

| VW File Number | Model | Model Year | VIN | Vehicle Mileage | TREAD Part ID | Open Date | Sale Order Country |
|----------------|-------|------------|------------------------|-----------------|---------------|------------|--------------------|
| 487838 | JETTA | 2008 | 3VWRJ71K88M [REDACTED] | 20608 | 3885 | 08/04/2009 | USA |

Workshop Finding

n/a

| Activity Date | Activity Time | Activity Comments |
|---------------|---------------|--|
| 08/04/2009 | 13:22 | ISSUE OPENED BY DEALERSHIP |
| 08/04/2009 | 13:22 | REPLACED MECHATRONICS UNIT SET BASIC SETTINGS OK WONT SHIFT PAST 2ND 1 DTC 01087 |
| 08/04/2009 | 13:35 | CUSTOMER COMMENTS: REPLACED MECHATRONICS UNIT SET BASIC SETTINGS OK WONT SHIFT PAST 2ND 1 DTC 01087 |
| 08/04/2009 | 13:35 | THE FOLLOWING REQUIREMENTS SHOULD BE MET: ENGINE AND TRANSMISSION MUST BE UP TO OPERATING TEMPERATURE (MINIMUM OF 30C IN TRANSMISSION). VEHICLE SHOULD BE CLEAR OF ALL FAULT CODES (ECM AND TCM) VEHICLE SHOULD BE IN PARK AND IDLING ENGINE MUST HAVE BEEN RUNNING FOR ONE FULL MINUTE BEFORE BASIC SETTINGS CAN BE PERFORMED. GO INTO VSD, TRANSMISSION ELECTRONICS/GEARBOX ELECTRONICS, BASIC SETTINGS, THEN ENTER #61 ON KEYPAD AND SELECT THE "Q" BUTTON TO ENTER INTO TEST MODE. ONCE THE NEW SCREEN APPEARS, PUT YOUR FOOT ON THE BRAKE PEDAL AND PRESS ACTIVATE. IT CAN TAKE UP TO 40 SECONDS UNTIL YOU HEAR ANY NOISES IN THE TRANSMISSION. ONCE YOU SEE NEW NUMBERS APPEAR IN THE BOTTOM BOX OF THE BASIC SETTINGS, YOU KNOW THAT THE TEST IS COMPLETE. GO BACK OUT INTO BASIC SETTINGS AND SELECT #60 ON KEYPAD AND SELECT THE "Q" BUTTON TO ENTER THE TEST MODE. FOLLOW STEP #2 AGAIN. ONCE YOU ARE COMPLETED WITH THESE TWO TESTS, SHUT DOWN ENGINE AND RESTART AND ALLOW TO IDLE. CYCLE VEHICLE FROM PARK TO DRIVE 5 TIMES AND THEN FROM PARK TO REVERSE 5 TIMES AS WELL. ROAD TEST VEHICLE 10-15 MILES GOING THROUGH ALL GEARS AUTOMATICALLY AND ALSO THROUGH TIPTRONIC AT VARIOUS SPEEDS AND DRIVING CONDITIONS. SHUT THE VEHICLE OFF AND THEN RESTART AND RE EVALUATE SHIFTING. |
| 08/05/2009 | 14:50 | RESET BASIC SETTING AGAIN AND IT WORKED TRANS WORKING PROPERLY AT THIS TIME |
| 08/05/2009 | 17:01 | ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED |
| 08/05/2009 | 17:01 | ISSUE UPDATED |

Consultant's Closing Comments

TECH DID NOT SEEM TO HAVE DONE BASIC SETTINGS CORRECTLY AT THE TIME OF CALL. JOSHUA HUSTON

JEREMI MARSH: CLOSING IN PROCESS: DEALER COMPLETE: RESET BASIC SETTING AGAIN AND IT WORKED TRANS WORKING PROPERLY AT THIS TIME

| VW File Number | Model | Model Year | VIN | Vehicle Mileage | TREAD Part ID | Open Date | Sale Order Country |
|----------------|-------|------------|------------------------|-----------------|---------------|------------|--------------------|
| 487869 | JETTA | 2008 | 3VWRA71K78M [REDACTED] | 12554 | 3885 | 08/04/2009 | USA |

Workshop Finding

n/a

| Activity Date | Activity Time | Activity Comments |
|---------------|---------------|--|
| 08/04/2009 | 13:51 | ISSUE OPENED BY DEALERSHIP |
| 08/04/2009 | 13:51 | VEHICLE HESITATES THEN BANGS INTO GEAR FROM A STOP, IN FORWARD OR REVERSE. MECHATRONIC # IS J13F0174. |
| 08/04/2009 | 14:07 | CUSTOMER COMMENTS: VEHICLE HESITATES THEN BANGS INTO GEAR FROM A STOP, IN FORWARD OR REVERSE. MECHATRONIC # IS J13F0174. |
| 08/04/2009 | 14:07 | MVB 41, 48, 54 AND 90 THRU 100, THEN REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT. |
| 08/04/2009 | 14:20 | MVBS. |
| 08/04/2009 | 19:59 | THANKS FOR THE UPDATE. |
| 08/08/2009 | 08:50 | REPLACED MECH UNIT. |
| 08/10/2009 | 07:40 | ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED |
| 08/10/2009 | 07:40 | ISSUE UPDATED |

Consultant's Closing Comments

REPLACED MECH UNIT.

| VW File Number | Model | Model Year | VIN | Vehicle Mileage | TREAD Part ID | Open Date | Sale Order Country |
|----------------|-------|------------|------------------------|-----------------|---------------|------------|--------------------|
| 488009 | JETTA | 2009 | 3VWRL71K99M [REDACTED] | 15300 | 3885 | 08/04/2009 | USA |

Workshop Finding

n/a

| Activity Date | Activity Time | Activity Comments |
|---------------|---------------|---|
| 08/04/2009 | 15:52 | ISSUE OPENED BY DEALERSHIP |
| 08/04/2009 | 15:52 | TRANSMISSION JERKS WHEN ACCELERATING FROM A STOP. DOES NOT DO IT ALL THE TIME. NO DTC'S. IS THIS A MECHATRONICS ISSUE? SERIAL # J16N0134 |
| 08/04/2009 | 15:59 | ADVISED TO REPLACE MECHATRONICS UNIT, FLUID, FITLER AND BOLTS. |
| 08/04/2009 | 15:59 | CUSTOMER COMMENTS: TRANSMISSION JERKS WHEN ACCELERATING FROM A STOP. DOES NOT DO IT ALL THE TIME. NO DTC'S. IS THIS A MECHATRONICS ISSUE? SERIAL # J16N0134 |
| 08/04/2009 | 16:02 | PART IS ON ORDER. CUSTOMER TO TAKE CAR |
| 08/04/2009 | 16:59 | ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED |
| 08/04/2009 | 16:59 | ISSUE UPDATED |

Consultant's Closing Comments

D1 PART IS ON ORDER. CUSTOMER TO TAKE CAR

| VW File Number | Model | Model Year | VIN | Vehicle Mileage | TREAD Part ID | Open Date | Sale Order Country |
|----------------|-------|------------|------------------------|-----------------|---------------|------------|--------------------|
| 488056 | EOS | 2008 | WVWBA71F78V [REDACTED] | 14048 | 3885 | 08/04/2009 | USA |

Workshop Finding

n/a

| Activity Date | Activity Time | Activity Comments |
|---------------|---------------|---|
| 08/04/2009 | 16:29 | CAR JERKS ON ACCELERATION FROM STOP |
| 08/04/2009 | 16:29 | ISSUE OPENED BY DEALERSHIP |
| 08/04/2009 | 16:40 | ADVISED TECH TO UPDATE VTA WITH SCREEN SHOTS OF MVBS 41, 48, AND 54 THEN REPLACE THE MECH UNIT, BOLTS FILTER AND FLUID AND PERFORM BASIC SETTINGS PER TT 37-09-03, CLOSE OUT VTA WHEN COMPLETED. MVB 54 J06 |
| 08/04/2009 | 16:40 | CUSTOMER COMMENTS: CAR JERKS ON ACCELERATION FROM STOP. |
| 08/05/2009 | 09:27 | HERE ARE THE VALUE BLOCKS REQUESTED |
| 08/05/2009 | 18:13 | THANKS FOR THE UPDATE. |
| 08/11/2009 | 12:10 | STEVE STATES WAITING ON PART P1 |
| 08/25/2009 | 11:27 | UNIT ARRIVED TODAY , CHECKING TO MAKE SURE UNIT IS OK FROM TRANSIT AND BEGIN INSTALL IF OK. |
| 08/25/2009 | 16:21 | CHANGED UNIT, BOLTS FLUID AND FILTER. SET BASIC SETTINGS. TEST DROVE. |
| 08/25/2009 | 18:06 | ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED |
| 08/25/2009 | 18:06 | ISSUE UPDATED |

Consultant's Closing Comments

REPLACED MECH UNIT, COMPLETED.

| VW File Number | Model | Model Year | VIN | Vehicle Mileage | TREAD Part ID | Open Date | Sale Order Country |
|----------------|-------|------------|------------------------|-----------------|---------------|------------|--------------------|
| 488094 | JETTA | 2009 | 3VWPL81K99M [REDACTED] | 4116 | 3885 | 08/04/2009 | USA |

Workshop Finding

ANOTHER TECH HERE HAD ONE LIKE THIS AND SAID THERE IS A TSB FOR IT #37-09-03 AND I CANNOT FIND IT. IT IS ABOUT A SENSOR IN THE TRANS. THERE ARE NOT ANY CODES STORED IN THE VEHICLE.
MVB 64 115 AND 151

| Activity Date | Activity Time | Activity Comments |
|---------------|---------------|--|
| 08/04/2009 | 17:18 | CUSTOMER STATES WHILE DRIVING THE VEHICLE WILL LOSE FORWARD MOTION AND THE GEAR LIGHTS FLASH. ANOTHER TECH HERE HAD ONE LIKE THIS AND SAID THERE IS A TSB FOR IT #37-09-03 AND I CANNOT FIND IT. IT IS ABOUT A SENSOR IN THE TRANS. THERE ARE NOT ANY CODES STORED IN THE VEHICLE. |
| 08/04/2009 | 17:18 | ISSUE OPENED BY DEALERSHIP |
| 08/04/2009 | 17:39 | AFTER REVIEWING MVB 64 ADVISED TECH TO REPLACE THE G 509, MECH UNIT BOLTS, FILTER AND FLUID THEN PERFORM BASIC SETTINGS PER TT 37-09-03, CLOSE OUT VTA WHEN COMPLETED. |
| 08/04/2009 | 17:39 | CUSTOMER COMMENTS: CUSTOMER STATES WHILE DRIVING THE VEHICLE WILL LOSE FORWARD MOTION AND THE GEAR LIGHTS FLASH. |
| 08/04/2009 | 17:39 | WORKSHOP FINDINGS: ANOTHER TECH HERE HAD ONE LIKE THIS AND SAID THERE IS A TSB FOR IT #37-09-03 AND I CANNOT FIND IT. IT IS ABOUT A SENSOR IN THE TRANS. THERE ARE NOT ANY CODES STORED IN THE VEHICLE. MVB 64 115 AND 151 |
| 08/07/2009 | 12:17 | DUSTIN, PLEASE CONTINUE WITH REPAIRS AND UPDATE TICKET AS PER OUR CONVERSATION. |
| 08/13/2009 | 11:18 | I REPLACED THE SENSOR BEHIND THE MECHATRONICS, REFILLED THE TRANS AND SET BASIC SETTINGS. I AM GOING TO TAKE THE VEHICLE ON A TEST DRIVE TO ENSURE PROPER OPERATION. |
| 08/13/2009 | 11:57 | THANKS FOR THE UPDATE. |
| 08/13/2009 | 17:43 | THE VEHICLE DID NOT HAVE ANY ISSUES DURING TEST DRIVE. I DROVE IT APPROX. 30 MILES WITHOUT ANY PROBLEMS. THE OVERHEATING COUNT ON VALUE BLOCK 64 DID NOT RAISE FROM BEFORE THE TEST DRIVE TO AFTER. VEHICLE IS OPERATING AS DESIGNED AT THIS TIME. |
| 08/14/2009 | 10:29 | ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED |
| 08/14/2009 | 10:29 | ISSUE UPDATED |

Consultant's Closing Comments

QTM ONSITE 8/6 AND TEST DROVE VEHICLE WITH TECHNICIAN - UNABLE TO DUPLICATE.
DEALER COMPLETE: THE VEHICLE DID NOT HAVE ANY ISSUES DURING TEST DRIVE. I DROVE IT APPROX. 30 MILES WITHOUT ANY PROBLEMS. THE OVERHEATING COUNT ON VALUE BLOCK 64 DID NOT RAISE FROM BEFORE THE TEST DRIVE TO AFTER. VEHICLE IS OPERATING AS DESIGNED AT THIS TIME.

| VW File Number | Model | Model Year | VIN | Vehicle Mileage | TREAD Part ID | Open Date | Sale Order Country |
|----------------|-------|------------|------------------------|-----------------|---------------|------------|--------------------|
| 488099 | JETTA | 2008 | 3VWRJ71K88M [REDACTED] | 22628 | 3885 | 08/04/2009 | USA |

Workshop Finding

NO DIAG PERFORMED YET.

| Activity Date | Activity Time | Activity Comments |
|---------------|---------------|---|
| 08/04/2009 | 17:22 | CUSTOMER COMPLAINTS TRANSMISSION JERKS WHEN TAKING OFF. TEST DROVE VEHICLE JERKS HARD IN REVERSE AND FORWARD WHEN TAKING OFF.NO CODES STORED. |
| 08/04/2009 | 17:22 | ISSUE OPENED BY DEALERSHIP |
| 08/04/2009 | 17:31 | ADVISED TECH TO GET MVB 41, 48, 54, 64 90-100. TECH TO CHECK THE FLUID LEVEL AND CONDITION. SET BASIC SETTINGS AND TEST DRIVE THE VEHICLE AND NOTE WHETHER THE CONCERN STAYED THE SAME GOT BETTER OR WORSE. UPDATE THE VTA AND CALL BACK. |
| 08/04/2009 | 17:31 | CUSTOMER COMMENTS: CUSTOMER COMPLAINTS TRANSMISSION JERKS WHEN TAKING OFF. TEST DROVE VEHICLE JERKS HARD IN REVERSE AND FORWARD WHEN TAKING OFF.NO CODES STORED. |
| 08/04/2009 | 17:31 | WORKSHOP FINDINGS: NO DIAG PERFORMED YET. |
| 08/04/2009 | 18:08 | COUPLED MVBS AND CHECKED FLUID LEVEL AND CONDITION ALL WERE O.K. CONDITION IS THE SAME. |
| 08/04/2009 | 18:12 | ADVISE TECH TO REPLACE MECHATRONICS , FLUID , FILTER .AND BOLTS. |
| 08/05/2009 | 12:49 | ORDERED PARTS 08/04/2009 |
| 08/05/2009 | 18:17 | THANKS FOR THE UPDATE. |
| 08/11/2009 | 14:16 | P2 - SPOKE TO GARY, WAITING FOR PARTS. |
| 08/12/2009 | 12:11 | PARTS ON BACK ORDER. |
| 08/12/2009 | 18:17 | THANKS FOR THE UPDATE... |
| 09/03/2009 | 12:08 | INSTALLED MECHATRONICS UNIT COMPLETED BASIC SETTINGS TEST DROVE CURED CONCERN. THANKS FOR THE HELP. |
| 09/03/2009 | 19:53 | ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED |
| 09/03/2009 | 19:53 | ISSUE UPDATED |

Consultant's Closing Comments

WARREN ODELL: CLOSING IN PROCESS: DEALER COMPLETE: INSTALLED MECHATRONICS UNIT COMPLETED BASIC SETTINGS TEST DROVE CURED CONCERN. THANKS FOR THE HELP.

| VW File Number | Model | Model Year | VIN | Vehicle Mileage | TREAD Part ID | Open Date | Sale Order Country |
|----------------|-------|------------|------------------------|-----------------|---------------|------------|--------------------|
| 488175 | EOS | 2008 | WVWBA71F78V [REDACTED] | 14465 | 3885 | 08/05/2009 | USA |

Workshop Finding

TECH CAN DUPLACATE THE CONCERN. FLUID LEVEL AND CONDITION IS GOOD.

| Activity Date | Activity Time | Activity Comments |
|---------------|---------------|---|
| 08/05/2009 | 08:12 | ISSUE OPENED BY DEALERSHIP |
| 08/05/2009 | 08:12 | VEHICLE IS JERKING IN FIRST GEAR |
| 08/05/2009 | 10:49 | ADVISED THE TECH TO GET MVB 41, 48, 54, 64, 90 -100 AND UPDATE THE VTA WITH RESULTS. |
| 08/05/2009 | 10:49 | CUSTOMER COMMENTS: VEHICLE IS JERKING IN FIRST GEAR |
| 08/05/2009 | 10:49 | WORKSHOP FINDINGS: TECH CAN DUPLACATE THE CONCERN. FLUID LEVEL AND CONDITION IS GOOD. |
| 08/07/2009 | 08:48 | TRANSFER TO MC |
| 08/07/2009 | 09:51 | CALLED TECH BACK. LEFT A MESSAGE, TECH TO CALL BACK FOR FURTHER DIRECTION. |
| 08/07/2009 | 13:23 | TRANSFERRED TO MC. |
| 08/10/2009 | 09:54 | 54 J11C0097 64 0 0 ADVISED THE TECH TO REPLACE THE MECHATRONICS, FLUID AND BOLTS. TECH TO UPDATE TEH REST OF THE MVB'S INTO THE VTA. UPDATE THE VTA WITH RESULTS AND CALL IN IF NEEDED. |
| 08/11/2009 | 08:21 | FIELD 41 V0698T020 GETRIEBT DSG GF8T FIELD 64 00 ORDERED MEGTRONIC UNIT |
| 08/11/2009 | 18:05 | ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED |
| 08/11/2009 | 18:05 | ISSUE UPDATED |

Consultant's Closing Comments

GEORGE ANDERSON: CLOSING IN PROCESS: DEALER COMPLETE: FIELD 41 V0698T020 GETRIEBT DSG GF8T FIELD 64 00 ORDERED MEGTRONIC UNIT

| VW File Number | Model | Model Year | VIN | Vehicle Mileage | TREAD Part ID | Open Date | Sale Order Country |
|----------------|-------|------------|------------------------|-----------------|---------------|------------|--------------------|
| 488178 | EOS | 2009 | WVWBA71F39V [REDACTED] | 3610 | 3885 | 08/05/2009 | USA |

Workshop Finding

MVB 64 IS 0, 0, MVB 41 IS V0699F0302EA _GETRIEBE _BSG_GW9F, MVB 48 IS E18. TECH STATES WHEN TAKING YOUR FOOT OFF THE BRAKE PEDAL AND START TO GO IT STUMBLES LIKE IN NEUTRAL BEFORE IT ENGAGES.

| Activity Date | Activity Time | Activity Comments |
|---------------|---------------|---|
| 08/05/2009 | 08:16 | CUSTOMER STASATES CAH HESITATES, ALMOST STALL'S. VERIFIED COMPLAINT, MVB #54 IS J29R0384. |
| 08/05/2009 | 08:16 | ISSUE OPENED BY DEALERSHIP |
| 08/05/2009 | 08:39 | CUSTOMER COMMENTS: CUSTOMER STASATES CAH HESITATES, ALMOST STALL'S. VERIFIED COMPLAINT, MVB #54 IS J29R0384. |
| 08/05/2009 | 08:39 | PERFORM BASIC SETTINGS AS PER TT 37-09-03 AND PERFORM 30 MILE ROAD TEST AND IF THE PROBLEM PERSISTS AFTER BASIC AND ROAD TEST THE MECHATRONICS WILL HAVE TO BE REPLACED AS PER PRODUCT SUPPORT BUT TECH SHOULD CALL BACK AND ASK FOR GARY BEFORE ORDERING MECHATRONICS. IF BASIC SETTINGS CORRECTS THE CONCERN RELEASE THE VEH TO THE CUSTOMER AND CLOSE THE VTA. |
| 08/05/2009 | 08:39 | WORKSHOP FINDINGS: MVB 64 IS 0, 0, MVB 41 IS V0699F0302EA _GETRIEBE _BSG_GW9F, MVB 48 IS E18. TECH STATES WHEN TAKING YOUR FOOT OFF THE BRAKE PEDAL AND START TO GO IT STUMBLES LIKE IN NEUTRAL BEFORE IT ENGAGES. |
| 08/06/2009 | 12:22 | HEY GERALD, DID ALL THAT YOU SUGESTED AND DROVE CAR HOME LAST NITE. TRANS PERFORMED FLAWLESSLY. RETURNED CAR TO CUST. THANK YOU..BILL |
| 08/06/2009 | 12:24 | ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED |
| 08/06/2009 | 12:24 | ISSUE UPDATED |

Consultant's Closing Comments

HEY GERALD, DID ALL THAT YOU SUGESTED AND DROVE CAR HOME LAST NITE. TRANS PERFORMED FLAWLESSLY. RETURNED CAR TO CUST. THANK YOU..BILL

| VW File Number | Model | Model Year | VIN | Vehicle Mileage | TREAD Part ID | Open Date | Sale Order Country |
|----------------|-------|------------|------------------------|-----------------|---------------|------------|--------------------|
| 488197 | EOS | 2009 | WVWBA71F99V [REDACTED] | 10411 | 3735 | 08/05/2009 | USA |

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|-----------------------------|
| Workshop Finding |
| TECH HAS NOT CHECKED FAULTS |

| Activity Date | Activity Time | Activity Comments |
|---------------|---------------|--|
| 08/05/2009 | 08:42 | CUSTOMER STATES VEHICLE HESITATES ON ACCEL. DUPLICATED CUSTOMERS CONCERN DURING TEST DRIVE SOUNDS LIKE TRANSMISSION GEARS ARE GRINDING IN CASE ON ACCEL AND DECEL AND TRANSMISSION WAS SHIFTING HARD INTO GEARS |
| 08/05/2009 | 08:42 | ISSUE OPENED BY DEALERSHIP |
| 08/05/2009 | 08:53 | CHECK FAULTS, FLUID LEVEL AND CONDITION, SET BASIC SETTINGS PER TT 37-09-03 AND ATTACH A GFF LOG |
| 08/05/2009 | 08:53 | CUSTOMER COMMENTS: CUSTOMER STATES VEHICLE HESITATES ON ACCEL. DUPLICATED CUSTOMERS CONCERN DURING TEST DRIVE SOUNDS LIKE TRANSMISSION GEARS ARE GRINDING IN CASE ON ACCEL AND DECEL AND TRANSMISSION WAS SHIFTING HARD INTO GEARS |
| 08/05/2009 | 08:53 | WORKSHOP FINDINGS: TECH HAS NOT CHECKED FAULTS |
| 08/05/2009 | 09:34 | COULD NOT SET BASIC SETTINGS DUE TO OIL PAN ON ORDER FOR VEHICLE DUE TO STRIPPED OUT DRAIN PLUG. CHECKED FLUID FOUND FLUID SMELLED BURNT AND LITTLE BIT OF METAL SHAVINGS IN FLUID RANN GFF NO FAULTS IN SYSTEM COULD NOT CHECK FLUID LEVEL DUE TO NOT BEING ABLE TO RUN CAR |
| 08/05/2009 | 09:45 | ADVISED THE TECH TO GET MVB 41, 48, 54, 64, 90-100 IN TCM, UPDATE TEH VTA AND CALL IN. |
| 08/05/2009 | 10:11 | MEASURED VALUES ARE NOT SAVING ON USB 41/ V0699F0302EA_GETRIEBE_DSG_GW9F 48/ E18 54/ J19F0439 64/ 0 0 90/ 305 9 0.0 37 91/ 1370 1660 1370 570 92/ 488 488 708 688 93/ 0.000 A 0.480 A 0.804 A 36 C 94/ 65535 0 0.0% 0 95/ 0 0 0 0 96/ 0 0 0 0 |

| | | |
|------------|-------|--|
| | | 97/ 0.000A 0.000A 0.000A -60 C 98-100 NO MEASURED VALUES |
| 08/05/2009 | 10:18 | ADVISED TO REPLACE MECHATRONICS UNIT, FLUID, FILTER AND BOLTS. |
| 08/05/2009 | 10:26 | ORDERED PARTS FOR VEHICLE THAT ARE ON BACK ORDER PLEASE DO NOT CALL ON VEHICLE WILL UPDATE TICKET WHEN PARTS ARRIVE |
| 08/05/2009 | 17:00 | ISSUE SENT TO DEALERSHIP |
| 08/12/2009 | 16:40 | NO ANSWER AT THE DEALERSHIP. NO UPDATE AVAILABLE AT THIS TIME. D2 |
| 08/13/2009 | 13:42 | INSTALLED NEW MECHATRONIC UNIT PERFORMED ADAPTION AS PER TECH TIP 37-09-03 VEHICLE STILL HAS GEAR CLAHING NOISE AND IS STILL NOT SHIFTING RIGHT ON ACCEL AND DECEL |
| 08/13/2009 | 15:18 | PLEASE CALL IN WHEN YOU HAVE TIME, THANKS! |
| 08/13/2009 | 15:34 | ADVISED TECH TO PLEASE CHECK MVB 34 IN THE TCM AND RECORD THE VALUES. SET BASIC SETTINGS FOR BLOCK 67 AND ROAD TEST THE VEHICLE. WE NEED TO OPERATE THE VEHICLE IN TIPTRONIC MODE FOR 3RD OR 5TH GEAR AT 2000 - 2500 RPM FOR 10 MINUTES. SHIFT THE VEHICLE TRANSMISSION TO 4TH TO 6TH GEAR AND CONTINUE DRIVING THE VEHICLE AT 2000-2500 RPM FOR ANOTHER 10 MINUTES. RECHECK MVB 34 AFTER YOUR TEST DRIVE. |
| 08/13/2009 | 15:35 | ESCALATED TO LEVEL 2; A2. |
| 08/14/2009 | 14:55 | TECH TO LEAVE CHRIS G. A VOICEMAIL MESSAGE. |
| 08/14/2009 | 15:19 | FLUID LOOKS MILKY PER TECH, ALSO HAS SOME METAL SHAVINGS. REPLACE THE TRANSMISSION AND RETEST FOR ISSUE |
| 08/26/2009 | 10:57 | INSTALLED NEW TRANSMISSION VEHICLE SHIFTING PROPERLY AT THIS TIME AFTER REPLACEMENT AND BASIC SETTINGS TST DROVE 25 MILES |
| 08/27/2009 | 07:48 | ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED |
| 08/27/2009 | 07:48 | ISSUE UPDATED |

Consultant's Closing Comments

INSTALLED NEW TRANSMISSION VEHICLE SHIFTING PROPERLY AT THIS TIME AFTER REPLACEMENT AND BASIC SETTINGS TST DROVE 25 MILES
ESCALATED TO LEVEL 2; A2.

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|----------------|-------|------------|------------------------|-----------------|---------------|------------|--------------------|
| 488241 | JETTA | 2009 | 3VWTL71K99M [REDACTED] | 4887 | 3885 | 08/05/2009 | USA |

| Workshop Finding |
|------------------|
| n/a |

| Activity Date | Activity Time | Activity Comments |
|---------------|---------------|--|
| 08/05/2009 | 09:35 | CS THAT WHILE DRIVING THE CAR GOES INTO NEUTRAL AND THEN THE ENGINE REVS AND THE PRNDL LIGHTS FLASH. I TEST DROVE THE VEHICLE AND IT DID IT TO ME REPEATEDLY. BUT NEVER FLASHED THE PRNDL LIGHTS AT ME. I CHECKED THE FAULTS AND THERE WERE NO DTCS. I CHECKED THE FLUID LEVEL AND CONDITION AND EVERYTHING SEEMS OK. I ALSO TRIED SETTING BASIC SETTINGS ON THE TRANS AND TEST DROVE IT AND IT STILL ACTED LIKE IT WAS POPPING INTO NEUTRAL. |
| 08/05/2009 | 09:35 | ISSUE OPENED BY DEALERSHIP |
| 08/05/2009 | 09:40 | ADVISED TECH TO UPDATE VTA AND GIVE US A CALL WITH MVB 54 AND 64 FROM TCM. |
| 08/05/2009 | 09:40 | CUSTOMER COMMENTS: CS THAT WHILE DRIVING THE CAR GOES INTO NEUTRAL AND THEN THE ENGINE REVS AND THE PRNDL LIGHTS FLASH. I TEST DROVE THE VEHICLE AND IT DID IT TO ME REPEATEDLY. BUT NEVER FLASHED THE PRNDL LIGHTS AT ME. I CHECKED THE FAULTS AND THERE WERE NO DTCS. I CHECKED THE FLUID LEVEL AND CONDITION AND EVERYTHING SEEMS OK. I ALSO TRIED SETTING BASIC SETTINGS ON THE TRANS AND TEST DROVE IT AND IT STILL ACTED LIKE IT WAS POPPING INTO NEUTRAL. |
| 08/05/2009 | 16:56 | 54 J42N0044 64 44/80 |
| 08/05/2009 | 17:00 | ADVISED TECH TO PLEASE REPLACE THE G509/G182 K1/K2 TEMPERATURE/SPEED SENSOR. THE MECHATRONICS WILL NEED TO BE REMOVED FOR THIS PROCEDURE. WHEN RE-INSTALLING, BE SURE TO REPLACE THE MECHATRONIC BOLTS. ONCE REPAIRS ARE COMPLETED, PLEASE SET BASIC SETTINGS IN ACCORDANCE WITH TT: 37-09-03 AND RE-EVALUATE FOR THE CONCERN. |
| 08/12/2009 | 10:16 | REPLACED THE SENSOR AND THE ISSUE IS RESOLVED |
| 08/12/2009 | 10:20 | ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED |
| 08/12/2009 | 10:20 | ISSUE UPDATED |

| Consultant's Closing Comments |
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| REPLACED TEMPERATURE SENSOR. |

| VW File Number | Model | Model Year | VIN | Vehicle Mileage | TREAD Part ID | Open Date | Sale Order Country |
|----------------|-------|------------|------------------------|-----------------|---------------|------------|--------------------|
| 488289 | EOS | 2008 | WVWFA71F78V [REDACTED] | 13220 | 3885 | 08/05/2009 | USA |

Workshop Finding

TECH STATES DUPLICATED CONCERN

| Activity Date | Activity Time | Activity Comments |
|---------------|---------------|---|
| 08/05/2009 | 10:11 | ISSUE OPENED BY DEALERSHIP |
| 08/05/2009 | 10:11 | THE CUSTOMER IS COMPLAINING THAT THE CAR WILL JERK CONTINUOUSLY WHEN ACCELERATING, WHEN HOT OR COLD. AND SOMETIMES IT WOULD STALL. |
| 08/05/2009 | 10:26 | CUSTOMER COMMENTS: THE CUSTOMER IS COMPLAINING THAT THE CAR WILL JERK CONTINUOUSLY WHEN ACCELERATING, WHEN HOT OR COLD. AND SOMETIMES IT WOULD STALL. |
| 08/05/2009 | 10:26 | PLEASE GET PRINTS OF MVB 41, 48, 54, AND 90-100. |
| 08/05/2009 | 10:26 | WORKSHOP FINDINGS: TECH STATES DUPLICATED CONCERN |
| 08/05/2009 | 10:47 | MVB 41, 48, 54, 90-100 |
| 08/05/2009 | 10:57 | TECH ATTACHED THE MVB'S TO THE VTA. ADVISED THE TECH TO REPLACE THE MECHATRONICS, FLUID AND BOLTS. UPDATE THE VTA WITH RESULTS. |
| 08/06/2009 | 09:14 | ORDER PART 8/06/09 CUSTOMER LIVES OUT OF TOWN, GOING TO TAKE CAR, WILL CALL BACK IF PROBLEMS, PART ON BACKORDER JESSE REITER |
| 08/06/2009 | 17:51 | ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED |
| 08/06/2009 | 17:51 | ISSUE UPDATED |

Consultant's Closing Comments

SOP PART ORDERED CAR UP

| VW File Number | Model | Model Year | VIN | Vehicle Mileage | TREAD Part ID | Open Date | Sale Order Country |
|----------------|-------|------------|------------------------|-----------------|---------------|------------|--------------------|
| 488302 | EOS | 2008 | WVWBA71F38V [REDACTED] | 17670 | 3885 | 08/05/2009 | USA |

Workshop Finding

I REPLACED THE MECHATRONICS UNIT FROM THE VEHICLE, AFTER REPLACING I PERFORMED BASIC SETTINGS IN 61, AND 60, BASIC SETTINGS WOULD NOT SET AND VEHICLE WILL NOT SHIFT PASSED SECOND GEAR BUT ROUGH SHIFTING HAS GONE AWAY AT LOW SPEEDS. NEW MECHATRONICS UNIT IS A REBUILD. FAULTY UNIT?

| Activity Date | Activity Time | Activity Comments |
|---------------|---------------|---|
| 08/05/2009 | 10:20 | DSG TRANSMISSION WAS SHIFTING ROUGH AT LOW SPEEDS, I REPLACED THE MECHATRONICS UNIT FROM THE VEHICLE, AFTER REPLACING I PERFORMED BASIC SETTINGS IN 61, AND 60, BASIC SETTINGS WOULD NOT SET AND VEHICLE WILL NOT SHIFT PASSED SECOND GEAR BUT ROUGH SHIFTING HAS GONE AWAY AT LOW SPEEDS. NEW MECHATRONICS UNIT IS A REBUILD. FAULTY UNIT? |
| 08/05/2009 | 10:20 | ISSUE OPENED BY DEALERSHIP |
| 08/05/2009 | 10:31 | CUSTOMER COMMENTS: DSG TRANSMISSION WAS SHIFTING ROUGH AT LOW SPEEDS, |
| 08/05/2009 | 10:31 | ISSUE UPDATED |
| 08/05/2009 | 10:31 | PLEASE CHECK MVB'S 41, 48, 54 AND 90-100 IN NEW AND OLD MECH UNITS, ATTACH PRINT OUTS TO THE TICKET AND CALL US BACK. |
| 08/05/2009 | 10:31 | WORKSHOP FINDINGS: I REPLACED THE MECHATRONICS UNIT FROM THE VEHICLE, AFTER REPLACING I PERFORMED BASIC SETTINGS IN 61, AND 60, BASIC SETTINGS WOULD NOT SET AND VEHICLE WILL NOT SHIFT PASSED SECOND GEAR BUT ROUGH SHIFTING HAS GONE AWAY AT LOW SPEEDS. NEW MECHATRONICS UNIT IS A REBUILD. FAULTY UNIT? |
| 08/05/2009 | 11:32 | FIRST MEASURING VALUES 41-100 ARE FROM THE NEW MECHATRONICS. |
| 08/05/2009 | 11:52 | ADVISED THE TECH TO FILL THE TRANS WITH FLUID TO PERFORM THE TRANS BASIC SETTINGS. |
| 08/08/2009 | 08:49 | FILLED TRANS AND PERFORMED BASIC SETTINGS, BASIC SETTINGS SET VEHICLE IS BACK TO THE CUSTOMER |
| 08/10/2009 | 09:44 | ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED |
| 08/10/2009 | 09:44 | ISSUE UPDATED |

Consultant's Closing Comments

FILLED TRANS AND PERFORMED BASIC SETTINGS, BASIC SETTINGS SET VEHICLE IS BACK TO THE CUSTOMER
CASE NOTES* WHEN MVB'S ARE RECEIVED PLEASE SEE CHRIS GEHRKE OR GLEN STEWART.

| VW File Number | Model | Model Year | VIN | Vehicle Mileage | TREAD Part ID | Open Date | Sale Order Country |
|----------------|-------|------------|------------------------|-----------------|---------------|------------|--------------------|
| 488321 | JETTA | 2008 | 3VWRA71K68M [REDACTED] | 17082 | 3885 | 08/05/2009 | USA |

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|-------------------------|
| Workshop Finding |
| n/a |

| Activity Date | Activity Time | Activity Comments |
|---------------|---------------|---|
| 08/05/2009 | 10:40 | CUSTOMER STATES GETTING A LAG WHEN GOING INTO GEAR AND WILL CLUNK INTO GEAR. NO FALTS DOES CLUNK AND SLIP |
| 08/05/2009 | 10:40 | ISSUE OPENED BY DEALERSHIP |
| 08/05/2009 | 10:50 | CUSTOMER COMMENTS: CUSTOMER STATES GETTING A LAG WHEN GOING INTO GEAR AND WILL CLUNK INTO GEAR.NO FALTS DOES CLUNK AND SLIP |
| 08/05/2009 | 10:50 | NEED TO CHECK THE FLUID AND LEVEL, IF OK THEN REPLACE THE MECH UNIT, FILTER,AND BOLTS. ALSO YOU NEED TO TYPE IN MVB 41,48,54,90-100 IN THE TRANS. |
| 08/05/2009 | 13:02 | MEASURED VALUES 41,V0698J1402EA-GETRIEBE-DSG-MW8J 48,C14R2 54,J11R0111 90,FELD 1 65535 FELD 2 0 FELD 3 0.0% FELD 4 0 91,FELD 1234 0/MIN 92,FELD 1234 0 93,FELD 1 0.000A FELD 2 0.000A FELD 3 0.000A FELD 4 -60`C 94,FELD 1 65535 FELD 2 0 FELD 3 0.0% FELD 4 0 95,FELD 1234 0/MIN 96,FELD 1234 0 97,FELD 123 0.000A FELD 4 -60`C 98, 99, 100, NOT PRESENT I ORDER PARTS |
| 08/05/2009 | 18:07 | ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED |
| 08/05/2009 | 18:07 | ISSUE UPDATED |

| |
|---|
| Consultant's Closing Comments |
| COMPLETE: MEASURED VALUES 41,V0698J1402EA-GETRIEBE-DSG-MW8J 48,C14R2 54,J11R0111 90,FELD 1 65535 FELD 2 0 FELD 3 0.0% FELD 4 0 91,FELD 1234 0/MIN 92,FELD 1234 0 93,FELD 1 0.000A FELD 2 0.000A FELD 3 0.000A FELD 4 -60`C 94,FELD 1 65535 FELD 2 0 FELD 3 0.0% FELD 4 0 95,FELD 1234 0/MIN 96,FELD 1234 0 97,FELD 123 0.000A FELD 4 -60`C 98, 99, 100, NOT PRESENT I ORDER PARTS |

| VW File Number | Model | Model Year | VIN | Vehicle Mileage | TREAD Part ID | Open Date | Sale Order Country |
|----------------|--------|------------|------------------------|-----------------|---------------|------------|--------------------|
| 488329 | RABBIT | 2008 | WVWHV71K28W [REDACTED] | 10650 | 3885 | 08/05/2009 | USA |

Workshop Finding

NO FAULTS. TECH CAN DUPLACATE.

| Activity Date | Activity Time | Activity Comments |
|---------------|---------------|--|
| 08/05/2009 | 10:45 | CUSTOMER STATES TRANSMISSION HAS BEEN SLIPPING IN LOW GEARS - SPORADICALLY. TEST DROVE VEHICLE. VEHICLE SLIPS WHEN WARM FROM STOP INTO FIRST GEAR THEN HAS HARSH SHIFT INTO SECOND. SECOND INTO THIRD GEAR HAS A SLIGHT HESITATION. |
| 08/05/2009 | 10:45 | ISSUE OPENED BY DEALERSHIP |
| 08/05/2009 | 11:03 | ADVISED THE TECH TO GET MVB 41, 48, 54, 64, 90 - 100, CHECK FLUID LEVEL AND CONDITION AND IF OK PLEASE SET BASIC SETTINGS IN TRANS AND SEE IF CONCERN GETS BETTER, WORSE, OR STAYS THE SAME. |
| 08/05/2009 | 11:03 | CUSTOMER COMMENTS: CUSTOMER STATES TRANSMISSION HAS BEEN SLIPPING IN LOW GEARS - SPORADICALLY. TEST DROVE VEHICLE. VEHICLE SLIPS WHEN WARM FROM STOP INTO FIRST GEAR THEN HAS HARSH SHIFT INTO SECOND. SECOND INTO THIRD GEAR HAS A SLIGHT HESITATION. |
| 08/05/2009 | 11:03 | WORKSHOP FINDINGS: NO FAULTS. TECH CAN DUPLACATE. |
| 08/05/2009 | 11:39 | ATTACHING MVB READINGS. CHECKED FLUID. FLUID OK. PERFORMED BASIC SETTING AND RETEST DROVE. PROBLEM STILL EXISTS THE SAME. |
| 08/05/2009 | 11:44 | ADVISE TECH TO REPLACE MECHATRONICS , FLUID, FILTER AND BOLTS. PERFORM BASIC SETTINGS. |
| 08/12/2009 | 16:44 | SPOKE WITH MIKE IN SERVICE. PARTS ARE ON BACK ORDER. P1 |
| 08/31/2009 | 12:54 | UPDATING STATUS. STILL WAITING ON PARTS. |
| 08/31/2009 | 12:58 | REVISING TO LAST UPDATE. PARTS JUST ARRIVED CUSTOMER SCHEDULED TO COME IN FOR THE SERVICE. WILL UPDATE WHEN DONE. |
| 08/31/2009 | 17:18 | THANKS FOR THE UPDATE. |
| 09/01/2009 | 15:54 | REPLACED MECHATRONICS UNIT, REPLACED FLUIDS, FILTER, BOLTS, SET BASIC SETTINGS USDING VSD. TEST DRIVE AFTER REPAIRS - COMPLAINT RESOLVED |
| 09/01/2009 | 19:16 | ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED |
| 09/01/2009 | 19:16 | ISSUE UPDATED |

Consultant's Closing Comments

MATT BYTHEWAY: CLOSING IN PROCESS: DEALER COMPLETE: REPLACED MECHATRONICS UNIT, REPLACED FLUIDS, FILTER, BOLTS, SET BASIC SETTINGS USDING VSD. TEST DRIVE AFTER REPAIRS - COMPLAINT RESOLVED

| VW File Number | Model | Model Year | VIN | Vehicle Mileage | TREAD Part ID | Open Date | Sale Order Country |
|----------------|-------|------------|------------------------|-----------------|---------------|------------|--------------------|
| 488333 | JETTA | 2009 | 3VWRL71K69M [REDACTED] | 17481 | 3885 | 08/05/2009 | USA |

Workshop Finding

MVB 54 J36 R0368 AND 64: 3 12 IN TCM

| Activity Date | Activity Time | Activity Comments |
|---------------|---------------|--|
| 08/05/2009 | 10:48 | CUSTOMER WILL BE DRIVING CAR AND IT WILL STOP MOVING AND FEEL LIKE IT IS IN NEUTRAL. HAVE BEEN ABLE TO DUPLICATE THE PROBLEM SEVERAL TIMES. I AM ENCLOSING THE MVB'S FOR TRANS. THANKS. |
| 08/05/2009 | 10:48 | ISSUE OPENED BY DEALERSHIP |
| 08/05/2009 | 12:16 | ADVISED THE TECH TO GET MVB 41, 48, 90 - 100, IN TCM AND ALSO CHECK FLUID LEVEL AND CONDITION. UPDATE TEH VTA WITH RESULTS. |
| 08/05/2009 | 12:16 | CUSTOMER COMMENTS: CUSTOMER WILL BE DRIVING CAR AND IT WILL STOP MOVING AND FEEL LIKE IT IS IN NEUTRAL. HAVE BEEN ABLE TO DUPLICATE THE PROBLEM SEVERAL TIMES. I AM ENCLOSING THE MVB'S FOR TRANS. THANKS. |
| 08/05/2009 | 12:16 | WORKSHOP FINDINGS: MVB 54 J36 R0368 AND 64: 3 12 IN TCM |
| 08/05/2009 | 14:07 | FLUID IS CLEAR AND LEVEL WAS CORRECT. ENCLOSING MVB'S YOU REQUESTED FROM TCM. |
| 08/05/2009 | 14:14 | ADVISED THE TECH TO REPLACE THE INPUT SPEED/TEMP SENSOR AND MECH UNIT BOLTS. |
| 08/10/2009 | 11:43 | PARTS ON ORDER. SHOULD BE HERE IN NEXT COUPLE OF DAYS. THANKS. |
| 08/10/2009 | 18:15 | ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED |
| 08/10/2009 | 18:15 | ISSUE UPDATED |

Consultant's Closing Comments

GLEN STEWART: OPEN: CONSULTANT IN PROCESS: ADVISED THE TECH TO REPLACE THE INPUT SPEED/TEMP SENSOR AND MECH UNIT BOLTS. 08/10/2009 11:43:38: US/EASTERN: STUART REIS: CLOSING IN PROCESS: DEALER COMPLETE: PARTS ON ORDER. SHOULD BE HERE IN NEXT COUPLE OF DAYS. THANKS.

| VW File Number | Model | Model Year | VIN | Vehicle Mileage | TREAD Part ID | Open Date | Sale Order Country |
|----------------|-------|------------|------------------------|-----------------|---------------|------------|--------------------|
| 488339 | EOS | 2008 | WVWBA71F68V [REDACTED] | 18081 | 3885 | 08/05/2009 | USA |

Workshop Finding

n/a

| Activity Date | Activity Time | Activity Comments |
|---------------|---------------|---|
| 08/05/2009 | 10:52 | CUSTOMER STATED THAT THERE IS A CLUNK WHEN FIRST ACCELERATING FROM A STOP. VERIFIED CUSTOMER CONCERN AND FOUND THAT THERE IS A SLIGHT LAG WHEN FIRST TAKING OFF FROM A STOP. VEHICLE ALSO HAD THE MECHATRONIC UNIT RERPLACED 2/20/09. THERE ARE NO DTC'S IN TRANS ELECTRONICS. MVB 54 IS J33C0385. |
| 08/05/2009 | 10:52 | ISSUE OPENED BY DEALERSHIP |
| 08/05/2009 | 11:08 | ADVISED TO RESET BASIC SETTINGS MANUALLY AND ROAD TEST 10 TO 15 MILES AND REEVALUATE. |
| 08/05/2009 | 11:08 | CUSTOMER COMMENTS: CUSTOMER STATED THAT THERE IS A CLUNK WHEN FIRST ACCELERATING FROM A STOP. VERIFIED CUSTOMER CONCERN AND FOUND THAT THERE IS A SLIGHT LAG WHEN FIRST TAKING OFF FROM A STOP. VEHICLE ALSO HAD THE MECHATRONIC UNIT RERPLACED 2/20/09. THERE ARE NO DTC'S IN TRANS ELECTRONICS. MVB 54 IS J33C0385. |
| 08/05/2009 | 11:09 | ISSUE SENT TO DEALERSHIP |
| 08/12/2009 | 10:29 | PER ERIC, THE VEHICLE IS COMPLETE. TECH TO CLOSE THE VTA |
| 08/13/2009 | 12:01 | RESET BASIC SETTINGS, CUSTOMER HAS NOT RETURNED FOR AN UPDATE ON THIS CONDITION. CLOSING TICKET |
| 08/13/2009 | 12:31 | ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED |
| 08/13/2009 | 12:31 | ISSUE UPDATED |

Consultant's Closing Comments

RESET BASIC SETTINGS, CUSTOMER HAS NOT RETURNED FOR AN UPDATE ON THIS CONDITION. CLOSING TICKET

| VW File Number | Model | Model Year | VIN | Vehicle Mileage | TREAD Part ID | Open Date | Sale Order Country |
|----------------|-------|------------|------------------------|-----------------|---------------|------------|--------------------|
| 488353 | JETTA | 2008 | 3VWRJ71K08M [REDACTED] | 33075 | 3885 | 08/05/2009 | USA |

Workshop Finding

NO FAULTS, AT A STOP INTERMITTENTLY CLUNKS (SIMILAR TO BASIC SETTINGS TYPE NOISES), DELAYS AND THEN ENGAGES AND PULLS ERRATIC DOWNSHIFT AS WELL. BASIC SETTINGS SET NO EFFECT. MVB 54=J08 MVB 64 =0/0

| Activity Date | Activity Time | Activity Comments |
|---------------|---------------|--|
| 08/05/2009 | 10:59 | C/S THE CAR HAS HESITATION WHEN DRIVING..ROAD TEST CAR NOT HESITATION TRANS IS CONCERN. WHEN STOPPED AT LIGHT CAR JUMPS INTO GEAR AND STARTS TAKING OFF WITHOUT FOOT ON GAS PEDAL, UPTO 10 MPH ,WHEN FOOT ON BRAKE AT STOP LIGHT YOU CAN HEAR IT CLUNK LIKE ITS CHANGING GEARS. |
| 08/05/2009 | 10:59 | ISSUE OPENED BY DEALERSHIP |
| 08/05/2009 | 11:10 | CUSTOMER COMMENTS: C/S THE CAR HAS HESITATION WHEN DRIVING..ROAD TEST CAR NOT HESITATION TRANS IS CONCERN. WHEN STOPPED AT LIGHT CAR JUMPS INTO GEAR AND STARTS TAKING OFF WITHOUT FOOT ON GAS PEDAL, UPTO 10 MPH ,WHEN FOOT ON BRAKE AT STOP LIGHT YOU CAN HEAR IT CLUNK LIKE ITS CHANGING GEARS. |
| 08/05/2009 | 11:10 | REPLACE THE MECH, FLUID, FILTER AND BOLTS. RESET BASIC SETTINGS AND RETEST FOR ISSUE |
| 08/05/2009 | 11:10 | WORKSHOP FINDINGS: NO FAULTS, AT A STOP INTERMITTENTLY CLUNKS (SIMILAR TO BASIC SETTINGS TYPE NOISES), DELAYS AND THEN ENGAGES AND PULLS ERRATIC DOWNSHIFT AS WELL. BASIC SETTINGS SET NO EFFECT. MVB 54=J08 MVB 64 =0/0 |
| 08/06/2009 | 11:37 | MECHATRONICS UNIT ORDERED |
| 08/06/2009 | 15:07 | ISSUE SENT TO DEALERSHIP |
| 08/12/2009 | 14:29 | D1 SPOKE WITH ERIN (SERVICE) AND WAS ADVISED THAT THE VEHICLE IS DONE. ASKED THAT THE TICKET BE UPDATED AND CLOSED. |
| 08/20/2009 | 10:15 | WE ORDERED A MEGA TRONICS UNIT- DUE IN IN SEPT. WE WILL UPDATE VTA IF THIS DOESN'T REPAIR THE CAR |
| 08/20/2009 | 11:10 | ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED |
| 08/20/2009 | 11:10 | ISSUE UPDATED |

Consultant's Closing Comments

WE ORDERED A MEGA TRONICS UNIT- DUE IN IN SEPT. WE WILL UPDATE VTA IF THIS DOESN'T REPAIR THE CAR

| VW File Number | Model | Model Year | VIN | Vehicle Mileage | TREAD Part ID | Open Date | Sale Order Country |
|----------------|-------|------------|------------------------|-----------------|---------------|------------|--------------------|
| 488419 | JETTA | 2009 | 3VWRJ71K49M [REDACTED] | 53 | 3885 | 08/05/2009 | USA |

Workshop Finding

ADVISED TECH TO FIND OUT IF VEHICLE ACTUALLY STALLED OR IF IT JUST WOULD NOT MOVE.

| Activity Date | Activity Time | Activity Comments |
|---------------|---------------|---|
| 08/05/2009 | 11:50 | ISSUE OPENED BY DEALERSHIP |
| 08/05/2009 | 11:50 | VEHICLE DIED, ALL LIGHTS CAME ON. |
| 08/05/2009 | 12:34 | ADVISED TECH TO FIND OUT IF VEHICLE STALLED OR IF IT JUST STOPPED MOVING. TECH SAID MVB 64 WAS 11 AND 10, ADVISED TECH TO REPLACE THE G509 TEMP SENSOR, MECH UNIT BOLTS, FILTER AND FLUID THEN PERFORM BASIC SETTINGS PER TT 37-09-03, CLOSE OUT VTA WHEN COMPLETED. IF CUSTOMER SAID THE VEHICLE STALLED WE NEED TO VERIFY CONCERN THEN CALL BACK. |
| 08/05/2009 | 12:34 | CUSTOMER COMMENTS: VEHICLE DIED, ALL LIGHTS CAME ON. |
| 08/05/2009 | 12:34 | WORKSHOP FINDINGS: ADVISED TECH TO FIND OUT IF VEHICLE ACTUALLY STALLED OR IF IT JUST WOULD NOT MOVE. |
| 08/12/2009 | 18:08 | SPOKE WITH RYAN IN VW SERVICE AND WIT ECH, STATED CAR IS DONE TECH TO CLOSE THE VTA D1 |
| 08/14/2009 | 09:25 | REPLACED TEMP SENSOR- OK. |
| 08/14/2009 | 09:57 | ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED |
| 08/14/2009 | 09:57 | 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 |
|----------------|--------|------------|------------------------|-----------------|---------------|------------|--------------------|
| 488429 | RABBIT | 2008 | WVWHV71K88W [REDACTED] | 12234 | 3885 | 08/05/2009 | USA |

Workshop Finding

TRANS OIL LEVEL AND CONDITION ARE CORRECT MVB 54 H39M0327, MVB 64 0,0.

| Activity Date | Activity Time | Activity Comments |
|---------------|---------------|--|
| 08/05/2009 | 12:01 | HELLO, THIS GTI HAS A DSG TRANS. HAVE ROAD TESTED AND VERIFIED THAT THE TRANS WILL HESISTATE AND JERK AT TIMES WHEN LEAVING A STOP LIGHT, WILL ALSO HAPPEN IN REVERSE. AT TIMES THE VEHICLE WILL LURCH WHILE TRYING TO APPLY LIGHT THROTTLE, IE HEAVY TRAFFIC OR PARKING. TRANS OIL LEVEL AND CONDITION ARE CORRECT MVB 54 H39M0327, MVB 64 0,0. THANKS FOR THE HELP ZACH |
| 08/05/2009 | 12:01 | ISSUE OPENED BY DEALERSHIP |
| 08/05/2009 | 12:27 | ADVISE TO PLEASE ATTACH MVB 41, 48, 54 AND 90 THRU 100, THEN REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT. |
| 08/05/2009 | 12:27 | CUSTOMER COMMENTS: HELLO, THIS GTI HAS A DSG TRANS. HAVE ROAD TESTED AND VERIFIED THAT THE TRANS WILL HESISTATE AND JERK AT TIMES WHEN LEAVING A STOP LIGHT, WILL ALSO HAPPEN IN REVERSE. AT TIMES THE VEHICLE WILL LURCH WHILE TRYING TO APPLY LIGHT THROTTLE, IE HEAVY TRAFFIC OR PARKING. |
| 08/05/2009 | 12:27 | WORKSHOP FINDINGS: TRANS OIL LEVEL AND CONDITION ARE CORRECT MVB 54 H39M0327, MVB 64 0,0. |
| 08/10/2009 | 16:16 | HELLO, THANKS FOR THE HELP. HERE ARE THE FILES REQUESTED. PLEASE CLOSE, IF PORBLEMS CONTINUE WILL OPEN NEW TICKET. THANKS ZACH |
| 08/10/2009 | 16:41 | ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED |
| 08/10/2009 | 16:41 | ISSUE UPDATED |

Consultant's Closing Comments

REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS

| VW File Number | Model | Model Year | VIN | Vehicle Mileage | TREAD Part ID | Open Date | Sale Order Country |
|----------------|-------|------------|------------------------|-----------------|---------------|------------|--------------------|
| 488460 | EOS | 2008 | WVWFA71F78V [REDACTED] | 41335 | 3885 | 08/05/2009 | USA |

| |
|-------------------------|
| Workshop Finding |
| n/a |

| Activity Date | Activity Time | Activity Comments |
|---------------|---------------|---|
| 08/05/2009 | 12:34 | CUSTOMER STATES THAT WHEN TAKING OFF FROM A STOP THE TRANS JERKS. FLUID LEVEL IS FULL AND IN GOOD CONDITION. |
| 08/05/2009 | 12:34 | ISSUE OPENED BY DEALERSHIP |
| 08/05/2009 | 12:48 | CUSTOMER COMMENTS: CUSTOMER STATES THAT WHEN TAKING OFF FROM A STOP THE TRANS JERKS. FLUID LEVEL IS FULL AND IN GOOD CONDITION. |
| 08/05/2009 | 12:48 | PLEASE REPLACE MECHATRONIC UNIT, FLUID FILTER AND BOLTS. |
| 08/05/2009 | 12:48 | RECEIVED ATTACHMENTS. |
| 08/05/2009 | 12:51 | FYI FOM AND QTMRL |
| 08/05/2009 | 13:53 | ORDERED MECHATRONIC UNIT AND RELEASED VEHICLE. |
| 08/05/2009 | 22:34 | ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED |
| 08/05/2009 | 22:34 | ISSUE UPDATED |

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|--------------------------------------|
| Consultant's Closing Comments |
| ORDERED SOP MECHATRONICS CAR UP. |

| VW File Number | Model | Model Year | VIN | Vehicle Mileage | TREAD Part ID | Open Date | Sale Order Country |
|----------------|--------|------------|------------------------|-----------------|---------------|------------|--------------------|
| 488484 | RABBIT | 2009 | VWVFD71K59W [REDACTED] | 357 | 3885 | 08/05/2009 | USA |

Workshop Finding

I PERFORMED GFF THERE ARE NO FAULTS . I ROAD TESTED THE CAR ON CITY STREETS AND FREEWAY FOR A TOTAL OF 15 MILES . I CAN NOT DUPLICATE ANY ABNORMAL PERFORMANCE.

| Activity Date | Activity Time | Activity Comments |
|---------------|---------------|--|
| 08/05/2009 | 12:50 | ISSUE OPENED BY DEALERSHIP |
| 08/05/2009 | 12:50 | TRANS IS LOCKING UP , POPS OUT OF GEAR , DSG IS NOT WORKING . I PERFORMED GFF THERE ARE NO FAULTS . I ROAD TESTED THE CAR ON CITY STREETS AND FREEWAY FOR A TOTAL OF 15 MILES . I CAN NOT DUPLICATE ANY ABNORMAL PERFORMANCE. |
| 08/05/2009 | 14:32 | CORY GOODMAN SERVICE MANAGER IS WRITING THIS. THIS IS A CUSTOMER WHO HAS ONLY 357 MILES AND IS COMPLAINING OF THE PRIOR CONCERNS. HE SAID HE DID NOT WANT TO DRIVE THE CAR DUE TO THESE ISSUES. MEASURING VALUE BLOCK #64 IS FIELD 1 = 9 AND FIELD 2 = 11. MEASURING BLOCK 54 IS J40P0379. CUSTOMER CONCERN IS WHEN DRIVING THE "PRNDL" WAS FLASHING AND THE CAR FELT LIKE IT WENT INTO NEUTRAL. IT SLOWED DOWN AND THEN WENT BACK TO NORMAL. IT DID THIS 1 TIME ON MONDAY AND 4 TIMES ON TUESDAY. WE HAVE NOT BEEN ABLE TO DUPLICATE IT BUT DO YOU HAVE ANY SUGGESTIONS? CUSTOMER FEELS IT HAS ISSUES. WE WILL CONTINUE TO DRIVE IT TO DUPLICATE IT.... PLEASE RESPOND WITH ANY SUGGESTIONS |
| 08/05/2009 | 18:03 | ADVISED TECH TO REPLACE THE G509, MECH UNIT BOLTS, AND FLUID THEN PERFORM BASIC SETTINGS PER TT 37-09-03, CLOSE OUT VTA WHEN COMPLETED. MVB 64 9 AND 11 |
| 08/05/2009 | 18:03 | CUSTOMER COMMENTS: TRANS IS LOCKING UP , POPS OUT OF GEAR , DSG IS NOT WORKING . |
| 08/05/2009 | 18:03 | WORKSHOP FINDINGS: I PERFORMED GFF THERE ARE NO FAULTS . I ROAD TESTED THE CAR ON CITY STREETS AND FREEWAY FOR A TOTAL OF 15 MILES . I CAN NOT DUPLICATE ANY ABNORMAL PERFORMANCE. |
| 08/10/2009 | 13:02 | WAITING FOR PARTS TO ARRIVE. |
| 08/11/2009 | 10:02 | THANKS FOR THE UPDATE. |
| 08/12/2009 | 14:28 | I REPLACED TRANS SPEED SENSOR/ TEMP SENSOR G509 , RESET BASSIC SETTINGS AND ROAD TESTED THE CAR 33 MORE MILES TRANSMISSION IS NOW PERFORMING AS DESIGNED. |
| 08/12/2009 | 19:09 | ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED |
| 08/12/2009 | 19:09 | ISSUE UPDATED |

Consultant's Closing Comments

REPLACED THE G509, COMPLETED.

| VW File Number | Model | Model Year | VIN | Vehicle Mileage | TREAD Part ID | Open Date | Sale Order Country |
|----------------|-------|------------|------------------------|-----------------|---------------|------------|--------------------|
| 488503 | EOS | 2008 | WVWFA71F68V [REDACTED] | 11179 | 3885 | 08/05/2009 | USA |

Workshop Finding

TECH STATES FLUID LEVEL AND CONDITION WAS GOOD.

| Activity Date | Activity Time | Activity Comments |
|---------------|---------------|---|
| 08/05/2009 | 13:04 | ISSUE OPENED BY DEALERSHIP |
| 08/05/2009 | 13:04 | WHEN LETTING GO OFF BRAKES FROM STOP CARS JERKS/DOUBLE SHIFTING AND HARD FIRST UPSHIFT. |
| 08/05/2009 | 13:10 | ADVISED THE TECH TO GET MVB 41, 48, 54, 64, 90 - 100, TECH TO SET BASIC SETTINGS AND TEST DRIVE SEE IF THE CONCERN WILL STAY THE SAME OR GET BETTER. UPDATE THE VTA WITH RESULTS. |
| 08/05/2009 | 13:10 | CUSTOMER COMMENTS: WHEN LETTING GO OFF BRAKES FROM STOP CARS JERKS/DOUBLE SHIFTING AND HARD FIRST UPSHIFT. |
| 08/05/2009 | 13:10 | WORKSHOP FINDINGS: TECH STATES FLUID LEVEL AND CONDITION WAS GOOD. |
| 08/05/2009 | 14:10 | VSD BASIC SETTING WAS DONE ROADTEST, TILL JERKING FROM STOP, MVB ATTACH. |
| 08/05/2009 | 14:12 | ADVISED THE TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT. |
| 08/05/2009 | 14:13 | PART ORDERED |
| 08/05/2009 | 18:15 | ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED |
| 08/05/2009 | 18:15 | ISSUE UPDATED |

Consultant's Closing Comments

ADVISED THE TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT.
08/05/2009 14:13:33: US/EASTERN: CHRISTOPHER TOJINO: CLOSING IN PROCESS: DEALER COMPLETE: PART ORDERED

| VW File Number | Model | Model Year | VIN | Vehicle Mileage | TREAD Part ID | Open Date | Sale Order Country |
|----------------|-------|------------|------------------------|-----------------|---------------|------------|--------------------|
| 488507 | JETTA | 2009 | 3VWRL71K99M [REDACTED] | 2399 | 3885 | 08/05/2009 | USA |

Workshop Finding

THIS DOES NOT HAPPEN ALL OF THE TIME. VERIFIED CONCERN/ FOUND THAT VEHICLE WILL EXHIBIT THESE CONCERNS AFTER ABOUT 12 MILES OF DRIVING. THIS HAPPENS EVEN WITH THE CRUISE CONTROL ACTIVATED. THERE ARE NO FAULT CODES STORED IN THE POWERTRAIN CONTROL MODULES.

| Activity Date | Activity Time | Activity Comments |
|---------------|---------------|---|
| 08/05/2009 | 13:07 | CUSTOMER STATES THAT AFTER DRIVING FOR AWHILE THE VEHICLE WILL NOT ACCELERATE FROM A STOP. STATES THAT HE HAS TO SHIFT INTO PARK, REV ENGINE AND THEN SHIFT BACK INTO DRIVE FOR TRANSMISSION TO REENGAGE. THIS DOES NOT HAPPEN ALL OF THE TIME. VERIFIED CONCERN/ FOUND THAT VEHICLE WILL EXHIBIT THESE CONCERNS AFTER ABOUT 12 MILES OF DRIVING. THIS HAPPENS EVEN WITH THE CRUISE CONTROL ACTIVATED. THERE ARE NO FAULT CODES STORED IN THE POWERTRAIN CONTROL MODULES. |
| 08/05/2009 | 13:07 | ISSUE OPENED BY DEALERSHIP |
| 08/05/2009 | 14:07 | CUSTOMER COMMENTS: CUSTOMER STATES THAT AFTER DRIVING FOR AWHILE THE VEHICLE WILL NOT ACCELERATE FROM A STOP. STATES THAT HE HAS TO SHIFT INTO PARK, REV ENGINE AND THEN SHIFT BACK INTO DRIVE FOR TRANSMISSION TO REENGAGE. |
| 08/05/2009 | 14:07 | PLEASE CHECK MVB 64 IN TRANSMISSION. IF FEILDS 1 AND 2 READ OVER 20 PLEASE REPLACE TRANS INPUT/TEMP SENSOR. |
| 08/05/2009 | 14:07 | WORKSHOP FINDINGS: THIS DOES NOT HAPPEN ALL OF THE TIME. VERIFIED CONCERN/ FOUND THAT VEHICLE WILL EXHIBIT THESE CONCERNS AFTER ABOUT 12 MILES OF DRIVING. THIS HAPPENS EVEN WITH THE CRUISE CONTROL ACTIVATED. THERE ARE NO FAULT CODES STORED IN THE POWERTRAIN CONTROL MODULES. |
| 08/06/2009 | 16:15 | CHECKED MVB 64 AND FOUND THAT READING WENT UP TO MORE THAN 20. ORDERED TEMP. SENSOR |
| 08/06/2009 | 19:07 | THANKS FOR THE UPDATE, PLEASE CLOSE OUT THE TICKET WHEN REPAIRS ARE COMPLETE. |
| 08/12/2009 | 13:02 | REPLACED SENSOR/ VEHICLE IS OPERATING AS PER MFR. DESIGN |
| 08/12/2009 | 16:58 | ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED |
| 08/12/2009 | 16:58 | ISSUE UPDATED |

Consultant's Closing Comments

REPLACED TEMP/SPEED SENSOR

| VW File Number | Model | Model Year | VIN | Vehicle Mileage | TREAD Part ID | Open Date | Sale Order Country |
|----------------|-------|------------|-------------|-----------------|---------------|------------|--------------------|
| 488544 | JETTA | 2009 | 3VWRL71K69M | 1335 | 3885 | 08/05/2009 | USA |

Workshop Finding

RESTARTED THE VEHICLE AND ALL IS OK. USE VAS 5052 TO SCAN FOR FAULTS. NO FAULTS. FAULT LOG ATTACHED. CHECKED MVB 54-J41Q0098....MVB 64 FIELD 1-34...FIELD 2-67. TEMP SENSOR NEEDED?...NEED ADVISE.

| Activity Date | Activity Time | Activity Comments |
|---------------|---------------|---|
| 08/05/2009 | 13:41 | CUSTOMER STATES THAT ALL THE GEAR INDICATOR LIGHTS WILL FLASH AND THE CAR WILL NOT MOVE. RESTARTED THE VEHICLE AND ALL IS OK. USE VAS 5052 TO SCAN FOR FAULTS. NO FAULTS. FAULT LOG ATTACHED. CHECKED MVB 54-J41Q0098....MVB 64 FIELD 1-34...FIELD 2-67. TEMP SENSOR NEEDED?...NEED ADVISE. |
| 08/05/2009 | 13:41 | ISSUE OPENED BY DEALERSHIP |
| 08/05/2009 | 13:47 | ADVISED THE TECH TO REPLACE THE SPEED SENSOR AND THE MECH UNIT BOLTS. |
| 08/05/2009 | 13:47 | CUSTOMER COMMENTS: CUSTOMER STATES THAT ALL THE GEAR INDICATOR LIGHTS WILL FLASH AND THE CAR WILL NOT MOVE. |
| 08/05/2009 | 13:47 | WORKSHOP FINDINGS: RESTARTED THE VEHICLE AND ALL IS OK. USE VAS 5052 TO SCAN FOR FAULTS. NO FAULTS. FAULT LOG ATTACHED. CHECKED MVB 54-J41Q0098....MVB 64 FIELD 1-34...FIELD 2-67. TEMP SENSOR NEEDED?...NEED ADVISE. |
| 08/06/2009 | 11:38 | PARTS ON ORDER |
| 08/06/2009 | 17:38 | THANKS FOR THE UPDATE |
| 08/07/2009 | 08:29 | REMOVED MECHATRONIC TO REPLACE SPEED SENSOR. REINSTALL MECHATRONIC. INSTALL NEW TRANS PAN GASKET. TOP FLUID. SET BASIC SETTINGS. WILL ROAD TEST AND ADVISE. |
| 08/07/2009 | 17:29 | THANKS FOR THE UPDATE |
| 08/12/2009 | 14:29 | D1 SPOKE WITH ERIN (SERVICE) AND WAS ADVISED THAT THE VEHICLE IS DONE. ASKED THAT THE TICKET BE UPDATED AND CLOSED. |
| 08/12/2009 | 17:24 | SPEED SENSOR FIXED THE PROBLEM. THANKS |
| 08/13/2009 | 17:10 | ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED |
| 08/13/2009 | 17:10 | ISSUE UPDATED |

Consultant's Closing Comments

SPEED SENSOR FIXED THE PROBLEM. THANKS

| VW File Number | Model | Model Year | VIN | Vehicle Mileage | TREAD Part ID | Open Date | Sale Order Country |
|----------------|-------|------------|------------------------|-----------------|---------------|------------|--------------------|
| 488557 | EOS | 2008 | WVWFA71F88V [REDACTED] | 17921 | 3885 | 08/05/2009 | USA |

| |
|-------------------------|
| Workshop Finding |
| n/a |

| Activity Date | Activity Time | Activity Comments |
|---------------|---------------|---|
| 08/05/2009 | 13:49 | CUSTOMER STATES VEHICLE HAS HARSH SHIFT |
| 08/05/2009 | 13:49 | ISSUE OPENED BY DEALERSHIP |
| 08/05/2009 | 20:52 | CUSTOMER COMMENTS: CUSTOMER STATES VEHICLE HAS HARSH SHIFT |
| 08/05/2009 | 20:52 | MVB 64 IS 0,0. MVB 54 IS H42B0481. ADVISED TECHNICIAN TO REPLACE MECHATRONICS UNIT. |
| 08/07/2009 | 10:51 | ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED |
| 08/07/2009 | 10:51 | PART IS ON ORDER AND CUSTOMER HAS VEHICLE. |

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| Consultant's Closing Comments |
| ORDERED MECHATRONICS UNIT. |

| VW File Number | Model | Model Year | VIN | Vehicle Mileage | TREAD Part ID | Open Date | Sale Order Country |
|----------------|-------|------------|------------------------|-----------------|---------------|------------|--------------------|
| 488572 | JETTA | 2008 | 3VWRA71K48M [REDACTED] | 6526 | 3885 | 08/05/2009 | USA |

Workshop Finding

FOUND WOOD BOX WITH MECHATRONICS UNIT HAS WATER IN BOX. SHOULD IT BE INSTALLED?

| Activity Date | Activity Time | Activity Comments |
|---------------|---------------|---|
| 08/05/2009 | 13:59 | CUSTOMER RETURNED TO HAVE ORDERED MECHATRONICS INSTALLED. FOUND WOOD BOX WITH MECHATRONICS UNIT HAS WATER IN BOX. SHOULD IT BE INSTALLED? |
| 08/05/2009 | 13:59 | ISSUE OPENED BY DEALERSHIP |
| 08/05/2009 | 14:16 | CUSTOMER COMMENTS: CUSTOMER RETURNED TO HAVE ORDERED MECHATRONICS INSTALLED. |
| 08/05/2009 | 14:16 | DISCUSSED ISSUE WITH PRODUCT SUPPORT JA. ADVISED TECH TO PLEASE ATTACH PICTURES OF THE MECHATRONIC, PACKAGING BAG, AND THE WATER LINE ON THE BOX. UPDATE THE VTA AND CALL BACK. |
| 08/05/2009 | 14:16 | WORKSHOP FINDINGS: FOUND WOOD BOX WITH MECHATRONICS UNIT HAS WATER IN BOX. SHOULD IT BE INSTALLED? |
| 08/05/2009 | 14:41 | INSPECTED FURTHER AND FOUND RUST ON SOLENOIDS |
| 08/05/2009 | 14:58 | FORWARD INFO TO ENGINEERING. |
| 08/05/2009 | 15:00 | PLEASE RETURN THE PART AND ORDER A NEW ONE. |
| 08/05/2009 | 16:17 | NEW MECHATRONICS UNIT IS ON ORDER |
| 08/05/2009 | 16:44 | ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED |
| 08/05/2009 | 16:44 | ISSUE UPDATED |

Consultant's Closing Comments

TECHNICIAN TO ORDER ANOTHER MECHATRONICS UNIT.

| VW File Number | Model | Model Year | VIN | Vehicle Mileage | TREAD Part ID | Open Date | Sale Order Country |
|----------------|--------|------------|------------------------|-----------------|---------------|------------|--------------------|
| 488618 | RABBIT | 2007 | WVWHV71K57W [REDACTED] | 30515 | 3885 | 08/05/2009 | USA |

Workshop Finding

n/a

| Activity Date | Activity Time | Activity Comments |
|---------------|---------------|---|
| 08/05/2009 | 14:36 | CUSTOMER STATES VEHICLE JERKS WHEN TAKING OFF WHEN IS WARM. ROAD TEST VEHICLE AND FOUND TRANS JERKING AT TAKE OFF FROM A STOP, NO DTC'S PRESENT. |
| 08/05/2009 | 14:36 | ISSUE OPENED BY DEALERSHIP |
| 08/05/2009 | 14:39 | CUSTOMER COMMENTS: CUSTOMER STATES VEHICLE JERKS WHEN TAKING OFF WHEN IS WARM. ROAD TEST VEHICLE AND FOUND TRANS JERKING AT TAKE OFF FROM A STOP, NO DTC'S PRESENT. |
| 08/05/2009 | 14:39 | PLEASE GET MVB 54 AND CALL BACK. |
| 08/05/2009 | 14:42 | MVB 54= G45F0128 |
| 08/05/2009 | 14:52 | TECH STATES THE TRANSMISSION FLUID LEVEL IS CORRECT AND APPEARS NORMAL. THE BASIC SETTING HAVE ALREADY BEEN SET THROUGH GFF. |
| 08/05/2009 | 14:53 | ADVISED TECH TO PLEASE SET THE BASIC SETTINGS ONCE AGAIN USING TT: 37-09-03 AS REFERENCE. RE-EVALUATE FOR THE CONCERN AND CALL BACK. |
| 08/05/2009 | 17:04 | TRANS STILL JERKING AFTER PERFORMING BASIC SETTING UNDER VEHICLE SELF DIAGNOSIS. FOLLOWED TECH TIP 37-09-03. |
| 08/05/2009 | 17:16 | ADVISED TECH TO CHECK MVB 32 IN ECM, IF ITS IN SPEC (0 +- 5) REPLACE THE MECH UNIT, BOLTS, FILTER AND FLUID THEN RERUN BASIC SETTINGS PER TT. IF FUEL TRIMS ARE OUT OF SPEC THEN REPAIR ENGINE AS NEEDED TO GET THEM IN SPEC THEN REEVALUATE CONCERN. TECH SAID CONCERN IS HAPPENING WHEN ACCELERATING. |
| 08/05/2009 | 17:34 | READINGS FOR MVB 32 ARE WITHIN SPECS. FIELD 1 = 0%, FIELD 2 = .2% SPECIAL ORDERED MECHATRONICS UNIT.THANK YOU. |
| 08/06/2009 | 16:38 | ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED |
| 08/06/2009 | 16:38 | ISSUE UPDATED |

Consultant's Closing Comments

READINGS FOR MVB 32 ARE WITHIN SPECS. FIELD 1 = 0%, FIELD 2 = .2% SPECIAL ORDERED MECHATRONICS UNIT.THANK YOU.

| VW File Number | Model | Model Year | VIN | Vehicle Mileage | TREAD Part ID | Open Date | Sale Order Country |
|----------------|-------|------------|------------------------|-----------------|---------------|------------|--------------------|
| 488673 | JETTA | 2009 | 3VWRL71K19M [REDACTED] | 3636 | 3885 | 08/05/2009 | USA |

Workshop Finding

ALSO SLIGHT GRADE CAR WILL ROLL BEFORE ENGAGES.WHEN DRIVING TRANS REVED UP 3 TIMES SELECTOR DISPLAY WAS BLINKING.
GFF NO FAULTS

| Activity Date | Activity Time | Activity Comments |
|---------------|---------------|--|
| 08/05/2009 | 15:29 | CUSTOMER COMPLANT IS RPMS GO WAY UP WHEN TAKING SHARP TURNS.ALSO SLIGHT GRADE CAR WILL ROLL BEFORE ENGAGES.WHEN DRIVING TRANS REVED UP 3 TIMES SELECTOR DISPLAY WAS BLINKING. GFF NO FAULTS |
| 08/05/2009 | 15:29 | ISSUE OPENED BY DEALERSHIP |
| 08/05/2009 | 15:33 | CUSTOMER COMMENTS: CUSTOMER COMPLANT IS RPMS GO WAY UP WHEN TAKING SHARP TURNS. |
| 08/05/2009 | 15:33 | PLEASE GET PRINTS OF MVB 64 IN TRANS. |
| 08/05/2009 | 15:33 | WORKSHOP FINDINGS: ALSO SLIGHT GRADE CAR WILL ROLL BEFORE ENGAGES.WHEN DRIVING TRANS REVED UP 3 TIMES SELECTOR DISPLAY WAS BLINKING. GFF NO FAULTS |
| 08/05/2009 | 15:38 | PLEASE REPLACE G509, FLUID FILTER AND BOLTS. |
| 08/05/2009 | 15:38 | TECH STATES READS 30, AND 55. |
| 08/07/2009 | 17:33 | CAR IS STILL HEAR PARTS ARE NOT IN. |
| 08/07/2009 | 19:37 | THANKS FOR THE UPDATE |
| 08/10/2009 | 16:24 | INSTALLED NEW PARTS,SENT CAR BACK TO CUSTOMER |
| 08/10/2009 | 23:38 | ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED |
| 08/10/2009 | 23:38 | ISSUE UPDATED |

Consultant's Closing Comments

REPLACED G509

| VW File Number | Model | Model Year | VIN | Vehicle Mileage | TREAD Part ID | Open Date | Sale Order Country |
|----------------|-------|------------|------------------------|-----------------|---------------|------------|--------------------|
| 488690 | JETTA | 2008 | 3VWRJ71K18M [REDACTED] | 12859 | 3885 | 08/05/2009 | USA |

Workshop Finding

n/a

| Activity Date | Activity Time | Activity Comments |
|---------------|---------------|--|
| 08/05/2009 | 15:52 | ISSUE OPENED BY DEALERSHIP |
| 08/05/2009 | 15:52 | VEHICAL SURGES IN GEAR FROM A STOP. ALSO WHEN IN GEAR AND BEGINNING TO ACCELERATE VEHICAL JERKS AND SURGES BEFORE ACTUALLY FULLY ENGAGING INTO FULL FORWARD MOTION. I AM ATTACHING SELF DIAG MVB'S REQUESTED WHILE WORKING ON SIMILAR PROBLEM WITH PREVIOUS VTA. THANK YOU. |
| 08/05/2009 | 16:02 | ADVISED TO REPLACE MECHATRONICS UNIT, FLUID, FILTER AND BOLTS. |
| 08/05/2009 | 16:02 | CUSTOMER COMMENTS: VEHICLE SURGES IN GEAR FROM A STOP. ALSO WHEN IN GEAR AND BEGINNING TO ACCELERATE VEHICLE JERKS AND SURGES BEFORE ACTUALLY FULLY ENGAGING INTO FULL FORWARD MOTION. I AM ATTACHING SELF DIAG MVB'S REQUESTED WHILE WORKING ON SIMILAR PROBLEM WITH PREVIOUS VTA. THANK YOU. |
| 08/12/2009 | 13:00 | SPOKE TO NANCY IN SERVICE AND SHE WILL CALL BACK WITH STATUS UPDATE. |
| 08/12/2009 | 13:15 | NANCY CALLED TO LET US KNOW THE VEHICLE IS DOWN WAITING ON SOP PARTS. P2 |
| 08/12/2009 | 14:28 | UNABLE TO REACH ANYONE IN SERVICE. |
| 08/26/2009 | 17:21 | COMPLETED MECHATRONICS INTALL AND WARRANTY REPAIR INSPECTION. VEHICAL IS WORKING FINE. |
| 08/26/2009 | 17:22 | COMPLETE |
| 08/26/2009 | 17:26 | ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED |
| 08/26/2009 | 17:26 | ISSUE UPDATED |

Consultant's Closing Comments

D1 COMPLETED MECHATRONICS INTALL AND WARRANTY REPAIR INSPECTION. VEHICAL IS WORKING FINE.

| VW File Number | Model | Model Year | VIN | Vehicle Mileage | TREAD Part ID | Open Date | Sale Order Country |
|----------------|-------|------------|------------------------|-----------------|---------------|------------|--------------------|
| 488692 | EOS | 2008 | WVWFA71F78V [REDACTED] | 18888 | 3885 | 08/05/2009 | USA |

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|-------------------------|
| Workshop Finding |
| n/a |

| Activity Date | Activity Time | Activity Comments |
|---------------|---------------|---|
| 08/05/2009 | 15:53 | CUSTOMER STATES JERK ON 1-2 UPSHIFT HAPPENING AGAIN. |
| 08/05/2009 | 15:53 | ISSUE OPENED BY DEALERSHIP |
| 08/05/2009 | 16:00 | CUSTOMER COMMENTS: CUSTOMER STATES JERK ON 1-2 UPSHIFT HAPPENING AGAIN. |
| 08/05/2009 | 16:00 | PLEASE CHECK 54. 54 READS H20. PLEASE UPDATE MVB 41, 48, 54 AND 90 THRU 100 INTO THE VTA TICKET VIA SCREEN SHOTS. IT IS VERY IMPORTANT THAT YOU UPDATE WITH SCREEN SHOTS DUE TO THE NATURE OF THE MVB'S CONTAINING ODD SYMBOLS AND CHARACTERS. AFTER THE MVB'S ARE UPDATED, PLEASE REPLACE THE MECHATRONICS UNIT, FLUID, FILTER, AND BOLTS. PLEASE BE SURE TO SET THE BASIC SETTINGS THROUGH VSD AFTER THE MECHATRONICS UNIT IS REPLACED USING TECH TIP 37-09-03. |
| 08/06/2009 | 07:44 | I ORDERED THE MECH UNIT, BOLTS, AND FILTER. THE CUSTOMER PICKED THE VEHICLE UP. I WILL GET SCREEN SHOTS OF OTHER MVB WHEN THE VEHICLE COMES BACK IN FOR MECH UNIT. |
| 08/06/2009 | 16:38 | ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED |
| 08/06/2009 | 16:38 | ISSUE UPDATED |

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|--|
| Consultant's Closing Comments |
| I ORDERED THE MECH UNIT, BOLTS, AND FILTER. THE CUSTOMER PICKED THE VEHICLE UP. I WILL GET SCREEN SHOTS OF OTHER MVB WHEN THE VEHICLE COMES BACK IN FOR MECH UNIT. |

| VW File Number | Model | Model Year | VIN | Vehicle Mileage | TREAD Part ID | Open Date | Sale Order Country |
|----------------|-------|------------|------------------------|-----------------|---------------|------------|--------------------|
| 488726 | JETTA | 2008 | 3VWRA71K98M [REDACTED] | 34328 | 3885 | 08/05/2009 | USA |

Workshop Finding

PLEASE ADVISE. MVB54= J01K20254

| Activity Date | Activity Time | Activity Comments |
|---------------|---------------|--|
| 08/05/2009 | 16:35 | ISSUE OPENED BY DEALERSHIP |
| 08/05/2009 | 16:35 | TRANS HARSH ENGAGEMENT AFTER STOP AND THEN RELEASE FOOT OFF BRAKES.PLEASE ADVISE. |
| 08/05/2009 | 16:53 | CUSTOMER COMMENTS: TRANS HARSH ENGAGEMENT AFTER STOP AND THEN RELEASE FOOT OFF BRAKES. |
| 08/05/2009 | 16:53 | PLEASE GET READINGS FOR MVB 41, 48, 54 AND 90 THRU 100,ATTACH TO VTA. THEN REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT. |
| 08/05/2009 | 16:53 | WORKSHOP FINDINGS: PLEASE ADVISE. MVB54= J01K20254 |
| 08/10/2009 | 15:03 | ORDERED PARTS. |
| 08/10/2009 | 15:50 | ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED |
| 08/10/2009 | 15:50 | ISSUE UPDATED |

Consultant's Closing Comments

EPLACE THE MECH UNIT

| VW File Number | Model | Model Year | VIN | Vehicle Mileage | TREAD Part ID | Open Date | Sale Order Country |
|----------------|-------|------------|------------------------|-----------------|---------------|------------|--------------------|
| 488762 | EOS | 2008 | WVWFA71F08V [REDACTED] | 8472 | 3885 | 08/05/2009 | USA |

Workshop Finding

MECHATRONICS WAS REPLACED LAST YEAR. SEPT. 08 DO I REPLACE IT AGAIN? NO FAULTS WERE DETECTED. TECH UNSURE IF THE CONCERN IS PRESENT. SEEMS TO DRIVE OK.

| Activity Date | Activity Time | Activity Comments |
|---------------|---------------|--|
| 08/05/2009 | 17:13 | CUSTOMER SAYS TRANS HAS A HARSH SHIFT. MECHATRONICS WAS REPLACED LAST YEAR. SEPT. 08 DO I REPLACE IT AGAIN? |
| 08/05/2009 | 17:13 | ISSUE OPENED BY DEALERSHIP |
| 08/05/2009 | 17:35 | ADVISED TECH TO PLEASE DUPLICATED THE CONCERN. IF NEED BE, PLEASE TAKE THE VEHICLE ON A ROAD TEST. VERIFY IF THIS IS A SHUDDER DURING ACCELERATION AND A THUMPING CONCERN. |
| 08/05/2009 | 17:35 | CUSTOMER COMMENTS: CUSTOMER SAYS TRANS HAS A HARSH SHIFT. |
| 08/05/2009 | 17:35 | WORKSHOP FINDINGS: MECHATRONICS WAS REPLACED LAST YEAR. SEPT. 08 DO I REPLACE IT AGAIN? NO FAULTS WERE DETECTED. TECH UNSURE IF THE CONCERN IS PRESENT. SEEMS TO DRIVE OK. |
| 08/05/2009 | 17:37 | NEXT VERIFY THAT THE ORIGINAL MECH UNIT HAS BEEN DISCARDED. IF NOT, PLEASE GET SCREEN SHOTS OF MVB 41, 48, 54, 64, AND 90 THROUGH 100 FROM BOTH MECHATRONIC UNITS. |
| 08/05/2009 | 17:40 | FINALLY, PLEASE CHECK MVB 32 IN THE TCM. RECORD YOUR READINGS AND THEN PERFORM BASIC SETTINGS 67. ROAD TEST THE VEHICLE WITH THE TRANSMISSION LOCKED IN EITHER 3RD OR 5TH AND THE ENGINE AT 2000-2500 RPMS. THIS NEEDS TO BE DONE FOR 10 MILES AND THEN THE TRANSMISSION SHIFTED TO 4TH OR 6TH GEAR. CONTINUE FOR ANOTHER 10 MINUTES AT 2000-2500 RPM. RECHECK MVB 34. |
| 08/05/2009 | 17:41 | ESCALATED TO LEVEL 2; A2. |
| 08/05/2009 | 20:13 | ISSUE SENT TO DEALERSHIP |
| 08/05/2009 | 20:13 | PLEASE UPDATE THE VTA WITH FINDINGS AND CALL BACK IN, THANKS! |
| 08/12/2009 | 11:54 | VEHICLE SET ASIDE, TECH TO RESUME DIAGNOSIS AND UPDATE THE VTA |
| 08/17/2009 | 16:10 | STILL WAITING FOR CAR TO RETURN. WILL OPEN ANOTHER VTA LATER. THANKS |
| 08/17/2009 | 17:17 | ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED |
| 08/17/2009 | 17:17 | ISSUE UPDATED |

Consultant's Closing Comments

STILL WAITING FOR CAR TO RETURN. WILL OPEN ANOTHER VTA LATER. THANKS

| VW File Number | Model | Model Year | VIN | Vehicle Mileage | TREAD Part ID | Open Date | Sale Order Country |
|----------------|-------|------------|------------------------|-----------------|---------------|------------|--------------------|
| 488779 | EOS | 2007 | WVWDA71F37V [REDACTED] | 11854 | 3885 | 08/05/2009 | USA |

Workshop Finding

TEST DROVE VEHICLE AND FOUND THAT WHEN PUT INTO DRIVE AND FOOT IS TAKEN OFF OF BRAKE, TRANSMISSION SEEMS TO SHUTTER UNTIL VEHICLE REACHES ABOUT 5MPH.

| Activity Date | Activity Time | Activity Comments |
|---------------|---------------|--|
| 08/05/2009 | 17:34 | ISSUE OPENED BY DEALERSHIP |
| 08/05/2009 | 17:34 | VEHICLE CAME IN WITH CONCERN OF TRANS FEELS LIKE IT IS SLIPPING. TEST DROVE VEHICLE AND FOUND THAT WHEN PUT INTO DRIVE AND FOOT IS TAKEN OFF OF BRAKE, TRANSMISSION SEEMS TO SHUTTER UNTIL VEHICLE REACHES ABOUT 5MPH. |
| 08/05/2009 | 17:46 | CUSTOMER COMMENTS: VEHICLE CAME IN WITH CONCERN OF TRANS FEELS LIKE IT IS SLIPPING. |
| 08/05/2009 | 17:46 | PLEASE ROAD TEST AND DOUBLE CHECK THE CUSTOMER CONCERN, GET PRINTS OF MVB'S 41, 48, 54, ADN 90-100. |
| 08/05/2009 | 17:46 | WORKSHOP FINDINGS: TEST DROVE VEHICLE AND FOUND THAT WHEN PUT INTO DRIVE AND FOOT IS TAKEN OFF OF BRAKE, TRANSMISSION SEEMS TO SHUTTER UNTIL VEHICLE REACHES ABOUT 5MPH. |
| 08/07/2009 | 17:01 | TEST DROVE VEHICLE BUT DID NOT FIND THAT TRANSMISSION IS SLIPPING IN GEAR. HERE ARE THE MVB'S YOU REQUESTED. MVB 41- V069115702EA __GETRIEBE_DSG_GF5U MVB 48- C11 MVB 54- G38M0317 MVB 90-65535 |
| 08/07/2009 | 17:15 | DISCUSSED VEHICLE WITH GS. ADVISED TECH TO PLEASE REPLACE THE MECHATRONIC, FLUID, FILTER, AND BOLTS. ONCE THE REPAIR HAS BEEN COMPLETED, PLEASE PERFORM BASIC SETTINGS IN ACCORDANCE WITH TT: 37-09-03 ONCE AGAIN AND RE-EVALUATE FOR THE CONCERN. PLEASE KEEP THE VTA UPDATED WITH YOUR PROGRESS. |
| 08/10/2009 | 16:50 | CHECKED DSG FLUID LEVEL-OK. ORDERED NEW MECH UNIT. VEHICLE HAS LEFT DEALERSHIP. |
| 08/10/2009 | 23:38 | ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED |
| 08/10/2009 | 23:38 | ISSUE UPDATED |

Consultant's Closing Comments

ORDERED NEW MECH UNIT. VEHICLE HAS LEFT DEALERSHIP.

| VW File Number | Model | Model Year | VIN | Vehicle Mileage | TREAD Part ID | Open Date | Sale Order Country |
|----------------|-------|------------|------------------------|-----------------|---------------|------------|--------------------|
| 488782 | JETTA | 2009 | 3VWRL71K79M [REDACTED] | 4480 | 3885 | 08/05/2009 | USA |

Workshop Finding

FOUND CODE P0702 CONTROL UNIT FAULTY (MECHATRONICS).

| Activity Date | Activity Time | Activity Comments |
|---------------|---------------|---|
| 08/05/2009 | 17:35 | CUSTOMER STATES AT TIMES CAR WONT MOVE AFTER STARTING AND PUTTING INTO GEAR. WHEN SHIFTING INTO GEAR THE ENGINE RPMS WONT MOVE AND THE CAR WONT GO INTO REVERSE OR DRIVE AND THE GEAR INDICATOR FLASHES. FOUND CODE P0702 CONTROL UNIT FAULTY (MECHOTRONICS). |
| 08/05/2009 | 17:35 | ISSUE OPENED BY DEALERSHIP |
| 08/05/2009 | 17:43 | CUSTOMER COMMENTS: CUSTOMER STATES AT TIMES CAR WONT MOVE AFTER STARTING AND PUTTING INTO GEAR. WHEN SHIFTING INTO GEAR THE ENGINE RPMS WONT MOVE AND THE CAR WONT GO INTO REVERSE OR DRIVE AND THE GEAR INDICATOR FLASHES. |
| 08/05/2009 | 17:43 | MVB 54 J19. ADVISED TO REPLACE MECHATRONICS UNIT, FLUID, FILTER AND BOLTS. ALSO UPDATE TICKET WITH MVB'S 41, 48 AND 90 THRU 100. |
| 08/05/2009 | 17:43 | WORKSHOP FINDINGS: FOUND CODE P0702 CONTROL UNIT FAULTY (MECHATRONICS). |
| 08/05/2009 | 18:07 | HERE IS THE INFORMATION YOU REQUESTED. I HAVE ORDERED PARTS |
| 08/05/2009 | 18:49 | ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED |
| 08/05/2009 | 18:49 | ISSUE UPDATED |

Consultant's Closing Comments

D1 PARTS ORDERED.

| VW File Number | Model | Model Year | VIN | Vehicle Mileage | TREAD Part ID | Open Date | Sale Order Country |
|----------------|--------|------------|-------------------------|-----------------|---------------|------------|--------------------|
| 488788 | RABBIT | 2008 | WVWVFV71K58W [REDACTED] | 12158 | 3885 | 08/05/2009 | USA |

