

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
455783	RABBIT	2008	WVWHV71K08W [REDACTED]	29720	3885	05/21/2009	USA

#### Workshop Finding

BASIC SETTINGS WILL NOT SET FOR BLOCK 60 MVB 54=H22

Activity Date	Activity Time	Activity Comments
05/21/2009	11:29	CUSTOMER STATE VEHICLE HESITATE WHILE DRIVING.JERK VERY BAD BETWEEN GEARS.GFF SWOS DTC FORM P2711 TRANSMISSION SHIFT SEQUENCE OR INCORRECT BASIC SETTING.PERFORM BASIC SETTING ,ON 60 RESULT OK BUT ON 61 NUMBERS NO RESULT.N216 PRESSURE CONTROL VALVE DEFECT
05/21/2009	11:29	ISSUE OPENED BY DEALERSHIP
05/21/2009	11:39	CUSTOMER COMMENTS: CUSTOMER STATE VEHICLE HESITATE WHILE DRIVING.JERK VERY BAD BETWEEN GEARS.GFF SWOS DTC FORM P2711 TRANSMISSION SHIFT SEQUENCE OR INCORRECT BASIC SETTING.PERFORM BASIC SETTING ,ON 60 RESULT OK BUT ON 61 NUMBERS NO RESULT.N216 PRESSURE CONTROL VALVE DEFECT
05/21/2009	11:39	REPLACE THE MECHATRONIC, FLUID, FILTER AND BOLTS
05/21/2009	11:39	WORKSHOP FINDINGS: BASIC SETTINGS WILL NOT SET FOR BLOCK 60 MVB 54=H22
05/22/2009	12:40	PARTS ON ORDER
05/22/2009	13:46	ISSUE SENT TO DEALERSHIP
05/26/2009	10:55	WAITING FOR PARTS/ CUSTOMER TOOK VEHICLE
05/26/2009	20:33	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
05/26/2009	20:33	ISSUE UPDATED

#### Consultant's Closing Comments

REPLACE THE MECHATRONIC, FLUID, FILTER AND BOLTS

WAITING FOR PARTS/ CUSTOMER TOOK VEHICLE

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
455795	EOS	2008	WVWDB71FX8V [REDACTED]	13272	3885	05/21/2009	USA

#### Workshop Finding

n/a

Activity Date	Activity Time	Activity Comments
05/21/2009	11:40	ISSUE OPENED BY DEALERSHIP
05/21/2009	11:40	WORKIN ON 2008 EOS V6 WITH DSG TRANS. WHEN COMING TO A STOP AND THAN RELEASING BRAKE PEDAL THE TRANS WILL JERK FORWARD. HAVE NO CODES, ALSO THE TRANS OIL LEVEL AND OIL CONDITION IS TO SPECS. VALUE BLOCKS IN TRANS ARE- 54-H39B0632 AND 64-0 0
05/21/2009	11:46	CUSTOMER COMMENTS: WORKIN ON 2008 EOS V6 WITH DSG TRANS. WHEN COMING TO A STOP AND THAN RELEASING BRAKE PEDAL THE TRANS WILL JERK FORWARD. HAVE NO CODES, ALSO THE TRANS OIL LEVEL AND OIL CONDITION IS TO SPECS. VALUE BLOCKS IN TRANS ARE- 54-H39B0632 AND 64-0 0
05/21/2009	11:46	<p>REPLACE THE MECHATRONIC, BOLTS, OIL AND FILTER. AND PERFORM BASIC SETTINGS MANUALLY USING THE FOLLOWING PROCEDURES. PERFORMING THE BASIC SETTINGS ON THE DSG IS AN IMPORTANT DIAGNOSTIC STEP. ALTHOUGH THE BASIC SETTINGS SHOULD NOT BE PERFORMED AS A REGULAR ROUTINE, THEY CAN BE SET FOR A SYMPTOM. THE SCAN TOOL WILL AUTOMATICALLY WALK A TECHNICIAN THROUGH GFF'S OR GF'S VERSION OF BASIC SETTINGS, BUT ENGINEERING HAS FOUND THIS METHOD TO BE INSUFFICIENT. THE BASIC SETTINGS SHOULD BE DONE THROUGH VEHICLE SELF DIAGNOSIS.</p> <p>THE FOLLOWING REQUIREMENTS SHOULD BE MET:</p> <p>ENGINE AND TRANSMISSION MUST BE UP TO OPERATING TEMPERATURE (MINIMUM OF 30C IN TRANSMISSION). VEHICLE SHOULD BE CLEAR OF ALL FAULT CODES (ECM AND TCM)</p> <p>VEHICLE SHOULD BE IN PARK AND IDLING</p> <p>ENGINE MUST HAVE BEEN RUNNING FOR ONE FULL MINUTE BEFORE BASIC SETTINGS CAN BE PERFORMED.</p> <p>GO INTO VSD, TRANSMISSION ELECTRONICS/GEARBOX ELECTRONICS, BASIC SETTINGS, THEN ENTER #61 ON KEYPAD AND SELECT THE "Q" BUTTON TO ENTER INTO TEST MODE.</p> <p>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.</p> <p>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.</p> <p>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.</p> <p>ROAD TEST VEHICLE 10-15 MILES GOING THROUGH ALL GEARS AUTOMATICALLY AND ALSO THROUGH TIPTRONIC AT VARIOUS SPEEDS AND DRIVING CONDITIONS. SHUT THE VEHICLE OFF AND THEN RESTART AND RE EVALUATE SHIFTING.</p> <p>NOTE: IF VEHICLE STALLS WHILE RUNNING BASIC SETTINGS, THE TRANSMISSION WILL NEED TO BE REPLACED. PLEASE ALSO NOTE THAT IF THE VEHICLE DOES NOT ROLL EVEN WHEN THE TRANSMISSION IS ENGAGED INTO NEUTRAL, IT IS LIKELY THAT THERE MAY BE A STUCK SHIFT FORK INTERNALLY. PLEASE DISCONNECT THE SHIFT LEVER CABLE FROM THE TRANSMISSION AND IF THERE IS STILL NO MOVEMENT, REPLACE THE TRANSMISSION. IF MOVEMENT IS NOW PRESENT, PERSUE A SHIFT LEVER ISSUE.</p> <p>ALSO, IF THE TRANSMISSION EXHIBITS A GRINDING NOISE OTHER THAN DURING BASIC SETTINGS PLEASE CALL BACK</p>
05/21/2009	11:52	PARTS ON ORDER.
05/21/2009	15:05	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
05/21/2009	15:05	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
455822	EOS	2008	WVWFA71F88V [REDACTED]	15471	3885	05/21/2009	USA

#### Workshop Finding

VERIFIED CONCERN.

Activity Date	Activity Time	Activity Comments
05/21/2009	12:01	CUSTOMER SAYS CAR LUNGES/BUCKS WHEN TAKING OFF FROM A STOP OR A ROLLING STOP. ALSO HESITATES WHEN DOWNSHIFTING THEN JERKS INTO GEAR HARSHLY.
05/21/2009	12:01	ISSUE OPENED BY DEALERSHIP
05/21/2009	12:13	ADVISED TECH TO CHECK MVB 54 IN TCM, IF FIRST 3 DIGITS ARE H07 THRU J22 UPDATE VTA WITH FINDINGS THEN REPLACE MECH UNIT, BOLTS, FILTER AND FLUID THEN PERFORM MANUAL BASIC SETTINGS PER PROCEDURE BELOW. IF OUTSIDE OF SPECIFIED PLEASE CALL BACK. PLEASE RELEASE VEHICLE TO CUSTOMER THEN CLOSE OUT VTA WHEN PARTS ARE ORDERED. ADVISED TECH TO PERFORM MANUAL BASIC SETTINGS. VEHICLE SELF DIAGNOSIS, CLEAR ECM AND TCM MEMORY, VEHICLE RUNNING AND AT OPERATING TEMPERATURE. FOOT ON BRAKE WITH VEHICLE IN PARK, BASIC SETTINGS TRANS. ENTER 61Q AND ACTIVATE, WHEN NUMBERS APPEAR IN LOWER BOX BACK OUT ONE SCREEN AND ENTER 60Q AND ACTIVATE, WHEN NUMBERS APPEAR CYCLE THE KEY OFF THEN ON, ROAD TEST VEHICLE 15 MILES GOING THROUGH ALL GEARS AND VARIOUS SPEEDS. REEVALUATE CONCERN AND UPDATE VTA.
05/21/2009	12:13	CUSTOMER COMMENTS: CUSTOMER SAYS CAR LUNGES/BUCKS WHEN TAKING OFF FROM A STOP OR A ROLLING STOP. ALSO HESITATES WHEN DOWNSHIFTING THEN JERKS INTO GEAR HARSHLY.
05/21/2009	12:13	WORKSHOP FINDINGS: VERIFIED CONCERN.
05/21/2009	12:24	MVB 54 SHOWS BUILD DATE AS J10P0479. ORDERED PARTS. CLOSE TICKET
05/21/2009	12:26	CLOSE
05/21/2009	16:33	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
05/21/2009	16:33	ISSUE UPDATED

#### Consultant's Closing Comments

TECH TO REPLACE MECH UNIT, COMPLETED.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
455833	JETTA	2008	3VWDJ71KX8M [REDACTED]	14257	3885	05/21/2009	USA

**Workshop Finding**

UNABLE TO DUPLICATE; MVB 54=J11

Activity Date	Activity Time	Activity Comments
05/21/2009	12:10	CUSTOMER STATES THAT WHILE COASTING LIKE FOR A ROLLING STOP AND THEN STEP ON THE THE GAS THE VEHICLE BANGS INTO GEAR AND THEN GOES. I HAVE TEST DRIVEN AND UNABLE TO DUPLICATE CONCERN.
05/21/2009	12:10	ISSUE OPENED BY DEALERSHIP
05/21/2009	12:20	CUSTOMER COMMENTS: CUSTOMER STATES THAT WHILE COASTING LIKE FOR A ROLLING STOP AND THEN STEP ON THE THE GAS THE VEHICLE BANGS INTO GEAR AND THEN GOES. I HAVE TEST DRIVEN AND UNABLE TO DUPLICATE CONCERN.
05/21/2009	12:20	DUPLICATE THE CONCERN AND HAVE THE CUSTOMER DRIVE ANOTHER SIMILAR CAR. IF IT IS ABNORMAL, REPLACE THE MECH, FLUID, FILTER AND BOLTS.
05/21/2009	12:20	WORKSHOP FINDINGS: UNABLE TO DUPLICATE; MVB 54=J11
05/28/2009	11:25	CUSTOMER DID DRIVE A SIMILIAR VEHICLE AND WAS CONVINCED THAT HIS VEHICLE WAS NOT NORMAL. PARTS ARE ON ORDER FOR NEW MECHATRONICS.
05/28/2009	11:50	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
05/28/2009	11:50	ISSUE UPDATED

**Consultant's Closing Comments**

CUSTOMER DID DRIVE A SIMILIAR VEHICLE AND WAS CONVINCED THAT HIS VEHICLE WAS NOT NORMAL. PARTS ARE ON ORDER FOR NEW MECHATRONICS.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
455850	RABBIT	2008	WVWHV71K68W [REDACTED]	23119	3885	05/21/2009	USA

#### Workshop Finding

VERIFIED CONCERN. BASIC SETTINGS DID NOT CHANGE CONCERN. FLUID LEVEL AND CONDITION OK. MVB 54 H38

Activity Date	Activity Time	Activity Comments
05/21/2009	12:38	C/S WHEN STOPPING AND STARTING HEARS A RATTLING NOISE.
05/21/2009	12:38	ISSUE OPENED BY DEALERSHIP
05/21/2009	12:55	ADVISED TECH TO REPLACE MECH UNIT, BOLTS, FILTER AND FLUID, THEN PERFORM MANUAL BASIC SETTINGS PER PROCEDURE BELOW. RELEASE VEHICLE TO CUSTOMER AND CLOSE OUT VTA WHEN PARTS ARE ORDERED. ADVISED TECH TO PERFORM MANUAL BASIC SETTINGS. VEHICLE SELF DIAGNOSIS, CLEAR ECM AND TCM MEMORY, VEHICLE RUNNING AND AT OPERATING TEMPERATURE. FOOT ON BRAKE WITH VEHICLE IN PARK, BASIC SETTINGS TRANS. ENTER 61Q AND ACTIVATE, WHEN NUMBERS APPEAR IN LOWER BOX BACK OUT ONE SCREEN AND ENTER 60Q AND ACTIVATE, WHEN NUMBERS APPEAR CYCLE THE KEY OFF THEN ON, ROAD TEST VEHICLE 15 MILES GOING THROUGH ALL GEARS AND VARIOUS SPEEDS. REEVALUATE CONCERN AND UPDATE VTA.
05/21/2009	12:55	CUSTOMER COMMENTS: C/S WHEN STOPPING AND STARTING HEARS A RATTLING NOISE.
05/21/2009	12:55	WORKSHOP FINDINGS: VERIFIED CONCERN. BASIC SETTINGS DID NOT CHANGE CONCERN. FLUID LEVEL AND CONDITION OK. MVB 54 H38
05/21/2009	13:08	AS PER TECH LINE'S ADVISE, ORDER THE TRNNY'S MEGA-TRONICS CONTROLLER, THE PART IS ON BACK ORDER.
05/21/2009	16:32	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
05/21/2009	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
455879	EOS	2008	WVWFA71F78V [REDACTED]	9751	3885	05/21/2009	USA

#### Workshop Finding

ROAD TEST CONCERN DUPLICATED, FROM A STOP CAR WONT MOVE FOR A SECOND AND BANGS TO GEAR, CHECK FOR FAULT, NO FAULT ON SYSTEM.

Activity Date	Activity Time	Activity Comments
05/21/2009	13:11	CUST. STATES TRANNY NOT ENGAGING, SEEMS TO HAPPEN MORE IN TURN, ROAD TEST CONCERN DUPLICATED, FROM A STOP CAR WONT MOVE FOR A SECOND AND BANGS TO GEAR, CHECK FOR FAULT, NO FAULT ON SYSTEM.
05/21/2009	13:11	ISSUE OPENED BY DEALERSHIP
05/21/2009	13:19	AFTER REVIEWING MVB 54 AND 64 IN TCM ADVISED TECH TO REPLACE MECH UNIT, BOLTS, FILTER AND FLUID THEN PERFORM MANUAL BASIC SETTINGS PER PROCEDURE BELOW. PLEASE RELEASE VEHICLE TO CUSTOMER AND CLOSE OUT VTA WHEN PARTS ARE ORDERED. MVB 54 H39 MVB 64 0 0. 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.
05/21/2009	13:19	CUSTOMER COMMENTS: CUST. STATES TRANNY NOT ENGAGING, SEEMS TO HAPPEN MORE IN TURN.
05/21/2009	13:19	WORKSHOP FINDINGS: ROAD TEST CONCERN DUPLICATED, FROM A STOP CAR WONT MOVE FOR A SECOND AND BANGS TO GEAR, CHECK FOR FAULT, NO FAULT ON SYSTEM.
05/21/2009	13:24	PARTS ORDERED
05/21/2009	16:31	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
05/21/2009	16:31	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
455903	EOS	2008	WVWFA71FX8V [REDACTED]	14913	3885	05/21/2009	USA

#### Workshop Finding

TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM. MVB 54 IS H27.

Activity Date	Activity Time	Activity Comments
05/21/2009	13:34	C/S WHENAT IDLE AND GOING TO DRIVE VEHICLE HESITATES THEN JERKS FORWARD / ALSO HEARS CLINKING NOISE
05/21/2009	13:34	ISSUE OPENED BY DEALERSHIP
05/21/2009	13:36	PERFORMED BASIC SETTING 61 AND 60 MVB 54 / H27G0558
05/21/2009	13:39	ADVISED THE TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT.
05/21/2009	13:39	CUSTOMER COMMENTS: C/S WHENAT IDLE AND GOING TO DRIVE VEHICLE HESITATES THEN JERKS FORWARD / ALSO HEARS CLINKING NOISE
05/21/2009	13:39	WORKSHOP FINDINGS: TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM. MVB 54 IS H27.
05/21/2009	13:42	ORDERED PARTS ON RED ORDERED
05/26/2009	21:47	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
05/26/2009	21:47	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
455934	JETTA	2008	3VWRJ71K18M [REDACTED]	18135	3885	05/21/2009	USA

#### Workshop Finding

FEELS LIKE SOMEONE DRIVING A MANUAL THAT DOESN'T KNOW HOW TO, IT WILL JERK THREE TO FOUR TIMES UNDER INITIAL ACCELERATION. TEST DROVE AND VERIFIED IT IS VERY NOTICEABLE, AS WELL AS CLUNK NOISE SOMETIMES HEARD WHEN BRAKING. VISUALLY INSPECTED SUSPENSION AND BRAKING COMPONENTS. PERFORMED DSG BASIC SETTINGS AS PER TECH TIP 37-09-03, AFTER TEST DRIVE VEHICLE STILL JERKING AND CLUNKING. DID NOT STALL OUT DURING BASIC SETTINGS

Activity Date	Activity Time	Activity Comments
05/21/2009	14:05	CUSTOMER CONCERN VEHICLE JERKS WHEN AT SLOWER SPEEDS, AND YOU HIT THE ACCELERATOR. FEELS LIKE SOMEONE DRIVING A MANUAL THAT DOESN'T KNOW HOW TO, IT WILL JERK THREE TO FOUR TIMES UNDER INITIAL ACCELERATION. TEST DROVE AND VERIFIED IT IS VERY NOTICEABLE, AS WELL AS CLUNK NOISE SOMETIMES HEARD WHEN BRAKING. VISUALLY INSPECTED SUSPENSION AND BRAKING COMPONENTS. PERFORMED DSG BASIC SETTINGS AS PER TECH TIP 37-09-03, AFTER TEST DRIVE VEHICLE STILL JERKING AND CLUNKING. DID NOT STALL OUT DURING BASIC SETTINGS
05/21/2009	14:05	ISSUE OPENED BY DEALERSHIP
05/21/2009	14:14	AFTER REVIEWING MVB 54 ADVISED TECH TO REPLACE MECH UNIT, BOLTS, FILTER AND FLUID THEN PERFORM MANUAL BASIC SETTINGS PER PROCEDURE BELOW. PLEASE RELEASE VEHICLE TO CUSTOMER AND CLOSE OUT VTA WHEN PARTS ARE ORDERED. MVB 54 J13 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.
05/21/2009	14:14	CUSTOMER COMMENTS: CUSTOMER CONCERN VEHICLE JERKS WHEN AT SLOWER SPEEDS, AND YOU HIT THE ACCELERATOR.
05/21/2009	14:14	WORKSHOP FINDINGS: FEELS LIKE SOMEONE DRIVING A MANUAL THAT DOESN'T KNOW HOW TO, IT WILL JERK THREE TO FOUR TIMES UNDER INITIAL ACCELERATION. TEST DROVE AND VERIFIED IT IS VERY NOTICEABLE, AS WELL AS CLUNK NOISE SOMETIMES HEARD WHEN BRAKING. VISUALLY INSPECTED SUSPENSION AND BRAKING COMPONENTS. PERFORMED DSG BASIC SETTINGS AS PER TECH TIP 37-09-03, AFTER TEST DRIVE VEHICLE STILL JERKING AND CLUNKING. DID NOT STALL OUT DURING BASIC SETTINGS
05/21/2009	14:17	ORDERING PARTS, SHIPPING CAR WILL RE-EVALUATE AFTER REPAIR
05/21/2009	16:30	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
05/21/2009	16:30	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
456004	RABBIT	2009	WVWFD71K49W [REDACTED]	6619	3490	05/21/2009	USA

#### Workshop Finding

FOUND NO CODES WHEN PERFORMING A G.F.F. SCAN. CUSTOMER HAD A SMALL VIDEO ON A CELL PHONE. IS IS SHOWING P.R.N.D.5 BLINKING AND THE FOOT ON BRAKE PEDAL FLASHES. CUSTOMER STATED THAT THIS PROBLEM WILL HAPPEN AT DIFFERENT TIMES AND WHEN TRYING THE PASSING GEAR.  
I HAVE NOT HAD HIS PROBLEM HAPPEN.

Activity Date	Activity Time	Activity Comments
05/21/2009	15:07	CUSTOMER STATED THAT WHILE DRIVING LOSS OF POWER AND SHIFTER DISPLAY FLASHES. FOUND NO CODES WHEN PERFORMING A G.F.F. SCAN. CUSTOMER HAD A SMALL VIDEO ON A CELL PHONE. IS IS SHOWING P.R.N.D.5 BLINKING AND THE FOOT ON BRAKE PEDAL FLASHES. CUSTOMER STATED THAT THIS PROBLEM WILL HAPPEN AT DIFFERENT TIMES AND WHEN TRYING THE PASSING GEAR. I HAVE NOT HAD HIS PROBLEM HAPPEN.
05/21/2009	15:07	ISSUE OPENED BY DEALERSHIP
05/21/2009	15:23	ADVISED TECH TO PLEASE CHECK MVB 64 IN THE GEARBOX ELECTRONICS. UPDATE THE VTA WITH THIS INFORMATION AND CALL BACK.
05/21/2009	15:23	CUSTOMER COMMENTS: CUSTOMER STATED THAT WHILE DRIVING LOSS OF POWER AND SHIFTER DISPLAY FLASHES.
05/21/2009	15:23	WORKSHOP FINDINGS: FOUND NO CODES WHEN PERFORMING A G.F.F. SCAN. CUSTOMER HAD A SMALL VIDEO ON A CELL PHONE. IS IS SHOWING P.R.N.D.5 BLINKING AND THE FOOT ON BRAKE PEDAL FLASHES. CUSTOMER STATED THAT THIS PROBLEM WILL HAPPEN AT DIFFERENT TIMES AND WHEN TRYING THE PASSING GEAR. I HAVE NOT HAD HIS PROBLEM HAPPEN.
05/21/2009	15:24	ESCALATED TO LEVEL 2; A2.
05/21/2009	15:33	MVB 64.
05/21/2009	15:40	TRANSFERRED TO CG'S VOICEMAIL.
05/21/2009	16:52	REPLACE THE G509, SET BASIC SETTINGS
05/21/2009	16:53	ADVISED MARK TO SUGGEST TO THE TECH TO REPLACE THE G509 (INPUT/TEMP SENSOR).
05/22/2009	11:09	ISSUE UPDATED
05/22/2009	11:09	TECH DID NOT WANT TO LEAVE VOICEMAIL HE WILL CALL BACK.
05/22/2009	13:46	REITERATED ADVISEMENT
05/22/2009	14:24	PARTS ARE ON ORDER AND CAR IS NOT AT THE DEALER AT THIS TIME. WILL OPEN A NEW V.T.M WHEN CAR COMES BACK TO THE DEALER.
05/22/2009	14:34	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
05/22/2009	14:34	ISSUE UPDATED

#### Consultant's Closing Comments

PARTS ARE ON ORDER AND CAR IS NOT AT THE DEALER AT THIS TIME.  
WILL OPEN A NEW V.T.M WHEN CAR COMES BACK TO THE DEALER.

WARRANTY RELEASE WILL NEED TO BE SENT CJG

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
456019	JETTA	2008	3VWRJ71K98M	19146	3885	05/21/2009	USA

#### Workshop Finding

TRANSMISSION IS DSG

Activity Date	Activity Time	Activity Comments
05/21/2009	15:21	FOUND THAT UPON ACCELERATION TRANSMISSION IS FALLING OUT OF GEAR AND GOING INTO NEUTRAL AND THEN SLAMMING BACK INTO GEAR. TRANSMISSION IS DSG
05/21/2009	15:21	ISSUE OPENED BY DEALERSHIP
05/21/2009	15:40	CUSTOMER COMMENTS: FOUND THAT UPON ACCELERATION TRANSMISSION IS FALLING OUT OF GEAR AND GOING INTO NEUTRAL AND THEN SLAMMING BACK INTO GEAR.
05/21/2009	15:40	TECH STATED MVB 64 0/0 ADVISED TO CK FLUID LEVEL AND CONDITION ALSO CK MVB 54.
05/21/2009	15:40	WORKSHOP FINDINGS: TRANSMISSION IS DSG
05/22/2009	08:19	LEVEL AND CONDITION IS OK. MVB 54 H51J0635
05/22/2009	08:24	ADVISED TECH TO REPLACE THE MECH UNIT, BOLTS, FILTER AND FLUID THEN PERFORM MANUAL BASIC SETTINGS. PLEASE RELEASE VEHICLE TO CUSTOMER AND CLOSE OUT VTA WHEN PARTS ARE ORDERED. TECH SAID CONCERN HAPPENS IN DRIVE AND REVERSE.
05/22/2009	09:32	WAS ADVISED BY SERVICE MANAGER AND BOB BUCK NOT TO RELEASE VEHICLE. TICKET WILL REMAIN OPEN UNTIL PARTS ARRIVE AND VEHICLE IS REPAIRED
05/22/2009	10:23	P1 THANK YOU FOR THE UPDATE.
05/27/2009	16:18	PARTS STILL NOT HERE
05/27/2009	16:55	P1 WAITING ON PARTS. THANK YOU FOR THE UPDATE.
06/02/2009	13:33	WAITING ON PARTS
06/02/2009	13:58	P1 WAITING ON PARTS. THANK YOU FOR THE UPDATE.
06/04/2009	16:17	SPOKE WITH CHRIS IN SERVICE..... STATED THAT THE PARTS JUST ARRIVED TODAY AND THE TECH WILL COMPLETE THE REPAIRS TOMORROW.....
06/05/2009	15:19	ADVISED THE TECH ON HOW TO PERFORM THE MANUAL BASIC SETTINGS.
06/05/2009	16:12	REPLACED MECH UNIT PERFORMED BASIC SETTINGS VEHICLE IS NOW REPAIRED
06/05/2009	16:17	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
06/05/2009	16:17	ISSUE UPDATED

#### Consultant's Closing Comments

D1 REPLACED MECH UNIT PERFORMED BASIC SETTINGS VEHICLE IS NOW REPAIRED

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
456042	JETTA	2008	3VWRJ71K68M [REDACTED]	15467	3885	05/21/2009	USA

#### Workshop Finding

TECH STATES IT IS A AISIN 6SPD, NON DSG....STATED HE SCANNED VEHICLE AND NO FAULTS...VERIFIED CONCERN ON A ROAD TEST WITH THE CUSTOMER...

Activity Date	Activity Time	Activity Comments
05/21/2009	15:40	ISSUE OPENED BY DEALERSHIP
05/21/2009	15:40	ROAD TEST WITH CUSTOMER, VEHICLE JERKS FORWARD FROM A STOP AND AT LOWER SPEEDS. ALSO JERKS IN REVERSE.
05/21/2009	16:03	CUSTOMER COMMENTS: ROAD TEST WITH CUSTOMER, VEHICLE JERKS FORWARD FROM A STOP AND AT LOWER SPEEDS. ALSO JERKS IN REVERSE.
05/21/2009	16:03	I ADVISED THE TECH I WAS ESCALATING THE CASE FOR FIELD INVOLVEMENT, WILL NEED TO OBTAIN A GFF LOG ON THE VTA TICKET, CHECK THE LEVEL AND CONDITION OF THE TRANS FLUID, AND UPDATE VTA WITH RESULTS A3
05/21/2009	16:03	WORKSHOP FINDINGS: TECH STATES IT IS A AISIN 6SPD, NON DSG....STATED HE SCANNED VEHICLE AND NO FAULTS...VERIFIED CONCERN ON A ROAD TEST WITH THE CUSTOMER...
05/21/2009	16:17	MISREAD CASE..IT IS BEING ESCALATED TO LEVEL 2 CONSULTANT
05/21/2009	17:32	PLEASE CALL IN WITH RESULTS AND RETEST FOR ISSUE
05/22/2009	12:27	MVB 54 FROM THE TCM
05/22/2009	12:37	MVB 54=J13. REPLACE THE MECHATRONIC, FLUID, FILTER AND BOLTS. ALSO PERFORM BASIC SETTINGS AND RETEST
05/22/2009	14:41	ORDERED MECHATRONIC
05/22/2009	15:39	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
05/22/2009	15:39	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
456074	JETTA	2008	3VWRA71K28M [REDACTED]	22183	3885	05/21/2009	USA

#### Workshop Finding

TRIED MANUAL BASIC SETTINGS AND ROAD TESTED AGAIN SAME CONDITION MVB 54 J11R0236 TCM 02E300050J AND 02E927770AE 708 1414

Activity Date	Activity Time	Activity Comments
05/21/2009	16:15	ISSUE OPENED BY DEALERSHIP
05/21/2009	16:15	WHEN STARTING OFF IN FOWARD OR REVERSE TRANS ENGAGES HARD AND HAS A 300 RPM DROP.TRIED MANUAL BASIC SETTINGS AND ROAD TESTED AGAIN SAME CONDITION MVB 54 J11R0236 TCM 02E300050J AND 02E927770AE 708 1414
05/21/2009	16:20	AFTER REVIEWING CASE INFO ADVISED TECH TO REPLACE MECH UNIT, BOLTS, FILTER AND FLUID THEN PERFORM MANUAL BASIC SETTINGS. PLEASE RELEASE VEHICLE TO CUSTOMER AND CLOSE OUT VTA WHEN PARTS ARE ORDERED.
05/21/2009	16:20	CUSTOMER COMMENTS: WHEN STARTING OFF IN FOWARD OR REVERSE TRANS ENGAGES HARD AND HAS A 300 RPM DROP.
05/21/2009	16:20	WORKSHOP FINDINGS: TRIED MANUAL BASIC SETTINGS AND ROAD TESTED AGAIN SAME CONDITION MVB 54 J11R0236 TCM 02E300050J AND 02E927770AE 708 1414
05/21/2009	16:26	THANK YOU
05/21/2009	16:34	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
05/21/2009	16:34	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
456108	JETTA	2008	3VWDJ71K98M [REDACTED]	14517	3885	05/21/2009	USA

#### Workshop Finding

LURCHES AND THEN GOES. DURING TEST DRIVE NOTICED LURCHING AT LIGHT THROTTLE, HARSH DOWNSHIFTS INTO FIRST COMING TO A STOP, AND A HARSH 2-3 SHIFT, NO FAULTS.

Activity Date	Activity Time	Activity Comments
05/21/2009	16:47	ISSUE OPENED BY DEALERSHIP
05/21/2009	16:47	VEHICLE SHUTTERS AND JERKS WHEN ACCELERATING FROM A STOP, LURCHES AND THEN GOES. DURING TEST DRIVE NOTICED LURCHING AT LIGHT THROTTLE, HARSH DOWNSHIFTS INTO FIRST COMING TO A STOP, AND A HARSH 2-3 SHIFT, NO FAULTS.
05/21/2009	16:54	ADVISED TECH TO REPLACE MECH UNIT, BOLTS, FILTER AND FLUID, THEN PERFORM MANUAL BASIC SETTINGS PER PROCEDURE BELOW. PLEASE RELEASE VEHICLE TO CUSTOMER AND CLOSE OUT VTA WHEN PARTS ARE ORDERED. MVB 54 H30 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.
05/21/2009	16:54	CUSTOMER COMMENTS: VEHICLE SHUTTERS AND JERKS WHEN ACCELERATING FROM A STOP.
05/21/2009	16:54	WORKSHOP FINDINGS: LURCHES AND THEN GOES. DURING TEST DRIVE NOTICED LURCHING AT LIGHT THROTTLE, HARSH DOWNSHIFTS INTO FIRST COMING TO A STOP, AND A HARSH 2-3 SHIFT, NO FAULTS.
05/21/2009	17:20	ORDERD MECHATRONICS UNIT
05/21/2009	18:31	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
05/21/2009	18:31	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
456111	RABBIT	2008	WVWKC71K98W [REDACTED]	11466	3885	05/21/2009	USA

#### Workshop Finding

n/a

Activity Date	Activity Time	Activity Comments
05/21/2009	16:50	ISSUE OPENED BY DEALERSHIP
05/21/2009	16:50	SLIGHT LUGGING IN TRANSMISSION
05/21/2009	16:52	TEST DROVE WITH CUSTOMER FOUND WHEN AT A STOP LET OFF BRAKE AND GIVE SLIGHT GAS CAR WILL SURGE FORWARD AND SOMETIMES ENGINE WILL REV UP BEFORE MOVING. NO FAULTS SET DSG BASIC SETTING BUT PROBLEM DIDNT CHANGE.
05/21/2009	17:01	CUSTOMER COMMENTS: SLIGHT LUGGING IN TRANSMISSION
05/21/2009	17:01	TECH STATES NO DTCS PRESENT. ADVISED TECH TO CHECK FOR FUEL IN CANISTER BY REMOVING RIGHT REAR WHEEL AND DISCONNECTING BLACK BREATHER LINE IN THE WHEEL HOUSING. WE ALSO NEED TO UPDATE WITH MVB 54 IN TCM. PLEASE UPDATE WITH RESULTS AND CALL BACK.
05/21/2009	17:44	REMOVED BREATHER ABOUT 10 DROPS OF GAS CAME OUT. MVB 54. H19C0041
05/21/2009	17:49	REPLACE THE MECHATRONIC, BOLTS, FLUID AND FILTER. PERFORM BASIC SETTINGS MANUALLY AFTER INSTALLING THE NEW PART.
05/21/2009	18:11	ORDERED PARTS
05/21/2009	18:15	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
05/21/2009	18:15	ISSUE UPDATED

#### Consultant's Closing Comments

REPLACE MECHATRONIC UNIT.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
456137	EOS	2009	WVWFA71F09V [REDACTED]	1765	3490	05/21/2009	USA

#### Workshop Finding

NO DTCS IN ENG OR TRANS. TECH CAN NOT DUPLICATE CONCERN

Activity Date	Activity Time	Activity Comments
05/21/2009	17:17	CUST NOTES AT TIMES CAR WILL NOT GO FROM STOP. NO DTCS IN ENG OR TRANS.
05/21/2009	17:17	ISSUE OPENED BY DEALERSHIP
05/21/2009	17:21	ADVISE TECH TO ROAD VEHICLE AND TRY AND DUPLICATE CONCERN.
05/21/2009	17:21	CUSTOMER COMMENTS: CUST NOTES AT TIMES CAR WILL NOT GO FROM STOP. CUSTOMER CAN TAP SHIFTER AND VEHICLE WILL MOVE.
05/21/2009	17:21	WORKSHOP FINDINGS: NO DTCS IN ENG OR TRANS. TECH CAN NOT DUPLICATE CONCERN
05/23/2009	10:39	TECHNICIAN TEST DROVE VEHICLE UNABLE TO DUPLICATE CONCERN. CUSTOMER PICKED UP VEHICLE AND THEN CONCERN HAPPEND CAME BACK TO SHOP AND A SECOND TECHNICIAN ROAD TESTED WITH CUSTOMER. WE WERE UNABLE TO DUPLICATE CONCERN WHILE ON TEST DRIVE. THIS HAS HAPPEND TO CUSTOMER 3 TIMES NOW. HOWEVER WE ARE UNABLE TO DUPLICATE CONCERN.
05/23/2009	10:51	MVB54=J40Q0569. TEST SHIFTER OPERATION AND PERFORM BASIC SETTINGSENGINE 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.
05/26/2009	11:38	NEW DTCS ON ATTACHMENT
05/26/2009	11:43	AFTER REVIEW OF NEW DTC LOG ADVISE TECH TO REPLACE IGNITION SWITCH AND RETEST.
05/27/2009	09:59	SOP IN WILL REPLACE TODAY AND RETEST.
05/28/2009	12:49	RETESED CAR NOT FIXED DID NOT SET DTCS. WHAT 2 DO?
05/28/2009	12:52	MVB 64 FROM THE TCM, TECH TO CALL BACK
05/28/2009	13:01	MVB 64=47/43. REPLACE THE G509 AND RETEST FOR ISSUE
05/28/2009	13:02	ISSUE UPDATED
05/28/2009	15:15	UPDATED TODAY. WAITING ON PARTS. P1
05/29/2009	15:15	PART ON BACK ORDER.
06/01/2009	17:49	THANKS FOR THE UPDATE, PLEASE CALL BACK IF FURTHER ASSISTANCE IS NEEDED.
06/02/2009	11:04	TRANSFER TO CG.
06/02/2009	11:30	SPOKE WITH IAN AND ADVISED THAT WE NO LONGER NEED G509 SENT TO VWOA; PLEASE UPDATE THE VTA AND CALL BACK IF NECC OR CLOSE THE VTA OUT
06/03/2009	13:54	CAR GOOD AT THIS TIME.
06/03/2009	14:19	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
06/03/2009	14:19	ISSUE UPDATED

#### Consultant's Closing Comments

MVB 64=47/43. REPLACE THE G509 AND RETEST FOR ISSUE



VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
456204	JETTA	2008	3VWRJ71K58M [REDACTED]	27954	3885	05/22/2009	USA

#### Workshop Finding

TEST DROVE AND DUPLICATED CUSTOMERS CONCERN. VERIFIED SHUDDER IN DRIVE AND REVERSE.

Activity Date	Activity Time	Activity Comments
05/22/2009	08:21	CUSTOMER STATES THAT WHEN COMING TO A STOP AND LETTING OFF THE BRAKE THERE IS A SLIGHT JERK IN TRANSMISSION. TEST DROVE AND DUPLICATED CUSTOMERS CONCERN.
05/22/2009	08:21	ISSUE OPENED BY DEALERSHIP
05/22/2009	08:51	AFTER REVIEWING MVB 54 ADVISED TECH TO REPLACE MECH UNIT, BOLTS, FILTER AND FLUID THEN PERFORM MANUAL BASIC SETTINGS PER PROCEDURE BELOW. PLEASE RELEASE VEHICLE TO CUSTOMER AND CLOSE OUT VTA WHEN PARTS ARE ORDERED. MVB 54 J13 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.
05/22/2009	08:51	CUSTOMER COMMENTS: CUSTOMER STATES THAT WHEN COMING TO A STOP AND LETTING OFF THE BRAKE THERE IS A SLIGHT JERK IN TRANSMISSION.
05/22/2009	08:51	WORKSHOP FINDINGS: TEST DROVE AND DUPLICATED CUSTOMERS CONCERN. VERIFIED SHUDDER IN DRIVE AND REVERSE.
05/22/2009	09:02	ORDERED MECH. UNIT, FILTER, BOLTS, AND FLUID.
05/22/2009	10:24	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
05/22/2009	10:24	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
456221	JETTA	2008	3VWRJ71K18M [REDACTED]	19449	3885	05/22/2009	USA

<b>Workshop Finding</b>
CONCERN NOT VERIFIED.

Activity Date	Activity Time	Activity Comments
05/22/2009	08:52	CUST NOTES CAR BUCKS AND JERKS. NO DTCS
05/22/2009	08:52	ISSUE OPENED BY DEALERSHIP
05/22/2009	08:53	FORGOT FILE
05/22/2009	08:58	ADVISED TECH TO VERIFY CONCERN, ONCE VERIFIED CHECK MVB 54 AND 64 IN TCM, CALL BACK WITH MVB INFO. CLOSE OUT VTA WHEN COMPLETED.
05/22/2009	08:58	CUSTOMER COMMENTS: CUST NOTES CAR BUCKS AND JERKS. NO DTCS
05/22/2009	08:58	WORKSHOP FINDINGS: CONCERN NOT VERIFIED.
05/22/2009	09:38	MVB #54 J14G0019 #64 00 VERIFIED CONCERN.
05/22/2009	09:42	ADVISED TO REPLACE MECHATRONICS UNIT, FLUID, FILTER AND BOLTS.
05/22/2009	10:45	SOP.....
05/22/2009	14:39	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
05/22/2009	14:39	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
456276	EOS	2008	WVWBA71F58V [REDACTED]	15847	3885	05/22/2009	USA

**Workshop Finding**

n/a

Activity Date	Activity Time	Activity Comments
05/22/2009	10:05	HERE IS THE INFO YOU REQUESTED REGARDING THE MECH UNIT.
05/22/2009	10:05	ISSUE OPENED BY DEALERSHIP
05/22/2009	10:20	CUSTOMER COMMENTS: HERE IS THE INFO YOU REQUESTED REGARDING THE MECH UNIT.
05/22/2009	10:20	MVB 54 J04, MVB 40 26800 /0X68B0 MVB 41 V0698T0202EA_GETR1EBG_DSGGF8T MVB 48 C14R2. ADVISED TO CALL BACK WHEN PARTS ARRIVE. TECH ALSO STATED TOM KERR IS GETTING MECH UNIT FROM ANOTHER DEALER AND WILL HAVE PARTS SENT.
05/27/2009	12:33	NEW MECH UNIT DELIVERED BY QTM/FOM
05/27/2009	12:51	ADVISED TECH TO REPLACE MECH UNIT THEN CALL BACK FOR TELEDIAG. FLASH.
05/27/2009	16:46	PLEASE GET MVB'S 40/41/48/54 AND TCM PN AND SW.
05/27/2009	17:00	TCM#=02E300050P, MVB#40 FLD#1=26800, FLD#2=0X68B0, MVB#41 =V0698T0202EA_GETRIEBE_DSG_GF8T, MVB#48=C14R2, MVB#54=K18E0075.
05/28/2009	08:18	TCM SOFTWARE LEVEL IS 1402. ADVISED THE TECH THAT WE WOULD CONTACT HIM BACK AFTER THE SOFTWARE IS DOWN LOADED.
05/28/2009	09:31	ADVISED THE TECH TO PERFORM THE TRANS BASIC SETTINGS AND ROAD TEST THE VEHICLE.
05/28/2009	11:45	PERFORMED MANUAL BASIC SETTINGS AND R/TESTED TRANS. SHIFTING AS DESIGNED. THANKS FOR ALL THE HELP.
05/28/2009	11:48	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
05/28/2009	11:48	ISSUE UPDATED

**Consultant's Closing Comments**

ADVISED THE TECH TO PERFORM THE TRANS BASIC SETTINGS AND ROAD TEST THE VEHICLE.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
456303	RABBIT	2008	WVWHV71K78W [REDACTED]	17649	3885	05/22/2009	USA

#### Workshop Finding

NO FAULTS IN MEMORY. I THOUGHT THERE WAS A TECH TIP ABOUT SETTING BASIC SETTING FOR DSG BUT WAS UNABLE TO FIND THIS INFO GFF SAYS ONLY PREFORM IF A COMPONENT HAS BEEN REPLACED

Activity Date	Activity Time	Activity Comments
05/22/2009	10:41	ISSUE OPENED BY DEALERSHIP
05/22/2009	10:41	TRANS HAS HARD SHIFT FOR A STOP TO 1ST GEAR PER CUST. NO FAULTS IN MEMORY. I THOUGHT THERE WAS A TECH TIP ABOUT SETTING BASIC SETTING FOR DSG BUT WAS UNABLE TO FIND THIS INFO GFF SAYS ONLY PREFORM IF A COMPONENT HAS BEEN REPLACED
05/22/2009	10:51	ADVISED TECH TO PERFORM MANUAL BASIC SETTINGS PER PROCEDURE BELOW, IF CONCERN IS STILL PRESENT AFTER VROAD TEST WE NEED TO CHECK FLUID LEVEL AND CONDITION THEN 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.
05/22/2009	10:51	CUSTOMER COMMENTS: TRANS HAS HARD SHIFT FOR A STOP TO 1ST GEAR PER CUST.
05/22/2009	10:51	WORKSHOP FINDINGS: NO FAULTS IN MEMORY. I THOUGHT THERE WAS A TECH TIP ABOUT SETTING BASIC SETTING FOR DSG BUT WAS UNABLE TO FIND THIS INFO GFF SAYS ONLY PREFORM IF A COMPONENT HAS BEEN REPLACED
05/22/2009	15:29	TECH STATES CONCERN STILL PRESENT AFTER BASIC SETTINGS. MVB 54 IN TCM IS J10. ADVISED TECH TO REPLACE MECHATRONIC UNIT, FLUID, FILTER, AND BOLTS. PLEASE CLOSE OUT VTA AFTER ORDERING UNIT.
05/22/2009	15:49	THANKS WILL REPORT BACK IF I NEED ANY MORE HELP
05/22/2009	15:55	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
05/22/2009	15:55	ISSUE UPDATED

#### Consultant's Closing Comments

TECH TO REPLACE MECH UNIT, COMPLETED.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
456375	EOS	2008	WVWBA71F88V [REDACTED]	10400	3885	05/22/2009	USA

Workshop Finding
n/a

Activity Date	Activity Time	Activity Comments
05/22/2009	11:54	CUSTOMER STATES THAT THE TRANS SLAMS INTO 1ST GEAR AFTER STOPPING, AND TAKING OFF AGAIN. TEST DROVE WITH CUSTOMER AND VERIFIED CONCERN. AFTER SITTING AT A LIGHT OR STOP SIGN WHEN TAKING OFF AGAIN UNDER LIGHT OR HEAVY LOAD THE TRANS WILL SLAM INTO 1ST GEAR, ALMOST LIKE NUETRAL DROPPING TRANS.
05/22/2009	11:54	ISSUE OPENED BY DEALERSHIP
05/22/2009	12:08	CUSTOMER COMMENTS: CUSTOMER STATES THAT THE TRANS SLAMS INTO 1ST GEAR AFTER STOPPING, AND TAKING OFF AGAIN. TEST DROVE WITH CUSTOMER AND VERIFIED CONCERN. AFTER SITTING AT A LIGHT OR STOP SIGN WHEN TAKING OFF AGAIN UNDER LIGHT OR HEAVY LOAD THE TRANS WILL SLAM INTO 1ST GEAR, ALMOST LIKE NUETRAL DROPPING TRANS.
05/22/2009	12:08	REPLACE THE MECHATRONIC, BOLTS, FLUID AND FILTER. PERFORM BASIC SETTINGS MANUALLY AFTER REPLACING THE NEW PARTS.
05/22/2009	16:15	ORDERED MECH UNIT. THANKS FOR THE HELP.
05/22/2009	17:06	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
05/22/2009	17:06	ISSUE UPDATED

Consultant's Closing Comments
ORDERED MECH UNIT. THANKS FOR THE HELP.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
456431	RABBIT	2008	WVWHV71K38W [REDACTED]	17796	3885	05/22/2009	USA

#### Workshop Finding

n/a

Activity Date	Activity Time	Activity Comments
05/22/2009	12:55	CUSTOMER CONCERN, TRANSMISSION JURKING/ OR BOUNCING WHEN FIRST GEAR, AT TAKE OFF. CONCERN DUPLICATED, AT FIRST ACCEL. TRANS INGAUGES THEN FEELS LIKE IT DISINGAUGES, THEN AGAIN. FEELS LIKE IT JURKS OR BOUNCES.
05/22/2009	12:55	ISSUE OPENED BY DEALERSHIP
05/22/2009	13:00	CUSTOMER COMMENTS: CUSTOMER CONCERN, TRANSMISSION JURKING/ OR BOUNCING WHEN FIRST GEAR, AT TAKE OFF. CONCERN DUPLICATED, AT FIRST ACCEL. TRANS INGAUGES THEN FEELS LIKE IT DISINGAUGES, THEN AGAIN. FEELS LIKE IT JURKS OR BOUNCES.
05/22/2009	13:00	REPLACE THE MECHATRONIC, BOLTS, FLUID AND FILTER. PERFORM BASIC SETTINGS MANUALLY AFTER INSTALLING THE NEW PARTS.
05/22/2009	15:32	PARTS ORDERED ON 5/22/09 CUSTOMER TAKING VEHICLE WILL RETURN LATER. THANK YOU
05/22/2009	15:49	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
05/22/2009	15:49	ISSUE UPDATED

#### Consultant's Closing Comments

PARTS ORDERED ON 5/22/09 CUSTOMER TAKING VEHICLE WILL RETURN LATER. THANK YOU

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
456493	EOS	2008	WVWBA71F98V [REDACTED]	7943	3885	05/22/2009	USA

#### Workshop Finding

THE MECH UNIT PART IS J04C0088. LISTED IN MVB 54.

Activity Date	Activity Time	Activity Comments
05/22/2009	13:49	ISSUE OPENED BY DEALERSHIP
05/22/2009	13:49	WE GOT A CALL FROM THE HELP DESK ABOUT THIS CAR CONCERNING VTA 446584 I WAS INSTRUCTED TO RECREATE A NEW VTA ON THIS CAR. THE MECH UNIT PART IS J04C0088. LISTED IN MVB 54.
05/22/2009	14:03	ADVISED TECH TO GET MVB 41 AND 48 ALSO GET TCM PART NUMBER AND SOFTWARE LEVEL, UPDATE VTA WITH RESULTS AND CALL BACK.
05/22/2009	14:03	CUSTOMER COMMENTS: WE GOT A CALL FROM THE HELP DESK ABOUT THIS CAR CONCERNING VTA 446584 I WAS INSTRUCTED TO RECREATE A NEW VTA ON THIS CAR.
05/22/2009	14:03	WORKSHOP FINDINGS: THE MECH UNIT PART IS J04C0088. LISTED IN MVB 54.
05/22/2009	15:48	THESE ARE THE BLOCK VALUES YOU REQUESTED
05/22/2009	16:12	ADVISED THE TECH TO HAVE THE VEHICLE READY FOR TELADIAG. ORIGINAL MECATRONICS. ADVISED THE TECH THAT CHRIS WILL CONTACT TECH AS SOON AS HE RECEVES DIRECTION FROM ENGINEERING. ....TECHS SHOP NUMBER 718 492 7302 ASK FOR JEFF OR JEAN JEANTY
05/22/2009	17:22	ISSUE UPDATED
05/26/2009	10:08	PLEASE UPDATE THE VTA WITH A CURRENT FAULT LOG (WITH MODULE PRINT) AND SCREEN SHOTS OF MVB 41,48& 54 IN THE TCM
05/26/2009	10:09	ISSUE UPDATED
05/26/2009	10:36	MVB IS ATTACHED TO TICKET, CONTACT US WITH A WARNING IN ORDER TO GET A SCAN TOOL AND BATTERY CHARGER SETUP FOR TELEDIAG..... THANK YOU
05/26/2009	20:51	ISSUE UPDATED
05/26/2009	20:51	THERE IS A POSSIBLITY WE COULD JUST HAVE A MECH SENT TO YOU FROM ANOTHER DEALER. THE VTA WILL BE UPDATED TO REFLECT THE NEXT STEPS TOMORROW. THANKS FOR YOUR PATIENCE!
05/26/2009	20:54	FYI PS/QA REQUESTED INFO
05/26/2009	20:54	ISSUE UPDATED
05/28/2009	10:58	TECH STATES HE MAY HAVE THE MECH, IF SO ONCE INSTALLED I ADVISED TO GET THE SAME MVB FROM THE NEW MECH
06/01/2009	12:34	P2 SPOKE WITH KATHY (SERVICE) AND WAS ADVISED THAT THE VEHICLE IS BEING FINISHED.
06/01/2009	12:36	PLEASE DISREGARD THE LAST UPDATE.
06/01/2009	12:52	CALLED THE DEALER AND WAS ADVISED NO ONE WAS AVAILABLE BY A MESSAGE SERVICE.
06/01/2009	12:53	CALLED THE DEALER AND WAS ADVISED NO ONE WAS AVAILABLE BY A MESSAGE SERVICE.
06/01/2009	13:07	D2 CALLED THE DEALER AND WAS ADVISED NO ONE WAS AVAILABLE BY A MESSAGE SERVICE.
06/01/2009	16:00	ISSUE CLOSED BY CONSULTANT - INVALID
06/01/2009	16:00	ISSUE UPDATED

#### Consultant's Closing Comments

CASE HAS BEEN DETERMINED INVALID BY CONSULTANT  
INCORRECT DEALER REFERENCE VTA 459835

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
456561	EOS	2008	WVWBA71F68V [REDACTED]	25082	3885	05/22/2009	USA

Workshop Finding
n/a

Activity Date	Activity Time	Activity Comments
05/22/2009	14:52	CUSTOMER STATES VEHICLE HAS A DELAY WHEN SHIFTING FROM FIRST TO SECOND. CHECKED FLUID LEVEL AND FOUND IT GOOD. FLUID DID NOT LOOK BURNED OR TARNISHED. PERFORMED BASIC SETTINGS THROUGH GF AND THROUGH VSD. TEST DROVE VEHICLE AND FOUND IT STILL ACTING UP. SUSPECT MECHATRONICS TO BE FAULTY INTERNALLY. CHECKED MVB 54 IN TRANS. IT READS H25F0113.
05/22/2009	14:52	ISSUE OPENED BY DEALERSHIP
05/22/2009	16:03	CUSTOMER COMMENTS: CUSTOMER STATES VEHICLE HAS A DELAY WHEN SHIFTING FROM FIRST TO SECOND. CHECKED FLUID LEVEL AND FOUND IT GOOD. FLUID DID NOT LOOK BURNED OR TARNISHED. PERFORMED BASIC SETTINGS THROUGH GF AND THROUGH VSD. TEST DROVE VEHICLE AND FOUND IT STILL ACTING UP. SUSPECT MECHATRONICS TO BE FAULTY INTERNALLY. CHECKED MVB 54 IN TRANS. IT READS H25F0113.
05/22/2009	16:03	TECH NEEDS TO REPLACE THE MECHATRONIC, BOLTS, FLUID AND FILTER AND PERFORM BASIC SETTINGS MANUALLY.
05/22/2009	16:26	SPECIAL ORDERED PARTS AND RELEASED VEHICLE TO CUSTOMER.
05/22/2009	17:06	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
05/22/2009	17:06	ISSUE UPDATED

Consultant's Closing Comments
REPLACED MECHATRONIC



VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
456571	EOS	2007	WVWBA71F97V [REDACTED]	14077	3885	05/22/2009	USA

**Workshop Finding**

n/a

Activity Date	Activity Time	Activity Comments
05/22/2009	15:07	ISSUE OPENED BY DEALERSHIP
05/22/2009	15:07	JERKS WHILE TAKING OFF-NO DTC-02/MVB54=H13D0568
05/22/2009	15:24	CUSTOMER COMMENTS: JERKS WHILE TAKING OFF-NO DTC-02/MVB54=H13D0568
05/22/2009	15:24	TECH STATED FUEL TRIMS ARE GOOD, NO FAULTS IN ECM OR TCM AND FLUID LEVEL AND CONDITION ARE OK. ADVISED TO REPLACE MECHATRONICS UNIT, FLUID, FILTER AND BOLTS. RELEASE VEHICLE TO CUSTOMER AND CLOSE TICKET. OPEN NEW TICKET IF NECESSARY WHEN PARTS ARRIVE.
05/22/2009	15:27	PARTS ON ORDER--THANKS
05/22/2009	16:05	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
05/22/2009	16:05	ISSUE UPDATED

**Consultant's Closing Comments**

D1 PARTS ON ORDER

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
456645	EOS	2008	WVWBA71F98V [REDACTED]	30409	3885	05/22/2009	USA

#### Workshop Finding

VERIFIED CONCERN.

Activity Date	Activity Time	Activity Comments
05/22/2009	16:33	C/S THE VEHICLE FEELS LIKE IT IS GOING TO STALL WHEN COMING TO A STOP.
05/22/2009	16:33	ISSUE OPENED BY DEALERSHIP
05/22/2009	16:43	AFTER REVIEWING MVB 54 AND 64 ADVISED TECH TO REPLACE MECH UNIT, BOLTS, FILTER AND FLUID THEN PERFORM MANUAL BASIC SETTINGS PER PROCEDURE BELOW. PLEASE RELEASE VEHICLE TO CUSTOMER AND CLOSE OUT VTA AFTER PARTS ARE ORDERED. MVB 54 H39 MVB 64 0 AND 0. 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.
05/22/2009	16:43	CUSTOMER COMMENTS: C/S THE VEHICLE FEELS LIKE IT IS GOING TO STALL WHEN COMING TO A STOP.
05/22/2009	16:43	WORKSHOP FINDINGS: VERIFIED CONCERN.
05/22/2009	16:58	ORDERED PARTS, VEHICLE RELEASED TO CUSTOMER, WILL INSTALL THE PARTS UPON ARRIVAL. THANK YOU FOR YOUR ASSISTANCE.
05/26/2009	09:31	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
05/26/2009	09:31	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
456891	EOS	2008	WVWFA71F88V [REDACTED]	15240	3885	05/26/2009	USA

#### Workshop Finding

TEST DROVE VEHICLE AND DUPLICATED CUSTOMER'S CONCERN. FIND SHIFTING OF ODD NUMBERED GEARS TO FEEL AS IF CLUTCH IS SLIPPING OR NOT ENOUGH PRESSURE IS BEING APPLIED TO OUTER CLUTH. FEELS LIKE SOMEONE WHO DOES NOT KNOW HOW TO DRIVE A MANUAL TRANS. NO FAULTS FOUND. GUIDED FAULT FINDING INSTRUCTS NOT TO PERFORM CLUTCH BASIC SETTINGS UNLESS A REPAIR WAS PERFORMED OR FAULTS STORED.

Activity Date	Activity Time	Activity Comments
05/26/2009	08:25	CUSTOMER STATES VEHICLE LUNGES AND HESITATES WHEN TAKING OFF FROM A STOP. TEST DROVE VEHICLE AND DUPLICATED CUSTOMER'S CONCERN. FIND SHIFTING OF ODD NUMBERED GEARS TO FEEL AS IF CLUTCH IS SLIPPING OR NOT ENOUGH PRESSURE IS BEING APPLIED TO OUTER CLUTH. FEELS LIKE SOMEONE WHO DOES NOT KNOW HOW TO DRIVE A MANUAL TRANS. NO FAULTS FOUND. GUIDED FAULT FINDING INSTRUCTS NOT TO PERFORM CLUTCH BASIC SETTINGS UNLESS A REPAIR WAS PERFORMED OR FAULTS STORED.
05/26/2009	08:25	ISSUE OPENED BY DEALERSHIP
05/26/2009	09:00	ADVISED THE TECH TO SET BASIC SETTINGS MANUALLY AND TEST DRIVE TO SEE IF THE CONCERN IS STILL PRESENT. IF THE CONCERN IS STILL PRESENT ADVISED THE TECH TO REPLACE THE MECHITRONICS UNIT, BOLTS, FLUID, & FILTER.....
05/26/2009	09:00	CUSTOMER COMMENTS: CUSTOMER STATES VEHICLE LUNGES AND HESITATES WHEN TAKING OFF FROM A STOP. TEST DROVE VEHICLE AND DUPLICATED CUSTOMER'S CONCERN. FIND SHIFTING OF ODD NUMBERED GEARS TO FEEL AS IF CLUTCH IS SLIPPING OR NOT ENOUGH PRESSURE IS BEING APPLIED TO OUTER CLUTH. FEELS LIKE SOMEONE WHO DOES NOT KNOW HOW TO DRIVE A MANUAL TRANS. NO FAULTS FOUND. GUIDED FAULT FINDING INSTRUCTS NOT TO PERFORM CLUTCH BASIC SETTINGS UNLESS A REPAIR WAS PERFORMED OR FAULTS STORED.
05/26/2009	09:00	WORKSHOP FINDINGS: TEST DROVE VEHICLE AND DUPLICATED CUSTOMER'S CONCERN. FIND SHIFTING OF ODD NUMBERED GEARS TO FEEL AS IF CLUTCH IS SLIPPING OR NOT ENOUGH PRESSURE IS BEING APPLIED TO OUTER CLUTH. FEELS LIKE SOMEONE WHO DOES NOT KNOW HOW TO DRIVE A MANUAL TRANS. NO FAULTS FOUND. GUIDED FAULT FINDING INSTRUCTS NOT TO PERFORM CLUTCH BASIC SETTINGS UNLESS A REPAIR WAS PERFORMED OR FAULTS STORED.
05/29/2009	08:30	ORDERED MECHATRONICS UNIT
05/29/2009	13:30	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
05/29/2009	13:30	ISSUE UPDATED

#### Consultant's Closing Comments

ORDERED MECHATRONICS UNIT

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
456898	JETTA	2008	3VWRJ71K58M [REDACTED]	9496	3885	05/26/2009	USA

#### Workshop Finding

VEHICLE IS JERKY WHEN TAKING OFF , SPOKE WITH QTM WHO ADVISED THAT THERE WERE SOME MODEL DSG WITH SIMILAR PROBLEMS , AND HE ADVISED ME TO CONTACT TECHLINE FOR MORE SPECIFIC DETAILS

Activity Date	Activity Time	Activity Comments
05/26/2009	08:45	ISSUE OPENED BY DEALERSHIP
05/26/2009	08:45	VEHICLE IS JERKY WHEN TAKING OFF , SPOKE WITH QTM WHO ADVISED THAT THERE WERE SOME MODEL DSG WITH SIMILAR PROBLEMS , AND HE ADVISED ME TO CONTACT TECHLINE FOR MORE SPECIFIC DETAILS
05/26/2009	08:57	ADVISED THE TECH TO SET BASIC SETTINGS MANUALLY AND THEN TEST DRIVE TO SEE IF THE CONCERN IS STILL PRESENT. IF CONCERN IS STILL PRESENT TECH TO CHECK FLUID LEVEL AND CONDITION AND CALL BACK WITH HIS FINDINGS.....
05/26/2009	08:57	CUSTOMER COMMENTS: VEHICLE IS JERKY WHEN TAKING OFF , SPOKE WITH QTM WHO ADVISED THAT THERE WERE SOME MODEL DSG WITH SIMILAR PROBLEMS , AND HE ADVISED ME TO CONTACT TECHLINE FOR MORE SPECIFIC DETAILS
05/26/2009	08:57	WORKSHOP FINDINGS: VEHICLE IS JERKY WHEN TAKING OFF , SPOKE WITH QTM WHO ADVISED THAT THERE WERE SOME MODEL DSG WITH SIMILAR PROBLEMS , AND HE ADVISED ME TO CONTACT TECHLINE FOR MORE SPECIFIC DETAILS
05/26/2009	09:19	PERFORMED BASIC SETTINGS MANUALLY , TEST DROVE AND CONDITION WAS STILL PRESENT , CHEKCED LEVEL ANFD CONDITION AND BOTH WERE GOOD
05/26/2009	09:28	PLEASE REPLACE THE MECHATRONICS UNIT, FLUID, FILTER, AND BOLTS. PLEASE LET THE CUSTOMER TAKE THE CAR DUE TO THE ISSUE WITH THE VEHICLE ONLY BEING COMFORT AND NOT SAFETY. PLEASE BE SURE TO SET THE BASIC SETTINGS THROUGH VSD AFTER THE MECH UNIT IS REPLACED.
06/02/2009	13:15	SPOKE TO CHRIS STATES CAR C1 ~ CUSTOMER TOOK VEHICLE/ CUSTOMER ISSUE PALAESE CLOSE CASE
06/03/2009	10:14	ORDERED PARTS , WAITING ON THERE ARRIVAL , WILL CONTACT HELPLINE IF FURTHER ASSISTANCE NEEDED
06/03/2009	15:57	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
06/03/2009	15:57	ISSUE UPDATED

#### Consultant's Closing Comments

ORDERED PARTS , WAITING ON THERE ARRIVAL , WILL CONTACT HELPLINE IF FURTHER ASSISTANCE NEEDED

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
456905	JETTA	2008	3VWRJ71K78M [REDACTED]	13984	3885	05/26/2009	USA

#### Workshop Finding

n/a

Activity Date	Activity Time	Activity Comments
05/26/2009	08:56	ISSUE OPENED BY DEALERSHIP
05/26/2009	08:56	WHEN TAKING OFF FROM A STOP THE TRANS JERKS.
05/26/2009	09:11	ADVISED TO CK MVB'S 54 & 64 UPDATE TICKET AND CALL BACK.
05/26/2009	09:11	CUSTOMER COMMENTS: WHEN TAKING OFF FROM A STOP THE TRANS JERKS.
05/26/2009	13:20	MVB 54 J03D0548 MVB 64 0 0
05/26/2009	13:45	<p>REPLACE THE MECHATRONIC, BOLTS, FLUID AND FILTER AND PERFORM BASIC SETTINGS MANUALLY. PERFORMING THE BASIC SETTINGS ON THE DSG IS AN IMPORTANT DIAGNOSTIC STEP. ALTHOUGH THE BASIC SETTINGS SHOULD NOT BE PERFORMED AS A REGULAR ROUTINE, THEY CAN BE SET FOR A SYMPTOM. THE SCAN TOOL WILL AUTOMATICALLY WALK A TECHNICIAN THROUGH GFF'S OR GF'S VERSION OF BASIC SETTINGS, BUT ENGINEERING HAS FOUND THIS METHOD TO BE INSUFFICIENT. THE BASIC SETTINGS SHOULD BE DONE THROUGH VEHICLE SELF DIAGNOSIS.</p> <p>THE FOLLOWING REQUIREMENTS SHOULD BE MET:  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.</p> <p>NOTE: IF VEHICLE STALLS WHILE RUNNING BASIC SETTINGS, THE TRANSMISSION WILL NEED TO BE REPLACED. PLEASE ALSO NOTE THAT IF THE VEHICLE DOES NOT ROLL EVEN WHEN THE TRANSMISSION IS ENGAGED INTO NEUTRAL, IT IS LIKELY THAT THERE MAY BE A STUCK SHIFT FORK INTERNALLY. PLEASE DISCONNECT THE SHIFT LEVER CABLE FROM THE TRANSMISSION AND IF THERE IS STILL NO MOVEMENT, REPLACE THE TRANSMISSION. IF MOVEMENT IS NOW PRESENT, PERSUE A SHIFT LEVER ISSUE.  ALSO, IF THE TRANSMISSION EXHIBITS A GRINDING NOISE OTHER THAN DURING BASIC SETTINGS PLEASE CALL BACK.</p>
06/02/2009	16:41	P1 SPOKE TO MIKE IN SERVICE TECH IS WAITING ON PARTS.
06/09/2009	12:31	SPOKE WITH SHANE IN SERVICE..... STATED THAT HE WILL HAVE THE TECH UPDATE THE VTA TICKET TODAY.....
06/18/2009	17:25	SPOKE WITH MARTY. SALE DOC NUMBER IS 1005697465. ETA 1 WEEK IN JULY.
06/24/2009	15:19	ISSUE UPDATED
06/26/2009	18:35	REPLACED MACHATRONIC,SET BASIC SETTINGS & ROAD TEST. PROBLEM SOLVED
06/29/2009	09:25	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
06/29/2009	09:25	ISSUE UPDATED

#### Consultant's Closing Comments

D1 REPLACED MACHATRONIC,SET BASIC SETTINGS & ROAD TEST. PROBLEM SOLVED

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
456936	JETTA	2008	3VWFJ71K08M [REDACTED]	13988	3885	05/26/2009	USA

#### Workshop Finding

n/a

Activity Date	Activity Time	Activity Comments
05/26/2009	09:37	ISSUE OPENED BY DEALERSHIP
05/26/2009	09:37	TRANS JERKS HARD UNDER LIGHT ACCELERATION FROM A STOP. WORSE ON HOT DAYS. 0 DTCS.
05/26/2009	09:41	CUSTOMER COMMENTS: TRANS JERKS HARD UNDER LIGHT ACCELERATION FROM A STOP. WORSE ON HOT DAYS. 0 DTCS.
05/26/2009	09:41	PLEASE REPLACE THE MECHATRONICS UNIT, FLUID, FILTER, AND BOLTS. PLEASE LET THE CUSTOMER TAKE THE CAR DUE TO THE ISSUE WITH THE VEHICLE ONLY BEING COMFORT AND NOT SAFETY. PLEASE BE SURE TO SET THE BASIC SETTINGS THROUGH VSD AFTER THE MECH UNIT IS REPLACED.
05/26/2009	09:45	PARTS ON ORDER. CUSTOMER TAKING CAR.
05/26/2009	14:42	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
05/26/2009	14:42	ISSUE UPDATED

#### Consultant's Closing Comments

PLEASE REPLACE THE MECHATRONICS UNIT, FLUID, FILTER, AND BOLTS. PLEASE LET THE CUSTOMER TAKE THE CAR DUE TO THE ISSUE WITH THE VEHICLE ONLY BEING COMFORT AND NOT SAFETY. PLEASE BE SURE TO SET THE BASIC SETTINGS THROUGH VSD AFTER THE MECH UNIT IS REPLACED.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
456940	EOS	2008	WVWBA71F68V [REDACTED]	14595	3885	05/26/2009	USA

#### Workshop Finding

n/a

Activity Date	Activity Time	Activity Comments
05/26/2009	09:41	CUSTOMER STATES THAT THE VEHICLE IS HESITATING FROM STOP WHEN IS WARMED UP. I DROVE THE CAR WITH THE CUSTOMER FOR ABOUT 2 MILES AND EVERYTHING WAS FINE. AFTER HE LEFT I LET THE CAR IDLE FOR ABOUT 1 HR, PERFORMED A GFF(NO CODES)AFTER THE VEHICLE WAS WARMED UP VERY GOOD (AMBIENT TEMP WAS AT 92' WITH A HUMIDITY OF ABOUT 65%)I WENT FOR A TEST DRIVE. AS SOON AS YOU TAKE OF IN ANY FORWARD GEAR WITH SLIGHT ACCELERATION, THE VEHICLE STARTED TO SURGE. I ALSO TRIED THE REVERSE, IT SURGED ALSO. IT DOES IT EVERY TIME FROM DEAD STOP. I CHECKED THE TRANSMISSION FLUID LEVEL AND IS OK.
05/26/2009	09:41	ISSUE OPENED BY DEALERSHIP
05/26/2009	09:45	CUSTOMER COMMENTS: CUSTOMER STATES THAT THE VEHICLE IS HESITATING FROM STOP WHEN IS WARMED UP. I DROVE THE CAR WITH THE CUSTOMER FOR ABOUT 2 MILES AND EVERYTHING WAS FINE. AFTER HE LEFT I LET THE CAR IDLE FOR ABOUT 1 HR, PERFORMED A GFF(NO CODES)AFTER THE VEHICLE WAS WARMED UP VERY GOOD (AMBIENT TEMP WAS AT 92' WITH A HUMIDITY OF ABOUT 65%)I WENT FOR A TEST DRIVE. AS SOON AS YOU TAKE OF IN ANY FORWARD GEAR WITH SLIGHT ACCELERATION, THE VEHICLE STARTED TO SURGE. I ALSO TRIED THE REVERSE, IT SURGED ALSO. IT DOES IT EVERY TIME FROM DEAD STOP. I CHECKED THE TRANSMISSION FLUID LEVEL AND IS OK.
05/26/2009	09:45	TECH NEEDS TO REPLACE THE MECHATRONIC, BOLTS, FLUID AND FILTER. PERFORM BASIC SETTINGS MANUALLY
05/27/2009	21:49	SPECIAL ORDERED THE PARTS YESTERDAY, VEHICLE HAS BEEN PICKED UP TODAY AND WILL RETURN UPON ARRIVAL OF PARTS. THANKS
05/28/2009	08:01	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
05/28/2009	08:01	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
456956	EOS	2009	WVWBA71F19V [REDACTED]	861	3885	05/26/2009	USA

#### Workshop Finding

n/a

Activity Date	Activity Time	Activity Comments
05/26/2009	09:59	C/S WHEN COMING TO A STOP AND ACCELERATING OUT CAR STAYS IN NEUTRAL,SECOND TIME FOR THIS CONCERN HE REFUSES TO PICK UP CAR UNTIL WE REPAIR VEHICLE,I ROAD TESTED CAR 29.21 MILES RETEST FOR CODES NONE FOUND
05/26/2009	09:59	ISSUE OPENED BY DEALERSHIP
05/26/2009	10:07	CUSTOMER COMMENTS: C/S WHEN COMING TO A STOP AND ACCELERATING OUT CAR STAYS IN NEUTRAL,SECOND TIME FOR THIS CONCERN HE REFUSES TO PICK UP CAR UNTIL WE REPAIR VEHICLE,I ROAD TESTED CAR 29.21 MILES RETEST FOR CODES NONE FOUND
05/26/2009	10:07	<p>REPLACE MECHATRONIC, BOLTS, FLUID AND FILTER. AND PERFORM BASIC SETTINGS MANUALLY. PERFORMING THE BASIC SETTINGS ON THE DSG IS AN IMPORTANT DIAGNOSTIC STEP. ALTHOUGH THE BASIC SETTINGS SHOULD NOT BE PERFORMED AS A REGULAR ROUTINE, THEY CAN BE SET FOR A SYMPTOM. THE SCAN TOOL WILL AUTOMATICALLY WALK A TECHNICIAN THROUGH GFF'S OR GF'S VERSION OF BASIC SETTINGS, BUT ENGINEERING HAS FOUND THIS METHOD TO BE INSUFFICIENT. THE BASIC SETTINGS SHOULD BE DONE THROUGH VEHICLE SELF DIAGNOSIS.</p> <p>THE FOLLOWING REQUIREMENTS SHOULD BE MET:  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.</p> <p>NOTE: IF VEHICLE STALLS WHILE RUNNING BASIC SETTINGS, THE TRANSMISSION WILL NEED TO BE REPLACED. PLEASE ALSO NOTE THAT IF THE VEHICLE DOES NOT ROLL EVEN WHEN THE TRANSMISSION IS ENGAGED INTO NEUTRAL, IT IS LIKELY THAT THERE MAY BE A STUCK SHIFT FORK INTERNALLY. PLEASE DISCONNECT THE SHIFT LEVER CABLE FROM THE TRANSMISSION AND IF THERE IS STILL NO MOVEMENT, REPLACE THE TRANSMISSION. IF MOVEMENT IS NOW PRESENT, PERSUE A SHIFT LEVER ISSUE.</p> <p>ALSO, IF THE TRANSMISSION EXHIBITS A GRINDING NOISE OTHER THAN DURING BASIC SETTINGS PLEASE CALL BACK FOR FURTHER ASSISTANCE.</p>
05/28/2009	14:08	PARTS ON ORDER
05/28/2009	14:36	THANKS FOR THE UPDATE
06/01/2009	12:31	WAITING ON PARTS
06/01/2009	12:47	THANKS FOR THE UPDATE
06/01/2009	17:49	SPOKE WITH PAUL AND ADVISED TO HAVE THE TECH CHECK MVB 64 AND UPDATE THE VTA WITH RESULTS.
06/02/2009	14:44	P1 MONTY IN SERVICE STATED THEY ARE WAITING ON PARTS.



06/02/2009	15:53	ADVISED THE TECH TO ALSO REPLACE THE INPUT SPEED/TEMP SENSOR.
06/03/2009	09:47	INPUT SPEED SENSOR AND TEMP SENSOR ON ORDER
06/03/2009	10:21	THANKS FOR THE UPDATE P1
06/05/2009	08:18	STILL WAITING ON PARTS TO ARRIVE MECHATRONICS,SPEED SENSOR AND TEMP SENSOR
06/05/2009	08:34	THANKS FOR THE UPDATE
06/09/2009	15:13	SPOKE WITH MONTY IN SERVICE..... STATED THAT THEY ARE STILL WAITING FOR THE PARTS TO ARRIVE.....
06/12/2009	15:06	INSTALLED MECHATRONICS UNIT AND ATTEMPTED MANUAL BASIC SETTINGS MULTIPLE TIMES UPON ROAD TEST CAR SLIPS OUT OF GEAR AND LOOSES BASIC SETTINGS.
06/12/2009	15:16	PLEASE CALL BACK FOR FURTHER ASSISTANCE
06/15/2009	13:22	TECH NEEDS TO ATTACH FAULT LOG TO THE VTA AND CALL BACK AND ASK FOR LEVEL 2
06/18/2009	15:01	IN PROGRESS
06/18/2009	15:04	TRANS IS HERE AND WILL BE INSTALLED TOMMAROW,WILL ATTATCH GFF LOG BEFOR INSTALL
06/18/2009	18:12	ISSUE SENT TO DEALERSHIP
06/22/2009	11:30	IN PROGRESS CANT SEEM TO DOWNLOAD 5051 TO STICK TO ATTATCH VTA GIVE ME SOME TIME
06/22/2009	12:53	ISSUE SENT TO DEALERSHIP
06/26/2009	13:30	MEMEORY STICK BLEW UP OUR 5052 WE HAD TO BUY A NEW ONE...HARD DRIVE CRASHED WHEN I INSTALLED THE USB CARD LOST ALL DATA WE REPLACED TRANS AND SET BASIC SETTINGS ALL IS WELL NOW..WE BOUGHT A NEW 5052
06/26/2009	13:53	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
06/26/2009	13:53	ISSUE UPDATED

<b>Consultant's Closing Comments</b>
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MEMEORY STICK BLEW UP OUR 5052 WE HAD TO BUY A NEW ONE...HARD DRIVE CRASHED WHEN I INSTALLED THE USB CARD LOST ALL DATA WE REPLACED TRANS AND SET BASIC SETTINGS ALL IS WELL NOW..WE BOUGHT A NEW 5052
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VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
456957	EOS	2008	WVWBA71F48V [REDACTED]	10175	3885	05/26/2009	USA

#### Workshop Finding

n/a

Activity Date	Activity Time	Activity Comments
05/26/2009	10:00	CUSTOMER STATES THERE IS A JERKING WHEN THE VEHICLE SHIFTS. SPORATIC. USUALLY WHEN ACCEL FROM A STOP. FOUND THAT CAR IS JERKING ON LIGHT ACCEL FROM A STOP. BELIEVE PROBLEM TO BE IN THE MECHTRONIK UNIT. MVB 54 IS J11G0417.
05/26/2009	10:00	ISSUE OPENED BY DEALERSHIP
05/26/2009	10:04	CUSTOMER COMMENTS: CUSTOMER STATES THERE IS A JERKING WHEN THE VEHICLE SHIFTS. SPORATIC. USUALLY WHEN ACCEL FROM A STOP. FOUND THAT CAR IS JERKING ON LIGHT ACCEL FROM A STOP. BELIEVE PROBLEM TO BE IN THE MECHTRONIK UNIT. MVB 54 IS J11G0417.
05/26/2009	10:04	PLEASE REPLACE THE MECHATRONICS UNIT, FLUID, FILTER, AND BOLTS. PLEASE LET THE CUSTOMER TAKE THE CAR DUE TO THE ISSUE WITH THE VEHICLE ONLY BEING COMFORT AND NOT SAFETY. PLEASE BE SURE TO SET THE BASIC SETTINGS THROUGH VSD AFTER THE MECH UNIT IS REPLACED.
05/26/2009	10:13	THANK YOU FOR YOUR ASSISTANCE!
05/26/2009	13:18	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
05/26/2009	13:18	ISSUE UPDATED

#### Consultant's Closing Comments

PLEASE REPLACE THE MECHATRONICS UNIT, FLUID, FILTER, AND BOLTS. PLEASE LET THE CUSTOMER TAKE THE CAR DUE TO THE ISSUE WITH THE VEHICLE ONLY BEING COMFORT AND NOT SAFETY. PLEASE BE SURE TO SET THE BASIC SETTINGS THROUGH VSD AFTER THE MECH UNIT IS REPLACED.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
456966	EOS	2008	WVWFA71F48V [REDACTED]	10561	3885	05/26/2009	USA

#### Workshop Finding

n/a

Activity Date	Activity Time	Activity Comments
05/26/2009	10:05	CUSTOMER COMPLAINT VEH. SURGES/JERKS WHEN TAKING OFF.I HAVE SEVERAL LIKE THIS AND A MECHATRONICS UNIT HAVE SEEM TO FIX IT.
05/26/2009	10:05	ISSUE OPENED BY DEALERSHIP
05/26/2009	10:13	CUSTOMER COMMENTS: CUSTOMER COMPLAINT VEH. SURGES/JERKS WHEN TAKING OFF.I HAVE SEVERAL LIKE THIS AND A MECHATRONICS UNIT HAVE SEEM TO FIX IT.
05/26/2009	10:13	<p>REPLACE THE MECHATRONIC. BOLTS, FLUID AND FILTER. PERFORM BASIC SETTINGS MANUALLY. PERFORMING THE BASIC SETTINGS ON THE DSG IS AN IMPORTANT DIAGNOSTIC STEP. ALTHOUGH THE BASIC SETTINGS SHOULD NOT BE PERFORMED AS A REGULAR ROUTINE, THEY CAN BE SET FOR A SYMPTOM. THE SCAN TOOL WILL AUTOMATICALLY WALK A TECHNICIAN THROUGH GFF'S OR GF'S VERSION OF BASIC SETTINGS, BUT ENGINEERING HAS FOUND THIS METHOD TO BE INSUFFICIENT. THE BASIC SETTINGS SHOULD BE DONE THROUGH VEHICLE SELF DIAGNOSIS.</p> <p>THE FOLLOWING REQUIREMENTS SHOULD BE MET:</p> <p>ENGINE AND TRANSMISSION MUST BE UP TO OPERATING TEMPERATURE (MINIMUM OF 30C IN TRANSMISSION).</p> <p>VEHICLE SHOULD BE CLEAR OF ALL FAULT CODES (ECM AND TCM)</p> <p>VEHICLE SHOULD BE IN PARK AND IDLING</p> <p>ENGINE MUST HAVE BEEN RUNNING FOR ONE FULL MINUTE BEFORE BASIC SETTINGS CAN BE PERFORMED.</p> <p>GO INTO VSD, TRANSMISSION ELECTRONICS/GEARBOX ELECTRONICS, BASIC SETTINGS, THEN ENTER #61 ON KEYPAD AND SELECT THE "Q" BUTTON TO ENTER INTO TEST MODE.</p> <p>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.</p> <p>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.</p> <p>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.</p> <p>ROAD TEST VEHICLE 10-15 MILES GOING THROUGH ALL GEARS AUTOMATICALLY AND ALSO THROUGH TIPTRONIC AT VARIOUS SPEEDS AND DRIVING CONDITIONS. SHUT THE VEHICLE OFF AND THEN RESTART AND RE EVALUATE SHIFTING.</p> <p>NOTE: IF VEHICLE STALLS WHILE RUNNING BASIC SETTINGS, THE TRANSMISSION WILL NEED TO BE REPLACED. PLEASE ALSO NOTE THAT IF THE VEHICLE DOES NOT ROLL EVEN WHEN THE TRANSMISSION IS ENGAGED INTO NEUTRAL, IT IS LIKELY THAT THERE MAY BE A STUCK SHIFT FORK INTERNALLY. PLEASE DISCONNECT THE SHIFT LEVER CABLE FROM THE TRANSMISSION AND IF THERE IS STILL NO MOVEMENT, REPLACE THE TRANSMISSION. IF MOVEMENT IS NOW PRESENT, PERSUE A SHIFT LEVER ISSUE.</p> <p>ALSO, IF THE TRANSMISSION EXHIBITS A GRINDING NOISE OTHER THAN DURING BASIC SETTINGS PLEASE CALL BACK FOR FURTHER ASSISTANCE</p>
05/26/2009	10:17	ORDERED MECHATRONICS UNIT
05/26/2009	11:44	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
05/26/2009	11:44	ISSUE UPDATED

#### Consultant's Closing Comments

ORDERED MECHATRONICS UNIT

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
456983	EOS	2008	WVWBA71FX8V [REDACTED]	9653	3885	05/26/2009	USA

#### Workshop Finding

JERKS WHILE DRIVING

Activity Date	Activity Time	Activity Comments
05/26/2009	10:24	CUSTOMER STATES WHEN PULLING AWAY FROM A STOP RPM'S DROP AND VEHICLE SHUTTERS LIKE ITS GOING TO STALL AND THEN VEHICLE JERKS FOWARD. VERIFIED CUSTOMER CONCERN. ALSO NOTED VEHICLE HAS SAME CONCERN IN REVERSE. RAN GFF AND RECEIVED NO FAULTS IN SYSTEM. CHECKED MVB 54 IN GEARBOX ELECTRONICS AND SHOWED J08N0390.
05/26/2009	10:24	ISSUE OPENED BY DEALERSHIP
05/26/2009	10:28	CUSTOMER COMMENTS: CUSTOMER STATES WHEN PULLING AWAY FROM A STOP RPM'S DROP AND VEHICLE SHUTTERS LIKE ITS GOING TO STALL AND THEN VEHICLE JERKS FOWARD. VERIFIED CUSTOMER CONCERN. ALSO NOTED VEHICLE HAS SAME CONCERN IN REVERSE. RAN GFF AND RECEIVED NO FAULTS IN SYSTEM. CHECKED MVB 54 IN GEARBOX ELECTRONICS AND SHOWED J08N0390.
05/26/2009	10:28	CUSTOMER REPORTS JERKING WHILE DRIVING, REPALCE MECHATRONCIS AND FLUID AND FILTER AND SET BASIC SETTINGS AFTER REPAIRS
05/26/2009	10:28	WORKSHOP FINDINGS: JERKS WHILE DRIVING
05/26/2009	10:29	ORDERED MECHATRONICS UNIT WITH FILTER AND HARDWARE. VEHICLE WILL RETURN WHEN PARTS COME IN.
05/26/2009	12:40	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
05/26/2009	12:40	ISSUE UPDATED

#### Consultant's Closing Comments

ORDERED MECHATRONICS UNIT WITH FILTER AND HARDWARE.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
457058	RABBIT	2008	WVWHV71K28W [REDACTED]	23732	3885	05/26/2009	USA

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

Activity Date	Activity Time	Activity Comments
05/26/2009	11:16	CUSTOMER STATES VEHICLE IS JERKY AND CLUNKS INTO GEAR. PERFORMED BASIC SETTINGS AND ROAD TESTED FOUND TRANS JERKS FROM A STOP AND UPSHIFTS ARE A LITTLE HARSH COMPARED TO OTHER DSG'S.
05/26/2009	11:16	ISSUE OPENED BY DEALERSHIP
05/26/2009	11:22	CUSTOMER COMMENTS: CUSTOMER STATES VEHICLE IS JERKY AND CLUNKS INTO GEAR. PERFORMED BASIC SETTINGS AND ROAD TESTED FOUND TRANS JERKS FROM A STOP AND UPSHIFTS ARE A LITTLE HARSH COMPARED TO OTHER DSG'S.
05/26/2009	11:22	PLEASE REPLACE THE MECHATRONICS UNIT, FLUID, FILTER, AND BOLTS. PLEASE LET THE CUSTOMER TAKE THE CAR DUE TO THE ISSUE WITH THE VEHICLE ONLY BEING COMFORT AND NOT SAFETY. PLEASE BE SURE TO SET THE BASIC SETTINGS THROUGH VSD AFTER THE MECH UNIT IS REPLACED.
05/26/2009	11:32	SOP MECHATRONICS UNIT
05/26/2009	13:18	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
05/26/2009	13:18	ISSUE UPDATED

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

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
457063	RABBIT	2008	WVWFV71KX8W [REDACTED]	14276	3885	05/26/2009	USA

#### Workshop Finding

DOEN NOT HAPPEN IN SPORT MODE. NO FAULTS STORED. RAN BASIC SETTINGS PROBLEM STILL PRESENT. FELT LIKE A SHUDDER.

Activity Date	Activity Time	Activity Comments
05/26/2009	11:19	ISSUE OPENED BY DEALERSHIP
05/26/2009	11:19	VEHICLE SURGES IN DRIVE BETWEEN 5 AND 10 MILES PER HOUR. DOEN NOT HAPPEN IN SPORT MODE. NO FAULTS STORED. RAN BASIC SETTINGS PROBLEM STILL PRESENT.
05/26/2009	11:35	ADVISED TECH TO GET MVB 54 IN TCM THEN CALL BACK.
05/26/2009	11:35	CUSTOMER COMMENTS: VEHICLE SURGES IN DRIVE BETWEEN 5 AND 10 MILES PER HOUR.
05/26/2009	11:35	WORKSHOP FINDINGS: DOEN NOT HAPPEN IN SPORT MODE. NO FAULTS STORED. RAN BASIC SETTINGS PROBLEM STILL PRESENT. FELT LIKE A SHUDDER.
05/26/2009	12:07	MVB 54 = H24D0041, ADVISE TECH TO REPLACE MECHATRONICS, FLUID, FILTER AND BOLTS.
06/02/2009	13:52	P1 SPOKE TO BRIAN IN SERVICE AND RED ORDER PART ARRIVED .TECH IS SCHEDULED TO WORK ON VEHICLE. WILL HAVE TECH UPDATE VTA.
06/09/2009	13:07	SPOKE WITH BRIAN IN SERVICE..... STATED THAT THE PARTS HAVE ARRIVED BUT THEY ARE WAITING FOR THE CUSTOMER TO BRING THE CAR BACK IN FOR REPAIRS..... C1
06/12/2009	09:46	ORDERED PARTS
06/15/2009	07:58	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
06/15/2009	07:58	ISSUE UPDATED

#### Consultant's Closing Comments

TECH TO REPLACE MECH UNIT, COMPLETED.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
457083	EOS	2008	WVWBA71F28V [REDACTED]	7300	3885	05/26/2009	USA

#### Workshop Finding

TECH STATED THAT THE CONCERN OCCURS AT SLOW SPEEDS ONLY, ON ACCEL.

