04/15/2009	12:31	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
441285	RABBIT	2007	WVWFV71K07W [REDACTED]	26035	3885	04/15/2009	USA

#### Workshop Finding

TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM. MVB 54 IS G45.

Activity Date	Activity Time	Activity Comments
04/15/2009	11:15	ISSUE OPENED BY DEALERSHIP
04/15/2009	11:15	WHEN PUTTING CAR IN DRIVE IT SHIMMY
04/15/2009	11:21	ADVISED THE TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT.
04/15/2009	11:21	CUSTOMER COMMENTS: WHEN PUTTING CAR IN DRIVE IT SHIMMY
04/15/2009	11:21	WORKSHOP FINDINGS: TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM. MVB 54 IS G45.
04/15/2009	11:40	ORDERED PARTS
04/15/2009	17:05	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
04/15/2009	17:05	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
441340	JETTA	2009	3VWAL71K39MC [REDACTED]	36504	3885	04/15/2009	USA

#### Workshop Finding

TECH VERIFIED THE CONCERN. 1 FAULT IN THE TCM. GFF PERFORMED. MVB 54 IS J25 AND MVB 64 IS 0/0.

Activity Date	Activity Time	Activity Comments
04/15/2009	12:03	ISSUE OPENED BY DEALERSHIP
04/15/2009	12:03	THE CAR HARD SHIFTS INTERMITTANLY
04/15/2009	12:15	GFF DIO
04/15/2009	13:04	ADVISED THE TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT.
04/15/2009	13:04	CUSTOMER COMMENTS: THE CAR HARD SHIFTS INTERMITTANLY
04/15/2009	13:04	WORKSHOP FINDINGS: TECH VERIFIED THE CONCERN. 1 FAULT IN THE TCM. GFF PERFORMED. MVB 54 IS J25 AND MVB 64 IS 0/0.
04/15/2009	13:15	ORDERED PARTS
04/15/2009	17:03	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
04/15/2009	17:03	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
441349	RABBIT	2008	WVWHV71K38W [REDACTED]	3194	3885	04/15/2009	USA

**Workshop Finding**

TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM. MVB 54 IS J03. SETH IS THE TECH.

Activity Date	Activity Time	Activity Comments
04/15/2009	12:11	CUST. REPORTS STARTING ON A HILL, CAR WILL ROLL BARKWARDS. ADDITIONAL FINDINGS FROM TEST DRIVE ARE A SEVERE LURCH FROM A START AND A JERKINESS DRIVING SLOWLY IN REVERSE.
04/15/2009	12:11	ISSUE OPENED BY DEALERSHIP
04/15/2009	12:38	ADVISED THE TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT.
04/15/2009	12:38	CUSTOMER COMMENTS: CUST. REPORTS STARTING ON A HILL, CAR WILL ROLL BARKWARDS. ADDITIONAL FINDINGS FROM TEST DRIVE ARE A SEVERE LURCH FROM A START AND A JERKINESS DRIVING SLOWLY IN REVERSE.
04/15/2009	12:38	WORKSHOP FINDINGS: TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM. MVB 54 IS J03. SETH IS THE TECH.
04/15/2009	12:56	PARTS HAVE BEEN ORDERED.
04/15/2009	17:02	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
04/15/2009	17:02	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
441383	EOS	2007	WVWFA71F57V [REDACTED]	26104	3885	04/15/2009	USA

Workshop Finding
n/a

Activity Date	Activity Time	Activity Comments
04/15/2009	13:10	ISSUE OPENED BY DEALERSHIP
04/15/2009	13:10	WILL NOT GO INTO REVERSE, HAS CODE P1746 TRANS CONTROL UNIT RELAY ELECTRICAL MALFUNCTION,IN THE CIRCUIT
04/15/2009	17:31	ADVISED TO CK WIRING AND CONNECTIONS TO MECHANTRONICS UNIT. IF ALL OK REPLACE MECHANTRONICS UNIT.
04/15/2009	17:31	CUSTOMER COMMENTS: WILL NOT GO INTO REVERSE, HAS CODE P1746 TRANS CONTROL UNIT RELAY ELECTRICAL MALFUNCTION,IN THE CIRCUIT
04/21/2009	08:20	REPLACE VALVE BODY
04/21/2009	10:19	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
04/21/2009	10:19	ISSUE UPDATED

Consultant's Closing Comments
D1 REPLACED MECHANTRONICS UNIT.



VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
441451	RABBIT	2007	WVWHV71K97W [REDACTED]	30239	3885	04/15/2009	USA

#### Workshop Finding

TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM. MVB 54 IS H13.

Activity Date	Activity Time	Activity Comments
04/15/2009	14:19	CUSTOMER STATES THAT CAR IS HESITATING. ROAD TEST TO VERIFY CUSTOMER CONCERN. FOUND THAT TRANSMISSION SHIFTS HARD WHEN LEAVING AT A STOP AND HIGHWAY SPEED SURGES. FEELS LIKE PUSHING DOWN CLUTCH AND RELEASE QUICKLY ENGAGES HARD. CHECK MVB 54-H13A0600
04/15/2009	14:19	ISSUE OPENED BY DEALERSHIP
04/15/2009	14:22	ADVISED THE TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT.
04/15/2009	14:22	CUSTOMER COMMENTS: CUSTOMER STATES THAT CAR IS HESITATING. ROAD TEST TO VERIFY CUSTOMER CONCERN. FOUND THAT TRANSMISSION SHIFTS HARD WHEN LEAVING AT A STOP AND HIGHWAY SPEED SURGES. FEELS LIKE PUSHING DOWN CLUTCH AND RELEASE QUICKLY ENGAGES HARD. CHECK MVB 54-H13A0600
04/15/2009	14:22	WORKSHOP FINDINGS: TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM. MVB 54 IS H13.
04/22/2009	11:47	MARTY STATES RO IS CLOSED D1
04/22/2009	17:03	CUSTOMER WILL RETURN WHEN PART ARRIVES.
04/23/2009	17:32	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
04/23/2009	17:32	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
441508	JETTA	2009	3VWCL71K59M [REDACTED]	16169	3885	04/15/2009	USA

#### Workshop Finding

FOUND THET TRANSMITION IS JURKING FROM START AND IT HASITATES. UPDATE WAS DONE.

Activity Date	Activity Time	Activity Comments
04/15/2009	15:23	CUST. STATES TRANS IS SHIFTING HARD FRON THE START. FOUND THET TRANSMITION IS JURKING FROM START AND IT HASITATES. UPDATE WAS DONE.
04/15/2009	15:23	ISSUE OPENED BY DEALERSHIP
04/15/2009	15:32	A2 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. MVB 54 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.
04/15/2009	15:32	CUSTOMER COMMENTS: CUST. STATES TRANS IS SHIFTING HARD FRON THE START.
04/15/2009	15:32	WORKSHOP FINDINGS: FOUND THET TRANSMITION IS JURKING FROM START AND IT HASITATES. UPDATE WAS DONE.
04/15/2009	17:30	ISSUE SENT TO DEALERSHIP
04/17/2009	15:47	PARTS ON ORDER
04/17/2009	16:52	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
04/17/2009	16:52	ISSUE UPDATED

#### Consultant's Closing Comments

ADVISED TECH TO REPLACE MECH UNIT, BOLTS, FILTER AND FLUID THEN PERFORM MANUAL BASIC

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
441554	EOS	2008	WVWBA71F08V [REDACTED]	13015	3885	04/15/2009	USA

#### Workshop Finding

FEELS LIKE SLIPPING ON INITIAL ENGAGEMENT. MECHATRONIC ALREADY REPLACED PREVIOUSLY. MECH UNIT NUMBER J11A0673. FLUID LEVEL AND CONDITION BOTH OKAY.