Workshop Finding

n/a

| Activity Date | Activity Time | Activity Comments |
|---------------|---------------|--|
| 08/05/2009 | 17:50 | AFTER UPDATING WITH UNIT CODE 317D FOR HARSH SHIFT, VEHICLE NOW SURGES WHEN LIGHT STEPPING ON GAS PEDAL. |
| 08/05/2009 | 17:50 | ISSUE OPENED BY DEALERSHIP |
| 08/05/2009 | 17:54 | ADVISED TO SET BASIC SETTINGS MANUALLY THRU VSD FOLLOW TT 37 09 03 ROAD TEST VEHICLE 10 TO 15 MILES AND REEVALUATE. |
| 08/05/2009 | 17:54 | CUSTOMER COMMENTS: AFTER UPDATING WITH UNIT CODE 317D FOR HARSH SHIFT, VEHICLE NOW SURGES WHEN LIGHT STEPPING ON GAS PEDAL. |
| 08/05/2009 | 18:41 | A2 ADVISED TECH TO ATTACH SCREEN SHOTS OF MVBS 41, 48 AND 54 INTCM TO VTA THEN REPLACE MECH UNIT, BOLTS, FILTER AND FLUID THEN REPERFORM BASIC SETTINGS. CLOSE OUT VTA WHEN COMPLETED. |
| 08/05/2009 | 18:43 | MVB 54 J09 |
| 08/05/2009 | 18:45 | DATA INFO. |
| 08/05/2009 | 20:10 | ISSUE SENT TO DEALERSHIP |
| 08/12/2009 | 11:54 | ISSUE SENT TO DEALERSHIP |
| 08/18/2009 | 09:43 | CUSTOMER HAS THE VEHICLE, PARTS HAVE NOT ARRIVED PER MATTHEW, TECH TO UPDATE/ CLOSE THE VTA |
| 08/19/2009 | 09:30 | WAITING ON PART |
| 08/19/2009 | 10:26 | ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED |
| 08/19/2009 | 10:26 | ISSUE UPDATED |

Consultant's Closing Comments

CUSTOMER HAS THE VEHICLE, PARTS HAVE NOT ARRIVED PER MATTHEW, TECH TO UPDATE/ CLOSE THE VTA

| VW File Number | Model | Model Year | VIN | Vehicle Mileage | TREAD Part ID | Open Date | Sale Order Country |
|----------------|-------|------------|------------------------|-----------------|---------------|------------|--------------------|
| 488797 | JETTA | 2008 | 3VWRJ71KX8M [REDACTED] | 11968 | 3885 | 08/05/2009 | USA |

Workshop Finding

TOOK VEHICLE FOR DRIVE TEST, VERIFIED COMPLAINT. VEHICLE HAS HARSH UPSHIFTS. SPECIALLY FROM A DEAD STOP TO 2ND GEAR. GFF. NO FAULTS. PERFORM BASIC SETTING PER TECH TIP. MANUALLY, SELF DIAG. TOOK FOR ANOTHER TEST DRIVE, BAING ONTO GEATS. ELIMINATED, BUT STIL HAVE HARSH UPSHIFTS. AND VEHICLE STILL JERKS FROM A DEAD STOP ONTO 2ND GEAR.

| Activity Date | Activity Time | Activity Comments |
|---------------|---------------|--|
| 08/05/2009 | 18:01 | CUSTOMER STATES WHEN ACCELERATING FROM A STOP CAR JERKS AND BAGS ONTO GEAR WHEN ITS WARM AT LEAST 10 15 MINS OD DRIVE TIME. TOOK VEHICLE FOR DRIVE TEST, VERIFIED COMPLAINT. VEHICLE HAS HARSH UPSHIFTS. SPECIALLY FROM A DEAD STOP TO 2ND GEAR. GFF. NO FAULTS. PERFORM BASIC SETTING PER TECH TIP. MANUALLY, SELF DIAG. TOOK FOR ANOTHER TEST DRIVE, BAING ONTO GEATS. ELIMINATED, BUT STIL HAVE HARSH UPSHIFTS. AND VEHICLE STILL JERKS FROM A DEAD STOP ONTO 2ND GEAR. |
| 08/05/2009 | 18:01 | ISSUE OPENED BY DEALERSHIP |
| 08/05/2009 | 18:10 | ADVISED TECH TO ATTACH SCREEN SHOTS OF MVBS 41, 48 AND 54 IN TCM THEN REPLACE THE MECH UNIT, BOLTS, FILTER AND FLUID THEN PERFORM BASIC SETTINGS PER TT 37-09-03, CLOSE OUT VTA WHEN COMPLETED. MVB 54 J09 |
| 08/05/2009 | 18:10 | CUSTOMER COMMENTS: CUSTOMER STATES WHEN ACCELERATING FROM A STOP CAR JERKS AND BAGS ONTO GEAR WHEN ITS WARM AT LEAST 10 15 MINS OD DRIVE TIME. |
| 08/05/2009 | 18:10 | WORKSHOP FINDINGS: TOOK VEHICLE FOR DRIVE TEST, VERIFIED COMPLAINT. VEHICLE HAS HARSH UPSHIFTS. SPECIALLY FROM A DEAD STOP TO 2ND GEAR. GFF. NO FAULTS. PERFORM BASIC SETTING PER TECH TIP. MANUALLY, SELF DIAG. TOOK FOR ANOTHER TEST DRIVE, BAING ONTO GEATS. ELIMINATED, BUT STIL HAVE HARSH UPSHIFTS. AND VEHICLE STILL JERKS FROM A DEAD STOP ONTO 2ND GEAR. |
| 08/05/2009 | 18:23 | MBV NEEDEDN ATTACHED |
| 08/05/2009 | 19:01 | THANKS FOR THE UPDATE. |
| 08/06/2009 | 11:27 | ORDER MECHATRONIKS UNIT, CUSTOMER TOOK VEHICLE WITH THEM. CLOSING VTA TICKET. WILL COME BAK FOR REPAIRS. |
| 08/06/2009 | 12:19 | PARTS ON ORDER. |
| 08/06/2009 | 12:25 | ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED |
| 08/06/2009 | 12:25 | 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 |
|----------------|-------|------------|------------------------|-----------------|---------------|------------|--------------------|
| 488849 | JETTA | 2009 | 3VWTL71K69M [REDACTED] | 8864 | 3885 | 08/06/2009 | USA |

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| Workshop Finding |
| THE SHOP STATES THAT THE CUSTOMER SAYS THE SHIFTER DISPLAY FLASHES ALSO. |

| Activity Date | Activity Time | Activity Comments |
|---------------|---------------|---|
| 08/06/2009 | 08:33 | CUST STATES TACHOMETER GOES UP TO 4000 RPMS, LOOSES POWER |
| 08/06/2009 | 08:33 | ISSUE OPENED BY DEALERSHIP |
| 08/06/2009 | 09:57 | I SPOKE WITH THE SHOP WHEN I WAS THERE IN JULY FOR ANOTHER VEHICLE AND DISCUSSED THE SHOP WILL HAVE TO REPLACE THE G182/G509. |
| 08/06/2009 | 09:57 | WORKSHOP FINDINGS: THE SHOP STATES THAT THE CUSTOMER SAYS THE SHIFTER DISPLAY FLASHES ALSO. |
| 08/07/2009 | 14:27 | REMOVED VALVE BODY/MIDTRONICS UNIT REPLACED SPEED SENSOR G182/G509 REPLACED ALL 10 SECURING BOLTS TO MIDTRONICS UNIT AND REFILLED TO PROPER LEVEL AND BASSIC SETTINGS PERFORMED VEHICLE ROAD TESTED, TACH OPERATIONS ARE AS DESIGNED NO FURTHER DIAGNOSIS OR REPAIR IS NEEDED AS OF THIS TIME |
| 08/10/2009 | 13:08 | ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED |
| 08/10/2009 | 13:08 | ISSUE UPDATED |

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| Consultant's Closing Comments |
| THE SHOP REPLACED THE G182/G509 VEHICLE IS REPAIRED. |

| VW File Number | Model | Model Year | VIN | Vehicle Mileage | TREAD Part ID | Open Date | Sale Order Country |
|----------------|-------|------------|------------------------|-----------------|---------------|------------|--------------------|
| 488871 | JETTA | 2009 | 3VWAL71K39M [REDACTED] | 313 | 3885 | 08/06/2009 | USA |

Workshop Finding

NO STORED DTCS.CONFIRMED COMPLAINT.RAN THE DSG BASIC SETTING PROGRAM FROM GFF AND SELF DIAG AND DESCRIBED IN TT37-09-03.WHEN DRIVING THE RPMS REV AND THEN THE TRANS BANGS INTO GEAR AND SLIPS IN AND OUT UNDER ACCELERATION.

| Activity Date | Activity Time | Activity Comments |
|---------------|---------------|--|
| 08/06/2009 | 09:01 | CUSTOMER STATES THE VEHICLE HESITATES ON ENGAGING GEARS OR SHIFTING AND BUCKING. NO STORED DTCS.CONFIRMED COMPLAINT.RAN THE DSG BASIC SETTING PROGRAM FROM GFF AND SELF DIAG AND DESCRIBED IN TT37-09-03.WHEN DRIVING THE RPMS REV AND THEN THE TRANS BANGS INTO GEAR AND SLIPS IN AND OUT UNDER ACCELERATION. |
| 08/06/2009 | 09:01 | ISSUE OPENED BY DEALERSHIP |
| 08/06/2009 | 09:16 | CUSTOMER COMMENTS: CUSTOMER STATES THE VEHICLE HESITATES ON ENGAGING GEARS OR SHIFTING AND BUCKING |
| 08/06/2009 | 09:16 | I ADVISED THE TECH TO RECORD THE SERIAL NUMBER OF THE TRANSMISSION. ADVISED TO OBTAIN MVB 41, 48, 54, AND 90 THROUGH 100 AND ATTACH TO THE VTA. WOULD ALSO CHECK LEVEL AND CONDITION OF THE TRANSMISSION AND TO TAKE AND ATTACH PHOTOS IF THERE IS ANY CONCERN NOTED WITH CONTAMINANTS |
| 08/06/2009 | 09:16 | WORKSHOP FINDINGS: NO STORED DTCS.CONFIRMED COMPLAINT.RAN THE DSG BASIC SETTING PROGRAM FROM GFF AND SELF DIAG AND DESCRIBED IN TT37-09-03.WHEN DRIVING THE RPMS REV AND THEN THE TRANS BANGS INTO GEAR AND SLIPS IN AND OUT UNDER ACCELERATION. |
| 08/06/2009 | 09:27 | ATTACHING MVBS REQUESTED. |
| 08/06/2009 | 10:24 | THE FLUID IS CLEAN.UNABLE TO READ THE TRANSMISSION SERIAL NUMBER SINCE IT'S VERY INCONVENIENTLY PLACED UNDER THE MOUNT.CANNOT BE SEEN UNLESS BRACKET IS REMOVED. |
| 08/06/2009 | 10:39 | ADVISED THE TECH TO GET MVB 64 IN THE TCM. |
| 08/06/2009 | 10:55 | REINSTALLED BATTERY TRAY TO POWER VEHICLE.OBTAINED MVB 64= 0 0.ATTACHED LOG. |
| 08/06/2009 | 10:59 | PLEASE REPLACE THE MECH UNIT. |
| 08/07/2009 | 14:43 | ORDERED THE NECESSARY PARTS AND WAS ADVISED THAT IT MAY TAKE SEVERAL WEEKS FROM THIS TIME.SHOULD VTA BE CLOSED? VEHICLE TO REMAIN HERE,CUSTOMER DOESN'T WANT IT. |
| 08/07/2009 | 16:43 | IF THE CAR IS AT THE DEALER WAITING FOR THE PARTS IT NEEDS OT REMAIN OPEN |
| 08/13/2009 | 12:49 | SPOKE WITH PETE. CAR IS STILL AT DEALER. P1 |
| 08/20/2009 | 08:46 | PARTS ARRIVED AND INSTALLED,ISSUED RESOLVED.THANKS. |
| 08/20/2009 | 18:30 | ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED |
| 08/20/2009 | 18:30 | ISSUE UPDATED |

Consultant's Closing Comments

NAVINS PETER: CLOSING IN PROCESS: DEALER COMPLETE: PARTS ARRIVED AND INSTALLED,ISSUED RESOLVED.THANKS.

| VW File Number | Model | Model Year | VIN | Vehicle Mileage | TREAD Part ID | Open Date | Sale Order Country |
|----------------|-------|------------|------------------------|-----------------|---------------|------------|--------------------|
| 488876 | JETTA | 2008 | 3VWRJ71K48M [REDACTED] | 7731 | 3885 | 08/06/2009 | USA |

Workshop Finding

n/a

| Activity Date | Activity Time | Activity Comments |
|---------------|---------------|---|
| 08/06/2009 | 09:08 | CUSTOMER STATES LAG ON ACCELERATION, WILL CATCH THAN GO. CONDITION WORS WITH AC ON, ALSO IDLE SEAMS HIGH. |
| 08/06/2009 | 09:08 | ISSUE OPENED BY DEALERSHIP |
| 08/06/2009 | 09:14 | ADVISED THE TECH TO GET MVB 54 AND 64 AND TO CHECK THE FLUID LEVEL AND CONDITION |
| 08/06/2009 | 09:14 | CUSTOMER COMMENTS: CUSTOMER STATES LAG ON ACCELERATION, WILL CATCH THAN GO. CONDITION WORS WITH AC ON, ALSO IDLE SEAMS HIGH. |
| 08/06/2009 | 09:40 | REQUESTED VALUS BLOCKS, 54-J11C0342, 64-FIELD ONE 0 AND FIELD TWO 0. FLUID WAS FULL AND APPEARED NORMAL. |
| 08/06/2009 | 09:46 | ADVISED TECH TO REPLACE MECHATRONIC UNIT, FLUID, FILTER, AND BOLTS. RUN BASIC SETTINGS THROUGH VSD AS OUTLINED IN TT 37-09-03. PLEASE UPDATE VTA WITH MVBS 41, 48,54, AND 90 THROUGH 100. |
| 08/06/2009 | 09:55 | REQUESTED VALUE BLOCKS.MECATRONICS UNIT WAS ORDERED. |
| 08/06/2009 | 17:38 | THANKS FOR THE UPDATE |
| 08/13/2009 | 12:49 | MARK STATES WAITING FOR PART P1 |
| 09/15/2009 | 14:23 | MECH UNIT WAS REPLACED,ISSUE WAS REPAIRED, VEHICLE HAS BEEN RETURNED TO CUSTOMER. |
| 09/15/2009 | 14:24 | RETURNED TO CUSTOMER |
| 09/15/2009 | 18:59 | ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED |
| 09/15/2009 | 18:59 | ISSUE UPDATED |

Consultant's Closing Comments

MECH UNIT WAS REPLACED,ISSUE WAS REPAIRED, VEHICLE HAS BEEN RETURNED TO CUSTOMER.

| VW File Number | Model | Model Year | VIN | Vehicle Mileage | TREAD Part ID | Open Date | Sale Order Country |
|----------------|-------|------------|------------------------|-----------------|---------------|------------|--------------------|
| 488898 | EOS | 2007 | WVWFA71F87V [REDACTED] | 37444 | 3885 | 08/06/2009 | USA |

Workshop Finding

ROAD TESTED VEHICLE AND IT HAS A DELAY IN CATCHING THE GEAR FROM STOP. GFF ATTACHED - NO FAULTS IN TRANS.

| Activity Date | Activity Time | Activity Comments |
|---------------|---------------|---|
| 08/06/2009 | 09:40 | CUSTOMER STATES: YESTERDAY WHEN TRYING TO ACCELERATE FROM A STOP ON A HILL THE VEHICLE ROLLED BACK FURTHER THAN NORMAL. IT DID NOT CATCH WHEN APPLYING THE ACCELERATOR. ROAD TESTED VEHICLE AND IT HAS A DELAY IN CATCHING THE GEAR FROM STOP. GFF ATTACHED - NO FAULTS IN TRANS. |
| 08/06/2009 | 09:40 | ISSUE OPENED BY DEALERSHIP |
| 08/06/2009 | 10:03 | ADVISED TECH TO PLEASE ATTACH SCREEN SHOTS OF MVB 41, 48, 54, 64, AND 90 THROUGH 100 TO THIS VTA CASE. PLEASE PERFORM THE BASIC SETTINGS MANUALLY IN ACCORDANCE WITH TT; 37-09-03. VERIFY IT WILL PASS. AT SOME POINT THE TRANSMISSION FLUID LEVEL AND CONDITION. |
| 08/06/2009 | 10:03 | CUSTOMER COMMENTS: CUSTOMER STATES: YESTERDAY WHEN TRYING TO ACCELERATE FROM A STOP ON A HILL THE VEHICLE ROLLED BACK FURTHER THAN NORMAL. IT DID NOT CATCH WHEN APPLYING THE ACCELERATOR. |
| 08/06/2009 | 10:03 | WORKSHOP FINDINGS: ROAD TESTED VEHICLE AND IT HAS A DELAY IN CATCHING THE GEAR FROM STOP. GFF ATTACHED - NO FAULTS IN TRANS. |
| 08/06/2009 | 11:39 | MVB'S ARE ATTACHED, BASIC SETTINGS IN VSD SET FINE, CHECKED THE OIL AT 50 DEGREES CLEAR GEAR OIL STREAM CAME OUT. COULDN'T WAIT FOR IT TO COOL DOWN MORE BECAUSE CUST IS WAITING. |
| 08/06/2009 | 11:45 | ADVISED THE TECH TO REPLACE THE MECHATRONICS UNIT |
| 08/06/2009 | 16:28 | UNIT ORDERED...CAR IS STAYING AT THE DEALER AWAITING UNIT AS ADVISED BY JONATHAN SAYLOR. |
| 08/06/2009 | 18:11 | THANKS FOR THE UPDATE. |
| 08/11/2009 | 16:57 | SHOULD THE CASE BE LEFT OPEN WITH UPDATES UNTIL THE UNIT ARRIVES OR SHOULD I JUST CLOSE IT? |
| 08/11/2009 | 18:01 | IF THE VEHICLE IS AT YOUR DEALERSHIP, PLEASE LEAVE THIS VTA CASE OPEN AND UPDATE EVERY DAY. THANKS! |
| 08/13/2009 | 17:10 | SPOKE WITH PATRICK IN VW SERVICE AND STATED THAT STILL WAITING FOR A MECHATRONICS FOR THE CAR P1 |
| 08/14/2009 | 10:40 | STILL NO UNIT. |
| 08/14/2009 | 11:18 | THANKS FOR THE UPDATE. |
| 08/20/2009 | 10:49 | STILL NO PARTS. |
| 08/20/2009 | 12:14 | THANKS FOR THE UPDATE. |
| 08/24/2009 | 14:02 | NO MECH UNIT STILL. |
| 08/24/2009 | 20:01 | THANKS FOR THE UPDATE. |
| 08/25/2009 | 16:08 | REPLACED MECH UNIT, FILTER, OIL, AND BOLTS. SET BASIC SETTINGS PER TT37-09-03 AND ROAD TESTED VEH. |
| 08/25/2009 | 20:10 | ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED |
| 08/25/2009 | 20:10 | ISSUE UPDATED |

Consultant's Closing Comments

TECHNICIAN REPLACED MECH UNIT, FILTER, OIL, AND BOLTS. SET BASIC SETTINGS PER TT37-09-03 AND ROAD TESTED VEHICLE.

| VW File Number | Model | Model Year | VIN | Vehicle Mileage | TREAD Part ID | Open Date | Sale Order Country |
|----------------|-------|------------|------------------------|-----------------|---------------|------------|--------------------|
| 488918 | JETTA | 2009 | 3VWRL71K39M [REDACTED] | 758 | 3885 | 08/06/2009 | USA |

Workshop Finding

TECH STATES THAT MVB 64 IN TCM IS 11 10. EXPLAINED MVB 64 TO TECH.

| Activity Date | Activity Time | Activity Comments |
|---------------|---------------|---|
| 08/06/2009 | 10:03 | CUSTOMER STATES THAT P-R-N-D INDICATOR IN DASH WILL LIGHT UP AND BLINK. WHEN THIS HAPPENS THE TRANS. ACTS LIKE IT IS IN NEUTRAL. THIS HAS HAPPENED TWICE SO FAR. 1ST TIME IT HAPPENED WHEN SHIFTING TO REVERSE FROM PARK, 2ND TIME WAS WHEN THEY WERE DRIVING AT 55 MPH. ONLY FAULTS STORED ARE IN ESP: 012779 LONGITUDINAL ACCELERATION SENSOR G251 IMPLAUSIBLE SIGNAL SPOR., AND IN INSTRUMENT CLUSTER: 01315 GEARBOX CONTROL UNIT NO SIGNAL/COMMUNICATION SPOR. |
| 08/06/2009 | 10:03 | ISSUE OPENED BY DEALERSHIP |
| 08/06/2009 | 10:30 | ADVISED TEH TTECH TO GET MORE INFO FROM THE CUSTOMER AS TO WHEN THE CONCERN IS HAPPENING? STOP AND GO TRAFFIC ON A HILL? AGGRESSIVE DRIVEING BEHAVIOR? UPDATE TEH VTA WITH RESULTS. AND CALL IN. |
| 08/06/2009 | 10:30 | CUSTOMER COMMENTS: CUSTOMER STATES THAT P-R-N-D INDICATOR IN DASH WILL LIGHT UP AND BLINK. WHEN THIS HAPPENS THE TRANS. ACTS LIKE IT IS IN NEUTRAL. THIS HAS HAPPENED TWICE SO FAR. 1ST TIME IT HAPPENED WHEN SHIFTING TO REVERSE FROM PARK, 2ND TIME WAS WHEN THEY WERE DRIVING AT 55 MPH. ONLY FAULTS STORED ARE IN ESP: 012779 LONGITUDINAL ACCELERATION SENSOR G251 IMPLAUSIBLE SIGNAL SPOR., AND IN INSTRUMENT CLUSTER: 01315 GEARBOX CONTROL UNIT NO SIGNAL/COMMUNICATION SPOR. |
| 08/06/2009 | 10:30 | WORKSHOP FINDINGS: TECH STATES THAT MVB 64 IN TCM IS 11 10. EXPLAINED MVB 64 TO TECH. |
| 08/06/2009 | 11:23 | TALKED TO THE CUSTOMER. 1ST TIME THIS CONCERN HAPPENED HE HAD BEEN DRIVING FOR 25 MILES. PULLED INTO A PARKING LOT, AND PUT INTO REVERSE TO BACK INTO A SPOT. 2ND TIME THIS HAPPENED HE HAD BEEN DRIVING FOR ABOUT 50 MILES ON THE HIGHWAY AT 55 MPH WHEN THE GEAR SHIFT INDICATOR STARTED BLINKING, AND THE SHIFT INTERLOCK LIGHT IN CLUSTER ALSO ILLUMINATED. CUSTOMER ALREADY UNDERSTOOD THE DIFFERENCES OF THE DSG TRANS, AND HAS BEEN TRYING TO FOLLOW THE BREAK-IN PROCEDURE AS OUTLINED IN HIS OWNER'S MANUAL. |
| 08/06/2009 | 11:37 | ADVISED TEH TECH TO GET THE TRANS HOT AND PERFORM PARKING LOT MANUVERS AND SEE IF WE CAN DUPLACATE THE CONCERN. UPDATE THE VTA WITH RESULTS. |
| 08/06/2009 | 15:22 | TEST DROVE VEHICLE 50 MILES WHILE OBSERVING CLUTCH TEMP. ON 5052. PUT VEHICLE INTO VARIOUS DRIVING SITUATIONS(HIGHWAY, CITY, PARKING LOTS, STOP AND GO, ETC.) TEMP NEVER EXCEEDED 109 DEG. NO FAULTS WERE STORED. BASED OFF OF THE AMOUNT OF COMPLAINTS I'VE READ ABOUT CONCERNING THIS "FALSE NEUTRAL" TRANS. CONCERN, I'VE DECIDED THAT G509 IS CAUSING THIS CONCERN AND ORDERED THE PART. |
| 08/06/2009 | 18:25 | THANKS FOR THE UPDATE. |
| 08/12/2009 | 14:26 | REMOVED MECHATRONICS UNIT, REPLACED G509, FILLED TRANS., AND TEST DROVE. VEHICLE DROVE PERFECTLY, MVB 64 DID NOT CHANGE. VEHICLE GIVEN BACK TO CUSTOMER. |
| 08/12/2009 | 17:51 | ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED |
| 08/12/2009 | 17:51 | ISSUE UPDATED |

Consultant's Closing Comments

TIM SWIHART: CLOSING IN PROCESS: DEALER COMPLETE: REMOVED MECHATRONICS UNIT, REPLACED G509, FILLED TRANS., AND TEST DROVE. VEHICLE DROVE PERFECTLY, MVB 64 DID NOT CHANGE. VEHICLE GIVEN BACK TO CUSTOMER.

| VW File Number | Model | Model Year | VIN | Vehicle Mileage | TREAD Part ID | Open Date | Sale Order Country |
|----------------|--------|------------|------------------------|-----------------|---------------|------------|--------------------|
| 488947 | RABBIT | 2008 | WVWHV71K38W [REDACTED] | 12092 | 3885 | 08/06/2009 | USA |

Workshop Finding

n/a

| Activity Date | Activity Time | Activity Comments |
|---------------|---------------|---|
| 08/06/2009 | 10:38 | CUSTOMER IS STATING NOISE IN THE TRANSMISSION WHEN TAKING OFF. CUSTOMER HAD A LETTER TYED UP STATING THAT "TOOK THE SEVICE WRIGHTER FOR A RIDE,IDENTIFIED ISSUE WITH DSG TRANSMISSION CLUNKING INTO GEAR.LURCHING/SURGING(HAVE READ THAT PROBLEM MIGHT BE WITH MECHATRONIC).POTENTIAL APPLICABLE TSBS: A. 35-06-01 B. 37-06-07 CUSTOMER IS ALSO STATED THAT THE CARE HAS A COLD START ISSUE: ENGINE FALTERS UPON STATING AFTER SITTING OVERNIGHT OR FOR LONG PERIODS. THE LIST IS LONG. I CAN NOT FIND THE TBS AND CAN NOT FIND PROBLEMS. |
| 08/06/2009 | 10:38 | ISSUE OPENED BY DEALERSHIP |
| 08/06/2009 | 10:48 | ADVISED TECH TO UPDATE VTA WITH MVBS 54 AND 64 FROM TCM AND GIVE US A CALL BACK. FOR LONG CRANK ISSUE WE SHOULD OPEN A DIFFERENT VTA THIS. |
| 08/06/2009 | 10:48 | CUSTOMER COMMENTS: CUSTOMER IS STATING NOISE IN THE TRANSMISSION WHEN TAKING OFF. CUSTOMER HAD A LETTER TYED UP STATING THAT "TOOK THE SEVICE WRIGHTER FOR A RIDE,IDENTIFIED ISSUE WITH DSG TRANSMISSION CLUNKING INTO GEAR.LURCHING/SURGING(HAVE READ THAT PROBLEM MIGHT BE WITH MECHATRONIC).POTENTIAL APPLICABLE TSBS: A. 35-06-01 B. 37-06-07 CUSTOMER IS ALSO STATED THAT THE CARE HAS A COLD START ISSUE: ENGINE FALTERS UPON STATING AFTER SITTING OVERNIGHT OR FOR LONG PERIODS. THE LIST IS LONG. I CAN NOT FIND THE TBS AND CAN NOT FIND PROBLEMS. |
| 08/06/2009 | 10:56 | M.V.B 54 IS "J06B0443" M.V.B 64 IS "BLOCK 1- 0" "BLOCK 2- 0" |
| 08/06/2009 | 11:16 | ADVISED THE TECH TO ATTACH MVBS 41, 48 AND 90-100 TO THE VTA TICKET AND THEN REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT. |
| 08/06/2009 | 13:08 | I SENT THE M.V.BS 48,49,90-100 SEE ATTACHMENTS. ORDERED PART THAT ARE ON BACK ORDER. |
| 08/06/2009 | 13:20 | ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED |
| 08/06/2009 | 13:20 | 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 |
|----------------|--------|------------|------------------------|-----------------|---------------|------------|--------------------|
| 488984 | RABBIT | 2009 | WVWHD71K39W [REDACTED] | 1773 | 3885 | 08/06/2009 | USA |

Workshop Finding

NO DTC. MVB.54 J41P0453 -MVB.64 27/43.

| Activity Date | Activity Time | Activity Comments |
|---------------|---------------|--|
| 08/06/2009 | 11:12 | CLUSTER FLASHING GEAR READOUT BLANK NO DTC. MVB.54 J41P0453 -MVB.64 27/43. |
| 08/06/2009 | 11:12 | ISSUE OPENED BY DEALERSHIP |
| 08/06/2009 | 11:19 | ADVISED TECH TO REPLACE THE G509, MECH UNIT BOLTS, FILTER AND FLUID THEN PERFORM BASIC SETTINGS PER TT 37-09-03, CLOSE OUT VTA WHEN COMPLETED. MVB 64 27/43. |
| 08/06/2009 | 11:19 | CUSTOMER COMMENTS: CLUSTER FLASHING GEAR READOUT BLANK. |
| 08/06/2009 | 11:19 | WORKSHOP FINDINGS: NO DTC. MVB.54 J41P0453 -MVB.64 27/43. |
| 08/06/2009 | 13:53 | PARTS ORDERED |
| 08/06/2009 | 18:35 | THANKS FOR THE UPDATE. |
| 08/10/2009 | 16:26 | ADVISED THE TECH TO ROAD TEST THE CAR TO MAKE SURE THE CAR IS REPAIRED |
| 08/11/2009 | 10:45 | AFTER SEVERAL ROADTEST NO DTC NO LIGHTS FLASHING |
| 08/11/2009 | 13:05 | ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED |
| 08/11/2009 | 13:05 | ISSUE UPDATED |

Consultant's Closing Comments

REPLACED G 509, COMPLETED.

| VW File Number | Model | Model Year | VIN | Vehicle Mileage | TREAD Part ID | Open Date | Sale Order Country |
|----------------|-------|------------|------------------------|-----------------|---------------|------------|--------------------|
| 489010 | JETTA | 2008 | 3VWRJ71K08M [REDACTED] | 9737 | 3885 | 08/06/2009 | USA |

Workshop Finding

VERIFIED WHAT FEELS LIKE A TRANS SHUDDER.

| Activity Date | Activity Time | Activity Comments |
|---------------|---------------|---|
| 08/06/2009 | 11:34 | HESISTATION WHEN TAKING OFF FROM A STOP. SEEMS JERKY AT TIMES AS WELL. |
| 08/06/2009 | 11:34 | ISSUE OPENED BY DEALERSHIP |
| 08/06/2009 | 11:40 | ADVISED TECH TO UPDATE VTA WITH SCREEN SHOTS OF MVB'S 41, 48 AND 54 IN TCM THEN REPLACE THE MECH UNIT, BOLTS, FILTER AND FLUID AND PERFORM BASIC SETTINGS PER TT 37-09-03, CLOSE OUT VTA WHEN COMPLETED. MVB 54 J12 |
| 08/06/2009 | 11:40 | CUSTOMER COMMENTS: HESISTATION WHEN TAKING OFF FROM A STOP. SEEMS JERKY AT TIMES AS WELL. |
| 08/06/2009 | 11:40 | WORKSHOP FINDINGS: VERIFIED WHAT FEELS LIKE A TRANS SHUDDER. |
| 08/06/2009 | 12:05 | ATTACHED MVB'S. PARTS ORDERED |
| 08/06/2009 | 18:36 | THANKS FOR THE UPDATE. |
| 08/13/2009 | 12:39 | BRIAN STATES WAITING FOR PARTS P1 |
| 09/01/2009 | 13:57 | INSTALLED MECHATRONIC UNIT AND FILTER. REFILLED TRANS. SET BASIC SETTINGS. TEST DROVE. ALL OK. |
| 09/01/2009 | 14:33 | ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED |
| 09/01/2009 | 14:33 | ISSUE UPDATED |

Consultant's Closing Comments

REPLACED MECH UNIT, COMPLETED.

| VW File Number | Model | Model Year | VIN | Vehicle Mileage | TREAD Part ID | Open Date | Sale Order Country |
|----------------|-------|------------|------------------------|-----------------|---------------|------------|--------------------|
| 489012 | JETTA | 2009 | 3VWPL71K79M [REDACTED] | 3186 | 3885 | 08/06/2009 | USA |

| Workshop Finding |
|------------------|
| n/a |

| Activity Date | Activity Time | Activity Comments |
|---------------|---------------|--|
| 08/06/2009 | 11:34 | CUSTOMER STATES DRIVING ON FREEWAY THE (PRNDS)WILL LIGHT ALL RED AND LOOSE POWER, IF YOU TURN KEY OFF AND ON IT NORMAL. THIS HAPPEN 2 TIMES |
| 08/06/2009 | 11:34 | ISSUE OPENED BY DEALERSHIP |
| 08/06/2009 | 12:24 | ADVISE TECH TO PLEASE GET READINGS FROM MVB 54 & 64 IN THR TCM. |
| 08/06/2009 | 12:24 | CUSTOMER COMMENTS: CUSTOMER STATES DRIVING ON FREEWAY THE (PRNDS)WILL LIGHT ALL RED AND LOOSE POWER, IF YOU TURN KEY OFF AND ON IT NORMAL. THIS HAPPEN 2 TIMES |
| 08/06/2009 | 12:29 | 54 J41R0485 64 24 42 |
| 08/06/2009 | 13:07 | ADVISED TO REPLACE TEMP/SPEED SENSOR G509/G182 ALSO REPLACE BOLTS FOR MECHATRONICS UNIT. |
| 08/12/2009 | 10:47 | REPLACE TEMP SENSOR AND BOLTS THANKS. |
| 08/12/2009 | 17:55 | ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED |
| 08/12/2009 | 17:55 | ISSUE UPDATED |

| Consultant's Closing Comments |
|---------------------------------------|
| REPLACE TEMP SENSOR AND BOLTS THANKS. |

| VW File Number | Model | Model Year | VIN | Vehicle Mileage | TREAD Part ID | Open Date | Sale Order Country |
|----------------|-------|------------|------------------------|-----------------|---------------|------------|--------------------|
| 489055 | EOS | 2008 | WVWBA71F28V [REDACTED] | 5830 | 3885 | 08/06/2009 | USA |

Workshop Finding

n/a

| Activity Date | Activity Time | Activity Comments |
|---------------|---------------|--|
| 08/06/2009 | 12:07 | CUSTOMER STATES HESITATION AND SHUTTER ON ACCELERATION. CAR ALSO SLIDES BACK ON HILLS WHEN STARTING OUT.ALSO WINDOWS JUMPING UP AND DOWN WHEN CAR IS STARTED AND TURN OFF.NO DTCS IN SCAN OF CAR. VB 54 IN TRANS J09M0571. |
| 08/06/2009 | 12:07 | ISSUE OPENED BY DEALERSHIP |
| 08/06/2009 | 12:55 | CUSTOMER COMMENTS: CUSTOMER STATES HESITATION AND SHUTTER ON ACCELERATION. CAR ALSO SLIDES BACK ON HILLS WHEN STARTING OUT.ALSO WINDOWS JUMPING UP AND DOWN WHEN CAR IS STARTED AND TURN OFF.NO DTCS IN SCAN OF CAR. VB 54 IN TRANS J09M0571. |
| 08/06/2009 | 12:55 | PLEASE UPDATE MVB 41, 48, 54 AND 90 THRU 100 INTO THE VTA TICKET VIA SCREEN SHOTS. IT IS VERY IMPORTANT THAT YOU UPDATE WITH SCREEN SHOTS DUE TO THE NATURE OF THE MVB'S CONTAINING ODD SYMBOLS AND CHARACTERS. AFTER THE MVB'S ARE UPDATED, PLEASE REPLACE THE MECHATRONICS UNIT, FLUID, FILTER, AND BOLTS. PLEASE BE SURE TO SET THE BASIC SETTINGS THROUGH VSD AFTER THE MECHATRONICS UNIT IS REPLACED USING TECH TIP 37-09-03. |
| 08/13/2009 | 16:45 | SPOKE WITH SERVICE ADVISOR. MECHATRONICS UNIT ON ORDER. TECH TO UPDATE. P1 |
| 08/14/2009 | 11:29 | PART STILL ON ORDER. |
| 08/14/2009 | 17:44 | THANKS FOR THE UPDATE. |
| 08/17/2009 | 13:59 | WILL REOPEN TICKET IF NEEDED AFTER PART IS INSTALLED PART STILL NOT IN. |
| 08/17/2009 | 18:10 | ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED |
| 08/17/2009 | 18:10 | ISSUE UPDATED |

Consultant's Closing Comments

WILL REOPEN TICKET IF NEEDED AFTER PART IS INSTALLED PART STILL NOT IN.

| VW File Number | Model | Model Year | VIN | Vehicle Mileage | TREAD Part ID | Open Date | Sale Order Country |
|----------------|--------|------------|------------------------|-----------------|---------------|------------|--------------------|
| 489080 | RABBIT | 2008 | WVWKC71K58W [REDACTED] | 10138 | 3885 | 08/06/2009 | USA |

Workshop Finding

n/a

| Activity Date | Activity Time | Activity Comments |
|---------------|---------------|--|
| 08/06/2009 | 12:31 | ISSUE OPENED BY DEALERSHIP |
| 08/06/2009 | 12:31 | TRANS SHIFTS HARD IN TO FIRST GEAR COMING OFF A STOP ALSO BANG HARD ON GEAR DOWN SHIFTING COMING TO STOP RUN GFF NO FAULTS PRESENT. |
| 08/06/2009 | 16:21 | CUSTOMER COMMENTS: TRANS SHIFTS HARD IN TO FIRST GEAR COMING OFF A STOP ALSO BANG HARD ON GEAR DOWN SHIFTING COMING TO STOP RUN GFF NO FAULTS PRESENT. |
| 08/06/2009 | 16:21 | MVB 54 J07. ADVISED TO UPDATE TICKET WITH MVB'S 41 & 48 THEN REPLACE MECHATRONICS UNIT, FLUID, FILTER AND BOLTS. |
| 08/06/2009 | 16:49 | 41 V0698X0602EA GETRIEBE DSG 48 C14R2 HERE ARE THE READINGS |
| 08/06/2009 | 17:16 | THANK YOU FOR THE UPDATE. |
| 08/13/2009 | 14:21 | P1 SPOKE TO KEVIN IN SERVICE AND VEHICLE IS WAITING ON RED ORDER PARTS. WILL HAVE TECH UPDATE VTA CASE. |
| 08/21/2009 | 08:35 | PART ON ORDER.THANK YOU |
| 08/21/2009 | 10:17 | ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED |
| 08/21/2009 | 10:17 | ISSUE UPDATED |

Consultant's Closing Comments

D1 PART ON ORDER

| VW File Number | Model | Model Year | VIN | Vehicle Mileage | TREAD Part ID | Open Date | Sale Order Country |
|----------------|--------|------------|------------------------|-----------------|---------------|------------|--------------------|
| 489082 | RABBIT | 2008 | WVWKC71K88W [REDACTED] | 8768 | 3885 | 08/06/2009 | USA |

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|---|
| Workshop Finding |
| TECH VERIFIED THE CONCERN. SEVERAL FAULTS THROUGH OUT THE VEHICLE. GFF PERFORMED. GFF LOG ATTACHED. |

| Activity Date | Activity Time | Activity Comments |
|---------------|---------------|--|
| 08/06/2009 | 12:34 | CUSTOMER STATES PUTS CAR INTO REVERSE AND ACTS LIKE IN NEUTRAL. FEELS CLUNK WHEN SHIFTING GEARS. SEE ATTACHED GFF LOG FOR FAULT NUMBER. |
| 08/06/2009 | 12:34 | ISSUE OPENED BY DEALERSHIP |
| 08/06/2009 | 12:42 | ADVISED THE TECH TO CHECK THE MECH UNIT POWER. IF GOOD, REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT. |
| 08/06/2009 | 12:42 | CUSTOMER COMMENTS: CUSTOMER STATES PUTS CAR INTO REVERSE AND ACTS LIKE IN NEUTRAL. FEELS CLUNK WHEN SHIFTING GEARS. SEE ATTACHED GFF LOG FOR FAULT NUMBER. |
| 08/06/2009 | 12:42 | WORKSHOP FINDINGS: TECH VERIFIED THE CONCERN. SEVERAL FAULTS THROUGH OUT THE VEHICLE. GFF PERFORMED. GFF LOG ATTACHED. |
| 08/06/2009 | 13:38 | CHECKED POWER SUPPLY AND FOUND TO BE GOOD. ORDERED NEW MECH UNIT. |
| 08/06/2009 | 21:53 | ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED |
| 08/06/2009 | 21:53 | ISSUE UPDATED |

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|---|
| 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 |
|----------------|-------|------------|------------------------|-----------------|---------------|------------|--------------------|
| 489091 | JETTA | 2008 | 3VWRJ71K08M [REDACTED] | 5132 | 3885 | 08/06/2009 | USA |

Workshop Finding

TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM. MVB 54 IS H50.

| Activity Date | Activity Time | Activity Comments |
|---------------|---------------|--|
| 08/06/2009 | 12:42 | DSG HARSH TAKE OFF, NO FAULTS, VALUE BLOCK 52 H50C0479, VALUE BLOCK 64 0 0. |
| 08/06/2009 | 12:42 | ISSUE OPENED BY DEALERSHIP |
| 08/06/2009 | 14:29 | ADVISED THE TECH TO UPDATE THE TICKET WITH MVB 41, 48 AND 90 THRU 100 AND THEN REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT. |
| 08/06/2009 | 14:29 | CUSTOMER COMMENTS: DSG HARSH TAKE OFF, NO FAULTS, VALUE BLOCK 52 H50C0479, VALUE BLOCK 64 0 0. |
| 08/06/2009 | 14:29 | WORKSHOP FINDINGS: TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM. MVB 54 IS H50. |
| 08/06/2009 | 14:55 | AS REQUESTED VALUE BLOCKS 41, 48, 54, 64, 90-100 |
| 08/06/2009 | 21:48 | THANK YOU FOR THE UPDATE. REMEMBER TO UPDATE AND CLOSE THE TICKET OR CALL IN IF FURTHER ASSISTANCE IS NEEDED. |
| 08/13/2009 | 15:47 | P1 SPOKE TO TOM, WAITING ON RED ORDERED PART. |
| 09/01/2009 | 09:24 | STILL WAITING FOR PARTS |
| 09/01/2009 | 09:29 | STILL WAITING ON PARTS, CLOSING PER JEFFREY PAYNE. |
| 09/03/2009 | 18:32 | ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED |
| 09/03/2009 | 18:32 | ISSUE UPDATED |

Consultant's Closing Comments

ADVISED THE TECH TO UPDATE THE TICKET WITH MVB 41, 48 AND 90 THRU 100 AND THEN 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 |
|----------------|-------|------------|------------------------|-----------------|---------------|------------|--------------------|
| 489103 | JETTA | 2008 | 3VWRJ71K58M [REDACTED] | 23268 | 3885 | 08/06/2009 | USA |

Workshop Finding

TEST DROVE CAR DUPLICATED CONCERN IT FEELS THAT WHEN ACCELERTING FROM A STOP THE TRANS IS ENGAGING AND DISENGAGING
CHECKED FOR FAULTS NONE PRESENT SET BASIC SETINGS FOR DSG CONCERN STILL PRESENT

| Activity Date | Activity Time | Activity Comments |
|---------------|---------------|--|
| 08/06/2009 | 12:55 | CUSTOMER STATES THAT WHEN ACCELERATING FROM A STOP THE TRANS JERKS. TEST DROVE CAR DUPLICATED CONCERN IT FEELS THAT WHEN ACCELERTING FROM A STOP THE TRANS IS ENGAGING AND DISENGAGING CHECKED FOR FAULTS NONE PRESENT SET BASIC SETINGS FOR DSG CONCERN STILL PRESENT |
| 08/06/2009 | 12:55 | ISSUE OPENED BY DEALERSHIP |
| 08/06/2009 | 13:00 | CUSTOMER COMMENTS: CUSTOMER STATES THAT WHEN ACCELERATING FROM A STOP THE TRANS JERKS. |
| 08/06/2009 | 13:00 | MVB 41, 48, 54 AND 90 THRU 100, THEN REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT. |
| 08/06/2009 | 13:00 | WORKSHOP FINDINGS: TEST DROVE CAR DUPLICATED CONCERN IT FEELS THAT WHEN ACCELERTING FROM A STOP THE TRANS IS ENGAGING AND DISENGAGING CHECKED FOR FAULTS NONE PRESENT SET BASIC SETINGS FOR DSG CONCERN STILL PRESENT |
| 08/06/2009 | 15:42 | <p>UNABLE TO ATTACH FILES WITH USB TRIED DIFFRENT SCANN TOOL AND DIFFENT USB. HERE ARE THE VALUES: VALUE 41 V0698J1002EA_GETRIEBE_MF8J</p> <p>VALUE 48 C14R2</p> <p>VALUE 54 J11Q0321</p> <p>VALUE 90 65535 0 0.0% 0</p> <p>VALUE 91 0 /MIN 0 /MIN 0 /MIN 0 /MIN</p> <p>VALUE 92 0 0 0 0</p> <p>VALUE 93 0.0 A 0.0 A 0.0 A -60 DEGRESS CELCEIS</p> <p>VALUE 94 65535 0</p> |

| | | |
|---|-------|--|
| | | 0.0 % 0 VALUE 95 0 /MIN 0 /MIN 0 /MIN 0 /MIN VALUE 96 0 0 0 0 VALUE 97 0.0 A 0.0 A 0.0 A -60 DEGREES CELCIS VALUES 98, 99, 100 ALL WERE BLANK |
| 08/06/2009 | 15:49 | ADVISED TECH THAT WHEN HE IS DONE WITH REPAIR HE NEEDS TO PERFORM BASIC SETTINGS PER TT 37-09-03, CLOSE OUT VTA WHEN COMPLETED. |
| 08/06/2009 | 15:53 | VALUE 41 V0698J1002EA__GETRIBE_DSG_MF8J VALUE 48 C14R2 VALUE 54 J11Q0321 |
| 08/06/2009 | 16:15 | PARTS HAD TO BE RED ORDERED CAR WILL RTURN FOR REPIARS WHEN PARTS ARRIVE MAYBE THEN I WILL BE ABLE TO ATTACHE FILES WITH USB DRIVE THANKS FOR YOUR HELP AND TIME |
| 08/06/2009 | 18:08 | ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED |
| 08/06/2009 | 18:08 | ISSUE UPDATED |
| Consultant's Closing Comments | | |
| 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 |
|----------------|-------|------------|------------------------|-----------------|---------------|------------|--------------------|
| 489155 | EOS | 2007 | WVWDA71F07V [REDACTED] | 34914 | 3885 | 08/06/2009 | USA |

Workshop Finding

NO FAULTS. H29 =MVB 54

| Activity Date | Activity Time | Activity Comments |
|---------------|---------------|--|
| 08/06/2009 | 13:42 | CUSTOMER STATES CAR STUDDER ON TAKE OFF. TEST DROVE CK ENGINE LIGHT CAME ON FOR PRESSURE DROP FAULT. FIX ENGINE LIGHT. TEST DORVE AGAIN. VEHICLE SURGES TWICE ON TAKE OFF OR REVS UP THEN CATCHES GEAR. MECHATRONICS WAS REPLACE ABOUT A YEAR AGO FOR SAME ISSUE. |
| 08/06/2009 | 13:42 | ISSUE OPENED BY DEALERSHIP |
| 08/06/2009 | 13:56 | CUSTOMER COMMENTS: CUSTOMER STATES CAR STUDDER ON TAKE OFF. TEST DROVE CK ENGINE LIGHT CAME ON FOR PRESSURE DROP FAULT. FIX ENGINE LIGHT. TEST DORVE AGAIN. VEHICLE SURGES TWICE ON TAKE OFF OR REVS UP THEN CATCHES GEAR. MECHATRONICS WAS REPLACE ABOUT A YEAR AGO FOR SAME ISSUE. |
| 08/06/2009 | 13:56 | REPLACE MECH, FLUID, FILTER BOLTS; SET BASIC SETTINGS PER TECH TIP ALSO SET BLOCK 67. AFTER THE ROAD TEST GET MVB 34 FROM THE TCM |
| 08/06/2009 | 13:56 | WORKSHOP FINDINGS: NO FAULTS. H29 =MVB 54 |
| 08/06/2009 | 18:42 | RED ORDER MECHATRONICS |
| 08/07/2009 | 07:46 | IF THE VEHICLE LEAVES PLEASE CLOSE THE VTA |
| 08/10/2009 | 14:13 | VEHICLE STILL HERE. NO PART YET |
| 08/10/2009 | 15:56 | ISSUE SENT TO DEALERSHIP |
| 08/13/2009 | 10:55 | PART NOT RECIEVE YET |
| 08/13/2009 | 11:46 | ISSUE SENT TO DEALERSHIP |
| 08/14/2009 | 10:12 | PARTS ETA SHOWS MID TO LATE AUGUST. TOM WHITE - SF |
| 08/14/2009 | 12:50 | ISSUE SENT TO DEALERSHIP |
| 08/27/2009 | 14:22 | SPOKE WITH BETTY. CAR IS STILL WAITING ON MECH UNIT. |
| 08/27/2009 | 14:23 | ISSUE UPDATED |
| 08/28/2009 | 11:26 | 8/28/09 PARTS ARE HERE. EXPECTED COMPLETION TODAY. TOM WHITE SF |
| 08/28/2009 | 11:29 | THANKS FOR THE UPDATE. |
| 08/31/2009 | 11:49 | WE RAN OUT OF TIME ON FRIDAY. TECH IS WORKING ON IT NOW. TOM WHITE - SF |
| 08/31/2009 | 13:08 | REPLACE MECH UNIT. PROBLEM SOLVED. THANKS |
| 08/31/2009 | 13:33 | HIT SEND BY MISTAKE. SHOULD BE CLOSED. |
| 08/31/2009 | 16:03 | ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED |
| 08/31/2009 | 16:03 | ISSUE UPDATED |

Consultant's Closing Comments

REPLACE MECH UNIT. PROBLEM SOLVED. THANKS

| VW File Number | Model | Model Year | VIN | Vehicle Mileage | TREAD Part ID | Open Date | Sale Order Country |
|----------------|-------|------------|------------------------|-----------------|---------------|------------|--------------------|
| 489182 | EOS | 2008 | WVWBA71F48V [REDACTED] | 6698 | 3885 | 08/06/2009 | USA |

Workshop Finding

TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM. MVB 54 IS H50.

| Activity Date | Activity Time | Activity Comments |
|---------------|---------------|--|
| 08/06/2009 | 14:03 | CUST STATES THAT THE TRANSMISSION HISATATES AND THEN SLAMS INTO GEAR IN BOTH FOWARD AND REVERSE AT ALL STOPS |
| 08/06/2009 | 14:03 | ISSUE OPENED BY DEALERSHIP |
| 08/06/2009 | 14:10 | ADVISED THE TECH TO UPDATE THE TICKET WITH MVB 41, 48 AND 90 - 100 THEN REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT. |
| 08/06/2009 | 14:10 | CUSTOMER COMMENTS: CUST STATES THAT THE TRANSMISSION HISATATES AND THEN SLAMS INTO GEAR IN BOTH FOWARD AND REVERSE AT ALL STOPS |
| 08/06/2009 | 14:10 | WORKSHOP FINDINGS: TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM. MVB 54 IS H50. |
| 08/13/2009 | 13:27 | D1 SPOKE TO KEVIN IN SERVICE AND VEHICLE IS COMPLETE. WILL HAVE TECH CLOSE VTA CASE. |
| 08/13/2009 | 15:13 | WAS NECESSARY TO ORDER REPLACEMENT MECHATRONICS UNIT. PART BACKORDERED. VEHICLE RETURNED TO CUSTOMER. WILL ADVISE UPON REPLACEMENT IF CONDITION PERSISTS. THANKS |
| 08/13/2009 | 18:41 | ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED |
| 08/13/2009 | 18:41 | 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 |
|----------------|-------|------------|------------------------|-----------------|---------------|------------|--------------------|
| 489207 | JETTA | 2009 | 3VWRJ71K89M [REDACTED] | 2311 | 3885 | 08/06/2009 | USA |

Workshop Finding

AT COMPLETE STOP WHEN SLOWLY APPLYING THE ACCELERATING VEHICLE BUCKS, MVB 54 J30, MVB 60 0/0. MO DTC' STORED IN CONTROL MODULES, TCM 02E300051C, SV LEVEL 1816, FLUID LEVEL AND CONDITION ARE OK.

| Activity Date | Activity Time | Activity Comments |
|---------------|---------------|--|
| 08/06/2009 | 14:27 | CUST STATES TRANS SHUTTERS & BANGS, TEST DROVE WITH CUST.; AT COMPLETE STOP WHEN SLOWLY APPLYING THE ACCELERATING VEHICLE BUCKS, MVB 54 J30, MVB 60 0/0. MO DTC' STORED IN CONTROL MODULES, TCM 02E300051C, SV LEVEL 1816, FLUID LEVEL AND CONDITION ARE OK. |
| 08/06/2009 | 14:27 | ISSUE OPENED BY DEALERSHIP |
| 08/06/2009 | 14:35 | CUSTOMER COMMENTS: CUST STATES TRANS SHUTTERS & BANGS, TEST DROVE WITH CUST. |
| 08/06/2009 | 14:35 | I ADVISED TO GET 41 AND 48 AND 90 THROUGH 100, ORDER A MECHATRONICS , NEW BOLTS FILTER AND FLUID. ONCE INSTALLED SET BASIC SETTINGS AND ROAD TEST THE VEHICLE... |
| 08/06/2009 | 14:35 | WORKSHOP FINDINGS: AT COMPLETE STOP WHEN SLOWLY APPLYING THE ACCELERATING VEHICLE BUCKS, MVB 54 J30, MVB 60 0/0. MO DTC' STORED IN CONTROL MODULES, TCM 02E300051C, SV LEVEL 1816, FLUID LEVEL AND CONDITION ARE OK. |
| 08/13/2009 | 14:02 | WAS TRANSFERRED TO SERVICE SEVERAL TIMES IN 2 ATTEMPTS AND SOMEONE WOULD HANG UP THE PHONE D2 |
| 08/13/2009 | 14:57 | VEHICLE IS DOWN, CUST REFUSED TO DRIVE VEHICLE WITH CONCERN, WAITING FOR PART TO ARRIVE ETA ON PARTS IN FOR 08/21/09 |
| 08/13/2009 | 15:29 | I ADVISED THE TECH TO REFERENCE TB 46-09-01FOR VIBRATION WHEN BRAKING, AND IF THERE IS A CONCERN STILL AT THAT POINT TO REFERENCE TB 46-08-06 FOR BRAKE DISC PULSATION. IF THERE IS ANY CONCERN AFTER GOING THROUGH THE SECOND TB PLEASE CALL IN AT THAT POINT |
| 08/13/2009 | 15:30 | DISREGARD LAST STATEMENT |
| 08/13/2009 | 15:34 | . |
| 08/13/2009 | 15:34 | THANKS FOR THE UPDATE P1 |
| 08/14/2009 | 18:51 | RECEIVED MECH, REPLACED MECH, PERFORMED BASIC SETTINGS & TEST DROVE VEHICLE NO LONGER HAS EXCESSIVE VIBRATION OR BUCKS ON SLOW TAKE OFF |
| 08/17/2009 | 08:29 | ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED |
| 08/17/2009 | 08:29 | ISSUE UPDATED |

Consultant's Closing Comments

REPALCED MECH UNIT

| VW File Number | Model | Model Year | VIN | Vehicle Mileage | TREAD Part ID | Open Date | Sale Order Country |
|----------------|-------|------------|------------------------|-----------------|---------------|------------|--------------------|
| 489217 | JETTA | 2009 | 3VWTL71K49M [REDACTED] | 10146 | 3885 | 08/06/2009 | USA |

Workshop Finding

I ROAD TESTED THE CAR AND FOUND THIS TO BE TRUE EVERY TIME. SCAND THE SYS FOUND THAT THE TRANS HAS A CODE P0702 001-CONTROL UNIT FAULTY

| Activity Date | Activity Time | Activity Comments |
|---------------|---------------|--|
| 08/06/2009 | 14:33 | ISSUE OPENED BY DEALERSHIP |
| 08/06/2009 | 14:33 | THE CUST STATS THAT THE TRNS IS LURCHING WHEN SHIFTING FROM 1ST TO 2ND AND BACK. I ROAD TESTED THE CAR AND FOUND THIS TO BE TRUE EVERY TIME. SCAND THE SYS FOUND THAT THE TRANS HAS A CODE P0702 001-CONTROL UNIT FAULTY |
| 08/06/2009 | 14:38 | CUSTOMER COMMENTS: THE CUST STATS THAT THE TRNS IS LURCHING WHEN SHIFTING FROM 1ST TO 2ND AND BACK. |
| 08/06/2009 | 14:38 | TECH TO PLEASE GET MVB 41, 48, 54 AND 90 THRU 100, FROM THE TCM. ATTACH TO VTA |
| 08/06/2009 | 14:38 | WORKSHOP FINDINGS: I ROAD TESTED THE CAR AND FOUND THIS TO BE TRUE EVERY TIME. SCAND THE SYS FOUND THAT THE TRANS HAS A CODE P0702 001-CONTROL UNIT FAULTY |
| 08/06/2009 | 15:21 | I ERASED THE CODES AND AM SENDING YOU THE FILES |
| 08/06/2009 | 15:36 | AFTER REVIEWING CASE INFO ADVISED TECH TO REPLACE THE MECH UNIT, BOLTS, FILTER AND FLUID THEN PERFORM BASIC SETTINGS PER TT 37-09-03, CLOSE OUT VTA WHEN COMPLETED. TECH STATED CONCERN IS ON TAKE OFF FROM A STOP NOT WHILE SHIFTING FROM 1ST TO 2ND. |
| 08/10/2009 | 12:12 | PARTS ARE ON ORDER. CAR IS GOING TILL PARTS ARRIVE |
| 08/10/2009 | 13:35 | ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED |
| 08/10/2009 | 13:35 | ISSUE UPDATED |

Consultant's Closing Comments

EPLACE THE MECH UNIT,

| VW File Number | Model | Model Year | VIN | Vehicle Mileage | TREAD Part ID | Open Date | Sale Order Country |
|----------------|-------|------------|------------------------|-----------------|---------------|------------|--------------------|
| 489231 | EOS | 2008 | WVWFA71F48V [REDACTED] | 21131 | 3885 | 08/06/2009 | USA |

Workshop Finding

n/a

| Activity Date | Activity Time | Activity Comments |
|---------------|---------------|--|
| 08/06/2009 | 14:40 | CUSTOMER STATES CAR JERKS HARD AND SURGES WHEN TRYING TO TAKE OFF SLOWLY FROM A START. TEST DROVE AND VERIFIED CONCERN. VEHICLE JERKS HARD AT TAKE OFF AND WHEN PUT IN REVERSE RPMS DROP AND ACTS LIKE IT WANTS TO DIE. ATTACH DIAG LOG |
| 08/06/2009 | 14:40 | ISSUE OPENED BY DEALERSHIP |
| 08/06/2009 | 14:48 | ADVISED TO REPLACE MECHATRONICS UNIT, FLUID, FILTER AND BOLTS RESET BASIC SETTINGS THRU VSD WHEN DONE. |
| 08/06/2009 | 14:48 | CUSTOMER COMMENTS: CUSTOMER STATES CAR JERKS HARD AND SURGES WHEN TRYING TO TAKE OFF SLOWLY FROM A START. TEST DROVE AND VERIFIED CONCERN. VEHICLE JERKS HARD AT TAKE OFF AND WHEN PUT IN REVERSE RPMS DROP AND ACTS LIKE IT WANTS TO DIE. ATTACH DIAG LOG |
| 08/06/2009 | 18:41 | RED ORDER MECHATRONICS |
| 08/06/2009 | 18:54 | PARTS ORDERED. THANK YOU FOR THE UPDATE. |
| 08/10/2009 | 14:11 | CUSTOMER TO RETURN |
| 08/10/2009 | 15:48 | ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED |
| 08/10/2009 | 15:48 | ISSUE UPDATED |

Consultant's Closing Comments

D1 ADVISED TO REPLACE MECHATRONICS UNIT, FLUID, FILTER AND BOLTS RESET BASIC SETTINGS THRU VSD WHEN DONE.

| VW File Number | Model | Model Year | VIN | Vehicle Mileage | TREAD Part ID | Open Date | Sale Order Country |
|----------------|-------|------------|------------------------|-----------------|---------------|------------|--------------------|
| 489273 | JETTA | 2009 | 3VWPL71K49M [REDACTED] | 4046 | 3885 | 08/06/2009 | USA |

Workshop Finding

TECH HAS NOT VERIFIED, TECH SET BASIC SETTINGS. MVB 64= 100/189

| Activity Date | Activity Time | Activity Comments |
|---------------|---------------|---|
| 08/06/2009 | 15:12 | CUSTOMER STATES THAT AT TIMES, WHEN ACCELERATING FROM A STOP, ENGINE WILL RACE BUT CAR WILL NOT ACCELERATE... NO FAULTS IN ANY SYSTEM. LAST VISIT PERFORMED BASIC SETTINGS OF MECHATRONICS UNIT. CUSTOMER STATES HAPPENS INTERMITTENT. WILL TAKE TOO LONG TO ENGAGE. HAVE NOT DUPLICATED CONCERN EITHER VISIT. |
| 08/06/2009 | 15:12 | ISSUE OPENED BY DEALERSHIP |
| 08/06/2009 | 15:21 | ATTACHED GFF LOG. |
| 08/06/2009 | 15:34 | CUSTOMER COMMENTS: CUSTOMER STATES THAT AT TIMES, WHEN ACCELERATING FROM A STOP, ENGINE WILL RACE BUT CAR WILL NOT ACCELERATE... NO FAULTS IN ANY SYSTEM. LAST VISIT PERFORMED BASIC SETTINGS OF MECHATRONICS UNIT. CUSTOMER STATES HAPPENS INTERMITTENT. WILL TAKE TOO LONG TO ENGAGE. HAVE NOT DUPLICATED CONCERN EITHER VISIT. |
| 08/06/2009 | 15:34 | REPLACE THE G509 AND SET BASIC SETTINGS |
| 08/06/2009 | 15:34 | WORKSHOP FINDINGS: TECH HAS NOT VERIFIED, TECH SET BASIC SETTINGS. MVB 64= 100/189 |
| 08/13/2009 | 14:46 | SPOKE TO RICK IN SERVICE AND THE PARTS CAME IN AND WILL BE WORKED ON SOON.....P2 |
| 08/14/2009 | 15:02 | REPLACED TEMP/SPEED SENSOR -G509 AND SET BASIC SETTINGS. |
| 08/17/2009 | 08:30 | ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED |
| 08/17/2009 | 08:30 | ISSUE UPDATED |

Consultant's Closing Comments

REPLACED TEMP/SPEED SENSOR -G509 AND SET BASIC SETTINGS.

| VW File Number | Model | Model Year | VIN | Vehicle Mileage | TREAD Part ID | Open Date | Sale Order Country |
|----------------|-------|------------|------------------------|-----------------|---------------|------------|--------------------|
| 489274 | JETTA | 2009 | 3VWRL71KX9M [REDACTED] | 2383 | 3885 | 08/06/2009 | USA |

Workshop Finding

n/a

| Activity Date | Activity Time | Activity Comments |
|---------------|---------------|--|
| 08/06/2009 | 15:13 | FEELS LIKE VEHICLE GOES INTO NEUTRAL WHILE DRIVING, ENGINE REVS UP. CHECKED FOR FAULTS. NONE. PERFORMED BASIC SETTING. SVC MANAGER DROVE HOME ON THE WAY IN TO WORK HE SAID IT HAPPENED TO HIM, HE SAID THE LIGHT CAME ON, THE ONE THAT COMES ON WHEN YOU START THE CAR WITH A FOOT IN A CIRCLE. |
| 08/06/2009 | 15:13 | ISSUE OPENED BY DEALERSHIP |
| 08/06/2009 | 15:17 | ADVISED TECH TO UPDATE VTA WITH MVB 54 AND 64 FROM TCM AND GIVE US A CALL FOR DIRECTION. |
| 08/06/2009 | 15:17 | CUSTOMER COMMENTS: FEELS LIKE VEHICLE GOES INTO NEUTRAL WHILE DRIVING, ENGINE REVS UP. CHECKED FOR FAULTS. NONE. PERFORMED BASIC SETTING. SVC MANAGER DROVE HOME ON THE WAY IN TO WORK HE SAID IT HAPPENED TO HIM, HE SAID THE LIGHT CAME ON, THE ONE THAT COMES ON WHEN YOU START THE CAR WITH A FOOT IN A CIRCLE. |
| 08/06/2009 | 15:20 | MVB 54: 41, 93. MVB 64: J42A0321. |
| 08/06/2009 | 15:27 | ADVISED TECH TO PLEASE REPLACE THE G509/G182 K1/K2 TEMPERATURE/SPEED SENSOR. THE MECHATRONICS WILL NEED TO BE REMOVED FOR THIS PROCEDURE. WHEN RE-INSTALLING, BE SURE TO REPLACE THE MECHATRONIC BOLTS. ONCE REPAIRS ARE COMPLETED, PLEASE SET BASIC SETTINGS IN ACCORDANCE WITH TT: 37-09-03 AND RE-EVALUATE FOR THE CONCERN. |
| 08/12/2009 | 11:28 | REPLACED TEMP AND SPEED SENSOR AND SET BASIC SETTINGS. TEST DROVE AND FOUND NO FURTHER PROBLEM. |
| 08/12/2009 | 11:34 | ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED |
| 08/12/2009 | 11:34 | ISSUE UPDATED |

Consultant's Closing Comments

REPLACED TEMPERATURE SENSOR.

| VW File Number | Model | Model Year | VIN | Vehicle Mileage | TREAD Part ID | Open Date | Sale Order Country |
|----------------|-------|------------|------------------------|-----------------|---------------|------------|--------------------|
| 489327 | JETTA | 2009 | 3VWRA71K79M [REDACTED] | 10723 | 3885 | 08/06/2009 | USA |

Workshop Finding

TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM. MVB 54 IS J21 AND MVB 64 IS 0/0.

| Activity Date | Activity Time | Activity Comments |
|---------------|---------------|---|
| 08/06/2009 | 16:03 | CUSTOMER STATES TRANSMISSION IS REAL JERKY WHEN TAKING OFF AND SHIFT.I TEST DROVE AND TRANS SLAMS INTO GEAR AND LOUD CLUNKING AT TIMES WHEN STARTING CAR. VAULE BLOCK 64 0 0 |
| 08/06/2009 | 16:03 | ISSUE OPENED BY DEALERSHIP |
| 08/06/2009 | 16:11 | ADVISED THE TECH TO UPDATE THE TICKET WITH MVB 41, 48 AND 90 THRU 100 THEN REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT. |
| 08/06/2009 | 16:11 | CUSTOMER COMMENTS: CUSTOMER STATES TRANSMISSION IS REAL JERKY WHEN TAKING OFF AND SHIFT.I TEST DROVE AND TRANS SLAMS INTO GEAR AND LOUD CLUNKING AT TIMES WHEN STARTING CAR. VAULE BLOCK 64 0 0 |
| 08/06/2009 | 16:11 | WORKSHOP FINDINGS: TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM. MVB 54 IS J21 AND MVB 64 IS 0/0. |
| 08/06/2009 | 16:22 | MVB 41,48 90-100 AND 64 |
| 08/06/2009 | 21:48 | THANK YOU FOR THE UPDATE. REMEMBER TO UPDATE AND CLOSE THE TICKET OR CALL IN IF FURTHER ASSISTANCE IS NEEDED. |
| 08/13/2009 | 12:05 | STILL WAITING FOR PARTS |
| 08/13/2009 | 12:53 | SPOKE TO RIZ - AWAITING MECHATRONIC UNIT. |
| 08/14/2009 | 17:46 | MECHATRONICS JUST SHOWED UP WILL BE INSTALLING TOMORROW |
| 08/16/2009 | 21:54 | THANK YOU FOR THE UPDATE. PLEASE CALL IN FOR FURTHER ASSISTANCE OR REMEMBER TO UPDATE AND CLOSE THE TICKET. |
| 08/17/2009 | 16:36 | INSTALLED UNIT AND PERFORM BASIC SETTING, TEST DROVE OK |
| 08/17/2009 | 23:00 | ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED |
| 08/17/2009 | 23:00 | ISSUE UPDATED |

Consultant's Closing Comments

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

| VW File Number | Model | Model Year | VIN | Vehicle Mileage | TREAD Part ID | Open Date | Sale Order Country |
|----------------|-------|------------|------------------------|-----------------|---------------|------------|--------------------|
| 489331 | JETTA | 2009 | 3VWRJ71K29M [REDACTED] | 10797 | 3885 | 08/06/2009 | USA |

Workshop Finding

n/a

| Activity Date | Activity Time | Activity Comments |
|---------------|---------------|--|
| 08/06/2009 | 16:04 | CUSTOMER STATES THAT INTERMITENTLY WHEN YOU ACCELERATE FROM A STOP THERE IS A HESITATION THAT IS FELT WELL DRIVING FROM A STOP. DUPLICATED CONCERN. SHOULD I ORDER A MECHATRONICS UNIT FOR THIS VEHICLE. |
| 08/06/2009 | 16:04 | ISSUE OPENED BY DEALERSHIP |
| 08/06/2009 | 16:12 | ADVISED TECH TO UPDATE VTA WITH MVB 54 AND 64 FROM TCM AND GIVE A CALL FOR DIRECTION. |
| 08/06/2009 | 16:12 | CUSTOMER COMMENTS: CUSTOMER STATES THAT INTERMITENTLY WHEN YOU ACCELERATE FROM A STOP THERE IS A HESITATION THAT IS FELT WELL DRIVING FROM A STOP. DUPLICATED CONCERN. SHOULD I ORDER A MECHATRONICS UNIT FOR THIS VEHICLE. |
| 08/06/2009 | 16:23 | ADVISED TECH TO UPDATE VTA WITH MVB 41, 48, 54 AND 90 THRU 100. PERFORM BASIC SETTINGS AS OUTLINED IN TT 37-09-03. REPLACE MECHATRONIC UNIT, FLUID, FILTER, AND BOLTS FOR MECHATRONIC UNIT. PLEASES CLOSE VTA WHEN YOU CAN. |
| 08/06/2009 | 16:37 | MVB 41: V0698O1602EA_GETRIEBE_DSG_MW8O MVB 48: E18 54: J21F0481 64: 0 0 90: 65535 0 0.0% 0 91: 0 0 0 0 92: 0 0 0 0 93: 0.000 A 0.000 A 0.000 A -60 C 94: SAME AS 90 95: SAME AS 91 96: SAME AS 92 97: SAME AS 93 98: NOTHING 99: " " 100: " " SPECIAL ORDERED UNIT |
| 08/06/2009 | 16:43 | ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED |
| 08/06/2009 | 16:43 | 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 |
|----------------|-------|------------|------------------------|-----------------|---------------|------------|--------------------|
| 489407 | EOS | 2008 | WVWFA71F68V [REDACTED] | 23019 | 3885 | 08/06/2009 | USA |

Workshop Finding

VEHICLE SEEMS ENGUAGE FIRST GEAR AT DIFFERENT TIMES. SOMETIMES IT GOES RIGHT AWAY, OTHER TIMES IT TAKE A WHILE THEN KICKS IN AND OTHER TIMES IT SURGES IN AND OUT BEFORE IT TAKES OFF. VALUE 54 READS. J08C0219. 64 READS 0 0

| Activity Date | Activity Time | Activity Comments |
|---------------|---------------|--|
| 08/06/2009 | 17:43 | ISSUE OPENED BY DEALERSHIP |
| 08/06/2009 | 17:43 | RO READS: "CAR BOGS DOWN ON ACCELL THEN SURGES AND WILL SPIN TIRES ON OCCASION". VEHICLE SEEMS ENGUAGE FIRST GEAR AT DIFFERENT TIMES. SOMETIMES IT GOES RIGHT AWAY, OTHER TIMES IT TAKE A WHILE THEN KICKS IN AND OTHER TIMES IT SURGES IN AND OUT BEFORE IT TAKES OFF. VALUE 54 READS. J08C0219. 64 READS 0 0 |
| 08/06/2009 | 17:49 | CUSTOMER COMMENTS: RO READS: "CAR BOGS DOWN ON ACCELL THEN SURGES AND WILL SPIN TIRES ON OCCASION". |
| 08/06/2009 | 17:49 | TECH IS ANDREW MORRIS. ADVISED TECH TO ATTACH SCREEN SHOTS OF MVBS 41, 48 AND 54 TO VTA THEN REPLACE THE MECH UNIT, BOLTS, FILTER AND FLUID THEN PERFORM BASIC SETTINGS PER TT 37-09-03 AND CLOSE OUT VTA WHEN COMPLETED. |
| 08/06/2009 | 17:49 | WORKSHOP FINDINGS: VEHICLE SEEMS ENGUAGE FIRST GEAR AT DIFFERENT TIMES. SOMETIMES IT GOES RIGHT AWAY, OTHER TIMES IT TAKE A WHILE THEN KICKS IN AND OTHER TIMES IT SURGES IN AND OUT BEFORE IT TAKES OFF. VALUE 54 READS. J08C0219. 64 READS 0 0 |
| 08/06/2009 | 17:56 | HERE ARE THE SCREEN SHOTS YOU NEEDED. |
| 08/06/2009 | 18:37 | THANKS FOR THE UPDATE. |
| 08/12/2009 | 07:43 | STILL WAITING ON PARTS |
| 08/12/2009 | 10:08 | THANKS FOR THE UPDATE. |
| 08/13/2009 | 13:01 | TALKED TO LORI IN SERVICE THE CAR IS HOLDING FOR PARTSP1 |
| 08/17/2009 | 08:22 | PARTS HERE INSTALLING TODAY WILL REUPDATE TICKET AFTER REPAIRS. |
| 08/18/2009 | 12:58 | REPLACED MECHATRONICS UNIT AND TEST DROVE AND VERIFIED REPAIRS. |
| 08/18/2009 | 16:12 | ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED |
| 08/18/2009 | 16:12 | ISSUE UPDATED |

Consultant's Closing Comments

REPLACED MECH UNIT, COMPLETED.

| VW File Number | Model | Model Year | VIN | Vehicle Mileage | TREAD Part ID | Open Date | Sale Order Country |
|----------------|--------|------------|------------------------|-----------------|---------------|------------|--------------------|
| 489422 | RABBIT | 2009 | WVWHD71K89W [REDACTED] | 1399 | 3885 | 08/06/2009 | USA |

Workshop Finding

WITH 5051 B, NO DTCS WERE FOUND. INSPECTED TECH SOLUTIONS IN ELSAWEB AND NONE WERE FOUND IN RELATION TO CONCERN. CONSULTED SHOP FOREMAN AND WAS ADVISED THAT THERE MAY BE A KNOWN PROBLEM REGARDING AN OIL SENSOR OR SPEED SENSOR IN RELATION TO THE DSG TRANSMISSION. ARE THERE ANY SIMILAR CASES IN REGARD TO CUSTOMER CONCERN? PLEASE ADVISE FOR FURTHER DIAGNOSIS.

| Activity Date | Activity Time | Activity Comments |
|---------------|---------------|--|
| 08/06/2009 | 18:22 | CUSTOMER STATES CAR IS LACKING POWER, P/R/N/D LIGHTS IN CLUSTER ARE FLASHING AND TRANSMISSION IS NOT GOING INTO GEAR. ROAD TESTED CAR APPROX. 2-3 MILES, BOTH CITY AND HIGHWAY AND COULD NOT DUPLICATE CONCERN. WITH 5051 B, NO DTCS WERE FOUND. INSPECTED TECH SOLUTIONS IN ELSAWEB AND NONE WERE FOUND IN RELATION TO CONCERN. CONSULTED SHOP FOREMAN AND WAS ADVISED THAT THERE MAY BE A KNOWN PROBLEM REGARDING AN OIL SENSOR OR SPEED SENSOR IN RELATION TO THE DSG TRANSMISSION. ARE THERE ANY SIMILAR CASES IN REGARD TO CUSTOMER CONCERN? PLEASE ADVISE FOR FURTHER DIAGNOSIS. |
| 08/06/2009 | 18:22 | ISSUE OPENED BY DEALERSHIP |
| 08/06/2009 | 18:27 | ADVISE TECH TO TO GET READINGS FROM MVB 54 AND 64 IN THE TCM. |
| 08/06/2009 | 18:27 | CUSTOMER COMMENTS: CUSTOMER STATES CAR IS LACKING POWER, P/R/N/D LIGHTS IN CLUSTER ARE FLASHING AND TRANSMISSION IS NOT GOING INTO GEAR. ROAD TESTED CAR APPROX. 2-3 MILES, BOTH CITY AND HIGHWAY AND COULD NOT DUPLICATE CONCERN. |
| 08/06/2009 | 18:27 | WORKSHOP FINDINGS: WITH 5051 B, NO DTCS WERE FOUND. INSPECTED TECH SOLUTIONS IN ELSAWEB AND NONE WERE FOUND IN RELATION TO CONCERN. CONSULTED SHOP FOREMAN AND WAS ADVISED THAT THERE MAY BE A KNOWN PROBLEM REGARDING AN OIL SENSOR OR SPEED SENSOR IN RELATION TO THE DSG TRANSMISSION. ARE THERE ANY SIMILAR CASES IN REGARD TO CUSTOMER CONCERN? PLEASE ADVISE FOR FURTHER DIAGNOSIS. |
| 08/06/2009 | 18:45 | MVB 54 J42C0239 AND 64= 6/10.ADVISE TECH TO REPLACE THE G509 AND MECHATRONIC BOLTS. |
| 08/06/2009 | 19:01 | G509 AND MECHATRONIC BOLTS HAVE BEEN ORDERED FOR REPLACEMENT. |
| 08/12/2009 | 19:15 | THANKS FOR THE UPDATE. |
| 08/13/2009 | 17:11 | P1 SPOKE TO JASON IN SERVICE PARTS ARE ON ORDER. |
| 08/13/2009 | 17:12 | ISSUE SENT TO DEALERSHIP |
| 08/19/2009 | 17:54 | R/R FIXED |
| 08/20/2009 | 07:21 | ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED |
| 08/20/2009 | 07:21 | ISSUE UPDATED |

Consultant's Closing Comments

G509 AND MECHATRONIC BOLTS

| VW File Number | Model | Model Year | VIN | Vehicle Mileage | TREAD Part ID | Open Date | Sale Order Country |
|----------------|-------|------------|------------------------|-----------------|---------------|------------|--------------------|
| 489439 | EOS | 2008 | WVWBA71F88V [REDACTED] | 17871 | 3885 | 08/06/2009 | USA |

Workshop Finding

ROAD TESTED WITH CUSTOMER AND FELT TRANSMISSION SLAM IN TO GEAR ON OCCASION. CUSTOMER JUST HAD MECHATRONICS REPLACED 4000 MILES AGO. SCANNED FOR FAULTS, NONE FOUND IN ANY CONTROL MODULE.

| Activity Date | Activity Time | Activity Comments |
|---------------|---------------|--|
| 08/06/2009 | 18:52 | CUSTOMER STATES TRANSMISSION WILL JERK IN TO GEAR GOING FROM REVERSE IN TO DRIVE. ROAD TESTED WITH CUSTOMER AND FELT TRANSMISSION SLAM IN TO GEAR ON OCCASION. CUSTOMER JUST HAD MECHATRONICS REPLACED 4000 MILES AGO. SCANNED FOR FAULTS, NONE FOUND IN ANY CONTROL MODULE. |
| 08/06/2009 | 18:52 | ISSUE OPENED BY DEALERSHIP |
| 08/06/2009 | 18:57 | ADVISED DEALER 1ST AND REVERSE ARE ON THE SAME SHAFT AND THE CONDITION IS NORMAL. |
| 08/06/2009 | 18:57 | CUSTOMER COMMENTS: CUSTOMER STATES TRANSMISSION WILL JERK IN TO GEAR GOING FROM REVERSE IN TO DRIVE. |
| 08/06/2009 | 18:57 | WORKSHOP FINDINGS: ROAD TESTED WITH CUSTOMER AND FELT TRANSMISSION SLAM IN TO GEAR ON OCCASION. CUSTOMER JUST HAD MECHATRONICS REPLACED 4000 MILES AGO. SCANNED FOR FAULTS, NONE FOUND IN ANY CONTROL MODULE. |
| 08/07/2009 | 09:03 | EXPLAINED TO CUSTOMER THAT THIS WAS NORMAL OPERATION. RELEASED VEHICLE BACK TO CUSTOMER. |
| 08/07/2009 | 13:45 | ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED |
| 08/07/2009 | 13:45 | ISSUE UPDATED |

Consultant's Closing Comments

EXPLAINED TO CUSTOMER THAT THIS WAS NORMAL OPERATION. RELEASED VEHICLE BACK TO CUSTOMER.

| VW File Number | Model | Model Year | VIN | Vehicle Mileage | TREAD Part ID | Open Date | Sale Order Country |
|----------------|--------|------------|-------------------------|-----------------|---------------|------------|--------------------|
| 489492 | RABBIT | 2008 | WVWVFV71K38W [REDACTED] | 12782 | 3885 | 08/07/2009 | USA |

Workshop Finding

n/a

| Activity Date | Activity Time | Activity Comments |
|---------------|---------------|--|
| 08/07/2009 | 09:14 | ISSUE OPENED BY DEALERSHIP |
| 08/07/2009 | 09:14 | - REPLACED MECHATRONICS UNIT(DSG). - RAN VEHICLE TO OPERATING TEMPERATURE, FOUND FAULT "01087 003 BASIC SETTINGS NOT CARRIED OUT, MECHANICAL MALFUNTION". - SET BASIC SETTINGS IN GEARBOX #61 AND #60. - TEST DROVE TO FIND WILL NOT GET OUT OF SECOND GEAR, FOUND SAME FAULT RETURNS. - SET BASIC SETTINGS AGAIN TO FIND SAME CONCERN. |
| 08/07/2009 | 09:24 | CUSTOMER COMMENTS: - REPLACED MECHATRONICS UNIT(DSG). - RAN VEHICLE TO OPERATING TEMPERATURE, FOUND FAULT "01087 003 BASIC SETTINGS NOT CARRIED OUT, MECHANICAL MALFUNTION". - SET BASIC SETTINGS IN GEARBOX #61 AND #60. - TEST DROVE TO FIND WILL NOT GET OUT OF SECOND GEAR, FOUND SAME FAULT RETURNS. - SET BASIC SETTINGS AGAIN TO FIND SAME CONCERN. |
| 08/07/2009 | 09:24 | PLEASE GET ENGINE TO OPERATING TEMP, PLEASE CLEAR ECM AND TCM FAULT MEMORY AND ATTEMPT AGAIN. |
| 08/07/2009 | 14:05 | - GOT ENGINE TO OPERATING TEMP AND LET IDLE FOR 2 MINUTES, CLEARED ECM AND TCM FAULT MEMORIES AND THEN SET BASIC SETTINGS AGAIN. - TEST DROVE APPROX 15 MILES TO FIND NORMAL OPERATION, FAULTS DID NOT RETURN. |
| 08/07/2009 | 17:38 | ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED |
| 08/07/2009 | 17:38 | ISSUE UPDATED |

Consultant's Closing Comments

GOT ENGINE TO OPERATING TEMP AND LET IDLE FOR 2 MINUTES, CLEARED ECM AND TCM FAULT MEMORIES AND THEN SET BASIC SETTINGS AGAIN. - TEST DROVE APPROX 15 MILES TO FIND NORMAL OPERATION, FAULTS DID NOT RETURN.

| VW File Number | Model | Model Year | VIN | Vehicle Mileage | TREAD Part ID | Open Date | Sale Order Country |
|----------------|--------|------------|------------------------|-----------------|---------------|------------|--------------------|
| 489550 | RABBIT | 2008 | WVWHV71K48W [REDACTED] | 15743 | 3885 | 08/07/2009 | USA |

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|-----------------------------------|
| Workshop Finding |
| VEHICLE RETURNED FOR FURTHER DIAG |

| Activity Date | Activity Time | Activity Comments |
|---------------|---------------|---|
| 08/07/2009 | 10:28 | CUST. STATES TRANS. HAS A HARSH DOWNSHIFT WHEN STOPPING AND SHUDDERS ON TAKE-OFF. VERIFY SPORADIC HARSH 2-1 DOWNSHIFT AND CAR SURGING ON TAKE-OFF IN DRIVE AND REVERSE, BUT MOST NOTICEABLE IN REVERSE |
| 08/07/2009 | 10:28 | ISSUE OPENED BY DEALERSHIP |
| 08/07/2009 | 10:54 | CHECK FOR DEBRIS IN THE TRANS FLUID SET BASIC SETTINGS FOR THE DSG PER TECH TIP AND UPDATE THE VTA WITH RESULTS |
| 08/07/2009 | 10:54 | CUSTOMER COMMENTS: CUST. STATES TRANS. HAS A HARSH DOWNSHIFT WHEN STOPPING AND SHUDDERS ON TAKE-OFF. VERIFY SPORADIC HARSH 2-1 DOWNSHIFT AND CAR SURGING ON TAKE-OFF IN DRIVE AND REVERSE, BUT MOST NOTICEABLE IN REVERSE |
| 08/07/2009 | 10:54 | WORKSHOP FINDINGS: VEHICLE RETURNED FOR FURTHER DIAG |
| 08/07/2009 | 12:04 | PERFORM BASIC SETTINGS AND TAKE FLUID SAMPLE, LOOKS OK. ROAD TEST AND STILL SAME SYMPTOMS. |
| 08/07/2009 | 12:09 | ADVISED THE TECH TO REPLACE THE MECHATRONICS, FLUID AND BOLTS. UPDATE THE VTA WITH RESULTS. |
| 08/08/2009 | 21:06 | CAR IS BEING RETURNED TO CUST. AS IS STILL DRIVEABLE AND NOT A SAFETY CONCERN. WILL SITE THIS CASE NUMBER WHEN PART COMES IN A CAR RETURNS. THANKS |
| 08/10/2009 | 11:16 | ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED |
| 08/10/2009 | 11:16 | ISSUE UPDATED |

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|--|
| Consultant's Closing Comments |
| CAR IS BEING RETURNED TO CUST. AS IS STILL DRIVEABLE AND NOT A SAFETY CONCERN. WILL SITE THIS CASE NUMBER WHEN PART COMES IN A CAR RETURNS. THANKS |

| VW File Number | Model | Model Year | VIN | Vehicle Mileage | TREAD Part ID | Open Date | Sale Order Country |
|----------------|-------|------------|------------------------|-----------------|---------------|------------|--------------------|
| 489591 | JETTA | 2009 | 3VWPL71K89M [REDACTED] | 3491 | 3885 | 08/07/2009 | USA |

Workshop Finding

n/a

| Activity Date | Activity Time | Activity Comments |
|---------------|---------------|---|
| 08/07/2009 | 11:07 | CUSTOMER STATES VEHICAL FEELS LIKE IT GOES INTO NUTRAL. TEST DROVE VEHICAL FOUND WHEN CRUSING DSG WILL RANDOMLY SHIFT INTO NUTRAL OR DOWNSHIFT. IF UNDER ACCERLATION VEHICAL WILL DROP INTO NUTRAL AND REDLINE AND DROP BACK INTO GEAR. ALL WHILE THIS IS HAPPENING THE PRNDS IS FLASHING. CHECKED FOR FAULTS THERE ARE NO FAULTS IN ANY CONTROL MOD. ANOTHER DEALER RELPACED A TCM OR SOMETHING. |
| 08/07/2009 | 11:07 | ISSUE OPENED BY DEALERSHIP |
| 08/07/2009 | 11:17 | CUSTOMER COMMENTS: COSTUMER STATES VEHICLE FEELS LIKE IT GOES INTO NEUTRAL. TEST DROVE VEHICLE FOUND WHEN CRUISING DSG WILL RANDOMLY SHIFT INTO NEUTRAL OR DOWNSHIFT. IF UNDER ACCELERATION VEHICLE WILL DROP INTO NEUTRAL AND REDLINE AND DROP BACK INTO GEAR. ALL WHILE THIS IS HAPPENING THE PRNDS IS FLASHING. CHECKED FOR FAULTS THERE ARE NO FAULTS IN ANY CONTROL MOD. ANOTHER DEALER REPLACED A TCM OR SOMETHING. |
| 08/07/2009 | 11:17 | MVB 64 73/66. ADVISED TO REPLACE TEMP/SPEED SENSOR G509/G182 ALSO REPLACE BOLTS FOR MECHATRONICS UNIT. |
| 08/07/2009 | 11:55 | PARTS ON BACK ORDER NO ETA |
| 08/07/2009 | 12:44 | PARTS ORDERED. THANK YOU FOR THE UPDATE. |
| 08/07/2009 | 18:55 | ISSUE UPDATED |
| 08/14/2009 | 10:53 | REPLACED TEMP/SPEED SENSOR G5090/G182 TEST DROVE VEHICAL 100 MILES DGS OPERATING CORRECTLY AT THIS TIME. |
| 08/14/2009 | 11:35 | ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED |
| 08/14/2009 | 11:35 | ISSUE UPDATED |

Consultant's Closing Comments

D1 REPLACED TEMP/SPEED SENSOR G5090/G182 TEST DROVE VEHICAL 100 MILES DGS OPERATING CORRECTLY AT THIS TIME.

| VW File Number | Model | Model Year | VIN | Vehicle Mileage | TREAD Part ID | Open Date | Sale Order Country |
|----------------|-------|------------|------------------------|-----------------|---------------|------------|--------------------|
| 489615 | JETTA | 2009 | 3VWRL71KX9M [REDACTED] | 1967 | 3885 | 08/07/2009 | USA |

Workshop Finding

TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM. MVB 54 IS A J42 AND MVB 64 IS 26/38.

| Activity Date | Activity Time | Activity Comments |
|---------------|---------------|--|
| 08/07/2009 | 11:28 | CUSTOMER STATES VEHICLE WILL STOP DRIVING AND GEAR SHIFT POSITION LIGHTS WILL START TO FLASH. VEHICLE CAME IN LAST WEEK WITH SAME CONCERN. HAD TCM NO COMMUNICATION CODES, DE-ENERGIZE RELAY POWERED TOO EARLY CODES, MULTIPLE BULBS OPEN CIRCUITS. FOUND A LOOSE GROUND STRAP LAST WEEK, RE-TIGHTENED. THIS TIME THERE ARE NO CODES. |
| 08/07/2009 | 11:28 | ISSUE OPENED BY DEALERSHIP |
| 08/07/2009 | 11:39 | ADVISED THE TECH TO REPLACE THE INPUT SPEED/TEMP SENSOR AND MECH UNIT BOLTS. |
| 08/07/2009 | 11:39 | CUSTOMER COMMENTS: CUSTOMER STATES VEHICLE WILL STOP DRIVING AND GEAR SHIFT POSITION LIGHTS WILL START TO FLASH. VEHICLE CAME IN LAST WEEK WITH SAME CONCERN. HAD TCM NO COMMUNICATION CODES, DE-ENERGIZE RELAY POWERED TOO EARLY CODES, MULTIPLE BULBS OPEN CIRCUITS. FOUND A LOOSE GROUND STRAP LAST WEEK, RE-TIGHTENED. THIS TIME THERE ARE NO CODES. |
| 08/07/2009 | 11:39 | WORKSHOP FINDINGS: TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM. MVB 54 IS A J42 AND MVB 64 IS 26/38. |
| 08/10/2009 | 09:56 | CLOSING TICKET AT THIS TIME. THANK YOU |
| 08/10/2009 | 23:14 | ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED |
| 08/10/2009 | 23:14 | ISSUE UPDATED |

Consultant's Closing Comments

TECH TO REPLACE THE INPUT SPEED/TEMP SENSOR AND MECH UNIT BOLTS.

| VW File Number | Model | Model Year | VIN | Vehicle Mileage | TREAD Part ID | Open Date | Sale Order Country |
|----------------|-------|------------|------------------------|-----------------|---------------|------------|--------------------|
| 489666 | EOS | 2009 | WVWBA71F89V [REDACTED] | 4772 | 3885 | 08/07/2009 | USA |

Workshop Finding

MVB 54 IS J41 AND MVB 64 IS 255/255.

| Activity Date | Activity Time | Activity Comments |
|---------------|---------------|---|
| 08/07/2009 | 12:04 | C/S WHEN DRIVING OVER BRIDGE TO DEALERSHIP,THE VEHICILE SHIFTED ONTO NEUTRAL ON ITS OWN AMD VEHICLE STARTED TO HYDROPLANE OVER WATER. |
| 08/07/2009 | 12:04 | ISSUE OPENED BY DEALERSHIP |
| 08/07/2009 | 12:13 | ADVISED THE TECH TO REPLACE THE INPUT SPEED/TEMP SENSOR AND MECH UNIT BOLTS. |
| 08/07/2009 | 12:13 | CUSTOMER COMMENTS: C/S WHEN DRIVING OVER BRIDGE TO DEALERSHIP,THE VEHICILE SHIFTED ONTO NEUTRAL ON ITS OWN AMD VEHICLE STARTED TO HYDROPLANE OVER WATER. |
| 08/07/2009 | 12:13 | WORKSHOP FINDINGS: MVB 54 IS J41 AND MVB 64 IS 255/255. |
| 08/07/2009 | 12:16 | ADVISED THE TECH TO CONTACT ME BACK ON THE VEHICLE AFTER THE REPAIR IS COMPLETE. |
| 08/10/2009 | 10:53 | PARTS ON ORDER |
| 08/10/2009 | 23:08 | THANK YOU FOR THE UPDATE. PLEASE CALL IN IF FURTHER ASSISTANCE IS NEEDED AND REMEMBER TO UPDATE AND CLOSE THE TICKET. |
| 08/12/2009 | 11:15 | PARTS STILL ON ORDER-WILL BE HERE LATER THIS WEEK OR EARLY NEXT WEEK. |
| 08/12/2009 | 23:32 | THANK YOU FOR THE UPDATE. PLEASE CALL IN IF FURTHER ASSISTANCE IS NEEDED AND REMEMBER TO UPDATE AND CLOSE THE TICKET. |
| 08/14/2009 | 12:18 | CARLOS STATES WAITING FOR PARTS P1 |
| 08/17/2009 | 12:33 | REPLACED SENSOR.CALLING BACK FOR FURTHER ASSISTANCE. |
| 08/17/2009 | 12:47 | ADVISED THE TECH TO ROAD TEST THE VEHICLE AND RECHECK MVB 43 AND 64. |
| 08/17/2009 | 13:18 | ROAD TESTED 15 MILES-CHECKED MVB 43 NOT PRESENT-AND MVB 34-21-0-4-5 AND MVB 64-255-255 |
| 08/17/2009 | 13:21 | TRANSFERRED TO GS VOICEMAIL. |
| 08/17/2009 | 16:27 | CALLED THE TECH ON HIS CELL PHONE WITH NO ANSWER OR VOICEMAIL OPTION. CALLED THE DEALER AND KEPT BEING PUT ON HOLD WITH NO FURTHER ASSISTANCE FOR OVER 6 MINUTES. |
| 08/17/2009 | 16:50 | ADVISED THE TECH THAT I WOULD CONTACT HIM BACK ON THIS CASE SHORTLY OR POSSIBLY TOMORROW MORNING IF PS/QA ARE NOT AVAILABLE. |
| 08/18/2009 | 11:14 | ADVISED THE TECH THAT THE VEHICLE IS OPERATING TO SPEC AT THIS TIME. TECH TO UPDATE AND CLOSE THE TICKET. |
| 08/18/2009 | 11:42 | CLOSING VTA.THANKS. |
| 08/18/2009 | 17:34 | ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED |
| 08/18/2009 | 17:34 | 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 |
|----------------|--------|------------|-------------|-----------------|---------------|------------|--------------------|
| 489720 | RABBIT | 2008 | WVWKC71K58W | 39327 | 3885 | 08/07/2009 | USA |

