

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
473912	JETTA	2008	3VWRJ71K78M [REDACTED]	21840	3885	07/02/2009	USA

Workshop Finding
n/a

Activity Date	Activity Time	Activity Comments
07/02/2009	15:03	CAN NOT FIND BASIC SETTING PROCEDURE AFTER REPLACING MECHATRONIC UNIT.
07/02/2009	15:03	ISSUE OPENED BY DEALERSHIP
07/02/2009	15:06	ADVISED TECH TO REFERENCE TT 37-09-03.
07/02/2009	15:06	CUSTOMER COMMENTS: CAN NOT FIND BASIC SETTING PROCEDURE AFTER REPLACING MECHATRONIC UNIT.
07/02/2009	15:07	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/02/2009	15:07	ISSUE UPDATED

Consultant's Closing Comments
ADVISED TECH ON TT 37-09-03.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
473924	JETTA	2008	3VWRJ71K08M [REDACTED]	32609	3885	07/02/2009	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
07/02/2009	15:17	DSG/////CUSTOMER STATES VEHICLE IS JERKY WHEN MOVING FROM A STOP. TEST DROVE VEHICLE TO VERIFY. HARSH CLUTCH ENGAGEMENT. ROUGH 1-2 SHIFT. DRIVEN BY SHOP FOREMAN. SET BASIC SETTINGS. HAD NO EFFECT ON SHIFT CONDITION. NO FAULTS STORED
07/02/2009	15:17	ISSUE OPENED BY DEALERSHIP
07/02/2009	15:22	ADVISED THE TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT.
07/02/2009	15:22	CUSTOMER COMMENTS: DSG/////CUSTOMER STATES VEHICLE IS JERKY WHEN MOVING FROM A STOP. TEST DROVE VEHICLE TO VERIFY. HARSH CLUTCH ENGAGEMENT. ROUGH 1-2 SHIFT. DRIVEN BY SHOP FOREMAN. SET BASIC SETTINGS. HAD NO EFFECT ON SHIFT CONDITION. NO FAULTS STORED
07/02/2009	15:22	WORKSHOP FINDINGS: TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM. MVB 54 IS J11. BASIC SETTINGS PERFORMED.
07/03/2009	10:54	PART ON ORDER...
07/04/2009	00:17	THANK YOU FOR THE UPDATE. REMEMBER TO UPDATE AND CLOSE THE TICKET.
07/06/2009	12:13	PART ON ORDER...
07/06/2009	22:23	THANK YOU FOR THE UPDATE. PLEASE CALL IN FOR FURTHER ASSISTANCE.
07/09/2009	17:16	C1 THE TECH STATED THE CAR IS GONE
07/13/2009	16:52	ORDERED PART CUSTOMER TO RETURN.
07/13/2009	21:46	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/13/2009	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
473936	EOS	2008	WVWBA71F18V [REDACTED]	6297	3885	07/02/2009	USA

Workshop Finding
MVB 54=H42M0575

Activity Date	Activity Time	Activity Comments
07/02/2009	15:29	ISSUE OPENED BY DEALERSHIP
07/02/2009	15:29	VEHICLE BANGS INTO GEAR OFF AN ACCELERATION AT A STOP.TEST DROVE VEHICLE AND FOUND CAR TO BANG ON ACCELERATION GOING INTO GEAR BELEIVE ISSUE IS WITH THE TRANS. INTERNALLY NEED POWERFUL INSIGHT
07/02/2009	15:36	ADVISE TECH TO PERFORM BASIC PER TT 37-09-01AND REPLACE MECHATRONICS , FLUID , FILTER AND BOLTS.
07/02/2009	15:36	CUSTOMER COMMENTS: VEHICLE BANGS INTO GEAR OFF AN ACCELERATION AT A STOP.TEST DROVE VEHICLE AND FOUND CAR TO BANG ON ACCELERATION GOING INTO GEAR BELEIVE ISSUE IS WITH THE TRANS. INTERNALLY NEED POWERFUL INSIGHT
07/02/2009	15:36	WORKSHOP FINDINGS: MVB 54=H42M0575
07/02/2009	16:07	DID THE BASIC SETTINGS FOR THE DSG TRANS, BASICS WENT THRU OK BUT CAR STILL BANGS INTO THE GEARS, WILL KNOW ORDER THE MECHATRONICS FOR VEHICLE TRANS
07/03/2009	15:28	VALVE BODE ON BACK ORDER
07/06/2009	07:37	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/06/2009	07:37	ISSUE UPDATED

Consultant's Closing Comments
VALVE BODE ON BACK ORDER

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
473981	EOS	2008	WVWBA71F68V [REDACTED]	31611	3885	07/02/2009	USA

Workshop Finding

NO DTC'S STORED. PLEASE ADVISE. MVB 54 H39

Activity Date	Activity Time	Activity Comments
07/02/2009	16:17	CUSTOMER STATES WHEN LETTING OFF GAS THEN GETTING BACK ON, NOT HEAVY THROTTLE, THE CAR WILL JERK FORWARD 3 TO 4 TIMES. NO DTC'S STORED. PLEASE ADVISE.
07/02/2009	16:17	ISSUE OPENED BY DEALERSHIP
07/02/2009	16:26	ADVISED TECH HE NEEDS TO VERIFY CONCERN THEN RUN BASIC SETTINGS PER TT 37-09-03, IF BASIC SETTINGS GO THROUGH WITHOUT CONCERNS PLEASE REPLACE THE MECH UNIT, BOLTS, FILTER AND FLUID THEN RERUN BASIC SETTINGS. IF BASIC SETTINGS DO NOT GO THROUGH PLEASE CALL BACK BEFORE DOING ANY MORE WORK. IF CONCERN IS NOT VERIFIED ADVISE TECH TO GO ON CUSTOMER ROAD TEST TO VERIFY.
07/02/2009	16:26	CUSTOMER COMMENTS: CUSTOMER STATES WHEN LETTING OFF GAS THEN GETTING BACK ON, NOT HEAVY THROTTLE, THE CAR WILL JERK FORWARD 3 TO 4 TIMES.
07/02/2009	16:26	WORKSHOP FINDINGS: NO DTC'S STORED. PLEASE ADVISE. MVB 54 H39
07/03/2009	09:33	ROAD TESTED THE VEHICLE AND WAS ABLE TO DUPLICATE THE CUSTOMERS CONCERN AFTER SEVERAL ROAD TESTS. PERFORMED THE BASIC SETTING AND HAD NO ISSUES RUNNING THE BASIC SETTING, ORDERED THE MECHATRONICS UNIT AND ASSOCIATED PARTS. THE CUSTOMER IS GOING TO TAKE THE VEHICLE AND RETURN WHEN THE PARTS ARRIVE, THANKS
07/06/2009	07:39	SHOULD I KEEP THIS VTA OPEN OR CLOSE IT AND REOPEN ONE WHEN THE VEHICLE RETURNS, THANKS
07/08/2009	07:22	SHOULD I KEEP THIS VTA OPEN OR CLOSE IT AND REOPEN ONE WHEN THE VEHICLE RETURNS , THANKS
07/08/2009	09:55	IF THE VEHICLE HAS LEFT THE DEALERSHIP YOU NEED TO CLOSE OUT VTA. THANKS.
07/08/2009	12:49	SPECIAL ORDERED PARTS. VEHICLE HAS LEFT AND WILL RETURN WHEN PARTS ARRIVE. THANK YOU
07/08/2009	17:34	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/08/2009	17:34	ISSUE UPDATED

Consultant's Closing Comments

TECH TO REPLACE MECH UNIT, COMPLETED.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
473995	JETTA	2008	3VWRJ71K98M [REDACTED]	15790	3885	07/02/2009	USA

Workshop Finding

IT FEELS LIKE THE CLUTCHES ARE DISENGAGING THEN ENGAGING TWO OR THREE TIMES IN SUCCESSION. CAR IS GOING ABOUT 5 MPH.

Activity Date	Activity Time	Activity Comments
07/02/2009	16:37	ISSUE OPENED BY DEALERSHIP
07/02/2009	16:37	WHEN DRIVING SLOW,LIKE IN A PARKING LOT,TRANSMISSION JERKS.IT FEELS LIKE THE CLUTCHES ARE DISINGAGING THEN ENGAGING TWO OR THREE TIMES IN SUCSESSION.CAR IS GOING ABOUT 5 MPH.
07/02/2009	16:49	ADVISED TO REPLACE MECHATRONICS UNIT, FLUID, FILTER AND BOLTS.
07/02/2009	16:49	CUSTOMER COMMENTS: WHEN DRIVING SLOW,LIKE IN A PARKING LOT,TRANSMISSION JERKS.
07/02/2009	16:49	WORKSHOP FINDINGS: IT FEELS LIKE THE CLUTCHES ARE DISENGAGING THEN ENGAGING TWO OR THREE TIMES IN SUCCESSION. CAR IS GOING ABOUT 5 MPH.
07/09/2009	13:20	P1 SPOKE WITH LARRY (SERVICE) AND WAS ADVISED THAT THE VEHICLE IS STILL WAITING ON PARTS.
07/16/2009	13:59	SPOKE WITH PETER IN SERVICE..... STATED THAT THE CUST CAME AND PICKED UP THE CAR TODAY AND HE WILL HAVE THE TECH CLOSE OUT THE TICKET..... C1
07/16/2009	14:51	PART NOT HERE YET.TICKET IS BEING CLOSED AND I AM LEAVING DEALERSHIP.SO LONG.
07/16/2009	14:58	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/16/2009	14:58	ISSUE UPDATED

Consultant's Closing Comments

C1 PART NOT HERE YET.TICKET IS BEING CLOSED AND I AM LEAVING DEALERSHIP

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
474004	JETTA	2008	3VWRA71K88M [REDACTED]	8282	3885	07/02/2009	USA

Workshop Finding
TRANSMISSION DOES NOT SHIFT PROPERLY

Activity Date	Activity Time	Activity Comments
07/02/2009	16:47	ISSUE OPENED BY DEALERSHIP
07/02/2009	16:47	TRANSMISSION DOES NOT SHIFT PROPERLY. (DELAY WHEN ENGAGING 1ST AND REVERSE).
07/02/2009	16:49	CUSTOMER COMMENTS: TRANSMISSION DOES NOT SHIFT PROPERLY. (DELAY WHEN ENGAGING 1ST AND REVERSE).
07/02/2009	16:49	TECH TO GET MVB 54 J10
07/02/2009	16:49	WORKSHOP FINDINGS: TRANSMISSION DOES NOT SHIFT PROPERLY
07/02/2009	16:50	REPLACE THE MECHATROINCS FILTER AND TEH FLUID AND BOLTS SET TEH BASIC SETTING S
07/06/2009	10:36	PARTS ARE ON ORDER. VEHICLE WILL BE REPAIRED WHEN THEY ARRIVE.
07/07/2009	14:49	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/07/2009	14:49	ISSUE UPDATED

Consultant's Closing Comments
RTS ARE ON ORDER. VEHICLE WILL BE REPAIRED WHEN THEY ARRIVE.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
474031	EOS	2008	WVWBA71F08V [REDACTED]	6896	3885	07/02/2009	USA

Workshop Finding

SHUDDERS

Activity Date	Activity Time	Activity Comments
07/02/2009	17:09	ISSUE OPENED BY DEALERSHIP
07/02/2009	17:09	TRANS SHUTTERS WHEN TAKING OFF FROM A STOP. NO FAULTS IN TCM, TCM# 02E300050P 1402, MVB54 J10N0023.
07/02/2009	17:11	ADVISE ETECH TO REPLACE THE MECHATRONICS FLUID FILTER AND BOLTS AND SET THE BASIC SETTING AFTER REPAIRS
07/02/2009	17:11	CUSTOMER COMMENTS: TRANS SHUTTERS WHEN TAKING OFF FROM A STOP. NO FAULTS IN TCM, TCM# 02E300050P 1402, MVB54 J10N0023.
07/02/2009	17:11	WORKSHOP FINDINGS: SHUDDERS
07/02/2009	17:26	ADVISE TECH TO REPLACE FUEL PUMP CONTROL MODULE WITH F SUFFIX
07/02/2009	17:27	DONT REPLACE FUEL PUMP CONTROL MODULE THIS INFO WAS PUT HERE BY MISTAKE
07/06/2009	10:59	SPECIAL ORDERED MECHATRONICS ONLY. THANKS.
07/08/2009	19:04	UPDATE AFTER PARTS ARE INSTALLED
07/09/2009	17:17	D1 JOSH STATED THE CAR IS GONE
07/16/2009	14:57	SPOKE WITH ANNETTE IN SERVICE..... STATED THAT THE RO HAS BEEN CLOSED AND THE CAR IS NO LONGER AT THE DEALER.....
07/17/2009	12:22	RO CLOSED AND CAR IS GONE.
07/17/2009	13:49	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/17/2009	13:49	ISSUE UPDATED

Consultant's Closing Comments

MECHATRONICS

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
474054	EOS	2008	WVWBA71F08V [REDACTED]	10071	3885	07/02/2009	USA

Workshop Finding

CUSTOMER REPORTS THE VEHICLE WILLSHUDDER WHEN TAKING FOOT OFF THE BRAKES

Activity Date	Activity Time	Activity Comments
07/02/2009	17:42	CUSTOMER REPORTS THE VEHICLE WILLSHUDDER WHEN TAKING FOOT OFF THE BRAKES AT TIMES WHEN ON A HILL.
07/02/2009	17:42	ISSUE OPENED BY DEALERSHIP
07/02/2009	17:45	ROAD TEST AND VERIFIED CUSTOMER CONCERN. WHEN VEHICLE IS AT A STOP ON A HILL AND LETTING GO OF THE BRAKES THE CAR WILL JERK AND RPMS WILL JUMP UP AND DOWN 100-200RPMS. EVEN AT A FLAT SURFACE WITH THE E-BRAKE ON AFTER LETTING GO OF THE BRAKES THE RPM FLUDDERS UP AND DOWN AND THE VEHICLE HAS A SLIGHT JERK. DURING ACCELERATION FROM A STOP THE TRANSMISSION HAS A 1-2 SECOND DELAY BEFORE VEHICLE MOVES.
07/02/2009	17:48	CUSTOMER COMMENTS: CUSTOMER REPORTS THE VEHICLE WILLSHUDDER WHEN TAKING FOOT OFF THE BRAKES AT TIMES WHEN ON A HILL.
07/02/2009	17:48	ISSUE SENT TO DEALERSHIP
07/02/2009	17:48	PLEASE GET MVB 54 PLEASE REPLACE THE MECHATRONICS FLUID AND THE FILTER AND BOLTS AND SET BASIC SETTING AFTER REPAIRS ARE DONE
07/02/2009	17:48	WORKSHOP FINDINGS: CUSTOMER REPORTS THE VEHICLE WILLSHUDDER WHEN TAKING FOOT OFF THE BRAKES
07/02/2009	17:57	PLACED MECHATRONICS ON ORDER AND VEHICLE IS LEAVING UNTIL PART COMES IN.
07/02/2009	18:15	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/02/2009	18:15	ISSUE UPDATED

Consultant's Closing Comments

S: PLEASE GET MVB 54 PLEASE REPLACE THE MECHATRONICS FLUID AND THE FILTER AND BOLTS AND SET BASIC SETTING AFTER REPAIRS ARE DONE

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
474059	JETTA	2008	3VWRJ71K08M [REDACTED]	25095	3885	07/02/2009	USA

Workshop Finding

MVB 54 J01 M0236 MVB 64 0 0

Activity Date	Activity Time	Activity Comments
07/02/2009	17:51	CUSTOMER COMPLAINS THAT THE VEHICLE JERKS WHEN TAKING OFF FROM A STOP AND THAT IT STRUGGLES TO GET INTO GEAR AT TIMES. DUPLICATED THE CONCERN, NO FAULTS ARE FOUND, FLUID LEVEL IS OK BUT THE FLUID HAS A BLUISH/BLACK COLORATION AND HAS A HINT OF A BURNED SMELL.
07/02/2009	17:51	ISSUE OPENED BY DEALERSHIP
07/02/2009	18:01	ADVISED THE TECH TO REPLACE THE MECHATRONICS FLUID AND BOLTS.
07/02/2009	18:01	CUSTOMER COMMENTS: CUSTOMER COMPLAINS THAT THE VEHICLE JERKS WHEN TAKING OFF FROM A STOP AND THAT IT STRUGGLES TO GET INTO GEAR AT TIMES. DUPLICATED THE CONCERN, NO FAULTS ARE FOUND, FLUID LEVEL IS OK BUT THE FLUID HAS A BLUISH/BLACK COLORATION AND HAS A HINT OF A BURNED SMELL.
07/02/2009	18:01	WORKSHOP FINDINGS: MVB 54 J01 M0236 MVB 64 0 0
07/06/2009	09:40	PARTS ON ORDER
07/06/2009	09:41	CLOSE
07/06/2009	12:09	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/06/2009	12:09	ISSUE UPDATED

Consultant's Closing Comments

ADVISED THE TECH TO REPLACE THE MECHATRONICS FLUID AND BOLTS.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
474107	JETTA	2009	3VWTL81K49M [REDACTED]	2871	3735	07/03/2009	USA

Workshop Finding
n/a

Activity Date	Activity Time	Activity Comments
07/03/2009	08:15	CUSTOMER STATES THAT INTERMITTANTLY THE CAR WILL NOT GO INTO GEAR. WHEN THIS HAPPENS THE PRNDL WAS LIT UP SOLID. RAN GFF AND THERE ARE NO FAULTS STORED. I HAVE NOT BEEN ABLE TO DUPLICATE THE CUSTOMERS CONCERN YET. THE LAST TIME THE CAR WAS IN THE CUSTOMER SAID THE CAR WAS GOING INTO GEAR ON ITS OWN. LATER FOUND OUT THAT IT WAS NOT GOING INTO GEAR. GFF LOG IS ATTACHED. ALSO WHEN RUNNING GFF IT DOES NOT RECOGNIZE THE CLUSTER OR IMMOBILIZER. WHEN CHECKING THE GATEWAY INSTALLATION LIST BOTH THE CLUSTER AND THE IMMOBILIZER ARE LISTED.
07/03/2009	08:15	ISSUE OPENED BY DEALERSHIP
07/03/2009	10:38	CUSTOMER COMMENTS: CUSTOMER STATES THAT INTERMITTANTLY THE CAR WILL NOT GO INTO GEAR. WHEN THIS HAPPENS THE PRNDL WAS LIT UP SOLID. RAN GFF AND THERE ARE NO FAULTS STORED. I HAVE NOT BEEN ABLE TO DUPLICATE THE CUSTOMERS CONCERN YET. THE LAST TIME THE CAR WAS IN THE CUSTOMER SAID THE CAR WAS GOING INTO GEAR ON ITS OWN. LATER FOUND OUT THAT IT WAS NOT GOING INTO GEAR. GFF LOG IS ATTACHED. ALSO WHEN RUNNING GFF IT DOES NOT RECOGNIZE THE CLUSTER OR IMMOBILIZER. WHEN CHECKING THE GATEWAY INSTALLATION LIST BOTH THE CLUSTER AND THE IMMOBILIZER ARE LISTED.
07/03/2009	10:38	PLEASE GET MVB 64 AND IF NOT 0'S, REPLACE THE G509.
07/03/2009	10:43	MVB 64 FIELD 1 = 28 FIELD 2 = 49 ORDERING G509 THANKS A LOT!
07/03/2009	17:39	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/03/2009	17:39	ISSUE UPDATED

Consultant's Closing Comments
MVB 64 FIELD 1 = 28 FIELD 2 = 49 ORDERING G509 THANKS A LOT!

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
474108	JETTA	2008	3VWRJ71K38M [REDACTED]	21454	3885	07/03/2009	USA

Workshop Finding

SHOP FORMAN TEST DROVE AND VERIFIED MECHATRONICS RELATED ISSUE. RAN GFF, NO FAULTS. VSD GEARBOX 02 MVB 54 IS J04D0226.

Activity Date	Activity Time	Activity Comments
07/03/2009	08:15	CUST STATES TRANS IS JERKY WHEN ACCELERATING LIGHTLY FROM A STOP WHEN WARM. SHOP FORMAN TEST DROVE AND VERIFIED MECHATRONICS RELATED ISSUE. RAN GFF, NO FAULTS. VSD GEARBOX 02 MVB 54 IS J04D0226.
07/03/2009	08:15	ISSUE OPENED BY DEALERSHIP
07/03/2009	08:20	CUSTOMER COMMENTS: CUST STATES TRANS IS JERKY WHEN ACCELERATING LIGHTLY FROM A STOP WHEN WARM.
07/03/2009	08:20	PLEASE REPLACE THE MECHATRONICS UNIT.
07/03/2009	08:20	WORKSHOP FINDINGS: SHOP FORMAN TEST DROVE AND VERIFIED MECHATRONICS RELATED ISSUE. RAN GFF, NO FAULTS. VSD GEARBOX 02 MVB 54 IS J04D0226.
07/03/2009	15:34	ORDERED THE MECHATRONICS UNIT AND RELEASED CAR TO CUSTOMER.NO FURTHER HELP NEEDED AT THIS TIME. THANK YOU
07/06/2009	08:01	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/06/2009	08:01	ISSUE UPDATED

Consultant's Closing Comments

ORDERED THE MECHATRONICS UNIT AND RELEASED CAR TO CUSTOMER.NO FURTHER HELP NEEDED AT THIS TIME. THANK YOU

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
474128	EOS	2008	WVWBA71F38V [REDACTED]	21056	3885	07/03/2009	USA

Workshop Finding
n/a

Activity Date	Activity Time	Activity Comments
07/03/2009	08:57	ISSUE OPENED BY DEALERSHIP
07/03/2009	08:57	TRANS SHIFTING POORLY MVB READ 54 J02C0467 64 FIELD 1 0 FIELD 2 0
07/03/2009	09:03	CUSTOMER COMMENTS: TRANS SHIFTING POORLY MVB READ 54 J02C0467 FIELD 2 0 64 FIELD 1 0
07/03/2009	09:03	MVB 54 AT J0. MVB 64 AT 0 AND 0. ADVISED TECH TO PERFORM BASIC SETTINGS AS OUTLINED IN TT 37-09-03. WE WILL ALSO NEED TO REPLACE MECHATRONIC UNIT, FLUID FILTER, AND BOLTS.
07/03/2009	13:41	SET THE BASIC SETTINGS AND ORDERED THE MECHATRONICS UNIT AND ASSOCIATED PARTS. THE CUST HAS TAKEN THE VEHICLE UNTIL THE PARTS COME IN
07/03/2009	13:47	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/03/2009	13:47	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
474201	JETTA	2008	3VWRA71K08M [REDACTED]	20107	3885	07/03/2009	USA

Workshop Finding
n/a

Activity Date	Activity Time	Activity Comments
07/03/2009	10:55	COMPLAINT OF HESITATION AND HARD SHIFTING DURING HESITATION.VERIFIED COMPLAINT AND SCANNED FOR FAULTS AND NO TRANS FAULTS STORED.ECM FAULT U0429- STEERING COLUMN CONTROL MODULE IMPLAUSIBLE SIGNAL,SPORATIC.(SEE ATTACHED FAULT LOG).ADVISE IF COMPLAINT IS CONDITION OF FAULT OR SEPERATE.NO TEST PLAN IN GFF FOR THIS FAULT.
07/03/2009	10:55	ISSUE OPENED BY DEALERSHIP
07/03/2009	11:05	CUSTOMER COMMENTS: COMPLAINT OF HESITATION AND HARD SHIFTING DURING HESITATION.VERIFIED COMPLAINT AND SCANNED FOR FAULTS AND NO TRANS FAULTS STORED.ECM FAULT U0429- STEERING COLUMN CONTROL MODULE IMPLAUSIBLE SIGNAL,SPORATIC.(SEE ATTACHED FAULT LOG).ADVISE IF COMPLAINT IS CONDITION OF FAULT OR SEPERATE.NO TEST PLAN IN GFF FOR THIS FAULT.
07/03/2009	11:05	PLEASE REPLACE THE MECH UNIT.
07/08/2009	11:07	PARTS ORDERED FROM GERMANY.
07/08/2009	18:58	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/08/2009	18:58	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
474222	JETTA	2008	3VWRA71K68M [REDACTED]	16657	3885	07/03/2009	USA

Workshop Finding

MVB 54 J09 F0203 MVB 64 0 0

Activity Date	Activity Time	Activity Comments
07/03/2009	11:10	CUSTOMER IS COMPLAINING OF A HESITATION ON TAKE OFF, TRANSMISSION SEEMS SLOW TO ENGAGE WHEN TAKING OFF FROM A STOP. TEST DROVE VEHICLE, ON SLIGHT UPWARD GRADE WITH VEHICLE IN DRIVE AND FOOT OFF BRAKE, VEHICLE WILL LURCH FORWARD AND THEN ROLL BACKWARDS AFTER MAKING A POPPING SOUND. IT WILL REPEAT THIS BEHAVIOR UNTIL IT GETS TO THE BOTTOM OF HILL. DURING TEST DRIVE I EXPERIENCED NUMEROUS ABNORMALITIES IN TRANSMISSION ENGAGEMENT FROM A STANDSTILL. TRANS WILL ENGAGE ABRUPTLY , SOMETIMES BANGING INTO GEAR.
07/03/2009	11:10	ISSUE OPENED BY DEALERSHIP
07/03/2009	11:26	ADVISED THE TECH TO REPLACE THE MECHATRONICS, FLUID AND BOLTS.
07/03/2009	11:26	CUSTOMER COMMENTS: CUSTOMER IS COMPLAINING OF A HESITATION ON TAKE OFF, TRANSMISSION SEEMS SLOW TO ENGAGE WHEN TAKING OFF FROM A STOP. TEST DROVE VEHICLE, ON SLIGHT UPWARD GRADE WITH VEHICLE IN DRIVE AND FOOT OFF BRAKE, VEHICLE WILL LURCH FORWARD AND THEN ROLL BACKWARDS AFTER MAKING A POPPING SOUND. IT WILL REPEAT THIS BEHAVIOR UNTIL IT GETS TO THE BOTTOM OF HILL. DURING TEST DRIVE I EXPERIENCED NUMEROUS ABNORMALITIES IN TRANSMISSION ENGAGEMENT FROM A STANDSTILL. TRANS WILL ENGAGE ABRUPTLY , SOMETIMES BANGING INTO GEAR.
07/03/2009	11:26	WORKSHOP FINDINGS: MVB 54 J09 F0203 MVB 64 0 0
07/10/2009	11:11	SPOKE WITH JIM IN SERVICE. PARTS ARE ON ORDER. P2
07/14/2009	08:39	MECHATRONICS UNIT IS ON INTER-GALACTIC BACK ORDER ACCORDING TO THE PARTS DEPARTMENT. CLOSING TICKET UNTIL PART COMES IN AND CUSTOMER RETURNS.
07/14/2009	15:46	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/14/2009	15:46	ISSUE UPDATED

Consultant's Closing Comments

GEORGE SCHICK: CLOSING IN PROCESS: DEALER COMPLETE: MECHATRONICS UNIT IS ON INTER-GALACTIC BACK ORDER ACCORDING TO THE PARTS DEPARTMENT. CLOSING TICKET UNTIL PART COMES IN AND CUSTOMER RETURNS.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
474238	JETTA	2008	3VWRA71K08M [REDACTED]	23438	3885	07/03/2009	USA

Workshop Finding
n/a

Activity Date	Activity Time	Activity Comments
07/03/2009	11:34	CUST. STATES TRANS SHIFTS HARD IN 1ST AND SECOND AND WHEN ACCELERATING FROM A STOP VEHICLE BANGS INTO GEAR. THERE ARE NO DTC'S AND I COULDNT VARIFY CONCERN. SUSPECT POSSIBLE FAULTY MECHATRONICS.
07/03/2009	11:34	ISSUE OPENED BY DEALERSHIP
07/03/2009	11:37	CUSTOMER COMMENTS: CUST. STATES TRANS SHIFTS HARD IN 1ST AND SECOND AND WHEN ACCELERATING FROM A STOP VEHICLE BANGS INTO GEAR. THERE ARE NO DTC'S AND I COULDNT VARIFY CONCERN. SUSPECT POSSIBLE FAULTY MECHATRONICS.
07/03/2009	11:37	PLEASE REPLACE THE MECH UNIT.
07/09/2009	13:40	PART ON ORDER
07/09/2009	17:34	THANKS FOR THE UPDATE.
07/10/2009	14:20	P1 WAITING FOR BACK ORDERED PARTS.
07/14/2009	07:58	RELEASED VEHICLE CUST TO RETURN WHEN PARTS COME IN
07/14/2009	22:20	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/14/2009	22:20	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
474254	EOS	2009	WVWBA71FX9V [REDACTED]	4746	3885	07/03/2009	USA

Workshop Finding
n/a

Activity Date	Activity Time	Activity Comments
07/03/2009	11:49	CUSTOMER CAME IN ON 06/24/09 COMPLAINING OF TRANSMISSION BEING JERKY WHEN TAKING OFF FROM A STOP. RESET BASIC SETTINGS PER TECH TIP 37-09-03 DURING TEST DRIVE SEEMED FINE NOW THEY ARE BACK AND COMPLAINING THAT IT SHIFTS HARSHLY WHEN TAKING OFF TEST DROVE VEHICLE SEEMS TO DO IT TAKING OFF ON A HILL CHECKED MVB 54 (J17B0613) AND 64 WHICH BOTH VALUES WHERE 0
07/03/2009	11:49	ISSUE OPENED BY DEALERSHIP
07/03/2009	11:52	CUSTOMER COMMENTS: CUSTOMER CAME IN ON 06/24/09 COMPLAINING OF TRANSMISSION BEING JERKY WHEN TAKING OFF FROM A STOP. RESET BASIC SETTINGS PER TECH TIP 37-09-03 DURING TEST DRIVE SEEMED FINE NOW THEY ARE BACK AND COMPLAINING THAT IT SHIFTS HARSHLY WHEN TAKING OFF TEST DROVE VEHICLE SEEMS TO DO IT TAKING OFF ON A HILL CHECKED MVB 54 (J17B0613) AND 64 WHICH BOTH VALUES WHERE 0
07/03/2009	11:52	PLEASE REPLACE THE MECH UNIT.
07/10/2009	13:37	SPOKE TO JEN STILL WORKING ON P2 ~ STANDARD PARTS ORDER
07/13/2009	14:42	REPLACED MECHATRONICS UNIT SET BASIC SETTINGS AND TEST DROVE EVERYTHING OK NOW
07/14/2009	22:12	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/14/2009	22:12	ISSUE UPDATED

Consultant's Closing Comments
: REPLACED MECHATRONICS UNIT SET BASIC SETTINGS AND TEST DROVE EVERYTHING OK NOW

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
474274	JETTA	2008	3VWRJ71K78M [REDACTED]	17439	3885	07/03/2009	USA

Workshop Finding
FOWARD DROVE VEHICLE AND ABLE TO VERIFY CONCERN MVB 54 = J11Q0203

Activity Date	Activity Time	Activity Comments
07/03/2009	12:14	CUSTOMER REPORTS THAT CAR FEELS LIKE IT IS JERKING WHEN ROLLING FOWARD DROVE VEHICLE AND ABLE TO VERIFY CONCERN
07/03/2009	12:14	ISSUE OPENED BY DEALERSHIP
07/03/2009	12:20	ADVISE TECH TO REPLACE MECHATRONICS , FLUID , FILTER , AND BOLTS . PERFORM BASIC SETTINGS.
07/03/2009	12:20	CUSTOMER COMMENTS: CUSTOMER REPORTS THAT CAR FEELS LIKE IT IS JERKING WHEN ROLLING
07/03/2009	12:20	WORKSHOP FINDINGS: FOWARD DROVE VEHICLE AND ABLE TO VERIFY CONCERN MVB 54 = J11Q0203
07/03/2009	12:49	CUSTOMER IS TAKING VEHICLE CUZ PARTS ARE ON NATIONAL BACKORDER
07/03/2009	12:50	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/03/2009	12:50	ISSUE UPDATED

Consultant's Closing Comments
CUSTOMER IS TAKING VEHICLE CUZ PARTS ARE ON NATIONAL BACKORDER

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
474275	JETTA	2009	3VWRA71K69M [REDACTED]	6072	3885	07/03/2009	USA

Workshop Finding

n/a

Activity Date	Activity Time	Activity Comments
07/03/2009	12:18	HAVE YOU HEARD OF THIS: CUSTOMER IS STATING THAT THE VEHICLE LURCHES FROM A STOP AFTER DRIVING VEHICLE FOR A WHILE (UNTIL EVERYTHING IS AT OPERATING TEMPERATURE), HAS ALSO SAID THAT WHEN ROLLING AT A VERY SLOW SPEED (3-5 MPH), THERE IS A SLIGHT JERKING AS THE VEHICLE IS MOVING-BRAKES ARE NOR BEING APPLIED WHEN THIS OCCURS. I HAVE NOT BEEN ABLE TO DUPLICATE THIS CONCERN. HOWEVER THERE IS ANOTHER VEHICLE IN THE SHOP FOR THE SAME CONCERN AND IT IS VERY EASY TO DUPLICATE IT ON THAT VEHICLE.
07/03/2009	12:18	ISSUE OPENED BY DEALERSHIP
07/03/2009	12:28	CUSTOMER COMMENTS: HAVE YOU HEARD OF THIS: CUSTOMER IS STATING THAT THE VEHICLE LURCHES FROM A STOP AFTER DRIVING VEHICLE FOR A WHILE (UNTIL EVERYTHING IS AT OPERATING TEMPERATURE), HAS ALSO SAID THAT WHEN ROLLING AT A VERY SLOW SPEED (3-5 MPH), THERE IS A SLIGHT JERKING AS THE VEHICLE IS MOVING-BRAKES ARE NOR BEING APPLIED WHEN THIS OCCURS. I HAVE NOT BEEN ABLE TO DUPLICATE THIS CONCERN. HOWEVER THERE IS ANOTHER VEHICLE IN THE SHOP FOR THE SAME CONCERN AND IT IS VERY EASY TO DUPLICATE IT ON THAT VEHICLE.
07/03/2009	12:28	PLEASE REPLACE THE MECH UNIT.
07/08/2009	10:39	THANK YOU FOR YOUR HELP, PART HAS BEEN ORDERED. <<CLOSE TICKET>>
07/08/2009	18:58	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/08/2009	18:58	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
474306	JETTA	2008	3VWDJ71K78M [REDACTED]	13275	3885	07/03/2009	USA

Workshop Finding
n/a

Activity Date	Activity Time	Activity Comments
07/03/2009	13:06	CUSTOMER STATES VEHICLE HAS A JERKING FEELING ON ACCELERATION. PERFORMED DIAG AND FOUND NO FAULTS IN SYSTEM. TEST DROVE AND FOUND IN REVURSE AND DRIVE FOR THERE TO BE A JURKING CHUGING FEELING. VEHICLE PULSES IN ABOUT 4 TO FIVE TIME WHEN MOVING IN EITHER DIRECTION FORWARD OR REVERSE. FLUID LEVEL GOOD AND FLUID QUALITY SEEMS OK. MECHATRONICS PART NUMBER H30E0329 THANKS
07/03/2009	13:06	ISSUE OPENED BY DEALERSHIP
07/03/2009	13:15	CUSTOMER COMMENTS: CUSTOMER STATES VEHICLE HAS A JERKING FEELING ON ACCELERATION. PERFORMED DIAG AND FOUND NO FAULTS IN SYSTEM. TEST DROVE AND FOUND IN REVURSE AND DRIVE FOR THERE TO BE A JURKING CHUGING FEELING. VEHICLE PULSES IN ABOUT 4 TO FIVE TIME WHEN MOVING IN EITHER DIRECTION FORWARD OR REVERSE. FLUID LEVEL GOOD AND FLUID QUALITY SEEMS OK. MECHATRONICS PART NUMBER H30E0329 THANKS
07/03/2009	13:15	TECH STATES BASIC SETTINGS RUN IN VSD BUT CONCERN STILL PRESENT. MVB 54 AT H30. ADVISED TECH TO REPLACE MECHATRONIC UNIT, FLUID, FILTER, AND BOLTS.
07/03/2009	18:47	REMOVED AND REPLACED MECHATRONICS, BOLTS FLUID, FILTER AND SEAL AND REFILLED AND SET BASIC SETTING PER TECH TIP IN VSD. AND REASSEMBLED TEST DROVE AND FOUND TO BE OPERATING CORECTLY AT THIS TIME. THANKS
07/04/2009	17:43	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/04/2009	17:43	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
474319	RABBIT	2007	WVWHV71K67W [REDACTED]	28836	3885	07/03/2009	USA

Workshop Finding
n/a

Activity Date	Activity Time	Activity Comments
07/03/2009	13:22	CHECK TRANS FOR AGGRESSIVE SHIFT FROM 1ST TO 2ND
07/03/2009	13:22	ISSUE OPENED BY DEALERSHIP
07/03/2009	13:37	ADVISED TECH TO RUN BASIC SETTINGS IN VSD PER TT 37-09-03. UPDATE VTA WITH MVB 54 AND 64 IN TCM AND GIVE US A CALL WITH RESULTS.
07/03/2009	13:37	CUSTOMER COMMENTS: CHECK TRANS FOR AGGRESSIVE SHIFT FROM 1ST TO 2ND
07/03/2009	13:54	MVB 54,840/MIN 0.0%,3.9% MVB 64 0.540V,4.580V,0.860V,4.240V
07/03/2009	14:55	THESE MVB READINGS LOOK INCORRECT. PLEASE MAKE SURE YOU LOOK AT THESE BLOCKS IN TCM. GIVE US A CALL AFTER UPDATING VTA.
07/03/2009	15:03	MVB 54 H13K0063, MVB 64 0,0
07/03/2009	15:09	ADVISE TECH TO REPLACE MECHATRONICS, FLUID , FILTER AND BOLTS.
07/07/2009	09:08	MECHATRONICS STILL ON ORDER
07/07/2009	10:35	THANKS FOR UPDATE.
07/10/2009	14:13	SPOKE TO ELISHA IN SERVICE. VEHICLE IS CURRENTLY WAITING ON BACK ORDER PARTS; P1.
07/15/2009	09:20	STILL WAITING ON SOP
07/15/2009	09:29	THANKS FOR UPDATE.
07/27/2009	08:27	STILL WAITING
07/27/2009	09:01	THANKS FOR UPDATE.
08/05/2009	08:51	MECHATRONICS FINALLY CAME IN REPLACED MECHATRONICS,FILTER,BOLTS AND FLUID RESET TRANS BASIC SETTINGS TEST DROVE AFTER REPAIR DID GREAT!THANKS
08/05/2009	09:35	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
08/05/2009	09:35	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
474325	EOS	2008	WVWBA71F18V [REDACTED]	25394	3885	07/03/2009	USA

Workshop Finding

VEHICLE HESITATES FROM A STOP IN STOP AND GO TRAFFIC; NO FAULTS, FLUID LEVEL AND CONDITION OK MVB 54 =H48

Activity Date	Activity Time	Activity Comments
07/03/2009	13:28	ISSUE OPENED BY DEALERSHIP
07/03/2009	13:28	VEHICLE HESITATES IN STOP AND GO TRAFFIC TEST DROVE VEHICLE AND FROM STOP WHEN SLOWLY STEPPING ON GAS PEDAL BELOW 5 MILES PER HOUR VEHICLE HESITATES POSSIBLE PROBLEM WITH DSG TRANSMISSION ALSO SEAT BELT WARNING LIGHT COMES ON INTERMITTENT PROBLEM BOTH FRONT SEAT BUCKLE WERE REPLACED BEFORE NO CODES IN AIR BAG MODULE CANNOT DUPLICATE PROBLEM WITH SEAT BELT WOULD LIKE SOME HELP
07/03/2009	13:37	CUSTOMER COMMENTS: VEHICLE HESITATES IN STOP AND GO TRAFFIC TEST DROVE VEHICLE AND FROM STOP WHEN SLOWLY STEPPING ON GAS PEDAL BELOW 5 MILES PER HOUR VEHICLE HESITATES POSSIBLE PROBLEM WITH DSG TRANSMISSION ALSO SEAT BELT WARNING LIGHT COMES ON INTERMITTENT PROBLEM BOTH FRONT SEAT BUCKLE WERE REPLACED BEFORE NO CODES IN AIR BAG MODULE CANNOT DUPLICATE PROBLEM WITH SEAT BELT WOULD LIKE SOME HELP
07/03/2009	13:37	SET BASIC SETTINGS PER TT 37-09-03 TO BE SURE THE TRANS IS OK. IF OK REPLACE THE MECHATRONIC, FLUID, FILTER AND BOLTS
07/03/2009	13:37	WORKSHOP FINDINGS: VEHICLE HESITATES FROM A STOP IN STOP AND GO TRAFFIC; NO FAULTS, FLUID LEVEL AND CONDITION OK MVB 54 =H48
07/03/2009	15:29	REPLACE THE MECH UNIT.
07/10/2009	17:51	SPOKE WITH NATE IN VW SERVICE STATED THAT THEY ARE STILL WAITING ON THE MECHATRONICS UNIT FOR THE CAR P1
07/30/2009	11:33	WE REPLACED MECHATRONIC UNIT AND FILTER AND BOLTS PERFORMED BASIC SETTINGS TEST DROVE VEHICLE NO MORE HESITATION ON LOW SPEED TANKS FOR HELP
07/30/2009	18:43	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/30/2009	18:43	ISSUE UPDATED

Consultant's Closing Comments

WE REPLACED MECHATRONIC UNIT AND FILTER AND BOLTS PERFORMED BASIC SETTINGS TEST DROVE VEHICLE NO MORE HESITATION ON LOW SPEED TANKS FOR HELP

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
474367	RABBIT	2008	WVWFV71K88W [REDACTED]	26749	3885	07/03/2009	USA

Workshop Finding

HARSH DOWNSHIT. BASIC SETTINGS DID NOT CORRECT MVB 54 = H50

Activity Date	Activity Time	Activity Comments
07/03/2009	14:21	ISSUE OPENED BY DEALERSHIP
07/03/2009	14:21	TRANS SHIFTS HARSH WHEN WARM FROM 2-1 AND SOMETIMES FROM 3-2 WHEN SLOWING DOWN. ALSO SEEMS TO SHUDDER AND SLAM INTO EACH OF THOSE GEARS. AFTER THE FAULT OCCURS TAKEOFFS SEEM QUITE SLOW. RAN GFF AND HAD NO FAULTS IN SYSTEMS. PERFORMED BASIC SETTINGS FOR DSG TO NO AVAIL. MECHATRONICS?
07/03/2009	14:26	CUSTOMER COMMENTS: TRANS SHIFTS HARSH WHEN WARM FROM 2-1 AND SOMETIMES FROM 3-2 WHEN SLOWING DOWN. ALSO SEEMS TO SHUDDER AND SLAM INTO EACH OF THOSE GEARS. AFTER THE FAULT OCCURS TAKEOFFS SEEM QUITE SLOW. RAN GFF AND HAD NO FAULTS IN SYSTEMS. PERFORMED BASIC SETTINGS FOR DSG TO NO AVAIL. MECHATRONICS?
07/03/2009	14:26	REPLACE THE MECH, FLUID, FILTER AND BOLTS. RESET BASIC SETTINGS AND RETEST FOR ISSUE
07/03/2009	14:26	WORKSHOP FINDINGS: HARSH DOWNSHIT. BASIC SETTINGS DID NOT CORRECT MVB 54 = H50
07/10/2009	11:14	VEHICLE HAS LEFT DEALERSHIP. WILL RETURN WHEN ORDERED PARTS HAVE ARRIVED.
07/10/2009	12:06	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/10/2009	12:06	ISSUE UPDATED

Consultant's Closing Comments

REPLACE THE MECH, FLUID, FILTER AND BOLTS. RESET BASIC SETTINGS AND RETEST FOR ISSUE

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
474372	JETTA	2008	3VWRJ71K98M [REDACTED]	17023	3885	07/03/2009	USA

Workshop Finding
n/a

Activity Date	Activity Time	Activity Comments
07/03/2009	14:29	CUSTOMER STATES WHEN THE CAR IS DOWN SHIFTING FROM 2ND TO 1ST IT FEELS CHOPPY, NOTICES IT MORE WHEN THE CAR IS WARM.
07/03/2009	14:29	ISSUE OPENED BY DEALERSHIP
07/03/2009	14:33	CUSTOMER COMMENTS: CUSTOMER STATES WHEN THE CAR IS DOWN SHIFTING FROM 2ND TO 1ST IT FEELS CHOPPY, NOTICES IT MORE WHEN THE CAR IS WARM.
07/03/2009	14:33	PLEASE SET BASIC SETTINGS IN VSD. PLEASE ALSO GET MVB 54/64
07/03/2009	17:29	FOUND MVB 54 = K19N0144; AND MVB 64 = 0/0. RESET BASIC SETTINGS IN VSD. TEST DROVE CAR. STILL HAS FUNKY DOWNSHIFT.
07/03/2009	17:40	MVB 32 IN ECM READS 0.0 AND -3.1 ADVISED THE TECH TO TEST DRIVE THE VEHICLE ONCE MORE AND SEE IF THERE IS ANY PERFORMANCE CONCERNS ALSO SEE IF SHIFTING CHANGES. UPDATE THE VTA WITH RESULTS.
07/08/2009	19:26	NOTHING FOUND IN THE INTAKE TRACT. AIR FILTER LOOKS GOOD AND IS CLEAN. TEST DROVE CAR. FOUND NO PERFORMANCE LOSS. CAR IS FAST AND SHIFTS WELL DURING ACCELERATION. STILL HAS A ROUGH DOWN SHIFT.
07/08/2009	19:31	PLEASE REPLACE THE MECH UNIT.
07/10/2009	13:52	SPOKE TO BRIAN - AWAITING MECHATRONIC UNIT.
07/31/2009	10:19	WAITING FOR THE PART
07/31/2009	16:21	THANKS FOR THE UPDATE.
08/10/2009	11:09	THE CUSTOMER TOOK THE CAR. WE ARE STILL WAITING FOR THE PART.,
08/10/2009	17:47	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
08/10/2009	17:47	ISSUE UPDATED

Consultant's Closing Comments
THE CUSTOMER TOOK THE CAR. WE ARE STILL WAITING FOR THE PART.,

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
474373	EOS	2009	WVWBA71F29V [REDACTED]	1642	3735	07/03/2009	USA

Workshop Finding

SCANED VEHICLE,NO DTC,S.

Activity Date	Activity Time	Activity Comments
07/03/2009	14:32	CUSTOMER STATES SHIFT INDICATOR ON INSRTUMENT CLUSTER WILL FLASH AT A STOP,AND VEHICLE FEELS LIKE IT COMES OUT GEAR. C/S THIS ALSO HAPPENS WHILE DRIVING. SCANED VEHICLE,NO DTC,S.
07/03/2009	14:32	ISSUE OPENED BY DEALERSHIP
07/03/2009	14:38	CUSTOMER COMMENTS: CUSTOMER STATES SHIFT INDICATOR ON INSRTUMENT CLUSTER WILL FLASH AT A STOP,AND VEHICLE FEELS LIKE IT COMES OUT GEAR. C/S THIS ALSO HAPPENS WHILE DRIVING.
07/03/2009	14:38	I ADVISED THE TECH TO REPALCE THE TRANSMISSION SPEED SENSOR
07/03/2009	14:38	WORKSHOP FINDINGS: SCANED VEHICLE,NO DTC,S.
07/07/2009	11:18	PART IS ON ORDER.
07/07/2009	14:00	THANKS FOR THE UPDATE P2
07/09/2009	11:04	INSTALLED NEW TRANSMISSION SPEED SENSOR, ROAD TESTED VEHICLE. VEHICLE PERFORMS AS DESIGNED. THANK TOU FOR YOUR ASSISTANCE.
07/09/2009	14:46	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/09/2009	14:46	ISSUE UPDATED

Consultant's Closing Comments

SALVATORE DITALIA: CLOSING IN PROCESS: DEALER COMPLETE: INSTALLED NEW TRANSMISSION SPEED SENSOR, ROAD TESTED VEHICLE. VEHICLE PERFORMS AS DESIGNED. THANK TOU FOR YOUR ASSISTANCE.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
474379	JETTA	2008	3VWRJ71K98M [REDACTED]	14046	3885	07/03/2009	USA

Workshop Finding

TECHNICIAN HAS VERIFIED THIS CONCERN. TECH STATES THAT MVB 54 = J08A0151; MVB 64/1=0, /2=0.

Activity Date	Activity Time	Activity Comments
07/03/2009	14:42	CUSTOMER REPORTS- WHEN LEAVING FROM A STOP, VEHICLE IS VERY JERKY--- SEEMS WORSE WHEN VEHICLE IS COLD
07/03/2009	14:42	ISSUE OPENED BY DEALERSHIP
07/03/2009	15:09	ADVISED TECH TO PLEASE PERFORM BASIC SETTINGS IN ACCORDANCE WITH TT: 37-09-03. RE-EVALUATE FOR THE CONCERN. PLEASE VERIFY TRANSMISSION FLUID LEVEL. UPDATE THE VTA WITH YOU FINDINGS AND CALL BACK.
07/03/2009	15:09	CUSTOMER COMMENTS: CUSTOMER REPORTS- WHEN LEAVING FROM A STOP, VEHICLE IS VERY JERKY--- SEEMS WORSE WHEN VEHICLE IS COLD
07/03/2009	15:09	WORKSHOP FINDINGS: TECHNICIAN HAS VERIFIED THIS CONCERN. TECH STATES THAT MVB 54 = J08A0151; MVB 64/1=0, /2=0.
07/03/2009	18:04	ADVISED TO REPLACE MECHATRONICS UNIT, FLUID, FILTER AND BOLTS.
07/03/2009	22:39	MECHATRONICS UNIT ON BACK ORDER--- CUSTOMER TOOK VEHICLE UNTIL PARTS ARRIVE- THANKS GUYS
07/03/2009	22:40	WILL R-OPEN IF NEEDED
07/06/2009	11:14	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/06/2009	11:14	ISSUE UPDATED

Consultant's Closing Comments

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

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
474401	EOS	2008	WVWFA71F98V [REDACTED]	6182	3885	07/03/2009	USA

Workshop Finding

DROVE VEHICLE AND VERIFIED CONCERN WHEN PUT DRIVE OR REVERSE TRANSMSSION FELT JERKS FORWARD A LOT , RAN GFF AND NO FAULTS IN SYSTEM ,CHECK FLUID LEVEL AND CONDITION BOTH WERE OK ALSO CHECK MEASURE VELEOUS #54 AND 64 ,54 READ#H42K0670 AND 64 #1-O #-0

Activity Date	Activity Time	Activity Comments
07/03/2009	15:08	ISSUE OPENED BY DEALERSHIP
07/03/2009	15:08	THERE IS A JERKING OR POPPING FEELING FELT WHEN PUT INTO DRIVE OR REVERSE . DROVE VEHICLE AND VERIFIED CONCERN WHEN PUT DRIVE OR REVERSE TRANSMSSION FELT JERKS FORWARD A LOT , RAN GFF AND NO FAULTS IN SYSTEM ,CHECK FLUID LEVEL AND CONDITION BOTH WERE OK ALSO CHECK MEASURE VELEOUS #54 AND 64 ,54 READ#H42K0670 AND 64 #1-O #-0
07/03/2009	15:15	ADVISED TECH TO PLEASE PERFORM BASIC SETTINGS IN ACCORDANCE WITH TT: 37-09-03. RE-EVALUATE FOR THE CONCERN. UPDATE THE VTA WITH YOUR FINDINGS.
07/03/2009	15:15	CUSTOMER COMMENTS: THERE IS A JERKING OR POPPING FEELING FELT WHEN PUT INTO DRIVE OR REVERSE.
07/03/2009	15:15	WORKSHOP FINDINGS: DROVE VEHICLE AND VERIFIED CONCERN WHEN PUT DRIVE OR REVERSE TRANSMSSION FELT JERKS FORWARD A LOT , RAN GFF AND NO FAULTS IN SYSTEM ,CHECK FLUID LEVEL AND CONDITION BOTH WERE OK ALSO CHECK MEASURE VELEOUS #54 AND 64 ,54 READ#H42K0670 AND 64 #1-O #-0
07/03/2009	16:06	PERFORMED BASIC SETTINGS PER TSB-370903. MANUALLY PERFORMED BASIC SETTINGS AND ROAD TESTED VEHICLE 16 MILES AND TRANSMISSION STILL JERKS FORWARD AND ALSO NOTICED CLICKING NOISE FROM TRANS.
07/03/2009	16:08	REPLACE THE MECHATRONIC, FLUID, FILTER AND BOLTS. SET BASIC SETTINGS AND RETEST FOR ISSUE
07/10/2009	16:11	SPOKE WITH PAT IN VW SERVICE AND STATED WAITING ON PARTS P2
08/12/2009	12:45	INSTALLED UNIT
08/12/2009	13:09	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
08/12/2009	13:09	ISSUE UPDATED

Consultant's Closing Comments

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
474414	RABBIT	2008	WVWHV91KX8W [REDACTED]	14161	3885	07/03/2009	USA

Workshop Finding

SCANNED FOR FAULTS. NO FAULTS. SET THROTTLE BODY & KICKDOWN. ROAD TEST. COULDN'T DUPLICATE CONCERN.

Activity Date	Activity Time	Activity Comments
07/03/2009	15:23	CUSTOMER STATES AT TIMES WHEN ACCELERATING, THE CAR SEEMS TO JERK, LIKE ITS CUTTING OUT. SCANNED FOR FAULTS. NO FAULTS. SET THROTTLE BODY & KICKDOWN. ROAD TEST. COULDN'T DUPLICATE CONCERN.
07/03/2009	15:23	ISSUE OPENED BY DEALERSHIP
07/03/2009	15:33	ADVISE TECH TO PERFOR BASIC SETTING PER TT 37-09-03 GET READDINGS FROM MVB 54 AND 64 IN TCM.
07/03/2009	15:33	CUSTOMER COMMENTS: CUSTOMER STATES AT TIMES WHEN ACCELERATING, THE CAR SEEMS TO JERK, LIKE ITS CUTTING OUT.
07/03/2009	15:33	WORKSHOP FINDINGS: SCANNED FOR FAULTS. NO FAULTS. SET THROTTLE BODY & KICKDOWN. ROAD TEST. COULDN'T DUPLICATE CONCERN.
07/03/2009	15:58	PERFORMED TECH TIP 37-09-03. ROAD TEST AND IT SEEMS TO SHIFT WORSE NOW. MVB 54 READS H27K0511 & MVB 64/1 = 0 & MVB 64/2 = 0
07/03/2009	16:06	TECH STATES WHEN TRAVELEING APPROX 40 MPH AND HE GOES TO DOWNSHIFT, THERE IS A SLIGHT HESITATION AND THEN IT JERKS INTO GEAR.
07/03/2009	16:12	ADVISED TECH TO PLEASE VERIFY TRANSMISSION FLUID LEVEL AND CONDITION. CHECK MVB 32 IN THE ECM. PLEASE VERIFY THEY ARE +/- 5%. IF ALL CHECKS OUT, PLEASE REPLACE THE MECHATRONIC, FLUID, FILTER, AND BOLTS. ONCE REPAIRED, PLEASE PERFORM BASIC SETTINGS ONCE AGAIN AND RE-EVALUATE FOR THE CONCERN.
07/03/2009	16:12	CUSTOMER IS GOING TO RESCHEDULE TO DROP THE CAR OFF ANOTHER DAY.
07/06/2009	07:37	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/06/2009	07:37	ISSUE UPDATED

Consultant's Closing Comments

CUSTOMER IS GOING TO RESCHEDULE TO DROP THE CAR OFF ANOTHER DAY.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
474419	JETTA	2008	3VWRJ71K68M [REDACTED]	11038	3885	07/03/2009	USA

Workshop Finding

ON OUR TEST DRIVE WOULD COULD ALSO DETECT A JERK AND AN AUDIBLE CLANK WHEN DOWN SHIFTING FROM ABOUT 50 MPH. WE HAVE CHECKED FLUID LEVEL AND FIND THEM TO BE OK. WE TRIED TO PUT THIS UNIT INTO BASIC SETTING THROUGH VSD BUT IT MAKE NO DIFFERENCE. FUEL TRIM ON THIS VEHICLE IS 0.6, -3.5%. NEITHER THE ENGINE OR TRANSMISSION ARE SHOWING ANY DTCS. PLEASE ADVISE MVB 54 =J12C0049

Activity Date	Activity Time	Activity Comments
07/03/2009	15:31	ISSUE OPENED BY DEALERSHIP
07/03/2009	15:31	THIS VEHICLE JERKS WHEN TAKING OFF FROM A STOP. ALSO AT TIMES ON ACCELERATION YOU CAN FEEL A SLIGHT SURGE. ON OUR TEST DRIVE WOULD COULD ALSO DETECT A JERK AND AN AUDIBLE CLANK WHEN DOWN SHIFTING FROM ABOUT 50 MPH. WE HAVE CHECKED FLUID LEVEL AND FIND THEM TO BE OK. WE TRIED TO PUT THIS UNIT INTO BASIC SETTING THROUGH VSD BUT IT MAKE NO DIFFERENCE. FUEL TRIM ON THIS VEHICLE IS 0.6, -3.5%. NEITHER THE ENGINE OR TRANSMISSION ARE SHOWING ANY DTCS. PLEASE ADVISE
07/06/2009	12:50	ADVISE TECH TO REPLACE MECHATRONICS, FLUID FILTER AND BOLTS.
07/06/2009	12:50	CUSTOMER COMMENTS: THIS VEHICLE JERKS WHEN TAKING OFF FROM A STOP. ALSO AT TIMES ON ACCELERATION YOU CAN FEEL A SLIGHT SURGE.
07/06/2009	12:50	WORKSHOP FINDINGS: ON OUR TEST DRIVE WOULD COULD ALSO DETECT A JERK AND AN AUDIBLE CLANK WHEN DOWN SHIFTING FROM ABOUT 50 MPH. WE HAVE CHECKED FLUID LEVEL AND FIND THEM TO BE OK. WE TRIED TO PUT THIS UNIT INTO BASIC SETTING THROUGH VSD BUT IT MAKE NO DIFFERENCE. FUEL TRIM ON THIS VEHICLE IS 0.6, -3.5%. NEITHER THE ENGINE OR TRANSMISSION ARE SHOWING ANY DTCS. PLEASE ADVISE MVB 54 =J12C0049
07/06/2009	12:55	PARTS ORDERED.
07/08/2009	07:43	THANK YOU FOR THE UPDATE.
07/10/2009	13:04	NORM STATES PART ON BACK ORDER P1
07/21/2009	08:08	PARTS STILL ON ORDER.
07/23/2009	08:19	THANKS FOR THE UPDATE , PLEASE CALL BACK IF FURTHER ASSISTANCE IS NEEDED
08/04/2009	09:48	PARTS ARE STILL ON BACKORDER.
08/04/2009	19:53	THANKS FOR THE UPDATE.
08/12/2009	16:15	INSTALLED MECHATRONICS, PLACED SYSTEM INTO BASIC SETTINGS AND TEST DROVE.THE TRANS IS SHIFTING AS DESIGNED. THANK YOU.
08/12/2009	16:18	PLEASE CLOSE THIS TICKET.
08/12/2009	18:28	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
08/12/2009	18:28	ISSUE UPDATED

Consultant's Closing Comments

INSTALLED MECHATRONICS,

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
474433	RABBIT	2008	WVWKC71K08W [REDACTED]	14677	3885	07/03/2009	USA

Workshop Finding

n/a

Activity Date	Activity Time	Activity Comments
07/03/2009	15:52	CUST. STATES THAT VEHICLE HAS HARSH DOWNSHIFT, 2ND TO 1ST, ASLSO HAS JERKING MOTION TO VEHICLE WHEN ACCELERATING FROM A STOP OR COMING TO A COMPLETE STOP. IN REVERSE CAR SURGES.
07/03/2009	15:52	ISSUE OPENED BY DEALERSHIP
07/03/2009	16:01	CUSTOMER COMMENTS: CUST. STATES THAT VEHICLE HAS HARSH DOWNSHIFT, 2ND TO 1ST, ASLSO HAS JERKING MOTION TO VEHICLE WHEN ACCELERATING FROM A STOP OR COMING TO A COMPLETE STOP. IN REVERSE CAR SURGES.
07/03/2009	16:01	FUEL TRIMS AT -.4 AND 2.3 IN ECM. MVB 54 AT H40 IN TCM. ADVISED TECH TO RUN BASIC SETTINGS IN VSD AS OUTLINED IN TT 37-09-03. WE ALSO NEED TO REPLACE MECHATRONIC UNIT, FLUID, FILTER, AND BOLTS.
07/10/2009	11:00	I HAVE ARRANGE A TIME FOR BOB CAPPELLO AND MARCUS KEITH TO GO LOOK AT THIS VEHICLE AT THE DEALER. I HAVE REQUESTED THE SHOP TO BRING THE VEHICLE IN TO THE SHOP AND PUT ON THE HOIST WITH THE ASR OFF AND LET THE VEHICLE RUN IN 1ST GEAR AT AN IDLE TO WARM UP THE DRIVETRAIN.
07/16/2009	15:20	VEHICLE COMPLETED.
07/19/2009	17:27	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/19/2009	17:27	ISSUE UPDATED

Consultant's Closing Comments

THE SHOP REPORTS AFTER THE SOLENOIDS WERE REPLACED THE VEHICLE IS REPAIRED.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
474467	EOS	2008	WVWBA71F28V [REDACTED]	6837	3885	07/03/2009	USA

Workshop Finding

TECH STATES TRANS ISSUE NOT ENGINE RELATED. 54 J10 N0078 64 0 0

Activity Date	Activity Time	Activity Comments
07/03/2009	16:45	C.S.WHEN ACCELERATING,THE CAR SPUTTERS.IF YOU GIVEONLY A LITTLE ACCELERATION,IT SEEMS TO PEEL OUT,ONCE YOU ARE GOING,IT SEEMS FINE
07/03/2009	16:45	ISSUE OPENED BY DEALERSHIP
07/03/2009	16:55	ADVISED THE TECH TO REPLACE THE MECHATRONICS, FLUID AND BOLTS. UPDATE THE VTA WITH RESULTS.
07/03/2009	16:55	CUSTOMER COMMENTS: C.S.WHEN ACCELERATING,THE CAR SPUTTERS.IF YOU GIVEONLY A LITTLE ACCELERATION,IT SEEMS TO PEEL OUT,ONCE YOU ARE GOING,IT SEEMS FINE
07/03/2009	16:55	WORKSHOP FINDINGS: TECH STATES TRANS ISSUE NOT ENGINE RELATED. 54 J10 N0078 64 0 0
07/07/2009	17:41	WAITING FOR MECHATRONICS
07/07/2009	23:13	THANKS FOR THE UPDATE.
07/10/2009	12:56	P2 - SPOKE TO BRIAN, CONFIRMED THAT CAR IS WAITING FOR PARTS.
07/10/2009	13:51	SPOKE TO BRIAN - CAR STILL AWAITING PARTS.
07/10/2009	13:52	ISSUE SENT TO DEALERSHIP
07/27/2009	18:09	REPLACED MECHATRONIC UNIT AND TEST DRIVE OK.
07/28/2009	16:56	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/28/2009	16:56	ISSUE UPDATED

Consultant's Closing Comments

ANGEL ALVARADO: CLOSING IN PROCESS: DEALER COMPLETE: REPLACED MECHATRONIC UNIT AND TEST DRIVE OK.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
474474	RABBIT	2008	WVWKC71K98W [REDACTED]	25012	3885	07/03/2009	USA

Workshop Finding
n/a

Activity Date	Activity Time	Activity Comments
07/03/2009	16:57	ISSUE OPENED BY DEALERSHIP
07/03/2009	16:57	MADE VTA TICKET ON 5/27/09 AND WAS TOLD TO REPLACE THE TRANS MECH UNIT SO ORDERED PARTS AND UP DATED TICKET AND THE THE TICKET WAS CLOSED ON YOUR END IN THE NEXT 2 DAYS AND I DID NOT GET A PRINT OUT FOR WARRENTY DOCUMENTATION.
07/03/2009	16:59	ADVISED SERVICE MANAGER CAN ACCES CLOSED TICKETS AND PRINT.
07/03/2009	16:59	CLOSE
07/03/2009	16:59	CUSTOMER COMMENTS: MADE VTA TICKET ON 5/27/09 AND WAS TOLD TO REPLACE THE TRANS MECH UNIT SO ORDERED PARTS AND UP DATED TICKET AND THE THE TICKET WAS CLOSED ON YOUR END IN THE NEXT 2 DAYS AND I DID NOT GET A PRINT OUT FOR WARRENTY DOCUMENTATION.
07/03/2009	17:20	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/03/2009	17:20	ISSUE UPDATED

Consultant's Closing Comments
D1 ADVISED SERVICE MANAGER CAN ACCES CLOSED TICKETS AND PRINT

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
474535	EOS	2008	WVWBA71FX8V [REDACTED]	16407	3885	07/06/2009	USA

Workshop Finding

GUIDED FAULT FINDING. NO FAULTS IN ANY SYSTEM. ROAD TEST PERFORMED. CONFIRMED CUSTOMER CONCERN. TRIED TO RESET BASIC SETTINGS FOR DSG CLUTCH SYSTEM. CONCERN REMAINS. MVB 54 =J14J02496 MVB64=0/0

Activity Date	Activity Time	Activity Comments
07/06/2009	08:52	CUSTOMER STATES VEHICLE SURGING ON ACCELERATION FROM STOP. GUIDED FAULT FINDING. NO FAULTS IN ANY SYSTEM. ROAD TEST PERFORMED. CONFIRMED CUSTOMER CONCERN. TRIED TO RESET BASIC SETTINGS FOR DSG CLUTCH SYSTEM. CONCERN REMAINS.
07/06/2009	08:52	ISSUE OPENED BY DEALERSHIP
07/06/2009	08:57	ADVISE TECH TO REPLACE MECHATRONICS, FLUID, FILTER , AND BOLTS . REPERFORM BASIC SETTINGS.
07/06/2009	08:57	CUSTOMER COMMENTS: CUSTOMER STATES VEHICLE SURGING ON ACCELERATION FROM STOP.
07/06/2009	08:57	WORKSHOP FINDINGS: GUIDED FAULT FINDING. NO FAULTS IN ANY SYSTEM. ROAD TEST PERFORMED. CONFIRMED CUSTOMER CONCERN. TRIED TO RESET BASIC SETTINGS FOR DSG CLUTCH SYSTEM. CONCERN REMAINS. MVB 54 =J14J02496 MVB64=0/0
07/06/2009	09:09	PART HAS BEEN ORDERED, PART ON BACK ORDER AT THIS TIME.
07/08/2009	07:43	THANK YOU FOR THE UPDATE.
07/13/2009	14:12	P1 DONNA IN SERVICE STATED THEY ARE WAITING ON BACK ORDERED PARTS.
07/20/2009	11:52	SPOKE WITH CAMILIA IN SERVICE..... STATED THAT THEY ARE STILL WAITING ON BACK ORDERED PARTS TO ARRIVE.....
07/20/2009	14:11	ADVISED THE TECH THAT HE CAN CLOSE THE TICKET IF HE WANTS, BUT WE NEED A EVERY OTHER DAY UPDATE IF THE TICKET IS GOING TO BE KEPT OPEN.
07/20/2009	14:12	WAITING ON PART TO ARRIVE
07/20/2009	16:57	THANKS FOR THE UPDATE, PLEASE CALL BACK IF FURTHER ASSISTANCE IS NEEDED.
07/21/2009	10:20	WAITING ON PARTS
07/22/2009	15:46	WAITING ON PARTS.
07/23/2009	08:17	WAITING ON PARTS
07/23/2009	08:18	THANKS FOR THE UPDATE , PLEASE CALL BACK IF FURTHER ASSISTANCE IS NEEDED
07/24/2009	09:24	WAITING ON PART ARRIVAL
07/27/2009	13:53	WAITING ON PART TO ARRIVE
07/28/2009	17:16	THANKS FOR THE UPDATE.
08/04/2009	08:04	WAITING ON PARTS
08/04/2009	11:43	WAITING ON PARTS TO ARRIVE
08/04/2009	19:54	THANKS FOR THE UPDATE.
08/07/2009	12:53	PART RECEIVED. REMOVED AND REPLACED UNIT. REPLACED FILTER, FLUID, GASKET AND BOLTS. SET BASIC SETTINGS FOR MECHATRONICS WITH AND WITH OUT CLUTH. PERFORMED BASIC SETTINGS IN VEHICLE SELF DIAGNOSIS VALUE BLOCK 60 AND 61. ROAD TEST PERFORMED. VEHICLE LOOSES POWER, FAULTS FOR UNEXPECTED MECHANICAL GEAR DISENGAGEMENT P2711 004. FLUID LEVEL GOOD 5.2 QUARTS OF FLUID.
08/07/2009	13:11	A2 MVB 54 K31 C0255 64 WAS 0 0. CODEING IS 20, ADVISED THE TECH TO GET MVB 41 AND 48 IN BOTH THE NEW AND OLD MECH. UPDATE THE VTA WITH RESULTS.
08/07/2009	13:13	ISSUE UPDATED
08/07/2009	13:18	"NEW UNIT" MVB 41 V0698J0902EA_GETRIEBE_DSG_MF8J. MVB 48 C14R2. "OLD UNIT" MVB 41 V0698T0202EA_BETRIEBE_DSG_GF8T. MVB 48 C14R2
08/07/2009	13:24	INCORRECT MECH, TECH WILL TRY TO FIND THE CORRECT ONE
08/11/2009	09:18	REMOVED INCORRECT UNIT. WAITING ON CORRECT UNIT
08/11/2009	12:40	ISSUE SENT TO DEALERSHIP

08/13/2009	08:24	PARTS IN WORKING ON VEHICLE
08/13/2009	10:46	ISSUE SENT TO DEALERSHIP
08/13/2009	15:04	CORRECT PART ARRIVED, INSTALLED AND ROAD TESTES. RELEASED VEHICLE.
08/13/2009	15:18	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
08/13/2009	15:18	ISSUE UPDATED

Consultant's Closing Comments		
CORRECT PART ARRIVED, INSTALLED AND ROAD TESTES. RELEASED VEHICLE.		

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
474536	EOS	2008	WVWBA71F48V [REDACTED]	14518	3885	07/06/2009	USA

Workshop Finding

n/a

Activity Date	Activity Time	Activity Comments
07/06/2009	08:55	CUST STATES HESITATES ON LIGHT ACCEL. TEST DROVE, VERIFIED MECHATRONICS RELATED SYMPTOMS WITH SHOP FOREMAN. GFF PULLED NO CODES, BUILD OF MECHATRONICS UNIT IS J03R0456.
07/06/2009	08:55	ISSUE OPENED BY DEALERSHIP
07/06/2009	08:59	ADVISE TECH TO REPLACE MECHATRONICS , FLUID FILTER AND BOLTS.
07/06/2009	08:59	CUSTOMER COMMENTS: CUST STATES HESITATES ON LIGHT ACCEL. TEST DROVE, VERIFIED MECHATRONICS RELATED SYMPTOMS WITH SHOP FOREMAN. GFF PULLED NO CODES, BUILD OF MECHATRONICS UNIT IS J03R0456.
07/06/2009	09:25	ORDERED BACKORDERED PARTS. WILL REOPEN VTA IF NECESSARY. THANK YOU!
07/06/2009	15:58	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/06/2009	15:58	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
474549	RABBIT	2008	WVWHV71K28W [REDACTED]	25674	3885	07/06/2009	USA

Workshop Finding
n/a

Activity Date	Activity Time	Activity Comments
07/06/2009	09:16	CUSTOMER IS COMPLAINING OF OIL CONSUMPTION AND A HARSH UP AND DOWN SHIFT. TESTED VEHICLE TO VERIFY HARSH SHIFTING. FOUND TO HAVE A HARSH DOWN SHIFT AND A SEVERE SHUTTER FORM ACCEL. PERFORMED BASIC SETTING ON DSG, NO DIFFERENCE IN PERFORMANCE HAVE BEEN DRIVING VEHICLE TO ACCUMULATE THE 630 MILE TO VERIFY CONSUMPTION ISSUE AND WILL UPDATE WHEN MILES ARE ON. FOR DSG MVB 54 H2050366, MVB 64 00
07/06/2009	09:16	ISSUE OPENED BY DEALERSHIP
07/06/2009	09:22	CUSTOMER COMMENTS: CUSTOMER IS COMPLAINING OF OIL CONSUMPTION AND A HARSH UP AND DOWN SHIFT. TESTED VEHICLE TO VERIFY HARSH SHIFTING. FOUND TO HAVE A HARSH DOWN SHIFT AND A SEVERE SHUTTER FORM ACCEL. PERFORMED BASIC SETTING ON DSG, NO DIFFERENCE IN PERFORMANCE HAVE BEEN DRIVING VEHICLE TO ACCUMULATE THE 630 MILE TO VERIFY CONSUMPTION ISSUE AND WILL UPDATE WHEN MILES ARE ON. FOR DSG MVB 54 H2050366, MVB 64 00
07/06/2009	09:22	MVB 54 AT H20. BASIC SETTINGS HAVE BEEN SET. ADVISED TECH TO REPLACE MECHATRONIC UNIT, FLUID, FILTER, AND BOLTS. PLEASE RUN BASIC SETTINGS AS OUTLINED IN TT 37-09-03 AFTER REPLACEMENT.
07/13/2009	12:34	P1 SPOKE WITH CHRIS (SERVICE) AND WAS ADVISED THAT THE VEHICLE IS STILL WAITING ON PARTS.
07/20/2009	09:58	WAITING ON PARTS
07/20/2009	10:21	THANKS FOR UPDATE.
07/27/2009	21:05	I AM GOING TO LOOK AT THIS VEHICLE TOMORROW ON 7/28/09 AND TAKE MEASUREMENTS TO THE CYLINDER BORES. I WILL UPDATE MY RESULTS IN THE TICKET.
07/28/2009	16:39	I WENT TO THE DEALER TODAY WITH JOHN FROM PRODUCT SUPPORT. WE MEASURED THE CYLINDER BOARS AND FOUND THE MEASUREMENT TO BE ON ALL CYLINDERS FROM 82.51 TO 82.53 THOSE MEASUREMENTS ARE WELL WITHIN SPEC. I HAVE ADVISED THE SHOP TO REPLACE THE CYLINDER RINGS AND THE VALVE COVER DUE TO THE ANALYSIS.
07/28/2009	16:43	UPDATE THIS IS THE WRONG VTA I HAVE TAKEN OVER I WILL PUT THIS TICKET BACK INTO THE CONSULTANTS NAME. PLEASE DISREGARD ALL OF MY STATEMENTS ON THE REPIARS. THANK YOU BRAD WEBB.
08/03/2009	11:36	REPLACED MECH UNIT AND TEST DROVE AFTER SETTING BASE SETTINGS. TRANS NOW SHIFTING PROPERLY.
08/03/2009	11:51	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
08/03/2009	11:51	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
474573	EOS	2008	WVWBA71F38V [REDACTED]	21031	3885	07/06/2009	USA

Workshop Finding
n/a

Activity Date	Activity Time	Activity Comments
07/06/2009	09:48	ISSUE OPENED BY DEALERSHIP
07/06/2009	09:48	WHEN ACCELERATING TRANS JERKIN IN TO GEAR SET BASIC SETTINGS 60 AND 61 WAS PERFORMED REROADTESTED PROBLEM STILL OCCURED ALSO WHEN IN GEAR STOPPED CAR JERKS MEASURE VALUE BLOCK 54 DISPLAYING H23E0124
07/06/2009	10:13	CUSTOMER COMMENTS: WHEN ACCELERATING TRANS JERKIN IN TO GEAR SET BASIC SETTINGS 60 AND 61 WAS PERFORMED REROADTESTED PROBLEM STILL OCCURED ALSO WHEN IN GEAR STOPPED CAR JERKS MEASURE VALUE BLOCK 54 DISPLAYING H23E0124
07/06/2009	10:13	REPLACE THE MECHATRONICS, FLUID, BOLTS, AND FILTER. AND PERFORM BASIC SETTINGS MANUALLY AFTER INSTALLING THE NEW PARTS
07/06/2009	10:27	ORDERED PARTS
07/06/2009	11:53	THANKS FOR THE UPDATE
07/06/2009	15:39	CUSTOMER IS GOIN TO TAKE TAKE CAR AND BRING BACK WHEN PARTS ARE IN
07/06/2009	15:59	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/06/2009	15:59	ISSUE UPDATED

Consultant's Closing Comments
CUSTOMER IS GOIN TO TAKE TAKE CAR AND BRING BACK WHEN PARTS ARE IN

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
474586	EOS	2009	WVWBA71F39V [REDACTED]	71	3885	07/06/2009	USA

Workshop Finding

n/a

Activity Date	Activity Time	Activity Comments
07/06/2009	09:59	CHECK ENGINE LIGHT ON - WHEN CUSTOMER STEPPED ON THE BRAKE THE CHECK ENGINE LIGHT CAME ON. VEHICLE GOT STUCK INTO FRIST GEAR. THEN IT STARTED JUMPING OUT OF FIRST GEAR. TOW TRUCK DRIVER DISCONNECTED THE BATTERY TO TRY AND RESET. I DROVE THE VEHICLE THIS MORNING AND IT SHIFTED THROUGH ALL GEARS WITH NO PROBLEMS. THE ONLY FAULT IN THE ECM IS FAULT LAMP ON. THERE IS A FAULT IN THE TCM 18223 P1815 008 PRESSURE CONTROL VALVE 1 FOR AUTO TRANSMISSION N215 SHORT CIRCUIT TO B+ RANGE/ PERFORMANCE. I SENT A DIAG LOG OVER ON THIS TICKET ALSO. THERE IS NO TEST PLAN FOR THIS FAULT. SHOULD I START BY TESTING THE WIRING TO THE TRANS AND ECM OR HAS ANYONE SEEN THIS BEFORE.
07/06/2009	09:59	ISSUE OPENED BY DEALERSHIP
07/06/2009	10:10	CHECK THE CONNECTOR AT THE TRANS AND IF OK REPLACE MECHATRONICS, BOLTS, FLUID AND FILTER. REFER TO TT 37-09-03 TO PERFORM BASIC SETTINGS MANUALLY.
07/06/2009	10:10	CUSTOMER COMMENTS: CHECK ENGINE LIGHT ON - WHEN CUSTOMER STEPPED ON THE BRAKE THE CHECK ENGINE LIGHT CAME ON. VEHICLE GOT STUCK INTO FRIST GEAR. THEN IT STARTED JUMPING OUT OF FIRST GEAR. TOW TRUCK DRIVER DISCONNECTED THE BATTERY TO TRY AND RESET. I DROVE THE VEHICLE THIS MORNING AND IT SHIFTED THROUGH ALL GEARS WITH NO PROBLEMS. THE ONLY FAULT IN THE ECM IS FAULT LAMP ON. THERE IS A FAULT IN THE TCM 18223 P1815 008 PRESSURE CONTROL VALVE 1 FOR AUTO TRANSMISSION N215 SHORT CIRCUIT TO B+ RANGE/ PERFORMANCE. I SENT A DIAG LOG OVER ON THIS TICKET ALSO. THERE IS NO TEST PLAN FOR THIS FAULT. SHOULD I START BY TESTING THE WIRING TO THE TRANS AND ECM OR HAS ANYONE SEEN THIS BEFORE.
07/06/2009	13:34	TECH NEEDS TO GET THE READINGS IN MVB 41, 54, AND 48 FOR THIS VEHICLE AS WELL AS THE SAME MVB'S FOR THE OTHER VEHICLE THAT THEY WANT TO SWAP THE MECHATRONICS FROM. ALSO THE TECH NEEDS TO ATTACH A FAULT LOG ON THE VTA OF THE VEHICLE THE MECHATRONICS HAS TO BE SWAPPED FROM SO WE CAN GET THE PART NUMBER AND SOFTWARE LEVEL OF THE MECHATRONICS UNIT. THIS MUST BE DONE BEFORE WE SWAP THE UNITS. PLEASE CALL BACK AND ASK FOR GARY
07/06/2009	14:13	CALLED AND TALKED WITH THE TECHNICIAN AS TO WHAT HE NEEDS TO DO AND CALL BACK WITH ALL THE INFORMATION REQUESTED. JAN ALVERMANN NEEDS THIS INFORMATION BEFORE SWAPPING THE MECHATRONIC UNITS.
07/07/2009	09:54	TALKED WITH THE SERVICE MANAGER AND HE IS WAITING TO HEAR FROM PARTS THE POSSIBILITY OF GETTING A MECHATRONICS UNIT OR A COMPLETE TRANSMISSION. HE WILL BE CALLING BACK WITH AN UPDATE.
07/07/2009	14:10	PARTS MANAGER WILL TRY TO SEE IF THEY CAN GET A TRANSMISSION FOR THE VEHICLE.
07/13/2009	12:48	P1 SPOKE WITH BRANDY (SERVICE) AND WAS ADVISED THAT THE TRANS JUST ARRIVED 15 MINUTES AGO.
07/15/2009	12:21	FINISHED INSTALLING NEW TRANSMISSION. SET BASIC SETTINGS. TEST DROVE OK.
07/15/2009	12:57	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/15/2009	12:57	ISSUE UPDATED

Consultant's Closing Comments

FINISHED INSTALLING NEW TRANSMISSION. SET BASIC SETTINGS. TEST DROVE OK.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
474656	EOS	2008	WVWBA71F78V	19431	3885	07/06/2009	USA

Workshop Finding

TECH PERFORMED BASIC SETTINGS MANUALLY

Activity Date	Activity Time	Activity Comments
07/06/2009	10:54	CUSTOMER STATES TRANS. IS JERKING WHEN YOU START TO DRIVE , CHECK OIL LEVEL OK, ROAD TEST FOUND AT TIMES SHIFT FROM 1-2 AND 2-1 IS HARSH ALL OTHER SHIFTS ARE NORMAL PERFORMED BASIC SETTING ROAD TEST FOR 25MLS. STILL SHIFTING HARSH AT TIMES ,NEED HELP
07/06/2009	10:54	ISSUE OPENED BY DEALERSHIP
07/06/2009	11:04	CUSTOMER COMMENTS: CUSTOMER STATES TRANS. IS JERKING WHEN YOU START TO DRIVE , CHECK OIL LEVEL OK, ROAD TEST FOUND AT TIMES SHIFT FROM 1-2 AND 2-1 IS HARSH ALL OTHER SHIFTS ARE NORMAL PERFORMED BASIC SETTING ROAD TEST FOR 25MLS. STILL SHIFTING HARSH AT TIMES ,NEED HELP
07/06/2009	11:04	TECH NEEDS TO REPLACE THE MECHATRONICS, BOLTS, FLUID AND FILTER
07/06/2009	11:04	WORKSHOP FINDINGS: TECH PERFORMED BASIC SETTINGS MANUALLY
07/08/2009	09:12	ORDERD PARTS AWAITING ARRIVAL OF PARTS.
07/08/2009	09:13	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/08/2009	09:13	ISSUE UPDATED

Consultant's Closing Comments

ORDERD PARTS AWAITING ARRIVAL OF PARTS.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
474679	EOS	2008	WVWBA71F78V [REDACTED]	8822	3885	07/06/2009	USA

Workshop Finding
n/a

Activity Date	Activity Time	Activity Comments
07/06/2009	11:22	CUSTOMER STATES VEHICLE JERKS FORWARD IN SLOW MOVING TRAFFIC, ALSO HAPPENS IN REVERSE PROBLEM VERIFY VEHICLE JERAKS SEVERAL TIMES BEFORE IT TAKES OFF FORWARD AND REVERSE FROM STOP NO CODE FOUND NO LEAK FOUND
07/06/2009	11:22	ISSUE OPENED BY DEALERSHIP
07/06/2009	11:23	CUSTOMER COMMENTS: CUSTOMER STATES VEHICLE JERKS FORWARD IN SLOW MOVING TRAFFIC, ALSO HAPPENS IN REVERSE PROBLEM VERIFY VEHICLE JERAKS SEVERAL TIMES BEFORE IT TAKES OFF FORWARD AND REVERSE FROM STOP NO CODE FOUND NO LEAK FOUND
07/06/2009	11:23	PLEASE REPLACE THE MECH UNIT.
07/08/2009	11:40	REPLACE FLYWHEEL CAR OKAY
07/08/2009	18:57	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/08/2009	18:57	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
474754	RABBIT	2008	WVWHV91K98W [REDACTED]	10620	3885	07/06/2009	USA

Workshop Finding
n/a

Activity Date	Activity Time	Activity Comments
07/06/2009	12:19	CAR IS JERKEY FROM A STOP. SURGES WHEN FIRST ACCELERATING AS IF CLUTCH GRABS THEN RELEASES A FEW TIMES BEFORE CAR REALLY GETS MOVING.
07/06/2009	12:19	ISSUE OPENED BY DEALERSHIP
07/06/2009	12:32	ADVISED TO REPLACE MECHATRONICS UNIT, FLUID, FILTER AND BOLTS.
07/06/2009	12:32	CUSTOMER COMMENTS: CAR IS JERKEY FROM A STOP. SURGES WHEN FIRST ACCELERATING AS IF CLUTCH GRABS THEN RELEASES A FEW TIMES BEFORE CAR REALLY GETS MOVING.
07/08/2009	12:37	MECH UNIT ON RED ORDER ETA MID AUG DOC NUMBER 1005815710.
07/08/2009	12:53	P1 WAITING FOR BACK ORDERED PARTS. THANK YOU FOR THE UPDATE. PLEASE CLOSE TICKET IF CUSTOMER TAKES VEHICLE BEFORE PARTS ARRIVE.
07/20/2009	13:43	SPOKE WITH DELLA IN SERVICE..... STATED THAT THEY ARE STILL WAITING ON BACK ORDERED PARTS TO ARRIVE.....
07/31/2009	11:16	REPLACED MECH UNIT AND TEST DROVE ALL OK.THANK YOU.
07/31/2009	11:46	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/31/2009	11:46	ISSUE UPDATED

Consultant's Closing Comments
D1 REPLACED MECH UNIT AND TEST DROVE ALL OK.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
474765	EOS	2008	WVWBA71F38V [REDACTED]	21455	3885	07/06/2009	USA

Workshop Finding
n/a

Activity Date	Activity Time	Activity Comments
07/06/2009	12:29	CUSTOMER COMPLAINS THAT VEHICLE IS VERY JERKY WHILE SHIFTING GEARS. CONFIRMED WITH TEST DRIVE. THE MECHATRONICS NUMBER IS H50G0557
07/06/2009	12:29	ISSUE OPENED BY DEALERSHIP
07/06/2009	12:32	CUSTOMER COMMENTS: CUSTOMER COMPLAINS THAT VEHICLE IS VERY JERKY WHILE SHIFTING GEARS. CONFIRMED WITH TEST DRIVE. THE MECHATRONICS NUMBER IS H50G0557
07/06/2009	12:32	REPACE MECHATRONIC , FLUID , FILTER , AND BOLTS.
07/06/2009	12:38	PERFORMED BASIC SETTINGS HAVE NEW MECHATRONICS UNIT ORDER. THANKS
07/06/2009	15:54	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/06/2009	15:54	ISSUE UPDATED

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

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
474850	JETTA	2008	3VWRJ71K38M [REDACTED]	45603	3885	07/06/2009	USA

Workshop Finding

TECH HAS PERFORMED BASIC SETTINGS,

Activity Date	Activity Time	Activity Comments
07/06/2009	13:53	ISSUE OPENED BY DEALERSHIP
07/06/2009	13:53	VEHICLE JERKS WHEN ACCEL. FROM DEAD STOP AND ALSO JERKS HARD WHEN UP SHIFTING AND DOWN SHIFTING, MV 54 READS J01Q0051
07/06/2009	14:00	ADVISE TECH TO REPLACE MECHA TRONICS , FLUID , FILTER AND BOLTS.
07/06/2009	14:00	CUSTOMER COMMENTS: VEHICLE JERKS WHEN ACCEL. FROM DEAD STOP AND ALSO JERKS HARD WHEN UP SHIFTING AND DOWN SHIFTING, MV 54 READS J01Q0051
07/06/2009	14:00	WORKSHOP FINDINGS: TECH HAS PERFORMED BASIC SETTINGS,
07/10/2009	17:05	PAARTS ON ORDER WILL OPEN NEW VTA IF NECESSARY
07/10/2009	19:11	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/10/2009	19:11	ISSUE UPDATED

Consultant's Closing Comments

PAARTS ON ORDER WILL OPEN NEW VTA IF NECESSARY

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
474865	JETTA	2009	3VWTL71K49M [REDACTED]	3806	3885	07/06/2009	USA

Workshop Finding
n/a

Activity Date	Activity Time	Activity Comments
07/06/2009	14:06	CUSTOMER STATES THAT INTERMITTENTLY, THE GEAR INDICATOR NEXT TO THE SHIFTER FLASHES, ALL LIGHTS LIGHT UP, AND THE VEHICLE WILL NOT MOVE. HE HAS TO CYCLE THE IGNITION TO RESTORE TRANSMISSION FUNCTIONS. THERE ARE NO CODES STORED IN ANY MODULES.
07/06/2009	14:06	ISSUE OPENED BY DEALERSHIP
07/06/2009	14:12	CUSTOMER COMMENTS: CUSTOMER STATES THAT INTERMITTENTLY, THE GEAR INDICATOR NEXT TO THE SHIFTER FLASHES, ALL LIGHTS LIGHT UP, AND THE VEHICLE WILL NOT MOVE. HE HAS TO CYCLE THE IGNITION TO RESTORE TRANSMISSION FUNCTIONS. THERE ARE NO CODES STORED IN ANY MODULES.
07/06/2009	14:12	MVB 64 53 /89. ADVISED TO REPLACE SPEED/TEMP SENSOR G182/G509.
07/06/2009	14:16	SPEED/ TEMP SENSOR ON ORDER
07/06/2009	16:20	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/06/2009	16:20	ISSUE UPDATED

Consultant's Closing Comments
D1 SPEED/ TEMP SENSOR ON ORDER

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
474872	JETTA	2009	3VWAL71K89M [REDACTED]	17233	3885	07/06/2009	USA

Workshop Finding
n/a

Activity Date	Activity Time	Activity Comments
07/06/2009	14:17	ISSUE OPENED BY DEALERSHIP
07/06/2009	14:17	VEHICLE HAS ALREADY HAD MECHATRONICS UNIT REPLACED CUSTOMER STATES TRANS STILL BANGS.
07/06/2009	14:23	ADVISED TO SET BASIC SETTINGS FOLLOW TT 37 09 03. ALSO UPDATE TICKET WITH MVB'S 54 & 64.
07/06/2009	14:23	CUSTOMER COMMENTS: VEHICLE HAS ALREADY HAD MECHATRONICS UNIT REPLACED CUSTOMER STATES TRANS STILL BANGS.
07/06/2009	15:26	PERFORMED BASIC SETTING VIA VSD PER 37-09-03, MVB 54- "K18G0613" MVB 64 " 0 0"
07/06/2009	22:22	THANK YOU FOR THE UPDATE. PLEASE CALL IN FOR FURTHER ASSISTANCE.
07/07/2009	12:11	TRANSFER TO GS.
07/07/2009	14:18	TECH UNABLE TO VERIFY THE CONCERN. TECH TO MONITOR THE CONCERN. VEHICLE OPERATING TO SPEC AT THIS TIME. ALSO CHECK MVB 41, 48 AND THE TCM PART NUMBER AND SOFTWARE LEVEL.
07/08/2009	10:56	MVB 41-V0691D0502EA__GETRIEBE_DSG_MP1D, MVB 48- E19, TCM # 02E 300 052 CODING 20, SOFTWARE GSG DSG AG6 440 1905, TOOK VEHICLE FOR ROAD TEST
07/08/2009	14:17	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/08/2009	14:17	ISSUE UPDATED

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

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
474965	EOS	2009	WVWFA71F69V [REDACTED]	947	3885	07/06/2009	USA

Workshop Finding
ON THIS VTA WE WILL ADRESS TRANS CONCERN

Activity Date	Activity Time	Activity Comments
07/06/2009	15:47	ISSUE OPENED BY DEALERSHIP
07/06/2009	15:47	TRANSMISSION SHIFT CONCERN. HARD SHIFT INTO FIRST GEAR FROM STOP. POSSIBLE MIDTRONICS MALFUNCTION. ALSO HAVE WINDOW AND ROOF PROBLEMS. WINDOW GOES BACK DOWN PART WAY AFTER OPERATING ROOF FULLY. CUST SAYS ROOF ASLO MALFUNCTION STOPS MID WAY DURING OPERATION. NO CODES IN SYSTEM FOR EITHER PROBLEMS.
07/06/2009	16:32	ADVISE TECH TO PERFORM BASIC SETTINGS , PLEASE GET READINGS FROM MVB 54 AND 64 IN TCM
07/06/2009	16:32	CUSTOMER COMMENTS: TRANSMISSION SHIFT CONCERN. HARD SHIFT INTO FIRST GEAR FROM STOP. POSSIBLE MIDTRONICS MALFUNCTION. ALSO HAVE WINDOW AND ROOF PROBLEMS. WINDOW GOES BACK DOWN PART WAY AFTER OPERATING ROOF FULLY. CUST SAYS ROOF ASLO MALFUNCTION STOPS MID WAY DURING OPERATION. NO CODES IN SYSTEM FOR EITHER PROBLEMS.
07/06/2009	16:32	WORKSHOP FINDINGS: ON THIS VTA WE WILL ADRESS TRANS CONCERN
07/07/2009	08:20	MVB 54 = J33G0653 MVB 64= 0/0.ADVISE TO PERFORM BASIC SETTINGS IN VSD PER - TECH TIP 37-09-03
07/07/2009	09:29	ADVISED THE TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT.
07/08/2009	11:27	HAVE ORDER PARTS AS ADVISED BY TECH LINE. CAR GONE WILL OPEN ANOTHER TICKET IF PROBLEM STILL OCCURES AFTER INSTALLMENT OF MIDTRONICS
07/08/2009	11:30	WILL REOPEN TICKET WHEN CAR RETURNS
07/08/2009	15:49	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/08/2009	15:49	ISSUE UPDATED

Consultant's Closing Comments
TECH DOES NOT UPDATE VTA///////// REPLACE THE MECH UNIT,

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
474976	EOS	2009	WVWBA71F89V	10065	3885	07/06/2009	USA

Workshop Finding

VERIFIED CUSTOMER CONCERN VEHICLE SHUDDERS WHEN MOVING SLOW BANGS IN AND OUT OF GEAR ALMOST. GFF DIAG NO DTC'S NO VISIBLE LEAKS.

