

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
465710	RABBIT	2008	WVWKC71KX8W [REDACTED]	18803	3885	06/15/2009	USA

#### Workshop Finding

n/a

Activity Date	Activity Time	Activity Comments
06/15/2009	12:42	C/S THAT THE TRANSMISSION FROM A COMPLETE STOP,HAS A DELAY BEFORE IT TAKES OFF IN A JERK
06/15/2009	12:42	ISSUE OPENED BY DEALERSHIP
06/15/2009	12:50	ADVISED TECH TO UPDATE AND GIVE US A CALL WITH MVB 54 IN TCM.
06/15/2009	12:50	CUSTOMER COMMENTS: C/S THAT THE TRANSMISSION FROM A COMPLETE STOP,HAS A DELAY BEFORE IT TAKES OFF IN A JERK
06/15/2009	12:54	MVB 54 READ OUT IS M23G0022
06/15/2009	13:01	MVB 54 H23 NOT M23, 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.
06/15/2009	13:02	ISSUE UPDATED
06/15/2009	16:02	I HAVE TO CLOSE THIS TICKET AS THE CAR IS LEAVING & THE PART IS A "RED ORDER".
06/15/2009	16:04	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
06/15/2009	16:04	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
465731	EOS	2008	WVWFA71F88V [REDACTED]	15166	3885	06/15/2009	USA

#### Workshop Finding

NO DTC'S.MVB#54 READS H42P0539,MVB#64 READS 0 IN FIELD AND 0 IN FIELD 2.

Activity Date	Activity Time	Activity Comments
06/15/2009	12:58	ISSUE OPENED BY DEALERSHIP
06/15/2009	12:58	VEHICLE JERKS WHEN PULLING OFF FROM A STOP AND ROLLS BACKWARDS ON HILLS. NO DTC'S.MVB#54 READS H42P0539,MVB#64 READS 0 IN FIELD AND 0 IN FIELD 2.
06/15/2009	13:06	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.
06/15/2009	13:06	CUSTOMER COMMENTS: VEHICLE JERKS WHEN PULLING OFF FROM A STOP AND ROLLS BACKWARDS ON HILLS.
06/15/2009	13:06	WORKSHOP FINDINGS: NO DTC'S.MVB#54 READS H42P0539,MVB#64 READS 0 IN FIELD AND 0 IN FIELD 2.
06/22/2009	08:21	MECHATRON UNIT ON ORDER!!!
06/22/2009	09:46	THANKS FOR THE UPDATE.
06/22/2009	13:23	TECH HAS ORDERED MECHATRONIC P1
06/25/2009	12:53	STILL WAITING FOR PARTS!!!!
06/26/2009	18:02	THANKS FOR THE UPDATE.
06/29/2009	13:26	SPOKE WITH JOHN IN SERVICE..... STATED THAT THEY ARE STILL WAITING FOR BACK ORDERED PARTS TO ARRIVE..... P1
07/07/2009	07:45	STILL WAITING FOR PARTS!!!!!!!!!!!!!!!!!!!!!!
07/08/2009	10:00	THANKS FOR THE UPDATE.
07/10/2009	08:48	STILL WAITING FOR PARTS
07/13/2009	08:11	STILL WAITING FOR PARTS
07/13/2009	21:30	THANKS FOR THE UPDATE.
07/29/2009	10:36	PARTS ARRIVED ON 07/28/09. REPAIRED VEHICLE
07/29/2009	13:48	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/29/2009	13:48	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
465734	EOS	2008	WVWBA71F48V [REDACTED]	8574	3885	06/15/2009	USA

#### Workshop Finding

I TEST DROVE VEHICLE AND FOUND THAT VEHICLE DOS SHIFT. BUT HAVING SYMPTOMS OF PULLING ONTO AN INCLINE AND VEHICLE ROLLS BACKWARDS MORE THAN 3 FEET. AND INSTRUMENT CLUSTER YOU SEE D FLASHING WHILE VEHICLE IS ROLLING BACK. PLEASE ADVISE NO CODES IN SYSTEM

Activity Date	Activity Time	Activity Comments
06/15/2009	13:01	CUSTOMR COMPLAINT IS CUSTOMER STATES THAT THE VEHICLE IS SLIPPING ON SPORT GEAR...WHEN IN 2ND GEAR, IT WONT COME OUT OF GEAR AT ALL- GETS STUCK AT 6000 RPMS.... WHEN AT A STOP FEELS LIKE THE CAR WANTS TO DIE- ALL STARTED AT ONCE  I TEST DROVE VEHICLE AND FOUND THAT VEHICLE DOS SHIFT. BUT HAVING SYMPTOMS OF PULLING ONTO AN INCLINE AND VEHICLE ROLLS BACKWARDS MORE THAN 3 FEET. AND INSTRUMENT CLUSTER YOU SEE D FLASHING WHILE VEHICLE IS ROLLING BACK. PLEASE ADVISE NO CODES IN SYSTEM
06/15/2009	13:01	ISSUE OPENED BY DEALERSHIP
06/15/2009	13:08	CUSTOMER COMMENTS: CUSTOMER COMPLAINT IS CUSTOMER STATES THAT THE VEHICLE IS SLIPPING ON SPORT GEAR...WHEN IN 2ND GEAR, IT WONT COME OUT OF GEAR AT ALL- GETS STUCK AT 6000 RPMS.... WHEN AT A STOP FEELS LIKE THE CAR WANTS TO DIE- ALL STARTED AT ONCE
06/15/2009	13:08	MVB 54 J09 MVB 64 0/0. ADVISED TO REPLACE MECHATRONICS UNIT, FLUID, FILTER AND BOLTS.
06/15/2009	13:08	WORKSHOP FINDINGS: I TEST DROVE VEHICLE AND FOUND THAT VEHICLE DOS SHIFT. BUT HAVING SYMPTOMS OF PULLING ONTO AN INCLINE AND VEHICLE ROLLS BACKWARDS MORE THAN 3 FEET. AND INSTRUMENT CLUSTER YOU SEE D FLASHING WHILE VEHICLE IS ROLLING BACK. PLEASE ADVISE NO CODES IN SYSTEM
06/15/2009	14:51	TECH ORDERED PARTS
06/15/2009	17:57	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
06/15/2009	17:57	ISSUE UPDATED

#### Consultant's Closing Comments

D1 TECH ORDERED PARTS

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
465751	JETTA	2008	3VWRJ71K68M [REDACTED]	15381	3885	06/15/2009	USA

#### Workshop Finding

VEHICLE STALLED ONE TIME AND OTHER TIMES SAYS MECHANICAL MALFUNCTION.

Activity Date	Activity Time	Activity Comments
06/15/2009	13:14	ISSUE OPENED BY DEALERSHIP
06/15/2009	13:14	REPLACE MECHATRON AND WONT DO BASIC SETTINGS.
06/15/2009	13:31	ADVISED TECH TO TRY A DIFFERENT SCAN TOOL AND ALSO PUT VEHICLE IN AIR AND LET IT RUN IN DRIVE AND REVERSE FOR A COUPLE MINUTES BEFORE TRYING AGAIN. IF NOT ABLE TO PERFORM PLEASE CALL BACK.
06/15/2009	13:31	CUSTOMER COMMENTS: REPLACE MECHATRON AND WONT DO BASIC SETTINGS.
06/15/2009	13:31	WORKSHOP FINDINGS: VEHICLE STALLED ONE TIME AND OTHER TIMES SAYS MECHANICAL MALFUNCTION.
06/15/2009	13:58	ON LIFT IN GEARS DIDNT WORK. A SOON AS I PLUGGED THE 5051B IN AND DID BASIC SETTINGS 61 AND 60 IT WENT THOUGH. 5051 WAS THE COMP THAT DIDNT WORK.
06/16/2009	07:40	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
06/16/2009	07:40	ISSUE UPDATED

#### Consultant's Closing Comments

PERFORMED MANUAL BASIC SETTINGS, COMPLETED.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
465762	EOS	2007	WVWDA71FX7V [REDACTED]	9894	3885	06/15/2009	USA

#### Workshop Finding

n/a

Activity Date	Activity Time	Activity Comments
06/15/2009	13:21	C/S ENGINE BUCKING GOING FOWARD OR BACKWARD SLOW SPEEDS
06/15/2009	13:21	ISSUE OPENED BY DEALERSHIP
06/15/2009	14:00	CUSTOMER COMMENTS: C/S ENGINE BUCKING GOING FOWARD OR BACKWARD SLOW SPEEDS
06/15/2009	14:00	TECH NEEDS TO REPLACE THE MECHATRONIC, BOLTS, FLUID AND FILTER AND PERFORM BASIC SETTINGS.
06/17/2009	15:25	CHECKED WITH PARTS VALVE BODY BACK ORDERED ON RED ORDER WILL KEEP POSTED
06/17/2009	16:35	THANKS FOR THE UPDATE
06/22/2009	16:21	SPOKE TO STACY IN SERVICE AND THE CAR IS HOLDING ON PARTS....P1
06/23/2009	14:26	STILL WAITING ON PARTS HAS BEEN ON RED ORDER WILL KEEP ADVISED
06/23/2009	14:49	THANKS FOR THE UPDATE
06/25/2009	11:11	JUST INFORMED MEGATRONICS UNIT WILL NOT ARRIVE TO MID JULY.
06/25/2009	11:18	THANKS FOR THE UPDATE
06/29/2009	14:14	SPOKE WITH BOB IN SERVICE..... STATED THAT THEY ARE STILL WAITING ON BACK ORDERED PARTS TO ARRIVE..... P1
07/07/2009	08:52	WAITING ON PARTS RELEASE DATE 7/16/09 FROM SUPPLIER
07/07/2009	09:07	THANKS FOR THE UPDATE
07/14/2009	11:55	NO PARTS YET WAITING ON ARRIVAL
07/14/2009	12:47	THANKS FOR THE UPDATE
07/22/2009	10:28	NO PARTS ARRIVAL YET
07/22/2009	10:52	THANKS FOR THE UPDATE
07/28/2009	16:43	PART ARRIVED AND INSTALLED WORKING OK
07/28/2009	16:45	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/28/2009	16:45	ISSUE UPDATED

#### Consultant's Closing Comments

PART ARRIVED AND INSTALLED WORKING OK

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
465784	EOS	2008	WVWFA71F18V [REDACTED]	14619	3885	06/15/2009	USA

#### Workshop Finding

TECH: HARSH ENGAGEMENT OF 1ST GEAR, SHUDDERS OR SLAMS INTO FIRST, SHUDDERS INTO REVERSE. ATTACHED GFF SCAN, NO DTC'S. ATTACHED MVBS 54 AND 64. MVB 54 H19 MVB 64 0 AND 0

Activity Date	Activity Time	Activity Comments
06/15/2009	13:36	FRONT WHEELS SPIN WHEN ACCELERATING FROM A STOP. TECH: HARSH ENGAGEMENT OF 1ST GEAR, SHUDDERS OR SLAMS INTO FIRST, SHUDDERS INTO REVERSE. ATTACHED GFF SCAN, NO DTC'S. ATTACHED MVBS 54 AND 64.
06/15/2009	13:36	ISSUE OPENED BY DEALERSHIP
06/15/2009	13:47	ADVISED TECH TO REPLACE MECH UNIT, BOLTS, FILTER AND FLUID THEN PERFORM MANUAL BASIC SETTINGS PER TT 37-09-03 THEN CLOSE OUT VTA.
06/15/2009	13:47	CUSTOMER COMMENTS: FRONT WHEELS SPIN WHEN ACCELERATING FROM A STOP.
06/15/2009	13:47	WORKSHOP FINDINGS: TECH: HARSH ENGAGEMENT OF 1ST GEAR, SHUDDERS OR SLAMS INTO FIRST, SHUDDERS INTO REVERSE. ATTACHED GFF SCAN, NO DTC'S. ATTACHED MVBS 54 AND 64. MVB 54 H19 MVB 64 0 AND 0
06/15/2009	13:53	PARTS ORDERED, THANKS GIULIO!
06/16/2009	07:41	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
06/16/2009	07:41	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
465799	RABBIT	2008	WVWVFV71K18W	49804	3885	06/15/2009	USA

#### Workshop Finding

ALSO SURGGING WHEN DRIVING IN LOW GEARS. VERIFIED CUSTOMER COMPLAINT. FOUND SHIFTING VERY HARD IN FIRST, SECOND. AND HARDER THAN NORMAL SHIFTING IN HIGHER GEARS 3&4. DSG SERVICE WAS DONE. FLUID IS AT CORRECT LEVEL. FLUID IS CLEAN. MVB 02/08/54 H27D. MVB 64/1= 0, /2= 0. TECH STATES THAT THE VEHICLE LUNGES AND JERKS FROM STOP AS WELL AS AT LOW SPEEDS, LOW THROTTLE APPLICATION.

Activity Date	Activity Time	Activity Comments
06/15/2009	13:48	CUSTOMER IS COMPLAINING OF HARSH UP AND DOWN SHIFTING BETWEEN FIRST AND SECOND. ALSO SUGGING WHEN DRIVING IN LOW GEARS. VERIFIED CUSTOMER COMPLAINT. FOUND SHIFTING VERY HARD IN FIRST, SECOND. AND HARDER THAN NORMAL SHIFTING IN HIGHER GEARS 3&4. DSG SERVICE WAS DONE. FLUID IS AT CORRECT LEVEL. FLUID IS CLEAN. MVB 02/08/54 H27D, MVB 64 00
06/15/2009	13:48	ISSUE OPENED BY DEALERSHIP
06/15/2009	13:59	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.
06/15/2009	13:59	CUSTOMER COMMENTS: CUSTOMER IS COMPLAINING OF HARSH UP AND DOWN SHIFTING BETWEEN FIRST AND SECOND.
06/15/2009	13:59	WORKSHOP FINDINGS: ALSO SURGGING WHEN DRIVING IN LOW GEARS. VERIFIED CUSTOMER COMPLAINT. FOUND SHIFTING VERY HARD IN FIRST, SECOND. AND HARDER THAN NORMAL SHIFTING IN HIGHER GEARS 3&4. DSG SERVICE WAS DONE. FLUID IS AT CORRECT LEVEL. FLUID IS CLEAN. MVB 02/08/54 H27D. MVB 64/1= 0, /2= 0. TECH STATES THAT THE VEHICLE LUNGES AND JERKS FROM STOP AS WELL AS AT LOW SPEEDS, LOW THROTTLE APPLICATION.
06/16/2009	08:24	WAITING ON PARTS
06/16/2009	10:12	THANKS FOR THE UPDATE.
06/18/2009	07:56	WAITING ON PARTS
06/18/2009	09:19	WAITING ON PARTS. THANK YOU FOR THE UPDATE.
06/22/2009	17:00	P1 SPOKE TO CRYSTAL IN VW SERVICE, VEHICLE IS HOLDING FOR PARTS.
06/29/2009	11:17	WAITING ON PARTS
06/29/2009	11:40	THANKS FOR THE UPDATE.
06/30/2009	11:03	WAITING ON PARTS
06/30/2009	13:19	THANKS FOR THE UPDATE.
07/02/2009	08:12	STILL WAITING ON PARTS
07/02/2009	09:37	THANKS FOR THE UPDATE.
07/10/2009	15:07	STILL WAITING ON PARTS
07/10/2009	17:55	THANKS FOR THE UPDATE.
07/13/2009	10:01	STILL WAITING ON PARTS
07/13/2009	14:22	THANKS FOR THE UPDATE.
07/16/2009	09:16	STILL WAITNG ON PARTS
07/16/2009	10:02	THANKS FOR THE UPDATE.
07/21/2009	11:01	STILL WAITING ON PARTS
07/21/2009	18:53	THANKS FOR THE UPDATE.
07/27/2009	11:07	MECHATRONICS CAME IN AND REPLACED FAULTY UNIT.VERIFIED CONDITION WAS NO LONGER PRESENT.
07/27/2009	18:07	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/27/2009	18:07	ISSUE UPDATED

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

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
465805	EOS	2008	WVWBA71F78V [REDACTED]	7991	3885	06/15/2009	USA

Workshop Finding
n/a

Activity Date	Activity Time	Activity Comments
06/15/2009	13:55	CUSTOMER STATES THAT TRANS SEEMS TO HAVE A MAJOR HESITATION AND WHEN IN REVERSE IT SEEMS TO CHUG. CHECKED VEHICLE DUPLACTED CONSERN. CHECKED FOR FAULTS NO FAULTS IN SYSTEM MVB 54 FIELD ONE H25K0252 TCM PART NUMBER 02E 927 770 AE SOFTWARE LEVEL 1403 CODING 20.
06/15/2009	13:55	ISSUE OPENED BY DEALERSHIP
06/15/2009	14:02	CUSTOMER COMMENTS: CUSTOMER STATES THAT TRANS SEEMS TO HAVE A MAJOR HESITATION AND WHEN IN REVERSE IT SEEMS TO CHUG. CHECKED VEHICLE DUPLACTED CONSERN. CHECKED FOR FAULTS NO FAULTS IN SYSTEM MVB 54 FIELD ONE H25K0252 TCM PART NUMBER 02E 927 770 AE SOFTWARE LEVEL 1403 CODING 20.
06/15/2009	14:02	TECH NEEDS TO REPLACE THE MECHATRONIC, BOLTS, FLUID AND FILTER AND PERFORM BASIC SETTINGS MANUALLY
06/17/2009	12:09	ORDERED PARTS FOR VEHICLE SIX WEEKS OUT
06/17/2009	12:19	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
06/17/2009	12:19	ISSUE UPDATED

Consultant's Closing Comments
ORDERED PARTS FOR VEHICLE SIX WEEKS OUT

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
465883	JETTA	2008	3VWRJ71K98M [REDACTED]	17187	3885	06/15/2009	USA

#### Workshop Finding

I TEST DROVE VEHICLE AND ONLY FELT THIS A COUPLE OF TIMES BUT IT IS PRESENT. ALSO WHEN SITTING ON AN INCLINE VEHICLE ROLLS BACKWARDS MORE THAN A FEW FEET OR LURCHES UP INCLINE WITH SURGES IN POWER. NO CODES PRESENT

Activity Date	Activity Time	Activity Comments
06/15/2009	14:53	CUSTOMER COMPLAINT IS: CUSTOMER STATES CHECK FOR JERKING/HESITATION FEEL WHEN TRYING TO ACCELERATE FROM A STOP IN FORWARD OR REVERSE. I TEST DROVE VEHICLE AND ONLY FELT THIS A COUPLE OF TIMES BUT IT IS PRESENT. ALSO WHEN SITTING ON AN INCLINE VEHICLE ROLLS BACKWARDS MORE THAN A FEW FEET OR LURCHES UP INCLINE WITH SURGES IN POWER. NO CODES PRESENT
06/15/2009	14:53	ISSUE OPENED BY DEALERSHIP
06/15/2009	16:05	CUSTOMER COMMENTS: CUSTOMER COMPLAINT IS: CUSTOMER STATES CHECK FOR JERKING/HESITATION FEEL WHEN TRYING TO ACCELERATE FROM A STOP IN FORWARD OR REVERSE.
06/15/2009	16:05	MVB 54 H49, ADVISED TECH TO REPLACE MECH UNIT, BOLTS, FILTER AND FLUID THEN PERFORM MANUAL BASIC SETTINGS PER PROCEDURE IN TT 37-09-03, CLOSE OUT VTA WHEN COMPLETED.
06/15/2009	16:05	WORKSHOP FINDINGS: I TEST DROVE VEHICLE AND ONLY FELT THIS A COUPLE OF TIMES BUT IT IS PRESENT. ALSO WHEN SITTING ON AN INCLINE VEHICLE ROLLS BACKWARDS MORE THAN A FEW FEET OR LURCHES UP INCLINE WITH SURGES IN POWER. NO CODES PRESENT
06/16/2009	11:25	TECH ORDERED PARTS
06/16/2009	11:27	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
06/16/2009	11:27	ISSUE UPDATED

#### Consultant's Closing Comments

TECH TO REPLACE MECH UNIT, COMPLETED.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
465944	RABBIT	2008	WVWKC71K38W [REDACTED]	12757	3885	06/15/2009	USA

#### Workshop Finding

n/a

Activity Date	Activity Time	Activity Comments
06/15/2009	15:47	CUSTOMER STATES WHEN ACCELERATING ENGINE/TRANS HESITATES, SPUTTERS, JERKS. NOT DUPLICATED BUT IS THERE A SOFTWARE UPDATE FOR THE TCM?
06/15/2009	15:47	ISSUE OPENED BY DEALERSHIP
06/15/2009	16:10	ADVISE TECH NEED READINGS FROM MVB 54 AND 64 FROM TCM.
06/15/2009	16:10	CUSTOMER COMMENTS: CUSTOMER STATES WHEN ACCELERATING ENGINE/TRANS HESITATES, SPUTTERS, JERKS. NOT DUPLICATED BUT IS THERE A SOFTWARE UPDATE FOR THE TCM?
06/15/2009	16:21	MVB 54= H17 MVB 64=0/0
06/15/2009	16:27	DIAGNOSE THE ENGINE, GET MVB 2,4,32,33; PERFORM THE S2
06/16/2009	14:42	S2 RECALL ALMOST DONE.
06/17/2009	13:41	HAVE FINISHED S2 AND ROAD TESTED. HIGHWAY PERFORMANCE GOOD BUT HESITATION WHEN ACCELERATING FROM STOP. HARD SHIFT INTO DRIVE OR REVERSE. ALSO DOES NOT HOLD ON SLIGHT INCLINE WHEN IN DRIVE.
06/17/2009	13:43	HAVE SENT FILE CONTAINING MVB 2, 4, 32, 33
06/17/2009	14:02	ADVISED TECH TO PERFORM MANUAL BASIC SETTINGS PER TT 37-09-03 CALL BACK IF CONCERN IS STILL PRESENT OR CLOSE OUT VTA WHEN COMPLETED.
06/17/2009	15:55	PERFORMED TT 37-09-03 AS REQUESTED. WENT FOR 13 MILE ROAD TEST. NO DTC'S GENERATED BUT SYMPTOMS STILL PERSIST.
06/17/2009	16:05	ADVISED TECH TO REPLACE MECH UNIT, BOLTS, FILTER AND FLUID THEN REPERFORM BASIC SETTINGS. CLOSE OUT VTA WHEN COMPLETED.
06/18/2009	19:24	HAVE ORDERED MECH UNIT. IN ROUTAN TRANS SCHOOL THURS. 6/18 & FRI. 6/19. WILL CONTINUE ON THIS JOB MON. 6/22.
06/19/2009	10:19	TICKET HAS BEEN ESCALATED TO LEVEL 2 FOR REVIEW..... A2
06/19/2009	17:28	ISSUE SENT TO DEALERSHIP
06/23/2009	09:34	WAITING FOR PARTS
06/23/2009	10:42	ISSUE SENT TO DEALERSHIP
06/24/2009	13:41	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
06/24/2009	13:41	ISSUE UPDATED

#### Consultant's Closing Comments

ADVISED TECH TO REPLACE MECH UNIT, BOLTS, FILTER AND FLUID THEN REPERFORM BASIC SETTINGS. CLOSE OUT VTA WHEN COMPLETED.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
465989	EOS	2008	WVWBA71F18V [REDACTED]	29758	3885	06/15/2009	USA

#### Workshop Finding

IS MOST NOTICALBE WHEN THE CAR IS AT OPERATING TEMPTURE

Activity Date	Activity Time	Activity Comments
06/15/2009	16:27	ISSUE OPENED BY DEALERSHIP
06/15/2009	16:27	THE VEHICLE HAS A LONGER THEN NORMAL ENGAGE TIME WHEN TAKING OFF. IS MOST NOTICALBE WHEN THE CAR IS AT OPERATING TEMPTURE
06/15/2009	16:42	ADVISED TECH TO PERFORM MANUAL BASIC SETTINGS PER TT 37-09-03 THEN REEVALUATE CONCERN, IF STILL PRESENT UPDATE VTA WITH MVB 54 AND 64 IN TCM THEN CALL BACK. CLOSE OUT VTA WHEN COMPLETED.
06/15/2009	16:42	CUSTOMER COMMENTS: THE VEHICLE HAS A LONGER THEN NORMAL ENGAGE TIME WHEN TAKING OFF.
06/15/2009	16:42	WORKSHOP FINDINGS: IS MOST NOTICALBE WHEN THE CAR IS AT OPERATING TEMPTURE
06/15/2009	17:26	MANUALLY SET BASIC SETTING AS PER TT 27-09-03 THE CONCERN IS STILL PRESENT COPY OF MVB 54 AND 64
06/15/2009	17:34	MVB 54 = H36G0164 MVB 64=0/0, ADVISE TECDH TO REPLACE MECHATRONICS , FLUID, FILTER , AND BOLTS.
06/17/2009	17:33	PARTS ORDERED WILL REPLACE ALL AND RESET BASIC SETTINGS
06/18/2009	07:40	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
06/18/2009	07:40	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
466013	EOS	2008	WVWFA71FX8V [REDACTED]	23796	3885	06/15/2009	USA

#### Workshop Finding

DSG TRANS.

Activity Date	Activity Time	Activity Comments
06/15/2009	17:09	CUSTOMER STATES THAT WHEN THE VEHICLE IS HOT THE TRANS JUMPS FROM IDLE TO GIVING IT THROTTLE TO GO.VEHICLE WAS HOT WHEN IT CAME IN.RAN GFF AND FOUND NO FAULTS IN THE SYSTEM.TEST DROVE THE VEHICLE.I WAS NOTICED THE PROBLEM THE CUSTOMER HAD STATED.ALLOW THE VEHICLE TO COOL DOWN SO I COULD CHECK THE FLUID.THE FLUID WAS TOPPED OFF AND DIDN'T LOOK ARE SMELL BURNT.
06/15/2009	17:09	ISSUE OPENED BY DEALERSHIP
06/15/2009	17:17	ADVISED TECH TO RECORD MVB 54 AND 64 IN TCM, ONTO THE VTA TICKET CALL BACK IN.
06/15/2009	17:17	CUSTOMER COMMENTS: CUSTOMER STATES THAT WHEN THE VEHICLE IS HOT THE TRANS JUMPS FROM IDLE TO GIVING IT THROTTLE TO GO.VEHICLE WAS HOT WHEN IT CAME IN.RAN GFF AND FOUND NO FAULTS IN THE SYSTEM.TEST DROVE THE VEHICLE.I WAS NOTICED THE PROBLEM THE CUSTOMER HAD STATED.ALLOW THE VEHICLE TO COOL DOWN SO I COULD CHECK THE FLUID.THE FLUID WAS TOPPED OFF AND DIDN'T LOOK ARE SMELL BURNT.
06/15/2009	17:17	WORKSHOP FINDINGS: DSG TRANS.
06/15/2009	17:31	MVB 54= H26A0429, MVB 64= 0/0 . ADVISE TECH TO REPLACE MECHATRONICS , FLUID , FILTER , AND BOLTS. PERFORM MANUAL BASIC SETTINGS.
06/22/2009	17:07	P1 SPOKE TO TECH AND VEHICLE IS HOLDING FOR PARTS.
06/29/2009	16:42	SPOKE WITH ED IN SERVICE..... STATED THAT THEY ARE STILL WAITING ON BACK ORDERED PARTS TO ARRIVE..... P1
07/30/2009	10:03	VALVE BODY CAME IN FOR THE TRANS.REMOVED AND REPLACED THE VALVEBODY.ADDED FRESH TRANS FLUID.SET BASIC SETTINGS FOR THE TRANS AND TEST DROVE THE VEHICLE.VEHICLE RAN FINE AND THE TRANS SHIFTED NICE.
07/30/2009	10:04	VEHICLE IS DONE.CUST PICKED UP.
07/30/2009	14:56	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/30/2009	14:56	ISSUE UPDATED

#### Consultant's Closing Comments

VALVE BODY CAME IN FOR THE TRANS.REMOVED AND REPLACED THE VALVEBODY.ADDED FRESH TRANS FLUID.SET BASIC SETTINGS FOR THE TRANS AND TEST DROVE THE VEHICLE.VEHICLE RAN FINE AND THE TRANS SHIFTED NICE.

07/30/2009 10:04:17: US/EASTERN: SHANNON MEAUX: CLOSING IN PROCESS: DEALER COMPLETE: VEHICLE IS DONE.CUST PICKED UP.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
466017	JETTA	2008	3VWRJ71K78M [REDACTED]	7740	3735	06/15/2009	USA

#### Workshop Finding

DUPLICATED CONCERN AND VERIFIED THAT VEHICLE LURCHES AND SOMETIMES ROLLS BACK SLIGHTLY BEFORE MOVING FORWARD AND THEN LURCHING.

Activity Date	Activity Time	Activity Comments
06/15/2009	17:17	ISSUE OPENED BY DEALERSHIP
06/15/2009	17:17	VEHICLE IS LURCHING AFTER YOU COME TO A STOP AND START TO GO AGAIN. DUPLICATED CONCERN AND VERIFIED THAT VEHICLE LURCHES AND SOMETIMES ROLLS BACK SLIGHTLY BEFORE MOVING FORWARD AND THEN LURCHING.
06/15/2009	19:43	ADVISE TECH TO RETRIEVE READINGS FROM MVB54 AND 64 IN THE TCM.
06/15/2009	19:43	CUSTOMER COMMENTS: VEHICLE IS LURCHING AFTER YOU COME TO A STOP AND START TO GO AGAIN.
06/15/2009	19:43	WORKSHOP FINDINGS: DUPLICATED CONCERN AND VERIFIED THAT VEHICLE LURCHES AND SOMETIMES ROLLS BACK SLIGHTLY BEFORE MOVING FORWARD AND THEN LURCHING.
06/16/2009	17:42	MVB J11; REPLACE THE MECH, FLUID, FILTER AND BOLTS AND SET BASIC BASIC SETTINGS
06/18/2009	17:56	WAITING FOR APRTS, PARTS ON NATIONAL BACK ORDER
06/20/2009	11:19	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
06/20/2009	11:19	ISSUE UPDATED

#### Consultant's Closing Comments

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

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
466020	EOS	2008	WVWBA71F08V [REDACTED]	10996	3885	06/15/2009	USA

#### Workshop Finding

FLUID LEVEL AND CONDITION, NO FAULTS. BASIC SETTINGS NO EFFECT

Activity Date	Activity Time	Activity Comments
06/15/2009	17:20	ISSUE OPENED BY DEALERSHIP
06/15/2009	17:20	THE CUSTOMER IS COMPLAINING ABOT THE VEHICLE JERKING, TEST DRINING THE CAR, IT IS MOST PRONOUNCED FROM 1ST-2ND, AND FROM NUETRAL TO REVERSE. THERE ARE NO FAULTS IN THE CONTROL MODULES. THE ISSUE IS W, THE MEGATRONICS UNIT, BUT SINCE THIS IS A WARRNTY REPAIR, I AM OPEING THIS VTA.
06/15/2009	17:39	CUSTOMER COMMENTS: THE CUSTOMER IS COMPLAINING ABOT THE VEHICLE JERKING, TEST DRINING THE CAR, IT IS MOST PRONOUNCED FROM 1ST-2ND, AND FROM NUETRAL TO REVERSE. THERE ARE NO FAULTS IN THE CONTROL MODULES. THE ISSUE IS W, THE MEGATRONICS UNIT, BUT SINCE THIS IS A WARRNTY REPAIR, I AM OPEING THIS VTA.
06/15/2009	17:39	GET MVB 54 AND UPDATE THE VTA
06/15/2009	17:39	WORKSHOP FINDINGS: FLUID LEVEL AND CONDITION, NO FAULTS. BASIC SETTINGS NO EFFECT
06/15/2009	17:52	MVB 54=J11; REPLACE THE MECH, FLUID, FILTER AND BOLTS
06/15/2009	18:02	MVB 54- J11C0098
06/15/2009	18:27	ISSUE SENT TO DEALERSHIP
06/16/2009	16:50	CHRIS, THE MECH UNIT IS RED ORDERED. I WILL LEAVE THE VTA OPEN UNTIL THE CAR IS REPAIRED.
06/16/2009	18:36	ISSUE SENT TO DEALERSHIP
06/22/2009	13:04	P1 SHOP FOREMAN STATED VEHICLE IS STILL WAITING ON PARTS.
06/29/2009	13:59	SPOKE WITH VAN IN SERVICE..... STILL WAITING ON BACK ORDERED PARTS TO ARRIVE.....
06/30/2009	12:56	STILL NO REPLACEMENT MECH UNIT. AS AN ASIDE, WE RECEIVED A NEW UPDATED VAS6262A, AND A VAS 6262 SET 1A, TO BE ABLE TO FILL THE DSG AND 9A TRANS. THERE WERE NO INSTRUCTIONS IN THE BOXES. THE ISSUE IS THE ADAPTER DOES NOT FIT INTO THE NEW FILLER. THE ADAPTER NEVER FIT INTO THE OLDER VAS 6262. THE BRASS TUBE IS TOO LONG, AND APPEARS TO NEED MODIFYING. I HAVE BEEN UNABLE TO FIND ANY INFO ON MAKING THIS WORK PROPERLY.
06/30/2009	13:03	NO KNOWN CONCERNS WITH TOOL
07/21/2009	08:18	STILL WAITING ON MECH UNIT. RED ORDERED.
07/21/2009	10:44	ISSUE SENT TO DEALERSHIP
07/27/2009	17:28	THE MECH UNIT HAS COME IN FOR THIS VEHICLE. IT HAS BEEN INSTALLED, BASIC SETTINGS PERFORMED, AND TEST DRIVEN. IT IS OPERATING TO MANUFACT. SPECIFICATIONS AT THIS TIME. THANK YOU FOR YOUR HELP.
07/27/2009	18:33	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/27/2009	18:33	ISSUE UPDATED

#### Consultant's Closing Comments

THE MECH UNIT HAS COME IN FOR THIS VEHICLE. IT HAS BEEN INSTALLED, BASIC SETTINGS PERFORMED, AND TEST DRIVEN. IT IS OPERATING TO MANUFACT. SPECIFICATIONS AT THIS TIME.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
466056	EOS	2007	WVWFA71FX7V [REDACTED]	28306	3885	06/15/2009	USA

**Workshop Finding**

n/a

Activity Date	Activity Time	Activity Comments
06/15/2009	18:02	CUSTOMER STATES THAT THE SHIFT INDICATOR IS FLASHING AND THE CAR HAS NO POWER. TEST DRIVE AND TRANS IS IN LIMP MODE DUE TO TCM FAULT, P0751 SHIFT SOLENOID A SPORADIC,P1746 TRANS CONTROL UNIT RELAY, P2723 PRESSURE CONTROL SOLENOID E SPORADIC. TCM# 02E300043F MVB54 G23J0391.
06/15/2009	18:02	ISSUE OPENED BY DEALERSHIP
06/15/2009	18:15	BRENT, PLEASE REPLACE THE MECH UNIT.
06/15/2009	18:15	CUSTOMER COMMENTS: CUSTOMER STATES THAT THE SHIFT INDICATOR IS FLASHING AND THE CAR HAS NO POWER. TEST DRIVE AND TRANS IS IN LIMP MODE DUE TO TCM FAULT, P0751 SHIFT SOLENOID A SPORADIC,P1746 TRANS CONTROL UNIT RELAY, P2723 PRESSURE CONTROL SOLENOID E SPORADIC. TCM# 02E300043F MVB54 G23J0391.
06/16/2009	14:21	SPECIAL ORDER MECH UNIT.
06/16/2009	18:39	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
06/16/2009	18:39	ISSUE UPDATED

**Consultant's Closing Comments**

SPECIAL ORDER MECH UNIT.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
466065	EOS	2008	WVWBA71FX8V [REDACTED]	11490	3885	06/15/2009	USA

#### Workshop Finding

TECH VERIFIED. NO FAULTS IN ECM TCM. NO FLUID LEAKS.

Activity Date	Activity Time	Activity Comments
06/15/2009	18:34	CUSTOMER STATES TRANS JERKS FROM A STOP. TECH VERIFIED. NO FAULTS IN ECM TCM. NO FLUID LEAKS.
06/15/2009	18:34	ISSUE OPENED BY DEALERSHIP
06/15/2009	18:37	ADVISE TECH TO PLEASE GET READINGS FROM MVB 54 AND 64 IN TCM
06/15/2009	18:37	CUSTOMER COMMENTS: CUSTOMER STATES TRANS JERKS FROM A STOP.
06/15/2009	18:37	WORKSHOP FINDINGS: TECH VERIFIED. NO FAULTS IN ECM TCM. NO FLUID LEAKS.
06/15/2009	18:41	MVB54= J03R0206 MVB64= FEILD 1- 0 FEILD 2- 0
06/15/2009	18:43	ADVISE TECH TO REPLACE MECHATRONICS , FLUID , FILTER AND BOLTS.
06/22/2009	08:56	SPOKE TO DAVE IN SERVICE AND WAS PLACED ON HOLD FOR MORE THAN 5 MINUTES. WILL CALL BACK AT A LATER TIME.
06/22/2009	08:57	P1 SPOKE TO BOB IN SERVICE AND VEHICLE IS WAITING ON A MECATRONICS UNIT AND WILL NOT BE IN UNTIL JULY 14TH. WILL HAVE TECH UPDATE VTA CASE.
06/29/2009	11:09	SPOKE WITH ANDY IN SERVICE..... STATED THAT THEY ARE STILL WAITING ON BACK ORDERED PARTS TO ARRIVE..... P1
08/06/2009	17:08	REPLACED MECHATRONICS UNIT. VEHICLE IS COMPLETED AND WILL BE PICKED UP TODAY - 8-06-09
08/10/2009	07:33	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
08/10/2009	07:33	ISSUE UPDATED

#### Consultant's Closing Comments

REPLACED MECHATRONICS UNIT

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
466091	EOS	2007	WVWBA71F07V [REDACTED]	23164	3885	06/16/2009	USA

#### Workshop Finding

VERIFIED CONCERN.

Activity Date	Activity Time	Activity Comments
06/16/2009	07:37	ISSUE OPENED BY DEALERSHIP
06/16/2009	07:37	VEHICLE SURGING IN 1ST AND REVERSE HESITATES AT TIMES CLANKS INTO GEAR AT TIMES SEEMS TO HAVE A DELAYED GEAR ENGAGEMENT INTERMITTANTLY
06/16/2009	07:43	ADDING MVB
06/16/2009	08:16	ADVISED TECH TO CHECK FLUID LEVEL AND CONDITION, IF OK PERFORM BASIC SETTINGS PER TT 37-09-03 REEVALUATE CONCERN, IF STILL ACTING UP GET MVBS 54 AND 64 FROM TCM AND CALL BACK.
06/16/2009	08:16	CUSTOMER COMMENTS: VEHICLE SURGING IN 1ST AND REVERSE HESITATES AT TIMES CLANKS INTO GEAR AT TIMES SEEMS TO HAVE A DELAYED GEAR ENGAGEMENT INTERMITTANTLY.
06/16/2009	08:16	WORKSHOP FINDINGS: VERIFIED CONCERN.
06/16/2009	11:05	FLUID APPEARED CARBONATED AT FIRST ALLOWED TO SETTLE IT IS DARK BUT DOES NOT APPEAR TO HAVE ANY CONTANIMENTS IN IT FLUID LEVAL GOOD SET BASICS SEEMS IMPROVED BUT STILL CAN NOT ACCEL FROM A STOP WITH OUT A BUCKING TYPE MOTION ATTACHED MVB 54 AND 64
06/16/2009	11:12	ADVISED TECH TO REPLACE MECH UNIT, BOLTS, FILTER AND FLUID THEN PERFORM BASIC SETTINGS AGAIN. CLOSE OUT VTA. MVB 54 H11
06/16/2009	13:54	PARTS ARE ON ORDER WILL UPDATE WITH VEHICLE STATUS WHEN KNOWN
06/16/2009	16:31	THANKS FOR THE UPDATE.
06/17/2009	08:59	VEHICLE BEING PICKED UP
06/18/2009	07:41	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
06/18/2009	07:41	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
466095	RABBIT	2008	WVWHV71K98W [REDACTED]	21149	3885	06/16/2009	USA

#### Workshop Finding

THE LAST TIME IT WAS IN THEY PUT THE TRANS IN BASIC SETTING, VERIFIED CONCERN.

Activity Date	Activity Time	Activity Comments
06/16/2009	08:07	ISSUE OPENED BY DEALERSHIP
06/16/2009	08:07	TRANS JERKS FROM STOP AT TIMES LIKE SOMEONE LETTING THE CLUTCH TO FAST IF IT WAS A STICK TRANS THE LAST TIME IT WAS IN THEY PUT THE TRANS IN BASIC SETTING
06/16/2009	08:20	ADVISED TECH TO REPLACE MECH UNIT, BOLTS, FILTER AND FLUID THEN PERFORM BASIC SETTINGS PER TT 37-09-03. MVB 54 H41
06/16/2009	08:20	CUSTOMER COMMENTS: TRANS JERKS FROM STOP AT TIMES LIKE SOMEONE LETTING THE CLUTCH TO FAST IF IT WAS A STICK TRANS
06/16/2009	08:20	WORKSHOP FINDINGS: THE LAST TIME IT WAS IN THEY PUT THE TRANS IN BASIC SETTING, VERIFIED CONCERN.
06/18/2009	15:21	ORDERED DSG VALVE BODY PER VW TECH ASST
06/18/2009	16:36	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
06/18/2009	16:36	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
466132	RABBIT	2008	WVWVFV71K58W	47750	3885	06/16/2009	USA

#### Workshop Finding

CUSTOMER COMPLAINTS HAVE BEEN CONFIRMED. FIRDT TIME VEHICLE CAME IN, PROBLEM WAS NOT VERY NOTICEABLE. SECOND TIME IN CUSTOMER NEEDED TO PERFORMED 40K DSG TRANS SERVICE. REPLACED OIL AND FILTER WITH NEW. STILL NO CODES. VEHICLE IS BACK AGAIN, FOUND SAME PROBLEM STILL EXISTS. NO CODES FOUND. CHECKED MVB 54. FOUND BUILD DATE OF H25 P0286. CHECKED MVB 64, FOUND BOTH FIELDS AT 0/0. ADVISE ON FURTHER REPAIRS.

Activity Date	Activity Time	Activity Comments
06/16/2009	08:58	CUSTOMER STATES VEHICLE JERKS EXCESSIVELY FROM A DEAD STOP. VEHICLE ALSO WILL HESITATE AND SLAM INTO GEAR FROM A DEAD STOP AS WELL. CUSTOMER COMPLAINTS HAVE BEEN CONFIRMED. FIRDT TIME VEHICLE CAME IN, PROBLEM WAS NOT VERY NOTICEABLE. SECOND TIME IN CUSTOMER NEEDED TO PERFORMED 40K DSG TRANS SERVICE. REPLACED OIL AND FILTER WITH NEW. STILL NO CODES. VEHICLE IS BACK AGAIN, FOUND SAME PROBLEM STILL EXISTS. NO CODES FOUND. CHECKED MVB 54. FOUND BUILD DATE OF H25 P0286. CHECKED MVB 64, FOUND BOTH FIELDS AT 0/0. ADVISE ON FURTHER REPAIRS.
06/16/2009	08:58	ISSUE OPENED BY DEALERSHIP
06/16/2009	09:08	ADVISED TECH TO REPLACE MECH UNIT, BOLTS, FILTER AND FLUID THEN PERFORM BASIC SETTINGS PER TT 37-09-03, CLOSE OUT VTA WHEN COMPLETED.
06/16/2009	09:08	ALL PARTS SOP RED ORDERED, THANKS
06/16/2009	09:08	CUSTOMER COMMENTS: CUSTOMER STATES VEHICLE JERKS EXCESSIVELY FROM A DEAD STOP. VEHICLE ALSO WILL HESITATE AND SLAM INTO GEAR FROM A DEAD STOP AS WELL.
06/16/2009	09:08	WORKSHOP FINDINGS: CUSTOMER COMPLAINTS HAVE BEEN CONFIRMED. FIRDT TIME VEHICLE CAME IN, PROBLEM WAS NOT VERY NOTICEABLE. SECOND TIME IN CUSTOMER NEEDED TO PERFORMED 40K DSG TRANS SERVICE. REPLACED OIL AND FILTER WITH NEW. STILL NO CODES. VEHICLE IS BACK AGAIN, FOUND SAME PROBLEM STILL EXISTS. NO CODES FOUND. CHECKED MVB 54. FOUND BUILD DATE OF H25 P0286. CHECKED MVB 64, FOUND BOTH FIELDS AT 0/0. ADVISE ON FURTHER REPAIRS.
06/16/2009	10:38	THANKS FOR THE UPDATE.
06/17/2009	13:18	TICKET ON HOLD. WAITING FOR PARTS. THANKS
06/18/2009	08:08	THANKS FOR THE UPDATE.
06/23/2009	13:25	SONIA STATES DEALER IS WAITING FOR PART AND CUSTOMER HAS TAKEN THE VEHICLE C1
06/30/2009	15:46	SPOKE WITH SONYA IN SERVICE..... STATES THAT THE BACK ORDERED PART HAS NOT ARRIVED AS OF YET.....
07/08/2009	15:17	PARTS STILL NOT YET ARRIVED. THIS IS JUST A PARTS UPDATE. THANKS
07/09/2009	09:46	THANKS FOR THE UPDATE.
07/14/2009	09:04	VEHICLE NO LONGER HERE. PARTS STILL NOT ARRIVED. CLOSING VTA.
07/15/2009	08:07	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/15/2009	08:07	ISSUE UPDATED

#### Consultant's Closing Comments

TECH TO REPLACE MECH UNIT, COMPLETED.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
466174	JETTA	2007	3VWXJ81K47M	23152	3885	06/16/2009	USA

#### Workshop Finding

I CHECKED FOR LEAKS, NO LEAK FOUND, FLUID CONDITION AND LEVEL CHECKED OK. I UTILIZED GFF AND FOUND MULTIPLE FAULTS FOR MECHANTRONIC UNIT, TRIED BASIC SETTINGS COUPLE OF TIMES WOULD NOT COMMUNICATE WITH MODULE. I CHECKED WIRING HARNESS AT THE TRANSMISSION CHECKED OK. WHAT NEXT???????.....FLUID LEVEL AND CONDITION GOOD.

Activity Date	Activity Time	Activity Comments
06/16/2009	09:41	CUSTOME STATES VEHICLE DOESNT MOVE, VERIFIED VEHICLE DOESNT MOVE. I CHECKED FOR LEAKS, NO LEAK FOUND, FLUID CONDITION AND LEVEL CHECKED OK. I UTILIZED GFF AND FOUND MULTIPLE FAULTS FOR MECHANTRONIC UNIT, TRIED BASIC SETTINGS COUPLE OF TIMES WOULD NOT COMMUNICATE WITH MODULE. I CHECKED WIRING HARNESS AT THE TRANSMISSION CHECKED OK. WHAT NEXT???????.....
06/16/2009	09:41	ISSUE OPENED BY DEALERSHIP
06/16/2009	09:58	ADVISED TECH TO REPLACE MECH UNIT, BOLTS, FILTER AND FLUID THEN PERFORM BASIC SETTINGS PER TT 37-09-03. CLOSE OUT VTA WHEN COMPLETED.
06/16/2009	09:58	CUSTOMER COMMENTS: CUSTOME STATES VEHICLE DOESNT MOVE, VERIFIED VEHICLE DOESNT MOVE.
06/16/2009	09:58	WORKSHOP FINDINGS: I CHECKED FOR LEAKS, NO LEAK FOUND, FLUID CONDITION AND LEVEL CHECKED OK. I UTILIZED GFF AND FOUND MULTIPLE FAULTS FOR MECHANTRONIC UNIT, TRIED BASIC SETTINGS COUPLE OF TIMES WOULD NOT COMMUNICATE WITH MODULE. I CHECKED WIRING HARNESS AT THE TRANSMISSION CHECKED OK. WHAT NEXT???????.....FLUID LEVEL AND CONDITION GOOD.
06/23/2009	16:40	TRIED TO GET A UPDATE BUT AFTER BEING PLACED ON HOLD 3 TIMES HAD TO REPLEASE THE CALL
06/23/2009	16:46	TRIED TO GET A UPDATE BUT NO ONE IN SERVICE COULD GIVE A UPDATE.....D2
06/30/2009	14:06	SPOKE WITH JEFF IN SERVICE..... STATED THAT HE WILL UPDATE AND OR CLOSE OUT THE VTA TODAY.....
06/30/2009	14:42	THE PART IS BACK ORDERED GERMANY ETA 07/14/2009
06/30/2009	17:54	THANKS FOR THE UPDATE.
07/06/2009	14:13	PART HAS BEEN SHIPPED FROM GERMANY JUST WAITING FOR ITS ARRIVAL ETA WAS JULY 14TH
07/08/2009	09:59	THANKS FOR THE UPDATE.
07/08/2009	13:29	STILL WAITING FOR PART
07/09/2009	09:47	THANKS FOR THE UPDATE.
07/20/2009	10:58	FLANGE BROKEN AT TURBO ATCAT AND FLANGE JUNCTION
07/20/2009	19:08	THANKS FOR THE UPDATE.
07/22/2009	09:48	STILL WAITING FOR MECHANTRONIC UINIT.... DISREGUARG LAST MESSG
07/22/2009	10:38	THANKS FOR THE UPDATE.
07/28/2009	09:51	PART NOT HERE YET
07/28/2009	12:32	THANKS FOR THE UPDATE.
07/30/2009	10:47	MECH UNIT FINALLY CAME IN FROM 6/16/2009 IMSTALLED MECH UNIT ROAD TESTED OK
07/30/2009	11:36	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/30/2009	11:36	ISSUE UPDATED

#### Consultant's Closing Comments

REPLACED MECH UNIT, COMPLETED.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
466205	EOS	2008	WVWBA71F48V [REDACTED]	13730	3885	06/16/2009	USA

Workshop Finding
n/a

Activity Date	Activity Time	Activity Comments
06/16/2009	10:09	ISSUE OPENED BY DEALERSHIP
06/16/2009	10:09	REPLACE MECHATRONIC, TRY TO PERFORM BASIC SETTING MANUALLY, ENGINE STALLS OR BASIC SETTING CANCELS IT SELF, TRY USING GF, SYSTEM ABORTS BASIC SETTING, ROAD TEST, TRANSMISSION SHIFT FROM FIRST TO SIX GEAR IN TIPTRONIC, AFTER FIVE MINUTES TRANSMISSION WOULD ONLY SHIFT FROM FIST TO THIRD, CHECK FAULT MEMORY BASIC SETTING COULD NOT BE CARRIED OUT MECHANICAL FAULT
06/16/2009	10:16	CUSTOMER COMMENTS: REPLACE MECHATRONIC, TRY TO PERFORM BASIC SETTING MANUALLY, ENGINE STALLS OR BASIC SETTING CANCELS IT SELF, TRY USING GF, SYSTEM ABORTS BASIC SETTING, ROAD TEST, TRANSMISSION SHIFT FROM FIRST TO SIX GEAR IN TIPTRONIC, AFTER FIVE MINUTES TRANSMISSION WOULD ONLY SHIFT FROM FIST TO THIRD, CHECK FAULT MEMORY BASIC SETTING COULD NOT BE CARRIED OUT MECHANICAL FAULT
06/16/2009	10:16	GIVE MVB 54 AND 64
06/16/2009	10:30	CHECK READING FROM MEASURING VALUE BLOCK #54 K22F0167, #64 0-0
06/16/2009	11:05	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.
06/16/2009	11:07	SEND MANUAL BASIC SETTING 01087. KIGHT HAVE TO TRY 2 OR 3 TIMES PERFORMA CAP AGAIN
06/18/2009	17:09	SINCE IT IS IMPOSSIBLE TO SET BASIC SETTING - DTC - 01087-000 CAN NOT BE EARASE - AND AT STEP 67 OF BASIC SETTING ENGINE STALLS - POSSIBLE CONTAMINATION THAT DAMAGED THE MECHATRONIC - SUGGESTION IS TO REPLACE COMPLET TRANSMISSION UNIT.
06/30/2009	10:22	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
06/30/2009	10:22	ISSUE UPDATED

Consultant's Closing Comments
REPLACED TRANSMIISON

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
466230	JETTA	2009	3VWRJ71K59M [REDACTED]	3202	3885	06/16/2009	USA

**Workshop Finding**

SOFTWARE J21C0274 ECM 08 032 IS -.3% AND -3.5%. GFF SHOWS NO CODES.

Activity Date	Activity Time	Activity Comments
06/16/2009	10:25	ISSUE OPENED BY DEALERSHIP
06/16/2009	10:25	TEST DROVE AND ONLY AFTER 6 MILES VERIFIED HARD JERK WHEN ACCELERATING FROM A STOP AND IF LIGHT ACCELERATION SHUTTER PRESENT AS IN 08 MODELS. SOFTWARE J21C0274 ECM 08 032 IS -.3% AND -3.5%. GFF SHOWS NO CODES
06/16/2009	10:51	ADVISED TECH TO REPLACE MECH UNIT, BOLTS, FILTER AND FLUID THEN PERFORM BASIC SETTINGS PER TT 37-09-03. CLOSE OUT VTA WHEN COMPLETED.
06/16/2009	10:51	CUSTOMER COMMENTS: TEST DROVE AND ONLY AFTER 6 MILES VERIFIED HARD JERK WHEN ACCELERATING FROM A STOP AND IF LIGHT ACCELERATION SHUTTER PRESENT AS IN 08 MODELS.
06/16/2009	10:51	WORKSHOP FINDINGS: SOFTWARE J21C0274 ECM 08 032 IS -.3% AND -3.5%. GFF SHOWS NO CODES.
06/17/2009	15:02	ORDERED ALL PARTS. MECHATRONICS IS ON VIN ORDER ONLY FROM GERMANY. RELEASED VEHICLE. THANKS FOR HELP. TAKE CARE.
06/18/2009	07:44	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
06/18/2009	07:44	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
466232	JETTA	2008	3VWRJ71K48M [REDACTED]	11739	3885	06/16/2009	USA

#### Workshop Finding

VERIFIED NO FAULTS, MVB 64 35 AND 46, MVB 54 J12

Activity Date	Activity Time	Activity Comments
06/16/2009	10:27	CUSTOMER STATES THAT TRANS HAS A LONG SHIFT AND OR IT SLIPS WHEN ACCELERATING FROM A STOP. ALSO WHEN AT A STOP LIGHT APROX 30 TO 40 SEC PRINDEL STRATS TO FLASH.
06/16/2009	10:27	ISSUE OPENED BY DEALERSHIP
06/16/2009	10:37	ADVISED TECH TO REPLACE MECH UNIT, BOLTS, FILTER, FLUID AND G 509 SPEED/TEMP SENSOR THEN PERFORM BASIC SETTINGS PER TT 37-09-03. CLOSE OUT VTA WHEN COMPLETED.
06/16/2009	10:37	CUSTOMER COMMENTS: CUSTOMER STATES THAT TRANS HAS A LONG SHIFT AND OR IT SLIPS WHEN ACCELERATING FROM A STOP. ALSO WHEN AT A STOP LIGHT APROX 30 TO 40 SEC PRINDEL STRATS TO FLASH.
06/16/2009	10:37	WORKSHOP FINDINGS: VERIFIED NO FAULTS, MVB 64 35 AND 46, MVB 54 J12
06/19/2009	19:21	WAITING ON PARTS
06/22/2009	09:46	THANKS FOR THE UPDATE.
06/23/2009	14:20	P1 DEALER IS WAITING ON PARTS.
06/30/2009	15:51	SPOKE WITH GABE IN SERVICE..... STATED THAT THEY ARE STILL WAITING ON BACK ORDERED PARTS TO ARRIVE
07/06/2009	10:32	STILL ON BACKORDER
07/06/2009	11:30	THANKS FOR THE UPDATE.
07/27/2009	13:54	REPLACED MECHATRONICS UNIT WITH BOLTS AND NEW GASKET. REPLACED FILTER AND TEMP SENOSR/SPEED SENSOR. SET BASICS AND TEST DROVE. OK.
07/27/2009	16:00	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/27/2009	16:00	ISSUE UPDATED

#### Consultant's Closing Comments

REPLACED MECH UNIT AND G509, COMPLETED.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
466239	JETTA	2008	3VWRJ71KX8M [REDACTED]	22531	3885	06/16/2009	USA

<b>Workshop Finding</b>
VERIFIED CONCERN, MVB 54 H51

Activity Date	Activity Time	Activity Comments
06/16/2009	10:33	CUSTOMER STATES VEHICLE JERKS WHEN PULLING OUT OR BACKING UP WORST WHEN WARM....
06/16/2009	10:33	ISSUE OPENED BY DEALERSHIP
06/16/2009	13:36	ADVISED TECH TO REPLACE MECH UNIT, BOLTS, FILTER AND FLUID THEN PERFORM BASIC SETTINGS PER TT 37-09-03
06/16/2009	13:36	CUSTOMER COMMENTS: CUSTOMER STATES VEHICLE JERKS WHEN PULLING OUT OR BACKING UP WORST WHEN WARM....
06/16/2009	13:36	WORKSHOP FINDINGS: VERIFIED CONCERN, MVB 54 H51
06/16/2009	13:37	ORDERED PARTS WILL RESEDUCE FOR REPAIR... THANKS GIULIO..
06/16/2009	16:28	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
06/16/2009	16:28	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
466251	RABBIT	2009	WVWFV71K69W [REDACTED]	610	3460	06/16/2009	USA

#### Workshop Finding

n/a

Activity Date	Activity Time	Activity Comments
06/16/2009	10:45	CUSTOMER STATES THAT THE TRANS FALLS OUT OF GEAR, PRNDL DISPLAY ON CLUSTER FLASHES AND VEHICLE COASTS WHILE IN GEAR. FOUND FAULT STORED IN TCM FOR G509, CLUTCH TEMP SENSOR FAULT IN CIRCUIT. SPORADIC FAULT. PERFORMED GUIDED FAULT FINDING PLAN AND OBSERVED CLUTCH TEMP SENSOR READING AS COMPARED TO TRANS TEMP SENSOR READING. CLUTCH TEMP SENSOR WAS READING 10C HIGHER THAN TRANS TEMP SENSOR AT IDLE. TEST PLAN SPECIFIED THAT BOTH READINGS SHOULD BE APPROXIMATELY THE SAME. ROAD TESTED VEHICLE AND FOUND CLUTCH READINGS LEVELED OUT AND BECAME CONSISTENT WITH TRANS TEMP READINGS. NO OTHER FAULTS STORED. VEHICLE DRIVES AS DESIGNED.
06/16/2009	10:45	ISSUE OPENED BY DEALERSHIP
06/16/2009	10:55	CUSTOMER COMMENTS: CUSTOMER STATES THAT THE TRANS FALLS OUT OF GEAR, PRNDL DISPLAY ON CLUSTER FLASHES AND VEHICLE COASTS WHILE IN GEAR. FOUND FAULT STORED IN TCM FOR G509, CLUTCH TEMP SENSOR FAULT IN CIRCUIT. SPORADIC FAULT. PERFORMED GUIDED FAULT FINDING PLAN AND OBSERVED CLUTCH TEMP SENSOR READING AS COMPARED TO TRANS TEMP SENSOR READING. CLUTCH TEMP SENSOR WAS READING 10C HIGHER THAN TRANS TEMP SENSOR AT IDLE. TEST PLAN SPECIFIED THAT BOTH READINGS SHOULD BE APPROXIMATELY THE SAME. ROAD TESTED VEHICLE AND FOUND CLUTCH READINGS LEVELED OUT AND BECAME CONSISTENT WITH TRANS TEMP READINGS. NO OTHER FAULTS STORED. VEHICLE DRIVES AS DESIGNED.
06/16/2009	10:55	PLEASE REPALCE THE G509.
06/23/2009	17:44	D1 SPOKE TO JEN IN VW SERVICE VEHICLE IS DONE AND GONE TECH TO CLOSE THE VTA WITH RESULTS.
06/24/2009	11:03	REPLACED G509 SENSOR AND ROAD TESTED. OK.
06/24/2009	18:48	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
06/24/2009	18:48	ISSUE UPDATED

#### Consultant's Closing Comments

REPLACED G509 SENSOR AND ROAD TESTED. OK.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
466328	JETTA	2008	3VWRA71K08M [REDACTED]	9636	3885	06/16/2009	USA

#### Workshop Finding

NO FAULTS; FLUID LEVEL AND CONDITION OK. MVB 54= J05

Activity Date	Activity Time	Activity Comments
06/16/2009	11:52	ISSUE OPENED BY DEALERSHIP
06/16/2009	11:52	WHEN COASTING ALONG SAY IN A PARKING LOT VEHICLE WILL LURCH/JERK FORWARD ,RAN GUIDED FAULT FINDING NO CODES IN VEHICLE ENTIRE SYSTEM. IS THERE A SOLUTION FOR THIS PROBLEM.
06/16/2009	12:02	CUSTOMER COMMENTS: WHEN COASTING ALONG SAY IN A PARKING LOT VEHICLE WILL LURCH/JERK FORWARD ,RAN GUIDED FAULT FINDING NO CODES IN VEHICLE ENTIRE SYSTEM. IS THERE A SOLUTION FOR THIS PROBLEM.
06/16/2009	12:02	REPLACE THE MECH, FLUID, FILTER AND BOLTS; BE SURE TO SET BASIC SETTINGS
06/16/2009	12:02	WORKSHOP FINDINGS: NO FAULTS; FLUID LEVEL AND CONDITION OK. MVB 54= J05
06/23/2009	12:52	P1 SPOKE WITH BILL (SERVICE) AND WAS ADVISED THAT THE VEHICLE IS IN THE SHOP AND PARTS ARE STILL ON ORDER.
06/30/2009	15:07	SPOKE WITH ADAM IN SERVICE..... STATED THAT THEY ARE STILL WAITING ON BACK ORDERED PARTS TO ARRIVE.....
07/29/2009	16:03	INSTALLED MECHATONICS AND SET BASIC SETTINGS PER TECH TIP 37-09-03. ROAD TESTED 9 MILES,O.K.
07/29/2009	21:10	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/29/2009	21:10	ISSUE UPDATED

#### Consultant's Closing Comments

INSTALLED MECHATONICS AND SET BASIC SETTINGS PER TECH TIP 37-09-03. ROAD TESTED 9 MILES,O.K.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
466381	JETTA	2009	3VWCL71K39M [REDACTED]	31023	3885	06/16/2009	USA

#### Workshop Finding

n/a

Activity Date	Activity Time	Activity Comments
06/16/2009	12:34	ISSUE OPENED BY DEALERSHIP
06/16/2009	12:34	RELEASE BRAKE PEDAL,DO NOT TOUCH GAS PEDAL,CAR TAKES A FEW SECONDS WITHOUT MOVING,THEN IT LURCHES FORWARD.ON ROAD TEST,IT SHIFTS NORMALLY.THE DELAY OF MOVING ALSO OCCURS WHEN IN REVERSE AND FOOT IS TAKEN OFF THE BRAKE PEDAL,SAME AS IN DRIVE.
06/16/2009	12:44	ADVISE TECH TO PERFORM MANUAL BASIC SETTINGS , IF CONCERN IS STILL PRESENT GET READINGS FROM MVB 54 AND 64 IN TCM.
06/16/2009	12:44	CUSTOMER COMMENTS: RELEASE BRAKE PEDAL,DO NOT TOUCH GAS PEDAL,CAR TAKES A FEW SECONDS WITHOUT MOVING,THEN IT LURCHES FORWARD.ON ROAD TEST,IT SHIFTS NORMALLY.THE DELAY OF MOVING ALSO OCCURS WHEN IN REVERSE AND FOOT IS TAKEN OFF THE BRAKE PEDAL,SAME AS IN DRIVE.
06/16/2009	12:54	CUSTOMERTAKE CAR
06/20/2009	12:08	THANKS FOR THE UPDATE , PLEASE CLOSE VTA IF CUSTOMER TOOK VEHICLE.
06/23/2009	16:45	SPOKE TO JOHN IN SERVICE AND THE CAR WILL RETURN AT A LATER DATE FOR REPAIRS.....C1
06/30/2009	13:47	SPOKE WITH ANGELA IN SERVICE..... STATED THAT THE CUSTOMER WILL RETURN FOR REPAIRS ON JULY 7TH..... D2
07/02/2009	10:43	CUSTOMER HAS VEHICLE.CLOSING TICKET PER REQUEST.
07/03/2009	07:53	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/03/2009	07:53	ISSUE UPDATED

#### Consultant's Closing Comments

CUSTOMER HAS VEHICLE.CLOSING TICKET PER REQUEST.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
466393	EOS	2008	WVWBA71F88V [REDACTED]	11631	3885	06/16/2009	USA

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

Activity Date	Activity Time	Activity Comments
06/16/2009	12:45	CUSTOMER STATES TRANSMISSION HAS A DELAY. TEST DROVE CAR AND FOUND 1ST TO 2ND GEAR SHIFT SHUTTERS. FEELS LIKE TRANSMISSION DOES NOT KNOW WHAT GEAR TO GO INTO. CHECKED WITH GFF AND FOUND NOT FAULTS IN ANY MODULE. CHECKED FUEL TRIM, OKAY.
06/16/2009	12:45	ISSUE OPENED BY DEALERSHIP
06/16/2009	12:54	CUSTOMER COMMENTS: CUSTOMER STATES TRANSMISSION HAS A DELAY. TEST DROVE CAR AND FOUND 1ST TO 2ND GEAR SHIFT SHUTTERS. FEELS LIKE TRANSMISSION DOES NOT KNOW WHAT GEAR TO GO INTO. CHECKED WITH GFF AND FOUND NOT FAULTS IN ANY MODULE. CHECKED FUEL TRIM, OKAY.
06/16/2009	12:54	WHILE ON PHONE FOUND MVB 54 IN TCM TO BE AT J01. ADVISED TECH TO REPLACE MECHATRONIC UNIT, FLUID, FILTER, AND BOLTS.
06/16/2009	13:07	REPLACED MECH, TRANS WORKING CORRECTLY.
06/16/2009	13:45	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
06/16/2009	13:45	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
466419	RABBIT	2008	WVWKC71K18W [REDACTED]	18482	3885	06/16/2009	USA

#### Workshop Finding

n/a

Activity Date	Activity Time	Activity Comments
06/16/2009	13:01	INSTALLED NEW MECHATRONICS UNIT WILL NOT SHIFT OUT OF SECOND
06/16/2009	13:01	ISSUE OPENED BY DEALERSHIP
06/16/2009	13:08	ADVISED TO RESET TRANSMISSION 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.
06/16/2009	13:08	CUSTOMER COMMENTS: INSTALLED NEW MECHATRONICS UNIT WILL NOT SHIFT OUT OF SECOND
06/16/2009	16:59	IT WORKED. THANK YOU FOR THE GREAT INFORMATION.
06/16/2009	17:45	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
06/16/2009	17:45	ISSUE UPDATED

#### Consultant's Closing Comments

SET BASIC SETTINGS

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
466516	EOS	2008	WVWBA71F98V [REDACTED]	4010	3885	06/16/2009	USA

#### Workshop Finding

HARSH 2-1= JERKY UNDER ACCEL IN REVERSE AND FORWARD. FLUID LEVEL AND CONDITION OK MVB 54=J11

Activity Date	Activity Time	Activity Comments
06/16/2009	14:18	ISSUE OPENED BY DEALERSHIP
06/16/2009	14:18	VEHICLE JERKS TAKING OFF FORWARD AND SOMETIMES REVERSE INTERMITTENTLY
06/16/2009	14:27	ADVISED THE TECH TO PERFORM MANUAL BASIC SETTINGS. ENTER VEHICLE SELF DIAGNOSIS, CLEAR ECM AND TCM MEMORY. WITH THE VEHICLE RUNNING AND AT OPERATING TEMPERATURE HAVE A FOOT ON BRAKE WITH VEHICLE IN PARK, ENTER BASIC SETTINGS IN TRANS. ENTER 61Q AND ACTIVATE, WHEN NUMBERS APPEAR IN LOWER BOX BACK OUT ONE SCREEN AND ENTER 60Q AND ACTIVATE, WHEN NUMBERS APPEAR CYCLE THE KEY OFF THEN ON, PERFORM GARAGE SHIFT BY SHIFTING THE VEHICLE (WHILE RUNNING) FROM PARK TO DRIVE 5 TIMES AND THEN SHIFTING FROM PARK TO REVERSE 5 TIMES. ROAD TEST VEHICLE 20 MILES GOING THROUGH ALL GEARS AUTOMATICALLY AND ALSO THROUGH TIPTRONIC AT VARIOUS SPEEDS. REEVALUATE CONCERN, CHECK FAULT MEMORY AND UPDATE VTA., IF THE CONCERN IS STILL PRESENT REPLACE, FLUID , FILTER AND BOLTS. SET BASIC SETTINGS ON THE NEW MECH AS WELL.
06/16/2009	14:27	CUSTOMER COMMENTS: VEHICLE JERKS TAKING OFF FORWARD AND SOMETIMES REVERSE INTERMITTENTLY
06/16/2009	14:27	WORKSHOP FINDINGS: HARSH 2-1= JERKY UNDER ACCEL IN REVERSE AND FORWARD. FLUID LEVEL AND CONDITION OK MVB 54=J11
06/16/2009	15:41	SET BASICS ROAD TESTED 23 MILES STILL SAME CONCERN , CHECKED CODES NONE ORDERED NEW MECH AND BOLTS
06/16/2009	16:39	ISSUE SENT TO DEALERSHIP
06/18/2009	07:55	PARTS ON ORDER CUSTOMER TOOK VEHICLE
06/18/2009	10:30	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
06/18/2009	10:30	ISSUE UPDATED

#### Consultant's Closing Comments

ORDERED NEW MECH AND BOLTS

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
466530	RABBIT	2008	WVWHV71K18W [REDACTED]	20397	3885	06/16/2009	USA

#### Workshop Finding

TEST DROVE VEHICLE VERIFIED THAT ON TAKE OFF VEHICLE DELAYS AND WHEN IT DOES IT SHUTTERS,AT TIMES SO SEVERE THAT IT FEELS LIKE VEHICLE WANTS TO STALL OUT. SHATTER PRESENT WHEN TAKING OFF OR COMING TO STOP. I CAN ALSO MAKE VEHICLE SHATTER IF I SWITCH BETWEEN REVERSE AND DRIVE AND WAIT FOR VEHICLE TRANS TO CATCH WITHOUT PRESSING ACCELERATOR. FLUID LEVEL AND CONDITION ARE GOOD. TCM 02E300044J,SV LEVEL 1408, MVB 54 H34, MVB 64 0/0, MVB 90 283.

Activity Date	Activity Time	Activity Comments
06/16/2009	14:27	CUST. STATES ON TAKE OF VEHICLE HAS EXCESSIVE VIBRATION, AND MAKES RATTLING NOISE AS WELL, TEST DROVE VEHICLE VERIFIED THAT ON TAKE OFF VEHICLE DELAYS AND WHEN IT DOES IT SHUTTERS,AT TIMES SO SEVERE THAT IT FEELS LIKE VEHICLE WANTS TO STALL OUT. SHATTER PRESENT WHEN TAKING OFF OR COMING TO STOP. I CAN ALSO MAKE VEHICLE SHATTER IF I SWITCH BETWEEN REVERSE AND DRIVE AND WAIT FOR VEHICLE TRANS TO CATCH WITHOUT PRESSING ACCELERATOR. FLUID LEVEL AND CONDITION ARE GOOD. TCM 02E300044J,SV LEVEL 1408, MVB 54 H34, MVB 64 0/0, MVB 90 283.
06/16/2009	14:27	ISSUE OPENED BY DEALERSHIP
06/16/2009	14:35	ADVISED TECH TO REPLACE MECH UNIT, BOLTS, FILTER AND FLUID THEN PERFORM BASIC SETTINGS PER TT 37-09-03. CLOSE OUT VTA WHEN COMPLETED OR CALL BACK IF NEEDED.
06/16/2009	14:35	CUSTOMER COMMENTS: CUST. STATES ON TAKE OF VEHICLE HAS EXCESSIVE VIBRATION, AND MAKES RATTLING NOISE AS WELL,
06/16/2009	14:35	WORKSHOP FINDINGS: TEST DROVE VEHICLE VERIFIED THAT ON TAKE OFF VEHICLE DELAYS AND WHEN IT DOES IT SHUTTERS,AT TIMES SO SEVERE THAT IT FEELS LIKE VEHICLE WANTS TO STALL OUT. SHATTER PRESENT WHEN TAKING OFF OR COMING TO STOP. I CAN ALSO MAKE VEHICLE SHATTER IF I SWITCH BETWEEN REVERSE AND DRIVE AND WAIT FOR VEHICLE TRANS TO CATCH WITHOUT PRESSING ACCELERATOR. FLUID LEVEL AND CONDITION ARE GOOD. TCM 02E300044J,SV LEVEL 1408, MVB 54 H34, MVB 64 0/0, MVB 90 283.
06/23/2009	11:30	FREDDIE WAITING FOR PART P1
06/25/2009	09:03	WAITING ON MECH UNIT ORDERED
06/25/2009	09:52	THANKS FOR THE UPDATE.
06/30/2009	14:14	SPOKE WITH JOE IN SERVICE..... STILL WAITING ON BACK ORDERED PARTS TO ARRIVE.....
07/06/2009	10:00	CLOSING OUT VTA, TIME OF ARRIVAL FOR PART IS ON 07/12/09. WILL OPEN ANOTHER CASE IF ANY ISSUES OCCUR
07/06/2009	10:33	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/06/2009	10:33	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
466546	RABBIT	2008	WVWKC71K78W [REDACTED]	47698	3885	06/16/2009	USA

#### Workshop Finding

ROADTESTED VEHICLE FELT WEN VEHICLE COLD. MVB 54 H27

Activity Date	Activity Time	Activity Comments
06/16/2009	14:36	C/S VEHICLE BUCKS AND HESITATES WEN TRAVELING SLOW BELOW 10MPH...ROADTESTED VEHICLE FELT WEN VEHICLE COLD
06/16/2009	14:36	ISSUE OPENED BY DEALERSHIP
06/16/2009	14:45	ADVISED TECH TO PERFORM MANUAL BASIC SETTINGS PER TT 37-09-03, IF CONCERN IS STILL PRESENT REPLACE MECH UNIT, BOLTS, FILTER AND FLUID THEN REPERFORM BASIC SETTINGS. CLOSE OUT VTA WHEN COMPLETED.
06/16/2009	14:45	CUSTOMER COMMENTS: C/S VEHICLE BUCKS AND HESITATES WEN TRAVELING SLOW BELOW 10MPH...
06/16/2009	14:45	WORKSHOP FINDINGS: ROADTESTED VEHICLE FELT WEN VEHICLE COLD. MVB 54 H27
06/17/2009	14:14	CONCERN IS STILL PRESENT ORDERED MECH UNIT NEW BOLTS FILTER AND OIL
06/18/2009	08:08	THANKS FOR THE UPDATE.
06/23/2009	15:48	C1 SPOKE TO JACKIE, VEHICLE IS NOT AT DEALER, ADVISED TO HAVE TECH CLOSE OUT VTA.
06/24/2009	10:20	PART ON RED ORDER. VEHICLE TO RETURN
06/24/2009	12:33	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
06/24/2009	12:33	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
466584	JETTA	2008	3VWRJ71K08M [REDACTED]	10399	3885	06/16/2009	USA

#### Workshop Finding

BASIC SETTINGS PERFORMED AND ADAPTED. CONCERN STILL PRESENT.

Activity Date	Activity Time	Activity Comments
06/16/2009	15:03	ISSUE OPENED BY DEALERSHIP
06/16/2009	15:03	VEHICLE JERKS WITH ON ACCEL LIKE DSG TRANS PROBLEM, WHEN WARM. VAG 5051, NO FAULTS.
06/16/2009	15:08	CUSTOMER COMMENTS: VEHICLE JERKS WITH ON ACCEL LIKE DSG TRANS PROBLEM, WHEN WARM. VAG 5051, NO FAULTS.
06/16/2009	15:08	UPDATE THE VTA WITH MVB 54 FROM THE TCM. CLL WITH RESULTS
06/16/2009	15:08	WORKSHOP FINDINGS: BASIC SETTINGS PERFORMED AND ADAPTED. CONCERN STILL PRESENT.
06/16/2009	15:21	MVB 54=J04. REPLACE THE MECH, FLUID, FILTER AND BOLTS
06/23/2009	14:45	P1 JOE IN SERVICE STATED THEY ARE WAITING ON BACK ORDERED PARTS.
06/30/2009	16:05	SPOKE WITH JOE IN SERVICE..... STATED THAT THEY ARE STILL WAITING ON BACK ORDERED PARTS TO ARRIVE.....
08/19/2009	11:03	REPLACED MECH UNIT, FLUID, FILTER AND BOLTS. ROADTESTED, OK
08/19/2009	11:44	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
08/19/2009	11:44	ISSUE UPDATED

#### Consultant's Closing Comments

REPLACED MECH UNIT, FLUID, FILTER AND BOLTS. ROADTESTED, OK

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
466601	JETTA	2008	3VWRJ71K78M	15938	3885	06/16/2009	USA

#### Workshop Finding

CODE P1707 INTERFERENCE IN MECHATRONIC UNIT, MECHANICAL FAULT. FOLLOWED TEST PLAN AND SET BASIC SETTINGS. ROAD TESTED CAR. COULD NOT VERIFY PROBLEM. ARE THERE ANY KNOWN PROBLEMS WITH THIS CODE THAT YOU CAN TELL ME ABOUT. THIS CODE IS NOT LISTED IN ELSA.

Activity Date	Activity Time	Activity Comments
06/16/2009	15:16	CAR WILL NOT ACCEL FROM STOP RIGHT AWAY, THERE IS A DELAY. WHEN SITTING AT STOP TACH WILL RACE. WHEN COMING TO STOP CAR WILL JERK ON DECEL. CODE P1707 INTERFERENCE IN MECHATRONIC UNIT, MECHANICAL FAULT. FOLLOWED TEST PLAN AND SET BASIC SETTINGS. ROAD TESTED CAR. COULD NOT VERIFY PROBLEM. ARE THERE ANY KNOWN PROBLEMS WITH THIS CODE THAT YOU CAN TELL ME ABOUT. THIS CODE IS NOT LISTED IN ELSA.
06/16/2009	15:16	ISSUE OPENED BY DEALERSHIP
06/16/2009	15:33	CUSTOMER COMMENTS: CAR WILL NOT ACCEL FROM STOP RIGHT AWAY, THERE IS A DELAY. WHEN SITTING AT STOP TACH WILL RACE. WHEN COMING TO STOP CAR WILL JERK ON DECEL.
06/16/2009	15:33	ENGINE AND TRANSMISSION MUST BE UP TO OPERATING TEMPERATURE (MINIMUM OF 30C IN TRANSMISSION). VEHICLE SHOULD BE CLEAR OF ALL FAULT CODES (ECM AND TCM) VEHICLE SHOULD BE IN PARK AND IDLING ENGINE MUST HAVE BEEN RUNNING FOR ONE FULL MINUTE BEFORE BASIC SETTINGS CAN BE PERFORMED. GO INTO VSD, TRANSMISSION ELECTRONICS/GEARBOX ELECTRONICS, BASIC SETTINGS, THEN ENTER #61 ON KEYPAD AND SELECT THE "Q" BUTTON TO ENTER INTO TEST MODE. ONCE THE NEW SCREEN APPEARS, PUT YOUR FOOT ON THE BRAKE PEDAL AND PRESS ACTIVATE. IT CAN TAKE UP TO 40 SECONDS UNTIL YOU HEAR ANY NOISES IN THE TRANSMISSION. ONCE YOU SEE NEW NUMBERS APPEAR IN THE BOTTOM BOX OF THE BASIC SETTINGS, YOU KNOW THAT THE TEST IS COMPLETE. GO BACK OUT INTO BASIC SETTINGS AND SELECT #60 ON KEYPAD AND SELECT THE "Q" BUTTON TO ENTER THE TEST MODE. FOLLOW STEP #2 AGAIN. ONCE YOU ARE COMPLETED WITH THESE TWO TESTS, SHUT DOWN ENGINE AND RESTART AND ALLOW TO IDLE. CYCLE VEHICLE FROM PARK TO DRIVE 5 TIMES AND THEN FROM PARK TO REVERSE 5 TIMES AS WELL. ROAD TEST VEHICLE 10-15 MILES GOING THROUGH ALL GEARS AUTOMATICALLY AND ALSO THROUGH TIPTRONIC AT VARIOUS SPEEDS AND DRIVING CONDITIONS. SHUT THE VEHICLE OFF AND THEN RESTART AND RE-EVALUATE SHIFTING. PLEASE PERFORM BASIC SETTINGS PROCEDURE 4 TO 5 TIMES IF GOES THRU OK REPLACE MECHATRONICS UNIT, FLUID, FILTER AND BOLTS. IF BASIC SETTINGS DOES NOT GO THRU OR THERE IS BUCKING JERKING ISSUE PLEASE CALL BACK FOR FURTHER INSTRUCTION.
06/16/2009	15:33	WORKSHOP FINDINGS: CODE P1707 INTERFERENCE IN MECHATRONIC UNIT, MECHANICAL FAULT. FOLLOWED TEST PLAN AND SET BASIC SETTINGS. ROAD TESTED CAR. COULD NOT VERIFY PROBLEM. ARE THERE ANY KNOWN PROBLEMS WITH THIS CODE THAT YOU CAN TELL ME ABOUT. THIS CODE IS NOT LISTED IN ELSA.
06/16/2009	15:57	BASIC SETTINGS SHAKES THE WHOLE CAR. PLEASE REPLACE THE MECH UNIT IF FLUID IS CLEAN.
06/16/2009	16:27	BACK ORDER. RED ORDERED.
06/16/2009	17:28	P1 PARTS ORDERED. THANK YOU FOR THE UPDATE.
06/30/2009	15:39	SPOKE WITH BRANDON IN SERVICE..... STATED THAT THEY ARE STILL WAITING ON BACK ORDERED PARTS TO ARRIVE.....
07/28/2009	13:59	REPLACED MECH UNIT. SET BASIC SETTINGS. SHIFTING IS O/K NOW.
07/28/2009	14:12	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/28/2009	14:12	ISSUE UPDATED

#### Consultant's Closing Comments

D1 REPLACED MECH UNIT. SET BASIC SETTINGS. SHIFTING IS O/K NOW.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
466602	EOS	2009	WVWBA71F89V [REDACTED]	671	3490	06/16/2009	USA

#### Workshop Finding

MVB 64=10/12

Activity Date	Activity Time	Activity Comments
06/16/2009	15:16	CUSTOMER STATES PRNDS LIT UP AND WAS FLASHING. CAR DID NOT HAVE REV OR DRIVE UNTIL SHUT OFF AND RE-STARTED. THEY ALSO STATE CAR WOULD HESITATE AND STALL. I WAS UNABLE TO DUPLICATE ANY OF THESE COMPLAINTS.
06/16/2009	15:16	I FORGOT....NO FAULTS IN ANY SYSTEM.
06/16/2009	15:16	ISSUE OPENED BY DEALERSHIP
06/16/2009	15:27	CUSTOMER COMMENTS: CUSTOMER STATES PRNDS LIT UP AND WAS FLASHING. CAR DID NOT HAVE REV OR DRIVE UNTIL SHUT OFF AND RE-STARTED. THEY ALSO STATE CAR WOULD HESITATE AND STALL. I WAS UNABLE TO DUPLICATE ANY OF THESE COMPLAINTS.
06/16/2009	15:27	REPLACE THE G509; THEN RE INVESTIGATE STALLING
06/16/2009	15:27	WORKSHOP FINDINGS: MVB 64=10/12
06/17/2009	09:47	THANKS CHRIS, I REPLACD THE G509 AND STILL WAS NOT ABLE TO DUPLICATE THE STALLING. RETURNED CAR TO CUSTOMER.
06/17/2009	11:16	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
06/17/2009	11:16	ISSUE UPDATED

#### Consultant's Closing Comments

THANKS CHRIS, I REPLACD THE G509 AND STILL WAS NOT ABLE TO DUPLICATE THE STALLING. RETURNED CAR TO CUSTOMER.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
466609	RABBIT	2008	WVWFV71K08W [REDACTED]	10248	3885	06/16/2009	USA

#### Workshop Finding

TRANSMISSION SEEMS TO BANG INTO GEARS FROM A STOP.

Activity Date	Activity Time	Activity Comments
06/16/2009	15:20	CUSTOMER STATES WHEN AT STOP LIGHT CUSTOMER FEELS THE TRANSMISSION ENGAGES AND DISENGAGE. CUSTOMER STATES WHEN TAKING OFF FROM A STOP THE VEHICLE SHIFTS HARD. DROVE CAR THE TRANSMISSION IS SHIFTING HARD FROM STOP OR WHEN IN TRAFIC.
06/16/2009	15:20	ISSUE OPENED BY DEALERSHIP
06/16/2009	15:30	ADVISED THE TECH TO PERFORM MANUAL BASIC SETTINGS. ENTER VEHICLE SELF DIAGNOSIS, CLEAR ECM AND TCM MEMORY. WITH THE VEHICLE RUNNING AND AT OPERATING TEMPERATURE HAVE A FOOT ON BRAKE WITH VEHICLE IN PARK, ENTER BASIC SETTINGS IN TRANS. ENTER 61Q AND ACTIVATE, WHEN NUMBERS APPEAR IN LOWER BOX BACK OUT ONE SCREEN AND ENTER 60Q AND ACTIVATE, WHEN NUMBERS APPEAR CYCLE THE KEY OFF THEN ON, PERFORM GARAGE SHIFT BY SHIFTING THE VEHICLE (WHILE RUNNING) FROM PARK TO DRIVE 5 TIMES AND THEN SHIFTING FROM PARK TO REVERSE 5 TIMES. ROAD TEST VEHICLE 20 MILES GOING THROUGH ALL GEARS AUTOMATICALLY AND ALSO THROUGH TIPTRONIC AT VARIOUS SPEEDS. REEVALUATE CONCERN, CHECK FAULT MEMORY AND UPDATE VTA. IF THE CONCERN IS STILL PRESENT CALL WITH MVB 54 FROM THE TCM
06/16/2009	15:30	CUSTOMER COMMENTS: CUSTOMER STATES WHEN AT STOP LIGHT CUSTOMER FEELS THE TRANSMISSION ENGAGES AND DISENGAGE. CUSTOMER STATES WHEN TAKING OFF FROM A STOP THE VEHICLE SHIFTS HARD. DROVE CAR THE TRANSMISSION IS SHIFTING HARD FROM STOP OR WHEN IN TRAFIC.
06/16/2009	15:30	WORKSHOP FINDINGS: TRANSMISSION SEEMS TO BANG INTO GEARS FROM A STOP.
06/17/2009	16:08	DROVE CAR FOR 20 MIL. SAME THING HAPANING.THE VALUE BLOCK 54IS JO7D518
06/17/2009	16:42	PLEASE CALL IN WHEN YOU HAVE TIME, THANKS!
06/23/2009	12:53	P1 SPOKE TO ANDREW IN SERVICE TECH IS WAITING ON PARTS.
06/26/2009	12:16	PARTS ON ORDER.
06/26/2009	13:20	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
06/26/2009	13:20	ISSUE UPDATED

#### Consultant's Closing Comments

PARTS ON ORDER.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
466641	JETTA	2009	3VWRL71K89M [REDACTED]	20526	3885	06/16/2009	USA

#### Workshop Finding

TEST DRIVING THE CAR, IT HAS A DELAY SHIFTING FROM A STOP TO 2ND GEAR, AND ALSO FROM A STOP TO REVERSE. MVB 54 IN THE TCM IS J20G0255. I AM THINKING THE ISSUE IS W/ THE MEGATONICS UNIT. PERFORMED MANUAL BASIC SETTINGS, NO CHANGE.

Activity Date	Activity Time	Activity Comments
06/16/2009	15:53	ISSUE OPENED BY DEALERSHIP
06/16/2009	15:53	THE CUSTOMER IS CONCERNED WITH THE TRANSMISSION SHIFTING, "FEELING LIKE IT IS DELAYED". TEST DRIVING THE CAR, IT HAS A DELAY SHIFTING FROM A STOP TO 2ND GEAR, AND ALSO FROM A STOP TO REVERSE. MVB 54 IN THE TCM IS J20G0255. I AM THINKING THE ISSUE IS W/ THE MEGATONICS UNIT.
06/16/2009	16:07	ADVISED TECH TO REPLACE MECH UNIT, BOLTS, FILTER AND FLUID THEN PERFORM MANUAL BASIC SETTINGS PER TT 37-09-03, CLOSE OUT VTA WHEN COMPLETED. MVB 54 J20 MVB 64 0 AND 0
06/16/2009	16:07	CUSTOMER COMMENTS: THE CUSTOMER IS CONCERNED WITH THE TRANSMISSION SHIFTING, "FEELING LIKE IT IS DELAYED".
06/16/2009	16:07	WORKSHOP FINDINGS: TEST DRIVING THE CAR, IT HAS A DELAY SHIFTING FROM A STOP TO 2ND GEAR, AND ALSO FROM A STOP TO REVERSE. MVB 54 IN THE TCM IS J20G0255. I AM THINKING THE ISSUE IS W/ THE MEGATONICS UNIT. PERFORMED MANUAL BASIC SETTINGS, NO CHANGE.
06/16/2009	16:49	ORDERED MEGATRONIC UNIT. UNIT IS SHOWING TO BE RED -ORDERED. WILL LEAVE THE TICKET OPEN UNTIL THE CAR IS REPAIRED.
06/17/2009	07:37	THANKS FOR THE UPDATE.
06/22/2009	11:50	THE MECH UNIT HAS COME IN AND BEEN INSTALLED. BASIC SETTINGS WERE PERFORMED, AND THE VEHICLE TEST DRIVEN. THE VEHICLE HAS BEEN DRIVEN FOR AN ADDITIONAL 30 MILES W/ NO REOCCURRING PROBLEM. THANK YOU FOR YOUR HELP.
06/22/2009	18:14	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
06/22/2009	18:14	ISSUE UPDATED

#### Consultant's Closing Comments

REPLACED MECH UNIT, COMPLETED.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
466646	RABBIT	2007	WVWHV71K37W [REDACTED]	28068	3885	06/16/2009	USA

#### Workshop Finding

FOUND H13 IN MEASURED VALUE BLOCK 54. 0'S IS MEASURED VALUE BLOCK 64. SET BASIC SETTINGS AND PROBLEM STILL PERSISTS. NO VISIBLE LEAKS FOUND, BUT I CAN'T CHECK FLUID LEVEL BECAUSE THE TRANS IS STILL HOT.

Activity Date	Activity Time	Activity Comments
06/16/2009	15:57	DSG JERKS INTO 1ST AND REVERSE. FOUND H13 IN MEASURED VALUE BLOCK 54. 0'S IS MEASURED VALUE BLOCK 64. SET BASIC SETTINGS AND PROBLEM STILL PERSISTS. NO VISIBLE LEAKS FOUND, BUT I CAN'T CHECK FLUID LEVEL BECAUSE THE TRANS IS STILL HOT.
06/16/2009	15:57	ISSUE OPENED BY DEALERSHIP
06/16/2009	16:12	ADVISED TECH TO REPLACE MECH UNIT, BOLTS, FILTER AND FLUID THEN PERFORM MANUAL BASIC SETTINGS PER TT 37-09-03. CLOSE OUT VTA WHEN COMPLETED.
06/16/2009	16:12	CUSTOMER COMMENTS: DSG JERKS INTO 1ST AND REVERSE.
06/16/2009	16:12	WORKSHOP FINDINGS: FOUND H13 IN MEASURED VALUE BLOCK 54. 0'S IS MEASURED VALUE BLOCK 64. SET BASIC SETTINGS AND PROBLEM STILL PERSISTS. NO VISIBLE LEAKS FOUND, BUT I CAN'T CHECK FLUID LEVEL BECAUSE THE TRANS IS STILL HOT.
06/23/2009	15:46	SPOKE TO ANNA STATES P1 ~ RED/BACK ORDERED PARTS
06/29/2009	12:28	SPECIAL ORDERED NAV UNIT, WILL BE SHIPPED IN 10 WORKING DAYS
06/29/2009	12:30	SORRY, NEEDS A MEGTRONIC UNIT, DUE FOR SHIPMENT ON 7/16/09
06/29/2009	18:15	THANKS FOR THE UPDATE.
06/30/2009	13:20	SPOKE WITH ANNA IN SERVICE..... STATED THAT THEY ARE STILL WAITING ON BACK ORDERED PARTS TO ARRIVE.....
07/17/2009	10:54	STILL ON BACK ORDERED ETA 7/24/09 PER VWOA
07/17/2009	16:47	WILL CALL IF FURTHER ASSISTANCE NEEDED
07/20/2009	10:17	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/20/2009	10:17	ISSUE UPDATED

#### Consultant's Closing Comments

TECH TO REPLACE MECH UNIT, COMPLETED.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
466704	RABBIT	2008	WVWKC71K48W [REDACTED]	11294	3885	06/16/2009	USA

#### Workshop Finding

TECH STATES THE NOISE IS NOT FROM THE ENGINE OR TRANS MOUNTS.