Workshop Finding

n/a

| Activity Date | Activity Time | Activity Comments |
|---------------|---------------|--|
| 08/07/2009 | 13:26 | CUSTOMER STATES TRANSMISSION IS SLIPPING. NOT SMOOTH. ROAD TESTED VEHICLE. DUPLICATED CUSTOMER CONCERN. VEHICLE HARD SHIFTS FROM DEAD STOP TO 1ST GEAR. ALTHOUGH SHIFTS FINE FROM 2-6. NO HARSHDOWN SHIFTS OR UP SHIFTS. AND GOING FROM DRIVE TO REVERSE.. GEARS JUMP AND TRANS POPPED OUT GEAR AND BACK INTO IT, JERKING TE ENTIRE CAR BACK AND FORTH. |
| 08/07/2009 | 13:26 | ISSUE OPENED BY DEALERSHIP |
| 08/07/2009 | 13:39 | THE FOLLOWING REQUIREMENTS SHOULD BE MET: ENGINE AND TRANSMISSION MUST BE UP TO OPERATING TEMPERATURE (MINIMUM OF 30C IN TRANSMISSION). VEHICLE SHOULD BE CLEAR OF ALL FAULT CODES (ECM AND TCM) VEHICLE SHOULD BE IN PARK AND IDLING ENGINE MUST HAVE BEEN RUNNING FOR ONE FULL MINUTE BEFORE BASIC SETTINGS CAN BE PERFORMED. GO INTO VSD, TRANSMISSION ELECTRONICS/GEARBOX ELECTRONICS, BASIC SETTINGS, THEN ENTER #61 ON KEYPAD AND SELECT THE "Q" BUTTON TO ENTER INTO TEST MODE. ONCE THE NEW SCREEN APPEARS, PUT YOUR FOOT ON THE BRAKE PEDAL AND PRESS ACTIVATE. IT CAN TAKE UP TO 40 SECONDS UNTIL YOU HEAR ANY NOISES IN THE TRANSMISSION. ONCE YOU SEE NEW NUMBERS APPEAR IN THE BOTTOM BOX OF THE BASIC SETTINGS, YOU KNOW THAT THE TEST IS COMPLETE. GO BACK OUT INTO BASIC SETTINGS AND SELECT #60 ON KEYPAD AND SELECT THE "Q" BUTTON TO ENTER THE TEST MODE. FOLLOW STEP #2 AGAIN. ONCE YOU ARE COMPLETED WITH THESE TWO TESTS, SHUT DOWN ENGINE AND RESTART AND ALLOW TO IDLE. CYCLE VEHICLE FROM PARK TO DRIVE 5 TIMES AND THEN FROM PARK TO REVERSE 5 TIMES AS WELL. ROAD TEST VEHICLE 10-15 MILES GOING THROUGH ALL GEARS AUTOMATICALLY AND ALSO THROUGH TIPTRONIC AT VARIOUS SPEEDS AND DRIVING CONDITIONS. SHUT THE VEHICLE OFF AND THEN RESTART AND RE EVALUATE SHIFTING. |
| 08/07/2009 | 14:34 | ROAD TESTED FOR 18MILES. BASIC SETTINGS DID NOT FIX OR MAKE ANY IT ANY BETTER. TRANS SHIFTS HORRIBLY. INTO 1ST. STUMMBLES ON IT SELF COMING OFF THE LINE. VEHICLE SYSTEM 02 - GEARBOX ELECTRONICS 02E300011CC GSG DSG 081608 1405 CODING 20 DEALERSHIP NUMBER 01387 02E927770AE 006 - BASIC SETTING DISPLAY GROUP 61 MEASURED VALUES NOT IN BASIC SETTING 136 137 3 |

2

MEASURED VALUES IN BASIC SETTING

141

128

4

1

006 - BASIC SETTING

DISPLAY GROUP 60

MEASURED VALUES NOT IN BASIC SETTING

8

3

3

2

MEASURED VALUES IN BASIC SETTING

13

0

4

1

07.08.2009 13:48

VEHICLE SYSTEM

02 - GEARBOX ELECTRONICS

02E300011CC

GSG DSG 081608 1405

CODING 20

DEALERSHIP NUMBER 01387

02E927770AE

HARDWARE PART NUMBER

FUNCTION SUCCESSFULLY PERFORMED

PART NUMBER:

02E927770AE

HARDWARE SUBASSEMBLY:

C30

| | | |
|------------|-------|--|
| | | <p>HARDWARE SORTING KEY: 0001</p> <p>EXPANDED IDENTIFICATION</p> <p>FUNCTION SUCCESSFULLY PERFORMED</p> <p>SUBASSEMBLY OR SERIES NUMBER: 00000708271279</p> <p>MANUFACTURER PLANT IDENTIFICATION NUMBER / -IDENTIFICATION: TFK-030</p> <p>DATE OF MANUFACTURE: 27.08.07</p> <p>MANUFACTURER CHANGE STATUS: 04608010</p> <p>MANUFACTURER- TEST STAND NUMBER: 8501</p> <p>RUNNING MANUFACTURER NUMBER: 1279</p> <p>004.01 - CHECK DTC MEMORY</p> <p>0 TROUBLE CODE DETECTED?</p> |
| 08/07/2009 | 14:43 | MVB 54 H37. ADVISED TO REPLACE MECHATRONICS UNIT, FLUID, FILTER AND BOLTS. UPDATE TICKET WITH MVB'S 41 & 48. |
| 08/07/2009 | 14:46 | <p>011 - MEASURED VALUES</p> <p>DISPLAY GROUP 41</p> <p>MEASURED VALUES</p> <p>V0697P0502EA__GETRIEBE_DSG_HG7P</p> <p>011 - MEASURED VALUES</p> <p>DISPLAY GROUP 48</p> <p>MEASURED VALUES</p> |

| | | |
|--|-------|---|
| | | C14R2 011 - MEASURED VALUES DISPLAY GROUP 54 MEASURED VALUES H37D0037 |
| 08/07/2009 | 16:11 | CUSTOMER IS PICKING VEHICLE UP. WILL RETURN FOR MECH. UNIT |
| 08/07/2009 | 16:53 | ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED |
| 08/07/2009 | 16:53 | ISSUE UPDATED |
| Consultant's Closing Comments | | |
| FRANCESCO RUSSO: CLOSING IN PROCESS: DEALER COMPLETE: CUSTOMER IS PICKING VEHICLE UP. WILL RETURN FOR MECH. UNIT | | |

| VW File Number | Model | Model Year | VIN | Vehicle Mileage | TREAD Part ID | Open Date | Sale Order Country |
|----------------|-------|------------|------------------------|-----------------|---------------|------------|--------------------|
| 489729 | EOS | 2008 | WVWBA71F28V [REDACTED] | 15199 | 3885 | 08/07/2009 | USA |

| |
|-------------------------|
| Workshop Finding |
| n/a |

| Activity Date | Activity Time | Activity Comments |
|---------------|---------------|---|
| 08/07/2009 | 13:35 | ISSUE OPENED BY DEALERSHIP |
| 08/07/2009 | 13:35 | VEHICLE TRANSMISSION SURGES |
| 08/07/2009 | 13:41 | ADVISED THE TECH TO RESET BASIC SETTINGS AND GET MVB 54 AND 64. ALSO AFTER BASIC SETTING IS RUN TO DRIVE THE CAR 10-15 MILES AND SEE IF ANYTHING CHANGES. MVB 54 READ J07 J0443 AND MVB 64 READS 0 AND 0. |
| 08/07/2009 | 13:41 | CUSTOMER COMMENTS: VEHICLE TRANSMISSION SURGES |
| 08/07/2009 | 14:05 | TRANSMISSION SHIFTS INCORRECTLY |
| 08/07/2009 | 14:08 | ADVISED THE TECH TO UPDATE THE TICKET WITH MVB 41, 48 AND 90-100 THEN REPALCE TEH MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT. |
| 08/07/2009 | 14:24 | ORDER PARTS CLOSING TICKET |
| 08/07/2009 | 17:19 | ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED |
| 08/07/2009 | 17:19 | ISSUE UPDATED |

| |
|--------------------------------------|
| Consultant's Closing Comments |
| ORDER PARTS CLOSING TICKET |

| VW File Number | Model | Model Year | VIN | Vehicle Mileage | TREAD Part ID | Open Date | Sale Order Country |
|----------------|-------|------------|------------------------|-----------------|---------------|------------|--------------------|
| 489769 | EOS | 2008 | WVWBA71F88V [REDACTED] | 11678 | 3885 | 08/07/2009 | USA |

Workshop Finding

TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM. MVB 54 IS J16.

| Activity Date | Activity Time | Activity Comments |
|---------------|---------------|---|
| 08/07/2009 | 14:16 | DELAYED SHIFT IN DRIVE AND HESITATION GOING IN NEXT GEAR.DID SEND MVB CH#54 |
| 08/07/2009 | 14:16 | ISSUE OPENED BY DEALERSHIP |
| 08/07/2009 | 14:37 | ADVISED THE TECH TO UPDATE THE TICKET WITH MVB 41, 48 AND 90-100 THEN REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT. |
| 08/07/2009 | 14:37 | CUSTOMER COMMENTS: DELAYED SHIFT IN DRIVE AND HESITATION GOING IN NEXT GEAR.DID SEND MVB CH#54 |
| 08/07/2009 | 14:37 | WORKSHOP FINDINGS: TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM. MVB 54 IS J16. |
| 08/07/2009 | 15:00 | SENDING MVB CH#41,48,90-100 |
| 08/09/2009 | 20:35 | THANK YOU FOR THE UPDATE. PLEASE CALL IN IF FURTHER ASSISTANCE IS NEEDED OR REMEMBER TO UPDATE AND CLOSE THE TICKET. |
| 08/14/2009 | 13:15 | SPOKE TO SHELLY IN SERVICE AND THE CAR IS GONE AND WILL RETURN WHEN PART COMES IN.....C1 |
| 08/14/2009 | 15:08 | CLOSING CONTACT AS PER HELP LINE |
| 08/14/2009 | 15:10 | CLOSING CONTACT |
| 08/14/2009 | 15:11 | CLOSING CONTACT |
| 08/16/2009 | 23:15 | ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED |
| 08/16/2009 | 23:15 | 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 |
|----------------|-------|------------|------------------------|-----------------|---------------|------------|--------------------|
| 489826 | EOS | 2008 | WVWFA71F68V [REDACTED] | 11041 | 3885 | 08/07/2009 | USA |

Workshop Finding

VERIFIED CONCERN SCANNED VEHICLE FOUND NO FAULTS. PERFORMED DSG BASIC SETTINGS AS PER TT 37-09-03 CONCERN STILL PRESENT.

| Activity Date | Activity Time | Activity Comments |
|---------------|---------------|---|
| 08/07/2009 | 15:16 | CUSTOMER STATES WHEN ACCELERATING IN REVERSE OR DRIVE CAR JERKS A COUPLE OF TIMES. VERIFIED CONCERN SCANNED VEHICLE FOUND NO FAULTS. PERFORMED DSG BASIC SETTINGS AS PER TT 37-09-03 CONCERN STILL PRESENT. |
| 08/07/2009 | 15:16 | ISSUE OPENED BY DEALERSHIP |
| 08/07/2009 | 15:26 | CUSTOMER COMMENTS: CUSTOMER STATES WHEN ACCELERATING IN REVERSE OR DRIVE CAR JERKS A COUPLE OF TIMES. |
| 08/07/2009 | 15:26 | MVB 54 J09. ADVISED TO REPLACE MECHATRONICS UNIT, FLUID, FILTER AND BOLTS. ALSO UPDATE TICKET WITH MVB'S 41 & 48. |
| 08/07/2009 | 15:26 | WORKSHOP FINDINGS: VERIFIED CONCERN SCANNED VEHICLE FOUND NO FAULTS. PERFORMED DSG BASIC SETTINGS AS PER TT 37-09-03 CONCERN STILL PRESENT. |
| 08/07/2009 | 15:35 | MVB 41 VO698T0202EA_GETRIEBE_DSG_GF87 MVB 48 C14R2 ORDERED MECHATRONICS UNIT CUSTOMER TOOK CAR |
| 08/07/2009 | 18:16 | ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED |
| 08/07/2009 | 18:16 | ISSUE UPDATED |

Consultant's Closing Comments

C1 ORDERED MECHATRONICS UNIT CUSTOMER TOOK CAR

| VW File Number | Model | Model Year | VIN | Vehicle Mileage | TREAD Part ID | Open Date | Sale Order Country |
|----------------|-------|------------|------------------------|-----------------|---------------|------------|--------------------|
| 489861 | JETTA | 2008 | 3VWRJ71K98M [REDACTED] | 13608 | 3885 | 08/07/2009 | USA |

Workshop Finding

I PERFORMED BASIC SETTINGS ON THE TCM. NO FAULTS STORED IN VEHICLE MEMORY. DROVE VEHICLE FOR 15 MILES AND JERKING STILL PRESENT. DATA SHEETS INCLUDED.

| Activity Date | Activity Time | Activity Comments |
|---------------|---------------|--|
| 08/07/2009 | 16:04 | CUSTOMER STATES VEHICLE JERKS IN REVERSE AND UPON ACCELERATION. I PERFORMED BASIC SETTINGS ON THE TCM. NO FAULTS STORED IN VEHICLE MEMORY. DROVE VEHICLE FOR 15 MILES AND JERKING STILL PRESENT. DATA SHEETS INCLUDED. |
| 08/07/2009 | 16:04 | ISSUE OPENED BY DEALERSHIP |
| 08/07/2009 | 16:12 | CUSTOMER COMMENTS: CUSTOMER STATES VEHICLE JERKS IN REVERSE AND UPON ACCELERATION |
| 08/07/2009 | 16:12 | I ADVISED THE TECH TO REPLACE THE MECHATRONICS UNIT BOLTS FILTER AND FLUID |
| 08/07/2009 | 16:12 | WORKSHOP FINDINGS: I PERFORMED BASIC SETTINGS ON THE TCM. NO FAULTS STORED IN VEHICLE MEMORY. DROVE VEHICLE FOR 15 MILES AND JERKING STILL PRESENT. DATA SHEETS INCLUDED. |
| 08/10/2009 | 11:02 | PARTS ARE ON ORDER. BEEN ADVISED TO CLOSE VTA BY FOREMAN. |
| 08/10/2009 | 14:17 | ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED |
| 08/10/2009 | 14:17 | ISSUE UPDATED |

Consultant's Closing Comments

NICK WOLFE: CLOSING IN PROCESS: DEALER COMPLETE: PARTS ARE ON ORDER. BEEN ADVISED TO CLOSE VTA BY FOREMAN.

| VW File Number | Model | Model Year | VIN | Vehicle Mileage | TREAD Part ID | Open Date | Sale Order Country |
|----------------|--------|------------|-------------|-----------------|---------------|------------|--------------------|
| 489897 | RABBIT | 2008 | WVWKC71K58W | 52909 | 3885 | 08/07/2009 | USA |

Workshop Finding

TECH STATES FEELS LIKE A MECH ISSUE.

| Activity Date | Activity Time | Activity Comments |
|---------------|---------------|---|
| 08/07/2009 | 16:47 | CUSTOMER STATES TRANSMISSION SEEMS TO SLIP ON DOWNSHIFT FROM 2ND TO FIRST GEAR. ALSO FEELS LIKE VEHICAL LURCHES FORWARD THEN FEELS LIKE ITS BOGGING OUT. ALSO 1 TIME WHEN THEY WERE COASTING THRU NEIGHBORHOOD. THE CAR STARTED TO LURCH BACK AND FORTH AND THEN DIED. SERVICE MANAGER DROVE CAR AND VERIFIED AT LOW SPEEDS THE RPMS SEEM TO GO UP AND DOWN. |
| 08/07/2009 | 16:47 | ISSUE OPENED BY DEALERSHIP |
| 08/07/2009 | 17:05 | ADVISED THE TECH TO GET MVB 41, 48, 54, 64, 90 - 100, CHECK FLUID LEVEL AND CONDITION IF IT IS GOOD PLEASE PERFORM BASIC SETTINGS IN DSG AND TEST DRIVE. UPDATE THE VTA WITH RESULTS AND CALL BACK. |
| 08/07/2009 | 17:05 | CUSTOMER COMMENTS: CUSTOMER STATES TRANSMISSION SEEMS TO SLIP ON DOWNSHIFT FROM 2ND TO FIRST GEAR. ALSO FEELS LIKE VEHICAL LURCHES FORWARD THEN FEELS LIKE ITS BOGGING OUT. ALSO 1 TIME WHEN THEY WERE COASTING THRU NEIGHBORHOOD. THE CAR STARTED TO LURCH BACK AND FORTH AND THEN DIED. SERVICE MANAGER DROVE CAR AND VERIFIED AT LOW SPEEDS THE RPMS SEEM TO GO UP AND DOWN. |
| 08/07/2009 | 17:05 | WORKSHOP FINDINGS: TECH STATES FEELS LIKE A MECH ISSUE. |
| 08/10/2009 | 09:41 | NO FLUID CAME OUT AT 35DEGREES CELCIUS SO I ADDED 1QT OF DSG FLUID AND RAN BASIC SETTINGS. MVB ARE ON THE ATTACHED FORM |
| 08/10/2009 | 10:01 | THANKS FOR THE ATTACHMENT. ADVISED THE TECH TO REPLACE THE MECHATRONICS, FLUID AND BOLTS. UPDATE THE VTA WITH RESULTS. |
| 08/12/2009 | 13:14 | ORDERED NEW MECHATRONIC UNIT |
| 08/12/2009 | 18:17 | THANKS FOR THE UPDATE... |
| 08/14/2009 | 09:32 | SPOKE WITH DEREK IN SERVICE. WAITING ON PART. P1 |
| 09/01/2009 | 12:24 | INSTALLED SPECIAL ORDERED PART AND RECHECKED CAR SHIFTS FINE NOW. |
| 09/01/2009 | 19:25 | ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED |
| 09/01/2009 | 19:25 | ISSUE UPDATED |

Consultant's Closing Comments

JASON CARR: CLOSING IN PROCESS: DEALER COMPLETE: INSTALLED SPECIAL ORDERED PART AND RECHECKED CAR SHIFTS FINE NOW.

| VW File Number | Model | Model Year | VIN | Vehicle Mileage | TREAD Part ID | Open Date | Sale Order Country |
|----------------|-------|------------|------------------------|-----------------|---------------|------------|--------------------|
| 489901 | JETTA | 2008 | 3VWRJ71K48M [REDACTED] | 16880 | 3885 | 08/07/2009 | USA |

Workshop Finding

n/a

| Activity Date | Activity Time | Activity Comments |
|---------------|---------------|---|
| 08/07/2009 | 16:53 | HI THERE CUSTOMER WAS CONCERNED ABOUT HARSH UPSHIFTING. TECH WAS TRYING TO PERFORM UPDAT VIA SVM BUT A ERROR MESSAGE KEEPS POPING UP. TRIED 2 SCAN TOOLS STILL WONT WORK.TB #2020922 SVM CODE 317D |
| 08/07/2009 | 16:53 | ISSUE OPENED BY DEALERSHIP |
| 08/07/2009 | 16:58 | CUSTOMER COMMENTS: HI THERE CUSTOMER WAS CONCERNED ABOUT HARSH UPSHIFTING. TECH WAS TRYING TO PERFORM UPDAT VIA SVM BUT A ERROR MESSAGE KEEPS POPING UP. TRIED 2 SCAN TOOLS STILL WONT WORK.TB #2020922 SVM CODE 317D |
| 08/07/2009 | 16:58 | PLEASE GET MVB 54 OUT OF THE TCM. |
| 08/07/2009 | 17:09 | MVB 54/ J11F0507 |
| 08/07/2009 | 17:14 | PLEASE GET PRINTS OF MVB 41, 48, 54, AND 90-100. ATTACH PRINTS TO VTA TICKET. |
| 08/07/2009 | 17:15 | ORDER MECHATRONICS UNIT, FLUID, FILTER AND BOLTS. |
| 08/07/2009 | 17:16 | WHEN NEW MECH UNIT GETS INSTALLED PLEASE UPDATE ECM AND TCM USING TB. |
| 08/07/2009 | 17:19 | FYI FOM AND QTMRL |
| 08/07/2009 | 19:44 | ORDERED PARTS. OUT EXTERNAL MEM DRIVE WAS NOT WORKING CORRECTLY FOR ME AT THIS TIME. I HAVE PRINT OUTS OF ALL THE MEASUREED VALUES REQUESTED. IF YOU NEED THEM I CAN FAX TO YOU. THANKS |
| 08/10/2009 | 09:28 | ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED |
| 08/10/2009 | 09:28 | ISSUE UPDATED |

Consultant's Closing Comments

ORDERED PARTS. OUT EXTERNAL MEM DRIVE WAS NOT WORKING CORRECTLY FOR ME AT THIS TIME. I HAVE PRINT OUTS OF ALL THE MEASUREED VALUES REQUESTED. IF YOU NEED THEM I CAN FAX TO YOU. THANKS

| VW File Number | Model | Model Year | VIN | Vehicle Mileage | TREAD Part ID | Open Date | Sale Order Country |
|----------------|-------|------------|------------------------|-----------------|---------------|------------|--------------------|
| 489923 | JETTA | 2008 | 3VWRJ71K48M [REDACTED] | 13900 | 3735 | 08/07/2009 | USA |

Workshop Finding

n/a

| Activity Date | Activity Time | Activity Comments |
|---------------|---------------|--|
| 08/07/2009 | 17:33 | DSG TRANSMISSION, SLAMS INTO FIRST GEAR WHEN TAKING OFF FROM STOP. VERY JERKY. ANOTHER TECH PUT MECHATRONICS UNIT PN 02E 325 025 AD ZD ON 04/09/09. CUSTOMER HAS BEEN BACK ONCE SINCE THEN FOR SAME CONCERN |
| 08/07/2009 | 17:33 | ISSUE OPENED BY DEALERSHIP |
| 08/11/2009 | 08:26 | CUSTOMER COMMENTS: DSG TRANSMISSION, SLAMS INTO FIRST GEAR WHEN TAKING OFF FROM STOP. VERY JERKY. ANOTHER TECH PUT MECHATRONICS UNIT PN 02E 325 025 AD ZD ON 04/09/09. CUSTOMER HAS BEEN BACK ONCE SINCE THEN FOR SAME CONCERN |
| 08/11/2009 | 08:26 | ISSUE CLOSED BY CONSULTANT - INVALID |
| 08/11/2009 | 08:26 | 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 |
|----------------|--------|------------|-------------------------|-----------------|---------------|------------|--------------------|
| 489933 | RABBIT | 2008 | WVWVFV71K38W [REDACTED] | 10145 | 3885 | 08/07/2009 | USA |

Workshop Finding

TEST DROVE, CAR SLAMS HARD INTO GEAR. NO FAULTS IN SYSTEM. SW 1409 PART NUMBER 02E300050J. MVB 54 J08N0602.

| Activity Date | Activity Time | Activity Comments |
|---------------|---------------|---|
| 08/07/2009 | 17:44 | CUSTOMER STATES CAR SHIFTS HARD FOM NUETRAL, REV AND DRIVE JERKS. TEST DROVE, CAR SLAMS HARD INTO GEAR. NO FAULTS IN SYSTEM. SW 1409 PART NUMBER 02E300050J |
| 08/07/2009 | 17:44 | ISSUE OPENED BY DEALERSHIP |
| 08/07/2009 | 17:51 | CUSTOMER COMMENTS: CUSTOMER STATES CAR SHIFTS HARD FOM NUETRAL, REV AND DRIVE JERKS. |
| 08/07/2009 | 17:51 | PLEASE GET PRINTS OF MVB 41, 48, AND 90-100 AND ATTACH TO THE TICKET. |
| 08/07/2009 | 17:51 | PLEASE REPLACE THE MECHATRONIC UNIT, FLUID, FILTER AND BOLTS. |
| 08/07/2009 | 17:51 | WORKSHOP FINDINGS: TEST DROVE, CAR SLAMS HARD INTO GEAR. NO FAULTS IN SYSTEM. SW 1409 PART NUMBER 02E300050J. MVB 54 J08N0602. |
| 08/07/2009 | 17:52 | FYI FOM AND QTMRL |
| 08/10/2009 | 11:25 | S.O.P. BACK ORDERED AS YOU KNOW... NO KNOWN GOOD ETA YET, WILL UPDATE AS REQUIRED... |
| 08/10/2009 | 11:38 | THANKS FOR THE UPDATE |
| 08/14/2009 | 14:39 | CALLED THE DEALER. PLACED WITH INTO A DEALER VOICEMAIL. |
| 08/14/2009 | 14:58 | P1 SPOKE WITH RICHARD (SERVICE) AND WAS ADVISED THAT THE VEHICLE IS STILL WAITING ON PARTS. |
| 08/21/2009 | 16:14 | ETA WAS/IS AUG 21ST... HAS NOT MATERIALIZED AT THIS TIME... |
| 08/24/2009 | 01:35 | UPDATED |
| 08/27/2009 | 13:19 | NEW MECH UNIT, CHANGED FILTER AND FLUID, SET BASIC SETTINGS, TEST DROVE, CAR WORKING TO MANUFACTURE SPECS |
| 08/27/2009 | 13:20 | NEW MECH UNIT, CHANGED FILTER AND FLUID, SET BASIC SETTINGS, TEST DROVE, CAR WORKING TO MANUFACTURE SPECS |
| 08/27/2009 | 23:18 | ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED |
| 08/27/2009 | 23:18 | ISSUE UPDATED |

Consultant's Closing Comments

NEW MECH UNIT, CHANGED FILTER AND FLUID, SET BASIC SETTINGS, TEST DROVE, CAR WORKING TO MANUFACTURE SPECS

| VW File Number | Model | Model Year | VIN | Vehicle Mileage | TREAD Part ID | Open Date | Sale Order Country |
|----------------|--------|------------|------------------------|-----------------|---------------|------------|--------------------|
| 489962 | RABBIT | 2008 | WVWFV71K58W [REDACTED] | 15848 | 3885 | 08/07/2009 | USA |

Workshop Finding

WHEN DRIVING AT LOW SPEEDS(LIKE IN PARKING LOT) OR IN REVERSE. VEHICLE IS INTERMITTENTLY VERY "JERKY" NO SYSTEM FAULTS

| Activity Date | Activity Time | Activity Comments |
|---------------|---------------|---|
| 08/07/2009 | 19:07 | ISSUE OPENED BY DEALERSHIP |
| 08/07/2009 | 19:07 | VEHICLE HAS DSG TRANS. WHEN DRIVING AT LOW SPEEDS(LIKE IN PARKING LOT) OR IN REVERSE. VEHICLE IS INTERMITTENTLY VERY "JERKY" NO SYSTEM FAULTS |
| 08/07/2009 | 19:13 | CUSTOMER COMMENTS: VEHICLE HAS DSG TRANS. |
| 08/07/2009 | 19:13 | PLEASE GET PRINTS OF MVB 41, 48, 54, AND 90-100. |
| 08/07/2009 | 19:13 | PLEASE REPLACE THE MECHATRONIC UNIT, FLUID, FILTER AND BOLTS. |
| 08/07/2009 | 19:13 | WORKSHOP FINDINGS: WHEN DRIVING AT LOW SPEEDS(LIKE IN PARKING LOT) OR IN REVERSE. VEHICLE IS INTERMITTENTLY VERY "JERKY" NO SYSTEM FAULTS |
| 08/07/2009 | 19:16 | FYI FOM AND QTMRL |
| 08/07/2009 | 19:16 | WHEN NEW MECH UNIT IS INSTALLED PLEASE UPDATE THE ECM/TCM USING TB 01-09-14. |
| 08/07/2009 | 19:21 | HERES THE MVBS |
| 08/07/2009 | 19:30 | THANKS FOR THE UPDATE |
| 08/12/2009 | 12:17 | HAD TO SPECIAL ORDER MECH UNIT, CUSTOMER TOOK VEHICLE. WILL REOPEN IF FURTHER ISSUES ARISE AFTER INSTALL OF NEW UNIT |
| 08/12/2009 | 19:00 | ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED |
| 08/12/2009 | 19:00 | ISSUE UPDATED |

Consultant's Closing Comments

HAD TO SPECIAL ORDER MECH UNIT, CUSTOMER TOOK VEHICLE. WILL REOPEN IF FURTHER ISSUES ARISE AFTER INSTALL OF NEW UNIT

| VW File Number | Model | Model Year | VIN | Vehicle Mileage | TREAD Part ID | Open Date | Sale Order Country |
|----------------|--------|------------|------------------------|-----------------|---------------|------------|--------------------|
| 489966 | RABBIT | 2007 | WVWFV71K07W [REDACTED] | 20839 | 3885 | 08/07/2009 | USA |

Workshop Finding

PREFORMED BASIC SETTINGS 61,60. NO EFFECT. TECH STATES IF YOU REV OUT THE ENGINE IT WILL CATCH INTO GEAR, OR SOMETIMES IT WILL SLAM INTO GEAR.

| Activity Date | Activity Time | Activity Comments |
|---------------|---------------|---|
| 08/07/2009 | 19:44 | C/S VEHICLE HAS NO FORWARD OR REVERSE GEARS. PREFORMED BASIC SETTINGS 61,60. NO EFFECT. |
| 08/07/2009 | 19:44 | ISSUE OPENED BY DEALERSHIP |
| 08/07/2009 | 19:48 | CUSTOMER COMMENTS: C/S VEHICLE HAS NO FORWARD OR REVERSE GEARS. |
| 08/07/2009 | 19:48 | MVB 64 READS 0, 0. 54/ G46F0006. |
| 08/07/2009 | 19:48 | WORKSHOP FINDINGS: PREFORMED BASIC SETTINGS 61,60. NO EFFECT. TECH STATES IF YOU REV OUT THE ENGINE IT WILL CATCH INTO GEAR, OR SOMETIMES IT WILL SLAM INTO GEAR. |
| 08/07/2009 | 19:56 | PLEASE FIND OUT THE WHOLE STORY FROM THE CUSTOMER, DID THIS HAPPEN WHILE DRIVING? AND CHECK FLUID SAMPLE. |
| 08/10/2009 | 19:44 | VEHICLE STARTED SHIFTING ERRATIC, THE CUSTOMER WAS ABLE TO MAKE IT HOME, THEN THE NEXT MORNING IT WOULDNT MOVE |
| 08/10/2009 | 19:48 | MVB 90-94 KOEO |
| 08/10/2009 | 20:03 | 02E300043Q 1306 |
| 08/10/2009 | 20:05 | FYI QA |
| 08/11/2009 | 12:08 | ORDER VALVE BODY |
| 08/11/2009 | 19:18 | TECH STATES NOW HAVE FAULT P1707 |
| 08/11/2009 | 19:20 | PLEASE REPLACE THE MECHATRONICS UNIT PER QA. |
| 08/11/2009 | 19:22 | FYI FOM AND QMTRL |
| 08/14/2009 | 15:33 | P1 SPOKE TO KAT, WAITING ON RED ORDERED PART. |
| 08/20/2009 | 13:00 | CUSTOMER TOOK VEHICLE, HE WILL RETURN WHEN PARTS ARRIVE |
| 08/20/2009 | 23:45 | ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED |
| 08/20/2009 | 23:45 | 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 |
|----------------|-------|------------|------------------------|-----------------|---------------|------------|--------------------|
| 489977 | JETTA | 2009 | 3VWRL71KX9M [REDACTED] | 4825 | 3885 | 08/08/2009 | USA |

Workshop Finding

n/a

| Activity Date | Activity Time | Activity Comments |
|---------------|---------------|---|
| 08/08/2009 | 09:34 | AT HIGHWAY SPEED ENGINE WILL SUDDENLY REV TO REDLINE WHILE USING CRUISE CONTROL LIKE TRANS IN NEUTRAL.ALSO SOMETIMES AT STOPLIGHTS TRY TO ACCEL FROM STOP AND ENGINE JUST REVS.PRINDLE WAS BLINKING AT ONE POINT PER CUSTOMER BUT NO CODES IN ANY SYSTEM |
| 08/08/2009 | 09:34 | ISSUE OPENED BY DEALERSHIP |
| 08/08/2009 | 09:55 | ADVISED TECH TO CHECK MVB 54 AND 64. MVB 54 IS THE BUILD DATE INFORMATION FOR THE MECH AND WOULD READ OUT AS FOLLOWS: THE FIRST 3 DIGITS WOULD BE THE IMPORTANT PART. THE FIRST DIGIT IS A LETTER; H=2007 J=2008 AND THE NEXT 2 DIGITS ARE THE WEEK NUMBER OF BUILD. THE BUILD DATE OF THE MECHATRONIC WITH THE AFFECTED PRESSURE SOLENOIDS WOULD BE BETWEEN H07-J22. IF THE MECHATRONIC BUILD DATE FALLS BETWEEN THE ONES LISTED ABOVE, THE MECHATRONIC WOULD NEED TO BE REPLACED BE SURE TO HAVE THE TECH RUN BASIC SETTINGS ON THE MECH VIA TT 37-09-03; REPLACE SENSOR G509/182 TEMPERATURE/SPEED SENSOR. |
| 08/08/2009 | 09:55 | CUSTOMER COMMENTS: AT HIGHWAY SPEED ENGINE WILL SUDDENLY REV TO REDLINE WHILE USING CRUISE CONTROL LIKE TRANS IN NEUTRAL.ALSO SOMETIMES AT STOPLIGHTS TRY TO ACCEL FROM STOP AND ENGINE JUST REVS.PRINDLE WAS BLINKING AT ONE POINT PER CUSTOMER BUT NO CODES IN ANY SYSTEM |
| 08/08/2009 | 10:25 | ORDER VEHICLE SPEED SENSOR G182. SENSOR G50 NOT FOUND BY PARTS.PART #09G927321 |
| 08/08/2009 | 11:25 | PLEASE CONTACT PARTS HELPLINE FOR ISSUES WITH PARTS. |
| 08/14/2009 | 16:54 | D2 SPOKE TO CHEREL IN VW SERVICE AND WAS TOLD TO CALL BACK..... |
| 08/14/2009 | 17:32 | P1 SPOKE TO CHERL IN VW SERVICE, VEHICLE IS HOLDING FOR PARTS. |
| 08/21/2009 | 17:37 | REPLACED TEMP/SPEED SENSOR G509 IN TRANS. TEST DRIVE AND SEEMS OK. THAT NEW RECALL JUST CAME OUT 2 DAYS AFTER REPAIR COMPLETEED.CUSTOMER IS CONCERNED |
| 08/24/2009 | 10:15 | PLEASE CALL IN IF THERE ARE FURTHER QUESTIONS. |
| 08/25/2009 | 15:34 | AS PER VIN NUMBER VEH DOES FALL WITHIN THE RECALL SO THE TECH NEEDS TO CONTACT THE FOM AND PROVIDE HIM WITH THE VIN NUMBER AND MVB 54 AND 64. ALSO INFORM THE FOM THAT THE SENSOR HAS ALREADY BEEN REPLACED. |
| 09/03/2009 | 10:29 | CONTACTED FOM AND EXPLAIN TO CUSTOMER ABOUT RECALL |
| 09/03/2009 | 10:32 | ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED |
| 09/03/2009 | 10:32 | ISSUE UPDATED |

Consultant's Closing Comments

CONTACTED FOM AND EXPLAIN TO CUSTOMER ABOUT RECALL

| VW File Number | Model | Model Year | VIN | Vehicle Mileage | TREAD Part ID | Open Date | Sale Order Country |
|----------------|-------|------------|------------------------|-----------------|---------------|------------|--------------------|
| 489984 | EOS | 2008 | WVWBA71F28V [REDACTED] | 16591 | 3885 | 08/08/2009 | USA |

Workshop Finding

CONCERN VERIFIED NO DTCS COMPLETED BASIC SETTING 61 ADAPTION OF SHIFT FORK DISTANCE AND 60 ADAPTION OF SYNCH. POINTS AND TEST DROVE CONCERN STILL PRSENT. CAR WILL HAVE LARGE SHIFT DELAY AND SHUTTER WHEN GEAR ENGAGE,AT TIMES WILL ROLL BACK BEFORE GEAR ENGAGED VEHICLE ALMOST STALLED AT ONE POINT. FLUID LEVEL OK CONDITION SEEMED OK PLEASE ADVISE

| Activity Date | Activity Time | Activity Comments |
|---------------|---------------|--|
| 08/08/2009 | 10:39 | CUSTOMER STATES CAR IS JERKING WHEN LEAVING STOP, CONCERN VERIFIED NO DTCS COMPLETED BASIC SETTING 61 ADAPTION OF SHIFT FORK DISTANCE AND 60 ADAPTION OF SYNCH. POINTS AND TEST DROVE CONCERN STILL PRSENT. CAR WILL HAVE LARGE SHIFT DELAY AND SHUTTER WHEN GEAR ENGAGE,AT TIMES WILL ROLL BACK BEFORE GEAR ENGAGED VEHICLE ALMOST STALLED AT ONE POINT. FLUID LEVEL OK CONDITION SEEMED OK PLEASE ADVISE |
| 08/08/2009 | 10:39 | ISSUE OPENED BY DEALERSHIP |
| 08/08/2009 | 10:45 | ADVISED THE TECH TO GET MVB 54 AND 64. MVB 54 READS J07F 0324 MVB 64 READS 0 0. ADVISED THE TECH TO REPLACE THE MECHATRONIC UNIT |
| 08/08/2009 | 10:45 | CUSTOMER COMMENTS: CUSTOMER STATES CAR IS JERKING WHEN LEAVING STOP, |
| 08/08/2009 | 10:45 | WORKSHOP FINDINGS: CONCERN VERIFIED NO DTCS COMPLETED BASIC SETTING 61 ADAPTION OF SHIFT FORK DISTANCE AND 60 ADAPTION OF SYNCH. POINTS AND TEST DROVE CONCERN STILL PRSENT. CAR WILL HAVE LARGE SHIFT DELAY AND SHUTTER WHEN GEAR ENGAGE,AT TIMES WILL ROLL BACK BEFORE GEAR ENGAGED VEHICLE ALMOST STALLED AT ONE POINT. FLUID LEVEL OK CONDITION SEEMED OK PLEASE ADVISE |
| 08/08/2009 | 11:42 | ORDERED UNIT |
| 08/10/2009 | 13:33 | ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED |
| 08/10/2009 | 13:33 | ISSUE UPDATED |

Consultant's Closing Comments

ORDERED UNIT

| VW File Number | Model | Model Year | VIN | Vehicle Mileage | TREAD Part ID | Open Date | Sale Order Country |
|----------------|-------|------------|------------------------|-----------------|---------------|------------|--------------------|
| 490012 | EOS | 2008 | WVWBA71F88V [REDACTED] | 26805 | 3885 | 08/08/2009 | USA |

Workshop Finding

LUNGES DURING ACCELERATION IN FORWARD AND REVERSE. ROAD TESTED AND VERIFIED CONCERN. 5052 NO FAULTS STORED. PERFORMED DSG BASIC SETTINGS. ENGINE STALLED DURING PROCEDURE. MECHATRONICS PART NUMBERS 02E300050P 02E927770AE SOFTWARE LEVEL 1402 SERIAL NUMBER H50F0460. ADVISE.

| Activity Date | Activity Time | Activity Comments |
|---------------|---------------|---|
| 08/08/2009 | 15:19 | CUSTOMER STATES VEHICLE ROCKS BACK AND FORTH WHEN IDLING IN GEAR. LUNGES DURING ACCELERATION IN FORWARD AND REVERSE. ROAD TESTED AND VERIFIED CONCERN. 5052 NO FAULTS STORED. PERFORMED DSG BASIC SETTINGS. ENGINE STALLED DURING PROCEDURE. MECHATRONICS PART NUMBERS 02E300050P 02E927770AE SOFTWARE LEVEL 1402 SERIAL NUMBER H50F0460. ADVISE. |
| 08/08/2009 | 15:19 | ISSUE OPENED BY DEALERSHIP |
| 08/08/2009 | 15:23 | ADVISED THE TECH TO REPLACE THE MECHATRONIC UNIT |
| 08/08/2009 | 15:23 | CUSTOMER COMMENTS: CUSTOMER STATES VEHICLE ROCKS BACK AND FORTH WHEN IDLING IN GEAR. |
| 08/08/2009 | 15:23 | WORKSHOP FINDINGS: LUNGES DURING ACCELERATION IN FORWARD AND REVERSE. ROAD TESTED AND VERIFIED CONCERN. 5052 NO FAULTS STORED. PERFORMED DSG BASIC SETTINGS. ENGINE STALLED DURING PROCEDURE. MECHATRONICS PART NUMBERS 02E300050P 02E927770AE SOFTWARE LEVEL 1402 SERIAL NUMBER H50F0460. ADVISE. |
| 08/12/2009 | 22:48 | WAITING FOR PARTS. RED ORDER. |
| 08/13/2009 | 17:32 | THANKS FOR THE UPDATE |
| 08/14/2009 | 13:24 | SPOKE TO FRANK IN SERVICE AND THE CAR IS HOLDING ON PARTS.....P2 |
| 08/21/2009 | 15:48 | STILL HOLDING FOR PARTS |
| 08/24/2009 | 10:16 | THANKS FOR THE UPDATE |
| 08/25/2009 | 15:10 | REPAIRS IN PROCESS |
| 08/25/2009 | 18:20 | THANKS FOR THE UPDATE |
| 08/26/2009 | 14:55 | REPLACED MECHATRONIC UNIT. PERFORMED BASIC SETTINGS AND ROAD TEST TO VERIFY REPAIRS. |
| 08/26/2009 | 14:56 | CLOSE |
| 08/27/2009 | 17:25 | ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED |
| 08/27/2009 | 17:25 | ISSUE UPDATED |

Consultant's Closing Comments

REPLACED MECHATRONIC UNIT. PERFORMED BASIC SETTINGS AND ROAD TEST TO VERIFY REPAIRS.

| VW File Number | Model | Model Year | VIN | Vehicle Mileage | TREAD Part ID | Open Date | Sale Order Country |
|----------------|-------|------------|------------------------|-----------------|---------------|------------|--------------------|
| 490014 | EOS | 2008 | WVWBA71F58V [REDACTED] | 19358 | 3885 | 08/08/2009 | USA |

Workshop Finding

FEELS LIKE DRIVING A STICK SHIFT" HAPPENS USUALLY AT LEAST ONCE A DAY AND ONCE STARTS WILL HAPPEN A LOT. VERIFIED CONCERN. VEHICLE ACTUALLY HESITATED AND JERKED COLD AS WELL. DRIVERS SIMILAR TO THOSE IN NEED OF A MECHATRONICS UNIT.

| Activity Date | Activity Time | Activity Comments |
|---------------|---------------|--|
| 08/08/2009 | 15:23 | A) CUSTOMER STATES THERE IS A JERKING SENSATION WHEN ACCELERATING FROM A STOP "FEELS LIKE DRIVING A STICK SHIFT" HAPPENS USUALLY AT LEAST ONCE A DAY AND ONCE STARTS WILL HAPPEN A LOT. VERIFIED CONCERN. VEHICLE ACTUALLY HESITATED AND JERKED COLD AS WELL. DRIVERS SIMILAR TO THOSE IN NEED OF A MECHATRONICS UNIT. |
| 08/08/2009 | 15:23 | ISSUE OPENED BY DEALERSHIP |
| 08/08/2009 | 15:32 | ADVISED THE TECH TO GET MVB 54 AND 64 ALSO PERFORM BASIC SETTINGS AND CHECK THE FLUID LEVEL AND CONDITION. MVB 54 READS J09N 0485 AND MVB 64 READS 0 AND 0 |
| 08/08/2009 | 15:32 | CUSTOMER COMMENTS: A) CUSTOMER STATES THERE IS A JERKING SENSATION WHEN ACCELERATING FROM A STOP " |
| 08/08/2009 | 15:32 | WORKSHOP FINDINGS: FEELS LIKE DRIVING A STICK SHIFT" HAPPENS USUALLY AT LEAST ONCE A DAY AND ONCE STARTS WILL HAPPEN A LOT. VERIFIED CONCERN. VEHICLE ACTUALLY HESITATED AND JERKED COLD AS WELL. DRIVERS SIMILAR TO THOSE IN NEED OF A MECHATRONICS UNIT. |
| 08/11/2009 | 11:18 | CHECKED FLUID LEVEL AND CONDITION AND FOUND THAT THE FLUID IS FULL AND IN GOOD CONDITION. PERFORMED BASIC SETTINGS TEST DROVE VEHICLE. VEHICLE IS STILL JERKING. RETRIEVED ALL FAULT CODES AGAIN USING GUIDED FAULT FINDING AND FOUND THAT THERE ARE NO CODES PRESENT IN ANY SYSTEM. ALSO RETRIEVED MVB 54 J09N0485 AND MVB 64 WHICH IS 0 AND 0. |
| 08/11/2009 | 11:24 | ADVISED TECH TO UPDATE VTA WITH SCREEN SHOTS OF MVBS 41, 48 AND 54 IN TCM, THEN REPLACE THE MECH UNIT, BOLTS, FILTER AND FLUID, PERFORM BASIC SETTINGS PER TT 37-09-01, CLOSE OUT VTA WHEN COMPLETED. |
| 08/11/2009 | 11:40 | ATTACHMENTS MVB'S 41 48 54 |
| 08/11/2009 | 17:58 | ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED |
| 08/11/2009 | 17:58 | ISSUE UPDATED |

Consultant's Closing Comments

ATTACHMENTS MVB'S 41 48 54

| VW File Number | Model | Model Year | VIN | Vehicle Mileage | TREAD Part ID | Open Date | Sale Order Country |
|----------------|-------|------------|------------------------|-----------------|---------------|------------|--------------------|
| 490100 | JETTA | 2008 | 3VWRJ71K48M [REDACTED] | 24278 | 3885 | 08/10/2009 | USA |

Workshop Finding

n/a

| Activity Date | Activity Time | Activity Comments |
|---------------|---------------|---|
| 08/10/2009 | 09:26 | CUSTOMER STATES WHEN ACCELERATING FROM A STOP THERE IS A HESITATION |
| 08/10/2009 | 09:26 | ISSUE OPENED BY DEALERSHIP |
| 08/10/2009 | 09:36 | CUSTOMER COMMENTS: CUSTOMER STATES WHEN ACCELERATING FROM A STOP THERE IS A HESITATION |
| 08/10/2009 | 09:36 | PLEASE UPDATE MVB 41, 48, 54 AND 90 THRU 100 INTO THE VTA TICKET VIA SCREEN SHOTS. ESCALATED FOR REVIEW. A2 |
| 08/10/2009 | 10:36 | TRANSFERRED TO CG VOICEMAIL. |
| 08/10/2009 | 12:53 | ISSUE UPDATED |
| 08/10/2009 | 16:16 | DEALER RELEASED CALL AS CALL WAS ANSWERED. |
| 08/11/2009 | 09:55 | TRANSFERED TO CG V-MAIL. |
| 08/11/2009 | 09:59 | ISSUE SENT TO DEALERSHIP |
| 08/11/2009 | 09:59 | ISSUE UPDATED |
| 08/11/2009 | 12:14 | ADVISED THE TECH TO ATTACH MVB 41, 48, 54 AND 90 - 100 TO THE TICKET. ALSO SEE IF THE OLD MECH UNIT IS AVAILABLE AND GET THE INFO FROM THAT ONE. CONTACT THE CUSTOMER AND FIND OUT IF THE NEW CONCERN IS THE EXACT SAME AS THE PREVIOUS CONCERN. |
| 08/11/2009 | 16:01 | WAS ONLY ABLE TO SEND 10 ATTACHMENTS AT ONCE. WILL REOPEN TICKET AND SEND REMAINING FILES |
| 08/11/2009 | 16:01 | WAS ONLY ABLE TO SEND 10 ATTACHMENTS AT ONCE. WILL UPDATE TICKET WITH REMAINING FILES |
| 08/11/2009 | 16:06 | REMAINING FILES |
| 08/11/2009 | 16:24 | ADVISED THE TECH TO BASELINE MVB 34 IN THE TCM. PERFORM THE MANUAL BASIC SETTINGS 61, 60 AND 67. RECHECK MVB 34 AND ROAD TEST THE VEHICLE 10 MINUTES AT 2000-2500 NRPM IN 3RD OR 5TH GEAR AND 10 MINUTES IN 4TH OR 6TH GEAR. THEN ROAD TEST THE VEHICLE 10 MILES NORMAL DRIVING AND SEE WHAT CONCERNS REMAIN. |
| 08/12/2009 | 09:45 | TECH TALKED STATED HE WILL CALL BACK |
| 08/12/2009 | 11:06 | ADVISED THE TECH TO REPLACE THE DUAL CLUTCH ASSEMBLY. |
| 08/12/2009 | 14:59 | TECH TO UPDATE AND CLOSE THE TICKET. TECH TO REPLACE THE MECH UNIT. MECH UNIT NOT PREVIOUSLY REPLACED. |
| 08/13/2009 | 14:34 | REPLACED ORDERED MECHTRONIC UNIT. |
| 08/13/2009 | 18:20 | ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED |
| 08/13/2009 | 18:20 | 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 |
|----------------|-------|------------|------------------------|-----------------|---------------|------------|--------------------|
| 490135 | JETTA | 2009 | 3VWRA71K79M [REDACTED] | 6200 | 3885 | 08/10/2009 | USA |

Workshop Finding

n/a

| Activity Date | Activity Time | Activity Comments |
|---------------|---------------|--|
| 08/10/2009 | 09:55 | CUST. STATE VEH. LUNGES FROM RED LIGHT AND SOMETIMES WHEN REVERSING. NOT ABLE TO DUPLICATE COMPLAINT, NO DTC |
| 08/10/2009 | 09:55 | ISSUE OPENED BY DEALERSHIP |
| 08/10/2009 | 10:03 | 54 READS J21, MVB 64-00. |
| 08/10/2009 | 10:03 | CUSTOMER COMMENTS: CUST. STATE VEH. LUNGES FROM RED LIGHT AND SOMETIMES WHEN REVERSING. NOT ABLE TO DUPLICATE COMPLAINT, NO DTC |
| 08/10/2009 | 10:04 | PLEASE UPDATE MVB 41, 48, 54 AND 90 THRU 100 INTO THE VTA TICKET VIA SCREEN SHOTS. IT IS VERY IMPORTANT THAT YOU UPDATE WITH SCREEN SHOTS DUE TO THE NATURE OF THE MVB'S CONTAINING ODD SYMBOLS AND CHARACTERS. AFTER THE MVB'S ARE UPDATED, PLEASE REPLACE THE MECHATRONICS UNIT, FLUID, FILTER, AND BOLTS. PLEASE BE SURE TO SET THE BASIC SETTINGS THROUGH VSD AFTER THE MECHATRONICS UNIT IS REPLACED USING TECH TIP 37-09-03. |
| 08/10/2009 | 10:32 | MVB ON FILE. ORDER PARTS. |
| 08/10/2009 | 17:44 | ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED |
| 08/10/2009 | 17:44 | ISSUE UPDATED |

Consultant's Closing Comments

PLEASE UPDATE MVB 41, 48, 54 AND 90 THRU 100 INTO THE VTA TICKET VIA SCREEN SHOTS. IT IS VERY IMPORTANT THAT YOU UPDATE WITH SCREEN SHOTS DUE TO THE NATURE OF THE MVB'S CONTAINING ODD SYMBOLS AND CHARACTERS. AFTER THE MVB'S ARE UPDATED, PLEASE REPLACE THE MECHATRONICS UNIT, FLUID, FILTER, AND BOLTS. PLEASE BE SURE TO SET THE BASIC SETTINGS THROUGH VSD AFTER THE MECHATRONICS UNIT IS REPLACED USING TECH TIP 37-09-03.

| VW File Number | Model | Model Year | VIN | Vehicle Mileage | TREAD Part ID | Open Date | Sale Order Country |
|----------------|-------|------------|------------------------|-----------------|---------------|------------|--------------------|
| 490136 | EOS | 2008 | WVWBA71F78V [REDACTED] | 21081 | 3885 | 08/10/2009 | USA |

| Workshop Finding |
|------------------|
| n/a |

| Activity Date | Activity Time | Activity Comments |
|---------------|---------------|--|
| 08/10/2009 | 09:56 | ISSUE OPENED BY DEALERSHIP |
| 08/10/2009 | 09:56 | VEHICLE IS RETURNING TO HAVE MECHATRONICS INSTALLED. AFTER INSTALLING MECHATRONICS TRANSMISSION POPS OUT OF SECOND GEAR AND SHIFT INDICATOR FLASHES. FAULT CODE 19143 P2711 IMPLAUSIBLE TRANSMISSION SHIFT SEQUENCE NO COMMUNICATION. SET BASIC SETTINGS MANY TIMES. STILL FAULTS COMES BACK. DSG-02E 300 050 J...02E 927 770 AD...SW-1413. MVB-64 FIELD 1-0. FIELD 2-0...MVB 54-K28G0372. DID NOT HAVE THIS PROBLEM BEFORE. NEED ADVISE. |
| 08/10/2009 | 10:03 | ADVISE TECH TO SET UP AT THE VEHICLE AND CALL BACK TO PERFORM BASIC SETTINGS PER TT 37-09-03. |
| 08/10/2009 | 10:03 | CUSTOMER COMMENTS: VEHICLE IS RETURNING TO HAVE MECHATRONICS INSTALLED. AFTER INSTALLING MECHATRONICS TRANSMISSION POPS OUT OF SECOND GEAR AND SHIFT INDICATOR FLASHES. FAULT CODE 19143 P2711 IMPLAUSIBLE TRANSMISSION SHIFT SEQUENCE NO COMMUNICATION. SET BASIC SETTINGS MANY TIMES. STILL FAULTS COMES BACK. DSG-02E 300 050 J...02E 927 770 AD...SW-1413. MVB-64 FIELD 1-0. FIELD 2-0...MVB 54-K28G0372. DID NOT HAVE THIS PROBLEM BEFORE. NEED ADVISE. |
| 08/10/2009 | 10:20 | ADVISED TO UPDATE TICKET WITH MVB'S 41, 48, 90 THRU 100 FROM BOTH MECHATRONICS UNITS AND CALL BACK. |
| 08/10/2009 | 16:01 | NEW MECH. MVB'S 41-V0698J1302EA_GETRIEBE_DSG_MW8J....48-C14R2....90-343/3/0.0%/101....91-1470/1630/3100/380MIN....92-512/480/508/516....93-0.0A/0.0A/0.600A/51~C....94-342/10/37.6/37....95-3580/2270/3580/410MIN....96-468/276/508/516....97-0.0A/0.558A/0.654A/51~C....98-99-100-NOT PRESENT. NEW MECHATRONIC. |
| 08/10/2009 | 16:17 | OLD MECH. MVB'S 41-V0697M0302EA_GETRIEBE_DSG_GF7M....MVB 48-C14R2....MVB 90-315/0/0.0%/24....MVB 91-0.0MIN/0.0MIN/0.0MIN/0.0MIN....MVB 92-516/516/512/512....MVB 93-0.0A/0.0A/0.0A/24~C....MVB 94-65535/0/0.0%/0....MVB 95-0MIN/0MIN/0MIN/0MIN....MVB 96-0/0/0/0....MVB 97-0.0A/0.0A/0.0A/-60~C....MVB 98-100 NOT PRESENT...OLD MECH |
| 08/10/2009 | 16:23 | FORWARD TO LEVEL 2. A2 |
| 08/10/2009 | 16:31 | INSPECT THE VIN ON THE PACKAGING TO BE SURE IT IS FOR THIS VEHICLE |
| 08/10/2009 | 16:32 | LEO IS THE TEAM LEADER WORKING THE VEHICLE |
| 08/10/2009 | 16:38 | AS PER PARTS TWO IS LABELED ON MECHATRONIC BOX. ONE STAPLED ON BOX MATCHES VIN AND ONE WITH PART # STICKER WITH VIN # DOES NOT. NEED ADVISE... |
| 08/10/2009 | 16:42 | TRANSFER TO CHR'S VOICE MAIL |
| 08/10/2009 | 17:01 | CHRISE ADVISED TO CHECK VIN # THAT DOES NOT MATCH. VIN GOES TO A JETTA THAT IS NOT IN OUR DATABASE. SHIPPING OR PACKAGING? |
| 08/10/2009 | 17:07 | VIN # 3VWRA71KX8M [REDACTED] |
| 08/10/2009 | 17:26 | RESEARCH SOFTWARE |

| | | |
|------------|-------|---|
| 08/10/2009 | 17:27 | ISSUE UPDATED |
| 08/11/2009 | 12:49 | ADVISED THE TECH TO SET UP FOR TELEDIAG. |
| 08/11/2009 | 13:14 | FLASHED THE TCM FOR THE TECH. |
| 08/11/2009 | 13:36 | TRANSFERRED TECH TO GLEN STEWART'S VOICEMAIL DUE TO LEVEL 2 CASE STATUS. |
| 08/11/2009 | 14:07 | ADVISED THE TECH TO PERFORM THE MANUAL BASIC SETTINGS AND ROAD TEST THE VEHICLE. |
| 08/12/2009 | 07:27 | PERFORMED MANUAL BASIC SETTINGS. TOOK IT OUT FOR A QUICK TEST DRIVE TRANSMISSION SEEMS TO SHIFT BETTER. WILL DRIVE MORE MILES AND EVALUATE. |
| 08/12/2009 | 08:15 | ISSUE SENT TO DEALERSHIP |
| 08/18/2009 | 10:50 | SPOKE WITH ROBERT, THE VEHICLE IS REPAIRED TECH TO CLOSE THE VTA D1 |
| 08/20/2009 | 10:11 | THEVEHICLE IS REPAIRED. CUSTOMER PICKED UP THE CAR |
| 08/20/2009 | 11:11 | ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED |
| 08/20/2009 | 11:11 | ISSUE UPDATED |

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|--------------------------------------|
| Consultant's Closing Comments |
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|---|
| PERFORMED MANUAL BASIC SETTINGS. TOOK IT OUT FOR A QUICK TEST DRIVE TRANSMISSION SEEMS TO SHIFT BETTER. WILL DRIVE MORE MILES AND EVALUATE. |
|---|

| VW File Number | Model | Model Year | VIN | Vehicle Mileage | TREAD Part ID | Open Date | Sale Order Country |
|----------------|-------|------------|------------------------|-----------------|---------------|------------|--------------------|
| 490144 | EOS | 2008 | WVWBA71F08V [REDACTED] | 20353 | 3885 | 08/10/2009 | USA |

Workshop Finding

TECH STATES CONCEN IS EASY TO DUPLACATE.

| Activity Date | Activity Time | Activity Comments |
|---------------|---------------|--|
| 08/10/2009 | 10:05 | C/S THE VEHICLE HESITATES BADLY WHEN TAKING OFF IN 1ST. FOUND THE VEHICLE LURCHES WHEN MOVING FROM A STOP IN 1ST OR REVERSE. FOUND NO CODES, THE FLUID LEVEL AND CONDITION ARE OK |
| 08/10/2009 | 10:05 | ISSUE OPENED BY DEALERSHIP |
| 08/10/2009 | 10:16 | ADVISED THE TECH TO GET MVB 41 48 54 64 90 - 100. TECH TO SET BASIC IN DSG AND TEST DRIVE SEE IF THE CONCERN CHANGES OR STAYS THE SAME. |
| 08/10/2009 | 10:16 | CUSTOMER COMMENTS: C/S THE VEHICLE HESITATES BADLY WHEN TAKING OFF IN 1ST. FOUND THE VEHICLE LURCHES WHEN MOVING FROM A STOP IN 1ST OR REVERSE. FOUND NO CODES, THE FLUID LEVEL AND CONDITION ARE OK |
| 08/10/2009 | 10:16 | WORKSHOP FINDINGS: TECH STATES CONCEN IS EASY TO DUPLACATE. |
| 08/10/2009 | 10:39 | RETRIEVED MEASURED VALUES AND PERFORMED BASIC SETTINGS, IT DID NOT SEEM TO CHANGE THE LURCHING. I ADDED THE MEASURED VALUES AS AN ATTACHMENT. |
| 08/10/2009 | 10:50 | ADVISED THE TECH TO REPLACE THE MECHATRONICS, FLUID AND BOLTS. |
| 08/17/2009 | 18:23 | CALLED DEALER AND WAS SENT DIRECTLY TO JOHNS VOICEMAIL. |
| 08/17/2009 | 19:41 | CALLED DEALER AGAIN AND WAS ADVISED THAT SERVICE IS CLOSED. |
| 08/18/2009 | 16:41 | P1 SPOKE WITH JON (SERVICE) AND WAS ADVISED THAT THE VEHICLE IS STILL WAITING FOR PARTS. |
| 09/16/2009 | 13:12 | REPLACED THE MECHATRONICS UNIT, ROAD TEST VEHICLE LURCHING IS NO LONGER PRESENT. THANKS FOR THE HELP |
| 09/16/2009 | 16:11 | ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED |
| 09/16/2009 | 16:11 | ISSUE UPDATED |

Consultant's Closing Comments

JONATHAN HUFF: CLOSING IN PROCESS: DEALER COMPLETE: REPLACED THE MECHATRONICS UNIT, ROAD TEST VEHICLE LURCHING IS NO LONGER PRESENT. THANKS FOR THE HELP

| VW File Number | Model | Model Year | VIN | Vehicle Mileage | TREAD Part ID | Open Date | Sale Order Country |
|----------------|-------|------------|------------------------|-----------------|---------------|------------|--------------------|
| 490159 | EOS | 2008 | WVWBA71F48V [REDACTED] | 31564 | 3885 | 08/10/2009 | USA |

Workshop Finding

TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM. MVB 54 IS H21.

| Activity Date | Activity Time | Activity Comments |
|---------------|---------------|--|
| 08/10/2009 | 10:22 | ISSUE OPENED BY DEALERSHIP |
| 08/10/2009 | 10:24 | CUSTOMER STATES YHAT TRANS IS VERY JERKY.5051 SCAN NO CODES.ROAD TESTED AND TRANS IS VERY JERKY. |
| 08/10/2009 | 10:32 | ADVISED THE TECH TO UPDATE THE TICKET WITH MVB 41, 48 AND 90 THRU 100 AND THEN REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT. |
| 08/10/2009 | 10:32 | CUSTOMER COMMENTS: CUSTOMER STATES YHAT TRANS IS VERY JERKY.5051 SCAN NO CODES.ROAD TESTED AND TRANS IS VERY JERKY. |
| 08/10/2009 | 10:32 | WORKSHOP FINDINGS: TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM. MVB 54 IS H21. |
| 08/11/2009 | 10:19 | CLOSE |
| 08/11/2009 | 21:44 | D2 PLEASE UPDATE THE TICKET WITH THE REQUESTED MVBS BEFORE CLOSING THE VTA TICKET, ORDERING PARTS OR RELEASING THE VEHICLE. |
| 08/13/2009 | 12:04 | CLOSE |
| 08/13/2009 | 18:13 | ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED |
| 08/13/2009 | 18:13 | 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 |
|----------------|-------|------------|------------------------|-----------------|---------------|------------|--------------------|
| 490208 | JETTA | 2009 | 3VWRL71K99M [REDACTED] | 1062 | 3885 | 08/10/2009 | USA |

Workshop Finding

n/a

| Activity Date | Activity Time | Activity Comments |
|---------------|---------------|---|
| 08/10/2009 | 11:09 | ISSUE OPENED BY DEALERSHIP |
| 08/10/2009 | 11:09 | VEHICLE GOES INTO NEUTRAL WHEN DRIVING AT STEADY SPEED. CODE P1740 CLUTCH TEMP MONITORING IN TRANSMISSION CONTROL UNIT. OUR QTM THAD MENTIONED THIS CONCERN BUT I DON'T REMEMBER THE FIX |
| 08/10/2009 | 11:26 | CUSTOMER COMMENTS: VEHICLE GOES INTO NEUTRAL WHEN DRIVING AT STEADY SPEED. CODE P1740 CLUTCH TEMP MONITORING IN TRANSMISSION CONTROL UNIT. OUR QTM THAD MENTIONED THIS CONCERN BUT I DON'T REMEMBER THE FIX |
| 08/10/2009 | 11:26 | WHILE ON PHONE FOUND MVB 54 AT J30 AND MVB 64 AT 10/31. ADVISED TECH TO REPLACE G509/G182 AND MECHATRONIC BOLTS. PLEASE CLOSE OUT VTA WHEN POSSIBLE. |
| 08/10/2009 | 12:55 | NO PARTS IN STOCK AT THIS TIME TO REPAIR, CLEARED CODES AND RETURNED CAR TO CUSTOMER |
| 08/10/2009 | 13:12 | ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED |
| 08/10/2009 | 13:12 | ISSUE UPDATED |

Consultant's Closing Comments

CUSTOMER TOOK VEHICLE BUT NEEDS TEMPERATURE SENSOR.

| VW File Number | Model | Model Year | VIN | Vehicle Mileage | TREAD Part ID | Open Date | Sale Order Country |
|----------------|-------|------------|------------------------|-----------------|---------------|------------|--------------------|
| 490243 | EOS | 2008 | WVWFA71FX8V [REDACTED] | 15545 | 3885 | 08/10/2009 | USA |

Workshop Finding

HARD SHIFT

| Activity Date | Activity Time | Activity Comments |
|---------------|---------------|---|
| 08/10/2009 | 11:34 | ISSUE OPENED BY DEALERSHIP |
| 08/10/2009 | 11:34 | THE CAR HAS A SLIGHT HESITATION AND THEN A HARSH SHIFT 1-2. TRIED TO PERFORM TSB 01 09 14 FOR THIS COMPLAINT. KEEP GETTING ERROR MALFUNCTION CODE ERP023E AND THE TEXT IS IN GERMAN. CALLED MSSP AND NANCY SAID ALL THE SETTINGS LOOKED GOOD THRU TELEDIAGNOSIS. RESTARTED THE 5051B AND STILL GIVES THE SAME ERROR. |
| 08/10/2009 | 11:42 | ADVISE TECH TO GET MVB 54 IN 02... ADVISE TECH TO REPLACE MECHATRONICS, FLUID, BOLTS & FILTER AND SET BASIC SETTINGS |
| 08/10/2009 | 11:42 | CUSTOMER COMMENTS: THE CAR HAS A SLIGHT HESITATION AND THEN A HARSH SHIFT 1-2. TRIED TO PERFORM TSB 01 09 14 FOR THIS COMPLAINT. KEEP GETTING ERROR MALFUNCTION CODE ERP023E AND THE TEXT IS IN GERMAN. CALLED MSSP AND NANCY SAID ALL THE SETTINGS LOOKED GOOD THRU TELEDIAGNOSIS. RESTARTED THE 5051B AND STILL GIVES THE SAME ERROR. |
| 08/10/2009 | 11:42 | WORKSHOP FINDINGS: HARD SHIFT |
| 08/11/2009 | 18:39 | ORDERED THE MECHATRONICS UNIT. THE CAR HAS LEFT THE DEALERSHIP. |
| 08/11/2009 | 19:17 | ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED |
| 08/11/2009 | 19:17 | ISSUE UPDATED |

Consultant's Closing Comments

ORDERED THE MECHATRONICS UNIT. THE CAR HAS LEFT THE DEALERSHIP.

| VW File Number | Model | Model Year | VIN | Vehicle Mileage | TREAD Part ID | Open Date | Sale Order Country |
|----------------|-------|------------|------------------------|-----------------|---------------|------------|--------------------|
| 490251 | EOS | 2008 | WVWBA71F38V [REDACTED] | 14103 | 3885 | 08/10/2009 | USA |

Workshop Finding

NO FAULTS PRESENT.

| Activity Date | Activity Time | Activity Comments |
|---------------|---------------|---|
| 08/10/2009 | 11:41 | ISSUE OPENED BY DEALERSHIP |
| 08/10/2009 | 11:41 | VEHICLE BANGS INTO FIRST GEAR FROM STOP POSITION. NO FAULTS PRESENT. |
| 08/10/2009 | 11:48 | AFTER REVIEWING MVB 54 IN TCM ADVISED TECH TO UPDATE VTA WITH SCREEN SHOTS OF MVBS 41, 48 AND 54 THEN REPLACE THE MECH UNIT, BOLTS, FIRLTER AND FLUID THEN PERFORM BASIC SETTINGS PER TT 37-09-03. MVB 54 H23 |
| 08/10/2009 | 11:48 | CUSTOMER COMMENTS: VEHICLE BANGS INTO FIRST GEAR FROM STOP POSITION. |
| 08/10/2009 | 11:48 | WORKSHOP FINDINGS: NO FAULTS PRESENT. |
| 08/10/2009 | 12:07 | MVB READINGS. ORDERED PARTS. |
| 08/11/2009 | 09:59 | THANKS FOR THE UPDATE. |
| 08/17/2009 | 12:35 | D1 DERRICK IN SERVICE STATED VEHICLE IS DONE AND WILL HAVE TECH CLOSE TICKET. |
| 08/19/2009 | 17:24 | PARTS ON ORDER |
| 08/19/2009 | 17:58 | ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED |
| 08/19/2009 | 17:58 | 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 |
|----------------|-------|------------|------------------------|-----------------|---------------|------------|--------------------|
| 490268 | EOS | 2008 | WVWBA71F08V [REDACTED] | 23652 | 3885 | 08/10/2009 | USA |

Workshop Finding

INSTALLED UNIT AND NOW CAR WILL NOT SHIFT OUT OF SECOND GEAR AND A FAULT OF 01087 003 BASIC SETTINGS NOT CARRIED OUT MECHANICAL HYDRAULIC MALFUNCTION

| Activity Date | Activity Time | Activity Comments |
|---------------|---------------|--|
| 08/10/2009 | 11:53 | ISSUE OPENED BY DEALERSHIP |
| 08/10/2009 | 11:53 | WAITED FOR MECH UNIT TO COME OFF BACK ORDER. INSTALLED UNIT AND NOW CAR WILL NOT SHIFT OUT OF SECOND GEAR AND A FAULT OF 01087 003 BASIC SETTINGS NOT CARRIED OUT MECHANICAL HYDRAULIC MALFUNCTION |
| 08/10/2009 | 11:59 | ADVISE TECH TO PERFORM BASIC SETTINGS PER TT 37-09-03 AND RETEST SYSTEM. |
| 08/10/2009 | 11:59 | CUSTOMER COMMENTS: WAITED FOR MECH UNIT TO COME OFF BACK ORDER. |
| 08/10/2009 | 11:59 | WORKSHOP FINDINGS: INSTALLED UNIT AND NOW CAR WILL NOT SHIFT OUT OF SECOND GEAR AND A FAULT OF 01087 003 BASIC SETTINGS NOT CARRIED OUT MECHANICAL HYDRAULIC MALFUNCTION |
| 08/10/2009 | 12:21 | PLEASE CALL IN AS NECESSARY OR CLOSE OUT THE VTA |
| 08/10/2009 | 12:43 | CAR WENT INTO BASIC SETTINGS SHIFTED WELL THANKS FOR INFO |
| 08/10/2009 | 13:02 | ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED |
| 08/10/2009 | 13:02 | ISSUE UPDATED |

Consultant's Closing Comments

CAR WENT INTO BASIC SETTINGS SHIFTED WELL THANKS FOR INFO

| VW File Number | Model | Model Year | VIN | Vehicle Mileage | TREAD Part ID | Open Date | Sale Order Country |
|----------------|--------|------------|-------------------------|-----------------|---------------|------------|--------------------|
| 490304 | RABBIT | 2009 | WVWVFV71K29W [REDACTED] | 6748 | 3885 | 08/10/2009 | USA |

Workshop Finding

TEST DROVE COMFIRMED CHUGGING WHILE IN REVERSE. DOES NOT FEEL STEADY, FEELS LIKE SOMEONE IS SLIPPING THE CLUTCH IN AND OUT WHILE IN REVERSE. TEST DROVE ANOTHER GTI WITH A DSG ON OUR LOT, FEELS A LOT MORE SMOOTH IN REVERSE, DOESNT CHUG.

| Activity Date | Activity Time | Activity Comments |
|---------------|---------------|---|
| 08/10/2009 | 12:22 | CUSTOMER STATES VEHICLE FEELS LIKE SOMEONE IS PUSHING THE CLUTCH IN AND OUT WHILE IN REVERSE AND FORWARD GEARS BEFORE GETTING TO 15-20 MPH GOES AWAY. TEST DROVE COMFIRMED CHUGGING WHILE IN REVERSE. DOES NOT FEEL STEADY, FEELS LIKE SOMEONE IS SLIPPING THE CLUTCH IN AND OUT WHILE IN REVERSE. TEST DROVE ANOTHER GTI WITH A DSG ON OUR LOT, FEELS A LOT MORE SMOOTH IN REVERSE, DOESNT CHUG. |
| 08/10/2009 | 12:22 | ISSUE OPENED BY DEALERSHIP |
| 08/10/2009 | 12:37 | AFTER REVIEWING MVBS 54 AND 64 ADVISED TECH TO ATTACH SCREEN SHOTS OF MVBS 41, 48 AND 54 IN TCM TO VTA THEN REPLACE THE MECH UNIT, BOLTS FILTER AND FLUID THEN PERFORM BASIC SETTINGS PER TT 37-09-03. CLOSE OUT VTA WHEN COMPLETED. MVB 54 J21 MVB 64 0 AND 0. |
| 08/10/2009 | 12:37 | CUSTOMER COMMENTS: CUSTOMER STATES VEHICLE FEELS LIKE SOMEONE IS PUSHING THE CLUTCH IN AND OUT WHILE IN REVERSE AND FORWARD GEARS BEFORE GETTING TO 15-20 MPH GOES AWAY. |
| 08/10/2009 | 12:37 | WORKSHOP FINDINGS: TEST DROVE COMFIRMED CHUGGING WHILE IN REVERSE. DOES NOT FEEL STEADY, FEELS LIKE SOMEONE IS SLIPPING THE CLUTCH IN AND OUT WHILE IN REVERSE. TEST DROVE ANOTHER GTI WITH A DSG ON OUR LOT, FEELS A LOT MORE SMOOTH IN REVERSE, DOESNT CHUG. |
| 08/10/2009 | 12:54 | MVB 41 = V069801502EA__GETRIEBE_DSG_MW80 MVB 48 = E18 MVB 54 = J21M0249 ORDERED MECH UNIT, BOLTS, FILTER, AND FLUID |
| 08/10/2009 | 12:54 | ORDERED PARTS THANKS TECH LINE |
| 08/10/2009 | 16:02 | ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED |
| 08/10/2009 | 16:02 | 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 |
|----------------|-------|------------|------------------------|-----------------|---------------|------------|--------------------|
| 490364 | JETTA | 2009 | 3VWPL71KX9M [REDACTED] | 5498 | 3885 | 08/10/2009 | USA |

| Workshop Finding |
|------------------|
| n/a |

| Activity Date | Activity Time | Activity Comments |
|---------------|---------------|--|
| 08/10/2009 | 13:18 | CUS STATES TRANS SEEMS TO NEUTRAL SOME TIMES AT HIGHWAY SPEEDS NO FAULTS IN SYSTEM MVB64 IS25/35 SHOULD WE TRY A G509 BOLTS FLUID FILTER AND SET UP |
| 08/10/2009 | 13:18 | ISSUE OPENED BY DEALERSHIP |
| 08/10/2009 | 13:29 | CUSTOMER COMMENTS: CUS STATES TRANS SEEMS TO NEUTRAL SOME TIMES AT HIGHWAY SPEEDS NO FAULTS IN SYSTEM MVB64 IS25/35 SHOULD WE TRY A G509 BOLTS FLUID FILTER AND SET UP |
| 08/10/2009 | 13:29 | TECH NEEDS TO REPLACE THE G509 WITH PART NUMBER 02E927321A AND REPLACE THE BOLTS FOR THE MECHATRONICS, FLUID AND FILTER. PERFORM BASIC SETTINGS REFERRING TO TT 37-09-03 |
| 08/12/2009 | 08:10 | THANKS DID ALL WORK AND SET UP ALL OK NOW |
| 08/12/2009 | 08:25 | ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED |
| 08/12/2009 | 08:25 | ISSUE UPDATED |

| Consultant's Closing Comments |
|-------------------------------|
| REPLACED THE G509 |

| VW File Number | Model | Model Year | VIN | Vehicle Mileage | TREAD Part ID | Open Date | Sale Order Country |
|----------------|--------|------------|------------------------|-----------------|---------------|------------|--------------------|
| 490366 | RABBIT | 2009 | WVWHV71K19W [REDACTED] | 64 | 3885 | 08/10/2009 | USA |

Workshop Finding

ROAD TEST VEHICLE CAR HAS NO REVERSE. SCANNED FOR FAULTS FOUND DTC P0701 INTERNAL MODULE MEMORY CHECK SUM ERROR LOWER SPECIFIED VALUE TOO LOW. PERFORMED TEST PLAN CHECKED GEAR POSTION DISTANCE IT WAS 11.60 MM DOES NOT CHANGE. NEED AUTORIZATION TO REPLACE VALVE BODY.

| Activity Date | Activity Time | Activity Comments |
|---------------|---------------|---|
| 08/10/2009 | 13:18 | ISSUE OPENED BY DEALERSHIP |
| 08/10/2009 | 13:18 | VEHICLE SHIFTS ERRATICALLY. ROAD TEST VEHICLE CAR HAS NO REVERSE. SCANNED FOR FAULTS FOUND DTC P0701 INTERNAL MODULE MEMORY CHECK SUM ERROR LOWER SPECIFIED VALUE TOO LOW. PERFORMED TEST PLAN CHECKED GEAR POSTION DISTANCE IT WAS 11.60 MM DOES NOT CHANGE. NEED AUTORIZATION TO REPLACE VALVE BODY |
| 08/10/2009 | 13:29 | ADVISED TECH TO UPDATE VTA WITH SCREEN SHOTS OF MVB 41, 48 AND 54 IN TCM THEN VOLTAGE DROP POWER AND GROUND TO THE TRANSMISSION, IF VOLT DROPS ARE IN SPEC REPLACE THE MECH UNIT, BOLTS, FILTER AND FLUID THEN PERFORM BASIC SETTINGS PER TT 37-09-03. CLOSE OUT VTA WHEN COMPLETED. IF VOLT DROPS ARE OUT OF SPEC THEN WE NEED TO REPAIR WIRING AS NEEDED. |
| 08/10/2009 | 13:29 | CUSTOMER COMMENTS: VEHICLE SHIFTS ERRATICALLY. |
| 08/10/2009 | 13:29 | WORKSHOP FINDINGS: ROAD TEST VEHICLE CAR HAS NO REVERSE. SCANNED FOR FAULTS FOUND DTC P0701 INTERNAL MODULE MEMORY CHECK SUM ERROR LOWER SPECIFIED VALUE TOO LOW. PERFORMED TEST PLAN CHECKED GEAR POSTION DISTANCE IT WAS 11.60 MM DOES NOT CHANGE. NEED AUTORIZATION TO REPLACE VALVE BODY. |
| 08/10/2009 | 13:33 | GFF LOG |
| 08/10/2009 | 13:44 | GFF LOG |
| 08/11/2009 | 09:57 | THANKS FOR THE UPDATE. |
| 08/18/2009 | 17:34 | SPOKE TO OPERATOR. SERVICE HAD LEFT FOR THE DAY. D2 |
| 08/20/2009 | 09:06 | SENT PARTS RELEASE FORM TO DEALER. |
| 08/28/2009 | 14:10 | REPLACED VALVEBODY |
| 08/28/2009 | 18:35 | ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED |
| 08/28/2009 | 18:35 | ISSUE UPDATED |

Consultant's Closing Comments

REPLACED MECH UNIT, COMPLETED.

| VW File Number | Model | Model Year | VIN | Vehicle Mileage | TREAD Part ID | Open Date | Sale Order Country |
|----------------|-------|------------|------------------------|-----------------|---------------|------------|--------------------|
| 490378 | JETTA | 2009 | 3VWPL71K69M [REDACTED] | 2439 | 3885 | 08/10/2009 | USA |

| Workshop Finding |
|------------------|
| n/a |

| Activity Date | Activity Time | Activity Comments |
|---------------|---------------|--|
| 08/10/2009 | 13:25 | ISSUE OPENED BY DEALERSHIP |
| 08/10/2009 | 13:25 | TRANS SLIPS INTO NUETRAL. SOMETIMES TAKES A LONG TIME TO COME OUT OF PARK INTO DRIVE. |
| 08/10/2009 | 13:30 | CUSTOMER COMMENTS: TRANS SLIPS INTO NUETRAL. SOMETIMES TAKES A LONG TIME TO COME OUT OF PARK INTO DRIVE. |
| 08/10/2009 | 13:30 | TECH TO GET READINGS FROM MVB 54 AND 64 IN THE TCM . |
| 08/10/2009 | 13:41 | MVB 54- J42. MVB 64- 65, 118. PLEASE REPLACE THE G509. |
| 08/13/2009 | 11:43 | REPLACED -G509- PERFOREMD TRANS BASIC SETTINGS, AND TEST, ALL SYSTEMS GO. |
| 08/13/2009 | 11:44 | REPLACED -G509- PERFOREMD TRANS BASIC SETTINGS, AND TEST, ALL SYSTEMS GO. |
| 08/13/2009 | 11:50 | REPLACED -G509- PERFOREMD TRANS BASIC SETTINGS, AND TEST, ALL SYSTEMS GO. |
| 08/13/2009 | 17:23 | ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED |
| 08/13/2009 | 17:23 | ISSUE UPDATED |

| Consultant's Closing Comments |
|-------------------------------|
| REPLACED -G509- |

| VW File Number | Model | Model Year | VIN | Vehicle Mileage | TREAD Part ID | Open Date | Sale Order Country |
|----------------|-------|------------|-------------|-----------------|---------------|------------|--------------------|
| 490386 | JETTA | 2008 | 3VWRJ71K58M | 16580 | 3885 | 08/10/2009 | USA |

Workshop Finding

MVB 54 HAS J12, AND MVB 64 IS 0, 0. TECH STATES CUSTOMER SAYS THAT VEHICLE WILL ROLL ANOTHER 3 FEET WHEN THEY PUT IN IN PARK AND THE FOOT IS TAKEN OFF THE BRAKE PEDAL. TECH COULD NOT DUPLICATE THIS CONCERN.

| Activity Date | Activity Time | Activity Comments |
|---------------|---------------|--|
| 08/10/2009 | 13:28 | ISSUE OPENED BY DEALERSHIP |
| 08/10/2009 | 13:28 | VEH COME IN TOOK A RIDE WITH CUSTOMER VERIFIED THAT THE CAR WHENN PULLING OUT THE RPMS WILL SOME TIMES REV AND THE CAR WILL GO NO WHERE. AND ABOUT 99% OF THE TIME THE CAR IS JERKING REAL HARD AT IDLE. SOME TIMES WHENM YOU PARK THE CAR IT WILL ROLL A COUPLE OF FEET BEFORE STOPPING. |
| 08/10/2009 | 13:41 | CUSTOMER COMMENTS: VEH COME IN TOOK A RIDE WITH CUSTOMER VERIFIED THAT THE CAR WHENN PULLING OUT THE RPMS WILL SOME TIMES REV AND THE CAR WILL GO NO WHERE. AND ABOUT 99% OF THE TIME THE CAR IS JERKING REAL HARD AT IDLE. SOME TIMES WHENM YOU PARK THE CAR IT WILL ROLL A COUPLE OF FEET BEFORE STOPPING. |
| 08/10/2009 | 13:41 | REPLACE THE MECHATRONICS, BOLTS, FLUID AND FILTER. TECH SHOULD MONITOR MVB 41 AND 48 AND WRITE THE READINGS IN THE VTA |
| 08/10/2009 | 13:41 | WORKSHOP FINDINGS: MVB 54 HAS J12, AND MVB 64 IS 0, 0. TECH STATES CUSTOMER SAYS THAT VEHICLE WILL ROLL ANOTHER 3 FEET WHEN THEY PUT IN IN PARK AND THE FOOT IS TAKEN OFF THE BRAKE PEDAL. TECH COULD NOT DUPLICATE THIS CONCERN. |
| 08/17/2009 | 16:01 | SPOKE TO TUCKER IN SERVICE. VEHICLE IS CURRENTLY WAITING ON BACK ORDER PARTS. VEHICLE TO RETURN FOR INSTALLATION; C1. |
| 08/25/2009 | 18:37 | VEH AT SHOP TRANSMISSION IS SLAMMING IN AND OUT OF GEAR. PARTS ON RED ORDER BUT PARTS ON BACK ORDER. WILL UPDATE WHEN PARTS ARRIVE. |
| 08/26/2009 | 08:53 | THANKS FOR THE UPDATE |
| 08/31/2009 | 12:46 | CAR AT DEALER - WAITING ON PARTS - P2 |
| 09/02/2009 | 08:44 | VALVE BODY ON BACKORDER WILL UPDATE WHEN PARTS ARRIVE.THANKS,CODY |
| 09/02/2009 | 10:42 | THANKS FOR THE UPDATE |
| 09/11/2009 | 17:20 | MVB 41 V0698J0902EA GETRIEBE DSG MF8J MVB 48 C14R2 REPLACED VALVE BODZ AND ALL BOLTS FLUID AND FILTER. VEH OPERATES TO SPECS AT THIS TIME |
| 09/11/2009 | 17:43 | PLEASE CLOSE THE VTA IF SATISFIED WITH REPAIRS |
| 09/18/2009 | 11:00 | REPLACED MECHTRONIC CONTROL UNIT TEST DROVE VEHICLE THROUGH WEEKEND VEHICLE OPERATING TO SPECS AT THIS TIME.THANKS CODE.CLOSE TICKET |
| 09/18/2009 | 11:01 | CLOSING TICKET |
| 09/18/2009 | 12:13 | ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED |
| 09/18/2009 | 12:13 | ISSUE UPDATED |

Consultant's Closing Comments

REPLACED MECHTRONIC CONTROL UNIT TEST DROVE VEHICLE THROUGH WEEKEND VEHICLE OPERATING TO SPECS AT THIS TIME.THANKS CODE.CLOSE TICKET

| VW File Number | Model | Model Year | VIN | Vehicle Mileage | TREAD Part ID | Open Date | Sale Order Country |
|----------------|-------|------------|------------------------|-----------------|---------------|------------|--------------------|
| 490421 | EOS | 2008 | WVWFA71F68V [REDACTED] | 16856 | 3885 | 08/10/2009 | USA |

Workshop Finding

n/a

| Activity Date | Activity Time | Activity Comments |
|---------------|---------------|--|
| 08/10/2009 | 14:00 | ISSUE OPENED BY DEALERSHIP |
| 08/10/2009 | 14:04 | HESITATION AU DECOLLAGE APRES UN STOP (ARRET COMPLET) ET AU DECOLLAGE, HESITATION QUI RESSEMBLE UN PEU A UN SUPPORT QUI POURRAIT ETRE LOUSSE. AUCUNE FAUTE RELIER AU MECATRONIQUE, NIVEAU D'HUILE OK, BASIC SETTING FAIS, AUCUNE AMELIORATION. |
| 08/10/2009 | 14:12 | SUGGERE DE TELEPHONER A LA LIGNE TECHNIQUE AVEC MVB 54 ET 64 DE LA TRANSMISISON |
| 08/10/2009 | 14:22 | 54= H24R0040 64 = 0 0 SUGGERE DE REMPLSCE RLE MECHSTRONIC |
| 08/13/2009 | 15:09 | PIECE B/O. MIT EN COMMANDE CLOSE |
| 08/14/2009 | 16:06 | ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED |
| 08/14/2009 | 16:06 | ISSUE UPDATED |

Consultant's Closing Comments

MECHATRONIC EN COMMANDE

| VW File Number | Model | Model Year | VIN | Vehicle Mileage | TREAD Part ID | Open Date | Sale Order Country |
|----------------|-------|------------|------------------------|-----------------|---------------|------------|--------------------|
| 490422 | JETTA | 2009 | 3VWPL71K39M [REDACTED] | 1018 | 3885 | 08/10/2009 | USA |

Workshop Finding

RUN GUIDED FAULT FINDING DID NOT FIND ANY FAULT CODES WENT ON A ROAD TEST 18 MILES THE CAR RUN OK.
MVB 54 = J42K0709 MVB 64 = 9/10

| Activity Date | Activity Time | Activity Comments |
|---------------|---------------|---|
| 08/10/2009 | 14:01 | CUSTOMER STATES GEAR INDICATOR STAYS ON AND VEHICLE LOST POWER ON ACCELERATION VEHICLE STALL AS WELL RUN GUIDED FAULT FINDING DID NOT FIND ANY FAULT CODES WENT ON A ROAD TEST 18 MILES THE CAR RUN OK |
| 08/10/2009 | 14:01 | ISSUE OPENED BY DEALERSHIP |
| 08/10/2009 | 14:07 | ADVISE TECH TO REPLACE THE 509/182 , AND MECATRONIC BOLTS. TECH TO PERFORM BASIC SETTINGS. |
| 08/10/2009 | 14:07 | CUSTOMER COMMENTS: CUSTOMER STATES GEAR INDICATOR STAYS ON AND VEHICLE LOST POWER ON ACCELERATION VEHICLE STALL AS WELL |
| 08/10/2009 | 14:07 | WORKSHOP FINDINGS: RUN GUIDED FAULT FINDING DID NOT FIND ANY FAULT CODES WENT ON A ROAD TEST 18 MILES THE CAR RUN OK. MVB 54 = J42K0709 MVB 64 = 9/10 |
| 08/17/2009 | 13:18 | SPOKE TO ALVIN - AWAITING THE MECHATRONIC UNIT |
| 08/18/2009 | 12:18 | REPLAC 509/182 SENSOR INSTALL NEW BOLTS SET BASIC SETTINGS TEST DROVE VEHICLE CHECKS OK THANKS FOR THE HELP |
| 08/18/2009 | 14:16 | ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED |
| 08/18/2009 | 14:16 | ISSUE UPDATED |

Consultant's Closing Comments

REPLAC 509/182 SENSOR INSTALL NEW BOLTS SET BASIC SETTINGS

| VW File Number | Model | Model Year | VIN | Vehicle Mileage | TREAD Part ID | Open Date | Sale Order Country |
|----------------|-------|------------|------------------------|-----------------|---------------|------------|--------------------|
| 490452 | JETTA | 2008 | 3VWRJ71K08M [REDACTED] | 12308 | 3885 | 08/10/2009 | USA |

Workshop Finding

n/a

| Activity Date | Activity Time | Activity Comments |
|---------------|---------------|--|
| 08/10/2009 | 14:24 | CUST STATES THE TRANS SHIFTS HARD . SPOKE WITH JAMES R. AND ORDERED A MECH UNIT . SPOKE WITH JAMIE (MY QTM) AND WANTS ME TO CHECK THE CONDITION OF THE CLUTCH PACKS AND TEMP SENDER . |
| 08/10/2009 | 14:24 | ISSUE OPENED BY DEALERSHIP |
| 08/11/2009 | 15:16 | ADVISE TECH THOSE ARE MVB 34 AND 64 , ADVISE TECH TO INSTALL ORDERED PARTS. INFO ONLY CALL AT THIS TIME. |
| 08/11/2009 | 15:16 | CUSTOMER COMMENTS: CUST STATES THE TRANS SHIFTS HARD . SPOKE WITH JAMES R. AND ORDERED A MECH UNIT . SPOKE WITH JAMIE (MY QTM) AND WANTS ME TO CHECK THE CONDITION OF THE CLUTCH PACKS AND TEMP SENDER . |
| 08/11/2009 | 15:45 | CHECKED MVB 34 FIELD 1-1214/2-0/3-528/4-0 , MVB 64 FIELD 1-0/2-0 . |
| 08/11/2009 | 15:51 | TECH STILL HAS NOT INSTALLED THE MECH UNIT. PLEASE REPLACE THE MECH UNIT. |
| 08/11/2009 | 15:57 | THE MECH UNIT IS ON ORDER THANKS . |
| 08/12/2009 | 17:50 | ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED |
| 08/12/2009 | 17:50 | ISSUE UPDATED |

Consultant's Closing Comments

: THE MECH UNIT IS ON ORDER THANKS .

| VW File Number | Model | Model Year | VIN | Vehicle Mileage | TREAD Part ID | Open Date | Sale Order Country |
|----------------|-------|------------|------------------------|-----------------|---------------|------------|--------------------|
| 490510 | JETTA | 2009 | 3VWRL71K99M [REDACTED] | 2018 | 3885 | 08/10/2009 | USA |