Activity Date	Activity Time	Activity Comments
05/26/2009	11:34	ISSUE OPENED BY DEALERSHIP
05/26/2009	11:34	VEHICLEW IS SLUGGISH
05/26/2009	11:43	ADVISED TECH TO REPLACE MECH UNIT, BOLTS, FILTER AND FLUID THEN PERFORM MANUAL BASIC SETTINGS PER PROCEDURE BELOW. PLEASE RELEASE VEHICLE TO CUSTOMER AND CLOSE OUT VTA WHEN PARTS ARE ORDERED. MVB 54 J07, MVB 64 0 1. 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.
05/26/2009	11:43	CUSTOMER COMMENTS: VEHICLE IS SLUGGISH.
05/26/2009	11:43	WORKSHOP FINDINGS: TECH STATED THAT THE CONCERN OCCURS AT SLOW SPEEDS ONLY, ON ACCEL.
05/26/2009	11:44	ORDERED MECHATRONICS
05/26/2009	17:44	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
05/26/2009	17:44	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
457101	EOS	2008	WVWBA71F38V [REDACTED]	9800	3885	05/26/2009	USA

**Workshop Finding**

n/a

Activity Date	Activity Time	Activity Comments
05/26/2009	11:52	ISSUE OPENED BY DEALERSHIP
05/26/2009	11:52	WHEN TAKING OFF FROM A STOP TRANY BANGS
05/26/2009	11:58	CUSTOMER COMMENTS: WHEN TAKING OFF FROM A STOP TRANY BANGS
05/26/2009	11:58	PLEASE REPLACE THE MECHATRONICS UNIT, FLUID, FILTER, AND BOLTS. PLEASE LET THE CUSTOMER TAKE THE CAR DUE TO THE ISSUE WITH THE VEHICLE ONLY BEING COMFORT AND NOT SAFETY. PLEASE BE SURE TO SET THE BASIC SETTINGS THROUGH VSD AFTER THE MECH UNIT IS REPLACED.
05/26/2009	12:02	ORDERED MECH UNIT, CUSTOMER WILL COME BACK WHEN PARTS ARE IN
05/26/2009	13:16	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
05/26/2009	13:16	ISSUE UPDATED

**Consultant's Closing Comments**

ORDERED MECH UNIT, CUSTOMER WILL COME BACK WHEN PARTS ARE IN



VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
457113	EOS	2008	WVWBA71F28V [REDACTED]	11515	3885	05/26/2009	USA

#### Workshop Finding

DUPLACTED CUSTOMER CONSERN. CAR ROLLS FOWARD IN GEAT THEN STOPS THEN JUMPS FOWARD THEN STOPS. TCM PART NUMBER 02E 300 044K 02E 927 770 AG CODING 20 SOFTWARE LEVEL 1403. MVB 54 READING H38M0226.

Activity Date	Activity Time	Activity Comments
05/26/2009	11:59	CUST REPORTS THAT CAR SEEMS TO LURCH FOWARD IN GEAR. CAN REALLY FELL IT WHEN ROLLING FOWARD. DUPLACTED CUSTOMER CONSERN. CAR ROLLS FOWARD IN GEAT THEN STOPS THEN JUMPS FOWARD THEN STOPS. TCM PART NUMBER 02E 300 044K 02E 927 770 AG CODING 20 SOFTWARE LEVEL 1403. MVB 54 READING H38M0226.
05/26/2009	11:59	ISSUE OPENED BY DEALERSHIP
05/26/2009	12:05	ADVISED TECH TO REPLACE MECH UNIT, BOLTS, FILTER AND FLUID, THEN PERFORM MANUAL BASIC SETTINGS PER PROCEDURE BELOW. PLEASE RELEASE VEHICLE TO CUSTOMER AND CLOSE OUT VTA WHEN PARTS ARE ORDERED. ADVISED TECH TO PERFORM MANUAL BASIC SETTINGS. VEHICLE SELF DIAGNOSIS, CLEAR ECM AND TCM MEMORY, VEHICLE RUNNING AND AT OPERATING TEMPERATURE. FOOT ON BRAKE WITH VEHICLE IN PARK, BASIC SETTINGS TRANS. ENTER 61Q AND ACTIVATE, WHEN NUMBERS APPEAR IN LOWER BOX BACK OUT ONE SCREEN AND ENTER 60Q AND ACTIVATE, WHEN NUMBERS APPEAR CYCLE THE KEY OFF THEN ON, ROAD TEST VEHICLE 15 MILES GOING THROUGH ALL GEARS AND VARIOUS SPEEDS. REEVALUATE CONCERN AND UPDATE VTA.
05/26/2009	12:05	CUSTOMER COMMENTS: CUST REPORTS THAT CAR SEEMS TO LURCH FOWARD IN GEAR. CAN REALLY FELL IT WHEN ROLLING FOWARD.
05/26/2009	12:05	WORKSHOP FINDINGS: DUPLACTED CUSTOMER CONSERN. CAR ROLLS FOWARD IN GEAT THEN STOPS THEN JUMPS FOWARD THEN STOPS. TCM PART NUMBER 02E 300 044K 02E 927 770 AG CODING 20 SOFTWARE LEVEL 1403. MVB 54 READING H38M0226.
05/28/2009	12:14	HAD A MIDTRONICS UNIT IN STOCK.INSTALLED SET BASIC SETTINGS ALL CHECKED OUT GOOD AT THIS TIME.
05/28/2009	12:32	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
05/28/2009	12:32	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
457128	RABBIT	2008	WVWHV71K18W [REDACTED]	15815	3885	05/26/2009	USA

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

Activity Date	Activity Time	Activity Comments
05/26/2009	12:19	CUST CONCERN IS A HARD SHIFT.. TEST DROVE AND ON EASY ACCELERSTION THERE IS NO REAL OBVIOUS CONCERN.. WITH AN "AGGRESSIVE" ACCEL THE 1-2 UP SHIFT IS OBVIOUSLY HARD/ SUDDEN. THERE IS A FLUTTER IN THE ENG RPMS AND THEN 2ND IS GREBBED.. WITH NO FAULTS IN THE TCM AND NO CODES IN THE ECU.. POSS A S/W VERSION OR A VALVE BODY?
05/26/2009	12:19	ISSUE OPENED BY DEALERSHIP
05/26/2009	12:24	CUSTOMER COMMENTS: CUST CONCERN IS A HARD SHIFT.. TEST DROVE AND ON EASY ACCELERSTION THERE IS NO REAL OBVIOUS CONCERN.. WITH AN "AGGRESSIVE" ACCEL THE 1-2 UP SHIFT IS OBVIOUSLY HARD/ SUDDEN. THERE IS A FLUTTER IN THE ENG RPMS AND THEN 2ND IS GREBBED.. WITH NO FAULTS IN THE TCM AND NO CODES IN THE ECU.. POSS A S/W VERSION OR A VALVE BODY?
05/26/2009	12:24	H21
05/26/2009	12:24	WORKSHOP FINDINGS: JERKS WHILE DRIVING
05/26/2009	12:25	REPLACE MECHATROINCS AND BOLTS FLUID, FILTER AND SET BASCIS SETTINGS
06/02/2009	13:05	PARTS ON ORDER... WAITING FOR THE RETURN OF THE CAR.
06/02/2009	13:26	SPOKE TO JEFF STATES CUSTOMER TOOK VEHICLE/ CUSTOMER ISSUE
06/02/2009	13:27	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
06/02/2009	13:27	ISSUE UPDATED

<b>Consultant's Closing Comments</b>
REPALCE MECHATROINCS

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
457192	EOS	2008	WVWBA71F78V [REDACTED]	7140	3735	05/26/2009	USA

#### Workshop Finding

I CHECKED FLUID LEVEL IN TRANS AND IS OK. ROAD TESTED AND TRANS HAS HARSH ENGAGEMENT ON ACCELERATION FROM STOP. CHECKED DTC'S NONE STORED IN ANY SYSTEMS SO I PERFORMED BASIC SETTINGS PER TECH TIP 37-09-03 AND ROAD TESTED FOR 11 MILES SHUT VEHICLE OFF AND RESTARTED AND ROAD TESTED AGAIN AND STILL SAME CONDITION.

Activity Date	Activity Time	Activity Comments
05/26/2009	13:10	CUSTOMER STATES TRANS HAS A DELAY IN SHIFTING OR ENGAGING FROM A STOP FORWARD AND REVERSE. I CHECKED FLUID LEVEL IN TRANS AND IS OK. ROAD TESTED AND TRANS HAS HARSH ENGAGEMENT ON ACCELERATION FROM STOP. CHECKED DTC'S NONE STORED IN ANY SYSTEMS SO I PERFORMED BASIC SETTINGS PER TECH TIP 37-09-03 AND ROAD TESTED FOR 11 MILES SHUT VEHICLE OFF AND RESTARTED AND ROAD TESTED AGAIN AND STILL SAME CONDITION.
05/26/2009	13:10	ISSUE OPENED BY DEALERSHIP
05/26/2009	14:37	ADVISE TECH TO GET READINGS FROM MVB 54 AND 64 IN TCM
05/26/2009	14:37	CUSTOMER COMMENTS: CUSTOMER STATES TRANS HAS A DELAY IN SHIFTING OR ENGAGING FROM A STOP FORWARD AND REVERSE.
05/26/2009	14:37	WORKSHOP FINDINGS: I CHECKED FLUID LEVEL IN TRANS AND IS OK. ROAD TESTED AND TRANS HAS HARSH ENGAGEMENT ON ACCELERATION FROM STOP. CHECKED DTC'S NONE STORED IN ANY SYSTEMS SO I PERFORMED BASIC SETTINGS PER TECH TIP 37-09-03 AND ROAD TESTED FOR 11 MILES SHUT VEHICLE OFF AND RESTARTED AND ROAD TESTED AGAIN AND STILL SAME CONDITION.
05/26/2009	14:56	ADVISED TECH TO REPLACE MECH UNIT, BOLTS, FILTER AND FLUID THEN PERFORM MANUAL BASIC SETTINGS PER TT. PLEASE RELEASE VEHICLE TO CUSTOMER AND CLOSE OUT VTA WHEN PARTS ARE ORDERED.
05/26/2009	15:21	PARTS ORDERED AND VEHICLE RELEASED
05/26/2009	17:23	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
05/26/2009	17:23	ISSUE UPDATED

#### Consultant's Closing Comments

REPLACE MECH UNIT, BOLTS, FILTER AND FLUID T

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
457287	JETTA	2009	3VWRL71K49M	352	3885	05/26/2009	USA

#### Workshop Finding

n/a

Activity Date	Activity Time	Activity Comments
05/26/2009	14:26	CUCT. STATE WILL NOT GO IN REVERSE AND SEEMS TO HAVE ONLY 2 FOWARD GEARS... HOOK UP SCANNER HAS 1 TRANS FAULT P2711 IMPLAUSABLE TRAN SHIFT SEQUENCE ATTEMPT TO RUN TEST PLAN CHECK SENSORS G501 G502 NEED TO DRIVE WONT COME OUT OF LOW GEAR CLEARED FAULT CAME RIGHT BACK?
05/26/2009	14:26	ISSUE OPENED BY DEALERSHIP
05/26/2009	14:31	CLEAR FAULTS AND SET BASIC SETTINGS. ROAD TEST THE VEHICLE 10-20 MILES. IF THE VEHICLE WILL SET BASIC SETTINGS AND AFTER OR DURING THE ROAD TEST THE FAULT OR FAULTS RETURN, REPLACE THE MECHATRONIC, FILTER, FLUID AND BOLTS. RESET BASIC SETTINGS AND RETEST. PLEASE KEEP IN MIND THAT IF THE VEHICLE STALLS DURING BASIC SETTINGS THAT THIS COULD BE ATTRIBUTED TO A STICKING SHIFT FORK AND THE GEARBOX WOULD THEN NEED TO BE REPLACED.
05/26/2009	14:31	CUSTOMER COMMENTS: CUCT. STATE WILL NOT GO IN REVERSE AND SEEMS TO HAVE ONLY 2 FOWARD GEARS... HOOK UP SCANNER HAS 1 TRANS FAULT P2711 IMPLAUSABLE TRAN SHIFT SEQUENCE ATTEMPT TO RUN TEST PLAN CHECK SENSORS G501 G502 NEED TO DRIVE WONT COME OUT OF LOW GEAR CLEARED FAULT CAME RIGHT BACK?
05/26/2009	16:00	WILL NOT CLEAR OR PERFORM BASIC SETTING
05/26/2009	16:10	ADVISED TECH TO PERFORM MANUAL BASIC SETTINGS PER PROCEDURE BELOW THEN REEVALUATE CONCERN. IF FAULT RETURNS REPLACE MECH UNIT, BOLTS, FILTER AND FLUID. CALL BACK IF NEEDED. 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.
05/26/2009	16:37	REPLACE THE MECHATRONIC, FILTER, FLUID AND BOLTS. RESET BASIC SETTINGS AND RETEST.
05/26/2009	18:52	PARTS ON ORDER
06/01/2009	17:46	THANKS FOR THE UPDATE, PLEASE CALL BACK IF FURTHER ASSISTANCE IS NEEDED.
06/02/2009	18:02	PARTS HOLD AS PER LAST UPDATE.....P2
06/05/2009	12:58	INSTALLED NEW MECH UNIT, FILTER ETC FILLED WITH FLUID ATTEMPT BASIC SETTING STILL WILL NOT SET HAS 2 TRANS FAULTS 1087 AND 2711. REPLACE TRANS??
06/05/2009	13:02	REPLACE THE TRANSMISSION, RETEST FOR ISSUE
06/09/2009	16:21	SPOKE WITH BRYCE IN SERVICE..... STATED THAT THE TRANSMISSION IS ON NATIONAL BACK ORDER, & THAT THE CAR HAS BEEN BOUGHT BACK BY VW.....
06/18/2009	17:38	RECEIVED TRANSMISSION ON 6-16-09, WORK IS IN PROCESS. WILL UPDATE FURTHER AS NEEDED.
06/20/2009	12:03	THANKS FOR THE UPDATE , PLEASE CALL BACK IF FURTHER ASSISTANCE IS NEEDED.
07/01/2009	17:00	TRANS HERE ANY FUTHER PROBLEMS WILL LET U KNOW.... THANKS
07/02/2009	08:15	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/02/2009	08:15	ISSUE UPDATED

#### Consultant's Closing Comments

REPLACE THE TRANSMISSION

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
457316	JETTA	2008	3VWRJ71K88M [REDACTED]	10132	3885	05/26/2009	USA

#### Workshop Finding

JERKS

Activity Date	Activity Time	Activity Comments
05/26/2009	14:48	CUSTOMER STATES THAT SHIFTING HAS BEEN ERRATIC AND THAT THE DRIVETRAIN "SHUDDERS" AT LOW SPEEDS, OR SEEMS TO SURGE. NO FAULTS IN AW2. SHOP FOREMAN DUPLICATED DURING ROAD TEST. SET THE BASIC SETTING FOR THE MECHATRONIC CONTROL UNIT AND LET CUSTOMER DRIVE CAR, BUT SHE STILL COMPLAINS OF THESE SYMPTOMS. SUSPECT FAULTY CONTROL UNIT (WE HAVE HAD PREVIOUS ISSUES W/ THESE). NEED FEEDBACK. RMVB 54 SHOWSJ11R0251; VB 64 SHOWS 0 IN BOTH BLOCKS.
05/26/2009	14:48	ISSUE OPENED BY DEALERSHIP
05/26/2009	14:54	ADVISE TECH TO REPALC EMECHYATROINCS FLUID AND FILTER AND SET BASIC SETTING AFTER REPAIRS
05/26/2009	14:54	CUSTOMER COMMENTS: CUSTOMER STATES THAT SHIFTING HAS BEEN ERRATIC AND THAT THE DRIVETRAIN "SHUDDERS" AT LOW SPEEDS, OR SEEMS TO SURGE. NO FAULTS IN AW2. SHOP FOREMAN DUPLICATED DURING ROAD TEST. SET THE BASIC SETTING FOR THE MECHATRONIC CONTROL UNIT AND LET CUSTOMER DRIVE CAR, BUT SHE STILL COMPLAINS OF THESE SYMPTOMS. SUSPECT FAULTY CONTROL UNIT (WE HAVE HAD PREVIOUS ISSUES W/ THESE). NEED FEEDBACK. RMVB 54 SHOWSJ11R0251; VB 64 SHOWS 0 IN BOTH BLOCKS.
05/26/2009	14:54	WORKSHOP FINDINGS: JERKS
05/26/2009	15:01	ORDERED NEW CONTROL UNIT. AS THEY ARE BACK-ORDERED I WAS PROMPTED TO CLOSE THIS TICKET PENDING ARRIVAL OF REPLACEMENT PART.
05/26/2009	17:24	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
05/26/2009	17:24	ISSUE UPDATED

#### Consultant's Closing Comments

REPALCE MECH

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
457340	RABBIT	2008	WVWVFV71K18W [REDACTED]	12390	3885	05/26/2009	USA

#### Workshop Finding

I ROAD TESTED VEHICLE AND FOUND THAT 1-2 UPSHIFT AT TIMES IS HARSH AND ALSO NOTICED WHEN COMING TO A STOP THEIR IS A KNOCK TYPE NOISE COMING FROM THE GEARBOX.

Activity Date	Activity Time	Activity Comments
05/26/2009	15:03	CUSTOMER STATES THAT VEHICLE HAS A HARSH UPSHIFT ON OCCASION AND THAT AT TIMES HAS AN UPSHIFT DELAY. I ROAD TESTED VEHICLE AND FOUND THAT 1-2 UPSHIFT AT TIMES IS HARSH AND ALSO NOTICED WHEN COMING TO A STOP THEIR IS A KNOCK TYPE NOISE COMING FROM THE GEARBOX.
05/26/2009	15:03	ISSUE OPENED BY DEALERSHIP
05/26/2009	15:16	ADVISED TECH TO PLEASE VERIFY THE FLUID LEVEL AND CONDITION. PLEASE ATTACH A FAULT LOG TO THE VTA CASE. PLEASE ALSO CHECK MVB 54. UPDATE THE VTA WITH YOUR FINDINGS AND CALL BACK.
05/26/2009	15:16	CUSTOMER COMMENTS: CUSTOMER STATES THAT VEHICLE HAS A HARSH UPSHIFT ON OCCASION AND THAT AT TIMES HAS AN UPSHIFT DELAY.
05/26/2009	15:16	WORKSHOP FINDINGS: I ROAD TESTED VEHICLE AND FOUND THAT 1-2 UPSHIFT AT TIMES IS HARSH AND ALSO NOTICED WHEN COMING TO A STOP THEIR IS A KNOCK TYPE NOISE COMING FROM THE GEARBOX.
05/26/2009	18:57	CHECKED FLUID LEVEL AND LEVEL IS OK. MVB 54:H45P0330
05/26/2009	19:11	ADVISED THE TECH TO REPLACE THE MECATRONICS, BOLTS AND FLUID AND UPDATE THE VTA WITH RESULTS.
06/02/2009	13:49	P1 SPOKE TO GREGG IN SERVICE, PART HAS ARRIVED, TECH IS SCHEDULED TO WORK ON VEHICLE. WILL HAVE TECH UPDATE VTA CASE.
06/09/2009	13:00	SPOKE WITH ANTHONY IN SERVICE..... STATED THAT THEY ARE STILL WAITING ON THE MECHITRONICS TO ARRIVE..... P1
07/01/2009	13:49	REPLACED MECHATRONICS MODULE AND FILTER. ROAD TESTED AND VEHICLE SHIFTS ARE SMOOTH.
07/01/2009	15:38	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/01/2009	15:38	ISSUE UPDATED

#### Consultant's Closing Comments

TECHNICIAN REPLACED THE MECHATRONICS.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
457347	EOS	2008	WVWFA71F98V [REDACTED]	12694	3885	05/26/2009	USA

<b>Workshop Finding</b>
JERKS

Activity Date	Activity Time	Activity Comments
05/26/2009	15:09	CUSTOMER COMPLAINT OF A SLOW SPEED BUCK, ALSO HARSH LAUNCH FROM A STOP. POSSABLE MECH UNIT ISSUE? NO CODES IN GEARBOX ELECTRONICS.
05/26/2009	15:09	ISSUE OPENED BY DEALERSHIP
05/26/2009	15:13	CUSTOMER COMMENTS: CUSTOMER COMPLAINT OF A SLOW SPEED BUCK, ALSO HARSH LAUNCH FROM A STOP. POSSABLE MECH UNIT ISSUE? NO CODES IN GEARBOX ELECTRONICS.
05/26/2009	15:13	PLEASE GET MVB 54 IN 02
05/26/2009	15:13	REPLAC EMECHATROINCS AND FLUID AND FILTER AND SET BASIC SETTING AFTER REPAIRS
05/26/2009	15:13	WORKSHOP FINDINGS: JERKS
05/26/2009	15:38	I ORDERED REQUESTED PARTS AND WILL CLOSE THE CASE.
05/26/2009	15:50	THANK YOU.
05/26/2009	17:23	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
05/26/2009	17:23	ISSUE UPDATED

<b>Consultant's Closing Comments</b>
REPLAC EMECHATROINCS AND 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
457349	EOS	2008	WVWBA71F48V [REDACTED]	13426	3885	05/26/2009	USA

#### Workshop Finding

I CHECK TRANS FLUID CONDITION OK, CHECK TRANS AND ENGINE CODES BUT IS CLEAR, I DO BASIC SETTINGS 61/60, CYCLE KEY, TEST DRIVE , BUT TRANS HAS SAME PROBLEM.NOTE ALL PROBLEM IS BETEWEN FIRST TO SECOND GEAR.NOTE THE PROBLEM IS LIKE TRANS SLEEPING.

Activity Date	Activity Time	Activity Comments
05/26/2009	15:12	C/STATES TRANS HARSH SHIFT WHEN STARTING FROM STOP AND WHEN SLOWING TO STOP. I CHECK TRANS FLUID CONDITION OK, CHECK TRANS AND ENGINE CODES BUT IS CLEAR, I DO BASIC SETTINGS 61/60, CYCLE KEY, TEST DRIVE , BUT TRANS HAS SAME PROBLEM.NOTE ALL PROBLEM IS BETEWEN FIRST TO SECOND GEAR.NOTE THE PROBLEM IS LIKE TRANS SLEEPING.
05/26/2009	15:12	ISSUE OPENED BY DEALERSHIP
05/26/2009	15:17	ADVISED TECH TO UPDATE VTA WITH MVB 54 THEN REPLACE MECH UNIT, BOLTS, FILTER AND FLUID THEN RERUN MANUAL BASIC SETTINGS. CLOSE OUT VTA AFTER PARTS ARE ORDERED.
05/26/2009	15:17	CUSTOMER COMMENTS: C/STATES TRANS HARSH SHIFT WHEN STARTING FROM STOP AND WHEN SLOWING TO STOP.
05/26/2009	15:17	WORKSHOP FINDINGS: I CHECK TRANS FLUID CONDITION OK, CHECK TRANS AND ENGINE CODES BUT IS CLEAR, I DO BASIC SETTINGS 61/60, CYCLE KEY, TEST DRIVE , BUT TRANS HAS SAME PROBLEM.NOTE ALL PROBLEM IS BETEWEN FIRST TO SECOND GEAR.NOTE THE PROBLEM IS LIKE TRANS SLEEPING.
05/27/2009	08:57	I SOP PARTS TAKE FEW DAYS.
05/27/2009	17:23	THANKS FOR THE UPDATE. PLEASE CLOSE OUT VTA AND RELEASE VEHICLE TO CUSTOMER.
05/29/2009	09:00	I WAIT FOR PARTS.
05/29/2009	17:57	CALLED DEALER TO ASK JORGE TO CLOSE OUT VTA AND RELEASE VEHICLE TO CUSTOMER BUT HE WAS GONE. WILL CALL BACK MONDAY.
05/30/2009	14:31	I SOP PARTS.
06/01/2009	09:59	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
06/01/2009	09:59	ISSUE UPDATED

#### Consultant's Closing Comments

TECH TO REPLACE MECH UNIT, COMPLETED.



VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
457367	EOS	2008	WVWBA71F38V [REDACTED]	11517	3885	05/26/2009	USA

**Workshop Finding**

NO CODES ARE PRESENT.

Activity Date	Activity Time	Activity Comments
05/26/2009	15:27	CLIENT STATES THAT WHILE ON THE FREEWAY THE ENGINE RPMS WENT TO 5000 AND THE VEHICLE SLOWED DOWN FROM 65 TO 40. NO CODES ARE PRESENT.
05/26/2009	15:27	ISSUE OPENED BY DEALERSHIP
05/26/2009	15:33	CUSTOMER COMMENTS: CLIENT STATES THAT WHILE ON THE FREEWAY THE ENGINE RPMS WENT TO 5000 AND THE VEHICLE SLOWED DOWN FROM 65 TO 40.
05/26/2009	15:33	MVB 54 J16. ADVISED TO REPLACE MECHATRONICS UNIT, FLUID, FILTER AND BOLTS. RELEASE VEHICLE AND CLOSE TICKET.
05/26/2009	15:33	WORKSHOP FINDINGS: NO CODES ARE PRESENT.
05/26/2009	16:40	ORDERED PARTS
05/26/2009	17:40	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
05/26/2009	17:40	ISSUE UPDATED

**Consultant's Closing Comments**

D1 ADVISED TO REPLACE MECHATRONICS UNIT, FLUID, FILTER AND BOLTS. RELEASE VEHICLE AND CLOSE TICKET.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
457559	JETTA	2009	3VWRL71K99M [REDACTED]	10165	3885	05/27/2009	USA

#### Workshop Finding

n/a

Activity Date	Activity Time	Activity Comments
05/27/2009	08:13	ISSUE OPENED BY DEALERSHIP
05/27/2009	08:13	VEHICLE LURCHES FORWARD WHEN MOVING FROM A STAND STILL ALMOST BURNOUT-LIKE. ONLY HAPPENS WHEN TRANSMISSION IS HOT AND BEEN DRIVEN FOR AT LEAST 30MINS. ALSO HAPPENS IN REVERSE. PLEASE ADVISE.
05/27/2009	14:52	ALSO RAN GFF WITH NO FALTS IN SYSTEM. MVB 54= J27R0220
05/27/2009	15:05	CUSTOMER COMMENTS: VEHICLE LURCHES FORWARD WHEN MOVING FROM A STAND STILL ALMOST BURNOUT-LIKE. ONLY HAPPENS WHEN TRANSMISSION IS HOT AND BEEN DRIVEN FOR AT LEAST 30MINS. ALSO HAPPENS IN REVERSE. PLEASE ADVISE.
05/27/2009	15:05	PLEASE REPLACE THE MECH UNIT.
05/29/2009	15:38	PART IS ON BACK ORDER.....
05/29/2009	18:08	THANKS FOR THE UPDATE.
06/03/2009	16:45	P1 SPOKE TO YOLANDA IN SERVICE AND VEHICLE IS WAITING ON BACK ORDER PARTS.
06/04/2009	15:15	PART ON BACK ORDER
06/04/2009	18:03	THANKS FOR THE UPDATE.
06/17/2009	13:50	REPL MECH UNIT, RELEASED VEHICLE
06/17/2009	18:29	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
06/17/2009	18:29	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
457609	JETTA	2009	3VWRL71K69M [REDACTED]	6275	3885	05/27/2009	USA

#### Workshop Finding

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

Activity Date	Activity Time	Activity Comments
05/27/2009	09:25	AFTER CAR WARMS UP WHEN GOING INTO PARK OR REVERSE IT HESITATES THEN SLAMS INTO GEAR.FLUID LEVEL AND CONDITION GOOD.NO LEAKS NO CODES.
05/27/2009	09:25	ISSUE OPENED BY DEALERSHIP
05/27/2009	09:47	ADVISED THE TECH TO CHECK MVB 54 AND 64 IN THE TCM.
05/27/2009	09:47	CUSTOMER COMMENTS: AFTER CAR WARMS UP WHEN GOING INTO PARK OR REVERSE IT HESITATES THEN SLAMS INTO GEAR.FLUID LEVEL AND CONDITION GOOD.NO LEAKS NO CODES.
05/27/2009	09:47	WORKSHOP FINDINGS: TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM. MVB 54 IS AND MVB 64 IS
05/27/2009	10:07	MVB 54 J38B0096 MVB 64 FIELD 1 AND 2 ARE 0.
05/27/2009	10:17	ADVISED THE TECH TO FIND OUT IF REFUELING THE VEHICLE HAD ANY EFFECT ON THE CONCERN.
05/27/2009	10:43	ADVISED THE TECH TO SET UP TO PERFORM THE MANUAL BASIC SETTINGS.
05/27/2009	11:15	ADVISED THE TECH ON HOW TO PERFORM THE MANUAL BASIC SETTINGS.
05/27/2009	13:03	TRANSFERRED TO VM
05/27/2009	13:05	SET BASIC SETTINGS DROVE CAR 15 MILES NO CODES DROVE ANOTHER 15 MILES NO CODES STILL HAS SHIFT CONCERNS WHEN GOING INTO FIRST GEAR DOWNSHIFT OR FROM P/N.
05/27/2009	13:12	ADVISED THE TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT.
05/27/2009	14:30	ORDERED MECHITRONICS AND BOLTS .
05/27/2009	21:08	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
05/27/2009	21:08	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
457626	JETTA	2008	3VWRJ71K58M [REDACTED]	15378	3885	05/27/2009	USA

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

Activity Date	Activity Time	Activity Comments
05/27/2009	09:38	ISSUE OPENED BY DEALERSHIP
05/27/2009	09:38	"TRANSMSSION SHIFTS POORLY,"..... HARSH ENGAGEMENT NO DTC'S . FLUID LEVEL FULL
05/27/2009	09:47	CUSTOMER COMMENTS: "TRANSMSSION SHIFTS POORLY,"..... HARSH ENGAGEMENT NO DTC'S . FLUID LEVEL FULL
05/27/2009	09:47	MVB 54 J11. ADVISED TO REPLACE MECHATRONICS UNIT, FLUID, FILTER AND BOLTS. RELEASE VEHICLE TO CUSTOMER AND CLOSE TICKET.
05/27/2009	10:00	PARTS ORDERED.. CUSTOMER TOOK VEHICLE
05/27/2009	10:15	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
05/27/2009	10:15	ISSUE UPDATED

<b>Consultant's Closing Comments</b>
D1 ORDERED MECHATRONICS UNIT, FLUID, FILTER AND BOLTS.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
457648	EOS	2009	WVWFA71F39V [REDACTED]	702	3885	05/27/2009	USA

Workshop Finding
n/a

Activity Date	Activity Time	Activity Comments
05/27/2009	10:06	CUSTOMER STATES THAT WHEN DRIVING ENGINE RPM WILL INCREASE LIKE TRANS ISNT IN GEAR AND PRNDL WILL BEGIN TO FLASH EXCEPT FOR WHICHEVER GEAR IS SELECTED. RAN GFF FOUND NO CODES IN ANY SYSTEM AND CAN NOT DUPLICATE THE CONCERN. NO TSBS FOUND IN RELATION TO CONCERN.
05/27/2009	10:06	ISSUE OPENED BY DEALERSHIP
05/27/2009	10:15	CUSTOMER COMMENTS: CUSTOMER STATES THAT WHEN DRIVING ENGINE RPM WILL INCREASE LIKE TRANS ISNT IN GEAR AND PRNDL WILL BEGIN TO FLASH EXCEPT FOR WHICHEVER GEAR IS SELECTED. RAN GFF FOUND NO CODES IN ANY SYSTEM AND CAN NOT DUPLICATE THE CONCERN. NO TSBS FOUND IN RELATION TO CONCERN.
05/27/2009	10:15	PLEASE CHECK MVB 64 IN THE TCM.
05/27/2009	10:38	MVB 64 AND FIELD 1 HAD 27 AND FIELD 2 HAD 57. REPLACE TEMP SENSOR/SPEED SENSOR.
06/02/2009	15:16	PART ARRIVED 06/02/09. WILL UPDATE AFTER PART IS INSTALLED
06/02/2009	17:48	THANKS FOR THE UPDATE.
06/03/2009	12:00	RICH STATES VEH IS BEING WORKED ON D2
06/05/2009	08:20	INSTALLED TRANS TEMP SENSOR AS DIRECTED TO CORRECT CONCERN
06/05/2009	17:48	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
06/05/2009	17:48	ISSUE UPDATED

Consultant's Closing Comments
INSTALLED TRANS TEMP SENSOR AS DIRECTED TO CORRECT CONCERN

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
457659	EOS	2008	WVWBA71F88V [REDACTED]	23769	3885	05/27/2009	USA

#### Workshop Finding

n/a

Activity Date	Activity Time	Activity Comments
05/27/2009	10:14	CAR HAS HESITATION WHEN TAKING OFF FROM STOP ALSO WHEN BACKUP
05/27/2009	10:14	ISSUE OPENED BY DEALERSHIP
05/27/2009	12:13	CUSTOMER COMMENTS: CAR HAS HESITATION WHEN TAKING OFF FROM STOP ALSO WHEN BACKUP
05/27/2009	12:13	<p>TECH NEEDS TO REPLACE THE MECHATRONIC, BOLTS, FLUID, AND FILTER. PERFORM BASIC SETTINGS MANUALLY AFTER INSTALLING THE NEW PARTS. PERFORMING THE BASIC SETTINGS ON THE DSG IS AN IMPORTANT DIAGNOSTIC STEP. ALTHOUGH THE BASIC SETTINGS SHOULD NOT BE PERFORMED AS A REGULAR ROUTINE, THEY CAN BE SET FOR A SYMPTOM. THE SCAN TOOL WILL AUTOMATICALLY WALK A TECHNICIAN THROUGH GFF'S OR GF'S VERSION OF BASIC SETTINGS, BUT ENGINEERING HAS FOUND THIS METHOD TO BE INSUFFICIENT. THE BASIC SETTINGS SHOULD BE DONE THROUGH VEHICLE SELF DIAGNOSIS.</p> <p>THE FOLLOWING REQUIREMENTS SHOULD BE MET:</p> <ul style="list-style-type: none"> <li>ENGINE AND TRANSMISSION MUST BE UP TO OPERATING TEMPERATURE (MINIMUM OF 30C IN TRANSMISSION).</li> <li>VEHICLE SHOULD BE CLEAR OF ALL FAULT CODES (ECM AND TCM)</li> <li>VEHICLE SHOULD BE IN PARK AND IDLING</li> <li>ENGINE MUST HAVE BEEN RUNNING FOR ONE FULL MINUTE BEFORE BASIC SETTINGS CAN BE PERFORMED.</li> </ul> <p>GO INTO VSD, TRANSMISSION ELECTRONICS/GEARBOX ELECTRONICS, BASIC SETTINGS, THEN ENTER #61 ON KEYPAD AND SELECT THE "Q" BUTTON TO ENTER INTO TEST MODE.</p> <p>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.</p> <p>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.</p> <p>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.</p> <p>ROAD TEST VEHICLE 10-15 MILES GOING THROUGH ALL GEARS AUTOMATICALLY AND ALSO THROUGH TIPTRONIC AT VARIOUS SPEEDS AND DRIVING CONDITIONS. SHUT THE VEHICLE OFF AND THEN RESTART AND RE EVALUATE SHIFTING.</p> <p>NOTE: IF VEHICLE STALLS WHILE RUNNING BASIC SETTINGS, THE TRANSMISSION WILL NEED TO BE REPLACED. PLEASE ALSO NOTE THAT IF THE VEHICLE DOES NOT ROLL EVEN WHEN THE TRANSMISSION IS ENGAGED INTO NEUTRAL, IT IS LIKELY THAT THERE MAY BE A STUCK SHIFT FORK INTERNALLY. PLEASE DISCONNECT THE SHIFT LEVER CABLE FROM THE TRANSMISSION AND IF THERE IS STILL NO MOVEMENT, REPLACE THE TRANSMISSION. IF MOVEMENT IS NOW PRESENT, PERSUE A SHIFT LEVER ISSUE.</p> <p>ALSO, IF THE TRANSMISSION EXHIBITS A GRINDING NOISE OTHER THAN DURING BASIC SETTINGS PLEASE CALL BACK.</p>
05/27/2009	12:23	SO PARTS
05/27/2009	14:41	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
05/27/2009	14:41	ISSUE UPDATED

#### Consultant's Closing Comments

REPLACE THE MECHATRONIC

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
457821	JETTA	2008	3VWRJ71K08M [REDACTED]	30511	3885	05/27/2009	USA

#### Workshop Finding

LIKE MULTIPLE CLUTCH ENGAUGEMENTS. ALSO HAPPENS IN REVERSE.

Activity Date	Activity Time	Activity Comments
05/27/2009	12:28	ISSUE OPENED BY DEALERSHIP
05/27/2009	12:28	WHEN THE CAR IS AT OPERATING TEMP THE CAR SURGES FORAWARD AT A LIGHT THROTTLE WHEN TAKING OFF FROM A STOP. LIKE MULTIPLE CLUTCH ENGAUGEMENTS.
05/27/2009	12:42	CUSTOMER COMMENTS: WHEN THE CAR IS AT OPERATING TEMP THE CAR SURGES FORAWARD AT A LIGHT THROTTLE WHEN TAKING OFF FROM A STOP.
05/27/2009	12:42	TECH WORKING ON CAR IS ED, HE USED SERVICE MANAGERS PASSWORD. AFTER REVIEWING MVB 54 ADVISED TECH TO REPL[ACE MECH UNIT, BOLTS, FILTER AND FLUID THEN PERFORM MANUAL BASIC SETTINGS PER PROCEDURE BELOW. PLEASE RELEASE VEHICLE TO CUSTOMER AND CLOSE OUT VTA AFTER PARTS ARE ORDERED. MVB 54 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.
05/27/2009	12:42	WORKSHOP FINDINGS: LIKE MULTIPLE CLUTCH ENGAUGEMENTS. ALSO HAPPENS IN REVERSE.
05/27/2009	13:57	PARTS ORDERED.
05/27/2009	17:18	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
05/27/2009	17:18	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
457861	JETTA	2009	3VWAL71K89M [REDACTED]	13656	3885	05/27/2009	USA

Workshop Finding
n/a

Activity Date	Activity Time	Activity Comments
05/27/2009	13:23	CUSTOMER STATES AT TIMES WHEN PULLING OUT, BANGS INTO GEAR, JERKS....
05/27/2009	13:23	ISSUE OPENED BY DEALERSHIP
05/27/2009	13:32	CUSTOMER COMMENTS: CUSTOMER STATES AT TIMES WHEN PULLING OUT, BANGS INTO GEAR, JERKS....
05/27/2009	13:32	<p>REPLACE THE MECHATRONIC, BOLTS, FLUID AND FILTER AND PERFORM BASIC SETTINGS MANUALLY AFTER INSTALLING THE NEW PART. PERFORMING THE BASIC SETTINGS ON THE DSG IS AN IMPORTANT DIAGNOSTIC STEP. ALTHOUGH THE BASIC SETTINGS SHOULD NOT BE PERFORMED AS A REGULAR ROUTINE, THEY CAN BE SET FOR A SYMPTOM. THE SCAN TOOL WILL AUTOMATICALLY WALK A TECHNICIAN THROUGH GFF'S OR GF'S VERSION OF BASIC SETTINGS, BUT ENGINEERING HAS FOUND THIS METHOD TO BE INSUFFICIENT. THE BASIC SETTINGS SHOULD BE DONE THROUGH VEHICLE SELF DIAGNOSIS.</p> <p>THE FOLLOWING REQUIREMENTS SHOULD BE MET:</p> <p>ENGINE AND TRANSMISSION MUST BE UP TO OPERATING TEMPERATURE (MINIMUM OF 30C IN TRANSMISSION). VEHICLE SHOULD BE CLEAR OF ALL FAULT CODES (ECM AND TCM)</p> <p>VEHICLE SHOULD BE IN PARK AND IDLING</p> <p>ENGINE MUST HAVE BEEN RUNNING FOR ONE FULL MINUTE BEFORE BASIC SETTINGS CAN BE PERFORMED.</p> <p>GO INTO VSD, TRANSMISSION ELECTRONICS/GEARBOX ELECTRONICS, BASIC SETTINGS, THEN ENTER #61 ON KEYPAD AND SELECT THE "Q" BUTTON TO ENTER INTO TEST MODE.</p> <p>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.</p> <p>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.</p> <p>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.</p> <p>ROAD TEST VEHICLE 10-15 MILES GOING THROUGH ALL GEARS AUTOMATICALLY AND ALSO THROUGH TIPTRONIC AT VARIOUS SPEEDS AND DRIVING CONDITIONS. SHUT THE VEHICLE OFF AND THEN RESTART AND RE EVALUATE SHIFTING.</p> <p>NOTE: IF VEHICLE STALLS WHILE RUNNING BASIC SETTINGS, THE TRANSMISSION WILL NEED TO BE REPLACED. PLEASE ALSO NOTE THAT IF THE VEHICLE DOES NOT ROLL EVEN WHEN THE TRANSMISSION IS ENGAGED INTO NEUTRAL, IT IS LIKELY THAT THERE MAY BE A STUCK SHIFT FORK INTERNALLY. PLEASE DISCONNECT THE SHIFT LEVER CABLE FROM THE TRANSMISSION AND IF THERE IS STILL NO MOVEMENT, REPLACE THE TRANSMISSION. IF MOVEMENT IS NOW PRESENT, PERSUE A SHIFT LEVER ISSUE.</p> <p>ALSO, IF THE TRANSMISSION EXHIBITS A GRINDING NOISE OTHER THAN DURING BASIC SETTINGS PLEASE CALL BACK FOR FURTHER ASSISTANCE.</p>
05/27/2009	13:35	ORDERED PARTS WILL RESEDUCE FOR REPAIR.... THANK YOU..
05/27/2009	14:44	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
05/27/2009	14:44	ISSUE UPDATED

Consultant's Closing Comments
REPLACE THE MECHATRONIC



VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
457899	JETTA	2008	3VWRJ71K98M145265	20177	3885	05/27/2009	USA

#### Workshop Finding

DELAYED ENGAGEMENT OF DSG CAUSES VEHICLE TO JERK. NO FAULTS STORED IN SYSTEM.

Activity Date	Activity Time	Activity Comments
05/27/2009	14:04	ISSUE OPENED BY DEALERSHIP
05/27/2009	14:04	VEHICLE LUNGES FROM TAKE OFF. DELAYED ENGAGEMENT OF DSG CAUSES VEHICLE TO JERK. NO FAULTS STORED IN SYSTEM.
05/27/2009	14:12	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 AND RELEASE VEHICLE TO CUSTOMER WHEN PARTS ARE ORDERED. 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.
05/27/2009	14:12	CUSTOMER COMMENTS: VEHICLE LUNGES FROM TAKE OFF.
05/27/2009	14:12	WORKSHOP FINDINGS: DELAYED ENGAGEMENT OF DSG CAUSES VEHICLE TO JERK. NO FAULTS STORED IN SYSTEM.
05/27/2009	14:25	ORDERED PARTS. CLOSING TICKET.
05/27/2009	17:18	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
05/27/2009	17:18	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
457918	RABBIT	2007	WVWHV71K27W221300	18964	3435	05/27/2009	USA

#### Workshop Finding

ACCELERATION, VEHICLE HAS A CHUGGLE/JERKING UPON EASY ACCELARATION, I PERFORMED BASIC SETTINGS ON MECHATRONICS, AND RAN THROUGH THE GFF FOR KNOCK SENSOR CODES, BOTH TESTED GOOD. NO AIR LEAKS IN TURBO SYSTEM, NO CODES AT ALL NOW? MVB 64 IN TRANS SHOWS 0 AND 0, THOUGHT MAYBE TEMP SENSOR WAS MESSING UP. ????

Activity Date	Activity Time	Activity Comments
05/27/2009	14:19	CUST HAS JERKING UPON ACCELERATION, VEHICLE HAS A CHUGGLE/JERKING UPON EASY ACCELARATION, I PERFORMED BASIC SETTINGS ON MECHATRONICS, AND RAN THROUGH THE GFF FOR KNOCK SENSOR CODES, BOTH TESTED GOOD. NO AIR LEAKS IN TURBO SYSTEM, NO CODES AT ALL NOW? MVB 64 IN TRANS SHOWS 0 AND 0, THOUGHT MAYBE TEMP SENSOR WAS MESSING UP. ????
05/27/2009	14:19	ISSUE OPENED BY DEALERSHIP
05/27/2009	14:27	CUSTOMER COMMENTS: CUST HAS JERKING UPON
05/27/2009	14:27	I ADVISED THE TECH TO CHECK THE LEVEL / CONDITION OF THE TRANS FLUID,....IF NO CONCERS THERE TO REPLACE THE MECHATRONICS UNIT BOLTS, FILTER, AND FLUID. ONCE PARTS ORDERD TO CLOSE THE VTA AND LET CUSOTMER DRIVE THE CAR UNTILL PARTS ARRIVE
05/27/2009	14:27	WORKSHOP FINDINGS: ACCELERATION, VEHICLE HAS A CHUGGLE/JERKING UPON EASY ACCELARATION, I PERFORMED BASIC SETTINGS ON MECHATRONICS, AND RAN THROUGH THE GFF FOR KNOCK SENSOR CODES, BOTH TESTED GOOD. NO AIR LEAKS IN TURBO SYSTEM, NO CODES AT ALL NOW? MVB 64 IN TRANS SHOWS 0 AND 0, THOUGHT MAYBE TEMP SENSOR WAS MESSING UP. ????
06/03/2009	11:58	JASON STATES VEH IS WAITING FOR MECHATRONIC P1
06/03/2009	12:43	WAITING ON PARTS STILL, BOLTS ARE HERE, MECHATRONICS HAS NOT SHOWN UP YET
06/03/2009	12:44	SORRY MISREAD, CLOSING CASE NOW
06/03/2009	16:08	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
06/03/2009	16:08	ISSUE UPDATED

#### Consultant's Closing Comments

PAINE MARK: CLOSING IN PROCESS: DEALER COMPLETE: SORRY MISREAD, CLOSING CASE NOW

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
457931	EOS	2008	WVWBA71F88V052850	13301	3885	05/27/2009	USA

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

Activity Date	Activity Time	Activity Comments
05/27/2009	14:34	ISSUE OPENED BY DEALERSHIP
05/27/2009	14:34	ROAD TESTED AND THE TRANS. IS JOLTING WHEN GOING FROM A STOP THERE ARE NO DTCS.
05/27/2009	14:38	CUSTOMER COMMENTS: ROAD TESTED AND THE TRANS. IS JOLTING WHEN GOING FROM A STOP THERE ARE NO DTCS.
05/27/2009	14:38	PLEASE GET MVB 54 IN 02
05/27/2009	14:38	WORKSHOP FINDINGS: JERKS WHILE DRIVING
05/27/2009	14:44	REPLACE THE MECHATRONICS AND THE FLUID AND THE FILTER AND SET THE BASIC SETTING AFTER REPAIRS
05/27/2009	15:26	ORDERED THE MECHATRONICS
05/27/2009	16:10	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
05/27/2009	16:10	ISSUE UPDATED

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

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
457942	JETTA	2008	3VWRA71K08M190658	13800	3885	05/27/2009	USA

Workshop Finding
n/a

Activity Date	Activity Time	Activity Comments
05/27/2009	14:44	CUST STATES SHIFTS HARD INTO FIRST AND REV WORSE WHEN HOT. QTM WAS HERE TODAY FOR OTHER REASONS AND INFORMED MANAGER TO CHECK MVB 12&13 TO CHECK CLUTCH PERCENTAGE BUT NEVER TOLD ME ANY SPECS SO HERE I AM
05/27/2009	14:44	ISSUE OPENED BY DEALERSHIP
05/27/2009	14:48	CUSTOMER COMMENTS: CUST STATES SHIFTS HARD INTO FIRST AND REV WORSE WHEN HOT. QTM WAS HERE TODAY FOR OTHER REASONS AND INFORMED MANAGER TO CHECK MVB 12&13 TO CHECK CLUTCH PERCENTAGE BUT NEVER TOLD ME ANY SPECS SO HERE I AM
05/27/2009	14:48	PLEASE REPLACE THE MECH UNIT.
06/03/2009	13:16	P1 SPOKE WITH JON (SERVICE) AND WAS ADVISED THAT THE PARTS ARE ON BACK ORDER.
06/08/2009	15:14	PART HERE AND IN REPLACE MECH UNIT AND FILTER AND REFILLED, SET BASICS. DRIVE GOOD, WE WILL SEE WHAT CUST THINKS. THANKS
06/08/2009	18:37	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
06/08/2009	18:37	ISSUE UPDATED

Consultant's Closing Comments
: PART HERE AND IN REPLACE MECH UNIT AND FILTER AND REFILLED, SET BASICS. DRIVE GOOD, WE WILL SEE WHAT CUST THINKS. THANKS

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
457989	JETTA	2008	3VWRJ71K28M123849	10982	3885	05/27/2009	USA

#### Workshop Finding

n/a

Activity Date	Activity Time	Activity Comments
05/27/2009	15:21	ISSUE OPENED BY DEALERSHIP
05/27/2009	15:21	TESTDROVE AND VERIFIED SHUDDER WHEN ACCELERATING FROM A STOP WHEN HOT. CHECKED GFF NO CODES. SEE GFF FOR SOFTWARE VERSION OF MECH
05/27/2009	15:27	CUSTOMER COMMENTS: TESTDROVE AND VERIFIED SHUDDER WHEN ACCELERATING FROM A STOP WHEN HOT. CHECKED GFF NO CODES. SEE GFF FOR SOFTWARE VERSION OF MECH
05/27/2009	15:27	PLEASE REPLACE THE MECHATRONICS UNIT, FLUID, FILTER, AND BOLTS. PLEASE LET THE CUSTOMER TAKE THE CAR DUE TO THE ISSUE WITH THE VEHICLE ONLY BEING COMFORT AND NOT SAFETY. PLEASE BE SURE TO SET THE BASIC SETTINGS THROUGH VSD AFTER THE MECH UNIT IS REPLACED.
05/28/2009	12:50	ORDERED PARTS 7-14 DAYS. RELEASED VEHICLE UNTIL PARTS ARRIVED.
05/28/2009	15:28	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
05/28/2009	15:28	ISSUE UPDATED

#### Consultant's Closing Comments

PLEASE REPLACE THE MECHATRONICS UNIT, FLUID, FILTER, AND BOLTS. PLEASE LET THE CUSTOMER TAKE THE CAR DUE TO THE ISSUE WITH THE VEHICLE ONLY BEING COMFORT AND NOT SAFETY. PLEASE BE SURE TO SET THE BASIC SETTINGS THROUGH VSD AFTER THE MECH UNIT IS REPLACED.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
458029	RABBIT	2008	WVWKC71K98W086037	24754	3435	05/27/2009	USA

#### Workshop Finding

. SOMETIMES DOES NOT SHOF DOWN TO FIRST AT STOPS. LAST TIME IN I RAN BASIC SETTINGS ON DSG GEAR BOX AND IT FIXED IT FOR THREE DAYS.

Activity Date	Activity Time	Activity Comments
05/27/2009	15:58	CUSTOMER STATES CAR SURGES AND JURKS AND IS HARD TO START OF FROM STOP SMOTHLY. SOMETIMES DOES NOT SHOF DOWN TO FIRST AT STOPS. LAST TIME IN I RAN BASIC SETTINGS ON DSG GEAR BOX AND IT FIXED IT FOR THREE DAYS.
05/27/2009	15:58	ISSUE OPENED BY DEALERSHIP
05/27/2009	16:02	CUSTOMER COMMENTS: CUSTOMER STATES CAR SURGES AND JURKS AND IS HARD TO START OF FROM STOP SMOTHLY
05/27/2009	16:02	I ADVISED THE TECH TO VERIFY THE LEVEL AND CONDITION OF THE TRANS FLUID...IF OKAY TO REPALCE THE MECHATRONICS UNIT VALVE BODY, BOLTS AND FLUID.
05/27/2009	16:02	WORKSHOP FINDINGS: . SOMETIMES DOES NOT SHOF DOWN TO FIRST AT STOPS. LAST TIME IN I RAN BASIC SETTINGS ON DSG GEAR BOX AND IT FIXED IT FOR THREE DAYS.
05/27/2009	18:33	FLUID LEVEL AND CONDITION GOOD. MECHATRONICS UNIT FILTER , FLUID AND GASKITS ON ORDER.
05/27/2009	18:43	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
05/27/2009	18:43	ISSUE UPDATED

#### Consultant's Closing Comments

MUTCH RICK: OPEN: DEALER UPDATED: FLUID LEVEL AND CONDITION GOOD. MECHATRONICS UNIT FILTER , FLUID AND GASKITS ON ORDER.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
458033	JETTA	2008	3VWRJ71K38M187365	11447	3885	05/27/2009	USA

<b>Workshop Finding</b>
JERKS

Activity Date	Activity Time	Activity Comments
05/27/2009	16:01	CUSTOMER STATES AFTER DRIVING FOR SOME TIME ON ACCELS CAR JERKS FORWARD AND WHEN YOU TAKE THE FOOT OF BRAKE PEDAL. TEST DROVE VEHICLE AND WAS ABLE TO DUPLICATE CONCERN. REALLY HARSH UPSHIFT FROM 1ST TO 2ND GEAR. OR WHEN U COME TO A STOP AND LET GO OFF BRAKE PEDAL CAR JERKS. WHEN CRUISING AND THEN COMING TO A STOP. 3 - 2- 1 GEAR, SOMEWHAT HARSH DOWNSHIFTS. SCANNED MODULES AND FOUND NO FAULTS. INSPECTED FOR LEAKS . NONE FOUND. ALSO CHECKED FLUID LEVEL. AND OK. SPILLS WHEN YOU TAKE DRAINPLUG OUT. SETTED BASIC SETTING. WHEN TO DRIVE TEST. FOR ABOUT 17 MILES. AND DOES THE SAME ON ACCELS. DOWNSHIFTS BETTER. CAME BACK AND SETTED BASIC SETTEING MANUALLY. WHEN CAME TO STOP TO MAKE TURN, CAR JERK FORWARD HARD.
05/27/2009	16:01	ISSUE OPENED BY DEALERSHIP
05/27/2009	16:04	CUSTOMER COMMENTS: CUSTOMER STATES AFTER DRIVING FOR SOME TIME ON ACCELS CAR JERKS FORWARD AND WHEN YOU TAKE THE FOOT OF BRAKE PEDAL. TEST DROVE VEHICLE AND WAS ABLE TO DUPLICATE CONCERN. REALLY HARSH UPSHIFT FROM 1ST TO 2ND GEAR. OR WHEN U COME TO A STOP AND LET GO OFF BRAKE PEDAL CAR JERKS. WHEN CRUISING AND THEN COMING TO A STOP. 3 - 2- 1 GEAR, SOMEWHAT HARSH DOWNSHIFTS. SCANNED MODULES AND FOUND NO FAULTS. INSPECTED FOR LEAKS . NONE FOUND. ALSO CHECKED FLUID LEVEL. AND OK. SPILLS WHEN YOU TAKE DRAINPLUG OUT. SETTED BASIC SETTING. WHEN TO DRIVE TEST. FOR ABOUT 17 MILES. AND DOES THE SAME ON ACCELS. DOWNSHIFTS BETTER. CAME BACK AND SETTED BASIC SETTEING MANUALLY. WHEN CAME TO STOP TO MAKE TURN, CAR JERK FORWARD HARD.
05/27/2009	16:04	PLEASE GET MVB 54 IN 02
05/27/2009	16:04	WORKSHOP FINDINGS: JERKS
05/27/2009	16:06	REPLACE MECHATRONICS FLUID AND THE FILTER AND RESET BASIC SETTINGS
05/27/2009	16:35	ORDERED MECHATRONIC UNIT ALONG WITH NEW BOLTS AND FITLER.
05/27/2009	19:04	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
05/27/2009	19:04	ISSUE UPDATED

<b>Consultant's Closing Comments</b>
ORDERED MECHATRONIC UNIT ALONG WITH NEW BOLTS AND FITLER.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
458054	EOS	2008	WVWBA71F78V053004	6812	3885	05/27/2009	USA

**Workshop Finding**

JERKS WHILE DRIVING

Activity Date	Activity Time	Activity Comments
05/27/2009	16:16	CUSTOMER STATES THE VEHICLE HESITATES ON ACCELERATION WHEN HOT. VERIFIED COMPLAINT. WHEN AT A COMPLETE STOP AND THEN ACCELERATING, THE VEHICLE SLAMS INTO GEAR THEN WILL CHUG SOMETIMES. ONLY HAPPENS WHEN HOT. NO FAULTS IN ANY SYSTEM
05/27/2009	16:16	ISSUE OPENED BY DEALERSHIP
05/27/2009	16:18	ADVISE TECH TO MVB 54 IN 02
05/27/2009	16:18	CUSTOMER COMMENTS: CUSTOMER STATES THE VEHICLE HESITATES ON ACCELERATION WHEN HOT. VERIFIED COMPLAINT. WHEN AT A COMPLETE STOP AND THEN ACCELERATING, THE VEHICLE SLAMS INTO GEAR THEN WILL CHUG SOMETIMES. ONLY HAPPENS WHEN HOT. NO FAULTS IN ANY SYSTEM
05/27/2009	16:18	WORKSHOP FINDINGS: JERKS WHILE DRIVING
05/27/2009	16:20	J12G0416
05/27/2009	16:21	REPLACE THE MECHATRONIC, BOLT, FLUID AND FILTER
05/28/2009	11:11	I HAVE THE PARTS ON ORDER BUT THEY ARE RED ORDER. DO YOU WANT THIS VTA CLOSED?
05/28/2009	17:00	YES
05/29/2009	13:44	TICKET IS CLOSED
05/29/2009	14:17	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
05/29/2009	14:17	ISSUE UPDATED

**Consultant's Closing Comments**

REPLACE THE MECHATRONIC, BOLT, FLUID AND FILTER



VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
458147	RABBIT	2008	WVWHV71K98W184165	12382	3885	05/27/2009	USA

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

Activity Date	Activity Time	Activity Comments
05/27/2009	18:01	CUSTOMER STATES THAT THE VEHICLE SHUDDERS AT TIMES WHEN LEAVING FROM A STOP. MY SHOP FORMAN HAS DUPLICATED THE CONCERN, NO FAULTS IN ECM/TCM. TCM MVB 54 {{ H44B0237 }}
05/27/2009	18:01	ISSUE OPENED BY DEALERSHIP
05/27/2009	18:04	CUSTOMER COMMENTS: CUSTOMER STATES THAT THE VEHICLE SHUDDERS AT TIMES WHEN LEAVING FROM A STOP. MY SHOP FORMAN HAS DUPLICATED THE CONCERN, NO FAULTS IN ECM/TCM. TCM MVB 54 {{ H44B0237 }}
05/27/2009	18:04	REPLACE THE MECHATROINCS FLUID AND FILTER SET BASIC AFTER REPAIRS
05/27/2009	18:04	WORKSHOP FINDINGS: SHUUDERS WHILE DRIVING
05/27/2009	18:12	ORDERED PARTS
05/27/2009	19:05	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
05/27/2009	19:05	ISSUE UPDATED

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

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
458187	EOS	2008	WVWBA71F88V022361	6800	3885	05/28/2009	USA

<b>Workshop Finding</b>
JERKS IN GEAR

Activity Date	Activity Time	Activity Comments
05/28/2009	07:50	ISSUE OPENED BY DEALERSHIP
05/28/2009	07:50	TRANSMISSION JUMPS AND DROPS INTO GEAR,CAR JERKS WHEN ACCELERATING. MVB54 IN TRANS READS=H38B0263
05/28/2009	11:51	ADVISE TECH REPALCE THE MECHATROINCS FLUID AND THE FILTER SET BASIC SETTINGS AFTER REPAIRS
05/28/2009	11:51	CUSTOMER COMMENTS: TRANSMISSION JUMPS AND DROPS INTO GEAR,CAR JERKS WHEN ACCELERATING. MVB54 IN TRANS READS=H38B0263
05/28/2009	11:51	WORKSHOP FINDINGS: JERKS IN GEAR
05/28/2009	11:52	ORDERED MECH UNIT ALL DONE TILL PARTS ARE OFF BACK ORDER RELEASE CAR AT THIS TIME.
05/28/2009	16:21	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
05/28/2009	16:21	ISSUE UPDATED

<b>Consultant's Closing Comments</b>
ADVISE TECH REPALCE THE MECHATROINCS FLUID AND THE FILTER SET BASIC SETTINGS AFTER REPAIRS

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
458239	EOS	2008	WVWBA71F48V054319	8402	3885	05/28/2009	USA

Workshop Finding
n/a

Activity Date	Activity Time	Activity Comments
05/28/2009	09:14	CUSTOMER STATES THAT TRANSMISSION IS ENGAGING HARSH WHEN LEAVING FROM A STOP; ESPECIALLY IN STOP AND GO TRAFFIC. CONFIRMED CUSTOMER STATEMENT OF HARSH SHIFTING. VEHICLE HAS SAME SYMPTONS IN REVERSE. THE LONGER THE VEHICLE IS STOPPED AND IN GEAR THE HARSHER THE SHIFT. FLUID LEVEL IS FINE AND GOOD COLOR. PERFORMED BASIC SETTINGS AND TEST DROVE 10-15 MINUTES.
05/28/2009	09:14	ISSUE OPENED BY DEALERSHIP
05/28/2009	09:22	CUSTOMER COMMENTS: CUSTOMER STATES THAT TRANSMISSION IS ENGAGING HARSH WHEN LEAVING FROM A STOP; ESPECIALLY IN STOP AND GO TRAFFIC. CONFIRMED CUSTOMER STATEMENT OF HARSH SHIFTING. VEHICLE HAS SAME SYMPTONS IN REVERSE. THE LONGER THE VEHICLE IS STOPPED AND IN GEAR THE HARSHER THE SHIFT. FLUID LEVEL IS FINE AND GOOD COLOR. PERFORMED BASIC SETTINGS AND TEST DROVE 10-15 MINUTES.
05/28/2009	09:22	TECH NEEDS TO REPLACE THE MECHATRONIC, BOLTS, FLUID AND FILTER. PERFORM BASIC SETTINGS MANUALLY AFTER INTALLING NEW PARTS.
05/28/2009	09:50	ORDERED MECHATRONIC UNIT.
05/28/2009	10:15	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
05/28/2009	10:15	ISSUE UPDATED

Consultant's Closing Comments
ORDERED MECHATRONIC UNIT.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
458259	JETTA	2008	3VWRJ71K78M134653	9813	3885	05/28/2009	USA

#### Workshop Finding

TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM. MVB 54 IS H48.

Activity Date	Activity Time	Activity Comments
05/28/2009	09:39	CUSTOMER STATES CAR JERKS ON ACCELERATION AND DECELERATION AND A DELAY SHIRT , FRIST ROAD TEST VEHICLE FELT A JERK AND DELAY ON TAKE OFF AND ALSO HEARD A FORK SOUND THEN CHECK FOR FAULTS NO FAULTS FOUND IN ENGINE OR TRANSMISSION MODULES THEN VISUALL INSPECT TRANS IS DRY NO LEAKS THEN TRY TO PERFORM BASIC SETTINGS BUT GFF WOULDN'T LET ME BASIC SETTING IS DONE WHEN REPARS ARE DONE TO TRANS PLEASE ADVISE THANKS
05/28/2009	09:39	ISSUE OPENED BY DEALERSHIP
05/28/2009	09:43	ADVISED THE TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT.
05/28/2009	09:43	CUSTOMER COMMENTS: CUSTOMER STATES CAR JERKS ON ACCELERATION AND DECELERATION AND A DELAY SHIRT , FRIST ROAD TEST VEHICLE FELT A JERK AND DELAY ON TAKE OFF AND ALSO HEARD A FORK SOUND THEN CHECK FOR FAULTS NO FAULTS FOUND IN ENGINE OR TRANSMISSION MODULES THEN VISUALL INSPECT TRANS IS DRY NO LEAKS THEN TRY TO PERFORM BASIC SETTINGS BUT GFF WOULDN'T LET ME BASIC SETTING IS DONE WHEN REPARS ARE DONE TO TRANS PLEASE ADVISE THANKS
05/28/2009	09:43	WORKSHOP FINDINGS: TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM. MVB 54 IS H48.
05/28/2009	09:51	JUST ORDER PARTS AND WILL RELEASE THE CAR TO CUSTOMER
05/28/2009	09:52	CLOSE
05/28/2009	13:03	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
05/28/2009	13:03	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
458292	EOS	2008	WVWBA71F68V005753	28562	3885	05/28/2009	USA

#### Workshop Finding

TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM. MVB 54 IS H22.

Activity Date	Activity Time	Activity Comments
05/28/2009	10:11	ISSUE OPENED BY DEALERSHIP
05/28/2009	10:11	ON LIGHT ACCELERATION FROM STOP CAR LURCHES IN AND OUT OF GEAR, WHEN ACCELERATING HARDER SYMPTOM IS NOT NOTICED. NO MILL LIGHT OR ENGINE OR TRANS CODES.
05/28/2009	10:17	ADVISED THE TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT.
05/28/2009	10:17	CUSTOMER COMMENTS: ON LIGHT ACCELERATION FROM STOP CAR LURCHES IN AND OUT OF GEAR, WHEN ACCELERATING HARDER SYMPTOM IS NOT NOTICED. NO MILL LIGHT OR ENGINE OR TRANS CODES.
05/28/2009	10:17	WORKSHOP FINDINGS: TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM. MVB 54 IS H22.
05/28/2009	10:23	ORDER MECH.UNIT AND RETURNED CAR TO CUSTOMER.
05/28/2009	13:03	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
05/28/2009	13:03	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
458332	EOS	2008	WVWFA71F18V015656	11510	3885	05/28/2009	USA

**Workshop Finding**

THERE ARE NO FAULTS IN ANYTHING. WE HAVE A CAR WITH THE SAME EXACT CONCERN AND ARE WAITING FOR A MECHATRONIC UNIT. JUST WANTED TO GET THE OK.

Activity Date	Activity Time	Activity Comments
05/28/2009	10:45	ERRATIC SHIFTING. FEELS SLUGGISH ON ACCELERATION FROM STOP ALMOST LIKE ITS IN 2ND GEAR. THERE ARE NO FAULTS IN ANYTHING. WE HAVE A CAR WITH THE SAME EXACT CONCERN AND ARE WAITING FOR A MECHATRONIC UNIT. JUST WANTED TO GET THE OK.
05/28/2009	10:45	ISSUE OPENED BY DEALERSHIP
05/28/2009	10:51	ADVISED TO UPDATE TICKET WITH MVB 54 AND CALL BACK.
05/28/2009	10:51	CUSTOMER COMMENTS: ERRATIC SHIFTING. FEELS SLUGGISH ON ACCELERATION FROM STOP ALMOST LIKE ITS IN 2ND GEAR.
05/28/2009	10:51	WORKSHOP FINDINGS: THERE ARE NO FAULTS IN ANYTHING. WE HAVE A CAR WITH THE SAME EXACT CONCERN AND ARE WAITING FOR A MECHATRONIC UNIT. JUST WANTED TO GET THE OK.
05/28/2009	11:06	MVB 54 IS H31. ADVISED THE TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT.
06/04/2009	08:04	WAITING FOR PARTS
06/04/2009	17:55	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
06/04/2009	17:55	ISSUE UPDATED

**Consultant's Closing Comments**

D1 WAITING FOR PARTS

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
458350	EOS	2008	WVWBA71F28V033761	10047	3885	05/28/2009	USA

Workshop Finding
n/a

Activity Date	Activity Time	Activity Comments
05/28/2009	11:00	CUST STS: VEHICLE BUCKS WHEN ACCELERATING FROM A STOP. TRANS FLUID LEVEL IS OK. VERIFIED CONCERN. PERFORMED BASIC SETTINGS. PROBLEM OCCURS AFTER BASIC SETTINGS. NO FAULTS IN ENGINE AND TRANS. SW VERSION OF TRANS 1402. MVB 54: H46J0667, MVB 67: 0.265A 0.250, AND MVB 68: 0.215A 0.230A
05/28/2009	11:00	ISSUE OPENED BY DEALERSHIP
05/28/2009	11:07	CUSTOMER COMMENTS: CUST STS: VEHICLE BUCKS WHEN ACCELERATING FROM A STOP. TRANS FLUID LEVEL IS OK. VERIFIED CONCERN. PERFORMED BASIC SETTINGS. PROBLEM OCCURS AFTER BASIC SETTINGS. NO FAULTS IN ENGINE AND TRANS. SW VERSION OF TRANS 1402. MVB 54: H46J0667, MVB 67: 0.265A 0.250, AND MVB 68: 0.215A 0.230A
05/28/2009	11:07	TECH NEEDS TO REPLACE THE MECHATRONIC, BOLTS, FLUID AND FILTER AND PERFORM BASIC SETTINGS MANUALLY.
05/28/2009	11:16	ORDERD PARTS. THANKS!
05/28/2009	11:40	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
05/28/2009	11:40	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
458371	EOS	2008	WVWBA71F08V021902	10803	3885	05/28/2009	USA

#### Workshop Finding

VEHICLE HESITATION AND STRANGE SHIFTING WHEN COMING TO A STOP AND TAKING OFF.

Activity Date	Activity Time	Activity Comments
05/28/2009	11:24	CUSTOMERS COMPLAINT WAS OF VEHICLE HESITATION AND STRANGE SHIFTING WHEN COMING TO A STOP AND TAKING OFF. ROAD TESTED VEHICLE AND VERIFIED CONCERN. DSG SHIFT POINTS SEEMED OUT OF SPEC. SCANNED WITH 5052 IN GUIDED FAULT FINDING. NO FAULTS WERE DETECTED. PERFORMED DSG BASIC SETTINGS PROCEDURE OUTLINED IN TECH TIP. TRANS STILL FEELS LIKE IT IS NOT SHIFTING CORRECTLY. VALUE BLOCK 54 IS H37N0014. WAS LOOKING FOR SOME INSIGHT.
05/28/2009	11:24	ISSUE OPENED BY DEALERSHIP
05/28/2009	11:27	CUSTOMER COMMENTS: CUSTOMERS COMPLAINT WAS OF VEHICLE HESITATION AND STRANGE SHIFTING WHEN COMING TO A STOP AND TAKING OFF. ROAD TESTED VEHICLE AND VERIFIED CONCERN. DSG SHIFT POINTS SEEMED OUT OF SPEC. SCANNED WITH 5052 IN GUIDED FAULT FINDING. NO FAULTS WERE DETECTED. PERFORMED DSG BASIC SETTINGS PROCEDURE OUTLINED IN TECH TIP. TRANS STILL FEELS LIKE IT IS NOT SHIFTING CORRECTLY. VALUE BLOCK 54 IS H37N0014. WAS LOOKING FOR SOME INSIGHT.
05/28/2009	11:27	REPLACE MECHATRONICS, FLUID, FILTER. AND BOLTS. RESET BASIC SETTINGS AFTER REPIARS
05/28/2009	11:27	WORKSHOP FINDINGS: VEHICLE HESITATION AND STRANGE SHIFTING WHEN COMING TO A STOP AND TAKING OFF.
06/03/2009	07:40	CLOSING TICKET WHILE WE WAIT FOR MECH UNIT
06/03/2009	09:20	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
06/03/2009	09:20	ISSUE UPDATED

#### Consultant's Closing Comments

REPLACE MECHATRONICS, FLUID, FILTER. AND BOLTS. RESET BASIC SETTINGS AFTER REPIARS



VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
458391	RABBIT	2008	WVWKC71K18W024888	27942	3885	05/28/2009	USA

#### Workshop Finding

VERIFIED CONCERN IN DRIVE AND REVERSE.

Activity Date	Activity Time	Activity Comments
05/28/2009	11:42	AFTER DRIVEING FOR A WHILE AND COMEING TO A STOP THEN TAKEING OFF THE TRANSMISSION SHIFTS HARD INTO GEAR AT TIMES. WILL ALSO HAPPEN WHEN COASTING THEN ACCELERATEING.
05/28/2009	11:42	ISSUE OPENED BY DEALERSHIP
05/28/2009	11:47	CHECKED THE ATF FLUID CONDITION AND LEVEL AND ARE O.K. CHECKED FOR FAULTS AND HAS NONE. TEST DROVE VEHICLE AND AFTER ABOUT 30 MIN OF DRIVEING AND COMEING TO A STOP THEN TAKEING OFF TRANSMISSION FEELS AS IF IT WAS IN NEUTRAL THEN SUDDENLY ENGAGES INTO GEAR AND VEHICLE JERKS. WILL ALSO DO IT IN REVERSE WHILE PARKING.
05/28/2009	11:59	ADVISED TECH TO CHECK FLUID LEVEL AND CONDITION, ALSO GET MVB 54 AND 64 IN TCM, CALL BACK WITH RESULTS.
05/28/2009	11:59	CUSTOMER COMMENTS: AFTER DRIVEING FOR A WHILE AND COMEING TO A STOP THEN TAKEING OFF THE TRANSMISSION SHIFTS HARD INTO GEAR AT TIMES. WILL ALSO HAPPEN WHEN COASTING THEN ACCELERATEING.
05/28/2009	11:59	WORKSHOP FINDINGS: VERIFIED CONCERN IN DRIVE AND REVERSE.
05/28/2009	12:23	HERE IS A PRINT OUT OF VB 54 AND 64
05/28/2009	12:51	CHECKED THE OIL LEVEL AND IS OK. REMOVED A SMALL AMOUNT OF OIL AND FLUID DOES NOT SMELL BURNED BUT IS A LITTLE DARK BUT HAS NO SIGNS OF BEING CONTAMINATED.
05/28/2009	13:00	AFTER REVIEWING MVB 54 ADVISED TECH TO REPLACE MECH UNIT, BOLTS, FILTER AND FLUID THEN PERFORM MANUAL BASIC SETTINGS PER PROCEDURE BELOW. PLEASE RELEASE VEHICLE TO CUSTOMER AND CLOSE OUT VTA WHEN PARTS ARE ORDERED. MVB 54 H20 MVB 64 0 0 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.
05/29/2009	12:27	ORDERED MECHATRONIC UNIT
05/29/2009	12:40	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
05/29/2009	12:40	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
458412	EOS	2008	WVWFA71F38V036525	8327	3735	05/28/2009	USA

#### Workshop Finding

TECH ADVISED TO CONTACT US ABOUT GETTING A MECH UNIT THROUGH HIS QTM.

Activity Date	Activity Time	Activity Comments
05/28/2009	12:02	CALLING TO FOLLOW UP WITH GLEN OR CHRIS REGARDING MECHATRONICS UNIT
05/28/2009	12:02	ISSUE OPENED BY DEALERSHIP
05/28/2009	13:13	A2 CASE TO BE ESCALATED FOR REVIEW. ADVISED THE TECH TO GET THE CURRENT MECH UNIT PART NUMBER, SOFTWARE LEVEL, MVB 40, 41 AND 58.
05/28/2009	13:13	CUSTOMER COMMENTS: CALLING TO FOLLOW UP WITH GLEN OR CHRIS REGARDING MECHATRONICS UNIT
05/28/2009	13:13	WORKSHOP FINDINGS: TECH ADVISED TO CONTACT US ABOUT GETTING A MECH UNIT THROUGH HIS QTM.
05/28/2009	13:28	I HAVE ATTACHED THE REQUIRED INFORMATION VIA WORD DOCUMENT. THIS INCLUDES MECH PN, SOFTWARE LEVEL INFO, AND MVB 40,41,58 AND I ADDED 54 READING AS WELL.
05/28/2009	13:54	FYI QTMRL/QTML/QA
05/28/2009	16:35	MVB 54=K18 MVB 41 MATCHES OLD TO NEW
05/28/2009	18:30	MECH REPLACED, TECH TO UPDATE AND CLOSE VTA ONCE REPAIRS AND ROAD TEST ARE COMPLETE
06/01/2009	08:40	REPLACED UNIT / VEHICLE OPERATION IS NORMALL AT THIS TIME
06/01/2009	10:43	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
06/01/2009	10:43	ISSUE UPDATED

#### Consultant's Closing Comments

REPLACED UNIT / VEHICLE OPERATION IS NORMALL AT THIS TIME  
A2 CASE TO BE ESCALATED FOR REVIEW.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
458419	EOS	2008	WVWFA71F48V011570	24898	3885	05/28/2009	USA

#### Workshop Finding

n/a

Activity Date	Activity Time	Activity Comments
05/28/2009	12:04	ISSUE OPENED BY DEALERSHIP
05/28/2009	12:04	THE CUSTOMER IS CONCERNED W/ ERRATIC TRANS SHIFTING IN THE LOWER GEARS. WHEN TEST DRIVING THE CAR, THE SHIFTING GETS PROGRESSIVELY WORSE ONCE THE TRASMISSION GETS UP TO OPERATING TEMPERATURE. THE DELAY FROM THE ACCELERATOR INPUT BECOMES VERY PRONOUNCED, AND THE SHIFT BECOMES "JERKY". THIS OCCURS FROM A STOP IN DRIVE, OR REVERSE. I PERFORMED A BASIC SETTING, BUT THE PROBLEM STILL REMAINS. I AM THINKING THE ISSUE IS W/ THE MEGATRONICS UNIT.
05/28/2009	12:16	CUSTOMER COMMENTS: THE CUSTOMER IS CONCERNED W/ ERRATIC TRANS SHIFTING IN THE LOWER GEARS. WHEN TEST DRIVING THE CAR, THE SHIFTING GETS PROGRESSIVELY WORSE ONCE THE TRASMISSION GETS UP TO OPERATING TEMPERATURE. THE DELAY FROM THE ACCELERATOR INPUT BECOMES VERY PRONOUNCED, AND THE SHIFT BECOMES "JERKY". THIS OCCURS FROM A STOP IN DRIVE, OR REVERSE. I PERFORMED A BASIC SETTING, BUT THE PROBLEM STILL REMAINS. I AM THINKING THE ISSUE IS W/ THE MEGATRONICS UNIT.
05/28/2009	12:16	PLEASE REPLACE THE MECH UNIT.
05/28/2009	12:34	SPECIAL ORDER REMANUFACTURED MEGATRONICS UNIT. WILL RE-SCHEDULE CUSTOMER BACK IN WHEN PARTS ARRIVE. THANK YOU FOR YOUR HELP.
05/28/2009	15:23	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
05/28/2009	15:23	ISSUE UPDATED

#### Consultant's Closing Comments

SPECIAL ORDER REMANUFACTURED MEGATRONICS UNIT. WILL RE-SCHEDULE CUSTOMER BACK IN WHEN PARTS ARRIVE. THANK YOU FOR YOUR HELP.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
458499	JETTA	2008	3VWRJ71K28M [REDACTED]	15312	3885	05/28/2009	USA

<b>Workshop Finding</b>
JERKS

Activity Date	Activity Time	Activity Comments
05/28/2009	13:11	1 CUSTOMER STATES WHEN DRIVING VEHICLE WITH CRUISE CONTROL SET AT 60MPH VEHICLE JERKS/HESITATES WITHOUT TOUCHING ACCELERATOR. 2 CUSTOMER STATES THAT RPM JUMPS INTERMITTENTLY WHEN DRIVING AT NORMAL SPEEDS. 3 CUSTOMER STATES THAT VEHICLE SEEMS TO HESITATE ON ACCELERATION AND WHEN COMING TO A STOP SEEMS LIKE IT STICKS IN 1ST GEAR WHEN COME TO STOPS INTERMITTENTLY.  I TEST DROVE IT. I ALSO DROVE ANOTHER VEHICLE WITH A DSG TRANSMISSION THEY SEEM SIMILAR THERE ARE NO FAULT CODES IN SYSTEM
05/28/2009	13:11	ISSUE OPENED BY DEALERSHIP
05/28/2009	13:14	ADVISE TECH TO GET MBV 54
05/28/2009	13:14	WORKSHOP FINDINGS: JERKS
05/28/2009	13:17	REPLACE MECHATRONICS FLUID AND FILTER SET BASIC SETTING AFTER REPAIRS ARE COMPLETED
05/28/2009	14:20	ORDERED PARTS
05/28/2009	16:20	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
05/28/2009	16:20	ISSUE UPDATED

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

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
458516	RABBIT	2008	WVWKC71K98W [REDACTED]	16028	3885	05/28/2009	USA

#### Workshop Finding

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

Activity Date	Activity Time	Activity Comments
05/28/2009	13:29	CUSTOMER STATES VEHICLE JERKS AT SLOW SPEED, WHEN HE'S CREEPING ALONG IN TRAFFIC. ROADTESTED AND VERIFIED CUSTOMER'S CONCERN. RAN GFF - NO FAULTS. TRIED SETTING BASIC SETTINGS AS PER TECH TIP. ROADTESTED AGAIN WITH THE SAME RESULTS. MVB 54 IN GEARBOX ELECTRONICS: J07G0345.
05/28/2009	13:29	ISSUE OPENED BY DEALERSHIP
05/28/2009	13:32	ADVISED THE TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT.
05/28/2009	13:32	CUSTOMER COMMENTS: CUSTOMER STATES VEHICLE JERKS AT SLOW SPEED, WHEN HE'S CREEPING ALONG IN TRAFFIC. ROADTESTED AND VERIFIED CUSTOMER'S CONCERN. RAN GFF - NO FAULTS. TRIED SETTING BASIC SETTINGS AS PER TECH TIP. ROADTESTED AGAIN WITH THE SAME RESULTS. MVB 54 IN GEARBOX ELECTRONICS: J07G0345.
05/28/2009	13:32	ORDERED PARTS.
05/28/2009	13:32	WORKSHOP FINDINGS: TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM. MVB 54 IS J07.
05/28/2009	16:15	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
05/28/2009	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
458570	JETTA	2008	3VWRA71K88M [REDACTED]	13632	3885	05/28/2009	USA

#### Workshop Finding

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

Activity Date	Activity Time	Activity Comments
05/28/2009	14:24	CUSTOMER STATES TRANSMISSION DOWNSHIFTS HARD AND SLIPS WHEN TAKING OFF. UNABLE TO CONFIRM ON ROADTEST. NO DTC'S.
05/28/2009	14:24	ISSUE OPENED BY DEALERSHIP
05/28/2009	15:09	ADVISED THE TECH TO ROAD TEST THE VEHICLE IN REVERSE AND 1ST UNDER LIGHT THROTTLE TO SEE IF THE CONCERN CAN BE DUPLICATED.
05/28/2009	15:09	CUSTOMER COMMENTS: CUSTOMER STATES TRANSMISSION DOWNSHIFTS HARD AND SLIPS WHEN TAKING OFF. UNABLE TO CONFIRM ON ROADTEST. NO DTC'S.
05/28/2009	15:09	WORKSHOP FINDINGS: TECH UNABLE TO VERIFY THE CONCERN. NO FAULTS IN THE ECM OR TCM.
05/28/2009	15:23	AFTER REVIEWING MVB 54 ADVISED TECH TO REPLACE MECH UNIT, BOLTS, FILTER AND FLUID THEN PERFORM MANUAL BASIC SETTINGS PER PROCEDURE BELOW. PLEASE RELEASE VEHICLE TO CUSTOMER AND CLOSE OUT VTA WHEN PARTS ARE ORDERED. 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.
05/29/2009	13:22	PARTS ARE ON ORDER. WILL REOPEN A TICKET IF FURTHER PROBLEMS DEVELOP.
05/31/2009	20:06	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
05/31/2009	20:06	ISSUE UPDATED

#### Consultant's Closing Comments

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

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
458614	EOS	2008	WVWFA71F68V [REDACTED]	30581	3885	05/28/2009	USA

<b>Workshop Finding</b>
TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM. MVB 54 IS H24.

Activity Date	Activity Time	Activity Comments
05/28/2009	14:59	CALLING TO SEE IF MECHATRONIC UNIT HAS TO BE REPLACED. VEHICLE BANGS WHEN GAS PEDAL IS PUSHED AFTER SITTING AT A LIGHT WITH FOOT ON BRAKE. THERE IS NO BULLETIN OR TECH TIP THAT I COULD FIND. THANKS.
05/28/2009	14:59	ISSUE OPENED BY DEALERSHIP
05/28/2009	15:39	ADVISED THE TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT.
05/28/2009	15:39	CUSTOMER COMMENTS: CALLING TO SEE IF MECHATRONIC UNIT HAS TO BE REPLACED. VEHICLE BANGS WHEN GAS PEDAL IS PUSHED AFTER SITTING AT A LIGHT WITH FOOT ON BRAKE. THERE IS NO BULLETIN OR TECH TIP THAT I COULD FIND. THANKS.
05/28/2009	15:39	WORKSHOP FINDINGS: TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM. MVB 54 IS H24.
05/28/2009	15:41	THANK YOU.
05/28/2009	15:57	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
05/28/2009	15:57	ISSUE UPDATED

<b>Consultant's Closing Comments</b>
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
458621	EOS	2008	WVWFA71FX8V [REDACTED]	22001	3885	05/28/2009	USA

#### Workshop Finding

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

Activity Date	Activity Time	Activity Comments
05/28/2009	15:04	CUSTOMER STATES THAT VEHICLE JERKS WHEN PUTTING IN PARK. CUSTOMER STATES THAT VEHICLE JERKS WHEN DRIVING SLOWLY APPROXIMATELY 10-15 MILES PER HOUR. VEHICLE FEELS AS IF IT IS SLIPPING DURING LOW SPEEDS, DOWNSHIFTS HARSH FROM 4TH TO 3RD AND FROM 3RD TO 2ND, NO EXTERNAL DAMAGE VISIBLE, NO LEAKS VISIBLE, NO DTC'S STORED IN ANY POWERTRAIN OR DRIVETRAIN CONTROL MODULE.
05/28/2009	15:04	ISSUE OPENED BY DEALERSHIP
05/28/2009	15:24	ADVISED THE TECH TO CHECK MVB 54 IN THE TCM.
05/28/2009	15:24	CUSTOMER COMMENTS: CUSTOMER STATES THAT VEHICLE JERKS WHEN PUTTING IN PARK. CUSTOMER STATES THAT VEHICLE JERKS WHEN DRIVING SLOWLY APPROXIMATELY 10-15 MILES PER HOUR. VEHICLE FEELS AS IF IT IS SLIPPING DURING LOW SPEEDS, DOWNSHIFTS HARSH FROM 4TH TO 3RD AND FROM 3RD TO 2ND, NO EXTERNAL DAMAGE VISIBLE, NO LEAKS VISIBLE, NO DTC'S STORED IN ANY POWERTRAIN OR DRIVETRAIN CONTROL MODULE.
05/28/2009	15:24	ISSUE SENT TO DEALERSHIP
05/28/2009	15:24	WORKSHOP FINDINGS: TECH IS JAMES. TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM.
05/28/2009	15:36	MVB 54 IS H19. ADVISED THE TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT.
05/29/2009	15:22	PARTS ORDERED, VEHICLE RELEASED TO CUSTOMER.
05/31/2009	20:05	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
05/31/2009	20:05	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
458698	EOS	2008	WVWBA71F48V [REDACTED]	17275	3885	05/28/2009	USA

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

Activity Date	Activity Time	Activity Comments
05/28/2009	16:29	IN STOP AND GO TRAFFIC THE TRANS WILL SHUTTER AND HESITATE,ON LIGHT ACCELERATION, NO FAULTS, POSSABLE BASIC SETTING BUT GFF HAS NO PLAN, CAR WAS IN ON 5/20 AND UNABLE TO REPRODUCE COMPTAINT BUT TODAY TRANS IS ACTING UP AT VERY LIGHT THROTTLE COLD AND HOT,CUSTOMER STATES ITS HORRIBLE .
05/28/2009	16:29	ISSUE OPENED BY DEALERSHIP
05/29/2009	10:25	UPDATE GFF LOG
05/29/2009	10:27	CUSTOMER COMMENTS: IN STOP AND GO TRAFFIC THE TRANS WILL SHUTTER AND HESITATE,ON LIGHT ACCELERATION, NO FAULTS, POSSABLE BASIC SETTING BUT GFF HAS NO PLAN, CAR WAS IN ON 5/20 AND UNABLE TO REPRODUCE COMPTAINT BUT TODAY TRANS IS ACTING UP AT VERY LIGHT THROTTLE COLD AND HOT,CUSTOMER STATES ITS HORRIBLE .
05/29/2009	10:27	JOHN, PLEASE REPLACE THE MECH UNIT.
06/04/2009	13:07	SPOKE TO SCOTT IN SERVICE. VEHICLE TO RETURN FOR PARTS INSTALLATION WHEN THEY ARRIVE; C1.
06/04/2009	19:07	THANKS
06/05/2009	17:48	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
06/05/2009	17:48	ISSUE UPDATED

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

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
458767	RABBIT	2008	WVWFV71KX8W [REDACTED]	18300	3885	05/28/2009	USA

**Workshop Finding**

JERKS WHILE DRIVING

Activity Date	Activity Time	Activity Comments
05/28/2009	17:34	CUST STATES, A JERK/CLUNK WHEN CAR DOWNSHIFTS TO A STOP . I ROAD TESTED AND VARIFIED CLUNK , NO CODES AND NO TSB'S
05/28/2009	17:34	ISSUE OPENED BY DEALERSHIP
05/28/2009	17:42	CUSTOMER COMMENTS: CUST STATES, A JERK/CLUNK WHEN CAR DOWNSHIFTS TO A STOP . I ROAD TESTED AND VARIFIED CLUNK , NO CODES AND NO TSB'S
05/28/2009	17:42	PLEASE GET MVB 54 IN 02
05/28/2009	17:42	WORKSHOP FINDINGS: JERKS WHILE DRIVING
05/28/2009	17:46	MVB #54 READS H39A0643
05/28/2009	17:49	PLEASE REPLACE THE MECH UNIT.
05/29/2009	15:28	S/O PART...CAR LEFT DEALERSHIP
05/29/2009	15:55	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
05/29/2009	15:55	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
458788	JETTA	2008	3VWRJ71K78M [REDACTED]	17346	3885	05/28/2009	USA

#### Workshop Finding

HARD SHIFT 1ST

Activity Date	Activity Time	Activity Comments
05/28/2009	18:21	DSG HARH SHIFT 1ST AND REVERSE SET BASIC SETTING.SOFT WHARE VERSION LEVEL UPDATED NEEDED OR MECTRONICS CAN YOU HELP
05/28/2009	18:21	ISSUE OPENED BY DEALERSHIP
05/28/2009	18:24	CUSTOMER COMMENTS: DSG HARH SHIFT 1ST AND REVERSE SET BASIC SETTING.SOFT WHARE VERSION LEVEL UPDATED NEEDED OR MECTRONICS CAN YOU HELP
05/28/2009	18:24	PLEASE GET MVB 54
05/28/2009	18:24	WORKSHOP FINDINGS: HARD SHIFT 1ST
05/28/2009	18:25	REPLACE THE MECHATROINCS FLUID AND THE FILTER AND SET THE BACIS SETTINGS
05/28/2009	18:27	ORDERED SOP BODY
05/28/2009	18:44	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
05/28/2009	18:44	ISSUE UPDATED

#### Consultant's Closing Comments

REPLACE THE MECHATROINCS FLUID AND THE FILTER AND SET THE BACIS SETTINGS

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
458827	RABBIT	2008	WVWFV71K58W [REDACTED]	19859	3885	05/29/2009	USA

#### Workshop Finding

n/a

Activity Date	Activity Time	Activity Comments
05/29/2009	08:33	CUSTOMER STATES THE CAR HESITATES AND SURGES FORWARD WHEN STOPPED AT A LIGHT...
05/29/2009	08:33	ISSUE OPENED BY DEALERSHIP
05/29/2009	08:35	ROAD TEST VEHICLE AND VERIFY CUSTOMER COMPLAINT... CK FAULTS, NONE... CK TECH BULLETINS AND TECH TIPS... PERFORMED BASIC SETTINGS THROUGH VSD AS STATED IN TECH TIP 37-09-03... ROAD TEST 11 MORE MILES... VEHICLE STILL THE SAME... MVB 54 READS H26E0648.
05/29/2009	08:38	CUSTOMER COMMENTS: CUSTOMER STATES THE CAR HESITATES AND SURGES FORWARD WHEN STOPPED AT A LIGHT...
05/29/2009	08:38	REPLACE THE MECHATRONIC, BOLTS, FLUID AND FILTER. PERFORM BASIC SETTINGS MANUALLY.
05/29/2009	08:40	CLOSING VTA TICKET... MECHATRONICS UNIT ON ORDER....
05/29/2009	09:49	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
05/29/2009	09:49	ISSUE UPDATED

#### Consultant's Closing Comments

CLOSING VTA TICKET... MECHATRONICS UNIT ON ORDER....