Activity Date	Activity Time	Activity Comments
06/16/2009	17:14	CK AND ADVISE ON THE TRANS OPERATION,OWNER NOTES CAR KLUNKS FOR REVERSE TO DRIVE,VERIFIED CUSTOMERS CONCERN,NOTICE BIG LOUD CLUNK NOISE WHEN SHIFTING CAR FROM R TO D OR THE OTHER WAY AROUNF TOO,SCANNED FOR FAULTS AND DID NOT FIND ANY AT THIS TIME.
06/16/2009	17:14	ISSUE OPENED BY DEALERSHIP
06/16/2009	17:26	CUSTOMER COMMENTS: CK AND ADVISE ON THE TRANS OPERATION,OWNER NOTES CAR KLUNKS FOR REVERSE TO DRIVE,VERIFIED CUSTOMERS CONCERN,NOTICE BIG LOUD CLUNK NOISE WHEN SHIFTING CAR FROM R TO D OR THE OTHER WAY AROUNF TOO,SCANNED FOR FAULTS AND DID NOT FIND ANY AT THIS TIME.
06/16/2009	17:26	REPLACE THE MECHATRONIC, BOLTS, FLUID AND FILTER AND PERFORM BASIC SETTINGS MANUALLY AFTER INSTALLING THE NEW PART
06/16/2009	17:26	WORKSHOP FINDINGS: TECH STATES THE NOISE IS NOT FROM THE ENGINE OR TRANS MOUNTS.
06/16/2009	17:41	ORDER MECHATRONIC UNIT ALONG WITH NEW FLUID,FILTER AND BOLTS.
06/17/2009	08:59	THANKS FOR THE UPDATE
06/23/2009	14:56	PARTS ORDERED, VEHICLE HAS LEFT THE DEALER.
06/23/2009	15:15	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
06/23/2009	15:15	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
466722	JETTA	2008	3VWRJ71K58M [REDACTED]	16925	3885	06/16/2009	USA

#### Workshop Finding

n/a

Activity Date	Activity Time	Activity Comments
06/16/2009	17:47	ISSUE OPENED BY DEALERSHIP
06/16/2009	17:47	WHEN VEHICLE IS PUT IN GEAR TRAN JERKS, NO FAULTS, FLUID LEVEL GOOD
06/16/2009	17:50	ADVISE TECH TO PERFORM BASIC SETTINGS AND GET READINGS FROM MVB 54, AND 64 IN THE TCM .
06/16/2009	17:50	CUSTOMER COMMENTS: WHEN VEHICLE IS PUT IN GEAR TRAN JERKS, NO FAULTS, FLUID LEVEL GOOD
06/17/2009	12:36	SET BASIC MEASURE VALUE BLOCK 54 J11K0501 VALUE BLOCK 64 FEILD 1/0 FEILD 2/0
06/17/2009	12:38	PLEASE REPLACE THE MECH UNIT.
06/17/2009	22:38	PART ORDERED
06/20/2009	12:10	THANKS FOR THE UPDATE , PLEASE CALL BACK IF FURTHER ASSISTANCE IS NEEDED.
06/23/2009	10:16	CHECKED FOR PART ETA. NO UPDATE AVAILABLE. UPGRADED TO CAR DOWN STATUS. SALES DOC # 1005765912
06/23/2009	17:46	P1 VEHICLE IS HOLDING FOR PARTS.
06/29/2009	10:34	PARTS ON BACK ORDER
06/30/2009	07:34	THANKS FOR THE UPDATE PLEASE CALL BACK IF FURTHER ASSISTANCE IS NEEDED.
07/14/2009	19:14	PART STILL ON BACK ORDER
07/15/2009	14:18	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/15/2009	14:18	ISSUE UPDATED

#### Consultant's Closing Comments

PART STILL ON BACK ORDER

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
466782	JETTA	2008	3VWRJ71K78M	31078	3885	06/17/2009	USA

#### Workshop Finding

TECH STATES NOISE COMING FROM THE BELL HOUSING AREA ONLY WHEN THE STARTER IS ENGAGED TO START THE ENGINE. ONCE THE ENGINE STARTS THE RATTLING NOISE GOES AWAY BUT THE VEHICLE DOES HAVE A TRANS CONCERN WHERE THE VEHICLE LURCHES FOWARD WHEN STARTING FROM A STOP AND BANGS INTO GEAR

Activity Date	Activity Time	Activity Comments
06/17/2009	08:50	CUST.STATES NOISE ON START UP METALIC RATTLE,PINPOINT TO TORQUE CONVERTER AREA.ALSO WHEN GOING TO REVERSE AND APPLYING SLIGHT THROTTLE CAR BANGS AND JOLTS.ALSO IN DRIVE UNDER SLIGHT THROTTLE CAR SURGES.NO FAULT CODES IN TRANS. OR ENGINE.NO LEAKS FOUND AND FLUID OK.
06/17/2009	08:50	ISSUE OPENED BY DEALERSHIP
06/17/2009	09:30	CUSTOMER COMMENTS: CUST.STATES NOISE ON START UP METALIC RATTLE,PINPOINT TO TORQUE CONVERTER AREA.ALSO WHEN GOING TO REVERSE AND APPLYING SLIGHT THROTTLE CAR BANGS AND JOLTS.ALSO IN DRIVE UNDER SLIGHT THROTTLE CAR SURGES.NO FAULT CODES IN TRANS. OR ENGINE.NO LEAKS FOUND AND FLUID OK.
06/17/2009	09:30	TECH SHOULD REMOVE THE STARTER AND CHECK THE BENDIX FOR WEAR AS WELL AS THE RING GEAR ON THE FLYWHEEL. TECH SHOULD ALSO CHECK MVB 54 AND 64 AND UPDATE THE TICKET WITH THIS INFORMATION. TECH SHOULD CALL BACK AND ASK FOR GARY
06/17/2009	09:30	WORKSHOP FINDINGS: TECH STATES NOISE COMING FROM THE BELL HOUSING AREA ONLY WHEN THE STARTER IS ENGAGED TO START THE ENGINE. ONCE THE ENGINE STARTS THE RATTLING NOISE GOES AWAY BUT THE VEHICLE DOES HAVE A TRANS CONCERN WHERE THE VEHICLE LURCHES FOWARD WHEN STARTING FROM A STOP AND BANGS INTO GEAR
06/17/2009	10:01	CHECK MEASURE BLOCK 54 H49Q0318/BLOCK64 0 AND 0 STARTER LOOKS OK BUT FLYWHEEL TEETH HAVE SOME DAMAGE EDGE OF TEETH DAMAGED.
06/17/2009	12:45	<p>TECH NEEDS TO REMOVE TRANS AND INSPECT THE RING GEAR ON THE FLYWHEEL AS WELL AS THE FLYWHEEL ITSELF AND REPLACE IF NECESSARY. THE MECHATRONIC, BOLTS, FLUID AND FILTER HAVE TO BE REPLACED FOR THE SHIFTING CONCERN. 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 INSUFFLATE. THE BASIC SETTINGS SHOULD BE DONE THROUGH VEHICLE SELF DIAGNOSIS.</p> <p>PERFORM BASIC SETTINGS ON ALL DSG VEHICLES PRIOR TO REPLACING MECH UNITS OR CLUTCHES. DO IT EVEN FOR KNOWN CONCERNS. SOME OF THE CONCERN THAT I AM NOW NOTICING IS IF THERE IS ISSUE WITH THE TRANS AFTER THE NEW MECH IS INSTALLED THAT THERE IS NO COMPARISON OF HOW THE VEHICLE/ TRANS INITIALLY RESPONDED WITH THE ORIGINAL MECH INSTALLED.</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 MAY NEED TO BE REPLACED. PLEASE ALSO NOTE THAT IF THE VEHICLE DOES NOT ROLL EVEN WHEN THE TRANSMISSION IS</p>

		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.
06/24/2009	12:31	P1 SPOKE WITH ETHEL (SERVICE) AND WAS ADVISED THAT THE VEHICLE IS STILL WAITING ON PARTS.
06/24/2009	13:59	REMOVE TRANS TEETH ON RING GEAR DAMAGED NEED TO REPLACE AND ALSO STARTER STILL WAITING ON MELECTRONIC UNIT.
06/24/2009	14:08	THANKS FOR THE UPDATE
06/30/2009	11:38	PARTS STILL ON ORDER.
06/30/2009	15:22	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
06/30/2009	15:22	ISSUE UPDATED

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

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
466784	JETTA	2008	3VWRJ71K48M [REDACTED]	21465	3885	06/17/2009	USA

Workshop Finding
n/a

Activity Date	Activity Time	Activity Comments
06/17/2009	08:54	CUSTOMER STATES THAT WHEN ACCELERATING FROM A STOP, THE CAR HESITATES THEN JERKS INTO GEAR. HAPPENS ON ALL ROAD SURFACES.
06/17/2009	08:54	ISSUE OPENED BY DEALERSHIP
06/17/2009	09:21	ATTACHED LOG SHOWS MVB 54 IN TCM TO BE AT J11. ADVISED TECH TO REPLACE MECHATRONIC UNIT, FLUID, FILTER, AND BOLTS. PERFORM BASIC SETTINGS AFTER INSTALLATION.
06/17/2009	09:21	CUSTOMER COMMENTS: CUSTOMER STATES THAT WHEN ACCELERATING FROM A STOP, THE CAR HESITATES THEN JERKS INTO GEAR. HAPPENS ON ALL ROAD SURFACES.
06/17/2009	09:27	I PLACED THE ORDER FOR A MECHATRONICS UNIT, FLUID, FILTER, BOLTS, ETC. IS ON BACK-ORDER. WILL CONTACT CUSTOMER WHEN PARTS ARRIVE.
06/17/2009	09:28	CLOSED TICKET.
06/17/2009	09:28	THANKS FOR UPDATE.
06/17/2009	09:32	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
06/17/2009	09:32	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
466801	EOS	2008	WVWBA71F98V [REDACTED]	15219	3885	06/17/2009	USA

<b>Workshop Finding</b>
VERIFIED CONCERN

Activity Date	Activity Time	Activity Comments
06/17/2009	09:12	ISSUE OPENED BY DEALERSHIP
06/17/2009	09:12	JERKING AFTER 20-30 MILES PULING FROM STOP
06/17/2009	09:26	ADVISED TECH TO PERFORM BASIC SETTINGS PER TT 37-09-03, IF CONCERN IS STILL PRESENT PLEASE CALL BACK WITH MVBS 54 AND 64 IN TCM.
06/17/2009	09:26	CUSTOMER COMMENTS: JERKING AFTER 20-30 MILES PULING FROM STOP
06/17/2009	09:26	WORKSHOP FINDINGS: VERIFIED CONCERN
06/17/2009	10:29	SET BASIC SETTINGS STILL HAVE PROBLEM MVB 54 H47A0314 MVB 64 0 0
06/17/2009	10:37	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.
06/19/2009	13:47	IS ON BACK ORDER
06/19/2009	14:09	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
06/19/2009	14:09	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
466836	EOS	2008	WVWBA71F98V [REDACTED]	7823	3885	06/17/2009	USA

#### Workshop Finding

ROAD TESTED AND VERIFIED CONCERN. CAME TO A COMPLETE STOP LET GO OF THE BRAKE PEDAL AND PRESSED THE GAS PEDAL, NOTHING HAPPEND FOR A GOOD 2 SECONDS AND THEN THE CAR TOOK OFF. ANOTHER TIME THE CAR WOULD JERK A FEW TIMES FROM A COMPLETE STOP AND THEN GETTING ON THE GAS PEDAL. CHECKED FOR DTC'S IN ECM AND TCM. NO DTC'S FOUND.

Activity Date	Activity Time	Activity Comments
06/17/2009	09:44	CUSTOMERS CONCERN, VEHICLE LURCHES WHEN TAKING FOOT OFF OF BRAKE PEDAL AND PRESSING GAS PEDAL. ROAD TESTED AND VERIFIED CONCERN. CAME TO A COMPLETE STOP LET GO OF THE BRAKE PEDAL AND PRESSED THE GAS PEDAL, NOTHING HAPPEND FOR A GOOD 2 SECONDS AND THEN THE CAR TOOK OFF. ANOTHER TIME THE CAR WOULD JERK A FEW TIMES FROM A COMPLETE STOP AND THEN GETTING ON THE GAS PEDAL. CHECKED FOR DTC'S IN ECM AND TCM. NO DTC'S FOUND.
06/17/2009	09:44	ISSUE OPENED BY DEALERSHIP
06/17/2009	10:01	ADVISED TECH TO PERFORM BASIC SETTINGS PER TT 37-09-03, IF CONCERN IS STILL PRESENT AFTER 15 MILE ROAD TEST GET MVB 54 AND 64 IN TCM THEN CALL BACK.
06/17/2009	10:01	CUSTOMER COMMENTS: CUSTOMERS CONCERN, VEHICLE LURCHES WHEN TAKING FOOT OFF OF BRAKE PEDAL AND PRESSING GAS PEDAL.
06/17/2009	10:01	WORKSHOP FINDINGS: ROAD TESTED AND VERIFIED CONCERN. CAME TO A COMPLETE STOP LET GO OF THE BRAKE PEDAL AND PRESSED THE GAS PEDAL, NOTHING HAPPEND FOR A GOOD 2 SECONDS AND THEN THE CAR TOOK OFF. ANOTHER TIME THE CAR WOULD JERK A FEW TIMES FROM A COMPLETE STOP AND THEN GETTING ON THE GAS PEDAL. CHECKED FOR DTC'S IN ECM AND TCM. NO DTC'S FOUND.
06/18/2009	08:37	PERFORMED BASIC SETTINGS PER TECH TIP 37-09-03. ROAD TESTED FOR 15 MILES. SHUT OFF ENGINE AND TEST DROVE AGAIN. CONCERN STILL THERE IF NOT WORSE. AT ONE POINT I WAS AT A COMPLETE STOP, I LET OFF THE BRAKE PEDAL AND IT FELT LIKE THE TRANS JUST SLAMMED INTO GEAR. FELT AS IF THE CAR WSA HIT FROM BEHIND. MEASURING VALUE BLOCK 54..H48D0240. MEASURING VALUE BLOCK 64.. 0,0
06/18/2009	09:05	ADVISED TECH TO REPLACE MECH UNIT, BOLTS, FILTER AND FLUID THEN PERFORM BASIC SETTINGS AGAIN, CLOSE OUT VTA.
06/25/2009	12:16	P1 SPOKE WITH MIKE (SERVICE) AND WAS ADVISED THAT THE VEHICLE IS STILL WAITING ON PARTS.
07/01/2009	13:29	P1 - SPOKE TO MARK, STILL AWAITING PARTS.
07/27/2009	17:03	REMOVED AND REPLACED MECHATRONICS UNIT, BOLTS, FILTER AND FLUID. PERFORMED BASIC SETTINGS. ROAD TESTED. VEHICLE OPERATING AS DESIGNED.
07/27/2009	18:30	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/27/2009	18:30	ISSUE UPDATED

#### Consultant's Closing Comments

REPLACED MECH UNIT, COMPLETED.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
466853	RABBIT	2008	WVWFV71K98W [REDACTED]	10521	3885	06/17/2009	USA

#### Workshop Finding

VERIFIED THAT VEHICLE IS FALLING OUT OF GEAR WHEN GOING INTO FIRST GEAR FROM A STOP AND REVERSE FROM A STOP. TRIED BASIC SETTINGS, MADE NO DIFFERENCE.

Activity Date	Activity Time	Activity Comments
06/17/2009	09:58	CUSTOMER STATES: TRANSMISSION FEEL LIKE IT IS SLIPPING OUT OF GEAR WHEN ACCELERATING. FROM A DEAD STOP. VERIFIED THAT VEHICLE IS FALLING OUT OF GEAR WHEN GOING INTO FIRST GEAR FROM A STOP AND REVERSE FROM A STOP. TRIED BASIC SETTINGS, MADE NO DIFFERENCE.
06/17/2009	09:58	ISSUE OPENED BY DEALERSHIP
06/17/2009	10:04	ADVISED TECH TO GET MVB 54 AND 64 FROM TCM THEN CALL BACK.
06/17/2009	10:04	CUSTOMER COMMENTS: CUSTOMER STATES: TRANSMISSION FEEL LIKE IT IS SLIPPING OUT OF GEAR WHEN ACCELERATING. FROM A DEAD STOP.
06/17/2009	10:04	ISSUE SENT TO DEALERSHIP
06/17/2009	10:04	WORKSHOP FINDINGS: VERIFIED THAT VEHICLE IS FALLING OUT OF GEAR WHEN GOING INTO FIRST GEAR FROM A STOP AND REVERSE FROM A STOP. TRIED BASIC SETTINGS, MADE NO DIFFERENCE.
06/17/2009	10:22	ADVISED TECH TO REPLACE MECH UNIT, BOLTS, FILTER AND FLUID THEN PERFORM BASIC SETTINGS PER TT 37-09-03. CLOSE OUT VTA.
06/24/2009	13:02	P1 SPOKE TO CHRIS IN SERVICE TECH IS WAITING ON PARTS.
07/01/2009	13:48	P1 - SPOKE TO CHRIS, STILL WAITING FOR PART TO ARRIVE.
07/08/2009	08:09	STILL WAITING ON PARTS
07/08/2009	09:59	THANKS FOR THE UPDATE.
07/15/2009	15:52	STILL WAITING ON PARTS
07/16/2009	22:20	THANKS FOR THE UPDATE.
07/21/2009	09:56	STILL WAITING ON PARTS
07/21/2009	10:38	THANKS FOR THE UPDATE.
07/29/2009	15:45	REPLACED MECH UNIT AND VEHICLE IS NOW REPAIRED
07/29/2009	16:54	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/29/2009	16:54	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
466855	JETTA	2008	3VWRA71K28M [REDACTED]	15789	3885	06/17/2009	USA

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

Activity Date	Activity Time	Activity Comments
06/17/2009	10:00	CUSTOMER COMPLAINS OF SLOW SHIFTING AND IRRADIC DOWNSHIFTING. I TEST DROVE SEEMS TO HAVE A DELAYED SHIFT. SCANNED NO FAULTS IN ANY SYSTEMS NO LEAKS ON TRANNY.
06/17/2009	10:00	ISSUE OPENED BY DEALERSHIP
06/17/2009	10:19	CUSTOMER COMMENTS: CUSTOMER COMPLAINS OF SLOW SHIFTING AND IRRADIC DOWNSHIFTING. I TEST DROVE SEEMS TO HAVE A DELAYED SHIFT. SCANNED NO FAULTS IN ANY SYSTEMS NO LEAKS ON TRANNY.
06/17/2009	10:19	PROBLEM IS FROM A STOP. PLEASE REPLACE THE MECH UNIT.
06/17/2009	10:57	ORDERED PART CLOSING TICKET
06/17/2009	17:54	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
06/17/2009	17:54	ISSUE UPDATED

<b>Consultant's Closing Comments</b>
PROBLEM IS FROM A STOP. PLEASE REPLACE THE MECH UNIT.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
466873	JETTA	2008	3VWRA71K28M [REDACTED]	17447	3735	06/17/2009	USA

**Workshop Finding**

n/a

Activity Date	Activity Time	Activity Comments
06/17/2009	10:13	COMPLAINT OF HARSH DOWNSHIFT SLIGHTLY SEEMS MAYBE A LITTLE HERCKY JERKY
06/17/2009	10:13	ISSUE OPENED BY DEALERSHIP
06/17/2009	10:21	CUSTOMER COMMENTS: COMPLAINT OF HARSH DOWNSHIFT SLIGHTLY SEEMS MAYBE A LITTLE HERCKY JERKY
06/17/2009	10:21	PLEASE REPLACE THE MECH UNIT.
06/24/2009	12:58	SUE STATES RO IS CLOSED D1
07/01/2009	13:46	SPOKE WITH SUSAN IN SERVICE. PARTS ARE ON ORDER. P2
07/08/2009	13:23	WAITING ON PART
07/08/2009	19:05	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/08/2009	19:05	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
466881	JETTA	2008	3VWRJ71K88M [REDACTED]	25980	3885	06/17/2009	USA

#### Workshop Finding

n/a

Activity Date	Activity Time	Activity Comments
06/17/2009	10:21	HESITATES FROM A START AND THEN TRYING TO SPEED UP CAR WILL HAVE A HARD UP SHIFT SET BASICS IN THE TRANS NO CHANGE.
06/17/2009	10:21	ISSUE OPENED BY DEALERSHIP
06/17/2009	10:31	CUSTOMER COMMENTS: HESITATES FROM A START AND THEN TRYING TO SPEED UP CAR WILL HAVE A HARD UP SHIFT SET BASICS IN THE TRANS NO CHANGE.
06/17/2009	10:31	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.
06/17/2009	12:52	ORDERED ALL PARTS PARTS ON BACK ORDER WILL REOPEN IF ANY OTHER PROBLUMS
06/17/2009	17:53	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
06/17/2009	17:53	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
466883	EOS	2008	WVWBA71F88V [REDACTED]	17189	3885	06/17/2009	USA

#### Workshop Finding

NO DTC FOUND. CHECK MVB 54 - HP39P0116

Activity Date	Activity Time	Activity Comments
06/17/2009	10:24	CUSTOMER CONCERN ABOUT VEHICLE JERKS WHEN ACCELERATE FROM STOP. NO DTC FOUND. CHECK MVB 54 - HP39P0116
06/17/2009	10:24	ISSUE OPENED BY DEALERSHIP
06/17/2009	10:33	ADVISED TECH TO PERFORM BASIC SETTINGS PER TT37-09-03 THEN DRIVE 15 MILES, IF CONCERN IS STILL PRESENT PLEASE GET MVB 64 FROM TCM THEN CALL BACK.
06/17/2009	10:33	CUSTOMER COMMENTS: CUSTOMER CONCERN ABOUT VEHICLE JERKS WHEN ACCELERATE FROM STOP.
06/17/2009	10:33	WORKSHOP FINDINGS: NO DTC FOUND. CHECK MVB 54 - HP39P0116
06/17/2009	11:27	PERFORMED BASIC SETTING & ROAD TEST 15 MILES. VEHICLE STILL JUMPS WHEN ACCELERATE FROM STOP. CHECK MVB 64 - 0 0.
06/17/2009	11:29	REPLACE THE MECHATRONIC, FLUID, FILTER AND BOLTS. RESET BASIC SETTINGS.
06/17/2009	11:45	PARTS ARE ON ORDER. RELEASED VEHICLE BACK TO CUSTOMER.
06/18/2009	07:56	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
06/18/2009	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
466912	RABBIT	2008	WVWFV71K38W [REDACTED]	10314	3735	06/17/2009	USA

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

Activity Date	Activity Time	Activity Comments
06/17/2009	10:43	- C/S TRANSMISSION HESITATES, THEN JERKS INTO FIRST GEAR. - CHECK TRANS FLUID LEVEL TO BE OK. - TEST DROVE AND FOUND VERY SLIGHT HESITATION FROM 1ST TO 2ND. - NO FAULTS IN ENGINE/GEAR ELECTRONICS. - DSG TRANS.
06/17/2009	10:43	ISSUE OPENED BY DEALERSHIP
06/17/2009	10:48	CUSTOMER COMMENTS: - C/S TRANSMISSION HESITATES, THEN JERKS INTO FIRST GEAR. - CHECK TRANS FLUID LEVEL TO BE OK. - TEST DROVE AND FOUND VERY SLIGHT HESITATION FROM 1ST TO 2ND. - NO FAULTS IN ENGINE/GEAR ELECTRONICS. - DSG TRANS.
06/17/2009	10:48	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.
06/18/2009	10:09	ORDERED MECHATRONICS UNIT.
06/18/2009	17:37	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
06/18/2009	17:37	ISSUE UPDATED

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

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
466921	JETTA	2008	3VWRA71K48M	13001	3885	06/17/2009	USA

#### Workshop Finding

NO DTC IN SYSTEM. CHECK FOR ANY TSB , TECH TIPS AND GFF. ONLY THING FOUND WAS TECH TIP FOR PERFORMING BASIC SETTINGS IN 60 AND 61. THEN ROADTESTING . AFTER PERFORMING PROCEDURE AND ROADTESTING FOR 15 MILES, VEHICLE STILL HAS SAME ISSUE. POSSIBLE REQUIRES MECHATRONICS REPLACEMENT , NOT SURE.

Activity Date	Activity Time	Activity Comments
06/17/2009	10:50	HELLO. CUSTOMER CONCERN DUPLICATED, ROLLING BACK AT STOPS THEN JOLTING FORWARD WHEN ACCELERATING FROM A STOP. NO DTC IN SYSTEM. CHECK FOR ANY TSB , TECH TIPS AND GFF. ONLY THING FOUND WAS TECH TIP FOR PERFORMING BASIC SETTINGS IN 60 AND 61. THEN ROADTESTING . AFTER PERFORMING PROCEDURE AND ROADTESTING FOR 15 MILES, VEHICLE STILL HAS SAME ISSUE. POSSIBLE REQUIRES MECHATRONICS REPLACEMENT , NOT SURE.
06/17/2009	10:50	ISSUE OPENED BY DEALERSHIP
06/17/2009	11:00	CUSTOMER COMMENTS: HELLO. CUSTOMER CONCERN DUPLICATED, ROLLING BACK AT STOPS THEN JOLTING FORWARD WHEN ACCELERATING FROM A STOP.
06/17/2009	11:00	MVB 54 J11 MVB 64 0 AND 0, ADVISED TECH TO REPLACE MECH UNIT, BOLTS, FILTER AND FLUID THEN RERUN MANUAL BASIC SETTINGS. CLOSE OUT VTA WHEN COMPLETED.
06/17/2009	11:00	WORKSHOP FINDINGS: NO DTC IN SYSTEM. CHECK FOR ANY TSB , TECH TIPS AND GFF. ONLY THING FOUND WAS TECH TIP FOR PERFORMING BASIC SETTINGS IN 60 AND 61. THEN ROADTESTING . AFTER PERFORMING PROCEDURE AND ROADTESTING FOR 15 MILES, VEHICLE STILL HAS SAME ISSUE. POSSIBLE REQUIRES MECHATRONICS REPLACEMENT , NOT SURE.
06/19/2009	09:27	MECHATRONICS UNIT ON BACKORDER.
06/19/2009	14:13	THANKS FOR THE UPDATE.
06/24/2009	13:07	BEN STATES VEH IS WAITING FOR PART P1
07/01/2009	13:45	SPOKE WITH FRANK IN SERVICE. MECHATRONIC UNIT IS STILL ON ORDER. P1
07/29/2009	16:22	RECEIVED MECHATRONICS UNIT. INSTALLED, FILLED TO LEVEL, SET BASIC SETTINGS AND ROADTESTED . PERFORMS AS DESIGNED. OK . THANKS FOR ASSISTANCE.
07/29/2009	16:55	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/29/2009	16:55	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
466955	RABBIT	2008	WVWKC71K08W [REDACTED]	12720	3885	06/17/2009	USA

#### Workshop Finding

BASIC SETTINGS WONT SET.

Activity Date	Activity Time	Activity Comments
06/17/2009	11:15	ISSUE OPENED BY DEALERSHIP
06/17/2009	11:15	SLIPPING WHEN FIRST TAKING OFF,IDLE SURGES
06/17/2009	11:23	REPLACED MECHATRONIC ,ATTEMPTED TO SET BASIC SETTINGS THROUGH GFF TWICE BOTH ATTEMPTS FAILED, LOG ATTACHED,PER CONVERSATION WITH TECH THAT HAD SIMILAR PROBLEMS , ATTEMPTED TO SET THROUGH VSD BLOCK 61, FUNCTION ENDED BY VEHICLE SYSTEMS
06/17/2009	11:35	A2 ADVISED TECH TO CHANGE MECH UNIT CODING TO 20 THEN REPERFORM BASIC SETTINGS PER TT 37-09-03. CLOSE OUT VTA WHEN COMPLETED
06/17/2009	11:35	CUSTOMER COMMENTS: SLIPPING WHEN FIRST TAKING OFF,IDLE SURGES
06/17/2009	11:35	WORKSHOP FINDINGS: BASIC SETTINGS WONT SET.
06/17/2009	11:40	RECODED TO 20, VEHICLE PASSED BASIC SETTINGS.
06/17/2009	13:11	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
06/17/2009	13:11	ISSUE UPDATED

#### Consultant's Closing Comments

RECODED TO 20, VEHICLE PASSED BASIC SETTINGS.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
466965	JETTA	2008	3VWRJ71K38M [REDACTED]	10506	3885	06/17/2009	USA

#### Workshop Finding

DUPLICATED CUSTOMER CONCERN, VEHICLE HESITATES FROM A STOP. SET BASIC SETTINGS OF TRANSMISSION MANUALLY. ROAD TESTED AND FOUND CONCERN STILL PRESENT. ORDER MECHATRONICS? MVB 54 J08 MVB 64

Activity Date	Activity Time	Activity Comments
06/17/2009	11:20	CUSTOMER STATES VEHICLE JERKS AT LIGHTS. DUPLICATED CUSTOMER CONCERN, VEHICLE HESITATES FROM A STOP. SET BASIC SETTINGS OF TRANSMISSION MANUALLY. ROAD TESTED AND FOUND CONCERN STILL PRESENT. ORDER MECHATRONICS?
06/17/2009	11:20	ISSUE OPENED BY DEALERSHIP
06/17/2009	11:27	AFTER REVIEWING MVBS 54 AND 64 ADVISED TECH TO REPLACE MECH UNIT, BOLTS, FILTER AND FLUID THEN PERFORM BASIC SETTINGS PER TT37-09-03. CLOSE OUT VTA WHEN COMPLETED.
06/17/2009	11:27	CUSTOMER COMMENTS: CUSTOMER STATES VEHICLE JERKS AT LIGHTS.
06/17/2009	11:27	WORKSHOP FINDINGS: DUPLICATED CUSTOMER CONCERN, VEHICLE HESITATES FROM A STOP. SET BASIC SETTINGS OF TRANSMISSION MANUALLY. ROAD TESTED AND FOUND CONCERN STILL PRESENT. ORDER MECHATRONICS? MVB 54 J08 MVB 64
06/22/2009	13:27	ORDERED MECHATRONICS UNIT. WAITING ON PARTS.
06/22/2009	18:16	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
06/22/2009	18:16	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
467017	RABBIT	2008	WVWHV71K88W [REDACTED]	11002	3885	06/17/2009	USA

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

Activity Date	Activity Time	Activity Comments
06/17/2009	12:07	CUSTOMER STATED THAT THE VEHICLE IS BUCKING AND BANGING INTO GEAR. ROADTESTED VEHICLE AND VERIFIED CONCERN. FOUND THAT AFTER COMING TO A STOP AND THEN LETTING OFF THE BRAKE, THERE IS A DELAY AFTER HITTING THE ACCELERATOR, THEN VEHICLE WILL BANG INTO GEAR. PERFORMED GUIDED FAULT FINDING AND FOUND DTC FOR TURBO RECIRC VALVE, MECHANICAL MALFUNCTION. PERFORMED REPAIR OF BYPASS VALVE AND CONTINUED TO DIAGNOSE TRANS. CONCERN. CHECKED VALUE BLOCK 54 IN GEARBOX ELECTRONICS AND FOUND THE NUMBER TO BE H41D004. RESET BASIC SETTINGS IN VALUE BLOCKS 61 AND 60. ROADTESTED VEHICLE APROX 12 MILES AND VEHICLE STILL IS NOT SHIFTING RIGHT.
06/17/2009	12:07	ISSUE OPENED BY DEALERSHIP
06/17/2009	12:59	CUSTOMER COMMENTS: CUSTOMER STATED THAT THE VEHICLE IS BUCKING AND BANGING INTO GEAR. ROADTESTED VEHICLE AND VERIFIED CONCERN. FOUND THAT AFTER COMING TO A STOP AND THEN LETTING OFF THE BRAKE, THERE IS A DELAY AFTER HITTING THE ACCELERATOR, THEN VEHICLE WILL BANG INTO GEAR. PERFORMED GUIDED FAULT FINDING AND FOUND DTC FOR TURBO RECIRC VALVE, MECHANICAL MALFUNCTION. PERFORMED REPAIR OF BYPASS VALVE AND CONTINUED TO DIAGNOSE TRANS. CONCERN. CHECKED VALUE BLOCK 54 IN GEARBOX ELECTRONICS AND FOUND THE NUMBER TO BE H41D004. RESET BASIC SETTINGS IN VALUE BLOCKS 61 AND 60. ROADTESTED VEHICLE APROX 12 MILES AND VEHICLE STILL IS NOT SHIFTING RIGHT.
06/17/2009	12:59	PLEASE REPLACE THE MECH UNIT.
06/17/2009	16:02	WAS GOING TO ORDER MECHATRONICS UNIT BUT WAS INFORMED BY MY MANAGER THAT WE HAVE A GENERIC MECHATRONIC UNIT WITH NO CODING HERE THAT CAN BE INSTALLED. WE NEED TO KNOW WHAT VALUE BLOCKS WE NEED TO RECORD SO WE CAN USE TELADIAGNOSIS TO PROGRAM THIS UNIT.
06/17/2009	16:18	ADVISED TECH WE MAY BE ABLE TO DO THIS IF OLD UNIT AND NEW UNIT ARE THE SAME. SHIELD BETWEEN MODULE AND VALVE BODY MUST BE EITHER WHITE OR BLACK ON BOTH MODULES. IF THESE ARE THE SAME, NEED TO RECORD MVB 41, 48, 54, TCM PART NUMBER, AND SOFTWARE LEVEL FROM BOTH UNITS. GET ALL OF THIS INFORMATION TOGETHER AND GIVE A CALL BACK.
06/18/2009	10:44	ADVISED BY QTM TO UPDATE TICKED WITH VALUE BLOCK / PART NUMBER INFO AND SPEAK TO CHRIS GEHRKE. THE INFO IS IN THE ATTACHED DOCUMENT. THANK YOU
06/18/2009	11:02	TALKED WITH CHRIS AND HE WANTS THE TECH TO DROP PAN AND CONNECT THE NEW MECHATRONIC TO THE HARNESS AND GET THE SAME MVB 54, 41 AND 48 AND CALL BACK WITH THAT INFORMATION.
06/18/2009	14:38	INSTALLED NEW MECHATRONIC. SHEILD BETWEEN MECHATRONIC UNIT AND VALVE BODY ARE BOTH BLACK. ATTACHED ARE THE NEW VALUES FROM THE NEW MECHATRONIC NEEDED FOR THE CODING PROCESS. THANK YOU
06/18/2009	14:47	ADVISED CHRIS GEHRKE WILL CALL BACK WHEN SOFTWARE AVAILABLE.
06/18/2009	14:49	ISSUE UPDATED
06/18/2009	18:44	ISSUE UPDATED
06/19/2009	11:37	TECH TO PREPARE FOR TELEDIAG, ADJUST FLUID ACCORDINGLY AND CALL BACK IN
06/19/2009	14:50	UPDATE THE MECH TO THE LATEST SOFTWARE TO MATCH THE VEHICLE
06/19/2009	14:55	SET THE BASIC SETTINGS ON TELEDIAG WITH THE TECH AS WELL. TECH TO ROAD TEST THE VEHICLE, BEING SURE TO SHIFT THROUGH ALL THE GEARS BOTH MANUALLY AND TIPTRONIC AT LEAST 5 TIMES EACH.
06/19/2009	15:33	ROADTESTED VEHICLE. VEHICLE IS NOW SHIFTING TO SPECIFICATION WITHOUT BUCKING INTO GEAR. YOU GUYS ARE AWESOME. THANKS .
06/19/2009	15:51	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
06/19/2009	15:51	ISSUE UPDATED

<b>Consultant's Closing Comments</b>
ROADTESTED VEHICLE. VEHICLE IS NOW SHIFTING TO SPECIFICATION WITHOUT BUCKING INTO GEAR. YOU GUYS ARE AWESOME. THANKS .

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
467050	JETTA	2008	3VWRA71K28M [REDACTED]	7743	3885	06/17/2009	USA

#### Workshop Finding

MECH REPLACED BASIC SETTING

Activity Date	Activity Time	Activity Comments
06/17/2009	12:41	ISSUE OPENED BY DEALERSHIP
06/17/2009	12:41	VEHICLE IS SURGING IN DRIVE REMOVE AND REPLACE MECHATRON UNIT AND TRANSMISSION IS NOT SHIFTING IN GEAR PERFORMED BASIC SETTING AND VEHICLE CUTS OFF OR WILL NOT SET BASIC SETTING
06/17/2009	13:57	CASE ESCALATED FOR REVIEW A2
06/17/2009	13:57	CUSTOMER COMMENTS: VEHICLE IS SURGING IN DRIVE REMOVE AND REPLACE MECHATRON UNIT AND TRANSMISSION IS NOT SHIFTING IN GEAR PERFORMED BASIC SETTING AND VEHICLE CUTS OFF OR WILL NOT SET BASIC SETTING
06/17/2009	13:57	ISSUE SENT TO DEALERSHIP
06/17/2009	13:57	RECODE THE MECH TO 20, CYCLE THE KEY AND RESET BASIC SETTINGS
06/17/2009	13:57	WORKSHOP FINDINGS: MECH REPLACED BASIC SETTING
06/17/2009	14:19	PERFORMED RECODEING TRANSMISSION AND BASIC SETTING CLAER CODES AND TRANS IN OPERATING NORMAL
06/17/2009	16:17	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
06/17/2009	16:17	ISSUE UPDATED

#### Consultant's Closing Comments

PERFORMED RECODEING TRANSMISSION AND BASIC SETTING CLAER CODES AND TRANS IN OPERATING NORMAL

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
467088	RABBIT	2008	WVWHV71K18W	15255	3885	06/17/2009	USA

#### Workshop Finding

CHECK AND REPORT TECH ROAD TEST ON HILL ROLLING BACK BANING CHECK MEASURING  
VALUE 54 READING H45P0098

Activity Date	Activity Time	Activity Comments
06/17/2009	13:17	CLIENT STATE CAR LURCHING WHEN RELEASING BRAKE PEDAL AND IS ALSO ROLLING BACK WHEN BRAKE IS RELEASED CHECK AND REPORT TECH ROAD TEST ON HILL ROLLING BACK BANING CHECK MEASURING VALUE 54 READING H45P0098
06/17/2009	13:17	ISSUE OPENED BY DEALERSHIP
06/17/2009	13:25	ADVISED TECH TO PERFORM TRANSMISSION BASIC SETTINGS PER TT 37-09-03 IF CONCERN IS STILL PRESENT AFTER 15 MILE ROAD TEST REPLACE MECH UNIT, BOLTS, FILTER AND FLUID THEN REPERFORM BASIC SETTINGS. CLOSE OUT VTA WHEN COMPLETED.
06/17/2009	13:25	CUSTOMER COMMENTS: CLIENT STATE CAR LURCHING WHEN RELEASING BRAKE PEDAL AND IS ALSO ROLLING BACK WHEN BRAKE IS RELEASED
06/17/2009	13:25	WORKSHOP FINDINGS: CHECK AND REPORT TECH ROAD TEST ON HILL ROLLING BACK BANING CHECK MEASURING VALUE 54 READING H45P0098
06/18/2009	08:06	USE TECH TIP TT37-09-03BASIC SETTIN #61 NOISE HEAR NEW NUMBBER APPEARS BUT RESULT DTC FAULT CAME BACK P0868 SO MECHATONICHS UNIT WAS ORDER AND BOLT AND FILTER
06/18/2009	08:07	THANKS FOR THE UPDATE.
06/19/2009	10:17	PARTS ON BACKORDER
06/19/2009	14:14	THANKS FOR THE UPDATE.
06/20/2009	09:36	UPDATE TICKET TO DAY YESTERDAY TECH FOR GET WATINING ON MEG UNTI
06/22/2009	09:45	THANKS FOR THE UPDATE.
06/23/2009	08:04	UPDATE TICKET ON MECHATONICHS UNIT BACK ORDER
06/23/2009	09:55	THANKS FOR THE UPDATE.
06/23/2009	10:07	TICKET HAS BEEN ESCALATED TO LEVEL 2 FOR REVIEW..... A2
06/23/2009	12:59	ISSUE SENT TO DEALERSHIP
06/24/2009	08:43	UPDATE TICKET PARTS DID NOT COME IN
06/24/2009	13:47	ISSUE SENT TO DEALERSHIP
06/26/2009	11:05	PARTS BACK ORDER
06/26/2009	11:08	ISSUE SENT TO DEALERSHIP
06/29/2009	08:37	UPDATE TICKET PARTS ON BACK ORDER
06/29/2009	11:13	ISSUE SENT TO DEALERSHIP
06/30/2009	08:44	PARTS ON BACK ORDER
06/30/2009	10:51	ISSUE SENT TO DEALERSHIP
07/01/2009	13:29	PARTS BACK ORDER
07/01/2009	14:04	SPOKE WITH NICOLE IN SERVICE. PARTS ARE STILL ON ORDER. P1
07/02/2009	08:23	CHECK WITH PARTS DEPARTMENT THIS MORINING UNIT TAKE ANOTHER WEEK TO COME IN
07/02/2009	10:45	ISSUE SENT TO DEALERSHIP
07/06/2009	08:32	UPDATE TICKET UNIT STILL ON BACK ORDER
07/06/2009	09:57	ISSUE SENT TO DEALERSHIP
07/07/2009	08:27	PARTS ON BACK ORDER
07/07/2009	09:26	ISSUE SENT TO DEALERSHIP
07/08/2009	07:39	PARTS ON BACK ORDER

07/08/2009	11:23	ISSUE SENT TO DEALERSHIP
07/09/2009	08:40	PARTS ON BACK ORDER
07/09/2009	10:50	ISSUE SENT TO DEALERSHIP
07/10/2009	08:22	PARTS ON BACK ORDER
07/10/2009	11:13	ISSUE SENT TO DEALERSHIP
07/13/2009	07:55	PARTS ON BACK ORDER
07/13/2009	11:02	ISSUE SENT TO DEALERSHIP
07/14/2009	10:46	PARTS ON BACK ORDER
07/14/2009	11:12	ISSUE SENT TO DEALERSHIP
07/15/2009	08:59	PARTS ON BACK ORDER
07/15/2009	10:45	ISSUE SENT TO DEALERSHIP
07/17/2009	09:21	PARTS MEG UNIT BACK ORDER
07/17/2009	11:26	ISSUE SENT TO DEALERSHIP
07/20/2009	08:07	PARTS ON BACK ORDER
07/20/2009	10:42	ISSUE SENT TO DEALERSHIP
07/22/2009	08:29	PARTS BACK ORDER
07/22/2009	10:26	ISSUE SENT TO DEALERSHIP
07/24/2009	08:17	PARTS ON BACK ORDER
07/24/2009	08:59	ISSUE SENT TO DEALERSHIP
07/27/2009	08:32	CHECK PARTS DEPARTMENT THIS MORNING 7/27/09 TOLL PARTS WAS SHIP OUT ON THE /725/09 PARTS SHOULD BE IN ONE OR TWO DAY
07/27/2009	09:08	ISSUE SENT TO DEALERSHIP
07/27/2009	17:01	REPLACE MECHATONICHS AND FILTER AND NWE BOLT AND PERFORM BASIC 60 61 ROAD TEST CAR OK
07/27/2009	18:35	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/27/2009	18:35	ISSUE UPDATED

<b>Consultant's Closing Comments</b>		
REPLACE MECHATONICHS AND FILTER AND NWE BOLT AND PERFORM BASIC 60 61 ROAD TEST CAR OK		

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
467100	EOS	2009	WVWBA71F59V [REDACTED]	3522	3490	06/17/2009	USA

#### Workshop Finding

HAPPENS WITH CRUISE ON OR OFF. GFF TEST NO CODES. MVB 64/1= 15, /2= 26; MVB 54 = J43F0070.

Activity Date	Activity Time	Activity Comments
06/17/2009	13:27	ISSUE OPENED BY DEALERSHIP
06/17/2009	13:27	WHILE DRIVING CAR WILL NOT MOVE, TRANS DISPLAY LIGHTS UP AND FLASHES, HAPPENS WITH CRUISE ON OR OFF, GFF TEST NO CODES ,
06/17/2009	13:43	ADVISED TECH TO PLEASE REPLACE THE K1/K2 SPEED/TEMP SENSOR. THESE SENSORS ARE THE G182 AND G509. THE MECHATRONICS WILL NEED TO BE REMOVED TO INSTALL THIS PART. WHEN ORDERING PARTS, BE SURE TO ORDER NEW MECHATRONICS BOLTS. PLEASE KEEP THE VTA UPDATED WITH YOUR PROGRESS.
06/17/2009	13:43	CUSTOMER COMMENTS: WHILE DRIVING CAR WILL NOT MOVE, TRANS DISPLAY LIGHTS UP AND FLASHES.
06/17/2009	13:43	WORKSHOP FINDINGS: HAPPENS WITH CRUISE ON OR OFF. GFF TEST NO CODES. MVB 64/1= 15, /2= 26; MVB 54 = J43F0070.
06/24/2009	15:40	SPOKE TO SHANNON IN SERVICE AND THE CAR IS DONE AND GONE.....D1
06/25/2009	13:44	ISSUE UPDATED
06/29/2009	10:55	REPLACED K1/K2 SPEED SENSOR
06/29/2009	11:02	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
06/29/2009	11:02	ISSUE UPDATED

#### Consultant's Closing Comments

TECHNICIAN REPLACED THE K1/K2 SPEED/TEMP SENSOR.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
467202	RABBIT	2008	WVWKC71K18W [REDACTED]	19580	3885	06/17/2009	USA

#### Workshop Finding

n/a

Activity Date	Activity Time	Activity Comments
06/17/2009	15:06	ENGINE SURGES DURING LIGHT THROTTLE LEAVING STOP SIGNS OR POWER BRAKING SLIGHTLY...ENGINE SEEMS TO FLARE UP AND DOWN...NO CODES IN ENGINE OR TRANS BUT IS VERY OBVIOUS
06/17/2009	15:06	ISSUE OPENED BY DEALERSHIP
06/17/2009	15:10	CUSTOMER COMMENTS: ENGINE SURGES DURING LIGHT THROTTLE LEAVING STOP SIGNS OR POWER BRAKING SLIGHTLY...ENGINE SEEMS TO FLARE UP AND DOWN...NO CODES IN ENGINE OR TRANS BUT IS VERY OBVIOUS
06/17/2009	15:10	PLEASE REMOVE THE PURGE VALVE AND SEE IF ANY FUEL IS IN IT. SEE IF IT HOLDS VACUUM.
06/17/2009	15:13	PLEASE INSPECT THROTTLE HOUSING FOR DEBRIS OR DIRT.
06/17/2009	15:22	PLEASE CLEAN IT AND RECHECK.
06/17/2009	15:48	PINCHED OFF PURGE VALVE LINE...NO CHANGE...CLEANED THROTTLE BODY AND ADAPTED...NO CHANGE...MAY BE A DSG PROBLEM...CONTACTING TRANS HOTLINE.
06/17/2009	16:01	TECH STATES ALL PREVIOUS TESTING PASSES. ADVISED TO MONITOR FUEL TRIMS BUT THEY HAVE BEEN ERASED. MVB 54 IN TCM IS AT H23. BASIC SETTINGS HAVE BEEN SET WITH NO HELP FOR THE CONCERN. ADVISED TECH TO REPLACE MECHATRONIC UNIT, FLUID, FILTER, AND BOLTS.
06/17/2009	16:17	ORDERED MECHATRONIC MODULE AND FILTER
06/17/2009	17:25	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
06/17/2009	17:25	ISSUE UPDATED

#### Consultant's Closing Comments

ORDERED MECHATRONIC MODULE AND FILTE

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
467232	EOS	2009	WVWFA71F19V [REDACTED]	1260	3885	06/17/2009	USA

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

Activity Date	Activity Time	Activity Comments
06/17/2009	15:34	I HAD A VTA TICKET ON THIS CAR BUT CLOSED DUE TO PARTS BACK ORDER AND CAR LEAVING.I HAVE NOW INSTALLED THE SPEED/TEMP SENSOR.I WAS ASKED TO CHECK VALUE BLOCK 64.MY READINGS WERE 156/255.WAS TOLD THIS WAS TOO HIGH.I HAVE RESET BASIC SETTINGS AND TEST DROVE ALREADY.CLOSED THE GFF LOG.CHECKED MB 64 AGAIN.I NOW HAVE 198/255.IS THIS CORRECT?
06/17/2009	15:34	ISSUE OPENED BY DEALERSHIP
06/17/2009	15:52	CUSTOMER COMMENTS: I HAD A VTA TICKET ON THIS CAR BUT CLOSED DUE TO PARTS BACK ORDER AND CAR LEAVING.I HAVE NOW INSTALLED THE SPEED/TEMP SENSOR.I WAS ASKED TO CHECK VALUE BLOCK 64.MY READINGS WERE 156/255.WAS TOLD THIS WAS TOO HIGH.I HAVE RESET BASIC SETTINGS AND TEST DROVE ALREADY.CLOSED THE GFF LOG.CHECKED MB 64 AGAIN.I NOW HAVE 198/255.IS THIS CORRECT?
06/17/2009	15:52	NUMBERS ARE NOT RESETTABLE. PLEASE SHIP VEHICLE.
06/17/2009	15:52	THANKS BYE,BYE
06/17/2009	17:25	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
06/17/2009	17:25	ISSUE UPDATED

<b>Consultant's Closing Comments</b>
NUMBERS ARE NOT RESETTABLE. PLEASE SHIP VEHICLE.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
467273	EOS	2008	WVWBA71F48V [REDACTED]	18825	3885	06/17/2009	USA

#### Workshop Finding

n/a

Activity Date	Activity Time	Activity Comments
06/17/2009	16:14	ISSUE OPENED BY DEALERSHIP
06/17/2009	16:14	VEHICLE JERKS FROM A STOP. DOES THIS IN FORWARD AND REVERSE. NO CODES IN VEHICLE.
06/17/2009	16:22	CUSTOMER COMMENTS: VEHICLE JERKS FROM A STOP. DOES THIS IN FORWARD AND REVERSE. NO CODES IN VEHICLE.
06/17/2009	16:22	PLEASE CHECK MVB 54, RESET BASIC SETTINGS, RE-CHECK FOR THE CONCERN, THEN CALL BACK WITH RESULTS.
06/18/2009	10:06	MBV 54-J07J0459. RESET BASIC SETTINGS. TEST DROVE, NO DIFFERENCE WAS MADE
06/18/2009	10:15	TECH STATES BASIC SETTINGS DID NOT HELP CONCERN. MVB 54 IN TCM AT J07. ADVISED TECHNICIAN TO REPLACE MECHATRONIC UNIT, FLUID, FILTER, AND BOLTS.
06/18/2009	17:41	PARTS ORDERED
06/19/2009	00:37	WAITING ON PARTS BASED ON UPDATE.
06/19/2009	00:39	FYI FOM AND QTMRL
06/23/2009	15:16	WAITING ON PARTS
06/23/2009	22:41	PLEASE GET ETA AND SALES DOC FROM PARTS.
06/24/2009	18:46	SPOKE WITH MARK IN SERVICE. VEHICLE IS COMPLETE AND HAS BEEN RELEASED. TECH TO UPDATE AND CLOSE VTA WITH DETAILS. D1
06/24/2009	18:48	CLOSING TICKET
06/24/2009	23:49	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
06/24/2009	23:49	ISSUE UPDATED

#### Consultant's Closing Comments

CLOSE TICKET PER DEALER REQUEST

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
467296	EOS	2009	WVWBA71F59V [REDACTED]	24885	3885	06/17/2009	USA

#### Workshop Finding

DSG HARSH/ SHUDDERING ACCELERATION. MVB 54=J17

Activity Date	Activity Time	Activity Comments
06/17/2009	16:34	DSG TRANSMISSION, "CUSTOMER STATES THAT WHEN ACCELERATING FROM IDLE/STOP THE CAR SHAKES AND HESITATES" THE DSG TRANSMISSION JERKS INTO GEAR TAKING OFF FROM A STOP THEN JERKS AGAIN AS VEHICLE GETS MOVING, DOES IT EVERY TIME AND ONLY TAKES OFF SMOOTHLY IF YOU GIVE IT A FEW SECONDS BETWEEN SHIFTING INTO DRIVE AND SLOWLY APPLY GAS PEDAL, ALSO ON TEST DRIVE SOME HARSH SHIFTS ACCELERATING IN TURNS, THERE ARE NO CODES IN THE MECHATRONIC CONTROL MODULE 02E300051B, CODE KPU, NO LEAKS, FLUID LEVEL OK, VALUE BLOCK 54 IS : J17K0271, ATTACHED GFF WITH SEVERAL OTHER VALUE BLOCKS IF NECESSARY,
06/17/2009	16:34	ISSUE OPENED BY DEALERSHIP
06/17/2009	16:50	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.
06/17/2009	16:50	CUSTOMER COMMENTS: DSG TRANSMISSION, "CUSTOMER STATES THAT WHEN ACCELERATING FROM IDLE/STOP THE CAR SHAKES AND HESITATES" THE DSG TRANSMISSION JERKS INTO GEAR TAKING OFF FROM A STOP THEN JERKS AGAIN AS VEHICLE GETS MOVING, DOES IT EVERY TIME AND ONLY TAKES OFF SMOOTHLY IF YOU GIVE IT A FEW SECONDS BETWEEN SHIFTING INTO DRIVE AND SLOWLY APPLY GAS PEDAL, ALSO ON TEST DRIVE SOME HARSH SHIFTS ACCELERATING IN TURNS, THERE ARE NO CODES IN THE MECHATRONIC CONTROL MODULE 02E300051B, CODE KPU, NO LEAKS, FLUID LEVEL OK, VALUE BLOCK 54 IS : J17K0271, ATTACHED GFF WITH SEVERAL OTHER VALUE BLOCKS IF NECESSARY,
06/17/2009	16:50	WORKSHOP FINDINGS: DSG HARSH/ SHUDDERING ACCELERATION. MVB 54=J17
06/18/2009	09:12	PERFORMED DSG BASIC SETTINGS PER INSTRUCTIONS AND TECH TIP TT 37-09-03, NO IMPROVEMENT AFTER 20 MILE TEST DRIVE, SLIGHTLY WORSE WHEN HOT, LET VEHICLE SIT OVERNIGHT, TEST DROVE FROM COLD TO HOT, NO IMPROVEMENT, STILL ENGAGES VERY JERKY FROM STOP AND HESITATES SEVERAL TIMES FROM STOP ESPECIALLY IN FIRST AUTO AND IN 1 TIPTRONIC
06/18/2009	09:18	PLEASE REPLACE THE MECH UNIT.
06/18/2009	11:11	ETA FOR MECHATRONIC UNIT IS LATE JULY, VEHICLE RETURNED TO CUSTOMER AWAITING PARTS,
06/18/2009	11:42	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
06/18/2009	11:42	ISSUE UPDATED

#### Consultant's Closing Comments

ETA FOR MECHATRONIC UNIT IS LATE JULY, VEHICLE RETURNED TO CUSTOMER AWAITING

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
467313	EOS	2008	WVWBA71F48V [REDACTED]	23979	3885	06/17/2009	USA

#### Workshop Finding

JERKING IN REVERSE AND DRIVE FROM A STOP. NO FAULTS. FLUID LEVEL AND CONDITION OK

Activity Date	Activity Time	Activity Comments
06/17/2009	16:47	CUSTOMER STATES THAT WHEN ACCELERATING IT SEEMS TO BE JERKING. TEST DROVE WHEN TAKING OF CAR JERKS. IT DOES IT IN REVERSE AND IN DRIVE. NO FAULTS FOUND. CHECKED VALUE BLOCK 54 IN GEARBOX ELECTRONICS AND FOUND J04R0097. SHOULD I REPLACE MECHATRONICS
06/17/2009	16:47	ISSUE OPENED BY DEALERSHIP
06/17/2009	16:52	ADVISED THE TECH TO PERFORM MANUAL BASIC SETTINGS. ENTER VEHICLE SELF DIAGNOSIS, CLEAR ECM AND TCM MEMORY. WITH THE VEHICLE RUNNING AND AT OPERATING TEMPERATURE HAVE A FOOT ON BRAKE WITH VEHICLE IN PARK, ENTER BASIC SETTINGS IN TRANS. ENTER 61Q AND ACTIVATE, WHEN NUMBERS APPEAR IN LOWER BOX BACK OUT ONE SCREEN AND ENTER 60Q AND ACTIVATE, WHEN NUMBERS APPEAR CYCLE THE KEY OFF THEN ON, PERFORM GARAGE SHIFT BY SHIFTING THE VEHICLE (WHILE RUNNING) FROM PARK TO DRIVE 5 TIMES AND THEN SHIFTING FROM PARK TO REVERSE 5 TIMES. ROAD TEST VEHICLE 20 MILES GOING THROUGH ALL GEARS AUTOMATICALLY AND ALSO THROUGH TIPTRONIC AT VARIOUS SPEEDS. REEVALUATE CONCERN, CHECK FAULT MEMORY AND UPDATE VTA.. IF THE CONCERN IS STILL PRESENT REPLACE THE MECH, FLUID, FILTER AND BOLTS.
06/17/2009	16:52	CUSTOMER COMMENTS: CUSTOMER STATES THAT WHEN ACCELERATING IT SEEMS TO BE JERKING. TEST DROVE WHEN TAKING OF CAR JERKS. IT DOES IT IN REVERSE AND IN DRIVE. NO FAULTS FOUND. CHECKED VALUE BLOCK 54 IN GEARBOX ELECTRONICS AND FOUND J04R0097. SHOULD I REPLACE MECHATRONICS
06/17/2009	16:52	WORKSHOP FINDINGS: JERKING IN REVERSE AND DRIVE FROM A STOP. NO FAULTS. FLUID LEVEL AND CONDITION OK
06/17/2009	17:10	SET BASIC SETTINGS THRU V.S.D. AND FOLLOWED DIRECTIONS GIVEN DURING BASIC SETTING U FELT AND HEARD TRANS SHIFT NORMALLY. TEST DROVE CAR SHIFTING OK AND ACCEL. IS OK
06/17/2009	19:54	PLEASE CALL IN WHEN YOU HAVE TIME, THANKS!
06/24/2009	13:12	D1 SPOKE TO DAVID IN SERVICE VEHICLE IS DONE AND GONE.
06/30/2009	12:09	SET BASIC SETTINGS ALL OK
06/30/2009	14:22	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
06/30/2009	14:22	ISSUE UPDATED

#### Consultant's Closing Comments

SET BASIC SETTINGS THRU V.S.D. AND FOLLOWED DIRECTIONS GIVEN DURING BASIC SETTING U FELT AND HEARD TRANS SHIFT NORMALLY. TEST DROVE CAR SHIFTING OK AND ACCEL. IS OK

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
467321	EOS	2008	WVWBA71F18V [REDACTED]	21500	3735	06/17/2009	USA

**Workshop Finding**

n/a

Activity Date	Activity Time	Activity Comments
06/17/2009	16:54	I JUST INSTALLED A MECHATRONICS UNIT AND IT WON'T SHIFT OVER 2ND GEAR.I DID BASIC SETTINGS 3 TIMES IT HAS A FAULT 01087 003.THE CODING WAS 20 ON BOTH UNITS.DID I MISS SOMETHING?
06/17/2009	16:54	ISSUE OPENED BY DEALERSHIP
06/17/2009	17:09	CODING WAS 20. TECH TO RECODE TO 20 AND SET BASIC SETTINGS AGAIN. THEN TEST DRIVE.
06/17/2009	17:09	CUSTOMER COMMENTS: I JUST INSTALLED A MECHATRONICS UNIT AND IT WON'T SHIFT OVER 2ND GEAR.I DID BASIC SETTINGS 3 TIMES IT HAS A FAULT 01087 003.THE CODING WAS 20 ON BOTH UNITS.DID I MISS SOMETHING?
06/19/2009	09:33	I DID CODE IT TO 20 AGAIN AND RESET BASIC SETTING AND IT WORKED.I CLEARED FAULTS AND DROVE IT FOR ABOUT 15-20 MILES.OK.I TRIED TO CLOSE THE TICKET YESTERDAY BUT FOR SOME REASON MY PASSWORD WOULD NOT WORK.
06/19/2009	17:08	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
06/19/2009	17:08	ISSUE UPDATED

**Consultant's Closing Comments**

TE: I DID CODE IT TO 20 AGAIN AND RESET BASIC SETTING AND IT WORKED.I CLEARED FAULTS AND DROVE IT FOR ABOUT 15-20 MILES.OK.I TRIED TO CLOSE THE TICKET YESTERDAY BUT FOR SOME REASON MY PASSWORD WOULD NOT WORK.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
467334	JETTA	2008	3VWRJ71KX8M [REDACTED]	24590	3735	06/17/2009	USA

#### Workshop Finding

n/a

Activity Date	Activity Time	Activity Comments
06/17/2009	17:15	CUST STATES CAR REVS THEN SLAMS INTO 1ST. CHECKED FOR FAULTS AND HAS NO FAULTS. TEST DROVE AND FOUND CAR TO REV THEN SLAM INTO GEAR. AFTER TEST DRIVE PERFORMED BASIC SETTING OF TRANS AND TOOK CAR BACK ON TEST DRIVE AND FOUND TO STILL SLIP OUT OF 1ST AT STOP LIGHTS AND GO TO TAKE OF SLAMS BACK INTO 1ST.
06/17/2009	17:15	ISSUE OPENED BY DEALERSHIP
06/17/2009	17:23	CUSTOMER COMMENTS: CUST STATES CAR REVS THEN SLAMS INTO 1ST. CHECKED FOR FAULTS AND HAS NO FAULTS. TEST DROVE AND FOUND CAR TO REV THEN SLAM INTO GEAR. AFTER TEST DRIVE PERFORMED BASIC SETTING OF TRANS AND TOOK CAR BACK ON TEST DRIVE AND FOUND TO STILL SLIP OUT OF 1ST AT STOP LIGHTS AND GO TO TAKE OF SLAMS BACK INTO 1ST.
06/17/2009	17:23	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.
06/17/2009	17:46	PARTS ON ORDER
06/17/2009	18:19	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
06/17/2009	18:19	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
467335	JETTA	2009	3VWAL81K19M [REDACTED]	844	3885	06/17/2009	USA

#### Workshop Finding

NO FAULT. I HAD THE TECH CHECK MVB 54 AND IT HAS J49 AND IN MVB 64 IT HAD NUMBERS INSTEAD OF ZERO'S

Activity Date	Activity Time	Activity Comments
06/17/2009	17:17	CUSTOMER STATES: VEHICLE FELT LIKE TRANSMISSION SLIPPED INTO NEUTRAL, ALL GEAR LIGHTS ILLUMINATED ON DASH. GFF WAS USED: NO CODES PRESENT IN ANY CONTROL MODULES, COMPLETE CHARGING SYSTEM TEST PERFORMED WITH MIDTRONICS TESTER NO MALFUNCTION, BATTERY CABLES TIGHT, FUSE PANEL CONNECTIONS ARE ALL TIGHT. A ROAD TEST OF 20 MILES HAS BEEN PERFORMED WITH NO MALFUNCTION AT THIS TIME.
06/17/2009	17:17	ISSUE OPENED BY DEALERSHIP
06/17/2009	17:46	CUSTOMER COMMENTS: CUSTOMER STATES: VEHICLE FELT LIKE TRANSMISSION SLIPPED INTO NEUTRAL, ALL GEAR LIGHTS ILLUMINATED ON DASH. GFF WAS USED: NO CODES PRESENT IN ANY CONTROL MODULES, COMPLETE CHARGING SYSTEM TEST PERFORMED WITH MIDTRONICS TESTER NO MALFUNCTION, BATTERY CABLES TIGHT, FUSE PANEL CONNECTIONS ARE ALL TIGHT. A ROAD TEST OF 20 MILES HAS BEEN PERFORMED WITH NO MALFUNCTION AT THIS TIME.
06/17/2009	17:46	TECH NEEDS TO REPLACE THE G509 WITH PART NUMBER 02E927321A. THE MECHATRONIC WILL HAVE TO BE REMOVED IN ORDER TO REPLACE THE SENSOR. SO THE TECHNICIAN NEEDS TO REPLACE THE MECHATRONIC BOLTS WITH NEW NEW BOLTS WHEN REINSTALLING HE UNIT. AFTER PERFORMING THE REPAIRS THE TECH NEEDS TO PERFORM BASIC SETTINGS AS FOLLOWS: THE FOLLOWING REQUIREMENTS SHOULD BE MET: ENGINE AND TRANSMISSION MUST BE UP TO OPERATING TEMPERATURE (MINIMUM OF 30C IN TRANSMISSION). VEHICLE SHOULD BE CLEAR OF ALL FAULT CODES (ECM AND TCM) VEHICLE SHOULD BE IN PARK AND IDLING ENGINE MUST HAVE BEEN RUNNING FOR ONE FULL MINUTE BEFORE BASIC SETTINGS CAN BE PERFORMED. GO INTO VSD, TRANSMISSION ELECTRONICS/GEARBOX ELECTRONICS, BASIC SETTINGS, THEN ENTER #61 ON KEYPAD AND SELECT THE "Q" BUTTON TO ENTER INTO TEST MODE. ONCE THE NEW SCREEN APPEARS, PUT YOUR FOOT ON THE BRAKE PEDAL AND PRESS ACTIVATE. IT CAN TAKE UP TO 40 SECONDS UNTIL YOU HEAR ANY NOISES IN THE TRANSMISSION. ONCE YOU SEE NEW NUMBERS APPEAR IN THE BOTTOM BOX OF THE BASIC SETTINGS, YOU KNOW THAT THE TEST IS COMPLETE. GO BACK OUT INTO BASIC SETTINGS AND SELECT #60 ON KEYPAD AND SELECT THE "Q" BUTTON TO ENTER THE TEST MODE. FOLLOW STEP #2 AGAIN. ONCE YOU ARE COMPLETED WITH THESE TWO TESTS, SHUT DOWN ENGINE AND RESTART AND ALLOW TO IDLE. CYCLE VEHICLE FROM PARK TO DRIVE 5 TIMES AND THEN FROM PARK TO REVERSE 5 TIMES AS WELL. ROAD TEST VEHICLE 10-15 MILES GOING THROUGH ALL GEARS AUTOMATICALLY AND ALSO THROUGH TIPTRONIC AT VARIOUS SPEEDS AND DRIVING CONDITIONS. SHUT THE VEHICLE OFF AND THEN RESTART AND RE EVALUATE SHIFTING. NOTE: IF VEHICLE STALLS WHILE RUNNING BASIC SETTINGS, THE TRANSMISSION WILL MAY 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.
06/17/2009	17:46	WORKSHOP FINDINGS: NO FAULT. I HAD THE TECH CHECK MVB 54 AND IT HAS J49 AND IN MVB 64 IT HAD NUMBERS INSTEAD OF ZERO'S
06/19/2009	13:08	A NEW SENSOR HAS BEEN ORDERED, STILL WAITING FOR DELIVERY AS OF 6-19.
06/19/2009	13:27	THANKS FOR THE UPDATE
06/24/2009	17:42	D2 SPOKE TO JEFF IN VW SERVICE VEHICLE IS DONE AND GONE
06/25/2009	13:23	THE NEW SENSOR HAS BEEN INSTALLED, BASIC SETTINGS PERFORMED, VEHICLE ROAD TESTED THANK YOU.
06/25/2009	13:57	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED

06/25/2009	13:57	ISSUE UPDATED
<b>Consultant's Closing Comments</b>		
THE NEW SENSOR HAS BEEN INSTALLED, BASIC SETTINGS PERFORMED, VEHICLE ROAD TESTED THANK YOU.		

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
467378	JETTA	2009	3VWTL81K89M [REDACTED]	1533	3490	06/17/2009	USA

#### Workshop Finding

MVB 64 21/13

Activity Date	Activity Time	Activity Comments
06/17/2009	18:54	C/S THAT WHILE DRIVING THE CAR FEELS LIKE IT DOESN'T WANT TO ACCELERATE, WHEN IT DOES THIS THE LIGHTS ON THE SHIFTER START BLINKING. WHEN IT DOES THIS AND THE VEHICLE IS STOPPED, THE VEHICLE WILL ONLY REV WHEN THE ACCELERATOR IS DEPRESSED AS IF IN NEUTRAL AND WON'T MOVE UNLESS THE VEHICLE IS THEN TURNED OFF AND BACK ON AGAIN. TEST DRIVE FOR 20 MILES AND WAS UNABLE TO DUPLICATE CONCERN. SCANNED VEHICLE WITH GFF AND FOUND NO FAULTS IN THE ECM OR THE TRANSMISSION. ADVISED TO GET A SCREEN SHOT OF MVB 64 BEFORE OPENING VTA, ATTACHING PICTURE OF MVB 64 FROM BOTH ECM AND GEARBOX(WASN'T SPECIFIED WHICH TO TAKE)
06/17/2009	18:54	ISSUE OPENED BY DEALERSHIP
06/17/2009	18:59	CUSTOMER COMMENTS: C/S THAT WHILE DRIVING THE CAR FEELS LIKE IT DOESN'T WANT TO ACCELERATE, WHEN IT DOES THIS THE LIGHTS ON THE SHIFTER START BLINKING. WHEN IT DOES THIS AND THE VEHICLE IS STOPPED, THE VEHICLE WILL ONLY REV WHEN THE ACCELERATOR IS DEPRESSED AS IF IN NEUTRAL AND WON'T MOVE UNLESS THE VEHICLE IS THEN TURNED OFF AND BACK ON AGAIN. TEST DRIVE FOR 20 MILES AND WAS UNABLE TO DUPLICATE CONCERN. SCANNED VEHICLE WITH GFF AND FOUND NO FAULTS IN THE ECM OR THE TRANSMISSION. ADVISED TO GET A SCREEN SHOT OF MVB 64 BEFORE OPENING VTA, ATTACHING PICTURE OF MVB 64 FROM BOTH ECM AND GEARBOX(WASN'T SPECIFIED WHICH TO TAKE)
06/17/2009	18:59	REPLACE THE G509 AND RESET BASIC ROAD TEST FOR ISSUE
06/17/2009	18:59	WORKSHOP FINDINGS: MVB 64 21/13
06/18/2009	18:48	G509 ON ORDER, SHOULD ARRIVE 6/19/09
06/19/2009	10:34	ISSUE SENT TO DEALERSHIP
06/22/2009	18:07	INSTALLED NEW G509 SENSOR, MADE NOTE OF CURRENT VALUES IN MVB 64 AND TEST DROVE VEHICLE FOR 5 MILES AND FOUND NO PROBLEMS DURING DRIVE AND NO DTC'S FOUND AFTER DRIVE. VEHICLE NOW OPERATING AS DESIGNED. THANK YOU.
06/22/2009	18:44	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
06/22/2009	18:44	ISSUE UPDATED

#### Consultant's Closing Comments

INSTALLED NEW G509 SENSOR, MADE NOTE OF CURRENT VALUES IN MVB 64 AND TEST DROVE VEHICLE FOR 5 MILES AND FOUND NO PROBLEMS DURING DRIVE AND NO DTC'S FOUND AFTER DRIVE. VEHICLE NOW OPERATING AS DESIGNED. THANK YOU.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
467437	JETTA	2009	3VWRJ71K89M [REDACTED]	18935	3885	06/18/2009	USA

#### Workshop Finding

n/a

Activity Date	Activity Time	Activity Comments
06/18/2009	09:08	ISSUE OPENED BY DEALERSHIP
06/18/2009	09:08	TRANS SLIPPING ON ACCELERATION (HESITATING) AND FLUTTERING.
06/18/2009	09:31	CUSTOMER COMMENTS: TRANS SLIPPING ON ACCELERATION (HESITATING) AND FLUTTERING.
06/18/2009	09:31	MVB 54 IN TCM AT J21. ADVISED TECH TO RUN MANUAL BASIC SETTINGS AS FOLLOWS. IF CONCERN IS STILL PRESENT, GIVE US A CALL FOR REPAIR DIRECTION. 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. 5. 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.
06/23/2009	12:20	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
06/23/2009	12:20	ISSUE UPDATED

#### Consultant's Closing Comments

PERFORMED BASIC SETTINGS.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
467502	JETTA	2008	3VWRA71K18M [REDACTED]	19498	3885	06/18/2009	USA

#### Workshop Finding

ROAD TESTED SPORADIC HARSH UPSHIFT ON 4-5 5-6 DOWNSHIFT HARSH SPORADIC ON 3-2 2-1 ... NEW MECH UNIT INSTALLED LAST WEEK BASIC SEETINGS SET AND ROAD TESTED.. CUSTOMER HAS PUT ALMOST 300 MILES ON SINCE.. SCAN TESTED NO CODES ...

Activity Date	Activity Time	Activity Comments
06/18/2009	10:02	CUSTOMER COMPLAINT OF JUMPING ON ACCEL AND ERRATIC HARSH SHIFTING... ROAD TESTED SPORADIC HARSH UPSHIFT ON 4-5 5-6 DOWNSHIFT HARSH SPORADIC ON 3-2 2-1 ... NEW MECH UNIT INSTALLED LAST WEEK BASIC SEETINGS SET AND ROAD TESTED.. CUSTOMER HAS PUT ALMOST 300 MILES ON SINCE.. SCAN TESTED NO CODES ...
06/18/2009	10:02	ISSUE OPENED BY DEALERSHIP
06/18/2009	10:18	ADVISED TO CK FLUID LEVEL AND CONDITION ALSO CK MVB 64. UPDATE TICKET WITH RESULTS AND CALL BACK.
06/18/2009	10:18	CUSTOMER COMMENTS: CUSTOMER COMPLAINT OF JUMPING ON ACCEL AND ERRATIC HARSH SHIFTING...
06/18/2009	10:18	WORKSHOP FINDINGS: ROAD TESTED SPORADIC HARSH UPSHIFT ON 4-5 5-6 DOWNSHIFT HARSH SPORADIC ON 3-2 2-1 ... NEW MECH UNIT INSTALLED LAST WEEK BASIC SEETINGS SET AND ROAD TESTED.. CUSTOMER HAS PUT ALMOST 300 MILES ON SINCE.. SCAN TESTED NO CODES ...
06/18/2009	10:28	OK BLOCK 64 HAS 0 0 .. FLUID LEVEL IS GOOD.. DID NOT SEE COOLANT IN FLUID AT THIS TIME..
06/18/2009	10:33	CONTACT ME ON MY CELL [REDACTED] BEST NUMBER TO REACH ME AT
06/18/2009	10:33	TRANSFERRED CALLER TO CHRIS GEHRKES VOICEMAIL DUE TO LEVEL 2 CASE STATUS.
06/18/2009	12:37	MECH INSTALLED, ERRATIC SHIFTS 1-2-3. CHANGE THE TCM CODING TO 20 (1013 CURRENTLY) SET BASIC SETTINGS. PERFORM ROAD TEST
06/18/2009	15:53	CHANGED CODING RESET BASIC SETTING AND ROAD TESTED THE HARSH DOWNSHIFT AND UPSHIFTS WENT AWAY... THANKS
06/18/2009	15:56	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
06/18/2009	15:56	ISSUE UPDATED

#### Consultant's Closing Comments

CHANGED CODING RESET BASIC SETTING AND ROAD TESTED THE HARSH DOWNSHIFT AND UPSHIFTS WENT AWAY... THANKS

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
467517	JETTA	2008	3VWRJ71K68M [REDACTED]	20751	3885	06/18/2009	USA

#### Workshop Finding

I TEST DROVE AND WAS ABLE TO VERIFY THE CONCERN. I RAN GFF BUT THERE WERE NO CODES IN THE ECM OR TCM. I COULD NOT FIND ANYTHING IN TECH SOLUTIONS EITHER. ANY IDEAS

Activity Date	Activity Time	Activity Comments
06/18/2009	10:16	CUSTOMER STATES THAT AFTER COMING TO A STOP AND THEN ACCELERATING LIGHTLY THE CAR SURGES FORWARD SEVERAL TIMES. I TEST DROVE AND WAS ABLE TO VERIFY THE CONCERN. I RAN GFF BUT THERE WERE NO CODES IN THE ECM OR TCM. I COULD NOT FIND ANYTHING IN TECH SOLUTIONS EITHER. ANY IDEAS
06/18/2009	10:16	ISSUE OPENED BY DEALERSHIP
06/18/2009	10:24	CUSTOMER COMMENTS: CUSTOMER STATES THAT AFTER COMING TO A STOP AND THEN ACCELERATING LIGHTLY THE CAR SURGES FORWARD SEVERAL TIMES.
06/18/2009	10:24	MVB 54 H46. ADVISED TO TECH TO SET BASIC SETTINGS THRU VSD ROAD TEST VEHICLE IF CONDITION IS STILL PRESENT REPLACE MECHATRONICS UNIT, FLUID, FILTER AND BOLTS.
06/18/2009	10:24	WORKSHOP FINDINGS: I TEST DROVE AND WAS ABLE TO VERIFY THE CONCERN. I RAN GFF BUT THERE WERE NO CODES IN THE ECM OR TCM. I COULD NOT FIND ANYTHING IN TECH SOLUTIONS EITHER. ANY IDEAS
06/18/2009	12:59	PERFORMED BASIC SETTINGS AND TEST DROVE WITH NO EFFECT I ORDERED A NEW MECHATRONICS UNIT THANKS FOR THE HELP
06/18/2009	13:00	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
06/18/2009	13:00	ISSUE UPDATED

#### Consultant's Closing Comments

D1 PERFORMED BASIC SETTINGS AND TEST DROVE WITH NO EFFECT I ORDERED A NEW MECHATRONICS UNIT

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
467548	JETTA	2009	3VWRL71K19M [REDACTED]	41	3885	06/18/2009	USA

#### Workshop Finding

VEHICLE NOT IN THE SHOP.

Activity Date	Activity Time	Activity Comments
06/18/2009	10:41	CUSTOMER STATES SLOW ENGAGEMENT AND NO REVERSE CAR PASSED GFF TEST NO BULLETENS FOR CAR HAVE YOU SEEN THIS CONCERN BEFORE CAR DID STALL OUT WHEN RETURN TO SHOP LIKE CLUTCH ENGAGE WHILE SITTING STILL
06/18/2009	10:41	ISSUE OPENED BY DEALERSHIP
06/18/2009	11:23	ADVISED THE TECH TO UPDATE THE VTA WITH MVB 54 AND 64 AND UPDATE THE VTA WITH RESULTS.
06/18/2009	11:23	CUSTOMER COMMENTS: CUSTOMER STATES SLOW ENGAGEMENT AND NO REVERSE CAR PASSED GFF TEST NO BULLETENS FOR CAR HAVE YOU SEEN THIS CONCERN BEFORE CAR DID STALL OUT WHEN RETURN TO SHOP LIKE CLUTCH ENGAGE WHILE SITTING STILL
06/18/2009	11:23	WORKSHOP FINDINGS: VEHICLE NOT IN THE SHOP.
06/18/2009	11:24	MVB 54 J49A0545 MVB 64 0 0
06/18/2009	11:30	ADVISED TECH TO PERFORM BASIC SETTINGS PER TT 37-09-03 THEN REEVALUATE CONCERN, IF CONCERN IS RESOLVED RELEASE VEHICLE TO CUSTOMER IF STILL ACTING UP PLEASE CALL BACK.
06/19/2009	07:58	ROAD TESTED THE VEHICLE AFTER BASIC SETTINGS AND THE VEHICLE LEFT ME ON THE SIDE OF THE ROAD , THE TRANS WOULD NOT ENGAGE ANY GEAR, AND THE SCAN TOOL LOST COMMUNICATION WITH THE TCM. GET THE VEHICLE TOWED BACK TO THE DEALER AND WILL GET IT BACK IN THE SHOP TODAY AND CONTACT YOU.
06/19/2009	19:37	THANKS FOR THE UPDATE. KEEP US POSTED.
06/22/2009	08:20	WHILE CHECKING POWER AND GROUNDS FOUND TRANS FLUID IN CONNECTOR FOR MEGATRONICS UNIT
06/22/2009	08:27	ADVISE TECH TO ATTACH PICTURES OF CONNECTOR TO VTA,
06/22/2009	08:33	THIS IS PIC REQUESTED
06/22/2009	08:51	WORKING WITH PRODUCT SUPPORT , WILL CALL TECH BACK.
06/22/2009	09:09	ADVISE TECH TO CLEAN CONNECTOR AND LET DRY. ROAD TEST VEHICLE SEE IF CODE RETURNS.PER P/S
06/22/2009	10:26	TECH STATES HE NOTICED THAT PIN 16 WHICH IS A GROUND IS DISCOLORED SO I AM HAVING HIM RUN OVERLAY ON THE GROUND WIRE AND RE PIN THE TERMINAL TO SEE IF THIS CORRECTS THE NO COMMUNICATION CONCERN.
06/22/2009	16:09	ORDERED TERMINAL ENDS
06/23/2009	10:56	REPLACED TERMINALS NO COMUNCATION AFTER HOT AND CODE P0777 STAYED IN SYSTEM ALL TIME AND VECH HAS NO REVERSE
06/23/2009	11:25	ADVISED THE TECH TO PULL EITHER THE PAN FILTER OFF AND INSPECT THE FLUID AND SEE IF IT IS CONTAMINATED LIKE THE FLUID IN THE CONNECTOR
06/24/2009	09:40	CHECKED TRANS FLUID VERY CLEAN
06/24/2009	10:01	TECH NEEDS TO REPLACE THE MECHATRONICS AS PER PRODUCT SUPPORT.
06/24/2009	10:43	TICKET HAS BEEN ESCALATED TO LEVEL 2 FOR REVIEW..... A2
06/24/2009	14:25	ORDERED THE MECHATRONICS UNIT.
06/24/2009	14:37	ISSUE SENT TO DEALERSHIP
06/26/2009	08:05	WAITING FOR THE MECHICATRONICS UNIT, MIGHT BE AWHILE
06/26/2009	11:08	ISSUE SENT TO DEALERSHIP
06/29/2009	08:08	WAITING FOR THE MECHICATRONICS UNIT, MIGHT BE AWHILE
06/29/2009	11:14	ISSUE SENT TO DEALERSHIP
06/30/2009	12:30	ISSUE SENT TO DEALERSHIP
07/01/2009	09:47	WAITING ON PARTS
07/01/2009	11:18	ISSUE SENT TO DEALERSHIP

07/02/2009	16:15	REPAIR COMPLETED-VEH IS OPERATING TO SPECS.DROVE 15 MILES AFTER BASIC SETTINGS.
07/02/2009	16:16	THANK YOU!
07/02/2009	16:35	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/02/2009	16:35	ISSUE UPDATED

<b>Consultant's Closing Comments</b>		
REPAIR COMPLETED-VEH IS OPERATING TO SPECS.DROVE 15 MILES AFTER BASIC SETTINGS.		

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
467565	RABBIT	2008	WVWKC71K78W [REDACTED]	5167	3885	06/18/2009	USA

**Workshop Finding**

n/a

Activity Date	Activity Time	Activity Comments
06/18/2009	10:56	CUSTOMER COMPLAINS BANGING INTO GEAR WHEN ACCELING FROM A STOP. ROAD TEST AND DUPLICATE, SET BASIC SETTINGS IN SELF DIAG CHANNEL 61 AND 60, REROADTEST FOR 15MI AND STILL HAS VERY HARD AND SPUTTERY ENGAGEMENT. THE S2 CAMPAIGN WAS COMPLETED PRIOR TO CHECKING TRANS AND I FOUND NO WATER OR DEBRIS IN LINES.
06/18/2009	10:56	ISSUE OPENED BY DEALERSHIP
06/18/2009	11:01	BASIC SETTING ALREADY PERFORMED WITH NO FIX FOR CONCERN. ADVISED TECH TO UPDATE VTA WITH MVB 54 AND 64 FROM TCM. GIVE US A CALL WITH YOUR FINDINGS.
06/18/2009	11:01	CUSTOMER COMMENTS: CUSTOMER COMPLAINS BANGING INTO GEAR WHEN ACCELING FROM A STOP. ROAD TEST AND DUPLICATE, SET BASIC SETTINGS IN SELF DIAG CHANNEL 61 AND 60, REROADTEST FOR 15MI AND STILL HAS VERY HARD AND SPUTTERY ENGAGEMENT. THE S2 CAMPAIGN WAS COMPLETED PRIOR TO CHECKING TRANS AND I FOUND NO WATER OR DEBRIS IN LINES.
06/18/2009	11:02	ISSUE UPDATED
06/18/2009	11:07	CHECK MVB 64 AND FOUND 0 0. CHECK MVB 54 AND FOUND H26E0290
06/18/2009	11:09	PLEASE REPLACE THE MECH UNIT.
06/18/2009	11:09	THANKS FOR UPDATE. PLEASE CALL FOR DIRECTION.
06/19/2009	17:02	CUST HAS VEH
06/20/2009	21:14	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
06/20/2009	21:14	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
467588	JETTA	2008	3VWRA71K38M [REDACTED]	11108	3885	06/18/2009	USA

**Workshop Finding**

PERFORMED BASIC SETTINGS- STILL HAVE CODE 01087 003....BASIC SETTINGS NOT CARRIED OUT- MECHANICAL MALFUNCTION.

Activity Date	Activity Time	Activity Comments
06/18/2009	11:16	INSTALLED NEW MECHATRONICS UNIT- ONLY HAVE FIRST 2 GEARS- PERFORMED BASIC SETTINGS- STILL HAVE CODE 01087 003....BASIC SETTINGS NOT CARRIED OUT- MECHANICAL MALFUNCTION.
06/18/2009	11:16	ISSUE OPENED BY DEALERSHIP
06/18/2009	11:23	A2 ADVISED TECH TO CHANGE MECH CODING TO 20 THEN RERUN BASIC SETTINGS PER TT 37-09-03, CLOSE OUT VTA WHEN COMPLETED.
06/18/2009	11:23	CUSTOMER COMMENTS: INSTALLED NEW MECHATRONICS UNIT- ONLY HAVE FIRST 2 GEARS.
06/18/2009	11:23	WORKSHOP FINDINGS: PERFORMED BASIC SETTINGS- STILL HAVE CODE 01087 003....BASIC SETTINGS NOT CARRIED OUT- MECHANICAL MALFUNCTION.
06/19/2009	17:29	PLEASE UPDATE THE VTA WITH FINDINGS AND CALL BACK IN OR CLOSE THE VTA
06/24/2009	18:03	ISSUE UPDATED
06/25/2009	07:19	VEHICLE REPAIRED CUSTOMER DRIVING
06/25/2009	10:47	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
06/25/2009	10:47	ISSUE UPDATED

**Consultant's Closing Comments**

VEHICLE REPAIRED CUSTOMER DRIVING

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
467606	RABBIT	2008	WVWFV71KX8W [REDACTED]	19514	3885	06/18/2009	USA

#### Workshop Finding

n/a

Activity Date	Activity Time	Activity Comments
06/18/2009	11:30	ISSUE OPENED BY DEALERSHIP
06/18/2009	11:30	VEHICLE CAME IN WITH CONCERN TRANS NOT SHIFTING NORMAL. TEST DROVE VEHICLE WHEN EXCELERATING FROM A STOP W NORMAL THROTTLE FEELS LIKE THE CLUTCHES ENGAGE THEN DISENGAGE THEN REENGAGE.
06/18/2009	12:25	CUSTOMER COMMENTS: VEHICLE CAME IN WITH CONCERN TRANS NOT SHIFTING NORMAL. TEST DROVE VEHICLE WHEN EXCELERATING FROM A STOP W NORMAL THROTTLE FEELS LIKE THE CLUTCHES ENGAGE THEN DISENGAGE THEN REENGAGE.
06/18/2009	12:25	TECH SHOULD GET THE INFORMATION IN MVB 54 AND 64 IN THE TRANSMISSION AND CALL BACK.
06/18/2009	12:38	MVB 54 IS H40 MVB 64 IS ZEROS
06/18/2009	12:50	ADVISED TECH TO PERFORM BASIC SETTINGS PER TT37-09-03 IF CONCERN IS STILL PRESENT REPLACE MECH UNIT, BOLTS, FILTER AND FLUID THEN REPERFORM BASIC SETTINGS.
06/19/2009	19:33	PERFORMED BASIC SETTINGS TEST DROVE VEHICLE PROBLEM STILL THERE. ORDERED NEW MECHATRONICS. VEHICLE TO STAY AT DEALER
06/22/2009	08:59	THANKS FOR THE UPDATE
06/25/2009	18:55	SPOKE WITH CURTIS IN SERVICE. PARTS ON ORDER. P2
07/01/2009	16:06	WAITING ON PARTS
07/01/2009	16:23	UPDATE AFTER PARTS ARE INSTALLED
07/27/2009	13:27	CUSTOMER PICKED UP VEHICLE 7/27, WILL RETURN AT LATER DATE
07/27/2009	13:54	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/27/2009	13:54	ISSUE UPDATED

#### Consultant's Closing Comments

CUSTOMER PICKED UP VEHICLE 7/27, WILL RETURN AT LATER DATE

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
467628	EOS	2008	WVWBA71F78V [REDACTED]	14744	3460	06/18/2009	USA

#### Workshop Finding

n/a

Activity Date	Activity Time	Activity Comments
06/18/2009	11:50	ISSUE OPENED BY DEALERSHIP
06/18/2009	11:50	TEST DRIVE CAR WITH QTM FOUND MECHATRONICS SHIFTING ERRATIC, NO FAULTS PRESENT. QTM RECOMMENDED REPLACING MECHATRONICS UNIT BOLTS AND FLUID.
06/18/2009	12:09	CUSTOMER COMMENTS: TEST DRIVE CAR WITH QTM FOUND MECHATRONICS SHIFTING ERRATIC, NO FAULTS PRESENT. QTM RECOMMENDED REPLACING MECHATRONICS UNIT BOLTS AND FLUID.
06/18/2009	12:09	TEST DROVE VEHICLE WITH TECH. REPLACE MECHATRONICS ,UNIT BOLTS AND FLUID.
06/18/2009	12:31	ISSUE UPDATED
06/22/2009	21:39	HAD DEALER ORDER MECHOTRONICS UNIT AND BOLTS.
07/14/2009	21:10	HAD DEALER TEST DRIVE VEHICLE AND WATCH MBV 64 IN MECHOTRONICS CONTROL UNITVALUE DID NOT GO ABOVE 20.STILL WAITING ON MECHATRONICS UNIT.
07/28/2009	16:49	REPLACED MECHATRONICS UNIT BOLTS AND FLUID, PERFORMED BASIC SETTINGS, TEST DRIVE, TRANSMISSION SHIFTING OK.
07/29/2009	07:31	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/29/2009	07:31	ISSUE UPDATED

#### Consultant's Closing Comments

DEALER INSTALLED NE MECOTRONICS UNIT VEHICLE IS REPAIRED.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
467734	EOS	2008	WVWBA71F38V [REDACTED]	16352	3885	06/18/2009	USA

#### Workshop Finding

TECH CANNOT DUPLACATE THE CONCERN.