Workshop Finding

ROAD TESTED CAR APPROX 30 MILES, NO FAULTS. CANNOT DUPLICATE

| Activity Date | Activity Time | Activity Comments |
|---------------|---------------|---|
| 08/10/2009 | 15:06 | CUST STATES TRANS WILL DROP OUT OF GEAR AT TIMES AND REV HI, NOTICED GEAR INDICATOR ON "P" ONCE IT HAPPENED. ROAD TESTED CAR APPROX 30 MILES, NO FAULTS. CANNOT DUPLICATE |
| 08/10/2009 | 15:06 | ISSUE OPENED BY DEALERSHIP |
| 08/11/2009 | 09:55 | ADVISE TECH TO GET READINGS FROM MVB 54 AND 64 FROM THE TCM |
| 08/11/2009 | 09:55 | CUSTOMER COMMENTS: CUST STATES TRANS WILL DROP OUT OF GEAR AT TIMES AND REV HI, NOTICED GEAR INDICATOR ON "P" ONCE IT HAPPENED. |
| 08/11/2009 | 09:55 | WORKSHOP FINDINGS: ROAD TESTED CAR APPROX 30 MILES, NO FAULTS. CANNOT DUPLICATE |
| 08/11/2009 | 11:03 | VALUE BLOCK 54 = J38Q0138 VALUE BLOCK 64 = DISPLAY FIELD 1, 28 DISPLAY FIELD 2, 54 |
| 08/11/2009 | 11:09 | ADVISE TECH TO REPLACE G509 / 182 , MECHATRONIC BOLTS, AND PERFORM BASIC SETTINGS. |
| 08/17/2009 | 12:52 | P2 SPOKE TO MARRY ANN IN SERVICE AND PARTS ARRIVED TODAY. WILL HAVE COMPLETE THIS AFTERNOON. |
| 08/18/2009 | 09:43 | COMPLETED AND FIXED |
| 08/18/2009 | 14:17 | ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED |
| 08/18/2009 | 14:17 | ISSUE UPDATED |

Consultant's Closing Comments

MECHATRONIC BOLTS, AND PERFORM BASIC SETTINGS.

| VW File Number | Model | Model Year | VIN | Vehicle Mileage | TREAD Part ID | Open Date | Sale Order Country |
|----------------|-------|------------|------------------------|-----------------|---------------|------------|--------------------|
| 490520 | EOS | 2008 | WVWFA71FX8V [REDACTED] | 7220 | 3885 | 08/10/2009 | USA |

Workshop Finding

n/a

| Activity Date | Activity Time | Activity Comments |
|---------------|---------------|--|
| 08/10/2009 | 15:11 | CUSTOMER STATES IN BUMPER TO BUMPER TRAFFIC CAR JERKS & SURGES. ALSO HAPPENS IN REVERSE. NO FAULTS IN GFF-MVB54-H39G0686/ MVB64-O-O |
| 08/10/2009 | 15:11 | ISSUE OPENED BY DEALERSHIP |
| 08/10/2009 | 16:07 | CUSTOMER COMMENTS: CUSTOMER STATES IN BUMPER TO BUMPER TRAFFIC CAR JERKS & SURGES. ALSO HAPPENS IN REVERSE. NO FAULTS IN GFF-MVB54-H39G0686/ MVB64-O-O |
| 08/10/2009 | 16:07 | TECH NEEDS TO REPLACE THE MECHATRONICS, BOLTS, FLUID AND FILTER. PERFORM TT 37-09-03. PRINT MVB 41 AND 48 AND ATTACH TO THE VTA. |
| 08/10/2009 | 16:21 | MVB 41-V0697M0302EA-GETRIEBE-DSG-GF7M. MVB48-C14R2 |
| 08/10/2009 | 16:35 | THANKS FOR THE UPDATE. PLEASE ORDER THE MECHATRONICS UNIT |
| 08/11/2009 | 10:00 | PARTS ORDERED WILL REOPEN VTA IF NEEDED |
| 08/11/2009 | 11:14 | ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED |
| 08/11/2009 | 11:14 | ISSUE UPDATED |

Consultant's Closing Comments

PARTS ORDERED WILL REOPEN VTA IF NEEDED

| VW File Number | Model | Model Year | VIN | Vehicle Mileage | TREAD Part ID | Open Date | Sale Order Country |
|----------------|-------|------------|------------------------|-----------------|---------------|------------|--------------------|
| 490528 | JETTA | 2008 | 3VWRJ71K88M [REDACTED] | 23039 | 3885 | 08/10/2009 | USA |

Workshop Finding

n/a

| Activity Date | Activity Time | Activity Comments |
|---------------|---------------|--|
| 08/10/2009 | 15:19 | CAR HESITATES GOING INTO FIRST GEAR. ALL GEAR CHANGES ARE SLOPY. DID BASIC SETTINGS ON TRANS. DID NOT IMPROVE. PART NUMBER OF TRANS TCM 02E300050J 1410 |
| 08/10/2009 | 15:19 | ISSUE OPENED BY DEALERSHIP |
| 08/10/2009 | 16:05 | CUSTOMER COMMENTS: CAR HESITATES GOING INTO FIRST GEAR. ALL GEAR CHANGES ARE SLOPY. DID BASIC SETTINGS ON TRANS. DID NOT IMPROVE. PART NUMBER OF TRANS TCM 02E300050J 1410 |
| 08/10/2009 | 16:05 | PLEASE GET MVB 54 OUT OF THE TCM. |
| 08/10/2009 | 16:13 | J12C0208 |
| 08/10/2009 | 16:15 | PLEASE GET PRINTS OF MVB'S 41, 48, AND 99-100. |
| 08/10/2009 | 16:16 | PLEASE REPLACE THE MECHATRONIC UNIT. |
| 08/11/2009 | 14:22 | PART RED ORDEREED. THE WAIT STARTS NOW |
| 08/11/2009 | 15:13 | THANKS FOR THE UPDATE. |
| 08/13/2009 | 21:27 | PART ON INTERGALACTIC BACK ORDER. PART NOT ON PLANET. SENDING TO MARS FOR REPLACEMENT PART. :-) |
| 08/14/2009 | 17:45 | THANKS FOR THE UPDATE. |
| 08/17/2009 | 16:45 | P2 PAT STATED PARTS ARE ON ORDERED |
| 08/22/2009 | 13:41 | PARTS HAVE NOT ARRIVED YET. STILL WAITING. |
| 08/24/2009 | 16:48 | THANKS FOR THE UPDATE. |
| 08/31/2009 | 10:49 | CAR HAS BEEN REPAIRED. CAR GONE THANKS |
| 08/31/2009 | 10:50 | PLEASE CLOSE |
| 08/31/2009 | 15:38 | ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED |
| 08/31/2009 | 15:38 | ISSUE UPDATED |

Consultant's Closing Comments

PLEASE REPLACE THE MECHATRONIC UNIT.

| VW File Number | Model | Model Year | VIN | Vehicle Mileage | TREAD Part ID | Open Date | Sale Order Country |
|----------------|--------|------------|------------------------|-----------------|---------------|------------|--------------------|
| 490562 | RABBIT | 2008 | WVWKC71K38W [REDACTED] | 17606 | 3885 | 08/10/2009 | USA |

Workshop Finding

TECH CANNOT DUPLACATE THE CONCERN.

| Activity Date | Activity Time | Activity Comments |
|---------------|---------------|--|
| 08/10/2009 | 15:53 | ISSUE OPENED BY DEALERSHIP |
| 08/10/2009 | 15:53 | VECHILE JERKS ON ACCELERATION NO DTCS CUSTOMER ALSO STATES PRINDLE WILL BLINK |
| 08/11/2009 | 09:53 | ADVISED THE TECH TO GET MVB 41, 48, 54, 64, 90 - 100, AND CHECK TRANS FLUID LEVEL AND CONDITION. |
| 08/11/2009 | 09:53 | CUSTOMER COMMENTS: VEHICLE JERKS ON ACCELERATION NO DTCS CUSTOMER ALSO STATES PRINDLE WILL BLINK |
| 08/11/2009 | 09:53 | WORKSHOP FINDINGS: TECH CANNOT DUPLACATE THE CONCERN. |
| 08/11/2009 | 10:07 | MVB 54 = H20C0082 MVB64 = 0/0 ADVISE TECH TO REPLACE MECHATRONICS, FLUID FILTER AND BOLTS. PERFORM BASIC SETTINGS. |
| 08/11/2009 | 10:09 | ORDERED MECHATRONICS UNIT |
| 08/11/2009 | 18:17 | ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED |
| 08/11/2009 | 18:17 | ISSUE UPDATED |

Consultant's Closing Comments

JEREMI MARSH: 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 |
|----------------|-------|------------|------------------------|-----------------|---------------|------------|--------------------|
| 490579 | EOS | 2008 | WVWBA71F58V [REDACTED] | 12486 | 3885 | 08/10/2009 | USA |

Workshop Finding

RAN GFF NO DTCS AND CHECKED TECH SOLUTIONS NOTHING FOUND AT THIS TIME.

| Activity Date | Activity Time | Activity Comments |
|---------------|---------------|---|
| 08/10/2009 | 16:10 | CUSTOMER STATES VEHICLE SHIFTS HARD WHEN PULLING OUT FROM A STOP SIGN. MOST NOTICEABLE AFTER VEHICLE IS HOT, WHEN STEPPING OFF THE BRAKE AND BEFORE PRESSING GAS IT SHIFTS VERY HARD, BANGS INTO GEAR. RAN GFF NO DTCS AND CHECKED TECH SOLUTIONS NOTHING FOUND AT THIS TIME. |
| 08/10/2009 | 16:10 | ISSUE OPENED BY DEALERSHIP |
| 08/10/2009 | 16:23 | ADVISED TECH TO ATTACH SCREEN SHOTS OF MVBS 41, 48 AND 54 IN TCM TO VTA THEN REPLACE THE MECH UNIT, BOLTS, FILTER AND FLUID THEN PERFORM BASIC SETTINGS PER TT 37-09-03, CLOSE OUT VTA WHEN COMPLETED. MVB 54 H43 |
| 08/10/2009 | 16:23 | CUSTOMER COMMENTS: CUSTOMER STATES VEHICLE SHIFTS HARD WHEN PULLING OUT FROM A STOP SIGN. MOST NOTICEABLE AFTER VEHICLE IS HOT, WHEN STEPPING OFF THE BRAKE AND BEFORE PRESSING GAS IT SHIFTS VERY HARD, BANGS INTO GEAR. |
| 08/10/2009 | 16:23 | WORKSHOP FINDINGS: RAN GFF NO DTCS AND CHECKED TECH SOLUTIONS NOTHING FOUND AT THIS TIME. |
| 08/11/2009 | 16:20 | CUSTOMER IS TAKING CAR AND RESCHEDULING FOR REPAIRS |
| 08/11/2009 | 18:12 | ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED |
| 08/11/2009 | 18:12 | 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 |
|----------------|-------|------------|------------------------|-----------------|---------------|------------|--------------------|
| 490621 | JETTA | 2008 | 3VWRA71K08M [REDACTED] | 23323 | 3885 | 08/10/2009 | USA |

Workshop Finding

n/a

| Activity Date | Activity Time | Activity Comments |
|---------------|---------------|--|
| 08/10/2009 | 16:56 | CUSTOMER SAYS THERE IS A SHUTTER WHEN STARTING FROM A STOP POSITION,I ALSO GOT IT TO DO THIS WHILE IN A SLOW ROLE,NO DTCS AND LEVEL IS GOOD |
| 08/10/2009 | 16:56 | ISSUE OPENED BY DEALERSHIP |
| 08/11/2009 | 08:21 | CUSTOMER COMMENTS: CUSTOMER SAYS THERE IS A SHUTTER WHEN STARTING FROM A STOP POSITION,I ALSO GOT IT TO DO THIS WHILE IN A SLOW ROLE,NO DTCS AND LEVEL IS GOOD |
| 08/11/2009 | 08:21 | TECH STATES MVB 54 AT J15 AND 64 AT 0/0 IN TCM. ADVISED TECH TO RUN BASIC SETTINGS AS OUTLINED IN TT 37-09-03. PLEASE ATTACH MVBS 41, 48, AND 90 THROUGH 100. REPLACE MECHATRONIC UNIT, FLUID, FILTER, AND BOLTS. PLEASE CLOSE VTA WHEN POSSIBLE. |
| 08/11/2009 | 09:06 | SET BASIC SETTINGS AS IN TT37-09-03,READ MVB 41-V0698J1402EA-GETRIEBE-DSG-MW8J/48-C14R2/90-65535,0,O.O,0/91-0.0.0.0/92-0.0.0.0/93-0.0.0.-60DEGREEC/94-SAME AS 90/95-0.0.0.0/96-0.0.0.0/97-0.0.0.-60DEGC/980/99-0/100-NOT PRESENT,NOE ORDERING MECHATRONICS UNIT,FLUID,FILTER,AND BOLTS |
| 08/11/2009 | 09:07 | THANK YOU |
| 08/11/2009 | 09:10 | ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED |
| 08/11/2009 | 09:10 | 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 |
|----------------|-------|------------|------------------------|-----------------|---------------|------------|--------------------|
| 490633 | EOS | 2008 | WVWBA71FX8V [REDACTED] | 23520 | 3885 | 08/10/2009 | USA |

Workshop Finding

n/a

| Activity Date | Activity Time | Activity Comments |
|---------------|---------------|--|
| 08/10/2009 | 17:13 | CUSTOMER STATES THAT WHEN TAKING OFF FROM A STOP CAR HESITATES AND THEN WILL TAKE OFF HAS LAG IN INGAGEMENT TEST DROVE UNIT FOUND THAT I JUMPED AS I WAS TAKING OFF SCANED UNIT FOUND NO CODES ALSO READAPATED THOTTLE PLATE AND KICK DOWN NO CHANGE |
| 08/10/2009 | 17:13 | ISSUE OPENED BY DEALERSHIP |
| 08/11/2009 | 10:18 | CUSTOMER COMMENTS: CUSTOMER STATES THAT WHEN TAKING OFF FROM A STOP CAR HESITATES AND THEN WILL TAKE OFF HAS LAG IN INGAGEMENT TEST DROVE UNIT FOUND THAT I JUMPED AS I WAS TAKING OFF SCANED UNIT FOUND NO CODES ALSO READAPATED THOTTLE PLATE AND KICK DOWN NO CHANGE |
| 08/11/2009 | 10:18 | PLEASE UPDATE MVB 41, 48, 54 AND 90 THRU 100 INTO THE VTA TICKET VIA SCREEN SHOTS. IT IS VERY IMPORTANT THAT YOU UPDATE WITH SCREEN SHOTS DUE TO THE NATURE OF THE MVB'S CONTAINING ODD SYMBOLS AND CHARACTERS. AFTER THE MVB'S ARE UPDATED, PLEASE REPLACE THE MECHATRONICS UNIT, FLUID, FILTER, AND BOLTS. PLEASE BE SURE TO SET THE BASIC SETTINGS THROUGH VSD AFTER THE MECHATRONICS UNIT IS REPLACED USING TECH TIP 37-09-03. |
| 08/17/2009 | 09:45 | SPOKE WITH RICH IN SERVICE. WAITING ON PART. P1 |
| 08/19/2009 | 09:17 | MECHATRONIC UNIT ON BACK ORDER. PUT CUSTOMER BACK IN VEHICLE UNTIL PART ARRIVES. WILL REOPEN CASE IF NEEDED |
| 08/19/2009 | 12:12 | ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED |
| 08/19/2009 | 12:12 | ISSUE UPDATED |

Consultant's Closing Comments

MECHATRONIC UNIT ON BACK ORDER. PUT CUSTOMER BACK IN VEHICLE UNTIL PART ARRIVES. WILL REOPEN CASE IF NEEDED

| VW File Number | Model | Model Year | VIN | Vehicle Mileage | TREAD Part ID | Open Date | Sale Order Country |
|----------------|-------|------------|------------------------|-----------------|---------------|------------|--------------------|
| 490662 | EOS | 2008 | WVWBA71F98V [REDACTED] | 46497 | 3885 | 08/10/2009 | USA |

Workshop Finding

NO FAULTS, FLUID LEVEL AND CONDITION OK. JUST STARTED HAPPENING

| Activity Date | Activity Time | Activity Comments |
|---------------|---------------|--|
| 08/10/2009 | 18:03 | ISSUE OPENED BY DEALERSHIP |
| 08/10/2009 | 18:03 | USTOMER STATES THAT THERE IS A SURGIN/CLUNKING FEELING FROM THE TRANS. IN FIRST GEAR WHEN TAKING OFF AT LIGHT THROTTLE. VERIFY COMPLAINT, ALSO WHEN GOING UPHILL TRANS CLUNKS (HARSH SHIFTS) INTO GEAR AT OPERATING TEMPERATURE (SPORADICLY). RAN GFF AND NO FAULTS, NO RELATED TSBS FOUND FOR THIS PARTICULAR COMPLAINT. CHECK ATF LEVEL AND CODITION AND OK. PLEASE ADVICE. |
| 08/10/2009 | 19:25 | CUSTOMER COMMENTS: USTOMER STATES THAT THERE IS A SURGIN/CLUNKING FEELING FROM THE TRANS. IN FIRST GEAR WHEN TAKING OFF AT LIGHT THROTTLE. VERIFY COMPLAINT, ALSO WHEN GOING UPHILL TRANS CLUNKS (HARSH SHIFTS) INTO GEAR AT OPERATING TEMPERATURE (SPORADICLY). RAN GFF AND NO FAULTS, NO RELATED TSBS FOUND FOR THIS PARTICULAR COMPLAINT. CHECK ATF LEVEL AND CODITION AND OK. PLEASE ADVICE. |
| 08/10/2009 | 19:25 | SET BASIC SETTINGS PER TT 37-09-03. GET MVB 54/64 FROM THE TCM. UPDATE THE VTA WITH RESULTS AND CALL BACK |
| 08/10/2009 | 19:25 | WORKSHOP FINDINGS: NO FAULTS, FLUID LEVEL AND CONDITION OK. JUST STARTED HAPPENING |
| 08/11/2009 | 12:16 | ATTACHED MVB RESULTS BLOCKS 54, 64, AND BASIC SETTINGS RESULTS. AFTER BASIC SETTINGS I TEST DROVE THE VEHICLE AND THE ACCELERATION PULSATION SENSATION IS STILL PRESENT. ALSO WHEN THE TRANS DOWNSHIFTS ITSELF WHILE COMING TO A STOP IT MAKES LOUDER THAN NORMAL CLICKING SOUNDS. |
| 08/11/2009 | 12:21 | TECH STATED FLUID IS FULL AND NO DAMAGE OR DEBRIS IS NOTED. I ADVISED THE TECH TO REPLACE THE MECHATRONICS, FILTER BOLTS AND FLUID. SET BASIC SETTINGS AND ROAD TEST AFTER INSTALALTION |
| 08/12/2009 | 11:11 | MACHATRONICS UNIT IS ON ORDER.WILL UPDATE AS SOON AS REPAIR IS COMPLETED. THANK YOU. |
| 08/12/2009 | 12:20 | ISSUE SENT TO DEALERSHIP |
| 08/24/2009 | 11:22 | STILL WAITING FOR SOP PARTS (MECHATRONICS, BOLTS ETC.) WILL UPDATE AS SOON AS REPAIRS ARE PERFOME. |
| 08/24/2009 | 11:37 | ISSUE SENT TO DEALERSHIP |
| 08/26/2009 | 19:20 | REPLACED MECHATRONIC UNIT PER WORKSHOP MANUAL, PERFORMED BASIC SETTINGS PER TECH TIP 37-09-03. TEST DROVE VEHICLE AND PERFORMED TO FACTORY SPECS. OK AT THIS TIME. THANK YOU |
| 08/27/2009 | 07:46 | ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED |
| 08/27/2009 | 07:46 | ISSUE UPDATED |

Consultant's Closing Comments

REPLACED MECHATRONIC UNIT PER WORKSHOP MANUAL, PERFORMED BASIC SETTINGS PER TECH TIP 37-09-03. TEST DROVE VEHICLE AND PERFORMED TO FACTORY SPECS. OK AT THIS TIME. THANK YOU

| VW File Number | Model | Model Year | VIN | Vehicle Mileage | TREAD Part ID | Open Date | Sale Order Country |
|----------------|-------|------------|------------------------|-----------------|---------------|------------|--------------------|
| 107430 | A3 | 2007 | WAUNF78PX7A [REDACTED] | 36 | 3885 | 09/01/2006 | USA |

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| Workshop Finding |
| ON PDI STOPPED AT A LIGHT AND ON ACCELERATION THE ENGINE REVVED UP AND DID NOT MOVE FOR A WHILE THEN SLAMED IN TO GEAR AND WENT AT NEXT STOP IT HAPPENED AGAIN. TCM FAULTS P0722 THE FAULT COMES RIGHT BACK IF CLEARED AND DRIVEN. |

| Activity Date | Activity Time | Activity Comments |
|---------------|---------------|---|
| 09/01/2006 | 16:56 | ISSUE OPENED BY DEALERSHIP |
| 09/01/2006 | 17:12 | FAULT 17106 P0722.UPON PERFORMING A PDI A TEST DRIVE "STOPPED AT A RED LIGHT UPON IT TURNING GREEN CAR WOULD NOT ENGAGE INTO GEAR, CAR THEN SLAMMED INTO GEAR AND THEN DROVE NORMAL AFTER A FEW MINUTES, BROUGHT CAR TO A STOP AND AGAIN WOULD NOT ENGAGE RETURNED TO SHOP CONNECTED A 5052 CHECKED FAULTS FOUND OUTPUT SPEED SENSOR CIRCUIT NO SIGNAL SPORADIC, TEST DROVE CAR WHILE RUNNING GFF TEST AND WAS ABLE TO REPEAT THE PROBLEM WHILE GFF WAS RUNNING, G195 SENDER FOR TRANSMISSION STOPPED SENDING AN OUTPUT RPM SIGNAL" PER ELSA FOUND THE G195 IS PART OF THE MECHATRONIC AND NEEDS TO BE REPLACED" TRANNY FLUID LEVEL NORMAL, CAR WILL DRIVE NORMAL FOR AWHILE BEFORE PROBLEM REPEATS. ACCORDING TO MY PARTS DEPARTMENT THE TRANSMISSION FLUID PUMP COVER HAS NO EXISTING PART NUMBER AND CANNOT BE ORDERED (PER ELSA NEEDS TO BE REPLACED IF MECHATRONIC IS REPLACED)(CAN WE REUSE THE OLD ONE??) MY DIAGNOSIS IS A FAULTY OUTPUT SPEED SENSOR (G195) WHICH IS INTEGRATED INTO THE MECHATRONIC AND PER GFF AND CANNOT BE REPLACED SEPERATELY. NEED APPROVAL TO ORDER NEW MECHATRONIC AND OTHER PARTS ASSOCIATED OF REPLACEMENT OF MECHATRONIC, AGAIN NO EXISTING PART NUMBER FOR COVER FOR THE TRANNY FLUID PUMP WHICH IS NEEDED TO ORDER COVER! |
| 09/05/2006 | 13:30 | CUSTOMER COMMENTS: PDI |
| 09/05/2006 | 13:30 | PLEASE ATTACH TCM FAULTS THEN IN DRIVE ENGINE RUNNING MVB 11 AND 12 THEN KEY ON ENGINE OFF IN PARK MVBS 30 THRU 97 AND 104 TO 111. MAKE SURE TO NOT SEND SCREEN SHOTS. PLEASE FAX IN A COMPLETED AUTOMATIC TRANSMISSION REPORT FOR THIS CONCERN. MAKE SURE TO WRITE MY NAME AND THIS TACS CASE CODE ON EVERY PAGE THAT YOU FAX IN. I WILL RESPOND BACK THROUGH THE TACS SYSTEM WITH WHAT OTHER STEPS TO TAKE OR WHAT REPAIR TO MAKE WITH AN AUTHORIZATION NUMBER. IF YOU DO NOT SEE A RESPONSE 24 HOURS AFTER YOU HAVE FAXED YOUR TRANSMISSION REPORT IN CALL IN TO MAKE SURE I RECEIVED THE REPORT. REGARDS, ERIK |
| 09/05/2006 | 13:30 | WORKSHOP FINDINGS: ON PDI STOPPED AT A LIGHT AND ON ACCELERATION THE ENGINE REVVED UP AND DID NOT MOVE FOR A WHILE THEN SLAMED IN TO GEAR AND WENT AT NEXT STOP IT HAPPENED AGAIN. TCM FAULTS P0722 THE FAULT COMES RIGHT BACK IF CLEARED AND DRIVEN. |
| 09/08/2006 | 14:55 | A3 TRANSMISSION MVB 11-12 IN D 30-111 IN P |
| 09/08/2006 | 17:59 | GFF PROCEDURE FOR A3 |
| 09/12/2006 | 13:42 | RED ORDER TO VIN AND REPLACE THE MECHATRONICS UNIT AND RECHECK OPERATION OF TRANSMISSION DSG AUTHORIZATION #00217 |
| 12/06/2006 | 09:49 | INSTALLED NEW MECHATRONICS UNIT SET TRANSMISSION TO PROPER FLUID LEVEL AND RETEST DROVE CAR MULTIPLE TIMES WHICH IS NOW PERFORMING TO SPEC |
| 12/13/2006 | 08:33 | ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED |
| 12/13/2006 | 08:33 | ISSUE UPDATED |

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| Consultant's Closing Comments |
| MECHATRONICS REPLACED |

| VW File Number | Model | Model Year | VIN | Vehicle Mileage | TREAD Part ID | Open Date | Sale Order Country |
|----------------|-------|------------|------------------------|-----------------|---------------|------------|--------------------|
| 111292 | A3 | 2007 | WAUHF78P87A [REDACTED] | 530 | 3885 | 09/19/2006 | USA |

Workshop Finding

TECH STATES FAULT: P1820 PRESSURE CONTROL SOLENOID 2 FOR IDLE TRANSMISSION N216 SHORT CIRCUIT TO B+/OPEN.

| Activity Date | Activity Time | Activity Comments |
|---------------|---------------|--|
| 09/18/2006 | 20:07 | ISSUE OPENED BY DEALERSHIP |
| 09/19/2006 | 11:11 | CUSTOMER COMMENTS: CLIENT REPORTS PRNDS FLASHING |
| 09/19/2006 | 11:11 | ISSUE CLOSED BY CONSULTANT - UNPREPARED |
| 09/19/2006 | 11:11 | ISSUE UPDATED |
| 09/19/2006 | 11:11 | WORKSHOP FINDINGS: TECH STATES FAULT: P1820 PRESSURE CONTROL SOLENOID 2 FOR IDLE TRANSMISSION N216 SHORT CIRCUIT TO B+/OPEN. |

Consultant's Closing Comments

CASE IS INVALID: TECHNICIAN IS NOT PREPARED
TECH ATTACHED NO DIAGNOSIS OR TRANSMISSION WORKSHEET.

| VW File Number | Model | Model Year | VIN | Vehicle Mileage | TREAD Part ID | Open Date | Sale Order Country |
|----------------|-------|------------|------------------------|-----------------|---------------|------------|--------------------|
| 111486 | A3 | 2007 | WAUHF78P87A [REDACTED] | 530 | 3885 | 09/19/2006 | USA |

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| Workshop Finding |
| TCM FAULTS P1820 PRESSURE CONTROL VALVE 2 SHORT CIRCUIT TO B+. IF THE FAULT IS CLEARED THE FAULT COMES RIGHT BACK. |

| Activity Date | Activity Time | Activity Comments |
|---------------|---------------|--|
| 09/19/2006 | 12:14 | ISSUE OPENED BY DEALERSHIP |
| 09/19/2006 | 12:27 | CUSTOMER COMMENTS: PRNDL LIGHTS UP AND STALLED ONCE IN REVERSE. |
| 09/19/2006 | 12:27 | I NEED THE FOLLOWING MVB ATTACHED TO THE CONTACT. FROM THE TCM IN DRIVE ENGINE RUNNING MVB 11 AND 12 THEN KEY ON ENGINE OFF IN PARK MVBS 30 THRU 97 AND 104 TO 111. MAKE SURE TO NOT SEND SCREEN SHOTS USE VEHICLE SELF DIAGNOSIS AND SAVE RESULT FOR EACH MVB THEN AFTER ALL MVBS HAVE BEEN SAVED PRINT SELF DIAGNOSIS LOG TO MEMORY STICK AND ATTACH TO THE CONTACT. THEN CALL BACK FOR A REPAIR AND AUTHORIZATION NUMBER. REGARDS, ERIK |
| 09/19/2006 | 12:27 | WORKSHOP FINDINGS: TCM FAULTS P1820 PRESSURE CONTROL VALVE 2 SHORT CIRCUIT TO B+. IF THE FAULT IS CLEARED THE FAULT COMES RIGHT BACK. |
| 09/19/2006 | 14:48 | ATTACHED MVB |
| 09/19/2006 | 14:55 | RED ORDER A MECHATRONICS UNIT TO VIN AND REPLACE THE MECHATRONICS UNIT. PERFORM DSG BASIC SETTINGS AND RECHECK FOR PROPER OPERATION. DSG AUTHORIZATION #00221 |
| 11/29/2006 | 13:51 | VEHICLE OPERATING OK |
| 11/30/2006 | 13:21 | ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED |
| 11/30/2006 | 13:21 | ISSUE UPDATED |

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|--------------------------------------|
| Consultant's Closing Comments |
| MECHATRONICS UNIT REPLACED |

| VW File Number | Model | Model Year | VIN | Vehicle Mileage | TREAD Part ID | Open Date | Sale Order Country |
|----------------|-------|------------|-----------------------|-----------------|---------------|------------|--------------------|
| 125246 | A3 | 2007 | WAUNF78P67 [REDACTED] | 87 | 3885 | 10/27/2006 | USA |

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| Workshop Finding |
| CONFIRMED CONCERN AND TCM FAULT P1707 002 INTERFERENCE IN MECHATRONIC-UNIT P1707 007 INTERFERENCE IN MECHATRONIC-UNIT P1808 PRESSURE CONTROL SOLENOID 1 SHORT TO B+ PERFORMED DSG BASIC SETTINGS. FAULT RETURNED. .. |

| Activity Date | Activity Time | Activity Comments |
|---------------|---------------|---|
| 10/27/2006 | 13:36 | ISSUE OPENED BY DEALERSHIP |
| 10/27/2006 | 15:41 | CUSTOMER COMMENTS: WHILE DRIVING IN TRANSMISSION DOWNSHIFTS HARD AND THE PRNDL FLASHES AND FEELS LIKE IT GOES IN TO NEUTRAL |
| 10/27/2006 | 15:41 | RED ORDER TO VIN AND REPLACE THE MECHATRONIC UNIT. SET BASIC SETTINGS AND RECHECK FOR PROPER OPERATION. DSG AUTHORIZATION # 245 |
| 10/27/2006 | 15:41 | WORKSHOP FINDINGS: CONFIRMED CONCERN AND TCM FAULT P1707 002 INTERFERENCE IN MECHATRONIC-UNIT P1707 007 INTERFERENCE IN MECHATRONIC-UNIT P1808 PRESSURE CONTROL SOLENOID 1 SHORT TO B+ PERFORMED DSG BASIC SETTINGS. FAULT RETURNED. .. |
| 11/07/2006 | 12:03 | MECHANIC WAS RED ORDERED AND PART WAS ARRIVED ON 11/06/2006 AND WAS INSTALLED IN VEHICLE THE SAME DAY,TRANSMISSION IS OPERATING NORMAL AT THIS TIME. |
| 11/10/2006 | 10:53 | ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED |
| 11/10/2006 | 10:53 | ISSUE UPDATED |

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| Consultant's Closing Comments |
| MECHATRONICS UNIT REPLACED |

| VW File Number | Model | Model Year | VIN | Vehicle Mileage | TREAD Part ID | Open Date | Sale Order Country |
|----------------|-------|------------|------------------------|-----------------|---------------|------------|--------------------|
| 127985 | A3 | 2007 | WAUKD78P17A [REDACTED] | 267 | 3885 | 11/06/2006 | USA |

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| Workshop Finding |
| CONFIRMED CONCERN AFTER USING TIP THE DISPLAY IT REVERTS BACK TO DRIVE DISPLAY. |

| Activity Date | Activity Time | Activity Comments |
|---------------|---------------|---|
| 11/06/2006 | 14:12 | ISSUE OPENED BY DEALERSHIP |
| 11/06/2006 | 14:12 | THERE IS A DELAY IN REVERSE WHEN COLD AND WHEN USING THE PADLE SHIFTER IT WILL REVERT BACK TO NORMAL DRIVING MODE IN 10 SECONDS NOT 30 SECONDS AS IS SUGESTED IN THE MANUAL. |
| 11/06/2006 | 15:54 | COMPARE TO ANOTHER A3 3.2 OF THE SAME YEAR. I THINK THAT IS NORMAL BUT WILL CONTACT PRODUCT SUPPORT TO MAKE SURE. REGARDS, ERIK |
| 11/06/2006 | 15:54 | CUSTOMER COMMENTS: THERE IS A DELAY IN REVERSE WHEN COLD AND WHEN USING THE PADLE SHIFTER IT WILL REVERT BACK TO NORMAL DRIVING MODE IN 10 SECONDS NOT 30 SECONDS AS IS SUGESTED IN THE MANUAL. |
| 11/06/2006 | 15:54 | WORKSHOP FINDINGS: CONFIRMED CONCERN AFTER USING TIP THE DISPLAY IT REVERTS BACK TO DRIVE DISPLAY. |
| 11/07/2006 | 10:05 | ADVISED TECH TO GET THE MVB FROM THE TRANS SHEET , CHECK TO SEE IF IT IS IN R WHEN THE CONCERN HAPPEN . AND CALL BACK. |
| 11/07/2006 | 10:44 | HERE ARE THEMVB'S |
| 11/07/2006 | 10:55 | ADVISED TECH TO REPLACE THE MECHATRONIC DSG 251 |
| 11/17/2006 | 08:03 | REPLACING THE MECATRONICS REPAIRED THIS CAR. |
| 11/21/2006 | 13:04 | ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED |
| 11/21/2006 | 13:04 | ISSUE UPDATED |

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| Consultant's Closing Comments |
| REPLACED MECHATRONICS |

| VW File Number | Model | Model Year | VIN | Vehicle Mileage | TREAD Part ID | Open Date | Sale Order Country |
|----------------|-------|------------|------------------------|-----------------|---------------|------------|--------------------|
| 135765 | A3 | 2007 | WAUKD78P27A [REDACTED] | 144 | 3735 | 11/29/2006 | USA |

Workshop Finding

GFF SHOWS 9 CODES IN 02, MOST RELATED TO LACK OF COMM..WHEN CODES CLEARED , P0563 WILL NOT CLEAR. CODE INDICATES SYS HIGH VOLTAGE. AFTER CYCLING KEY, ALL CODES RETURN; P0563 WILL REMAIN. GEAR IND IN I/C CHANGES FROM ALL FLASH TO JUST ."P" ONLY FLASHING WHEN CODES CLEARED. SYS VOLTAGE OK, ALL FUSES (SB5, SB13, SC10) OK. TECHNICIAN SAYS THAT THE POWER AND GROUND TO THE MECHATRONICS ARE GOOD.

| Activity Date | Activity Time | Activity Comments |
|---------------|---------------|---|
| 11/29/2006 | 16:40 | C/S VEH WILL NOT MOVE IN GEAR. GFF SHOWS 9 CODES IN 02, MOST RELATED TO LACK OF COMM..WHEN CODES CLEARED , P0563 WILL NOT CLEAR. CODE INDICATES SYS HIGH VOLTAGE. AFTER CYCLING KEY, ALL CODES RETURN; P0563 WILL REMAIN. GEAR IND IN I/C CHANGES FROM ALL FLASH TO JUST ."P" ONLY FLASHING WHEN CODES CLEARED. SYS VOLTAGE OK, ALL FUSES (SB5, SB13, SC10) OK. |
| 11/29/2006 | 16:40 | ISSUE OPENED BY DEALERSHIP |
| 11/29/2006 | 18:01 | CUSTOMER COMMENTS: C/S VEH WILL NOT MOVE IN GEAR. |
| 11/29/2006 | 18:01 | PLEASE ATTACH MVB 11,12,30-97,104-111 AND 5. REVIEWED MVB 5 SHOW 0 VOLTS ON DISPLAY FIELDS 3 AND 4. MECHATRONICS HAS 12.2 VOLTS ON BOTH POWERS AND GOOD GROUNDS. VOLTAGE DROPS INCLUDED. VOLTAGE FOR THE SHIFT CONTROL MODULE FUSE IS GOOD AT 13.1 VOLTS WITH ENGINE RUNNING. DTC: P0563 (SYSTEM VOLTAGE HIGH) IS THE ONLY FAULT THAT NOW RETURNS. |
| 11/29/2006 | 18:01 | WORKSHOP FINDINGS: GFF SHOWS 9 CODES IN 02, MOST RELATED TO LACK OF COMM..WHEN CODES CLEARED , P0563 WILL NOT CLEAR. CODE INDICATES SYS HIGH VOLTAGE. AFTER CYCLING KEY, ALL CODES RETURN; P0563 WILL REMAIN. GEAR IND IN I/C CHANGES FROM ALL FLASH TO JUST ."P" ONLY FLASHING WHEN CODES CLEARED. SYS VOLTAGE OK, ALL FUSES (SB5, SB13, SC10) OK. TECHNICIAN SAYS THAT THE POWER AND GROUND TO THE MECHATRONICS ARE GOOD. |
| 11/30/2006 | 08:04 | HERE ARE THE MVB'S YOU NEED. I'LL CALL BACK ABOUT 9:00A YOUR TIME TO REC'VE UPDATE..REGARDS,,DANO |
| 11/30/2006 | 10:56 | MVB 5 SHOWS NO VOLTAGE TO THE TCM. WHEN COMPARED TO ANOTHER CAR THE OTHER CAR HAS BATTERY VOLTAGE IN MVB 5. ADVISED TO UNPLUG THE SHIFTER CONTROL UNIT AND RECHECK MVB 5 FOR VOLTAGE AND CHECK TO SEE IF WE HAVE VOLTAGE IN MVB 5 WITH IT DISCONNECTED AND CALL US BACK WITH THE RESULTS. REGARDS, ERIK |
| 11/30/2006 | 11:39 | PLEASE REPLACE THE MECHATRONICS, ORDER THE PART BY VIN. DSG 00260. |
| 11/30/2006 | 11:41 | ISSUE UPDATED |
| 11/30/2006 | 11:51 | ADVISED TO DISCONNECT J578 SEL LEVER CONT MODULE AND OBSERVE MVB 5 FOR SYS VOLTAGE INDICATION. AFTER J578 OUT, NO VOLTAGE INDICATION OBSERVED. CK AGAINST ANOTHER A3; VOLTAGE INDICATED IN MVB 5 W/KEY ON, ENG RUNNING OR NOT..ADVISED REPLACE TCM/VALVE BODY (MECHATRONIC) UNDER DSG AUTH#00260. |
| 12/01/2006 | 08:11 | VEH RELEASED TO SELLING DEALER FOR DISPOSITION. I AM SIGNING OFF AT THIS TIME..NEXT CONTACT WILL BE W/TECH AT BOARDWALK AUDI IN PLANO, TX. THEY ARE BUYING MECHATRONIC CONT UNIT FROM US WHEN IT ARRIVES HERE ON RED ORDER FROM DE..THANX FOR ALL THE HELP..REGARDS,,DANO |
| 12/07/2006 | 16:38 | MUST CLOSE THIS CONTACT TO OPEN ANOTHER. HAPPY HUNTING TO THE POOR TECH AT BOARDWALK AUDI. IF YOU NEE ANY MORE CORRESPONDENCE FOR THIS, MY CONTACT # IS .817-301-2674. WISH I COULD ADD IT TO0 MY ELSA PROFILE BUT I'M NOT ENABLED..REGARDS,,DANO |
| 04/05/2007 | 19:06 | ISSUE CLOSED BY CONSULTANT - INVALID |
| 04/05/2007 | 19:06 | ISSUE UPDATED |

Consultant's Closing Comments

CASE HAS BEEN DETERMINED INVALID BY CONSULTANT
NO RESOLUTION SUPPLIED.

| VW File Number | Model | Model Year | VIN | Vehicle Mileage | TREAD Part ID | Open Date | Sale Order Country |
|----------------|-------|------------|------------------------|-----------------|---------------|------------|--------------------|
| 150390 | A3 | 2007 | WAUKD78P37A [REDACTED] | 3698 | 3735 | 01/12/2007 | USA |

Workshop Finding

NO FAULTS STORED , TECH STATES THAT HE DUPLICATED THE CONCERN LAST WEEK

| Activity Date | Activity Time | Activity Comments |
|---------------|---------------|---|
| 01/12/2007 | 15:03 | CAR WILL NOT MOVE IN AM UNTIL RPM IS HIGH THEN STARTS TO MOVE THEN SEEMS TO BE OK AFTER THAT |
| 01/12/2007 | 15:03 | ISSUE OPENED BY DEALERSHIP |
| 01/15/2007 | 10:27 | ADVISED TECH TO REPLACE THE MECHATRONIC DSG 283 |
| 01/15/2007 | 10:27 | CUSTOMER COMMENTS: CAR WILL NOT MOVE IN AM UNTIL RPM IS HIGH THEN STARTS TO MOVE THEN SEEMS TO BE OK AFTER THAT |
| 01/15/2007 | 10:27 | WORKSHOP FINDINGS: NO FAULTS STORED , TECH STATES THAT HE DUPLICATED THE CONCERN LAST WEEK |
| 01/22/2007 | 16:02 | PLEASE PERFORM COMPONENT PROTECTION TO RESOLVE THE CONCERN OF THE VEHICLE NOT COMING OUT OF SECOND GEAR. |
| 02/07/2007 | 09:14 | NEEDED TO DO BASIC SETTINGS IN TRANS OK NOW |

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 |
|----------------|-------|------------|------------------------|-----------------|---------------|------------|--------------------|
| 161463 | A3 | 2007 | WAUHF78P77A [REDACTED] | 9599 | 3885 | 02/12/2007 | USA |

Workshop Finding

TECH STATES P0868 (TRANSMISSION PRESSURE ADAPTATION AT LIMIT) AND P1815 (PRESSURE CONTROL SOLENOID 1 SHORT TO B+ INCORRECT SIGNAL) ARE PRESENT.

| Activity Date | Activity Time | Activity Comments |
|---------------|---------------|---|
| 02/12/2007 | 12:32 | CUSTOMER STATES THE TRANSMISSION IS VERY JERKY IN ACCESS IN SECOND GEAR A THUD CAN BE HERD THE PRNDL LITES IN DASH ARE BLINKING...I FOUND NO LITES ON WHILE GETTING THE VEHICLE THIS MORNING I THEN CHECKED FAULTS AND FOUND 2 FAULTS IN THE TRANSMISSION. ON E FOR TRANSMISSION PRESSURE ADAPTION AT LIMIT AND THE OTHER FOR PRESSURE CONTROL SOLENOID 1 SHORT TO B+ INCORREST SIGNAL SPORATIC. I RAN TEST PLAN FOR THE SOLENOID AND IT WAS OK AT THIS TIME. I RAN THE TEST PLAN FOR THE ADAPTION AND IT ADVISED ME THAT THERE IS A UNFIXABLE PART AND TO CONTACT PRODUCT SUPPORT FOR FURTHER DIAGNOSIS AND REPAIR. |
| 02/12/2007 | 12:32 | ISSUE OPENED BY DEALERSHIP |
| 02/12/2007 | 12:49 | CUSTOMER COMMENTS: CUSTOMER STATES THE TRANSMISSION IS VERY JERKY IN ACCESS IN SECOND GEAR A THUD CAN BE HERD THE PRNDL LITES IN DASH ARE BLINKING...I FOUND NO LITES ON WHILE GETTING THE VEHICLE THIS MORNING I THEN CHECKED FAULTS AND FOUND 2 FAULTS IN THE TRANSMISSION. ON E FOR TRANSMISSION PRESSURE ADAPTION AT LIMIT AND THE OTHER FOR PRESSURE CONTROL SOLENOID 1 SHORT TO B+ INCORREST SIGNAL SPORATIC. I RAN TEST PLAN FOR THE SOLENOID AND IT WAS OK AT THIS TIME. I RAN THE TEST PLAN FOR THE ADAPTION AND IT ADVISED ME THAT THERE IS A UNFIXABLE PART AND TO CONTACT PRODUCT SUPPORT FOR FURTHER DIAGNOSIS AND REPAIR. |
| 02/12/2007 | 12:49 | ISSUE UPDATED |
| 02/12/2007 | 12:49 | WORKSHOP FINDINGS: TECH STATES P0868 (TRANSMISSION PRESSURE ADAPTATION AT LIMIT) AND P1815 (PRESSURE CONTROL SOLENOID 1 SHORT TO B+ INCORRECT SIGNAL) ARE PRESENT. |
| 02/12/2007 | 12:52 | ADVISED TECH TO REPLACE MECHATRONICS - AUTHORIZATION # DSG-290. |
| 02/20/2007 | 16:44 | I REPLACED THE MECHATRONICS UNIT AND FILLED THE TRANSMISSION TO SPECIFICAITONS.I THEN CONTINUED SETTING BAISIC SETTINGS AND IT WOULD NOT COMPLEAT THE TEST..WHEN IT SAYS TO DRIVE SHIFITING THE GEARS THROUGH 6 I CANNOT SHIFT PAST 2 GEAR. I COULD NOT FIND ANY OTHER FAULTS THAN THE FAULT FOR THE BAISIC SETTINGS NOT PERFORMED |
| 02/20/2007 | 16:54 | I AM GOING TO E-MAIL YOU A COPY OF THE MANUAL BASIC SETTINGS FOR YOU TO TRY TO E-MAIL ADRESS JMANNING@NEILLO.COM . IF IT WORKS GREAT IF IT DOES NOT CALL US BACK. REGARDS, ERIK |
| 02/20/2007 | 16:58 | JMANNING@NIELLO.COM |
| 02/20/2007 | 17:01 | TECH STATES CORRECT E-MAIL ADDRESS IS JMANNING@NIELLO.COM. INFORMED TECH THAT ERIK IS SENDING TO CORRECT ADDRESS. |
| 03/19/2007 | 14:55 | INSTALLED THE VALVE BODY NO FURTHER MALUFUNCTIONS |
| 03/19/2007 | 17:38 | ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED |
| 03/19/2007 | 17:38 | ISSUE UPDATED |

Consultant's Closing Comments

TECH REPLACED MECHATRONICS.

| VW File Number | Model | Model Year | VIN | Vehicle Mileage | TREAD Part ID | Open Date | Sale Order Country |
|----------------|-------|------------|------------------------|-----------------|---------------|------------|--------------------|
| 162047 | A3 | 2007 | WAUKD78P07A [REDACTED] | 2323 | 3885 | 02/13/2007 | USA |

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| Workshop Finding |
| n/a |

| Activity Date | Activity Time | Activity Comments |
|---------------|---------------|---|
| 02/13/2007 | 12:25 | AFTER DRIVING 10 TO 15 MINUTES CAR HAS EXTREMELY HARSH DOWNSHIFT? INTO FIRST? FEELS LIKE CAR JUST GOT REAR ENDED WHEN SLOWING TO A STOP. ALSO, ONCE SYMPTOM APPEARS, CAR SURGES, HESITATES WHEN ACCELERATING FRO A STOP. |
| 02/13/2007 | 12:25 | ISSUE OPENED BY DEALERSHIP |
| 02/13/2007 | 16:31 | ADVISED TECH TO REPLACE THE MECHATRONIC DSG 295 |
| 02/13/2007 | 16:31 | CUSTOMER COMMENTS: AFTER DRIVING 10 TO 15 MINUTES CAR HAS EXTREMELY HARSH DOWNSHIFT? INTO FIRST? FEELS LIKE CAR JUST GOT REAR ENDED WHEN SLOWING TO A STOP. ALSO, ONCE SYMPTOM APPEARS, CAR SURGES, HESITATES WHEN ACCELERATING FRO A STOP. |
| 02/21/2007 | 18:56 | TECH STATES CAR IS NOW FUNCTIONING CORRECT. ADVISED TECH TO CLOSE CONTACT STATING WHAT REPAIR WAS. |
| 02/21/2007 | 18:57 | REPLACED MECHATRONIC GIZMO, REFILLED DSG, SET BASIC SETTINGS, ROAD TESTED 30 MILES, OK NOW. |

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| 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 |
|----------------|-------|------------|------------------------|-----------------|---------------|------------|--------------------|
| 168935 | A3 | 2007 | WAUKD78P37A [REDACTED] | 8251 | 3885 | 03/02/2007 | USA |

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| Workshop Finding |
| TECH STATES THERE IS A HARSH 2-1 SHIFT AND NO DTCS. |

| Activity Date | Activity Time | Activity Comments |
|---------------|---------------|---|
| 03/02/2007 | 12:14 | ISSUE OPENED BY DEALERSHIP |
| 03/02/2007 | 12:14 | WHEN CAR IS DOWN SHIFTING FROM 2 TO FIRST THERE IS A HARD CLUNKING. VERIFIED CONCERN. FOUND IT HAPENS MORE WHEN GOING SLIGHTLY UP HILL OR SLIGHTLY DOWN HILL AS OPOSED TO A FLAT ROAD. NO FAULTS PRESENT. FLUID IS FULL AND IN GOOD CONDITION. |
| 03/02/2007 | 12:34 | ADVISED TECH TO READAPT TRANS THRU GFF AND RECHECK. |
| 03/02/2007 | 12:34 | CUSTOMER COMMENTS: WHEN CAR IS DOWN SHIFTING FROM 2 TO FIRST THERE IS A HARD CLUNKING. VERIFIED CONCERN. FOUND IT HAPENS MORE WHEN GOING SLIGHTLY UP HILL OR SLIGHTLY DOWN HILL AS OPOSED TO A FLAT ROAD. NO FAULTS PRESENT. FLUID IS FULL AND IN GOOD CONDITION. |
| 03/02/2007 | 12:34 | WORKSHOP FINDINGS: TECH STATES THERE IS A HARSH 2-1 SHIFT AND NO DTCS. |
| 03/02/2007 | 13:36 | FOUND THAT THE CONCERN IS STILL PRESENT AFTER READAPTING. |
| 03/02/2007 | 13:53 | ADVISED TECH TO REPLACE MECHATRONICS ? AUTHORIZATION #DSG-303. |
| 03/20/2007 | 18:04 | INSTALLED NEW MECATRONIS UNIT AND PREFOMED ADAPTIONS. FOUND CAR RUNNING TO DESIGN.. |
| 03/21/2007 | 12:48 | ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED |
| 03/21/2007 | 12:48 | ISSUE UPDATED |

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| Consultant's Closing Comments |
| TECH REPLACED MECHATRONICS. |

| VW File Number | Model | Model Year | VIN | Vehicle Mileage | TREAD Part ID | Open Date | Sale Order Country |
|----------------|-------|------------|------------------------|-----------------|---------------|------------|--------------------|
| 176133 | A3 | 2007 | WAUHF78P77A [REDACTED] | 12085 | 3735 | 03/21/2007 | USA |

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| Workshop Finding |
| n/a |

| Activity Date | Activity Time | Activity Comments |
|---------------|---------------|---|
| 03/21/2007 | 17:11 | ISSUE OPENED BY DEALERSHIP |
| 03/21/2007 | 17:11 | VERIFIED CUSTOMER COMPLAINT-DELAYED REVERSE-HARSH DRIVE ENGAGEMENT-CHECK ENG LIGHT ON-CAUSED BY TRANS FAULTS-P0868 TRANS FLUID PRESSURE LOW- GFF INDICATES FLUID LOW OR MECHATRONICS FAULTY-NEED AUTHORIZATION TO REPLACE MECHATRONICS |
| 03/21/2007 | 17:22 | CUSTOMER COMMENTS: VERIFIED CUSTOMER COMPLAINT-DELAYED REVERSE-HARSH DRIVE ENGAGEMENT-CHECK ENG LIGHT ON-CAUSED BY TRANS FAULTS-P0868 TRANS FLUID PRESSURE LOW- GFF INDICATES FLUID LOW OR MECHATRONICS FAULTY-NEED AUTHORIZATION TO REPLACE MECHATRONICS |
| 03/21/2007 | 17:22 | I NEED THE FOLLOWING MVB ATTACHED TO THE CONTACT. FROM THE TCM IN DRIVE ENGINE RUNNING MVB 11 AND 12 THEN KEY ON ENGINE OFF IN PARK MVBS 30 THRU 97 AND 104 TO 111. MAKE SURE TO NOT SEND SCREEN SHOTS USE VEHICLE SELF DIAGNOSIS AND SAVE RESULT FOR EACH MVB THEN AFTER ALL MVBS HAVE BEEN SAVED PRINT SELF DIAGNOSIS LOG TO MEMORY STICK AND ATTACH TO THE CONTACT. ATTACH THE FAULT AS WELL AND CALL US BACK. REGARDS, ERIK |
| 03/21/2007 | 17:46 | HERES THE REQUESTED DATA. THANKS |
| 03/21/2007 | 17:56 | RED ORDER TO VIN AND REPLACE THE MECHATRONICS UNIT AND PERFORM THE DSG BASIC SETTINGS AND RECHECK FOR PROPER OPERATION. DSG AUTHORIZATION #313 REGARDS, ERIK |
| 03/26/2007 | 18:23 | PLEASE ATTACH A GFF LOG. |
| 04/19/2007 | 19:16 | SPECIAL ORDERED MECHATRONICS UNIT WAS INSTALLED-NEW ISSUES CREATED AND EXISTING .PROBLEMS STILL OCCURRED-ANOTHER CONTACT W/TAC MADE AND COMPLETE TRANS WAS AUTHORIZED-TRANS WAS REPLACED AND ISSUE RESOLVED. |
| 04/23/2007 | 16:39 | ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED |
| 04/23/2007 | 16:39 | ISSUE UPDATED |

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| Consultant's Closing Comments |
| TRANSMISSION REPLACED |

| VW File Number | Model | Model Year | VIN | Vehicle Mileage | TREAD Part ID | Open Date | Sale Order Country |
|----------------|-------|------------|------------------------|-----------------|---------------|------------|--------------------|
| 177400 | A3 | 2007 | WAUKD78P57A [REDACTED] | 65 | 3885 | 03/26/2007 | USA |

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| Workshop Finding |
| P1815 PRESSURE CONTROL SOLENOID 1 SHORT TO B+ INCORRECT SIGNAL SPORADIC, FLUID LEVEL AND CONDITION OK.. |

| Activity Date | Activity Time | Activity Comments |
|---------------|---------------|--|
| 03/26/2007 | 12:09 | C/S CAR HAS NO REVERSE, VERIFIED NO REVERSE - 1ST AND OTHER GEARS ALSO NOT WORKING CORRECTLY - SLIPS GOING FORWARD - WILL NOT MOVE AT ALL IN REVERSE. CARRIED OUT G.F.F. AND TEST PLAN - FAULT NOT PRESENT FIRST TIME - TOLD IF FAULT COMES BACK TO REPLACE TRANS., WHEN REVERSING FAULT OCCURED AGAIN - TEST PROCEEDURE SAID TO REPLACED MECHANTRONIC CONTROL UNIT, UNABLE TO FIND ANY TECH SOLUTIONS ETC FOR THIS FAULT - GOING TO REPLACE MECHANTRONIC UNIT FIRST UNLESS YOU WISH ME TO DO SOMETHING ELSE. |
| 03/26/2007 | 12:09 | ISSUE OPENED BY DEALERSHIP |
| 03/26/2007 | 12:31 | CUSTOMER COMMENTS: C/S CAR HAS NO REVERSE, VERIFIED NO REVERSE - 1ST AND OTHER GEARS ALSO NOT WORKING CORRECTLY - SLIPS GOING FORWARD - WILL NOT MOVE AT ALL IN REVERSE. CARRIED OUT G.F.F. AND TEST PLAN - FAULT NOT PRESENT FIRST TIME - TOLD IF FAULT COMES BACK TO REPLACE TRANS., WHEN REVERSING FAULT OCCURED AGAIN - TEST PROCEEDURE SAID TO REPLACED MECHANTRONIC CONTROL UNIT, UNABLE TO FIND ANY TECH SOLUTIONS ETC FOR THIS FAULT - GOING TO REPLACE MECHANTRONIC UNIT FIRST UNLESS YOU WISH ME TO DO SOMETHING ELSE. |
| 03/26/2007 | 12:31 | RED ORDER TO VIN AND REPLACE THE MECHATRONICS UNIT AND RECHECK FOR THE CONCERN. DSG AUTHORIZATION # 317 REGARDS, ERIK |
| 03/26/2007 | 12:31 | WORKSHOP FINDINGS: P1815 PRESSURE CONTROL SOLENOID 1 SHORT TO B+ INCORRECT SIGNAL SPORADIC, FLUID LEVEL AND CONDITION OK.. |
| 04/05/2007 | 15:54 | ERIK, FITTED MAECHANTRONIC CINTROL UNIT WHEN IT ARRIVED, SET OIL LEVEL, CHECKED CODING, CARRIED OUT BASIC SETTING STATIONARY, DRIVE CAR TO SET BASIC SETTINGS ON ROAD - CAR WENT FOR A SHORT TIME THEN LOOSES ALL DRIVE IN ANY GEARS - TRIED IT 3 - 4 TIMES, HAS FAULT 1208 DATA RECORDS IN CONTROL UNIT ALTERED WHICH RESETS THEN COMES BACK AGAIN - AFTER ROAD TEST AND LOSING DRIVE CODES 19143 4 AND 19143 5 IMPLAUSIBLE TRANSMISSION SHIFT SEQUENCE SPORADIC STORED - 1208 SAYS SOFTWARE LEVEL NOT CORRECT FOR ENGINE?????.HAVE NO IDEA WHAT TO DO NOW, STEVE |
| 04/05/2007 | 16:14 | THE ORIGINAL MECHATRONICS UNIT SOFTWARE LEVEL IS C11 AND THE NEW ONE THAT ARRIVED IS C09. ADVISED TO RED ORDER TO VIN A MECHATRONICS UNIT AND REPLACE IT. FIND OUT IF THE LAST ONE WAS ORDERED CORRECTLY AND IF IT WAS THIS THE FIRST ONE IS A PARTS WARRANTY. REGARDS, ERIK |
| 04/16/2007 | 09:31 | ERIK, OTHER MECHANTRONIC UNIT ARRIVED, FITTED, SET OIL LEVEL AND CARRIED OUT FULL ADAPTATION (NOT TOO EASY IN MORNING DENVER TRAFFIC) CHECKED OUT OK - THANKS FOR YOUR HELP, STEVE PLATT. |
| 04/23/2007 | 08:18 | ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED |
| 04/23/2007 | 08:18 | ISSUE UPDATED |

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| Consultant's Closing Comments |
| MECHATRONIC UNIT REPLACED |

| VW File Number | Model | Model Year | VIN | Vehicle Mileage | TREAD Part ID | Open Date | Sale Order Country |
|----------------|-------|------------|------------------------|-----------------|---------------|------------|--------------------|
| 179269 | A3 | 2007 | WAUHF78P77A [REDACTED] | 12085 | 3735 | 03/29/2007 | USA |

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| Workshop Finding |
| DTC: P2711 (UNEXPECTED GEAR DISENGAGEMENT). THE TECHNICIAN CANNOT PERFORM BASIC SETTINGS. |

| Activity Date | Activity Time | Activity Comments |
|---------------|---------------|--|
| 03/29/2007 | 14:30 | CONTINUING CONCERN FROM A PREVIOUS TECH, ACCESS CODE FOR THAT CONTACT WAS 176133. INSTALLED MECHATRONICS UNIT, CODED BUT CANNOT PERFORM BASIC SETTINGS, COMES UP WITH COMMUNICATION FAULT AND EACH TIME THE VEHICLE IS STARTED A P2711 CODE IS SET FOR UNEXPECTED GEAR DISENGAGEMENT. |
| 03/29/2007 | 14:30 | ISSUE OPENED BY DEALERSHIP |
| 03/29/2007 | 14:48 | CUSTOMER COMMENTS: CONTINUING CONCERN FROM A PREVIOUS TECH, ACCESS CODE FOR THAT CONTACT WAS 176133. INSTALLED MECHATRONICS UNIT, CODED BUT CANNOT PERFORM BASIC SETTINGS, COMES UP WITH COMMUNICATION FAULT AND EACH TIME THE VEHICLE IS STARTED A P2711 CODE IS SET FOR UNEXPECTED GEAR DISENGAGEMENT. |
| 03/29/2007 | 14:48 | PLEASE PERFORM BASIC SETTINGS AS PER FAX TO 916-483-1554. |
| 03/29/2007 | 14:48 | WORKSHOP FINDINGS: DTC: P2711 (UNEXPECTED GEAR DISENGAGEMENT). THE TECHNICIAN CANNOT PERFORM BASIC SETTINGS. |
| 03/29/2007 | 16:13 | TRIED TO PERFORM BASIC SETTINGS PER FAX, SOFTWARE LEVEL WAS C11. WHEN DOING BASIC SETTINGS 67 THE NUMBERS DID NOT CHANGE, CHANNEL 65 SHOWED 0, WHEN TRYING CHANNEL 69 IT SHOWED ALL 0'S AND WOULD NOT STAY IN BASIC SETTINGS. THE FAULT P2711 THAT COMES BACK WHEN DOING A KEY CYCLE NOW SAYS IMPLAUSIBLE TRANSMISSION SHIFT SEQUENCE INSTEAD OF UNEXPECTED MECHANICAL GEAR DISENGAGEMENT. |
| 03/29/2007 | 16:22 | PLEASE REPLACE THE TRANSMISSION. DSG00319. |
| 04/07/2007 | 17:45 | REPLACED TRANSMISSION, TOPPED OFF FLUID LEVEL, SET BASIC SETTINGS, PERFORMED DRIVE ADAPTION. VEHICLE IS NOW DRIVING AS INTENDED. |

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| 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 |
|----------------|-------|------------|------------------------|-----------------|---------------|------------|--------------------|
| 180763 | A3 | 2007 | WAUHF78P67A [REDACTED] | 5490 | 3885 | 04/03/2007 | USA |

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| Workshop Finding |
| NO FAULTS STORED. |

| Activity Date | Activity Time | Activity Comments |
|---------------|---------------|--|
| 04/03/2007 | 12:49 | ISSUE OPENED BY DEALERSHIP |
| 04/03/2007 | 12:49 | TRANSMISSION DISENGAGES AT 30 MPH. ENGINE REVS. NO ACCEL. STOPPED, PUT INTO NUETRAL, BACK INTO DRIVE, WORKS NOW. HAPPENED ONCE. COULD NOT DUPLICATE. |
| 04/03/2007 | 13:14 | CUSTOMER COMMENTS: TRANSMISSION DISENGAGES AT 30 MPH. ENGINE REVS. NO ACCEL. STOPPED, PUT INTO NUETRAL, BACK INTO DRIVE, WORKS NOW. HAPPENED ONCE. COULD NOT DUPLICATE. |
| 04/03/2007 | 13:14 | IF WE CAN NOT DUPLICATE THE CONCERN AND WE HAVE NO FAULTS WE DO NOT HAVE ANYTHING TO GO ON. LETS SET DSG BASIC SETTINGS AND IF IT PASSES TRY TO DUPLICATE AND IF WE CAN NOT DUPLICATE THE CONCERN RELEASE THE CAR. REGARDS, ERIK |
| 04/03/2007 | 13:14 | WORKSHOP FINDINGS: NO FAULTS STORED. |
| 04/13/2007 | 12:54 | SET BASIC SETTING. |
| 04/19/2007 | 14:30 | ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED |
| 04/19/2007 | 14:30 | ISSUE UPDATED |

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| Consultant's Closing Comments |
| BASIC SETTING PERFORMED |

| VW File Number | Model | Model Year | VIN | Vehicle Mileage | TREAD Part ID | Open Date | Sale Order Country |
|----------------|-------|------------|------------------------|-----------------|---------------|------------|--------------------|
| 196947 | A3 | 2007 | WAUKD78P57A [REDACTED] | 128 | 3885 | 05/15/2007 | USA |

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| Workshop Finding |
| DTC: P1707 (INTERFERENCE IN MECHATRONICS UNIT). THE TECHNICIAN HAS VERIFIED THE CONCERN. |

| Activity Date | Activity Time | Activity Comments |
|---------------|---------------|---|
| 05/15/2007 | 19:44 | ISSUE OPENED BY DEALERSHIP |
| 05/15/2007 | 19:44 | TRANSMISSION HAS NO REVERSE,HAS FOWARD GEARS ONLY |
| 05/16/2007 | 17:01 | CUSTOMER COMMENTS: TRANSMISSION HAS NO REVERSE,HAS FOWARD GEARS ONLY |
| 05/16/2007 | 17:01 | PLEASE REPLACE THE MECHATRONICS UNIT. DSG00350. |
| 05/16/2007 | 17:01 | WORKSHOP FINDINGS: DTC: P1707 (INTERFERENCE IN MECHATRONICS UNIT). THE TECHNICIAN HAS VERIFIED THE CONCERN. |
| 06/06/2007 | 16:35 | TEX MEX CONTROL MODULE REPAIRED TRANSMISSION ISSUE THANKS FOR THE HELP |
| 06/12/2007 | 17:01 | ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED |
| 06/12/2007 | 17:01 | ISSUE UPDATED |

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| Consultant's Closing Comments |
| MECHATRONIC UNIT REPLACED |

| VW File Number | Model | Model Year | VIN | Vehicle Mileage | TREAD Part ID | Open Date | Sale Order Country |
|----------------|-------|------------|------------------------|-----------------|---------------|------------|--------------------|
| 211463 | A3 | 2007 | WAUNF78P87A [REDACTED] | 20000 | 3885 | 06/25/2007 | USA |

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| Workshop Finding |
| 17100 P0716 000 INPUT TURBINE/SPEED SENSOR CIRCUIT RANGE/PERFORMANCE SPORADIC, VEHICLE WAS AT AUDI ESCONDIDO AND HAD THE SENSOR REPLACED THERE, TOWED IN, BUT CURRENTLY RUNS FINE. SAME FAULT STORED.. |

| Activity Date | Activity Time | Activity Comments |
|---------------|---------------|---|
| 06/25/2007 | 18:16 | CUSTOMER STATES PRNDL INDICATOR IS BLINKING AND TRANSMISSION DISENGAGED WHILE DRIVING, NO ACCELERATION WHEN PRESSING PEDAL DOWN. TOW IN |
| 06/25/2007 | 18:16 | ISSUE OPENED BY DEALERSHIP |
| 06/25/2007 | 18:21 | CUSTOMER COMMENTS: CUSTOMER STATES PRNDL INDICATOR IS BLINKING AND TRANSMISSION DISENGAGED WHILE DRIVING, NO ACCELERATION WHEN PRESSING PEDAL DOWN. TOW IN |
| 06/25/2007 | 18:21 | RECOMMEND REPLACING THE MECHATRONICS, DSG383 |
| 06/25/2007 | 18:21 | WORKSHOP FINDINGS: 17100 P0716 000 INPUT TURBINE/SPEED SENSOR CIRCUIT RANGE/PERFORMANCE SPORADIC, VEHICLE WAS AT AUDI ESCONDIDO AND HAD THE SENSOR REPLACED THERE, TOWED IN, BUT CURRENTLY RUNS FINE. SAME FAULT STORED.. |
| 07/02/2007 | 15:02 | DSG MECHATRONICS UNIT HAS BEEN REPLACED. TECHNICIAN IS EXPERIENCING DIFFICULTY IN PERFORMING ADAPTATION DRIVE. PLEASE ADVISE |
| 07/02/2007 | 15:25 | FAXED ADAPTION PROCEDURE TO 858-530-1158. |
| 07/02/2007 | 18:51 | PERFORMED ADAPTATION DRIVE- SUCCESSFUL SECOND TIME. ROAD TESTED VEHICLE 25 MILES- TRANSMISSION OPERATING AS DESIGNED. THANK YOU VERY MUCH NOEL, MIKE AND TECHLINE STAFF...JAVIER |
| 07/05/2007 | 10:20 | ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED |
| 07/05/2007 | 10:20 | ISSUE UPDATED |

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| Consultant's Closing Comments |
| MECHATRONICS REPLACED. |

| VW File Number | Model | Model Year | VIN | Vehicle Mileage | TREAD Part ID | Open Date | Sale Order Country |
|----------------|-------|------------|------------------------|-----------------|---------------|------------|--------------------|
| 214908 | TT | 2008 | TRUAF38J181 [REDACTED] | 1998 | 3885 | 07/05/2007 | USA |

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| Workshop Finding |
| GFF ERASED DTC'S CAR WAS DRIVEN 7 MILES AND OPERATING TO SPECS. |

| Activity Date | Activity Time | Activity Comments |
|---------------|---------------|---|
| 07/05/2007 | 16:58 | GEAR DISPLAY FLASHING , VEHICLE HAS NO REVERSE, CUSTOMER STATES VEHICLE WONT GO OVER 30 MPH. |
| 07/05/2007 | 16:58 | ISSUE OPENED BY DEALERSHIP |
| 07/05/2007 | 17:14 | CUSTOMER COMMENTS: GEAR DISPLAY FLASHING , VEHICLE HAS NO REVERSE, CUSTOMER STATES VEHICLE WONT GO OVER 30 MPH. |
| 07/05/2007 | 17:14 | I NEED YOU TO DRIVE CAR OVERNIGHT TO DUPLICATE CONCERN. 480-538-4000 ASK FOR SERVICE TECH MARCUS. |
| 07/05/2007 | 17:14 | WORKSHOP FINDINGS: GFF ERASED DTC'S CAR WAS DRIVEN 7 MILES AND OPERATING TO SPECS. |
| 07/06/2007 | 13:23 | REPLACE MECHATRONIC UNIT AND UPDATE US. |
| 07/22/2007 | 10:44 | REPLACED MECHATRONICS UNIT SET ADAPTION ROADTESTED VEHICLE TO CONFIRM REPAIRS PERFORMED. |
| 07/30/2007 | 09:53 | ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED |
| 07/30/2007 | 09:53 | ISSUE UPDATED |

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| Consultant's Closing Comments |
| REPLACED MECHATRONICS |

| VW File Number | Model | Model Year | VIN | Vehicle Mileage | TREAD Part ID | Open Date | Sale Order Country |
|----------------|-------|------------|------------------------|-----------------|---------------|------------|--------------------|
| 220777 | A3 | 2007 | WAUHF78P87A [REDACTED] | 6037 | 3885 | 07/23/2007 | USA |

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| Workshop Finding |
| SHUDDERS ON LIGHT ACCELARATION FROM A STOP, FLUID LEVEL AND CONDITION OK |

| Activity Date | Activity Time | Activity Comments |
|---------------|---------------|--|
| 07/23/2007 | 13:27 | ISSUE OPENED BY DEALERSHIP |
| 07/23/2007 | 13:27 | ONE OF OUR SERVICE LOANERS. CAR BUCKS UNDER LIGHT ACCEL. NO DTC'S. CURIOUS IF THIS FALLS UNDER THE TECH. BULL. FOR CLUTCH REPLACEMENT OR TCM FLASH? |
| 07/23/2007 | 13:29 | MVB FOR TRANS DIAG SHEET. |
| 07/23/2007 | 13:55 | CUSTOMER COMMENTS: ONE OF OUR SERVICE LOANERS. CAR BUCKS UNDER LIGHT ACCEL. NO DTC'S. CURIOUS IF THIS FALLS UNDER THE TECH. BULL. FOR CLUTCH REPLACEMENT OR TCM FLASH? |
| 07/23/2007 | 13:55 | TRY PERFORMING THE DSG BASIC SETTINGS AND RECHECK FOR THE CONCERN. IF THE CONCERN IS STILL THERE GET BACK IN TOUCH WITH US. REGARDS, ERIK |
| 07/23/2007 | 13:55 | WORKSHOP FINDINGS: SHUDDERS ON LIGHT ACCELARATION FROM A STOP, FLUID LEVEL AND CONDITION OK |
| 09/17/2007 | 14:53 | LEFT DEALER, CLOSED TICKET |
| 01/03/2008 | 08:45 | ISSUE CLOSED BY CONSULTANT - INVALID |
| 01/03/2008 | 08:45 | ISSUE UPDATED |

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| Consultant's Closing Comments |
| CASE HAS BEEN DETERMINED INVALID BY CONSULTANT INVALID ANOTHER TICKET OPENED |

| VW File Number | Model | Model Year | VIN | Vehicle Mileage | TREAD Part ID | Open Date | Sale Order Country |
|----------------|-------|------------|------------------------|-----------------|---------------|------------|--------------------|
| 222561 | TT | 2008 | TRUAF38J081 [REDACTED] | 10175 | 3885 | 07/26/2007 | USA |

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| Workshop Finding |
| CLIENT REPORTS THAT WHEN TRANSMISSION DOWNSHIFTS FROM 2-1 THAT IT FEELS LIKE IT WANTS TO GO BACK TO 2ND. THE 2-1 SHIFT IS A LITTLE GOOFY, CLIENT IS NOT REAL CONCERNED ABOUT IT, HAS BEEN SAME SINCE NEW. NO FAULTS. |

| Activity Date | Activity Time | Activity Comments |
|---------------|---------------|---|
| 07/26/2007 | 17:49 | ISSUE OPENED BY DEALERSHIP |
| 07/26/2007 | 17:49 | POOR SHIFT QUALITY 2/1 |
| 07/26/2007 | 17:57 | CUSTOMER COMMENTS: POOR SHIFT QUALITY 2/1 |
| 07/26/2007 | 17:57 | NO CURRENT ISSUES, MAY WANT TO TRY THE ADAPTATION PROCEDURE FOR TRANSMISSION. |
| 07/26/2007 | 17:57 | WORKSHOP FINDINGS: CLIENT REPORTS THAT WHEN TRANSMISSION DOWNSHIFTS FROM 2-1 THAT IT FEELS LIKE IT WANTS TO GO BACK TO 2ND. THE 2-1 SHIFT IS A LITTLE GOOFY, CLIENT IS NOT REAL CONCERNED ABOUT IT, HAS BEEN SAME SINCE NEW. NO FAULTS. |
| 07/26/2007 | 18:02 | THANKS TED HOFFMAN GLENMORE AUDI |
| 07/27/2007 | 14:46 | ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED |
| 07/27/2007 | 14:46 | ISSUE UPDATED |

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| Consultant's Closing Comments |
| NORMAL |

| VW File Number | Model | Model Year | VIN | Vehicle Mileage | TREAD Part ID | Open Date | Sale Order Country |
|----------------|-------|------------|------------------------|-----------------|---------------|------------|--------------------|
| 223279 | TT | 2008 | TRURD38J781 [REDACTED] | 151 | 3735 | 07/30/2007 | USA |

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| Workshop Finding |
| DTC: P1707, P2711 (INTERFERENCE IN THE MECHATRONICS, UNEXPECTED GEAR DISENGAGEMENT). THE TECHNICIAN HAS VERIFIED THE CONCERN. |

| Activity Date | Activity Time | Activity Comments |
|---------------|---------------|---|
| 07/30/2007 | 13:36 | CUSTOMER STATES WHILE DRIVING RPM REV UP AND TRANS. WAS IN FIRST GEAR AND ENGINE CHECK LIGHT CAME ON AND ALL GEAR INDICATORS STARTED FLASHING. |
| 07/30/2007 | 13:36 | ISSUE OPENED BY DEALERSHIP |
| 07/30/2007 | 13:58 | CUSTOMER COMMENTS: CUSTOMER STATES WHILE DRIVING RPM REV UP AND TRANS. WAS IN FIRST GEAR AND ENGINE CHECK LIGHT CAME ON AND ALL GEAR INDICATORS STARTED FLASHING. |
| 07/30/2007 | 13:58 | PLEASE REPLACE THE MECHATRONICS UNIT. DSG00401. |
| 07/30/2007 | 13:58 | WORKSHOP FINDINGS: DTC: P1707, P2711 (INTERFERENCE IN THE MECHATRONICS, UNEXPECTED GEAR DISENGAGEMENT). THE TECHNICIAN HAS VERIFIED THE CONCERN. |
| 08/10/2007 | 13:43 | REPLACE MECHATRONIC, SET BASUC ADAPTATION AND ROAD TEST OK. |

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| 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 |
|----------------|-------|------------|------------------------|-----------------|---------------|------------|--------------------|
| 227198 | A3 | 2007 | WAUHF78P87A [REDACTED] | 5272 | 3735 | 08/09/2007 | USA |

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| Workshop Finding |
| DTC: P0686 (ADAPTION NOT SET). THE TECHNICIAN IS UNABLE TO ADAPT THE TRANSMISSION. |

| Activity Date | Activity Time | Activity Comments |
|---------------|---------------|--|
| 08/09/2007 | 11:23 | CONCERN " VEHICLOE JERKS AND HEISTATES IN 1ST AND 2ND GEAR" VERIFIED CONCERN, ALSO VEHICLE SHUTTER WHEN DOWNSHIFTING TO A STOP AND BANGS INTO REVERSE FROM PARK. GUIDED FAULT FINDING TEST PLAN WAS RUN. ADAPTATION OF MECHATRONIC UNIT PERFORM. OLD ADAPTATION VALUES ERASED. FOR ADAPTATION OF THE CLUTCHES A ROAD TEST IN TRIPTRONIC MODE IS NECESSARY. WHEN ATTEMPTING ROADTEST, CLUSTER DISPLAY BEGAN FLASHING AND NO DRIVE COULD BE ATTEMPTED, FAULTS FOR N216 SHORT TO B+ AND N215 SHORT TO B+ NOW PRESENT IN SYSTEM AND MIL ON. ADAPTATION WAS ATTEMPTED A FEW MORE TIMES WITH SAME RESULTS. PLEASE ADVISE ON NEXT STEP IN REPAIR. |
| 08/09/2007 | 11:23 | ISSUE OPENED BY DEALERSHIP |
| 08/09/2007 | 13:42 | CUSTOMER COMMENTS: CONCERN " VEHICLOE JERKS AND HEISTATES IN 1ST AND 2ND GEAR" VERIFIED CONCERN, ALSO VEHICLE SHUTTER WHEN DOWNSHIFTING TO A STOP AND BANGS INTO REVERSE FROM PARK. |
| 08/09/2007 | 13:42 | FAXED AN ALTERNATE BASIC SETTINGS PROCEDURE TO 213-222-1261. IF THE CONCERN STILL PERSISTS, THEN ATTACH THE REQUESTED MVB AND FILL OUT THE TRANSMISSION WORKSHEET CORRECTLY. |
| 08/09/2007 | 13:42 | WORKSHOP FINDINGS: DTC: P0686 (ADAPTION NOT SET). THE TECHNICIAN IS UNABLE TO ADAPT THE TRANSMISSION. |
| 08/09/2007 | 18:46 | ATTACHED ARE MVB REQUESTED AND TRANSMISSION SERIAL NUMBER (JPP 15 12 06 14 23 15 1260) |
| 08/10/2007 | 16:20 | RECOMMEND REPLACING THE MECHATRONICS, DSG412 AND REPEAT THE BASIC SETTING PROCEDURE. |
| 08/23/2007 | 11:54 | MECHATRONICS UNIT REPLACED. VEHICILE WAS ADAPTED USING BASIC SETTINGS. VEHICLE ROADTESTED OVER 40 MILES, VEHICLE NO LONGER JERKS WHEN TAKING OFF NOR SHUTTERS WHEN COMING TO A STOP. REPAIR A SUCCESS. |
| 08/23/2007 | 11:57 | TICKET CAN NOW BE CLOSED |

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| 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 |
|----------------|-------|------------|------------------------|-----------------|---------------|------------|--------------------|
| 230007 | A3 | 2007 | WAUKD98PX7A [REDACTED] | 11639 | 3735 | 08/16/2007 | USA |

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| Workshop Finding |
| NO DTCS. THE TECHNICIAN HAS VERIFIED THE CONCERN. FLUID LEVEL/CONDITION ARE GOOD. |

| Activity Date | Activity Time | Activity Comments |
|---------------|---------------|--|
| 08/16/2007 | 15:55 | CUSTOMER STATES TRANSMISSION JERKS WHEN BRAKE PEDAL IS RELEASED AT A STOP AND ONLY ON A INCLINE |
| 08/16/2007 | 15:55 | ISSUE OPENED BY DEALERSHIP |
| 08/16/2007 | 16:10 | CUSTOMER COMMENTS: CUSTOMER STATES TRANSMISSION JERKS WHEN BRAKE PEDAL IS RELEASED AT A STOP AND ONLY ON A INCLINE |
| 08/16/2007 | 16:10 | PLEASE FILL OUT THE TRANSMISSION WORKSHEET CORRECTLY. |
| 08/16/2007 | 16:10 | WORKSHOP FINDINGS: NO DTCS. THE TECHNICIAN HAS VERIFIED THE CONCERN. FLUID LEVEL/CONDITION ARE GOOD. |
| 08/16/2007 | 17:06 | RECOMMEND REPLACING THE MECHATRONICS, PERFORM BASIC SETTING AND COMPONENT PROTECTION ADAPTATION. DSG416. |
| 08/31/2007 | 20:32 | REPLACED MECHATRONICS UNIT, ADAPTED AND TEST DROVE. OPERATING TO MANUFACTURES SPECS |

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| 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 |
|----------------|-------|------------|------------------------|-----------------|---------------|------------|--------------------|
| 240864 | A3 | 2007 | WAUKD78P37A [REDACTED] | 16548 | 3885 | 08/21/2007 | USA |

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| Workshop Finding |
| HAVE NOT BEEN ABLE TO DUPLICATE THE CONCERN. |

| Activity Date | Activity Time | Activity Comments |
|---------------|---------------|--|
| 08/21/2007 | 16:37 | HARD DOWNSHIFT FROM 2ND TO 1ST GEAR WHEN COMING TO A STOP. COULD NOT VERIFY CONCERN. THIS IS THE 3RD TIME IN FOR THIS, WE REPLACED THE MECHATRONICS 8000 MILES AGO, IT FIXED IT FOR A COUPLE OF MONTHS, NOW IT IS DOING IT AGAIN. ATTACHED GFF FILE AND REQUIRED MVB'S FOR DSG TRANS. |
| 08/21/2007 | 16:37 | ISSUE OPENED BY DEALERSHIP |
| 08/21/2007 | 16:47 | CUSTOMER COMMENTS: HARD DOWNSHIFT FROM 2ND TO 1ST GEAR WHEN COMING TO A STOP. COULD NOT VERIFY CONCERN. THIS IS THE 3RD TIME IN FOR THIS, WE REPLACED THE MECHATRONICS 8000 MILES AGO, IT FIXED IT FOR A COUPLE OF MONTHS, NOW IT IS DOING IT AGAIN. ATTACHED GFF FILE AND REQUIRED MVB'S FOR DSG TRANS. |
| 08/21/2007 | 16:47 | SET THE DSG BASIC SETTINGS WITH GFF. HAVE THE CUSTOMER DUPLICATE THE CONCERN IF IT IS STILL THERE. CHECK THE BRAKE LIGHT SWITCH INPUT, FUEL TRIM IN THE ECM AND MAKE SURE THE CUSTOMER DOES NOT BRAKE WITH THEIR LEFT FOOT. REGARDS, ERIK |
| 08/21/2007 | 16:47 | WORKSHOP FINDINGS: HAVE NOT BEEN ABLE TO DUPLICATE THE CONCERN. |
| 08/24/2007 | 11:09 | CLEARED BASIC SETTINGS. FOREMAN DROVE VEHICLE OVERNIGHT. TRANSMISSION OPERATED CORRECTLY. CLIENT PICKED UP CAR. |

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| 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 |
|----------------|-------|------------|------------------------|-----------------|---------------|------------|--------------------|
| 241242 | TT | 2008 | TRUAF38J681 [REDACTED] | 1391 | 3885 | 08/22/2007 | USA |

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| Workshop Finding |
| n/a |

| Activity Date | Activity Time | Activity Comments |
|---------------|---------------|---|
| 08/22/2007 | 13:22 | ISSUE OPENED BY DEALERSHIP |
| 08/22/2007 | 13:22 | THE PRNDS LIGHT IS ON AND FLASHING. CAR WAS HERE BEFORE AND I TALKED TO THE HELP LINE, WE CHECKED THE PINS ON THE TIP SWITCH AND ALL WERE OK, ORDERD A NEW TIP SWITCH. INSTALLED CUST TOOK CAR WAITER, LIGHT CAME BACK ON. |
| 08/22/2007 | 15:21 | HERE ARE THE MVB FOR THE DSG |
| 08/22/2007 | 15:44 | CUSTOMER COMMENTS: THE PRNDS LIGHT IS ON AND FLASHING. CAR WAS HERE BEFORE AND I TALKED TO THE HELP LINE, WE CHECKED THE PINS ON THE TIP SWITCH AND ALL WERE OK, ORDERD A NEW TIP SWITCH. INSTALLED CUST TOOK CAR WAITER, LIGHT CAME BACK ON. |
| 08/22/2007 | 15:44 | REPLACE THE SELECTOR LEVER MECHANISM AND MAKE SURE WE HAVE THE CONCERN REPAIRED BEFORE THE CUSTOMER RECEIVES THE CAR BACK. REGARDS, ERIK |
| 08/28/2007 | 09:43 | CUST TOOK CAR DID NOT WANT US TO DRIVE. |

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| 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 |
|----------------|-------|------------|------------------------|-----------------|---------------|------------|--------------------|
| 243856 | A3 | 2007 | WAUHF78P37A [REDACTED] | 14332 | 3885 | 08/29/2007 | USA |

Workshop Finding

THE CAR ROLLS IN PARK SO FAR IN A NORMAL FASHION FOR A DSG TRANSMISSION. THE DEALY HAS NOT BEEN DUPLICATED YET. FLUID LEVEL AND CONDITION NORMAL.

| Activity Date | Activity Time | Activity Comments |
|---------------|---------------|--|
| 08/29/2007 | 14:49 | CLIENT STATES THAT ON AN INCLINE SHIFTING IN TO PARK CAR ROLLED BACK IN STREER. |
| 08/29/2007 | 14:49 | ISSUE OPENED BY DEALERSHIP |
| 08/29/2007 | 15:22 | CUSTOMER COMMENTS: CLIENT STATES THAT ON AN INCLINE SHIFTING IN TO PARK CAR ROLLED BACK IN STREER. |
| 08/29/2007 | 15:22 | I NEED THE FOLLOWING MVB ATTACHED TO THE CONTACT. FROM THE TCM IN DRIVE ENGINE RUNNING MVB 11 AND 12 THEN KEY ON ENGINE OFF IN PARK MVBS 30 THRU 97 AND 104 TO 111. MAKE SURE TO NOT SEND SCREEN SHOTS USE VEHICLE SELF DIAGNOSIS AND SAVE RESULT FOR EACH MVB THEN AFTER ALL MVBS HAVE BEEN SAVED PRINT SELF DIAGNOSIS LOG TO MEMORY STICK AND ATTACH TO THE CONTACT. I ALSO NEED THE SERIAL NUMBER OFF THE TRANSMISSION CASE ENTERED IN TO THE CONTACT. ADVISED TO KEEP THE CAR OVER NIGHT AND TRY TO DUPLICATE THE DELAY AND TIME THE REAL AMOUNT OF DELAY AND REPORT YOUR RESULTS. IF POSIABLE CHECK TO SEE IF THE CONCERN HAPPENS IN DRIVE AND REVERSE. REGARDS, ERIK |
| 08/29/2007 | 15:22 | WORKSHOP FINDINGS: THE CAR ROLLS IN PARK SO FAR IN A NORMAL FASHION FOR A DSG TRANSMISSION. THE DEALY HAS NOT BEEN DUPLICATED YET. FLUID LEVEL AND CONDITION NORMAL. |
| 08/30/2007 | 15:50 | IT HAS NOT ACTED UP FOR THE TECHNICIAN YET. WE NEED DUPLICATE THE CONCERN TO CONFIRM THERE IS A PROBLEM. REGARDS, ERIK |
| 08/30/2007 | 22:29 | HAVE TALK TO CLIENT ABOUT SHIFT DELAY , MAY HAVE A CLEARER IDEAL OF PROLEM.WHEN BACKING OUT OF PARKING PLACE SHIFTING FRONT REV. TO DRIVE ENGINE REVS .CLEINT LET OFF ACCERATOR THEN TRAND WILL ENGAUGE FORWARD GEAR. THIS WILL HAPPEN ONE TO TWO TIMES A WEEK ENGINE HOT OR COLD . THEN PARK ROLL BACK PROBLEM.IS MORE LIKE 8 IN. THIS IS NORMAL.TRANS #124 07 06 HXW 25 70 06.HEAR ARE THE BLOCK READING FROM 11 AND 12 AND 30 TO 97 AND 104 AND 111.WILL KEEP TRYING TO DULPCAT SHIFTING DELAY IN ENGAUGMENT .IF YON NEED OVE INFO CALL ME ON MY CELL 214 808 4306 |
| 08/31/2007 | 12:49 | SPOKE WITH THE TRANSMISSION EXPERT AND WE NEED TO DUPLICATE THE CONCERN, AT THIS POINT WE THINK CLIENT MAY BE ACCELERATING THEN LETTING OFF THROTTLE. |
| 08/31/2007 | 12:58 | HAD CAR FOR TWO DAY CAN NOT DUPLICAT .RELEASING CAR BACK TO CLIENT |
| 09/10/2007 | 15:15 | PLEASE CLOSE CONTACT |
| 01/07/2008 | 11:05 | ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED |
| 01/07/2008 | 11:05 | ISSUE UPDATED |

Consultant's Closing Comments

NO REPAIR

| VW File Number | Model | Model Year | VIN | Vehicle Mileage | TREAD Part ID | Open Date | Sale Order Country |
|----------------|-------|------------|------------------------|-----------------|---------------|------------|--------------------|
| 245855 | A3 | 2007 | WAUNF78P17A [REDACTED] | 90 | 3735 | 09/05/2007 | USA |

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| Workshop Finding |
| U0101 TRANSMISSION CONTROL MODULE, NO COMMUNICATION, WIRING HAS BEEN CHECKED. . . |

| Activity Date | Activity Time | Activity Comments |
|---------------|---------------|--|
| 09/05/2007 | 18:41 | ISSUE OPENED BY DEALERSHIP |
| 09/05/2007 | 18:41 | VEHICLE NO START ,STUCK IN PARK..NO COM. WITH DSG, ENG CONTROL NO COM WITH DSG..CHECKED POWER/GROND AT DSG CONNECTION OK |
| 09/06/2007 | 11:17 | CUSTOMER COMMENTS: VEHICLE NO START ,STUCK IN PARK..NO COM. WITH DSG, ENG CONTROL NO COM WITH DSG..CHECKED POWER/GROND AT DSG CONNECTION OK |
| 09/06/2007 | 11:17 | DISCONNECT THE SHIFT SELECTOR CONTROL UNIT ELECTRIALLY AND RECONNECT THE TRANSMISSION, RECHECK FOR COMMUNICATION WITH THE TCM AND REPORT YOUR RESULTS. I NEED THE TRANSMISSION DIAGNOSTIC SHEET CORRECTED WITH SERIAL NUMBER ETC. AND IF COMMUNACATION CAN BE RESTORED I NEED THE FOLLOWING MVB ATTACHED TO THE CONTACT. FROM THE TCM IN DRIVE ENGINE RUNNING MVB 11 AND 12 THEN KEY ON ENGINE OFF IN PARK MVBS 30 THRU 97 AND 104 TO 111. MAKE SURE TO NOT SEND SCREEN SHOTS USE VEHICLE SELF DIAGNOSIS AND SAVE RESULT FOR EACH MVB THEN AFTER ALL MVBS HAVE BEEN SAVED PRINT SELF DIAGNOSIS LOG TO MEMORY STICK AND ATTACH TO THE CONTACT AND CALL US BACK. REGARDS, ERIK |
| 09/06/2007 | 11:17 | WORKSHOP FINDINGS: U0101 TRANSMISSION CONTROL MODULE, NO COMMUNICATION, WIRING HAS BEEN CHECKED. . . |
| 09/06/2007 | 12:26 | DISCONNECTED SHIFT CONT MOD, STILL NO COMUNICATION |
| 09/06/2007 | 12:35 | PLEASE REPLY BACK WITH THE TRANSMISSION SERIAL NUMBER. |
| 09/06/2007 | 13:03 | WORKSHEET FILLED OUT BEST AS POSS |
| 09/06/2007 | 13:06 | PLEASE REPLACE THE MECHATRONICS UNIT. DSG00427. |
| 09/07/2007 | 21:17 | MECHATRONICS UNIT & BOLTS & SEAL ORDERED..BUT UNIT ON RED ORDER. CLOSING TICKET FOR NOW..MY DIRECT CONTACT # IF NECC 415 299 0208. |
| 01/07/2008 | 13:33 | ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED |
| 01/07/2008 | 13:33 | ISSUE UPDATED |

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| Consultant's Closing Comments |
| MECHATRONICS UNIT |

| VW File Number | Model | Model Year | VIN | Vehicle Mileage | TREAD Part ID | Open Date | Sale Order Country |
|----------------|-------|------------|------------------------|-----------------|---------------|------------|--------------------|
| 247641 | A3 | 2007 | WAUNF78P47A [REDACTED] | 6386 | 3885 | 09/11/2007 | USA |

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| Workshop Finding |
| n/a |

| Activity Date | Activity Time | Activity Comments |
|---------------|---------------|---|
| 09/11/2007 | 14:05 | ISSUE OPENED BY DEALERSHIP |
| 09/11/2007 | 14:05 | OPENED TICKET FOR THIS VEHICLE PREVIOUSLY-WAS TOLD TO ORDER MECHATRONICS UNIT-FROM GERMANY.TICKET DOESN'T SHOW TO BE OPEN NOW THAT THE PART HAS ARRIVED. |
| 09/11/2007 | 15:00 | CUSTOMER COMMENTS: OPENED TICKET FOR THIS VEHICLE PREVIOUSLY-WAS TOLD TO ORDER MECHATRONICS UNIT-FROM GERMANY.TICKET DOESN'T SHOW TO BE OPEN NOW THAT THE PART HAS ARRIVED. |
| 09/11/2007 | 15:00 | ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED |
| 09/11/2007 | 15:00 | REOPENED OTHER CONTACT |