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
458850	EOS	2008	WVWBA71F68V [REDACTED]	7982	3885	05/29/2009	USA

#### Workshop Finding

n/a

Activity Date	Activity Time	Activity Comments
05/29/2009	09:11	CUSTOMER HAS 2 CONCERNS. FIRST, THE VEHICLE JERKS WHEN YOU START DRIVING FROM A STOP. I VERIFIED THIS CONCERN, RAN GFF AND FOUND NO RELATED FAULTS. SECOND, THE CUSTOMER STATES THAT THE VEHICLE ROLLS BACKWARDS WHEN ON A HILL AND YOU LET YOUR FOOT OFF THE BRAKE.
05/29/2009	09:11	ISSUE OPENED BY DEALERSHIP
05/29/2009	09:28	CUSTOMER COMMENTS: CUSTOMER HAS 2 CONCERNS. FIRST, THE VEHICLE JERKS WHEN YOU START DRIVING FROM A STOP. I VERIFIED THIS CONCERN, RAN GFF AND FOUND NO RELATED FAULTS. SECOND, THE CUSTOMER STATES THAT THE VEHICLE ROLLS BACKWARDS WHEN ON A HILL AND YOU LET YOUR FOOT OFF THE BRAKE.
05/29/2009	09:28	TECH STATES WE HAVE J12 IN MVB 54 TCM. ADVISED TECH TO REPLACE MECHATRONIC UNIT, FLUID, FILTER, AND BOLTS. ROLLING BACKWARDS ON A HILL WHILE IN DRIVE IS NORMAL OPERATION AS DISCUSSED. PLEASE CLOSE OUT VTA AFTER ORDERING UNIT AND FILL OUT SURVEY. THANKS.
05/29/2009	09:29	ISSUE UPDATED
05/29/2009	09:45	ORDERED MECHATRONICS UNIT, BOLTS, FLUID AND FILTER
05/29/2009	09:55	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
05/29/2009	09:55	ISSUE UPDATED

#### Consultant's Closing Comments

REPLACE MECHATRONIC UNIT.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
458872	RABBIT	2008	WVWHV71K88W [REDACTED]	7023	3885	05/29/2009	USA

**Workshop Finding**

n/a

Activity Date	Activity Time	Activity Comments
05/29/2009	09:49	CUSTOMER STATES THAT THE VEHICLE HESITATES AND RPM GOES UP AT TIMES. AFTER TALKING TO THE CUSTOMER WE FOUND THE PROBLEM MIGHT BE RELATED TO THE MECH UNIT. THE PART # IS H38F0696 WE PERFORMED THE BASIC SETTINGS. IS THIS ONE OF THE UNITS WHICH NEEDS REPLACEMENT.
05/29/2009	09:49	ISSUE OPENED BY DEALERSHIP
05/29/2009	09:52	CUSTOMER COMMENTS: CUSTOMER STATES THAT THE VEHICLE HESITATES AND RPM GOES UP AT TIMES. AFTER TALKING TO THE CUSTOMER WE FOUND THE PROBLEM MIGHT BE RELATED TO THE MECH UNIT. THE PART # IS H38F0696 WE PERFORMED THE BASIC SETTINGS. IS THIS ONE OF THE UNITS WHICH NEEDS REPLACEMENT.
05/29/2009	09:52	JEAN, PLEASE CHECK MVB 64. BOTH ARE 0'S. PLEASE REPLACE THE MECH UNIT.
05/29/2009	10:02	WE WILL ORDER THE PARTS AND RELEASE THE VEHICLE AND THE CUSTOMER KNOW ABOUT THE OPERATION OF THE DSG UNIT. THANKS FOR THE HELP.
05/29/2009	15:07	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
05/29/2009	15:07	ISSUE UPDATED

**Consultant's Closing Comments**

WE WILL ORDER THE PARTS AND RELEASE THE VEHICLE AND THE CUSTOMER KNOW ABOUT THE OPERATION OF THE DSG UNIT. THANKS FOR THE HELP.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
458890	EOS	2008	WVWBA71F28V [REDACTED]	10996	3885	05/29/2009	USA

**Workshop Finding**

n/a

Activity Date	Activity Time	Activity Comments
05/29/2009	10:17	CUSTOMER STATES THAT THE TRANS JERKS WHEN TAKING OFF. TEST DRIVE TO VERIFY AND TRANS JERKS WHEN TAKING OFF. CHECK FLUID LEVEL AND FLUID WAS FULL. NO FAULTS STORED, TCM# 02E300050P 1402, MVB54 J06B0375.
05/29/2009	10:17	ISSUE OPENED BY DEALERSHIP
05/29/2009	10:26	CUSTOMER COMMENTS: CUSTOMER STATES THAT THE TRANS JERKS WHEN TAKING OFF. TEST DRIVE TO VERIFY AND TRANS JERKS WHEN TAKING OFF. CHECK FLUID LEVEL AND FLUID WAS FULL. NO FAULTS STORED, TCM# 02E300050P 1402, MVB54 J06B0375.
05/29/2009	10:26	TECH NEEDS TO REPLACE THE MECHATRONIC, BOLTS, FLUID AND FILTER. PERFORM BASIC SETTINGS MANUALLY.
05/29/2009	10:36	SPECIAL ORDER MECHTRONICS. THANKS.
05/29/2009	11:14	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
05/29/2009	11:14	ISSUE UPDATED

**Consultant's Closing Comments**

SPECIAL ORDER MECHTRONICS. THANKS.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
458896	EOS	2008	WVWFA71F98V [REDACTED]	13272	3885	05/29/2009	USA

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

Activity Date	Activity Time	Activity Comments
05/29/2009	10:20	CUSTOMER COMPLAINED OF HARSH BUCK WHEN YOU DRIVE OVER 5MPH. SCANNED WITH 5052 GFF FOR FAULTS. NO FAULTS ARE PRESENT. CHECKED FLUID LEVEL IS OK.
05/29/2009	10:20	ISSUE OPENED BY DEALERSHIP
05/29/2009	10:25	CUSTOMER COMMENTS: CUSTOMER COMPLAINED OF HARSH BUCK WHEN YOU DRIVE OVER 5MPH. SCANNED WITH 5052 GFF FOR FAULTS. NO FAULTS ARE PRESENT. CHECKED FLUID LEVEL IS OK.
05/29/2009	10:25	TECH STATES WE HAVE H37 IN MVB 54 TCM. ADVISED TECH TO REPLACE MECHATRONIC UNIT, FLUID, FILTER, AND BOLTS. PLEASE CLOSE OUT VTA AND FILL OUT SURVEY WHEN DONE. THANKS.
05/29/2009	16:46	REPLACED MECHATRONICS UNIT WITH BOLTS, FILTER, AND FLUID. FILLED TRANS AND PERFORMED BASIC SETTINGS. RESET SYSYTEM AND TEST DROVE. VEHICLE IS OPERATING AS DESIGNED
05/29/2009	16:59	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
05/29/2009	16:59	ISSUE UPDATED

<b>Consultant's Closing Comments</b>
REPLACED MECHATRONIC UNIT.



VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
458912	RABBIT	2008	WVWKC71K28W [REDACTED]	13561	3885	05/29/2009	USA

#### Workshop Finding

FOUND THAT THE SOFTWARE WASNT IN THE RANG OF J21-H22. SOFTWARE WAS J04. ROADTESTED VEHICLE AND VERIFIED CONCERN THAT VEHICLE WOULD HESITATE THEN JERK INTO GEAR.

Activity Date	Activity Time	Activity Comments
05/29/2009	10:35	CUSTOMER STATES THAT VEHICLE IS JERKING FROM A DEAD STOP TO FOWARD OR REVERSE GEARS. FOUND THAT THE SOFTWARE WASNT IN THE RANG OF J21-H22. SOFTWARE WAS J04. ROADTESTED VEHICLE AND VERIFIED CONCERN THAT VEHICLE WOULD HESITATE THEN JERK INTO GEAR.
05/29/2009	10:35	ISSUE OPENED BY DEALERSHIP
05/29/2009	10:48	ADVISED TECH TO REPLACE MECH UNIT, BOLTS, FILTER AND FLUID THEN PERFORM MANUAL BASIC SETTINGS. PLEASE RELEASE VEHICLE TO CUSTOMER AND CLOSE OUT VTA WHEN PARTS ARE ORDERED.
05/29/2009	10:48	CUSTOMER COMMENTS: CUSTOMER STATES THAT VEHICLE IS JERKING FROM A DEAD STOP TO FOWARD OR REVERSE GEARS.
05/29/2009	10:48	WORKSHOP FINDINGS: FOUND THAT THE SOFTWARE WASNT IN THE RANG OF J21-H22. SOFTWARE WAS J04. ROADTESTED VEHICLE AND VERIFIED CONCERN THAT VEHICLE WOULD HESITATE THEN JERK INTO GEAR.
05/29/2009	10:59	ALL PARTS ORDERED FOR REPAIRS.
05/29/2009	12:50	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
05/29/2009	12:50	ISSUE UPDATED

#### Consultant's Closing Comments

TECH TO REPLACE MECH UNIT, COMPLETED.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
458924	JETTA	2008	3VWRA71K98M [REDACTED]	10037	3885	05/29/2009	USA

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

Activity Date	Activity Time	Activity Comments
05/29/2009	10:46	CUSTOMER STATES TRANS, JERKS AND BANGS IN REVERSE...
05/29/2009	10:46	ISSUE OPENED BY DEALERSHIP
05/29/2009	10:51	CUSTOMER COMMENTS: CUSTOMER STATES TRANS, JERKS AND BANGS IN REVERSE...
05/29/2009	10:51	PLEASE REPLACE THE MECH UNIT.
05/29/2009	13:34	ORDERED PARTS RESEDULED...
05/29/2009	15:05	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
05/29/2009	15:05	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
458925	EOS	2008	WVWBA71F18V [REDACTED]	10283	3885	05/29/2009	USA

#### Workshop Finding

CK. FOR DTC'S NO DTC'S IN TRANS ARE ENGINE. ROAD TEST CAR AND FOUND THAT CAR DO BANG INTO GEAR FROM A DEAD STOP BUT DID'NT NOTICE REVING UP BETWEEN 3RD AND 4TH GEAR.

Activity Date	Activity Time	Activity Comments
05/29/2009	10:46	C/S TRANS BANGS INTO GEAR FROM A DEAD STOP ALSO CAR WILL REV. UP BETWEEN 3RD AND 4TH GEAR CK. FOR DTC'S NO DTC'S IN TRANS ARE ENGINE. ROAD TEST CAR AND FOUND THAT CAR DO BANG INTO GEAR FROM A DEAD STOP BUT DID'NT NOTICE REVING UP BETWEEN 3RD AND 4TH GEAR.
05/29/2009	10:46	ISSUE OPENED BY DEALERSHIP
05/29/2009	11:01	AFTER REVIEWING MVB 54 AND 64 ADVISED TECH TO REPLACE MECH UNIT, BOLTS, FILTER AND FLUID, THEN PERFORM MANUAL BASIC SETTINGS PER PROCEDURE BELOW. PLEASE RELEASE VEHICLE TO CUSTOMER AND CLOSE OUT VTA WHEN PARTS ARE ORDERED. ADVISED TECH TO PERFORM MANUAL BASIC SETTINGS. VEHICLE SELF DIAGNOSIS, CLEAR ECM AND TCM MEMORY, VEHICLE RUNNING AND AT OPERATING TEMPERATURE. FOOT ON BRAKE WITH VEHICLE IN PARK, BASIC SETTINGS TRANS. ENTER 61Q AND ACTIVATE, WHEN NUMBERS APPEAR IN LOWER BOX BACK OUT ONE SCREEN AND ENTER 60Q AND ACTIVATE, WHEN NUMBERS APPEAR CYCLE THE KEY OFF THEN ON, ROAD TEST VEHICLE 15 MILES GOING THROUGH ALL GEARS AND VARIOUS SPEEDS. REEVALUATE CONCERN AND UPDATE VTA.
05/29/2009	11:01	CUSTOMER COMMENTS: C/S TRANS BANGS INTO GEAR FROM A DEAD STOP ALSO CAR WILL REV. UP BETWEEN 3RD AND 4TH GEAR
05/29/2009	11:01	WORKSHOP FINDINGS: CK. FOR DTC'S NO DTC'S IN TRANS ARE ENGINE. ROAD TEST CAR AND FOUND THAT CAR DO BANG INTO GEAR FROM A DEAD STOP BUT DID'NT NOTICE REVING UP BETWEEN 3RD AND 4TH GEAR.
06/05/2009	18:06	SPOKE TO BILLY IN SERVICE AND THEY ARE HOLDING ON PARTS.....P2
06/09/2009	11:22	CUST WILL BRING VAR BACK
06/09/2009	17:57	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
06/09/2009	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
458942	EOS	2008	WVWFA71F78V [REDACTED]	12564	3885	05/29/2009	USA

#### Workshop Finding

VERIFIED VEHICLE IN DRIVE ON INCLINE WILL CLUNK THAN ROLL BACK AS FAR AS YOU LET IT. DURING ROAD TEST PERFORMED IT ROLLED BACK 20-30 FEET OFF INCLINE. BASIC SETTINGS PERFORMED LAST TIME IN BY ANOTHER TECH, ALSO PERFORMED THIS TIME WITH NO CHANGE.

Activity Date	Activity Time	Activity Comments
05/29/2009	11:03	CUSTOMERS CONCERN OF VEHICLE CLUNKS THAN ROLLS BACK ON INCLINE. VERIFIED VEHICLE IN DRIVE ON INCLINE WILL CLUNK THAN ROLL BACK AS FAR AS YOU LET IT. DURING ROADTEST PERFORMED IT ROLLED BACK 20-30 FEET OFF INCLINE. BASIC SETTINGS PERFORMED LAST TIME IN BY ANOTHER TECH, ALSO PERFORMED THIS TIME WITH NO CHANGE.
05/29/2009	11:03	ISSUE OPENED BY DEALERSHIP
05/29/2009	11:11	CUSTOMER COMMENTS: CUSTOMERS CONCERN OF VEHICLE CLUNKS THAN ROLLS BACK ON INCLINE.
05/29/2009	11:11	MVB 54 J05. ADVISED TO REPLACE MECHATRONICS UNIT, FLUID, FILTER AND BOLTS. RELEASE VEHICLE AND CLOSE TICKET.
05/29/2009	11:11	WORKSHOP FINDINGS: VERIFIED VEHICLE IN DRIVE ON INCLINE WILL CLUNK THAN ROLL BACK AS FAR AS YOU LET IT. DURING ROAD TEST PERFORMED IT ROLLED BACK 20-30 FEET OFF INCLINE. BASIC SETTINGS PERFORMED LAST TIME IN BY ANOTHER TECH, ALSO PERFORMED THIS TIME WITH NO CHANGE.
06/01/2009	16:25	VEHICLE RELEASED. PARTS ON ORDER, THANKS FOR THE HELP. ERIC KRAUSE
06/01/2009	16:54	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
06/01/2009	16:54	ISSUE UPDATED

#### Consultant's Closing Comments

D1 VEHICLE RELEASED. PARTS ON ORDER

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
458963	EOS	2008	WVWBA71F28V [REDACTED]	9317	3885	05/29/2009	USA

#### Workshop Finding

THIS HAPPENS WARM OR COLD AND MAINLY IS FELT IN FIRST AND SECOND GEARS. CAR WILL ALSO HAVE A JERK WHILE IN A DOWN HILL ROLL AT LOW SPEEDS LIKE IN A PARKING LOT. SUSPECT MECHITRONICS UNIT. NO CODES STORED

Activity Date	Activity Time	Activity Comments
05/29/2009	12:10	FROM A STOP JEHICLE JERKS AND FEELS LIKE SOMEONE IS LEARNING HOW TO DRIVE A STICK SHIFT FOR THE FIRST TIME. THIS HAPPENS WARM OR COLD AND MAINLY IS FELT IN FIRST AND SECOND GEARS. CAR WILL ALSO HAVE A JERK WHILE IN A DOWN HILL ROLL AT LOW SPEEDS LIKE IN A PARKING LOT. SUSPECT MECHITRONICS UNIT. NO CODES STORED
05/29/2009	12:10	ISSUE OPENED BY DEALERSHIP
05/29/2009	12:21	CUSTOMER COMMENTS: FROM A STOP JEHICLE JERKS AND FEELS LIKE SOMEONE IS LEARNING HOW TO DRIVE A STICK SHIFT FOR THE FIRST TIME.
05/29/2009	12:21	MVB 54 H44, ADVISED TECH TO REPLACE MECH UNIT, BOLTS, FILTER AND FLUID, THEN PERFORM MANUAL BASIC SETTINGS PER PROCEDURE BELOW. PLEASE CLOSE OUT VTA AND RELEASE VEHICLE TO CUSTOMER AFTER PARTS ARE ORDERED. ADVISED TECH TO PERFORM MANUAL BASIC SETTINGS. VEHICLE SELF DIAGNOSIS, CLEAR ECM AND TCM MEMORY, VEHICLE RUNNING AND AT OPERATING TEMPERATURE. FOOT ON BRAKE WITH VEHICLE IN PARK, BASIC SETTINGS TRANS. ENTER 61Q AND ACTIVATE, WHEN NUMBERS APPEAR IN LOWER BOX BACK OUT ONE SCREEN AND ENTER 60Q AND ACTIVATE, WHEN NUMBERS APPEAR CYCLE THE KEY OFF THEN ON, ROAD TEST VEHICLE 15 MILES GOING THROUGH ALL GEARS AND VARIOUS SPEEDS. REEVALUATE CONCERN AND UPDATE VTA.
05/29/2009	12:21	WORKSHOP FINDINGS: THIS HAPPENS WARM OR COLD AND MAINLY IS FELT IN FIRST AND SECOND GEARS. CAR WILL ALSO HAVE A JERK WHILE IN A DOWN HILL ROLL AT LOW SPEEDS LIKE IN A PARKING LOT. SUSPECT MECHITRONICS UNIT. NO CODES STORED
05/29/2009	12:32	PARTS HAVE BEEN ORDERED. THANKS
05/29/2009	12:51	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
05/29/2009	12:51	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
458970	JETTA	2008	3VWRA71K68M [REDACTED]	21271	3885	05/29/2009	USA

**Workshop Finding**

n/a

Activity Date	Activity Time	Activity Comments
05/29/2009	12:14	ISSUE OPENED BY DEALERSHIP
05/29/2009	12:14	TRANS JERKS & BANGS IN GEAR FROM STOP & HUNTS FOR GEAR.
05/29/2009	12:22	CUSTOMER COMMENTS: TRANS JERKS & BANGS IN GEAR FROM STOP & HUNTS FOR GEAR.
05/29/2009	12:22	PLEASE REPLACE THE MECH UNIT.
06/03/2009	12:28	PLEASE REPLACE THE MECH UNIT.FLUID , FILTER , AND BOLTS.
06/03/2009	12:59	ORDERED MECH UNIT. 5/29/2009
06/03/2009	18:14	THANKS FOR THE UPDATE.
06/05/2009	18:05	P2
06/12/2009	14:57	SPOKE WITH ROB IN SERVICE..... STATED THAT THE RO HAS BEEN CLOSED OUT & HE WILL HAVE THE TECH CLOSE OUT THE VTA TICKET TODAY..... D1
06/12/2009	15:47	MECH UNIT STILL ON BACKORDER.
06/12/2009	17:39	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
06/12/2009	17:39	ISSUE UPDATED

**Consultant's Closing Comments**

: MECH UNIT STILL ON BACKORDER.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
458997	EOS	2008	WVWFA71F08V [REDACTED]	9192	3885	05/29/2009	USA

#### Workshop Finding

TACH JUMPS BETWEEN 900-1100 RPM UNDER EVEN ACCELERATION NO CODES IN ENGINE OR TRANY

Activity Date	Activity Time	Activity Comments
05/29/2009	12:38	ISSUE OPENED BY DEALERSHIP
05/29/2009	12:38	WHEN STARTING TO ACCELERATE CAR WILL JERK HAS SLIGHT STUMBLE WHEN ACCELERATING SLOWLY ALSO HAS A SURGING CONDITION AT ABOUT 8-9 MPH TACH JUMPS BETWEEN 900-1100 RPM UNDER EVEN ACCELERATION NO CODES IN ENGINE OR TRANY
05/29/2009	12:43	ADVISED TECH TO GET MVB 54 IN TCM AND CALL BACK.
05/29/2009	12:43	CUSTOMER COMMENTS: WHEN STARTING TO ACCELERATE CAR WILL JERK HAS SLIGHT STUMBLE WHEN ACCELERATING SLOWLY ALSO HAS A SURGING CONDITION AT ABOUT 8-9 MPH
05/29/2009	12:43	WORKSHOP FINDINGS: TACH JUMPS BETWEEN 900-1100 RPM UNDER EVEN ACCELERATION NO CODES IN ENGINE OR TRANY
05/29/2009	13:04	TECH NEEDS TO REPLACE THE MECHATRONIC, BOLTS, FLUID AND FILTER
06/05/2009	14:38	C1 TOM IN SERVICE STATED CUSTOMER HAS TAKEN VEHICLE UNTIL PARTS ARRIVE. HE WILL HAVE TECH CLOSE TICKET.
06/09/2009	10:51	STILL IN PROCESS
06/09/2009	17:56	D2 THANK YOU FOR THE UPDATE. REMEMBER TO UPDATE AND CLOSE THE TICKET.
06/12/2009	13:01	SPOKE WITH KEN IN SERVICE..... STATED THAT HE WOULD HAVE THE TECH CLOSE OUT THE VTA TICKET TODAY.....
06/15/2009	13:24	CUSTOMER TOOK VEHICLE UNTIL PARTS ARRIVE
06/15/2009	15:59	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
06/15/2009	15:59	ISSUE UPDATED

#### Consultant's Closing Comments

TECH TO REPLACE MECH UNIT, COMPLETED.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
459013	RABBIT	2009	WVWFD71K99W [REDACTED]	4884	3735	05/29/2009	USA

<b>Workshop Finding</b>
GAS ENGINE

Activity Date	Activity Time	Activity Comments
05/29/2009	12:57	CUSTOMER STATES THAT WHEN DRIVING THE GREEN SHIFT LIGHT WILL COME ON AND VEHICLE WILL LOOSE ACCELERATION. VEHICLE IS STILL RUNNING BUT THERE IS NO THROTTLE RESPONSE, CUSTOMER HAS TO TURN OFF KEY AND RESTART VEHICLE. CUSTOMER STATES THERE HAS ALSO BEEN TROUBLE STARTING VEHICLE. WILL PUT FOOT ON BRAKE AND TURN BUT NOTHING HAPPENS. HAS TO TRY A COUPLE TIMES TO GET VEHICLE TO START.
05/29/2009	12:57	ISSUE OPENED BY DEALERSHIP
05/29/2009	13:08	A2 ADVISED THE TECH TO ATTACH A GFFLOG IN LONG FORM TO THE VTA TICKET AND CALL BACK IN.
05/29/2009	13:08	CUSTOMER COMMENTS: CUSTOMER STATES THAT WHEN DRIVING THE GREEN SHIFT LIGHT WILL COME ON AND VEHICLE WILL LOOSE ACCELERATION. VEHICLE IS STILL RUNNING BUT THERE IS NO THROTTLE RESPONSE, CUSTOMER HAS TO TURN OFF KEY AND RESTART VEHICLE. CUSTOMER STATES THERE HAS ALSO BEEN TROUBLE STARTING VEHICLE. WILL PUT FOOT ON BRAKE AND TURN BUT NOTHING HAPPENS. HAS TO TRY A COUPLE TIMES TO GET VEHICLE TO START.
05/29/2009	13:08	WORKSHOP FINDINGS: GAS ENGINE
05/29/2009	13:11	ISSUE UPDATED
05/29/2009	14:39	HERE IS THE LONG CODING OF THE ECM AND THE CODING OF THE TRANSMISSION AND INSTRUMENT CLUSTER
05/29/2009	14:47	TECH STATES BRAKE LIGHT SWITCH HAS BEEN REPLACED ON PREVIOUS.
05/29/2009	14:51	DEALER HAS DUPLICATED CONCERN 3 TIMES.
05/29/2009	15:00	TRANS MVB 64 READS 255
05/29/2009	15:04	PLEASE REPLACE G509 SPEED SENSOR/TEMP SENSOR
05/29/2009	15:12	FORWARD TO GS W/TRANS TEAM FOR FOLLOW UP.
06/01/2009	09:17	ISSUE UPDATED
06/04/2009	12:42	ISSUE SENT TO DEALERSHIP
06/05/2009	12:16	REPLACED G509 SPEED/TEMP SENSOR. PERFORMED AFTER REPAIRS ROAD TEST AND FOUND VEHICLE TO BE OK AT THIS TIME.
06/05/2009	12:17	CLOSE
06/07/2009	21:41	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
06/07/2009	21:41	ISSUE UPDATED

<b>Consultant's Closing Comments</b>
TECH REPLACED THE INPUT SPEED/TEMP SENSOR. VEHICLE OPERATING TO SPEC AT THIS TIME.



VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
459043	JETTA	2008	3VWRJ71K58M [REDACTED]	9727	3885	05/29/2009	USA

#### Workshop Finding

JERKS WHILE DIVING

Activity Date	Activity Time	Activity Comments
05/29/2009	13:22	CUSTOMER CAME IN FOR 10 K SERVICE, PLUS ONE CERN OF ENGINE SURGING, NOTED WHEN SELECTING REVERSE, THER IS SLIGHT DELAY AND AT TIMES WILL GRAB GERA EXESIVELY , WHEN PUTTING IN D AND SLIGHT THROTTLE, WILL ENGAGE SLIGHTLY AND THEM LIGHT DELAY AND THEN WILL GRAB GEAR RATHER STRONGLY, WORSE AT TIMES THAN OTHER, BEHAVES VERY SIMILARLY THEN ANOTHER ONE I JUST DID, WHILE RUNNING CHECKED MVB # CODE IS J080018, CAR WAS NOT RUNNING VERY LONG WHEN TAKING THIS READING, ANY SUGGESTIONS? TECH 820 MZ.
05/29/2009	13:22	ISSUE OPENED BY DEALERSHIP
05/29/2009	13:36	CUSTOMER IS IN FOR A 10 K SERVICE, AND A CONCERN FOR ENGUINE SURGING UNDER SLIGHT ACCELERATION, NOTED THATIN REVERSE AT TIMES THERE IS SOME DELAY AND THEN GRABS GEAR FAIRLY HARD, HARDER AT TIMES THEN OTHERS, ALSO WHEN GOING FORWARD AND FIRST RELEASING BRAKE, THER IS SLIGHT GEAR ENGAGEMENT AND THEN A DELAY AND THEN GRABS GEAR HARDER, CREATING A SEEMING ENGINE PERFORMANCE ISSUE, BUTT ENGINE RUNS WELL, RAN GFF AND NO FAULT CODES FOR ENGINE OR TRANSMISION, TOOK MVB READING CODE IS J08A0018. WENT ON ROAD TEST 4 MILES AND THIS SHIFTING CONCERN STILL EXISTS, THIS CONCERN IS VERY SIMILAR TO ONE I JUST COMPLETED, ANY SUGGESTIONS? TECH 820 MANFRED ZERBIN.
05/29/2009	13:42	CUSTOMER COMMENTS: CUSTOMER CAME IN FOR 10 K SERVICE, PLUS ONE CERN OF ENGINE SURGING, NOTED WHEN SELECTING REVERSE, THER IS SLIGHT DELAY AND AT TIMES WILL GRAB GERA EXESIVELY , WHEN PUTTING IN D AND SLIGHT THROTTLE, WILL ENGAGE SLIGHTLY AND THEM LIGHT DELAY AND THEN WILL GRAB GEAR RATHER STRONGLY, WORSE AT TIMES THAN OTHER, BEHAVES VERY SIMILARLY THEN ANOTHER ONE I JUST DID, WHILE RUNNING CHECKED MVB # CODE IS J080018, CAR WAS NOT RUNNING VERY LONG WHEN TAKING THIS READING, ANY SUGGESTIONS? TECH 820 MZ.
05/29/2009	13:42	PLEASE GET MVB 54 IN 02 J08
05/29/2009	13:42	WORKSHOP FINDINGS: JERKS WHILE DIVING
05/29/2009	13:43	REPLACE MEHATROINCS FLUID AND FILTER AND ASET BASIC SETTINGS AFTER REPAIRS
05/29/2009	14:01	NEED MECHTRONIX BODY MZ.
05/29/2009	14:16	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
05/29/2009	14:16	ISSUE UPDATED

#### Consultant's Closing Comments

REPLACE MEHATROINCS FLUID AND FILTER AND ASET BASIC SETTINGS AFTER REPAIRS

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
459050	JETTA	2008	3VWRJ71K18M [REDACTED]	12866	3885	05/29/2009	USA

Workshop Finding
n/a

Activity Date	Activity Time	Activity Comments
05/29/2009	13:29	CUSTOMER COMPLAINED OF VEHICLE JERKING WHEN ACCELERATING HARD AND SHAKING WHEN BRAKING. VERIFIED CUSTOMER COMPLAINT AFTER 25 MIN. OF DRIVING. CUSTOMER SAYS THAT IT DOES HAPPEN WHEN COLD. SHIFTING SEEMS UNSURE AND HITS VERY HARD. FLUID IS AT PROPER LEVEL AND VERY CLEAR. NO FAULTS IN ANY CONTROL MODULE. PERFORMED BASIC SETTINGS OF THROTTLE AND KICK DOWN AND PROBLEM STILL PERSISTS.
05/29/2009	13:29	ISSUE OPENED BY DEALERSHIP
05/29/2009	13:36	CUSTOMER COMMENTS: CUSTOMER COMPLAINED OF VEHICLE JERKING WHEN ACCELERATING HARD AND SHAKING WHEN BRAKING. VERIFIED CUSTOMER COMPLAINT AFTER 25 MIN. OF DRIVING. CUSTOMER SAYS THAT IT DOES HAPPEN WHEN COLD. SHIFTING SEEMS UNSURE AND HITS VERY HARD. FLUID IS AT PROPER LEVEL AND VERY CLEAR. NO FAULTS IN ANY CONTROL MODULE. PERFORMED BASIC SETTINGS OF THROTTLE AND KICK DOWN AND PROBLEM STILL PERSISTS.
05/29/2009	13:36	<p>REPLACE MECHATRONIC, BOLTS, FLUID AND FILTER. PERFORM BASIC MANUALLY AFTER INSTALLING THE NEW COMPONENTS. PERFORMING THE BASIC SETTINGS ON THE DSG IS AN IMPORTANT DIAGNOSTIC STEP. ALTHOUGH THE BASIC SETTINGS SHOULD NOT BE PERFORMED AS A REGULAR ROUTINE, THEY CAN BE SET FOR A SYMPTOM. THE SCAN TOOL WILL AUTOMATICALLY WALK A TECHNICIAN THROUGH GFF'S OR GF'S VERSION OF BASIC SETTINGS, BUT ENGINEERING HAS FOUND THIS METHOD TO BE INSUFFICIENT. THE BASIC SETTINGS SHOULD BE DONE THROUGH VEHICLE SELF DIAGNOSIS.</p> <p>THE FOLLOWING REQUIREMENTS SHOULD BE MET:</p> <p>ENGINE AND TRANSMISSION MUST BE UP TO OPERATING TEMPERATURE (MINIMUM OF 30C IN TRANSMISSION).</p> <p>VEHICLE SHOULD BE CLEAR OF ALL FAULT CODES (ECM AND TCM)</p> <p>VEHICLE SHOULD BE IN PARK AND IDLING</p> <p>ENGINE MUST HAVE BEEN RUNNING FOR ONE FULL MINUTE BEFORE BASIC SETTINGS CAN BE PERFORMED.</p> <p>GO INTO VSD, TRANSMISSION ELECTRONICS/GEARBOX ELECTRONICS, BASIC SETTINGS, THEN ENTER #61 ON KEYPAD AND SELECT THE "Q" BUTTON TO ENTER INTO TEST MODE.</p> <p>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.</p> <p>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.</p> <p>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.</p> <p>ROAD TEST VEHICLE 10-15 MILES GOING THROUGH ALL GEARS AUTOMATICALLY AND ALSO THROUGH TIPTRONIC AT VARIOUS SPEEDS AND DRIVING CONDITIONS. SHUT THE VEHICLE OFF AND THEN RESTART AND RE EVALUATE SHIFTING.</p> <p>NOTE: IF VEHICLE STALLS WHILE RUNNING BASIC SETTINGS, THE TRANSMISSION WILL NEED TO BE REPLACED. PLEASE ALSO NOTE THAT IF THE VEHICLE DOES NOT ROLL EVEN WHEN THE TRANSMISSION IS ENGAGED INTO NEUTRAL, IT IS LIKELY THAT THERE MAY BE A STUCK SHIFT FORK INTERNALLY. PLEASE DISCONNECT THE SHIFT LEVER CABLE FROM THE TRANSMISSION AND IF THERE IS STILL NO MOVEMENT, REPLACE THE TRANSMISSION. IF MOVEMENT IS NOW PRESENT, PERSUE A SHIFT LEVER ISSUE.</p> <p>ALSO, IF THE TRANSMISSION EXHIBITS A GRINDING NOISE OTHER THAN DURING BASIC SETTINGS PLEASE CALL BACK FOR FURTHER ASSISTANCE.</p>
06/04/2009	08:19	PARTS ARE ON ORDER
06/04/2009	09:02	THANKS FOR THE UPDATE
06/05/2009	16:55	P2 PER LAST UPDATE TECH IS WAITING ON PARTS.
06/08/2009	09:00	STILL WAITING

06/08/2009	09:05	THANKS FOR THE UPDATE
06/12/2009	08:17	STILL WAITING
06/12/2009	08:50	THANKS FOR THE UPDATE
06/12/2009	13:34	DEALER IS STILL WAITING ON PARTS TO ARRIVE..... P1
06/16/2009	08:23	WAITING ON PARTS
06/16/2009	08:44	ISSUE UPDATED
06/16/2009	08:44	THANKS FOR THE UPDATE
06/18/2009	07:56	WAITING ON PARTS
06/18/2009	12:11	THANKS FOR THE UPDATE
06/18/2009	17:29	SPOKE WITH CURTIS IN PARTS. SALES DOC NUMBER IS 1005712538
06/18/2009	17:35	ISSUE UPDATED
06/29/2009	11:16	INSTALLED NEW UNIT AND PERFORMED BASIC SETTINGS. TEST DROVE AND FOUND NORMAL OPERATION.
06/29/2009	13:22	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
06/29/2009	13:22	ISSUE UPDATED

<b>Consultant's Closing Comments</b>		
INSTALLED NEW UNIT AND PERFORMED BASIC SETTINGS. TEST DROVE AND FOUND NORMAL OPERATION.		

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
459052	RABBIT	2008	WVWHV91K28W [REDACTED]	15034	3885	05/29/2009	USA

#### Workshop Finding

WE HAVE BEEN ABLE TO DUPLICATE IT NOW AND IT RANDOMLY SLIPS AND SHIFTS HARD. ISSUE NORMALY HAPPENS DURING THE 1-2 AND SOMETIMES THE 2-3. USUALLY WHEN TURING CORNERS BUT IT WILL ALSO DO IT WHILE DRIVING IN A STRAIGHT LINE. THE FLUID LEVEL IS CORRECT. LAST TIME I HAD A CAR WITH THESE SYMPTOMS, I REPLACED THE MECHATRONICS UNIT.

Activity Date	Activity Time	Activity Comments
05/29/2009	13:31	ISSUE OPENED BY DEALERSHIP
05/29/2009	13:31	THIS CAR HAS BEEN IN 2 TIMES BEFORE FOR HARSH SHIFTING CONCERNS. WE HAVE BEEN ABLE TO DUPLICATE IT NOW AND IT RANDOMLY SLIPS AND SHIFTS HARD. USUALLY WHEN TURING CORNERS BUT IT WILL ALSO DO IT WHILE DRIVING IN A STRAIGHT LINE. THE FLUID LEVEL IS CORRECT. LAST TIME I HAD A CAR WITH THESE SYMPTOMS, I REPLACED THE MECHATRONICS UNIT.
05/29/2009	13:49	CUSTOMER COMMENTS: THIS CAR HAS BEEN IN 2 TIMES BEFORE FOR HARSH SHIFTING CONCERNS.
05/29/2009	13:49	WHILE ON THE PHONE TECHNICIAN CHECKED MVB 54 = H40A0231.
05/29/2009	13:49	WORKSHOP FINDINGS: WE HAVE BEEN ABLE TO DUPLICATE IT NOW AND IT RANDOMLY SLIPS AND SHIFTS HARD. ISSUE NORMALY HAPPENS DURING THE 1-2 AND SOMETIMES THE 2-3. USUALLY WHEN TURING CORNERS BUT IT WILL ALSO DO IT WHILE DRIVING IN A STRAIGHT LINE. THE FLUID LEVEL IS CORRECT. LAST TIME I HAD A CAR WITH THESE SYMPTOMS, I REPLACED THE MECHATRONICS UNIT.
05/29/2009	13:51	ADVISED TECH TO PLEASE REPLACE THE MECHATRONC, FLUID, FILTER, AND BOLTS. PLEASE KEEP THE VTA UPDATED WITH YOUR PROGRESS. CUSTOMER OKAY TO DRIVE THE VEHICLE. IF THE VEHICLE WERE TO LEAVE, PLEASE UPDATE AND CLOSE THIS VTA CASE.
05/29/2009	13:51	ISSUE UPDATED
05/29/2009	14:05	PARTS ARE ORDERED, I AM RELEASING THE CAR TO THE CUSTOMER. THANK YOU.
05/29/2009	15:04	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
05/29/2009	15:04	ISSUE UPDATED

#### Consultant's Closing Comments

TECHNICIAN HAS ORDERED AND WILL INSTALL A NEW MECHATRONIC, FLUID, FILTER, AND BOLTS.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
459060	EOS	2008	WVWBA71F98V [REDACTED]	21828	3885	05/29/2009	USA

**Workshop Finding**

PERF. GFF NO DTC

Activity Date	Activity Time	Activity Comments
05/29/2009	13:46	CUST. STATES ON ACCELERATION VEHICLE SHUDDERS AND WHEN COMING TO A STOP. PERF. ROAD TEST AND FOUND TRANS. BANGING ON ACCELERATION AND SHUDDERS DURING STOP. PERF. GFF NO DTC
05/29/2009	13:46	ISSUE OPENED BY DEALERSHIP
05/29/2009	13:49	CUSTOMER COMMENTS: CUST. STATES ON ACCELERATION VEHICLE SHUDDERS AND WHEN COMING TO A STOP. PERF. ROAD TEST AND FOUND TRANS. BANGING ON ACCELERATION AND SHUDDERS DURING STOP.
05/29/2009	13:49	MVB 54 J12. ADVISED TO REPLACE MECHATRONICS UNIT, FLUID, FILTER AND BOLTS. RELEASE VEHICLE TO CUSTOMER AND CLOSE TICKET.
05/29/2009	13:49	WORKSHOP FINDINGS: PERF. GFF NO DTC
05/29/2009	13:51	ORDERED PARTS
05/29/2009	14:01	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
05/29/2009	14:01	ISSUE UPDATED

**Consultant's Closing Comments**

D1 ORDERED MECHATRONICS UNIT, FLUID, FILTER AND BOLTS.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
459075	EOS	2008	WVWBA71F28V [REDACTED]	11704	3885	05/29/2009	USA

Workshop Finding
n/a

Activity Date	Activity Time	Activity Comments
05/29/2009	14:00	ISSUE OPENED BY DEALERSHIP
05/29/2009	14:00	TRANSMISSION FEELS JERKEY TAKING OFF IS DSG COULD DULPCATE CUSTOMER CONCERN
05/29/2009	14:16	ADVISED TECH TO UPDATE VTA WITH MVB 54 IN TCM AND GIVE A CALL BACK FOR FURTHER DIRECTION.
05/29/2009	14:16	CUSTOMER COMMENTS: TRANSMISSION FEELS JERKEY TAKING OFF IS DSG COULD DULPCATE CUSTOMER CONCERN
05/29/2009	14:39	REPALCE MECHATRONICS AND FLUID AND FILTER AND SET THE BASIC SETTING AFTER REPAIRS
05/29/2009	14:40	ORDERED MECHATRONICS UNIT THANK YOU
05/29/2009	14:49	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
05/29/2009	14:49	ISSUE UPDATED

Consultant's Closing Comments
REPLACE MECHATRONIC UNIT.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
459089	JETTA	2008	3VWRA71K68M [REDACTED]	8726	3885	05/29/2009	USA

<b>Workshop Finding</b>
SURGES AT STOPS

Activity Date	Activity Time	Activity Comments
05/29/2009	14:23	CUSTOMER STATES SEEMS TO SURGE AT STOPS, WILL BANG INTO GEAR WHEN PULLING OUT...
05/29/2009	14:23	ISSUE OPENED BY DEALERSHIP
05/29/2009	14:29	CUSTOMER COMMENTS: CUSTOMER STATES SEEMS TO SURGE AT STOPS, WILL BANG INTO GEAR WHEN PULLING OUT...
05/29/2009	14:29	REPALCE MECHATRONICS AND FLUID AND FILTER SET BASIC SETTING AFTER REPAIRS ARE COMPLETED
05/29/2009	14:29	WORKSHOP FINDINGS: SURGES AT STOPS
05/29/2009	14:31	ORDERED PARTS WILL RESEDULE....
05/29/2009	15:57	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
05/29/2009	15:57	ISSUE UPDATED

<b>Consultant's Closing Comments</b>
: REPALCE MECHATRONICS AND FLUID AND FILTER SET BASIC SETTING AFTER REPAIRS ARE COMPLETED

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
459182	EOS	2008	WVWFA71F18V [REDACTED]	9175	3885	05/29/2009	USA

#### Workshop Finding

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

Activity Date	Activity Time	Activity Comments
05/29/2009	15:53	CUST COMPLAING OF STUTTER AT TAKE OFF WHEN YOU APPLY MODERATE THROTTLE AT TAKE OFF IT HESITATES LOSES POWER THEN GOES HARSH 2ND TO THIRD SHIFT
05/29/2009	15:53	ISSUE OPENED BY DEALERSHIP
05/29/2009	16:00	ADVISED THE TECH TO CHECK MVB 54 IN THE TCM.
05/29/2009	16:00	CUSTOMER COMMENTS: CUST COMPLAING OF STUTTER AT TAKE OFF WHEN YOU APPLY MODERATE THROTTLE AT TAKE OFF IT HESITATES LOSES POWER THEN GOES HARSH 2ND TO THIRD SHIFT
05/29/2009	16:00	WORKSHOP FINDINGS: TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM.
05/29/2009	16:04	REPLACE THE MECHATRONICS, FLUID , FILTER BOLTS AND SET BASIC SETTINGS AFTER REPAIRS
06/01/2009	16:11	GOING TO REPLACE THE MIDTRONICS UNIT
06/01/2009	22:05	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
06/01/2009	22:05	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
459212	EOS	2008	WVWFA71F48V [REDACTED]	17995	3885	05/29/2009	USA

#### Workshop Finding

TECHNICIAN VERIFIED CONCERN. INFORMATION FROM MVB 054 IS J12F0168. PLEASE ADVISE...

Activity Date	Activity Time	Activity Comments
05/29/2009	16:30	CUSTOMER STATES TRANS BUCKS WHEN STARTING FROM A STOP. TECHNICIAN VERIFIED CONCERN. INFORMATION FROM MVB 054 IS J12F0168. PLEASE ADVISE...
05/29/2009	16:30	ISSUE OPENED BY DEALERSHIP
05/29/2009	16:34	ADVISED TECH TO REPLACE MECH UNIT, BOLTS, FILTER AND FLUID THEN PERFORM MANUAL BASIC SETTINGS. PLEASE RELEASE VEHICLE TO CUSTOMER AND CLOSE OUT VTA WHEN PARTS ARE ORDERED.
05/29/2009	16:34	CUSTOMER COMMENTS: CUSTOMER STATES TRANS BUCKS WHEN STARTING FROM A STOP.
05/29/2009	16:34	WORKSHOP FINDINGS: TECHNICIAN VERIFIED CONCERN. INFORMATION FROM MVB 054 IS J12F0168. PLEASE ADVISE...
05/29/2009	16:36	VTA CLOSED, VEHICLE BEING RETURNED TO CUSTOMER UNTIL PARTS ARRIVE. THANKS JULIO!
05/29/2009	17:41	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
05/29/2009	17:41	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
459224	JETTA	2008	3VWRJ71K08M [REDACTED]	15902	3885	05/29/2009	USA

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

Activity Date	Activity Time	Activity Comments
05/29/2009	16:45	ISSUE OPENED BY DEALERSHIP
05/29/2009	16:45	JERKS WHEN TAKING OFF, SHUDDERS WHEN SHIFTING INTO 2ND GEAR. ALSO JERKS INTO REVERSE. DSG
05/29/2009	16:46	CUSTOMER COMMENTS: JERKS WHEN TAKING OFF, SHUDDERS WHEN SHIFTING INTO 2ND GEAR. ALSO JERKS INTO REVERSE. DSG
05/29/2009	16:46	PLEASE REPALCE MECH UNIT.
05/29/2009	16:48	PTS ORDERED. THANKS FOR THE INFO.
05/29/2009	18:04	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
05/29/2009	18:04	ISSUE UPDATED

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

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
459289	EOS	2008	WVWBA71F28V [REDACTED]	16540	3885	05/30/2009	USA

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

Activity Date	Activity Time	Activity Comments
05/30/2009	09:09	ISSUE OPENED BY DEALERSHIP
05/30/2009	09:09	WHEN AT A STOP AND THEN PRESSING ON THE ACCELERATOR THE CAR JERKS ALSO JERKS WHEN YOU PUT INTO DRIVE FROM PARK AND LET IT BEGIN TO ROLL. USED GFF NO FAULT IN SYSTEM.
05/30/2009	09:23	MVB 54=J03G0586
05/30/2009	14:52	ADVISED TECH TO REPLACE MECHATRONIC UNIT, FLUID, FILTER, AND BOLTS.
05/30/2009	14:52	CUSTOMER COMMENTS: WHEN AT A STOP AND THEN PRESSING ON THE ACCELERATOR THE CAR JERKS ALSO JERKS WHEN YOU PUT INTO DRIVE FROM PARK AND LET IT BEGIN TO ROLL. USED GFF NO FAULT IN SYSTEM.
06/01/2009	12:34	ORDERED MECHATRONIC UNIT, FLUID, FILTER, AND BOLTS
06/01/2009	12:40	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
06/01/2009	12:40	ISSUE UPDATED

<b>Consultant's Closing Comments</b>
ADVISED TECH I WILL CLOSE VTA FOR HIM SINCE UNITS ARE ON BACK ORDER. REPLACE MECHATRONIC UNIT.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
459301	JETTA	2008	3VWRA71K58M [REDACTED]	13994	3885	05/30/2009	USA

Workshop Finding
n/a

Activity Date	Activity Time	Activity Comments
05/30/2009	10:52	CUSTOMER COMPLAINT IS A JOLT WHEN ACCELERATING FORM A STOP. TECHNICIAN WAS ABLE TO DUPLICATE THE CONCERN. FROM A STOP, WHEN LETTING OFF OF THE BRAKE PEDAL, VEHICLE ACTS LIKE IT IS GOING TO STALL THEN JOLTS FORWARD. SAME CONDITION IN REVERSE. TECHNICIAN CHECKED THE FLUID LEVEL AND CONDITION, BOTH ARE GOOD. TRANSMISSION IS NOT LEAKING ANY FLUID.
05/30/2009	10:52	ISSUE OPENED BY DEALERSHIP
05/30/2009	15:13	ADVISED TECH TO GET MVB 54 IN TCM.
05/30/2009	15:13	CUSTOMER COMMENTS: CUSTOMER COMPLAINT IS A JOLT WHEN ACCELERATING FORM A STOP. TECHNICIAN WAS ABLE TO DUPLICATE THE CONCERN. FROM A STOP, WHEN LETTING OFF OF THE BRAKE PEDAL, VEHICLE ACTS LIKE IT IS GOING TO STALL THEN JOLTS FORWARD. SAME CONDITION IN REVERSE. TECHNICIAN CHECKED THE FLUID LEVEL AND CONDITION, BOTH ARE GOOD. TRANSMISSION IS NOT LEAKING ANY FLUID.
05/30/2009	15:14	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
05/30/2009	15:14	ISSUE UPDATED

Consultant's Closing Comments
VEHICLE LEFT DEALER SINCE TECH LINE WAS DOWN. TECH WILL OPEN NEW TICKET WHEN VEHICLE RETURNS.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
459318	EOS	2009	WVWBA71F29V [REDACTED]	8037	3885	05/30/2009	USA

Workshop Finding
n/a

Activity Date	Activity Time	Activity Comments
05/30/2009	14:04	CUSTOMER STATES AFTER DRIVINGCAR FOR A WHILE 70% OF THE TIME WHEN TAKING OFF FROM A STOP THE CAR BUCKS. AND HESITATES.
05/30/2009	14:04	ISSUE OPENED BY DEALERSHIP
05/30/2009	16:16	CUSTOMER COMMENTS: CUSTOMER STATES AFTER DRIVINGCAR FOR A WHILE 70% OF THE TIME WHEN TAKING OFF FROM A STOP THE CAR BUCKS. AND HESITATES.
05/30/2009	16:16	TECH STATES WE ARE AT J11 IN MVB 54 TCM. ADVISED TECH TO REPLACE MECHATRONIC UNIT, FLUID, FILTER, AND BOLTS. PLEASE CLOSE OUT VTA AFTER ORDERING UNIT. THANKS.
06/01/2009	12:51	PARTS ARE ON ORDER, CLOSING TICKET AS REQUESTED.
06/01/2009	12:56	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
06/01/2009	12:56	ISSUE UPDATED

Consultant's Closing Comments
REPLACE MECHATRONIC UNIT.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
459325	JETTA	2008	3VWRJ71K68M [REDACTED]	21237	3885	05/30/2009	USA

Workshop Finding
n/a

Activity Date	Activity Time	Activity Comments
05/30/2009	15:02	ISSUE OPENED BY DEALERSHIP
05/30/2009	15:02	VEHICLE JERKS WHEN COMING TO A STOP AND ACCELERATING FROM A STOP. ALSO JERKS BACK AND FORHT WHEN DRIVING SLOWLY.
05/30/2009	15:22	CUSTOMER COMMENTS: VEHICLE JERKS WHEN COMING TO A STOP AND ACCELERATING FROM A STOP. ALSO JERKS BACK AND FORHT WHEN DRIVING SLOWLY.
05/30/2009	15:22	TECH STATES WE ARE AT H50 IN MVB 54 OF TCM. ADVISED TECH TO REPLACE MECHATRONIC UNIT, FLUID, FILTER, AND BOLTS. PLEASE CLOSE OUT VTA AFTER ORDERING UNIT.
05/30/2009	15:25	ORDERED MECHATRONICS UNIT
05/30/2009	15:30	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
05/30/2009	15:30	ISSUE UPDATED

Consultant's Closing Comments
REPLACE MECHATRONIC UNIT.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
459358	RABBIT	2008	WVWHV71K08W [REDACTED]	14233	3885	06/01/2009	USA

#### Workshop Finding

n/a

Activity Date	Activity Time	Activity Comments
06/01/2009	08:51	ISSUE OPENED BY DEALERSHIP
06/01/2009	08:51	TRANS SHUTTERS/DELAY DRIVE ENGAGEMENT ON ACCELERATION.
06/01/2009	09:03	ADVISED TO CK MVB 54 AND CALL BACK.
06/01/2009	09:03	CUSTOMER COMMENTS: TRANS SHUTTERS/DELAY DRIVE ENGAGEMENT ON ACCELERATION.
06/01/2009	09:17	<p>REPLACE THE MECHATRONIC, BOLTS, FLUID AND FILTER. PERFORMING THE BASIC SETTINGS ON THE DSG IS AN IMPORTANT DIAGNOSTIC STEP. ALTHOUGH THE BASIC SETTINGS SHOULD NOT BE PERFORMED AS A REGULAR ROUTINE, THEY CAN BE SET FOR A SYMPTOM. THE SCAN TOOL WILL AUTOMATICALLY WALK A TECHNICIAN THROUGH GFF'S OR GF'S VERSION OF BASIC SETTINGS, BUT ENGINEERING HAS FOUND THIS METHOD TO BE INSUFFICIENT. THE BASIC SETTINGS SHOULD BE DONE THROUGH VEHICLE SELF DIAGNOSIS.</p> <p>THE FOLLOWING REQUIREMENTS SHOULD BE MET:  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.</p> <p>NOTE: IF VEHICLE STALLS WHILE RUNNING BASIC SETTINGS, THE TRANSMISSION WILL NEED TO BE REPLACED. PLEASE ALSO NOTE THAT IF THE VEHICLE DOES NOT ROLL EVEN WHEN THE TRANSMISSION IS ENGAGED INTO NEUTRAL, IT IS LIKELY THAT THERE MAY BE A STUCK SHIFT FORK INTERNALLY. PLEASE DISCONNECT THE SHIFT LEVER CABLE FROM THE TRANSMISSION AND IF THERE IS STILL NO MOVEMENT, REPLACE THE TRANSMISSION. IF MOVEMENT IS NOW PRESENT, PERSUE A SHIFT LEVER ISSUE.</p> <p>ALSO, IF THE TRANSMISSION EXHIBITS A GRINDING NOISE OTHER THAN DURING BASIC SETTINGS PLEASE CALL BACK.</p>
06/08/2009	17:28	P1 SPOKE TO ALLIE IN VW SERVICE. VEHICLE IS HOLDING FOR PARTS.
06/11/2009	10:50	PARTS ARE ON ORDER.BACKORDER.
06/11/2009	12:03	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
06/11/2009	12:03	ISSUE UPDATED

#### Consultant's Closing Comments

D1 PARTS ARE ON ORDER.BACKORDER.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
459382	EOS	2008	WVWBA71F08V [REDACTED]	15918	3885	06/01/2009	USA

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

Activity Date	Activity Time	Activity Comments
06/01/2009	09:24	CUSTOMER STATES WHEN APPLYING GAS FROM A STOP CAR JERKS. VERIFIED CAR DOES THIS. FEELS LIKE TRANSMISSION. NO CODES STORED, NO FLUID LEAKS, AND CHECKED FLUID LEVEL AND IT IS OK. SUSPECT MECHATRONICS UNIT. BLOCK #54 READS H49T0363.
06/01/2009	09:24	ISSUE OPENED BY DEALERSHIP
06/01/2009	09:27	CUSTOMER COMMENTS: CUSTOMER STATES WHEN APPLYING GAS FROM A STOP CAR JERKS. VERIFIED CAR DOES THIS. FEELS LIKE TRANSMISSION. NO CODES STORED, NO FLUID LEAKS, AND CHECKED FLUID LEVEL AND IT IS OK. SUSPECT MECHATRONICS UNIT. BLOCK #54 READS H49T0363.
06/01/2009	09:27	REPLACE THE MECHATRONIC, BOLTS, FLUID AND FILTER.
06/01/2009	09:42	ORDERED MECHATRONICS UNIT, BOLTS, FLUID AND FILTER.
06/01/2009	09:50	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
06/01/2009	09:50	ISSUE UPDATED

<b>Consultant's Closing Comments</b>
ORDERED MECHATRONICS UNIT, BOLTS, FLUID AND FILTER.



VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
459390	RABBIT	2008	WVWFD71K48W [REDACTED]	20368	3885	06/01/2009	USA

#### Workshop Finding

JERKS WHILE DRIVING

Activity Date	Activity Time	Activity Comments
06/01/2009	09:29	CUSTOMER STATES WHEN MOVING IN STOP AND GO TRAFFICE THE TRANSMISSTION FEELS JURKEY . ALSO THEY SAY THEY HAVE A HARD TIME SHIFTING IN TO REVERS . I ROAD TEST CAR WHEN FRIST SHIFTING INTO DRIVE THE CAR JUMPED FROWARD . ALSO STOP AND GO FEELS LIKE A SLIGHT DELAY WHEN FRIST STARTING FROM A STOP , LURCHES FOWARD . I HAD NO TROUBLE ENGAGING REVERS. THIS IS A DSG TRANS .
06/01/2009	09:29	ISSUE OPENED BY DEALERSHIP
06/01/2009	09:35	CUSTOMER COMMENTS: CUSTOMER STATES WHEN MOVING IN STOP AND GO TRAFFICE THE TRANSMISSTION FEELS JURKEY . ALSO THEY SAY THEY HAVE A HARD TIME SHIFTING IN TO REVERS . I ROAD TEST CAR WHEN FRIST SHIFTING INTO DRIVE THE CAR JUMPED FROWARD . ALSO STOP AND GO FEELS LIKE A SLIGHT DELAY WHEN FRIST STARTING FROM A STOP , LURCHES FOWARD . I HAD NO TROUBLE ENGAGING REVERS. THIS IS A DSG TRANS .
06/01/2009	09:35	PLEASE GET MVB 54 IN 02 7
06/01/2009	09:35	WORKSHOP FINDINGS: JERKS WHILE DRIVING
06/01/2009	09:46	UPDATED WITH MVP 54 ATTACHED DOC.
06/01/2009	09:50	PLEASE REPLACE THE MECH UNIT.
06/01/2009	10:18	PARTS ON ORDER .
06/01/2009	13:44	UPDATE AFTER REPAIRS ARE DONE PLEASE CLOSE CASE DO TO PARTS ARE BACK ORDERED
06/03/2009	10:44	THANK YOU
06/03/2009	10:45	PARTS ARE ORDERED
06/03/2009	11:05	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
06/03/2009	11:05	ISSUE UPDATED

#### Consultant's Closing Comments

: UPDATE AFTER REPAIRS ARE DONE PLEASE CLOSE CASE DO TO PARTS ARE BACK ORDERED  
06/03/2009 10:44:09: US/EASTERN: MARK PLANTE: OPEN: DEALER UPDATED: THANK YOU

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
459421	EOS	2008	WVWBA71F48V [REDACTED]	8842	3885	06/01/2009	USA

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

Activity Date	Activity Time	Activity Comments
06/01/2009	09:56	CUSTOMER STATE CAR BUCKS WHEN TAKING OFF FROM A STOP NO CODES ROAD TESTED FELT BUCK/SHUTTER AND THERE IS A RATTLE FROM INSIDE GEARBOX WHEN TAPPING GAS PEDAL WITH FOOT
06/01/2009	09:56	ISSUE OPENED BY DEALERSHIP
06/01/2009	09:58	CUSTOMER COMMENTS: CUSTOMER STATE CAR BUCKS WHEN TAKING OFF FROM A STOP NO CODES ROAD TESTED FELT BUCK/SHUTTER AND THERE IS A RATTLE FROM INSIDE GEARBOX WHEN TAPPING GAS PEDAL WITH FOOT
06/01/2009	09:58	PLEASE GET MVB 54
06/01/2009	09:58	WORKSHOP FINDINGS: JERKS WHILE DRIVING
06/01/2009	10:01	REPLACE MECHATROINCES FLUID AND FILTER AND SET BASIC SETTINGS AFTER REPAIRS
06/02/2009	12:53	PARTS ON ORDER
06/02/2009	14:56	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
06/02/2009	14:56	ISSUE UPDATED

<b>Consultant's Closing Comments</b>
REPLACE MECHATROINCES 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
459486	RABBIT	2008	WVWHV71K18W [REDACTED]	12833	3885	06/01/2009	USA

#### Workshop Finding

RPMS WILL DROP CONSIDERABLY AND CAR WILL HESITATE

Activity Date	Activity Time	Activity Comments
06/01/2009	10:43	CUSTOMER STATES CEL ON. WHEN AT STOP AND RELEASE BRAKE TO GO WITHOUT TOUCHING ACCELERATOR RPMS WILL DROP CONSIDERABLY AND CAR WILL HESITATE AND CHUG BEFORE TOUCHING ACCELERATOR..... DUPLICATED CONCERN. RAN GFF AND FOUND ONLY 1 DTC P310B FOR LOW PRESSURE REGULATION FUEL PRESSURE OUTSIDE SPECIFICATION. CHECKED LOW PRESSURE READINGS AND FOUND 4570 MBAR AT IDLE AND WHEN THE PROBLEM HAPPENS. CUST SAYS LIGHT HAS BEEN COMING ON AND OFF AND PROBLEM HAS BEEN HAPPENING REGARDLESS
06/01/2009	10:43	ISSUE OPENED BY DEALERSHIP
06/01/2009	10:47	CUSTOMER COMMENTS: CUSTOMER STATES CEL ON. WHEN AT STOP AND RELEASE BRAKE TO GO WITHOUT TOUCHING ACCELERATOR RPMS WILL DROP CONSIDERABLY AND CAR WILL HESITATE AND CHUG BEFORE TOUCHING ACCELERATOR..... DUPLICATED CONCERN. RAN GFF AND FOUND ONLY 1 DTC P310B FOR LOW PRESSURE REGULATION FUEL PRESSURE OUTSIDE SPECIFICATION. CHECKED LOW PRESSURE READINGS AND FOUND 4570 MBAR AT IDLE AND WHEN THE PROBLEM HAPPENS. CUST SAYS LIGHT HAS BEEN COMING ON AND OFF AND PROBLEM HAS BEEN HAPPENING REGARDLESS
06/01/2009	10:47	GET MVB 103 1206 AND LIVE GAUGE READINGS
06/01/2009	10:47	WORKSHOP FINDINGS: RPMS WILL DROP CONSIDERABLY AND CAR WILL HESITATE
06/01/2009	10:59	MVB 103 4.99 BAR... MVB 106 49.47 BAR. FUEL GAUGE 5.5 BAR 80 PSI.
06/01/2009	11:07	ADVISED TO DISCONNECT N276 SOLENOID ON HIGH PRESSURE PUMP AND CK MVB'S 130 & 106 IF NOT WITHIN A .5 BAR OF EACH OTHER REPLACE G410. IF OK CK MVB 54 IN TCM. UPDATE TICKET WITH RESULTS.
06/01/2009	11:12	CHECKED 103 WITH N276 UNPLUGGED AND FOUND 5.24 BAR. AND 8.13 AT 106. REPLACED G410. MVB 54 IN TCM READ H28B0630
06/01/2009	11:58	REPLACE MECH UNIT
06/01/2009	12:16	PARTS ON ORDER
06/01/2009	16:47	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
06/01/2009	16:47	ISSUE UPDATED

#### Consultant's Closing Comments

REPLACE MECH UNIT

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
459556	EOS	2008	WVWBA71F68V [REDACTED]	10591	3885	06/01/2009	USA

<b>Workshop Finding</b>
JERKS

Activity Date	Activity Time	Activity Comments
06/01/2009	11:45	ISSUE OPENED BY DEALERSHIP
06/01/2009	11:45	ROAD TESTED VEHICLE. FOUND HARSH SHIFT INTO GEAR AFTER STOPPING WHEN REACCELARATING. FEEL ITS DSG. MVB 54 IS J11E0162, LOOKS LIKE ITS IN DATE TIME FRAME. WANTED TO CHECK BEFORE ORDERING.
06/01/2009	11:50	ADVISE TECH TO REPLACE MECHATRONICS FLUID AND THE FILTER AND SET BASIC SETTING AFTER REPAIRS ARE COMPLETED
06/01/2009	11:50	CUSTOMER COMMENTS: ROAD TESTED VEHICLE. FOUND HARSH SHIFT INTO GEAR AFTER STOPPING WHEN REACCELARATING. FEEL ITS DSG. MVB 54 IS J11E0162, LOOKS LIKE ITS IN DATE TIME FRAME. WANTED TO CHECK BEFORE ORDERING.
06/01/2009	11:50	WORKSHOP FINDINGS: JERKS
06/01/2009	11:53	WILL DO THANKS MARK.
06/01/2009	13:06	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
06/01/2009	13:06	ISSUE UPDATED

<b>Consultant's Closing Comments</b>
ADVISE TECH TO REPLACE MECHATRONICS FLUID AND THE FILTER AND SET BASIC SETTING AFTER REPAIRS ARE COMPLETED

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
459630	RABBIT	2008	WVWKC71K58W [REDACTED]	10043	3885	06/01/2009	USA

#### Workshop Finding

JERKING FEEL WHEN YOU GO TO TAKE OFF

Activity Date	Activity Time	Activity Comments
06/01/2009	12:44	C/S HE HAS ERRATIC CLUTCH ENGAGEMENT(TYPICALLY DURING FIRST 10 MIN AFTER COLD START-JERKING FEEL WHEN YOU GO TO TAKE OFF
06/01/2009	12:44	ISSUE OPENED BY DEALERSHIP
06/01/2009	12:58	CUSTOMER COMMENTS: C/S HE HAS ERRATIC CLUTCH ENGAGEMENT(TYPICALLY DURING FIRST 10 MIN AFTER COLD START
06/01/2009	12:58	MVB 54 H27, ADVISED TECH TO REPLACE MECH UNIT, BOLTS, FILTER AND FLUID THEN PERFORM MANUAL BASIC SETTINGS PER PROCEDURE BELOW. PLEASE RELEASE VEHICLE AND CLOSE OUT VTA WHEN PARTS ARE ORDERED. ADVISED TECH TO REEVALUATE LAUNCH CONTROL ISSUE AFTER MECH UNIT REPLACEMENT. ADVISED TECH TO PERFORM MANUAL BASIC SETTINGS. VEHICLE SELF DIAGNOSIS, CLEAR ECM AND TCM MEMORY, VEHICLE RUNNING AND AT OPERATING TEMPERATURE. FOOT ON BRAKE WITH VEHICLE IN PARK, BASIC SETTINGS TRANS. ENTER 61Q AND ACTIVATE, WHEN NUMBERS APPEAR IN LOWER BOX BACK OUT ONE SCREEN AND ENTER 60Q AND ACTIVATE, WHEN NUMBERS APPEAR CYCLE THE KEY OFF THEN ON, ROAD TEST VEHICLE 15 MILES GOING THROUGH ALL GEARS AND VARIOUS SPEEDS. REEVALUATE CONCERN AND UPDATE VTA.
06/01/2009	12:58	WORKSHOP FINDINGS: JERKING FEEL WHEN YOU GO TO TAKE OFF
06/01/2009	13:00	S/O PARTS CUSTOMER IS TAKING CAR
06/01/2009	13:15	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
06/01/2009	13:15	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
459674	JETTA	2008	3VWRA71K08M [REDACTED]	15270	3885	06/01/2009	USA

#### Workshop Finding

TECH VERIFIED THE CONCERN. TECH STATES THE TRANS IS JUMPING IN GEAR. NO FAULTS IN THE ECM OR TCM.

Activity Date	Activity Time	Activity Comments
06/01/2009	13:38	ISSUE OPENED BY DEALERSHIP
06/01/2009	13:38	TRANS CLUNKS WHEN BACKING OUT OF PARKING SPOT.
06/01/2009	13:43	ADVISED THE TECH TO CHECK MVB 54 IN THE TCM.
06/01/2009	13:43	CUSTOMER COMMENTS: TRANS CLUNKS WHEN BACKING OUT OF PARKING SPOT.
06/01/2009	13:43	WORKSHOP FINDINGS: TECH VERIFIED THE CONCERN. TECH STATES THE TRANS IS JUMPING IN GEAR. NO FAULTS IN THE ECM OR TCM.
06/01/2009	13:49	MVB 54 IS J11. ADVISED THE TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT.
06/01/2009	14:10	ORDER PARTS.
06/01/2009	22:03	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
06/01/2009	22:03	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
459679	JETTA	2009	3VWRL71KX9M [REDACTED]	1847	3885	06/01/2009	USA

**Workshop Finding**

n/a

Activity Date	Activity Time	Activity Comments
06/01/2009	13:42	CUSTOMER STATES SHIFT INDICATORS IN THE DASH WILL FLASH AND THE VEHICLE WILL NOT MOVE WHEN THIS HAPPENS.WE SCANED FOR FAULTS NO DTC REC.WE ROAD TESTED THE VEHICLE AND COULD NOT VERIFY CONCERN.PLEASE ADVISE ??
06/01/2009	13:42	ISSUE OPENED BY DEALERSHIP
06/01/2009	14:08	CUSTOMER COMMENTS: CUSTOMER STATES SHIFT INDICATORS IN THE DASH WILL FLASH AND THE VEHICLE WILL NOT MOVE WHEN THIS HAPPENS.WE SCANED FOR FAULTS NO DTC REC.WE ROAD TESTED THE VEHICLE AND COULD NOT VERIFY CONCERN.PLEASE ADVISE ??
06/01/2009	14:08	TECH SHOULD CHECK MVB 64 AND GIVE THE READINGS.
06/01/2009	14:14	TECH STATES MVB 64 HAS 37 AND 44 SO I RECOMMEND REPLACING THE G509
06/01/2009	15:44	WE ORDERED THE TEMP SENSOR G509 THE PART MAY BE HERE 06/02/09.THANKS
06/01/2009	15:47	THANKS FOR THE UPDATE
06/04/2009	08:37	THE PART G509 TEMP SENSOR IS HERE 06/04/09,THE CUSTOMER HAS VEHICLE.WILL SCHEDULE FOR THE REPAIR.THANKS
06/04/2009	09:03	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
06/04/2009	09:03	ISSUE UPDATED

**Consultant's Closing Comments**

THE PART G509 TEMP SENSOR IS HERE 06/04/09,THE CUSTOMER HAS VEHICLE.WILL SCHEDULE FOR THE REPAIR.THANKS

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
459694	EOS	2008	WVWBA71F08V [REDACTED]	12676	3885	06/01/2009	USA

#### Workshop Finding

TECH STATES THERE ARE NO FAULTS STORED. MVB 54 = H49M0346. MVB 64/1=0, /2=0.

Activity Date	Activity Time	Activity Comments
06/01/2009	13:50	CAR WHEN FIRST ENGAGES IS HARSH AND WHEN IN REVERSE OR DRIVE WHEN ON A HILL FEELS LIKE SLIPPING OUT OF GEAR
06/01/2009	13:50	ISSUE OPENED BY DEALERSHIP
06/01/2009	14:03	ADVISED TECH TO PLEASE REPLACE THE MECHATRONIC, FLUID, FILTER, AND BOLTS. ONCE THE REPAIR IS PERFORMED, PLEASE SET BASIC SETTINGS MANUALLY BY PERFORMING THE FOLLOWING PROCEDURE.
06/01/2009	14:03	CUSTOMER COMMENTS: CAR WHEN FIRST ENGAGES IS HARSH AND WHEN IN REVERSE OR DRIVE WHEN ON A HILL FEELS LIKE SLIPPING OUT OF GEAR
06/01/2009	14:03	IN ORDER TO PERFORM THE BASIC SETTINGS MANUALLY THE FOLLOWING REQUIREMENTS SHOULD BE MET: ENGINE AND TRANSMISSION MUST BE UP TO OPERATING TEMPERATURE (MINIMUM OF 30C IN TRANSMISSION). VEHICLE SHOULD BE CLEAR OF ALL FAULT CODES (ECM AND TCM). VEHICLE SHOULD BE IN PARK AND IDLING. ENGINE MUST HAVE BEEN RUNNING FOR ONE FULL MINUTE BEFORE BASIC SETTINGS CAN BE PERFORMED.
06/01/2009	14:03	WORKSHOP FINDINGS: TECH STATES THERE ARE NO FAULTS STORED. MVB 54 = H49M0346. MVB 64/1=0, /2=0.
06/01/2009	14:04	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, STOP AND RETURN PHONE CALL TO HELPLINE.
06/01/2009	14:04	IF THE VEHICLE WERE TO LEAVE TODAY, PLEASE UPDATE AND CLOSE THIS VTA CASE.
06/08/2009	17:13	C1 SERVICE ADVISOR STATED CUSTOMER TOOK VEHICLE UNTIL PARTS ARRIVE AND WILL HAVE TECH CLOSE TICKET.
06/09/2009	13:49	CLOSE
06/09/2009	17:42	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
06/09/2009	17:42	ISSUE UPDATED

#### Consultant's Closing Comments

TECHNICIAN HAS ORDERED AND WILL INSTALL A NEW MECHATRONICS, FLUID, FILTER, AND MECHATRONICS BOLTS.



VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
459744	JETTA	2008	3VWRA71K98M [REDACTED]	733	3885	06/01/2009	USA

#### Workshop Finding

7133 IS THE ACTUAL MILEAGE MVB 54 FROM THE TCM J11. NO FAULTS

Activity Date	Activity Time	Activity Comments
06/01/2009	14:30	CUSTOMER STATES CHECK CAR LURCHING INTO GEAR FROM IDEL OR IN REVERSE. NO FAULTS PRESENT. CHECK ALL MVB'S. CHECK FLUID LEVEL AND CONDITION. FLUID LEVEL IS CORRECT AND CONDITION IS CLEAN. PREFORM BASIC SETTINGS. ROAD TEST CAR.
06/01/2009	14:30	ISSUE OPENED BY DEALERSHIP
06/01/2009	15:00	HERE IS THE VW AUTO TRANS WORKSHEET.
06/01/2009	16:11	CUSTOMER COMMENTS: CUSTOMER STATES CHECK CAR LURCHING INTO GEAR FROM IDEL OR IN REVERSE. NO FAULTS PRESENT. CHECK ALL MVB'S. CHECK FLUID LEVEL AND CONDITION. FLUID LEVEL IS CORRECT AND CONDITION IS CLEAN. PREFORM BASIC SETTINGS. ROAD TEST CAR.
06/01/2009	16:11	REPLACE THE MECH, FLUID, FILTER AND BOLTS
06/01/2009	16:11	WORKSHOP FINDINGS: 7133 IS THE ACTUAL MILEAGE MVB 54 FROM THE TCM J11. NO FAULTS
06/01/2009	16:19	PARTS ARE ON ORDER. THANKS FOR THE HELP.
06/01/2009	17:20	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
06/01/2009	17:20	ISSUE UPDATED

#### Consultant's Closing Comments

REPLACE THE MECH, FLUID, FILTER AND BOLTS

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
459747	EOS	2008	WVWBA71F18V [REDACTED]	10070	3735	06/01/2009	USA

Workshop Finding
n/a

Activity Date	Activity Time	Activity Comments
06/01/2009	14:31	ISSUE OPENED BY DEALERSHIP
06/01/2009	14:31	JERKS,HESITATES STARTING OUT AFTER STOP.
06/02/2009	12:17	CUSTOMER COMMENTS: JERKS,HESITATES STARTING OUT AFTER STOP.
06/02/2009	12:17	PLEASE REPLACE THE MECHATRONICS UNIT, FLUID, FILTER, AND BOLTS. PLEASE LET THE CUSTOMER TAKE THE CAR DUE TO THE ISSUE WITH THE VEHICLE ONLY BEING COMFORT AND NOT SAFETY. PLEASE BE SURE TO SET THE BASIC SETTINGS THROUGH VSD AFTER THE MECH UNIT IS REPLACED.
06/08/2009	13:26	SPOKE TO DEE STATES CAR IS RED/BACK ORDERED PARTS
06/09/2009	08:49	ETA DATE IS 7/1/09 FOR MECH. UNIT AS PER PARTS DEPT.
06/09/2009	18:34	THANKS FOR THE UPDATE.
06/17/2009	11:21	CURRENT E.T.A. IS STILL 7/1/09 AS PER PARTS DEPT.
06/17/2009	18:54	THANKS FOR THE UPDATE.
06/24/2009	14:52	REPLACED UNIT,ALLOK NOW,THANKS.
06/24/2009	19:03	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
06/24/2009	19:03	ISSUE UPDATED

Consultant's Closing Comments
REPLACED UNIT,ALLOK NOW,THANKS.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
459835	EOS	2008	WVWBA71F98V	7943	3885	06/01/2009	USA

#### Workshop Finding

MECH ISSUE, TECH TO VERIFY NEW UNIT WORKS

Activity Date	Activity Time	Activity Comments
06/01/2009	15:52	ISSUE OPENED BY DEALERSHIP
06/01/2009	15:52	THIS IS THE VEHICLE WHICH NEEDED THE MECH UNIT. THE PART IS INSTALLED AND WE ARE WAITING FOR FURTHER INSTRUCTIONS AS PER VTA 456493. THANK YOU.
06/01/2009	16:00	05/22/2009 13:49:41: US/EASTERN: JEAN JEANTY: INITIATED: ISSUE OPENED BY DEALERSHIP 05/22/2009 13:49:41: US/EASTERN: JEAN JEANTY: INITIATED: WE GOT A CALL FROM THE HELP DESK ABOUT THIS CAR CONCERNING VTA 446584 I WAS INSTRUCTED TO RECREATE A NEW VTA ON THIS CAR. THE MECH UNIT PART IS J04C0088. LISTED IN MVB 54. 05/22/2009 14:03:34: US/EASTERN: GIULIO LANZA: OPEN: CONSULTANT IN PROCESS: CUSTOMER COMMENTS: WE GOT A CALL FROM THE HELP DESK ABOUT THIS CAR CONCERNING VTA 446584 I WAS INSTRUCTED TO RECREATE A NEW VTA ON THIS CAR. 05/22/2009 14:03:34: US/EASTERN: GIULIO LANZA: OPEN: CONSULTANT IN PROCESS: WORKSHOP FINDINGS: THE MECH UNIT PART IS J04C0088. LISTED IN MVB 54. 05/22/2009 14:03:34: US/EASTERN: GIULIO LANZA: OPEN: CONSULTANT IN PROCESS: ADVISED TECH TO GET MVB 41 AND 48 ALSO GET TCM PART NUMBER AND SOFTWARE LEVEL, UPDATE VTA WITH RESULTS AND CALL BACK. 05/22/2009 15:48:20: US/EASTERN: JEAN JEANTY: OPEN: DEALER UPDATED: THESE ARE THE BLOCK VALUES YOU REQUESTED 05/22/2009 16:12:06: US/EASTERN: MATTHEW CRANDELL: OPEN: CONSULTANT IN PROCESS: ADVISED THE TECH TO HAVE THE VEHICLE READY FOR TELADIAG. ORIGINAL MECHATRONICS. ADVISED THE TECH THAT CHRIS WILL CONTACT TECH AS SOON AS HE RECEIVES DIRECTION FROM ENGINEERING. ....TECHS SHOP NUMBER 718 492 7302 ASK FOR JEFF OR JEAN JEANTY 05/22/2009 17:22:47: US/EASTERN: CHRIS GEHRKE: OPEN: CONSULTANT IN PROCESS: ISSUE UPDATED 05/26/2009 10:08:52: US/EASTERN: CHRIS GEHRKE: OPEN: CONSULTANT IN PROCESS: PLEASE UPDATE THE VTA WITH A CURRENT FAULT LOG (WITH MODULE PRINT) AND SCREEN SHOTS OF MVB 41,48& 54 IN THE TCM 05/26/2009 10:09:02: US/EASTERN: CHRIS GEHRKE: OPEN: CONSULTANT IN PROCESS: ISSUE UPDATED 05/26/2009 10:36:26: US/EASTERN: JEAN JEANTY: OPEN: DEALER UPDATED: MVB IS ATTACHED TO TICKET, CONTACT US WITH A WARNING IN ORDER TO GET A SCAN TOOL AND BATTERY CHARGER SETUP FOR TELADIAG..... THANK YOU 05/26/2009 20:51:34: US/EASTERN: CHRIS GEHRKE: OPEN: CONSULTANT IN PROCESS: THERE IS A POSSIBILITY WE COULD JUST HAVE A MECH SENT TO YOU FROM ANOTHER DEALER. THE VTA WILL BE UPDATED TO REFLECT THE NEXT STEPS TOMORROW. THANKS FOR YOUR PATIENCE! 05/26/2009 20:51:54: US/EASTERN: CHRIS GEHRKE: OPEN: CONSULTANT IN PROCESS: ISSUE UPDATED 05/26/2009 20:54:40: US/EASTERN: CHRIS GEHRKE: OPEN: CONSULTANT IN PROCESS: FYI PS/QA REQUESTED INFO 05/26/2009 20:54:46: US/EASTERN: CHRIS GEHRKE: OPEN: TECHNICIAN IN PROCESS: ISSUE UPDATED 05/26/2009 20:54:55: US/EASTERN: CHRIS GEHRKE: OPEN: CONSULTANT IN PROCESS: ISSUE UPDATED 05/28/2009 10:58:59: US/EASTERN: CHRIS GEHRKE: OPEN: CONSULTANT IN PROCESS: TECH STATES HE MAY HAVE THE MECH, IF SO ONCE INSTALLED I ADVISED TO GET THE SAME MVB FROM THE NEW MECH 06/01/2009 12:34:41: US/EASTERN: GLEN STEWART: OPEN: TECHNICIAN IN PROCESS: P2 SPOKE WITH KATHY (SERVICE) AND WAS ADVISED THAT THE VEHICLE IS BEING FINISHED. 06/01/2009 12:36:02: US/EASTERN: GLEN STEWART: OPEN: TECHNICIAN IN PROCESS: PLEASE DISREGARD THE LAST UPDATE. 06/01/2009 12:52:59: US/EASTERN: GLEN STEWART: OPEN: TECHNICIAN IN PROCESS: CALLED THE DEALER AND WAS ADVISED NO ONE WAS AVAILABLE BY A MESSAGE SERVICE. 06/01/2009 12:53:19: US/EASTERN: GLEN STEWART: OPEN: TECHNICIAN IN PROCESS: CALLED THE DEALER AND WAS ADVISED NO ONE WAS AVAILABLE BY A MESSAGE SERVICE. 06/01/2009 13:07:16: US/EASTERN: GLEN STEWART: OPEN: TECHNICIAN IN PROCESS: D2 CALLED THE DEALER AND WAS ADVISED NO ONE WAS AVAILABLE BY A MESSAGE SERVICE.
06/01/2009	16:00	CUSTOMER COMMENTS: THIS IS THE VEHICLE WHICH NEEDED THE MECH UNIT. THE PART IS INSTALLED AND WE ARE WAITING FOR FURTHER INSTRUCTIONS AS PER VTA 456493. THANK YOU.
06/01/2009	16:00	PREVIOUS VTA NOT NECESSARY, DEALER CODE CHANGED
06/01/2009	16:00	WORKSHOP FINDINGS: MECH ISSUE, TECH TO VERIFY NEW UNIT WORKS
06/03/2009	11:59	HERE ARE THE MVB YOU REQUESTED. THE VEHICLE IS OPERATING OK AND SO FAR NO PROBLEMS WITH THE NEW MECH UNIT. THANK YOU FOR THE HELP.
06/03/2009	12:51	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
06/03/2009	12:51	ISSUE UPDATED

<b>Consultant's Closing Comments</b>
REPLACED MECH WITH NEW AND RE EVALUATE. NO CONCERN PRESENT

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
459854	EOS	2008	WVWBA71F98V [REDACTED]	11851	3885	06/01/2009	USA

Workshop Finding
n/a

Activity Date	Activity Time	Activity Comments
06/01/2009	16:09	CUST STATES THAT CAR JUMPS WHEN YOU STEP ON THE GAS/LURCHES FORWARD WHEN FOOT IS LET OFF THE BRAKE
06/01/2009	16:09	ISSUE OPENED BY DEALERSHIP
06/01/2009	16:28	CUSTOMER COMMENTS: CUST STATES THAT CAR JUMPS WHEN YOU STEP ON THE GAS/LURCHES FORWARD WHEN FOOT IS LET OFF THE BRAKE
06/01/2009	16:28	<p>TECH NEEDS TO REPLACE THE MECHATRONIC, BOLTS, FLUID AND FILTER. PERFORMING THE BASIC SETTINGS ON THE DSG IS AN IMPORTANT DIAGNOSTIC STEP. ALTHOUGH THE BASIC SETTINGS SHOULD NOT BE PERFORMED AS A REGULAR ROUTINE, THEY CAN BE SET FOR A SYMPTOM. THE SCAN TOOL WILL AUTOMATICALLY WALK A TECHNICIAN THROUGH GFF'S OR GF'S VERSION OF BASIC SETTINGS, BUT ENGINEERING HAS FOUND THIS METHOD TO BE INSUFFICIENT. THE BASIC SETTINGS SHOULD BE DONE THROUGH VEHICLE SELF DIAGNOSIS.</p> <p>THE FOLLOWING REQUIREMENTS SHOULD BE MET:</p> <p>ENGINE AND TRANSMISSION MUST BE UP TO OPERATING TEMPERATURE (MINIMUM OF 30C IN TRANSMISSION).</p> <p>VEHICLE SHOULD BE CLEAR OF ALL FAULT CODES (ECM AND TCM)</p> <p>VEHICLE SHOULD BE IN PARK AND IDLING</p> <p>ENGINE MUST HAVE BEEN RUNNING FOR ONE FULL MINUTE BEFORE BASIC SETTINGS CAN BE PERFORMED.</p> <p>GO INTO VSD, TRANSMISSION ELECTRONICS/GEARBOX ELECTRONICS, BASIC SETTINGS, THEN ENTER #61 ON KEYPAD AND SELECT THE "Q" BUTTON TO ENTER INTO TEST MODE.</p> <p>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.</p> <p>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.</p> <p>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.</p> <p>ROAD TEST VEHICLE 10-15 MILES GOING THROUGH ALL GEARS AUTOMATICALLY AND ALSO THROUGH TIPTRONIC AT VARIOUS SPEEDS AND DRIVING CONDITIONS. SHUT THE VEHICLE OFF AND THEN RESTART AND RE EVALUATE SHIFTING.</p> <p>NOTE: IF VEHICLE STALLS WHILE RUNNING BASIC SETTINGS, THE TRANSMISSION WILL NEED TO BE REPLACED. PLEASE ALSO NOTE THAT IF THE VEHICLE DOES NOT ROLL EVEN WHEN THE TRANSMISSION IS ENGAGED INTO NEUTRAL, IT IS LIKELY THAT THERE MAY BE A STUCK SHIFT FORK INTERNALLY. PLEASE DISCONNECT THE SHIFT LEVER CABLE FROM THE TRANSMISSION AND IF THERE IS STILL NO MOVEMENT, REPLACE THE TRANSMISSION. IF MOVEMENT IS NOW PRESENT, PERSUE A SHIFT LEVER ISSUE.</p> <p>ALSO, IF THE TRANSMISSION EXHIBITS A GRINDING NOISE OTHER THAN DURING BASIC SETTINGS PLEASE PLEASE CALL BACK FOR FURTHER ASSISTANCE</p>
06/01/2009	16:51	ORDERED PARTS
06/02/2009	08:26	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
06/02/2009	08:26	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
459924	RABBIT	2007	WVWVFV71K87W	45984	3885	06/01/2009	USA

#### Workshop Finding

n/a

Activity Date	Activity Time	Activity Comments
06/01/2009	17:09	C/S VEHICLE SHIFTING HARD TEST DROVE VEHICLE AND HARD SHIFTING WENT PUT IN REVERS OR DRIVE TRANSMISSION KICK HARD LIKE VEHICLE WANT TO RUN AND WENT SHIFT TO. PERFORM GUIDED FAULT FINDING FOUND CODES P0868 TRANSMISSION PRESSURE ADAPTATION AT IMPACT UPPER LIMIT EXCEEDED,P1815 PRESSURE CONTROL VALVE 1 FOR AUTO TRANSMISSION N215 SHORT CIRCUIT TO B+ RANGE/PERFORMANCE AND P1819 PRESSURE CONTROL VALVE 2 FOR AUTO TRANSMISSION N216 OPEN CIRCUIT TO GROUND(GRD)RANGE PERFORMANCE. PERFORM SYSTEM CHECK AT GUIDED FAULT FINDING AND CHECK FLUID LEVEL IS OK. PERFORM BASIC SETING AND TEST DROVE MAKE SAME PROBLEM SHIFT EXTREMELY HART. VEHICLE HAVE SOME PERFORMANCE PARTS AIR FILTER, SUSPENCION AND OTHER. TECH 1050
06/01/2009	17:09	ISSUE OPENED BY DEALERSHIP
06/02/2009	10:58	ADVISED TO REPLACE MECHATRONICS UNIT, FLUID, FILTER AND BOLTS.
06/02/2009	10:58	CUSTOMER COMMENTS: C/S VEHICLE SHIFTING HARD TEST DROVE VEHICLE AND HARD SHIFTING WENT PUT IN REVERS OR DRIVE TRANSMISSION KICK HARD LIKE VEHICLE WANT TO RUN AND WENT SHIFT TO. PERFORM GUIDED FAULT FINDING FOUND CODES P0868 TRANSMISSION PRESSURE ADAPTATION AT IMPACT UPPER LIMIT EXCEEDED,P1815 PRESSURE CONTROL VALVE 1 FOR AUTO TRANSMISSION N215 SHORT CIRCUIT TO B+ RANGE/PERFORMANCE AND P1819 PRESSURE CONTROL VALVE 2 FOR AUTO TRANSMISSION N216 OPEN CIRCUIT TO GROUND(GRD)RANGE PERFORMANCE. PERFORM SYSTEM CHECK AT GUIDED FAULT FINDING AND CHECK FLUID LEVEL IS OK. PERFORM BASIC SETING AND TEST DROVE MAKE SAME PROBLEM SHIFT EXTREMELY HART. VEHICLE HAVE SOME PERFORMANCE PARTS AIR FILTER, SUSPENCION AND OTHER. TECH 1050
06/08/2009	16:55	P1 - SPOKE TO CARLOS, VALVE BODY IS BACK-ORDERED.
06/12/2009	11:03	REPLACED MECHATRONIC,WAS DOING BASIC SETTINGS AND THEN BASIC SETTINGS STOPPED.? NOW THERE IS CODE THAT WILL NOT CLEAR 01208 RECORDS IN CONTROL MODULE CHANGED. ALSO HAD CODE 01087 BASIC SETTINGS NOT CARRIED OUT.MECHANICAL HYDRAULIC MALFUNCTION.
06/12/2009	11:05	PLEASE CALL BACK FOR FURTHER ASSISTANCE.
06/12/2009	11:27	TECH NEEDS TO GET INFORMATION FROM MVB 41 AND 48 OUT OF BOTH MECHATRONIC UNITS AS WELL AS THE PART NUMBERS AND SOFTWARES OF BOTH UNITS AND CALL BACK. CALL BACK AND ASK FOR GARY OR CHRIS.
06/15/2009	14:27	CHECKED SOFTWARE LEVELS AND PART#S.WAS ABLE TO PERFORM BASIC STTTINGS MANUALLY 61,60.DID IT ABOUT 3 TIMES AND THE CODE 01208 CLEARED.ROADTESTED VEHICLE AND IT IS SHIFTING GOOD.DELIVERED TO CUSTOMER.
06/15/2009	17:53	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
06/15/2009	17:53	ISSUE UPDATED

#### Consultant's Closing Comments

D1 REPLACED MECHATRONICS UNIT, FLUID, FILTER AND BOLTS. CHECKED SOFTWARE LEVELS AND PART#S.WAS ABLE TO PERFORM BASIC STTTINGS MANUALLY 61,60.DID IT ABOUT 3 TIMES AND THE CODE 01208 CLEARED.ROADTESTED VEHICLE AND IT IS SHIFTING GOOD.DELIVERED TO CUSTOMER.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
459986	EOS	2008	WVWBA71FX8V [REDACTED]	20089	3735	06/01/2009	USA

#### Workshop Finding

WENT INTO GEARBOX ELECTRONICS. AND CHECKED MVB 64 AND BOTH WERE AT 0 MVB 54=H20B0207

Activity Date	Activity Time	Activity Comments
06/01/2009	19:02	CUSTOMER STATES THAT AFTER ABOUT 20 MINUTES DRIVING. VERY LIGHT ACCELERATION VEHICLE IS JERKING VERY BADLY. WENT INTO GEARBOX ELECTRONICS. AND CHECKED MVB 64 AND BOTH WERE AT 0 MVB 54=H20B0207
06/01/2009	19:02	ISSUE OPENED BY DEALERSHIP
06/01/2009	19:09	ADVISE TECH TO REPLACE MECHATRONICS , FLUID , FILTER , AND BOLT,
06/01/2009	19:09	CUSTOMER COMMENTS: CUSTOMER STATES THAT AFTER ABOUT 20 MINUTES DRIVING. VERY LIGHT ACCELERATION VEHICLE IS JERKING VERY BADLY.
06/01/2009	19:09	ISSUE SENT TO DEALERSHIP
06/01/2009	19:09	WORKSHOP FINDINGS: WENT INTO GEARBOX ELECTRONICS. AND CHECKED MVB 64 AND BOTH WERE AT 0 MVB 54=H20B0207
06/01/2009	19:22	ORDERED MECHATRONICS UNIT,FLUID FILTER AND BOLTS.
06/02/2009	19:46	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
06/02/2009	19:46	ISSUE UPDATED

#### Consultant's Closing Comments

ORDERED MECHATRONICS UNIT,FLUID FILTER AND BOLTS.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
460007	JETTA	2009	3VWCL71K59M [REDACTED]	16527	3885	06/02/2009	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
06/02/2009	08:00	CUSTOMER STATES THAT THE TRANSMISSION SHIFTS HARD WHEN TAKING OFF AND COMING TO A STOP. TEST DROVE AND WAS ONLY ABLE TO VERIFY THAT WHEN TAKING OFF INTERMITTANTLY THE TRANSMISSION HESISTATES BEFORE ENGAGING. WHEN THIS HAPPENS IT JERKS INTO 1ST GEAR. IT DOES NOT ALWAYS DO THIS. GFF LOG ATTACHED. I DID NOT WANT TO SET BASIC SETTINGS UNTIL TOLD TO DO SO.
06/02/2009	08:00	ISSUE OPENED BY DEALERSHIP
06/02/2009	08:29	ADVISED THE TECH TO CHECK MVB 54 IN THE TCM.
06/02/2009	08:29	CUSTOMER COMMENTS: CUSTOMER STATES THAT THE TRANSMISSION SHIFTS HARD WHEN TAKING OFF AND COMING TO A STOP. TEST DROVE AND WAS ONLY ABLE TO VERIFY THAT WHEN TAKING OFF INTERMITTANTLY THE TRANSMISSION HESISTATES BEFORE ENGAGING. WHEN THIS HAPPENS IT JERKS INTO 1ST GEAR. IT DOES NOT ALWAYS DO THIS. GFF LOG ATTACHED. I DID NOT WANT TO SET BASIC SETTINGS UNTIL TOLD TO DO SO.
06/02/2009	08:29	WORKSHOP FINDINGS: TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM. VEHICLE NOT IN THE SHOP AT THIS TIME.
06/02/2009	09:16	MVB 54 IS J08G0200.
06/02/2009	09:20	REPLACE MECHATRONIC, BOLTS, FLUID AND FILTER.
06/02/2009	09:32	ORDERED THE MECHATRONICS UNIT.
06/02/2009	15:21	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
06/02/2009	15:21	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
460042	JETTA	2008	3VWRA71K68M [REDACTED]	6131	3885	06/02/2009	USA

#### Workshop Finding

TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM. MVB 54 IS J14 AND MVB 64 IS 0/0.