Activity Date	Activity Time	Activity Comments
06/18/2009	13:45	CUSTOMER STATES VEHICLE SURGES WHILE DRIVING FROM START IF SHE TAKES FOOT OFF BRAKE WILL ROLL FORWARD
06/18/2009	13:45	ISSUE OPENED BY DEALERSHIP
06/18/2009	14:01	ADVISED THE TECH TO PERFORM BASIC SETTINGS AND ALSO INSPECT THE TRANS FLUID LEVEL AND CONDITION. TECH TO ATTACH A FAULT LOG TO THE VTA AND UPDATE THE VTA WITH MVB 54 AND 64 IN TCM.
06/18/2009	14:01	CUSTOMER COMMENTS: CUSTOMER STATES VEHICLE SURGES WHILE DRIVING FROM START IF SHE TAKES FOOT OFF BRAKE WILL ROLL FORWARD
06/18/2009	14:01	WORKSHOP FINDINGS: TECH CANNOT DUPLACATE THE CONCERN.
06/19/2009	10:26	PERFORMED BASIC SETTINGS , FLUID LEVEL GOOD , CONDITION OF FLUID GOOD , NO FAULTS IN ECU OR TCU-- MVB 54 H25C0119 , MVB 64 #1-0 #2-0 . AGAIN DID DUPLCATE CUSTOMERS CONCERN BEFORE OR AFTER PERFORMING BASIC STTINGS.
06/19/2009	12:32	ADVISE TECH TO REPLACE MECHATRONICS, FLUID , FILTER, AND BOLTS.
06/25/2009	16:30	SPOKE TO ANN IN SERVICE AND THE CAR IS HOLDING ON PARTS.....P1
06/29/2009	12:29	ESTIMATED SHIP DATE FOR MEGTRONIC UNIT IS 7/15/09
06/29/2009	19:51	THANKS FOR THE UPDATE.
07/21/2009	08:27	ESTIMATED SHIP DATE IS NOW 7/30. THE CUSTOMER TOOK THE VEHICLE WE WILL UPDATE WHEN THE PARTS COMES IN AND DOES NOT FIX THE CUSTOMERS CONCERNS.WE WILL CLOSE THIS VTA AND OPEN A NEW IF NEEDED
07/21/2009	16:51	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/21/2009	16:51	ISSUE UPDATED

#### Consultant's Closing Comments

CHARLES TAWIL: CLOSING IN PROCESS: DEALER COMPLETE: ESTIMATED SHIP DATE IS NOW 7/30. THE CUSTOMER TOOK THE VEHICLE WE WILL UPDATE WHEN THE PARTS COMES IN AND DOES NOT FIX THE CUSTOMERS CONCERNS.WE WILL CLOSE THIS VTA AND OPEN A NEW IF NEEDED

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
467769	JETTA	2009	3VWRA71K99M [REDACTED]	12912	3885	06/18/2009	USA

**Workshop Finding**

HESITATION THEN BANGS; NO FAULTS BASIC SET, SEEMED NORMAL, CONCERN STILL PRESENT

Activity Date	Activity Time	Activity Comments
06/18/2009	14:16	CS TRANS IS SLUGGISH AND HESITATED AND BANGS. ROAD TESTED VERIFIED COMPLAINT WHEN YOU GIVE IT GAS SEENS LIKE ENGINE ALSMOST BOGS THAN BANGS INTO GEAR AND TAKES OFF. SCANNED NO FAULTS, NO TRANS FLUID LEAKS
06/18/2009	14:16	ISSUE OPENED BY DEALERSHIP
06/18/2009	14:27	CUSTOMER COMMENTS: CS TRANS IS SLUGGISH AND HESITATED AND BANGS. ROAD TESTED VERIFIED COMPLAINT WHEN YOU GIVE IT GAS SEENS LIKE ENGINE ALSMOST BOGS THAN BANGS INTO GEAR AND TAKES OFF. SCANNED NO FAULTS, NO TRANS FLUID LEAKS
06/18/2009	14:27	REPLACE THE MECHATRONIC, FLUID, FILTER AND BOLTS, RESET BASIC SETTINGS
06/18/2009	14:27	WORKSHOP FINDINGS: HESITATION THEN BANGS; NO FAULTS BASIC SET, SEEMED NORMAL, CONCERN STILL PRESENT
06/18/2009	15:31	BLOCK 54 IS J21F0398 ORDERED PARTS
06/18/2009	18:10	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
06/18/2009	18:10	ISSUE UPDATED

**Consultant's Closing Comments**

: BLOCK 54 IS J21F0398 ORDERED PARTS

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
467778	JETTA	2008	3VWRJ71K18M [REDACTED]	15802	3735	06/18/2009	USA

#### Workshop Finding

CHECKED WITH GFF, NO FAULTS STORED. TECH HAS VERIFIED THE CONCERN..

Activity Date	Activity Time	Activity Comments
06/18/2009	14:20	CUSTOMER STATES VEHICLE SHUTTERS AT A SLOW TAKE OFF AND SEEMS TO ALMOST STALL AT TIMES WHEN COMING TO A STOP. CHECKED WITH GFF, NO FAULTS STORED.
06/18/2009	14:20	ISSUE OPENED BY DEALERSHIP
06/18/2009	14:29	CUSTOMER COMMENTS: CUSTOMER STATES VEHICLE SHUTTERS AT A SLOW TAKE OFF AND SEEMS TO ALMOST STALL AT TIMES WHEN COMING TO A STOP.
06/18/2009	14:29	I ADVISED THE TECH TO INSPECT THE FLYWHEEL FOR DAMAGE BY THE STARTER, IF NOT REPLACE THE MECHATRONICS, BOLTS FILTER AND FLUID
06/18/2009	14:29	WORKSHOP FINDINGS: CHECKED WITH GFF, NO FAULTS STORED. TECH HAS VERIFIED THE CONCERN..
06/18/2009	15:17	REMOVED STARTER. INSPECTED FLYWHEEL ASSEMBLY. NO DAMAGE SEEN AT THIS TIME.
06/18/2009	15:32	TECH STATES MVB 54 IS AT J14. ADVISED TECHNICIAN TO SET BASIC SETTINGS IN VSD AS FOLLOWS: ENGINE AND TRANSMISSION MUST BE UP TO OPERATING TEMPERATURE (MINIMUM OF 30C IN TRANSMISSION). VEHICLE SHOULD BE CLEAR OF ALL FAULT CODES (ECM AND TCM). VEHICLE SHOULD BE IN PARK AND IDLING. ENGINE MUST HAVE BEEN RUNNING FOR ONE FULL MINUTE BEFORE BASIC SETTINGS CAN BE PERFORMED. 1. GO INTO VSD, TRANSMISSION ELECTRONICS/GEARBOX ELECTRONICS, BASIC SETTINGS, THEN ENTER #61 ON KEYPAD AND SELECT THE "Q" BUTTON TO ENTER INTO TEST MODE. 2. ONCE THE NEW SCREEN APPEARS, PUT YOUR FOOT ON THE BRAKE PEDAL AND PRESS ACTIVATE. IT CAN TAKE UP TO 40 SECONDS UNTIL YOU HEAR ANY NOISES IN THE TRANSMISSION. ONCE YOU SEE NEW NUMBERS APPEAR IN THE BOTTOM BOX OF THE BASIC SETTINGS, YOU KNOW THAT THE TEST IS COMPLETE. 3. GO BACK OUT INTO BASIC SETTINGS AND SELECT #60 ON KEYPAD AND SELECT THE "Q" BUTTON TO ENTER THE TEST MODE. FOLLOW STEP #2 AGAIN. 4. ONCE YOU ARE COMPLETED WITH THESE TWO TESTS, SHUT DOWN ENGINE AND RESTART AND ALLOW TO IDLE. 5. CYCLE VEHICLE FROM PARK TO DRIVE 5 TIMES AND THEN FROM PARK TO REVERSE 5 TIMES AS WELL. 6. ROAD TEST VEHICLE 10-15 MILES GOING THROUGH ALL GEARS AUTOMATICALLY AND ALSO THROUGH TIPTRONIC AT VARIOUS SPEEDS AND DRIVING CONDITIONS. SHUT THE VEHICLE OFF AND THEN RESTART AND RE-EVALUATE SHIFTING. IF CONCERN IS STILL PRESENT AFTER THIS PROCEDURE, SUGGEST REPLACEMENT OF MECHATRONIC UNIT, FLUID, FILTER, AND BOLTS.
06/23/2009	09:31	VALVE BODY ON ORDER - PER TECH LINE.
06/23/2009	13:41	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
06/23/2009	13:41	ISSUE UPDATED

#### Consultant's Closing Comments

TECH ORDERED VALVE BODY

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
467781	JETTA	2009	3VWTL71KX9M [REDACTED]	4432	3490	06/18/2009	USA

#### Workshop Finding

MVB 64 =205; NO FAULTS. BASIC SETTINGS SET

Activity Date	Activity Time	Activity Comments
06/18/2009	14:22	FEELS LIKE TRANS SLIPPING
06/18/2009	14:22	ISSUE OPENED BY DEALERSHIP
06/18/2009	14:28	CUSTOMER COMMENTS: FEELS LIKE TRANS SLIPPING
06/18/2009	14:28	REPLACE THE G509 WITH MECH BOLTS, SET BASIC SETTINGS AND RETEST
06/18/2009	14:28	WORKSHOP FINDINGS: MVB 64 =205; NO FAULTS. BASIC SETTINGS SET
06/23/2009	11:41	REPLACED THE SENSOR SET ALL THE SETTINGS ROAD TESTED OK
06/23/2009	12:33	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
06/23/2009	12:33	ISSUE UPDATED

#### Consultant's Closing Comments

REPLACED THE SENSOR SET ALL THE SETTINGS ROAD TESTED OK

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
467808	JETTA	2008	3VWRJ71K88M [REDACTED]	26123	3885	06/18/2009	USA

#### Workshop Finding

NO FAULTS, FLUID LEVEL AND CONDITION.

Activity Date	Activity Time	Activity Comments
06/18/2009	14:44	CUSTOMER STATES THERE IS A HESITATION WHEN STARTING TO TAKE OFF FROM A STOP. GFF NO CODES. IT FEELS LIKE IT JERKS A COUPLE TIMES, ONLY FROM A STOP.
06/18/2009	14:44	ISSUE OPENED BY DEALERSHIP
06/18/2009	14:50	ADVISED THE TECH TO PERFORM MANUAL BASIC SETTINGS. ENTER VEHICLE SELF DIAGNOSIS, CLEAR ECM AND TCM MEMORY. WITH THE VEHICLE RUNNING AND AT OPERATING TEMPERATURE HAVE A FOOT ON BRAKE WITH VEHICLE IN PARK, ENTER BASIC SETTINGS IN TRANS. ENTER 61Q AND ACTIVATE, WHEN NUMBERS APPEAR IN LOWER BOX BACK OUT ONE SCREEN AND ENTER 60Q AND ACTIVATE, WHEN NUMBERS APPEAR CYCLE THE KEY OFF THEN ON, PERFORM GEAR SHIFT BY SHIFTING THE VEHICLE (WHILE RUNNING) FROM PARK TO DRIVE 5 TIMES AND THEN SHIFTING FROM PARK TO REVERSE 5 TIMES. ROAD TEST VEHICLE 20 MILES GOING THROUGH ALL GEARS AUTOMATICALLY AND ALSO THROUGH TIPTRONIC AT VARIOUS SPEEDS. REEVALUATE CONCERN, CHECK FAULT MEMORY AND UPDATE VTA. IF THE CONCERN IS STILL PRESENT, GET MVB 54 FROM THE TCM AND CALL BACK.
06/18/2009	14:50	CUSTOMER COMMENTS: CUSTOMER STATES THERE IS A HESITATION WHEN STARTING TO TAKE OFF FROM A STOP. GFF NO CODES. IT FEELS LIKE IT JERKS A COUPLE TIMES, ONLY FROM A STOP.
06/18/2009	14:50	WORKSHOP FINDINGS: NO FAULTS, FLUID LEVEL AND CONDITION.
06/18/2009	15:37	PERFORM MANUAL BASIC SETTINGS. ROAD TEST. FROM STOP TO 1ST GEAR AND FROM STOP TO REVERSE, WOULD HESITATE AND SHIFT HARD. MVB 54 READS J08G0616.
06/18/2009	15:51	REPLACE THE MECHATRONIC, FLUID, FILTER AND BOLTS, RESET BASIC SETTINGS
06/18/2009	15:58	ORDERED PARTS.
06/18/2009	18:11	ISSUE SENT TO DEALERSHIP
06/25/2009	14:07	CALLED AND WAS PUT ON HOLD WILL CALL BACK.
06/25/2009	15:18	CALLED THE DEALER BACK AND NO ONE ANSWERED JUST A VOICE RECORDING.
06/25/2009	16:18	TALKED TO STUGGIE IN SERVICE AND THE TRANS IS ON BACK ORDER.....P1
07/01/2009	10:44	ON RED ORDER, MAYBE MID JULY.
07/01/2009	11:20	ISSUE SENT TO DEALERSHIP
07/06/2009	09:22	THE PARTS ARE STILL ON ORDER TO FIX CONCERN. THE MECHATRONIC IS STILL NOT HERE.
07/06/2009	09:57	ISSUE SENT TO DEALERSHIP
07/14/2009	13:08	WAITING ON PARTS. TOLD TO CLOSED.
07/14/2009	14:22	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/14/2009	14:22	ISSUE UPDATED

#### Consultant's Closing Comments

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

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
467817	EOS	2007	WVWDA71F07V [REDACTED]	55874	3885	06/18/2009	USA

**Workshop Finding**

n/a

Activity Date	Activity Time	Activity Comments
06/18/2009	14:50	ISSUE OPENED BY DEALERSHIP
06/18/2009	14:50	VEHICLE LURCHES WHEN LEAVING FROM A STOP MVB 54 REFLECTS H09C0310 MVB 64 REFLECTS FIELD 1 (0) FIELD 2 (2)
06/18/2009	15:12	CUSTOMER COMMENTS: VEHICLE LURCHES WHEN LEAVING FROM A STOP MVB 54 REFLECTS H09C0310 MVB 64 REFLECTS FIELD 1 (0) FIELD 2 (2)
06/18/2009	15:12	VERIFYIED MVB 54 #'S RECOMMENDED REPLACEMENT OF MECGATRONICS UNIT.
06/19/2009	08:29	ORDERED MECHATRONICS UNIT.IT WILL BE ABOUT 2 WEEKS MINIMUM BEFORE WE RECEIVE IT.
06/24/2009	17:58	UPDATE CASE STATUS TO P1 RED ORDER / BACK ORDER PARTS
07/13/2009	07:56	CHECKED WITH PARTS TO SEE WHEN WE MIGHT GET THIS UNIT.SHOULD BE ARRIVING FROM JUNE 18-20.
07/24/2009	11:44	PART STILL HAS NOT ARRIVED YET.
07/27/2009	11:09	CUSTOMER HAS TAKEN VEHICLE,STILL DO NOT HAVE PART HERE.
07/29/2009	12:37	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/29/2009	12:37	ISSUE UPDATED

**Consultant's Closing Comments**

SEE COMMENTS

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
467827	EOS	2008	WVWFA71F88V [REDACTED]	11103	3885	06/18/2009	USA

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

Activity Date	Activity Time	Activity Comments
06/18/2009	15:03	C/S THAT WHEN TRANS IS COLD,CAR HAS POOR UPSHIFTS AND ON A LIGHT INCLINE,CAR LARCHS,ESPECIALLY IN REVERSE.
06/18/2009	15:03	ISSUE OPENED BY DEALERSHIP
06/18/2009	15:07	CUSTOMER COMMENTS: C/S THAT WHEN TRANS IS COLD,CAR HAS POOR UPSHIFTS AND ON A LIGHT INCLINE,CAR LARCHS,ESPECIALLY IN REVERSE.
06/18/2009	15:07	TECH SHOULD CALL BACK WITH MVB 54 AND 64
06/18/2009	15:16	H28 IN MVB 54 AND 0, 0 IN MVB 64. TECH IS TO REPLACE THE MECHATRONIC, BOLTS, FLUID AND FILTER.
06/18/2009	15:29	PARTS ARE ORDERED(PARTS ARE B/O)
06/18/2009	17:29	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
06/18/2009	17:29	ISSUE UPDATED

<b>Consultant's Closing Comments</b>
PARTS ARE ORDERED(PARTS ARE B/O)

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
467857	EOS	2008	WVWBA71F48V [REDACTED]	13524	3885	06/18/2009	USA

#### Workshop Finding

n/a

Activity Date	Activity Time	Activity Comments
06/18/2009	15:27	CUSTOMER STATES SOMETIMES AT TAKE OFF WHEN YOU LET YOUR FOOT OFF OF THE BRAKE AND NOT GIVING IT GASS THE CAR WILL JERK WHILE MOVING THE CAR CAN BE WORM OR COLD  I HAV DUPLICATED THE CONCERN AND RAN GFF AND NO FAULTS WERE FOUND CHECKED TSB AND DID NOT HAVE ANY FOR THIS CONCERN SO DO YOU HAVE ANY THOUGHTS
06/18/2009	15:27	ISSUE OPENED BY DEALERSHIP
06/18/2009	15:48	ADVISED TECH TO UPDATE VTA WITH MVB 54 AND 64. PLEASE PERFORM MANUAL BASIC SETTINGS AS FOLLOWS: ENGINE AND TRANSMISSION MUST BE UP TO OPERATING TEMPERATURE (MINIMUM OF 30C IN TRANSMISSION). VEHICLE SHOULD BE CLEAR OF ALL FAULT CODES (ECM AND TCM). VEHICLE SHOULD BE IN PARK AND IDLING. ENGINE MUST HAVE BEEN RUNNING FOR ONE FULL MINUTE BEFORE BASIC SETTINGS CAN BE PERFORMED. 1. GO INTO VSD, TRANSMISSION ELECTRONICS/GEARBOX ELECTRONICS, BASIC SETTINGS, THEN ENTER #61 ON KEYPAD AND SELECT THE "Q" BUTTON TO ENTER INTO TEST MODE. 2. ONCE THE NEW SCREEN APPEARS, PUT YOUR FOOT ON THE BRAKE PEDAL AND PRESS ACTIVATE. IT CAN TAKE UP TO 40 SECONDS UNTIL YOU HEAR ANY NOISES IN THE TRANSMISSION. ONCE YOU SEE NEW NUMBERS APPEAR IN THE BOTTOM BOX OF THE BASIC SETTINGS, YOU KNOW THAT THE TEST IS COMPLETE. 3. GO BACK OUT INTO BASIC SETTINGS AND SELECT #60 ON KEYPAD AND SELECT THE "Q" BUTTON TO ENTER THE TEST MODE. FOLLOW STEP #2 AGAIN. 4. ONCE YOU ARE COMPLETED WITH THESE TWO TESTS, SHUT DOWN ENGINE AND RESTART AND ALLOW TO IDLE. 5. CYCLE VEHICLE FROM PARK TO DRIVE 5 TIMES AND THEN FROM PARK TO REVERSE 5 TIMES AS WELL. 6. ROAD TEST VEHICLE 10-15 MILES GOING THROUGH ALL GEARS AUTOMATICALLY AND ALSO THROUGH TIPTRONIC AT VARIOUS SPEEDS AND DRIVING CONDITIONS. SHUT THE VEHICLE OFF AND THEN RESTART AND RE EVALUATE SHIFTING. IF CONCERN IS STILL PRESENT AFTER THIS, PLEASE GIVE US A CALL FOR REPAIR DIRECTION.
06/18/2009	15:48	ISSUE UPDATED
06/22/2009	16:49	I MANUALLY RESET THE BASIC SETTINGS AND TEST DROVE FOR 15 MILES OUR PROBLEM AT TAKE OFF IS NOT AS BAD AS IT WAS BEFORE BUT IS STILL THERE MB 54 IS J02P0068 AND MB 64 IS 0 0
06/22/2009	16:52	REPLACE THE MECHATRONIC, BOLTS, FLUID AND FILTER
06/22/2009	17:02	ORDERED PARTS
06/22/2009	17:08	THANKS FOR UPDATE.
06/25/2009	12:29	P1 SPOKE WITH SANDY (SERVICE) AND WAS ADVISED THAT THE VEHICLE IS STILL WAITING ON PARTS.
06/25/2009	16:43	PARTS ON ORDER I AM CLOSING THE TICKET THE CAR IS GONE
06/25/2009	16:51	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
06/25/2009	16:51	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
467876	EOS	2008	WVWBA71F58V [REDACTED]	9776	3885	06/18/2009	USA

#### Workshop Finding

FLUID LEVEL AND CONDITION OK; NO FAULTS

Activity Date	Activity Time	Activity Comments
06/18/2009	15:46	ISSUE OPENED BY DEALERSHIP
06/18/2009	15:46	WHEN ACCELERATING AFTER COASTING AT A LOW SPEED CAR LUNGES.
06/18/2009	15:54	ADVISED THE TECH TO PERFORM MANUAL BASIC SETTINGS. ENTER VEHICLE SELF DIAGNOSIS, CLEAR ECM AND TCM MEMORY. WITH THE VEHICLE RUNNING AND AT OPERATING TEMPERATURE HAVE A FOOT ON BRAKE WITH VEHICLE IN PARK, ENTER BASIC SETTINGS IN TRANS. ENTER 61Q AND ACTIVATE, WHEN NUMBERS APPEAR IN LOWER BOX BACK OUT ONE SCREEN AND ENTER 60Q AND ACTIVATE, WHEN NUMBERS APPEAR CYCLE THE KEY OFF THEN ON, PERFORM GARAGE SHIFT BY SHIFTING THE VEHICLE (WHILE RUNNING) FROM PARK TO DRIVE 5 TIMES AND THEN SHIFTING FROM PARK TO REVERSE 5 TIMES. ROAD TEST VEHICLE 20 MILES GOING THROUGH ALL GEARS AUTOMATICALLY AND ALSO THROUGH TIPTRONIC AT VARIOUS SPEEDS. REEVALUATE CONCERN, CHECK FAULT MEMORY AND UPDATE VTA.. CALL BACK WITH MVB 54 FROM THE TCM AS WELL.
06/18/2009	15:54	CUSTOMER COMMENTS: WHEN ACCELERATING AFTER COASTING AT A LOW SPEED CAR LUNGES.
06/18/2009	15:54	WORKSHOP FINDINGS: FLUID LEVEL AND CONDITION OK; NO FAULTS
06/18/2009	16:36	SET BASIC SETTING IN VEHICLE SELF DIAG, CAR STILL JERKY WHEN ACCELERATING AT LOW SPEEDS. MVB 54 11B0204
06/18/2009	16:51	ADVISED TECH TO ATTACH GFF LOG TO VTA AND ALSO A SCREEN SHOT OF MVB 54 IN TCM, THEN SEE IF CUSTOMER HAD VEHICLE CHIPPED. CALL BACK.
06/18/2009	16:53	J11B0204
06/18/2009	16:57	REPLACE THE MECHATRONIC, FLUID, FILTER AND BOLTS; RESET BASIC SETTINGS
06/25/2009	10:59	SPOKE WITH STEVE IN SERVICE. WAITING ON PARTS. P2
07/08/2009	16:52	UPDATE- STILL WAITING FOR PARTS ARRIVAL.
07/09/2009	10:51	ISSUE SENT TO DEALERSHIP
08/03/2009	13:06	UPDATE- STILL WAITING FOR PARTS ARRIVAL.
08/03/2009	13:58	ISSUE SENT TO DEALERSHIP
08/07/2009	15:32	PARTS ARRIVED WAITING ON CUSTOMER TO BRING IN CAR FOR REPAIR.
08/07/2009	16:15	ISSUE SENT TO DEALERSHIP
08/07/2009	16:16	WAITING FOR CUSTOMER RETURN.
08/27/2009	07:52	REPLACED MECHATRONIC UNIT, FLUID, FILTER, AND BOLTS. SET BASIC SETTINGS AND ROAD TESTED LUNGING AT LOW SPEEDS IS NO LONGER PRESENT.
08/29/2009	08:39	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
08/29/2009	08:39	ISSUE UPDATED

#### Consultant's Closing Comments

REPLACED MECHATRONIC UNIT, FLUID, FILTER, AND BOLTS. SET BASIC SETTINGS AND ROAD TESTED LUNGING AT LOW SPEEDS IS NO LONGER PRESENT.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
467886	JETTA	2008	3VWRJ71K98M	15687	3885	06/18/2009	USA

#### Workshop Finding

n/a

Activity Date	Activity Time	Activity Comments
06/18/2009	16:04	AFTER MECATRONICS REPLACEMENT PERFORM BASIC SETTINGS THUOUGH GFF,CAUSE IT WOULD NO TAKE MANUALLY,VECH. SELF 61,60.ON ROAD TEST SHUFFLES AND IN LIMP HOME MODE 1087 003 BASIC SETTING NOT CARRIED OUT. PLASE ADVISE.
06/18/2009	16:04	ISSUE OPENED BY DEALERSHIP
06/18/2009	16:16	CUSTOMER COMMENTS: AFTER MECATRONICS REPLACEMENT PERFORM BASIC SETTINGS THUOUGH GFF,CAUSE IT WOULD NO TAKE MANUALLY,VECH. SELF 61,60.ON ROAD TEST SHUFFLES AND IN LIMP HOME MODE 1087 003 BASIC SETTING NOT CARRIED OUT. PLASE ADVISE.
06/18/2009	16:16	PLEASE GET MVB 41/43/54 AND THE CODING FOR THE TCM.
06/18/2009	16:57	CASE ESCALATED FOR REVIEW A2
06/18/2009	16:58	TECH TO SETUP FOR TELEDIAG AND CALL BACK
06/18/2009	17:18	MVB 41 RF3N IS NOT FOR THIS VEHICLE, REPLACE THE MECH WITH THE CORRECT PART NUMBER
06/18/2009	17:41	TCM PART NO AND SOFTWARE FOR BOTH MECH UNITS, MVB 41/48/54 FROM THE TCM ON BOTH MECH UNITS
06/18/2009	18:40	ISSUE UPDATED
06/19/2009	12:47	<p>THE TCM OUT OF VEHICLE IS: 02E927770AE  GSG DSG 082 708 1410  CODING 20  SOFTWARE PART NUMBER:02E300050J  SYSTEM DESCRIPTION: GSG DSG 082  SOFTWARE VERSION: 1410  HARDWARE PART NUMBER:02E927770AE  HARDWARE VERSION:708  CODING:20  SERVICE GARAGE CODE:00066  MVB 41 V0698J1002EA_GETRIEBE_DSG_MF8J  MVB 48 C14R2  MVB 54 J12B0525</p> <p>TCM INSTALLED CURRENTLY  02E300041L 02E927770AD  GSG DSG 082 808N0815  CODING 20  DEALERSHIP NUMBER 04940  SOFTWARE PART NUMBER 02E300041L  STSTEM DESCRIPTION GSG DSG 082  SW VRSION: 0815  HARDWARE PART NUMBER 02E927770AD  HW VERSION 808  CODING 20  SERVICE GARAGE CODE 00001 001 04940</p> <p>MVB 41 V069081502EA__GETRIEBE_DSG_RF3N  MVB 48 C08R1  MVB 54 K21D0294</p>

06/19/2009	12:51	CHRIS G. TO CALL THE TECH BACK.
06/19/2009	12:54	ISSUE UPDATED
06/19/2009	16:40	UPDATE THE TCM TO THE LATEST
06/22/2009	14:53	VEHICLE SHIFTS OK,NO DTCS RETURNED.THANKS.
06/22/2009	16:18	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
06/22/2009	16:18	ISSUE UPDATED

<b>Consultant's Closing Comments</b>		
UPDATED MECHATRONIC TO CORRECT SOFTWARE		

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
467928	JETTA	2008	3VWRJ71K58M [REDACTED]	27154	3885	06/18/2009	USA

#### Workshop Finding

BASIC SETTINGS SETS; FLUID LEVEL AND CONDITION IS OK. NO FAULTS

Activity Date	Activity Time	Activity Comments
06/18/2009	16:35	CUSTOMER CONCERN OF CAR BUCKS, ROAD TESTED AND VERIFIED. MVB 54 IS H49Q0549 AND MVB 64 IS 00
06/18/2009	16:35	ISSUE OPENED BY DEALERSHIP
06/18/2009	16:46	CUSTOMER COMMENTS: CUSTOMER CONCERN OF CAR BUCKS, ROAD TESTED AND VERIFIED. MVB 54 IS H49Q0549 AND MVB 64 IS 00
06/18/2009	16:46	PERFORM BASIC SETTINGS THROUGH VSD, IF OK REPLACE THE MECH, FLUID FILTER AND BOLTS
06/18/2009	16:46	WORKSHOP FINDINGS: BASIC SETTINGS SETS; FLUID LEVEL AND CONDITION IS OK. NO FAULTS
06/19/2009	12:05	PERFORMED BASIC SETTINGS AND RECORDED VALUES. ORDERED PARTS AND RELEASED VEHICLE TO CUSTOMER.
06/19/2009	12:49	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
06/19/2009	12:49	ISSUE UPDATED

#### Consultant's Closing Comments

PERFORMED BASIC SETTINGS AND RECORDED VALUES. ORDERED PARTS AND RELEASED VEHICLE TO CUSTOMER.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
467971	RABBIT	2007	WVWFV71K67W [REDACTED]	21665	3885	06/18/2009	USA

#### Workshop Finding

n/a

Activity Date	Activity Time	Activity Comments
06/18/2009	17:29	ISSUE OPENED BY DEALERSHIP
06/18/2009	17:29	WHEN ACCELERATING FROM A STOP,VEHICLE HAS HARSH AND DELAYED ENGAGEMENT.SCANNED FOR FAULTS AND FOUND NONE.CHECKED FLUID LEVEL AND CONDITION,BOTH OK.ROAD TESTED VEHICLE AGAIN WITH THE SAME RESULTS.
06/18/2009	17:42	CUSTOMER COMMENTS: WHEN ACCELERATING FROM A STOP,VEHICLE HAS HARSH AND DELAYED ENGAGEMENT. SCANNED FOR FAULTS AND FOUND NONE. CHECKED FLUID LEVEL AND CONDITION,BOTH OK. ROAD TESTED VEHICLE AGAIN WITH THE SAME RESULTS.
06/18/2009	17:42	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.
06/18/2009	18:10	PERFORMED BASIC SETTINGS AS DESCRIBED TT 37-09-03.ROAD TESTED VEHICLE AFTER THE 10 TO 15 MILE ROAD TEST,AND VERIFIED THAT THE SYMPTOM STILL EXISTS.
06/18/2009	18:17	TECH NEEDS TO REPLACE THE MECHATRONIC, BOLTS, FLUID AND FILTER.
06/24/2009	15:18	ISSUE UPDATED
06/24/2009	16:59	WAITING ON PARTS,ETA IS JULY 17 2009
06/24/2009	17:46	P1 WAITING ON PARTS. THANK YOU FOR THE UPDATE. PLEASE CLOSE TICKET IF VEHICLE LEAVES DEALERSHIP.
07/02/2009	14:42	CHECKED WITH PARTS ON ETA ON VALVE BODY.STILL JULY 17TH.JON SOANES HAS VERIFIED WITH OUR PARTS DEPTMANT THAT THE VALVE BODY WILL ARRIVE ON THE 17TH.VEHICLE HAS NOT LEFT THE DEALERSHIP.
07/02/2009	15:08	THIS VEHICLE IS AT THE DEALERSHIP AND HAS NOT BEEN REPAIRED.HOWEVER OUR FOM JON SOANES HAS ASKED TO CLOSE THE TICKET.DO YOU WANT ME TO CLOSE THE TICKET?
07/02/2009	16:33	PLEASE CLOSE TICKET PER FOM.
07/02/2009	16:59	CLOSING TICKET PER FOM
07/02/2009	17:58	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/02/2009	17:58	ISSUE UPDATED

#### Consultant's Closing Comments

D1 CLOSING TICKET PER FOM  
TECH STATED HE PERFORMED BASIC SETTINGS THRU VSD BUT COULD DESCRIBE HOW TO PERFORM BASIC SETTINGS.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
468007	JETTA	2009	3VWTL71K29M [REDACTED]	418	3885	06/18/2009	USA

#### Workshop Finding

MVB 64= 12/30.

Activity Date	Activity Time	Activity Comments
06/18/2009	19:00	CUSTOMER STATES -PRNDL- DISPLAY FLASHED ONCE AND CAR DID NOT SHIFT INTO DRIVE BUT SHIFTED INTO NUETRAL THEN BACK INTO DRIVE IT WORKED NORMAL. NO FAULTS IN ANY MODULE AND ROADTESTED 5 MILES AND COULD NOT DUPLICATE CONCERN. NO TSB'S FOR THIS ISSUE.
06/18/2009	19:00	ISSUE OPENED BY DEALERSHIP
06/18/2009	19:55	CUSTOMER COMMENTS: CUSTOMER STATES -PRNDL- DISPLAY FLASHED ONCE AND CAR DID NOT SHIFT INTO DRIVE BUT SHIFTED INTO NUETRAL THEN BACK INTO DRIVE IT WORKED NORMAL. NO FAULTS IN ANY MODULE AND ROADTESTED 5 MILES AND COULD NOT DUPLICATE CONCERN. NO TSB'S FOR THIS ISSUE.
06/18/2009	19:55	SET BASIC SETTINGS, REPLACE THE G509, RESET BASIC SETTINGS AFTER INSTALL
06/18/2009	19:55	WORKSHOP FINDINGS: MVB 64= 12/30.
06/18/2009	21:27	PARTS ORDERED, I WILL UPDATE THE TICKET WHEN PARTS ARRIVE.
06/19/2009	10:35	ISSUE SENT TO DEALERSHIP
06/22/2009	14:23	PARTS SHOULD BE IN TODAY, I WILL UPDATE TICKET A LITTLE LATER TODAY.
06/22/2009	16:20	ISSUE SENT TO DEALERSHIP
06/24/2009	12:25	STILL WAITING ON ONE PART TO COMPLETE REPAIRS, I WILL UPDATE TICKET ASAP.
06/24/2009	13:47	ISSUE SENT TO DEALERSHIP
06/25/2009	13:52	SPOKE TO GEORGE STATES P1 ~ RED/BACK ORDERED PARTS
06/26/2009	18:50	PARTS IN TODAY. SET BASIC SETTING BEFORE INSTALLING NEW SENSOR. REPLACED SENSOR, FILLED FLUID AND RESET BASIC SETTINGS AGAIN. ROADTESTED OK. NO FURTHER MALFUNCTION. MVB 64 SHOWED 0
06/26/2009	19:10	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
06/26/2009	19:10	ISSUE UPDATED

#### Consultant's Closing Comments

PARTS IN TODAY. SET BASIC SETTING BEFORE INSTALLING NEW SENSOR. REPLACED SENSOR, FILLED FLUID AND RESET BASIC SETTINGS AGAIN. ROADTESTED OK. NO FURTHER MALFUNCTION. MVB 64 SHOWED 0

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
468033	EOS	2008	WVWFA71FX8V [REDACTED]	7689	3885	06/19/2009	USA

**Workshop Finding**

PERFORMED GFF NO FAULT FOUND. PERFORMED BASIC SETTINGS TWICE PER TT 37-09-03, NO CHANGE.

Activity Date	Activity Time	Activity Comments
06/19/2009	08:35	C/S THAT TRANSMISSION JERKS WHEN FROM A STOP THE ACCELERATOR IS APPLIED . C/S THAT IT IS INCREASINGLY GETTING MORE PRONOUNCED PERFORMED GFF NO FAULT FOUND
06/19/2009	08:35	ISSUE OPENED BY DEALERSHIP
06/19/2009	08:44	ADVISED TECH TO CHECK FLUID LEVEL AND CODITION, IF OK GET MVB 54 AND 64 IN TCM THEN CALL BACK.
06/19/2009	08:44	CUSTOMER COMMENTS: C/S THAT TRANSMISSION JERKS WHEN FROM A STOP THE ACCELERATOR IS APPLIED . C/S THAT IT IS INCREASINGLY GETTING MORE PRONOUNCED.
06/19/2009	08:44	WORKSHOP FINDINGS: PERFORMED GFF NO FAULT FOUND. PERFORMED BASIC SETTINGS TWICE PER TT 37-09-03, NO CHANGE.
06/19/2009	09:07	CHECKED OIL LEVEL CONDITION OK CHECKED MVB 54 J10G0561 #64 00
06/19/2009	09:11	TECH NEEDS TO REPLACE MECHATRONIC, BOLTS, FLUID AND FILTER.
06/24/2009	10:05	PART ON BACKORDER
06/24/2009	12:37	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
06/24/2009	12:37	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
468036	EOS	2008	WVWBA71F88V [REDACTED]	20320	3885	06/19/2009	USA

#### Workshop Finding

FLUID LEVEL/COND OK. NO VEH DTC'S (EX. SAT RADIO). ALL OTHER SHIFTS OK.

Activity Date	Activity Time	Activity Comments
06/19/2009	08:45	HAS A TRANS SHIFT ISSUE WHEN ACCEL FROM A STOP. ACTS LIKE A 'SLIP-BUMP' TYPE OF FEEL. HOT OR COLD. FLUID LEVEL/COND OK. NO VEH DTC'S (EX. SAT RADIO). ALL OTHER SHIFTS OK.
06/19/2009	08:45	ISSUE OPENED BY DEALERSHIP
06/19/2009	08:51	ADVISED TECH TO PERFORM BASIC SETTINGS PER TT 37-09-03 THEN CALL BACK WITH MVB 54 AND 64 FROM TCM.
06/19/2009	08:51	CUSTOMER COMMENTS: HAS A TRANS SHIFT ISSUE WHEN ACCEL FROM A STOP. ACTS LIKE A 'SLIP-BUMP' TYPE OF FEEL. HOT OR COLD.
06/19/2009	08:51	WORKSHOP FINDINGS: FLUID LEVEL/COND OK. NO VEH DTC'S (EX. SAT RADIO). ALL OTHER SHIFTS OK.
06/19/2009	12:53	MVB 54= H38Q0179 AND 64 0/0. ADVISE TECH TO REPLACE MECHATRONICS, FLUID , FILTER , AND BOTS. REPERFORM BASIC SETTINGS.
06/19/2009	14:10	PARTS ARE RED ORDERED.
06/19/2009	14:40	THANKS FOR THE UPDATE.
06/19/2009	14:41	ISSUE UPDATED
06/24/2009	10:05	PARTS ARE ORDERED.
06/24/2009	12:40	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
06/24/2009	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
468059	EOS	2008	WVWBA71F28V [REDACTED]	27145	3885	06/19/2009	USA

#### Workshop Finding

n/a

Activity Date	Activity Time	Activity Comments
06/19/2009	09:25	ISSUE OPENED BY DEALERSHIP
06/19/2009	09:25	SUJET AU DEPART TRANSMISSION DONNE GROS COUP BASSING DEJA ETE EFFECTUE PROBLEME PERSISTE CODE VALEUR ADRESSE 54 H35D0382 64 O 0 NOMBRE DEPASSEMENT TEMPERATURE HUILE CENTRIFUGE PERMISSE
06/19/2009	09:54	CUSTOMER COMMENTS: SUJET AU DEPART TRANSMISSION DONNE GROS COUP BASSING DEJA ETE EFFECTUE PROBLEME PERSISTE CODE VALEUR ADRESSE 54 H35D0382 64 O 0 NOMBRE DEPASSEMENT TEMPERATURE HUILE CENTRIFUGE PERMISSE
06/19/2009	09:54	SUGGERE DE REMPLACER LE MECHATRONIC
06/26/2009	09:37	PIECE EN COMMANDE
06/26/2009	16:33	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
06/26/2009	16:33	ISSUE UPDATED

#### Consultant's Closing Comments

MECHA. EN COMMANDE

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
468106	EOS	2008	WVWBA71FX8V [REDACTED]	4517	3885	06/19/2009	USA

#### Workshop Finding

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

Activity Date	Activity Time	Activity Comments
06/19/2009	10:32	CUSTOMER STATES CAR WILL NOT HOLD ON HILL. ALSO I NOTICED SURGE STARTING OUT .
06/19/2009	10:32	ISSUE OPENED BY DEALERSHIP
06/19/2009	10:39	ADVISED THE TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT.
06/19/2009	10:39	CUSTOMER COMMENTS: CUSTOMER STATES CAR WILL NOT HOLD ON HILL. ALSO I NOTICED SURGE STARTING OUT .
06/19/2009	10:39	WORKSHOP FINDINGS: TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM. MVB 54 IS J11. BASIC SETTINGS PERFORMED.
06/26/2009	15:24	P1 JIMMY IN SERVICE STATED THEY ARE WAITING ON BACK ORDERED PARTS.
07/17/2009	13:45	STILL WAITING FOR PARTS.
07/19/2009	21:45	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/19/2009	21:45	ISSUE UPDATED

#### Consultant's Closing Comments

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

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
468148	JETTA	2009	3VWCL71K99M [REDACTED]	28691	3885	06/19/2009	USA

#### Workshop Finding

TECH VERIFIED THE CONCERN. TECH HAS NOT VERIFIED THE 2/3 CONCERN. NO FAULTS IN THE ECM OR TCM.

Activity Date	Activity Time	Activity Comments
06/19/2009	11:15	CUSTOMER STATES THAT TRANSMISSION WILL JUMP WHEN PULLING OUT FROM STOPS. ALSO JERKS WHEN SHIFTING BETWEEN 2ND AND 3RD GEARS. CUSTOMER STATES THAT ENGINE WILL ALSO DIE AT STOPS SEEMS WORSE WHEN WEATHER IS HOTTER. NO DTC'S STORED
06/19/2009	11:15	ISSUE OPENED BY DEALERSHIP
06/19/2009	11:26	ADVISED THE TECH TO SET UP FOR MANUAL BASIC SETTINGS AND CHECK MVB 54 IN THE TCM.
06/19/2009	11:26	CUSTOMER COMMENTS: CUSTOMER STATES THAT TRANSMISSION WILL JUMP WHEN PULLING OUT FROM STOPS. ALSO JERKS WHEN SHIFTING BETWEEN 2ND AND 3RD GEARS. CUSTOMER STATES THAT ENGINE WILL ALSO DIE AT STOPS SEEMS WORSE WHEN WEATHER IS HOTTER. NO DTC'S STORED
06/19/2009	11:26	WORKSHOP FINDINGS: TECH VERIFIED THE CONCERN. TECH HAS NOT VERIFIED THE 2/3 CONCERN. NO FAULTS IN THE ECM OR TCM.
06/19/2009	12:23	MVB 54 IS J10. BASIC SETTINGS PERFORMED. ADVISED THE TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT.
06/22/2009	14:14	SPECIAL ORDERED PARTS PER TECHLINE REQUEST PARTS ORDERED ON RED ORDER. WILL UPDATE TICKET IF REPAIRS DO NOT FIX VEHICLE
06/22/2009	22:27	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
06/22/2009	22:27	ISSUE UPDATED

#### Consultant's Closing Comments

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

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
468164	JETTA	2008	3VWRJ71K28M [REDACTED]	36123	3885	06/19/2009	USA

#### Workshop Finding

VERIFIED CONCERN.

Activity Date	Activity Time	Activity Comments
06/19/2009	11:25	ISSUE OPENED BY DEALERSHIP
06/19/2009	11:25	WHEN PUTTING THE CAR IN DRIVE AND MOVING FROM A STOP SLOWLY THE CAR BUCKS AND ACT LIKE ITS SURGEING BADLY, BUT IN REVERSE AND LIGHT POWER FROM THE PEDAL, THE CAR BUCKS AND CAN'T CONTROL THE ACCELERATION!
06/19/2009	11:39	ADVISED TECH TO PERFORM BASIC SETTINGS PER PROCEDURE IN TT 37-09-03 THEN CALL BACK WITH MVB 54 IN TCM.
06/19/2009	11:39	CUSTOMER COMMENTS: WHEN PUTTING THE CAR IN DRIVE AND MOVING FROM A STOP SLOWLY THE CAR BUCKS AND ACT LIKE ITS SURGEING BADLY, BUT IN REVERSE AND LIGHT POWER FROM THE PEDAL, THE CAR BUCKS AND CAN'T CONTROL THE ACCELERATION!
06/19/2009	11:39	WORKSHOP FINDINGS: VERIFIED CONCERN.
06/19/2009	12:25	BASIC SETTINGS DIDN'T CHANGE A THING! STILL DRIVES BAD. THE NUMBER IN BLOCK 54 IS J09K0591
06/19/2009	12:31	REPLACE THE MECHATRONIC, FLUID, FILTER AND BOLTS.; SET BASIC SETTINGS AND RETEST
06/26/2009	16:20	P1 SPOKE TO DAN IN VW SERVICE VEHICLE IS HOLDING FOR PARTS .
06/30/2009	11:21	HEY I'M STILL WAITING ON PARTS? THIS IS TAKING SOME TIME. ONLY WANTED YOU TO KNOW THAT I'M STILL HERE. LOL
06/30/2009	17:55	THANKS FOR THE UPDATE.
07/08/2009	09:56	MAN I'M STILL WAITING ON PARTS, THE BAD THING IS THIS CUSTOMER READS VW VORTEX AND KNOWS THAT AFTER PUTTING THIS VALVE BODY IN THAT THE CARS ONLY GO ABOUT 5K BEFORE MOST DEALERS ARE PUTTING A UNIT IN.. HIS MAD! I GUESS I'LL GET BURN ON THIS ONE! THANKS
07/08/2009	09:59	THANKS FOR THE UPDATE.
07/30/2009	12:28	GOT THE PART IN LAST NIGHT AND PUT IT IN, BUT I COULDN'T GET BASIC'S TO SET UNTIL I DROVE IT 2 TIMES AND THEN WENT INTO GFF AND THEY SET THAT WAY, FUNTION'S WOULD NOT SET THEM! BUT WERE DONE ON THIS ONE AND OFF TO THE NEXT. THANKS FOR ALL YOUR HELP!
07/30/2009	12:50	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/30/2009	12:50	ISSUE UPDATED

#### Consultant's Closing Comments

REPLACED MECH UNIT, COMPLETED.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
468171	JETTA	2008	3VWRA71K08M [REDACTED]	10566	3885	06/19/2009	USA

#### Workshop Finding

CALL STALL WHEN SETTING

Activity Date	Activity Time	Activity Comments
06/19/2009	11:30	ISSUE OPENED BY DEALERSHIP
06/19/2009	11:30	REPLACED MECHATRONIC UNIT AS PER PREVIOUS TECH LINE CONTACT # 452071. AFTER INSTAL AND BASIC SETTINGS SET TRANNY STILL HAS HARH DOWNSHIFT.3,2 AND 2,1.TRIED TO SET BASIC SETTINGS AGAIN AND CAR STAHLs DURING BASIC SETTING. NO CODES PRESENT NOW.
06/19/2009	11:47	ADVSIE TECHT O CHANGE CODING TO 20
06/19/2009	11:47	CUSTOMER COMMENTS: REPLACED MECHATRONIC UNIT AS PER PREVIOUS TECH LINE CONTACT # 452071. AFTER INSTAL AND BASIC SETTINGS SET TRANNY STILL HAS HARH DOWNSHIFT.3,2 AND 2,1.TRIED TO SET BASIC SETTINGS AGAIN AND CAR STAHLs DURING BASIC SETTING. NO CODES PRESENT NOW.
06/19/2009	11:47	ISSUE UPDATED
06/19/2009	11:47	WORKSHOP FINDINGS: CALL STALL WHEN SETTING
06/19/2009	12:06	CHANGED CODING TEST DROVE VEHICLE TO SPEC.
06/19/2009	12:08	CHANGED CODING TEST DROVE VEHICLE TO SPEC
06/19/2009	12:50	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
06/19/2009	12:50	ISSUE UPDATED

#### Consultant's Closing Comments

CHANGED CODING TEST DROVE VEHICLE TO SPEC

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
468215	JETTA	2008	3VWRJ71K78M [REDACTED]	4688	3885	06/19/2009	USA

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

Activity Date	Activity Time	Activity Comments
06/19/2009	12:14	ISSUE OPENED BY DEALERSHIP
06/19/2009	12:14	TRANSMISSION SHUDDERS AND JERKS WHEN SHIFTING FROM PARK OR WHEN ACCELERATING FROM A STANDSTILL. THERE ARE NO TROUBLE CODES SET AND BASIC SETTING PROCEDURE WAS PERFORMED PER TECH TIP #37-09-03. CONCERN DID NOT CHANGE. MEASURED VALUE BLOCK 54 READING IS J14G0239.
06/19/2009	12:24	CUSTOMER COMMENTS: TRANSMISSION SHUDDERS AND JERKS WHEN SHIFTING FROM PARK OR WHEN ACCELERATING FROM A STANDSTILL. THERE ARE NO TROUBLE CODES SET AND BASIC SETTING PROCEDURE WAS PERFORMED PER TECH TIP #37-09-03. CONCERN DID NOT CHANGE. MEASURED VALUE BLOCK 54 READING IS J14G0239.
06/19/2009	12:24	TECH SATES HE HAS SET BASIC SETTINGS WITH NO FIX FOR CONCERN. MVB 54 IN TCM IS AT J14. ADVISED TECHNICIAN TO REPLACE MECHATRONIC UNIT, FLUID, FILTER, AND BOLTS.
06/20/2009	15:52	PARTS ON ORDER.
06/20/2009	21:20	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
06/20/2009	21:20	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
468272	EOS	2008	WVWBA71F98V [REDACTED]	14458	3885	06/19/2009	USA

#### Workshop Finding

n/a

Activity Date	Activity Time	Activity Comments
06/19/2009	13:21	CUSTOMER STATES AT TIMES GETING A HESITATION OR JERKY FEELING AT POINT OF ACCELERATION AND GETTING VERY ROUGH DOWNSHIFTS AT TIMES CAUSING ENGINE SURGE. HAVE TEST DRIVEN AND CONFIRMED CUSTOMER CONCERN. RAN GFF WITH NO DTC'S IN ANY SYSTEM. MVB BLOCK 54 J02C0460
06/19/2009	13:21	ISSUE OPENED BY DEALERSHIP
06/19/2009	13:28	ADVISED TECH TO RUN MANUAL 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. 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. PLEASE GIVE US A CALL AFTER ROAD TEST.
06/19/2009	13:28	CUSTOMER COMMENTS: CUSTOMER STATES AT TIMES GETING A HESITATION OR JERKY FEELING AT POINT OF ACCELERATION AND GETTING VERY ROUGH DOWNSHIFTS AT TIMES CAUSING ENGINE SURGE. HAVE TEST DRIVEN AND CONFIRMED CUSTOMER CONCERN. RAN GFF WITH NO DTC'S IN ANY SYSTEM. MVB BLOCK 54 J02C0460
06/19/2009	14:46	PERFORMED BASIC SETTINGS AS PER PREVIOUS INSTRUCTIONS. ROAD TEST OF ABOUT 14 MILES. 6 MILES INTERSTATE AND BALANCE IN NEIGHBORHOODS. GENERALLY BETTER BUT STILL HAS A HUNTING FOR A SHIFT POINT FEEL UNDER LIGHT ACCELERATION AND HAS A STALL CONVERTER ON HARD ACCELERATION. THE GENERAL AGRESSIVE DOWN SHIFT REMAINED
06/19/2009	14:50	ADVISED THE TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT.
06/22/2009	08:24	PARTS ON ORDER. EXPECTED DATE OF PARTS ARRIVAL IS 4 WEEKS.
06/22/2009	08:36	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
06/22/2009	08:36	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
468301	JETTA	2009	3VWTL71KX9M [REDACTED]	3833	3885	06/19/2009	USA

#### Workshop Finding

n/a

Activity Date	Activity Time	Activity Comments
06/19/2009	13:50	CUST STATES WHILE TRYING TO SPEED UP TRANS SEEMS TO SLIP PRNDL FLASHES, AND THE BRAKE LIGHT COMES ON. RAN GFF FOUND 0 FAULTS. HAVENT DUPLICATED YET....ANOTHER TECH HAS THE SAME ISSUE NEXT TO ME ATTACHED GFF LOG AND RMVB 54 AND 64
06/19/2009	13:50	ISSUE OPENED BY DEALERSHIP
06/19/2009	14:09	CUSTOMER COMMENTS: CUST STATES WHILE TRYING TO SPEED UP TRANS SEEMS TO SLIP PRNDL FLASHES, AND THE BRAKE LIGHT COMES ON. RAN GFF FOUND 0 FAULTS. HAVENT DUPLICATED YET....ANOTHER TECH HAS THE SAME ISSUE NEXT TO ME ATTACHED GFF LOG AND RMVB 54 AND 64
06/19/2009	14:09	TECH STATES MVB 64 AT 24 AND 64. ADVISED TECH TO REPLACE G182/G509 SENSOR IN TRANSMISSION. PERFORM BASIC SETTINGS AS OUTLINED IN TT 37-09-03 AFTER REPAIR. PLEASE CLOSE OUT VTA AND FILL OUT SURVEY WHEN DONE.
06/24/2009	14:02	REPLACED G182/G509 RE FILLED WITH FLUID CHECKED LEVEL DID BASIC SETTINGS ROAD TESTED ALL OK
06/24/2009	14:03	THANKS ALLEN
06/24/2009	14:04	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
06/24/2009	14:04	ISSUE UPDATED

#### Consultant's Closing Comments

REPLACED SPEED/TEMPERATURE SENSOR.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
468317	EOS	2008	WVWBA71F28V [REDACTED]	15472	3885	06/19/2009	USA

**Workshop Finding**

n/a

Activity Date	Activity Time	Activity Comments
06/19/2009	14:08	CUST STATES TRANSMISSION LERCHES AND JERKS ON ACCELERATION FROM STOP POSITION. CHECK FAULTS NO FAULTS FOUND SERVICE WRITER AND SERVICE MANAGER WAS ABLE TOO DUPLICATE CONCERN.I TRIED DRIVING THE VEHICLE AND STILL COULD NOT DUPLICATE CONCERN.
06/19/2009	14:08	ISSUE OPENED BY DEALERSHIP
06/19/2009	15:51	CUSTOMER COMMENTS: CUST STATES TRANSMISSION LERCHES AND JERKS ON ACCELERATION FROM STOP POSITION. CHECK FAULTS NO FAULTS FOUND SERVICE WRITER AND SERVICE MANAGER WAS ABLE TOO DUPLICATE CONCERN.I TRIED DRIVING THE VEHICLE AND STILL COULD NOT DUPLICATE CONCERN.
06/19/2009	15:51	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.
06/20/2009	13:08	PARTS ORDERED. CUSTOMER TO RETURN
06/22/2009	19:24	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
06/22/2009	19:24	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.  
06/20/2009 13:08:50: US/EASTERN: RON ESCOTO: CLOSING IN PROCESS: DEALER COMPLETE: PARTS ORDERED. CUSTOMER TO RETUR

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
468349	EOS	2008	WVWFA71F38V [REDACTED]	6499	3885	06/19/2009	USA

**Workshop Finding**

COULD NOT DUPLICATE.

Activity Date	Activity Time	Activity Comments
06/19/2009	14:45	CUSTOMER STATES CAR JERKS WHEN COMING TO A STOP FEELS LIKE TRANSMISSION PROBLEM. COULD NOT DUPLICATE.
06/19/2009	14:45	ISSUE OPENED BY DEALERSHIP
06/19/2009	15:02	CUSTOMER COMMENTS: CUSTOMER STATES CAR JERKS WHEN COMING TO A STOP FEELS LIKE TRANSMISSION PROBLEM.
06/19/2009	15:02	MVB 54 IS H28. ADVISED TECH TO VERIFY CONCERN, IF VERIFIED RUN BASIC SETTINGS PER TT 37-09-03 THEN REPLACE MECH UNIT, BOLTS FILTER AND FLUID AND RERUN BASIC SETTINGS. IF BASIC SETTINGS DONT GO THROUGH DURING 1ST ATTEMPT PLEASE CALL BACK BEFORE ORDERING MECH UNIT. CLOSE OUT VTA WHEN COMPLETED.
06/19/2009	15:02	WORKSHOP FINDINGS: COULD NOT DUPLICATE.
06/19/2009	16:09	DUPLICATED COMPLAINT ORDERED PARTS
06/19/2009	16:10	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
06/19/2009	16:10	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
468354	EOS	2008	WVWBA71F38V [REDACTED]	14105	3885	06/19/2009	USA

#### Workshop Finding

CASE INVALID, WRONG TECH ON VEHICLE.

Activity Date	Activity Time	Activity Comments
06/19/2009	14:47	I JUST REPLACED THE MECHATRONICS UNIT IN THIS VEHICLE FOR A SHIFTING CONCERN. I AM ATTEMPTING TO SET THE BASIC SETTINGS ON IT, BUT IT WILL NOT SET.
06/19/2009	14:47	ISSUE OPENED BY DEALERSHIP
06/19/2009	14:55	CASE INVALID, WRONG TECH ON VEHICLE.
06/19/2009	14:55	CUSTOMER COMMENTS: I JUST REPLACED THE MECHATRONICS UNIT IN THIS VEHICLE FOR A SHIFTING CONCERN. I AM ATTEMPTING TO SET THE BASIC SETTINGS ON IT, BUT IT WILL NOT SET.
06/19/2009	14:55	ISSUE CLOSED BY CONSULTANT - INVALID
06/19/2009	14:55	WORKSHOP FINDINGS: CASE INVALID, WRONG TECH ON VEHICLE.

#### Consultant's Closing Comments

CASE HAS BEEN DETERMINED INVALID BY CONSULTANT  
CASE INVALID, WRONG TECH ON VEHICLE.  
GAVE TECH REPAIR DIRECTION, ADVISED TO OPEN NEW VTA WITH PROPER INFO IF CONCERN IS NOT RESOLVED.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
468408	EOS	2008	WVWBA71FX8V [REDACTED]	8638	3885	06/19/2009	USA

**Workshop Finding**

n/a

Activity Date	Activity Time	Activity Comments
06/19/2009	15:46	HESISTATION IN TRANS APON ACCELERATION.NO FAULTS IN MEMORY. PERFORMED MANUAL BASIC SETTINGS AND DROVE 12 MILES. NO EFFECT. MVB 54 J08N0487
06/19/2009	15:46	ISSUE OPENED BY DEALERSHIP
06/19/2009	15:49	CUSTOMER COMMENTS: HESISTATION IN TRANS APON ACCELERATION.NO FAULTS IN MEMORY. PERFORMED MANUAL BASIC SETTINGS AND DROVE 12 MILES. NO EFFECT. MVB 54 J08N0487
06/19/2009	15:49	REPLACE MECHATRONIC, BOLTS, FLUID AND FILTER.
06/22/2009	08:29	PART ORDERED. CAR WILL RETURN WHEN PARTS COME IN.
06/22/2009	09:01	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
06/22/2009	09:01	ISSUE UPDATED

**Consultant's Closing Comments**

PART ORDERED. CAR WILL RETURN WHEN PARTS COME IN.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
468412	JETTA	2008	3VWRJ71K68M [REDACTED]	15860	3885	06/19/2009	USA

Workshop Finding
n/a

Activity Date	Activity Time	Activity Comments
06/19/2009	15:49	I REPLACED MECATRONICS AND FOR SOME REASON I CAN NOT SET BASICS SETTINGS WENT TO GUIDED FUNCTIONS AND MANUALLY VALUE BLOCK 60 AND 61 NEED YOUR ADVISE ONE FAULT FOUND BASICS SETTINGS NOT CARRIE OUT
06/19/2009	15:49	ISSUE OPENED BY DEALERSHIP
06/19/2009	15:55	ADVISE TECH TO CHANGE CODING TO 20 AND RETRY BASICK SETTINGS.
06/19/2009	15:55	CUSTOMER COMMENTS: I REPLACED MECATRONICS AND FOR SOME REASON I CAN NOT SET BASICS SETTINGS WENT TO GUIDED FUNCTIONS AND MANUALLY VALUE BLOCK 60 AND 61 NEED YOUR ADVISE ONE FAULT FOUND BASICS SETTINGS NOT CARRIE OUT
06/19/2009	16:29	THANK YOU THAT DID IT CAR FIX AND GONE
06/19/2009	17:14	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
06/19/2009	17:14	ISSUE UPDATED

Consultant's Closing Comments
ADVISE TECH TO CHANGE CODING TO 20 AND RETRY BASICK SETTINGS.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
468452	JETTA	2009	3VWCL71K69M [REDACTED]	19957	3885	06/19/2009	USA

#### Workshop Finding

NO FAULTS; BASIC SETTINGS SETS FLUID LEVEL AND CONDITION OK MVB 54= J12

Activity Date	Activity Time	Activity Comments
06/19/2009	16:39	ISSUE OPENED BY DEALERSHIP
06/19/2009	16:44	CUSTOMER COMMENTS: CUSTOMER COMPLAINT VEHICLE SURGES UNDER LIGHT THROTTLE FROM A STOP.
06/19/2009	16:44	REPLACE THE MECH, FLUID, FILTER AND BOLTS. SET BASIC SETTINGS. ROAD TEST AND RETEST
06/19/2009	16:44	WORKSHOP FINDINGS: NO FAULTS; BASIC SETTINGS SETS FLUID LEVEL AND CONDITION OK MVB 54= J12
06/24/2009	11:35	ORDERED MECHCATRONICS UNIT CUSTOMER WILL BRING CAR BACK WHEN PARTS ARIVE.
06/24/2009	13:44	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
06/24/2009	13:44	ISSUE UPDATED

#### Consultant's Closing Comments

NO COMMENTS IN THE VTA INITIALLY CJG

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
468471	EOS	2008	WVWBA71F58V [REDACTED]	15115	3885	06/19/2009	USA

#### Workshop Finding

TECH VERIFIED THE CONCERN. 1 FAULT IN THE TCM. BASIC SETTINGS PERFORMED BY GF. FAULT RETURNED AND THE VEHICLE DOES NOT HAVE ALL GEARS. CODING IS 20. MECH UNIT REPLACED FOR THE SHUTTER CONCERN. MVB 41 IS GF8T.

Activity Date	Activity Time	Activity Comments
06/19/2009	16:59	ISSUE OPENED BY DEALERSHIP
06/19/2009	16:59	MECHATRONICS UNIT HAS JUST BEEN REPLACED DUE TO A LUNGING SENSATION (ACCESS CODE: 450576). NOW VEHICLE WILL NOT SHIFT INTO THIRD. TRYING BASIC SETTINGS TO NO AVAIL.
06/19/2009	17:07	A2 CASE TO BE ESCALATED FOR REVIEW. ADVISED THE TECH TO SET UP FOR TRANS BASIC SETTINGS AND CHECK MVB 41, 48, 54 AND GET THE TCM PART NUMBER AND SOFTWARE LEVEL.
06/19/2009	17:07	CUSTOMER COMMENTS: MECHATRONICS UNIT HAS JUST BEEN REPLACED DUE TO A LUNGING SENSATION (ACCESS CODE: 450576). NOW VEHICLE WILL NOT SHIFT INTO THIRD. TRYING BASIC SETTINGS TO NO AVAIL.
06/19/2009	17:07	WORKSHOP FINDINGS: TECH VERIFIED THE CONCERN. 1 FAULT IN THE TCM. BASIC SETTINGS PERFORMED BY GF. FAULT RETURNED AND THE VEHICLE DOES NOT HAVE ALL GEARS. CODING IS 20. MECH UNIT REPLACED FOR THE SHUTTER CONCERN. MVB 41 IS GF8T.
06/19/2009	17:13	SENT INFORMATION REQUESTED
06/19/2009	17:14	ISSUE UPDATED
06/19/2009	17:19	WORKED THROUGH BASIC SETTINGS WITH THE TECH
06/19/2009	17:25	PERFORMED BASIC SETTINGS THROUGH VSD AND THEY WORKED PERFECT, THANK YOU! VEHICLE REPAIRED.
06/19/2009	17:26	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
06/19/2009	17:26	ISSUE UPDATED

#### Consultant's Closing Comments

PERFORMED BASIC SETTINGS THROUGH VSD AND THEY WORKED PERFECT, THANK YOU! VEHICLE REPAIRED.  
A2 CASE TO BE ESCALATED FOR REVIEW.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
468488	JETTA	2008	3VWRA71K78M [REDACTED]	4956	3885	06/19/2009	USA

#### Workshop Finding

TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM. MVB 54 J13 AND MVB 64 IS 0/0.

Activity Date	Activity Time	Activity Comments
06/19/2009	17:34	CUSTOMER STATES WHEN TAKING OFF CAR WILL STUTTER AND WHEN DOWNSHIFTING CAR WILL SLAM IN GEAR.
06/19/2009	17:34	ISSUE OPENED BY DEALERSHIP
06/19/2009	17:40	ADVISED THE TECH TO SET UP FOR THE MANUAL BASIC SETTINGS.
06/19/2009	17:40	CUSTOMER COMMENTS: CUSTOMER STATES WHEN TAKING OFF CAR WILL STUTTER AND WHEN DOWNSHIFTING CAR WILL SLAM IN GEAR.
06/19/2009	17:40	WORKSHOP FINDINGS: TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM. MVB 54 J13 AND MVB 64 IS 0/0.
06/19/2009	17:52	ADVISED THE TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT.
06/29/2009	18:39	P1 SPOKE TO PEDRO IN VW SERVICE, VEHICLE IS HOLDING FOR PARTS.
07/01/2009	11:27	PART IN RED ORDER. CAR IS REALISED TO THE CUSTOMER UNTIL PARTS ARRIVE.
07/02/2009	07:39	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/02/2009	07:39	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
468506	JETTA	2008	3VWRJ71K98M [REDACTED]	15200	3885	06/19/2009	USA

#### Workshop Finding

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

Activity Date	Activity Time	Activity Comments
06/19/2009	18:22	CUSTOEMR STATES THE CAR JERKS WHEN BRAKED TO A STOP AND THEN ACCELERATING AND WHEN SHIFTING FROM REVERSE TO DRIVE JERKS INTO GEAR. ALL CONCERNS HAVE BEEN DUPLICATED.
06/19/2009	18:22	ISSUE OPENED BY DEALERSHIP
06/19/2009	18:25	ADVISED THE TECH TO SET UP TO PERFORM THE TRANS BASIC SETTING AND CHECK MVB 54 IN THE TCM.
06/19/2009	18:25	CUSTOMER COMMENTS: CUSTOEMR STATES THE CAR JERKS WHEN BRAKED TO A STOP AND THEN ACCELERATING AND WHEN SHIFTING FROM REVERSE TO DRIVE JERKS INTO GEAR. ALL CONCERNS HAVE BEEN DUPLICATED.
06/19/2009	18:25	WORKSHOP FINDINGS: TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM.
06/19/2009	18:35	MVB 54 IS J03. ADVISED THE TECH ON HOW TO PERFORM THE TRANS BASIC SETTINGS. ADVISED THE TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT.
06/22/2009	12:16	CUSTOMER TOOK VEHICLE, HE WILL RETURN WHEN PARTS ARRIVE.
06/22/2009	22:26	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
06/22/2009	22:26	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
468516	JETTA	2008	3VWRJ71KX8M [REDACTED]	10198	3885	06/19/2009	USA

#### Workshop Finding

n/a

Activity Date	Activity Time	Activity Comments
06/19/2009	18:49	CUSTOMER COMPLAINT , IS THE VEHICLE JERKS WHEN MOVING FROM A DEAD STOP. DUPLICATED CONCERN, VEHICLE JERKS BACK & FORTH WHEN PULLING OFF FROM A STOP. NO FAULTS IN SYSTEM, CHECKED & RECORDED MVB 54 & 64. ADVISE
06/19/2009	18:49	ISSUE OPENED BY DEALERSHIP
06/19/2009	18:57	CUSTOMER COMMENTS: CUSTOMER COMPLAINT , IS THE VEHICLE JERKS WHEN MOVING FROM A DEAD STOP. DUPLICATED CONCERN, VEHICLE JERKS BACK & FORTH WHEN PULLING OFF FROM A STOP. NO FAULTS IN SYSTEM, CHECKED & RECORDED MVB 54 & 64. ADVISE
06/19/2009	18:57	SET BASIC SETTINGS USING TT 37-09-03. IF IT SET, REPLACE THE MECH, FLUID, FILTER AND BOLTS.
06/19/2009	21:08	FOLLOWED TT 37-09-03. BASIC SETTINGS SET. STILL JERKING WHILE STARTING FROM A STOP. MECHATRONIC MODULE ON ORDER. WILL REOPEN VTA IF FURTHER PROBLEMS ARRISE. THANK YOU
06/21/2009	20:25	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
06/21/2009	20:25	ISSUE UPDATED

#### Consultant's Closing Comments

FOLLOWED TT 37-09-03. BASIC SETTINGS SET. STILL JERKING WHILE STARTING FROM A STOP. MECHATRONIC MODULE ON ORDER. WILL REOPEN VTA IF FURTHER PROBLEMS ARRISE.  
THANK YOU

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
468543	EOS	2008	WVWFA71F78V [REDACTED]	43879	3735	06/20/2009	USA

#### Workshop Finding

MVB 54= H23B0030 MVB64= 0/0

Activity Date	Activity Time	Activity Comments
06/20/2009	11:48	CUSTOMER STATES THAT UNDER LIGHT ACCELERATION THE VEHICLE SHUDDERS, HAVE VERIFIED THE VEHICLE SHUDDERING WHEN THE DSG CLUTCH ENGAGES.
06/20/2009	11:48	ISSUE OPENED BY DEALERSHIP
06/20/2009	11:56	ADVISE TECH TO REPLACE MECHATRONICS, FLUID , FILTER , AND BOLTS
06/20/2009	11:56	CUSTOMER COMMENTS: CUSTOMER STATES THAT UNDER LIGHT ACCELERATION THE VEHICLE SHUDDERS, HAVE VERIFIED THE VEHICLE SHUDDERING WHEN THE DSG CLUTCH ENGAGES.
06/20/2009	11:56	WORKSHOP FINDINGS: MVB 54= H23B0030 MVB64= 0/0
06/20/2009	12:30	PERFORMED BASICS SETTINGS ON DSG, STILL SHUDDERS, ORDERED MECHATRONICS UNIT. WILL OPEN NEW VTA IF FUTHER ASSISTANCE IS NEEDED AFTER REPAIR.
06/20/2009	14:21	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
06/20/2009	14:21	ISSUE UPDATED

#### Consultant's Closing Comments

PERFORMED BASICS SETTINGS ON DSG, STILL SHUDDERS, ORDERED MECHATRONICS UNIT. WILL OPEN NEW VTA IF FUTHER ASSISTANCE IS NEEDED AFTER REPAIR.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
468563	JETTA	2008	3VWRJ71K18M [REDACTED]	13690	3885	06/20/2009	USA

#### Workshop Finding

TECH HAS PERFORMED BASIC SETTING STILL SAME CONCERN MVB 54 =H64M0105 MVB 64=0/0

Activity Date	Activity Time	Activity Comments
06/20/2009	14:30	C.S. CAR SLAMS WHEN SHIFTING FROM A ROLLING STOP. WAS ABLE TO DUPLICATE COMPLAINT. FLUID FULL, NO DTC'S STORED
06/20/2009	14:30	ISSUE OPENED BY DEALERSHIP
06/20/2009	14:40	ADVISE TECH TO REPLACE THE MECHATRONICS , FLUID, FILTER , AND BOLTS.
06/20/2009	14:40	CUSTOMER COMMENTS: C.S. CAR SLAMS WHEN SHIFTING FROM A ROLLING STOP. WAS ABLE TO DUPLICATE COMPLAINT. FLUID FULL, NO DTC'S STORED
06/20/2009	14:40	WORKSHOP FINDINGS: TECH HAS PERFORMED BASIC SETTING STILL SAME CONCERN MVB 54 =H64M0105 MVB 64=0/0
06/23/2009	11:39	PARTS ORDERD
06/26/2009	08:01	THANKS FOR THE UPDATE PLEASE CALL BACK IF FURTHER ASSISTANCE IS NEEDED
06/26/2009	13:10	SPOKE TO MACK - AWAITING MECATRONIC UNIT.
07/07/2009	09:27	STILL WAITING FOR MEGATRONIC UNIT
07/08/2009	07:47	THANK YOU FOR THE UPDATE.
07/13/2009	19:20	STILL WAITING FOR PARTS
07/15/2009	14:56	THANKS FOR THE UPDATE.
07/28/2009	10:43	STILL WATING FOR PARTS
07/28/2009	17:07	THANKS FOR THE UPDATE.
07/29/2009	12:06	DOES BULLETIN #01-09-14 SUPERSEDE THIS TECH TICKET?..
07/29/2009	12:13	ADVISE TO TO PERFORM TB AND UPDATE ECM.
08/01/2009	14:31	ADVISED TECH ECM AND TCM NUMBERS MUST MATCH UP TO PERFORM FLASH.
08/27/2009	18:41	PARTS ARE HERE. INSTALLED NEW MECHATRONIC IN CAR AS INSTRUCTED. SET BASIC SETTINGS AND TEST DROVE. CAR SHIFTS NORMALLY. RETURNED CAR TO CUSTOMER..
08/28/2009	07:04	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
08/28/2009	07:04	ISSUE UPDATED

#### Consultant's Closing Comments

REPLACE THE MECHATRONICS

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
468586	EOS	2008	WVWBA71F88V [REDACTED]	15478	3885	06/22/2009	USA

#### Workshop Finding

THEN WHEN COMING TO A STOP STATES THAT THERE IS A HARSH DOWNSHIFT. SHOP FOREMAN TEST DROVE VEHICLE AND VERIFIED COMPLAINT. I TEST DROVE VEHICLE THIS A.M. WITH SHOP FOREMAN AND DID NOT VERIFY COMPLAINT. SHOP FOREMAN IS SURE HE FELT THIS CONCERN BUT WE DID NOT FEEL IT THIS MORNING WHILE DRIVING. RAN GFF AND NO FAULTS. CHECKED MVB 54 AND NUMBER IS H43C0612. MVB 64/1 = 0, /2= 0.

Activity Date	Activity Time	Activity Comments
06/22/2009	08:28	CUSTOMER STATES THAT FROM A STOP DURING ACCEL THE TRANSMISSION HAS A SLIGHT HESITATION AND THEN JERKS. THEN WHEN COMING TO A STOP STATES THAT THERE IS A HARSH DOWNSHIFT. SHOP FOREMAN TEST DROVE VEHICLE AND VERIFIED COMPLAINT. I TEST DROVE VEHICLE THIS A.M. WITH SHOP FOREMAN AND DID NOT VERIFY COMPLAINT. SHOP FOREMAN IS SURE HE FELT THIS CONCERN BUT WE DID NOT FEEL IT THIS MORNING WHILE DRIVING. RAN GFF AND NO FAULTS. CHECKED MVB 54 AND NUMBER IS H43C0612
06/22/2009	08:28	ISSUE OPENED BY DEALERSHIP
06/22/2009	08:36	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.
06/22/2009	08:36	CUSTOMER COMMENTS: CUSTOMER STATES THAT FROM A STOP DURING ACCELERATE THE TRANSMISSION HAS A SLIGHT HESITATION AND THEN JERKS.
06/22/2009	08:36	WORKSHOP FINDINGS: THEN WHEN COMING TO A STOP STATES THAT THERE IS A HARSH DOWNSHIFT. SHOP FOREMAN TEST DROVE VEHICLE AND VERIFIED COMPLAINT. I TEST DROVE VEHICLE THIS A.M. WITH SHOP FOREMAN AND DID NOT VERIFY COMPLAINT. SHOP FOREMAN IS SURE HE FELT THIS CONCERN BUT WE DID NOT FEEL IT THIS MORNING WHILE DRIVING. RAN GFF AND NO FAULTS. CHECKED MVB 54 AND NUMBER IS H43C0612. MVB 64/1 = 0, /2= 0.
06/22/2009	08:58	ORDERED MECHATRONICS UNIT AND IT IS ON RED ORDER/BACKORDER. WAITING ON PARTS TO ARRIVE.
06/22/2009	09:14	THANKS FOR THE UPDATE.
06/29/2009	15:18	UNABLE TO CONTACT ANYONE IN SERVICE. WILL CALL AT A LATER TIME.
06/29/2009	15:22	C1 SPOKE TO PETER IN SERVICE AND VEHICLE WAS TAKEN BY CUSTOMER. MECHATRONIC UNIT IS ON BACK ORDER. WILL CLOSE VTA CASE.
06/29/2009	15:22	ISSUE UPDATED
06/29/2009	15:23	TALKED TO TECHLINE. TOLD TO CLOSE VTA. WAITING ON PARTS TO ARRIVE.
06/29/2009	15:29	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
06/29/2009	15:29	ISSUE UPDATED

#### Consultant's Closing Comments

TECHNICIAN HAS ORDERED AND WILL INSTALL A NEW MECHATRONIC UNIT.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
468641	JETTA	2008	3VWRJ71K38M [REDACTED]	45471	3885	06/22/2009	USA

#### Workshop Finding

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

Activity Date	Activity Time	Activity Comments
06/22/2009	09:34	DSG JERKING GO FROM REVERSE TO FORWARD
06/22/2009	09:34	ISSUE OPENED BY DEALERSHIP
06/22/2009	09:41	ADVISED THE TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT.
06/22/2009	09:41	CUSTOMER COMMENTS: DSG JERKING GO FROM REVERSE TO FORWARD
06/22/2009	09:41	WORKSHOP FINDINGS: TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM. MVB 54 IS J02. BASIC SETTINGS PERFORMED.
06/25/2009	09:10	ORDERED MECH UNIT
06/25/2009	23:52	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
06/25/2009	23:52	ISSUE UPDATED

#### Consultant's Closing Comments

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

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
468748	RABBIT	2008	WVWFV71K98W [REDACTED]	17378	3885	06/22/2009	USA

#### Workshop Finding

VEHICLE SEEMS TO BUCK WHEN LETTING YOUR FOOT OFF THE BRAKE

Activity Date	Activity Time	Activity Comments
06/22/2009	11:22	CUST STATES TRANS SHIFTS HARD AND SPORADICALLY STALLS AT IDLE, TEST DROVE VEHICLE, SEEMED TO SHIFT OK BUT VEHICLE WILL SHUDDER AND ALMOST STALL WHEN LETTING OFF BRAKE AT IDLE, POSSIBLE K1/K2 CLUTCH PACK PROBLEM?
06/22/2009	11:22	ISSUE OPENED BY DEALERSHIP
06/22/2009	11:27	CUSTOMER COMMENTS: CUST STATES TRANS SHIFTS HARD AND SPORADICALLY STALLS AT IDLE, TEST DROVE VEHICLE, SEEMED TO SHIFT OK BUT VEHICLE WILL SHUDDER AND ALMOST STALL WHEN LETTING OFF BRAKE AT IDLE, POSSIBLE K1/K2 CLUTCH PACK PROBLEM?
06/22/2009	11:27	SET BASIC SETTINGS PER TT 37-09-03. IF IT SETS WITHOUT FAULT, GET MVB 54 AND UPDATE THE VTA AND CALL BACK
06/22/2009	11:27	WORKSHOP FINDINGS: VEHICLE SEEMS TO BUCK WHEN LETTING YOUR FOOT OFF THE BRAKE
06/22/2009	13:14	PERFORMED BASIC SETTINGS WITH NO PROBLEMS, MVB 54 IS H37B0140
06/22/2009	13:19	ADVISED THE TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT.
06/22/2009	13:21	ORDERED PARTS, WILL INSTALL WHEN THEY ARRIVE, CUST NEEDS TO PICK UP VEHICLE
06/22/2009	13:23	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
06/22/2009	13:23	ISSUE UPDATED

#### Consultant's Closing Comments

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

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
468766	EOS	2008	WVWBA71F08V [REDACTED]	17718	3885	06/22/2009	USA

**Workshop Finding**

ROAD TEST VERIFY COMPLAINT VEHICLE LUNGES AT FISRT GEAR AND POP NOISE HEAR  
PERFORM GFF NO FAULT CODE FOUND,CHECK FOR LEAK NONE AND FLUID LEVEL OK.

Activity Date	Activity Time	Activity Comments
06/22/2009	11:36	CUSTOMER STATES ON TRANS OPEATION,OWNER NOTES LUNGES INTO 1ST GEAR AND INTERMITTENT POPOS.ROAD TEST VERIFY COMPLAINT VEHICLE LUNGES AT FISRT GEAR AND POP NOISE HEAR PERFORM GFF NO FAULT CODE FOUND,CHECK FOR LEAK NONE AND FLUID LEVEL OK.
06/22/2009	11:36	ISSUE OPENED BY DEALERSHIP
06/22/2009	11:55	CUSTOMER COMMENTS: CUSTOMER STATES ON TRANS OPEATION,OWNER NOTES LUNGES INTO 1ST GEAR AND INTERMITTENT POPOS.
06/22/2009	11:55	PERFORM BASIC SETTINGS PER TT 37-09-03, IF CONCERN IS STILL PRESENT PLEASE CALL BACK WITH MVB 54 AND 64 IN TCM.
06/22/2009	11:55	WORKSHOP FINDINGS: ROAD TEST VERIFY COMPLAINT VEHICLE LUNGES AT FISRT GEAR AND POP NOISE HEAR PERFORM GFF NO FAULT CODE FOUND,CHECK FOR LEAK NONE AND FLUID LEVEL OK.
06/22/2009	16:26	MVB 54 IS J11 MVB 64 IS 0 AND 0, ADVISED TECH TO REPLACE MECH UNIT, BOLTS, FILTER AND FLUID THEN RERUN MANUAL BASIC SETTINGS.
06/23/2009	11:48	ADVISED PART IS NOT ON BLOCK.
06/23/2009	14:54	PARTS ON ORDER, VEHICLE HAS LEFT THE DEALER.
06/23/2009	17:15	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
06/23/2009	17:15	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
468776	EOS	2008	WVWBA71FX8V [REDACTED]	10133	3885	06/22/2009	USA

<b>Workshop Finding</b>
TECH STATES HE HAS VERIFIED THE CONCERN. THE BASIC SETTINGS HAVE BEEN SET.

Activity Date	Activity Time	Activity Comments
06/22/2009	11:42	C/S VEHICLE HESITATING UPON ACCELERATION AND WHEN DRIVING IN REVERSE VEHICLE FEELS LIKE A STICK SHIFT VEHICLE BUCKS.
06/22/2009	11:42	ISSUE OPENED BY DEALERSHIP
06/22/2009	11:53	ADVISED TECH TO PLEASE VERIFY FLUID LEVEL AND CONDITION. PLEASE PERFORM BASIC SETTING IN ACCORDANCE WITH TT: 37-09-03. UPDATE THE VTA WITH MVB 54 AND 64.
06/22/2009	11:53	CUSTOMER COMMENTS: C/S VEHICLE HESITATING UPON ACCELERATION AND WHEN DRIVING IN REVERSE VEHICLE FEELS LIKE A STICK SHIFT VEHICLE BUCKS.
06/22/2009	11:53	WORKSHOP FINDINGS: TECH STATES HE HAS VERIFIED THE CONCERN. THE BASIC SETTINGS HAVE BEEN SET.
06/22/2009	12:55	PERFORMED T.T-SYMPTOMS STILL EXIST-CHECKED FLUID LEVEL AND CONDITION-OK-OBTAINED MVB 54 AND 64-54-J10N0055 64-00
06/22/2009	12:59	ADVISED TECH TO REPLACE MECH UNIT, BOLTS, FILTER AND FLUID THEN RERUN BASIC SETTINGS. CLOSE OUT VTA WHEN COMPLETED.
06/22/2009	13:48	PARTS ON ORDER.
06/22/2009	16:37	CLOSING VTA.
06/22/2009	17:30	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
06/22/2009	17:30	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
468790	JETTA	2008	3VWRJ71K78M [REDACTED]	13142	3885	06/22/2009	USA

#### Workshop Finding

TEST DROVE VEHICLE AND VERIFIED CUSTOMER CONCERN, VEHICLE HESITATES AND JERKS FORWARD FROM A STOP. PERFORMED GFF SCAN AND NO FAULTS PRESENT. PERFORMED DSG BASIC SETTINGS AND TEST DROVE VEHICLE AND CONDITION PERSISTS. GEARBOX MVB 54 FIELD 1 = JO8A019. SHOULD THE MECHATRONICS BE REPLACED?

Activity Date	Activity Time	Activity Comments
06/22/2009	11:53	CUSTOMER STATES WHEN TAKING OFF FROM A STOP VEHICLE IS HESITATING AND ROUGH. TEST DROVE VEHICLE AND VERIFIED CUSTOMER CONCERN, VEHICLE HESITATES AND JERKS FORWARD FROM A STOP. PERFORMED GFF SCAN AND NO FAULTS PRESENT. PERFORMED DSG BASIC SETTINGS AND TEST DROVE VEHICLE AND CONDITION PERSISTS. GEARBOX MVB 54 FIELD 1 = JO8A019. SHOULD THE MECHATRONICS BE REPLACED?
06/22/2009	11:53	ISSUE OPENED BY DEALERSHIP
06/22/2009	11:58	CUSTOMER COMMENTS: CUSTOMER STATES WHEN TAKING OFF FROM A STOP VEHICLE IS HESITATING AND ROUGH.
06/22/2009	11:58	TECH STATED HE HAS MANUALLY RESET BASIC SETTINGS AND CONDITION IS STILL PRESENT. ADVISED TO REPLACE MECHATRONICS UNIT, FLUID, FILTER AND BOLTS.
06/22/2009	11:58	WORKSHOP FINDINGS: TEST DROVE VEHICLE AND VERIFIED CUSTOMER CONCERN, VEHICLE HESITATES AND JERKS FORWARD FROM A STOP. PERFORMED GFF SCAN AND NO FAULTS PRESENT. PERFORMED DSG BASIC SETTINGS AND TEST DROVE VEHICLE AND CONDITION PERSISTS. GEARBOX MVB 54 FIELD 1 = JO8A019. SHOULD THE MECHATRONICS BE REPLACED?
06/22/2009	12:05	S.O.P.
06/22/2009	13:14	PARTS ORDERED. THANK YOU FOR THE UPDATE.
06/29/2009	13:48	P1 SPOKE TO ANDY IN SERVICE TECH ON PARTS
07/01/2009	15:50	MECHATRONICS HAS BEEN RED ORDERED, THANKS.
07/01/2009	16:00	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/01/2009	16:00	ISSUE UPDATED

#### Consultant's Closing Comments

D1 MECHATRONICS HAS BEEN RED ORDERED

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
468805	EOS	2008	WVWBA71F88V [REDACTED]	17145	3735	06/22/2009	USA

#### Workshop Finding

TEST DROVE AND CAR SEEM TO JERK INTO GEAR.

Activity Date	Activity Time	Activity Comments
06/22/2009	12:06	CUSTOMER STATES THE CAR SEEMS TO SHIFT HARD. TEST DROVE AND CAR SEEM TO JERK INTO GEAR.
06/22/2009	12:06	ISSUE OPENED BY DEALERSHIP
06/22/2009	12:15	ADVISE TECH TO PERFORM BASIC SETTINGS IF NO CHANGE GET READINGS FROM MVB 54 AND 64 IN TCM
06/22/2009	12:15	CUSTOMER COMMENTS: CUSTOMER STATES THE CAR SEEMS TO SHIFT HARD.
06/22/2009	12:15	WORKSHOP FINDINGS: TEST DROVE AND CAR SEEM TO JERK INTO GEAR.
06/24/2009	17:42	PERFORMED BASIC SETTINGS AND NOW CAR SHIFTS SMOOTH CHECKED MEASURED VALUES 54 H37N0318 AND 64 0 0
06/24/2009	17:53	REPLACE THE MECHATRONIC, FLUID, FILTER AND BOLTS, SET BASIC SETTINGS
06/24/2009	17:54	ORDING MEC UNIT CLOISING TICKET
06/25/2009	17:22	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
06/25/2009	17:22	ISSUE UPDATED

#### Consultant's Closing Comments

ORDING MEC UNIT CLOISING TICKET

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
468871	EOS	2008	WVWBA71F38V [REDACTED]	14837	3885	06/22/2009	USA

#### Workshop Finding

MVB 54 IS J09 AND MVB 64 IS 0, 0.

Activity Date	Activity Time	Activity Comments
06/22/2009	13:01	08 EOS 2.0T WITH DSG TRANSMISSION TRANS CONTOL MODULE 02E30050P CODING 20 SOFTWARE LEVL 082 - TRANSMISSION HAS A LONG DELAY WHEN TAKING OFF FROM STOP WHEN IT DOES ENGAGE IT LUNGES ACOUPLE A TIMES THEN SMOOTHS OUT SHIFTS FINE AFTER THAT - ALSO WHEN DRIVING AT HIGHWAY SPEEDS YOU GO TO PASS ANOTHER CAR WHEN YOU HIT KICK DOWN CAR PULLS TO RIGHT HARD DOES NOT DO IT AT LOWER SPEEDS OR WHEN TAKING OFF HARD - NO CODES IN ECU OR TCM - CHECKED TRANS FLUID LEVEL -OK- RESET THOTTLE ADAPTATION AND KICK DOWN -OK- RESET TRANSMISSION BASIC SETTING -OK- STILL HAVE PROBLEM - WHERE TO NOW THANKS RANDALL
06/22/2009	13:01	ISSUE OPENED BY DEALERSHIP
06/22/2009	13:33	CUSTOMER COMMENTS: 08 EOS 2.0T WITH DSG TRANSMISSION TRANS CONTOL MODULE 02E30050P CODING 20 SOFTWARE LEVL 082 - TRANSMISSION HAS A LONG DELAY WHEN TAKING OFF FROM STOP WHEN IT DOES ENGAGE IT LUNGES ACOUPLE A TIMES THEN SMOOTHS OUT SHIFTS FINE AFTER THAT - ALSO WHEN DRIVING AT HIGHWAY SPEEDS YOU GO TO PASS ANOTHER CAR WHEN YOU HIT KICK DOWN CAR PULLS TO RIGHT HARD DOES NOT DO IT AT LOWER SPEEDS OR WHEN TAKING OFF HARD - NO CODES IN ECU OR TCM - CHECKED TRANS FLUID LEVEL -OK- RESET THOTTLE ADAPTATION AND KICK DOWN -OK- RESET TRANSMISSION BASIC SETTING -OK- STILL HAVE PROBLEM - WHERE TO NOW THANKS RANDALL
06/22/2009	13:33	REPLACE THE MECHATRONIC, BOLTS, FLUID AND FILTER.
06/22/2009	13:33	WORKSHOP FINDINGS: MVB 54 IS J09 AND MVB 64 IS 0, 0.
06/22/2009	13:40	ORDERED MECHANTRONICS, BOLTS FLUID, FILTER, THANKS ALOT RANDALL
06/22/2009	13:41	CLOSE
06/22/2009	13:42	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
06/22/2009	13:42	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
468882	JETTA	2008	3VWRJ71K98M	6589	3885	06/22/2009	USA

#### Workshop Finding

A MECHATRONICS UNIT WAS ORDERED. I INSTALLED THE UNIT FOR A TECH WHO IS NOT HERE TO DO IT. AFTER INSTALLATION I PREFORMED BASIC SETTINGS, EVERYTHING WENT THROUGH FINE, BUT WHEN I WENT TO DRIVE IT THE VEHICLE ACCELERATED MOMENTARALLY THEN THE PRNDS LITE UP AND IT LOST ALL GEARS. AFTER CYCLING THE KEY THE GEARS WOULD COME BACK BUT THEN THE SAME PROBLEM OCCURED. I HAVE PREFORMED BASIC SETTINGS THROUGH GFF, GUIDED FUNCTION, AND MANUALLY VEHICLE SELF. NONE OF THESE GOT MY ISSUE TO GO AWAY. I NOW HAVE A FAULT P2711 UNEXPECTED MECHANICAL GEER DISENGAGEMENT.