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| Consultant's Closing Comments |
| INVALID |

| VW File Number | Model | Model Year | VIN | Vehicle Mileage | TREAD Part ID | Open Date | Sale Order Country |
|----------------|-------|------------|------------------------|-----------------|---------------|------------|--------------------|
| 254016 | A3 | 2007 | WAUHF78P87A [REDACTED] | 7485 | 3735 | 10/01/2007 | USA |

| Workshop Finding |
|------------------|
| n/a |

| Activity Date | Activity Time | Activity Comments |
|---------------|---------------|---|
| 10/01/2007 | 11:46 | CUST. STATES UNDER LIGHT ACCEL. CAR SURGES. CAR HAS BEEN IN 3 TIMES PRIOR TO THIS TICKET. FIRST TIME 26 APRIL 07, TRANS HAD NO FAULTS, TECH SAID TRANS PERFORMING TO FACTORY SPECS., I3 UPDATE PERFORMED AT THIS TIME. SECOND TIME 7 MAY 07, TECH STATED RAN GFF, NO FAULTS FOUND RELEVANT TO COMPLAINT. SHIFT ADAPTATIONS SET TOWARDS AGGRESSIVE DRIVING. CHECKED FOR OBSTRUCTIONS IN INTAKE PLUMBING, VACUUM LEAKS. MAF READINGS OK (3.2 G/S). COMPARED TO OTHER NEW A3 2.0, FELT SIMILAR, BUT NOT AS HARSH. NICK GOT CAR ON TIME THREE 13 JULY 07, RAN GFF, SHOWED NO FAULTS ENGINE OR TRANS. CONTACTED TECH LINE (POSSIBLE TAC #220777-NO TAC SHEET BUT WRITTEN ON RO), HE WAS TOLD TO CHECK MVB'S 11,12,30,97,104,111. HE REPORTED BACK THEN WAS TOLD NO UPDATES FROM AUDI AVAILABLE YET, BUT TO PERFORM ADAPTATION DRIVE FOR J743. HE DID BUT NO CHANGE. I WAS GIVEN CAR TO TAKE TO SCHOOL IN CHICAGO END OF JULY TO SEE IF LONG DRIVE WOULD HELP. I FOUND CAR WOULD SHIFT INTO R OR D SMOOTHLY AND TAKE OFF SMOOTHLY FOR 1 MAYBE 2 TIMES AFTER FIRST STARTING. THEN AT EVERY TAKE OFF FROM STOP CAR WOULD BUCK(LIKE SOMEONE BOUNCING A CLUTCH OUT) ONE TO FIVE TIMES. ONCE GOING ALL SHIFTING UP OR DOWN IN DRIVE OR PADDLE SHIFTING WAS PERFECT. WARM TO HOT, EASY OR HARD ACCELERATION CAR WOULD BUCK FROM STOP, FORWARD OR REVERSE. I ASKED JIM DOYLE IF HE NEW ANYTHING OR ANY NEW INFO HAD COME OUT AT THAT TIME. NOTHING AT THAT TIME. TECH LINE TOLD NICK THAT THEY THOUGHT SOMETHING WAS IN THE WORKS. I GOT THE CAR TODAY, CHECKED FAULTS IN GFF--NONE. CHECKED TRANS. LEVEL AGAIN(CHECKED BEFORE GOING TO CHICAGO)--WAS OK AND SMELLED OK. I NEED TO CHECK WITH YOU FIRST. NEED HELP. THANK YOU, RANDY. |
| 10/01/2007 | 11:46 | ISSUE OPENED BY DEALERSHIP |
| 10/03/2007 | 09:21 | ADVISED TECH TO REPLACE THE MECHATRONIC AND RETEST OPERATION DSG 436 |
| 10/03/2007 | 09:21 | CUSTOMER COMMENTS: CUST. STATES UNDER LIGHT ACCEL. CAR SURGES. CAR HAS BEEN IN 3 TIMES PRIOR TO THIS TICKET. FIRST TIME 26 APRIL 07, TRANS HAD NO FAULTS, TECH SAID TRANS PERFORMING TO FACTORY SPECS., I3 UPDATE PERFORMED AT THIS TIME. SECOND TIME 7 MAY 07, TECH STATED RAN GFF, NO FAULTS FOUND RELEVANT TO COMPLAINT. SHIFT ADAPTATIONS SET TOWARDS AGGRESSIVE DRIVING. CHECKED FOR OBSTRUCTIONS IN INTAKE PLUMBING, VACUUM LEAKS. MAF READINGS OK (3.2 G/S). COMPARED TO OTHER NEW A3 2.0, FELT SIMILAR, BUT NOT AS HARSH. NICK GOT CAR ON TIME THREE 13 JULY 07, RAN GFF, SHOWED NO FAULTS ENGINE OR TRANS. CONTACTED TECH LINE (POSSIBLE TAC #220777-NO TAC SHEET BUT WRITTEN ON RO), HE WAS TOLD TO CHECK MVB'S 11,12,30,97,104,111. HE REPORTED BACK THEN WAS TOLD NO UPDATES FROM AUDI AVAILABLE YET, BUT TO PERFORM ADAPTATION DRIVE FOR J743. HE DID BUT NO CHANGE. I WAS GIVEN CAR TO TAKE TO SCHOOL IN CHICAGO END OF JULY TO SEE IF LONG DRIVE WOULD HELP. I FOUND CAR WOULD SHIFT INTO R OR D SMOOTHLY AND TAKE OFF SMOOTHLY FOR 1 MAYBE 2 TIMES AFTER FIRST STARTING. THEN AT EVERY TAKE OFF FROM STOP CAR WOULD BUCK(LIKE SOMEONE BOUNCING A CLUTCH OUT) ONE TO FIVE TIMES. ONCE GOING ALL SHIFTING UP OR DOWN IN DRIVE OR PADDLE SHIFTING WAS PERFECT. WARM TO HOT, EASY OR HARD ACCELERATION CAR WOULD BUCK FROM STOP, FORWARD OR REVERSE. I ASKED JIM DOYLE IF HE NEW ANYTHING OR ANY NEW INFO HAD COME OUT AT THAT TIME. NOTHING AT THAT TIME. TECH LINE TOLD NICK THAT THEY THOUGHT SOMETHING WAS IN THE WORKS. I GOT THE CAR TODAY, CHECKED FAULTS IN GFF--NONE. CHECKED TRANS. LEVEL AGAIN(CHECKED BEFORE GOING TO CHICAGO)--WAS OK AND SMELLED OK. I NEED TO CHECK WITH YOU FIRST. NEED HELP. THANK YOU, RANDY. |
| 10/31/2007 | 13:32 | REPLACED MECHATRONIX UNIT. CAR FIXED, STARTS OFF SMOOTH. THANK YOU, RANDY. |

| 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 |
|----------------|-------|------------|------------------------|-----------------|---------------|------------|--------------------|
| 254103 | A3 | 2007 | WAUHF78P77A [REDACTED] | 22717 | 3735 | 10/01/2007 | USA |

Workshop Finding

VEHICLE WAS IN 1 YEAR AGO FOR SHIFTING CONCERN > ON THAT VISIT THEY INSTALLED MECHATRONICS UNIT .ON 2ND VISIT VEHICLE BANGING IN GEAR (DTC IN TRANS) > TECH REPLACED TRANSMISSION . VEHICLE IN TODAY FOR MIL LAMP > TECH FOUND ECM DTC AND REPLACED LOW SIDE FUEL PRESSURE SENSOR . OTHER CUSTOMER CONCERN WAS TRANS SHIFT CONCERN. TECH PERFORM ADAPTATION (IT ADAPATED) BUT STILL IN REVERSE/DRIVES (IT BANGS). ALSO HARSH DOWNSHIFT . .FLUID LEVEL AND CONDITION OK..TECH STATES THAT HE SET SOME DTC'S IN ATTACHMENT..NOW NO DTC'S AND STILL TRANS BANG CONCERN.

| Activity Date | Activity Time | Activity Comments |
|---------------|---------------|--|
| 10/01/2007 | 13:45 | CUSTOMER STATES THE VEHICLE HAS A HARSH SHIFT. I RAN GFF AND FOUND NO FAULTS I THEN RAN THE ADAPTION FOR THE DSG TRANSMISSION AND FOUND THE VEHICLE TO ADAPT BUT CONDITION STILL EXISTS. |
| 10/01/2007 | 13:45 | ISSUE OPENED BY DEALERSHIP |
| 10/01/2007 | 14:03 | 1. VERIFY BRAKE SWITCH REST POSITION AND WHEN BRAKE LAMPS FIRST COME ON > INPUT VALUES IN CASE TEXT . 2.- TECH TO VERIFY IF ON LAST REPAIR WHEN TRANS WAS INSTALLED THAT A TRANS COOLER WAS INSTALLED ALSO . 3. ESCALATING CASE DUE TO 3X IN FOR TRANSMISSION CONCERNS> TECH KEEP CAR THERE UNTIL TFM MAKES DEALER CONTACT |
| 10/01/2007 | 14:03 | CUSTOMER COMMENTS: CUSTOMER STATES THE VEHICLE HAS A HARSH SHIFT. I RAN GFF AND FOUND NO FAULTS I THEN RAN THE ADAPTION FOR THE DSG TRANSMISSION AND FOUND THE VEHICLE TO ADAPT BUT CONDITION STILL EXISTS. |
| 10/01/2007 | 14:03 | WORKSHOP FINDINGS: VEHICLE WAS IN 1 YEAR AGO FOR SHIFTING CONCERN > ON THAT VISIT THEY INSTALLED MECHATRONICS UNIT .ON 2ND VISIT VEHICLE BANGING IN GEAR (DTC IN TRANS) > TECH REPLACED TRANSMISSION . VEHICLE IN TODAY FOR MIL LAMP > TECH FOUND ECM DTC AND REPLACED LOW SIDE FUEL PRESSURE SENSOR . OTHER CUSTOMER CONCERN WAS TRANS SHIFT CONCERN. TECH PERFORM ADAPTATION (IT ADAPATED) BUT STILL IN REVERSE/DRIVES (IT BANGS). ALSO HARSH DOWNSHIFT . .FLUID LEVEL AND CONDITION OK..TECH STATES THAT HE SET SOME DTC'S IN ATTACHMENT..NOW NO DTC'S AND STILL TRANS BANG CONCERN. |
| 10/01/2007 | 14:04 | ISSUE UPDATED |
| 10/01/2007 | 14:13 | THIS VEHICLE BRAKE PRESSURE FLUCTUATES BETWEEN .40 AND .64 BAR. I VERIFIED THIS WITH A NOTHER COMPERABLE VEHICLE. |
| 10/01/2007 | 14:14 | TRANS COOLER AND FILTER ARE APARTOF THE NEW UNIT THEY ARE ATTACHED TO THE UNIT |
| 10/18/2007 | 18:53 | ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED |
| 10/18/2007 | 18:53 | ISSUE UPDATED |

Consultant's Closing Comments

TRANSMISSION REPLACED DUE TO POSSIBLE BUYBACK AND PREVIOUS MECHITRONICS AND TRANSMISSION REPLACEMENT.
HAD FAULT FOR PRESSURE CONTROL VALVE 1 N215 SHORT CIRCUIT TO B+ P1815

| VW File Number | Model | Model Year | VIN | Vehicle Mileage | TREAD Part ID | Open Date | Sale Order Country |
|----------------|-------|------------|------------------------|-----------------|---------------|------------|--------------------|
| 254828 | A3 | 2007 | WAUHF78P77A [REDACTED] | 10751 | 3885 | 10/02/2007 | USA |

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| Workshop Finding |
| NO DTCS. THE TECHNICIAN HAS VERIFIED THE CONCERN, BUT HAS NOT DETERMINED WHETHER THE SOURCE OF THE CONCERN IS FROM THE ENGINE OR TRANSMISSION. |

| Activity Date | Activity Time | Activity Comments |
|---------------|---------------|---|
| 10/02/2007 | 19:00 | ISSUE OPENED BY DEALERSHIP |
| 10/02/2007 | 19:00 | VEHICLE JERKS FROM A STOP - SEEMS ALMOST TO HESITATE - GFF FINDS NO FAULT CODES . ONLY HAPPENS FROM A STOP AND AT PARTIAL THROTTLE - JUST OFF IDLE; FORWARD OR REVERSE. ANY ADVICE WILL BE GREATLY APPRECIATED. THANKS,MIKE HAMMER |
| 10/03/2007 | 11:12 | CUSTOMER COMMENTS: VEHICLE JERKS FROM A STOP - SEEMS ALMOST TO HESITATE - GFF FINDS NO FAULT CODES . ONLY HAPPENS FROM A STOP AND AT PARTIAL THROTTLE - JUST OFF IDLE; FORWARD OR REVERSE. ANY ADVICE WILL BE GREATLY APPRECIATED. THANKS,MIKE HAMMER |
| 10/03/2007 | 11:12 | PLEASE CHECK AND ATTACH MVB FOR FUEL TRIM, THROTTLE, MAF AND BRAKE SWITCH INPUTS. PREVIOUSLY WE HAVE SEEN CONCERNS WITH BRAKE SWITCHES, CRANKCASE VENTILATION, THROTTLE BODY'S, MAF, A/C REFRIGERANT AND POOR FUEL. |
| 10/03/2007 | 11:12 | WORKSHOP FINDINGS: NO DTCS. THE TECHNICIAN HAS VERIFIED THE CONCERN, BUT HAS NOT DETERMINED WHETHER THE SOURCE OF THE CONCERN IS FROM THE ENGINE OR TRANSMISSION. |
| 10/03/2007 | 12:34 | HERE ARE THE MVB'S - ADDRESS 01 MVB 01,32,106,103,02,03 AND ADDRESS 02 - MVB 01,10 - WILL CONTACT YOU TO DISCUSS THE READINGS - MIKE HAMMER |
| 10/03/2007 | 12:43 | ADVISED TECH TO PINCH OFF THE LINE TO THE N80 , CLEAN AND ADAPT THE THROTTLE , CHECK THE AIR BOX FOR FOR LEAKS AND REPORT. |
| 10/03/2007 | 13:57 | INSPECTED N-80 VALVE, CLEANED AND ADAPTED THROTTLE, INSPECTED VISUALLY AND WITH LEAK DETECTION SPRAY THE AIR BOX, TESTED AND SYMPTOMS PERSIST - PINCHED OFF THE LINE FOR THE N-80 VALVE AND THERE IS NO CHANGE - . PLEASE ADVISE - MIKE HAMMER |
| 10/03/2007 | 14:02 | THIS TICKET HAS BEEN ESCALATED TO THE TFM DUE TO NO FORWARD PROGRESS. |
| 10/03/2007 | 14:03 | ISSUE UPDATED |
| 10/16/2007 | 18:21 | TFM - STEVE SHUPE RECOMMEND REPLACE MECHATRONICS UNIT PART WAS REORDERED 10/12/2007 - EXPECTED IN FRI. 10/19/2007 - MIKE HAMMER |
| 10/25/2007 | 12:14 | INSTALLED MECHTRONICS UNIT PER RECOMMENDATION OF STEVE SHUPE - SET BASIC SETTINGS - VEHICLE IS OPERATING TO FACTORY INTENT- THANKS MIKE HAMMER |
| 11/29/2007 | 10:33 | ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED |
| 11/29/2007 | 10:33 | ISSUE UPDATED |

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| Consultant's Closing Comments |
| REPLACED MECHITRONIC UNIT AND ADAPTED. |

| VW File Number | Model | Model Year | VIN | Vehicle Mileage | TREAD Part ID | Open Date | Sale Order Country |
|----------------|-------|------------|------------------------|-----------------|---------------|------------|--------------------|
| 255118 | TT | 2008 | TRUAF38J281 [REDACTED] | 7550 | 3735 | 10/03/2007 | USA |

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| Workshop Finding |
| n/a |

| Activity Date | Activity Time | Activity Comments |
|---------------|---------------|--|
| 10/03/2007 | 14:20 | CUSTOMER STATES VEHICLE SHUDDERS WHILE DRIVING AT SLOW SPEEDS FORWARD AND REVERSE. VERIFIED NO GAS APPLIED WILL DO IT. NO MISFIRE COUNT WHILE VERIFIED ATTEMPTED TO READAPT TRANS STILL PRESENT FEELS LIKE SHUDDER OF CVT ONLY IT DOES IT AT SLOW SPEEDS NO GAS NEEDED AND CAN BE HOT OR COLD |
| 10/03/2007 | 14:20 | ISSUE OPENED BY DEALERSHIP |
| 10/03/2007 | 14:40 | CUSTOMER COMMENTS: CUSTOMER STATES VEHICLE SHUDDERS WHILE DRIVING AT SLOW SPEEDS FORWARD AND REVERSE. VERIFIED NO GAS APPLIED WILL DO IT. NO MISFIRE COUNT WHILE VERIFIED ATTEMPTED TO READAPT TRANS STILL PRESENT FEELS LIKE SHUDDER OF CVT ONLY IT DOES IT AT SLOW SPEEDS NO GAS NEEDED AND CAN BE HOT OR COLD |
| 10/03/2007 | 14:40 | TECH STATES THAT HE HAS ADAPTED THE TRANS , NO MISFIRES , FUEL TRIMS ARE OK , BRAKE SWITCH IS OPERATING CORRECTLY, ADVISED TECH TO FILL OUT THE TRANS SHEET AND ATTACH REQUIRED MVB . |
| 10/04/2007 | 10:26 | RETRIEVE ALL INFO FOR TRANS WORKSHEET NOTE: FULL SERIAL NUMBER CAN ONLY BE READ UPON TRANS REMOVAL |
| 10/04/2007 | 10:57 | DSG TRANS IN VEHICLE . TECH FILLED OUT TRANS SHEET > BUT NO SERIAL #. HAPPENS AT SLOW SPEEDS > THROTTLE INPUT OR NO THROTTLE INPUT. PERFORMED BASIC SETTINGS 2X AND IT WAS SUCCESSFUL . SUGGEST : REPLACE MECHATRONICS UNIT ACCORDING TO VIN (REDORDER) . AUTH # 437 |
| 10/22/2007 | 17:41 | REPLACED MECHATRONIC VALVE BODY REFILL TO PROPER LEVEL RECODED RESET BASIC SETTINGS ON MECHATRONIC AND PERFORM ALL ADAPTATIONS TEST DROVE PROBLEM STILL PRESENT BUT NOT AS SEVERE ALSO SEEMS MORE INTERMITTANT WAS CONSTANT PRIOR |
| 10/22/2007 | 17:52 | REPLACE THE TRANSMISSION. DSG00449. |
| 11/16/2007 | 09:33 | REPLACED TRANSMISSION CHECK AND ADJUST FLUID LEVELS READAPT TRANS TEST DRIVE OP DESIGN |
| 11/16/2007 | 09:35 | CLOSING |

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| 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 |
|----------------|-------|------------|------------------------|-----------------|---------------|------------|--------------------|
| 260261 | TT | 2008 | TRUAF38J381 [REDACTED] | 3507 | 3885 | 10/19/2007 | USA |

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| Workshop Finding |
| n/a |

| Activity Date | Activity Time | Activity Comments |
|---------------|---------------|--|
| 10/19/2007 | 08:48 | CAR STOPPED FORWARD MOVEMENT AT 70MPH CAR HAS NO FORWARD GEARS OR REVERSE. DTC IS ATTACHED. THE MIL IS ACTIVATED |
| 10/19/2007 | 08:48 | ISSUE OPENED BY DEALERSHIP |
| 10/19/2007 | 15:06 | CUSTOMER COMMENTS: CAR STOPPED FORWARD MOVEMENT AT 70MPH CAR HAS NO FORWARD GEARS OR REVERSE. DTC IS ATTACHED. THE MIL IS ACTIVATED |
| 10/19/2007 | 15:06 | I NEED THE CORRECT SERIAL NUMBER FROM THE TRANSMISSION TYPED IN TO THE CONTACT OR CORRECTED IN THE TRANSMISSION DIAGNOSTIC SHEET. I NEED THE FOLLOWING MVB ATTACHED TO THE CONTACT. FROM THE TCM IN DRIVE ENGINE RUNNING MVB 11 AND 12 THEN KEY ON ENGINE OFF IN PARK MVBS 30 THRU 97 AND 104 TO 111. MAKE SURE TO NOT SEND SCREEN SHOTS USE VEHICLE SELF DIAGNOSIS AND SAVE RESULT FOR EACH MVB THEN AFTER ALL MVBS HAVE BEEN SAVED PRINT SELF DIAGNOSIS LOG TO MEMORY STICK AND ATTACH TO THE CONTACT. REGARDS, ERIK |
| 10/19/2007 | 15:22 | SERIAL NUMBER: KCZ 15 06 07 14 04 48 0248. THE MEASURING BLOCK VALUES ARE ATTACHED. THANKS |
| 10/22/2007 | 15:42 | PLEASE REPLACE THE MECHATRONICS UNIT. DSG00447. |
| 10/29/2007 | 16:21 | IN THE FUTURE PLEASE TYPE YOUR FINDINGS, TEST RESULTS, CURRENT PROBLEMS AND /OR REPAIRS PERFORMED IN TO THE CONTACT BEFORE CALLING BACK. TECHNICA IN CAN NOT SET BASIC SETTINGS. THE GEAR BOX WILL NOT COME OUT OF SECOND GEAR. I AM GOING TO SEND YOU A SELF DIAGNOSIS VERSION OF THE BASIC SETTINGS PROCEDURE TRY IT AND IF IT DOES NOT WORK GET BACK TO US. FAX NUMBER 301-679-4413 |
| 11/06/2007 | 09:05 | SET BASIC SETTING AND ADAPTION MANUALLY WITH SELF DIAGNOSIS, CAR IS OK AND DELIVERED BACK TO CUSTOMER |
| 12/12/2007 | 09:43 | ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED |
| 12/12/2007 | 09:43 | ISSUE UPDATED |

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| Consultant's Closing Comments |
| MECHATRONICS UNIT REPLACED |

| VW File Number | Model | Model Year | VIN | Vehicle Mileage | TREAD Part ID | Open Date | Sale Order Country |
|----------------|-------|------------|------------------------|-----------------|---------------|------------|--------------------|
| 265863 | A3 | 2007 | WAUNF78P37A [REDACTED] | 512 | 3885 | 11/05/2007 | USA |

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| Workshop Finding |
| SHUDDERS ON ACCEL FROM A STOP. FLUID LEVEL AND CONDITION |

| Activity Date | Activity Time | Activity Comments |
|---------------|---------------|--|
| 11/05/2007 | 16:56 | ISSUE OPENED BY DEALERSHIP |
| 11/05/2007 | 16:56 | WHEN VEHICLE IS WARM HESSITATION AND JERKS INTO GEAR .IN REVERSE ITS JERKS WARM..DSG.2 WHEEL DRIVE |
| 11/05/2007 | 17:24 | CUSTOMER COMMENTS: WHEN VEHICLE IS WARM HESSITATION AND JERKS INTO GEAR .IN REVERSE ITS JERKS WARM..DSG.2 WHEEL DRIVE |
| 11/05/2007 | 17:24 | LETS TRY THE DGS BASIC SETTINGS IN GFF OR GUIDED FUNCTIONS AND IF THE CONCERN IS STILL THERE I NEED THE SERIAL NUMBER OFF THE TRANSMISSION ENTERED IN TO THE CONTACT AND I NEED THE FOLLOWING MVB ATTACHED TO THE CONTACT. FROM THE TCM IN DRIVE ENGINE RUNNING MVB 11 AND 12 THEN KEY ON ENGINE OFF IN PARK MVBS 30 THRU 97 AND 104 TO 111. MAKE SURE TO NOT SEND SCREEN SHOTS USE VEHICLE SELF DIAGNOSIS AND SAVE RESULT FOR EACH MVB THEN AFTER ALL MVBS HAVE BEEN SAVED PRINT SELF DIAGNOSIS LOG TO MEMORY STICK AND ATTACH TO THE CONTACT.REGARDS, ERIK |
| 11/05/2007 | 17:24 | WORKSHOP FINDINGS: SHUDDERS ON ACCEL FROM A STOP. FLUID LEVEL AND CONDITION |
| 11/06/2007 | 14:11 | HERE ARE THE MVB |
| 11/06/2007 | 14:42 | RED ORDER TO VIN AND REPLACE THE MECHATRONICS UNIT. PERFORM THE DSG BASIC SETTINGS AND RECHECK FOR PROPER OPERATION DSG AUTHORIZATION #457 REGARDS, ERIK |
| 11/06/2007 | 14:45 | TRANS ID# JPP 16 04 07. 14 19 58 1193 |
| 11/23/2007 | 09:43 | REPLACE MECHAROTRONICS RESET BASIC WORKS GREAT |

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| 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 |
|----------------|-------|------------|-------------|-----------------|---------------|------------|--------------------|
| 265948 | TT | 2008 | TRURD38J881 | 314 | 3885 | 11/06/2007 | USA |

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| Workshop Finding |
| P1707 FUALT STORED ALSO HAD A PRESSURE CONTROL SOLENOID FAULT THAT HAS NOT RETURNED AFTER SETTING BASIC SETTINGS. BUT THE P1707 FAULT RETURNED. |

| Activity Date | Activity Time | Activity Comments |
|---------------|---------------|--|
| 11/06/2007 | 09:01 | BRAND NEW DSG IN A 08 TT ROADSTER, TRANS GOES INTO LIMP MODE AND STAYS IN 2ND GEAR. CODE FOR INTERFERENCE IN MECHATRONIC UNIT. RAN BASIC SETTINGS ON J743. CAR WAS OK FOR ABOUT 30 MILES THEN CODE RETURNS. TEST PLAN SAYS IF CODE RETURNS TO CONTACT DISS FOR REPAIR |
| 11/06/2007 | 09:01 | ISSUE OPENED BY DEALERSHIP |
| 11/06/2007 | 09:09 | CUSTOMER COMMENTS: BRAND NEW DSG IN A 08 TT ROADSTER, TRANS GOES INTO LIMP MODE AND STAYS IN 2ND GEAR. CODE FOR INTERFERENCE IN MECHATRONIC UNIT. RAN BASIC SETTINGS ON J743. CAR WAS OK FOR ABOUT 30 MILES THEN CODE RETURNS. TEST PLAN SAYS IF CODE RETURNS TO CONTACT DISS FOR REPAIR |
| 11/06/2007 | 09:09 | I NEED THE FOLLOWING MVB ATTACHED TO THE CONTACT. FROM THE TCM IN DRIVE ENGINE RUNNING MVB 11 AND 12 THEN KEY ON ENGINE OFF IN PARK MVBS 30 THRU 97 AND 104 TO 111. MAKE SURE TO NOT SEND SCREEN SHOTS USE VEHICLE SELF DIAGNOSIS AND SAVE RESULT FOR EACH MVB THEN AFTER ALL MVBS HAVE BEEN SAVED PRINT SELF DIAGNOSIS LOG TO MEMORY STICK AND ATTACH TO THE CONTACT. THEN CALL US BACK FOR AN AUTHORIZATION NUMBER AND REPAIR. REGARDS, ERIK |
| 11/06/2007 | 09:09 | WORKSHOP FINDINGS: P1707 FUALT STORED ALSO HAD A PRESSURE CONTROL SOLENOID FAULT THAT HAS NOT RETURNED AFTER SETTING BASIC SETTINGS. BUT THE P1707 FAULT RETURNED. |
| 11/06/2007 | 09:45 | MVB'S |
| 11/06/2007 | 09:51 | TECH ATTACHED MVB'S BUT >>>>FROM THE TCM IN DRIVE ENGINE RUNNING MVB 11 AND 12 . |
| 11/06/2007 | 09:57 | WITH 11 & 12 |
| 11/06/2007 | 10:03 | ATTACHED 11/12 MVB > VERIFIED REPLACE MECHATRONICS DSG AUTHORIZATION # 456 |
| 11/13/2007 | 14:52 | INSTALLED TRANSMISSION |

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| 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 |
|----------------|-------|------------|-------------|-----------------|---------------|------------|--------------------|
| 276842 | TT | 2008 | TRURD38J581 | 4753 | 3885 | 12/10/2007 | USA |

| Workshop Finding |
|------------------|
| n/a |

| Activity Date | Activity Time | Activity Comments |
|---------------|---------------|---|
| 12/10/2007 | 14:59 | AT STOP AND GO DRIVING WHEN THE CAR GOES FROM 1ST 2ND THE CAR WILL LURCH AT 5MPH. TEST DROVE VEHICLE. FELT VEHICLE SURGE. FOUND THAT AT 2MPH THE TRANS SHIFT TO 2ND GEAR AND WITH LIGHT THROTTLE WILL SURGE UP TO AROUND 5MPH. WHEN GOING UP A HILL WITH CONSTANT THROTTLE TO VEHICLE WITH SURGE AT 5MPH. IF YOU SHIFT THE GEAR SELECT FROM DRIVE TO TIPTRONIC THE TRANS GOES TO FIRST AND YOU WILL NOT FEEL THE SURGING AT 2-5MPH. WHEN THROUGH GFF. DID NOT HAVE ANY CODES IN ENGINE, TRANS OR ABS MODULES. CHECKED CODE IN TRANS. FOUND CODING CORRECT. CHECKED GATEWAY CODING AND FOUND IT TO BE CORRECT. CHECKED FOR ADAPTAIONS AND DID NOT SEE ANY FOR TRANS. CHECKED FOR TSBS IN ELSA ACCORDING TO VIN AND DID NOT FIND ANY RELATING TO PROBLEM. CHECKED FLASH COUNT AND FOUND THERE TO BE A COUNT OF 2 FOR FLASHS. TEST DROVE VEHICLE. CHECKED THROTTLE PERCENTAGE AND FOUND IT TO CHANGE FROM 2.0%TO 3.1% WHEN SURGING HAPPENS. READAPTED THE THROTTLE IN BASIC SETTINGS 60 AND 63. PROBLEM STILL OCCURED. WHEN HOLD THE THROTTLE AT 5MPH GOING UP A HILL YOU CAN FEEL THE SURGING CONSANT. FLUID NORMAL. |
| 12/10/2007 | 14:59 | ISSUE OPENED BY DEALERSHIP |
| 12/10/2007 | 15:40 | CHECK IF THE CONCERN HAPPENS IN SPORT MODE. CHECK AND ATTACH MVB 32 FROM THE ECM TO THE CONTACT. COMPARE THE CONCERN WITH ANOTHER VEHICLE. GET BACK TO US WITH WHAT YOU HAVE FOUND. I WILL ALSO NEED THE COMPLETE SERIAL NUMBER FROM THE TRANSMISSION IF I AM TO GIVE YOU AN AUTHORIZATION NUMBER. REGARDS, ERIK |
| 12/10/2007 | 15:40 | CUSTOMER COMMENTS: AT STOP AND GO DRIVING WHEN THE CAR GOES FROM 1ST 2ND THE CAR WILL LURCH AT 5MPH. TEST DROVE VEHICLE. FELT VEHICLE SURGE. FOUND THAT AT 2MPH THE TRANS SHIFT TO 2ND GEAR AND WITH LIGHT THROTTLE WILL SURGE UP TO AROUND 5MPH. WHEN GOING UP A HILL WITH CONSTANT THROTTLE TO VEHICLE WITH SURGE AT 5MPH. IF YOU SHIFT THE GEAR SELECT FROM DRIVE TO TIPTRONIC THE TRANS GOES TO FIRST AND YOU WILL NOT FEEL THE SURGING AT 2-5MPH. WHEN THROUGH GFF. DID NOT HAVE ANY CODES IN ENGINE, TRANS OR ABS MODULES. CHECKED CODE IN TRANS. FOUND CODING CORRECT. CHECKED GATEWAY CODING AND FOUND IT TO BE CORRECT. CHECKED FOR ADAPTAIONS AND DID NOT SEE ANY FOR TRANS. CHECKED FOR TSBS IN ELSA ACCORDING TO VIN AND DID NOT FIND ANY RELATING TO PROBLEM. CHECKED FLASH COUNT AND FOUND THERE TO BE A COUNT OF 2 FOR FLASHS. TEST DROVE VEHICLE. CHECKED THROTTLE PERCENTAGE AND FOUND IT TO CHANGE FROM 2.0%TO 3.1% WHEN SURGING HAPPENS. READAPTED THE THROTTLE IN BASIC SETTINGS 60 AND 63. PROBLEM STILL OCCURED. WHEN HOLD THE THROTTLE AT 5MPH GOING UP A HILL YOU CAN FEEL THE SURGING CONSANT. FLUID NORMAL. |
| 12/10/2007 | 16:37 | SERIAL NUMBER 1411550682. IN SPORTS MODE THE TRANS DOES NOT SHIFT INTO 2 GEAR UNTIL 8MPH. IT DID NOT SURGE WHILE IN SPORT MODE. ATTACHED MVB 32 READINGS. TEST DROVE VEHICLE IN STOCK WITH SAME ENGINE TRANS. STOCK VEHICLE SHIFTED AT SAME MPH. DID NOT FEEL SURGE IN STOCK VEHICLE WHILE DRIVING. |
| 12/10/2007 | 16:45 | LET PERFORM THE DSG BASIC SETTINGS AND RECHECK FOR THE CONCERN. IF IT IS STILL THERE CLEAN THE THROTTLE AND ADAPT IT IF THE CONCERN IS STILL THERE CALL US BACK. REGARDS, ERIK |
| 12/10/2007 | 17:54 | PERFORMED BASIC SETTING FOR DSG TRANS. SURGING STILL PRESENT. REMOVED THROTTLE BODY AND CLEANED. SURGING STILL PRESENT. |
| 12/10/2007 | 18:02 | PLEASE ATTACH A GFF LOG. ATTACH THE REQUESTED MVB FROM SELF DIAGNOSIS. |
| 12/10/2007 | 18:20 | MVB AND GFF PRINTS OUT AGAIN. |
| 12/10/2007 | 18:28 | PLEASE ATTACH THE REQUESTED MVB. |

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| 12/10/2007 | 18:34 | MVB FOR DSG TRANS |
| 12/10/2007 | 18:42 | PLEASE REPLACE THE MECHATRONICS UNIT. DSG00478. |
| 01/16/2008 | 12:59 | REPLACED MECATRONIC UNIT. |
| 01/16/2008 | 13:00 | REPLACED MECATRONIC UNIT. TEST DROVE VEHICLE. |

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| 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 |
|----------------|-------|------------|------------------------|-----------------|---------------|------------|--------------------|
| 287018 | TT | 2008 | TRUMF38J681 [REDACTED] | 1898 | 3885 | 01/15/2008 | USA |

Workshop Finding

DTC: P1748 (CONTROL MODULE MALFUNCTIONING). VEHICLE WOULD NOT SHIFT IN ANY GEAR, ONCE SAT OVERNIGHT ABLE TO ROAD TEST, G.F.F., OK.

| Activity Date | Activity Time | Activity Comments |
|---------------|---------------|---|
| 01/15/2008 | 17:32 | ISSUE OPENED BY DEALERSHIP |
| 01/15/2008 | 17:32 | VEHICLE WOULD NOT SHIFT IN ANY GEAR, ONCE SAT OVERNIGHT ABLE TO ROAD TEST, G.F.F., OK. |
| 01/16/2008 | 14:44 | CUSTOMER COMMENTS: THE VEHICLE DOES NOT MOVE. |
| 01/16/2008 | 14:44 | PLEASE FILL OUT THE TRANSMISSION WORKSHEET WITH THE CORRECT SERIAL NUMBER. |
| 01/16/2008 | 14:44 | WORKSHOP FINDINGS: DTC: P1748 (CONTROL MODULE MALFUNCTIONING). VEHICLE WOULD NOT SHIFT IN ANY GEAR, ONCE SAT OVERNIGHT ABLE TO ROAD TEST, G.F.F., OK. |
| 01/16/2008 | 16:34 | STAMPED # UNDER L/F ENGINE MOUNT- KCZ 30 07 07, 14 15 530961 |
| 01/16/2008 | 16:38 | ADVISED TEHC TO REPLACE THE MECH DSG 496 |
| 01/29/2008 | 15:16 | R&R DSG MECATRONICS MODULE, ADAPT AND CHECK FOR PROPER OPERATION, OK. |
| 02/01/2008 | 13:26 | ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED |
| 02/01/2008 | 13:26 | ISSUE UPDATED |

Consultant's Closing Comments

THE TECHNICIAN REPLACED THE MECHATRONICS UNIT.

| VW File Number | Model | Model Year | VIN | Vehicle Mileage | TREAD Part ID | Open Date | Sale Order Country |
|----------------|-------|------------|------------------------|-----------------|---------------|------------|--------------------|
| 288516 | A3 | 2008 | WAUHF78P28A [REDACTED] | 22 | 3735 | 01/21/2008 | USA |

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| Workshop Finding |
| DTCS FOR INTERFERENCE. THE TECHNICIAN HAS VERIFIED THE CONCERN. |

| Activity Date | Activity Time | Activity Comments |
|---------------|---------------|---|
| 01/21/2008 | 10:37 | CHECK ENGINE LIGHT ON. VEH HAS NO FORWARD OR REVERSE GEARS. |
| 01/21/2008 | 10:37 | ISSUE OPENED BY DEALERSHIP |
| 01/21/2008 | 16:53 | CUSTOMER COMMENTS: CHECK ENGINE LIGHT ON. VEH HAS NO FORWARD OR REVERSE GEARS. |
| 01/21/2008 | 16:53 | PLEASE ATTACH A COMPLETE GFF LOG AND FILL OUT THE TRANSMISSION WORKSHEET CORRECTLY. |
| 01/21/2008 | 16:53 | WORKSHOP FINDINGS: DTCS FOR INTERFERENCE. THE TECHNICIAN HAS VERIFIED THE CONCERN. |
| 01/21/2008 | 17:40 | I DONT KNOW IF THATS THE TRANSMISSION SERIAL NUMBER SO IM TYPING ANOTHER ONE JUST IN CASE: 14 03 22 0225. |
| 01/22/2008 | 10:06 | PLEASE REPLACE THE MECHATRONICS UNIT. DSG00499 |
| 01/31/2008 | 08:44 | GOT NEW MECATRONIKS UNIT YESTERDAY, PUT INTO VEH. FIL UP TRANS, BUT BASIC SETTING WILL NOT SET, IT WONT LET ME DO IT. BEFORE IT DIDNT HAVE FORWARD OR REVERSE, NOW IT ONLY HAS FORWARD AND ITS STAYING IN 1 GEAR. |
| 01/31/2008 | 08:52 | PLEASE FOLLOW THE BASIC SETTING PROCEDURE THAT WAS FAXED TO 678-352-3426. |
| 01/31/2008 | 09:16 | ADVISED TECH TO REPLACE THE TRANS SAME AUTH NUMBER . |
| 02/20/2008 | 11:14 | REPLACE TRANS, VEH. WITH IN SPEC. |
| 02/20/2008 | 12:15 | ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED |
| 02/20/2008 | 12:15 | ISSUE UPDATED |

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| Consultant's Closing Comments |
| THE TECHNICIAN REPLACED THE TRANSMISSION. |

| VW File Number | Model | Model Year | VIN | Vehicle Mileage | TREAD Part ID | Open Date | Sale Order Country |
|----------------|-------|------------|------------------------|-----------------|---------------|------------|--------------------|
| 288709 | TT | 2008 | TRUAF38J681 [REDACTED] | 69 | 3885 | 01/21/2008 | USA |

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| Workshop Finding |
| MECHATRONICS UNIT REPLACED BEFORE CALLING IN FOR AUTHORIZATION |

| Activity Date | Activity Time | Activity Comments |
|---------------|---------------|--|
| 01/21/2008 | 14:21 | ISSUE OPENED BY DEALERSHIP |
| 01/21/2008 | 14:21 | WILL NOT MOVE INTO REVERSE |
| 01/21/2008 | 14:42 | FOUND SPORADIC FAULT P1820 PRESSURE CONTROL VALVE 2 N216 SHORT TO B+. WENT THROUGH GFF TEST PLAN CHECKING AMPERAGE TO THE SOLENOID WHILE IN 2ND GEAR LOOKING AT THE SPECIFIED AND ACTUAL AMPERAGE. BOTH WERE THE SAME. SWAPPED MECHATRONICS UNIT WITH A KNOWN GOOD CAR AND SET BASIC SETTINGS. TEST DROVE IN THE PARKING LOT SHIFTING FROM P TO R AND D TO R ECT. NO PROBLEM FOUND AFTER TEST DROVE HOME AND RECHECKED IN THE MORNING. VEHICLE IS OPERATING AS DESIGNED. |
| 01/21/2008 | 14:53 | CUSTOMER COMMENTS: WILL NOT MOVE INTO REVERSE |
| 01/21/2008 | 14:53 | WE CAN NOT GIVE AN AUTHORIZATION NUMBER AFTER A REPAIR HAS BEEN PERFORMED. THERE ARE A LOT OF MVB DATA BLOCKS THAT AUDI AG REQUIRES FOR A MECHATRONICS UNIT THAT WE CAN NOW NO LONGER GET FROM THE MECHATRONICS UNIT AS IT HAS BEEN REMOVED FROM THE TRANSMISSION. REGARDS, ERIK |
| 01/21/2008 | 14:53 | WORKSHOP FINDINGS: MECHATRONICS UNIT REPLACED BEFORE CALLING IN FOR AUTHORIZATION |
| 01/21/2008 | 14:54 | ISSUE UPDATED |
| 01/21/2008 | 15:28 | UNABLE TO REPLACE MECHATRONICS UNIT |
| 01/22/2008 | 17:17 | SM CALLED BACK WANTING CASE REOPENED |
| 01/22/2008 | 17:18 | ISSUE UPDATED |
| 01/23/2008 | 18:35 | REINSTALLED MECHATRONICS UNIT AS REQUESTED. RETRIEVED MVBS AND PERFORMED A VEHICLE SCAN. TRANS IS OPERATING AS DESIGNED AT THE MOMENT BUT IS A SPORADIC PROBLEM. |
| 01/23/2008 | 18:44 | AUTHORIZATION NUMBER FOR THE MECHATRONICS REPLACEMENT. DSG00502 |
| 01/25/2008 | 18:39 | INSTALLED SOP MECHTRONICS UNIT AND TEST DROVE ALL OK |
| 02/11/2008 | 13:50 | ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED |
| 02/11/2008 | 13:50 | ISSUE UPDATED |

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| Consultant's Closing Comments |
| MECHATRONICS UNIT |

| VW File Number | Model | Model Year | VIN | Vehicle Mileage | TREAD Part ID | Open Date | Sale Order Country |
|----------------|-------|------------|------------------------|-----------------|---------------|------------|--------------------|
| 292390 | TT | 2008 | TRUAF38J081 [REDACTED] | 15549 | 3885 | 01/31/2008 | USA |

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| Workshop Finding |
| IN 2ND GEAR COASTING THERE IS A BUCKING CONCERN ONLY IN DRIVE IT DOES NOT DO IT IN TIP THE ENGEIN RPM IS 1,100 TO 1,300 WHEN THE CONCERN HAPPENS. IT DOES NOT HAPPEN IN ANY OTHER GEARS. |

| Activity Date | Activity Time | Activity Comments |
|---------------|---------------|--|
| 01/31/2008 | 11:39 | ISSUE OPENED BY DEALERSHIP |
| 01/31/2008 | 11:39 | THE CUSTOMER IS CONCERN ABOUT A JERKING ON LIGHT ACCELERATION. I WAS ABLE TO GET THE VEHICLE TO JERK, BUT WHEN COASTING AT 10-12MPH. THE VEHICLE DOESN'T APPEAR TO BE DRIVING AS IT SHOULD WHEN COMPARED TO ANOTHER. |
| 01/31/2008 | 13:07 | 1ST PERFORM THE DSG BASIC SETTINGS WITH GFF AND RECHECK FOR THE CONCERN. IF THE CONCERN IS STILL THERE CHECK THE THROTTLE BODY ANGLE IN ECM MVB 2 AT IDLE ALL ACCESSORIES OFF IN PARK. THE THROTTLE BODY SHOULD BE AT OR BELOW 2% OR LESS IF IT IS HIGHER CLEAN THE THROTTLE AND RECHECK FOR THE CONCERN. IF IT IS STILL THERE ATTACH MVB 32 FROM THE ECM TO THE CONTACT ENTER THE RESULTS OF THE DIAGNOSIS PERFORMED SO FAR AND GET BACK TO US. REGARDS, ERIK |
| 01/31/2008 | 13:07 | CUSTOMER COMMENTS: THE CUSTOMER IS CONCERN ABOUT A JERKING ON LIGHT ACCELERATION. I WAS ABLE TO GET THE VEHICLE TO JERK, BUT WHEN COASTING AT 10-12MPH. THE VEHICLE DOESN'T APPEAR TO BE DRIVING AS IT SHOULD WHEN COMPARED TO ANOTHER. |
| 01/31/2008 | 13:07 | WORKSHOP FINDINGS: IN 2ND GEAR COASTING THERE IS A BUCKING CONCERN ONLY IN DRIVE IT DOES NOT DO IT IN TIP THE ENGEIN RPM IS 1,100 TO 1,300 WHEN THE CONCERN HAPPENS. IT DOES NOT HAPPEN IN ANY OTHER GEARS. |
| 01/31/2008 | 13:46 | IT STILL DOES IT. HERE ARE THE MVBS. |
| 01/31/2008 | 13:58 | PLEASE REPLACE THE MECHATRONICS UNIT. DSG00506 |
| 04/16/2008 | 11:21 | INSTALLED THE NEW MECHATRONICS UNIT. WHEN I ATTEMPTED TO SET BASIC SETTINGS, DURING THE ADAPTATION DRIVE PORTION, THE VEHICLE DISENGAGED GEAR AND WOULD NO LONGER DRIVE. AFTER CYCLING THE KEY THE VEHICLE BEGAN TO MOVE, BUT IT HAPPENED AGAIN. PROVIDE THE GFF PRINTOUT AND THE GF TEST PLAN FOR BASIC SETTINGS. |
| 04/16/2008 | 11:41 | P2711 SETS. ADVISED TO REPLACE THE TRANSMISSION. AUTH # 550. TEST DRIVE AND REEVALUATE THE CONCERN. UPDATE THE CONTACT AND CALL BACK AS NEEDED. THANKS RAY |
| 04/23/2008 | 15:48 | INSTALLED THE TRANSMISSION AND THE VEHICLE NOW DRIVES FINE. THANKS. |

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| Consultant's Closing Comments |
| *****NOT SURE COULD BE A MECH OR A CLUTCH PACK LET ERIK KNOW WHAT HAPPENS***** |

| VW File Number | Model | Model Year | VIN | Vehicle Mileage | TREAD Part ID | Open Date | Sale Order Country |
|----------------|-------|------------|------------------------|-----------------|---------------|------------|--------------------|
| 296919 | A3 | 2008 | WAUNF78P08A [REDACTED] | 3551 | 3885 | 02/14/2008 | USA |

Workshop Finding

HAVE NOT BEEN ABLE TO DUPLICATE THE CONCERN. NO FAULTS STORED. THE ONLY KNOW MODIFICATION TO THE VEHICLE IS AFTERMARKET WHEELS.

| Activity Date | Activity Time | Activity Comments |
|---------------|---------------|---|
| 02/14/2008 | 13:54 | CUST STATES CAR SURGE. HERE IS THE NOTE HE LEFT VERBATIM:.TRANS JERKS WHEN ACCELERATING FROM STOP. CREEPING WITH SLIGHTLY DEPRESSED ACCELERATOR IS A PROBLEM BECAUSE OF SURGING/JERKING.REVESRE UPHILL IS CHARACTERIZED BY MAJOR SURGING/JERKING.ONCE HAPPENED THAT WHEN RELEASING THE BRAKE AT AN UPHILL STOP THE TRANS JERKED AND GEAR SELECTOR FLASHED. CAR WOULD NOT MOVE. RESTARTING THE ENGINE DID NOT SOLVE THE PROBLEM. KEEPING THE BRAKE DEPRESSED FOR ABOUT 20 SECONDS BROUGHT THE SITUATION BACK TO NORMAL. PROBLEM ONLY OCCURS ONLY WHEN ENGINE OIL IS 180F AND ABOVE. |
| 02/14/2008 | 13:54 | ISSUE OPENED BY DEALERSHIP |
| 02/14/2008 | 14:08 | CUSTOMER COMMENTS: CUST STATES CAR SURGE. HERE IS THE NOTE HE LEFT VERBATIM:.TRANS JERKS WHEN ACCELERATING FROM STOP. CREEPING WITH SLIGHTLY DEPRESSED ACCELERATOR IS A PROBLEM BECAUSE OF SURGING/JERKING.REVESRE UPHILL IS CHARACTERIZED BY MAJOR SURGING/JERKING.ONCE HAPPENED THAT WHEN RELEASING THE BRAKE AT AN UPHILL STOP THE TRANS JERKED AND GEAR SELECTOR FLASHED. CAR WOULD NOT MOVE. RESTARTING THE ENGINE DID NOT SOLVE THE PROBLEM. KEEPING THE BRAKE DEPRESSED FOR ABOUT 20 SECONDS BROUGHT THE SITUATION BACK TO NORMAL. PROBLEM ONLY OCCURS ONLY WHEN ENGINE OIL IS 180F AND ABOVE. |
| 02/14/2008 | 14:08 | WE WILL NEED TO DUPLICATE THE CONCERN. WE DISCUSSED WHERE THE FLUID LEVEL CHECKING INFORMATION IS IN ELSA SO PLEASE CHECK THE FLUID LEVEL. IF NEEDED WE NEED TO GET THE CUSTOMER TO DUPLICATE THE CONCERN FOR US. REGARDS, ERIK |
| 02/14/2008 | 14:08 | WORKSHOP FINDINGS: HAVE NOT BEEN ABLE TO DUPLICATE THE CONCERN. NO FAULTS STORED. THE ONLY KNOW MODIFICATION TO THE VEHICLE IS AFTERMARKET WHEELS. |
| 02/19/2008 | 11:46 | CHECKED FLUID, OK. TEST DROVE AGAIN, GOT IT TO DO IT IN THE PARKING LOT GOING 8MPH AT 900RPMS AND IT WAS IN SECOND GEAR, WHICH WOULD SEEM NORMAL AT THAT SPEED AND RPM IN 2ND. NEVER DID IT IN TIP IN 1ST. |
| 02/19/2008 | 11:50 | STILL NO FAULTS STORED THE CONCERN SOUNDS NORMAL. CONFRIM THE CONCERN IS NORMAL BY COMPARING TO ANOTHER VEHICLE AND SHOW THE CUSTOMER THE OTHER VEHICLE. REGARDS, ERIK |
| 02/21/2008 | 14:53 | DETERMINED VOM, SHIPPED CAR |

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 |
|----------------|-------|------------|------------------------|-----------------|---------------|------------|--------------------|
| 299780 | A3 | 2008 | WAUKD78P88A [REDACTED] | 2624 | 3885 | 02/25/2008 | USA |

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| Workshop Finding |
| P0716 INPUT TURBINE/SPEED SENSOR CIRCUIT RANGE/PERFORMANCE SPORADIC, FLUID LEVEL AND CONDIOTN NORMAL. . . |

| Activity Date | Activity Time | Activity Comments |
|---------------|---------------|---|
| 02/25/2008 | 08:41 | C.S -DRIVING ABOVE 60 MPH THE RPMS WERE FLUCTUATING FROM 4000-3000RPMS ROADTESTED VEHICLE CONFIRMED COMPLAINT PERFORMED GFF FAULT SCAN STATES INPUT TURBINE/SPEED SENSOR CIRCUIT RANGE PERFORMANCE SPORADIC[P0176] PERFORMED TEST PLANS CHECKED MVB RPM BETWEEN TRASMISSION AND ENGINE RPM WERER THE SAME GFF STATES MALFUNCTION FOR THE TRANNY INPUT SPEED SENSOR G182 PEERFORM ROAD TEST AND SCAN AGAIN ROADTESTED VEHICLE AGAIN SAME FAULT CAME BACK FOR G182 TRANNY INPUT SPEED SENSOR |
| 02/25/2008 | 08:41 | ISSUE OPENED BY DEALERSHIP |
| 02/25/2008 | 09:13 | CUSTOMER COMMENTS: C.S -DRIVING ABOVE 60 MPH THE RPMS WERE FLUCTUATING FROM 4000-3000RPMS ROADTESTED VEHICLE CONFIRMED COMPLAINT PERFORMED GFF FAULT SCAN STATES INPUT TURBINE/SPEED SENSOR CIRCUIT RANGE PERFORMANCE SPORADIC[P0176] PERFORMED TEST PLANS CHECKED MVB RPM BETWEEN TRASMISSION AND ENGINE RPM WERER THE SAME GFF STATES MALFUNCTION FOR THE TRANNY INPUT SPEED SENSOR G182 PEERFORM ROAD TEST AND SCAN AGAIN ROADTESTED VEHICLE AGAIN SAME FAULT CAME BACK FOR G182 TRANNY INPUT SPEED SENSOR |
| 02/25/2008 | 09:13 | REPLACE THE INPUT SPEED SENSOR AND RECHECK FOR THE FAULT WITH A COUPLE OF TEST DRIVES. IF THE FAULT RETURN I MUST HAVE THE TRANSMISSION WORKSHEET FILLED OUT COMPLETE AND THE DSG MVB DATA ATTACHED PER THE DIAGNOSTIC WORK SHEET. REGARDS, ERIK |
| 02/25/2008 | 09:13 | WORKSHOP FINDINGS: P0716 INPUT TURBINE/SPEED SENSOR CIRCUIT RANGE/PERFORMANCE SPORADIC, FLUID LEVEL AND CONDIOTN NORMAL. . . |
| 02/25/2008 | 09:14 | ISSUE UPDATED |
| 10/08/2008 | 11:54 | REPLACED THE INPUT SPEED SENSOR ROADTESTED VEHICLE\ CHECKED FOR FAULTS NO FAULTS DETECTED \CHECK OPERATION OK |
| 01/14/2009 | 15:52 | CAR HAS BEEN DONE AND GONE SINCE NOVEMBER |

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| Consultant's Closing Comments |
| *****MUST FILL OUT TRANSMISSION SHEET AND ATTACH MVB DATA IF THE SPEED SENSOR DOES NOT REPAIR THE CONCERN.***** |

| VW File Number | Model | Model Year | VIN | Vehicle Mileage | TREAD Part ID | Open Date | Sale Order Country |
|----------------|-------|------------|------------------------|-----------------|---------------|------------|--------------------|
| 300263 | TT | 2008 | TRUAF38J881 [REDACTED] | 1099 | 3885 | 02/26/2008 | USA |

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| Workshop Finding | | | | | | | |
| P1707 012 . .INTERFERENCE IN MECHATRONIC-UNIT . .SPORADIC, FLUID LEVEL OK CONDITION NORMAL. . . | | | | | | | |

| Activity Date | Activity Time | Activity Comments |
|---------------|---------------|---|
| 02/25/2008 | 19:42 | CUSTOMER STATES, VEHICLE WOULD DROP OUT OF GEAR RANDOMLY AND PRNDL LIGHTS UP AND FLASHES.THEN THE CUSTOMER WILL PARK AND WAIT 20 MIN AND THE CAR WILL DRIVE AGAIN. |
| 02/25/2008 | 19:42 | ISSUE OPENED BY DEALERSHIP |
| 02/26/2008 | 11:16 | CUSTOMER COMMENTS: CUSTOMER STATES, VEHICLE WOULD DROP OUT OF GEAR RANDOMLY AND PRNDL LIGHTS UP AND FLASHES.THEN THE CUSTOMER WILL PARK AND WAIT 20 MIN AND THE CAR WILL DRIVE AGAIN. |
| 02/26/2008 | 11:16 | RED ORDER TO VIN AND REPLACE THE MECHATRONICS UNIT. PERFORM THE DSG BASIC SETTINGS AND RECHECK FOR PROPER OPERATION DSG AUTHORIZATION # 523 REGARDS, ERIK |
| 02/26/2008 | 11:16 | WORKSHOP FINDINGS: P1707 012 . .INTERFERENCE IN MECHATRONIC-UNIT . .SPORADIC, FLUID LEVEL OK CONDITION NORMAL. . . |
| 03/06/2008 | 20:52 | REPLACED MECHATRONIC UNIT AND PERFORMED BASIC SETTINGS. WHEN VEHICLE IS TEST DROVE ONLY 1ST AND 2CND GEAR OPERATE AND A CODE FOR "BASIC SETTING NOT PERFORMED MECHNICAL MALFUNCTION" SHOWS UP. TRYED SETTING THE BASIC SETTING AGAIN BUT SAME RESULT. |
| 03/07/2008 | 11:40 | REPLACE COMPLETE TRANS UNIT USING SAME AUTH. NUMBER. THANKS, DAVE |
| 03/18/2008 | 11:18 | CLOSED TICKET YESTERDAY, NOT SURE WHY ITSSTILL OPEN... REPLACED TRAS ASSEMBLY AND SET BASIC SETTING OF THE TRANS. BASIC SETTING SET AND VEHLCE DRIVE NORMAL. |

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| 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 |
|----------------|-------|------------|------------------------|-----------------|---------------|------------|--------------------|
| 307241 | TT | 2008 | TRUAF38J581 [REDACTED] | 10994 | 3885 | 03/18/2008 | USA |

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| Workshop Finding |
| TECHNICIAN CAN DUPLICATE THE CONCERN. TRANSMISSION FLUID LEVEL AND CONDITION IS GOOD. NO FAULTS SET. |

| Activity Date | Activity Time | Activity Comments |
|---------------|---------------|--|
| 03/18/2008 | 09:14 | CUSTOMER STATES AFTER STARTING VEHICLE AND WAITING TILL RPMS DROP TO 900 AND SELECTING REVERSE CAR JERKS AND BUCKS/ STALLED ONCE. CUSTOMER STATES AFTER RESTARTED AND PUT INTO FIRST GEAR CAR JERKED VIOLENTLY. CUSTOMER STATES WHEN DOWN SHIFTING FROM SECOND TO FIRST/ CAR VIOLENTLY JERKS. |
| 03/18/2008 | 09:14 | ISSUE OPENED BY DEALERSHIP |
| 03/18/2008 | 09:46 | ADVISED TECHNICIAN TO REPLACE THE MECHATRONICS. AUTH # 527. THANKS RAY |
| 03/18/2008 | 09:46 | CUSTOMER COMMENTS: CUSTOMER STATES AFTER STARTING VEHICLE AND WAITING TILL RPMS DROP TO 900 AND SELECTING REVERSE CAR JERKS AND BUCKS/ STALLED ONCE. CUSTOMER STATES AFTER RESTARTED AND PUT INTO FIRST GEAR CAR JERKED VIOLENTLY. CUSTOMER STATES WHEN DOWN SHIFTING FROM SECOND TO FIRST/ CAR VIOLENTLY JERKS. |
| 03/18/2008 | 09:46 | WORKSHOP FINDINGS: TECHNICIAN CAN DUPLICATE THE CONCERN. TRANSMISSION FLUID LEVEL AND CONDITION IS GOOD. NO FAULTS SET. |
| 03/25/2008 | 12:22 | REPLACED MECHATRONICS UNIT AND SET BASIC SETTINGS. TEST DROVE VEHICLE TO VERIFY REPAIR. OPERATING TO DESIGN. |

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| 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 |
|----------------|-------|------------|------------------------|-----------------|---------------|------------|--------------------|
| 309385 | TT | 2008 | TRUDD38J781 [REDACTED] | 12435 | 3735 | 03/25/2008 | USA |

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| Workshop Finding |
| DTC: P1815 (PRESSURE CONTROL SOL.). |

| Activity Date | Activity Time | Activity Comments |
|---------------|---------------|---|
| 03/25/2008 | 12:00 | ISSUE OPENED BY DEALERSHIP |
| 03/25/2008 | 12:00 | THIS VEHICLE WAS IN FOR T.P.M COMPLIANT. WHILE USING GFF,I FOUND FAULT P0868 IN DSG FAULT MEMORY. I FOLLOWED TEST PLAN IN GFF FOR BASIC SETTINGS. MAIN PRESSURE ADAPTION ARE.INSIDE TOLERANCE IN TEST PLAN. BUT, AFTER PERFORMING THE TEST PLAN, THE VEHICLE WOULD JERK WHEN TAKING OFF FROM A STOP. I PERFORMED AN EXTENSIVE ROAD TEST AND FOUND FAULT.P1815 PRESSURE CONTROL SOLENOID 1 SHORT TO B+ INCORRECT SIGNAL. I PERFORMED TEST PLAN.IN GFF (GFF FILE SENT TO YOU), BUT VEHICLE STILL JERKS WHEN TAKING OFF, NO FAULTS NO THOUGH. THE TEST PLAN STATED TO REPLACE J743 MECHATRONICS CONTROL MODULE. THE FAULT DID NOT COME BACK AT THIS TIME. |
| 03/25/2008 | 12:46 | CUSTOMER COMMENTS: THIS VEHICLE WAS IN FOR T.P.M COMPLIANT. WHILE USING GFF,I FOUND FAULT P0868 IN DSG FAULT MEMORY. I FOLLOWED TEST PLAN IN GFF FOR BASIC SETTINGS. MAIN PRESSURE ADAPTION ARE.INSIDE TOLERANCE IN TEST PLAN. BUT, AFTER PERFORMING THE TEST PLAN, THE VEHICLE WOULD JERK WHEN TAKING OFF FROM A STOP. I PERFORMED AN EXTENSIVE ROAD TEST AND FOUND FAULT.P1815 PRESSURE CONTROL SOLENOID 1 SHORT TO B+ INCORRECT SIGNAL. I PERFORMED TEST PLAN.IN GFF (GFF FILE SENT TO YOU), BUT VEHICLE STILL JERKS WHEN TAKING OFF, NO FAULTS NO THOUGH. THE TEST PLAN STATED TO REPLACE J743 MECHATRONICS CONTROL MODULE. THE FAULT DID NOT COME BACK AT THIS TIME. |
| 03/25/2008 | 12:46 | ISSUE SENT TO DEALERSHIP |
| 03/25/2008 | 12:46 | PLEASE FILL OUT THE TRANSMISSION WORKSHEET WITH THE CORRECT SERIAL NUMBER. ATTACH THE GFF LOG AND THE REQUESTED MVB. |
| 03/25/2008 | 12:46 | WORKSHOP FINDINGS: DTC: P1815 (PRESSURE CONTROL SOL.). |
| 03/25/2008 | 13:19 | UPDATING TICKET |
| 03/25/2008 | 13:50 | UPDATED AUTOMATIC TRANSMISSION WORKSHEET |
| 03/26/2008 | 09:48 | JASON PLEASE CALL BACK INTO TAC ASAP. THANKS RAY |
| 03/26/2008 | 10:28 | ORDER TO VIN AND REPLACE THE MECHATRONICS UNIT. PERFORM THE DSG BASIC SETTINGS AND RECHECK FOR PROPER OPERATION DSG AUTHORIZATION # 532 |
| 06/17/2008 | 10:59 | INSTALLED MECHATRONICS UNIT, PERFORMED BASIC STTINGS. VEHICLE OPERATING AS DESIGNED. |

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| 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 |
|----------------|-------|------------|------------------------|-----------------|---------------|------------|--------------------|
| 310287 | A3 | 2008 | WAUNF78P48A [REDACTED] | 5844 | 3735 | 03/27/2008 | USA |

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| Workshop Finding |
| n/a |

| Activity Date | Activity Time | Activity Comments |
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| 03/27/2008 | 11:18 | ISSUE OPENED BY DEALERSHIP |
| 03/27/2008 | 11:18 | IT BANGS IT TO GEAR AND THEN HUNTS FOR ONE. THE FLUID HAS METAL AND CLUTCH MATERIAL IN IT. |
| 03/27/2008 | 11:29 | CUSTOMER COMMENTS: IT BANGS IT TO GEAR AND THEN HUNTS FOR ONE. THE FLUID HAS METAL AND CLUTCH MATERIAL IN IT. |
| 03/27/2008 | 11:29 | PLEASE FILL OUT THE TRANSMISSION WORKSHEET WITH THE CORRECT SERIAL NUMBER AND ATTACH THE REQUESTED MVB. |
| 03/27/2008 | 12:29 | 150607 KA.50268.23 96 07.KCZ 07 06 07.14 10 23 0461 THESE WERE ALL THE NUMBERS ON THE TRANS UNDER THE BATTERY I DONT KNOW WHICH IS THE SERIAL NUMBER. |
| 03/27/2008 | 12:45 | RED ORDER TO VIN AND REPLACE THE MECHATRONICS UNIT. PERFORM THE DSG BASIC SETTINGS AND RECHECK FOR PROPER OPERATION DSG AUTHORIZATION # 534 THANKS, DAVE |
| 05/08/2008 | 10:33 | I REPLACED THE TRANSMISSION AND SET THE SETTINGS. TEST DROVE AND IS WORKING OK AT THIS TIME. |

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| 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 |
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| 310786 | TT | 2008 | TRUDD38J381 [REDACTED] | 8202 | 3885 | 03/28/2008 | USA |

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| Workshop Finding |
| TECHNICIAN HAS DUPLICATED A SLIP CONCERN ON MODERATE ACCELERATION, ENGINE REVS UP LIKE THE TRANSMISSION IS SLIPPING THEN THE TRANSMISSION DOWNSHIFTS FROM 5-4 GEAR. |

| Activity Date | Activity Time | Activity Comments |
|---------------|---------------|--|
| 03/28/2008 | 13:27 | ISSUE OPENED BY DEALERSHIP |
| 03/28/2008 | 13:27 | WHEN TRANS SHIFTS FROM 5TH TO 6TH THERE IS A CLUNK AND A SUDDEN LOSS OF POWER OCCURS AT ABOUT 30-40MPH INTERMITANT. |
| 03/28/2008 | 16:12 | ADVISED TECHNICIAN TO PLEASE RECORD MVB 8 & 62 AND ATTACH TO THE CONTACT. UPDATE THE CONTACT AND CALL BACK. THANKS RAY |
| 03/28/2008 | 16:12 | CUSTOMER COMMENTS: WHEN TRANS SHIFTS FROM 5TH TO 6TH THERE IS A CLUNK AND A SUDDEN LOSS OF POWER OCCURS AT ABOUT 30-40MPH INTERMITANT. |
| 03/28/2008 | 16:12 | WORKSHOP FINDINGS: TECHNICIAN HAS DUPLICATED A SLIP CONCERN ON MODERATE ACCELERATION, ENGINE REVS UP LIKE THE TRANSMISSION IS SLIPPING THEN THE TRANSMISSION DOWNSHIFTS FROM 5-4 GEAR. |
| 03/31/2008 | 16:29 | ADVISED TECH TO REPLACE THE MECH AND REPORT. DSG 537 |
| 04/25/2008 | 17:01 | REPLACED MECHATRONIC UNIT SET BASIC SETTINGS AND TEST DROVE TO SET ADAPTATION TRANS NOW SHIFTS OK NO MORE SLIPPING. |

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| 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 |
|----------------|-------|------------|------------------------|-----------------|---------------|------------|--------------------|
| 318963 | A3 | 2007 | WAUKD78P17A [REDACTED] | 32573 | 3885 | 04/23/2008 | USA |

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| Workshop Finding |
| P2711 P1820 P1624 P1707 SET. TRANSMISSION HAS NO FORWARD DRIVE RANGE. REVERSE IS WORKING PROPERLY. |

| Activity Date | Activity Time | Activity Comments |
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| 04/23/2008 | 15:04 | ISSUE OPENED BY DEALERSHIP |
| 04/23/2008 | 15:57 | ADVISED TO REPLACE THE MECHATRONICS AND REEVALAUTE THE CONCERN. AUTH # 560. UPDATE THE CONTACT AND CALL BACK AS NEEDED. THANKS RAY |
| 04/23/2008 | 15:57 | WORKSHOP FINDINGS: P2711 P1820 P1624 P1707 SET. TRANSMISSION HAS NO FORWARD DRIVE RANGE. REVERSE IS WORKING PROPERLY. |
| 05/07/2008 | 11:25 | CAR IS REPAIRD THANKS JOHN |

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| 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 |
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| 321667 | A3 | 2008 | WAUNF78PX8A [REDACTED] | 10233 | 3735 | 05/01/2008 | USA |

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| Workshop Finding |
| NO DTCS. VERIFIED A SHUDDER MOVING FORWARD WITH VERY LIGHT THROTTLE IN FIRST GEAR, TRING TO / JUST BEFORWE SHIFTING INTO SECOND GEAR.BETWEEN 1000 RPM AND 1200RPM AFTERTHAT NO SHUDDER .ALSO SHUDDER CAN BE FELT IN REVERSE. FLUID LEVEL/CONDITION ARE GOOD. |

| Activity Date | Activity Time | Activity Comments |
|---------------|---------------|---|
| 05/01/2008 | 14:57 | CUSTOMER STATES CAR BUCKS FORWARD WHILE ACCELERATING . VERIFIED A SHUDDER MOVING FORWARD WITH VERY LIGHT THROTTLE IN FIRST GEAR, TRING TO / JUST BEFORWE SHIFTING INTO SECOND GEAR.BETWEEN 1000 RPM AND 1200RPM AFTERTHAT NO SHUDDER .ALSO SHUDDER CAN BE FELT IN REVERSE. |
| 05/01/2008 | 14:57 | ISSUE OPENED BY DEALERSHIP |
| 05/01/2008 | 15:25 | CUSTOMER COMMENTS: CUSTOMER STATES CAR BUCKS FORWARD WHILE ACCELERATING . |
| 05/01/2008 | 15:25 | PLEASE PLACE A 2X4 A COUPLE OF FEET IN FRONT OF THE WHEELS. LET THE VEHICLE DRIVE OVER THE OBSTRUCTION WITHOUT ANY PEDAL INPUT. REPLY BACK ON IF THE SHUDDER IS WORSE OR NOT. |
| 05/01/2008 | 15:25 | WORKSHOP FINDINGS: NO DTCS. VERIFIED A SHUDDER MOVING FORWARD WITH VERY LIGHT THROTTLE IN FIRST GEAR, TRING TO / JUST BEFORWE SHIFTING INTO SECOND GEAR.BETWEEN 1000 RPM AND 1200RPM AFTERTHAT NO SHUDDER .ALSO SHUDDER CAN BE FELT IN REVERSE. FLUID LEVEL/CONDITION ARE GOOD. |
| 05/01/2008 | 16:03 | DROVE OVER 2X4 FEELS ACCEPTABLE. DID NOT GET WORSE |
| 05/02/2008 | 09:38 | PLEASE VERIFY THE BRAKE LIGHT SIGNAL IS SHOWING UP IN MVB 1 FIELD 1. COMPLETE THE ADAPTATION PROCEDURE AND SEE IF THE CONCERN IS GONE. THANKS, DAVE |
| 05/02/2008 | 15:51 | COMPLETE THE PROCEDURE ON THE SCAN TOOL YOU HAVE. THANKS, DAVE |
| 05/02/2008 | 16:33 | TRIED BASIC SETTING ADAPT SENDING COPY I HOPE . THERE MAY BE A SLIGHT DIFFERANCE BUT THERE IS STILL A SHUDDER BEFORE GOING INTO 2ND GEAR .DO NOT FEEL ANY SLIPPING |
| 05/02/2008 | 16:43 | PLEASE REPLACE THE MECHATRONICS UNIT. DSG00567 |
| 05/28/2008 | 13:58 | MECHATRONICS HAS BEEN REPLACED HAVE REPLACED TRANS FILTER PERFORM BASIC SETTING AND ADAPTATION .TRANS NO LONGER BUCKS.CAR TEST DRIVEN BY MANAGER.OK.THANK YOU FOR YOUR HELP PLEASE CLOSE |

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| 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 |
|----------------|-------|------------|-------------|-----------------|---------------|------------|--------------------|
| 324904 | TT | 2008 | TRUMF38J381 | 70 | 3735 | 05/12/2008 | USA |

| Workshop Finding |
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| n/a |

| Activity Date | Activity Time | Activity Comments |
|---------------|---------------|--|
| 05/12/2008 | 14:18 | ISSUE OPENED BY DEALERSHIP |
| 05/12/2008 | 14:18 | VEHICLE CAME IN WITH TRANS IN GEAR CAR WILL NOT MOVE. CHECK ENGINE LIGHT ON, PRNDL LIT UP, AND I WAS UNABLE TO GET REVERSE TO ENGAGE. I GOT IT TO MY LIFE, AFTER CYCLE OF KEY SYSTEM WORKED AS MANUFACTURE DESIGN. REVERSE WORKED, SHIFT INDICATOR WORKED, AFTER RUNNING GFF FOUND FAULT P1820 FOR PRESSURE CONTROL VALVE 2 FOR AUTO TRANS N216 SHORT TO B+, INCORRECT SIGNAL SPORATIC. RAN TEST PLAN WAS ABLE TO COMPLETE DUE TO TESTDRIVE NEEDED AND VEHICLE WAS CONNECTED TO 5051B. PLEASE ADVISE THANK YOU. |
| 05/12/2008 | 14:27 | CUSTOMER COMMENTS: VEHICLE CAME IN WITH TRANS IN GEAR CAR WILL NOT MOVE. CHECK ENGINE LIGHT ON, PRNDL LIT UP, AND I WAS UNABLE TO GET REVERSE TO ENGAGE. I GOT IT TO MY LIFE, AFTER CYCLE OF KEY SYSTEM WORKED AS MANUFACTURE DESIGN. REVERSE WORKED, SHIFT INDICATOR WORKED, AFTER RUNNING GFF FOUND FAULT P1820 FOR PRESSURE CONTROL VALVE 2 FOR AUTO TRANS N216 SHORT TO B+, INCORRECT SIGNAL SPORATIC. RAN TEST PLAN WAS ABLE TO COMPLETE DUE TO TESTDRIVE NEEDED AND VEHICLE WAS CONNECTED TO 5051B. PLEASE ADVISE THANK YOU. |
| 05/12/2008 | 14:27 | PLEASE REPLACE THE MECHATRONICS UNIT. DSG00576. |
| 05/28/2008 | 10:29 | I RECEIVED AND INSTALLED NEW MECHATRONICS UNIT AND NEW FILTER, AND RAN BASIC SETTINGS, BASIC SETTINGS FAILED DURING GEAR ACTUATION TEST SHOWED FAILED COMMUNICATION AT CERTIN POINT IN TEST. ATTEMPTED TO DRIVE VEHICLE AFTER ABOUT 30 SECONDS OF DRIVING TRANSMISSION WOULD NO LONGER ENGAGE IN GEAR AND PRNDL IN CLUSTER LITE UP. CHECKED FAULTS AND RECEIVED SAME FAULT AS BEFORE P1820. AFTER I CYCLE KEY AND TRY TO DRIVE AGAIN SYSTEM WORKS BUT THE SAME OCCURS SHORTLY AFTER. |
| 05/28/2008 | 10:48 | PLEASE CHECK THE WIRING TO THE TRANS T20 CONNECTOR AND VERIFY ALL INPUTS AND OUTPUTS ARE PRESENT. THANKS, DAVE |
| 05/28/2008 | 13:48 | MIKE / DAVE WE HAVE CHECKED EVERY SINGLE WIRE INDICATED ON WIRING DIAGRAM 4/2 4/3 AND 4/4, WE HAVE ALSO TAKEN A KNOWN GOOD VEHICLE AND COMPARE READING, ALL READING ARE THE SAME UP TO THE 20 PIN CONNECTOR AT THE MECHATRONIC, UPON STARTING VEHICLE ALL INDICATES OK UPON TAKING OFF 5 /10 MILE LOOSE FORWARD GEARS PINDLE BEGAN TO FLASH AND VEHICLE DOES NOT MOVE, UNTIL PUT BACK INTO PARK THAN FORWARD GEAR IS ACHIVE AGAIN, TO ACHIEVE REVERSE IGNITION NEEDS TO BE CYCLE. SHOPFOREMEN JESSIE CURRENTLY INVOLVED WITH THIS DIAGNOSIS. REGARDS, JESSIE, CODY |
| 05/28/2008 | 14:02 | PLEASE REPLACE THE TRANSMISSION. YOUR CVT AUTHO NUMBER IS 597 THANKS, DAVE |
| 06/18/2008 | 16:27 | RECEIVED NEW TRANSMISSION, REMOVED AND REPLACED DSG TRANSMISSION, PERFORMED BASIC SETTING AND TESTDROVE VEHICLE ALL SYSTEMS OPERATING PER MANUFACTURE DESIGN. THANK YOU FOR ALL YOU ASSISTANCE. |
| 06/18/2008 | 16:30 | THANK YOU AGAIN. |

| 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 |
|----------------|-------|------------|-------------|-----------------|---------------|------------|--------------------|
| 325704 | TT | 2008 | TRURD38J581 | 6125 | 3885 | 05/14/2008 | USA |

| Workshop Finding |
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| n/a |

| Activity Date | Activity Time | Activity Comments |
|---------------|---------------|---|
| 05/14/2008 | 10:25 | CUSTOMER COMPLAINS THAT THE CAR WILL ROLL WHEN PUTTING IT PARK. IT WILL MOVE UPTO 6 INCHES, I THOUGHT I SAW A BULL. ON THIS BUT CAN NOT FIND UNDER CAR . BUT THE TRANS WILL JERK HEAVLY WHEN LEAVING A STOP SIGN OR A STOP. NO FAULTS FOUND RAN TEST PLAN ALL OK |
| 05/14/2008 | 10:25 | ISSUE OPENED BY DEALERSHIP |
| 05/14/2008 | 11:01 | ADVISED TO PLACE A 2X4 IN FRONT OF THE VEHICLE, PLACE THE TRANSMISSION IN DRIVE RANGE. LET THE VHEICLE CREEP OVER THE 2X4 AND NOTE IF THE CONCERN IS THE SAME OR WORSE. INSPECT THE OPERATION OF THE BRAKE SWITCH. UPDATE THE CONTACT AND CALL BACK. THANKS RAY |
| 05/14/2008 | 11:01 | CUSTOMER COMMENTS: CUSTOMER COMPLAINS THAT THE CAR WILL ROLL WHEN PUTTING IT PARK. IT WILL MOVE UPTO 6 INCHES, I THOUGHT I SAW A BULL. ON THIS BUT CAN NOT FIND UNDER CAR . BUT THE TRANS WILL JERK HEAVLY WHEN LEAVING A STOP SIGN OR A STOP. NO FAULTS FOUND RAN TEST PLAN ALL OK |
| 05/14/2008 | 11:36 | TRIED 2X4 AND IT STLL WOULD JUMP OR JERK AT ACC. TCM SEES A GOOD BRAKEL LIGHT SIGNAL ON MVB 1 |
| 05/14/2008 | 11:48 | TECH CALLED BACK STATING THAT 2X4 TEST RESULT > SHUDDER WAS LESS OR THE SAME. SUGGEST: TECH TO GET CORRECT DSG SERIAL # AND ATTACH ALL NECESSARY MVB'S > ONCE ATTACHED THEN WE WILL AUTH MECHA |
| 05/14/2008 | 12:29 | TRANS # 12 14 46 0640 |
| 05/14/2008 | 12:36 | PLEASE REPLACE THE MECHATRONICS UNIT AND VERIFY REPAIR. YOUR DSG AUTHO NUMBER IS 581. THANKS, DAVE |
| 06/18/2008 | 12:02 | WORKS GOOD NOW |

| 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 |
|----------------|-------|------------|------------------------|-----------------|---------------|------------|--------------------|
| 326387 | A3 | 2008 | WAUNF78P98A [REDACTED] | 10004 | 3735 | 05/15/2008 | USA |

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| Workshop Finding |
| NO DTCS. FLUID LEVEL CONDITION |

| Activity Date | Activity Time | Activity Comments |
|---------------|---------------|--|
| 05/15/2008 | 15:34 | ISSUE OPENED BY DEALERSHIP |
| 05/15/2008 | 15:34 | VEHICLE WAS HERE 3 DAYS AGO AND COULD NOT DUPLICAT CONCERNS, VEHI LCLE RETURNED TODAY AND CONCERNS WERE DUPLICATED STALLING BEFORE ENGAGING TRANS HARD FROM STOP AND JERKING BADLY INTO DR AND REV. FEELS LIKE OTHER VALVE BODY ISSUES WE HAVE SEEN...ADVISE. |
| 05/15/2008 | 15:45 | CUSTOMER COMMENTS: VEHICLE WAS HERE 3 DAYS AGO AND COULD NOT DUPLICAT CONCERNS, VEHI LCLE RETURNED TODAY AND CONCERNS WERE DUPLICATED STALLING BEFORE ENGAGING TRANS HARD FROM STOP AND JERKING BADLY INTO DR AND REV. FEELS LIKE OTHER VALVE BODY ISSUES WE HAVE SEEN...ADVISE. |
| 05/15/2008 | 15:45 | PLEASE CHECK THE BRAKE SWITCH AND THE CRANKCASE PRESSURE LIMITING VALVE. IF GOOD, THEN FILL OUT THE TRANSMISSION WORKSHEET WITH THE CORRECT SERIAL NUMBER. |
| 05/15/2008 | 15:45 | WORKSHOP FINDINGS: NO DTCS. FLUID LEVEL CONDITION |
| 05/15/2008 | 16:26 | TRANS SERIAL IS KCZ2109071403120205..THE PCV IS WORKING CORRECTLY, AND THE MVB 1 IS QUICK NOT STICKING.. |
| 05/15/2008 | 16:52 | DELAYED ACCEL. PLEASE REPLACE THE MECHATRONICS UNIT. DSG00587. |
| 05/30/2008 | 10:26 | REPL VAL BODY PER #10 CHECK OUT..NEEDS DRIVEN...RAN BASIC SETTINGS & CODED ,,TEST DROVE...OK.... |
| 05/30/2008 | 10:27 | REPL VAL BODY PER #10 CHECK OUT..NEEDS DRIVEN...RAN BASIC SETTINGS & CODED ,,TEST DROVE...OK.... |

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| 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 |
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| 328796 | A3 | 2007 | WAUHF78P87A [REDACTED] | 15111 | 3885 | 05/22/2008 | USA |

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| Workshop Finding |
| GFF TEST PLAN LED TO REPLACING OF THE MECHATRONICS UNIT. |

| Activity Date | Activity Time | Activity Comments |
|---------------|---------------|--|
| 05/22/2008 | 17:14 | ISSUE OPENED BY DEALERSHIP |
| 05/22/2008 | 17:14 | TRANSMISSION BANGS IN REVERSE TO DRIVE AND ALSO WHEN SHIFTING FROM SECOND TO FIRST GEAR. RAN GFF FOUND FAULTS P0722 AND P1793. |
| 05/22/2008 | 18:00 | CUSTOMER COMMENTS: TRANSMISSION BANGS IN REVERSE TO DRIVE AND ALSO WHEN SHIFTING FROM SECOND TO FIRST GEAR. RAN GFF FOUND FAULTS P0722 AND P1793. |
| 05/22/2008 | 18:00 | PLEASE REPLACE THE MECHATRONICS UNIT AND VERIFY REPAIR. YOUR DSG AUTHO NUMBER IS 591 THANKS, DAVE |
| 05/22/2008 | 18:00 | WORKSHOP FINDINGS: GFF TEST PLAN LED TO REPLACING OF THE MECHATRONICS UNIT. |
| 05/27/2008 | 18:32 | REPLACED MECHATRONICS UNIT |
| 06/12/2008 | 13:51 | TECH DID NOT DRIVE ON THE HIGHWAY THE FIRST TIME. NOW NOTICE NOISE COMING FROM TRANS. PLEASE RUN ON HOIST TO VERIFY THE NOISE IS COMING FROM INSIDE THE TRANS. THANKS, DAVE |
| 06/12/2008 | 14:52 | SPOKE WITH JORGE AND S/F ED. TECHNICIAN IS GOING TO PERFORM THE ADAPTATION DRIVE. TAC FAXED THE ADAPTATION DRIVE TO FAX # 213-222-1271. THANKS RAY |
| 06/13/2008 | 15:50 | PLEASE FILL OUT THE TRANSMISSION WORKSHEET WITH THE CORRECT SERIAL NUMBER. |
| 06/13/2008 | 17:12 | JPP 15 12 06 1423 IS THE SERIAL NUMBER. PLEASE REPLACE THE TRANSMISSION. DSG 00611 |
| 06/13/2008 | 17:37 | MY . QUESTION IS? IF YOU WANT ME TO CHANGE THE TRANSMISSION. BECAUSE THE ONE IN THE CAR IS BANGING |
| 06/13/2008 | 18:00 | MY . QUESTION IS? IF YOU WANT ME TO CHANGE THE TRANSMISSION. BECAUSE THE ONE IN THE CAR IS BANGING .MILES IN THE VEHICLE IS15178. |
| 06/14/2008 | 15:35 | DO YOU WANT US TO REMOVE THE NEW MECHATRONICS UNIT ? IT HAS A LITTLE OVER 100 MILES ON IT.IF SO WHAT DO WE DO WITH IT?ALSO THE DSG TRANS. HAS BEEN ORDERED. |
| 06/26/2008 | 18:38 | REPLACED DSG TRANSMISSION AS REQUESTED, PERFORMED BASIC SETTINGS AND ADDAPTED TRANSMISSION. NOW TRANSMISSION SHIFTS UP AND DOWN CORRECTLY NO MORE BANGING AND TRIPTRONIC WORKING FINE. BUT NEW TRANSMISSION IS LEAKING FROM OIL PAN PICTURES ARE ATTACHED. |
| 06/27/2008 | 11:03 | PLEASE REPLACE THE TRANS PAN GASKET AND VERIFY THE REPAIR. I HAVE ESCALATED THIS CASE ON TO YOUR TFM DUE TO TIME DOWN AND MORE CONCERNS. THANKS, DAVE |
| 06/27/2008 | 11:04 | ISSUE UPDATED |
| 06/27/2008 | 15:21 | 2 PICTURES OF DSG TRANS LEAK. |
| 06/27/2008 | 15:24 | WE DO HAVE THE GASKET IN STOCK . |
| 06/27/2008 | 19:30 | REPLACE TRANSMISSION PAN GASKET TEST DROVE VEHICLE FOR FIVE MILES AND CHECKED FOR LEAKS AGAIN. NO MORE LEAKS COMMING FROM TRANSMISSION.JOB DONE. THANKS. |
| 06/27/2008 | 19:32 | THANKS. |
| 07/17/2008 | 17:43 | ISSUE UPDATED |
| 08/27/2008 | 13:49 | ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED |
| 08/27/2008 | 13:49 | ISSUE UPDATED |

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| Consultant's Closing Comments |
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DSG TRANS REPLACED DUE TO SHIFT ISSUES. REPLACED PAN GASKET ON REPLACEMENT TRANS DUE TO IT LEAKING.

| VW File Number | Model | Model Year | VIN | Vehicle Mileage | TREAD Part ID | Open Date | Sale Order Country |
|----------------|-------|------------|------------------------|-----------------|---------------|------------|--------------------|
| 330025 | A3 | 2008 | WAUNF78P28A [REDACTED] | 4601 | 3885 | 05/28/2008 | USA |

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| Workshop Finding |
| TRANSMISSION FLUID LEVEL IS TO SPEC AND THE FLUID SHOWS NO SIGNS OF DEBRIS OR BEING BURNT. |

| Activity Date | Activity Time | Activity Comments |
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| 05/28/2008 | 11:44 | CUSTOMER STATES THAT THE VEHICLE BANGING WHEN SHIFTING. TEST DROVE THE VEHICLE. FOUND THAT THE VEHICLE IS SHIFTING HARD FROM THE 1 TO 2 SHIFT. CHECKED FOR CODES WITH THE TESTER. NO CODES. CHECKED FOR TECH BULLETINS. NO BULLETINS. |
| 05/28/2008 | 11:44 | ISSUE OPENED BY DEALERSHIP |
| 05/30/2008 | 10:12 | PERFORMED THE BASIC SETTING ON THE TCM. TEST DROVE THE VEHICLE. VEHICLE SEEMED TO PERFORM BETTER. GAVE VEHICLE BACK TO VEHICLE. CAR IS BACK WITH SAME ISSUE. CUSTOMER DROVE VEHICLE 60 MILES. TEST DROVE THE VEHICLE AGAIN. SEEMS HESITATION HAPPENS MORE AT HEAVY THROTTLE FROM A STAND STILL. ESP LIGHT COMES ON THEN THERE IS HESITATION IN THE SHIFTING AND WHEN IT DOES SHIFT IT FEELS LIKE THE VEHICLE BOUNCE OR ROCKING FOWARD AND BACKWARDS. NOT A SMOOTH SHIFT. |
| 05/30/2008 | 10:20 | ADVISED TO REPLACE THE MECHATRONICS, PERFORM THE BASIC SETTINGS AND REEVALAUTE THE CONCERN. AUTH # 599. THANKS RAY |
| 05/30/2008 | 10:20 | CUSTOMER COMMENTS: CUSTOMER STATES THAT THE VEHICLE BANGING WHEN SHIFTING. TEST DROVE THE VEHICLE. FOUND THAT THE VEHICLE IS SHIFTING HARD FROM THE 1 TO 2 SHIFT. CHECKED FOR CODES WITH THE TESTER. NO CODES. CHECKED FOR TECH BULLETINS. NO BULLETINS. |
| 05/30/2008 | 10:20 | WORKSHOP FINDINGS: TRANSMISSION FLUID LEVEL IS TO SPEC AND THE FLUID SHOWS NO SIGNS OF DEBRIS OR BEING BURNT. |
| 07/24/2008 | 15:22 | REPLACED MECHATRONIC CU. SHIFT TO MANUFACTOR SPECS. |

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| 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 |
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| 336530 | TT | 2008 | TRUDD38J581 [REDACTED] | 19440 | 3735 | 06/16/2008 | USA |

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| Workshop Finding |
| FOLLOWED GFF TEST PLAN FOR THE FAULT AND IT LED TO CALLING TECHLINE. |

| Activity Date | Activity Time | Activity Comments |
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| 06/16/2008 | 16:10 | ISSUE OPENED BY DEALERSHIP |
| 06/16/2008 | 16:24 | CUSTOMER COMMENTS: WHEN BACKING UP EXCESSIVE RPM IS NEEDED. |
| 06/16/2008 | 16:24 | PLEASE PERFORM THE ADAPTATION TEST DRIVE PROCEDURE AND RECHECK THE CONCERN. I HAVE FAXED THE PROCEDURE TO 951-352-9081. THANKS, DAVE |
| 06/16/2008 | 16:24 | WORKSHOP FINDINGS: FOLLOWED GFF TEST PLAN FOR THE FAULT AND IT LED TO CALLING TECHLINE. |
| 06/17/2008 | 13:08 | PERFORMED ADAPTATION TEST DRIVE AT TIMES VEHICLE WILL NOT MOVE IN REVERSE OR DRIVE-VEHICLE ALSO SLAMS INTO LOWER GEAR UPSHIFT AND DOWNSHIFT. ATTACHED MVB 60.TO 70 |
| 06/17/2008 | 13:09 | PERFORMED ADAPTATION TEST DRIVE AT TIMES VEHICLE WILL NOT MOVE IN REVERSE OR DRIVE-VEHICLE ALSO SLAMS INTO LOWER GEAR UPSHIFT AND DOWNSHIFT. ATTACHED MVB 60.TO 70 |
| 06/17/2008 | 13:30 | PLEASE PERFORM A HARD REBOOT OF THE MECHATRONICS UNIT. CLEAR ANY FAULTS AND TRY THE ADAPTION PROCEDURE THAT WAS FAXED. |
| 06/17/2008 | 16:10 | TRIED TO ADAPT DSG VALUES DO NOT SET CAN YOU EXPLAIN MVB 66 -NO CODES SET.TRANS SHIFTS ROUGH |
| 06/17/2008 | 16:30 | PLEASE REPLACE THE MECHATRONICS UNIT. DSG00615 |
| 06/17/2008 | 17:10 | TRIED TO ADAPT DSG VALUES DO NOT SET CAN YOU EXPLAIN MVB 66 -NO CODES SET.TRANS SHIFTS ROUGH |
| 07/03/2008 | 17:06 | PART CAME IN AND WAS BROKEN. ADVISED THE TECH TO REPLACE THE COMPLETE TRANS. YOUR DSG AUTHO NUMBER IS 630. THANKS, DAVE |
| 07/08/2008 | 16:47 | ISSUE UPDATED |
| 07/08/2008 | 16:48 | I HAVE ESCALATED THIS CASE DUE TO TIME DOWN AND NO PARTS AVAILABLE. THANKS, DAVE |
| 07/25/2008 | 17:35 | INSTALLED REPLACEMENT TRANSMISSION WHEN IT ARRIVED-ROAD TESTED AND ADAPTED-SHIFTING NOW CORRECT |
| 07/28/2008 | 10:37 | ISSUE UPDATED |

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| 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 |
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| 340817 | A3 | 2007 | WAUNF78P57A [REDACTED] | 11120 | 3735 | 06/27/2008 | USA |

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| Workshop Finding |
| n/a |

| Activity Date | Activity Time | Activity Comments |
|---------------|---------------|--|
| 06/27/2008 | 15:42 | ISSUE OPENED BY DEALERSHIP |
| 06/27/2008 | 15:42 | OVER HEATING AFTER CAR WONT MOVE FOWERD |
| 06/27/2008 | 15:53 | CUSTOMER COMMENTS: OVER HEATING AFTER CAR WONT MOVE FOWERD |
| 06/27/2008 | 15:53 | TECH STATES THAT HE HAS REPLACED THE MECHATRONIC , FOR THE SELECTOR NOT SHOWING UP IN THE MECH , DSG 622 |
| 07/08/2008 | 15:10 | THANKS THE CONTROL UNIT FIXED THE CONSERN |

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| 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 |
|----------------|-------|------------|------------------------|-----------------|---------------|------------|--------------------|
| 341448 | A3 | 2008 | WAUHF78P98A [REDACTED] | 4503 | 3735 | 07/01/2008 | USA |