Activity Date	Activity Time	Activity Comments
06/02/2009	08:53	ISSUE OPENED BY DEALERSHIP
06/02/2009	08:53	WAS IN ALEADY FOR SAME COMPLANT BUT CUSTUMER WAS WAITING TEC LINE ASKED FOR FEILDS 54 AND 64 IN MEASUREING BLOCKS 64 00 AND 54 J14F0460
06/02/2009	09:03	ADVISED THE TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT.
06/02/2009	09:03	CUSTOMER COMMENTS: WAS IN ALEADY FOR SAME COMPLANT BUT CUSTUMER WAS WAITING TEC LINE ASKED FOR FEILDS 54 AND 64 IN MEASUREING BLOCKS 64 00 AND 54 J14F0460
06/02/2009	09:03	WORKSHOP FINDINGS: TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM. MVB 54 IS J14 AND MVB 64 IS 0/0.
06/02/2009	09:04	A2 CASE TO BE ESCALATED FOR REVIEW.
06/02/2009	09:08	ORDERED PARTS PER TECH LINE
06/02/2009	10:48	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
06/02/2009	10:48	ISSUE UPDATED

#### Consultant's Closing Comments

ADVISED THE TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT.A2 CASE TO BE ESCALATED FOR REVIEW.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
460050	JETTA	2008	3VWRJ71K88M [REDACTED]	13722	3885	06/02/2009	USA

**Workshop Finding**

n/a

Activity Date	Activity Time	Activity Comments
06/02/2009	09:01	ISSUE OPENED BY DEALERSHIP
06/02/2009	09:01	TRANSMISSION STILL CRUNCHING INTO GEAR WHEN COMING FROM PARK OR NEUTRAL. PREV. TICKET 458198
06/02/2009	09:06	CUSTOMER COMMENTS: TRANSMISSION STILL CRUNCHING INTO GEAR WHEN COMING FROM PARK OR NEUTRAL. PREV. TICKET 458198
06/02/2009	09:06	REPLACE MECHATRONIC, BOLTS, FLUID AND FILTER AND PERFORM BASIC SETTINGS MANUALLY. TICKET WILL BE ESCALATED TO LEVEL 2.
06/02/2009	09:11	ORDERED CONTROL UNIT
06/02/2009	10:48	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
06/02/2009	10:48	ISSUE UPDATED

**Consultant's Closing Comments**

REPLACE MECHATRONIC, BOLTS, FLUID AND FILTER AND PERFORM BASIC SETTINGS MANUALLY. TICKET WILL BE ESCALATED TO LEVEL 2.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
460054	EOS	2008	WVWBA71FX8V [REDACTED]	13095	3885	06/02/2009	USA

#### Workshop Finding

n/a

Activity Date	Activity Time	Activity Comments
06/02/2009	09:03	ISSUE OPENED BY DEALERSHIP
06/02/2009	09:03	RAN THROUGH BASIC SETTINGS IN GFF PASSED AND RAN OK STILL LURCHING THEN ANOTHER TECH ADVISED TO DO BASIC SETTINGS MANUALLY DID THE SAME THING AFTER SETTING 61 THEN 60. ALSO HE SUGGESTED TO GET RMVB 54- J06D0022 AND RMVB 64- 0 0. IS IT A MECHATRONICS BAD?
06/02/2009	09:08	ADVISED TO REPLACE MECHATRONICS UNIT, FLUID, FILTER AND BOLTS. RELEASE VEHICLE AND CLOSE TICKET. OPEN NEW TICKET IF NEEDED WHEN VEHICLE RETURNS.
06/02/2009	09:08	CUSTOMER COMMENTS: RAN THROUGH BASIC SETTINGS IN GFF PASSED AND RAN OK STILL LURCHING THEN ANOTHER TECH ADVISED TO DO BASIC SETTINGS MANUALLY DID THE SAME THING AFTER SETTING 61 THEN 60. ALSO HE SUGGESTED TO GET MVB 54- J06D0022 AND RMVB 64- 0 0. IS IT A MECHATRONICS BAD?
06/02/2009	12:46	CLOSING BECAUSE PARTS ON BACK ORDER
06/02/2009	13:59	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
06/02/2009	13:59	ISSUE UPDATED

#### Consultant's Closing Comments

D1 ORDERED MECHATRONICS UNIT, FLUID, FILTER AND BOLTS.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
460096	RABBIT	2008	WVWFD71K08W [REDACTED]	12184	3885	06/02/2009	USA

#### Workshop Finding

n/a

Activity Date	Activity Time	Activity Comments
06/02/2009	09:45	CUSTOMER STATES THERE IS A HESITATION OR DELAY WHEN THE VEHICLE AT IDLE IN GEAR AND THEN IT LURCHES FORWARD
06/02/2009	09:45	ISSUE OPENED BY DEALERSHIP
06/02/2009	09:50	CUSTOMER COMMENTS: CUSTOMER STATES THERE IS A HESITATION OR DELAY WHEN THE VEHICLE AT IDLE IN GEAR AND THEN IT LURCHES FORWARD
06/02/2009	09:50	PLEASE REPLACE THE MECHATRONICS UNIT, FLUID, FILTER, AND BOLTS. PLEASE LET THE CUSTOMER TAKE THE CAR DUE TO THE ISSUE WITH THE VEHICLE ONLY BEING COMFORT AND NOT SAFETY. PLEASE BE SURE TO SET THE BASIC SETTINGS THROUGH VSD AFTER THE MECH UNIT IS REPLACED.
06/02/2009	09:58	ORDER PARTS AS PER HELP LINE.
06/02/2009	11:57	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
06/02/2009	11:57	ISSUE UPDATED

#### Consultant's Closing Comments

: PLEASE REPLACE THE MECHATRONICS UNIT, FLUID, FILTER, AND BOLTS. PLEASE LET THE CUSTOMER TAKE THE CAR DUE TO THE ISSUE WITH THE VEHICLE ONLY BEING COMFORT AND NOT SAFETY. PLEASE BE SURE TO SET THE BASIC SETTINGS THROUGH VSD AFTER THE MECH UNIT IS REPLACED.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
460138	JETTA	2008	3VWRA71K38M [REDACTED]	34601	3885	06/02/2009	USA

#### Workshop Finding

n/a

Activity Date	Activity Time	Activity Comments
06/02/2009	10:17	CUSTOMER STS HEAVY BANG AND DELAY AND THEN SHIFT FROM STOP, AND WHEN COMEING TO A STOP CAR GOES TO REDLINE AND JERKS INTO GEAR, DUPLICATED HARSH UPSHIFTS WHILE COMEING FROM A STOP. MVB 54 IS J11N0266, NO FAULTS IN SYSTEM AND NO LEAKS ON TRANS. PLEASE ADVISE ON REPAIR, NO TSB FOUND AT THIS TIME.
06/02/2009	10:17	ISSUE OPENED BY DEALERSHIP
06/02/2009	10:22	CUSTOMER COMMENTS: CUSTOMER STS HEAVY BANG AND DELAY AND THEN SHIFT FROM STOP, AND WHEN COMEING TO A STOP CAR GOES TO REDLINE AND JERKS INTO GEAR, DUPLICATED HARSH UPSHIFTS WHILE COMEING FROM A STOP. MVB 54 IS J11N0266, NO FAULTS IN SYSTEM AND NO LEAKS ON TRANS. PLEASE ADVISE ON REPAIR, NO TSB FOUND AT THIS TIME.
06/02/2009	10:22	PLEASE REPLACE THE MECHATRONICS UNIT, FLUID, FILTER, AND BOLTS. PLEASE LET THE CUSTOMER TAKE THE CAR DUE TO THE ISSUE WITH THE VEHICLE ONLY BEING COMFORT AND NOT SAFETY. PLEASE BE SURE TO SET THE BASIC SETTINGS THROUGH VSD AFTER THE MECH UNIT IS REPLACED.
06/02/2009	10:28	ORDERED PARTS AND WILL INSTALL WHEN PARTS COME IN. CAR LET TO CUSTOMER
06/02/2009	11:57	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
06/02/2009	11:57	ISSUE UPDATED

#### Consultant's Closing Comments

PLEASE REPLACE THE MECHATRONICS UNIT, FLUID, FILTER, AND BOLTS. PLEASE LET THE CUSTOMER TAKE THE CAR DUE TO THE ISSUE WITH THE VEHICLE ONLY BEING COMFORT AND NOT SAFETY. PLEASE BE SURE TO SET THE BASIC SETTINGS THROUGH VSD AFTER THE MECH UNIT IS REPLACED.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
460139	RABBIT	2008	WVWVFV71K28W [REDACTED]	17340	3885	06/02/2009	USA

#### Workshop Finding

n/a

Activity Date	Activity Time	Activity Comments
06/02/2009	10:17	CUSTOMER STATES THE VEHICLE JERKS WHEN COMING TO A STOP. TEST DROVE AND VERIFIED THE COMPLAINT. MVB 54 IS J12E0080.
06/02/2009	10:17	ISSUE OPENED BY DEALERSHIP
06/02/2009	10:25	CUSTOMER COMMENTS: CUSTOMER STATES THE VEHICLE JERKS WHEN COMING TO A STOP. TEST DROVE AND VERIFIED THE COMPLAINT. MVB 54 IS J12E0080.
06/02/2009	10:25	PLEASE REPLACE THE MECHATRONICS UNIT, FLUID, FILTER, AND BOLTS. PLEASE LET THE CUSTOMER TAKE THE CAR DUE TO THE ISSUE WITH THE VEHICLE ONLY BEING COMFORT AND NOT SAFETY. PLEASE BE SURE TO SET THE BASIC SETTINGS THROUGH VSD AFTER THE MECH UNIT IS REPLACED.
06/02/2009	10:32	MECHATRONICS UNIT ORDERED. THANKS!
06/02/2009	11:56	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
06/02/2009	11:56	ISSUE UPDATED

#### Consultant's Closing Comments

MECHATRONICS UNIT ORDERED. THANKS!

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
460146	EOS	2008	WVWDB71F88V [REDACTED]	13502	3885	06/02/2009	USA

#### Workshop Finding

TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM. MVB 54 IS H49.

Activity Date	Activity Time	Activity Comments
06/02/2009	10:19	CUSTOMER COMPLAINT IS THAT WHEN YOU STOP AND START THQAT THE VEHICLE SURGES INTERMITTANTLY. TECH TEST DROVE AND FOUND THAT VEHICLE DOES SURGE SOMTIMES. TECH CHECKED GUIDED FAULT FINDING AND FOUND ONLY CODE FOR IGNITION SWITCH. PLEASE ADVISE
06/02/2009	10:19	ISSUE OPENED BY DEALERSHIP
06/02/2009	10:32	ADVISED THE TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT.
06/02/2009	10:32	CUSTOMER COMMENTS: CUSTOMER COMPLAINT IS THAT WHEN YOU STOP AND START THQAT THE VEHICLE SURGES INTERMITTANTLY. TECH TEST DROVE AND FOUND THAT VEHICLE DOES SURGE SOMTIMES. TECH CHECKED GUIDED FAULT FINDING AND FOUND ONLY CODE FOR IGNITION SWITCH. PLEASE ADVISE
06/02/2009	10:32	WORKSHOP FINDINGS: TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM. MVB 54 IS H49.
06/09/2009	15:30	SPOKE TO ALECIA - AWAITING PART FOR THE VEHICLE.
06/15/2009	12:58	TECH ORDERED PART
06/15/2009	20:39	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
06/15/2009	20:39	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
460193	JETTA	2009	3VWAL71KX9M [REDACTED]	6267	3885	06/02/2009	USA

#### Workshop Finding

n/a

Activity Date	Activity Time	Activity Comments
06/02/2009	11:09	DSG SHIFTING CONCERN,HAVE DONE CAP. DISCHARGE AND BASIC SETTINGS.SUSPECT MEGATRONICS PROBLEM
06/02/2009	11:09	ISSUE OPENED BY DEALERSHIP
06/02/2009	14:31	I HAVE VALUE BLOCK 54,DO YOU NEED 64 ALSO?? I WILL NEED TO GET VEHICLE BACK..

#### Consultant's Closing Comments

CASE HAS BEEN DETERMINED INVALID BY CONSULTANT  
CASE HAS BEEN DETERMINED INVALID BY CONSULTANT  
TICKET CLOSED INVALID DUE TO TIME ELAPSED, YOU MUST CALL IN FOR ASSISTANCE WITHIN 24 HOURS OF CREATING TICKET WITH PROVIDED ACCESS CODE.



VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
460212	EOS	2007	WVWBA71F17V [REDACTED]	22626	3885	06/02/2009	USA

#### Workshop Finding

TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM. MVB 54 IS H09.

Activity Date	Activity Time	Activity Comments
06/02/2009	11:21	CUSTOMER STATES THAT "THE TRANS SEEMS TO JUMP AFTER THE VEHICLE GETS WARMED UP WHEN LETTING YOUR FOOT OFF THE BRAKE, IT JUMPS AND THEN LUNGES FORWARD AGAIN WHEN YOU STEP ON THE GAS" I HAVE DUPLICATED THIS CONCERN AND ATTACHED MY GFF. NO CODES IN THE GEARBOX ELECTRONICS.
06/02/2009	11:21	ISSUE OPENED BY DEALERSHIP
06/02/2009	11:29	ADVISED THE TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT.
06/02/2009	11:29	CUSTOMER COMMENTS: CUSTOMER STATES THAT "THE TRANS SEEMS TO JUMP AFTER THE VEHICLE GETS WARMED UP WHEN LETTING YOUR FOOT OFF THE BRAKE, IT JUMPS AND THEN LUNGES FORWARD AGAIN WHEN YOU STEP ON THE GAS" I HAVE DUPLICATED THIS CONCERN AND ATTACHED MY GFF. NO CODES IN THE GEARBOX ELECTRONICS.
06/02/2009	11:29	WORKSHOP FINDINGS: TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM. MVB 54 IS H09.
06/02/2009	11:48	ORDERED NECESSARY PARTS. CUSTOMER TO RETURN
06/02/2009	15:20	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
06/02/2009	15:20	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
460220	RABBIT	2008	WVWFV71K88W [REDACTED]	10119	3885	06/02/2009	USA

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

Activity Date	Activity Time	Activity Comments
06/02/2009	11:26	ISSUE OPENED BY DEALERSHIP
06/02/2009	11:26	WHEN PUT IN GEAR AND TAKING OFF VEHICLE SURGES. MORE NOTICABLE IN REVERSE. IN GEAR BOX ELECTRONICS O2 MVB 54 IS J10R0241. I WAS NEEDING TO CHECK AND SEE IF THIS FIT IN THE BAD BATCH OF MECITRONICS UNITS BECAUSE THAT IS WHAT THIS CAR IS ACTING LIKE
06/02/2009	11:33	CUSTOMER COMMENTS: WHEN PUT IN GEAR AND TAKING OFF VEHICLE SURGES. MORE NOTICABLE IN REVERSE. IN GEAR BOX ELECTRONICS O2 MVB 54 IS J10R0241. I WAS NEEDING TO CHECK AND SEE IF THIS FIT IN THE BAD BATCH OF MECITRONICS UNITS BECAUSE THAT IS WHAT THIS CAR IS ACTING LIKE
06/02/2009	11:33	PLEASE REPLACE THE MECHATRONICS UNIT, FLUID, FILTER, AND BOLTS. PLEASE LET THE CUSTOMER TAKE THE CAR DUE TO THE ISSUE WITH THE VEHICLE ONLY BEING COMFORT AND NOT SAFETY. PLEASE BE SURE TO SET THE BASIC SETTINGS THROUGH VSD AFTER THE MECH UNIT IS REPLACED.
06/03/2009	15:11	ORDERED MECH UNIT
06/03/2009	17:23	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
06/03/2009	17:23	ISSUE UPDATED

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

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
460280	JETTA	2008	3VWRA71K88M [REDACTED]	9076	3885	06/02/2009	USA

#### Workshop Finding

n/a

Activity Date	Activity Time	Activity Comments
06/02/2009	12:17	CUST STATE CAR JERKS FROM STOP AT LIGHT OR WHEN DRIVING SLOW & BRAKING
06/02/2009	12:17	ISSUE OPENED BY DEALERSHIP
06/02/2009	12:20	CUSTOMER COMMENTS: CUST STATE CAR JERKS FROM STOP AT LIGHT OR WHEN DRIVING SLOW & BRAKING
06/02/2009	12:20	PLEASE REPLACE THE MECHATRONICS UNIT, FLUID, FILTER, AND BOLTS. PLEASE LET THE CUSTOMER TAKE THE CAR DUE TO THE ISSUE WITH THE VEHICLE ONLY BEING COMFORT AND NOT SAFETY. PLEASE BE SURE TO SET THE BASIC SETTINGS THROUGH VSD AFTER THE MECH UNIT IS REPLACED.
06/03/2009	11:28	PARTS ORDER THANKS RICH . CLOSING VTA
06/03/2009	15:35	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
06/03/2009	15:35	ISSUE UPDATED

#### Consultant's Closing Comments

PLEASE REPLACE THE MECHATRONICS UNIT, FLUID, FILTER, AND BOLTS. PLEASE LET THE CUSTOMER TAKE THE CAR DUE TO THE ISSUE WITH THE VEHICLE ONLY BEING COMFORT AND NOT SAFETY. PLEASE BE SURE TO SET THE BASIC SETTINGS THROUGH VSD AFTER THE MECH UNIT IS REPLACED.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
460344	EOS	2009	WVWFA71F39V [REDACTED]	2827	3885	06/02/2009	USA

#### Workshop Finding

MVB 54 IS J40.

Activity Date	Activity Time	Activity Comments
06/02/2009	13:17	ISSUE OPENED BY DEALERSHIP
06/02/2009	13:17	TRANSMISSION BUCKS FROM A DEAD STOP
06/02/2009	15:14	CUSTOMER COMMENTS: TRANSMISSION BUCKS FROM A DEAD STOP
06/02/2009	15:14	TECH SHOULD CHECK MVB 64 AND IF IT READS ALL 0'S REPLACE THE MECHATRONIC, BOLTS, FLUID AND FILTER AND PERFORM BASIC SETTINGS MANUALLY. IF MVB 64 HAS NUMBER REPLACE THE G509 IN THE TRANS AND RECHECK THE CUSTOMER COMPLAINT
06/02/2009	15:14	WORKSHOP FINDINGS: MVB 54 IS J40.
06/09/2009	16:42	P2 BOB STATED PARTS ARE ON ORDERED
06/11/2009	09:39	INSTALLING MECHATRONIC UNIT
06/11/2009	10:33	THANKS FOR THE UPDATE
06/12/2009	09:23	REPLACED MECHATRONIC UNIT / VEHICLE OPERATION NORMAL AT THIS TIME
06/12/2009	10:29	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
06/12/2009	10:29	ISSUE UPDATED

#### Consultant's Closing Comments

REPLACED MECHATRONIC UNIT / VEHICLE OPERATION NORMAL AT THIS TIME

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
460359	JETTA	2008	3VWRA71K28M [REDACTED]	8862	3885	06/02/2009	USA

#### Workshop Finding

TECH UNABLE TO VERIFY THE CONCERN. NO FAULTS IN THE ECM OR TCM. MVB 54 IS J14

Activity Date	Activity Time	Activity Comments
06/02/2009	13:29	CUSTOMER STATES AT TIMES ENGINE HESITATES BADLY WHEN ACCELERATING, THEN ACCELERATES ABRUPTLY. CND, NO FAULTS.
06/02/2009	13:29	ISSUE OPENED BY DEALERSHIP
06/02/2009	13:35	ADVISED THE TECH TO TRY DRIVING THE VEHICLE IN 1ST AND REVERSE UNDER VERY LIGHT LOAD.
06/02/2009	13:35	CUSTOMER COMMENTS: CUSTOMER STATES AT TIMES ENGINE HESITATES BADLY WHEN ACCELERATING, THEN ACCELERATES ABRUPTLY. CND, NO FAULTS.
06/02/2009	13:35	WORKSHOP FINDINGS: TECH UNABLE TO VERIFY THE CONCERN. NO FAULTS IN THE ECM OR TCM. MVB 54 IS J14
06/02/2009	13:43	ROAD TEST AGAIN. SLIGHT SHUDDER WHEN PUT IN 1ST WITH NO BRAKE.
06/02/2009	13:47	ADVISED THE TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT.
06/02/2009	13:55	WILL ORDER NEW MEGATRONICS. THANKS.
06/02/2009	15:20	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
06/02/2009	15:20	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
460372	EOS	2007	WVWBA71F87V [REDACTED]	9340	3885	06/02/2009	USA

#### Workshop Finding

ON A TEST DRIVE I DUPLICATED THE CONCERN. I WOULD DESCRIBE IT AS FEELING LIKE THE TRANSMISSION IS ENGAGING AND DISENGAGING. THIS OCCURS WHEN YOU COME TO A STOP THEN LIFT OFF THE BRAKE BUT DON'T APPLY THE THROTTLE. I ASKED AROUND THE SHOP AND ANOTHER TECH DESCRIBE A VERY SIMILAR CONCERN WITH ANOTHER EOS DSG AND RECOMMENDED I CONTACT THE HELPLINE. ANY INPUT IS GREATLY APPRECIATED.

Activity Date	Activity Time	Activity Comments
06/02/2009	13:37	CUSTOMER CONCERN IS HESITATION/BUCKING WHEN PULLING OUT. ON A TEST DRIVE I DUPLICATED THE CONCERN. I WOULD DESCRIBE IT AS FEELING LIKE THE TRANSMISSION IS ENGAGING AND DISENGAGING. THIS OCCURS WHEN YOU COME TO A STOP THEN LIFT OFF THE BRAKE BUT DON'T APPLY THE THROTTLE. I ASKED AROUND THE SHOP AND ANOTHER TECH DESCRIBE A VERY SIMILAR CONCERN WITH ANOTHER EOS DSG AND RECOMMENDED I CONTACT THE HELPLINE. ANY INPUT IS GREATLY APPRECIATED.
06/02/2009	13:37	ISSUE OPENED BY DEALERSHIP
06/02/2009	13:44	CUSTOMER COMMENTS: CUSTOMER CONCERN IS HESITATION/BUCKING WHEN PULLING OUT.
06/02/2009	13:44	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.
06/02/2009	13:44	WORKSHOP FINDINGS: ON A TEST DRIVE I DUPLICATED THE CONCERN. I WOULD DESCRIBE IT AS FEELING LIKE THE TRANSMISSION IS ENGAGING AND DISENGAGING. THIS OCCURS WHEN YOU COME TO A STOP THEN LIFT OFF THE BRAKE BUT DON'T APPLY THE THROTTLE. I ASKED AROUND THE SHOP AND ANOTHER TECH DESCRIBE A VERY SIMILAR CONCERN WITH ANOTHER EOS DSG AND RECOMMENDED I CONTACT THE HELPLINE. ANY INPUT IS GREATLY APPRECIATED.
06/02/2009	14:33	ADVISE TECH TO REPLACE MECHANICS, FLUID, FILTER, AND BOLTS,
06/09/2009	14:44	P1 JACK IN SERVICE STATED THEY ARE WAITING ON PARTS.
08/21/2009	11:54	MY SERVICE MANAGER STATES WE SHOULD HAVE THE PART WITHIN THE NEXT WEEK. HE TOLD ME TO CLOSE THIS TICKET. THANKS FOR THE HELP.
08/24/2009	07:29	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
08/24/2009	07:29	ISSUE UPDATED

#### Consultant's Closing Comments

MY SERVICE MANAGER STATES WE SHOULD HAVE THE PART WITHIN THE NEXT WEEK. HE TOLD ME TO CLOSE THIS TICKET. THANKS FOR THE HELP.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
460382	JETTA	2008	3VWRA71K68M [REDACTED]	10123	3885	06/02/2009	USA

#### Workshop Finding

MVB 54 =J11. FLUID AND CONDITION OK.

Activity Date	Activity Time	Activity Comments
06/02/2009	13:46	C/S CAR SEEMS DELAYED ON PULLING AWAY FROM STOPS. GFF NO FAULTS. TEST DROVE FELT HARSH ENGAGEMENT ON SHIFTS.
06/02/2009	13:46	ISSUE OPENED BY DEALERSHIP
06/02/2009	13:50	CUSTOMER COMMENTS: C/S CAR SEEMS DELAYED ON PULLING AWAY FROM STOPS. GFF NO FAULTS. TEST DROVE FELT HARSH ENGAGEMENT ON SHIFTS.
06/02/2009	13:50	REPLACE THE MECHATRONIC, FLUID, FILTER AND BOLTS
06/02/2009	13:50	WORKSHOP FINDINGS: MVB 54 =J11. FLUID AND CONDITION OK.
06/02/2009	14:02	ORDERED PART THANK YOU
06/02/2009	16:18	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
06/02/2009	16:18	ISSUE UPDATED

#### Consultant's Closing Comments

REPLACE THE MECHATRONIC, FLUID, FILTER AND BOLTS

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
460421	JETTA	2008	3VWRJ71K68M [REDACTED]	24793	3435	06/02/2009	USA

**Workshop Finding**

ROAD TEST TRANS BUCKLE AS SOON STEP ON THE GAS, CHECK 1551 NO CODE IN SYSTEM  
PLEASE ADVISE

Activity Date	Activity Time	Activity Comments
06/02/2009	14:17	ISSUE OPENED BY DEALERSHIP
06/02/2009	14:17	TRANS SLIPS AND BANGS INTO GEAR. ROAD TEST TRANS BUCKLE AS SOON STEP ON THE GAS, CHECK 1551 NO CODE IN SYSTEM PLEASE ADVISE
06/02/2009	14:26	CUSTOMER COMMENTS: TRANS SLIPS AND BANGS INTO GEAR.
06/02/2009	14:26	I ADVISED THE TECH TO REPALCE THE MECH BOLTS FILTER AND FLUID
06/02/2009	14:26	WORKSHOP FINDINGS: ROAD TEST TRANS BUCKLE AS SOON STEP ON THE GAS, CHECK 1551 NO CODE IN SYSTEM PLEASE ADVISE
06/02/2009	14:35	CHECK FLUID LEVEL OK SOP MECHTRONIC
06/02/2009	18:22	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
06/02/2009	18:22	ISSUE UPDATED

**Consultant's Closing Comments**

DON CANG: CLOSING IN PROCESS: DEALER COMPLETE: CHECK FLUID LEVEL OK  
SOP MECHTRONIC



VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
460424	EOS	2008	WVWBA71F28V [REDACTED]	20653	3885	06/02/2009	USA

#### Workshop Finding

n/a

Activity Date	Activity Time	Activity Comments
06/02/2009	14:18	CUSTOMER STATES WHEN TRYING TO RELEASE FROM A STOP, THERE IS A HARD YANK WHEN TRYING TO ACCELERATE. SERVICE MANAGER VERIFIED CONCERN WITH CUSTOMER AND TEST DROVE WITH SHOP FOREMAN. FOUND NO FAULTS STORED. FLUID LEVEL AND CONDITION OK. RESET BASIC SETTINGS ON MECHATRONICS UNIT AND TEST DROVE WITH SERVICE MANAGER. CONDITION IS STILL HAPPENING. WHEN LIGHTLY ACCELERATING FROM A STOP, VEHICLE WILL JERK THEN ACCELERATE. DOES NOT DO THIS ALL THE TIME BUT AT LEAST 70% OF THE TIME. ONLY FROM A DEAD STOP.
06/02/2009	14:18	ISSUE OPENED BY DEALERSHIP
06/02/2009	14:24	CUSTOMER COMMENTS: CUSTOMER STATES WHEN TRYING TO RELEASE FROM A STOP, THERE IS A HARD YANK WHEN TRYING TO ACCELERATE. SERVICE MANAGER VERIFIED CONCERN WITH CUSTOMER AND TEST DROVE WITH SHOP FOREMAN. FOUND NO FAULTS STORED. FLUID LEVEL AND CONDITION OK. RESET BASIC SETTINGS ON MECHATRONICS UNIT AND TEST DROVE WITH SERVICE MANAGER. CONDITION IS STILL HAPPENING. WHEN LIGHTLY ACCELERATING FROM A STOP, VEHICLE WILL JERK THEN ACCELERATE. DOES NOT DO THIS ALL THE TIME BUT AT LEAST 70% OF THE TIME. ONLY FROM A DEAD STOP.
06/02/2009	14:24	REPLACE THE MECHATRONIC, FLUID, BOLTS AND FILTER. PERFORM BASIC SETTINGS MANUALLY AFTER THE INSTALATION OF THE NEW PART
06/09/2009	17:11	P1 SPOKE TO DERRIC IN VW SERVICE VEHICLE IS HOLDING FOR PARTS.
06/11/2009	13:50	WAITING FOR PART. WILL CREATE NEW VTA IF ISSUE STILL OCCURS AFTER MECHATRONICS REPLACEMENT. THANKS.
06/11/2009	14:31	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
06/11/2009	14:31	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
460452	EOS	2008	WVWBA71F98V [REDACTED]	16674	3885	06/02/2009	USA

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

Activity Date	Activity Time	Activity Comments
06/02/2009	14:45	CUSTOMER STATES THE VEHICLE LURCHES IN GEAR, MOSTLY WHEN ACCELERATING FROM A STOP.... PERFORM GFF DIAG NO DTC'S , ROAD TEST TO VERIFY CUSTOMER CONCERN. VEHICLE SHUDDERS BETWEEN UPSHIFTS. CHECK FLUID CONDITION AND LEVEL OK. RESET THROTTLE ADAPT AND KICK DOWN NO IMPROVEMENT.
06/02/2009	14:45	ISSUE OPENED BY DEALERSHIP
06/02/2009	14:50	CUSTOMER COMMENTS: CUSTOMER STATES THE VEHICLE LURCHES IN GEAR, MOSTLY WHEN ACCELERATING FROM A STOP.... PERFORM GFF DIAG NO DTC'S , ROAD TEST TO VERIFY CUSTOMER CONCERN. VEHICLE SHUDDERS BETWEEN UPSHIFTS. CHECK FLUID CONDITION AND LEVEL OK. RESET THROTTLE ADAPT AND KICK DOWN NO IMPROVEMENT.
06/02/2009	14:50	REPLACE THE MECHATRONIC, BOLTS, FLUID AND FILTER. PERFORM BASIC SETTINGS MANUALLY AFTER INSTALLING THE NEW PART.
06/04/2009	07:45	PART ON ORDER, CUSTOMER TOOK VEHICLE
06/04/2009	08:05	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
06/04/2009	08:05	ISSUE UPDATED

<b>Consultant's Closing Comments</b>
REPLACE THE MECHATRONIC

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
460472	EOS	2008	WVWBA71F38V [REDACTED]	15952	3885	06/02/2009	USA

#### Workshop Finding

n/a

Activity Date	Activity Time	Activity Comments
06/02/2009	14:56	ISSUE OPENED BY DEALERSHIP
06/02/2009	14:56	TRANS HAS BAD SHUDDER IN REV AND CHUCKS IN DRIVE MVB 54 J04C0404
06/02/2009	14:58	CUSTOMER COMMENTS: TRANS HAS BAD SHUDDER IN REV AND CHUCKS IN DRIVE MVB 54 J04C0404
06/02/2009	14:58	PLEASE REPLACE THE MECHATRONICS UNIT, FLUID, FILTER, AND BOLTS. PLEASE LET THE CUSTOMER TAKE THE CAR DUE TO THE ISSUE WITH THE VEHICLE ONLY BEING COMFORT AND NOT SAFETY. PLEASE BE SURE TO SET THE BASIC SETTINGS THROUGH VSD AFTER THE MECH UNIT IS REPLACED.
06/02/2009	15:07	PARTS ORDEDED
06/02/2009	17:45	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
06/02/2009	17:45	ISSUE UPDATED

#### Consultant's Closing Comments

PLEASE REPLACE THE MECHATRONICS UNIT, FLUID, FILTER, AND BOLTS. PLEASE LET THE CUSTOMER TAKE THE CAR DUE TO THE ISSUE WITH THE VEHICLE ONLY BEING COMFORT AND NOT SAFETY. PLEASE BE SURE TO SET THE BASIC SETTINGS THROUGH VSD AFTER THE MECH UNIT IS REPLACED.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
460566	RABBIT	2007	WVWHV71K17W [REDACTED]	37190	3885	06/02/2009	USA

#### Workshop Finding

n/a

Activity Date	Activity Time	Activity Comments
06/02/2009	16:13	CUSTOMER STATES TRANSMISSION SPORADICALLY WILL NOT MOVE IN REVERSE AND SHIFT DISPLAY FLASHES. ALSO SHIFTS HARSHLY AT TIMES. TEST DROVE VEHICLE, WENT NORMALLY. CHECK FLUID LEVEL AND CONDITION, O.K. (FLUID AND FILTER WERE REPLACED 3 WEEKS AGO HAD THESE PROBLEMS BEFORE FLUID CHANGE) RUN G.F.F. 2DTC'S RELATED TO TRANSMISSION. P1815 PRESSURE CONTROL VALVE -1- N275 SHORT TO B+ RANGE /PERFORMANCE. P0868 LOW FLUID PRESSURE. NO TEST PLANS IN GFF. CLEARED FAULTS, VEHICLE SAT IN BAY WITH ENGINE OFF APPROXIMATELY ONE HALF HOUR. WHEN STARTING AND TRYING TO MOVE VEHICLE WOULD NOT ENGAGE REVERSE, FORWARD GEAR OK. SHIFT INDICATOR IN CLUSTER WAS FLASHING. RESRET BOTH DTC'S.
06/02/2009	16:13	ISSUE OPENED BY DEALERSHIP
06/02/2009	16:21	BRUCE, PLEASE REPLACE THE MECH UNIT BUT PLEASE CHECK FOR FLUID CONTAMINATION.
06/02/2009	16:21	CUSTOMER COMMENTS: CUSTOMER STATES TRANSMISSION SPORADICALLY WILL NOT MOVE IN REVERSE AND SHIFT DISPLAY FLASHES. ALSO SHIFTS HARSHLY AT TIMES. TEST DROVE VEHICLE, WENT NORMALLY. CHECK FLUID LEVEL AND CONDITION, O.K. (FLUID AND FILTER WERE REPLACED 3 WEEKS AGO HAD THESE PROBLEMS BEFORE FLUID CHANGE) RUN G.F.F. 2DTC'S RELATED TO TRANSMISSION. P1815 PRESSURE CONTROL VALVE -1- N275 SHORT TO B+ RANGE /PERFORMANCE. P0868 LOW FLUID PRESSURE. NO TEST PLANS IN GFF. CLEARED FAULTS, VEHICLE SAT IN BAY WITH ENGINE OFF APPROXIMATELY ONE HALF HOUR. WHEN STARTING AND TRYING TO MOVE VEHICLE WOULD NOT ENGAGE REVERSE, FORWARD GEAR OK. SHIFT INDICATOR IN CLUSTER WAS FLASHING. RESRET BOTH DTC'S.
06/02/2009	16:39	HAVE ORDERED MECH UNIT, WILL INSPECT FLUID AGAIN PRIOR TO REPLACEMENT.
06/02/2009	17:49	THANKS FOR THE UPDATE.
06/08/2009	08:24	HAVE BEEN WAITING FOR PARTS TO ARRIVE, JUST FOUND OUT THAT MECHATRONICS UNIT IS ON BACKORDER, PARTS ESTIMATING 2 WEEKS BEFORE PART IS AVAILABLE.
06/08/2009	16:52	THANKS FOR THE UPDATE.
06/09/2009	13:00	P1 SPOKE TO TERRY IN SERVICE AND PART IS ON BACK ORDER. WILL BE IN 2-3 WEEKS.
06/16/2009	14:55	MECHATRONICS UNIT CAME IN. INSTALLED IN VEHICLE, FOUND NO METAL OR FOREIGN OBJECTS IN OIL. CODED AND PERFORMED BASIC MEASUREMENTS AND ROAD TEST PER GFF. TRANSMISSION WORKING WELL, NO FAULT CODES. WILL RETURN CAR TO CUSTOMER.
06/16/2009	18:49	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
06/16/2009	18:49	ISSUE UPDATED

#### Consultant's Closing Comments

MECHATRONICS UNIT CAME IN. INSTALLED IN VEHICLE, FOUND NO METAL OR FOREIGN OBJECTS IN OIL. CODED AND PERFORMED BASIC MEASUREMENTS AND ROAD TEST PER GFF. TRANSMISSION WORKING WELL, NO FAULT CODES. WILL RETURN CAR TO CUSTOMER.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
460569	EOS	2008	WVWBA71F28V [REDACTED]	9877	3885	06/02/2009	USA

#### Workshop Finding

n/a

Activity Date	Activity Time	Activity Comments
06/02/2009	16:16	CUST STATES CAR HESITATES WHEN TAKING OFF FROM A STOP.
06/02/2009	16:16	ISSUE OPENED BY DEALERSHIP
06/02/2009	16:18	CUSTOMER COMMENTS: CUST STATES CAR HESITATES WHEN TAKING OFF FROM A STOP.
06/02/2009	16:18	PLEASE REPLACE THE MECHATRONICS UNIT, FLUID, FILTER, AND BOLTS. PLEASE LET THE CUSTOMER TAKE THE CAR DUE TO THE ISSUE WITH THE VEHICLE ONLY BEING COMFORT AND NOT SAFETY. PLEASE BE SURE TO SET THE BASIC SETTINGS THROUGH VSD AFTER THE MECH UNIT IS REPLACED.
06/02/2009	16:36	PARTS ON ORDER
06/02/2009	17:44	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
06/02/2009	17:44	ISSUE UPDATED

#### Consultant's Closing Comments

PLEASE REPLACE THE MECHATRONICS UNIT, FLUID, FILTER, AND BOLTS. PLEASE LET THE CUSTOMER TAKE THE CAR DUE TO THE ISSUE WITH THE VEHICLE ONLY BEING COMFORT AND NOT SAFETY. PLEASE BE SURE TO SET THE BASIC SETTINGS THROUGH VSD AFTER THE MECH UNIT IS REPLACED.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
460610	EOS	2008	WVWFA71F68V [REDACTED]	9320	3885	06/02/2009	USA

**Workshop Finding**

n/a

Activity Date	Activity Time	Activity Comments
06/02/2009	16:48	CUSTOMER STATES THAT THE TRANSMISSION JERKS AT SLOW SPEEDS, WILL NOT SHIFT SMOOTHLY, INSPECT AND ADVISE.
06/02/2009	16:48	ISSUE OPENED BY DEALERSHIP
06/02/2009	16:51	CUSTOMER COMMENTS: CUSTOMER STATES THAT THE TRANSMISSION JERKS AT SLOW SPEEDS, WILL NOT SHIFT SMOOTHLY, INSPECT AND ADVISE.
06/02/2009	16:51	PLEASE REPLACE THE MECHATRONICS UNIT, FLUID, FILTER, AND BOLTS. PLEASE LET THE CUSTOMER TAKE THE CAR DUE TO THE ISSUE WITH THE VEHICLE ONLY BEING COMFORT AND NOT SAFETY. PLEASE BE SURE TO SET THE BASIC SETTINGS THROUGH VSD AFTER THE MECH UNIT IS REPLACED.
06/02/2009	17:00	PART ON ORDER, TECHLINE SUPPLIED RESOLUTION TO PROBLEM.
06/02/2009	17:44	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
06/02/2009	17:44	ISSUE UPDATED

**Consultant's Closing Comments**

PLEASE REPLACE THE MECHATRONICS UNIT, FLUID, FILTER, AND BOLTS. PLEASE LET THE CUSTOMER TAKE THE CAR DUE TO THE ISSUE WITH THE VEHICLE ONLY BEING COMFORT AND NOT SAFETY. PLEASE BE SURE TO SET THE BASIC SETTINGS THROUGH VSD AFTER THE MECH UNIT IS REPLACED.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
460621	EOS	2007	WVWFB71F17V [REDACTED]	27714	3885	06/02/2009	USA

<b>Workshop Finding</b>
TECH HAS VERIFIEIED THIS CONCERN. NO FAULTS IN SYSTEM.

Activity Date	Activity Time	Activity Comments
06/02/2009	16:58	CUSTOMER STATES THAT AT ITME THE VEH WILL HESITATE AND BANG INTO GEAR. TECH HAS VERIFIEIED THIS CONCERN. NO FAULTS IN SYSTEM.
06/02/2009	16:58	ISSUE OPENED BY DEALERSHIP
06/02/2009	17:09	CUSTOMER COMMENTS: CUSTOMER STATES THAT AT ITME THE VEH WILL HESITATE AND BANG INTO GEAR.
06/02/2009	17:09	MVB 54/ H09. ADVISED TO REPLACE MECHATRONICS UNIT, FLUID, FILTER AND BOLTS. RELEASE VEHICLE AND CLOSE TICKET OPEN NEW TICKET WHEN VEHICLE RETURNS IF NEEDED.
06/02/2009	17:09	WORKSHOP FINDINGS: TECH HAS VERIFIEIED THIS CONCERN. NO FAULTS IN SYSTEM.
06/03/2009	10:18	PARTS ORDERED. CLOSING TICKET
06/03/2009	10:34	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
06/03/2009	10:34	ISSUE UPDATED

<b>Consultant's Closing Comments</b>
D1 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
460659	RABBIT	2009	WVWFD71KX9W [REDACTED]	7977	3885	06/02/2009	USA

<b>Workshop Finding</b>
MVB 54 ≈J20; FLUID LEVEL AND CONDITION OK NO FAULTS

Activity Date	Activity Time	Activity Comments
06/02/2009	17:40	CUSTOMER CONCERN VEHICLE JERKS A LOT FROM FIRST GEAR .GOING FROM PARK TO DRIVE AND TAKING OFF.NO DTC ,FUEL MIS.0.0% AND 1.5%
06/02/2009	17:40	ISSUE OPENED BY DEALERSHIP
06/02/2009	17:45	CUSTOMER COMMENTS: CUSTOMER CONCERN VEHICLE JERKS A LOT FROM FIRST GEAR .GOING FROM PARK TO DRIVE AND TAKING OFF.NO DTC ,FUEL MIS.0.0% AND 1.5%
06/02/2009	17:45	REPLACE THE MECHATRONIC
06/02/2009	17:45	WORKSHOP FINDINGS: MVB 54 ≈J20; FLUID LEVEL AND CONDITION OK NO FAULTS
06/02/2009	17:47	THANK YOU
06/02/2009	17:50	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
06/02/2009	17:50	ISSUE UPDATED

<b>Consultant's Closing Comments</b>
REPLACE THE MECHATRONIC



VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
460721	JETTA	2008	3VWRJ71K08M [REDACTED]	13511	3735	06/03/2009	USA

#### Workshop Finding

TECH TEST DROVE TO CONFIRM. RESET BASIC SETTINGS AND RETEST DROVE. NO FAULTS. DSG TRANS.

Activity Date	Activity Time	Activity Comments
06/03/2009	02:11	CUSTOMER STATES VEHICLE JERKS ON THE START. TECH TEST DROVE TO CONFIRM. RESET BASIC SETTINGS AND RETEST DROVE. NO FAULTS. DSG TRANS.
06/03/2009	02:11	ISSUE OPENED BY DEALERSHIP
06/03/2009	19:31	ADVISE TECH TO GET READINGS MVB 54 AND 64 IN TCM.
06/03/2009	19:31	CUSTOMER COMMENTS: CUSTOMER STATES VEHICLE JERKS ON THE START.
06/03/2009	19:31	WORKSHOP FINDINGS: TECH TEST DROVE TO CONFIRM. RESET BASIC SETTINGS AND RETEST DROVE. NO FAULTS. DSG TRANS.
06/03/2009	19:42	MVB 54 J04Q0277, 64 0 0
06/03/2009	19:45	ADVISE TECH TO REPLACE MECHATRONICS , FLUID, FILTER , AND BOLTS.
06/08/2009	12:11	PART ON RED ORDER
06/08/2009	19:23	THANKS FOR THE UPDATE, CALL BACK FOR FURTHER ASSISTANCE IF NEEDED
06/10/2009	12:50	SPOKE TO KAT INSERVICE TECH IS WAITING ON PARTS
06/10/2009	13:39	PARTS ARE HERE NOW WE WILL INSTALL IT TONIGHT.
06/11/2009	10:37	VEHICLE IS COMPLETE. CONCERN IS RESOLVED. THANKS FOR YOUR HELP
06/12/2009	10:55	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
06/12/2009	10:55	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
460722	RABBIT	2008	WVWHV71K48W [REDACTED]	16560	3885	06/03/2009	USA

<b>Workshop Finding</b>
HARSH ENGAGEMENT

Activity Date	Activity Time	Activity Comments
06/03/2009	07:49	ISSUE OPENED BY DEALERSHIP
06/03/2009	07:49	VEHICLE HAS HARSH ENGAUGEMENT IN DRIVE AND REVERSE.
06/03/2009	11:57	CUSTOMER COMMENTS: VEHICLE HAS HARSH ENGAUGEMENT IN DRIVE AND REVERSE.
06/03/2009	11:57	GET MVB 54, CHECK FLUID LEVEL AND CALL BACK
06/03/2009	11:57	WORKSHOP FINDINGS: HARSH ENGAGEMENT
06/03/2009	13:06	TRANSFER TO CG.
06/03/2009	13:30	REPLACE THE MECHATRONIC, FLUID FILTER AND BOLTS
06/03/2009	15:35	ORDERED PARTS , WAITING FOR CUST. TO RETURN TO COMPLETE REPAIR. THANKS FOR YOUR HELP.
06/03/2009	15:43	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
06/03/2009	15:43	ISSUE UPDATED

<b>Consultant's Closing Comments</b>
REPLACE THE MECHATRONIC, FLUID FILTER AND BOLTS

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
460747	RABBIT	2008	WVWHV71K88W [REDACTED]	13705	3885	06/03/2009	USA

#### Workshop Finding

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

Activity Date	Activity Time	Activity Comments
06/03/2009	08:47	CUSTOMERS CONCERN: VEHICLE BUCKS AND LURCHES IN FIRST GEAR WHEN TRYING TO ACCELERATE AND HAS A SUDDEN THUD WHEN DOWNSHIFTING INTO FIRST WHEN COMING TO A STOP. SHOP FINDINGS: DROVE VEHICLE WITH CUSTOMER, TRANSMISSION LURCHES AND HESITATES WHEN ACCELERATING FROM A STOP, AFTER FIRST GEAR THE VEHICLE SHIFTS SMOOTHLY. NO FAULTS DETECTED IN ANY SYSTEM, NO VISUAL FLUID LEAKS, OR INTAKE LEAKS DETECTED.
06/03/2009	08:47	ISSUE OPENED BY DEALERSHIP
06/03/2009	08:50	ADVISED THE TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT.
06/03/2009	08:50	CUSTOMER COMMENTS: CUSTOMERS CONCERN: VEHICLE BUCKS AND LURCHES IN FIRST GEAR WHEN TRYING TO ACCELERATE AND HAS A SUDDEN THUD WHEN DOWNSHIFTING INTO FIRST WHEN COMING TO A STOP. SHOP FINDINGS: DROVE VEHICLE WITH CUSTOMER, TRANSMISSION LURCHES AND HESITATES WHEN ACCELERATING FROM A STOP, AFTER FIRST GEAR THE VEHICLE SHIFTS SMOOTHLY. NO FAULTS DETECTED IN ANY SYSTEM, NO VISUAL FLUID LEAKS, OR INTAKE LEAKS DETECTED.
06/03/2009	08:50	WORKSHOP FINDINGS: TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM. MVB 54 IS J14.
06/10/2009	16:26	P2 LARY STATED PARTS ARE ON ORDERED
06/23/2009	12:49	PARTS ARRIVED, AND WERE INSTALLED ON VEHICLE TODAY. PERFORMED BASIC SETTINGS AFTER REPLACEMENT, AND ROAD TESTED. DRIVEABILITY ISSUES ARE ELIMINATED.
06/23/2009	14:02	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
06/23/2009	14:02	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
460759	EOS	2008	WVWBA71FX8V [REDACTED]	17756	3885	06/03/2009	USA

#### Workshop Finding

TECH STATES CUSTOMER SAYS THE WINDOWS DROPED 1 INCH AND THERE WAS WATER IN THE VEHICLE.

Activity Date	Activity Time	Activity Comments
06/03/2009	09:02	ISSUE OPENED BY DEALERSHIP
06/03/2009	09:02	VEHICLE JERKS WHEN GIVING GAS AT LOW SPEEDS-TECH VERIFIED LOW SPEED HUNTING FOR GEAR AND JERKING INTO GEAR
06/03/2009	09:21	CUSTOMER COMMENTS: VEHICLE JERKS WHEN GIVING GAS AT LOW SPEEDS-TECH VERIFIED LOW SPEED HUNTING FOR GEAR AND JERKING INTO GEAR
06/03/2009	09:21	TECH NEEDS TO CHECK THE CONNECTORS BETWEEN THE SHIFTER ASSEMBLY AND THE TRANS FOR CONTAMINATION, CORROSION AND/OR TERMINAL ISSUES. IF OK THE SHIFTER ASSEMBLY WILL HAVE TO BE REPLACED. THE CONCERN FOR THE JERKING FROM A STOP THE MECHATRONIC WILL HAVE TO BE REPLACED
06/03/2009	09:21	WORKSHOP FINDINGS: TECH STATES CUSTOMER SAYS THE WINDOWS DROPED 1 INCH AND THERE WAS WATER IN THE VEHICLE.
06/10/2009	15:46	SPOKE WITH ROLAND IN SERVICE. PART IS ON BACK ORDER. P1
06/11/2009	12:36	PARTS BACKORDERED
06/11/2009	12:50	THANKS FOR THE UPDATE
06/26/2009	13:08	REPLACE MECHATRONICS UNIT AND SET BASIC SETTINGS-ROADTEST-REPLACE GEAR SHIFTER-SHIFTER-CORROSION FOUND INSIDE UNIT-ROAD TEST-VEHICLE AT SPEC
06/26/2009	13:18	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
06/26/2009	13:18	ISSUE UPDATED

#### Consultant's Closing Comments

REPLACE MECHATRONICS UNIT AND SET BASIC SETTINGS-ROADTEST-REPLACE GEAR SHIFTER-SHIFTER-CORROSION FOUND INSIDE UNIT-ROAD TEST-VEHICLE AT SPEC

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
460781	JETTA	2008	3VWRJ71K88M [REDACTED]	13108	3885	06/03/2009	USA

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

Activity Date	Activity Time	Activity Comments
06/03/2009	09:39	DSG TRAN JERKING ON TAKE OFF.V/B 54 J01G0437.
06/03/2009	09:39	ISSUE OPENED BY DEALERSHIP
06/03/2009	09:44	CUSTOMER COMMENTS: DSG TRAN JERKING ON TAKE OFF.V/B 54 J01G0437.
06/03/2009	09:44	TECH IS TO REPLACE THE MECHATRONIC, BOLTS, FLUID AND FILTER. PERFORM BASIC SETTING MANUALLY AFTER INSTALLING THE NEW PART.
06/10/2009	16:03	P1 SPOKE TO RICK IN SERVICE AND VEHICLE IS WAITING ON BACK ORDER MECATRONIC UNIT.
06/17/2009	10:07	PARTS EXPECTED JULY.
06/17/2009	12:15	THANKS FOR THE UPDATE
07/13/2009	10:03	JOB COMPLETED
07/13/2009	10:40	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/13/2009	10:40	ISSUE UPDATED

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

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
460792	EOS	2008	WVWBA71F18V [REDACTED]	16373	3885	06/03/2009	USA

#### Workshop Finding

TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM. MVB 54 IS H27.

Activity Date	Activity Time	Activity Comments
06/03/2009	09:49	CUSTOMER STATES THAT THE VEHICLE BUCK AND JERKS ON ACCELARATION AFTER COMING TO A STOP...RESET BASIC SETTING IN SELF DIAGNOSIS..MVB 61,60...TEST DROVE VEHICILE FOR 3 MILES CONCERN IS STILL PRESENT..
06/03/2009	09:49	ISSUE OPENED BY DEALERSHIP
06/03/2009	09:50	H27A0117
06/03/2009	10:00	ADVISED THE TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT.
06/03/2009	10:00	CUSTOMER COMMENTS: CUSTOMER STATES THAT THE VEHICLE BUCK AND JERKS ON ACCELARATION AFTER COMING TO A STOP...RESET BASIC SETTING IN SELF DIAGNOSIS..MVB 61,60...TEST DROVE VEHICILE FOR 3 MILES CONCERN IS STILL PRESENT..
06/03/2009	10:00	WORKSHOP FINDINGS: TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM. MVB 54 IS H27.
06/10/2009	15:04	P1 KEVIN STATED THEY ARE WAITING ON PARTS.
06/17/2009	10:15	WAITING ON PARTS TO COME IN
06/17/2009	22:55	THANK YOU FOR THE UPDATE. REMEMBER TO UPDATE AND CLOSE THE TICKET.
06/23/2009	09:33	STILL NO ETA ON PARTS, CUSTOMER WILL BE MOVING OUT OF STATE THIS WEEKEND, PLEASE ADVISE IF ANY WAY TO RUSH THIS ORDER 3 WEEKS NOW. D.HART SERV MGR.
06/23/2009	13:55	THANK YOU FOR THE UPDATE. REMEMBER TO UPDATE AND CLOSE THE TICKET.
07/30/2009	10:49	MECHATRONICS UNIT ARRIVED AND INSTALLED.
07/30/2009	21:52	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/30/2009	21:52	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
460798	JETTA	2008	3VWRJ71K88M	6234	3885	06/03/2009	USA

#### Workshop Finding

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

Activity Date	Activity Time	Activity Comments
06/03/2009	09:52	CUSTOMER STATES VEHICLE IS JERKY WHEN ACCELERATING FROM A STOP. CHECKED VEHICLE WITH SCAN TOOL AND THERE ARE NO DTCS PRESENT IN THE ECU,DSG OR ABS. WHEN ROAD TESTING VEHICLE WHEN COMING TO A STOP, 1ST GEAR HAS A HARSH DOWNSHIFT. WHEN AT A STOP AND REMOVE FOOT FROM BRAKE, THE VEHICLE SHUTTERS AND ENGINE RPM DROPS TO 500 PRM THE GOES UP TO 700 RPM, VEHICLE JERKS FORWARD. IF YOU ACCELERATE FROM A STOP THE VEHICLE HAS A JERKY SENSATION AT LIGHT THROTTLE. THIS PROBLEM ALSO HAPPENS IN REVERSE. CHECKED FLUID LEVEL AND FLUID LEVEL OK.
06/03/2009	09:52	ISSUE OPENED BY DEALERSHIP
06/03/2009	10:09	ADVISED THE TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT.
06/03/2009	10:09	CUSTOMER COMMENTS: CUSTOMER STATES VEHICLE IS JERKY WHEN ACCELERATING FROM A STOP. CHECKED VEHICLE WITH SCAN TOOL AND THERE ARE NO DTCS PRESENT IN THE ECU,DSG OR ABS. WHEN ROAD TESTING VEHICLE WHEN COMING TO A STOP, 1ST GEAR HAS A HARSH DOWNSHIFT. WHEN AT A STOP AND REMOVE FOOT FROM BRAKE, THE VEHICLE SHUTTERS AND ENGINE RPM DROPS TO 500 PRM THE GOES UP TO 700 RPM, VEHICLE JERKS FORWARD. IF YOU ACCELERATE FROM A STOP THE VEHICLE HAS A JERKY SENSATION AT LIGHT THROTTLE. THIS PROBLEM ALSO HAPPENS IN REVERSE. CHECKED FLUID LEVEL AND FLUID LEVEL OK.
06/03/2009	10:09	WORKSHOP FINDINGS: TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM. MVB 54 IS J10.
06/10/2009	16:23	C1 MARTIN STATED THE CUSTOMER HAS THE CAR
06/10/2009	16:26	PLEASE CLOSE VTA. WAITING FOR PARTS TO ARRIVE WHICH ARE BACK ORDERED.
06/10/2009	19:32	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
06/10/2009	19:32	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
460857	JETTA	2008	3VWRJ71K38M [REDACTED]	20020	3885	06/03/2009	USA

#### Workshop Finding

n/a

Activity Date	Activity Time	Activity Comments
06/03/2009	10:38	ISSUE OPENED BY DEALERSHIP
06/03/2009	10:38	TRANSMISSION DOESN'T FULLY DESENGAGE, WHEN IT START FROM DEAD STOP OR COMES TO STOP. DROVE VEHICLE AND VERIFIED CUSTOMER CONCERN ,WHEN COMES TO STOP OR RELEASE BRAKE PEDAL TRANSMISSION JERKS AND MAKE A LITTLE NOISE ,USED GFF FOR FAULTS AND NO FAULTS IN SYSTEM ALSO CHECK TRANSMISSION FLUID LEVEL AND CONDITION ,WERE OK , ALSO RESET TRANSMISSION SETTINGS BUT THE TRANSMSSION STILL JERKS, CHECK MEASURE VALOUS BLOCKS # 54 AND #64 54 # J11A0065 AND 64 # #1 0/ #2/0
06/03/2009	10:47	ADVISED TO REPLACE MECHATRONICS UNIT, FLUID, FILTER AND BOLTS.
06/03/2009	10:47	CUSTOMER COMMENTS: TRANSMISSION DOESN'T FULLY DESENGAGE, WHEN IT START FROM DEAD STOP OR COMES TO STOP. DROVE VEHICLE AND VERIFIED CUSTOMER CONCERN ,WHEN COMES TO STOP OR RELEASE BRAKE PEDAL TRANSMISSION JERKS AND MAKE A LITTLE NOISE ,USED GFF FOR FAULTS AND NO FAULTS IN SYSTEM ALSO CHECK TRANSMISSION FLUID LEVEL AND CONDITION ,WERE OK , ALSO RESET TRANSMISSION SETTINGS BUT THE TRANSMSSION STILL JERKS, CHECK MEASURE VALOUS BLOCKS # 54 AND #64 54 # J11A0065 AND 64 # #1 0/ #2/0
06/10/2009	16:01	D1 - SPOKE TO PAT, REPAIRS HAVE BEEN COMPLETED. LEFT MESSAGE ASKING TECH TO CLOSE TICKET.
07/06/2009	11:37	REPLACED THE MECHATRONIC ,BOLTS AND TRANSMSSION FILTER FILLED TRANSMISSION FLUID AND PERFORMED MECHATRONIC BASSICS SETTINGS , DRIVE VEHICLE AND NOW TRANSMISSION SHIFTER OPERATING AS DESIGNED .THANKS YOU.
07/06/2009	11:54	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/06/2009	11:54	ISSUE UPDATED

#### Consultant's Closing Comments

D1 REPLACED THE MECHATRONIC ,BOLTS AND TRANSMISSION FILTER FILLED TRANSMISSION FLUID AND PERFORMED MECHATRONIC BASSICS SETTINGS



VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
460861	EOS	2008	WVWFA71F88V [REDACTED]	10734	3885	06/03/2009	USA

#### Workshop Finding

MVB 54 AND 64 ARE LISTED IN THE ATTACHMENT. NO FAULTS FOUND IN ANY SYSTEM. MVB 54 = H31Q0078.

Activity Date	Activity Time	Activity Comments
06/03/2009	10:43	ISSUE OPENED BY DEALERSHIP
06/03/2009	10:43	TRANS SEEMS TO JERK WHEN TAKING OFF FROM A STOP
06/03/2009	10:51	ADVISED TECH TO PLEASE REPLACE THE MECHATRONIC, FLUID, FILTER, AND BOLTS. PLEASE PERFORM BASIC SETTING MANUALLY AFTER THE REPAIR HAS BEEN PERFORMED.
06/03/2009	10:51	CUSTOMER COMMENTS: TRANS SEEMS TO JERK WHEN TAKING OFF FROM A STOP.
06/03/2009	10:51	WORKSHOP FINDINGS: MVB 54 AND 64 ARE LISTED IN THE ATTACHMENT. NO FAULTS FOUND IN ANY SYSTEM. MVB 54 = H31Q0078.
06/03/2009	10:57	ORDERED PARTS AND RELEASING CAR TO CUSTOMER
06/03/2009	11:15	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
06/03/2009	11:15	ISSUE UPDATED

#### Consultant's Closing Comments

TECHNICIAN HAS ORDER AND WILL INSTALL A NEW MECHATRONIC, FLUID, FILTER, AND BOLTS.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
460914	RABBIT	2008	WVWVFV71K38W	10123	3885	06/03/2009	USA

#### Workshop Finding

TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM. MVB 54 IS J49. TECH STATES THERE IS A VIBRATION IN THE SHIFTING SPORADICALLY. BASIC SETTINGS PERFORMED. MECH UNIT REPLACED PREVIOUSLY FOR THE SHUTTER CONCERN. FUEL TRIM ARE IN SPEC. TECH NOT SURE IF THE CONCERN NOW IS THE SAME AS BEFORE.

Activity Date	Activity Time	Activity Comments
06/03/2009	11:33	C/ STATES THE TRANS IS MALFUNCTION SIMILAR TO BEFORE MECHATRONIC WAS REPLACED. ICHECK TRANS AND SOMETIMES PRESENT VIBRATION BETEWEN 1ST AND 2ND GEAR ,TRANS FLUID IS OK, TRANS AND ENGINE DONT HAS ANY CODE. MVB /32 1.0/-3.5 %.NOTE I DO BASIC SETTING TEST DRIVE 20 MILLAS AND PROBLEM DONT GO AWAY.
06/03/2009	11:33	ISSUE OPENED BY DEALERSHIP
06/03/2009	13:01	A2 CASE TO BE ESCALATED FOR REVIEW. ADVISED THE TECH TO UPDATE THE TICKET WITH MVB 41, 48, 54 AND THE SOFTWARE LEVEL AND PART NUMBER.
06/03/2009	13:01	CUSTOMER COMMENTS: C/ STATES THE TRANS IS MALFUNCTION SIMILAR TO BEFORE MECHATRONIC WAS REPLACED. ICHECK TRANS AND SOMETIMES PRESENT VIBRATION BETEWEN 1ST AND 2ND GEAR ,TRANS FLUID IS OK, TRANS AND ENGINE DONT HAS ANY CODE. MVB /32 1.0/-3.5 %.NOTE I DO BASIC SETTING TEST DRIVE 20 MILLAS AND PROBLEM DONT GO AWAY.
06/03/2009	13:01	WORKSHOP FINDINGS: TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM. MVB 54 IS J49. TECH STATES THERE IS A VIBRATION IN THE SHIFTING SPORADICALLY. BASIC SETTINGS PERFORMED. MECH UNIT REPLACED PREVIOUSLY FOR THE SHUTTER CONCERN. FUEL TRIM ARE IN SPEC. TECH NOT SURE IF THE CONCERN NOW IS THE SAME AS BEFORE.
06/03/2009	13:15	MVB 54/J49J0194,MVB/48/C14R2,MVB 41/V0697H0802EA-GETRIEBEDSGMF71. TCM#02E300044J/LEVEL 808-1408.
06/03/2009	13:40	FYI PS/QA
06/03/2009	13:40	ISSUE UPDATED
06/03/2009	14:50	PLEASE FLASH THE ECM/TCM USING SVM UNIT CODE 317D
06/03/2009	14:51	THEN DRIVE THE VEHICLE TO VEHICLE TO DUPLICATE THE FAULTS
06/03/2009	17:42	ISSUE UPDATED
06/04/2009	09:09	TRANS UP DATE /1416.ENGINE UP DATE TO.
06/04/2009	13:20	PLEASE UPDATE THE VTA WITH RESULTS OF THE TEST DRIVE, THANKS!
06/05/2009	13:18	I DO TEST DRIVE AND TRANS IS OK.TANKYOU CHRIS,JORGE.
06/05/2009	13:24	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
06/05/2009	13:24	ISSUE UPDATED

#### Consultant's Closing Comments

I DO TEST DRIVE AND TRANS IS OK.TANKYOU CHRIS,JORGE

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
460918	JETTA	2008	3VWRJ71K48M [REDACTED]	21396	3885	06/03/2009	USA

#### Workshop Finding

- ADVISE---DOES IT IN DRIVE & IN REVERSE.I TEST DROVE CAR AND IT SEEM TO JERK ON TAKE OFF THEN I RAN DTC ON 5052 NO DTC AT THIS TIME.

Activity Date	Activity Time	Activity Comments
06/03/2009	11:37	CUSTOMER STATES THAT THE VEHICLE WILL JERK AND LOSE POWER WHEN TRYING TO ACCELERATE FROM A STOP- ADVISE---DOES IT IN DRIVE & IN REVERSE.I TEST DROVE CAR AND IT SEEM TO JERK ON TAKE OFF THEN I RAN DTC ON 5052 NO DTC AT THIS TIME.
06/03/2009	11:37	ISSUE OPENED BY DEALERSHIP
06/03/2009	11:42	ADVISED TECH TO CHECK FLUID LEVEL AND CONDITION, IF OK CALL BACK WITH MVB 54 AND 64 IN TCM.
06/03/2009	11:42	CUSTOMER COMMENTS: CUSTOMER STATES THAT THE VEHICLE WILL JERK AND LOSE POWER WHEN TRYING TO ACCELERATE FROM A STOP
06/03/2009	11:42	WORKSHOP FINDINGS: - ADVISE---DOES IT IN DRIVE & IN REVERSE.I TEST DROVE CAR AND IT SEEM TO JERK ON TAKE OFF THEN I RAN DTC ON 5052 NO DTC AT THIS TIME.
06/03/2009	11:59	MVB 54= J11R0218 MVB 64= O/O REPLACE MECHATRONICS , FLUID FILTER, AND BOLTS.
06/10/2009	15:32	SPOKE WITH ALICIA IN SERVICE. PARTS ARE ON ORDER. TECH TO UPDATE VTA. P2
06/10/2009	16:32	PARTS ARE ORDERED CUSTOMER HAS CAR.
06/10/2009	19:26	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
06/10/2009	19:26	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
460997	RABBIT	2007	WVWFV71K57W [REDACTED]	18735	3735	06/03/2009	USA

#### Workshop Finding

TECH HAS DUPLICATED CONCERN , TECH HAS PERFORMED BASIC SETTIINGS

Activity Date	Activity Time	Activity Comments
06/03/2009	12:48	CUSTOMER STATES VEHICLE JERKS AND STUDDERS ON ACCELERATION AND DOWNSHIFTS ERRATICALLY WHEN SLIGHT THROTLLE MOVMENT
06/03/2009	12:48	ISSUE OPENED BY DEALERSHIP
06/03/2009	13:00	ADVISE TECH TO PERFORM MANUAL BASIC SETTINGS. ENGINE AND TRANSMISSION MUST BE UP TO OPERATING TEMPERATURE (MINIMUM OF 30C IN TRANSMISSION). VEHICLE SHOULD BE CLEAR OF ALL FAULT CODES (ECM AND TCM) VEHICLE SHOULD BE IN PARK AND IDLING ENGINE MUST HAVE BEEN RUNNING FOR ONE FULL MINUTE BEFORE BASIC SETTINGS CAN BE PERFORMED. GO INTO VSD, TRANSMISSION ELECTRONICS/GEARBOX ELECTRONICS, BASIC SETTINGS, THEN ENTER #61 ON KEYPAD AND SELECT THE "Q" BUTTON TO ENTER INTO TEST MODE. ONCE THE NEW SCREEN APPEARS, PUT YOUR FOOT ON THE BRAKE PEDAL AND PRESS ACTIVATE. IT CAN TAKE UP TO 40 SECONDS UNTIL YOU HEAR ANY NOISES IN THE TRANSMISSION. ONCE YOU SEE NEW NUMBERS APPEAR IN THE BOTTOM BOX OF THE BASIC SETTINGS, YOU KNOW THAT THE TEST IS COMPLETE. GO BACK OUT INTO BASIC SETTINGS AND SELECT #60 ON KEYPAD AND SELECT THE "Q" BUTTON TO ENTER THE TEST MODE. FOLLOW STEP #2 AGAIN. ONCE YOU ARE COMPLETED WITH THESE TWO TESTS, SHUT DOWN ENGINE AND RESTART AND ALLOW TO IDLE. CYCLE VEHICLE FROM PARK TO DRIVE 5 TIMES AND THEN FROM PARK TO REVERSE 5 TIMES AS WELL. ROAD TEST VEHICLE 10-15 MILES GOING THROUGH ALL GEARS AUTOMATICALLY AND ALSO THROUGH TIPTRONIC AT VARIOUS SPEEDS AND DRIVING CONDITIONS. SHUT THE VEHICLE OFF AND THEN RESTART AND RE EVALUATE SHIFTING.
06/03/2009	13:00	CUSTOMER COMMENTS: CUSTOMER STATES VEHICLE JERKS AND STUDDERS ON ACCELERATION AND DOWNSHIFTS ERRATICALLY WHEN SLIGHT THROTLLE MOVMENT
06/03/2009	13:00	WORKSHOP FINDINGS: TECH HAS DUPLICATED CONCERN , TECH HAS PERFORMED BASIC SETTIINGS
06/03/2009	16:41	BASIC SETTING WERE PERFORMED AND VEHICLE WAS DRIVEN 16 MILES ERRATIC SHIFTING SEEMS NORMAL NOW BUT INITIAL ACCELERATION STILL HAS ITS STUMBLES
06/03/2009	16:43	PLEASE REPLACE THE MECH UNIT.
06/05/2009	10:11	PARTS ON ORDER. NO ETA. TOM WHITE-SF
06/05/2009	10:21	CUSTOMER PICKED UP VEHICLE WILL RETURN WHEN PARTS ARRIVE
06/08/2009	19:00	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
06/08/2009	19:00	ISSUE UPDATED

#### Consultant's Closing Comments

REPLACE THE MECH UNIT.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
461136	EOS	2008	WVWDB71F68V [REDACTED]	13091	3885	06/03/2009	USA

#### Workshop Finding

n/a

Activity Date	Activity Time	Activity Comments
06/03/2009	14:59	CUSTOMER IS COMPLAINING OF A HESITATION WHILE SHIFTING, FEELS LIKE A MECHATRONICS UNIT. MVB 54 (H46R0581) 64 (0 0)
06/03/2009	14:59	ISSUE OPENED BY DEALERSHIP
06/03/2009	15:02	CUSTOMER COMMENTS: CUSTOMER IS COMPLAINING OF A HESITATION WHILE SHIFTING, FEELS LIKE A MECHATRONICS UNIT. MVB 54 (H46R0581) 64 (0 0)
06/03/2009	15:02	TECH NEEDS TO REPLACE THE MECHATRONIC, BOLTS, FLUID AND FILTER AND PERFORM BASIC SETTINGS MANUALL AFTER INSTALLING THE NEW PART.
06/03/2009	15:56	PARTS ON ORDER
06/03/2009	16:09	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
06/03/2009	16:09	ISSUE UPDATED

#### Consultant's Closing Comments

REPLACE THE MECHATRONIC

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
461198	EOS	2008	WVWBA71F98V [REDACTED]	16986	3885	06/03/2009	USA

#### Workshop Finding

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

Activity Date	Activity Time	Activity Comments
06/03/2009	15:42	CUST STATES THE VEHICLE AT IDLE THEN WHEN IN FORWARD OR REVERSE VEHICLE HAS SHUTTER EFFECT - CONCERN DUPLICATED - NO TB'S OR FAULTS IN ECM OR TCM UNSURE OF PATH TO TAKE
06/03/2009	15:42	ISSUE OPENED BY DEALERSHIP
06/03/2009	15:45	ADVISED THE TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT.
06/03/2009	15:45	CUSTOMER COMMENTS: CUST STATES THE VEHICLE AT IDLE THEN WHEN IN FORWARD OR REVERSE VEHICLE HAS SHUTTER EFFECT - CONCERN DUPLICATED - NO TB'S OR FAULTS IN ECM OR TCM UNSURE OF PATH TO TAKE
06/03/2009	15:45	WORKSHOP FINDINGS: TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM. MVB 54 IS J02.
06/03/2009	15:52	THANKS FOR THE SUPPORT GLEN!
06/03/2009	16:03	ADVISED THE TECH TO CONTACT THE PARTS HELPLINE FOR PARTS QUESTIONS.
06/04/2009	08:57	PARTS ORDERED
06/04/2009	19:39	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
06/04/2009	19:39	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
461201	EOS	2008	WVWFA71FX8V [REDACTED]	14480	3885	06/03/2009	USA

#### Workshop Finding

NO FAULTS STORED.IT DOES ALL THE TIME

Activity Date	Activity Time	Activity Comments
06/03/2009	15:44	ISSUE OPENED BY DEALERSHIP
06/03/2009	15:44	VEHICLE SURGE FROM STOP AND TAKING OFF.NO FAULTS STORED.IT DOES ALL THE TIME
06/03/2009	15:55	CUSTOMER COMMENTS: VEHICLE SURGE FROM STOP AND TAKING OFF.
06/03/2009	15:55	P1 AFTER REVIEWING MVB 54 ADVISED TECH TO REPLACE MECH UNIT, BOLTS, FILTER AND FLUID THEN PERFORM MANUAL BASIC SETTINGS PER PROCEDURE BELOW. ADVISED TECH HE DOES NOT NEED TO UPDATE VTA DAILY FOR THIS TICKET BUT HE DOES NEED TO KEEP TICKET OPEN. 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.
06/03/2009	15:55	WORKSHOP FINDINGS: NO FAULTS STORED.IT DOES ALL THE TIME
06/10/2009	08:02	PARTS ARE ON RED ORDER AND MAY TAKE UP TO 4 WEEKS TO COME IN
06/10/2009	12:22	PER TECH UPDATE PARTS ARE ON RED ORDER. P1
06/29/2009	08:47	PARTS WERE RECIEVED ON 6-24 AND CUSTOMER WAS CONTACTED. VEHICLE IS SCEDULED FOR 7-1
06/29/2009	09:58	THANKS FOR THE UPDATE, PLEASE CLOSE OUT VTA SINCE VEHICLE IS NOT AT DEALER.
06/30/2009	07:51	TECH STIL WAITING FOR THE MECHATRONIC UNIT,CUSTOMER WILL BE NOTIFY WHEN THE PART ARRIVE.
06/30/2009	09:42	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
06/30/2009	09:42	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
461255	JETTA	2008	3VWRJ71K58M [REDACTED]	18833	3885	06/03/2009	USA

#### Workshop Finding

CHECK FUEL TRIM AND ADAPT THROTTLE VERIFY COMPLAINT PERFORM TRANS ADAPTION MVB 61 AND 60 ROAD TEST AGAIN STILL HAS SHIFTING ISSUES

Activity Date	Activity Time	Activity Comments
06/03/2009	16:34	CUSTOMER STATES SHIFTING HARD 1ST AND 2ND FEELS LIKE CAR IS GOING TO STALL CHECK FUEL TRIM AND ADAPT THROTTLE VERIFY COMPLAINT PERFORM TRANS ADAPTION MVB 61 AND 60 ROAD TEST AGAIN STILL HAS SHIFTING ISSUES
06/03/2009	16:34	ISSUE OPENED BY DEALERSHIP
06/03/2009	17:21	CUSTOMER COMMENTS: CUSTOMER STATES SHIFTING HARD 1ST AND 2ND FEELS LIKE CAR IS GOING TO STALL
06/03/2009	17:21	TECH CALLED AT REQUEST OF WARRANTY ADMINISTRATOR, WANTED OK TO REPLACE MECH UNIT, I ADVISED TECH THERE IS NO NEED FOR A VTA OR ANY KIND OF AUTHORIZATION TO REPLACE PARTS IN A TRANSMISSION, ONLY NEED A VTA OR AUTHORIZATION FOR COMPLETE TRANSMISSION REPLACEMENT. MECH PREVIOUSLY REPLACED.
06/03/2009	17:21	WORKSHOP FINDINGS: CHECK FUEL TRIM AND ADAPT THROTTLE VERIFY COMPLAINT PERFORM TRANS ADAPTION MVB 61 AND 60 ROAD TEST AGAIN STILL HAS SHIFTING ISSUES
06/03/2009	17:38	MECH UNIT REPLACED
06/04/2009	08:40	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
06/04/2009	08:40	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
461256	JETTA	2008	3VWRJ71K38M	8939	3885	06/03/2009	USA

#### Workshop Finding

n/a

Activity Date	Activity Time	Activity Comments
06/03/2009	16:34	CUSTOMER STATE THAT AFTER A COMPLETE STOP AND ACCELERATE CAR RPM WILL DROP AND IT ACTS LIKE IT WANT TO STALL AND WILL HESSITATE,JERK, ROAD TEST CAR TO VERIFY CUSTUMER CONCERN, THERE IS A DELAY WHEN TAKING OFF FROM A STOP THEN IT HARD UPSIFT, WORST GOING UP HILLS, G.F.F. DIAG THERE ARE NO DTC STORE ON ECM NOR TCM, THERE IS A TECH TIP #37-09-03, ON HOW TO PERFORM BASIC SETTINGS , PLEASE ADVISE
06/03/2009	16:34	ISSUE OPENED BY DEALERSHIP
06/03/2009	16:41	ADVISED TO CK MVB'S 54 & 64 UPDATE TICKET WITH RESULTS AND CALL BACK.
06/03/2009	16:41	CUSTOMER COMMENTS: CUSTOMER STATE THAT AFTER A COMPLETE STOP AND ACCELERATE CAR RPM WILL DROP AND IT ACTS LIKE IT WANT TO STALL AND WILL HESITATE,JERK, ROAD TEST CAR TO VERIFY CUSTOMER CONCERN, THERE IS A DELAY WHEN TAKING OFF FROM A STOP THEN IT HARD UPSHIFT, WORST GOING UP HILLS, G.F.F. DIAG THERE ARE NO DTC STORE ON ECM NOR TCM, THERE IS A TECH TIP #37-09-03, ON HOW TO PERFORM BASIC SETTINGS , PLEASE ADVISE
06/03/2009	16:47	MVB- 54 J07G0443 MVB 64-FIEL 1=0 AND 2=0
06/03/2009	16:55	ADVISED TECH TO REPLACE MECH UNIT, BOLTS, FILTER AND FLUID, THEN PERFORM MANUAL BASIC SETTINGS PER PROCEDURE BELOW. DO NOT CLOSE OUT VTA OR RELEASE VEHICLE TO CUSTOMER UNTIL VEHICLE IS COMPLETED. ADVISED TECH TO PERFORM MANUAL BASIC SETTINGS. VEHICLE SELF DIAGNOSIS, CLEAR ECM AND TCM MEMORY, VEHICLE RUNNING AND AT OPERATING TEMPERATURE. FOOT ON BRAKE WITH VEHICLE IN PARK, BASIC SETTINGS TRANS. ENTER 61Q AND ACTIVATE, WHEN NUMBERS APPEAR IN LOWER BOX BACK OUT ONE SCREEN AND ENTER 60Q AND ACTIVATE, WHEN NUMBERS APPEAR CYCLE THE KEY OFF THEN ON, ROAD TEST VEHICLE 15 MILES GOING THROUGH ALL GEARS AND VARIOUS SPEEDS. REEVALUATE CONCERN AND UPDATE VTA.
06/04/2009	11:27	PARTS ON ORDER
06/04/2009	18:02	THANK YOU FOR THE UPDATE.
06/10/2009	13:23	SPOKE WITH JULIO IN SERVICE..... STATED THAT THEY ARE STILL WAITING ON BACK ORDERED PARTS TO ARRIVE..... P1
06/19/2009	12:37	ESTIMATE TIME OF ARRIVAL 07/02/2009
06/19/2009	12:51	P1 WAITING ON PARTS. THANK YOU FOR THE UPDATE.
06/24/2009	15:19	ISSUE UPDATED
06/29/2009	17:50	REPLACE MECHATRONICS UNID, TOP UP FLUIN, ROAD TEST CAR, CAR IS WORKING AS DESIGNED AFTER REPAIR THANK YOU.
06/29/2009	18:11	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
06/29/2009	18:11	ISSUE UPDATED

#### Consultant's Closing Comments

D1 REPLACE MECHATRONICS UNID, TOP UP FLUID, ROAD TEST CAR, CAR IS WORKING AS DESIGNED AFTER REPAIR

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
461308	EOS	2008	WVWBA71F18V [REDACTED]	10213	3885	06/03/2009	USA

#### Workshop Finding

TRANS IS WARM AT TIME OF SYMPTOM.