Activity Date	Activity Time	Activity Comments
06/22/2009	13:12	ISSUE OPENED BY DEALERSHIP
06/22/2009	13:12	ORIGANALLY THE VEHICLE HAD A HARD JERK FROM ACCELERATION. A MECHATRONICS UNIT WAS ORDERED. I INSTALLED THE UNIT FOR A TECH WHO IS NOT HERE TO DO IT. AFTER INSTALLATION I PREFORMED BASIC SETTINGS, EVERYTHING WENT THROUGH FINE, BUT WHEN I WENT TO DRIVE IT THE VEHICLE ACCELERATED MOMENTARALLY THEN THE PRNDS LITE UP AND IT LOST ALL GEARS. AFTER CYCLING THE KEY THE GEARS WOULD COME BACK BUT THEN THE SAME PROBLEM OCCURED. I HAVE PREFORMED BASIC SETTINGS THROUGH GFF, GUIDED FUNCTION, AND MANUALLY VEHICLE SELF. NONE OF THESE GOT MY ISSUE TO GO AWAY. I NOW HAVE A FAULT P2711 UNEXPECTED MECHANICAL GEER DISENGAGEMENT.
06/22/2009	13:22	ADVISE TECH TO CHANGE CODING TO 20 AND REPERFORM BASIC SETTINGS
06/22/2009	13:22	CUSTOMER COMMENTS: ORIGANALLY THE VEHICLE HAD A HARD JERK FROM ACCELERATION.
06/22/2009	13:22	WORKSHOP FINDINGS: A MECHATRONICS UNIT WAS ORDERED. I INSTALLED THE UNIT FOR A TECH WHO IS NOT HERE TO DO IT. AFTER INSTALLATION I PREFORMED BASIC SETTINGS, EVERYTHING WENT THROUGH FINE, BUT WHEN I WENT TO DRIVE IT THE VEHICLE ACCELERATED MOMENTARALLY THEN THE PRNDS LITE UP AND IT LOST ALL GEARS. AFTER CYCLING THE KEY THE GEARS WOULD COME BACK BUT THEN THE SAME PROBLEM OCCURED. I HAVE PREFORMED BASIC SETTINGS THROUGH GFF, GUIDED FUNCTION, AND MANUALLY VEHICLE SELF. NONE OF THESE GOT MY ISSUE TO GO AWAY. I NOW HAVE A FAULT P2711 UNEXPECTED MECHANICAL GEER DISENGAGEMENT.
06/22/2009	13:31	CODING WAS ALREADY SET TO 20, BUT I RECODED IT TO 20 AGAIN AND SET BESIC SETTINGS. THE TRANS IS STILL DOING THE SAME THING
06/22/2009	13:35	ADVISE TECH TO GET MECHATRONICS PART # AND SOFTWARE LEVEL . ALSO MVBS 41, 48, 52.
06/22/2009	13:44	PART NUMBER 02E-325-025 AD ZD7 SOFTWARE 082 MVB 41 V0697P0502EA_GETRIEBE_DSG_HG7P MVB 48 C14R2 MVB 52 65535
06/22/2009	13:49	ADVISED THE TECH TO GET THE INFO FROM THE OLD MECH UNIT.
06/22/2009	14:08	PART NUMBER 02E-927-770 AE SOFTWARE 082 41 V0698J1002EA_GETRIEBE_DSG_MF8F 48 C14R2 52 65535
06/22/2009	14:20	ADVISE TECH THAT WRONG MECHATRONICS UNIT WAS INSTALLED.
06/29/2009	16:52	ATTEMPTED TO GET UPDATE WENT TO SERVICE VOICE MAIL
06/29/2009	16:53	SPOKE WITH BOB IN SERIVCE AND STATED THAT THEY ARE WAITING ON A RED ORDERD PART: P1
07/30/2009	12:11	CORRECT PART CAME IN YESTERDAY AND COMPLETED VEHICLE
07/30/2009	16:36	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/30/2009	16:36	ISSUE UPDATED

#### Consultant's Closing Comments

CORRECT PART CAME IN YESTERDAY AND COMPLETED VEHICLE

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
468911	JETTA	2008	3VWRJ71KX8M [REDACTED]	21394	3885	06/22/2009	USA

#### Workshop Finding

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

Activity Date	Activity Time	Activity Comments
06/22/2009	13:38	CUSTOMER STATES THAT TRANSMISSION WILL DELAY ENGAGEMENT THEN JUMPS BACK AND FORTH WHEN IDLING AT PARKING LOT SPEEDS. WILL PARK TIRES AT TIMES WHEN STARTING TO ACCELERATE. CHECKED NO DTC'S IN ENGINE OR GEARBOX ELECTRONICS.
06/22/2009	13:38	ISSUE OPENED BY DEALERSHIP
06/22/2009	13:39	UPDATED WITH TRANSMISSION TAG NUMBER: 02E307107
06/22/2009	13:42	ADVISED THE TECH TO CHECK MVB 54 IN THE TCM AND PERFORM THE MANUAL BASIC SETTINGS.
06/22/2009	13:42	CUSTOMER COMMENTS: CUSTOMER STATES THAT TRANSMISSION WILL DELAY ENGAGEMENT THEN JUMPS BACK AND FORTH WHEN IDLING AT PARKING LOT SPEEDS. WILL PARK TIRES AT TIMES WHEN STARTING TO ACCELERATE. CHECKED NO DTC'S IN ENGINE OR GEARBOX ELECTRONICS.
06/22/2009	13:42	WORKSHOP FINDINGS: TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM.
06/22/2009	13:52	MVB 54 IS J11. BASIC SETTINGS PERFORMED. ADVISED THE TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT.
06/22/2009	14:15	SPECAIL ORDERD PARTS PERTECHLINE REQUEST. RETURNED VEHICLE TO CUSTOMER TILL PARTS ARRIVE. WILL CREATE TICKET IF PROBLEM IS NOT CORRECTED
06/22/2009	16:09	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
06/22/2009	16:09	ISSUE UPDATED

#### Consultant's Closing Comments

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

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
468934	JETTA	2008	3VWRJ71K88M [REDACTED]	9230	3885	06/22/2009	USA

#### Workshop Finding

TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM. MVB 54 IS J12 AND MVB 64 IS 0/0. BASIC SETTINGS PERFORMED.

Activity Date	Activity Time	Activity Comments
06/22/2009	14:04	CUSTOMER STATS WHEN ACCELERATING FROM A STOP IN DRIVE AND REVERSE VEHICLE LUNGING, TECH TEST DROVE AND DUPLACATED CONCERN, TECH FOUND NO FAULTS IN TCM OR ECM, TECH PERFORMED BASIC SETTING ON TRANSMISSION USING SELF DIAG, TEST DROVE STILL PRESENT, TECH ADJUSTED KICKED AND ADAPTED THROTTLE, TESTED STILL PRESENT, CHECKED MEASURE VALUES TCM BOCK 54 AND FOUND J12C0233 64 WAS 0 IN BOTH VALUES,
06/22/2009	14:04	ISSUE OPENED BY DEALERSHIP
06/22/2009	14:11	ADVISED THE TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT.
06/22/2009	14:11	CUSTOMER COMMENTS: CUSTOMER STATS WHEN ACCELERATING FROM A STOP IN DRIVE AND REVERSE VEHICLE LUNGING, TECH TEST DROVE AND DUPLACATED CONCERN, TECH FOUND NO FAULTS IN TCM OR ECM, TECH PERFORMED BASIC SETTING ON TRANSMISSION USING SELF DIAG, TEST DROVE STILL PRESENT, TECH ADJUSTED KICKED AND ADAPTED THROTTLE, TESTED STILL PRESENT, CHECKED MEASURE VALUES TCM BOCK 54 AND FOUND J12C0233 64 WAS 0 IN BOTH VALUES,
06/22/2009	14:11	WORKSHOP FINDINGS: TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM. MVB 54 IS J12 AND MVB 64 IS 0/0. BASIC SETTINGS PERFORMED.
06/22/2009	14:13	ORDERED PARTS CLOSING VTA
06/22/2009	16:09	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
06/22/2009	16:09	ISSUE UPDATED

#### Consultant's Closing Comments

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

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
468936	EOS	2008	WVWBA71F58V [REDACTED]	9039	3885	06/22/2009	USA

#### Workshop Finding

CUSTOMER STATES THAT WHEN STARTING OFF, THE CAR IS VERY JERKY AND HESITATES TO MOVE

Activity Date	Activity Time	Activity Comments
06/22/2009	14:07	CUSTOMER STATES THAT WHEN STARTING OFF, THE CAR IS VERY JERKY AND HESITATES TO MOVE
06/22/2009	14:07	ISSUE OPENED BY DEALERSHIP
06/22/2009	14:16	ADVISED THE TECH TO RUN BASIC SETTINGS IN THE TRANSMISSION MANUALLY TO SEE IF THE CONCERN IS CORRECTED.....
06/22/2009	14:16	CUSTOMER COMMENTS: CUSTOMER STATES THAT WHEN STARTING OFF, THE CAR IS VERY JERKY AND HESITATES TO MOVE
06/22/2009	14:16	ENGINE AND TRANSMISSION MUST BE UP TO OPERATING TEMPERATURE (MINIMUM OF 30C IN TRANSMISSION). VEHICLE SHOULD BE CLEAR OF ALL FAULT CODES (ECM AND TCM) VEHICLE SHOULD BE IN PARK AND IDLING ENGINE MUST HAVE BEEN RUNNING FOR ONE FULL MINUTE BEFORE BASIC SETTINGS CAN BE PERFORMED. GO INTO VSD, TRANSMISSION ELECTRONICS/GEARBOX ELECTRONICS, BASIC SETTINGS, THEN ENTER #61 ON KEYPAD AND SELECT THE "Q" BUTTON TO ENTER INTO TEST MODE. ONCE THE NEW SCREEN APPEARS, PUT YOUR FOOT ON THE BRAKE PEDAL AND PRESS ACTIVATE. IT CAN TAKE UP TO 40 SECONDS UNTIL YOU HEAR ANY NOISES IN THE TRANSMISSION. ONCE YOU SEE NEW NUMBERS APPEAR IN THE BOTTOM BOX OF THE BASIC SETTINGS, YOU KNOW THAT THE TEST IS COMPLETE. GO BACK OUT INTO BASIC SETTINGS AND SELECT #60 ON KEYPAD AND SELECT THE "Q" BUTTON TO ENTER THE TEST MODE. FOLLOW STEP #2 AGAIN. ONCE YOU ARE COMPLETED WITH THESE TWO TESTS, SHUT DOWN ENGINE AND RESTART AND ALLOW TO IDLE. CYCLE VEHICLE FROM PARK TO DRIVE 5 TIMES AND THEN FROM PARK TO REVERSE 5 TIMES AS WELL. ROAD TEST VEHICLE 10-15 MILES GOING THROUGH ALL GEARS AUTOMATICALLY AND ALSO THROUGH TIPTRONIC AT VARIOUS SPEEDS AND DRIVING CONDITIONS. SHUT THE VEHICLE OFF AND THEN RESTART AND RE EVALUATE SHIFTING. NOTE: IF VEHICLE STALLS WHILE RUNNING BASIC SETTINGS, THE TRANSMISSION WILL MAY NEED TO BE REPLACED (SEE A PS ENGINEER OR QA ENGINEER). PLEASE ALSO NOTE THAT IF THE VEHICLE DOES NOT ROLL EVEN WHEN THE TRANSMISSION IS ENGAGED INTO NEUTRAL, IT IS LIKELY THAT THERE MAY BE A STUCK SHIFT FORK INTERNALLY. PLEASE DISCONNECT THE SHIFT LEVER CABLE FROM THE TRANSMISSION AND IF THERE IS STILL NO MOVEMENT, REPLACE THE TRANSMISSION. IF MOVEMENT IS NOW PRESENT, PERSUE A SHIFT LEVER ISSUE. ALSO, IF THE TRANSMISSION EXHIBITS A GRINDING NOISE OTHER THAN DURING BASIC SETTINGS PLEASE CONSULT A LEVEL 2 CONSULTANT OR PRODUCT SUPPORT ENGINEER PRIOR TO REPLACING THE MECHATRONICS ASSEMBLY.
06/22/2009	14:16	WORKSHOP FINDINGS: CUSTOMER STATES THAT WHEN STARTING OFF, THE CAR IS VERY JERKY AND HESITATES TO MOVE
06/22/2009	15:17	RAN BASIC SETTINGS IN THE TRANSMISSION MANUALLY. TEST DROVE 15 MILES. VEHICLE STILL JERKS AND HESITATES TO MOVE.
06/22/2009	16:19	REPLACE THE MECHATRONIC, FLUID FILTER AND BOLTS. SET BASIC SETTINGS AND RETEST
06/29/2009	15:25	C1 SPOKE TO DAN IN SERVICE AND VEHICLE WAS GIVEN BACK TO CUSTOMER. MECHATRONIC UNIT IS ON BACK ORDER. WILL HAVE TECH CLOSE VTA CASE.
07/07/2009	15:28	MECHATRONIC ON BACKORDER
07/07/2009	15:29	MECHATRONIC ON BACKORDER
07/07/2009	16:43	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/07/2009	16:43	ISSUE UPDATED

#### Consultant's Closing Comments

MECHATRONIC ON BACKORDER

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
469019	JETTA	2008	3VWRJ71K28M	15360	3885	06/22/2009	USA

#### Workshop Finding

JERKS WHEN SHIFTING

Activity Date	Activity Time	Activity Comments
06/22/2009	15:19	CUSTOMER STATES TRANSMISSION NOT SHIFTING CORRECTLY, JERKING IN STOP AND GO TRAFFIC. INITIALLY UNABLE TO DUPLICATE CUSTOMERS CONCERN ON 6/20/09, CUST CAME TO DRIVE WITH TECHNICIAN AND ADVISOR, ABLE TO DUPLICATE CONCERN. OPENED NEW TICKET. CAR MUST BE HOT TO DUPLICATE. IF IN DRIVE, REVERSE, TIP OR S, YOU CAN TOUCH THE GAS TO ACCEL AND THE CAR WILL BUCK, GO, BUCK, GO, ETC. IT WILL ALSO DO THIS IF YOU DONT TOUCH THE GAS AND JUST RELEASE THE BRAKE, THE CAR WILL LURCH, THE RPMS DROP AND WILL ALMOST STALL. CUSTOMER STATES IT IS WORSE WITH MORE PEOPLE IN THE CAR, OR UNDER A LOAD: ACCELL FROM STOP, OR GETTING ONTO ON RAMP ON HIGHWAY. CUSTOMER STATES IT WILL DO THIS IN ALL GEARS, BUT MORE NOTICEABLE FROM A STOP. PERFORMED GFF, NO FAULTS AT ALL, CHECKED TECH BULLETINS, NONE APPLY, CHECKED TECH TIPS. PERFORMED TT 37-09-03 DSG BASIC SETTINGS, AFTER 61, 60, KEY OFF, RESTART, CYCLE P TO D 5X, CYCLE P TO R 5X TEST DRIVE 12 MILES ALL GEARS AND TIP, KEY OFF, RESTART AND RETEST. NO CHANGE.
06/22/2009	15:19	ISSUE OPENED BY DEALERSHIP
06/23/2009	10:26	CUSTOMER COMMENTS: CUSTOMER STATES TRANSMISSION NOT SHIFTING CORRECTLY, JERKING IN STOP AND GO TRAFFIC. INITIALLY UNABLE TO DUPLICATE CUSTOMERS CONCERN ON 6/20/09, CUST CAME TO DRIVE WITH TECHNICIAN AND ADVISOR, ABLE TO DUPLICATE CONCERN. OPENED NEW TICKET. CAR MUST BE HOT TO DUPLICATE. IF IN DRIVE, REVERSE, TIP OR S, YOU CAN TOUCH THE GAS TO ACCEL AND THE CAR WILL BUCK, GO, BUCK, GO, ETC. IT WILL ALSO DO THIS IF YOU DONT TOUCH THE GAS AND JUST RELEASE THE BRAKE, THE CAR WILL LURCH, THE RPMS DROP AND WILL ALMOST STALL. CUSTOMER STATES IT IS WORSE WITH MORE PEOPLE IN THE CAR, OR UNDER A LOAD: ACCELL FROM STOP, OR GETTING ONTO ON RAMP ON HIGHWAY. CUSTOMER STATES IT WILL DO THIS IN ALL GEARS, BUT MORE NOTICEABLE FROM A STOP. PERFORMED GFF, NO FAULTS AT ALL, CHECKED TECH BULLETINS, NONE APPLY, CHECKED TECH TIPS. PERFORMED TT 37-09-03 DSG BASIC SETTINGS, AFTER 61, 60, KEY OFF, RESTART, CYCLE P TO D 5X, CYCLE P TO R 5X TEST DRIVE 12 MILES ALL GEARS AND TIP, KEY OFF, RESTART AND RETEST. NO CHANGE.
06/23/2009	10:26	TECH TO GET MVB 54 IN 02
06/23/2009	10:26	WORKSHOP FINDINGS: JERKS WHEN SHIFTING
06/23/2009	10:39	MVB IS SENT
06/23/2009	10:42	MVB 54 IS J13. ADVISED THE TECH TO SET UP FOR THE TRANS BASIC SETTINGS.
06/23/2009	10:50	ADVISED THE TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT.
06/29/2009	17:29	P2 MARK STATED PARTS ARE ON ORDERED
07/31/2009	18:15	REPLACED MECHATRONIC UNIT, FLUID, FILTER, GASKET AND BOLTS, FILLED, RESET BASIC SETTINGS FOR MECHATRONIC, TEST DROVE, NO FURTHER DRIVEABILITY ISSUES. THANKS!
07/31/2009	18:33	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/31/2009	18:33	ISSUE UPDATED

#### Consultant's Closing Comments

REPLACED MECHATRONIC UNIT, FLUID, FILTER, GASKET AND BOLTS, FILLED, RESET BASIC

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
469053	JETTA	2008	3VWRJ71K38M	54499	3885	06/22/2009	USA

#### Workshop Finding

:TEST DRIVE, VERIFIED COMPLAINT. NO FAULTS IN ANY SYSTEM AND FLUID IS OK

Activity Date	Activity Time	Activity Comments
06/22/2009	15:53	A. CLIENT STATES THE CAR BUCKS AND SURGES WHEN TAKING OFF FROM A START. ALSO AN ABRUPT SHIFT BETWEEN FRIST AND SECOND AND SECOND AND THIRD GEARS:TEST DRIVE, VERIFIED COMPLAINT. NO FAULTS IN ANY SYSTEM AND FLUID IS OK
06/22/2009	15:53	ISSUE OPENED BY DEALERSHIP
06/23/2009	13:49	ADVISE TECH TO PERFORM BASIC SETTINGS PER TB 37-09-03. IF ISSUE STILL THE SAME NEED READINGS FROM MVB 54, AND 64 IN THE TCM
06/23/2009	13:49	CUSTOMER COMMENTS: A. CLIENT STATES THE CAR BUCKS AND SURGES WHEN TAKING OFF FROM A START. ALSO AN ABRUPT SHIFT BETWEEN FRIST AND SECOND AND SECOND AND THIRD GEARS
06/23/2009	13:49	WORKSHOP FINDINGS: :TEST DRIVE, VERIFIED COMPLAINT. NO FAULTS IN ANY SYSTEM AND FLUID IS OK
06/23/2009	14:53	SET BASIC SETTINGE ROAD TEST FOR 10 MILESWENT THROUGH ALL GEARS (AUTO & TIPTRON)VEHICHE BANGING INTO GEAR AND HAS A HARSH DOWNSHAFT ...WHEN IN PARK AND AT IDLE AND PUTTING INTO DRIVE RPMS DROP VEHICLE FEELS LIKE IT WANTS STALL MVB 54 ZONE 1 - J03N0025 ... MVB 64 ZONE 1 - 0 , ZONE 2 -0
06/23/2009	15:02	ADVISED TO REPLACE MECHATRONICS UNIT, FLUID, FILTER AND BOLTS.
06/24/2009	13:37	PART ON BACK ORDER ETA END OF AUGUST
06/25/2009	08:10	THIS VEHICLE IS UNDRIVEABLE. PART ETA 7/22/2009 SALES DOC. NUMBER: 1005781607 PART # 02E-325-025-AD-ZD7 ORDERED ON 6/23/2009
06/26/2009	07:59	THANKS FOR THE UPDATE PLEASE CALL BACK IF FURTHER ASSISTANCE IS NEEDED
06/26/2009	09:16	TICKET HAS BEEN ESCALATED TO LEVEL 2 FOR REVIEW..... A2
06/26/2009	13:48	ISSUE SENT TO DEALERSHIP
06/30/2009	12:58	ISSUE SENT TO DEALERSHIP
07/08/2009	13:01	ISSUE SENT TO DEALERSHIP
07/14/2009	14:34	STILL WAITING FOR PART
07/14/2009	14:51	ISSUE SENT TO DEALERSHIP
07/22/2009	07:50	PART ETA HAS BEEN UPDATED TO 8/7/2009. SAME PART # AND SAME SALES DOC #.
07/22/2009	07:54	ISSUE SENT TO DEALERSHIP
07/22/2009	08:49	ISSUE SENT TO DEALERSHIP
07/22/2009	09:48	STILL WAITING FOR PART
07/22/2009	10:26	ISSUE SENT TO DEALERSHIP
07/30/2009	09:32	PART ARRIVED TODAY ALONG WITH 5 OTHERS. THIS ONE IS DUE TO BE INSTALLED TOMORROW. WILL CLOSE FOLLOWING TOMORROWS ROAD TEST
07/30/2009	18:44	ISSUE SENT TO DEALERSHIP
07/31/2009	15:18	INSTALLED MECHATRONICS UNIT SET BASIC SETTINGS ROAD TEST ... ALL OK THANKS
07/31/2009	17:25	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/31/2009	17:25	ISSUE UPDATED

#### Consultant's Closing Comments

INSTALLED MECHATRONICS UNIT SET BASIC SETTINGS ROAD TEST ... ALL OK THANKS

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
469054	JETTA	2008	3VWRA71K78M [REDACTED]	26661	3885	06/22/2009	USA

#### Workshop Finding

TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM. MVB 54 IS J09. BASIC SETTINGS PERFORMED. TECH STATES THE TRANS FEELS AS IF IT IS NOT GOING INTO 1ST GEAR.

Activity Date	Activity Time	Activity Comments
06/22/2009	15:54	CUSTOMER COMPLAINT OF HARD SHIFT TO 1ST GEAR. SCANNED VEHICLE NO DTC. CONFIRMED COMPLAINT. FLUID LEVEL O.K. NO LEAKS. MVB 54- J09F0363
06/22/2009	15:54	ISSUE OPENED BY DEALERSHIP
06/22/2009	16:08	ADVISED THE TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT.
06/22/2009	16:08	CUSTOMER COMMENTS: CUSTOMER COMPLAINT OF HARD SHIFT TO 1ST GEAR. SCANNED VEHICLE NO DTC. CONFIRMED COMPLAINT. FLUID LEVEL O.K. NO LEAKS. MVB 54- J09F0363
06/22/2009	16:08	WORKSHOP FINDINGS: TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM. MVB 54 IS J09. BASIC SETTINGS PERFORMED. TECH STATES THE TRANS FEELS AS IF IT IS NOT GOING INTO 1ST GEAR.
06/23/2009	09:24	ORDERED MECH UNIT, FILTER AND BOLTS.
06/23/2009	13:57	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
06/23/2009	13:57	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
469098	RABBIT	2007	WVWHV71K17W [REDACTED]	20789	3885	06/22/2009	USA

#### Workshop Finding

VEHICLE DROPPED OFF THE NIGHT BEFORE SO WE CAN START WITH A COLD START CONDITION. VERIFIED COLD START CONCERN WITH THE VEHICLE LUNGING. ROAD TESTED OUT. AT OPERATING TEMPERATURE, VEHICLE HAS A HARSH 1-2 AND 2-3 UPSHIFT/DOWNSHIFT WHILE USING PADDLES OR MANUAL STICK OPERATION. VEHICLE ALSO HESITATES FROM PARK TO DRIVE AS WELL AS PARK TO REVERSE (APPROX. 3 SECOND ENGAGE, THEN SPINS TIRES) DURING ROAD TEST I FOUND A HILL WITH APPROXIMATELY A 6% GRADE GOING UPWARD AND HELD THE VEHICLE AT NORMAL RPM (3700-4000) AND COULD SMELL A BURNING CLUTCH TYPE SMELL.

RETURNED TO SHOP AND SCAN VEHICLE DTC'S USING GUIDED FAULT FINDING/TEST STEPS.  
0 FAULTS STORED IN SYSTEM.

5051B HAS : BASE VERSION 15.00.00  
VOLKSWAGEN VERSION 15.93.00

VEHICLE SYSTEM: 02 GEARBOX ELECTRONICS  
02E300043Q (SOFTWARE) 02E927770AE (HARDWARE)  
GSG DSG 070 507 (HARDWARE VERSION) 1311 (SOFTWARE VERSION)  
CODING 20

Activity Date	Activity Time	Activity Comments
06/22/2009	16:25	<p>CUSTOMER STATES THERE IS A HARSH UPSHIFT/DOWNSHIFT IN 1-2 AND 2-3, IT ALSO DELAYS SHIFT AT TIMES FOR UP TO 2 TO 3 SECONDS. CUSTOMER ALSO STATES THERE IS A LARGE DELAY WHEN GOING FROM PARK TO DRIVE AS WELL AS PARK TO REVERSE, WHEN IT CATCHES IT SPINS THE TIRES. CUSTOMER STATES THAT WHEN COLD AND STARTING VEHICLE WITH FOOT ON THE BRAKE, THE VEHICLE LUNGES FORWARD ABOUT 1/2 FT. CUSTOMER STATES THAT WHEN GOING UPHILL IN SECOND GEAR AT NORMAL OPERATING TEMPERATURE, THEY CAN SMELL A BURNING CLUTCH TYPE SMELL.</p> <p>-----</p> <p>VEHICLE DROPPED OFF THE NIGHT BEFORE SO WE CAN START WITH A COLD START CONDITION. VERIFIED COLD START CONCERN WITH THE VEHICLE LUNGING. ROAD TESTED OUT. AT OPERATING TEMPERATURE, VEHICLE HAS A HARSH 1-2 AND 2-3 UPSHIFT/DOWNSHIFT WHILE USING PADDLES OR MANUAL STICK OPERATION. VEHICLE ALSO HESITATES FROM PARK TO DRIVE AS WELL AS PARK TO REVERSE (APPROX. 3 SECOND ENGAGE, THEN SPINS TIRES) DURING ROAD TEST I FOUND A HILL WITH APPROXIMATELY A 6% GRADE GOING UPWARD AND HELD THE VEHICLE AT NORMAL RPM (3700-4000) AND COULD SMELL A BURNING CLUTCH TYPE SMELL.</p> <p>RETURNED TO SHOP AND SCAN VEHICLE DTC'S USING GUIDED FAULT FINDING/TEST STEPS. 0 FAULTS STORED IN SYSTEM.</p> <p>5051B HAS : BASE VERSION 15.00.00 VOLKSWAGEN VERSION 15.93.00</p> <p>VEHICLE SYSTEM: 02 GEARBOX ELECTRONICS 02E300043Q (SOFTWARE) 02E927770AE (HARDWARE) GSG DSG 070 507 (HARDWARE VERSION) 1311 (SOFTWARE VERSION) CODING 20</p>
06/22/2009	16:25	ISSUE OPENED BY DEALERSHIP

06/22/2009	16:35	TT37-09-03 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.
06/22/2009	16:35	WORKSHOP FINDINGS: EHICLE DROPPED OFF THE NIGHT BEFORE SO WE CAN START WITH A COLD START CONDITION. VERIFIED COLD START CONCERN WTIH THE VEHICLE LUNGING. ROAD TESTED OUT. AT OPERATING TEMPERATURE, VEHICLE HAS A HARSH 1-2 AND 2-3 UPSHIFT/DOWNSHIFT WHILE USING PADDLES OR MANUAL STICK OPERATION. VEHICLE ALSO HESITATES FROM PARK TO DRIVE AS WELL AS PARK TO REVERSE {APPROX. 3 SECON D ENGAGE, THEN SPINS TIRES) DURING ROAD TEST I FOUND A HILL WITH APPROXIMATLY A 6% GRADE GOING UPWARD AND HELD THE VEHICLE AT NORMAL RPM (3700-4000) AND COULD SMELL A BURNING CLUTCH TYPE SMELL.  RETURNED TO SHOP AND SCAN VEHICLE DTC'S USING GUIDED FAULT FINDING/TEST STEPS. 0 FAULTS STORED IN SYSTEM.  5051B HAS : BASE VERSION 15.00.00 VOLKSWAGEN VERSION 15.93.00  VEHICLE SYSTEM: 02 GEARBOX ELECTRONICS 02E300043Q {SOFTWARE} 02E927770AE {HARDWARE} GSG DSG 070 507 {HARDWARE VERSION} 1311 {SOFTWARE VERSION} CODING 20
06/23/2009	08:32	PERFORMED MANUAL BASIC SETTINGS PER TECH TIP 37-09-03 AND ROAD TESTED OUT FOR 28 MILES. UPON RETURN FROM ROAD TEST, VEHICLE STILL HAS A HARSH 3-2 ANS 2-1 DOWNSHIFT, ALTHOUGH THE UPSHIFT HAS IMPROVED. *END OF DAY* IN A.M. HAD TO RETEST FOR DELAY FROM PARK TO DRIVE AND PARK TO REVERSE. DELAY FROM PARK TO DRIVE AND PARK TO REVERSE STILL PRESENT. NEC. TO RECONTACT TECH SUPPORT WITH FINDINGS.
06/23/2009	14:55	TECH STATES THE BASIC SETTINGS DID NOT CORRECT ALL THE CONCERNS SO I HAD HIM CHECK MVB 54 G42 AND MVB 64 0, 0. TICKET WILL BE ESCALATED TO LEVEL 2 SUPPORT
06/23/2009	14:58	ISSUE UPDATED
06/23/2009	15:40	CHECK FLUID LEVEL AND CONDITION. IF NECESSARY REMOVE THE FILTER AND CHECK FOR CONTAMINATION AND IF OK REPLACE THE MECHATRONIC, BOLTS, FLUID AND FILTER. IF CONTAMINATION IS PRESENT CALL BACK.
06/23/2009	16:57	TECH GOT FLUID SAMPLE FLUID IS BLACK AND METAL IN FLUID, AFTER BASIC SETTING STILL DOWN SHIFTING REPLACE TRANSMISSION
06/24/2009	09:30	PERFORMED INSPECTION FOR OIL LEVEL IN TRANSMISSION, LEVEL FULL UPON ARRIVAL. NECESSARY TO RETRIEVE FLUID SAMPLE, WILL NEED TO DRAIN TRANSMISSION OF APPROXIMATLY .25 PINT. SAMPLE IS BURNT AND METAL SPECS PRESENT, SEE ATTACHED PHOTO. NECESSARY TO RESET OIL LEVEL AT THIS TIME, CUSTOMER NEEDS VEHICLE.
06/25/2009	08:07	UPDATE AFTER REPAIRS ARE COMPLETED
06/26/2009	09:14	TICKET HAS BEEN ESCALATED TO LEVEL 2 FOR REVIEW..... A2
06/26/2009	13:45	PLEASE UPDATE THE VTA AND IF THE VEHICLE HAS LEFT PLEASE CLOSE THE VTA
06/30/2009	08:10	PART WAS ORDERED, AWAITING PART TO INSTALL.
06/30/2009	10:49	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
06/30/2009	10:49	ISSUE UPDATED

Consultant's Closing Comments

REPLACE THE MECHATRONIC, BOLTS, FLUID AND FILTER. IF CONTAMINATION IS PRESENT CALL BACK.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
469121	RABBIT	2008	WVWFV71K28W [REDACTED]	24515	3885	06/22/2009	USA

#### Workshop Finding

VERIFIED CONCERN.

Activity Date	Activity Time	Activity Comments
06/22/2009	16:42	CUSTOMER COMPLAINING OF SLUGGISHNESS. HAS A HESITATION AND A CHUGGING WHEN TAKING OFF AND EARLY SHIFTS.
06/22/2009	16:42	ISSUE OPENED BY DEALERSHIP
06/22/2009	16:49	ADVISED TECH TO CHECK FLUID LEVEL AND CONDITION, ALSO ADVISED TO CALL BACK WITH MVB 54 AND 64 IN TCM.
06/22/2009	16:49	CUSTOMER COMMENTS: CUSTOMER COMPLAINING OF SLUGGISHNESS. HAS A HESITATION AND A CHUGGING WHEN TAKING OFF AND EARLY SHIFTS.
06/22/2009	16:49	WORKSHOP FINDINGS: VERIFIED CONCERN.
06/23/2009	11:06	FLUID AND CONDITION IS GOOD, MVB 54 = H26F0167, MVB 64 = FIELD 1 IS 0 FIELD 2 IS 0.
06/23/2009	11:15	ADVISED TO SET BASIC SETTINGS MANUALLY USE TT ROAD TEST VEHICLE IF CONDITION STILL PRESENT. REPLACE MECHATRONICS UNIT, FLUID, FILTER AND BOLTS.
06/23/2009	16:58	PERFORMED BASIC SETTING CAR IS STILL NOT SHIFTING RIGHT, ORDERED MECHATRONIC UNIT.
06/23/2009	18:10	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
06/23/2009	18:10	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
469126	JETTA	2008	3VWRJ71K78M [REDACTED]	10986	3885	06/22/2009	USA

#### Workshop Finding

I RAN GFF AND THERE ARE NO CODES. I CHECKED FOR TB'S AND TECH TIPS I COULDN'T FIND ANY THAT APPLIED. I PERFORMED THE BASIC SETTINGS FOR THE DSG AND TEST DROVE 15 MILES AND RECHECKED AND I STILL CAN NOT GET IT TO SURGE BUT I HAVE HAD A FEW OTHER DSG CARS DO THE SAME THING. ANY IDEAS

Activity Date	Activity Time	Activity Comments
06/22/2009	16:44	CUSTOMER STATES THE THE VEHICLE IS SURGING SLIGHTLY. IT ONLY HAPPENS WHEN YOU TAKE OFF FROM A DEAD STOP AND AFTER ABOUT 2000 RPM IT STOPS. I RAN GFF AND THERE ARE NO CODES. I CHECKED FOR TB'S AND TECH TIPS I COULDN'T FIND ANY THAT APPLIED. I PERFORMED THE BASIC SETTINGS FOR THE DSG AND TEST DROVE 15 MILES AND RECHECKED AND I STILL CAN NOT GET IT TO SURGE BUT I HAVE HAD A FEW OTHER DSG CARS DO THE SAME THING. ANY IDEAS
06/22/2009	16:44	ISSUE OPENED BY DEALERSHIP
06/22/2009	16:50	CUSTOMER COMMENTS: CUSTOMER STATES THE VEHICLE IS SURGING SLIGHTLY. IT ONLY HAPPENS WHEN YOU TAKE OFF FROM A DEAD STOP AND AFTER ABOUT 2000 RPM IT STOPS.
06/22/2009	16:50	MVB 54 J08. ADVISED TO REPLACE MECHATRONICS UNIT, FLUID, FILTER AND BOLTS.
06/22/2009	16:50	WORKSHOP FINDINGS: I RAN GFF AND THERE ARE NO CODES. I CHECKED FOR TB'S AND TECH TIPS I COULDN'T FIND ANY THAT APPLIED. I PERFORMED THE BASIC SETTINGS FOR THE DSG AND TEST DROVE 15 MILES AND RECHECKED AND I STILL CAN NOT GET IT TO SURGE BUT I HAVE HAD A FEW OTHER DSG CARS DO THE SAME THING. ANY IDEAS
06/23/2009	10:49	ORDERED PARTS AND WILL INSTALL WHEN THEY GET HERE
06/23/2009	11:28	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
06/23/2009	11:28	ISSUE UPDATED

#### Consultant's Closing Comments

D1 ORDERED PARTS AND WILL INSTALL WHEN THEY GET HERE

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
469204	EOS	2008	WVWBA71F28V [REDACTED]	10155	3885	06/23/2009	USA

#### Workshop Finding

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

Activity Date	Activity Time	Activity Comments
06/23/2009	08:13	ISSUE OPENED BY DEALERSHIP
06/23/2009	08:13	TRANSMISSION JERKS BAD ON TAKE-OFF.I HAVE DUPLICATED CONCERN,JERKS & SHIFTS REALLY HARD ON TAKE-OFF(FOWARD OR REVERSE)SOMETIMES CHIRPPING TIRES WHEN ONLY TOUCHING THROTTLE. JERKS ABOUT 3 TIMES THEN OK IN OTHER GEARS,SEEMS TO DO IT MORE AFTER CAR HAS BEEN SITTING A LITTLE WHILE,EVEN JUST 15-20 MINS.GFF HAD NO FAULTS.
06/23/2009	09:17	ADVISED THE TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT.
06/23/2009	09:17	CUSTOMER COMMENTS: TRANSMISSION JERKS BAD ON TAKE-OFF.I HAVE DUPLICATED CONCERN,JERKS & SHIFTS REALLY HARD ON TAKE-OFF(FOWARD OR REVERSE)SOMETIMES CHIRPPING TIRES WHEN ONLY TOUCHING THROTTLE. JERKS ABOUT 3 TIMES THEN OK IN OTHER GEARS,SEEMS TO DO IT MORE AFTER CAR HAS BEEN SITTING A LITTLE WHILE,EVEN JUST 15-20 MINS.GFF HAD NO FAULTS.
06/23/2009	09:17	WORKSHOP FINDINGS: TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM. MVB 54 IS J11. BASIC SETTINGS PERFORMED.
06/30/2009	09:10	PART WAS ORDERED ON 6/23/09 STILL HAS NOT ARRIVED.
06/30/2009	16:53	P1 DENIS STATED PARTS ARE ON ORDERED
07/14/2009	10:41	STILL WAITING ON PARTS
07/14/2009	13:05	THANK YOU FOR THE UPDATE. REMEMBER TO UPDATE AND CLOSE THE TICKET.
08/05/2009	11:09	MECHATRONICS FINALLY ARRIVED,INSTALLED WITH NEW BOLTS,DSG FILTER & OIL.RESET BASIC SETTINGS & TEST DROVE,CAR NOW SHIFTS PROPERLY AND WILL BE RELEASED TO CUSTOMER.THANKS FOR THE HELP.
08/05/2009	19:51	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
08/05/2009	19:51	ISSUE UPDATED

#### Consultant's Closing Comments

TECH REPLACED THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT. VEHICLE OPERATING TO SPEC AT THIS TIME.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
469232	RABBIT	2008	WVWFV71K28W [REDACTED]	20405	3885	06/23/2009	USA

**Workshop Finding**

n/a

Activity Date	Activity Time	Activity Comments
06/23/2009	08:47	ISSUE OPENED BY DEALERSHIP
06/23/2009	08:47	VEHICLE HESITATES ON ENGAGEMENT OF DRIVE AND FIRST PULL OFF. THIS HAPENS IN FIRST GEAR AND REVERSE. VERY DRAMATIC. FEELS LIKE LACK OF CLUTCH ENGAGEMENT. NO FAULTS. FLUID LEVEL OK AND NOT BURNED.
06/23/2009	09:01	CUSTOMER COMMENTS: VEHICLE HESITATES ON ENGAGEMENT OF DRIVE AND FIRST PULL OFF. THIS HAPENS IN FIRST GEAR AND REVERSE. VERY DRAMATIC. FEELS LIKE LACK OF CLUTCH ENGAGEMENT. NO FAULTS. FLUID LEVEL OK AND NOT BURNED.
06/23/2009	09:01	TECH STATES WE ARE AT J15 IN MVB 54 AND 0/0 IN MVB 64. ADVISED TECH TO RUN BASIC SETTINGS AS OUTLINED IN TT 37-09-03. PLEASE GIVE US A CALL BACK WITH YOUR RESULTS FOR FURTHER DIRECTION.
06/23/2009	09:08	PERFORMED BASIC SETTINGS. MADE IT WORSE. SLIPS GING INTO 1ST AND REVERSE.
06/23/2009	09:16	MVB54= J15A0375 MVB64=0/0, ADVISE TECH TO REPLACE MECHATRONICS, FLUID, FILTER , AND BOLTS.
06/24/2009	11:56	PARTS HAVE BEEN ORDRED. THANKS
06/24/2009	12:12	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
06/24/2009	12:12	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
469250	EOS	2008	WVWFA71F98V [REDACTED]	14020	3885	06/23/2009	USA

#### Workshop Finding

n/a

Activity Date	Activity Time	Activity Comments
06/23/2009	09:12	CUST. STATES VEH. JUMPS INTO GEAR AND IT IS DANGEROUS TO DRIVE. ROAD TEST VEH. NOT ABLE TO DUPLICATE COMPLAINT. MECH. AND VISUAL CHECK. SCAN W/VAS 5052 GFF NO DTC. MECH. UNIT WAS REPLACED ON MAY 30 2009. CUST. TOLD SERVICE ADVISOR THAT AFTER REPLACEMENT OF MECH. UNIT IT WAS OK FOR SOME TIME AND NOW ITS BACK.
06/23/2009	09:12	ISSUE OPENED BY DEALERSHIP
06/23/2009	09:19	CUSTOMER COMMENTS: CUST. STATES VEH. JUMPS INTO GEAR AND IT IS DANGEROUS TO DRIVE. ROAD TEST VEH. NOT ABLE TO DUPLICATE COMPLAINT. MECH. AND VISUAL CHECK. SCAN W/VAS 5052 GFF NO DTC. MECH. UNIT WAS REPLACED ON MAY 30 2009. CUST. TOLD SERVICE ADVISOR THAT AFTER REPLACEMENT OF MECH. UNIT IT WAS OK FOR SOME TIME AND NOW ITS BACK.
06/23/2009	09:19	TECH NEEDS TO GET MVB 54 AND 64 AND CALL BACK WITH THE INFORMATION. CALL BACK AND ASK FOR GARY
06/23/2009	09:56	TECH STATES MVB 54 HAS K19 AND MVB 64 HAS 0, 0. I DISCUSSED WITH PRODUCT SUPPORT AND HE WANTS THE TICKET ESCALATED TO LEVEL 2 AND THEY WILL GET BACK WITH THE DEALER HAS TO WHAT WILL HAVE TO BE DONE.
06/25/2009	12:48	NEED UPDATE ON RO
06/25/2009	18:35	PLEASE DUPLICATE THE CONCERN PRIOR TO PERFORMING ADDITIONAL DIAGNOSIS. IF NECESSARY REQUEST THE CUSTOMER COME IN AND DUPLICATE THE CONCERN DRIVING WITH A TECH.
06/26/2009	09:09	TRANSFER TO CG VOICE MAIL
06/26/2009	11:23	SPOKE WITH THE TECH AND ADVISED TO DUPLICATE THE CONCERN, ALSO TO CHECK THE CODING OF THE NEW MECH.
06/29/2009	11:54	ISSUE UPDATED
06/29/2009	11:54	PLEASE ATTACH A FAULT LOG. FYI FOM/QTMRL
06/29/2009	11:59	NOT ABLE TO DUPLICATE COMPLAINT.
06/29/2009	15:35	ISSUE UPDATED
06/30/2009	13:29	ISSUE UPDATED
06/30/2009	13:38	ISSUE SENT TO DEALERSHIP
07/01/2009	12:57	REPLACE TRANS. AS PER RICK BARKE.
07/01/2009	13:11	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/01/2009	13:11	ISSUE UPDATED

#### Consultant's Closing Comments

REPLACE TRANS. AS PER RICK BARKE.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
469274	JETTA	2009	3VWRJ71K69M [REDACTED]	10128	3885	06/23/2009	USA

#### Workshop Finding

n/a

Activity Date	Activity Time	Activity Comments
06/23/2009	09:43	CUSTOMER STATES WHEN PARKED ON INCLINE VEHICLE ROLLS BACK
06/23/2009	09:43	ISSUE OPENED BY DEALERSHIP
06/23/2009	09:48	ADVISED TO CK MVB 54 & 64 UPDATE TICKET WITH RESULTS AND CALL BACK.
06/23/2009	09:48	CUSTOMER COMMENTS: CUSTOMER STATES WHEN PARKED ON INCLINE VEHICLE ROLLS BACK
06/23/2009	09:59	54 J04N0609 #64 0 0
06/23/2009	10:10	ADVISED THE TECH TO SET UP FOR THE MANUAL BASIC SETTINGS.
06/23/2009	10:22	PERFORMED MANUAL BASIC SETTINGS OVER THE PHONE WITH THE TECH, ADVISED TECH TO ROAD TEST 15 MILES THEN REEVALUATE CONCERN. CLOSE OUT VTA WHEN COMPLETED OR CALL BACK IF NEEDED.
06/23/2009	10:52	ORIGINAL CUSTOMER CONCERN: CUSTOMER STATES THE TRANS IS SHIFTING HARD WHEN GOING INTO GEAR, DELAY FROM 1/2 ON ACCEL.
06/23/2009	10:57	ADVISE DEALER TO ROAD TEST WITH CUSTOMER, IF CONCERN OF SHIFTING HARD WHEN GOING INTO GEAR, DELAY FROM 1/2 ON ACCEL. CAN BE DUPLICATED WE ARE GOING TO REPLACE THE MECH UNIT
06/24/2009	08:32	CUSTOMER WILL PAY ATTENTION WHEN IT IS HAPPENING AND TRY TO DUPLICATE CONCERN IN FUTURE,SHE DIDN'T WANT TO GO ON THE ROADTEST AT THIS TIME.THANKS FOR HELP.
06/24/2009	09:29	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
06/24/2009	09:29	ISSUE UPDATED

#### Consultant's Closing Comments

D1 CUSTOMER WILL PAY ATTENTION WHEN IT IS HAPPENING AND TRY TO DUPLICATE CONCERN IN FUTURE,SHE DIDN'T WANT TO GO ON THE ROADTEST AT THIS TIME.THANKS FOR HELP.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
469338	JETTA	2009	3VWRJ71K79M	12892	3885	06/23/2009	USA

#### Workshop Finding

n/a

Activity Date	Activity Time	Activity Comments
06/23/2009	10:42	CUSTOMER COMPLAINED OF A SURGE, JUMP AT START OFF ACCELERATION. SET MANUAL BASIC SETTINGS ON THE DSG B.S. 61 60. CHECKED MEASURING BLOCK 54 READING OF :J20K0066., AND M.B 64 00 NO OVERHEATS RECORDED. FLUID LEVEL IS TO SPECIFICATION. NEED VERIFICATION TO ORDER DSG MECHATRONICS..
06/23/2009	10:42	ISSUE OPENED BY DEALERSHIP
06/23/2009	10:47	ADVISED TO REPLACE MECHATRONICS UNIT, FLUID, FILTER AND BOLTS.
06/23/2009	10:47	CUSTOMER COMMENTS: CUSTOMER COMPLAINED OF A SURGE, JUMP AT START OFF ACCELERATION. SET MANUAL BASIC SETTINGS ON THE DSG BS 61 60. CHECKED MEASURING BLOCK 54 READING OF :J20K0066., AND M.B 64 00 NO OVERHEATS RECORDED. FLUID LEVEL IS TO SPECIFICATION. NEED VERIFICATION TO ORDER DSG MECHATRONICS..
06/30/2009	13:13	P1 SPOKE TO CHRISTIEN IN SERVICE TECH IS WAITING ON PARTS.
07/07/2009	12:41	SPOKE WITH PETER IN SERVICE..... STATED THAT THE RO IS NO LONGER N FILE AT THE DEALER..... D1
07/07/2009	15:08	REPLACED MECHATRONICS, FILLED FLUID TO CORRECT LEVEL , ALSO REPLACED FILTER. PERFORMED BASIC SETTINGS , TEST DROVE.....VEHICLE WILL NOT SHIFT. TRIED MANUAL BASIC SETTINGS, TEST DROVE SAME RESULTS. I AM AT A STOPPING POINT ON THIS VEHICLE.
07/07/2009	15:22	ADVISE TECH TO GET READINGS FRO MVBS 41, 48 , AND 54 IN TCM FROM OLD AND NE MECHATRONICS ALSO NEED CODING.
07/07/2009	15:59	NEW MVB 41= V069801602EA MVB 48= E18 MVB 54= K23J0176 CODING 20.----- OLD MVB 41= V069801602EA MVB 48= E18 MVB 54= J20K0066 CODING 20. ADVISE TECH TO SET UP AND CALL BACK TO DO BASIC SETTINGS.
07/07/2009	16:35	I WENT THROUGH BASIC SETTING WITH THE TECHNICIAN AND THEY TEST DROVE THE VEHICLE TRANSMISSION IS SHIFTING FINE NOW.
07/07/2009	16:50	VEHICLE SAT, PERFORMED MANUAL BASIC SETTINGS FOR THE THIRD TIME, SETTINGS TOOK, CAR WAS DELIVERED
07/07/2009	17:23	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/07/2009	17:23	ISSUE UPDATED

#### Consultant's Closing Comments

D1 VEHICLE SAT, PERFORMED MANUAL BASIC SETTINGS FOR THE THIRD TIME, SETTINGS TOOK, CAR WAS DELIVERED

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
469389	JETTA	2009	3VWTL71K49M [REDACTED]	867	3490	06/23/2009	USA

#### Workshop Finding

n/a

Activity Date	Activity Time	Activity Comments
06/23/2009	11:33	) CUSTOMER STATES: VEHICLE LOST POWER WHILE DRIVING,COASTED TO SIDE THEN PUT VEHICLE IN PARK, THEN PUT VEHICLE BACK INTO GEAR AND VEHICLE WOULD NOT MOVE GEAR SHIFTER WAS IN GEAR) PRNDL LIGHT WAS FLASHING, THEN CUSTOMER SHUT OFF AND RESTARTED AND VEHICLE WAS FINE AGAIN. I SCANNED FOR FAULT CODES, HAD NONE.
06/23/2009	11:33	ISSUE OPENED BY DEALERSHIP
06/23/2009	11:43	CUSTOMER COMMENTS: ) CUSTOMER STATES: VEHICLE LOST POWER WHILE DRIVING,COASTED TO SIDE THEN PUT VEHICLE IN PARK, THEN PUT VEHICLE BACK INTO GEAR AND VEHICLE WOULD NOT MOVE GEAR SHIFTER WAS IN GEAR) PRNDL LIGHT WAS FLASHING, THEN CUSTOMER SHUT OFF AND RESTARTED AND VEHICLE WAS FINE AGAIN. I SCANNED FOR FAULT CODES, HAD NONE.
06/23/2009	11:43	FIND OUT WHAT DRIVING CONDITIONS THIS OCCURRED UNDER. REPLACE THE G509
06/30/2009	11:00	VEHICAL WAS NOT SUBJECTED TO ANY HARSH DRIVNG CONDITIONS. I REPLACED G509 TEMPERATURE SENSOR.
06/30/2009	11:09	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
06/30/2009	11:09	ISSUE UPDATED

#### Consultant's Closing Comments

VEHICAL WAS NOT SUBJECTED TO ANY HARSH DRIVNG CONDITIONS. I REPLACED G509 TEMPERATURE SENSOR.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
469390	RABBIT	2008	WVWHV71K48W [REDACTED]	26235	3885	06/23/2009	USA

#### Workshop Finding

TECH STATES NO FAULTS.

Activity Date	Activity Time	Activity Comments
06/23/2009	11:33	CUSTOMER COMPLAINED OF HARSH UP AND DOWN SHIFTS ALSO WHEN AT STOP LIGHT THE VEHICLE WILL SLAM INTO A GEAR.CHECKED FLUID,OK STILL GOOD IN COLOR,ALSO PERFORMED BASIC SRTTNG AND LET IT SLAM THROUGH ITS PROCEEDURE,TEST DROVE AND STILL DID THE SAME THING.
06/23/2009	11:33	ISSUE OPENED BY DEALERSHIP
06/23/2009	11:43	ADVISED THE TECH TO UPDATE THE VTA WITH MVB 54 AND 64 IN TCM. CALL BACK IN.
06/23/2009	11:43	CUSTOMER COMMENTS: CUSTOMER COMPLAINED OF HARSH UP AND DOWN SHIFTS ALSO WHEN AT STOP LIGHT THE VEHICLE WILL SLAM INTO A GEAR.CHECKED FLUID,OK STILL GOOD IN COLOR,ALSO PERFORMED BASIC SRTTNG AND LET IT SLAM THROUGH ITS PROCEEDURE,TEST DROVE AND STILL DID THE SAME THING.
06/23/2009	11:43	WORKSHOP FINDINGS: TECH STATES NO FAULTS.
06/23/2009	12:21	MVB 54 READS H46 E 0481 MVB 64 READS 00 02E 3000 50J ADVISED THE TECH TO REPLACE THE MECHATRONICS UNIT, FLUID AND FILTER
06/26/2009	15:58	PART ON INTERGALACTIC BACKORDER. REDORDERED.
06/26/2009	19:33	THANKS FOR THE UPDATE.
06/30/2009	09:37	AWAITING RELEASE OF PARTS FROM GERMANY,EXPECTD TIME JULY 22
06/30/2009	13:25	P1 PER LAST UPDATE THILO IN SERVICE IS WAITING ON PARTS.
07/06/2009	09:10	STILL AWAITIG PARTS,EXPECTED AROUND JULY 22
07/06/2009	23:38	THANKS FOR THE UPDATE.
07/15/2009	10:41	STILL WAITING ON PARTS
07/15/2009	16:54	THANKS FOR THE UPDATE.
07/20/2009	09:58	WAITING ON PARTS
07/20/2009	17:48	THANKS FOR THE UPDATE.
07/28/2009	17:35	VEHICLE NOW REPAIRED.
07/29/2009	17:02	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/29/2009	17:02	ISSUE UPDATED

#### Consultant's Closing Comments

CONSULTANT IN PROCESS: THANKS FOR THE UPDATE.

07/28/2009 17:35:58: US/EASTERN: THILO FRISCH: CLOSING IN PROCESS: DEALER COMPLETE: VEHICLE NOW REPAIRED.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
469436	EOS	2008	WVWBA71FX8V [REDACTED]	10051	3885	06/23/2009	USA

#### Workshop Finding

RESET THROTTLE ADAPTION AND KICKDOWN. STILL JERKS. NO FAULTS

Activity Date	Activity Time	Activity Comments
06/23/2009	12:05	ISSUE OPENED BY DEALERSHIP
06/23/2009	12:05	VEHICLE JERKS WHEN TAKING OFF FROM A COMPLETE STOP. RESET THROTTLE ADAPTION AND KICKDOWN. STILL JERKS. NO FAULTS
06/23/2009	12:21	AFTER REVIEWING MVB INFO ADVISED TECH TO PERFORM BASIC SETTINGS PER TT 37-09-03 IF BASIC SETTING GO THROUGH WITHOUT ISSUES PLEASE REPLACE MECH UNIT, BOLTS, FILTER AND FLUID THEN RERUN BASIC SETINGS. MVB 54 J10 MVB 64 0 AND 0
06/23/2009	12:21	CUSTOMER COMMENTS: VEHICLE JERKS WHEN TAKING OFF FROM A COMPLETE STOP.
06/23/2009	12:21	WORKSHOP FINDINGS: RESET THROTTLE ADAPTION AND KICKDOWN. STILL JERKS. NO FAULTS
06/23/2009	12:31	PERFORMED BASIC SETTINGS. NO PROBLEMS. ORDERED MECHATRONIC UNIT.
06/23/2009	12:44	CUSTOMER WILL RETURN FOR REPLACEMENT OF MECHTRONIC UNIT.
06/23/2009	18:06	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
06/23/2009	18:06	ISSUE UPDATED

#### Consultant's Closing Comments

TECH TO REPLACE MECH UNIT, COMPLETED.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
469473	RABBIT	2008	WVWHV71K98W [REDACTED]	9028	3885	06/23/2009	USA

#### Workshop Finding

JERKS WHILE DRIVING

Activity Date	Activity Time	Activity Comments
06/23/2009	12:48	ISSUE OPENED BY DEALERSHIP
06/23/2009	12:48	WHEN SLOWLY ACCELERATING TRANSS SEEM LIKE IT'S KICKING OUT OFF GEAR AND VIHICLE SHACKES NO CODES NO LEAKS
06/23/2009	12:50	CUSTOMER COMMENTS: WHEN SLOWLY ACCELERATING TRANSS SEEM LIKE IT'S KICKING OUT OFF GEAR AND VIHICLE SHACKES NO CODES NO LEAKS
06/23/2009	12:50	GTE MVB 54 IN 02
06/23/2009	12:50	WORKSHOP FINDINGS: JERKS WHILE DRIVING
06/23/2009	12:51	REPLACE MECHATRONICS FLUID AND THE FILTER AND SET BASIC SETTING
06/30/2009	11:23	SPOKE TO WILLIAM - AWAITING MECHATRONIC UNIT.
07/07/2009	11:50	SPOKE WITH LISA IN SERVICE..... STATED THAT THEY ARE STILL WAITING ON THE BACK ORDERED PART TO ARRIVE.....
07/18/2009	10:59	PARTS ORDERD -WAITING
07/19/2009	22:57	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/19/2009	22:57	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
469508	RABBIT	2008	WVWVFV71K68W	9692	3885	06/23/2009	USA

#### Workshop Finding

TECH SAYS FLUID LEVEL AND CONDITION IS GOOD.

Activity Date	Activity Time	Activity Comments
06/23/2009	13:21	CUSTOMER CONCERN WHEN UPON ACCELERATION THE CAR SHAKES AND SLAMS INTO THE GEAR .DROVE VEHICLE AND VERIFIED CONCERN WHEN ACCELEARION TRANSMSSION JERK WHEN WHEN ACCELERATION ALSO WHEN MAKES STOPS TTRNSAMMISSION SLAMS INTO THE GEAR, RAN GFF FOR FAULTS AND NO FAULTS IN SYSTEM ,CHECK FLUID LEVEL AND CONDITION BOTH WERE OK, RESET TRANSMSSION SETTINGS AND DROVE VEHICLE BUT TRANSMISSION SHIFTER NOT FIEL NORMAL. CHECK M,V,B, 54 AND 64 .54#H25D0419 AND 64#1/0 AND #2/0.
06/23/2009	13:21	ISSUE OPENED BY DEALERSHIP
06/23/2009	14:15	ADVISED THE TECH TO REPLACE THE MECATRONICS FLUID AND BOLTS. UPDATE THE VTA WITH RESULTS.
06/23/2009	14:15	CUSTOMER COMMENTS: CUSTOMER CONCERN WHEN UPON ACCELERATION THE CAR SHAKES AND SLAMS INTO THE GEAR .DROVE VEHICLE AND VERIFIED CONCERN WHEN ACCELEARION TRANSMSSION JERK WHEN WHEN ACCELERATION ALSO WHEN MAKES STOPS TTRNSAMMISSION SLAMS INTO THE GEAR, RAN GFF FOR FAULTS AND NO FAULTS IN SYSTEM ,CHECK FLUID LEVEL AND CONDITION BOTH WERE OK, RESET TRANSMSSION SETTINGS AND DROVE VEHICLE BUT TRANSMISSION SHIFTER NOT FIEL NORMAL. CHECK M,V,B, 54 AND 64 .54#H25D0419 AND 64#1/0 AND #2/0.
06/23/2009	14:15	WORKSHOP FINDINGS: TECH SAYS FLUID LEVEL AND CONDITION IS GOOD.
06/30/2009	13:50	SPOKE TO KERRY - AWAITING MECHATRONIC UNIT.
07/07/2009	11:51	SPOKE WITH LISA IN SERVICE..... STILL WAITING ON BACK ORDERED MECH. UNIT
08/12/2009	12:46	UNIT INSTALLED
08/12/2009	17:46	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
08/12/2009	17:46	ISSUE UPDATED

#### Consultant's Closing Comments

- AWAITING MECHATRONIC UNIT.  
07/07/2009 11:51:47: US/EASTERN: JONATHAN KELLAR: OPEN: TECHNICIAN IN PROCESS: SPOKE WITH LISA IN SERVICE..... STILL WAITING ON BACK ORDERED MECH. UNIT  
08/12/2009 12:46:59: US/EASTERN: PEDRO GOMEZ: CLOSING IN PROCESS: DEALER COMPLETE: UNIT INSTALLED

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
469566	EOS	2009	WVWBA71F39V [REDACTED]	961	3732	06/23/2009	USA

#### Workshop Finding

n/a

Activity Date	Activity Time	Activity Comments
06/23/2009	14:15	CUSTOMER STATES WHEN DRIVING ON HIGHWAY VEHICLE SEEMS LIKE IT SLIPS OUT OF GEAR AND RPMS REV HIGH THEN GOES BACK INTO GEAR. CUSTOMER STATES WHEN TRYING TO ACCELERATE FROM A STOP VEHICLE WILL NOT MOVE CUSTOMER TURNED VEHICLE OFF AND ON AND VEHICLE THEN ACCELERATED. CUSTOMER STATES WHEN DRIVING VEHICLE FEELS VERY SLUGGISH LOOSES POWER THEN IT SEEMS LIKE POWER RESTORES AND VEHICLE JUMPS FOWARD
06/23/2009	14:15	ISSUE OPENED BY DEALERSHIP
06/23/2009	14:42	CUSTOMER COMMENTS: CUSTOMER STATES WHEN DRIVING ON HIGHWAY VEHICLE SEEMS LIKE IT SLIPS OUT OF GEAR AND RPMS REV HIGH THEN GOES BACK INTO GEAR. CUSTOMER STATES WHEN TRYING TO ACCELERATE FROM A STOP VEHICLE WILL NOT MOVE CUSTOMER TURNED VEHICLE OFF AND ON AND VEHICLE THEN ACCELERATED. CUSTOMER STATES WHEN DRIVING VEHICLE FEELS VERY SLUGGISH LOOSES POWER THEN IT SEEMS LIKE POWER RESTORES AND VEHICLE JUMPS FOWARD
06/23/2009	14:42	MVB 64 = 36/55 MVB 54 J40Q0576, ADVISE TECH TO REPLACE TRANS TEMP SENSOR / SPEED SENSOR AND MECHATRONICS BOLTS.
06/24/2009	12:09	PERFORMED REPLACEMENT OF TRANS. MULTI FUNCTION SWITCH,REPLACED 10 BOLTS FOR MECHATRONICS UNIT AND NEW SEALS.ROAD TESTED VEHICLE,CUST CONCERNS TAKEN CARE OF AT THIS TIME.
06/24/2009	14:27	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
06/24/2009	14:27	ISSUE UPDATED

#### Consultant's Closing Comments

PERFORMED REPLACEMENT OF TRANS. MULTI FUNCTION SWITCH,REPLACED 10 BOLTS FOR MECHATRONICS UNIT AND NEW SEALS.ROAD TESTED VEHICLE,CUST CONCERNS TAKEN CARE OF AT THIS TIME.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
469684	EOS	2008	WVWBA71F28V [REDACTED]	21496	3885	06/23/2009	USA

#### Workshop Finding

n/a

Activity Date	Activity Time	Activity Comments
06/23/2009	16:02	CUSTOMER STATES HAS A JERKY ACCELERATION FROM A STOP AND WHEN IN REVERSE.
06/23/2009	16:02	ISSUE OPENED BY DEALERSHIP
06/23/2009	16:09	ADVISED TO SET BASIC SETTINGS PER TT 37 09 03 ROAD TEST 10 TO 15 MILES IF CONDITION STILL PRESENT CK MVB'S 54 & 64 IN TCM UPDATE TICKET WITH RESULTS.
06/23/2009	16:09	CUSTOMER COMMENTS: CUSTOMER STATES HAS A JERKY ACCELERATION FROM A STOP AND WHEN IN REVERSE.
06/24/2009	15:15	PERFORMED BASIC SETTINGS WITH NO CHANGE.
06/24/2009	15:16	PLEASE CK MVB'S 54 & 64 IN TCM AND CALL BACK.
06/24/2009	15:22	ADVISED TO REPLACE MECHATRONICS UNIT, FLUID, FILTER AND BOLTS.
06/25/2009	14:33	MECHATRONICS ON ORDER
06/25/2009	14:50	PARTS ORDERED. THANK YOU FOR THE UPDATE.
06/27/2009	12:14	UPDATE-ORDERED AS CAR DOWN. SALES DOCUMENT NUMBER-1005786564 ETA DATE-07/23/2009
06/29/2009	09:28	THANK YOU FOR THE UPDATE.
06/29/2009	09:31	ISSUE UPDATED
07/03/2009	12:25	PART ON ORDER
07/03/2009	12:50	P1 WAITING FOR PARTS. THANK YOU FOR THE UPDATE.
07/06/2009	17:53	WAITING ON PARTS
07/06/2009	18:00	P1 WAITING ON PARTS. THANK YOU FOR THE UPDATE.
07/08/2009	12:54	WAITING ON PARTS
07/08/2009	13:06	P1 WAITING ON PARTS. THANK YOU FOR THE UPDATE.
07/09/2009	09:32	WAITING ON PARTS
07/09/2009	10:10	P1 WAITING ON PARTS. THANK YOU FOR THE UPDATE.
07/10/2009	12:31	WAITING ON PARTS
07/10/2009	12:43	P1 WAITING ON PARTS. THANK YOU FOR THE UPDATE.
07/13/2009	09:09	WAITING ON PARTS
07/13/2009	11:08	P1 WAITING ON PARTS. THANK YOU FOR THE UPDATE.
07/15/2009	09:34	WAITING ON PARTS
07/15/2009	11:13	P1 WAITING ON PARTS. THANK YOU FOR THE UPDATE.
07/17/2009	18:05	WAITING ON PARTS
07/17/2009	18:35	P1 WAITING ON PARTS. THANK YOU FOR THE UPDATE.
07/21/2009	09:05	WAITING ON PARTS
07/21/2009	10:08	P1 WAITING ON PARTS. THANK YOU FOR THE UPDATE.
07/24/2009	17:04	WAITING ON PARTS
07/27/2009	10:05	P1 WAITING ON PARTS. THANK YOU FOR THE UPDATE.
07/27/2009	15:39	WAITING ON PARTS
07/27/2009	15:59	P1 WAITING ON PARTS. THANK YOU FOR THE UPDATE.
07/28/2009	09:12	WAITING ON PARTS
07/28/2009	10:12	P1 WAITING ON PARTS. THANK YOU FOR THE UPDATE.
07/29/2009	09:00	WAITING ON PARTS

07/29/2009	23:05	P1 WAITING ON PARTS. THANK YOU FOR THE UPDATE.
07/30/2009	13:10	PART ARRIVED.INSTALLED MECHATRONIC UNIT.REPLACED FLUID AND FILTER.SET BASIC SETTINGS TEST DROVE VEHICLE.OPERATING AS DESIGNED.THANKS FOR THE HELP.
07/30/2009	14:19	ISSUE UPDATED
07/30/2009	14:20	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/30/2009	14:20	ISSUE UPDATED

<b>Consultant's Closing Comments</b>
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D1 PART ARRIVED.INSTALLED MECHATRONIC UNIT.REPLACED FLUID AND FILTER.SET BASIC SETTINGS TEST DROVE VEHICLE.OPERATING AS DESIGNED
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VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
469722	RABBIT	2008	WVWFV71KX8W [REDACTED]	11225	3885	06/23/2009	USA

#### Workshop Finding

IT DID NOT ACT THIS WAY WHEN NEW. WHEN TAKING OFF FROM A STOP SIGN THE TRANS FEELS LIKE IT IS JERKING 2 TO 3 TIMES. I TEST DROVE WITH CUSTOMER AND IT DOES FEEL AS IF IT WERE A STICK SHIFT CAR AND WAS BUCKING LIKE YOU TOOK THE CLUTCH OFF COMPLETELY. IT WILL ALSO ACT THE SAME WAY WHEN BACKING INTO A PARKING SPACE. THERE WERE NO STORED FAULTS FOR TRANS, BUT I DID READ ALL THE MVB'S IN THE TAB UNDER GFF FOR THIS TRANS AN THEY ARE INCLUDED. CUSTOMER WANTED TO TAKE CAR WITH HIM AND I TOLD HIM WE WOULD CONTACT THE TECH LINE TO SEE WHAT THEY THOUGHT AND THEN CALL HIM BACK. THANKS.

Activity Date	Activity Time	Activity Comments
06/23/2009	16:39	CUSTOMER IS COMPLAINING OF JERKING TRANSMISSION AFTER ENGINE/TRANS IS WARMED UP. IT DID NOT ACT THIS WAY WHEN NEW. WHEN TAKING OFF FROM A STOP SIGN THE TRANS FEELS LIKE IT IS JERKING 2 TO 3 TIMES. I TEST DROVE WITH CUSTOMER AND IT DOES FEEL AS IF IT WERE A STICK SHIFT CAR AND WAS BUCKING LIKE YOU TOOK THE CLUTCH OFF COMPLETELY. IT WILL ALSO ACT THE SAME WAY WHEN BACKING INTO A PARKING SPACE. THERE WERE NO STORED FAULTS FOR TRANS, BUT I DID READ ALL THE MVB'S IN THE TAB UNDER GFF FOR THIS TRANS AN THEY ARE INCLUDED. CUSTOMER WANTED TO TAKE CAR WITH HIM AND I TOLD HIM WE WOULD CONTACT THE TECH LINE TO SEE WHAT THEY THOUGHT AND THEN CALL HIM BACK. THANKS.
06/23/2009	16:39	ISSUE OPENED BY DEALERSHIP
06/23/2009	16:50	AFTER REVIEWING MVB 54, J07 ADVISED TECH TO REPLACE MECH UNIT, BOLTS, FILTER AND FLUID THEN PERFORM MANUAL BASIC SETTINGS PER TT 37-09-03.
06/23/2009	16:50	CUSTOMER COMMENTS: CUSTOMER IS COMPLAINING OF JERKING TRANSMISSION AFTER ENGINE/TRANS IS WARMED UP.
06/23/2009	16:50	WORKSHOP FINDINGS: IT DID NOT ACT THIS WAY WHEN NEW. WHEN TAKING OFF FROM A STOP SIGN THE TRANS FEELS LIKE IT IS JERKING 2 TO 3 TIMES. I TEST DROVE WITH CUSTOMER AND IT DOES FEEL AS IF IT WERE A STICK SHIFT CAR AND WAS BUCKING LIKE YOU TOOK THE CLUTCH OFF COMPLETELY. IT WILL ALSO ACT THE SAME WAY WHEN BACKING INTO A PARKING SPACE. THERE WERE NO STORED FAULTS FOR TRANS, BUT I DID READ ALL THE MVB'S IN THE TAB UNDER GFF FOR THIS TRANS AN THEY ARE INCLUDED. CUSTOMER WANTED TO TAKE CAR WITH HIM AND I TOLD HIM WE WOULD CONTACT THE TECH LINE TO SEE WHAT THEY THOUGHT AND THEN CALL HIM BACK. THANKS.
06/23/2009	16:58	ORDERED THE PARTS YOU SUGGESTED. CLOSING THIS VTA PER YOUR REQUEST SINCE CAR WAS TAKEN BY CUSTOMER AND WILL RETURN AT A LATER DATE. THANKS FOR YOUR HELP.
06/23/2009	18:03	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
06/23/2009	18:03	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
469728	EOS	2008	WVWBA71F08V [REDACTED]	13177	3885	06/23/2009	USA

#### Workshop Finding

TECH VERIFIED THE CONCERN. 1 FAULT IN THE TCM. BASIC SETTINGS PERFORMED. CODING IS 20. TECH STATES ONCE A CERTAIN SPEED IS HIT IN ANY GEAR THE TRANS WILL GO INTO LIMP MODE.

Activity Date	Activity Time	Activity Comments
06/23/2009	16:43	ISSUE OPENED BY DEALERSHIP
06/23/2009	16:43	REPLACED MECHATRONIC VALVE BODY AND SET BASIC SETTINGS PASSED AND NOW POPS OUT OF GEAR AND THROWS FAULT EVERY TIME
06/24/2009	08:14	A2 CASE TO BE ESCALATED FOR REVIEW. ADVISED THE TECH TO CHECK THE TCM PART NUMBER, SOFTWARE LEVEL AND MVB 41, 48 AND 54 OF BOTH MECH UNITS.
06/24/2009	08:14	CUSTOMER COMMENTS: REPLACED MECHATRONIC VALVE BODY AND SET BASIC SETTINGS PASSED AND NOW POPS OUT OF GEAR AND THROWS FAULT EVERY TIME
06/24/2009	08:14	WORKSHOP FINDINGS: TECH VERIFIED THE CONCERN. 1 FAULT IN THE TCM. BASIC SETTINGS PERFORMED. CODING IS 20. TECH STATES ONCE A CERTAIN SPEED IS HIT IN ANY GEAR THE TRANS WILL GO INTO LIMP MODE.
06/24/2009	14:07	PLEASE ALSO GET A READING FROM MVB 64 AND CALL WITH THAT AS WELL.
06/29/2009	17:05	CLOSE
06/29/2009	17:09	ISSUE SENT TO DEALERSHIP
06/29/2009	17:10	ISSUE CLOSED BY CONSULTANT - INVALID
06/29/2009	17:10	ISSUE UPDATED

#### Consultant's Closing Comments

CASE HAS BEEN DETERMINED INVALID BY CONSULTANT  
NO REPAIR INFO, DIAGNOSIS INFO.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
469754	EOS	2008	WVWBA71F38 [REDACTED]	19850	3885	06/23/2009	USA

#### Workshop Finding

THIS IS ESPECIALLY BAD ON HILLS. NO FAULTS FOUND AND FLUID LEVEL/CONDITION IS GOOD. THIS IS THE 3RD TIME I'VE HAD A CAR WITH THIS CONCERN AND THE 2 OTHER TIMES THE MECHATRONICS WAS THE CAUSE. PLEASE ADVISE.

Activity Date	Activity Time	Activity Comments
06/23/2009	17:28	ISSUE OPENED BY DEALERSHIP
06/23/2009	17:28	WHEN ACCELERATING FROM A STOP, CAR JERKS AND ACTS LIKE IT'S ABOUT TO STALL. THIS IS ESPECIALLY BAD ON HILLS. NO FAULTS FOUND AND FLUID LEVEL/CONDITION IS GOOD. THIS IS THE 3RD TIME I'VE HAD A CAR WITH THIS CONCERN AND THE 2 OTHER TIMES THE MECHATRONICS WAS THE CAUSE. PLEASE ADVISE.
06/23/2009	17:36	CUSTOMER COMMENTS: WHEN ACCELERATING FROM A STOP, CAR JERKS AND ACTS LIKE IT'S ABOUT TO STALL.
06/23/2009	17:36	MVB 54 H17. ADVISED TO SET BASIC SETTINGS PER TT 37 09 03 ROAD TEST 10 TO 15 MILES IF CONDITION STILL PERSISTS. REPLACE MECHATRONICS UNIT, FLUID, FILTER AND BOLTS.
06/23/2009	17:36	WORKSHOP FINDINGS: THIS IS ESPECIALLY BAD ON HILLS. NO FAULTS FOUND AND FLUID LEVEL/CONDITION IS GOOD. THIS IS THE 3RD TIME I'VE HAD A CAR WITH THIS CONCERN AND THE 2 OTHER TIMES THE MECHATRONICS WAS THE CAUSE. PLEASE ADVISE.
06/25/2009	15:48	CONDITION STILL PRESENT. ORDERED MECHATRONICS. THANKS FOR THE HELP.
06/25/2009	16:18	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
06/25/2009	16:18	ISSUE UPDATED

#### Consultant's Closing Comments

D1 CONDITION STILL PRESENT. ORDERED MECHATRONICS.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
469795	EOS	2007	WVWFA71F37V [REDACTED]	7335	3885	06/23/2009	USA

#### Workshop Finding

DSG TRANS. MVB 54 G42 R0434 MVB 64 0 0

Activity Date	Activity Time	Activity Comments
06/23/2009	19:05	CUSTOMER STATES VEHICLE SURGES WHEN TAKING OFF FROM A STOP. TEST DROVE VERIFIED. VEHICLE SURGES WHEN SHIFTING INTO SECOND GEAR.
06/23/2009	19:05	ISSUE OPENED BY DEALERSHIP
06/23/2009	19:06	PERFORMED GFF. NO DTCS FOUND
06/23/2009	19:29	ADVISED THE TECH TO CHECK FLUID LEVEL AND CONDITION AND SET BASIC IN TRANS AND RE EVALUATE CUSTOMER CONCERN.
06/23/2009	19:29	CUSTOMER COMMENTS: CUSTOMER STATES VEHICLE SURGES WHEN TAKING OFF FROM A STOP. TEST DROVE VERIFIED. VEHICLE SURGES WHEN SHIFTING INTO SECOND GEAR.
06/23/2009	19:29	WORKSHOP FINDINGS: DSG TRANS. MVB 54 G42 R0434 MVB 64 0 0
06/24/2009	11:31	INSPECTED FLUID LEVEL AND CONDITION. FOUND NORMAL. PERFORMED TRANS BASIC SETTINGS. SET SUCCESSFULLY. TEST DROVE AGAIN. SURGING WHEN SHIFTING IS STILL PRESENT.
06/24/2009	11:37	REPLACE MECHATRONICS, FILTER, FLUID, AND BOLTS
06/30/2009	16:59	P2 VISTOR STATED PARTS ARE ON ORDERED
07/02/2009	14:12	PARTS RED ORDERED. PENDING REPAIR
07/02/2009	20:13	THANKS FOR THE UPDATE.
07/13/2009	15:19	STILL WAITING ON PARTS. DONT HAVE AN ETA
07/13/2009	17:32	THANKS FOR THE UPDATE.
07/27/2009	11:29	STILL HAVENT RECEIVED PARTS
07/27/2009	16:03	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/27/2009	16:03	ISSUE UPDATED

#### Consultant's Closing Comments

VALENCIA LEANDRO: CLOSING IN PROCESS: DEALER COMPLETE: STILL HAVENT RECEIVED PARTS

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
469806	EOS	2008	WVWBA71F58V [REDACTED]	18933	3885	06/24/2009	USA

#### Workshop Finding

TECH ROADTESTED TO VERIFY FOUND THAT CAR JUMPS INTO GEAR LIKE THERE ARE 2 FIRST GEARS. RAN GFF NO FAULTS IN SYSTEM.

Activity Date	Activity Time	Activity Comments
06/24/2009	07:34	CUST STATES CAR JUMPS INTO GEAR FROM A STOP. TECH ROADTESTED TO VERIFY FOUND THAT CAR JUMPS INTO GEAR LIKE THERE ARE 2 FIRST GEARS. RAN GFF NO FAULTS IN SYSTEM.
06/24/2009	07:34	ISSUE OPENED BY DEALERSHIP
06/24/2009	09:25	CUSTOMER COMMENTS: CUST STATES CAR JUMPS INTO GEAR FROM A STOP.
06/24/2009	09:25	MVB 54/ J02G0382
06/24/2009	09:25	PLEASE REPLACE THE MECHATRONICS UNIT
06/24/2009	09:25	WORKSHOP FINDINGS: TECH ROADTESTED TO VERIFY FOUND THAT CAR JUMPS INTO GEAR LIKE THERE ARE 2 FIRST GEARS. RAN GFF NO FAULTS IN SYSTEM.
06/24/2009	09:26	FYI FOM AND QTMRL
06/25/2009	10:16	TECH ORDERED MECHATRONICS UNIT
06/25/2009	11:40	WAITING ON PARTS BASED ON UPDATE, PLEASE GET ETA AND SALES DOC # FROM PARTS.
06/30/2009	14:01	WAITING ON PARTS NO ETA AVAILABLE AT THIS TIME WILL TRY AGAIN LATER
06/30/2009	23:59	THANKS FOR THE UPDATE
07/01/2009	15:57	PARTS ARE RED ORDERD. P1
07/14/2009	11:09	PARTS STILL NO SHOW WILL REOPEN WHEN PARTS ARE IN
07/14/2009	13:28	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/14/2009	13:28	ISSUE UPDATED

#### Consultant's Closing Comments

CLOSE TICKET PER DEALER REQUEST

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
469810	EOS	2008	WVWFA71FX8V [REDACTED]	14500	3885	06/24/2009	USA

#### Workshop Finding

TECH VERIFIED THE CONCERN. TECH UNABLE TO PERFORM THE TRANS BASIC SETTINGS. 1 FAULT IN THE TCM. CURRENT TCM CODING IS 1013.

Activity Date	Activity Time	Activity Comments
06/24/2009	08:06	C-S CAR BUCKS REPLACED MECHATRONICKS UNIT PREFORMED BASIC SETTINGS 61 RUNS THEN SHUTS OFF SOMETIMES WHEN RUNING CAR STALLS. WHEN PUTTING IN GEAR FAULT COMES UP 01087 BASIC SETTINGS NOT CARRIED OUT MECHANICAL HYDRAULIC MALFUNCTION
06/24/2009	08:06	ISSUE OPENED BY DEALERSHIP
06/24/2009	08:36	ADVISED THE TECH TO RECODE THE TCM TO 20.
06/24/2009	08:36	CUSTOMER COMMENTS: C-S CAR BUCKS REPLACED MECHATRONICKS UNIT PREFORMED BASIC SETTINGS 61 RUNS THEN SHUTS OFF SOMETIMES WHEN RUNING CAR STALLS. WHEN PUTTING IN GEAR FAULT COMES UP 01087 BASIC SETTINGS NOT CARRIED OUT MECHANICAL HYDRAULIC MALFUNCTION
06/24/2009	08:36	WORKSHOP FINDINGS: TECH VERIFIED THE CONCERN. TECH UNABLE TO PERFORM THE TRANS BASIC SETTINGS. 1 FAULT IN THE TCM. CURRENT TCM CODING IS 1013.
06/24/2009	08:40	ADVISED THE TECH TO GET THE TCM PART NUMBER, SOFTWARE LEVEL, MVB 41, 48 AND 54 OUT OF BOTH MECH UNITS.
06/24/2009	09:09	ADVISE TECH IF VEHICLE IS OPERATING AS DESIGNED PLEASE CLOSE VTA.
06/24/2009	12:57	PREFORMER CODING OF MODUEL SET BASIC SETTINGS ROAD TEST OK. DID NOT PREFORM KEY ON/OFF
06/24/2009	14:16	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
06/24/2009	14:16	ISSUE UPDATED

#### Consultant's Closing Comments

TECH CODED 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
469850	EOS	2008	WVWFA71F28V [REDACTED]	12866	3885	06/24/2009	USA

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

Activity Date	Activity Time	Activity Comments
06/24/2009	09:04	CUSTOMER STATES ; JERKYNES WHEN TAKING OFF FROM A STOP.ALSO A HESITATION.HARSH DOWN SHIFTING 2GEAR TO FIRST WHEN COMING TO A STOP.
06/24/2009	09:04	ISSUE OPENED BY DEALERSHIP
06/24/2009	09:27	CUSTOMER COMMENTS: CUSTOMER STATES ; JERKYNES WHEN TAKING OFF FROM A STOP.ALSO A HESITATION.HARSH DOWN SHIFTING 2GEAR TO FIRST WHEN COMING TO A STOP.
06/24/2009	09:27	TECH STATES MVB 54 AT J06 AND MVB 64 AT 0/0. ADVISED TECH TO PERFORM MANUAL BASIC SETTINGS IN VSD AS OUTLINED IN TT 37-09-03. PLEASE GIVE US A CALL BACK WITH UPDATE OF DRIVEABILTY AFTER BASIC SETTINGS AND REPAIR DIRECTION.
06/24/2009	10:04	TECH STATES CONDITION IMPROVED BUT STILL SAME. ADVISED TECH TO REPLACE MECHATRONIC UNIT, FLUID, FILTER, AND BOLTS.
06/29/2009	09:25	STILL WAITING FOR PARTS WILL REOPEN IF NEEDED
06/29/2009	09:41	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
06/29/2009	09:41	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
469856	EOS	2008	WVWBA71F38V [REDACTED]	10866	3885	06/24/2009	USA

#### Workshop Finding

IS THE SAME IN DRIVE, SPORT AND REVERSE. THERE ARE NO DTCS STORED. FLUID LEVEL HAS BEEN CHECKED AND IS OK.

Activity Date	Activity Time	Activity Comments
06/24/2009	09:11	ISSUE OPENED BY DEALERSHIP
06/24/2009	09:11	PROBLEM WITH DSG TRANSMISSION. WHEN STARTING FROM A STOPPED POSITION, THE VEHICLE WILL BUCK THREE TO FOUR TIMES BEFORE THE VEHICLE SMOOTHES OUT. IS THE SAME IN DRIVE, SPORT AND REVERSE. THERE ARE NO DTCS STORED. FLUID LEVEL HAS BEEN CHECKED AND IS OK.
06/24/2009	09:20	ADVISE TECH TO PERFORM A BASIC SETTINGS IF CONCERN STILL THE SAME GET READINGS FROM MVB 54 AND 64 IN TCM.
06/24/2009	09:20	CUSTOMER COMMENTS: PROBLEM WITH DSG TRANSMISSION. WHEN STARTING FROM A STOPPED POSITION, THE VEHICLE WILL BUCK THREE TO FOUR TIMES BEFORE THE VEHICLE SMOOTHES OUT.
06/24/2009	09:20	WORKSHOP FINDINGS: IS THE SAME IN DRIVE, SPORT AND REVERSE. THERE ARE NO DTCS STORED. FLUID LEVEL HAS BEEN CHECKED AND IS OK.
06/24/2009	12:50	PERFORMED BASIC SETTINGS AND DROVE FOR 20 MILES. THE CONDITION IS STILL THERE. VALUE 1 OF BLOCK 54 IS J06G0542, VALUES 1+2 IN 64 ARE 0
06/24/2009	12:54	ADVISED TECH TO REPLACE THE MECH UNIT, BOLTS, FILTER AND FLUID THEN RERUN BASIC SETTINGS PER TT 37-09-03, CLOSE OUT VTA WHEN COMPLETED.
06/25/2009	08:44	PART HAS BEEN RED ORDERED. WILL UPDATE TICKET WHEN PART ARRIVES
06/26/2009	07:57	THANKS FOR THE UPDATE.
07/01/2009	16:17	SPOKE WITH IAN IN SERVICE AND STATED RO STILL OPEN STILL WAITING ON RED ORDERD PARTS P1
07/06/2009	13:36	STILL WAITING ON BACK ORDERED PARTS TO ARRIVE.....
07/07/2009	09:40	STILL WAITING.....
07/08/2009	07:47	THANK YOU FOR THE UPDATE.
07/08/2009	16:01	SPOKE WITH FOM, ETA IS 7/27.
07/09/2009	07:42	THANK YOU FOR THE UPDATE.
08/03/2009	15:51	UNIT REPLACED, ISSUE RESOLVED.
08/03/2009	18:42	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
08/03/2009	18:42	ISSUE UPDATED

#### Consultant's Closing Comments

REPLACE THE MECH UNIT, BOLTS, FILTER AND FLUID THEN RERUN BASIC SETTINGS

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
469863	JETTA	2008	3VWRJ71K58M [REDACTED]	25775	3885	06/24/2009	USA

#### Workshop Finding

NO CODES STORED. CAN DUPLICATE BY BRAKE TORKING ON STALL. TECH STATES RE-SET BASIC SETTINGS IN TRANSMISSION. WHEN TAKING OFF FROM A STOP, LET FOOT OFF BRAKE PEDAL CAR WILL SURGE, SPUTTERS AND HESITATES.

Activity Date	Activity Time	Activity Comments
06/24/2009	09:20	ISSUE OPENED BY DEALERSHIP
06/24/2009	09:20	VEHICLE HASSITATES WHEN ACCELERATING FROM A STOP. NO CODES STORED. CAN DUPLICATE BY BRAKE TORKING ON STALL.
06/24/2009	11:49	CUSTOMER COMMENTS: VEHICLE HASSITATES WHEN ACCELERATING FROM A STOP.
06/24/2009	11:49	PLEASE CHECK MVB 54 IN TRANS
06/24/2009	11:49	WORKSHOP FINDINGS: NO CODES STORED. CAN DUPLICATE BY BRAKE TORKING ON STALL. TECH STATES RE-SET BASIC SETTINGS IN TRANSMISSION. WHEN TAKING OFF FROM A STOP, LET FOOT OFF BRAKE PEDAL CAR WILL SURGE, SPUTTERS AND HESITATES.
06/24/2009	11:51	MVB 54/ J11B0694
06/24/2009	11:52	PLEASE REPLACE THE MECHATRONICS UNIT.
06/24/2009	11:53	ISSUE UPDATED
06/25/2009	10:38	WATTING FOR PARTS.
06/25/2009	13:15	WAITING ON PARTS BASED ON UPDATE, PLEASE GET ETA AND SALES DOC NUMBER FROM PARTS.
06/26/2009	10:20	WATTING FOR PARTS
06/26/2009	16:22	ISSUE SENT TO DEALERSHIP
06/29/2009	09:06	STILL WAITTING FOR PART.
06/29/2009	10:36	ISSUE SENT TO DEALERSHIP
06/30/2009	09:54	TICKET ESCALATED TO LEVEL 2 FOR REVIEW..... A2
06/30/2009	11:36	STILL WAITTING FOR PARTS.
06/30/2009	23:59	ISSUE SENT TO DEALERSHIP
07/02/2009	10:00	STILL WAITTING FOR THE MECHATRONICS UNIT.
07/02/2009	16:33	WAIING ON PARTS BASED ON UPDATE. P1
07/03/2009	16:29	STILL WATTING FOR PARTS.
07/06/2009	09:25	ISSUE SENT TO DEALERSHIP
07/06/2009	18:36	STILL WATTING FOR PARTS.
07/06/2009	23:48	UPDATED, IF CAR IS NO LONGER AT DEALER PLEASE UPDATE AND CLOSE OUT THE VTA TICKET.
07/07/2009	10:38	STILL WATTING FOR PARTS.
07/08/2009	00:00	ISSUE SENT TO DEALERSHIP
07/08/2009	14:57	CALLED DEALER SPOKE TO ART, PART WAS ORDERED CAR DOWN, CAR IS STILL AT DEALER.
07/08/2009	14:58	DEALER STATES CAR IS DOWN PER WARRANTY HELPLINE DUE TO POTENTIAL SAFETY CONCERN WITH LOSS OF POWER/SLIPPAGE IN TRANSMISSION.
07/08/2009	15:00	FYI FOM AND QTMRL
07/08/2009	15:02	STILL WATTING FOR PART. PART EXPECTED ON JULY 27,2009.
07/08/2009	23:49	ISSUE SENT TO DEALERSHIP
07/09/2009	09:43	STILL WATTING FOR PART. PART EXPECTED ON JULY 27,2009
07/09/2009	13:08	ISSUE SENT TO DEALERSHIP
07/13/2009	14:46	STILL WATTING FOR PART. PART EXPECTED ON JULY 27,2009
07/13/2009	23:23	ISSUE SENT TO DEALERSHIP

07/15/2009	09:14	STILL WAITING FOR PART. PART EXPECTED ON JULY 27,2009
07/15/2009	17:52	ISSUE SENT TO DEALERSHIP
07/20/2009	11:48	STILL WAITING FOR PART. PART EXPECTED ON JULY 27,2009
07/20/2009	13:18	ISSUE SENT TO DEALERSHIP
07/22/2009	09:24	PART IS EXPECTED UNTIL AUGUST 7,2009.
07/22/2009	11:32	ISSUE SENT TO DEALERSHIP
07/24/2009	09:13	PART EXPECTED DELIVERY FROM GERMANY AUG 7
07/24/2009	17:13	ISSUE SENT TO DEALERSHIP
07/29/2009	11:23	REPLACED MECHATRONIC UNIT. CONCERN IS CORRECTED.
07/29/2009	13:02	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/29/2009	13:02	ISSUE UPDATED

<b>Consultant's Closing Comments</b>
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REPLACED MECHATRONIC UNIT. CONCERN IS CORRECTED.
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VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
469870	JETTA	2008	3VWRJ71K58M [REDACTED]	18070	3885	06/24/2009	USA

#### Workshop Finding

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

Activity Date	Activity Time	Activity Comments
06/24/2009	09:30	CUSTOMER STATES VEHICLE IS SLIPPING OR HESITATING WHEN ACCELERATING FROM A STOP.WE CHECKED FLUID OK.WE SCANED FOR FAULTS NO FAULTS.WE ROAD TESTED THE VEHICLE AND COULD NOT VERIFY CUSTOMER CONCERN.ARE THERE ANY ADAPTIONS OR FLASHES THAT I MAY NEED TO PERFORM??
06/24/2009	09:30	ISSUE OPENED BY DEALERSHIP
06/24/2009	09:37	ADVISED THE TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT.
06/24/2009	09:37	CUSTOMER COMMENTS: CUSTOMER STATES VEHICLE IS SLIPPING OR HESITATING WHEN ACCELERATING FROM A STOP.WE CHECKED FLUID OK.WE SCANED FOR FAULTS NO FAULTS.WE ROAD TESTED THE VEHICLE AND COULD NOT VERIFY CUSTOMER CONCERN.ARE THERE ANY ADAPTIONS OR FLASHES THAT I MAY NEED TO PERFORM??
06/24/2009	09:37	WORKSHOP FINDINGS: TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM. MVB 54 IS J14.
06/24/2009	10:19	WE HAVE ORDERED THE MECH UNIT PARTS ARE ON BACK ORDER CUSTOMER HAS VEHICLE.
06/24/2009	14:09	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
06/24/2009	14:09	ISSUE UPDATED

#### Consultant's Closing Comments

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

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
469894	JETTA	2008	3VWRJ71K28M [REDACTED]	10289	3885	06/24/2009	USA

#### Workshop Finding

TRANSMISSION HAS HESITATION WHEN TAKING OFF FROM IDLE. PERFORMED BASIC SETTINGS PER TECH BULLETIN 37-09-03 CONCERN STILL PRESENT.READ OUT FROM MVB 54 IS J13E0407 AND MVB 64 IS 0.