Activity Date	Activity Time	Activity Comments
07/06/2009	15:59	CUSTOMER STATES THE VEHICLE HAS A HARSH AND DELAYED SHIFT WHEN STARTING FROM A STOP. VERIFIED CUSTOMER CONCERN VEHICLE SHUDDERS WHEN MOVING SLOW BANGS IN AND OUT OF GEAR ALMOST. GFF DIAG NO DTC'S NO VISIBLE LEAKS.
07/06/2009	15:59	ISSUE OPENED BY DEALERSHIP
07/06/2009	16:17	ADVISED TO CK MVB'S 54 & 64 UPDATE TICKET WITH RESULTS AND CALL BACK.
07/06/2009	16:17	CUSTOMER COMMENTS: CUSTOMER STATES THE VEHICLE HAS A HARSH AND DELAYED SHIFT WHEN STARTING FROM A STOP.
07/06/2009	16:17	WORKSHOP FINDINGS: VERIFIED CUSTOMER CONCERN VEHICLE SHUDDERS WHEN MOVING SLOW BANGS IN AND OUT OF GEAR ALMOST. GFF DIAG NO DTC'S NO VISIBLE LEAKS.
07/07/2009	09:52	MVB 54---J20G0035 MVB 64---0,0
07/07/2009	09:57	PLEASE CALL BACK FOR FURTHER ASSISTANCE.
07/07/2009	10:04	FROM THE NUMBERS PROVIDED THE SHOP WILL HAVE TO REPLACE THE MECHATRONICS.
07/07/2009	15:33	ISSUE UPDATED
07/13/2009	17:03	SPOKE WITH SERVICE DEPARTMENT. SERVICE DEPARTMENT STATES THEY HAVE NO INFORMATION BECAUSE TECHNICIAN IS OFF TODAY. STATED THEY WILL HAVE TECHNICIAN UPDATE VTA TOMORROW. D2
07/20/2009	12:40	SPOKE WITH SCOTT IN SERVICE..... STATED THAT HE WILL HAVE THE TECH CLOSE OUT THE TICKET TODAY.....
07/20/2009	12:44	PART ON ORDER, CUSTOMER TOOK VEHICLE
07/20/2009	12:54	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/20/2009	12:54	ISSUE UPDATED

Consultant's Closing Comments

C1 PART ON ORDER, CUSTOMER TOOK VEHICLE

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
475016	JETTA	2008	3VWRA71K38M [REDACTED]	5748	3885	07/06/2009	USA

Workshop Finding

ROAD TESTED VEHICLE AND VERIFIED CONCERN. RAN GFF AND FOUND NO FAULTS. CHECKED MVB 54 IN GEARBOX ELECTRONICS = J10J0207

Activity Date	Activity Time	Activity Comments
07/06/2009	16:38	CUSTOMER STATES WHEN PULLING AWAY FROM A STOP ON AN UPHILL, VEHICLE WILL ROLD BACKWARDS SOMETIMES AND NOT CATCH INTO GEAR. ROAD TESTED VEHICLE AND VERIFIED CONCERN. RAN GFF AND FOUND NO FAULTS. CHECKED MVB 54 IN GEARBOX ELECTRONICS = J10J0207
07/06/2009	16:38	ISSUE OPENED BY DEALERSHIP
07/06/2009	16:47	ADVISED TO REPLACE MECHATRONICS UNIT, FLUID, FILTER AND BOLTS.
07/06/2009	16:47	CUSTOMER COMMENTS: CUSTOMER STATES WHEN PULLING AWAY FROM A STOP ON AN UPHILL, VEHICLE WILL ROLLED BACKWARDS SOMETIMES AND NOT CATCH INTO GEAR.
07/06/2009	16:47	WORKSHOP FINDINGS: ROAD TESTED VEHICLE AND VERIFIED CONCERN. RAN GFF AND FOUND NO FAULTS. CHECKED MVB 54 IN GEARBOX ELECTRONICS = J10J0207
07/07/2009	08:40	SPECIAL ORDERED ALL PARTS. CUSTOMER WILL RETURN WITH VEHICLE WHEN PARTS ARE IN STOCK.
07/07/2009	09:58	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/07/2009	09:58	ISSUE UPDATED

Consultant's Closing Comments

D1 SPECIAL ORDERED ALL PARTS. CUSTOMER WILL RETURN WITH VEHICLE WHEN PARTS ARE IN STOCK.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
475062	RABBIT	2008	WVWFV71K38W [REDACTED]	26477	3885	07/06/2009	USA

Workshop Finding
n/a

Activity Date	Activity Time	Activity Comments
07/06/2009	17:42	ISSUE OPENED BY DEALERSHIP
07/06/2009	17:42	VEHICLE LURCHES (SHUDDERS) WHEN TAKING OFF AND SOMETIMES IS FELT COMING TO A STOP. WAS ADVISED THE MECHATRONIC USUALLY CAUSES THIS AND TO REQUEST AUTHORIZATION FOR REPLACEMENT.
07/06/2009	17:55	CUSTOMER COMMENTS: VEHICLE LURCHES (SHUDDERS) WHEN TAKING OFF AND SOMETIMES IS FELT COMING TO A STOP. WAS ADVISED THE MECHATRONIC USUALLY CAUSES THIS AND TO REQUEST AUTHORIZATION FOR REPLACEMENT.
07/06/2009	17:55	PLEASE REPLACE THE MECH UNIT.
07/15/2009	11:26	SPOKE WITH JEFF IN SERVICE. WAITING ON PART. P1
09/01/2009	14:17	INSTALLED MECH UNIT, TRANSMISSION NOW OPERATING AS DESIGNED.
09/03/2009	12:41	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
09/03/2009	12:41	ISSUE UPDATED

Consultant's Closing Comments
S: PLEASE REPLACE THE MECH UNIT.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
475083	JETTA	2009	3VWTL81KX9M [REDACTED]	4694	3885	07/06/2009	USA

Workshop Finding

RAN GUIDED FAULT FINDING AND FOUND NO FAULTS IN ANY SYSTEM.

Activity Date	Activity Time	Activity Comments
07/06/2009	18:21	CUSTOMER STATES VEHICLE LOSSES POWER AND WILL NOT ACCELERATE. ENGINE WILL REV BUT IT IS LIKE THE VEHICLE IS IN NUETRAL. WHEN THIS HAPPENS PRNDS DISPLAY FLASHES. CUSTOMER STATES THAT THEY PULL OVER, TURN OFF ENGINE, RESTART AND VEHICLE WILL THEN ACCELERATE. RAN GUIDED FAULT FINDING AND FOUND NO FAULTS IN ANY SYSTEM.
07/06/2009	18:21	ISSUE OPENED BY DEALERSHIP
07/06/2009	18:29	AFTER REVIEWING MVB 64 ADVISED TECH TO REPLACE G509 SPEED SENSOR AND ALL MECH UNIT BOLTS, RUN BASDIC SETTINGS PER TT 37-09-03 THEN CLOSE OUT VTA. MVB 64 23 AND 38
07/06/2009	18:29	CUSTOMER COMMENTS: CUSTOMER STATES VEHICLE LOSSES POWER AND WILL NOT ACCELERATE. ENGINE WILL REV BUT IT IS LIKE THE VEHICLE IS IN NUETRAL. WHEN THIS HAPPENS PRNDS DISPLAY FLASHES. CUSTOMER STATES THAT THEY PULL OVER, TURN OFF ENGINE, RESTART AND VEHICLE WILL THEN ACCELERATE.
07/06/2009	18:29	WORKSHOP FINDINGS: RAN GUIDED FAULT FINDING AND FOUND NO FAULTS IN ANY SYSTEM.
07/07/2009	16:37	ORDERED SENSOR. SENOSR NOT IN COUNTRY. RED ORERED SENSOR.
07/08/2009	09:51	THANKS FOR THE UPDATE.
07/13/2009	18:11	TRIED TO GET A UPDATE TWICE BUT THE SERVICE ADVISOR WAS ON THE PHONE AND COULD NOT TAKE THE CALL.....D2
07/14/2009	15:19	PART CAME IN. INSTALLED NEW SPEED SENSOR. RELEARED BASIC SETTINGS FOR DSG TRANSMITION. TEST DROVE VEHICLE. FOUND ALL SYSTEMS ARE FUNCTIONING PROPERLY.
07/15/2009	08:10	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/15/2009	08:10	ISSUE UPDATED

Consultant's Closing Comments

REPLACED G509, COMPLETED.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
475096	JETTA	2009	3VWTL71K49M [REDACTED]	2375	3885	07/06/2009	USA

Workshop Finding

3 FAULTS IN SYSTEM. TRIED BASIC SETTING AND WOULD NOT TAKE. TRIED AGAIN AND IT TOOK BASIC SETTING AND TRANS NOW WORKS OK. CUST IS TRAVELING

Activity Date	Activity Time	Activity Comments
07/06/2009	18:54	ISSUE OPENED BY DEALERSHIP
07/06/2009	18:54	TOWED IN WILL TRANS WOULD NOT ENGAGE. 3 FAULTS IN SYSTEM. TRIED BASIC SETTING AND WOULD NOT TAKE. TRIED AGAIN AND IT TOOK BASIC SETTING AND TRANS NOW WORKS OK. CUST IS TRAVELING
07/06/2009	19:03	ADVISED TECH TO GET MVB 54 AND 64 IN TCM THEN CHECK FLUID LEVEL AND CONDITION. THEN CALL BACK.
07/06/2009	19:03	CUSTOMER COMMENTS: TOWED IN WILL TRANS WOULD NOT ENGAGE.
07/06/2009	19:03	WORKSHOP FINDINGS: 3 FAULTS IN SYSTEM. TRIED BASIC SETTING AND WOULD NOT TAKE. TRIED AGAIN AND IT TOOK BASIC SETTING AND TRANS NOW WORKS OK. CUST IS TRAVELING
07/06/2009	19:19	K13-MVB 54. 0,0-MVB 64.
07/06/2009	19:20	PLEASE REPLACE THE MECH UNIT.
07/07/2009	10:48	DLR DID NOT HAVE MECH UNIT IN STOCK. RELEASED CAR BACK TO CUSTOMER. HE WILL ATTEMPT TO MAKE IT BACK HOME AND HAVE SELLING DEALER REPAIR.
07/07/2009	11:19	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/07/2009	11:19	ISSUE UPDATED

Consultant's Closing Comments

TECH TO REPLACE MECH UNIT, VISITING OWNER PULLED VEHICLE SAID HE WILL HAVE IT REPAIRED WHEN HE GETS HOME.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
475134	JETTA	2009	3VWRL71K89M [REDACTED]	211	3885	07/07/2009	USA

Workshop Finding

MVB 54 HAS J50 AND MVB 64 HAS 1 AND 3.

Activity Date	Activity Time	Activity Comments
07/07/2009	08:52	ISSUE OPENED BY DEALERSHIP
07/07/2009	08:52	MIL IS ON, LIGHTS ON DASH ARE FLASHING, TRANSMISSION IS SLIPPING AND JERKY. TECH DON- I RAN GFF AND THEN CALLED YOU SINCE THIS IS A NEW CAR. I HAVE UPLOADED THE GFF.
07/07/2009	09:40	CUSTOMER COMMENTS: MIL IS ON, LIGHTS ON DASH ARE FLASHING, TRANSMISSION IS SLIPPING AND JERKY. TECH DON- I RAN GFF AND THEN CALLED YOU SINCE THIS IS A NEW CAR. I HAVE UPLOADED THE GFF.
07/07/2009	09:40	TECH IS TO REPLACE THE G509 WITH PART NUMBER 02E927321A AND REPLACE THE BOLTS FOR THE MECHATRONICS UNIT. PERFORM BASIC SETTING MANUALLY REFERRING TO TECH TIP 37-09-03. PERFORM 20 MILE ROAD TEST TO CONFIRM REPAIRS.
07/07/2009	09:40	WORKSHOP FINDINGS: MVB 54 HAS J50 AND MVB 64 HAS 1 AND 3.
07/09/2009	15:30	REPLACED G509. PERFORMED ROAD TEST - AFTER 5 MILES SAME PROBLEM. PLEASE ADVISE.
07/09/2009	15:35	A2 CASE TO BE ESCALATED FOR REVIEW. ADVISED THE TECH TO RECHECK MVB 64 IN THE TCM.
07/09/2009	15:46	MVB 64 = 1 3 - AGAIN.
07/09/2009	16:02	REPLACE THE MECHATRONIC, FLUID FILTER AND BOLTS; PERFORM SETTINGS AND RETEST FOR ISSUE
07/10/2009	09:43	ALL PARTS ORDERED ON 07/09/09/. MECHATRONICS IS RED ORDERED.
07/10/2009	11:19	ISSUE SENT TO DEALERSHIP
07/16/2009	08:35	TRANSFERED TO CG V-MAIL.
07/16/2009	13:17	REPLACED MECHATRONICS UNIT AND ROAD TESTED FOR 20 MILES. ALL OK. PLEASE CLOSE.
07/16/2009	13:25	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/16/2009	13:25	ISSUE UPDATED

Consultant's Closing Comments

REPLACED MECHATRONICS UNIT AND ROAD TESTED FOR 20 MILES. ALL OK. PLEASE CLOSE.
A2 CASE TO BE ESCALATED FOR REVIEW.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
475151	JETTA	2008	3VWRJ71K28M [REDACTED]	16160	3885	07/07/2009	USA

Workshop Finding
FLUID LEVEL OK.RESET BASIC SETTINGS

Activity Date	Activity Time	Activity Comments
07/07/2009	09:08	ISSUE OPENED BY DEALERSHIP
07/07/2009	09:08	VEHICLE JERKS WHEN TAKING OFF FROM STOP.FLUID LEVEL OK.RESET BASIC SETTINGS
07/07/2009	09:23	CUSTOMER COMMENTS: VEHICLE JERKS WHEN TAKING OFF FROM STOP.
07/07/2009	09:23	J08C0349
07/07/2009	09:23	PLEASE CHECK MVB 54 IN TRANS.
07/07/2009	09:23	WORKSHOP FINDINGS: FLUID LEVEL OK.RESET BASIC SETTINGS
07/07/2009	09:24	PLEASE REPLACE THE MECHATRONICS UNIT, FLUID AND BOLTS.
07/07/2009	09:44	ORDERED MECHATRONICS UNIT.THANK YOU
07/07/2009	14:39	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/07/2009	14:39	ISSUE UPDATED

Consultant's Closing Comments
ORDERED MECHATRONICS UNIT.THANK YOU

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
475198	JETTA	2009	3VWCL71K89M [REDACTED]	41281	3885	07/07/2009	USA

Workshop Finding
n/a

Activity Date	Activity Time	Activity Comments
07/07/2009	09:46	CUST STATES HARD SHIFTING. TEST DROVE VEH, NOTICED VEH DOES NOT TAKE OFF SMOOTH, HILL HOLDER FUNCTION IS INOP, AND VEH SHIFTS HARD
07/07/2009	09:46	ISSUE OPENED BY DEALERSHIP
07/07/2009	10:00	CUSTOMER COMMENTS: CUST STATES HARD SHIFTING. TEST DROVE VEH, NOTICED VEH DOES NOT TAKE OFF SMOOTH, HILL HOLDER FUNCTION IS INOP, AND VEH SHIFTS HARD
07/07/2009	10:00	WHILE ON PHONE FOUND MVB 54 TO BE J07 AND MVB 64 TO BE AT 0 AND 0 IN TCM. ADVISED TECH TO REPLACE MECHATRONIC UNIT, FLUID, FILTER, AND BOLTS. WE ALSO NEED TO PERFORM BASIC SETTINGS THROUGH VSD AS OUTLINED IN TT 37-09-03.
07/14/2009	15:53	SPOKE TO MARRYBETH IN SERVICE AND THE CAR IS GONE AND WILL RETURN WHEN THE PARTS COME IN.....C1
07/14/2009	15:55	PART ON BACK ORDER FROM VW. CUST TOOK VEH. THANKS
07/14/2009	15:58	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/14/2009	15:58	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
475219	JETTA	2009	3VWCL71K39M [REDACTED]	32333	3885	07/07/2009	USA

Workshop Finding

DO GFF THERE IS NO FAULT MVB 54 = H50A0537 MVB 64 0/0

Activity Date	Activity Time	Activity Comments
07/07/2009	10:04	ISSUE OPENED BY DEALERSHIP
07/07/2009	10:04	WHEN STOPPED IN DRIVE FOOT OFF BRAKE PEDAL NOT TOUCHING THE ACCELERATOR PEDAL CAR LURCHES FORWARD DO GFF THERE IS NO FAULT
07/07/2009	10:13	ADVISE TECH TO REPLACE MECHATRONICS , FLUID, FILTER AND BOLT REPERFOM BASIC SETTING.
07/07/2009	10:13	CUSTOMER COMMENTS: WHEN STOPPED IN DRIVE FOOT OFF BRAKE PEDAL NOT TOUCHING THE ACCELERATOR PEDAL CAR LURCHES FORWARD
07/07/2009	10:13	WORKSHOP FINDINGS: DO GFF THERE IS NO FAULT MVB 54 = H50A0537 MVB 64 0/0
07/07/2009	16:17	ISSUE SENT TO DEALERSHIP
07/14/2009	14:12	SPOKE TO FRANK IN SERVICE. VEHICLE IS CURRENTLY WAITING ON BACK ORDER PARTS; P1.
09/02/2009	14:34	CAR IS FINISH
09/03/2009	09:48	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
09/03/2009	09:48	ISSUE UPDATED

Consultant's Closing Comments

REPLACE MECHATRONICS , FLUID, FILTER AND BOLT

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
475225	EOS	2008	WVWFA71F58V [REDACTED]	13000	3885	07/07/2009	USA

Workshop Finding

TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM. MVB 54 IS J09 AND MVB 64 IS 0/0.

Activity Date	Activity Time	Activity Comments
07/07/2009	10:11	CAR HESITATES BADLY IN FORWARD AND REVERSE 0 TO 10 MPH. AFTER 10 MPH CAR IS VERY SMOOTH AND DRIVES NORMALLY. AS PER TECHLINE ASSISTANCE CHECKED MVB 54 AND 64 IN GEARBOX ELECTRONICS, 54 READS J09C0448, 64 READS 0 OVER 0.
07/07/2009	10:11	ISSUE OPENED BY DEALERSHIP
07/07/2009	10:17	A2 CASE TO BE ESCALATED FOR REVIEW. ADVISED THE TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT.
07/07/2009	10:17	CUSTOMER COMMENTS: CAR HESITATES BADLY IN FORWARD AND REVERSE 0 TO 10 MPH. AFTER 10 MPH CAR IS VERY SMOOTH AND DRIVES NORMALLY. AS PER TECHLINE ASSISTANCE CHECKED MVB 54 AND 64 IN GEARBOX ELECTRONICS, 54 READS J09C0448, 64 READS 0 OVER 0.
07/07/2009	10:17	WORKSHOP FINDINGS: TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM. MVB 54 IS J09 AND MVB 64 IS 0/0.
07/14/2009	10:09	SPOKE WITH RYAN IN SERVICE. RYAN STATES HE HAS NO INFORMATION ON THIS VEHICLE. D2
07/28/2009	15:28	STILL WAITING TO RECEIVE MECH UNIT
07/28/2009	19:00	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/28/2009	19:00	ISSUE UPDATED

Consultant's Closing Comments

STILL WAITING TO RECEIVE MECH UNIT
A2 CASE TO BE ESCALATED FOR REVIEW.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
475255	JETTA	2009	3VWAL71K29M [REDACTED]	5610	3885	07/07/2009	USA

Workshop Finding

TEST DROVE 5 MILES AND COULDN'T DUPLICATE CUST CONCERN,USED 5052 TO RUN GFF AND FOUND NO DTC'S IN ANY SYSTEM. I CHECKED CONNECTOR T20E AT MECHATRONIC UNIT FOR CORROSION AND FOUND OK, ALSO CHECKED POWER AND GROUND INPUTS AND AGAIN FOUND OK. THIS VEHICLE WAS HERE 6/23/09 WITH 3555 MILES AND A CUST COMPLAINT THAT WHEN DRIVING ON THE HIGHWAY AT 55 MPH AND RPMS AT 1,800-THE RPMS WILL JUMP TO 3,400 RPM WITH NO CHANGE IN SPEED. HE ALSO STATED THAT WHEN THIS HAPPENS THE GREEN LIGHT ON THE DASH THAT TELLS YOU TO STEP ON THE BRAKE COMES ON.

Activity Date	Activity Time	Activity Comments
07/07/2009	10:37	ISSUE OPENED BY DEALERSHIP
07/07/2009	10:37	THE PARK,REVERSE,NUETRAL,DRIVE IS LIT UP AND THE TRANS IS SLIPPING,RPM'S REV ON IT'S OWN AND VEHICLE HAS NO POWER.TEST DROVE 5 MILES AND COULDN'T DUPLICATE CUST CONCERN,USED 5052 TO RUN GFF AND FOUND NO DTC'S IN ANY SYSTEM.I CHECKED CONNECTOR T20E AT MECHATRONIC UNIT FOR CORROSION AND FOUND OK,ALSO CHECKED POWER AND GROUND INPUTS AND AGAIN FOUND OK.THIS VEHICLE WAS HERE 6/23/09 WITH 3555 MILES AND A CUST COMPLAINT THAT WHEN DRIVING ON THE HIGHWAY AT 55MPH AND RPMS AT 1,800-THE RPMS WILL JUMP TO 3,400 RPM WITH NO CHANGE IN SPEED.HE ALSO STATED THAT WHEN THIS HAPPENS THE GREEN LIGHT ON THE DASH THAT TELLS YOU TO STEP ON THE BRAKE COMES ON.
07/07/2009	12:08	CUSTOMER COMMENTS: THE PARK,REVERSE,NEUTRAL,DRIVE IS LIT UP AND THE TRANS IS SLIPPING,RPM'S REV ON IT'S OWN AND VEHICLE HAS NO POWER.
07/07/2009	12:08	MVB 54 J42 MVB 64 25/35. ADVISED TO REPLACE TEMP SENSOR G509 AND BOLTS FOR MECHATRONICS UNIT.
07/07/2009	12:08	WORKSHOP FINDINGS: TEST DROVE 5 MILES AND COULDN'T DUPLICATE CUST CONCERN,USED 5052 TO RUN GFF AND FOUND NO DTC'S IN ANY SYSTEM. I CHECKED CONNECTOR T20E AT MECHATRONIC UNIT FOR CORROSION AND FOUND OK, ALSO CHECKED POWER AND GROUND INPUTS AND AGAIN FOUND OK. THIS VEHICLE WAS HERE 6/23/09 WITH 3555 MILES AND A CUST COMPLAINT THAT WHEN DRIVING ON THE HIGHWAY AT 55 MPH AND RPMS AT 1,800-THE RPMS WILL JUMP TO 3,400 RPM WITH NO CHANGE IN SPEED. HE ALSO STATED THAT WHEN THIS HAPPENS THE GREEN LIGHT ON THE DASH THAT TELLS YOU TO STEP ON THE BRAKE COMES ON.
07/07/2009	15:30	ISSUE UPDATED
07/14/2009	09:31	SPOKE WITH ERIC IN SERVICE. WAITING ON BACK ORDER PART. P1
07/14/2009	14:29	INSTALLED TEMP SENSOR AS REQUESTED AND TOPPED OF TRANS FLUID,SET BASIC SETTING,ROAD TESTED AND VERIFIED NORMAL OPERATION PLEASE CLOSE TICKET.
07/14/2009	15:56	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/14/2009	15:56	ISSUE UPDATED

Consultant's Closing Comments

D1 INSTALLED TEMP SENSOR AS REQUESTED AND TOPPED OF TRANS FLUID,SET BASIC SETTING,ROAD TESTED AND VERIFIED NORMAL OPERATION

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
475258	JETTA	2008	3VWRJ71K78M [REDACTED]	9728	3885	07/07/2009	USA

Workshop Finding
n/a

Activity Date	Activity Time	Activity Comments
07/07/2009	10:39	ISSUE OPENED BY DEALERSHIP
07/07/2009	10:39	TEST DROVE VEHICLE COULD FEEL SLIGHT SLIPPING/CLUNKIN AT CERTAIN TAKE OFFS SEEMED TO GET WORSE TO HOTTER THE VEHICLE GOT. CHECKED (VALUE BLOCK #54 J15B0468) (VALUE BLOCK #64 0 0) PERFORMED BASIC SETTINGS TEST DROVE VEHICLE APPEARS TO BE ACTING THE SAME.
07/07/2009	10:47	CUSTOMER COMMENTS: TEST DROVE VEHICLE COULD FEEL SLIGHT SLIPPING/CLUNKIN AT CERTAIN TAKE OFFS SEEMED TO GET WORSE TO HOTTER THE VEHICLE GOT. CHECKED (VALUE BLOCK #54 J15B0468) (VALUE BLOCK #64 0 0) PERFORMED BASIC SETTINGS TEST DROVE VEHICLE APPEARS TO BE ACTING THE SAME.
07/07/2009	10:47	TECH NEEDS TO REPLACE THE MECHATRONICS, BOLTS, FLUID AND FILTER. PERFORM BASIC SETTINGS MANUALLY AFTER NEW UNIT IS INSTALLED AND TEST DRIVE THE VEH FOR 20 MILES TO CONFIRM YOUR REPAIRS.
07/08/2009	14:29	WAITING FOR MECHATRONICS UNIT TO ARRIVE
07/08/2009	14:31	THANKS FOR THE UPDATE P2
07/14/2009	16:51	P1 TAMMY IN SERVICE STATED THEY ARE WAITING ON PARTS.
07/31/2009	13:07	WAITING ON PARTS MECHATRONICS UNIT
07/31/2009	13:43	THANKS FOR THE UPDATE
08/10/2009	18:09	RECIEVED PART INSTALLED MECHTRONICS UNIT AND TEST DROVE VEHILCE OPERATING HAS DESIGNED
08/11/2009	08:00	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
08/11/2009	08:00	ISSUE UPDATED

Consultant's Closing Comments
RECIEVED PART INSTALLED MECHTRONICS UNIT AND TEST DROVE VEHILCE OPERATING HAS DESIGNED

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
475263	EOS	2008	WVWBA71F38V [REDACTED]	14030	3885	07/07/2009	USA

Workshop Finding
n/a

Activity Date	Activity Time	Activity Comments
07/07/2009	10:42	DSG TRANS SURGES/JERKS AT LOW SPEEDS. SEEMED TO LAG EXCESSIVELY AT APPROX 10-40% THROTTLE WHEN DRIVING. NO FAULTS PRESENT IN ANY MODULE.
07/07/2009	10:42	ISSUE OPENED BY DEALERSHIP
07/07/2009	10:56	CUSTOMER COMMENTS: DSG TRANS SURGES/JERKS AT LOW SPEEDS. SEEMED TO LAG EXCESSIVELY AT APPROX 10-40% THROTTLE WHEN DRIVING. NO FAULTS PRESENT IN ANY MODULE.
07/07/2009	10:56	MVB 54 H32. ADVISED TO REPLACE MECHATRONICS UNIT, FLUID, FILTER AND BOLTS.
07/07/2009	11:03	ORDERED PARTS, ON NATIONAL BACKORDER. WILL REOPEN TICKET IF NEEDED THEN. THANK YOU
07/07/2009	12:29	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/07/2009	12:29	ISSUE UPDATED

Consultant's Closing Comments
D1 ORDERED PARTS, ON NATIONAL BACKORDER. WILL REOPEN TICKET IF NEEDED THEN.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
475272	JETTA	2008	3VWRJ71K08M [REDACTED]	25053	3885	07/07/2009	USA

Workshop Finding

CHECK FLUID LEVEL AND CONDITION. LEVEL IS OK FLUID IS CLEAN. CHECK ELSA FOR TSB'S AND UPDTAES. CHECK ALL MVB'S. MVB IN TCM 50 - 1K171325A [REDACTED] 54 H49J0495, 93 -60°C, 97 -60°C.

Activity Date	Activity Time	Activity Comments
07/07/2009	10:50	CHECK AND VERIFY CUSTOMER CONCERN. CAR LURCHES ADN DOES NOT SHIFT CORRECTLY. NO FAULTS PRESENT. CHECK FLUID LEVEL AND CONDITION. LEVEL IS OK FLUID IS CLEAN. CHECK ELSA FOR TSB'S AND UPDTAES. CHECK ALL MVB'S. MVB IN TCM 50 - 1K171325AA0166, 54 H49J0495, 93 -60°C, 97 -60°C.
07/07/2009	10:50	ISSUE OPENED BY DEALERSHIP
07/07/2009	11:07	ADVISED TO SET BASIC SETTINGS AND ROAD TEST IF CONDITION STILL PRESENT REPLACE MECHATRONICS UNIT, FLUID, FILTER AND BOLTS.
07/07/2009	11:07	CUSTOMER COMMENTS: CHECK AND VERIFY CUSTOMER CONCERN. CAR LURCHES ADN DOES NOT SHIFT CORRECTLY. NO FAULTS PRESENT.
07/07/2009	11:07	WORKSHOP FINDINGS: CHECK FLUID LEVEL AND CONDITION. LEVEL IS OK FLUID IS CLEAN. CHECK ELSA FOR TSB'S AND UPDTAES. CHECK ALL MVB'S. MVB IN TCM 50 - 1K171325 [REDACTED], 54 H49J0495, 93 -60°C, 97 -60°C.
07/07/2009	15:30	ISSUE UPDATED
07/09/2009	07:08	CUSTOMER IS IN A LOANER CAR. CAR IS HERE UNTILL THE PARTS COME IN.
07/09/2009	10:14	P1 WAITING ON PARTS. THANK YOU FOR THE UPDATE.
07/10/2009	13:47	NO ETA ON THE PARTS.
07/10/2009	13:50	P1 WAITING ON PARTS. THANK YOU FOR THE UPDATE.
07/14/2009	13:12	SPOKE TO SCOTT - AWAITING MECHATRONIC UNIT.
07/20/2009	07:27	CHECKED ON THE MECH UNIT THAT IS ON ORDER. IT IS NOT DO IN UNTILL MID AUGUST. RO WAS OPENED 07/07/09. NEW YORK LEMON LAW IS 30 DAYS. CUSTOMER IS VERY UNHAPPY WITH THE WAY VW IS HANDELING THIS.
07/20/2009	07:54	PLEASE CONTACT YOUR FOM FOR ANY CUSTOMER CONCERNS.
07/23/2009	07:12	FOM WAS HERE 07/22/09. WAS INFORMED OF THE ISSUE.
07/23/2009	07:55	P1 CONTACTED FOM. THANK YOU FOR THE UPDATE.
07/30/2009	11:59	REPLACED THE MECH UNIT. ROAD TEST THE CAR. CAR IS OPERATING TO MFG. SPECS.
07/30/2009	12:46	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/30/2009	12:46	ISSUE UPDATED

Consultant's Closing Comments

D1 REPLACED THE MECH UNIT. ROAD TEST THE CAR. CAR IS OPERATING TO MFG. SPECS

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
475273	JETTA	2008	3VWRJ71K48M [REDACTED]	15681	3885	07/07/2009	USA

Workshop Finding

TEST DROVE CAR AND FOUND IT TO BE WHEN SHIFTING INTO 2ND GEAR ON AUTO AND MANUAL MODE.

Activity Date	Activity Time	Activity Comments
07/07/2009	10:50	CUSTOMER STATES THERE IS A RATCHETING NOISE HEARD AT AROUND 6 MPH. TEST DROVE CAR AND FOUND IT TO BE WHEN SHIFTING INTO 2ND GEAR ON AUTO AND MANUAL MODE.
07/07/2009	10:50	ISSUE OPENED BY DEALERSHIP
07/07/2009	11:02	ADVISED TO SET BASIC SETTINGS THRU VSD AND ROAD TEST VEHICLE.
07/07/2009	11:02	CUSTOMER COMMENTS: CUSTOMER STATES THERE IS A RATCHETING NOISE HEARD AT AROUND 6 MPH.
07/07/2009	11:02	WORKSHOP FINDINGS: TEST DROVE CAR AND FOUND IT TO BE WHEN SHIFTING INTO 2ND GEAR ON AUTO AND MANUAL MODE.
07/07/2009	12:12	PER PRODUCT SUPPORT, ADVISED TECH TO TRY AND PULL AND MOVE AXLES AROUND TO SEE IF THERE IS A POSSIBLE ISSUE HERE. WE ALSO NEED TO RUN BASIC SETTINGS ONCE MORE WITH DOOR OPEN SO WE CAN LISTEN TO SEE IF NOISE IS SIMILAR TO NOISES FROM BASIC SETTINGS. TECH STATES MVB 54 AT H47 AND MVB 64 AT 0 AND 0 IN TCM.
07/07/2009	14:37	ON LIFT, FOUND THAT THE AXLES SEEM TO BE FINE, THE RIGHT FRONT WHEEL WAS BENT SO I ROTATED IT TO THE REAR JUST TO SEE IF NOISE WOULD BE GONE. TRYED BASIC SETTING AND NOISE HAPPENS ON BASIC SETTINGS 61. ALSO BASIC SEETINGS IS TAKING MORE TIME THAN OTHERS I HAVE DONE IN THE PAST.
07/07/2009	14:44	PLEASE REPLACE THE MECHATONICS UNIT.
07/07/2009	14:44	RESEARCH CONCERN.
07/07/2009	14:47	ISSUE UPDATED
07/07/2009	15:29	ISSUE UPDATED
07/14/2009	09:37	SPOKE WITH JENNA. CUSTOMER TOOK VEHICLE UNTIL PART COMES IN. C1
07/14/2009	14:07	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/14/2009	14:07	ISSUE UPDATED

Consultant's Closing Comments

C1 CUSTOMER TOOK VEHICLE UNTIL PART COMES IN.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
475280	RABBIT	2008	WVWKC71K88W [REDACTED]	11285	3885	07/07/2009	USA

Workshop Finding

n/a

Activity Date	Activity Time	Activity Comments
07/07/2009	10:54	CUSTOMER STATES THATS WHEN PARKED FOR A FEW SECONDS IN DRIVE HE GOES TO TAKE OFF AND IT SEEMS LIKE YOUR FOOT IS STILL ON THE BRAKE, THERE IS LIKE A DOUBLE BUMP ON TAKE OFF. HE STATES THAT WAS NOT LIKE THIS NEW, HE CAME AND TEST DROVE ANOTHER NEW ONE AND IT DID NOT HAPPEN. THERE ARE NO FAULTS STORED AND THE "PROBLEM" IS PRETTY INTERMITANT. ANY IDEAS WOULD BE HELPFUL.
07/07/2009	10:54	ISSUE OPENED BY DEALERSHIP
07/07/2009	11:05	CUSTOMER COMMENTS: CUSTOMER STATES THATS WHEN PARKED FOR A FEW SECONDS IN DRIVE HE GOES TO TAKE OFF AND IT SEEMS LIKE YOUR FOOT IS STILL ON THE BRAKE, THERE IS LIKE A DOUBLE BUMP ON TAKE OFF. HE STATES THAT WAS NOT LIKE THIS NEW, HE CAME AND TEST DROVE ANOTHER NEW ONE AND IT DID NOT HAPPEN. THERE ARE NO FAULTS STORED AND THE "PROBLEM" IS PRETTY INTERMITANT. ANY IDEAS WOULD BE HELPFUL.
07/07/2009	11:05	TECH STATES FUEL TRIMS WITHIN SPECIFICATION AND RECALL FOR FUEL SYSTEM HAS BEEN PERFORMED. FOUND MVB 54 AT H23 AND MVB 64 AT 0 AND 0. ADVISED TECH TO REPLACE MECHATRONIC UNIT, FLUID, FILTER, AND BOLTS. WE ALSO NEED TO RUN BASIC SETTINGS THROUGH VSD AS OUTLINED IN TT 37-09-03.
07/07/2009	13:56	PARTS ARE ORDERED, WILL KEEP OPEN UNTILL REPAIR IS MADE UNLESS OTHERWISE INSTRUCTED. THANKS
07/07/2009	14:18	THANKS FOR UPDATE. IF VEHICLE IS LEAVING DEALER WE SHOULD CLOSE VTA.
07/07/2009	21:20	CUSTOMER PICKED VEHICLE UP, PARTS ARE 2-3 WEEKS AWAY THANKS
07/07/2009	21:30	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/07/2009	21:30	ISSUE UPDATED

Consultant's Closing Comments

REPLACE MECHATRONIC UNIT.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
475294	JETTA	2009	3VWRA71K89M	5925	3885	07/07/2009	USA

Workshop Finding

UNABLE TO DUPLICATE. NO DTC

Activity Date	Activity Time	Activity Comments
07/07/2009	11:12	CUSTOMER STATES INTERMITTANTLY VEHICLE WILL NOT GO INTO GEAR ULESS YOU SHUT ENGINE OFF AND RESTART. GEAR INDICATOR FLASHES. UNABLE TO DUPLICATE .NO DTC
07/07/2009	11:12	ISSUE OPENED BY DEALERSHIP
07/07/2009	11:29	CUSTOMER COMMENTS: CUSTOMER STATES INTERMITTENTLY VEHICLE WILL NOT GO INTO GEAR UNLESS YOU SHUT ENGINE OFF AND RESTART, GEAR INDICATOR FLASHES.
07/07/2009	11:29	MVB 54 J20, MVB 64 0/0, MVB 90 65535/ 0/ 0.0% / 0. ADVISED TO TECH TO FIND OUT HOW OFTER CONDITION IS OCCURING AND WHEN DOES CONDITION OCCUR ALSO ROAD TEST VEHICLE 10 TO 15 MILES IS TRY TO DUPLICATE CONCERN
07/07/2009	11:29	WORKSHOP FINDINGS: UNABLE TO DUPLICATE. NO DTC
07/07/2009	12:04	ADVISED TO REPLACE MECHATRONICS UNIT, FLUID, FILTER, BOLTS AND TEMP SENSOR G509.
07/07/2009	15:29	ISSUE UPDATED
07/10/2009	07:39	THIS IS OUR INVENTORY VEHICLE- SPECIAL ORDERED THE PARTS BUT ON BACK ORDER APROX 2-3 WEEKS AS PER OUR PARTS DEPARTMENT
07/10/2009	10:10	P1 WAITING ON PARTS. THANK YOU FOR THE UPDATE.
07/14/2009	08:39	STILL WAITING FOR PARTS. BACK ORDERD
07/14/2009	11:12	P1 WAITING ON PARTS. THANK YOU FOR THE UPDATE.
07/22/2009	08:31	STILL WAITING FOR BACK ORDERD PARTS
07/22/2009	09:44	P1 WAITING ON PARTS. THANK YOU FOR THE UPDATE.
07/27/2009	08:22	STILL WAITING ON PARTS FOR THIS CAR-JUST A REMINDER THAT THIS IS NOT A CUSTOMERS CAR ---THIS IS OUR INVENTORY VEHICLE
07/27/2009	10:05	P1 WAITING ON PARTS. THANK YOU FOR THE UPDATE.
07/31/2009	08:47	STILL WAITING ON THE PARTS-----INVENTORY CAR-NOT A CUSTOMER!
07/31/2009	10:05	P1 WAITING ON PARTS. THANK YOU FOR THE UPDATE. INVENTORY CAR-NOT A CUSTOMER!
08/06/2009	10:48	STILL WAITING ON THE PARTS
08/06/2009	11:00	P1 WAITING ON PARTS. THANK YOU FOR THE UPDATE.
08/11/2009	16:15	CAR IS BEING USED FOR SALES DIPLAY WHILE PART ON ORDER
08/11/2009	17:56	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
08/11/2009	17:56	ISSUE UPDATED

Consultant's Closing Comments

D1 CAR IS BEING USED FOR SALES DIPLAY WHILE PART ON ORDER

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
475299	JETTA	2008	3VWRJ71K98M [REDACTED]	24094	3885	07/07/2009	USA

Workshop Finding

VERIFIED CUSTOMER CONCERN, SCANNED VEHICLE USING GFF FOUND NO FAULT CODES FOR THIS CONCERN. MVB 54 = J01R0371 MVB 64/1= 0, /2= 0.

Activity Date	Activity Time	Activity Comments
07/07/2009	11:17	CUSTOMER STATED AT TIMES WHEN ACELLERATING CAR WILL JERK. VERIFIED CUSTOMER CONCERN, SCANNED VEH USING GFF FOUND NO FAULT CODES FOR THIS CONCERN.
07/07/2009	11:17	ISSUE OPENED BY DEALERSHIP
07/07/2009	11:31	ADVISED TECH TO PLEASE VERIFY TRANSMISSION FLUID LEVEL AND CONDITION. PERFORM BASIC SETTINGS IN ACCORDANCE WITH TT: 37-09-03. IF THE VEHICLE WERE TO STALL AND/OR NOT COMPLETE THE BASICS SETTINGS RETURN A PHONE CALL TO THE HELPLINE. RE-EVALUATE THE CONCERN AFTER SETTING BASIC SETTINGS. IF THE ISSUE IS STILL PRESENT, PLEASE REPLACE THE MECHATRONIC, FLUID, FILTER, AND BOLTS. ONCE REPAIR HAVE BEEN COMPLETED, PLEASE PERFORM BASIC SETTINGS ONCE AGAIN. PLEASE KEEP THE VTA UPDATED WITH YOUR PROGRESS.
07/07/2009	11:31	CUSTOMER COMMENTS: CUSTOMER STATED AT TIMES WHEN ACELLERATING CAR WILL JERK.
07/07/2009	11:31	WORKSHOP FINDINGS: VERIFIED CUSTOMER CONCERN, SCANNED VEHICLE USING GFF FOUND NO FAULT CODES FOR THIS CONCERN. MVB 54 = J01R0371 MVB 64/1= 0, /2= 0.
07/07/2009	13:00	PERFORMED TT:37-09-03. FOUND THAT ISSUE IS STILL PRESENT. ORDERED MECHATRONIC,FLUID,FILTER AND BOLTS. WILL UPDATE AFTER INSTALLMENT.
07/07/2009	15:37	THANKS FOR THE UPDATE.
07/08/2009	14:10	PARTS ON BACK ORDER
07/08/2009	16:00	THANKS FOR THE UPDATE.
07/14/2009	16:57	SPOKE WITH NIKITA IN VW SERVICE AND STATED THAT PART IS ON ORDER P1
07/21/2009	10:21	PARTS ON ORDER STILL
07/21/2009	18:53	THANKS FOR THE UPDATE.
07/23/2009	08:17	PARTS BACKORDERED
07/23/2009	11:55	THANKS FOR THE UPDATE.
07/28/2009	15:36	PARTS ON BACK ORDERED
07/28/2009	19:00	THANKS FOR THE UPDATE.
08/04/2009	08:05	WAITING ON PARTS
08/04/2009	16:10	THANKS FOR THE UPDATE.
08/19/2009	15:17	INSTALLED MECHATRONICS UNIT AND RESET BASIC SETTINGS AND TEST DROVE NOW WORKING TO DESIGN THANKS
08/19/2009	18:11	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
08/19/2009	18:11	ISSUE UPDATED

Consultant's Closing Comments

TECHNICIAN REPLACED THE MECHATRONIC.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
475308	JETTA	2008	3VWRJ71K98M [REDACTED]	13725	3885	07/07/2009	USA

Workshop Finding

TEST DROVE VEHICLE AND DUPLICATED CONCERN.? POSSIBLE MECHATRONICS UNIT?

Activity Date	Activity Time	Activity Comments
07/07/2009	11:24	CUSTOMER COMPLAINT AT IDLE THROUGH FIRST GEAR THE VEHICLE SHAKES AND JERKS.TEST DROVE VEHICLE AND DUPLICATED CONCERN.? POSSIBLE MECHATRONICS UNIT?
07/07/2009	11:24	ISSUE OPENED BY DEALERSHIP
07/07/2009	11:42	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, CLOSE OUT VTA. MVB 54 J03
07/07/2009	11:42	CUSTOMER COMMENTS: CUSTOMER COMPLAINT AT IDLE THROUGH FIRST GEAR THE VEHICLE SHAKES AND JERKS.
07/07/2009	11:42	WORKSHOP FINDINGS: TEST DROVE VEHICLE AND DUPLICATED CONCERN.? POSSIBLE MECHATRONICS UNIT?
07/07/2009	12:20	PERFORMED BASIC SETTINGS AND WAS ABLE TO COMPLETE.ORDERED PARTS
07/07/2009	14:37	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/07/2009	14:37	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
475341	JETTA	2008	3VWRJ71K68M [REDACTED]	6000	3885	07/07/2009	USA

Workshop Finding
n/a

Activity Date	Activity Time	Activity Comments
07/07/2009	11:47	CUSTOMER STATES THAT FROM A STOP AND THEN ACCELERATING TRANS SEEMS TO BE JERKING/HESITATION ROAD TESTED VEHICLE FELT CONCERN SET BASIC SETTINGS FOR TRANS STILL FEEL TRANS JERKING
07/07/2009	11:47	ISSUE OPENED BY DEALERSHIP
07/07/2009	11:55	CUSTOMER COMMENTS: CUSTOMER STATES THAT FROM A STOP AND THEN ACCELERATING TRANS SEEMS TO BE JERKING/HESITATION ROAD TESTED VEHICLE FELT CONCERN SET BASIC SETTINGS FOR TRANS STILL FEEL TRANS JERKING.
07/07/2009	11:55	MVB 54 J11. MVB 64 0/0. ADVISED TO REPLACE MECHATRONICS UNIT, FLUID, FILTER AND BOLTS.
07/07/2009	15:29	ISSUE UPDATED
07/14/2009	10:12	SPOKE WITH JOHN IN SERVICE. VEHICLE GONE AND WILL RETURN WHEN PART ARRIVES. C1
07/27/2009	16:42	WILL RETURN WHEN PARTS ARRIVE
07/27/2009	18:16	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/27/2009	18:16	ISSUE UPDATED

Consultant's Closing Comments
C1 WILL RETURN WHEN PARTS ARRIVE

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
475366	JETTA	2008	3VWRJ71KX8M [REDACTED]	22533	3885	07/07/2009	USA

Workshop Finding

WHEN TRANSMISSION IS COLD OPERATES ACCORDING TO FACTORY DESIGN. ONCE TRANSMISSION IS AT OPERATING TEMPERATURE TAKE OFF IS JERKY AND HARD SHIFT FROM 2ND TO 3RD UNDER LIGHT THROTTLE. NO FAULTS IN TCM. SUCCESSFULLY PERFORMED BASIC SETTINGS.

Activity Date	Activity Time	Activity Comments
07/07/2009	12:17	ISSUE OPENED BY DEALERSHIP
07/07/2009	12:17	TRANSMISSION IS SHFTING HARD AT LOW SPEEDS. WHEN TRANSMISSION IS COLD OPERATES ACCORDING TO FACTORY DESIGN. ONCE TRANSMISSION IS AT OPERATING TEMPERATURE TAKE OFF IS JERKY AND HARD SHIFT FROM 2ND TO 3RD UNDER LIGHT THROTTLE. NO FAULTS IN TCM. SUCCESSFULLY PERFORMED BASIC SETTINGS.
07/07/2009	12:23	CUSTOMER COMMENTS: TRANSMISSION IS SHFTING HARD AT LOW SPEEDS.
07/07/2009	12:23	PLEASE CHECK MVB 54 IN TRANS ELECTRONICS.
07/07/2009	12:23	TECH STATES MVB 54 J05F0377
07/07/2009	12:23	WORKSHOP FINDINGS: WHEN TRANSMISSION IS COLD OPERATES ACCORDING TO FACTORY DESIGN. ONCE TRANSMISSION IS AT OPERATING TEMPERATURE TAKE OFF IS JERKY AND HARD SHIFT FROM 2ND TO 3RD UNDER LIGHT THROTTLE. NO FAULTS IN TCM. SUCCESSFULLY PERFORMED BASIC SETTINGS.
07/07/2009	12:24	PLEASE REPLACE THE MECHATRONICS UNIT.
07/07/2009	12:31	ORDERED MECHATRONIC UNIT.
07/07/2009	12:37	FYI FOM
07/07/2009	12:37	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/07/2009	12:37	ISSUE UPDATED

Consultant's Closing Comments

PARTS ORDERED CAR UP

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
475376	EOS	2008	WVWFA71F58V [REDACTED]	15842	3885	07/07/2009	USA

Workshop Finding
n/a

Activity Date	Activity Time	Activity Comments
07/07/2009	12:29	C/S TRANS WILL ROLL BACK AT STOPS PERFORMED 5051 DIAG NO CODES.PERFORMED MANUAL BASIC SETTINGS... 63 AND 60 STILL HAPPENS BUT NOW SHIFTS OUT OF GEAR UNDER HARD ACCELL.. I HAVE MVB 41 V0698T0202EA..48-C14R2 54-J13D0401..WE MAY BE LOOKING AT TRANS REPLACEMENT
07/07/2009	12:29	ISSUE OPENED BY DEALERSHIP
07/07/2009	12:50	CUSTOMER COMMENTS: C/S TRANS WILL ROLL BACK AT STOPS PERFORMED 5051 DIAG NO CODES.PERFORMED MANUAL BASIC SETTINGS... 61 AND 60 STILL HAPPENS BUT NOW SHIFTS OUT OF GEAR UNDER HARD ACCELL.. I HAVE MVB 41 V0698T0202EA..48-C14R2 54-J13D0401..WE MAY BE LOOKING AT TRANS REPLACEMENT
07/07/2009	12:50	PLEASE REPLACE THE MECH UNIT.
07/08/2009	15:55	PART ON ORDER
07/08/2009	19:19	THANKS FOR THE UPDATE.
07/14/2009	10:49	CAR FIXED....HAD TO RECODE VEHICLE CENTRAL ELECTRIC CONTROL MODULE
07/14/2009	22:01	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/14/2009	22:01	ISSUE UPDATED

Consultant's Closing Comments
MECH UNIT

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
475382	EOS	2008	WVWBA71F18V [REDACTED]	20685	3885	07/07/2009	USA

Workshop Finding
n/a

Activity Date	Activity Time	Activity Comments
07/07/2009	12:34	ISSUE OPENED BY DEALERSHIP
07/07/2009	12:34	TRANS. BUCKS WHEN UPSHIFTING.
07/07/2009	12:36	CUSTOMER COMMENTS: TRANS. BUCKS WHEN UPSHIFTING.
07/07/2009	12:36	HAPPENS IN REVERSE OR DRIVE. PLEASE REPLACE THE MECH UNIT.
07/14/2009	13:02	JESS STATES VEH IS WAITING FOR PART P1
07/17/2009	16:39	WAITING ON PARTS
07/22/2009	18:45	THANKS FOR THE UPDATE.
07/30/2009	17:40	STILL WAITNG ON PARTS
07/31/2009	16:21	THANKS FOR THE UPDATE.
08/05/2009	08:53	WAITING ON PARTS
08/06/2009	17:03	THANKS FOR THE UPDATE.
08/13/2009	15:44	THANKS THE MECH UNIT WORKED
08/14/2009	17:39	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
08/14/2009	17:39	ISSUE UPDATED

Consultant's Closing Comments
THANKS THE MECH UNIT WORKED

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
475417	JETTA	2008	3VWRJ71K88M [REDACTED]	10875	3885	07/07/2009	USA

Workshop Finding
n/a

Activity Date	Activity Time	Activity Comments
07/07/2009	13:07	CUSTOMER STATES THERE IS A HESITATION AT LOW SPEEDS. AFTER LETTING OFF OF THE BRAKE AND ACCELERATING. NO DTCS
07/07/2009	13:07	ISSUE OPENED BY DEALERSHIP
07/07/2009	14:09	ADVISED TECH TO PERFORM BASIC SETTINGS AS OUTLINED IN TT 37-09-03. UPDATE VTA WITH MVBS 54 AND 64 IN TCM.
07/07/2009	14:09	CUSTOMER COMMENTS: CUSTOMER STATES THERE IS A HESITATION AT LOW SPEEDS. AFTER LETTING OFF OF THE BRAKE AND ACCELERATING. NO DTCS
07/07/2009	15:11	PERFORMED BASIC SETTINGS. DID NOT CORRECT PROBLEM. MVB 54:J13M0093 MVB 64: FIELD 1:0 FIELD 2:0
07/07/2009	15:23	ADVISED TECH TO REPLACE MECHATRONIC UNIT, FLUID, FILTER, AND BOLTS.
07/07/2009	15:27	S.O.P. MECHATRONIC UNIT
07/07/2009	15:58	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/07/2009	15:58	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
475424	JETTA	2008	3VWRJ71K78M [REDACTED]	9905	3885	07/07/2009	USA

Workshop Finding

n/a

Activity Date	Activity Time	Activity Comments
07/07/2009	13:13	CUSTOMER STATES WHEN AT STOP LIGHT WHEN SHE STARTS OFF IT LUNGES I TEST DROVE VEHICAL AND AFTER DRIVING FOR LIKE 5 MIN WHEN STARTING OF IT LUNGES BADLY AND HAS A HARSH DOWNSHIFT I RESET BASIC SETTING AND DROVE AGAIN FOR LIKE 20 TO 25 MILES AND IT STILL DOING IT ADVISE
07/07/2009	13:13	ISSUE OPENED BY DEALERSHIP
07/07/2009	13:34	CUSTOMER COMMENTS: CUSTOMER STATES WHEN AT STOP LIGHT WHEN SHE STARTS OFF IT LUNGES I TEST DROVE VEHICAL AND AFTER DRIVING FOR LIKE 5 MIN WHEN STARTING OF IT LUNGES BADLY AND HAS A HARSH DOWNSHIFT I RESET BASIC SETTING AND DROVE AGAIN FOR LIKE 20 TO 25 MILES AND IT STILL DOING IT ADVISE
07/07/2009	13:34	PLEASE REPLACE THE MECH UNIT.
07/09/2009	13:02	MECA ON BACK ORDER WILL UPDATE WHEN PARTS COME IN THANK YOU
07/09/2009	17:35	THANKS FOR THE UPDATE.
07/13/2009	16:45	STILL ON BACK ORDER THANK YOU
07/14/2009	12:57	DARIN STATES VEH WAITING FOR PARTS P1
07/15/2009	14:27	STILL WAITING ON PARTS THANKS
07/15/2009	23:34	THANKS FOR THE UPDATE.
07/20/2009	10:51	PARTS STILL ON RED ORDER WILL KEEP IN TOUCH TILL IT ARIVES IS THERE ANYWAY TO FORCE IT OUT FROM ANYWHERE ?
07/22/2009	18:45	THANKS FOR THE UPDATE. NO. SORRY TO SAY.
07/24/2009	09:57	STILL WAITING ON PARTS TO COMPLETE THE JOB
07/27/2009	11:08	THANKS FOR THE UPDATE
07/29/2009	08:33	STILL WAITING ON PARTS
07/29/2009	16:32	THANKS FOR THE UPDATE.
07/31/2009	12:06	STILL WAITING ON PARTS
07/31/2009	16:21	THANKS FOR THE UPDATE.
08/04/2009	16:05	STILL WAITING ON PARTS
08/04/2009	16:37	THANKS FOR THE UPDATE.
08/10/2009	08:07	PARTS ARE HERE AND MECA IS INSTALLED AND I RESET BASIC SETTING AND TEST DROVE VEHICAL AND VEHICAL DRIVES GREAT THANK YOU
08/10/2009	09:38	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
08/10/2009	09:38	ISSUE UPDATED

Consultant's Closing Comments

MECH UNIT.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
475464	RABBIT	2008	WVWHV71K48W [REDACTED]	11870	3885	07/07/2009	USA

Workshop Finding

WENT FOR TEST DRIVE WITH CUSTOMER AND WHEN STOPPED THE CAR WIL SURGE FORWARD AND THE RPMS WILL DROP AND ALMOST STALL SOMETIMES. IT SEEMS TO GET WORSE THE HOTTER THE TRANS GETS. NO FAULTS IN ANY VEHICLE SYSTEMS.

Activity Date	Activity Time	Activity Comments
07/07/2009	13:52	CUSTOMER STATES THAT CAR SHUTTERS AT TIMES WHEN STOPPED AND DRIVING. I WENT FOR TEST DRIVE WITH CUSTOMER AND WHEN STOPPED THE CAR WIL SURGE FORWARD AND THE RPMS WILL DROP AND ALMOST STALL SOMETIMES. IT SEEMS TO GET WORSE THE HOTTER THE TRANS GETS. NO FAULTS IN ANY VEHICLE SYSTEMS.
07/07/2009	13:52	ISSUE OPENED BY DEALERSHIP
07/07/2009	14:02	ADVISE TECH TO PERFORM BASIC SETTINGS GET READINGS FROM MVB 54 AND 64 IN THE TCM
07/07/2009	14:02	CUSTOMER COMMENTS: CUSTOMER STATES THAT CAR SHUTTERS AT TIMES WHEN STOPPED AND DRIVING. I
07/07/2009	14:02	WORKSHOP FINDINGS: WENT FOR TEST DRIVE WITH CUSTOMER AND WHEN STOPPED THE CAR WIL SURGE FORWARD AND THE RPMS WILL DROP AND ALMOST STALL SOMETIMES. IT SEEMS TO GET WORSE THE HOTTER THE TRANS GETS. NO FAULTS IN ANY VEHICLE SYSTEMS.
07/07/2009	14:14	BASIC SETTINGS WAS PERFORMED SUCCESSFULLY. I SENT A SCREEN SHOT OF THE MVB
07/07/2009	14:21	MVB 54 AT H51. ADVISED TECH TO REPLACE MECHATRONIC UNIT, FLUID, FILTER, AND BOLTS.
07/07/2009	15:13	PARTS ON ORDER
07/07/2009	15:40	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/07/2009	15:40	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
475497	RABBIT	2008	WVWKC71K58W [REDACTED]	29912	3885	07/07/2009	USA

Workshop Finding

ROAD TESTED THE VEHICLE AND FOUND A STRONG HESITATION ON ACCELERATION FROM A STOP. COULD NOT VERIFY THE TRANS SEEMING TO POP OUT OF GEAR WHEN COMING TO A STOP THOUGH. RAN GFF AND FOUND NO FAULTS. MVB 54 = H45E0062; MVB 64/1= 0, /2= 0.

Activity Date	Activity Time	Activity Comments
07/07/2009	14:12	CUSTOMER REPORTS OF A HARSH SHIFTING CONCERN, WILL SURGE ON ACCELERATION FROM A STOP, WHEN COMING TO A STOP THE TRANSMISSION FEELS LIKE IT POPS OUT OF GEAR. ROAD TESTED THE VEHICLE AND FOUND A STRONG HESITATION ON ACCELERATION FROM A STOP. COULD NOT VERIFY THE TRANS SEEMING TO POP OUT OF GEAR WHEN COMING TO A STOP THOUGH. RAN GFF AND FOUND NO FAULTS.
07/07/2009	14:12	ISSUE OPENED BY DEALERSHIP
07/07/2009	14:24	ADVISED TECH TO PLEASE VERIFY TRANSMISSION FLUID LEVEL AND CONDITION. PERFORM BASIC SETTINGS IN ACCORDANCE WITH TT: 37-09-03. IF THE VEHICLE WERE TO STALL AND/OR NOT COMPLETE THE BASICS SETTINGS RETURN A PHONE CALL TO THE HELPLINE. RE-EVALUATE THE CONCERN AFTER SETTING BASIC SETTINGS. IF THE ISSUE IS STILL PRESENT, PLEASE REPLACE THE MECHATRONIC, FLUID, FILTER, AND BOLTS. ONCE REPAIR HAVE BEEN COMPLETED, PLEASE PERFORM BASIC SETTINGS ONCE AGAIN. PLEASE KEEP THE VTA UPDATED WITH YOUR PROGRESS.
07/07/2009	14:24	CUSTOMER COMMENTS: CUSTOMER REPORTS OF A HARSH SHIFTING CONCERN, WILL SURGE ON ACCELERATION FROM A STOP, WHEN COMING TO A STOP THE TRANSMISSION FEELS LIKE IT POPS OUT OF GEAR.
07/07/2009	14:24	WORKSHOP FINDINGS: ROAD TESTED THE VEHICLE AND FOUND A STRONG HESITATION ON ACCELERATION FROM A STOP. COULD NOT VERIFY THE TRANS SEEMING TO POP OUT OF GEAR WHEN COMING TO A STOP THOUGH. RAN GFF AND FOUND NO FAULTS. MVB 54 = H45E0062; MVB 64/1= 0, /2= 0.
07/14/2009	16:05	SPOKE TO CHADLER STATES CAR IS P1 ~ RED/BACK ORDERED PARTS
07/17/2009	11:21	STILL WAITING FOR PARTS AT THIS TIME.
07/17/2009	11:38	THANKS FOR THE UPDATE.
07/20/2009	14:04	STILL NO PARTS AT THIS TIME.
07/20/2009	19:06	THANKS FOR THE UPDATE.
07/27/2009	11:29	STILL WAITING FOR PARTS.
07/27/2009	18:18	THANKS FOR THE UPDATE.
07/30/2009	13:02	PART HAS ARRIVED, CUSTOMER HAS APPT SCHEDULED FOR AUGUST 6. CLOSING TICKET AT THIS TIME.
07/30/2009	19:01	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/30/2009	19:01	ISSUE UPDATED

Consultant's Closing Comments

CUSTOMER TO RETURN FOR INSTALLATION FOR MECHATRONICS.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
475500	EOS	2008	WVWBA71F08V [REDACTED]	23652	3885	07/07/2009	USA

Workshop Finding

TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM. BASIC SETTINGS PERFORMED. VEHICLE STALLED ON THE 1ST RUN BUT NOT AGAIN AFTER THAT. MVB 54 IS H37.

Activity Date	Activity Time	Activity Comments
07/07/2009	14:16	HARSH SHUTTERING ON TAKE OFF AND REVERSE TRIED TO SET MANUAL BASIC SETTING AND ENGINE DIED DURING PROCEEDURE. USUALLY REPLACE MECH UNIT BUT NEVER HAD ENGINE DIED DURING PROCEDURE. FORGOT VALUE BLOCK FOR DATE ON MECH UNIT
07/07/2009	14:16	ISSUE OPENED BY DEALERSHIP
07/07/2009	14:24	ADVISED THE TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT.
07/07/2009	14:24	CUSTOMER COMMENTS: HARSH SHUTTERING ON TAKE OFF AND REVERSE TRIED TO SET MANUAL BASIC SETTING AND ENGINE DIED DURING PROCEEDURE. USUALLY REPLACE MECH UNIT BUT NEVER HAD ENGINE DIED DURING PROCEDURE. FORGOT VALUE BLOCK FOR DATE ON MECH UNIT
07/07/2009	14:24	WORKSHOP FINDINGS: TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM. BASIC SETTINGS PERFORMED. VEHICLE STALLED ON THE 1ST RUN BUT NOT AGAIN AFTER THAT. MVB 54 IS H37.
07/08/2009	15:19	ORDERED MECH UNIT. THANKS FOR HELP
07/08/2009	21:14	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/08/2009	21:14	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
475507	EOS	2009	WVWBA71F19V [REDACTED]	1537	3885	07/07/2009	USA

Workshop Finding
n/a

Activity Date	Activity Time	Activity Comments
07/07/2009	14:19	CUSTOMER SAYS THE TRANSMISSION FEELS VERY IRRATIC/ REVS AND WILL NOT MOVE FROM A STOP AT TIMES AND VERY SLUGGISH AND HESITATES. RAN GFF AND NO FAULTS IN ENTIRE VEHICLE. ROAD TEST AND FELT CONCERN ONCE. WHILE DRIVING ENGINE JUST REVED UP AND NO RESPONSE TO TRANSMISSION.
07/07/2009	14:19	ISSUE OPENED BY DEALERSHIP
07/07/2009	14:25	CUSTOMER COMMENTS: CUSTOMER SAYS THE TRANSMISSION FEELS VERY IRRATIC/ REVS AND WILL NOT MOVE FROM A STOP AT TIMES AND VERY SLUGGISH AND HESITATES. RAN GFF AND NO FAULTS IN ENTIRE VEHICLE. ROAD TEST AND FELT CONCERN ONCE. WHILE DRIVING ENGINE JUST REVED UP AND NO RESPONSE TO TRANSMISSION.
07/07/2009	14:25	PLEASE CHECK MVB 64
07/07/2009	14:35	MVB 64 54 AND 88, ADVISED TECH TO REPLACE THE G509 AND ALL MECH UNIT BOLTS THEN PERFORM BASIC SETTINGS PER TT 37-09-03. CLOSE OUT VTA.
07/14/2009	13:32	SPOKE WITH JOHN IN SERVICE. NO UPDATE IS AVAILABLE AT THIS TIME. TECH TO UPDATE THE VTA AND CLOSE CASE IF THE VEHICLE HAS BEEN RELEASED. D2
07/15/2009	09:35	ORDERED TEMPERATURE SENSOR AND BOLTS FOR MECHATRONICS UNIT. CUSTOMER PICKED UP VEHICLE.
07/15/2009	23:32	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/15/2009	23:32	ISSUE UPDATED

Consultant's Closing Comments
ORDERED TEMPERATURE SENSOR AND BOLTS FOR MECHATRONICS UNIT. CUSTOMER PICKED UP VEHICLE.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
475549	JETTA	2008	3VWRJ71K98M [REDACTED]	20164	3885	07/07/2009	USA

Workshop Finding

TECH IS NOT ABLE TO DUPLICATED. CHECKED MVB 54 READING ARE J04B0523.

Activity Date	Activity Time	Activity Comments
07/07/2009	15:05	C/S VEHICLE LURCHERS IN LOW AND BACKING SPEEDS.TECH IS NOT ABLE TO DUPLICATED,CHECKED MVB 54 READING ARE J04B0523.
07/07/2009	15:05	ISSUE OPENED BY DEALERSHIP
07/07/2009	15:18	ADVISED TECH TO PLEASE CHECK MVB 32. BOTH FIELDS SHOULD BE +/- 5%. PLEASE VERIFY THE TRANSMISSION FLUID LEVEL AND CONDITION IS CORRECT. PLEASE SET BASICS SETTING OF THE TRANSMISSION USING TT: 37-09-03 AS A REFERENCE. IF THE VEHICLE WERE TO STALL AND/OR NOT PASS BASIC SETTINGS, RETURN A CALL TO THE HELPLINE. PLEASE CONTINUE TO ROAD TEST THE VEHICLE AND EVALUATE THE CONCERN AFTER THE BASIC SETTING PROCEDURE IS COMPLETE. IF YOU ARE ABLE TO DUPLICATE THE CONCERN, PLEASE REPLACE THE MECHATRONIC, FLUID, FILTER, AND BOLTS. PLEASE KEEP THE VTA UPDATED WITH YOUR PROGRESS.
07/07/2009	15:18	CUSTOMER COMMENTS: C/S VEHICLE LURCHERS IN LOW AND BACKING SPEEDS.
07/07/2009	15:18	WORKSHOP FINDINGS: TECH IS NOT ABLE TO DUPLICATED. CHECKED MVB 54 READING ARE J04B0523.
07/08/2009	16:20	TECH PERF. BASIC SETTING,DROVE VEHICLE,FELT OK,STILL UNABLE TO DUPLICATED.TECH ADVISED CUSTOMER TO RIDE WITH HIM TO VERIFY CONCERN.
07/08/2009	16:36	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/08/2009	16:36	ISSUE UPDATED

Consultant's Closing Comments

TECHNICIAN UNABLE TO DUPLICATE THE CUSTOMER'S CONCERN.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
475559	EOS	2008	WVWBA71F98V [REDACTED]	8920	3885	07/07/2009	USA

Workshop Finding

n/a

Activity Date	Activity Time	Activity Comments
07/07/2009	15:14	ISSUE OPENED BY DEALERSHIP
07/07/2009	15:14	TRANS IS JUMPY WHAN ACCELERATE GOING UP HILL ALSO ROLLS BACK
07/07/2009	15:25	ADVISED TO CK MVB 54 & 64 UPDATE TICKET AND CALL BACK.
07/07/2009	15:25	CUSTOMER COMMENTS: TRANS IS JUMPY WHAN ACCELERATE GOING UP HILL ALSO ROLLS BACK
07/07/2009	15:33	CHECK MVB 54 J03P0594 AND 64 FIELD 1- 0 FIELD 2-0
07/07/2009	15:34	ADVISED TO REPLACE MECHATRONICS UNIT, FLUID, FILTER AND BOLTS.
07/13/2009	08:38	WATING FOR PARTS THANKS FOR UR HELP
07/13/2009	11:12	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/13/2009	11:12	ISSUE UPDATED

Consultant's Closing Comments

D1 WATING FOR PARTS

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
475563	EOS	2008	WVWBA71F18V [REDACTED]	32427	3885	07/07/2009	USA

Workshop Finding
n/a

Activity Date	Activity Time	Activity Comments
07/07/2009	15:16	CAR HESITATES ON LIGHT ACCEL, AFTER SHIFT THROUGH 1ST 2ND GEARS JUMPS AND HESITATES FOR A SEC OR 2 THEN SHIFTS TO 3, NO TCM CODES AND P0442 SMALL EVAP LEAK SPORADIC STORED IN ECM
07/07/2009	15:16	ISSUE OPENED BY DEALERSHIP
07/07/2009	15:22	CUSTOMER COMMENTS: CAR HESITATES ON LIGHT ACCEL, AFTER SHIFT THROUGH 1ST 2ND GEARS JUMPS AND HESITATES FOR A SEC OR 2 THEN SHIFTS TO 3, NO TCM CODES AND P0442 SMALL EVAP LEAK SPORADIC STORED IN ECM
07/07/2009	15:22	MVB 54 H17. ADVISED TO SET BASIC SETTINGS THRU VSD ROAD TEST VEHICLE IF CONDITION STILL PRESENT REPLACE MECHATRONICS UNIT, FLUID, FILTER AND BOLTS.
07/07/2009	15:26	ISSUE UPDATED
07/07/2009	15:48	AFTER PREFORMING BASIC SETTINGS, TRANS STILL HESISTATES THROUGH 2ND GEAR, PART ON RED ORDER, RELEASING CAR TO CUSTOMER.
07/07/2009	16:00	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/07/2009	16:00	ISSUE UPDATED

Consultant's Closing Comments
D1 AFTER PREFORMING BASIC SETTINGS, TRANS STILL HESISTATES THROUGH 2ND GEAR, PART ON RED ORDER, RELEASING CAR TO CUSTOMER.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
475574	JETTA	2009	3VWPL71K09M [REDACTED]	10706	3885	07/07/2009	USA

Workshop Finding

TRANSMISSION HAS A HESITATION (2 TO 3 SECONDS) BEFORE ENGAGING FROM A STOP. CONSTANT CONCERN, CAN DUPLICATE EVERY SINGLE TIME. RAN GFF, NO DTC'S IN ENTIRE SYSTEM. CHECKED FLUID LEVEL. FLUID LEVEL IS AT SPECS. NO LEAKS ARE PRESENT.

Activity Date	Activity Time	Activity Comments
07/07/2009	15:27	CUSTOMER STATES: BAD HESITATION FROM A STOP. VERFIED CUSTOMERS CONCERN. TRANSMISSION HAS A HESITATION (2 TO 3 SECONDS) BEFORE ENGAGING FROM A STOP. CONSTANT CONCERN, CAN DUPLICATE EVERY SINGLE TIME. RAN GFF, NO DTC'S IN ENTIRE SYSTEM. CHECKED FLUID LEVEL. FLUID LEVEL IS AT SPECS. NO LEAKS ARE PRESENT.
07/07/2009	15:27	ISSUE OPENED BY DEALERSHIP
07/07/2009	15:29	ADVISE TECH TO GET READINGS FROM MVB 54 AND 64 IN TCM , PERFORM BASIC SETTINGS PER TT 37-09-03.
07/07/2009	15:29	CUSTOMER COMMENTS: CUSTOMER STATES: BAD HESITATION FROM A STOP. VERFIED CUSTOMERS CONCERN.
07/07/2009	15:29	WORKSHOP FINDINGS: TRANSMISSION HAS A HESITATION (2 TO 3 SECONDS) BEFORE ENGAGING FROM A STOP. CONSTANT CONCERN, CAN DUPLICATE EVERY SINGLE TIME. RAN GFF, NO DTC'S IN ENTIRE SYSTEM. CHECKED FLUID LEVEL. FLUID LEVEL IS AT SPECS. NO LEAKS ARE PRESENT.
07/07/2009	16:16	PERFORMED BASIC SETTINGS FOR DSG. TEST DROVE, CONCERN STILL PRESENT. MVB 54: J18A0428. MVB 64: CHANNEL 1: 0, CHANNEL 2: 0
07/07/2009	16:19	ADVISE TECH TO REPLACE MECHATRONICS, FLUID , FILTER AND BOLTS. REPERFORM BASIC SETTINGS.
07/07/2009	16:53	ORDERED MECH UNIT.
07/08/2009	07:41	THANK YOU FOR THE UPDATE.
07/10/2009	09:00	UPDATED CASE STATUS TO P1
07/10/2009	16:02	PARTS STILL ON ORDER
07/13/2009	17:36	THANKS FOR THE UPDATE
07/14/2009	15:00	REMOVED AND REPLACED MECHATRONICS UNIT, FLUID, FILTER AND BOLTS. PERFORMED BASIC SETTINGS. TEST DROVE. TEST DROVE INDICATED NO FAULTS OR DTC'S. TRANSMISSION IS SHIFTING SMOOTH THROUGH ALL GEARS AND TIPTRONIC OPERATION IS ALSO SMOOTH.
07/14/2009	15:41	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/14/2009	15:41	ISSUE UPDATED

Consultant's Closing Comments

REPLACED MECHATRONICS UNIT, FLUID, FILTER AND BOLTS.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
475577	JETTA	2008	3VWRJ71K48M [REDACTED]	17803	3885	07/07/2009	USA

Workshop Finding

IN BOTH THE FORWARD AND REVERSE DIRECTION. THE CAR IS EQUIPPED WITH A BPY AND A DSG. THERE ARE NO TRANSMISSION TROUBLE CODES. I COMPARED THE ENGAGEMENT CHARACTERISTICS TO OTHER DSG CARS IN THE SHOP, AND THEY SEEM TO BE SIMILAR. MY SERVICE WRITER REQUESTED THAT WE OPEN A VTA ON THE VEHICLE.

Activity Date	Activity Time	Activity Comments
07/07/2009	15:28	ISSUE OPENED BY DEALERSHIP
07/07/2009	15:28	THE CUSTOMER CONCERN REGARDING THIS 08 JETTA IS THAT THE VEHICLE BUCKS AT INITIAL TAKEOFF, IN BOTH THE FORWARD AND REVERSE DIRECTION. THE CAR IS EQUIPPED WITH A BPY AND A DSG. THERE ARE NO TRANSMISSION TROUBLE CODES. I COMPARED THE ENGAGEMENT CHARACTERISTICS TO OTHER DSG CARS IN THE SHOP, AND THEY SEEM TO BE SIMILAR. MY SERVICE WRITER REQUESTED THAT WE OPEN A VTA ON THE VEHICLE.
07/07/2009	15:31	ADVISE TECH TO GET READING FROM MVB 54 IN TCM .
07/07/2009	15:31	CUSTOMER COMMENTS: THE CUSTOMER CONCERN REGARDING THIS 08 JETTA IS THAT THE VEHICLE BUCKS AT INITIAL TAKEOFF,
07/07/2009	15:31	WORKSHOP FINDINGS: IN BOTH THE FORWARD AND REVERSE DIRECTION. THE CAR IS EQUIPPED WITH A BPY AND A DSG. THERE ARE NO TRANSMISSION TROUBLE CODES. I COMPARED THE ENGAGEMENT CHARACTERISTICS TO OTHER DSG CARS IN THE SHOP, AND THEY SEEM TO BE SIMILAR. MY SERVICE WRITER REQUESTED THAT WE OPEN A VTA ON THE VEHICLE.
07/07/2009	15:48	PLEASE REPLACE THE MECHATRONICS UNIT.
07/07/2009	15:48	TECH STATES MVB 54/ J06R0354
07/08/2009	10:10	MECHATRONICS PARTS ON ORDER.
07/08/2009	10:53	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/08/2009	10:53	ISSUE UPDATED

Consultant's Closing Comments

EPLACE THE MECHATRONICS UNIT.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
475586	JETTA	2008	3VWBJ71KX8M [REDACTED]	27499	3885	07/07/2009	USA

Workshop Finding
n/a

Activity Date	Activity Time	Activity Comments
07/07/2009	15:33	CUSTOMER STATES JERKING FEELING UNDER ACCEL.
07/07/2009	15:33	ISSUE OPENED BY DEALERSHIP
07/07/2009	15:39	CUSTOMER COMMENTS: CUSTOMER STATES JERKING FEELING UNDER ACCEL.
07/07/2009	15:39	MVB 54 H30. ADVISED TO REPLACE MECHATRONICS UNIT, FLUID, FILTER AND BOLTS
07/14/2009	16:48	P1 WAITING ON BACK ORDERED PARTS.
07/15/2009	12:33	CAR HAS LEFT DEALERSHIP UNTIL PART ARRIVES.
07/15/2009	13:52	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/15/2009	13:52	ISSUE UPDATED

Consultant's Closing Comments
C1 CAR HAS LEFT DEALERSHIP UNTIL PART ARRIVES.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
475597	JETTA	2009	3VWAL71K29M [REDACTED]	1988	3885	07/07/2009	USA

Workshop Finding

TEST DROVE VEHICLE 12 MILES IN DIFFERENT ROAD CONDITIONS AND GEARS... SHIFTER AND TRANMISSION WOKING NORMALLY.. CHECK FOR CODES, NO CODES WHERE FOUND... PREVIOUS TECH LINE ADVISED TO CHECK MVB 54 AND 64 IN TCM, (MVB #54 J39A0282. MVB #64 FIELD 1: 23 FIELD 2: 50)PLEASE ADVISE

Activity Date	Activity Time	Activity Comments
07/07/2009	15:39	CUSTOMER STATES SHIFT DISPLAY STARTS LIGHTING UP, STARTS JERKING, WOULDNT GO IN DRIVE... TEST DROVE VEHICLE 12 MILES IN DIFFERENT ROAD CONDITIONS AND GEARS... SHIFTER AND TRANMISSION WOKING NORMALLY.. CHECK FOR CODES, NO CODES WHERE FOUND... PREVIOUS TECH LINE ADVISED TO CHECK MVB 54 AND 64 IN TCM, (MVB #54 J39A0282. MVB #64 FIELD 1: 23 FIELD 2: 50)PLEASE ADVISE
07/07/2009	15:39	ISSUE OPENED BY DEALERSHIP
07/07/2009	15:45	ADVISE TECH TO REPLACE SPEED SENSOR/ TEMP SENSOR IN TRANS AND MECHOTRONIC BOLTS.
07/07/2009	15:45	CUSTOMER COMMENTS: CUSTOMER STATES SHIFT DISPLAY STARTS LIGHTING UP, STARTS JERKING, WOULDNT GO IN DRIVE...
07/07/2009	15:45	WORKSHOP FINDINGS: TEST DROVE VEHICLE 12 MILES IN DIFFERENT ROAD CONDITIONS AND GEARS... SHIFTER AND TRANMISSION WOKING NORMALLY.. CHECK FOR CODES, NO CODES WHERE FOUND... PREVIOUS TECH LINE ADVISED TO CHECK MVB 54 AND 64 IN TCM, (MVB #54 J39A0282. MVB #64 FIELD 1: 23 FIELD 2: 50)PLEASE ADVISE
07/13/2009	18:10	PARTS ORDERED.. STILL WAITING FOR PARTS
07/13/2009	18:11	PARTS ORDERED WILL RE-OPEN VTA WHEN VEHICLE IS AVAILABLE FOR SERVICE
07/14/2009	15:42	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/14/2009	15:42	ISSUE SENT TO DEALERSHIP
07/14/2009	15:42	ISSUE UPDATED

Consultant's Closing Comments

REPLACE SPEED SENSOR/ TEMP SENSOR IN TRANS AND MECHOTRONIC BOLTS.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
475737	JETTA	2008	3VWRA71K88M [REDACTED]	195306	3885	07/07/2009	USA

Workshop Finding
n/a

Activity Date	Activity Time	Activity Comments
07/07/2009	18:02	CUSTATE WHILE DRIVING RPM GO UP AND DOWN WHILE COMMING TO STOP SIGN
07/07/2009	18:02	ISSUE OPENED BY DEALERSHIP
07/07/2009	18:12	ADVISED TO SET BASIC SETTINGS 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.
07/07/2009	18:12	CUSTOMER COMMENTS: CUST STATE WHILE DRIVING RPM GO UP AND DOWN WHILE COMMING TO STOP SIGN
07/07/2009	18:55	MVB 54 J15 MVB 64 0 AND 0, ADVISED TECH TO REPLACE THE MECH UNIT, BOLTS, FILTER AND FLUID THEN RERUN BASIC SETTINGS. CLOSE OUT VTA WHEN COMPLETED.
07/14/2009	15:31	SPOKE TO PADRO WAITING ON PARTS P1 ~ RED/BACK ORDERED PARTS
08/07/2009	12:45	STILL WAITTING FOR PART .
08/07/2009	18:06	P1 WAITING ON PARTS. THANK YOU FOR THE UPDATE.
08/13/2009	11:57	REPLACED MECATRONIC PERFORM BASIC SETTINGS
08/13/2009	12:26	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
08/13/2009	12:26	ISSUE UPDATED

Consultant's Closing Comments
D1 REPLACED MECATRONIC PERFORM BASIC SETTINGS

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
475797	JETTA	2009	3VWRL81K89M [REDACTED]	2634	3885	07/08/2009	USA

Workshop Finding

MVB 54 =J41P0630 MVB 64 = 32/74

Activity Date	Activity Time	Activity Comments
07/08/2009	08:49	CUSTOMER STATES THAT AT THE TIMES WHILE DRIVING CAR WILL GO INTO NUETRAL,ALSO AT THE STOPS WHEN TRYING TO PULL OUT CAR WILL JUST REV.EVEN AFTER PUT IN TO PARK AND BACK IN DRIVE IT WILL REV. WHEN THIS HAPPENS ALL TRANZ GEAR INDICATOR LAMPS IN THE CLUSTER WILL FLASH. TEST DROVE, DRIVES AND SHIFTS OK. SCANED FOR FAULTS USING GFF. NO FAULTS FOUND. CHECKED TSBS. NO TSB FOUND.
07/08/2009	08:49	ISSUE OPENED BY DEALERSHIP
07/08/2009	08:57	ADVISE TECH TO REPLACE INPUT SPEEDSENSOR/ TEMP SENSOR, AND MECHATRONIC BOLTS.
07/08/2009	08:57	WORKSHOP FINDINGS: MVB 54 =J41P0630 MVB 64 = 32/74
07/13/2009	08:33	REPLACEMENT PARTS NOT HERE YET.WILL UPDATE WHEN HERE & INSTALLED.
07/13/2009	17:36	THANKS FOR THE UPDATE
07/14/2009	08:02	NO PARTS YET.
07/15/2009	13:42	P1 SPOKE TO SHAWN IN SERVICE WAITING ON RED ORDER PART.
07/16/2009	07:35	NO PARTS YET.
07/17/2009	13:51	TRYING TO GET AN UPDATE ON PART LOCATION FROM PARTS DEPT THIS AFTERNOON.FOREMAN.
07/17/2009	13:56	PART ON BACK ORDER, WILL REPLACE ORDER ON RED ORDER. AS PER PARTS DEPT. FOREMAN.
07/20/2009	16:58	THANKS FOR THE UPDATE, PLEASE CALL BACK IF FURTHER ASSISTANCE IS NEEDED.
07/22/2009	07:59	PARTS DEPT SAYS ALL PARTS CAME IN THIS MORNING.TECH WILL BE BRINGING CAR IN THIS MORNING TO GET STARTED ON IT.FOREMAN
07/22/2009	16:32	REPLACED SPEED SENSOR. USING NEW BOLTS FOR THE MECHATRONIC. REPLACED OIL AND FILTER. SET BASIC SETTINGS FOR DSG TRANS. TEST DROVE. SEEM TO RUN AND SHIFT OK. CHECKED FOR FAULTS, NO FAULTS FOUND.
07/22/2009	17:45	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/22/2009	17:45	ISSUE SENT TO DEALERSHIP
07/22/2009	17:45	ISSUE UPDATED

Consultant's Closing Comments

REPLACED SPEED SENSOR. USING NEW BOLTS FOR THE MECHATRONICS

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
475811	JETTA	2008	3VWRJ71K58M [REDACTED]	6384	3885	07/08/2009	USA

Workshop Finding
THIS VEHICLE HAS A DSG TRANSMISSION

Activity Date	Activity Time	Activity Comments
07/08/2009	09:04	ISSUE OPENED BY DEALERSHIP
07/08/2009	09:04	VEHICLE LURCHES/BUCKS DURING ACCELERATION IN FIRST GEAR. CUSTOMER CONCERN HAS BEEN DUPLICATED.
07/08/2009	09:12	CUSTOMER COMMENTS: VEHICLE LURCHES/BUCKS DURING ACCELERATION IN FIRST GEAR. CUSTOMER CONCERN HAS BEEN DUPLICATED.
07/08/2009	09:12	THE SHOP WILL HAVE TO REPLACE THE MECHATRONICS TO REPAIR THIS VEHICLE.
07/08/2009	09:12	WORKSHOP FINDINGS: THIS VEHICLE HAS A DSG TRANSMISSION
07/08/2009	09:15	REPLACE MECHATRONICS UNIT.
07/08/2009	10:04	HELLO WESLEY, WE CAN NOT CLOSE OUT THIS TICKET UNTIL THE PART ARRIVES AT THE DEALER OR THE CAR HAS LEFT. PLEASE LET US KNOW IF EITHER ONE OF THESE TWO THINGS HAS HAPPENED. THANK YOU IN ADVANCE.
07/15/2009	14:15	CONTACTED DEALERSHIP AND WAS TRANSFERRED TO JACK SMITH'S VOICEMAIL. WILL RETURN PHONE CALL LATER.
07/16/2009	13:23	SPOKE TO CEZAR - AWAITING PARTS.
08/25/2009	13:38	PARTS ARRIVED AWAITING VEHICLE RETURN ON FRIDAY 28TH 2009
08/25/2009	17:30	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
08/25/2009	17:30	ISSUE UPDATED

Consultant's Closing Comments
DEALER REPORTS THE MECHATRONICS HAS ARRIVED AND WILL INSTALL WHEN CUSTOMER RETURNS

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
475827	JETTA	2008	3VWRJ71K48M [REDACTED]	33987	3885	07/08/2009	USA

Workshop Finding

TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM. MVB 54 IS H50 AND MVB 64 IS 0/0.