Activity Date	Activity Time	Activity Comments
06/03/2009	17:41	ISSUE OPENED BY DEALERSHIP
06/03/2009	17:41	TRANS SHIFTING HARD INTO 2ND AT TIMES, AND JERKING WHEN TAKING OFF SLOWLY. TRANS IS WARM AT TIME OF SYMPTOM.
06/03/2009	17:43	ADVISE TECH NEED READINGS FROM MVB 54 AND 64 IN TCM
06/03/2009	17:43	CUSTOMER COMMENTS: TRANS SHIFTING HARD INTO 2ND AT TIMES, AND JERKING WHEN TAKING OFF SLOWLY.
06/03/2009	17:43	WORKSHOP FINDINGS: TRANS IS WARM AT TIME OF SYMPTOM.
06/03/2009	17:49	READINGS ARE 54;J06D0232 AND 64;0,0.
06/03/2009	17:58	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.
06/10/2009	09:14	PART ON ORDER
06/10/2009	14:07	PER LAST UPDATE, VEHICLE IS WAITING FOR SPECIAL ORDER PARTS; P1.
08/27/2009	13:10	INSTALLED MECHATRONICS UNIT,BOLTS,FLUID AND FILTER.PERFORMED BASIC SETTINGS.TEST DROVE.COMPLETED
08/28/2009	07:03	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
08/28/2009	07:03	ISSUE UPDATED

#### Consultant's Closing Comments

INSTALLED MECHATRONICS

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
461311	RABBIT	2008	WVWFV71K18W [REDACTED]	17313	3885	06/03/2009	USA

**Workshop Finding**

n/a

Activity Date	Activity Time	Activity Comments
06/03/2009	17:45	DSG TRANS IS SURGING AT TAKE OFF.CHECKED FOR CODES NO CODES IN SYSTEM.FEELS LIKE IT NEEDS A MEGATRONICS.
06/03/2009	17:45	ISSUE OPENED BY DEALERSHIP
06/03/2009	18:05	CUSTOMER COMMENTS: DSG TRANS IS SURGING AT TAKE OFF.CHECKED FOR CODES NO CODES IN SYSTEM.FEELS LIKE IT NEEDS A MEGATRONICS.
06/03/2009	18:05	PLEASE REPLACE THE MECHATRONICS UNIT, FLUID, FILTER, AND BOLTS. PLEASE LET THE CUSTOMER TAKE THE CAR DUE TO THE ISSUE WITH THE VEHICLE ONLY BEING COMFORT AND NOT SAFETY. PLEASE BE SURE TO SET THE BASIC SETTINGS THROUGH VSD AFTER THE MECH UNIT IS REPLACED.
06/04/2009	10:12	SOP MECHATRONICS UNIT.
06/04/2009	17:45	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
06/04/2009	17:45	ISSUE UPDATED

**Consultant's Closing Comments**

SOP MECHATRONICS UNIT.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
461336	RABBIT	2009	WVWFD71K19W [REDACTED]	9187	3885	06/03/2009	USA

#### Workshop Finding

TCM PART NO. 02E300051C 1815. MVB 54 J23 MVB 64 0/0 MVB 32 = -1.2 -1.2

Activity Date	Activity Time	Activity Comments
06/03/2009	18:31	CUSTOMER REPORTS SHUDDERING AT TAKE OFF FROM STOPS. NO FAULTS IN SYSTEM, INSPECT FLUID LEVEL OK. SET DSG BASICS AND TEST DROVE. CLUTCH PACK PREVIOUSLY REPLACED AT LAST VISIT.
06/03/2009	18:31	ISSUE OPENED BY DEALERSHIP
06/03/2009	18:40	CUSTOMER COMMENTS: CUSTOMER REPORTS SHUDDERING AT TAKE OFF FROM STOPS. NO FAULTS IN SYSTEM, INSPECT FLUID LEVEL OK. SET DSG BASICS AND TEST DROVE. CLUTCH PACK PREVIOUSLY REPLACED AT LAST VISIT.
06/03/2009	18:40	REPLACE THE MECHATRONIC, FLUID FILTER AND BOLTS. SET BASIC SETTINGS. RETEST FOR ISSUE
06/03/2009	18:40	WORKSHOP FINDINGS: TCM PART NO. 02E300051C 1815. MVB 54 J23 MVB 64 0/0 MVB 32 = -1.2 -1.2
06/11/2009	15:38	REPLACED MECHATRONIC AND TEST DROVE ALL OK.THANK YOU.
06/11/2009	16:20	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
06/11/2009	16:20	ISSUE UPDATED

#### Consultant's Closing Comments

REPLACED MECHATRONIC AND TEST DROVE ALL OK.THANK YOU.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
461352	EOS	2008	WVWFA71FX8V [REDACTED]	7833	3885	06/03/2009	USA

#### Workshop Finding

MVB 32 .2 -4.7 TCM PART NO. 02E 30009 1403

Activity Date	Activity Time	Activity Comments
06/03/2009	19:13	ISSUE OPENED BY DEALERSHIP
06/03/2009	19:13	REPLACED MECHATRONIC UNIT AND SET BASIC SETTINGS MANUALLY WITH GFF,TEST DROVE 40 MILES OR SO,DROVE THROUGHT ALL CONDITIONS,FOUND CAR WOULD SHIFT HARD INTO ONE GEAR RAMDAMLY AND VERY SLUGISH WHEN ACCELERATING FROM STOP.
06/03/2009	19:35	CAP DISCHARGE, BASIC SETTINGS 2 TIMES, DISCONNECT THE MAF. IF THE SLUGGISHNESS IS STILL FELT, SWAP A MAF AND RETEST FOR ISSUE AND RESET BASIC SETTINGS
06/03/2009	19:35	CUSTOMER COMMENTS: REPLACED MECHATRONIC UNIT AND SET BASIC SETTINGS MANUALLY WITH GFF,TEST DROVE 40 MILES OR SO,DROVE THROUGHT ALL CONDITIONS,FOUND CAR WOULD SHIFT HARD INTO ONE GEAR RAMDAMLY AND VERY SLUGISH WHEN ACCELERATING FROM STOP.
06/03/2009	19:35	ISSUE UPDATED
06/03/2009	19:35	WORKSHOP FINDINGS: MVB 32 .2 -4.7 TCM PART NO. 02E 30009 1403
06/03/2009	19:37	CASE ESCALATED FOR REVIEW A2
06/03/2009	19:42	ISSUE SENT TO DEALERSHIP
06/04/2009	15:45	PREFORMED CAP DISCHARGE OVERNIGHT,RESET BASIC SETTING 2 TIMES,DISCONNECTED MAF,FUEL TRIM AT.3 AT IDLE AND NEGATIVE 2.3 OFF IDLE,TEST DROVE DURING BOTH BASIC SETTINGS AND FOUND HARD SHIFT INTO SECOND NOT CURRENTLY PRESET AND CAR ONLY SLUGGISH IN DRIVE,ALL NORMAL IN TIP AND SPROT MODE.
06/04/2009	15:53	COMPARE DRIVEABILITY SYMPTOMS WITH A KNOWN GOOD
06/04/2009	17:58	COMPARED TO OTHER CAR AND FOUND SIMILAR,WILL SHIP CAR,THANKS FOR ALL YOUR HELP.
06/05/2009	10:48	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
06/05/2009	10:48	ISSUE UPDATED

#### Consultant's Closing Comments

COMPARED TO OTHER CAR AND FOUND SIMILAR,WILL SHIP CAR,THANKS FOR ALL YOUR HELP.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
461364	EOS	2008	WVWFA71F58V [REDACTED]	16187	3885	06/04/2009	USA

#### Workshop Finding

FLUID LEVEL AND CONDITION OK, NO FAULTS MVB 54= H30

Activity Date	Activity Time	Activity Comments
06/04/2009	07:51	ISSUE OPENED BY DEALERSHIP
06/04/2009	07:51	OWNER STATES..."WHEN YOU STEP ON THE GAS CAR HESITATES. DURING ROAD TEST FOUND A VERY DELAYED ENGAGEMENT FORM A STOP, SOMETOMES VERY JERKY LIKE RIDING WITH SOMEONE LEARNING TO DRIVE A STICK. EVERY ONCE IN AWHILE COULD FEEL A JERK BETWEEN 1ST AND 2ND TOO. SHOP FOREMAN THEN ROAD TEST VECHILE, HE HAS HAD SIMILAR PROBLEMS AND PUT A METATRONICS UNIT INSIDE TRANS TO FIX. NO FAULTS STORED IN GFF
06/04/2009	10:39	CUSTOMER COMMENTS: OWNER STATES..."WHEN YOU STEP ON THE GAS CAR HESITATES. DURING ROAD TEST FOUND A VERY DELAYED ENGAGEMENT FORM A STOP, SOMETOMES VERY JERKY LIKE RIDING WITH SOMEONE LEARNING TO DRIVE A STICK. EVERY ONCE IN AWHILE COULD FEEL A JERK BETWEEN 1ST AND 2ND TOO. SHOP FOREMAN THEN ROAD TEST VECHILE, HE HAS HAD SIMILAR PROBLEMS AND PUT A METATRONICS UNIT INSIDE TRANS TO FIX. NO FAULTS STORED IN GFF
06/04/2009	10:39	REPLACE THE MECHATRONIC, FILTER, FLUID AND BOLTS
06/04/2009	10:39	WORKSHOP FINDINGS: FLUID LEVEL AND CONDITION OK, NO FAULTS MVB 54= H30
06/04/2009	10:55	SOP MECHATRONIC UNIT, FILTER AND BOLTS BY VIN, RELEASE VECHILE BACK TO OWNER TILL PARTS ARRIVE
06/04/2009	11:47	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
06/04/2009	11:47	ISSUE UPDATED

#### Consultant's Closing Comments

SOP MECHATRONIC UNIT, FILTER AND BOLTS BY VIN, RELEASE VECHILE BACK TO OWNER TILL PARTS ARRIVE

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
461378	EOS	2008	WVWBA71F08V0 [REDACTED]	11290	3885	06/04/2009	USA

#### Workshop Finding

MECH INSTALLED WAS SUPPLIED BY QTM DUE TO OVERSTOCK. MVB 41 IN THE TCM GF8T

Activity Date	Activity Time	Activity Comments
06/04/2009	08:40	I HAVE JUST REPLACED A MECHATRONICS UNIT IN THIS VEHICLE AND WAS INSTRUCTED BY MY QTM MATT GILLIAM TO CONTACT CHRIS GERKEE OR GLENN STEWART UPON INSTALLION, FOR FURTHER INSTRUCTIONS.
06/04/2009	08:40	ISSUE OPENED BY DEALERSHIP
06/04/2009	08:44	CUSTOMER COMMENTS: I HAVE JUST REPLACED A MECHATRONICS UNIT IN THIS VEHICLE AND WAS INSTRUCTED BY MY QTM MATT GILLIAM TO CONTACT CHRIS GERKEE OR GLENN STEWART UPON INSTALLION, FOR FURTHER INSTRUCTIONS.
06/04/2009	08:44	SET BASIC SETTINGS AND ROAD TEST UPDATE THE VTA WITH ANY CONCERN
06/04/2009	08:44	WORKSHOP FINDINGS: MECH INSTALLED WAS SUPPLIED BY QTM DUE TO OVERSTOCK. MVB 41 IN THE TCM GF8T
06/04/2009	10:47	VEHICLE NOW SHIFTING CORRECTLY. NO FAULTS. NO FURTHER SHIFT CONCERNS. REPAIR COMPLETE
06/04/2009	11:13	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
06/04/2009	11:13	ISSUE UPDATED

#### Consultant's Closing Comments

VEHICLE NOW SHIFTING CORRECTLY. NO FAULTS. NO FURTHER SHIFT CONCERNS. REPAIR COMPLETE

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
461379	EOS	2008	WVWBA71F88V [REDACTED]	8251	3885	06/04/2009	USA

#### Workshop Finding

TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM. MVB 54 IS J08.

Activity Date	Activity Time	Activity Comments
06/04/2009	08:42	ISSUE OPENED BY DEALERSHIP
06/04/2009	08:42	VEHICLE HAS A HORRIBLE LAG THEN BUCKS INTO GEAR FROM A START.
06/04/2009	08:44	ADVISED THE TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT.
06/04/2009	08:44	CUSTOMER COMMENTS: VEHICLE HAS A HORRIBLE LAG THEN BUCKS INTO GEAR FROM A START.
06/04/2009	08:44	WORKSHOP FINDINGS: TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM. MVB 54 IS J08.
06/11/2009	07:54	PART WILL BE HERE SOON
06/11/2009	11:55	SPOKE WITH JOHN IN SERVICE..... STATED THAT THE CUSTOMER PICKED UP THE CAR AND THEY WILL RETURN FOR REPAIRS WHEN THE PARTS COME IN..... C1
06/12/2009	13:36	PART IS ON ORDER. CUST. WILL RETURN WHEN PARTS ARRIVE.
06/15/2009	20:39	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
06/15/2009	20:39	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
461386	EOS	2008	WVWBA71F88V [REDACTED]	18483	3885	06/04/2009	USA

#### Workshop Finding

I PERFORMED A TEST DRIVE AND NOTICED SOME GRABBING OR SURGE DURING FIRST GEAR AND REVERSE OPERATION.I CHECKED FOR TSB,S AND GFF DID NOT SHOW ANY DTC,S.TRANS CODE KDB,02E300044K, GSG DSG 081 CODING 20 02E927770AE 608 1403.

Activity Date	Activity Time	Activity Comments
06/04/2009	09:00	ISSUE OPENED BY DEALERSHIP
06/04/2009	09:00	THE CUSTOMER HAS A CONCERN ABOUT THE TRANSMISSION CLUTCH APPLY IN REVERSE AND DRIVE,FIRST GEAR WHEN STARTING OFF FROM A STOP.I PERFORMED A TEST DRIVE AND NOTICED SOME GRABBING OR SURGE DURING FIRST GEAR AND REVERSE OPERATION.I CHECKED FOR TSB,S AND GFF DID NOT SHOW ANY DTC,S.TRANS CODE KDB,02E300044K,GSG DSG 081 CODING 20 02E927770AE 608 1403.
06/04/2009	09:07	CUSTOMER COMMENTS: THE CUSTOMER HAS A CONCERN ABOUT THE TRANSMISSION CLUTCH APPLY IN REVERSE AND DRIVE,FIRST GEAR WHEN STARTING OFF FROM A STOP.
06/04/2009	09:07	WHILE ON PHONE TECH CHECKED MVB 54 = H21F0031.
06/04/2009	09:07	WORKSHOP FINDINGS: I PERFORMED A TEST DRIVE AND NOTICED SOME GRABBING OR SURGE DURING FIRST GEAR AND REVERSE OPERATION.I CHECKED FOR TSB,S AND GFF DID NOT SHOW ANY DTC,S.TRANS CODE KDB,02E300044K, GSG DSG 081 CODING 20 02E927770AE 608 1403.
06/04/2009	09:08	ADVISED TECH TO PLEASE REPLACE THE MECHATRONIC, TRANSMISSION FLUID, FILTER, AND MECHATRONIC BOLTS.
06/04/2009	09:15	ONCE REPLACED, PLEASE PERFORM BASIC SETTINGS MANUALLY AND RETEST FOR CONCERN.
06/04/2009	09:46	REPAIR PARTS ORDERED, THANK YOU.
06/04/2009	11:16	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
06/04/2009	11:16	ISSUE UPDATED

#### Consultant's Closing Comments

TECHNICIAN HAS ORDERED AND WILL INSTALL A NEW MECHATRONIC, TRANSMISSION FLUID, FILTER, AND MECHATRONIC BOLTS.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
461402	JETTA	2008	3VWRJ71K48M	21728	3885	06/04/2009	USA

#### Workshop Finding

MVB 54 IS H50. MVB 62 IS 0, 0.

Activity Date	Activity Time	Activity Comments
06/04/2009	09:19	CAR JERKS 4 OR 5 TIMES FROM STOP IN 1ST AND REVESE
06/04/2009	09:19	ISSUE OPENED BY DEALERSHIP
06/04/2009	09:27	CUSTOMER COMMENTS: CAR JERKS 4 OR 5 TIMES FROM STOP IN 1ST AND REVESE
06/04/2009	09:27	<p>REPLACE THE MECHATRONIC, BOLTS, FLUID AND FILTER. PERFORMING THE BASIC SETTINGS ON THE DSG IS AN IMPORTANT DIAGNOSTIC STEP. ALTHOUGH THE BASIC SETTINGS SHOULD NOT BE PERFORMED AS A REGULAR ROUTINE, THEY CAN BE SET FOR A SYMPTOM. THE SCAN TOOL WILL AUTOMATICALLY WALK A TECHNICIAN THROUGH GFF'S OR GF'S VERSION OF BASIC SETTINGS, BUT ENGINEERING HAS FOUND THIS METHOD TO BE INSUFFICIENT. THE BASIC SETTINGS SHOULD BE DONE THROUGH VEHICLE SELF DIAGNOSIS.</p> <p>THE FOLLOWING REQUIREMENTS SHOULD BE MET:  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.</p> <p>NOTE: IF VEHICLE STALLS WHILE RUNNING BASIC SETTINGS, THE TRANSMISSION WILL NEED TO BE REPLACED. PLEASE ALSO NOTE THAT IF THE VEHICLE DOES NOT ROLL EVEN WHEN THE TRANSMISSION IS ENGAGED INTO NEUTRAL, IT IS LIKELY THAT THERE MAY BE A STUCK SHIFT FORK INTERNALLY. PLEASE DISCONNECT THE SHIFT LEVER CABLE FROM THE TRANSMISSION AND IF THERE IS STILL NO MOVEMENT, REPLACE THE TRANSMISSION. IF MOVEMENT IS NOW PRESENT, PERSUE A SHIFT LEVER ISSUE.  ALSO, IF THE TRANSMISSION EXHIBITS A GRINDING NOISE OTHER THAN DURING BASIC SETTINGS PLEASE CALL THE HELPLINE</p>
06/04/2009	09:27	WORKSHOP FINDINGS: MVB 54 IS H50. MVB 62 IS 0, 0.
06/11/2009	13:02	SPOKE TO MARRYBETH IN SERVICE AND THE PARTS ARE ON BACK ORDER.....P1
06/24/2009	10:58	PART ARRIVED TODAY WILL INSTALL THEN CLOSE VTA
06/24/2009	11:49	THANKS FOR THE UPDATE
06/29/2009	14:20	REPLACE MECATRONIC TEST DRIVE OK
06/29/2009	15:47	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
06/29/2009	15:47	ISSUE UPDATED

#### Consultant's Closing Comments

REPLACE MECATRONIC TEST DRIVE OK

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
461411	JETTA	2008	3VWRA71K48M [REDACTED]	9066	3885	06/04/2009	USA

#### Workshop Finding

n/a

Activity Date	Activity Time	Activity Comments
06/04/2009	09:26	ISSUE OPENED BY DEALERSHIP
06/04/2009	09:26	VEHICLE IS SHIFTING HARD AT LOW SPEED. CONTACTED TECHLINE BEFORE ABOUT THIS PROBLEM, ORDERED A MECH. CONTROL UNIT FOR DSG. WAS TOLD IT WAS FINE TO RELEASE VEH TO CUSTOMER. CUSTOMER WAS STOPPED ON A HILL AND WHEN ATTEMPTED TO TAKE OFF TRANS SHIFT WAS SO DELAYED THEY ROLLED INTO THE VEH BEHIND THEM. ALSO NOW THE TRANS HAS A FAULT BUT GFF TEST CHECKS OUT OK. GFF IS ATTACHED. PLEASE ADVISE.
06/04/2009	09:31	CUSTOMER COMMENTS: VEHICLE IS SHIFTING HARD AT LOW SPEED. CONTACTED TECHLINE BEFORE ABOUT THIS PROBLEM, ORDERED A MECH. CONTROL UNIT FOR DSG. WAS TOLD IT WAS FINE TO RELEASE VEH TO CUSTOMER. CUSTOMER WAS STOPPED ON A HILL AND WHEN ATTEMPTED TO TAKE OFF TRANS SHIFT WAS SO DELAYED THEY ROLLED INTO THE VEH BEHIND THEM. ALSO NOW THE TRANS HAS A FAULT BUT GFF TEST CHECKS OUT OK. GFF IS ATTACHED. PLEASE ADVISE.
06/04/2009	09:31	VLAD, PLEASE REPLACE THE MECH UNIT.
06/04/2009	09:36	ISSUE UPDATED
06/04/2009	09:37	ESCALATED FOR REVIEW. A2
06/04/2009	13:21	ISSUE SENT TO DEALERSHIP
06/05/2009	15:45	STILL WAITING FOR PARTS
06/05/2009	16:48	ISSUE SENT TO DEALERSHIP
06/12/2009	10:16	STILL WAITING ON THE PARTS.
06/12/2009	11:07	ISSUE SENT TO DEALERSHIP
06/16/2009	18:21	ISSUE UPDATED
06/17/2009	12:08	VEHICLE IS AWAITING A MECH UNIT PER JOHN, VEHICLE DOWN. TECH TO UPDATE THE VTA P1
06/18/2009	16:27	STILL WAITING ON THE PART.
06/18/2009	18:11	ISSUE SENT TO DEALERSHIP
06/24/2009	14:27	ADVISED DEALER TO GET ETA AND SALES DOC NUMBER
06/24/2009	14:27	CALLED DEALER SPOKE TO RALPH, WAITING ON BACK ORDER PART. P1
06/24/2009	14:31	SPOKE TO VINNIE IN PARTS. SD 1005687773, NO ETA. (STATED WAS CONTACTED BY CR TWO DAYS AGO).
06/24/2009	14:34	FYI FOM AND QTMRL
06/25/2009	08:47	STILL NO WORD ON THE PARTS.
06/25/2009	10:51	ISSUE SENT TO DEALERSHIP
06/29/2009	09:56	REPLACED THE MECH UNIT, FILTER, AND OIL. SET BASIC SETTINGS VEH SHIFTS FINE NOW.
06/29/2009	10:56	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
06/29/2009	10:56	ISSUE UPDATED

#### Consultant's Closing Comments

REPLACED THE MECH UNIT, FILTER, AND OIL. SET BASIC SETTINGS VEH SHIFTS FINE NOW.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
461440	EOS	2008	WVWBA71FX8V [REDACTED]	19433	3885	06/04/2009	USA

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

Activity Date	Activity Time	Activity Comments
06/04/2009	09:55	CUSTOMER STATES VEHICLE SEEMS TO SKIP WHEN TAKING OFF FROM STOP INTERMITTENT
06/04/2009	09:55	ISSUE OPENED BY DEALERSHIP
06/04/2009	12:03	CUSTOMER COMMENTS: CUSTOMER STATES VEHICLE SEEMS TO SKIP WHEN TAKING OFF FROM STOP INTERMITTENT
06/04/2009	12:03	TECH STATES WE ARE AT H26 IN MVB 54 OF TCM. ADVISED TECH TO REPLACE MECHATRONIC UNIT, FLUID, FILTER, AND BOLTS. PLEASE CLOSE OUT VTA AND FILL OUT SURVEY WHEN DONE.
06/09/2009	11:20	ORDER MECH. UNIT AND RELATED PARTS, CUST PICK UP VEHICLE TO RETURN TO SHOP WHEN PART ARRIVE, WILL OPEN OTHER VTA IF PROBLEM PERSISTS
06/09/2009	11:25	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
06/09/2009	11:25	ISSUE UPDATED

<b>Consultant's Closing Comments</b>
REPLACE MECHATRONIC.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
461475	EOS	2008	WVWFA71F38V [REDACTED]	34526	3885	06/04/2009	USA

#### Workshop Finding

JERKS

Activity Date	Activity Time	Activity Comments
06/04/2009	10:34	CUSTOMER STATES WHEN CARM IS WARM IN TRAFFIC HITS GAS , JERKS INTO GEARS AT LEAST 20 MIN OF DRIVING. TEST DROVE VEHICLE AND VERIFIED CONCERN. AS SOON AS U PUT CAR IN REVERSE, CAN HEARD TRANS CLUNKING ONTO GEAR. ONCE U PUT IN DRIVE CAN HEAR SAME NOISE ONTO DRIVE. WHEN U GAS IT, REALLY HARSH SHIFTING ONTO 2ND GEAR. AFTER THAT THE UPSHIFTS ARE SOMEWAT HARSH. CAME BACK INSPECTED FLIUD LEVEL. AND OK. RAN GFF AND FOUND NO FAULTS. SETTED BASIC SETTING FOR THE MECHATRONIC UNIT. WHEN BACK ON A TEST DRIVE. SAME CONCERN. ON THE SHIFTS. TEST DROVE IT FOR ABOUT 20 MILES. ONLY THAT THE GEAR ENGAGEMENT IS A LITTLE LOUDER THAN WHAT IT WAS. THE MECHATRONIC SERIAL NUMBER IS H23Q0506.
06/04/2009	10:34	ISSUE OPENED BY DEALERSHIP
06/04/2009	10:47	ADVISE TECH TO REPLACE THE MECHATRONICS FLUID AND FILTER SET BASIC SETTING S
06/04/2009	10:47	CUSTOMER COMMENTS: CUSTOMER STATES WHEN CARM IS WARM IN TRAFFIC HITS GAS , JERKS INTO GEARS AT LEAST 20 MIN OF DRIVING. TEST DROVE VEHICLE AND VERIFIED CONCERN. AS SOON AS U PUT CAR IN REVERSE, CAN HEARD TRANS CLUNKING ONTO GEAR. ONCE U PUT IN DRIVE CAN HEAR SAME NOISE ONTO DRIVE. WHEN U GAS IT, REALLY HARSH SHIFTING ONTO 2ND GEAR. AFTER THAT THE UPSHIFTS ARE SOMEWAT HARSH. CAME BACK INSPECTED FLIUD LEVEL. AND OK. RAN GFF AND FOUND NO FAULTS. SETTED BASIC SETTING FOR THE MECHATRONIC UNIT. WHEN BACK ON A TEST DRIVE. SAME CONCERN. ON THE SHIFTS. TEST DROVE IT FOR ABOUT 20 MILES. ONLY THAT THE GEAR ENGAGEMENT IS A LITTLE LOUDER THAN WHAT IT WAS. THE MECHATRONIC SERIAL NUMBER IS H23Q0506.
06/04/2009	10:47	WORKSHOP FINDINGS: JERKS
06/04/2009	10:48	ISSUE UPDATED
06/04/2009	10:51	FOM HAS BEEN CONTACTED
06/05/2009	12:11	WAITING ON MECHATRONIC UNIT. BACKORDER.
06/08/2009	08:30	STILL WAITING FOR MECHATRONIC UNIT.
06/08/2009	17:58	UPDATE AFTER PARTS IS INSTALLED
06/10/2009	07:26	CAR RELEASED TO CUSTOMER PENDING ARRIVAL OF BACK ORDERED PART
06/10/2009	10:16	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
06/10/2009	10:16	ISSUE UPDATED

#### Consultant's Closing Comments

R MECHATRONIC UNIT.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
461542	JETTA	2009	3VWCL71K79M [REDACTED]	19003	3885	06/04/2009	USA

#### Workshop Finding

JERKY ACCELERATING. FLUID LEVEL AND CONDITION OK. MVB 54=J09

Activity Date	Activity Time	Activity Comments
06/04/2009	11:43	CUSTOMER STATES TRANS JERKS WHEN SHIFTING.CHECKED CODES-NONE-TEST DROVE INTERMITANTLY JERKS WHEN STARTING FROM A STOP ,SEEMED OK IN ALL OTHER GEARS,SET BASIC SETTING AND RETEST DROVE,SYMPTOM STILL THE SAME.
06/04/2009	11:43	ISSUE OPENED BY DEALERSHIP
06/04/2009	11:46	CUSTOMER COMMENTS: CUSTOMER STATES TRANS JERKS WHEN SHIFTING.CHECKED CODES-NONE-TEST DROVE INTERMITANTLY JERKS WHEN STARTING FROM A STOP ,SEEMED OK IN ALL OTHER GEARS,SET BASIC SETTING AND RETEST DROVE,SYMPTOM STILL THE SAME.
06/04/2009	11:46	REPLACE THE MECHATRONIC, FLUID, FILTER AND BOLTS.
06/04/2009	11:46	SET BASIC SETTINGS AND RETEST FOR ISSUE
06/04/2009	11:46	WORKSHOP FINDINGS: JERKY ACCELERATING. FLUID LEVEL AND CONDITION OK. MVB 54=J09
06/04/2009	11:53	ORDER MECH UNIT AND RETURNED CAR TO CUSTOMER.
06/04/2009	13:15	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
06/04/2009	13:15	ISSUE UPDATED

#### Consultant's Closing Comments

ORDER MECH UNIT AND RETURNED CAR TO CUSTOMER.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
461553	JETTA	2009	3VWRL71K09M [REDACTED]	2149	3885	06/04/2009	USA

#### Workshop Finding

n/a

Activity Date	Activity Time	Activity Comments
06/04/2009	11:55	ISSUE OPENED BY DEALERSHIP
06/04/2009	11:55	VEHIUCLE WAS TOWED IN FOR CHECK ENGINE LIGHT SITUATION RAN GFF AND FOUND CODE P1815 FOR PRESSURE CONTROL VALVE 1 SHORT CIRCUIT TO B PLUS SPORADIC,SENSOR IS N215.
06/04/2009	12:23	CUSTOMER COMMENTS: VEHUICLE WAS TOWED IN FOR CHECK ENGINE LIGHT SITUATION RAN GFF AND FOUND CODE P1815 FOR PRESSURE CONTROL VALVE 1 SHORT CIRCUIT TO B PLUS SPORADIC,SENSOR IS N215.
06/04/2009	12:23	TECH STATES NO REVERSE, PRNDL FLASHING, AND HARD P1815. ALL CIRCUITS AND FUSES CHECKED ALONG WITH CAPACITIVE DISCHARGE. ADVISED TECH TO REPLACE MECHATRONIC UNIT, FLUID, FILTER, AND BOLTS. PLEASE CLOSE OUT VTA AND FILL OUT SURVEY WHEN DONE.
06/04/2009	12:34	TRANSMISSION TO BE REPLACED.
06/04/2009	12:44	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
06/04/2009	12:44	ISSUE UPDATED

#### Consultant's Closing Comments

CALLED TECHNICIAN ABOUT REPIAR DIRECTION. TECH STATES FOM TRENT HAUSCHILD ADVISED HIM TO REPLACE TRANSMISSION DUE TO NO MECHATRONIC UNITS AVAILABLE.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
461605	JETTA	2009	3VWAL71KX9M [REDACTED]	7500	3885	06/04/2009	USA

**Workshop Finding**

n/a

Activity Date	Activity Time	Activity Comments
06/04/2009	12:47	CUSTOMER STATES JERKY SENSATION WHEN ACCELERATING. BASIC SETTINGS FOR DSG TRANSMISSION DIDNOT HELP THE CONCERN. VALUE BLOCK 54- J17Q0132.
06/04/2009	12:47	ISSUE OPENED BY DEALERSHIP
06/04/2009	12:53	CUSTOMER COMMENTS: CUSTOMER STATES JERKY SENSATION WHEN ACCELERATING. BASIC SETTINGS FOR DSG TRANSMISSION DIDNOT HELP THE CONCERN. VALUE BLOCK 54- J17Q0132.
06/04/2009	12:53	PLEASE REPLACE THE MECH UNIT.
06/11/2009	16:08	P2 TIM STATED PARTS ARE ON ORDERED
06/17/2009	11:01	REPLACE MECH UNIT AND RAN BASIC SETTINGS. REPAIRS COMPLETE
06/17/2009	18:18	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
06/17/2009	18:18	ISSUE UPDATED

**Consultant's Closing Comments**

REPLACE MECH UNIT AND RAN BASIC SETTINGS. REPAIRS COMPLETE



VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
461634	JETTA	2008	3VWRJ71K98M [REDACTED]	32145	3885	06/04/2009	USA

#### Workshop Finding

TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM. BERRY IS THE SERVICE MANAGER AND IS THE ONE CALLING.

Activity Date	Activity Time	Activity Comments
06/04/2009	13:18	CUSTOMER STATES THE VEHICLE HAS A HESITATION WHEN DRIVING AT LOW SPEEDS. TEST DROVE VEHICLE FOUND THERE IS A HESITATION AT LOW SPEEDS AND WHEN PULLING OUT. SEEMS LIKE TRANSMISSION IS GOING INTO NUETRAL AND SLAMS WHEN PULLING OUT THEN HESITATES LIKE SLIPPING CLUTCH. AFTER PULLING OUT AND GET GOING TRANS. SHIFTS OK, AND VEHICLE SEEMS TO DRIVE FINE. RAN G.F.F. AND FOUND NO FAULTS IN ECM OR GEARBOX.
06/04/2009	13:18	ISSUE OPENED BY DEALERSHIP
06/04/2009	14:55	ADVISED THE TECH TO CHECK MVB 54 IN THE TCM.
06/04/2009	14:55	CUSTOMER COMMENTS: CUSTOMER STATES THE VEHICLE HAS A HESITATION WHEN DRIVING AT LOW SPEEDS. TEST DROVE VEHICLE FOUND THERE IS A HESITATION AT LOW SPEEDS AND WHEN PULLING OUT. SEEMS LIKE TRANSMISSION IS GOING INTO NUETRAL AND SLAMS WHEN PULLING OUT THEN HESITATES LIKE SLIPPING CLUTCH. AFTER PULLING OUT AND GET GOING TRANS. SHIFTS OK, AND VEHICLE SEEMS TO DRIVE FINE. RAN G.F.F. AND FOUND NO FAULTS IN ECM OR GEARBOX.
06/04/2009	14:55	WORKSHOP FINDINGS: TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM. BERRY IS THE SERVICE MANAGER AND IS THE ONE CALLING.
06/04/2009	15:07	MVB 54 IS H50. ADVISED THE TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT.
06/11/2009	11:23	VEHICLE IS IN SHOP TODAY 09/11 FOR INSTALLATION OF MECH UNIT WILL CLOSE TICKET AT FINISH OF REPAIRS
06/11/2009	16:05	THE TECH IS WORKING ON THE CAR
06/12/2009	17:50	FOUND VALVE BODY BOLTS NOT HERE YET WILL START REPAIRS MONDAY
06/15/2009	20:40	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
06/15/2009	20:40	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
461663	JETTA	2008	3VWRJ71K68M [REDACTED]	14743	3885	06/04/2009	USA

#### Workshop Finding

TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM. MVB 54 IS J13.

Activity Date	Activity Time	Activity Comments
06/04/2009	13:54	CUSTOMERS COMPLAINTS WHEN TAKING OFF CAR HESITATES AND JERKS REAL BAD TEST DROVE TO VERIFY COMPLAINT AND IT DID IT NEEDS NEW MECATRONICS WENT TO V/B/M/ # 54 AND THE NUMBER IS J13Q0348
06/04/2009	13:54	ISSUE OPENED BY DEALERSHIP
06/04/2009	13:57	ADVISED THE TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT.
06/04/2009	13:57	CUSTOMER COMMENTS: CUSTOMERS COMPLAINTS WHEN TAKING OFF CAR HESITATES AND JERKS REAL BAD TEST DROVE TO VERIFY COMPLAINT AND IT DID IT NEEDS NEW MECATRONICS WENT TO V/B/M/ # 54 AND THE NUMBER IS J13Q0348
06/04/2009	13:57	WORKSHOP FINDINGS: TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM. MVB 54 IS J13.
06/04/2009	14:04	PARTS ON ORDER CAR GONE UNTIL PARTS GET HERE
06/04/2009	19:38	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
06/04/2009	19:38	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
461683	RABBIT	2008	WVWKC71K58W [REDACTED]	14768	3885	06/04/2009	USA

#### Workshop Finding

MVB 54 =H36. FLUID LEVEL AND CONDITION ARE OK, NO FAULTS

Activity Date	Activity Time	Activity Comments
06/04/2009	14:09	CAR JERKS WHEN ACCELERATING FROM A STOP IN FIRST AND REVERSE
06/04/2009	14:09	ISSUE OPENED BY DEALERSHIP
06/04/2009	14:12	CUSTOMER COMMENTS: CAR JERKS WHEN ACCELERATING FROM A STOP IN FIRST AND REVERSE
06/04/2009	14:12	REPLACE THE MECHATRONIC, FLUID, FILTER AND BOLTS. SET BASIC SETTINGS
06/04/2009	14:12	WORKSHOP FINDINGS: MVB 54 =H36. FLUID LEVEL AND CONDITION ARE OK, NO FAULTS
06/05/2009	10:48	PART ON RED ORDER. WILL RELEASE THE VEHICLE TO THE CUSTOMER.
06/05/2009	10:54	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
06/05/2009	10:54	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
461739	EOS	2008	WVWBA71F48V [REDACTED]	19978	3735	06/04/2009	USA

#### Workshop Finding

BUCK WHILE DRIVING

Activity Date	Activity Time	Activity Comments
06/04/2009	14:58	CUSTOMER STATES VEHICLE BUCKS FROM A START
06/04/2009	14:58	ISSUE OPENED BY DEALERSHIP
06/04/2009	15:00	CUSTOMER COMMENTS: CUSTOMER STATES VEHICLE BUCKS FROM A START
06/04/2009	15:00	GET MVB 54 IN 02 .
06/04/2009	15:00	WORKSHOP FINDINGS: BUCK WHILE DRIVING
06/04/2009	15:03	H 54 ADVSIE TECH TO REPLACE MECHATROINCS FLUID AND FILTER AND SET BASIC SETTING AFTER REPAIRS
06/04/2009	15:04	ISSUE UPDATED
06/04/2009	15:13	REITERATED ADVISEMENT TO REPLACE THE MECHATRONICS, FLUID FILTER AND BOLTS
06/08/2009	07:44	WAITING ON PARTS
06/08/2009	17:58	UPDATE AFTER PARTS IS INSTALLED
06/11/2009	13:00	ANDREW STATES VEH IS DONE D1
06/11/2009	13:04	INSTALLED NEW MECHATRONICS UNIT AND RESET BASIC SEETINGS. TEST DROVE VEHICLE AND VEHICLE IS COMPLETED
06/11/2009	13:54	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
06/11/2009	13:54	ISSUE UPDATED

#### Consultant's Closing Comments

INSTALLED NEW MECHATRONICS UNIT AND RESET BASIC SEETINGS. TEST DROVE VEHICLE AND VEHICLE IS COMPLETED

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
461755	RABBIT	2008	WVWKC71K78W	7428	3885	06/04/2009	USA

#### Workshop Finding

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

Activity Date	Activity Time	Activity Comments
06/04/2009	15:17	AUTO TRANS SLIPS, WHEN TAKING OFF FROM STOP DOESNT GRAB IN FIRST TILL 3 OR 4000 RPMS
06/04/2009	15:17	ISSUE OPENED BY DEALERSHIP
06/04/2009	15:21	ADVISED THE TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT.
06/04/2009	15:21	CUSTOMER COMMENTS: AUTO TRANS SLIPS, WHEN TAKING OFF FROM STOP DOESNT GRAB IN FIRST TILL 3 OR 4000 RPMS
06/04/2009	15:21	WORKSHOP FINDINGS: TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM. MVB 54 IS J03.
06/05/2009	15:09	MECH UNIT RED-ORDERED
06/07/2009	21:44	THANK YOU FOR THE UPDATE. REMEMBER TO UPDATE AND CLOSE THE TICKET.
06/09/2009	15:13	PART HAS NOT ARRIVED YET
06/09/2009	18:27	THANK YOU FOR THE UPDATE. REMEMBER TO UPDATE AND CLOSE THE TICKET.
06/11/2009	13:03	JASON STATES WAITING FOR PARTS P1
06/16/2009	17:14	PART HAS NOT ARRIVED YET
06/16/2009	23:33	THANK YOU FOR THE UPDATE. REMEMBER TO UPDATE AND CLOSE THE TICKET.
06/23/2009	07:47	STILL WAITING ON PART
06/23/2009	13:55	ISSUE SENT TO DEALERSHIP
07/07/2009	08:43	TECH STATES TRYING TO SET BASIC SETTINGS IN GUDED FUNCTIONS.
07/07/2009	08:44	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.
07/07/2009	09:24	I LOCKED AT MVB 11 AND 12 WITH THE SHOP. WHEN THE VEHICLE IS PUT INTO GEAR OR IN PARK THERE IS NO PRESSURE FOR THE K1 OR K2. I HAVE REQUESTED THE SHOP TO TAKE THE PUMP OUT OF THE TRANSMISSION AND CHECK IF IT IS FROZEN UP AND THE PUMP SHAFT IS BROKEN.
07/07/2009	10:12	I HAVE REQUESTED THE SHOP TO COMPARE WITH A KNOW GOOD VEHICLE FOR PRESSURE READINGS AT IDLE PARK, REVERSE, AND DRIVE.
07/07/2009	10:39	DUE TO THE FACT THERE IS NO PRESSURE READINGS IN MVB 11 OR 12 AND THE TRANSMISSION PUMP IS NOT SEIZED I HAVE REQUESTED THE SHOP TO REPLACE THE TRANSMISSION.
07/13/2009	13:24	TRANSMISSION CAME IN TODAY AND WILL BE INSTALLED TOMORROW 7/14/09
07/13/2009	21:38	THANK YOU FOR THE UPDATE. REMEMBER TO UPDATE AND CLOSE THE TICKET.
07/20/2009	16:06	TRANSMISSION INSTALLED
07/20/2009	16:16	NOTIFIED CUSTOMER FOR PICKUP
07/20/2009	22:10	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/20/2009	22:10	ISSUE UPDATED

#### Consultant's Closing Comments

TECH REPLACED THE TRANS. VEHICLE OPERATING TO SPEC AT THIS TIME.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
461776	JETTA	2008	3VWRA71K68M [REDACTED]	7430	3885	06/04/2009	USA

#### Workshop Finding

TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM. MVB 54 IS J08.

Activity Date	Activity Time	Activity Comments
06/04/2009	15:37	CAR JERKS FROM STOP ALSO ROLLS BACKWARDS ON HILL WHEN LETING OFF BRAKE ,NO SHIFTING PROBLEMS
06/04/2009	15:37	ISSUE OPENED BY DEALERSHIP
06/04/2009	15:41	ADVISED THE TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT.
06/04/2009	15:41	CUSTOMER COMMENTS: CAR JERKS FROM STOP ALSO ROLLS BACKWARDS ON HILL WHEN LETING OFF BRAKE ,NO SHIFTING PROBLEMS
06/04/2009	15:41	WORKSHOP FINDINGS: TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM. MVB 54 IS J08.
06/11/2009	13:47	ATTEMPTED TO CHECK STATUS OF CAR. NOBODY AVAILABLE IN SERVICE. WILL TRY AGAIN LATER.
06/11/2009	14:45	C1 - SPOKE TO EDGER. PARTS HAVE BEEN ORDERED, CUSTOMER HAS CAR WHILE WAITING FOR THEM TO ARRIVE. LEFT MESSAGE ASKING THAT TICKET BE CLOSED SINCE THE CUSTOMER HAS VEHLCE.
06/12/2009	12:42	CLOSING TICKET CUSTOMER STILL HAS NOT RETURNED THANKS.
06/15/2009	21:00	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
06/15/2009	21:00	ISSUE UPDATED

#### Consultant's Closing Comments

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

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
461868	EOS	2007	WVWDB71F17V [REDACTED]	17389	3885	06/04/2009	USA

<b>Workshop Finding</b>
DSG TRANS. JERKS WHEN ACCEL. FROM A COMPLETE STOP, MV 54 IN GEARBOX CM READS G39N0037

Activity Date	Activity Time	Activity Comments
06/04/2009	17:17	DSG TRANS. JERKS WHEN ACCEL. FROM A COMPLETE STOP, MV 54 IN GEARBOX CM READS G39N0037
06/04/2009	17:17	ISSUE OPENED BY DEALERSHIP
06/05/2009	09:17	ADVISED THE TECH TO REPLACE THE MECHITRONICS UNIT, FLUID, FILTER, & BOLTS.....
06/05/2009	09:17	CUSTOMER COMMENTS: DSG TRANS. JERKS WHEN ACCEL. FROM A COMPLETE STOP, MV 54 IN GEARBOX CM READS G39N0037
06/05/2009	09:17	WORKSHOP FINDINGS: DSG TRANS. JERKS WHEN ACCEL. FROM A COMPLETE STOP, MV 54 IN GEARBOX CM READS G39N0037
06/09/2009	15:25	ORDERED PARTS
06/09/2009	16:59	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
06/09/2009	16:59	ISSUE UPDATED

<b>Consultant's Closing Comments</b>
ORDERED PARTS



VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
461931	EOS	2007	WVWBA71F97V [REDACTED]	29726	3885	06/05/2009	USA

#### Workshop Finding

PERFORMED GFF, NO FAULTS FOUND. CHECKED FLUID LEVEL , WAS OK. ROAD TEST AND CAR SHUDDERS OR JERKS ON TAKE OFF AND IN REVERSE.

Activity Date	Activity Time	Activity Comments
06/05/2009	08:01	CUSTOMER STATES THAT THE TRANSMISSION SHUDDERS ON TAKE OFF FROM A STOP OR WHEN IN REVERSE. PERFORMED GFF, NO FAULTS FOUND. CHECKED FLUID LEVEL , WAS OK. ROAD TEST AND CAR SHUDDERS OR JERKS ON TAKE OFF AND IN REVERSE.
06/05/2009	08:01	ISSUE OPENED BY DEALERSHIP
06/05/2009	08:24	CUSTOMER COMMENTS: CUSTOMER STATES THAT THE TRANSMISSION SHUDDERS ON TAKE OFF FROM A STOP OR WHEN IN REVERSE. PERFORMED GFF, NO FAULTS FOUND. CHECKED FLUID LEVEL , WAS OK. ROAD TEST AND CAR SHUDDERS OR JERKS ON TAKE OFF AND IN REVERSE.
06/05/2009	08:24	MVB 54 READS H25E0423..... ADVISED THE TECH TO REPLACE THE MECHITRONICS UNIT, FLUID, FILTER,& BOLTS....
06/05/2009	08:24	WORKSHOP FINDINGS: PERFORMED GFF, NO FAULTS FOUND. CHECKED FLUID LEVEL , WAS OK. ROAD TEST AND CAR SHUDDERS OR JERKS ON TAKE OFF AND IN REVERSE.
06/10/2009	08:02	PARTS ARE ON RED ORDER AND MAY TAKE UP TO 4 WEEKS TO COME IN
06/10/2009	09:56	THANK YOU FOR THE UPDATE ON THE STATUS OF THE PARTS.
06/12/2009	12:48	WAITING FOR PARTS P1
06/19/2009	13:01	SPOKE WITH JIM IN SERVICE..... STATED THAT THE CUST WILL RETURN AT A LATER DATE TO HAVE THE SPECIAL ORDERED PARTS INSTALLED..... C1
06/22/2009	08:04	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
06/22/2009	08:04	ISSUE UPDATED

#### Consultant's Closing Comments

CUSTOMER WILL RETURN ONCE PARTS ARRIVE

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
461941	JETTA	2008	3VWRA71K08M [REDACTED]	8146	3885	06/05/2009	USA

#### Workshop Finding

TECH STATES TURBO WAS JUST REPLACED FOR LACK OF POWER.

Activity Date	Activity Time	Activity Comments
06/05/2009	08:29	ISSUE OPENED BY DEALERSHIP
06/05/2009	08:29	ON ROAD TEST AT LIGHT AND ABOUT TO MOVE FOOT OFF BRAKE CAR BUCK THEN MOVE
06/05/2009	08:40	CUSTOMER COMMENTS: ON ROAD TEST AT LIGHT AND ABOUT TO MOVE FOOT OFF BRAKE CAR BUCK THEN MOVE
06/05/2009	08:40	PLEASE CHECK MVB 54.
06/05/2009	08:40	WORKSHOP FINDINGS: TECH STATES TURBO WAS JUST REPLACED FOR LACK OF POWER.
06/05/2009	08:53	MVB 54 READS.....J02Q0099
06/05/2009	09:02	PLEASE REPLACE MECHATRONICS UNIT.
06/05/2009	09:16	PART HAS TO BE RED ORDER ACCORDING TO PARTS DEPT.
06/08/2009	00:21	THANKS FOR THE UPDATE, PLEASE GET SALES DOC AND ETA FROM PARTS, IF THE CAR IS LEAVING PLEASE UPDATE AND CLOSE OUT THE TICKET.
06/12/2009	15:36	D1 HEATHER STATED THE CAR IS GONE
06/12/2009	15:39	AWAITNG MECHATRONIC UNIT TO COME IN
06/15/2009	08:59	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
06/15/2009	08:59	ISSUE UPDATED

#### Consultant's Closing Comments

PARTS ORDERED CAR UP

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
461950	RABBIT	2008	WVWVFV71K28W [REDACTED]	9316	3885	06/05/2009	USA

#### Workshop Finding

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

Activity Date	Activity Time	Activity Comments
06/05/2009	08:38	C/S THAT VEHICLE SHIFTS FUNNY WHEN HITTING GAS FROM A ROLL. VERIFIED BY TECH AND ADVISOR. NO DTC IS STORED IN TCM. DTC P1643-001 READ EVENT MEMORY OF READ OUT ELECT. CENTRAL CONTROL. SPORADIC. STORED IN ECM. NO DTC IN VEHICLE ELECTRICAL SYSTEM OR COMFORT MODULE. CUSTOMER PREVIOUSLY COMPLAINED BUT DID NOT LEAVE VEHICLE FOR DIAG.
06/05/2009	08:38	ISSUE OPENED BY DEALERSHIP
06/05/2009	08:47	ADVISED THE TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT.
06/05/2009	08:47	CUSTOMER COMMENTS: C/S THAT VEHICLE SHIFTS FUNNY WHEN HITTING GAS FROM A ROLL. VERIFIED BY TECH AND ADVISOR. NO DTC IS STORED IN TCM. DTC P1643-001 READ EVENT MEMORY OF READ OUT ELECT. CENTRAL CONTROL. SPORADIC. STORED IN ECM. NO DTC IN VEHICLE ELECTRICAL SYSTEM OR COMFORT MODULE. CUSTOMER PREVIOUSLY COMPLAINED BUT DID NOT LEAVE VEHICLE FOR DIAG.
06/05/2009	08:47	WORKSHOP FINDINGS: TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM AT THIS TIME. MVB 54 IS H31.
06/06/2009	08:36	MECHATRONIC UNIT IS RED ORDER, VEHICLE IS RELEASED TO CUSTOMER UNTIL PART IS IN.
06/07/2009	21:25	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
06/07/2009	21:25	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
461955	RABBIT	2008	WVWFV71K28W	12623	3885	06/05/2009	USA

#### Workshop Finding

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

Activity Date	Activity Time	Activity Comments
06/05/2009	08:41	HESITATION ON ACCELERATION
06/05/2009	08:41	ISSUE OPENED BY DEALERSHIP
06/05/2009	08:49	ADVISED THE TECH TO CHECK MVB 54 IN THE TCM.
06/05/2009	08:49	CUSTOMER COMMENTS: HESITATION ON ACCELERATION
06/05/2009	08:49	WORKSHOP FINDINGS: TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM.
06/05/2009	09:03	MVB 54 READS H44G0046..... ADVISED THE TECH TO REPLACE THE MECHITRONICS UNIT, FLUID, FILTER, & BOLTS
06/08/2009	15:59	PARTS ARE ON ORDER.
06/08/2009	19:33	THANK YOU FOR THE UPDATE. REMEMBER TO UPDATE AND CLOSE THE TICKET.
06/12/2009	14:36	C1 JOHN IN SERVICE STATED CUSTOMER HAS TAKEN VEHICLE. ADVISED JOHN TO HAVE TECH CLOSE TICKET SEEING THAT VEHICLE IS NOT IN SHOP.
06/15/2009	14:08	TECH STATES BASIC SETTINGS WILL NOT RUN. ADVISED TECH 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.
06/16/2009	08:24	ADVISED TECH TO TRY A DIFFERENT SCAN TOOL, IF STILL NOT ABLE PLEASE CALL BACK.
06/16/2009	08:45	THANKS, THAT WORKED.
06/16/2009	23:42	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
06/16/2009	23:42	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
461963	JETTA	2009	3VWTL81KX9M [REDACTED]	2360	3885	06/05/2009	USA

#### Workshop Finding

I CK. THE SYSTEM WITH GFF NO FAULT FOUND AND WE DIDN'T DUPLICATE CUT. CONCERN

Activity Date	Activity Time	Activity Comments
06/05/2009	08:54	CUSTOMER STATES TRANSMISSION GOES INTO SAFTEY MODE WHEN GOING ABPUT 55MPH WITH A/C ON VEHICLE REVVED AND CUSTOMER HAD TO PULL OVER AND STOP THE ENGINE FOR IT TO GO IN DRIVE. I CK. THE SYSTEM WITH GFF NO FAULT FOUND AND WE DIDNT DUPLICATE CUT. CONSERN
06/05/2009	08:54	ISSUE OPENED BY DEALERSHIP
06/05/2009	09:10	CHECKED INTO ISSUE: WHEN CAME BACK TO PHONE THE TECH WAS GONE. OBTAIN BOTH MVB 54 AND 64 IN TCM. 64 WILL SHOW HOW MANY TIMES THE TRANS THINKS IT OVERHEATED.
06/05/2009	09:10	CUSTOMER COMMENTS: CUSTOMER STATES TRANSMISSION GOES INTO SAFETY MODE WHEN GOING ABOUT 55 MPH WITH A/C ON VEHICLE REVVED AND CUSTOMER HAD TO PULL OVER, STOP AND CYCLE KEY FOR IT TO GO IN DRIVE.
06/05/2009	09:10	WORKSHOP FINDINGS: I CK. THE SYSTEM WITH GFF NO FAULT FOUND AND WE DIDN'T DUPLICATE CUT. CONCERN
06/05/2009	09:17	ADVISED THE TECH THE TECH TO CHECK MVB 54 AND 64 IN THE TCM.
06/08/2009	12:56	MVB 54 IS J41 AND MVB 64 IS 5/11. ADVISED THE TECH TO REPLACE THE INPUT SPEED/TEMP SENSOR AND MECH UNIT BOLTS.
06/08/2009	15:55	I SOP THE INPUT SPEED/TEMP SENSOR WITH THE BOLTS. THANK YOU
06/09/2009	15:16	CUSTOMER PICKED UP THE CAR SOP IN BACK ORDER. THANK YOU
06/09/2009	17:24	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
06/09/2009	17:24	ISSUE UPDATED

#### Consultant's Closing Comments

REPLACED THE INPUT SPEED/TEMP SENSOR AND MECH UNIT BOLTS.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
461982	JETTA	2009	3VWCL71K09M [REDACTED]	23676	3885	06/05/2009	USA

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

Activity Date	Activity Time	Activity Comments
06/05/2009	09:12	ISSUE OPENED BY DEALERSHIP
06/05/2009	09:12	VEHICLE CAME IN AND IS HARSH SHIFT AT LOWER SPEEDS, MANUALLY SETTING 61 AND 60 DIDN'T CORRECT CONCERN. RMBV 54 IS J12C0349.
06/05/2009	09:21	CUSTOMER COMMENTS: VEHICLE CAME IN AND IS HARSH SHIFT AT LOWER SPEEDS, MANUALLY SETTING 61 AND 60 DIDN'T CORRECT CONCERN. RMBV 54 IS J12C0349.
06/05/2009	09:21	TECH NEEDS TO REPLACE THE MECHATRONIC, BOLTS, FLUID AND FILTER
06/05/2009	17:00	CUST TOOK VEHICLE, WHEN IT COMES IN WILL INSTALL
06/08/2009	09:03	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
06/08/2009	09:03	ISSUE UPDATED

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

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
461997	JETTA	2008	3VWRJ71K38M [REDACTED]	22328	3735	06/05/2009	USA

**Workshop Finding**

OCCURS IN DRIVE AND REVERSE.

Activity Date	Activity Time	Activity Comments
06/05/2009	09:29	CUSTOMER STATES TRANSMISSION LURCHES WHEN LETTING FOOT OFF OF THE BRAKE. TECH VERIFIED ON ROAD TEST. USED G.F.F FOUND NO FAULTS IN ECM AND TCM. INSPECTED TRANS NO DAMAGE NO LEAKS.
06/05/2009	09:29	ISSUE OPENED BY DEALERSHIP
06/05/2009	09:32	CUSTOMER COMMENTS: CUSTOMER STATES TRANSMISSION LURCHES WHEN LETTING FOOT OFF OF THE BRAKE. TECH VERIFIED ON ROAD TEST. USED G.F.F FOUND NO FAULTS IN ECM AND TCM. INSPECTED TRANS NO DAMAGE NO LEAKS.
06/05/2009	09:32	PLEASE REPLACE THE MECHATRONICS UNIT, FLUID, FILTER, AND BOLTS. PLEASE LET THE CUSTOMER TAKE THE CAR DUE TO THE ISSUE WITH THE VEHICLE ONLY BEING COMFORT AND NOT SAFETY. PLEASE BE SURE TO SET THE BASIC SETTINGS THROUGH VSD AFTER THE MECH UNIT IS REPLACED.
06/05/2009	09:32	WORKSHOP FINDINGS: OCCURS IN DRIVE AND REVERSE.
06/12/2009	10:38	SPOKE WITH DAVE IN SERVICE. DAVE STATES WAITING ON PART. P1
06/19/2009	12:06	SPOKE WITH AMANDA IN SERVICE..... STATED THAT THEY ARE STILL WAITING ON BACK ORDERED PARTS TO ARRIVE..... P1
08/06/2009	17:13	MECHATRONICS UNIT IS INSTALED AND VEHICLE IS COMPLETED. WAITING FOR CUSTOMER TO PICK UP VEHICLE - 8-6-09
08/06/2009	17:17	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
08/06/2009	17:17	ISSUE UPDATED

**Consultant's Closing Comments**

MECHATRONICS UNIT IS INSTALED AND VEHICLE IS COMPLETED. WAITING FOR CUSTOMER TO PICK UP VEHICLE - 8-6-09

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
462036	JETTA	2008	3VWRJ71K18M [REDACTED]	15195	3885	06/05/2009	USA

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

Activity Date	Activity Time	Activity Comments
06/05/2009	10:28	ISSUE OPENED BY DEALERSHIP
06/05/2009	10:28	TRANS BANGING INTO GEAR WHEN SHIFTING UP OR DOWN
06/05/2009	16:31	CUSTOMER COMMENTS: TRANS BANGING INTO GEAR WHEN SHIFTING UP OR DOWN
06/05/2009	16:31	QTM INTERVENTION.
06/05/2009	16:33	QTM ONSITE AND VERIFIED THE CONCERN. TRANS BANGS FROM INITIAL TAKE OFF AND WHEN COMING TO A STOP. BASIC SETTINGS DID NOT AFFECT THE CONCERN. ADVISE TECH TO REPLACE THE MECHATRONICS UNIT, BOLTS AND FLUID.
06/10/2009	21:02	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
06/10/2009	21:02	ISSUE UPDATED

<b>Consultant's Closing Comments</b>
MECHATRONICS UNIT ON ORDER, CUSTOMER TOOK THE VEHICLE.



VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
462065	EOS	2008	WVWFA71F98V [REDACTED]	6834	3885	06/05/2009	USA

#### Workshop Finding

MVB 54 IS H38Q0246. TECH SET THE THROTTLE AND KICK DOWN. NO EFFECT ON CONCERN.

Activity Date	Activity Time	Activity Comments
06/05/2009	10:51	HARSH SHIFT NOTED WHEN ACCELERATING FROM A DEAD STOP (15-20 SECONDS FULL STOP, NOT SLOW AND RE-ACCEL) ALSO SLIGHT SHUDDERING NOTED IN REVERSE. MVB 54 IS H38Q0246
06/05/2009	10:51	ISSUE OPENED BY DEALERSHIP
06/05/2009	11:00	ADVISED TECH TO PLEASE REPLACE THE MECHATRONIC, FLUID, MEACHTROINC BOLTS, AND FILER. ONCE THE REPAIR IS COMPLETE, PLEASE PERFORM THE TRANSMISSION BASIC SETTINGS MANUALLY.
06/05/2009	11:00	CUSTOMER COMMENTS: HARSH SHIFT NOTED WHEN ACCELERATING FROM A DEAD STOP (15-20 SECONDS FULL STOP, NOT SLOW AND RE-ACCEL) ALSO SLIGHT SHUDDERING NOTED IN REVERSE.
06/05/2009	11:00	IN ORDER TO PERFORM THE BASIC SETTINGS MANUALLY THE FOLLOWING REQUIREMENTS SHOULD BE MET: ENGINE AND TRANSMISSION MUST BE UP TO OPERATING TEMPERATURE (MINIMUM OF 30C IN TRANSMISSION). VEHICLE SHOULD BE CLEAR OF ALL FAULT CODES (ECM AND TCM). VEHICLE SHOULD BE IN PARK AND IDLING. ENGINE MUST HAVE BEEN RUNNING FOR ONE FULL MINUTE BEFORE BASIC SETTINGS CAN BE PERFORMED.
06/05/2009	11:00	WORKSHOP FINDINGS: MVB 54 IS H38Q0246. TECH SET THE THROTTLE AND KICK DOWN. NO EFFECT ON CONCERN.
06/05/2009	11:01	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, STOP AND RETURN PHONE CALL TO HELPLINE.
06/05/2009	13:21	PARTS ORDERED
06/05/2009	14:03	THANKS FOR THE UPDATE.
06/12/2009	16:21	P1 SPOKE TO JESSIE IN SERVICE.TECH IS STILL WAITING ON PARTS.
06/15/2009	11:09	STILL WAITING ON PARTS AT THIS TIME.
06/15/2009	18:02	THANKS FOR THE UPDATE.
06/19/2009	15:48	SPOKE WITH KERSHA. CAR IS STILL AT DEALERSHIP. P1
06/24/2009	11:46	STILL WAITING ON PARTS.
06/24/2009	16:55	THANKS FOR UPDATE.
06/29/2009	17:35	INSTALLED NEW MECHATRONICS UNIT SET BASICS ALL OK
06/29/2009	18:00	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
06/29/2009	18:00	ISSUE UPDATED

#### Consultant's Closing Comments

TECHNICIAN REPLACED THE MECHATRONICS AND SET BASIC SETTINGS.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
462094	JETTA	2008	3VWRJ71K88M [REDACTED]	17045	3885	06/05/2009	USA

#### Workshop Finding

n/a

Activity Date	Activity Time	Activity Comments
06/05/2009	11:37	ISSUE OPENED BY DEALERSHIP
06/05/2009	11:45	TECH STATES VEHICLE LURCHES WHEN LEAVING FROM STOP. MVB 54 IN TCM IS AT J12. ADVISED TECH TO REPLACE MECHATRONIC UNIT, FLUID, FILTER, AND BOLTS. PLEASE CLOSE OUT VTA AND FILL OUT SURVEY WHEN DONE.
06/12/2009	12:39	CHRIS STATES WAITING FOR PART P1
06/19/2009	12:54	SPOKE WITH FRED IN SERVICE..... STATED THAT THEY ARE STILL WAITING ON BACK ORDERED PARTS TO ARRIVE..... P1
06/30/2009	10:12	INSTALL MECHATRONIC,FLUID, BOLTS
06/30/2009	10:19	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
06/30/2009	10:19	ISSUE UPDATED

#### Consultant's Closing Comments

REPLACED MECHATRONIC.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
462108	EOS	2009	WVWBA71FX9V [REDACTED]	520	3490	06/05/2009	USA

#### Workshop Finding

TRANS NEUTRALIZES; NO FAULTS. TCM 02E 300051P 1903

Activity Date	Activity Time	Activity Comments
06/05/2009	11:51	ISSUE OPENED BY DEALERSHIP
06/05/2009	11:51	SHIFTER PRNDL STARTS FLASHING WHILE DRIVING & TRANS STOPS PULLING. THERE ARE NO CODES IN ANY MODULE.
06/05/2009	14:34	CUSTOMER COMMENTS: SHIFTER PRNDL STARTS FLASHING WHILE DRIVING & TRANS STOPS PULLING. THERE ARE NO CODES IN ANY MODULE.
06/05/2009	14:34	GET MVB 64 FROM THE TCM
06/05/2009	14:34	WORKSHOP FINDINGS: TRANS NEUTRALIZES; NO FAULTS. TCM 02E 300051P 1903
06/05/2009	14:41	MVB64 23 35
06/05/2009	14:45	ADVISE TECH TO REPLACE TRANS SPEED SENSOR/TEMP SENSOR AND BOLTS FOR MECHATRONICS.
06/10/2009	10:54	REPLACED TEMP SENSOR.
06/10/2009	11:41	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
06/10/2009	11:41	ISSUE UPDATED

#### Consultant's Closing Comments

REPLACED TEMP SENSOR.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
462117	JETTA	2008	3VWRA71KX8M [REDACTED]	11532	3885	06/05/2009	USA

**Workshop Finding**

n/a

Activity Date	Activity Time	Activity Comments
06/05/2009	11:57	CUST.STATES VEHICLE IS SHIFTING VERY HARD,BUCKING AND JERKING...SEE ATTACHED FILE
06/05/2009	11:57	ISSUE OPENED BY DEALERSHIP
06/05/2009	15:01	CUSTOMER COMMENTS: CUST.STATES VEHICLE IS SHIFTING VERY HARD,BUCKING AND JERKING...SEE ATTACHED FILE
06/05/2009	15:01	MVB 54 J11. ADVISED TO REPLACE MECHATRONICS UNIT, FLUID, FILTER AND BOLTS. DO NOT RELEASE VEHICLE.
06/09/2009	08:24	CUSTOMER WANTED CAR,PARTS ON BACKORDER FOR AT LEAST A MONTH,VEHICLE WAS RELEASE TO CUST.
06/09/2009	09:13	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
06/09/2009	09:13	ISSUE UPDATED

**Consultant's Closing Comments**

C1 CUSTOMER WANTED CAR,PARTS ON BACKORDER FOR AT LEAST A MONTH,VEHICLE WAS RELEASE TO CUST.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
462164	RABBIT	2009	WVWFD71K49W [REDACTED]	7282	3490	06/05/2009	USA

#### Workshop Finding

INSTALLED G182/G509 SENSOR TO THE DSG TRANSMISSION. USED NEW BOLTS ON THE J743.  
INSTALLED A NEW PAN GASKET USED 4 1/2 QUARTS OF TRANSMISSION FLUID CHECKED FLUID LEVEL AND SET BASIC SETTING USING GUIDED  
FAULT FINDING ROAD TESTED AND NO PROBLEMS FOUND.

Activity Date	Activity Time	Activity Comments
06/05/2009	12:47	ISSUE OPENED BY DEALERSHIP
06/05/2009	12:47	INSTALLED G182/G509 SENSOR TO THE DSG TRANSMISSION. USED NEW BOLTS ON THE J743. INSTALLED A NEW PAN GASKET USED 4 1/2 QUARTS OF TRANSMISSION FLUID CHECKED FLUID LEVEL AND SET BASIC SETTING USING GUIDED FAULT FINDING ROAD TESTED AND NO PROBLEMS FOUND.
06/05/2009	13:06	ADVISED TECH TO PLEASE RELEASE VEHICLE.
06/05/2009	13:06	CUSTOMER COMMENTS: PRNDL IN MFI FLASHES.
06/05/2009	13:06	ISSUE SENT TO DEALERSHIP
06/05/2009	13:06	TECH STATED HE HAS REPLACED THE G182/G509 - K1/K2 SPEED AND TEMPERATURE SENSOR AND SET BASIC SETTINGS. VEHICLE SEEMS TO BE RUNNING NORMALLY. UNABLE TO TAKE VEHICLE ON AN EXTENDED ROAD TEST DUE TO FRONT TINTED WINDOWS (ILLEGAL IN THIS STATE).
06/05/2009	13:06	WORKSHOP FINDINGS: INSTALLED G182/G509 SENSOR TO THE DSG TRANSMISSION. USED NEW BOLTS ON THE J743. INSTALLED A NEW PAN GASKET USED 4 1/2 QUARTS OF TRANSMISSION FLUID CHECKED FLUID LEVEL AND SET BASIC SETTING USING GUIDED FAULT FINDING ROAD TESTED AND NO PROBLEMS FOUND.
06/05/2009	13:07	ESCALATED TO LEVEL 2; A2.
06/05/2009	14:41	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
06/05/2009	14:41	ISSUE UPDATED

#### Consultant's Closing Comments

INSTALLED G182/G509 SENSOR TO THE DSG TRANSMISSION. USED NEW BOLTS ON THE J743.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
462169	RABBIT	2008	WVWHV71K58W [REDACTED]	27775	3885	06/05/2009	USA

#### Workshop Finding

02E 300050A MVB 54 =J06

Activity Date	Activity Time	Activity Comments
06/05/2009	12:51	CONFIRMED VEHICLE JERKS IN REVERSE AND IN FIRST GEAR. 0 FAULTS IN TCM OR ECM. SUSPECT MECHATRONIC FAILURE. PLEASE ADVISE.
06/05/2009	12:51	ISSUE OPENED BY DEALERSHIP
06/05/2009	12:56	CUSTOMER COMMENTS: CONFIRMED VEHICLE JERKS IN REVERSE AND IN FIRST GEAR. 0 FAULTS IN TCM OR ECM. SUSPECT MECHATRONIC FAILURE. PLEASE ADVISE.
06/05/2009	12:56	REPLACE THE MECHATRONIC, FLUID, FILTER AND BOLTS.
06/05/2009	12:56	WORKSHOP FINDINGS: 02E 300050A MVB 54 =J06
06/05/2009	12:57	SET BASIC SETTINGS AND RETEST FOR ISSUE
06/05/2009	13:03	THANKS
06/05/2009	13:05	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
06/05/2009	13:05	ISSUE UPDATED

#### Consultant's Closing Comments

REPLACE THE MECHATRONIC, FLUID, FILTER AND BOLTS.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
462188	EOS	2008	WVWBA71F28V [REDACTED]	23338	3885	06/05/2009	USA

#### Workshop Finding

PERFORMED BASIC SETTINGS AND TRANSMISSION IS NOW JERKING WORSE AND GRINDING BETWEEN SHIFTS. CHECKED TRANSMISSION FLUID LEVEL AND CONDITION. LEVEL IS CORRECT AND FLUID LOOKS NEW.

Activity Date	Activity Time	Activity Comments
06/05/2009	13:11	ISSUE OPENED BY DEALERSHIP
06/05/2009	13:11	TRANSMISSION JERKING AT LOW SPEEDS AND WHEN TAKING OFF FROM A STOP. PERFORMED BASIC SETTINGS AND TRANSMISSION IS NOW JERKING WORSE AND GRINDING BETWEEN SHIFTS. CHECKED TRANSMISSION FLUID LEVEL AND CONDITION. LEVEL IS CORRECT AND FLUID LOOKS NEW.
06/05/2009	13:26	CUSTOMER COMMENTS: TRANSMISSION JERKING AT LOW SPEEDS AND WHEN TAKING OFF FROM A STOP.
06/05/2009	13:26	WHILE ON THE PHONE TECH CHECK MVB 54 = H20A0588. TECH STATES HE FOLLOWED TT: 37-09-09 TO PERFORM BASIC SETTING. THE NOISE CAN BE HEARD WHEN SHIFTING FROM 2ND TO 3RD
06/05/2009	13:26	WORKSHOP FINDINGS: PERFORMED BASIC SETTINGS AND TRANSMISSION IS NOW JERKING WORSE AND GRINDING BETWEEN SHIFTS. CHECKED TRANSMISSION FLUID LEVEL AND CONDITION. LEVEL IS CORRECT AND FLUID LOOKS NEW.
06/05/2009	13:29	DISCUSSED ISSUE WITH CG. ADVISED TECH TO PLEASE REPLACE THE MECHATRONIC, MECHATRONIC BOLTS, FLUID, AND FILTER. ONCE PARTS ARE REPLACED, PLEASE FOLLOW TT: 37-09-03 ONCE AGAIN TO PERFORM BASIC SETTINGS MANUALLY.
06/12/2009	17:20	P1 SPOKE TO CODY IN VW SERVICE VEHICLE IS HOLDING FOR PARTS.
06/12/2009	20:10	CLOSED
06/15/2009	18:00	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
06/15/2009	18:00	ISSUE UPDATED

#### Consultant's Closing Comments

TECHNICIAN HAS ORDERED AND WILL INSTALL A NEW MECHATRONICS, FLUID, FILTER, AND BOLTS.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
462205	EOS	2008	WVWBA71FX8V [REDACTED]	21386	3885	06/05/2009	USA

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

Activity Date	Activity Time	Activity Comments
06/05/2009	13:29	ISSUE OPENED BY DEALERSHIP
06/05/2009	13:29	SHUTTER WHEN FIRST TAKING OFF IN D OR R AT A STOP LIGHT, STOP SIGN OR ANZ STOPPED AREA.
06/05/2009	13:34	ADVISED TO CK MVB 54 & 64. UPDATE TICKET WITH RESULTS AND CALL BACK.
06/05/2009	13:34	CUSTOMER COMMENTS: SHUTTER WHEN FIRST TAKING OFF IN D OR R AT A STOP LIGHT, STOP SIGN OR ANZ STOPPED AREA.
06/05/2009	13:42	54 HAS H35 AND 64 HAS 0, 0. TECH IS TO REPLACE THE MECHATRONIC, FLUID, FILTER AND BOLTS.
06/12/2009	14:11	SPOKE TO JIM IN SERVICE. SPECIAL ORDER PARTS ON ORDER. CUSTOMER TO RETURN FOR INSTALLATION; C1.
06/19/2009	13:32	SPOKE WITH ROBYN IN SERVICE..... STATED THAT THE CUST WILL RETURN FOR REPAIRS WHEN BACK ORDERED PARTS ARRIVE.....
06/19/2009	13:36	PARTS ON ORDER
06/19/2009	14:31	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
06/19/2009	14:31	ISSUE UPDATED

<b>Consultant's Closing Comments</b>
C1 PARTS ON ORDER



VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
462214	JETTA	2008	3VWRJ71K08M [REDACTED]	11971	3885	06/05/2009	USA

**Workshop Finding**

n/a

Activity Date	Activity Time	Activity Comments
06/05/2009	13:42	CUST STATES FROM STOP TO 5MPH VEHICLE SHUTTERS. TEST DROVE VEHICLE AND FOUND FROM STOP TO ABOUT 5 MPH VEHICLE SHUTTERS OUT OF GEAR. CHECKED MVB 54 AND FOUND PART H47G0177 INSTALLED.
06/05/2009	13:42	ISSUE OPENED BY DEALERSHIP
06/05/2009	13:45	ADVISED TO REPLACE MECHATRONICS UNIT, FLUID, FILTER AND BOLTS.
06/05/2009	13:45	CUSTOMER COMMENTS: CUST STATES FROM STOP TO 5MPH VEHICLE SHUTTERS. TEST DROVE VEHICLE AND FOUND FROM STOP TO ABOUT 5 MPH VEHICLE SHUTTERS OUT OF GEAR. CHECKED MVB 54 AND FOUND PART H47G0177 INSTALLED.
06/05/2009	13:56	PARTS ON ORDER.
06/05/2009	14:45	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
06/05/2009	14:45	ISSUE UPDATED

**Consultant's Closing Comments**

D1 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
462246	EOS	2008	WVWFA71FX8V [REDACTED]	13412	3885	06/05/2009	USA

#### Workshop Finding

MECH REPLACED, VEHICLE HAS BEEN DRIVEN 4 MILE

Activity Date	Activity Time	Activity Comments
06/05/2009	14:12	CAR BBANGING INTO FIRST AND SECOND GEAR CHECK MVB 054 H31A0275 REPLACE MECHATRONIC MODULE IN MVB 054 OF NEW MODULE K20Q0354, SOFTWARE VERSION 1403 MVB 040 50016 AND 0XC360 MVB 041 V0697M0302EA- DSG GGF7M MVB 048 C14R2 IS THERE AN UPDATE FOR THIS NEW MODULE?
06/05/2009	14:12	ISSUE OPENED BY DEALERSHIP
06/05/2009	14:20	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
06/05/2009	14:20	CUSTOMER COMMENTS: CAR BBANGING INTO FIRST AND SECOND GEAR CHECK MVB 054 H31A0275 REPLACE MECHATRONIC MODULE IN MVB 054 OF NEW MODULE K20Q0354, SOFTWARE VERSION 1403 MVB 040 50016 AND 0XC360 MVB 041 V0697M0302EA- DSG GGF7M MVB 048 C14R2 IS THERE AN UPDATE FOR THIS NEW MODULE?
06/05/2009	14:20	WORKSHOP FINDINGS: MECH REPLACED, VEHICLE HAS BEEN DRIVEN 4 MILE
06/10/2009	13:48	PERFORM BASIC SETTINGS ROAD TEST. OPERATING TO FACTORY SPECS. THANKS
06/10/2009	15:08	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
06/10/2009	15:08	ISSUE UPDATED

#### Consultant's Closing Comments

PERFORM BASIC SETTINGS  
ROAD TEST.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
462363	JETTA	2009	3VWRL71K69M [REDACTED]	8	3885	06/05/2009	USA

<b>Workshop Finding</b>
HARD FAULT FOR PASS AIRBAG.00590 002 IGNITER 2 FOR PASS AIR BAG N132 LOWER SPECIFIED VALUE TOO LOW. R ADN I GLOVE BOX WATCHING VALUE BOCK. BLOCK SOESNT CHANGE FROM TOO LOW

Activity Date	Activity Time	Activity Comments
06/05/2009	16:14	HARD FAULT FOR PASS AIRBAG.00590 002 IGNITER 2 FOR PASS AIR BAG N132 LOWER SPECIFIED VALUE TOO LOW. R ADN I GLOVE BOX WATCHING VALUE BOCK. BLOCK SOESNT CHANGE FROM TOO LOW
06/05/2009	16:14	ISSUE OPENED BY DEALERSHIP
06/05/2009	16:21	ADVISED THE TECH TO REPLACE THE AIR BAG
06/05/2009	16:21	CUSTOMER COMMENTS: AIR BAG LIGHT ON
06/05/2009	16:21	WORKSHOP FINDINGS: HARD FAULT FOR PASS AIRBAG.00590 002 IGNITER 2 FOR PASS AIR BAG N132 LOWER SPECIFIED VALUE TOO LOW. R ADN I GLOVE BOX WATCHING VALUE BOCK. BLOCK SOESNT CHANGE FROM TOO LOW
06/12/2009	08:35	ORDERED MECHATRONICS
06/12/2009	14:36	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
06/12/2009	14:36	ISSUE UPDATED

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

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
462397	RABBIT	2007	WVWHV71K57W [REDACTED]	15881	3885	06/05/2009	USA

#### Workshop Finding

n/a

Activity Date	Activity Time	Activity Comments
06/05/2009	17:17	CUSTOMER STATES THAT WHEN THE CAR IS AT OPERATING TEMP AND THEY PULL AWAY FROM A STOP THE CAR WILL SURGE. THIS HAS BEEN DUPLICATED. MECHITRONIC #H15J0006.
06/05/2009	17:17	ISSUE OPENED BY DEALERSHIP
06/05/2009	17:26	ADVISED TECH TO TRY RUNNING BASIC SETTINGS AS OUTLINED: 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 PROCEDURE 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 CONCERN IS STILL PRESENT, PLEASE GIVE US A CALL FOR FURTHER DIRECTION. IF CONCERN CLEARS UP, SUGGEST RELEASEING VEHICLE TO CUSTOMER.
06/05/2009	17:26	CUSTOMER COMMENTS: CUSTOMER STATES THAT WHEN THE CAR IS AT OPERATING TEMP AND THEY PULL AWAY FROM A STOP THE CAR WILL SURGE. THIS HAS BEEN DUPLICATED. MECHITRONIC #H15J0006.
06/05/2009	18:06	AFTER COMPLETING THE INSTRUCTIONS PROVIDED, THE CAR IS NO DIFFERANT.
06/05/2009	18:08	THANKS FOR THE UPDATE. PLEASE CALL FOR FURTHER DIRECTION. CANNOT GIVE DIRECTION OVER COMPUTER.
06/05/2009	18:14	ADVISE TECH TO REPLACE MECH UNIT , FLUID , FILTER , AND BOLTS.
06/05/2009	18:16	THANK YOU
06/05/2009	18:17	THANK YOU
06/05/2009	18:24	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
06/05/2009	18:24	ISSUE UPDATED

#### Consultant's Closing Comments

REPLACE MECHATRONIC UNIT.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
462479	RABBIT	2008	WVWFV71K18W [REDACTED]	14930	3885	06/06/2009	USA

#### Workshop Finding

DOWNSHIFTS VERY HARD WHEN DECELERATING, FOR EXAMPLE AFTER DRIVING ON THE HIGHWAY THEN EXITING OFF, VERY NOTICEABLE IN 3, 2, AND 1 DOWNSHIFTS. SURGING IS VERY NOTICEABLE WHEN ON AND INCLINE OR HILL AND IN REVERSE OR DRIVE WITH THE FOOT OFF THE BRAKE AND GAS. CHECKED MVB 54 IN GEARBOX ELECTRONICS AND I HAVE J05E0114.

Activity Date	Activity Time	Activity Comments
06/06/2009	12:24	CUSTOMER STATES THAT THE TRANSMISSION IS SURGING AT LOW SPEEDS. DOWNSHIFTS VERY HARD WHEN DECELERATING, FOR EXAMPLE AFTER DRIVING ON THE HIGHWAY THEN EXITING OFF, VERY NOTICEABLE IN 3, 2, AND 1 DOWNSHIFTS. SURGING IS VERY NOTICEABLE WHEN ON AND INCLINE OR HILL AND IN REVERSE OR DRIVE WITH THE FOOT OFF THE BRAKE AND GAS. CHECKED MVB 54 IN GEARBOX ELECTRONICS AND I HAVE J05E0114.
06/06/2009	12:24	ISSUE OPENED BY DEALERSHIP
06/08/2009	09:15	ADVISED THE TECH TO REPLACE THE MECHITRONICS UNIT, FLUID, FILTER, & BOLTS...
06/08/2009	09:15	CUSTOMER COMMENTS: CUSTOMER STATES THAT THE TRANSMISSION IS SURGING AT LOW SPEEDS. DOWNSHIFTS VERY HARD WHEN DECELERATING, FOR EXAMPLE AFTER DRIVING ON THE HIGHWAY THEN EXITING OFF, VERY NOTICEABLE IN 3, 2, AND 1 DOWNSHIFTS. SURGING IS VERY NOTICEABLE WHEN ON AND INCLINE OR HILL AND IN REVERSE OR DRIVE WITH THE FOOT OFF THE BRAKE AND GAS. CHECKED MVB 54 IN GEARBOX ELECTRONICS AND I HAVE J05E0114.
06/08/2009	09:15	WORKSHOP FINDINGS: DOWNSHIFTS VERY HARD WHEN DECELERATING, FOR EXAMPLE AFTER DRIVING ON THE HIGHWAY THEN EXITING OFF, VERY NOTICEABLE IN 3, 2, AND 1 DOWNSHIFTS. SURGING IS VERY NOTICEABLE WHEN ON AND INCLINE OR HILL AND IN REVERSE OR DRIVE WITH THE FOOT OFF THE BRAKE AND GAS. CHECKED MVB 54 IN GEARBOX ELECTRONICS AND I HAVE J05E0114.
06/08/2009	09:25	ORDERED PARTS CUSTOMER WILL BE NOTIFIED WHEN THEY ARRIVE
06/08/2009	10:05	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
06/08/2009	10:05	ISSUE UPDATED

#### Consultant's Closing Comments

ORDERED PARTS CUSTOMER WILL BE NOTIFIED WHEN THEY ARRIVE

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
462544	JETTA	2009	3VWRL71K99M [REDACTED]	1088	3490	06/08/2009	USA

#### Workshop Finding

VEHICLES UNDERCARRIAGE COVERED IN MUD MVB 64

Activity Date	Activity Time	Activity Comments
06/08/2009	08:54	CUSTOMER STATES WHILE DRIVING TRANS WENT INTO NEUTRAL BY ITSELF THEN THE LIGHT THAT TELLS UP TO PUT FOOT ON BRAKE CAME ON AND THE PRINDLE LIT UP. CUSTOMER STATES ALSO AFTER ABOVE HAPPEN PRENDLE STARTED FLASHING AND HAD LOSS OF POWER BUT THEN CORRECTED ITSELF. CUSTOMER STATES CAR SLIPED ON MUD AND EDL DID NOT WORK. (ALL OF THAT WAS COPIED AND PASTED FROM THE RO). I ROAD TESTED AND IT DROVE FINE. GFF AND HAD 1 FAULT IN BRAKES FOR 01279 - LONGITUDE ACC. SENSOR G251 IMPLAUSIBLE SIGNAL. THE FIRST PART OF THE TEST PLAN WAS TO TEST THE ESP SENSOR UNIT G419. AS SOON AS THE TEST PLAN STARTED IT CAME UP AND SAID "SEVERE ERRORS HAVE BEEN DETECTED IN THE DTC MEMORY, REPLACE THE COMPONENT"
06/08/2009	08:54	ISSUE OPENED BY DEALERSHIP
06/08/2009	09:07	CUSTOMER COMMENTS: CUSTOMER STATES WHILE DRIVING TRANS WENT INTO NEUTRAL BY ITSELF THEN THE LIGHT THAT TELLS UP TO PUT FOOT ON BRAKE CAME ON AND THE PRINDLE LIT UP. CUSTOMER STATES ALSO AFTER ABOVE HAPPEN PRENDLE STARTED FLASHING AND HAD LOSS OF POWER BUT THEN CORRECTED ITSELF. CUSTOMER STATES CAR SLIPED ON MUD AND EDL DID NOT WORK. (ALL OF THAT WAS COPIED AND PASTED FROM THE RO). I ROAD TESTED AND IT DROVE FINE. GFF AND HAD 1 FAULT IN BRAKES FOR 01279 - LONGITUDE ACC. SENSOR G251 IMPLAUSIBLE SIGNAL. THE FIRST PART OF THE TEST PLAN WAS TO TEST THE ESP SENSOR UNIT G419. AS SOON AS THE TEST PLAN STARTED IT CAME UP AND SAID "SEVERE ERRORS HAVE BEEN DETECTED IN THE DTC MEMORY, REPLACE THE COMPONENT"
06/08/2009	09:07	REPLACE THE G509, CLEAN THE MUD OFF THE VEHICLE
06/08/2009	09:07	WORKSHOP FINDINGS: VEHICLES UNDERCARRIAGE COVERED IN MUD MVB 64
06/08/2009	17:04	REPLACED G509 SENSOR IN THE TRANSMISSION. ROAD TESTED
06/09/2009	07:45	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
06/09/2009	07:45	ISSUE UPDATED

#### Consultant's Closing Comments

REPLACED G509 SENSOR IN THE TRANSMISSION. ROAD TESTED

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
462546	EOS	2009	WVWBA71F29V [REDACTED]	4192	3885	06/08/2009	USA

#### Workshop Finding

n/a

Activity Date	Activity Time	Activity Comments
06/08/2009	08:58	CUSTOMER STATES THAT WHEN STOPPED AT LIGHT THEN TRYING TO ACCELERATE VEHICLE,ENGINE REVS BUT DOES NOT MOVE.
06/08/2009	08:58	ISSUE OPENED BY DEALERSHIP
06/08/2009	09:42	CUSTOMER COMMENTS: CUSTOMER STATES THAT WHEN STOPPED AT LIGHT THEN TRYING TO ACCELERATE VEHICLE,ENGINE REVS BUT DOES NOT MOVE.
06/08/2009	09:42	ISSUE SENT TO DEALERSHIP
06/08/2009	09:42	MVB 6476, 131. PLEASE REPLACE COMBINATION SPEED AND TEMP SENSORS G509/G182. PN 02E-927-321-E
06/10/2009	16:36	DEALER PLACED ORDER FOR PART 6/8/09.
06/16/2009	14:42	INSTALL NEW COMBINATION SPEED & TEMPERATURE SENSOR G509/G182. TEST DRIVE. WORKING PROPERLY AT THIS TIME.
06/16/2009	16:07	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
06/16/2009	16:07	ISSUE UPDATED

#### Consultant's Closing Comments

REPLACE COMBINATION SPEED AND TEMP SENSOR TO REPAIR VEHICLE.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
462551	EOS	2008	WVWBA71FX8V [REDACTED]	9419	3885	06/08/2009	USA

**Workshop Finding**

n/a

Activity Date	Activity Time	Activity Comments
06/08/2009	09:01	CUSTOMER STATES THE VEHICLE IS JERKING ON ACCELERATION AND WHEN THE VEHICLE IS IN REVERSE IT SEEMS TO GET MORE NOTICABLE WHEN VEHICLE GETS HOT. WE SCANNED CONTROL MODULES AND NO FAULTS WERE FOUND, SEE ATTACHED GFF.
06/08/2009	09:01	ISSUE OPENED BY DEALERSHIP
06/08/2009	10:37	CUSTOMER COMMENTS: CUSTOMER STATES THE VEHICLE IS JERKING ON ACCELERATION AND WHEN THE VEHICLE IS IN REVERSE IT SEEMS TO GET MORE NOTICABLE WHEN VEHICLE GETS HOT. WE SCANNED CONTROL MODULES AND NO FAULTS WERE FOUND, SEE ATTACHED GFF.
06/08/2009	10:37	TECH NEEDS TO REPLACE THE MECHATRONIC, BOLTS, FLUID AND FILTER
06/15/2009	12:39	P1 SPOKE TO JOHN, WAITING ON RED ORDERED PART.
06/30/2009	09:25	MECHATRONICS INSTALLED AND CUSTOMER DELIGHTED WITH THE WAY THE CAR DRIVES.
06/30/2009	10:54	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
06/30/2009	10:54	ISSUE UPDATED

**Consultant's Closing Comments**

MECHATRONICS INSTALLED AND CUSTOMER DELIGHTED WITH THE WAY THE CAR DRIVES.



VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
462577	RABBIT	2008	WVWVFV71K88W [REDACTED]	21089	3885	06/08/2009	USA

#### Workshop Finding

VEHICLE JOLTING WHEN ACCELERATING FROM A STOP OR WHEN DRIVING SLOWLY. DUPLICATED CONCERN. CHECK DTC MEMORY; NONE STORED. MVB54 = J02R0239. CHECK FOR TRANSMISSION FLUID LEAKS, LEVEL AND CONDITION; OKAY. REQUESTING AUTHORIZATION TO REPLACE MECHATRONICS CONTROL UNIT

Activity Date	Activity Time	Activity Comments
06/08/2009	09:32	ISSUE OPENED BY DEALERSHIP
06/08/2009	09:32	VEHICLE JOLTING WHEN ACCELERATING FROM A STOP OR WHEN DRIVING SLOWLY. DUPLICATED CONCERN. CHECK DTC MEMORY; NONE STORED. MVB54 = J02R0239. CHECK FOR TRANSMISSION FLUID LEAKS, LEVEL AND CONDITION; OKAY. REQUESTING AUTHORIZATION TO REPLACE MECHATRONICS CONTROL UNIT
06/08/2009	09:40	ADVISED THE TECH TO REPLACE THE MECHITRONICS UNIT, FLUID, FILTER, & BOLTS.....
06/08/2009	09:40	CUSTOMER COMMENTS: VEHICLE JOLTING WHEN ACCELERATING FROM A STOP OR WHEN DRIVING SLOWLY. DUPLICATED CONCERN. CHECK DTC MEMORY; NONE STORED. MVB54 = J02R0239. CHECK FOR TRANSMISSION FLUID LEAKS, LEVEL AND CONDITION; OKAY. REQUESTING AUTHORIZATION TO REPLACE MECHATRONICS CONTROL UNIT
06/08/2009	09:40	WORKSHOP FINDINGS: VEHICLE JOLTING WHEN ACCELERATING FROM A STOP OR WHEN DRIVING SLOWLY. DUPLICATED CONCERN. CHECK DTC MEMORY; NONE STORED. MVB54 = J02R0239. CHECK FOR TRANSMISSION FLUID LEAKS, LEVEL AND CONDITION; OKAY. REQUESTING AUTHORIZATION TO REPLACE MECHATRONICS CONTROL UNIT
06/09/2009	08:43	CUSTOMER TO RESCHEDULE FOR REPAIRS ONCE PARTS ARRIVE. CLOSING TICKET. THANK YOU.
06/09/2009	10:19	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
06/09/2009	10:19	ISSUE UPDATED

#### Consultant's Closing Comments

CUSTOMER TO RESCHEDULE FOR REPAIRS ONCE PARTS ARRIVE. CLOSING TICKET. THANK YOU.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
462587	JETTA	2008	3VWRA71K08M [REDACTED]	11956	3885	06/08/2009	USA

#### Workshop Finding

RAN GFF TO CHECK FOR FAULTS. NONE PRESENT. ROAD TESTED VEHICLE TO DUPLICATE CONCERN. VEHICLE DIDNT START TO HARSH SHIFT TIL IT WAS AT OPERATING TEMPERATURE. GOING FROM A DEAD STOP VEHICLE REV'S UP AND SLAMS INTO 1ST GEAR. SHIFTING FROM 3RD ONTO 4TH IS A HARSH SHIFT. AND DOWNSHIFTING FROM 4TH TO 3RD. AND THERES A DELAY IN REVERSE.

Activity Date	Activity Time	Activity Comments
		CUST STATES TRANSMISSION IS SHIFTING POORLY.
06/08/2009	09:42	RAN GFF TO CHECK FOR FAULTS. NONE PRESENT. ROAD TESTED VEHICLE TO DUPLICATE CONCERN. VEHICLE DIDNT START TO HARSH SHIFT TIL IT WAS AT OPERATING TEMPERATURE. GOING FROM A DEAD STOP VEHICLE REV'S UP AND SLAMS INTO 1ST GEAR. SHIFTING FROM 3RD ONTO 4TH IS A HARSH SHIFT. AND DOWNSHIFTING FROM 4TH TO 3RD. AND THERES A DELAY IN REVERSE.
06/08/2009	09:42	ISSUE OPENED BY DEALERSHIP
06/08/2009	09:52	ADVISED TECH TO PLEASE REPLACE THE MECHATRONICS, FLUID, FILTER, AND MECHATRONIC BOLTS. PLEASE KEEP THE VTA UPDATED WITH YOUR PROGRESS.
06/08/2009	09:52	CUSTOMER COMMENTS: CUST STATES TRANSMISSION IS SHIFTING POORLY.
06/08/2009	09:52	WHILE ON THE PHONE TECH CHECK MVB 54 = J15E0579.
06/08/2009	09:52	WORKSHOP FINDINGS: RAN GFF TO CHECK FOR FAULTS. NONE PRESENT. ROAD TESTED VEHICLE TO DUPLICATE CONCERN. VEHICLE DIDNT START TO HARSH SHIFT TIL IT WAS AT OPERATING TEMPERATURE. GOING FROM A DEAD STOP VEHICLE REV'S UP AND SLAMS INTO 1ST GEAR. SHIFTING FROM 3RD ONTO 4TH IS A HARSH SHIFT. AND DOWNSHIFTING FROM 4TH TO 3RD. AND THERES A DELAY IN REVERSE.
06/10/2009	10:43	CUSTOMER IS RETURNING WHEN PARTS ARE IN STOCK
06/10/2009	11:47	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
06/10/2009	11:47	ISSUE UPDATED

#### Consultant's Closing Comments

TECHNICIAN HAS ORDERED AND WILL INSTALL A NEW MECHATRONICS, FLUID, FILTER, AND MECHATRONIC BOLTS.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
462633	JETTA	2009	3VWRL71K29M [REDACTED]	10908	3885	06/08/2009	USA

<b>Workshop Finding</b>
MECHATRONIC SOFTWARE IS 1814

Activity Date	Activity Time	Activity Comments
06/08/2009	10:27	CUST STATES THAT RPM'S WERE RACING HIGHER THAN NORMAL FOR THE SPEED THE VEH WAS MOVING AND GEARS IN MFI SELECTOR WERE FLASHING. VEH IS CURRENTLY OPERATING NORMALLY AND HAS NO WARNING LIGHTS. HISTORY CODE P2723 FOR PRESSURE CONTROL SOLENOID E PERFORMANCE.
06/08/2009	10:27	ISSUE OPENED BY DEALERSHIP
06/08/2009	10:44	CUSTOMER COMMENTS: CUST STATES THAT RPM'S WERE RACING HIGHER THAN NORMAL FOR THE SPEED THE VEH WAS MOVING AND GEARS IN MFI SELECTOR WERE FLASHING. VEH IS CURRENTLY OPERATING NORMALLY AND HAS NO WARNING LIGHTS. HISTORY CODE P2723 FOR PRESSURE CONTROL SOLENOID E PERFORMANCE.
06/08/2009	10:44	TECH IS TO CLEAR THE FAULT AND DRIVE FOR 10 MILES AND IF THE FAULT COMES BACK PLEASE CALL BACK THE HELPLINE. IF THE FAULT DOES NOT RETURN PLEASE RELEASE THE VEHICLE TO THE CUSTOMER
06/08/2009	10:44	WORKSHOP FINDINGS: MECHATRONIC SOFTWARE IS 1814
06/08/2009	10:48	CLEARED FAULT AND DROVE VEH. CODE DID NOT RETURN. RELEASED VEH. THANKS GUYS.
06/08/2009	11:20	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
06/08/2009	11:20	ISSUE UPDATED

<b>Consultant's Closing Comments</b>
CLEARED FAULT AND DROVE VEH. CODE DID NOT RETURN. RELEASED VEH. THANKS GUYS.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
462666	EOS	2009	WVWBA71F69V [REDACTED]	1110	3490	06/08/2009	USA

#### Workshop Finding

TECH HAS NOT DUPLICATED

Activity Date	Activity Time	Activity Comments
06/08/2009	10:56	CUSTOMER STATES THAT TACH WILL REV UP EVEN WITH THE VEHICLE AT IDLE. THEN THE SHIFT INDICATOR STARTED TO BLINK AND VEHICLE WOULD NOT MOVE. NEXT THE SHIFT INDICATOR STOPPED BLINKING AND THE WOULD MOVE ALSO SOMETIMES THE TRANS ACTED AS IF WERE GOING INTO NEUTRAL, THE TACH WOULD GO UP BUT THE TRANS WAS NOT SHIFTING.
06/08/2009	10:56	ISSUE OPENED BY DEALERSHIP
06/08/2009	11:00	CHECK THE TCM PART NO AND SOFTWARE AND MVB 64 FROM THE TCM
06/08/2009	11:00	CUSTOMER COMMENTS: CUSTOMER STATES THAT TACH WILL REV UP EVEN WITH THE VEHICLE AT IDLE. THEN THE SHIFT INDICATOR STARTED TO BLINK AND VEHICLE WOULD NOT MOVE. NEXT THE SHIFT INDICATOR STOPPED BLINKING AND THE WOULD MOVE ALSO SOMETIMES THE TRANS ACTED AS IF WERE GOING INTO NEUTRAL, THE TACH WOULD GO UP BUT THE TRANS WAS NOT SHIFTING.
06/08/2009	11:00	WORKSHOP FINDINGS: TECH HAS NOT DUPLICATED
06/08/2009	11:31	02E 927 777 0AJ 1903 MVB 64, 21 29. ADVISED THE TECH TO REPLACE THE G182/G509 SENSOR AND HAVE IT SENT BACK TO AUBURN HILLS ATTN: BOB CAPPELLO. FAXED PARTS RELEASE FORM.
06/10/2009	16:12	REPLACED G182/G509 SENSOR PER TECH LINE AND TEST DROVE. COMPLETED
06/10/2009	16:14	CLOSE
06/10/2009	16:48	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
06/10/2009	16:48	ISSUE UPDATED

#### Consultant's Closing Comments

REPLACED G182/G509 SENSOR PER TECH LINE AND TEST DROVE. COMPLETED

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
462700	JETTA	2008	3VWRJ71K18M [REDACTED]	25540	3885	06/08/2009	USA

#### Workshop Finding

TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM. BASIC SETTING AND CAP DISCHARGER PERFORMED.

Activity Date	Activity Time	Activity Comments
06/08/2009	11:16	ISSUE OPENED BY DEALERSHIP
06/08/2009	11:16	WHEN PUT INTO GEAR AND RELEASE BRAKE PEDAL A HARSH ENGAGEMENT IS FELT A FEW SECONDS AFTER IN GEAR AND RELEASING BRAKE PEDAL DONE, THEN WHEN PULLING OUT FROM A STOP THE CAR SURGES.
06/08/2009	11:20	ADVISED THE TECH TO CHECK MVB 54 IN THE TCM.
06/08/2009	11:20	CUSTOMER COMMENTS: WHEN PUT INTO GEAR AND RELEASE BRAKE PEDAL A HARSH ENGAGEMENT IS FELT A FEW SECONDS AFTER IN GEAR AND RELEASING BRAKE PEDAL DONE, THEN WHEN PULLING OUT FROM A STOP THE CAR SURGES.
06/08/2009	11:20	WORKSHOP FINDINGS: TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM. BASIC SETTING AND CAP DISCHARGER PERFORMED.
06/08/2009	11:42	TECH STATES MVB 54 = J03M0389.
06/08/2009	11:43	ADVISED TECH TO PLEASE REPLACE THE MECHATRONICS, FLUID, FILTER, AND MECHATRONICS BOLTS. ONCE REPAIRS ARE PERFORMED, PLEASE RESET BASIC SETTINGS MANUALLY USING TT: 37-09-03 AS A REFERENCE.
06/15/2009	13:16	CALLED DEALER AND WENT DIRECTLY TO VOICEMAIL, WILL TRY AGAIN LATER.
06/15/2009	16:48	P1 SPOKE TO JEN, VEHICLE WAITING ON RED ORDERED PART.
08/17/2009	15:21	MECHATRONIC UNIT RECEIVED AND INSTALLED TO CORRECT CUSTOMER COMPLAINT AS PER TECH SUPPORT RECOMENDATION.
08/17/2009	23:03	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
08/17/2009	23:03	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
462793	EOS	2008	WVWBA71F08V [REDACTED]	16468	3885	06/08/2009	USA

#### Workshop Finding

n/a

Activity Date	Activity Time	Activity Comments
06/08/2009	12:30	CUSTOMER CONCERN IS VEHICLE BUCKS IN REVERSE AND HESITATES ON ACCERATION. SPOKE WITH CUSTOMER AND TEST DROVE WITH CUSTOMER FOUND IN REVERSE WITH LIGHT THROTLER FOR VEHICLE TO JERK AND THEN WHEN ACCERATING FORWARD WITH LIGHT TO MODERATE THROTLER FOR THE VEHICLE TO BUCK AND JERK AT SLOWER SPEEDS BEFORE SHIFTS.
06/08/2009	12:30	ISSUE OPENED BY DEALERSHIP
06/08/2009	12:36	CUSTOMER COMMENTS: CUSTOMER CONCERN IS VEHICLE BUCKS IN REVERSE AND HESITATES ON ACCERATION. SPOKE WITH CUSTOMER AND TEST DROVE WITH CUSTOMER FOUND IN REVERSE WITH LIGHT THROTLER FOR VEHICLE TO JERK AND THEN WHEN ACCERATING FORWARD WITH LIGHT TO MODERATE THROTLER FOR THE VEHICLE TO BUCK AND JERK AT SLOWER SPEEDS BEFORE SHIFTS.
06/08/2009	12:36	TECH NEEDS TO REMOVE THE MECHATRONIC, BOLTS, FLUID AND FILTER
06/08/2009	12:50	ORDERD NEW MECHATRONICS UNIT, GASKET, BOLTS, FILTER AND FLUID. SPOKE WITH ADVISOR AND CUSTOMER WILL BE TAKING VEHICLE AND DRIVING TILL PARTS COME IN FOR REPAIR. THANKS
06/08/2009	13:01	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
06/08/2009	13:01	ISSUE UPDATED

#### Consultant's Closing Comments

ORDERD NEW MECHATRONICS UNIT, GASKET, BOLTS, FILTER AND FLUID.  
SPOKE WITH ADVISOR AND CUSTOMER WILL BE TAKING VEHICLE AND DRIVING  
TILL PARTS COME IN FOR REPAIR.  
THANKS

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
462840	JETTA	2009	3VWAL71K49M [REDACTED]	10400	3735	06/08/2009	USA

#### Workshop Finding

HAPPENED 1 TIME. TEST DRIVE ALL GEARS WORKING. SCAN P1818 008 FAULT FOR N216. PERFORM TEST PLAN. CHECKS OUT OK.  
MVB 54= J14P0308 MVB 64 = 0/0

Activity Date	Activity Time	Activity Comments
06/08/2009	13:15	CUST STATES THAT VEHICAL WILL NOT SHIFT INTO REVERSE. HAPPENED 1 TIME. TEST DRIVE ALL GEARS WORKING. SCAN P1818 008 FAULT FOR N216. PERFORM TEST PLAN. CHECKS OUT OK.
06/08/2009	13:15	ISSUE OPENED BY DEALERSHIP
06/08/2009	13:24	ADVISE TECH TO REPLACE MECHATRONICS , FLUID FILTER AND BOLTS.
06/08/2009	13:24	CUSTOMER COMMENTS: CUST STATES THAT VEHICAL WILL NOT SHIFT INTO REVERSE.
06/08/2009	13:24	WORKSHOP FINDINGS: HAPPENED 1 TIME. TEST DRIVE ALL GEARS WORKING. SCAN P1818 008 FAULT FOR N216. PERFORM TEST PLAN. CHECKS OUT OK. MVB 54= J14P0308 MVB 64 = 0/0
06/08/2009	13:31	PARTS ON ORDER FOR TUSE 06-09
06/08/2009	19:26	THANKS FOR THE UPDATE, CALL BACK FOR FURTHER ASSISTANCE IF NEEDED
06/15/2009	13:29	SPOKE TO JASON - VALVE BODY ORDERED FOR THE VEHICLE, BUT THE CUSTOMER TO THE VEHICLE. ADVISE TO HAVE THE TECH TECH CLOSE THE VTA.
06/15/2009	18:31	PARTS ON INTERGALATIC BACK ORDER. THANKS.
06/15/2009	18:35	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
06/15/2009	18:35	ISSUE UPDATED

#### Consultant's Closing Comments

VALVE BODY ORDERED FOR THE VEHICLE, BUT THE CUSTOMER TO THE VEHICLE.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
462842	RABBIT	2008	WVWKC71K18W [REDACTED]	19567	3885	06/08/2009	USA

#### Workshop Finding

MVB 54= VEHICLE HESITATES AND SLAMS UNDER ACCEL

Activity Date	Activity Time	Activity Comments
06/08/2009	13:20	ISSUE OPENED BY DEALERSHIP
06/08/2009	13:20	PERFORMED TEST DRIVE ON VEHICLE AND FOUND THAT WHEN THE GAS PEDAL IS PUSHED THE VEHICLE SEEMS TO HESITAT AND THE SLAM INTO GEAR. USED GUIDED FAULT FINDING AND FOUND NO CODES IN THE GEARBOX ELECTRONICS. ENGINE HAD CODES= AIR MASS METER SIGNAL TOO LOW P0102, INTAKE AIR TEMP SENDER SIGNAL TOO HIGH. INSPECTED AND FOUND THAT THE CUSTOMER HAS AN AFTERMARKET AIR FILTER INSTALLED (K AND N) I SUSPECT THAT THESE CODES WERE CAUSED BY THE AIR FILTER. CLEARED CODES AND PERFORMED A TEST DRIVE AND FOUND THAT THEY WERE NO LONER PRESENT. VEHICLE DRIVES SIMILAT TO THOSE THAT NEED A MECATRONICS UNIT.
06/08/2009	13:40	CHECK FOR ISSUE AFTER SETTING BASISC SETTINGS, SEE IF ANY FAULTS RETURN. IF THE CONCERN IS PRESENT, NO FAULTS. REPLACE THE MECH, FLUID, FILTER AND BOLTS.
06/08/2009	13:40	CUSTOMER COMMENTS: PERFORMED TEST DRIVE ON VEHICLE AND FOUND THAT WHEN THE GAS PEDAL IS PUSHED THE VEHICLE SEEMS TO HESITAT AND THE SLAM INTO GEAR. USED GUIDED FAULT FINDING AND FOUND NO CODES IN THE GEARBOX ELECTRONICS. ENGINE HAD CODES= AIR MASS METER SIGNAL TOO LOW P0102, INTAKE AIR TEMP SENDER SIGNAL TOO HIGH. INSPECTED AND FOUND THAT THE CUSTOMER HAS AN AFTERMARKET AIR FILTER INSTALLED (K AND N) I SUSPECT THAT THESE CODES WERE CAUSED BY THE AIR FILTER. CLEARED CODES AND PERFORMED A TEST DRIVE AND FOUND THAT THEY WERE NO LONER PRESENT. VEHICLE DRIVES SIMILAT TO THOSE THAT NEED A MECATRONICS UNIT.
06/08/2009	13:40	WORKSHOP FINDINGS: MVB 54= VEHICLE HESITATES AND SLAMS UNDER ACCEL
06/08/2009	15:19	TEST DROVE VEHICLE AFTER REMOVING K AND N AND RESETING BASIC SETTINGS OF THE TRANS AND VEHICLE WAS DRIVING NORMALLY. CLEARED CODES AND RELEASED VEHICLE
06/08/2009	15:51	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
06/08/2009	15:51	ISSUE UPDATED

#### Consultant's Closing Comments

TEST DROVE VEHICLE AFTER REMOVING K AND N AND RESETING BASIC SETTINGS OF THE TRANS AND VEHICLE WAS DRIVING NORMALLY. CLEARED CODES AND RELEASED VEHICLE



VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
462858	JETTA	2008	3VWRJ71K68M [REDACTED]	22473	3885	06/08/2009	USA

#### Workshop Finding

CAR HAS DSG TRANS. CHECKED BLOCK 54 # H49N0163. TECH STATES HE HAS DRIVEN THE VEHICLE 5-6 MILES. TECH STATES THE TRANSMISSION FLUID LEVEL IS CORRECT.

Activity Date	Activity Time	Activity Comments
06/08/2009	13:33	CAR HAS DSG TRANS,C/S TRANS BUCKS OR JUMPS FOWARD WHEN HOT,NO FAULTS TEST DROVE,SHIFTS OKAY CHECKED BLOCK 54 #H49N0163.
06/08/2009	13:33	ISSUE OPENED BY DEALERSHIP
06/08/2009	13:47	ADVISED TECH TO PLEASE INSPECT THE DRIVERS FLOOR MATS. PLEASE VERIFY THEY DO NOT INTERFERE WITH THE PEDALS. PLEASE CHECK MVB 62 IN THE ECM. YOUR READINGS SHOULD BE AS FOLLOWS: KEY ON ENGINE OFF FOOT OFF THE GAS PEDAL: MVB 62 - 15% 85% 14% 7%; KEY ON ENGINE OFF WOT: MVB 62 - 85% 15% 70% 35%. VERIFY MVB 32 IS READINGS WITH IN +/- 5%.
06/08/2009	13:47	CUSTOMER COMMENTS: C/S TRANS BUCKS OR JUMPS FOWARD WHEN HOT, NO FAULTS TEST DROVE, SHIFTS OKAY.
06/08/2009	13:47	WORKSHOP FINDINGS: CAR HAS DSG TRANS. CHECKED BLOCK 54 # H49N0163. TECH STATES HE HAS DRIVEN THE VEHICLE 5-6 MILES. TECH STATES THE TRANSMISSION FLUID LEVEL IS CORRECT.
06/08/2009	13:49	IF ALL CHECKS OUT OKAY, PLEASE REPLACE THE MECHATRONICS, FLUID, FILTER, AND MECHATRONICS BOLTS. ONCE PARTS HAVE BEEN REPLACED, PLEASE SET BASIC SETTINGS MANUALLY USING TT: 37-09-03 AS REFERENCE. UPDATE THE VTA WITH YOUR PROGRESS.
06/09/2009	15:39	ALL THE READINGS ARE GOOD,ORDERED MECHATRONICS,CAR LEFT,WILL DO BASIC SETTINGS WHEN PART COMES IN.
06/09/2009	17:02	ISSUE UPDATED
06/09/2009	17:05	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
06/09/2009	17:05	ISSUE UPDATED

#### Consultant's Closing Comments

TECHNICIAN HAS ORDERED AND WILL INSTALL A NEW MECHATRONICS, FLUID, FILTER, AND MECHATRONICS BOLTS.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
462916	RABBIT	2008	WVWKC71K38W [REDACTED]	55505	3885	06/08/2009	USA

#### Workshop Finding

TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM. MVB 54 IS H20.

Activity Date	Activity Time	Activity Comments
06/08/2009	14:33	ISSUE OPENED BY DEALERSHIP
06/08/2009	14:33	TRANS IS KICKING IN AND OUT OF GEAR AS IDOL GOING THROUGH PARKINGLOT,AT TIMES OWNER COMPLAINED OF HARD DOWNSHIFTS,NO DTC FLUID IS FULL AND CLEAN
06/08/2009	16:43	ADVISED THE TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT.
06/08/2009	16:43	CUSTOMER COMMENTS: TRANS IS KICKING IN AND OUT OF GEAR AS IDOL GOING THROUGH PARKINGLOT,AT TIMES OWNER COMPLAINED OF HARD DOWNSHIFTS,NO DTC FLUID IS FULL AND CLEAN
06/08/2009	16:43	WORKSHOP FINDINGS: TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM. MVB 54 IS H20.
06/08/2009	16:52	THANKS ORDER PARTS
06/08/2009	18:20	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
06/08/2009	18:20	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
462919	EOS	2009	WVWFA71F79V [REDACTED]	1800	3885	06/08/2009	USA

#### Workshop Finding

CUSTOMER STATES TRANS SHIFT INDIATOR

Activity Date	Activity Time	Activity Comments
06/08/2009	14:35	CUSTOMER STATES TRANS SHIFT INDIATOR WILL FLASH AND VEH WILL GO INTO NUTRAL AT TIMES AND AFTER COASTING AND TURNING OFF.RESTART AND ALL OK(HAPPENED AGAIN AFTER 10MILES AGAIN. I CKD W/ NO CODES STORED IN ANY MODULE WHEN CKD W/ SCANNER.ROAD TESTED 10MILES AND ALL WAS OK.NO BULLITENS FOUND UNDER TRANS OR ELECTRICAL PERTAINING.IDEAS W/O DUPLICATING CONCERN AT THIS TIME=KNOWN ISSUES???
06/08/2009	14:35	ISSUE OPENED BY DEALERSHIP
06/08/2009	16:13	ADVISE TECH TO GET MVB 54 / 64 REPLACE 2/ 6 REPLACE THE G509 MECH BOLTS AND FLUID
06/08/2009	16:13	CUSTOMER COMMENTS: CUSTOMER STATES TRANS SHIFT INDIATOR WILL FLASH AND VEH WILL GO INTO NUTRAL AT TIMES AND AFTER COASTING AND TURNING OFF.RESTART AND ALL OK(HAPPENED AGAIN AFTER 10MILES AGAIN. I CKD W/ NO CODES STORED IN ANY MODULE WHEN CKD W/ SCANNER.ROAD TESTED 10MILES AND ALL WAS OK.NO BULLITENS FOUND UNDER TRANS OR ELECTRICAL PERTAINING.IDEAS W/O DUPLICATING CONCERN AT THIS TIME=KNOWN ISSUES???
06/08/2009	16:13	WORKSHOP FINDINGS: CUSTOMER STATES TRANS SHIFT INDIATOR
06/10/2009	13:48	WAITING ON PARTS YET(BOLTS ON BACKORDER??)
06/11/2009	15:54	PARTS IN AND IDLING AS I WRITE THIS.GOING TO DRIVE AT THIS TIME.
06/12/2009	08:02	ROAD TESTED OK
06/12/2009	12:33	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
06/12/2009	12:33	ISSUE UPDATED

#### Consultant's Closing Comments

REPLACED THE G509

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
462931	JETTA	2009	3VWTL71K99M [REDACTED]	1621	3885	06/08/2009	USA

#### Workshop Finding

FAULT CODE DOES NOT GIVE ANY GOOD EXPLANATION OR TEST PLAN

Activity Date	Activity Time	Activity Comments
06/08/2009	14:51	C/S WHILE DRIVING TRANS WENT OUT OF GEAR&LOST POWER TO WHEELS RPM WENT UPAND ALL INDICATOR TRANS LIGHT, PARK LIGHT & REV ALL LIT UP
06/08/2009	14:51	ISSUE OPENED BY DEALERSHIP
06/08/2009	16:43	CUSTOMER COMMENTS: C/S WHILE DRIVING TRANS WENT OUT OF GEAR&LOST POWER TO WHEELS RPM WENT UPAND ALL INDICATOR TRANS LIGHT, PARK LIGHT & REV ALL LIT UP
06/08/2009	16:43	TECH NEEDS TO GET MVB 64 AND 54 AND CALL BACK WITH THE READINGS
06/08/2009	16:43	WORKSHOP FINDINGS: FAULT CODE DOES NOT GIVE ANY GOOD EXPLANATION OR TEST PLAN
06/08/2009	16:57	MVB 64 HAS 5, 4. MVB 54 HAS J42, SO I RECOMMEND REPLACING THE G509 AND ALSO REPLACE THE BOLTS FOR THE MECHATRONIC.
06/10/2009	15:59	PARTS ORDERED 6/9/09 HAVE NOT ARRIVED YET.
06/10/2009	16:13	THANKS FOR THE UPDATE
06/15/2009	10:31	PARTS HAVED BEEN INSTALLED . CODE CLEARED REPAIR COMPLETED
06/15/2009	10:41	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
06/15/2009	10:41	ISSUE UPDATED

#### Consultant's Closing Comments

REPLACED THE G509

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
462950	JETTA	2009	3VWPL71K89M	11850	3885	06/08/2009	USA

#### Workshop Finding

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

Activity Date	Activity Time	Activity Comments
06/08/2009	15:09	HELLO GUYS, I HAVE THIS 09 JETTA WAGON WITH A DSG. CUSTOMER STATES THAT INTERMITTANTLY THAT WHEN THEY ARE AT A STOP AND THEN ACCELERATING, THERE IS A DELAY BEFORE VEHICLE WILL MOVE. I TEST DROVE THE VEHICLE AND EXPERIENCED THE CONCERN ONCE. I HAVE PERFORMED A GFF AND NOTHING CONCRETE IS INDICATING PROBLEMS WITH THE ECM OR THE TCM. I FOUND SEVERAL TBS FOR THE TRANS DELAY, BUT THIS DID NOT COME UP WITH ANY FAULTS. I ALSO FOUND IN TECH TIPS ON SETTING THE TRANS BASIC SETTINGS. I PERFORMED THE BASIC SETTINGS VIA VSD AND TEST DROVE ABOUT 20 MILES (FREEWAY AND SURFACE STREETS). I COULD NOT DUPLICATE THE CUSTOMER'S CONCERN AGAIN, BUT I WILL LET THE VEHICLE SIT FOR SEVERAL HOURS AND RE-TEST DRIVE THE VEHICLE AGAIN. SHOULD I BE CHECKING SOMETHING ELSE TOO? I WILL CALL.
06/08/2009	15:09	ISSUE OPENED BY DEALERSHIP
06/08/2009	16:34	ADVISED THE TECH TO REPLACE THE MECH UNIT, FLUID, FILTER, BOLTS FOR THE MECH UNIT AND INPUT SPEED/TEMP SENSOR.
06/08/2009	16:34	CUSTOMER COMMENTS: HELLO GUYS, I HAVE THIS 09 JETTA WAGON WITH A DSG. CUSTOMER STATES THAT INTERMITTANTLY THAT WHEN THEY ARE AT A STOP AND THEN ACCELERATING, THERE IS A DELAY BEFORE VEHICLE WILL MOVE. I TEST DROVE THE VEHICLE AND EXPERIENCED THE CONCERN ONCE. I HAVE PERFORMED A GFF AND NOTHING CONCRETE IS INDICATING PROBLEMS WITH THE ECM OR THE TCM. I FOUND SEVERAL TBS FOR THE TRANS DELAY, BUT THIS DID NOT COME UP WITH ANY FAULTS. I ALSO FOUND IN TECH TIPS ON SETTING THE TRANS BASIC SETTINGS. I PERFORMED THE BASIC SETTINGS VIA VSD AND TEST DROVE ABOUT 20 MILES (FREEWAY AND SURFACE STREETS). I COULD NOT DUPLICATE THE CUSTOMER'S CONCERN AGAIN, BUT I WILL LET THE VEHICLE SIT FOR SEVERAL HOURS AND RE-TEST DRIVE THE VEHICLE AGAIN. SHOULD I BE CHECKING SOMETHING ELSE TOO? I WILL CALL.
06/08/2009	16:34	WORKSHOP FINDINGS: TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM. MVB 54 IS J20 AND MVB 64 IS 0/0. NO FAULTS IN THE ECM OR TCM.
06/08/2009	17:06	GLENN, THANKS FOR THE ASSISTANCE AND SHARED INFO. I HAVE ORDERED THE DISCUSSED PARTS AS NECESSARY. THE MECHATRONICS SHOWS AS NONE IN THE COUNTRY. WE WILL SHIP THE VEHICLE BACK TO THE CUSTOMER AND INSTALL THE PARTS WHEN THEY ARRIVE. AGAIN THANKS!
06/08/2009	18:20	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
06/08/2009	18:20	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
462983	EOS	2009	WVWBA71F79V [REDACTED]	801	3490	06/08/2009	USA

<b>Workshop Finding</b>
MVB

Activity Date	Activity Time	Activity Comments
06/08/2009	15:40	CUSTOMER STATES ON ACCELERATION FROM A STOP VEHICLE WOULD NOT MOVE-GEAR DISPLAY STARTED FLASHING AND TACH REVVED UP BUT CAR DID NOT MOVE. CUSTOMER STATES PROBLEM HAS HAPEND MULTIPLE TIME THEN DURING THE DRIVING CYCLE WHEN PROBLE OCURES IT HAPPENS MULTIPLE TIMES. THANKS
06/08/2009	15:40	ISSUE OPENED BY DEALERSHIP
06/08/2009	16:21	CUSTOMER COMMENTS: CUSTOMER STATES ON ACCELERATION FROM A STOP VEHICLE WOULD NOT MOVE-GEAR DISPLAY STARTED FLASHING AND TACH REVVED UP BUT CAR DID NOT MOVE. CUSTOMER STATES PROBLEM HAS HAPEND MULTIPLE TIME THEN DURING THE DRIVING CYCLE WHEN PROBLE OCURES IT HAPPENS MULTIPLE TIMES. THANKS
06/08/2009	16:21	MVB 64= 50/65
06/08/2009	16:21	REPLACE THE INPUT (G509)
06/08/2009	16:21	WORKSHOP FINDINGS: MVB
06/11/2009	12:42	REMOVED AND REPLACED INPUT TEMP SENSOR G509 AND REASEMBLED AND RETESTED FOUND TO BE OPERAITNG CORECTLY AT THIS TIME UNABLE TO DUPLICATE ANY OF CUSTOMERS COPLAINTS AT THIS TIME. THANKS
06/11/2009	14:04	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
06/11/2009	14:04	ISSUE UPDATED

<b>Consultant's Closing Comments</b>
REMOVED AND REPLACED INPUT TEMP SENSOR G509 AND REASEMBLED AND RETESTED FOUND TO BE OPERAITNG CORECTLY AT THIS TIME UNABLE TO DUPLICATE ANY OF CUSTOMERS COPLAINTS AT THIS TIME.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
462997	JETTA	2009	3VWRJ71K19M [REDACTED]	9189	3885	06/08/2009	USA

#### Workshop Finding

FLUID LEVEL OK, CONDITION GOOD NO FAULTS

Activity Date	Activity Time	Activity Comments
06/08/2009	15:56	CUST STATES WHEN TAKING OFF CAR JERKS,SHUDDERS,SHIFTS HARSH---PERFORM GFF, NO CODES PRESENT, TEST DRIVE, WHEN LETTING OFF BRAKE TO ACCELERATETRANS JERKS INTO GEAR DROPPING ABOUT 350RPM, ON ACCELERATION IT JERKS 3-4 TIMES. UP AND DOWN SHIFT ARE ROUGH, FLUID FULL,OK--PERFORMED BASIC SETTING THROUGH GUIDED FUNCTIONS AND PER TECH TIPS. CONCERN STILL PRESENT
06/08/2009	15:56	ISSUE OPENED BY DEALERSHIP
06/08/2009	16:16	CUSTOMER COMMENTS: CUST STATES WHEN TAKING OFF CAR JERKS,SHUDDERS,SHIFTS HARSH---PERFORM GFF, NO CODES PRESENT, TEST DRIVE, WHEN LETTING OFF BRAKE TO ACCELERATETRANS JERKS INTO GEAR DROPPING ABOUT 350RPM, ON ACCELERATION IT JERKS 3-4 TIMES. UP AND DOWN SHIFT ARE ROUGH, FLUID FULL,OK--PERFORMED BASIC SETTING THROUGH GUIDED FUNCTIONS AND PER TECH TIPS. CONCERN STILL PRESENT
06/08/2009	16:16	TECH TO GET TCM PART NO AND SOFTWARE AS WELL AS A READING FROM MVB 54 AND CALL BACK
06/08/2009	16:16	WORKSHOP FINDINGS: FLUID LEVEL OK, CONDITION GOOD NO FAULTS
06/08/2009	17:01	PART # 02E300051C, SW 1816, MVB 54 J20K0221
06/08/2009	17:06	ADVISE TECH TO REPLACE MECHATRONICS , FLUID , FILTER, AND BOLTS.
06/08/2009	17:26	PARTS ORDERED
06/09/2009	07:46	ISSUE SENT TO DEALERSHIP
06/15/2009	13:37	WAS TRANSFER TO SERVICE 3 TIMES AND THE CALL WENT DIRECTLY TO VOICE MAIL.
06/15/2009	17:47	SPOKE TO ANDREW - RECEIVE THE PART FOR THE CAR TODAY THE CAR SHOULD BE COMPLETED BY TOMORROW. ADVISE TO HAVE THE TECH CLOSE THE VTA AHEN THE CAR IS COMPLETED.
06/16/2009	08:57	MECHARTONICS IN TRANSIT. WILL REOPEN IF NEEDED
06/16/2009	11:01	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
06/16/2009	11:01	ISSUE UPDATED

#### Consultant's Closing Comments

MECHARTONICS IN TRANSIT. WILL REOPEN IF NEEDED

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
463042	RABBIT	2008	WVWFV71K08W [REDACTED]	105571	3885	06/08/2009	USA

<b>Workshop Finding</b>
10571 IS THE CURRENT MILEAGE.

Activity Date	Activity Time	Activity Comments
06/08/2009	16:31	CUSTOMER STATES THAT VEHICLE JERKS WHE ACCELERATING AFTER A STOP, AFTER DRIVING FOR 15 MINS. DROVE VEHICLE VEHICLE JERKS WHEN TAKING OFF. RAN GUIDED FAULT FINDING, NO DTCS FOUND, SET BASIC SETTING FOR TRANSMISSION AND THROTTLE BODY. TRANS STILL JERKS.
06/08/2009	16:31	ISSUE OPENED BY DEALERSHIP
06/08/2009	16:39	CUSTOMER COMMENTS: CUSTOMER STATES THAT VEHICLE JERKS WHE ACCELERATING AFTER A STOP, AFTER DRIVING FOR 15 MINS. DROVE VEHICLE VEHICLE JERKS WHEN TAKING OFF. RAN GUIDED FAULT FINDING, NO DTCS FOUND, SET BASIC SETTING FOR TRANSMISSION AND THROTTLE BODY. TRANS STILL JERKS.
06/08/2009	16:39	GET MVB 54 FROM THE TRANSMISSION ELECTRONICS AND CALL BACK IN.
06/08/2009	16:39	WORKSHOP FINDINGS: 10571 IS THE CURRENT MILEAGE.
06/08/2009	16:45	SERIAL # H48P0518
06/08/2009	16:54	ADVISE TECH TO REPLACE MECHATRONICS , FLUID FILTER AND BOLTS.
06/08/2009	17:11	PARTS ON RED ORDER
06/09/2009	07:43	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
06/09/2009	07:43	ISSUE UPDATED

<b>Consultant's Closing Comments</b>
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
463062	EOS	2008	WVWFA71F58V [REDACTED]	15936	3885	06/08/2009	USA

#### Workshop Finding

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

Activity Date	Activity Time	Activity Comments
06/08/2009	16:45	ISSUE OPENED BY DEALERSHIP
06/08/2009	16:45	REMOVED AND REPLACED MECHATRONICS UNIT, FILTER AND FLUID AS ADVISED ON PREVIOUS REPAIR ORDER. NEED BASIC SETTINGS INFORMATION.
06/08/2009	16:51	A2 CASE TO BE ESCALATED FOR REVIEW. ADVISED THE TECH ON HOW TO PERFORM THE TRANS BASIC SETTINGS.
06/08/2009	16:51	CUSTOMER COMMENTS: REMOVED AND REPLACED MECHATRONICS UNIT, FILTER AND FLUID AS ADVISED ON PREVIOUS REPAIR ORDER. NEED BASIC SETTINGS INFORMATION.
06/08/2009	16:51	WORKSHOP FINDINGS: TECH NEEDS TO KNOW HOW TO PERFORM THE TRANS BASIC SETTINGS.
06/08/2009	17:41	PLEASE CLOSE
06/08/2009	17:41	RAN BASIC SETTINGS 61 THEN 60 IN TCM. TEST DROVE VEHICLE FOR 15 MILES. VEHICLE SHIFTS PROPERLY WITHOUT ANY SHIFTING ISSUES.
06/09/2009	07:45	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
06/09/2009	07:45	ISSUE UPDATED

#### Consultant's Closing Comments

RAN BASIC SETTINGS 61 THEN 60 IN TCM. TEST DROVE VEHICLE FOR 15 MILES. VEHICLE SHIFTS PROPERLY WITHOUT ANY SHIFTING ISSUES.A2 CASE TO BE ESCALATED FOR REVIEW.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
463081	JETTA	2008	3VWRJ71K78M [REDACTED]	13248	3885	06/08/2009	USA

#### Workshop Finding

n/a

Activity Date	Activity Time	Activity Comments
06/08/2009	17:06	CUSTOMER CONCERN TRANSMISSION HESITATES THEN JERKS UPON TAKE-OFF ..
06/08/2009	17:06	ISSUE OPENED BY DEALERSHIP
06/08/2009	17:17	CUSTOMER COMMENTS: CUSTOMER CONCERN TRANSMISSION HESITATES THEN JERKS UPON TAKE-OFF ..
06/08/2009	17:17	MVB 54 J08. ADVISED TO REPLACE MECHATRONICS UNIT, FLUID, FILTER AND BOLTS.
06/22/2009	17:33	PART IS STILL ON ORDER AS OF 6/22/09 WITH NO ETA.
06/22/2009	18:10	P1 WAITING ON PARTS. THANK YOU FOR THE UPDATE.
06/24/2009	15:19	ISSUE UPDATED
06/30/2009	21:38	ETA ON PARTS ORDER HAS BEEN REQUESTED BY PARTS DEPT. SHOULD HAVE ANSWER ON 7/1/09.
07/01/2009	09:22	P1 WAITING ON PARTS. THANK YOU FOR THE UPDATE.
08/07/2009	09:36	VEHICLE REPAIRED ,
08/07/2009	10:12	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
08/07/2009	10:12	ISSUE UPDATED

#### Consultant's Closing Comments

D1 REPLACED MECHATRONICS UNIT.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
463098	JETTA	2008	3VWRJ71K58M [REDACTED]	13737	3885	06/08/2009	USA

#### Workshop Finding

TECH VERIFIED THE CONCERN. TECH REPLACED THE MECH UNIT AND THE NEW MECH UNIT HAS NO COMMUNICATION. WHEN THE OLD MECH UNIT IS PLUGGED IN, COMMUNICATION IS POSSIBLE. NO MECH UNIT DAMAGE OR CARTON DAMAGE FOUND. MECH UNIT POWER IS GOOD.

Activity Date	Activity Time	Activity Comments
06/08/2009	17:34	HAD A VTA OPEN ON THIS VEHICLE FOR SHIFTING ISSUE, TECHLINE ADVISED ME TO INSTALL MECATRONICS UNIT DUE TO SHIFTING CONCERN AND SOFTWARE LEVEL, REMOVED OLD AND INSTALLED NEW MECHATRONICS UNIT NO THERE IS A NO COMMUNICATION FAULT, PLUGGED OLD UNIT BACK IN AND IT COMMUNICATES, I BELIVE I HAVE A BAD UNIT. PLEASE ADVISE
06/08/2009	17:34	ISSUE OPENED BY DEALERSHIP
06/08/2009	17:42	A2 CASE TO BE ESCALATED FOR REVIEW. ADVISED THE TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT.
06/08/2009	17:42	CUSTOMER COMMENTS: HAD A VTA OPEN ON THIS VEHICLE FOR SHIFTING ISSUE, TECHLINE ADVISED ME TO INSTALL MECATRONICS UNIT DUE TO SHIFTING CONCERN AND SOFTWARE LEVEL, REMOVED OLD AND INSTALLED NEW MECHATRONICS UNIT NO THERE IS A NO COMMUNICATION FAULT, PLUGGED OLD UNIT BACK IN AND IT COMMUNICATES, I BELIVE I HAVE A BAD UNIT. PLEASE ADVISE
06/08/2009	17:42	WORKSHOP FINDINGS: TECH VERIFIED THE CONCERN. TECH REPLACED THE MECH UNIT AND THE NEW MECH UNIT HAS NO COMMUNICATION. WHEN THE OLD MECH UNIT IS PLUGGED IN, COMMUNICATION IS POSSIBLE. NO MECH UNIT DAMAGE OR CARTON DAMAGE FOUND. MECH UNIT POWER IS GOOD.
06/16/2009	18:23	ISSUE UPDATED
06/17/2009	12:34	SPOKE WITH KEVIN, VEHICLE STILL AWAITING THE MECH P1
06/18/2009	11:27	STILL WAITING FOR NEW MECH UNIT TO ARRIVE
06/18/2009	11:53	ISSUE SENT TO DEALERSHIP
06/23/2009	19:47	YUP!!!! STILL WAITING
06/23/2009	19:58	ISSUE SENT TO DEALERSHIP
06/30/2009	11:33	SPOKE WITH MIKE, MECH ON ORDER STILL
07/08/2009	12:15	ISSUE UPDATED
07/09/2009	12:12	SPOKE WITH MIKE MECH ON RED ORDER STILL P1
07/10/2009	10:51	STILL HAVENT RECIVED PART
07/10/2009	11:22	ISSUE SENT TO DEALERSHIP
07/13/2009	09:44	CHECKED AT PARTS DONT KNOW A TIME LINE ON THE PART
07/13/2009	11:02	ISSUE SENT TO DEALERSHIP
07/14/2009	18:44	CHECKED AGIAN TODAY STILL DONT KNOW WHEN IT WILL ARIVE
07/14/2009	19:49	ISSUE SENT TO DEALERSHIP
07/17/2009	15:30	NOPE NOT HERE TODAY
07/17/2009	15:42	ISSUE SENT TO DEALERSHIP
08/03/2009	09:34	SPOKE WITH MARIE, PART ARRIVED AND WE MAY BE WAITING ON OTHER PARTS, TECH TO UPDATE THE VTA
08/03/2009	12:45	INSTALLED MECH UNIT, SET BASIC SETTING, TRANSMISSION OPERATING PROPERLY NO MORE BUCKING, OR HESITATING, THANKS FOR THE HELP
08/03/2009	13:00	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
08/03/2009	13:00	ISSUE UPDATED

#### Consultant's Closing Comments

INSTALLED MECH UNIT, SET BASIC SETTING, TRANSMISSION OPERATING PROPERLY NO MORE BUCKING, OR HESITATING,  
THANKS FOR THE HELP

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
463111	EOS	2008	WVWBA71F48V [REDACTED]	9371	3885	06/08/2009	USA

#### Workshop Finding

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

Activity Date	Activity Time	Activity Comments
06/08/2009	18:03	ISSUE OPENED BY DEALERSHIP
06/08/2009	18:03	VEHICLE HAS AN INTERMITTANT HARSH ENGAGEMENT OF 1ST GEAR AND REVERSE AT TIMES THERE IS A AUDIBLE CLANK THERE ALSO AT TIMES IN 1ST AND REVERSE IS A SURGING SENSATION NO FAULTS STORED
06/08/2009	18:05	ADVISED THE TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT.
06/08/2009	18:05	CUSTOMER COMMENTS: VEHICLE HAS AN INTERMITTANT HARSH ENGAGEMENT OF 1ST GEAR AND REVERSE AT TIMES THERE IS A AUDIBLE CLANK THERE ALSO AT TIMES IN 1ST AND REVERSE IS A SURGING SENSATION NO FAULTS STORED
06/08/2009	18:05	WORKSHOP FINDINGS: TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM. MVB 54 IS J07.
06/09/2009	10:36	PARTS ARE ON ORDER THANKS
06/09/2009	18:07	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
06/09/2009	18:07	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
463166	EOS	2008	WVWFA71F78V [REDACTED]	20079	3885	06/09/2009	USA

#### Workshop Finding

n/a

Activity Date	Activity Time	Activity Comments
06/09/2009	08:43	CUSTOMER COMPLAINT WAS THAT THE ENGINE STUMBLES AND FEELS LIKE IT WOULD DIE WHEN COMING TO A STOP. WAS UNABLE TO DUPLICATE A ROUGH IDLE OR ANY TYPE OF STUMBLE, BUT DID NOTICE THAT THE CAR LURCHES FORWARD WHEN ACCELERATING FROM A STOP. CER LURCHES IN FORWARD AND REVERSE, WITH HARD THROTTLE OR LIGHT. BUT DID NOTICE THAT SOMETIMES IT LURCHES WORSE THAN OTHER TIMES. NO FAULTS IN MODULES, HOWEVER I JUST REPLACED THE IGNITION SWITCH FOR A DIFFERENT COMPLAINT ON THIS VEHICLE (WHICH WAS SETTING IGNITION SWITCH POWER FAULTS IN THE STEERING COLUMN ELECTRONICS MODULE) FAULTS CLEAR AND THE OTHER PROBLEM IS OK NOW. I PERFORMED THROTTLE ADAPTION AND BASIC SETTINGS FOR THE DSG TRANSMISSION WITH NO CHANGE TO THE LURCHING CONDITION.
06/09/2009	08:43	ISSUE OPENED BY DEALERSHIP
06/09/2009	08:57	CUSTOMER COMMENTS: CUSTOMER COMPLAINT WAS THAT THE ENGINE STUMBLES AND FEELS LIKE IT WOULD DIE WHEN COMING TO A STOP. WAS UNABLE TO DUPLICATE A ROUGH IDLE OR ANY TYPE OF STUMBLE, BUT DID NOTICE THAT THE CAR LURCHES FORWARD WHEN ACCELERATING FROM A STOP. CER LURCHES IN FORWARD AND REVERSE, WITH HARD THROTTLE OR LIGHT. BUT DID NOTICE THAT SOMETIMES IT LURCHES WORSE THAN OTHER TIMES. NO FAULTS IN MODULES, HOWEVER I JUST REPLACED THE IGNITION SWITCH FOR A DIFFERENT COMPLAINT ON THIS VEHICLE (WHICH WAS SETTING IGNITION SWITCH POWER FAULTS IN THE STEERING COLUMN ELECTRONICS MODULE) FAULTS CLEAR AND THE OTHER PROBLEM IS OK NOW. I PERFORMED THROTTLE ADAPTION AND BASIC SETTINGS FOR THE DSG TRANSMISSION WITH NO CHANGE TO THE LURCHING CONDITION.
06/09/2009	08:57	REPLACE THE MECHATRONIC, FLUID, FILTER, AND BOLTS
06/12/2009	10:01	STILL WAITING FOR PARTS, MECHATRONIC UNIT IS SPECIAL ORDER
06/12/2009	10:30	THANKS FOR THE UPDATE P1
06/16/2009	12:30	WAITING FOR PARTS, SPOKE WITH PARTS DEPT, AND THEY STATED, NOT HERE YET, TAKES SOME TIME TO GET HERE DUE TO MECHATRONIC PROGRAMMING REQUIRED BEFORE DELIVERY.
06/16/2009	14:14	THANKS FOR THE UPDATE
06/18/2009	11:14	CHECKED PARTS ARRIVAL, AND STILL NO MECHATRONIC UNIT. SPECIAL ORDER MECHATRONIC BOLTS ARE HERE, BUT NOT THE MAIN ORDER.
06/18/2009	12:26	THANKS FOR THE UPDATE
06/22/2009	08:52	SPOKE WITH PARTS DEPT, AND PARTS NOT TO ARRIVE UNTIL EARLY JULY
06/22/2009	08:57	THANKS FOR THE UPDATE
06/29/2009	08:53	VEHICLE STILL DOWN, WAITING FOR PARTS
06/30/2009	15:35	UPDATE AFTER PART ARE INSTALLED
07/28/2009	16:25	INSTALL WITH NEW SPECIAL ORDER MECHATRONIC UNIT ASSEMBLY, NEW GASKETS, BOLTS AND SEALS AS NEEDED. FILL FLUID AS PROCEDURE, PERFORM CODING AND SET BASIC SETTINGS, VEHICLE NOW RUNS AND DRIVES AS DESIGNED, SURGING/VEHICLE THROTTLE/ACCELERATION PULSATING IS GONE. SHOP FOREMAN ALSO TEST DROVE TO VERIFY
07/28/2009	16:28	VEHICLE IS REPAIRED AND OPERATING AS DESIGNED WITH NEW MECHATRONIC UNIT INSTALLED AND SET
07/28/2009	16:45	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/28/2009	16:45	ISSUE UPDATED

#### Consultant's Closing Comments

VEHICLE IS REPAIRED AND OPERATING AS DESIGNED WITH NEW MECHATRONIC UNIT INSTALLED AND SET

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
463172	EOS	2008	WVWBA71F98V [REDACTED]	8064	3885	06/09/2009	USA

#### Workshop Finding

TEST DROVE FROND NORMAL SHIFT WHEN COLD BUT WHEN ENGINE GET WORN FOND ENGAGEMENT OF TRANSMISSION TO BE DELAYED AND VARY HARD SET BASE SETINGS NO INPROVEMNET MEASURED VALUE BLOCK 54 READS J11E0414

Activity Date	Activity Time	Activity Comments
06/09/2009	08:47	CUSTOMER STATED THAT CAR SHIFTS HARD ON ACC TEST DROVE FROND NORMAL SHIFT WHEN COLD BUT WHEN ENGINE GET WORN FOND ENGAGEMENT OF TRANSMISSION TO BE DELAYED AND VARY HARD SET BASE SETINGS NO INPROVEMNET MEASURED VALUE BLOCK 54 READS J11E0414
06/09/2009	08:47	ISSUE OPENED BY DEALERSHIP
06/09/2009	08:51	ADVISED THE TECH TO REPLACE THE MECHITRONICS UNIT, FLUID, FILTER, & BOLTS.....
06/09/2009	08:51	CUSTOMER COMMENTS: CUSTOMER STATED THAT CAR SHIFTS HARD ON ACC TEST DROVE FROND NORMAL SHIFT WHEN COLD BUT WHEN ENGINE GET WORN FOND ENGAGEMENT OF TRANSMISSION TO BE DELAYED AND VARY HARD SET BASE SETINGS NO INPROVEMNET MEASURED VALUE BLOCK 54 READS J11E0414
06/09/2009	08:51	WORKSHOP FINDINGS: TEST DROVE FROND NORMAL SHIFT WHEN COLD BUT WHEN ENGINE GET WORN FOND ENGAGEMENT OF TRANSMISSION TO BE DELAYED AND VARY HARD SET BASE SETINGS NO INPROVEMNET MEASURED VALUE BLOCK 54 READS J11E0414
06/16/2009	12:57	PHONE RANG FOR OVER TWO MINUTES WITH NO ANSWER. NO UPDATE.
06/16/2009	13:20	SPOKE WITH JOE IN SERVICE. WAITED FOR 5 MINUTES AND TEN WAS DISCONNECTED.
06/16/2009	13:23	SPOKE WITH ANDY IN SERVICE. ANDY STATES WAITING ON PART. P1
06/16/2009	14:00	STILL WATING ON PARTS
06/18/2009	08:52	THANK YOU FOR THE UPDATE ON THE STATUS OF THE REPAIR.....
06/18/2009	09:02	NO PARTS YET
06/18/2009	09:19	ISSUE SENT TO DEALERSHIP
06/23/2009	14:26	SPOKE WITH GEORGE IN SERVICE..... DEALER IS STILL WAITING ON PARTS TO ARRIVE..... P1
06/24/2009	07:55	STILL NO PARTS
06/24/2009	08:17	THANK YOU FOR THE UPDATE ON THE STATUS OF THE REPAIR/PARTS STATUS
06/26/2009	16:28	STILL WATING
06/27/2009	07:53	THANK YOU FOR THE UPDATE ON THE STATUS OF THE REPAIR/PARTS STATUS
06/30/2009	21:47	THE MAN IN THE ROW BOAT FROM GERMANY STILL HAS NOT DROPPED OFF MY PART
07/01/2009	08:36	THANK YOU VERY MUCH FOR THE UPDATE ON THE STATUS OF THE PARTS DELIVERY
07/06/2009	08:49	STILL WATING
07/06/2009	11:54	ISSUE SENT TO DEALERSHIP
07/10/2009	08:29	STILL WATING
07/10/2009	12:40	THANK YOU FOR THE UPDATE ON THE STATUS OF THE REPAIR/PARTS STATUS
07/14/2009	08:34	THE PARTS DEPARTMENT CAN NOT EXPLAN WHY THE PART IS NOT IN WAS SCHULED TO SHIP 6/30 WE HAVE NOT BEEN BILLED FOR THE PART AND THE PART IS NOT HEAR
07/14/2009	09:03	THANK YOU FOR THE UPDATE..... YOU MAY WANT TO HAVE YOUR PARTS DEPARTMENT CALL THE PARTS HELPLINE @ 1-800-767-6552 TO SEE IF THEY CAN TRACK THE PART DOWN.
07/16/2009	08:50	STILL NO PARTS NO ONE ANY WERE KNOWS ANY THING
07/16/2009	12:26	I CALLED THE PARTS SPECIALIST TODAY IN REGARDS TO YOUR ORDER... THEY HAVE TOLD ME THAT DUE TO A SUPPLIER CONCERN, THAT THE MECH UNITS WILL NOT START TO SHIP UNTIL THE END OF NEXT WEEK...
07/20/2009	09:21	PARTS ARE NOW ON BACK ORDER I AM BEING TOLD ANOTHER 6-8 WEEKS FOR PARTS
07/20/2009	11:12	THANK YOU FOR THE UPDATE ON THE STATUS OF THE REPAIR/PARTS STATUS
07/27/2009	08:40	SHOULD I CLOSE THE TICKIT? STILL NO PARTS

07/27/2009	18:42	PARTS SHOULD ARRIVE THIS WEEK OR NEXT. IF THE CAR IS STILL DOWN AT THE DEALER PLEASE KEEP THE CASE OPEN. IF THE VEHICLE HAS LEFT THE SHOP THE CASE CAN BE CLOSED.
07/27/2009	20:29	ISSUE SENT TO DEALERSHIP
07/30/2009	10:31	STILL NO PARTS CAR IS IN BACK LOT
07/30/2009	16:53	THANK YOU FOR THE UPDATE ON THE STATUS OF THE REPAIR/PARTS STATUS
08/03/2009	08:53	WELL JOHN NOTHING HAS CHANGED OVER THE WEEKEND THE PARTS ARE STILL NOT HEAR AND THE CAR SITS IN THE BACK LOT UNMOVED
08/04/2009	06:52	ALRIGHT THANKS YOU VERY MUCH FOR THE UPDATE... I WILL TRY AND CHECK ON THE STATUS OF THE MECH UNITS TODAY TO SEE WHERE THEY ARE AT...
08/07/2009	10:41	PARTS ARE IN WORKING ON CAR TODAY WILL UPDATE WHEN JOB IS DONE
08/07/2009	11:10	THANK YOU VERY MUCH FOR THE UPDATE ON REPAIR STATUS
08/07/2009	12:20	REPLACED MECHATRONIC UNIT PERFORMED TT 37-09-03 TEST DROVE NO PROBLEMS AT THIS TIME RETURING CAR TO CUSTOMER
08/07/2009	12:21	CLOSE
08/11/2009	08:01	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
08/11/2009	08:01	ISSUE UPDATED

<b>Consultant's Closing Comments</b>		
REPLACED MECHATRONIC UNIT PERFORMED TT 37-09-03 TEST DROVE NO PROBLEMS AT THIS TIME RETURING CAR TO CUSTOMER		



VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
463183	JETTA	2008	3VWRA71KX8M [REDACTED]	25419	3885	06/09/2009	USA

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

Activity Date	Activity Time	Activity Comments
06/09/2009	08:59	ISSUE OPENED BY DEALERSHIP
06/09/2009	08:59	VEH. JERKS WHEN PULLING OUT.
06/09/2009	09:37	CUSTOMER COMMENTS: VEH. JERKS WHEN PULLING OUT.
06/09/2009	09:37	MVB 54 J11. ADVISED TO REPLACE MECHATRONICS UNIT, FLUID, FILTER AND BOLTS.
06/16/2009	13:20	P2 - SPOKE TO GARY, PARTS HAVE BEEN ORDERED.
06/19/2009	13:02	PARTS ON ORDER, CUST RESCHEDULE
06/19/2009	14:35	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
06/19/2009	14:35	ISSUE UPDATED

<b>Consultant's Closing Comments</b>
C1 PARTS ON ORDER, CUST RESCHEDULE

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
463185	EOS	2008	WVWBA71F38V [REDACTED]	14051	3885	06/09/2009	USA

**Workshop Finding**

n/a

Activity Date	Activity Time	Activity Comments
06/09/2009	09:02	CONCERN OF JERKY IN 1ST GEAR AND IN REVERSE. HAPPENS ALL THE TIME, NOT JUST ON COLD STARTS. NO FAULTS IN MEMORY. NO TSB'S FOUND.
06/09/2009	09:02	ISSUE OPENED BY DEALERSHIP
06/09/2009	09:08	CUSTOMER COMMENTS: CONCERN OF JERKY IN 1ST GEAR AND IN REVERSE. HAPPENS ALL THE TIME, NOT JUST ON COLD STARTS. NO FAULTS IN MEMORY. NO TSB'S FOUND.
06/09/2009	09:08	TECH STATES WE ARE AT H49 IN MVB 54 OF TCM. ADVISED TECHNICIAN TO REPLACE MECHATRONIC UNIT, FLUID, FILTER, AND BOLTS. PLEASE CLOSE OUT VTA WHEN DONE.
06/10/2009	09:55	ORDERED MECHATRONIC UNIT, FLUID, FILTER, AND BOLTS. WILL INSTALL WHEN PARTS ARRIVE(RED ORDERED). WILL OPEN A NEW VTA IF NEEDED. THANKS ALLEN.
06/10/2009	10:05	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
06/10/2009	10:05	ISSUE UPDATED

**Consultant's Closing Comments**

REPLACE MECHATRONIC UNIT.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
463188	JETTA	2008	3VWRJ71K88M [REDACTED]	6965	3885	06/09/2009	USA

#### Workshop Finding

I ROADTESTED THIS VEHICLE AND VERIFIED THIS CONCERN. PERFORMED GFF AND FOUND NO DTC'S IN THE SYSTEM. CHECKED VALUE BLOCK 54 IN GEARBOX AND THE NUMBER IS H48R0105. CONTINUED AND PERFORMED BASIC SETTINGS OF THE DSG THROUGH VSD, VALUE BLOCKS 61 AND 60. BASIC SETTINGS PERFORMED OK. ROADTESTED THE VEHICLE APROX 10 MILES AND CONDITION DID NOT CHANGE.

Activity Date	Activity Time	Activity Comments
06/09/2009	09:07	CUSTOMER STATED VEHICLE SEEMED TO BE BUCKING INTO GEAR WHEN FIRST TAKING OFF FROM A STOP, IN EITHER DRIVE OR REVERSE. I ROADTESTED THIS VEHICLE AND VERIFIED THIS CONCERN. PERFORMED GFF AND FOUND NO DTC'S IN THE SYSTEM. CHECKED VALUE BLOCK 54 IN GEARBOX AND THE NUMBER IS H48R0105. CONTINUED AND PERFORMED BASIC SETTINGS OF THE DSG THROUGH VSD, VALUE BLOCKS 61 AND 60. BASIC SETTINGS PERFORMED OK. ROADTESTED THE VEHICLE APROX 10 MILES AND CONDITION DID NOT CHANGE.
06/09/2009	09:07	ISSUE OPENED BY DEALERSHIP
06/09/2009	09:10	ADVISED TECH TO REPLACE THE MECHITRONICS UNIT, FLUID, FILTER, & BOLTS....
06/09/2009	09:10	CUSTOMER COMMENTS: CUSTOMER STATED VEHICLE SEEMED TO BE BUCKING INTO GEAR WHEN FIRST TAKING OFF FROM A STOP, IN EITHER DRIVE OR REVERSE. I ROADTESTED THIS VEHICLE AND VERIFIED THIS CONCERN. PERFORMED GFF AND FOUND NO DTC'S IN THE SYSTEM. CHECKED VALUE BLOCK 54 IN GEARBOX AND THE NUMBER IS H48R0105. CONTINUED AND PERFORMED BASIC SETTINGS OF THE DSG THROUGH VSD, VALUE BLOCKS 61 AND 60. BASIC SETTINGS PERFORMED OK. ROADTESTED THE VEHICLE APROX 10 MILES AND CONDITION DID NOT CHANGE.
06/09/2009	09:10	WORKSHOP FINDINGS: I ROADTESTED THIS VEHICLE AND VERIFIED THIS CONCERN. PERFORMED GFF AND FOUND NO DTC'S IN THE SYSTEM. CHECKED VALUE BLOCK 54 IN GEARBOX AND THE NUMBER IS H48R0105. CONTINUED AND PERFORMED BASIC SETTINGS OF THE DSG THROUGH VSD, VALUE BLOCKS 61 AND 60. BASIC SETTINGS PERFORMED OK. ROADTESTED THE VEHICLE APROX 10 MILES AND CONDITION DID NOT CHANGE.
06/11/2009	08:51	ORDERED MECHITRONIC UNIT. THANK YOU
06/11/2009	09:48	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
06/11/2009	09:48	ISSUE UPDATED

#### Consultant's Closing Comments

ORDERED MECHITRONIC UNIT. THANK YOU

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
463205	JETTA	2008	3VWRJ71K08M	20149	3885	06/09/2009	USA

#### Workshop Finding

NOTE: ROAD TEST AND COMPLAINT WAS VERIFIED.CHECK FOR DTCS, NO FAULTS WERE DETECTED. MAY NEED A VALVE BODY? COULD YOU PLEASE HELP ME. TECH STATES HE HAS VERIFIED FLUID LEVEL AND CONDITION.

Activity Date	Activity Time	Activity Comments
06/09/2009	09:26	HI EVERYONE, CUSTOMER STATES RPMS DROPS DOWN AT STOPS AND STALL IF ACCELERATOR PEDAL IS NOT IMMEDIATELY DEPRESSED, AND CAR LURCHES FORWARD VERY BADLY ON ACCEL.NOTE: ROAD TEST AND COMPLAINT WAS VERIFIED.CHECK FOR DTCS, NO FAULTS WERE DETECTED.MAY NEED A VALVE BODY? COULD YOU PLEASE HELP ME..
06/09/2009	09:26	ISSUE OPENED BY DEALERSHIP
06/09/2009	09:34	ADVISED TECH TO PLEASE CHECK MVB 54 IN THE TRANSMISSION CONTROL MODULE. UPDATE WITH YOUR FINDINGS AND CALL BACK.
06/09/2009	09:34	CUSTOMER COMMENTS: HI EVERYONE, CUSTOMER STATES RPMS DROPS DOWN AT STOPS AND STALL IF ACCELERATOR PEDAL IS NOT IMMEDIATELY DEPRESSED, AND CAR LURCHES FORWARD VERY BADLY ON ACCEL.
06/09/2009	09:34	WORKSHOP FINDINGS: NOTE: ROAD TEST AND COMPLAINT WAS VERIFIED.CHECK FOR DTCS, NO FAULTS WERE DETECTED. MAY NEED A VALVE BODY? COULD YOU PLEASE HELP ME. TECH STATES HE HAS VERIFIED FLUID LEVEL AND CONDITION.
06/09/2009	09:55	CHECK MVB 54, THIS I FOUND J15D0015.
06/09/2009	10:07	REPLACE THE MECHATRONIC, BOLTS, FLUID AND FILTER.
06/15/2009	13:23	VEHICLE DOWN. WAITING ON PARTS. EXPECT PARTS 6/19/2009.
06/15/2009	18:02	THANKS FOR THE UPDATE.
06/16/2009	12:59	PER LAST TECHNICIAN UPDATE. VEHICLE CURRENTLY WAITING ON SPECIAL ORDER PARTS; P1.
06/19/2009	14:14	OLD TCM AND NEW TCM MATCH AS FAR AS PART NUMBER AND MVB 41/48. TECH TO PERFORM BASIC 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.
06/22/2009	08:38	PERFORMED BASIC SETTINGS,ACCORDING TO YOUR ADVISED AND DROVE IT FOR 20 MILES.BUT THE TRANSMISSION STILL DOING THE PROBLEM, RPMS DROPS DOWN AT STOPS AND STALL AND LURCHES FORWARD VERY BADLY.
06/22/2009	08:47	THANKS FOR THE UPDATE. PLEASE RETURN PHONE CALL TO THE HELPLINE FOR FURTHER ASSISTANCE.
06/22/2009	10:54	ADVISED TECH TO REPLACE MECH UNIT, BOLTS, FILTER AND FLUID THEN REPERFORM MANUAL BASIC SETTINGS PER TT 37-09-03. MECH WAS NOT REPLACED AS PER PREVIOUS RECOMMENDATION.
06/30/2009	07:54	REPLACED VALVE BODY. VEHICLE OPERATING AS DESIGNED.
06/30/2009	11:34	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
06/30/2009	11:34	ISSUE UPDATED

#### Consultant's Closing Comments

TECHNICIAN REPLACED THE MECHATRONICS UNIT, BOLTS, FILTER, AND FLUID.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
463210	JETTA	2008	3VWRJ71K28M [REDACTED]	11489	3460	06/09/2009	USA

#### Workshop Finding

SHOP FINDINGS: TEST DROVE VEHICLE. WHEN ACCELERATING FROM A STOP VEHICLE LURCHES SEVERAL TIMES THEN ENGAGES HARSHLY INTO FIRST. DOWNSHIFT INTO FIRST IS HARSH AS WELL. ALL OTHER SHIFT POINTS SEEM OK. NO FAULTS DETECTED, NO INTAKE LEAKS DETECTED, NO VISUAL LEAKS, AND FLUID LEVEL IS OK.

Activity Date	Activity Time	Activity Comments
06/09/2009	09:32	CUSTOMER STATES: VEHICLE IS LURCHING AND JERKING WHEN STARTING FROM A STOP. SHOP FINDINGS: TEST DROVE VEHICLE. WHEN ACCELERATING FROM A STOP VEHICLE LURCHES SEVERAL TIMES THEN ENGAGES HARSHLY INTO FIRST. DOWNSHIFT INTO FIRST IS HARSH AS WELL. ALL OTHER SHIFT POINTS SEEM OK. NO FAULTS DETECTED, NO INTAKE LEAKS DETECTED, NO VISUAL LEAKS, AND FLUID LEVEL IS OK.
06/09/2009	09:32	ISSUE OPENED BY DEALERSHIP
06/09/2009	09:41	CUSTOMER COMMENTS: CUSTOMER STATES: VEHICLE IS LURCHING AND JERKING WHEN STARTING FROM A STOP. SHOP FINDINGS: TEST DROVE VEHICLE. WHEN ACCELERATING FROM A STOP VEHICLE LURCHES SEVERAL TIMES THEN ENGAGES HARSHLY INTO FIRST. DOWNSHIFT INTO FIRST IS HARSH AS WELL. ALL OTHER SHIFT POINTS SEEM OK. NO FAULTS DETECTED, NO INTAKE LEAKS DETECTED, NO VISUAL LEAKS, AND FLUID LEVEL IS OK.
06/09/2009	09:41	MVB 54 = J12N0219..... ADVISED THE TECH TO REPLACE THE MECHITRONICS UNIT, FLUID, FILTER, AND BOLTS.....
06/09/2009	09:41	WORKSHOP FINDINGS: SHOP FINDINGS: TEST DROVE VEHICLE. WHEN ACCELERATING FROM A STOP VEHICLE LURCHES SEVERAL TIMES THEN ENGAGES HARSHLY INTO FIRST. DOWNSHIFT INTO FIRST IS HARSH AS WELL. ALL OTHER SHIFT POINTS SEEM OK. NO FAULTS DETECTED, NO INTAKE LEAKS DETECTED, NO VISUAL LEAKS, AND FLUID LEVEL IS OK.
06/15/2009	07:59	PARTS ON ORDER, CUSTOMER PICKED UP VEHICLE UNTIL THE PARTS ARRIVE. SHOULD I LEAVE THE TICKET OPEN UNTIL VEHICLE RETURNS FOR REPAIRS?
06/16/2009	01:24	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
06/16/2009	01:24	ISSUE UPDATED

#### Consultant's Closing Comments

PARTS ON ORDER, CUSTOMER PICKED UP VEHICLE UNTIL THE PARTS ARRIVE. SHOULD I LEAVE THE TICKET OPEN UNTIL VEHICLE RETURNS FOR REPAIRS?

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
463220	JETTA	2009	3VWPL71K19M [REDACTED]	1409	3885	06/09/2009	USA

#### Workshop Finding

INTERMITTENT NO CRANK/ STALLS. NO COMM FAULTS STORED, TECH UNABLE TO DUPLICATE

Activity Date	Activity Time	Activity Comments
06/09/2009	09:44	CUSTOMER STATES VEHICLE DIED WHILE DRIVING WOULD NOT RESTART .WOULD NOT TURN OVER FAULTS IN POWERTRAIN MODULES FOR NO COMMUNICATION WITH TRANSMISSION.AT THIS TIME VEHICLE STARTS AND RUNS GREAT NO COMMUNICATION PROBLEMS NO LOOSE GROUNDS THAT I CAN FIND AND HARNESS CONNECTION TO TRANS IS CLEAN TIGHT AND DRY.GOT ANY IDEAS
06/09/2009	09:44	ISSUE OPENED BY DEALERSHIP
06/09/2009	09:57	CUSTOMER COMMENTS: CUSTOMER STATES VEHICLE DIED WHILE DRIVING WOULD NOT RESTART .WOULD NOT TURN OVER FAULTS IN POWERTRAIN MODULES FOR NO COMMUNICATION WITH TRANSMISSION.AT THIS TIME VEHICLE STARTS AND RUNS GREAT NO COMMUNICATION PROBLEMS NO LOOSE GROUNDS THAT I CAN FIND AND HARNESS CONNECTION TO TRANS IS CLEAN TIGHT AND DRY.GOT ANY IDEAS
06/09/2009	09:57	GET A FAULT LOG FOR THE VEHICLE 800 403 4710
06/09/2009	09:57	WORKSHOP FINDINGS: INTERMITTENT NO CRANK/ STALLS. NO COMM FAULTS STORED, TECH UNABLE TO DUPLICATE
06/09/2009	09:59	FIND OUT MORE INFO ON THE CONCERN AND ROAD TEST IF POSSIBLE 10 MILES IN STOP AND GO AS WELL AS CRUISING TO DUPLICATE
06/09/2009	10:30	MVB 125 IN 19 READS 0
06/09/2009	10:35	ISSUE UPDATED
06/09/2009	10:37	ISSUE UPDATED
06/09/2009	11:19	HAVE TRASNSFERED ALL INFORMATION TO SERVICE MANAGER.CUSTOMER IS ON TRIP FROM ARIZONA MECH UNITS HAVE BEEN TAKING BETWEEN 3 TO 6 WEEKS TO ARRIVE THEY WILL DECIDE IF VEHICLE WILL STAY HERE OR RETURN TO HOME STATE FOR REPAIR
06/09/2009	12:11	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
06/09/2009	12:11	ISSUE UPDATED

#### Consultant's Closing Comments

MECH ON ORDER

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
463278	JETTA	2007	3VWAJ71K77M [REDACTED]	33280	3885	06/09/2009	USA

#### Workshop Finding

TECH STATES THERE ARE NO FAULTS IN THE SYSTEM. WITH VERY LIGHT THROTTLE TRANSMISSION SEEMS TO GOING IN AND OUT OF GEAR. THIS HAPPENS IN DRIVE AND REVERSE. TECH STATES FLUID LEVEL IS OKAY. TECH DOES NOT RECALL THE PRNDL FLASHING. MVB 54 = H02G0156.

Activity Date	Activity Time	Activity Comments
06/09/2009	10:44	ISSUE OPENED BY DEALERSHIP
06/09/2009	10:44	VEHICLE HESITATING ON ACCELERATION,AT LOW RPM FEELS LIKE TRANS GOING IN & OUT OF GEAR,NO CODES
06/09/2009	11:10	ADVISED TECH TO PLEASE REPLACE THE MECHATRONICS, FLUID, FILTER, AND MECHATRONICS BOLTS. ONCE DONE, PLEASE PERFORM THE BASIC SETTINGS MANUALLY USING TT: 37-09-03 AS A REFERENCE.
06/09/2009	11:10	CUSTOMER COMMENTS: VEHICLE HESITATING ON ACCELERATION, AT LOW RPM FEELS LIKE TRANS GOING IN & OUT OF GEAR, NO CODES
06/09/2009	11:10	WORKSHOP FINDINGS: TECH STATES THERE ARE NO FAULTS IN THE SYSTEM. WITH VERY LIGHT THROTTLE TRANSMISSION SEEMS TO GOING IN AND OUT OF GEAR. THIS HAPPENS IN DRIVE AND REVERSE. TECH STATES FLUID LEVEL IS OKAY. TECH DOES NOT RECALL THE PRNDL FLASHING. MVB 54 = H02G0156.
06/16/2009	12:18	ISSUE SENT TO DEALERSHIP
06/16/2009	13:33	P1 SPOKE TO TRACY, WAITING ON RED ORDERED PART.
06/23/2009	15:10	SPOKE WITH TRACY IN SERVICE..... STATED THAT THEY ARE STILL WAITING FOR BACK ORDERED PARTS TO ARRIVE AND THAT THE CAR IS DOWN AT THE DEALER.....
08/03/2009	12:50	REPLACED MECHATRONIC ,ALL GOOD
08/03/2009	18:15	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
08/03/2009	18:15	ISSUE UPDATED

#### Consultant's Closing Comments

TECHNICIAN REPLACED THE MECHATRONIC.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
463288	EOS	2009	WVWBA71F19V [REDACTED]	1073	3885	06/09/2009	USA

<b>Workshop Finding</b>
REV S AT TIMES

Activity Date	Activity Time	Activity Comments
06/09/2009	10:49	CUSTOMER STATES INTERMITANTLY WHEN ACCELERATING FROM A COMPLETE STOP THE RPMS WILL REV UP BUT THE VEHICLE WILL NO MOVE CUSTOMER TAKE FOOT OFF ACCELERATOR AND THEN REACCELERATES AND IT WILL EVENTUALLY MOVE FORWARD. TECH ROAD TEST OK , GFF NO CODES, ADVISED
06/09/2009	10:49	ISSUE OPENED BY DEALERSHIP
06/09/2009	10:55	CUSTOMER COMMENTS: CUSTOMER STATES INTERMITANTLY WHEN ACCELERATING FROM A COMPLETE STOP THE RPMS WILL REV UP BUT THE VEHICLE WILL NO MOVE CUSTOMER TAKE FOOT OFF ACCELERATOR AND THEN REACCELERATES AND IT WILL EVENTUALLY MOVE FORWARD. TECH ROAD TEST OK , GFF NO CODES, ADVISED
06/09/2009	10:55	PLEASE GET MVB 64 IN 02 READ'S 40 58
06/09/2009	10:55	WORKSHOP FINDINGS: REV S AT TIMES
06/09/2009	10:56	REPLACE G509 AND BOLTS FOR MECH, AND FLUID SET BASIC SETTINGS AFTER REPIARS
06/09/2009	11:03	REPLACE TEST OK
06/10/2009	10:28	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
06/10/2009	10:28	REPLACE G509 AND BOLTS FOR MECH, AND FLUID SET BASIC SETTINGS AFTER REPIARS

<b>Consultant's Closing Comments</b>
REPLACE G509 AND BOLTS FOR MECH, AND FLUID SET BASIC SETTINGS AFTER REPIARS



VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
463289	JETTA	2008	3VWRJ71K68M [REDACTED]	14648	3885	06/09/2009	USA

<b>Workshop Finding</b>
SURGING UNDER ACCEL. MVB 54 =J05

Activity Date	Activity Time	Activity Comments
06/09/2009	10:50	ISSUE OPENED BY DEALERSHIP
06/09/2009	10:50	VEHICLE JERKS AND LUNGES WHEN STARTING OUT. NO DTC'S. SET BASICSETTINGS USING VSD AND GFF. PROBLEM STILL EXISTS.
06/09/2009	10:57	CUSTOMER COMMENTS: VEHICLE JERKS AND LUNGES WHEN STARTING OUT. NO DTC'S. SET BASICSETTINGS USING VSD AND GFF. PROBLEM STILL EXISTS.
06/09/2009	10:57	REPLACE THE MECH, FLUID, FILTER AND BOLTS
06/09/2009	10:57	WORKSHOP FINDINGS: SURGING UNDER ACCEL. MVB 54 =J05
06/12/2009	09:17	ORDERED PARTS.
06/12/2009	09:33	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
06/12/2009	09:33	ISSUE UPDATED

<b>Consultant's Closing Comments</b>
REPLACE THE MECH, FLUID, FILTER AND BOLTS

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
463301	EOS	2008	WVWBA71F08V [REDACTED]	7891	3885	06/09/2009	USA

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

Activity Date	Activity Time	Activity Comments
06/09/2009	11:01	CUSTOMER STATES FEELING DELAY THEN JERKING AS YOU ACCELL AWAY, DURING ROAD TEST THIS WAS VERIFIED. NO FAULTS
06/09/2009	11:01	ISSUE OPENED BY DEALERSHIP
06/09/2009	11:05	CUSTOMER COMMENTS: CUSTOMER STATES FEELING DELAY THEN JERKING AS YOU ACCELL AWAY, DURING ROAD TEST THIS WAS VERIFIED. NO FAULTS
06/09/2009	11:05	PLEASE REPLACE THE MECHATRONICS UNIT, FLUID, FILTER, AND BOLTS. PLEASE BE SURE TO SET THE BASIC SETTINGS THROUGH VSD AFTER THE MECH UNIT IS REPLACED.
06/09/2009	11:16	PARTS ORDERED 6-9-09
06/09/2009	14:31	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
06/09/2009	14:31	ISSUE UPDATED

<b>Consultant's Closing Comments</b>
PLEASE REPLACE THE MECHATRONICS UNIT, FLUID, FILTER, AND BOLTS. PLEASE BE SURE TO SET THE BASIC SETTINGS THROUGH VSD AFTER THE MECH UNIT IS REPLACED.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
463303	EOS	2008	WVWBA71FX8V [REDACTED]	12972	3885	06/09/2009	USA

#### Workshop Finding

n/a

Activity Date	Activity Time	Activity Comments
06/09/2009	11:04	CUSTOMERS COMPLAINT IS WHEN PUTTING INTO DRIVE DELAYS INGAUGMENT MORE SO WHEN COLD.CLUTCH WILL SHUTTER ON INCLINES.NO DTC,S IN ANY CONTROL MODULES.
06/09/2009	11:04	ISSUE OPENED BY DEALERSHIP
06/09/2009	11:15	ADVISED TECH TO UPDATE VTA WITH MVB 54 IN TCM. PLEASE GIVE US A CALL FORM THERE SO WE CAN MAKE REPAIR SUGGESTION.
06/09/2009	11:15	CUSTOMER COMMENTS: CUSTOMERS COMPLAINT IS WHEN PUTTING INTO DRIVE DELAYS INGAUGMENT MORE SO WHEN COLD.CLUTCH WILL SHUTTER ON INCLINES.NO DTC,S IN ANY CONTROL MODULES.
06/09/2009	11:41	BLOCK 54=J10P0460.
06/09/2009	11:49	ADVISED THE TECH REPLACE THE MECH UNIT, FLUID, FILTER, AND BOLTS FOR THE MECH UNIT.
06/09/2009	12:27	RED ORDERED MECH UNIT,NONE IN COUNTRY.
06/09/2009	12:30	THANKS FOR THE UPDATE.
06/10/2009	08:24	PART STILL ON RED ORDER.
06/10/2009	09:32	THANKS FOR THE UPDATE.
06/11/2009	11:35	RELEASED CAR TO CUSTOMER BECAUSE PART IS STILL ON RED ORDER.
06/11/2009	11:36	CLOSE
06/11/2009	11:57	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
06/11/2009	11:57	ISSUE UPDATED

#### Consultant's Closing Comments

REPLACE MECHATRONIC UNIT.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
463328	RABBIT	2008	WVWFD71K08W [REDACTED]	10861	3885	06/09/2009	USA

#### Workshop Finding

TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM. MVB 54 IS H45.

Activity Date	Activity Time	Activity Comments
06/09/2009	11:18	CAR LURCHES AND LUNGES AT LOW SHIFTS NO CODES IN SYS
06/09/2009	11:18	ISSUE OPENED BY DEALERSHIP
06/09/2009	11:28	ADVISED THE TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT.
06/09/2009	11:28	CUSTOMER COMMENTS: CAR LURCHES AND LUNGES AT LOW SHIFTS NO CODES IN SYS
06/09/2009	11:28	WORKSHOP FINDINGS: TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM. MVB 54 IS H45.
06/09/2009	12:42	SOP PARTS
06/09/2009	18:06	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
06/09/2009	18:06	ISSUE UPDATED

#### Consultant's Closing Comments

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

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
463351	EOS	2008	WVWBA71F88V [REDACTED]	13033	3885	06/09/2009	USA

#### Workshop Finding

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

Activity Date	Activity Time	Activity Comments
06/09/2009	11:31	CUSTOMER COMPLAIN'S THAT WHEN LETTING OFF THE BRAKE AND ACCELERATING VEHICLE JERK;S. FOUND THAT WHEN YOU LET OFF BRAKE AND LET TRANSMISSION ENGAGE, IT WILL START TO MOVE, THEN SEEM'S TO DISENGAGE, AND WHEN IT REENGAGE'S YOU GET A JERK IN TRANSMISSION, ALSO IF YOU LET OFF BRAKE AND ACCELERATE, YOU GET EVEN A HARDER JERK
06/09/2009	11:31	ISSUE OPENED BY DEALERSHIP
06/09/2009	11:38	ADVISED THE TECH TO GET MVB 54 IN THE TCM.
06/09/2009	11:38	CUSTOMER COMMENTS: CUSTOMER COMPLAIN'S THAT WHEN LETTING OFF THE BRAKE AND ACCELERATING VEHICLE JERK;S. FOUND THAT WHEN YOU LET OFF BRAKE AND LET TRANSMISSION ENGAGE, IT WILL START TO MOVE, THEN SEEM'S TO DISENGAGE, AND WHEN IT REENGAGE'S YOU GET A JERK IN TRANSMISSION, ALSO IF YOU LET OFF BRAKE AND ACCELERATE, YOU GET EVEN A HARDER JERK
06/09/2009	11:38	WORKSHOP FINDINGS: TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM.
06/09/2009	12:01	J10 G0507. ADVISED THE TECH TO REPLACE THE MECHATRONICS, BOLTS AND FLUID. UPDATE THE VTA WITH RESULTS.
06/16/2009	18:20	SPOKE WITH ERIC. CAR IS WAITING ON PARTS. P1
06/23/2009	12:56	SPOKE WITH JASON IN SERVICE..... STATED THEY ARE STILL WAITING FOR BACK ORDERED PARTS TO ARRIVE & THE CUSTOMER IS IN A RENTAL CAR..... P1
08/03/2009	15:45	REPLACED MECHATRONICS UNIT, TEST DROVE VEH MULTIPLE TIMES
08/03/2009	19:56	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
08/03/2009	19:56	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
463479	JETTA	2008	3VWRA71K78M [REDACTED]	9985	3885	06/09/2009	USA

#### Workshop Finding

TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM. MVB 54 IS J13.