Activity Date	Activity Time	Activity Comments
06/24/2009	09:53	CUSTOMER STATES CAR IS CHUGGING/HESITATING FROM IDLE WHEN TAKING OFF.TRANSMISSION HAS HESITATION WHEN TAKING OFF FROM IDLE.PERFORMED BASIC SETTINGS PER TECH BULLETIN 37-09-03 CONCERN STILL PRESENT.READ OUT FROM MVB 54 IS J13E0407 AND MVB 64 IS 0.
06/24/2009	09:53	ISSUE OPENED BY DEALERSHIP
06/24/2009	09:56	ADVISED TO REPLACE MECHATRONICS UNIT, FLUID, FILTER AND BOLTS.
06/24/2009	09:56	CUSTOMER COMMENTS: CUSTOMER STATES CAR IS CHUGGING/HESITATING FROM IDLE WHEN TAKING OFF.
06/24/2009	09:56	WORKSHOP FINDINGS: TRANSMISSION HAS HESITATION WHEN TAKING OFF FROM IDLE. PERFORMED BASIC SETTINGS PER TECH BULLETIN 37-09-03 CONCERN STILL PRESENT.READ OUT FROM MVB 54 IS J13E0407 AND MVB 64 IS 0.
06/24/2009	14:59	ORDERED PARTS RETURNED VEHICLE TO CUSTOMER UNTIL PARTS ARRIVE
06/24/2009	15:14	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
06/24/2009	15:14	ISSUE UPDATED

#### Consultant's Closing Comments

D1 ORDERED PARTS RETURNED VEHICLE TO CUSTOMER UNTIL PARTS ARRIVE

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
469923	JETTA	2009	3VWTL81K79M [REDACTED]	3732	3885	06/24/2009	USA

#### Workshop Finding

n/a

Activity Date	Activity Time	Activity Comments
06/24/2009	10:25	CUSTOMERS STATES AT TIMES TRANS WILL SEEM TO SHIFT INTO NEUTRAL AT HIGH WAY SPEEDS, RPMS GO WAY UP.
06/24/2009	10:25	ISSUE OPENED BY DEALERSHIP
06/24/2009	10:35	CUSTOMER COMMENTS: CUSTOMERS STATES AT TIMES TRANS WILL SEEM TO SHIFT INTO NEUTRAL AT HIGH WAY SPEEDS, RPMS GO WAY UP.
06/24/2009	10:35	MVB 64 60/92. ADVISED TO REPLACE SPEED/TEMP SENSOR G182/G509 AND BOLTS FOR MECHATRONICS UNIT.
06/24/2009	12:33	ORDERED PARTS OVER NIGHT.WAS NO PROBLEM FINDING PARTS THANKS TIM
06/24/2009	13:35	PARTS ORDERED. THANK YOU FOR THE UPDATE.
06/24/2009	15:18	ISSUE UPDATED
07/01/2009	13:43	P1 SPOKE TO DOUG IN SERVICE TECH IS WAITING ON PARTS.
07/06/2009	14:22	SPOKE WITH KC IN SERVICE..... STILL WAITING ON BACK ORDERED PARTS TO ARRIVE.....
07/06/2009	16:34	PARTS ARRIVED ON 7/06/09 INSTALLED NEW PARTS.WENT FINE ,TEST DROVE WORKING ASDESIGNED.GOING TO TEST DRIVE IN MORNING.
07/06/2009	16:50	THANK YOU FOR THE UPDATE.
07/07/2009	11:17	DROVE CAR TODAY,DROVE GOOD NO OTHER PROBLEMS.SENT CAR BACK TO CUSTOMER. THANK YOU TIM
07/07/2009	12:27	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/07/2009	12:27	ISSUE UPDATED

#### Consultant's Closing Comments

D1 REPLACED G509

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
469932	JETTA	2008	3VWRA71KX8M [REDACTED]	20000	3885	06/24/2009	USA

#### Workshop Finding

COULD NOT VERIFY CONCERN. MVB 54 J14, MVB 64 0 AND 0

Activity Date	Activity Time	Activity Comments
06/24/2009	10:32	ISSUE OPENED BY DEALERSHIP
06/24/2009	10:32	TRANSMISSION DELAYED ENGAGEMENT AND LOSS OF POWER
06/24/2009	10:42	ADVISED TECH TO VERIFY CONCERN, IF CONCERN IS VERIFIED PERFORM BASIC SETTINGS PER TT 37-09-03 THEN REEVALUATE CONCERN, IF CONCERN IS STILL PRESENT REPLACE MECH UNIT, BOLTS FILTER AND FLUID THEN RERUN BASIC SETTINGS, IF CONCERN IS GONE PLEASE CALL BACK SO WE CAN DETERMINE IF ANY FURTHER ACTION IS NEEDED. CLOSE OUT VTA WHEN COMPLETED.
06/24/2009	10:42	CUSTOMER COMMENTS: TRANSMISSION DELAYED ENGAGEMENT AND LOSS OF POWER.
06/24/2009	10:42	WORKSHOP FINDINGS: COULD NOT VERIFY CONCERN. MVB 54 J14, MVB 64 0 AND 0
07/01/2009	13:10	SPOKE TO SETH IN SERVICE. VEHICLE IS WAITING ON BACK ORDER PARTS; P1.
07/08/2009	10:57	PARTS STILL ON ORDER.
07/09/2009	09:47	THANKS FOR THE UPDATE.
07/22/2009	09:04	PART STILL ON BACKORDER
07/22/2009	10:39	THANKS FOR THE UPDATE.
08/05/2009	09:25	STILL WAITING ON PART
08/05/2009	18:15	THANKS FOR THE UPDATE.
08/14/2009	11:38	REPLACED MECH UNIT PROBLEM RESOLVED
08/14/2009	12:47	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
08/14/2009	12:47	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
469945	RABBIT	2008	WVWKC71K38W [REDACTED]	7385	3885	06/24/2009	USA

#### Workshop Finding

ROAD TESTED THE CAR AND DID GET THIS TO HAPPEN --THERE ARE NO DTCS I RESET THE THROTTLE AND KICK DOWN SETTINGS--IT STILL HAPPENS

Activity Date	Activity Time	Activity Comments
06/24/2009	10:49	INTERMITENTLY JUST AS THE CAR IS COMING TO A STOP THE CAR JERKS AND THE RPMS JUMP TO 2000 I ROAD TESTED THE CAR AND DID GET THIS TO HAPPEN --THERE ARE NO DTCS I RESET THE THROTTLE AND KICK DOWN SETTINGS--IT STILL HAPPENS
06/24/2009	10:49	ISSUE OPENED BY DEALERSHIP
06/24/2009	10:58	ADVISE TECH TO TO PERFORM BASIC SETTINGS, PER TT 37-09-03. IF ISSUE IS STILL PRESENT GET READINGS FROM MVB 54 AND 64 IN TCM.
06/24/2009	10:58	CUSTOMER COMMENTS: INTERMITENTLY JUST AS THE CAR IS COMING TO A STOP THE CAR JERKS AND THE RPMS JUMP TO 2000
06/24/2009	10:58	WORKSHOP FINDINGS: ROAD TESTED THE CAR AND DID GET THIS TO HAPPEN --THERE ARE NO DTCS I RESET THE THROTTLE AND KICK DOWN SETTINGS--IT STILL HAPPENS
06/24/2009	12:22	SEE 5052
06/24/2009	12:30	MVB 54 H24J0015 MVB 64 0 0 ADVISED THE TECH TO REPLACE THE MECATRONICS, FLUID AND BOLTS. UPDATE THE VTA WITH RESULTS.
06/29/2009	12:19	MECATRONICS ON ORDER
06/29/2009	17:57	THE MECATRONICS HAD TO BE RED ORDERED--STILL WAITING
06/30/2009	07:33	THANKS FOR THE UPDATE PLEASE CALL BACK IF FURTHER ASSISTANCE IS NEEDED.
07/01/2009	14:10	P1 SPOKE TO BOB IN SERVICE PARTS ARE ON ORDER
07/03/2009	15:25	VALVE BODY ON BACK ORDER
07/03/2009	15:26	VALVE BODY ON BACK ORDER
07/06/2009	07:34	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/06/2009	07:34	ISSUE UPDATED

#### Consultant's Closing Comments

VALVE BODY ON BACK ORDER

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
469949	RABBIT	2008	WVWKC71K78W [REDACTED]	30848	3885	06/24/2009	USA

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

Activity Date	Activity Time	Activity Comments
06/24/2009	10:55	CUSTOMER STATES HARSH DOWNSHIFT, TRANSMISSION BANGS INTO DRIVE FROM REVERSE. VERIFIED CONCERN, TRANS ALSO JERKS REPEATEDLY WHEN LETTING OFF THE BRAKE AND MOVING AT SLOW SPEEDS. NO FAULTS STORED.
06/24/2009	10:55	ISSUE OPENED BY DEALERSHIP
06/24/2009	10:59	CUSTOMER COMMENTS: CUSTOMER STATES HARSH DOWNSHIFT, TRANSMISSION BANGS INTO DRIVE FROM REVERSE. VERIFIED CONCERN, TRANS ALSO JERKS REPEATEDLY WHEN LETTING OFF THE BRAKE AND MOVING AT SLOW SPEEDS. NO FAULTS STORED.
06/24/2009	10:59	PLEASE PERFORM TT 37-09-03 AND SEE IF CONDITION IMPROVES.
06/24/2009	11:30	PERFORMED TECH TIP AND SET BASIC SETTINGS. DROVE APPROX 10 MILES, CONDITION DID NOT SEEM TO IMPROVE. THE VEHICLE JERKED AS IT WAS COMING TO A STOP, AND AFTER THE NEXT STOP THE ENGINE RPMS RAISED MOMENTARILY BEFORE THE CAR MADE A CLUNK AND STARTED TO MOVE
06/24/2009	11:35	TECH NEEDS TO GET MVB 54 AND 64 IN TRANS AND CALL BACK WITH THE READINGS
06/24/2009	11:42	54 SHOWS H30M0016 64 SHOWS 0
06/24/2009	11:54	ADVISED THE TECH TO REPLACE THE MECATRONICS, FLUID AND BOLTS. UPDATE THE VTA WITH RESULTS.
06/25/2009	10:44	ORDERED MECHATRONIC, ON BACKORDER.
06/25/2009	18:36	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
06/25/2009	18:36	ISSUE UPDATED

<b>Consultant's Closing Comments</b>
ORDERED MECHATRONIC, ON BACKORDER.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
469955	JETTA	2009	3VWCL71K09M [REDACTED]	11085	3885	06/24/2009	USA

#### Workshop Finding

ROAD TESTED VEHICLE AND FOUND VEHICLE IS DOWN SHIFTING HARD FROM 2ND TO 1ST. MECHATRONIC UNIT WAS REPLACED ON 6/16/09. RAN GFF AND HAVE NO FAULTS. CUSTOMER STATES VEHICLE WAS GOOD FOR ABOUT 2-3 DAYS. RESET BASIC SETTINGS MULTIPLE TIMES, AND DOES NOT FIX HARD DOWNSHIFT.

Activity Date	Activity Time	Activity Comments
06/24/2009	11:01	ISSUE OPENED BY DEALERSHIP
06/24/2009	11:01	LINE 1- CUSTOMER STATES TRANS IS DOWNSHIFTING HARD. ROAD TESTED VEHICLE AND FOUND VEHICLE IS DOWN SHIFTING HARD FROM 2ND TO 1ST. MECHATRONIC UNIT WAS REPLACED ON 6/16/09. RAN GFF AND HAVE NO FAULTS. CUSTOMER STATES VEHICLE WAS GOOD FOR ABOUT 2-3 DAYS. RESET BASIC SETTINGS MULTIPLE TIMES, AND DOES NOT FIX HARD DOWNSHIFT.
06/24/2009	11:08	ADVISE TECH TO PERFORM BASSIC SETTINGS PER TT 37-09-03
06/24/2009	11:08	CUSTOMER COMMENTS: LINE 1- CUSTOMER STATES TRANS IS DOWNSHIFTING HARD.
06/24/2009	11:08	WORKSHOP FINDINGS: ROAD TESTED VEHICLE AND FOUND VEHICLE IS DOWN SHIFTING HARD FROM 2ND TO 1ST. MECHATRONIC UNIT WAS REPLACED ON 6/16/09. RAN GFF AND HAVE NO FAULTS. CUSTOMER STATES VEHICLE WAS GOOD FOR ABOUT 2-3 DAYS. RESET BASIC SETTINGS MULTIPLE TIMES, AND DOES NOT FIX HARD DOWNSHIFT.
06/24/2009	12:12	TRANSFERED TO CG V-MAIL.
06/24/2009	14:35	RECODED THE TCM TO 20. TECH TO SET BASIC SETTINGS AND RETEST
06/24/2009	15:30	VEHICLE IS SHIFTING MUCH BETTER AFTER CODING AND BASIC SETTINGS, HARD DOWN SHIFT HAS BEEN FIXED. VEHICLE IS OPERATING TO MANUFACTURER SPECIFICATIONS. WILL CONTACT IF HAVE ANY FURTHER ISSUES.
06/24/2009	15:48	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
06/24/2009	15:48	ISSUE UPDATED

#### Consultant's Closing Comments

VEHICLE IS SHIFTING MUCH BETTER AFTER CODING AND BASIC SETTINGS, HARD DOWN SHIFT HAS BEEN FIXED. VEHICLE IS OPERATING TO MANUFACTURER SPECIFICATIONS. WILL CONTACT IF HAVE ANY FURTHER ISSUES.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
469957	JETTA	2008	3VWFJ71K18M [REDACTED]	8614	3885	06/24/2009	USA

#### Workshop Finding

TECH VERIFIED THE CONCERN. VEHICLE NOT IN THE SHOP AT THIS TIME.

Activity Date	Activity Time	Activity Comments
06/24/2009	11:03	ISSUE OPENED BY DEALERSHIP
06/24/2009	11:03	TRANS HESITATES ON SHIFTS AND SHUTTERS IN FIRST GEAR NO LEAKS NO CODES
06/24/2009	11:05	ADVISED THE TECH TO RUN THE BASIC SETTINGS AND CHECK MVB 54 IN THE TCM.
06/24/2009	11:05	CUSTOMER COMMENTS: TRANS HESITATES ON SHIFTS AND SHUTTERS IN FIRST GEAR NO LEAKS NO CODES
06/24/2009	11:05	WORKSHOP FINDINGS: TECH VERIFIED THE CONCERN. VEHICLE NOT IN THE SHOP AT THIS TIME.
06/24/2009	11:44	MVB 54 J14. ADVISED TO REPLACE MECH UNIT, FLUID, FILTER AND BOLTS.
06/25/2009	08:42	ORDERED MECH. UNIT
06/25/2009	23:41	THANK YOU FOR THE UPDATE. REMEMBER TO UPDATE AND CLOSE THE TICKET.
06/30/2009	09:20	WAITING ON PARTS TO COME IN
06/30/2009	19:42	THANK YOU FOR THE UPDATE. REMEMBER TO UPDATE AND CLOSE THE TICKET.
07/01/2009	13:07	SPOKE TO GEORGE IN SERVICE AND THE CAR IS HOLDING ON PARTS.....P1
07/03/2009	10:04	PARTS ON BACK ORDER
07/04/2009	00:18	THANK YOU FOR THE UPDATE. REMEMBER TO UPDATE AND CLOSE THE TICKET.
07/06/2009	17:26	CUSTOMER PICKED VEHICLE UP AND WILL DRIVE UNTIL PART COMES IN OR CONCERN GETS WORST
07/06/2009	22:40	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/06/2009	22:40	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
469984	JETTA	2008	3VWRA71K18M [REDACTED]	11438	3735	06/24/2009	USA

#### Workshop Finding

n/a

Activity Date	Activity Time	Activity Comments
06/24/2009	11:27	CUSTOMER CONCERN IS A HESITATION ON TAKEOFF, IVE VERIFIED THE CONCERN. IT FEELS LIKE ANOTHER MECHATRONICS UNIT BUT IM HEARING A METALIC RATTLE DURING THE HESITATION, I HAVENT HEARD THE NOISE ON THE OTHER CARS IVE REPLACED A MECHATRONICS UNIT IN. MVB 54 J11A0219, AND 64 IS 00. IVE SET BASIC SETTINGS IN THE TRANS AND HAD NO STALLING ISSUES.
06/24/2009	11:27	ISSUE OPENED BY DEALERSHIP
06/24/2009	11:32	CUSTOMER COMMENTS: CUSTOMER CONCERN IS A HESITATION ON TAKEOFF, IVE VERIFIED THE CONCERN. IT FEELS LIKE ANOTHER MECHATRONICS UNIT BUT IM HEARING A METALIC RATTLE DURING THE HESITATION, I HAVENT HEARD THE NOISE ON THE OTHER CARS IVE REPLACED A MECHATRONICS UNIT IN. MVB 54 J11A0219, AND 64 IS 00. IVE SET BASIC SETTINGS IN THE TRANS AND HAD NO STALLING ISSUES.
06/24/2009	11:32	METALLIC RATTLE IS PRESENT ON ACCEL. USE CHASSIS EARS TO SEE WHERE NOISE IS LOUDEST. ALREADY SET BS, NO CHANGE.
06/24/2009	11:57	IVE USED THE CHASSIS EARS AND THE NOISE IS LOUDER IN THE REAR OF THE TRANS
06/24/2009	12:19	ADVISED THE TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT.
07/01/2009	14:05	PARTS ORDERED, THAKNS FOR THE ASSISTANCE
07/01/2009	14:12	P1 SPOKE TO MIKE, WAITING ON RED ORDERED PART.
07/14/2009	13:02	PARTS ON ORDER
07/14/2009	22:19	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/14/2009	22:19	ISSUE UPDATED

#### Consultant's Closing Comments

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

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
469993	JETTA	2007	3VWBJ71K07M [REDACTED]	30099	3885	06/24/2009	USA

#### Workshop Finding

n/a

Activity Date	Activity Time	Activity Comments
06/24/2009	11:37	CUSTOMER STATES AT TIMES TRANS HIT HARD 1ST GEAR AND AT TIMES 2ND TO 3RD. NO FAULTS. MVB 54 - G27N0620.
06/24/2009	11:37	ISSUE OPENED BY DEALERSHIP
06/24/2009	11:46	CUSTOMER COMMENTS: CUSTOMER STATES AT TIMES TRANS HIT HARD 1ST GEAR AND AT TIMES 2ND TO 3RD. NO FAULTS. MVB 54 - G27N0620.
06/24/2009	11:46	TECH NEEDS TO PERFORM BASIC SETTINGS MANUALLY REFER TO TT 37-09-03 AND PERFORM ROAD TEST AND IF THE CONCERN IS STILL PRESENT REPLACE THE MECHATRONICS, BOLTS, FLUID AND FILTER.
07/01/2009	10:12	ASKED FOR SERVICE. SENT TO VOICEMAIL. NO UPDATE.
07/01/2009	10:53	ASKED FOR SERVICE. SENT TO VOICEMAIL. NO UPDATE.
07/01/2009	11:42	ASKED FOR SERVICE. SENT TO VOICEMAIL. NO UPDATE. D2
07/01/2009	11:49	FYI SENT TO FOM.
07/08/2009	15:03	LEFT A MESSAGE IN SERVICE FOR THE TECH TO UPDATE OR CLOSE OUT THE OPEN VTA TICKET.....
07/30/2009	09:39	WAITING ON PART
07/30/2009	09:56	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/30/2009	09:56	ISSUE UPDATED

#### Consultant's Closing Comments

WAITING ON PART

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
470016	JETTA	2009	3VWCL71K39M [REDACTED]	19619	3885	06/24/2009	USA

**Workshop Finding**

n/a

Activity Date	Activity Time	Activity Comments
06/24/2009	11:54	CUSTOMER STATES THERE IS A JERKING FEEL WHEN ACCELERATING FROM A STOP WHEN VEHICAL IS WARMED UP. DUPLICATED CONCERN. RAN GFF - FOUND NO CODES. SET BASIC SETTINGS ON DSG TRANSMISSION. ROAD TESTED 15 MILES. FOUND THAT CONCERN REMAINS.
06/24/2009	11:54	ISSUE OPENED BY DEALERSHIP
06/24/2009	12:03	CUSTOMER COMMENTS: CUSTOMER STATES THERE IS A JERKING FEEL WHEN ACCELERATING FROM A STOP WHEN VEHICAL IS WARMED UP. DUPLICATED CONCERN. RAN GFF - FOUND NO CODES. SET BASIC SETTINGS ON DSG TRANSMISSION. ROAD TESTED 15 MILES. FOUND THAT CONCERN REMAINS.
06/24/2009	12:03	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.
06/26/2009	16:42	ORDERED MECHATRINOCS UNIT.
06/26/2009	18:11	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
06/26/2009	18:11	ISSUE UPDATED

**Consultant's Closing Comments**

ORDERED MECHATRINOCS UNIT.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
470018	EOS	2008	WVWBA71F58V [REDACTED]	11700	3885	06/24/2009	USA

#### Workshop Finding

TECH HAS PERFORM BASIC SETTINGS MANUALLY AS PER TT 37-09-03. TRANS IS STILL JERKING AT START UP.

Activity Date	Activity Time	Activity Comments
06/24/2009	11:54	C/S TRANSMISSION JERKING. VERIFIED CONCERN, JERKING WHEN STARTING OFF AND INTO 2ND, ALSO ON DOWNSHIFTS
06/24/2009	11:54	ISSUE OPENED BY DEALERSHIP
06/24/2009	12:01	CUSTOMER COMMENTS: C/S TRANSMISSION JERKING. VERIFIED CONCERN, JERKING WHEN STARTING OFF AND INTO 2ND, ALSO ON DOWNSHIFTS
06/24/2009	12:01	TECH NEEDS TO GET MVB 54 AND 64 AND CALL BACK WITH THE INFORMATION
06/24/2009	12:01	WORKSHOP FINDINGS: TECH HAS PERFORM BASIC SETTINGS MANUALLY AS PER TT 37-09-03. TRANS IS STILL JERKING AT START UP.
06/24/2009	12:05	MVB 54: H44B0157 MVB 64: 0 0
06/24/2009	12:12	REPLACE MECHATRONICS AND FLUID AND THE FILTER AND THEN SET BASIC SETTING AFTER REPAIRS
06/24/2009	13:06	ORDERED MECHATRONICS, RED ORDER
06/24/2009	14:08	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
06/24/2009	14:08	ISSUE UPDATED

#### Consultant's Closing Comments

ORDERED MECHATRONICS, RED ORDER

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
470024	EOS	2008	WVWBA71F98V [REDACTED]	13582	3885	06/24/2009	USA

Workshop Finding
n/a

Activity Date	Activity Time	Activity Comments
06/24/2009	11:59	CUSTOMER IS GETTING A REALLY WEIRD LURCHING FEEL WHEN THE CAR IS ACCELERATING CUSTOMER HAS TO SHIFT MANUALLY AT TIMES.....( GFF AND NO FAULTS).
06/24/2009	11:59	ISSUE OPENED BY DEALERSHIP
06/24/2009	12:09	CUSTOMER COMMENTS: CUSTOMER IS GETTING A REALLY WEIRD LURCHING FEEL WHEN THE CAR IS ACCELERATING CUSTOMER HAS TO SHIFT MANUALLY AT TIMES.....( GFF AND NO FAULTS).
06/24/2009	12:09	TECH STATED HE HAS SET BASIC SETTINGS AND CONDITION IS STILL PRESENT. MVB 54 H43. ADVISED TO REPLACE MECH UNIT, FLUID, FILTER AND BOLTS.
06/24/2009	15:17	ISSUE UPDATED
07/01/2009	12:17	ORDERED MECHTRONIC UNIT AND FILTER AND BOLTS
07/01/2009	12:26	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/01/2009	12:26	ISSUE UPDATED

Consultant's Closing Comments
D1 ORDERED MECHTRONIC UNIT AND FILTER AND BOLTS

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
470074	EOS	2009	WVWFA71F99V [REDACTED]	2485	3885	06/24/2009	USA

#### Workshop Finding

n/a

Activity Date	Activity Time	Activity Comments
06/24/2009	12:45	ISSUE OPENED BY DEALERSHIP
06/24/2009	12:45	VEHICLE WILL COME OUT OF GEAR AT HIGHWAY SPEEDS PRND WILL LIGHT UP AS THIS HAPPENS. NO FAULTS STORED IN ANY CONTROL MODULES.CONCERN HAS BEEN DUPLICATED.
06/24/2009	12:51	CUSTOMER COMMENTS: VEHICLE WILL COME OUT OF GEAR AT HIGHWAY SPEEDS PRND WILL LIGHT UP AS THIS HAPPENS. NO FAULTS STORED IN ANY CONTROL MODULES.CONCERN HAS BEEN DUPLICATED.
06/24/2009	12:51	MVB 64 24 / 29 REPLACE G509 MECHATRONCIS BOLTS FLUID ANDF FILTER
06/30/2009	11:52	AWAITING PARTS....
06/30/2009	15:34	UPDATE AFTER PART ARE INSTALLED
07/01/2009	12:56	SPOKE TO ED IN SERVICE AND THE ADVISOR TAKING CARE OF THE CAR WAS ON THE PHONE AND NO ONE ELSE COULD GIVE A UPDATE ON THE CAR.....D2
07/03/2009	15:01	PART ARRIVED TOADY.REPLACED ALL NEC PARTS.ALL GOOD AT THIS TIME THANK YOU
07/06/2009	10:52	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/06/2009	10:52	ISSUE UPDATED

#### Consultant's Closing Comments

REPLACE G509 MECHATRONCIS BOLTS FLUID ANDF FILTER

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
470090	EOS	2008	WVWBA71F48V [REDACTED]	9196	3885	06/24/2009	USA

#### Workshop Finding

IT HAS A DELAY WHEN THE CAR IS ACCELERATING FROM A STOP, FEELING LIKE IT IS FALLING OUT OF GEAR. THE REST OF THE GEARS ARE SHIFTING OK. THE BASIC SETTINGS HAVE BEEN PERFORMED, AND THE FLUID LEVEL AND CONDITION ARE OK. MVB 54 IS: H37N0042. MVB 64 IS 0/0. MECH UNIT?  
 THE CUSTOMER ALSO STATES THAT THE MIL WILL COME ON WHEN DRIVING AND THE CAR WILL STALL?  
 THERE ARE NO FAULTS IN THE CONTROL MODULES. THE CHARGING SYSTEM/ BATTERY ARE OK. WILL A MECH UNIT MAKE A VEHICLE DO THIS AND NOT STORE A FAULT?  
 THE ONLY OTHER THING I THINK OF IS A FUEL PUMP MODULE. IT REALLY NEEDS TO DUPLICATE.

Activity Date	Activity Time	Activity Comments
06/24/2009	12:56	ISSUE OPENED BY DEALERSHIP
06/24/2009	12:56	THE CUSTOMER IS CONCERNED W/ THE TRANSMISSION AND THE DRIVABILITY. IT HAS A DELAY WHEN THE CAR IS ACCELERATING FROM A STOP, FEELING LIKE IT IS FALLING OUT OF GEAR. THE REST OF THE GEARS ARE SHIFTING OK. THE BASIC SETTINGS HAVE BEEN PERFORMED, AND THE FLUID LEVEL AND CONDITION ARE OK. MVB 54 IS: H37N0042. MVB 64 IS 0/0. MECH UNIT? THE CUSTOMER ALSO STATES THAT THE MIL WILL COME ON WHEN DRIVING AND THE CAR WILL STALL? THERE ARE NO FAULTS IN THE CONTROL MODULES. THE CHARGING SYSTEM/ BATTERY ARE OK. WILL A MECH UNIT MAKE A VEHICLE DO THIS AND NOT STORE A FAULT? THE ONLY OTHER THING I THINK OF IS A FUEL PUMP MODULE. IT REALLY NEEDS TO DUPLICATE.
06/24/2009	13:04	ADVISED TECH TO REPLACE THE MECH UNIT, BOLTS, FILTER AND FLUID THEN RERUN BASIC SETTINGS PER TT-37-09-03, CLOSE OUT VTA WHEN COMPLETED. TECH NEVER VERIFIED STALLING CONCERN AND VEHICLE DID NOT STALL DURING BASIC SETTINGS.
06/24/2009	13:04	CUSTOMER COMMENTS: THE CUSTOMER IS CONCERNED W/ THE TRANSMISSION AND THE DRIVABILITY.
06/24/2009	13:04	WORKSHOP FINDINGS: IT HAS A DELAY WHEN THE CAR IS ACCELERATING FROM A STOP, FEELING LIKE IT IS FALLING OUT OF GEAR. THE REST OF THE GEARS ARE SHIFTING OK. THE BASIC SETTINGS HAVE BEEN PERFORMED, AND THE FLUID LEVEL AND CONDITION ARE OK. MVB 54 IS: H37N0042. MVB 64 IS 0/0. MECH UNIT? THE CUSTOMER ALSO STATES THAT THE MIL WILL COME ON WHEN DRIVING AND THE CAR WILL STALL? THERE ARE NO FAULTS IN THE CONTROL MODULES. THE CHARGING SYSTEM/ BATTERY ARE OK. WILL A MECH UNIT MAKE A VEHICLE DO THIS AND NOT STORE A FAULT? THE ONLY OTHER THING I THINK OF IS A FUEL PUMP MODULE. IT REALLY NEEDS TO DUPLICATE.
07/01/2009	10:59	SPOKE WITH MIKE IN SERVICE. WAITING ON PARTS. P1
07/08/2009	15:08	SPOKE WITH SERVICE..... STATED THAT THEY ARE STILL WAITING ON BACK ORDERED PARTS TO ARRIVE.....
07/21/2009	08:18	STILL WAITING ON PART. RED ORDERED.
07/21/2009	10:37	THANKS FOR THE UPDATE.
08/25/2009	14:42	THE NEW MECH UNIT HAS BEEN INSTALLED, TRANS FILLED, BASIC SETTINGS PERFORMED, AND THE CAR TEST DRIVEN, W/ NO ADDITIONAL ISSUES. THANK YOU FOR YOUR HELP.
08/25/2009	17:59	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
08/25/2009	17:59	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
470113	EOS	2008	WVWBA71F28V [REDACTED]	22152	3885	06/24/2009	USA

#### Workshop Finding

n/a

Activity Date	Activity Time	Activity Comments
06/24/2009	13:14	CUSTOMER STATES TRANSMISSION SLIPS IN AND OUT OF GEAR, MOST NOTICEABLE ON STARTING FROM STANDING STILL. ROAD TESTED VEHICLE AND VERIFIED CONCERN. VEHICLE LURCHES/ SURGES AS YOU ACCELERATE. WHILE DRIVING THROUGH THE SHOP IT LURCHED HARD ENOUGH TO CHIRP THE TIRES 3 TIMES IN A ROW WITHOUT USEING ACCELERATOR. RAN GFF NO FAULTS STORED. CHECKED TSB'S NONE FOUND. MECHATRONICS?
06/24/2009	13:14	ISSUE OPENED BY DEALERSHIP
06/24/2009	13:19	CUSTOMER COMMENTS: CUSTOMER STATES TRANSMISSION SLIPS IN AND OUT OF GEAR, MOST NOTICEABLE ON STARTING FROM STANDING STILL. ROAD TESTED VEHICLE AND VERIFIED CONCERN. VEHICLE LURCHES/ SURGES AS YOU ACCELERATE. WHILE DRIVING THROUGH THE SHOP IT LURCHED HARD ENOUGH TO CHIRP THE TIRES 3 TIMES IN A ROW WITHOUT USEING ACCELERATOR. RAN GFF NO FAULTS STORED. CHECKED TSB'S NONE FOUND. MECHATRONICS?
06/24/2009	13:19	PLEASE CHECK AND PRINT OUT MVB 54/64
06/24/2009	13:43	WENT BACK TO VEHICLE CHECK VALUE BLOCKS 54 AND 64. 54 READS H31M0315. AND 64 IS 0 AND 0.
06/24/2009	13:57	ADVISED THE TECH TO REPLACE THE MECATRONICS, FLUID AND BOLTS. TECH TO UPDATE THE VTA WITH RESULTS.
06/25/2009	10:18	PARTS ON ORDER
06/25/2009	18:41	THANKS FOR THE UPDATE.
07/01/2009	15:54	TALKED TO BRIAN IN SERVICE THE CAR IS ON HOLD FOR PARTS.....P1
07/08/2009	10:53	SPOKE WITH GREG IN SERVICE..... STATED THAT PARTS HAVE ARRIVED AND THE TECH IS WORKING ON THE CONCERN.....
07/27/2009	10:48	STILL WAITING ON A MECHATRONICS
07/27/2009	11:07	THANKS FOR THE UPDATE
07/29/2009	15:54	MECHATRONICS ARRIVED AND INSTALLED.
07/29/2009	16:30	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/29/2009	16:30	ISSUE UPDATED

#### Consultant's Closing Comments

MECHATRONICS ARRIVED AND INSTALLED.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
470191	JETTA	2009	3VWRL71K69M [REDACTED]	1101	3732	06/24/2009	USA

#### Workshop Finding

n/a

Activity Date	Activity Time	Activity Comments
06/24/2009	14:27	ISSUE OPENED BY DEALERSHIP
06/24/2009	14:27	WHILE BRAKING FROM 50MPH TRANSMISSION REVED BETWEEN 2000 AND 4000RPM. FELT LIKE IT WAS PULLING AGAINST THE BRAKES. WHILE PULLING INTOO A PARKING GARAGE AT LOW SPEED VEHICLE BEGAN TO DOWNSHIFT AND WENT INTO NEUTRAL AND SHIFT LOCK LIGHT IN CLUSTER CAME ON.
06/25/2009	00:39	CUSTOMER COMMENTS: WHILE BRAKING FROM 50MPH TRANSMISSION REVED BETWEEN 2000 AND 4000RPM. FELT LIKE IT WAS PULLING AGAINST THE BRAKES. WHILE PULLING INTOO A PARKING GARAGE AT LOW SPEED VEHICLE BEGAN TO DOWNSHIFT AND WENT INTO NEUTRAL AND SHIFT LOCK LIGHT IN CLUSTER CAME ON.
06/25/2009	00:39	QTM OBSERVED MVB 64/1 AT 9 AND MVB 64/2 AT 22 IN MECHTRONICS UNIT. PLEASE REPLACE CLUTCH SENSOR/SPEED SENSOR WITH HARNESS AS ONE UNIT. PLEASE REPORT TO QTM WHEN PART ARRIVES IN THE SHOP.
06/30/2009	21:42	ISSUE UPDATED
07/01/2009	10:23	SALES DOCUMENT #1005785160 PART JUST ARRIVED VIA FED-EX EITHIN THE LAST HOUR.
07/01/2009	11:46	PART INSTALLED. VEHICLE RELEASED TO CUSTOMER. CLOSED PER THAD HAUGEN
07/01/2009	12:34	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/01/2009	12:34	ISSUE UPDATED

#### Consultant's Closing Comments

CF DONE 6/30 FOR 6/25. CLUTCH/INPUT SENSORS REPLACED WITH HARNESS AND VEHICLE IS RELEASED TO CUSTOMER FOR EXTENSIVE TEST DRIVES.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
470201	JETTA	2008	3VWRJ71K88M [REDACTED]	11552	3885	06/24/2009	USA

#### Workshop Finding

MIKE IS THE TECH. MVB 54=J08

Activity Date	Activity Time	Activity Comments
06/24/2009	14:39	CUSTOMER SAYS NO THROTTLE RESPONSE AFTER COASTING. AFTER ROAD TESTING CAR I FOUND THE TRANSMISSION TO DISENGAGE WHEN COASTING AT 5MPH AND SLAMMING INTO GEAR WHEN PRESSING ON ACCELERATOR. ANY SUGGESTIONS
06/24/2009	14:39	ISSUE OPENED BY DEALERSHIP
06/24/2009	14:51	CUSTOMER COMMENTS: CUSTOMER SAYS NO THROTTLE RESPONSE AFTER COASTING. AFTER ROAD TESTING CAR I FOUND THE TRANSMISSION TO DISENGAGE WHEN COASTING AT 5MPH AND SLAMMING INTO GEAR WHEN PRESSING ON ACCELERATOR. ANY SUGGESTIONS
06/24/2009	14:51	RUN BASIC SETTINGS PER TT 37-09-03 NOTE IF THERE ARE ANY ABNORMAL CONCERNS. IF IT SETS WITHOUT CONCERN, REPLACE THE MECH, FLUID, FILTER AND BOLTS. SET BASIC
06/24/2009	14:51	WORKSHOP FINDINGS: MIKE IS THE TECH. MVB 54=J08
06/24/2009	16:13	PERFORM TT 37-09-03. NOTICED IMPROVED SHIFTING. NO DTC'S FOUND AFTER ROAD TEST. ORDER MECH UNIT AND HARDWARE. THANKS CHRIS
06/24/2009	16:53	ISSUE CLOSED BY CONSULTANT - INVALID
06/24/2009	16:53	ISSUE UPDATED

#### Consultant's Closing Comments

CASE HAS BEEN DETERMINED INVALID BY CONSULTANT  
INCORRECT VIN

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
470270	EOS	2008	WVWBA71F98V [REDACTED]	33012	3885	06/24/2009	USA

#### Workshop Finding

n/a

Activity Date	Activity Time	Activity Comments
06/24/2009	15:48	CUSTOMER STATE VEHICLE JERKS FROM STOP AND REVERSE LIKE TRANS NOT OPERATING PROPERLY. VAG 5051, NO FAULTS. MVB 54 H40B0022, 64 0,0. PERFORMED MANUEL BASIC SETTINGS AND ROADTESTED. STILL ISSUE.
06/24/2009	15:48	ISSUE OPENED BY DEALERSHIP
06/24/2009	16:01	ADVISED TO REPLACE MECHATRONICS UNIT, FLUID, FILTER AND BOLTS.
06/24/2009	16:01	CUSTOMER COMMENTS: CUSTOMER STATE VEHICLE JERKS FROM STOP AND REVERSE LIKE TRANS NOT OPERATING PROPERLY. VAG 5051, NO FAULTS. MVB 54 H40B0022, 64 0,0. PERFORMED MANUAL BASIC SETTINGS AND ROAD TESTED. STILL ISSUE.
07/01/2009	10:13	ASKED FOR SERVICE. SENT TO VOICEMAIL. NO UPDATE.
07/01/2009	10:53	ASKED FOR SERVICE. SENT TO VOICEMAIL. NO UPDATE.
07/01/2009	11:42	ASKED FOR SERVICE. SENT TO VOICEMAIL. NO UPDATE. D2
07/01/2009	11:49	FYI SENT TO FOM.
07/06/2009	11:08	PARTS ARE CURRENTLY ON BACKORDER
07/06/2009	11:27	P1 WAITING ON PARTS. THANK YOU FOR THE UPDATE.
07/08/2009	15:03	LEFT A MESSAGE IN SERVICE FOR THE TECH TO UPDATE OR CLOSE OUT THE OPEN VTA TICKET.....
07/30/2009	09:39	WAITING ON PARTS
07/30/2009	10:04	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/30/2009	10:04	ISSUE UPDATED

#### Consultant's Closing Comments

D1 WAITING ON PARTS

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
470313	JETTA	2009	3VWRJ71K39M [REDACTED]	12797	3885	06/24/2009	USA

#### Workshop Finding

OCCURS FROM A STOP LIGHT.

Activity Date	Activity Time	Activity Comments
06/24/2009	16:43	CUSTOMER CONCERN IS CAR BOGS DOWN ON ACCEL. TRANSMISSION SEEMS TO EITHER NOT BE ENGAGING OR IN TOO HIGH OF A GEAR. NO FAULTS STORED. MVB 54 IS J17G0018 AND MVB 64 IS 0 IN FIELDS 1 AND 2. FLUID LEVEL OK.
06/24/2009	16:43	ISSUE OPENED BY DEALERSHIP
06/24/2009	16:47	CUSTOMER COMMENTS: CUSTOMER CONCERN IS CAR BOGS DOWN ON ACCEL. TRANSMISSION SEEMS TO EITHER NOT BE ENGAGING OR IN TOO HIGH OF A GEAR. NO FAULTS STORED. MVB 54 IS J17G0018 AND MVB 64 IS 0 IN FIELDS 1 AND 2. FLUID LEVEL OK.
06/24/2009	16:47	PLEASE SET BASIC SETTINGS. IF IT DOESN'T FIX THE CONCERN, REPLACE THE MECH UNIT.
06/24/2009	16:47	WORKSHOP FINDINGS: OCCURS FROM A STOP LIGHT.
06/26/2009	15:17	SET BASIC SETTINGS AND ISSUE IS NO BETTER ORDERED MECH UNIT. PART ON BACK ORDER
06/26/2009	18:07	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
06/26/2009	18:07	ISSUE UPDATED

#### Consultant's Closing Comments

: SET BASIC SETTINGS AND ISSUE IS NO BETTER ORDERED MECH UNIT. PART ON BACK ORDER

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
470317	JETTA	2008	3VWRJ71K18M [REDACTED]	11552	3885	06/24/2009	USA

#### Workshop Finding

PREVIOUS VTA IS CLOSED INVALID DUE TO INCORRECT VEH INFORMATION. THIS NEW VTA WILL BE USED TO CONTINUE REPAIRS ON THE VEHICLE

Activity Date	Activity Time	Activity Comments
06/24/2009	16:45	AN ERROR OCCURED WHEN SERVICE WRITER PUT IN VIN FOR ACCESS CODE 47021 REPAIR. IN OTHER WORDS CUSTOMER OWNS TWO CARS AND SERVICE WRITER MISTAKENLY PUT IN WRONG VIN. I THOUGHT YOU SHOULD NO THE DSG TRANS MEASURED VALUE IN BLOCK 54= J08D0441. I WOULD LIKE TO TRANSFER INFO TO THIS VIN ON CAR.
06/24/2009	16:45	ISSUE OPENED BY DEALERSHIP
06/24/2009	16:56	CUSTOMER COMMENTS: AN ERROR OCCURED WHEN SERVICE WRITER PUT IN VIN FOR ACCESS CODE 470201 REPAIR. IN OTHER WORDS CUSTOMER OWNS TWO CARS AND SERVICE WRITER MISTAKENLY PUT IN WRONG VIN. I THOUGHT YOU SHOULD NO THE DSG TRANS MEASURED VALUE IN BLOCK 54= J08D0441. I WOULD LIKE TO TRANSFER INFO TO THIS VIN ON CAR.
06/24/2009	16:56	ORDER MECHATRONICS, BOLTS, FLUID AND FILTER AND PERFORM BASIC SETTINGS AS PER TECH TIP.
06/24/2009	16:56	WORKSHOP FINDINGS: PREVIOUS VTA IS CLOSED INVALID DUE TO INCORRECT VEH INFORMATION. THIS NEW VTA WILL BE USED TO CONTINUE REPAIRS ON THE VEHICLE
06/25/2009	10:37	PARTS ON ORDER.
06/25/2009	10:57	THANKS FOR THE UPDATE
06/30/2009	18:03	PARTS ON ORDER
07/01/2009	16:23	UPDATE AFTER PARTS ARE INSTALLED
07/01/2009	17:20	P2 THE TECH STATED PARTS ARE ON ORDERED
07/06/2009	17:02	PARTS NOT IN YET.
07/06/2009	17:10	THANKS FOR THE UPDATE
07/09/2009	17:41	WAITING FOR CUSTOMER TO RETURN TO DEALERSHIP, AND WILL REOPEN A NEW TICKET IF THERE ARE ANY FURTHER PROBLEMS.
07/09/2009	18:02	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/09/2009	18:02	ISSUE UPDATED

#### Consultant's Closing Comments

WAITING FOR CUSTOMER TO RETURN TO DEALERSHIP, AND WILL REOPEN A NEW TICKET IF THERE ARE ANY FURTHER PROBLEMS.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
470341	RABBIT	2008	WVWHV71K48W [REDACTED]	16359	3885	06/24/2009	USA

#### Workshop Finding

VERIFIED CUSTOMERS CONCERN, WHEN ACCELERATING FROM A STOP TRANSMISSION DOES NOT PULL SMOOTHLY. IF I LET MY FOOT OFF THE BRAKE WHEN STOPPED ENGINE WILL SHUTTER LIKE IT WANTS TO STALL. PLEASE VIEW ATTACHED DOCUMENTS. PLEASE ADVISE. MVB 54/ J07N0477

Activity Date	Activity Time	Activity Comments
06/24/2009	17:28	CUSTOMER STATES VEHICLE IS LOW ON POWER AND WHEN TAKING OFF FROM A STOP VEHICLE WILL STALL OUT. VERIFIED CUSTOMERS CONCERN, WHEN ACCELERATING FROM A STOP TRANSMISSION DOES NOT PULL SMOOTHLY. IF I LET MY FOOT OFF THE BRAKE WHEN STOPPED ENGINE WILL SHUTTER LIKE IT WANTS TO STALL. PLEASE VIEW ATTACHED DOCUMENTS. PLEASE ADVISE.
06/24/2009	17:28	ISSUE OPENED BY DEALERSHIP
06/25/2009	08:26	CUSTOMER COMMENTS: CUSTOMER STATES VEHICLE IS LOW ON POWER AND WHEN TAKING OFF FROM A STOP VEHICLE WILL STALL OUT.
06/25/2009	08:26	PLEASE REPLACE MECHATRONICS UNIT, FLUID AND BOLTS.
06/25/2009	08:26	WORKSHOP FINDINGS: VERIFIED CUSTOMERS CONCERN, WHEN ACCELERATING FROM A STOP TRANSMISSION DOES NOT PULL SMOOTHLY. IF I LET MY FOOT OFF THE BRAKE WHEN STOPPED ENGINE WILL SHUTTER LIKE IT WANTS TO STALL. PLEASE VIEW ATTACHED DOCUMENTS. PLEASE ADVISE. MVB 54/ J07N0477
06/25/2009	08:44	FYI FOM AND QTMRL
06/25/2009	17:35	I ORDERED THE MECHATRONICS UNIT, FLUID, AND BOLTS. WILL UPDATE WITH ANY PARTS STATUS.
06/25/2009	23:14	THANKS FOR THE UPDATE
07/01/2009	11:00	SPOKE WITH MIKE IN SERVICE. WAITING ON PARTS. P1
07/08/2009	15:08	SPOKE WITH SERVICE..... STATED THAT THEY ARE STILL WAITING ON BACK ORDERED PARTS TO ARRIVE.....
07/15/2009	08:15	ISSUE SENT TO DEALERSHIP
07/21/2009	08:19	STILL WAITING ON PART. RED ORDERED.
07/21/2009	23:09	UPDATED
07/28/2009	14:19	THE MECH UNIT HAS ARRIVED AND BEEN INSTALLED. BASIC SETTINGS WERE PERFORMED, AND THE VEHICLE TEST DRIVEN. IT IS OPERATING TO MANUFACT. DESIGN AT THIS TIME. THANK YOU FOR YOUR HELP.
07/28/2009	15:58	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/28/2009	15:58	ISSUE UPDATED

#### Consultant's Closing Comments

REPLACED MECH UNIT

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
470385	EOS	2008	WVWFA71F68V [REDACTED]	15966	3885	06/25/2009	USA

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

Activity Date	Activity Time	Activity Comments
06/25/2009	08:22	ISSUE OPENED BY DEALERSHIP
06/25/2009	08:22	JERKY ACCELERATION FROM A STOP, BOUCES AND SHIFTS HARD
06/25/2009	08:29	CUSTOMER COMMENTS: JERKY ACCELERATION FROM A STOP, BOUCES AND SHIFTS HARD
06/25/2009	08:29	PLEASE GET MVB 54 IN 02 H30
06/25/2009	08:29	WORKSHOP FINDINGS: JERKS WHILE DRIVING
06/25/2009	08:30	REPLACE MECHTRONCIS FLUID AND FILTER AND SET BASIC SETTING AFTER REPAIRS
06/30/2009	09:40	PARTS ORDEREDED
06/30/2009	10:20	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
06/30/2009	10:20	ISSUE UPDATED

<b>Consultant's Closing Comments</b>
REPLACE MECHTRONCIS 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
470387	JETTA	2008	3VWRJ71K58M [REDACTED]	18174	3885	06/25/2009	USA

#### Workshop Finding

J11

Activity Date	Activity Time	Activity Comments
06/25/2009	08:24	ISSUE OPENED BY DEALERSHIP
06/25/2009	08:24	TRANSMISSION SHIFTING HARD ON SLOW ACCELERATION, WHAT VALUE BLOCKS DO I NEED TO HAVE, 54, AND 64?
06/25/2009	08:31	ADVISE TECH TO REPLACE FLUID, FILTER AND MECHATRONICS. THEN RESET BASIC SETTINGS
06/25/2009	08:31	CUSTOMER COMMENTS: TRANSMISSION SHIFTING HARD ON SLOW ACCELERATION, WHAT VALUE BLOCKS DO I NEED TO HAVE, 54, AND 64?
06/25/2009	08:31	WORKSHOP FINDINGS: J11
06/30/2009	11:02	WAITING ON RED ORDER PARTS
06/30/2009	15:34	UPDATE AFTER PART ARE INSTALLED
07/02/2009	13:27	ATTEMPTED TO CHECK STATUS OF CAR. UNABLE TO SPEAK TO SOMEONE IN SERVICE.
07/02/2009	14:34	P1 - SPOKE TO TECH, CONFIRMED PART HAS BEEN ORDERED.
07/09/2009	12:32	SPOKE WITH LYNN IN SERVICE..... STATED THAT THEY ARE STILL WAITING ON BACK ORDERED PARTS TO ARRIVE.....
07/22/2009	15:06	STILL WAITING ON MECHATRONICS - EXPECTED ARRIVAL DATE IS 7/27/09. WILL CLOSE THIS VTA AND OPEN A NEW ONE IF NECESSARY.
07/22/2009	16:44	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/22/2009	16:44	ISSUE UPDATED

#### Consultant's Closing Comments

STILL WAITING ON MECHATRONICS - EXPECTED ARRIVAL DATE IS 7/27/09. WILL CLOSE THIS VTA AND OPEN A NEW ONE IF NECESSARY.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
470388	EOS	2008	WVWFA71FX8V [REDACTED]	17987	3885	06/25/2009	USA

#### Workshop Finding

TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM. MVB 54 IS H24. BASIC SETTINGS PERFORMED.

Activity Date	Activity Time	Activity Comments
06/25/2009	08:24	ISSUE OPENED BY DEALERSHIP
06/25/2009	08:24	TRANS SHIFTING PROBLEM, SEEMS TO BE MECHATRONIC ISSUE. BUCKING UP TO SPEEDS OF APPROX. 50 MPH. WAS IN LAST TIME AND BASICS WERE SET AND CAR WAS RELEASED. MECHATRONIC UNIT # IS H24D0727. IS THIS A UNIT WITH A KNOWN PROBLEM?
06/25/2009	08:32	ADVISED THE TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT.
06/25/2009	08:32	CUSTOMER COMMENTS: TRANS SHIFTING PROBLEM, SEEMS TO BE MECHATRONIC ISSUE. BUCKING UP TO SPEEDS OF APPROX. 50 MPH. WAS IN LAST TIME AND BASICS WERE SET AND CAR WAS RELEASED. MECHATRONIC UNIT # IS H24D0727. IS THIS A UNIT WITH A KNOWN PROBLEM?
06/25/2009	08:32	WORKSHOP FINDINGS: TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM. MVB 54 IS H24. BASIC SETTINGS PERFORMED.
07/02/2009	10:46	ORDERED MECHATRONIC UNIT. WAITING.
07/04/2009	00:10	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/04/2009	00:10	ISSUE UPDATED

#### Consultant's Closing Comments

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

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
470420	JETTA	2008	3VWRJ71K58M [REDACTED]	14395	3885	06/25/2009	USA

#### Workshop Finding

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

Activity Date	Activity Time	Activity Comments
06/25/2009	09:06	CAR SURGES WHEN TAKING OFF FROM A STOP AT A SLOW PACE. MEASURING VALUE BLOCK 54 IS J11K0481.
06/25/2009	09:06	ISSUE OPENED BY DEALERSHIP
06/25/2009	09:09	ADVISED THE TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT.
06/25/2009	09:09	CUSTOMER COMMENTS: CAR SURGES WHEN TAKING OFF FROM A STOP AT A SLOW PACE. MEASURING VALUE BLOCK 54 IS J11K0481.
06/25/2009	09:09	WORKSHOP FINDINGS: TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM. BASIC SETTINGS PERFORMED. MVB 54 IS J11.
06/25/2009	09:10	ADVISED TO REPLACED MEGATRONICS UNIT, BOLTS, FLUID AND FILTER.
06/25/2009	23:48	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
06/25/2009	23:48	ISSUE UPDATED

#### Consultant's Closing Comments

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

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
470424	JETTA	2008	3VWRJ71K58M [REDACTED]	21550	3885	06/25/2009	USA

#### Workshop Finding

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

Activity Date	Activity Time	Activity Comments
06/25/2009	09:09	ISSUE OPENED BY DEALERSHIP
06/25/2009	09:09	TYPICAL MECATRONIS UNIT FROM A STOP TO FIRST GEAR HARS TRANSISION AND BANGS GETS WORSE AS IT GETS HOTTER
06/25/2009	09:15	ADVISED THE TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT.
06/25/2009	09:15	CUSTOMER COMMENTS: TYPICAL MECATRONIS UNIT FROM A STOP TO FIRST GEAR HARS TRANSISION AND BANGS GETS WORSE AS IT GETS HOTTER
06/25/2009	09:15	WORKSHOP FINDINGS: TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM. BASIC SETTINGS PERFORMED. MVB 54 IS J02.
07/02/2009	13:35	CONTACTED DEALERSHIP AND WAS TRANSFERRED TO RANDY'S VOICEMAIL. WILL RETURN PHONE CALL LATER.
07/02/2009	14:54	SPOKE TO RANDY IN SERVICE. VEHICLE IS CURRENTLY WAITING ON A NEW MECHATRONICS; P1.
07/08/2009	13:24	WAITING ON PART
07/08/2009	13:46	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/08/2009	13:46	ISSUE UPDATED

#### Consultant's Closing Comments

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

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
470432	JETTA	2008	3VWFJ71KX8M	12353	3885	06/25/2009	USA

#### Workshop Finding

NOW CUSTOMER IS STATING THAT 99 OUT OF 100 TIMES VEHICLE WORKS PROPERLY, BUT EVERY SO OFTEN, WHILE ATTEMPTING TO ACCELERATE FROM A STOP LIGHT, ENGINE WILL REVV UP TO ABOUT 4000RPM AND NOT TAKE OFF. CUSTOMER SAYS AFTER LETTING OFF OF THE ACCELERATOR AND REAPPLYING IT, VEHICLE WILL ACCELERATE NORMALLY. NO FAULTS IN TCM.

Activity Date	Activity Time	Activity Comments
06/25/2009	09:17	ISSUE OPENED BY DEALERSHIP
06/25/2009	09:17	VEHICLE WAS IN A FEW WEEKS AGO WITH CONCERN OF ENGINE REVING TO ABOUT 2000RPM BEFORE TAKING OFF. NOW CUSTOMER IS STATING THAT 99 OUT OF 100 TIMES VEHICLE WORKS PROPERLY, BUT EVERY SO OFTEN, WHILE ATTEMPTING TO ACCELERATE FROM A STOP LIGHT, ENGINE WILL REVV UP TO ABOUT 4000RPM AND NOT TAKE OFF. CUSTOMER SAYS AFTER LETTING OFF OF THE ACCELERATOR AND REAPPLYING IT, VEHICLE WILL ACCELERATE NORMALLY. NO FAULTS IN TCM.
06/25/2009	09:23	CUSTOMER COMMENTS: VEHICLE WAS IN A FEW WEEKS AGO WITH CONCERN OF ENGINE REVING TO ABOUT 2000RPM BEFORE TAKING OFF.
06/25/2009	09:23	PLEASE CHECK MVB 64 IN TRANS, THIS IS A COUNTER FOR TEMP SENSOR FAILS.
06/25/2009	09:23	WORKSHOP FINDINGS: NOW CUSTOMER IS STATING THAT 99 OUT OF 100 TIMES VEHICLE WORKS PROPERLY, BUT EVERY SO OFTEN, WHILE ATTEMPTING TO ACCELERATE FROM A STOP LIGHT, ENGINE WILL REVV UP TO ABOUT 4000RPM AND NOT TAKE OFF. CUSTOMER SAYS AFTER LETTING OFF OF THE ACCELERATOR AND REAPPLYING IT, VEHICLE WILL ACCELERATE NORMALLY. NO FAULTS IN TCM.
06/25/2009	09:28	MVB 64 FIELD 1 AND 2 ARE BOTH READING 0.
06/25/2009	09:32	MVB 54 H46. ADVISED TO REPLACE MECHATRONICS UNIT, FLUID, FILTER AND BOLTS.
06/25/2009	09:33	ISSUE UPDATED
06/25/2009	18:15	MECHATRONIC HAS BEEN RED ORDERED.
06/25/2009	23:14	THANKS FOR THE UPDATE.
07/02/2009	14:10	P1 SPOKE TO DWAIN IN VW SERVICE AND VEHICLE IS HOLDING FOR PARTS.
07/09/2009	16:10	SPOKE WITH DUANE IN SERVICE..... STATED THAT THEY ARE STILL WAITING ON BACK ORDERED PARTS TO ARRIVE.....
07/15/2009	08:15	ISSUE SENT TO DEALERSHIP
07/28/2009	08:38	STILL WAITING ON PARTS TO ARRIVE.
07/28/2009	15:56	ISSUE SENT TO DEALERSHIP
08/10/2009	16:51	WAITING FOR MECH UNIT TO ARRIVE. VEHICLE HAS LEFT DEALERSHIP.
08/10/2009	23:34	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
08/10/2009	23:34	ISSUE UPDATED

#### Consultant's Closing Comments

CAR NO LONGER AT DEALER

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
470498	JETTA	2009	3VWRL71K59M [REDACTED]	13668	3885	06/25/2009	USA

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

Activity Date	Activity Time	Activity Comments
06/25/2009	10:09	FOUND THAT THE VEHICLE HAS A HESITATION WHEN TAKING OFF FROM A STOP AND SCANNED FOR CODES FOUND NO CODES IN THE SYSTEM.
06/25/2009	10:09	ISSUE OPENED BY DEALERSHIP
06/25/2009	10:16	CUSTOMER COMMENTS: FOUND THAT THE VEHICLE HAS A HESITATION WHEN TAKING OFF FROM A STOP AND SCANNED FOR CODES FOUND NO CODES IN THE SYSTEM.
06/25/2009	10:16	TECH STATES MVB 54 AT J02. ADVISED TECH TO RUN BASIC SETTINGS AS OUTLINED IN TT 37-09-03. GIVE US A CALL BACK WITH AN UPDATE OF CONDITION.
06/25/2009	10:31	PREFORMED BASIC SETTINGS AND THEN TEST DROVE THE VEHICLE. FOUND IT TO SHIFT CORRECTLY AND TEST DROVE IT AGAIN, FOUND IT ONCE TO HAVE A SLIGHT DELAY FROM A STOP.
06/25/2009	10:36	ADVISED TECH TO CHECK FLUID FOR POSSIBLE COOLANT LEAK INTO TRANSMISSION, IF FLUID IS OK REPLACE MECH UNIT, BOLTS, FILTER AND FLUID, THEN RERUN BASIC SETTINGS.
06/25/2009	11:17	ORDERED MECH UNIT, BOLTS, FILTER AND FLUID
06/25/2009	11:31	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
06/25/2009	11:31	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
470502	JETTA	2009	3VWCL71K09M	20055	3885	06/25/2009	USA

#### Workshop Finding

TEST DROVE VEHICLE ON INCLINE, VEHICLE WILL NOT "HOLD" FROM ROLLING BACK IN INCLINE. WITH LIGHT THROTTLE INPUTS FROM A STOP THE VEHICLE WILL SURGE WHEN GOING UP HILL. NO FAULTS STORED IN ANY SYSTEM.

Activity Date	Activity Time	Activity Comments
06/25/2009	10:11	CUST WOULD LIKE A TECHNICIAN TO RIDE WITH THEM FOR DIAG ON ROLL BACK WHEN ON INCLINE. TEST DROVE VEHICLE ON INCLINE, VEHICLE WILL NOT "HOLD" FROM ROLLING BACK IN INCLINE. WITH LIGHT THROTTLE INPUTS FROM A STOP THE VEHICLE WILL SURGE WHEN GOING UP HILL. NO FAULTS STORED IN ANY SYSTEM.
06/25/2009	10:11	ISSUE OPENED BY DEALERSHIP
06/25/2009	10:17	ADVISE TECH TO PERFORM BASIC SETTINGS PER TT37-09-03, IF CONCERN IS SYILL PRESENT PLEASE GET READINGS FROM MVB 54 AND 64 IN THE TCM.
06/25/2009	10:17	CUSTOMER COMMENTS: CUST WOULD LIKE A TECHNICIAN TO RIDE WITH THEM FOR DIAG ON ROLL BACK WHEN ON INCLINE.
06/25/2009	10:17	WORKSHOP FINDINGS: TEST DROVE VEHICLE ON INCLINE, VEHICLE WILL NOT "HOLD" FROM ROLLING BACK IN INCLINE. WITH LIGHT THROTTLE INPUTS FROM A STOP THE VEHICLE WILL SURGE WHEN GOING UP HILL. NO FAULTS STORED IN ANY SYSTEM.
06/25/2009	11:02	J10 IN 54
06/25/2009	11:04	ADVISE TECH TO REPLACE MECHATRONICS FLUID AND FILTER SET BASIC SETTING
06/26/2009	09:40	PLEASE REPLACE THE MECHATRONICS UNIT, FLUID AND BOLTS.
07/02/2009	12:56	D1 SPOKE TO ANNIE IN VW SERVICE VEHICLE IS DONE AND GONE TECH TO CLOSE THE VTA.
07/02/2009	14:59	QTM VERIFIED PART NUMBER 02E 325 025 AD ZEO WAS ORDERED ON SALES DOC # 1005792061 AND IS EXPECTED TO BE DELIVERED ON 7/27/09. RO IS CLOSED AND THE CUSTOMER IS IN POSSESSION OF THE VEHICLE AT THIS TIME.
07/07/2009	07:59	ISSUE SENT TO DEALERSHIP
07/09/2009	16:05	SPOKE WITH CINDY IN SERVICE..... STATED THAT THE REPAIRS HAVE BEEN COMPLETED AND THE RO HAS BEEN CLOSED OUT..... D1
07/13/2009	10:22	PARTS ARE ON ORDER, CUST HAS VEHICLE UNTILL PARTS ARRIVE.
07/13/2009	14:07	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/13/2009	14:07	ISSUE UPDATED

#### Consultant's Closing Comments

MECHATRONICS VALVE BODY ON ORDER, CUST HAS VEHICLE UNTIL PARTS ARRIVE.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
470505	JETTA	2008	3VWRJ71K28M [REDACTED]	10460	3885	06/25/2009	USA

#### Workshop Finding

TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM. MVB 54 IS J15. BASIC SETTINGS PERFORMED.

Activity Date	Activity Time	Activity Comments
06/25/2009	10:14	ISSUE OPENED BY DEALERSHIP
06/25/2009	10:14	VEH HAS HARSH ACCELERATION(DSG)--NO CODES W/ VALUE BLOCKS 54 J15B0152 AND 64 AT 0 AND 0. VERFIED CUST CONCERN W/ NO CODES STORED
06/25/2009	10:18	ADVISED THE TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT.
06/25/2009	10:18	CUSTOMER COMMENTS: VEH HAS HARSH ACCELERATION(DSG)--NO CODES W/ VALUE BLOCKS 54 J15B0152 AND 64 AT 0 AND 0. VERFIED CUST CONCERN W/ NO CODES STORED.
06/25/2009	10:18	WORKSHOP FINDINGS: TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM. MVB 54 IS J15. BASIC SETTINGS PERFORMED.
06/25/2009	11:13	PARTS ORDERED AS OF 6-25-09
06/25/2009	11:22	THANKS
06/25/2009	23:47	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
06/25/2009	23:47	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
470516	JETTA	2008	3VWRJ71KX8M [REDACTED]	17636	3885	06/25/2009	USA

#### Workshop Finding

CUSTOMER STATES HESITATION ON TAKE OFF.

Activity Date	Activity Time	Activity Comments
06/25/2009	10:22	CUSTOMER STATES HESITATION ON TAKE OFF. RAN GFF FOUND NO CODES IN SYSTEM. CAR WAS IN WITH SAME CONCERN ABOUT 2 MONTHS AGO. RESET BASICS AND TEST DROVE. NOW HESITATION IS BACK AND WORSE THAN BEFORE.
06/25/2009	10:22	ISSUE OPENED BY DEALERSHIP
06/25/2009	10:38	CUSTOMER COMMENTS: CUSTOMER STATES HESITATION ON TAKE OFF. RAN GFF FOUND NO CODES IN SYSTEM. CAR WAS IN WITH SAME CONCERN ABOUT 2 MONTHS AGO. RESET BASICS AND TEST DROVE. NOW HESITATION IS BACK AND WORSE THAN BEFORE.
06/25/2009	10:38	GET MVB 54 IN 02
06/25/2009	10:38	WORKSHOP FINDINGS: CUSTOMER STATES HESITATION ON TAKE OFF.
06/25/2009	10:41	ADVISE TECH TO REPLACE MECHATRONICS FLUID AND FILTER SET BACIS SETTING S
07/02/2009	17:31	P2 PHIL STATED PARTS ARE ON ORDERED
07/09/2009	16:08	SPOKE WITH PHIL IN SERVICE..... STATED THAT THEY ARE STILL WAITING ON BACK ORDERED PARTS TO ARRIVE..... P1
08/27/2009	15:49	REPLACED MECHATRONICS UNIT, FILTER AND FILLED WITH FLUID. SET BASICS AND TEST DROVE. ALL OPERATING TO MANUFACTURER'S SPECIFICATIONS.
08/27/2009	16:14	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
08/27/2009	16:14	ISSUE UPDATED

#### Consultant's Closing Comments

EPLACED MECHATRONICS UNIT, FILTER AND FILLED WITH FLUID. SET BASICS AND TEST DROVE. ALL OPERATING TO MANUFACTURER'S SPECIFICATIONS.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
470572	EOS	2008	WVWBA71F98V [REDACTED]	9913	3885	06/25/2009	USA

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

Activity Date	Activity Time	Activity Comments
06/25/2009	11:12	ISSUE OPENED BY DEALERSHIP
06/25/2009	11:12	VEHICLE BUCKS GOING UPHILL AND WHEN PULLING TO UP TO A STOP SIGN. VEHICLE ROWS BACKWARDS WHEN MOVING OFF ON A INCLINE.
06/25/2009	11:17	ADVISE TECH TO PERFORM BASIC SETTING PER TT 37-09-03 IF CONCERN STILL PRESENT GET READINGS FROM MVB 54 AND 64 IN TCM
06/25/2009	11:17	CUSTOMER COMMENTS: VEHICLE BUCKS GOING UPHILL AND WHEN PULLING TO UP TO A STOP SIGN. VEHICLE ROWS BACKWARDS WHEN MOVING OFF ON A INCLINE.
06/25/2009	12:19	H42, ,0,0..PLEASE REPLACE THE MECH UNIT.
06/25/2009	12:24	PROFORMED THE BASIC SETTINGS USUNG VSD#61 AND #60. ROAD TESTED THE VEHICLE FOUND THAT THE TRANNY STILL ACT THE WAY. CHECKED MVB 54 (H42N0285) AND 64 WAS (0 0).
06/26/2009	07:56	PLEASE CALL BACK FOR FURTHER ASSISTANCE.
06/26/2009	09:33	PARTS ON ORDER.
06/30/2009	07:33	THANKS FOR THE UPDATE PLEASE CALL BACK IF FURTHER ASSISTANCE IS NEEDED.
07/02/2009	14:47	P1 SPOKE TO MICKY, VEHICLE WAITING ON RED ORDERED PARTS.
07/09/2009	15:08	SPOKE WITH THE OPERATOR..... NO ONE WAS AVAILABLE IN SERVICE FOR A UPDATE.....
07/09/2009	16:14	STILL WAITING ON SOP PART.
07/13/2009	17:21	THANKS FOR THE UPDATE.
07/27/2009	11:08	STILL DON'Y HAVE THE PARTS AS YET.
07/28/2009	17:15	THANKS FOR THE UPDATE.
07/31/2009	15:58	WAITING FOR THE PART TO COME IN.
08/04/2009	19:53	THANKS FOR THE UPDATE.
08/05/2009	11:01	INSTALLED THE NEW MEGAN-TRONICS UNIT TOPPED OFF THE FLUID, PROFROMED BASIC SETTINGS FRO THE DSG, ROAD TEST THE VEHICLE. NO FURTHER PROBLEMS WERE FOUND WITH THE VEHICLE, THE TRANNY CHANGES GEAR SMOOTHLY AND DRIVES AS IT WAS INTENDED. THANKS FOR YOUR HELP.
08/05/2009	18:02	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
08/05/2009	18:02	ISSUE UPDATED

<b>Consultant's Closing Comments</b>
TECH REPLACE MECH

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
470576	EOS	2009	WVWBA71F39V [REDACTED]	1049	3885	06/25/2009	USA

**Workshop Finding**

n/a

Activity Date	Activity Time	Activity Comments
06/25/2009	11:14	ISSUE OPENED BY DEALERSHIP
06/25/2009	11:14	WHILE DRIVING CAR TRANSMISSION FEELS LIKE IT HAS SHIFTED INTO NUTRAL & RPM'S WIL GO UP & CAR WILL NOT MOVE. PUT SHIFTER IN TO PARK AND THEN BACK TO DRIVE IT WILL THE ENGAGE THE GEER. ALSO SHIT DISPLAY WILL LITE UP RANDOMLY
06/25/2009	11:30	CUSTOMER COMMENTS: WHILE DRIVING CAR TRANSMISSION FEELS LIKE IT HAS SHIFTED INTO NUTRAL & RPM'S WIL GO UP & CAR WILL NOT MOVE. PUT SHIFTER IN TO PARK AND THEN BACK TO DRIVE IT WILL THE ENGAGE THE GEER. ALSO SHIT DISPLAY WILL LITE UP RANDOMLY
06/25/2009	11:30	TECH STATES MVB 64 AT 36 AND 65. MVB 54 AT J42. ADVISED TECH TO REPLACE G182/G509 SENSOR, MECHATRONIC BOLTS, AND RUN BASIC SETTINGS.
06/25/2009	11:40	PARTS ON ORDER FOR REPAIR
06/25/2009	11:52	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
06/25/2009	11:52	ISSUE UPDATED

**Consultant's Closing Comments**

REPLACE TEMPERATURE SENSOR.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
470687	EOS	2008	WVWBA71FX8V [REDACTED]	11402	3885	06/25/2009	USA

#### Workshop Finding

ROAD TESTED VEHICLE AND DUPLICATED CONCERN. JERKS ON ACCELS. 1ST TO 2ND GEAR ONLY. RAN GFF AND HAVE NO FAULTS. PERFORMED MANUAL BASIC SETTING AS PER TECH TIP # 37-09-03. DROVE TESTED VEHICLE 12 MILES. WHEN COMING TO A COMPLETE STOP. AND THEN ACCEL JERKS FORWARD COUPLE OF TIMES, THEN GEAR ENGAGES. MVB 54= J08E0293.

Activity Date	Activity Time	Activity Comments
06/25/2009	12:36	CUSTOMER STATES TRANS JERKS ON ACCELS. & HESSITATES. ROAD TESTED VEHICLE AND DUPLICATED CONCERN. JERKS ON ACCELS. 1ST TO 2ND GEAR ONLY. RAN GFF AND HAVE NO FAULTS. PERFORMED MANUAL BASIC SETTING AS PER TECH TIP # 37-09-03. DROVE TESTED VEHICLE 12 MILES. WHEN COMING TO A COMPLETE STOP. AND THEN ACCEL JERKS FORWARD COUPLE OF TIMES, THEN GEAR ENGAGES.
06/25/2009	12:36	ISSUE OPENED BY DEALERSHIP
06/25/2009	12:40	ADVISE TECH TO REPLACE MECHATRONICS, FLUID FILTER , AND BOLTS.
06/25/2009	12:40	CUSTOMER COMMENTS: CUSTOMER STATES TRANS JERKS ON ACCELS. & HESSITATES.
06/25/2009	12:40	WORKSHOP FINDINGS: ROAD TESTED VEHICLE AND DUPLICATED CONCERN. JERKS ON ACCELS. 1ST TO 2ND GEAR ONLY. RAN GFF AND HAVE NO FAULTS. PERFORMED MANUAL BASIC SETTING AS PER TECH TIP # 37-09-03. DROVE TESTED VEHICLE 12 MILES. WHEN COMING TO A COMPLETE STOP. AND THEN ACCEL JERKS FORWARD COUPLE OF TIMES, THEN GEAR ENGAGES. MVB 54= J08E0293.
06/25/2009	12:48	ORDER PARTS FOR THE DSG TRANS. WAITING. BACKORDER.
06/26/2009	07:55	THANKS FOR THE UPDATE .
07/02/2009	10:00	PART ON ORDER
07/03/2009	07:57	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/03/2009	07:57	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
470745	JETTA	2008	3VWRJ71K18M [REDACTED]	8877	3885	06/25/2009	USA

**Workshop Finding**

n/a

Activity Date	Activity Time	Activity Comments
06/25/2009	13:18	CUSTOMER STATES THERE IS A HESITATION WHEN STARTING FROM A STOP AND THE VEHICLE JERKS. THERE IS ASLO A HARSH SHIFT BETWEEN 1-2 AND 2-3. PERFORMED ROAD TEST AND FOUND THERE TO BE A HESITATION WHEN STARTING FROM A STOP IN DRIVE AND THE VEHICLE JERKS. ASLO WHEN DRIVING THERE IS A SLIGHT HESITATION ON THE 1ST TO 2ND UPSHIFT. CHECKED DTC MEMORY. NO FAULTS STORED. MVB 54 READS J11B0565. MVB 64 READS 0 IN BOTH FIELDS
06/25/2009	13:18	ISSUE OPENED BY DEALERSHIP
06/25/2009	13:35	CUSTOMER COMMENTS: CUSTOMER STATES THERE IS A HESITATION WHEN STARTING FROM A STOP AND THE VEHICLE JERKS. THERE IS ASLO A HARSH SHIFT BETWEEN 1-2 AND 2-3. PERFORMED ROAD TEST AND FOUND THERE TO BE A HESITATION WHEN STARTING FROM A STOP IN DRIVE AND THE VEHICLE JERKS. ASLO WHEN DRIVING THERE IS A SLIGHT HESITATION ON THE 1ST TO 2ND UPSHIFT. CHECKED DTC MEMORY. NO FAULTS STORED. MVB 54 READS J11B0565. MVB 64 READS 0 IN BOTH FIELDS
06/25/2009	13:35	PLEASE REPLACE THE MECH UNIT.
06/25/2009	14:15	THE MECH UNIT HAS BEEN SPECIAL ORDERED. CUSTOMER WILL RETURN FOR REPAIR
06/25/2009	18:19	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
06/25/2009	18:19	ISSUE UPDATED

**Consultant's Closing Comments**

THE MECH UNIT HAS BEEN SPECIAL ORDERED. CUSTOMER WILL RETURN FOR REPAIR

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
470823	EOS	2008	WVWBA71F68V [REDACTED]	12660	3885	06/25/2009	USA

#### Workshop Finding

n/a

Activity Date	Activity Time	Activity Comments
06/25/2009	14:17	ISSUE OPENED BY DEALERSHIP
06/25/2009	14:17	TRANSMISSION IS SHIFTING VVERY HARSH, RAN THE MVB 54 AND GOT J08C0412, WILL THIS NEED A MECHATRONICS UNIT?
06/25/2009	14:23	ADVISED TO SET BASIC SETTING PER TT37 09 03 ROAD TEST 10 TO 15 MILES IF CONDITION STILL NOT PRESENT REPLACE MECHATRONICS UNIT, FLUID, FILTER AND BOLTS.
06/25/2009	14:23	CUSTOMER COMMENTS: TRANSMISSION IS SHIFTING VVERY HARSH, RAN THE MVB 54 AND GOT J08C0412, WILL THIS NEED A MECHATRONICS UNIT?
06/25/2009	14:23	ISSUE SENT TO DEALERSHIP
06/30/2009	11:03	WAITING ON NEW VALVE BODY AND PARTS,
06/30/2009	11:13	P1 WAITING ON PARTS. THANK YOU FOR THE UPDATE.
07/09/2009	12:32	SPOKE WITH LYNN IN SERVICE..... STATED THAT THEY ARE STILL WAITING FOR BACK ODERED PARTS TO ARRIVE.....
07/22/2009	15:07	STILL WAITING ON MECHATRONICS. EXPECTED DELIVERY DATE IS 7/27/09. WILL CLOSE THIS VTA AND OPEN A NEW ONE IF NECESSARY.
07/22/2009	15:23	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/22/2009	15:23	ISSUE UPDATED

#### Consultant's Closing Comments

D1 STILL WAITING ON MECHATRONICS. EXPECTED DELIVERY DATE IS 7/27/09. WILL CLOSE THIS VTA AND OPEN A NEW ONE IF NECESSARY.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
470955	EOS	2008	WVWDB71FX8V	10140	3885	06/25/2009	USA

#### Workshop Finding

THERE ARE NO FAULTS IN ANY OF THE CONTROL UNITS. TEST DRIVING THE VEHICLE, THE VEHICLE HAS A DELAY SHIFTING TO 1ST GEAR FROM A STOP. IN TRAFFIC, IT BECOMES MORE PRONOUNCED, THE RPM WILL GO DOWN, BUT NEVER STALL. THE BASIC SETTINGS HAVE BEEN PERFORMED, AND THE FLUID CONDITION / LEVEL IS OK. VERIFIED MECH UNIT SHUDDER. VEHICLE DID NOT STALL AT THIS TIME.  
MVB 54 IS: H46A0034. MVB 64 IS: 0/0.

Activity Date	Activity Time	Activity Comments
06/25/2009	16:04	ISSUE OPENED BY DEALERSHIP
06/25/2009	16:04	THE CUSTOMER IS CONCERNED W/ THE VEHICLE STALLING OUT, AND THEN THE IDLE IS VERY LOW. THERE ARE NO FAULTS IN ANY OF THE CONTROL UNITS. TEST DRIVING THE VEHICLE, THE VEHICLE HAS A DELAY SHIFTING TO 1ST GEAR FROM A STOP. IN TRAFFIC, IT BECOMES MORE PRONOUNCED, THE RPM WILL GO DOWN, BUT NEVER STALL. THE BASIC SETTINGS HAVE BEEN PERFORMED, AND THE FLUID CONDITION / LEVEL IS OK. MVB 54 IS: H46A0034. MVB 64 IS: 0/0.
06/25/2009	16:17	ADVISED TECH TO REPLACE MECH UNIT, BOLTS, FILTER AND FLUID THEN PERFORM BASIC SETTINGS PER TT37-09-03. ALSO REMOVE LINE AT N80 VALVE AND CHECK FOR FUEL, IF ANY FUEL IS FOUND PLEASE START A NEW VTA AND CALL BACK FOR THAT ISSUE.
06/25/2009	16:17	CUSTOMER COMMENTS: THE CUSTOMER IS CONCERNED W/ THE VEHICLE STALLING OUT, AND THEN THE IDLE IS VERY LOW.
06/25/2009	16:17	WORKSHOP FINDINGS: THERE ARE NO FAULTS IN ANY OF THE CONTROL UNITS. TEST DRIVING THE VEHICLE, THE VEHICLE HAS A DELAY SHIFTING TO 1ST GEAR FROM A STOP. IN TRAFFIC, IT BECOMES MORE PRONOUNCED, THE RPM WILL GO DOWN, BUT NEVER STALL. THE BASIC SETTINGS HAVE BEEN PERFORMED, AND THE FLUID CONDITION / LEVEL IS OK. VERIFIED MECH UNIT SHUDDER. VEHICLE DID NOT STALL AT THIS TIME. MVB 54 IS: H46A0034. MVB 64 IS: 0/0.
06/25/2009	16:31	GIULIO, THERE IS NO EVIDENCE OF FUEL AT THE N80 VALVE ON THIS VEHICLE. I HAVE ORDERED THE MECH UNIT, BOLTS AND FILTER. I WILL LEAVE THE VTA OPEN UNTIL THE VEHICLE IS REPAIRED.
06/26/2009	17:59	THANKS FOR THE UPDATE.
07/02/2009	15:18	P1 MICHAEL STATED THEY ARE WAITING ON BACK ORDERED PARTS.
07/09/2009	14:55	SPOKE WITH KATHY IN SERVICE..... STATED THAT THE RO HAS BEEN CLOSED OUT AND SHE WILL HAVE THE TECH CLOSE OUT THE TICKET TODAY..... D1
07/09/2009	17:33	CUSTOMER HAS TAKEN THE VEHICLE. THE CAR HAS NOT BEEN REPAIRED YET. THE MECH UNIT IS STILL ON RED ORDER. I AM CLOSING THE TICKET. IF THERE IS ANOTHER PROBLEM W/ THE CAR ONCE THE PART HAS ARRIVED AND HAS BEEN INSTALLED, I WILL OPEN ANOTHER VTA. THANK YOU FOR YOUR HELP.
07/09/2009	18:19	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/09/2009	18:19	ISSUE UPDATED

#### Consultant's Closing Comments

TECH TO REPLACE MECH UNIT, COMPLETED.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
470960	JETTA	2008	3VWRA71KX8M [REDACTED]	13015	3885	06/25/2009	USA

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

Activity Date	Activity Time	Activity Comments
06/25/2009	16:16	CLIENT STATES VEHICLE STUTTERS COMING TO A STOP. VEHICLE FEELS LIKE ITS GOING TO STALL. TEST DRIVE, DID DUPLICATE PROBLEM, DSG TRANS. DISPLAY GROUP 54 J12A0388
06/25/2009	16:16	ISSUE OPENED BY DEALERSHIP
06/25/2009	16:19	CUSTOMER COMMENTS: CLIENT STATES VEHICLE STUTTERS COMING TO A STOP. VEHICLE FEELS LIKE ITS GOING TO STALL. TEST DRIVE, DID DUPLICATE PROBLEM, DSG TRANS. DISPLAY GROUP 54 J12A0388
06/25/2009	16:19	PLEASE REPLACE THE MECH UNIT.
06/25/2009	16:37	ORDER UNIT.
06/25/2009	18:42	THANKS FOR THE UPDATE.
07/01/2009	14:21	ORDER SOP.
07/01/2009	19:05	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/01/2009	19:05	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
471018	EOS	2008	WVWBA71F28V [REDACTED]	31452	3885	06/25/2009	USA

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

Activity Date	Activity Time	Activity Comments
06/25/2009	17:24	ISSUE OPENED BY DEALERSHIP
06/25/2009	17:24	TRANSMISSION IS TERRIBLE. BUCKS AND BANGS AND SHIFTS HARD AND ROLLS BACK ON HILL, FLUID LEVEL AND CONDITION GOOD, RAN BASIC SETTINGS AND ROAD TESTED AGAIN, NOT ANY BETTER, MVB 54 H28J0236, MVB 64 0 0. PLEASE ADVISE.
06/25/2009	17:31	CUSTOMER COMMENTS: TRANSMISSION IS TERRIBLE. BUCKS AND BANGS AND SHIFTS HARD AND ROLLS BACK ON HILL, FLUID LEVEL AND CONDITION GOOD, RAN BASIC SETTINGS AND ROAD TESTED AGAIN, NOT ANY BETTER, MVB 54 H28J0236, MVB 64 0 0. PLEASE ADVISE.
06/25/2009	17:31	TECH PERFORMED BASIC SETTINGS IN VSD WITH SAME CONCERN PRESENT. ADVISED TECH TO REPLACE MECHATRONIC UNIT, FLUID, FILTER, AND BOLTS.
06/30/2009	12:02	ORDERED MECHATRONICS, ON BACKORDER. THANKS FOR THE HELP.
06/30/2009	12:02	THANKS FOR UPDATE. P1
07/09/2009	13:02	SPOKE WITH BEN IN SERVICE..... STATED THAT THEY ARE STILL WAITING ON BACK ORDERED PARTS TO ARRIVE.....
07/28/2009	17:14	R&R MECHATRONICS, RAN BASIC SETTINGS, TEST DROVE, DRIVES MUCH BETTER NOW. THANKS FOR THE HELP.
07/28/2009	17:35	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/28/2009	17:35	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
471045	JETTA	2008	3VWRJ71K38M [REDACTED]	10693	3885	06/25/2009	USA

#### Workshop Finding

NO FAULTS.