Activity Date	Activity Time	Activity Comments
07/08/2009	09:25	CUSTOMER STATES WHEN VEHICLE IS AT OPERATING TEMP THE TRANS SLAMS INTO GREARS ON DOWN SHIFT AND UP SHIFT. MOSTLY DOWN SHIFT WHEN COMING TO A STOP. TEST DROVE FOUND HARSH DOWN SHIFT FROM 2 TO 1. CHECKED CODES NO CODES. MVB 64 IS 0 AND 0 IN FIELDS 1 AND 2.
07/08/2009	09:25	ISSUE OPENED BY DEALERSHIP
07/08/2009	09:32	ADVISED THE TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT.
07/08/2009	09:32	WORKSHOP FINDINGS: TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM. MVB 54 IS H50 AND MVB 64 IS 0/0.
07/09/2009	10:31	PARTS ON RED ORDER
07/09/2009	13:37	THANK YOU FOR THE UPDATE. REMEMBER TO UPDATE AND CLOSE THE TICKET.
07/13/2009	11:25	PARTS ON RED ORDER
07/13/2009	21:36	THANK YOU FOR THE UPDATE. REMEMBER TO UPDATE AND CLOSE THE TICKET.
07/15/2009	14:20	P1 VEHICLE HOLDING FOR RED ORDERD PARTS.
07/23/2009	09:48	PART STILL ON RED ORDER
07/23/2009	20:56	THANK YOU FOR THE UPDATE. REMEMBER TO UPDATE AND CLOSE THE TICKET.
07/29/2009	12:08	INSTALLED ORDERED PARTS. TEST DROVE NORMAL
07/29/2009	22:35	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/29/2009	22:35	ISSUE UPDATED

Consultant's Closing Comments

TECH REPLACED THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
475846	JETTA	2008	3VWRJ71K38M [REDACTED]	28281	3885	07/08/2009	USA

Workshop Finding
 THE SHOP STATES WHEN YOU ARE TAKING OFF FROM A STOP VEHICLE JERKS IN 1ST GEAR WHEN HOT.

Activity Date	Activity Time	Activity Comments
07/08/2009	09:41	AFTER CAR IS HOT FEELS LIKE CAR WILL STALL COME FROM A STOP
07/08/2009	09:41	ISSUE OPENED BY DEALERSHIP
07/08/2009	09:53	CUSTOMER COMMENTS: AFTER CAR IS HOT FEELS LIKE CAR WILL STALL COME FROM A STOP
07/08/2009	09:53	DUE TO THE COMPLAINT AND VERIFICATION OF THIS PROBLEM THE SHOP WILL HAVE TO REPLACE THE MECHATRONICS.
07/08/2009	09:53	WORKSHOP FINDINGS: THE SHOP STATES WHEN YOU ARE TAKING OFF FROM A STOP VEHICLE JERKS IN 1ST GEAR WHEN HOT.
07/15/2009	13:18	STEVE STATES PART ON BACK ORDER P1
07/30/2009	09:30	REPLACED MEGATRONIC AND CAR SHIFTS FINE NOW
07/30/2009	18:25	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/30/2009	18:25	ISSUE UPDATED

Consultant's Closing Comments
 THE SHOP REPLACED THE MECHATRONICS VEHICLE SHIFTS GREAT NOW.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
475872	EOS	2008	WVWBA71F18V [REDACTED]	10214	3885	07/08/2009	USA

Workshop Finding

THE SHOP HAS DUPLICATED THE CONCERN WHEN THE VEHICLE WAS HOT AND BASIC SETTINGS HAS NOT CHANGE A THING.

Activity Date	Activity Time	Activity Comments
07/08/2009	10:11	CUSTOMER STATES CAR JERKS UPON ACCELERATION FROM STOP
07/08/2009	10:11	ISSUE OPENED BY DEALERSHIP
07/08/2009	10:15	CUSTOMER COMMENTS: CUSTOMER STATES CAR JERKS UPON ACCELERATION FROM STOP
07/08/2009	10:15	DUE TO THE COMPLAINT THE SHOP WILL HAVE TO REPLACE THE MECHATRONICS. PART WILL NEED TO BE RED ORDERED.
07/08/2009	10:15	WORKSHOP FINDINGS: THE SHOP HAS DUPLICATED THE CONCERN WHEN THE VEHICLE WAS HOT AND BASIC SETTINGS HAS NOT CHANGE A THING.
07/08/2009	16:09	RED ORDERED MECHATRONICS UNIT. PLEASE CLOSE TICKET
07/08/2009	17:12	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/08/2009	17:12	ISSUE UPDATED

Consultant's Closing Comments

THE SHOP HAS THE MECHATRONIC ON ORDER AND HAS REQUESTED THE TICKET TO BE CLOSED.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
475873	JETTA	2008	3VWRJ71K08M [REDACTED]	22797	3885	07/08/2009	USA

Workshop Finding
n/a

Activity Date	Activity Time	Activity Comments
07/08/2009	10:11	CUSTOMER STATES VEHICLE RPMS ARE IRRATIC AT IDLE AND JERKS WHEN ACCELERATING, DUPLICATED CUSTOMERS CONCERN, SET BASIC SETTINGS AS IN TECH TIP AND RE DROVE VEHICLE, STILL ACTS UP AT TIMES. BUILD DATE MEASURE VALUE BLOCK 54 IS J02R0128
07/08/2009	10:11	ISSUE OPENED BY DEALERSHIP
07/08/2009	10:15	ADVISED TO REPLACE MECHATRONICS UNIT, FLUID, FILTER AND BOLTS.
07/08/2009	10:15	CUSTOMER COMMENTS: CUSTOMER STATES VEHICLE RPMS ARE ERRATIC AT IDLE AND JERKS WHEN ACCELERATING, DUPLICATED CUSTOMERS CONCERN, SET BASIC SETTINGS AS IN TECH TIP AND RE DROVE VEHICLE, STILL ACTS UP AT TIMES. BUILD DATE MEASURE VALUE BLOCK 54 IS J02R0128
07/08/2009	10:22	ISSUE UPDATED
07/08/2009	10:29	ORDERED PARTS, RELEASED CAR TO CUSTOMER
07/08/2009	12:54	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/08/2009	12:54	ISSUE UPDATED

Consultant's Closing Comments
D1 ORDERED PARTS, RELEASED CAR TO CUSTOMER

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
475965	EOS	2008	WVWFA71F78V [REDACTED]	8129	3885	07/08/2009	USA

Workshop Finding

n/a

Activity Date	Activity Time	Activity Comments
07/08/2009	11:28	CUSTOMER STATES CAR HAS A PULSATING JERKY TYPE FEEL WHEN ACCELERATING FROM A STOP TEST DROVE VERIFIED CONCERN SCANED FOR FAULTS NONE FOUND
07/08/2009	11:28	ISSUE OPENED BY DEALERSHIP
07/08/2009	11:35	CUSTOMER COMMENTS: CUSTOMER STATES CAR HAS A PULSATING JERKY TYPE FEEL WHEN ACCELERATING FROM A STOP TEST DROVE VERIFIED CONCERN SCANED FOR FAULTS NONE FOUND
07/08/2009	11:35	PHONE DISCONNECTED WHILE SPEAKING WITH TECHNICIAN. TRIED TO CALL THREE TIMES BUT ONLY GOT BUSY SIGNAL. MVB 54 J08 AND MVB 64 AT 0 AND 0 IN TCM. ADVISED TECH TO RUN BASIC SETTINGS AS OUTLINED IN TT 37-09-03. WE ALSO NEED TO REPLACE MECHATRONIC UNIT, FLUID, FILTER, AND BOLTS.
07/08/2009	11:36	REPLACE THE MECH UNIT.
07/13/2009	11:57	SPECIAL OREDERED MECH. UNIT CUSTOMER WILL RETURN WHEN UNIT COMES IN
07/13/2009	12:04	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/13/2009	12:04	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
475990	RABBIT	2008	WVWFV71K88W [REDACTED]	32877	3885	07/08/2009	USA

Workshop Finding

RAN GFF FOUND NO DTC'S TEST DROVE VEHICLE TRANSMISSION CLUNKS AT TIMES FROM 1ST TO SECOND OR FROM REVERSE TO DRIVE RPMS WILL DROP.

Activity Date	Activity Time	Activity Comments
07/08/2009	11:58	CUSTOMER STATES PART TIME CAR SURGES BACKING UP BADLY AND GOING FOWARD 1ST TO 2ND GEARS. RAN GFF FOUND NO DTCS TEST DROVE VEHICLE TRANSMISSION CLUNKS AT TIMES FROM 1ST TO SECOND OR FROM REVERSE TO DRIVE RPMS WILL DROP.
07/08/2009	11:58	ISSUE OPENED BY DEALERSHIP
07/08/2009	12:07	CUSTOMER COMMENTS: CUSTOMER STATES PART TIME CAR SURGES BACKING UP BADLY AND GOING FORWARD 1ST TO 2ND GEARS.
07/08/2009	12:07	TECH HAS SET BASIC SETTINGS AND MVB 54 IS H27. ADVISED TO REPLACE MECHATRONICS UNIT, FLUID, FILTER AND BOLTS.
07/08/2009	12:07	WORKSHOP FINDINGS: RAN GFF FOUND NO DTC'S TEST DROVE VEHICLE TRANSMISSION CLUNKS AT TIMES FROM 1ST TO SECOND OR FROM REVERSE TO DRIVE RPMS WILL DROP.
07/15/2009	13:31	TALKED TO COBY IN SERVICE THE CAR IS DONE HE WILL HAVE THE TECH CLOSE THE TICKET.....D1
07/15/2009	13:35	SPECIAL ORDERD MECHATRONICS UNIT ON BACK ORDER CUSTOMER WILL RETURN VEHICLE WHEN PARTS COME IN.
07/15/2009	13:53	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/15/2009	13:53	ISSUE UPDATED

Consultant's Closing Comments

D1 SPECIAL ORDERD MECHATRONICS UNIT ON BACK ORDER CUSTOMER WILL RETURN VEHICLE WHEN PARTS COME IN.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
476012	JETTA	2009	3VWTL71K39M [REDACTED]	3539	3885	07/08/2009	USA

Workshop Finding
n/a

Activity Date	Activity Time	Activity Comments
07/08/2009	12:15	ISSUE OPENED BY DEALERSHIP
07/08/2009	12:15	THE CUSTOMER STATES THAT AFTER DRIVING FOR A LONG PERIOD OF TIME MOSTLY HIGHWAY THE TRANSMISSION WILL GO INTO NEUTRAL AND THE GREEN SIFT LOCK LIGHT COMES ON ON THE DASH CUSTOMER PRESSES THE BRAKE AND WHEN THE CAR SLOWS DOWN THE LIGHT GOES OFF AND GOES BACK IN GEAR. WE DROVE THE CAR FOR 34 MILES AND COULD NOT DUPLICATE THE CONCERN
07/08/2009	12:18	64 READS 44/64. PLEASE REPLACE THE G509
07/08/2009	12:18	CUSTOMER COMMENTS: THE CUSTOMER STATES THAT AFTER DRIVING FOR A LONG PERIOD OF TIME MOSTLY HIGHWAY THE TRANSMISSION WILL GO INTO NEUTRAL AND THE GREEN SIFT LOCK LIGHT COMES ON ON THE DASH CUSTOMER PRESSES THE BRAKE AND WHEN THE CAR SLOWS DOWN THE LIGHT GOES OFF AND GOES BACK IN GEAR. WE DROVE THE CAR FOR 34 MILES AND COULD NOT DUPLICATE THE CONCERN
07/08/2009	12:18	PLEASE CHECK MVB 64 IN THE TCM.
07/13/2009	15:49	PART WAS ORDERED ON 7/8/09 PART # 02E-927-321-A DOC #10058233287 PRODUCTION DATE 4/30/09
07/14/2009	22:21	THANKS FOR THE UPDATE.
07/15/2009	15:42	SPOKE WITH JEFF IN SERVICE. PARTS CAME IN TODAY AND VEHICLE IS BEING REASSEMBLED. TECH TO CLOSE VTA WHEN COMPLETE. P2
07/17/2009	12:07	INSTALLED NEW TEMP SENSOR AND RESET BASIC SETTINGS OF TRANS AND TEST DROVE ALL SEAMS TO BE OK THANKS
07/22/2009	18:42	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/22/2009	18:42	ISSUE UPDATED

Consultant's Closing Comments
INSTALLED NEW TEMP SENSOR AND RESET BASIC SETTINGS OF TRANS AND TEST DROVE ALL SEAMS TO BE OK THANKS

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
476051	JETTA	2008	3VWRA71K98M [REDACTED]	14690	3885	07/08/2009	USA

Workshop Finding

ROAD TESTED VEHICLE TO CONFIRM. RAN GFF WITH NO FAULTS. SET BASIC SETTING AS PER TECH TIP. ROAD TESTED 20 MILES WITH NO IMPROVEMENT. MEASURING BLOCK 54 IS J11 THE FIRST 3 DIGITS.

Activity Date	Activity Time	Activity Comments
07/08/2009	12:58	C/S TRANS BUCKS AND LURCHES. ROAD TESTED VEHICLE TO CONFIRM. RAN GFF WITH NO FAULTS. SET BASIC SETTING AS PER TECH TIP. ROAD TESTEF 20 MILES WITH NO IMPROVMENT. MEASURING BLOCK 54 IS J11 THE FIRST 3 DIGITS.
07/08/2009	12:58	ISSUE OPENED BY DEALERSHIP
07/08/2009	13:01	ADVISED TO REPLACE MECHATRONICS UNIT, FLUID, FILTER AND BOLTS.
07/08/2009	13:01	CUSTOMER COMMENTS: C/S TRANS BUCKS AND LURCHES.
07/08/2009	13:01	WORKSHOP FINDINGS: ROAD TESTED VEHICLE TO CONFIRM. RAN GFF WITH NO FAULTS. SET BASIC SETTING AS PER TECH TIP. ROAD TESTED 20 MILES WITH NO IMPROVEMENT. MEASURING BLOCK 54 IS J11 THE FIRST 3 DIGITS.
07/14/2009	14:34	SORRY CUSTOMER TOOK VEHICLE
07/14/2009	15:57	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/14/2009	15:57	ISSUE UPDATED

Consultant's Closing Comments

C1 CUSTOMER TOOK VEHICLE

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
476083	EOS	2008	WVWBA71F88V [REDACTED]	18341	3885	07/08/2009	USA

Workshop Finding

n/a

Activity Date	Activity Time	Activity Comments
07/08/2009	13:28	ISSUE OPENED BY DEALERSHIP
07/08/2009	13:28	SLOW SPEED JERKING REVERSE WORSE
07/08/2009	13:37	ADVISED TECH TO RUN BASIC SETTINGS PER TT 37-09-03. PLEASE UPDATE VTA AND GIVE US A CALL BACK WITH MVB 54 AND 64 IN TCM.
07/08/2009	13:37	CUSTOMER COMMENTS: SLOW SPEED JERKING REVERSE WORSE
07/08/2009	17:23	MVB 54 = H42B0561 MVB 64/1= 0, /2= 0.
07/08/2009	17:25	ADVISED TECH TO PLEASE REPLACE THE MECHATRONIC, FLUID, FILTER, AND MECH BOLTS. ONCE THE VEHICLE IS REPAIRED, PLEASE SET BASIC SETTINGS ACCORDING TO THE TECH TIP ONCE AGAIN. RE-EVALUATE THE CONCERN.
07/10/2009	09:01	UPDATED CASE STATUS TO P1
08/03/2009	11:45	STILL WAITING ON PARTS
08/03/2009	11:51	THANKS FOR UPDATE.
08/07/2009	14:50	PARTS ARRIVED,INSTALLED, WORKS 100% THANKS!
08/07/2009	14:58	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
08/07/2009	14:58	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
476134	EOS	2008	WVWBA71F78V [REDACTED]	16085	3885	07/08/2009	USA

Workshop Finding
CUSTOMER STATES SURGING OR HOLDING BACK ON LIGHT ACCELERATION

Activity Date	Activity Time	Activity Comments
07/08/2009	14:06	CUSTOMER STATES SURGING OR HOLDING BACK ON LIGHT ACCELERATION. NO FAULTS FOUND
07/08/2009	14:06	ISSUE OPENED BY DEALERSHIP
07/08/2009	14:11	CUSTOMER COMMENTS: CUSTOMER STATES SURGING OR HOLDING BACK ON LIGHT ACCELERATION. NO FAULTS FOUND
07/08/2009	14:11	PLEASE GET MVB 54 IN 02 CALL WITH THE RESULTS
07/08/2009	14:11	WORKSHOP FINDINGS: CUSTOMER STATES SURGING OR HOLDING BACK ON LIGHT ACCELERATION
07/08/2009	14:26	MVB 54 READS J06G0582
07/08/2009	14:28	PLEASE REPLACE THE MECH UNIT.
07/08/2009	14:39	MECH UNIT RED ORDERED. WILL REOPEN NEW VTA WHEN PARTS ARRIVE.
07/08/2009	14:40	CLOSE
07/08/2009	15:03	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/08/2009	15:03	ISSUE UPDATED

Consultant's Closing Comments
MECH UNIT RED ORDERED. WILL REOPEN NEW VTA WHEN PARTS ARRIVE.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
476149	RABBIT	2008	WVWKC71KX8W [REDACTED]	14470	3885	07/08/2009	USA

Workshop Finding

TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM. MVB 54 IS H25. FLUID LEVEL AND CONDITION ARE GOOD. BASIC SETTINGS PERFORMED.

Activity Date	Activity Time	Activity Comments
07/08/2009	14:29	ISSUE OPENED BY DEALERSHIP
07/08/2009	14:29	TRANSMISSION DOES NOT SHIFT PROPERLY. DELAY IN ENGAGING 1ST AND REVERSE. MVB 54: H25M0732 MVB 64: 0 0. NO FAULTS RECORDED. FLUID LEVEL AND CONDITION ARE OK.
07/08/2009	14:51	ADVISED THE TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT.
07/08/2009	14:51	CUSTOMER COMMENTS: TRANSMISSION DOES NOT SHIFT PROPERLY. DELAY IN ENGAGING 1ST AND REVERSE. MVB 54: H25M0732 MVB 64: 0 0. NO FAULTS RECORDED. FLUID LEVEL AND CONDITION ARE OK.
07/08/2009	14:51	WORKSHOP FINDINGS: TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM. MVB 54 IS H25. FLUID LEVEL AND CONDITION ARE GOOD. BASIC SETTINGS PERFORMED.
07/08/2009	15:08	PARTS ARE ON ORDER.
07/08/2009	16:38	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/08/2009	16:38	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
476173	JETTA	2009	3VWTL71K39M [REDACTED]	6491	3885	07/08/2009	USA

Workshop Finding

THERE WAS ANOTHER CAR WITH A DSG TRANS IN IT THAT ACTED THE SAME WAY BUT HAD A FAULT STORED IN IT FOR THE CLUTCH TEMPERATURE SENSOR. WHEN TALKED TO TECHLINE ON IT THEY SAID SOMETIME WHEN THE SENSOR FAILS DOES NOT SET ANY FAULTS BUT CAN STILL CAUSE SHIFTING ISSUE. I THINK THAT IS WHAT IS HAPPENING WITH THIS VEHICLE. WHILE ON THE PHONE, HAD TECH CHECK MVB 54 = J42N0302; AND MVB 64/1= 43, /2= 94.

Activity Date	Activity Time	Activity Comments
07/08/2009	14:46	CUSTOMER STATES THAT THE VEHICLE DISENGAGES WHEN SITTING AT A STOP. HAS ALSO DO NE THIS WHILE DRIVING ON THE HWY. CUSTOMER HAT TO TURN OFF AND RESTART FOR THIS CONSERN TO CORRECT. HAS HAPPENED SEVERAL TIMES IN LAST WEEK MORE SO AFTER VEHICL E HAS BEEN DROVE A WHILE. THERE WAS ANOTHER CAR WITH A DSG TRANS IN IT THAT ACTED THE SAME WAY BUT HAD A FAULT STORED IN IT FOR THE CLUTCH TEMPERATURE SENSOR. WHEN TALKED TO TECHLINE ON IT THEY SAID SOMETIME WHEN THE SENSOR FAILS DOES NOT SET ANY FAULTS BUT CAN STILL CAUSE SHIFTING ISSUE. I THINK THAT IS WHAT IS HAPPENING WITH THIS VEHICLE
07/08/2009	14:46	ISSUE OPENED BY DEALERSHIP
07/08/2009	15:00	ADVISED TECH TO PLEASE REPLACE THE G182/G509. THIS IS THE K1/K2 CLUTCH SPEED/TEMP SENSOR. THESE TWO SENSORS ARE BUILT INTO THE SAME COMPONENT. BE SURE TO REPLACE THE MECHATRONIC BOLTS WHEN PERFORMING THIS REPAIR. PLEASE USE THE PROCEDURE FOUND IN TT: 37-09-09 TO SET BASIC SETTING FOR THE TRANSMISSION.
07/08/2009	15:00	CUSTOMER COMMENTS: CUSTOMER STATES THAT THE VEHICLE DISENGAGES WHEN SITTING AT A STOP. HAS ALSO DO NE THIS WHILE DRIVING ON THE HWY. CUSTOMER HAT TO TURN OFF AND RESTART FOR THIS CONSERN TO CORRECT. HAS HAPPENED SEVERAL TIMES IN LAST WEEK MORE SO AFTER VEHICL E HAS BEEN DROVE A WHILE.
07/08/2009	15:00	WORKSHOP FINDINGS: THERE WAS ANOTHER CAR WITH A DSG TRANS IN IT THAT ACTED THE SAME WAY BUT HAD A FAULT STORED IN IT FOR THE CLUTCH TEMPERATURE SENSOR. WHEN TALKED TO TECHLINE ON IT THEY SAID SOMETIME WHEN THE SENSOR FAILS DOES NOT SET ANY FAULTS BUT CAN STILL CAUSE SHIFTING ISSUE. I THINK THAT IS WHAT IS HAPPENING WITH THIS VEHICLE. WHILE ON THE PHONE, HAD TECH CHECK MVB 54 = J42N0302; AND MVB 64/1= 43, /2= 94.
07/08/2009	15:13	HERE IS THE VSD PRINT OUT
07/08/2009	16:32	THANKS FOR THE UPDATE.
07/15/2009	13:44	TALKED TO PHILIP IN SERVICE THE CAR IS WAITING ON A PART.....P2
07/16/2009	14:18	REPLACED TEMPERATURE/SPEED SENSOR, REFILLED TRANS AND RESET BASIC SETTINGS TEST DROVE 20 MILES WITHOUT ISSUE.
07/16/2009	16:42	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/16/2009	16:42	ISSUE UPDATED

Consultant's Closing Comments

TECHNICIAN REPLACED K1/K2 G509/G182 TEMPERATURE/SPEED SENSOR, REFILLED TRANS AND RESET BASIC SETTINGS TEST DROVE 20 MILES WITHOUT ISSUE.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
476175	JETTA	2008	3VWDJ71K78M [REDACTED]	12949	3885	07/08/2009	USA

Workshop Finding
n/a

Activity Date	Activity Time	Activity Comments
07/08/2009	14:49	CUSTOMER STATES WHEN IN DRIVE AND ROLLING IN TRAFFIC AND STEPPING ON GAS PEDEL THE TRANSMISSION WILL BANG HARD
07/08/2009	14:49	ISSUE OPENED BY DEALERSHIP
07/08/2009	15:06	CUSTOMER COMMENTS: CUSTOMER STATES WHEN IN DRIVE AND ROLLING IN TRAFFIC AND STEPPING ON GAS PEDEL THE TRANSMISSION WILL BANG HARD
07/08/2009	15:06	MVB 54 AT H27 AND MVB 64 AT 0 AND 0 IN TCM. ADVISED TECH TO RUN BASIC SETTINGS AS OUTLINED IN TT 37-09-03. WE ALSO NEED TO REPLACE MECHATRONIC UNIT, FLUID, FILTER, AND BOLTS.
07/13/2009	12:23	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/13/2009	12:23	ISSUE UPDATED

Consultant's Closing Comments
REPLACE MECHATRONIC UNIT. VEHICLE LEFT DEALERSHIP.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
476193	JETTA	2008	3VWRJ71K48M [REDACTED]	16127	3885	07/08/2009	USA

Workshop Finding
n/a

Activity Date	Activity Time	Activity Comments
07/08/2009	15:01	CUSTOMER STATES THE TRANS SURGES AND HESITATES.
07/08/2009	15:01	ISSUE OPENED BY DEALERSHIP
07/08/2009	15:03	CUSTOMER COMMENTS: CUSTOMER STATES THE TRANS SURGES AND HESITATES.
07/08/2009	15:03	PLEASE REPLACE THE MECH UNIT.
07/08/2009	15:04	ORDERED MECH UNIT RELESING THE CAR TO CUSTOMER
07/08/2009	18:48	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/08/2009	18:48	ISSUE UPDATED

Consultant's Closing Comments
ORDERED MECH UNIT RELESING THE CAR TO CUSTOMER

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
476206	JETTA	2008	3VWRJ71K98M [REDACTED]	25464	3885	07/08/2009	USA

Workshop Finding
n/a

Activity Date	Activity Time	Activity Comments
07/08/2009	15:13	CUSTOMER STATES WHEN TAKING OFF SEEMS TO JERK INTO FIRST GEAR.
07/08/2009	15:13	ISSUE OPENED BY DEALERSHIP
07/08/2009	15:18	ADVISED TO SET BASIC SETTINGS THRU VSD FOLLOW TT 37 09 03 ROAD TEST VEHICLE 10 MILES IF CONDITION STILL PRESENT UPDATE TICKET WITH MVB'S 54 & 64 AND CALL BACK.
07/08/2009	15:18	CUSTOMER COMMENTS: CUSTOMER STATES WHEN TAKING OFF SEEMS TO JERK INTO FIRST GEAR.
07/08/2009	17:03	PERFORMED BASIC SETTINGS. AND TEST DROVE. MVB: 54- J03B0513. 64-FEILD 1-0. FEILD 2-0.
07/08/2009	17:06	ADVISED TECH TO REPLACE MECH UNIT, BOLTS, FILTER AND FLUID THEN CLOSE OUT VTA WHEN COMPLETED.
07/14/2009	12:21	PARTS ON BACK ORDER, STILL WAITING FOR PARTS
07/14/2009	13:34	P1 WAITING ON BACK ORDERED PARTS. THANK YOU FOR THE UPDATE.
07/15/2009	17:04	P2 MIKE STATED PARTS ARE ON ORDERED
07/16/2009	11:18	PARTS ON ORDER.
07/16/2009	11:55	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/16/2009	11:55	ISSUE UPDATED

Consultant's Closing Comments
D1 ORDERED MECH UNIT, BOLTS, FILTER AND FLUID

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
476220	JETTA	2008	3VWRA71K48M [REDACTED]	23162	3885	07/08/2009	USA

Workshop Finding

TECH VERIFIED THE CONCERN. 1 FAULT IN THE TCM. BASIC SETTINGS PERFORM. VEHICLE STALLED DURING THE BASIC SETTINGS.

Activity Date	Activity Time	Activity Comments
07/08/2009	15:25	CUSTOMER COMPLAINING OF SHIFTING CONCERNS. BANGING INTO GEAR WHEN PUTTING IN DRIVE OR REVERSE. P0868, SHIFT PRESSURE ADAPTION AT IMPACT STORED IN TCM. PERFORMED BASIC SETTINGS PER GFF TEST PLAN. VEHICLE STALLED OUT DURING PROCEDURE.
07/08/2009	15:25	ISSUE OPENED BY DEALERSHIP
07/08/2009	15:31	ADVISED THE TECH TO ROAD TEST THE VEHICLE AND PERFORM THE BASIC SETTINGS PER THE TECH TIP.
07/08/2009	15:31	CUSTOMER COMMENTS: CUSTOMER COMPLAINING OF SHIFTING CONCERNS. BANGING INTO GEAR WHEN PUTTING IN DRIVE OR REVERSE. P0868, SHIFT PRESSURE ADAPTION AT IMPACT STORED IN TCM. PERFORMED BASIC SETTINGS PER GFF TEST PLAN. VEHICLE STALLED OUT DURING PROCEDURE.
07/08/2009	15:31	WORKSHOP FINDINGS: TECH VERIFIED THE CONCERN. 1 FAULT IN THE TCM. BASIC SETTINGS PERFORM. VEHICLE STALLED DURING THE BASIC SETTINGS.
07/08/2009	15:45	PERFORMED BASIC SETTINGS IN SELF DIAG PER TECH TIP. VEHICLE STALLED OUT AGAIN. ROADTESTED VEHICLE, SEEMS TO SHIFT OK WHEN DRIVING. PROBLEM OCCURS WHEN SHIFTING INTO DRIVE OR REVERSE. ALSO, TRANS BANGS AND/OR HESITATES WHEN ACCELERATING FROM A STOP.
07/08/2009	16:15	REPLACE THE MECHATRONIC, FLUID, FILTER AND BOLTS RESET BASIC SETTINGS, RETEST FOR ISSUE
07/13/2009	16:23	PARTS ON ORDER. WAITING ON PARTS.
07/13/2009	21:35	THANK YOU FOR THE UPDATE. REMEMBER TO UPDATE AND CLOSE THE TICKET.
07/15/2009	15:32	SPOKE WITH WAYNE IN SERVICE. PARTS ARE ON BACK ORDER. P1
07/15/2009	15:49	WAITING ON PARTS. BACKORDERED
07/15/2009	16:45	THANK YOU FOR THE UPDATE. REMEMBER TO UPDATE AND CLOSE THE TICKET.
07/27/2009	09:56	WAITING ON PARTS.....
07/27/2009	21:23	THANK YOU FOR THE UPDATE. REMEMBER TO UPDATE AND CLOSE THE TICKET.
08/04/2009	08:09	REPLACED MECHATRONICS & ROADTESTED ALL OK
08/04/2009	11:34	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
08/04/2009	11:34	ISSUE UPDATED

Consultant's Closing Comments

TECH REPLACED THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
476246	JETTA	2008	3VWRA71K48M [REDACTED]	7900	3885	07/08/2009	USA

Workshop Finding

MVB 54= J13G0191

Activity Date	Activity Time	Activity Comments
07/08/2009	15:52	CUSTOMER STATES WHEN IDLING, TAKE FOOT OFF BRAKE TRANSMISSION SLAMS INTO GEAR, WHEN OCCURS WHEN TRANS IS HOT IN FORWARD AND REVERSE, I PERFORM GFF NO FAULT IN SYSTEM, I DO BASIC PERFORM, CHECK FLUID LEVEL, COLOR FLUID CLEAR OK
07/08/2009	15:52	ISSUE OPENED BY DEALERSHIP
07/08/2009	15:57	ADVISE TECH TO REPLACE MECHATRONICS, FLUID, FILTER, AND BOLTS, PERFORM BASIC SETTINGS.
07/08/2009	15:57	CUSTOMER COMMENTS: CUSTOMER STATES WHEN IDLING, TAKE FOOT OFF BRAKE TRANSMISSION SLAMS INTO GEAR, WHEN OCCURS WHEN TRANS IS HOT IN FORWARD AND REVERSE, I PERFORM GFF NO FAULT IN SYSTEM, I DO BASIC PERFORM, CHECK FLUID LEVEL, COLOR FLUID CLEAR OK
07/08/2009	15:57	WORKSHOP FINDINGS: MVB 54= J13G0191
07/09/2009	07:40	PART ON ORDER, BUT 3 WEEK OUT, SO CUSTOMER WANT CAR BACK
07/09/2009	07:44	THANK YOU FOR THE UPDATE.
07/13/2009	12:59	CUSTOMER PICKED UP CAR ON 7/9/09. WILL RETURN IN 3 WEEKS WHEN SOP MECHATRON ARRIVES.
07/13/2009	15:57	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/13/2009	15:57	ISSUE UPDATED

Consultant's Closing Comments

CUSTOMER PICKED UP CAR ON 7/9/09. WILL RETURN IN 3 WEEKS WHEN SOP MECHATRON ARRIVES.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
476272	EOS	2008	WVWBA71F48V [REDACTED]	11775	3885	07/08/2009	USA

Workshop Finding

TECH HAS DUPLICATED CONCERN , MVB 54= H43B0595

Activity Date	Activity Time	Activity Comments
07/08/2009	16:16	CUSTOMER STATES TRANSMISSION SKIPS/SHUTTERS WHEN TAKING OFF FROM LOW SPEEDS WITH LIGHT THROTTLE
07/08/2009	16:16	ISSUE OPENED BY DEALERSHIP
07/08/2009	16:21	ADVISE TECH TO REPLACE MECHATRONICS, FLUID, FILTER AND BOLTS, PERFORM BASIC SETTINGS
07/08/2009	16:21	CUSTOMER COMMENTS: CUSTOMER STATES TRANSMISSION SKIPS/SHUTTERS WHEN TAKING OFF FROM LOW SPEEDS WITH LIGHT THROTTLE
07/08/2009	16:21	WORKSHOP FINDINGS: TECH HAS DUPLICATED CONCERN , MVB 54= H43B0595
07/14/2009	11:51	CUSTOMER NEEDED VEHICLE RETURNED PARTS ORDERED 7/8/09
07/14/2009	15:46	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/14/2009	15:46	ISSUE UPDATED
07/14/2009	15:46	REPLACE MECHATRONICS, FLUID, FILTER AND BOLTS, PERFORM BASIC SETTINGS CUSTOMER NEEDED VEHICLE RETURNED PARTS ORDERED 7/8/09

Consultant's Closing Comments

REPLACE MECHATRONICS, FLUID, FILTER AND BOLTS, PERFORM BASIC SETTINGS CUSTOMER NEEDED VEHICLE RETURNED PARTS ORDERED 7/8/09

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
476290	JETTA	2008	3VWRJ71K08M [REDACTED]	18429	3885	07/08/2009	USA

Workshop Finding
 THE MIL IS ON, SHIFT INDICATOR LIGHT ON DASH IS FLASHING, AND THE VEHICLE JOLTS WHEN SHIFTING IN TIPTRONIC MODE

Activity Date	Activity Time	Activity Comments
07/08/2009	16:38	CUST STATES VEHICLE IS SHIFTING BADLY, THE MIL IS ON, SHIFT INDICATOR LIGHT ON DASH IS FLASHING, AND THE VEHICLE JOLTS WHEN SHIFTING IN TIPTRONIC MODE
07/08/2009	16:38	ISSUE OPENED BY DEALERSHIP
07/08/2009	16:45	ADVISE TECH TO PERFORM BASIC SETTINGS AND RETEST A2 ESCALATION.
07/08/2009	16:45	CUSTOMER COMMENTS: CUST STATES VEHICLE IS SHIFTING BADLY,
07/08/2009	16:45	WORKSHOP FINDINGS: THE MIL IS ON, SHIFT INDICATOR LIGHT ON DASH IS FLASHING, AND THE VEHICLE JOLTS WHEN SHIFTING IN TIPTRONIC MODE
07/15/2009	12:39	VEHICLE IS AWAITING FOR PARTS (AXLE BOLTS) PER GREYSON, TECH TO UPDATE THE VTA
07/17/2009	15:25	RESET BASIC SETTINGS FOR THE MECHATRONICS UNIT. VEHICLE NOW OPERATES AS DESIGNED, NO FAULTS RETURNED.
07/17/2009	15:42	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/17/2009	15:42	ISSUE UPDATED

Consultant's Closing Comments
 RESET BASIC SETTINGS FOR THE MECHATRONICS UNIT. VEHICLE NOW OPERATES AS DESIGNED, NO FAULTS RETURNED.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
476304	JETTA	2008	3VWFJ71K08M [REDACTED]	16469	3885	07/08/2009	USA

Workshop Finding
n/a

Activity Date	Activity Time	Activity Comments
07/08/2009	16:53	INSTALLED MECHATRONICS MODULE PER VTA 456936. SET BASIC SETTINGS THROUGH VSD AFTER REPLACEMENT. SEEM TO ONLY HAVE 1ST AND 2ND GEAR ON TEST DRIVE. FAULT 01087: BASIC SETTINGS NOT CARRIED OUT MECHANICAL MALFUNCTION IS PRESENT. TRIED BASIC SETTINGS THROUGH GFF WITH SAME RESULT.
07/08/2009	16:53	ISSUE OPENED BY DEALERSHIP
07/08/2009	17:10	CUSTOMER COMMENTS: INSTALLED MECHATRONICS MODULE PER VTA 456936. SET BASIC SETTINGS THROUGH VSD AFTER REPLACEMENT. SEEM TO ONLY HAVE 1ST AND 2ND GEAR ON TEST DRIVE. FAULT 01087: BASIC SETTINGS NOT CARRIED OUT MECHANICAL MALFUNCTION IS PRESENT. TRIED BASIC SETTINGS THROUGH GFF WITH SAME RESULT.
07/08/2009	17:10	TECH NEEDS TO GET THE READINGS IN MVB 41, 48, AND 54 ON NEW MECHATRONICS UNIT AS WELL AS THE SAME MVB'S ON THE ORIGINAL MECHATRONICS UNIT AND PUT THESE READINGS IN THE VTA AS WELL AS THE MECHATRONICS PART NUMBERS AND SOFTWARE LEVELS. CALL BACK AND ASK FOR LEVEL 2 CONSULTANT.
07/09/2009	09:08	I APOLOGIZE FOR NOT ADDING VSD LOGS BUT THESHOP COMPUTER DOESNT HAVE A USB PORT. OLD MECHATRONICS UNIT. HW NUMBER: 02E927770AD, SW NUMBER: 02E300044J, SW VERSION: 1408, MVB 41: V0697H0802EA_GETRIEBE_DSG_MF7H, MVB 48: C14R2, MVB 54: K24J0484. NEW MECHATRONICS UNIT. HW NUMBER: 02E927770AE, SW NUMBER: 02E300044J, SW VERSION: 1408, MVB 41: V0697H0802EA_GETRIEBE_DSG_MF7H, MVB 48: C14R2, MVB 54: H32P0061.
07/09/2009	13:16	PLEASE UPDATE THE TCM USING SVM UNIT CODE 317D
07/09/2009	13:17	IT WOULD ALSO UPDATE THE ECM TO SW 0040
07/09/2009	13:19	WENT OVER ABOVE ADVICE.
07/09/2009	13:58	ISSUE UPDATED
07/09/2009	14:32	WAS NOT ABLE TO COMPLETE THE SVM UPDATE. FAULT NUMBER 800.11. TRIED ON BOTH 5052 AND 5051B.
07/09/2009	14:52	RUN SVM AS A GTI
07/09/2009	17:08	AFTER SVM UPDATE BASIC SETTINGS TOOK ON THE FIRST TRY. ALL ISSUES RESOLVED ON ROAD TEST.
07/09/2009	17:21	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/09/2009	17:21	ISSUE UPDATED

Consultant's Closing Comments
AFTER SVM UPDATE BASIC SETTINGS TOOK ON THE FIRST TRY. ALL ISSUES RESOLVED ON ROAD TEST.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
476334	JETTA	2008	3VWFJ71K38M	12045	3885	07/08/2009	USA

Workshop Finding

LOOKING FOR A VALVE BODY????

Activity Date	Activity Time	Activity Comments
07/08/2009	17:53	BANGS IN TO GEAR ON TAKE OFF FROM A STOP LIGHT AT ALL TIMES LOOKING FOR A VALVE BODY????
07/08/2009	17:53	ISSUE OPENED BY DEALERSHIP
07/08/2009	18:01	ADVISED TECH TO PERFORM BASIC SETTINGS PER TT 37-09-03, IF THEY GO THROUGH WITHOUT CONCERNS CHECK MVB 54 IN TCM, IF IT IS H07 THRU J22 REPLACE MECH UNIT, BOLTS, FILTER AND FLUID THEN RERUN BASIC SETTINGS. UPDATE VTA WITH MVB 54. IF BASIC SETTINGS WILL NOT GO THROUGH OR IF MVB IS NOT IN AFFECTED RANGE PLEASE CALL BACK.
07/08/2009	18:01	CUSTOMER COMMENTS: BANGS IN TO GEAR ON TAKE OFF FROM A STOP LIGHT AT ALL TIMES.
07/08/2009	18:01	WORKSHOP FINDINGS: LOOKING FOR A VALVE BODY????
07/08/2009	18:19	THE BASIC SETTING SET OK VB54 IS H39P0352
07/09/2009	09:48	THANKS FOR THE UPDATE.
07/09/2009	15:35	VALVE BODY AND BOLTS ON ORDER
07/09/2009	18:36	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/09/2009	18:36	ISSUE UPDATED

Consultant's Closing Comments

TECH TO REPLACE MECH UNIT, COMPLETED.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
476361	EOS	2008	WVWBA71F98V [REDACTED]	7573	3885	07/08/2009	USA

Workshop Finding

NO FAULTS, TRIED RESETTING BASIC SETTINGS AND STILL HAPPENING, ANY HELP WOULD BE GREAT. THANKS DANIEL TECH STATED LEVEL AND CONDITION OF THE FLUID IS CLEAN AND PROPER LEVEL.

Activity Date	Activity Time	Activity Comments
07/08/2009	19:21	HARSH UP SHIFT, AND AN EXTENDED PAUSE WHEN ACCELERATING AWAY FROM A STOP, THEN WHEN FINALLY ENGAGES, BANGS INTO GEAR, NO FAULTS, TRIED RESETTING BASIC SETTINGS AND STILL HAPPENING, ANY HELP WOULD BE GREAT. THANKS DANIEL
07/08/2009	19:21	ISSUE OPENED BY DEALERSHIP
07/09/2009	11:37	CUSTOMER COMMENTS: HARSH UP SHIFT, AND AN EXTENDED PAUSE WHEN ACCELERATING AWAY FROM A STOP, THEN WHEN FINALLY ENGAGES, BANGS INTO GEAR,
07/09/2009	11:37	I ADVISED THE TECH TO REPLACE THE MECHATRONICS UNIT BOLTS FILTER AND FLUID. AND RETEST SYSTEM FUNCTION
07/09/2009	11:37	WORKSHOP FINDINGS: NO FAULTS, TRIED RESETTING BASIC SETTINGS AND STILL HAPPENING, ANY HELP WOULD BE GREAT. THANKS DANIEL TECH STATED LEVEL AND CONDITION OF THE FLUID IS CLEAN AND PROPER LEVEL.
07/14/2009	12:18	PARTS ON BACK ORDER, STILL WAITING FOR PARTS
07/14/2009	16:11	ISSUE SENT TO DEALERSHIP
07/14/2009	16:11	THANKS FOR THE UPDATE P1
07/22/2009	11:11	STILL WAITING ON MECH UNIT, JUST WANTED TO UPDATE TICKET
07/22/2009	13:30	THANK YOU FOR THE UPDATE P1
07/27/2009	18:26	STILL WAITING FOR PARTS
07/28/2009	17:05	THANKS FOR THE UPDATE P1
07/31/2009	11:39	STILL WAITING ON PARTS, JUST WANTED TO LET YOU GUYS KNOW. THANKS DANIEL
07/31/2009	17:36	THANKS FOR THE UPDATE DANIEL, HAVE A NICE WEEKEND.
08/06/2009	16:04	STILL WAITING FOR PARTS
08/06/2009	16:18	THANKS FOR THE UPDATE P1
08/13/2009	12:01	STILL WAITING FOR UNIT
08/13/2009	14:41	THANKS FOR THE UPDATE P1
08/14/2009	17:45	MECHATRONICS JUST SHOWED UP WILL BE INSTALLING TOMORROW
08/17/2009	08:12	THANKS FOR THE UPDATE PLEASE CLOSE ONCE INSTALLED AND BASIC SETTINGS ARE SET.
08/17/2009	19:41	INSTALLED UNIT AND PERFORM BASIC SETTINGS, TEST DROVE OK
08/18/2009	08:23	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
08/18/2009	08:23	ISSUE UPDATED

Consultant's Closing Comments

INSTALLED MECHATRONICS AND PERFORMED BASIC SETTING

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
476415	RABBIT	2007	WVWFV71K27W [REDACTED]	45996	3885	07/09/2009	USA

Workshop Finding
WHEN PUTTING GEAR SELECTOR IN TO DRIVE THERE IS A HARD BANG

Activity Date	Activity Time	Activity Comments
07/09/2009	09:29	ISSUE OPENED BY DEALERSHIP
07/09/2009	09:29	WHEN PUTTING GEAR SELECTOR IN TO DRIVE THERE IS A HARD BANG AND ALSO WHEN PUTTING IN REVERSE. DELAY IN TAKING OFF AT FIRST. SCANED THE TCM AND FOUND DTCS, P0868 TRANS PRESSURE ADATATION AT IMPACT UPPER LIMIT EXCEEDED, P1707 INTERFERENCE IN MECHATRONICS UNIT READ FAULT MEMORY, P1814 PRESSURE CONTROL VALVE 1 FOR AUTO TRANS N215 OPEN CIRCUIT TO GND RANGE PERFORMANCE, P1815 PRESSURE CONTROL VALVE 1 FOR AUTO TRANS N215 SHORT CIRCUIT, P1819 PRESSURE CONTROL VALVE 2 FOR AUTO TRANS N216 OPEN CIRCUIT TO GND RANGE PERFORMANCE.
07/09/2009	09:41	ADVSIE TECH CLEAR FAULTS CODES, THEN SET BASIC SETTING CAR STALLED DURNING BASIC SETTINGS ADVIS ETECH TO REPALC ETRANSMISSION DUE TO STUCK SHIFT FORK
07/09/2009	09:41	CUSTOMER COMMENTS: WHEN PUTTING GEAR SELECTOR IN TO DRIVE THERE IS A HARD BANG AND ALSO WHEN PUTTING IN REVERSE. DELAY IN TAKING OFF AT FIRST. SCANED THE TCM AND FOUND DTCS, P0868 TRANS PRESSURE ADATATION AT IMPACT UPPER LIMIT EXCEEDED, P1707 INTERFERENCE IN MECHATRONICS UNIT READ FAULT MEMORY, P1814 PRESSURE CONTROL VALVE 1 FOR AUTO TRANS N215 OPEN CIRCUIT TO GND RANGE PERFORMANCE, P1815 PRESSURE CONTROL VALVE 1 FOR AUTO TRANS N215 SHORT CIRCUIT, P1819 PRESSURE CONTROL VALVE 2 FOR AUTO TRANS N216 OPEN CIRCUIT TO GND RANGE PERFORMANCE.
07/09/2009	09:41	WORKSHOP FINDINGS: WHEN PUTTING GEAR SELECTOR IN TO DRIVE THERE IS A HARD BANG
07/14/2009	14:29	REPLACED THE TRANSMISSION AND IS OK.
07/14/2009	15:29	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/14/2009	15:29	ISSUE UPDATED

Consultant's Closing Comments
: REPLACED THE TRANSMISSION AND IS OK.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
476419	EOS	2009	WVWFA71F69V [REDACTED]	1769	3885	07/09/2009	USA

Workshop Finding
 THE SHOP HAS GONE THOUGH GFF AND IT STATED THE TEMPERATURES ARE FINE.

Activity Date	Activity Time	Activity Comments
07/09/2009	09:38	CUSTOMER STATES WHEN CAR STOPPED THE PRNDL STARTS FLASHING AND THE TRANS DOSNT ENGAGE.FOUND CODE P1740 CLUTCH TEMPERATURE MONITERING SPORADIC. CHECK TECH SOLUTIONS NONE RUN GFF
07/09/2009	09:38	ISSUE OPENED BY DEALERSHIP
07/09/2009	09:45	CUSTOMER COMMENTS: CUSTOMER STATES WHEN CAR STOPPED THE PRNDL STARTS FLASHING AND THE TRANS DOSNT ENGAGE.FOUND CODE P1740 CLUTCH TEMPERATURE MONITERING SPORADIC. CHECK TECH SOLUTIONS NONE RUN GFF
07/09/2009	09:45	I HAVE ADVISED THE SHOP TO REPLACE THE INPUT SPEED SENSOR / CLUTCH TEMPERATURE SENSOR. G182/G509.
07/09/2009	09:45	WORKSHOP FINDINGS: THE SHOP HAS GONE THOUGH GFF AND IT STATED THE TEMPERATURES ARE FINE.
07/14/2009	14:27	CLUTCH TEMP SPEED SENSOR WILL TAKE AND OTHER WEEK TO GET.TOOK 1 OUT OF NEW CAR WITH VW REPES PROMISSION CAR AS VW DESIGNED THANK YOU FOR YOUR HELP
07/14/2009	14:31	DONE CAR RUNS GOOD
07/15/2009	08:38	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/15/2009	08:38	ISSUE UPDATED

Consultant's Closing Comments
 THE SHOP IS WAITING ON AT G509/182 SENSOR BUT HAS TAKEN ONE OUT OF A NEW VEHICLE TO REPAIR THIS VEHICLE.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
476424	JETTA	2008	3VWRJ71K18M [REDACTED]	9741	3885	07/09/2009	USA

Workshop Finding
MVB 54= J09K0607

Activity Date	Activity Time	Activity Comments
07/09/2009	09:43	HAS A ROUGH ACCELERATION AND HESITATION AND SURGING PROBLEM WHEN TAKING OFF FROM A STOP REALLY BAD IS TRAFFIC.
07/09/2009	09:43	ISSUE OPENED BY DEALERSHIP
07/09/2009	10:09	ADVISE TECH TO REPLACE MECHATRONICS, FLUID, FILTER, AND BOLTS. PERFORM BASIC SETTINGS.
07/09/2009	10:09	CUSTOMER COMMENTS: HAS A ROUGH ACCELERATION AND HESITATION AND SURGING PROBLEM WHEN TAKING OFF FROM A STOP REALLY BAD IS TRAFFIC.
07/09/2009	10:09	WORKSHOP FINDINGS: MVB 54= J09K0607
07/09/2009	10:12	ORDERED MECHATRONICS,FLUID,FILTER AND BOLTS. CUST. TO RETURN WHEN PARTS ARE HERE.
07/09/2009	12:30	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/09/2009	12:30	ISSUE UPDATED

Consultant's Closing Comments
ORDERED MECHATRONICS,FLUID,FILTER AND BOLTS. CUST. TO RETURN WHEN PARTS ARE HERE.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
476448	JETTA	2008	3VWRA71K28M [REDACTED]	11685	3885	07/09/2009	USA

Workshop Finding
n/a

Activity Date	Activity Time	Activity Comments
07/09/2009	10:08	ISSUE OPENED BY DEALERSHIP
07/09/2009	10:08	WHEN COMMING TO A STOP THE LAST DOWNSHIFT (INTO 1ST GEAR) IS HARSH. THEN AFTER STOPPING AND TAKING FOOT OFF OF BRAKE PEDAL, TRANSMISSION LURCHES FORWARD.
07/09/2009	10:11	CUSTOMER COMMENTS: WHEN COMMING TO A STOP THE LAST DOWNSHIFT (INTO 1ST GEAR) IS HARSH. THEN AFTER STOPPING AND TAKING FOOT OFF OF BRAKE PEDAL, TRANSMISSION LURCHES FORWARD.
07/09/2009	10:11	ERICH, PLEASE REPLACE THE MECH UNIT.
07/15/2009	08:06	MECH UNIT IS ON ORDER AND WE ARE AWAITING ITS ARRIVAL.
07/15/2009	23:34	THANKS FOR THE UPDATE.
07/16/2009	14:20	COULD NOT REACH DEALERSHIP USING THE PROVIDED PHONE NUMBER. PER LAST TECHNICIAN UPDATE, VEHICLE IS CURRENTLY WAITING ON BACK ORDER PARTS; P1.
07/20/2009	08:58	GOOD MORNING. THE PART IS ON RED ORDER/BACK ORDER.GREG
07/22/2009	18:46	THANKS FOR THE UPDATE.
07/23/2009	08:15	PART IS STILL ON BACKORDER
07/27/2009	08:34	PART STILL ON BACKORDER.
07/27/2009	11:08	THANKS FOR THE UPDATE
07/30/2009	08:35	STILL WAITING FOR THE PART
07/30/2009	16:36	THANKS FOR THE UPDATE.
08/05/2009	16:21	GOT NEW MECHATRONICS AND INSTALLED. TOPPED OFF FLUID, SET BASIC SETTINGS, ROAD TESTED. ALL O.K.
08/05/2009	17:32	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
08/05/2009	17:32	ISSUE UPDATED

Consultant's Closing Comments
GOT NEW MECHATRONICS AND INSTALLED. TOPPED OFF FLUID, SET BASIC SETTINGS, ROAD TESTED. ALL O.K.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
476450	JETTA	2009	3VWRJ71K79M [REDACTED]	4440	3885	07/09/2009	USA

Workshop Finding
n/a

Activity Date	Activity Time	Activity Comments
07/09/2009	10:09	ISSUE OPENED BY DEALERSHIP
07/09/2009	10:09	THE CAR IS SURGING FROM A STOP FORWARD AND REVERSE USE GF TO SET BASICS ON TRANS NO CHANGE
07/09/2009	10:13	CUSTOMER COMMENTS: THE CAR IS SURGING FROM A STOP FORWARD AND REVERSE USE GF TO SET BASICS ON TRANS NO CHANGE
07/09/2009	10:13	PLEASE CHECK MVB 54 IN TRANS ELECTRONICS.
07/09/2009	10:25	LOOKED UP MVB 54 #J20F0462
07/09/2009	10:28	ADVISED TECH THAT SINCE HE ALREADY DID THE BASIC SETTINGS HE NEEDS TO REPLACE THE MECH UNIT, BOLTS, FILTER AND FLUID, THEN RERUN BASIC SETTINGS PER TT 37-09-03. CLOSE OUT VTA WHEN COMPLETED.
07/15/2009	14:15	AFTER THE MECHATRONICS WAS INSTALLED, P0722 000 OUTPUT SPEED SENSOR CIRC. NO SIGNAL SPORADIC AND P1793 000 OUTPUT SPEED SENSOR 2 CIRC. NO SIGNAL SPORADIC WERE PRESENT IN THE TCM. I DROVE THE CAR AND MONITORED MVB 4, 8, AND 9. IN MVB 4 FIELDS 3 AND 4 DID NOT MOVE AND FIELD 2 STATED "NOT SELECTED" MOVING FORWARD OR ON REVERSE. IN MVB 8 AND 9 THE OUTPUT SPEED VALUE WAS SHOWING. PLEASE CHECK THE CONNECTOR THE MECHATRONICS AND IF OK, REMOVE THE MECHATRONICS FOR INSPECTION. THANK YOU.
07/15/2009	14:15	ISSUE UPDATED
07/15/2009	16:41	ISSUE UPDATED
07/15/2009	16:41	THE MECHATRONICS WAS REMOVED AND I INSPECTED IT. THE OUTPUT SPEED SENSOR LOOKS SLIGHTLY BENT, BUT IT HAS NO SIGNS OF DAMAGE. I CHECKED THE CONNECTOR TO THE MECHATRONICS AND INTERNALLY AND ALL LOOKS GOOD. A NEW MECHATRONICS SHOULD BE ORDERED. I SPOKE TO THE FOM, MICHAEL MODL, AND WE DECIDED TO ORDER A GEARBOX TO EXPEDITE THE REPAIR. PLEASE REPLACE THE GEARBOX. CLOSE THE TICKET ONCE THE REPAIR IS COMPLETED. THANK YOU.
07/17/2009	11:54	PART IS ON ORDER.
07/17/2009	14:24	ISSUE UPDATED
07/20/2009	16:00	TRANSMISSION CAN IN TODAY AND WAS DAMAGED AND HAD TO BE REORDER.
07/20/2009	18:13	ISSUE UPDATED
07/20/2009	18:13	THANK YOU FOR THE UPDATE. CLOSE THE TICKET ONCE THE REPAIR IS COMPLETED.
07/27/2009	11:24	STILL WAITING ON PARTS.
07/27/2009	15:50	ISSUE UPDATED
07/30/2009	12:47	TRANSMISSION HAS BEEN INSTALLED AND REPAIRS WERE SUCCESSFUL.
07/30/2009	12:58	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/30/2009	12:58	ISSUE UPDATED

Consultant's Closing Comments
TRANSMISSION HAS BEEN INSTALLED AND REPAIRS WERE SUCCESSFUL. RESOLUTION SUPPLIED.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
476524	EOS	2008	WVWBA71F48V [REDACTED]	9303	3885	07/09/2009	USA

Workshop Finding

NO FAULTS, FLUID LEVEL AND CONDITION OK. BASIC SETTINGS SETS. MVB 54=H37

Activity Date	Activity Time	Activity Comments
07/09/2009	11:11	CUSTOMER STATES TRANSMISSION SLIPS WHEN ACCELERATING IN 1ST GEAR FROM A STOP AND ON HILLS.
07/09/2009	11:11	ISSUE OPENED BY DEALERSHIP
07/09/2009	11:19	CUSTOMER COMMENTS: CUSTOMER STATES TRANSMISSION SLIPS WHEN ACCELERATING IN 1ST GEAR FROM A STOP AND ON HILLS.
07/09/2009	11:19	REPLACE THE MECH, FLUID, FILTER AND BOLTS SET BASIC SETTINGS PER TT 37-09-03
07/09/2009	11:19	WORKSHOP FINDINGS: NO FAULTS, FLUID LEVEL AND CONDITION OK. BASIC SETTINGS SETS. MVB 54=H37
07/09/2009	11:32	ORDER PART CUSTOMER WILL RETURN WHEN PART IS IN.
07/09/2009	11:42	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/09/2009	11:42	ISSUE UPDATED

Consultant's Closing Comments

ORDER PART CUSTOMER WILL RETURN WHEN PART IS IN.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
476553	JETTA	2008	3VWRJ71K88M [REDACTED]	12312	3885	07/09/2009	USA

Workshop Finding
n/a

Activity Date	Activity Time	Activity Comments
07/09/2009	11:31	CUSTOMER STATES VEHICLE SLIP/HESITATES ON ACCEL FROM A STOP. VERIFIED CONCERN, PERFORMED BASIC SETTINGS NO CHANGE. MVB 54 IS J11A020
07/09/2009	11:31	ISSUE OPENED BY DEALERSHIP
07/09/2009	11:35	CUSTOMER COMMENTS: CUSTOMER STATES VEHICLE SLIP/HESITATES ON ACCEL FROM A STOP. VERIFIED CONCERN, PERFORMED BASIC SETTINGS NO CHANGE. MVB 54 IS J11A020
07/09/2009	11:35	TECH RAN BASIC SETTINGS THROUGH VSD WITH NO HELP FOR CONCERN. ADVISED TECH TO REPLACE MECHATRONIC UNIT, FLUID, FILTER, AND BOLTS.
07/09/2009	11:41	PARTS ORDERED
07/09/2009	12:02	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/09/2009	12:02	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
476565	EOS	2008	WVWBA71F48V [REDACTED]	23855	3885	07/09/2009	USA

Workshop Finding
n/a

Activity Date	Activity Time	Activity Comments
07/09/2009	11:38	HAS SLIGHT HESITATION ON ACCELERATION FOUND NO CODE. FOUND TSB FOR INTERMITTENT ENGAGEMENT DELAY BUT I HAVE NO CODE. SERVICE MANAGER SAID THERE'S A FLASH FOR THAT I COULD NOT FIND ONE.
07/09/2009	11:38	ISSUE OPENED BY DEALERSHIP
07/09/2009	11:42	CUSTOMER COMMENTS: HAS SLIGHT HESITATION ON ACCELERATION FOUND NO CODE. FOUND TSB FOR INTERMITTENT ENGAGEMENT DELAY BUT I HAVE NO CODE. SERVICE MANAGER SAID THERE'S A FLASH FOR THAT I COULD NOT FIND ONE.
07/09/2009	11:42	JAIME, PLEASE REPLACE THE MECH UNIT.
07/10/2009	09:57	ORDERED MECH UNIT. THANK YOU!
07/10/2009	17:19	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/10/2009	17:19	ISSUE UPDATED

Consultant's Closing Comments
INSTALL UPDATE FUEL PUMP OPERATES AT THIS TIME PROPERLY

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
476567	JETTA	2008	3VWRJ71K68M [REDACTED]	18636	3885	07/09/2009	USA

Workshop Finding
n/a

Activity Date	Activity Time	Activity Comments
07/09/2009	11:40	CUSTOMER CONCERN, TRANSMISSION HAS A DELAY BEFORE GOING INTO GEAR, TEST DROVE VEHICLE TO VERIFY DELAY WHEN YOU ARE AT A STOP AND THEN GO TO THE GAS DELAY THEN DROPS HARSHLY INTO GEAR. ALSO COSTOMER CONCERN, WITH VEHICLE IN PARK VEHICLE CAN MOVE 4 - 6 INCHES BEFORE PARK LOCK ENGAGES, THEN VEHICLE WILL BE LOCKED LIKE NORMAL.
07/09/2009	11:40	ISSUE OPENED BY DEALERSHIP
07/09/2009	11:51	CUSTOMER COMMENTS: CUSTOMER CONCERN, TRANSMISSION HAS A DELAY BEFORE GOING INTO GEAR, TEST DROVE VEHICLE TO VERIFY DELAY WHEN YOU ARE AT A STOP AND THEN GO TO THE GAS DELAY THEN DROPS HARSHLY INTO GEAR. ALSO CUSTOMER CONCERN, WITH VEHICLE IN PARK VEHICLE CAN MOVE 4 - 6 INCHES BEFORE PARK LOCK ENGAGES, THEN VEHICLE WILL BE LOCKED LIKE NORMAL.
07/09/2009	11:51	MVB 54 H46. ADVISED TO REPLACE MECHATRONICS UNIT, FLUID, FILTER AND BOLTS.
07/09/2009	12:53	ORDERED PARTS VEHICLE TO RETURN WHEN PARTS ARRIVE.
07/09/2009	12:57	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/09/2009	12:57	ISSUE UPDATED

Consultant's Closing Comments
D1 ORDERED PARTS VEHICLE TO RETURN WHEN PARTS ARRIVE.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
476593	EOS	2008	WVWBA71F28V [REDACTED]	24876	3885	07/09/2009	USA

Workshop Finding

TEST DRIVE SHOWS HARSH 3RD TO 2ND SHIFT INTERMITTENTLY. ATTACHED ARE VALUE BLOCKS OF TCM.

Activity Date	Activity Time	Activity Comments
07/09/2009	11:59	CUSTOMER STATES THAT TRANSMISSION KICKS WHEN DRIVING AND SLOWING DOWN. TEST DRIVE SHOWS HARSH 3RD TO 2ND SHIFT INTERMITTENTLY. ATTACHED ARE VALUE BLOCKS OF TCM.
07/09/2009	11:59	ISSUE OPENED BY DEALERSHIP
07/09/2009	12:12	ADVISED TO SET BASIC SETTINGS FOLLOW TT 37 09 03. ROAD TEST VEHICLE AT LEAST 10 MILES IF CONDITION STILL PRESENT UPDATE TICKET WITH MVB'S 54 & 64 AND CALL BACK.
07/09/2009	12:12	CUSTOMER COMMENTS: CUSTOMER STATES THAT TRANSMISSION KICKS WHEN DRIVING AND SLOWING DOWN.
07/09/2009	12:12	WORKSHOP FINDINGS: TEST DRIVE SHOWS HARSH 3RD TO 2ND SHIFT INTERMITTENTLY. ATTACHED ARE VALUE BLOCKS OF TCM.
07/09/2009	14:46	BASIC SETTINGS PERFORMED, SHIFTING BEHAVIOR IMPROVED, TRANSMISSION STILL JERKS INTERMITTENTLY DURING LOW SPEED ACCELERATION. VALUE BLOCKS INCLUDED.
07/09/2009	14:53	PLEASE REPLACE THE MECH UNIT.
07/09/2009	15:05	PART ORDERED.
07/09/2009	16:26	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/09/2009	16:26	ISSUE UPDATED

Consultant's Closing Comments

D1 ORDERED MECH UNIT.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
476628	JETTA	2009	3VWAL71K49M [REDACTED]	42988	3885	07/09/2009	USA

Workshop Finding

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

Activity Date	Activity Time	Activity Comments
07/09/2009	12:40	CUSTOMER STATES TRANS FEELS LIKE IT SUURGES WHEN SHIFTING TCM# 02E 300 050D 02E 927 770AE 708 1405 CODING 20 M.V.B. 54 J14E0475
07/09/2009	12:40	ISSUE OPENED BY DEALERSHIP
07/09/2009	12:44	ADVISED THE TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT.
07/09/2009	12:44	WORKSHOP FINDINGS: TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM. MVB 54 IS J14.
07/09/2009	12:46	ORDERED PARTS WILL RESEDULE FOR REPAIR THANK YOU...
07/09/2009	13:33	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/09/2009	13:33	ISSUE UPDATED

Consultant's Closing Comments

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

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
476659	JETTA	2008	3VWRA71K78M [REDACTED]	13860	3885	07/09/2009	USA

Workshop Finding
n/a

Activity Date	Activity Time	Activity Comments
07/09/2009	13:22	HEAR KNOCKING NOISE WHEN ACELLERATING ROAD TEST CAR BANG INTO GEAR FORWARD AND BACKING UP ALSO NO FAULT TO TANNY PROFARMED BASIC SETING 60 54 J10M0472 THEN ROAD TEST SAME BANG INTO GEAR
07/09/2009	13:22	ISSUE OPENED BY DEALERSHIP
07/09/2009	13:25	CUSTOMER COMMENTS: HEAR KNOCKING NOISE WHEN ACELLERATING ROAD TEST CAR BANG INTO GEAR FORWARD AND BACKING UP ALSO NO FAULT TO TANNY PROFARMED BASIC SETING 60 54 J10M0472 THEN ROAD TEST SAME BANG INTO GEAR
07/09/2009	13:25	PLEASE REPLACE THE MECH UNIT.
07/14/2009	16:36	REPLACE VALVE BODY BASIC SETING ROAD TEST CAR SHAFITING TO SPEC. THANKS FOR HELP
07/14/2009	21:59	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/14/2009	21:59	ISSUE UPDATED

Consultant's Closing Comments
REPLACE VALVE BODY BASIC SETING ROAD TEST CAR SHAFITING TO SPEC. THANKS FOR HELP

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
476713	JETTA	2009	3VWCL71K29M [REDACTED]	21028	3885	07/09/2009	USA

Workshop Finding

TECH STATES THERE ARE NO FAULTS IN THE ECM OR TCM. TECH STATES IT BANGS INTO GEAR AND THEN SURGES UNTIL 20 MPH.

Activity Date	Activity Time	Activity Comments
07/09/2009	14:20	CAR HESSITATES ON SLOW TAKE OFF AND SURGES TILL 20 MILES AT ALL TIME FROM A STOP TAKE OFF
07/09/2009	14:20	ISSUE OPENED BY DEALERSHIP
07/09/2009	14:29	ADVISED TECH TO PLEASE CHECK MVB 54 AND 64 IN THE TCM. PLEASE SET TRANSMISSION BASIC SETTINGS IN ACCORDANCE WITH TT: 37-09-03. RE-EVALUATE FOR THE CONCERN. PLEASE ALSO CHECK MVB 03 AND MVB 23 IN THE ECM UNDER HIGH LOAD, WOT, 3000 RPM. UPDATE THE VTA WITH YOUR FINDINGS.
07/09/2009	14:29	CUSTOMER COMMENTS: CAR HESITATES ON SLOW TAKE OFF AND SURGES TILL 20 MILES AT ALL TIME FROM A STOP TAKE OFF
07/09/2009	14:29	WORKSHOP FINDINGS: TECH STATES THERE ARE NO FAULTS IN THE ECM OR TCM. TECH STATES IT BANGS INTO GEAR AND THEN SURGES UNTIL 20 MPH.
07/09/2009	15:25	SEE VB FROM ROAD TEST
07/09/2009	15:31	PLEASE REPLACE THE MECHATRONICS UNIT.
07/09/2009	15:33	VALVE BODY ON ORDER
07/09/2009	16:26	ISSUE UPDATED
07/09/2009	16:49	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/09/2009	16:49	ISSUE UPDATED

Consultant's Closing Comments

TECHNICIAN HAS ORDERED AND WILL INSTALL A NEW MECHATRONIC.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
476727	JETTA	2008	3VWRJ71K48M [REDACTED]	6747	3885	07/09/2009	USA

Workshop Finding
SURGES WHILING DRIVING

Activity Date	Activity Time	Activity Comments
07/09/2009	14:26	CUSTOMER STATES TRANSMISSION IS JERKING BETWEEN GEARS. SCANNED FOR FAULTS. ONLY FAULTS STORED WAS FOR IGNITION/STARTER SWITCH D ELECTRICAL MALFUNCTION. WENT THREW TEST PLAN IN GFF AND IT SAYS ITS OPERATING CORRECTLY. CLEARED DTC. PERFORMED TECHTIP 37-09-03. SET BASIC SETTINGS TO DSG. ROAD TEST 13 MILES. CAR SEEMS TO BE SHIFTING OK. THE ONLY ISSUE I FEEL IS THAT WHEN YOU ARE AT A STOP AND YOU GO TO TAKE OFF THE CAR SEEMS TO SURGE BACK AND FORTH, AFTER YOUR ALREADY GOING IT SHIFTS FINE.
07/09/2009	14:26	ISSUE OPENED BY DEALERSHIP
07/09/2009	14:30	CUSTOMER COMMENTS: CUSTOMER STATES TRANSMISSION IS JERKING BETWEEN GEARS. SCANNED FOR FAULTS. ONLY FAULTS STORED WAS FOR IGNITION/STARTER SWITCH D ELECTRICAL MALFUNCTION. WENT THREW TEST PLAN IN GFF AND IT SAYS ITS OPERATING CORRECTLY. CLEARED DTC. PERFORMED TECHTIP 37-09-03. SET BASIC SETTINGS TO DSG. ROAD TEST 13 MILES. CAR SEEMS TO BE SHIFTING OK. THE ONLY ISSUE I FEEL IS THAT WHEN YOU ARE AT A STOP AND YOU GO TO TAKE OFF THE CAR SEEMS TO SURGE BACK AND FORTH, AFTER YOUR ALREADY GOING IT SHIFTS FINE.
07/09/2009	14:30	TECH SET B/S JERKS WHENING TAKING OFF FROM A STOP
07/09/2009	14:30	WORKSHOP FINDINGS: SURGES WHILING DRIVING
07/09/2009	14:31	ADVIS ETECH TO REPLACE THE MECH FLUID AND BOLTS AND RESET BASIC SETTING S AFTER REPAIRS
07/09/2009	14:33	PARTS ORDERED
07/13/2009	18:40	UPDATE AFTER PARTS ARE INSTALLED
07/14/2009	12:35	VEHICLE LEFT, THE CUSTOMER WILL RETURN WHEN PARTS ARRIVE.
07/14/2009	15:28	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/14/2009	15:28	ISSUE UPDATED

Consultant's Closing Comments
CUST TOOK CAR REPLACE MECH..

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
476742	RABBIT	2008	WVWVFV71K58W	9948	3885	07/09/2009	USA

Workshop Finding

CUSTOMER STATES THAT THE VEHICLE DOES NOT SHIFT CORRECTLY.

Activity Date	Activity Time	Activity Comments
07/09/2009	14:36	CUSTOMER STATES THAT THE VEHICLE DOES NOT SHIFT CORRECTLY. TEST DROVE VEHICLE WITH CUSTOMER AND FOUND THAT WHEN TRANSMISSION WAS CHANGING GEARS IT WOULD BUMP IN BETWEEN THE GEARS. CHECKED FOR DTCS AND FOUND NO FAULTS. PUT TRANSMISSION IN BASICS SETTINGS MANUALLY AND USING GFF. FOUND VEHICLE STILL HAVING SHIFT ISSUES. CHECKED MVB# 54 AND IT READ H50P0267. MVB# 64 FIELD 1 WAS 0 AND FIELD 2 WAS 0. SUSPECT MECHATRONICS TO BE FAULTY.
07/09/2009	14:36	ISSUE OPENED BY DEALERSHIP
07/09/2009	16:11	BASIC SETTING HAVE BEEN SET NO CHANGE IN SHIFTING
07/09/2009	16:11	CUSTOMER COMMENTS: CUSTOMER STATES THAT THE VEHICLE DOES NOT SHIFT CORRECTLY. TEST DROVE VEHICLE WITH CUSTOMER AND FOUND THAT WHEN TRANSMISSION WAS CHANGING GEARS IT WOULD BUMP IN BETWEEN THE GEARS. CHECKED FOR DTCS AND FOUND NO FAULTS. PUT TRANSMISSION IN BASICS SETTINGS MANUALLY AND USING GFF. FOUND VEHICLE STILL HAVING SHIFT ISSUES. CHECKED MVB# 54 AND IT READ H50P0267. MVB# 64 FIELD 1 WAS 0 AND FIELD 2 WAS 0. SUSPECT MECHATRONICS TO BE FAULTY.
07/09/2009	16:11	WORKSHOP FINDINGS: CUSTOMER STATES THAT THE VEHICLE DOES NOT SHIFT CORRECTLY.
07/09/2009	16:12	PLEASE REPLACE THE MECHATRONICS FLUID AND FILTER & BOLTS ALSO SET BASIC SETTING AFTER REPAIRS ARE COMPLETEED
07/09/2009	16:22	SPECIAL ORDERED PARTS AND WILL RELEASE VEHICLE BACK TO CUSTOMER UNTIL PARTS ARRIVE. THANKS FOR THE ASSISTANCE.
07/09/2009	16:38	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/09/2009	16:38	ISSUE UPDATED

Consultant's Closing Comments

SPECIAL ORDERED PARTS AND WILL RELEASE VEHICLE BACK TO CUSTOMER UNTIL PARTS ARRIVE. THANKS FOR THE ASSISTANCE.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
476756	RABBIT	2008	WVWKC71K38W [REDACTED]	13705	3885	07/09/2009	USA

Workshop Finding
CUSTOMERS COMPLAINT WHEN COMING TO A STOP CAR JERKS FORWARD

Activity Date	Activity Time	Activity Comments
07/09/2009	14:46	CUSTOMERS COMPLAINT WHEN COMING TO A STOP CAR JERKS FORWARD,DID VERIFY THAT ON TEST DRIVE,ALSO WHEN TAKING OFF FROM LITE CAR JERKS FORWARD,SEEMS TO BE A PROBLEM WITH MECATRONIC UNIT, NO DTCS IN ANY SYSTEM,PLEASE ADVISE
07/09/2009	14:46	ISSUE OPENED BY DEALERSHIP
07/09/2009	14:48	CUSTOMER COMMENTS: CUSTOMERS COMPLAINT WHEN COMING TO A STOP CAR JERKS FORWARD,DID VERIFY THAT ON TEST DRIVE,ALSO WHEN TAKING OFF FROM LITE CAR JERKS FORWARD,SEEMS TO BE A PROBLEM WITH MECATRONIC UNIT, NO DTCS IN ANY SYSTEM,PLEASE ADVISE
07/09/2009	14:48	TECH PREFORMED B/S, CAR STILL JERKS WHEN TAKING OFF GET MVB 54
07/09/2009	14:48	WORKSHOP FINDINGS: CUSTOMERS COMPLAINT WHEN COMING TO A STOP CAR JERKS FORWARD
07/09/2009	14:53	ADVSI ETECHT O REPLACE THE TECH TO REPLACE THE MECHATRONCIS FLUID AND THE FILTER SET BASIC SETTING AFTER REPAIRS
07/14/2009	16:53	ORDERED MECHATRONICS UNIT,WILL INSTALL WHEN IT ARRIVES
07/14/2009	18:09	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/14/2009	18:09	ISSUE UPDATED

Consultant's Closing Comments
ORDERED MECHATRONICS UNIT,WILL INSTALL WHEN IT ARRIVES

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
476773	JETTA	2009	3VWRL71K59M [REDACTED]	1626	3885	07/09/2009	USA

Workshop Finding

CUSTOMER STATES THAT CAR SEEMS TO GO INTO A NEUTRAL CONDITION

Activity Date	Activity Time	Activity Comments
07/09/2009	15:01	CUSTOMER STATES THAT CAR SEEMS TO GO INTO A NEUTRAL CONDITION AND THEN THE GEAR DISPLAY FLASHES ON THE DASH. SCANNED FOR DTCS NONE FOUND,TEST DROVE CAR AND WAS UNABLE TO DUPLICATE PROBLEM....TALKED WITH CUSTOMER AND THEY HAVE BEEN HAVING THIS PROBLEM FOR SOME TIME NOW....
07/09/2009	15:01	ISSUE OPENED BY DEALERSHIP
07/09/2009	15:05	ADVISE TECH TO GET MVB 54/64 IN02
07/09/2009	15:05	CUSTOMER COMMENTS: CUSTOMER STATES THAT CAR SEEMS TO GO INTO A NEUTRAL CONDITION AND THEN THE GEAR DISPLAY FLASHES ON THE DASH. SCANNED FOR DTCS NONE FOUND,TEST DROVE CAR AND WAS UNABLE TO DUPLICATE PROBLEM....TALKED WITH CUSTOMER AND THEY HAVE BEEN HAVING THIS PROBLEM FOR SOME TIME NOW....
07/09/2009	15:05	WORKSHOP FINDINGS: CUSTOMER STATES THAT CAR SEEMS TO GO INTO A NEUTRAL CONDITION
07/09/2009	15:06	ASLO SET BASIC SETTING AFTER REPAIRS ARE COMPLETED
07/09/2009	15:06	REPLACE THE G509 IT WIL NESSARY TO REPLACE THE FLUID, SENSOR, AND THE MECHATRONICS BOLTS
07/16/2009	11:37	MARK STATES PART ON ORDER P1
07/31/2009	11:59	INSTALLED TEMP/RPM SENSOR SEEMS TO HAVE FIXED THE PROBLEM,WORKING NORMAL AT THIS TIME.
07/31/2009	12:26	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/31/2009	12:26	ISSUE UPDATED

Consultant's Closing Comments

INSTALLED TEMP/RPM SENSOR SEEMS TO HAVE FIXED THE PROBLEM,WORKING NORMAL AT THIS TIME.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
476781	JETTA	2008	3VWRJ71K08M [REDACTED]	16523	3885	07/09/2009	USA

Workshop Finding
n/a

Activity Date	Activity Time	Activity Comments
07/09/2009	15:04	ISSUE OPENED BY DEALERSHIP
07/09/2009	15:04	VEHICLE WILL JERK AND HESITATE FROM A DEAD STOP. NO FAULT CODES HAVE BEEN STORED. VALUE IN MVB 54 IS J03.
07/09/2009	15:09	CUSTOMER COMMENTS: VEHICLE WILL JERK AND HESITATE FROM A DEAD STOP. NO FAULT CODES HAVE BEEN STORED. VALUE IN MVB 54 IS J03.
07/09/2009	15:09	TECH STATES BASIC SETTING RUN THROUGH VSD. MVB 54 AT J03. ADVISED TECH TO REPLACE MECHATRONIC UNIT, FLUID, FILTER, AND BOLTS.
07/09/2009	15:28	PARTS HAVE BEEN RED ORDERED.
07/09/2009	15:35	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/09/2009	15:35	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
476785	RABBIT	2008	WVWKC71K98W [REDACTED]	27414	3735	07/09/2009	USA

Workshop Finding
TRANSMISSION SHAKES WHILE DRIVING

Activity Date	Activity Time	Activity Comments
07/09/2009	15:06	ISSUE OPENED BY DEALERSHIP
07/09/2009	15:06	PLEASE REFER TO PRIOR VTA FOR GFF LOG AND VIDEO
07/09/2009	15:14	CAR SHUDDER WHEN PUTTING INTO GEAR
07/09/2009	15:14	CUSTOMER COMMENTS: PLEASE REFER TO PRIOR VTA FOR GFF LOG AND VIDEO
07/09/2009	15:14	WORKSHOP FINDINGS: TRANSMISSION SHAKES WHILE DRIVING
07/09/2009	15:18	ADVISE TECH TO SET BASIC SETTING AND ROAD TEST ALSO GET MVB 54 IN 02
07/09/2009	15:45	H28=MVB54
07/09/2009	15:47	LETS PERFORM THE S2, CHECK MVB 32 AND 33
07/09/2009	15:48	DON IS THE TECH
07/10/2009	11:40	REPLACE THE MECHATRONIC, FLUID, FILTER AND BOLTS
07/10/2009	11:42	32 -.4 2.3 0.0 3.1 MVB 33 AT 0.0
07/10/2009	11:42	ISSUE SENT TO DEALERSHIP
07/11/2009	08:56	THE CAR HAS BEEN RETURNED TO THE CUSTOMER UNTILL THE PARTS ARRIVE
07/12/2009	21:27	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/12/2009	21:27	ISSUE UPDATED

Consultant's Closing Comments
THE CAR HAS BEEN RETURNED TO THE CUSTOMER UNTILL THE PARTS ARRIVE

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
476800	RABBIT	2008	WVWHV71K38W [REDACTED]	20191	3885	07/09/2009	USA

Workshop Finding

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

Activity Date	Activity Time	Activity Comments
07/09/2009	15:17	AFTER CAR IS HOT, TRANSMISSION SEEMS TO JERK ON TAKE OFF. CONFIRMED CUSTOMER CONCERN. TRANSMISSION SEEMS TO PULSATE OR JERK WHEN TAKING OFF. PERFORMED GUIDED FAULT FINDINGS AND FOUND NO FAULTS. FLUID HAS CORRECT LEVEL AND IS NOT BURNED. THANKS, JACK
07/09/2009	15:17	ISSUE OPENED BY DEALERSHIP
07/09/2009	15:25	ADVISED THE TECH TO REPLACE THE MECH NIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT.
07/09/2009	15:25	CUSTOMER COMMENTS: AFTER CAR IS HOT, TRANSMISSION SEEMS TO JERK ON TAKE OFF. CONFIRMED CUSTOMER CONCERN. TRANSMISSION SEEMS TO PULSATE OR JERK WHEN TAKING OFF. PERFORMED GUIDED FAULT FINDINGS AND FOUND NO FAULTS. FLUID HAS CORRECT LEVEL AND IS NOT BURNED. THANKS, JACK
07/09/2009	15:25	WORKSHOP FINDINGS: TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM. MVB 54 IS H30.
07/10/2009	10:55	PARTS HAVE BEEN ORDERED, WAITING FOR ARIVAL.
07/12/2009	22:05	THANK YOU FOR THE UPDATE. REMEMBER TO UPDATE AND CLOSE THE TICKET.
07/15/2009	08:13	WAITING
07/15/2009	14:15	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/15/2009	14:15	ISSUE UPDATED

Consultant's Closing Comments

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

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
476813	JETTA	2009	3VWCL71K49M [REDACTED]	37365	3885	07/09/2009	USA

Workshop Finding

n/a

Activity Date	Activity Time	Activity Comments
07/09/2009	15:27	CUSTOMER STATES VEHICLE HESITATES, SURGES, AND STALLED 4 TIMES. TEST DROVE VEHICLE - SURGING FROM A STOP. SET BASIC SETTINGS OF TRANSMISSION AND GOT WORSE. COULD NOT DUPLICATE STALLING ISSUE.
07/09/2009	15:27	ISSUE OPENED BY DEALERSHIP
07/09/2009	15:31	CUSTOMER COMMENTS: CUSTOMER STATES VEHICLE HESITATES, SURGES, AND STALLED 4 TIMES. TEST DROVE VEHICLE - SURGING FROM A STOP. SET BASIC SETTINGS OF TRANSMISSION AND GOT WORSE. COULD NOT DUPLICATE STALLING ISSUE.
07/09/2009	15:31	DOES IT IN REVERSE AS WELL. PLEASE REPLACE THE MECH UNIT.
07/09/2009	15:40	MILEAGE IS 20074 - REPAIR ORDER NUMBER IS 37365 ORDERED MECH UNIT.
07/09/2009	15:41	CLOSE TICKET
07/09/2009	17:19	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/09/2009	17:19	ISSUE UPDATED

Consultant's Closing Comments

: DOES IT IN REVERSE AS WELL. PLEASE REPLACE THE MECH UNIT.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
476831	JETTA	2009	3VWAL71K19M [REDACTED]	762	3885	07/09/2009	USA

Workshop Finding

FOUND CODES FOR GEAR 6 INCORRECT RATIO, 4 GEAR INCORRECT RATIO, AND ALSO IMPLAUSBLE TRANSMISSION SHIFT SEQUENCE. PERFORMED GFF TEST PLAN AND TEST PLAN PASSED AND CODES DIDNT RETURN AFTER TEST DRIVE.