Activity Date	Activity Time	Activity Comments
06/09/2009	13:34	CUSTOMER CONCERN IS WHEN STOPPING AND GOING THE CAR SEEMS TO SURGE FOWARD,ROAD TEST AND VERIFY CONCERN CHECH FOR FOULTS NO CODES FOUNDED CHECK LEVEL OK WHAT SHOULD I DO
06/09/2009	13:34	ISSUE OPENED BY DEALERSHIP
06/09/2009	13:41	ADVISED THE TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT.
06/09/2009	13:41	CUSTOMER COMMENTS: CUSTOMER CONCERN IS WHEN STOPPING AND GOING THE CAR SEEMS TO SURGE FOWARD,ROAD TEST AND VERIFY CONCERN CHECH FOR FOULTS NO CODES FOUNDED CHECK LEVEL OK WHAT SHOULD I DO
06/09/2009	13:41	WORKSHOP FINDINGS: TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM. MVB 54 IS J13.
06/09/2009	16:37	MECHATRONICS UNIT ON RED ORDER. CLOSING VTA FOR NOW, WILL OPEN A NEW ONE AT TIME OF REPAIR IF NECESSARY. THANK YOU!
06/09/2009	18:00	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
06/09/2009	18:00	ISSUE UPDATED

#### Consultant's Closing Comments

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

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
463516	JETTA	2009	3VWFJ71K69M [REDACTED]	1945	3885	06/09/2009	USA

#### Workshop Finding

TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM. MVB 54 IS J30 AND 64 IS 0/0.

Activity Date	Activity Time	Activity Comments
06/09/2009	14:07	CUSTOMER STATES TRANSMISSION JERKS WHILE GETTING IN TO COMPLETE STOP AND ACCELERATE IN FIRST GEAR.PERFORMED INSPECTIO OF FLUID FOUND LEVEL AND CONDITION OK.,NO CONTAMINATION WAS FOUND ALSO PERFORMED GFF FOUND NO CODES ON MECHATRONIC MODULE OR ECM.PERFORMED BASIC SETTING MANUALY USING VSD AND ALSO USING GF PROBLEM PERSIST.MECHA PART #02E300051C SOFT LEVEL 1815.
06/09/2009	14:07	ISSUE OPENED BY DEALERSHIP
06/09/2009	15:01	MVB 54 AT MECHATRONIC MODULE IS J30R0306
06/09/2009	15:09	ADVISED THE TECH THAT I WILL CONTACT HIM BACK ON THIS CASE SHORTLY.
06/09/2009	15:09	CUSTOMER COMMENTS: CUSTOMER STATES TRANSMISSION JERKS WHILE GETTING IN TO COMPLETE STOP AND ACCELERATE IN FIRST GEAR.PERFORMED INSPECTIO OF FLUID FOUND LEVEL AND CONDITION OK.,NO CONTAMINATION WAS FOUND ALSO PERFORMED GFF FOUND NO CODES ON MECHATRONIC MODULE OR ECM.PERFORMED BASIC SETTING MANUALY USING VSD AND ALSO USING GF PROBLEM PERSIST.MECHA PART #02E300051C SOFT LEVEL 1815.
06/09/2009	15:09	WORKSHOP FINDINGS: TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM. MVB 54 IS J30 AND 64 IS 0/0.
06/09/2009	16:00	ADVISED THE TECH TO TRY THE CONCERN IN REVERSE.
06/09/2009	17:19	TEST UNIT ON REVERSE PROBLEM PERSIST.
06/09/2009	17:24	ADVISED THE TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT.
06/10/2009	11:16	PART ON NATIONAL BACK OPRDER.RED ORDERN IN PLACE,RELEASE VEHICLE,RESCHECDDULE CUSTOMER.
06/10/2009	19:35	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
06/10/2009	19:35	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
463554	JETTA	2008	3VWRJ71K18M [REDACTED]	6321	3885	06/09/2009	USA

<b>Workshop Finding</b>
JERKS

Activity Date	Activity Time	Activity Comments
06/09/2009	14:45	AFTER THE CAR GETS UP TO OPERATING TEMP, THE TRANS ACTS LIKE THE CLUTCH IS ENGAGED THEN DISENGAGED AND THEN ENGAGED AGAIN WHEN TAKING OFF FROM A DEAD STOP. IT DOES THIS IN D IMMTERMITINTLY AND VERY REGULARLY WHEN TIPTRONIC. THE FLUID LEVEL IS GOOD AND IT HAS NO DTC'S IN ENGINE OR TRANS.
06/09/2009	14:45	ISSUE OPENED BY DEALERSHIP
06/09/2009	14:47	CUSTOMER COMMENTS: AFTER THE CAR GETS UP TO OPERATING TEMP, THE TRANS ACTS LIKE THE CLUTCH IS ENGAGED THEN DISENGAGED AND THEN ENGAGED AGAIN WHEN TAKING OFF FROM A DEAD STOP. IT DOES THIS IN D IMMTERMITINTLY AND VERY REGULARLY WHEN TIPTRONIC. THE FLUID LEVEL IS GOOD AND IT HAS NO DTC'S IN ENGINE OR TRANS.
06/09/2009	14:47	PLEASE GET MVB 54 IN 02
06/09/2009	14:47	WORKSHOP FINDINGS: JERKS
06/09/2009	14:50	ADVISE TECH TO REPLACE THE MECHATRONICS FLUID AND THE FILTER AND SET BASIC SETTING S
06/12/2009	09:21	MECHATRONICS CONTROL MODULE ON ORDER. CAR LEFT AND WILL BE BACK NEXT WEEK.
06/12/2009	12:34	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
06/12/2009	12:34	ISSUE UPDATED

<b>Consultant's Closing Comments</b>
MECHATRONICS CONTROL MODULE ON ORDER. CAR LEFT AND WILL BE BACK NEXT WEEK.



VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
463557	EOS	2008	WVWFA71F08V [REDACTED]	6212	3735	06/09/2009	USA

<b>Workshop Finding</b>
EST DRIVE TO VERIFY AND TRANS JERKS WHEN TAKING OFF. NO FAULTS PRESENT AT THIS TIME. TCM# 02E300050P MVB J10P0516. FLUID IS FULL AND CLEAN.

Activity Date	Activity Time	Activity Comments
06/09/2009	14:48	CUSTOMER STATES THAT THE TRANS JERKS WHEN TAKING OFF AND SOMETIMES STALLS AT STOPS. TEST DRIVE TO VERIFY AND TRANS JERKS WHEN TAKING OFF. NO FAULTS PRESENT AT THIS TIME. TCM# 02E300050P MVB J10P0516. FLUID IS FULL AND CLEAN.
06/09/2009	14:48	ISSUE OPENED BY DEALERSHIP
06/09/2009	15:02	ADVISE TECH TO REPLACE MECHATRONICS , FLUID , FILTER,AND BOLTS
06/09/2009	15:02	CUSTOMER COMMENTS: CUSTOMER STATES THAT THE TRANS JERKS WHEN TAKING OFF AND SOMETIMES STALLS AT STOPS. T
06/09/2009	15:02	WORKSHOP FINDINGS: EST DRIVE TO VERIFY AND TRANS JERKS WHEN TAKING OFF. NO FAULTS PRESENT AT THIS TIME. TCM# 02E300050P MVB J10P0516. FLUID IS FULL AND CLEAN.
06/09/2009	15:27	SPECIAL ORDER MECHATRONICS.
06/09/2009	16:00	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
06/09/2009	16:00	ISSUE UPDATED

<b>Consultant's Closing Comments</b>
REPLACE MECHATRONICS , FLUID , FILTER,AND BOLTS

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
463584	RABBIT	2008	WVWFV71K28W [REDACTED]	14979	3885	06/09/2009	USA

#### Workshop Finding

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

Activity Date	Activity Time	Activity Comments
06/09/2009	15:11	CUSTOMER STATES THAT THE TRANSMISSION DOESN'T START OUT SMOOTHLY FROM A STOP, IN DRIVE AND REVERSE. RAN GFF FOUND NO FAULT. CHECKED FLUID LEVEL FOUND TO BE A VW SPEC.
06/09/2009	15:11	ISSUE OPENED BY DEALERSHIP
06/09/2009	15:16	ADVISED THE TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT.
06/09/2009	15:16	CUSTOMER COMMENTS: CUSTOMER STATES THAT THE TRANSMISSION DOESN'T START OUT SMOOTHLY FROM A STOP, IN DRIVE AND REVERSE. RAN GFF FOUND NO FAULT. CHECKED FLUID LEVEL FOUND TO BE A VW SPEC.
06/09/2009	15:16	WORKSHOP FINDINGS: TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM. MVB 54 IS J06.
06/09/2009	15:35	ORDERED ALL PARTS. CAR LEFT.
06/09/2009	17:59	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
06/09/2009	17:59	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
463621	EOS	2007	WVWDA71F17V [REDACTED]	31565	3885	06/09/2009	USA

**Workshop Finding**

ROAD TESTED 6 MILES WENT TO PULL OUT INTO RAFFIC VEHICLE DID NOT ACCELL FELL ON ITS FACE THEN TOOK OFF  
DID NOT VERIFY HARS SHIFT OR SHUTTER NO FAULTS IN ANY SYSTEM TRANS LEAK FREE

Activity Date	Activity Time	Activity Comments
06/09/2009	15:41	CS VEHLCE HESITATES UNDER ACCEL SHUUTERS UP HIL AND SHIFTS HARD. ROAD TESTED 6 MILES WENT TO PULL OUT INTO RAFFIC VEHICLE DID NOT ACCELL FELL ON ITS FACE THEN TOOK OFF DID NOT VERIFY HARS SHIFT OR SHUTTER NO FAULTS IN ANY SYSTEM TRANS LEAK FREE
06/09/2009	15:41	ISSUE OPENED BY DEALERSHIP
06/09/2009	15:51	CUSTOMER COMMENTS: CS VEHLCE HESITATES UNDER ACCEL SHUUTERS UP HIL AND SHIFTS HARD. ROAD TESTED 6 MILES WENT TO PULL OUT INTO RAFFIC VEHICLE DID NOT ACCELL FELL ON ITS FACE THEN TOOK OFF DID NOT VERIFY HARS SHIFT OR SHUTTER NO FAULTS IN ANY SYSTEM TRANS LEAK FREE
06/09/2009	15:51	MVB 54 = H08N0510..... ADVISED THE TECH TO REPLACE THE MECHITRONICS UNIT, FLUID, FILTER, & BOLTS
06/09/2009	15:51	WORKSHOP FINDINGS: ROAD TESTED 6 MILES WENT TO PULL OUT INTO RAFFIC VEHICLE DID NOT ACCELL FELL ON ITS FACE THEN TOOK OFF DID NOT VERIFY HARS SHIFT OR SHUTTER NO FAULTS IN ANY SYSTEM TRANS LEAK FREE
06/09/2009	16:47	ORDERED UNIT
06/09/2009	17:00	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
06/09/2009	17:00	ISSUE UPDATED

**Consultant's Closing Comments**

ORDERED UNIT

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
463676	JETTA	2009	3VWTL71K49M [REDACTED]	10607	3885	06/09/2009	USA

#### Workshop Finding

TECH CANNOT REMEMBER THE FAULT CODE THAT WAS SET WHEN THE VEH CAME IN THE FIRST TIME WITH THIS COMPLAINT. THE FAULT WAS ERASED AND VEH RETURNED TO THE CUSTOMER

Activity Date	Activity Time	Activity Comments
06/09/2009	16:38	C/S WHEN YOU HIT THE GAS THE VEHICLE HESITATES. C/S WHEN BRAKING THERE IS SOMETIMES A JERKING REACTION.  CUSTOMER WAS PREVIOUSLY IN ON DECEMBER 23RD OF 2008 FOR A CONCERN REGARDING LATE SHIFTING AND THE ENGINE REVING HIGH. AT THAT TIME A SPORADIC CODE WAS SET IN THE TRANSMISSION FOR ONE OF THE SOLENOIDS IN THE VALVE BODY. I RAN THE GFF TEST PLAN AND THE VALVE BODY PASSED TWICE. PRESENTLY THERE ARE NO CODES STORED AND THE VEHICLE SEEMS TO BE DRIVING COMPARABLY TO A 09 TDI PDI THAT WE HAVE ON THE LOT.
06/09/2009	16:38	ISSUE OPENED BY DEALERSHIP
06/09/2009	16:48	TECH NEEDS TO GET MVB 54 AND 64 AND 90 - 94 AND CALL BACK WITH RESULTS
06/09/2009	16:48	WORKSHOP FINDINGS: TECH CANNOT REMEMBER THE FAULT CODE THAT WAS SET WHEN THE VEH CAME IN THE FIRST TIME WITH THIS COMPLAINT. THE FAULT WAS ERASED AND VEH RETURNED TO THE CUSTOMER
06/09/2009	16:59	MVB 54 HAS J16, MVB 64 0, 0, MVB 91 1444, 380, MVB 92 IS 492, 708, 484, 488, MVB 93 IS 0, .534, .774, 50 DEGS C, MVB 94 65535, 0, 0, 0. MVB 90 HAS 305. TECH NEEDS TO REPLACE THE MECHATONIC, BOLTS, FLUID AND FILTER AND PERFORM BASIC SETTINGS MANUALLY.
06/10/2009	07:53	WILL RE-OPEN VTA UPON ARRIVAL OF BACK-ORDERED MECHATRONICS UNIT.
06/10/2009	08:56	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
06/10/2009	08:56	ISSUE UPDATED

#### Consultant's Closing Comments

WILL RE-OPEN VTA UPON ARRIVAL OF BACK-ORDERED MECHATRONICS UNIT.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
463772	JETTA	2009	3VWRL71K99M [REDACTED]	20314	3885	06/10/2009	USA

#### Workshop Finding

FLUID LEVEL AND CONDITION OK, NO FAULTS MVB 54=J08. MVB 64= 0/0

Activity Date	Activity Time	Activity Comments
06/10/2009	08:22	ISSUE OPENED BY DEALERSHIP
06/10/2009	08:22	TRANS IS SHIFTING HARSHLY INTO FIRST AND SECOND GEARS ALMOST LIKE YOUR POPPING THE CLUTCH NO CODES IN SYSTEM
06/10/2009	08:29	CUSTOMER COMMENTS: TRANS IS SHIFTING HARSHLY INTO FIRST AND SECOND GEARS ALMOST LIKE YOUR POPPING THE CLUTCH NO CODES IN SYSTEM
06/10/2009	08:29	REPLACE THE MECHATRONIC, FLUID, FILTER AND BOLTS. SET BASIC SETTINGS AND RETEST FOR ISSUE
06/10/2009	08:29	WORKSHOP FINDINGS: FLUID LEVEL AND CONDITION OK, NO FAULTS MVB 54=J08. MVB 64= 0/0
06/10/2009	09:25	CUSTOMER IS TAKING CAR TILL PARTS ARRIVE THANKS FOR THE HELP
06/10/2009	09:52	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
06/10/2009	09:52	ISSUE UPDATED

#### Consultant's Closing Comments

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

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
463879	JETTA	2008	3VWRJ71K38M [REDACTED]	20539	3885	06/10/2009	USA

#### Workshop Finding

n/a

Activity Date	Activity Time	Activity Comments
06/10/2009	10:48	ISSUE OPENED BY DEALERSHIP
06/10/2009	10:48	PREVIOUS CONTACT WITH TECHLINE WAS ADVISED TO REPLACE MECHATRONICS UNIT FOR HARSH ENGAGEMENT FROM A STOP. REPLACED MECHATRONICS UNIT AND PERFORMED BASIC SETTINGS IN VSD AS INSTRUCTED. TEST DROVE AND VEHICLE STILL HAS HARSH ENGAGEMENT FROM A STOP IN FOWARD GEAR. PLEASE ADVISE.
06/10/2009	10:56	A2 ESCALATION.ADVISE TECH GFF LOG, CHECK FUEL TRIMS , VERIFY FLUID LEVEL AND CONDITION,
06/10/2009	10:56	CUSTOMER COMMENTS: PREVIOUS CONTACT WITH TECHLINE WAS ADVISED TO REPLACE MECHATRONICS UNIT FOR HARSH ENGAGEMENT FROM A STOP. REPLACED MECHATRONICS UNIT AND PERFORMED BASIC SETTINGS IN VSD AS INSTRUCTED. TEST DROVE AND VEHICLE STILL HAS HARSH ENGAGEMENT FROM A STOP IN FOWARD GEAR. PLEASE ADVISE.
06/10/2009	11:18	MVB 32 -1.2% FIELD 1 0.0% FIELD 2, MVB 33 -1.4% FIELD 1 1.48V FIELD 2. FLUID LEVEL AND CONDITION ARE GOOD.
06/10/2009	11:20	TECH TO LEAVE CHRIS G. A VOICEMAIL MESSAGE.
06/10/2009	14:28	SET BASIC SETTINGS 3 MORE TIMES, AND PERFORM AN EXTENDED DRIVE AND RETEST
06/10/2009	16:27	PERFORMED BASIC SETTINGS AND PERFORMED EXTENDED TEST DRIVE. FIRST GEAR TAKE OFF IS MUCH BETTER WITHOUT JERKING MOTION. RELEASED VEHICLE TO CUSTOMER.
06/10/2009	16:45	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
06/10/2009	16:45	ISSUE UPDATED

#### Consultant's Closing Comments

PERFORMED BASIC SETTINGS AND PERFORMED EXTENDED TEST DRIVE. FIRST GEAR TAKE OFF IS MUCH BETTER WITHOUT JERKING MOTION. RELEASED VEHICLE TO CUSTOMER.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
463983	JETTA	2009	3VWRL71K49M [REDACTED]	1493	3885	06/10/2009	USA

#### Workshop Finding

n/a

Activity Date	Activity Time	Activity Comments
06/10/2009	12:34	CUSTOMER STATES THAT WHILE DRIVING VEHICLE INDICATOR "PRNDS" WILL FLASH SLOWLY AND THEN RAPIDLY AND THEN ONCE COME TO A STOP VEHICLE WILL HARDLY MOVE. ONCE KEY IS CYCLED VEHICLE DROVE NORMALLY. RAN GFF AND FIND NO CODES IN VEHICLE. VEHICLE HAS BEEN TEST DRIVEN 100 MILES AND CONCERN HAS NOT BEEN DUPLICATED. WAS REQUESTED TO CONTACT TECH LINE TO SEE IF THERE IS CONCERN LIKE THIS ONE. VEHICLE HAS DSG TRANS.
06/10/2009	12:34	ISSUE OPENED BY DEALERSHIP
06/10/2009	12:47	CUSTOMER COMMENTS: CUSTOMER STATES THAT WHILE DRIVING VEHICLE INDICATOR "PRNDS" WILL FLASH SLOWLY AND THEN RAPIDLY AND THEN ONCE COME TO A STOP VEHICLE WILL HARDLY MOVE. ONCE KEY IS CYCLED VEHICLE DROVE NORMALLY. RAN GFF AND FIND NO CODES IN VEHICLE. VEHICLE HAS BEEN TEST DRIVEN 100 MILES AND CONCERN HAS NOT BEEN DUPLICATED. WAS REQUESTED TO CONTACT TECH LINE TO SEE IF THERE IS CONCERN LIKE THIS ONE. VEHICLE HAS DSG TRANS.
06/10/2009	12:47	PLEASE CHECK MVB 64 IN TCM
06/10/2009	12:48	25/32. PLEASE REPLACE THE TEMP SENSOR.
06/12/2009	16:25	JAMES THANK YOU FOR THE INFO PART WAS INSTALLED TODAY AND ALL SEEMS GOOD. WILL CONTACT BACK IF FURTHER ASSISTANCE IS REQUIRED. APPRECIATE THE HELP.
06/12/2009	17:38	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
06/12/2009	17:38	ISSUE UPDATED

#### Consultant's Closing Comments

JAMES THANK YOU FOR THE INFO PART WAS INSTALLED TODAY AND ALL SEEMS GOOD. WILL CONTACT BACK IF FURTHER ASSISTANCE IS REQUIRED. APPRECIATE THE HELP.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
463984	JETTA	2008	3VWRJ71K98M [REDACTED]	24363	3885	06/10/2009	USA

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

Activity Date	Activity Time	Activity Comments
06/10/2009	12:36	ISSUE OPENED BY DEALERSHIP
06/10/2009	12:36	TRANSMISSION JERKS REAL BAD,HERES THE NUMBER ON CHANNEL 54 J04B0456 ,NEED TO KNOW IF I CAN ORDER THE MECATRONICS
06/10/2009	13:28	CUSTOMER COMMENTS: TRANSMISSION JERKS REAL BAD,HERES THE NUMBER ON CHANNEL 54 J04B0456 ,NEED TO KNOW IF I CAN ORDER THE MECATRONICS
06/10/2009	13:28	TECH NEEDS TO REPLACE THE MECHATRONIC, BOLTS, FLUID AND FILTER. PERFORM BASIC SETTINGS MANUALLY AFTER INSTALLING NEW PART
06/10/2009	13:32	PARTS ON ORDER CAR GONE
06/10/2009	14:03	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
06/10/2009	14:03	ISSUE UPDATED

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



VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
463992	EOS	2007	WVWBA71F57V [REDACTED]	12407	3885	06/10/2009	USA

#### Workshop Finding

DTC IN TRANS P0701 INTERNAL CONTROL MODULE MEMORY CHECK SUM ERROR LOWER SPECIFIED VALUE TOO LOW. VERIFIED OIL LEVEL AND CONDITION IS CORRECT. COMPLETED BASIC SETTING 61,60. THANKS ZACH. MVB 54 = J41G0503. TECH STATES HE HAS ALREADY VOLTAGE DROPPED THE POWER AND GROUND CIRCUITS FOR THE MECHATRONICS. TECH STATES TODAY'S CONCERN IS TOTALLY DIFFERENT THEN THE PREVIOUS VTA CASE.

Activity Date	Activity Time	Activity Comments
06/10/2009	12:46	HELLO, I HAVE AN 07 EOS WITH A BPY AND DSG TRANS. C/S TRANS WOULD NOT SHIFT OUT OF FIRST. DTC IN TRANS P0701 INTERNAL CONTROL MODULE MEMORY CHECK SUM ERROR LOWER SPECIFIED VALUE TOO LOW. VERIFIED OIL LEVEL AND CONDITION IS CORRECT. COMPLETED BASIC SETTING 61,60. THANKS ZACH
06/10/2009	12:46	ISSUE OPENED BY DEALERSHIP
06/10/2009	13:11	CUSTOMER COMMENTS: HELLO, I HAVE AN 07 EOS WITH A BPY AND DSG TRANS. C/S TRANS WOULD NOT SHIFT OUT OF FIRST.
06/10/2009	13:11	WHILE ON THE PHONE, TECH CHECKED THE GROUND CONNECTIONS BEHIND THE LEFT HEADLIGHT. THEY APPEAR TO BE TIGHT.
06/10/2009	13:11	WORKSHOP FINDINGS: DTC IN TRANS P0701 INTERNAL CONTROL MODULE MEMORY CHECK SUM ERROR LOWER SPECIFIED VALUE TOO LOW. VERIFIED OIL LEVEL AND CONDITION IS CORRECT. COMPLETED BASIC SETTING 61,60. THANKS ZACH. MVB 54 = J41G0503. TECH STATES HE HAS ALREADY VOLTAGE DROPPED THE POWER AND GROUND CIRCUITS FOR THE MECHATRONICS. TECH STATES TODAY'S CONCERN IS TOTALLY DIFFERENT THEN THE PREVIOUS VTA CASE.
06/10/2009	13:15	ADVISED TECH TO PLEASE INSPECT THE MECHATRONICS BARREL CONNECTOR. PLEASE VERIFY THERE ARE NO BENT, SPREAD, AND/OR PUSHED OUT TERMINALS. PLEASE DISASSEMBLE THE GROUNDS FOUND JUST BEHIND THE LEFT HEAD LIGHT. INSPECT ONCE AGAIN AND CLEAN. RE-ASSEMBLE AND RECHECK VOLTAGE DROP FORM THE MECH POWER AND GROUNDS. ROAD TEST THE VEHICLE ANOTHER 10 MILES AND RECHECK FOR THE FAULT. UPDATE THE VTA WITH YOUR FINDINGS.
06/10/2009	17:47	HELLO, VEHICLE WAS ROAD TESTED 9 MILES. DTC RETURNED, SHIFT PRINDLE DOES FLASH, WILL NOT GO INTO TIP. CYCLED KEY, WAS ABLE TO DRIVE ABOUT 2 BLOCKS BEFORE TRANS GOT STUCK IN 1 AGAIN. FOUND WHEN PRINDLE IS FLASHING I AM UNABLE TO SET 61, OR 60. SCAN TOOL SAYS FUNCTION UNKNOWN OR CANCELLED. I AM STILL ABLE TO COMMUNICATE WITH TCM. THANKS ZACH
06/10/2009	17:53	A2 CASE TO BE ESCALATED FOR REVIEW. TECH TO LEAVE CHRIS G. A VOICEMAIL MESSAGE.
06/11/2009	10:27	ISSUE UPDATED
06/11/2009	13:43	ISSUE SENT TO DEALERSHIP
06/11/2009	13:43	REPLACE THE MECH, FLUID FILTER AND BOLTS; SET BASIC SETTINGS
06/11/2009	14:34	PARTS ON ORDER. PER CHRIS G. PLEASE LEAVE VTA OPEN UNTIL VEHICLE IS REPAIRED.
06/11/2009	15:27	ISSUE SENT TO DEALERSHIP
06/16/2009	11:39	PARTS ON ORDER
06/16/2009	16:38	ISSUE SENT TO DEALERSHIP
06/19/2009	18:39	HELLO, PARTS STILL ON ORDER. MY PARTS DEPT TELLS ME THE MECH UNIT WILL NOT BE HERE UNTIL ABOUT THE MIDDLE OF JULY. I AM GOING TO CLOSE THIS TICKET AND REOPEN ANOTHER IF NEEDED. THANKS FOR THE HELP ZACH

06/19/2009	18:39	PLEASE CLOSE THANKS ZACH
06/19/2009	19:59	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
06/19/2009	19:59	ISSUE UPDATED

<b>Consultant's Closing Comments</b>
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PARTS STILL ON ORDER. MY PARTS DEPT TELLS ME THE MECH UNIT WILL NOT BE HERE UNTIL ABOUT THE MIDDLE OF JULY. I AM GOING TO CLOSE THIS TICKET AND REOPEN ANOTHER IF NEEDED. THANKS FOR THE HELP
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VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
464030	EOS	2008	WVWFA71FX8V [REDACTED]	19308	3885	06/10/2009	USA

#### Workshop Finding

LIGHT ACCELERATION VEHICLE WILL JERK FROM TRANS ENGAGEMENT.  
NO FAULTS STORED.

Activity Date	Activity Time	Activity Comments
06/10/2009	13:15	CUSTOMER STATES AT STOPS OR BACKING WITH LIGHT THROTTLE VEHICLE JERKS. TEST DROVE VEHICLE. ON LIGHT ACCELERATION VEHICLE WILL JERK FROM TRANS ENGAGEMENT. NO FAULTS STORED.
06/10/2009	13:15	ISSUE OPENED BY DEALERSHIP
06/10/2009	13:19	ADVSIE TECH TO GET MVB 54 IN 02
06/10/2009	13:19	CUSTOMER COMMENTS: CUSTOMER STATES AT STOPS OR BACKING WITH LIGHT THROTTLE VEHICLE JERKS. TEST DROVE VEHICLE. ON LIGHT ACCELERATION VEHICLE WILL JERK FROM TRANS ENGAGEMENT. NO FAULTS STORED.
06/10/2009	13:19	WORKSHOP FINDINGS: LIGHT ACCELERATION VEHICLE WILL JERK FROM TRANS ENGAGEMENT. NO FAULTS STORED.
06/10/2009	13:24	REPLACE THE MECHATROINCS AND THE FLUID AND THE FILTER AND SET BASIC SETTING AFTER REPAIRS
06/11/2009	10:52	PARTS HAVE BEEN ORDERED
06/11/2009	13:57	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
06/11/2009	13:57	ISSUE UPDATED

#### Consultant's Closing Comments

REPLACE THE MECHATROINCS AND THE FLUID AND THE FILTER AND SET BASIC SETTING AFTER REPAIRS

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
464113	RABBIT	2008	WVWHV71K78W [REDACTED]	10233	3885	06/10/2009	USA

#### Workshop Finding

RAN G.F.F. FOUND NO FAULTS IN TCM, NO FLUID LEAKS, FLUID CONDITION IN GOOD, TEST DROVE AND HAD HARSH ENGAGEMENT WHEN STARTING FROM A STOP. MVB 54 = H42C0358.

Activity Date	Activity Time	Activity Comments
06/10/2009	14:34	CUSTOMER STATES THAT FROM A STOP THE VEHICLE HAS A HESITATION WHEN THE ACCELERATOR IS PRESSED, RAN G.F.F. FOUND NO FAULTS IN TCM, NO FLUID LEAKS, FLUID CONDITION IN GOOD, TEST DROVE AND HAD HARSH ENGAGEMENT WHEN STARTING FROM A STOP.
06/10/2009	14:34	ISSUE OPENED BY DEALERSHIP
06/10/2009	14:43	ADVISED TECH TO PLEASE REPLACE THE MECHATRONICS, FLUID, FILTER, AND MECHATRONICS BOLTS. ONCE REPAIRS ARE COMPLETED, PLEASE RESET BASIC SETTINGS MANUALLY. THIS PROCEDURE CAN BE FOUND IN TT: 37-09-03. PLEASE KEEP THE VTA UPDATED WITH YOUR PROGRESS.
06/10/2009	14:43	CUSTOMER COMMENTS: CUSTOMER STATES THAT FROM A STOP THE VEHICLE HAS A HESITATION WHEN THE ACCELERATOR IS PRESSED.
06/10/2009	14:43	WORKSHOP FINDINGS: RAN G.F.F. FOUND NO FAULTS IN TCM, NO FLUID LEAKS, FLUID CONDITION IN GOOD, TEST DROVE AND HAD HARSH ENGAGEMENT WHEN STARTING FROM A STOP. MVB 54 = H42C0358.
06/10/2009	15:47	HAD TO RED ORDER UNIT.
06/10/2009	15:50	THANKS FOR THE UPDATE.
06/17/2009	17:22	CALLED THE DEALER AND WAS TRANSFERRED TO SERVICE BUT NO ONE PICKED UP THE PHONE AND IT WOULD HANG UP. POSSIBLE AFTER HOURS FOR SERVICE D2
06/19/2009	07:22	PART STILL ON RED ORDER.
06/19/2009	09:16	P1 WAITING ON PARTS. THANK YOU FOR THE UPDATE.
07/08/2009	09:16	PART ARRIVED THIS MORNING. SHOULD BE INSTALLED LATER TODAY.
07/08/2009	10:34	THANKS FOR THE UPDATE.
07/13/2009	14:54	INFORMATION INCORRECT. UNIT STILL ON RED ORDER.
07/13/2009	18:25	THANKS FOR THE UPDATE.
07/31/2009	15:32	REPLACED THE UNIT, SET BASIC SETTINGS, TEST DROVE NO CONCERNS AFTER REPLACEMENT THANKS FOR THE HELP, SORRY FOR THE LONG WAIT.
07/31/2009	19:05	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/31/2009	19:05	ISSUE UPDATED

#### Consultant's Closing Comments

TECHNICIAN REPLACED THE MECHATRONIC UNIT, SET BASIC SETTINGS, TEST DROVE. NO CONCERNS AFTER REPLACEMENT

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
464132	EOS	2008	WVWFA71F38V [REDACTED]	15523	3885	06/10/2009	USA

#### Workshop Finding

PERFORMED GFF NO DTC IN TCM , FOUND 1 DTC IN ECM P129F PERRORMED TECH. BULLETIN 2016182 REPLACED LOW FUEL PRESSURE SENSOR.TECH REPAIRD FAULT CODE CONDITION STILL PRESENT AFTER ROAD TEST, MVB 54 = H25R0409

Activity Date	Activity Time	Activity Comments
06/10/2009	14:49	HARSH UPSHIFT CONDITION DETECTED WHEN DRIVING AND MOST AT A TAKEOFF FROM IDLE IN THE FIRST AND SECOND GEARS. PERFORMED GFF NO DTC IN TCM , FOUND 1 DTC IN ECM P129F PERRORMED TECH. BULLETIN 2016182 REPLACED LOW FUEL PRESSURE SENSOR.
06/10/2009	14:49	ISSUE OPENED BY DEALERSHIP
06/10/2009	15:00	ADVISE TECH TO REPLACE MECHATRONICS, FLUID FILTER AND BOLTS.
06/10/2009	15:00	CUSTOMER COMMENTS: HARSH UPSHIFT CONDITION DETECTED WHEN DRIVING AND MOST AT A TAKEOFF FROM IDLE IN THE FIRST AND SECOND GEARS.
06/10/2009	15:00	WORKSHOP FINDINGS: PERFORMED GFF NO DTC IN TCM , FOUND 1 DTC IN ECM P129F PERRORMED TECH. BULLETIN 2016182 REPLACED LOW FUEL PRESSURE SENSOR.TECH REPAIRD FAULT CODE CONDITION STILL PRESENT AFTER ROAD TEST, MVB 54 = H25R0409
06/10/2009	15:59	NOTE; MECHATRONICS IS ON NATIONAL BACK ORDER, SHOULD I RELEASE CAR TO CUST OR HOLD CAR.
06/10/2009	16:06	ADVISED TECH WE ARE HERE FOR TECHNICAL SUPPORT ONLY. THIS ISSUE SHOULD BE DISCUSSED WITH FOM.
06/17/2009	18:50	SPOKE WITH JULIO IN SERVICE. PARTS ARE STILL ON BACK ORDER. P1
06/19/2009	12:58	UPDATE PARTS STILL ON BACK ORDER.
06/20/2009	12:05	THANKS FOR THE UPDATE , PLEASE CALL BACK IF FURTHER ASSISTANCE IS NEEDED.
07/31/2009	16:03	REPLACED MECHATRONIC, SET BASIC SETTINGS, TEST DROVE CAR, REPAIR SUCESSFUL.
07/31/2009	16:55	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/31/2009	16:55	ISSUE UPDATED

#### Consultant's Closing Comments

REPLACED MECHATRONIC, SET BASIC SETTINGS, TEST DROVE CAR, REPAIR SUCESSFUL.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
464189	JETTA	2008	3VWRA71K88M [REDACTED]	14127	3885	06/10/2009	USA

#### Workshop Finding

n/a

Activity Date	Activity Time	Activity Comments
06/10/2009	15:39	ISSUE OPENED BY DEALERSHIP
06/10/2009	15:39	REPLACED DSG MECHATRONICS PER PREVIOUS HOTLINE RECOMMENDATION. PERFORMED MANUAL BASIC SETTINGS (BLOCKS 61 AND 60). VEHICLE WILL NOT SHIFT ABOVE SECOND GEAR ON ROAD TEST. SET FAULT 01087 003 BASIC SETTINGS NOT CARRIED OUT MECH MALFUNCTION SP. ERASED FAULT IN TCM SET BASIC ST=ETTINGS IN GUIDED FUNCTIONS, SET OK. ROAD TEST SAME RESULT, FAULT APPEARS WHEN CAR IS PUT IN GEAR.
06/10/2009	15:44	CUSTOMER COMMENTS: REPLACED DSG MECHATRONICS PER PREVIOUS HOTLINE RECOMMENDATION. PERFORMED MANUAL BASIC SETTINGS (BLOCKS 61 AND 60). VEHICLE WILL NOT SHIFT ABOVE SECOND GEAR ON ROAD TEST. SET FAULT 01087 003 BASIC SETTINGS NOT CARRIED OUT MECH MALFUNCTION SP. ERASED FAULT IN TCM SET BASIC ST=ETTINGS IN GUIDED FUNCTIONS, SET OK. ROAD TEST SAME RESULT, FAULT APPEARS WHEN CAR IS PUT IN GEAR.
06/10/2009	15:44	EHICLE 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.
06/10/2009	15:44	ISSUE UPDATED
06/10/2009	16:26	FOREMAN PERFORMED BASIC SETTINGS IN GUIDED FUNCTIONS FOR THIRD TIME WHILE I WAS ON THE PHONE. THIS TIME IT TOOK. ROAD TESTED 15 MILES AND RECHECKED FOR INITIAL CONCERN, RECHECK OK.
06/10/2009	16:46	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
06/10/2009	16:46	ISSUE UPDATED

#### Consultant's Closing Comments

FOREMAN PERFORMED BASIC SETTINGS IN GUIDED FUNCTIONS FOR THIRD TIME WHILE I WAS ON THE PHONE. THIS TIME IT TOOK. ROAD TESTED 15 MILES AND RECHECKED FOR INITIAL CONCERN, RECHECK OK.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
464190	EOS	2007	WVWFB71F57V [REDACTED]	7335	3885	06/10/2009	USA

#### Workshop Finding

n/a

Activity Date	Activity Time	Activity Comments
06/10/2009	15:40	I CALLED EARLIER FOR A HESITATION ON ACCELERATION ISSUE. MVB 54 IN THE TCM SHOWS H11. I WAS TOLD TO PERFORM THE BASIC SETTINGS IN 60 AND 61. AFTER I DID THAT NO HESITATION WAS FELT ON ANY SHIFTS HOWEVER, NOW THE TRANSMISSION MAKES A CLUNKING NOISE WHEN PUTTING IT INTO DRIVE. NOTICEABLY LOUDER THAN ANOTHER VEHICLE. ALSO DURING A SECOND ROAD TEST, THERE WAS A HARSH DOWNSHIFT WITH A CLUNK NOISE
06/10/2009	15:40	ISSUE OPENED BY DEALERSHIP
06/10/2009	15:45	CUSTOMER COMMENTS: I CALLED EARLIER FOR A HESITATION ON ACCELERATION ISSUE. MVB 54 IN THE TCM SHOWS H11. I WAS TOLD TO PERFORM THE BASIC SETTINGS IN 60 AND 61. AFTER I DID THAT NO HESITATION WAS FELT ON ANY SHIFTS HOWEVER, NOW THE TRANSMISSION MAKES A CLUNKING NOISE WHEN PUTTING IT INTO DRIVE. NOTICEABLY LOUDER THAN ANOTHER VEHICLE. ALSO DURING A SECOND ROAD TEST, THERE WAS A HARSH DOWNSHIFT WITH A CLUNK NOISE
06/10/2009	15:45	PLEASE PLAN ON REPLACING MECH UNIT IF FLUID IS CLEAN.
06/10/2009	16:41	YOU WANT THE TRANS PAN REMOVED BEFORE MECH UNIT IS ORDERED?
06/10/2009	17:07	PLEASE PLAN ON REPLACING MECH UNIT IF FLUID IS CLEAN.
06/10/2009	17:27	PART IS ON ORDER. I REMOVED THE TRANS FILTER AND DID NOT FIND ANY CONTAMINATES IN FLUID
06/10/2009	18:12	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
06/10/2009	18:12	ISSUE UPDATED

#### Consultant's Closing Comments

PART IS ON ORDER. I REMOVED THE TRANS FILTER AND DID NOT FIND ANY CONTAMINATES IN FLUID

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
464202	JETTA	2007	3VWTJ71K67M [REDACTED]	25741	3885	06/10/2009	USA

**Workshop Finding**

TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM. MVB 54 IS G48.

Activity Date	Activity Time	Activity Comments
06/10/2009	15:57	CUSTOMER STATES THAT THE CAR BUCKS AND JERKS FROM TAKING OFF FROM A STOP. SCANNED VEHILCE FOR CODES - NO CODES IN ANY SYSTEM RELATED TO THIS ISSUE. TECH OPENED VTA TICKED DO TO THE VEHILCE HAVING THE DSG TRANSMISION.
06/10/2009	15:57	ISSUE OPENED BY DEALERSHIP
06/10/2009	16:06	ADVISED THE TECH ON HOW TO PERFORM THE TRANS BASIC SETTINGS.
06/10/2009	16:06	CUSTOMER COMMENTS: CUSTOMER STATES THAT THE CAR BUCKS AND JERKS FROM TAKING OFF FROM A STOP. SCANNED VEHILCE FOR CODES - NO CODES IN ANY SYSTEM RELATED TO THIS ISSUE. TECH OPENED VTA TICKED DO TO THE VEHILCE HAVING THE DSG TRANSMISION.
06/10/2009	16:06	WORKSHOP FINDINGS: TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM. MVB 54 IS G48.
06/10/2009	16:33	ADVISED THE TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT.
06/11/2009	07:45	AS ADVISED BY TECH LINE TECH PLACED THE MECH UNIT AND OTHER NEEDED PARTS ON ORDER - VEHILCE WILL RETRUN AT LATER DATE FOR REPAIRS.
06/11/2009	17:02	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
06/11/2009	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
464232	EOS	2008	WVWBA71F88V [REDACTED]	8252	3885	06/10/2009	USA

#### Workshop Finding

FOUND CAR JERKING WHEN FROM A STOP TRYING TO GO. PERFORMED DSG BASIC SETTING. CAR IS STILL JERKING FROM A STOP. TECH SCANNED GFF, NO FAULTS PRESENT. MVB 54 = J10M0575. MVB 64/1= 0, /2= 0.

Activity Date	Activity Time	Activity Comments
06/10/2009	16:29	CONCERN OF CAR JERKING WHEN HITTING THE GAS FROM A STOP. FOUND CAR JERKING WHEN FROM A STOP TRYING TO GO. PERFORMED DSG BASIC SETTING. CAR IS STILL JERKING FROM A STOP.
06/10/2009	16:29	ISSUE OPENED BY DEALERSHIP
06/10/2009	16:38	ADVISED TECH TO PLEASE REPLACE THE MECHATRONICS, FLUID, FILTER, AND MECHATRONICS BOLTS. ONCE PARTS HAVE BEEN REPLACED, PLEASE PERFORM BASIC SETTINGS MANUALLY. THE PROCEDURE FOR DOING THIS CAN BE FOUND IN TT: 37-09-03.
06/10/2009	16:38	CUSTOMER COMMENTS: CONCERN OF CAR JERKING WHEN HITTING THE GAS FROM A STOP.
06/10/2009	16:38	WORKSHOP FINDINGS: FOUND CAR JERKING WHEN FROM A STOP TRYING TO GO. PERFORMED DSG BASIC SETTING. CAR IS STILL JERKING FROM A STOP. TECH SCANNED GFF, NO FAULTS PRESENT. MVB 54 = J10M0575. MVB 64/1= 0, /2= 0.
06/10/2009	16:48	ORDERED MECH UNIT WITH NEW BOLT, FILTER AND OIL.
06/10/2009	17:28	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
06/10/2009	17:28	ISSUE UPDATED

#### Consultant's Closing Comments

TECHNICIAN HAS ORDERED AND WILL INSTALL A NEW MECHATRONICS, FLUID, FILTER, AND BOLTS.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
464268	EOS	2009	WVWBA71F99V [REDACTED]	4896	3885	06/10/2009	USA

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

Activity Date	Activity Time	Activity Comments
06/10/2009	17:11	C/S HESITATION/POWER LOSS FELT UPON ACCELERATION FROM A DEAD STOP. AT TIMES ALSO SEEN FROM REGULAR DRIVING AS WELL. TEST DROVE VEHICLE. CONFIRMED COMPLAINT. FEELS LIKE TRANS IS SLIPPING FROM A DEAD STOP. DID NOT VERIFY WHEN ALREADY MOVING. FOUND NO CODES IN ENTIRE VEHICLE. VEHICLE HAS DSG TRANS. S/W LEVEL IS 1803. ADVISE ON FURTHER REPAIRS.
06/10/2009	17:11	ISSUE OPENED BY DEALERSHIP
06/10/2009	17:22	CUSTOMER COMMENTS: C/S HESITATION/POWER LOSS FELT UPON ACCELERATION FROM A DEAD STOP. AT TIMES ALSO SEEN FROM REGULAR DRIVING AS WELL. TEST DROVE VEHICLE. CONFIRMED COMPLAINT. FEELS LIKE TRANS IS SLIPPING FROM A DEAD STOP. DID NOT VERIFY WHEN ALREADY MOVING. FOUND NO CODES IN ENTIRE VEHICLE. VEHICLE HAS DSG TRANS. S/W LEVEL IS 1803. ADVISE ON FURTHER REPAIRS.
06/10/2009	17:22	TECH NEEDS TO CHECK MVB 54 AND 64 TO DETERMINE IF THE MECHATRONIC AND/OR THE G509 WILL HAVE TO BE REPLACED.
06/11/2009	08:17	CHECKED MVB 54 AND 64. FOUND 64, BOTH FIELDS WERE AT 0/0. MVB 54 WAS AT J36. AT THIS TIME G 509 IS OK. REPLACING MECETRONICS ONLY AT THIS TIME. PART IS SOP RED ORDERED. PLEASE PUT THIS TICKET ON HOLD.
06/11/2009	08:59	THANKS FOR THE UPDATE P1
07/08/2009	15:16	VEHICLE IS DOWN, PARTS STILL NOT YET ARRIVED. THIS IS JUST A PARTS UPDATE. THANKS
07/08/2009	16:03	THANKS FOR THE UPDATE
07/14/2009	09:03	VEHICLE IS NOT HERE. PARTS STILL NOT ARRIVED. CLOSING VTA.
07/14/2009	09:05	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/14/2009	09:05	ISSUE UPDATED

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

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
464274	JETTA	2008	3VWRJ71K58M [REDACTED]	14086	3885	06/10/2009	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
06/10/2009	17:15	ISSUE OPENED BY DEALERSHIP
06/10/2009	17:15	TRANSMISSION JERKS ON ACCELERATION AND IN REVERSE ESPECIALLY ON INCLINES. SEEMS TO BE SLIPPING. CHECKED FLUID LEVEL AND IS OK. ATTEMPTED TO RESET BASIC SETTINGS AND NO DIFFERENT. NO CODES PRESENT
06/10/2009	17:26	ADVISED THE TECH TO CHECK MVB 54 IN THE TCM.
06/10/2009	17:26	CUSTOMER COMMENTS: TRANSMISSION JERKS ON ACCELERATION AND IN REVERSE ESPECIALLY ON INCLINES. SEEMS TO BE SLIPPING. CHECKED FLUID LEVEL AND IS OK. ATTEMPTED TO RESET BASIC SETTINGS AND NO DIFFERENT. NO CODES PRESENT
06/10/2009	17:26	WORKSHOP FINDINGS: TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM. VEHICLE NOT IN THE SHOP AT THIS TIME.
06/10/2009	17:43	MVB 54 READS J09F0136
06/10/2009	17:45	ADVISED THE TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT.
06/15/2009	16:53	WAITING ON PARTS. MECH UNIT IS ON BACK ORDER
06/15/2009	20:31	THANK YOU FOR THE UPDATE. REMEMBER TO UPDATE AND CLOSE THE TICKET.
06/16/2009	10:18	STILL WAITING ON PARTS. CLOSING TICKET.
06/16/2009	23:41	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
06/16/2009	23:41	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
464340	EOS	2008	WVWFA71FX8V [REDACTED]	7341	3885	06/11/2009	USA

#### Workshop Finding

HARD TO DUPLICATE CONCERN; NO FAULTS MVB 54=H30

Activity Date	Activity Time	Activity Comments
06/11/2009	08:23	CUSTOMER STATES CAR LURCHES & JERKS. PERFORMED GFF & ATTACHED TO VTA. COULD NOT VERIFY BUT THIS IS SECOND COMPLAINT.
06/11/2009	08:23	ISSUE OPENED BY DEALERSHIP
06/11/2009	08:29	ADVISED THE TECH TO PERFORM MANUAL BASIC SETTINGS. ENTER VEHICLE SELF DIAGNOSIS, CLEAR ECM AND TCM MEMORY. WITH THE VEHICLE RUNNING AND AT OPERATING TEMPERATURE HAVE A FOOT ON BRAKE WITH VEHICLE IN PARK, ENTER BASIC SETTINGS IN TRANS. ENTER 61Q AND ACTIVATE, WHEN NUMBERS APPEAR IN LOWER BOX BACK OUT ONE SCREEN AND ENTER 60Q AND ACTIVATE, WHEN NUMBERS APPEAR CYCLE THE KEY OFF THEN ON, PERFORM GARAGE SHIFT BY SHIFTING THE VEHICLE (WHILE RUNNING) FROM PARK TO DRIVE 5 TIMES AND THEN SHIFTING FROM PARK TO REVERSE 5 TIMES. ROAD TEST VEHICLE 20 MILES GOING THROUGH ALL GEARS AUTOMATICALLY AND ALSO THROUGH TIPTRONIC AT VARIOUS SPEEDS. REEVALUATE CONCERN, CHECK FAULT MEMORY AND UPDATE VTA
06/11/2009	08:29	CUSTOMER COMMENTS: CUSTOMER STATES CAR LURCHES & JERKS. PERFORMED GFF & ATTACHED TO VTA. COULD NOT VERIFY BUT THIS IS SECOND COMPLAINT.
06/11/2009	08:29	REPLACE THE MECHATRONIC, FLUID, FILTER AND BOLTS
06/11/2009	08:29	WORKSHOP FINDINGS: HARD TO DUPLICATE CONCERN; NO FAULTS MVB 54=H30
06/15/2009	14:25	WAITING FOR PARTS ORDERED 06/11/09
06/15/2009	16:53	ISSUE SENT TO DEALERSHIP
06/18/2009	13:50	STILL WAITING. WILL REOPEN IF NEEDED.
06/18/2009	13:59	SPOKE TO LARRY, CUSTOMER HAS CAR.
06/18/2009	14:00	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
06/18/2009	14:00	ISSUE UPDATED

#### Consultant's Closing Comments

REPLACE THE MECHATRONIC, FLUID, FILTER AND BOLTS

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
464377	EOS	2008	WVWBA71F48V [REDACTED]	8194	3885	06/11/2009	USA

<b>Workshop Finding</b>
MVB 54 =H30

Activity Date	Activity Time	Activity Comments
06/11/2009	09:20	CAR IS JERKING WHEN TAKING OFF FROM A STOP. NO FAULTS PRESENT
06/11/2009	09:20	ISSUE OPENED BY DEALERSHIP
06/11/2009	09:26	CUSTOMER COMMENTS: CAR IS JERKING WHEN TAKING OFF FROM A STOP. NO FAULTS PRESENT
06/11/2009	09:26	REPLACE THE MECH, FLUID, FILTER AND BOLTS; BE SURE TO SET BASIC SETTINGS
06/11/2009	09:26	WORKSHOP FINDINGS: MVB 54 =H30
06/11/2009	09:28	THANKS
06/11/2009	09:31	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
06/11/2009	09:31	ISSUE UPDATED

<b>Consultant's Closing Comments</b>
REPLACE THE MECH, FLUID, FILTER AND BOLTS; BE SURE TO SET BASIC SETTINGS

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
464378	RABBIT	2007	WVWHV71K27W [REDACTED]	18974	3885	06/11/2009	USA

#### Workshop Finding

TECH WANTED TO KNOW IF THE ENGINE OVER HEATING COULD DAMAGE THE MECH UNIT.

Activity Date	Activity Time	Activity Comments
06/11/2009	09:21	AFTER REPLACEMENT OF MECHATRONICS, FOUND THAT 50 AMP FUSE FOR THE COOLING FANS BLOWN. NO APPARENT REASON FOR FUSE BLOWING, FUSE HAS NOT BLOWN SINCE REPLACEMENT, VEHICLE ALSO HAD CODE FOR KNOCK SENSORS, THINKING THE VEHICLE WAS OVERHEATING, BOTH FANS WORK AND NO CODEES WERE STORED FOR FANS. ARE THERE A HISTORY OF THESE FUSES BLOWING FOR NO REASON, TRACED WIRING AND HAVE NO SHORTS ANYWHERE. AGIAN FANS WORKING PROPERLY.
06/11/2009	09:21	ISSUE OPENED BY DEALERSHIP
06/11/2009	09:49	ADVISED THE TECH THAT THIS IS UNLIKELY.
06/11/2009	09:49	CUSTOMER COMMENTS: AFTER REPLACEMENT OF MECHATRONICS, FOUND THAT 50 AMP FUSE FOR THE COOLING FANS BLOWN. NO APPARENT REASON FOR FUSE BLOWING, FUSE HAS NOT BLOWN SINCE REPLACEMENT, VEHICLE ALSO HAD CODE FOR KNOCK SENSORS, THINKING THE VEHICLE WAS OVERHEATING, BOTH FANS WORK AND NO CODEES WERE STORED FOR FANS. ARE THERE A HISTORY OF THESE FUSES BLOWING FOR NO REASON, TRACED WIRING AND HAVE NO SHORTS ANYWHERE. AGIAN FANS WORKING PROPERLY.
06/11/2009	09:49	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
06/11/2009	09:49	ISSUE UPDATED
06/11/2009	09:49	WORKSHOP FINDINGS: TECH WANTED TO KNOW IF THE ENGINE OVER HEATING COULD DAMAGE THE MECH UNIT.

#### Consultant's Closing Comments

TECH TO DIAG ANY FURTHER ENGINE CONCERNS.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
464395	EOS	2008	WVWBA71F28V [REDACTED]	9293	3885	06/11/2009	USA

#### Workshop Finding

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

Activity Date	Activity Time	Activity Comments
06/11/2009	09:48	C/S WHEN MOVING IN STOP AND GO TRAFFIC, VEHICLE JERKS FORWARD INTO GEAR AFTER RELEASING BRAKES WITH NO THROTTLE. TEST DROVE 20 MILES OVER 2 DAY PERIOD, OPERATING LIKE OTHER DSG EQUIPPED VEHICLES, SERVICE MANAGER AND DIRECTOR WANT TO OPEN CASE TO BE SURE OF NO OTHER POSSIBLE ISSUES BEFORE TELLING CUSTOMER THIS IS A NORMAL CONCERN
06/11/2009	09:48	ISSUE OPENED BY DEALERSHIP
06/11/2009	09:53	ADVISED THE TECH TO CHECK MVB 54 IN THE TCM.
06/11/2009	09:53	CUSTOMER COMMENTS: C/S WHEN MOVING IN STOP AND GO TRAFFIC, VEHICLE JERKS FORWARD INTO GEAR AFTER RELEASING BRAKES WITH NO THROTTLE. TEST DROVE 20 MILES OVER 2 DAY PERIOD, OPERATING LIKE OTHER DSG EQUIPPED VEHICLES, SERVICE MANAGER AND DIRECTOR WANT TO OPEN CASE TO BE SURE OF NO OTHER POSSIBLE ISSUES BEFORE TELLING CUSTOMER THIS IS A NORMAL CONCERN
06/11/2009	09:53	WORKSHOP FINDINGS: TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM.
06/11/2009	09:55	ADVISED THE TECH TO CHECK MVB 54 IN THE TCM.
06/11/2009	10:05	MVB 54 HAS A J03 SO I RECOMMEND REPLACING THE MECHATRONIC, FLUID, BOLTS, AND FILTER.
06/16/2009	09:45	PART IS ON INTERGALACTIC BACK ORDER, CLOSE VTA WAIT TILL PART ARRIVES, WILL REOPEN IF NEEDED
06/16/2009	23:38	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
06/16/2009	23:38	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
464405	EOS	2008	WVWBA71F48V [REDACTED]	10150	3885	06/11/2009	USA

#### Workshop Finding

n/a

Activity Date	Activity Time	Activity Comments
06/11/2009	10:05	ISSUE OPENED BY DEALERSHIP
06/11/2009	10:05	TRANS HAS ERATIC SHIFT ON ACCELARATION AND LARGE DELAY INTO REVERSE. ASLO THE VEHICLE WILL NOT HOLD ON INCLINE IN GEAR. MECH NUMBER J02C0468. FLUID LEVEL AND CONDITION GOOD. NO FAULTS IN GFF
06/11/2009	10:13	ADVISED TO REPLACE MECHATRONICS UNIT, FLUID, FILTER AND BOLTS. ADVISED DO NOT RELEASE VEHICLE.
06/11/2009	10:13	CUSTOMER COMMENTS: TRANS HAS ERATIC SHIFT ON ACCELARATION AND LARGE DELAY INTO REVERSE. ASLO THE VEHICLE WILL NOT HOLD ON INCLINE IN GEAR. MECH NUMBER J02C0468. FLUID LEVEL AND CONDITION GOOD. NO FAULTS IN GFF
06/11/2009	10:22	THANKS WILL REOPEN IF ANY FURTHER ISSUES COME ABOUT
06/11/2009	10:46	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
06/11/2009	10:46	ISSUE UPDATED

#### Consultant's Closing Comments

D1 ADVISED TO REPLACE MECHATRONICS UNIT, FLUID, FILTER AND BOLTS. PARTS ORDERED.



VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
464448	JETTA	2008	3VWRJ71K78M [REDACTED]	7322	3885	06/11/2009	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
06/11/2009	10:46	C/S VEHICLE IS JERKING ON ACCELERATION AND DECLARATION. VERIFIED CONCERN AND SCANNED WITH GFF, NO DTC'S PRESENT. RESET BASIC SETTINGS 60 AND 61 AND TEST DROVE. SAME CONCERN PRESENT.
06/11/2009	10:46	ISSUE OPENED BY DEALERSHIP
06/11/2009	10:59	ADVISED THE TECH TO CHECK MVB 54 IN THE TCM.
06/11/2009	10:59	CUSTOMER COMMENTS: C/S VEHICLE IS JERKING ON ACCELERATION AND DECLARATION. VERIFIED CONCERN AND SCANNED WITH GFF, NO DTC'S PRESENT. RESET BASIC SETTINGS 60 AND 61 AND TEST DROVE. SAME CONCERN PRESENT.
06/11/2009	10:59	WORKSHOP FINDINGS: TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM. BASIC SETTINGS PERFORMED. CONCERN STILL PRESENT.
06/11/2009	11:04	MVB 54 IS J12. TECH IS TO REPLACE THE MECHATRONIC, BOLTS, FLUID AND FILTER
06/11/2009	11:06	MECHATRONICS ORDERED
06/11/2009	17:33	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
06/11/2009	17:33	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
464452	RABBIT	2008	WVWHV71KX8W	26249	3885	06/11/2009	USA

#### Workshop Finding

n/a

Activity Date	Activity Time	Activity Comments
06/11/2009	10:48	CONCERN 1: WHEN TURNING THERE IS POPPING NOISE.BOTH LEFT AND RIGHT.CONCERN 2: THE TRANSMISSION JERKS AND SURGES AT TAKE OFF.
06/11/2009	10:48	ISSUE OPENED BY DEALERSHIP
06/11/2009	10:55	CUSTOMER COMMENTS: CONCERN 1: WHEN TURNING THERE IS POPPING NOISE. BOTH LEFT AND RIGHT.CONCERN 2: THE TRANSMISSION JERKS AND SURGES AT TAKE OFF.
06/11/2009	10:55	MVB 54 H37. ADVISED TO REPLACE MECHATRONICS UNIT, FLUID, FILTER AND BOLTS. 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.
06/11/2009	11:02	HELPLINE GIVES TECHNICAL ASSISTANCE TO THE DEALER WHICH MEANS IF THE DEALER HAS A QUESTION ABOUT RELEASING THE VEHICLE, RENTAL CAR AUTHORIZATION OR SOMETHING SIMILAR TO THIS PLEASE ADVISE THEM TO CONTACT CUSTOMER CARE OR THEIR FOM.
06/18/2009	14:06	SPOKE TO RICK - THE PART CAME IN AND THE TECH IS CURRENTLY WORKING ON THE VEHICLE. ADVISE TO REMIND THE TECH TO CLOSE THE VTA IF THE REPLACEMENT PARTS CORRECT THE CONCERN.
06/19/2009	14:21	WAITING FOR MECHATRONICS
06/19/2009	14:36	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
06/19/2009	14:36	ISSUE UPDATED

#### Consultant's Closing Comments

D1 WAITING FOR MECHATRONICS

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
464461	JETTA	2008	3VWRJ71K58M [REDACTED]	14227	3885	06/11/2009	USA

#### Workshop Finding

n/a

Activity Date	Activity Time	Activity Comments
06/11/2009	10:53	ISSUE OPENED BY DEALERSHIP
06/11/2009	10:53	VEHICLE HAS CONCERN OF LURCHING WHEN TAKING OFF. TEST DROVE AND ALSO FOUND THAT ON FIST TAKE-OFF, 1ST GEAR ENGAGEMENT IS DELAYED AND WHEN GEAR IS ENGAGED IT JERKS AND ENGINE ALMOST STALLS.
06/11/2009	10:58	ADVISED TECH TO UPDATE VTA WITH MVB 54 OF TCM. PLEASE GIVE US A CALL FOR INSTRUCTION.
06/11/2009	10:58	CUSTOMER COMMENTS: VEHICLE HAS CONCERN OF LURCHING WHEN TAKING OFF. TEST DROVE AND ALSO FOUND THAT ON FIST TAKE-OFF, 1ST GEAR ENGAGEMENT IS DELAYED AND WHEN GEAR IS ENGAGED IT JERKS AND ENGINE ALMOST STALLS.
06/11/2009	11:02	MVB 54-J15D0084 MVB 64-0 0
06/11/2009	11:10	REPLACE THE MECH, FLUID, FILTER AND BOLTS. SET BASIC SETTINGS ON THE TRANSMISSION
06/18/2009	18:19	P1 SPOKE TO TIM IN VW SERVICE VEHICLE IS STILL HOLDING FOR PARTS.
06/25/2009	15:41	SPOKE WITH DUANE IN SERVICE..... STATED THAT THE RO WAS CLOSED OUT ON JUNE 12TH, AND HE WILL HAVE THE TECH CLOSE OUT THE TICKET..... D2
06/25/2009	18:13	MECHATRONIC HAS BEEN RED ORDERED. WAITING FOR PARTS TO ARRIVE.
06/25/2009	19:08	THANKS FOR UPDATE.
07/02/2009	11:11	ISSUE SENT TO DEALERSHIP
07/28/2009	08:36	STILL WAITING FOR PARTS TO ARRIVE.
07/28/2009	08:56	THANKS FOR UPDATE. IF VEHICLE HAS LEFT DEALER WE CAN CLOSE VTA AND RE-OPEN IF NEEDED WHEN PART ARRIVES.
08/10/2009	16:52	WAITING FOR MECH UNIT TO ARRIVE. VEHICLE HAS LEFT DEALERSHIP.
08/10/2009	17:42	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
08/10/2009	17:42	ISSUE UPDATED

#### Consultant's Closing Comments

REPLACE MECHATRONIC UNIT.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
464533	RABBIT	2007	WVWFV71K17W [REDACTED]	74906	3885	06/11/2009	USA

Workshop Finding
n/a

Activity Date	Activity Time	Activity Comments
06/11/2009	11:55	ISSUE OPENED BY DEALERSHIP
06/11/2009	11:55	LE VEHICULE EST EQUIPE D'UNE TRANSMISSION DSG,QUANT ON RELACHE LA PEDAL DE FREINS A L'ARRET COMPLET DU VEHICULE,LA TRANSMISSION DONNE UN GROS COUPS LORS DE L'EMBRAYAGE ET IL Y A UN DELAY.IL Y A UNE FAUTE P2711 UTILISE GFF IL MON FAITE FAIRE UN BASIC SETTING QUI N'A PAS AMELIORE LA TRANSMISSION,ELLE NE DONNE PAS D'AUTRE COUPS,VERIFIER EN DATA BLOCK 54 J'AI H12B0581,VERIFIER GROUPE 64 J'AI 00 00.
06/11/2009	13:13	CUSTOMER COMMENTS: LE VEHICULE EST EQUIPE D'UNE TRANSMISSION DSG,QUANT ON RELACHE LA PEDAL DE FREINS A L'ARRET COMPLET DU VEHICULE,LA TRANSMISSION DONNE UN GROS COUPS LORS DE L'EMBRAYAGE ET IL Y A UN DELAY.IL Y A UNE FAUTE P2711 UTILISE GFF IL MON FAITE FAIRE UN BASIC SETTING QUI N'A PAS AMELIORE LA TRANSMISSION,ELLE NE DONNE PAS D'AUTRE COUPS,VERIFIER EN DATA BLOCK 54 J'AI H12B0581,VERIFIER GROUPE 64 J'AI 00 00.
06/11/2009	13:13	SUGGERE DE REMPLACER LE MECHATRONIC
06/18/2009	10:30	MECHATRONIC EN COMMANDE
06/18/2009	15:37	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
06/18/2009	15:37	ISSUE UPDATED

Consultant's Closing Comments
MECHATRONIC EN COMMANDE

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
464539	EOS	2008	WVWFA71F78V [REDACTED]	20929	3885	06/11/2009	USA

#### Workshop Finding

n/a

Activity Date	Activity Time	Activity Comments
06/11/2009	11:59	C/S CAR HESITATES WHEN PULLING OUT..VERIFIED CONCERN BELIEVE TRANS. VALVE BODY/MECHATRONICS UNIT IS FAULTY..NO FAULTS FOUND IN G/F/F SCAN..ANY IDEAS TO HELP VERIFY IF THIS IS IN NEED OF REPLACEMENT
06/11/2009	11:59	ISSUE OPENED BY DEALERSHIP
06/11/2009	13:07	ADVISE TECH TO REPLACE THE MECHATRONICS FLUID AND THE FILTER AND SET BASIC SETTING AFTER REPAIRS ARE DONE
06/11/2009	13:07	CUSTOMER COMMENTS: C/S CAR HESITATES WHEN PULLING OUT..VERIFIED CONCERN BELIEVE TRANS. VALVE BODY/MECHATRONICS UNIT IS FAULTY..NO FAULTS FOUND IN G/F/F SCAN..ANY IDEAS TO HELP VERIFY IF THIS IS IN NEED OF REPLACEMENT
06/11/2009	14:16	CAN YOU PLEASE UPDATE TICKET TO READ REPLACE MECHATRONICS UNIT AS STATED ON PHONE .... NEED THIS TO BE ENTERED BY TECH. LINE FOR THE REPAIR ORDER TO MATCH WHAT I WROTE AS PER WHAT WE TALKED ABOUT...THANKS...ROB
06/15/2009	09:00	UPDATE AFTER MECHATRONICS IS REPLACED
06/15/2009	11:42	PARTS ORDERED AS REQUESTED. CUSTOMER WAS OFFERED LOANER CAR LAST WEEK BUT INSISTED ON TAKING CAR UNTIL PARTS ARRIVE.PLEASE UPDATE FROM YOUR END IF YOU WANT TICKET CLOSED UNTIL CAR RETURNS & NEW OPENED IF PROBLEMS ARE ENCOUNTERED,ETC.FOREMAN.
06/16/2009	14:28	IF THE CAR HAS LEFT THE DEALER PLEASE CLOSE THE CASE THANKS
06/16/2009	16:27	CLOSING AS REQUESTED.
06/17/2009	08:57	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
06/17/2009	08:57	ISSUE UPDATED

#### Consultant's Closing Comments

REPLACE MECHATRONICS

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
464568	EOS	2008	WVWBA71FX8V [REDACTED]	14059	3885	06/11/2009	USA

#### Workshop Finding

n/a

Activity Date	Activity Time	Activity Comments
06/11/2009	12:21	CUSTOMOER STATES CAR BUCKS WHEN TAKING OFF. I WAS ABLE TO DUPLICATE THE CONCERN. NO FAULTS. SEARCHED FOR ANY TECH BULLITENS FOUND NONE.
06/11/2009	12:21	ISSUE OPENED BY DEALERSHIP
06/11/2009	12:33	CUSTOMER COMMENTS: CUSTOMOER STATES CAR BUCKS WHEN TAKING OFF. I WAS ABLE TO DUPLICATE THE CONCERN. NO FAULTS. SEARCHED FOR ANY TECH BULLITENS FOUND NONE.
06/11/2009	12:33	TECH PROVIDED MVB 54 TO BE H50. PER G STEWART REPLACE MECH UNIT BOLT AND FLUID. UPDATE CASE WITH RESULTS OF TESTS ASKED TO BE PERFORMED OR FINDINGS BEFORE CALLING IN FOR MORE ASSISTANCE OR CLOSE TICKET WITH DETAILED REPAIR INFORMATION.
06/11/2009	12:36	ORDERED MECHATRONICS UNIT, BOLTS, FLUID AND FILTER
06/12/2009	07:52	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
06/12/2009	07:52	ORDERED MECHATRONICS UNIT, BOLTS, FLUID AND FILTER

#### Consultant's Closing Comments

ORDERED MECHATRONICS UNIT, BOLTS, FLUID AND FILTER

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
464597	JETTA	2008	3VWRJ71K78M [REDACTED]	19808	3885	06/11/2009	USA

**Workshop Finding**

TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM. MVB 54 IS J11. CUSTOMER STATES THE TRANS STUMBLES FROM A STOP.

Activity Date	Activity Time	Activity Comments
06/11/2009	13:17	FOUND TRANSMISSION NOT DISENGAGING PROPERLY WHEN COMING TO A STOP, CAUSING ENGINE TO ALMOST STALL. NO FAULTS. FLUID LEVEL AND CONDITION OK.
06/11/2009	13:17	ISSUE OPENED BY DEALERSHIP
06/11/2009	13:25	ADVISED THE TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT.
06/11/2009	13:25	CUSTOMER COMMENTS: FOUND TRANSMISSION NOT DISENGAGING PROPERLY WHEN COMING TO A STOP, CAUSING ENGINE TO ALMOST STALL. NO FAULTS. FLUID LEVEL AND CONDITION OK.
06/11/2009	13:25	WORKSHOP FINDINGS: TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM. MVB 54 IS J11. CUSTOMER STATES THE TRANS STUMBLES FROM A STOP.
06/11/2009	13:33	ORDERED PARTS. THANK YOU.
06/11/2009	16:40	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
06/11/2009	16:40	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
464606	EOS	2008	WVWBA71F18V [REDACTED]	11563	3885	06/11/2009	USA

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

Activity Date	Activity Time	Activity Comments
06/11/2009	13:26	ISSUE OPENED BY DEALERSHIP
06/11/2009	13:26	POOR SHIFTING WITH THE DSG TRANS. MVB 54 H30K0368 MVB 64 FIELD 1. 0 FIELD 2. 0 THERE ARE NO DTC'S IN VEHICLE
06/11/2009	13:32	CUSTOMER COMMENTS: POOR SHIFTING WITH THE DSG TRANS. MVB 54 H30K0368 MVB 64 FIELD 1. 0 FIELD 2. 0 THERE ARE NO DTC'S IN VEHICLE
06/11/2009	13:32	TECH NEEDS TO REPLACE THE MECHATRONIC, BOLTS, FLUID AND FILTER
06/11/2009	13:34	PARTS ORDERED AND VEHICLE HAS LEFT THE PROPERTY
06/11/2009	14:32	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
06/11/2009	14:32	ISSUE UPDATED

<b>Consultant's Closing Comments</b>
PARTS ORDERED AND VEHICLE HAS LEFT THE PROPERTY



VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
464612	RABBIT	2008	WVWHV71K18W [REDACTED]	20893	3885	06/11/2009	USA

Workshop Finding
n/a

Activity Date	Activity Time	Activity Comments
06/11/2009	13:28	ISSUE OPENED BY DEALERSHIP
06/11/2009	13:28	TRANS HAS HARSH ENGAGEMENT FROM A STOP, WARM ENGINE, FORWARD AND REVERSE. NO DTC'S SET BASIC ON MECHATRONICS NO CHANGE. FOUND ONE BULLETIN, BUT THE WAY IT'S WRITTEN I WOULD EXPECT TO SEE A DTC
06/11/2009	13:35	CUSTOMER COMMENTS: TRANS HAS HARSH ENGAGEMENT FROM A STOP, WARM ENGINE, FORWARD AND REVERSE. NO DTC'S SET BASIC ON MECHATRONICS NO CHANGE. FOUND ONE BULLETIN, BUT THE WAY IT'S WRITTEN I WOULD EXPECT TO SEE A DTC
06/11/2009	13:35	TECH STATES WE ARE AT H44 IN MVB 54 TCM. ADVISED TECH TO REPLACE MECHATRONIC UNIT, FLUID, FILTER, AND BOLTS.
06/11/2009	14:26	ORDERED PARTS AND RETURNED VEHICLE TO CUSTOMER
06/11/2009	14:30	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
06/11/2009	14:30	ISSUE UPDATED

Consultant's Closing Comments
REPLACE MECHATRONIC UNIT.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
464619	EOS	2008	WVWFA71F38V [REDACTED]	10765	3885	06/11/2009	USA

**Workshop Finding**

NO FAULTS FOUND IN SYSTEM. HAPPENING ALL THE TIME.

Activity Date	Activity Time	Activity Comments
06/11/2009	13:34	ISSUE OPENED BY DEALERSHIP
06/11/2009	13:34	VEHICLE FEELS JUMPY ON TAKE OFF AND IN REVERSE. NO FAULTS FOUND IN SYSTEM. HAPPENING ALL THE TIME.
06/11/2009	13:40	ADVISED TO REPLACE MECHATRONICS UNIT, FLUID, FILTER AND BOLTS.
06/11/2009	13:40	CUSTOMER COMMENTS: VEHICLE FEELS JUMPY ON TAKE OFF AND IN REVERSE.
06/11/2009	13:40	WORKSHOP FINDINGS: NO FAULTS FOUND IN SYSTEM. HAPPENING ALL THE TIME.
06/12/2009	17:01	PARTS HAVE BEEN ORDERED FOR THIS VEHICLE. CUSTOMER WILL RETURN WHEN THEY ARRIVE. THANKS FOR THE HELP.
06/12/2009	17:54	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
06/12/2009	17:54	ISSUE UPDATED

**Consultant's Closing Comments**

D1 PARTS HAVE BEEN ORDERED FOR THIS VEHICLE. CUSTOMER WILL RETURN WHEN THEY ARRIVE.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
464634	JETTA	2009	3VWPL71K09M [REDACTED]	476	3490	06/11/2009	USA

#### Workshop Finding

TECH DRIVING THE VEHICLE TO DUPLICATE. NO FAULTS

Activity Date	Activity Time	Activity Comments
06/11/2009	13:49	CUSTOMER STATES THAT WHILE DRIVING THE "SHIFT LOCK" LIGHT LIT UP, THE PRNDL ALL LIT UP AT ONE TIME, AND THEN THE TRANS SLIPPED OUT. COASTED TO A STOP AND SHUT OFF VEHICLE. TECH NOTES: NO DTC'S IN ANY SYSTEM. TEST DROVE 13 MILES ON FREEWAY=OK. TEST DRIVE 2 MILES SHIFTING IN ALL GEARS=OK.
06/11/2009	13:49	ISSUE OPENED BY DEALERSHIP
06/11/2009	14:01	CHECK MVB 64 AS DISCUUSED
06/11/2009	14:01	CUSTOMER COMMENTS: CUSTOMER STATES THAT WHILE DRIVING THE "SHIFT LOCK" LIGHT LIT UP, THE PRNDL ALL LIT UP AT ONE TIME, AND THEN THE TRANS SLIPPED OUT. COASTED TO A STOP AND SHUT OFF VEHICLE. TECH NOTES: NO DTC'S IN ANY SYSTEM. TEST DROVE 13 MILES ON FREEWAY=OK. TEST DRIVE 2 MILES SHIFTING IN ALL GEARS=OK.
06/11/2009	14:01	WORKSHOP FINDINGS: TECH DRIVING THE VEHICLE TO DUPLICATE. NO FAULTS
06/11/2009	14:18	MVB 64=10
06/11/2009	14:25	ADVISED THE TECH TO REPLACE THE G509
06/16/2009	13:45	REPLACED SENSOR G509 IN TRANSMISSION. SET BASIC SETTINGS. TEST DROVE 17MILES PERFORMING MULTITUDE OF SHIFT PATTERNS THRU ALL GEARS=VERIFIED OPERATION. THANKS
06/16/2009	14:22	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
06/16/2009	14:22	ISSUE UPDATED

#### Consultant's Closing Comments

REPLACED SENSOR G509 IN TRANSMISSION. SET BASIC SETTINGS. TEST DROVE 17MILES PERFORMING MULTITUDE OF SHIFT PATTERNS THRU ALL GEARS=VERIFIED OPERATION. THANKS

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
464669	JETTA	2008	3VWRA71K68M [REDACTED]	4423	3885	06/11/2009	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
06/11/2009	14:20	CUSTOMER SDTATES THE VEHICLE LURCHES FORWARD WHEN ACCELERATING FROM A STOP OR AFTER RELEASING THE BRAKE AT IDLE I THOUGHT I READ SOMETHING ABOUT A SVM FOR LAUNCH CONTROL... OR NOT? TRANS FLUID IS FULL NOT BURNT NO CODES IN TRANS AFTER COMING TO A STOP THEN RELEASING THE BRAKE FOR ABOUT 2 SECONDS VEHICLE FEELS LIKE IT SLAMS INTO GEAR TWICE IN A ROW. ANY SUGGESTIONS
06/11/2009	14:20	ISSUE OPENED BY DEALERSHIP
06/11/2009	14:24	ADVISED THE TECH TO CHECK MVB 54 IN THE TCM.
06/11/2009	14:24	CUSTOMER COMMENTS: CUSTOMER SDTATES THE VEHICLE LURCHES FORWARD WHEN ACCELERATING FROM A STOP OR AFTER RELEASING THE BRAKE AT IDLE I THOUGHT I READ SOMETHING ABOUT A SVM FOR LAUNCH CONTROL... OR NOT? TRANS FLUID IS FULL NOT BURNT NO CODES IN TRANS AFTER COMING TO A STOP THEN RELEASING THE BRAKE FOR ABOUT 2 SECONDS VEHICLE FEELS LIKE IT SLAMS INTO GEAR TWICE IN A ROW. ANY SUGGESTIONS
06/11/2009	14:24	WORKSHOP FINDINGS: TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM. VEHICLE NOT IN THE SHOP AT THIS TIME.
06/11/2009	14:46	MVB 54 SHOWS J11J0323
06/11/2009	14:52	ADVISED TECH TO REPLACE MECHATRONIC UNIT, FLUID, FILTER, AND BOLTS.
06/12/2009	11:52	PART ON ORDER PARTS DEPARTMENT SAYS MECHATRONIC UNIT IS ON BACK ORDER WILL UPDATE WHEN PART ARRIVES
06/15/2009	20:31	THANK YOU FOR THE UPDATE. REMEMBER TO UPDATE AND CLOSE THE TICKET.
06/18/2009	13:49	TALKED TO JEFF IN SERVICE THE CUSTOMER HAS THE CAR ADVISED TO HAVE THE TICKET CLOSED.....C1
06/18/2009	13:55	CUSTOMER HAS TAKEN THE VEHICLE CLOSING CASE IF THIS DOES NOT REPAIR THE VEHICLE I WILL OPEN A NEW CASE THANKS TO ALL
06/22/2009	07:50	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
06/22/2009	07:50	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
464685	RABBIT	2007	WVWVFV71K17W [REDACTED]	30995	3885	06/11/2009	USA

#### Workshop Finding

I INSTALLED A NEW MECHATRONICS

Activity Date	Activity Time	Activity Comments
06/11/2009	14:29	I INSTALLED A NEW MECHATRONICS UNIT AS PER ACCESS CODE 451726. I AM TRING TO RESET BASIC SETTINGS AND KEEP GETTING CODE 01208 000 DATA RECORDS IN CONTROL MODULE CHANGED. THE FAULT WILL NOT ERASE AND I CANNOT RESET BASIC SETTINGS.
06/11/2009	14:29	ISSUE OPENED BY DEALERSHIP
06/11/2009	14:38	CUSTOMER COMMENTS: I INSTALLED A NEW MECHATRONICS UNIT AS PER ACCESS CODE 451726. I AM TRING TO RESET BASIC SETTINGS AND KEEP GETTING CODE 01208 000 DATA RECORDS IN CONTROL MODULE CHANGED. THE FAULT WILL NOT ERASE AND I CANNOT RESET BASIC SETTINGS.
06/11/2009	14:38	GET MVB 41 / 48 IN 02 AND ATTCH TO THE CASE
06/11/2009	14:38	WORKSHOP FINDINGS: I INSTALLED A NEW MECHATRONICS
06/11/2009	14:46	ISSUE UPDATED
06/11/2009	15:03	HERE IS A PRINTOUT FROM MVB 41 AND 48 OF FIRST THE NEW DSG AND THE THEN THE OLD DSG.
06/11/2009	15:16	PERFORM CAP DISCHARGE AND RETEST FOR ISSUE
06/11/2009	16:08	TRANSFERD TO CG V-MAIL.
06/11/2009	16:11	I PERFORMED A CAP DISCHARGE FOR 30 MINUTES AND THE FAULT IS STILL IN THE SYSTEM AND WILL NOT CLEAR. WHAT WOULD YOU LIKE TO DO NOW. CALL ME AT 954-682-5998
06/11/2009	22:06	ISSUE UPDATED
06/11/2009	22:07	DISCUSSED WITH THE TECH TO PERFORM BASIC SETTINGS IN THE TCM BLOCK 69, CYCLE THE KEY AND RETEST, SO FAR UNSUCCESSFUL
06/12/2009	08:42	TRY REPROGRAMMING THE ECM USING THE 03
06/12/2009	09:24	I REPROGRAMED THE ECU WITH THE O3 UPDATE AND THE FAULT STILL WILL NOT ERASE.
06/12/2009	09:50	ISSUE SENT TO DEALERSHIP
06/12/2009	09:50	TRY TO SWAP A KNOWN GOOD ECM, DO NOT ADAPT IMMOBILIZER OR START THE VEHICLE, JUST PLUG IT IN AND SEE IF THE FAULT CLEARS FROM THE MECH
06/12/2009	15:02	I INSTALLED AND NEW ECU INTO THE VEHICLE AND THE FAULT STILL WILL NOT CLEAR AND STAY GONE. I THEN CLEARED THE FAULT AND TRIED TO SET 69 AND THE FAULT CAME BACK. I THEN PERFORMED A STATIC DISCHARGE FOR 30 MINUTES AND RETRIED AND THE FAULT STILL WILL NOT STAY GONE.
06/12/2009	16:30	ISSUE UPDATED
06/12/2009	17:20	TRIED TO FLASH THE TCM AND THE SOFTWARE WILL NOT TAKE.
06/12/2009	17:49	LEFT A MESSAGE ON THE TECHS PHONE TO CALL BACK FOR A TELEDIAG FLASH.
06/12/2009	17:58	TALKING TO THE TECH AND THE PHONE WENT DEAD.
06/12/2009	18:08	FLASHED THE TCM FOR THE TECH.
06/12/2009	18:50	FLASHED THE TCM FOR THE TECH AGAIN.
06/12/2009	19:19	A2 ADVISED THE TECH TO ATTACH A NEW FAULT LOG TO THE VTA AND LEVEL TWO WILL CALL BACK ON MONDAY.
06/12/2009	19:28	ISSUE UPDATED
06/13/2009	08:29	AFTER PERFORMING THE FIRST FLASH THE FAULT WENT AWAY BUT I COULD NOT SET BASIC SETTINGS. IT WOULD KICK ME OUT WHILE PERFORMING BASIC SETTINGS #61. AFTER PERFORMING THE SECOND FLASH THE FAULT RETURNED. HERE IS A NEW GFF LOG AFTER THE SECOND FLASH.
06/15/2009	00:00	ISSUE UPDATED
06/15/2009	08:19	TECH TO LEAVE CHRIS G. A VOICEMAIL MESSAGE.
06/15/2009	17:04	ISSUE UPDATED

06/15/2009	17:04	REPLACE THE TRANSMISSION AND RESET BASIC SETTINGS
06/17/2009	10:47	CALLED DEALER PER JAN ALVERMANN AND ADVISED TECH TO CHANGE MECH UNIT CODING TO 20, THEN PERFORM BASIC SETTINGS AGAIN. PLEASE CALL BACK TO LET US KNOW HOW IT WORKED. THANKS.
06/17/2009	13:20	CODING CHANGE WORKED.
06/17/2009	13:25	CODING MECHATRONICS UNIT TO A 20, CYCLED KEY AND FAULT WAS ABLE TO BE ERASED AND BASIC SETTINGS WERE ABLE TO BE PERFORMED.
06/17/2009	13:45	TECH CALLED TO SAY HIS PARTS MANAGER SAID HE WILL TAKE TRANSMISSION OFF OF TICKET.
06/17/2009	13:46	PARTS MANAGER AGREED TO TAKE TRANSMISSION OFF OF THE TICKET SINCE WE DID NOT USE IT.
06/17/2009	13:55	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
06/17/2009	13:55	ISSUE UPDATED

<b>Consultant's Closing Comments</b>
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CODING MECHATRONICS UNIT TO A 20, CYCLED KEY AND FAULT WAS ABLE TO BE ERASED AND BASIC SETTINGS WERE ABLE TO BE PERFORMED.
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VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
464706	EOS	2008	WVWBA71F08V [REDACTED]	5872	3885	06/11/2009	USA

#### Workshop Finding

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

Activity Date	Activity Time	Activity Comments
06/11/2009	14:47	CUSTOMER STATES WHEN FIRST GIVING CAR GAS UT FEELS LIKE A MANUAL TRANYY. RAN GUIDED FAULT FINDING NO CODES FOUND, INSPECTED TRANS FLUID AND LEVEL OK. ROAD TESTED CAR WITH FOREMAN WHO CONFIRMED WE HAD 3 EOS IN SHOP WITH SAME CONCERN. THE TECHS WORKING THOSE CAR WERE TOLD BY TECHLINE TO CHANGE TRANS SPEED/OIL TEMP SENSOR. PROCEEDED TO CHANGE SENSOR, PUT IN NEW FLUID, ROAD TESTED CAR, NOTICED THAT AFTER CAR GOT HOT TRANS STARTED ACTING UP ON TAKE OFF. RESCANNED CAR NO CODES, SPOKE WITH FOREMAN WHO INSTRUCTED TO USE VALUE BLOCK 48 AND PROCEED TO GIVE YOU CODE C14R2.
06/11/2009	14:47	ISSUE OPENED BY DEALERSHIP
06/11/2009	14:54	ADVISED THE TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT.
06/11/2009	14:54	CUSTOMER COMMENTS: CUSTOMER STATES WHEN FIRST GIVING CAR GAS UT FEELS LIKE A MANUAL TRANYY. RAN GUIDED FAULT FINDING NO CODES FOUND, INSPECTED TRANS FLUID AND LEVEL OK. ROAD TESTED CAR WITH FOREMAN WHO CONFIRMED WE HAD 3 EOS IN SHOP WITH SAME CONCERN. THE TECHS WORKING THOSE CAR WERE TOLD BY TECHLINE TO CHANGE TRANS SPEED/OIL TEMP SENSOR. PROCEEDED TO CHANGE SENSOR, PUT IN NEW FLUID, ROAD TESTED CAR, NOTICED THAT AFTER CAR GOT HOT TRANS STARTED ACTING UP ON TAKE OFF. RESCANNED CAR NO CODES, SPOKE WITH FOREMAN WHO INSTRUCTED TO USE VALUE BLOCK 48 AND PROCEED TO GIVE YOU CODE C14R2.
06/11/2009	14:54	WORKSHOP FINDINGS: TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM. MVB 54 IS J07.
06/15/2009	10:59	PART IS RED-ORDERED FROM GERMANY; PART IS EXPECTED BY THE END OF THIS WEEK, BUT ETA HAS NOT BEEN DEFINED; WILL UPDATE ONCE PARTS ARE RECEIVED AND REPAIRS ARE RESUMED.
06/15/2009	20:31	THANK YOU FOR THE UPDATE. REMEMBER TO UPDATE AND CLOSE THE TICKET.
06/18/2009	13:43	P2 - SPOKE TO RON, AWAITING PARTS TO ARRIVE.
06/18/2009	17:52	PARTS HAVE STILL NOT ARRIVED; WILL UPDATE ONCE PARTS ARE RECEIVED AND REPAIRS ARE RESUMED. THANKS, JOE H.
06/19/2009	12:28	THANK YOU FOR THE UPDATE. REMEMBER TO UPDATE AND CLOSE THE TICKET.
06/25/2009	09:17	STILL WAITING FOR PART
06/25/2009	23:43	THANK YOU FOR THE UPDATE. REMEMBER TO UPDATE AND CLOSE THE TICKET.
06/30/2009	08:33	STILL WAITING FOR PARTS; ETA IS MID TO LATE JULY
06/30/2009	19:44	THANK YOU FOR THE UPDATE. REMEMBER TO UPDATE AND CLOSE THE TICKET.
07/07/2009	09:20	PARTS HAVE STILL NOT ARRIVED. WE ARE CHECKING DAILY AND WILL RESUME REPAIRS AS SOON AS PARTS ARE AVAILABLE. THANKS.
07/07/2009	20:53	P1 THANK YOU FOR THE UPDATE. REMEMBER TO UPDATE AND CLOSE THE TICKET.
07/14/2009	09:22	STILL WAITING FOR PARTS
07/14/2009	13:04	THANK YOU FOR THE UPDATE. REMEMBER TO UPDATE AND CLOSE THE TICKET.
07/20/2009	19:37	PARTS HAVE STILL NOT ARRIVED; TRACKING PROGRESS OF ORDER WITH PARTS MANAGER; WILL UPDATE AND CLOSE OCE PARTS ARRIVE. THANKS, JOE H.
07/20/2009	22:01	THANK YOU FOR THE UPDATE. REMEMBER TO UPDATE AND CLOSE THE TICKET.
07/28/2009	15:12	MECHATRONIC UNIT ARRIVED AND HAS BEEN INSTALLED; ROAD TESTING REVEALED VEHICLE OPERATING NORMALLY FOLLOWING REPLACEMENT; VEHICLE IS BEING RELEASED.
07/28/2009	22:59	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/28/2009	22:59	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
464725	EOS	2008	WVWBA71F28V [REDACTED]	22159	3885	06/11/2009	USA

#### Workshop Finding

TECH HAS NOT VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM.