Activity Date	Activity Time	Activity Comments
06/25/2009	18:13	CUSTOMER STATES VEHICLE HESITATES WHEN ACCELERATING FROM A STOP. ESPECIALLY ON A HILL. PLEASE ADVISE.
06/25/2009	18:13	ISSUE OPENED BY DEALERSHIP
06/25/2009	18:24	ADVISED THE TECH PERFORM BASIC SETTINGS AND RE EVALUATE. GET MVB 54 AND 64 AND UPDATE THE VTA WITH RESULTS.
06/25/2009	18:24	CUSTOMER COMMENTS: CUSTOMER STATES VEHICLE HESITATES WHEN ACCELERATING FROM A STOP. ESPECIALLY ON A HILL. PLEASE ADVISE.
06/25/2009	18:24	WORKSHOP FINDINGS: NO FAULTS.
06/25/2009	18:53	PERFORMED BASIC SETTINGS ON THE DSG TRANSMISSION. NO CHANGE IN OPERATION, STILL BOUNCES INTO GEAR. CHECKED MEASURED VALUES #54 & 64 FOUND THEM TO BE DOUBLE ZERO'S AND J15D0088. PLEASE LET ME KNOW WHAT YOU WOULD LIKE ME TO DO.
06/26/2009	12:42	PLEASE REPLACE THE MECH UNIT.
06/26/2009	12:54	VEHICLE IS STAYING, BOUNCING IS PRETTY SEVERE. ORDERED MACH. UNIT, GASKET, FLUID AND FILTER. WILL KEEP TICKET OPEN SINCE VEHICLE IS STAYING. THANKS FOR THE HELP.
06/26/2009	19:29	THANKS FOR THE UPDATE.
07/01/2009	19:11	ORDERED REPLACEMENT BOLTS ALSO. WILL LET YOU KNOW WHEN THE PARTS COME IN.
07/02/2009	15:40	PARTS ARE STILL ON ORDER. P1
07/09/2009	15:51	SPOKE WITH NATASHIA IN SERVICE..... STATED THAT THEY ARE STILL WAITING ON BACK ORDERED PARTS TO ARRIVE.....
07/31/2009	13:07	PARTS STILL ON ORDER MACHATRONICS UNIT
07/31/2009	17:09	THANKS FOR THE UPDATE.
08/03/2009	13:18	PARTS SHOULD BE HERE TOMORROW. WILL UPDATE WHEN PARTS ARE RECIEVED. THANKS
08/03/2009	18:13	THANKS FOR THE UPDATE.
08/05/2009	11:22	VEHICLE IS FINALLY FINISHED, INSTALLED REPLACEMENT MECH. UNIT, REPLACED FILTER, AND FLUID. RESET BASIC SETTINGS AND VEHICLE OPERATES AS DESIGNED. THANKS FOR THE HELP.
08/05/2009	17:28	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
08/05/2009	17:28	ISSUE UPDATED

#### Consultant's Closing Comments

ERIC GLISSMANN: CLOSING IN PROCESS: DEALER COMPLETE: VEHICLE IS FINALLY FINISHED, INSTALLED REPLACEMENT MECH. UNIT, REPLACED FILTER, AND FLUID. RESET BASIC SETTINGS AND VEHICLE OPERATES AS DESIGNED. THANKS FOR THE HELP.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
471048	JETTA	2009	3VWPL71K69M [REDACTED]	9823	3885	06/25/2009	USA

#### Workshop Finding

n/a

Activity Date	Activity Time	Activity Comments
06/25/2009	18:17	ISSUE OPENED BY DEALERSHIP
06/25/2009	18:17	VEHICLE IS IN WITH CONCERN OF HESITATION WHEN ACCELERATOR IS PRESSED AND ALSO CONCERN OF VEHICLE ROLLING BACK ON HILLS BEFORE 1ST GEAR ENGAGES. CUSTOMER IS CONCERNED OF ROLLING BACK INTO SOMEONE. NO FAULTS IN SYSTEM.
06/25/2009	18:18	CUSTOMER COMMENTS: VEHICLE IS IN WITH CONCERN OF HESITATION WHEN ACCELERATOR IS PRESSED AND ALSO CONCERN OF VEHICLE ROLLING BACK ON HILLS BEFORE 1ST GEAR ENGAGES. CUSTOMER IS CONCERNED OF ROLLING BACK INTO SOMEONE. NO FAULTS IN SYSTEM.
06/25/2009	18:18	PLEASE REPLACE THE MECH UNIT.
06/26/2009	16:53	PART ORDERED VIA RED ORDER.
06/26/2009	18:29	THANKS FOR THE UPDATE.
07/01/2009	12:14	PART HAS ARRIVED, WAITING FOR VEHICLE TO RETURN FOR REPAIRS.
07/01/2009	19:07	THANKS FOR THE UPDATE.
07/02/2009	14:07	P1 SPOKE TO DWAIN IN VW SERVICE VEHICLE IS HOLDING FOR PARTS.
07/09/2009	16:10	SPOKE WITH DUANE IN SERVICE..... STATED THAT THEY ARE STILL WAITING ON BACK ORDERED PARTS TO ARRIVE.....
08/10/2009	16:51	WAITING FOR MECH UNIT TO ARRIVE. VEHICLE HAS LEFT DEALERSHIP.
08/10/2009	17:48	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
08/10/2009	17:48	ISSUE UPDATED

#### Consultant's Closing Comments

WAITING FOR MECH UNIT TO ARRIVE. VEHICLE HAS LEFT DEALERSHIP.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
471078	JETTA	2008	3VWRJ71K08M [REDACTED]	33318	3885	06/26/2009	USA

#### Workshop Finding

ROAD TESTED VEHICLE AND VERIFIED THAT VEHICLE HARSHLY ENGAGES FIRST GEAR. CHECKED FOR FAULTS AND NO FAULTS IN ANY SYSTEM. VALUE BLOCK 54- J05J0037, 64- 0 0. TECH HAS PERFORMED MANUAL BASIC SETTINGS

Activity Date	Activity Time	Activity Comments
06/26/2009	08:36	CUSTOMER STATES THAT VEHICLE LURCHES WHEN ACCELERATOR IS PRESSED. ROAD TESTED VEHICLE AND VERIFIED THAT VEHICLE HARSHLY ENGAGES FIRST GEAR. CHECKED FOR FAULTS AND NO FAULTS IN ANY SYSTEM. VALUE BLOCK 54- J05J0037, 64- 0 0.
06/26/2009	08:36	ISSUE OPENED BY DEALERSHIP
06/26/2009	08:39	ADVISE TECH TO REPLACE VALVE BODY , BOLTS, FLUID, AND FILTER.
06/26/2009	08:39	CUSTOMER COMMENTS: CUSTOMER STATES THAT VEHICLE LURCHES WHEN ACCELERATOR IS PRESSED.
06/26/2009	08:39	WORKSHOP FINDINGS: ROAD TESTED VEHICLE AND VERIFIED THAT VEHICLE HARSHLY ENGAGES FIRST GEAR. CHECKED FOR FAULTS AND NO FAULTS IN ANY SYSTEM. VALUE BLOCK 54- J05J0037, 64- 0 0. TECH HAS PERFORMED MANUAL BASIC SETTINGS
07/03/2009	14:54	SPOKE WITH SHERRY IN VW SERVICE AND STATED THAT THEY ARE WAITING ON THE MECHATRONICS P1
07/10/2009	13:27	SPOKE WITH ANTHONY IN SERVICE..... STILL WAITING FOR BACK ORDERED PARTS TOO ARRIVE.....
08/05/2009	11:21	REPLACED MECHATRONICS UNIT AND REPAIRS SUCCESSFUL
08/05/2009	18:03	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
08/05/2009	18:03	ISSUE UPDATED

#### Consultant's Closing Comments

TE: REPLACED MECHATRONICS UNIT AND REPAIRS SUCCESSFUL

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
471109	JETTA	2009	3VWTL71K59M [REDACTED]	1506	3885	06/26/2009	USA

#### Workshop Finding

n/a

Activity Date	Activity Time	Activity Comments
06/26/2009	09:15	CUST STATES DRIVING DOWN THE HIGHWAY, TRANS QUILTS PULLING, SHIFTER PIXELS FLASH, ALSO DID IT 1 TIME AFTER SITTING AT IDLE THEN TRYING TO PULL OFF----MS, NO CODES PRESENT, TEST DROVE CAR AND COULD NOT DUPLICATE CONCERN, TCM #02E300052, CODING 20, SW 1914, HAS THERE BEEN ANY REPORTS OF THIS?
06/26/2009	09:15	ISSUE OPENED BY DEALERSHIP
06/26/2009	09:31	ADVISED TO UPDATE TICKET WITH MVB'S 54 & 64.
06/26/2009	09:31	CUSTOMER COMMENTS: CUST STATES DRIVING DOWN THE HIGHWAY, TRANS QUILTS PULLING, SHIFTER PIXELS FLASH, ALSO DID IT 1 TIME AFTER SITTING AT IDLE THEN TRYING TO PULL OFF----MS, NO CODES PRESENT, TEST DROVE CAR AND COULD NOT DUPLICATE CONCERN, TCM #02E300052, CODING 20, SW 1914, HAS THERE BEEN ANY REPORTS OF THIS?
06/26/2009	09:50	MVB 54-JM42M0040, MVB 64 BLK1 8, BLK2 10
06/26/2009	09:57	ADVISED TO REPLACE SPEED/ TEMP SENSOR G182/G509 ALSO REPLACE BOLTS FOR MECH UNIT.
06/30/2009	09:04	SENSOR ON ORDER, B/O
06/30/2009	10:24	P1 WAITING ON BACK ORDERED PARTS. THANK YOU FOR THE UPDATE.
07/06/2009	09:12	INSTALLED G182/G509 SENSOR, RESET BASIC SETTINGS, OK AT THIS TIME
07/06/2009	10:05	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/06/2009	10:05	ISSUE UPDATED

#### Consultant's Closing Comments

D1 INSTALLED G182/G509 SENSOR, RESET BASIC SETTINGS, OK AT THIS TIME

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
471112	EOS	2009	WVWBA71F79V [REDACTED]	1368	3732	06/26/2009	USA

**Workshop Finding**

TECH HAS NOT DUPLICATED CONCERN. MVB 64= 18/25

Activity Date	Activity Time	Activity Comments
06/26/2009	09:18	ISSUE OPENED BY DEALERSHIP
06/26/2009	09:18	REVERENCE TICKET #417094, I ACCIDENTALLY WROTE THE TICKET IN ANOTHER TECH'S NAME.
06/26/2009	09:31	ADVISE TECH TO REPLACE SPEED SENSOR/ TEMP SENSOR.
06/26/2009	09:31	CUSTOMER COMMENTS: REVERENCE TICKET #417094, I ACCIDENTALLY WROTE THE TICKET IN ANOTHER TECH'S NAME. CUSTOMER STATES HE WAS DRIVING AND THE VEHICLE NEUTRALED OUT.
06/26/2009	09:31	WORKSHOP FINDINGS: TECH HAS NOT DUPLICATED CONCERN. MVB 64= 18/25
07/03/2009	13:09	P2 SPOKE TO GREGG IN SERVICE AND VEHICLE IS WAITING ON PARTS.
07/07/2009	15:31	RECEIVED PART AND REPLACED SENSOR IN QUESTION, ALSO REPLACED ALL MECHATRONIC BOLTS AND TRANS PAN GASKET. TEST DROVE VEHICLE AND IS NOW OPERATING AS DESIGNED.
07/07/2009	16:26	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/07/2009	16:26	ISSUE UPDATED

**Consultant's Closing Comments**

REPLACE SPEED SENSOR/ TEMP SENSOR.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
471113	RABBIT	2009	WVWHV71K29W [REDACTED]	5926	3490	06/26/2009	USA

#### Workshop Finding

n/a

Activity Date	Activity Time	Activity Comments
06/26/2009	09:18	ISSUE OPENED BY DEALERSHIP
06/26/2009	09:18	TRANS WILL GO OUT OF GEAR WHILE DRIVING DOWN HIGHWAY. CUST STATE THE RPM WILL RAISE AND THE START SLOWING DOWN. THE SHIFT PRNDL WILL START FLASHING ALSO WHEN THIS HAPPENS, THEN HE PULLS OVER AND STOPS AND RESTARTS THE ENGINE AND IT'S OK AGAIN FOR A WHILE. SEE VTA 458325.
06/26/2009	09:31	CUSTOMER COMMENTS: TRANS WILL GO OUT OF GEAR WHILE DRIVING DOWN HIGHWAY. CUST STATE THE RPM WILL RAISE AND THE START SLOWING DOWN. THE SHIFT PRNDL WILL START FLASHING ALSO WHEN THIS HAPPENS, THEN HE PULLS OVER AND STOPS AND RESTARTS THE ENGINE AND IT'S OK AGAIN FOR A WHILE. SEE VTA 458325.
06/26/2009	09:31	TECH NEEDS TO GET MVB 64 AND 54 KOEO
06/26/2009	09:49	MVB 64 7 10 MVB 54 J37J0212
06/26/2009	09:53	DUE TO MVB 64 THE TECH NEEDS TO REPLACE THE G509 WITH PART NUMBER 02E927321A. THE BOLTS FOR THE MECHATRONIC SHOULD BE REPLACED.
06/29/2009	08:40	PART ORDERED
06/29/2009	11:15	ISSUE SENT TO DEALERSHIP
06/30/2009	10:45	CLOSING
06/30/2009	10:45	INSTALLED PART, ROADTESTED 23 MILES, OK
06/30/2009	10:50	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
06/30/2009	10:50	ISSUE UPDATED

#### Consultant's Closing Comments

DUE TO MVB 64 THE TECH NEEDS TO REPLACE THE G509 WITH PART NUMBER 02E927321A. THE BOLTS FOR THE MECHATRONIC SHOULD BE REPLACED.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
471185	EOS	2008	WVWBA71F38V [REDACTED]	9036	3885	06/26/2009	USA

#### Workshop Finding

n/a

Activity Date	Activity Time	Activity Comments
06/26/2009	10:45	CUST. STATES CAR HAS JERKING MOTION WHEN TAKING OFF FROM A STOP.  RAOD TEST- FOUND VEHICLE HAVING A JERK FEELING WHEN STARTING OFF FROM A LIGHT. CHECKED DTC WITH GFF= NONE IN THE ENGINE OR TRANS. MECHATRONIC ID- H39P0086.
06/26/2009	10:45	ISSUE OPENED BY DEALERSHIP
06/26/2009	10:46	GFF LOG ON THE VEHICLE.
06/26/2009	10:49	PLEASE REPLACE THE MECH UNIT.
06/26/2009	11:41	PARTS ARE ON ORDER FOR THE VEHICLE. VEHIC LE IS LEAVING UNTIL PARTS COME IN.
06/26/2009	18:01	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
06/26/2009	18:01	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
471268	EOS	2008	WVWBA71F68V [REDACTED]	24192	3885	06/26/2009	USA

#### Workshop Finding

JERKY ACCELERATION

Activity Date	Activity Time	Activity Comments
06/26/2009	12:03	ISSUE OPENED BY DEALERSHIP
06/26/2009	12:03	THE CUSTOMER IS CONCERNED W/ THE TRANS NOT SHIFTING PROPERLY. IT IS JERKING ON ACCELERATION. TEST DRIVING THE CAR, IT HAS A DELAYED ENGAGEMENT IN 1ST GEAR WHEN ACCELERATING. YOU GIVE IT AN INPUT, AND THEN IT WILL GIVE YOU AN OUTPUT, BUT IT WILL ENGAGE HARSHLY. THE BASIC SETTINGS FOR THE TRANSMISSION WAS PERFORMED, AND TEST DRIVING THE CAR, IT MADE NO DIFFERENCE. THE FLUID LEVEL AND THE CONDITION IS OK. MVB#54 IS H39P0120. MVB#64 IS 0/0. I AM WANTING TO REPLACE THE MECH UNIT.
06/26/2009	12:12	CUSTOMER COMMENTS: THE CUSTOMER IS CONCERNED W/ THE TRANS NOT SHIFTING PROPERLY. IT IS JERKING ON ACCELERATION. TEST DRIVING THE CAR, IT HAS A DELAYED ENGAGEMENT IN 1ST GEAR WHEN ACCELERATING. YOU GIVE IT AN INPUT, AND THEN IT WILL GIVE YOU AN OUTPUT, BUT IT WILL ENGAGE HARSHLY. THE BASIC SETTINGS FOR THE TRANSMISSION WAS PERFORMED, AND TEST DRIVING THE CAR, IT MADE NO DIFFERENCE. THE FLUID LEVEL AND THE CONDITION IS OK. MVB#54 IS H39P0120. MVB#64 IS 0/0. I AM WANTING TO REPLACE THE MECH UNIT.
06/26/2009	12:12	REPLACE THE MECH, FLUID, FILTER AND BOLTS. SET BASIC SETTINGS AND RETEST.
06/26/2009	12:12	WORKSHOP FINDINGS: JERKY ACCELERATION
07/01/2009	11:01	THE MECH UNIT WAS ORDERED THE 26TH OF JUNE AS A RED ORDER. NO ESTIMATE ON DUE DATE. I WILL UPDATE THE TICKET W/ MORE INFO WHEN I HAVE IT.
07/01/2009	11:20	MECH RED ORDERED P1
07/10/2009	13:53	SPOKE WITH DERRICK IN SERVICE..... STATED THAT THEY ARE STILL WAITING ON BACK ORDERED PARTS TO ARRIVE.....
07/21/2009	08:23	STILL WAITING ON PART. RED ORDERED.
07/21/2009	10:44	ISSUE SENT TO DEALERSHIP
07/30/2009	10:43	THE MECH UNIT HAS BEEN INSTALLED, BASIC SETTINGS SET, AND TEST DRIVEN. THE VEHICLE IS OPERATING TO MANUFACT. SPECIFICATIONS AT THIS TIME. THANK YOU FOR YOUR HELP.
07/30/2009	18:44	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/30/2009	18:44	ISSUE UPDATED

#### Consultant's Closing Comments

THE MECH UNIT HAS BEEN INSTALLED, BASIC SETTINGS SET, AND TEST DRIVEN. THE VEHICLE IS OPERATING TO MANUFACT. SPECIFICATIONS AT THIS TIME.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
471271	JETTA	2008	3VWRJ71K78M [REDACTED]	20953	3885	06/26/2009	USA

#### Workshop Finding

TECH STATES FLUID LEVEL AND CONDITION IS GOOD.

Activity Date	Activity Time	Activity Comments
06/26/2009	12:04	CUSTOMER STATES VEHICLE IS VERY JERKY WHEN TAKING OFF FROM A STOP. PERFORMED TECH TIP 37-09-03 CLUTCH ADAPTATION 6/23/09 REVERSE GOT BETTER, FORWARD HAS GOTTEN WORSE. MVB 54 J11B0317, MVB 64: 0 0
06/26/2009	12:04	ISSUE OPENED BY DEALERSHIP
06/26/2009	12:21	ADVISED THE TECH TO REPLACE THE MECATRONICS, FLUID AND BOLTS. UPDATE THE VTA WITH RESULTS.
06/26/2009	12:21	CUSTOMER COMMENTS: CUSTOMER STATES VEHICLE IS VERY JERKY WHEN TAKING OFF FROM A STOP. PERFORMED TECH TIP 37-09-03 CLUTCH ADAPTATION 6/23/09 REVERSE GOT BETTER, FORWARD HAS GOTTEN WORSE. MVB 54 J11B0317, MVB 64: 0 0
06/26/2009	12:21	WORKSHOP FINDINGS: TECH STATES FLUID LEVEL AND CONDITION IS GOOD.
06/26/2009	14:15	SOP PARTS, NO ETA
06/26/2009	19:28	THANKS FOR THE UPDATE.
07/03/2009	16:22	SPOKE WITH PHIL. CAR IS WAITING ON PARTS. P1
07/10/2009	16:32	SPOKE WITH JEN IN SERVICE..... STILL WAITING ON BACK ORDERED PARTS TO ARRIVE.....
07/27/2009	16:02	REPLACE MECHATRONIC UNIT, BOLTS, GASKET, FLUID AND FILTER. SET BASIC SETTINGS TEST DRIVE OK.
07/27/2009	16:41	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/27/2009	16:41	ISSUE UPDATED

#### Consultant's Closing Comments

MATTHEW SIMMONDS: CLOSING IN PROCESS: DEALER COMPLETE: REPLACE MECHATRONIC UNIT, BOLTS, GASKET, FLUID AND FILTER. SET BASIC SETTINGS TEST DRIVE OK.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
471273	JETTA	2008	3VWRJ71K98M [REDACTED]	18343	3885	06/26/2009	USA

**Workshop Finding**

n/a

Activity Date	Activity Time	Activity Comments
06/26/2009	12:05	ISSUE OPENED BY DEALERSHIP
06/26/2009	12:05	WITH A/C ON VEHICLE HAS MAJOR JERK ON ACCELL, VERIFIED CUSTOMER COMPLIANT, WHEN TAKING OFF, YOU PUSH GAS IT STARTS TO ROLL, THEN TAKES OFF, NO CODES FOUND, FLUID OK,
06/26/2009	12:10	CUSTOMER COMMENTS: WITH A/C ON VEHICLE HAS MAJOR JERK ON ACCELL, VERIFIED CUSTOMER COMPLIANT, WHEN TAKING OFF, YOU PUSH GAS IT STARTS TO ROLL, THEN TAKES OFF, NO CODES FOUND, FLUID OK,
06/26/2009	12:10	PLEASE REPLACE THE MECH UNIT.
06/30/2009	17:35	PART IS ORDERED CAR LET UNTIL PART ARRIVES
06/30/2009	18:52	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
06/30/2009	18:52	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
471331	RABBIT	2008	WVWKC71KX8W [REDACTED]	24848	3885	06/26/2009	USA

#### Workshop Finding

n/a

Activity Date	Activity Time	Activity Comments
06/26/2009	13:13	2008 R32 DSG TRANS SLAMS INTO GEAR. PERFORMED GFF NO CODES UNABLE TO ATTACH TO VTA. PERFORMED BASIC SETTING OF 61 AND 60 STILL SLAMS INTO REVERS AND SOME TIMES FORWARD ASFTER COMMING TO A STOP.
06/26/2009	13:13	ISSUE OPENED BY DEALERSHIP
06/26/2009	13:17	CUSTOMER COMMENTS: 2008 R32 DSG TRANS SLAMS INTO GEAR. PERFORMED GFF NO CODES UNABLE TO ATTACH TO VTA. PERFORMED BASIC SETTING OF 61 AND 60 STILL SLAMS INTO REVERS AND SOME TIMES FORWARD ASFTER COMMING TO A STOP.
06/26/2009	13:17	TECH NEEDS TO GET THE READINGS IN MVB 54 AND 64 IN THE TRANS WITH KOEO AND UPDATE THE VTA AND CALL BACK
06/26/2009	13:20	MVB 54 SAYS H24M0544 AND 64 FEILD 1 IS A 0 AND ALSO FIELD 2 IS 0
06/26/2009	13:23	ADVISED TECHNICIAN TO REPLACE MECHATRONIC UNIT, FLUID, FILTER, AND BOLTS.
06/26/2009	13:25	ORDERD PARTS THANK YOU
06/26/2009	13:59	THANKS FOR THE UPDATE
07/03/2009	15:04	SPOKE WITH JOEY IN VW SERVICE STATED THAT STILL WAITING ON THE MECHATRONICS UNIT P1
07/10/2009	09:21	STILL WAITING FOR BACK ORDERED MECHATRONICS
07/10/2009	09:29	THANKS FOR THE UPDATE
07/13/2009	14:42	STILL WAITING FOR PARTS- NO ETA AS PER POC
07/13/2009	15:57	THANKS FOR THE UPDATE
07/15/2009	08:59	ORDERED MECHATRONIC RED-CUSTOMER TOOK VEHICLE & WILL RETURN WHEN PARTS ARRIVE. THANKS FOR THE HELP
07/15/2009	09:06	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/15/2009	09:06	ISSUE UPDATED

#### Consultant's Closing Comments

ORDERED MECHATRONIC RED-CUSTOMER TOOK VEHICLE & WILL RETURN WHEN PARTS ARRIVE. THANKS FOR THE HELP

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
471364	EOS	2008	WVWBA71F38V [REDACTED]	20984	3885	06/26/2009	USA

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

Activity Date	Activity Time	Activity Comments
06/26/2009	13:49	CUSTOMER STATES BAD SURGING IN LOW GEARS, AFTER WARMED UP, CAR JERKS AT LOW SPEEDS FORWARD OR BACKING. DUPLICATED CUSTOMERS CONCERN, BUCKING IN ALL GEARS, WITH OR WITHOUT PRESSING GAS PEDAL, AFTER RELEASING BRAKE, AND WHILE DRIVING STOP AND GO. PERFORMED DSG BASIC SETTINGS, NO CHANGE. MVB 54 H42K0523; MVB 2 P, P, 00000000, P
06/26/2009	13:49	ISSUE OPENED BY DEALERSHIP
06/26/2009	13:53	ADVISE TECH TO REPLACE MECHATRONICS, FLUID , FILTER , AND BOLTS, PERFORM BASIC SETTINGS.
06/26/2009	13:53	CUSTOMER COMMENTS: CUSTOMER STATES BAD SURGING IN LOW GEARS, AFTER WARMED UP, CAR JERKS AT LOW SPEEDS FORWARD OR BACKING. DUPLICATED CUSTOMERS CONCERN, BUCKING IN ALL GEARS, WITH OR WITHOUT PRESSING GAS PEDAL, AFTER RELEASING BRAKE, AND WHILE DRIVING STOP AND GO. PERFORMED DSG BASIC SETTINGS, NO CHANGE. MVB 54 H42K0523; MVB 2 P, P, 00000000, P
07/03/2009	16:50	SPOKE WITH TIM IN SERVICE. PARTS ARE ON ORDER AND THE VEHICLE HAS BEEN RELEASED. TECH TO CLOSE VTA. C1
07/06/2009	20:03	SPECIAL ORDER PARTS, WILL OPEN NEW VTA WHEN PARTS ARRIVE.
07/07/2009	07:30	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/07/2009	07:30	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
471366	RABBIT	2009	WVWHV71K39W [REDACTED]	5008	3885	06/26/2009	USA

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

Activity Date	Activity Time	Activity Comments
06/26/2009	13:51	CUSTOMER STATES " WHILE DRIVING TRANS SELECTOR ON DASH WILL LIGHT UP AND FLASH, WHILE DRIVING TRANS WILL FEEL LIKE ITS IN NEUTRAL CAR WILL NOT MOVE. RESTART CAR AND EVERYTHING IS FINE" RAN GFF, NO FAULTS FOUND, TEST DROVE VEHICLE FOR 5 MILES. COULD NOT DUPLICATE. CHECKED MECHASTONIRC BUILD DATE "J17N0582"
06/26/2009	13:51	ISSUE OPENED BY DEALERSHIP
06/26/2009	13:57	CUSTOMER COMMENTS: CUSTOMER STATES " WHILE DRIVING TRANS SELECTOR ON DASH WILL LIGHT UP AND FLASH, WHILE DRIVING TRANS WILL FEEL LIKE ITS IN NEUTRAL CAR WILL NOT MOVE. RESTART CAR AND EVERYTHING IS FINE" RAN GFF, NO FAULTS FOUND, TEST DROVE VEHICLE FOR 5 MILES. COULD NOT DUPLICATE. CHECKED MECHASTONIRC BUILD DATE "J17N0582"
06/26/2009	13:57	PLEASE CHECK MVB 64.
06/26/2009	14:07	ADVISED THE TECH THAT SINCE MVB 64 WAS AT 0 0 PLEASE REPLACE THE MECHATRONICS, FLUID AND BOLTS. UPDATE THE VTA WITH RESULTS.
07/03/2009	13:36	SPOKE TO LEON IN SERVICE. SPECIAL ORDER PARTS ARE ON ORDER. VEHICLE TO RETURN FOR INSTALLATION; P1.
07/03/2009	14:26	PART ON ORDER.
07/03/2009	18:04	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/03/2009	18:04	ISSUE UPDATED

<b>Consultant's Closing Comments</b>
ADVISED THE TECH THAT SINCE MVB 64 WAS AT 0 0 PLEASE REPLACE THE MECHATRONICS, FLUID AND BOLTS. UPDATE THE VTA WITH RESULTS.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
471368	EOS	2008	WVWBA71F68V [REDACTED]	6805	3885	06/26/2009	USA

#### Workshop Finding

TEST DROVE VEHICLE WHEN VEHICLE IS ON DRIVE IT FEEL LIKE IT JARKS AND BACKING UP FEEL THAT SOME.. THERE IS NO FAULT FOR TRANS..  
TECH HAS PERFORMED BASIC SETTING

Activity Date	Activity Time	Activity Comments
06/26/2009	13:52	CUSTOMER STASTES AT TIME WHEN BACKING UP ... CAR JARKS AND IT FEELS AS IF SOMEONE IS TAPPING THE BRAKES AT THE SAME TIME . I TEST DROVE VEHICLE WHEN VEHICLE IS ON DRIVE IT FEEL LIKE IT JARKS AND BACKING UP FEEL THAT SOME.. THERE IS NO FAULT FOR TRANS..
06/26/2009	13:52	ISSUE OPENED BY DEALERSHIP
06/26/2009	14:38	ADVISE TECH NEED READINGS FROM TCM MVB 54 AND 64
06/26/2009	14:38	CUSTOMER COMMENTS: CUSTOMER STASTES AT TIME WHEN BACKING UP ... CAR JARKS AND IT FEELS AS IF SOMEONE IS TAPPING THE BRAKES AT THE SAME TIME . I
06/26/2009	14:38	WORKSHOP FINDINGS: TEST DROVE VEHICLE WHEN VEHICLE IS ON DRIVE IT FEEL LIKE IT JARKS AND BACKING UP FEEL THAT SOME.. THERE IS NO FAULT FOR TRANS.. TECH HAS PERFORMED BASIC SETTING
06/26/2009	15:27	READING ON TCM.. MVB 54 IS J12E0287 AND 64 IS O/O
06/26/2009	15:36	ADVISE TECH TO REPLACE MECHATRONICS, FLUID , FILTER AND BOLTS AND REPERFORM BASIC SETTINGS.
07/03/2009	13:28	SPOKE TO PASCAL IN SERVICE. VEHICLE IS WAITING FOR SPECIAL ORDER PARTS; P1.
07/06/2009	10:33	PARTS DELAYED. CLOSING CASE NOW.
07/06/2009	15:49	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/06/2009	15:49	ISSUE UPDATED

#### Consultant's Closing Comments

PARTS DELAYED. CLOSING CASE NOW.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
471396	JETTA	2008	3VWRJ71K08M [REDACTED]	26403	3885	06/26/2009	USA

#### Workshop Finding

WHEN WARM VEHICLE BUCKS AND JERKS WHEN PULLING OUT

Activity Date	Activity Time	Activity Comments
06/26/2009	14:18	ISSUE OPENED BY DEALERSHIP
06/26/2009	14:18	WHEN WARM VEHICLE BUCKS AND JERKS WHEN PULLING OUT. SHIFTS HARD SPORADICALLY 1/2 & 2/3 WHEN WARM. USED GFF NO FAULT CODES VEHICLE
06/26/2009	14:27	CUSTOMER COMMENTS: WHEN WARM VEHICLE BUCKS AND JERKS WHEN PULLING OUT. SHIFTS HARD SPORADICALLY 1/2 & 2/3 WHEN WARM. USED GFF NO FAULT CODES VEHICLE
06/26/2009	14:27	GET MVB 54 IN 02
06/26/2009	14:27	WORKSHOP FINDINGS: WHEN WARM VEHICLE BUCKS AND JERKS WHEN PULLING OUT
06/26/2009	14:28	REPLACE MECHATRONCIS, FLUID AND FILTER SET BASIC SETTING AFTER REPAIRS
07/03/2009	12:41	LEFT A MESSAGE IN SERVICE
07/03/2009	12:56	P1 SPOKE TO ELLEN IN SERVICE AND ETA OF PART IS JULY 20TH. VEHICLE IS STILL AT DEALERSHIP.
07/03/2009	13:04	PART ETA 7/27/09 AS OF 7/3/09
07/06/2009	09:50	PART ETA 7/31/09 AS OF 7/6/09
07/08/2009	19:03	UPDATE AFTER PARTS ARE INSTALLED
07/10/2009	13:51	SPOKE WITH RYAN IN SERVICE..... STATED THAT THEY ARE STILL WAITING ON BACK ORDERED PARTS.....
07/13/2009	10:37	ETA STILL SHOWING 7/31/09
07/13/2009	18:38	UPDATE AFTER PARTS ARE INSTALLED
08/05/2009	15:18	RECIEVED MECH. UNIT DAMAGED. FOM AUTHORIZED TRANS. REPLACEMENT. REPLACED TRANS.& SET BASIC SETTINGS. TEST DROVE, RELEASED VEHICLE TO CUSTOMER.
08/06/2009	08:02	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
08/06/2009	08:02	ISSUE UPDATED

#### Consultant's Closing Comments

RECIEVED MECH. UNIT DAMAGED. FOM AUTHORIZED TRANS. REPLACEMENT. REPLACED TRANS.& SET BASIC SETTINGS. TEST DROVE, RELEASED VEHICLE TO CUSTOMER.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
471409	RABBIT	2008	WVWHV71K78W	14685	3885	06/26/2009	USA

#### Workshop Finding

HAS A HARD SHIFT/SLAMS FROM A DEAD STOP TO FIRST GEAR THEN ITS OK AFTER THAT HAPPENS EVERY TIME FROM A DEAD STOP SCAN VEHICLE NO CODES PRESENT ALSO SET BASIC SETTINGS AND STILL THE SAME

Activity Date	Activity Time	Activity Comments
06/26/2009	14:35	CUST STATES THE VEHICLE WILL LUNGE FORWARD WHEN IN FIRST GEAR FROM A STOP  HAS A HARD SHIFT/SLAMS FROM A DEAD STOP TO FIRST GEAR THEN ITS OK AFTER THAT HAPPENS EVERY TIME FROM A DEAD STOP SCAN VEHICLE NO CODES PRESENT ALSO SET BASIC SETTINGS AND STILL THE SAME
06/26/2009	14:35	ISSUE OPENED BY DEALERSHIP
06/26/2009	14:41	ADVISED TO SET BASIC SETTINGS MANUALLY FOLLOWING TT 37 09 03 ROAD TEST 10 TO 15 MILES IF CONDITION STILL PRESENT UPDATE TICKET WITH MVB'S 54 & 64 AND CALL BACK.
06/26/2009	14:41	CUSTOMER COMMENTS: CUST STATES THE VEHICLE WILL LUNGE FORWARD WHEN IN FIRST GEAR FROM A STOP
06/26/2009	14:41	WORKSHOP FINDINGS: HAS A HARD SHIFT/SLAMS FROM A DEAD STOP TO FIRST GEAR THEN ITS OK AFTER THAT HAPPENS EVERY TIME FROM A DEAD STOP SCAN VEHICLE NO CODES PRESENT ALSO SET BASIC SETTINGS AND STILL THE SAME
06/26/2009	15:50	AFTER SETTING BASIC SETTINGS PER TT 37 09 03 ROAD TEST FOR 12 MILES AND GOT WORSED NOW IT JERKS FROM A DEAD STOP TO FIRST AND ON DOWN SHIFT FROM 2ND TO 1ST SLAMS CHECK MVB 54 AND 64 ON MVB 54 IT SAID J03A0055 AND MVB 60 SAID 00
06/26/2009	15:55	ADVISED TECHNICIAN TO REPLACE MECHATRONIC UNIT, FLUID, FILTER, AND BOLTS.
06/29/2009	16:59	PARTS IN ORDER
06/29/2009	17:34	PARTS ORDERED. THANK YOU FOR THE UPDATE.
07/01/2009	10:44	ISSUE UPDATED
07/03/2009	16:48	D2 MICHAL STATED THE TECH IS WORKING ON THE CAR
07/07/2009	16:42	STILL WAITING ON PARTS
07/07/2009	17:25	P1 WAITING ON PARTS. THANK YOU FOR THE UPDATE.
07/10/2009	16:37	SPOKE WITH MICHAEL IN SERVICE..... STATED THAT THEY ARE STILL WAITING ON BACK ORDERED PARTS TO ARRIVE..... P1
07/16/2009	10:47	STILL WAITING FOR PARTS
07/16/2009	11:09	P1 WAITING ON PARTS. THANK YOU FOR THE UPDATE.
07/28/2009	15:56	STILL WAITING ON PARTS
07/28/2009	16:31	P1 WAITING ON PARTS. THANK YOU FOR THE UPDATE.
07/31/2009	15:06	GOT THE PARTS INSTALLED THEN RESET BASIC SETTINGS AND ROAD TEST FOR 12 MILES THEN RESCAN NO CODES PRESENT SHIFTS OK
07/31/2009	15:12	CLOSED
07/31/2009	15:32	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/31/2009	15:32	ISSUE UPDATED

#### Consultant's Closing Comments

D1 INSTALLED MECHATRONICS UNIT RESET BASIC SETTINGS AND ROAD TEST FOR 12 MILES THEN RESCAN NO CODES PRESENT SHIFTS OK

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
471416	JETTA	2008	3VWRJ71K78M [REDACTED]	15852	3885	06/26/2009	USA

#### Workshop Finding

CUSTOMER STATES VEHICLE BUCKS/JERKS

Activity Date	Activity Time	Activity Comments
06/26/2009	14:43	CUSTOMER STATES VEHICLE BUCKS/JERKS FROM A STOP A FEW TIMES, THEN ACCELERATES NORMALLY. HAVE BEEN UNABLE TO REPRODUCE SYMTOMS. SERVICE MANAGER THINKS CUST DESCRIPTION CLOSELY MATCHES WHAT WE HAVE REPLACED 2 MECHATRONICS UNITS FOR. ANY IDEAS?
06/26/2009	14:43	ISSUE OPENED BY DEALERSHIP
06/26/2009	14:46	CUSTOMER COMMENTS: CUSTOMER STATES VEHICLE BUCKS/JERKS FROM A STOP A FEW TIMES, THEN ACCELERATES NORMALLY. HAVE BEEN UNABLE TO REPRODUCE SYMTOMS. SERVICE MANAGER THINKS CUST DESCRIPTION CLOSELY MATCHES WHAT WE HAVE REPLACED 2 MECHATRONICS UNITS FOR. ANY IDEAS?
06/26/2009	14:46	GET MVB 54 IN 02
06/26/2009	14:46	WORKSHOP FINDINGS: CUSTOMER STATES VEHICLE BUCKS/JERKS
06/26/2009	14:47	REPLACE MECHATRONCIS, FLUID, FILTER BOLTS AND SET BASIC SETTING S
06/26/2009	14:49	ISSUE UPDATED
07/03/2009	13:34	SPOKE TO SHERRY IN SERVICE AND THE CAR IS DONE AND GONE.....D1
07/08/2009	09:17	PRETTY SURE VEHICLE IS NOT DONE AND GONE, JUST RETURNED TO CUSTOMER WHILE WAITING FOR MECHATRONICS UNIT. SORRY, CLOSING
07/08/2009	12:19	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/08/2009	12:19	ISSUE UPDATED

#### Consultant's Closing Comments

EPLACE MECHATRONCIS, FLUID, FILTER BOLTS AND SET BASIC SETTING S

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
471431	JETTA	2008	3VWRJ71K88M [REDACTED]	25933	3885	06/26/2009	USA

#### Workshop Finding

DSG TRANS, JERKS WHEN TAKING OFF AND SOMETIMES SHUDDERS WHEN SHIFTING,

Activity Date	Activity Time	Activity Comments
06/26/2009	14:59	DSG TRANS, JERKS WHEN TAKING OFF AND SOMETIMES SHUDDERS WHEN SHIFTING, TCM #02E300050J SOFEWARE 1410. NO FAULTS IN TCM OR ECM, FLUID LEVEL IS CLEAN AND CORRECT.
06/26/2009	14:59	ISSUE OPENED BY DEALERSHIP
06/26/2009	15:03	ADVISE TECH TO REPLACE MECHATRONICS FLUID AND FILTER SET BASIC SETTING AFTER REPAIR
06/26/2009	15:03	CUSTOMER COMMENTS: DSG TRANS, JERKS WHEN TAKING OFF AND SOMETIMES SHUDDERS WHEN SHIFTING, TCM #02E300050J SOFEWARE 1410. NO FAULTS IN TCM OR ECM, FLUID LEVEL IS CLEAN AND CORRECT.
06/26/2009	15:03	WORKSHOP FINDINGS: DSG TRANS, JERKS WHEN TAKING OFF AND SOMETIMES SHUDDERS WHEN SHIFTING,
07/03/2009	12:39	P1 SPOKE TO STEWART IN SERVICE VEHICLE IS WAITING ON A READ ORDER PART.
07/10/2009	13:48	SPOKE WITH TERRY IN SERVICE..... STATED THAT THEY ARE STILL WAITING ON BACK ORDERED PARTS TO ARRIVE.....
07/15/2009	09:23	PART STILL ON BACK ORDER
07/15/2009	17:03	UPDATE AFTER PARTS ARE INSTALLED
07/21/2009	09:01	PARTS STILL ON BACK ORDER
07/24/2009	16:35	STILL WAITING FOR PARTS
07/28/2009	19:57	PLEASE UPDATE AFTER PARTS ARE INSTALLED
08/31/2009	14:50	INSTALLED MECATRONIC UNIT TODAY AND CAR SHIFTS CORRECT NOW THANK YOU FOR YOUR HELP
09/01/2009	09:06	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
09/01/2009	09:06	ISSUE UPDATED

#### Consultant's Closing Comments

INSTALLED MECATRONIC UNIT TODAY AND CAR SHIFTS CORRECT NOW  
THANK YOU FOR YOUR HELP

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
471443	JETTA	2008	3VWDJ71K78M [REDACTED]	10720	3885	06/26/2009	USA

#### Workshop Finding

n/a

Activity Date	Activity Time	Activity Comments
06/26/2009	15:16	C/S WHEN CAR GOES INTO GEAR CAR BUCKS OR HESITATES. HAPPENS MOST OF THE TIME. GFF NO DTCS RELATED TO TRANS OR ENG.
06/26/2009	15:16	ISSUE OPENED BY DEALERSHIP
06/26/2009	15:18	CUSTOMER COMMENTS: C/S WHEN CAR GOES INTO GEAR CAR BUCKS OR HESITATES. HAPPENS MOST OF THE TIME. GFF NO DTCS RELATED TO TRANS OR ENG.
06/26/2009	15:18	PLEASE REPLACE THE MECH UNIT.
06/30/2009	09:18	06-30-09 WAITING ON PARTS WILL UPDATE WHE PARTS HERE AND INSTALL.
06/30/2009	18:53	THANKS FOR THE UPDATE.
07/03/2009	13:54	SPOKE TO MATT IN SERVICE AND THE CAR IS HOLDING ON PARTS.....P1
07/06/2009	12:42	PARTS B/O CUSTOMER PICK CAR UP WILL RETURN WHEN PARTS ARRIVE.
07/06/2009	19:13	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/06/2009	19:13	ISSUE UPDATED

#### Consultant's Closing Comments

: PARTS B/O CUSTOMER PICK CAR UP WILL RETURN WHEN PARTS ARRIVE.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
471462	RABBIT	2008	WVWFD71K88W [REDACTED]	18577	3885	06/26/2009	USA

#### Workshop Finding

CUSTOMER COMPLAINT HAS BEEN DUPLICATED. ZERO FAULTS PRESENT IN ALL SYSTEMS.

Activity Date	Activity Time	Activity Comments
06/26/2009	15:39	CUSTOMER STATES TRANSMISSION IS BUCKING ON SLOW ACCELERATION. ALSO ON HILLS VEHICLE WILL ROLL BACK WITHOUT TRANSMISSION CATCHING GEAR. CUSTOMER COMPLAINT HAS BEEN DUPLICATED. ZERO FAULTS PRESENT IN ALL SYSTEMS.
06/26/2009	15:39	ISSUE OPENED BY DEALERSHIP
06/26/2009	15:42	ADVISE TECH TO PERFORM MANUAL BASIC SETTINGS PER TT 37-09-03, IF STILL SAME CONCERN GET READINGS FROM MVB 54 AND 64 IN THE TCM
06/26/2009	15:42	CUSTOMER COMMENTS: CUSTOMER STATES TRANSMISSION IS BUCKING ON SLOW ACCELERATION. ALSO ON HILLS VEHICLE WILL ROLL BACK WITHOUT TRANSMISSION CATCHING GEAR.
06/26/2009	15:42	WORKSHOP FINDINGS: CUSTOMER COMPLAINT HAS BEEN DUPLICATED. ZERO FAULTS PRESENT IN ALL SYSTEMS.
06/26/2009	16:16	PERFORMED BASIC SETTINGS AS PER TECH BULLETIN. STILL SAME CONCERN. READ MVB 54 AND RESULT IS J05B0253 AND MVB 64 READ 0
06/26/2009	16:18	ADVISE TECH TO TO REPLACE MECHATRONICS, FLUID ,FILTE, AND BOLTS . PERFORM BASIC SETTINGS.
07/03/2009	09:39	SPOKE WITH EDGAR IN SERVICE. WAITING ON PARTS. P1
07/10/2009	13:59	SPOKE WITH EDGAR IN SERVICE..... STATED THAT THEY ARE STILL WAITING ON BACK ORDERED PARTS TO ARRIVE.....
08/07/2009	10:20	WAITING FOR PARTS TO ARRIVE
08/10/2009	07:32	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
08/10/2009	07:32	ISSUE UPDATED

#### Consultant's Closing Comments

MECHATRONICS, FLUID ,FILTE, AND BOLTS

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
471473	JETTA	2008	3VWRJ71K48M	15772	3885	06/26/2009	USA

#### Workshop Finding

n/a

Activity Date	Activity Time	Activity Comments
06/26/2009	15:47	C/S ENGINE HESITATES BADLY WHEN FIRST ACCELERATING IN 1ST AND SECOND GEAR . WORSE WHEN GOING UPHILL.
06/26/2009	15:47	ISSUE OPENED BY DEALERSHIP
06/26/2009	15:52	ADVISE TECH TO PERFORM BASIC SETTINGS AS OUTLINED IN TT 37-09-03. PLEASE UPDATE VTA AND GIVE US A CALL WITH MVB 64 AND 54 IN TCM.
06/26/2009	15:52	CUSTOMER COMMENTS: C/S ENGINE HESITATES BADLY WHEN FIRST ACCELERATING IN 1ST AND SECOND GEAR . WORSE WHEN GOING UPHILL.
06/26/2009	15:52	ISSUE SENT TO DEALERSHIP
06/26/2009	16:23	FIELD 64 WAS 0 FIELD 54 WAS J11Q0297
06/26/2009	16:26	ADVISE TECH TO REPLACE MECATRONICS, FLUID , FILTER , AND BOLTS.
07/03/2009	15:24	SPOKE TO STACY IN SERVICE AND THE CAR IS HOLDING ON PARTS.....P1
07/07/2009	08:54	PARTS STILL ON ON BACK ORDER NO RELEASE DATE.
07/07/2009	09:00	THANKS FOR UPDATE.
07/10/2009	16:11	SPOKE WITH MARTHA IN SERVICE..... STATED THAT THEY ARE STILL WAITING ON PARTS TO ARRIVE.....
07/14/2009	11:54	NO PARTS YET STILL WAITING ON ARRIVAL
07/14/2009	11:59	THANKS FOR UPDATE.
07/22/2009	10:29	NO PARTS ARRIVAL YET
07/22/2009	10:39	THANKS FOR THE UPDATE.
07/31/2009	14:42	PART ARRIVED INSTALLED IN VECHICLE FINALLY COMPLETE
07/31/2009	15:12	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/31/2009	15:12	ISSUE UPDATED

#### Consultant's Closing Comments

REPLACED MECHATRONIC UNIT.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
471475	JETTA	2008	3VWRJ71K08M [REDACTED]	24253	3885	06/26/2009	USA

**Workshop Finding**

MVB 54 IS J15B0430.

Activity Date	Activity Time	Activity Comments
06/26/2009	15:50	CAR SURGES ON TAKE OFF IN DRIVE AND REVERSE. MVB 54 IS J15B0430.
06/26/2009	15:50	ISSUE OPENED BY DEALERSHIP
06/26/2009	15:54	CUSTOMER COMMENTS: CAR SURGES ON TAKE OFF IN DRIVE AND REVERSE.
06/26/2009	15:54	PLEASE REPLACE THE MECHATRONICS UNIT, FLUID AND BOLTS.
06/26/2009	15:54	WORKSHOP FINDINGS: MVB 54 IS J15B0430.
06/30/2009	08:08	ORDERED MECHATRONICS UNIT PER TECH LINE.
06/30/2009	23:50	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
06/30/2009	23:50	ISSUE UPDATED

**Consultant's Closing Comments**

CLOSE TICKET PER DEALER REQUEST

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
471498	RABBIT	2008	WVWHV71K08W [REDACTED]	15218	3885	06/26/2009	USA

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

Activity Date	Activity Time	Activity Comments
06/26/2009	16:18	CUSTOMER STATES HESITATION UPON ACCELERATION. UPON LIGHT ACCELERATION CAR FEELS LIKE IT IS SLIPPING IN AND OUT OF GEAR.
06/26/2009	16:18	ISSUE OPENED BY DEALERSHIP
06/26/2009	16:33	CUSTOMER COMMENTS: CUSTOMER STATES HESITATION UPON ACCELERATION. UPON LIGHT ACCELERATION CAR FEELS LIKE IT IS SLIPPING IN AND OUT OF GEAR.
06/26/2009	16:33	TECH STATES 0 AND 0 IN MVB 64 ALONG WITH H50 IN MVB 54 OF TCM. ADVISED TECH TO SET BASIC SETTINGS IN VSD AS OUTLINED IN TT 37-09-03. PLEASE GIVE US A CALL WITH YOUR RESULTS AND FOR FURTHER DIRECTION.
06/29/2009	15:21	DID BASIC SETTING PER TECH TIP 370903 AFTER TEST DRIVE TRANS WORKED A LITTLE BETTER BUT NOT FIXED.
06/29/2009	15:22	THANKS FOR UPDATE, PLEASE CALL FOR DIRECTION.
06/29/2009	17:07	ADVISED TECH TO REPLACE MECHATRONIC UNIT, FLUID, FILTER, AND BOLTS.
07/01/2009	12:50	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/01/2009	12:50	ISSUE UPDATED

<b>Consultant's Closing Comments</b>
VEHICLE LEFT DEALER UNTIL PART ARRIVES. CLOSING VTA.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
471515	RABBIT	2008	WVWVFV71KX8W [REDACTED]	14260	3885	06/26/2009	USA

#### Workshop Finding

VERIFIED CONCERN. BASIC SETTINGS HAD NO AFFECT, MVB 54 J06 MVB 64 ) AND 0

Activity Date	Activity Time	Activity Comments
06/26/2009	16:38	C/S CAR BUCKS BADLY WHEN ACCEL OR WHEN IN REVERSE.
06/26/2009	16:38	ISSUE OPENED BY DEALERSHIP
06/26/2009	16:44	AFTER REVIEWING MVB 54 AND 64 ADVISED TECH TO REPLACE MECH UNIT, BOLTS, FILTER AND FLUID THEN PERFORM BASIC SETTINGS PER TT37-09-03.
06/26/2009	16:44	CUSTOMER COMMENTS: C/S CAR BUCKS BADLY WHEN ACCEL OR WHEN IN REVERSE.
06/26/2009	16:44	WORKSHOP FINDINGS: VERIFIED CONCERN. BASIC SETTINGS HAD NO AFFECT, MVB 54 J06 MVB 64 ) AND 0
06/30/2009	09:20	WAITING ON PARTS WILL UPDATE VTA WHEN PARTS ARE HERE AND INSTALL.
06/30/2009	17:55	THANKS FOR THE UPDATE.
07/03/2009	13:54	SPOKE TO MATT IN SERVICE AND THE CAR IS HOLDING ON PARTS.....P1
07/06/2009	12:41	PARTS ON B/O CUSTOMER PICK CAR UP WILL RETURN WHEN PARTS ARRIVE..
07/06/2009	18:45	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/06/2009	18:45	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
471521	RABBIT	2008	WVWHV71K98W [REDACTED]	15060	3885	06/26/2009	USA

#### Workshop Finding

n/a

Activity Date	Activity Time	Activity Comments
06/26/2009	16:47	CUSTOMER STATES CAR IS SHIFTING HARD FROM 1 TO 2ND GEAR . CHECKED AND PERFORMED BASIC SETTINGS , TEST DROVE TO RE-LEARN SYSTEM . CAR STILL MAULFUNCTIONING.PLEASE ADVISE
06/26/2009	16:47	ISSUE OPENED BY DEALERSHIP
06/26/2009	17:02	CUSTOMER COMMENTS: CUSTOMER STATES CAR IS SHIFTING HARD FROM 1 TO 2ND GEAR . CHECKED AND PERFORMED BASIC SETTINGS , TEST DROVE TO RE-LEARN SYSTEM . CAR STILL MAULFUNCTIONING.PLEASE ADVISE
06/26/2009	17:02	TECH STATES WE ARE AT H24 IN MVB 54. ADVISED TECH TO PERFORM MANUAL BASIC SETTINGS IN VSD AS OUTLINED IN TT 37-09-03. GIVE US A CALL BACK WITH YOUR RESULTS AND FOR FURTHER DIRECTION.
06/26/2009	17:27	PERFORMED BASIC SETTINGS PER TECH TIP.TRANSMISSION STILL MAULFUNCTIONING.PLEASE ADVISE.
06/26/2009	17:28	PLEASE REPLACE THE MECH UNIT.
06/29/2009	11:11	RED ORDER PART.
06/29/2009	11:28	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
06/29/2009	11:28	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
471528	RABBIT	2008	WVWVFV71K38W [REDACTED]	30503	3885	06/26/2009	USA

#### Workshop Finding

RAN GFF, NO FAULTS IN SYSTEM, TEST DROVE AND FOUND VEH JERKING WHILE TAKING OFF FROM DEAD STOP, CK T.B. AND TECH TIPS AND DID NOT FIND ANYTHING SIMILAR TO THIS CONCERN. PLEASE ADVISE. MVB 54 H38 MVB 64 0 AND 0.

Activity Date	Activity Time	Activity Comments
06/26/2009	16:57	CUSTOMER STATES VEH JERKING ON TAKE OFF. RAN GFF, NO FAULTS IN SYSTEM, TEST DROVE AND FOUND VEH JERKING WHILE TAKING OFF FROM DEAD STOP, CK T.B. AND TECH TIPS AND DID NOT FIND ANYTHING SIMILAR TO THIS CONCERN. PLEASE ADVISE.
06/26/2009	16:57	ISSUE OPENED BY DEALERSHIP
06/26/2009	17:02	AFTER REVIEWING MVB 54 ADVISED TECH TO REPLACE MECH UNIT, BOLTS, FILTER AND FLUID THEN PERFORM BASIC SETTINGS PER TT 37-09-03, CLOSE OUT VTA WHEN COMPLETED.
06/26/2009	17:02	CUSTOMER COMMENTS: CUSTOMER STATES VEH JERKING ON TAKE OFF.
06/26/2009	17:02	WORKSHOP FINDINGS: RAN GFF, NO FAULTS IN SYSTEM, TEST DROVE AND FOUND VEH JERKING WHILE TAKING OFF FROM DEAD STOP, CK T.B. AND TECH TIPS AND DID NOT FIND ANYTHING SIMILAR TO THIS CONCERN. PLEASE ADVISE. MVB 54 H38 MVB 64 0 AND 0.
06/26/2009	18:29	ORDERED MECH UNIT, BOLTS, FILTER AND FLUID, THANK YOU FOR YOUR SUPPORT.
06/29/2009	09:57	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
06/29/2009	09:57	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
471536	EOS	2009	WVWFA71F99V [REDACTED]	2551	3885	06/26/2009	USA

#### Workshop Finding

MVB 54 J42, MVB 64 89, 132.

Activity Date	Activity Time	Activity Comments
06/26/2009	17:13	ISSUE OPENED BY DEALERSHIP
06/26/2009	17:13	VEHICLE HAS HARD 1-2 2-3 SHIFTS AT TIMES. FOUND SHIFTS VEARY HARSH. COUSTOMER COMPLANTE OF "P,R,N,D,S" COMING UP IN BLOCK FORM AND AT TIMES NO THROTTLE RESPONCE. CHECK SYSTEM USING GFF. FOUND NO DTC'S IN SYSTEM. CHECK FOR TB'S FOR CONSERN, FOUND NONE. ADVISED BY QTM TO CALL HELP LINE.
06/26/2009	17:25	CUSTOMER COMMENTS: VEHICLE HAS HARD 1-2 2-3 SHIFTS AT TIMES. FOUND SHIFTS VEARY HARSH. COUSTOMER COMPLANTE OF "P,R,N,D,S" COMING UP IN BLOCK FORM AND AT TIMES NO THROTTLE RESPONCE. CHECK SYSTEM USING GFF. FOUND NO DTC'S IN SYSTEM. CHECK FOR TB'S FOR CONSERN, FOUND NONE. ADVISED BY QTM TO CALL HELP LINE.
06/26/2009	17:25	TECH NEEDS TO REPLACE THE G509 PART NUMBER 02E927321A. THE BOLTS FOR THE MECHATRONICS WILL HAVE TO BE REPLACED AFTER REMOVING AND INSTALLING.
06/26/2009	17:25	WORKSHOP FINDINGS: MVB 54 J42, MVB 64 89, 132.
07/03/2009	15:00	P1
07/03/2009	15:00	SPOKE WITH BOB IN VW SERVICE AND STATED THAT THEY ARE WAITING ON A MECHATRONICS UNIT
07/08/2009	11:37	ORDERED PART WILL INSTALL WHEN PART COMES IN AND WILL REOPEN TICKET IF NOT REPAIRED. THANKS FOR THE HELP.
07/08/2009	12:16	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/08/2009	12:16	ISSUE UPDATED

#### Consultant's Closing Comments

ORDERED PART WILL INSTALL WHEN PART COMES IN AND WILL REOPEN TICKET IF NOT REPAIRED. THANKS FOR THE HELP.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
471553	JETTA	2008	3VWRJ71K88M [REDACTED]	15136	3885	06/26/2009	USA

#### Workshop Finding

CUSTOMER STATES THE VEHICLE JERKS WHEN ACCELERATING FROM A STOP,

Activity Date	Activity Time	Activity Comments
06/26/2009	17:52	CUSTOMER STATES THE VEHICLE JERKS WHEN ACCELERATING FROM A STOP, VERIFIED THE CONCERN, THE VEHICLE SHUDDERS AS THE DSG CLUTCH ENGAGES, ALSO WHILE CRUISING AT LOW RPMS THE TACK WILL FLUCTUATE FROM 1200 TO 1500 RPMS, FEELS LIKE A PULSING EFFECT. MVB 54 H49N0193 MVB 64 IS BOTH ZEROS.
06/26/2009	17:52	ISSUE OPENED BY DEALERSHIP
06/26/2009	17:56	ADVISE TECH TO REPLACE THE MECHATRONICS FLUID AND FILTER BOLTS AND SET BASIC SETTINGS AFTER REPAIRS
06/26/2009	17:56	CUSTOMER COMMENTS: CUSTOMER STATES THE VEHICLE JERKS WHEN ACCELERATING FROM A STOP, VERIFIED THE CONCERN, THE VEHICLE SHUDDERS AS THE DSG CLUTCH ENGAGES, ALSO WHILE CRUISING AT LOW RPMS THE TACK WILL FLUCTUATE FROM 1200 TO 1500 RPMS, FEELS LIKE A PULSING EFFECT. MVB 54 H49N0193 MVB 64 IS BOTH ZEROS.
06/26/2009	17:56	WORKSHOP FINDINGS: CUSTOMER STATES THE VEHICLE JERKS WHEN ACCELERATING FROM A STOP,
06/29/2009	10:44	ORDERED THE MECHATRONIC CONTROL AND BOLTS. THE CUSTOMER PICKED UP THE CAR WILL RETURN WHEN PARTS ARE HERE. NO MORE HELP NEEDED AT THIS TIME I WILL OPEN NEW VTA IF MORE HELP IS NEEDED. THANK YOU.
06/29/2009	13:13	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
06/29/2009	13:13	ISSUE UPDATED

#### Consultant's Closing Comments

RDERED THE MECHATRONIC CONTROL AND BOLTS. THE CUSTOMER PICKED UP THE CAR WILL RETURN WHEN PARTS ARE HERE. NO MORE HELP NEEDED AT THIS TIME I WILL OPEN NEW VTA IF MORE HELP IS NEEDED. THANK YOU.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
471585	JETTA	2008	3VWRJ71K78M [REDACTED]	16694	3885	06/27/2009	USA

**Workshop Finding**

n/a

Activity Date	Activity Time	Activity Comments
06/27/2009	09:10	CUSTOMER STATES THE TRANSMISSION DOWNSHIFTS HARD FROM 2ND TO 1ST. I PERFORMED A ROAD TEST NOTICED THAT THERE WAS A STUMBLE/JERK WHEN THE TRANS SHIFTED FROMT 2ND TO 1ST. NO FAULTS STORED.
06/27/2009	09:10	ISSUE OPENED BY DEALERSHIP
06/27/2009	09:25	CUSTOMER COMMENTS: CUSTOMER STATES THE TRANSMISSION DOWNSHIFTS HARD FROM 2ND TO 1ST. I PERFORMED A ROAD TEST NOTICED THAT THERE WAS A STUMBLE/JERK WHEN THE TRANS SHIFTED FROMT 2ND TO 1ST. NO FAULTS STORED.
06/27/2009	09:25	FOUND MVB 54 AT J04. ADVISED TECH TO PERFORM BASIC SETTINGS AS OUTLINED IN TT 37-09-03. PLEASE REPLACE MECHATRONIC UNIT, FLUID, FILTER, AND BOLTS. RUN BASIC SETTINGS AFTER REPAIR AS WELL.
07/02/2009	11:54	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/02/2009	11:54	ISSUE UPDATED

**Consultant's Closing Comments**

REPLACE MECHATRONIC ADVISOR SAYS TO CLOSE.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
471591	JETTA	2008	3VWRJ71K68M [REDACTED]	16621	3885	06/27/2009	USA

Workshop Finding
n/a

Activity Date	Activity Time	Activity Comments
06/27/2009	10:12	CUSTOMER STATES WHEN LETTING OFF OF BRAKE PEDAL FROM A STOP AND NOT HITTING GAS CAR JERKS FORWARD INTERMITTENTLY. TEST DROVE AND VERIFIED CONCERN CONDITION IS WORSE WHEN LIGHTLY APPLYING GAS PEDAL. ALSO WHEN COMING TO A STOP AT LOW SPEEDS, TRANS JERKS WHEN DOWNSHIFTING.
06/27/2009	10:12	ISSUE OPENED BY DEALERSHIP
06/27/2009	10:29	CUSTOMER COMMENTS: CUSTOMER STATES WHEN LETTING OFF OF BRAKE PEDAL FROM A STOP AND NOT HITTING GAS CAR JERKS FORWARD INTERMITTENTLY. TEST DROVE AND VERIFIED CONCERN CONDITION IS WORSE WHEN LIGHTLY APPLYING GAS PEDAL. ALSO WHEN COMING TO A STOP AT LOW SPEEDS, TRANS JERKS WHEN DOWNSHIFTING.
06/27/2009	10:29	TECH STATES MVB 64 AT 0 AND MVB 54 AT J05 IN TCM. ADVISED TECH TO PERFORM BASIC SETTINGS AS OUTLINED IN TT 37-09-03. THEN WE CAN REPLACE MECHATRONIC UNIT, FLUID, FILTER, AND BOLTS.
06/30/2009	13:23	MECH UNIT AND ASSOCIATED PARTS HAVE BEEN ORDERED. CAR WILL RETURN TO DEALERSHIP WHEN PARTS ARRIVE.
06/30/2009	13:29	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
06/30/2009	13:29	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
471643	EOS	2008	WVWBA71F28V [REDACTED]	48760	3885	06/29/2009	USA

#### Workshop Finding

IDLE IS SPORADIC,WHEN COMING TO A STOP ALMOST WILL STALL.

Activity Date	Activity Time	Activity Comments
06/29/2009	08:28	FEELS LIKE TRANS. IS IN 3RD GEAR TAKING OFF,INTER CLUNKING NOISE AND BUMP FEEL.IDLE IS SPORADIC,WHEN COMING TO A STOP ALMOST WILL STALL.
06/29/2009	08:28	ISSUE OPENED BY DEALERSHIP
06/29/2009	08:33	ADVISE TECH TO PERFORM BASIC SETTINGS PER TT 37-09-03. IF STILL SAME CONCERN GET READINGS FROM MVB 54 AND 64 IN TCM.
06/29/2009	08:33	CUSTOMER COMMENTS: FEELS LIKE TRANS. IS IN 3RD GEAR TAKING OFF,INTER CLUNKING NOISE AND BUMP FEEL.
06/29/2009	08:33	WORKSHOP FINDINGS: IDLE IS SPORADIC,WHEN COMING TO A STOP ALMOST WILL STALL.
06/29/2009	09:28	PERFORM BASIC SETTINGS NO CHANGE IN SHIFTING CONCERN.MVB 54 H23P0618 MVB 64 ALL ZEROS.
06/29/2009	09:30	ADVISE TECH TO REPLACE MECHATRONICS , FLUID, FILTER , AND BOLT.
06/30/2009	09:40	ORDERED MECH UNIT.
06/30/2009	15:53	THANKS FOR THE UPDATE. PLEASE CALL BACK IF FURTHER ASSISTANCE IS NEEDED
07/06/2009	12:57	P1 SPOKE TO CARL IN SERVICE AND VEHICLE IS WAITING ON A BACK ORDER PART. WILL HAVE TECH UPDATE VTA.
07/08/2009	10:36	MECH UNIT ON BACKORDER WILL BE HERE AT END OF THIS MOUNTH.
07/09/2009	07:42	THANK YOU FOR THE UPDATE.
07/20/2009	14:46	STILL WAITING ON MECH UNIT.
07/20/2009	16:50	THANKS FOR THE UPDATE, PLEASE CALL BACK IF FURTHER ASSISTANCE IS NEEDED.
08/14/2009	10:47	MECH UNIT FIXED PROBLEM
08/17/2009	07:22	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
08/17/2009	07:22	ISSUE UPDATED

#### Consultant's Closing Comments

MECH UNIT FIXED PROBLEM

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
471673	EOS	2007	WVWFA71F57V [REDACTED]	26854	3885	06/29/2009	USA

#### Workshop Finding

TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM. MVB 54 IS H18. BASIC SETTINGS PERFORMED.

Activity Date	Activity Time	Activity Comments
06/29/2009	09:09	CUSTOMER SAYS THE TRANSMISSION SHIFTS HARD
06/29/2009	09:09	ISSUE OPENED BY DEALERSHIP
06/29/2009	09:19	ADVISED THE TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT.
06/29/2009	09:19	CUSTOMER COMMENTS: CUSTOMER SAYS THE TRANSMISSION SHIFTS HARD
06/29/2009	09:19	WORKSHOP FINDINGS: TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM. MVB 54 IS H18. BASIC SETTINGS PERFORMED.
06/29/2009	09:21	ORDERED MECHATRONICS
06/29/2009	22:19	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
06/29/2009	22:19	ISSUE UPDATED

#### Consultant's Closing Comments

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

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
471676	JETTA	2008	3VWRJ71K68M [REDACTED]	20183	3885	06/29/2009	USA

#### Workshop Finding

MVB 54 = J11N0130 MVB 64 = 0/0

Activity Date	Activity Time	Activity Comments
06/29/2009	09:09	I HAVE A 2008 JETTA GLI WHEN LEAVING FROM A COMPLETE STOP VEHICLE JERKS HEAVILY AND ALSO WHILE DRIVING AT SLOWER SPEEDS VEHICLE BUCKS.
06/29/2009	09:09	ISSUE OPENED BY DEALERSHIP
06/29/2009	09:15	ADVISE TECH TO PERFORM BASIC SETTING PER TT 37-09-03 IF STILL CONCERN REPLACE MECHATRONICS, FLUID , FILTER AND BOLTS.
06/29/2009	09:15	CUSTOMER COMMENTS: I HAVE A 2008 JETTA GLI WHEN LEAVING FROM A COMPLETE STOP VEHICLE JERKS HEAVILY AND ALSO WHILE DRIVING AT SLOWER SPEEDS VEHICLE BUCKS.
06/29/2009	09:15	WORKSHOP FINDINGS: MVB 54 = J11N0130 MVB 64 = 0/0
07/02/2009	08:03	RESET BASIC SETTINGS IN TCM. ROAD TESTED VEHICLE 20 MILES - VEHICLE STILL HAVING BUCKING AND JERKING PROBLEMS. SOP NEW MECHATRONICS. RELEASED VEHICLE TO CUSTOMER. CUSTOMER WILL SCHEDULE APPOINTMENT AND RETURN WHEN SOP ARRIVES.
07/02/2009	08:05	SOP NEW MECHATRONICS. RELEASED VEHICLE TO CUSTOMER. CUSTOMER WILL SCHEDULE APPOINTMENT AND RETURN WHEN SOP ARRIVES.
07/02/2009	08:08	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/02/2009	08:08	ISSUE UPDATED

#### Consultant's Closing Comments

SOP NEW MECHATRONICS. RELEASED VEHICLE TO CUSTOMER. CUSTOMER WILL SCHEDULE APPOINTMENT AND RETURN WHEN SOP ARRIVES.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
471721	EOS	2008	WVWBA71F38V [REDACTED]	12550	3885	06/29/2009	USA

#### Workshop Finding

USED SELF DIAGNOSIS MVB 54, J06N0213 AND PERFORMED BASIC SETTINGS IN MVB 61& 62. TEST DROVE 14 MILES WITH ABOUT 5 MILES INTERSTATE AND BALANCE CITY AND NEIGHBOR HOOD. FIRST GEAR ENGAGEMENT A LITTLE SMOOTHER BUT 2ND GEAR IS STILL AS ROUGH. THE DOWN SHIFTING IS STILL POOR.

Activity Date	Activity Time	Activity Comments
06/29/2009	10:01	CUSTOMER STATES JERKS IN TO GEAR. CONFIRMED CONCERN. RAN GFF NO DTC IN ECM OR TCM. USED SELF DIAGNOSIS MVB 54, J06N0213 AND PERFORMED BASIC SETTINGS IN MVB 61& 62. TEST DROVE 14 MILES WITH ABOUT 5 MILES INTERSTATE AND BALANCE CITY AND NEIGHBOR HOOD. FIRST GEAR ENGAGEMENT A LITTLE SMOOTHER BUT 2ND GEAR IS STILL AS ROUGH. THE DOWN SHIFTING IS STILL POOR.
06/29/2009	10:01	ISSUE OPENED BY DEALERSHIP
06/29/2009	10:06	ADVISED TO REPLACE MECHATRONICS UNIT, FLUID, FILTER AND BOLTS.
06/29/2009	10:06	CUSTOMER COMMENTS: CUSTOMER STATES JERKS IN TO GEAR. CONFIRMED CONCERN. RAN GFF NO DTC IN ECM OR TCM.
06/29/2009	10:06	WORKSHOP FINDINGS: USED SELF DIAGNOSIS MVB 54, J06N0213 AND PERFORMED BASIC SETTINGS IN MVB 61& 62. TEST DROVE 14 MILES WITH ABOUT 5 MILES INTERSTATE AND BALANCE CITY AND NEIGHBOR HOOD. FIRST GEAR ENGAGEMENT A LITTLE SMOOTHER BUT 2ND GEAR IS STILL AS ROUGH. THE DOWN SHIFTING IS STILL POOR.
06/29/2009	11:33	ORDERED PARTS
06/29/2009	11:34	CLOSE
06/29/2009	12:12	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
06/29/2009	12:12	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
471728	RABBIT	2008	WVWFD71K38W [REDACTED]	13065	3885	06/29/2009	USA

**Workshop Finding**

HARD SHIFTING . JERKING

Activity Date	Activity Time	Activity Comments
06/29/2009	10:09	CUSTOMER STATES TRANS SHIFTING VERY HARD WHEN DOWN SHIFTING ROAD TEST CAR FEELS LIKE SOMEONE POPING THE CLUTCH ON TAKE OFF AND DOWN SHIFTING
06/29/2009	10:09	ISSUE OPENED BY DEALERSHIP
06/29/2009	10:16	CUSTOMER COMMENTS: CUSTOMER STATES TRANS SHIFTING VERY HARD WHEN DOWN SHIFTING ROAD TEST CAR FEELS LIKE SOMEONE POPING THE CLUTCH ON TAKE OFF AND DOWN SHIFTING
06/29/2009	10:16	GET MVB 54 IN 02
06/29/2009	10:16	WORKSHOP FINDINGS: HARD SHIFTING . JERKING
06/29/2009	10:24	MEASURE VALUE BLOCK 54 JO7D0134 ORDER MECH UNIT
06/30/2009	15:32	UPDATE AFTER MECH IS INSTALLED
07/06/2009	13:46	P1 SPOKE TO DAVE IN SERVICE AND PART IS ON BACK ORDER. CUSTOMER TOOK VEHICLE. WILL HAVE TECH CLOSE VTA CASE.
09/01/2009	15:19	SPOKE TO EJ STATES CAR IS DONE
09/01/2009	15:31	SOMEBODY ELSE DID THE WORK WHILE I WAS OFF CAR I GUESS IS FIXED
09/01/2009	17:13	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
09/01/2009	17:13	ISSUE UPDATED

**Consultant's Closing Comments**

MECH IS INSTALLED

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
471737	JETTA	2008	3VWRJ71K68M [REDACTED]	13870	3885	06/29/2009	USA

#### Workshop Finding

YESTERDAY IT TOOK 10 SEC FOR IT TO ENGAGE INTO GEAR. ONLY WHEN GOING REVERSE TO DRIVE.

Activity Date	Activity Time	Activity Comments
06/29/2009	10:17	CUST STATES THE TRANS WILL SOMETIMES NOT ENGAGE, AND IS SOME     TIMES JERKING WHEN SHIFTING. YESTERDAY IT TOOK 10 SEC FOR IT     TO ENGAGE INTO GEAR. ONLY WHEN GOING REVERSE TO DRIVE.
06/29/2009	10:17	ISSUE OPENED BY DEALERSHIP
06/29/2009	10:27	CUSTOMER COMMENTS: CUST STATES THE TRANS WILL SOMETIMES NOT ENGAGE, AND IS SOME TIMES JERKING WHEN SHIFTING.
06/29/2009	10:27	PLEASE CHECK MVB 54 AND 64 IN TRANSMISSION ELECTRONICS.
06/29/2009	10:27	WORKSHOP FINDINGS: YESTERDAY IT TOOK 10 SEC FOR IT TO ENGAGE INTO GEAR. ONLY WHEN GOING REVERSE TO DRIVE.
06/29/2009	10:43	HER ARE THE RESULTS.
06/29/2009	10:50	MVB 54 J13 MVB 64 0/0. ADVISED TO SET BASIC SETTINGS THRU VSD ROAD TEST 10 TO 15 MILES IF CONDITION STILL PRESENT REPLACE MECHATRONICS UNIT, FLUID, FILTER AND BOLTS.
06/29/2009	13:57	TEST DROVE AND HAS A HARD DOWN SHIFT FROM 3RD TO 2ND ALMOST EVERY TIME.WILL ORDER A MECHATRONIC UNIT.THANKS FOR YOU HELP.
06/30/2009	06:43	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
06/30/2009	06:43	ISSUE UPDATED

#### Consultant's Closing Comments

CLOSE TICKET PER DEALER REQUEST

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
471775	JETTA	2009	3VWRJ71K09M [REDACTED]	16515	3885	06/29/2009	USA

#### Workshop Finding

JERKS WHILE DRIVING

Activity Date	Activity Time	Activity Comments
06/29/2009	10:43	ISSUE OPENED BY DEALERSHIP
06/29/2009	10:43	VEHICLE SEEMS TO JERK AS YOU ACCELERATE AND IT ALSO ACTS AS THOUGH IT IS GOING TO STALL WHEN COMING TO A STOP. NO CODES FOUND
06/29/2009	10:51	CUSTOMER COMMENTS: VEHICLE SEEMS TO JERK AS YOU ACCELERATE AND IT ALSO ACTS AS THOUGH IT IS GOING TO STALL WHEN COMING TO A STOP. NO CODES FOUND
06/29/2009	10:51	GET MVB 54 J10
06/29/2009	10:51	WORKSHOP FINDINGS: JERKS WHILE DRIVING
06/29/2009	10:52	REPLACE MECHATRONCIS FLUID FILTER AND BOLTS SET BASIC SETTING AFTER REPAIRING
07/02/2009	14:00	REPLACE THE UNIT... CAR IS RUNNING FND AT THIS TIME.
07/02/2009	15:58	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/02/2009	15:58	ISSUE UPDATED

#### Consultant's Closing Comments

REPLACE MECHATRONCIS FLUID FILTER AND BOLTS SET BASIC SETTING AFTER REPAIRING

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
471786	JETTA	2008	3VWRA71K48M [REDACTED]	5803	3885	06/29/2009	USA

#### Workshop Finding

TEST DROVE VEHICLE COULD NOT DUPLICATE CONCERN. SCANNED WITH 5052 GFF , NO FAULTS ARE PRESENT.

Activity Date	Activity Time	Activity Comments
06/29/2009	10:55	CUSTOMER HAS COMPLAINT OF CAR JERKING WHEN GOING FROM REVERSE OR ACCELERATING. TEST DROVE VEHICLE COULD NOT DUPLICATE CONCERN. SCANNED WITH 5052 GFF , NO FAULTS ARE PRESENT.
06/29/2009	10:55	ISSUE OPENED BY DEALERSHIP
06/29/2009	10:59	CUSTOMER COMMENTS: CUSTOMER HAS COMPLAINT OF CAR JERKING WHEN GOING FROM REVERSE OR ACCELERATING.
06/29/2009	10:59	MVB 54 J02. ADVISED TO REPLACE MECHATRONICS UNIT, FLUID, FILTER AND BOLTS.
06/29/2009	10:59	WORKSHOP FINDINGS: TEST DROVE VEHICLE COULD NOT DUPLICATE CONCERN. SCANNED WITH 5052 GFF , NO FAULTS ARE PRESENT.
06/29/2009	11:28	PART IS ON ORDER
06/29/2009	12:12	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
06/29/2009	12:12	ISSUE UPDATED

#### Consultant's Closing Comments

D1 PART IS ON ORDER

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
471862	RABBIT	2008	WVWKC71K78W [REDACTED]	7454	3885	06/29/2009	USA

#### Workshop Finding

LAST VTA 157919. HAD TWO REPAIRS LAST VISIT. ONE WAS BEFORE THE S2 RECALL WAS OUT, I WAS SENT THE REPAIR KIT TO REPAIR STALLING ISSUE BY REPAIRING THE FUEL TANK. ALSO HAD ISSUE FOR ROUGH SHIFTING IN DSG TRANSMISSION. I PERFORMED THE BASIC SETTINGS AND MVB 54 IN LINE TWO HAS H50. WAS INSTRUCTED TO DO A MECHATRONICS BUT WAS NOT IN VTA. ORDER AND WANTED TO KNOW IF I ALS REPLACE FILTER AND BOLTS?

Activity Date	Activity Time	Activity Comments
06/29/2009	12:03	ISSUE OPENED BY DEALERSHIP
06/29/2009	12:03	LAST VTA 157919. HAD TWO REPAIRS LAST VISIT. ONE WAS BEFORE THE S2 RECALL WAS OUT, I WAS SENT THE REPAIR KIT TO REPAIR STALLING ISSUE BY REPAIRING THE FUEL TANK. ALSO HAD ISSUE FOR ROUGH SHIFTING IN DSG TRANSMISSION. I PERFORMED THE BASIC SETTINGS AND MVB 54 IN LINE TWO HAS H50. WAS INSTRUCTED TO DO A MECHATRONICS BUT WAS NOT IN VTA. ORDER AND WANTED TO KNOW IF I ALS REPLACE FILTER AND BOLTS?
06/29/2009	12:12	CUSTOMER COMMENTS: TECHNICIAN IS REPALCING THE MECHATRONIC.
06/29/2009	12:12	TECH WAS ADVISED TO REPLACE THE MECHATRONC ON VTA CASE NUMBER: 454046.
06/29/2009	12:12	WORKSHOP FINDINGS: LAST VTA 157919. HAD TWO REPAIRS LAST VISIT. ONE WAS BEFORE THE S2 RECALL WAS OUT, I WAS SENT THE REPAIR KIT TO REPAIR STALLING ISSUE BY REPAIRING THE FUEL TANK. ALSO HAD ISSUE FOR ROUGH SHIFTING IN DSG TRANSMISSION. I PERFORMED THE BASIC SETTINGS AND MVB 54 IN LINE TWO HAS H50. WAS INSTRUCTED TO DO A MECHATRONICS BUT WAS NOT IN VTA. ORDER AND WANTED TO KNOW IF I ALS REPLACE FILTER AND BOLTS?
06/29/2009	12:14	ADVISED TECH WHEN REPLACING A MECHATRONICS, YOU WILL ALSO NEED TO REPLACED THE MECHATRONICS BOLTS, THE FLUID, AND FILTER. ONCE REPAIRS ARE COMPLETED, PLEASE PERFORM TRANSMISSION BASIC SETTINGS IN ACCORDANCE WITH TT: 37-09-03.
06/29/2009	12:14	ONCE THE VEHICLE IS REPAIRED, PLEASE UPDATE AND CLOSE THIS VTA CASE. IF POSSIBLE FILL OUT A HELPLINE SURVEY.
06/30/2009	09:59	REMOVED AND REPLACED MECHATRONC, BOLTS, FILTER. PERFORMED BASIC SETTINGS. ROAD TESTED AND DRIVES AND SHIFTS GOOD
06/30/2009	11:31	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
06/30/2009	11:31	ISSUE UPDATED

#### Consultant's Closing Comments

TECHNICIAN REPLACED MECHATRONICS, BOLTS, FILTER AND THEN PERFORMED BASIC SETTINGS.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
471891	RABBIT	2008	WVWKC71K68W [REDACTED]	21017	3885	06/29/2009	USA

#### Workshop Finding

CHECKED VEHICLE FOR CODES AND THERE WERE NO CODES. CUSTOMER JUST BOUGHT VEHICLE FROM ANOTHER DEALER AND THAT DEALER STATED VEHICLE NEEDS MECHATRONICS UNIT AND TO HAVE IT ORDERED AT LOCAL SHOP. TO VERIFY THAT IS THE CORRECT PART TO FIX CONCERN WHAT ALL SHOULD BE LOOKED AT UPON DIAGNOSTICS?

Activity Date	Activity Time	Activity Comments
06/29/2009	12:28	CUSTOMER STATES VEHICLE IS DOWNSHIFTING INTO FIRST GEAR HARSHLY AND TAKES AWHILE FOR VEHICLE TO START MOVING FROM A STOP. CHECKED VEHICLE FOR CODES AND THERE WERE NO CODES. CUSTOMER JUST BOUGHT VEHICLE FROM ANOTHER DEALER AND THAT DEALER STATED VEHICLE NEEDS MECHATRONICS UNIT AND TO HAVE IT ORDERED AT LOCAL SHOP. TO VERIFY THAT IS THE CORRECT PART TO FIX CONCERN WHAT ALL SHOULD BE LOOKED AT UPON DIAGNOSTICS?
06/29/2009	12:28	ISSUE OPENED BY DEALERSHIP
06/29/2009	13:01	ADVISE TECH TO PERFORM BASIC SETTINGS PER TT 37-09-03, IF CONCERN STILL PRESSENT NEED READINGS FROM MVB 54 AND 64 IN TCM.
06/29/2009	13:01	CUSTOMER COMMENTS: CUSTOMER STATES VEHICLE IS DOWNSHIFTING INTO FIRST GEAR HARSHLY AND TAKES AWHILE FOR VEHICLE TO START MOVING FROM A STOP.
06/29/2009	13:01	WORKSHOP FINDINGS: CHECKED VEHICLE FOR CODES AND THERE WERE NO CODES. CUSTOMER JUST BOUGHT VEHICLE FROM ANOTHER DEALER AND THAT DEALER STATED VEHICLE NEEDS MECHATRONICS UNIT AND TO HAVE IT ORDERED AT LOCAL SHOP. TO VERIFY THAT IS THE CORRECT PART TO FIX CONCERN WHAT ALL SHOULD BE LOOKED AT UPON DIAGNOSTICS?
06/29/2009	15:05	PERFORMED BASIC SETTINGS AS DIRECTED IN TECH TIPS AFTER DRIVING THE VEHICLE 13 MILES. SHUT OFF AND RESTARTED. AFTER APPROX ANOTHER 7-10 MILES TRANSMISSION ACTED UP IN FIRST GEAR BADLY. ATTACHED ARE THE MVB REQUESTED.
06/29/2009	16:57	REPLACE MECHTRONICS FLUID AND THE FILTER AND BOLTS SET BASIC SETTING AFTER REPAIRS
07/06/2009	17:09	SPOKE WITH JEREMY IN VW SERVICE STATED END OF THE DAY AND NOT ABLE TO GET UPDATE ON VTA TICKETS D2
07/08/2009	17:45	SORRY. HAD ORDERED MECHATROANICS ON 6/29/09...HAS NOT COME IN YET
07/09/2009	07:41	THANK YOU FOR THE UPDATE.
07/10/2009	14:37	STILL WAITING
07/13/2009	17:21	THANKS FOR THE UPDATE.
07/14/2009	10:41	THE WAIT CONTINUES
07/15/2009	14:56	THANKS FOR THE UPDATE.
07/20/2009	14:34	NO PART YET
07/20/2009	16:50	THANKS FOR THE UPDATE, PLEASE CALL BACK IF FURTHER ASSISTANCE IS NEEDED.
08/03/2009	10:45	STILL WAITING ON MECHATRONICS UNIT
08/04/2009	19:53	THANKS FOR THE UPDATE.
08/06/2009	11:09	NOT HERE YET
08/07/2009	22:26	MECHATRONICS UNIT ARRIVED TODAY (8-7-09) NOW WAITING ON DSG FILTERS TO ARRIVE SHOULD BE ON MONDAY.
08/11/2009	15:26	CAR WAS TAKEN BY CUSTOMER AWHILE AGO UNKNOWN TO TECH. VEHICLE SHOULD BE BACK IN A FEW DAYS
08/12/2009	19:11	ADVISE THAT IF VEHICLE HAS LEFT DEALER CLOSE VTA.
08/13/2009	16:52	HOORAY!! THE CAR CAME BACK. MECHATRONICS REPLACED. TRANSMISSION IS SHIFTING AS DESIGNED. THANKS FOR THE PATIENCE
08/13/2009	17:39	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
08/13/2009	17:39	ISSUE UPDATED

#### Consultant's Closing Comments

MECHATRONICS REPLACED

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
471904	RABBIT	2008	WVWHV71K68W [REDACTED]	17805	3885	06/29/2009	USA

Workshop Finding
n/a

Activity Date	Activity Time	Activity Comments
06/29/2009	12:37	C/S THE VEHICLE SHUDDERS WHEN COMING TO A STOP OR TAKING OFF.
06/29/2009	12:37	ISSUE OPENED BY DEALERSHIP
06/29/2009	12:40	CUSTOMER COMMENTS: C/S THE VEHICLE SHUDDERS WHEN COMING TO A STOP OR TAKING OFF.
06/29/2009	12:40	TECH STATED HE HAS SET BASIC SETTINGS AND CONDITION IS STILL PRESENT. MVB 54 H44. ADVISED TO REPLACE MECHATRONICS UNIT, FLUID, FILTER AND BOLTS.
06/29/2009	15:09	ORDERED PARTS, VEHICLE RETURNED TO CUSTOMER, WILL INSTALL UPON ARRIVAL.
06/29/2009	15:34	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
06/29/2009	15:34	ISSUE UPDATED

Consultant's Closing Comments
D1 ORDERED PARTS, VEHICLE RETURNED TO CUSTOMER, WILL INSTALL UPON ARRIVAL.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
471909	JETTA	2008	3VWRJ71K58M [REDACTED]	122208	3885	06/29/2009	USA

**Workshop Finding**

n/a

Activity Date	Activity Time	Activity Comments
06/29/2009	12:44	CUST STATES A SHUDDER ON ACCEL VERIFIED COMPLAINT WHEN STOPPED NOT A SMOOTH TRANS ACTION JERK ON INITIAL ACCEL TRIED TO SER BASICE SETTING FOR TRANS, GFF NO FAULTS
06/29/2009	12:44	ISSUE OPENED BY DEALERSHIP
06/29/2009	12:50	ADVISED TECH TO RUN BASIC SETTINGS AS OUTLINED IN TT 37-09-03. UPDATE VTA WITH NUMBERS FROM MVB 64 AND 54 IN TCM. GIVE US A CALL WITH YOUR FINDINGS.
06/29/2009	12:50	CUSTOMER COMMENTS: CUST STATES A SHUDDER ON ACCEL VERIFIED COMPLAINT WHEN STOPPED NOT A SMOOTH TRANS ACTION JERK ON INITIAL ACCEL TRIED TO SER BASICE SETTING FOR TRANS, GFF NO FAULTS
06/30/2009	12:35	PREFOREMED BASIC SETTING FROM TECH TIP RESOLVED PROBLEM
06/30/2009	12:44	CALLED TECHNICIAN BACK TO GET MVB READINGS. TECH IS TO UPDATE VTA WITH NUMBERS AND GIVE A CALL BACK. PLEASE ASK FOR ALLEN.
06/30/2009	12:45	ISSUE UPDATED
06/30/2009	13:21	MVB 54 J04J0209  MVB 64 0 0
06/30/2009	13:32	CALLED TECHNICIAN BACK. BASED OFF MVB 54, ADVISE TECHNICIAN TO REPLACE MECHATRONIC UNIT, FLUID, FILTER, AND BOLTS.
06/30/2009	14:06	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
06/30/2009	14:06	ISSUE UPDATED

**Consultant's Closing Comments**

VEHICLE LEFT DEALERSHIP. CLOSING VTA. OPEN NEW VTA IF NEEDED WHEN VEHICLE RETURNS.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
471915	RABBIT	2008	WVWKC71K88W [REDACTED]	7191	3885	06/29/2009	USA

**Workshop Finding**

TRANS JERKS/SURGES

Activity Date	Activity Time	Activity Comments
06/29/2009	12:50	ISSUE OPENED BY DEALERSHIP
06/29/2009	12:50	TRANS JERKS/SURGES ON ACCEL AND SHIFTING, MB #54= H50C0171
06/29/2009	12:54	CUSTOMER COMMENTS: T ON ACCEL AND SHIFTING, MB #54= H50C0171
06/29/2009	12:54	REPLACE MECHATRONICS FLUID AND FILTER AND SET BASIC SETTING AFTER REPAIRS ARE COMPLETED
06/29/2009	12:54	WORKSHOP FINDINGS: TRANS JERKS/SURGES
06/29/2009	13:01	PARTS ON RED ORDER, THANK YOU
06/29/2009	13:12	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
06/29/2009	13:12	ISSUE UPDATED

**Consultant's Closing Comments**

REPLACE MECHATRONICS FLUID AND 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
471917	RABBIT	2008	WVWHV71K28W [REDACTED]	17775	3885	06/29/2009	USA

#### Workshop Finding

. CHECKED NO FAULTS, PERFORMED BASIC SETTINGS ON DSG TRANS USING V.S.D 5052 AND FLUID AND ROAD TESTED AND STILL THE SAME. PART# FOR DSG IS 02E927770AE AND SOFTWARE IS 1409. NEED OKAY TO ORDER MEGATRONICS. TECH HAS PERFORMED BASIC SETTINGS,

Activity Date	Activity Time	Activity Comments
06/29/2009	12:51	CUST. STATES CAR SURGES AND BUCKS WHEN ACCLERATING FROM A STOP. CHECKED NO FAULTS, PERFORMED BASIC SETTINGS ON DSG TRANS USING V.S.D 5052 AND FLUID AND ROAD TESTED AND STILL THE SAME. PART# FOR DSG IS 02E927770AE AND SOFTWARE IS 1409. NEED OKAY TO ORDER MEGATRONICS.
06/29/2009	12:51	ISSUE OPENED BY DEALERSHIP
06/29/2009	13:32	ADVISE TECH TO GET MVB 54 AND 64 IN TCM
06/29/2009	13:32	CUSTOMER COMMENTS: CUST. STATES CAR SURGES AND BUCKS WHEN ACCLERATING FROM A STOP
06/29/2009	13:32	WORKSHOP FINDINGS: . CHECKED NO FAULTS, PERFORMED BASIC SETTINGS ON DSG TRANS USING V.S.D 5052 AND FLUID AND ROAD TESTED AND STILL THE SAME. PART# FOR DSG IS 02E927770AE AND SOFTWARE IS 1409. NEED OKAY TO ORDER MEGATRONICS. TECH HAS PERFORMED BASIC SETTINGS,
06/29/2009	13:42	BASIC SETTINGS PERFORMED AND COMPLETED WITHOUT FAULT. MVB 54=H44 MVB 64=0/0
06/29/2009	13:43	REPLACE THE MECH, FLUID, FILTER AND BOLTS
07/06/2009	11:26	JOE STATES PART HAS BEEN RED ORDERED P1
07/14/2009	14:47	ORDERED
07/14/2009	15:38	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/14/2009	15:38	ISSUE UPDATED

#### Consultant's Closing Comments

MECH, FLUID, FILTER AND BOLTS

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
471939	EOS	2008	WVWBA71F78V [REDACTED]	9416	3885	06/29/2009	USA

#### Workshop Finding

n/a

Activity Date	Activity Time	Activity Comments
06/29/2009	13:17	ISSUE OPENED BY DEALERSHIP
06/29/2009	13:17	WHEN COMING TO A STOP AND RE-ACCELARTING TRANSMISSION HAS A DELAY THEN JERKS. RAN GFF AND NO DTC'S STORED IN SYSTEM. WENT TO MEASURE VALUE BLOCK 54 J11G0379.
06/29/2009	18:06	CUSTOMER COMMENTS: WHEN COMING TO A STOP AND RE-ACCELARTING TRANSMISSION HAS A DELAY THEN JERKS. RAN GFF AND NO DTC'S STORED IN SYSTEM. WENT TO MEASURE VALUE BLOCK 54 J11G0379.
06/29/2009	18:06	PLEASE REPLACE THE MECH UNIT.
06/29/2009	18:33	PART ON RED ORDER
06/30/2009	18:54	THANKS FOR THE UPDATE.
07/06/2009	18:27	C1 JESSIE IN SERVICE STATED CUSTOMER HAS TAKEN VEHICLE AND WILL HAVE TECH CLOSE TICKET.
07/07/2009	16:37	PART ON RED ORDER
07/07/2009	19:58	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/07/2009	19:58	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
471999	EOS	2008	WVWBA71F98V [REDACTED]	12348	3885	06/29/2009	USA

#### Workshop Finding

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

Activity Date	Activity Time	Activity Comments
06/29/2009	14:17	CUST. STATES VEC. HESITATES ON ACCELERATION FROM A STOP.ROAD TESTED FELT HESITATION.USED GFF NO FAULT CODES IN ANY MODULES.CHECK FLUID LEVEL IN SPEC.
06/29/2009	14:17	ISSUE OPENED BY DEALERSHIP
06/29/2009	14:21	ADVISED THE TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT.
06/29/2009	14:21	CUSTOMER COMMENTS: CUST. STATES VEC. HESITATES ON ACCELERATION FROM A STOP.ROAD TESTED FELT HESITATION.USED GFF NO FAULT CODES IN ANY MODULES.CHECK FLUID LEVEL IN SPEC.
06/29/2009	14:21	WORKSHOP FINDINGS: TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM. MVB 54 IS H31. BASIC SETTINGS PERFORMED.
07/03/2009	07:59	ORDERED THE MECHTRONICS UNIT AND GAVE THE KEYS BACK TO THE ADVISOR AND TOLD HIM TO LET THE CUSTOMER HAVE THE VEHICLE UNTIL THE PART ARRIVES, THANKS
07/04/2009	00:17	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/04/2009	00:17	ISSUE UPDATED

#### Consultant's Closing Comments

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

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
472039	EOS	2008	WVWBA71F98V [REDACTED]	5177	3885	06/29/2009	USA

#### Workshop Finding

n/a

Activity Date	Activity Time	Activity Comments
06/29/2009	14:51	ISSUE OPENED BY DEALERSHIP
06/29/2009	14:51	WHEN CAR IS HOT IN DRIVE OR MORE SO IN REVERS CAR IS VERY JERKY AND LURCHES. MVB 54 IS J12C0438
06/29/2009	14:55	TRYED TO CONTACT GUYS ARE CLOSED DURING DAY DU TO MEETINGS
06/30/2009	08:16	ADVISE TECH TO PERFORM BASIC SETTINGS IF CONCERN IS STILL PRESENT. REPLACE MECHATRONICS , FLUID , FILILTER , AND BOLTS
06/30/2009	08:16	CUSTOMER COMMENTS: WHEN CAR IS HOT IN DRIVE OR MORE SO IN REVERS CAR IS VERY JERKY AND LURCHES. MVB 54 IS J12C0438
06/30/2009	09:08	WAS ABLE TO PREFORM BASIC SETTINGS WILL NOW TAKE LONG TEST DRIVE
06/30/2009	13:16	CAR BUCKS AND JERKS AFTER ROAD TEST WILL ORDER PARTS FOR MECHATRONICS
06/30/2009	15:53	THANKS FOR THE UPDATE. PLEASE CALL BACK IF FURTHER ASSISTANCE IS NEEDED
06/30/2009	16:46	WILL ORDER PARTS ON 7 1 09
07/01/2009	07:34	THANKS FOR THE UPDATE
07/01/2009	10:23	PART ON ORDER AND CUSTOMER TOOK CAR TILL PART COMES IN DUE TO IT TAKING SO LONG TO GET THESE UNITS.
07/01/2009	16:07	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/01/2009	16:07	ISSUE UPDATED

#### Consultant's Closing Comments

PART ON ORDER AND CUSTOMER TOOK CAR TILL PART COMES IN DUE TO IT TAKING SO LONG TO GET THESE UNIT

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
472063	JETTA	2009	3VWCL71K89M [REDACTED]	30045	3885	06/29/2009	USA

#### Workshop Finding

VALUE BLOCK 54 = J07C0424. WHILE ON THE PHONE, TECH CHECK MVB 64/1 = 0, /2 = 0.