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| Workshop Finding |
| MECH UNIT WAS REPLACED IN APRIL FOR SIMILAR CONCERN. FAULT P2711 HAS RETURNED. |

| Activity Date | Activity Time | Activity Comments |
|---------------|---------------|--|
| 07/01/2008 | 10:24 | CUSTOMER STATES ONE TIME WHEN PULLING INTO THE GARAGE THE CARS TRANSMISSION WNET NON-RESPONSIVE AND THE TRANSMISSION LIGHTS WERE FLASHING IN THE DASH... COULD NOT DUPLICATE THE CONCERN. THE CUSTOMER FIRST CAME IN AT 1,616MILES ON 04-13-08. PERFORMED THE TECHNICAL ASSISTANCE REPLACED THE MECHATRONIC UNIT. THE FAULT CODES AT THE TIME WERE P1707 AND P2711. THE CUSTOMER HAS RETURNED NOW WITH JUST FAULT CODE P2711. PERFORMED THE GFF TEST. THE CUSTOMERS CONCERN IS SPORADIC. THE FAULT WAS STORED ON 06/22/08. THE VEHICLE NOW HAS 4,503 MILES. |
| 07/01/2008 | 10:24 | ISSUE OPENED BY DEALERSHIP |
| 07/01/2008 | 10:43 | MVB 11 12, 30-97 AND 104-111. |
| 07/01/2008 | 10:54 | PLEASE REPLACE THE TRANSMISSION, RESET ADAPTATIONS AND TEST DRIVE TO VERIFY REPAIR. YOUR DSG AUTHO NUMBER IS 626 |
| 07/01/2008 | 10:54 | WORKSHOP FINDINGS: MECH UNIT WAS REPLACED IN APRIL FOR SIMILAR CONCERN. FAULT P2711 HAS RETURNED. |
| 07/07/2008 | 20:08 | REPLACED THE DSG TRANSMISSION. PERFORMED THE ADAPTATIONS WITH 5052. ROAD TESTED. VERIFIED THE REPAIR |
| 07/31/2008 | 13:34 | ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED |
| 07/31/2008 | 13:34 | ISSUE UPDATED |

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| Consultant's Closing Comments |
| THE TECHNICIAN REPLACED THE TRANSMISSION. |

| VW File Number | Model | Model Year | VIN | Vehicle Mileage | TREAD Part ID | Open Date | Sale Order Country |
|----------------|-------|------------|------------------------|-----------------|---------------|------------|--------------------|
| 343536 | A3 | 2008 | WAUNF78P68A [REDACTED] | 10963 | 3885 | 07/08/2008 | USA |

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| Workshop Finding |
| NO DTCS. FLUID WAS LOW. THE FLUID WAS TOPPED OFF AND THE SHIFTING IMPROVED. |

| Activity Date | Activity Time | Activity Comments |
|---------------|---------------|--|
| 07/08/2008 | 11:45 | ISSUE OPENED BY DEALERSHIP |
| 07/08/2008 | 11:45 | TRANSMISSION BUCKS IN 1ST GEAR FROM STANDSTILL. ALL OTHER GEARS SHIFT PERFECT, CAR WAS IN ACCIDENT. |
| 07/08/2008 | 12:06 | CUSTOMER COMMENTS: TRANSMISSION BUCKS IN 1ST GEAR FROM STANDSTILL. ALL OTHER GEARS SHIFT PERFECT, CAR WAS IN ACCIDENT. |
| 07/08/2008 | 12:06 | PLEASE ADAPT THE TRANSMISSION. IF THE CONCERN PERSISTS, THEN ATTACH THE REQUESTED MVB AND FILL OUT THE TRANSMISSION WORKSHEET WITH THE CORRECT SERIAL NUMBER. |
| 07/08/2008 | 12:06 | WORKSHOP FINDINGS: NO DTCS. FLUID WAS LOW. THE FLUID WAS TOPPED OFF AND THE SHIFTING IMPROVED. |
| 07/08/2008 | 12:46 | DID NOT PERFORM ADAPTATION OR BASIC SETTINGS. SAYS TO SET BASIC SETTINGS ONLY IF REPLACING MECHATRONICS UNIT OR IF 2 FAULTS PRESENT. NO FAULTS. |
| 07/08/2008 | 14:48 | THE CONCERN HAS NOT IMPROVED AFTER PERFORMING THE ADAPTIVE DRIVE. PLEASE REPLACE THE MECHATRONICS UNIT. |
| 07/15/2008 | 19:23 | INSURANCE ADJUSTER CAME BY TODAY. ALONG WITH TECHNICIAN INSPECTED TRANS. FOUND NO DAMAGE. NO DINGS OR SCRATCHES AT ALL ON TRANS. CLAIM DENIED. NO EVIDENCE OF EXTERNAL DAMAGE. |
| 07/16/2008 | 11:19 | PLEASE RED ORDER A MECHATRONICS UNIT ACCORDING TO YOUR VIN NUMBER. REPLACE THE MECHATRONICS UNIT CLEAR ANY FAULTS AND PERFORM ADAPTATION. YOUR AUTHO NUMBER FOR THE MECHATRONICS UNIT IS 640. THANKS, DAVE |
| 07/23/2008 | 16:05 | MECHATRONICS UNIT TOOK CARE OF CONCERN,,,THANK YOU. |
| 07/23/2008 | 17:24 | ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED |
| 07/23/2008 | 17:24 | ISSUE UPDATED |

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| Consultant's Closing Comments |
| THE TECHNICIAN REPLACED THE MECHATRONICS UNIT. |

| VW File Number | Model | Model Year | VIN | Vehicle Mileage | TREAD Part ID | Open Date | Sale Order Country |
|----------------|-------|------------|------------------------|-----------------|---------------|------------|--------------------|
| 344483 | TT | 2008 | TRUAF38J181 [REDACTED] | 9970 | 3885 | 07/10/2008 | USA |

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| Workshop Finding |
| DTC: P1815 (SOLONOID 1 SHORT TO B+). GFF SUGGESTS MECHATRONICS REPLACEMENT. FLUID LEVEL/CONDITION ARE GOOD. |

| Activity Date | Activity Time | Activity Comments |
|---------------|---------------|--|
| 07/10/2008 | 11:14 | CHECK ENGINE LIGHT ON,TRANS INDICATOR FLASHING,WON'T SHIFT. FAULT 18223 PRESSURE CONTROL SOLENOID 1 SHORT TO B+ INCORRECT SIGNAL. RAN TEST PLAN, CLEARS FAULT BUT IMMEDIATELY RETURNS. TEST PLAN ASKS FOR 1ST GEAR TEST BUT IS STUCK IN 2ND GEAR LIMP MODE, TEST PLAN THEN SAYS REPLACE MECHATRONICS. |
| 07/10/2008 | 11:14 | ISSUE OPENED BY DEALERSHIP |
| 07/10/2008 | 11:24 | CUSTOMER COMMENTS: CHECK ENGINE LIGHT ON,TRANS INDICATOR FLASHING,WON'T SHIFT. FAULT 18223 PRESSURE CONTROL SOLENOID 1 SHORT TO B+ INCORRECT SIGNAL. RAN TEST PLAN, CLEARS FAULT BUT IMMEDIATELY RETURNS. TEST PLAN ASKS FOR 1ST GEAR TEST BUT IS STUCK IN 2ND GEAR LIMP MODE, TEST PLAN THEN SAYS REPLACE MECHATRONICS. |
| 07/10/2008 | 11:24 | PLEASE FILL OUT THE TRANSMISSION WORKSHEET WITH THE CORRECT SERIAL NUMBER. |
| 07/10/2008 | 11:24 | WORKSHOP FINDINGS: DTC: P1815 (SOLONOID 1 SHORT TO B+). GFF SUGGESTS MECHATRONICS REPLACEMENT. FLUID LEVEL/CONDITION ARE GOOD. |
| 07/10/2008 | 11:45 | UPDATED TRANS NUMBERS IN WORKSHEET |
| 07/10/2008 | 11:51 | PLEASE REPLACE THE MECHATRONICS UNIT. DSG 00634 |
| 07/17/2008 | 17:16 | REPLACED MECHATRONICS UNIT, PERFORMED BASIC SETTINGS AND ADAPTION. OK |
| 07/18/2008 | 15:38 | ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED |
| 07/18/2008 | 15:38 | ISSUE UPDATED |

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| Consultant's Closing Comments |
| THE TECHNICIAN REPLACED THE MECHATRONICS UNIT. |

| VW File Number | Model | Model Year | VIN | Vehicle Mileage | TREAD Part ID | Open Date | Sale Order Country |
|----------------|-------|------------|------------------------|-----------------|---------------|------------|--------------------|
| 345910 | A3 | 2007 | WAUNF78P57A [REDACTED] | 15834 | 3885 | 07/15/2008 | USA |

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| Workshop Finding |
| DTC: U0101 (NO COMMUNICATION WITH THE MECHATRONICS). THE TECHNICIAN HAS VERIFIED THE CONCERN. |

| Activity Date | Activity Time | Activity Comments |
|---------------|---------------|---|
| 07/15/2008 | 12:50 | ISSUE OPENED BY DEALERSHIP |
| 07/15/2008 | 12:50 | VEHICLE SHUTS OFF WHILE DRIVING ON THE FREEWAY ESP LIGHT FLASHES RIGHT BEFORE VEHICLE SHUTS OFF |
| 07/15/2008 | 13:01 | CUSTOMER COMMENTS: VEHICLE SHUTS OFF WHILE DRIVING ON THE FREEWAY ESP LIGHT FLASHES RIGHT BEFORE VEHICLE SHUTS OFF |
| 07/15/2008 | 13:01 | PLEASE CHECK THE POWER, GROUND AND COMMUNICATION LINE. FILL OUT THE TRANSMISSION WORKSHEET AND ATTACH THE REQUESTED MVB. |
| 07/15/2008 | 13:01 | WORKSHOP FINDINGS: DTC: U0101 (NO COMMUNICATION WITH THE MECHATRONICS). THE TECHNICIAN HAS VERIFIED THE CONCERN. |
| 07/15/2008 | 13:38 | HERES THE INFO. |
| 07/15/2008 | 13:45 | ADVISED TECH TO REPLACE THE MECHATRONICS UNIT, CLEAR FAULTS AND TEST DRIVE TO VERIFY CONCERN. YOUR DSG AUTHO NUMBER IS 639. THANKS, DAVE |
| 07/29/2008 | 19:24 | REPLACED MECHATRONICS UNIT-PERFORMED ADAPTATIONS-DROVE VEHILCE-FOR ABOUT 150+MILES-SYMPTON DID NOT COME BACK-THANKS FOR THE HELP |
| 07/30/2008 | 09:00 | ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED |
| 07/30/2008 | 09:00 | ISSUE UPDATED |

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| Consultant's Closing Comments |
| THE TECHNICIAN REPLACED THE MECHATRONICS UNIT. |

| VW File Number | Model | Model Year | VIN | Vehicle Mileage | TREAD Part ID | Open Date | Sale Order Country |
|----------------|-------|------------|------------------------|-----------------|---------------|------------|--------------------|
| 346358 | TT | 2008 | TRUDD38JX81 [REDACTED] | 4891 | 3735 | 07/16/2008 | USA |

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| Workshop Finding |
| NO DTCS. THE TECHNCIAN HAS VERIFIED THE CONCERN. FLUID LEVEL/CONDITON ARE GOOD. |

| Activity Date | Activity Time | Activity Comments |
|---------------|---------------|--|
| 07/16/2008 | 12:10 | CUSTOMER STATES VEHICLE TRANSMISSION BUCKING. ROAD TESTED CAR FOUND THAT AT IDLE NO LOAD IN DRIVE LEVEL GROUND TRANS. SEEMS TO BE SHUTTERING. UNDER MED. LOAD FIRST TAKE OFF TRANS SEEMS TO ENGAGE HARD IN FRIST GEAR. PERFORMED GFF AND MVB. NO CODES IN TRANS. CHECKED FOR BULLENTENS NONE FOUND. |
| 07/16/2008 | 12:10 | ISSUE OPENED BY DEALERSHIP |
| 07/16/2008 | 12:22 | CUSTOMER COMMENTS: CUSTOMER STATES VEHICLE TRANSMISSION BUCKING. ROAD TESTED CAR FOUND THAT AT IDLE NO LOAD IN DRIVE LEVEL GROUND TRANS. SEEMS TO BE SHUTTERING. UNDER MED. LOAD FIRST TAKE OFF TRANS SEEMS TO ENGAGE HARD IN FRIST GEAR. PERFORMED GFF AND MVB. NO CODES IN TRANS. CHECKED FOR BULLENTENS NONE FOUND. |
| 07/16/2008 | 12:22 | PLEASE FILL OUT THE TRANSMISSION WORKSHEET WITH THE CORRECT SERIAL. |
| 07/16/2008 | 12:22 | WORKSHOP FINDINGS: NO DTCS. THE TECHNCIAN HAS VERIFIED THE CONCERN. FLUID LEVEL/CONDITON ARE GOOD. |
| 07/16/2008 | 12:58 | UPDATED TRANS WORK SHEET WITH PROP. TRANS. NUMB. |
| 07/16/2008 | 13:07 | ADVISED TECH TO REPLACE THE MECH DSG 641 |
| 09/19/2008 | 13:55 | REPLACED DSG 641 CONTROL MOD. ROAD TESTED CAR PERFORMED BASIC SETTINGS AND ADAPTIONS. FOUND TRANS. STILL BANGING WHEN UPON MED. TO HARD ACCEL. PERFORMED ALL GFF TESTS ALL PASS PRESSURES OK AND ADAPTIONS ALL SET. ROAD TESTED CAR AGAIN SHIFTING BETTER AT FIRST BUT TILL BANGING INTO ALL GEARS. |
| 09/19/2008 | 14:05 | FAXED TECH BASIC SETTING IN VSD PROCEDURE |
| 09/23/2008 | 10:03 | PERFORMED VSD BASIC SETTINGS ROAD TESTED CAR OK. DROVE CAR OVER NIGHT LOST ALL FORWARD GEARS SHUT CAR OFF RESET SYSTEM ROAD TESTED CAR BANGING INTO GEAR. |
| 09/23/2008 | 10:16 | PLEASE REPLACE THE MECHATRONICS UNIT AGAIN. DSG 00707 |
| 10/02/2008 | 09:53 | REPLACED MECHATRONICS CONTROL UNIT FILLED FLUID PERFORMED BASIC SETTINGS AND ADAPTIONS ROAD TESTED CAR FOR ADAPTIVE DRIVE. CAR WAS SHIFTING PROP. ROAD TESTED CAR OVERNIGHT. FOUND CAR NUTRALIZED NO FORWARD GEARS PRINDALS FLASHING. SHUT CAR OFF RESET SYSTEM CONTINUED ROAD TESET FOUND BANGING GEARS AND DELAYED SHIFTS. |
| 10/02/2008 | 10:47 | PLEASE REPLACE THE TRANSMISSION. DSG 00719 |
| 10/15/2008 | 14:31 | REPLACED TRANS ADAPTED ROAD TESTED CAR OPERATING TO MAN. SPECS. ROAD TESTED CAR NEXT DAY CHECKED OPERATION OK. |
| 10/22/2008 | 09:20 | ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED |
| 10/22/2008 | 09:20 | ISSUE UPDATED |

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| Consultant's Closing Comments |
| THE TECHNICIAN REPLACED THE TRANSMISSION. |

| VW File Number | Model | Model Year | VIN | Vehicle Mileage | TREAD Part ID | Open Date | Sale Order Country |
|----------------|-------|------------|------------------------|-----------------|---------------|------------|--------------------|
| 346652 | A3 | 2007 | WAUKD78P57A [REDACTED] | 13865 | 3885 | 07/16/2008 | USA |

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| Workshop Finding |
| NO DTCS. THE TECHNICIAN HAS VERIFIED THE CONCERN. VERY SPORADIC. THE FLUID LEVEL/CONDITION ARE GOOD. PREVIOUSLY THE TRANS. FLUID WAS LOW. |

| Activity Date | Activity Time | Activity Comments |
|---------------|---------------|--|
| 07/16/2008 | 19:53 | HESITATES SHIFTING GEARS IN REVERSE UPHILL. HESITATES WHEN MOVING FORWARD FROM STOP AND HARSH SHIFT IN TO 2ND |
| 07/16/2008 | 19:53 | ISSUE OPENED BY DEALERSHIP |
| 07/17/2008 | 11:39 | CUSTOMER COMMENTS: HESITATES SHIFTING GEARS IN REVERSE UPHILL. HESITATES WHEN MOVING FORWARD FROM STOP AND HARSH SHIFT IN TO 2ND |
| 07/17/2008 | 11:39 | PLEASE REPLACE THE MECHATRONICS UNIT. DSG 20129. |
| 07/17/2008 | 11:39 | WORKSHOP FINDINGS: NO DTCS. THE TECHNICIAN HAS VERIFIED THE CONCERN. VERY SPORADIC. THE FLUID LEVEL/CONDITION ARE GOOD. PREVIOUSLY THE TRANS. FLUID WAS LOW. |
| 07/24/2008 | 12:28 | MECHATRONICS UNIT HAS BEEN REPLACED. NEW FLUID AND FILTER INSTALLED. FUILD LEVEL SET AT 35°C FOLLOW GFF FOR BASIT SETTINGS AND PERFORMED REGULAR ADAPTION DRIVE. NO CONCERNS. NOTICED THAT THE VEHICLE FEELS LIKE ITS ON A CLUTCH FRICTION POINT WHEN TAKEING OFF AFTER REPAIRS COMPARTED TO BEFORE THE VEHICLE FELT MORE LIKE A CONVENTIONAL AUTOMATIC TAKING OFF |
| 07/29/2008 | 11:58 | ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED |
| 07/29/2008 | 11:58 | ISSUE UPDATED |

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| Consultant's Closing Comments |
| THE TECHNICIAN REPLACED THE MECHATRONICS UNIT. |

| VW File Number | Model | Model Year | VIN | Vehicle Mileage | TREAD Part ID | Open Date | Sale Order Country |
|----------------|-------|------------|------------------------|-----------------|---------------|------------|--------------------|
| 346909 | A3 | 2007 | WAUHF78P77A [REDACTED] | 34285 | 3735 | 07/17/2008 | USA |

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| Workshop Finding |
| NO DTCS. THE FLUID LEVEL/CONDITION ARE GOOD. THE TECHNICIAN HAS VERIFIED THE CONCERN. |

| Activity Date | Activity Time | Activity Comments |
|---------------|---------------|--|
| 07/17/2008 | 13:40 | ISSUE OPENED BY DEALERSHIP |
| 07/17/2008 | 13:40 | TRANS SHIFTS ERATTIC, SLAMS INTO DRIVE AND REV, SHUDDERS FROM A STOP ON ACCEL, MAKES NOISE ON LIGHT ACCEL IN ANY GEAR AND INDICATOR LIGHTS UP AT TIMES. |
| 07/17/2008 | 13:46 | CUSTOMER COMMENTS: TRANS SHIFTS ERATTIC, SLAMS INTO DRIVE AND REV, SHUDDERS FROM A STOP ON ACCEL, MAKES NOISE ON LIGHT ACCEL IN ANY GEAR AND INDICATOR LIGHTS UP AT TIMES. |
| 07/17/2008 | 13:46 | PLEASE REPLACE THE MECHATRONICS UNIT. DSG 00644. |
| 07/17/2008 | 13:46 | WORKSHOP FINDINGS: NO DTCS. THE FLUID LEVEL/CONDITION ARE GOOD. THE TECHNICIAN HAS VERIFIED THE CONCERN. |
| 08/12/2008 | 14:58 | REPLACED MECHA TRONIC UNIT FILLED TO CORRECT FLUID LEVEL SET BASIC SETTINGS TEST DROVE TO CONTINUE BASIC SETTINGS AFTER COMPLETING BASIC SETTINGS NOTICED TRANS WAS STILL BANGING INTO GEAR ON LIGHT ACCEL ALSO WHEN PUTTING INTO DRIVE OR REV TRANS WOULD BANG INTO GEAR RATTLE TYPE NOISE HEARD AT TIMES WHEN ACCELERATING FROM A STOP ALSO TRANS WOULD HAVE DELAY ON ACCEL FROM A STOP. |
| 08/12/2008 | 15:47 | ADVISED TO REPLACE THE TRANSMISSION. AUTH # 671. REGARDS RAY |
| 08/18/2008 | 14:25 | REPLACED TRANS CKD FLUID LEVEL RAN BASIC SETTINGS USING GFF RESUMED SETTING BASIC SETTINGS WHILE TEST DRIVING TRANS NOW SHIFTS AS DESIGNED AND NO MORE HARSH SHIFT IS FELT. |
| 08/19/2008 | 10:31 | ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED |
| 08/19/2008 | 10:31 | ISSUE UPDATED |

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| Consultant's Closing Comments |
| THE TECHNICIAN REPLACED THE TRANSMISSION. |

| VW File Number | Model | Model Year | VIN | Vehicle Mileage | TREAD Part ID | Open Date | Sale Order Country |
|----------------|-------|------------|-----------------------|-----------------|---------------|------------|--------------------|
| 347959 | TT | 2008 | TRUDD38J68 [REDACTED] | 1365 | 3885 | 07/21/2008 | USA |

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| Workshop Finding |
| DTC: P1707 (INTERFERENCE IN MECH.). |

| Activity Date | Activity Time | Activity Comments |
|---------------|---------------|---|
| 07/21/2008 | 16:18 | ISSUE OPENED BY DEALERSHIP |
| 07/21/2008 | 16:18 | VEHICLE SEEMS TO GO INTO LIMP MODE AND WILL NOT GO AWAY UNLESS RESTARTED. GEAR SELECTOR ILLUMINATED. |
| 07/21/2008 | 16:52 | CUSTOMER COMMENTS: VEHICLE SEEMS TO GO INTO LIMP MODE AND WILL NOT GO AWAY UNLESS RESTARTED. GEAR SELECTOR ILLUMINATED. |
| 07/21/2008 | 16:52 | PLEASE FILL OUT THE TRANSMISSION WORKSHEET CORRECTLY. |
| 07/21/2008 | 16:52 | WORKSHOP FINDINGS: DTC: P1707 (INTERFERENCE IN MECH.). |
| 07/21/2008 | 17:36 | READJUSTED TRANSMISSION SHEET WITH CORRECT SERIAL NUMBER |
| 07/21/2008 | 17:39 | PLEASE REPLACE THE MECHATRONICS UNIT. DSG 00648. |
| 07/30/2008 | 13:39 | WAITING ON MECHATRONICS UNIT |
| 07/30/2008 | 17:14 | ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED |
| 07/30/2008 | 17:14 | ISSUE UPDATED |

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| Consultant's Closing Comments |
| THE TECHNICIAN REPLACED THE MECHATRONICS UNIT. |

| VW File Number | Model | Model Year | VIN | Vehicle Mileage | TREAD Part ID | Open Date | Sale Order Country |
|----------------|-------|------------|------------------------|-----------------|---------------|------------|--------------------|
| 348047 | A3 | 2007 | WAUHF78P17A [REDACTED] | 23726 | 3735 | 07/21/2008 | USA |

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| Workshop Finding |
| DTC: P0868 (TRANS. PRESSURE ADAPTION AT LIMIT). HARD FAULT. FLUID LEVEL/CONDITION ARE GOOD. THE TECHNICIAN HAS NOTICED A SLIGHT HESITATION. |

| Activity Date | Activity Time | Activity Comments |
|---------------|---------------|--|
| 07/21/2008 | 19:16 | CUSTOMER STATES THAT THE TRANSMISSION GEAR SELECTOR LIGHTS ARE FLASHING. FAULTS P0868 TRANSMISSION PRESSURE ADAPTION AT LIMIT, P1815 PRESSURE CONTROL SOLENOID 1 SHORT TO B+ INCORRECT SIGNAL. CLEARED FAULT MEMORY. FAULT P0868 WILL NOT CLEAR. FOLLOWED TEST PLAN IN GFF. TEST PLAN SAID TO MAKE A CONTACT. |
| 07/21/2008 | 19:16 | ISSUE OPENED BY DEALERSHIP |
| 07/22/2008 | 12:40 | TRANS DIAG SHEET AND MVB 11,12,30-97,104-111 |
| 07/22/2008 | 12:52 | CUSTOMER COMMENTS: CUSTOMER STATES THAT THE TRANSMISSION GEAR SELECTOR LIGHTS ARE FLASHING. FAULTS P0868 TRANSMISSION PRESSURE ADAPTION AT LIMIT, P1815 PRESSURE CONTROL SOLENOID 1 SHORT TO B+ INCORRECT SIGNAL. CLEARED FAULT MEMORY. FAULT P0868 WILL NOT CLEAR. FOLLOWED TEST PLAN IN GFF. TEST PLAN SAID TO MAKE A CONTACT. |
| 07/22/2008 | 12:52 | PLEASE FILL OUT THE TRANSMISSION WORKSHEET WITH A CORRECT SERIAL NUMBER. |
| 07/22/2008 | 12:52 | WORKSHOP FINDINGS: DTC: P0868 (TRANS. PRESSURE ADAPTION AT LIMIT). HARD FAULT. FLUID LEVEL/CONDITION ARE GOOD. THE TECHNICIAN HAS NOTICED A SLIGHT HESITATION. |
| 07/22/2008 | 13:25 | FILLED OUT NEW TRANS SHEET. TRANS INFO UNDER MOUNT: HXW 04.07.06 14 13:05 0617 |
| 07/22/2008 | 13:34 | ADVISED TECHNICIAN TO REPLACE THE MECHATRONICS. AUTH # 649. THANKS RAY |
| 10/30/2008 | 14:35 | REPLACED MECHATRONICS UNIT. TRANS IS NOW OPERATING PROPERLY. |
| 11/03/2008 | 09:26 | ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED |
| 11/03/2008 | 09:26 | ISSUE UPDATED |

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| Consultant's Closing Comments |
| THE TECHNICIAN REPLACED THE MECHATRONICS UNIT. |

| VW File Number | Model | Model Year | VIN | Vehicle Mileage | TREAD Part ID | Open Date | Sale Order Country |
|----------------|-------|------------|------------------------|-----------------|---------------|------------|--------------------|
| 349403 | TT | 2008 | TRURD38J481 [REDACTED] | 4029 | 3735 | 07/24/2008 | USA |

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| Workshop Finding |
| n/a |

| Activity Date | Activity Time | Activity Comments |
|---------------|---------------|---|
| 07/24/2008 | 15:58 | CUSTOMER STATES ENGINE HESITATES OR SPUTTERS UNDER 1,000 RPM |
| 07/24/2008 | 15:58 | ISSUE OPENED BY DEALERSHIP |
| 07/24/2008 | 16:03 | CHECKED FLUID LEVEL--FOUND LOW--TOPPED OFF TO CORRECT LEVEL--CONCERN STILL EXISTS--NO SIGN OF EXTERNAL LEAKS FOUND.--THROTTLE ANGLE WHEN CONCERN OCCURS IS BETWEEN 2.4-2.7%--CLEANED THROTTLE BODY AND RE-ADAPTED--CONCERN STILL EXISTS--NO FAULTS EXISTS IN TCM--PLEASE ADVISE |
| 07/24/2008 | 16:11 | CUSTOMER COMMENTS: CUSTOMER STATES ENGINE HESITATES OR SPUTTERS UNDER 1,000 RPM |
| 07/24/2008 | 16:11 | TECH STATES THAT THE SHUDDER IS VERY SLIGHT , ADVISED TECH TO PERFORM BASIC SETTINGS AND RETEST. |
| 07/25/2008 | 09:42 | TECH STATES THAT THE CONCERN IS STILL THE SAME , ADVISED TECH TO REPLACE THE MECHATRONIC AND REPORT. DSG 652 |
| 08/05/2008 | 16:49 | REPLACED MECHATRONICS MODULE--ATTEMPTED TO PERFORM BASIC SETTINGS AND ADAPTION DRIVE--BASIC SETTINGS SHOWS SUCCESSFUL, HOWEVER, DURING ADAPTION DRIVE TRANS WILL NOT MECHANICALLY SHIFT INTO GEARS HIGHER THAN 2ND--PLEASE ADVISE |
| 08/06/2008 | 09:11 | LET VEHICLE SET OVERNIGHT. DISCONNECTED ELECTRICAL CONNECTOR FROM MECHATRONICS AND RE-CONNECTED--PERFORMED BASIC SETTINGS AGAIN--SUCCESSFUL--PERFORMED ADAPTIVE DRIVE--OK--CONCERN NO LONGER EXISTS--THANK YOU |

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| 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 |
|----------------|-------|------------|------------------------|-----------------|---------------|------------|--------------------|
| 353650 | A3 | 2008 | WAUKD78P98A [REDACTED] | 9809 | 3735 | 08/06/2008 | USA |

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| Workshop Finding |
| n/a |

| Activity Date | Activity Time | Activity Comments |
|---------------|---------------|---|
| 08/06/2008 | 13:27 | CUSTOMER STATES WHEN VEHILCE WARM TRANS ON ACCL IS NOT SMOOTH FROM DEAD STOP WORSE UNDER LOAD. ROAD TESTED VEHICLE BUCKS AND JERKS ON TAKE OFF. NO DTC'S |
| 08/06/2008 | 13:27 | ISSUE OPENED BY DEALERSHIP |
| 08/06/2008 | 13:37 | CUSTOMER COMMENTS: CUSTOMER STATES WHEN VEHILCE WARM TRANS ON ACCL IS NOT SMOOTH FROM DEAD STOP WORSE UNDER LOAD. ROAD TESTED VEHICLE BUCKS AND JERKS ON TAKE OFF. NO DTC'S |
| 08/06/2008 | 13:37 | PLEASE ATTACH A GFF LOG. PUT A 2X4 OR OTHER LIKE OBSTRUCTION 2 FEET IN FRONT THE FRONT WHEELS. PUT THE CAR IN DRIVE AND LET THE CAR CLIMB OVER THEM WITH OUT ANY THROTTLE INPUT. NOTE IF THE CONCERN IS WORSE OR THE SAME. UPDATE THE CONTACT AND CALL BACK. THANKS RAY |
| 08/06/2008 | 13:40 | PLACED BLOCKS OF WOOD UNDER NEATH FRON TIRES. CONCERN DOES NOT GET WORSE. |
| 08/06/2008 | 13:45 | ADVISED TECH TO PERFORM THE ADAPTATION PROCEDURE THAT I HAVE FAXED TO 858 578 9866 AND REPORT.THANKS, DAVE |
| 08/06/2008 | 16:25 | PERFORMED ADAPTATION. NO IMPROVMENT TO TRANS ACCEL |
| 08/06/2008 | 16:33 | RED ORDER TO VIN AND REPLACE THE MECHATRONICS UNIT. PERFORM THE DSG BASIC SETTINGS AND RECHECK FOR PROPER OPERATION DSG AUTHORIZATION # 665 |
| 08/19/2008 | 14:29 | REPLACED UNIT. ROAD TESTED AFTER CODING PERFORMED ADAPTATION. NO PROBLEMS FOUND AFTER REPAIRS |

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| 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 |
|----------------|-------|------------|------------------------|-----------------|---------------|------------|--------------------|
| 354077 | A3 | 2008 | WAUNF78P88A [REDACTED] | 10083 | 3885 | 08/07/2008 | USA |

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| Workshop Finding |
| n/a |

| Activity Date | Activity Time | Activity Comments |
|---------------|---------------|--|
| 08/07/2008 | 12:25 | CUSTOMER STATES THE VEHICLE BUCKS & SURGES AT LOW SPEEDS. TEST DROVE & VERIFIED COMPLAINT. UPON ACCELERATION FROM A STOP THE VEHICLE SURGES IN FORWARD & REVERSE. THIS APPEARS TO HAPPEN BELOW 3000 RPM WITH LIGHT TO MODERATE LOAD IN ANY GEAR. THIS OCCURS IN DRIVE, SPORT, & TIP. HOWEVER IT IS MORE PRONOUNCED IN FIRST GEAR WHILE MAINTAINING A LOAD WITH NEUTRAL THROTTLE. (FOOT ON GAS BUT NOT ACCELERATING) THIS FEEL LIKE THE DSG CLUTCH ENGAGEMENT. NO DTC'S ARE STORED. CHECKED TRANSMISSION FOR LEAKS, INSPECTED DRIVE AXLES, THROTTLE ANGLE, ENGINE KNOCK, MASS AIR, & MISFIRES. ALL ARE OPERATING PROPERLY. |
| 08/07/2008 | 12:25 | ISSUE OPENED BY DEALERSHIP |
| 08/07/2008 | 12:33 | CUSTOMER COMMENTS: CUSTOMER STATES THE VEHICLE BUCKS & SURGES AT LOW SPEEDS. TEST DROVE & VERIFIED COMPLAINT. UPON ACCELERATION FROM A STOP THE VEHICLE SURGES IN FORWARD & REVERSE. THIS APPEARS TO HAPPEN BELOW 3000 RPM WITH LIGHT TO MODERATE LOAD IN ANY GEAR. THIS OCCURS IN DRIVE, SPORT, & TIP. HOWEVER IT IS MORE PRONOUNCED IN FIRST GEAR WHILE MAINTAINING A LOAD WITH NEUTRAL THROTTLE. (FOOT ON GAS BUT NOT ACCELERATING) THIS FEEL LIKE THE DSG CLUTCH ENGAGEMENT. NO DTC'S ARE STORED. CHECKED TRANSMISSION FOR LEAKS, INSPECTED DRIVE AXLES, THROTTLE ANGLE, ENGINE KNOCK, MASS AIR, & MISFIRES. ALL ARE OPERATING PROPERLY. |
| 08/07/2008 | 12:33 | PLEASE FILL OUT THE TRANSMISSION WORKSHEET WITH THE CORRECT SERIAL NUMBER. PLACE AN OBSTRUCTION A COUPLE OF FEET IN FRONT OF THE VEHICLE AND LET THE VEHICLE COAST OVER THE OBSTRUCTION. REPLY BACK ON IF THE SHUDDER IS WORSE, SAME OR BETTER. |
| 08/12/2008 | 14:28 | TRANS CODE KCZ 19-08-07 SERIAL # 14 23 31 0078 COASTED OVER 2X4 BLOCKS OF WOOD AS DESCRIBED. SHUDDER STAYS THE SAME. |
| 08/12/2008 | 14:38 | PLEASE REPLACE THE CLUTCH PACK. DSG 00670 |
| 08/26/2008 | 15:55 | TEST DROVE VEHICLE WITH TFM SCOTT SWENSGARD. AFTER FURTHER DIAGNOSIS WAS ADVISED TO REPLACE THE MECHATRONICS UNIT. REPLACED MECHATRONICS UNIT & TEST DROVE TO VERIFY REPAIR. |
| 08/27/2008 | 14:47 | ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED |
| 08/27/2008 | 14:47 | ISSUE UPDATED |

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| Consultant's Closing Comments |
| THE TECHNICIAN REPLACED THE MECHATRONICS UNIT. |

| VW File Number | Model | Model Year | VIN | Vehicle Mileage | TREAD Part ID | Open Date | Sale Order Country |
|----------------|-------|------------|------------------------|-----------------|---------------|------------|--------------------|
| 354236 | TT | 2008 | TRUDD38J681 [REDACTED] | 5882 | 3885 | 08/07/2008 | USA |

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| Workshop Finding |
| TECHNICIAN CAN DUPLICATE THE CONCERN. WHEN ACCELERATING FROM A STOP THE TRANSMISSION MAKES A HARSH SHIFT INTO GEAR |

| Activity Date | Activity Time | Activity Comments |
|---------------|---------------|---|
| 08/07/2008 | 15:34 | CUSTOMER STATES WHEN TAKEOFF FROM A STOP TRANS KLUNKS HARSCHLY INTO GEAR CLUNKS LOUD WHEN UNDER STRUCTURE OR DRIVETHRU ON TAKEOFF |
| 08/07/2008 | 15:34 | ISSUE OPENED BY DEALERSHIP |
| 08/07/2008 | 16:27 | ATTACHED MEASURING BLOCKS |
| 08/07/2008 | 16:36 | ADVISED TO REPLACE THE MECHATRONICS AND REEVALUATE THE CONCERN. AUTH # 667. THANKS RAY |
| 08/07/2008 | 16:36 | CUSTOMER COMMENTS: CUSTOMER STATES WHEN TAKEOFF FROM A STOP TRANS KLUNKS HARSCHLY INTO GEAR CLUNKS LOUD WHEN UNDER STRUCTURE OR DRIVETHRU ON TAKEOFF |
| 08/07/2008 | 16:36 | WORKSHOP FINDINGS: TECHNICIAN CAN DUPLICATE THE CONCERN. WHEN ACCELERATING FROM A STOP THE TRANSMISSION MAKES A HARSH SHIFT INTO GEAR |
| 08/20/2008 | 12:33 | REPLACED CONTROL MODUL TESTDROVE CAR SYSTEM NOW OK. THANKS HORST BUCHANAN |

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| 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 |
|----------------|-------|------------|------------------------|-----------------|---------------|------------|--------------------|
| 355809 | A3 | 2007 | WAUHF78P57A [REDACTED] | 39496 | 3885 | 08/13/2008 | USA |

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| Workshop Finding |
| DTC: P0701 (TCM MALFUNCTION). THE TECHNICIAN HAS NOT VERIFIED THE CONCERN. |

| Activity Date | Activity Time | Activity Comments |
|---------------|---------------|--|
| 08/13/2008 | 11:36 | GOOD MORNING. VEHICLE IS OUR DEALERSHIPS LOANER. THIS IS THE THIRD TIME THE VEHICLE HAS COME IN FOR A PO701 CODE. VEHICLE PASSED THE TEST PLAN ON BOTH PRIOR VISITS. |
| 08/13/2008 | 11:36 | ISSUE OPENED BY DEALERSHIP |
| 08/13/2008 | 11:57 | CUSTOMER COMMENTS: MIL ON. |
| 08/13/2008 | 11:57 | PLEASE ATTACH THE REQUESTED MVB. |
| 08/13/2008 | 11:57 | WORKSHOP FINDINGS: DTC: P0701 (TCM MALFUNCTION). THE TECHNICIAN HAS NOT VERIFIED THE CONCERN. |
| 08/13/2008 | 12:54 | HERE ARE THE MEASURED VALUE BLOCKS IN FROM GEARBOX ELECTRONICS. THE FIRST TWO ELEVEN AND TWELVE BLOCKS ARE NOT IN DRIVE. THE SECOND TWO ARE THE CORRECT VALUES. THANK YOU FOR ALL YOUR HELP |
| 08/13/2008 | 13:11 | RED ORDER TO VIN AND REPLACE THE MECHATRONICS UNIT. CHECK THE NEW PART AGAINST THE OLD LOOKING CLOSELY AT THE PINS IN THE CONNECTOR HOUSING. PERFORM THE DSG BASIC SETTINGS AND RECHECK FOR PROPER OPERATION DSG AUTHORIZATION # 672 THANKS, DAVE |
| 08/29/2008 | 19:05 | I ORDERED THE MECHATRONICS UNIT PER VIN, VERIFIED THE PROPER PIN LOCATIONS IN THE CONNECTOR, REMOVED AND REPLACED THE UNIT, FILLED THE TRANSMISSION TO SPEC, CLEARED THE CODES, PERFORMED "BASIC SETTINGS" AND ROAD TESTED THE VEHICLE..AFTER MY ROAD TEST I PERFORMED A GFF RETRIEVAL AGAIN..NO CODES WERE PRESENT..THANK YOU FOR ALL YOUR HELP |
| 09/02/2008 | 08:55 | ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED |
| 09/02/2008 | 08:55 | ISSUE UPDATED |

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| Consultant's Closing Comments |
| THE TECHNCIAN REPLACED THE MECHATRONICS UNIT. |

| VW File Number | Model | Model Year | VIN | Vehicle Mileage | TREAD Part ID | Open Date | Sale Order Country |
|----------------|-------|------------|------------------------|-----------------|---------------|------------|--------------------|
| 360183 | A3 | 2008 | WAUNF78P28A [REDACTED] | 4113 | 3885 | 08/26/2008 | USA |

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| Workshop Finding |
| DTC: U0101 (NO COMM. WITH THE MECHATRONICS). THE TECHNICIAN HAS VERIFIED THE CONCERN. |

| Activity Date | Activity Time | Activity Comments |
|---------------|---------------|---|
| 08/26/2008 | 15:02 | AFTER DRIVING FOR ABOUT 30MIN THE ESP AN CHECK ENGINE LIGHT ILLUMINATE AND THE VEHICLE JUMPS INTO NUETRAL. THEN AFTER LET OFF THE GAS AND GENTLY PRESSING IT AGAIN IT ENGAGES. INDICATOR JUMPS AROUND. VEHICLE WILL ALSO NOT START WHEN THIS OCCURS. |
| 08/26/2008 | 15:02 | ISSUE OPENED BY DEALERSHIP |
| 08/26/2008 | 15:24 | TRANS. SERIAL # KNC 15 02 08 |
| 08/26/2008 | 15:28 | CUSTOMER COMMENTS: AFTER DRIVING FOR ABOUT 30MIN THE ESP AN CHECK ENGINE LIGHT ILLUMINATE AND THE VEHICLE JUMPS INTO NUETRAL. THEN AFTER LET OFF THE GAS AND GENTLY PRESSING IT AGAIN IT ENGAGES. INDICATOR JUMPS AROUND. VEHICLE WILL ALSO NOT START WHEN THIS OCCURS. |
| 08/26/2008 | 15:28 | PLEASE ATTACH THE REQUESTED MVB. |
| 08/26/2008 | 15:28 | WORKSHOP FINDINGS: DTC: U0101 (NO COMM. WITH THE MECHATRONICS). THE TECHNICIAN HAS VERIFIED THE CONCERN. |
| 08/26/2008 | 16:01 | DSG MVB'S |
| 08/26/2008 | 16:10 | PLEASE REPLACE THE MECHATRONICS UNIT. DSG 00680. |
| 09/04/2008 | 10:53 | VEHICLE NOW OPS FINE. THANKS |
| 09/09/2008 | 15:06 | ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED |
| 09/09/2008 | 15:06 | ISSUE UPDATED |

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| Consultant's Closing Comments |
| THE TECHNICIAN REPLACED THE MECHATRONICS UNIT. |

| VW File Number | Model | Model Year | VIN | Vehicle Mileage | TREAD Part ID | Open Date | Sale Order Country |
|----------------|-------|------------|------------------------|-----------------|---------------|------------|--------------------|
| 361332 | TT | 2008 | TRUAF38J081 [REDACTED] | 24028 | 3885 | 08/29/2008 | USA |

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| Workshop Finding |
| NO DTCS. THE FLUID LEVEL/CONDITION ARE GOOD. THE TECHNICIAN HAS VERIFIED THE CONCERN. |

| Activity Date | Activity Time | Activity Comments |
|---------------|---------------|--|
| 08/29/2008 | 09:46 | CUST STATES FROM A STOP VEHICLE BUCKS AND JERKS WHEN GOING FORM A STOP. |
| 08/29/2008 | 09:46 | ISSUE OPENED BY DEALERSHIP |
| 08/29/2008 | 09:57 | CUSTOMER COMMENTS: CUST STATES FROM A STOP VEHICLE BUCKS AND JERKS WHEN GOING FORM A STOP. |
| 08/29/2008 | 09:57 | PLEASE FILL OUT THE TRANSMISSION WORKSHEET WITH THE CORRECT SERIAL NUMBER. |
| 08/29/2008 | 09:57 | WORKSHOP FINDINGS: NO DTCS. THE FLUID LEVEL/CONDITION ARE GOOD. THE TECHNICIAN HAS VERIFIED THE CONCERN. |
| 08/29/2008 | 10:20 | REFILLED OUT TRANSMISSION WORKSHEET. |
| 08/29/2008 | 10:24 | PLEASE REPLACE THE MECHATRONICS UNIT. DSG 00687. |
| 09/20/2008 | 08:02 | REPLACED MECHATRONICS UNIT AND CODED AND PERFORMED BASIC SETTINGS. VEHICLE DRIVES TO SPEC NOW. |
| 09/23/2008 | 10:17 | ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED |
| 09/23/2008 | 10:17 | ISSUE UPDATED |

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| Consultant's Closing Comments |
| THE TECHNICIAN REPLACED THE MECHATRONICS UNIT. |

| VW File Number | Model | Model Year | VIN | Vehicle Mileage | TREAD Part ID | Open Date | Sale Order Country |
|----------------|-------|------------|------------------------|-----------------|---------------|------------|--------------------|
| 369997 | A3 | 2007 | WAUNF78P07A [REDACTED] | 8330 | 3735 | 09/25/2008 | USA |

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| Workshop Finding |
| TECHNICIAN DUPLICATE A SHUDDER OR JERK BETWEEN 10-15 MPH WHEN ACCELERATING (LIGHT TIP IN OF THE THROTTLE) IN STOP AND GO TRAFFIC. CONCERN IS NOT PRESENT FROM A DEAD STOP. |

| Activity Date | Activity Time | Activity Comments |
|---------------|---------------|---|
| 09/25/2008 | 17:58 | IN STOP AND GO TRAFFIC ON ACCEL CAR WILL SHUDDER AND JERK ALSO ENG REVS AND RPMS CLIMB SHIFTING FEELS ERRATIC. |
| 09/25/2008 | 17:58 | ISSUE OPENED BY DEALERSHIP |
| 09/25/2008 | 18:26 | ADVISED TO REPLACE THE MECHATRONICS UNIT. AUTH # 710. REGARDS RAY |
| 09/25/2008 | 18:26 | CUSTOMER COMMENTS: IN STOP AND GO TRAFFIC ON ACCEL CAR WILL SHUDDER AND JERK ALSO ENG REVS AND RPMS CLIMB SHIFTING FEELS ERRATIC. |
| 09/25/2008 | 18:26 | WORKSHOP FINDINGS: TECHNICIAN DUPLICATE A SHUDDER OR JERK BETWEEN 10-15 MPH WHEN ACCELERATING (LIGHT TIP IN OF THE THROTTLE) IN STOP AND GO TRAFFIC. CONCERN IS NOT PRESENT FROM A DEAD STOP. |
| 10/07/2008 | 11:10 | REPLACED MECHATRONIC UNIT PER TECH LINE FILLED TO CORRECT FLUID LEVEL SET BASIC SETTINGS AND TES DROVE TO SET ADAPTATION CAR SEEMS TO SHIFT AS DESIGNED NO HARSH SHIFTING FELT AT THIS TIME. |

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| 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 |
|----------------|-------|------------|------------------------|-----------------|---------------|------------|--------------------|
| 371399 | TT | 2008 | TRUDD38JX81 [REDACTED] | 5313 | 3735 | 09/30/2008 | USA |

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| Workshop Finding |
| P0113 SET DURING DIAGNOSIS. CONCERN WAS DUPLICATED WHEN COLD. ENGINE REVS LIKE THE TRANSMISSION SLIPPING, CONCERN IS MINIMUM AT THIS TIME BUT NOT NORMAL. |

| Activity Date | Activity Time | Activity Comments |
|---------------|---------------|--|
| 09/30/2008 | 18:15 | ISSUE OPENED BY DEALERSHIP |
| 09/30/2008 | 18:15 | WHEN COLD ENGINE WILL REV UP THEN SHIFT INTO 1ST GEAR(SPORATIC AND NOT VERY HARD YET) |
| 09/30/2008 | 18:25 | ADVISED TO REPLACE THE MECHATRONICS UNIT AND REEVALUATE THE CONCERN. AUTH # 717. THANKS RAY |
| 09/30/2008 | 18:25 | CUSTOMER COMMENTS: WHEN COLD ENGINE WILL REV UP THEN SHIFT INTO 1ST GEAR(SPORATIC AND NOT VERY HARD YET) |
| 09/30/2008 | 18:25 | WORKSHOP FINDINGS: P0113 SET DURING DIAGNOSIS. CONCERN WAS DUPLICATED WHEN COLD. ENGINE REVS LIKE THE TRANSMISSION SLIPPING, CONCERN IS MINIMUM AT THIS TIME BUT NOT NORMAL. |
| 10/17/2008 | 15:33 | REPLACED MECHATRONICS UNIT AND RAN ADAPTION,CAR SHIFTS NORMALY. |

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| 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 |
|----------------|-------|------------|------------------------|-----------------|---------------|------------|--------------------|
| 375349 | TT | 2008 | TRUMF38J081 [REDACTED] | 11563 | 3735 | 10/10/2008 | USA |

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| Workshop Finding |
| U0101, P1854 P1624 SET. TRANSMISSION CONNECTOR AND TERMINALS CHECK TO AUDI SPEC. |

| Activity Date | Activity Time | Activity Comments |
|---------------|---------------|---|
| 10/10/2008 | 19:59 | CUSTOMER STATES WHEN GETTING ON, OM RAMP WAS ACCELERATING AND THEN THE CAR STOP MOVING, ENGINE STILL REVING UP. ROAD TESTED VEHICLE, COULD NOT VERIFY CUSTOMERS CONCERN. CHECKED FLUID LEVEL AND CONDITION - GOOD. FAULT IN ECM IS U0101, TRANSMISSION NO COMMUNICATION, AND TCM FAULT NUMBER - P1854, POWERTRAIN DATA BUS FAULTY. RUN GFF TEST PLAN - POWERTRAIN CAN, OK. |
| 10/10/2008 | 19:59 | ISSUE OPENED BY DEALERSHIP |
| 10/13/2008 | 11:28 | ADVISED TO REPLACE THE MECHATRONICS UNIT. AUTH # 726. **UPDATE THE CONTACT WITH THE TRANSMISSION SERIAL #**. THANKS RAY |
| 10/13/2008 | 11:28 | CUSTOMER COMMENTS: CUSTOMER STATES WHEN GETTING ON, OM RAMP WAS ACCELERATING AND THEN THE CAR STOP MOVING, ENGINE STILL REVING UP. ROAD TESTED VEHICLE, COULD NOT VERIFY CUSTOMERS CONCERN. CHECKED FLUID LEVEL AND CONDITION - GOOD. FAULT IN ECM IS U0101, TRANSMISSION NO COMMUNICATION, AND TCM FAULT NUMBER - P1854, POWERTRAIN DATA BUS FAULTY. RUN GFF TEST PLAN - POWERTRAIN CAN, OK. |
| 10/13/2008 | 11:28 | WORKSHOP FINDINGS: U0101, P1854 P1624 SET. TRANSMISSION CONNECTOR AND TERMINALS CHECK TO AUDI SPEC. |
| 10/24/2008 | 13:01 | CAN NOT GET MECHATRONIC UNIT TO ADAPT. CARRIED OUT GFF WITH ROAD TEST. TRANSERIAL NUMBER - 146368531 |
| 10/24/2008 | 16:50 | I HAVE FAXXED YOU A MANUAL ADAPTATION PROCEDURE TO 805 569 7081. THANKS |
| 10/24/2008 | 18:43 | ADAPTED MECHATRONIC UNIT, THANKS. |

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| 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 |
|----------------|-------|------------|------------------------|-----------------|---------------|------------|--------------------|
| 377697 | A3 | 2008 | WAUHF78P68A [REDACTED] | 5602 | 3735 | 10/17/2008 | USA |

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| Workshop Finding |
| P1820 SET. |

| Activity Date | Activity Time | Activity Comments |
|---------------|---------------|--|
| 10/17/2008 | 15:07 | FAULT P1820, PRESSURE CONTROL VALVE 2 FOR AUTO. TRANSMISSION N216 INCORRECT SIGNAL, SHORT TO B+. IF YOU CLEAR THE FAULT REVERS WILL WORK ONCE. AFTER A SHORT DRIVE, REVERS STOPS WORKING. GFF STATES TO REPLACE DSG J743. SHOULD I REPALCE THE TRANSMITION? |
| 10/17/2008 | 15:07 | ISSUE OPENED BY DEALERSHIP |
| 10/17/2008 | 15:17 | ADVISED TO REPLACE THE MECHATRONICS UNIT. AUTH# 733. THANKS RAY |
| 10/17/2008 | 15:17 | CUSTOMER COMMENTS: FAULT P1820, PRESSURE CONTROL VALVE 2 FOR AUTO. TRANSMISSION N216 INCORRECT SIGNAL, SHORT TO B+. IF YOU CLEAR THE FAULT REVERS WILL WORK ONCE. AFTER A SHORT DRIVE, REVERS STOPS WORKING. GFF STATES TO REPLACE DSG J743. SHOULD I REPALCE THE TRANSMITION? |
| 10/17/2008 | 15:17 | WORKSHOP FINDINGS: P1820 SET. |
| 10/17/2008 | 15:19 | PLEASE ADD THE TRANSMISSION SERIAL NUMBER INTO THE CONTACT. THANKS RAY |
| 10/28/2008 | 12:11 | REPLACED J743 MECHATRONIC. TRANSMISSION OPERATING TO AUDI SPEC. |

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| 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 |
|----------------|-------|------------|------------------------|-----------------|---------------|------------|--------------------|
| 380734 | A3 | 2007 | WAUKD78PX7A [REDACTED] | 13311 | 3735 | 10/27/2008 | USA |

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| Workshop Finding |
| HARSH SHIFTS 3-2 AND 1-2 |

| Activity Date | Activity Time | Activity Comments |
|---------------|---------------|---|
| 10/27/2008 | 12:23 | CUSTOMER STATES WHEN BRAKEING WHEN GEARS DOWNSHIFT FROM 3RD TO 2ND OR ACCELERATING FROM 1ST TO 2ND GEARS SHIFTS VERY HARSH (JOLTING) |
| 10/27/2008 | 12:23 | ISSUE OPENED BY DEALERSHIP |
| 10/27/2008 | 12:37 | ADVISED TO REPLACE THE MECHATRONICS UNIT AND REEVALUATE THE CONCERN. AUTH # 738 |
| 10/27/2008 | 12:37 | CUSTOMER COMMENTS: CUSTOMER STATES WHEN BRAKEING WHEN GEARS DOWNSHIFT FROM 3RD TO 2ND OR ACCELERATING FROM 1ST TO 2ND GEARS SHIFTS VERY HARSH (JOLTING) |
| 10/27/2008 | 12:37 | WORKSHOP FINDINGS: HARSH SHIFTS 3-2 AND 1-2 |
| 02/23/2009 | 19:21 | DONE E A D |

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| 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 |
|----------------|-------|------------|------------------------|-----------------|---------------|------------|--------------------|
| 380746 | A3 | 2007 | WAUNF78P67A [REDACTED] | 17351 | 3735 | 10/27/2008 | USA |

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| Workshop Finding |
| n/a |

| Activity Date | Activity Time | Activity Comments |
|---------------|---------------|--|
| 10/27/2008 | 12:33 | ISSUE OPENED BY DEALERSHIP |
| 10/27/2008 | 12:33 | TRANS JERKS WHEN DOWNSHIFTING |
| 10/27/2008 | 12:43 | CUSTOMER COMMENTS: TRANS JERKS WHEN DOWNSHIFTING |
| 10/27/2008 | 12:43 | TECH STATES THAT THERE IS A SHUDDER ON DECELL 3-2 , FLUID FULL AND CLEAN ADVISED TECH TO REPLACE THE MECHATRONIC DSG 739 |
| 11/07/2008 | 15:44 | TECH STATES THAT HE HAS REPLACE THE MECH , ADVISED TECH THAT I WILL FAX THE BASIC SETTING PROCEDURE. |
| 11/14/2008 | 15:06 | PERFORMED BASIC SETTINGS OF MECHATRONICS UNIT MANUALLY..... VEHICLE IS FIXED |

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| 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 |
|----------------|-------|------------|------------------------|-----------------|---------------|------------|--------------------|
| 382588 | A3 | 2008 | WAUNF78P18A [REDACTED] | 15003 | 3735 | 10/30/2008 | USA |

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| Workshop Finding |
| TECHNICIAN CAN DUPLICATE THE CONCERN. FLUID LEVEL IS CORRECT, FLUID IS SLIGHTLY DARK AND A SMALL AMOUNT OF FINE METAL PARTICLES ARE PRESENT IN THE FLUID |

| Activity Date | Activity Time | Activity Comments |
|---------------|---------------|--|
| 10/30/2008 | 18:23 | ISSUE OPENED BY DEALERSHIP |
| 10/30/2008 | 18:23 | THE CUSTOMER IS COMPLAINT IS WHEN SLOWLY ACCELERATING FROM A STOP THE CAR BUCKS OR JERKS IN FOWARD OR REVERSE, I HAVE BEEN ABLE TO DUPLICATE THE CUSTOMER COMPLAINT. IF YOU PUT THE CAR IN REVERSE AND LET YOUR FOOT OFF THE BRAKE THE CAR JERKS. WHEN ACCELERATE HARD FROM A STOP THE TRANSMISSION FEELS FINE, BUT IF YOULEFT OFF THE BRAKE AND BARELY TOUCH THE GAS IT FEELS LIKE ITS "TRAILER HITCHING". I'VE CHECK THE FLUID LEVEL AND CONDITION, THE LEVEL WAS OK, THE FLUID LOOKED A LITTLE DARK BUT I NOTICED VERY SLIGHT/VERY SMALL METALIC SHAVINGS. |
| 10/30/2008 | 18:55 | CUSTOMER COMMENTS: THE CUSTOMER IS COMPLAINT IS WHEN SLOWLY ACCELERATING FROM A STOP THE CAR BUCKS OR JERKS IN FOWARD OR REVERSE, I HAVE BEEN ABLE TO DUPLICATE THE CUSTOMER COMPLAINT. IF YOU PUT THE CAR IN REVERSE AND LET YOUR FOOT OFF THE BRAKE THE CAR JERKS. WHEN ACCELERATE HARD FROM A STOP THE TRANSMISSION FEELS FINE, BUT IF YOULEFT OFF THE BRAKE AND BARELY TOUCH THE GAS IT FEELS LIKE ITS "TRAILER HITCHING". I'VE CHECK THE FLUID LEVEL AND CONDITION, THE LEVEL WAS OK, THE FLUID LOOKED A LITTLE DARK BUT I NOTICED VERY SLIGHT/VERY SMALL METALIC SHAVINGS. |
| 10/30/2008 | 18:55 | PLEASE REPLACE THE MECHATRONICS AND REEVALUATE THE CONCERN. AUTH # 741. THANKS RAY |
| 10/30/2008 | 18:55 | WORKSHOP FINDINGS: TECHNICIAN CAN DUPLICATE THE CONCERN. FLUID LEVEL IS CORRECT, FLUID IS SLIGHTLY DARK AND A SMALL AMOUNT OF FINE METAL PARTICLES ARE PRESENT IN THE FLUID |
| 11/06/2008 | 14:27 | AFTER REPLACING THE MECHATRONICS CONTROL UNIT AND FILLING TRANS FLUID, THE VEHICLE ONLY HAD 1ST AND 2ND GEAR. PERFORM BASIC SETTINGS, UNABLE TO COMPLETE BASIC SETTINGS DUE TO TRANS ONLY ENGAUGING 1&2 GEAR. LET VEHICLE SIT FOR 1 HOUR. PERFORM FAULT SWEEP NO FAULTS FOUND, ROAD TEST, ALL GEARS OPERATING AS MANUFACTURES SPECS. |
| 11/06/2008 | 14:32 | PLEASE CLOSE OUT THIS TICKET IF THE VEHICLE HAS BEEN REPAIRED. |
| 11/06/2008 | 14:52 | THANK YOU. |

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| 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 |
|----------------|-------|------------|------------------------|-----------------|---------------|------------|--------------------|
| 383563 | TT | 2008 | TRURD38J881 [REDACTED] | 4337 | 3735 | 11/03/2008 | USA |

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| Workshop Finding |
| TECHNICIAN CAN DUPLICATE THE CONCERN FROM A STOP. TRANSMISSION FLUID LEVEL AND CONDITION IS TO AUDI SPEC. |

| Activity Date | Activity Time | Activity Comments |
|---------------|---------------|---|
| 11/03/2008 | 16:17 | CUSTOMER STATES THAT THE TRANSMISSION IS JERKY WHEN YOU TAKE OFF. FOUND THAT THE CLUTCH HUNTS FOR 1-2 SECONDS WHILE TAKING OFF FROM DEAD STOP AT LIGHT THROTTLE. SEEMS WORSE ON HILL STARTS. NO DTC'S FOUND. NO TSB'S FOUND. |
| 11/03/2008 | 16:17 | ISSUE OPENED BY DEALERSHIP |
| 11/03/2008 | 16:23 | ADVISED TO REPLACE THE MECHATRONICS. AUTH # 743. THANKS RAY |
| 11/03/2008 | 16:23 | CUSTOMER COMMENTS: CUSTOMER STATES THAT THE TRANSMISSION IS JERKY WHEN YOU TAKE OFF. FOUND THAT THE CLUTCH HUNTS FOR 1-2 SECONDS WHILE TAKING OFF FROM DEAD STOP AT LIGHT THROTTLE. SEEMS WORSE ON HILL STARTS. NO DTC'S FOUND. NO TSB'S FOUND. |
| 11/03/2008 | 16:23 | WORKSHOP FINDINGS: TECHNICIAN CAN DUPLICATE THE CONCERN FROM A STOP. TRANSMISSION FLUID LEVEL AND CONDITION IS TO AUDI SPEC. |
| 11/17/2008 | 16:54 | FAXED MANUAL BASIC SETTING PROCEDURE |
| 01/22/2009 | 09:21 | REPLACED MECHATRONICS MODULE. VEHICLE DRIVES PROPERLY. |

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| 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 |
|----------------|-------|------------|------------------------|-----------------|---------------|------------|--------------------|
| 383621 | A3 | 2008 | WAUNF78P68A [REDACTED] | 12455 | 3735 | 11/03/2008 | USA |

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| Workshop Finding |
| NO DTCS. THE TECHNICIAN HAS VERIFIED THE CONCERN IN FORWARD AND REVERSE. THE TECHNICIAN HAS ADAPTED THE TRANSMISSION. THE FLUID LEVEL/CONDITION ARE GOOD. |

| Activity Date | Activity Time | Activity Comments |
|---------------|---------------|---|
| 11/03/2008 | 17:28 | ISSUE OPENED BY DEALERSHIP |
| 11/03/2008 | 17:28 | WHEN HE IS DRIVING VEHICLE OR IN REVERSE VEHICLE WILL JERK AND FEELS SLUGGISH |
| 11/03/2008 | 17:41 | CUSTOMER COMMENTS: WHEN HE IS DRIVING VEHICLE OR IN REVERSE VEHICLE WILL JERK AND FEELS SLUGGISH |
| 11/03/2008 | 17:41 | PLEASE FILL OUT THE TRANSMISSION WORKSHEET WITH THE CORRECT SERIAL NUMBER. ATTACH MVB 3 (OPERATING TEMP., ALL ACC. OFF, IN PARK AND AT IDLE), 20 (WOT AND DRIVING) AND 32 OF THE ECM. |
| 11/03/2008 | 17:41 | WORKSHOP FINDINGS: NO DTCS. THE TECHNICIAN HAS VERIFIED THE CONCERN IN FORWARD AND REVERSE. THE TECHNICIAN HAS ADAPTED THE TRANSMISSION. THE FLUID LEVEL/CONDITION ARE GOOD. |
| 11/04/2008 | 10:58 | TRANSMISSION SERIAL NUMBER:KCZ290607141118067 |
| 11/04/2008 | 11:06 | RED ORDER TO VIN AND REPLACE THE MECHATRONICS UNIT. CHECK THE NEW PART AGAINST THE OLD LOOKING CLOSELY AT THE PINS IN THE CONNECTOR HOUSING. PERFORM THE DSG BASIC SETTINGS AND RECHECK FOR PROPER OPERATION DSG AUTHORIZATION #744 |
| 11/12/2008 | 01:10 | REPLACED THE MECHATRONICS UNIT.PERFORMED THE DSG BASIC SETTINGS AND RECHECKED FOR PROPER OPERATION .ROAD TESTED 20 MILES EVERTHING WORKING PROPERLY.VEHICLE RETURNED TO CUSTOMER. |

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| 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 |
|----------------|-------|------------|------------------------|-----------------|---------------|------------|--------------------|
| 386132 | TT | 2008 | TRUDD38J881 [REDACTED] | 14334 | 3735 | 11/10/2008 | USA |

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| Workshop Finding |
| S/F MARK HAGAN CAN DUPLICATE THE CONCERN. DELAYED ENGAGEMENT INTO DRIVE FROM REVERSE AFTER BACKING UP DOWN HILL |

| Activity Date | Activity Time | Activity Comments |
|---------------|---------------|--|
| 11/10/2008 | 18:33 | ISSUE OPENED BY DEALERSHIP |
| 11/10/2008 | 18:33 | ON HILL DELAYED ENGAGEMENT OF FORWARD GEAR FROM REVERSE. |
| 11/10/2008 | 18:44 | ADVISED TO REPLACE THE MECHATRONICS UNIT AND REEVALUATE THE CONCERN. AUTH # 750. THANKS RAY ***NEED TRANSMISSION SERIAL NUMBER*** |
| 11/10/2008 | 18:44 | CUSTOMER COMMENTS: ON HILL DELAYED ENGAGEMENT OF FORWARD GEAR FROM REVERSE. |
| 11/10/2008 | 18:44 | WORKSHOP FINDINGS: S/F MARK HAGAN CAN DUPLICATE THE CONCERN. DELAYED ENGAGEMENT INTO DRIVE FROM REVERSE AFTER BACKING UP DOWN HILL |
| 11/11/2008 | 20:16 | TRANSMISSION NUMBER JPZ 19.03.07 03 43 1097 |
| 11/25/2008 | 12:30 | CUSTOMER HAS TAKEN VEHICLE WILL INSTALL MECHATRONICS WHEN THEY RETURN |
| 12/15/2008 | 18:43 | INSTALLED THE MECHATRONICS AND SET BASIC SETTINGS. ROAD TESTED THE VEHICLE. DRIVES NORMALLY AT THIS TIME. REGARDS, MARK. |

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| 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 |
|----------------|-------|------------|------------------------|-----------------|---------------|------------|--------------------|
| 390770 | A3 | 2008 | WAUNF78PX8A [REDACTED] | 2693 | 3735 | 11/24/2008 | USA |

| Workshop Finding |
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| n/a |

| Activity Date | Activity Time | Activity Comments |
|---------------|---------------|---|
| 11/24/2008 | 09:40 | CUSTOMER STATES THAT TRANS WILL NOT MOVE IN REVERSE AND IS DRIVING POORLY |
| 11/24/2008 | 09:40 | ISSUE OPENED BY DEALERSHIP |
| 11/24/2008 | 09:51 | CUSTOMER COMMENTS: CUSTOMER STATES THAT TRANS WILL NOT MOVE IN REVERSE AND IS DRIVING POORLY |
| 11/24/2008 | 09:51 | P1820 IN TCM , TECH STATES THAT THERE IS NO REVERSE AND 2ND GEAR INTERMITTENTLY , ADVISED TECH TO REPLACE THE MECHATRONIC DSG 759 |
| 11/24/2008 | 09:58 | ORDERD MECHATRONICS |
| 12/03/2008 | 12:49 | REPLACED MECHATRONICS FIXED |

| 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 |
|----------------|-------|------------|------------------------|-----------------|---------------|------------|--------------------|
| 397337 | A3 | 2008 | WAUNF78P38A [REDACTED] | 2574 | 3735 | 12/12/2008 | USA |

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| Workshop Finding |
| P1740 SET. |

| Activity Date | Activity Time | Activity Comments |
|---------------|---------------|--|
| 12/12/2008 | 11:50 | "CLIENT STATES NOTICED AT STOP SIGNS WHEN CAR IS STOPED AND IS ATTEMPTING TO ACCELERATE THE TRANSMISSION WILL SLIP AND NOT ACCELERATE ALSO THE PRND WILL BE LIT AND FLASHING.NOTE CLIENT SAID INTERIOR VEHICLE SMELLED OF ALCOHOL." TECHNICIAN PERFORMED GFF & FOUND 18148 P1740 012 CLUTCH TEMPERATURE CONTROL SPORADIC AFTER VEHICLE HAS BEEN AT OPERATING TEMPERATURE, VEHICLE WILL NOT MOVE IN ANY GEAR & PRNDS WAS FLASHING. |
| 12/12/2008 | 11:50 | ISSUE OPENED BY DEALERSHIP |
| 12/12/2008 | 12:18 | ADVISED TO REPLACE THE MECHATRONICS UNIT AND REEVALUATE THE CONCERN. AUTH # 773. THANKS RAY |
| 12/12/2008 | 12:18 | WORKSHOP FINDINGS: P1740 SET. |
| 01/20/2009 | 14:16 | REPLACED MECHATRONICS & CLUTCH TEMP CONTROL SENSOR. THE VEHICLE RUNS AS MFG SPEC. |

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| 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 |
|----------------|-------|------------|------------------------|-----------------|---------------|------------|--------------------|
| 398552 | A3 | 2007 | WAUHF78P47A [REDACTED] | 11083 | 3735 | 12/16/2008 | USA |

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| Workshop Finding |
| SHUDDER ON ACCELERATION CAN BE DUPLICATED. |

| Activity Date | Activity Time | Activity Comments |
|---------------|---------------|---|
| 12/16/2008 | 17:50 | CUSTOMER STATES VEHICLE SHUDDERS WHEN ACCEL FROM A STOP. |
| 12/16/2008 | 17:50 | ISSUE OPENED BY DEALERSHIP |
| 12/16/2008 | 17:57 | ADVISED TO RECORD ECM MVB 3 FIELD 3 (IDLE SPEED, OPERATING TEMP, ALL ENGINE AND ELECTRICAL LOADS TURNED OFF, IN PARK) SHOULD BE 2.0% OR LESS IF NOT CLEAN AND ADAPT THE TB. RECORD MVB 20 DURING THE CONCERN AND MVB32. UPDATE THE CONTACT AND CALL BACK.THANKS RAY |
| 12/16/2008 | 17:57 | CUSTOMER COMMENTS: CUSTOMER STATES VEHICLE SHUDDERS WHEN ACCEL FROM A STOP. |
| 12/16/2008 | 17:57 | WORKSHOP FINDINGS: SHUDDER ON ACCELERATION CAN BE DUPLICATED. |
| 12/16/2008 | 18:35 | ADDED ECM MVB 3. RECORDED FUEL TRIM MVB 32. RECORDED ECM MVB 20. |
| 12/16/2008 | 19:07 | ADVISED TO REPLACE THE MECHATRONICS UNIT AND REEVALUATE. AUTH # 775. THANKS RAY |
| 03/11/2009 | 16:51 | CLOSE |

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| 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 |
|----------------|-------|------------|------------------------|-----------------|---------------|------------|--------------------|
| 405961 | TT | 2009 | TRUDF38J091 [REDACTED] | 887 | 3735 | 01/12/2009 | USA |

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| Workshop Finding |
| n/a |

| Activity Date | Activity Time | Activity Comments |
|---------------|---------------|---|
| 01/12/2009 | 17:05 | CUSTOMER STATES THAT THE TRANSMISSION DISPLAY WAS FLASHING AGAIN AND THAT THE PROBLEM RETURNED YESTERDAY. WAS NOT ABLE TO DUPLICATE CONCERN LAST WEEK DURING 44 MILES OF ROAD TESTING. NO FAULTS WERE STORED AFTER ROAD TESTS. NO FAULTS STORED TODAY. PERFORMED ACUTAL/SPECIFIED SOFTWARE IN GFF. NO CHANGES NEEDED. NO TEST PLANS FOR THE ENGINE IN GFF OR GUIDED FUNCTIONS. |
| 01/12/2009 | 17:05 | ISSUE OPENED BY DEALERSHIP |
| 01/12/2009 | 17:20 | ADVISED TO TEST DRIVE THE VEHICLE OVERNIGHT AND TRY TO DUPLCIATE ANY CONCERN. NOTE IF ANY FAULTS SET. UPDATE THE CONTACT AND CALL BACK. THANKS RAY |
| 01/12/2009 | 17:20 | CUSTOMER COMMENTS: CUSTOMER STATES THAT THE TRANSMISSION DISPLAY WAS FLASHING AGAIN AND THAT THE PROBLEM RETURNED YESTERDAY. WAS NOT ABLE TO DUPLICATE CONCERN LAST WEEK DURING 44 MILES OF ROAD TESTING. NO FAULTS WERE STORED AFTER ROAD TESTS. NO FAULTS STORED TODAY. PERFORMED ACUTAL/SPECIFIED SOFTWARE IN GFF. NO CHANGES NEEDED. NO TEST PLANS FOR THE ENGINE IN GFF OR GUIDED FUNCTIONS. |
| 01/15/2009 | 13:05 | <p>UPDATE: 988 MILES.</p> <p>VEHICLE WAS DRIVEN MULTIPLE TIMES BY SERVICE MANAGER WITH NO INCIDENT. CUSTOMER DROVE WITH SERVICE MANAGER YESTERDAY AFTERNOON WITH SAME RESULTS. NO FAULT CODES STORED.</p> <p>TODAY, CUSTOMER WAS DOWN THE STREET FROM THE DEALERSHIP WHEN VEHICLE LOST POWER AND CENTER DISPLAY WAS FLASHING BETWEEN THE NORMAL DISPLAY AND 'PLEASE APPLY FOOTBRAKE.' CUSTOMER DID NOT TOUCH ANYTHING AND CALLED US. WHILE THE CAR WAS STILL IN 'D', THE ENGINE COULD BE REVVED UP WITH NO POWER GOING TO TRANSMISSION. I TOOK PHOTOGRAPHS AND VIDEO OF THE DISPLAY AT THIS TIME.</p> <p>CUSTOMER THEN APPLIED THE FOOTBRAKE AND DISPLAY STOPPED FLASHING AND WOULD MOVE UNDER ITS OWN POWER.</p> <p>NO DTC'S STORED IN ANY CONTROL MODULE.</p> <p>SUGGESTIONS?</p> |
| 01/15/2009 | 13:38 | HERE IS A PRINT-OUT OF THE FAULTS THAT WERE STORED ON 8 JANUARY 2009. THESE FAULTS HAVE NOT COME BACK. |
| 01/15/2009 | 17:49 | TAC AND TECHNICIAN HAVE REVIEWED THE CONCERN. TAC HAS RECEIVED VIDEO AND PICTURES OF THE CONCERN. ADVISED TO TRY AND DUPLICATE THE CONCERN AGAIN, RECORD ALL TCM MVBS DURING THE CONCERN AND ATTACH THEM TO THE CONTACT. ALSO INSPECT FOR PROPER OPERATION OF THE BRAKE SWITCH IN TCM MVB 1, INSPECT FOR PROPER OPERATON AND GEAR SELECTION IN MVB 2 3 AND 4. INSPECT THE SHIFTER ASSEMBLY FOR ANYTHING THAT MAY HAVE SPELT LIKE COFFEE OR SODA. TECHNICIAN IS ALSO GOING TO REVIEW THE CONCERN WITH THE S/M. UPDATE THE CONTACT AND CALL BACK. THANKS RAY |

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| 01/15/2009 | 18:57 | DISCUSSED ISSUE WITH SERVICE MANAGER. CUSTOMER HAS 5 PAGES OF NOTES ON WHAT WE HAVE DONE THUS FAR WITH HIS PROBLEM. HE IS STARTING TO BECOME 'SIDEWAYS' BASED ON WHAT AUDI HAS DONE TO CORRECT THIS PROBLEM. DEALERSHIP HAS ASSURED HIM THAT AUDI IS GOING TO FIX HIS CAR, BUT AT THIS TIME WE NEED TO SHOW HIM THAT WITH SOME KIND OF REPAIR INSTEAD OF MORE DIAGNOSIS. PROBLEM IS NOT EASILY REPEATABLE. |
| 01/15/2009 | 19:02 | THIS TICKET HAS BEEN ESCALATED DUE TO THE AMOUNT OF TIME. |
| 01/16/2009 | 14:27 | I SPOKE WITH BRIAN HERRING ABOUT THIS VEHICLE. I ADVISED HIM TO HAVE THE CABLE ADJUSTMENT CHECKED AND MAKE SURE THE CUSTOMER IS NOT INDUCING THE CONCERN BY ACCIDENT. THE VIDEO OF THE CONCERN LOOKS LIKE IT MAY BE THE "SHIFT LOCK SAFTEY FUCTION. THIS SAFETY FUNCTION OCCURS IF THE GEAR LEVER LOCK DOES NOT SEEM TO HOLD THE GEAR LEVER IN POSITION "P" OR "N" AND THE VEHICLE COULD DRIVE OFF IF A DRIVING MODE IS SELECTED. AN UNINTENTIONAL DRIVING OFF IS PREVENTED BY OPENING BOTH CLUTCHES. THIS DISRUPTS THE TRANSMISSION. THIS SAFETY FUNCTION CAN BE CAUSED DELIBERATELY: START THE ENGINE AND APPLY THE BRAKES. MOVE THE GEAR LEVER SLIGHTLY OUT OF POSITION "P" BUT ONLY SO FAR THAT THE GEARBOX CONTROL UNIT STILL GETS THE MESSAGE THAT THE GEAR LEVER IS IN POSITION "P". THE LOCKING PIN OF THE GEAR LEVER LOCK HAS NOW GONE TOO FAR AND CANNOT SLOT INTO THE LOCKING HOLE. TAKE THE FOOT OF THE BRAKE AND YOU WILL HEAR A CLACKING. THIS IS THE LOCKING PIN WHICH KNOCKS AGAINST THE GUIDE PLATE OF THE GEAR LEVER. PULL THE GEAR LEVER TO POSITION "R". IF YOU NOW ACCELERATE, THE ENGINE WILL TURN FREELY. THE SYMBOL FOR SELECTED DRIVING MODE FLASHES IN THE COMBINATION INSTRUMENT. THERE IS ALSO NO TRANSMISSIONS IN POSITIONS "D" OR "S" AND THE SYMBOL FOR SELECTED DRIVING MODE FLASHES IN THE COMBINATION INSTRUMENT. SLOWLY MOVE THE GEAR LEVER TOWARDS "D" OR "S" AND IT WILL BE LOCKED IN "N". WHILE THE VEHICLE HAS NO DRIVE IN POSITION "R", "D" OR "S", BRIEFLY GO ON THE BRAKE AND THE VEHICLE WILL DRIVE AGAIN. IF THE CUSTOMER UNINTENTIONAL ACTIVATES THIS SAFETY FUNCTION, IT MAY LEAD TO A COMPLAINT. IF THIS IS WHAT IS HAPPENING PLEASE EXPLAIN THE BACKROUND TO THE CUSTOMER AND RECOMMEND TO THE CUSTOMER ONLY TO RELEASE THE BRAKE WHEN THE GEAR LEVER HAS FULLY REACHED POSITION "R", "D", "S". IF THE CUSTOMER IS NOT INDUCING THE SAFTEY FUNCTION AND THE CABLE ADJUSTMENT IS CORRECT REPLACE THE SHIFTER CONTOL UNIT (SHITER ASSEMBLY). BEST REGARDS, ERIK NOBLE AUDI PRODUCT SUPPORT |
| 01/29/2009 | 19:16 | INSTALLED THE SHIFTER ASSEMBLY AND VERIFIED THAT THE CABLE ADJUSTMENT WAS CORRECT. PROBLEM RETURNED SHORTLY AFTER. ATTACHED IS THE ORIGINAL PRINTOUT WHEN THE CAR CAME IN FIRST. OUR AREA REP ERICK HAUGE IS HERE WITH US TODAY AND ASKED ME TO FORWARD THIS TO THE CONTACT TICKET. |
| 02/11/2009 | 16:23 | PQA IS INVESTIGATING ISSUE. PARTS ORDERED AND WAITING FOR INSTALL. |
| 02/26/2009 | 13:24 | ERIK NOBLE AUTHORIZED REPLACEMENT OF MECHATRONICS AND SPEED SENSOR. AUTH. # 842 |
| 03/09/2009 | 16:07 | REPLACED MECHATRONICS UNIT AND DUAL SENSOR. PROBLEM RESOLVED. HAVE NOT HEARD FROM CUSTOMER SINCE REPAIR WAS MADE. THANKS FOR YOU HELP. |
| 05/28/2009 | 16:32 | ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED |
| 05/28/2009 | 16:32 | REPORT FILED BY PQA. REPAIR SUCCESSFULL. |
| Consultant's Closing Comments | | |
| CONFIRMED REPAIR. REPORT FILED BY PQA. | | |

| VW File Number | Model | Model Year | VIN | Vehicle Mileage | TREAD Part ID | Open Date | Sale Order Country |
|----------------|-------|------------|------------------------|-----------------|---------------|------------|--------------------|
| 407326 | A3 | 2008 | WAUNF78P08A [REDACTED] | 7997 | 3735 | 01/15/2009 | USA |

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| Workshop Finding |
| NO DTCS. THE FLUID LEVEL/CONDITION ARE GOOD. THE TECHNICIAN HAS VERIFIED THE CONCERN. |

| Activity Date | Activity Time | Activity Comments |
|---------------|---------------|--|
| 01/15/2009 | 12:08 | CUSTOMER STATES TRANSMISSION SHIFTS HARD FROM FIRST TO SECOND AND JERKS AROUND 1100 RPMS. |
| 01/15/2009 | 12:08 | ISSUE OPENED BY DEALERSHIP |
| 01/15/2009 | 12:24 | CUSTOMER COMMENTS: CUSTOMER STATES TRANSMISSION SHIFTS HARD FROM FIRST TO SECOND AND JERKS AROUND 1100 RPMS. |
| 01/15/2009 | 12:24 | PLEASE FILL OUT THE TRANSMISSION WORKSHEET WITH THE CORRECT SERIAL NUMBER. |
| 01/15/2009 | 12:24 | WORKSHOP FINDINGS: NO DTCS. THE FLUID LEVEL/CONDITION ARE GOOD. THE TECHNICIAN HAS VERIFIED THE CONCERN. |
| 01/15/2009 | 12:42 | KCZ 27.06.07 14 06:57 0210 |
| 01/15/2009 | 12:52 | RELEASING MECHATRONICS AS PER AUTH #795. |
| 02/03/2009 | 15:49 | FAXED TECH DSG BASIC SETTING PROCEDURE |
| 02/03/2009 | 16:05 | ADVISED TECH TO UNPLUG THE MECH AND RETRY THE MANUAL BASIC SETTING AND REPORT. |
| 02/04/2009 | 08:49 | UNPLUGGED MECHATRONICS MODULE, LET SIT PLUGGED IN. PERFORMED DSG BASIC SETTINGS WITH SHEET, WORKED. THANK YOU. |

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| 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 |
|----------------|-------|------------|------------------------|-----------------|---------------|------------|--------------------|
| 407883 | TT | 2008 | TRUDD38JX81 [REDACTED] | 8227 | 3885 | 01/16/2009 | USA |

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| Workshop Finding |
| NO DTCS. THE TECHNICIAN HAS VERIFIED THE CONCERN. THE FLUID LEVEL/CONDITION ARE GOOD. BASIC SETTING ADAPTION DRIVE WAS PERFORMED WITH NO CHANGE. |

| Activity Date | Activity Time | Activity Comments |
|---------------|---------------|--|
| 01/16/2009 | 12:45 | ISSUE OPENED BY DEALERSHIP |
| 01/16/2009 | 12:45 | TRANS BANGS INTO 2ND GAER ON DOWNSHIFTS EVERYTIME ALSO WHEN ACCELERATING FROM A STOP JUST AFTER RELEASING BRAKE PEDAL ENG RPM WILL JUMP TO APROX 1200 RPM THEN BACK DOWN TO IDLE OF 860 RPM THIS HAPPENS BEFORE TOUCHING ACCELERATOR PEDAL. |
| 01/16/2009 | 15:45 | CUSTOMER COMMENTS: TRANS BANGS INTO 2ND GAER ON DOWNSHIFTS EVERYTIME ALSO WHEN ACCELERATING FROM A STOP JUST AFTER RELEASING BRAKE PEDAL ENG RPM WILL JUMP TO APROX 1200 RPM THEN BACK DOWN TO IDLE OF 860 RPM THIS HAPPENS BEFORE TOUCHING ACCELERATOR PEDAL. |
| 01/16/2009 | 15:45 | PLEASE REPLACE THE MECHATRONICS UNIT. DSG 00722 |
| 01/16/2009 | 15:45 | WORKSHOP FINDINGS: NO DTCS. THE TECHNICIAN HAS VERIFIED THE CONCERN. THE FLUID LEVEL/CONDITION ARE GOOD. BASIC SETTING ADAPTION DRIVE WAS PERFORMED WITH NO CHANGE. |
| 01/27/2009 | 16:34 | REPLACED MECHA TRONICS UNIT FILLED TO CORRECT LEVEL SET BASIC SETTINGS AND TEST DROVE TO SET ADAPTATION NOW SHIFTING AS DESIGNED. |
| 01/28/2009 | 11:16 | ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED |
| 01/28/2009 | 11:16 | ISSUE UPDATED |

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| Consultant's Closing Comments |
| THE TECHNICIAN REPLACED THE MECHATRONICS UNIT. |

| VW File Number | Model | Model Year | VIN | Vehicle Mileage | TREAD Part ID | Open Date | Sale Order Country |
|----------------|-------|------------|------------------------|-----------------|---------------|------------|--------------------|
| 408491 | A3 | 2007 | WAUHF78P37A [REDACTED] | 24044 | 3735 | 01/19/2009 | USA |

Workshop Finding

TECHNICIAN CAN DUPLICATE THE NOISE ON ALMOST EVERY 3-2 DOWNSHIFT. SOUNDS LIKE A LOUD CLICKING NOISE FROM A SOLENOID.

| Activity Date | Activity Time | Activity Comments |
|---------------|---------------|---|
| 01/19/2009 | 14:51 | CUSTOMER REPORTS WHILE DOWNSHIFTING FROM 3RD -2ND GEAR CAN HEAR LOUD AUDIBLE CLICK NIOSE |
| 01/19/2009 | 14:51 | ISSUE OPENED BY DEALERSHIP |
| 01/19/2009 | 15:00 | ADVISED TO REPLACE THE MECHATRONICS UNIT. AUTH # 799. THANKS RAY |
| 01/19/2009 | 15:00 | CUSTOMER COMMENTS: CUSTOMER REPORTS WHILE DOWNSHIFTING FROM 3RD -2ND GEAR CAN HEAR LOUD AUDIBLE CLICK NIOSE |
| 01/19/2009 | 15:00 | WORKSHOP FINDINGS: TECHNICIAN CAN DUPLICATE THE NOISE ON ALMOST EVERY 3-2 DOWNSHIFT. SOUNDS LIKE A LOUD CLICKING NOISE FROM A SOLENOID. |
| 01/26/2009 | 17:58 | INSTALLED NEW MECHATRONICS UNIT PERFORMED BASIC SETTING NIOSE IS STILL PRESENT |
| 01/26/2009 | 18:02 | USE CHASSIS EARS TO ISOLATE THE NOISE. UPDAT THE TICKET WITH THE RESULTS. |

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 |
|----------------|-------|------------|------------------------|-----------------|---------------|------------|--------------------|
| 408499 | A3 | 2008 | WAUNF78P78A [REDACTED] | 8194 | 3735 | 01/19/2009 | USA |

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| Workshop Finding |
| n/a |

| Activity Date | Activity Time | Activity Comments |
|---------------|---------------|---|
| 01/19/2009 | 14:58 | AT OPERATING TEMP, AT STOP LIGHT WHEN LETTING OFF THE BRAKES BUT NOT TOUCHING THE ACCELERATOR THE CAR WILL SURGE FORWARD AND PRNDL GOES BLANK MOMENTEALY |
| 01/19/2009 | 14:58 | ISSUE OPENED BY DEALERSHIP |
| 01/19/2009 | 15:14 | ADVISED TO REPLACE MECHATRONICS. AUTH # 800. THANKS RAY |
| 01/19/2009 | 15:14 | CUSTOMER COMMENTS: AT OPERATING TEMP, AT STOP LIGHT WHEN LETTING OFF THE BRAKES BUT NOT TOUCHING THE ACCELERATOR THE CAR WILL SURGE FORWARD AND PRNDL GOES BLANK MOMENTEALY |
| 02/06/2009 | 08:00 | REPLACED MECHATRONICS UNIT AND ROADTESTED OK. THANK YOU |

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| 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 |
|----------------|-------|------------|------------------------|-----------------|---------------|------------|--------------------|
| 409788 | A3 | 2007 | WAUHF78P17A [REDACTED] | 24576 | 3735 | 01/21/2009 | USA |

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| Workshop Finding |
| DTC: P1814 (PRESSURE CONTROL SOLOINOID). THE TECHNICIAN HAS VERIFIED THE CONCERN. THE FLUID IS DARK. |

| Activity Date | Activity Time | Activity Comments |
|---------------|---------------|---|
| 01/21/2009 | 17:04 | C/S P,R,N,D IS FLASHING AND VEHICLE JERKS WHEN IN GEAR. CHK AND ADVISE |
| 01/21/2009 | 17:04 | ISSUE OPENED BY DEALERSHIP |
| 01/21/2009 | 17:11 | CUSTOMER COMMENTS: C/S P,R,N,D IS FLASHING AND VEHICLE JERKS WHEN IN GEAR. CHK AND ADVISE |
| 01/21/2009 | 17:11 | PLEASE ATTACH THE REQUESTED MVB AND FILL OUT TRANSMISSION WORKSHEET WITH THE CORRECT SERIAL NUMBER. |
| 01/21/2009 | 17:11 | WORKSHOP FINDINGS: DTC: P1814 (PRESSURE CONTROL SOLOINOID). THE TECHNICIAN HAS VERIFIED THE CONCERN. THE FLUID IS DARK. |
| 01/21/2009 | 17:42 | HERE ARE NEED ADDITIONAL INFORMATION FOR VEHICLE |
| 01/21/2009 | 17:47 | ADVISED TECHNICIAN TO REPLACE THE MECHATRONICS UNIT. AUTH # 804. THANKS RAY |
| 03/10/2009 | 11:29 | INSTALLED MECHATRONICS AND ADAPTED. VEHICLE UP AND RUNNING |

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| 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 |
|----------------|-------|------------|------------------------|-----------------|---------------|------------|--------------------|
| 411500 | A3 | 2009 | WAUHF98P89A [REDACTED] | 5367 | 3735 | 01/27/2009 | USA |

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| Workshop Finding |
| UNABLE TO DUPLICATE ANY CONCERNS AT THIS TIME |

| Activity Date | Activity Time | Activity Comments |
|---------------|---------------|---|
| 01/27/2009 | 09:19 | CLIENT STATES PRND LIGHTS ARE FLASHING AT TIMES AND THE VEHICLE RUNS ROUGH. NO DTC'S CAN NOT VERIFY. CLIENT STATES IT HAS ONLY HAPPENED A FEW TIMES. VEHICLE WAS HERE 1000 MILES AGO, NO DTC'S AT THAT TIME. AFTER LOOKING THRU OUR FILE I FOUND AT PDI THERE WAS A CONTROL MODULE MALFUNCTIONING FAULT P0702 STORED UNDER (02) TRANSMISSION. |
| 01/27/2009 | 09:19 | ISSUE OPENED BY DEALERSHIP |
| 01/27/2009 | 09:29 | ADVISED TO TRY AND DUPLICATE ANY CONCERNS. ALSO INSPECT THE TRANSMISSION CONNECTOR, INSPECT POWER, GROUNDS AND COMMUNIAION CIRCUITS. INSPECT THAT THE TERMINALS ARE FULLY INSTALLED INTO THE CONNECTOR AND THAT NO DAMAGE IS PRESENT TO THE TERMINALS. UPDATE THE CONTACT AND CALL BACK AS NEEDED. IF A CONCERN CAN BE DUPLICATED FILL OUT THE TRANSMISSION WORKSHEET. THANKS RAY |
| 01/27/2009 | 09:29 | CUSTOMER COMMENTS: CLIENT STATES PRND LIGHTS ARE FLASHING AT TIMES AND THE VEHICLE RUNS ROUGH. NO DTC'S CAN NOT VERIFY. CLIENT STATES IT HAS ONLY HAPPENED A FEW TIMES. VEHICLE WAS HERE 1000 MILES AGO, NO DTC'S AT THAT TIME. AFTER LOOKING THRU OUR FILE I FOUND AT PDI THERE WAS A CONTROL MODULE MALFUNCTIONING FAULT P0702 STORED UNDER (02) TRANSMISSION. |
| 01/27/2009 | 09:29 | WORKSHOP FINDINGS: UNABLE TO DUPLICATE ANY CONCERNS AT THIS TIME |
| 02/02/2009 | 09:59 | VERIFIED CONCERN AFTER 30 MIN TEST DRIVE. PRND LIGHT WAS FLASHING AND CLUSTER SAID TO PUT FOOT ON BRAKE TO GET OUT OF PARK. NO FAULTS WHEN PRND FLASHING. LASTED FOR 30 SECONDS. CONNECTOR APPEARS FINE. FOR TEST PURPOSE SWAPPED OUT SHIFT MECHANISM. TEST DROVE FOR 40 MIN VEHICLE WAS OK. CLIENT WANTED TO PICK UP FOR THE WEEKEND 10 MIN DOWN THE ROAD SHE STATED PRND LIGHT FLASHING AND SHE COULD NOT SPEED UP. |
| 02/02/2009 | 10:06 | PLEASE ATTACH THE REQUESTED MVB AND THE CORRECT SERIAL NUMBER. |
| 02/02/2009 | 11:20 | ATTACHED MVB'S S/N KPV 27 09 08 14 01 41 0088 |
| 02/02/2009 | 11:38 | ADVISED TO REPLACE THE MECHATRONICS AND REEVALUATE THE CONCERN. AUTH # 809. THANKS RAY |
| 02/19/2009 | 13:49 | REPLACED MECHATRONICS UNIT. TEST DROVE 80 MILES. VEHICLE TO AUDI STANDARD. |

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| 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 |
|----------------|-------|------------|------------------------|-----------------|---------------|------------|--------------------|
| 412181 | A3 | 2008 | WAUNF78P08A [REDACTED] | 8643 | 3735 | 01/28/2009 | USA |

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| Workshop Finding |
| P1740 SET |

| Activity Date | Activity Time | Activity Comments |
|---------------|---------------|--|
| 01/28/2009 | 12:07 | ISSUE OPENED BY DEALERSHIP |
| 01/28/2009 | 12:07 | PERFORMING CPO INSPECTION |
| 01/28/2009 | 12:09 | WHILE PERFORMING CPO INSPECTION, FOUND HARD FAULT P1740 IN DSG CONTROL MODULE, PERFORMED GFF, FOUND G509 TO HAVE ELECTRICAL MALFUNCTION, SENSOR NEEDS TO BE REPLACED |
| 01/28/2009 | 12:14 | CUSTOMER COMMENTS: PERFORMING CPO INSPECTION |
| 01/28/2009 | 12:14 | REVIEWED THE CONTACT WITH TECHNICIAN. AGREE TO REPLACE G509 AND REEVALUATE THE CONCERN. UPDATE THE CONTACT AND CALL BACK AS NEEDED. THANKS RAY |
| 01/28/2009 | 12:14 | WORKSHOP FINDINGS: P1740 SET |
| 01/30/2009 | 15:24 | REPLACED G509 SENSOR, FILLED TRANS, ROAD TESTED, VEHICLE NOW OPERATES TO MFG DESIGN |
| | | CLOSE CONTACT |
| 01/30/2009 | 15:25 | CLOSE |