Activity Date	Activity Time	Activity Comments
07/09/2009	15:47	CUST STATES AT TIMES P, R, N, D, 1, 2, 3... DISPLAY WILL FLASH WHILE DRIVING. FOUND CODES FOR GEAR 6 INCORRECT RATIO, 4 GEAR INCORRECT RATIO, AND ALSO IMPLAUSBLE TRANSMISSION SHIFT SEQUENCE. PERFORMED GFF TEST PLAN AND TEST PLAN PASSED AND CODES DIDNT RETURN AFTER TEST DRIVE.
07/09/2009	15:47	ISSUE OPENED BY DEALERSHIP
07/09/2009	16:03	ADVISED TECH TO CHECK FLUID LEVEL AND CONDITION, PERFORM BASIC SETTINGS PER TT 37-09-03 THEN GET MVBS 54 AND 64 IN TCM AND CALL BACK.
07/09/2009	16:03	CUSTOMER COMMENTS: CUST STATES AT TIMES P, R, N, D, 1, 2, 3... DISPLAY WILL FLASH WHILE DRIVING.
07/09/2009	16:03	WORKSHOP FINDINGS: FOUND CODES FOR GEAR 6 INCORRECT RATIO, 4 GEAR INCORRECT RATIO, AND ALSO IMPLAUSBLE TRANSMISSION SHIFT SEQUENCE. PERFORMED GFF TEST PLAN AND TEST PLAN PASSED AND CODES DIDNT RETURN AFTER TEST DRIVE.
07/10/2009	07:45	CHECKED TRANSMISSION FLUID FOR PROPER LEVEL, AT THIS TIME ITS OK. PERFORMED BASIC SETTINGS IN 60 AND 61. MVB 54- K05R0064 MVB 64- 0 0
07/10/2009	08:20	RESEARCH CONCERN.
07/10/2009	10:24	CALLED TECH TO GATHER ADDITIONAL INFORMATION, WILL CALL BACK WITH REPAIR DIRECTION.
07/10/2009	10:38	ADVISED TECH TO REPLACE MECH UNIT, BOLTS, FILTER AND FLUID THEN PERFORM BASIC SETTINGS PER TT 37-09-03. ALSO SENDING DEALER PARTS RELEASE FORM.
07/10/2009	10:53	PARTS ORDERED, CUSTOMERS PICKING VEH UP
07/13/2009	21:33	THANKS FOR THE UPDATE.
07/16/2009	12:29	TALKED TO THE TECH THE PART IS ON RED ORDER.....P1
07/20/2009	16:00	INSTALLED MECHATRONIC UNIT, FILTER, FLUID AND NEW BOLTS. PERFORMED MANUAL BASIC SETTINGS ON MECHATRONIC UNIT. TEST DROVE VEH FOR 10 MILES.
07/20/2009	19:13	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/20/2009	19:13	ISSUE UPDATED

Consultant's Closing Comments

REPLACED MECH UNIT, COMPLETED.
PER JA.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
476878	JETTA	2008	3VWRJ71K78M [REDACTED]	13294	3885	07/09/2009	USA

Workshop Finding
 THE DEALERS DESCRIPTION IS IT LURCHES INTO GEAR FROM A STOP.

Activity Date	Activity Time	Activity Comments
07/09/2009	16:34	CUSTOMER STATES WHEN STARTING FROM A STANDSTILL IN DRIVE VEHICAL ACTS AS IF YOU RELEASED THE CLUTCH TOO FAST (TRANSMISSION IS A DSG). I HAVE BEEN ABLE TO DUPLICATE IT IN TIPTRONIC AND SPORT MODE BUT NOT DRIVE. CONCERN OCCURS WHEN APPLYING PARTIAL THROTTLE. NO RELATED DTC IN VEHICALS MEMORY. CHECKED TRANSMISSION FLUID LEVEL AND COLOR, BOTH ARE GOOD. ANY SUGGESTIONS?
07/09/2009	16:34	ISSUE OPENED BY DEALERSHIP
07/09/2009	16:38	DUE TO THE DESCRIPTION OF THE COMPLAINT AND THE DUPLICATION THE SHOP WILL HAVE TO REPLACE THE MECHATRONICS.
07/09/2009	16:38	WORKSHOP FINDINGS: THE DEALERS DESCRIPTION IS IT LURCHES INTO GEAR FROM A STOP.
07/09/2009	17:16	ORDERED PARTS, NO MECHATRONICS UNITS AVAILABLE IN COUNTRY. WILL UPDATE WITH ETA WHEN I GET ONE.
07/10/2009	16:59	THANK YOU FOR THE UPDATE.
07/13/2009	15:57	STILL NO ETA
07/16/2009	12:32	TALKED TO PETER IN SERVICE THE TRANS IS STILL ON RED ORDER.....P1
07/31/2009	10:54	THIS PART IS ON VENDOR BACKORDER
08/07/2009	13:43	PART IS STILL NOT HERE
08/14/2009	15:41	PARTS ARRIVED AND ARE INSTALLED. HAVING TROUBLE WITH SETTING BASIC SETTINGS THOUGH. THE GFF TEST PLAN SAYS THAT EVRYTHING WORKED FINE BUT THEN THE TRANS WONT SHIFT PAST 3RD GEAR. I HAVE HAD THIS ISSUE IN THE PAST AND WHEN I CONTACTED VTA THEY FAXED ME A BASIC SETTING PROCEDURE BUT I CANT SEEM TO FIND IT.
08/14/2009	15:55	ADVISED THE TECH TO 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. UPDATE THE VTA WITH RESULTS.
08/14/2009	17:06	COMPLETED BASIC SETTINGS. VERIFIED OPERATION OF TRANSMISSION. THANK YOU FOR YOUR HELP.
08/17/2009	18:24	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
08/17/2009	18:24	ISSUE UPDATED

Consultant's Closing Comments
 THE SHOP HAS REPLACED THE MECHATRONICS VEHICLE IS REPAIRED.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
476879	RABBIT	2008	WVWFV71K68W [REDACTED]	23800	3885	07/09/2009	USA

Workshop Finding
n/a

Activity Date	Activity Time	Activity Comments
07/09/2009	16:34	ISSUE OPENED BY DEALERSHIP
07/09/2009	16:34	VEHICLE BUCKS AND JUMPS ON ACCELERATION FROM A STOP. PROBLEM IS WORSE WHEN VEHICLE IS AT OPERATING TEMP. VEHICLE WILL ALSO ROLL BACK ON A HILL WHILE IN DRIVE
07/09/2009	16:35	CUSTOMER COMMENTS: VEHICLE BUCKS AND JUMPS ON ACCELERATION FROM A STOP. PROBLEM IS WORSE WHEN VEHICLE IS AT OPERATING TEMP. VEHICLE WILL ALSO ROLL BACK ON A HILL WHILE IN DRIVE
07/09/2009	16:35	PLEASE REPLACE THE MECH UNIT.
07/16/2009	13:12	C1 - SPOKE TO SCOTT, CUSTOMER HAS CAR AND PART HAS BEEN ORDERED. TECH ON VACATION, WILL RETURN ON MONDAY.
07/27/2009	15:00	PART ON BACK ORDER.
07/28/2009	11:59	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/28/2009	11:59	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
476892	EOS	2008	WVWFA71FX8V [REDACTED]	15450	3885	07/09/2009	USA

Workshop Finding
 VERIFIED CONCERN, MVB 54

Activity Date	Activity Time	Activity Comments
07/09/2009	16:54	ISSUE OPENED BY DEALERSHIP
07/09/2009	16:54	WHEN YOU ARE STOPPED AND ARE TAKING OFF THE CAR SURGED PAUSES AND SURGES THEN DRIVES AS NORMAL WILL DO THIS IN D AND R WHEN TAKING OFF FROM A STOP..
07/09/2009	17:42	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 MANUAL BASIC SETTINGS. CLOSE OUT VTA WHEN COMPLETED.
07/09/2009	17:42	CUSTOMER COMMENTS: WHEN YOU ARE STOPPED AND ARE TAKING OFF THE CAR SURGED PAUSES AND SURGES THEN DRIVES AS NORMAL WILL DO THIS IN D AND R WHEN TAKING OFF FROM A STOP..
07/09/2009	17:42	WORKSHOP FINDINGS: VERIFIED CONCERN, MVB 54
07/16/2009	17:24	SPOKE TO MASON IN SERVICE AND THE CAR IS HOLDING ON PARTS.....P1
08/17/2009	12:37	ADVISE TECH TO VERIFY CORRECT VIN# ON MECHATRONICS BOX GET READINGS FROM MVB 41, 48, 54, AND 90 THROUGH 100 IN THE TCM BOTH MODULES
08/17/2009	13:18	TRANSFER TO CHRIS'S VOICE MAIL
08/17/2009	15:38	THANK YOU FOR NOT CALLING ME BACK... I TRYED IT AGAING BEING THE 4 TH TIME AND IT WENT THROUGH WITHOUT STALLING. RE CLEARED DTC'S AND TEST DROVE SEEMS TO BE SHIFTING FINE. WE ARE TEST DRIVING TO MAKE SURE NO OTHER CONCERS ARISE...
08/17/2009	17:16	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
08/17/2009	17:16	ISSUE UPDATED

Consultant's Closing Comments
 I TRYED IT AGAING BEING THE 4 TH TIME AND IT WENT THROUGH WITHOUT STALLING. RE CLEARED DTC'S AND TEST DROVE SEEMS TO BE SHIFTING FINE. WE ARE TEST DRIVING TO MAKE SURE NO OTHER CONCERS ARISE...
 CALLED THE DEALER 2 TIMES, SPOKE WITH LANCE BOTH TIMES AND THE FIRST TIME, TECH WAS AT LUNCH, SECOND TIME HE WAS GONE FOR THE DAY CJG

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
476905	EOS	2008	WVWFA71FX8V [REDACTED]	5199	3885	07/09/2009	USA

Workshop Finding
n/a

Activity Date	Activity Time	Activity Comments
07/09/2009	17:14	ISSUE OPENED BY DEALERSHIP
07/09/2009	17:14	WHEN YOU ARE STOPPED AND ARE TAKING OFF THE CAR SURGED PAUSES AND SURGES THEN D RIVES AS NORMAL WILL DO THIS IN D AND R WHEN TAKING OFF FROM A STOP..
07/09/2009	17:21	CUSTOMER COMMENTS: WHEN YOU ARE STOPPED AND ARE TAKING OFF THE CAR SURGED PAUSES AND SURGES THEN D RIVES AS NORMAL WILL DO THIS IN D AND R WHEN TAKING OFF FROM A STOP..
07/09/2009	17:21	PLEASE REPLACE THE MECH UNITS.
07/16/2009	17:24	SPOKE TO MASON IN SERVICE AND THE CAR IS HOLDING ON PARTS.....P1
09/01/2009	09:19	STILL WAITING ON PARTS
09/01/2009	09:27	STILL WAITING ON PARTS, CLOSING PER JEFFREY PAYNE.
09/03/2009	12:41	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
09/03/2009	12:41	ISSUE UPDATED

Consultant's Closing Comments
PLEASE REPLACE THE MECH UNITS.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
476928	EOS	2008	WVWFA71F08V [REDACTED]	9446	3885	07/09/2009	USA

Workshop Finding
 CONFIRMED CUSTOMER COMPLAINT. PERFORMED BASIC SETTINGS MANUALLY IN VSD FOR MECHATRONICS UNIT SEVERAL TIMES AND THEN COMPLETED EXTENDED TEST DRIVE. TRANS STILL HAS HARSH ENGAGEMENT. MVB 54 READS J10P0508. PLEASE ADVISE.

Activity Date	Activity Time	Activity Comments
07/09/2009	18:10	C/S FROM A STOP WHEN VEHICLE TAKES OFF WITH HARSH MOTION. CONFIRMED CUSTOMER COMPLAINT. PERFORMED BASIC SETTINGS MANUALLY IN VSD FOR MECHATRONICS UNIT SEVERAL TIMES AND THEN COMPLETED EXTENDED TEST DRIVE. TRANS STILL HAS HARSH ENGAGEMENT. MVB 54 READS J10P0508. PLEASE ADVISE.
07/09/2009	18:10	ISSUE OPENED BY DEALERSHIP
07/09/2009	18:16	ADVISED TECH TO REPLACE MECH UNIT, BOLTS, FILTER AND FLUID THEN PERFORM BASIC SETTINGS PER TT 37-09-03. CLOSE OUT VTA.
07/09/2009	18:16	CUSTOMER COMMENTS: C/S FROM A STOP WHEN VEHICLE TAKES OFF WITH HARSH MOTION.
07/09/2009	18:16	WORKSHOP FINDINGS: CONFIRMED CUSTOMER COMPLAINT. PERFORMED BASIC SETTINGS MANUALLY IN VSD FOR MECHATRONICS UNIT SEVERAL TIMES AND THEN COMPLETED EXTENDED TEST DRIVE. TRANS STILL HAS HARSH ENGAGEMENT. MVB 54 READS J10P0508. PLEASE ADVISE.
07/16/2009	17:21	SPOKE TO DWAIN IN SERVICE AND THE CAR IS HOLDING ON PARTS CAR IS GONE.....C1
07/28/2009	08:41	PART IS ON RED ORDER, STILL WAITING FOR PARTS TO ARRIVE.
07/28/2009	10:30	STATUS UPDATED TO P1
08/25/2009	11:49	PARTS HAVE ARRIVED, WAITING FOR VEHICLE TO RETURN. CLOSING TICKET. THANK YOU.
08/25/2009	18:05	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
08/25/2009	18:05	ISSUE UPDATED

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

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
476930	JETTA	2008	3VWRJ71KX8M [REDACTED]	11528	3885	07/09/2009	USA

Workshop Finding
n/a

Activity Date	Activity Time	Activity Comments
07/09/2009	18:18	HESITATION, CHATTER FROM TRANS ON LITE ACCELERATION OR WHEN REALING BRAKE PEDAL IN DRIVE OR REVERSE, GFF NO FAULTS IN ANY CONTROL MODUAL, FUEL TRIM NORMAL, OIL LEVEL AND CODITION OK, PERFORM BASIC SETTING, NO CHANGE
07/09/2009	18:18	ISSUE OPENED BY DEALERSHIP
07/09/2009	18:30	CUSTOMER COMMENTS: HESITATION, CHATTER FROM TRANS ON LITE ACCELERATION OR WHEN REALING BRAKE PEDAL IN DRIVE OR REVERSE, GFF NO FAULTS IN ANY CONTROL MODUAL, FUEL TRIM NORMAL, OIL LEVEL AND CODITION OK, PERFORM BASIC SETTING, NO CHANGE
07/09/2009	18:30	TECH SET BASIC SETTINGS IN VSD BUT CONCERN IS STILL PRESENT. ADVISED TECH TO UPDATE VTA AND GIVE US A CALL BACK WITH MVB 54 AND 64 IN TCM.
07/09/2009	18:37	VALUE BLOCK 54, J01R0077, BLOCK 64, FIELD 1 IS 0, FIELD 2 IS 0
07/09/2009	18:42	ADVISED TECH TO REPLACE MECHATRONIC UNIT, FLUID, FILTER, AND BOLTS.
07/09/2009	18:51	PARTS ON ODER
07/09/2009	19:05	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/09/2009	19:05	ISSUE UPDATED

Consultant's Closing Comments
REPLACE MECHATRONIC UNIT.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
476951	EOS	2008	WVWBA71F48V [REDACTED]	21573	3885	07/09/2009	USA

Workshop Finding
MVB 54 HAS H2O AND MVB 64 0, 0.

Activity Date	Activity Time	Activity Comments
07/09/2009	19:29	ISSUE OPENED BY DEALERSHIP
07/09/2009	19:29	TRANS,ENGAGES HARSHLY,ALSO AT TIMES CAR WANTS TO STALL.PLEASE ADVISE.
07/09/2009	19:36	CUSTOMER COMMENTS: TRANS,ENGAGES HARSHLY,ALSO AT TIMES CAR WANTS TO STALL.PLEASE ADVISE.
07/09/2009	19:36	TECH NEEDS TO REPLACE THE MECHATRONICS UNIT, BOLTS, FLUID AND FILTER AND PERFORM BASIC SETTINGS MANUALLY AS PER TECH TIP.
07/09/2009	19:36	WORKSHOP FINDINGS: MVB 54 HAS H2O AND MVB 64 0, 0.
07/10/2009	15:40	ORDERED PARTS.
07/10/2009	15:56	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/10/2009	15:56	ISSUE UPDATED

Consultant's Closing Comments
ORDERED PARTS.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
476952	RABBIT	2008	WVWVFV71K88W	11697	3885	07/09/2009	USA

Workshop Finding

BASIC SETTINGS SETS

Activity Date	Activity Time	Activity Comments
07/09/2009	19:32	CUSTOMER STATES DSG DOES NOT SHIFT CORRECTLY, SEEMS TO UPSHIFT TOO QUICKLY FROM STOPS, IS SLOW TO ENGAGE INTO DRIVE AND SOMETIMES TO STICK IN NEUTRAL AFTER SHIFTING INTO REVERSE. I ROAD TESTED THE CAR AND NOTICED THAT IT DOES SHIFT TOO QUICK. BY THE TIME YOU HIT 35 MPH, IT'S IN 6 GEAR. RAN BASIC SETTINGS TEST PLAN FROM GFF AND BY THE END OF THE TEST IT STILL SHIFTED TOO QUICK.
07/09/2009	19:32	ISSUE OPENED BY DEALERSHIP
07/09/2009	19:37	CUSTOMER COMMENTS: CUSTOMER STATES DSG DOES NOT SHIFT CORRECTLY, SEEMS TO UPSHIFT TOO QUICKLY FROM STOPS, IS SLOW TO ENGAGE INTO DRIVE AND SOMETIMES TO STICK IN NEUTRAL AFTER SHIFTING INTO REVERSE. I ROAD TESTED THE CAR AND NOTICED THAT IT DOES SHIFT TOO QUICK. BY THE TIME YOU HIT 35 MPH, IT'S IN 6 GEAR. RAN BASIC SETTINGS TEST PLAN FROM GFF AND BY THE END OF THE TEST IT STILL SHIFTED TOO QUICK.
07/09/2009	19:37	UPDATE THE MECH USING 317D. SET BASIC SETTINGS AND RETEST
07/09/2009	19:37	WORKSHOP FINDINGS: BASIC SETTINGS SETS
07/10/2009	12:11	THANKS CHRIS, THE CUSTOMER REQUESTED TO RETURN THE VEHICLE AT ANOTHER TIME.
07/10/2009	12:14	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/10/2009	12:14	ISSUE UPDATED

Consultant's Closing Comments

THANKS CHRIS, THE CUSTOMER REQUESTED TO RETURN THE VEHICLE AT ANOTHER TIME.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
476980	EOS	2009	WVWFA71FX9V [REDACTED]	5706	3490	07/10/2009	USA

Workshop Finding
n/a

Activity Date	Activity Time	Activity Comments
07/10/2009	08:50	AT TIMES WHEN COMING TO A STOP THE "PRND" WILL LIGHT UP AND ENGINE STALLS. AFTER DRIVING THE CAR OVER 150MILES. IT HAS LOST THROTTLE 3 TIMES AT A STOP, NO CODES STORE AND HAS NEVER STALLED ON US.
07/10/2009	08:50	ISSUE OPENED BY DEALERSHIP
07/10/2009	11:42	CUSTOMER COMMENTS: AT TIMES WHEN COMING TO A STOP THE "PRND" WILL LIGHT UP AND ENGINE STALLS. AFTER DRIVING THE CAR OVER 150MILES. IT HAS LOST THROTTLE 3 TIMES AT A STOP, NO CODES STORE AND HAS NEVER STALLED ON US.
07/10/2009	11:42	QTM DOUG SENAY ON SITE FOR UNRELATED CONCERN REFERED TECH TO BULLETIN # 37 06 09 RELATING TO G509 DSG TRANS SPEED / TEMP SENSOR REPALCEMENT PART # 02E-927-321 A FRED REPORT # 230377 REFERENCEING THE SAME CONDITION.VERIFYIED CORRECTION WITH AUTHOR OF FRED
07/13/2009	09:52	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/13/2009	09:52	ISSUE UPDATED

Consultant's Closing Comments
PARTS ORDERED FOR INSTALLATION

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
476994	EOS	2008	WVWBA71FX8V [REDACTED]	13019	3885	07/10/2009	USA

Workshop Finding
n/a

Activity Date	Activity Time	Activity Comments
07/10/2009	09:05	CS: CAR JERKS, BANGS INTO GEAR WHEN TAKING OFF FROM A STOP. AT TIMES LOOSE POWER WHILE DRIVING. TEST DRIVE CONFIRM THE BANGING INTO GEAR FROM STOP BUT DID NOT FEEL THE LOST OF POWER. MVB 54 AND 64 ON TRANS ATTACHED
07/10/2009	09:05	ISSUE OPENED BY DEALERSHIP
07/10/2009	09:08	CUSTOMER COMMENTS: CS: CAR JERKS, BANGS INTO GEAR WHEN TAKING OFF FROM A STOP. AT TIMES LOOSE POWER WHILE DRIVING. TEST DRIVE CONFIRM THE BANGING INTO GEAR FROM STOP BUT DID NOT FEEL THE LOST OF POWER. MVB 54 AND 64 ON TRANS ATTACHED
07/10/2009	09:08	PLEASE REPLACE THE MECH UNIT.
07/13/2009	10:00	WAITING FOR PARTS TO COME IN / CUSTOMER WILL RESCHEDULE
07/13/2009	10:08	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/13/2009	10:08	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
477019	JETTA	2009	3VWTL71KX9M [REDACTED]	4886	3885	07/10/2009	USA

Workshop Finding

IDLE RAISES, PRNDS LIGHT IN CLUSTER STARTS TO FLASH, AND GREEN INDICATOR TO DEPRESS BRAKE PEDAL LIGHTS UP. CUSTOMER COASTS TO SIDE OF HIGHWAY, DEPRESSES BRAKE PEDAL, PLACES VEHICLE IN PARK THEN BACK INTO DRIVE AND VEHICLE CONTINUES TO DRIVE NORMAL. THIS INCIDENT HAPPENED 3-4 MORE TIMES THEN VEHICLE WAS BROUGHT INTO DEALER. SCANNED VEHICLE WITH GFF AND THERE ARE NO FAULTS IN ANY SYSTEMS.

Activity Date	Activity Time	Activity Comments
07/10/2009	09:45	ISSUE OPENED BY DEALERSHIP
07/10/2009	09:45	WHEN DRIVING ON HIGHWAY FUEL PEDAL IS RELEASED, VEHICLE COASTING, FUEL PEDAL IS DEPRESSED TO PICK UP SPEED AND THERE IS NO RESPONSE. IDLE RAISES, PRNDS LIGHT IN CLUSTER STARTS TO FLASH, AND GREEN INDICATOR TO DEPRESS BRAKE PEDAL LIGHTS UP. CUSTOMER COASTS TO SIDE OF HIGHWAY, DEPRESSES BRAKE PEDAL, PLACES VEHICLE IN PARK THEN BACK INTO DRIVE AND VEHICLE CONTINUES TO DRIVE NORMAL. THIS INCIDENT HAPPENED 3-4 MORE TIMES THEN VEHICLE WAS BROUGHT INTO DEALER. SCANNED VEHICLE WITH GFF AND THERE ARE NO FAULTS IN ANY SYSTEMS.
07/10/2009	09:53	ADVISED TECH TO PLEASE CHECK THE TRANSMISSION FLUID LEVEL AND CONDITION. PLEASE UPDATE THE VTA WITH MVB 54 AND 64 FROM THE TCM.
07/10/2009	09:53	CUSTOMER COMMENTS: WHEN DRIVING ON HIGHWAY FUEL PEDAL IS RELEASED, VEHICLE COASTING, FUEL PEDAL IS DEPRESSED TO PICK UP SPEED AND THERE IS NO RESPONSE.
07/10/2009	09:53	WORKSHOP FINDINGS: IDLE RAISES, PRNDS LIGHT IN CLUSTER STARTS TO FLASH, AND GREEN INDICATOR TO DEPRESS BRAKE PEDAL LIGHTS UP. CUSTOMER COASTS TO SIDE OF HIGHWAY, DEPRESSES BRAKE PEDAL, PLACES VEHICLE IN PARK THEN BACK INTO DRIVE AND VEHICLE CONTINUES TO DRIVE NORMAL. THIS INCIDENT HAPPENED 3-4 MORE TIMES THEN VEHICLE WAS BROUGHT INTO DEALER. SCANNED VEHICLE WITH GFF AND THERE ARE NO FAULTS IN ANY SYSTEMS.
07/10/2009	10:33	CHECKED TRANSMISSION FLUID LEVEL AND CONDITION, BOTH ARE EXCELLENT. ATTACHED MVB #54 & 64. PLEASE ADVISE.
07/10/2009	10:37	DISPLAY GROUP 64 / 25, 43
07/10/2009	10:37	PLEASE REPLACE THE SPEED/TEMP SENSOR.
07/15/2009	08:10	SPEED SENDER IS ON ORDER - INTERGALACTIC BACKORDER.
07/15/2009	12:56	THANKS FOR THE UPDATE. IF THE VEHICLE WERE TO LEAVE THE DEALERSHIP, UPDATE AND CLOSE THIS CASE.
07/16/2009	09:25	PART REPLACED AND VEHICLE ROAD TESTED.REPAIR COMPLETE THANK YOU FOR THE ASSISTANCE.
07/16/2009	10:26	ISSUE UPDATED
07/16/2009	10:42	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/16/2009	10:42	ISSUE UPDATED

Consultant's Closing Comments

TECHNICIAN REPLACED THE G509/G182 TEMPERATURE/SPEED SENSOR.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
477044	EOS	2008	WVWBA71F58V [REDACTED]	21027	3885	07/10/2009	USA

Workshop Finding

n/a

Activity Date	Activity Time	Activity Comments
07/10/2009	10:10	C/S VEHICLE NOT SMOOTH WHEN TAKING OFF....ROAD TESTED VEHICLE FOUND VEHICLE TO JERK WEN ROLLING INTO 1ST AND IN REVERSE....MECH UNIT?
07/10/2009	10:10	ISSUE OPENED BY DEALERSHIP
07/10/2009	10:13	CUSTOMER COMMENTS: C/S VEHICLE NOT SMOOTH WHEN TAKING OFF....ROAD TESTED VEHICLE FOUND VEHICLE TO JERK WEN ROLLING INTO 1ST AND IN REVERSE....MECH UNIT?
07/10/2009	10:13	TECH STATES BASIC SETTINGS SET THROUGH VSD. ADVISED TECH TO UPDATE VTA AND GIVE US A CALL WITH MVB 54 AND 64 IN TCM.
07/10/2009	10:24	54- H30K0029 64-0 0
07/10/2009	10:28	AFTER REVIEWING MVB 54 ADVISED TECH TO REPLACE MECH UNIT, BOLTS, FILTER AND FLUID THEN PERFORM MANUAL BASIC SETTINGS PER TT 37-09-03. CLOSE OUT VTA.
07/14/2009	10:23	MECH UNIT ON BACK ORDER
07/14/2009	10:27	PART ON BACK ORDER
07/14/2009	10:32	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/14/2009	10:32	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
477050	JETTA	2008	3VWRJ71K98M [REDACTED]	6917	3885	07/10/2009	USA

Workshop Finding
n/a

Activity Date	Activity Time	Activity Comments
07/10/2009	10:19	DSG. FEELING DOUBLE SHUDDER HARSH ENGAGEMENT WHEN FIRST TAKE FOOT OFF BRAKE AND STARTING TO APPLY MODERATE ACCEL PEDAL PRESSURE. VERIFY FLUID LEVEL/CONDITION OK. NO FAULTS ECM/TCM. MUCH LESS NOTABLE BEFORE WARMED UP.
07/10/2009	10:19	ISSUE OPENED BY DEALERSHIP
07/10/2009	10:36	CUSTOMER COMMENTS: DSG. FEELING DOUBLE SHUDDER HARSH ENGAGEMENT WHEN FIRST TAKE FOOT OFF BRAKE AND STARTING TO APPLY MODERATE ACCEL PEDAL PRESSURE. VERIFY FLUID LEVEL/CONDITION OK. NO FAULTS ECM/TCM. MUCH LESS NOTABLE BEFORE WARMED UP.
07/10/2009	10:36	PLEASE REPLACE THE MECH UNIT.
07/17/2009	13:21	P1 SPOKE WITH JOSH (SERVICE) AND WAS ADVISED THAT THE VEHICLE IS STILL WAITING ON PARTS. VEHICLE IS IN THE SHOP.
07/27/2009	17:17	REPLACED MECHATRONIC UNIT, W/ FILTER/FLUID. BASIC SETTING DONE. PERFORMING NORMAL
07/28/2009	11:59	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/28/2009	11:59	ISSUE UPDATED

Consultant's Closing Comments
REPLACED MECHATRONIC UNIT, W/ FILTER/FLUID. BASIC SETTING DONE. PERFORMING NORMAL

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
477070	RABBIT	2008	WVWHV71K08W [REDACTED]	33618	3885	07/10/2009	USA

Workshop Finding
CUSTOMER STATE VEHICLE JERK FROM STOP

Activity Date	Activity Time	Activity Comments
07/10/2009	10:59	CUSTOMER STATE VEHICLE JERK FROM STOP MORE HE DRIVE JERK IS MORE .4000MILES AGO MECHATRONIC WSA REPLACE
07/10/2009	10:59	ISSUE OPENED BY DEALERSHIP
07/10/2009	11:05	ADVISE TECH TO GET MVB 54 AND SET BASIC SETTING AND ROAD TEST
07/10/2009	11:05	CUSTOMER COMMENTS: CUSTOMER STATE VEHICLE JERK FROM STOP MORE HE DRIVE JERK IS MORE .4000MILES AGO MECHATRONIC WSA REPLACE
07/10/2009	11:05	ISSUE UPDATED
07/10/2009	11:05	WORKSHOP FINDINGS: CUSTOMER STATE VEHICLE JERK FROM STOP
07/10/2009	11:33	TEST DRIVE PERFORM BASIC SETTING AND CHECK VALUES IN 54 ==760/M 0.0% 1.6% RESULTS
07/10/2009	11:36	TRANSFER TO CG VOICEMAIL
07/10/2009	12:49	UPDATE THE TCM/ECM WITH 317D AND SET BASIC SETTINGS
07/14/2009	10:56	PERFORM UPDATE ANDTESTD RIVE BY SERVICEMANAGEER SYSTEM WORKING OK
07/14/2009	11:27	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/14/2009	11:27	ISSUE UPDATED

Consultant's Closing Comments
PERFORM UPDATE ANDTESTD RIVE BY SERVICEMANAGEER SYSTEM WORKING OK

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
477085	JETTA	2008	3VWRJ71K08M [REDACTED]	12122	3885	07/10/2009	USA

Workshop Finding
MVB 54 IS H50 AND 64 IS 0, 0.

Activity Date	Activity Time	Activity Comments
07/10/2009	11:08	ISSUE OPENED BY DEALERSHIP
07/10/2009	11:08	VEHICLE PAUSES-SURGE WHEN TAKEING OFF FROM A STOP.NO FAULTS. BASIC SETTINGS WILL SET OK.
07/10/2009	11:39	CUSTOMER COMMENTS: VEHICLE PAUSES-SURGE [REDACTED] TAKEING OFF FROM A STOP.NO FAULTS. BASIC SETTINGS WILL SET OK.
07/10/2009	11:39	TECH NEEDS TO REPLACE THE MECHATRONICS UNIT, BOLTS, FLUID AND FILTER. PERFORM BASIC SETTINGS MANUALLY AFTER INSTALLING THE NEW COMPONENT.
07/10/2009	11:39	WORKSHOP FINDINGS: MVB 54 IS H50 AND 64 IS 0, 0.
07/17/2009	13:36	C1 - SPOKE TO RANDY, PART ORDERED CUSTOMER HAS CAR. LEFT MESSAGE ASKING TECH TO CLOSE TICKET SINCE THE CUSTOMER HAS VEHICLE.
07/17/2009	13:46	WAITING FOR PARTS.
07/17/2009	13:47	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/17/2009	13:47	ISSUE UPDATED

Consultant's Closing Comments
WAITING FOR PARTS.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
477104	JETTA	2008	3VWRA71KX8M [REDACTED]	12180	3885	07/10/2009	USA

Workshop Finding
 SHOULD I ORDER MECHATRONICS UNIT? MEASURING BLOCK 54 = J07F0185.

Activity Date	Activity Time	Activity Comments
07/10/2009	11:17	ISSUE OPENED BY DEALERSHIP
07/10/2009	11:17	WHEN YOU LET UP OFF THE BRAKE CAR WILL JERK SHOULD I ORDER MECHATRONICS UNIT MEASURING BLOCK 54 J07F0185
07/10/2009	11:26	ADVISED TECH TO PLEASE CHECK MVB 64. PLEASE VERIFY BOTH FIELDS ARE READING ZERO. VERIFY TRANSMISSION FLUID LEVEL AND CONDITION. VERIFY FLUID DOES NOT APPEAR TO BE CONTAMINATED. PERFORM BASIC SETTING IN ACCORDANCE WITH TT: 37-09-03. IF THE VEHICLE WERE TO STALL OR NOT PASS BASIC SETTINGS, RETURN PHONE CALL TO THE HELPLINE. RE-EVALUATE THE CONCERN AFTER BASIC SETTINGS. THE CONCERN IS STILL PRESENT, PLEASE REPLACE THE MECHATRONIC, MECHATRONIC BOLTS, FLUID, AND FILTER. PLEASE KEEP THE VTA UPDATED WITH YOUR FINDINGS.
07/10/2009	11:26	CUSTOMER COMMENTS: WHEN YOU LET UP OFF THE BRAKE CAR WILL JERK.
07/10/2009	11:26	WORKSHOP FINDINGS: SHOULD I ORDER MECHATRONICS UNIT? MEASURING BLOCK 54 = J07F0185.
07/10/2009	12:27	TOOK FLUID SAMPLE ALL OK CHECK MEASURING BLOCK 64 READS 00 THEN PERFORMED BASIC SETTINGS ROAD TESTED NOT OK ORDERED PARTS
07/10/2009	12:37	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/10/2009	12:37	ISSUE UPDATED

Consultant's Closing Comments
 TECHNICIAN HAS ORDERED AND WILL INSTALL A NEW MECHATRONIC, FLUID, FILTER, AND MECHATRONIC BOLTS.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
477118	EOS	2008	WVWBA71F98V [REDACTED]	16504	3885	07/10/2009	USA

Workshop Finding

DUPLICATED CONCERN. CLUNK NOISES ALSO HEARD. RAN GFF, NO FAULTS IN ANY SYSTEM. SEEMS LIKE A MECHATRONICS ISSUE..
MVB 54 = H49M0342

Activity Date	Activity Time	Activity Comments
07/10/2009	11:28	CUSTOMERS CONCERN IS THAT THE VEHICLE WOULD SURGE AND CHUG 2-3 TIMES FROM LEAVING A STOPPED POSITION. OCCURS ONLY WHEN VEHICLE IS WARM AND IN BOTH FORWARD AND REVERSE GEARS. DUPLICATED CONCERN. CLUNK NOISES ALSO HEARD. RAN GFF, NO FAULTS IN ANY SYSTEM. SEEMS LIKE A MECHATRONICS ISSUE..
07/10/2009	11:28	ISSUE OPENED BY DEALERSHIP
07/10/2009	11:42	ADVISE TECH TO REPLACE MECHATRONICS , FLUID, FILTER, AND BOLTS. PERFORM BASIC SETTINGS PER TT37-08-03
07/10/2009	11:42	CUSTOMER COMMENTS: CUSTOMERS CONCERN IS THAT THE VEHICLE WOULD SURGE AND CHUG 2-3 TIMES FROM LEAVING A STOPPED POSITION. OCCURS ONLY WHEN VEHICLE IS WARM AND IN BOTH FORWARD AND REVERSE GEARS.
07/10/2009	11:42	WORKSHOP FINDINGS: DUPLICATED CONCERN. CLUNK NOISES ALSO HEARD. RAN GFF, NO FAULTS IN ANY SYSTEM. SEEMS LIKE A MECHATRONICS ISSUE.. MVB 54 = H49M0342
07/10/2009	13:37	VEHICLE LEFT UNTIL PARTS HAVE ARRIVED.
07/10/2009	14:02	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/10/2009	14:02	ISSUE UPDATED

Consultant's Closing Comments

EPLACE MECHATRONICS , FLUID, FILTER, AND BOLTS VEHICLE LEFT UNTIL PARTS HAVE ARRIVED.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
477132	JETTA	2008	3VWRA71K68M [REDACTED]	20776	3885	07/10/2009	USA

Workshop Finding

DROVE VEHICLE FELT SLIGHT BUCKING WHEN ACCELERATING SLOWLY. WHEN STOPPED ON HILL, AFTER LETTING OFF BRAKE VEHICLE WILL ROLL BACK, WILL TRY TO CATCH ITSELF, RPM'S WILL DROP AND ENGINE ALMOST STALLS. MVB 54= JO4Q0263

Activity Date	Activity Time	Activity Comments
07/10/2009	11:46	CUSTOMER STATES: VEHICLE JERKY WHEN ACCELERATING SLOWLY. DROVE VEHICLE FELT SLIGHT BUCKING WHEN ACCELERATING SLOWLY. WHEN STOPPED ON HILL, AFTER LETTING OFF BRAKE VEHICLE WILL ROLL BACK, WILL TRY TO CATCH ITSELF, RPM'S WILL DROP AND ENGINE ALMOST STALLS.
07/10/2009	11:46	ISSUE OPENED BY DEALERSHIP
07/10/2009	11:52	ADVISE TECH TO REPLACE MECHATRONICS , FLUID, FILTER , AND BOLTS . PERFORM BASIC SETTINGS.
07/10/2009	11:52	CUSTOMER COMMENTS: CUSTOMER STATES: VEHICLE JERKY WHEN ACCELERATING SLOWLY.
07/10/2009	11:52	WORKSHOP FINDINGS: DROVE VEHICLE FELT SLIGHT BUCKING WHEN ACCELERATING SLOWLY. WHEN STOPPED ON HILL, AFTER LETTING OFF BRAKE VEHICLE WILL ROLL BACK, WILL TRY TO CATCH ITSELF, RPM'S WILL DROP AND ENGINE ALMOST STALLS. MVB 54= JO4Q0263
07/13/2009	18:35	ISSUE UPDATED
07/13/2009	18:38	HI TIM AND JASON, BASED ON THE FACT THAT A COMPLETE TRANSMISSION IS NOT READILY AVAILABLE FOR THIS VEHICLE, PLEASE CONTINUE WITH THE REPLACEMENT OF THE MECHATRONICS UNIT. YOU SHOULD RECEIVE THE UNIT IN ABOUT 2-3 WEEKS.
07/14/2009	15:03	ISSUE UPDATED
07/17/2009	07:59	ISSUE UPDATED
07/21/2009	20:14	ISSUE UPDATED
07/26/2009	08:08	PART STILL ON BACK ORDER
07/27/2009	15:21	REPLACE MECHATRONICS, FLUID, FILTER, AND BOLTS. ROAD TESTED. NOW PERFORMING NORMALLY.
07/27/2009	17:48	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/27/2009	17:48	MECHATRONICS REPLACED.

Consultant's Closing Comments

DEALER REQUESTED QTM INTERVENTION WHILE ON SITE. MVB 64 IS 0. TEMP SENSOR IS OK. PART ON RED ORDER. ETA ON MECHATRONICS IS 8/21

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
477136	JETTA	2008	3VWRJ71K38M [REDACTED]	23452	3885	07/10/2009	USA

Workshop Finding

AFTER VEHICAL WARMS UP. TRANSMISSON SHIFTS VERY HARD .

Activity Date	Activity Time	Activity Comments
07/10/2009	11:49	AFTER VEHICAL WARMS UP. TRANSMISSON SHIFTS VERY HARD . I WENT INTO MEASURED VALUE BLOCK GROUP 54 AND FOUND J11J0351
07/10/2009	11:49	ISSUE OPENED BY DEALERSHIP
07/10/2009	11:53	B/S HAVE BEEN SET NO CHANGE ADVISE TECH TO REPLACE THE MECHATROINCS FLUID AND THE FILTER AND SET BASIC SETTING AFTER REPAIRS
07/10/2009	11:53	CUSTOMER COMMENTS: AFTER VEHICAL WARMS UP. TRANSMISSON SHIFTS VERY HARD . I WENT INTO MEASURED VALUE BLOCK GROUP 54 AND FOUND J11J0351
07/10/2009	11:53	WORKSHOP FINDINGS: AFTER VEHICAL WARMS UP. TRANSMISSON SHIFTS VERY HARD .
07/13/2009	15:41	MECHATRONIC HAS BEEN ORDERED. PARTS DEPARTMENT TELLS ME IT COULD BE SOME TIME BEFORE PART COMES IN. CLOSING TICKET.
07/13/2009	18:32	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/13/2009	18:32	ISSUE UPDATED

Consultant's Closing Comments

MECHATRONIC HAS BEEN ORDERED. PARTS DEPARTMENT TELLS ME IT COULD BE SOME TIME BEFORE PART COMES IN. CLOSING TICKET.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
477152	JETTA	2008	3VWRA71K98M [REDACTED]	8523	3885	07/10/2009	USA

Workshop Finding
n/a

Activity Date	Activity Time	Activity Comments
07/10/2009	12:00	C/S MIL LIGHT AND TRANS SHIFT HARD AT TIMES
07/10/2009	12:00	ISSUE OPENED BY DEALERSHIP
07/10/2009	12:12	ADVISED TO REPLACE MECHATRONICS UNIT FLUID FILTER AND BOLTS. ROAD TEST VEHICLE AND SEE IF FAULT RETURNS.
07/10/2009	12:12	CUSTOMER COMMENTS: C/S MIL LIGHT AND TRANS SHIFT HARD AT TIMES
07/10/2009	12:45	THERE IS A BASIC SETTING FOR THIS DSG TRANS SHOULD I DO IT BEFORE I ORDER UNIT
07/10/2009	12:49	YES PLEASE SET BASIC SETTINGS AND ROAD TEST BEFORE ORDERING MECH UNIT.
07/17/2009	13:06	BILLY STATES PART ON BACK ORDER P1
07/22/2009	10:02	WAITING FOR PARTS
07/22/2009	10:52	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/22/2009	10:52	ISSUE UPDATED

Consultant's Closing Comments
D1 WAITING FOR PARTS

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
477155	JETTA	2009	3VWRL71K19M [REDACTED]	2106	3885	07/10/2009	USA

Workshop Finding

TECH STATES THERE ARE NO FAULTS IN THE TCM OR ECM.

Activity Date	Activity Time	Activity Comments
07/10/2009	12:05	CUSTOMER STATES WHEN DRIVING THE GEAR INDICATOR LIGHTS START FLASHING AND FOOT PEDAL WARNING LIGHTS COME ON WHEN THAT OCCURED THE TACH JUMPED UP LIKE THE TRANSMISSION WAS SLIPPING.
07/10/2009	12:05	ISSUE OPENED BY DEALERSHIP
07/10/2009	12:13	ADVISED TECH TO PLEASE CHECK THE TRANSMISSION FLUID LEVEL AND CONDITION. UPDATE THE VTA WITH THE READINGS FROM MVB 54 AND 64.
07/10/2009	12:13	CUSTOMER COMMENTS: CUSTOMER STATES WHEN DRIVING THE GEAR INDICATOR LIGHTS START FLASHING AND FOOT PEDAL WARNING LIGHTS COME ON WHEN THAT OCCURED THE TACH JUMPED UP LIKE THE TRANSMISSION WAS SLIPPING.
07/10/2009	12:13	WORKSHOP FINDINGS: TECH STATES THERE ARE NO FAULTS IN THE TCM OR ECM.
07/13/2009	14:50	FLUID LEVEL AND CONDITION OK. MVB 54= J41P0463 MVB 64= FIELD 1-7, FIELD 2=11.
07/13/2009	18:22	THANKS FOR THE UPDATE. PLEASE CALL BACK FOR FURTHER ASSISTANCE.
07/14/2009	08:09	ADVISED THE TECH TO REPLACE THE INPUT SPEED/TEMP SENSOR AND MECH UNIT BOLTS.
07/14/2009	12:18	SENSOR ON RED ORDER.
07/14/2009	12:48	THANKS FOR THE UPDATE.
07/17/2009	14:12	P1 SPOKE TO DAN IN SERVICE TECH IS WAITING ON PARTS.
07/28/2009	07:03	REPAIR IN PROGRESS.
07/28/2009	12:24	THANKS FOR THE UPDATE.
08/13/2009	15:44	REPLACED SENSOR. CAR REPAIRED.
08/13/2009	17:17	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
08/13/2009	17:17	ISSUE UPDATED

Consultant's Closing Comments

TECHNICIAN REPLACED THE G509/G182 K1/K2 TEMPERATURE/SPEED SENSOR.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
477166	JETTA	2008	3VWRJ71K28M [REDACTED]	21219	3885	07/10/2009	USA

Workshop Finding

THE SHOP STATES THERE IS A PAUSE THEN HARSH ENGAGEMENT.

Activity Date	Activity Time	Activity Comments
07/10/2009	12:19	CUSTOMER STATES WHEN ACCELERATING FROM A STOP VEHICLE SURGES. SET BASIC SETTING IN DSG TRANSMISSION, NO CHANGE. CHECKED FLUID LEVEL AND CONDITION, OK.
07/10/2009	12:19	ISSUE OPENED BY DEALERSHIP
07/10/2009	15:53	SUSPECT MECHATRONICS UNIT. PLEASE VIEW ATTACHED DOCUMENTS. PLEASE ADVISE.
07/10/2009	15:58	CUSTOMER COMMENTS: CUSTOMER STATES WHEN ACCELERATING FROM A STOP VEHICLE SURGES. SET BASIC SETTING IN DSG TRANSMISSION, NO CHANGE. CHECKED FLUID LEVEL AND CONDITION, OK.
07/10/2009	15:58	DUE TO THE COMPLAINT AND VERIFICATION OF THE PROBLEM THE SHOP WILL HAVE TO REPLACE THE MECHATRONICS.
07/10/2009	15:58	WORKSHOP FINDINGS: THE SHOP STATES THERE IS A PAUSE THEN HARSH ENGAGEMENT.
07/15/2009	13:48	ORDERED PARTS 07/10/09.
07/17/2009	14:02	P1 SPOKE TO TERRY IN SERVICE TECH IS WAITING ON PARTS
07/21/2009	08:26	WATING ON RED ORDER MECH UNIT.
08/04/2009	09:33	REPLACED MECHATRONICS UNIT. SET BASIC SETTINGS. TEST DROVE VEHICLE, AND SYMPTOMS NO LONGER EXIST. THANK YOU.
08/04/2009	23:31	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
08/04/2009	23:31	ISSUE UPDATED

Consultant's Closing Comments

THE SHOP REPLACED THE MECHATRONICS VEHICLE IS REPAIRED.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
477192	JETTA	2008	3VWRJ71K48M [REDACTED]	22502	3885	07/10/2009	USA

Workshop Finding

n/a

Activity Date	Activity Time	Activity Comments
07/10/2009	12:56	CUST STATES TRANS HAS HARD UP AND DOWN SHIFTS HAS HAD MECHATRONICS REPLACED AT ANOTHER DEALER AT 21728 MILES ON 06/25/09 ANY IDEAS WAS TALKING TO QTM TODAY SAYS YOU KNOW ALL
07/10/2009	12:56	ISSUE OPENED BY DEALERSHIP
07/10/2009	13:06	CUSTOMER COMMENTS: CUST STATES TRANS HAS HARD UP AND DOWN SHIFTS HAS HAD MECHATRONICS REPLACED AT ANOTHER DEALER AT 21728 MILES ON 06/25/09 ANY IDEAS WAS TALKING TO QTM TODAY SAYS YOU KNOW ALL
07/10/2009	13:06	HAVE NOT DUPLICATED CONCERN AT THIS TIME. MVB 64 AT 0 AND 0 IN TCM. MVB 54 AT K24 WITH MECHATRONIC REPLACED PREVIOUSLY. ADVISED TECH TO RUN BASIC SETTINGS THROUGH VSD AND TRY TO DUPLICATE CONCERN. A2
07/10/2009	15:07	TCM 02E 050J 1409; HARSH DOWNSHIFT CONCERN AND TECH HAS NOT DUPLICATED
07/10/2009	15:09	SET BASIC SETTINGS AND DUPLICATE THE CONCERN AND RE EVALUATE SHIFTING
07/10/2009	17:04	CHECKED FLUID LEVEL OK RESET BASICS TEST DRIVE NO PROBLEM DUPLICATED AT THIS TIME ADVISED CUST OF WHAT WAS DONE HE IS GOING TO DRIVE AND LET ME KNOW IF PROBLEM REOCCURS
07/10/2009	17:53	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/10/2009	17:53	ISSUE UPDATED

Consultant's Closing Comments

CHECKED FLUID LEVEL OK RESET BASICS TEST DRIVE NO PROBLEM DUPLICATED AT THIS TIME ADVISED CUST OF WHAT WAS DONE HE IS GOING TO DRIVE AND LET ME KNOW IF PROBLEM REOCCURS

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
477223	EOS	2008	WVWBA71F78V [REDACTED]	20504	3885	07/10/2009	USA

Workshop Finding
n/a

Activity Date	Activity Time	Activity Comments
07/10/2009	13:38	C/S AFTER CAR WARMS UP IT JERKS AT TIMES AND IN REVERSE CAR HESITATES. MVB 54=H38K0371 AND MVB 64= 0
07/10/2009	13:38	ISSUE OPENED BY DEALERSHIP
07/10/2009	13:43	ADVISED TECH TO RUN BASIC SETTINGS IN VSD AS OUTLINED IN TT 37-09-03. WE ALSO NEED TO REPLACE MECHATRONIC UNIT, FLUID, FILTER, AND BOLTS.
07/10/2009	13:43	CUSTOMER COMMENTS: C/S AFTER CAR WARMS UP IT JERKS AT TIMES AND IN REVERSE CAR HESITATES. MVB 54=H38K0371 AND MVB 64= 0
07/10/2009	14:00	COMPLETED BASIC SETTINGS AND ORDERED MECHATRONIC UNIT, FLUID, FILTER, AND BOLTS
07/10/2009	14:10	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/10/2009	14:10	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
477246	JETTA	2009	3VWTL71K49M [REDACTED]	1173	3732	07/10/2009	USA

Workshop Finding

MVB 54= J41P0654 MVB 64= 1/5

Activity Date	Activity Time	Activity Comments
07/10/2009	14:14	CUSTOMER STATES THE GEAR INDICATOR STARTED TO FLASH THEN THE CAR WOULD NOT ENGAGE WHILE DRIVING 65 ON HWY.
07/10/2009	14:14	ISSUE OPENED BY DEALERSHIP
07/10/2009	14:21	ADVISE TECH TO REPLACE INPUT SPEED SENSOT/ TEMP SENSOR AND MECHATRONICS BOLTS.
07/10/2009	14:21	CUSTOMER COMMENTS: CUSTOMER STATES THE GEAR INDICATOR STARTED TO FLASH THEN THE CAR WOULD NOT ENGAGE WHILE DRIVING 65 ON HWY.
07/10/2009	14:21	WORKSHOP FINDINGS: MVB 54= J41P0654 MVB 64= 1/5
07/15/2009	13:56	REPLACED INPUT/TEMPERATURE SENSOR ON TRANSMISSION AS INSTRUCTED.TEST DROVE VEHICLE OPERATING AS DESIGNED THANKS.
07/15/2009	14:08	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/15/2009	14:08	ISSUE UPDATED

Consultant's Closing Comments

REPLACED INPUT/TEMPERATURE SENSOR ON TRANSMISSION AS INSTRUCTED.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
477270	JETTA	2008	3VWFJ71K98M [REDACTED]	9499	3885	07/10/2009	USA

Workshop Finding

ROAD TESTED AND VERIFIED CONCERN. TALKED WITH ANOTHER TECH AND HE INFORMED ME ABOUT SETTING BASIC SETTINGS THROUGH MVB 61 AND 62. AFTER PERFORMING BASIC SETTING ON TRANSMISSION RE ROAD TESTED AND HARSH SHIFTING CONCERN STILL EXISTED.

Activity Date	Activity Time	Activity Comments
07/10/2009	14:38	EXPERIENCING A HARSH DOWN AND UPSHIFTING. ROADTESTED AND VERIFIED CONCERN. TALKED WITH ANOTHER TECH AND HE INFORMED ME ABOUT SETTING BASIC SETTINGS THROUGH MVB 61 AND 62. AFTER PERFORMING BASIC SETTING ON TRANSMISSION REROADTESTED AND HARSH SHIFTING CONCERN STILL EXCISTED.
07/10/2009	14:38	ISSUE OPENED BY DEALERSHIP
07/10/2009	14:42	CUSTOMER COMMENTS: EXPERIENCING A HARSH DOWN AND UP SHIFTING.
07/10/2009	14:42	MVB 54 H33. ADVISED REPLACE MECHATRONICS UNIT, FLUID, FILTER AND BOLTS.
07/10/2009	14:42	WORKSHOP FINDINGS: ROAD TESTED AND VERIFIED CONCERN. TALKED WITH ANOTHER TECH AND HE INFORMED ME ABOUT SETTING BASIC SETTINGS THROUGH MVB 61 AND 62. AFTER PERFORMING BASIC SETTING ON TRANSMISSION RE ROAD TESTED AND HARSH SHIFTING CONCERN STILL EXISTED.
07/15/2009	08:57	PARTS ORDERED RED--CUSTOMER TOOK VEHICLE & DEALER WILL CONRTACT WHEN PARTS ARRIVE. THANKS FOR THE HELP.
07/15/2009	11:16	P1 RED ORDERED PARTS. THANK YOU FOR THE UPDATE.
07/16/2009	19:55	PLEASE CLOSE TICKET IF VEHICLE IS GONE.
07/21/2009	11:48	VEHICLE WAS RETURNED TO CUSTOMER- WAITING ON MECHATRONICS.
07/21/2009	12:01	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/21/2009	12:01	ISSUE UPDATED

Consultant's Closing Comments

D1 VEHICLE WAS RETURNED TO CUSTOMER- WAITING ON MECHATRONICS.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
477288	EOS	2008	WVWBA71F98V [REDACTED]	10206	3885	07/10/2009	USA

Workshop Finding

ME AND MY SHOPFORMAN VERIFIED THE CONCERN.WE CHECKED MVB 54 AND IT`S H50M0456 .I CHECKED OIL LEVEL AND IF THERE IS ANY DEBREE IN THE OIL.LEVEL AND QUALITY IS OK .SHOULD WE REPLACE THE MECHATRONICS UNIT??
 THANKS FOR YOUR HELP
 BEST REGARDS
 STEFAN

Activity Date	Activity Time	Activity Comments
07/10/2009	14:54	HELLO, I HAVE AN EOS WITH TRANSMISSION SURGING AT SLOW SPEEDS.ME AND MY SHOPFORMAN VERIFIED THE CONCERN.WE CHECKED MVB 54 AND IT`S H50M0456 .I CHECKED OIL LEVEL AND IF THERE IS ANY DEBREE IN THE OIL.LEVEL AND QUALITY IS OK .SHOULD WE REPLACE THE MECHATRONICS UNIT?? THANKS FOR YOUR HELP BEST REGARDS STEFAN
07/10/2009	14:54	ISSUE OPENED BY DEALERSHIP
07/10/2009	14:58	ADVISE TECH TO REPLACE MECHATRONICS, FLUID , FILTER AND BOLTS, PERFORM BASIC SETTINGS.
07/10/2009	14:58	CUSTOMER COMMENTS: HELLO, I HAVE AN EOS WITH TRANSMISSION SURGING AT SLOW SPEEDS.
07/10/2009	14:58	WORKSHOP FINDINGS: ME AND MY SHOPFORMAN VERIFIED THE CONCERN.WE CHECKED MVB 54 AND IT`S H50M0456 .I CHECKED OIL LEVEL AND IF THERE IS ANY DEBREE IN THE OIL.LEVEL AND QUALITY IS OK .SHOULD WE REPLACE THE MECHATRONICS UNIT?? THANKS FOR YOUR HELP BEST REGARDS STEFAN
07/16/2009	17:02	JULY 16. DEREK UPDATE; PART STILL RED....
07/17/2009	17:07	D1 JENN STATED THE CAR IS GONE
07/21/2009	16:41	I NEED A MBV 54 AND 64
07/21/2009	16:42	ISSUE UPDATED
07/27/2009	13:45	STILL WAITING FOR THE PART TO ARRIVE
07/31/2009	18:05	JULY 31. DEREK HERE, I SPOKE WITH QTM ROBERTO, WE AGREE TO CLOSE CONTACT SINCE CAR IS NOT HERE, AND PART ON RED. IF IN A WEEK WE STILL HAVE NO PART, WE WILL OPEN A CONTACT TO ESCALATE, THANKS...
07/31/2009	18:12	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/31/2009	18:12	ISSUE UPDATED

Consultant's Closing Comments

07/31/2009 18:05:50: US/EASTERN: STEFAN HEYER: CLOSING IN PROCESS: DEALER COMPLETE: JULY 31. DEREK HERE, I SPOKE WITH QTM ROBERTO, WE AGREE TO CLOSE CONTACT SINCE CAR IS NOT HERE, AND PART ON RED. IF IN A WEEK WE STILL HAVE NO PART, WE WILL OPEN A CONTACT TO ESCALATE, THANKS...

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
477301	EOS	2008	WVWFA71F58V [REDACTED]	12333	3885	07/10/2009	USA

Workshop Finding

ROAD TESTED & VERIFIED HESITATION THEN BANGS BEFORE MOVING AGAIN. PERFORMED GFF NO FAULTS RETRIEVED IN TCU. ENGINE CONTROL MODULE HAD FAULT FOR INTAKE FLAP MOTOR-NO BASIC SETTING-RESET ADAPTION & CLEARED FAULTS. SAME PROBLEM OCCURS, MVB54 IN TCU READS-H28A0080. MVB64=0,0

Activity Date	Activity Time	Activity Comments
07/10/2009	15:03	CUSTOMER STATES WHEN VEHICLE STOPPED IN GEAR & ACCELERATE THERE IS A HESITATION, THEN BANGS INTO GEAR. FORWARD & REVERSE. ROAD TESTED & VERIFIED HESITATION THEN BANGS BEFORE MOVING AGAIN. PERFORMED GFF NO FAULTS RETRIEVED IN TCU. ENGINE CONTROL MODULE HAD FAULT FOR INTAKE FLAP MOTOR-NO BASIC SETTING-RESET ADAPTION & CLEARED FAULTS. SAME PROBLEM OCCURS, MVB54 IN TCU READS-H28A0080. MVB64=0,0
07/10/2009	15:03	ISSUE OPENED BY DEALERSHIP
07/10/2009	15:15	ADVISE TECH TO REPLACE MECHATRONICS, FLUID FILTER AND BOLTS.
07/10/2009	15:15	CUSTOMER COMMENTS: CUSTOMER STATES WHEN VEHICLE STOPPED IN GEAR & ACCELERATE THERE IS A HESITATION, THEN BANGS INTO GEAR. FORWARD & REVERSE.
07/10/2009	15:15	WORKSHOP FINDINGS: ROAD TESTED & VERIFIED HESITATION THEN BANGS BEFORE MOVING AGAIN. PERFORMED GFF NO FAULTS RETRIEVED IN TCU. ENGINE CONTROL MODULE HAD FAULT FOR INTAKE FLAP MOTOR-NO BASIC SETTING-RESET ADAPTION & CLEARED FAULTS. SAME PROBLEM OCCURS, MVB54 IN TCU READS-H28A0080. MVB64=0,0
07/17/2009	13:11	MIRISSA STATES PART ON BACK ORDER P1
07/23/2009	15:32	REPLACED MECHATRONICS UNIT, FILTER, & BOLTS-RESET BASIC SETTING-ROAD TESTED-OK, NO FURTHER MALFUNCTIONS
07/23/2009	16:56	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/23/2009	16:56	ISSUE UPDATED

Consultant's Closing Comments

REPLACED MECHATRONICS UNIT, FILTER, & BOLTS-RESET BASIC SETTING

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
477312	JETTA	2008	3VWRJ71K08M [REDACTED]	29718	3885	07/10/2009	USA

Workshop Finding

WHEN SHIFTING INTO GEAR, RPMS WOULD MOMMENTARILY DROP ABOUT 300 RPMS. COULD NOT DUPLICAT, BUT CUSTOMER IS ALSO COMPLAINING OF HARD SHIFTING IN ALL GEARS AFTER DRIVING FOR MORE THAN 20 MIN
MVB 54 = J13Q0321

Activity Date	Activity Time	Activity Comments
07/10/2009	15:14	CUSTOMER COMPLAINS OF HEAVY JERKING ON ACCELERATION. TEST DROVE AND VERIFIED. ALSO EXPERIENCED SHAKING WHEN COMMING TO A COMPLETE STOP. WHEN SHIFTING INTO GEAR, RPMS WOULD MOMMENTARILY DROP ABOUT 300 RPMS. COULD NOT DUPLICAT, BUT CUSTOMER IS ALSO COMPLAINING OF HARD SHIFTING IN ALL GEARS AFTER DRIVING FOR MORE THAN 20 MIN.
07/10/2009	15:14	ISSUE OPENED BY DEALERSHIP
07/10/2009	15:17	ADVISE TECH TO REPLACE MECHATRONICS, FLUID , FILTER AND BOLTS. TECH TO PERFORM BASIC SETTINGS.
07/10/2009	15:17	CUSTOMER COMMENTS: CUSTOMER COMPLAINS OF HEAVY JERKING ON ACCELERATION. TEST DROVE AND VERIFIED. ALSO EXPERIENCED SHAKING WHEN COMMING TO A COMPLETE STOP. .
07/10/2009	15:17	WORKSHOP FINDINGS: WHEN SHIFTING INTO GEAR, RPMS WOULD MOMMENTARILY DROP ABOUT 300 RPMS. COULD NOT DUPLICAT, BUT CUSTOMER IS ALSO COMPLAINING OF HARD SHIFTING IN ALL GEARS AFTER DRIVING FOR MORE THAN 20 MIN MVB 54 = J13Q0321
07/13/2009	10:02	STILL WAITING ON PARTS
07/13/2009	17:32	THANKS FOR THE UPDATE.
07/16/2009	09:16	STILL WAITING ON PARTS
07/17/2009	13:54	SPOKE TO MIKE - AWAITING MECHATRONIC UNIT
07/21/2009	11:02	WAITING ON PARTS
07/23/2009	08:18	THANKS FOR THE UPDATE , PLEASE CALL BACK IF FURTHER ASSISTANCE IS NEEDED
08/03/2009	10:02	PARTS REPLACED BY ANOTHER TECH.
08/03/2009	10:02	REPLACE MECHATRONICS.TEST DROVE OK
08/03/2009	18:40	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
08/03/2009	18:40	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
477327	JETTA	2008	3VWRJ71KX8M [REDACTED]	14000	3885	07/10/2009	USA

Workshop Finding

I HAVE CHECKED FOR FAULTS BUT NONE ARE PRESENT, FLUID LEVEL HAS ALSO BEEN CHECKED AND IS GOOD.

Activity Date	Activity Time	Activity Comments
07/10/2009	15:27	CUSTOMER STATES FROM A DEAD STOP THE VEHICLH LURCHES, CAR WAS TEST DRIVEN AND CONCERN VERIFIED. UPON START FROM A STOP THE VEHICHE LURCHES AND IT SEEMS AS IF IT SEEMS LIKE ITS DOUBLE SHIFTING. I HAVE CHECKED FOR FAULTS BUT NONE ARE PRESENT, FLUID LEVEL HAS ALSO BEEN CHECKED AND IS GOOD.
07/10/2009	15:27	ISSUE OPENED BY DEALERSHIP
07/10/2009	15:38	CUSTOMER COMMENTS: CUSTOMER STATES FROM A DEAD STOP THE VEHICLE LURCHES, CAR WAS TEST DRIVEN AND CONCERN VERIFIED. UPON START FROM A STOP THE VEHICLE LURCHES AND IT SEEMS AS IF IT SEEMS LIKE ITS DOUBLE SHIFTING.
07/10/2009	15:38	MVB 54 J15. ADVISED TO REPLACE MECHATRONICS UNIT, FLUID, FILTER AND BOLTS.
07/10/2009	15:38	WORKSHOP FINDINGS: I HAVE CHECKED FOR FAULTS BUT NONE ARE PRESENT, FLUID LEVEL HAS ALSO BEEN CHECKED AND IS GOOD.
07/13/2009	15:05	CAR IS STAYING, PARTS HAVE BEEN RED ORDERD
07/13/2009	16:09	P1 PARTS RED ORDERED. THANK YOU FOR THE UPDATE.
07/17/2009	16:10	P1 SPOKE TO COURTNEY IN VW SERVICE, VEHICLE IS HOLDING FOR PARTS.
07/28/2009	12:35	MECATRONICS UNIT HAS ARRIVED, CURRENTLY INSTALLING, WILL RECONTACT IF ANY OTHER ISSUES ARISE
07/28/2009	13:29	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/28/2009	13:29	ISSUE UPDATED

Consultant's Closing Comments

D1 MECHATRONICS UNIT HAS ARRIVED, CURRENTLY INSTALLING, WILL RE CONTACT IF ANY OTHER ISSUES ARISE

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
477377	JETTA	2008	3VWRJ71K38M [REDACTED]	11745	3885	07/10/2009	USA

Workshop Finding

PERFORMED BASIC SETTINGS AND IT MADE NO DIFFERENCE

Activity Date	Activity Time	Activity Comments
07/10/2009	16:33	ISSUE OPENED BY DEALERSHIP
07/10/2009	16:33	TRANSMISSION JERKS INTO GEAR WHEN YOU ACCELERATE FROM A DEAD STOP AND YOU CAN FEEL IT KNOCK SITTING STILL. PERFORMED BASIC SETTINGS AND IT MADE NO DIFFERENCE
07/10/2009	16:40	ADVISED TO REPLACE MECHATRONICS UNIT, FLUID, FILTER AND BOLTS.
07/10/2009	16:40	CUSTOMER COMMENTS: TRANSMISSION JERKS INTO GEAR WHEN YOU ACCELERATE FROM A DEAD STOP AND YOU CAN FEEL IT KNOCK SITTING STILL.
07/10/2009	16:40	WORKSHOP FINDINGS: PERFORMED BASIC SETTINGS AND IT MADE NO DIFFERENCE
07/13/2009	12:04	ORDERED MECHATRONICS UNIT, FLUID, FILTER AND BOLTS ON 7/10 THEY ARE ON RED ORDER
07/13/2009	12:29	PARTS ORDERED. THANK YOU FOR THE UPDATE.
07/17/2009	17:21	P1.....
07/20/2009	17:49	PARTS STILL ON ORDER. ETA 08/07/2009
07/21/2009	07:58	PARTS STILL ON ORDER. ETA 08/07/2009
07/28/2009	18:36	PARTS ARRIVED TODAY INSTALLED AND CAR RUNS GOOD. THANKS FOR THE HELP
07/28/2009	18:57	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/28/2009	18:57	ISSUE UPDATED

Consultant's Closing Comments

D1 REPLACED MECHATRONICS UNIT, FLUID, FILTER AND BOLTS ON

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
477391	JETTA	2008	3VWRJ71K28M [REDACTED]	15529	3885	07/10/2009	USA

Workshop Finding

CHECKED VEH, FOUND TRANSMISSION IS SURGING FROM A STOP, TEST DROVE WHEN COLD, TRANSMISSION DID NOT SURGE, SCANNED, NO CODES IN VEH, CONTROL UNIT ON THE TRANSMISSION CONTROL UNIT IS 02E300050J SOFTWARE LEVEL IS 1410 CODED TO 20. CHECKED TRANSMISSION FLUID LEVEL, LEVEL IS GOOD, FLUID IS GOOD.

Activity Date	Activity Time	Activity Comments
07/10/2009	17:01	C/S VEH SURGES WHEN ACCERATING FROM A STOP. CHECKED VEH, FOUND TRANSMISSION IS SURGING FROM A STOP, TEST DROVE WHEN COLD, TRANSMISSION DID NOT SURGE, SCANNED, NO CODES IN VEH, CONTROL UNIT ON THE TRANSMISSION CONTROL UNIT IS 02E300050J SOFTWARE LEVEL IS 1410 CODED TO 20. CHECKED TRANSMISSION FLUID LEVEL, LEVEL IS GOOD, FLUID IS GOOD.
07/10/2009	17:01	ISSUE OPENED BY DEALERSHIP
07/10/2009	17:06	ADVISED TECH TO GET MVB 54 FROM TCM, RUN BASIC SETTINGS PER TT37-09-03, THEN CALL BACK.
07/10/2009	17:06	CUSTOMER COMMENTS: C/S VEH SURGES WHEN ACCERATING FROM A STOP.
07/10/2009	17:06	WORKSHOP FINDINGS: CHECKED VEH, FOUND TRANSMISSION IS SURGING FROM A STOP, TEST DROVE WHEN COLD, TRANSMISSION DID NOT SURGE, SCANNED, NO CODES IN VEH, CONTROL UNIT ON THE TRANSMISSION CONTROL UNIT IS 02E300050J SOFTWARE LEVEL IS 1410 CODED TO 20. CHECKED TRANSMISSION FLUID LEVEL, LEVEL IS GOOD, FLUID IS GOOD.
07/10/2009	17:16	BASIC SETTING DID SET, SEE DIAG. LOG. MVB 54 IS ALSO ON LOG.
07/10/2009	17:27	ADVISED TECH TO PLEASE REPLACE THE MECHATRONIC, FLUID, FILTER, AND BOLTS. ONCE REPAIR HAVE BEEN COMPLETED, PLEASE PERFORM BASIC SETTINGS ONCE AGAIN. PLEASE KEEP THE VTA UPDATED WITH YOUR PROGRESS.
07/10/2009	17:27	WHILE ON THE PHONE, HAD TECH CHECK MVB 64 AS WELL. BOTH FIELDS WERE ZERO.
07/17/2009	16:20	D1 JULIAN IN SERVICE STATED VEHICLE IS DONE AND WILL HAVE TECH CLOSE TICKET.
07/20/2009	12:15	ORDER MECHATRONIC UNIT, RETURNED VEH BACK TO CUSTOMER
07/20/2009	19:07	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/20/2009	19:07	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
477408	EOS	2008	WVWBA71F68V [REDACTED]	19051	3885	07/10/2009	USA

Workshop Finding
n/a

Activity Date	Activity Time	Activity Comments
07/10/2009	17:23	CUST STATES VEHICLES WHEN TAKING OFF OR IN REVERSE, FROM STOPS 0 TO 10MPH, HAVE DUPLICATED CONCERN, SET BASIC SETTING FOR DSG AND TEST DROVE CONCERN STILL PRESENT, VALUE BLOCK 54 H38E0337, AND 64, 0 AND 0.
07/10/2009	17:23	ISSUE OPENED BY DEALERSHIP
07/10/2009	17:29	CUSTOMER COMMENTS: CUST STATES VEHICLES WHEN TAKING OFF OR IN REVERSE, FROM STOPS 0 TO 10MPH, HAVE DUPLICATED CONCERN, SET BASIC SETTING FOR DSG AND TEST DROVE CONCERN STILL PRESENT, VALUE BLOCK 54 H38E0337, AND 64, 0 AND 0.
07/10/2009	17:29	ISSUE SENT TO DEALERSHIP
07/10/2009	17:29	TECH STATES BASIC SETTING HAVE BEEN SET SAME PROBLEM, ADVISE TECH TO REPLACE MECH, BOLTS FILTER AND FUI LD AND SET BASIC SETTING AFTER REPAIRS
07/17/2009	17:15	SPOKE TO RICK IN SERVICE AND THE CAR IS HOLDING ON PARTS.....P1
07/29/2009	10:27	REPLACED MECHATRONICS, FLUID, BOLTS, AND FILTER, TESTED ALL OK ALL OPERATING NORMALLY
07/29/2009	12:47	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/29/2009	12:47	ISSUE UPDATED

Consultant's Closing Comments
REPLACED MECHATRONICS, FLUID, BOLTS, AND FILTER, TESTED ALL OK ALL OPERATING

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
477409	RABBIT	2008	WVWHD71K88W [REDACTED]	14106	3885	07/10/2009	USA

Workshop Finding
VERIFIED CONCERN.

Activity Date	Activity Time	Activity Comments
07/10/2009	17:25	C/S CAR JERKS WHEN TAKING OFF FROM A STOP IF YOU TAKE YOUR FOOT OFF OF THE BRAKE CAR JERKS FROWARD NOT SMOOTH AT ALL
07/10/2009	17:25	ISSUE OPENED BY DEALERSHIP
07/10/2009	17:34	ADVISED TECH TO PERFORM BASIC SETTINGS PER TT 37-09-03, IF THEY GO THROUGH WITHOUT CONCERNS REPLACE THE MECH UNIT, BOLTS, FILTER AND FLUID THEN RERUN BASIC SETTINGS. IF BASIC SETTINGS FAIL FOR ANY REASON THE FIRST TIME PLEASE CALL BACK BEFORE PERFORMING ANY REPAIRS. MVB 54 J12
07/10/2009	17:34	CUSTOMER COMMENTS: C/S CAR JERKS WHEN TAKING OFF FROM A STOP IF YOU TAKE YOUR FOOT OFF OF THE BRAKE CAR JERKS FROWARD NOT SMOOTH AT ALL.
07/10/2009	17:34	WORKSHOP FINDINGS: VERIFIED CONCERN.
07/10/2009	17:53	FOLLOW DIRECTIONS GIVEN
07/10/2009	17:54	ORDER PARTS PASSED BASIC SETTING
07/10/2009	18:25	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/10/2009	18:25	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
477431	EOS	2008	WVWDB71F88V [REDACTED]	19920	3885	07/10/2009	USA

Workshop Finding

NO FAULTS. DSG TRANSMISSION. MEASURING BLOCK 54, H32A0201. VALVE BODY IS ON NATIONAL BACKORDER. IS IT SAFE TO DRIVE?

Activity Date	Activity Time	Activity Comments
07/10/2009	18:16	CAR HESITATES WHEN STEPIING ON THE GAS. NO FAULTS. DSG TRANSMISSION. MEASURING BLOCK 54, H32A0201. VALVE BODY IS ON NATIONAL BACKORDER. IS IT SAFE TO DRIVE?
07/10/2009	18:16	ISSUE OPENED BY DEALERSHIP
07/10/2009	18:23	ADVISE TECH TO REPLACE MECATRONICS , FLUID , FILTER ,AND BOLTS . PERFORM BASIC SETTINGS, WE CAN NOT MAKE CHOISE IF VEICLE IS SAFE TO DRIVE.
07/10/2009	18:23	CUSTOMER COMMENTS: CAR HESITATES WHEN STEPIING ON THE GAS.
07/10/2009	18:23	WORKSHOP FINDINGS: NO FAULTS. DSG TRANSMISSION. MEASURING BLOCK 54, H32A0201. VALVE BODY IS ON NATIONAL BACKORDER. IS IT SAFE TO DRIVE?
07/17/2009	13:51	SPOKE TO MIKE - AWAITING VALVE BODY.
07/23/2009	17:02	STILL WAITING FOR PARTS
07/28/2009	17:16	THANKS FOR THE UPDATE.
07/29/2009	19:36	STILL WAITING FOR THE PART
07/30/2009	16:41	THANKS FOR THE UPDATE.
08/04/2009	13:53	INSTALLED PARTS. WORKING TO DESIGN. RELEASING CAR.
08/04/2009	18:59	EPLACE MECATRONICS , FLUID , FILTER ,AND BOLTS
08/04/2009	18:59	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
08/04/2009	18:59	ISSUE UPDATED

Consultant's Closing Comments

EPLACE MECATRONICS , FLUID , FILTER ,AND BOLTS

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
477459	JETTA	2008	3VWRJ71K48M [REDACTED]	12750	3885	07/11/2009	USA

Workshop Finding

n/a

Activity Date	Activity Time	Activity Comments
07/11/2009	10:42	ISSUE OPENED BY DEALERSHIP
07/11/2009	10:42	TRANSMISSION SHIFTS HARSH INTO REVERSE AND DRIVE, FEELS AS IF IT'S A MANUAL TRANSMISSION AND YOU POP THE CLUTCH. I TEST DROVE THE VEHICLE AND FELT IT ENGAGE HARSH, BUT IF YOU STAY IN REVERSE IT BUCKS WHILE MOVING ALSO. FOUND NO FAULT CODES. PREVIOUSLY WE JUST CHECKED THE FLUID LEVEL AND ADDED FLUID (IT WAS LOW FROM FACTORY).
07/11/2009	10:57	CUSTOMER COMMENTS: TRANSMISSION SHIFTS HARSH INTO REVERSE AND DRIVE, FEELS AS IF IT'S A MANUAL TRANSMISSION AND YOU POP THE CLUTCH. I TEST DROVE THE VEHICLE AND FELT IT ENGAGE HARSH, BUT IF YOU STAY IN REVERSE IT BUCKS WHILE MOVING ALSO. FOUND NO FAULT CODES. PREVIOUSLY WE JUST CHECKED THE FLUID LEVEL AND ADDED FLUID (IT WAS LOW FROM FACTORY).
07/11/2009	10:57	TECH STATES BASIC SETTINGS WERE RUN THROUGH VSD WITH NO HELP FOR CONCERN. MVB 54 AT H48. ADVISED TECH TO REPLACE MECHATRONIC UNIT, FLUID, FILTER, AND BOLTS.
07/14/2009	15:39	CLOSING TICKET FOR NOW, WILL REOPEN AND UPDATE WHEN VEHICLE COMES BACK
07/14/2009	15:43	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/14/2009	15:43	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
477467	EOS	2008	WVWBA71F68V0 [REDACTED]	20453	3885	07/11/2009	USA

Workshop Finding

DUPLICATED SUDDEN ENGAGEMENT ONLY FROM ACCELERATING FROM A STOP, SPORADICALLY. CHECKED FOR FAULTS BUT NO FAULTS APPEARED IN ANY SYSTEM. TCM PART # 02E-927-770AE AND SOFT VERSION #1403, CODING 20

Activity Date	Activity Time	Activity Comments
07/11/2009	11:43	CUSTOMER STATES THAT WHEN YOU ARE ACCELERATING FROM A STOP OR WHEN YOU ARE COMING TO A STOP. DUPLICATED ONLY FROM ACCELERATING SPORADICALLY. CHECKED FOR FAULTS BUT NO FAULTS APPEARED IN ANY SYSTEM. TCM PART # 02E-927-770AE AND SOFT VERSION #1403, CODING 20
07/11/2009	11:43	ISSUE OPENED BY DEALERSHIP
07/11/2009	11:50	CHECK VALUES IN MVB 54 AND 64 IN TCM.
07/11/2009	11:50	CUSTOMER COMMENTS: CUSTOMER STATES THAT WHEN YOU ARE ACCELERATING FROM A STOP OR WHEN YOU ARE COMING TO A STOP THE CAR JERKS.
07/11/2009	11:50	WORKSHOP FINDINGS: DUPLICATED SUDDEN ENGAGEMENT ONLY FROM ACCELERATING FROM A STOP, SPORADICALLY. CHECKED FOR FAULTS BUT NO FAULTS APPEARED IN ANY SYSTEM. TCM PART # 02E-927-770AE AND SOFT VERSION #1403, CODING 20
07/11/2009	12:10	MVB 54: H40B0209 MVB 64: 0 AND 0
07/11/2009	12:11	ADVISED TECH TO REPLACE MECHATRONIC UNIT, FLUID, FILTER, AND BOLTS.
07/17/2009	16:18	P1 SPOKE TO JACK INVW SERVICE VEHICLE IS HOLDING FOR PARTS.
07/30/2009	12:22	STILL WAITING ON PARTS. VEHICLE HAS NOT LEFT
07/30/2009	14:31	THANK YOU FOR THE UPDATE.
08/25/2009	11:30	INSTALLED MECHATRONICS UNIT. WORKING TO DESIGN.
08/25/2009	18:23	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
08/25/2009	18:23	ISSUE UPDATED

Consultant's Closing Comments

INSTALLED MECHATRONICS UNIT. WORKING TO DESIGN.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
477478	EOS	2008	WVWFA71F38V [REDACTED]	17181	3885	07/11/2009	USA

Workshop Finding

n/a

Activity Date	Activity Time	Activity Comments
07/11/2009	12:44	CUSTOMER CONCERN TRANSMISSION HARD SHIFT AT ABOUT 35 MPH AND ON ACCELL, CONCERN VERIFIED, 3RD TIME VEHICLE IS IN FOR CONCERN FIRST TIME TOLD TO DO BASIC SETTING AND RE-FLASH, 2ND TIME TOLD TO REPLACE TCM
07/11/2009	12:44	ISSUE OPENED BY DEALERSHIP
07/11/2009	13:03	ADVISED TECH TO UPDATE VTA WITH MVB 54 AND 64 FROM TCM. GET FUEL TRIMS FROM MVB 32 FIELD 1 AND 2. PERFORM BASIC SETTINGS IN VSD AS OUTLINED IN TT 37-09-03. A2
07/11/2009	13:03	CUSTOMER COMMENTS: CUSTOMER CONCERN TRANSMISSION HARD SHIFT AT ABOUT 35 MPH AND ON ACCELL, CONCERN VERIFIED, 3RD TIME VEHICLE IS IN FOR CONCERN FIRST TIME TOLD TO DO BASIC SETTING AND RE-FLASH, 2ND TIME TOLD TO REPLACE TCM
07/11/2009	13:45	BLOCK VALUES. UNABLE TO FIND TSB
07/11/2009	13:57	TECH STATES FUEL TRIMS AT 0.3 AND -4.3 IN ECM. MVB 54 IN TCM AT J39. ADVISED TECH WE STILL NEED TO PERFORM TT 37-09-03.
07/13/2009	16:17	MVB 41 & 48 WHEN THE VEHICLE RETURNS PLEASE CLOSE THE VTA UNTIL IT RETURNS
07/13/2009	16:23	CLOSING VTA WILL RE-OPEN WHEN VEHICLE RETURNS
07/13/2009	16:38	ISSUE CLOSED BY CONSULTANT - INVALID
07/13/2009	16:38	ISSUE UPDATED

Consultant's Closing Comments

CASE HAS BEEN DETERMINED INVALID BY CONSULTANT
MVB 41 & 48 WHEN THE VEHICLE RETURNS PLEASE CLOSE THE VTA UNTIL IT RETURNS

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
477490	EOS	2008	WVWFA71F78V [REDACTED]	18851	3885	07/11/2009	USA

Workshop Finding
n/a

Activity Date	Activity Time	Activity Comments
07/11/2009	13:44	CUST SAYS WHEN SHE TRIES TO ACCELERATE FROM A STOP VEHICLE FEELS JERKY/HESITATION.
07/11/2009	13:44	ISSUE OPENED BY DEALERSHIP
07/11/2009	13:51	CUSTOMER COMMENTS: CUST SAYS WHEN SHE TRIES TO ACCELERATE FROM A STOP VEHICLE FEELS JERKY/HESITATION.
07/11/2009	13:51	TECH SET BASIC SETTINGS THROUGH VSD BUT CONCERN IS STILL PRESENT. MVB 54 AT H28. ADVISED TECH TO REPLACE MECHATRONIC UNIT, FLUID, FILTER, AND BOLTS.
07/17/2009	14:40	SPOKE WITH MIKE IN SERVICE. PART IS ON BACK ORDER AND THE CUSTOMER HAS THE VEHICLE. TECH TO UPDATE AND CLOSE THE VTA. C1
07/17/2009	16:01	WAITING FOR PARTS ON BACK ORDER.
07/17/2009	16:16	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/17/2009	16:16	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
477508	RABBIT	2008	WVWKC71K28W [REDACTED]	28015	3885	07/13/2009	USA

Workshop Finding

n/a

Activity Date	Activity Time	Activity Comments
07/13/2009	08:02	CUSTOMER STATES THAT VEHICLE BUCKS WHEN LEAVING A STOP AND WHEN STOPPING VEHICLE FEELS AS THOUGH IT WANTS TO STALL. VERIFIED THE CONCERN ON EXTENDED ROAD TEST AND HAPPENS MORE FREQUENTLY WHILE DRIVING. TRIED SETTING BASICS SETTINGS ON DSG AND PROBLEM GOT WORSE. I BELIEVE THAT THE MECHATRONIC UNIT IS FAILING. ANY SUGGESTIONS?
07/13/2009	08:02	ISSUE OPENED BY DEALERSHIP
07/13/2009	08:08	ALREADY SET BS THRU VSD AND STILL HAPPENS. PLEASE REPLACE THE MECH UNIT.
07/13/2009	08:08	CUSTOMER COMMENTS: CUSTOMER STATES THAT VEHICLE BUCKS WHEN LEAVING A STOP AND WHEN STOPPING VEHICLE FEELS AS THOUGH IT WANTS TO STALL. VERIFIED THE CONCERN ON EXTENDED ROAD TEST AND HAPPENS MORE FREQUENTLY WHILE DRIVING. TRIED SETTING BASICS SETTINGS ON DSG AND PROBLEM GOT WORSE. I BELIEVE THAT THE MECHATRONIC UNIT IS FAILING. ANY SUGGESTIONS?
07/13/2009	08:34	I JUST CHECKED WITH PARTS AND THE MECH UNIT IS ON BACK ORDER. CUSTOMER OKAYED TO REPLACE THE FILTER WHEN PARTS ARRIVE. I WILL UPDATE AS SOON AS I RECEIVE THE UNIT FOR REPLACEMENT THANK YOU.
07/13/2009	10:26	THANKS FOR THE UPDATE.
07/17/2009	15:45	STILL WAITING ON MECH UNIT TO ARRIVE. HOPEFULLY MONDAY.
07/20/2009	13:18	P1 SPOKE TO RANDY IN SERVICE AND VEHICLE IS WAITING ON RED ORDER MECHATRONIC UNIT.
08/12/2009	15:17	AS OF 08/12/09 MECHATRONICS IS IN AND WAS REPLACED, AFTER SETTING BASICS TEST DROVE VEHICLE AND VERIFIED REPAIRS COMPLETE.
08/12/2009	17:31	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
08/12/2009	17:31	ISSUE UPDATED

Consultant's Closing Comments

AS OF 08/12/09 MECHATRONICS IS IN AND WAS REPLACED, AFTER SETTING BASICS TEST DROVE VEHICLE AND VERIFIED REPAIRS COMPLETE.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
477526	EOS	2008	WVWBA71FX8V [REDACTED]	13850	3885	07/13/2009	USA

Workshop Finding

54 J13 F0011 64 0 0

Activity Date	Activity Time	Activity Comments
07/13/2009	08:42	ISSUE OPENED BY DEALERSHIP
07/13/2009	08:42	TRANSMISSION IS VERY JERKY IN STOP AND GO TRAFFIC AND IS WORSE THAN IT WAS WHEN NEW.
07/13/2009	09:07	ADVISED THE TECH TO REPLACE THE MECHATRONICS, BOLTS AND FLUID. SET BASIC SETTINGS FOR DSG TEST DRIVE AND UPDATE THE VTA WITH RESULTS.
07/13/2009	09:07	CUSTOMER COMMENTS: TRANSMISSION IS VERY JERKY IN STOP AND GO TRAFFIC AND IS WORSE THAN IT WAS WHEN NEW.
07/13/2009	09:07	WORKSHOP FINDINGS: 54 J13 F0011 64 0 0
07/20/2009	16:08	SPOKE WITH LEO IN SERVICE. PARTS ARE ON ORDER. P2
07/20/2009	16:57	WAITING FOR PARTS.
07/20/2009	17:49	THANKS FOR THE UPDATE.
07/28/2009	16:22	PARTS ARRIVED AT DEALERSHIP TODAY.WAITING ON CUSTOMER TO RETURN.
07/28/2009	17:22	THANKS FOR THE UPDATE. THE VTA SHOULD HAVE BEEN CLOSED WHEN THE VEHICLE LEFT THE DEALER.
07/29/2009	09:08	WAITING ON CUSTOMER.
07/29/2009	17:03	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/29/2009	17:03	ISSUE UPDATED

Consultant's Closing Comments

ATTHEW CRANDELL: OPEN: CONSULTANT IN PROCESS: THANKS FOR THE UPDATE. THE VTA SHOULD HAVE BEEN CLOSED WHEN THE VEHICLE LEFT THE DEALER.
07/29/2009 09:08:09: US/EASTERN: MARK BIRCHER: CLOSING IN PROCESS: DEALER COMPLETE: WAITING ON CUSTOMER.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
477533	EOS	2008	WVWFA71FX8V0 [REDACTED]	12762	3885	07/13/2009	USA

Workshop Finding
n/a

Activity Date	Activity Time	Activity Comments
07/13/2009	08:56	CUST STATES VEHICLE BUCKS HESITATES
07/13/2009	08:56	ISSUE OPENED BY DEALERSHIP
07/13/2009	09:00	CUSTOMER COMMENTS: CUST STATES VEHICLE BUCKS HESITATES
07/13/2009	09:00	FRANK, PLEASE REPLACE THE MECH UNIT.
07/15/2009	13:37	PART ON ORDER
07/15/2009	23:34	THANKS FOR THE UPDATE.
07/16/2009	16:47	STILL WAITING FOR PARTS
07/20/2009	15:47	THANKS FOR UPDATE. BASED ON UPDATE. P1
07/21/2009	14:55	STILL WAITING FOR PART
07/22/2009	09:34	WILL CLOSE VTA- PART IS ON B/O GERMANY
07/22/2009	09:36	CLOSE
07/22/2009	09:36	NO NEED TO HAVE VTA OPEN--- IF I NEED ANY MORE HELP I WILL REOPEN VTA THANKS
07/22/2009	18:33	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/22/2009	18:33	ISSUE UPDATED

Consultant's Closing Comments
FRANK, PLEASE REPLACE THE MECH UNIT.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
477545	EOS	2008	WVWBA71F68V [REDACTED]	21320	3885	07/13/2009	USA

Workshop Finding
n/a

Activity Date	Activity Time	Activity Comments
07/13/2009	09:10	ISSUE OPENED BY DEALERSHIP
07/13/2009	09:10	WHEN TAKING OFF FROM A STOP VEHICLE JERKS BEFORE SHIFTING GEARS
07/13/2009	09:14	CUSTOMER COMMENTS: WHEN TAKING OFF FROM A STOP VEHICLE JERKS BEFORE SHIFTING GEARS
07/13/2009	09:14	PLEASE CHECK MVB 54 IN TRANS ELECTRONICS.
07/13/2009	09:43	TECH STATES MVB 54/ H17M0056
07/13/2009	09:44	ISSUE UPDATED
07/13/2009	09:44	PLEASE REPLACE THE MECHATRONICS UNIT.
07/13/2009	09:46	FYI FOM AND QTMRL
07/20/2009	16:51	P2 TROY STATED PARTS ARE ON ORDERED
07/24/2009	18:06	MECHATRONIC UNIT IS ON ORDER. WILL REOPEN VTA IF NEEDED UPON PART ARRIVAL.
07/27/2009	21:59	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/27/2009	21:59	ISSUE UPDATED

Consultant's Closing Comments
MECHATRONIC UNIT IS ON ORDER. WILL REOPEN VTA IF NEEDED UPON PART ARRIVAL.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
477587	EOS	2009	WVWBA71F19V [REDACTED]	560	3885	07/13/2009	USA

Workshop Finding

TECH STATES MVB 64 IS 24 AND 32

Activity Date	Activity Time	Activity Comments
07/13/2009	09:53	CUSTOMER STATES PRNDS WAS ALL LIT UP AND GEAR DISPLAY CHANGING, WAS NOT ABLE TO ACCELERATE. TECH PERFORMED GFF AND FOUND NO DTC'S IN SYSTEM, ADVISED CUSTOMER ON LEAVING VEHICLE SO WE COULD DUPLICATE CONCERN, CUSTOMER AGREED AND CAR WAS DRIVEN OVER WEEKEND BY ADVISOR. NO PROBLEMS WERE DUPLICATED AND NO DTC'S ARE PRESENT. VEHICLE WAS DRIVEN 81 MILES WITH NO ISSUES.
07/13/2009	09:53	ISSUE OPENED BY DEALERSHIP
07/13/2009	10:07	ADVISED THE TECH TO REPLACE THE SPEED/TEMP SENSOR AND THE BOLTS FOR THE MECHATRONICS.
07/13/2009	10:07	CUSTOMER COMMENTS: CUSTOMER STATES PRNDS WAS ALL LIT UP AND GEAR DISPLAY CHANGING, WAS NOT ABLE TO ACCELERATE. TECH PERFORMED GFF AND FOUND NO DTC'S IN SYSTEM, ADVISED CUSTOMER ON LEAVING VEHICLE SO WE COULD DUPLICATE CONCERN, CUSTOMER AGREED AND CAR WAS DRIVEN OVER WEEKEND BY ADVISOR. NO PROBLEMS WERE DUPLICATED AND NO DTC'S ARE PRESENT. VEHICLE WAS DRIVEN 81 MILES WITH NO ISSUES.
07/13/2009	10:07	WORKSHOP FINDINGS: TECH STATES MVB 64 IS 24 AND 32
07/17/2009	13:57	TECH INSTALLED NEW TEMP SENDER FOR MECHATRONICS (DSG), FILLED GEARBOX AND REPLACED BOLTS FOR UNIT. ROAD TEST AND VERIFIED REPAIRS.
07/17/2009	16:33	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/17/2009	16:33	ISSUE UPDATED

Consultant's Closing Comments

ALBERT MELENDEZ: CLOSING IN PROCESS: DEALER COMPLETE: TECH INSTALLED NEW TEMP SENDER FOR MECHATRONICS (DSG), FILLED GEARBOX AND REPLACED BOLTS FOR UNIT. ROAD TEST AND VERIFIED REPAIRS.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
477605	EOS	2008	WVWBA71F98V [REDACTED]	10491	3885	07/13/2009	USA

Workshop Finding
64 0 0

Activity Date	Activity Time	Activity Comments
07/13/2009	10:10	ISSUE OPENED BY DEALERSHIP
07/13/2009	10:10	VEHICLE JERKING WHILE DRIVING LOW SPEEDS FEELS LIKE FOOT IS GOING ON AND OFF THE GAS PEDAL OR ACCELERATING IN STAGES PREFORMED MANUAL BASIC SETTINGS SEEMS SLIGHTLY WORST MVB 54 J12G0314 ALSO FLUID LEVEL OK
07/13/2009	10:25	ADVISED THE TECH TO REPLACE THE MECHATRONICS FLUID AND BOLTS. SET BASIC SETTINGS AND TEST DRIVE. UPDATE THE VTA WITH RESULTS.
07/13/2009	10:25	CUSTOMER COMMENTS: VEHICLE JERKING WHILE DRIVING LOW SPEEDS FEELS LIKE FOOT IS GOING ON AND OFF THE GAS PEDAL OR ACCELERATING IN STAGES PREFORMED MANUAL BASIC SETTINGS SEEMS SLIGHTLY WORST MVB 54 J12G0314 ALSO FLUID LEVEL OK
07/13/2009	10:25	WORKSHOP FINDINGS: 64 0 0
07/13/2009	10:29	PARTS ON ORDER CLOSING TICKET WILL UPDATE WHEN VEHICLE RETURNS THANK YOU
07/13/2009	17:35	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/13/2009	17:35	ISSUE UPDATED

Consultant's Closing Comments
RICHARD BALL: CLOSING IN PROCESS: DEALER COMPLETE: PARTS ON ORDER CLOSING TICKET WILL UPDATE WHEN VEHICLE RETURNS THANK YOU 07/13/2009 10:29:07: US/EASTERN: RICHARD BALL: CLOSING IN PROCESS: DEALER COMPLETE: PARTS ON ORDER CLOSING TICKET WILL UPDATE WHEN VEHICLE RETURNS THANK YOU

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
477623	EOS	2008	WVWBA71F98V [REDACTED]	10208	3885	07/13/2009	USA

Workshop Finding
n/a

Activity Date	Activity Time	Activity Comments
07/13/2009	10:27	ISSUE OPENED BY DEALERSHIP
07/13/2009	10:27	VEHICLE JERKS AT SLOW SPEEDS
07/13/2009	10:37	CUSTOMER COMMENTS: VEHICLE JERKS AT SLOW SPEEDS
07/13/2009	10:37	PLEASE RUN BASIC SETTINGS TT 37-09-03 AND IF THE CONCERN DOES NOT IMPROVE, REPLACE THE MECH UNIT.
07/13/2009	11:49	RAN BASIC TT37-09-03 , STILL ACTING UP AT LOW SPEEDS ORDER MECH UNIT
07/14/2009	21:46	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/14/2009	21:46	ISSUE UPDATED

Consultant's Closing Comments
MECH UNIT

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
477629	EOS	2008	WVWBA71F58V [REDACTED]	15969	3885	07/13/2009	USA

Workshop Finding
MVB 54= J11C0143

Activity Date	Activity Time	Activity Comments
07/13/2009	10:33	CUSTOMER STATES TRANS WILL JERK, WORSE WHEN TAKING OFF
07/13/2009	10:33	ISSUE OPENED BY DEALERSHIP
07/13/2009	10:48	ADVISE TECH TO REPLACE MECHATRONICS, FLUID , FILTER AND BOLTS . PERFORM BASIC SETTINGS PER TT 37-09-03
07/13/2009	10:48	CUSTOMER COMMENTS: CUSTOMER STATES TRANS WILL JERK, WORSE WHEN TAKING OFF
07/13/2009	10:48	WORKSHOP FINDINGS: MVB 54= J11C0143
07/20/2009	17:06	P1 SPOKE TO ALLEN IN VW SERVICE AND VEHICLE IS HOLDING FOR BACK ORDERED PART.
08/18/2009	11:01	PART ARRIVED 08.17.09 AND INSTALLED SAME DAY. VEHICLE COMPLETED PER DIRECTION AND AWAITNIG CUSTOMER PICK UP. CLOSED BY SERVICE MANAGER.
08/18/2009	11:11	CLOSED BY S.M. CAR COMPLETED
08/18/2009	14:09	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
08/18/2009	14:09	ISSUE UPDATED

Consultant's Closing Comments
REPLACE MECHATRONICS, FLUID , FILTER AND BOLTS . PERFORM BASIC SETTINGS PER TT 37-09-03

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
477645	JETTA	2008	3VWRA71K08M [REDACTED]	30998	3885	07/13/2009	USA

Workshop Finding

TECH STATES MVB 54 J05C0611, DEALER HAS NOT BEEN ABLE TO DUPLICATE THE CUSTOMERS CONCERN.