Activity Date	Activity Time	Activity Comments
04/15/2009	16:27	ISSUE OPENED BY DEALERSHIP
04/15/2009	16:27	SHUDDERS WHEN PUTTING IN REVERSE, SHIFTING IS ERRATIC. FEELS LIKE SLIPPING ON INITIAL ENGAGEMENT. MECHATRONIC ALREADY REPLACED PREVIOUSLY. MECH UNIT NUMBER J11A0673. FLUID LEVEL AND CONDITION BOTH OKAY.
04/15/2009	16:37	A2 ADVISED TECH TO REPLACE MECH UNIT, MECH WAS REPLACED BUT REPLACEMENT PART WAS STILL IN AFFECTED PART NUMBERS. MVB 54 J11 CLOSE OUT VTA
04/15/2009	16:37	CUSTOMER COMMENTS: SHUDDERS WHEN PUTTING IN REVERSE, SHIFTING IS ERRATIC.
04/15/2009	16:37	WORKSHOP FINDINGS: FEELS LIKE SLIPPING ON INITIAL ENGAGEMENT. MECHATRONIC ALREADY REPLACED PREVIOUSLY. MECH UNIT NUMBER J11A0673. FLUID LEVEL AND CONDITION BOTH OKAY.
04/15/2009	17:37	ISSUE SENT TO DEALERSHIP
04/20/2009	11:19	ORDERED NEW MECH UNIT. RETURNED CAR TO CUSTOMER.
04/20/2009	11:47	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
04/20/2009	11:47	ISSUE UPDATED

#### Consultant's Closing Comments

ORDERED NEW MECH UNIT. RETURNED CAR TO CUSTOMER.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
441636	JETTA	2008	3VWRJ71K78M [REDACTED]	10796	3885	04/15/2009	USA

#### Workshop Finding

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

Activity Date	Activity Time	Activity Comments
04/15/2009	18:49	CUSTOMER STATESWHEN ACCELARATING CAR JERKS ON ANY GEAR ALSO ON REVERSE TOO I CONFIRM THIS PROBLEM SUSPECTED MECATRONICS
04/15/2009	18:49	ISSUE OPENED BY DEALERSHIP
04/15/2009	18:52	ADVISED THE TECH TO CHECK MVB 54 IN THE TCM.
04/15/2009	18:52	CUSTOMER COMMENTS: CUSTOMER STATESWHEN ACCELARATING CAR JERKS ON ANY GEAR ALSO ON REVERSE TOO I CONFIRM THIS PROBLEM SUSPECTED MECATRONICS
04/15/2009	18:52	WORKSHOP FINDINGS: TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM.
04/15/2009	18:58	MVB 54 J11. ADVISED TO ORDER MECHATRONICS UNIT AND RELEASE VEHICLE. PLEASE CLOSE TICKET.
04/15/2009	19:21	PARTS ON ORDER CAR GONE
04/17/2009	16:43	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
04/17/2009	16:43	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
441651	JETTA	2008	3VWRA71KX8M [REDACTED]	5821	3885	04/16/2009	USA

<b>Workshop Finding</b>
JERKS WHILES

Activity Date	Activity Time	Activity Comments
04/16/2009	08:17	CUST. STATES CAR JERKS FOWARD AT STOPS AND FEELS LIKE IT WILL STALL.
04/16/2009	08:17	ISSUE OPENED BY DEALERSHIP
04/16/2009	08:20	CUSTOMER COMMENTS: CUST. STATES CAR JERKS FOWARD AT STOPS AND FEELS LIKE IT WILL STALL.
04/16/2009	08:20	GET MVB 54 IN 02
04/16/2009	08:20	WORKSHOP FINDINGS: JERKS WHILES
04/16/2009	08:23	J14 REPLACE MECHATRONICS FLUID AND THE FILTER SET BACIS SETTINGS AFTER REPAIR
04/16/2009	08:31	ORDERED REQUESTED PARTS.
04/16/2009	12:27	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
04/16/2009	12:27	ISSUE UPDATED

<b>Consultant's Closing Comments</b>
J14 REPLACE MECHATRONICS FLUID AND THE FILTER SET BACIS SETTINGS AFTER REPAIR

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
441687	JETTA	2008	3VWRA71K58M [REDACTED]	20134	3885	04/16/2009	USA

**Workshop Finding**

VERIFIED CONCERN.