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| 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 |
|----------------|-------|------------|------------------------|-----------------|---------------|------------|--------------------|
| 412184 | A3 | 2007 | WAUKD78P17A [REDACTED] | 30286 | 3735 | 01/28/2009 | USA |

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| Workshop Finding |
| TRANSMISSION FLUID WAS REPLACED 4,000 MILE AGO. FLUID LOOKS OK PREVIOUSLY AND NOW. TECHNICIAN CAN DUPLICATE THE CONCERN. |

| Activity Date | Activity Time | Activity Comments |
|---------------|---------------|---|
| 01/28/2009 | 12:12 | ISSUE OPENED BY DEALERSHIP |
| 01/28/2009 | 12:12 | TRANS CLUNKS WHEN STARTING OUT IN DRIVE OR REVERSE AND TAKES LONG TIME TO ENGAGE |
| 01/28/2009 | 12:19 | ADVISED TO REPLACE THE MECHATRONICS UNIT AND REEVALUATE THE CONCERN. AUTH # 808. THANKS RAY |
| 01/28/2009 | 12:19 | CUSTOMER COMMENTS: TRANS CLUNKS WHEN STARTING OUT IN DRIVE OR REVERSE AND TAKES LONG TIME TO ENGAGE |
| 01/28/2009 | 12:19 | WORKSHOP FINDINGS: TRANSMISSION FLUID WAS REPLACED 4,000 MILE AGO. FLUID LOOKS OK PREVIOUSLY AND NOW. TECHNICIAN CAN DUPLICATE THE CONCERN. |
| 02/25/2009 | 16:16 | REPLACED TRANS MODULE VEH REPAIRED |

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| 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 |
|----------------|-------|------------|------------------------|-----------------|---------------|------------|--------------------|
| 414039 | TT | 2008 | TRUMF38J881 [REDACTED] | 16138 | 3735 | 02/03/2009 | USA |

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| Workshop Finding |
| P2711 SET. |

| Activity Date | Activity Time | Activity Comments |
|---------------|---------------|--|
| 02/03/2009 | 09:19 | GEAR INDICATOR FLASHING, WILL NOT GO INTO REVERSE AND RPMS RACING. VEHICLE WILL GO INTO ALL GEARS NOW. PERFORMED GUIDED FAULT FINDING TEST PLAN AND FOUND SPEED SENSOR G501 DOES NOT MATCH SENSOR G502 AND INPUT SPEED AT SPEEDS ABOVE @ 35MPH. |
| 02/03/2009 | 09:19 | ISSUE OPENED BY DEALERSHIP |
| 02/03/2009 | 09:35 | CUSTOMER COMMENTS: GEAR INDICATOR FLASHING, WILL NOT GO INTO REVERSE AND RPMS RACING. VEHICLE WILL GO INTO ALL GEARS NOW. PERFORMED GUIDED FAULT FINDING TEST PLAN AND FOUND SPEED SENSOR G501 DOES NOT MATCH SENSOR G502 AND INPUT SPEED AT SPEEDS ABOVE @ 35MPH. |
| 02/03/2009 | 09:35 | PLEASE REPLACE THE MECHATRONICS UNIT. AUTH # 811. THANKS RAY |
| 02/03/2009 | 09:35 | WORKSHOP FINDINGS: P2711 SET. |
| 02/20/2009 | 12:49 | REPLACED MECHATRONICS, FILLED AND PERFORMED ADAPTIVE TEST DRIVE. TRANS OUYPUY SPEED SENSORS NOW READ PROPERLY AND NO FAULTS RETURNED, THANKS. |

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| 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 |
|----------------|-------|------------|------------------------|-----------------|---------------|------------|--------------------|
| 414550 | A3 | 2008 | WAUNF78P98A [REDACTED] | 14327 | 3735 | 02/03/2009 | USA |

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| Workshop Finding |
| DTC: P1819 (PRESSURE CONTROL 2 OPEN/SHORT). |

| Activity Date | Activity Time | Activity Comments |
|---------------|---------------|---|
| 02/03/2009 | 18:32 | CUSTOMER STATES THE CHECK ENGINE LIGHT CAME ON, VEHICLE STARTED JERKING & THE GEAR SELECTOR LIGHT WAS FLASHING. |
| 02/03/2009 | 18:32 | ISSUE OPENED BY DEALERSHIP |
| 02/03/2009 | 18:36 | CUSTOMER COMMENTS: CUSTOMER STATES THE CHECK ENGINE LIGHT CAME ON, VEHICLE STARTED JERKING & THE GEAR SELECTOR LIGHT WAS FLASHING. |
| 02/03/2009 | 18:36 | PLEASE ATTACH THE REQUESTED MVB. FILL OUT THE TRANSMISSION WORKSHEET WITH THE CORRECT SERIAL NUMBER. |
| 02/03/2009 | 18:36 | WORKSHOP FINDINGS: DTC: P1819 (PRESSURE CONTROL 2 OPEN/SHORT). |
| 02/03/2009 | 19:39 | ATTACHED REQUESTED MVB'S AND SERIAL NUMBERS |
| 02/04/2009 | 12:23 | ADVISED TECH TO REPLACE THE MECHATRONIC AND REPORT. DSG 813 |
| 04/13/2009 | 12:32 | REPLACED MECHATRONICS, SET THE ADAPTIONS, TEST DROVE CAR 50 MILES, NO PROBLEM NOTICED, NO FAULTS STORED. VEHICLE PERFORMS PER MANUFACTURERS SPECIFICATIONS. |

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| 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 |
|----------------|-------|------------|------------------------|-----------------|---------------|------------|--------------------|
| 416074 | A3 | 2007 | WAUNF78P47A [REDACTED] | 29025 | 3735 | 02/06/2009 | USA |

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| Workshop Finding |
| FLUID SLIGHTLY BURNED. WHINE NOISE FROM TRANSMISSION ON ACCELERATION. |

| Activity Date | Activity Time | Activity Comments |
|---------------|---------------|---|
| 02/06/2009 | 17:26 | CUSTOMER STATES ENGINE REVES WHEN DRIVING AND TRANS KICKS HARD WHEN IT SHIFTS WITH IN A 20 MILE COMMUTE. ROAD TESTED VEHICAL AND VERIFIED TRANS FLARES AND BANGS IN TRTAFFIC. ALSO THERE IS A HIGH PITCH WHINE WHEN ACCELERATING IN FIRST HARD. VEHICAL HAS TRANS HAD TRANS WORK IN THE PAST. 11,000 MILES AGO THERE WAS A MECHATRONICS UNIT REPLACED. I CHECKED FLUID LEVEL AND CONDITION AND THEY WERE OK. SLIGHTLY BURNT SMELL. |
| 02/06/2009 | 17:26 | ISSUE OPENED BY DEALERSHIP |
| 02/06/2009 | 17:29 | ADVISED TO REPLACE THE TRANSMISSION, FLUSH THE COOLER AND COOLER LINES. AUTH # 815. THANKS RAY |
| 02/06/2009 | 17:29 | CUSTOMER COMMENTS: CUSTOMER STATES ENGINE REVES WHEN DRIVING AND TRANS KICKS HARD WHEN IT SHIFTS WITH IN A 20 MILE COMMUTE. ROAD TESTED VEHICAL AND VERIFIED TRANS FLARES AND BANGS IN TRTAFFIC. ALSO THERE IS A HIGH PITCH WHINE WHEN ACCELERATING IN FIRST HARD. VEHICAL HAS TRANS HAD TRANS WORK IN THE PAST. 11,000 MILES AGO THERE WAS A MECHATRONICS UNIT REPLACED. I CHECKED FLUID LEVEL AND CONDITION AND THEY WERE OK. SLIGHTLY BURNT SMELL. |
| 02/06/2009 | 17:29 | WORKSHOP FINDINGS: FLUID SLIGHTLY BURNED. WHINE NOISE FROM TRANSMISSION ON ACCELERATION. |
| 02/12/2009 | 18:55 | REPLACED TRANS AND PERFORMED BASIC SETTING OF THE CLUTCHES. VEHICLE OK NOW AT THIS TIME |

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| 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 |
|----------------|-------|------------|------------------------|-----------------|---------------|------------|--------------------|
| 417205 | A3 | 2009 | WAUHE78P69A [REDACTED] | 1372 | 3735 | 02/10/2009 | USA |

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| Workshop Finding |
| NO DTCS. THE FLUID LEVEL/CONDITION ARE GOOD. |

| Activity Date | Activity Time | Activity Comments |
|---------------|---------------|---|
| 02/10/2009 | 17:32 | CUSTOMER STATES P/D/R/ FLASH RED WHILE DRIVING INSTRUMENT CLUSTER SAYS PLEASE APPLY FOOT BRAKE WHILE SHIFTING.CAR HAS NO POWER |
| 02/10/2009 | 17:32 | ISSUE OPENED BY DEALERSHIP |
| 02/11/2009 | 11:27 | CELL PHONE NUMBER: [REDACTED] |
| 02/11/2009 | 11:27 | CUSTOMER COMMENTS: CUSTOMER STATES P/D/R/ FLASH RED WHILE DRIVING INSTRUMENT CLUSTER SAYS PLEASE APPLY FOOT BRAKE WHILE SHIFTING.CAR HAS NO POWER |
| 02/11/2009 | 11:27 | WE WILL CALL BACK WITHIN AN HOUR. |
| 02/11/2009 | 11:27 | WORKSHOP FINDINGS: NO DTCS. THE FLUID LEVEL/CONDITION ARE GOOD. |
| 02/11/2009 | 12:37 | PLEASE ATTACH MVB FROM SELF DIAGNOSIS. 1ST KEY ON ENGINE OFF MVB 1 THOUGH 112 SAVE AS ONE DOCUMENT AND MARK AS KOEO WHEN SAVED PLEASE 2ND ENGINE RUNNING, SELECTOR IN "D" WITH BRAKES APPLIED. MVB 1 THOUGH 112 SAVE AS ONE DOCUMENT AND MARK AS IDLE WHEN SAVED PLEASE |
| 02/11/2009 | 13:20 | ISSUE UPDATED |
| 02/12/2009 | 13:12 | HERES THE INFORMATION YOU REQUESTED FIRST ONE WILL BE KEY ON ENGINE OFF SECOND ONE WITH SHIFT SELECTOR IN D WILL BE ENGINE RUNNING. |
| 02/12/2009 | 13:13 | 2ND ONE |
| 02/12/2009 | 13:28 | RESENDING INFORMATION |
| 02/13/2009 | 17:32 | PLEASE REPLACE THE MECHATRONICS UNIT AND INPUT SPEED SENSOR. DSG 00823 |
| 02/23/2009 | 14:26 | REPLACED MECHATRONICS UNIT AND INPUT SENSOR PERFORMED BASIC SETTINGS. VEHICLE OOPERATION AS DESIGNED. |

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| Consultant's Closing Comments |
| &&&& WHEN THIS TECH CALLS BACK ASK HIM IF THE VEHICLE HAD ANY FAULTS STORED WHEN IT ARRIVED AT THE DEALER IN THE ECM OR ABS. I AM JUST WONDERING IF HE THOUGHT THEY WERE UNRELATED FAULTS AND CLEARED THEM.***** |

| VW File Number | Model | Model Year | VIN | Vehicle Mileage | TREAD Part ID | Open Date | Sale Order Country |
|----------------|-------|------------|------------------------|-----------------|---------------|------------|--------------------|
| 417276 | A3 | 2008 | WAUHF78P58A [REDACTED] | 3823 | 3735 | 02/11/2009 | USA |

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| Workshop Finding |
| NO DTCS. THE FLUID LEVEL/CONDITION ARE GOOD. |

| Activity Date | Activity Time | Activity Comments |
|---------------|---------------|---|
| 02/11/2009 | 09:31 | CUSTOMER STATES HESITATION ON ACCELERATION,HAPPENS EVERY TIME FROM A STOP. DUPLICATED CONCERN. DSG TRANS. UPON LIFTING OFF OF THE BRAKE PEDAL AND ACCELERATING, VEHICLE "JOLTS" FORWARD. THERE IS NO SMOOTH TAKE OFF NO MATTER WHAT THROTTLE POSITION IS USED. PUT WOOD BLOCK 3', 2' AND 1' FROM FRONT WHEELS AND LET CAR PULL UNDER IT'S OWN POWER OVER THE WOOD IN THE DIFFERENT LENGHTS. PULLED OVER EVERY TIME. FLUID IS FULL AND LOOKS NEW. NO SMELL. |
| 02/11/2009 | 09:31 | ISSUE OPENED BY DEALERSHIP |
| 02/11/2009 | 09:38 | CUSTOMER COMMENTS: CUSTOMER STATES HESITATION ON ACCELERATION,HAPPENS EVERY TIME FROM A STOP. DUPLICATED CONCERN. DSG TRANS. UPON LIFTING OFF OF THE BRAKE PEDAL AND ACCELERATING, VEHICLE "JOLTS" FORWARD. THERE IS NO SMOOTH TAKE OFF NO MATTER WHAT THROTTLE POSITION IS USED. PUT WOOD BLOCK 3', 2' AND 1' FROM FRONT WHEELS AND LET CAR PULL UNDER IT'S OWN POWER OVER THE WOOD IN THE DIFFERENT LENGHTS. PULLED OVER EVERY TIME. FLUID IS FULL AND LOOKS NEW. NO SMELL. |
| 02/11/2009 | 09:38 | PLEASE FILL OUT THE TRANSMISSION WORKSHEET WITH THE CORRECT SERIAL. |
| 02/11/2009 | 09:38 | WORKSHOP FINDINGS: NO DTCS. THE FLUID LEVEL/CONDITION ARE GOOD. |
| 02/11/2009 | 10:50 | TRANS. SERIAL NUMBER IS NOW ADDED |
| 02/11/2009 | 11:23 | TECH TO REPLACE MECHATRONICS UNIT ... DSG #819 |
| 02/17/2009 | 17:25 | REPLACED MECHATRONICS UNIT. SET BASIC SETTINGS THROUGH GFF AND STARTED ADAPTION TEST DRIVE. VEHICLE ONLY HAS 1ST AND 2ND GEARS. WILL NOT SHIFT ABOVE 2ND GEAR IN DRIVE OR IN TIPTRONIC. WHEN IN D THE GEAR INDICATOR STATES 2ND WHEN AT SPEED. IN TIPTRONIC, YOU CAN START IN 1ST, GO TO 2ND, THEN 3RD AND ALL THE WAY TO 6TH DEPENDING ON SPEED BUT VEHICLE WILL NOT SHIFT ABOVE 2ND GEAR! CAR PULLS FINE FROM STOP WITH NO SLIPPING. |
| 02/18/2009 | 10:11 | ADVISED TO REPLACE THE MECHATRONICS. INSURE THAT THE MECHATRONICS UNIT IS ORDERED PER THE VIN OF THE VEHICLE. AUTH # 826. THANKS RAY |
| 02/23/2009 | 10:53 | REPLACED MECHATRONICS UNIT AGAIN. VEHICLE IS DOING THE SAME AS LAST. WILL NOT GO PAST 2ND GEAR IN TIP OR IN DRIVE EVEN AFTER PERFORMING BASIC SETTINGS. |
| 02/23/2009 | 11:03 | I HAVE FAXXED A MANUAL ADAPTATION PROCEDURE TO 336 777 8628. FOLLOW THAT AND SEE IF IT WILL LET YOU ADAPT THE TRANSMISSION. THANKS |
| 02/23/2009 | 11:50 | FAXED IN BASIC SETTING INSTRUCTIONS WORKED FINE. GFF ISSUE IS THAT IT NEVER ERASES THE FAULT FOR BASIC SETTINGS NOT CARRIED OUT BEFORE THE TEST DRIVE CAUSING THE VEHICLE TO NEVER SHIFT ABOVE 2ND GEAR. VEHICLE SHIFTS FINE AND TAKES OFF SMOOTH.THANKS |

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| 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 |
|----------------|-------|------------|------------------------|-----------------|---------------|------------|--------------------|
| 418555 | TT | 2009 | TRUKF38JX91 [REDACTED] | 2036 | 3735 | 02/13/2009 | USA |

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| Workshop Finding |
| P2723 SET. MECHATRONICS PREVIOUSLY REPLACED FOR THIS CONCERN. |

| Activity Date | Activity Time | Activity Comments |
|---------------|---------------|--|
| 02/13/2009 | 15:04 | ISSUE OPENED BY DEALERSHIP |
| 02/13/2009 | 15:04 | NOT SHIFTING CODE FOR SOLINODE NR 5 STORED SPORADIC |
| 02/13/2009 | 15:38 | ADVISED TO REPLACE THE MECHATRONIC UNIT. AUTH # 822. THANKS RAY |
| 02/13/2009 | 15:38 | CUSTOMER COMMENTS: NOT SHIFTING CODE FOR SOLINODE NR 5 STORED SPORADIC |
| 02/13/2009 | 15:38 | WORKSHOP FINDINGS: P2723 SET. MECHATRONICS PREVIOUSLY REPLACED FOR THIS CONCERN. |
| 02/23/2009 | 16:55 | REPLACED THE UNIT AND TESTED CAR OK AT THIS TIME . RELEASED THE CAR . |

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| 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 |
|----------------|-------|------------|------------------------|-----------------|---------------|------------|--------------------|
| 422241 | A3 | 2007 | WAUNF78P07A [REDACTED] | 10763 | 3735 | 02/24/2009 | USA |

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| Workshop Finding |
| NO DTCS. THE FLUID LEVEL/CONDITION ARE GOOD. PREVIOUSLY THE MECHATRONICS UNIT HAS BEEN REPLACED FOR THE SAME CONCERN (5 MONTHS AGO). |

| Activity Date | Activity Time | Activity Comments |
|---------------|---------------|--|
| 02/24/2009 | 18:08 | CUST STATES THAT IN STOP AND GO TRAFFIC ON ACCEL CAR WILL SHUDDER AND ALMOST FEELS AS IF IT IS GOING TO STALL, ALSO ON ACCEL IN REV CAR SHUDDERS.TEST DROVE WITH CUSTOMER AND VERIFIED COMPLAINT ALSO NOTICED WHEN GOING UP AN INCLINE CAR WILL JUMP FORWARD AND BUCK ON ACCEL. |
| 02/24/2009 | 18:08 | ISSUE OPENED BY DEALERSHIP |
| 02/24/2009 | 18:21 | CUSTOMER COMMENTS: CUST STATES THAT IN STOP AND GO TRAFFIC ON ACCEL CAR WILL SHUDDER AND ALMOST FEELS AS IF IT IS GOING TO STALL, ALSO ON ACCEL IN REV CAR SHUDDERS.TEST DROVE WITH CUSTOMER AND VERIFIED COMPLAINT ALSO NOTICED WHEN GOING UP AN INCLINE CAR WILL JUMP FORWARD AND BUCK ON ACCEL. |
| 02/24/2009 | 18:21 | PLEASE REPLACE THE MECHATRONICS UNIT. DSG00840 |
| 02/24/2009 | 18:21 | WORKSHOP FINDINGS: NO DTCS. THE FLUID LEVEL/CONDITION ARE GOOD. PREVIOUSLY THE MECHATRONICS UNIT HAS BEEN REPLACED FOR THE SAME CONCERN (5 MONTHS AGO). |
| 03/02/2009 | 13:48 | REPLACED MECHATRONIC UNIT FILLED TRANS TO CORRECT LEVEL SET BASIC SETTINGS AND TEST DROVE AND SET ADAPTATION TRANS SEEMED TO SHIFT AS DESIGNED AT THIS TIME. |

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| 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 |
|----------------|-------|------------|------------------------|-----------------|---------------|------------|--------------------|
| 423288 | A3 | 2008 | WAUNF78P28A [REDACTED] | 11484 | 3735 | 02/26/2009 | USA |

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| Workshop Finding |
| n/a |

| Activity Date | Activity Time | Activity Comments |
|---------------|---------------|---|
| 02/26/2009 | 18:00 | FEB. 26. THIS A3 CONCERN IS VERIFIED BY ME. THIS COULD BE CAUSED BY A MECHATRONICS, I SAY THIS BECAUSE MVB 54 IS H44 AND ON VW THEY ARE FINDING A RANGE OF KNOWN BAD ONES THAT EXHIBIT THE FOLLOWING CONCERN... AT A STOP, LET OFF BRAKE ALLOW VEHICLE TO CREEP FORWARD. THEN ACCELERATE LIGHTLY AND THE VEHICLE BUCKS, AS IF YOU LET OUT A MANUAL TRANS CLUTCH TOO QUICK. ALSO, I FELT THIS TRANS BUCK WHEN CREEPING UP A SLIGHT INVCLINE, THIS EFFECTED IDLE, A SINGULAR THUNK. I BELIEVE VW LLOKS AT MVB 54 FOR A RANGE OF H21 TO J21, MEANING 2007 IS H AND THE VALUE IS WEEK OF PRODUCTION... |
| 02/26/2009 | 18:00 | ISSUE OPENED BY DEALERSHIP |
| 02/26/2009 | 18:12 | CUSTOMER COMMENTS: FEB. 26. THIS A3 CONCERN IS VERIFIED BY ME. THIS COULD BE CAUSED BY A MECHATRONICS, I SAY THIS BECAUSE MVB 54 IS H44 AND ON VW THEY ARE FINDING A RANGE OF KNOWN BAD ONES THAT EXHIBIT THE FOLLOWING CONCERN... AT A STOP, LET OFF BRAKE ALLOW VEHICLE TO CREEP FORWARD. THEN ACCELERATE LIGHTLY AND THE VEHICLE BUCKS, AS IF YOU LET OUT A MANUAL TRANS CLUTCH TOO QUICK. ALSO, I FELT THIS TRANS BUCK WHEN CREEPING UP A SLIGHT INVCLINE, THIS EFFECTED IDLE, A SINGULAR THUNK. I BELIEVE VW LLOKS AT MVB 54 FOR A RANGE OF H21 TO J21, MEANING 2007 IS H AND THE VALUE IS WEEK OF PRODUCTION... |
| 02/26/2009 | 18:12 | PLEASE FILL OUT THE TRANSMISSION WORKSHEET WITH THE CORRECT SERIAL NUMBER. |
| 02/26/2009 | 19:43 | FEB. 26 THIS ATTACH IS ALL MVB AND TRANS SHEET... |
| 02/27/2009 | 14:43 | ADVISED TECH TO REPLACE THE MECHATRONNICS UNIT AND SET ADAPTATIONS. YOUR DSG AUTHO NUMBER IS 844 |
| 03/02/2009 | 16:56 | MAR. PART IS RED ORDERED... |
| 03/04/2009 | 14:32 | MAR. 4 SINCE WE HAVE A DIRECTION TO GO, I AM CLOSING , THANKS... |

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| 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 |
|----------------|-------|------------|------------------------|-----------------|---------------|------------|--------------------|
| 424977 | TT | 2008 | TRUDD38J581 [REDACTED] | 9932 | 3885 | 03/04/2009 | USA |

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| Workshop Finding |
| GERALD STATES HE WAS DUPLICATED THE CONCERN AT OPERATING TEMPERATURE. |

| Activity Date | Activity Time | Activity Comments |
|---------------|---------------|---|
| 03/04/2009 | 09:14 | CUST STATES WHEN ACCELERATING FROM STOP CAR WILL LOSE POWER NO FAULTS IN SYSTEM DUPLICATED CONCERN ONE TIME |
| 03/04/2009 | 09:14 | ISSUE OPENED BY DEALERSHIP |
| 03/05/2009 | 11:33 | ADVISED TO PLEASE FILL OUT THE AUTOMATIC TRANSMISSION WORKSHEET AND RECORD ALL THE MVB FROM THE TRANSMISSION AND CALL BACK SO WE CAN AUTHORIZE A MECHATRONICS UNIT. |
| 03/05/2009 | 11:33 | CUSTOMER COMMENTS: CUST STATES WHEN ACCELERATING FROM STOP CAR WILL LOSE POWER NO FAULTS IN SYSTEM DUPLICATED CONCERN ONE TIME |
| 03/05/2009 | 11:33 | ISSUE UPDATED |
| 03/05/2009 | 11:33 | WORKSHOP FINDINGS: GERALD STATES HE WAS DUPLICATED THE CONCERN AT OPERATING TEMPERATURE. |
| 03/09/2009 | 11:06 | HERE IS MEASURING VALUES YOU REQUESTED JOSE. |
| 03/10/2009 | 12:19 | PLEASE FILL OUT THE WORKSHEET WITH THE CORRECT SERIAL NUMBER. |
| 03/10/2009 | 18:07 | RIGHT TRANS SERIAL NUMBER ATTACHED |
| 03/10/2009 | 18:11 | PLEASE REPLACE THE MECHATRONICS UNIT. DSG 00853 |
| 03/18/2009 | 15:38 | REPLACED DSG MECHATRONIC UNIT EVERYTHING SEEMS FINE THANKS JOSE AND MIKE UNTIL NEXT TIME GERALD |

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| 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 |
|----------------|-------|------------|------------------------|-----------------|---------------|------------|--------------------|
| 425500 | A3 | 2009 | WAUHF78P79A [REDACTED] | 5827 | 3735 | 03/05/2009 | USA |

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| Workshop Finding |
| NO DTCS. THE TECHNICIAN HAS VERIFIED THE CONCERN. THE FLUID LEVEL/CONDITION ARE GOOD. |

| Activity Date | Activity Time | Activity Comments |
|---------------|---------------|---|
| 03/04/2009 | 21:21 | CUSTOMER STATES UPON ACCELERATION, CAR IS JERKY/JUMPY. ROADTESTED VEHICLE AND VERIFIED TRANSMISSION ENGAGES HARSHLY WHILE ACCELERATING FROM A STOP IN FORWARD AND REVERSE. CHECKED FOR ANY FAULTS, NONE AT THIS TIME. CHECKED FOR TSB'S, NONE RELATING TO CONCERN. ROADTESTED ANOTHER SIMILAR VEHICLE AND COMPARED. BOTH VEHICLES DO NOT OPERATE THE SAME. CUSTOMER'S VEHICLE IS HARSH COMPARED TO NEW VEHICLE. CHECKED FLUID LEVEL AND CONDITION, NORMAL. CHECKED THROTTLE VOLTAGES/SETTINGS AND RESET BASIC SETTINGS. SAME THING. PERFORMED TRANSMISSION BASIC SETTINGS ACCORDING TO GFF, SAME THING. VEHICLE DOES NOT CLIMB 2X4 OBSTRUCTION ON ITS OWN (WAS TOLD TO DO THIS TEST LONG AGO). FOUND NEW VEHICLE DOES NOT CLIMB OBSTRUCTION EITHER. TEST IS INCONCLUSIVE. SUSPECT TRANSMISSION FAILURE. ADDED ALL VSS MEASURED VALUE BLOCKS AS DESCRIBED IN WORKSHEET. NEED SOME HELP NOW, THANKS. |
| 03/04/2009 | 21:21 | ISSUE OPENED BY DEALERSHIP |
| 03/05/2009 | 12:14 | CUSTOMER COMMENTS: CUSTOMER STATES UPON ACCELERATION, CAR IS JERKY/JUMPY. ROADTESTED VEHICLE AND VERIFIED TRANSMISSION ENGAGES HARSHLY WHILE ACCELERATING FROM A STOP IN FORWARD AND REVERSE. CHECKED FOR ANY FAULTS, NONE AT THIS TIME. CHECKED FOR TSB'S, NONE RELATING TO CONCERN. ROADTESTED ANOTHER SIMILAR VEHICLE AND COMPARED. BOTH VEHICLES DO NOT OPERATE THE SAME. CUSTOMER'S VEHICLE IS HARSH COMPARED TO NEW VEHICLE. CHECKED FLUID LEVEL AND CONDITION, NORMAL. CHECKED THROTTLE VOLTAGES/SETTINGS AND RESET BASIC SETTINGS. SAME THING. PERFORMED TRANSMISSION BASIC SETTINGS ACCORDING TO GFF, SAME THING. VEHICLE DOES NOT CLIMB 2X4 OBSTRUCTION ON ITS OWN (WAS TOLD TO DO THIS TEST LONG AGO). FOUND NEW VEHICLE DOES NOT CLIMB OBSTRUCTION EITHER. TEST IS INCONCLUSIVE. SUSPECT TRANSMISSION FAILURE. ADDED ALL VSS MEASURED VALUE BLOCKS AS DESCRIBED IN WORKSHEET. NEED SOME HELP NOW, THANKS. |
| 03/05/2009 | 12:14 | PLEASE FILL OUT THE TRANSMISSION WORKSHEET WITH THE CORRECT SERIAL NUMBER. |
| 03/05/2009 | 12:14 | WORKSHOP FINDINGS: NO DTCS. THE TECHNICIAN HAS VERIFIED THE CONCERN. THE FLUID LEVEL/CONDITION ARE GOOD. |
| 03/05/2009 | 13:12 | TRANSMISSION NUMBERS ARE AS FOLLOWS AS PER WORKSHEET: KPV 17.07.08 14 00:16 0031 PART NUMBER 02E301103. |
| 03/05/2009 | 13:34 | PLEASE REPLACE THE MECHATRONICS UNIT. DSG 00848. |
| 03/20/2009 | 14:32 | I CHANGED THE WRONG PART. THOUGHT MECHATRONICS WAS THE TRANSMISSION ASSEMBLY. NOW WE'RE EATING THE TRANS. MY MISTAKE. VEHICLE IS WORKING FINE. THANKS |

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| Consultant's Closing Comments |
| *** MECH. |

| VW File Number | Model | Model Year | VIN | Vehicle Mileage | TREAD Part ID | Open Date | Sale Order Country |
|----------------|-------|------------|------------------------|-----------------|---------------|------------|--------------------|
| 425577 | A3 | 2007 | WAUKD78P67A [REDACTED] | 45849 | 3885 | 03/05/2009 | USA |

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| Workshop Finding |
| n/a |

| Activity Date | Activity Time | Activity Comments |
|---------------|---------------|--|
| 03/05/2009 | 09:52 | COSTOMER SAYS NOT SHIFTING OUT OF 1ST GEAR WHEN COLD .HAS ONE DTC PREASURE CONTROL VALVE SPORADIC DONE ROAD TEST WITH GFF TESTED OK |
| 03/05/2009 | 09:52 | ISSUE OPENED BY DEALERSHIP |
| 03/05/2009 | 10:08 | CUSTOMER COMMENTS: COSTOMER SAYS NOT SHIFTING OUT OF 1ST GEAR WHEN COLD .HAS ONE DTC PREASURE CONTROL VALVE SPORADIC DONE ROAD TEST WITH GFF TESTED OK |
| 03/05/2009 | 10:08 |SUGGESTION:REPLACE MECHATRONICS (AUTHORIZATIION # CD0031) |
| 03/24/2009 | 11:50 | REPLACED CONTROL BODY .DO BASIC SETTING ROAD TEST WORKING OK. |
| 03/26/2009 | 10:26 | ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED |
| 03/26/2009 | 10:26 | ISSUE UPDATED |

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| Consultant's Closing Comments |
| REPLACED THE MECHATRONICS. PERFORMED BASIC SETTINGS, O.K. |

| VW File Number | Model | Model Year | VIN | Vehicle Mileage | TREAD Part ID | Open Date | Sale Order Country |
|----------------|-------|------------|------------------------|-----------------|---------------|------------|--------------------|
| 425763 | A3 | 2009 | WAUHE78PX9A [REDACTED] | 1965 | 3735 | 03/05/2009 | USA |

Workshop Finding

NO DTCS. THE TECHNICIAN HAS VERIFIED THE CONCERN WHILE DRIVING AT APPROX. 50 MPH.

| Activity Date | Activity Time | Activity Comments |
|---------------|---------------|--|
| 03/05/2009 | 13:14 | CUSTOMER STATES WHILE DRIVING CAR WILL LOOSE POWER AND WILL SHOW(PUT FOOT ON BRAKE)AND P/D/R WILL FLASH |
| 03/05/2009 | 13:14 | ISSUE OPENED BY DEALERSHIP |
| 03/05/2009 | 13:24 | CUSTOMER COMMENTS: CUSTOMER STATES WHILE DRIVING CAR WILL LOOSE POWER AND WILL SHOW(PUT FOOT ON BRAKE)AND P/D/R WILL FLASH |
| 03/05/2009 | 13:24 | SERIAL NUMBER IS 14 15 06 0929. PLEASE ATTACH A GFF LOG. |
| 03/05/2009 | 13:24 | WORKSHOP FINDINGS: NO DTCS. THE TECHNICIAN HAS VERIFIED THE CONCERN WHILE DRIVING AT APPROX. 50 MPH. |
| 03/05/2009 | 13:48 | HERES GFF LOG |
| 03/18/2009 | 13:33 | CAR IS GONE AFTER REPLACING MECHTRONICS UNIT,RICK GREEN |

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 |
|----------------|-------|------------|------------------------|-----------------|---------------|------------|--------------------|
| 427701 | A3 | 2008 | WAUHE78P28A [REDACTED] | 16295 | 3735 | 03/11/2009 | USA |

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|-------------------------|
| Workshop Finding |
| n/a |

| Activity Date | Activity Time | Activity Comments |
|---------------|---------------|---|
| 03/11/2009 | 09:31 | CUSTOMER STATES CAR HAS AN ODD SURGE WHEN STOPPED AND THEN STARTING. CONFIRMED ISSUE ON TEST DRIVE, WHEN VEHICLE IS STOPPED AND THE BRAKE IS RELEASED THERE IS A COUPLE SECOND DELAY BEFORE TRANS ENGAGES. IS NOTICABLE EVEN WITH NOW INPUT FROM THE ACCELERATOR PEDAL. CAR HAS DELAY THEN SURGES. NO FAULTS FOUND, NO TSB FOUND. CAR IS SEING GOOD APPLIED AND RELEASED SIGNAL FROM THE BRAKE SWITCH. |
| 03/11/2009 | 09:31 | ISSUE OPENED BY DEALERSHIP |
| 03/11/2009 | 09:48 | CUSTOMER COMMENTS: CUSTOMER STATES CAR HAS AN ODD SURGE WHEN STOPPED AND THEN STARTING. CONFIRMED ISSUE ON TEST DRIVE, WHEN VEHICLE IS STOPPED AND THE BRAKE IS RELEASED THERE IS A COUPLE SECOND DELAY BEFORE TRANS ENGAGES. IS NOTICABLE EVEN WITH NOW INPUT FROM THE ACCELERATOR PEDAL. CAR HAS DELAY THEN SURGES. NO FAULTS FOUND, NO TSB FOUND. CAR IS SEING GOOD APPLIED AND RELEASED SIGNAL FROM THE BRAKE SWITCH. |
| 03/11/2009 | 09:48 | PLEASE FILL OUT THE TRANSMISSION WORKSHEET WITH THE CORRECT SERIAL NUMBER. |
| 03/11/2009 | 10:40 | UPDATED TRANS SHEET, WITH KNC2003081422581516 FROM UNDER TRANS MOUNT. |
| 03/11/2009 | 10:48 | ADVISED TO PLEASE REPLACE THE MECHATRONICS UNIT, AUTHORIZATION # 855 |
| 04/27/2009 | 13:43 | REPLACED MECH UNIT AND ADAPTED. ALL WORKING TO SPEC AFTER MECH REPLACEMENT. THANKS ROLAND. |

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| 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 |
|----------------|-------|------------|------------------------|-----------------|---------------|------------|--------------------|
| 427749 | A3 | 2007 | WAUKD98P87A [REDACTED] | 19819 | 3735 | 03/11/2009 | USA |

Workshop Finding

RPMS INCREASE AND THEN THE CAR SLOWLY ENGAGES. THE FLUID WAS SLIGHTLY LOW. THE FLUID WAS CLEAN. NO FAULTS STORED. THE ADAPTION PROCEDURE WAS PERFORMED. THE THROTTLE BODY WAS ADAPTED. THE BRAKE LIGHT SWITCH WAS OPERATING. HAPPENS MOST OF THE TIME WARM OR COLD.

| Activity Date | Activity Time | Activity Comments |
|---------------|---------------|--|
| 03/11/2009 | 10:29 | ISSUE OPENED BY DEALERSHIP |
| 03/11/2009 | 10:29 | VEHICLE HESITATES WHEN ACCELERATING FROM A DEAD STOP. TOPPED OFF FLUID AND CONDITION IMPROVED SLIGHTLY BUT STILL OCCURS. |
| 03/11/2009 | 10:39 | CUSTOMER COMMENTS: VEHICLE HESITATES WHEN ACCELERATING FROM A DEAD STOP. TOPPED OFF FLUID AND CONDITION IMPROVED SLIGHTLY BUT STILL OCCURS. |
| 03/11/2009 | 10:39 | RED ORDER TO VIN AND REPLACE THE MECHATRONICS UNIT. CHECK THE NEW PART AGAINST THE OLD LOOKING CLOSELY AT THE PINS IN THE CONNECTOR HOUSING. PERFORM THE DSG BASIC SETTINGS AND RECHECK FOR PROPER OPERATION DSG AUTHORIZATION #854 |
| 03/11/2009 | 10:39 | WORKSHOP FINDINGS: RPMS INCREASE AND THEN THE CAR SLOWLY ENGAGES. THE FLUID WAS SLIGHTLY LOW. THE FLUID WAS CLEAN. NO FAULTS STORED. THE ADAPTION PROCEDURE WAS PERFORMED. THE THROTTLE BODY WAS ADAPTED. THE BRAKE LIGHT SWITCH WAS OPERATING. HAPPENS MOST OF THE TIME WARM OR COLD. |

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 |
|----------------|-------|------------|------------------------|-----------------|---------------|------------|--------------------|
| 429269 | A3 | 2007 | WAUKD78P47A [REDACTED] | 57844 | 3735 | 03/14/2009 | USA |

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| Workshop Finding |
| THE FLUID IS FULL AND CLEAN. NO LEAKS FOUND. SLIGHT NOISES THAT WENT AWAY AT TIMES. FAULT STORED P0868 |

| Activity Date | Activity Time | Activity Comments |
|---------------|---------------|--|
| 03/14/2009 | 16:38 | CUSTOMER STATES THAT THERE IS AN ABNORMAL NOISE COMING FROM TRANSMISSION. WHEN I DROVE THE VEHICLE, I COULD HEAR A WHINING SOUND UPON ACCEL. SOUNDS ALMOST LIKE A GEAR IS SPINNING UP AT A DIFFERENT RATE, THEN THE TRANS./VEHICLE MATCHES IT. WHEN I'D ACCEL. THE RPMS WENT UP TO 2000 THEN BACK DOWN TO ABOUT 1300 A COUPLE OF TIMES AND FELT LIKE THE TRANS WAS SLIPPING. ACCEL. WAS ALSO NOT WHAT I THINK IT SHOULD BE COMPARED TO MY THROTTLE INPUT. ALSO WHEN SHIFTING FROM D-N OR N-D I CAN HEAR WHAT SOUNDS LIKE MAYBE A BELT RATTLE INSIDE THE TRANSMISSION. I HOPE THIS ALL MAKES SENSE. PLEASE ADVISE. THANKS, MATT. |
| 03/14/2009 | 16:38 | ISSUE OPENED BY DEALERSHIP |
| 03/17/2009 | 15:15 | CUSTOMER COMMENTS: CUSTOMER STATES THAT THERE IS AN ABNORMAL NOISE COMING FROM TRANSMISSION. WHEN I DROVE THE VEHICLE, I COULD HEAR A WHINING SOUND UPON ACCEL. SOUNDS ALMOST LIKE A GEAR IS SPINNING UP AT A DIFFERENT RATE, THEN THE TRANS./VEHICLE MATCHES IT. WHEN I'D ACCEL. THE RPMS WENT UP TO 2000 THEN BACK DOWN TO ABOUT 1300 A COUPLE OF TIMES AND FELT LIKE THE TRANS WAS SLIPPING. ACCEL. WAS ALSO NOT WHAT I THINK IT SHOULD BE COMPARED TO MY THROTTLE INPUT. ALSO WHEN SHIFTING FROM D-N OR N-D I CAN HEAR WHAT SOUNDS LIKE MAYBE A BELT RATTLE INSIDE THE TRANSMISSION. I HOPE THIS ALL MAKES SENSE. PLEASE ADVISE. THANKS, MATT. |
| 03/17/2009 | 15:15 | RED ORDER TO VIN AND REPLACE THE MECHATRONICS UNIT. CHECK THE NEW PART AGAINST THE OLD LOOKING CLOSELY AT THE PINS IN THE CONNECTOR HOUSING. PERFORM THE DSG BASIC SETTINGS AND RECHECK FOR PROPER OPERATION DSG AUTHORIZATION #862 |
| 03/17/2009 | 15:15 | WORKSHOP FINDINGS: THE FLUID IS FULL AND CLEAN. NO LEAKS FOUND. SLIGHT NOISES THAT WENT AWAY AT TIMES. FAULT STORED P0868 |
| 03/31/2009 | 20:20 | FINALLY RECIEVED PART ON 3/31/09. INSTALLED PART AND CODED. ATTEMPTED TO PERFORM BASIC SETTINGS, WENT THROUGH ADAPTATIONS OK AND THEN ON THE ADAPTATION DRIVE, CAR WOULD NOT SHIFT OUT OF 2ND GEAR IN TIPTRONIC OR IN D. PLEASE ADVISE ON NEXT STEP. THANKS, MATT. |
| 04/01/2009 | 11:25 | HERE'S THE GFF FROM THE ADAPTATIONS. |
| 04/01/2009 | 11:35 | PERFORM THE ADAPTIVE DRIVE PROCEDURE THAT WAS FAXED TO 925-245-1752. |
| 04/01/2009 | 12:47 | I PERFORMED ADAPTATIONS PER INSTRUCTIONS FAXED. VEHICLE NOW SHIFTS PAST 2ND GEAR, HOWEVER, THE ORIGINAL CONCERN NOISE IS STILL PRESENT IN TRANS. I CAN ALSO HEAR THE SOLENOIDS ACTUATING INSIDE THE CAR. NO FAULTS STORE IN SYSTEM AT THIS TIME. PLEASE ADVISE ON NEXT STEP. THANKS, MATT. |
| 04/01/2009 | 13:25 | ADVISED TECH TO REPLACE THE TRANS DSG AUTHORIZATION #862 |
| 04/01/2009 | 15:29 | SERVICE MANAGER WAS ABLE TO REPLACE MECHATRONICS UNDER EMISSIONS WARRANTY. HE WOULD LIKE TO KNOW IF THE TRANS WAS DAMAGED INTERNALLY DUE TO THE TCM BEING FAULTY? OR DOES HE NEED TO GET LAURA INVOLVED IN THE DECISION? THANKS, MATT. |
| 04/01/2009 | 15:40 | ADVISED TECH TO CALL THE AASM AS WE ARE HERE TO HELP DIAGNOSE THE VEHICLE. |
| 04/21/2009 | 17:01 | R&R DSG TRANS. REPLACED W/NEW AS PER STEVE S AND LAURA H. PERFORMED ALL ADAPTATIONS. ROAD TEST 30+ MILES. ALL SYSTEMS ARE OP. AS DESIGNED AT THIS TIME. THANKS FOR THE HELP, MATT. |
| 04/22/2009 | 16:43 | ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED |
| 04/22/2009 | 16:43 | ISSUE UPDATED |

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| Consultant's Closing Comments |
| THE TECHNICIAN REPLACED THE TRANSMISSION. |

| VW File Number | Model | Model Year | VIN | Vehicle Mileage | TREAD Part ID | Open Date | Sale Order Country |
|----------------|-------|------------|------------------------|-----------------|---------------|------------|--------------------|
| 429752 | A3 | 2008 | WAUKD78P68A [REDACTED] | 16442 | 3735 | 03/16/2009 | USA |

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| Workshop Finding |
| NO DTCS. THE TECHNICIAN HAS VERIFIED THE CONCERN OF A DELAYED HARSH ENGAGEMENT INTO 1ST GEAR FROM A STOP. FLUID LEVEL/CONDITION ARE GOOD. |

| Activity Date | Activity Time | Activity Comments |
|---------------|---------------|--|
| 03/16/2009 | 17:46 | ISSUE OPENED BY DEALERSHIP |
| 03/16/2009 | 17:46 | TRANS. SHIFT HARSHLY INTO 1 ST IN STOP AND GO TRAFFIC. ROAD TESTED WITH CUSTOMER AND WERE ABLE TO DUPLICATE CONCERN. |
| 03/16/2009 | 17:58 | CUSTOMER COMMENTS: TRANS. SHIFT HARSHLY INTO 1 ST IN STOP AND GO TRAFFIC. ROAD TESTED WITH CUSTOMER AND WERE ABLE TO DUPLICATE CONCERN. |
| 03/16/2009 | 17:58 | PLEASE FILL OUT THE TRANSMISSION WORKSHEET WITH THE CORRECT SERIAL NUMBER AND ATTACH THE REQUESTED MVB. |
| 03/16/2009 | 17:58 | WORKSHOP FINDINGS: NO DTCS. THE TECHNICIAN HAS VERIFIED THE CONCERN OF A DELAYED HARSH ENGAGEMENT INTO 1ST GEAR FROM A STOP. FLUID LEVEL/CONDITION ARE GOOD. |
| 03/17/2009 | 07:24 | THE SEREAL # IS KNL131207 OR 1402:000160. THESE ARE THE # UNDER TEH TRANS MOUNT. |
| 03/17/2009 | 13:26 | ADVISED TO REPLACE THE MECHATRONICS UNIT. AUTH # 860. THANKS RAY |
| 04/07/2009 | 15:47 | REPLACE MECHATRONIC UNIT , PERFORMED BASIC SETTINGS AND ADAPTIONS. CLEAR CODES AND SET READINESS CODES . AND ROAD TEST TO VARIFY REPAIRS. WHAT A DIFFERENCE, THANKS TED. |
| 04/15/2009 | 07:38 | WAITED TO CLOSE TICKET TO HEAR FROM CUSTOMER . ALL IS OK. |

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| 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 |
|----------------|-------|------------|------------------------|-----------------|---------------|------------|--------------------|
| 430190 | A3 | 2009 | WAUKD78P99A [REDACTED] | 1725 | 3885 | 03/17/2009 | USA |

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| Workshop Finding |
| CUSTOMER STATES THAT THE VEHICLE HAS LOSS OF POWER AND DRIVER INFO SYSTEM DISPLAYS LOSS OF POWER AND STATES TO APPLY BRAKES. MVB 64, 1) 72 2) 162 |

| Activity Date | Activity Time | Activity Comments |
|---------------|---------------|---|
| 03/17/2009 | 14:29 | ISSUE OPENED BY DEALERSHIP |
| 03/17/2009 | 14:29 | SHIFING ISSUE GOES TO 6TH GEAR AT 35 MPH. PRNDL BLINKS SEEMS TO HAPPEN BETWEEN 5TH-6TH LOW RPMS. CLIENT TOUCHES BRAKES AND IT RESETS LOSS OF POWER AND STATES TO APPLY BRAKES |
| 03/17/2009 | 14:39 | ADVISED TO REPLACETRANSMISSION INPUT SPEED (RPM) SENSOR -G182-/CLUTCH OIL TEMPERATURE SENSOR -G509- AND REEVALUATE THE CONCERN. UPDATE THE CONTACT AND CALL BACK AS NEEDED THANKS RAY |
| 03/17/2009 | 14:39 | CUSTOMER COMMENTS: SHIFING ISSUE GOES TO 6TH GEAR AT 35 MPH. PRNDL BLINKS SEEMS TO HAPPEN BETWEEN 5TH-6TH LOW RPMS. CLIENT TOUCHES BRAKES AND IT RESETS LOSS OF POWER AND STATES TO APPLY BRAKES |
| 03/17/2009 | 14:39 | WORKSHOP FINDINGS: CUSTOMER STATES THAT THE VEHICLE HAS LOSS OF POWER AND DRIVER INFO SYSTEM DISPLAYS LOSS OF POWER AND STATES TO APPLY BRAKES. MVB 64, 1) 72 2) 162 |
| 03/18/2009 | 15:58 | INSTALLED INPUT SPEED SENSOR AND OIL TEMP SENSOR PERFORMED ROAD TEST VEHICLE PERFORMS AS DESIGNED |

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| 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 |
|----------------|-------|------------|------------------------|-----------------|---------------|------------|--------------------|
| 431786 | A3 | 2007 | WAUKD78P97A [REDACTED] | 16916 | 3735 | 03/20/2009 | USA |

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| Workshop Finding |
| NO DTCS. THE FLUID LEVEL/CONDITION ARE GOOD. |

| Activity Date | Activity Time | Activity Comments |
|---------------|---------------|--|
| 03/20/2009 | 14:10 | CUSTOMER STATES UPON DECEL TO A STOP VEHICLE WILL SLAM INTO FIRST GEAR. ROADTEST. VERIFY CONCERN. VERY HARD SHIFT INT FIRST GEAR WHEN TRANSMISSION IS WARM. |
| 03/20/2009 | 14:10 | ISSUE OPENED BY DEALERSHIP |
| 03/20/2009 | 14:20 | CUSTOMER COMMENTS: CUSTOMER STATES UPON DECEL TO A STOP VEHICLE WILL SLAM INTO FIRST GEAR. ROADTEST. VERIFY CONCERN. VERY HARD SHIFT INT FIRST GEAR WHEN TRANSMISSION IS WARM. |
| 03/20/2009 | 14:20 | PLEASE FILL OUT THE TRANSMISSION WORKSHEET WITH THE CORRECT SERIAL NUMBER. |
| 03/20/2009 | 14:20 | WORKSHOP FINDINGS: NO DTCS. THE FLUID LEVEL/CONDITION ARE GOOD. |
| 03/20/2009 | 14:43 | SERIAL # 14 09 24 0509 |
| 03/20/2009 | 14:50 | ADVISED TECH TO PERFORM THE ADAPTATION DRIVE ON THE VEHICLE AND SEE IF THE CONCERN HAS IMPROVED OR IS GONE. CALL BACK WITH FINDINGS. THANKS |
| 03/20/2009 | 16:24 | ADAPTATION DRIVE COMPLETE. DID NOT IMPROVE CONCERN. MVB INQUIRE REPEATED AFTER ADAPTION DRIVE. |
| 03/20/2009 | 16:33 | PLEASE REPLACE THE MECHATRONICS UNIT. DSG 00867. |
| 06/18/2009 | 11:01 | MECHATRONICS REPLACED. WORKING TO AUDI STANDARDS. |

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| 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 |
|----------------|-------|------------|------------------------|-----------------|---------------|------------|--------------------|
| 432773 | TT | 2008 | TRUAF38J381 [REDACTED] | 15798 | 3735 | 03/24/2009 | USA |

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| Workshop Finding |
| NO DTCS. THE TECHNICIAN HAS VERIFIED THE CONCERN. THE FLUID LEVEL/CONDITION ARE GOOD. |

| Activity Date | Activity Time | Activity Comments |
|---------------|---------------|---|
| 03/24/2009 | 11:40 | CUSTOMER STATES THAT WHEN PULLING TO A STOP THE CAR WILL LURCH TO A STOP. IT STARTED HAPPENING YESTERDAY AFTERNOON. WHEN PULLING IT FROM PARK TO DRIVE HE STATES THAT IT WAS HARDER THAN NORMAL AND IT WAS MAKING A CLUNKING SOUND. STATES IT IS NOT DOING IT NOW BUT BOTH PAROBLEMS WERE HAPPENING CONSISTENTLY YESTERDAY AND LAST NIGHT. |
| 03/24/2009 | 11:40 | ISSUE OPENED BY DEALERSHIP |
| 03/24/2009 | 11:53 | CUSTOMER COMMENTS: CUSTOMER STATES THAT WHEN PULLING TO A STOP THE CAR WILL LURCH TO A STOP. IT STARTED HAPPENING YESTERDAY AFTERNOON. WHEN PULLING IT FROM PARK TO DRIVE HE STATES THAT IT WAS HARDER THAN NORMAL AND IT WAS MAKING A CLUNKING SOUND. STATES IT IS NOT DOING IT NOW BUT BOTH PAROBLEMS WERE HAPPENING CONSISTENTLY YESTERDAY AND LAST NIGHT. |
| 03/24/2009 | 11:53 | PLEASE ATTACH THE REQUESTED MVB. FILL OUT THE TRANSMISSION WORKSHEET WITH THE CORRECT SERIAL NUMBER. ATTACH A GFF LOG. |
| 03/24/2009 | 11:53 | WORKSHOP FINDINGS: NO DTCS. THE TECHNICIAN HAS VERIFIED THE CONCERN. THE FLUID LEVEL/CONDITION ARE GOOD. |
| 03/24/2009 | 12:15 | NUMBER STAMPED UNDER TRANS. MOUNT IS PRINTED AS FOLLOWS: KNC 19.11.07 14 14:27 0920 ATTACHED GFF PRINTOUT WITH MVB'S AS REQUESTED. |
| 03/24/2009 | 12:25 | ADVISED TO REPLACE THE MECHATRONICS UNIT. AUTH # 870. THANKS RAY |
| 04/08/2009 | 16:14 | REPLACED MECHATRONICS UNIT. OPERATING AS DESIGNED AT THIS TIME. |

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| 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 |
|----------------|-------|------------|------------------------|-----------------|---------------|------------|--------------------|
| 433530 | A3 | 2009 | WAUHF98PX9A [REDACTED] | 14832 | 3735 | 03/25/2009 | USA |

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| Workshop Finding |
| CLUSTER STATES TO "APPLY THE BRAKES" AND THE CONCERN IS NO LONGER PRESENT. |

| Activity Date | Activity Time | Activity Comments |
|---------------|---------------|---|
| 03/25/2009 | 16:05 | CUSTOMER WILL BE DRIVING DOWN THE ROAD OR TURNING A CORNER AND THE VEHICLE WILL NOT RESPOND LIKE IT IS IN NEUTRAL. THEN ENGINE WILL REV UP WITH THE ACCELERATOR PEDAL BUT THE CAR WILL NOT CHANGE SPEED AT ALL. THE DASH INDICATOR WILL SAY TO APPLY THE BRAKES BRIEFLY AND THE PROBLEM WILL GO AWAY. CUSTOMER'S HUSBAND DROVE CAR AND WHILE DRIVING DOWN THE FREEWAY THE DASH DISPLAY WENT INTO A LARGE 'D' FOR DRIVE AND THE GEAR INDICATOR DISPLAY WENT AWAY. HE COULD NOT GET THE CAR TO ACCELERATE LIKE IT WAS IN NEUTRAL AS WELL AND SAID AFTER ABOUT 20 SECONDS CONDITION WENT AWAY. HE DID NOT SEE THE MESSAGE TO APPLY THE BRAKES BRIEFLY. WE HAD THE CAR A FEW WEEKS AGO AND COULD NOT DUPLICATE THE CONCERN AFTER PUTTING OVER 50 MILES ON IT. IT IS BACK AFTER PROBLEM HAPPENED A COUPLE OF MORE TIMES FOR CUSTOMER. NO STORED FAULTS IN SYSTEM AND CAN'T FIND ANY TSB'S FOR THIS CONDITION. WE STILL CANNOT DUPLICATE THIS PROBLEM. THANKS. |
| 03/25/2009 | 16:05 | ISSUE OPENED BY DEALERSHIP |
| 03/25/2009 | 16:18 | ADVISED TO RECORD MVB 64 FROM THE 02 MODULE AND ATTACH TO THE CONTACT. THANKS RAY |
| 03/25/2009 | 16:18 | CUSTOMER COMMENTS: CUSTOMER WILL BE DRIVING DOWN THE ROAD OR TURNING A CORNER AND THE VEHICLE WILL NOT RESPOND LIKE IT IS IN NEUTRAL. THEN ENGINE WILL REV UP WITH THE ACCELERATOR PEDAL BUT THE CAR WILL NOT CHANGE SPEED AT ALL. THE DASH INDICATOR WILL SAY TO APPLY THE BRAKES BRIEFLY AND THE PROBLEM WILL GO AWAY. CUSTOMER'S HUSBAND DROVE CAR AND WHILE DRIVING DOWN THE FREEWAY THE DASH DISPLAY WENT INTO A LARGE 'D' FOR DRIVE AND THE GEAR INDICATOR DISPLAY WENT AWAY. HE COULD NOT GET THE CAR TO ACCELERATE LIKE IT WAS IN NEUTRAL AS WELL AND SAID AFTER ABOUT 20 SECONDS CONDITION WENT AWAY. HE DID NOT SEE THE MESSAGE TO APPLY THE BRAKES BRIEFLY. WE HAD THE CAR A FEW WEEKS AGO AND COULD NOT DUPLICATE THE CONCERN AFTER PUTTING OVER 50 MILES ON IT. IT IS BACK AFTER PROBLEM HAPPENED A COUPLE OF MORE TIMES FOR CUSTOMER. NO STORED FAULTS IN SYSTEM AND CAN'T FIND ANY TSB'S FOR THIS CONDITION. WE STILL CANNOT DUPLICATE THIS PROBLEM. THANKS. |
| 03/25/2009 | 16:18 | WORKSHOP FINDINGS: CLUSTER STATES TO "APPLY THE BRAKES" AND THE CONCERN IS NO LONGER PRESENT. |
| 03/25/2009 | 16:44 | ISSUE UPDATED |
| 03/25/2009 | 16:44 | MVB 64 1) 3 2) 23. ADVISED TO REPLACE THE TRANSMISSION INPUT SPEED (RPM) SENSOR -G182-/CLUTCH OIL TEMPERATURE SENSOR -G509-. TEST DRIVE THE VEHICLE AND REEVALUATE THE CONCERN. THANKS RAY |
| 04/06/2009 | 16:27 | REPLACED THE G182/G509 EARLIER TODAY. CAR HAS BEEN DRIVEN ALL AFTERNOON WITH NO PROBLEMS ENCOUNTERED. RE-CHECKED MVB 64, FOUND VALUES OF 5 AND 27. PERFORMED BASIC SETTING OF MECHATRONIC AS WELL. |

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| 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 |
|----------------|-------|------------|------------------------|-----------------|---------------|------------|--------------------|
| 434666 | A3 | 2009 | WAUHF78P09A [REDACTED] | 2832 | 3735 | 03/30/2009 | USA |

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| Workshop Finding |
| NO DTCS. THE TECHNICIAN HAS NOT VERIFIED THE CONCERN. |

| Activity Date | Activity Time | Activity Comments |
|---------------|---------------|--|
| 03/30/2009 | 09:47 | CUSTOMER STATES PRNS LIGHTS UP AND FLASHES, LOOSES GEAR, RPM'S RAISE. NO FAULTS CAN NOT DUPLICATE. WAS HERE ON 2-19-2009 WITH SAME CONCERN AT 1409 MILES, NO CODES COULD NOT DUPLICATE THEN. |
| 03/30/2009 | 09:47 | ISSUE OPENED BY DEALERSHIP |
| 03/30/2009 | 10:12 | CUSTOMER COMMENTS: CUSTOMER STATES PRNS LIGHTS UP AND FLASHES, LOOSES GEAR, RPM'S RAISE. NO FAULTS CAN NOT DUPLICATE. WAS HERE ON 2-19-2009 WITH SAME CONCERN AT 1409 MILES, NO CODES COULD NOT DUPLICATE THEN. THE CUSTOMER SAYS THE CONCERN HAPPENS IN STOP AND GO TRAFFIC AS WELL AS AT CRUISE SPEED GOING DOWN THE ROAD. |
| 03/30/2009 | 10:12 | PLEASE ATTACH MVB 54 AND REPLACE THE "TRANSMISSION INPUT SPEED AND OIL TEMP. SENSOR". |
| 03/30/2009 | 10:12 | WORKSHOP FINDINGS: NO DTCS. THE TECHNICIAN HAS NOT VERIFIED THE CONCERN. |
| 04/02/2009 | 15:55 | REPLACED INPUT SPEED AND TRANS. OIL TEMP SENSOR. TEST DROVE VEHICLE SEVERAL DRIVE CYCLES. NO FAULTS AT THIS TIME |

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| 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 |
|----------------|-------|------------|------------------------|-----------------|---------------|------------|--------------------|
| 434795 | A3 | 2009 | WAUKF78P49A [REDACTED] | 3320 | 3735 | 03/30/2009 | USA |

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| Workshop Finding |
| NO DTCS. THE TECHNICIAN HAS VERIFIED THE CONCERN. |

| Activity Date | Activity Time | Activity Comments |
|---------------|---------------|---|
| 03/30/2009 | 11:39 | ISSUE OPENED BY DEALERSHIP |
| 03/30/2009 | 11:39 | TRANS WILL NOT WORK AFTER 40 MINS OF DRIVING. ENGINE REVS UP BUT THE CAR DOES NOT MOVE. PRNDS IN THE INSTRUMENT CLUSTER WILL FLASH. |
| 03/30/2009 | 11:55 | CUSTOMER COMMENTS: TRANS WILL NOT WORK AFTER 40 MINS OF DRIVING. ENGINE REVS UP BUT THE CAR DOES NOT MOVE. PRNDS IN THE INSTRUMENT CLUSTER WILL FLASH. |
| 03/30/2009 | 11:55 | PLEASE ATTACH MVB 54. REPLACE THE INPUT SPEED/TEMP. SENSOR. |
| 03/30/2009 | 11:55 | WORKSHOP FINDINGS: NO DTCS. THE TECHNICIAN HAS VERIFIED THE CONCERN. |
| 03/30/2009 | 12:19 | MVB 54 FROM THE TCM. |
| 04/01/2009 | 09:34 | MVB 54 IN THE TCM AFTER REPLACING THE INPUT SPEED/TEMP SENSOR; AS WELL AS A NEW GFF. HAVE ONE FAULT IN ENGINE ELECTRONICS FOR SINGAL FOR IGNITION OFF TIME INTERVAL, IMPLAUSIBLE. P150A SPORADIC. |
| 04/01/2009 | 10:58 | MVB 54 IS J42A0207. |
| 04/01/2009 | 11:34 | ADVISED TECH TO RELEASE THE VEHICLE . |
| 04/01/2009 | 11:39 | TRANS OPERATING TO AUDI SPEC. |

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| 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 |
|----------------|-------|------------|------------------------|-----------------|---------------|------------|--------------------|
| 435164 | TT | 2009 | TRUGF38JX91 [REDACTED] | 1921 | 3735 | 03/30/2009 | USA |

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| Workshop Finding |
| NO DTCS. THE TECHNICIAN HAS VERIFIED THE CONCERN. |

| Activity Date | Activity Time | Activity Comments |
|---------------|---------------|--|
| 03/30/2009 | 18:24 | ISSUE OPENED BY DEALERSHIP |
| 03/30/2009 | 18:24 | WHILE DRIVING THE PRNDL DISPLAY FLASHES AND ALSO DISPLAYS THE "PLEASE APPLY FOOT BRAKE" MESSAGE. ALSO WHEN THIS HAPPENS THE CUSTOMER TRIES TO ACCELERATE AND THE RPMS GO UP BUT THE CAR DOES NOT GAIN SPEED. CUSTOMER SHIFTS TO TIP MODE AND BACK TO DRIVE THEN THE TRANS SEEMS TO WORK AGAIN. THIS IS INTERMITTANT. NO CODES STORED. |
| 03/30/2009 | 18:37 | CUSTOMER COMMENTS: WHILE DRIVING THE PRNDL DISPLAY FLASHES AND ALSO DISPLAYS THE "PLEASE APPLY FOOT BRAKE" MESSAGE. ALSO WHEN THIS HAPPENS THE CUSTOMER TRIES TO ACCELERATE AND THE RPMS GO UP BUT THE CAR DOES NOT GAIN SPEED. CUSTOMER SHIFTS TO TIP MODE AND BACK TO DRIVE THEN THE TRANS SEEMS TO WORK AGAIN. THIS IS INTERMITTANT. NO CODES STORED. |
| 03/30/2009 | 18:37 | PLEASE ATTACH MVB 64. REPLACE THE INPUT SPEED/TEMP. SENSOR. |
| 03/30/2009 | 18:37 | WORKSHOP FINDINGS: NO DTCS. THE TECHNICIAN HAS VERIFIED THE CONCERN. |
| 04/03/2009 | 16:07 | HERE IS THE VALUE BLOCK. REPLACED THE INPUT SPEED/TEMP SENDER. ROADTESTED SEVERAL TIMES ON THE FREEWAY, VEHICLE DID NOT ACT UP. RELAEASED TO CUSTOMER. |

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| 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 |
|----------------|-------|------------|------------------------|-----------------|---------------|------------|--------------------|
| 435726 | TT | 2008 | TRURD38J581 [REDACTED] | 29372 | 3735 | 03/31/2009 | USA |

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| Workshop Finding |
| TECHNICIAN HAS DUPLICATED THE CONCERN. |

| Activity Date | Activity Time | Activity Comments |
|---------------|---------------|--|
| 03/31/2009 | 16:43 | CLIENT STATES WHEN SLOWING DOWN/COASTING AND THE VEHICLE WILL LURCH GOING FROM 2ND TO 1ST.BEEN IN ONCE BEFORE. |
| 03/31/2009 | 16:43 | ISSUE OPENED BY DEALERSHIP |
| 03/31/2009 | 16:51 | ADVISED TO INSPECT THE TRANSMISSION FLUID LEVEL AND CONDITION. UPDATE THE CONTACT AND CALL BACK. THANKS RAY |
| 03/31/2009 | 16:51 | CUSTOMER COMMENTS: CLIENT STATES WHEN SLOWING DOWN/COASTING AND THE VEHICLE WILL LURCH GOING FROM 2ND TO 1ST.BEEN IN ONCE BEFORE. |
| 03/31/2009 | 16:51 | WORKSHOP FINDINGS: TECHNICIAN HAS DUPLICATED THE CONCERN. |
| 03/31/2009 | 16:54 | PLEASE ATTACH THE REQUESTED MVB FROM VSD. |
| 03/31/2009 | 17:04 | VSD MEASURED VALUE BLOCKS ATTACHED. |
| 03/31/2009 | 17:09 | ADVISED TO REPLACE THE MECHATRONICS UNIT AND REEVALUATE THE CONCERN. AUTH # 883. THANKS RAY |
| 04/27/2009 | 13:42 | INSTALLED THE MECHATRONICS UNIT AND SET BASIC SETTINGS. TEST DROVE VEHICLE AND VERIFIED NO LURCHING WHILE COMING TO A STOP. VERIFIED PROPER OPERATION. |

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| 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 |
|----------------|-------|------------|------------------------|-----------------|---------------|------------|--------------------|
| 436343 | A3 | 2007 | WAUNF78P97A [REDACTED] | 34035 | 3735 | 04/01/2009 | USA |

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| Workshop Finding |
| P2711 P1707 SET. |

| Activity Date | Activity Time | Activity Comments |
|---------------|---------------|--|
| 04/01/2009 | 17:55 | CUST STATES PRND ON DASH,WILL NOT ENGAGE ANY GEAR, |
| 04/01/2009 | 17:55 | ISSUE OPENED BY DEALERSHIP |
| 04/01/2009 | 18:14 | CUSTOMER COMMENTS: CUST STATES PRND ON DASH,WILL NOT ENGAGE ANY GEAR, |
| 04/01/2009 | 18:14 | PLEASE COMPLETE THE TRANSMISSION WORKSHEET AND ATTACH ALL DSG MEASURING VALUE BLOCKS. UPDATE THE CONTACT AND CALL BACK. THANKS RAY |
| 04/01/2009 | 18:14 | WORKSHOP FINDINGS: P2711 P1707 SET. |
| 04/01/2009 | 18:55 | UPDATE ON TRANS WORKSHEET |
| 04/01/2009 | 18:59 | ADVISED TO REPLACE THE MECHATRONICS UNIT . AUTH # 889. THANKS RAY |
| 04/22/2009 | 15:04 | REPLACED MECHATRONICS UNIT AND TEMP SENSOR,ROD TEST PERFORMING OK. THANKS.. |
| 04/22/2009 | 15:06 | THANKS |

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| 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 |
|----------------|-------|------------|------------------------|-----------------|---------------|------------|--------------------|
| 436359 | A3 | 2008 | WAUNF78P78A [REDACTED] | 13051 | 3735 | 04/01/2009 | USA |

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| Workshop Finding |
| MECHATROICS PREVIOUSLY REPLACED WITH NO CHANGE. |

| Activity Date | Activity Time | Activity Comments |
|---------------|---------------|--|
| 04/01/2009 | 18:41 | CUSTOMER STATES THAT THE TRANSMISSION HAS A HARSH ENGAGEMENT GOING FROM THIRD TO FOURTH GEAR. |
| 04/01/2009 | 18:41 | ISSUE OPENED BY DEALERSHIP |
| 04/01/2009 | 18:46 | ADVISED TO REPLACE THE TRANSMISSION, FLUSH THE COOLER AND COOLER LINES. AUTH 888. THANKS RAY |
| 04/01/2009 | 18:46 | CUSTOMER COMMENTS: CUSTOMER STATES THAT THE TRANSMISSION HAS A HARSH ENGAGEMENT GOING FROM THIRD TO FOURTH GEAR. |
| 04/01/2009 | 18:46 | WORKSHOP FINDINGS: MECHATROICS PREVIOUSLY REPLACED WITH NO CHANGE. |
| 04/13/2009 | 11:18 | REPLACED COMPLETE TRANSMISSION AND CONCERN IS FIXED. |

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| 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 |
|----------------|-------|------------|------------------------|-----------------|---------------|------------|--------------------|
| 436650 | A3 | 2009 | WAUKF78P09A [REDACTED] | 2770 | 3735 | 04/02/2009 | USA |

Workshop Finding

NO DTCS.

| Activity Date | Activity Time | Activity Comments |
|---------------|---------------|---|
| 04/02/2009 | 13:56 | CAR LOOSES POWER AND PRESS BRAKE TO START CAR IS DIPLAYED ONE DASH CUSTOMER HITS BRAKE AND DISPLAY GOES OUT AND CAR IS OK. |
| 04/02/2009 | 13:56 | ISSUE OPENED BY DEALERSHIP |
| 04/02/2009 | 15:07 | ATTACH MVB 64. |
| 04/02/2009 | 15:07 | CUSTOMER COMMENTS: CAR LOOSES POWER AND PRESS BRAKE TO START CAR IS DIPLAYED ONE DASH CUSTOMER HITS BRAKE AND DISPLAY GOES OUT AND CAR IS OK. |
| 04/02/2009 | 15:07 | PLEASE REPLACE THE INPUT SPEED/TEMP. SENSOR FOR THE TRANSMISSION. |
| 04/02/2009 | 15:07 | WORKSHOP FINDINGS: NO DTCS. |
| 07/01/2009 | 09:24 | REPLACED SPEED TEMP SENSOR IN TRANS FIXED PROBLEM |
| 07/01/2009 | 09:25 | FIXED |

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 |
|----------------|-------|------------|------------------------|-----------------|---------------|------------|--------------------|
| 436689 | TT | 2009 | TRUVD38J291 [REDACTED] | 2117 | 3735 | 04/02/2009 | USA |

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| Workshop Finding |
| P2723 SET. |

| Activity Date | Activity Time | Activity Comments |
|---------------|---------------|--|
| 04/02/2009 | 14:32 | CUSTOMER STATED WHILE DRIVING IN 3RD GEAR, TRANSMISSION SHIFTED FROM 3RD TO 1ST GEAR AND STAYED 1ST GEAR UNTIL CAR WAS RESTARTED. VEHICLE HAD PRNDS FLASHING AT TIME OF GEAR CHANGE. RAN GFF- FOUND DTC: P2723 PRESSURE CONTROL VALVE 5 OPEN/SHORT CIRCUIT TO GROUND (SPORADIC). RAN ASSOCIATED TEST PLAN- IT HAD ME CHECK THE DUTY CYCLE OF PRESSURE CONTROL VALVE 5 (N233) IN RELATION TO PRESSURE CONTROL VALVE 1 (N215). THE DUTY CYCLE OF N233 WENT TO THE CORRECT PERCENTAGE OF 62 AND THE PRESSURE OF N215 CLOSED CLUTCH NUMBER 1. EVERYTHING SEEMED TO BE WORKING OK. |
| 04/02/2009 | 14:32 | ISSUE OPENED BY DEALERSHIP |
| 04/02/2009 | 15:03 | ADVISED TO REPLACE THE MECHATRONICS UNIT. AUTH # 892. THANKS RAY |
| 04/02/2009 | 15:03 | CUSTOMER COMMENTS: CUSTOMER STATED WHILE DRIVING IN 3RD GEAR, TRANSMISSION SHIFTED FROM 3RD TO 1ST GEAR AND STAYED 1ST GEAR UNTIL CAR WAS RESTARTED. VEHICLE HAD PRNDS FLASHING AT TIME OF GEAR CHANGE. RAN GFF- FOUND DTC: P2723 PRESSURE CONTROL VALVE 5 OPEN/SHORT CIRCUIT TO GROUND (SPORADIC). RAN ASSOCIATED TEST PLAN- IT HAD ME CHECK THE DUTY CYCLE OF PRESSURE CONTROL VALVE 5 (N233) IN RELATION TO PRESSURE CONTROL VALVE 1 (N215). THE DUTY CYCLE OF N233 WENT TO THE CORRECT PERCENTAGE OF 62 AND THE PRESSURE OF N215 CLOSED CLUTCH NUMBER 1. EVERYTHING SEEMED TO BE WORKING OK. |
| 04/02/2009 | 15:03 | WORKSHOP FINDINGS: P2723 SET. |
| 04/10/2009 | 09:27 | REPLACED MECHATRONICS UNIT. RAN BASIC SETTINGS AND PERFORMED ADAPTATION TEST DRIVES AS PER TEST PLAN. TRANSMISSION SHIFTING FINE IN EVERY GEAR (TIPTRONIC AND NORMAL DRIVING MODE). RAN GFF- NO TROUBLE CODES RETURNED. |

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| 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 |
|----------------|-------|------------|------------------------|-----------------|---------------|------------|--------------------|
| 438150 | A3 | 2008 | WAUNF78P88A [REDACTED] | 9057 | 3735 | 04/07/2009 | USA |

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| Workshop Finding |
| BRAKE SWITCH IS OPERATING TO AUDI SPEC. |

| Activity Date | Activity Time | Activity Comments |
|---------------|---------------|--|
| 04/07/2009 | 11:55 | ISSUE OPENED BY DEALERSHIP |
| 04/07/2009 | 11:55 | THE VEHICLE STUTTERS ANYTIME WHEN LEAVING A STOP WHEN VEHICLE IS WARMED UP. CUSTOMER STATES IT HAPPENS ALL OF THE TIME. |
| 04/07/2009 | 14:47 | VERIFIED CLIENT CONCERN. TRANSMISSION AT OPTEMP, RELEASE BRAKE, BUT DO NOT APPLY ACCELERATOR. THE CAR BEGINS ROLLING IN THE DIRECTION SELECTED, THE ENGINE RPMS DROP BELOW 400, AND THEN THE CAR LURCHES AS THE ENGINE RECOVERS TO IDLE. THIS WILL OCCURE 8 OUT OF 10 TRYs. THERE ARE NO FAULTS STORED IN THE ECM, TCM, OR ABS/ESP. THERE ARE NO TECHNICAL SOLUTIONS ADDRESSING THESE SYMPTOMS. COMPLETED TRANSMISSION DIAGNOSTIC WORKSHEET. NO ABNORMALITIES FOUND ON COMPLETION. |
| 04/07/2009 | 17:19 | ADVISED TO REPLACE THE MECHATRONICS UNIT. AUTH # 897. THANKS RAY |
| 04/07/2009 | 17:19 | CUSTOMER COMMENTS: THE VEHICLE STUTTERS ANYTIME WHEN LEAVING A STOP WHEN VEHICLE IS WARMED UP. CUSTOMER STATES IT HAPPENS ALL OF THE TIME. |
| 04/07/2009 | 17:19 | WORKSHOP FINDINGS: BRAKE SWITCH IS OPERATING TO AUDI SPEC. |
| 04/29/2009 | 11:34 | INSTALLED NEW MECHITRONICS UNIT. RAN BASIC SETTING. PERFORMED ADAPTION DRIVE. TEST, STUTTER WHEN LEAVING A STOP IS CORRECTED. TRANSMISSION IS OPERATING WITHIN MFG SPECIFICATIONS. |

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| 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 |
|----------------|-------|------------|------------------------|-----------------|---------------|------------|--------------------|
| 438175 | A3 | 2008 | WAUNF78P18A [REDACTED] | 20743 | 3735 | 04/07/2009 | USA |

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| Workshop Finding |
| NO DTCS. THE FLUID LEVEL/CONDITION ARE GOOD. SMALL METAL FLAKES IN THE FLUID. |

| Activity Date | Activity Time | Activity Comments |
|---------------|---------------|--|
| 04/07/2009 | 12:14 | CUSTOMER STATES WHEN DRIVING THE CAR AND COMING TO A STOP. THE CAR WILL DIE, AND THEN WHEN ACCELERATING FROM A STOP. THE CAR JERKS INTO GEAR. VERIFIED VEHICLE JERKS INTO GEAR., FORWARD AND REVERSE. |
| 04/07/2009 | 12:14 | ISSUE OPENED BY DEALERSHIP |
| 04/07/2009 | 12:20 | CUSTOMER COMMENTS: CUSTOMER STATES WHEN DRIVING THE CAR AND COMING TO A STOP. THE CAR WILL DIE, AND THEN WHEN ACCELERATING FROM A STOP. THE CAR JERKS INTO GEAR. VERIFIED VEHICLE JERKS INTO GEAR., FORWARD AND REVERSE. |
| 04/07/2009 | 12:20 | PLEASE ATTACH A GFF LOG AND THE REQUESTED MVB. |
| 04/07/2009 | 12:20 | WORKSHOP FINDINGS: NO DTCS. THE FLUID LEVEL/CONDITION ARE GOOD. SMALL METAL FLAKES IN THE FLUID. |
| 04/07/2009 | 12:37 | INCLUDED TRANS MEASURE VALUE BLOCKS, GFF |
| 04/07/2009 | 12:42 | PLEASE REPLACE THE MECHATRONICS UNIT. DSG 00896 |
| 04/28/2009 | 19:55 | REPLACED THE MECHATRONICS. VEHICLE DRIVES GOOD. THANKS! |

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| 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 |
|----------------|-------|------------|------------------------|-----------------|---------------|------------|--------------------|
| 438525 | TT | 2008 | TRUAF38J281 [REDACTED] | 26208 | 3885 | 04/08/2009 | USA |

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| Workshop Finding |
| THE VEHICLE HAS BEEN RELEASED. |

| Activity Date | Activity Time | Activity Comments |
|---------------|---------------|--|
| 04/08/2009 | 08:17 | CUST STATES JERKING IN TRANS FOUND OUT CUST ONLY DRIVES IN SPORT MODE SCOTT SWENSGARD WAS HERE YESTERDAY HE DROVE WITH CUST WE CHANGED TRANS FLUID AND FILTER AND PERFORMED TRANS BASIC SETTING AND ADAPTIVE TEST DRIVE AND GAVE CAR BACK TO CUST CAR IS NOT HERE AT THIS TIME.THANKS BOB |
| 04/08/2009 | 08:17 | ISSUE OPENED BY DEALERSHIP |
| 04/08/2009 | 09:11 | CUSTOMER COMMENTS: CUST STATES JERKING IN TRANS FOUND OUT CUST ONLY DRIVES IN SPORT MODE SCOTT SWENSGARD WAS HERE YESTERDAY HE DROVE WITH CUST WE CHANGED TRANS FLUID AND FILTER AND PERFORMED TRANS BASIC SETTING AND ADAPTIVE TEST DRIVE AND GAVE CAR BACK TO CUST CAR IS NOT HERE AT THIS TIME.THANKS BOB |
| 04/08/2009 | 09:11 | I HAVE ESCALATED THIS CASE PER TFM REQUEST. THANKS |
| 04/08/2009 | 09:11 | WORKSHOP FINDINGS: THE VEHICLE HAS BEEN RELEASED. |
| 04/08/2009 | 09:12 | ISSUE UPDATED |
| 04/08/2009 | 10:20 | BOB, WE WILL TRY THE ADAPTAION METHOD AGAIN WITH THE SUPPLIED PROCEEDURE VIA SELF DIAGNOSTICS. IF THE SYMPTOMS DO NOT IMPROVE I WILL REQUEST RELEASE OF THE MECHATRONICS UNIT FOR REPLACEMENT. THE ADAPTION PROCEDURE WILL NEED TO BE PERFORMED AGAIN IF THE UNIT IS REPLCED. |
| 04/08/2009 | 11:31 | REPLACE THE MECHATRONICS UNIT AND PERFORM THE DSG BASIC SETTINGS. DSG AUTHORIZATION # 900 REGARDS, ERIK NOBLE AUDI PRODUCT SUPPORT |
| 04/08/2009 | 17:58 | BOB, BE SURE TO ORDER ALL RELATED PARTS. THE UNIT HAS BEEN ORDERED (WITH SOFTWARE), SO IT MAY TAKE AWHILE. CHECK MVB 64 WHILE DRIVING... IF THE VLAUES EXCEED 10 REPLACE THE SPEED SENSOR ALONG WITH THE UNIT. THE CUTOMER SHOULD BE BRIEFED ON THE TIME IT WILL REQUIRE TO RECIEVE THE PART. |
| 04/15/2009 | 18:37 | UPDATE ON PART ETA? |
| 04/29/2009 | 10:54 | REPLACED MECHATRONICS UNIT AND SPEED SENSOR TEST DROVE TO SET BASIC SETTINGS AND MAIN PRESSURES NEVER CHANGED FROM ZERO.THANKS BOB |
| 04/29/2009 | 10:58 | FAXED BASIC SETTING PROCEDURE TO 615-620-0003 |
| 04/30/2009 | 12:35 | TRIED TO SET BASIC AGAIN WITH SPECIAL SHEET MAIN PRESSURES STAYED AT ZERO TALKED TO SCOTT HE SAID TO HAVE SERVICE MAN. DRIVE 50 MILES AND RE CHECK AFTER 52 MILE TEST DRIVE STILL READ ZERO AS PER SCOTT SHIP CAR PLEASE CLOSE THANLS BOB. |
| 05/07/2009 | 12:07 | ISSUE UPDATED |
| 05/19/2009 | 09:53 | ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED |
| 05/19/2009 | 09:53 | ISSUE UPDATED |

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| Consultant's Closing Comments |
| REPLCED MECHATRONIC UNIT FOR SURGING/JERKING |

| VW File Number | Model | Model Year | VIN | Vehicle Mileage | TREAD Part ID | Open Date | Sale Order Country |
|----------------|-------|------------|------------------------|-----------------|---------------|------------|--------------------|
| 439424 | TT | 2008 | TRURD38JX81 [REDACTED] | 6077 | 3735 | 04/09/2009 | USA |

| Workshop Finding |
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| n/a |

| Activity Date | Activity Time | Activity Comments |
|---------------|---------------|--|
| 04/09/2009 | 15:19 | C/S THAT IT IS ROUGH WHEN STARTING FROM A STOP AND INTO SECOND GEAR. NO FAULTS. ATF LEVEL OK. VEHICLE WILL STAGER WHEN UNDER NORMAL ACCELERATION FROM A STOP. WILL DO IN AUTO AND TIPTRONIC MODE. ONLY DOES IT IN FIRST GEAR RIGHT AFTER YOU PRESS THE PEDAL UP TO ABOUT 1500 RPM. DOESN'T MISSFIRE, BUT THE STAGER ALMOST FEELS LIKE IT. |
| 04/09/2009 | 15:19 | ISSUE OPENED BY DEALERSHIP |
| 04/09/2009 | 16:19 | ADVISED TO REPLACE THE MECHATRONICS UNIT. AUTH # 905. THANKS RAY |
| 04/09/2009 | 16:19 | CUSTOMER COMMENTS: C/S THAT IT IS ROUGH WHEN STARTING FROM A STOP AND INTO SECOND GEAR. NO FAULTS. ATF LEVEL OK. VEHICLE WILL STAGER WHEN UNDER NORMAL ACCELERATION FROM A STOP. WILL DO IN AUTO AND TIPTRONIC MODE. ONLY DOES IT IN FIRST GEAR RIGHT AFTER YOU PRESS THE PEDAL UP TO ABOUT 1500 RPM. DOESN'T MISSFIRE, BUT THE STAGER ALMOST FEELS LIKE IT. |
| 04/28/2009 | 11:56 | REPLACED MECHATRONICS UNIT. SET BASIC SETTINGS. OPERATING IN SPEC. |

| 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 |
|----------------|-------|------------|------------------------|-----------------|---------------|------------|--------------------|
| 441617 | A3 | 2008 | WAUKD78P28A [REDACTED] | 14783 | 3735 | 04/15/2009 | USA |

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| Workshop Finding |
| n/a |

| Activity Date | Activity Time | Activity Comments |
|---------------|---------------|--|
| 04/15/2009 | 18:08 | CLIENT STATES ON INITIAL ACCELERATION THERE IS A FLUCTUATION IN THE RPMS AND THE CAR IS ROUGH ON TAKE OFF AND SHUDDERS. |
| 04/15/2009 | 18:08 | ISSUE OPENED BY DEALERSHIP |
| 04/15/2009 | 18:11 | ADVISED TO REPLACE THE MECHATRONICS UNIT. AUTH # 912. THANKS RAY |
| 04/15/2009 | 18:11 | CUSTOMER COMMENTS: CLIENT STATES ON INITIAL ACCELERATION THERE IS A FLUCTUATION IN THE RPMS AND THE CAR IS ROUGH ON TAKE OFF AND SHUDDERS. |
| 05/06/2009 | 17:01 | REPLACED THE MECHATRONICS UNIT. VARIFY REPLAIR. |

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| 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 |
|----------------|-------|------------|------------------------|-----------------|---------------|------------|--------------------|
| 442475 | TT | 2009 | TRUAF38J391 [REDACTED] | 7257 | 3490 | 04/17/2009 | USA |

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| Workshop Finding |
| CAR WOULD NOT MOVE IN DRIVE AND HAD TO GO TO SPORT MODE FOR THE CAR TO MOVE. MVB 64= 6 AND 9. FAULT STORED FOR POWERTRAIN DATA COMMUNICATION. |

| Activity Date | Activity Time | Activity Comments |
|---------------|---------------|--|
| 04/17/2009 | 14:56 | CUSTOMER STATES THE PRNDL LIGHT WAS FLASHING AND WHILE IN DRIVE TRIED TO ACCELERATE AND THE VEHICLE WOULD NOT MOVE HAD TO PUT IN S MODE TO MOVE VEHICLE.....TECH NOTES: TEST DROVE VEHICLE BUT COULD NOT VERIFY CUSTOMER CONCERN, CHECKED FAULT MEMMORY AND FOUND 1 FAULT IN DSG CONTROL MODULE FOR DATA BUS POWERTRAIN UNPLAUSIBLE SIGNAL FROM BRAKE CONTROL MODULE. PERFORMED TEST PLAN AND IT ASKED TO CONTACT TECHNICAL ASSISTANCE. |
| 04/17/2009 | 14:56 | ISSUE OPENED BY DEALERSHIP |
| 04/17/2009 | 15:16 | ADVISED TECH TO REPLACE THE SPEED/TEMP SENSOR ABOVE THE MECHATRONICS UNIT. CLEAR ALL THE FAULTS AND TEST DRIVE THE VEHICLE TO VERIFY THE CONCERN. THANKS |
| 04/17/2009 | 15:16 | CUSTOMER COMMENTS: CUSTOMER STATES THE PRNDL LIGHT WAS FLASHING AND WHILE IN DRIVE TRIED TO ACCELERATE AND THE VEHICLE WOULD NOT MOVE HAD TO PUT IN S MODE TO MOVE VEHICLE.....TECH NOTES: TEST DROVE VEHICLE BUT COULD NOT VERIFY CUSTOMER CONCERN, CHECKED FAULT MEMMORY AND FOUND 1 FAULT IN DSG CONTROL MODULE FOR DATA BUS POWERTRAIN UNPLAUSIBLE SIGNAL FROM BRAKE CONTROL MODULE. PERFORMED TEST PLAN AND IT ASKED TO CONTACT TECHNICAL ASSISTANCE. |
| 04/17/2009 | 15:16 | WORKSHOP FINDINGS: CAR WOULD NOT MOVE IN DRIVE AND HAD TO GO TO SPORT MODE FOR THE CAR TO MOVE. MVB 64= 6 AND 9. FAULT STORED FOR POWERTRAIN DATA COMMUNICATION. |
| 04/17/2009 | 15:32 | YOUR DSG AUTHO NUMBER IS 914. |
| 04/30/2009 | 12:50 | REPLACED SPEED SENSOR. ROAD TEST, PERFORMANCE NORMAL |
| 05/20/2009 | 10:56 | ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED |
| 05/20/2009 | 10:56 | ISSUE UPDATED |

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| Consultant's Closing Comments |
| THE TECHNICIAN REPLACED THE SPEED SENSOR. |

| VW File Number | Model | Model Year | VIN | Vehicle Mileage | TREAD Part ID | Open Date | Sale Order Country |
|----------------|-------|------------|------------------------|-----------------|---------------|------------|--------------------|
| 443164 | A3 | 2008 | WAUKD78P68A [REDACTED] | 34446 | 3735 | 04/21/2009 | USA |

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| Workshop Finding |
| TRANSMISSION FLUID LEVEL AND CONDITION ARE TO AUDI SPEC. |

| Activity Date | Activity Time | Activity Comments |
|---------------|---------------|--|
| 04/21/2009 | 08:03 | ISSUE OPENED BY DEALERSHIP |
| 04/21/2009 | 08:03 | UPON LOW TROTTLE TRANS. IS JERKING OR LUNGING UP TO 10MPH. CONDITION PRESENT ALWAYS. THERE IS A FORWAD JUMP IN SPORT MODE. VERIFIED CUSTOMERS CONCERN. CHECKED FLUID LEVEL AND CONDITION |
| 04/21/2009 | 08:35 | ADVISED TO REPLACE THE MECHATRONICS UNIT. AUTH# 918. THANKS RAY |
| 04/21/2009 | 08:35 | CUSTOMER COMMENTS: UPON LOW TROTTLE TRANS. IS JERKING OR LUNGING UP TO 10MPH. CONDITION PRESENT ALWAYS. THERE IS A FORWAD JUMP IN SPORT MODE. VERIFIED CUSTOMERS CONCERN. CHECKED FLUID LEVEL AND CONDITION |
| 04/21/2009 | 08:35 | WORKSHOP FINDINGS: TRANSMISSION FLUID LEVEL AND CONDITION ARE TO AUDI SPEC. |
| 05/12/2009 | 09:03 | REPLACED MECHATRONICS AS REQUESTED. FILLED SYSTEM CODED 20 AND PERFORMED ADAPTATION ROADTEST. ALL OK. CUSTOMER CAME TO PICK UP. VEH. WOULD NOT GO INTO REVERSE AND SHIFT INDICATOR IS LIT UP AND FLASHING. PERFORMED GFF AND FOUND CODE SET 17130 P0746 PRESSURE CONTROL VALVE OPEN/SHORT TO GROUND (GND) ELECTRICAL FAULT IN CIRCUIT SPORADIC. PERFORMED TEST PLAN. TEST REQUIRES A ROADTEST IN FIRST GEAR TIPTRONIC, VEH. HAS NO REVERSE AND COULD NOT COTINUE TEST DUE TO CODE RETURNED AND SHIFT INICATOR FLASHING. GFF TEST PLAN STATED REPLACE MECHATRONICS. |
| 05/12/2009 | 09:14 | THE WIRING CHECKS OK TO THE TRANSMISSION. ADVISED TECH TO REMOVE THE PAN AND CHECK THE ELECTRICAL CONNECTORS TO THE MECHATRONICS UNIT. IF ALL OK ADVISED TECH TO RED ORDER ANOTHER MECHATRONICS UNIT FOR YOUR VIN. YOUR DSG AUTHO NUMBER IS 968 |
| 07/13/2009 | 14:52 | REPLACED MECHATRONICS. ALL OK |

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| 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 |
|----------------|-------|------------|------------------------|-----------------|---------------|------------|--------------------|
| 443288 | A3 | 2009 | WAUKF98P89A [REDACTED] | 4920 | 3735 | 04/21/2009 | USA |

Workshop Finding

WILLIAM STATES THAT HE TEST DROVE THE VEHICLE AND WAS NOT ABLE TO DUPLICATE THE CONCERN. THIS IS A DSG TRANSMISSION, THERE'S NO DTCS IN ANY OF THE MODULES.