Activity Date	Activity Time	Activity Comments
07/13/2009	10:45	CUSTOMER STATES CAR JERKS SEVERLY WHEN STARTING OFF IN DRIVE OR REV. NO FAULTS STORED.
07/13/2009	10:45	ISSUE OPENED BY DEALERSHIP
07/13/2009	10:52	CUSTOMER COMMENTS: CUSTOMER STATES CAR JERKS SEVERLY WHEN STARTING OFF IN DRIVE OR REV. NO FAULTS STORED.
07/13/2009	10:52	WE ARE GOING TO ROAD TEST AND SEE IF WE CAN DUPLICATE THE CONCERN. FIND OUT MORE INFO FROM CUSTOMER.
07/13/2009	10:52	WORKSHOP FINDINGS: TECH STATES MVB 54 J05C0611, DEALER HAS NOT BEEN ABLE TO DUPLICATE THE CUSTOMERS CONCERN.
07/13/2009	11:20	CONTACTED CUSTOMER GOT FULL STORY. PERFORMED ROADTEST.PROBLEM DEVELOPES WHEN HOT. STARTED TO ACT UP AFTER 3-4MILES.
07/13/2009	11:24	REPALCE MECHATROINCS,NEW BOLTS, FLUID AND FILTER, BASIC SETTING MUST BE SET AFTER REPLACEMENT OF MECH
07/14/2009	10:56	ORDERED PARTS AS ADVISED. CUSTOMER TO RETURN. WILL REOPEN VTA IF NEEDED.
07/14/2009	23:48	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/14/2009	23:48	ISSUE UPDATED

Consultant's Closing Comments

ORDERED PARTS AS ADVISED. CUSTOMER TO RETURN. WILL REOPEN VTA IF NEEDED.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
477650	JETTA	2009	3VWPL71K29M [REDACTED]	980	3885	07/13/2009	USA

Workshop Finding

CUSTOMER HAD TO TURN VEHICLE OFF AND BACK ON AGAIN TO GET VEHICLE TO MOVE.

Activity Date	Activity Time	Activity Comments
07/13/2009	10:50	CUSTOMER STATES SHE WAS MAKING A U-TURN AND PRNDL STARTED FLASHING AND VEHICLE WOULD NOT GO EVEN AFTER MOVING SHIFTER FROM PARK TO DRIVE A FEW TIMES..CUSTOMER HAD TO TURN VEHICLE OFF AND BACK ON AGAIN TO GET VEHICLE TO MOVE.
07/13/2009	10:50	ISSUE OPENED BY DEALERSHIP
07/13/2009	10:56	ADVISED TECH TO PLEASE VERIFY THE TRANSMISSION FLUID LEVEL AND CONDITION. CHECK THE TCM'S MVB 54 AND 64. UPDATE THE VTA WITH YOUR FINDINGS AND CALL BACK.
07/13/2009	10:56	CUSTOMER COMMENTS: CUSTOMER STATES SHE WAS MAKING A U-TURN AND PRNDL STARTED FLASHING AND VEHICLE WOULD NOT GO EVEN AFTER MOVING SHIFTER FROM PARK TO DRIVE A FEW TIMES.
07/13/2009	10:56	WORKSHOP FINDINGS: CUSTOMER HAD TO TURN VEHICLE OFF AND BACK ON AGAIN TO GET VEHICLE TO MOVE.
07/13/2009	11:25	MVB 54 J42M0660 AND 64. 30/21 ADVISE TECH TO REPLACE INPUT SPEED SENSOR/ TEMP SENSOR, AND MECOTRONIC BOLTS , PERFORM BASIC SETTINGS PER TT 37-09-03.
07/20/2009	16:33	SPOKE WITH KAREN IN SERVICE. PART IS ON ORDER. TECH TO UPDATE. P2
07/21/2009	17:21	REMOVED MECHATRONICS AND REPLACED SPEED/TEM SENDER AND SET BASIC SETTING AND ALL IS OK AT THIS TIME..THANKS TECHLINE TRAVIS
07/21/2009	18:40	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/21/2009	18:40	ISSUE UPDATED

Consultant's Closing Comments

TECHNICIAN REMOVED THE MECHATRONICS AND REPLACED SPEED/TEMPERATURE SENDER AND SET BASIC SETTING.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
477662	RABBIT	2008	WVWKC71K68W [REDACTED]	15380	3885	07/13/2009	USA

Workshop Finding
MVB 54 J05 B0162 64 0 0

Activity Date	Activity Time	Activity Comments
07/13/2009	10:56	CUST STATES VEHICLE SURGES ON TAKE OFF IN TIPRONAC OR DRIVE ALSO RAIN SENSING WIPERS INOP CANT FIND INFO ON WIPERS
07/13/2009	10:56	ISSUE OPENED BY DEALERSHIP
07/13/2009	11:17	ADVISED THE TECH TO CHECK THE TRANS FLUID CONDITION AND LEVEL AND IF GOOD PLEASE REPLACE THE MECHATRONICS, FLUID AND BOLTS.
07/13/2009	11:17	CUSTOMER COMMENTS: CUST STATES VEHICLE SURGES ON TAKE OFF IN TIPRONAC OR DRIVE ALSO RAIN SENSING WIPERS INOP CANT FIND INFO ON WIPERS
07/13/2009	11:17	WORKSHOP FINDINGS: MVB 54 J05 B0162 64 0 0
07/15/2009	11:50	PARTS ON ORDER THANKS
07/15/2009	16:45	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/15/2009	16:45	ISSUE UPDATED

Consultant's Closing Comments
07/15/2009 11:50:40: US/EASTERN: BRIAN SCHNECK: CLOSING IN PROCESS: DEALER COMPLETE: PARTS ON ORDER THANKS

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
477665	JETTA	2009	3VWRL71K99M [REDACTED]	210	3885	07/13/2009	USA

Workshop Finding

WAS ABLE TO DRIVE VEHICLE INTO SHOP. NO SIGNS OF LEAKS. NO FAULTS FOUND WITH GFF. REVIEWED TECH TIPS,BULLETINS AND TECH SOLUTIONS. NO INFO FOUND FOR CONCERN. CHECKED TCM CONNECTIONS AND WIRING-OK. CHECKED HARNESS TO MECHATRONIC UNIT-OK. TRIED TO DRIVE OUT OF SHOP AND FOUND VEHICLE WOULD NOT ENGAGE INTO ANY GEAR. P,R,N,D,S WERE ILLUMINATED AND FLASHING. NO FAULTS STORED. REMOVED FRONT TRANS COVER AND INSPECTED RPM INPUT G182 AND CLUTCH TEMP SENDER G509. BOTH APPEAR INTACT.

Activity Date	Activity Time	Activity Comments
07/13/2009	10:59	CUSTOMER HAD STATED VEHICLE STOPPPED WHILE DRIVING. VEHICLE WAS TOWED IN. WAS ABLE TO DRIVE VEHICLE INTO SHOP. NO SIGNS OF LEAKS. NO FAULTS FOUND WITH GFF. REVIEWED TECH TIPS,BULLETINS AND TECH SOLUTIONS. NO INFO FOUND FOR CONCERN. CHECKED TCM CONNECTIONS AND WIRING-OK. CHECKED HARNESS TO MECHATRONIC UNIT-OK. TRIED TO DRIVE OUT OF SHOP AND FOUND VEHICLE WOULD NOT ENGAGE INTO ANY GEAR. P,R,N,D,S WERE ILLUMINATED AND FLASHING. NO FAULTS STORED. REMOVED FRONT TRANS COVER AND INSPECTED RPM INPUT G182 AND CLUTCH TEMP SENDER G509. BOTH APPEAR INTACT.
07/13/2009	10:59	ISSUE OPENED BY DEALERSHIP
07/13/2009	11:03	ADVISE TECH TO GER READINGS FROM MVB 54 AND 64 IN TCM.
07/13/2009	11:03	CUSTOMER COMMENTS: CUSTOMER HAD STATED VEHICLE STOPPPED WHILE DRIVING. VEHICLE WAS TOWED IN.
07/13/2009	11:03	WORKSHOP FINDINGS: WAS ABLE TO DRIVE VEHICLE INTO SHOP. NO SIGNS OF LEAKS. NO FAULTS FOUND WITH GFF. REVIEWED TECH TIPS,BULLETINS AND TECH SOLUTIONS. NO INFO FOUND FOR CONCERN. CHECKED TCM CONNECTIONS AND WIRING-OK. CHECKED HARNESS TO MECHATRONIC UNIT-OK. TRIED TO DRIVE OUT OF SHOP AND FOUND VEHICLE WOULD NOT ENGAGE INTO ANY GEAR. P,R,N,D,S WERE ILLUMINATED AND FLASHING. NO FAULTS STORED. REMOVED FRONT TRANS COVER AND INSPECTED RPM INPUT G182 AND CLUTCH TEMP SENDER G509. BOTH APPEAR INTACT.
07/13/2009	11:09	ADVISE TECH TO REPLACE G509 AND MECHATRONICS, BOLTS AND FLUID MVB 54 K16, 64 5/6
07/20/2009	15:43	SPOKE WITH RONALDO IN SERVICE. WAITING ON PART. P1
07/23/2009	13:59	ORDERED PART G509.
07/23/2009	14:56	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/23/2009	14:56	ISSUE UPDATED

Consultant's Closing Comments

ORDERED PART G509.REPLACE G509 AND MECHATRONICS, BOLTS AND FLUID

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
477674	JETTA	2007	3VWXJ71KX7M [REDACTED]	13569	3885	07/13/2009	USA

Workshop Finding

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

Activity Date	Activity Time	Activity Comments
07/13/2009	11:04	CUSTOMER STATES HARSH SHIFT THROUGH ALL GEARS AT TIMES. ROAD TESTED VEHICLE DURING PRIOR VISIT AND FOUND HARSH SHIFTS THROUGH ALL GEARS SPORADICALLY. SET BASIC SETTINGS OF TCM DURING LAST VISIT. CONCERN STILL PRESENT.
07/13/2009	11:04	ISSUE OPENED BY DEALERSHIP
07/13/2009	11:12	ADVISED THE TECH TO CHECK MVB 32 IN THE ECM AND MVB 54 IN THE TCM.
07/13/2009	11:12	CUSTOMER COMMENTS: CUSTOMER STATES HARSH SHIFT THROUGH ALL GEARS AT TIMES. ROAD TESTED VEHICLE DURING PRIOR VISIT AND FOUND HARSH SHIFTS THROUGH ALL GEARS SPORADICALLY. SET BASIC SETTINGS OF TCM DURING LAST VISIT. CONCERN STILL PRESENT.
07/13/2009	11:12	WORKSHOP FINDINGS: TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM. BASIC SETTING PREVIOUSLY PERFORMED.
07/13/2009	11:17	MVB 032 IN ECM: 0.4, -3.5 MVB 054 IN TCM: G29J0010
07/13/2009	11:28	TECH NEEDS TO REPLACE THE MECHATRONICS UNIT, BOLTS, FLUID AND FILTER. PERFORM BASIC MANUALLY AFTER NEW PARTS ARE INSTALLED REFERRING TO TT.
07/13/2009	12:00	ORDERED MECHATRONICS UNIT. RELEASED VEHICLE TO CUSTOMER.
07/13/2009	21:41	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/13/2009	21:41	ISSUE UPDATED

Consultant's Closing Comments

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

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
477706	JETTA	2008	3VWRJ71K68M [REDACTED]	10353	3885	07/13/2009	USA

Workshop Finding
n/a

Activity Date	Activity Time	Activity Comments
07/13/2009	11:22	CUSTOMER STATES VEHICLE WILL FEEL LIKE IT IS GOING TO STALL OUT AT LOW SPEEDS ON ACCELERATION. TEST DROVE VEHICLE AND COULD NOT DUPLICATE CUSTOMER CONCERN.
07/13/2009	11:22	ISSUE OPENED BY DEALERSHIP
07/13/2009	11:42	CUSTOMER COMMENTS: CUSTOMER STATES VEHICLE WILL FEEL LIKE IT IS GOING TO STALL OUT AT LOW SPEEDS ON ACCELERATION. TEST DROVE VEHICLE AND COULD NOT DUPLICATE CUSTOMER CONCERN.
07/13/2009	11:42	TECH NEEDS TO REPLACE THE MECHATRONICS UNIT, BOLTS, FLUID AND FILTER. PERFORM BASIC SETTINGS REFERRING TO TT 37-09-03
07/14/2009	11:00	WAITING FOR ARRIVAL OF MECHATRONICS UNIT. BACKORDERED
07/14/2009	11:20	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/14/2009	11:20	ISSUE UPDATED

Consultant's Closing Comments
WAITING FOR ARRIVAL OF MECHATRONICS UNIT. BACKORDERED

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
477713	RABBIT	2008	WVWFV71K88W [REDACTED]	11096	3885	07/13/2009	USA

Workshop Finding

VERIFIED WITH CUSTOMER. DOES FEEL LIKE A HARSH ENGAGEMENT-WHEN STARTING FROM A STOP. FEELS ALMOST LIKE POOR THROTTLE RESPONSE, OR DELAY WHEN PRESSING THROTTLE. NO FAULTS, CHECKED FOR UPDATES, NO UPDATES APPLY TO VEHICLE.

Activity Date	Activity Time	Activity Comments
07/13/2009	11:29	CUSTOMER STATES: JERKY TAKE OFF WHEN STARTING FROM STOP. VERIFIED WITH CUSTOMER. DOES FEEL LIKE A HARSH ENGAGEMENT-WHEN STARTING FROM A STOP. FEELS ALMOST LIKE POOR THROTTLE RESPONSE, OR DELAY WHEN PRESSING THROTTLE. NO FAULTS, CHECKED FOR UPDATES, NO UPDATES APPLY TO VEHICLE.
07/13/2009	11:29	ISSUE OPENED BY DEALERSHIP
07/13/2009	11:37	ADVISE TECH TO GET READING FROM MVB 54 IN TCM
07/13/2009	11:37	CUSTOMER COMMENTS: CUSTOMER STATES: JERKY TAKE OFF WHEN STARTING FROM STOP.
07/13/2009	11:37	WORKSHOP FINDINGS: VERIFIED WITH CUSTOMER. DOES FEEL LIKE A HARSH ENGAGEMENT-WHEN STARTING FROM A STOP. FEELS ALMOST LIKE POOR THROTTLE RESPONSE, OR DELAY WHEN PRESSING THROTTLE. NO FAULTS, CHECKED FOR UPDATES, NO UPDATES APPLY TO VEHICLE.
07/13/2009	11:39	MEASURE VALUE 54: H51C0118
07/13/2009	11:42	ADVISE TECH TO REPLACE MECHATRONICS , FLUID, FILTER ,AND BOLTS, PERFORM BASIC SETTINGS.
07/13/2009	11:42	ISSUE SENT TO DEALERSHIP
07/15/2009	11:26	ORDERED MECHATRONIC UNIT, BOLTS AND FILTER
07/15/2009	13:29	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/15/2009	13:29	ISSUE UPDATED

Consultant's Closing Comments

ORDERED MECHATRONIC UNIT, BOLTS AND FILTER

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
477868	EOS	2009	WVWFA71F69V [REDACTED]	4168	3885	07/13/2009	USA

Workshop Finding
n/a

Activity Date	Activity Time	Activity Comments
07/13/2009	13:35	CUSTOMER STATES VEHICLE DOES NOT ALWAYS ENGAGE REVERSE, WHEN DRIVING VEHICLE JERKS AND DOES NOT ALWAYS ENGAGE GEAR. I ROAD TESTED AND FELT TRANS HAS A HARD DOWNSHIFT AND WHEN SHIFTING INTO REVERSE ENGAGEMENT IS DELAYED AND HARSH. FAULT STORED IN MECHATRONICS IS 00292 PRESSURE LEVEL OF HYDRAULIC ENERGY SUPPLY LOWER SPECIFIED VALUE TOO LOW
07/13/2009	13:35	ISSUE OPENED BY DEALERSHIP
07/13/2009	13:44	ADVISED TECH TO UPDATE VTA WITH MVB 54 AND 64 FROM TCM. WE NEED TO PERFORM MANUAL BASIC SETTINGS THROUGH VSD AS OUT LINED IN TT 37-09-03. TEST DRIVE AND RE-EVALUATE AFTER BASIC SETTINGS.
07/13/2009	13:44	CUSTOMER COMMENTS: CUSTOMER STATES VEHICLE DOES NOT ALWAYS ENGAGE REVERSE, WHEN DRIVING VEHICLE JERKS AND DOES NOT ALWAYS ENGAGE GEAR. I ROAD TESTED AND FELT TRANS HAS A HARD DOWNSHIFT AND WHEN SHIFTING INTO REVERSE ENGAGEMENT IS DELAYED AND HARSH. FAULT STORED IN MECHATRONICS IS 00292 PRESSURE LEVEL OF HYDRAULIC ENERGY SUPPLY LOWER SPECIFIED VALUE TOO LOW
07/13/2009	15:02	MVB 54 J41D0209 MVB 64 0 0 PERFORMED MANUAL BASIC SETTINGS THROUGH VSD AND ROAD TESTED, REVERSE ENGAGEMENT AS WELL AS DRIVE FEEL AS IF DELAYED AND ARE HARSH.
07/13/2009	15:50	THANKS FOR UPDATE.
07/13/2009	16:45	VERIFY FUEL TRIMS ARE 0+-5 IN MVB 32. IF OK REPLACE THE MECH, FLUID, FILTER AND BOLTS. SET BASIC SETTINGS AND RETEST
07/15/2009	12:00	FUEL TRIM READINGS WITHIN SPEC, ORDERED MECHATRONICS MODULE AND HARDWARE.
07/15/2009	12:16	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/15/2009	12:16	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
477869	RABBIT	2008	WVWKC71K18W [REDACTED]	14251	3885	07/13/2009	USA

Workshop Finding
n/a

Activity Date	Activity Time	Activity Comments
07/13/2009	13:35	ISSUE OPENED BY DEALERSHIP
07/13/2009	13:35	JERKY WHEN TAKING OFF IN DRIVE AND INTO REVERSE. TECH: ADAPTED MECHATRONICS LAST VISIT (3/20 @ 9500 MILES), HIS "ROLL BACK" CONCERN NO LONGER PRESENT, BUT 1ST GEAR ENGAGEMENT JERKING HAS RETURNED. MVB 54- H27A0484, MVB 64- 0 AND 0. NO DTC'S PRESENT IN ECM OR TCM.
07/13/2009	13:38	CUSTOMER COMMENTS: JERKY WHEN TAKING OFF IN DRIVE AND INTO REVERSE. TECH: ADAPTED MECHATRONICS LAST VISIT (3/20 @ 9500 MILES), HIS "ROLL BACK" CONCERN NO LONGER PRESENT, BUT 1ST GEAR ENGAGEMENT JERKING HAS RETURNED. MVB 54- H27A0484, MVB 64- 0 AND 0. NO DTC'S PRESENT IN ECM OR TCM.
07/13/2009	13:38	TECH NEEDS TO REPLACE THE MECHATRONICS UNIT, BOLTS, FLUID AND FILTER. PERFORM BASIC SETTINGS MANUALLY AFTER INSTALLING THE NEW UNIT.
07/13/2009	13:49	PARTS ORDERED, WILL CONTACT IF CONDITION IS NOT REMEDIED. THANKS!
07/13/2009	17:00	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/13/2009	17:00	ISSUE UPDATED

Consultant's Closing Comments
PARTS ORDERED, WILL CONTACT IF CONDITION IS NOT REMEDIED. THANKS!

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
477933	JETTA	2008	3VWRA71K58M [REDACTED]	13583	3885	07/13/2009	USA

Workshop Finding

n/a

Activity Date	Activity Time	Activity Comments
07/13/2009	14:21	C/S CHECK TRANS SHIFTING, TEST DROVE VEHICLE AND ON A HILL ON DRIVE VEHICLE STARTED TO GO BACK AND IS NOT SHIFTING PROPERLY
07/13/2009	14:21	ISSUE OPENED BY DEALERSHIP
07/13/2009	14:30	FLUID AND LEVERL CODITION IS OK, RAN BASIC SETTINGS WITH VSD 61 AND 60 BASIC SETTINGS OK
07/13/2009	16:48	CUSTOMER COMMENTS: C/S CHECK TRANS SHIFTING, TEST DROVE VEHICLE AND ON A HILL ON DRIVE VEHICLE STARTED TO GO BACK AND IS NOT SHIFTING PROPERLY
07/13/2009	16:48	TECH STATED HE HAS CK'D FLUID LEVEL AND CONDITION AND HAS ALSO SET BASIC SETTINGS. MVB 54 J13. ADVISED TO REPLACE MECHATRONICS UNIT, FLUID, FILTER AND BOLTS.
07/17/2009	15:05	ORDERED MECHATRONICS UNIT
07/17/2009	15:08	ORDERED MECHATRONICS UNIT
07/20/2009	13:42	P1 SPOKE TO FRANK IN SERVICE AND TECH IS WAITING ON RED ORDER MECHATRONIC UNIT.
07/20/2009	14:18	MECHATRONICS IS ON RED/BACKORDER
07/20/2009	15:51	P1 WAITING ON PARTS. THANK YOU FOR THE UPDATE.
08/06/2009	11:34	INSTALLED MECHATRONICS UNIT/VEHICLE RETURNED TO CUSTOMER THANK YOU
08/06/2009	12:41	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
08/06/2009	12:41	ISSUE UPDATED

Consultant's Closing Comments

D1 INSTALLED MECHATRONICS UNIT/VEHICLE RETURNED TO CUSTOMER

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
477944	EOS	2008	WVWBA71F48V [REDACTED]	13090	3885	07/13/2009	USA

Workshop Finding

JERKS WHEN DRIVING

Activity Date	Activity Time	Activity Comments
07/13/2009	14:33	HARSH ENGAGEMENT OF TRANS INTO FIRST GEAR FROM STOP HAPPENS CONSISTANT IN ALL FORWARD GEAR SELECTIONS FLUID OK NO FAULTS IN SYSTEM
07/13/2009	14:33	ISSUE OPENED BY DEALERSHIP
07/13/2009	16:36	CUSTOMER COMMENTS: HARSH ENGAGEMENT OF TRANS INTO FIRST GEAR FROM STOP HAPPENS CONSISTANT IN ALL FORWARD GEAR SELECTIONS FLUID OK NO FAULTS IN SYSTEM
07/13/2009	16:36	TECH TO GET MVB 54 IN 02
07/13/2009	16:36	WORKSHOP FINDINGS: JERKS WHEN DRIVING
07/13/2009	16:47	REPLACE THE MECHATRONICS, FLUID AND THE FILTER AND THEN SET BASIC SETTING AFTER REPAIRS ARE DONE
07/20/2009	16:03	SPOKE TO JD AND LOREN IN SERVICE. VEHICLE IS CURRENTLY WAITING ON SPECIAL ORDER PARTS; P1.
07/20/2009	17:10	PART ON WARRANTY RED ORDER WILL UPDATE AFTER REPAIR
07/20/2009	21:13	THANKS FOR THE UPDATE.
07/28/2009	09:18	REPLACED MECITRONICS REPAIR COMPLETE
07/28/2009	12:36	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/28/2009	12:36	ISSUE UPDATED

Consultant's Closing Comments

REPLACED MECITRONICS REPAIR COMPLETE

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
477950	JETTA	2008	3VWRJ71K58M [REDACTED]	18922	3885	07/13/2009	USA

Workshop Finding

MVB 54 IS J10 AND MVB 64 IS 0, 0.

Activity Date	Activity Time	Activity Comments
07/13/2009	14:42	CUSTOMER STATES VEHICLE LUNGES FORWARD AT LAUNCH AND TRIES TO LUNGE AT STOPS.TECH LET COOL DOWN TODAY AND VERIFIED FLUID LEVEL AND CONDITION. FLUID O.K. TECH TEST DROVE AND NOTICED A DOUBLE LAUNCH AT TAKE-OFF. WILL CALL.
07/13/2009	14:42	ISSUE OPENED BY DEALERSHIP
07/13/2009	17:08	CUSTOMER COMMENTS: CUSTOMER STATES VEHICLE LUNGES FORWARD AT LAUNCH AND TRIES TO LUNGE AT STOPS.TECH LET COOL DOWN TODAY AND VERIFIED FLUID LEVEL AND CONDITION. FLUID O.K. TECH TEST DROVE AND NOTICED A DOUBLE LAUNCH AT TAKE-OFF. WILL CALL.
07/13/2009	17:08	REPLACE THE MECHATRONICS UNIT, THE BOLTS, FLUID AND FILTER.
07/13/2009	17:08	WORKSHOP FINDINGS: MVB 54 IS J10 AND MVB 64 IS 0, 0.
07/20/2009	10:49	STILL WAITING FOR UNIT TO ARRIVE.
07/20/2009	13:34	P1 PER UPDATE TODAY BY JIMMY NAPIER WAITING ON PARTS.,
07/22/2009	08:52	STILL WAITING FOR PARTS.
07/22/2009	09:14	THANKS FOR THE UPDATE
07/30/2009	16:53	STILL WAITING.....
07/30/2009	16:58	THANKS FOR THE UPDATE
08/03/2009	09:50	STILL WAITING. THANKS.
08/03/2009	10:00	THANKS FOR THE UPDATE
08/07/2009	09:28	STILL WAITING. THANKS.
08/07/2009	09:36	THANKS FOR THE UPDATE
08/12/2009	09:35	STILL WAITING....
08/12/2009	10:22	THANKS FOR THE UPDATE
08/14/2009	08:29	STILL WAITING.
08/14/2009	08:49	THANKS FOR THE UPDATE
08/14/2009	14:05	UNIT ARRIVED RIGHT AFTER UPDATE. WHEW.... INSTALLED NEW UNIT WITH BOLTS, FILTER AND NEW FLUID. VERY SMOOTH REPAIR. DRIVES DELICIOUS. THANK YOU AGAIN FOR YOUR HELP.
08/14/2009	14:15	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
08/14/2009	14:15	ISSUE UPDATED

Consultant's Closing Comments

UNIT ARRIVED RIGHT AFTER UPDATE. WHEW.... INSTALLED NEW UNIT WITH BOLTS, FILTER AND NEW FLUID. VERY SMOOTH REPAIR. DRIVES DELICIOUS. THANK YOU AGAIN FOR YOUR HELP.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
477956	EOS	2008	WVWFA71F28V [REDACTED]	19214	3885	07/13/2009	USA

Workshop Finding

I HAVE A SHIFT PROBLEM RIGHT OF A DEAD STOP, VEHICLE JERKS AND WILL NOT HOLD

Activity Date	Activity Time	Activity Comments
07/13/2009	14:46	I HAVE A SHIFT PROBLEM RIGHT OF A DEAD STOP, VEHICLE JERKS AND WILL NOT HOLD ON AN INCLINE AT ALL. SCANNED SYSTEMS AND THERE WERE NO FAULTS, I HAVE CHECKED MVB 64 AND THEY WERE ALL 0'S. WE HAVE HAD SEVERAL OF THESE VEHICLES WITH THE SAME PROBLEM, IS THERE ANY MVB TO CHECK FOR FURTHER DIAGNOSES? THANKS JIM
07/13/2009	14:46	ISSUE OPENED BY DEALERSHIP
07/13/2009	16:21	ADVISE TECH TO GET MBV 54 IN 02
07/13/2009	16:21	CUSTOMER COMMENTS: I HAVE A SHIFT PROBLEM RIGHT OF A DEAD STOP, VEHICLE JERKS AND WILL NOT HOLD ON AN INCLINE AT ALL. SCANNED SYSTEMS AND THERE WERE NO FAULTS, I HAVE CHECKED MVB 64 AND THEY WERE ALL 0'S. WE HAVE HAD SEVERAL OF THESE VEHICLES WITH THE SAME PROBLEM, IS THERE ANY MVB TO CHECK FOR FURTHER DIAGNOSES? THANKS JIM
07/13/2009	16:21	WORKSHOP FINDINGS: I HAVE A SHIFT PROBLEM RIGHT OF A DEAD STOP, VEHICLE JERKS AND WILL NOT HOLD
07/13/2009	16:37	MVB 64 0 0 MVB J08 R0343 ADVISED THE TECH TO REPLACE THE MECHATRONICS, FLUID AND BOLTS. SET BASIC AND UPDATE THE VTA WITH RESULTS.
07/20/2009	16:35	SPOKE WITH SETH IN SERVICE. WAITING ON BACK ORDER. P1
08/05/2009	09:27	STILL WAITING ON PART
08/10/2009	19:43	PLEASE UPDATE AFTER PARTS ARRIVE

Consultant's Closing Comments

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VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
477978	JETTA	2008	3VWRJ71K78M [REDACTED]	19868	3885	07/13/2009	USA

Workshop Finding

n/a

Activity Date	Activity Time	Activity Comments
07/13/2009	15:00	INSTALL SOP MECHTRONIC.SET BASIC SETTINGS IN GFF AND GF.ALL BASIC SETTINGS SET OK.FAULT FOR NO BASIC SETTINGS RETURNS TO TCM.IS THERE MORE DATA BLOCK IN BASIC SETTINGS THAT NEED TO BE SET?.
07/13/2009	15:00	ISSUE OPENED BY DEALERSHIP
07/13/2009	16:41	CUSTOMER COMMENTS: INSTALL SOP MECHTRONIC.SET BASIC SETTINGS IN GFF AND GF.ALL BASIC SETTINGS SET OK.FAULT FOR NO BASIC SETTINGS RETURNS TO TCM.IS THERE MORE DATA BLOCK IN BASIC SETTINGS THAT NEED TO BE SET?.
07/13/2009	16:41	TECH NEEDS TO PERFORM BASIC SETTINGS MANUALLY REFER TO TT 37-09-03. IF THE MECHATRONIC STILL DOES NOT ACCEPT BASIC SETTINGS THE TECH NEEDS TO GET THE MECHATRONICS PART NUMBER AND SOFTWARE OF THE NEW AND THE OLD. ALSO GET MVB 41, 48, AND 54 FOR MECHATRONICS UNITS AND WRITE THIS INFORMATION IN THE VTA AND CALL BACK.
07/13/2009	16:46	TICKET WILL BE ESCALATED TO LEVEL 2
07/14/2009	16:37	SET BASIC SETTINGS WITH BLOCKS 61 AND 60 SET OK THANK YOU.
07/14/2009	18:38	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/14/2009	18:38	ISSUE UPDATED

Consultant's Closing Comments

SET BASIC SETTINGS WITH BLOCKS 61 AND 60 SET OK THANK YOU.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
478025	JETTA	2009	3VWRL71K09M [REDACTED]	3084	3885	07/13/2009	USA

Workshop Finding
C/S TRANSMISSION SEEMS TO DISENGAGE ON HIGHWAY

Activity Date	Activity Time	Activity Comments
07/13/2009	15:41	C/S TRANSMISSION SEEMS TO DISENGAGE ON HIGHWAY AT 65MPH,ALSO HAPPENED AT STOP LIGHT, TRANS WOULD NOT ENGAGE UNTIL CAR WAS RESTARTED AND PRNDL LIGHT ON DASH FLASHED. RAN GFF, HAD ONE FAULT 02084 NO DESCRIPTION OR TEST PLAN.
07/13/2009	15:41	ISSUE OPENED BY DEALERSHIP
07/13/2009	16:18	ADVISE TECH TO MVB 64 IN 02, READ'S 3/3
07/13/2009	16:18	CUSTOMER COMMENTS: C/S TRANSMISSION SEEMS TO DISENGAGE ON HIGHWAY AT 65MPH,ALSO HAPPENED AT STOP LIGHT, TRANS WOULD NOT ENGAGE UNTIL CAR WAS RESTARTED AND PRNDL LIGHT ON DASH FLASHED. RAN GFF, HAD ONE FAULT 02084 NO DESCRIPTION OR TEST PLAN.
07/13/2009	16:18	WORKSHOP FINDINGS: C/S TRANSMISSION SEEMS TO DISENGAGE ON HIGHWAY
07/13/2009	16:19	REPLACE G509 AND THE BOLTS FOR THE MECH AND FLUID AND FILTER ASLO SET THE BASIC SETTING AFTER THE REPAIRS
07/14/2009	10:26	G509 ON BACK ON
07/14/2009	11:18	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/14/2009	11:18	ISSUE UPDATED

Consultant's Closing Comments
REPLACE G509 AND THE BOLTS FOR THE MECH AND FLUID AND FILTER ASLO SET THE BASIC SETTING AFTER THE REPAIRS

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
478028	RABBIT	2008	WVWHV71K98W [REDACTED]	9985	3885	07/13/2009	USA

Workshop Finding

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

Activity Date	Activity Time	Activity Comments
07/13/2009	15:44	CUSTOMER STATES TRANS JERKS HARD WHEN TAKING OFF-ROAD TESTED-NOTED THAT IF VEHICLE IS COMPLETELY STOPPED,WHEN TAKING OFF NORMALLY,TRANS JERKS LIKE ITS DOUBLE SHIFTING-DOES THIS CONSISTANTLY-NO CODES IN TRNAS MODULE-FOUND NO TSBS APPLICABLE-POSSIBLE BASIC SETTING ISSUE OR VALVE BODY?
07/13/2009	15:44	ISSUE OPENED BY DEALERSHIP
07/13/2009	16:08	ADVISED THE TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT.
07/13/2009	16:08	CUSTOMER COMMENTS: CUSTOMER STATES TRANS JERKS HARD WHEN TAKING OFF-ROAD TESTED-NOTED THAT IF VEHICLE IS COMPLETELY STOPPED,WHEN TAKING OFF NORMALLY,TRANS JERKS LIKE ITS DOUBLE SHIFTING-DOES THIS CONSISTANTLY-NO CODES IN TRNAS MODULE-FOUND NO TSBS APPLICABLE-POSSIBLE BASIC SETTING ISSUE OR VALVE BODY?
07/13/2009	16:08	WORKSHOP FINDINGS: TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM. MVB 54 IS J13.
07/20/2009	11:53	SPOKE TO COREY - AWAITING MECHATRONIC UNIT.
07/22/2009	11:47	UPDATING VTA--AT THIS TIME,SPOKE WITH PARTS MANAGER-WAS TOLD THAT MECH UNIT IS ON BACK ORDER--POSSIBLE ETA WILL BE 08/11/09--PLEASE UPDATE WITH DESIRED PROCEDURE FOR EITHER LEAVING VTA OPEN OR CLOSING FOR NOW UNTIL PART ARRIVES
07/22/2009	21:35	THANK YOU FOR THE UPDATE. REMEMBER TO UPDATE AND CLOSE THE TICKET.
07/29/2009	11:21	MECH UNIT CAME IN AND WAS REPLACED-DID BASICS AND ROAD TESTED-OPERATING TO SPEC--THANKS FOR THE HELP
07/29/2009	22:35	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/29/2009	22:35	ISSUE UPDATED

Consultant's Closing Comments

TECH REPLACED THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
478066	EOS	2008	WVWBA71F88V [REDACTED]	12499	3885	07/13/2009	USA

Workshop Finding

SHIFTS ARE VERY HARSH AND VEHICLE JERKS BADLY. SO FAR CAN NOT DUPLICATE COMPLAINT. ONLY TROUBLE CODE IS P1643-CHECH FOR DTC IN CENTRAL ELECTRIC CONTROL MODULE. (THERE WAS A HEADLIGHT OUT). THIS IS SECOND TIME IN FOR THIS COMPLAINT. COULD FIND NO MALFUNCTION LAST VISIT EITHER.

Activity Date	Activity Time	Activity Comments
07/13/2009	16:07	CUSTOMER STATES THE TRANSMISSION IS NOT OPERATING PROPERLY. SHIFTS ARE VERY HARSH AND VEHICLE JERKS BADLY. SO FAR CAN NOT DUPLICATE COMPLAINT. ONLY TROUBLE CODE IS P1643-CHECH FOR DTC IN CENTRAL ELECTRIC CONTROL MODULE. (THERE WAS A HEADLIGHT OUT). THIS IS SECOND TIME IN FOR THIS COMPLAINT. COULD FIND NO MALFUNCTION LAST VISIT EITHER.
07/13/2009	16:07	ISSUE OPENED BY DEALERSHIP
07/14/2009	08:31	CUSTOMER COMMENTS: CUSTOMER STATES THE TRANSMISSION IS NOT OPERATING PROPERLY.
07/14/2009	08:31	PLEASE ROAD TEST, LET FOOT OFF BRAKE PEDAL AND SEE IF VEHICLE SURGES, AND GET PRINTS OF MVB 54 AND 64 IN TRANS ELECTRONICS.
07/14/2009	08:31	WORKSHOP FINDINGS: SHIFTS ARE VERY HARSH AND VEHICLE JERKS BADLY. SO FAR CAN NOT DUPLICATE COMPLAINT. ONLY TROUBLE CODE IS P1643-CHECH FOR DTC IN CENTRAL ELECTRIC CONTROL MODULE. (THERE WAS A HEADLIGHT OUT). THIS IS SECOND TIME IN FOR THIS COMPLAINT. COULD FIND NO MALFUNCTION LAST VISIT EITHER.
07/14/2009	09:34	AFTER DRIVING FOR ABOUT HALF AN HOUR, THE VEHICLE HAS STARTED TO SURGE ABRUPTLY AFTER SITTING IN DRIVE WITH BRAKE APPLIED, AND THEN RELEASING THE BRAKE. APON RELEASE OF THE BRAKE, THE VEHICLE WILL PAUSE FOR ABOUT ONE SECOND, THEN "THUMP" INTO GEAR RATHER ABRUPTLY AND THEN PARTIALLY DISENGAGE AGAIN. AT THIS TIME THIS CONDITION IS QUITE CONSISTENT. IF POWER IS GENTLY APPLIED, THE VEHICLE MAY "BUMP" FORWARD FOLLOWED BY PARTIAL DISENGAGEMENT SEVERAL TIMES IN SUCCESSION BEFORE SMOOTHING OUT INTO MORE CONVENTIONAL ACCELERATION.
07/14/2009	09:48	ATTACHED IS THE MVB 54, AND 64 PRINT OUT
07/14/2009	09:58	TECH HAS IN MVB 54 AN H20 AND IN MVB 54 HE HAS 0, 0. SO I RECOMMEND REPLACING THE MECHATRONICS, BOLTS, FLUID AND FILTER. PERFORM BASIC SETTINGS MANUALLY AFTER INSTALLING THE NEW PART.
07/20/2009	16:04	SPOKE TO ELI IN SERVICE AND THE CAR IS HOLDING ON PARTS.....P1
07/21/2009	09:05	WAITING ON PART
07/21/2009	23:12	THANKS FOR THE UPDATE
07/24/2009	10:19	WAITING ON PART
07/24/2009	17:14	PLEASE GET SALES DOC AND ETA FROM PARTS
07/29/2009	10:51	REPLACED MECHATRONICS UNIT,BOLTS,FILTER AND FLUIDS. ROAD TESTED OK RESET TO BASIC SETTING AND RESTORE POWER
07/29/2009	10:52	VEHICLE FINISHED
07/29/2009	19:20	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/29/2009	19:20	ISSUE UPDATED

Consultant's Closing Comments

REPLACED MECHATRONICS UNIT,BOLTS,FILTER AND FLUIDS. ROAD TESTED OK RESET TO BASIC SETTING AND RESTORE POWER

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
478110	EOS	2009	WVWFA71F39V [REDACTED]	1386	3885	07/13/2009	USA

Workshop Finding

TEST W 1551B ONLY CODE WAS FOR LOOSE FUEL CAP INSTALL FUEL CAP CORRECTLY ROAD TEST FOR 55 MILES MAKING NUMEROUS STOPS AT RED LITES AND TURNING INTO PARKING LOTS COULD NOT DUPLICATE CUST SAYS THERE IS A DEFINITE PROBLEM WITH CAR AND DOES NOT WANT IT BACK UNTIL WE ARE SURE PROBLEM IS CORRECTED ANY SUGGESTIONS?

Activity Date	Activity Time	Activity Comments
07/13/2009	16:48	CUST. STATES ENG STALLS AT STOPS. CAR STALLED 1 TIME WHEN PULLING OUT OF DRIVE THRU ONTO STREET. CAR STALLED TWICE WHEN SLOWING DOWN TO TURN INTO HER SUBDIVISION TEST W 1551B ONLY CODE WAS FOR LOOSE FUEL CAP INSTALL FUEL CAP CORRECTLY ROAD TEST FOR 55 MILES MAKING NUMEROUS STOPS AT RED LITES AND TURNING INTO PARKING LOTS COULD NOT DUPLICATE CUST SAYS THERE IS A DEFINITE PROBLEM WITH CAR AND DOES NOT WANT IT BACK UNTIL WE ARE SURE PROBLEM IS CORRECTED ANY SUGGESTIONS?
07/13/2009	16:48	ISSUE OPENED BY DEALERSHIP
07/13/2009	17:01	CUSTOMER COMMENTS: CUST. STATES ENG STALLS AT STOPS. CAR STALLED 1 TIME WHEN PULLING OUT OF DRIVE THRU ONTO STREET. CAR STALLED TWICE WHEN SLOWING DOWN TO TURN INTO HER SUBDIVISION
07/13/2009	17:01	PERFORM BASIC SETTINGS PER TT 37-09-03, GET READINGS FROM MVB 54 AND MVB 64
07/13/2009	17:01	WORKSHOP FINDINGS: TEST W 1551B ONLY CODE WAS FOR LOOSE FUEL CAP INSTALL FUEL CAP CORRECTLY ROAD TEST FOR 55 MILES MAKING NUMEROUS STOPS AT RED LITES AND TURNING INTO PARKING LOTS COULD NOT DUPLICATE CUST SAYS THERE IS A DEFINITE PROBLEM WITH CAR AND DOES NOT WANT IT BACK UNTIL WE ARE SURE PROBLEM IS CORRECTED ANY SUGGESTIONS?
07/14/2009	09:06	PERFORM BASIC SETTINGS AND READ MVB'S SEE ATTACHED FILE
07/14/2009	09:18	CUST STATES WHEN CAR HAS STALLED RADIO WAS TURNED ON I DO NOT SEE HOW DTC'S IN RADIO AND NAV COULD EFFECT RUNNING YET THE FIRST DTC I HAVE NOT SEEN BEFORE
07/14/2009	09:25	ADVISED THE TECH TO REPLACE THE INPUT SPEED/TEMP SENSOR AND MECH UNIT BOLTS.
07/15/2009	09:22	PARTS DEPT SAYS THERE ARE NO SENSORS IN THE COUNTRY PART HAS BEEN RED ORDERED
07/15/2009	14:50	THANKS FOR THE UPDATE.
07/20/2009	08:38	REPLACE INPUT SPEED SENSOR ROAD TEST APPR. 70 MILES OVER WEEKEND TEST WITH 5051 THIS A.M. 1 DTC 17100 SPEED SENSOR RANGE PERFORMANCE IN MEMORY SEE ATTACHED FILE CAR RAN FINE AND SHIFTED FINE ALL WEEKEND
07/20/2009	08:42	ATTACHMENT FROM PREVIOUS UPDATE
07/20/2009	09:43	ADVISE TECH TO CLEAR CODES AND ROAD TEST VEHICLE , DRIVE VEHICLE THROUGH TWO DRIVE CYCLES SEE IF CODE RETURNS.
07/20/2009	10:16	ADVISED TO REPLACE TEMP SENSOR AND BOLTS FOR MECHATRONICS UNIT PER P/S.
07/20/2009	10:35	DTC WILL NOT CLEAR CLEAR 3 TIMES RETURNS IMMEDIATELY
07/20/2009	13:33	PLEASE CALL IN WHEN YOU HAVE TIME, THANKS!
07/24/2009	12:22	INSTALL NEW SENSOR CLEAR DTC'S SET BASICS PER TECH TIPS 37-09-03 ROAD TEST SHIFTS FINE NO STALLS CAR WILL BE DRIVEN OVER WEEKEND BY SERVICE MANAGER TO VERIFY CORRECT OPERATION AND ENSURE NO DTC'S RETURN
07/24/2009	13:35	REPAIRED WILL DRIVE HOME AND RELEASE IF OK ON MONDAY
07/24/2009	16:43	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/24/2009	16:43	ISSUE UPDATED

Consultant's Closing Comments

INSTALL NEW SENSOR CLEAR DTC'S SET BASICS PER TECH TIPS 37-09-03 ROAD TEST SHIFTS FINE NO STALLS CAR WILL BE DRIVEN OVER WEEKEND BY SERVICE MANAGER TO VERIFY CORRECT OPERATION AND ENSURE NO DTC'S RETURN

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
478123	JETTA	2008	3VWRA71KX8M [REDACTED]	15800	3885	07/13/2009	USA

Workshop Finding

CUST STATES TRANS SHUTTERS AND STALLS IN REV

Activity Date	Activity Time	Activity Comments
07/13/2009	17:06	CUST STATES TRANS SHUTTERS AND STALLS IN REV. AT TIMES.SHOP FINDINGS ROAD TEST FEELS AT TIME AS IF BASIC SETTINGS IS BEING PERFORMED WHEN SLOWING DOWN.NO DTCS AND CAR HAD A COMPLETE TRANS BEFORE.MVB (54) J34E0399 (64) 0 0 .PLEASE ADVISE.
07/13/2009	17:06	ISSUE OPENED BY DEALERSHIP
07/13/2009	17:14	ADVISE TECH TEH CASE A HAS BEEN ESCALATED TO THE QTM GROUP SOME ONE WIL CONTACT THE DEALER AND ASSISTT WITH REPAIRS
07/13/2009	17:14	CUSTOMER COMMENTS: CUST STATES TRANS SHUTTERS AND STALLS IN REV. AT TIMES.SHOP FINDINGS ROAD TEST FEELS AT TIME AS IF BASIC SETTINGS IS BEING PERFORMED WHEN SLOWING DOWN.NO DTCS AND CAR HAD A COMPLETE TRANS BEFORE.MVB (54) J34E0399 (64) 0 0 .PLEASE ADVISE.
07/13/2009	17:14	ISSUE UPDATED
07/13/2009	17:14	WORKSHOP FINDINGS: CUST STATES TRANS SHUTTERS AND STALLS IN REV
07/13/2009	17:28	ISSUE UPDATED
07/14/2009	07:50	ISSUE UPDATED
07/15/2009	11:33	QTM IS AT DEALER, THE DEALER HAS ORDERD THE MEGTRONICS UNIT FOR REPAIR OF THE VEHICLE.
07/20/2009	14:03	PARTS ORDERED.
07/22/2009	08:41	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/22/2009	08:41	ISSUE UPDATED

Consultant's Closing Comments

THE MEGATRONICS HAS BEEN ORDERD AND DEALER IS CLOSING THE CASE.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
478145	RABBIT	2008	WVWFV71K08W [REDACTED]	29686	3885	07/13/2009	USA

Workshop Finding

54 HAS H32 AND 64 HAS 0, 0.

Activity Date	Activity Time	Activity Comments
07/13/2009	17:43	CUSTOMER CONCERN THAT TRANSMISSION SLIPS GOING INTO DRIVE AFTER TRANSMISSION IS HOT. TEST DROVE AND FOUND TRANSMISSION HAS SLIGHTLY DELAYED ENGAGEMENT AND SLAMS INTO GEAR AFTER THROTTLE HAS BEEN PRESSED. CHECKED FAULTS AND NONE FOUND. PERFORMED BASIC SETTING IN 61 AND 60 OF TRANSMISSION. TEST DROVE AGAIN AND STILL HARSH, DELAYED ENGAGEMENT.
07/13/2009	17:43	ISSUE OPENED BY DEALERSHIP
07/13/2009	17:49	CUSTOMER COMMENTS: CUSTOMER CONCERN THAT TRANSMISSION SLIPS GOING INTO DRIVE AFTER TRANSMISSION IS HOT. TEST DROVE AND FOUND TRANSMISSION HAS SLIGHTLY DELAYED ENGAGEMENT AND SLAMS INTO GEAR AFTER THROTTLE HAS BEEN PRESSED. CHECKED FAULTS AND NONE FOUND. PERFORMED BASIC SETTING IN 61 AND 60 OF TRANSMISSION. TEST DROVE AGAIN AND STILL HARSH, DELAYED ENGAGEMENT.
07/13/2009	17:49	TECH NEEDS TO ORDER MECHATRONICS UNIT, BOLTS, FLUID AND FILTER
07/13/2009	17:49	WORKSHOP FINDINGS: 54 HAS H32 AND 64 HAS 0, 0.
07/20/2009	13:17	P2 PETE IN SERVICE STATED THEY ARE WAITING ON PARTS.
07/29/2009	17:22	REPLACED MECHATRONICS UNIT, BOLTS, OIL, FILTER AND GASKETS. VERIFIED FLUID LEVEL. PERFORMED BASIC SETTINGS AS DESCRIBED IN TECH TIP. TEST DROVE VEHICLE 14 MILES AND VERIFIED CORRECT SHIFTING.
07/29/2009	17:51	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/29/2009	17:51	ISSUE UPDATED

Consultant's Closing Comments

REPLACED MECHATRONICS UNIT, BOLTS, OIL, FILTER AND GASKETS. VERIFIED FLUID LEVEL. PERFORMED BASIC SETTINGS AS DESCRIBED IN TECH TIP. TEST DROVE VEHICLE 14 MILES AND VERIFIED CORRECT SHIFTING.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
478154	JETTA	2008	3VWRJ71K78M [REDACTED]	21093	3885	07/13/2009	USA

Workshop Finding

CONCERN IS HARSH 1-2 BUCK, NO FAULTS TCM 02E300050J

Activity Date	Activity Time	Activity Comments
07/13/2009	17:58	CUSTOMER CONCERN- WHEN DRIVING VEHICLE JERKS AND STALLS. ROAD TEST VERIFIED OCASSIONALLY WITH LIGHT PEDAL ACCEL FROM A STOP VEHICLE WILL JERK ON TAKE OFF. SCAN FAULTS NO FAULTS DETECTED IN TCM. PERFORM ADAPTAION FOR MECHATRONICS. ADAPTATION OKAY. ROAD TEST. FROM A STOP VEHICLE WILL OCASSIONALLY JERK ON LIGHT PEDAL ACCEL. 02 MVB 54-J04E0537 MVB 64- FIELD 1-0 FIELD 2- 0
07/13/2009	17:58	ISSUE OPENED BY DEALERSHIP
07/13/2009	18:05	CUSTOMER COMMENTS: CUSTOMER CONCERN- WHEN DRIVING VEHICLE JERKS AND STALLS. ROAD TEST VERIFIED OCASSIONALLY WITH LIGHT PEDAL ACCEL FROM A STOP VEHICLE WILL JERK ON TAKE OFF. SCAN FAULTS NO FAULTS DETECTED IN TCM. PERFORM ADAPTAION FOR MECHATRONICS. ADAPTATION OKAY. ROAD TEST. FROM A STOP VEHICLE WILL OCASSIONALLY JERK ON LIGHT PEDAL ACCEL. 02 MVB 54-J04E0537 MVB 64- FIELD 1-0 FIELD 2- 0
07/13/2009	18:05	TECH TO PREPARE FOR TELEDIAGNOSIS AND CALL BACK IN THE AM
07/13/2009	18:05	WORKSHOP FINDINGS: CONCERN IS HARSH 1-2 BUCK, NO FAULTS TCM 02E300050J
07/13/2009	18:11	REPLACE THE MECHATRONIC FLUID FILTER AND BOLTS, CALL THE HELPLINE PREPARED FOR TELEDIAG ONCE THE MECH IS INSTALLED. ASK FOR CHRIS.
07/15/2009	16:00	CUSTOMER TO PICK UP VEHICLE WILL RETURN WHEN PARTS ARRIVE.
07/15/2009	16:11	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/15/2009	16:11	ISSUE UPDATED

Consultant's Closing Comments

REPLACE THE MECHATRONIC FLUID FILTER AND BOLTS, CALL THE HELPLINE PREPARED FOR TELEDIAG ONCE THE MECH IS INSTALLED. ASK FOR CHRIS.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
478208	JETTA	2008	3VWRJ71K88M [REDACTED]	28147	3885	07/14/2009	USA

Workshop Finding

TECH ALSO STATES MVB 64 IS AT 0 0 AND FLUID LEVEL AND CONDITION IS GOOD.

Activity Date	Activity Time	Activity Comments
07/14/2009	08:35	CUSTOMER STATES THERE IS A CHATTER IN THE VEHICLE COMING TO A STOP AND TECHNICIAN VERIFIED ON TEST DRIVE TCM PART # 02E300050J 708 1410 CODING 20 MVB 54 (J15F0507) ANY HELP?
07/14/2009	08:35	ISSUE OPENED BY DEALERSHIP
07/14/2009	08:47	ADVISED THE TECH TO REPLACE THE MECHATRONICS, FLUID AND BOLTS. TECH TO PERFORM BASIC AND TEST DRIVE. UPDATE THE VTA WITH RESULTS.
07/14/2009	08:47	CUSTOMER COMMENTS: CUSTOMER STATES THERE IS A CHATTER IN THE VEHICLE COMING TO A STOP AND TECHNICIAN VERIFIED ON TEST DRIVE TCM PART # 02E300050J 708 1410 CODING 20 MVB 54 (J15F0507) ANY HELP?
07/14/2009	08:47	WORKSHOP FINDINGS: TECH ALSO STATES MVB 64 IS AT 0 0 AND FLUID LEVEL AND CONDITION IS GOOD.
07/17/2009	13:08	STILL WAITING FOR PARTS CAR IS DOWN
07/20/2009	17:50	THANKS FOR THE UPDATE.
07/21/2009	16:17	P1 SPOKE TO REBECA IN VW SERVICE, VEHICLE IS HOLDING FOR PARTS.
07/29/2009	15:29	WALKED TECH THROUGH BASIC SETTINGS PER TT 37-09-03
07/29/2009	15:33	OK THANK YOU
07/29/2009	17:04	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/29/2009	17:04	ISSUE UPDATED

Consultant's Closing Comments

WALKED TECH THROUGH BASIC SETTINGS PER TT 37-09-03
07/29/2009 15:33:45: US/EASTERN: ZORCHETS BART: CLOSING IN PROCESS: DEALER COMPLETE: OK THANK YOU

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
478236	EOS	2008	WVWFA71F28V [REDACTED]	17198	3885	07/14/2009	USA

Workshop Finding

ON ROADTEST W/CUST VEH HAS NORMAL LOAD UP AND TAKE OFF HESITATION BUT CUST STATES IT'S HARSHER AND LONGER?

Activity Date	Activity Time	Activity Comments
07/14/2009	09:03	CUST STATES VEH HESITATES INTERMENTLY FROM STOP LIGHT. ON ROADTEST W/CUST VEH HAS NORMAL LOAD UP AND TAKE OFF HESITATION BUT CUST STATES IT'S HARSHER AND LONGER?
07/14/2009	09:03	ISSUE OPENED BY DEALERSHIP
07/14/2009	09:44	MVB 54= H25C0068, MVB 64= 1=0, 2=0
07/14/2009	09:51	ADVISE TO REPLACE THE MECHATRONICS UNIT.
07/14/2009	09:51	CUSTOMER COMMENTS: CUST STATES VEH HESITATES INTERMENTLY FROM STOP LIGHT.
07/14/2009	09:51	WORKSHOP FINDINGS: ON ROADTEST W/CUST VEH HAS NORMAL LOAD UP AND TAKE OFF HESITATION BUT CUST STATES IT'S HARSHER AND LONGER?
07/14/2009	09:52	FYI FOM AND QTMRL
07/14/2009	10:08	ORDERED MECHATRONICS UNIT
07/14/2009	23:56	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/14/2009	23:56	ISSUE UPDATED

Consultant's Closing Comments

CLOSING IN PROCESS: DEALER COMPLETE: ORDERED MECHATRONICS UNIT

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
478284	JETTA	2008	3VWRJ71K58M [REDACTED]	41590	3885	07/14/2009	USA

Workshop Finding

NO CODES WERE FOUND AND CAR DRIVES FINE AT ANY OTHER TIME OR CONDITION/ TRANS FLUID IS CORRECT LEVEL, COLOR, AND ODOR/ WITH NO APPARENT EXCESSIVE WEAR. MVB 54 IN TCM = J05E0657

Activity Date	Activity Time	Activity Comments
07/14/2009	09:48	AFTER CAR WARMS TO OPERATING TEMP, THE VEHICLE HAS A SHUTTER AT SPEEDS BELOW 3 MILES AN HOUR, BOTH IN DRIVE AND REVERSE(DSG TRANS). NO CODES WERE FOUND AND CAR DRIVES FINE AT ANY OTHER TIME OR CONDITION/ TRANS FLUID IS CORRECT LEVEL, COLOR, AND ODOR/ WITH NO APPARENT EXCESSIVE WEAR.
07/14/2009	09:48	ISSUE OPENED BY DEALERSHIP
07/14/2009	09:57	ADVISE TECH TO REPLACE MECHATRONICS , FLUID , FILTER, AND BOLTS, PERFORM BASIC SETTINGS PE TT 37-09-03
07/14/2009	09:57	CUSTOMER COMMENTS: AFTER CAR WARMS TO OPERATING TEMP, THE VEHICLE HAS A SHUTTER AT SPEEDS BELOW 3 MILES AN HOUR, BOTH IN DRIVE AND REVERSE(DSG TRANS).
07/14/2009	09:57	WORKSHOP FINDINGS: NO CODES WERE FOUND AND CAR DRIVES FINE AT ANY OTHER TIME OR CONDITION/ TRANS FLUID IS CORRECT LEVEL, COLOR, AND ODOR/ WITH NO APPARENT EXCESSIVE WEAR. MVB 54 IN TCM = J05E0657
07/21/2009	16:46	D1 SPOKE TO RYAN, VEHICLE IS DONE AND GONE, ADVISED TO HAVE TECH CLOSE OUT VTA.
08/03/2009	17:17	SORRY, I WILL DISCUSS WITH TECH WHY VTA WAS LEFT OPEN. THANKS, MICHAEL GUY PARTS & SERVICE DIRECTOR
08/03/2009	18:40	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
08/03/2009	18:40	ISSUE UPDATED

Consultant's Closing Comments

REPLACE MECHATRONICS , FLUID , FILTER, AND BOLTS, PERFORM BASIC SETTINGS PE TT 37-09-03

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
478289	JETTA	2008	3VWRJ71K98M [REDACTED]	9452	3885	07/14/2009	USA

Workshop Finding

ROAD TESTED VERIFIED RESTE BASIC SETTING IS VSD ALSO PERFORMED BASIC SETTINGS AND RETESTED ON LONG ROAD TEST STILL HAVE COMPLAINT... MVB 54 PULLED J02R0474 WAS THE NUMBER CODING IS SET TO 20...

Activity Date	Activity Time	Activity Comments
07/14/2009	09:55	CUSTOMER COMPLAINT OF SLAMS INTO GEAR BUCKS AND SHIFTS SPORADIC.. ROAD TESTED VERIFIED RESTE BASIC SETTING IS VSD ALSO PERFORMED BASIC SETTINGS AND RETESTED ON LONG ROAD TEST STILL HAVE COMPLAINT... MVB 54 PULLED J02R0474 WAS THE NUMBER CODING IS SET TO 20...
07/14/2009	09:55	ISSUE OPENED BY DEALERSHIP
07/14/2009	09:59	CUSTOMER COMMENTS: CUSTOMER COMPLAINT OF SLAMS INTO GEAR BUCKS AND SHIFTS SPORADIC..
07/14/2009	09:59	FYI FOM AND QTMRL
07/14/2009	09:59	PLEASE REPLACE THE MECHATRONICS UNIT.
07/14/2009	09:59	WORKSHOP FINDINGS: ROAD TESTED VERIFIED RESTE BASIC SETTING IS VSD ALSO PERFORMED BASIC SETTINGS AND RETESTED ON LONG ROAD TEST STILL HAVE COMPLAINT... MVB 54 PULLED J02R0474 WAS THE NUMBER CODING IS SET TO 20...
07/14/2009	10:04	PARTS ORDERED CAR BEING RETURNED TO CUSTOMER THANKS
07/14/2009	23:59	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/14/2009	23:59	ISSUE UPDATED

Consultant's Closing Comments

PARTS ORDERED CAR BEING RETURNED TO CUSTOMER THANKS

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
478315	EOS	2007	WVWDA71F87V [REDACTED]	23835	3885	07/14/2009	USA

Workshop Finding

TECH VERIFIED THE CONCERN. 2 FAULTS IN THE STEERING COLUMN. TECH STATES THE SWITCHES WORK WHEN DOUBLE CLICKED LIKE A COMPUTER MOUSE.

Activity Date	Activity Time	Activity Comments
07/14/2009	10:27	CUSTOMER STATES THAT THE LEFTHAND STEERING WHEEL PADDLE FOR DOWNSHIFT IS INOPERATIVE. FOUND ON A ROADTEST IT DOES OPERATE IF OPERATED MULTIPLE TIMES. HAS STORED DTCS 00748-008 AND 00749-008 FOR THE SHIFT BUTTONS UPSHIFT AND DOWNSHIFT IN THE STEERING COLUMN ECM. DURING THE GFF TEST,BOTH WORK IF REPEATEDLY USED ACCORDING TO THE MVBS.ALSO COMPLAINTS OF HESITATION AFTER STOPPING UPON ACCELERATION. REVIEWED PUBLISHED TSBS, NOTHING RELEVANT FOUND.
07/14/2009	10:27	ISSUE OPENED BY DEALERSHIP
07/14/2009	10:39	ADVISED THE TECH TO CHECK MVB 54 IN THE TCM.
07/14/2009	10:39	CUSTOMER COMMENTS: CUSTOMER STATES THAT THE LEFTHAND STEERING WHEEL PADDLE FOR DOWNSHIFT IS INOPERATIVE. FOUND ON A ROADTEST IT DOES OPERATE IF OPERATED MULTIPLE TIMES. HAS STORED DTCS 00748-008 AND 00749-008 FOR THE SHIFT BUTTONS UPSHIFT AND DOWNSHIFT IN THE STEERING COLUMN ECM. DURING THE GFF TEST,BOTH WORK IF REPEATEDLY USED ACCORDING TO THE MVBS.ALSO COMPLAINTS OF HESITATION AFTER STOPPING UPON ACCELERATION. REVIEWED PUBLISHED TSBS, NOTHING RELEVANT FOUND.
07/14/2009	10:39	WORKSHOP FINDINGS: TECH VERIFIED THE CONCERN. 2 FAULTS IN THE STEERING COLUMN. TECH STATES THE SWITCHES WORK WHEN DOUBLE CLICKED LIKE A COMPUTER MOUSE.
07/14/2009	10:51	MVB 54 IN TCM HAS: H09F0216
07/14/2009	10:55	ADVISE TECH TO REPLACE MECHATRONICS , FLUID , FILTER AND BOLTS . REPERFORM BASIC SETTINGS PER TT 37-09-03
07/14/2009	11:36	ORDERED LISTED PARTS AND WILL REPLACE WHEN PARTS ARRIVE.
07/14/2009	13:01	THANK YOU FOR THE UPDATE. REMEMBER TO UPDATE AND CLOSE THE TICKET.
07/16/2009	13:36	CUSTOMER TOOK CAR AWAITING PARTS.WILL BE SCHEDULED FOR REPLACEMENT WHEN THEY ARRIVE.
07/17/2009	08:05	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/17/2009	08:05	ISSUE UPDATED

Consultant's Closing Comments

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

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
478319	JETTA	2008	3VWRJ71K28M [REDACTED]	12685	3885	07/14/2009	USA

Workshop Finding

VERIFIED CUSTOMER CONCERN. NO DTC'S IN TCM. PERFORMED BASIC SETTINGS FOR DSG PER TECH TIP 37-09-03. DROVE VEHICLE FOR ALMOST 15 MILES. DURING THOSE 15 MILES AT TIMES WHEN LETTING OF THE BRAKES AND GETTING ON THE ACCELERATOR THE VEHICLE SEEMS LIKE ITS GOING TO STALL. OTHER TIMES THE WHEN ACCELERATING FROM A STOP THE CAR WOULD JERK A FEW TIMES THEN GETS GOING.MVB 54=J10J0193

Activity Date	Activity Time	Activity Comments
07/14/2009	10:30	CUSTOMER CONCERN WHEN COMING TO A STOP OR WHEN ACCELERATING THE CAR IS VERY JERKY. VERIFIED CUSTOMER CONCERN. NO DTC'S IN TCM. PERFORMED BASIC SETTINGS FOR DSG PER TECH TIP 37-09-03. DROVE VEHICLE FOR ALMOST 15 MILES. DURING THOSE 15 MILES AT TIMES WHEN LETTING OF THE BRAKES AND GETTING ON THE ACCELERATOR THE VEHICLE SEEMS LIKE ITS GOING TO STALL. OTHER TIMES THE WHEN ACCELERATING FROM A STOP THE CAR WOULD JERK A FEW TIMES THEN GETS GOING.
07/14/2009	10:30	ISSUE OPENED BY DEALERSHIP
07/14/2009	10:34	ADVISE TECH TO REPLACE THE MECHATRONICS, FLUID, FILTER AND BOLTS. RE PERFORM BASIC SETTINGS.
07/14/2009	10:34	CUSTOMER COMMENTS: CUSTOMER CONCERN WHEN COMING TO A STOP OR WHEN ACCELERATING THE CAR IS VERY JERKY.
07/14/2009	10:34	WORKSHOP FINDINGS: VERIFIED CUSTOMER CONCERN. NO DTC'S IN TCM. PERFORMED BASIC SETTINGS FOR DSG PER TECH TIP 37-09-03. DROVE VEHICLE FOR ALMOST 15 MILES. DURING THOSE 15 MILES AT TIMES WHEN LETTING OF THE BRAKES AND GETTING ON THE ACCELERATOR THE VEHICLE SEEMS LIKE ITS GOING TO STALL. OTHER TIMES THE WHEN ACCELERATING FROM A STOP THE CAR WOULD JERK A FEW TIMES THEN GETS GOING.MVB 54=J10J0193
07/14/2009	10:35	MBV 54, J10J0193
07/15/2009	14:49	THANKS FOR THE UPDATE.
07/21/2009	16:03	P1 SPOKE TO MARK IN VW SERVICE VEHICLE IS HOLDING FOR PARTS.
07/28/2009	10:37	REMOVED AND REPLACED MECH UNIT, BOLTS, FILTER AND FLUID. PERFORMED BASIC SETTINGS. ROAD TESTED FOR 15 MILES. VEHICLE OPERATING AS DESIGNED
07/28/2009	16:13	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/28/2009	16:13	ISSUE UPDATED

Consultant's Closing Comments

REMOVED AND REPLACED MECH UNIT, BOLTS, FILTER AND FLUID.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
478366	JETTA	2009	3VWTL71K89M [REDACTED]	4395	3885	07/14/2009	USA

Workshop Finding

CUST. STATES THAT DSG TRANS SEEMS TO COME OUT OF GEAR ON THE HIGHWAY,

Activity Date	Activity Time	Activity Comments
07/14/2009	11:00	CUST. STATES THAT DSG TRANS SEEMS TO COME OUT OF GEAR ON THE HIGHWAY, PRNDL LIGHTS STARTS FLASHING AND APPLY BRAK PEDAL LIGHT COMES ON. COULD NOT DUPLICATE CONCERN AND NO FAULTS FOUND IN SYSTEM. PLEAS ADVISE.
07/14/2009	11:00	ISSUE OPENED BY DEALERSHIP
07/14/2009	11:03	CUSTOMER COMMENTS: CUST. STATES THAT DSG TRANS SEEMS TO COME OUT OF GEAR ON THE HIGHWAY, PRNDL LIGHTS STARTS FLASHING AND APPLY BRAK PEDAL LIGHT COMES ON. COULD NOT DUPLICATE CONCERN AND NO FAULTS FOUND IN SYSTEM. PLEAS ADVISE.
07/14/2009	11:03	GET MVB 64 IN 02 69 / 92
07/14/2009	11:03	WORKSHOP FINDINGS: CUST. STATES THAT DSG TRANS SEEMS TO COME OUT OF GEAR ON THE HIGHWAY,
07/14/2009	11:04	ADVSIE TECH TO REPLACE G509 MECHATRONICS BOLTS, FLUID AND THE FILTER
07/15/2009	08:16	PARTS ON ORDER.
07/15/2009	17:03	UPDATE AFTER PARTS ARE INSTALLED
07/21/2009	08:08	REPLACED G509 TEMP SENSOR. RELEASED!
07/22/2009	09:19	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/22/2009	09:19	ISSUE UPDATED

Consultant's Closing Comments

REPLACED G509 TEMP SENSOR. RELEASED!

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
478375	JETTA	2008	3VWRJ71K28M [REDACTED]	14963	3885	07/14/2009	USA

Workshop Finding
. TEST DROVE AND TRANS HAS A LONG DELAY FROM STOP AND THE FLUID LEVEL IS GOOD AND NOT BRUNED AND NO DTS.

Activity Date	Activity Time	Activity Comments
07/14/2009	11:05	CUSTOMER STATES VEHICLE JERKS UNDER LIGHT ACCELERATION AND SEEMS TO GET WORSE THE LONGER SHE DRIVES ESPECIALLY HAPPENS AT LOWER IN TOWN SPEEDS. TEST DROVE AND TRANS HAS A LONG DELAY FROM STOP AND THE FLUID LEVEL IS GOOD AND NOT BRUNED AND NO DTS.
07/14/2009	11:05	ISSUE OPENED BY DEALERSHIP
07/14/2009	11:12	CUSTOMER COMMENTS: CUSTOMER STATES VEHICLE JERKS UNDER LIGHT ACCELERATION AND SEEMS TO GET WORSE THE LONGER SHE DRIVES ESPECIALLY HAPPENS AT LOWER IN TOWN SPEEDS.
07/14/2009	11:12	I ADVISED THE TECH TO REPLACE THE MECHATRONICS UNIT, BOLTS, FILTER AND FLUID. ONCE INSTALLED SET BASIC SETTINGS AND ROAD TEST TO VERIFY REPAIR
07/14/2009	11:12	WORKSHOP FINDINGS: . TEST DROVE AND TRANS HAS A LONG DELAY FROM STOP AND THE FLUID LEVEL IS GOOD AND NOT BRUNED AND NO DTS.
07/20/2009	13:57	PART IS ON BACK ORDER WILL REOPEN IF NEEDED
07/20/2009	14:13	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/20/2009	14:13	ISSUE UPDATED

Consultant's Closing Comments
WEAVER JOHN: CLOSING IN PROCESS: DEALER COMPLETE: PART IS ON BACK ORDER WILL REOPEN IF NEEDED

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
478404	JETTA	2008	3VWRJ71KX8M [REDACTED]	21724	3885	07/14/2009	USA

Workshop Finding

MVB 54 = J14D0095

Activity Date	Activity Time	Activity Comments
07/14/2009	11:28	DSG PROBLEMS, RAN GFF, NO FAULTS FOUND DIRECTLY WITH DSG. IGN SWITCH TERMINAL FAULTS STORED, WHICH ALL PASSED WITH GFF TEST PLAN. WHEN INITIALLY ENGAGING DRIVE, OR REVERSE, THERE IS A DELAY, THEN, AS THE VEH STARTS TO MOVE AND PICK UP SPEED, THE ENGINE "HUNTS",AS THE VEH ACCELERATES.ON HIGHWAY, SHIFTS SEEM OK, NO FLARING, NO MISSING GEARS,ALSO WORKS OK IN TIPTRONIC. SITTING STILL, YOU CAN HOLD THE BRAKE AND PRESS THE ACCELERATOR, AND FEEL THE GEAR ENGAGE, AND FEEL THE ENGINE TRYING TO MOVE THE VEH, BUT THEN IT DISENGAGES, AND THE ENGINE HUNTS AGAIN, UP AND DOWN ABOUT 100 RPM IN THE 1400 TO 1500 RPM RANGE. RELEASE THE BRAKE AND THE TRANS ENGAGES AND VEH MOVES AWAY VERY QUICKLY.
07/14/2009	11:28	ISSUE OPENED BY DEALERSHIP
07/14/2009	11:35	ADVISE TECH TO REMECHATRONICS , FLUID, FILTER , AND BOLTS. PERFORM BASIC SETTINGS.
07/14/2009	11:35	CUSTOMER COMMENTS: DSG PROBLEMS, RAN GFF, NO FAULTS FOUND DIRECTLY WITH DSG. IGN SWITCH TERMINAL FAULTS STORED, WHICH ALL PASSED WITH GFF TEST PLAN. WHEN INITIALLY ENGAGING DRIVE, OR REVERSE, THERE IS A DELAY, THEN, AS THE VEH STARTS TO MOVE AND PICK UP SPEED, THE ENGINE "HUNTS",AS THE VEH ACCELERATES.ON HIGHWAY, SHIFTS SEEM OK, NO FLARING, NO MISSING GEARS,ALSO WORKS OK IN TIPTRONIC. SITTING STILL, YOU CAN HOLD THE BRAKE AND PRESS THE ACCELERATOR, AND FEEL THE GEAR ENGAGE, AND FEEL THE ENGINE TRYING TO MOVE THE VEH, BUT THEN IT DISENGAGES, AND THE ENGINE HUNTS AGAIN, UP AND DOWN ABOUT 100 RPM IN THE 1400 TO 1500 RPM RANGE. RELEASE THE BRAKE AND THE TRANS ENGAGES AND VEH MOVES AWAY VERY QUICKLY.
07/14/2009	11:35	WORKSHOP FINDINGS: MVB 54 = J14D0095
07/14/2009	11:44	PARTS ORDERED, THANKS FOR YOUR HELP. SORRY, I TEND TO GET WORDY SOMETIMES!
07/15/2009	14:38	THANKS FOR THE UPDATE.
07/21/2009	15:47	SPOKE WITH PETER IN SERVICE. WAITING ON BACK ORDER PART. P1
08/04/2009	13:53	STILL WAITING ON RED ORDER PART
08/04/2009	19:54	THANKS FOR THE UPDATE.
08/13/2009	11:28	FOR BASIC SETTINGS USE BASIC SETTINGS USING TT 37-09-03 VERIFY CORRECT PART INSTALLED.
08/13/2009	12:53	MY BAD, LOOKED AT WRONG BOX FOR SERIAL NUMBER, SORRY. UNIT WORKS FINE AFTER FOLLOWING TECH TIP FOR BASIC SETTINGS, THANKS! JOB NOW COMPLETED, RETURNING TO CUSTOMER.
08/13/2009	12:54	CLOSE
08/13/2009	17:35	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
08/13/2009	17:35	ISSUE UPDATED

Consultant's Closing Comments

MECHATRONICS , FLUID, FILTER , AND BOLTS

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
478412	JETTA	2008	3VWRA71K08M [REDACTED]	30863	3885	07/14/2009	USA

Workshop Finding

n/a

Activity Date	Activity Time	Activity Comments
07/14/2009	11:33	CUSTOMER STATES TRANSMISSION HAS HARSH DOWNSHIFT AFTER DRIVING 30 MILES OR SO. TEST DROVE AND FOUND THAT THE TRANSMISSION HAS A HARSH DOWNSHIFT AND DOESNT FEEL RIGHT. HAVE NO DTCS AND SEE NO BULLITENS OR REFLASHES FOR CONCERN. ATTACHED IS DIAGNOSIS LOG.
07/14/2009	11:33	ISSUE OPENED BY DEALERSHIP
07/14/2009	11:38	ADVISED TO SET BASIC SETTINGS THRU VSD ROAD TEST VEHICLE AT LEAST 10 MILES IF HARSH SHIFT STILL PRESENT UPDATE TICKET WITH MVB 54.
07/14/2009	11:38	CUSTOMER COMMENTS: CUSTOMER STATES TRANSMISSION HAS HARSH DOWNSHIFT AFTER DRIVING 30 MILES OR SO. TEST DROVE AND FOUND THAT THE TRANSMISSION HAS A HARSH DOWNSHIFT AND DOESNT FEEL RIGHT. HAVE NO DTCS AND SEE NO BULLITENS OR REFLASHES FOR CONCERN. ATTACHED IS DIAGNOSIS LOG.
07/14/2009	12:16	WORSE. ATTACHED IS MVB 54
07/14/2009	12:28	J11 BUILD CODE ON MECHTRONICS UNIT AND BUILD CAR IS 06/08. PLEASE REPLACE MECHTRONICS UNIT, BOLTS, AND FLUID. PLEASE UPDATE OR CLOSE VTA ACCORDINGLY.
07/14/2009	13:23	CLOSE OUT
07/14/2009	13:23	CUSTOMER TAKING CAR FOR KNOW SINCE THE CONTROL UNIT IS ON BACKORDER. SHE WILL BRING THE CAR BACK WHEN THE PART ARRIVES. PLEASE CLOSE OUT THIS VTA DUE TO THE FACT THE CAR IS LEAVING THE SHOP AND RESCHEDULING.
07/14/2009	13:47	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/14/2009	13:47	ISSUE UPDATED

Consultant's Closing Comments

D1 CUSTOMER TAKING CAR FOR KNOW SINCE THE CONTROL UNIT IS ON BACKORDER. SHE WILL BRING THE CAR BACK WHEN THE PART ARRIVES. PLEASE CLOSE OUT THIS VTA DUE TO THE FACT THE CAR IS LEAVING THE SHOP AND RESCHEDULING.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
478436	JETTA	2008	3VWRA71K48M [REDACTED]	13278	3885	07/14/2009	USA

Workshop Finding

ROADTESTED AND VERIFIED. REPLACED MECHATRONIC UNIT AND FILLED TRANS FLUID. WHEN SETTING BASIC SETTINGS FOR DSG, IN VSD MVB 61, VEHICLE STALLS. TRIED TWICE WITH THE SAME RESULT. HAVE FAULT 01087 BASIC SETTINGS NOT CARRIED OUT.