Activity Date	Activity Time	Activity Comments
04/16/2009	09:02	CUSTOMER REPORTSTRANMISSION JUMPS INTO GEAR WHEN MOVING SLOW OK ON HIWAY NOTE SLOW TO ENGAGE DRIVE .
04/16/2009	09:02	ISSUE OPENED BY DEALERSHIP
04/16/2009	09:13	ADVISED TECH TO GET SCREEN SHOTS OF MVBS 54, 64, AND 90 THRU 100 IN TCM ATTACH TO VTA AND CALL BACK.
04/16/2009	09:13	CUSTOMER COMMENTS: CUSTOMER REPORTSTRANMISSION JUMPS INTO GEAR WHEN MOVING SLOW OK ON HIWAY NOTE SLOW TO ENGAGE DRIVE .
04/16/2009	09:13	WORKSHOP FINDINGS: VERIFIED CONCERN.
04/16/2009	09:30	AS YOU REQSTED
04/16/2009	09:38	ADVISED TECH TO REPLACE MECH UNIT, BOLTS, FILTER AND FLUID, MVB 54 IS J07, THEN PERFORM MANUAL BASIC SETTINGS PER PROCEDURE BELOW, 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.
04/16/2009	09:48	RESEND THANKS FOR YOUR HELP
04/16/2009	09:53	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
04/16/2009	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
441690	RABBIT	2008	WVWKC71K18W [REDACTED]	26518	3885	04/16/2009	USA

#### Workshop Finding

CUSTOMER STATES SHIFTING FEEL ROUGH WHILE DRIVING

Activity Date	Activity Time	Activity Comments
04/16/2009	09:06	CUSTOMER STATES SHIFTING FILLED RUFF, TECH FOUND RUFF UP SHIFT IN 4-5 AND 5-6 GEAR FELT ALITTLE RUFF SPRADIC, TECH RAN GFF AND FOUND TWO FUALTS IN TCM P0868 TRANSMISSION PRESSURE ADAPTION AT IMPACT UPPER LIMIT EXCEEDED, P0820 MESSAGE FROM SELECTOR LEVER EMERGENCY OPERATION
04/16/2009	09:06	ISSUE OPENED BY DEALERSHIP
04/16/2009	09:20	CUSTOMER COMMENTS: CUSTOMER STATES SHIFTING FILLED RUFF, TECH FOUND RUFF UP SHIFT IN 4-5 AND 5-6 GEAR FELT ALITTLE RUFF SPRADIC, TECH RAN GFF AND FOUND TWO FUALTS IN TCM P0868 TRANSMISSION PRESSURE ADAPTION AT IMPACT UPPER LIMIT EXCEEDED, P0820 MESSAGE FROM SELECTOR LEVER EMERGENCY OPERATION
04/16/2009	09:20	RUN BASIC SETTING MAUNAL THEN RAOD TEST DID FAULT RETURN PLEASE REPLACE MECHATROICS FLUID AND FILTER
04/16/2009	09:20	WORKSHOP FINDINGS: CUSTOMER STATES SHIFTING FEEL ROUGH WHILE DRIVING
04/16/2009	09:47	TECH ORDERED PARTS, CLOSING TICKET
04/16/2009	12:27	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
04/16/2009	12:27	ISSUE UPDATED

#### Consultant's Closing Comments

RUN BASIC SETTING MAUNAL THEN RAOD TEST DID FAULT RETURN PLEASE REPLACE MECHATROICS FLUID AND FILTER