Activity Date	Activity Time	Activity Comments
06/11/2009	15:03	CUSTOMER STATES CAR "BUCKS" ON ACCEL AND DECCEL. SAYS CAR STALLED OUT ONCE WHILE DRIVING. COULD NOT DUPLICATE CONCERN ON ROADTEST AND NO FAULT CODES IN SYSTEM.
06/11/2009	15:03	ISSUE OPENED BY DEALERSHIP
06/11/2009	15:09	ADVISED THE TECH TO ROAD TEST THE VEHICLE AND CHECK MVB 54 IN THE TCM.
06/11/2009	15:09	CUSTOMER COMMENTS: CUSTOMER STATES CAR "BUCKS" ON ACCEL AND DECCEL. SAYS CAR STALLED OUT ONCE WHILE DRIVING. COULD NOT DUPLICATE CONCERN ON ROADTEST AND NO FAULT CODES IN SYSTEM.
06/11/2009	15:09	WORKSHOP FINDINGS: TECH HAS NOT VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM.
06/11/2009	15:25	ROAD TESTED VEHICLE IN 1ST GEAR AND REVERSE, VEHICLE SMOOTHLY ENGAGED GEAR AND PULLED ITSELF ALONG WITHOUT USING ACCEL PEDAL. ALSO PERFORMED THE SAME WAY IN REVERSE GEAR. MVB 54 => H43C0488
06/11/2009	15:32	TECH NEEDS TO DUPLICATE; ROAD TEST FOR 20 MILES IF POSSIBLE. DRIVE THE VEHICLE WITH THE CUSTOMER IF NECESSARY
06/12/2009	11:17	GOT APPROVAL TO DRIVE CAR OVERNIGHT YESTERDAY FROM CUSTOMER. AFTER A WHILE OF DRIVING CAR FELT LIKE IT WAS ENGAGING AND DISENGAGING GEAR WHILE ACCELERATING FROM A COMPLETE STOP. CAR NEVER STALLED, BUT DID HAVE THE "BUCKING" CONCERN.
06/12/2009	11:22	ADVISE TECH TO REPLACE MECHATRONICS , FLUID , FILTER , AND BOLTS.
06/18/2009	17:22	BILL STATES WAITING FOR PARTS P1
06/19/2009	08:12	PARTS ETA OF JULY 18TH ,SHOULD WE RELEASE VEHICLE TO CUSTOMER?
06/19/2009	09:07	THE DEALER AND THE FOM HAVE TO MAKE THIS DECISION
06/23/2009	16:55	FOM IS INVOLVED.
06/24/2009	07:57	THANK YOU FOR THE UPDATE. REMEMBER TO UPDATE AND CLOSE THE TICKET.
06/25/2009	14:44	SPOKE WITH RAYMOND IN SERVICE..... STILL WAITING ON BACK ORDERED PARTS TO ARRIVE.....
07/02/2009	08:38	FOM IS INVOLVED - REVIEWED THIS CASE AT FOM DEALER VISIT 7/1/09. STILL WAITING FOR SOP MECHATRON UNIT.
07/04/2009	00:19	THANK YOU FOR THE UPDATE. REMEMBER TO UPDATE AND CLOSE THE TICKET.
07/07/2009	07:37	STILL WAITING FOR SOP MECHATRON UNIT.
07/07/2009	08:14	THANK YOU FOR THE UPDATE. REMEMBER TO UPDATE AND CLOSE THE TICKET.
07/13/2009	12:53	STILL WAITING FOR SOP MECHATRON UNIT.
07/13/2009	21:38	THANK YOU FOR THE UPDATE. REMEMBER TO UPDATE AND CLOSE THE TICKET.
07/16/2009	13:05	DEALER HAS BEEN ADVISED TO ORDER AND REPLACE THE TEMP/SPEED SENSOR FOR THE VEHICLE AS WELL.
07/22/2009	08:30	STILL WAITING FOR SPECIAL ORDERED MECHATRON. WE DID RECEIVE THE SPECIAL ORDERED TEMP/SPEED SENSOR.
07/22/2009	21:35	THANK YOU FOR THE UPDATE. REMEMBER TO UPDATE AND CLOSE THE TICKET.
07/30/2009	12:54	PARTS ARE HERE, INSTALLED MECHATRONICS UNIT AND SPEED SENSOR AS ADVISED AND TEST DROVE AFTER REPAIRS AND BASIC SETTINGS. OPERATING AS PER DESIGN.
07/30/2009	21:51	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/30/2009	21:51	ISSUE UPDATED

#### Consultant's Closing Comments

TECH REPLACED THE MECH UNIT, FLUID, FILTER, MECH UNIT BOLTS AND SPEED/TEMP SENSOR. VEHICLE OPERATING TO SPEC AT THIS TIME.



VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
464731	EOS	2008	WVWBA71F98V [REDACTED]	8398	3885	06/11/2009	USA

**Workshop Finding**

n/a

Activity Date	Activity Time	Activity Comments
06/11/2009	15:08	CUSTOMER STATES WHILE STOPPED AND PULLING OUT ENGINE SEEMS TO WANT TO STALL OUT DUPLICATED CUSTOMER CONCERN WHILE PULLING OUT UNDER VERY LIGHT THROTTLE TRANS CLUTCH ENGAUGES AND DISENGAUGES CAUSING VEHICLE TO BUCK AND HESITATE OPERATES OK UNDER HEAVY THROTTLE SYMPTOM GETS WORSE WHEN ENGINE AND TRANS. ARE HOT CAN ALSO BE FELT WHEN SHIFTING WHILE DRIVING AND UNDER LIGHT LOAD CHECKED TRANS FLUID LEVEL OK PERFORMED BASIC TRANS SETTINGS AND BATTERY CAP. DISCHARGE AND GUIDED FAULT NO FAULTS STORED
06/11/2009	15:08	ISSUE OPENED BY DEALERSHIP
06/11/2009	15:17	CUSTOMER COMMENTS: CUSTOMER STATES WHILE STOPPED AND PULLING OUT ENGINE SEEMS TO WANT TO STALL OUT DUPLICATED CUSTOMER CONCERN WHILE PULLING OUT UNDER VERY LIGHT THROTTLE TRANS CLUTCH ENGAUGES AND DISENGAUGES CAUSING VEHICLE TO BUCK AND HESITATE OPERATES OK UNDER HEAVY THROTTLE SYMPTOM GETS WORSE WHEN ENGINE AND TRANS. ARE HOT CAN ALSO BE FELT WHEN SHIFTING WHILE DRIVING AND UNDER LIGHT LOAD CHECKED TRANS FLUID LEVEL OK PERFORMED BASIC TRANS SETTINGS AND BATTERY CAP. DISCHARGE AND GUIDED FAULT NO FAULTS STORED
06/11/2009	15:17	TECH STATES WE ARE AT J16 IN MB 54 OF TCM. ADVISED TECH TO REPLACE MECHATRONIC UNIT, FLUID, FILTER, AND BOLTS.
06/11/2009	15:31	ORDERED PARTS AS INSTRUCTED CURRENTLY AWAITING ARRIVAL OF MECHATRONICS UNIT
06/11/2009	15:40	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
06/11/2009	15:40	ISSUE UPDATED

**Consultant's Closing Comments**

REPLACE MECHATRONIC UNIT.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
464803	JETTA	2008	3VWRJ71K78M [REDACTED]	14627	3885	06/11/2009	USA

**Workshop Finding**

n/a

Activity Date	Activity Time	Activity Comments
06/11/2009	16:29	ISSUE OPENED BY DEALERSHIP
06/11/2009	16:29	WHEN TAKING FOOT OFF PEDAL VEHICLE SHUTTERS AND FEELS LIKE IT WANT TO STALL OUT AND SHIFTS HARD WHILE DRIVING AT TIME WITH LIGHT TO MEDIUM THOTTLE INPUT. FOUND NO FAULTS STORED VIA GUIDED FAULT FINDING.
06/11/2009	16:34	CUSTOMER COMMENTS: WHEN TAKING FOOT OFF PEDAL VEHICLE SHUTTERS AND FEELS LIKE IT WANT TO STALL OUT AND SHIFTS HARD WHILE DRIVING AT TIME WITH LIGHT TO MEDIUM THOTTLE INPUT. FOUND NO FAULTS STORED VIA GUIDED FAULT FINDING.
06/11/2009	16:34	PLEASE REPLACE THE MECH UNIT.
06/11/2009	17:01	PARTS ON ORDER. VEHICLE LEAVING DEALERSHIP.
06/11/2009	18:25	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
06/11/2009	18:25	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
464818	EOS	2008	WVWBA71F48V0 [REDACTED]	11976	3885	06/11/2009	USA

#### Workshop Finding

n/a

Activity Date	Activity Time	Activity Comments
06/11/2009	16:44	ISSUE OPENED BY DEALERSHIP
06/11/2009	16:44	VEHICLE JUMPS WHEN TAKE FROM STOP EITHER FORWARD OR BACKWARD WITH LIGHT GAS PEDAL. NO DTC FOUND AT TRANSMISSION.
06/11/2009	16:47	CUSTOMER COMMENTS: VEHICLE JUMPS WHEN TAKE FROM STOP EITHER FORWARD OR BACKWARD WITH LIGHT GAS PEDAL. NO DTC FOUND AT TRANSMISSION.
06/11/2009	16:47	PLEASE REPLACE THE MECHATRONICS UNIT, FLUID, FILTER, AND BOLTS. PLEASE BE SURE TO SET THE BASIC SETTINGS THROUGH VSD AFTER THE MECH UNIT IS REPLACED.
06/12/2009	08:20	ORDERED PARTS & RELEASED VEHICLE TO CUSTOMER.
06/12/2009	16:21	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
06/12/2009	16:21	ISSUE UPDATED

#### Consultant's Closing Comments

PLEASE REPLACE THE MECHATRONICS UNIT, FLUID, FILTER, AND BOLTS. PLEASE BE SURE TO SET THE BASIC SETTINGS THROUGH VSD AFTER THE MECH UNIT IS REPLACED.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
464836	EOS	2008	WVWBA71F88V [REDACTED]	14891	3885	06/11/2009	USA

#### Workshop Finding

I BELIEVE THIS VEHICLE HAS A MECHATRONICS PROBLEM. NEED TO VERIFY PRODUCTION CODE OF MECHATRONICS UNIT. AND POSSIBLY ORDER A NEW UNIT. MVB 54 H41

Activity Date	Activity Time	Activity Comments
06/11/2009	17:01	ISSUE OPENED BY DEALERSHIP
06/11/2009	17:01	VEHICLE SHIFTS ARE HESITATING AND STUMBLING ACCELERATING AND SLOWING DOWN IT WILL JERK WHEN IT DOWNSHIFTS. I BELIEVE THIS VEHICLE HAS A MECHATRONICS PROBLEM. NEED TO VERIFY PRODUCTION CODE OF MECHATRONICS UNIT. AND POSSIBLY ORDER A NEW UNIT.
06/12/2009	15:12	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.
06/12/2009	15:12	CUSTOMER COMMENTS: VEHICLE SHIFTS ARE HESITATING AND STUMBLING ACCELERATING AND SLOWING DOWN IT WILL JERK WHEN IT DOWNSHIFTS.
06/12/2009	15:12	WORKSHOP FINDINGS: I BELIEVE THIS VEHICLE HAS A MECHATRONICS PROBLEM. NEED TO VERIFY PRODUCTION CODE OF MECHATRONICS UNIT. AND POSSIBLY ORDER A NEW UNIT. MVB 54 H41
06/12/2009	15:29	ORDERED NEW MECHATRONICS UNIT, FILTER AND BOLTS. CLOSING VTA. VEHICLE NOT IN SHOP AWAITING PARTS.
06/15/2009	07:56	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
06/15/2009	07:56	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
464840	JETTA	2008	3VWRJ71K98M [REDACTED]	16673	3885	06/11/2009	USA

#### Workshop Finding

n/a

Activity Date	Activity Time	Activity Comments
06/11/2009	17:04	CUSTOMER STATED THAT THE VEHICLE JERKS AND FEELS LIKE IT IS GOING TO STALL AFTER DRIVING AROUND TOWN FOR A BIT WHEN THE VEHICLE IS AT OPERATING TEMP. SEEMS TO HAPPEN MORE FROM A DEAD STOP OR AT CREEPING IN HEAVY TRAFFIC. I WAS ABLE TO RECREATE CUSTOMERS CONCERN. AFTER THE VEHICLE IS AT OPERATING TEMP, FROM A STOP THE VEHICLE WILL JERKS ON INITIAL ACCELERATION AND JERKS ONCE WHEN DECELERATING TO A STOP. I RAN BASIC SETTING FOR THE TRANSMISSION AND TEST DROVE VEHICLE BUT THE SYMPTOMS IS STILL PRESENT. I AM CURRENTLY WAITING ON TRANSMISSION OIL TEMP. TO DROP TO TEST OIL LEVEL. PLEASE ADVISE.
06/11/2009	17:04	ISSUE OPENED BY DEALERSHIP
06/11/2009	17:16	CUSTOMER COMMENTS: CUSTOMER STATED THAT THE VEHICLE JERKS AND FEELS LIKE IT IS GOING TO STALL AFTER DRIVING AROUND TOWN FOR A BIT WHEN THE VEHICLE IS AT OPERATING TEMP. SEEMS TO HAPPEN MORE FROM A DEAD STOP OR AT CREEPING IN HEAVY TRAFFIC. I WAS ABLE TO RECREATE CUSTOMERS CONCERN. AFTER THE VEHICLE IS AT OPERATING TEMP, FROM A STOP THE VEHICLE WILL JERKS ON INITIAL ACCELERATION AND JERKS ONCE WHEN DECELERATING TO A STOP. I RAN BASIC SETTING FOR THE TRANSMISSION AND TEST DROVE VEHICLE BUT THE SYMPTOMS IS STILL PRESENT. I AM CURRENTLY WAITING ON TRANSMISSION OIL TEMP. TO DROP TO TEST OIL LEVEL. PLEASE ADVISE.
06/11/2009	17:16	TECH STATES WE ARE AT J05 IN MVB 54 TCM. ADVISED TECH TO REPLACE MECHATRONIC UNIT, FLUID, FILTER, AND BOLTS.
06/12/2009	11:08	PARTS ARE ON ORDER. THE TCM WILL TAKE 3 TO 4 WEEK TO ARRIVE. CLOSING TICKET.
06/12/2009	11:23	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
06/12/2009	11:23	ISSUE UPDATED

#### Consultant's Closing Comments

REPLACE MECHATRONIC UNIT.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
464858	EOS	2008	WVWFA71F78V [REDACTED]	10094	3885	06/11/2009	USA

#### Workshop Finding

TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM. MVB 54 IS H42.

Activity Date	Activity Time	Activity Comments
06/11/2009	17:31	CUSTOMER CONCERN VEHICLE JERK'S WHEN TAKING OFF. VERFIED CUSTOMER CONCERN VEHICLE JERK'S WHEN TAKING OFF, FOUND NO FAULT'S IN DTC MEMORY, RESET BASIC SETTING'S AND DROVE VEHICLE. BASIC SETTING'S MADE NO DIFFERNC. TRANS FLUID LEVEL TOPPED OFF NONE ADDED. SHOULD I REPLACE MECHATRONICS UNIT. FIRST 3 DIGITS OF MEASURE VALUE BLOCK 54 ARE: H42M0343.
06/11/2009	17:31	ISSUE OPENED BY DEALERSHIP
06/11/2009	17:34	ADVISED THE TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT.
06/11/2009	17:34	CUSTOMER COMMENTS: CUSTOMER CONCERN VEHICLE JERK'S WHEN TAKING OFF. VERFIED CUSTOMER CONCERN VEHICLE JERK'S WHEN TAKING OFF, FOUND NO FAULT'S IN DTC MEMORY, RESET BASIC SETTING'S AND DROVE VEHICLE. BASIC SETTING'S MADE NO DIFFERNC. TRANS FLUID LEVEL TOPPED OFF NONE ADDED. SHOULD I REPLACE MECHATRONICS UNIT. FIRST 3 DIGITS OF MEASURE VALUE BLOCK 54 ARE: H42M0343.
06/11/2009	17:34	WORKSHOP FINDINGS: TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM. MVB 54 IS H42.
06/11/2009	18:08	ORDERED PART'S, WILL CONTACT IF ANY OTHER PROBLEMS ARISE.
06/15/2009	20:38	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
06/15/2009	20:38	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
464901	JETTA	2008	3VWRJ71K38M [REDACTED]	17902	3885	06/11/2009	USA

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

Activity Date	Activity Time	Activity Comments
06/11/2009	19:37	"CUSTOMER STATES, THERE IS A SLIGHT HESSITAION ON ACCELERATION. CHECK AND ADVISE". TEST DROVE VEHICLE AND CONFIRMED "HESSITATION. FROM A STOP TO GO DRIVE, VEHICLE CATCHES INTO A LATE SHIFT TO GO. TECH WANTS TO KNOW IF THERE IS A UPDATE FOR TRANSMISSION OR REPLACEMENT OF THE MECHATRONIC VALVE BODY ON VEHICLE AS PER THE 2.5 TRANSMISSION REPLACEMENT DUE TO SHIFTING HESSITATIONS.
06/11/2009	19:37	ISSUE OPENED BY DEALERSHIP
06/11/2009	19:42	CUSTOMER COMMENTS: "CUSTOMER STATES, THERE IS A SLIGHT HESSITAION ON ACCELERATION. CHECK AND ADVISE". TEST DROVE VEHICLE AND CONFIRMED "HESSITATION. FROM A STOP TO GO DRIVE, VEHICLE CATCHES INTO A LATE SHIFT TO GO. TECH WANTS TO KNOW IF THERE IS A UPDATE FOR TRANSMISSION OR REPLACEMENT OF THE MECHATRONIC VALVE BODY ON VEHICLE AS PER THE 2.5 TRANSMISSION REPLACEMENT DUE TO SHIFTING HESSITATIONS.
06/11/2009	19:42	PLEASE REPLACE THE MECH UNIT.
06/18/2009	17:50	PARTS ON NATIONAL BACKORDER... CLOSE VTA
06/19/2009	17:13	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
06/19/2009	17:13	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
464915	EOS	2008	WVWBA71F28V [REDACTED]	25614	3885	06/12/2009	USA

#### Workshop Finding

HEAVY JERKS WHEN ACCELERATING OR CRUISING AT LOW SPEEDS. ALSO HITS VERY HARD WHEN SHIFTING AND SHAKES WHEN SLOWING DOWN.NO DTCS STORED.

Activity Date	Activity Time	Activity Comments
06/12/2009	08:19	DSG IS SHIFTING VERY POORLY. HEAVY JERKS WHEN ACCELERATING OR CRUISING AT LOW SPEEDS. ALSO HITS VERY HARD WHEN SHIFTING AND SHAKES WHEN SLOWING DOWN.NO DTCS STORED.
06/12/2009	08:19	ISSUE OPENED BY DEALERSHIP
06/12/2009	08:28	ADVISED TECH TO CALL BACK WITH MVBS 54 AND 64 IN TCM.
06/12/2009	08:28	CUSTOMER COMMENTS: DSG IS SHIFTING VERY POORLY.
06/12/2009	08:28	WORKSHOP FINDINGS: HEAVY JERKS WHEN ACCELERATING OR CRUISING AT LOW SPEEDS. ALSO HITS VERY HARD WHEN SHIFTING AND SHAKES WHEN SLOWING DOWN.NO DTCS STORED.
06/12/2009	10:44	54: H44EO448 64: 00
06/12/2009	10:46	ADVISED THE TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT.
06/16/2009	08:24	STILL WAITING ON PARTS
06/16/2009	10:17	THANKS FOR THE UPDATE.
06/18/2009	07:56	WAITING ON PARTS
06/18/2009	08:08	THANKS FOR THE UPDATE.
06/19/2009	17:22	P1 SPOKE TO MARY IN VW SERVICE VEHICLE IS HOLDING FOR PARTS.
06/29/2009	11:17	WAITING ON PARTS
06/29/2009	18:14	THANKS FOR THE UPDATE.
06/30/2009	11:03	WAITING ON PARTS
06/30/2009	17:54	THANKS FOR THE UPDATE.
07/02/2009	08:12	STILL WAITING ON PARTS
07/02/2009	09:52	THANKS FOR THE UPDATE.
07/10/2009	15:07	STILL WAITING PARTS
07/13/2009	10:01	STILL WAITING ON PARTS
07/13/2009	21:30	THANKS FOR THE UPDATE.
07/16/2009	09:15	STILL WAITING ON PARTS
07/16/2009	22:21	THANKS FOR THE UPDATE.
07/21/2009	11:01	STILL WAITING ON PARTS
07/21/2009	17:27	THANKS FOR THE UPDATE.
07/28/2009	16:35	REPLACE MECH UNIT, BOLTS ,AND FILTER. TEST DROVE AND OPERATION WAS OK
07/28/2009	17:47	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/28/2009	17:47	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
464931	RABBIT	2009	WVWFD71K59W [REDACTED]	14691	3885	06/12/2009	USA

#### Workshop Finding

I HAVE TRY DSG BASIC SETTING, AND STILL JERK WHEN DECELERATED AT 10 MPH. GFF LOG ATTACHED, PLEASE ADVISE.

Activity Date	Activity Time	Activity Comments
06/12/2009	08:57	CUSTOMER REPORTS WHILE SLOWING FROM HIGHWAY SPEEDS TRANSMISSION WILL JERK AT ABOUT 10 MPH, ALSO HAPPEN IN STOP AND GO TRAFFIC, INTERMITTANT CONDITION. I HAVE TRY DSG BASIC SETTING, AND STILL JERK WHEN DECELERATED AT 10 MPH. GFF LOG ATTACHED, PLEASE ADVISE.
06/12/2009	08:57	ISSUE OPENED BY DEALERSHIP
06/12/2009	09:07	ADVISED TECH TO PERFORM TRANSMISSION BASIC SETTINGS PER PROCEDURE BELOW THEN ROAD TEST AT LEAST 15 MILES, IF CONCERNS ARE GONE RELEASE VEHICLE, IF CONCERNS PERSIST PLEASE CHECK FOR FLUID CONTAMINATION, ALSO GET MVB 54 AND 64 IN TCM THEN CALL BACK. CLOSE OUT VTA.
06/12/2009	09:07	CUSTOMER COMMENTS: CUSTOMER REPORTS WHILE SLOWING FROM HIGHWAY SPEEDS TRANSMISSION WILL JERK AT ABOUT 10 MPH, ALSO HAPPEN IN STOP AND GO TRAFFIC, INTERMITTANT CONDITION.
06/12/2009	09:07	WORKSHOP FINDINGS: I HAVE TRY DSG BASIC SETTING, AND STILL JERK WHEN DECELERATED AT 10 MPH. GFF LOG ATTACHED, PLEASE ADVISE.
06/12/2009	09:59	AFTER BASIC SETTING AND MORE THAN 15 MILES ROAD TEST, PROBLEM STILL. TRANSMISSION JERK INTO 1ST GEAR WHEN IS DECELERATING, MAKING CLUNKING NOISE. WILL CHECK THE TRANSMISSION FLUID WHEN COOL DOWN.
06/12/2009	15:27	FLUID LEVEL IS GOOD, CONDITION OF THE FLUID IS OK (PICTURE ATTACHED). MVB 54 AND 64 ATTACHED, PLEASE ADVISE, THANKS.
06/12/2009	15:40	CHECK FUEL TRIMS AND LOWER TRANS MOUNT, IF OK REPLACE THE MECH, FILTER, FLUID AND BOLTS
06/12/2009	15:55	LOWER TRANNNY MOUNT TIGHT, FUEL TRIM 0.4 % AND -1.6% , WILL REPLACE MECH, FILTER, FLUID AND BOLTS.
06/15/2009	08:02	THANKS FOR THE UPDATE.
06/15/2009	16:13	PARTS ON ORDERED.
06/16/2009	10:17	THANKS FOR THE UPDATE.
06/19/2009	07:43	PARTS ARE ON ORDER BUT MECHATRONIC UNIT IS ON A NATIONAL BACK ORDER-STILL WAITING ON PARTS
06/19/2009	12:34	BILL WILL HAVE THE TECH UPDATE THE VTA D2
06/23/2009	08:57	PARTS ARE HERE, WILL UPDATE AFTER REPAIR.
06/23/2009	09:53	THANKS FOR THE UPDATE.
06/24/2009	07:37	REPLACED MECHATRONIC, NEW FILTER, BOLTS, FLUID, GASKETS. PERFORMED BASIC SETTING, AFTER 15 MILES ROAD TEST, DID NOT JERK, PROBLEM FIXED. THANKS.
06/24/2009	07:38	CLOSE.
06/24/2009	09:38	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
06/24/2009	09:38	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
464943	EOS	2008	WVWFA71FX8V [REDACTED]	13243	3885	06/12/2009	USA

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

Activity Date	Activity Time	Activity Comments
06/12/2009	09:15	ISSUE OPENED BY DEALERSHIP
06/12/2009	09:15	VEHICLE JUMPS ON TAKE OFF FROM STOP
06/12/2009	09:22	ADVISED TECH TO UPDATE VTA AND GIVE US A CALL BACK WITH MVB 54 IN TCM.
06/12/2009	09:22	CUSTOMER COMMENTS: VEHICLE JUMPS ON TAKE OFF FROM STOP
06/12/2009	09:50	MVB 54 READING IN TCM IS J12B0251
06/12/2009	09:53	THANKS FOR THE UPDATE. PLEASE
06/12/2009	09:54	ADVISED TECH TO PLEASE REPLACE THE MECHATRONICS, FLUID, FILTER, AND MECHATRONICS BOLTS. ONCE PARTS HAVE BEEN REPLACED, PLEASE PERFORM BASIC SETTINGS MANUALLY. THE PROCEDURE FOR DOING THIS CAN BE FOUND IN TT: 37-09-03.
06/12/2009	16:19	MECHATRONIC UNIT ON ORDERED
06/12/2009	16:28	THANKS FOR THE UPDATE.
06/17/2009	11:33	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
06/17/2009	11:33	ISSUE UPDATED

<b>Consultant's Closing Comments</b>
REPLACED MECHATRONIC UNIT.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
464946	JETTA	2008	3VWRJ71K48M [REDACTED]	31950	3735	06/12/2009	USA

#### Workshop Finding

n/a

Activity Date	Activity Time	Activity Comments
06/12/2009	09:17	CUSTOMER STATES WHEN SLOWING DOWN AND VEHICLE DOWN SHIFTS FROM 2ND TO 1ST THERE IS A METAL NOISE, YOU CAN HEAR VEHICLE DOWN SHIFT, ALSO VEHICLE JERKS WHEN TAKING OFF AFETR THAT AND WHEN GOING FROM REVERSE TO DRIVE AND TAKE OFF VEHICLE JERKS WHEN FIRST START, ONLY DOES WHEN VEHICLE IS AT OPERATING TEMP. TECH RAN GFF AND NO FAULTS IN ANY SYSTEMS, TECH THEN USED VSD AND SET BASIC SETTINGS FOR DSG AND TEST DROVE AND STILL NOT SHIFTING CORRECTLY
06/12/2009	09:17	ISSUE OPENED BY DEALERSHIP
06/12/2009	09:25	CUSTOMER COMMENTS: CUSTOMER STATES WHEN SLOWING DOWN AND VEHICLE DOWN SHIFTS FROM 2ND TO 1ST THERE IS A METAL NOISE, YOU CAN HEAR VEHICLE DOWN SHIFT, ALSO VEHICLE JERKS WHEN TAKING OFF AFETR THAT AND WHEN GOING FROM REVERSE TO DRIVE AND TAKE OFF VEHICLE JERKS WHEN FIRST START, ONLY DOES WHEN VEHICLE IS AT OPERATING TEMP. TECH RAN GFF AND NO FAULTS IN ANY SYSTEMS, TECH THEN USED VSD AND SET BASIC SETTINGS FOR DSG AND TEST DROVE AND STILL NOT SHIFTING CORRECTLY
06/12/2009	09:25	TECH NEEDS TO REPLACE THE MECHATRONIC, FLUID, FILTER, AND BOLTS
06/12/2009	09:27	TECH ORDERED PARTS
06/12/2009	09:51	ISSUE SENT TO DEALERSHIP
06/18/2009	11:51	ORDERED MECHATRONICS
06/18/2009	12:31	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
06/18/2009	12:31	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
464960	EOS	2009	WVWBA71F19V [REDACTED]	1073	3885	06/12/2009	USA

#### Workshop Finding

TECH STATES THE VEH HAD A FAULT BUT IT WAS ERASED.

Activity Date	Activity Time	Activity Comments
06/12/2009	09:35	ISSUE OPENED BY DEALERSHIP
06/12/2009	09:35	REPLACE G509 ACORDING ADVISED FRONT TECH LINE #463288 PERFORM BASIC SETING ROAD TEST FOUND THE CAR WILL NO MOVE IN TO GEAR . CHECK CODES FOUND CODES FOR TITRONIC STRUTE, PERFORM INSPECION REMOVE VALVE BODY PERFORM INSPECION FOUND LIKE METAL ORING FAIL OF THE VALVE BODY ADVISE.
06/12/2009	10:11	CUSTOMER COMMENTS: REPLACE G509 ACORDING ADVISED FRONT TECH LINE #463288 PERFORM BASIC SETING ROAD TEST FOUND THE CAR WILL NO MOVE IN TO GEAR . CHECK CODES FOUND CODES FOR TITRONIC STRUTE, PERFORM INSPECION REMOVE VALVE BODY PERFORM INSPECION FOUND LIKE METAL ORING FAIL OF THE VALVE BODY ADVISE.
06/12/2009	10:11	TECH IS TO REINSTALL THE SAME MECHATRONIC UNIT AND MAKE SURE THE CONNECTOR FOR THE G509 IS CONNECTED, CHECK FLUID AND TORQUE THE MECHATRONIC WITH THE CORRECT TORQUE, PERFORM BASIC SETTINGS MANUALLY AND TEST DRIVE THE VEHICLE. CALL BACK WITH RESULTS. IF THE SAME FAULT AND CONCERN OCCURS MAKE SURE TO GET THE FAULT LOG.
06/12/2009	10:11	WORKSHOP FINDINGS: TECH STATES THE VEH HAD A FAULT BUT IT WAS ERASED.
06/12/2009	15:37	TECH STATES VEH STILL DOES NOT MOVE AND WILL NOT SET BASIC SETTINGS AFTER REINSTALLING THE UNIT AND PERFORMING BASIC SETTINGS. THE FAULT P2711 COMES BACK DURING BASIC SETTINGS. SO TECH NEEDS TO REPLACE THE MECHATRONIC AND BOLTS. TICKET WILL BE ESCALATED TO LEVEL 2
06/15/2009	11:02	MECHATRONIC UNIT IS RED-ORDERED; EXPECT THE PART WITHIN 7 TO 10 DAYS BUT NO DEFINITE ETA IS AVAILABLE. WILL UPDATE WHEN PARTS ARRIVE AND WORK IS RESUMED.
06/15/2009	12:01	ISSUE SENT TO DEALERSHIP
06/18/2009	17:55	STILL WAITING FOR PARTS TO ARRIVE; WILL UPDATE ONCE REPAIRS ARE RESUMED.
06/18/2009	18:14	ISSUE SENT TO DEALERSHIP
06/25/2009	09:17	PARTS HAVE STILL NOT ARRIVED; PARTS MANAGER IS AWARE AND IS TRACKING ORDER
06/25/2009	10:51	ISSUE SENT TO DEALERSHIP
06/30/2009	08:34	STILL WAITING FOR PARTS; ETA IS EARLY TO MID JULY
06/30/2009	10:51	ISSUE SENT TO DEALERSHIP
07/02/2009	12:26	PRTS ARRIVED THIS MORNING; REPAIRS ARE BEING RESUMED; WILL UPDATE WITH RESULTS FOLLOWING REPLACEMENT OF MECHATRONIC UNIT AND BASIC SETTINGS / ROAD TEST.
07/02/2009	14:22	ISSUE SENT TO DEALERSHIP
07/02/2009	16:38	MECHANTRONIC UNIT REPLACED AND BASIC SETTINGS PERFORMED; VEHICLE ROAD TESTED EXTENSIVELY AND IS OPERATING NORMALLY AT THIS TIME. VEHICLE WILL BE RELEASED.
07/02/2009	17:07	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/02/2009	17:07	ISSUE UPDATED

#### Consultant's Closing Comments

MECHANTRONIC UNIT REPLACED AND BASIC SETTINGS PERFORMED; VEHICLE ROAD TESTED EXTENSIVELY AND IS OPERATING NORMALLY AT THIS TIME. VEHICLE WILL BE RELEASED.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
464979	JETTA	2008	3VWRJ71K48M [REDACTED]	25059	3885	06/12/2009	USA

#### Workshop Finding

HAVE RESET BASIC SETTINGS PER TT-37-09-03 RESET BASIC SETTING THIS DID NOTHING FOR THE SHIFT PROBLEM THERE ARE NO CODES IN TRANS

Activity Date	Activity Time	Activity Comments
06/12/2009	09:49	ISSUE OPENED BY DEALERSHIP
06/12/2009	09:49	TRANS JERKS WHEN TAKING OFF HAVE RESET BASIC SETTINGS PER TT-37-09-03 RESET BASIC SETTING THIS DID NOTHING FOR THE SHIFT PROBLEM THERE ARE NO CODES IN TRANS
06/12/2009	10:05	CUSTOMER COMMENTS: TRANS JERKS WHEN TAKING OFF.
06/12/2009	10:05	MVB 54 J13, ADVISED TECH TO REPLACE MECH UNIT, BOLTS, FILTER AND FLUID THEN REPERFORM BASIC SETTINGS. CLOSE OUT VTA WHEN COMPLETED.
06/12/2009	10:05	WORKSHOP FINDINGS: HAVE RESET BASIC SETTINGS PER TT-37-09-03 RESET BASIC SETTING THIS DID NOTHING FOR THE SHIFT PROBLEM THERE ARE NO CODES IN TRANS
06/19/2009	17:15	SPOKE WITH SANDY STATED CAR IS GONE PARTS ORDERD AND TECH TO CLOSE VTA C1
06/19/2009	17:45	6/19/.9- 16:43 CLOSED TICKET CAR GONE PARTS ON ORDER PARTS DEPT HAS NOT IDEA WHEN ITEM WILL BE HERE 324 LGH
06/22/2009	09:36	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
06/22/2009	09:36	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
464981	JETTA	2008	3VWRJ71K38M [REDACTED]	18541	3885	06/12/2009	USA

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

Activity Date	Activity Time	Activity Comments
06/12/2009	09:50	ISSUE OPENED BY DEALERSHIP
06/12/2009	09:50	THE VEH HAS A SHUTTER FROM THE TRANS FROM A DEAD STOP. DOESN'T HAPPEN ALL THE TIME AND SOMETIMES IT HAPPENS WHEN COMING TO A STOP.
06/12/2009	10:07	ADVISED TECH TO UPDATE VTA AND GIVE US A CALL BACK WITH MVB 54 IN TCM.
06/12/2009	10:07	CUSTOMER COMMENTS: THE VEH HAS A SHUTTER FROM THE TRANS FROM A DEAD STOP. DOESN'T HAPPEN ALL THE TIME AND SOMETIMES IT HAPPENS WHEN COMING TO A STOP.
06/12/2009	10:11	MVB 54 WAS H47D0273
06/12/2009	10:15	ADVISED THE TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT.
06/12/2009	14:30	ORDERED MECH UNIT, SAID 3 TO 4 WEEKS.
06/12/2009	14:33	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
06/12/2009	14:33	ISSUE UPDATED

<b>Consultant's Closing Comments</b>
REPLACE MECHATRONIC UNIT.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
465007	EOS	2008	WVWFA71FX8V [REDACTED]	12779	3885	06/12/2009	USA

#### Workshop Finding

ROAD TESTED VEHICLE AND AT SLOW SPEEDS THE VEHICLE HAS HARSH GEAR ENGAGEMENT AND DISENGAGEMENT. PLEASE ADVISE.

Activity Date	Activity Time	Activity Comments
06/12/2009	10:17	CUSTOMER STATES WHEN STEPPING OFF GAS PEDAL CAR "CHUGS." ROAD TESTED VEHICLE AND AT SLOW SPEEDS THE VEHICLE HAS HARSH GEAR ENGAGEMENT AND DISENGAGEMENT. PLEASE ADVISE.
06/12/2009	10:17	ISSUE OPENED BY DEALERSHIP
06/12/2009	10:30	AFTER REVIEWING MVB 54 ADVISED TECH TO REPLACE MECH UNIT, BOLTS, FILTER AND FLUID THEN PERFORM MANUAL BASIC SETTINGS PER PROCEDURE BELOW. MVB 54 H25 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.
06/12/2009	10:30	CUSTOMER COMMENTS: CUSTOMER STATES WHEN STEPPING OFF GAS PEDAL CAR "CHUGS."
06/12/2009	10:30	WORKSHOP FINDINGS: ROAD TESTED VEHICLE AND AT SLOW SPEEDS THE VEHICLE HAS HARSH GEAR ENGAGEMENT AND DISENGAGEMENT. PLEASE ADVISE.
06/12/2009	10:33	ORDERED A MECH UNIT...LEAVING CASE OPENED UNTIL VEHICLE IS REPAIRED PER REQUEST OF GIULIO LANZA.
06/15/2009	08:03	THANKS FOR THE UPDATE.
06/18/2009	16:27	STILL WAITING ON THE MECH UNIT.
06/19/2009	14:13	THANKS FOR THE UPDATE.
06/25/2009	08:48	STILL NO WORD ON THE PARTS.
06/25/2009	09:53	THANKS FOR THE UPDATE.
07/13/2009	14:20	UPDATING TICKET...STILL NO PARTS.
07/13/2009	21:30	THANKS FOR THE UPDATE.
07/27/2009	12:07	STILL WAITING FOR PARTS
07/27/2009	19:04	THANKS FOR THE UPDATE.
07/29/2009	12:41	REPLACED THE MECH UNIT. SET BASIC SETTINGS PER TECHLINE'S DIRECTIONS. ROAD TESTED VEH TWICE, SHIFTS OK.
07/29/2009	13:47	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/29/2009	13:47	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
465021	JETTA	2008	3VWRJ71K08M [REDACTED]	21923	3885	06/12/2009	USA

<b>Workshop Finding</b>
VERIFIED CONCERN.

Activity Date	Activity Time	Activity Comments
06/12/2009	10:31	BUCKS AT ACCELERATION
06/12/2009	10:31	ISSUE OPENED BY DEALERSHIP
06/12/2009	10:38	ADVISED TECH TO REPLACE MECH UNIT, BOLTS, FILTER AND FLUID, THEN PERFORM MANUAL BASIC SETTINGS. MVB 54 H46
06/12/2009	10:38	CUSTOMER COMMENTS: BUCKS AT ACCELERATION.
06/12/2009	10:38	WORKSHOP FINDINGS: VERIFIED CONCERN.
06/17/2009	14:50	PARTS ODERED AND OWNER WILL RETURN FOR INSTALLATION AT A LATER TIME.
06/18/2009	07:35	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
06/18/2009	07:35	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
465024	EOS	2008	WVWFA71F88V [REDACTED]	15352	3885	06/12/2009	USA

**Workshop Finding**

n/a

Activity Date	Activity Time	Activity Comments
06/12/2009	10:35	CUSTOMER STATES TRANSMISSION BUCKING FROM A STOP OR IN REVERSE. ROAD TESTED VEHICLE AND DUPLICATED CONCERN. VEHICLE JERKING FROM A STOP. SET BASIC SETTINGS OF TRANSMISSION MANUALLY USING BASIC SETTINGS VALUE BLOCK 61 AND THEN 60. ROAD TESTED AGAIN AND FOUND CONCERN STILL PRESENT.
06/12/2009	10:35	ISSUE OPENED BY DEALERSHIP
06/12/2009	10:40	CUSTOMER COMMENTS: CUSTOMER STATES TRANSMISSION BUCKING FROM A STOP OR IN REVERSE. ROAD TESTED VEHICLE AND DUPLICATED CONCERN. VEHICLE JERKING FROM A STOP. SET BASIC SETTINGS OF TRANSMISSION MANUALLY USING BASIC SETTINGS VALUE BLOCK 61 AND THEN 60. ROAD TESTED AGAIN AND FOUND CONCERN STILL PRESENT.
06/12/2009	10:40	REPLACE THE MECHATRONIC, BOLTS, FLUID AND FILTER. PERFORM BASIC SETTINGS MANUALLY
06/12/2009	10:47	ORDERED MECHATRONICS UNIT, BOLTS, FLUID, AND FILTER. WAITING ON PARTS, WILL OPEN ANOTHER VTA IF NECESSARY.
06/12/2009	12:28	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
06/12/2009	12:28	ISSUE UPDATED

**Consultant's Closing Comments**

ORDERED MECHATRONICS UNIT, BOLTS, FLUID, AND FILTER. WAITING ON PARTS, WILL OPEN ANOTHER VTA IF NECESSARY.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
465025	JETTA	2008	3VWRA71K48M	7799	3885	06/12/2009	USA

#### Workshop Finding

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

Activity Date	Activity Time	Activity Comments
06/12/2009	10:36	I JUST REPLACED THE MECHATRONIC UNIT FILLED WITH ATF, AND WHEN TRYING TO DUE BASIC SETTINGS CAR SHUTS OFF
06/12/2009	10:36	ISSUE OPENED BY DEALERSHIP
06/12/2009	11:45	A2 CASE TO BE ESCALATED FOR REVIEW. ADVISED THE TECH ON HOW TO SET THE TRANS BASIC SETTINGS.
06/12/2009	11:45	CUSTOMER COMMENTS: I JUST REPLACED THE MECHATRONIC UNIT FILLED WITH ATF, AND WHEN TRYING TO DUE BASIC SETTINGS CAR SHUTS OFF
06/12/2009	11:45	WORKSHOP FINDINGS: TECH VERIFIED THE CONCERN. TECH UNABLE TO PERFORM THE BASIC SETTINGS.
06/12/2009	12:38	AFTER MANUALLY SETTING BASIC SETTINGS WITH GLEN STEWART TEST DROVE CAR 18 MILES AND NOTICED THAT WHEN COMING TO A STOP YOU CAN HEAR A CLICK AND THEN CAR JERKS ONCE BEFORE COMPLETE STOP.
06/12/2009	12:41	ISSUE UPDATED
06/12/2009	13:26	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.
06/12/2009	13:27	PLEASE BE SURE TO INSPECT BOTH AXLES AS THOROUGH AS POSSIBLE, ALSO THE TRANSMISSION MOUNT AND BOLTS
06/15/2009	16:20	RUN THE VEHICLE ON THE HOIST AND LET THE TIRES SPINS, THEN RE ATTEMPT BASIC SETTINGS. IF NOT SUCCESSFUL, GET MVB 41, 48, 54, AND 64 FROM BOTH MECHTRONICS
06/15/2009	18:44	ISSUE SENT TO DEALERSHIP
06/16/2009	11:33	LEFT MESSAGE WITH BILL TO HAVE A TECH RECODE THE MECH TO 20 PER OLD MECH AND THEN RETEST FOR ISSUE
06/17/2009	14:55	RAN CAR ON LIFT AND TRYED TO SET BASIC SETTINGS BUT DID NOT SET. THEN CHANGED CODING FROM 1013 TO 20 AND WAS ABLE TO SET BASIC SETTINGS WITHOUT CAR SHUTTING OFF. TEST DROVE CAR THROUGH STOP AND GO TRAFFIC AND TRANSMISSION SHIFTED SMOOTHLY.
06/17/2009	15:00	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
06/17/2009	15:00	ISSUE UPDATED

#### Consultant's Closing Comments

RAN CAR ON LIFT AND TRYED TO SET BASIC SETTINGS BUT DID NOT SET. THEN CHANGED CODING FROM 1013 TO 20 AND WAS ABLE TO SET BASIC SETTINGS WITHOUT CAR SHUTTING OFF. TEST DROVE CAR THROUGH STOP AND GO TRAFFIC AND TRANSMISSION SHIFTED SMOOTHLY

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
465038	RABBIT	2008	WVWFD71KX8W [REDACTED]	8658	3885	06/12/2009	USA

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

Activity Date	Activity Time	Activity Comments
06/12/2009	10:47	CUSTOMER STATES TRANSMISSION JERKS WHEN STANDING AT DEAD STOP AND START ROLLING AGAIN MEASURING BLOCK 54 SHOWS J08C0531 CAN I ORDER MECHATRONICS
06/12/2009	10:47	ISSUE OPENED BY DEALERSHIP
06/12/2009	10:49	CUSTOMER COMMENTS: CUSTOMER STATES TRANSMISSION JERKS WHEN STANDING AT DEAD STOP AND START ROLLING AGAIN MEASURING BLOCK 54 SHOWS J08C0531 CAN I ORDER MECHATRONICS
06/12/2009	10:49	PLEASE REPLACE THE MECH UNIT.
06/12/2009	11:05	ORDERED PARTS
06/12/2009	16:20	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
06/12/2009	16:20	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
465065	EOS	2008	WVWBA71F18V [REDACTED]	26283	3885	06/12/2009	USA

#### Workshop Finding

n/a

Activity Date	Activity Time	Activity Comments
06/12/2009	11:09	CANNOT SET BASIC SETTING ON NEW MOTRONIC
06/12/2009	11:09	ISSUE OPENED BY DEALERSHIP
06/12/2009	11:12	CUSTOMER COMMENTS: CANNOT SET BASIC SETTING ON NEW MOTRONIC
06/12/2009	11:12	PLEASE MAKE SURE THAT THE ENGINE IS ALL THE WAY UP TO OPERATING TEMPERATURE AND IDLING. GO INTO VSD, GEARBOX ELECTRONICS, AND THEN BASIC SETTINGS. WITH YOUR FOOT ON THE BRAKE ACTIVATE TEST 61. AFTER 30 SECONDS THE TEST WILL RUN AND MAKE SOME NOISES IN THE GEARBOX. ONCE TEST IS COMPLETE, REPEAT STEPS FOR TEST 60. PLEASE THEN DRIVE THE CAR 15 MILES HARD TO SEE IF CONCERN IS CHANGED. PLEASE ALSO PRINT OUT MVB 54 IN THE TCM.
06/12/2009	11:47	TECH STATES BASIC SETTINGS WILL SET IN MVB 60 BUT NOT IN MVB 61. IT STATES "FUNCTION INTERRUPTED FROM VEHICLE SYSTEM" AND SETS A FAULT 01087. TECH NEEDS TO SET THE VEHICLE ASIDE UNTIL MONDAY.
06/12/2009	11:50	TICKET IS ESCALATED TO LEVEL 2.
06/15/2009	10:40	VSD LOG ATTACHED MVB 54 IS K22F0522 MVB 64 FIELD ONE ZERO FIELD TWO ZERO.
06/15/2009	10:42	XFERED TO CHRIS VOICE MAIL
06/15/2009	14:37	LEFT MESSAGE WITHCHRIS AT 10:42AM EST WITH UPDATED TICKET WAITING RESPONSE.
06/15/2009	17:24	CALLED, SERVICE CLOSED, PLEASE UPDATE THE VTA WITH A LOG FROM BOTH MECH UNITS TO INCLUDE MVB 41,48 AND 64.
06/17/2009	14:57	SPOKE WITH THE QTM (HE WAS AT THE DEALER) ADVISED TO CHANGE THE CODING IN THE TCM TO 20, CYCLE THE KEY OFF THEN ON AND RE ATTEMPT BASIC SETTINGS
06/17/2009	18:55	I CHANGED THE CODING FROM 1013 TO 20 IN ADDRESS WORD 02. I THEN PERFORMED BASIC SETTINGS 61 AND 60. I DROVE THE VEHICLE AND FOUND THE TRANSMISSION IS OPERATING AS DESIGNED.
06/18/2009	11:57	CONCERN FIXED BY CODING CHANGE
06/18/2009	12:34	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
06/18/2009	12:34	ISSUE UPDATED

#### Consultant's Closing Comments

I CHANGED THE CODING FROM 1013 TO 20 IN ADDRESS WORD 02. I THEN PERFORMED BASIC SETTINGS 61 AND 60. I DROVE THE VEHICLE AND FOUND THE TRANSMISSION IS OPERATING AS DESIGNED.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
465073	EOS	2008	WVWBA71FX8V [REDACTED]	10815	3885	06/12/2009	USA

#### Workshop Finding

n/a

Activity Date	Activity Time	Activity Comments
06/12/2009	11:21	CUST STATES CAR JERKS WHEN ACCELERATING CAR SURGES AT SLOW FIRST GEAR TAKE OFFS FLUID LEVEL OK FLUID IS NOT CONTAMINATED, DIRTY OR BURNED SET BASIC SETTING OF DSG ROAD TESTED 15 MILES AFTER BASIC SETTINGS AND PROBLEM STILL EXISTED
06/12/2009	11:21	ISSUE OPENED BY DEALERSHIP
06/12/2009	11:23	CUSTOMER COMMENTS: CUST STATES CAR JERKS WHEN ACCELERATING CAR SURGES AT SLOW FIRST GEAR TAKE OFFS FLUID LEVEL OK FLUID IS NOT CONTAMINATED, DIRTY OR BURNED SET BASIC SETTING OF DSG ROAD TESTED 15 MILES AFTER BASIC SETTINGS AND PROBLEM STILL EXISTED
06/12/2009	11:23	MVB 54 J06. ADVISED TO REPLACE MECHATRONICS UNIT, FLUID, FILTER AND BOLTS.
06/16/2009	13:35	PART IS ON INTERGALACTIC BACK ORDER NONE IN COUNTRY WILL UPDATE TISKET WHEN PARTS ARRIVE AND REPAIR IS MADE THANK YOU
06/16/2009	13:52	P1 THANK YOU FOR THE UPDATE.
06/23/2009	13:23	STILL WAITING ON PARTS
06/23/2009	13:42	P1 WAITING ON PARTS. THANK YOU FOR THE UPDATE.
06/24/2009	15:20	ISSUE UPDATED
07/07/2009	07:46	STILL WAITING ON PARTS ESTIMATED ARRIVAL DATE IS JULY 13 2009
07/07/2009	09:51	P1 WAITING ON PARTS. THANK YOU FOR THE UPDATE.
07/10/2009	09:15	PARTS STILL HAVE NOT ARRIVED YET
07/10/2009	10:07	P1 WAITING ON PARTS. THANK YOU FOR THE UPDATE.
07/14/2009	09:26	NEW ARRIVAL DATE FOR PARTS IS JULY 17 2009
07/14/2009	11:11	P1 THANK YOU FOR THE UPDATE.
07/20/2009	09:58	NEW ARRIVAL DATE IS JULY 20
07/20/2009	10:51	P1 WAITING ON PARTS. THANK YOU FOR THE UPDATE.
08/04/2009	12:40	PARTS FINALY ARRIVED 8/3 REPLACED MECHATRONICS UNIT FILLED WITH NEW FLUID SET BASIC SETTINGS AND ROAD TESTED VEHICLE IS OPERATING AS DESIGNED THANKS
08/04/2009	13:12	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
08/04/2009	13:12	ISSUE UPDATED

#### Consultant's Closing Comments

D1 PARTS FINALY ARRIVED 8/3 REPLACED MECHATRONICS UNIT FILLED WITH NEW FLUID SET BASIC SETTINGS AND ROAD TESTED VEHICLE IS OPERATING AS DESIGNED

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
465097	EOS	2008	WVWFA71F98V [REDACTED]	17748	3885	06/12/2009	USA

#### Workshop Finding

TECH HAS DUPLICATED CONCERN . FLUID LEVEL AND CONDITION ARE GOOD .

Activity Date	Activity Time	Activity Comments
06/12/2009	11:49	ISSUE OPENED BY DEALERSHIP
06/12/2009	11:49	WHEN ACCELERATING FROM AT STOP VEHICLE IS HESITATING AND JERKING
06/12/2009	11:58	ADVISE TECH NEED READING FROM MVB 54 AND 64 IN TCM.
06/12/2009	11:58	CUSTOMER COMMENTS: WHEN ACCELERATING FROM AT STOP VEHICLE IS HESITATING AND JERKING
06/12/2009	11:58	WORKSHOP FINDINGS: TECH HAS DUPLICATED CONCERN . FLUID LEVEL AND CONDITION ARE GOOD .
06/12/2009	12:00	MVB 54 IS H45. ADVISED THE TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT.
06/19/2009	13:27	SPOKE TO KERRI STATES WAITING ON RED/BACK ORDERED PARTS
07/13/2009	13:22	PARTS HAVE NOT ARRIVED
07/13/2009	16:53	THANKS FOR THE UPDATE ,
07/28/2009	13:45	INSTALLED MECH UNIT, FILTER AND FLUID. VEHICLE IS GONE
07/28/2009	16:04	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/28/2009	16:04	ISSUE UPDATED

#### Consultant's Closing Comments

INSTALLED MECH UNIT, FILTER AND FLUID. VEHICLE IS GONE

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
465122	EOS	2008	WVWBA71F68V [REDACTED]	97203	3885	06/12/2009	USA

#### Workshop Finding

n/a

Activity Date	Activity Time	Activity Comments
06/12/2009	12:12	ISSUE OPENED BY DEALERSHIP
06/12/2009	12:12	JUST REPLACED MECHATRONIC UNIT IN CAR AND CANT SET BASIC SETTINGS HAS CODE FOR BASIC SETTING NOT CARRIED OUT
06/12/2009	12:22	CUSTOMER COMMENTS: JUST REPLACED MECHATRONIC UNIT IN CAR AND CANT SET BASIC SETTINGS HAS CODE FOR BASIC SETTING NOT CARRIED OUT
06/12/2009	12:22	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. 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 CLOSE OUT VTA IF THIS CORRECTS CONCERN.
06/12/2009	12:22	ISSUE UPDATED
06/12/2009	13:15	A2 ATTEMPTED MANUAL BASIC SETTINGS WITH TECH OVER THE PHONE. DID NOT MAKE IT PAST 61, ADVISED TECH TO ATTACH GFF LOG TO VTA THEN CALL BACK. TECH STATED 2 FAULTS REAPPEAR BUT DID NOT KNOW WHAT THEY WERE.
06/15/2009	11:43	HERES THE LOG YOU ASKED (GIULIO)
06/15/2009	12:01	THIS IS THE OTHER SCREEN I GET WHEN TRYING TO SET 61 IN VSD TRANNY MB
06/15/2009	12:17	MVB 41, 48 FROM THE TCM
06/15/2009	12:29	SEE ATACHED LOG
06/15/2009	17:28	ISSUE SENT TO DEALERSHIP
06/15/2009	17:28	PLEASE ATTACH SCREENSHOTS OR A LOG WITH THE REQUESTED MVBS, LEFT A MESSAGE WITH VERONICA
06/15/2009	17:42	SEE ATACHED SCREENS
06/15/2009	18:19	TECH TO CALL BACK IN THE AM FOR TELEDIAG
06/15/2009	18:27	ISSUE UPDATED
06/15/2009	18:47	ISSUE UPDATED
06/15/2009	18:48	ISSUE UPDATED
06/16/2009	14:54	ISSUE UPDATED
06/16/2009	15:51	UPDATE THE TCM VIA TELEDIAGNOSIS
06/16/2009	15:52	DISREGARD PREVIOUS
06/16/2009	17:33	MECH REPLACED FOR HARSHIFTING UNDER ACCEL FROM A STOP TO 2ND. VEHICLE STALLED DURING BASIC SETTINGS. RECODED THE MECH TO 20 AND RE RAN BASIC SETTINGS AND IT PASSED
06/16/2009	17:59	AFTER A 10 MILE ROAD TEST VERRIFY THAT IS FIXED WHEN THROUH ALL OF THE GEARS AND ALSO IN SPORT MODE AND MANUALLY WORKS FINE THANX CHRIS
06/16/2009	17:59	CLOSED

06/16/2009	18:06	CLOSED
06/16/2009	18:12	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
06/16/2009	18:12	ISSUE UPDATED

<b>Consultant's Closing Comments</b>		
MECH REPLACED FOR HARSHIFTING UNDER ACCEL FROM A STOP TO 2ND. VEHICLE STALLED DURING BASIC SETTINGS. RECODED THE MECH TO 20 AND RE RAN BASIC SETTINGS AND IT PASSED		



VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
465187	EOS	2008	WVWFA71F58V [REDACTED]	12559	3885	06/12/2009	USA

#### Workshop Finding

VERIFIED COMPLAINT AND NOTICED THAT WHEN YOU LET OFF THE BRAKE FROM A STOP THE RPM DROPS TO ABOUT 400 RMP AND BACK UP ALMOST STALLING. RAN GFF AND THERE ARE NO FAULTS IN SYSTEM. SET BASIC SETTINGS OF THE DSG FOLLOWING TECH TIP #37-09-03 AND PROBLEM IS STILL THERE. MVB54 =J04N0667 MVB 64 = 0/0

Activity Date	Activity Time	Activity Comments
06/12/2009	13:10	CUSTOMER STATES VEHICLE SEEMS VERY JERKY AT LOW SPEEDS. WHEN AT IDLE THE VEHLCE FEELS LIKE ITS GOING TO STALL OUT. VERIFIED COMPLAINT AND NOTICED THAT WHEN YOU LET OFF THE BRAKE FROM A STOP THE RPM DROPS TO ABOUT 400 RMP AND BACK UP ALMOST STALLING. RAN GFF AND THERE ARE NO FAULTS IN SYSTEM. SET BASIC SETTINGS OF THE DSG FOLLOWING TECH TIP #37-09-03 AND PROBLEM IS STILL THERE.
06/12/2009	13:10	ISSUE OPENED BY DEALERSHIP
06/12/2009	13:18	ADVISE TECH TO REPLACE MECHATRONICS, FLUID, FILTER , AND BOLTS. PERFORM BASIC SETTINGS.
06/12/2009	13:18	CUSTOMER COMMENTS: CUSTOMER STATES VEHICLE SEEMS VERY JERKY AT LOW SPEEDS. WHEN AT IDLE THE VEHLCE FEELS LIKE ITS GOING TO STALL OUT.
06/12/2009	13:18	WORKSHOP FINDINGS: VERIFIED COMPLAINT AND NOTICED THAT WHEN YOU LET OFF THE BRAKE FROM A STOP THE RPM DROPS TO ABOUT 400 RMP AND BACK UP ALMOST STALLING. RAN GFF AND THERE ARE NO FAULTS IN SYSTEM. SET BASIC SETTINGS OF THE DSG FOLLOWING TECH TIP #37-09-03 AND PROBLEM IS STILL THERE. MVB54 =J04N0667 MVB 64 = 0/0
06/19/2009	16:58	P2 CHINS STATED PARTS ARE ON ORDERED
06/21/2009	23:18	ETA ON PARTS ARE JULY 17.
06/23/2009	07:41	THANKS FOR THE UPDATE.
07/29/2009	13:05	REPLACED MECHATRONICS, FLUID, FILTER, AND BOLTS AND SET BASIC SETTINGS AND TEST DROVE VEHLCE 20 MILES AND IS OPERATING TO SPEC.
07/29/2009	16:37	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/29/2009	16:37	ISSUE UPDATED

#### Consultant's Closing Comments

REPLACED MECHATRONICS, FLUID, FILTER, AND BOLTS AND SET BASIC SETTINGS

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
465202	EOS	2008	WVWBA71F08V [REDACTED]	19569	3885	06/12/2009	USA

**Workshop Finding**

n/a

Activity Date	Activity Time	Activity Comments
06/12/2009	13:34	CUSTOMER STATES THAT CAR IS JERKING ON TAKE OFF. ROAD TEST TO VERIFY COMPLAINT. FROM STOP WHEN GAS IS APPLIED THE KICKS HARD INTO GEAR AND JERKS IF SLOWLY ACCELERATED. ATTEMPTED TO PERFORM BASIC SETTINGS IN GFF BUT STATES REPAIRS NEED TO BE PERFORMED FIRST OR FAULTS MUST BE STORED TO PERFORM BASIC SETTINGS. SENDING MVB'S IN GEARBOX, HAS DSG.
06/12/2009	13:34	ISSUE OPENED BY DEALERSHIP
06/12/2009	13:43	CUSTOMER COMMENTS: CUSTOMER STATES THAT CAR IS JERKING ON TAKE OFF. ROAD TEST TO VERIFY COMPLAINT. FROM STOP WHEN GAS IS APPLIED THE KICKS HARD INTO GEAR AND JERKS IF SLOWLY ACCELERATED. ATTEMPTED TO PERFORM BASIC SETTINGS IN GFF BUT STATES REPAIRS NEED TO BE PERFORMED FIRST OR FAULTS MUST BE STORED TO PERFORM BASIC SETTINGS. SENDING MVB'S IN GEARBOX, HAS DSG.
06/12/2009	13:43	TECH STATES WE ARE AT J01 IN MVB 54 OF TCM. ADVISED TECH TO REPLACE MECHATRONIC UNIT, FLUID, FILTER, AND BOLTS.
06/12/2009	15:23	RED ORDERED MECHATRONICS,FLUID,FILTER,AND BOLTS PER ALLEN H. WILL CONTACT IF ANY PROBLEMS WITH INSTALL OR BASIC SETTINGS.
06/12/2009	15:29	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
06/12/2009	15:29	ISSUE UPDATED

**Consultant's Closing Comments**

REPLACE MECHATRONIC UNIT.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
465239	JETTA	2009	3VWRL71K29M [REDACTED]	12310	3885	06/12/2009	USA

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

Activity Date	Activity Time	Activity Comments
06/12/2009	14:24	ISSUE OPENED BY DEALERSHIP
06/12/2009	14:24	VEHICLE STALLED OUT GOING UP HILL 2 TIMES AT A STOP LIGHT WHEN TRIED TO ACCELERATE CAR TURNED OFF THEN RECYCLED KEY PUT IN PARK CAR STARTED RIGHT UP
06/12/2009	14:32	CUSTOMER COMMENTS: VEHICLE STALLED OUT GOING UP HILL 2 TIMES AT A STOP LIGHT WHEN TRIED TO ACCELERATE CAR TURNED OFF THEN RECYCLED KEY PUT IN PARK CAR STARTED RIGHT UP
06/12/2009	14:32	TECH STATES WE ARE AT J12 IN MVB 54 OF TCM. ADVISED TECH TO REPLACE MECHATRONIC UNIT, FLUID, FILTER, AND BOLTS.
06/17/2009	11:44	SOP PART ON RED ORDER WAITING FOR PART
06/17/2009	12:02	THANKS FOR UPDATE.
06/19/2009	14:07	CALLED AND SPOKE WITH STEVE. CAR IS WAITING ON PARTS. P1
07/29/2009	15:58	INSTALLED NEW MECHATRONIC, FLUID, FILTER, AND BOLTS ROAD TEST VEHICLE OPERATING TO SPECS.
07/29/2009	16:05	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/29/2009	16:05	ISSUE UPDATED

<b>Consultant's Closing Comments</b>
REPLACED MECHATRONIC UNIT.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
465271	EOS	2008	WVWBA71F28V [REDACTED]	9959	3885	06/12/2009	USA

#### Workshop Finding

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

Activity Date	Activity Time	Activity Comments
06/12/2009	15:06	AS PER TECHLINE, INSTALLED MECHATRONICS DUE TO LURCHING FORWARD FROM 0-5MPH. MVB 54 FELL WITHIN H22-J21. AFTER INSTALLING NEW UNIT, TOPPED OFF FLUID AND TRIED TO SET BASIC SETTING TWICE. BOTH TIMES ENGINE STALLED.
06/12/2009	15:06	ISSUE OPENED BY DEALERSHIP
06/12/2009	15:38	A2 CASE TO BE ESCALATED FOR REVIEW. ADVISED THE TECH ON HOW TO PERFORM THE TRANS BASIC SETTINGS.
06/12/2009	15:38	CUSTOMER COMMENTS: AS PER TECHLINE, INSTALLED MECHATRONICS DUE TO LURCHING FORWARD FROM 0-5MPH. MVB 54 FELL WITHIN H22-J21. AFTER INSTALLING NEW UNIT, TOPPED OFF FLUID AND TRIED TO SET BASIC SETTING TWICE. BOTH TIMES ENGINE STALLED.
06/12/2009	15:38	WORKSHOP FINDINGS: TECH VERIFIED THE CONCERN. TECH UNABLE TO RUN THE ENGINE BASIC SETTINGS.
06/12/2009	17:17	ADVISED THE TECH TO TRY GF BASIC SETTINGS USING A BPY ENGINE CODE.
06/12/2009	17:42	ADVISED THE TECH TO PERFORM GF AS A GTI WITH A BPY.
06/12/2009	18:14	ADVISED THE TECH THAT I WILL CONTACT HIM BACK ON THIS CASE MONDAY.
06/12/2009	18:34	PREFORMED CAP DISCHARGE. TRYIED TO PREFORM BASIC SETTING BUT TEST FAIL. WILL CALL MONDAY AT 8AM PST.
06/15/2009	00:01	ISSUE UPDATED
06/15/2009	11:15	ADVISED THE TECH TO ORDER THE MECH UNIT FROM HERITAGE VW 407201 IN LITHIA SPRINGS GA.
06/15/2009	11:18	ADVISED THE TECH TO NOT DRAIN THE ENTIRE TRANS AND ONLY TAKE OUT WHAT FLUID COMES OUT WITH THE MECH UNIT COVER REMOVED.
06/15/2009	11:34	ADVISED THE TECHS VOICEMAIL TO GET THE MECH UNIT PART NUMBER, SOFTWARE LEVEL, MVB 41, 48 AND 54 FROM BOTH MECH UNITS.
06/15/2009	11:39	GOT VOICEMAIL, WILL UPDATE TICKET WITH MVB VALUES ONCE NEW UNIT ARRIVES.
06/15/2009	14:05	TRANSFERRED TO VM
06/15/2009	17:15	ADVISED THE TECH TO CONTINUE THE ORDER
06/15/2009	17:44	ISSUE SENT TO DEALERSHIP
06/22/2009	19:16	INSTALLED NEW UNIT AND TOPPED OFF FLUID. I HAVE NOT PREFORMED BASIC SETTING YET. BEFORE SOFTWARE 02E300050P VERSION 1402 HARDWARE 02E927770AD VERSION 808 CODING 1013 MVB 41 V0698T0202EA_GETRIEBE-DSG_GF8T 48: C14R2 52:K22F0494 NEW UNIT IS SOFTWARE 02E3010044J VERSION 1408 HARDWARE 02E927770AD VERSION 808 CODING 20 MVB 41: V0697H0802EA_GETRIEBE_DSG_MF7H 48: C14R2 54: J30G0167.
06/23/2009	10:41	FYI QA FOR SOFTWARE AWAITING RESPONSE
06/23/2009	11:09	TRANSFERRED TO CG VM
06/23/2009	13:05	ISSUE UPDATED
06/23/2009	13:51	FLASH THE CORRECT SOFTWARE TO THE MECH
06/23/2009	14:27	PREFORMED BASIC SETTING. TEST DROVE VEHICLE. VEHICLE IS NOW OPERATING PROPERLY.
06/23/2009	14:38	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
06/23/2009	14:38	ISSUE UPDATED

#### Consultant's Closing Comments

FLASH THE CORRECT SOFTWARE TO THE MECH

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
465310	JETTA	2008	3VWRJ71K38M [REDACTED]	7830	3885	06/12/2009	USA

**Workshop Finding**

n/a

Activity Date	Activity Time	Activity Comments
06/12/2009	15:48	CUSTOMER STATES VEHICLE JERKS ON ACCELERATION. TEST DROVE, VERIFIED CONCERN-FROM A STOP THERE IS A DELAY OF ENGAGEMENT, ALSO HAPPENS COMMING TO A STOP. CHECKED FOR DTCS-NONE STORED. CHECKED FLUID LEVEL AND CONDITION-OK. MVB# 54: J13P0549
06/12/2009	15:48	ISSUE OPENED BY DEALERSHIP
06/12/2009	15:53	CUSTOMER COMMENTS: CUSTOMER STATES VEHICLE JERKS ON ACCELERATION. TEST DROVE, VERIFIED CONCERN-FROM A STOP THERE IS A DELAY OF ENGAGEMENT, ALSO HAPPENS COMMING TO A STOP. CHECKED FOR DTCS-NONE STORED. CHECKED FLUID LEVEL AND CONDITION-OK. MVB# 54: J13P0549
06/12/2009	15:53	PLEASE REPLACE THE MECH UNIT.
06/16/2009	09:29	PART ON ORDER-ETA 3-4 WEEKS
06/16/2009	18:42	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
06/16/2009	18:42	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
465328	EOS	2008	WVWBA71F88V [REDACTED]	15360	3885	06/12/2009	USA

#### Workshop Finding

ROAD TESTED AND NOTED JERKY TAKE OFF W/ VEH WANTING TO SPIN THE TIRES AND THEN UPSHIFTING TO A HIGHER GEAR(POSSIBLY 2 OR 3 HIGHER THAN IT SHOULD(1TO4TH???).VB 54 IS H49B0111 AND 64 IS O AND 0.

Activity Date	Activity Time	Activity Comments
06/12/2009	16:08	CUSTOMER STATES VEH JERKS ON TAKE OFF.ROAD TESTED AND NOTED JERKY TAKE OFF W/ VEH WANTING TO SPIN THE TIRES AND THEN UPSHIFTING TO A HIGHER GEAR(POSSIBLY 2 OR 3 HIGHER THAN IT SHOULD(1TO4TH???).VB 54 IS H49B0111 AND 64 IS O AND 0.
06/12/2009	16:08	ISSUE OPENED BY DEALERSHIP
06/12/2009	16:13	ADVISED TECH TO REPLACE THE 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.
06/12/2009	16:13	CUSTOMER COMMENTS: CUSTOMER STATES VEH JERKS ON TAKE OFF.
06/12/2009	16:13	WORKSHOP FINDINGS: ROAD TESTED AND NOTED JERKY TAKE OFF W/ VEH WANTING TO SPIN THE TIRES AND THEN UPSHIFTING TO A HIGHER GEAR(POSSIBLY 2 OR 3 HIGHER THAN IT SHOULD(1TO4TH???).VB 54 IS H49B0111 AND 64 IS O AND 0.
06/18/2009	11:05	PLEASE SPEAK WITH FOM ABOUT SHIPPING THE CAR.
06/18/2009	13:11	PART ON BACKORDER BUT CAR STAYING I THINK W/ CUSTOMER GETTING A RENTAL? CLOSING TICKET W/ PART ON ORDER//THANK-YOU
06/18/2009	13:38	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
06/18/2009	13:38	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
465346	JETTA	2009	3VWPL71K69M [REDACTED]	5587	3735	06/12/2009	USA

#### Workshop Finding

UNABLE TO VERIFY ON SEVERAL TEST DRIVES. 0 FAULTS ON GFF SCAN. UNABLE TO FIND APPLICABLE BULLETIN. SERVICE MANAGER REQUESTED VTA OPENED FOR ANY POSSIBLE INFO. MVB 64= 56/124

Activity Date	Activity Time	Activity Comments
06/12/2009	16:21	CUSTOMER STATES DURING FREEWAY DRIVING WITH CRUISE CONTROL ON THE ENGINE RPMS INCREASE(LIKE TRANSMISSION IN NEUTRAL) THE CHECK ENGINE LIGHT COMES ON AND CRUISE CONTROL SHUTS OFF. CHECK ENGINE LIGHT GOES OFF AND VEHICLE OPERATES NORMALLY. HAS HAPPENED 4 TIMES. UNABLE TO VERIFY ON SEVERAL TEST DRIVES. 0 FAULTS ON GFF SCAN. UNABLE TO FIND APPLICABLE BULLETIN. SERVICE MANAGER REQUESTED VTA OPENED FOR ANY POSSIBLE INFO.
06/12/2009	16:21	ISSUE OPENED BY DEALERSHIP
06/12/2009	16:31	ADVISE TECH TO REPLACE THE TRANS SPEED SENSOR / TEMP SENSOR, AND THE MECHATRONICS BOLTS.
06/12/2009	16:31	CUSTOMER COMMENTS: CUSTOMER STATES DURING FREEWAY DRIVING WITH CRUISE CONTROL ON THE ENGINE RPMS INCREASE(LIKE TRANSMISSION IN NEUTRAL) THE CHECK ENGINE LIGHT COMES ON AND CRUISE CONTROL SHUTS OFF. CHECK ENGINE LIGHT GOES OFF AND VEHICLE OPERATES NORMALLY. HAS HAPPENED 4 TIMES.
06/12/2009	16:31	WORKSHOP FINDINGS: UNABLE TO VERIFY ON SEVERAL TEST DRIVES. 0 FAULTS ON GFF SCAN. UNABLE TO FIND APPLICABLE BULLETIN. SERVICE MANAGER REQUESTED VTA OPENED FOR ANY POSSIBLE INFO. MVB 64= 56/124
06/12/2009	16:32	THANKS
06/15/2009	17:47	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
06/15/2009	17:47	ISSUE UPDATED

#### Consultant's Closing Comments

REPLACE THE TRANS SPEED SENSOR / TEMP SENSOR,

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
465357	EOS	2008	WVWBA71F28V [REDACTED]	10587	3885	06/12/2009	USA

**Workshop Finding**

n/a

Activity Date	Activity Time	Activity Comments
06/12/2009	16:36	CUSTOMER STATES TRANS JERKS WHEN ACCELERATING FROM STOP. TEST DROVE VEHICLE AND VEHICLE ONLY JERKS FROM A DEAD STOP AND ONCE VEHICLE IS ABOVE 10 MPH VEHICLE WILL NOT JERK. NO CODES IN TCM OR ECM, RESET BASIC SETTINGS AND TEST DROVE VEHICLE AND JERK WHEN TAKING OFF IS STILL PRESENT.
06/12/2009	16:36	ISSUE OPENED BY DEALERSHIP
06/12/2009	16:39	CUSTOMER COMMENTS: CUSTOMER STATES TRANS JERKS WHEN ACCELERATING FROM STOP. TEST DROVE VEHICLE AND VEHICLE ONLY JERKS FROM A DEAD STOP AND ONCE VEHICLE IS ABOVE 10 MPH VEHICLE WILL NOT JERK. NO CODES IN TCM OR ECM, RESET BASIC SETTINGS AND TEST DROVE VEHICLE AND JERK WHEN TAKING OFF IS STILL PRESENT.
06/12/2009	16:39	PLEASE REPLACE THE MECH UNIT.
06/12/2009	16:42	ORDERED PARTS WILL CREATE NEW TICKET IF NEEDED.
06/12/2009	17:35	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
06/12/2009	17:35	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
465460	JETTA	2008	3VWRJ71KX8M [REDACTED]	17899	3885	06/13/2009	USA

**Workshop Finding**

n/a

Activity Date	Activity Time	Activity Comments
06/13/2009	15:04	CAR JERKS IN 1ST GEAR AT TAKE OFF WHEN STOP AT IDLE RPMS REV UP TO 2000 & VEHICLE JERK FORWARD
06/13/2009	15:04	ISSUE OPENED BY DEALERSHIP
06/13/2009	15:10	CUSTOMER COMMENTS: CAR JERKS IN 1ST GEAR AT TAKE OFF WHEN STOP AT IDLE RPMS REV UP TO 2000 & VEHICLE JERK FORWARD
06/13/2009	15:10	FOUND MVB 54 IN TCM TO BE AT . ADVISED TECHNICIAN TO REPLACE MECHATRONIC UNIT, FLUID, FILTER, AND BOLTS.
06/17/2009	10:33	PARTS ORDERED
06/17/2009	10:34	THANKS FOR UPDATE.
06/18/2009	11:55	ORDERED MECHATRONICS
06/18/2009	12:03	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
06/18/2009	12:03	ISSUE UPDATED

**Consultant's Closing Comments**

REPLACE MECHATRONIC UNIT.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
465468	EOS	2008	WVWBA71F28V [REDACTED]	6464	3885	06/15/2009	USA

#### Workshop Finding

ROAD TESTED AND FELT CUSTOMERS CONCERN, FELT SLIGHT JERK WHEN COMING FROM A STOP. SCANNED BUT FOUND NO CODES. FLUID LEVEL AND CONDITION GOOD.

Activity Date	Activity Time	Activity Comments
06/15/2009	08:45	C/S WHEN REVERSING UPHILL THE VEHICLE WILL START TO JERK. C/S THE VEHICLE WILL JERK FORWARD WHEN ACCELERATING FROM A STOP. ROAD TESTED AND FELT CUSTOMERS CONCERN, FELT SLIGHT JERK WHEN COMING FROM A STOP. SCANNED BUT FOUND NO CODES.
06/15/2009	08:45	ISSUE OPENED BY DEALERSHIP
06/15/2009	11:09	ADVISED TECH TO UPDATE VTA WITH MVB 54 AND 64 IN TCM THEN CALL BACK.
06/15/2009	11:09	CUSTOMER COMMENTS: C/S WHEN REVERSING UPHILL THE VEHICLE WILL START TO JERK. C/S THE VEHICLE WILL JERK FORWARD WHEN ACCELERATING FROM A STOP.
06/15/2009	11:09	WORKSHOP FINDINGS: ROAD TESTED AND FELT CUSTOMERS CONCERN, FELT SLIGHT JERK WHEN COMING FROM A STOP. SCANNED BUT FOUND NO CODES. FLUID LEVEL AND CONDITION GOOD.
06/15/2009	11:22	MVB 54 J11, ADVISED TECH TO REPLACE MECH UNIT, BOLTS FILTER AND FLUID THEN PERFORM MANUAL BASIC SETTINGS PER PROCEDURE BELOW. MVB 64 0 AND 0 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.
06/22/2009	14:11	NO ONE AVAILABLE FOR UPDATE.
06/22/2009	16:46	C1 RISHI IN SERVICE STATED CUSTOMER HAS TAKEN VEHICLE UNTIL PARTS ARRIVE AND WILL HAVE TECH CLOSE TICKET.
06/23/2009	07:59	PARTS ON ORDER
06/23/2009	09:51	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
06/23/2009	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
465493	RABBIT	2009	WVWFV71KX9W [REDACTED]	1382	3885	06/15/2009	USA

**Workshop Finding**

n/a

Activity Date	Activity Time	Activity Comments
06/15/2009	10:19	09 GTI CUSTOMER SAYS SHIFT INDICATOR ON DASH WILL FLASH INTERMITTENTLY ,STOP AT TRAFFIC LIGHT STEPPED ON ACCEL. CAR WOULD NOT MOVE HAD TO TURN KEY OFF AND RE START TO GET CAR TO MOVE. NO FAULT CODES IN ANY CONTROL MODUEL. MECHATRONIC UNIT?
06/15/2009	10:19	ISSUE OPENED BY DEALERSHIP
06/15/2009	10:23	CUSTOMER COMMENTS: 09 GTI CUSTOMER SAYS SHIFT INDICATOR ON DASH WILL FLASH INTERMITTENTLY ,STOP AT TRAFFIC LIGHT STEPPED ON ACCEL. CAR WOULD NOT MOVE HAD TO TURN KEY OFF AND RE START TO GET CAR TO MOVE. NO FAULT CODES IN ANY CONTROL MODUEL. MECHATRONIC UNIT?
06/15/2009	10:23	PLEASE CHECK MVB 64.
06/15/2009	10:36	MVB 64 FIELD 1 27, FIELD 2 43, ADVISED TECH TO REPLACE G 509 SPEED/TEMP SENSOR AND ALL MECH UNIT BOLTS, PERFORM BASIC SETTINGS AND CLOSE OUT VTA WHEN COMPLETED.
06/16/2009	13:36	REPAIRED AS PER TECH ASSISTANCE, RETURNED TO CUOTOMER
06/16/2009	18:41	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
06/16/2009	18:41	ISSUE UPDATED

**Consultant's Closing Comments**

MVB 64 FIELD 1 27, FIELD 2 43, ADVISED TECH TO REPLACE G 509 SPEED/TEMP SENSOR AND ALL MECH UNIT BOLTS, PERFORM BASIC SETTINGS AND CLOSE OUT VTA WHEN COMPLETED.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
465505	EOS	2008	WVWFA71F48V [REDACTED]	25063	3885	06/15/2009	USA

#### Workshop Finding

ROAD TESTED. WHEN AT A STOP, VEHICLE BUCKS ON ACCELERATION. SCANNED WITH 5052 NO FAULTS STORED IN ENGINE AND TRANS ELECTRONICS. CHECK FOR LEAKS NONE FOUND. CHECK FLUID CONDITION. DARK MINOR AMOUNT OF METAL IN FLUID. NO EXTERNAL DAMAGE TO TRANS.

Activity Date	Activity Time	Activity Comments
06/15/2009	10:29	ISSUE OPENED BY DEALERSHIP
06/15/2009	10:29	ROAD TESTED. WHEN AT A STOP, VEHICLE BUCKS ON ACCELERATION. SCANNED WITH 5052 NO FAULTS STORED IN ENGINE AND TRANS ELECTRONICS. CHECK FOR LEAKS NONE FOUND. CHECK FLUID CONDITION. DARK MINOR AMOUNT OF METAL IN FLUID. NO EXTERNAL DAMAGE TO TRANS.
06/15/2009	10:47	ADVISED TECH TO REPLACE MECH UNIT, BOLTS, FILTER AND FLUID THEN PERFORM MANUAL BASIC SETTINGS PER PROCEDURE BELOW. IF METAL IS FOUND ON MAGNETS LOCATED BEHIND MECH UNIT PLEASE ATTACH PICTURES AND CALL BACK BEFORE CONTINUING REPAIR. MVB 54 H34 MVB 64 0 AND 0 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.
06/15/2009	10:47	CUSTOMER COMMENTS: VEHICLE BUCKS.
06/15/2009	10:47	WORKSHOP FINDINGS: ROAD TESTED. WHEN AT A STOP, VEHICLE BUCKS ON ACCELERATION. SCANNED WITH 5052 NO FAULTS STORED IN ENGINE AND TRANS ELECTRONICS. CHECK FOR LEAKS NONE FOUND. CHECK FLUID CONDITION. DARK MINOR AMOUNT OF METAL IN FLUID. NO EXTERNAL DAMAGE TO TRANS.
06/19/2009	16:29	PARTS ON ORDER. CUSTOMER WILL RETURN WITH VEHICLE.
06/19/2009	16:45	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
06/19/2009	16:45	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
465554	EOS	2008	WVWBA71F48V [REDACTED]	10636	3885	06/15/2009	USA

#### Workshop Finding

SHUDDER VERIFIED.

Activity Date	Activity Time	Activity Comments
06/15/2009	10:50	CUSTOMER STATES THE TRANSMISSION JERKS WHEN ACELLERATING FROM IDLE OR A STOP. HAPPENS MOST OFTEN AFTER CAR IS WARMED UP.
06/15/2009	10:50	ISSUE OPENED BY DEALERSHIP
06/15/2009	11:05	ADVISED TECH TO GET MVB 54 AND 64 FROM TCM THEN CALL BACK.
06/15/2009	11:05	CUSTOMER COMMENTS: CUSTOMER STATES THE TRANSMISSION JERKS WHEN ACELLERATING FROM IDLE OR A STOP. HAPPENS MOST OFTEN AFTER CAR IS WARMED UP.
06/15/2009	11:05	WORKSHOP FINDINGS: SHUDDER VERIFIED.
06/15/2009	11:19	MVB #54=J06N0268 MVB #64=0, 0
06/15/2009	11:25	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.
06/16/2009	12:49	ORDERED MECK UNIT, NONE IN COUNTRY. I WILL UPDATED AFTER UNIT ARRIVES.
06/16/2009	16:31	THANKS FOR THE UPDATE.
06/18/2009	09:27	CUSTOMER PICKING UP VEHICLE. PARTS NOT EXPECTED UNTILL 7/13/09.
06/18/2009	13:39	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
06/18/2009	13:39	ISSUE UPDATED

#### Consultant's Closing Comments

TECH TO REPLACE MECH UNIT, COMPLETED.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
465628	JETTA	2008	3VWRJ71K28M [REDACTED]	35619	3885	06/15/2009	USA

#### Workshop Finding

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

Activity Date	Activity Time	Activity Comments
06/15/2009	11:33	FROM A STOP TRANS SLIPS THE MOVES OR SHIFTS HARD
06/15/2009	11:33	ISSUE OPENED BY DEALERSHIP
06/15/2009	11:42	ADVISED THE TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT.
06/15/2009	11:42	CUSTOMER COMMENTS: FROM A STOP TRANS SLIPS THE MOVES OR SHIFTS HARD
06/15/2009	11:42	WORKSHOP FINDINGS: TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM. MVB 54 IS
06/17/2009	10:40	MECH UNIT ON ORDER
06/17/2009	22:56	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
06/17/2009	22:56	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
465709	JETTA	2008	3VWRA71KX8M [REDACTED]	27197	3735	06/15/2009	USA

#### Workshop Finding

SHOULD I REPLACE VALE BODY MOTRONICS? HAS NO FAULTS

Activity Date	Activity Time	Activity Comments
06/15/2009	12:41	CUSTOMER COMPLAINTS TRANS IS IRRATIC,SHOULD I REPLACE VALE BODY MOTRONICS? HAS NO FAULTS
06/15/2009	12:41	ISSUE OPENED BY DEALERSHIP
06/15/2009	12:48	ADVISE TECH NEED READINGS FROM MVB 54= AND 64= IN TCM
06/15/2009	12:48	CUSTOMER COMMENTS: CUSTOMER COMPLAINTS TRANS IS IRRATIC,
06/15/2009	12:48	WORKSHOP FINDINGS: SHOULD I REPLACE VALE BODY MOTRONICS? HAS NO FAULTS
06/15/2009	12:53	MVB 54= J08C0078 AND 64= 0/0. ADVISE TECH TO REPLACE THE TO REPLACE THE MECHATRONICS , FLUID, FILTER ,AND BOLTS.
06/19/2009	12:26	STILL WAITING FOR PARTS.
06/19/2009	13:03	CUST DRIVING CAR, WE WILL CLOSE FOR NOW
06/20/2009	11:15	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
06/20/2009	11:15	ISSUE UPDATED

#### Consultant's Closing Comments

REPLACE THE TO REPLACE THE MECHATRONICS , FLUID, FILTER ,AND BOLTS. CUST DRIVING CAR, WE WILL CLOSE FOR NOW