Activity Date	Activity Time	Activity Comments
07/14/2009	11:50	CUSTOMER STATED TRANSMISSION BANGING INTO GEAR. ROADTESTED AND VERIFIED. REPLACED MECHATRONIC UNIT AND FILLED TRANS FLUID. WHEN SETTING BASIC SETTINGS FOR DSG, IN VSD MVB 61, VEHICLE STALLS. TRIED TWICE WITH THE SAME RESULT.
07/14/2009	11:50	ISSUE OPENED BY DEALERSHIP
07/14/2009	11:57	CUSTOMER COMMENTS: CUSTOMER STATED TRANSMISSION BANGING INTO GEAR.
07/14/2009	11:57	RESEARCH CONCERN:
07/14/2009	11:57	WORKSHOP FINDINGS: ROADTESTED AND VERIFIED. REPLACED MECHATRONIC UNIT AND FILLED TRANS FLUID. WHEN SETTING BASIC SETTINGS FOR DSG, IN VSD MVB 61, VEHICLE STALLS. TRIED TWICE WITH THE SAME RESULT. HAVE FAULT 01087 BASIC SETTINGS NOT CARRIED OUT.
07/14/2009	11:58	FORWARD TO CG LEVEL 2. A2
07/14/2009	11:58	PLEASE GET PRINTS FROM TRANS MVB 41, 48, AND 54 FROM NEW AND OLD MECH UNITS, ATTACH PRINT OUT'S TO VTA TICKET AND CALL US BACK.
07/14/2009	15:17	VALUE BLOCKS ATTACHED IN MICROSOFT WORD DOCUMENT.
07/14/2009	15:23	RECODE THE TCM 20, GET PICTURES OF THE PARTS BOX FOR THIS AND ALSO FIND OUT WHEN THE PART ARRIVED
07/16/2009	11:48	PICTURES SENT ON ANOTHER TICKET.
07/16/2009	12:23	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/16/2009	12:23	ISSUE UPDATED

Consultant's Closing Comments

VEHICLE COMPLETE PER VTA 478940; SENT INFO TO QA REGARDING INCORRECTLY CODED UNIT

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
478473	JETTA	2008	3VWRA71K98M [REDACTED]	15028	3885	07/14/2009	USA

Workshop Finding

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

Activity Date	Activity Time	Activity Comments
07/14/2009	12:16	CUSTOMER REPORTS WHEN RELEASING BRAKE CAR WILL JERK BEFORE STARTING TO ROLL. CHECK FAULTS NONE, CHECK TRANS FLUID, LEVEL AND CONDITION ON MVB 54 J09F0453 MVB 64 0 0 RESET BASE SETTINGS MVB 64 0 0. PLEASE ADVISE FOR MECHATRONIC REPLACEMENT.
07/14/2009	12:16	ISSUE OPENED BY DEALERSHIP
07/14/2009	12:28	ADVISED THE TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT.
07/14/2009	12:28	CUSTOMER COMMENTS: CUSTOMER REPORTS WHEN RELEASING BRAKE CAR WILL JERK BEFORE STARTING TO ROLL. CHECK FAULTS NONE, CHECK TRANS FLUID, LEVEL AND CONDITION ON MVB 54 J09F0453 MVB 64 0 0 RESET BASE SETTINGS MVB 64 0 0. PLEASE ADVISE FOR MECHATRONIC REPLACEMENT.
07/14/2009	12:28	WORKSHOP FINDINGS: TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM. MVB 54 IS J09.
07/15/2009	07:57	PARTS ARE ON ORDER.
07/15/2009	14:14	THANK YOU FOR THE UPDATE. REMEMBER TO UPDATE AND CLOSE THE TICKET.
07/21/2009	09:08	CUSTOMER IS USING VEHICLE UNTIL THE PARTS ARE HERE AT THE DEALER. AFTER THE PARTS ARE INSTALLED AND BASIC SETTINGS ARE PERFORMED WILL OPEN ANOTHER VTA TICKET IF THERE IS ANY FURTHER CONCERN. THANK YOU FOR YOUR ASSISTANCE.
07/21/2009	22:23	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/21/2009	22:23	ISSUE UPDATED

Consultant's Closing Comments

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

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
478480	JETTA	2008	3VWRJ71K18M [REDACTED]	11454	3885	07/14/2009	USA

Workshop Finding

TRANS HAS A HARSH FIRST SHIFT AFTER TAKING OFF FROM A STOP.

Activity Date	Activity Time	Activity Comments
07/14/2009	12:23	ISSUE OPENED BY DEALERSHIP
07/14/2009	12:23	TRANS HAS A HARSH FIRST SHIFT AFTER TAKING OFF FROM A STOP. ROAD TESTED VEHICLE WITH CUSTOMER DUPLICATED THE CONCERN, SCANNED FOR FAULTS, FOUND P0441, TOOK CARE OF THAT CONCERN, FUEL TRIMS ARE 0.1 ON SHORT TERM AND -2.1 ON LONG TERM, CHECKED FLUID FOR CONDITION AND WEAR, FLUID LEVEL AND CONDITION ARE OK.
07/14/2009	12:30	CUSTOMER COMMENTS: TRANS HAS A HARSH FIRST SHIFT AFTER TAKING OFF FROM A STOP. ROAD TESTED VEHICLE WITH CUSTOMER DUPLICATED THE CONCERN, SCANNED FOR FAULTS, FOUND P0441, TOOK CARE OF THAT CONCERN, FUEL TRIMS ARE 0.1 ON SHORT TERM AND -2.1 ON LONG TERM, CHECKED FLUID FOR CONDITION AND WEAR, FLUID LEVEL AND CONDITION ARE OK.
07/14/2009	12:30	HARD SHIFTING, ADVISE TECH TO GET MVB 54 IN 02 J03
07/14/2009	12:30	WORKSHOP FINDINGS: TRANS HAS A HARSH FIRST SHIFT AFTER TAKING OFF FROM A STOP.
07/14/2009	12:32	ADVISE TECH TO REPLACE THE MECHATRONICS, BOLTS AND FILTER, FLUID AND SET BASIC SETTING AFTER REPAIRS
07/14/2009	13:13	PART IS ON ORDER. THANKS MARK!!
07/14/2009	15:26	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/14/2009	15:26	ISSUE UPDATED

Consultant's Closing Comments

ADVISE TECH TO REPLACE THE MECHATRONICS, BOLTS AND FILTER, FLUID AND SET BASIC SETTING AFTER REPAIRS

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
478555	JETTA	2008	3VWRJ71K58M [REDACTED]	8093	3885	07/14/2009	USA

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

Activity Date	Activity Time	Activity Comments
07/14/2009	13:36	ISSUE OPENED BY DEALERSHIP
07/14/2009	13:36	THIS VEHICLE JERKS OR SURGES WHEN PULLING OUT.NO FAULTS.MECHATRONICS UNIT?
07/14/2009	13:41	ADVISED THE TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT.
07/14/2009	13:41	CUSTOMER COMMENTS: THIS VEHICLE JERKS OR SURGES WHEN PULLING OUT.NO FAULTS.MECHATRONICS UNIT?
07/14/2009	13:41	WORKSHOP FINDINGS: TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM. MVB 54 IS J11.
07/20/2009	09:09	ORDERED PARTS AS ADVISED
07/20/2009	22:09	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/20/2009	22:09	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
478607	EOS	2008	WVWBA71F58V [REDACTED]	19890	3885	07/14/2009	USA

Workshop Finding

C/S TRANSMISSION HAS A DELAY WHEN ACCELERATING FROM A STOP

Activity Date	Activity Time	Activity Comments
07/14/2009	14:22	C/S TRANSMISSION HAS A DELAY WHEN ACCELERATING FROM A STOP, TEST DROVE VEH, FOUND TRANSMISSION WILL SURGE FROM A STOP, SCANNED VEH, NO CODES, RESET BASIC SETTINGS IN THE TRANSMISSION, CHECKED FLUID, FLUID LEVEL AND CONDITION IS OK. ATTACHMENT IS THE TCM CONTROL UNIT #, SOFTWARE LEVEL AND MVB 64 AND 54
07/14/2009	14:22	ISSUE OPENED BY DEALERSHIP
07/14/2009	14:30	CUSTOMER COMMENTS: C/S TRANSMISSION HAS A DELAY WHEN ACCELERATING FROM A STOP, TEST DROVE VEH, FOUND TRANSMISSION WILL SURGE FROM A STOP, SCANNED VEH, NO CODES, RESET BASIC SETTINGS IN THE TRANSMISSION, CHECKED FLUID, FLUID LEVEL AND CONDITION IS OK. ATTACHMENT IS THE TCM CONTROL UNIT #, SOFTWARE LEVEL AND MVB 64 AND 54
07/14/2009	14:30	TECH SET B/S NOTHING CHANGED, ADVISE TECH TO REPLACE THE MECHATRONICS FLUID AND THE FILTER BOLTS AND RESET B/S
07/14/2009	14:30	WORKSHOP FINDINGS: C/S TRANSMISSION HAS A DELAY WHEN ACCELERATING FROM A STOP
07/20/2009	12:14	ORDER THE MECHATRONIC UNIT. RETURNED VEH TO CUSTOMER.
07/20/2009	21:15	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/20/2009	21:15	ISSUE UPDATED

Consultant's Closing Comments

REPLACE MECHATRONIC UNIT.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
478609	JETTA	2008	3VWRA71K28M [REDACTED]	7431	3885	07/14/2009	USA

Workshop Finding
n/a

Activity Date	Activity Time	Activity Comments
07/14/2009	14:22	ISSUE OPENED BY DEALERSHIP
07/14/2009	14:22	WHEN ACCELERATING VEHICLE KICKS BACK / WHEN LETTING OFF BRAKE KICKS FORWARD ..DIO NO DTC .TEST DRIVE HARD DUWN SHIFT 3RD TO 2ND
07/14/2009	14:34	CUSTOMER COMMENTS: WHEN ACCELERATING VEHICLE KICKS BACK / WHEN LETTING OFF BRAKE KICKS FORWARD ..DIO NO DTC .TEST DRIVE HARD DUWN SHIFT 3RD TO 2ND
07/14/2009	14:34	NO DTC'S ARE STORED. TECH HAS VERIFIED A HARSH 3-2 DOWNSHIFT INTERMITTENTLY. ADVISED TECH TO DRIVE THE VEHICLE 5-10 MILES, THEN PERFORM BASIC SETTINGS USING THE PROCEDURE BELOW. CALL BACK INTO THE HELPLINE WITH THE TEST RESULTS. 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.
07/14/2009	15:57	MVB 54 IS J14. ADVISED THE TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT.
07/16/2009	13:47	WAITING FOR PART
07/16/2009	14:39	THANKS, KEEP US POSTED. BE SURE TO CLOSE THE VTA WHEN COMPLETE OR IF THE VEHICLE IS PICKED UP.
07/21/2009	14:05	HEATHER STATES WAITING FOR PART P1
07/23/2009	16:22	REPLACE MECHA.UNIT OK
07/23/2009	16:45	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/23/2009	16:45	ISSUE UPDATED

Consultant's Closing Comments
REPLACE MECHA.UNIT OK

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
478623	JETTA	2009	3VWRL71K69M [REDACTED]	3837	3885	07/14/2009	USA

Workshop Finding

n/a

Activity Date	Activity Time	Activity Comments
07/14/2009	14:31	CUSTOMER STATES CAR FEELS LIKE IT GOES INTO NEUTRAL AND ALL GEAR INDICATORS LITE UP. CHECKED VEHICLE CAR HAS NO FAULTS AND WAS UNABLE TO DUPLICATE ON SATURDAY 7/11. CAR LEFT AND SAME CONCERN HAPPENED AGAIN AFTER 30 MINUTES OF DRIVING. CHECKED VALUE BLOCK 54 AND ITS J41P0500 AND 64 LINE 1 14 LINE 2 19
07/14/2009	14:31	ISSUE OPENED BY DEALERSHIP
07/14/2009	14:37	ADVISED TO REPLACE SPEED TEMP SENSOR G509 AND BOLTS FOR MECH UNIT.
07/14/2009	14:37	CUSTOMER COMMENTS: CUSTOMER STATES CAR FEELS LIKE IT GOES INTO NEUTRAL AND ALL GEAR INDICATORS LITE UP. CHECKED VEHICLE CAR HAS NO FAULTS AND WAS UNABLE TO DUPLICATE ON SATURDAY 7/11. CAR LEFT AND SAME CONCERN HAPPENED AGAIN AFTER 30 MINUTES OF DRIVING. CHECKED VALUE BLOCK 54 AND ITS J41P0500 AND 64 LINE 1 14 LINE 2 19
07/14/2009	16:51	ORDERED SPEED TEMP SENSOR AND BOLTS
07/14/2009	18:20	PARTS ORDERED. THANK YOU FOR THE UPDATE.
07/16/2009	14:17	ISSUE UPDATED
07/18/2009	13:29	REPLACED SPEED TEMP SENSOR AND MECHATRONICS BOLTS. TOPPED OFF FLUID AND PERFORMED ROAD TEST FROM 20 MILES NO PROBLEMS PRESENT
07/20/2009	10:57	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/20/2009	10:57	ISSUE UPDATED

Consultant's Closing Comments

RES BY DEALER

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
478658	EOS	2008	WVWBA71FX8V [REDACTED]	9376	3885	07/14/2009	USA

Workshop Finding

NO CODES PRESENT RESET MECHATRONIC BASIC SETTING DID NOT REPAIR CONCERNE

Activity Date	Activity Time	Activity Comments
07/14/2009	14:57	CUSTOMER STATES TRANS JERKS AND SHIFTS HARD ON TAKE OFF AND STOPS NO CODES PRESENT RESET MECHATRONIC BASIC SETTING DID NOT REPAIR CONCERNE
07/14/2009	14:57	ISSUE OPENED BY DEALERSHIP
07/14/2009	16:39	CUSTOMER COMMENTS: CUSTOMER STATES TRANS JERKS AND SHIFTS HARD ON TAKE OFF AND STOPS
07/14/2009	16:39	I ADVISED THE TECH TO REPLACE THE MECHATRONIS, BOLTS FILTER AND FLUID. SET BASIC SETTINGS ONCE NEW PARTS ARE INSTALLED.
07/14/2009	16:39	WORKSHOP FINDINGS: NO CODES PRESENT RESET MECHATRONIC BASIC SETTING DID NOT REPAIR CONCERNE
07/21/2009	15:12	SPOKE TO TONY IN SERVICE. DEALERSHIP IS WAITING ON BACK ORDER PARTS. VEHICLE TO RETURN FOR INSTALLATION; C1.
07/23/2009	17:38	STILL WITHING FOR PART
07/24/2009	13:53	THANKS FOR THE UPDATE P2
07/25/2009	01:00	WAITING ON PARTS
07/27/2009	10:25	THANKS FOR THE UPDATE IS THE VEHICLE AT THE DEALER OR DID THEY TAKE THE VEHICLE WAITING FOR PARTS P1
07/30/2009	15:48	PART ON BACK ORDER CUSTOMER PICKED UP VEHICLE
07/30/2009	17:18	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/30/2009	17:18	ISSUE UPDATED

Consultant's Closing Comments

ROMAN MEZA: OPEN: DEALER UPDATED: PART ON BACK ORDER CUSTOMER PICKED UP VEHICLE

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
478659	EOS	2008	WVWFA71F48V [REDACTED]	12650	3885	07/14/2009	USA

Workshop Finding
n/a

Activity Date	Activity Time	Activity Comments
07/14/2009	14:57	C/S WHILE DRIVING UNDER 10 MPH, LET OFF ACCELERATOR AND COAST THEN GET BACK ON ACCLERATOR VEHICLE SLAMS INTO GEAR. ROAD TEST AND VERIFIED CONCERN. PERFORMED BASIC SETTINGS 61 AND 60. RE-ROAD TEST FOR 17 MILES. RE CHECKED-CONCERN STILL PRESENT.
07/14/2009	14:57	ISSUE OPENED BY DEALERSHIP
07/14/2009	15:02	CUSTOMER COMMENTS: C/S WHILE DRIVING UNDER 10 MPH, LET OFF ACCELERATOR AND COAST THEN GET BACK ON ACCLERATOR VEHICLE SLAMS INTO GEAR. ROAD TEST AND VERIFIED CONCERN. PERFORMED BASIC SETTINGS 61 AND 60. RE-ROAD TEST FOR 17 MILES. RE CHECKED-CONCERN STILL PRESENT.
07/14/2009	15:02	TECH STATES BASIC SETTINGS SET IN VSD BUT NO CHANGE. ADVISED TECH TO UPDATE VTA WITH MVB 54 AND 64 FROM TCM AND GIVE A CALL BACK FOR DIRECTION.
07/14/2009	15:08	MVB 54 IS H30, MVB 64 IS 0, 0. REPLACE THE MECHATRONICS, FILTER, FLUID AND BOLTS.
07/14/2009	15:32	ORDERED MECHATRONICS UNIT AND REALTED PARTS
07/14/2009	15:43	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/14/2009	15:43	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
478685	JETTA	2008	3VWRJ71KX8M [REDACTED]	15587	3885	07/14/2009	USA

Workshop Finding

PLEASE ADVISE THE VEHICLE HAD NO CODES IN TRANS OR ENGINE

Activity Date	Activity Time	Activity Comments
07/14/2009	15:18	ABRUPT SHIFT WHEN ACCELERATING FROM STOP PLEASE ADVISE THE VEHICLE HAD NO CODES IN TRANS OR ENGINE
07/14/2009	15:18	ISSUE OPENED BY DEALERSHIP
07/14/2009	15:38	CUSTOMER COMMENTS: ABRUPT SHIFT WHEN ACCELERATING FROM STOP
07/14/2009	15:38	I ADVISED THE TECH TOP REPLACE THE MECHATRONICS, BOLT, FILTER AND NEW FLUID. MAKE SURE TO SET BASIC SETTINGS ONCE INSTALLED AND REPAIR IS COMPLETE.
07/14/2009	15:38	WORKSHOP FINDINGS: PLEASE ADVISE THE VEHICLE HAD NO CODES IN TRANS OR ENGINE
07/21/2009	15:53	C1 ~ CUSTOMER TOOK VEHICLE/ CUSTOMER PARTS ON ORDER. ISSUE SPOKE TO SONYA IN SERVICE
08/10/2009	15:38	PARTS ON BACKORDER
08/10/2009	15:47	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
08/10/2009	15:47	ISSUE UPDATED

Consultant's Closing Comments

MICHAEL FAUGHT: CLOSING IN PROCESS: DEALER COMPLETE: PARTS ON BACKORDER

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
478688	JETTA	2008	3VWRJ71K68M [REDACTED]	11721	3885	07/14/2009	USA

Workshop Finding

TECH CAN DUPLACATE THE CONCERN.

Activity Date	Activity Time	Activity Comments
07/14/2009	15:18	ISSUE OPENED BY DEALERSHIP
07/14/2009	15:18	VEHICLE BUCKS WHEN TAKING OFF FROM A STOP
07/14/2009	15:33	ADVISED THE TECH TO GET MVB 54 64 AND CHECK FLUID LEVEL AND CONDITION. UPDATE THE VTA WITH RESULTS.
07/14/2009	15:33	CUSTOMER COMMENTS: VEHICLE BUCKS WHEN TAKING OFF FROM A STOP
07/14/2009	15:33	WORKSHOP FINDINGS: TECH CAN DUPLACATE THE CONCERN.
07/14/2009	15:40	FLUID LOOKS GOOD. MVB 54- J14B0122 MVB 64- 0 IN FEILDS 1 AND 2
07/14/2009	15:46	ADVISED TECH TO PLEASE PERFORM BASIC SETTINGS IN ACCORDANCE WITH TT: 37-09-03. IF THE VEHICLE WERE TO STALL OR NOT COMPLETE THE BASIC SETTINGS, STOP AND RETURN A CALL TO THE HELPLINE. IF BASIC SETTINGS IS COMPLETE, PLEASE REPLACE THE MECHATRONIC, MECHATRONIC BOLT, FLUID, AND FILTER.
07/21/2009	16:14	P1 SPOKE TO MIKE IN VW SERVICE, VEHICLE IS HOLDING FOR PARTS.
07/24/2009	16:19	VEHICLE IS HOLDING FOR PARTS. MECHATRONIC UNIT ON BACK ORDER
07/27/2009	17:11	THANKS FOR THE UPDATE.
07/27/2009	17:12	PLEASE FILL OUT A HELPLINE SURVEY FOR ME THANKS!
08/31/2009	17:13	REPLACED MECHATRONIC UNIT. VEHICLE OPERATES TO SPEC. SORRY FOR CLOSING THIS SO LATE.
08/31/2009	17:17	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
08/31/2009	17:17	ISSUE UPDATED

Consultant's Closing Comments

BRIAN STERNBERG: CLOSING IN PROCESS: DEALER COMPLETE: REPLACED MECHATRONIC UNIT. VEHICLE OPERATES TO SPEC. SORRY FOR CLOSING THIS SO LATE.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
478689	JETTA	2008	3VWRA71K48M [REDACTED]	17330	3885	07/14/2009	USA

Workshop Finding

VEHICLE JOLTS IN DRIVE AND REVERSE. ALSO SHAKES WHILE REVERSING

Activity Date	Activity Time	Activity Comments
07/14/2009	15:20	ISSUE OPENED BY DEALERSHIP
07/14/2009	15:20	VEHICLE JOLTS IN DRIVE AND REVERSE. ALSO SHAKES WHILE REVERSING. ATTACHED ARE THE GFF LOG AND MVB'S 64 AND 54. FLUID LEVEL ALREADY CHECKED AND WAS OK AND BASIC SETTINGS SET.
07/14/2009	15:24	B/S WHERE SET NO CHANGE IN SHIFTING ADVSIE TECH TO REPALCE MECHATRONICS, FLUID, FILTER, BOLTS. AND SET BASIC SETTING AFTER REPAIRS
07/14/2009	15:24	CUSTOMER COMMENTS: VEHICLE JOLTS IN DRIVE AND REVERSE. ALSO SHAKES WHILE REVERSING. ATTACHED ARE THE GFF LOG AND MVB'S 64 AND 54. FLUID LEVEL ALREADY CHECKED AND WAS OK AND BASIC SETTINGS SET.
07/14/2009	15:24	WORKSHOP FINDINGS: VEHICLE JOLTS IN DRIVE AND REVERSE. ALSO SHAKES WHILE REVERSING
07/14/2009	15:41	CUSTOMER IS TAKING VEHICLE FOR NOW, WILL RE-OPEN AND UPDATE WHEN PART COMES IN AND VEHICLE COMES BACK.
07/14/2009	16:13	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/14/2009	16:13	ISSUE UPDATED

Consultant's Closing Comments

CUSTOMER IS TAKING VEHICLE FOR NOW, WILL RE-OPEN AND UPDATE WHEN PART COMES IN AND VEHICLE COMES BACK.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
478717	JETTA	2009	3VWPL71K69M [REDACTED]	2325	3885	07/14/2009	USA

Workshop Finding

TECH STATES CONCEN CAN BE DUPLACATED.

Activity Date	Activity Time	Activity Comments
07/14/2009	15:47	HAVE A DSG TRANS THAT GOES INTO NEUTRAL WHILE DRIVING VALUE BLOCK 544 IS J42K0648 VALUE BLOCK64 IS 50 83 NO CODES IN TRANS AND IN BASIC SETTINGS
07/14/2009	15:47	ISSUE OPENED BY DEALERSHIP
07/14/2009	15:59	CUSTOMER COMMENTS: HAVE A DSG TRANS THAT GOES INTO NEUTRAL WHILE DRIVING VALUE BLOCK 544 IS J42K0648 VALUE BLOCK64 IS 50 83 NO CODES IN TRANS AND IN BASIC SETTINGS
07/14/2009	15:59	TECH TO REPLACE THE SPEED/TEMP SENSOR BEHIND THE MECHATRONICS AND ALSO THE BOLTS FOR THE MECHATRONICS. UPDATE THE VTA WITH RESULTS.
07/14/2009	15:59	WORKSHOP FINDINGS: TECH STATES CONCEN CAN BE DUPLACATED.
07/21/2009	13:06	SPOKE WITH SANDY IN SERVICE. PARTS ARE ON ORDER AND THE CUSTOMER PICKED UP THE VEHICLE. TECH TO UPDATE AND CLOSE VTA. C1
07/23/2009	10:07	PARTS ON ORDER VEHICLE GONE THANKS
07/23/2009	15:44	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/23/2009	15:44	ISSUE UPDATED

Consultant's Closing Comments

TOM VANDERSLOOT: CLOSING IN PROCESS: DEALER COMPLETE: PARTS ON ORDER VEHICLE GONE THANKS

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
478760	JETTA	2009	3VWTL71K09M [REDACTED]	2500	3885	07/14/2009	USA

Workshop Finding
n/a

Activity Date	Activity Time	Activity Comments
07/14/2009	16:24	C/S THAT WHILE ON A LONG ROADTRIP THE TRANS WOULD GO INTO A SLIPPING MODE AND THE RPMS CAME UP AND LOST SPEED , PERFORMEDGFF AND NO FAULTS FOUND SOFTWAREPDATE , CUSTOMER TALKED TO OTHER DEALERS AND TEMP SENSOR FIXED THIS PROBLEM PLEASE ADVISE
07/14/2009	16:24	ISSUE OPENED BY DEALERSHIP
07/14/2009	16:27	CUSTOMER COMMENTS: C/S THAT WHILE ON A LONG ROADTRIP THE TRANS WOULD GO INTO A SLIPPING MODE AND THE RPMS CAME UP AND LOST SPEED , PERFORMEDGFF AND NO FAULTS FOUND SOFTWAREPDATE , CUSTOMER TALKED TO OTHER DEALERS AND TEMP SENSOR FIXED THIS PROBLEM PLEASE ADVISE
07/14/2009	16:27	TECH NEEDS TO GET MVB 54 AND 64 AND CALL BACK WITH THE READINGS
07/14/2009	16:38	MVB 54 J42 AND MVB 64 THE READING IS 33 AND 48. TECH NEEDS TO REPLACE THE G509 AND REPLACE THE BOLTS FOR THE MECHATRONICS.
07/15/2009	11:07	CLOSING
07/15/2009	11:39	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/15/2009	11:39	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
478762	EOS	2008	WVWBA71F38V [REDACTED]	10610	3885	07/14/2009	USA

Workshop Finding

SCANNED FOR FAULTS, NO FAULTS FOUND. WHEN FOR A TEST DRIVE AND DUPLICATED CONCER. CAR AT OPERATING TEMPERATURES DOWNSHIFTED ROUGH. AND WHEN ACCELERATING FROM 1ST TO 2ND GEAR, CAR JERKS MORE THAN USUAL. PERFORMED BASIC SETTING PER TECH TIP 37-09-03. WHEN FOR ANOHTER ROAD TEST, STILL JERKS ON ACCELS. 1ST TO 2ND. DOWNSHITING IMPROVE. FLUID LEVEL IS NORMAL. MECHATRONICS NUMBER IS #J03Q0020.

Activity Date	Activity Time	Activity Comments
07/14/2009	16:28	CUSTOMER STATES WHEN SLOWING DOWN, CAR JERKS AND DOES NOT SHIFT SMOOTHLY. SCANNED FOR FAULTS, NO FAULTS FOUND. WHEN FOR A TEST DRIVE AND DUPLICATED CONCER. CAR AT OPERATING TEMPERATURES DOWNSHIFTED ROUGH. AND WHEN ACCELERATING FROM 1ST TO 2ND GEAR, CAR JERKS MORE THAN USUAL. PERFORMED BASIC SETTING PER TECH TIP 37-09-03. WHEN FOR ANOHTER ROAD TEST, STILL JERKS ON ACCELS. 1ST TO 2ND. DOWNSHITING IMPROVE. FLUID LEVEL IS NORMAL. MECHATRONICS NUMBER IS #J03Q0020.
07/14/2009	16:28	ISSUE OPENED BY DEALERSHIP
07/14/2009	16:31	ADVISE TECH MECHATRONICS , FLUID , FILTER , AND BOLTS, PERFORM BASIC SETTINGS,
07/14/2009	16:31	CUSTOMER COMMENTS: CUSTOMER STATES WHEN SLOWING DOWN, CAR JERKS AND DOES NOT SHIFT SMOOTHLY.
07/14/2009	16:31	WORKSHOP FINDINGS: SCANNED FOR FAULTS, NO FAULTS FOUND. WHEN FOR A TEST DRIVE AND DUPLICATED CONCER. CAR AT OPERATING TEMPERATURES DOWNSHIFTED ROUGH. AND WHEN ACCELERATING FROM 1ST TO 2ND GEAR, CAR JERKS MORE THAN USUAL. PERFORMED BASIC SETTING PER TECH TIP 37-09-03. WHEN FOR ANOHTER ROAD TEST, STILL JERKS ON ACCELS. 1ST TO 2ND. DOWNSHITING IMPROVE. FLUID LEVEL IS NORMAL. MECHATRONICS NUMBER IS #J03Q0020.
07/15/2009	08:22	ORDERED PARTS. WAITING ON THEM.
07/15/2009	14:34	THANKS FOR THE UPDATE.
07/17/2009	10:42	STILL WAITNG FOR PARTS
07/20/2009	17:37	THANKS FOR THE UPDATE
07/21/2009	16:44	P1
07/23/2009	08:33	WAITING ON MECHATRINOCS UNIT, CAR STILL HERE.
07/28/2009	17:18	THANKS FOR THE UPDATE.
08/03/2009	12:22	STILL WAITING FOR MECHATRONICS, VVEHICLE STILL HERE AS WELL.
08/04/2009	19:54	THANKS FOR THE UPDATE.
08/07/2009	16:45	REPLACED MECHATRONICS UNIT, NEW FILTER, BOLTS. TOPPED FLUID OFF. SETTED BASIC SETTING PER TECH TIP. DROVE TESTED VEHICLE. SHIFTING PROPERLY.
08/10/2009	07:30	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
08/10/2009	07:30	ISSUE UPDATED

Consultant's Closing Comments

REPLACED MECHATRONICS UNIT, NEW FILTER, BOLTS.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
478789	JETTA	2008	3VWRJ71K78M [REDACTED]	11655	3885	07/14/2009	USA

Workshop Finding

n/a

Activity Date	Activity Time	Activity Comments
07/14/2009	16:57	CUSTOMER STATES TRANSMISSION JERKS WHEN TAKING OFF OR WHEN DOWNSHIFTING.TEST DROVE CAR DID DUPLICATE CONDITION,PERFORMED BASIC SETTINGS FOR MECHATRONICS UNIT STILL DOING THE SAME THING,PLEASE ADVISE
07/14/2009	16:57	ISSUE OPENED BY DEALERSHIP
07/14/2009	17:05	CUSTOMER COMMENTS: CUSTOMER STATES TRANSMISSION JERKS WHEN TAKING OFF OR WHEN DOWNSHIFTING.TEST DROVE CAR DID DUPLICATE CONDITION,PERFORMED BASIC SETTINGS FOR MECHATRONICS UNIT STILL DOING THE SAME THING,PLEASE ADVISE
07/14/2009	17:05	MVB 54 DISPLAYED J13G0024. PLEASE REPLACE MECHTRONICS UNITS, BOLTS. FILTER AND FLUID.
07/20/2009	11:50	ORDERED PARTS TO CORRECT CONDITION
07/20/2009	12:57	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/20/2009	12:57	ISSUE UPDATED

Consultant's Closing Comments

ORDERED PARTS TO CORRECT CONDITION

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
478831	EOS	2008	WVWFA71F88V [REDACTED]	18025	3885	07/14/2009	USA

Workshop Finding

NO FAULT IN ANY MODULES FOUND. PERFORMED BASIC SETTING. DIDN'T HELP.

Activity Date	Activity Time	Activity Comments
07/14/2009	18:09	CUSTOMER STATES VEHICLE IS JERKY WHEN ACCELERATING FROM FIRST GEAR. GFF.NO FAULT IN ANY MODULES FOUND. PERFORMED BASIC SETTING. DIDN'T HELP.
07/14/2009	18:09	ISSUE OPENED BY DEALERSHIP
07/14/2009	18:17	CUSTOMER COMMENTS: CUSTOMER STATES VEHICLE IS JERKY WHEN ACCELERATING FROM FIRST GEAR. GFF.
07/14/2009	18:17	MVB 54 H46. ADVISED TO REPLACE MECHATRONICS UNIT, FLUID, FILTER AND BOLTS.
07/14/2009	18:17	WORKSHOP FINDINGS: NO FAULT IN ANY MODULES FOUND. PERFORMED BASIC SETTING. DIDN'T HELP.
07/21/2009	15:29	SPOKE TO DERRICK - MECHATRONIC UNIT ON ORDER.
07/31/2009	12:53	CUSTOMER TOOK THE CAR.
07/31/2009	12:56	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/31/2009	12:56	ISSUE UPDATED

Consultant's Closing Comments

C1 CUSTOMER TOOK THE CAR.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
478881	EOS	2008	WVWBA71F08V [REDACTED]	17058	3885	07/15/2009	USA

Workshop Finding
 TECH STATES NOTICED WHEN TAKING OFF FROM A STOP IT FELT BUMPY.

Activity Date	Activity Time	Activity Comments
07/15/2009	08:07	CAR JERKING IN TRAFFIC WHEN APPLYING GAS
07/15/2009	08:07	ISSUE OPENED BY DEALERSHIP
07/15/2009	08:17	CUSTOMER COMMENTS: CAR JERKING IN TRAFFIC WHEN APPLYING GAS
07/15/2009	08:17	PLEASE GET A PRINT OF MVB 54 IN TRANS
07/15/2009	08:17	WORKSHOP FINDINGS: TECH STATES NOTICED WHEN TAKING OFF FROM A STOP IT FELT BUMPY.
07/15/2009	08:18	ISSUE SENT TO DEALERSHIP
07/15/2009	08:18	MVB 54 H20J0475
07/15/2009	08:18	PLEASE REPLACE THE MECHATRONICS UNIT
07/16/2009	09:56	PARTS ORDERED
07/16/2009	23:06	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/16/2009	23:06	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
478882	JETTA	2009	3VWAL71K69M [REDACTED]	5383	3885	07/15/2009	USA

Workshop Finding
 TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM. MVB 54 IS J42 AND MVB 64 IS 149/255.

Activity Date	Activity Time	Activity Comments
07/15/2009	08:07	AT TIMES WHEN DRIVING HIT ACCEL AND ENGINE REVS AND NOTHING HAPPENS AND GEAR DISPLAY AND PEDAL LIGHT FLASHES / CAN PUT IN PARK AND WILL RESET AND DRIVE FINE. MEASURE VALUE BLOCK 54 J42P0052 MEASURE VALUE BLOCK 64 149 255
07/15/2009	08:07	ISSUE OPENED BY DEALERSHIP
07/15/2009	08:12	ADVISED THE TECH TO REPLACE THE INPUT SPEED/TEMP SENSOR AND MECH UNIT BOLTS.
07/15/2009	08:12	CUSTOMER COMMENTS: AT TIMES WHEN DRIVING HIT ACCEL AND ENGINE REVS AND NOTHING HAPPENS AND GEAR DISPLAY AND PEDAL LIGHT FLASHES / CAN PUT IN PARK AND WILL RESET AND DRIVE FINE. MEASURE VALUE BLOCK 54 J42P0052 MEASURE VALUE BLOCK 64 149 255
07/15/2009	08:12	WORKSHOP FINDINGS: TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM. MVB 54 IS J42 AND MVB 64 IS 149/255.
07/22/2009	08:53	PULLED FRONT END DOWN, TRANS PAN, MECHATRONIS UNIT, AND REMOVED AND REPLACED INPUT SPEED, TEMP SENSOR.
07/22/2009	21:42	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/22/2009	21:42	ISSUE UPDATED

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

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
478901	EOS	2008	WVWFA71FX8V [REDACTED]	10295	3885	07/15/2009	USA

Workshop Finding

VEHICLE JERKS. NO FAULTS, INTERMITTENT. TECH HAS DONE BASIC SETTINGS MVB54 = J12G0386.

Activity Date	Activity Time	Activity Comments
07/15/2009	08:38	ISSUE OPENED BY DEALERSHIP
07/15/2009	08:38	TRANS. INTERMITTENTLY JERKS ON ACCEL. (SLIPS AND THEN JUMPS). WHEN BACKING, WITH VEHICLE BARELY MOVING IN REVERSE AND THEN PLACED IN DRIVE, VEHICLE JERKS. NO FAULTS, INTERMITTENT.
07/15/2009	09:05	ADVISE TECH TO REPLACE MECHATRONICS, FLUID, FILTER , AND BOLTS. REPERFORM BASIC SETTINGS.
07/15/2009	09:05	CUSTOMER COMMENTS: TRANS. INTERMITTENTLY JERKS ON ACCEL. (SLIPS AND THEN JUMPS). WHEN BACKING, WITH VEHICLE BARELY MOVING IN REVERSE AND THEN PLACED IN DRIVE, VEHICLE JERKS. NO FAULTS, INTERMITTENT.
07/15/2009	09:05	WORKSHOP FINDINGS: VEHICLE JERKS. NO FAULTS, INTERMITTENT. TECH HAS DONE BASIC SETTINGS MVB54 = J12G0386.
07/16/2009	10:12	PARTS ON ORDER, THANK YOU
07/16/2009	12:34	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/16/2009	12:34	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
478909	JETTA	2009	3VWAL71K09M [REDACTED]	19591	3885	07/15/2009	USA

Workshop Finding

VERIFIED CONCERN ON A SHORT ROADTEST. CHECKED FOR DTC'S USING GFF. FOUND DTC P0702 001 CONTROL UNIT FAULTY IN GEARBOX ELECTRONICS. PERFORMED TEST PLAN BUT THERE IS NO TEST PLAN AVAILABLE. INCLUDED ARE ATTACHMENTS OF MY GFF LOGS AND MEASURED VALUE BLOCKS FROM GEARBOX ELECTRONICS .

Activity Date	Activity Time	Activity Comments
07/15/2009	08:52	CUSTOMER STATED THAT THE TRANSMISION IS JOLTING AND JERKING IN GEAR. VERIFIED CONCERN ON A SHORT ROADTEST. CHECKED FOR DTC'S USING GFF. FOUND DTC P0702 001 CONTROL UNIT FAULTY IN GEARBOX ELECTRONICS. PERFORMED TEST PLAN BUT THERE IS NO TEST PLAN AVAILABLE. INCLUDED ARE ATTACHMENTS OF MY GFF LOGS AND MEASURED VALUE BLOCKS FROM GEARBOX ELECTRONICS .
07/15/2009	08:52	ISSUE OPENED BY DEALERSHIP
07/15/2009	10:15	ADVISED TECH TO PLEASE CHECK THE TRANSMISSION FLUID LEVEL AND CONDITION. PERFORM BASIC SETTINGS IN ACCORDANCE WITH TT: 37-09-03. IF THE VEHICLE WERE TO STALL OR BASIC SETTINGS NOT PASS, STOP AND CALL BACK. PLEASE VOLTAGE DROP THE POWER AND GROUND CIRCUITS FOR THE TCM. IF ALL CHECKS OUT, PLEASE REPLACE THE MECHATRONICS, MECHATRONIC BOLTS, FLUID, AND FILTER. PLEASE KEEP THE VTA UPDATED WITH YOUR FINDINGS.
07/15/2009	10:15	CUSTOMER COMMENTS: CUSTOMER STATED THAT THE TRANSMISSION IS JOLTING AND JERKING IN GEAR.
07/15/2009	10:15	WORKSHOP FINDINGS: VERIFIED CONCERN ON A SHORT ROADTEST. CHECKED FOR DTC'S USING GFF. FOUND DTC P0702 001 CONTROL UNIT FAULTY IN GEARBOX ELECTRONICS. PERFORMED TEST PLAN BUT THERE IS NO TEST PLAN AVAILABLE. INCLUDED ARE ATTACHMENTS OF MY GFF LOGS AND MEASURED VALUE BLOCKS FROM GEARBOX ELECTRONICS .
07/15/2009	14:36	TRANS FLUID WAS AT SPEC LEVEL AT 35C. CHECKED POWER AND GROUND, BOTH GOOD. ORDERED MECHATRONIC UNIT, BOLTS, GASKET AND FLUID. THANK YOU
07/15/2009	18:12	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/15/2009	18:12	ISSUE UPDATED

Consultant's Closing Comments

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

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
478924	JETTA	2009	3VWTL71K39M [REDACTED]	2202	3885	07/15/2009	USA

Workshop Finding

n/a

Activity Date	Activity Time	Activity Comments
07/15/2009	09:04	CUSTOMER STATES WHILE DRIVING VEHICLES TRANSMISSION WILL COME OUT OF GEAR(AS IF IN NEUTRAL)AND PRNDL WILL LIGHT UP.HE WILL PULL OVER OVER AND SHUT VEHICLE OFF AND RESTART AND WIL BE ABLE TO DRIVE AGAIN,NO CONSITANT TIME WHEN IT WILL HAPPEN.GFF DIAGNOSSIS 1 DTC PRESENT IN ECM P1640 ECM CHECK SUM ERROR.
07/15/2009	09:04	ISSUE OPENED BY DEALERSHIP
07/15/2009	09:09	CUSTOMER COMMENTS: CUSTOMER STATES WHILE DRIVING VEHICLES TRANSMISSION WILL COME OUT OF GEAR(AS IF IN NEUTRAL)AND PRNDL WILL LIGHT UP.HE WILL PULL OVER OVER AND SHUT VEHICLE OFF AND RESTART AND WIL BE ABLE TO DRIVE AGAIN,NO CONSITANT TIME WHEN IT WILL HAPPEN.GFF DIAGNOSSIS 1 DTC PRESENT IN ECM P1640 ECM CHECK SUM ERROR.
07/15/2009	09:09	PLEASE CHECK MVB 64 IN TRANS ELECTRONICS.
07/15/2009	09:09	TECH STATES MVB 64 READS 20 AND 44.
07/15/2009	09:10	PLEASE REPLACE TEMP SENSOR/SPEED SENSOR. (G509)
07/15/2009	09:26	G509 IS ORDERED AND VEHICLE WAS RELEASED BACK TO CUSTOMER.WILL RETURN FOR REPAIRS WHEN PARTS ARRIVE.
07/15/2009	09:28	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/15/2009	09:28	ISSUE UPDATED

Consultant's Closing Comments

509 IS ORDERED AND VEHICLE WAS RELEASED BACK TO CUSTOMER.WILL RETURN FOR REPAIRS WHEN PARTS ARRIVE.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
478934	JETTA	2009	3VWRL71K89M [REDACTED]	2827	3885	07/15/2009	USA

Workshop Finding

n/a

Activity Date	Activity Time	Activity Comments
07/15/2009	09:17	CUSTOMER STATES THE TRANSMISSION GOES INTO NEUTRAL WHILE DRIVING DOWN THE HIGHWAY AT STEADY SPEED AND THE PRNDL LIGHTS UP THEN BANGS BACK INTO GEAR. NO DTC'S HAVE BEEN STORED. THIS VEHICLE IS IN DEMO STATUS AND IS OPERATED BY ONE OF OUR SALES CONSULTANTS. HE IS VERY ATTAMENT ABOUT THIS CONCERN. DO YOU HAVE ANY INFORMATION ON THIS CONCERN OR ANYTHING WE SHOULD LOOK AT. THANKS FOR YOUR TIME STAN
07/15/2009	09:17	ISSUE OPENED BY DEALERSHIP
07/15/2009	09:29	TECH STATES MVB 54 AT J41 AND MVB 64 AT 20 AND 39. ADVISED TECH TO REPLACE G509/G182 SENSOR AND MECHATRONIC BOLTS. PLEASE CLOSE OUT VTA AND FILL OUT SURVEY WHEN YOU CAN.
07/15/2009	10:52	THANKS FOR ALL YOUR HELP. HAVE A GREAT DAY. STAN
07/15/2009	11:23	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/15/2009	11:23	ISSUE UPDATED

Consultant's Closing Comments

REPLACE G509/G182.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
478940	JETTA	2008	3VWRA71K48M [REDACTED]	13278	3885	07/15/2009	USA

Workshop Finding
TICKET OPENED FOR INFO ONLY

Activity Date	Activity Time	Activity Comments
07/15/2009	09:25	HAD TECHLINE TICKET OPENED AC: 478436. TICKET NO LONGER SHOWS ON TECHNICAL ASSISTANCE PAGE ON ELSAWEB. TICKET WAS NOT CLOSED. PROBLEM FOR AC: 478436 TAKEN CARE OF, BUT LEVEL 2 CONSULTANT HAD ASKED FOR PICTURES AND DATES. CREATING THIS TICKET ONLY TO SEND DATA. MECHATRONICS UNIT RECEIVED AT DEALERSHIP ON 06/10/09. PICTURES ATTACHED OF BOX THAT THE MECHATRONICS UNIT WAS RECEIVED IN. LABEL THAT HAS VIN ON BOX HAS ANOTHER LABEL OVER IT, THAT CUTS THE ENDING OFF OF THE VIN LABEL. AFTER CODING WAS CHANGED, ROADTESTED TEN MILES, AND VEHICLE IS WORKING NORMALLY. RETURNING VEHICLE TO CUSTOMER.
07/15/2009	09:25	ISSUE OPENED BY DEALERSHIP
07/15/2009	09:27	PICTURES ATTACHED.
07/16/2009	12:24	CUSTOMER COMMENTS: HAD TECHLINE TICKET OPENED AC: 478436. TICKET NO LONGER SHOWS ON TECHNICAL ASSISTANCE PAGE ON ELSAWEB. TICKET WAS NOT CLOSED. PROBLEM FOR AC: 478436 TAKEN CARE OF, BUT LEVEL 2 CONSULTANT HAD ASKED FOR PICTURES AND DATES. CREATING THIS TICKET ONLY TO SEND DATA. MECHATRONICS UNIT RECEIVED AT DEALERSHIP ON 06/10/09. PICTURES ATTACHED OF BOX THAT THE MECHATRONICS UNIT WAS RECEIVED IN. LABEL THAT HAS VIN ON BOX HAS ANOTHER LABEL OVER IT, THAT CUTS THE ENDING OFF OF THE VIN LABEL. AFTER CODING WAS CHANGED, ROADTESTED TEN MILES, AND VEHICLE IS WORKING NORMALLY. RETURNING VEHICLE TO CUSTOMER.
07/16/2009	12:24	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/16/2009	12:24	ISSUE UPDATED
07/16/2009	12:24	WORKSHOP FINDINGS: TICKET OPENED FOR INFO ONLY

Consultant's Closing Comments
VEHICLE COMPLETE, TICKET IS INFO ONLY, FORWARD INFO TO QA

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
478942	JETTA	2009	3VWRL71KX9M [REDACTED]	12544	3885	07/15/2009	USA

Workshop Finding

TECH VERIFIED THE CONCERN. 1 FAULT IN THE TCM. GFF PERFORMED. FAULT CLEARED. VEHICLE OPERATING TO SPEC AT THIS TIME. MVB 54 IS J34 AND MVB 64 IS 0/0.

Activity Date	Activity Time	Activity Comments
07/15/2009	09:27	CUST. STATES CAR HAS A GRIND NOISE AND WILL NOT GO INTO REVERSE. FOUND CODE P2711 UNEXPECTED MECHANICAL GEAR DISENGAGEMENT. CAR DRIVES FINE HAD ONE TIME IT WAS IN DRIVE THE D WAS FLASHING BUT CAR WOULDNT PULL OFF NO GFF SCAN TOOL FROZE UP AFTER CLEARING CODE
07/15/2009	09:27	ISSUE OPENED BY DEALERSHIP
07/15/2009	09:36	ADVISED THE TECH THAT I WOULD CONTACT HIM BACK ON THIS CASE SHORTLY.
07/15/2009	09:36	CUSTOMER COMMENTS: CUST. STATES CAR HAS A GRIND NOISE AND WILL NOT GO INTO REVERSE. FOUND CODE P2711 UNEXPECTED MECHANICAL GEAR DISENGAGEMENT. CAR DRIVES FINE HAD ONE TIME IT WAS IN DRIVE THE D WAS FLASHING BUT CAR WOULDNT PULL OFF NO GFF SCAN TOOL FROZE UP AFTER CLEARING CODE
07/15/2009	09:36	WORKSHOP FINDINGS: TECH VERIFIED THE CONCERN. 1 FAULT IN THE TCM. GFF PERFORMED. FAULT CLEARED. VEHICLE OPERATING TO SPEC AT THIS TIME. MVB 54 IS J34 AND MVB 64 IS 0/0.
07/15/2009	10:11	ADVISED THE TECH TO CHECK MVB 90 IN THE TCM.
07/15/2009	10:11	MVB 90 IS 93. ADVISED THE TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT.
07/21/2009	10:15	INSTALLING MECH. UNIT NOW
07/21/2009	16:31	MECH UNIT IS INSTALLED AND NO OTHER PROBLEMS FOUND AT THIS TIME.
07/21/2009	22:05	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/21/2009	22:05	ISSUE UPDATED

Consultant's Closing Comments

TECH REPLACED THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
478945	EOS	2008	WVWBA71F48V [REDACTED]	9913	3885	07/15/2009	USA

Workshop Finding

MVB 54 = J12C0353 MVB 64= 0/0

Activity Date	Activity Time	Activity Comments
07/15/2009	09:29	CUST COMPLAINT IS THAT CAR WANTS TO STALL WHEN COMING TTO STOP, CAR HAS DSG TRANS, WHEN YOU TAKE FOOT OFF BRAKE/ SEVERE HARSH ENGAGEMENT, JERKY APPLY OF CLUTCHES, DEFINITELY NOT NORMAL
07/15/2009	09:29	ISSUE OPENED BY DEALERSHIP
07/15/2009	09:37	ADVISE TECH TO REPLACE MECHATRONICS, FLUID, FILTER AND BOLTS . TECH TO PERFORM BASIC SETTINGS PER TT 37-09-03
07/15/2009	09:37	CUSTOMER COMMENTS: CUST COMPLAINT IS THAT CAR WANTS TO STALL WHEN COMING TTO STOP, CAR HAS DSG TRANS, WHEN YOU TAKE FOOT OFF BRAKE/ SEVERE HARSH ENGAGEMENT, JERKY APPLY OF CLUTCHES, DEFINITELY NOT NORMAL
07/15/2009	09:37	WORKSHOP FINDINGS: MVB 54 = J12C0353 MVB 64= 0/0
07/22/2009	14:08	C1 SPOKE TO ROD IN SERVICE AND THE TECH IS ON VACATION FOR 1 WEEK. CUSTOMER TOOK VEHICLE AND IS WAITING ON A MECHATRONIC UNIT.
07/27/2009	08:49	PARTS ON ORDER AND OWNER WILL RETURN WHEN PARTS ARRIVE.THANKS
07/27/2009	15:47	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/27/2009	15:47	ISSUE UPDATED

Consultant's Closing Comments

REPLACE MECHATRONICS, FLUID, FILTER AND BOLTS . PARTS ON ORDER AND OWNER WILL RETURN WHEN PARTS ARRIVE.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
478956	JETTA	2009	3VWRL71K39M [REDACTED]	12031	3885	07/15/2009	USA

Workshop Finding

TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM. MVB 54 IS H51 AND MVB 64 IS 0/0.

Activity Date	Activity Time	Activity Comments
07/15/2009	09:38	CUSTOMER STATES VEHICLE JERKS WHEN ACCELERATING FROM STOP AND SOMETIMES WILL STALL INTERMITTENTLY. FOUND NO FAULTS TO BE PRESENT IN SYSTEM. PERFORMED BASIC SETTINGS OF TRANSMISSION AND TEST DROVE VEHICLE. FOUND NO CHANGE TO CUSTOMER CONCERN. RESCANNED VEHICLE. NO FAULTS PRESENT AFTER BASIC SETTINGS PERFORMED.
07/15/2009	09:38	ISSUE OPENED BY DEALERSHIP
07/15/2009	09:42	ADVISED THE TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT.
07/15/2009	09:42	CUSTOMER COMMENTS: CUSTOMER STATES VEHICLE JERKS WHEN ACCELERATING FROM STOP AND SOMETIMES WILL STALL INTERMITTENTLY. FOUND NO FAULTS TO BE PRESENT IN SYSTEM. PERFORMED BASIC SETTINGS OF TRANSMISSION AND TEST DROVE VEHICLE. FOUND NO CHANGE TO CUSTOMER CONCERN. RESCANNED VEHICLE. NO FAULTS PRESENT AFTER BASIC SETTINGS PERFORMED.
07/15/2009	09:42	WORKSHOP FINDINGS: TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM. MVB 54 IS H51 AND MVB 64 IS 0/0.
07/15/2009	09:50	ORDERED MECHATRONICS UNIT, FILTER, AND BOLTS FOR UNIT.
07/15/2009	14:13	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/15/2009	14:13	ISSUE UPDATED

Consultant's Closing Comments

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

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
478985	EOS	2008	WVWBA71F88V [REDACTED]	3921	3885	07/15/2009	USA

Workshop Finding

CHECKED TCM NO CODES TEST DRIVE VEHICLE CONFIRM HESITATION ON SLIGHT ACCELERATION
 PERFORMED BASIC SETTINGS ON TRANSMISSION TECH TIP 37 09 03
 DID NOT HELP MVB 54 = J07D0640 MVB 64 =0/0

Activity Date	Activity Time	Activity Comments
07/15/2009	10:14	CUSTOMER STATES THAT VEHICLE DOESNT ACCELERATE SMOOTHLY WILL PRESS PEDAL AND NOTHING WILL HAPPEN THEN PRESS FURTHER AND CAR WILL SURGE CHECKED TCM NO CODES TEST DRIVE VEHICLE CONFIRM HESITATION ON SLIGHT ACCELERATION PERFORMED BASIC SETTINGS ON TRANSMISSION TECH TIP 37 09 03 DID NOT HELP
07/15/2009	10:14	ISSUE OPENED BY DEALERSHIP
07/15/2009	10:30	ADVISE TECH TO REPLACE THE MECHATRONICS, FLUID, FILTER AND BOLTS. RE PERFORM BASIC SETTINGS.
07/15/2009	10:30	CUSTOMER COMMENTS: CUSTOMER STATES THAT VEHICLE DOESNT ACCELERATE SMOOTHLY WILL PRESS PEDAL AND NOTHING WILL HAPPEN THEN PRESS FURTHER AND CAR WILL SURGE
07/15/2009	10:30	WORKSHOP FINDINGS: CHECKED TCM NO CODES TEST DRIVE VEHICLE CONFIRM HESITATION ON SLIGHT ACCELERATION PERFORMED BASIC SETTINGS ON TRANSMISSION TECH TIP 37 09 03 DID NOT HELP MVB 54 = J07D0640 MVB 64 =0/0
07/22/2009	15:59	SPOKE TO MARK IN SERVICE AND THE CAR IS GONE AND WILL RETURN AT A LATER DATE FOR REPAIRS.....C1
07/30/2009	11:27	CUSTOMER BROUGHT CAR BACK WE REPLACED MECHATRONIC UNIT AND FILTER BOLTS AND FLUID PERFORMED BASIC SETTINGS TEST DRIVE VEHICLE TRANSMISSION SHIFTING OK NO MORE HESITATION WHEN LET FOOT OFF BRAKE OR JERKING
07/30/2009	16:34	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/30/2009	16:34	ISSUE UPDATED

Consultant's Closing Comments

REPLACED MECHATRONIC UNIT AND FILTER BOLTS AND FLUID

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
478997	EOS	2008	WVWBA71F28V [REDACTED]	15144	3885	07/15/2009	USA

Workshop Finding
MVB 54 J10 N0019 MVB64 0 0

Activity Date	Activity Time	Activity Comments
07/15/2009	10:23	C/S BUCKING FEELING AND DOESNT TAKE OFF SMOOTH,HAS DSG NO FAULTS, NOT OVERHEATING, SERIAL #J10N0019.
07/15/2009	10:23	ISSUE OPENED BY DEALERSHIP
07/15/2009	10:31	ADVISED THE TECH TO REPLACE THE MECHATRONICS, FLUID AND BOLTS. SET BASIC AND TEST DRIVE UPDATE THE VTA WITH RESULTS.
07/15/2009	10:31	CUSTOMER COMMENTS: C/S BUCKING FEELING AND DOESNT TAKE OFF SMOOTH,HAS DSG NO FAULTS, NOT OVERHEATING, SERIAL #J10N0019.
07/15/2009	10:31	WORKSHOP FINDINGS: MVB 54 J10 N0019 MVB64 0 0
07/20/2009	08:41	ORDERED MEGATRONICS CAR GONE.
07/20/2009	17:37	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/20/2009	17:37	ISSUE UPDATED

Consultant's Closing Comments
07/20/2009 08:41:15: US/EASTERN: CHRIS BOYCE: CLOSING IN PROCESS: DEALER COMPLETE: ORDERED MEGATRONICS CAR GONE.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
479000	EOS	2007	WVWDA71F87V [REDACTED]	13410	3885	07/15/2009	USA

Workshop Finding
n/a

Activity Date	Activity Time	Activity Comments
07/15/2009	10:25	CUSTOMER STATES: CAR BUCKS WHEN ACCELERATING FROM A DEAD STOP. ROAD TESTED, VEHICLE SURGING WHEN ACCELERATING FROM A STOP. WHEN LETTING OFF BRAKE WHILE ON HILL, VEHICLE WILL ROLL BACK AND ALMOST STALL WHEN TRYING TO CATCH ITSELF.
07/15/2009	10:25	ISSUE OPENED BY DEALERSHIP
07/15/2009	10:33	CUSTOMER COMMENTS: CUSTOMER STATES: CAR BUCKS WHEN ACCELERATING FROM A DEAD STOP. ROAD TESTED, VEHICLE SURGING WHEN ACCELERATING FROM A STOP. WHEN LETTING OFF BRAKE WHILE ON HILL, VEHICLE WILL ROLL BACK AND ALMOST STALL WHEN TRYING TO CATCH ITSELF.
07/15/2009	10:33	TECH STATES WE ARE AT H10 IN MVB 54 AND 0/0 IN MVB 64 TCM. ADVISED TECH TO RUN BASIC SETTINGS THROUGH VSD AS OUTLINED IN TT 37-09-03. IF CONCERN IS STILL PRESENT AFTER BASIC SETTINGS, SUGGEST REPLACEMENT OF MECHATRONIC UNIT, FLUID, FILTER, AND BOLTS.
07/15/2009	11:22	RAN BASIC SETTINGS. ISSUE STILL EXISTS. WILL ORDER PARTS
07/15/2009	11:24	THANKS FOR THE UPDATE. PLEASE CLOSE OUT VTA AND FILL OUT SURVEY WHEN YOU CAN.
07/15/2009	15:58	HI TIM, I UNDERSTAND FROM DAVE THAT THE MECHATRONICS UNIT WILL NOT BE AVAILABLE FOR 4-5 WEEKS BUT THAT A TRANSMISSION IS AVAILABLE. PLEASE ORDER AND REPLACE THE COMPLETE TRANSMISSION AND UPDATE AND CLOSE OUT THE TICKET WHEN DONE. THANKS, SKIP
07/15/2009	15:59	ISSUE UPDATED
07/15/2009	18:12	ISSUE SENT TO DEALERSHIP
07/17/2009	08:22	REPLACED TRANSMISSION. ROAD TESTED, NOW DRIVING NORMALLY.
07/19/2009	08:47	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/19/2009	08:47	ISSUE UPDATED

Consultant's Closing Comments
THE DEALER PRINCIPAL REQUESTED QTM INTERVENTION. TRANS REPLACED

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
479003	RABBIT	2008	WVWKC71K08W [REDACTED]	17261	3885	07/15/2009	USA

Workshop Finding
MVB #54= J04A0180

Activity Date	Activity Time	Activity Comments
07/15/2009	10:27	DSG MECHTRONICS SHUTTER/CHATTER, MVB #54= J04A0180
07/15/2009	10:27	ISSUE OPENED BY DEALERSHIP
07/15/2009	10:37	CUSTOMER COMMENTS: DSG MECHTRONICS SHUTTER/CHATTER,
07/15/2009	10:37	I ADVISED THE TECH TO REPALCE THE MECHATRONICS, BOLTS, FILTER AND FLUID. MAKE SURE TO SET BASIC SETTINGS, ROAD TEST AND CLOSE VTA AFTER INSTALL
07/15/2009	10:37	WORKSHOP FINDINGS: MVB #54= J04A0180
07/15/2009	10:54	PARTS ON RED ORDER, ETA APX. 3 WEEKS, THANK YOU
07/15/2009	17:55	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/15/2009	17:55	ISSUE UPDATED

Consultant's Closing Comments
DEAN SITZMANN: CLOSING IN PROCESS: DEALER COMPLETE: PARTS ON RED ORDER, ETA APX. 3 WEEKS, THANK YOU

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
479023	JETTA	2009	3VWCL71K29M [REDACTED]	27887	3885	07/15/2009	USA

Workshop Finding

n/a

Activity Date	Activity Time	Activity Comments
07/15/2009	10:45	ISSUE OPENED BY DEALERSHIP
07/15/2009	10:45	VEHICLE STARTS TO JERK WHEN GOING UP INCLINE AT LOW SPEED . UPDATED SOFT WARE FOR OTHER DRIVEABILITY CONCERNS. WAS ADVISED TO OPEN NEW VTA FOR TRANSMISSION FOR THIS CONCERN. WAS TOLD TO POST VALUES FOR MVB 54 AND 64 FROM TCM. MVB 54; J11N0169. MVB64; 0, 0 .
07/15/2009	10:51	ADVISE TECH TO REPLACE MECHATRONICS, FLUID, FILTER , AND BOLTS. RE PERFORM BASIC SETTINGS.
07/15/2009	10:51	CUSTOMER COMMENTS: VEHICLE STARTS TO JERK WHEN GOING UP INCLINE AT LOW SPEED . UPDATED SOFT WARE FOR OTHER DRIVEABILITY CONCERNS. WAS ADVISED TO OPEN NEW VTA FOR TRANSMISSION FOR THIS CONCERN. WAS TOLD TO POST VALUES FOR MVB 54 AND 64 FROM TCM. MVB 54; J11N0169. MVB64; 0, 0 .
07/20/2009	10:41	VECH IS AT THE BODY SHOP GETTING A DOOR PAINTED, AND WILL HAVE THE PARTS INSTALLED AS SOON AS THE VECH IS BACK TO OUR SHOP FROM THE BODY SHOP
07/20/2009	17:36	THANKS FOR THE UPDATE
07/22/2009	14:58	SPOKE TO JEREMY - AWAITING VALVE BODY.
07/27/2009	10:19	CUST PICKED UP THE VECH, WHILE WE ARE WAITING ON PARTS, PARTS SHOULD BE HERE ON 7 AUGUST. CLOSE THIS TICKET. WILL REOPEN IF WE HAVE A PROBLEM AFTER INSTALLING THE NEW PARTS
07/27/2009	17:37	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/27/2009	17:37	ISSUE UPDATED

Consultant's Closing Comments

CUST PICKED UP THE VECH, WHILE WE ARE WAITING ON PARTS, PARTS SHOULD BE HERE ON

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
479034	EOS	2008	WVWFA71F28V [REDACTED]	10182	3885	07/15/2009	USA

Workshop Finding

TECH CAN DUPLACATE THE CONCERN.

Activity Date	Activity Time	Activity Comments
07/15/2009	10:58	ISSUE OPENED BY DEALERSHIP
07/15/2009	10:58	TRANSMISION JERKING FROM A STOP.SLAMMING INTO GEAR.NO FAULTS IN SYSTEM.
07/15/2009	11:06	ADVISED THE TECH TO GET MVB 54 AND 64 IN TCM AND ALSO CHECK FLUID LEVEL AND CONDITION. UPDATE THE VTA WITH RESULTS.
07/15/2009	11:06	CUSTOMER COMMENTS: TRANSMISION JERKING FROM A STOP.SLAMMING INTO GEAR.NO FAULTS IN SYSTEM.
07/15/2009	11:06	WORKSHOP FINDINGS: TECH CAN DUPLACATE THE CONCERN.
07/15/2009	11:25	TOOK MEASURING VALUE BLOCK 54====J11B0025 AND 64====0 0. CHEKCED FLUID LEVEL AND CONDITION OF FLUID AND IS OK.
07/15/2009	11:45	ADVISE TECH TO REPLACE MECHATRONICS , FLUID, FILTER, AND BOLTS , RE PERFORM BASIC SETTINGS,
07/22/2009	14:17	SPOKE TO TRAVIS IN SERVICE. VEHICLE IS WAITING ON BACK ORDER PARTS; P1.
07/30/2009	17:30	REPLACED AND TEST DROVE NO MORE SLAMMING AT THIS TIME.THANKS
07/31/2009	16:47	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/31/2009	16:47	ISSUE UPDATED

Consultant's Closing Comments

JEFF DULING: CLOSING IN PROCESS: DEALER COMPLETE: REPLACED AND TEST DROVE NO MORE SLAMMING AT THIS TIME.THANKS

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
479038	EOS	2008	WVWFA71F88V [REDACTED]	9692	3885	07/15/2009	USA

Workshop Finding
n/a

Activity Date	Activity Time	Activity Comments
07/15/2009	11:03	COMPLAINT OF A HARSH SHIFT FROM A STOP. I ROAD TESTED CAR AND FOUND IT TO SLIGHTLY SHUTTER WHEN TAKING OFF FROM A STOP. CAN IT BE A POSSABLE MECH UNIT? NO CODES IN THE SYSTEM.
07/15/2009	11:03	ISSUE OPENED BY DEALERSHIP
07/15/2009	11:13	CUSTOMER COMMENTS: COMPLAINT OF A HARSH SHIFT FROM A STOP. I ROAD TESTED CAR AND FOUND IT TO SLIGHTLY SHUTTER WHEN TAKING OFF FROM A STOP. CAN IT BE A POSSABLE MECH UNIT? NO CODES IN THE SYSTEM.
07/15/2009	11:13	TECH STATES FUEL TRIMS AT -.2 AND -3.1 IN ECM. MVB 54 AT H42 IN TCM. ADVISED TECH TO RUN BASIC SETTINGS THROUGH VSD AS OUTLINED IN TT 37-09-03. WE WILL ALSO NEED TO REPLACE MECHATRONIC UNIT, FLUID, FILTER, AND BOLTS. PLEASE CLOSE OUT VTA AND FILL OUT SURVEY WHEN YOU CAN.
07/20/2009	15:55	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/20/2009	15:55	ISSUE UPDATED

Consultant's Closing Comments
REPLACE MECHATRONIC UNIT.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
479044	EOS	2008	WVWBA71F68V [REDACTED]	8709	3885	07/15/2009	USA

Workshop Finding

TEST DROVE WITH CUST. & CONFIRMED COMPLAINT, ON SLOW TAKE OFF DOUBLE CLUTCH LIKE EFFECT FELT AND VEHICLE JERKS ON REVERSE OR DRIVE, NO DTC'S STORED IN MODULES, TCM #02E300050P SV LEVEL 1402, LEVEL & CONDITION ARE GOOD, MVB 54 J12, MVB 64 0/0

Activity Date	Activity Time	Activity Comments
07/15/2009	11:07	CUST STATES WHEN TAKE OFF VEHICLE HAS DOUBLE CLUTCH EFFECT & JERKS, TEST DROVE WITH CUST. & CONFIRMED COMPLAINT, ON SLOW TAKE OFF DOUBLE CLUTCH LIKE EFFECT FELT AND VEHICLE JERKS ON REVERSE OR DRIVE, NO DTC'S STORED IN MODULES, TCM #02E300050P SV LEVEL 1402, LEVEL & CONDITION ARE GOOD, MVB 54 J12, MVB 64 0/0
07/15/2009	11:07	ISSUE OPENED BY DEALERSHIP
07/15/2009	11:15	ADVISE TECH MECHATRONICS , FLUID , FILTER AND BOLTS. RE PERFORM BASIC SETTINGS.
07/15/2009	11:15	CUSTOMER COMMENTS: CUST STATES WHEN TAKE OFF VEHICLE HAS DOUBLE CLUTCH EFFECT & JERKS,
07/15/2009	11:15	WORKSHOP FINDINGS: TEST DROVE WITH CUST. & CONFIRMED COMPLAINT, ON SLOW TAKE OFF DOUBLE CLUTCH LIKE EFFECT FELT AND VEHICLE JERKS ON REVERSE OR DRIVE, NO DTC'S STORED IN MODULES, TCM #02E300050P SV LEVEL 1402, LEVEL & CONDITION ARE GOOD, MVB 54 J12, MVB 64 0/0
07/22/2009	14:09	P1 SPOKE WITH JON (SERVICE) AND WAS ADVISED THAT THE VEHICLE IS STILL WAITING ON PARTS.
07/23/2009	09:18	MECH UNIT ORDERED, WAITING ON PARTS, ETA FOR MECH IS ON 08/07/09
07/23/2009	14:59	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/23/2009	14:59	ISSUE UPDATED

Consultant's Closing Comments

MECH UNIT ORDERED

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
479109	EOS	2008	WVWBA71F48V [REDACTED]	11775	3885	07/15/2009	USA

Workshop Finding

MECH ORDERED. REFERENCE VTA 476272. OPEN ONLY FOR TRACKING

Activity Date	Activity Time	Activity Comments
07/15/2009	12:04	CUSTOMER STATES VEHICLE SKIPS/SHUTTERS WHEN TAKING OFF FROM STOP/LOW SPEEDS WITH LIGHT THROTTLE APPLICATION.
07/15/2009	12:04	ISSUE OPENED BY DEALERSHIP
07/15/2009	12:10	CUSTOMER COMMENTS: CUSTOMER STATES VEHICLE SKIPS/SHUTTERS WHEN TAKING OFF FROM STOP/LOW SPEEDS WITH LIGHT THROTTLE APPLICATION.
07/15/2009	12:10	PLEASE KEEP THE VTA TICKET UPDATED WITH VEHICLE/ PARTS STATUS
07/15/2009	12:10	VEHICLE IS BACK AT THE DEALER PER TECH, TECH REOPENING THE TICKET DUE TO VEHICLE DOWN FOR PARTS
07/15/2009	12:10	WORKSHOP FINDINGS: MECH ORDERED. REFERENCE VTA 476272. OPEN ONLY FOR TRACKING
07/15/2009	12:11	ISSUE SENT TO DEALERSHIP
07/15/2009	12:15	ORDERED MECHATRONICS UNIT AND ASSOCIATED PARTS FOR REPLACEMENT 07/08/09. AWAITING DELIVERY, WILL UPDATE TICKET WHEN PARTS HAVE ARRIVED.
07/15/2009	12:48	ISSUE SENT TO DEALERSHIP
08/03/2009	18:18	STILL WAITING ON PARTS
08/03/2009	19:59	ISSUE SENT TO DEALERSHIP
08/12/2009	17:28	STILL AWAITING PARTS, MECHATRONICS UNIT
08/12/2009	22:28	ISSUE SENT TO DEALERSHIP
08/18/2009	19:29	RECEIVED ALL PARTS NEEDED TO PERFORM REPAIR. REMOVED AND REPLACED MECH. UNIT, FLUID, FILTER. PERFORMED BASIC SETTINGS TO MECH. UNIT AFTER REPAIR AND TEST DROVE. VEHICLE SHIFTING NORMALLY, NO DTC'S IN VEHICLE SYSTEMS, ALL SYSTEMS OPERATING AS PER VW DESIGN.
08/19/2009	08:49	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
08/19/2009	08:49	ISSUE UPDATED

Consultant's Closing Comments

RECEIVED ALL PARTS NEEDED TO PERFORM REPAIR. REMOVED AND REPLACED MECH. UNIT, FLUID, FILTER. PERFORMED BASIC SETTINGS TO MECH. UNIT AFTER REPAIR AND TEST DROVE. VEHICLE SHIFTING NORMALLY, NO DTC'S IN VEHICLE SYSTEMS, ALL SYSTEMS OPERATING AS PER VW DESIGN.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
479148	JETTA	2009	3VWRL71K69M [REDACTED]	15836	3885	07/15/2009	USA

Workshop Finding
MVB54 J20 Q0147 MVB 64 0 0 TECH CAN DUPLACATE.

Activity Date	Activity Time	Activity Comments
07/15/2009	12:42	C/S TRANS HESITATES AND JERKS FROM A STOP
07/15/2009	12:42	ISSUE OPENED BY DEALERSHIP
07/15/2009	13:06	ADVISED THE TECH TO REPLACE THE MECHATRONICS, FLUID AND BOLTS. SET BASIC TEST DRIVE AND UPDATE THE VTA WITH RESULTS.
07/15/2009	13:06	CUSTOMER COMMENTS: C/S TRANS HESITATES AND JERKS FROM A STOP
07/15/2009	13:06	WORKSHOP FINDINGS: MVB54 J20 Q0147 MVB 64 0 0 TECH CAN DUPLACATE.
07/15/2009	13:37	PARTS ON ORDER
07/15/2009	16:53	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/15/2009	16:53	ISSUE UPDATED

Consultant's Closing Comments
MATTHEW CRANDELL: OPEN: CONSULTANT IN PROCESS: ADVISED THE TECH TO REPLACE THE MECHATRONICS, FLUID AND BOLTS. SET BASIC TEST DRIVE AND UPDATE THE VTA WITH RESULTS. 07/15/2009 13:37:19: US/EASTERN: STEINHAUSER MIKE: CLOSING IN PROCESS: DEALER COMPLETE: PARTS ON ORDER

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
479167	EOS	2008	WVWBA71F98V [REDACTED]	9864	3885	07/15/2009	USA

Workshop Finding

MVB 64 IS 0 0, FLUID IS CLEAN.

Activity Date	Activity Time	Activity Comments
07/15/2009	13:04	CUSTOMER STATES THAT WHEN SITTING IN TRAFFIC VEHICLE LURCHES WHEN SHE LETS OFF THE BRAKE AND GOES TO ACCELERATE. VERIFIED CONCERN VEHICLE DOES ENGAGE FORWARD GEAR ABRUPTLY. SCANNED FOUND NO DTC'S STORED VALUE STORED IN MVB 54 IS J05E0287 NOT SURE IF THAT HELPS. THANKS FOR YOUR HELP. STAN
07/15/2009	13:04	ISSUE OPENED BY DEALERSHIP
07/15/2009	13:21	ADVISED THE TECH TO REPLACE THE MECHATRONICS, FLUID AND BOLTS. TECH TO UPDATE THE VTA WITH RESULTS.
07/15/2009	13:21	CUSTOMER COMMENTS: CUSTOMER STATES THAT WHEN SITTING IN TRAFFIC VEHICLE LURCHES WHEN SHE LETS OFF THE BRAKE AND GOES TO ACCELERATE. VERIFIED CONCERN VEHICLE DOES ENGAGE FORWARD GEAR ABRUPTLY. SCANNED FOUND NO DTC'S STORED VALUE STORED IN MVB 54 IS J05E0287 NOT SURE IF THAT HELPS. THANKS FOR YOUR HELP. STAN
07/15/2009	13:21	WORKSHOP FINDINGS: MVB 64 IS 0 0, FLUID IS CLEAN.
07/15/2009	14:58	THANKS FOR YOUR TIME. STAN
07/15/2009	16:54	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/15/2009	16:54	ISSUE UPDATED

Consultant's Closing Comments

ADVISED THE TECH TO REPLACE THE MECHATRONICS, FLUID AND BOLTS. TECH TO UPDATE THE VTA WITH RESULTS.
07/15/2009 14:58:06: US/EASTERN: STANLEY MANKOVICH III: CLOSING IN PROCESS: DEALER COMPLETE: THANKS FOR YOUR TIME.
STAN

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
479171	EOS	2008	WVWBA71F48V [REDACTED]	11810	3885	07/15/2009	USA

Workshop Finding

TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM. MVB 54 IS H42 AND MVB 64 IS 0/0.

Activity Date	Activity Time	Activity Comments
07/15/2009	13:07	C/S WHEN STARTING OFF VICL WILLBUCK AND CLUNCK ROAD TESTED OK CHECKED FOR ANY CODES STORED NONE STORED
07/15/2009	13:07	ISSUE OPENED BY DEALERSHIP
07/15/2009	13:12	ADVISED THE TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT.
07/15/2009	13:12	CUSTOMER COMMENTS: C/S WHEN STARTING OFF VICL WILLBUCK AND CLUNCK ROAD TESTED OK CHECKED FOR ANY CODES STORED NONE STORED
07/15/2009	13:12	WORKSHOP FINDINGS: TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM. MVB 54 IS H42 AND MVB 64 IS 0/0.
07/15/2009	13:16	ISSUE SENT TO DEALERSHIP
07/17/2009	08:42	CUST PICKED UP CAR MADE NEW APPT
07/19/2009	21:47	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/19/2009	21:47	ISSUE UPDATED

Consultant's Closing Comments

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

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
479173	JETTA	2009	3VWTL71K19M [REDACTED]	4515	3885	07/15/2009	USA

Workshop Finding
MVB 64 = 58/ 121 MVB 54= J41P0750

Activity Date	Activity Time	Activity Comments
07/15/2009	13:10	CUSTOMER STATES WHEN DRIVING AT TIMES TRANS FEELS LIKE IT GOES INTO NUETRAL AND TACH REVS.
07/15/2009	13:10	ISSUE OPENED BY DEALERSHIP
07/15/2009	13:17	ADVISE TECH TO REPLACE SPEED SENSOR/ TEMP SENSOR , AND MECHATRONIC BOLTS, PERFORM BASIC SETTINGS.
07/15/2009	13:17	CUSTOMER COMMENTS: CUSTOMER STATES WHEN DRIVING AT TIMES TRANS FEELS LIKE IT GOES INTO NUETRAL AND TACH REVS.
07/15/2009	13:17	WORKSHOP FINDINGS: MVB 64 = 58/ 121 MVB 54= J41P0750
07/16/2009	12:08	WHILE ON-SITE AT THE DEALERSHIP I ASSISTED THE TECHNICIAN WITH THE BASIC SETTINGS PROCEDURE (60 AND 61). THERE ARE NO FAULT MEMORY STORED. THE CODING OF THE MECH. UNIT IS 20.
07/16/2009	13:23	RELACED SENSOR AND BOLTS,SET BASIC SETTINGS.
07/16/2009	13:36	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/16/2009	13:36	ISSUE UPDATED

Consultant's Closing Comments
REPLACED THE SPEED/TEMPERATURE SENSOR.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
479201	RABBIT	2008	WVWKC71KX8W [REDACTED]	17430	3885	07/15/2009	USA

Workshop Finding
MVB 54 IS H18 AND 64 IS 0, 0.

Activity Date	Activity Time	Activity Comments
07/15/2009	13:41	CUATOMER STATES AFTER LONG DRIVE, USUALLY OVER 30 MILES TRANS ENGAUGEMENT FOR N TO R OR N TO D IS HARSH.
07/15/2009	13:41	ISSUE OPENED BY DEALERSHIP
07/15/2009	14:59	CUSTOMER COMMENTS: CUATOMER STATES AFTER LONG DRIVE, USUALLY OVER 30 MILES TRANS ENGAUGEMENT FOR N TO R OR N TO D IS HARSH.
07/15/2009	14:59	TECH NEEDS TO REPLACE THE MECHATRONICS UNIT, BOLTS, FLUID AND FILTER AND PERFORM BASIC SETTINGS MANUALLY.
07/15/2009	14:59	WORKSHOP FINDINGS: MVB 54 IS H18 AND 64 IS 0, 0.
07/15/2009	21:52	PARTS ORDERED.
07/16/2009	09:14	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/16/2009	09:14	ISSUE UPDATED

Consultant's Closing Comments
REPLACE MECHATRONICS UNIT

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
479247	EOS	2008	WVWBA71F88V [REDACTED]	9720	3885	07/15/2009	USA

Workshop Finding
n/a

Activity Date	Activity Time	Activity Comments
07/15/2009	14:18	C/S WHEN ACCEL FROM A STOP WITH OUT USING GAS, CAR JERKS AND FEELS LIKE IT MAY STALL.
07/15/2009	14:18	ISSUE OPENED BY DEALERSHIP
07/15/2009	14:34	CUSTOMER COMMENTS: C/S WHEN ACCEL FROM A STOP WITH OUT USING GAS, CAR JERKS AND FEELS LIKE IT MAY STALL.
07/15/2009	14:34	DSG EQUIPPED VEHICLE. PLEASE ADVISE OF MVB 54, J11G0434 IS OBSERVED. PLEASE PERFORM TT 37-09-03 AND REPORT TO TECHLINE. MVB 62 IS 0&0.
07/15/2009	15:16	PREFORM BASIC SETING AS PER BULLETIN 37-09-03 RD TEST AND CAR DOES THE SAMETHING NO IMPROVEMENT.
07/15/2009	16:38	ADVISED THE TECH TO REPLACE THE MECHATRONICS FLUID AND BOLTS. UPDATE TEH VTA WITH RESULTS.
07/17/2009	17:06	SOP MECHATRONICS RELEASED VEH
07/20/2009	09:30	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/20/2009	09:30	ISSUE UPDATED

Consultant's Closing Comments
SOP MECHATRONICS RELEASED VEH

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
479301	JETTA	2008	3VWRJ71K28M [REDACTED]	27367	3885	07/15/2009	USA

Workshop Finding

TEST DROVE VEHICLE CONFIRMED TRANSMISSION BANGS AND JERKS IN REVERSE AND FORWARD GEARS. ALSO JERKS WHEN DOWN SHIFTING. NO FLUID LEAKS. PERFORMED BASIC SETTINGS IN VSD AS PER TECH TIPS. #61 141,128,4,1. #60 13,0,4,1. TEST DROVE VEHICLE 14 MILES. VEHICLE STILL HAS CONCERN.

Activity Date	Activity Time	Activity Comments
07/15/2009	15:06	CUSTOMER COMPLAINT TRANS JERKING. SCANNED VEHICLE USING GFF, FOUND NO FAULT CODES. TEST DROVE VEHICLE CONFIRMED TRANSMISSION BANGS AND JERKS IN REVERSE AND FORWARD GEARS. ALSO JERKS WHEN DOWN SHIFTING. NO FLUID LEAKS. PERFORMED BASIC SETTINGS IN VSD AS PER TECH TIPS. #61 141,128,4,1. #60 13,0,4,1. TEST DROVE VEHICLE 14 MILES. VEHICLE STILL HAS CONCERN.
07/15/2009	15:06	ISSUE OPENED BY DEALERSHIP
07/15/2009	15:14	CUSTOMER COMMENTS: CUSTOMER COMPLAINT TRANS JERKING. SCANNED VEHICLE USING GFF, FOUND NO FAULT CODES.
07/15/2009	15:14	MVB 54 J10. ADVISED TO REPLACE MECHATRONICS UNIT, FLUID, FILTER AND BOLTS.
07/15/2009	15:14	WORKSHOP FINDINGS: TEST DROVE VEHICLE CONFIRMED TRANSMISSION BANGS AND JERKS IN REVERSE AND FORWARD GEARS. ALSO JERKS WHEN DOWN SHIFTING. NO FLUID LEAKS. PERFORMED BASIC SETTINGS IN VSD AS PER TECH TIPS. #61 141,128,4,1. #60 13,0,4,1. TEST DROVE VEHICLE 14 MILES. VEHICLE STILL HAS CONCERN.
07/22/2009	14:38	P1 SPOKE TO JOE IN SERVICE TECH IS WAITING ON RED ORDER PART
08/19/2009	10:55	REPLACED MECHATRONICS UNIT AND ROAD TESTED GOOD
08/19/2009	12:22	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
08/19/2009	12:22	ISSUE UPDATED

Consultant's Closing Comments

D1 REPLACED MECHATRONICS UNIT AND ROAD TESTED GOOD

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
479316	EOS	2008	WVWBA71F68V [REDACTED]	22402	3885	07/15/2009	USA

Workshop Finding

VERIFIED CONCERN, PER TSB 2011690/2 - SET BASIC SETTINGS. CONDITION IS WORSE AFTER BASIC SETTINGS, UNDER PART AND LIGHT THROTTLE CAR WILL 'SURGE' AND JUMP BETWEEN GEAR 2 AND 1, ALSO AT TIMES HARSH GEAR ENGAGEMENT. PLEASE ADVISE MVB 54 = J10M0509; MVB 64/1= 0, /2= 0.