Activity Date	Activity Time	Activity Comments
06/29/2009	15:05	ISSUE OPENED BY DEALERSHIP
06/29/2009	15:05	WHEN SLOWLY ACCALARATING FEELS LIKE IT POPES OUT OF GEAR /VIHICLE VIRATES VALUE BLOCK 54 J07C0424
06/29/2009	16:06	ADVISED TECH TO PLEASE PERFORM BASIC SETTINGS PER TT: 37-09-03. IF IT PASSES, PLEASE REPLACE THE MECHATRONIC, FLUID, FILTER, AND BOLTS. ONCE DONE, PERFORM THE BASIC SETTING ONCE AGAIN AND RE-EVALUATE FOR THE CONCERN.
06/29/2009	16:06	CUSTOMER COMMENTS: WHEN SLOWLY ACCALARATING FEELS LIKE IT POPES OUT OF GEAR. VEHICLE VIBRATES.
06/29/2009	16:06	ONCE THE VEHICLE IS REPAIRED, PLEASE FILL OUT A SURVEY AND CLOSE THIS VTA CASE.
06/29/2009	16:06	WORKSHOP FINDINGS: VALUE BLOCK 54 = J07C0424. WHILE ON THE PHONE, TECH CHECK MVB 64/1 = 0, /2 = 0.
07/06/2009	16:30	SPOKE WITH WILLIAM IN SERVICE. PARTS ARE ON ORDER AND THE CUSTOMER HAS THE VEHICLE. TECH TO UPDATE AND CLOSE THE VTA. C1
07/18/2009	10:58	PARTS ORDERED
07/20/2009	11:33	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/20/2009	11:33	ISSUE UPDATED

#### Consultant's Closing Comments

TECHNICIAN TO REPLACE THE MECHATRONIC, FLUID, FILTER, AND BOLTS.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
472076	RABBIT	2008	WVWHV71K98W [REDACTED]	9816	3885	06/29/2009	USA

#### Workshop Finding

CUST STATES LACK OF ACCELERATION, HESITATION.

Activity Date	Activity Time	Activity Comments
06/29/2009	15:14	CUST STATES LACK OF ACCELERATION, HESITATION. THE DSG TRANS HESITATES THE ENGINE THE CLUTCHES FROM A STOP. SLIGHT SHUDDER THEN GOES. RESET BASIC SETTING S WITH NO CHANGE. FLUID IS OK. LAST TIME I HAD THIS EXACT COMPLAINT REPLACING THE MECHATRONIC FIXED THE CONCERN. REPLACE THE ,ECHATRINIC FOR THIS ONE ALSO??
06/29/2009	15:14	ISSUE OPENED BY DEALERSHIP
06/29/2009	17:13	ADVISE TECH TO GET MVB 54 IN 02
06/29/2009	17:13	CUSTOMER COMMENTS: CUST STATES LACK OF ACCELERATION, HESITATION. THE DSG TRANS HESITATES THE ENGINE THE CLUTCHES FROM A STOP. SLIGHT SHUDDER THEN GOES. RESET BASIC SETTING S WITH NO CHANGE. FLUID IS OK. LAST TIME I HAD THIS EXACT COMPLAINT REPLACING THE MECHATRONIC FIXED THE CONCERN. REPLACE THE ,ECHATRINIC FOR THIS ONE ALSO??
06/29/2009	17:13	WORKSHOP FINDINGS: CUST STATES LACK OF ACCELERATION, HESITATION.
06/29/2009	17:31	DONE J06F0310
06/29/2009	17:35	ADVISED TECH TO REPLACE THE MECH UNIT, BOLTS, FILTER AND FLUID THEN RUN BASIC SETTINGS PER TT 37-09-03 CLOSE OUT VTA WHEN COMPLETED. TECH SAID HE RAN BASIC SETTINGS BEFORE CALLING WITH NO CHANGE TO CONCERN.
06/29/2009	18:05	MECH UNIT IS ON BACK ORDER. WILL UPDATE WHEN IT COMES IN.
06/30/2009	15:29	UPDATE AFTER MECH IS INSTALLED
07/02/2009	13:25	UPDATING THE VTA. STILL WAITING FOR THE MECH UNIT.
07/02/2009	17:44	UPDATE AFTER PARTS ARE INSTALLED
07/07/2009	15:37	P1 SPOKE TO GABRIELLE. WAITING ON RED ORDERED PART.
07/09/2009	14:28	PARTS ARE STILL NOT IN YET
07/13/2009	18:38	UPDATE AFTER PARTS ARE INSTALLED
07/15/2009	12:00	JUST CHECKED UP ON THE MECH UNIT. ETA TO ARRIVE HERE IS 7/31. RO WAS OPENED 6/29. THE CAR WILL QUALIFY FOR LEMON LAW BEFORE THE PART EVEN ARRIVES. ANYWAY TO GET ONE HERE FASTER???
07/15/2009	17:04	UPDATE AFTER PARTS ARE INSTALLED
07/15/2009	17:50	ISSUE SENT TO DEALERSHIP
07/16/2009	18:01	OK, WILL UPDATE IN A COUPLE WEEKS WHEN THE PART GETS HERE.
07/19/2009	22:58	THANKS FOR UPDATE.
07/31/2009	12:41	ETA FOR THE PART IS NOW 8/5/09.
07/31/2009	18:23	MECH UNIT CAME IN TODAY FED EX. INSTALLING NOW
07/31/2009	18:35	UPDATE AFTER PARTS ARE INSTALLED
08/01/2009	18:30	DONE. ROAD TESTED. SHIFTS NORMAL. THANKS
08/03/2009	10:19	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
08/03/2009	10:19	ISSUE UPDATED

#### Consultant's Closing Comments

DONE. ROAD TESTED. SHIFTS NORMAL. THANKS

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
472106	JETTA	2008	3VWRA71K58M [REDACTED]	10952	3885	06/29/2009	USA

#### Workshop Finding

DIAG ROAD TEST VEH FOUND VEH GANGING IN 1ST GEAR CHECK TRANS FLUID OK..DIAG 5051B FOUND NO FAULTS...

Activity Date	Activity Time	Activity Comments
06/29/2009	15:38	C/S VEH JERKS WHEN GOING IN GEAR..DIAG ROAD TEST VEH FOUND VEH GANGING IN 1ST GEAR CHECK TRANS FLUID OK..DIAG 5051B FOUND NO FAULTS...
06/29/2009	15:38	ISSUE OPENED BY DEALERSHIP
06/29/2009	16:54	ADVISED TECH TO PERFORM TRANSMISSION BASIC SETTINGS PER TT 37-09-03 THEN CALL BACK WITH MVB 54 AND 64 FROM TCM AND WE WILL DETERMINE WHAT REPAIR IS REQUIRED.
06/29/2009	16:54	CUSTOMER COMMENTS: C/S VEH JERKS WHEN GOING IN GEAR.
06/29/2009	16:54	WORKSHOP FINDINGS: DIAG ROAD TEST VEH FOUND VEH GANGING IN 1ST GEAR CHECK TRANS FLUID OK..DIAG 5051B FOUND NO FAULTS...
06/30/2009	12:01	PERFORM TT 37-09-03 ROAD TEST VEH 10 MILES..TRANS SHIFT OK..PERFORM MVB 54(J11J0060) 64 (00)
06/30/2009	12:28	ADVISE TECH TO REPLACE MECHATRONICS, FLUID FILTER AND BOLTS. REPERFORM BASIC SETTINGS.
07/01/2009	08:36	PARTS ON ORDER..
07/01/2009	09:42	THANKS FOR THE UPDATE.
07/06/2009	13:14	P1 SPOKE TO BILLY IN SERVICE TECH IS WAITNG ON PARTS.
07/13/2009	08:41	STILL WAITING ON PARTS
07/13/2009	21:31	THANKS FOR THE UPDATE.
08/04/2009	16:01	REPLACE VALVE BODY VEH OK
08/04/2009	17:56	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
08/04/2009	17:56	ISSUE UPDATED

#### Consultant's Closing Comments

REPLACED MECH UNIT, COMPLETED.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
472114	RABBIT	2008	WVWKC71K58W [REDACTED]	10521	3885	06/29/2009	USA

#### Workshop Finding

TWO FAULTS CAME BACK. TECH MUST CYCLE KEY INORDER TO DRIVE THE CAR BUT THE FAULTS WILL RETURN.

Activity Date	Activity Time	Activity Comments
06/29/2009	15:49	AFTER REPLACING MECHATRONIC NO 2 ND GEAR
06/29/2009	15:49	ISSUE OPENED BY DEALERSHIP
06/29/2009	16:10	A2 ADVISED THE TECH TO ATTACH THE FAULT LOG TO THE VTA, AND GET MVB 54 AND 64 IN TCM. UPDATE THE VTA WITH THAT INFORMATION AND PLEASE CALL BACK IN.
06/29/2009	16:10	CUSTOMER COMMENTS: AFTER REPLACING MECHATRONIC NO 2 ND GEAR
06/29/2009	16:10	WORKSHOP FINDINGS: TWO FAULTS CAME BACK. TECH MUST CYCLE KEY INORDER TO DRIVE THE CAR BUT THE FAULTS WILL RETURN.
06/29/2009	16:13	READINGS IN 46 AND 56
06/29/2009	16:21	MVB 54= K23 MVB 64=0/0
06/29/2009	16:21	PLEASE GET SCREENSHOTS OF MVB 41/48
06/29/2009	16:33	SCREENSHOTS OF MVB 41/48
06/29/2009	17:03	ISSUE UPDATED
06/29/2009	17:03	MVB 41/48 FROM THE OLD MECH
06/30/2009	13:12	OLD MECH READINGS
06/30/2009	13:27	ISSUE SENT TO DEALERSHIP
06/30/2009	13:28	FYI QA
06/30/2009	13:28	ISSUE UPDATED
06/30/2009	16:20	UPDATED MECH TO CORRECT SOFTWARE, ADVISED THE TECH TO PERFORM BASIC SETTINGS AND RETEST FOR ISSUE
07/06/2009	13:53	REFLASHET MECHATRONIC AND SET BASIC SETINGS ALL OK
07/06/2009	15:18	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/06/2009	15:18	ISSUE UPDATED

#### Consultant's Closing Comments

UPDATED MECH TO CORRECT SOFTWARE, ADVISED THE TECH TO PERFORM BASIC SETTINGS AND RETEST FOR ISSUE INCORRECT MECH

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
472117	EOS	2008	WVWBA71F98V [REDACTED]	13966	3885	06/29/2009	USA

**Workshop Finding**

TRANS JERKS WHEN TAKING OFF FROM A STOP

Activity Date	Activity Time	Activity Comments
06/29/2009	15:53	ISSUE OPENED BY DEALERSHIP
06/29/2009	15:53	TRANS JERKS WHEN TAKING OFF FROM A STOP. NO FAULTS STORED IN TCM. TCM# 02E300050P 1402 MVB54 J11A0604. FLUID IS FULL.
06/29/2009	16:51	CUSTOMER COMMENTS: TRANS JERKS WHEN TAKING OFF FROM A STOP. NO FAULTS STORED IN TCM. TCM# 02E300050P 1402 MVB54 J11A0604. FLUID IS FULL.
06/29/2009	16:51	REPALCE MECHTRONICS, FLUID FILTER AND BOLTS SET BASIC SETTING AFTER REPAIRS
06/29/2009	16:51	WORKSHOP FINDINGS: TRANS JERKS WHEN TAKING OFF FROM A STOP
06/30/2009	12:09	SPECIAL ORDER MECHATRONICS.
06/30/2009	15:14	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
06/30/2009	15:14	ISSUE UPDATED

**Consultant's Closing Comments**

SPECIAL ORDER MECHATRONICS.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
472132	EOS	2007	WVWBA71F07V [REDACTED]	27161	3885	06/29/2009	USA

#### Workshop Finding

MVB 54 H15 Q0472 64 0 0

Activity Date	Activity Time	Activity Comments
06/29/2009	16:06	CUSTOMER STATES: TRANSMISSION IS JERKING UPON ACCELERATION. SHOP FINDINGS: NO FAULTS IN TCM, VERIFIED CONCERN ON ROAD-TEST.
06/29/2009	16:06	ISSUE OPENED BY DEALERSHIP
06/29/2009	16:22	ADVISED THE TECH TO ATTACH A FAULT LOG TO THE VTA, AND ALSO REPLACE THE MECATRONICS, FLUID AND BOLTS. SET BASIC SETTINGS AND TEST DRIVE AND UPDATE THE VTA WITH RESULTS.
06/29/2009	16:22	CUSTOMER COMMENTS: CUSTOMER STATES: TRANSMISSION IS JERKING UPON ACCELERATION. SHOP FINDINGS: NO FAULTS IN TCM, VERIFIED CONCERN ON ROAD-TEST.
06/29/2009	16:22	WORKSHOP FINDINGS: MVB 54 H15 Q0472 64 0 0
06/29/2009	16:23	HERE IS THE FAULT LOG/DIAGNOSTIC LOG REQUESTED.
06/29/2009	19:47	THANKS FOR THE UPDATE.
07/01/2009	15:10	AWAITING PARTS ARRIVAL...
07/01/2009	19:21	THANKS FOR THE UPDATE.
07/06/2009	13:35	TALKED TO ROBERT IN SERVICE THE TRANS IS ON ORDER.....P1
07/28/2009	17:42	REPLACED MECHATRONICS UNIT & PERFORMED BASIC SETTINGS, ROAD-TESTED VEHICLE, HESITATION SYMPTOMS ARE GONE, OK AT THIS TIME.
07/29/2009	17:03	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/29/2009	17:03	ISSUE UPDATED

#### Consultant's Closing Comments

RODNEY NUNEMACHER: CLOSING IN PROCESS: DEALER COMPLETE: REPLACED MECHATRONICS UNIT & PERFORMED BASIC SETTINGS, ROAD-TESTED VEHICLE, HESITATION SYMPTOMS ARE GONE, OK AT THIS TIME.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
472137	RABBIT	2008	WVWVFV71K68W [REDACTED]	11988	3885	06/29/2009	USA

#### Workshop Finding

TEST DROVE VERIFIED A SLIP AND HESITATION AT TAKE OFF, RUN GFF, NO FAULTS , CHECK MVB 54 AND 64

Activity Date	Activity Time	Activity Comments
06/29/2009	16:08	CUSTOMER STATES WHEN PULLING OF FROM A STOP SLOW TRANSMISSION WILL JERK, SLUGGISH. TEST DROVE VERIFIED A SLIP AND HESITATION AT TAKE OFF, RUN GFF, NO FAULTS , CHECK MVB 54 AND 64
06/29/2009	16:08	ISSUE OPENED BY DEALERSHIP
06/29/2009	16:15	ADVISED TO PERFORM BASIC SETTINGS FOLLOW TT 37 09 03 ROAD TEST VEHICLE AND IF CONDITION IS STILL PRESENT REPLACE MECHATRONICS UNIT, FLUID, FILTER AND BOLTS.
06/29/2009	16:15	CUSTOMER COMMENTS: CUSTOMER STATES WHEN PULLING OF FROM A STOP SLOW TRANSMISSION WILL JERK, SLUGGISH.
06/29/2009	16:15	WORKSHOP FINDINGS: TEST DROVE VERIFIED A SLIP AND HESITATION AT TAKE OFF, RUN GFF, NO FAULTS , CHECK MVB 54 AND 64
06/29/2009	16:49	SET BASIC SETTINGS, TEST DROVE, REPAET TEST DRIVE, STILL MAKING HESIRTATION. ORDER PARTS AND RETURN CAR TO CUSTOMER, WILL OPEN ANOTHER VTA IF PROBLEMS CONTINUE
06/29/2009	17:39	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
06/29/2009	17:39	ISSUE UPDATED

#### Consultant's Closing Comments

D1 SET BASIC SETTINGS, TEST DROVE, REPAET TEST DRIVE, STILL MAKING HESIRTATION. ORDER PARTS AND RETURN CAR TO CUSTOMER, WILL OPEN ANOTHER VTA IF PROBLEMS CONTINUE

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
472138	JETTA	2009	3VWRL71K09M [REDACTED]	3092	3885	06/29/2009	USA

#### Workshop Finding

CUSTOMER STATES FEELS LIKE GOING INTO NUETRAL

Activity Date	Activity Time	Activity Comments
06/29/2009	16:08	CUSTOMER STATES FEELS LIKE GOING INTO NUETRAL WHEN DRIVING AT 55-75 MPH,GFF AN DATA BLOCKS 54 AN 64 ATTACHED,,,TEMP SENSOR ????
06/29/2009	16:08	ISSUE OPENED BY DEALERSHIP
06/29/2009	16:14	CUSTOMER COMMENTS: CUSTOMER STATES FEELS LIKE GOING INTO NUETRAL WHEN DRIVING AT 55-75 MPH,GFF AN DATA BLOCKS 54 AN 64 ATTACHED,,,TEMP SENSOR ????
06/29/2009	16:14	REPLACE THE G509 AND THE MECH BOLTS AND FLUID SET BASIC SETTING
06/29/2009	16:14	WORKSHOP FINDINGS: CUSTOMER STATES FEELS LIKE GOING INTO NUETRAL
07/03/2009	17:13	STILL WAITING FOR SENSOR,
07/06/2009	11:59	WILL OPEN NEW VTA IF I HAVE TROUBLE ,,,,THANKS
07/07/2009	14:41	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/07/2009	14:41	ISSUE UPDATED

#### Consultant's Closing Comments

REPLACE THE G509

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
472148	RABBIT	2008	WVWHV71K18W [REDACTED]	5492	3885	06/29/2009	USA

#### Workshop Finding

MVB 54 =J11

Activity Date	Activity Time	Activity Comments
06/29/2009	16:20	ISSUE OPENED BY DEALERSHIP
06/29/2009	16:20	VERIFIED JERKING WHEN TAKING OFF FROM A STOP IN DRIVE AND REVERSE. SEE ATTACHED GFF AND VSD
06/29/2009	16:29	CUSTOMER COMMENTS: VERIFIED JERKING WHEN TAKING OFF FROM A STOP IN DRIVE AND REVERSE. SEE ATTACHED GFF AND VSD
06/29/2009	16:29	REPLACE THE MECHATRONIC, FLUID, FILTER AND BOLTS. SET BASIC SETTINGS RETEST
06/29/2009	16:29	WORKSHOP FINDINGS: MVB 54 =J11
06/29/2009	19:09	ORDERED PARTS. NO MECHATRONICS AVAILABLE IN COUNTRY AT LEAST 3 WEEKS TO OBTAIN PART. RELEASED VEHICLE WILL RESCHEDULE WHEN PART ARRIVES
06/29/2009	19:39	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
06/29/2009	19:39	ISSUE UPDATED

#### Consultant's Closing Comments

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

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
472159	JETTA	2008	3VWRJ71K98M [REDACTED]	15208	3885	06/29/2009	USA

**Workshop Finding**

n/a

Activity Date	Activity Time	Activity Comments
06/29/2009	16:31	ISSUE OPENED BY DEALERSHIP
06/29/2009	16:31	OWNER STATES THE TRANSMISSION SHIFTS VERY HARD/SLOPPY
06/29/2009	16:36	CUSTOMER COMMENTS: OWNER STATES THE TRANSMISSION SHIFTS VERY HARD/SLOPPY
06/29/2009	16:36	PLEASE GET MVB 54/64. PLEASE ALSO SET BASIC SETTINGS PER TECH TIP 37-09-03
06/30/2009	12:04	MVB 54 H51. MVB 64 0/0. ADVISED TO REPLACE MECHATRONICS UNIT, FLUID, FILTER AND BOLTS.
07/06/2009	12:59	P1 SPOKE WITH ADAM (SERVICE) AND WAS ADVISED THAT THE VEHICLE IS STILL IN THE SHOP AND WAITING FOR PARTS.
07/24/2009	11:05	MECHATRONICS UNIT STILL ON ORDER
07/27/2009	11:07	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/27/2009	11:07	ISSUE UPDATED

**Consultant's Closing Comments**

MECHATRONICS UNIT STILL ON ORDER

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
472195	RABBIT	2008	WVWHV71K68W [REDACTED]	16363	3885	06/29/2009	USA

**Workshop Finding**

TEST DROVE CAR AND IT FEELS LIKE IT IS USING LAUNCH CONTROL EVERYTIME IT GOES INTO FIRST CAR BARELY MOVES UNTIL RPM'S HIT 3K AND CAR SPINS TIRES AND STARTS MOVING PROPERLY.

Activity Date	Activity Time	Activity Comments
06/29/2009	17:06	C/S 1ST GEAR HESITATES. TEST DROVE CAR AND IT FEELS LIKE IT IS USING LAUNCH CONTROL EVERYTIME IT GOES INTO FIRST CAR BARELY MOVES UNTIL RPM'S HIT 3K AND CAR SPINS TIRES AND STARTS MOVING PROPERLY.
06/29/2009	17:06	ISSUE OPENED BY DEALERSHIP
06/29/2009	17:16	ADVISED TECH TO CHECK FLUID FOR SIGNS OF COOLANT CONTAMINATION, IF OK PERFORM BASIC SETTINGS PER TT 37-09-03 THEN CALL BACK WITH MVBS 54 AND 64 IN TCM.
06/29/2009	17:16	CUSTOMER COMMENTS: C/S 1ST GEAR HESITATES.
06/29/2009	17:16	WORKSHOP FINDINGS: TEST DROVE CAR AND IT FEELS LIKE IT IS USING LAUNCH CONTROL EVERYTIME IT GOES INTO FIRST CAR BARELY MOVES UNTIL RPM'S HIT 3K AND CAR SPINS TIRES AND STARTS MOVING PROPERLY.
06/30/2009	08:07	MVBS 54=H25G0092 MVB 64= 0/0 ADVISE TECH TO REPLACE MECHATRONICS, FLUID, FILTER, AND BOLTS.
06/30/2009	08:23	S.O.P. MECHATRONICS, CUSTOMER WILL PICK UP VEHICLE AND BRING BACK WHEN PARTS ARRIVE
06/30/2009	10:00	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
06/30/2009	10:00	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
472238	EOS	2008	WVWBA71F18V [REDACTED]	21323	3885	06/29/2009	USA

**Workshop Finding**

n/a

Activity Date	Activity Time	Activity Comments
06/29/2009	18:03	CUSTOMER STATES VEHICLE IS VERY JERKY WHEN DRIVING. DUPLICATED CUSTOMERS CONCERN, FOUND VEHICLE IS SHIFTING FUNNY. CUSTOMER VERY UPSET DUE TO IT TOOK 2 VISITS TO DUPLICATE. CHECKED FLUID, FLUID OK. NO CODES. NO TSBS. HELP!
06/29/2009	18:03	ISSUE OPENED BY DEALERSHIP
06/29/2009	18:07	CUSTOMER COMMENTS: CUSTOMER STATES VEHICLE IS VERY JERKY WHEN DRIVING. DUPLICATED CUSTOMERS CONCERN, FOUND VEHICLE IS SHIFTING FUNNY. CUSTOMER VERY UPSET DUE TO IT TOOK 2 VISITS TO DUPLICATE. CHECKED FLUID, FLUID OK. NO CODES. NO TSBS. HELP!
06/29/2009	18:07	PLEASE REPLACE THE MECH UNIT.
07/06/2009	12:45	P1 SPOKE WITH ALTHIA (SERVICE) AND WAS ADVISED THAT THE VEHICLE IS STILL WAITING ON PARTS.
07/31/2009	14:36	REPLACED MECH. UNIT, FILLED TRANS. ALL OK THANKS JAMES!!!!
07/31/2009	16:21	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/31/2009	16:21	ISSUE UPDATED

**Consultant's Closing Comments**

REPLACED MECH. UNIT, FILLED TRANS. ALL OK THANKS JAMES!!!!

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
472297	JETTA	2008	3VWRJ71K78M [REDACTED]	14304	3885	06/30/2009	USA

#### Workshop Finding

PERFORM ROAD TEST AND CONFIRM JERKING DURING RE ACCELERATION FROM A STOP. PERFORM BASIC SETTING AS PER TECH TIP. REROAD TEST WITH THE SAME RESULTS. NO CODES STORED IN TRANSMISSION OF ENGINE MODULES PLEASE ADVISE!

Activity Date	Activity Time	Activity Comments
06/30/2009	08:42	CUSTOMER STATES TRANSMISSION JERKS FROM A STOP! . PERFORM ROAD TEST AND CONFIRM JERKING DURING RE ACCELERATION FROM A STOP. PERFORM BASIC SETTING AS PER TECH TIP. REROAD TEST WITH THE SAME RESULTS. NO CODES STORED IN TRANSMISSION OF ENGINE MODULES PLEASE ADVISE!
06/30/2009	08:42	ISSUE OPENED BY DEALERSHIP
06/30/2009	08:55	ADVISE TECH TO GET READINGS FROM MVB 54= AND MVB 64= IN TCM
06/30/2009	08:55	CUSTOMER COMMENTS: CUSTOMER STATES TRANSMISSION JERKS FROM A STOP! .
06/30/2009	08:55	WORKSHOP FINDINGS: PERFORM ROAD TEST AND CONFIRM JERKING DURING RE ACCELERATION FROM A STOP. PERFORM BASIC SETTING AS PER TECH TIP. REROAD TEST WITH THE SAME RESULTS. NO CODES STORED IN TRANSMISSION OF ENGINE MODULES PLEASE ADVISE!
06/30/2009	09:03	MVB54= H51E0434 MVB64=0 =0
06/30/2009	09:06	ADVISED THE TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT. BASIC SETTINGS PERFORMED.
07/02/2009	13:37	SOP MECH UNIT.CUSTOMER TO RESCHEDULE FOR REPAIRS.
07/03/2009	08:13	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/03/2009	08:13	ISSUE UPDATED

#### Consultant's Closing Comments

SOP MECH UNIT.CUSTOMER TO RESCHEDULE FOR REPAIRS.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
472302	RABBIT	2008	WVWVFV71KX8W [REDACTED]	16033	3885	06/30/2009	USA

#### Workshop Finding

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

Activity Date	Activity Time	Activity Comments
06/30/2009	08:43	CUSTOMER STATE CAR IS BUCKING WHEN DECELERATING CHECK AND REPORT /CHECK GFF NO DTC FAULT ROAD TEST TRANSMISSION BUCKING AND BANNING WHEN COMMING TO STOP AND JERKING WHEN SLOWING DOWN CHECKMEASURED VALUES 54 RESULT JO5E0199
06/30/2009	08:43	ISSUE OPENED BY DEALERSHIP
06/30/2009	08:54	ADVISED THE TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT.
06/30/2009	08:54	CUSTOMER COMMENTS: CUSTOMER STATE CAR IS BUCKING WHEN DECELERATING CHECK AND REPORT /CHECK GFF NO DTC FAULT ROAD TEST TRANSMISSION BUCKING AND BANNING WHEN COMMING TO STOP AND JERKING WHEN SLOWING DOWN CHECKMEASURED VALUES 54 RESULT JO5E0199
06/30/2009	08:54	WORKSHOP FINDINGS: TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM. MVB 54 IS J05. BASIC SETTINGS PERFORMED.
06/30/2009	09:00	PARTS ORDER CUSTOMER TAKEN CAR SO CLOSE TICKET
06/30/2009	21:46	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
06/30/2009	21:46	ISSUE UPDATED

#### Consultant's Closing Comments

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

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
472310	EOS	2008	WVWBA71F28V [REDACTED]	9001	3885	06/30/2009	USA

#### Workshop Finding

n/a

Activity Date	Activity Time	Activity Comments
06/30/2009	08:54	CUST VEH JERKS ON ACCEL. IN SLOW TRAFFIC. NO FAULTS IN ECM OR DSG TCM. CHECKED FOR TECH BULS. AND T4ECH SOLS. NO APPL. INFO. FOUND. UNKNOWN DRIVING HABITS.
06/30/2009	08:54	ISSUE OPENED BY DEALERSHIP
06/30/2009	09:09	ADVISED TECH TO PERFORM BASIC SETTINGS PER TT 37-09-03. UPDATE VTA WITH NUMBERS FROM MVB 64 AND MVB 54 FROM TCM. GIVE US A CALL BACK WITH YOUR FINDINGS AND FOR DIRECTION.
06/30/2009	09:09	CUSTOMER COMMENTS: CUST VEH JERKS ON ACCEL. IN SLOW TRAFFIC. NO FAULTS IN ECM OR DSG TCM. CHECKED FOR TECH BULS. AND T4ECH SOLS. NO APPL. INFO. FOUND. UNKNOWN DRIVING HABITS.
06/30/2009	09:54	PER PHONE CONV., PERF. BASIC SETTINGS AND ROAD TEST. SHIFT MUCH IMPROVED. MB 84 SHOWS 0 WINDOW 1, 0 IN WINDOW 2. MB54 SHOWS J11C0083.
06/30/2009	10:02	ADVISE TECH TO REPLACE MECHATRONICS , FLUID , FILTER , AND BOLTS.
06/30/2009	10:24	FINAL DISPOSITION: MECHTRONIC NIC. WILL GEN NEW VTA WHEN PARTS ARRIVE. THANX FOR THE GUIDANCE.
06/30/2009	10:43	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
06/30/2009	10:43	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
472345	EOS	2009	WVWFA71F69V [REDACTED]	996	3885	06/30/2009	USA

#### Workshop Finding

TEST DROVE FOUND TRANS TO BE SHILFTING NORMALLY. CHECKED FOR CODES NO CODES. POSSIBLE MECHATRONIC ISSUE? MVB 64 = 106/158

Activity Date	Activity Time	Activity Comments
06/30/2009	09:43	CUSTOMER STATES THAT TRANS WILL SHIFT OUT OF DRIVE TO NEUTRAL AT A STOP THE WILL REV HIGH BEFORE GOING BACK INTO GEAR. ALSO CUSTOMER STATES THAT WHILE DRIVING 45 MPH THE TRANS REVVED UP WITH OUT ACCELERATING LIKE NORMAL. CUSTOMER STATES THAT THE DASH LIGHTS WILL FLICKER WHEN TRANS ISSUES HAPPEN  TEST DROVE FOUND TRANS TO BE SHILFTING NORMALLY. CHECKED FOR CODES NO CODES. POSSIBLE MECHATRONIC ISSUE?
06/30/2009	09:43	ISSUE OPENED BY DEALERSHIP
06/30/2009	09:58	ADVISE TECH TO REPLACE SPEED SENSOR/ TEMP SENSOR, AND MECHATRONIC BOLTS.
06/30/2009	09:58	CUSTOMER COMMENTS: CUSTOMER STATES THAT TRANS WILL SHIFT OUT OF DRIVE TO NEUTRAL AT A STOP THE WILL REV HIGH BEFORE GOING BACK INTO GEAR. ALSO CUSTOMER STATES THAT WHILE DRIVING 45 MPH THE TRANS REVVED UP WITH OUT ACCELERATING LIKE NORMAL. CUSTOMER STATES THAT THE DASH LIGHTS WILL FLICKER WHEN TRANS ISSUES HAPPEN
06/30/2009	09:58	WORKSHOP FINDINGS: TEST DROVE FOUND TRANS TO BE SHILFTING NORMALLY. CHECKED FOR CODES NO CODES. POSSIBLE MECHATRONIC ISSUE? MVB 64 = 106/158
07/03/2009	15:17	PARTS ON RED ORDER
07/06/2009	07:53	THANKS FOR THE UPDATE.
07/07/2009	15:12	CALLED THE DEALER AND PASSED TO SALES THEN DISCONNECTED.
07/07/2009	15:13	P1 SPOKE WITH ART (SERVICE) AND WAS ADVISED THAT THE PARTS ARE STILL ON RED ORDER.
07/13/2009	11:22	INSTALLED NEW SPEED SENSOR. FILLIED FLUID. TEST DROVE
07/13/2009	15:48	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/13/2009	15:48	ISSUE SENT TO DEALERSHIP
07/13/2009	15:48	ISSUE UPDATED

#### Consultant's Closing Comments

INSTALLED NEW SPEED SENSOR. FILLIED FLUID.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
472350	RABBIT	2008	WVWHV71K98W [REDACTED]	11817	3885	06/30/2009	USA

#### Workshop Finding

I DO TEST DRIVE AND FOUND TRANS PRESENT HARD DOWN SHIFTING SOME TIMES ,CHECK TRANS FLUID IS OK, CHECK TRANS HARNES IS OK, CHECK ENGINE AND TRANS DTC BUT IS CLEAR ,FUEL TRIM IS OK.I DO BASIC SETTING 2 TIMES 61/60 ,CYCLE KEY , P/D,P/R,TEST DRIVE AND TRANS IS OK BUT SOME TIMES PRESENT A SAME PROBLEM , 3RD TO 2ND GEAR.

Activity Date	Activity Time	Activity Comments
06/30/2009	09:47	C/STATES HER TRANS IS JERKING BADLY WHEN ACCELERATION FROM A STOP. I DO TEST DRIVE AND FOUND TRANS PRESENT HARD DOWN SHIFTING SOME TIMES ,CHECK TRANS FLUID IS OK, CHECK TRANS HARNES IS OK, CHECK ENGINE AND TRANS DTC BUT IS CLEAR ,FUEL TRIM IS OK.I DO BASIC SETTING 2 TIMES 61/60 ,CYCLE KEY , P/D,P/R,TEST DRIVE AND TRANS IS OK BUT SOME TIMES PRESENT A SAME PROBLEM , 3RD TO 2ND GEAR.
06/30/2009	09:47	ISSUE OPENED BY DEALERSHIP
06/30/2009	10:01	CHECK MVB 54 AND 64 IN TRANS ELECTRONICS.
06/30/2009	10:01	CUSTOMER COMMENTS: C/STATES HER TRANS IS JERKING BADLY WHEN ACCELERATION FROM A STOP.
06/30/2009	10:01	WORKSHOP FINDINGS: I DO TEST DRIVE AND FOUND TRANS PRESENT HARD DOWN SHIFTING SOME TIMES ,CHECK TRANS FLUID IS OK, CHECK TRANS HARNES IS OK, CHECK ENGINE AND TRANS DTC BUT IS CLEAR ,FUEL TRIM IS OK.I DO BASIC SETTING 2 TIMES 61/60 ,CYCLE KEY , P/D,P/R,TEST DRIVE AND TRANS IS OK BUT SOME TIMES PRESENT A SAME PROBLEM , 3RD TO 2ND GEAR.
06/30/2009	10:03	MVB 54 J14, MVB 64 0
06/30/2009	10:03	PLEASE REPLACE THE MECHATRONICS UNIT.
07/07/2009	15:07	P2 - SPOKE TO KEN, AWAITING FOR PART TO ARRIVE.
07/20/2009	10:16	STILL WAITING ON PART TO ARRIVE
07/20/2009	23:54	THANKS FOR THE UPDATE.
07/25/2009	06:58	WAITING ON PART TO ARRIVE
07/27/2009	22:02	THANKS FOR THE UPDATE
07/31/2009	15:16	HELLO BRIAN I HAVE PART ,REPLACED NOW TRANS IS OK ,TANKYOU.JORGE.
08/02/2009	23:23	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
08/02/2009	23:23	ISSUE UPDATED

#### Consultant's Closing Comments

REPLACED MECHATRONICS UNIT

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
472367	JETTA	2008	3VWRA71K28M [REDACTED]	14364	3885	06/30/2009	USA

#### Workshop Finding

RAN GFF AND RECEIVED NO FAULTS. CHECKED MVB 54 OF GEARBOX ELECTRONICS = J07P0526

Activity Date	Activity Time	Activity Comments
06/30/2009	10:03	CUSTOMER STATES VEHICLE HESITATES AND SHUTTERS WHEN PULLING AWAY FROM A STOP AND GOING IN REVERSE. CUSTOMER ALSO STATES THE VEHICLE SHIFTS HARD INTO GEARS SOME TIMES. RAN GFF AND RECEIVED NO FAULTS. CHECKED MVB 54 OF GEARBOX ELECTRONICS = J07P0526
06/30/2009	10:03	ISSUE OPENED BY DEALERSHIP
06/30/2009	10:12	CUSTOMER COMMENTS: CUSTOMER STATES VEHICLE HESITATES AND SHUTTERS WHEN PULLING AWAY FROM A STOP AND GOING IN REVERSE. CUSTOMER ALSO STATES THE VEHICLE SHIFTS HARD INTO GEARS SOME TIMES.
06/30/2009	10:12	PLEASE REPLACE THE MECHATRONICS UNIT.
06/30/2009	10:12	WORKSHOP FINDINGS: RAN GFF AND RECEIVED NO FAULTS. CHECKED MVB 54 OF GEARBOX ELECTRONICS = J07P0526
06/30/2009	10:13	FYI FOM AND QTMRL
06/30/2009	16:59	SPECIAL ORDERED ALL PARTS. CUSTOMER WILL BRING VEHICLE BACK WHEN PARTS ARE IN.
06/30/2009	23:55	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
06/30/2009	23:55	ISSUE UPDATED

#### Consultant's Closing Comments

SPECIAL ORDERED ALL PARTS. CUSTOMER WILL BRING VEHICLE BACK WHEN PARTS ARE IN.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
472423	EOS	2007	WVWFA71F27V [REDACTED]	32985	3885	06/30/2009	USA

#### Workshop Finding

TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM. MVB 54 IS G51. BASIC SETTINGS PERFORMED.

Activity Date	Activity Time	Activity Comments
06/30/2009	10:56	ISSUE OPENED BY DEALERSHIP
06/30/2009	10:56	WE HAVE AN EOS WITH A DSG TRANS THAT HAS A BUCKING PROBLEM. IN SLOW SPEED RUNNING (PARKING LOT, ETC.) IT WILL BUCK WHEN MOVING FROM A STOP. THERE ARE NO FAULT CODES IN ANY CONTROL UNITS. WE DID THE BASIC SETTING ON THE TRANS AND THAN ROAD TESTED THE CAR, IT STILL IS THERE.
06/30/2009	11:03	ADVISED THE TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT.
06/30/2009	11:03	CUSTOMER COMMENTS: WE HAVE AN EOS WITH A DSG TRANS THAT HAS A BUCKING PROBLEM. IN SLOW SPEED RUNNING (PARKING LOT, ETC.) IT WILL BUCK WHEN MOVING FROM A STOP. THERE ARE NO FAULT CODES IN ANY CONTROL UNITS. WE DID THE BASIC SETTING ON THE TRANS AND THAN ROAD TESTED THE CAR, IT STILL IS THERE.
06/30/2009	11:03	WORKSHOP FINDINGS: TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM. MVB 54 IS G51. BASIC SETTINGS PERFORMED.
07/01/2009	18:43	PARTS ARE ON ORDER. THANKS,FVY
07/02/2009	07:39	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/02/2009	07:39	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
472430	RABBIT	2008	WVWHV71K38W [REDACTED]	20360	3885	06/30/2009	USA

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

Activity Date	Activity Time	Activity Comments
06/30/2009	11:00	ISSUE OPENED BY DEALERSHIP
06/30/2009	11:00	TRANSMISSION IS VERY JERKY IN SLOW TAKEOFF I CHEKE FOR CODE. IS OK. MEASURED VALUES GROUP 54= H26M0166 IPERFORM GF BASIC MEASUREMENT, NO INPRUVEMENT
06/30/2009	11:11	CUSTOMER COMMENTS: TRANSMISSION IS VERY JERKY IN SLOW TAKEOFF I CHEKE FOR CODE. IS OK. MEASURED VALUES GROUP 54= H26M0166 IPERFORM GF BASIC MEASUREMENT, NO INPRUVEMENT
06/30/2009	11:11	PLEASE REPLACE THE MECH UNIT.
06/30/2009	11:20	ORDERED MECH,UNIT
06/30/2009	18:48	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
06/30/2009	18:48	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
472461	JETTA	2008	3VWRJ71K18M [REDACTED]	12315	3885	06/30/2009	USA

#### Workshop Finding

n/a

Activity Date	Activity Time	Activity Comments
06/30/2009	11:23	CUSTOMER CONCERN OF JERKING WHILE ACCELERATING IN DRIVE AND REVERSE. PERFORMED DSG BASIC SETTINGS (61 AND 60). TEST DROVE VEHICLE 15 MILES, VEHICLE STILL JERKING. MVB 54 J04N0441.
06/30/2009	11:23	ISSUE OPENED BY DEALERSHIP
06/30/2009	11:25	ADVISE TECH TO REPLACE MECHITRONICS , FLUID , FILTER AND BOLTS, REPERFORM BASIC SETTINGS.
06/30/2009	11:25	CUSTOMER COMMENTS: CUSTOMER CONCERN OF JERKING WHILE ACCELERATING IN DRIVE AND REVERSE. PERFORMED DSG BASIC SETTINGS (61 AND 60). TEST DROVE VEHICLE 15 MILES, VEHICLE STILL JERKING. MVB 54 J04N0441.
07/07/2009	16:53	AWAITING PARTS
07/07/2009	17:01	DUE TO UPDATE BY TECH WAITING ON PARTS P2
07/28/2009	12:36	PART HAS UPDATED TO RED ORDER CAR DOWN
07/28/2009	17:16	THANKS FOR THE UPDATE.
08/17/2009	14:55	PART INSTALLED BY ANOTHER TECH. ALL AFTER CHECKS GOOD. RELEASED VEHICLE TO CUSTOMER.
08/18/2009	07:13	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
08/18/2009	07:13	ISSUE UPDATED

#### Consultant's Closing Comments

EPLACE MECHITRONICS , FLUID , FILTER AND BOLTS,

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
472473	JETTA	2009	3VWAL71KX9M [REDACTED]	29807	3885	06/30/2009	USA

#### Workshop Finding

RAN GFF FOUND CODE P0771 SHIFT SOLENOID E PERFORMANCE STUCK OFF. CAR WAS IN PREVIOUSLY WITH SAME CONCERN ONE WEEK AGO. SET BASICS AND TEST DROVE. CAR IS BACK WITH SAME CONCERN.

Activity Date	Activity Time	Activity Comments
06/30/2009	11:29	CUSTOMER STATES IT FEELS LIKE CAR GOES INTO NEUTRAL AT TIMES AND HAS NO POWER. RAN GFF FOUND CODE P0771 SHIFT SOLENOID E PERFORMANCE STUCK OFF. CAR WAS IN PREVIOUSLY WITH SAME CONCERN ONE WEEK AGO. SET BASICS AND TEST DROVE. CAR IS BACK WITH SAME CONCERN.
06/30/2009	11:29	ISSUE OPENED BY DEALERSHIP
06/30/2009	11:53	ADVISED TECH TO REPLACE MECH UNIT, BOLTS, FILTER AND FLUID THEN PERFORM BASIC SETTINGS PER TT37-09-03. PLEASE CHECK MAGNETS BEHIND MECH UNIT BEFORE INSTALLING NEW UNIT, IF METAL IS FOUND ATTACH PICTURES TO VTA AND CALL BACK BEFORE INSTALLING MECH UNIT. CLOSE OUT VTA WHEN COMPLETED. I WILL BE SENDING A PARTS RELEASE FORM FOR THE MECH UNIT.472
06/30/2009	11:53	CUSTOMER COMMENTS: CUSTOMER STATES IT FEELS LIKE CAR GOES INTO NEUTRAL AT TIMES AND HAS NO POWER.
06/30/2009	11:53	WORKSHOP FINDINGS: RAN GFF FOUND CODE P0771 SHIFT SOLENOID E PERFORMANCE STUCK OFF. CAR WAS IN PREVIOUSLY WITH SAME CONCERN ONE WEEK AGO. SET BASICS AND TEST DROVE. CAR IS BACK WITH SAME CONCERN.
07/09/2009	18:04	P2 MIKE STATED PARTS ARE ON ORDERED
08/18/2009	18:11	REPLACED MECH UNIT. CLEARED CODES SET BASICS AND TEST DROVE. ALL OPERATING TO MANUFACTURER'S SPECIFICATIONS.
08/18/2009	19:32	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
08/18/2009	19:32	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
472550	EOS	2008	WVWBA71F68V [REDACTED]	9249	3885	06/30/2009	USA

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

Activity Date	Activity Time	Activity Comments
06/30/2009	12:14	CAR HAS SHIFTING COMPLAINT NO FAULTS MEASURED VALUES 64 0 0 54 H46J0663
06/30/2009	12:14	ISSUE OPENED BY DEALERSHIP
06/30/2009	12:24	CUSTOMER COMMENTS: CAR HAS SHIFTING COMPLAINT NO FAULTS MEASURED VALUES 64 0/0, 54 H46J0663
06/30/2009	12:24	TECH STATED HE HAS SET BASIC SETTINGS AND CONDITION IS STILL PRESENT. ADVISED TO REPLACE MECHATRONICS UNIT, FLUID, FILTER AND BOLTS.
07/01/2009	15:43	ISSUE UPDATED
07/01/2009	19:10	SOP PARTS FOR TRANS.
07/02/2009	09:36	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/02/2009	09:36	ISSUE UPDATED

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

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
472582	JETTA	2008	3VWRJ71K88M [REDACTED]	16223	3885	06/30/2009	USA

**Workshop Finding**

n/a

Activity Date	Activity Time	Activity Comments
06/30/2009	12:40	CUSTOMER STATE THAT WHEN PARKING VEH OR DRIVING VEH AT A VERY LOW SPEED IT WILL BUCK SOME TIMES OR GOING UP A RAMP .
06/30/2009	12:40	ISSUE OPENED BY DEALERSHIP
06/30/2009	12:53	ADVISED TO SET BASIC SETTINGS THRU VSD ROAD TEST 10 TO 15 MILES IF CONDITION STILL PRESENT UPDATE TICKET WITH MVB'S 54 & 64 AND CALL BACK.
06/30/2009	12:53	CUSTOMER COMMENTS: CUSTOMER STATE THAT WHEN PARKING VEH OR DRIVING VEH AT A VERY LOW SPEED IT WILL BUCK SOME TIMES OR GOING UP A RAMP .
06/30/2009	16:15	REPLACE MECHATRONCIS, FLUID, FILTER, BOLTS AND SET BASIC SETTING AFTER REPAIRS
07/07/2009	13:32	P1 SPOKE TO SONYA IN SERVICE TECH IS WAITING ON PARTS.
07/17/2009	15:52	ISSUE UPDATED
07/28/2009	11:22	TECH REPLACE THE MECHATRON UNIT AND SET BASIC SETTING AND TEST DRIVE CAR AND ALL IS WORKING OK AT THIS TIME .
07/28/2009	11:28	ALL IS GOOD
07/28/2009	11:34	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/28/2009	11:34	ISSUE UPDATED

**Consultant's Closing Comments**

D1 REPLACE THE MECHATRONICS UNIT AND SET BASIC SETTING AND TEST DRIVE CAR AND ALL IS WORKING OK AT THIS TIME .

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
472588	JETTA	2008	3VWRA71K88M [REDACTED]	12210	3885	06/30/2009	USA

Workshop Finding
n/a

Activity Date	Activity Time	Activity Comments
06/30/2009	12:46	CUST STATES: WHEN STOPPED AT ALIGHT AND ACCELERATING THE TRANS WILL HESITATE AND BANG INTO GEAR. I SCANNED WITH THE 5052 AND RETRIEVED NO CODES. I HAVE NO EXTERNAL LEAKS AND NO SIGNS OF DAMAGE.
06/30/2009	12:46	ISSUE OPENED BY DEALERSHIP
06/30/2009	12:56	CUSTOMER COMMENTS: CUST STATES: WHEN STOPPED AT ALIGHT AND ACCELERATING THE TRANS WILL HESITATE AND BANG INTO GEAR. I SCANNED WITH THE 5052 AND RETRIEVED NO CODES. I HAVE NO EXTERNAL LEAKS AND NO SIGNS OF DAMAGE.
06/30/2009	12:56	FOUND MVB 54 AT J14 AND MVB 64 AT 0 AND 0. ADVISED TECH TO RUN BASIC SETTINGS THROUGH VSD AS OUTLINED IN TT 37-09-03. WE NEED TO REPLACE MECHATRONIC UNIT, FLUID, AND FILTER AFTER RUNNING BASIC SETTINGS.
06/30/2009	13:14	I HAVE ORDERED THE PARTS THANKS FOR THE HELP.
06/30/2009	13:29	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
06/30/2009	13:29	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
472596	JETTA	2008	3VWBA71K78M [REDACTED]	10465	3885	06/30/2009	USA

#### Workshop Finding

ROAD TEST VEHICLE AND FOUND VEHICLE LURCHING AND FEELS LIKE IS GOING TO STALL NO FAULTS IN SYSTEM.

Activity Date	Activity Time	Activity Comments
06/30/2009	12:53	CUSTOMER STATES VEHICLE LURCHES ON TRAFFIC LIGHTS... ROAD TEST VEHICLE AND FOND VEHICLE LURCHING AND FEELS LIKE IS GOING TO STALL NO FAULTS IN SYSTEM.
06/30/2009	12:53	ISSUE OPENED BY DEALERSHIP
06/30/2009	13:00	ADVISED TO SET BASIC SETTINGS THRU VSD FOLLOW TT 37 09 03 ROAD TEST VEHICLE 10 TO 15 MILES IF CONDITION STILL PRESENT UPDATE TICKET WITH MVB'S 54 & 64 AND CALL BACK.
06/30/2009	13:00	CUSTOMER COMMENTS: CUSTOMER STATES VEHICLE LURCHES ON TRAFFIC LIGHTS...
06/30/2009	13:00	ISSUE UPDATED
06/30/2009	13:00	WORKSHOP FINDINGS: ROAD TEST VEHICLE AND FOUND VEHICLE LURCHING AND FEELS LIKE IS GOING TO STALL NO FAULTS IN SYSTEM.
06/30/2009	14:07	PERFORMED BASIC SETTINGS AS PER TECH TIP370903 ROAD TESTED VEHICLE 15 MILES AND REEVALUATED SHIFTING CONCERN ISSUE STILL PRESENT MVB 54 IS J08D0321 MVB64 FIELD 1 IS 0 FIELD 2 IS 0
06/30/2009	14:11	BASED ON MVB 54 AT J08, ADVISED TECHNICIAN TO REPLACE MECHATRONIC UNIT, FLUID, FILTER, AND BOLTS.
07/07/2009	13:38	TALKED TO JACK IN SERVICE THE TRANS IS ON RED ORDER.....P1
07/29/2009	15:59	REPLACED MECHATRONICS AND PERFORMED DSG BASIC SETTINGS ROAD TESTED AND RE EVALUATED SHIFTING... OK
07/29/2009	23:07	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/29/2009	23:07	ISSUE UPDATED

#### Consultant's Closing Comments

D1 REPLACED MECHATRONICS AND PERFORMED DSG BASIC SETTINGS ROAD TESTED AND RE EVALUATED SHIFTING... OK

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
472630	EOS	2007	WVWFA71F67V [REDACTED]	16494	3885	06/30/2009	USA

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

Activity Date	Activity Time	Activity Comments
06/30/2009	13:30	ISSUE OPENED BY DEALERSHIP
06/30/2009	13:30	TRANS LUNGES ON TAKE OFF HAS DSG CK MESURED VALUES 50 1K171325AA016C HAS NO DTC
06/30/2009	13:49	ADVISED TECH TO PERFORM BASIC SETTINGS IN VSD AS OUTLINED IN TT 37-09-03. UPDATE VTA WITH MVB 54 OF TCM AND GIVE US A CALL IF NEEDED.
06/30/2009	13:49	CUSTOMER COMMENTS: TRANS LUNGES ON TAKE OFF HAS DSG CK MESURED VALUES 50 1K171325AA016C HAS NO DTC
06/30/2009	14:27	ISSUE UPDATED
06/30/2009	15:22	MVB 54 IS H13. ADVISED THE TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT.
06/30/2009	15:31	ORDER MECH UNIT
06/30/2009	15:38	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
06/30/2009	15:38	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
472660	RABBIT	2008	WVWHV91K98W [REDACTED]	18360	3885	06/30/2009	USA

Workshop Finding
n/a

Activity Date	Activity Time	Activity Comments
06/30/2009	13:57	ISSUE OPENED BY DEALERSHIP
06/30/2009	13:57	VEHICLE SHIFTS ABNORMALLY HARD FROM 1ST TO SECOND GEAR. ALSO WHEN GOING FROM PARK TO REVERSE. VERIFIED CONDITION,CHECKED FOR DTCS NONE IN SYSTEM,PERFORMED CAPACITIVE DISCHARGE,DID NOT HELP CONDITION.
06/30/2009	14:03	MVB 54 AT H38. ADVISED TECH TO RUN BASIC SETTINGS THROUGH VSD AS OUTLINED IN TT 37-09-03. WE NEED TO REPLACE MECHATRONIC UNIT, FLUID, FILTER, AND BOLTS.
07/03/2009	12:07	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/03/2009	12:07	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
472679	EOS	2008	WVWFA71F88V [REDACTED]	47056	3885	06/30/2009	USA

**Workshop Finding**

n/a

Activity Date	Activity Time	Activity Comments
06/30/2009	14:07	ISSUE OPENED BY DEALERSHIP
06/30/2009	14:07	RESET BASIC SETTINGG FOR DSG AND RELEASED TO CUST. TRANS STILL INTERMENTALY SLIPS FROM 1-2 GEARS. SEE VTA#464213. WHAT WOULD BE RECOMMENDED REPAIR OR INSP AT THIS TIME? LW
06/30/2009	14:22	ADVISED TECHNICIAN TO UPDATE VTA WITH MVB 54 AND 64. PLEASE PERFORM BASIC SETTINGS PER TT 37-09-03. A2
06/30/2009	14:22	CUSTOMER COMMENTS: RESET BASIC SETTINGG FOR DSG AND RELEASED TO CUST. TRANS STILL INTERMENTALY SLIPS FROM 1-2 GEARS. SEE VTA#464213. WHAT WOULD BE RECOMMENDED REPAIR OR INSP AT THIS TIME? LW
06/30/2009	14:36	MVB 54= H25K0188. MVB 64= 64_1=0, 64_2=0. SHOULD I REDRIVE AS TECH TIPS SUGGEST.
06/30/2009	14:39	REPLACE THE MECH, FLUID, FILTER AND BOLTS. SET BASIC SETTINGS AND RETEST
07/01/2009	11:53	ISSUE UPDATED
07/15/2009	11:46	SPOKE WITH GINNY. VEHICLE HAS LEFT WITH THE CUSTOMER UNTIL PARTS ARRIVE, TECH TO CLOSE THE VTA C1
07/16/2009	12:48	ORDERED MECHATRINICS UNIT.
07/16/2009	12:53	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/16/2009	12:53	ISSUE UPDATED

**Consultant's Closing Comments**

ORDERED MECHATRINICS UNIT.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
472692	JETTA	2008	3VWRA71K78M [REDACTED]	14295	3885	06/30/2009	USA

#### Workshop Finding

ROAD TESTED VEHICLE AND WAS ABLE TO DUPLICATE CONCERN IT FEELS LIKE THE CAR HAS BUMPS INTO GEAR. PERFORMED BASIC SETTINGS OF DSG TRANS AS FOUND UNDER TT 37-09-03. ROAD TESTED VEHICLE. THE VEHICLE STILL RESPONDS THE SAME WAY. PRIOR TO ROAD TEST CHECKED TRANS FLUID LEVEL AND LEVEL IS OK.MVB 54= J13J0099

Activity Date	Activity Time	Activity Comments
06/30/2009	14:24	CUSTOMER STATES THAT THERE IS SLIGHT HESITATION WHEN ACELLERATING FROM A STOP. ROAD TESTED VEHICLE AND WAS ABLE TO DUPLICATE CONCERN IT FEELS LIKE THE CAR HAS BUMPS INTO GEAR. PERFORMED BASIC SETTINGS OF DSG TRANS AS FOUND UNDER TT 37-09-03. ROAD TESTED VEHICLE. THE VEHICLE STILL RESPONDS THE SAME WAY. PRIOR TO ROAD TEST CHECKED TRANS FLUID LEVEL AND LEVEL IS OK.
06/30/2009	14:24	ISSUE OPENED BY DEALERSHIP
06/30/2009	14:30	ADVISE TECH TO REPLACE MECHATRONICS , FLUID , FILTER, AND BOLTS, REPERFORM BASIC SETTINGS.
06/30/2009	14:30	CUSTOMER COMMENTS: CUSTOMER STATES THAT THERE IS SLIGHT HESITATION WHEN ACELLERATING FROM A STOP.
06/30/2009	14:30	WORKSHOP FINDINGS: ROAD TESTED VEHICLE AND WAS ABLE TO DUPLICATE CONCERN IT FEELS LIKE THE CAR HAS BUMPS INTO GEAR. PERFORMED BASIC SETTINGS OF DSG TRANS AS FOUND UNDER TT 37-09-03. ROAD TESTED VEHICLE. THE VEHICLE STILL RESPONDS THE SAME WAY. PRIOR TO ROAD TEST CHECKED TRANS FLUID LEVEL AND LEVEL IS OK.MVB 54= J13J0099
07/01/2009	23:04	ORDERED MECHATRONICS UNIT AWAITING FOR PARTS TO ARRIVE
07/02/2009	08:07	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/02/2009	08:07	ISSUE UPDATED

#### Consultant's Closing Comments

ORDERED MECHATRONICS UNIT AWAITING FOR PARTS TO ARRIVE

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
472719	JETTA	2008	3VWRJ71K38M [REDACTED]	22358	3885	06/30/2009	USA

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

Activity Date	Activity Time	Activity Comments
06/30/2009	14:54	CUSTOMER STATES THERE IS A DELAYED UPSHIFT AND DOWNSHIFT WHILE DRIVING. CHECKED FOR DTC'S USING GFF AND FOUND NO FAULTS. CHECKED MVB 64 AND FOUND FIELD 1 AT 0 AND FIELD 2 AT 0. CHECKED MVB 54 AND FOUND J08G0465. SUSPECT MECHATRONICS UNIT TO BE FAULTY INTERNALLY.
06/30/2009	14:54	ISSUE OPENED BY DEALERSHIP
06/30/2009	15:02	ADVISE TECH TO REPLACE MECHATROINCS, FILTER, FLUID, SET BASIC SETTINGS AFTER REPAIRS
06/30/2009	15:02	CUSTOMER COMMENTS: CUSTOMER STATES THERE IS A DELAYED UPSHIFT AND DOWNSHIFT WHILE DRIVING. CHECKED FOR DTC'S USING GFF AND FOUND NO FAULTS. CHECKED MVB 64 AND FOUND FIELD 1 AT 0 AND FIELD 2 AT 0. CHECKED MVB 54 AND FOUND J08G0465. SUSPECT MECHATRONICS UNIT TO BE FAULTY INTERNALLY.
06/30/2009	15:02	WORKSHOP FINDINGS: JERKS WHILE DRIVING
06/30/2009	16:06	SPECIAL ORDERED PARTS AND WILL BE RELEASING VEHICLE BACK TO CUSTOMER. THANKS GUYS AND HAVE A GREAT 4TH!!
06/30/2009	16:43	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
06/30/2009	16:43	ISSUE UPDATED

<b>Consultant's Closing Comments</b>
E: SPECIAL ORDERED PARTS AND WILL BE RELEASING VEHICLE BACK TO CUSTOMER. THANKS GUYS AND HAVE A GREAT 4TH!!

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
472731	EOS	2008	WVWBA71F18V [REDACTED]	13729	3885	06/30/2009	USA

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

Activity Date	Activity Time	Activity Comments
06/30/2009	15:01	CUSTOMER STATES VEHICLE CHUGS BACK AND FORTH IN REVERSE
06/30/2009	15:01	ISSUE OPENED BY DEALERSHIP
06/30/2009	15:12	ADVISED TECH TO RUN BASIC SETTINGS IN VSD AS OUTLINED IN TT 39-09-03. PLEASE UPDATE VTA WITH MVB 54 AND 64. GIVE US A CALL WITH YOUR FINDINGS SO WE CAN GIVE DIRECTION FROM THERE.
06/30/2009	15:12	CUSTOMER COMMENTS: CUSTOMER STATES VEHICLE CHUGS BACK AND FORTH IN REVERSE
06/30/2009	16:20	REPLACE MECHATRONICS, FLUID AND FILTER AND BOLTS THEN SET BASIC SETTING AFTER REPAIRS
06/30/2009	16:41	UPDATED CONSULTANT WITH NEEDED READINGS.VEHICLE STILL "CHUGGING" IN REVERSE AND NOW SLOWLY IN DRIVE AFTER PERFORMING BASIC SETTINGS.  ORDERED MECHATRONICS UNIT-RED ORDER- AWAITING FOR ARRIVAL.
06/30/2009	16:53	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
06/30/2009	16:53	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
472736	JETTA	2009	3VWRL71K99M	4053	3885	06/30/2009	USA

#### Workshop Finding

RAN GFF TO FIND ANY FAULTS IN SYSTEM, FOUND NO CODES IN ANY MODULE. ROAD TESTED VEHICLE TO VERIFY COMPLAINT FOR APPROX. 18 MILES. COULD NOT DUPLICATE CONCERN AT ALL. VEHICLE RAN NORMAL DURING WHOLE ROAD TEST. CHECKED TSBS ON THIS VEHICLE FOR THIS PROBLEM AND DIDNT NOTICE ANY LISTED. INFORMED SERVICE MANAGER OF SITUATION AND WAS TOLD TO CONTACT TECHLINE FOR ANY KNOWLEDGE ON THIS PARTICULAR PROBLEM.MVB 64= 24/25

Activity Date	Activity Time	Activity Comments
06/30/2009	15:09	CUST. STATES ENGINE SHUTS DOWN WHILE DRIVING, AND WHILE DRIVING ENGINE REVS WHILE SHIFT INDICATOR SWITCHES BACK AND FORTH FROM "D" TO "P". RAN GFF TO FIND ANY FAULTS IN SYSTEM, FOUND NO CODES IN ANY MODULE. ROAD TESTED VEHICLE TO VERIFY COMPLAINT FOR APPROX. 18 MILES. COULD NOT DUPLICATE CONCERN AT ALL. VEHICLE RAN NORMAL DURING WHOLE ROAD TEST. CHECKED TSBS ON THIS VEHICLE FOR THIS PROBLEM AND DIDNT NOTICE ANY LISTED. INFORMED SERVICE MANAGER OF SITUATION AND WAS TOLD TO CONTACT TECHLINE FOR ANY KNOWLEDGE ON THIS PARTICULAR PROBLEM.
06/30/2009	15:09	ISSUE OPENED BY DEALERSHIP
06/30/2009	15:18	ADVISE TECH TO REPLACE TRANS SPEED SENSOR/ TEMP SENSOR, AND MECHATRONIC BOLTS, REPERFORM BASIC SETTINGS.
06/30/2009	15:18	CUSTOMER COMMENTS: CUST. STATES ENGINE SHUTS DOWN WHILE DRIVING, AND WHILE DRIVING ENGINE REVS WHILE SHIFT INDICATOR SWITCHES BACK AND FORTH FROM "D" TO "P".
06/30/2009	15:18	WORKSHOP FINDINGS: RAN GFF TO FIND ANY FAULTS IN SYSTEM, FOUND NO CODES IN ANY MODULE. ROAD TESTED VEHICLE TO VERIFY COMPLAINT FOR APPROX. 18 MILES. COULD NOT DUPLICATE CONCERN AT ALL. VEHICLE RAN NORMAL DURING WHOLE ROAD TEST. CHECKED TSBS ON THIS VEHICLE FOR THIS PROBLEM AND DIDNT NOTICE ANY LISTED. INFORMED SERVICE MANAGER OF SITUATION AND WAS TOLD TO CONTACT TECHLINE FOR ANY KNOWLEDGE ON THIS PARTICULAR PROBLEM.MVB 64= 24/25
07/07/2009	14:17	TALKED WITH BRYAN AND HE STATES VEH IS WAITING FOR PARTS P1
07/10/2009	14:09	REPLACED TRANS SPEED SENSOR/ TEMP. SENSOR AS PER TECHLINE. ROAD TESTED VEHICLE AFTER TOPPING FLUID AND SETTING BASIC SETTINGS FOR 14 MILES AND FOUND NO MALFUNCTIONS WITH VEHICLE. CHECKED DTC MEMORY FOR GEARBOX AFTER ROAD TEST AND FOUND NO DTCS STORED. RELEASED VEHICLE TO CUSTOMER AS PER TECHLINE ASSOCIATE DURING ORIGINAL CALL.
07/10/2009	14:10	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/10/2009	14:10	ISSUE UPDATED

#### Consultant's Closing Comments

REPLACED TRANS SPEED SENSOR/ TEMP. SENSOR AS PER TECHLINE

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
472739	JETTA	2008	3VWRJ71K48M [REDACTED]	25699	3885	06/30/2009	USA

**Workshop Finding**

n/a

Activity Date	Activity Time	Activity Comments
06/30/2009	15:12	IF THE VEHICLE IS RESTING IN GEAR AT AN INCLINE, IT WILL NOT MOVE FORWARDS,IT FEELS LIKE IT POPPED OUT OF GEAR,WILL ROLL BACKWARDS
06/30/2009	15:12	ISSUE OPENED BY DEALERSHIP
06/30/2009	15:23	CUSTOMER COMMENTS: IF THE VEHICLE IS RESTING IN GEAR AT AN INCLINE, IT WILL NOT MOVE FORWARDS,IT FEELS LIKE IT POPPED OUT OF GEAR,WILL ROLL BACKWARDS
06/30/2009	15:23	RUSS, PLEASE COMPARE THIS CAR'S ACTION TO ANOTHER DSG ON THE SAME HILL. IT IS HARD TO SAY FOR SURE IF THIS IS BAD OR NOT.
06/30/2009	15:35	ANOTHER CAR DIDN'T DO THIS. PLEASE REPLACE THE MECH UNIT.
07/07/2009	16:57	SPOKE WITH MELISSA IN SERVICE AND STATED THAT WAITING ON BACK ORDERD PARTS P1
07/10/2009	08:01	MECH UNIT ON BACK ORDER FOR 4 TO 6 WEEKS
07/10/2009	17:40	THANKS FOR THE UPDATE.
07/30/2009	16:46	REPL.TRAN MECH. UNIT WORKING IN SPEC,
07/31/2009	16:21	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/31/2009	16:21	ISSUE UPDATED

**Consultant's Closing Comments**

REPL.TRAN MECH. UNIT WORKING IN SPEC,

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
472742	JETTA	2008	3VWBJ71K28M [REDACTED]	10779	3885	06/30/2009	USA

#### Workshop Finding

UPON TAKE OFF VEHICLE WILL BANG INTO GEAR NO FAULTS DETECTED

Activity Date	Activity Time	Activity Comments
06/30/2009	15:14	ISSUE OPENED BY DEALERSHIP
06/30/2009	15:14	VEHICLE BANGS INTO GEAR AFTER COMING TO A COMPLETE STOP. UPON TAKE OFF VEHICLE WILL BANG INTO GEAR NO FAULTS DETECTED
06/30/2009	15:25	ADVISED TO SET BASIC SETTINGS FOLLOW TT 37 09 03 ROAD TEST VEHICLE 10 MILES IF CONDITION STILL PRESENT UPDATE TICKET WITH MVB'S 54 & 64 AND CALL BACK.
06/30/2009	15:25	CUSTOMER COMMENTS: VEHICLE BANGS INTO GEAR AFTER COMING TO A COMPLETE STOP.
06/30/2009	15:25	WORKSHOP FINDINGS: UPON TAKE OFF VEHICLE WILL BANG INTO GEAR NO FAULTS DETECTED
06/30/2009	16:21	TECH STATES MVB 54/ H45B0086, MVB 64/ 0, 0.
06/30/2009	16:22	TECH STATES RESET BASIC SETTINGS AND AFTER DRIVING IN STOP AND GO TRAFFIC PROBLEM FEELS WORSE, CAN FEEL VEHICLE SURGE.
06/30/2009	16:23	TECH STATES HAVE FAULT P2261 STORED IN ENGINE.
06/30/2009	16:24	FOR TURBO FAULT INSPECT RE-CIRC VALVE N249 FOR TORN DIAPHRAGM,IF ALL OK CHECK CHECK MVB 2 AND 115 AT FULL LOAD WOT 3KRPM.
06/30/2009	16:26	PLEASE ADDRESS AND REPAIR ENGINE ISSUE BEFORE CONTINUING ON TRANS CONCERN.
06/30/2009	16:45	ENGINE FAULT WAS ERASED BEFORE ROAD TEST AND HAS NOT RETURNED CANNOT DIAGNOSE VIA GFF AT THIS TIME. SHOULD I GO AHEAD AND ORDER MECHATRONIC UNIT??????
06/30/2009	16:52	ADVISED THE TECH TO REPLACE THE MECHATRONICS, FLUID AND BOLTS. UPDATE THE VTA WITH RESULTS.
07/03/2009	15:25	VALVE BODY ON BACK ORDER
07/03/2009	16:00	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/03/2009	16:00	ISSUE UPDATED

#### Consultant's Closing Comments

D1 VALVE BODY ON BACK ORDER

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
472785	RABBIT	2008	WVWFV71K28W [REDACTED]	15665	3885	06/30/2009	USA

**Workshop Finding**

n/a

Activity Date	Activity Time	Activity Comments
06/30/2009	16:00	ISSUE OPENED BY DEALERSHIP
06/30/2009	16:00	TRANS MAKES NOISE AND JERKS ON DOWNS SHIFTS AND SURGES SPORADICALLY.
06/30/2009	16:09	CUSTOMER COMMENTS: TRANS MAKES NOISE AND JERKS ON DOWNS SHIFTS AND SURGES SPORADICALLY.
06/30/2009	16:09	TECH STATES WE ARE AT J02 IN MVB 54. ADVISED TECH TO PERFORM BASIC SETTINGS AS OUTLINED IN TT 37-09-03. WE ALSO NEED TO REPLACE MECHATRONIC UNIT, FLUID, FILTER, AND BOLTS.
07/03/2009	12:22	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/03/2009	12:22	ISSUE UPDATED

**Consultant's Closing Comments**

VEHICLE LEFT DEALER PER ADVISOR. VEHICLE ON OIL CONSUMPTION TEST. CLOSING VTA.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
472850	EOS	2008	WVWBA71F48V [REDACTED]	25941	3435	06/30/2009	USA

#### Workshop Finding

TECH STATES VEHICLE WONT SHIFT OUT OF FIRST.

Activity Date	Activity Time	Activity Comments
06/30/2009	17:24	ISSUE OPENED BY DEALERSHIP
06/30/2009	17:24	TRANSMISSION WILL NOT SHIFT OUT OF 1ST GEAR AND SHIFT DISPLAY IS FLASHING, RAN GFF AND FOUND CODE 19143 P2711 004 IMPLAUSIBLE TRANSMISSION SHIFT SEQUENCE NO COMMUNICATION, NO TEST PLAN FOR THIS FAULT. ANY HELP WOULD BE GREAT THANKS DANIEL
06/30/2009	17:37	ADVISED THE TECH TO TRY TO PERFORM BASIC IN THE TRANS AND SEE IF IT WILL SET. UPDATE THE VTA WITH RESULTS.
06/30/2009	17:37	CUSTOMER COMMENTS: TRANSMISSION WILL NOT SHIFT OUT OF 1ST GEAR AND SHIFT DISPLAY IS FLASHING, RAN GFF AND FOUND CODE 19143 P2711 004 IMPLAUSIBLE TRANSMISSION SHIFT SEQUENCE NO COMMUNICATION, NO TEST PLAN FOR THIS FAULT. ANY HELP WOULD BE GREAT THANKS DANIEL
06/30/2009	17:37	WORKSHOP FINDINGS: TECH STATES VEHICLE WONT SHIFT OUT OF FIRST.
06/30/2009	18:16	BASIC SETTING WOULD SET, STILL HAS HARSH SHIFTING. THANKS DANIEL
06/30/2009	18:56	PLEASE REPLACE THE MECH UNIT.
07/07/2009	15:24	P1 SPOKE TO DAN, WAITING ON RED ORDERED PARTS.
07/14/2009	12:17	STILL WAITING FOR PARTS
07/15/2009	16:54	THANKS FOR THE UPDATE.
07/22/2009	11:10	STILL WAITING ON PARTS, MECH UNIT ON BACK ORDER
07/22/2009	22:48	THANKS FOR THE UPDATE.
07/27/2009	18:26	STILL WAITING FOR PARTS
07/28/2009	17:17	THANKS FOR THE UPDATE.
07/31/2009	11:38	STILL WAITING ON PARTS. JUST WANTED TO UPDATE TO LET YOU GUYS KNOW. THANKS DANIEL
07/31/2009	17:09	THANKS FOR THE UPDATE.
08/06/2009	16:04	STILL WAITING FOR PARTS
08/06/2009	18:24	THANKS FOR THE UPDATE.
08/13/2009	12:00	INSTALLING UNIT TODAY
08/13/2009	18:22	THANKS FOR THE UPDATE.
08/14/2009	17:43	INSTALLED MECHATRONICS UNIT AND RESET BASIC SETTINGS TEST OK. THANKS
08/14/2009	22:33	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
08/14/2009	22:33	ISSUE UPDATED

#### Consultant's Closing Comments

REPLACED MECHATRONIC UNIT.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
472855	RABBIT	2008	WVWHV71K18W [REDACTED]	16368	3885	06/30/2009	USA

#### Workshop Finding

ON TECH CONTACT 457128 WAS INSTRUCTED TO REPLACE THE TRANNY CONTROLS.. HAVE INSTALLED NEW MECH TRONICS UNIT.. SHOP FOREMAN METIONED A PROBLEM WITH THE COMPUTER PERFORMING BASIC SETTINGS.. TO CONTACT YOU... WELL?

Activity Date	Activity Time	Activity Comments
06/30/2009	17:30	ISSUE OPENED BY DEALERSHIP
06/30/2009	17:30	ON TECH CONTACT 457128 WAS INSTRUCTED TO REPLACE THE TRANNY CONTROLS.. HAVE INSTALLED NEW MECH TRONICS UNIT.. SHOP FOREMAN METIONED A PROBLEM WITH THE COMPUTER PERFORMING BASIC SETTINGS.. TO CONTACT YOU... WELL?
06/30/2009	17:43	ADVISED TECH TO PLEASE RUN THE VEHICLE UP TO OPERATING TEMPERATURE. THE TRANSMISSION NEEDS TO BE A MINIMUM OF 30 DEG C. THIS CAN BE FOUND IN MVB 19/1 OF THE TCM. PLEASE PERFORM BASIC SETTING MANUALLY THOROUGH VSD. PLEASE REFERENCE TT: 37-09-03 FOR THIS PROCEDURE.
06/30/2009	17:43	CUSTOMER COMMENTS: TECH HAS INSTALLED THE NEW MECHATRONICS.
06/30/2009	17:43	WORKSHOP FINDINGS: ON TECH CONTACT 457128 WAS INSTRUCTED TO REPLACE THE TRANNY CONTROLS.. HAVE INSTALLED NEW MECH TRONICS UNIT.. SHOP FOREMAN METIONED A PROBLEM WITH THE COMPUTER PERFORMING BASIC SETTINGS.. TO CONTACT YOU... WELL?
06/30/2009	17:44	ONCE THE VEHICLE IS REPAIRED, PLEASE CLOSE THIS VTA CASE AND IF POSSIBLE PLEASE FILL OUT A HELPLINE SURVEY.
07/03/2009	13:06	ALL REPROG WORKED FINE.. THANKS
07/03/2009	13:06	CAR GONE
07/03/2009	13:58	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/03/2009	13:58	ISSUE UPDATED

#### Consultant's Closing Comments

TECHNICIAN PERFORMED BASIC SETTINGS IN ACCORDANCE WITH TT: 37-09-03.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
472905	JETTA	2009	3VWPL71K59M [REDACTED]	11766	3885	07/01/2009	USA

#### Workshop Finding

TEST DROVE VEHICLE COULD NOT DUPLICATE CONCERN HAD CUSTOMER COME IN AND TEST DROVE WITH HIM VEHICLE LAGS ON SHIFT FROM A STOP WHEN MAKING RIGHT HAND TURNS HE EXPLAINED THAT HE HAS HAD IT DO IT ON LEFT TURNS FROM A STOP ALSO AND HAS HAD IT HAPPEN JUST FROM A STOP, CUSTOMER STATES HAD THE TRANSMISSION REFLASHED FROM FACTORY DUE TO HARSH DOWN SHIFTS FROM SECOND TO THIRD NOW THE CAR LAGS

Activity Date	Activity Time	Activity Comments
07/01/2009	08:16	CUSTOMER STATES ENGINE SHUTTERS ON EXCEL FROM A STOP WITH AC ON AND AROUND 71 MPH THE TACH FLUTTERS, TEST DROVE VEHICLE COULD NOT DUPLICATE CONCERN HAD CUSTOMER COME IN AND TEST DROVE WITH HIM VEHICLE LAGS ON SHIFT FROM A STOP WHEN MAKING RIGHT HAND TURNS HE EXPLAINED THAT HE HAS HAD IT DO IT ON LEFT TURNS FROM A STOP ALSO AND HAS HAD IT HAPPEN JUST FROM A STOP, CUSTOMER STATES HAD THE TRANSMISSION REFLASHED FROM FACTORY DUE TO HARSH DOWN SHIFTS FROM SECOND TO THIRD NOW THE CAR LAGS
07/01/2009	08:16	ISSUE OPENED BY DEALERSHIP
07/01/2009	08:31	CUSTOMER COMMENTS: CUSTOMER STATES ENGINE SHUTTERS ON EXCEL FROM A STOP WITH AC ON AND AROUND 71 MPH THE TACH FLUTTERS,
07/01/2009	08:31	PLEASE CHECK MVB 54 IN TRANS
07/01/2009	08:31	WORKSHOP FINDINGS: TEST DROVE VEHICLE COULD NOT DUPLICATE CONCERN HAD CUSTOMER COME IN AND TEST DROVE WITH HIM VEHICLE LAGS ON SHIFT FROM A STOP WHEN MAKING RIGHT HAND TURNS HE EXPLAINED THAT HE HAS HAD IT DO IT ON LEFT TURNS FROM A STOP ALSO AND HAS HAD IT HAPPEN JUST FROM A STOP, CUSTOMER STATES HAD THE TRANSMISSION REFLASHED FROM FACTORY DUE TO HARSH DOWN SHIFTS FROM SECOND TO THIRD NOW THE CAR LAGS
07/01/2009	08:34	MVB 54/ J16R0058
07/01/2009	08:34	PLEASE REPLACE THE MECHATRONICS UNIT.
07/06/2009	11:29	ORDERED MOTRONICS UNIT CUSTOMER TOOK CAR SAID WILL RESHCHEDULE WHEN PART COMES IN
07/06/2009	12:10	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/06/2009	12:10	ISSUE UPDATED

#### Consultant's Closing Comments

ORDERED MOTRONICS UNIT CUSTOMER TOOK CAR SAID WILL RESHCHEDULE WHEN PART COMES IN

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
472923	JETTA	2008	3VWRA71K58M [REDACTED]	10885	3885	07/01/2009	USA

<b>Workshop Finding</b>
NO FAULTS STORED, MVB 54 IN DSG IS J07G0158

Activity Date	Activity Time	Activity Comments
07/01/2009	08:47	CUSTOMER STATES HESITATION ON ACCEL. FORM A STOP, OR AFTER SOWING DOWN, VERIFIED. NO FAULTS STORED, MVB 54 IN DSG IS J07G0158
07/01/2009	08:47	ISSUE OPENED BY DEALERSHIP
07/01/2009	08:51	CUSTOMER COMMENTS: CUSTOMER STATES HESITATION ON ACCEL. FORM A STOP, OR AFTER SOWING DOWN, VERIFIED.
07/01/2009	08:51	PLEASE REPLACE THE MECHATRONICS UNIT, FLUID FILTER AND BOLTS.
07/01/2009	08:51	WORKSHOP FINDINGS: NO FAULTS STORED, MVB 54 IN DSG IS J07G0158
07/08/2009	15:53	SPOKE WITH ELISA IN SERVICE. PARTS ARE ON ORDER-MECHATRONICS UNIT IS ON BACK ORDER. P1
07/09/2009	08:32	ORDERED MECH. WILL REOPEN NEW TICKET WHEN SHOWS UP.
07/09/2009	11:07	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/09/2009	11:07	ISSUE UPDATED

<b>Consultant's Closing Comments</b>
ORDERED MECH. WILL REOPEN NEW TICKET WHEN SHOWS UP.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
472938	JETTA	2008	3VWRA71K68M [REDACTED]	16656	3885	07/01/2009	USA

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

Activity Date	Activity Time	Activity Comments
07/01/2009	09:04	CUSTOMER SAYS VEHICLE SPUTTERS WHEN TAKING OFF ROAD TEST VEHICLE VEHICLE IS SHIFTING ERRATICALLY FEELS LIKE DOUBLE SHIFT ALSO WHEN RELEASING BRAKE PEDAL FROM A STOP THERE IS A LONG DELAY THEN VEHICLE JERKS INTO GEAR CHECKED FLUID OK SCANNED FOR CODES NONE PRESENT CHECKED BLOCK VALUE 54 IN TCM # IS J12P0517 DOES THIS VEHICLE NEED A NEW MECHATRONIC UNIT?
07/01/2009	09:04	ISSUE OPENED BY DEALERSHIP
07/01/2009	11:35	CUSTOMER COMMENTS: CUSTOMER SAYS VEHICLE SPUTTERS WHEN TAKING OFF ROAD TEST VEHICLE VEHICLE IS SHIFTING ERRATICALLY FEELS LIKE DOUBLE SHIFT ALSO WHEN RELEASING BRAKE PEDAL FROM A STOP THERE IS A LONG DELAY THEN VEHICLE JERKS INTO GEAR CHECKED FLUID OK SCANNED FOR CODES NONE PRESENT CHECKED BLOCK VALUE 54 IN TCM # IS J12P0517 DOES THIS VEHICLE NEED A NEW MECHATRONIC UNIT?
07/01/2009	11:35	PLEASE REPLACE THE MECH UNIT.
07/01/2009	15:49	PARTS ON ORDER CUSTOMER LEFT VEHICLE FOR REPAIRS SHE DID NOT FEEL COMFORTABLE DRIVING IT
07/01/2009	19:07	THANKS FOR THE UPDATE.
07/06/2009	19:44	STILL WAITING ON PARTS
07/07/2009	19:59	THANKS FOR THE UPDATE.
07/08/2009	13:27	MIKE STATES VEH IS WAITING FOR PARTS P1
07/14/2009	08:03	STILL WAITING ON PARTS
07/14/2009	22:21	THANKS FOR THE UPDATE.
07/24/2009	08:44	CLOSING TICKET STILL WAITING ON PARTS
07/27/2009	11:07	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/27/2009	11:07	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
472939	JETTA	2008	3VWRJ71K08M [REDACTED]	21857	3885	07/01/2009	USA

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

Activity Date	Activity Time	Activity Comments
07/01/2009	09:07	CUSTOMER CONCERN IS "LURCHING IN STOP AND GO TRAFFIC". UPON TEST DRIVE, FOUND THAT TRANSMISSION SEEMED TO COMPLETELY SLIP AND THEN SLAM INTO GEAR AT ONE POINT. NO FAULTS ARE STORED AND WAS ASKED TO CHECK MVB 64, BOTH VALUES ARE 0. THANKS, JACK
07/01/2009	09:07	ISSUE OPENED BY DEALERSHIP
07/01/2009	09:25	CUSTOMER COMMENTS: CUSTOMER CONCERN IS "LURCHING IN STOP AND GO TRAFFIC". UPON TEST DRIVE, FOUND THAT TRANSMISSION SEEMED TO COMPLETELY SLIP AND THEN SLAM INTO GEAR AT ONE POINT. NO FAULTS ARE STORED AND WAS ASKED TO CHECK MVB 64, BOTH VALUES ARE 0. THANKS, JACK
07/01/2009	09:25	TECH HAS PERFORMED BASIC SETTINGS IN VSD. MVB 54 AT J05 IN TCM. ADVISED TECHNICIAN TO REPLACE MECHATRONIC UNIT, FLUID, FILTER, AND BOLTS.
07/06/2009	12:31	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/06/2009	12:31	ISSUE UPDATED

<b>Consultant's Closing Comments</b>
CUSTOMER TOOK VEHICLE. REPLACE MECHATRONIC UNIT WHEN IT ARRIVES.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
472970	JETTA	2008	3VWRJ71K08M [REDACTED]	18667	3885	07/01/2009	USA

Workshop Finding
n/a

Activity Date	Activity Time	Activity Comments
07/01/2009	09:43	HESITATIONWHEN ACCEL. FROM A STOP, IS MUCH WORSE WHEN IN REVERSE. SET BASICS, IN 61 AND 60 DROVE 21 MILES AND REEVALUATED, NO CHANGE. NO FAULTS IN ECM, TCM.
07/01/2009	09:43	ISSUE OPENED BY DEALERSHIP
07/01/2009	09:49	CUSTOMER COMMENTS: HESITATIONWHEN ACCEL. FROM A STOP, IS MUCH WORSE WHEN IN REVERSE. SET BASICS, IN 61 AND 60 DROVE 21 MILES AND REEVALUATED, NO CHANGE. NO FAULTS IN ECM, TCM.
07/01/2009	09:49	TECH SET BASIC SETTINGS IN VSD. MVB 54 AT J13. ADVISED TECH TO REPLACE MECHATRONIC UNIT, FLUID, FILTER, AND BOLTS.
07/01/2009	16:08	SOP MECHATRONIC UNIT, 6 WEEKS OUT.
07/01/2009	16:15	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/01/2009	16:15	ISSUE UPDATED

Consultant's Closing Comments
REPLACE MECHATRONIC UNIT, FLUID, FILTER, AND BOLTS.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
472978	EOS	2008	WVWDB71F78V [REDACTED]	21834	3885	07/01/2009	USA

**Workshop Finding**

n/a

Activity Date	Activity Time	Activity Comments
07/01/2009	09:47	CUSTOMERS CONCERN....VEHICLE SEEMS TO HESITATE WHEN STARTING FORM A STOP. COMPLETED TECH BULLETIN 37-09-03...SHIFTS WORSE NOW AFTER TECH BULLETIN COMPLETED. TRANS BANGS HARD WHEN ENGAGING
07/01/2009	09:47	ISSUE OPENED BY DEALERSHIP
07/01/2009	09:55	CUSTOMER COMMENTS: CUSTOMERS CONCERN....VEHICLE SEEMS TO HESITATE WHEN STARTING FORM A STOP. COMPLETED TECH BULLETIN 37-09-03...SHIFTS WORSE NOW AFTER TECH BULLETIN COMPLETED. TRANS BANGS HARD WHEN ENGAGING
07/01/2009	09:55	PERFORMED VSD BASIC SETTING...DID NOT FIX VEHICLE. ADVISED BY TECH LINE TO ORDER MECH TRONICS UNIT.....WHICH ARE ON BACKORDER. COULD BE A FEW WEEKS.
07/01/2009	09:55	TECH SET BASIC SETTINGS IN VSD. MVB 54 AT H15 IN TCM. ADVISED TECH TO REPLACE MECHATRONIC UNIT, FLUID, FILTER, AND BOLTS.
07/01/2009	10:09	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/01/2009	10:09	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
472993	JETTA	2008	3VWRJ71K28M [REDACTED]	28655	3885	07/01/2009	USA

#### Workshop Finding

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

Activity Date	Activity Time	Activity Comments
07/01/2009	10:09	CUSTOMER STATES VEHICLE CUTS OUT WHEN TAKING OFF FROM A STOP. VEHICLE ALSO JERKS WHEN TAKING OFF. ROAD TESTED VEHICLE AND FOUND TRANSMISSION TO JERK HARD ENGAGE VERY HARSHLY WHEN TAKING OFF FROM A STOP AS IF A NEW DRIVER WAS LEARNING HOW TO DRIVE A MANUAL TRANS. ALL OTHER SHIFT POINTS OK. NO FAULTS STORED.
07/01/2009	10:09	ISSUE OPENED BY DEALERSHIP
07/01/2009	10:22	ADVISED THE TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT.
07/01/2009	10:22	CUSTOMER COMMENTS: CUSTOMER STATES VEHICLE CUTS OUT WHEN TAKING OFF FROM A STOP. VEHICLE ALSO JERKS WHEN TAKING OFF. ROAD TESTED VEHICLE AND FOUND TRANSMISSION TO JERK HARD ENGAGE VERY HARSHLY WHEN TAKING OFF FROM A STOP AS IF A NEW DRIVER WAS LEARNING HOW TO DRIVE A MANUAL TRANS. ALL OTHER SHIFT POINTS OK. NO FAULTS STORED.
07/01/2009	10:22	WORKSHOP FINDINGS: TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM. MVB 54 IS J13. BASIC SETTINGS PERFORMED.
07/01/2009	10:35	ORDERED MECHATRONIC UNIT, NO ETA DUE TO BACK ORDER.
07/02/2009	07:38	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/02/2009	07:38	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
473005	JETTA	2008	3VWRJ71KX8M [REDACTED]	11971	3885	07/01/2009	USA

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

Activity Date	Activity Time	Activity Comments
07/01/2009	10:23	CUSTOMER STATES WHEN VEHICLE IS WARMED UP VEHICLE SHIFTS VERY HARD AND JERKS FORWARD.... PERFORMED GFF, NO FAULTS STORED.. CHECKED FLUID LEVEL AND CONDITION, OK.. PERFORMED BASIC SETTINGS, OK.. RETEST DROVE, CONCERN STILL PRESENT
07/01/2009	10:23	ISSUE OPENED BY DEALERSHIP
07/01/2009	10:31	CUSTOMER COMMENTS: CUSTOMER STATES WHEN VEHICLE IS WARMED UP VEHICLE SHIFTS VERY HARD AND JERKS FORWARD.... PERFORMED GFF, NO FAULTS STORED.. CHECKED FLUID LEVEL AND CONDITION, OK.. PERFORMED BASIC SETTINGS, OK.. RETEST DROVE, CONCERN STILL PRESENT
07/01/2009	10:31	PLEASE REPLACE THE MECH UNIT.
07/08/2009	16:38	SPOKE WITH BRUCE IN SERVICE. PARTS ARE ON ORDER. P2
07/15/2009	13:26	SPOKE WITH BRUCE IN SERVICE..... STATED THAT THEY ARE STILL WAITING ON BACK ORDERED PARTS TO ARRIVE..... P1
08/18/2009	08:48	MECHATRONIC UNIT REPLACED VEHICLE REPAIRED CUSTOMER DRIVING
08/18/2009	16:04	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
08/18/2009	16:04	ISSUE UPDATED

<b>Consultant's Closing Comments</b>
MECHATRONIC UNIT REPLACED VEHICLE REPAIRED CUSTOMER DRIVING

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
473023	JETTA	2008	3VWRJ71K68M [REDACTED]	14916	3885	07/01/2009	USA

#### Workshop Finding

CUSTOMER STATES HAD A LOAD SHIFT ALSO STATES BUCKS WHEN SHIFTING

Activity Date	Activity Time	Activity Comments
07/01/2009	10:48	CUSTOMER STATES HAD A LOAD SHIFT ALSO STATES BUCKS WHEN SHIFTING
07/01/2009	10:48	ISSUE OPENED BY DEALERSHIP
07/01/2009	10:51	CUSTOMER COMMENTS: CUSTOMER STATES HAD A LOAD SHIFT ALSO STATES BUCKS WHEN SHIFTING
07/01/2009	10:51	GET MVB 54 IN 02
07/01/2009	10:51	WORKSHOP FINDINGS: CUSTOMER STATES HAD A LOAD SHIFT ALSO STATES BUCKS WHEN SHIFTING
07/01/2009	10:56	ISSUE UPDATED
07/01/2009	10:56	REPLACE THE MECHATRONICS, FLUID AND THE FILTER, BOLTS AND SET BASIC SETTINGS AFTER REPAIRS
07/01/2009	12:34	PARTS ON ORDER CUST TO RETURN WHEN PARTS IN
07/01/2009	16:15	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/01/2009	16:15	ISSUE UPDATED

#### Consultant's Closing Comments

REPLACE THE MECHATRONICS, FLUID AND THE FILTER, BOLTS AND SET BASIC SETTINGS AFTER REPAIRS

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
473031	EOS	2008	WVWFA71F28V [REDACTED]	4034	3885	07/01/2009	USA

#### Workshop Finding

n/a

Activity Date	Activity Time	Activity Comments
07/01/2009	10:58	C/S CAR JERKS FORWARD FROM A STOP, NORMAL ACCEL. DUPLICATED CONCERN. PERFORMED BASIC SETTINGS. HAS BEEN IN ONE TIME BEFORE FOR THIS CONCERN AND BASIC SETTINGS WAS DONE.
07/01/2009	10:58	ISSUE OPENED BY DEALERSHIP
07/01/2009	11:16	CUSTOMER COMMENTS: C/S CAR JERKS FORWARD FROM A STOP, NORMAL ACCEL. DUPLICATED CONCERN. PERFORMED BASIC SETTINGS. HAS BEEN IN ONE TIME BEFORE FOR THIS CONCERN AND BASIC SETTINGS WAS DONE.
07/01/2009	11:16	MVB 54 H31. ADVISED TO REPLACE MECHATRONICS UNIT, FLUID, FILTER AND BOLTS.
07/01/2009	15:42	ISSUE UPDATED
07/06/2009	09:40	WAITING ON PART.
07/06/2009	10:05	P1 WAITING ON PARTS. THANK YOU FOR THE UPDATE.
07/08/2009	09:30	STILL WAITING ON PARTS!
07/08/2009	10:09	P1 WAITING ON PARTS. THANK YOU FOR THE UPDATE.
07/08/2009	11:22	SPOKE TO SCOTT - STILL WAITING ON THE MECHATRONIC UNIT.
07/10/2009	10:45	STILL WAITING ON PARTS!
07/10/2009	11:05	P1 STILL WAITING ON PARTS!
07/13/2009	08:21	STILL WAITING ON PARTS
07/13/2009	11:10	P1 WAITING ON PARTS. THANK YOU FOR THE UPDATE.
07/17/2009	11:05	STILL WAITING ON PARTS!
07/17/2009	11:08	P1 WAITING ON PARTS. THANK YOU FOR THE UPDATE.
07/21/2009	08:04	STILL WAITING ON PARTS.
07/21/2009	08:08	P1 WAITING ON PARTS. THANK YOU FOR THE UPDATE.
07/22/2009	09:56	STILL WAITING ON PARTS AND CUSTOMER IS AWARE. ALLEN STEVENSON SRV MGR
07/22/2009	10:51	P1 WAITING ON PARTS. THANK YOU FOR THE UPDATE.
07/27/2009	12:59	WAITING ON PARTS
07/27/2009	13:03	P1 WAITING ON PARTS. THANK YOU FOR THE UPDATE.
07/28/2009	08:22	WAITING ON PARTS!
07/28/2009	10:12	P1 WAITING ON PARTS. THANK YOU FOR THE UPDATE.
07/30/2009	10:16	STILL WAITING ON PARTS
07/30/2009	11:28	P1 WAITING ON PARTS. THANK YOU FOR THE UPDATE.
08/04/2009	08:43	STILL WAITING ON PARTS
08/04/2009	10:40	P1 WAITING ON PARTS. THANK YOU FOR THE UPDATE.
08/14/2009	10:56	PART FINALLY CAME IN!!! REPLACED MECHATRONIC UNIT AND FILTER, SET BASIC SETTINGS. CAR SHIFTED FINE. CLOSE
08/14/2009	11:35	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
08/14/2009	11:35	ISSUE UPDATED

#### Consultant's Closing Comments

D1 REPLACED MECHATRONIC UNIT AND FILTER, SET BASIC SETTINGS.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
473060	JETTA	2008	3VWRJ71K88M [REDACTED]	13583	3885	07/01/2009	USA

#### Workshop Finding

OWNER SAYS FEELS LIKE THE ENGINE IS GOING TO DIE ON LIGHT ACCEL

Activity Date	Activity Time	Activity Comments
07/01/2009	11:24	ISSUE OPENED BY DEALERSHIP
07/01/2009	11:24	OWNER SAYS FEELS LIKE THE ENGINE IS GOING TO DIE ON LIGHT ACCEL. I ROAD TESTED AND FOUND ENGINE SURGES ON LIGHT ACCEL. RAN GFF NO TCU OR ECU FAULTS. PERF FUNCTIONS ADAPT T-BODY, KICK DOWN, INT FLAP, RESET DSG BASIC SETTINGS, ROAD TEST, STILL SURGES, ANY IDEAS?
07/01/2009	11:30	CUSTOMER COMMENTS: OWNER SAYS FEELS LIKE THE ENGINE IS GOING TO DIE ON LIGHT ACCEL. I ROAD TESTED AND FOUND ENGINE SURGES ON LIGHT ACCEL. RAN GFF NO TCU OR ECU FAULTS. PERF FUNCTIONS ADAPT T-BODY, KICK DOWN, INT FLAP, RESET DSG BASIC SETTINGS, ROAD TEST, STILL SURGES, ANY IDEAS?
07/01/2009	11:30	TECH RESET BASIC SETTING NO CHANGE GET MVB 5 4IN 02
07/01/2009	11:30	WORKSHOP FINDINGS: OWNER SAYS FEELS LIKE THE ENGINE IS GOING TO DIE ON LIGHT ACCEL
07/01/2009	11:33	REPLACE MECHATROINCS FLUID AND FILTER & BOLTS SET BASIC SETTING AFTER REPAIRS
07/01/2009	11:37	PARTS ON ORDER
07/01/2009	16:15	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/01/2009	16:15	ISSUE UPDATED

#### Consultant's Closing Comments

REPLACE MECHATROINCS FLUID AND FILTER & BOLTS SET BASIC SETTING AFTER REPAIRS

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
473089	EOS	2009	WVWBA71FX9V [REDACTED]	930	3732	07/01/2009	USA

#### Workshop Finding

MVB 54 J42 B0710 MVB 64 29 50

Activity Date	Activity Time	Activity Comments
07/01/2009	11:44	C/S WHILE DRIVING RPMS WENT UP BUT VEHICLE WASN'T GOING ANY FASTER AND "PRND" LIGHT UP. SCANNED DTC MEMORY FOUND NO FAULTS. TEST DROVE COULD NOT GET IT TO HAPEN FOR ME.
07/01/2009	11:44	ISSUE OPENED BY DEALERSHIP
07/01/2009	11:55	ADVISED THE TECH TO REPLACE THE SPEED/TEMP SENSOR IN THE TRANS AND SET BASIC AS WELL AS TEST DRIVE AND UPDATE THE VTA WITH RESULTS.
07/01/2009	11:55	CUSTOMER COMMENTS: C/S WHILE DRIVING RPMS WENT UP BUT VEHICLE WASN'T GOING ANY FASTER AND "PRND" LIGHT UP. SCANNED DTC MEMORY FOUND NO FAULTS. TEST DROVE COULD NOT GET IT TO HAPEN FOR ME.
07/01/2009	11:55	WORKSHOP FINDINGS: MVB 54 J42 B0710 MVB 64 29 50
07/01/2009	13:04	SENSOR ON ORDER THERE ARE NON IN COUNRTY AT THIS TIME. WILL UPDATE WHEN PART ARIVES. THANKS.
07/01/2009	19:15	THANKS FOR THE UPDATE.
07/03/2009	09:03	STILL WAITING ON THE PARTS
07/03/2009	20:07	THANKS FOR THE UPDATE.
07/07/2009	13:31	REMOVED MECHATRONICS UNIT. REPLACED SENSOR. REFILLED TRANNY FLUID LEVEL SET BASIC SETTINGS AND TEST DROVE VEHICLE OPERATING AS DESIGNED BYMANUFACTUER. THANKS FOR THE HELP
07/08/2009	21:20	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/08/2009	21:20	ISSUE UPDATED

#### Consultant's Closing Comments

CHRISTOPHER ELLINGHAUS: CLOSING IN PROCESS: DEALER COMPLETE: REMOVED MECHATRONICS UNIT. REPLACED SENSOR. REFILLED TRANNY FLUID LEVEL SET BASIC SETTINGS AND TEST DROVE VEHICLE OPERATING AS DESIGNED BYMANUFACTUER. THANKS FOR THE HELP

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
473115	EOS	2008	WVWBA71F68V [REDACTED]	9118	3885	07/01/2009	USA

#### Workshop Finding

TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM. MVB 54 IS A J13. BASIC SETTINGS PERFORMED.