Activity Date	Activity Time	Activity Comments
07/15/2009	15:21	--- C/S - HESIATAION ON ACCELL. VERIFIED CONCERN, PER TSB 2011690/2 - SET BASIC SETTINGS. CONDITION IS WORSE AFTER BASIC SETTINGS, UNDER PART AND LIGHT THROTTLE CAR WILL 'SURGE' AND JUMP BETWEEN GEAR 2 AND 1, ALOS AT TIMES HARSH GEAR ENGAGEMENT. PLEASE ADVISE
07/15/2009	15:21	ISSUE OPENED BY DEALERSHIP
07/15/2009	15:36	ADVISED TECH TO PLEASE VERIFY TRANSMISSION FLUID LEVEL AND CONDITION. IF THIS CHECKS OUT, PLEASE REPLACE THE MECHATRONIC, FLUID, FILTER, AND BOLTS. ONCE THE REPAIR HAVE BEEN COMPLETED, PLEASE PERFORM BASIC SETTINGS IN ACCORDANCE WITH TT: 37-09-03. PLEASE KEEP THE VTA UPDATED WITH YOUR PROGRESS.
07/15/2009	15:36	CUSTOMER COMMENTS: --- C/S - HESIATAION ON ACCELL.
07/15/2009	15:36	WORKSHOP FINDINGS: VERIFIED CONCERN, PER TSB 2011690/2 - SET BASIC SETTINGS. CONDITION IS WORSE AFTER BASIC SETTINGS, UNDER PART AND LIGHT THROTTLE CAR WILL 'SURGE' AND JUMP BETWEEN GEAR 2 AND 1, ALSO AT TIMES HARSH GEAR ENGAGEMENT. PLEASE ADVISE MVB 54 = J10M0509; MVB 64/1= 0, /2= 0.
07/15/2009	15:54	FLUID LEVEL AND CONDITION OK, ORDERING NEW MECHATRONIC
07/15/2009	17:15	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/15/2009	17:15	ISSUE UPDATED

Consultant's Closing Comments

TECHNICIAN HAS ORDERED AND WILL REPLACE THE MECHATRONIC, MECHATRONIC BOLTS, FLUID, AND FILTER.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
479326	JETTA	2008	3VWRJ71K98M [REDACTED]	7345	3885	07/15/2009	USA

Workshop Finding

GET MVB 54 AND 64 AND CALL BACK WITH THE RESULTS

Activity Date	Activity Time	Activity Comments
07/15/2009	15:32	CUSTOMER STSTES TRANSMISSION JERKS.AND HAS HARD DOWN SHIFT.TEST DROVE FEELS LIKE TRYING TO TEACH SOMEONE TO DRIVE A STICK.
07/15/2009	15:32	ISSUE OPENED BY DEALERSHIP
07/15/2009	15:46	CUSTOMER COMMENTS: CUSTOMER STSTES TRANSMISSION JERKS.AND HAS HARD DOWN SHIFT.TEST DROVE FEELS LIKE TRYING TO TEACH SOMEONE TO DRIVE A STICK.
07/15/2009	15:46	ISSUE SENT TO DEALERSHIP
07/15/2009	15:46	WORKSHOP FINDINGS: GET MVB 54 AND 64 AND CALL BACK WITH THE RESULTS
07/15/2009	15:48	MVB 54 IS J04 AND 64 IS 0, 0. I RECOMMEND REPLACING THE MECHATRONICS UNIT, BOLTS, FLUID AND FILTER.
07/20/2009	13:38	REPLACED MECHATRONIC UNIT WITH NEW BOLTS,FLUID,& FILTER
07/20/2009	21:02	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/20/2009	21:02	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
479347	JETTA	2009	3VWRL71K49M [REDACTED]	1411	3735	07/15/2009	USA

Workshop Finding
n/a

Activity Date	Activity Time	Activity Comments
07/15/2009	15:52	CUSTOMER COMPLAINS THAT VEHICLE SLIPS INTO NEUTRAL AT HIGHWAY SPEEDS AND RPM'S GO UP AND HAS HAPPENED MORE THAN ONCE. UNABLE TO VERIFY COMPLAINT, CHECKED FOR FAULTS NONE WERE FOUND. CONSULTED WITH QTM AND WAS INSTRUCTED TO CHECK MVB 64, CHECKED MVB AND FOUND THE VALUES TO BE OUTSIDE THE ACCEPTABLE RANGE.
07/15/2009	15:52	ISSUE OPENED BY DEALERSHIP
07/15/2009	22:41	CUSTOMER COMMENTS: CUSTOMER COMPLAINS THAT VEHICLE SLIPS INTO NEUTRAL AT HIGHWAY SPEEDS AND RPM'S GO UP AND HAS HAPPENED MORE THAN ONCE. UNABLE TO VERIFY COMPLAINT, CHECKED FOR FAULTS NONE WERE FOUND. CONSULTED WITH QTM AND WAS INSTRUCTED TO CHECK MVB 64, CHECKED MVB AND FOUND THE VALUES TO BE OUTSIDE THE ACCEPTABLE RANGE.
07/15/2009	22:41	MVB 64 WAS AT 35. ADVISED TECH TO ORDER TRANS TEMP SENDER.
07/20/2009	09:08	ADVISED TO REINSTALL COVER TO PUT VEHICLE OUTSIDE AND ROLL IN NETURAL.
07/20/2009	09:16	CHECK SOFTWARE LEVEL ALREADY AT 310 REBOOTED NAV UNIT INSERTED DISC HIT MAP BUTTON WAITED UNTIL MAP DISPLAYED EJECTED NAV DISC. TRIED TO MANUALL ENTER ADDRESS. SAYS LIST IS EMPTY ALSO WHEN ENTERING STATE AFTER SELECTING IT DOES NOT APEAR.
07/20/2009	10:01	AS OF 07/20/09 THE SENSOR HAS NOT SHOWN UP AT THE DEALER. THE PARTS DEPARTMENT STATES THAT THE SENSOR SHOULD BE IN ON THE FED EX DELIVERY TODAY AT 10:00 AM.
07/22/2009	16:52	REPLACED SENSOR AND SHIFTING CONCERNS WERE TAKEN CARE OF. NO FURTHER WORK REQUIRED.
07/23/2009	08:05	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/23/2009	08:05	ISSUE UPDATED

Consultant's Closing Comments
REPLACED TEMP SENSOR AND SHIFTING CONCERNS WERE TAKEN CARE OF.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
479393	RABBIT	2008	WVWKC71K38W [REDACTED]	11416	3885	07/15/2009	USA

Workshop Finding

IT WAS ALREADY WARM FROM PREVIOUS DRIVING. IT WOULD BANG INTO GEAR WHEN SHIFTING. TEST DROVE DID FEEL LIKE SLIPPING WENT TO 7K RPM.DIDNT FEEL BANGING.

Activity Date	Activity Time	Activity Comments
07/15/2009	16:26	CUSTOMER STATES THE TRANS WAS SLIPPING THIS MORNING,ENGINE WOULD REV UP BUT THE TRANS WOULD NOT GO INTO GEAR.IT WAS ALREADY WARM FROM PREVIOUS DRIVING.IT WOULD BANG INTO GEAR WHEN SHIFTING.TEST DROVE DID FEEL LIKE SLIPPING WENT TO 7K RPM.DIDNT FEEL BANGING.
07/15/2009	16:26	ISSUE OPENED BY DEALERSHIP
07/15/2009	16:32	CUSTOMER COMMENTS: CUSTOMER STATES THE TRANS WAS SLIPPING THIS MORNING,ENGINE WOULD REV UP BUT THE TRANS WOULD NOT GO INTO GEAR.
07/15/2009	16:32	MVB 54 H41. ADVISED TO REPLACE MECHATRONICS UNIT, FLUID, FILTER AND BOLTS.
07/15/2009	16:32	WORKSHOP FINDINGS: IT WAS ALREADY WARM FROM PREVIOUS DRIVING. IT WOULD BANG INTO GEAR WHEN SHIFTING. TEST DROVE DID FEEL LIKE SLIPPING WENT TO 7K RPM.DIDNT FEEL BANGING.
07/22/2009	13:24	CALLED THE DEALER AND WAS PLACED INTO A SERVICE VOICEMAIL.
07/22/2009	14:04	P1 SPOKE WITH CARLOS (SERVICE) AND WAS ADVISED THAT THE VEHICLE IS STILL WAITING ON PARTS.
08/14/2009	08:13	CHECKED PARTS, STILL NOT HERE , AWAITING ETA
08/14/2009	10:11	P1 WAITING ON PARTS. THANK YOU FOR THE UPDATE.
08/17/2009	09:44	PART CAME IN AND WAS REPLACED
08/17/2009	10:17	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
08/17/2009	10:17	ISSUE UPDATED

Consultant's Closing Comments

D1 REPLACED MECHATRONICS UNIT, FLUID, FILTER AND BOLTS.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
479433	EOS	2008	WVWBA71F98V [REDACTED]	11228	3885	07/15/2009	USA

Workshop Finding

CUSTOMER STATES THE TRANSMISSION IS JERKING INTO GEAR WHEN LEAVING A STOP LIGHT

Activity Date	Activity Time	Activity Comments
07/15/2009	17:07	CUSTOMER STATES THE TRANSMISSION IS JERKING INTO GEAR WHEN LEAVING A STOP LIGHT. FEELS LIKE SOMEONE HITS HER FROM BEHIND. IT WAS MAKING A LOUD GRINDING NOISE IN REVERSE. I HAVE VERIFIED THE JERKING FROM A STOP, BUT THERE IS NO NOISE WHEN REVERSING. THE JERKING FEELS LIKE IT STARTS OFF IN 2ND, BOGS FOR A SECOND AND THEN KICKS DOWN TO 1ST AND THE TORQUE IS SO HIGH THAT IT JERKS FORWARD HARD. NO DTC'S STORED. NO SIGNS OF DAMAGE/LEAKS FOR THE TRANS. I KNOW WE ARE NOT SUPPOSED TO RUN BASIC SETTINGS ON THE DSG FOR CONCERNS LIKE THIS, BUT I DONT KNOW WHATS CAUSING IT.
07/15/2009	17:07	ISSUE OPENED BY DEALERSHIP
07/15/2009	17:09	CUSTOMER COMMENTS: CUSTOMER STATES THE TRANSMISSION IS JERKING INTO GEAR WHEN LEAVING A STOP LIGHT. FEELS LIKE SOMEONE HITS HER FROM BEHIND. IT WAS MAKING A LOUD GRINDING NOISE IN REVERSE. I HAVE VERIFIED THE JERKING FROM A STOP, BUT THERE IS NO NOISE WHEN REVERSING. THE JERKING FEELS LIKE IT STARTS OFF IN 2ND, BOGS FOR A SECOND AND THEN KICKS DOWN TO 1ST AND THE TORQUE IS SO HIGH THAT IT JERKS FORWARD HARD. NO DTC'S STORED. NO SIGNS OF DAMAGE/LEAKS FOR THE TRANS. I KNOW WE ARE NOT SUPPOSED TO RUN BASIC SETTINGS ON THE DSG FOR CONCERNS LIKE THIS, BUT I DONT KNOW WHATS CAUSING IT.
07/15/2009	17:09	PLEASE GET MVB 54 IN 02
07/15/2009	17:09	REPLACE THE MECHATRONICS BOLTS FLUID FILTER AND SET BASIC SETTING AFTER REPAIRS
07/15/2009	17:09	WORKSHOP FINDINGS: CUSTOMER STATES THE TRANSMISSION IS JERKING INTO GEAR WHEN LEAVING A STOP LIGHT
07/15/2009	17:10	ISSUE UPDATED
07/15/2009	17:17	LOOKS LIKE THE PART IS ON NATIONAL BACKORDER? MY PARTS DEPT SAYS 7-10 DAYS. UNKNOWN IF CAR WILL LEAVE OR STAY... SHOULD I CLOSE THE CASE NOW AND ONLY MAKE A NEW CASE IF THERES AN ISSUE WITH THE REPAIRS?
07/15/2009	19:12	ISSUE SENT TO DEALERSHIP
07/17/2009	10:41	CLOSED TICKET WHILE PART ON BACK OPDER THANKS FOR YOUR HELP
07/17/2009	13:52	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/17/2009	13:52	ISSUE UPDATED

Consultant's Closing Comments

REPLACE MECHATRONICS

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
479435	RABBIT	2008	WVWHV71K58W [REDACTED]	19685	3885	07/15/2009	USA

Workshop Finding
n/a

Activity Date	Activity Time	Activity Comments
07/15/2009	17:09	CAR HESITATES RPM GOES UP TO 4000 AND THE CAR DOES NOT MOVE AND IN THE CITY HAS HARSH SHITTING ONLY WHEN THE CAR IS HOT .NO CODES FOUND AT ALL WIGGLE ALL WIRES AT TRANS CONECTOR CHECK FOR OIL LEAK AND LEVEL ARE FINE .MAF SENSOR READS 0.1 % -3.1 %
07/15/2009	17:09	ISSUE OPENED BY DEALERSHIP
07/15/2009	17:18	CUSTOMER COMMENTS: CAR HESITATES RPM GOES UP TO 4000 AND THE CAR DOES NOT MOVE AND IN THE CITY HAS HARSH SHITTING ONLY WHEN THE CAR IS HOT .NO CODES FOUND AT ALL WIGGLE ALL WIRES AT TRANS CONECTOR CHECK FOR OIL LEAK AND LEVEL ARE FINE .MAF SENSOR READS 0.1 % -3.1 %
07/15/2009	17:18	TECH STATES MVB 54 AT H25 AND MVB 64 AT 0 AND 0 IN TCM. ADVISED TECH TO RUN BASIC SETTINGS IN VSD AS OUTLINED IN TT 37-09-03. PLEASE GIVE US A CALL WITH RESULTS AND FOR REPAIR DIRECTION.
07/16/2009	16:49	RESETT TCM TO BASIC SETTINGS VALUE BLOCKS #61 READS 141,128,4,1 #60 READS 13,0,4,1. TEST DROVE 20 MILLES AND THE CAR STILL HESITATES FROM 1ER TO 2END GEAR . SHOULD I REPLACE VALVE BODY.
07/16/2009	16:52	REPLACE THE MECHATRONICS, BOLTS, FLUID AND FILTER. AND PERFORM BASIC SETTINGS MANUALLY AFTER INSTALLING THE NEW PART.
07/16/2009	16:55	ORDER PARTS .
07/16/2009	17:01	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/16/2009	17:01	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
479447	EOS	2008	WVWFA71F98V [REDACTED]	14426	3885	07/15/2009	USA

Workshop Finding

DROVE CAR FELT IT JERK. TRIED TO SET BASIC SETTINGS. ATTACHED GFF LOG. NO FAULTS IN SYSTEM.

Activity Date	Activity Time	Activity Comments
07/15/2009	17:21	CUSTOMER COMPLAING ABOUT TRANS JERKING ON TAKE OFF. DROVE CAR FELT IT JERK. TRIED TO SET BASIC SETTINGS. ATTACHED GFF LOG. NO FAULTS IN SYSTEM.
07/15/2009	17:21	ISSUE OPENED BY DEALERSHIP
07/15/2009	17:25	CUSTOMER COMMENTS: CUSTOMER COMPLAING ABOUT TRANS JERKING ON TAKE OFF.
07/15/2009	17:25	MVB 54 J11. ADVISED TO REPLACE MECHATRONICS UNIT, FLUID, FILTER AND BOLTS.
07/15/2009	17:25	WORKSHOP FINDINGS: DROVE CAR FELT IT JERK. TRIED TO SET BASIC SETTINGS. ATTACHED GFF LOG. NO FAULTS IN SYSTEM.
07/16/2009	10:35	CUSTOMER TOOK CAR WAITING FOR PARTS
07/16/2009	11:13	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/16/2009	11:13	ISSUE UPDATED

Consultant's Closing Comments

C1 CUSTOMER TOOK CAR WAITING FOR PARTS

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
479467	RABBIT	2007	WVWVFV71KX7W [REDACTED]	43734	3885	07/15/2009	USA

Workshop Finding

UPON FIRST ACCELL IN FIST VEHIAL JURKS/BOUNCES. FEELS LIKE TRANS DISENGAUGES AND THEN REENGAUGES, CAUSING VEHICAL TO JURK BACK AND FORTH. PERFORMED GFF DIAG AND SELF DIAG MVB 54 IS G22K0146 AND 64 FIELD 1 AND 2 ARE BOTH 0

Activity Date	Activity Time	Activity Comments
07/15/2009	17:53	CUSTOMER CONCERN TRANNSMISSION JURKS UPON ACCELERATION, PERFORMED ROAD TEST TO VERIFY, AND DUPLICATER THE CUSTOMER CONCERN. UPON FIRST ACCELL IN FIST VEHIAL JURKS/BOUNCES. FEELS LIKE TRANS DISENGAUGES AND THEN REENGAUGES, CAUSING VEHICAL TO JURK BACK AND FORTH PERFORMED GFF DIAG AND SELF DIAG MVB 54 IS G22K0146 AND 64 FIELD 1 AND 2 ARE BOTH 0
07/15/2009	17:53	ISSUE OPENED BY DEALERSHIP
07/15/2009	18:01	ADVISED TO PERFORM BASIC SETTINGS THRU VSD FOLLOW TT 37 09 03 ROAD TEST VEHICLE AT LEAST 10 MILES AND REEVALUATE. ALSO CK FLUID LEVEL AND CONDITION. UPDATE TICKET WITH RESULTS.
07/15/2009	18:01	CUSTOMER COMMENTS: CUSTOMER CONCERN TRANNSMISSION JURKS UPON ACCELERATION, PERFORMED ROAD TEST TO VERIFY, AND DUPLICATER THE CUSTOMER CONCERN.
07/15/2009	18:01	WORKSHOP FINDINGS: UPON FIRST ACCELL IN FIST VEHIAL JURKS/BOUNCES. FEELS LIKE TRANS DISENGAUGES AND THEN REENGAUGES, CAUSING VEHICAL TO JURK BACK AND FORTH. PERFORMED GFF DIAG AND SELF DIAG MVB 54 IS G22K0146 AND 64 FIELD 1 AND 2 ARE BOTH 0
07/16/2009	15:19	CHECKED THE LEVEL AND THE CONDITION OF THE OIL AND LEVEL IS GOOD AND THE CONTION OF THE OIL IS ALSO GOOD, PERFORMED BASIC SETTING OF THE DSG MECHATRONIC AS PER DISCRIBED BY THE TT 37 09 03. AND ROAD TESTED 16 MILES, PROBLEM STILL PERSISTS.
07/16/2009	15:27	PERFORMED B/S SAME PROBLEM,
07/16/2009	15:32	SHUDDERS WHEN DRIVING REPLACE K1 & K2 SEE ELSA SET BASIC SETTING AFTER REPAIRS
07/22/2009	15:02	SPOKE TO MANNY - THE PART CAME IN AND THE TECH WILL BE INSTALLING THE PARTS. ADVISE TO HAVE THE TECH CLOSE THE VTA WHEN THE REPAIRS ARE COMPLETED IF THE CONCERN IS CORRECTED.
07/23/2009	15:16	P2 - SPOKE TO MANY. ALL PARTS HAVE ARRIVED, REPAIRS EXPECTED TO BE COMPLETED EARLY NEXT WEEK.
07/24/2009	10:50	PARTS ARRIVED AND STARTING JOBE THANK YOU.
07/24/2009	11:58	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/24/2009	11:58	ISSUE UPDATED

Consultant's Closing Comments

D1 PARTS ARRIVED AND STARTING JOB

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
479571	JETTA	2008	3VWDJ71K78M [REDACTED]	24970	3885	07/16/2009	USA

Workshop Finding
JERKS WHILE DRIVING

Activity Date	Activity Time	Activity Comments
07/16/2009	09:39	CUSTOMER STATES TRANS IS JUMPY WHEN STARTING OUT
07/16/2009	09:39	ISSUE OPENED BY DEALERSHIP
07/16/2009	09:42	ROADTESTED TRANS JUMPS/SHUTTERS WHEN ACCELERATING FROM A STOP. NO FAULTS FOUND IN ENGINE OR TRANS.
07/16/2009	09:45	CUSTOMER COMMENTS: CUSTOMER STATES TRANS IS JUMPY WHEN STARTING OUT
07/16/2009	09:45	PLEASE GET MVB 54 IN 02 H25
07/16/2009	09:45	WORKSHOP FINDINGS: JERKS WHILE DRIVING
07/16/2009	09:46	ADVISE THE MECHATRONICS BOLTS FLUID AND FILTER AND SET BASIC SETTING AFTER REPAIRS
07/16/2009	09:46	ISSUE SENT TO DEALERSHIP
07/16/2009	11:24	PARTS ORDERED, THANK YOU
07/16/2009	11:39	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/16/2009	11:39	ISSUE UPDATED

Consultant's Closing Comments
: ADVISE THE MECHATRONICS BOLTS 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
479585	RABBIT	2008	WVWKC71K98W [REDACTED]	21015	3885	07/16/2009	USA

Workshop Finding
n/a

Activity Date	Activity Time	Activity Comments
07/16/2009	09:51	CUSTOMER STATES TRANS JERKING FROM STOPS AND WHEN DRIVING AT LOWER SPEEDS, CHECK FOR DTCS AND BULLETINS.
07/16/2009	09:51	ISSUE OPENED BY DEALERSHIP
07/16/2009	10:02	CUSTOMER COMMENTS: CUSTOMER STATES TRANS JERKING FROM STOPS AND WHEN DRIVING AT LOWER SPEEDS, CHECK FOR DTCS AND BULLETINS.
07/16/2009	10:02	DEALER TECH TO DUPLICATE CONCERN AND PERFORM BASICS SETTINGS TT 37-09-03, PLEASE COMPARE. MVB 54-H26D0423 MVB 64-0 & 0. PLEASE CALL BACK WITH RESULTS.
07/16/2009	10:31	ADVISED THE TECH TO REPLACE THE MECHATRONICS, FLUID AND BOLTS. UPDATE THE VTA WITH RESULTS.
07/23/2009	15:05	SPOKE WITH NATALIE AND STATED THAT PARTS IN TODAY CUSTOMER HAS CAR, I ADVISED TO HAVE THE TECH CLOSE THE VTA CASE SINCE THE CUSTOMER IS CURRENTLY DRIVING THE VEHICLE C1
07/23/2009	15:15	VALVE BODY UNIT SOP
07/23/2009	17:53	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/23/2009	17:53	ISSUE UPDATED

Consultant's Closing Comments
VALVE BODY UNIT SOP

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
479596	EOS	2007	WVWFA71F77V [REDACTED]	47627	3885	07/16/2009	USA

Workshop Finding

WHEN TAKING OFF FROM A STOP FOOT OFF THE BRAKE NO GAS VEHICLE WILL START

Activity Date	Activity Time	Activity Comments
07/16/2009	10:02	ISSUE OPENED BY DEALERSHIP
07/16/2009	10:02	WHEN TAKING OFF FROM A STOP FOOT OFF THE BRAKE NO GAS VEHICLE WILL START ROLLING THEN BUCK AND SPORADICALLY DIE IF GAS PEDAL IS NOT PRESSED. NO FAULTS IN ANY SYSTEMS.
07/16/2009	10:08	ADVISE TECH TO GET FUEL PRESSURE AND FUEL TRIMS THEN SOFTWARE LEVEL IN TCM
07/16/2009	10:08	CUSTOMER COMMENTS: WHEN TAKING OFF FROM A STOP FOOT OFF THE BRAKE NO GAS VEHICLE WILL START ROLLING THEN BUCK AND SPORADICALLY DIE IF GAS PEDAL IS NOT PRESSED. NO FAULTS IN ANY SYSTEMS.
07/16/2009	10:08	WORKSHOP FINDINGS: WHEN TAKING OFF FROM A STOP FOOT OFF THE BRAKE NO GAS VEHICLE WILL START
07/16/2009	10:19	FUEL RAIL PRESSURE 49.71 BAR, FUEL TRIMS MVB 32 FIELD 1: 0.4% FIELD 2: -5.1%, TCM SOFTWARE VERSION: 1302
07/16/2009	10:22	HOOK LIVE GAUGE AND MVB 103 106
07/16/2009	10:42	MVB 103 FIELD 1: 5.00 BAR FIELD 2: -159 FIELD 3: 169, MVB 106 FIELD 1: 50.81 BAR FIELD 2: 49.4% FIELD 4: 655.35S, LIVE GAUGE HOOKED UP TO SUPPLY LINE: 45-85 PSI ENGINE RUNNING, ENGINE OFF 88 PSI.
07/16/2009	10:50	GET FUEL PUMP CONTROL MOD, SHOULD BE F SUFFIX REPALCE W/F SUFFIX AND FUEL SENSOR SHOULD BE K
07/16/2009	10:51	TECH TO SET UP FOR TELEDIAG TCM TO 1408
07/16/2009	11:22	REPLACED SENSOR ON PUMP WITH UPDATED ONE, ORDEARED SENSOR ON FUEL RAIL.
07/16/2009	11:34	UPDATE TCM TO LATEST LEVEL-
07/16/2009	12:23	REPLACED IN TANK PUMP MODULE AND PRESSURE SENSOR ON HIGH PRESSURE PUMP. PERFORMED TCM UPDATE VIA TELEDIAG. TEST DROVE VEHICLE AFTER REPAIRS, CONCERN IS STILL PRESENT. FEELS LIKE INITIAL CLUTCH ENGAGEMENT IS HARSH CAUSING THE ENGINE IDLE TO DROP TO 500-400 RPM AND SOMETIMES STALLING OUT. DOES NOT HAPPEN ALL THE TIME BUT IS PERSISTENT ENOUGH TO WHERE IT CAN BE DUPLICATED.
07/16/2009	12:34	BASIC SETTINGS AND ROAD TEST
07/16/2009	12:52	AFTER PERFORMING BASIC SETTINGS VEHICLE DROVE FINE, WILL LET CAR SIT AND REDRIVE TO VERYFIE.
07/16/2009	15:35	TEST DROVE VEHICLE, STILL SLAMS SPORADICALLY WHEN BRAKE PEDAL IS RELEASED.
07/16/2009	15:40	REPALCE MECHATRONCIS FLUID AND FILTER BOLTS
07/16/2009	16:01	ORDEARED UNIT AND BOLTS.
07/19/2009	23:02	THANKS FOR THE UPDATE.
07/23/2009	09:37	ISSUE SENT TO DEALERSHIP
07/23/2009	09:37	SPOKE TO ART IN SERVICE AND VEHICLE IS COMPLETE. WILL HAVE TECH CLOSE VTA CASE.
07/23/2009	10:05	PARTS ORDEARED
07/23/2009	12:58	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/23/2009	12:58	ISSUE UPDATED

Consultant's Closing Comments

PARTS ORDEARED

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
479613	JETTA	2008	3VWRJ71K38M [REDACTED]	15577	3885	07/16/2009	USA

Workshop Finding

VERIFIED THAT FROM A STOP THE TRANSMISSION JERKS. FEELS LIKE IT'S DUMPING THE CLUTCHES. SCANNED FAULT MEMORY, NO FAULTS PRESENT.TECH HAS PERFORMED BASIC SETTINGS MVB54 = J14B0599 MVB 64= 0/0

Activity Date	Activity Time	Activity Comments
07/16/2009	10:13	CUSTOMER STATES, TRANSMISSION JERKS WHEN ACCELERATION FROM A STOP. ROAD TESTED, VERIFIED THAT FROM A STOP THE TRANSMISSION JERKS. FEELS LIKE IT'S DUMPING THE CLUTCHES. SCANNED FAULT MEMORY, NO FAULTS PRESENT.
07/16/2009	10:13	ISSUE OPENED BY DEALERSHIP
07/16/2009	10:20	ADVISE TECH TO REPLACE MECHATRONICS , FLUID, FILTER, AND BOLTS. REPERFORM BASIC SETTINGS.
07/16/2009	10:20	CUSTOMER COMMENTS: CUSTOMER STATES, TRANSMISSION JERKS WHEN ACCELERATION FROM A STOP. ROAD TESTED,
07/16/2009	10:20	WORKSHOP FINDINGS: VERIFIED THAT FROM A STOP THE TRANSMISSION JERKS. FEELS LIKE IT'S DUMPING THE CLUTCHES. SCANNED FAULT MEMORY, NO FAULTS PRESENT.TECH HAS PERFORMED BASIC SETTINGS MVB54 = J14B0599 MVB 64= 0/0
07/16/2009	10:28	THANK YOU!
07/16/2009	12:35	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/16/2009	12:35	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
479639	EOS	2008	WVWBA71F08V [REDACTED]	9408	3885	07/16/2009	USA

Workshop Finding
MVB 64 HAS 0, 0. AND MVB 54 HAS J13

Activity Date	Activity Time	Activity Comments
07/16/2009	10:43	CUST STATES "HOPS FROM A STOP". DUPLICATED CUST CONCERN. TRANS IS SEVERLY IN AND OUT FROM A STOP. RESET BASIC SETTINGS OF DSG AND THROTTLE BODY AND IT MADE NO DIFFERENCE. ALSO CHECKED MEASURING BLOCK 64 FOR TEMP SPIKING.
07/16/2009	10:43	ISSUE OPENED BY DEALERSHIP
07/16/2009	10:48	CUSTOMER COMMENTS: CUST STATES "HOPS FROM A STOP". DUPLICATED CUST CONCERN. TRANS IS SEVERLY IN AND OUT FROM A STOP. RESET BASIC SETTINGS OF DSG AND THROTTLE BODY AND IT MADE NO DIFFERENCE. ALSO CHECKED MEASURING BLOCK 64 FOR TEMP SPIKING.
07/16/2009	10:48	REPLACE THE MECHATRONICS UNIT, BOLTS, FLUID AND FILTER AND PERFORM BASIC SETTINGS MANUALLY.
07/16/2009	10:48	WORKSHOP FINDINGS: MVB 64 HAS 0, 0. AND MVB 54 HAS J13
07/23/2009	12:51	P1 SPOKE TO THE TECH (CHRIS) VEHICLE IS HOLDING FOR PARTS.
08/10/2009	13:51	INSTALLED NEW MECHATRONICS UNIT. SET BASIC SETTINGS. ROAD TESTED. NO FURTHER PROBLEMS.
08/10/2009	14:12	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
08/10/2009	14:12	ISSUE UPDATED

Consultant's Closing Comments
INSTALLED NEW MECHATRONICS UNIT. SET BASIC SETTINGS. ROAD TESTED. NO FURTHER PROBLEMS.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
479655	JETTA	2008	3VWRJ71K08M [REDACTED]	20044	3885	07/16/2009	USA

Workshop Finding
MVB 54 IS J08 AND MVB 64 IS 0, 0.

Activity Date	Activity Time	Activity Comments
07/16/2009	10:58	APPARENTLY THIS CUSTOMER HAS COME HERE IN THE PAST AND HAD A CONCERN WITH "HARSH SHIFT FROM DRIVE TO REVERSE"...THE TECH BACK THEN "NPF" THE CAR AND SENT THE CAR AWAY...CUSTOMER CAME IN TODAY WITH THE SAME CONCERN AND ALSO ADDED A HARSH SHIFT CONCERN FROM 1ST TO 2ND. CUSTOMER DROVE WITH THE SHOP FOREMAN THIS MORNING AND COULDN'T GET THE CAR TO ACT UP, AND I WENT WITH THE SHOP FOREMAN TODAY AND THE CAR SHIFTED FINE TO US. IM THINKING SINCE THE CUSTOMER WAS PREVIOUSLY A BMW OWNER THEY MAY BE COMPARING APPLES AND ORANGES. IS THERE ANY REFLASHES OR UPDATES I CAN DO SO THE CUSTOMER DOESN'T THINK IM JUST BLOWING HIM OFF? IF THERE REALLY ISN'T ANYTHING I CAN DO, FINE, IM JUST TRYING.
07/16/2009	10:58	ISSUE OPENED BY DEALERSHIP
07/16/2009	11:05	CUSTOMER COMMENTS: APPARENTLY THIS CUSTOMER HAS COME HERE IN THE PAST AND HAD A CONCERN WITH "HARSH SHIFT FROM DRIVE TO REVERSE"...THE TECH BACK THEN "NPF" THE CAR AND SENT THE CAR AWAY...CUSTOMER CAME IN TODAY WITH THE SAME CONCERN AND ALSO ADDED A HARSH SHIFT CONCERN FROM 1ST TO 2ND. CUSTOMER DROVE WITH THE SHOP FOREMAN THIS MORNING AND COULDN'T GET THE CAR TO ACT UP, AND I WENT WITH THE SHOP FOREMAN TODAY AND THE CAR SHIFTED FINE TO US. IM THINKING SINCE THE CUSTOMER WAS PREVIOUSLY A BMW OWNER THEY MAY BE COMPARING APPLES AND ORANGES. IS THERE ANY REFLASHES OR UPDATES I CAN DO SO THE CUSTOMER DOESN'T THINK IM JUST BLOWING HIM OFF? IF THERE REALLY ISN'T ANYTHING I CAN DO, FINE, IM JUST TRYING.
07/16/2009	11:05	TECH NEEDS TO REPLACE THE MECHATRONICS, BOLTS, FLUID AND FILTER.
07/16/2009	11:05	WORKSHOP FINDINGS: MVB 54 IS J08 AND MVB 64 IS 0, 0.
07/23/2009	15:28	P1 SPOKE TO MARIE IN VW SERVICE VEHICLE IS HOLDING FOR PARTS.
08/04/2009	09:12	TECH REPLACED MECHATRONICS UNIT. REPAIRS COMPLETED 07/30/09. VEHICLE RETURNED TO CUSTOMER.
08/04/2009	09:21	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
08/04/2009	09:21	ISSUE UPDATED

Consultant's Closing Comments
TECH REPLACED MECHATRONICS UNIT. REPAIRS COMPLETED 07/30/09. VEHICLE RETURNED TO CUSTOMER.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
479686	JETTA	2008	3VWRJ71K28M [REDACTED]	20351	3885	07/16/2009	USA

Workshop Finding

CUSTOMER'S CONCERN IS WHEN BACKING UP INITIALLY, THE VEHICLE BUCKS.

Activity Date	Activity Time	Activity Comments
07/16/2009	11:19	CUSTOMER'S CONCERN IS WHEN BACKING UP INITIALLY, THE VEHICLE BUCKS. CUSTOMER STATES THEY NOTICE IT MORE IN REVERSE THAN IN DRIVE. TEST DROVE VEHICLE SEVERAL TIMES AND WAS UNABLE TO DUPLICATE CONCERN.
07/16/2009	11:19	ISSUE OPENED BY DEALERSHIP
07/16/2009	14:24	ADVISE TECH MVB 54 IN 02 J07
07/16/2009	14:24	CUSTOMER COMMENTS: CUSTOMER'S CONCERN IS WHEN BACKING UP INITIALLY, THE VEHICLE BUCKS. CUSTOMER STATES THEY NOTICE IT MORE IN REVERSE THAN IN DRIVE. TEST DROVE VEHICLE SEVERAL TIMES AND WAS UNABLE TO DUPLICATE CONCERN.
07/16/2009	14:24	WORKSHOP FINDINGS: CUSTOMER'S CONCERN IS WHEN BACKING UP INITIALLY, THE VEHICLE BUCKS.
07/16/2009	14:25	REPLACE MECHTRONICS, FLUID, BOLT, FILTER AND SET BASIC BASIC SETTING S
07/23/2009	13:17	SPOKE WITH MATT IN SERVICE. PARTS ARE ON BACK ORDER. P1
08/19/2009	09:20	WAITING FOR PARTS TO ARRIVE. RELEASED VEHICLE AND WILL CALL BACK WHEN PARTS ARRIVE, WILL OPEN ANOTHER CONTACT AT NEXT VISIT.
08/19/2009	10:56	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
08/19/2009	10:56	ISSUE UPDATED

Consultant's Closing Comments

WAITING FOR PARTS TO ARRIVE. RELEASED VEHICLE AND WILL CALL BACK WHEN PARTS ARRIVE, WILL OPEN ANOTHER CONTACT AT NEXT VISIT.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
479804	JETTA	2008	3VWRJ71K48M [REDACTED]	14887	3885	07/16/2009	USA

Workshop Finding
JERKS WHILES

Activity Date	Activity Time	Activity Comments
07/16/2009	13:09	HESITATES WHEN STARTING OUT FROM STOP--NO DTC--02-08-54 MVB J08E0055--MECATRONICS????
07/16/2009	13:09	ISSUE OPENED BY DEALERSHIP
07/16/2009	13:16	ADVISE TECH TO REPLACE MECHTRONICS FLUID FILTER AND BOLTS AND THEN SET BASIC SETTING AFTER REPAIRS
07/16/2009	13:16	CUSTOMER COMMENTS: HESITATES WHEN STARTING OUT FROM STOP--NO DTC--02-08-54 MVB J08E0055--MECATRONICS????
07/16/2009	13:16	WORKSHOP FINDINGS: JERKS WHILES
07/16/2009	14:07	THANKS PARTS ON ORDER
07/16/2009	14:17	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/16/2009	14:17	ISSUE UPDATED

Consultant's Closing Comments
DVISE TECH TO REPLACE MECHTRONICS FLUID FILTER AND BOLTS AND THEN SET BASIC SETTING AFTER REPAIRS

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
479811	JETTA	2009	3VWTL71K89M [REDACTED]	1817	3885	07/16/2009	USA

Workshop Finding

TECH STATES THAT THE THE MAIN CONCERN IS THE MFI PRND FLASHING.

Activity Date	Activity Time	Activity Comments
07/16/2009	13:16	A CUSTOMER STATES KEY WILL NOT COME OUT FROM IGNITION; SHIFTER MOVED FREELY FROM PARK TO OTHER GEARS; WAS FINALLY ABLE TO GET INOT PARK, BUT BUTTON DOES NOT POP OUT. B CUSTOMER STATES VEHICLE STUDDERS ON ACCELERATION; SAYS "PRNDL" LIGHTS UP SERVICE WRITER GOT KEY OUT OF IGNITION BY NUDGING SHIFTER, NOW WORKS FINE. NO FAULTS FOUND. TEST DROVE CAR 10 MILES & HAD NO ISSUES. SERVICE WRITER SAYS THAT THERE IS ANOTHER CAR JUST LIKE THIS ONE COMING IN TOMOROW THAT HAS THE SAME SHIFTIN ISSUES.
07/16/2009	13:16	ISSUE OPENED BY DEALERSHIP
07/16/2009	13:30	ADVISED THE TECH TO GET MVB 54 AND 64 IN TCM. TECH TO UPDATE THE VTA WITH RESULTS.
07/16/2009	13:30	CUSTOMER COMMENTS: A CUSTOMER STATES KEY WILL NOT COME OUT FROM IGNITION; SHIFTER MOVED FREELY FROM PARK TO OTHER GEARS; WAS FINALLY ABLE TO GET INOT PARK, BUT BUTTON DOES NOT POP OUT. B CUSTOMER STATES VEHICLE STUDDERS ON ACCELERATION; SAYS "PRNDL" LIGHTS UP SERVICE WRITER GOT KEY OUT OF IGNITION BY NUDGING SHIFTER, NOW WORKS FINE. NO FAULTS FOUND. TEST DROVE CAR 10 MILES & HAD NO ISSUES. SERVICE WRITER SAYS THAT THERE IS ANOTHER CAR JUST LIKE THIS ONE COMING IN TOMOROW THAT HAS THE SAME SHIFTIN ISSUES.
07/16/2009	13:30	WORKSHOP FINDINGS: TECH STATES THAT THE THE MAIN CONCERN IS THE MFI PRND FLASHING.
07/16/2009	13:32	MEASURED VALUE BLOCKS-54:J393P0239, 64: 7 11.
07/16/2009	13:37	REPLACE THE G509 THE 02E927321A DUE TO THE READINGS IN MVB 64 AND AFTER THE REPAIR PERFORM BASIC SETTINGS MANUALLY REFERRING TO THE TT 37-09-03. REPLACE THE BOLTS WHEN REINSTALLING THE MECHATRONICS.
07/22/2009	15:59	REPLACED G509. TEST DROVE. CAR SHIFTS & RUNS GOOD.
07/22/2009	17:01	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/22/2009	17:01	ISSUE UPDATED

Consultant's Closing Comments

JOHN ZWEIBACK: CLOSING IN PROCESS: DEALER COMPLETE: REPLACED G509. TEST DROVE. CAR SHIFTS & RUNS GOOD.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
479829	RABBIT	2008	WVWFV71K38W [REDACTED]	16514	3885	07/16/2009	USA

Workshop Finding

MVB54 H42C0252 MVB 64 0 0

Activity Date	Activity Time	Activity Comments
07/16/2009	13:34	ISSUE OPENED BY DEALERSHIP
07/16/2009	13:34	VEHICLE HAS SHIFTING CONCERNS. MECHATRONICS NUM IS H42C0252
07/16/2009	13:44	ADVISED THE TECH TO REPLACE THE MECHATRONICS, FLUID AND BOLTS.
07/16/2009	13:44	CUSTOMER COMMENTS: VEHICLE HAS SHIFTING CONCERNS. MECHATRONICS NUM IS H42C0252
07/16/2009	13:44	WORKSHOP FINDINGS: MVB54 H42C0252 MVB 64 0 0
07/23/2009	14:28	P1 SPOKE TO CHRIS IN SERVICE VEHICLE IS WAITING ON PARTS.
07/23/2009	14:30	PARTS ARE ON A R.E.D. ORDER, CUSTOMER HAS CAR.
07/23/2009	15:49	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/23/2009	15:49	ISSUE UPDATED

Consultant's Closing Comments

JEREMY WEISS: CLOSING IN PROCESS: DEALER COMPLETE: PARTS ARE ON A R.E.D. ORDER, CUSTOMER HAS CAR.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
479882	EOS	2009	WVWFA71F39V [REDACTED]	7800	3885	07/16/2009	USA

Workshop Finding

ROAD TEST VEHICLE, TRANS SURGING WHEN TAKING OFF FROM A STOP, NO DTC'S FOUND.

Activity Date	Activity Time	Activity Comments
07/16/2009	14:23	CUSTOMER STATES VEHICLE SURGES WHEN TAKING OFF FROM A STOP ROAD TEST VEHICLE, TRANS SURGING WHEN TAKING OFF FROM A STOP, NO DTC'S FOUND.
07/16/2009	14:23	ISSUE OPENED BY DEALERSHIP
07/16/2009	14:30	CUSTOMER COMMENTS: CUSTOMER STATES VEHICLE SURGES WHEN TAKING OFF FROM A STOP
07/16/2009	14:30	TECH STATED HE HAS SET BASIC SETTINGS AND CONDITION IS STILL PRESENT. MVB 54 J17, MVB 64 0/0. ADVISED TO REPLACE MECHATRONICS UNIT, FLUID, FILTER AND BOLTS.
07/16/2009	14:30	WORKSHOP FINDINGS: ROAD TEST VEHICLE, TRANS SURGING WHEN TAKING OFF FROM A STOP, NO DTC'S FOUND.
07/16/2009	14:34	ISSUE UPDATED
07/16/2009	14:36	SPECIAL ORDERED MECHATRONICS, CUSTOMERS TAKING VEHICLE. THANK YOU.
07/16/2009	14:48	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/16/2009	14:48	ISSUE UPDATED

Consultant's Closing Comments

D1 SPECIAL ORDERED MECHATRONICS, CUSTOMERS TAKING VEHICLE.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
479888	RABBIT	2008	WVWFV71K68W [REDACTED]	21300	3885	07/16/2009	USA

Workshop Finding
n/a

Activity Date	Activity Time	Activity Comments
07/16/2009	14:25	ISSUE OPENED BY DEALERSHIP
07/16/2009	14:25	STOPPING TRANS BANG
07/16/2009	15:01	ADVISE TECH TO PERFORM BASIC SETTINGS PER TT 37-09-03, SEE IF CODE RETURNS, IF IT DOES NEED READING FROM MVB 54 AND 64.
07/16/2009	15:01	CUSTOMER COMMENTS: STOPPING TRANS BANG
07/16/2009	15:11	PERFORM BASIC SETTING CODE CAME BACK MVB 54ISJ09P0275 AND MVB 64 ISFIELD # 1 READS 0, FIELD #2 READS 0
07/16/2009	15:15	ADVISE TECH TO REPLACE MECHATRONICS , FLUID , FILTER , AND BOLTS . REPERFORM BASIC SETTINGS.
07/22/2009	11:52	PART ORDER RELEASE CAR TO CUSTOMER
07/22/2009	15:22	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/22/2009	15:22	ISSUE UPDATED

Consultant's Closing Comments
REPLACE MECHATRONICS , FLUID , FILTER , AND BOLTS . PART ORDER RELEASE CAR TO CUSTOMER

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
479895	JETTA	2008	3VWRJ71K38M [REDACTED]	13530	3885	07/16/2009	USA

Workshop Finding
n/a

Activity Date	Activity Time	Activity Comments
07/16/2009	14:28	HESITATES WHILE SHIFTING -- NO DTC -- 020854 MEASURED VALUES AT J09F0097 / MECHATRONIC??
07/16/2009	14:28	ISSUE OPENED BY DEALERSHIP
07/16/2009	14:42	CUSTOMER COMMENTS: HESITATES WHILE SHIFTING -- NO DTC -- 020854 MEASURED VALUES AT J09F0097 / MECHATRONIC??
07/16/2009	14:42	TECH HAS SET BASIC SETTINGS AND CONDITION STILL PRESENT. ADVISED TO REPLACE MECHATRONICS UNIT, FLUID, FILTER AND BOLTS.
07/16/2009	14:43	ISSUE UPDATED
07/16/2009	14:58	PARTS ON ORDER-CAR GONE THANKS JIM
07/16/2009	15:06	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/16/2009	15:06	ISSUE UPDATED

Consultant's Closing Comments
D1 PARTS ON ORDER-CAR GONE TECH CALLING IN IS MATHEW WHO DOESN'T NOT HAVE HIS OWN ACCESS.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
479898	JETTA	2008	3VWRJ71K88M [REDACTED]	22490	3885	07/16/2009	USA

Workshop Finding
n/a

Activity Date	Activity Time	Activity Comments
07/16/2009	14:28	CUSTOMER STATES THAT VEHICLE SHIFTS HARSHLY WHEN TAKING OFF FROM A STOP. DOES NOT DO IT ANY OTHER TIME. TEST DROVE VEHICLE AT A DEAD STOP LAUNCHES VERY HARSH PERFORMED BASIC SETTINGS 61 AND 60 IN STILL DOES IT ALSO NOTICED THAT IT FEELS LIKE BUCKING WHEN TAKING OFF.
07/16/2009	14:28	ISSUE OPENED BY DEALERSHIP
07/16/2009	14:38	CUSTOMER COMMENTS: CUSTOMER STATES THAT VEHICLE SHIFTS HARSHLY WHEN TAKING OFF FROM A STOP. DOES NOT DO IT ANY OTHER TIME. TEST DROVE VEHICLE AT A DEAD STOP LAUNCHES VERY HARSH PERFORMED BASIC SETTINGS 61 AND 60 IN STILL DOES IT ALSO NOTICED THAT IT FEELS LIKE BUCKING WHEN TAKING OFF.
07/16/2009	14:38	TECH STATES BASIC SETTINGS RUN IN VSD BUT CONCERN STILL PRESENT. MVB 54 AT J08. ADVISED TECH TO REPLACE MECHATRONIC UNIT, FLUID, FILTER, AND BOLTS.
07/16/2009	14:40	PART HAS BEEN ORDERED AND IS ON BACK ORDER
07/16/2009	14:41	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/16/2009	14:41	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
479905	EOS	2008	WVWFA71F58V [REDACTED]	13832	3885	07/16/2009	USA

Workshop Finding
 TECH STATES CONCERN IS PRITTY BAD AND EASY TO DUPLACATE.

Activity Date	Activity Time	Activity Comments
07/16/2009	14:31	CAR SHAKES OR JUMPS WHEN PULLING OUT
07/16/2009	14:31	ISSUE OPENED BY DEALERSHIP
07/16/2009	14:42	ADVISED THE TECH TO GET MVB 54 AND 64 IN TCM, ALSO CHECK FLUID LEVEL AND CONDITION.
07/16/2009	14:42	CUSTOMER COMMENTS: CAR SHAKES OR JUMPS WHEN PULLING OUT
07/16/2009	14:42	WORKSHOP FINDINGS: TECH STATES CONCERN IS PRITTY BAD AND EASY TO DUPLACATE.
07/16/2009	14:50	TRAN FLUID OK SENT VB 54 &64
07/16/2009	14:59	BLOCKS I SENT WERE IN ENG SORRY 54 IS H25M0391 64 IS 0 IN FIELD 1,0IN FIELD 2
07/16/2009	15:03	ADVISED TECHNICIAN TO RUN BASIC SETTINGS IN VSD AS OUTLINED IN TT 37-09-03. WE WILL ALSO NEED TO REPLACE MECHATRONIC UNIT, FLUID, FILTER, AND BOLTS.
07/17/2009	14:34	ORDER PARTS DID BASIC SETTING
07/17/2009	16:37	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/17/2009	16:37	ISSUE UPDATED

Consultant's Closing Comments
 ADVISED TECHNICIAN TO RUN BASIC SETTINGS IN VSD AS OUTLINED IN TT 37-09-03. WE WILL ALSO NEED TO REPLACE MECHATRONIC UNIT, FLUID, FILTER, AND BOLTS.
 07/17/2009 14:34:40: US/EASTERN: PAUL KITCHEN: CLOSING IN PROCESS: DEALER COMPLETE: ORDER PARTS DID BASIC SETTING

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
479949	RABBIT	2008	WVWKC71K88W [REDACTED]	11546	3885	07/16/2009	USA

Workshop Finding

FLUID LEVEL AND CONDITION WAS GOOD

Activity Date	Activity Time	Activity Comments
07/16/2009	15:13	CUSTOMER STATES VEHICLE SHIFTS ERATICALLY WHEN COLD I TEST DROVE VERIFIED CONCERN WHEN AT A STOP AND ACCELING THE VEHICLE SHUTTERS THROUGH THE FIRST TWO GEARS AFTER EXTENSIVE DRIVE CONCERN NO LONGER PRESENT I RAN GFF (ATTACHED) NO FAULTS HOWEVER I HAD TO MANUALLY SELECT THE TRANS IN GFF THE SCAN TOOL DIDNT PICK IT UP RIGHT AWAY MAY BE IRRELEVANT BUT WORTH NOTING, I CHECKED FLUID LEVEL, LEVEL FINE A NOTICED A GROWLING/RATTLING FROM THE BELL HOUSING THAT SEEMED LOUDER THAN NORMAL. WHAT STEPS SHOULD I PERSUE AT THIS POINT
07/16/2009	15:13	ISSUE OPENED BY DEALERSHIP
07/16/2009	16:17	CUSTOMER COMMENTS: CUSTOMER STATES VEHICLE SHIFTS ERATICALLY WHEN COLD I TEST DROVE VERIFIED CONCERN WHEN AT A STOP AND ACCELING THE VEHICLE SHUTTERS THROUGH THE FIRST TWO GEARS AFTER EXTENSIVE DRIVE CONCERN NO LONGER PRESENT I RAN GFF (ATTACHED) NO FAULTS HOWEVER I HAD TO MANUALLY SELECT THE TRANS IN GFF THE SCAN TOOL DIDNT PICK IT UP RIGHT AWAY MAY BE IRRELEVANT BUT WORTH NOTING, I CHECKED FLUID LEVEL, LEVEL FINE A NOTICED A GROWLING/RATTLING FROM THE BELL HOUSING THAT SEEMED LOUDER THAN NORMAL. WHAT STEPS SHOULD I PERSUE AT THIS POINT
07/16/2009	16:17	TECH TO GET MVB 54, 64 AND SET BASIC AND ALSO SEE IF THE CONCERN CHANGES.
07/16/2009	16:17	WORKSHOP FINDINGS: FLUID LEVEL AND CONDITION WAS GOOD
07/16/2009	16:20	CHECKED MVB 54 H30Q0078 MVB 64/1 0 64/2 0 RAN BASICS SETTINGS AND TEST PASSED HOWEVER GF HAD ERROR MESSAGE UNABLE TO RECOGNIZE MODULE BUT I WAS STILL ABLE TO DO THE TEST
07/16/2009	16:25	ADVISED TO REPLACE MECHATRONICS UNIT, FLUID, FILTER AND BOLTS.
07/23/2009	14:29	D1 JUSTIN IN SERVICE STATED VEHICLE IS DONE AND WILL HAVE TICKET CLOSED.
07/30/2009	11:52	CUSTOMER OPTED TO TAKE VEHICLE UNTIL PART ARRIVES THANK YOU I WILL START ANOTHER TICKET WHEN THE VEHICLE RETURNS
07/30/2009	15:34	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/30/2009	15:34	ISSUE UPDATED

Consultant's Closing Comments

JEREMY HARBISON: CLOSING IN PROCESS: DEALER COMPLETE: CUSTOMER OPTED TO TAKE VEHICLE UNTIL PART ARRIVES THANK YOU I WILL START ANOTHER TICKET WHEN THE VEHICLE RETURNS

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
479962	EOS	2008	WVWFA71FX8V [REDACTED]	15267	3885	07/16/2009	USA

Workshop Finding
n/a

Activity Date	Activity Time	Activity Comments
07/16/2009	15:32	CUSTOMER STATES WHEN DRIVING IN A PARKING LOT @ SLOW SPEEDS THE VEHICLE BUCKS LIKE A BRONCO (BACK AND FORTH). ALSO IF YOU ARE DRIVING AND ACCELERATE FAST AND LET OFF THE GAS BRIEFLY AND ACCELERATE AGAIN THERE IS A CLUNKING NOISE.
07/16/2009	15:32	ISSUE OPENED BY DEALERSHIP
07/16/2009	15:42	ADVISE TECH TO RETRIEVE READINGS FROM MVB 54 AND 64 IN TCM .
07/16/2009	15:42	CUSTOMER COMMENTS: CUSTOMER STATES WHEN DRIVING IN A PARKING LOT @ SLOW SPEEDS THE VEHICLE BUCKS LIKE A BRONCO (BACK AND FORTH). ALSO IF YOU ARE DRIVING AND ACCELERATE FAST AND LET OFF THE GAS BRIEFLY AND ACCELERATE AGAIN THERE IS A CLUNKING NOISE.
07/16/2009	16:03	MVB 54 H30E0135 MVB 64 0 0
07/16/2009	16:09	ADVISE TECH TO REPLACE MECHATRONICS FLUID AND FILTER AND BOLTS AND SET BASIC SETTING ATFER REPAIRS
07/23/2009	16:33	SPOKE WITH LAURA WAS TRANSFER TO VINCE AND STATED THAT STILL WATING ON PARTS CUSOTMER HAS TAKEN VEHICLE WHILE PARTS ON ORDER . I ADVISED TO HAVE TECH CLOSE THE CASE C1
08/06/2009	11:34	ORDERED PARTS RETURNED VEHICLE TO CUSTOMER.
08/10/2009	07:30	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
08/10/2009	07:30	ISSUE UPDATED

Consultant's Closing Comments
ORDERED PARTS RETURNED VEHICLE TO CUSTOMER.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
479971	JETTA	2008	3VWRA71K78M [REDACTED]	23487	3885	07/16/2009	USA

Workshop Finding

TECH STATES THIS ISSUE IS NOT THAT PRONOUNCED. FLUID LEVEL AND CONDITION IS CORRECT. VEHICLE WILL CLUNK INTO GEAR WHEN THE ACCELERATOR PEDAL IS DEPRESSED.

Activity Date	Activity Time	Activity Comments
07/16/2009	15:42	CUSTOMER STATES TRANSMISSION JERKS AND BANGS WHILE SLOWING DOWN
07/16/2009	15:42	ISSUE OPENED BY DEALERSHIP
07/16/2009	15:55	ADVISED TECH TO PLEASE PERFORM BASIC SETTING ON THE TRANSMISSION. PLEASE USE TT: 37-09-03 AS REFERENCE FOR THIS PROCEDURE. CHECK MVB 32 READINGS IN THE ECM. IF NEED BE, PERFORM BASIC SETTINGS FOR BLOCK 32. CHECK MVB 54 AND 64 IN THE TCM. UPDATE WITH YOUR FINDINGS. AND CALL BACK.
07/16/2009	15:55	CUSTOMER COMMENTS: CUSTOMER STATES TRANSMISSION JERKS AND BANGS WHILE SLOWING DOWN.
07/16/2009	15:55	WORKSHOP FINDINGS: TECH STATES THIS ISSUE IS NOT THAT PRONOUNCED. FLUID LEVEL AND CONDITION IS CORRECT. VEHICLE WILL CLUNK INTO GEAR WHEN THE ACCELERATOR PEDAL IS DEPRESSED.
07/16/2009	18:01	HELLO CHRIS HERE ARE THE NUMBERS, ECM MVB 32 SHOWS -0.8%, 1.6%. TCM MVB 54 SHOWS J08D0434 AND MVB 64 SHOWS 0 - 0 . TRANSMISSION SEEMS THE SAME NOT MUCH CHANGE AFTER DOING BASIC SETTINGS
07/16/2009	18:11	REPLACE THE MECHATRONIC, FLUID, FILTER AND BOLTS. RESET BASIC SETTINGS
07/23/2009	09:05	P1 SPOKE TO MICHELLE IN SERVICE AND MECHATRONICS UNIT IS ON BACK ORDER.
07/23/2009	09:11	PART STILL ON BACK ORDER, (PARS IS RED ORDER) NOT HERE YET
07/23/2009	11:55	THANKS FOR THE UPDATE.
07/30/2009	14:14	PART ARRIVED AND REPLACED, RUN BASIC SETTINGS AND ROAD TEST ALL GOOD.
07/30/2009	19:00	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/30/2009	19:00	ISSUE UPDATED

Consultant's Closing Comments

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

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
479977	EOS	2008	WVWBA71F98V [REDACTED]	9700	3885	07/16/2009	USA

Workshop Finding
n/a

Activity Date	Activity Time	Activity Comments
07/16/2009	15:44	CUSTOMER STATES ON LOW ACCELERATION VEHICLE JEKS ALSO IN REVERSE TECH - TEST DROVE JERKS UPON TAKING OFF SLOW AND ALSO REVERSE CHECKED WITH OTHER EOS DOES NOT DO IT, CHECKED LEAKS NO LEAKS AND NO CODES PART NUMBER FOR TCM 02E300050P
07/16/2009	15:44	ISSUE OPENED BY DEALERSHIP
07/16/2009	16:07	CUSTOMER COMMENTS: CUSTOMER STATES ON LOW ACCELERATION VEHICLE JEKS ALSO IN REVERSE TECH - TEST DROVE JERKS UPON TAKING OFF SLOW AND ALSO REVERSE CHECKED WITH OTHER EOS DOES NOT DO IT, CHECKED LEAKS NO LEAKS AND NO CODES PART NUMBER FOR TCM 02E300050P
07/16/2009	16:07	MVB 54 IS J08N0408, MVB 64 IS 0&0. ADVISED TECH TO PERFORM TT 37-09-03 AND COMPARE. PLEASE CALL BACK IF SAME CONDITION EXISTS. ENSURE CUSTOMER COMPLAINT IS NOT A DSG OPERATING AS DESIGNED.
07/16/2009	17:02	TEST DROVE FOR 10 MILES STILL DOES THE SAME THING I THINK ITS DOING IT MORE AND HARDER SHFTING
07/16/2009	17:05	ADVISED TECH PLEASE REPLACE THE MECHATRIONC, FLUID, FILTER, AND MECH BOLTS. ONCE REPAIR HAVE BEEN COMPLETED, PLEASE PERFORM BASIC SETTINGS IN ACCORDANCE WITH TT: 37-09-03 ONCE AGAIN. PLEASE KEEP THE VTA UPDATED WITH YOUR PROGRESS.
07/23/2009	12:20	SPOKE TO EMERSON - AWAITING MECHATRONIC UNIT.
08/06/2009	00:52	PLEASE UPDATE VTA OR CLOSE ACCORDINGLY.
08/12/2009	00:54	ISSUE SENT TO DEALERSHIP
08/12/2009	00:54	PLEASE CONFIRM IF YOU ARE WAITING ON PARTS YET. THANK YOU,
08/17/2009	17:37	PLEASE UPDATE OR CLOSE VTA ACCORDINGLY.
08/21/2009	13:05	PARTS ARE STILL ON ORDER WILL CLOSE VTA WHEN ITS DONE
08/24/2009	10:39	THANK YOU FOR THE UPDATE.
09/11/2009	19:39	FINALLY GOT THE PARTS TEST DROVE 10 MILES SHIFTING CORRECTLY THANKS FOR THE HELP
09/14/2009	10:02	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
09/14/2009	10:02	ISSUE UPDATED

Consultant's Closing Comments
REPLACED THE MECHATRIONC, FLUID, FILTER, AND MECH BOLTS.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
479993	JETTA	2009	3VWTL71K49M351482	2375	3885	07/16/2009	USA

Workshop Finding
n/a

Activity Date	Activity Time	Activity Comments
07/16/2009	16:00	CAR WAS AT ANOTHER DEALER WITH TRANSMISSION PROBLEMS AND GAVE US A PRINT FOR VTA#475096 AND SAID HE NEEDED A MECATRONICS.
07/16/2009	16:00	ISSUE OPENED BY DEALERSHIP
07/16/2009	16:06	ADVISED TO REPLACE MECHATRONICS UNIT, FLUID, FILTER AND BOLTS PER PREVIOUS VTA FROM ANOTHER DEALER.
07/16/2009	16:06	CUSTOMER COMMENTS: CAR WAS AT ANOTHER DEALER WITH TRANSMISSION PROBLEMS AND GAVE US A PRINT FOR VTA#475096 AND SAID HE NEEDED A MECATRONICS.
07/16/2009	16:06	ISSUE SENT TO DEALERSHIP
07/16/2009	16:12	ORDERED PARTS
07/16/2009	16:13	CLOSE
07/16/2009	17:03	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/16/2009	17:03	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
480000	EOS	2008	WVWFA71F88V [REDACTED]	16456	3885	07/16/2009	USA

Workshop Finding

AS IF YOU WERE STUCK IN TRAFFIC AND WAS SLOWLY MOVING FORWARD VEHICLE WILL START JERKING FORWARD. I HAVE CHECKED FOR FAULTS AND ALSO CHECKED FOR ANY T.B.

Activity Date	Activity Time	Activity Comments
07/16/2009	16:05	ISSUE OPENED BY DEALERSHIP
07/16/2009	16:05	VEHICLE HAS OFF IDLE STUMBLE/JERKING. AS IF YOU WERE STUCK IN TRAFFIC AND WAS SLOWLY MOVING FORWARD VEHICLE WILL START JERKING FORWARD. I HAVE CHECKED FOR FAULTS AND ALSO CHECKED FOR ANY T.B.
07/16/2009	16:10	ADVISE TECH TO GET READINS FROM MVB 54 AND 64
07/16/2009	16:10	CUSTOMER COMMENTS: VEHICLE HAS OFF IDLE STUMBLE/JERKING.
07/16/2009	16:10	WORKSHOP FINDINGS: AS IF YOU WERE STUCK IN TRAFFIC AND WAS SLOWLY MOVING FORWARD VEHICLE WILL START JERKING FORWARD. I HAVE CHECKED FOR FAULTS AND ALSO CHECKED FOR ANY T.B.
07/16/2009	16:13	REPLACE MECH.& BOLTS FLUID AND FILTER AND SET BASIC SAETTING AFTER REPAIRS
07/16/2009	16:20	TECH ORDERED MECH. UNIT AND WILL INSTALL WHEN PARTS COME IN. THANKS FOR THE HELP
07/16/2009	16:59	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/16/2009	16:59	ISSUE UPDATED

Consultant's Closing Comments

ORDERED MECH. UNIT AND WILL INSTALL WHEN PARTS COME IN.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
480021	JETTA	2009	3VWCL71K99M [REDACTED]	14283	3885	07/16/2009	USA

Workshop Finding

CUSTOMER COMPLAINS TRANS SEEMS TO BE SLIPPING

Activity Date	Activity Time	Activity Comments
07/16/2009	16:25	CUSTOMER COMPLAINS TRANS SEEMS TO BE SLIPPING. TEST DROVE VEHICLE, VEHICLE LURCHES FORWARD WHEN RELEASING THE BRAKE. TRANS IS SLIPPING AND CLUNKING INTO FIRST AND SECOND GEAR. WHAT ARE THE VALUE BLOCKS FOR THE MECHATRONICS IDENTIFICATION?
07/16/2009	16:25	ISSUE OPENED BY DEALERSHIP
07/16/2009	16:32	CUSTOMER COMMENTS: CUSTOMER COMPLAINS TRANS SEEMS TO BE SLIPPING. TEST DROVE VEHICLE, VEHICLE LURCHES FORWARD WHEN RELEASING THE BRAKE. TRANS IS SLIPPING AND CLUNKING INTO FIRST AND SECOND GEAR. WHAT ARE THE VALUE BLOCKS FOR THE MECHATRONICS IDENTIFICATION?
07/16/2009	16:32	GET MVB 54 IN 02 READS J07
07/16/2009	16:32	ISSUE UPDATED
07/16/2009	16:32	REPLACE MECHATRONICS FLUID AND BOLTS AND FILTER AND SET BASIC SETTINGS AFTER REPAIRS
07/16/2009	16:32	WORKSHOP FINDINGS: CUSTOMER COMPLAINS TRANS SEEMS TO BE SLIPPING
07/17/2009	12:31	CUSTOMER TOO NEHICLE, WILLOPEN TICKET WHEN VEHICLE RETURNS.
07/17/2009	13:53	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/17/2009	13:53	ISSUE UPDATED

Consultant's Closing Comments

REPLACE MECHATRONICS

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
480022	JETTA	2008	3VWRA71K68M [REDACTED]	14736	3885	07/16/2009	USA

Workshop Finding

TECH STATES THE CONCERN IS EASY TO DUPLACATE.

Activity Date	Activity Time	Activity Comments
07/16/2009	16:26	CUST HAS SHIFTING COMPLAINT BUCKS WHEN GOING INTO GEARS,MVB54=J12D0586,64=00
07/16/2009	16:26	ISSUE OPENED BY DEALERSHIP
07/16/2009	16:33	ADVISED THE TECH TO CHECK FLUID LEVEL AND CONDITION, SET BASIC SETTINGS SEE IF THE CONCERN CHANGED. UPDATE THE VTA WITH RESULTS
07/16/2009	16:33	CUSTOMER COMMENTS: CUST HAS SHIFTING COMPLAINT BUCKS WHEN GOING INTO GEARS,MVB54=J12D0586,64=00
07/16/2009	16:33	WORKSHOP FINDINGS: TECH STATES THE CONCERN IS EASY TO DUPLACATE.
07/16/2009	17:32	FLUID CONDITION CLEAR OK,SEEMED OVERFULL WHEN INTIALLY REMOVING PLUG AT 35 DEG FLUID STREAM CAME OUT WAITED TILL DRIPPED AT 38 DEG,SET BASIC SETTINGS,R/T PROBLEM NOW IS WORSE THAN BEFORE IN REV OR DRIVE SIGNIFICANT BANGING TO THE POINT OF RPM DROP
07/16/2009	17:35	ADVISED TO REPLACE MECHATRONICS UNIT, FLUID, FILTER AND BOLTS.
07/17/2009	16:33	WAITING FOR PARTS
07/17/2009	16:42	THANKS FOR THE INPUT PART ARE ON ORDER
07/20/2009	17:46	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/20/2009	17:46	ISSUE UPDATED

Consultant's Closing Comments

ADVISED TO REPLACE MECHATRONICS UNIT, FLUID, FILTER AND BOLTS.
07/17/2009 16:33:19: US/EASTERN: JEFF JAMROGA: OPEN: DEALER UPDATED: WAITING FOR PARTS
07/17/2009 16:42:54: US/EASTERN: JEFF JAMROGA: CLOSING IN PROCESS: DEALER COMPLETE: THANKS FOR THE INPUT PART ARE ON ORDER

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
480034	JETTA	2008	3VWRJ71K68M [REDACTED]	12754	3885	07/16/2009	USA

Workshop Finding

TECH STATES NO FAULTS.

Activity Date	Activity Time	Activity Comments
07/16/2009	16:35	CUSTOMER STATES DSG OPERATION IS JERKY FROM STOP AND SLOW SPEEDS. VERIFIED HARSH ENGAGEMENT OF CLUTCHES MAINLY WHEN COASTING FROM 5-10MPH AND THROTTLE IS APPLIED. CAN HEAR CLUNKING FROM TRANSMISSION AS ENGAGED.
07/16/2009	16:35	ISSUE OPENED BY DEALERSHIP
07/16/2009	16:45	ADVISED THE TECH TO GET MVB 54 AND 64 IN TCM. AS WELL AS GET FLUID LEVEL AND CONDITION. SET BASIC AND SEE IF THE CONCERN STAYS THE SAME.
07/16/2009	16:45	CUSTOMER COMMENTS: CUSTOMER STATES DSG OPERATION IS JERKY FROM STOP AND SLOW SPEEDS. VERIFIED HARSH ENGAGEMENT OF CLUTCHES MAINLY WHEN COASTING FROM 5-10MPH AND THROTTLE IS APPLIED. CAN HEAR CLUNKING FROM TRANSMISSION AS ENGAGED.
07/16/2009	16:45	WORKSHOP FINDINGS: TECH STATES NO FAULTS.
07/17/2009	14:52	FLUID LEVEL OK AND LOOKS CLEAN, MVB 54:J08A0002 MVB 64:FIELD 1:0 FIELD 2:0. SAME SYMPTOM PERSISTS AFTER BASIC SETTINGS.
07/17/2009	14:57	ADVISED TECH TO REPLACE MECHATRONIC UNIT, FLUID, FILTER, AND BOLTS.
07/22/2009	09:34	PARTS ARE ON RED ORDER STATUS.
07/23/2009	14:07	PER LAST TECHNICIAN UPDATE, VEHICLE IS WAITING ON BACK ORDER PARTS; P1.
07/28/2009	08:33	STILL WAITING ON PARTS.
07/28/2009	17:22	THANKS FOR THE UPDATE.
07/31/2009	10:12	A2 ESCALATED FOR REVIEW
08/03/2009	10:46	ISSUE UPDATED
08/03/2009	12:24	ISSUE SENT TO DEALERSHIP
08/06/2009	15:22	ISSUE SENT TO DEALERSHIP
08/06/2009	15:23	ISSUE SENT TO DEALERSHIP
08/12/2009	10:06	ISSUE UPDATED
08/20/2009	07:48	PARTS HAVE ARRIVED, WAITING FOR VEHICLE TO RETURN FOR REPAIRS. THANK YOU.
08/20/2009	11:10	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
08/20/2009	11:10	ISSUE UPDATED

Consultant's Closing Comments

PARTS HAVE ARRIVED, WAITING FOR VEHICLE TO RETURN FOR REPAIRS. THANK YOU.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
480039	JETTA	2008	3VWRJ71K18M [REDACTED]	20575	3885	07/16/2009	USA

Workshop Finding

TEST DROVE VEHICLE, VERIFIED CONCERN, NO CODES STORED. PREVIOUSLY REPLACED THE MECHATRONICS UNIT AND MANUALLY SET BASIC SETTINGS PER TECHLINE. CUSTOMER STATES IS WAS BETTER FOR ABOUT A MONTH AND THEN INTERMITTENTLY STARTED HAPPENING AGAIN AND THE MORE TIME THAT HAS PASSED THE MORE FREQUENT IT HAPPENS.

Activity Date	Activity Time	Activity Comments
07/16/2009	16:42	CUSTOMER CONCERN, VEHICLE IS JERKING AND BUCKING AT SLOW SPEEDS FORWARD AND REVERSE. TEST DROVE VEHICLE, VERIFIED CONCERN, NO CODES STORED. PREVIOUSLY REPLACED THE MECHATRONICS UNIT AND MANUALLY SET BASIC SETTINGS PER TECHLINE. CUSTOMER STATES IS WAS BETTER FOR ABOUT A MONTH AND THEN INTERMITTENTLY STARTED HAPPENING AGAIN AND THE MORE TIME THAT HAS PASSED THE MORE FREQUENT IT HAPPENS.
07/16/2009	16:42	ISSUE OPENED BY DEALERSHIP
07/16/2009	17:00	ADVISED TO SET BASIC SETTINGS THRU VSD AND ROAD TEST VEHICLE 10 MILES. UPDATE TICKET WITH MVB'S 41, 48 & 54 ALSO UPDATE TICKET WITH TCM PART # AND SOFTWARE LEVEL.
07/16/2009	17:00	CUSTOMER COMMENTS: CUSTOMER CONCERN, VEHICLE IS JERKING AND BUCKING AT SLOW SPEEDS FORWARD AND REVERSE.
07/16/2009	17:00	WORKSHOP FINDINGS: TEST DROVE VEHICLE, VERIFIED CONCERN, NO CODES STORED. PREVIOUSLY REPLACED THE MECHATRONICS UNIT AND MANUALLY SET BASIC SETTINGS PER TECHLINE. CUSTOMER STATES IS WAS BETTER FOR ABOUT A MONTH AND THEN INTERMITTENTLY STARTED HAPPENING AGAIN AND THE MORE TIME THAT HAS PASSED THE MORE FREQUENT IT HAPPENS.
07/17/2009	09:12	RESET BASIC SETTINGS MANUALLY THROUGH VSD. PERFORMED TEST DRIVE, VEHICLE INTERMITTENTLY STILL JERKS INTO DRIVE, AND IS JERKY/BUCKING WHEN STARTING OUT FROM A STOP. ATTACHED MVB'S REQUESTED.
07/17/2009	09:31	DEALER TECH HAS ATTACHED MVBS. 2000 MILES AND TWO WEEKS AGO THE MECHTRONICS WAS REPLACED. CONDITION STILL EXISTS.
07/17/2009	09:45	TECHLINE WILL BE CONTACTING YOU.
07/17/2009	11:38	PREPARE FOR TELEDIAG, CALL BACK FOR CHRIS
07/17/2009	13:38	UPDATE THE TCM/ECM USING 317D (*AFTER TELEDIAGNOSIS UPDATE*)
07/17/2009	15:03	SET BASIC SETTINGS AFTER SOFTWARE UPDATES, SHIFTED PARK TO DRIVE 5 TIMES, PARK TO REVERSE 5 TIMES AND TEST DROVE VEHICLE 15 MILES. INTERMITTENTLY HEAR CLUNK/CLICK DURING GEAR CHANGES, AND WHEN FIRST ACCELERATING FROM A STOP THE CAR JERKS 2-3 TIMES, ACCELERATION IS NOT SMOOTH FROM A STAND STILL, AFTER THE FIRST FEW JERKS ITS FINE
07/17/2009	15:08	TRANSFER TO CG VME
07/17/2009	18:45	REUQUESTED THE TECH TO REMOVE THE TRANSMISSION AND INSPECT THE FLYWHEEL FOR PLAY. UPDATE THE VTA
07/20/2009	14:50	REMOVED TRANS, DUAL MASS APPEARS TO BE OKAY
07/20/2009	16:25	REPLACE THE TRANSMISSION AND FLYWHEEL, SET BASIC SETTINGS RETEST FOR ISSUE
07/28/2009	14:01	REPLACED TRANSMISSION AND FLYWHEEL, MANUALLY SET BASIC SETTINGS, TEST DROVE VEHICLE. ACCELERATING SMOOTHLY AND NO LONGER JERKING, APPEARS TO BE FIXED.
07/28/2009	19:02	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/28/2009	19:02	ISSUE UPDATED

Consultant's Closing Comments

REPLACED TRANSMISSION AND FLYWHEEL, MANUALLY SET BASIC SETTINGS, TEST DROVE VEHICLE. ACCELERATING SMOOTHLY AND NO LONGER JERKING, APPEARS TO BE FIXED.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
480108	EOS	2008	WVWFA71F28V [REDACTED]	14432	3885	07/16/2009	USA

Workshop Finding

n/a

Activity Date	Activity Time	Activity Comments
07/16/2009	18:32	CUSTOMER STATES CAR SEEMS TO SLIP WHEN ACCELERATING AND BACKING UP. FOUND VEHICLE TO BE BUCKING ON ACCELERATION SO CONCERN HAS BEEN DUPLICATED. PREVIOUS VISIT CONCERN WAS NOT DUPLICATED BUT BASIC SETTINGS WAS PERFORMED. BASIC SETTINGS WAS PERFORMED THIS VISIT WITH NO CHANGE IN TRANSMISSION PERFORMANCE.
07/16/2009	18:32	ISSUE OPENED BY DEALERSHIP
07/16/2009	18:48	CUSTOMER COMMENTS: CUSTOMER STATES CAR SEEMS TO SLIP WHEN ACCELERATING AND BACKING UP. FOUND VEHICLE TO BE BUCKING ON ACCELERATION SO CONCERN HAS BEEN DUPLICATED. PREVIOUS VISIT CONCERN WAS NOT DUPLICATED BUT BASIC SETTINGS WAS PERFORMED. BASIC SETTINGS WAS PERFORMED THIS VISIT WITH NO CHANGE IN TRANSMISSION PERFORMANCE.
07/16/2009	18:48	MVB 54 H43. ADVISED TO REPLACE MECHATRONICS UNIT, FLUID, FILTER AND BOLTS.
07/16/2009	19:09	SOP MECHATRONICS ON ORDER. VEHICLE LEAVING DEALERSHIP CLOSING VTA.
07/16/2009	19:37	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/16/2009	19:37	ISSUE UPDATED

Consultant's Closing Comments

D1 SOP MECHATRONICS ON ORDER. VEHICLE LEAVING DEALERSHIP

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
480152	JETTA	2009	3VWPL71KX9M [REDACTED]	7453	3885	07/17/2009	USA

Workshop Finding

TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM. MVB 54 IS J39 AND MVB 64 IS 7/11.

Activity Date	Activity Time	Activity Comments
07/17/2009	08:38	ISSUE OPENED BY DEALERSHIP
07/17/2009	08:38	WHEN VEHICLE IS HOT "PRNDL" LIGHTS UP AND SLIPS OUT OF GEAR. COULD NOT SHIFT INTO SPORT, DRIVE OR TIPTRONIC. WOULD RESET AFTER CYCLING KEY. ALSO HAPPENS IN HEAVY STOP AND GO TRAFFIC.
07/17/2009	08:44	ADVISED THE TECH TO REPLACE THE INPUT SPEED/TEMP SENSOR AND MECH UNIT BOLTS.
07/17/2009	08:44	CUSTOMER COMMENTS: WHEN VEHICLE IS HOT "PRNDL" LIGHTS UP AND SLIPS OUT OF GEAR. COULD NOT SHIFT INTO SPORT, DRIVE OR TIPTRONIC. WOULD RESET AFTER CYCLING KEY. ALSO HAPPENS IN HEAVY STOP AND GO TRAFFIC.
07/17/2009	08:44	WORKSHOP FINDINGS: TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM. MVB 54 IS J39 AND MVB 64 IS 7/11.
07/17/2009	08:49	ORDERED PARTS...
07/19/2009	21:39	THANK YOU FOR THE UPDATE. REMEMBER TO UPDATE AND CLOSE THE TICKET.
07/23/2009	09:28	REPLACED INPUT SPEED/TEMP SENSOR. ALL OK
07/23/2009	21:14	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/23/2009	21:14	ISSUE UPDATED

Consultant's Closing Comments

TECH REPLACED THE INPUT SPEED/TEMP SENSOR. VEHICLE OPERATING TO SPEC AT THIS TIME.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
480157	EOS	2008	WVWBA71F28V [REDACTED]	10238	3885	07/17/2009	USA

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

Activity Date	Activity Time	Activity Comments
07/17/2009	08:52	CUST STATES VEHICLE SURGES OR LURCHES FORWARD IN GEAR
07/17/2009	08:52	ISSUE OPENED BY DEALERSHIP
07/17/2009	08:55	ADVISED THE TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT.
07/17/2009	08:55	CUSTOMER COMMENTS: CUST STATES VEHICLE SURGES OR LURCHES FORWARD IN GEAR
07/17/2009	08:55	WORKSHOP FINDINGS: TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM. MVB 54 IS J05.
07/17/2009	08:57	ORDERED PARTS
07/19/2009	21:47	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/19/2009	21:47	ISSUE UPDATED

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

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
480164	EOS	2008	WVWBA71F78V [REDACTED]	18341	3885	07/17/2009	USA

Workshop Finding

TECH STATES NO FAULTS.

Activity Date	Activity Time	Activity Comments
07/17/2009	09:08	ISSUE OPENED BY DEALERSHIP
07/17/2009	09:08	TRANSMISSION JERKS AFTER WARM UP, YOU STOP AND START TO GO THE CAR JERKS. TECH NOTES; USING GFF NO DTC'S IN ANY SYSTEM, REVIEWED BULLITENS AS WELL AS TECH TIPS. TRIED TT37-09-30, PERFORMED BASIC SETTINGS ON DSG TRANS. ROAD TESTED CAR AND SYMPTOM STILL THERE. WHEN PUT INTO REVERSE, APPLY LIGHT THROTTLE THE VEHICLE WILL JERK, MORE THAN NORMAL, THEN SURGE! DOES HAPPEN IN DRIVE BUT MORE NOTICABLE IN REVERSE.
07/17/2009	09:57	ADVISED THE TECH TO GET MVB 54 64 IN TCM, CHECK FLUID LEVEL AND CONDITION. UPDATE THE VTA WITH RESULTS.
07/17/2009	09:57	CUSTOMER COMMENTS: TRANSMISSION JERKS AFTER WARM UP, YOU STOP AND START TO GO THE CAR JERKS. TECH NOTES; USING GFF NO DTC'S IN ANY SYSTEM, REVIEWED BULLITENS AS WELL AS TECH TIPS. TRIED TT37-09-30, PERFORMED BASIC SETTINGS ON DSG TRANS. ROAD TESTED CAR AND SYMPTOM STILL THERE. WHEN PUT INTO REVERSE, APPLY LIGHT THROTTLE THE VEHICLE WILL JERK, MORE THAN NORMAL, THEN SURGE! DOES HAPPEN IN DRIVE BUT MORE NOTICABLE IN REVERSE.
07/17/2009	09:57	WORKSHOP FINDINGS: TECH STATES NO FAULTS.
07/20/2009	16:25	MVB 54- H45F0048, AND MVB 64- 00. FLUID CONDITION AND LEVEL GOOD.
07/20/2009	17:55	THANKS FOR THE UPDATE. CALL BACK FOR FURTHER DIRECTION.
07/21/2009	11:37	ADVISED THE TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT.
07/23/2009	12:00	ORDERED PARTS, APPROX.30 DAY TURN OVER ON THE CONTROL MODULE. RELEASED VEHICLE TO COSTOMER. WILL CLOSE TICKET FOR NOW, RE-OPEN IF NEEDED! THANKS FOR THE HELP.
07/23/2009	17:02	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/23/2009	17:02	ISSUE UPDATED

Consultant's Closing Comments

RICHARD DIBBLE: CLOSING IN PROCESS: DEALER COMPLETE: ORDERED PARTS, APPROX.30 DAY TURN OVER ON THE CONTROL MODULE. RELEASED VEHICLE TO COSTOMER. WILL CLOSE TICKET FOR NOW, RE-OPEN IF NEEDED! THANKS FOR THE HELP.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
480190	JETTA	2009	3VWFJ71K09M [REDACTED]	1174	3885	07/17/2009	USA

Workshop Finding

MVB 54= J31A0612 MVB 64= 0/0 TECH HAS PERFORMED MANUAL BASIC SETTINGS AND ROAD TESTED VEHICLE 20 MILES AND CODE RETURNED.

Activity Date	Activity Time	Activity Comments
07/17/2009	09:45	CUST STATES PRNDL WAS FLASHING WHEN USING TIPTRONIC. RAN GFF AND FOUND FAULT P2723 PRESSURE CONTR. SOLENOID E PERFORMANCEOR STUCK OFF.
07/17/2009	09:45	ISSUE OPENED BY DEALERSHIP
07/17/2009	10:13	ADVISE TECH TO REPLACE MECHATRONICS UNIT , FLUID , FILTER , AND BOLTS , RE PERFORM BASIC SETTINGS. WILL FAX TECH PARTS RETURN FORM TO 847-279-3094.
07/17/2009	10:13	CUSTOMER COMMENTS: CUST STATES PRNDL WAS FLASHING WHEN USING TIPTRONIC. RAN GFF AND FOUND FAULT P2723 PRESSURE CONTR. SOLENOID E PERFORMANCEOR STUCK OFF.
07/17/2009	10:13	WORKSHOP FINDINGS: MVB 54= J31A0612 MVB 64= 0/0 TECH HAS PERFORMED MANUAL BASIC SETTINGS AND ROAD TESTED VEHICLE 20 MILES AND CODE RETURNED.
07/24/2009	12:13	REPLACED THE NECHATRONIC ,BOLTS ,FILTER AND TRANSMISSION FILTER FILLED TRANSMSSION FLUID ,RESET TRANSMISSION BASSICS SETTINGS PER TECH TIPS # 370903 DROVE VEHICLE AND RETESTED FOR FAULTS AND NO FAULT RETURNED , THANKS YOU.
07/24/2009	15:54	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/24/2009	15:54	ISSUE UPDATED

Consultant's Closing Comments

REPLACED THE NECHATRONIC ,BOLTS ,FILTER AND TRANSMISSION FILTER

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
480208	JETTA	2008	3VWRA71K48M [REDACTED]	15162	3885	07/17/2009	USA

Workshop Finding
n/a

Activity Date	Activity Time	Activity Comments
07/17/2009	09:58	ISSUE OPENED BY DEALERSHIP
07/17/2009	09:58	RUN GUIDED FAULT NO CODES IN 01-02 R/TEST CAR FOR CUST CONCERN (SOMETIMES WHEN SITTING AT A STOP WITH THE CAR IN GEAR WHEN YOU TAKE FOOT OFF THE BRAKE PEDAL THE CAR HOPS FORWARD HAPPENS WITHOUT YOU FOOT ON THEN GAS PEDAL) R/TEST WITH SHOP FORMAN CAR DID A STANG JERK SOMETIMES WHEN STARTING TO PULL OUT FOMAN SAID CK M/BLOCK 54 TO GET NO. J11N0307 DID THAT ?????
07/17/2009	12:33	ADVISED TO REPLACE MECHATRONICS UNIT, FLUID, FILTER AND BOLTS.
07/17/2009	12:33	CUSTOMER COMMENTS: RUN GUIDED FAULT NO CODES IN 01-02 R/TEST CAR FOR CUST CONCERN (SOMETIMES WHEN SITTING AT A STOP WITH THE CAR IN GEAR WHEN YOU TAKE FOOT OFF THE BRAKE PEDAL THE CAR HOPS FORWARD HAPPENS WITHOUT YOU FOOT ON THEN GAS PEDAL) R/TEST WITH SHOP FORMAN CAR DID A STRANGE JERK SOMETIMES WHEN STARTING TO PULL OUT FORMAN SAID CK M/BLOCK 54 TO GET NO. J11N0307 DID THAT ?????
07/17/2009	12:44	CALL TECH LINE ORDER PARTS
07/17/2009	13:33	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/17/2009	13:33	ISSUE UPDATED

Consultant's Closing Comments
D1 ORDER PARTS

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
480230	JETTA	2008	3VWRJ71K08M [REDACTED]	17298	3885	07/17/2009	USA

Workshop Finding

ROAD TESTED VEHICLE AND DUPLICATED CONCERN. SCANNED SYSTEM, NO FAULTS FOUND. PERFORMED TT: 37-09-03 AND ROAD TESTED WITH NO CHANGE. MVB 54: J05E0423 AND MBV 64: 0,0

Activity Date	Activity Time	Activity Comments
07/17/2009	10:26	CUTOMER STATES VEHICLE JERKS WHEN COMMUNG TO A STOP AND WHEN VEHICLE IS IN REVERSE.. ROAD TESTED VEHICLE AND DUPLICATED CONCERN SCANNED SYSTEM NO FAULTS FOUND PERFORMED TT 370903 AND ROAD TESTED NO CHANGE MVB 54: J05E0423 AND MBV 64: 0,0
07/17/2009	10:26	ISSUE OPENED BY DEALERSHIP
07/17/2009	10:38	ADVISED TECH TO PLEASE VERIFY TRANSMISSION FLUID LEVEL AND CONDITION. IF THIS CHECKS OUT, PLEASE REPLACE THE MECHATRIONC, FLUID, FILTER, AND BOLTS. ONCE THE REPAIR HAS BEEN COMPLETED, PLEASE PERFORM BASIC SETTINGS ONCE AGAIN. PLEASE KEEP THE VTA UPDATED WITH YOUR PROGRESS.
07/17/2009	10:38	CUSTOMER COMMENTS: CUSTOMER STATES VEHICLE JERKS WHEN COMMUNG TO A STOP AND WHEN VEHICLE IS IN REVERSE.
07/17/2009	10:38	WORKSHOP FINDINGS: ROAD TESTED VEHICLE AND DUPLICATED CONCERN. SCANNED SYSTEM, NO FAULTS FOUND. PERFORMED TT: 37-09-03 AND ROAD TESTED WITH NO CHANGE. MVB 54: J05E0423 AND MBV 64: 0,0
07/17/2009	10:42	PART IS ON ORDER..
07/17/2009	11:23	THANKS FOR THE UPDATE.
07/24/2009	10:26	SPOKE TO JACK - AWAITING MECHATRONIC UNIT.
08/12/2009	13:37	SCHEDULE DELIVERY OF MECH UNIT IS 08-17-09
08/12/2009	15:06	THANKS FOR THE UPDATE.
08/21/2009	09:11	REPLACED MECHATRONICS UNIT RESET BASIC SETTINGS ON DSG TRANS AND ROAD TESTED 20 MILES VEHICLE SHIFTING OK
08/21/2009	19:05	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
08/21/2009	19:05	ISSUE UPDATED

Consultant's Closing Comments

TECHNICIAN REPLACED MECHATRONICS UNIT RESET BASIC SETTINGS ON DSG TRANS AND ROAD TESTED 20 MILES VEHICLE SHIFTING OK.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
480246	JETTA	2008	3VWRJ71K58M [REDACTED]	18412	3885	07/17/2009	USA

Workshop Finding
MVB 54 IS H50. MVB 0, 0.

Activity Date	Activity Time	Activity Comments
07/17/2009	10:45	CUSTOMER STATES VEHICLE WILL JERK VERY HARD ON ACCELERATION FROM A STOP. VEHICLE WILL ALSO ROLL BACK WHEN ON AN INCLINE. DUPLICATED CUSTOMER CONCERN. PERFORMED BASIC SETTINGS OF TRANSMISSION FROM TECH TIPS. ROADTESTED VEHICLE ONCE AGAIN AND VEHICLE STILL HAS THE SAME CONCERN.
07/17/2009	10:45	ISSUE OPENED BY DEALERSHIP
07/17/2009	10:48	CUSTOMER COMMENTS: CUSTOMER STATES VEHICLE WILL JERK VERY HARD ON ACCELERATION FROM A STOP. VEHICLE WILL ALSO ROLL BACK WHEN ON AN INCLINE. DUPLICATED CUSTOMER CONCERN. PERFORMED BASIC SETTINGS OF TRANSMISSION FROM TECH TIPS. ROADTESTED VEHICLE ONCE AGAIN AND VEHICLE STILL HAS THE SAME CONCERN.
07/17/2009	10:48	REPLACE MECHATRONICS, FLUID, FILTER, AND BOLTS. PERFORM BASIC SETTINGS MANUALLY AFTER NEW PARTS ARE INSTALLED.
07/17/2009	10:48	WORKSHOP FINDINGS: MVB 54 IS H50. MVB 0, 0.
07/24/2009	12:24	ED STATES WAITING FOR PART AND CUSTOMER HAS THE VEHICLE C1
08/05/2009	14:00	WAITING FOR PARTS TO COME IN
08/05/2009	14:45	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
08/05/2009	14:45	ISSUE UPDATED

Consultant's Closing Comments
WAITING FOR MECHATRONICS

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
480250	EOS	2008	WVWBA71F68V [REDACTED]	17128	3885	07/17/2009	USA

Workshop Finding
n/a

Activity Date	Activity Time	Activity Comments
07/17/2009	10:47	CUSTOMER STATES TRANS JERKS WHEN SHIFTING ON ACCELS AND DECELLS. SECOND TIME ITS BEING HERE NOW. LAST TIME BASIC SETTINGS WERE PERFORMED, THRU GUIDED FUNCTIONS AND PER TECH TIP. MANUALLY. DROVE TESTED WITH CUSTOMER AND DUPLICATED CONCERN. JERKS ON ACCELS 1ST TO 2ND GEAR. AND AS WELL AS ON DECCELS. MECHATRONIKS UNIT # IS J03F0515.
07/17/2009	10:47	ISSUE OPENED BY DEALERSHIP
07/17/2009	10:53	ADVISED TECH TO RUN BASIC SETTINGS THROUGH VSD AS OUTLINED IN TT 37-09-03. WE ALSO NEED TO REPLACE MECHATRONIC UNIT, FLUID, FILTER, AND BOLTS.
07/17/2009	10:53	CUSTOMER COMMENTS: CUSTOMER STATES TRANS JERKS WHEN SHIFTING ON ACCELS AND DECELLS. SECOND TIME ITS BEING HERE NOW. LAST TIME BASIC SETTINGS WERE PERFORMED, THRU GUIDED FUNCTIONS AND PER TECH TIP. MANUALLY. DROVE TESTED WITH CUSTOMER AND DUPLICATED CONCERN. JERKS ON ACCELS 1ST TO 2ND GEAR. AND AS WELL AS ON DECCELS. MECHATRONIKS UNIT # IS J03F0515.
07/17/2009	14:35	CLOSING TICKET. ORDERED PARTS. CUSTOMER IS TAKING VEHICLE.
07/17/2009	14:56	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/17/2009	14:56	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
480299	EOS	2008	WVWBA71F68V [REDACTED]	19288	3885	07/17/2009	USA

Workshop Finding

n/a

Activity Date	Activity Time	Activity Comments
07/17/2009	11:41	CUSTOMER REPORT WHILE VEH IN DRIVE AT IDLE VEH JERKS AND SURGE BACK AND FORTH, TECH CHECK FOR DTC FOUND NO DTCS (SEE ATACH VAS) ROAD TEST VEH FOUND VEH JERKS WHEN TAKE OFF ALSO JERKS WHEN GOES IN REVERSE. POSS MEGATRONICS ???
07/17/2009	11:41	ISSUE OPENED BY DEALERSHIP
07/17/2009	12:54	CUSTOMER COMMENTS: CUSTOMER REPORT WHILE VEH IN DRIVE AT IDLE VEH JERKS AND SURGE BACK AND FORTH, TECH CHECK FOR DTC FOUND NO DTCS (SEE ATACH VAS) ROAD TEST VEH FOUND VEH JERKS WHEN TAKE OFF ALSO JERKS WHEN GOES IN REVERSE. POSS MEGATRONICS ???
07/17/2009	12:54	MVB 54 AT J11. ADVISED TECH TO RUN BASIC SETTINGS THROUGH VSD AS OUTLINED IN TT 37-09-03. WE WILL ALSO NEED TO REPLACE THE MECHATRONIC UNIT, FLUID, FILER, AND BOLTS.
07/17/2009	13:38	ORDER PARTS AS RECOMENDED.
07/17/2009	13:47	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/17/2009	13:47	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
480301	EOS	2008	WVWBA71F58V [REDACTED]	25963	3885	07/17/2009	USA

Workshop Finding
n/a

Activity Date	Activity Time	Activity Comments
07/17/2009	11:43	ISSUE OPENED BY DEALERSHIP
07/17/2009	11:43	TRANS SLIPS IN ALL GEARS AND JERKING NO FAULTS FOUND IN GFF
07/17/2009	11:52	ADVISED TO SET BASIC SETTINGS THRU VSD FOLLOW TT 37 09 03 ROAD TEST VEHICLE AT LEAST 10 MILES AND REEVALUATE. IF CONDITION IS STILL PRESENT UPDATE TICKET WITH MVB'S 54 & 64 THEN CALL BACK.
07/17/2009	11:52	CUSTOMER COMMENTS: TRANS SLIPS IN ALL GEARS AND JERKING NO FAULTS FOUND IN GFF
07/17/2009	12:41	TECH SET BASIC SETTINGS AND CONDITION IS STILL PRESENT MVB 54 H23. ADVISED TO REPLACE MECHATRONICS UNIT, FLUID, FILTER AND BOLTS.
07/24/2009	14:14	P1 DAN STATED THEY ARE WAITING ON BACK ORDERED PARTS.
08/06/2009	11:38	REPLACE MECHATRONICS
08/06/2009	12:41	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
08/06/2009	12:41	ISSUE UPDATED

Consultant's Closing Comments
D1 REPLACED MECHATRONICS

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
480311	JETTA	2008	3VWRA71K88M [REDACTED]	16005	3885	07/17/2009	USA

Workshop Finding

n/a

Activity Date	Activity Time	Activity Comments
07/17/2009	11:49	C/S TRANSMISSION BANGS HEAVILY WHEN HITTING GAS PEDAL. ALSO AT TIME,CAR WILL REV AND NOT MOVE WHEN PULLING AWAY FROM LIGHT. BANGS ON DOWNSHIFT AS WELL. ROAD TEST VEHICLE, FOUND TRANS SHIFT HARSH FROM A STOP, BANGS ON DOWNSHIFT. CK FLUID LEVEL, LEVEL FULL. PERFORM BASIC SETTING, ROAD TEST 15 MILES, SAME RESULT
07/17/2009	11:49	ISSUE OPENED BY DEALERSHIP
07/17/2009	12:02	CUSTOMER COMMENTS: C/S TRANSMISSION BANGS HEAVILY WHEN HITTING GAS PEDAL. ALSO AT TIME,CAR WILL REV AND NOT MOVE WHEN PULLING AWAY FROM LIGHT. BANGS ON DOWNSHIFT AS WELL. ROAD TEST VEHICLE, FOUND TRANS SHIFT HARSH FROM A STOP, BANGS ON DOWNSHIFT. CK FLUID LEVEL, LEVEL FULL. PERFORM BASIC SETTING, ROAD TEST 15 MILES, SAME RESULT
07/17/2009	12:02	TECH STATES BASIC SETTINGS SET THROUGH VSD BUT CONCERN STILL PRESENT. MVB 54 AT J11. ADVISED TECH TO REPLACE MECHATRONIC UNIT, FLUID, FILTER, AND BOLTS.
07/21/2009	11:52	ORDER PARTS AND PART BACK ORDER,CUSTOMER TAKE CAR NOW
07/21/2009	11:57	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/21/2009	11:57	ISSUE UPDATED

Consultant's Closing Comments

REPLACE MECHATRONIC UNIT.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
480318	RABBIT	2008	WVWFV71K88W [REDACTED]	11051	3885	07/17/2009	USA

Workshop Finding
n/a

Activity Date	Activity Time	Activity Comments
07/17/2009	11:57	CUSTOMER STATES CAR IS SURGING FROM A STOP
07/17/2009	11:57	ISSUE OPENED BY DEALERSHIP
07/17/2009	12:07	CUSTOMER COMMENTS: CUSTOMER STATES CAR IS SURGING FROM A STOP
07/17/2009	12:07	NVB 54 H50. ADVISED TO REPLACE MECHATRONICS UNIT, FLUID, FILTER AND BOLTS.
07/24/2009	14:26	P1 SPOKE TO STEVE IN SERVICE AND VEHICLE IS WAITING ON A MECHATRONICS UNIT.
08/18/2009	10:53	REPLACED MECHATRONICS UNIT ALL BOLTS AND FILTER ALL SURGING ISSUES CORECTED
08/18/2009	11:38	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
08/18/2009	11:38	ISSUE UPDATED

Consultant's Closing Comments
D1 REPLACED MECHATRONICS UNIT ALL BOLTS AND FILTER ALL SURGING ISSUES CORECTED

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
480320	JETTA	2009	3VWRL71K09M [REDACTED]	58	3885	07/17/2009	USA

Workshop Finding

MIL ON CAM ON AND ERRATIC SHIFTING

Activity Date	Activity Time	Activity Comments
07/17/2009	11:58	ISSUE OPENED BY DEALERSHIP
07/17/2009	11:58	WRITTEN UNDER SERVICE MANAGER NAME JACK HALFHILL. TECH ANDREW KILLMEYER. CAR WAS SUPPOSED TO BE DEALER TRADED, BUT STARTED ACTING UP ON DRIVE AND BROUGHT BACK TO THE DEALER. CODES FOR NO COMMUNICATION TO TCM. WOULD NOT RUN BASIC SETTINGS FOR DSG (61 OR 60). MVB (64) BOTH 0'S (54) J30J0086. TCM IS SHOWING ACTIVE IN GATEWAY. SHOWING PROBLEM IN -J743- MECHATRONIC CONTROL MODULE.
07/17/2009	12:28	CHECK POWER AND GROUND TO THE MECH UNIT, SEE IF BASIC SETTINGS WILL SET. CLEAR MEMORY AND DRIVE THE VEHICLE
07/17/2009	12:28	CUSTOMER COMMENTS: WRITTEN UNDER SERVICE MANAGER NAME JACK HALFHILL. TECH ANDREW KILLMEYER. CAR WAS SUPPOSED TO BE DEALER TRADED, BUT STARTED ACTING UP ON DRIVE AND BROUGHT BACK TO THE DEALER. CODES FOR NO COMMUNICATION TO TCM. WOULD NOT RUN BASIC SETTINGS FOR DSG (61 OR 60). MVB (64) BOTH 0'S (54) J30J0086. TCM IS SHOWING ACTIVE IN GATEWAY. SHOWING PROBLEM IN -J743- MECHATRONIC CONTROL MODULE.
07/17/2009	12:28	WORKSHOP FINDINGS: MIL ON CAM ON AND ERRATIC SHIFTING
07/17/2009	13:32	WAS ABLE TO GET BASIC SETTINGS TO SET AFTER A SHORT TEST DRIVE. AND ONCE COMPLETED TOOK FOR A 13 MILE DRIVE WITH NO PROBLEMS (WITH VARYING CONDITONS AND USING AUTO AND TIP MODES). NOT FAULT CODES RETURNED AFTER TEST DRIVE.
07/17/2009	13:34	ADVISE TECH THAT IF VEHICLE IS OPERATING TO SPECIFICATION RELEASE VEHICLE.
07/17/2009	13:37	VEHICLE RELEASED. THANK YOU FOR THE HELP.
07/17/2009	14:01	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/17/2009	14:01	ISSUE UPDATED

Consultant's Closing Comments

WAS ABLE TO GET BASIC SETTINGS TO SET AFTER A SHORT TEST DRIVE. AND ONCE COMPLETED TOOK FOR A 13 MILE DRIVE WITH NO PROBLEMS (WITH VARYING CONDITONS AND USING AUTO AND TIP MODES). NOT FAULT CODES RETURNED AFTER TEST DRIVE.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
480336	JETTA	2009	3VWTL71K09M [REDACTED]	2945	3885	07/17/2009	USA

Workshop Finding
n/a

Activity Date	Activity Time	Activity Comments
07/17/2009	12:11	C/S WHEN COMING TO A STOP, P/R/N/D/S DISPLAY ON MFD WILL FLASH. WILL TRY TO ACCEL FROM STOP AND ENGINE REVS BUT VEHICLE WILL NOT MOVE. HAS TO SHIFT INTO PARK THEN BACK INTO DRIVE IN ORDER TO GET GOING AGAIN. ROAD TESTED AND WAS ABLE TO VERIFY ONCE AFTER ABOUT 15 MILES OF DRIVING. SCANNED VEHICLE AND DID NOT FIND ANY FAULTS STORED IN SYSTEM. PERFORMED BASIC SETTINGS OF TRANS IN 60 AND 61 AND CHECKED MVB 54 AND 64. FILES ARE ATTACHED TO THIS TICKET.
07/17/2009	12:11	ISSUE OPENED BY DEALERSHIP
07/17/2009	12:22	CUSTOMER COMMENTS: C/S WHEN COMING TO A STOP, P/R/N/D/S DISPLAY ON MFD WILL FLASH. WILL TRY TO ACCEL FROM STOP AND ENGINE REVS BUT VEHICLE WILL NOT MOVE. HAS TO SHIFT INTO PARK THEN BACK INTO DRIVE IN ORDER TO GET GOING AGAIN. ROAD TESTED AND WAS ABLE TO VERIFY ONCE AFTER ABOUT 15 MILES OF DRIVING. SCANNED VEHICLE AND DID NOT FIND ANY FAULTS STORED IN SYSTEM. PERFORMED BASIC SETTINGS OF TRANS IN 60 AND 61 AND CHECKED MVB 54 AND 64. FILES ARE ATTACHED TO THIS TICKET.
07/17/2009	12:22	REPLACE G509/182 TEMPERATURE/SPEED SENSOR AND BOLTS FOR MECHATRONICS UNIT. MVB 64 13/25.
07/17/2009	12:46	ORDERED ALL RECOMMENDED ITEMS FOR REPAIRS. SENSOR IS ON SPECIAL ORDER AT THIS TIME.
07/17/2009	13:35	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/17/2009	13:35	ISSUE UPDATED

Consultant's Closing Comments
D1 ORDERED ALL RECOMMENDED ITEMS FOR REPAIRS. SENSOR IS ON SPECIAL ORDER AT THIS TIME.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
480340	EOS	2008	WVWFA71F18V [REDACTED]	14989	3885	07/17/2009	USA

Workshop Finding

TEST DROVE. FOUND TRANSMISSION JERKING WHEN SHIFTING. PERFORMED GFF. NO DTCS FOUND . PERFORMED BASIC SETTINGS AND TEST DROVE AGAIN. DID NOT CHANGE. RECOMMEND MECHATRONICS UNIT. TECH STATES SET BASIC SETTINGS WITH NO CHANGE.

Activity Date	Activity Time	Activity Comments
07/17/2009	12:13	CUSTOMER STATES VEHICLE HAS HARD TIME ACCELERATING. TEST DROVE. FOUND TRANSMISSION JERKING WHEN SHIFTING. PERFORMED GFF. NO DTCS FOUND . PERFORMED BASIC SETTINGS AND TEST DROVE AGAIN. DID NOT CHANGE. RECOMMEND MECHATRONICS UNIT.
07/17/2009	12:13	ISSUE OPENED BY DEALERSHIP
07/17/2009	12:25	CUSTOMER COMMENTS: CUSTOMER STATES VEHICLE HAS HARD TIME ACCELERATING.
07/17/2009	12:25	PLEASE CHECK MVB 64 IN TRANS.
07/17/2009	12:25	WORKSHOP FINDINGS: TEST DROVE. FOUND TRANSMISSION JERKING WHEN SHIFTING. PERFORMED GFF. NO DTCS FOUND . PERFORMED BASIC SETTINGS AND TEST DROVE AGAIN. DID NOT CHANGE. RECOMMEND MECHATRONICS UNIT. TECH STATES SET BASIC SETTINGS WITH NO CHANGE.
07/17/2009	12:35	SPOKE WITH BRIAN. CHECK MVB 64. FOUND AT 0. SEE ATTACHED.
07/17/2009	12:45	NEED TO REPLACE THE MEDC UNIT, FILTER,FLUID, BOLTS
07/24/2009	16:56	CALLED DEALER AND WAS SENT DIRECTLY TO VOICEMAIL, WILL CALL AGAIN LATER.
07/24/2009	17:53	P1 SPOKE TO JOE, WAITING ON RED ORDERED PART.
07/31/2009	17:59	PART SHOULD BE HERE ANY DAY.
08/02/2009	23:33	THANKS FOR THE UPDATE, IF POSSIBLE PLEASE GET ETA AND SALES DOC ON PART.
08/05/2009	18:16	PART HERE TODAY WILL FINISH 8/6/09
08/05/2009	22:40	THANKS FOR THE UPDATE, PLEASE CLOSE TICKET WHEN REPAIRS ARE COMPLETE.
08/06/2009	17:00	COMPLETED
08/06/2009	17:33	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
08/06/2009	17:33	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
480367	JETTA	2009	3VWRL71K99M [REDACTED]	1149	3885	07/17/2009	USA

Workshop Finding
n/a

Activity Date	Activity Time	Activity Comments
07/17/2009	12:42	CUST STATES AT TIMES WHILE DRIVING THE TRANS WILL GO INTO NUTRAL. IT MAY GO BACK INTO DRIVE OR YOU MAY HAVE TO TURN VEH OFF AND RESTART BEFORE IT WILL GO BACK INTO DRIVE
07/17/2009	12:42	ISSUE OPENED BY DEALERSHIP
07/17/2009	12:46	CUSTOMER COMMENTS: CUST STATES AT TIMES WHILE DRIVING THE TRANS WILL GO INTO NUTRAL. IT MAY GO BACK INTO DRIVE OR YOU MAY HAVE TO TURN VEH OFF AND RESTART BEFORE IT WILL GO BACK INTO DRIVE
07/17/2009	12:46	REPLACE G509/182 TEMPERATURE/SPEED SENSOR AND BOLTS FOR MECHATRONICS UNIT.
07/24/2009	12:24	SPOKE TO RICHARD - THE PART CAME IN AND THE TECH WILL BE INSTALLING TODAY. ADVISED TO HAVE THE TECH CLOSE THE VTA IF ALL LIS OK AFTER THE REPAIRS.
07/27/2009	11:55	REPLACED G509/182 AND TEST DRIVE CAR ALL OK
07/27/2009	12:17	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/27/2009	12:17	ISSUE UPDATED

Consultant's Closing Comments
D1 REPLACED G509/182 AND TEST DRIVE CAR ALL OK

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
480371	EOS	2008	WVWBA71F68V [REDACTED]	8954	3885	07/17/2009	USA

Workshop Finding
n/a

Activity Date	Activity Time	Activity Comments
07/17/2009	12:45	CUSTOMER STATES THAT VEHICLE LUNGES ON ACCEL. VEHICLE WAS IN PREVIOUSLY FOR THIS CONCERN. TEST DROVE VEHICLE WITH THE CUSTOMER ON PREVIOUS VISIT UNABLE TO DUPLICATE CONCERN. OPENED VTA ON VEHICLE AND PERFORMED BASIC SETTINGS. VEHICLE HAS NOW RETURNED WITH SAME ISSUE. TEST DROVE WITH CUSTOMER AGAIN AND WE WERE ABLE TO DUPLICATE CONCERN. AFTER COMING TO A COMPLETE STOP AND LIGHTLY ACCELERATING THE VEHICLE WILL JERK ABOUT 3 TIMES. IF YOU DO A ROLLING STOP VEHICLE DOES NOT HAVE A PROBLEM. I HAVE ATTACHED GFF LOG AND MVB OF ECM AND TCM
07/17/2009	12:45	ISSUE OPENED BY DEALERSHIP
07/17/2009	13:05	CUSTOMER COMMENTS: CUSTOMER STATES THAT VEHICLE LUNGES ON ACCEL. VEHICLE WAS IN PREVIOUSLY FOR THIS CONCERN. TEST DROVE VEHICLE WITH THE CUSTOMER ON PREVIOUS VISIT UNABLE TO DUPLICATE CONCERN. OPENED VTA ON VEHICLE AND PERFORMED BASIC SETTINGS. VEHICLE HAS NOW RETURNED WITH SAME ISSUE. TEST DROVE WITH CUSTOMER AGAIN AND WE WERE ABLE TO DUPLICATE CONCERN. AFTER COMING TO A COMPLETE STOP AND LIGHTLY ACCELERATING THE VEHICLE WILL JERK ABOUT 3 TIMES. IF YOU DO A ROLLING STOP VEHICLE DOES NOT HAVE A PROBLEM. I HAVE ATTACHED GFF LOG AND MVB OF ECM AND TCM
07/17/2009	13:05	MVB 54 AT J13. ADVISED TECH TO SET BASIC SETTINGS THROUGH VSD AS OUTLINED IN TT 37-09-03. WE ALSO NEED TO REPLACE MECHATRONIC UNIT, FLUID, FILTER, AND BOLTS.
07/17/2009	14:06	CUSTOMER IS TO PICK UP VEHICLE CLOSE TICKET
07/17/2009	14:08	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/17/2009	14:08	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
480377	EOS	2008	WVWBA71F68V [REDACTED]	10245	3885	07/17/2009	USA

Workshop Finding
n/a

Activity Date	Activity Time	Activity Comments
07/17/2009	12:56	ISSUE OPENED BY DEALERSHIP
07/17/2009	12:56	VEHICLE JERKS DURING ACCELERATION FROM A STOP, RAN GFF AND NO FAULTS WERE STORED, UNABLE TO FIND ANY TSB'S FOR THIS CONCERN.
07/17/2009	13:01	ADVISE TECH TO PLEASE GET READINGS FROM MVB 56 AND 64 IN TCM . PERFORM BASU=IC SETTINGS PER TT 37-09-03.;
07/17/2009	13:01	CUSTOMER COMMENTS: VEHICLE JERKS DURING ACCELERATION FROM A STOP, RAN GFF AND NO FAULTS WERE STORED, UNABLE TO FIND ANY TSB'S FOR THIS CONCERN.
07/17/2009	13:08	MVB 54 J09. ADVISED TO REPLACE MECHATRONICS UNIT, FLUID, FILTER AND BOLTS.
07/17/2009	13:10	ISSUE UPDATED
07/23/2009	18:10	MECHATRONICS UNIT IS ON ORDER.
07/24/2009	16:11	P1 VEHICLE IS STILL HOLDING FOR PARTS.
07/30/2009	12:11	PART IS COMING ANY DAY AND WILL SCHEDULE CUSTOMERR
07/30/2009	16:33	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/30/2009	16:33	ISSUE UPDATED

Consultant's Closing Comments
TECH DOES NOT FOLLOW DIRECTION. PB PART IS COMING ANY DAY AND WILL SCHEDULE CUSTOMERR TECH DOES NOT FOLLOW DIRECTION. PB

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
480397	JETTA	2009	3VWPL71K79M [REDACTED]	1288	3885	07/17/2009	USA

Workshop Finding
n/a

Activity Date	Activity Time	Activity Comments
07/17/2009	13:28	CUSTOMER STATES SHIFTER INDICATOR FLASHES, VEHICLE STUMBLES AND SLOWS DOWN-SPEEDS UP ON ITS OWN, LIGHTS CHANGE FROM P-R-D-N.
07/17/2009	13:28	ISSUE OPENED BY DEALERSHIP
07/17/2009	13:37	SEE ATTACHED PRINTOUTS
07/17/2009	13:46	CUSTOMER COMMENTS: CUSTOMER STATES SHIFTER INDICATOR FLASHES, VEHICLE STUMBLES AND SLOWS DOWN-SPEEDS UP ON ITS OWN, LIGHTS CHANGE FROM P-R-D-N.
07/17/2009	13:46	REPLACE G509/G182 TEMPERATURE/SPEED SENSOR AND BOLTS FOR MECHATRONICS UNIT.
07/17/2009	13:47	MVB 64 25/37.
07/22/2009	09:28	ORDERED SENSOR - ON BACK ORDER
07/22/2009	09:46	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/22/2009	09:46	ISSUE UPDATED

Consultant's Closing Comments
D1 ORDERED SENSOR - ON BACK ORDER

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
480413	JETTA	2008	3VWRJ71K58M [REDACTED]	14900	3885	07/17/2009	USA

Workshop Finding
n/a

Activity Date	Activity Time	Activity Comments
07/17/2009	13:53	DELAY WHEN ACCEL FROM STOP. DID FEEL A JERK WHEN COMING TO STOP ON DECEL. NO CODES STORED.
07/17/2009	13:53	ISSUE OPENED BY DEALERSHIP
07/17/2009	15:27	ADVISE TECH NEED READINGS FROM MVB 54 AND 64 IN TCM
07/17/2009	15:27	CUSTOMER COMMENTS: DELAY WHEN ACCEL FROM STOP. DID FEEL A JERK WHEN COMING TO STOP ON DECEL. NO CODES STORED.
07/17/2009	16:11	MVB 54 IS J11 AND MVB 64 IS 0/0. ADVISED THE TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT.
07/17/2009	16:14	CAR IS DOWN. RED ORDERED PART.
07/20/2009	17:03	THANKS FOR THE UPDATE. PLEASE CALL BACK IF FURTHER ASSISTANCE IS NEEDED.
07/24/2009	16:38	P1 SPOKE TO SHANE IN VW SERVICE VEHICLE IS HOLDING FOR PARTS.
07/29/2009	12:00	INSTALLED MECH UNIT. CAR SHIFTS OK NOW
07/29/2009	16:26	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/29/2009	16:26	ISSUE UPDATED

Consultant's Closing Comments
INSTALLED MECH UNIT. CAR SHIFTS OK NOW

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
480434	JETTA	2008	3VWRA71KX8M [REDACTED]	17012	3885	07/17/2009	USA

Workshop Finding

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

Activity Date	Activity Time	Activity Comments
07/17/2009	14:13	C/S TRANS DOWNSHIFTS HARD FROM 2ND TO 1ST GEAR.. ROAD TESTED AND NOTED WHEN GAS IS RELEASED IN DRIVE THE CAR WILL JOLT FORWARD AND ALMOST STALL. ALSO NOTED HARSH SHIFTING FROM 2ND TO 1ST. CHECKED FLUID LEVEL AND CONDITION AND BOTH WERE OK. ECM PN 1K0907115AD SOFTWARE LEVEL 0060. TRANS MODULE P/N 02E300050J SOFTWARE LEVEL 1414
07/17/2009	14:13	ISSUE OPENED BY DEALERSHIP
07/17/2009	14:26	ADVISED THE TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT.
07/17/2009	14:26	CUSTOMER COMMENTS: C/S TRANS DOWNSHIFTS HARD FROM 2ND TO 1ST GEAR.. ROAD TESTED AND NOTED WHEN GAS IS RELEASED IN DRIVE THE CAR WILL JOLT FORWARD AND ALMOST STALL. ALSO NOTED HARSH SHIFTING FROM 2ND TO 1ST. CHECKED FLUID LEVEL AND CONDITION AND BOTH WERE OK. ECM PN 1K0907115AD SOFTWARE LEVEL 0060. TRANS MODULE P/N 02E300050J SOFTWARE LEVEL 1414
07/17/2009	14:26	WORKSHOP FINDINGS: TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM. MVB 54 IS J11.
07/17/2009	14:44	PART ON ORDER.
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
480435	RABBIT	2008	WVWVFV71K48W [REDACTED]	19294	3885	07/17/2009	USA

Workshop Finding

TEST DROVE VEHICLE FOUND A DOUBLE JERK WHEN FIRST STARTING CAR FROM A STOP. NO SHIFTING ISSUES AFTER VEHICLE IS ALREADY MOVING. DSG TRANS. FIRST SMAL JERK SEEMS NORMAL SECOND DOES NOT. MVB 54= J01K0484 MVB 64=0/0

Activity Date	Activity Time	Activity Comments
07/17/2009	14:14	CUSTOMER STATES THE CAR JERKS WHILE GIVING IT GAS. TEST DROVE VEHICLE FOUND A DOUBLE JERK WHEN FIRST STARTING CAR FROM A STOP. NO SHIFTING ISSUES AFTER VEHICLE IS ALREADY MOVING. DSG TRANS. FIRST SMAL JERK SEEMS NORMAL SECOND DOES NOT.
07/17/2009	14:14	ISSUE OPENED BY DEALERSHIP
07/17/2009	14:21	ADVISE TECH TO REPLACE MECHATRONICS , FLUID, FILTER, AND BOLTS. PERFORM BASIC SETTINGS.
07/17/2009	14:21	CUSTOMER COMMENTS: CUSTOMER STATES THE CAR JERKS WHILE GIVING IT GAS.
07/17/2009	14:21	WORKSHOP FINDINGS: TEST DROVE VEHICLE FOUND A DOUBLE JERK WHEN FIRST STARTING CAR FROM A STOP. NO SHIFTING ISSUES AFTER VEHICLE IS ALREADY MOVING. DSG TRANS. FIRST SMAL JERK SEEMS NORMAL SECOND DOES NOT. MVB 54= J01K0484 MVB 64=0/0
07/21/2009	11:34	PARTS HAVE BEEN ORDERED FOR CUSTOMER
07/22/2009	18:04	WAITING ON PARTS.
07/23/2009	08:18	THANKS FOR THE UPDATE , PLEASE CALL BACK IF FURTHER ASSISTANCE IS NEEDED
07/24/2009	16:10	P2 - UPDATED TICKET STATUS.
07/31/2009	10:20	STILL WAITING FOR THE PARTS
08/04/2009	19:55	THANKS FOR THE UPDATE.
08/07/2009	12:36	REPLACED MECHATRONICS. VEHICLE WORKING PROPERLY. THANKS
08/10/2009	07:29	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
08/10/2009	07:29	ISSUE UPDATED

Consultant's Closing Comments

REPLACED MECHATRONICS.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
480436	RABBIT	2008	WVWHV71K58W [REDACTED]	16281	3885	07/17/2009	USA

Workshop Finding
n/a

Activity Date	Activity Time	Activity Comments
07/17/2009	14:17	ISSUE OPENED BY DEALERSHIP
07/17/2009	14:17	WHEN ACCELERATING FROM A STOP, THE VEHICLE HAS A JERKING TO IT. HAPPENS MORE WHEN VEHICLE IS WARM. ROAD TEST- VERIFIED CUST ISSUE. CHECKED CODES WITH GFF= NONE. MECHANTRONICS UNIT ID- J08D0386. GFF LOG ATTACHED TO TICKET.
07/17/2009	14:24	MVB 54 AT J08. ADVISED TECH TO PERFORM BASIC SETTINGS AS OUTLINED IN TT 37-09-03. WE WILL ALSO NEED TO REPLACE MECHATRONIC UNIT, FLUID, FILTER, AND BOLTS.
07/17/2009	14:36	ORDERED MECHATRONIC UNIT FOR VEHICLE
07/17/2009	14:55	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/17/2009	14:55	ISSUE UPDATED

Consultant's Closing Comments
REPLACE MECHATRONIC UNIT.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
480448	JETTA	2009	3VWAL71K99M [REDACTED]	1888	3885	07/17/2009	USA

Workshop Finding

PERFORMED GFF DIAG NO FAULTS IN ANY SYSTEM AND ROAD TEST TO TRY AND DUPLICATE THE CONCERN. VEHICLE IS GOOD AT THIS TIME ROAD TESTED NUMEROUS TIMES ABOUT 50 MILES TOTAL. MVB 64 FIELD 1= 79 FIELD 2 = 58

Activity Date	Activity Time	Activity Comments
07/17/2009	14:30	CUSTOMER STATES SHIFTER LIGHTS ARE TURNING ON AND FLASHING AND TRANNY IS SLIPPING, PERFORMED GFF DIAG NO FAULTS IN ANY SYSTEM AND ROAD TEST TO TRY AND DUPLICATE THE CONCERN. VEHICLE IS GOOD AT THIS TIME ROAD TESTED NUMEROUS TIMES ABOUT 50 MILES TOTAL.
07/17/2009	14:30	ISSUE OPENED BY DEALERSHIP
07/17/2009	14:46	ADVISE TECH TO REPLACE INPUT SPEED SENSOR/ TEMP SENSOR , AND MECHATRONIC BOLTS. PERFORM BASIC SETTINGS.
07/17/2009	14:46	CUSTOMER COMMENTS: CUSTOMER STATES SHIFTER LIGHTS ARE TURNING ON AND FLASHING AND TRANNY IS SLIPPING,
07/17/2009	14:46	WORKSHOP FINDINGS: PERFORMED GFF DIAG NO FAULTS IN ANY SYSTEM AND ROAD TEST TO TRY AND DUPLICATE THE CONCERN. VEHICLE IS GOOD AT THIS TIME ROAD TESTED NUMEROUS TIMES ABOUT 50 MILES TOTAL. MVB 64 FIELD 1= 79 FIELD 2 = 58
07/24/2009	10:52	PARTS ARE ON ORDER. WAITING TO START WORK THANK YOU.
07/24/2009	15:54	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/24/2009	15:54	ISSUE UPDATED

Consultant's Closing Comments

REPLACE INPUT SPEED SENSOR/ TEMP SENSOR , AND MECHATRONIC BOLTS.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
480462	RABBIT	2008	WVWKC71K28W [REDACTED]	32103	3885	07/17/2009	USA

Workshop Finding
MVB 54 H42 M0173 64 0 0

Activity Date	Activity Time	Activity Comments
07/17/2009	14:41	ISSUE OPENED BY DEALERSHIP
07/17/2009	14:41	VEHICLE BUCKING ON SLIGHT ACCELERATION, CHECKED FOR STORED TROUBLE CODES-NONE PRESENT, CHECKED TRANS FLUID AND CONDITION-OK, PERFORMED BASIC SETTINGS AND TEST DRIVE-FAULT STILL PRESENT, SHOP FOREMAN ADVISED TO CONTACT HELPLINE.
07/17/2009	14:52	ADVISED THE TECH TO REPLACE THE MECHATRONICS, FLUID AND BOLTS.
07/17/2009	14:52	CUSTOMER COMMENTS: VEHICLE BUCKING ON SLIGHT ACCELERATION, CHECKED FOR STORED TROUBLE CODES-NONE PRESENT, CHECKED TRANS FLUID AND CONDITION-OK, PERFORMED BASIC SETTINGS AND TEST DRIVE-FAULT STILL PRESENT, SHOP FOREMAN ADVISED TO CONTACT HELPLINE.
07/17/2009	14:52	WORKSHOP FINDINGS: MVB 54 H42 M0173 64 0 0
07/17/2009	15:03	ORDERED MECHTRONICS UNIT
07/17/2009	16:48	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/17/2009	16:48	ISSUE UPDATED

Consultant's Closing Comments
ADVISED THE TECH TO REPLACE THE MECHATRONICS, FLUID AND BOLTS. 07/17/2009 15:03:58: US/EASTERN: JAMES SCHOLL: CLOSING IN PROCESS: DEALER COMPLETE: ORDERED MECHTRONICS UNIT

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
480467	RABBIT	2008	WVWHV71K38W [REDACTED]	30785	3885	07/17/2009	USA

Workshop Finding

I TEST DROVE THE VEHICLE AND DUPLICATED THE CONCERN. NO FAULTS IN DTC MEMORY. MVB 54 =H30Q0276 MVB 64 0/0

Activity Date	Activity Time	Activity Comments
07/17/2009	14:45	CUSTOMER STATES AT LOW SPEEDS OR LEAVING A STOP SIGN OR LIGHT CAR JERKS. I TEST DROVE THE VEHICLE AND DUPLICATED THE CONCERN. NO FAULTS IN DTC MEMORY.
07/17/2009	14:45	ISSUE OPENED BY DEALERSHIP
07/17/2009	14:49	ADVISE TECH TO REPLACE MECHATRONICS, FLUID, FILTER, AND BOLTS. PERFORM BASIC SETTINGS.
07/17/2009	14:49	CUSTOMER COMMENTS: CUSTOMER STATES AT LOW SPEEDS OR LEAVING A STOP SIGN OR LIGHT CAR JERKS.
07/17/2009	14:49	WORKSHOP FINDINGS: I TEST DROVE THE VEHICLE AND DUPLICATED THE CONCERN. NO FAULTS IN DTC MEMORY. MVB 54 =H30Q0276 MVB 64 0/0
07/21/2009	08:35	ESTIMATED SHIP DATE IS 8/27/09 WE WILL CLOSE THIS VTA AND UPDATE IF THE CONCERN IS NOT REPAIRED
07/21/2009	16:41	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/21/2009	16:41	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
480475	JETTA	2008	3VWRJ71K28M [REDACTED]	76912	3885	07/17/2009	USA

Workshop Finding

n/a

Activity Date	Activity Time	Activity Comments
07/17/2009	14:49	CUSTOMER STATES THAT WHEN TAKING OFF FROM LIGHT 2 CODITIONS ARE HAPPENING. 1ST- WHEN ACCELERATING CAR BEGIN BUCKING. 2ND. AT LIGHT, RELEASING BRAKE W/O TOUCHING GAS PEDAL. CUSTOMER HEARS TRANSMISSION NOISES AND CAR FEELS LIKE IT LUNGES. CONCERN HAS BEEN VERIFIED BY 2 OTHER TECH. I WAS GIVIN THIS REPAIR.. GF TEST PLAN FOR BASIC ASETTING HAS BEEN PERFORMED FLUID LEVEL AND COLOR IS FINE. NO SMELL.
07/17/2009	14:49	ISSUE OPENED BY DEALERSHIP
07/17/2009	14:55	CUSTOMER COMMENTS: CUSTOMER STATES THAT WHEN TAKING OFF FROM LIGHT 2 CONDITIONS ARE HAPPENING. 1ST- WHEN ACCELERATING CAR BEGIN BUCKING. 2ND. AT LIGHT, RELEASING BRAKE W/O TOUCHING GAS PEDAL. CUSTOMER HEARS TRANSMISSION NOISES AND CAR FEELS LIKE IT LUNGES. CONCERN HAS BEEN VERIFIED BY 2 OTHER TECH. I WAS GIVEN THIS REPAIR.. GF TEST PLAN FOR BASIC SETTING HAS BEEN PERFORMED FLUID LEVEL AND COLOR IS FINE. NO SMELL.
07/17/2009	14:55	MVB 54 H46. ADVISED TO REPLACE MECHATRONICS UNIT, FLUID, FILTER AND BOLTS.
07/17/2009	15:00	ORDERED PARTS.
07/17/2009	15:10	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/17/2009	15:10	ISSUE UPDATED

Consultant's Closing Comments

D1 ORDERED PARTS MECHATRONICS UNIT, FLUID, FILTER AND BOLTS.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
480495	JETTA	2009	3VWTL71K09M [REDACTED]	2500	3885	07/17/2009	USA

Workshop Finding
n/a

Activity Date	Activity Time	Activity Comments
07/17/2009	15:06	INSTALLED NEW TEMP SENSOR IN TRANS AND READINGS ONLY CHANGEDBY 1 POINT , MVB 64 IS 34 AND 49 LAST READINGS WEREMVB64-33 AND 48
07/17/2009	15:06	ISSUE OPENED BY DEALERSHIP
07/17/2009	15:16	ADVISED MVB 64 IS A COUNTER THAT DOES NOT RESET. PLEASE RELEASE CAR TO CUSTOMER.
07/17/2009	15:16	CUSTOMER COMMENTS: INSTALLED NEW TEMP SENSOR IN TRANS AND READINGS ONLY CHANGEDBY 1 POINT , MVB 64 IS 34 AND 49 LAST READINGS WEREMVB64-33 AND 48
07/17/2009	15:17	TEMP SENSOR REPLACED PER TECHLINE ADVISEMENT.
07/17/2009	15:47	CLOSING
07/19/2009	23:57	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/19/2009	23:57	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
480510	EOS	2009	WVWBA71F09V [REDACTED]	761	3885	07/17/2009	USA

Workshop Finding
NO CODES STORED.

Activity Date	Activity Time	Activity Comments
07/17/2009	15:31	CUSTOMER STATES SHIFT SELECTOR IN CLUSTER FLASHES AND VEHICLE SHIFTS HARD. SOMETIMES WILL NOT PULL OUT FROM A STOP
07/17/2009	15:31	ISSUE OPENED BY DEALERSHIP
07/17/2009	15:35	CUSTOMER COMMENTS: CUSTOMER STATES SHIFT SELECTOR IN CLUSTER FLASHES AND VEHICLE SHIFTS HARD. SOMETIMES WILL NOT PULL OUT FROM A STOP
07/17/2009	15:35	PLEASE CHECK MVB 64 IN TRANS. IF FEILDS 1 AND 2 READ OVER 20 THE TEMP SENSOR WILL HAVE TO BE REPLACED.
07/17/2009	15:35	WORKSHOP FINDINGS: NO CODES STORED.
07/17/2009	15:40	TECH STATES MVB 64 READS 14, 54.
07/17/2009	15:41	PLEASE REPLACE DSG TEMP SENSOR.
07/24/2009	16:56	SPOKE WITH HERB AND STATED THAT CAR USS FIXED AND GONE AND TO CLOSE VTA D1
07/25/2009	09:16	REPLACED TEMP SENSOR G509 AND TEST DROVE VEHICLE OPERATED NORMALLY AT THIS TIME.
07/27/2009	21:42	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/27/2009	21:42	ISSUE UPDATED

Consultant's Closing Comments
REPLACED TEMP SENSOR G509 AND TEST DROVE VEHICLE OPERATED NORMALLY AT THIS TIME.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
480514	JETTA	2008	3VWRJ71K08M [REDACTED]	17143	3885	07/17/2009	USA

Workshop Finding

MIKE SIMON IS THE TECHNICIAN WORKING ON THIS VEHICLE. HE IS NEW AND LOGGED IN UNDER HIS SHOP FOREMAN'S ID. WHEN DRIVING AND COMING TO A STOP LIGHT THE TRANS FEELS LIKE IT GOES FROM NEUTRAL INTO 1ST GEAR AND ENGAGEMENT CAN EITHER BE HARSH OR SHUTTER AT TIMES. PERFORMED TT 37-09-03 LAST TIME CAR WAS IN AND THE SHIFT FELT GOOD SO CAR WAS RETURNED TO CUSTOMER. TODAY SAME PROBLEM. LAST TIME CAR WAS IN VW TECH LINE WANTED TO KNOW WHAT DISPLAY GROUP 54 MEASURED VALUE WAS BUT CAR HAD LEFT SHOP. 54=J11R0225; MVB 64/1= 0, .2-0. MIKE SIMON NEW TECH

Activity Date	Activity Time	Activity Comments
07/17/2009	15:34	CUSTOMER SAYS CAR EGAUGES HARSHLY INTO GEAR FROM A STOP. WHEN DRIVING AND COMING TO A STOP LIGHT THE TRANS FEELS LIKE IT GOES FROM NEUTRAL INTO 1ST GEAR AND ENGAGEMENT CAN EITHER BE HARSH OR SHUTTER AT TIMES. PERFORMED TT 37-09-03 LAST TIME CAR WAS IN AND THE SHIFT FELT GOOD SO CAR WAS RETURNED TO CUSTOMER. TODAY SAME PROBLEM. LAST TIME CAR WAS IN VW TECH LINE WANTED TO KNOW WHAT DISPLAY GROUP 54 MEASURED VALUE WAS BUT CAR HAD LEFT SHOP. 54=J11R0225 MIKE SIMON NEW TECH
07/17/2009	15:34	ISSUE OPENED BY DEALERSHIP
07/17/2009	15:45	ADVISED TECH TO PLEASE VERIFY TRANSMISSION FLUID LEVEL AND CONDITION. IF THIS CHECKS OUT, PLEASE REPLACE THE MECHATRIONC, FLUID, FILTER, AND BOLTS. ONCE THE REPAIR HAS BEEN COMPLETED, PLEASE PERFORM BASIC SETTINGS ONCE AGAIN. PLEASE KEEP THE VTA UPDATED WITH YOUR PROGRESS.
07/17/2009	15:45	CUSTOMER COMMENTS: CUSTOMER SAYS CAR EGAUGES HARSHLY INTO GEAR FROM A STOP.
07/17/2009	15:45	WORKSHOP FINDINGS: MIKE SIMON IS THE TECHNICIAN WORKING ON THIS VEHICLE. HE IS NEW AND LOGGED IN UNDER HIS SHOP FOREMAN'S ID. WHEN DRIVING AND COMING TO A STOP LIGHT THE TRANS FEELS LIKE IT GOES FROM NEUTRAL INTO 1ST GEAR AND ENGAGEMENT CAN EITHER BE HARSH OR SHUTTER AT TIMES. PERFORMED TT 37-09-03 LAST TIME CAR WAS IN AND THE SHIFT FELT GOOD SO CAR WAS RETURNED TO CUSTOMER. TODAY SAME PROBLEM. LAST TIME CAR WAS IN VW TECH LINE WANTED TO KNOW WHAT DISPLAY GROUP 54 MEASURED VALUE WAS BUT CAR HAD LEFT SHOP. 54=J11R0225; MVB 64/1= 0, .2-0. MIKE SIMON NEW TECH
07/17/2009	17:11	ORDER PARTS
07/17/2009	17:24	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/17/2009	17:24	ISSUE UPDATED

Consultant's Closing Comments

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

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
480567	JETTA	2008	3VWRJ71K78M [REDACTED]	8694	3885	07/17/2009	USA

Workshop Finding
n/a

Activity Date	Activity Time	Activity Comments
07/17/2009	16:36	CUSTOMER STATES VEHICLE JERKS AND HESITATES FROM A STOP, NOTICED IN FROWARD AND REVERSE. VERIFIED CONCERN ON ROAD TEST. PERFORMED BASIC SETTING THROUGHT VEHICLE SELF, CONCERN STILL THERE. MVB 54 IS J08C0573. MVB 64 BOTH 0
07/17/2009	16:36	ISSUE OPENED BY DEALERSHIP
07/17/2009	16:52	CUSTOMER COMMENTS: CUSTOMER STATES VEHICLE JERKS AND HESITATES FROM A STOP, NOTICED IN FROWARD AND REVERSE. VERIFIED CONCERN ON ROAD TEST. PERFORMED BASIC SETTING THROUGHT VEHICLE SELF, CONCERN STILL THERE. MVB 54 IS J08C0573. MVB 64 BOTH 0
07/17/2009	16:52	TECH SET BASIC SETTINGS THROUGH VSD BUT CONCERN STILL PRESENT. MVB 54 AT J08. ADVISED TECH TO REPLACE MECHATRONIC UNIT, FLUID, FILTER, AND BOLTS.
07/17/2009	17:55	MECHATRONICS ORDERED
07/19/2009	22:47	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/19/2009	22:47	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
480584	RABBIT	2008	WVWFV71K98W [REDACTED]	10156	3885	07/17/2009	USA

Workshop Finding
NO CODES FOUND,HAS DSG.TRANS.PERFORM BASIC SETTINGS,TRANS STILL LUNGING MVB 54 = J10F0124

Activity Date	Activity Time	Activity Comments
07/17/2009	16:50	ISSUE OPENED BY DEALERSHIP
07/17/2009	16:50	VEHICLE LUNGES WHEN PUT IN GEAR.NO CODES FOUND,HAS DSG.TRANS.PERFORM BASIC SETTINGS,TRANS STILL LUNGING
07/17/2009	17:02	ADVISE TECH TO REPLACE MECHATRONICS, FLUID, FILTER, AND BOLTS. PERFORM BASIC SETTINGS.
07/17/2009	17:02	CUSTOMER COMMENTS: VEHICLE LUNGES WHEN PUT IN GEAR.
07/17/2009	17:02	WORKSHOP FINDINGS: NO CODES FOUND,HAS DSG.TRANS.PERFORM BASIC SETTINGS,TRANS STILL LUNGING MVB 54 = J10F0124
07/20/2009	15:11	PARTS ORDERED WILL OPEN NEW VTA IF NECESSARY
07/20/2009	16:31	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/20/2009	16:31	ISSUE UPDATED

Consultant's Closing Comments
REPLACE MECHATRONICS, FLUID, FILTER, AND BOLTS. PERFORM BASIC SETTINGS.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
480587	EOS	2009	WVWBA71F19V [REDACTED]	2318	3885	07/17/2009	USA

Workshop Finding
n/a

Activity Date	Activity Time	Activity Comments
07/17/2009	16:52	CUSTOMER STATES SHE WAS ON 95 THEN THE TRANSMISSION STARTED TO SLIP AS IF IT WERE IN NEUTRAL AND ALL OF THE GEAR SELECTORS STARTED TO FLASH ON THE INSTRUMENT CLUSTER. TECHNICIAN RAN GUIDED
07/17/2009	16:52	ISSUE OPENED BY DEALERSHIP
07/17/2009	16:53	TECHNICIAN RAN GUIDED FAULT FINDING AND COULD NOT FIND ANY FAULT CODES IN TCM OR ECM.
07/17/2009	17:04	CUSTOMER COMMENTS: CUSTOMER STATES SHE WAS ON 95 THEN THE TRANSMISSION STARTED TO SLIP AS IF IT WERE IN NEUTRAL AND ALL OF THE GEAR SELECTORS STARTED TO FLASH ON THE INSTRUMENT CLUSTER. TECHNICIAN RAN GUIDED
07/17/2009	17:04	TECH STATES MVB 64 AT 2 AND 4 AND MVB 54 AT J38. ADVISED TECH TO REPLACE THE G509/G182 SENSOR AND MECHATRONIC BOLTS.
07/17/2009	17:24	TECHNICIAN DID ORDERED NEW SENSORS G509/G182 AND MECHATRONIC BOLTS.
07/17/2009	17:26	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/17/2009	17:26	ISSUE UPDATED

Consultant's Closing Comments
REPLACE TEMP SENSOR.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
480600	JETTA	2008	3VWRJ71K48M [REDACTED]	24627	3885	07/17/2009	USA

Workshop Finding
n/a

Activity Date	Activity Time	Activity Comments
07/17/2009	17:13	CUSTOMER STATES TRANSMISSION JERKS WHEN ACCELERATING AT LOW SPEEDS, VERIFIED CONCERN. NO FAULTS STORED IN TCM, MVB 54 READS:J12E0070, MVB 64 READS: FIELD 1:0 FIELD 2:0. CHECKED AND VERIFIED FLUID LEVEL WAS PROPER. SET BASIC SETTINGS HOWEVER CONCERN PERSISTS.
07/17/2009	17:13	ISSUE OPENED BY DEALERSHIP
07/17/2009	17:16	ADVISE TECH TO REPLACE MECHATRONICS , FLUID, FILTER AND BOLTS.
07/17/2009	17:16	CUSTOMER COMMENTS: CUSTOMER STATES TRANSMISSION JERKS WHEN ACCELERATING AT LOW SPEEDS, VERIFIED CONCERN. NO FAULTS STORED IN TCM, MVB 54 READS:J12E0070, MVB 64 READS: FIELD 1:0 FIELD 2:0. CHECKED AND VERIFIED FLUID LEVEL WAS PROPER. SET BASIC SETTINGS HOWEVER CONCERN PERSISTS.
07/22/2009	09:34	PARTS ARE ON RED ORDER STATUS
07/23/2009	08:17	THANKS FOR THE UPDATE , PLEASE CALL BACK IF FURTHER ASSISTANCE IS NEEDED
07/24/2009	16:15	P2 - UPDATED TICKET STATUS.
07/28/2009	08:33	STILL WAITING ON PARTS.
07/28/2009	10:34	SVC MGR CONFIRMED PARTS ARE ON RED ORDER.
08/20/2009	07:39	PARTS HAVE ARRIVED, WAITING FOR VEHICLE TO RETURN FOR REPAIRS. THANK YOU.
08/20/2009	16:22	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
08/20/2009	16:22	ISSUE UPDATED

Consultant's Closing Comments
PARTS HAVE ARRIVED, WAITING FOR VEHICLE TO RETURN FOR REPAIRS.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
480610	RABBIT	2009	WVWVFV71K69W [REDACTED]	1170	3885	07/17/2009	USA

Workshop Finding

MVB 54 IS J41 AND MVB 64 IS 53, 60.

Activity Date	Activity Time	Activity Comments
07/17/2009	17:30	CUSTOMER CONCERN THAT WHEN TAKING OFF FROM STOP FEELS LIKE THERE IS A HESITATION. FOLLOWED TECH TIP FOR SETTINGS BASIC SETTINGS BLOCK 61 AND THEN 60. DROVE 13 MILES AND THEN RESTARTED VEHICLE. VEHICLE WILL SHIFT INTO NEUTRAL AND REV OUT. JUST FOUND OUT THAT, THIS CAR WAS IN 500 MILES AGO FOR DSG PROBLEMS, AND THE G509 WAS REPLACED, OLD VTA TICKET NUMBER JR330340.
07/17/2009	17:30	ISSUE OPENED BY DEALERSHIP
07/17/2009	18:04	CUSTOMER COMMENTS: CUSTOMER CONCERN THAT WHEN TAKING OFF FROM STOP FEELS LIKE THERE IS A HESITATION. FOLLOWED TECH TIP FOR SETTINGS BASIC SETTINGS BLOCK 61 AND THEN 60. DROVE 13 MILES AND THEN RESTARTED VEHICLE. VEHICLE WILL SHIFT INTO NEUTRAL AND REV OUT. JUST FOUND OUT THAT, THIS CAR WAS IN 500 MILES AGO FOR DSG PROBLEMS, AND THE G509 WAS REPLACED, OLD VTA TICKET NUMBER JR330340.
07/17/2009	18:04	TECH NEEDS TO DROP THE PAN AND REMOVE THE MECHATRONICS AND CHECK TO SEE IF THE G509, 02E927321A, IS CORRECTLY INSTALLED. TECH NEEDS TO ALSO TRY TO OBTAIN THE ORIGINAL READINGS IN MVB 64 ON PREVIOUS REPAIR ATTEMPT. PUT ALL THIS INFORMATION INTO THE VTA AND CALL BACK AND ASK FOR LEVEL 2 CONSULTANT.
07/17/2009	18:04	WORKSHOP FINDINGS: MVB 54 IS J41 AND MVB 64 IS 53, 60.
07/20/2009	11:09	TECH TO LEAVE CHRIS G. A VOICEMAIL MESSAGE.
07/20/2009	11:53	MONITOR MVB 19 IN TRANS, WIGGLE TEST THE HARNESS AS DISCUSSED UPDATE THE VTA WITH FINDINGS AND CALL BACK.
07/20/2009	12:22	FYI PS
07/20/2009	12:46	REINSTALLED SENSOR AND MECH. CHECKED MVB 19. WIGGLE TESTED. NO VARIATIONS AT TEMP READINGS. WILL CALL BACK IN A FEW.
07/20/2009	14:07	TECH TO LEAVE CHRIS G. A VOICEMAIL MESSAGE.
07/20/2009	16:37	REPLACE THE MECH, FLUID, FILTER AND BOLTS
07/20/2009	16:41	BE SURE TO SET BASIC SETTINGS
07/23/2009	14:10	HAVE ORDERED THE MECH 7/20/09. DO NOT HAVE PART IN YET 7/23.
07/23/2009	18:16	ISSUE SENT TO DEALERSHIP
07/30/2009	10:17	7/30/09 STILL NO MECH
07/30/2009	18:45	ISSUE SENT TO DEALERSHIP
07/31/2009	16:52	7/31/09 RECIEVED MECHATRONICS TODAY. INSTALLED, REFILLED, SET BASIC SETTINGS. TEST DROVE 15 MILES. KEY OFF/ON AND THEN DROVE AGAIN. VEHICLE SHIFTING IS SPOT ON AND IS DRIVING OK. VEHICLE COMPLETE
07/31/2009	17:19	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/31/2009	17:19	ISSUE UPDATED

Consultant's Closing Comments

7/31/09 RECIEVED MECHATRONICS TODAY. INSTALLED, REFILLED, SET BASIC SETTINGS. TEST DROVE 15 MILES. KEY OFF/ON AND THEN DROVE AGAIN. VEHICLE SHIFTING IS SPOT ON AND IS DRIVING OK. VEHICLE COMPLETE

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
480632	JETTA	2008	3VWRJ71K28M [REDACTED]	12241	3885	07/17/2009	USA

Workshop Finding

n/a

Activity Date	Activity Time	Activity Comments
07/17/2009	18:02	CUSTOMER CONCERN VEHICLE IS SURGING AND BUCKING ON TAKE - OFF. VERIFIED THAT DURING LOW SPEEDS VEHICLE SURGES, TRIED IN AUTO AND TIPTRONIC MODE, WORSE IN TIPTRONIC 1ST GEAR AT LOW SPEEDS OF 1200 RPMS VEHICLE SURGES CONSTANTLY IF THROTTLE IS HELD AT THIS POINT MOST NOTICABLE ON INCLINES. NO FAULTS IN AND SYSTEM ON THE CAR.
07/17/2009	18:02	ISSUE OPENED BY DEALERSHIP
07/17/2009	18:15	CUSTOMER COMMENTS: CUSTOMER CONCERN VEHICLE IS SURGING AND BUCKING ON TAKE - OFF. VERIFIED THAT DURING LOW SPEEDS VEHICLE SURGES, TRIED IN AUTO AND TIPTRONIC MODE, WORSE IN TIPTRONIC 1ST GEAR AT LOW SPEEDS OF 1200 RPMS VEHICLE SURGES CONSTANTLY IF THROTTLE IS HELD AT THIS POINT MOST NOTICABLE ON INCLINES. NO FAULTS IN AND SYSTEM ON THE CAR.
07/17/2009	18:15	MVB 54 J11. ADVISED TO REPLACE MECHATRONICS UNIT, FLUID, FILTER AND BOLTS.
07/21/2009	13:02	CUSTOMER TOOK CAR, HAVE ORDERED MECHATRONICS UNIT. CLOSING TICKET
07/21/2009	14:11	ISSUE UPDATED
07/21/2009	14:12	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/21/2009	14:12	ISSUE UPDATED

Consultant's Closing Comments

C1 CUSTOMER TOOK CAR, HAVE ORDERED MECHATRONICS UNIT. CLOSING TICKET

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
480635	EOS	2007	WVWBA71F37V [REDACTED]	37315	3885	07/17/2009	USA

Workshop Finding

TECH VERIFIED, 1ST AND REVERSE SEEM TO BE DELAYED. NO FAULTS. FLUID LEVEL AND CONDITION ARE OK TCM PART NO. TCM 02E 300043F 1157

Activity Date	Activity Time	Activity Comments
07/17/2009	18:17	ISSUE OPENED BY DEALERSHIP
07/17/2009	18:17	THERE IS A DELAYED REACTION FROM TRANSMISSION WHEN PULLING AWAY FROM STOP AND VEHICLE STUTTERS IN FIRST AND REVERSE.
07/17/2009	18:34	CUSTOMER COMMENTS: THERE IS A DELAYED REACTION FROM TRANSMISSION WHEN PULLING AWAY FROM STOP AND VEHICLE STUTTERS IN FIRST AND REVERSE.
07/17/2009	18:34	SET BASIC SETTINGS PER TT SEE TT 37-09-03
07/17/2009	18:34	WORKSHOP FINDINGS: TECH VERIFIED, 1ST AND REVERSE SEEM TO BE DELAYED. NO FAULTS. FLUID LEVEL AND CONDITION ARE OK TCM PART NO. TCM 02E 300043F 1157
07/20/2009	11:10	SET BASIC SETTING. VEHICLE STILL HAS SAME SYMPTOMS.
07/20/2009	11:16	ADVISED TECH TO REPLACE MECHATRONIC UNIT, FLUID, FILTER, AND BOLTS.
07/21/2009	12:33	ISSUE SENT TO DEALERSHIP
07/21/2009	18:47	MECHATRONICS ON ORDER. CUSTOMER TAKING VEHICLE IN THE MEANTIME.
07/21/2009	20:04	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/21/2009	20:04	ISSUE UPDATED

Consultant's Closing Comments

MECHATRONICS ON ORDER. CUSTOMER TAKING VEHICLE IN THE MEANTIME.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
480647	JETTA	2009	3VWTL71K29M [REDACTED]	3112	3885	07/17/2009	USA

Workshop Finding
n/a

Activity Date	Activity Time	Activity Comments
07/17/2009	18:49	CUSTOMER STATES THE VEHICLE WAS CRUISING DOWN THE ROAD @70MPH AND THE VEHICLE GEAR INDICATOR DISPLAY STARTS FLASHING AND THE RPM'S INCREASED AND FELT AS THOUGH IT WERE IN NEUTRAL.
07/17/2009	18:49	ISSUE OPENED BY DEALERSHIP
07/17/2009	18:55	CUSTOMER COMMENTS: CUSTOMER STATES THE VEHICLE WAS CRUISING DOWN THE ROAD @70MPH AND THE VEHICLE GEAR INDICATOR DISPLAY STARTS FLASHING AND THE RPM'S INCREASED AND FELT AS THOUGH IT WERE IN NEUTRAL.
07/17/2009	18:55	MVB 64 61/130. REPLACE G509/182 TEMPERATURE/SPEED SENSOR ALSO REPLACE BOLTS FOR MECHATRONICS UNIT.
07/17/2009	19:00	ORDERED PARTS
07/17/2009	19:41	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/17/2009	19:41	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
480660	EOS	2008	WVWBA71F38V [REDACTED]	18560	3885	07/18/2009	USA

Workshop Finding

VERIFIED-NO FAULTS MVB 54 = H17N0021 MVB 64= 0/0

Activity Date	Activity Time	Activity Comments
07/18/2009	09:17	ISSUE OPENED BY DEALERSHIP
07/18/2009	09:17	VEHICLE JERKING WHEN STOPPED AND ACCELARATE-VERIFIED-NO FAULTY
07/18/2009	09:25	ADVISE TECH TO REPLACE MECHATRONICS, FLUID , FILTER AND BOLTS, PERFORM BASIC SETTINGS.
07/18/2009	09:25	CUSTOMER COMMENTS: VEHICLE JERKING WHEN STOPPED AND ACCELARATE-
07/18/2009	09:25	WORKSHOP FINDINGS: VERIFIED-NO FAULTS MVB 54 = H17N0021 MVB 64= 0/0
07/24/2009	11:41	SPOKE WITH MELISSA THAN TRANSFERD TO SONYA IN DISPATCH. MECHATRONICS ON RED ORDER P1
07/24/2009	16:22	WAITING FOR MECHATRONINCS UNIT
07/28/2009	17:33	THANKS FOR THE UPDATE.
08/12/2009	15:03	ISTALL MECHATROICS UNIT,FILTER ,OIL-SET BASIC SZETTINGS AND ROAD TEST-VEHICLE AT SPEC
08/12/2009	18:27	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
08/12/2009	18:27	ISSUE UPDATED

Consultant's Closing Comments

ISTALL MECHATROICS UNIT,FILTER ,OIL-SET BASIC SZETTINGS AND ROAD TEST-VEHICLE AT SPEC

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
480664	EOS	2008	WVWBA71F28V [REDACTED]	6488	3885	07/18/2009	USA

Workshop Finding

TEST DROVE VEHICLE AND WHEN ACCELERATING FROM A STOP IT JERKS VERY HARSH ALMOST AS IF SOMEONE UNEXPERIENCED AT DRIVING A MANUAL IS BEHIND THE WHEEN. ALSO WHILE DRIVING IT SEEMS TO OCCASIONALLY FLOAT GEARS AND DOESNT ALWAYS KNOW WHAT GEAR IT WANTS TO BE IN. PERFORMED BASIC SETTINGS TWICE WITH NO SUCCESS. MVB54 =H30G0449 MVB 64= 0/0

Activity Date	Activity Time	Activity Comments
07/18/2009	10:18	CUSTOMER STATES VEHICLE IS JERKING UPON ACCELERATION AND SHIFTS ERRATIC. TEST DROVE VEHICLE AND WHEN ACCELERATING FROM A STOP IT JERKS VERY HARSH ALMOST AS IF SOMEONE UNEXPERIENCED AT DRIVING A MANUAL IS BEHIND THE WHEEN. ALSO WHILE DRIVING IT SEEMS TO OCCASIONALLY FLOAT GEARS AND DOESNT ALWAYS KNOW WHAT GEAR IT WANTS TO BE IN. PERFORMED BASIC SETTINGS TWICE WITH NO SUCCESS.
07/18/2009	10:18	ISSUE OPENED BY DEALERSHIP
07/18/2009	10:22	ADVISE TECH TO REPLACE MECHATRONICS, FLUID, FILTER , AND BOLTS. PER FORM BASIC SETTINGS
07/18/2009	10:22	CUSTOMER COMMENTS: CUSTOMER STATES VEHICLE IS JERKING UPON ACCELERATION AND SHIFTS ERRATIC.
07/18/2009	10:22	WORKSHOP FINDINGS: TEST DROVE VEHICLE AND WHEN ACCELERATING FROM A STOP IT JERKS VERY HARSH ALMOST AS IF SOMEONE UNEXPERIENCED AT DRIVING A MANUAL IS BEHIND THE WHEEN. ALSO WHILE DRIVING IT SEEMS TO OCCASIONALLY FLOAT GEARS AND DOESNT ALWAYS KNOW WHAT GEAR IT WANTS TO BE IN. PERFORMED BASIC SETTINGS TWICE WITH NO SUCCESS. MVB54 =H30G0449 MVB 64= 0/0
07/18/2009	11:10	ORDERED MECHATRONICS UNIT. WILL CALL BACK IF ANY FURTHER ISSUES ARE ENCOUNTERED. THANKS
07/18/2009	16:55	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/18/2009	16:55	ISSUE UPDATED

Consultant's Closing Comments

ORDERED MECHATRONICS UNIT. WILL CALL BACK IF ANY FURTHER ISSUES ARE ENCOUNTERED.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
480713	EOS	2008	WVWBA71F98V [REDACTED]	26241	3735	07/18/2009	USA

Workshop Finding
n/a

Activity Date	Activity Time	Activity Comments
07/18/2009	17:29	ISSUE OPENED BY DEALERSHIP
07/18/2009	17:29	TRANS (O2E) BUCKS INTERMITTENTLY IN 1ST AND REV UNDER LIGHT TO MED ACCEL. RAN GFF- NO TRANS OR ECM FAULTS. CHECK FLUID COND- OKAY. SET FLUID LEVEL- NO HELP. OKAY TO ORDER MECHATRONIC?
07/21/2009	10:27	CUSTOMER COMMENTS: TRANS (O2E) BUCKS INTERMITTENTLY IN 1ST AND REV UNDER LIGHT TO MED ACCEL. RAN GFF- NO TRANS OR ECM FAULTS. CHECK FLUID COND- OKAY. SET FLUID LEVEL- NO HELP. OKAY TO ORDER MECHATRONIC?
07/21/2009	10:27	ISSUE CLOSED BY CONSULTANT - INVALID
07/21/2009	10:27	TICKET CLOSED INVALID DUE TO TIME ELAPSED, YOU MUST CALL IN FOR ASSISTANCE WITHIN 24 HOURS OF CREATING TICKET WITH PROVIDED ACCESS CODE.

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

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
480716	EOS	2009	WVWBA71F69V [REDACTED]	1195	3885	07/20/2009	USA

Workshop Finding
n/a

Activity Date	Activity Time	Activity Comments
07/20/2009	07:47	CUSTOMER STATED THE PRNDL LIGHT IN CLUSTER LIT UP AND BLINKED AND SHIFTER WOULD NOT GO INTO GEAR.SHUT CAR OFF AND RESTARTED AND WAS OKAY.CHECKED USING GFF AND FOUND NO FAULT CODES IN VEHICLE.IS THIS A KNOWN ISSUE?
07/20/2009	07:47	ISSUE OPENED BY DEALERSHIP
07/20/2009	08:18	ADVISED TO CK MVB 64 IN TCM AND CALL BACK WITH RESULTS.
07/20/2009	08:18	CUSTOMER COMMENTS: CUSTOMER STATED THE PRNDL LIGHT IN CLUSTER LIT UP AND BLINKED AND SHIFTER WOULD NOT GO INTO GEAR. SHUT CAR OFF AND RESTARTED AND WAS OKAY. CHECKED USING GFF AND FOUND NO FAULT CODES IN VEHICLE. IS THIS A KNOWN ISSUE?
07/20/2009	08:30	MVB 64: 26 37 (WOAH) ADVISED THE TECH TO PLEASE REPLACE THE SPEED/TEMP SENSOR AND BOLTS FOR THE MECHATRONICS. UPDATE THE VTA WITH RESULTS.
07/23/2009	08:28	ISSUE UPDATED
07/27/2009	13:59	TINA STATES VEH IS WAITING FOR PART P1
07/31/2009	16:49	RECIEVED SENSOR TODAY AND HAVE INSTALLED .HAVE TEST DROVE AND IS OPERATING AT THIS TIME.WILL RELEASE TO CUSTOMER
07/31/2009	17:17	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/31/2009	17:17	ISSUE UPDATED

Consultant's Closing Comments
D1 RECIEVED SENSOR TODAY AND HAVE INSTALLED .HAVE TEST DROVE AND IS OPERATING AT THIS TIME.WILL RELEASE TO CUSTOMER

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
480735	RABBIT	2008	WVWHV71K48W [REDACTED]	18352	3885	07/20/2009	USA

Workshop Finding

TECH TRYED BASIC SETTINGS AND NO CHANGE.

Activity Date	Activity Time	Activity Comments
07/20/2009	08:35	BUCKS WHEN BRAKE LET OFF
07/20/2009	08:35	ISSUE OPENED BY DEALERSHIP
07/20/2009	08:43	ADVISED THE TECH TO GET MVB 54 AND 64 IN TCM AS WELL AS CHECK FLUID LEVEL AND CONDITION.UPDATE THE VTAWITH RESULTS.
07/20/2009	08:43	CUSTOMER COMMENTS: BUCKS WHEN BRAKE LET OFF
07/20/2009	08:43	WORKSHOP FINDINGS: TECH TRYED BASIC SETTINGS AND NO CHANGE.
07/20/2009	08:55	MVB 54 H40G0308 MVB 64 0 0 FLUID LEVEL AND CONDITION OK
07/20/2009	09:04	ADVISED THE TECH TO REPLACE THE MECHATRONICS, FLUID AND BOLTS FOR THE MECHATRONICS. UPDATE THE VTA WITH RESULTS.
07/27/2009	15:59	SPOKE WITH NICK AND STATED WAITING ON A BACK ORDERD PART P1
07/29/2009	16:29	SPOKE WITH JON IN VW SERVICE STATED HE IS WAITING ON A MECHATRONICS UNIT ON RED ORDER P1
08/06/2009	08:45	PART ARRIVED. VEHICLE COMPLETED. CUSTOMER IS BACK IN VEHICLE.
08/06/2009	17:55	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
08/06/2009	17:55	ISSUE UPDATED

Consultant's Closing Comments

MECHATRONICS UNIT ON RED ORDER P1
08/06/2009 08:45:43: US/EASTERN: SEAN QUILLEY: CLOSING IN PROCESS: DEALER COMPLETE: PART ARRIVED. VEHICLE COMPLETED. CUSTOMER IS BACK IN VEHICLE.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
480737	EOS	2008	WVWBA71F28V [REDACTED]	16584	3885	07/20/2009	USA

Workshop Finding

MVB 54= H48N0459

Activity Date	Activity Time	Activity Comments
07/20/2009	08:43	CUSTOMER COMPLAINED THAT SHE WAS DRIVING ON THE HIGH WAY, THE MFD STARTED FLASHING THE PRNDS AND SHE HAD NO THROTTLE RESPONSE.
07/20/2009	08:43	ISSUE OPENED BY DEALERSHIP
07/20/2009	09:12	ASVISE TECH TO REPLACE MECHATRONICS, FLUID, FILTER , AND BOLTS. PERFORM BASIC SETTINGS.
07/20/2009	09:12	CUSTOMER COMMENTS: CUSTOMER COMPLAINED THAT SHE WAS DRIVING ON THE HIGH WAY, THE MFD STARTED FLASHING THE PRNDS AND SHE HAD NO THROTTLE RESPONSE.
07/20/2009	09:12	WORKSHOP FINDINGS: MVB 54= H48N0459
07/27/2009	15:54	P1 SPOKE TO JOSE IN VW SERVICE VEHICLE IS HOLDING FOR PARTS.
07/28/2009	09:35	STILL WAITING FOR PARTS; ETA IS SEVERAL WEEKS OUT; WILL UPDATE PERIODICALLY. THANKS, JOE H.
07/28/2009	17:32	THANKS FOR THE UPDATE.
08/05/2009	10:38	PARTS HAVE STILL NOT ARRIVED; WILL UPDATE PERIODICALLY. THANKS, JOE H.
08/11/2009	12:15	PARTS HAVE ARRIVED AND VEHICLE HAS BEEN REPAIRED; THANKS FOR YOUR ASSISTANCE.
08/12/2009	18:26	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
08/12/2009	18:26	ISSUE UPDATED

Consultant's Closing Comments

PARTS HAVE ARRIVED AND VEHICLE HAS BEEN REPAIRED; THANKS FOR YOUR ASSISTANCE.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
480751	EOS	2008	WVWFA71F68V [REDACTED]	8075	3885	07/20/2009	USA

Workshop Finding

TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM. MVB 54 IS H42.

Activity Date	Activity Time	Activity Comments
07/20/2009	09:03	ISSUE OPENED BY DEALERSHIP
07/20/2009	09:03	TRANS BUCKS LIKE A STANDARD. PERFORM BASIC SETTINGS OF DSG WITH NO CHANGE. PERFORM CAPASITOR DISCHARGE. NO CHANGE. OTHER TECH SAID POSSIBLY PERFORMING BASIC SETTINGS THROUGH VSD?
07/20/2009	09:09	ADVISED THE TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT.
07/20/2009	09:09	CUSTOMER COMMENTS: TRANS BUCKS LIKE A STANDARD. PERFORM BASIC SETTINGS OF DSG WITH NO CHANGE. PERFORM CAPASITOR DISCHARGE. NO CHANGE. OTHER TECH SAID POSSIBLY PERFORMING BASIC SETTINGS THROUGH VSD?
07/20/2009	09:09	WORKSHOP FINDINGS: TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM. MVB 54 IS H42.
07/20/2009	09:27	ORDERED PARTS
07/20/2009	22:08	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/20/2009	22:08	ISSUE UPDATED

Consultant's Closing Comments

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

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
480786	EOS	2008	WVWBA71F68V [REDACTED]	21960	3885	07/20/2009	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
07/20/2009	09:46	CUSTOMER STATES VEHICLE SURGES FROM A STOP. VERIFIED CONCERN FOUND VEHICLE SURGES FORWARD WHEN ACCELERATING FROM A STOP PERFORMED BASIC SETTINGS ON TRANSMISSION AND CHECK FOR FAULTS CONCERN STILL PERSITS.
07/20/2009	09:46	ISSUE OPENED BY DEALERSHIP
07/20/2009	09:52	ADVISED THE TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT.
07/20/2009	09:52	CUSTOMER COMMENTS: CUSTOMER STATES VEHICLE SURGES FROM A STOP. VERIFIED CONCERN FOUND VEHICLE SURGES FORWARD WHEN ACCELERATING FROM A STOP PERFORMED BASIC SETTINGS ON TRANSMISSION AND CHECK FOR FAULTS CONCERN STILL PERSITS.
07/20/2009	09:52	WORKSHOP FINDINGS: TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM. BASIC SETTINGS PERFORMED. MVB 54 IS J11.
07/20/2009	12:42	HAD TO ORDER PARTS
07/20/2009	22:08	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/20/2009	22:08	ISSUE UPDATED

Consultant's Closing Comments

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

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
480798	JETTA	2009	3VWTL71K79M [REDACTED]	4114	3885	07/20/2009	USA

Workshop Finding
n/a

Activity Date	Activity Time	Activity Comments
07/20/2009	09:54	CUSTOMER STATES CAR IS LUNGING FROM A STOP. ALSO STATES PRNDL HAS BEEN LIT UP 4 SEPERATE TIMES AND CAR HAS ALSO DOWNSHIFTED ON THE HIGHWAY WHEN CRUISING. TEST DROVE COULD NOT DUPLICATE ANY CONCERN. NO FAULTS FOUND VIA GFF. SUSPECT MECHATRONICS UNIT.
07/20/2009	09:54	ISSUE OPENED BY DEALERSHIP
07/20/2009	10:10	CUSTOMER COMMENTS: CUSTOMER STATES CAR IS LUNGING FROM A STOP. ALSO STATES PRNDL HAS BEEN LIT UP 4 SEPERATE TIMES AND CAR HAS ALSO DOWNSHIFTED ON THE HIGHWAY WHEN CRUISING. TEST DROVE COULD NOT DUPLICATE ANY CONCERN. NO FAULTS FOUND VIA GFF. SUSPECT MECHATRONICS UNIT.
07/20/2009	10:10	TECH STATES MVB 54 AT J42 AND MVB 64 AT 47 AND 87 IN TCM. ADVISED TECH TO RUN MANUAL BASIC SETTINGS THROUGH VSD AS OUTLINED IN TT 37-09-03. TRY TO SEE IF WE CAN DUPLICATE SURGING FROM STOP AFTER THAT. FOR THE PRNDL CONCERN WE NEED TO REPLACE G509/G182 AND MECHATRONIC BOLTS. IF SURGING IS VERIFIED, WE SHOULD REPLACE MECHATRONIC UNIT AS WELL. PLEASE CLOSE OUT VTA AND FILL OUT SURVEY WHEN YOU CAN.
07/23/2009	09:37	PARTS ON ORDER, CUSTOMER TOOK VEHICLE. WILL OPEN NEW VTA IF FURTHER ASSISTANCE IS NEEDED.
07/23/2009	09:56	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/23/2009	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
480800	JETTA	2008	3VWRJ71K78M [REDACTED]	16877	3885	07/20/2009	USA

Workshop Finding

ROAD TESTED, VERIFIED TRANSMISSION JERKS ON LOW LOAD. ATTEMPTED TO SET BASIC SETTINGS ON TRANS. NO CHANGE. MVB 54 IS J02Q0040 AND 64 IS 0, 0.

Activity Date	Activity Time	Activity Comments
07/20/2009	09:56	CUSTOMER CONCERN IS HARD SHIFT. ROAD TESTED, VERIFIED TRANSMISSION JERKS ON LOW LOAD. ATTEMPTED TO SET BASIC SETTINGS ON TRANS. NO CHANGE. MVB 54 IS J02Q0040 AND 64 IS 0, 0.
07/20/2009	09:56	ISSUE OPENED BY DEALERSHIP
07/20/2009	10:45	ADVISED TO REPLACE MECHATRONICS UNIT, FLUID, FILTER AND BOLTS.
07/20/2009	10:45	CUSTOMER COMMENTS: CUSTOMER CONCERN IS HARD SHIFT.
07/20/2009	10:45	WORKSHOP FINDINGS: ROAD TESTED, VERIFIED TRANSMISSION JERKS ON LOW LOAD. ATTEMPTED TO SET BASIC SETTINGS ON TRANS. NO CHANGE. MVB 54 IS J02Q0040 AND 64 IS 0, 0.
07/28/2009	12:40	P1
08/10/2009	12:47	PART IS IN BUT CUSTOMER TOOK VEHICLE AND DIDNT LEAVE A GOOD PHONE NUMBER TO GET AHOLD OF HIM. WAITING ON CUSTOMER.
08/10/2009	13:24	PLEASE CLOSE TICKET IF VEHICLE IS NOT IN DEALERSHIP.
08/17/2009	11:05	CLOSING TICKET
08/17/2009	11:38	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
08/17/2009	11:38	ISSUE UPDATED

Consultant's Closing Comments

C1 CUSTOMER TOOK VEHICLE.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
480808	RABBIT	2008	WVWKC71K88W [REDACTED]	46366	3885	07/20/2009	USA

Workshop Finding

MVB#54 IS J07G0447. MVB#64 FIELD #1 IS 0 AND FIELD #2 IS 0. THE MECHATRONIC BASIC SETTINGS HAVE BEEN RESET BUT CUSTOMER CONCERN IS STILL PRESENT. NO NOTICABLE DIFFERENCE AFTER BASIC SETTINGS.

Activity Date	Activity Time	Activity Comments
07/20/2009	10:07	C/S THE VEHICLE SHUDDERS WHEN COMING TO A STOP AND BUCKS UPON ACCELERATION FROM A STOP. MVB#54 IS J07G0447. MVB#64 FIELD #1 IS 0 AND FIELD #2 IS 0. THE MECHATRONIC BASIC SETTINGS HAVE BEEN RESET BUT CUSTOMER CONCERN IS STILL PRESENT.
07/20/2009	10:07	ISSUE OPENED BY DEALERSHIP
07/20/2009	10:18	CUSTOMER COMMENTS: C/S THE VEHICLE SHUDDERS WHEN COMING TO A STOP AND BUCKS UPON ACCELERATION FROM A STOP.
07/20/2009	10:18	REPLACE MECHATRONICS, FLUID AND BOLTS.
07/20/2009	10:18	WORKSHOP FINDINGS: MVB#54 IS J07G0447. MVB#64 FIELD #1 IS 0 AND FIELD #2 IS 0. THE MECHATRONIC BASIC SETTINGS HAVE BEEN RESET BUT CUSTOMER CONCERN IS STILL PRESENT. NO NOTICABLE DIFFERENCE AFTER BASIC SETTINGS.
07/20/2009	10:44	PARTS ON ORDER WILL INSTALL UPON ARRIVAL, VEHICLE RELEASED TO THE CUSTOMER.
07/20/2009	17:00	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/20/2009	17:00	ISSUE UPDATED

Consultant's Closing Comments

PARTS ON ORDER WILL INSTALL UPON ARRIVAL, VEHICLE RELEASED TO THE CUSTOMER.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
480814	RABBIT	2008	WVWHV71K48W [REDACTED]	24587	3885	07/20/2009	USA

Workshop Finding
n/a

Activity Date	Activity Time	Activity Comments
07/20/2009	10:11	CUSTOMER STATES THAT TRANSMISSION SHIFTING ROUGH MEDIUM THROTTLE 1-2-3. ROAD TEST VEHICLE AND FOUND THAT TRANSMISSION SHIFTS HARD 1 TO 2. MVB 54-H30C0610....MVB 64-0/0. NEED ADVISE.
07/20/2009	10:11	ISSUE OPENED BY DEALERSHIP
07/20/2009	10:18	ADVISED THE TECH TO CHECK THE FLUID LEVEL AND CONDITION AND TO RUN BASIC SETTINGS AND THEN UPDATE THE TICKET AND CALL BACK WITH RESULTS
07/20/2009	10:18	CUSTOMER COMMENTS: CUSTOMER STATES THAT TRANSMISSION SHIFTING ROUGH MEDIUM THROTTLE 1-2-3. ROAD TEST VEHICLE AND FOUND THAT TRANSMISSION SHIFTS HARD 1 TO 2. MVB 54-H30C0610....MVB 64-0/0. NEED ADVISE.
07/20/2009	13:10	SET BASIC SETTINGS AND CHECK FLUID LEVEL. CHECK CONDITION OF FLUID. FLUID LOOKS NORMAL. NEED ADVISE.
07/20/2009	13:14	ADVISED TECHNICIAN TO REPLACE MECHATRONIC UNIT, FLUID, FILTER, AND BOLTS.
07/23/2009	08:18	CUSTOMER TOOK VEHICLE.WILL RETURN WHEN PART ARRIVES.
07/23/2009	17:22	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/23/2009	17:22	ISSUE UPDATED

Consultant's Closing Comments
CUSTOMER TOOK VEHICLE.WILL RETURN WHEN PART ARRIVES.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
480818	EOS	2008	WVWBA71F88V [REDACTED]	13904	3885	07/20/2009	USA

Workshop Finding

n/a

Activity Date	Activity Time	Activity Comments
07/20/2009	10:16	ISSUE OPENED BY DEALERSHIP
07/20/2009	10:16	VEHICLE IS BACK IN FOR TRANS. SURGE. LAST TIME MECHATRONICS UNIT WAS REPLACED AS PER TECH LINE. THERE ARE NO CODES STORED AND MVB 64 IS AT 0 AND 0.
07/20/2009	10:29	CUSTOMER COMMENTS: VEHICLE IS BACK IN FOR TRANS. SURGE. LAST TIME MECHATRONICS UNIT WAS REPLACED AS PER TECH LINE. THERE ARE NO CODES STORED AND MVB 64 IS AT 0 AND 0.
07/20/2009	10:29	TECH STATES MECHATRONIC REPLACED PREVIOUSLY WITH MVB 54 AT K21 IN TCM. ADVISED TECH TO RUN BASIC SETTINGS THROUGH VSD AS OUTLINED IN TT 37-09-03. RE-EVALUATE AFTER THIS. A2
07/23/2009	16:12	ISSUE CLOSED BY CONSULTANT - INVALID
07/23/2009	16:12	ISSUE UPDATED

Consultant's Closing Comments

CASE HAS BEEN DETERMINED INVALID BY CONSULTANT
DEALER NO LONGER IN BUSINESS

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
480825	EOS	2008	WVWBA71F18V [REDACTED]	11610	3885	07/20/2009	USA

Workshop Finding
n/a

Activity Date	Activity Time	Activity Comments
07/20/2009	10:24	A) CUSTOMER STATES WHEN CAR IS AT A STOP AND THE BRAKE PEDAL IS RELEASED THE CAR LURCHES FORWARD LIKE A BEGINNER LEARNING TO DRIVE A MANUAL TRANSMISSION. DLR COMPARED TO NEW CAR AND THAT TOOK OF SMOOTHLY FROM A STOP. DLR HAS READAPTED TRANS AND CHECK FOR FAULTS. NONE FOUND. CUSTOMER DOES NOT ACCEPT AS NORMAL.
07/20/2009	10:24	ISSUE OPENED BY DEALERSHIP
07/20/2009	10:30	ADVISED TO CK MVB'S 54 & 64 IN TCM. UPDATE TICKET WITH RESULTS AND CALL BACK.
07/20/2009	10:30	CUSTOMER COMMENTS: A) CUSTOMER STATES WHEN CAR IS AT A STOP AND THE BRAKE PEDAL IS RELEASED THE CAR LURCHES FORWARD LIKE A BEGINNER LEARNING TO DRIVE A MANUAL TRANSMISSION. DLR COMPARED TO NEW CAR AND THAT TOOK OF SMOOTHLY FROM A STOP. DLR HAS READAPTED TRANS AND CHECK FOR FAULTS. NONE FOUND. CUSTOMER DOES NOT ACCEPT AS NORMAL.
07/20/2009	10:52	MEASURED VALUES ATTACHED. 54=J04C0387 64= 0
07/20/2009	10:54	ADVISE TECH TO REPLACE THE MECHATRONICS, FLUID, FILTER AND BOLTS,
07/21/2009	09:08	ORDERED MECHTRONIC. RED ORDER FROM GERMANY. NO ETA
07/21/2009	10:10	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/21/2009	10:10	ISSUE UPDATED

Consultant's Closing Comments
D1 ORDERED MECHTRONIC. RED ORDER FROM GERMANY. NO ETA