Activity Date	Activity Time	Activity Comments
07/01/2009	12:09	CUST STATES THAT WHEN TAKING OFF FROM A STOP, IN REVERSE OR FORWARD GEARS, IT JERKS AND LURCHES A LOT BEFORE CATCHING AND SMOOTHING OUT. TEST DROVE. FOUND IT WORSE IN REVERSE BUT STILL HAPPENS IN DRIVE, FEELS LIKE CLUTCH GRABS AND LETS GO, ALMOST LIKE SOMEONE WHO DOESN'T KNOW HOW TO DRIVE A MANUAL TRANSMISSION, THEN SMOOTHS OUT. JERKS ABOUT 3 TIMES EVERY TIME. SUSPECT MECHATRONIC POSSIBLY?
07/01/2009	12:09	ISSUE OPENED BY DEALERSHIP
07/01/2009	12:18	ADVISED THE TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT.
07/01/2009	12:18	CUSTOMER COMMENTS: CUST STATES THAT WHEN TAKING OFF FROM A STOP, IN REVERSE OR FORWARD GEARS, IT JERKS AND LURCHES A LOT BEFORE CATCHING AND SMOOTHING OUT. TEST DROVE. FOUND IT WORSE IN REVERSE BUT STILL HAPPENS IN DRIVE, FEELS LIKE CLUTCH GRABS AND LETS GO, ALMOST LIKE SOMEONE WHO DOESN'T KNOW HOW TO DRIVE A MANUAL TRANSMISSION, THEN SMOOTHS OUT. JERKS ABOUT 3 TIMES EVERY TIME. SUSPECT MECHATRONIC POSSIBLY?
07/01/2009	12:18	WORKSHOP FINDINGS: TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM. MVB 54 IS A J13. BASIC SETTINGS PERFORMED.
07/01/2009	12:33	ORDERED MECHATRONIC AND ALL NECESSARY PARTS. THANKS!
07/02/2009	07:37	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/02/2009	07:37	ISSUE UPDATED

#### Consultant's Closing Comments

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

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
473140	JETTA	2008	3VWRJ71K38M [REDACTED]	10173	3885	07/01/2009	USA

#### Workshop Finding

CHECKED AND FOUND TECH BULL. FOR DSG TRANS WITH THIS TYPE OF SITUATION. SHOULD I PERFORM THIS BULLETIN?

Activity Date	Activity Time	Activity Comments
07/01/2009	12:48	ISSUE OPENED BY DEALERSHIP
07/01/2009	12:48	TRANSMISSION JERKING/HOPS ON ACCELERATION IN STOP AND GO TRAFFIC. CHECKED AND FOUND TECH BULL. FOR DSG TRANS WITH THIS TYPE OF SITUATION. SHOULD I PERFORM THIS BULLETIN?
07/01/2009	14:16	ADVISE TECH TO PERFORM BASIC SETTING PER TT 37-09-03 , AND GET READING FROM MVB 54 IN THE TCM
07/01/2009	14:16	CUSTOMER COMMENTS: TRANSMISSION JERKING/HOPS ON ACCELERATION IN STOP AND GO TRAFFIC.
07/01/2009	14:16	WORKSHOP FINDINGS: CHECKED AND FOUND TECH BULL. FOR DSG TRANS WITH THIS TYPE OF SITUATION. SHOULD I PERFORM THIS BULLETIN?
07/01/2009	15:33	TECH RAN BASIC SETTINGS IN VSD. MVB 54 AT J12. ADVISED TECH TO REPLACE MECHATRONIC UNIT, FLUID, FILTER, AND BOLTS.
07/08/2009	10:09	THE PARTS ARE ON ORDER
07/08/2009	10:54	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/08/2009	10:54	ISSUE UPDATED

#### Consultant's Closing Comments

REPLACE MECHATRONIC UNIT, FLUID, FILTER, AND BOLTS.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
473154	RABBIT	2008	WVWHV71K88W [REDACTED]	24987	3885	07/01/2009	USA

#### Workshop Finding

CHECKED FOR BULLETINS NONE PERTAIN, RESET BASIC SETTINGS OF TRANS AND NO CHANGE. ALSO CHECKED FLUID LEVEL AND LEVEL IS OKAY.

Activity Date	Activity Time	Activity Comments
07/01/2009	13:05	CUSTOMER STATES VEHICLE BOGGS FROM A STOP AND HAS A DELAY OFF THE LINE THEN BANGS INTO GEAR. RAN GFF AND NO CODES, ROAD TESTED AND VERIFIED CONCERN, CHECKED FOR BULLETINS NONE PERTAIN, RESET BASIC SETTINGS OF TRANS AND NO CHANGE. ALSO CHECKED FLUID LEVEL AND LEVEL IS OKAY.
07/01/2009	13:05	ISSUE OPENED BY DEALERSHIP
07/01/2009	13:10	CUSTOMER COMMENTS: CUSTOMER STATES VEHICLE BOGS FROM A STOP AND HAS A DELAY OFF THE LINE THEN BANGS INTO GEAR. RAN GFF AND NO CODES, ROAD TESTED AND VERIFIED CONCERN,
07/01/2009	13:10	MVB 54 J01. ADVISED TO REPLACE MECHATRONICS UNIT, FLUID, FILTER AND BOLTS.
07/01/2009	13:10	WORKSHOP FINDINGS: CHECKED FOR BULLETINS NONE PERTAIN, RESET BASIC SETTINGS OF TRANS AND NO CHANGE. ALSO CHECKED FLUID LEVEL AND LEVEL IS OKAY.
07/01/2009	13:19	ORDERED PARTS.
07/01/2009	13:50	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/01/2009	13:50	ISSUE UPDATED

#### Consultant's Closing Comments

D1 ORDERED PARTS.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
473172	JETTA	2008	3VWRA71KX8M [REDACTED]	15188	3885	07/01/2009	USA

#### Workshop Finding

TECH HAS NOT VERIFIED THE CONCERN. TRANS AND MECH UNIT PREVIOUSLY REPLACED. NO FAULTS IN THE ECM OR TCM.

Activity Date	Activity Time	Activity Comments
07/01/2009	13:20	CUSTOMER STATES TRANS SHUTTERS AT TIMES
07/01/2009	13:20	ISSUE OPENED BY DEALERSHIP
07/01/2009	13:24	SERVICE MANAGER ASK ME TO CONTACT VTA BECAUSE THIS VEHICLE HAS ALREADY GOTTEN A MECHATRONIC UNIT AND A COMPLETE TRANS.  I HAVE NO FAULTS IN ENGINE OR TRANS AT THIS TIME.
07/01/2009	13:39	A3 CASE TO BE ESCALATED FOR REVIEW. TECH TO TRY AND DUPLICATE THE CONCERN.
07/01/2009	13:39	CUSTOMER COMMENTS: CUSTOMER STATES TRANS SHUTTERS AT TIMES
07/01/2009	13:39	WORKSHOP FINDINGS: TECH HAS NOT VERIFIED THE CONCERN. TRANS AND MECH UNIT PREVIOUSLY REPLACED. NO FAULTS IN THE ECM OR TCM.
07/06/2009	08:41	ISSUE UPDATED
07/06/2009	09:05	ISSUE UPDATED
07/06/2009	15:52	7/6 SPOKE WITH SERVICE MANAGER CONCERN CAN NOT BE DUPLICATED. REQUESTED THE TICKET BE CLOSED.
07/07/2009	08:28	THANK YOU
07/08/2009	08:31	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/08/2009	08:31	ISSUE UPDATED

#### Consultant's Closing Comments

DEALERSHIP PERFORMED EXTENSIVE ROAD TESTING AFTER TRANSMISSION REPLACEMENT AND FOUND THE TRANSMISSION TO BE OPERATING AS DESIGNED.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
473188	JETTA	2008	3VWRJ71K98M [REDACTED]	28145	3885	07/01/2009	USA

#### Workshop Finding

n/a

Activity Date	Activity Time	Activity Comments
07/01/2009	13:34	CUSTOMER STATES SHAKES WHEN TAKING OFF WHEN CAR IS WARM. WENT TO ROAD TEST TO VERIFY THE COMPLAIN; JERKS WHEN TAKING OFF FROM A STOP. MATTHEW GILLIAM SUGEST ME TO READ MEASURED VALUE BLOCKS 54 J11 A0363 AND 64 FIELD 1 0 FIELD 2 0.
07/01/2009	13:34	ISSUE OPENED BY DEALERSHIP
07/01/2009	13:42	CUSTOMER COMMENTS: CUSTOMER STATES SHAKES WHEN TAKING OFF WHEN CAR IS WARM. WENT TO ROAD TEST TO VERIFY THE COMPLAIN; JERKS WHEN TAKING OFF FROM A STOP. MATTHEW GILLIAM SUGEST ME TO READ MEASURED VALUE BLOCKS 54 J11 A0363 AND 64 FIELD 1 0 FIELD 2 0.
07/01/2009	13:42	QTM ADVISED TECH TO REPLACE MECHATRONICS.
07/01/2009	16:14	MECHATRNICS UNIT ON ORDER VEHICLE GONE.
07/01/2009	18:52	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/01/2009	18:52	ISSUE UPDATED

#### Consultant's Closing Comments

THE MECHATRONIC UNIT IS ON RED ORDER.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
473200	EOS	2008	WVWBA71F78V [REDACTED]	10405	3885	07/01/2009	USA

#### Workshop Finding

JERKS WHILE DRIVING

Activity Date	Activity Time	Activity Comments
07/01/2009	13:45	CUSTOMER STATES THERE IS A ROUGH START/JERK WHEN SHIFTING INTO 1ST AND REVERSE. TEST DROVE VEHICLE AND VERIFIED TRANSMISSION JERKING VEHICLE FORWARD OR BACK FROM A STOP. PERFORMED GFF SCAN AND NO FAULTS PRESENT. PERFORMED MANUAL BASIC SETTINGS FOR MECHATRONICS, TEST DROVE VEHICLE AGAIN AND ABRUPT JERKING FROM A STOP IS STILL PRESENT. CHECKED MVB 54 = H38M0227, SHOULD THE MECHATRONICS BE REPLACED?
07/01/2009	13:45	ISSUE OPENED BY DEALERSHIP
07/01/2009	15:47	CUSTOMER COMMENTS: CUSTOMER STATES THERE IS A ROUGH START/JERK WHEN SHIFTING INTO 1ST AND REVERSE. TEST DROVE VEHICLE AND VERIFIED TRANSMISSION JERKING VEHICLE FORWARD OR BACK FROM A STOP. PERFORMED GFF SCAN AND NO FAULTS PRESENT. PERFORMED MANUAL BASIC SETTINGS FOR MECHATRONICS, TEST DROVE VEHICLE AGAIN AND ABRUPT JERKING FROM A STOP IS STILL PRESENT. CHECKED MVB 54 = H38M0227, SHOULD THE MECHATRONICS BE REPLACED?
07/01/2009	15:47	REPLACE THE MECHATROINCS, FLUID , FILTER AND SET BASIC SETTINGS AFTER REPAIRS
07/01/2009	15:47	WORKSHOP FINDINGS: JERKS WHILE DRIVING
07/01/2009	15:49	MECHATRONICS HAS BEEN RED ORDERED, THANKS.
07/01/2009	16:12	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/01/2009	16:12	ISSUE UPDATED

#### Consultant's Closing Comments

REPLACE THE MECHATROINCS, FLUID , FILTER AND SET BASIC SETTINGS AFTER REPAIRS

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
473213	JETTA	2008	3VWRJ71K28M [REDACTED]	14994	3885	07/01/2009	USA

#### Workshop Finding

n/a

Activity Date	Activity Time	Activity Comments
07/01/2009	14:00	HEY HAVE A DSG THAT LURCHES AND KICKS IN FIRST AND SECOND MVB 54 IS H51Q0370
07/01/2009	14:00	ISSUE OPENED BY DEALERSHIP
07/01/2009	14:05	CUSTOMER COMMENTS: HEY HAVE A DSG THAT LURCHES AND KICKS IN FIRST AND SECOND MVB 54 IS H51Q0370
07/01/2009	14:05	PLEASE REPLACE THE TRANSMISSION.
07/01/2009	15:57	ORDERED MECHATROMICS UNIT AND FLUID AND FILTER.
07/01/2009	15:58	ORDERED MECHATROMICS UNIT AND FLUID AND FILTER.
07/01/2009	19:01	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/01/2009	19:01	ISSUE UPDATED

#### Consultant's Closing Comments

RDERED MECHATROMICS UNIT AND FLUID AND FILTER.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
473228	JETTA	2009	3VWRL71K89M [REDACTED]	19681	3885	07/01/2009	USA

#### Workshop Finding

NO FAULTS, MVB 54 J16J0136 MVB 64 =O/O

Activity Date	Activity Time	Activity Comments
07/01/2009	14:20	ISSUE OPENED BY DEALERSHIP
07/01/2009	14:20	THIS VEHICLE HAS THE SHUTTERING OR BUMPING ON TAKE OFF,NO FAULTS
07/01/2009	14:27	ADVISE TECH TO PERFORM BASIC SETTINGS PER TT 37-09-03, IF OK REPLACE MECHATRONICS , FLUID, FILTER , AND BOLTS.
07/01/2009	14:27	CUSTOMER COMMENTS: THIS VEHICLE HAS THE SHUTTERING OR BUMPING ON TAKE OFF,
07/01/2009	14:27	WORKSHOP FINDINGS: NO FAULTS, MVB 54 J16J0136 MVB 64 =O/O
07/06/2009	09:05	PERFORMED BASIC SETTING,ORDERED PARTS AND RETURNED THE VEHICLE TO THE CUSTOMER.
07/06/2009	15:51	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/06/2009	15:51	ISSUE UPDATED

#### Consultant's Closing Comments

PERFORMED BASIC SETTING,ORDERED PARTS AND RETURNED THE VEHICLE TO THE CUSTOMER.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
473234	EOS	2008	WVWBA71F58V [REDACTED]	15488	3885	07/01/2009	USA

#### Workshop Finding

TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM. MVB 54 IS H43. BASIC SETTINGS PERFORMED.

Activity Date	Activity Time	Activity Comments
07/01/2009	14:25	ISSUE OPENED BY DEALERSHIP
07/01/2009	14:25	TRANSMISSION JERKS FROM STAND STILL AFTER WARM. WILL RELEASE BRAKE PEDAL AT STOP AND VEHICLE LUNGE FORWARD AND RPMS DROP WAY DOWN AND THEN ENGAGES SMOOTHLY. NO CODES PRESENT. FLUID LEEVL OK. RESET BASIC SETTINGS AND VEHICLE STILL JERKS FROM STOP.
07/01/2009	14:31	ADVISED THE TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT.
07/01/2009	14:31	CUSTOMER COMMENTS: TRANSMISSION JERKS FROM STAND STILL AFTER WARM. WILL RELEASE BRAKE PEDAL AT STOP AND VEHICLE LUNGE FORWARD AND RPMS DROP WAY DOWN AND THEN ENGAGES SMOOTHLY. NO CODES PRESENT. FLUID LEEVL OK. RESET BASIC SETTINGS AND VEHICLE STILL JERKS FROM STOP.
07/01/2009	14:31	WORKSHOP FINDINGS: TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM. MVB 54 IS H43. BASIC SETTINGS PERFORMED.
07/01/2009	15:46	PARTS HAVE BEEN ORDERED BUT WAS TOLD MECHTRONIC UNIT IS ON BACK ORDER WILL CLOSE TICKET FOR NOW AND REOPEN IF PROBLEM STILL PRESENT AFTER REPAIRS. THANK YOU.
07/02/2009	07:37	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/02/2009	07:37	ISSUE UPDATED

#### Consultant's Closing Comments

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

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
473310	EOS	2008	WVWBA71F68V [REDACTED]	19350	3885	07/01/2009	USA

#### Workshop Finding

TECHNICIAN VERIFIED CONCERN. MVB 54 READS J04G0166. TECH STATES THERE ARE NO FAULTS. FLUID LEVEL AND CONDITION IS CORRECT.

Activity Date	Activity Time	Activity Comments
07/01/2009	15:51	ISSUE OPENED BY DEALERSHIP
07/01/2009	15:51	VEHICLE BANGS INTO GEAR AND DOES NOT SHIFT SMOOTHLY. MVB 54 READS J04G0166.
07/01/2009	15:59	ADVISED TECH TO PLEASE CHECK MVB 64 AND UPDATE THE VTA WITH YOUR FINDINGS. PLEASE PERFORM BASIC SETTINGS MANUALLY IN ACCORDANCE WITH TT: 37-09-03 AND RE-EVALUATE THE CONCERN. IF THE CONCERN IS STILL PRESENT, PLEASE REPLACE THE MECHATRONICS, FLUID, FILTER, AND MECHATRONICS BOLTS. PLEASE UPDATE THE VTA WITH YOUR FINDINGS.
07/01/2009	15:59	CUSTOMER COMMENTS: VEHICLE BANGS INTO GEAR AND DOES NOT SHIFT SMOOTHLY.
07/01/2009	15:59	WORKSHOP FINDINGS: TECHNICIAN VERIFIED CONCERN. MVB 54 READS J04G0166. TECH STATES THERE ARE NO FAULTS. FLUID LEVEL AND CONDITION IS CORRECT.
07/08/2009	14:08	SPOKE TO SALVATORE IN SERVICE. WILL CHECK MVBS THIS AFTERNOON AND UPDATE TICKET; D2.
07/09/2009	10:58	READINGS IN MVB 64 ARE, FIELD #1 IS 0, AND FIELD #2 IS 0. RESET BASIC SETTINGS AS PER TT:37-09-03, TRANS. CONCERN IS STILL PRESENT. ORDERING MECHATRONICS UNIT, BOLTS, FILTER, AND FLUID.
07/09/2009	11:17	THANKS FOR THE UPDATE.
07/15/2009	07:56	PARTS ARE HERE.
07/15/2009	13:02	THANKS FOR THE UPDATE. ONCE THE VEHICLE IS REPAIRED, PLEASE UPDATE AND CLOSE THIS CASE. FILL OUT A HELPLINE SURVEY IF YOU HAVE THE CHANCE.
07/17/2009	12:38	REPAIRS ARE COMPLETED, PERFORMED ROAD TEST. VEHICLE PERFORMS AS DESIGNED, THANK YOU FOR YOUR ASSISTANCE.
07/17/2009	15:48	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/17/2009	15:48	ISSUE UPDATED

#### Consultant's Closing Comments

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

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
473323	JETTA	2008	3VWRJ71K38M [REDACTED]	8808	3885	07/01/2009	USA

#### Workshop Finding

n/a

Activity Date	Activity Time	Activity Comments
07/01/2009	16:04	CUSTOMER COMPLAINT OF SLUGGISH ACCEL. DROVE AND TRANS ACTING LIKE IT'S DOUBLE CLUTCHING. SHUDDERING ON ACCEL FROM STOPS. NO CODES. FLUID LEVEL AND CONDITION OK. TRIED ADAPIONS 61&60 AND RESETING THROTTLE ADAPTION AND KICKDOWN AND NO CHANGE.
07/01/2009	16:04	ISSUE OPENED BY DEALERSHIP
07/01/2009	16:06	CUSTOMER COMMENTS: CUSTOMER COMPLAINT OF SLUGGISH ACCEL. DROVE AND TRANS ACTING LIKE IT'S DOUBLE CLUTCHING. SHUDDERING ON ACCEL FROM STOPS. NO CODES. FLUID LEVEL AND CONDITION OK. TRIED ADAPIONS 61&60 AND RESETING THROTTLE ADAPTION AND KICKDOWN AND NO CHANGE.
07/01/2009	16:06	PLEASE REPLACE THE MECH UNIT.
07/02/2009	10:32	ORDERED MECHATRONICS AND COMING FROM GERMANY.
07/02/2009	19:17	THANKS FOR THE UPDATE.
07/08/2009	13:49	TALKED TO J.D IN SERVICE THE PART IS ON RED ORDER .....P1
07/15/2009	15:40	SPOKE WITH DANIEL IN SERVICE..... STATED THAT THEY ARE STILL WAITING ON BACK ORDERED PARTS TO ARRIVE.....
07/31/2009	15:24	MECHARONICS FINALLY SHOWED UP AND A COLLIGE INSTALLED AND WORKING PROPERLY. THANKS FOR THE HELP.
07/31/2009	16:20	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/31/2009	16:20	ISSUE UPDATED

#### Consultant's Closing Comments

MECHARONICS FINALLY SHOWED UP AND A COLLIGE INSTALLED AND WORKING PROPERLY. THANKS FOR THE HELP.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
473324	JETTA	2008	3VWRJ71K68M [REDACTED]	14059	3885	07/01/2009	USA

#### Workshop Finding

n/a

Activity Date	Activity Time	Activity Comments
07/01/2009	16:04	CUSTOMER STATES THERE IS A HESITATION FROM A STOP WHEN VEHICLE IS IN OPERATING TEMP PUSH ACCEL. AND IT JURKS OR LUNGES. TEST DROVE VEHICLE FOUND VEHICLE APPEARS TO BE GOING INTO NEUTRAL AND SLAMMING WHEN PULL OUT AFTER THAT THE TRANS SHIFTS FINE. NO DTCS IN ECM OR TCM. MEASURE VALUE BLOCK 54 IS J07K0053. RAN BASIC SETTING 61 AND 60
07/01/2009	16:04	ISSUE OPENED BY DEALERSHIP
07/01/2009	17:32	CUSTOMER COMMENTS: CUSTOMER STATES THERE IS A HESITATION FROM A STOP WHEN VEHICLE IS IN OPERATING TEMP PUSH ACCEL. AND IT JURKS OR LUNGES. TEST DROVE VEHICLE FOUND VEHICLE APPEARS TO BE GOING INTO NEUTRAL AND SLAMMING WHEN PULL OUT AFTER THAT THE TRANS SHIFTS FINE. NO DTCS IN ECM OR TCM. MEASURE VALUE BLOCK 54 IS J07K0053. RAN BASIC SETTING 61 AND 60
07/01/2009	17:32	PLEASE REPLACE THE MECH UNIT.
07/01/2009	17:36	SPECIAL ORDERD MEGATRONIC UNIT RETURNED TO VEHICLE TO CUSTOMER TO DRIVE TILL PART ARRIVES
07/01/2009	19:01	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/01/2009	19:01	ISSUE UPDATED

#### Consultant's Closing Comments

: SPECIAL ORDERD MEGATRONIC UNIT RETURNED TO VEHICLE TO CUSTOMER TO DRIVE TILL PART ARRIVES

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
473330	JETTA	2008	3VWRJ71KX8M [REDACTED]	14335	3885	07/01/2009	USA

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

Activity Date	Activity Time	Activity Comments
07/01/2009	16:10	CUSTOMER STATES WHEN BACKING UP OR MOVING FOWARD FROM A STOP VEHICLE HESITATES AND JUMPS. I WAS ABLE TO VERIFY ON A ROAD TEST THAT EVERY TIME YOU ACCELERATE FROM A STOP YOU FEEL WHAT SEEMS LIKE CLUTCH SHUDDER. SAME IN REVERSE. CONDITION GOES AWAY AFTER RPMS CREEP UP 2K OR SO. NO FAULTS OR BULLETINS TO WORK WITH. ANY SUGGESTIONS?
07/01/2009	16:10	ISSUE OPENED BY DEALERSHIP
07/01/2009	16:12	CUSTOMER COMMENTS: CUSTOMER STATES WHEN BACKING UP OR MOVING FOWARD FROM A STOP VEHICLE HESITATES AND JUMPS. I WAS ABLE TO VERIFY ON A ROAD TEST THAT EVERY TIME YOU ACCELERATE FROM A STOP YOU FEEL WHAT SEEMS LIKE CLUTCH SHUDDER. SAME IN REVERSE. CONDITION GOES AWAY AFTER RPMS CREEP UP 2K OR SO. NO FAULTS OR BULLETINS TO WORK WITH. ANY SUGGESTIONS?
07/01/2009	16:12	PLEASE REPLACE THE MECH UNIT.
07/01/2009	16:15	WILL PLACE ORDER FOR A REPLACEMENT MECHATRONIC UNIT AS ADVISED.
07/01/2009	19:01	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/01/2009	19:01	ISSUE UPDATED

<b>Consultant's Closing Comments</b>
WILL PLACE ORDER FOR A REPLACEMENT MECHATRONIC UNIT AS ADVISED.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
473333	EOS	2008	WVWFA71F78V [REDACTED]	10131	3885	07/01/2009	USA

#### Workshop Finding

n/a

Activity Date	Activity Time	Activity Comments
07/01/2009	16:12	CUSTOMER STATES VEHICLE SHIFTS ERRATICALLY. CONCERN DUPLICATED. CHECKED TRANS FLUID LEVEL. OK
07/01/2009	16:12	ISSUE OPENED BY DEALERSHIP
07/01/2009	16:19	ADVISED TO FOLLOW TT 37 09 03 AND SET BASIC SETTINGS ROAD TEST 10 TO 15 MILES IF CONDITION STILL PRESENT. UPDATE TICKET WITH MVB'S 54 & 64 THEN CALL BACK.
07/01/2009	16:19	CUSTOMER COMMENTS: CUSTOMER STATES VEHICLE SHIFTS ERRATICALLY. CONCERN DUPLICATED. CHECKED TRANS FLUID LEVEL. OK
07/01/2009	16:19	ISSUE UPDATED
07/03/2009	14:03	WE PERFORMED THE DSG BASIC SETTINGS AS PER TT 37-09-03 AND PERFORMED THE ROAD TEST. RESCANED THE VEHICLE NO DTC REC. THE VEHICLE STILL HAS A DRIVEABILITY CONCERN. THE VEHICLE WILL LURCH FROM A STOP, FEELS LIKE A PERSON LEARNING TO DRIVE A STANDARD SHIFT. PLEASE ADVISE????
07/03/2009	14:07	THE MVB 54 IS H50D0561, AND MVB 64 IS 0 0 PLEASE ADVISE ??
07/03/2009	14:11	PLEASE REPLACE THE MECH UNIT.
07/06/2009	13:49	THE PART IS ON ORDER. THANKS VEHICLE IS HERE WAITING FOR PART.
07/06/2009	13:58	THANK YOU FOR THE UPDATE.
07/08/2009	14:31	P1 SPOKE TO JIM IN SERVICE AND PART IS ON RED ORDER.
07/15/2009	15:44	SPOKE WITH PAUL IN SERVICE..... STATED THAT THEY ARE STILL WAITING FOR BACK ORDERED PARTS TO ARRIVE.....
08/10/2009	08:04	WE INSTALLED THE MECHATRONICS UNIT SET BASIC SETTINGS RESET THE BASIC SETTINGS. ROAD TESTED THE VEHICLE. VEHICLE IS OPERATING AS DESIGNED.
08/10/2009	10:11	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
08/10/2009	10:11	ISSUE UPDATED

#### Consultant's Closing Comments

D1 WE INSTALLED THE MECHATRONICS UNIT SET BASIC SETTINGS RESET THE BASIC SETTINGS. ROAD TESTED THE VEHICLE. VEHICLE IS OPERATING AS DESIGNED.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
473345	JETTA	2008	3VWRA71K18M [REDACTED]	12775	3885	07/01/2009	USA

#### Workshop Finding

TECH VERIFIED THE CONCERN. TECH REPLACED THE MECH UNIT FOR A SHUTTER CONCERN. CURRENT CODING IS 1013. ENGINE STALLS DURING THE TRANS BASIC SETTINGS.

Activity Date	Activity Time	Activity Comments
07/01/2009	16:23	ISSUE OPENED BY DEALERSHIP
07/01/2009	16:23	TRANS "BANGS" INTO REVERSE, AND DOWNSHIFTS HARSHLY. MECHATRONICS WAS REPLACED 2 WEEKS AGO FOR SHIFTING CONCERNS. ALSO WHEN ATTEMPTING TO PERFORM BASIC SETTINGS, THE TRANS BANGS SO HARD IT STALLS THE ENGINE MOST OF THE TIME. PLEASE ADVISE.
07/01/2009	16:34	A2 CASE TO BE ESCALATED FOR REVIEW. ADVISED THE TECH TO CHANGE THE CODING TO 20 AND PERFORM THE TRANS BASIC SETTINGS. ALSO CHECK THE TCM PART NUMBER, SOFTWARE LEVEL AND MVB 41, 48 AND 54.
07/01/2009	16:34	CUSTOMER COMMENTS: TRANS "BANGS" INTO REVERSE, AND DOWNSHIFTS HARSHLY. MECHATRONICS WAS REPLACED 2 WEEKS AGO FOR SHIFTING CONCERNS. ALSO WHEN ATTEMPTING TO PERFORM BASIC SETTINGS, THE TRANS BANGS SO HARD IT STALLS THE ENGINE MOST OF THE TIME. PLEASE ADVISE.
07/01/2009	16:34	WORKSHOP FINDINGS: TECH VERIFIED THE CONCERN. TECH REPLACED THE MECH UNIT FOR A SHUTTER CONCERN. CURRENT CODING IS 1013. ENGINE STALLS DURING THE TRANS BASIC SETTINGS.
07/01/2009	16:50	UPDATED WITH MVB'S REQUESTED.
07/01/2009	17:01	CHANGED CODING, CONCERN RESOLVED.
07/06/2009	10:23	CHANGED CODING CONCERN WENT AWAY, THANKS FOR THE HELP.
07/06/2009	10:45	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/06/2009	10:45	ISSUE UPDATED

#### Consultant's Closing Comments

CHANGED CODING CONCERN WENT AWAY, THANKS FOR THE HELP. A2 CASE TO BE ESCALATED FOR REVIEW.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
473362	EOS	2008	WVWFA71F68V [REDACTED]	15365	3885	07/01/2009	USA

#### Workshop Finding

n/a

Activity Date	Activity Time	Activity Comments
07/01/2009	16:46	CUSTOMER STATES WHEN TAKING OFF FROM A STOP THE CAR WILL SURGE FORWARD AFTER YOU LET YOU FOOT OFF THE BRAKE AND GIVE IT A LITTLE GASS TO TAKE OFF. I HAVE DUPLICATED THE CONCERN AND I HAD ONE A COUPLE OFF WEEKS AGO DOING THE SAME THING I RESET THE BASIC SETTINGS PER TECH TIP 37-09-03 AND THE PROBLEM WAS STILL THERE SO WE ORDERED A MECATRONIC UNIT FOR IT SO I RESET THE BASIC SETTINGS PER TECH TIP AND NOW IT FEALS WORSE WHEN YOU TAKE OFF THAN BEFORE SHOULD I ORDER A MECATRONIC UNIT FOR THIS ONE AS WELL
07/01/2009	16:46	ISSUE OPENED BY DEALERSHIP
07/01/2009	16:50	ADVISED TO CK MVB'S 54 & 64 UPDATE TICKET WITH RESULTS AND CALL BACK.
07/01/2009	16:50	CUSTOMER COMMENTS: CUSTOMER STATES WHEN TAKING OFF FROM A STOP THE CAR WILL SURGE FORWARD AFTER YOU LET YOU FOOT OFF THE BRAKE AND GIVE IT A LITTLE GAS TO TAKE OFF. I HAVE DUPLICATED THE CONCERN AND I HAD ONE A COUPLE OFF WEEKS AGO DOING THE SAME THING I RESET THE BASIC SETTINGS PER TECH TIP 37-09-03 AND THE PROBLEM WAS STILL THERE SO WE ORDERED A MECHATRONIC UNIT FOR IT SO I RESET THE BASIC SETTINGS PER TECH TIP AND NOW IT FEELS WORSE WHEN YOU TAKE OFF THAN BEFORE SHOULD I ORDER A MECHATRONIC UNIT FOR THIS ONE AS WELL
07/01/2009	16:52	MVB 54 J08J0045 MVB 64 0 0
07/01/2009	17:01	ADVISED THE TECH TO REPLACE THE MECHATRONICS, FLUID AND BOLTS.
07/06/2009	09:19	PARTS ON ORDER CAR IS GONE
07/06/2009	10:06	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/06/2009	10:06	ISSUE UPDATED

#### Consultant's Closing Comments

D1 PARTS ON ORDER CAR IS GONE

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
473395	JETTA	2008	3VWRJ71K08M [REDACTED]	9768	3885	07/01/2009	USA

#### Workshop Finding

SHOP FORMAN TEST DROVE W/ CUSTOMER AND VERIFIED.

Activity Date	Activity Time	Activity Comments
07/01/2009	17:22	CUSTOMER STATES WHEN ON A HILL THE VEHICLE IS VERY JOLTY WHEN ACCELERATING. SHOP FORMAN TEST DROVE W/ CUSTOMER AND VERIFIED.
07/01/2009	17:22	ISSUE OPENED BY DEALERSHIP
07/01/2009	17:29	CUSTOMER COMMENTS: CUSTOMER STATES WHEN ON A HILL THE VEHICLE IS VERY JOLTY WHEN ACCELERATING.
07/01/2009	17:29	MVB 54 J13. ADVISED TO REPLACE MECHATRONICS UNIT, FLUID, FILTER AND BOLTS.
07/01/2009	17:29	WORKSHOP FINDINGS: SHOP FORMAN TEST DROVE W/ CUSTOMER AND VERIFIED.
07/08/2009	11:12	PARTS ARE ON ORDER. CAR IS STILL HERE.
07/08/2009	11:29	P1 WAITING ON PARTS. THANK YOU FOR THE UPDATE.
07/14/2009	19:38	ISSUE UPDATED
07/17/2009	11:49	STILL WAITING FOR PARTS.
07/17/2009	13:33	P1 WAITING ON PARTS. THANK YOU FOR THE UPDATE.
07/20/2009	14:04	STILL WAITING ON PARTS AT THIS TIME.
07/20/2009	15:51	P1 WAITING ON PARTS. THANK YOU FOR THE UPDATE.
07/27/2009	11:33	STILL WAITING ON PARTS.
07/27/2009	12:16	P1 WAITING ON PARTS. THANK YOU FOR THE UPDATE.
07/30/2009	12:46	STILL NO PARTS.
07/30/2009	12:55	P1 WAITING ON PARTS. THANK YOU FOR THE UPDATE.
08/04/2009	10:21	MECHATRONICS HAS ARRIVED AND BEEN INSTALLED, REPAIR WAS SUCCESSFUL.
08/04/2009	10:40	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
08/04/2009	10:40	ISSUE UPDATED

#### Consultant's Closing Comments

D1 MECHATRONICS HAS ARRIVED AND BEEN INSTALLED, REPAIR WAS SUCCESSFUL.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
473397	JETTA	2008	3VWRJ71K18M [REDACTED]	9226	3885	07/01/2009	USA

**Workshop Finding**

n/a

Activity Date	Activity Time	Activity Comments
07/01/2009	17:24	CUST SAYS TRANS JUMPS WHEN PEDAL IN PRESSED.
07/01/2009	17:24	ISSUE OPENED BY DEALERSHIP
07/01/2009	17:37	CUSTOMER COMMENTS: CUST SAYS TRANS JUMPS WHEN PEDAL IN PRESSED.
07/01/2009	17:37	TECH STATES MVB 54 AT J0 AND MVB 64 AT 0 AND 0 IN TCM. ADVISED TECH TO PERFORM BASIC SETTINGS AS OUTLINED IN TT 37-09-03. WE WILL NEED TO REPLACE MECHATRONIC UNIT, FLUID, FILTER, AND BOLTS.
07/06/2009	12:43	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/06/2009	12:43	ISSUE UPDATED

**Consultant's Closing Comments**

CUSTOMER TOOK VEHICLE. REPLACE MECHATRONIC UNIT WHEN PART COMES IN.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
473418	JETTA	2008	3VWRJ71K08M [REDACTED]	8395	3885	07/01/2009	USA

#### Workshop Finding

ON TEST DRIVE DID DUPLICATE CUSTOMER CONCERN, ON MILD START FROM STOP TRANSMISSION WITH SHUTTER HARD 3 TO 5 TIMES AND SHIFTS HARD FROM 1ST TO 2ND, FOUND NO CODES STORED. DID PERFORM BASIC SETTINGS BLOCK 61. THE FOLLOWING ARE RESULTS FROM 5051B, MEASURING VALUES NOT IN BASIC SETTING 137, 128, 4, 1. MEASURED VALUE IN BASIC SETTING 141, 128, 4, 1. IN BLOCK 60, NOT BASIC SETTING 8, 3, 3, 2. IN BASIC SETTING 13, 0, 4, 1. MEASURED BLOCK 54, J04K0395.

Activity Date	Activity Time	Activity Comments
07/01/2009	18:09	CUSTOMER CONCERN TRANSMISSION HAS A VERY HARD BANG ON TAKE OFF AND WHEN LETTING OFF THE GAS PEDAL, ON TEST DRIVE DID DUPLICATE CUSTOMER CONCERN, ON MILD START FROM STOP TRANSMISSION WITH SHUTTER HARD 3 TO 5 TIMES AND SHIFTS HARD FROM 1ST TO 2ND, FOUND NO CODES STORED. DID PERFORM BASIC SETTINGS BLOCK 61. THE FOLLOWING ARE RESULTS FROM 5051B, MEASURING VALUES NOT IN BASIC SETTING 137, 128, 4, 1. MEASURED VALUE IN BASIC SETTING 141, 128, 4, 1. IN BLOCK 60, NOT BASIC SETTING 8, 3, 3, 2. IN BASIC SETTING 13, 0, 4, 1. MEASURED BLOCK 54, J04K0395.
07/01/2009	18:09	ISSUE OPENED BY DEALERSHIP
07/01/2009	18:15	AFTER BASIC SETTING WERE PERFORMED PERFORMED 10MILE TEST DRIVE. STOPPED KEY CYCLE AND 2ND TEST DRIVE. TRNASMISSION IS STILL SHUTTERING AND SHIFTING HARD
07/01/2009	18:21	ADVISED TECH TO REPLACE THE MECH UNIT, BOLTS, FILTER AND FLUID THEN PERFORM BASIC SETTINGS PER TT37-09-03, CLOSE OUT VTA WHEN COMPLETED.
07/01/2009	18:21	CUSTOMER COMMENTS: CUSTOMER CONCERN TRANSMISSION HAS A VERY HARD BANG ON TAKE OFF AND WHEN LETTING OFF THE GAS PEDAL
07/01/2009	18:21	WORKSHOP FINDINGS: ON TEST DRIVE DID DUPLICATE CUSTOMER CONCERN, ON MILD START FROM STOP TRANSMISSION WITH SHUTTER HARD 3 TO 5 TIMES AND SHIFTS HARD FROM 1ST TO 2ND, FOUND NO CODES STORED. DID PERFORM BASIC SETTINGS BLOCK 61. THE FOLLOWING ARE RESULTS FROM 5051B, MEASURING VALUES NOT IN BASIC SETTING 137, 128, 4, 1. MEASURED VALUE IN BASIC SETTING 141, 128, 4, 1. IN BLOCK 60, NOT BASIC SETTING 8, 3, 3, 2. IN BASIC SETTING 13, 0, 4, 1. MEASURED BLOCK 54, J04K0395.
07/08/2009	11:40	ORDERED MECH UNIT, VEHICLE RELEASED TO CUSTOMER, NOW WAITING ON UNIT.....
07/08/2009	17:14	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/08/2009	17:14	ISSUE UPDATED

#### Consultant's Closing Comments

TECH TO REPLACE MECH UNIT, COMPLETED.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
473454	JETTA	2008	3VWRJ71K08M [REDACTED]	22423	3885	07/01/2009	USA

#### Workshop Finding

J12 =MVB54

Activity Date	Activity Time	Activity Comments
07/01/2009	19:49	CUSTOMER STATES TRANSMISSION/VEHICLE SURGES WHEN ACCELERATING VERY LIGHTLY, ESPECIALLY WHEN IN STOP & GO TRAFFIC, ALSO STATES TRANSMISSION HESITATES AND THEN CLUNKS WHEN TRYING TO ACCELERATE FROM A ROLLING STOP. ROAD TESTED VEHICLE SEVERAL TIMES MYSELF AND WITH CUSTOMER DRIVING - VEHICLE IS DEFINITELY DOING ALL THESE THINGS. BROUGHT INTO SHOP AND CHECKED FOR ANY FAULTS - NOTHING STORED ANYWHERE. LET IT COOL DOWN AND CHECKED TRANS FLUID, FLUID IS FULL AND LOOKS CLEAN. LOOKED THROUGH TSBS BUT DIDN'T SEE ANYTHING, FOUND TECH TIP FOR DOING BASIC SETTINGS ON DSG, RAN BASIC SETTINGS PROCEDURE. ROAD TESTED AGAIN AFTERWARDS AND SURGING IS STILL THERE AS WELL AS THE HESITATION AND CLUNK WHEN ACCELERATING FROM ROLLING STOP. NOW WHAT???
07/01/2009	19:49	ISSUE OPENED BY DEALERSHIP
07/01/2009	19:56	BASIC SETTINGS SET, REPLACE THE MECH, FLUID, FILTER AND BOLTS. RESET BASIC SETTINGS
07/01/2009	19:56	CUSTOMER COMMENTS: CUSTOMER STATES TRANSMISSION/VEHICLE SURGES WHEN ACCELERATING VERY LIGHTLY, ESPECIALLY WHEN IN STOP & GO TRAFFIC, ALSO STATES TRANSMISSION HESITATES AND THEN CLUNKS WHEN TRYING TO ACCELERATE FROM A ROLLING STOP. ROAD TESTED VEHICLE SEVERAL TIMES MYSELF AND WITH CUSTOMER DRIVING - VEHICLE IS DEFINITELY DOING ALL THESE THINGS. BROUGHT INTO SHOP AND CHECKED FOR ANY FAULTS - NOTHING STORED ANYWHERE. LET IT COOL DOWN AND CHECKED TRANS FLUID, FLUID IS FULL AND LOOKS CLEAN. LOOKED THROUGH TSBS BUT DIDN'T SEE ANYTHING, FOUND TECH TIP FOR DOING BASIC SETTINGS ON DSG, RAN BASIC SETTINGS PROCEDURE. ROAD TESTED AGAIN AFTERWARDS AND SURGING IS STILL THERE AS WELL AS THE HESITATION AND CLUNK WHEN ACCELERATING FROM ROLLING STOP. NOW WHAT???
07/01/2009	19:56	WORKSHOP FINDINGS: J12 =MVB54
07/02/2009	10:32	PARTS ON ORDER, GAVE VEHICLE BACK TO CUSTOMER, WILL RETURN WHEN PARTS COME IN
07/02/2009	10:47	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/02/2009	10:47	ISSUE UPDATED

#### Consultant's Closing Comments

PARTS ON ORDER, GAVE VEHICLE BACK TO CUSTOMER, WILL RETURN WHEN PARTS COME IN

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
473510	JETTA	2008	3VWRJ71K88M	26783	3885	07/02/2009	USA

#### Workshop Finding

NO CODES TCM IS 02E300050J GSG DSG 081,02E927770AE 708 1410. ECM 8P0907115B H16 0020. TECH STATES THAT THE FLUID LEVEL AND CONDITION IS CORRECT.

Activity Date	Activity Time	Activity Comments
07/02/2009	09:14	HESITATES FROM STOP SHIFTS FINE WHILE U DRIVE. NO CODES TCM IS 02E300050J GSG DSG 081,02E927770AE 708 1410. ECM 8P0907115B H16 0020. I
07/02/2009	09:14	ISSUE OPENED BY DEALERSHIP
07/02/2009	14:06	ADVISED TECH TO PLEASE CHECK MVB 54 AND MVB 64 IN THE TCM. PLEASE PERFORM BASIC SETTINGS MANUALLY IN VSD. THIS PROCEDURE CAN BE FOUND IN TT: 37-09-03. RE-EVALUATE FOR THE CONCERN AND CALL BACK.
07/02/2009	14:06	CUSTOMER COMMENTS: HESITATES FROM STOP SHIFTS FINE WHILE U DRIVE.
07/02/2009	14:06	WORKSHOP FINDINGS: NO CODES TCM IS 02E300050J GSG DSG 081,02E927770AE 708 1410. ECM 8P0907115B H16 0020. TECH STATES THAT THE FLUID LEVEL AND CONDITION IS CORRECT.
07/02/2009	15:35	MVB 54 IS H050N0523 MVB 64 IS FIELD 1 0, FIELD 2 0. CAR IS WORST NOW AFTER BASIC SETTING.
07/02/2009	15:50	ADVISED THE TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT.
07/02/2009	15:50	ISSUE UPDATED
07/02/2009	16:07	ORDERED PARTS
07/02/2009	16:15	THANKS FOR THE UPDATE.
07/06/2009	10:36	WAITING IN PARTS ON BACKORDER
07/06/2009	11:54	THANKS FOR THE UPDATE.
07/07/2009	10:22	WAITING ON PARTS
07/07/2009	10:34	THANKS FOR THE UPDATE.
07/08/2009	10:30	WAITING FOR PARTS
07/08/2009	10:34	THANKS FOR THE UPDATE.
07/09/2009	14:16	PER LAST TECHNICIAN UPDATE, VEHICLE IS CURRENTLY WAITING ON BACK ORDER PARTS; P1.
07/10/2009	09:53	WAITING ON PARTS
07/10/2009	09:55	THANKS FOR THE UPDATE.
07/15/2009	14:01	WAITING FOR PARTS
07/15/2009	14:36	THANKS FOR THE UPDATE.
07/23/2009	14:34	WAITING FOR PARTS
07/23/2009	15:27	THANKS FOR THE UPDATE.
07/27/2009	16:57	JUST GOT PART SLIP PART IS HERE. WILL START WORKING ON IT IN TOMORROW A.M.
07/27/2009	18:18	THANKS FOR THE UPDATE.
08/03/2009	10:43	BEEN TEST DRIVING CAR NO CODES GAVE CAR TO CUSTOMER THANKS
08/03/2009	12:16	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
08/03/2009	12:16	ISSUE UPDATED

#### Consultant's Closing Comments

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

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
473670	EOS	2008	WVWFA71F28V [REDACTED]	20407	3885	07/02/2009	USA

#### Workshop Finding

C/S THAT WHEN DRIVING IN A PARKING LOT(SLOW SPEEDS) THAT TRANS HAS A STUTTER

Activity Date	Activity Time	Activity Comments
07/02/2009	11:16	C/S THAT WHEN DRIVING IN A PARKING LOT(SLOW SPEEDS) THAT TRANS HAS A STUTTER,CONCERN WAS DUPLICATED
07/02/2009	11:16	ISSUE OPENED BY DEALERSHIP
07/02/2009	11:18	ADVISE TECH TO MVB 54 IN 02
07/02/2009	11:18	CUSTOMER COMMENTS: C/S THAT WHEN DRIVING IN A PARKING LOT(SLOW SPEEDS) THAT TRANS HAS A STUTTER,CONCERN WAS DUPLICATED
07/02/2009	11:18	WORKSHOP FINDINGS: C/S THAT WHEN DRIVING IN A PARKING LOT(SLOW SPEEDS) THAT TRANS HAS A STUTTER
07/02/2009	11:20	ADVISE TECH TO REPLAC ETHE MECHATRONICS UNIT FLUID AND THE FILTER AND SET THE BASIC SETTINGS AFTER REPAIRS ARE DONE
07/03/2009	17:37	PARTS ARE ON ORDER
07/07/2009	14:49	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/07/2009	14:49	ISSUE UPDATED

#### Consultant's Closing Comments

PARTS ARE ON ORDER

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
473688	JETTA	2008	3VWRJ71K98M [REDACTED]	10433	3885	07/02/2009	USA

#### Workshop Finding

VERIFIED IN DRIVE AND REVERSE. MVB 54 J14 MVB 64 0 AND 0

Activity Date	Activity Time	Activity Comments
07/02/2009	11:30	ISSUE OPENED BY DEALERSHIP
07/02/2009	11:30	TRANS JERKS WHEN ACCELERATING
07/02/2009	11:38	ADVISED TECH TO PERFORM BASIC SETTINGS PER TT 37-09-03, IF THEY GO THROUGH PLEASE REPLACE THE MECH UNIT, BOLTS, FILTER AND FLUID THEN RERUN BASIC SETTINGS. IF BASIC SETTINGS WONT GO THROUGH PLEASE CALL BACK BEFORE PERFORMING ANY REPAIRS.
07/02/2009	11:38	CUSTOMER COMMENTS: TRANS JERKS WHEN ACCELERATING
07/02/2009	11:38	WORKSHOP FINDINGS: VERIFIED IN DRIVE AND REVERSE. MVB 54 J14 MVB 64 0 AND 0
07/02/2009	12:10	ORDERED VALVE BODY
07/02/2009	16:28	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/02/2009	16:28	ISSUE UPDATED

#### Consultant's Closing Comments

TECH TO REPLACE MECH UNIT, COMPLETED.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
473709	EOS	2008	WVWBA71F18V [REDACTED]	12354	3885	07/02/2009	USA

#### Workshop Finding

. HESITATION DURING INITIAL ACCELERATION FROM A STOP.. SEVERE 1-2 SHIFT AND REVERSE HESITATION

Activity Date	Activity Time	Activity Comments
07/02/2009	11:43	ISSUE OPENED BY DEALERSHIP
07/02/2009	11:43	ROADTESTED VEHICLE APPROX. 8 MILES..CONFIRMED 1-2 /2-3 SHIFT MALFUNCTION.. HESITATION DURING INITIAL ACCELERATION FROM A STOP.. SEVERE 1-2 SHIFT AND REVERSE HESITATION EXPERIENCED ONCE OPERATING TEMP IS REACHED.... ON HOIST INSPECTION FOUND ZERO LEAKAGE,DAMAGE TO ENGINE /TRANSMISSION..... FLUID SAMPLE=ATF VERY DARK, BURNT SMELL.. NOTIFIED SERVICE MANAGER OF DSG TRANSMISSION MALFUNCTION...
07/02/2009	11:50	CUSTOMER COMMENTS: ROADTESTED VEHICLE APPROX. 8 MILES..CONFIRMED 1-2 /2-3 SHIFT MALFUNCTION.. HESITATION DURING INITIAL ACCELERATION FROM A STOP.. SEVERE 1-2 SHIFT AND REVERSE HESITATION EXPERIENCED ONCE OPERATING TEMP IS REACHED.... ON HOIST INSPECTION FOUND ZERO LEAKAGE,DAMAGE TO ENGINE /TRANSMISSION..... FLUID SAMPLE=ATF VERY DARK, BURNT SMELL.. NOTIFIED SERVICE MANAGER OF DSG TRANSMISSION MALFUNCTION...
07/02/2009	11:50	GET MVB 54 IN 02
07/02/2009	11:50	WORKSHOP FINDINGS: . HESITATION DURING INITIAL ACCELERATION FROM A STOP.. SEVERE 1-2 SHIFT AND REVERSE HESITATION
07/02/2009	11:55	ISSUE SENT TO DEALERSHIP
07/02/2009	11:55	REPLACE THE MECHATRONICS, FLUID AND HE FILTER AND SET BASIC SETTING S AFTER REPAIRS
07/02/2009	12:16	ISSUE UPDATED
07/09/2009	16:06	P1 JESSIE IN SERVICE STATED THEY ARE WAITING ON BACK ORDERED PARTS.
07/16/2009	14:16	SPOKE WITH JESSIE IN SERVICE..... STATED THAT THEY ARE STILL WAITING ON BACK ORDERED PARTS TO ARRIVE.....
08/11/2009	14:00	STILL AWAITING RED/BACK ORDERED MEGATRONICS UNIT
08/11/2009	19:25	PLEASE UPDATE AFTER PARTS ARRIVE
08/12/2009	16:58	MEGATRONICS UNIT ARRIVED TODAY 08/12/09 AND IS BEING INSTALLED WILL CLOSE VTA AFTER ROADTEST
08/13/2009	13:37	UPDATE AFTER REPAIRS ARE COMPLETED
08/13/2009	14:40	REPLACED MECHATRONICS UNIT,REPLACED BOLTS,GASKET AND REFILLED TRANSMISSION FLUID.. PERFORMED BASIC SETTINGS WITH GUIDED FUNCTIONS.. PERFORMED INITIALIZATION ROADTEST AS PER GF, RESET BASIC SETTINGS AND PERFORMED EXTENDED ROADTEST=NO FURTHER MALFUNCTIONS DETECTED AT THIS TIME, ZERO DTC'S STORED, TRANSMISSION OPERATING PROPERLY AT THIS TIME...
08/13/2009	16:39	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
08/13/2009	16:39	ISSUE UPDATED

#### Consultant's Closing Comments

REPLACE THE MECHATRONICS

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
473732	JETTA	2008	3VWRJ71K78M [REDACTED]	17281	3885	07/02/2009	USA

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

Activity Date	Activity Time	Activity Comments
07/02/2009	12:04	C/S THERE IS A JERK WHILE EXCELERATING AT SLOW SPEEDS , PERFORMED TT37-09-03 TEST DROVE AFTER SETTING BASICS 15 MILES , TESTED IN PARKING LOT AND FROM A STOP AND GO FORWARD 1ST TIME PERFORMED NORMAL SECOND TIME STOP SLAMED WHEN GOING FORWARD PERFORMED GFF AND NO FAULTS ARE PRESENT
07/02/2009	12:04	ISSUE OPENED BY DEALERSHIP
07/02/2009	12:30	CUSTOMER COMMENTS: C/S THERE IS A JERK WHILE EXCELERATING AT SLOW SPEEDS , PERFORMED TT37-09-03 TEST DROVE AFTER SETTING BASICS 15 MILES , TESTED IN PARKING LOT AND FROM A STOP AND GO FORWARD 1ST TIME PERFORMED NORMAL SECOND TIME STOP SLAMED WHEN GOING FORWARD PERFORMED GFF AND NO FAULTS ARE PRESENT
07/02/2009	12:30	PLEASE REPLACE THE MECH UNIT.
07/02/2009	13:00	ORDEREDPARTS THEY ARE ON BACK ORDER , CLOSING TICKET , DO NOT KNOW WHEN PARTS WILL SHOW UP
07/02/2009	15:42	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/02/2009	15:42	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
473778	EOS	2008	WVWBA71F98V [REDACTED]	13607	3885	07/02/2009	USA

#### Workshop Finding

n/a

Activity Date	Activity Time	Activity Comments
07/02/2009	12:47	CUST. STATES VEHICLE BANGS WHEN COMING TO A STOP, & SHUTTERS WHEN TAKING OFF SLOWLY. TEST DROVE AND COMFIRMED COMPLAINT. AT TIMES WHEN TAKING OF SLOWLY VEHICLE HAS A SHUTTER FROM 1ST-2ND. & AT TIMES WHEN COMING TO A STOP TRANS BANGS FROM 2ND-1ST. WAS ONLY ABLE TO HEAR IT AUDIBLY ONCE WHEN IT BANGED. MVB 54 H42, MVB 64 0/0, MVB 90 65535. TCM 02E30050P SV LEVEL 0402, NO DTC'S STORED IN TCM OR ECM, FLUID LEVEL AND CONDITION ARE GOOD.
07/02/2009	12:47	ISSUE OPENED BY DEALERSHIP
07/02/2009	12:51	ADVISED TO REPLACE MECHATRONICS UNIT, FLUID, FILTER AND BOLTS.
07/02/2009	12:51	CUSTOMER COMMENTS: CUST. STATES VEHICLE BANGS WHEN COMING TO A STOP, & SHUTTERS WHEN TAKING OFF SLOWLY. TEST DROVE AND COMFIRMED COMPLAINT. AT TIMES WHEN TAKING OF SLOWLY VEHICLE HAS A SHUTTER FROM 1ST-2ND. & AT TIMES WHEN COMING TO A STOP TRANS BANGS FROM 2ND-1ST. WAS ONLY ABLE TO HEAR IT AUDIBLY ONCE WHEN IT BANGED. MVB 54 H42, MVB 64 0/0, MVB 90 65535. TCM 02E30050P SV LEVEL 0402, NO DTC'S STORED IN TCM OR ECM, FLUID LEVEL AND CONDITION ARE GOOD.
07/06/2009	10:02	ETA FOR PART IS 7/31/09, CLOSING VTA, WILL OPEN ANOTHER CASE IF ANY ISSUES OCCUR.
07/06/2009	10:06	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/06/2009	10:06	ISSUE UPDATED

#### Consultant's Closing Comments

D1 ETA FOR PART IS 7/31/09, CLOSING VTA, WILL OPEN ANOTHER CASE IF ANY ISSUES OCCUR.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
473780	EOS	2008	WVWBA71F28V [REDACTED]	16252	3885	07/02/2009	USA

**Workshop Finding**

n/a

Activity Date	Activity Time	Activity Comments
07/02/2009	12:50	ISSUE OPENED BY DEALERSHIP
07/02/2009	12:50	VEHICLE HESITATES AND JERKS WHEN FIRST ACCEL NO CODES STORED ATTEMPT TRANS BASIC SETTINGS MADE WORSE.
07/02/2009	15:03	CUSTOMER COMMENTS: VEHICLE HESITATES AND JERKS WHEN FIRST ACCEL NO CODES STORED ATTEMPT TRANS BASIC SETTINGS MADE WORSE.
07/02/2009	15:03	I DROVE THE CAR WITH THE TECHNICIAN AND NOTED THE ERRATIC AND HARSH SHIFTING. AFTER PERFORMING BASIC SETTINGS 60 AND 61, NO IMPROVEMENT WAS NOTED. PLEASE REPLACE THE MECHATRONICS, FILTER, AND BOLTS. CLOSE THE TICKET ONCE THE REPAIR IS VERIFIED. THANK YOU.
07/02/2009	15:04	ISSUE UPDATED
07/15/2009	14:29	PART IS ON ORDER VEHICLE IS STILL HERE
07/15/2009	15:29	ISSUE UPDATED
07/28/2009	17:56	REPLACED MECHATRONICS, FILTER AND BOLT REASSEMBLED FILLED AND SET BASICS. CHECKING OK
07/29/2009	10:21	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/29/2009	10:21	ISSUE UPDATED

**Consultant's Closing Comments**

REPLACED MECHATRONICS, FILTER AND BOLT REASSEMBLED FILLED AND SET BASICS. CHECKING OK. RESOLUTION SUPPLIED.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
473806	EOS	2008	WVWFA71F88V [REDACTED]	16666	3885	07/02/2009	USA

#### Workshop Finding

n/a

Activity Date	Activity Time	Activity Comments
07/02/2009	13:23	CUSTOMER STATES CAR SURGES ON ACCELERATION FROM A STOP AND JERKS HARD WHEN SHIFTING.ROAD TESTED AND VERIFIED CAR SURGES FROM A STOP,MORE IN REVDERSE THAN IN DRIVE.DOES IT WHEN ENGINE IS HOT.SET MECHATRONCS BASIC CALIBRATION THROUGH GUIDED FUNCTIONS,STILL SURGES.
07/02/2009	13:23	ISSUE OPENED BY DEALERSHIP
07/02/2009	13:41	CUSTOMER COMMENTS: CUSTOMER STATES CAR SURGES ON ACCELERATION FROM A STOP AND JERKS HARD WHEN SHIFTING.ROAD TESTED AND VERIFIED CAR SURGES FROM A STOP,MORE IN REVDERSE THAN IN DRIVE.DOES IT WHEN ENGINE IS HOT.SET MECHATRONCS BASIC CALIBRATION THROUGH GUIDED FUNCTIONS,STILL SURGES.
07/02/2009	13:41	FOUND MVB 54 TO BE AT H29 AND MVB 64 TO BE AT 0/0 IN TCM. ADVISED TECH TO PERFORM BASIC SETTINGS IN VSD AS OUTLINED IN TT 37-09-03. WE ALSO NEED TO REPLACE MECHATRONIC UNIT, FLUID, FILTER, AND BOLTS.
07/02/2009	14:14	PARTS ORDERED.CLOSING TICKET
07/02/2009	14:23	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/02/2009	14:23	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
473825	JETTA	2008	3VWRJ71K58M [REDACTED]	12622	3885	07/02/2009	USA

#### Workshop Finding

n/a

Activity Date	Activity Time	Activity Comments
07/02/2009	13:49	CUSTOMER STATES THST WHEN YOU STEP ON THE GAS FROM A DEAD STOP CAR JEARKS ONCE OR TWICE THEN GOES FOWARD. DROVE VEHICLE DUPLACTED PROBLEM. CHECKED VEHICLE FLUID LEVEL IT WAS GOOD CHECKED FLUID DID NOT SMELL BURNT. LOOKED LIKE CLEAN TRANS FLUID. RESET BASIC SETTINGS IN TRANS AND DROVE VHEICLE. OPERATION DID NOT IMPROVE. CHECKED MVB 54 FIELD ONE J12J0191 PCM PART NUMBER 02E300050J CODING 20 SOFTWARE LEVEL 1410. WHAT DO YOU RECOMMEND?
07/02/2009	13:49	ISSUE OPENED BY DEALERSHIP
07/02/2009	13:56	CUSTOMER COMMENTS: CUSTOMER STATES THST WHEN YOU STEP ON THE GAS FROM A DEAD STOP CAR JEARKS ONCE OR TWICE THEN GOES FOWARD. DROVE VEHICLE DUPLACTED PROBLEM. CHECKED VEHICLE FLUID LEVEL IT WAS GOOD CHECKED FLUID DID NOT SMELL BURNT. LOOKED LIKE CLEAN TRANS FLUID. RESET BASIC SETTINGS IN TRANS AND DROVE VHEICLE. OPERATION DID NOT IMPROVE. CHECKED MVB 54 FIELD ONE J12J0191 PCM PART NUMBER 02E300050J CODING 20 SOFTWARE LEVEL 1410. WHAT DO YOU RECOMMEND?
07/02/2009	13:56	PLEASE REPLACE THE MECH UNIT.
07/06/2009	13:28	SOP PART FOR VEHICLE
07/06/2009	19:12	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/06/2009	19:12	ISSUE UPDATED

#### Consultant's Closing Comments

PLEASE REPLACE THE MECH UNIT.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
473826	JETTA	2008	3VWRJ71K18M [REDACTED]	18832	3885	07/02/2009	USA

#### Workshop Finding

ROAD TESTED CAR WITH SEVICE ADVISOR AND FOUND UNDER LIGHT THROTTLE OR A SLOW CRALL THAT CAR WILL SERG UP AND DOWN (SOFT BUCKING).  
 PREFORMED A G.F.F AND FOUND NO CODES.  
 SEE PRINT OUT.  
 D.S.G PRINOUT M.V.B 54 #H50N0496

Activity Date	Activity Time	Activity Comments
07/02/2009	13:49	CUSTOMER STATED THAT "CHECK AUTOMATIC TRANSMISSION FOR SHIFTING". ROAD TESTED CAR WITH SEVICE ADVISOR AND FOUND UNDER LIGHT THROTTLE OR A SLOW CRALL THAT CAR WILL SERG UP AND DOWN (SOFT BUCKING). PREFORMED A G.F.F AND FOUND NO CODES. SEE PRINT OUT. D.S.G PRINOUT M.V.B 54 #H50N0496
07/02/2009	13:49	ISSUE OPENED BY DEALERSHIP
07/02/2009	14:01	ADVISE TECH TO PERFORM BASIC SETTING IN TT 37-09-03 IF OK REPLACE MECHATRONICS , FLUID , FILTER , AND BOLTS.
07/02/2009	14:01	CUSTOMER COMMENTS: CUSTOMER STATED THAT "CHECK AUTOMATIC TRANSMISSION FOR SHIFTING".
07/02/2009	14:01	WORKSHOP FINDINGS: ROAD TESTED CAR WITH SEVICE ADVISOR AND FOUND UNDER LIGHT THROTTLE OR A SLOW CRALL THAT CAR WILL SERG UP AND DOWN (SOFT BUCKING). PREFORMED A G.F.F AND FOUND NO CODES. SEE PRINT OUT. D.S.G PRINOUT M.V.B 54 #H50N0496
07/02/2009	15:20	PREFORMED T.T 37-09-03 AND BASIC SETTINGS AND ROAD TESTED FOR 15 MILES NO CHANGE. ORDERED PARTS.
07/03/2009	08:20	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/03/2009	08:20	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
473835	JETTA	2009	3VWRL71K29M [REDACTED]	2227	3490	07/02/2009	USA

#### Workshop Finding

n/a

Activity Date	Activity Time	Activity Comments
07/02/2009	13:57	AT HIGHWAY SPEEDS VEHICLE SEEMS TO GO INTO NETURAL AND MESSAGE IS DISPALYED IN MFI CONDITION HAS NOT BEEN DUPLICATED BUT CUSTOMER IS ADAMENT THAT CONDITION OCCURS
07/02/2009	13:57	ISSUE OPENED BY DEALERSHIP
07/02/2009	14:25	CUSTOMER COMMENTS: AT HIGHWAY SPEEDS VEHICLE SEEMS TO GO INTO NETURAL AND MESSAGE IS DISPALYED IN MFI CONDITION HAS NOT BEEN DUPLICATED BUT CUSTOMER IS ADAMENT THAT CONDITION OCCURS
07/02/2009	14:25	WHAS ADVISED BY HELP LINE TO REVIEW MVB 64 IN 02 GEAR BOX ELECTRONICS VALUES SHOULD BE 0 IF FIELD 1 & 2 THIS MVB SHOWS THE # OF TIMES THE TRANS IS REGISTERING A TRANS OVER HEAT CONCERN. IF OVER HEAT CONCERN HAS BEEN REGISTERED MULIPTLE TIMES REPLACE G509 SPEED AND TEMP SENDER PART # 02E 927 321 A MVB RELEECTS 4 TIMES IN FIELD 1 AND 8 TIMES IN FIELD 2. SUBJECT SENDER WAS PLACED ON ORDER
07/07/2009	22:48	SUBJECT PART WAS INSTALLED AND VEHICLE RETURNED TO OWNER
07/07/2009	22:49	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/07/2009	22:49	ISSUE UPDATED

#### Consultant's Closing Comments

SEE COMMENTS

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
473853	RABBIT	2009	WVWHV71K69W [REDACTED]	1541	3885	07/02/2009	USA

#### Workshop Finding

VERIFIED CUSTOMER CONCERN, NO CODES FOUND, TCM # 02E 300051R. TECH STATES THAT THE FLUID LEVEL AND CONDITION IS OKAY. WHILE ON THE PHONE HAD TECH CHECK MVB 54 = J40P0410; MVB 64/1= 36, /2= 48.

Activity Date	Activity Time	Activity Comments
07/02/2009	14:06	CUSTOMER STATES AFTER ABOUT 20 MIN OF DRIVING ALL GEAR INDICATOR LIGHTS WILL START FLASHING AND IT WILL KICK OUT OF GEAR, THEN YOU CAN TURN CAR OFF AND BACK ON ITS OK, VERIFIED CUSTOMER CONCERN, NO CODES FOUND, TCM # 02E 300051R.
07/02/2009	14:06	ISSUE OPENED BY DEALERSHIP
07/02/2009	14:25	ADVISED TECH TO PLEASE REPLACE THE K1/K2 CLUTCH SPEED/TEMP SENSOR. THESE SENSORS ARE PHYSICALLY THE SAME COMPONENT AND ARE IDENTIFIED AS THE G182/G509. BE SURE TO REPLACE THE MECHATRONICS BOLTS WHEN REINSTALLING AND BE SURE TO SET BASIC SETTINGS MANUALLY IN ACCORDANCE WITH TT: 37-09-03.
07/02/2009	14:25	CUSTOMER COMMENTS: CUSTOMER STATES AFTER ABOUT 20 MIN OF DRIVING ALL GEAR INDICATOR LIGHTS WILL START FLASHING AND IT WILL KICK OUT OF GEAR, THEN YOU CAN TURN CAR OFF AND BACK ON ITS OK.
07/02/2009	14:25	WORKSHOP FINDINGS: VERIFIED CUSTOMER CONCERN, NO CODES FOUND, TCM # 02E 300051R. TECH STATES THAT THE FLUID LEVEL AND CONDITION IS OKAY. WHILE ON THE PHONE HAD TECH CHECK MVB 54 = J40P0410; MVB 64/1= 36, /2= 48.
07/09/2009	17:02	SPOKE WITH MARK. P1
07/13/2009	16:01	REPLACED SENSOR, NORMAL OPERAITON
07/13/2009	18:22	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/13/2009	18:22	ISSUE UPDATED

#### Consultant's Closing Comments

TECHNICIAN REPLACED THE K1/K2 CLUTCH SPEED/TEMP SENSOR.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
473855	JETTA	2008	3VWRJ71K98M [REDACTED]	14916	3885	07/02/2009	USA

#### Workshop Finding

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

Activity Date	Activity Time	Activity Comments
07/02/2009	14:07	CUSTOMER STATES THAT TRANS HAS LURCH FROM TAKE OFF AT TIMES. PERFORMED RAODTEST AND WAS ABLE TO DUPLICATE THE LURCH PROBLEM. PERFORMED BASIC SETTINGS BY WAY OF GUIDED FUNCTIONS. SEEM TO HELP SOME BUT STILL FEEL LURCH FORWARD AND SLIGHT HARSH DOWNSHIFT.
07/02/2009	14:07	ISSUE OPENED BY DEALERSHIP
07/02/2009	14:12	ADVISED THE TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT.
07/02/2009	14:12	CUSTOMER COMMENTS: CUSTOMER STATES THAT TRANS HAS LURCH FROM TAKE OFF AT TIMES. PERFORMED RAODTEST AND WAS ABLE TO DUPLICATE THE LURCH PROBLEM. PERFORMED BASIC SETTINGS BY WAY OF GUIDED FUNCTIONS. SEEM TO HELP SOME BUT STILL FEEL LURCH FORWARD AND SLIGHT HARSH DOWNSHIFT.
07/02/2009	14:12	WORKSHOP FINDINGS: TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM. BASIC SETTINGS PERFORMED. MVB 54 IS J07.
07/09/2009	14:08	SPOKE TO IN MIKE SERVICE. VEHICLE IS CURRENTLY WAITING ON BACK ORDER PARTS; P1.
07/16/2009	14:17	SPOKE WITH MIKE IN SERVICE..... STATED THAT THEY ARE STILL WAITING ON BACK ORDERED PARTS TO ARRIVE.....
07/21/2009	10:47	WAITING ON PART AND CUSTOMER PICKED VEHICLE UP WILL NOTIFY WHEN PARTS ARRIVE
07/21/2009	22:24	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/21/2009	22:24	ISSUE UPDATED

#### Consultant's Closing Comments

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

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
473856	EOS	2008	WVWBA71F28V [REDACTED]	10515	3885	07/02/2009	USA

**Workshop Finding**

n/a

Activity Date	Activity Time	Activity Comments
07/02/2009	14:08	ISSUE OPENED BY DEALERSHIP
07/02/2009	14:08	TRANSMISSION JERKS ON ACCELERATION IN ALL GEARS
07/02/2009	14:51	CUSTOMER COMMENTS: TRANSMISSION JERKS ON ACCELERATION IN ALL GEARS
07/02/2009	14:51	WHILE ON PHONE FOUND MVB 54 TO BE AT H50. ADVISED TECH TO SET BASIC SETTINGS THROUGH VSD AS OUTLINED IN TT 39-09-03. WE WILL ALSO NEED TO REPLACE MECHATRONIC UNIT, FLUID, FILTER, AND BOLTS.
07/07/2009	09:18	MECHATRONIC IS BACKORDERED; VEHICLE WILL BE RELEASED PENDING ARRIVAL AS CURRENT DRIVEABILITY ISSUE DOES NOT PREVENT VEHICLE FROM BEING OPERATED BY CUSTOMER. WILL RE-ESTABLISH CONTACT WHEN VEHICLE RETURNS FOR REPAIR. THANKS.
07/07/2009	09:56	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/07/2009	09:56	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
473870	RABBIT	2008	WVWKC71K48W [REDACTED]	25529	3885	07/02/2009	USA

#### Workshop Finding

MECH WAS NOT REPLACED LAST VISIT.

Activity Date	Activity Time	Activity Comments
07/02/2009	14:20	CUST. STATES TRANS. SLIPS DURING ACCELERATION, TEST DROVE HAVE NOT FELT TRANS SLIP, AT TIMES WHEN SHIFTING SLIGHT HESITATION FELT, FLUID LEVEL AND CONDITION ARE GOOD, TCM 02E300011CC SV LEVEL 1405, MVB 54 H29, MVB 64 0/0, VEHICLE WAS IN ON 05/2008 FOR SAME CONCERN, & BASIC SETTINGS WAS PERFORMED ON MECH UNIT.
07/02/2009	14:20	ISSUE OPENED BY DEALERSHIP
07/02/2009	14:29	A2 ADVISED THE TECH TO REPLACE THE MECHATRONICS, FLUID AND BOLTS. TECH TO UPDATE THE VTA WITH RESULTS.
07/02/2009	14:29	CUSTOMER COMMENTS: CUST. STATES TRANS. SLIPS DURING ACCELERATION, TEST DROVE HAVE NOT FELT TRANS SLIP, AT TIMES WHEN SHIFTING SLIGHT HESITATION FELT, FLUID LEVEL AND CONDITION ARE GOOD, TCM 02E300011CC SV LEVEL 1405, MVB 54 H29, MVB 64 0/0, VEHICLE WAS IN ON 05/2008 FOR SAME CONCERN, & BASIC SETTINGS WAS PERFORMED ON MECH UNIT.
07/02/2009	14:29	WORKSHOP FINDINGS: MECH WAS NOT REPLACED LAST VISIT.
07/02/2009	14:34	PLEASE UPDATE THE VTA WITH RESULTS AND CALL IN OR CLOSE AS NECESSARY. PLEASE RUN BASIC SETTINGS PRIOR TO REPLACING MECH TO DETERMINE TRANSMISSION CONDITION BEFORE REPAIRS
07/06/2009	10:01	ETA FOR PART IS 7/31/09, CLOSING OUT VTA, WILL OPEN ANOTHER CASE IF ANY ISSUES OCCUR.
07/06/2009	10:39	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/06/2009	10:39	ISSUE UPDATED

#### Consultant's Closing Comments

ADVISED THE TECH TO REPLACE THE MECHATRONICS, FLUID AND BOLTS. TECH TO UPDATE THE VTA WITH RESULTS.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
473874	JETTA	2009	3VWCL71K69M [REDACTED]	34850	3885	07/02/2009	USA

#### Workshop Finding

SURGES FROM A STOP

Activity Date	Activity Time	Activity Comments
07/02/2009	14:23	ISSUE OPENED BY DEALERSHIP
07/02/2009	14:23	THE CUSTOMER IS COMPLAINING ABOUT THE RPMS WILL SURGE 100-200 RPM WHILE DRIVING AT 65-75 MPH ON A LONG, STRAIGHT ROAD. MOSTLY WHEN GOING DOWN A SLIGHT HILL. I HAVE SEEN THE RPM MOVE ABOUT 50 RPM AT THESE SPEEDS.I HAVE LOOKED AT MANY MVB'S WHILE THIS WAS HAPPENING. I CAN VERIFY THAT THE RPM'S ARE CHANGING IN THE MVB'S. THERE IS ONE THING THE CUSTOMER IS NOT CONCERNED WITH BUT I AM, WHEN ACCELERATING FROM A STOP, THE CAR WILL SURGE ALOT FROM 0 MPH AND WILL SMOOTH OUT AT ABOUT 30 MPH. IT ONLY HAPPENS AT MODERATE THROTTLE PRESSURE. I DO NOT KNOW IF THIS IS A DSG ISSUE OR IF THIS IS THE ENGINE CAUSING THE SURGE.
07/02/2009	14:28	CUSTOMER COMMENTS: THE CUSTOMER IS COMPLAINING ABOUT THE RPMS WILL SURGE 100-200 RPM WHILE DRIVING AT 65-75 MPH ON A LONG, STRAIGHT ROAD. MOSTLY WHEN GOING DOWN A SLIGHT HILL. I HAVE SEEN THE RPM MOVE ABOUT 50 RPM AT THESE SPEEDS.I HAVE LOOKED AT MANY MVB'S WHILE THIS WAS HAPPENING. I CAN VERIFY THAT THE RPM'S ARE CHANGING IN THE MVB'S. THERE IS ONE THING THE CUSTOMER IS NOT CONCERNED WITH BUT I AM, WHEN ACCELERATING FROM A STOP, THE CAR WILL SURGE ALOT FROM 0 MPH AND WILL SMOOTH OUT AT ABOUT 30 MPH. IT ONLY HAPPENS AT MODERATE THROTTLE PRESSURE. I DO NOT KNOW IF THIS IS A DSG ISSUE OR IF THIS IS THE ENGINE CAUSING THE SURGE.
07/02/2009	14:28	MVB 54 J08
07/02/2009	14:28	WORKSHOP FINDINGS: SURGES FROM A STOP
07/02/2009	14:29	REPLAC ETHE MECHATRONCIS FLUID AND FILTER AND BOLTS THEN SET SET BASIC SETTTING S AFTER REPAIR
07/02/2009	15:04	I HAVE ORDERED THE PARTS.
07/02/2009	17:44	UPDATE AFTER PARTS ARE INSTALLED
07/09/2009	14:12	SPOKE TO JASON - AWAITING MECHATRONIC UNIT FOR THE TRANS.
07/16/2009	14:14	SPOKE WITH JASON IN SERVICE..... STATED THAT THEY ARE STILL WAITING ON BACK ORDERED PARTS TO ARRIVE.....
07/31/2009	10:19	STILL WAITING FOR THE PARTS
07/31/2009	12:35	UPDATE AFTER PARTS ARE INSTALLED
08/03/2009	18:13	MECH HAS BEEN REPLACED, THE TRANNY SHIFTS MUCH BETTER.
08/04/2009	08:01	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
08/04/2009	08:01	ISSUE UPDATED

#### Consultant's Closing Comments

MECH HAS BEEN REPLACED, THE TRANNY SHIFTS MUCH BETTER.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
473875	EOS	2008	WVWFA71F08V [REDACTED]	13441	3885	07/02/2009	USA

**Workshop Finding**

n/a

Activity Date	Activity Time	Activity Comments
07/02/2009	14:23	C/S CAR LURCHES WHEN BRAKE IS RELEASED AND SURGES WHEN TAKING OFF
07/02/2009	14:23	ISSUE OPENED BY DEALERSHIP
07/02/2009	14:33	CUSTOMER COMMENTS: C/S CAR LURCHES WHEN BRAKE IS RELEASED AND SURGES WHEN TAKING OFF
07/02/2009	14:33	WHILE ON PHONE FOUND MVB 54 TO BE AT H31 AND MVB 64 AT 0/0 IN TCM. ADVISED TECH TO PERFORM BASIC SETTINGS THROUGH VSD AS OUTLINED IN TT 37-09-03. WE WILL ALSO NEED TO REPLACE THE MECHATRONIC UNIT, FLUID, FILTER, AND BOLTS.
07/07/2009	12:45	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/07/2009	12:45	ISSUE UPDATED

**Consultant's Closing Comments**

CUSTOMER TOOK VEHICLE. REPLACE MECHATRONIC UNIT WHEN IT RETURNS.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
473897	JETTA	2009	3VWRJ71K29M [REDACTED]	7917	3885	07/02/2009	USA

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

Activity Date	Activity Time	Activity Comments
07/02/2009	14:49	BANGS INTO GEAR FROM STOP
07/02/2009	14:49	ISSUE OPENED BY DEALERSHIP
07/02/2009	14:59	CUSTOMER COMMENTS: BANGS INTO GEAR FROM STOP
07/02/2009	14:59	TECH STATES HE HAS SET BASIC SETTING IN VSD. MVB 64 AT 0/0 ANDS MVB 54 AT J21. ADVISED TECH TO REPLACE MECHATRONIC UNIT, FLUID, FILTER, AND BOLTS.
07/06/2009	11:16	ORDERED MECHTRONICS UNIT=BACK ORDER 4-5 WEEKS
07/06/2009	11:21	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/06/2009	11:21	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
473908	RABBIT	2008	WVWHV71KX8W	25295	3885	07/02/2009	USA

#### Workshop Finding

TEST DRIVING THE CAR, IT HAS A DELAY ON ACCELERATING FROM A STOP IN 1ST GEAR. THE ENGINE BEGINS TO REV AND THEN THERE IS A DELAY BEFORE THE CAR BEGINS TO MOVE.  
 BASIC SETTINGS MADE NO DIFFERENCE ON THE DSG UNIT, IT STILL DRIVES POORLY. THE FLUID LEVEL IS OK AND NOT BURNT.  
 MVB 54 IS:H36B0201. MVB 64 IS: 0/0.  
 I AM WANTING TO REPLACE THE MECH UNIT.

Activity Date	Activity Time	Activity Comments
07/02/2009	15:01	ISSUE OPENED BY DEALERSHIP
07/02/2009	15:01	THE CUSTOMER IS COMPLAINING ABOUT THE VEHICLE SHIFTING HARSH AND JERKING. TEST DRIVING THE CAR, IT HAS A DELAY ON ACCELERATING FROM A STOP IN 1ST GEAR. THE ENGINE BEGINS TO REV AND THEN THERE IS A DELAY BEFORE THE CAR BEGINS TO MOVE. BASIC SETTINGS MADE NO DIFFERENCE ON THE DSG UNIT, IT STILL DRIVES POORLY. THE FLUID LEVEL IS OK AND NOT BURNT. MVB 54 IS:H36B0201. MVB 64 IS: 0/0. I AM WANTING TO REPLACE THE MECH UNIT.
07/02/2009	15:22	AFTER REVIEWING MVB 54 ADVISED TECH TO REPLACE MECH UNIT, BOLTS, FILTER AND FLUID THEN PERFORM BASIC SETTINGS PER TT 37-09-03, CLOSE OUT VTA WHEN COMPLETED.
07/02/2009	15:22	CUSTOMER COMMENTS: THE CUSTOMER IS COMPLAINING ABOUT THE VEHICLE SHIFTING HARSH AND JERKING.
07/02/2009	15:22	WORKSHOP FINDINGS: TEST DRIVING THE CAR, IT HAS A DELAY ON ACCELERATING FROM A STOP IN 1ST GEAR. THE ENGINE BEGINS TO REV AND THEN THERE IS A DELAY BEFORE THE CAR BEGINS TO MOVE. BASIC SETTINGS MADE NO DIFFERENCE ON THE DSG UNIT, IT STILL DRIVES POORLY. THE FLUID LEVEL IS OK AND NOT BURNT. MVB 54 IS:H36B0201. MVB 64 IS: 0/0. I AM WANTING TO REPLACE THE MECH UNIT.
07/09/2009	13:52	P1 SPOKE TO SUSAN IN SERVICE TECH IS WAITING ON PARTS.
07/16/2009	14:12	SPOKE WITH VAN IN SERVICE..... STATED THAT THEY ARE STILL WAITING ON BACK ORDERED PARTS TO ARRIVE.....
07/21/2009	08:25	STILL WAITING ON MECH UNIT. RED ORDER STATUS.
07/21/2009	10:37	THANKS FOR THE UPDATE.
08/05/2009	11:44	THE MECH UNIT HAS ARRIVED AND BEEN INSTALLED. RESTORE POWER AND BASIC SETTINGS WERE PERFORMED, AND THE VEHICLE TEST DRIVEN. IT IS OPERATING TO MANUFACT. SPECIFICATIONS AT THIS TIME.
08/05/2009	11:47	THE MECH UNIT HAS ARRIVED AND BEEN INSTALLED. RESTORE POWER AND BASIC SETTINGS WERE PERFORMED, AND THE VEHICLE TEST DRIVEN. IT IS OPERATING TO MANUFACT. SPECIFICATIONS AT THIS TIME.
08/05/2009	16:26	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
08/05/2009	16:26	ISSUE UPDATED

#### Consultant's Closing Comments

REPLACED MECH UNIT, COMPLETED.