| Activity Date | Activity Time | Activity Comments |
|---------------|---------------|--|
| 04/21/2009 | 10:36 | CUSTOMER STATES THAT HE WAS DRIVING DOWN THE FREEWAY AND THE GEAR DISPLAY STARTED BLINKING A WARNING SIGN READING PLEASE APPLY FOOT BRAKE, AND THE ACCELERATOR STOPPED WORKING HE HAD TO PULL OVER AND CYCLE THE KEY TO RESET. IT HAS HAPPEND FOUR TIMES SINCE INCLUDING GOING SLOW IN STOP AND GO TRAFFIC. |
| 04/21/2009 | 10:36 | ISSUE OPENED BY DEALERSHIP |
| 04/21/2009 | 11:02 | ADVISED TO PLEASE CALL THE CUSTOMER BACK AND FIND OUT IF THE MESSAGE SAYS "APPLY BRAKES TO START"? DOES THE VEHICLE STALL WHEN THIS HAPPENS? DOES IT SEEM TO GO INTO NEUTRAL AND YOU CAN'T ACCELERATE? WHAT GEAR DOES IT HAPPEN IN AND DOES THE ENGINE HAVE TO BE HOT OR COLD WHEN THE CONCERN IS THERE? |
| 04/21/2009 | 11:02 | CUSTOMER COMMENTS: CUSTOMER STATES THAT HE WAS DRIVING DOWN THE FREEWAY AND THE GEAR DISPLAY STARTED BLINKING A WARNING SIGN READING PLEASE APPLY FOOT BRAKE, AND THE ACCELERATOR STOPPED WORKING HE HAD TO PULL OVER AND CYCLE THE KEY TO RESET. IT HAS HAPPEND FOUR TIMES SINCE INCLUDING GOING SLOW IN STOP AND GO TRAFFIC. |
| 04/21/2009 | 11:02 | WORKSHOP FINDINGS: WILLIAM STATES THAT HE TEST DROVE THE VEHICLE AND WAS NOT ABLE TO DUPLICATE THE CONCERN. THIS IS A DSG TRANSMISSION, THERE'S NO DTCS IN ANY OF THE MODULES. |
| 04/21/2009 | 11:15 | THE CUSTOMER STATES THAT THE VEHICLE DISPLAY SAYS ONLY, APPLY FOOT BRAKE. THE GEAR DISPLAY IN THE DASH BLINKS. THE ENGINE DOESN'T STALL, BUT WON'T ACCELERATE EITHER. IT HAS HAPPEND IN DRIVE AND MANUAL MODES OF THE TRANSMISSION. |
| 04/21/2009 | 11:27 | ADVISED TO PLEASE ROAD TEST THE VEHICLE AND TRY TO DUPLICATE THE CONCERN I WILL RESEARCH AND CALL BACK DEALER PHONE (206) 633-4630 |
| 04/21/2009 | 13:02 | ADVISED WILLIAM TO PLEASE GET MVB 64 FROM THE TCM, ATTACH IT TO THE REPORT AND CALL US BACK. |
| 04/21/2009 | 13:03 | PLEASE ALSO REPLACE THE TRANSMISSION INPUT SPEED SENSOR/CLUTCH OIL TEMPERATURE SENSOR LOCATION: THE TRANSMISSION INPUT SPEED (RPM) SENSOR-G182-/CLUTCH OIL TEMPERATURE SENSOR -G509--A- IS ATTACHED TO THE TRANSMISSION HOUSING UNDER THE DIRECT SHIFT GEARBOX (DSG) MECHATRONIC -J743-. |
| 05/20/2009 | 18:09 | I REPLACET THE TRANSMISSION INPUT SPEED (RPM) SENSOR-G182-/CLUTCH OIL TEMPERATURE SENSOR -G509. TEST DROVE THE VEHICLE FOR 20 MILES WITHOUT ANY FAULTS OCCURING. THE VEHICLE HAS NOT RETURNED TO THE DEALERSHIP SINCE REPAIR. |
| 06/12/2009 | 11:28 | ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED |
| 06/12/2009 | 11:28 | ISSUE UPDATED |

Consultant's Closing Comments

I REPLACET THE TRANSMISSION INPUT SPEED (RPM) SENSOR-G182-/CLUTCH OIL TEMPERATURE SENSOR -G509. TEST DROVE THE VEHICLE FOR 20 MILES WITHOUT ANY FAULTS OCCURING. THE VEHICLE HAS NOT RETURNED TO THE DEALERSHIP SINCE REPAIR.

| VW File Number | Model | Model Year | VIN | Vehicle Mileage | TREAD Part ID | Open Date | Sale Order Country |
|----------------|-------|------------|------------------------|-----------------|---------------|------------|--------------------|
| 443958 | A3 | 2009 | WAUKF98P39A [REDACTED] | 1904 | 3490 | 04/22/2009 | USA |

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| Workshop Finding |
| THE TRANSMISSION WILL DROP OUT OF GEAR. NO FAULTS STORED. UNABLE TO DUPLICATE THE CONCERN. MVB 64 24 AND 39. |

| Activity Date | Activity Time | Activity Comments |
|---------------|---------------|--|
| 04/22/2009 | 12:27 | CUSTOMER STATES THAT WHEN DRIVING THE CAR WILL "LOSE GEAR" THEN DISPLAY COMES UP TO APPLY FOOT BRAKE TO SHIFT INTO GEAR. CUSTOMER MOVES LEVER AND SEEMS TO GO BACK INTO GEAR. ONE TIME HAD TO PULL OVER AND CYCLE KEY TO GET TO WORK PROPERLY. 0 DTC'S FOR CONCERN. I HAVE NOT DUPLICATED CONCERN. HAPPENS VERY INTERMITTANTLY. |
| 04/22/2009 | 12:27 | ISSUE OPENED BY DEALERSHIP |
| 04/22/2009 | 12:42 | ADVISED TECH TO REPLACE THE TEMP/SPEED SENSOR AND ALL GASKETS RELATED FOR THE REPAIR. CLEAR AND RESET ALL ADAPTATIONS/BASIC SETTINGS AND RECHECK THE CONCERN. YOUR DSG AUTHO NUMBER IS 920 |
| 04/22/2009 | 12:42 | CUSTOMER COMMENTS: CUSTOMER STATES THAT WHEN DRIVING THE CAR WILL "LOSE GEAR" THEN DISPLAY COMES UP TO APPLY FOOT BRAKE TO SHIFT INTO GEAR. CUSTOMER MOVES LEVER AND SEEMS TO GO BACK INTO GEAR. ONE TIME HAD TO PULL OVER AND CYCLE KEY TO GET TO WORK PROPERLY. 0 DTC'S FOR CONCERN. I HAVE NOT DUPLICATED CONCERN. HAPPENS VERY INTERMITTANTLY. |
| 04/22/2009 | 12:42 | WORKSHOP FINDINGS: THE TRANSMISSION WILL DROP OUT OF GEAR. NO FAULTS STORED. UNABLE TO DUPLICATE THE CONCERN. MVB 64 24 AND 39. |
| 04/27/2009 | 11:15 | REPLACED TEMP/SPEED SENSOR AND CONCERN IS NOW FIXED. |
| 05/21/2009 | 11:58 | ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED |
| 05/21/2009 | 11:58 | ISSUE UPDATED |

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| Consultant's Closing Comments |
| THE TECHNICIAN REPLACED THE SPEED/TEMP SENSOR |

| VW File Number | Model | Model Year | VIN | Vehicle Mileage | TREAD Part ID | Open Date | Sale Order Country |
|----------------|-------|------------|------------------------|-----------------|---------------|------------|--------------------|
| 444048 | TT | 2008 | TRUDD38J081 [REDACTED] | 8378 | 3735 | 04/22/2009 | USA |

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| Workshop Finding |
| n/a |

| Activity Date | Activity Time | Activity Comments |
|---------------|---------------|--|
| 04/22/2009 | 14:03 | ISSUE OPENED BY DEALERSHIP |
| 04/22/2009 | 14:03 | WHEN COMING TO A STOP AND RELEASING BRK PEDAL RPM WILL DROP THEN JUMP TO APROX 1200RPM THEN WHEN ACCELERATING CAR WILL JERK APROX 3 TIMES BEFORE TAKING OFF SMOOTHLY. |
| 04/22/2009 | 14:10 | ADVISED TO REPLACE THE MECHATRONICS UNIT. AUTH # 921. THANKS RAY |
| 04/22/2009 | 14:10 | CUSTOMER COMMENTS: WHEN COMING TO A STOP AND RELEASING BRK PEDAL RPM WILL DROP THEN JUMP TO APROX 1200RPM THEN WHEN ACCELERATING CAR WILL JERK APROX 3 TIMES BEFORE TAKING OFF SMOOTHLY. |
| 05/06/2009 | 12:19 | INSTALLED MECHATRONICS UNIT FILLED TRANS TO CORRECT FLUID LEVEL SET BASIC SETTINGS AND TEST DROVE TO SET ADAPTATION TRANS NOW SHIFTING AS DESIGNED. |

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| 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 |
|----------------|-------|------------|------------------------|-----------------|---------------|------------|--------------------|
| 444296 | TT | 2008 | TRUAF38J481 [REDACTED] | 11195 | 3735 | 04/23/2009 | USA |

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| Workshop Finding |
| TRANSMISSION CAN DUPLICATE THE CONCERN. |

| Activity Date | Activity Time | Activity Comments |
|---------------|---------------|---|
| 04/22/2009 | 21:26 | CUSTOMER STATES," WHILE DRIVING VEHICLE JERKS WHEN MAKING U-TURNS." ROAD TESTED VEHICLE CONFIRMED COMPLAINT. ALSO NOTICED HARSH SHIFTING WHILE DRIVING AT LOW SPEEDS, WORST ON INITIAL TAKE OFF AND REVERSE. I HAVE ALREADY PERFORMED TO TRANSMISSION ADAPTATION DRIVE CYCLES, BUT DRIVE CHARACTERISTICS HAVE NOT IMPROVED. ATTACHED IS GFF LOG WITH REQUIRED MVB. |
| 04/22/2009 | 21:26 | ISSUE OPENED BY DEALERSHIP |
| 04/23/2009 | 11:18 | CUSTOMER COMMENTS: CUSTOMER STATES," WHILE DRIVING VEHICLE JERKS WHEN MAKING U-TURNS." ROAD TESTED VEHICLE CONFIRMED COMPLAINT. ALSO NOTICED HARSH SHIFTING WHILE DRIVING AT LOW SPEEDS, WORST ON INITIAL TAKE OFF AND REVERSE. I HAVE ALREADY PERFORMED TO TRANSMISSION ADAPTATION DRIVE CYCLES, BUT DRIVE CHARACTERISTICS HAVE NOT IMPROVED. ATTACHED IS GFF LOG WITH REQUIRED MVB. |
| 04/23/2009 | 11:18 | TRANSMISSION SERIAL # IS 14 18 17 1218. ADVISED TO REPLACE THE MECHATRONICS UNIT. AUTH # 924. THANKS RAY |
| 04/23/2009 | 11:18 | WORKSHOP FINDINGS: TRANSMISSION CAN DUPLICATE THE CONCERN. |
| 05/14/2009 | 15:36 | REPLACED MECHATRONICS, ROAD TESTED VEHICLE. CONFIRMED REPAIR, OK. |

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| 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 |
|----------------|-------|------------|------------------------|-----------------|---------------|------------|--------------------|
| 445037 | A3 | 2008 | WAUHF78P88A [REDACTED] | 13263 | 3735 | 04/24/2009 | USA |

Workshop Finding

NO DTCS. THE TECHNICIAN HAS VERIFIED THE CONCERN.

| Activity Date | Activity Time | Activity Comments |
|---------------|---------------|--|
| 04/24/2009 | 11:57 | HARSH SHIFT FROM 1ST TO 2ND AND VEHICLE LUNGES. |
| 04/24/2009 | 11:57 | ISSUE OPENED BY DEALERSHIP |
| 04/24/2009 | 12:40 | CUSTOMER COMMENTS: HARSH SHIFT FROM 1ST TO 2ND AND VEHICLE LUNGES. |
| 04/24/2009 | 12:40 | PLEASE REPLACE THE MECHATRONICS UNIT. DSG 00929 |
| 04/24/2009 | 12:40 | WORKSHOP FINDINGS: NO DTCS. THE TECHNICIAN HAS VERIFIED THE CONCERN. |
| 05/11/2009 | 11:16 | PERFORMED MECHATRONIC REPLACEMENT, CODING AND BASIC SETTINGS, ROAD TESTED OK . THANKS TED. |

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 |
|----------------|-------|------------|------------------------|-----------------|---------------|------------|--------------------|
| 445161 | TT | 2008 | TRURD38J781 [REDACTED] | 8664 | 3735 | 04/24/2009 | USA |

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| Workshop Finding |
| SHUDDER ON ACCELERATION |

| Activity Date | Activity Time | Activity Comments |
|---------------|---------------|--|
| 04/24/2009 | 14:21 | CHECK ENGINE LIGHT COMES ON AND OFF WHILE DRIVING AND JERKS AT LOW RPMS. |
| 04/24/2009 | 14:21 | ISSUE OPENED BY DEALERSHIP |
| 04/24/2009 | 16:15 | ADVISED TO REPLACE THE MECHATRONICS UNIT. AUTH # 933. THANKS RAY |
| 04/24/2009 | 16:15 | CUSTOMER COMMENTS: CHECK ENGINE LIGHT COMES ON AND OFF WHILE DRIVING AND JERKS AT LOW RPMS. |
| 04/24/2009 | 16:15 | WORKSHOP FINDINGS: SHUDDER ON ACCELERATION |
| 05/06/2009 | 19:49 | REPLACED THE MECHATRONIC UNIT PERFORMED BASIC SETTINGS .RECHECKED NO LURGING AND RPMS STEADY .OPERATING AS DESING NOW. |

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| 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 |
|----------------|-------|------------|------------------------|-----------------|---------------|------------|--------------------|
| 445230 | TT | 2008 | TRUDD38J981 [REDACTED] | 18601 | 3735 | 04/24/2009 | USA |

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| Workshop Finding |
| NO DTCS. THE TECHNICIAN HAS VERIFIED THE CONCERN OF HESITATION AND SHUDDER ON TAKE OFF. |

| Activity Date | Activity Time | Activity Comments |
|---------------|---------------|--|
| 04/24/2009 | 15:36 | CLIENT STATES: "VEHICLE HESITATES, RUNNING ROUGH". |
| 04/24/2009 | 15:36 | ISSUE OPENED BY DEALERSHIP |
| 04/24/2009 | 15:52 | CUSTOMER COMMENTS: CLIENT STATES: "VEHICLE HESITATES, RUNNING ROUGH". |
| 04/24/2009 | 15:52 | PLEASE UPDATE THE TICKET WITH THE CORRECT SERIAL NUMBER. |
| 04/24/2009 | 15:52 | WORKSHOP FINDINGS: NO DTCS. THE TECHNICIAN HAS VERIFIED THE CONCERN OF HESITATION AND SHUDDER ON TAKE OFF. |
| 04/24/2009 | 16:03 | JPZ150307 1408140555 |
| 04/24/2009 | 16:09 | ADVISED TO REPLACE THE MECHATRONICS. AUTH # 932. THANKS RAY |
| 05/07/2009 | 10:42 | ALL SET! THANK YOU. THE ADAPTION DRIVE WAS HAIRY IN TRAFFIC. |
| 05/07/2009 | 10:44 | CLOSE TICKET |

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| 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 |
|----------------|-------|------------|------------------------|-----------------|---------------|------------|--------------------|
| 445658 | A3 | 2009 | WAUHF98P39A [REDACTED] | 4356 | 3735 | 04/27/2009 | USA |

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| Workshop Finding |
| 02084 (COMPONENT PROTECTION). THE TECHNICIAN HAS VERIFIED THAT THE VEHICLE STARTS WITHOUT THE BRAKE PEDAL PRESSED. THE FAULT HAS NOT RETURNED AFTER A 3 MILE TEST DRIVE. |

| Activity Date | Activity Time | Activity Comments |
|---------------|---------------|--|
| 04/27/2009 | 13:10 | CLIENT STATES WHILE DRIVING THE GEAR SELECT INDICATOR ON THE DASH STARTS FLASHING AND VEHICLE GOES INTO NEUTRAL, THIS OCCURS WHILE DRIVING AND WHEN SITTING AT TA STOP, DEPRESS BRAKE PEDAL MESSAGE ALSO APPEARS ON SCREEN, HAS BEEN DOING SO FOR A WHEEK. DTC STORED: 02084 COMPONENT PROTECTION SPORADIC, ALSO NOTICED THAT VEHICLE WILL START WITHOUT HAVING TO DEPRESS BRAKE PEDAL WHILE IN PARK. |
| 04/27/2009 | 13:10 | ISSUE OPENED BY DEALERSHIP |
| 04/27/2009 | 13:27 | CUSTOMER COMMENTS: CLIENT STATES WHILE DRIVING THE GEAR SELECT INDICATOR ON THE DASH STARTS FLASHING AND VEHICLE GOES INTO NEUTRAL, THIS OCCURS WHILE DRIVING AND WHEN SITTING AT TA STOP, DEPRESS BRAKE PEDAL MESSAGE ALSO APPEARS ON SCREEN, HAS BEEN DOING SO FOR A WHEEK. DTC STORED: 02084 COMPONENT PROTECTION SPORADIC, ALSO NOTICED THAT VEHICLE WILL START WITHOUT HAVING TO DEPRESS BRAKE PEDAL WHILE IN PARK. |
| 04/27/2009 | 13:27 | PLEASE REPLACE THE SPEED SENSORS/OIL TEMP SENSOR |
| 04/27/2009 | 13:27 | WORKSHOP FINDINGS: 02084 (COMPONENT PROTECTION). THE TECHNICIAN HAS VERIFIED THAT THE VEHICLE STARTS WITHOUT THE BRAKE PEDAL PRESSED. THE FAULT HAS NOT RETURNED AFTER A 3 MILE TEST DRIVE. |
| 05/01/2009 | 11:10 | REPLACED SPEED SENSOR/OIL TEMP SENSOR, NO FAULTS ARE PRESENT, BASIC SETTINGS FOR MECHATRONICS SETS OK, VEHICLE HAS NO DRIVABILITY CONCERNS AT THIS TIME, BUT VEHICLE STILL STARTS WITHOUT HAVING BRAKE PEDAL DEPRESSED. |
| 05/01/2009 | 11:31 | THE VEHICLE CAN BE STARTED WITH THE BRAKE PEDAL NOT DEPRESSED APPEARS TO BE NORMAL OPERATION. RELEASE THE VEHICLE IF THERE ARE NO FURTHER CONCERNS. |
| 05/27/2009 | 11:34 | VEHICLE RELEASED TO CUSTOMER. THANKS. |

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| 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 |
|----------------|-------|------------|------------------------|-----------------|---------------|------------|--------------------|
| 445797 | A3 | 2008 | WAUNF78P68A [REDACTED] | 23673 | 3735 | 04/27/2009 | USA |

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| Workshop Finding |
| CONCERN CAN BE DUPLICATED. |

| Activity Date | Activity Time | Activity Comments |
|---------------|---------------|---|
| 04/27/2009 | 15:06 | ISSUE OPENED BY DEALERSHIP |
| 04/27/2009 | 15:06 | TRANS HESITATES ON ACCEL, AND SHUDDERS ON DECEL. |
| 04/27/2009 | 15:08 | MISSED GFF. ATTACHED NOW |
| 04/27/2009 | 15:13 | ADVISED TO REPLACE THE MECHATRONICS UNIT. AUTH # 935. THANKS RAY |
| 04/27/2009 | 15:13 | CUSTOMER COMMENTS: TRANS HESITATES ON ACCEL, AND SHUDDERS ON DECEL. |
| 04/27/2009 | 15:13 | WORKSHOP FINDINGS: CONCERN CAN BE DUPLICATED. |
| 06/18/2009 | 17:30 | REPLACED MECHATRONICS AND ADAPTED. TRANS OPERATING OK AT THIS TIME |

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| 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 |
|----------------|-------|------------|------------------------|-----------------|---------------|------------|--------------------|
| 446413 | TT | 2008 | TRUMF38J881 [REDACTED] | 16502 | 3735 | 04/28/2009 | USA |

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| Workshop Finding |
| n/a |

| Activity Date | Activity Time | Activity Comments |
|---------------|---------------|--|
| 04/28/2009 | 16:18 | CUSTOMER STATES VEHICLE JERKS ON TAKE OFF |
| 04/28/2009 | 16:18 | ISSUE OPENED BY DEALERSHIP |
| 04/28/2009 | 16:54 | MVB'S |
| 04/28/2009 | 17:02 | ADVISED TO REPLACE THE MECHATRONICS UNIT. AUTH # 939. THANKS RAY |
| 04/28/2009 | 17:02 | CUSTOMER COMMENTS: CUSTOMER STATES VEHICLE JERKS ON TAKE OFF |
| 05/01/2009 | 12:13 | OK THANKS THIS REPAIRED THE CAR |

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| 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 |
|----------------|-------|------------|------------------------|-----------------|---------------|------------|--------------------|
| 446672 | TT | 2008 | TRUAF38J781 [REDACTED] | 24811 | 3735 | 04/29/2009 | USA |

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| Workshop Finding |
| NO DTCS. THE TECHNICIAN HAS VERIFIED THAT THERE A HESITATION WHILE DRIVING FROM TAKE OFF. |

| Activity Date | Activity Time | Activity Comments |
|---------------|---------------|---|
| 04/29/2009 | 10:29 | CAR WILL HESITATE ON TAKING OFF AND PASSING |
| 04/29/2009 | 10:29 | ISSUE OPENED BY DEALERSHIP |
| 04/29/2009 | 11:05 | CUSTOMER COMMENTS: CAR WILL HESITATE ON TAKING OFF AND PASSING |
| 04/29/2009 | 11:05 | PLEASE FILL OUT THE TRANSMISSION WORKSHEET WITH THE CORRECT SERIAL NUMBER. |
| 04/29/2009 | 11:05 | WORKSHOP FINDINGS: NO DTCS. THE TECHNICIAN HAS VERIFIED THAT THERE A HESITATION WHILE DRIVING FROM TAKE OFF. |
| 04/29/2009 | 11:23 | KCZ 02 07 07 14 20 20 1351 |
| 04/29/2009 | 11:45 | PLEASE REPLACE THE MECHATRONICS UNIT. DSG 00942 |
| 06/03/2009 | 16:19 | AFTER THE MECH REPLACEMENT THE VEHICLE SHUDDERS ON ACCELERATION FROM A STOP FORWARD OR REVERSE. ALSO SHUDDERS WHEN PASSING SOMEONE ON THE FREEWAY. SF SUSPECTED THE CLUTCHES AND REQUESTED THE VEHICLE BE ADAPTED SEVERAL TIMES. THE CONDITION HAS NOT IMPROVED AFTER THE ADAPTATIONS. PUT A 2X4 OR OTHER LIKE OBSTRUCTION 2 FEET IN FRONT THE FRONT WHEELS. PUT THE CAR IN DRIVE AND LET THE CAR CLIMB OVER THEM WITH OUT ANY THROTTLE INPUT. IF THE SHUDDER IS WORSE OVER THE 2X4S REPLACE THE CLUTCH PACK. |
| 06/08/2009 | 11:48 | VEHICLE REPAIRED |

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| 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 |
|----------------|-------|------------|------------------------|-----------------|---------------|------------|--------------------|
| 447316 | A3 | 2008 | WAUNF78P98A [REDACTED] | 12648 | 3735 | 04/30/2009 | USA |

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| Workshop Finding |
| NO DTCS. THE TECHNICIAN HAS VERIFIED THE CONCERN. THE FLUID LEVEL/CONDITION ARE GOOD. |

| Activity Date | Activity Time | Activity Comments |
|---------------|---------------|---|
| 04/30/2009 | 10:50 | CAR IS BUCKING WHEN ACCELERATING AND DECELERATING. OCCASIONALLY WILL BANG INTO GEAR WHEN ACCELERATING LIGHTLY. MOST NOTICEABLE AFTER CAR IS WARMED UP. |
| 04/30/2009 | 10:50 | ISSUE OPENED BY DEALERSHIP |
| 04/30/2009 | 10:56 | CUSTOMER COMMENTS: CAR IS BUCKING WHEN ACCELERATING AND DECELERATING. OCCASIONALLY WILL BANG INTO GEAR WHEN ACCELERATING LIGHTLY. MOST NOTICEABLE AFTER CAR IS WARMED UP. |
| 04/30/2009 | 10:56 | PLEASE FILL OUT THE TRANSMISSION WORKSHEET WITH THE CORRECT SERIAL NUMBER AND THEN CALL IN FOR AN AUTHORIZATION NUMBER TO REPLACE THE MECHATRONICS UNIT. |
| 04/30/2009 | 10:56 | WORKSHOP FINDINGS: NO DTCS. THE TECHNICIAN HAS VERIFIED THE CONCERN. THE FLUID LEVEL/CONDITION ARE GOOD. |
| 04/30/2009 | 11:22 | UPDATED TRANS WORKSHEET WITH SERIAL # KNC 18 01 08, 14 05 26 0352 |
| 04/30/2009 | 11:25 | PLEASE REPLACE THE MECHATRONICS UNIT. DSG 00944 |
| 06/05/2009 | 07:33 | REPLACED MECHATRONIC UNIT. SET BASIC SETTING AND ADAPTATION TEST DRIVE. TRANSMISSION OPERATING NORMAL. |

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| 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 |
|----------------|-------|------------|------------------------|-----------------|---------------|------------|--------------------|
| 447453 | TT | 2008 | TRUDD38J181 [REDACTED] | 10600 | 3735 | 04/30/2009 | USA |

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| Workshop Finding |
| n/a |

| Activity Date | Activity Time | Activity Comments |
|---------------|---------------|---|
| 04/30/2009 | 13:25 | CUSTOMER STATES ENGINE HEST,INTERMIT SEE HIST ADVISE FROM A STOP ONLY AND A JERKING AND JOLT AT THE SAME TIME ENGINE CAN BE COLD AND OR UP TO TEMP |
| 04/30/2009 | 13:25 | ISSUE OPENED BY DEALERSHIP |
| 04/30/2009 | 13:44 | CUSTOMER COMMENTS: CUSTOMER STATES ENGINE HEST,INTERMIT SEE HIST ADVISE FROM A STOP ONLY AND A JERKING AND JOLT AT THE SAME TIME ENGINE CAN BE COLD AND OR UP TO TEMP |
| 04/30/2009 | 13:44 | PLEASE FILL OUT THE TRANSMISSION WORKSHEET. ALSO ATTACH ALL DSG MVBS. UPDATE AN DCALL BACK. THANKS RAY |
| 04/30/2009 | 14:07 | REQUESTED WORKSHEET INFO FOR MECHATRONICS MODULE |
| 04/30/2009 | 14:18 | ADVISED TO REPLACE THE MECHATRONICS AND REEVALUATE THE CONCERN. AUTH # 945. THANKS RAY |
| 06/22/2009 | 10:35 | REPLACED MECHATRONICS MODULE,PERFORMED DRIVE ADAPTION,READAPTED THROTTLE AND KICKDOWN,VEHICLE PERFORMING TO OEM SPEC. |

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| Consultant's Closing Comments |
| ***MECH*** |

| VW File Number | Model | Model Year | VIN | Vehicle Mileage | TREAD Part ID | Open Date | Sale Order Country |
|----------------|-------|------------|-------------|-----------------|---------------|------------|--------------------|
| 448126 | A3 | 2009 | WAUHE78P49A | 2439 | 3735 | 05/01/2009 | USA |

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| Workshop Finding |
| NO DTCS. THE FLUID LEVEL/CONDITION ARE GOOD. |

| Activity Date | Activity Time | Activity Comments |
|---------------|---------------|--|
| 05/01/2009 | 16:28 | ISSUE OPENED BY DEALERSHIP |
| 05/01/2009 | 16:28 | WHILE DRIVING, THE TRANS DISPLAY FLASHES, AND DISPLAYS "PLEASE PRESS BRAKE PEDAL..." REVS BUT WON'T ACCELERATE. RAN GFF, NO FAULTS STORED. |
| 05/04/2009 | 09:11 | CUSTOMER COMMENTS: WHILE DRIVING, THE TRANS DISPLAY FLASHES, AND DISPLAYS "PLEASE PRESS BRAKE PEDAL..." REVS BUT WON'T ACCELERATE. RAN GFF, NO FAULTS STORED. |
| 05/04/2009 | 09:11 | PLEASE REPLACE THE SPEED SENSOR/TEMPERATURE. |
| 05/04/2009 | 09:11 | WORKSHOP FINDINGS: NO DTCS. THE FLUID LEVEL/CONDITION ARE GOOD. |
| 05/13/2009 | 09:04 | INSTALLED NEW SPEED/TEMP SENSOR. FOM INSTRUCTED TO INSTALL NEW MECHATRONICS UNIT WHILE APART. AFTER INSTALLING SPEED SENSOR AND MECHATRONIC UNIT AND PERFORMING BASIC SETTINGS, VEHICLE WILL SHIFT FROM 1-2 BUT WON'T SHIFT OUT OF 2. |
| 05/13/2009 | 09:12 | THE SERVICE MANAGER INSTRUCTED TECH TO INSTALL THE MECHATRONICS UNIT WHILE REPLACING THE SPEED/TEMP SENSOR. WITH THE VAS SCAN TOOL SELECT ?VEHICLE SELF DIAGNOSIS? TO PERFORM BASIC SETTINGS PREREQUISITES: DETERMINE THE SOFTWARE LEVEL BY SELECTING 02 (TRANSMISSION ELECTRONICS) MEASURING VALUE BLOCK 48 (EXAMPLE C08R1 OR C09). TRANSMISSION OIL TEMPERATURE MUST BE ABOVE 30 DEGREES CELSIUS BUT LES THAN 100 DEGREES CELSIUS CHECK THIS IN MVB 19 FIELD 1. SELECTOR LEVER MUST BE IN THE ?P? POSITION ENGINE RUNNING FOR A MINIMUM OF 60 SECONDS FOOTBRAKE PRESSED DURING THE ENTIRE PROCEDURE GAS PEDAL NOT PRESSED DURING THE ENTIRE PROCEDURE CARRY OUT THE FOLLOWING PROCEDURE IN THE EXACT ORDER AS DESCRIBE! 1. ADAPTATION OF SHIFT FORK DISTANCE IN THE TCM SELECT BASIC SETTINGS 61 AND CONFIRM WITH ?Q? NOTE: THERE WILL BE CLICKING NOISES DURING THE ADAPTATION THIS NOISE IS NORMAL. WHEN THE ADAPTATION IS COMPLETE THE SCREEN WILL DISPLAY 2. ADAPTATION OF SYNCHRONOUS POINTS BASIC SETTINGS 60 AND CONFIRM WITH ?Q? NOTE: THERE WILL BE CLICKING NOISES DURING THE ADAPTATION THIS NOISE IS NORMAL. IF THERE IS A DAMAGED SYNCHRONIZER THE ENGINE MAY STALL OR YOU WILL HEAR GRINDING NOISES LIKE A MANUAL TRANSMISSION WITH DEFECTIVE SYNCHRONIZERS. THIS IS BECAUSE BOTH CLUTCHES ARE SLIGHTLY ENGAGED SO THEY CAN TRANSIT TORQUE. THE MECHATRONICS UNIT FINDS THE KISSING POINT OF THE SYNCHRONIZATION WHEN THE RPM GOES DOWN. SO, IF THE SYNCHRONIZER IS BURNED IT WILL BITE INTO THE CONE OF THE GEAR AND CAUSE THE ENGINE TO STALL. WHEN THIS ADAPTATION IS COMPLETE THE SCREEN WILL DISPLAY 3. CLUTCH ADAPTATION SAFETY FUNCTION OF THE CLUTCHES, MAIN PRESSURE 3.1 SOFTWARE C08 AND EARLIER ADAPTATION OF CLUTCHES. SELECT BASIC SETTINGS 62 AND CONFIRM WITH ?Q? WHEN THIS ADAPTATION IS COMPLETE THE SCREEN WILL DISPLAY NOTE: IF FIELD 4 VALUE SHOULD BE HIGHER THAN 225 MA, IF NOT THE PROCEDURE MUST BE REPEATED. 3.2 SOFTWARE C09 AND LATER. SET ONE DEFAULT VALUE AND START QUICK ADAPTATION. THE ADAPTATION OF THE CLUTCHES IS NOT NECESSARY WITH THE VEHICLE STANDING STILL, THE QUICK ADAPTATION IS PERFORMED VIA SELECTION OF BASIC SETTINGS 67 SELECT BASIC SETTINGS 067 AND CONFIRM WITH ?Q? 3.3 ADAPTATION OF MAIN PRESSURE SELECT BASIC SETTINGS 065 AND CONFIRM WITH ?Q? 4. CONFIGURATION ADAPTATION THE TCM COMMUNICATES WITH THE POWER TRAIN CAN-BUS AND SAVES THE DATA WITH THESE ?COMMUNICATION PARTNERS? SELECT BASIC SETTINGS 69 AND CONFIRM WITH Q 5. TEST DRIVE DTC MEMORY: TO PERFORM THIS PROCEDURE CORRECTLY THE DTC MEMORY MUST NOW BE ERASED OR THE BASIC SETTINGS MAY NOT BE SECURED. FINAL ROAD TEST 1. TRANSMISSION TEMPERATURE GREATER THAN 30°C AND LESS THAN 100°C 2. DRIVE IN TIPTRONIC MODE FROM A STANDING START TO 6TH GEAR. DRIE IN GEAR 3 OR 5 FOR APPROX. 5 MINUTES. DRIVE IN GEARS 4 OR 6 FOR APPROXIMATELY 5 MINUTES. SPEED RANGE FOR ALL GEARS APPROX. 1200 ? 3500 RPM. ATTEMPT TO CHANGE GEARS AS MUCH AS |

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| | | POSSIBLE (FOR MEASUREMENT OF CLUTCHES). IN ?D? ONE TIME (WHEN SAFE TO PERFORM) APPLY THE BRAKES VERY HARD AND THEN ACCELERATE WITH WIDE OPEN THROTTLE. 3. IF A ROAD TEST IS NOT POSSIBLE IN THE SUGGESTED FORM AND WITHIN THE REQUIRED TIME, THE FAST ADAPTATIONS WILL BE PERFORMED AUTOMATICALLY WITHOUT NOTICE WHILE THE CUSTOMER IS DRIVING. ALWAYS RECHECK FOR FAULTS BEFORE THE CUSTOMER RECEIVES THE VEHICLE AND IF THERE ARE STILL FAULTS IN THE TCM DO NOT RELEASE THE VEHICLE WITH ADDRESSING THEM 1ST. NOTE: IF THE ADAPTATION IS NOT RUNNING AS DESCRIBED ABOVE OR YOU ARE HAVING TROUBLE TO REACH THE NECESSARY VALUES PERFORM THE FOLLOWING. 1. MAKE A RESET OF THE TCM BY DISCONNECTING THE HARNESS FROM OF THE TRANSMISSION AND WAIT 30 SECONDS THEN RECONNECT IT. 2. CHECK FAULT MEMORY AND ERASE. 3. REPEAT THE COMPLETE PROCEDURE AS DESCRIBED ABOVE. |
| 05/13/2009 | 09:46 | PERFORMED BASIC SETTINGS AND ADAPTATION DRIVE AS PER DOCUMENT SUPPLIED BY TAC. BASIC SETTINGS WORKED, VEHICLE NOW SHIFTS PROPERLY. THANK YOU. |

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| 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 |
|----------------|-------|------------|------------------------|-----------------|---------------|------------|--------------------|
| 448230 | A3 | 2008 | WAUNF78P38A [REDACTED] | 38087 | 3735 | 05/02/2009 | USA |

| Workshop Finding |
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| n/a |

| Activity Date | Activity Time | Activity Comments |
|---------------|---------------|---|
| 05/02/2009 | 13:56 | ISSUE OPENED BY DEALERSHIP |
| 05/02/2009 | 13:56 | MAY 2 RO 254821. DSG HAS A HESITATION FROM A STOP, THEN LURCHES FORWARD. I NOTICED MVB 54 IS H46. I BELIEVE THIS IS A KNOWN PRODUCTION DATE RANGE (46TH WEEK OF 2007) OF A BAD MECHATRONICS. OBSERVING TRANS AUTHORIZATION I AM CONTACTING YOU...THANKS. |
| 05/07/2009 | 10:49 | ADVISED TO REPLACE THE MECHATRONICS UNIT. AUTH # 958. THANKS RAY |
| 05/07/2009 | 10:49 | CUSTOMER COMMENTS: MAY 2 RO 254821. DSG HAS A HESITATION FROM A STOP, THEN LURCHES FORWARD. I NOTICED MVB 54 IS H46. I BELIEVE THIS IS A KNOWN PRODUCTION DATE RANGE (46TH WEEK OF 2007) OF A BAD MECHATRONICS. OBSERVING TRANS AUTHORIZATION I AM CONTACTING YOU...THANKS. |
| 05/07/2009 | 11:19 | THANKS FOR THE AUTHORIZATION. WILL PROCEED WITH REPAIR |

| 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 |
|----------------|-------|------------|------------------------|-----------------|---------------|------------|--------------------|
| 448692 | A3 | 2007 | WAUHF78P87A [REDACTED] | 43948 | 3735 | 05/04/2009 | USA |

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| Workshop Finding |
| DTC: P2711, P1707 (INTERFERENCE IN MECHATRONICS, UNEXPECTED GEAR ENGAGEMENT). |

| Activity Date | Activity Time | Activity Comments |
|---------------|---------------|---|
| 05/04/2009 | 16:30 | CUST STATES GEAR SELECTOR LIGHTS ARE LIT UP AND CAR WONT GO INTO GEAR OR MOVE |
| 05/04/2009 | 16:30 | ISSUE OPENED BY DEALERSHIP |
| 05/04/2009 | 16:40 | CUSTOMER COMMENTS: CUST STATES GEAR SELECTOR LIGHTS ARE LIT UP AND CAR WONT GO INTO GEAR OR MOVE |
| 05/04/2009 | 16:40 | PLEASE ATTACH THE REQUESTED MVB AND FILL OUT THE TRANSMISSION WORKSHEET WITH THE CORRECT SERIAL NUMBER. |
| 05/04/2009 | 16:40 | WORKSHOP FINDINGS: DTC: P2711, P1707 (INTERFERENCE IN MECHATRONICS, UNEXPECTED GEAR ENGAGEMENT). |
| 05/04/2009 | 17:21 | SERIAL NUMBER # HXW 19.07.06 14.22.55 1161 MVB ARE ATTACHED |
| 05/04/2009 | 17:33 | RED ORDER TO VIN AND REPLACE THE MECHATRONICS UNIT. CHECK THE NEW PART AGAINST THE OLD LOOKING CLOSELY AT THE PINS IN THE CONNECTOR HOUSING. PERFORM THE DSG BASIC SETTINGS AND RECHECK FOR PROPER OPERATION DSG AUTHORIZATION #951 |
| 05/21/2009 | 18:42 | AFTER REPLACING MECHATRONICS UNIT VEHICLE WOULD NOT PASS BASIC SETTINGS.CAR WOULD STALL AND TEST PLAN WOULD KICK ME OUT. TRIED THIS PROCEDURE ABOUT 10 TIMES AND STILL UNSUCCESSFUL. ATTCHED GFF |
| 05/21/2009 | 18:46 | ADVISED TO REPLACE THE TRANSMISSION AND REEVALUATE THE CONCERN. AUTH # 992. THANKS RAY |
| 05/21/2009 | 18:50 | NEW MECHATRONICS UNIT WAS ORDERED AND INSTALLED. SOFTWARE LEVEL AND PART # ARE THE SAME AS THE OLD UNIT. CONNECTOR IS THE SAME AS THE OLD UNIT. ADVISED TO REPLACE THE TRANSMISSION. REGARDS RAY |
| 08/24/2009 | 18:36 | REPLACED TRANS AND NOW OPER AS DESIGNED. |

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| Consultant's Closing Comments |
| **ERIK NOBLE AND RAY MOORE HAD THE SAME CONCERN ON A DIFFERENT DSG TRANSMISSION CONTACT, TRANSMISSION REPLACEMENT REPAIRED THE VEHICLE** |

| VW File Number | Model | Model Year | VIN | Vehicle Mileage | TREAD Part ID | Open Date | Sale Order Country |
|----------------|-------|------------|------------------------|-----------------|---------------|------------|--------------------|
| 449010 | A3 | 2009 | WAUKF78PX9A [REDACTED] | 4272 | 3735 | 05/05/2009 | USA |

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| Workshop Finding |
| NO DTCS. |

| Activity Date | Activity Time | Activity Comments |
|---------------|---------------|--|
| 05/05/2009 | 12:13 | CLIENT STATES SHIFT INDICATOR WILL START FLASHING SOLID AND GOES INTO NEUTRAL (CAR LOSES POWER AND SHE RESTARTS IN MOTION). PREVIOUS VISIT FOR CONCERN, DESCRIBED WHEN ATTEMPTING TO PASS ON HIGHWAY NO ACCELERATION FELT JUST LOUDER ENGINE NOISE. TEST DROVE VEHICLE WITH ONE DUPLICATION OF GEAR INDICATOR GOING SOLID FOR ABOUT 1 SECOND AND THEN RESUMED NORMAL OPERATION. NO FAULTS STORED ON ANY OCCASION. |
| 05/05/2009 | 12:13 | ISSUE OPENED BY DEALERSHIP |
| 05/05/2009 | 13:25 | CUSTOMER COMMENTS: CLIENT STATES SHIFT INDICATOR WILL START FLASHING SOLID AND GOES INTO NEUTRAL (CAR LOSES POWER AND SHE RESTARTS IN MOTION). PREVIOUS VISIT FOR CONCERN, DESCRIBED WHEN ATTEMPTING TO PASS ON HIGHWAY NO ACCELERATION FELT JUST LOUDER ENGINE NOISE. TEST DROVE VEHICLE WITH ONE DUPLICATION OF GEAR INDICATOR GOING SOLID FOR ABOUT 1 SECOND AND THEN RESUMED NORMAL OPERATION. NO FAULTS STORED ON ANY OCCASION. |
| 05/05/2009 | 13:25 | PLEASE REPLACE THE SPEED/TEMP. SENSOR. |
| 05/05/2009 | 13:25 | WORKSHOP FINDINGS: NO DTCS. |
| 05/13/2009 | 10:35 | REMOVED AND REPLACED TRANSMISSION SPEED/TEMP. SENSOR BEHIND MECHATRONICS. FILLED DSG FLUID. TEST DROVE AND VERIFIED CONCERN NO LONGER DUPLICATED. |

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| 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 |
|----------------|-------|------------|------------------------|-----------------|---------------|------------|--------------------|
| 449405 | A3 | 2008 | WAUNF78P98A [REDACTED] | 15260 | 3735 | 05/06/2009 | USA |

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| Workshop Finding |
| NO DTCS. THE FLUID LEVEL/CONDITION ARE GOOD. THE TECHNICIAN HAS VERIFIED THE CONCERN. |

| Activity Date | Activity Time | Activity Comments |
|---------------|---------------|---|
| 05/06/2009 | 08:43 | ISSUE OPENED BY DEALERSHIP |
| 05/06/2009 | 08:43 | WHEN WARM. TRANS DOES NOT ENGAGE SMOOTH FROM A STOP. 2-3 SEC. DELAY THEN A JERK AS CLUTCHES ENGAGE. ANY THROTTLE POSITION INCLUDING IDLE |
| 05/06/2009 | 08:56 | CUSTOMER COMMENTS: WHEN WARM. TRANS DOES NOT ENGAGE SMOOTH FROM A STOP. 2-3 SEC. DELAY THEN A JERK AS CLUTCHES ENGAGE. ANY THROTTLE POSITION INCLUDING IDLE |
| 05/06/2009 | 08:56 | PLEASE ATTACH THE REQUESTED MVB AND FILL OUT THE TRANSMISSION WORKSHEET WITH THE CORRECT SERIAL NUMBER. |
| 05/06/2009 | 08:56 | WORKSHOP FINDINGS: NO DTCS. THE FLUID LEVEL/CONDITION ARE GOOD. THE TECHNICIAN HAS VERIFIED THE CONCERN. |
| 05/06/2009 | 09:34 | TRANS #1408050607 KCZ MANF. DATE 26 09 07 |
| 05/06/2009 | 09:46 | RED ORDER TO VIN AND REPLACE THE MECHATRONICS UNIT. CHECK THE NEW PART AGAINST THE OLD LOOKING CLOSELY AT THE PINS IN THE CONNECTOR HOUSING. PERFORM THE DSG BASIC SETTINGS AND RECHECK FOR PROPER OPERATION DSG AUTHORIZATION #954 |
| 06/08/2009 | 18:35 | PLEASE GET A NEW GFF LOG AND ATTACH TO THE CONTACT. THANKS RAY |
| 06/08/2009 | 18:37 | NEW GFF |
| 06/08/2009 | 18:57 | REVIEWED HARDWARE, SOFTWARE AND SOFTWARE VERSION NUMBERS FROM THE OLD MECH UNIT TO THE NEW MECH UNIT AND THEY ARE ALL DIFFERENT. TECHNICIAN STATES THAT THERE IS A VIN NUMBER ON THE BOX THAT IS A VW VIN. TECHNICIAN IS GOING TO RETURN THE MECH UNIT TO THE PARTS DEPARTMENT AND HAVE THE PARTS MANAGER ORDER THE CORRECT MECH UNIT. THANKS RAY |
| 06/23/2009 | 08:55 | INSTALLED CORRECT MECH UNIT |

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| 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 |
|----------------|-------|------------|------------------------|-----------------|---------------|------------|--------------------|
| 449517 | A3 | 2008 | WAUNF78P58A [REDACTED] | 35729 | 3735 | 05/06/2009 | USA |

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| Workshop Finding |
| n/a |

| Activity Date | Activity Time | Activity Comments |
|---------------|---------------|--|
| 05/06/2009 | 10:52 | ISSUE OPENED BY DEALERSHIP |
| 05/06/2009 | 10:52 | ON VERY LIGHT ACCEL THE VEHICLE JERKS FORWARD, WORSE ON SLIGHT UPHILL. THANKS, KEVIN |
| 05/06/2009 | 11:09 | CUSTOMER COMMENTS: ON VERY LIGHT ACCEL THE VEHICLE JERKS FORWARD, WORSE ON SLIGHT UPHILL. THANKS, KEVIN |
| 05/06/2009 | 11:09 | PLEASE ATTACH THE REQUESTED MVB AND FILL OUT THE TRANSMISSION WORKSHEET WITH THE CORRECT SERIAL NUMBER. |
| 05/06/2009 | 11:46 | HOPEFULLY THOSE MVB ARE IN THERE. THE NUMBERS ON THE TRANS ARE KCZ240907 AND 1401510116 KEVIN |
| 05/06/2009 | 11:49 | PLEASE REPLACE THE MECHATRONICS UNIT. DSG 00955. |
| 06/08/2009 | 16:09 | TECH REPLACED UNIT AND VEHICLE NOW FUNCTIONS PROPERLY THANK YOU, KEVIN |

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| 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 |
|----------------|-------|------------|------------------------|-----------------|---------------|------------|--------------------|
| 450087 | A3 | 2008 | WAUNF78P78A [REDACTED] | 20485 | 3735 | 05/07/2009 | USA |

Workshop Finding

NO DTCS. THE TECHNICIAN HAS VERIFIED THE CONCERN. THE FLUID LEVEL/CONDITION ARE GOOD.

| Activity Date | Activity Time | Activity Comments |
|---------------|---------------|---|
| 05/07/2009 | 11:17 | CUST STATES VEHICLE SHUDDERS FROM A STOP WHEN ACCELERATING AND SHIFTS HARD FROM FIRST TO 2ND |
| 05/07/2009 | 11:17 | ISSUE OPENED BY DEALERSHIP |
| 05/07/2009 | 11:29 | CUSTOMER COMMENTS: CUST STATES VEHICLE SHUDDERS FROM A STOP WHEN ACCELERATING AND SHIFTS HARD FROM FIRST TO 2ND |
| 05/07/2009 | 11:29 | ISSUE SENT TO DEALERSHIP |
| 05/07/2009 | 11:29 | WORKSHOP FINDINGS: NO DTCS. THE TECHNICIAN HAS VERIFIED THE CONCERN. THE FLUID LEVEL/CONDITION ARE GOOD. |
| 05/08/2009 | 08:44 | TRIED TO GET TRANS SERIAL NUMBER AS PER TECHLINE AND WAS UNABLE TO REAR THE SERIAL NUMBER |
| 05/08/2009 | 11:46 | SERIAL NUMBER: 14 06 57 0487. PLEASE REPLACE THE MECHATRONICS UNIT. DSG 00962. |
| 07/02/2009 | 08:42 | REPALCED MECHATRONICS UNIT AND VEHICLE NOW OPERATES TO MANUFACTURER SPECS. |

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 |
|----------------|-------|------------|------------------------|-----------------|---------------|------------|--------------------|
| 450439 | TT | 2009 | TRUAF38J291 [REDACTED] | 6990 | 3735 | 05/07/2009 | USA |

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| Workshop Finding |
| P2723 SET. DEALER PERFORMED THE TEST PLAN FOR THE FAULT AND NO PROBLEMS WERE FOUND. |

| Activity Date | Activity Time | Activity Comments |
|---------------|---------------|---|
| 05/07/2009 | 18:51 | CUSTOMER STATE VEHICLE LOST ACCELERATION & GEAR WHILE DRIVING FELT LIKE IT WENT IN NEUTRAL & GEAR SHIFT DISPLAY FLASHING . CUSTOMER STOP & CYCLED KEY. CONCERN WHEN AWAY. I PERFORM GFF & FUNCTION TEST PLAN FOR FAULT P2723 SPORATIC FOR PRESSURE REGULATOR VALVE 5. NO FAULT EXIST AFTER TEST DRIVE. PLEASE HELF. THANK. |
| 05/07/2009 | 18:51 | ISSUE OPENED BY DEALERSHIP |
| 05/07/2009 | 19:01 | ADVISED TO TEST DRIVE THE VEHICLE OVER NIGHT AND NOTE IF THE FAULT RETURNS. IF IT DOES PLEASE RECORD ALL DSG MVBS AND ATTACH THEM TO THE CONTACT. UPDATE THE CONTACT AND CALL BACK. THANKS RAY |
| 05/07/2009 | 19:01 | CUSTOMER COMMENTS: CUSTOMER STATE VEHICLE LOST ACCELERATION & GEAR WHILE DRIVING FELT LIKE IT WENT IN NEUTRAL & GEAR SHIFT DISPLAY FLASHING . CUSTOMER STOP & CYCLED KEY. CONCERN WHEN AWAY. I PERFORM GFF & FUNCTION TEST PLAN FOR FAULT P2723 SPORATIC FOR PRESSURE REGULATOR VALVE 5. NO FAULT EXIST AFTER TEST DRIVE. PLEASE HELF. THANK. |
| 05/07/2009 | 19:01 | WORKSHOP FINDINGS: P2723 SET. DEALER PERFORMED THE TEST PLAN FOR THE FAULT AND NO PROBLEMS WERE FOUND. |
| 05/12/2009 | 14:17 | ADVISED TECH TO GET MVB 64 ATTACHED TO THE CONTACT. IT WOULD BE GOOD IF YOU CAN GET ALL THE REQUIRED MVBS THAT ARE REQUESTED FOR THE CONTACT. THANKS |
| 05/12/2009 | 14:55 | DEALER HAS TEST DROVE THE VEHICLE FOR 126 MILES WITH NO DUPLICATION. MVB 64 1) 0 2) 0. ADVISED TO RELEASE THE VEHICLE TO THE CUSTOMER AT THIS TIME. IF THE VEHICLE RETURNS WITH P2723 THE MECHATRONICS UNIT SHOULD BE REPLACED. THANKS RAY |
| 05/20/2009 | 13:53 | REPLACE MECHANTRONIC PER REGION AUDI SERVICE MANAGEMENT. |
| 05/20/2009 | 13:54 | REPLACE MECHANTRONIC PER REGION AUDI SERVICE MANAGEMENT. |

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| 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 |
|----------------|-------|------------|------------------------|-----------------|---------------|------------|--------------------|
| 451542 | A3 | 2008 | WAUNF78PX8A [REDACTED] | 14097 | 3735 | 05/11/2009 | USA |

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| Workshop Finding |
| n/a |

| Activity Date | Activity Time | Activity Comments |
|---------------|---------------|---|
| 05/11/2009 | 17:53 | CUSTOMER STATES VECHICLE LURCHES WHEN GOING FORWARD OR REVERSE,FEELS UNSAFE |
| 05/11/2009 | 17:53 | ISSUE OPENED BY DEALERSHIP |
| 05/11/2009 | 17:58 | ADVISED TO REPLACE THE MECHATRONICS. AUTH # 967. THANKS RAY |
| 05/11/2009 | 17:58 | CUSTOMER COMMENTS: CUSTOMER STATES VECHICLE LURCHES WHEN GOING FORWARD OR REVERSE,FEELS UNSAFE |
| 05/28/2009 | 11:24 | INSTALLED MECHATRONICS UNIT PER SHOP MANUAL CHECKED FLUID LEVEL/INSTALLATION.(OKAY) VEHICLE NOW JERKS/SHIFTING VERY ROUGH WHEN DRIVING AT ANY SPEED. |
| 05/28/2009 | 15:24 | THE BRAKE LIGHT SWITCH SIGNAL IS GETTING TO THE TCM. PUT A 2X4 OR OTHER LIKE OBSTRUCTION 2 FEET IN FRONT THE FRONT WHEELS. PUT THE CAR IN DRIVE AND LET THE CAR CLIMB OVER THEM WITH OUT ANY THROTTLE INPUT. IF THE SHUDDER IS WORSE OVER THE 2X4S REPLACE THE CLUTCH PACK. |
| 06/01/2009 | 15:14 | THE SHUDDER WAS BETTER. PLEASE ATTACH THE REQUESTED MVB AND UPDATE THE TICKET WITH THE CORRECT SERIAL NUMBER. |
| 06/01/2009 | 19:33 | VALVE BLOCK ATTACHED....TRANS SERIAL NUMBER 02E301103. |
| 06/01/2009 | 19:34 | VALVE BLOCK ATTACHED....TRANS SERIAL NUMBER 02E301103. |
| 06/01/2009 | 19:38 | TRANS VECHICLE SERIAL 02E301103... MVB ATTACHED. |
| 06/02/2009 | 15:42 | PLEASE UPDATE THE TAC TICKET WITH THE CORRECT SERIAL NUMBER. |
| 06/02/2009 | 16:14 | TRANS SERIAL NUMBER KCZ 26 09 07 1409 00 066. |
| 06/02/2009 | 16:18 | PLEASE REPLACE THE MECHATRONICS UNIT. DSG 01011 |
| 06/26/2009 | 14:57 | INSTALLED MECHA UNIT PER SHOP MANUAL... ALL FUNCTION OKAY PER TEST DRIVE. |

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| 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 |
|----------------|-------|------------|------------------------|-----------------|---------------|------------|--------------------|
| 452684 | A3 | 2008 | WAUHF78P28A [REDACTED] | 9667 | 3735 | 05/13/2009 | USA |

Workshop Finding

THE CONCERN HAPPENS UNDER LIGHT THROTTLE. THE CONCERN HAS BEEN DUPLICATED. NO FAULTS STORED IN THE ENGINE OR TRANSMISSION. THE CONCERN DOES NOT HAPPEN IN NEUTRAL.

| Activity Date | Activity Time | Activity Comments |
|---------------|---------------|---|
| 05/13/2009 | 16:15 | CUSTOMER STATES VEHICLE FEELS LIKE ITS GOING TO STALL AT STOP, ROAD TEST VEHICLE, NOTICED WHEN MOVING FROM STOP POSTION WITH LIGHT THROTTLE VEHICLE FLUCTUATES RPM 900-1300RPM UP AND DOWN, IF ACCELATING MORE DOES NOT HAPPEN |
| 05/13/2009 | 16:15 | ISSUE OPENED BY DEALERSHIP |
| 05/13/2009 | 16:27 | ADVISED TECH TO PERFORM THE ADAPTATION DRIVE FROM GFF AND RECHECK THE CONCERN. IF STILL PRESENT ADVISED TECH TO PUT A 2X4 OR OTHER LIKE OBSTRUCTION 2 FEET IN FRONT THE FRONT WHEELS. PUT THE CAR IN DRIVE AND LET THE CAR CLIMB OVER THEM WITH OUT ANY THROTTLE INPUT. IF THE SHUDDER IS WORSE OVER THE 2X4S REPLACE THE CLUTCH PACK. THANKS |
| 05/13/2009 | 16:27 | CUSTOMER COMMENTS: CUSTOMER STATES VEHICLE FEELS LIKE ITS GOING TO STALL AT STOP, ROAD TEST VEHICLE, NOTICED WHEN MOVING FROM STOP POSTION WITH LIGHT THROTTLE VEHICLE FLUCTUATES RPM 900-1300RPM UP AND DOWN, IF ACCELATING MORE DOES NOT HAPPEN |
| 05/13/2009 | 16:27 | WORKSHOP FINDINGS: THE CONCERN HAPPENS UNDER LIGHT THROTTLE. THE CONCERN HAS BEEN DUPLICATED. NO FAULTS STORED IN THE ENGINE OR TRANSMISSION. THE CONCERN DOES NOT HAPPEN IN NEUTRAL. |
| 05/14/2009 | 09:01 | PREFROMED GFF, DSG BASIC SETTINGS, AFTER ADAPATATION, PEROFMED ROAD TEST, STILL HAVE THE SAME SURGING, PERFORMED THE 2X4 2FEET IN FRONT, VEHICLE DID NOT SURGE OR SHUDDER, RPMS WERE STEADY, NOTHIHG HAPPENS |
| 05/14/2009 | 09:07 | PLEASE HAVE THE VEHICLE GO OVER THE OBSTRUCTION AND DETERMINE IF THE SHUDDER IS WORSE, THE SAME OR LESS. ATTACH THE REQUESTED MVB AND FILL OUT THE TRANSMISSION WORKSHEET WITH THE CORRECT SERIAL NUMBER. |
| 05/14/2009 | 09:52 | ATTACHED ARE GFF MVB, SERIAL NUMBER IS KNC 06.12.07 (14 19.59 1431), PEROMED THE 2X4 DRIVER, VEHICLE DROVE OVER IT WITHOUT SHUDDERING |
| 05/14/2009 | 09:54 | PEROFMED MVB |
| 05/14/2009 | 10:04 | ADVISED TECH TO GET THE MVB 3 FIELD 3 AT IDLE AT OPERATING TEMP WITH NO LOADS ON SHOULD BE LESS THAN 2%. IF NOT ADVISED TECH TO CLEAN AND READAPT THE THROTTLE BODY AND RECHECK THE CONCERN. THANKS |
| 05/14/2009 | 10:19 | THE THROTTLE IN PARK, ALL ACC. OFF AND OPERATING TEMP. IS 2.4%. PLEASE PLEASE CLEAN AND ADAPT THE THROTTLE BODY. |
| 05/14/2009 | 14:04 | CLEANED AND ADAPTED THROTTLE BODY, STILL HAVE THE SAME ISSUE, THROTTLE ANGLE IS 2.0 % |
| 05/14/2009 | 14:13 | SERIAL NUMBER: 14 19 59 1431. PLEASE REPLACE THE MECHATRONICS UNIT. DSG 00976 |
| 07/31/2009 | 10:13 | REPLACED MECHATRONICS UNIT, VEHICLE OPERATES TO SPECS NOW |
| 07/31/2009 | 11:57 | ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED |
| 07/31/2009 | 11:57 | ISSUE UPDATED |

Consultant's Closing Comments

THE TECHNICIAN REPLACED THE MECHATRONICS UNIT.

| VW File Number | Model | Model Year | VIN | Vehicle Mileage | TREAD Part ID | Open Date | Sale Order Country |
|----------------|-------|------------|------------------------|-----------------|---------------|------------|--------------------|
| 452948 | A3 | 2008 | WAUNF78P58A [REDACTED] | 25436 | 3735 | 05/14/2009 | USA |

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| Workshop Finding |
| NO DTCS. THE TECHNICIAN HAS VERIFIED THE CONCERN IS FORWARD 1ST GEAR. |

| Activity Date | Activity Time | Activity Comments |
|---------------|---------------|--|
| 05/14/2009 | 11:05 | CUSTOMER STATES TRANSMISSION IS EXTREMELY JERKY WHEN TAKING OFF FROM A STOP OR BACKING UP. I WAS ABLE TO DUPLICATE THIS ONLY AFTER DRIVING FOR 20 MINUTES. TRANS JERKS HARD UNDER LIGHT OR HEAVY THROTTLE APPLICATION. ONLY OCCURS IN 1ST GEAR. ONCE IT SHIFTS TO 2ND, SYMPTOM IS GONE. GFF SHOWS NO RELATED FAULTS. |
| 05/14/2009 | 11:05 | ISSUE OPENED BY DEALERSHIP |
| 05/14/2009 | 11:17 | CUSTOMER COMMENTS: CUSTOMER STATES TRANSMISSION IS EXTREMELY JERKY WHEN TAKING OFF FROM A STOP OR BACKING UP. I WAS ABLE TO DUPLICATE THIS ONLY AFTER DRIVING FOR 20 MINUTES. TRANS JERKS HARD UNDER LIGHT OR HEAVY THROTTLE APPLICATION. ONLY OCCURS IN 1ST GEAR. ONCE IT SHIFTS TO 2ND, SYMPTOM IS GONE. GFF SHOWS NO RELATED FAULTS. |
| 05/14/2009 | 11:17 | PLEASE FILL OUT THE TRANSMISSION WORKSHEET WITH THE CORRECT SERIAL NUMBER. PLACE AN OBSTRUCTION (2X4) A FEW FEET IN FRONT OF THE VEHICLE AND ALLOW THE VEHICLE TO GO OVER THE OBSTRUCTION WITHOUT PRESSING THE PEDAL. UPDATE THE TICKET WITH THE RESULTS OF SHUDDER IS WORSE, SAME OR LESS. |
| 05/14/2009 | 11:17 | WORKSHOP FINDINGS: NO DTCS. THE TECHNICIAN HAS VERIFIED THE CONCERN IS FORWARD 1ST GEAR. |
| 05/14/2009 | 12:06 | KCZ 15 06 07 14 05 51 0320 PLACED 2X4 IN FRONT OF VEHICLE AND NO THROTTLE APPLICATION. IF CLOSE ENOUGH NOT TO HAVE GAINED ENOUGH MOMENTUM, WILL NOT GO OVER 2X4. WILL SLIP/DISENGAGE AND ROLL BACKWARD THEN WILL REENGAGE. NO REAL SHUTTERING OR JERKING. IF A FEW FEET IN FRONT, WILL JUST ROLL OVER 2X4. REVERSE SEEMS TO HAVE HARSH/PROLONGED ENGAGEMENT BUT NOT JERKING. |
| 05/14/2009 | 12:09 | ADVISED TO REPLACE THE MECHATRONICS UNIT. AUTH # 975. THANKS RAY |
| 06/11/2009 | 08:12 | FINALLY RECEIVED MECHATRONICS - WAS ON BACKORDER. REPLACED MECHATRONICS, PERFORMED BASIC SETTINGS, PERFORMED ROAD ADAPTATION. TRANS IS WORKING CORRECTLY NOW. THANKS FOR THE HELP. |

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| 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 |
|----------------|-------|------------|------------------------|-----------------|---------------|------------|--------------------|
| 453090 | TT | 2008 | TRUMF38J781 [REDACTED] | 12985 | 3735 | 05/14/2009 | USA |

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| Workshop Finding |
| NO DTCS. THE FLUID LEVEL/CONDITION ARE GOOD. THE FLUID IS TAN. |

| Activity Date | Activity Time | Activity Comments |
|---------------|---------------|--|
| 05/14/2009 | 13:44 | CUSTOMER STATES VEHICLE LURCHES ON LIGHT ACCELERATION FROM STOP, ALSO ON THE 1ST GEAR DOWNSHIFT. I HAVE VERIFIED THESE COMPLAINTS ON A ROAD TEST. ALSO THERE IS A HARSH 2\3 SHIFT WHEN YOU ACCELERATE LIGHTLY |
| 05/14/2009 | 13:44 | ISSUE OPENED BY DEALERSHIP |
| 05/14/2009 | 13:52 | CUSTOMER COMMENTS: CUSTOMER STATES VEHICLE LURCHES ON LIGHT ACCELERATION FROM STOP, ALSO ON THE 1ST GEAR DOWNSHIFT. I HAVE VERIFIED THESE COMPLAINTS ON A ROAD TEST. ALSO THERE IS A HARSH 2\3 SHIFT WHEN YOU ACCELERATE LIGHTLY |
| 05/14/2009 | 13:52 | PLEASE ATTACH A COMPLETE GFF LOG. FILL OUT THE TRANSMISSION WORKSHEET WITH THE CORRECT SERIAL NUMBER. |
| 05/14/2009 | 13:52 | WORKSHOP FINDINGS: NO DTCS. THE FLUID LEVEL/CONDITION ARE GOOD. THE FLUID IS TAN. |
| 05/14/2009 | 14:06 | TRANMISSION SERIAL NUMBER IS KCZ 0207071419591321 |
| 05/14/2009 | 14:19 | THE ADAPATION DRIVE WAS PERFORMED. RED ORDER TO VIN AND REPLACE THE MECHATRONICS UNIT. CHECK THE NEW PART AGAINST THE OLD LOOKING CLOSELY AT THE PINS IN THE CONNECTOR HOUSING. PERFORM THE DSG BASIC SETTINGS AND RECHECK FOR PROPER OPERATION DSG AUTHORIZATION #977 |
| 05/20/2009 | 10:32 | ORDERED MECHATRONICS UNIT RED ORDER.. STILL WAITING |
| 08/12/2009 | 15:42 | CLOSE- DONE |

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| 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 |
|----------------|-------|------------|------------------------|-----------------|---------------|------------|--------------------|
| 453164 | A3 | 2008 | WAUNF78P08A [REDACTED] | 25896 | 3885 | 05/14/2009 | USA |

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| Workshop Finding |
| THE CONCERN IS WITH THE TRANSMISSION SURGING AFTER GETTING TO OPERATING TEMP. THE CONCERN IS WITH FIRST GEAR AND IS LIKE A CLUTCH IS BEING DEPRESSED AND RELEASED WHILE TAKING OFF (ROOKIE DRIVER). THE FLUID WAS FULL AND CLEAN. NO FAULTS STORED. |

| Activity Date | Activity Time | Activity Comments |
|---------------|---------------|--|
| 05/14/2009 | 14:48 | CUSTOMER STATES THE BRAKE PEDAL STAYS DOWN AFTER BRAKING & RELEASING PEDAL. VERIFIED CUSTOMERS COMPLAINT, ROADTESTED VEHICLE AND I FOUND THAT PROBLEM IS COMING TO A STOP, THEN SLIGHTLY WHEN TAKING OFF RPMS GOES TO 1200 RPMS FEELS LIKE ENGAGES AND DISENGAGES AND SEE RPMS FLUCTUATING FROM 1200 TO 1400 RPMS IN FIRST GEAR, BUT WHEN ENGAGING IN SECOND GEAR VEHICLE OPERATES NORMALLY. SCANNED VEHICLE NO FAULTS FOUND, AND ALSO CHECKED FLUID LEVEL OK |
| 05/14/2009 | 14:48 | ISSUE OPENED BY DEALERSHIP |
| 05/14/2009 | 16:34 | CUSTOMER COMMENTS: CUSTOMER STATES THE BRAKE PEDAL STAYS DOWN AFTER BRAKING & RELEASING PEDAL. VERIFIED CUSTOMERS COMPLAINT, ROADTESTED VEHICLE AND I FOUND THAT PROBLEM IS COMING TO A STOP, THEN SLIGHTLY WHEN TAKING OFF RPMS GOES TO 1200 RPMS FEELS LIKE ENGAGES AND DISENGAGES AND SEE RPMS FLUCTUATING FROM 1200 TO 1400 RPMS IN FIRST GEAR, BUT WHEN ENGAGING IN SECOND GEAR VEHICLE OPERATES NORMALLY. SCANNED VEHICLE NO FAULTS FOUND, AND ALSO CHECKED FLUID LEVEL OK |
| 05/14/2009 | 16:34 | RED ORDER TO VIN AND REPLACE THE MECHATRONICS UNIT. CHECK THE NEW PART AGAINST THE OLD LOOKING CLOSELY AT THE PINS IN THE CONNECTOR HOUSING. PERFORM THE DSG BASIC SETTINGS AND RECHECK FOR PROPER OPERATION DSG AUTHORIZATION #978 |
| 05/14/2009 | 16:34 | WORKSHOP FINDINGS: THE CONCERN IS WITH THE TRANSMISSION SURGING AFTER GETTING TO OPERATING TEMP. THE CONCERN IS WITH FIRST GEAR AND IS LIKE A CLUTCH IS BEING DEPRESSED AND RELEASED WHILE TAKING OFF (ROOKIE DRIVER). THE FLUID WAS FULL AND CLEAN. NO FAULTS STORED. |

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| 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 |
|----------------|-------|------------|------------------------|-----------------|---------------|------------|--------------------|
| 454119 | A3 | 2008 | WAUNF78P88A [REDACTED] | 8032 | 3735 | 05/18/2009 | USA |

Workshop Finding

THE TRANSMISSION WILL NOT SET BASIC SETTING.

| Activity Date | Activity Time | Activity Comments |
|---------------|---------------|--|
| 05/18/2009 | 13:22 | C/S FEELS THERE IS A ISSUE AT SLOW START OR FROM STOP CAR LURCHES AND RPMS GO UP. I CHECKED THE FLUID LEVEL. INITIALLY WAS 1 AND HALF LITRES LOW. FILLED LEVEL. THEN CHECKED AGAIN. I ROAD TESTED AGAIN AND FELT THE CONCERN IMMEDIATELY WITH THE CUSTOMER PRESENT. I TRIED READPATING THE TRANS THROUGH GFF AND THE CONCERN WAS STILL PRESENT. THEN I TRIED THE VSD ADAPTATION THAT I RECIEVED FROM A PREVIOUS TAC WITH A SIMILIAR CONCERN AND STILL, THE CONDITION HAS NOT CHANGED. I DID NOT SEE ANY TSB'S RELATING TO THIS CONCERN. ANY SUGGESTIONS WOULD BE VERY HELPFUL. THANNKS FRANK BURBEE |
| 05/18/2009 | 13:22 | ISSUE OPENED BY DEALERSHIP |
| 05/18/2009 | 13:31 | ATTACHED VSD LOG. |
| 05/18/2009 | 13:42 | CUSTOMER COMMENTS: C/S FEELS THERE IS A ISSUE AT SLOW START OR FROM STOP CAR LURCHES AND RPMS GO UP. I CHECKED THE FLUID LEVEL. INITIALLY WAS 1 AND HALF LITRES LOW. FILLED LEVEL. THEN CHECKED AGAIN. I ROAD TESTED AGAIN AND FELT THE CONCERN IMMEDIATELY WITH THE CUSTOMER PRESENT. I TRIED READPATING THE TRANS THROUGH GFF AND THE CONCERN WAS STILL PRESENT. THEN I TRIED THE VSD ADAPTATION THAT I RECIEVED FROM A PREVIOUS TAC WITH A SIMILIAR CONCERN AND STILL, THE CONDITION HAS NOT CHANGED. I DID NOT SEE ANY TSB'S RELATING TO THIS CONCERN. ANY SUGGESTIONS WOULD BE VERY HELPFUL. THANNKS FRANK BURBEE |
| 05/18/2009 | 13:42 | PLEASE PLACE AN OBSTRUCTION (2X4) IN FRONT OF THE WHEELS AND ALLOW THE VEHICLE TO GO OVER IT WITHOUT PRESSING THE ACCELERATOR. REPLY BACK ON THE TICKET IF THE VEHICLE SHUDDERS MORE, LESS OR THE SAME. |
| 05/18/2009 | 13:42 | WORKSHOP FINDINGS: THE TRANSMISSION WILL NOT SET BASIC SETTING. |
| 05/18/2009 | 13:53 | I BLOCKED THE FRONT WHEELS. IT FEELS LIKE THE TRANS SHUDDERS LESS.IT TRIES TO CLIMB OVER BUT DOE NOT. FRANK BURBEE |
| 05/18/2009 | 14:01 | ADVISED TO REPLACE THE MECHATRONICS. AUTH # 980. THANKS RAY |
| 06/01/2009 | 13:43 | REPLACED MECHATRONICS AND PERFORMED ADAPTIVE DRIVE PROCEDURE. CONFIRMED AFTER THE REPAIRS FIXED THIS CONCERN. CAR IS NOW OPERATING TO MANF. GUIDELINES. THANKS FOR YOUR HELP TACS. |

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 |
|----------------|-------|------------|------------------------|-----------------|---------------|------------|--------------------|
| 454234 | A3 | 2007 | WAUKD78P27A [REDACTED] | 25920 | 3735 | 05/18/2009 | USA |

| Workshop Finding |
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| n/a |

| Activity Date | Activity Time | Activity Comments |
|---------------|---------------|--|
| 05/18/2009 | 15:31 | CUSTOMER STATES VEHICLE JERKS RIGHT BEFORE COMING TO A STOP. TEST DRIVE VEHICLE TO DUPLICATE CUSTOMER CONCERN, DUPLICATE CONCERN WHILE COMING TO COMPLETE STOP. CK GFF. ONE FAULT IN TANS. GEAR SELECTOR LEVER-29076 U0404. RUN TEST PLAN IN GFF. TEST SHOWS J743 POSSIBLE FAULT, ALSO SHOWS E313 SELECTOR LEVER FAILED. RUN TEST IN TT MODE FAILED. TEST DRIVE VEHICLE AGAIN. DASH SHIFT DISPLAY INCORRECT. AT 32MPH SHOWS TRANS. IN 6TH GEAR. WAS ADVISED TO CONTACT TECHLINE. POSSIBLE J743? |
| 05/18/2009 | 15:31 | ISSUE OPENED BY DEALERSHIP |
| 05/18/2009 | 15:46 | ADVISED TO REPLACE THE MECHATRONICS UNIT. AUTH # 981. THANKS RAY ***PLEASE REATTACH THE GFF LOG*** |
| 05/18/2009 | 15:46 | CUSTOMER COMMENTS: CUSTOMER STATES VEHICLE JERKS RIGHT BEFORE COMING TO A STOP. TEST DRIVE VEHICLE TO DUPLICATE CUSTOMER CONCERN, DUPLICATE CONCERN WHILE COMING TO COMPLETE STOP. CK GFF. ONE FAULT IN TANS. GEAR SELECTOR LEVER-29076 U0404. RUN TEST PLAN IN GFF. TEST SHOWS J743 POSSIBLE FAULT, ALSO SHOWS E313 SELECTOR LEVER FAILED. RUN TEST IN TT MODE FAILED. TEST DRIVE VEHICLE AGAIN. DASH SHIFT DISPLAY INCORRECT. AT 32MPH SHOWS TRANS. IN 6TH GEAR. WAS ADVISED TO CONTACT TECHLINE. POSSIBLE J743? |
| 05/19/2009 | 12:12 | AS ADVISED RESENDING GFF FILE. THANKS |
| 05/19/2009 | 12:13 | AS ADVISED RESENDING GFF FILE. THANKS |

| 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 |
|----------------|-------|------------|------------------------|-----------------|---------------|------------|--------------------|
| 454508 | TT | 2008 | TRUDD38J981 [REDACTED] | 10165 | 3735 | 05/19/2009 | USA |

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| Workshop Finding |
| NO DTCS. THE FLUID LEVEL/CONDITION ARE GOOD. |

| Activity Date | Activity Time | Activity Comments |
|---------------|---------------|---|
| 05/19/2009 | 09:47 | CUST STATES TRANS JERKS HARSHLY WHEN PULLING OUT FROM A STOP, MAKES GRINDING NOISE WHEN IT OCCURS |
| 05/19/2009 | 09:47 | ISSUE OPENED BY DEALERSHIP |
| 05/19/2009 | 09:55 | CUSTOMER COMMENTS: CUST STATES TRANS JERKS HARSHLY WHEN PULLING OUT FROM A STOP, MAKES GRINDING NOISE WHEN IT OCCURS |
| 05/19/2009 | 09:55 | PLEASE ATTACH A COMPLETE GFF LOG. FILL OUT THE TRANSMISSION WORKSHEET WITH THE CORRECT SERIAL NUMBER. PLACE AN OBSTRUCTION (2X4) A FEW FEET IN FRONT OF THE VEHICLE AND ALLOW THE VEHICLE TO GO OVER THE OBSTRUCTION WITHOUT PRESSING THE ACCEL. PEDAL. UPDATE THE TICKET WITH THE RESULT OF THE SHUDDER BEING WORSE, THE SAME OR LESS. |
| 05/19/2009 | 09:55 | WORKSHOP FINDINGS: NO DTCS. THE FLUID LEVEL/CONDITION ARE GOOD. |
| 05/20/2009 | 09:45 | ATTACHED GFF LOG, REMOVED TRANS MOUNT AND GOT SERIAL NUMBER, KNL 1803081412320824, DROVER OVER 2X4 SEVERAL TIMES, VEHICLE ONLY SHUDDERS ON ACCELERATION, BUT FOUND WHEN SITTING AT IDLE IN DRIVER WITH FOOT ON THE BRAKE WHEN THE BRAKE PEDAL IS RELEASED THE VEHICLE HESITATES AND ALMOST STALLS |
| 05/20/2009 | 09:51 | ADVISED TO REPLACE THE MECHATRONICS. AUTH # 985. THANKS RAY |
| 07/06/2009 | 11:54 | REMOVED AND REPLACED MECHATRONIC UNIT, PERFORMED BASIC SETTINGS, OPRATION CHECK GOOD |

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| 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 |
|----------------|-------|------------|-------------|-----------------|---------------|------------|--------------------|
| 454971 | TT | 2008 | TRURD38J981 | 20430 | 3885 | 05/19/2009 | USA |

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| Workshop Finding |
| THE CLUNK CONCERN HAS BEEN DUPLICATED. NO FAULTS STORED. THE FLUID CONDITION IS OK BUT TO HOT TO CHECK THE LEVEL. NO LEAKS FOUND. |

| Activity Date | Activity Time | Activity Comments |
|---------------|---------------|---|
| 05/19/2009 | 17:26 | ISSUE OPENED BY DEALERSHIP |
| 05/19/2009 | 17:26 | TRANSMISSION WILL MAKE A SIGNIFICANT CLUNK WHEN COMING TO A STOP. ALSO WHEN FIRST SHIFTED TO DRIVE. CUSTOMER ALSO COMPLAINS OF A SHUDDER. |
| 05/19/2009 | 17:50 | CUSTOMER COMMENTS: TRANSMISSION WILL MAKE A SIGNIFICANT CLUNK WHEN COMING TO A STOP. ALSO WHEN FIRST SHIFTED TO DRIVE. CUSTOMER ALSO COMPLAINS OF A SHUDDER. |
| 05/19/2009 | 17:50 | MVB 3 FIELD 3 AT OPERATING TEMP WITH NO LOADS AT IDLE. VERIFY THE BRAKE LIGHT SWITCH IS WORKING FROM MVB 1 IN THE TCM. VERIFY THE TRANS FLUID IS FULL. AND PERFORM THE ADAPTATION DRIVE FROM GFF AND CALL BACK WITH FINDINGS ATTACHED. THANKS |
| 05/19/2009 | 17:50 | WORKSHOP FINDINGS: THE CLUNK CONCERN HAS BEEN DUPLICATED. NO FAULTS STORED. THE FLUID CONDITION IS OK BUT TO HOT TO CHECK THE LEVEL. NO LEAKS FOUND. |
| 05/20/2009 | 11:43 | MVB 3 FIELD 3 IS AT 1.6%. BRAKE LIGHT SWITCH APPEARS TO BE WORKING OK. TRANS FLUID IS FULL AND CONDITION IS OK. I PERFORMED THE ADAPTION DRIVE, WHICH IT PASSED BUT THE COMPLAINT DID NOT GO AWAY. I ATTACHED A NEW GFF. |
| 05/20/2009 | 11:46 | RED ORDER TO VIN AND REPLACE THE MECHATRONICS UNIT. CHECK THE NEW PART AGAINST THE OLD LOOKING CLOSELY AT THE PINS IN THE CONNECTOR HOUSING. PERFORM THE DSG BASIC SETTINGS AND RECHECK FOR PROPER OPERATION DSG AUTHORIZATION #986 |
| 06/12/2009 | 13:40 | I INSTALLED THE NEW MECHATRONICS UNIT. CODED CONTROL UNIT (WITH CODE 20) AND ATTEMPTED TO PERFORM BASIC SETTINGS. I NOW HAVE TWO FORWARD GEARS (1 & 2) AND REVERSE. THE ONLY FAULT THAT STORES IS THAT BASIC SETTING HAS NOT BEEN PERFORMED. |
| 06/12/2009 | 13:44 | PLEASE PERFORM THE BASIC SETTING PROCEDURE THAT WAS FAXED TO: 507-282-5424. |
| 06/12/2009 | 14:03 | I ATTEMPTED TO RUN BASIC SETTINGS THROUGH VSD. IT MADE IT THROUGH 61 AND 60. IT WOULD NOT RUN 62, STATING "FUNCTION CANCELLED. VALUE RANGE FAULTY" |
| 06/12/2009 | 14:09 | PLEASE ATTACH A NEW GFF LOG TO THE CONTACT. THANKS RAY |
| 06/12/2009 | 14:21 | I ATTACHED THE NEW GFF. |
| 06/12/2009 | 14:33 | PLEASE REPLACE THE MECHATRONICS DUE TO THE MECHATRONICS BEING MISS BUILT. DSG 01030 |
| 06/17/2009 | 10:22 | PLEASE RECODE THE MECHATRONICS TO A DIFFERENT CODING AND THEN BACK TO 0020. TRY TO SET BASIC SETTINGS AT THAT POINT. |
| 06/19/2009 | 10:33 | I MANUALLY CODED THE TRANS MODULE FROM 20 TO 1020 TO 20. TURNING THE IGNITION OFF BETWEEN CODINGS. I NOW HAVE ALL 6 GEARS AND I WAS ABLE TO PERFORM BASIC SETTINGS. TEST DRIVE WAS GOOD. SHOULD I SHIP? |
| 06/19/2009 | 10:40 | ADVISED TECH TO RELEASE THE VEHICLE. THANKS |

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| 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 |
|----------------|-------|------------|------------------------|-----------------|---------------|------------|--------------------|
| 455078 | A3 | 2008 | WAUNF78P98A [REDACTED] | 21136 | 3735 | 05/20/2009 | USA |

| Workshop Finding |
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| n/a |

| Activity Date | Activity Time | Activity Comments |
|---------------|---------------|---|
| 05/20/2009 | 09:20 | AFTER VEHICLE IS WARMED UP AND VEHICLE IS STOPPED, WHEN ACCELERATING VEHICLE BANGS INTO GEAR AND LURCHES FORWARD |
| 05/20/2009 | 09:20 | ISSUE OPENED BY DEALERSHIP |
| 05/20/2009 | 09:29 | ADVISED TO REPLACE THE MECHATRONICS UNIT. AUTH # 984. THANKS RAY |
| 05/20/2009 | 09:29 | CUSTOMER COMMENTS: AFTER VEHICLE IS WARMED UP AND VEHICLE IS STOPPED, WHEN ACCELERATING VEHICLE BANGS INTO GEAR AND LURCHES FORWARD |
| 06/11/2009 | 15:58 | MECHATRONICS UNIT FIXED VEHICLE THANKS |

| 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 |
|----------------|-------|------------|------------------------|-----------------|---------------|------------|--------------------|
| 455269 | A3 | 2009 | WAUHE78P79A [REDACTED] | 877 | 3490 | 05/20/2009 | USA |

Workshop Finding

NO FAULTS STORED. THE CONCERN HAS BEEN VERIFIED. MVB 64 =17 AND 24

| Activity Date | Activity Time | Activity Comments |
|---------------|---------------|--|
| 05/20/2009 | 12:30 | CUSTOMER STATES, WHILE DRIVING RPM'S SHOOT UP LIKE IF IN NEUTRAL AND PRNDL FLASHES. NO FAULTS PRESENT IN SYSTEM, POSSIBLE TRANS OIL TEMP/SPEED SENSOR |
| 05/20/2009 | 12:30 | ISSUE OPENED BY DEALERSHIP |
| 05/20/2009 | 12:37 | ADVISED TECH TO REPLACE THE SPEED/TEMP SENSOR AND VERIFY THE REPAIR. YOUR DSG AUTHO NUMBER IS 987 |
| 05/20/2009 | 12:37 | CUSTOMER COMMENTS: CUSTOMER STATES, WHILE DRIVING RPM'S SHOOT UP LIKE IF IN NEUTRAL AND PRNDL FLASHES. NO FAULTS PRESENT IN SYSTEM, POSSIBLE TRANS OIL TEMP/SPEED SENSOR |
| 05/20/2009 | 12:37 | WORKSHOP FINDINGS: NO FAULTS STORED. THE CONCERN HAS BEEN VERIFIED. MVB 64 =17 AND 24 |
| 05/20/2009 | 12:50 | MVB 64 |
| 06/29/2009 | 19:52 | REPLACED TRANS SENSOR, VEHICLE REPAIRED |
| 06/29/2009 | 21:27 | ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED |
| 06/29/2009 | 21:27 | ISSUE UPDATED |

Consultant's Closing Comments

THE TECHNICIAN REPLACED THE TRANSMISSION SPEED/TEMP SENSOR.

| VW File Number | Model | Model Year | VIN | Vehicle Mileage | TREAD Part ID | Open Date | Sale Order Country |
|----------------|-------|------------|------------------------|-----------------|---------------|------------|--------------------|
| 455370 | TT | 2008 | TRUAF38J781 [REDACTED] | 41681 | 3735 | 05/20/2009 | USA |

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| Workshop Finding |
| NO DTCS. THE FLUID LEVEL IS GOOD. THE FLUID IS BURNT. |

| Activity Date | Activity Time | Activity Comments |
|---------------|---------------|--|
| 05/20/2009 | 14:20 | CUST STATES WHEN COMING TO A STOP SLOWLY CAR WILL SHUTTER ROUGH AND FEELS LIKE IT WILL STALL.HAPPENS ON FLAT OR HILL ROADS. -TEST DROVE VEHICLE WAS ABLE TO DUPLICATE. NO FAULTS PRESENT. CHECKED FLUID LEVEL(OK),FLUID SMELLED BURNT. WHEN COMING TO A STOP VEHICLE WILL BANG INTO GEAR WHEN DECELERATING. THEN WHEN ACCELERATING SAME CONDITION WILL OCCUR. HAPPENS WHEN COMING TO A FULL STOP AND PARTIAL. CONDITION FEELS LIKE HILL ASSIST- BUT ALL THE TIME. |
| 05/20/2009 | 14:20 | ISSUE OPENED BY DEALERSHIP |
| 05/20/2009 | 15:53 | CUSTOMER COMMENTS: CUST STATES WHEN COMING TO A STOP SLOWLY CAR WILL SHUTTER ROUGH AND FEELS LIKE IT WILL STALL.HAPPENS ON FLAT OR HILL ROADS. -TEST DROVE VEHICLE WAS ABLE TO DUPLICATE. NO FAULTS PRESENT. CHECKED FLUID LEVEL(OK),FLUID SMELLED BURNT. WHEN COMING TO A STOP VEHICLE WILL BANG INTO GEAR WHEN DECELERATING. THEN WHEN ACCELERATING SAME CONDITION WILL OCCUR. HAPPENS WHEN COMING TO A FULL STOP AND PARTIAL. CONDITION FEELS LIKE HILL ASSIST- BUT ALL THE TIME. |
| 05/20/2009 | 15:53 | PLEASE REPLACE THE MECHATRONICS UNIT. DSG 00988 |
| 05/20/2009 | 15:53 | WORKSHOP FINDINGS: NO DTCS. THE FLUID LEVEL IS GOOD. THE FLUID IS BURNT. |
| 06/18/2009 | 12:44 | REPLACED MECHATRONICS AS INSTRUCTED AND VEHICLE IS OPERATING AS DESIGNED |

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| 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 |
|----------------|-------|------------|------------------------|-----------------|---------------|------------|--------------------|
| 455510 | A3 | 2009 | WAUKF78P79A [REDACTED] | 1581 | 3490 | 05/20/2009 | USA |

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| Workshop Finding |
| MVB 64 = THE CONCERN ON THE HIGHWAY HAS BEEN VERIFIED. NO FAULTS STORED IN THE TCM |

| Activity Date | Activity Time | Activity Comments |
|---------------|---------------|---|
| 05/20/2009 | 16:33 | CUSTOMER CONCERN IS VEHICLE SPORADICALLY REVS UP WITHOUT INPUT. SOMETIMES ON HIGHWAY, SOMETIMES AT IDLE. INSTRUMENT CLUSTER WILL SHOW PRESS BRAKE TO ENGAGE GEAR WHEN ALREADY IN GEAR. WHEN IN PARK SPORADIC DISPLAY PRESS BRAKE TO ENGAGE GEAR, EVEN WITH BRAKE PRESSED TRANS WILL NOT GO INTO GEAR. CAR TURNED OFF THEN BACK ON AGAIN, THEN CAR WILL GO INTO GEAR. |
| 05/20/2009 | 16:33 | ISSUE OPENED BY DEALERSHIP |
| 05/20/2009 | 16:44 | ADVISED TECH TO REPLACE THE SPEED/TEMP SENSOR. THIS IS ABOVE THE MECHATRONICS UNIT SO ORDER ANY PARTS NEEDED TO REMOVE. ADVISED THAT WE PUT THE CUSTOMER IN A LOANER VEHICLE. YOUR DSG AUTHO NUMBER IS 989 |
| 05/20/2009 | 16:44 | CUSTOMER COMMENTS: CUSTOMER CONCERN IS VEHICLE SPORADICALLY REVS UP WITHOUT INPUT. SOMETIMES ON HIGHWAY, SOMETIMES AT IDLE. INSTRUMENT CLUSTER WILL SHOW PRESS BRAKE TO ENGAGE GEAR WHEN ALREADY IN GEAR. WHEN IN PARK SPORADIC DISPLAY PRESS BRAKE TO ENGAGE GEAR, EVEN WITH BRAKE PRESSED TRANS WILL NOT GO INTO GEAR. CAR TURNED OFF THEN BACK ON AGAIN, THEN CAR WILL GO INTO GEAR. |
| 05/20/2009 | 16:44 | WORKSHOP FINDINGS: MVB 64 = THE CONCERN ON THE HIGHWAY HAS BEEN VERIFIED. NO FAULTS STORED IN THE TCM |
| 05/20/2009 | 16:45 | MVB 64= 38 AND 72 |
| 06/06/2009 | 11:05 | TEMP/SPEED SENSOR REPLACED, CUSTOMER CONCERN NO LONGER VERIFIED |
| 06/23/2009 | 09:48 | ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED |
| 06/23/2009 | 09:48 | ISSUE UPDATED |

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| Consultant's Closing Comments |
| THE TECHNICIAN REPLACED THE TEMP/SPEED SENSOR. |

| VW File Number | Model | Model Year | VIN | Vehicle Mileage | TREAD Part ID | Open Date | Sale Order Country |
|----------------|-------|------------|------------------------|-----------------|---------------|------------|--------------------|
| 457513 | A3 | 2009 | WAUHE78PX9A [REDACTED] | 2221 | 3735 | 05/26/2009 | USA |

| Workshop Finding |
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| n/a |

| Activity Date | Activity Time | Activity Comments |
|---------------|---------------|--|
| 05/26/2009 | 18:09 | CUSTOMER STATES TRANS WOULD NOT SHIFT AND ENGINE WOULDREV HIGH.. CUSTOMER SAID THIS HAS HAPPNED TWICE |
| 05/26/2009 | 18:09 | ISSUE OPENED BY DEALERSHIP |
| 05/26/2009 | 18:11 | MVB ATATCHED |
| 05/26/2009 | 18:36 | ADVISED TO VERIFY WITH THE CUSTOMER IF DRIVER INFO DISPLAY EVER STATED TO APPLY THE FOOT BRAKE. ALSO FIND OUT IF APPLY THE FOOT BRAKE RETURNS THE VEHICLE TO NORMAL OPERATION. IF SO REPLACE THE INPUT SPEED/TEMP SENSOR G182/G509. THANKS RAY |
| 05/26/2009 | 18:36 | CUSTOMER COMMENTS: CUSTOMER STATES TRANS WOULD NOT SHIFT AND ENGINE WOULDREV HIGH.. CUSTOMER SAID THIS HAS HAPPNED TWICE |
| 05/26/2009 | 18:46 | ADVISED TO REPLACE THE MECHATRONICS UNIT AND G182/G509. MVB 64 1) 24 2) 29. AUTH# 994. THANKS RAY |
| 06/03/2009 | 19:54 | REPLACED MECHATRONIC UNIT. SET BASIC SETTING. TEST DROVE. OK |

| 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 |
|----------------|-------|------------|------------------------|-----------------|---------------|------------|--------------------|
| 457976 | A3 | 2008 | WAUNE78P18A [REDACTED] | 7191 | 3735 | 05/27/2009 | USA |

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| Workshop Finding |
| n/a |

| Activity Date | Activity Time | Activity Comments |
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| 05/27/2009 | 15:10 | ISSUE OPENED BY DEALERSHIP |
| 05/27/2009 | 15:10 | WHEN WARMED UP FLARES FROM A STOP I CONFIRMED CAR CAN NOT TAKE OFF FROM A STOP SMOOTHLY WHEN WARMED UP |
| 05/28/2009 | 09:06 | ADVISED TO REPLACE THE MECHATRONICS UNIT AND REEVALUATE THE CONCERN. AUTH # 998. THANKS RAY |
| 05/28/2009 | 09:06 | CUSTOMER COMMENTS: WHEN WARMED UP FLARES FROM A STOP I CONFIRMED CAR CAN NOT TAKE OFF FROM A STOP SMOOTHLY WHEN WARMED UP |
| 06/23/2009 | 10:19 | WE RECIEVED THE MECHATRONIC CONTROLER AND INSTALLED IT PERFORM ADAPTION AND VERIFIED VEHICLE IS REPAIRED.THANK YOU. |

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| 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 |
|----------------|-------|------------|------------------------|-----------------|---------------|------------|--------------------|
| 458003 | A3 | 2009 | WAUHE78P19A [REDACTED] | 894 | 3490 | 05/27/2009 | USA |

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| Workshop Finding |
| n/a |

| Activity Date | Activity Time | Activity Comments |
|---------------|---------------|--|
| 05/27/2009 | 15:35 | CUSTOMER STATES WHILE DRIVING AT ANY SPEED IN ANY GEAR, THE VEHICLE WILL "FREE REV". ENGINE REVS UP HIGH, FEELS LIKE IT IS IN NEUTRAL. ALSO ONE TIME FROM A STOP, ENGINE REVVED UP BU THE TRANSMISSION DID NOT ENGAGGE. HAD TO TURN OFF CAR AND START CYCLE AGAIN. |
| 05/27/2009 | 15:35 | ISSUE OPENED BY DEALERSHIP |
| 05/27/2009 | 15:51 | ADVISED TECH TO REPLACE THE SPEED/TEMP SENSOR THAT IS ABOVE THE MECHATRONICS UNIT AND RESET ALL ADAPTATIONS. CLEAR THE FAULTS AND TEST DRIVE TO VERIFIY THE REPAIR. YOUR DSG AUTHO NUMBER IS 996 THANKS |
| 05/27/2009 | 15:51 | CUSTOMER COMMENTS: CUSTOMER STATES WHILE DRIVING AT ANY SPEED IN ANY GEAR, THE VEHICLE WILL "FREE REV". ENGINE REVS UP HIGH, FEELS LIKE IT IS IN NEUTRAL. ALSO ONE TIME FROM A STOP, ENGINE REVVED UP BU THE TRANSMISSION DID NOT ENGAGGE. HAD TO TURN OFF CAR AND START CYCLE AGAIN. |
| 06/01/2009 | 14:43 | PART # 02E 927 321 A WAS ORDERED 5/27 BUT IS COMING OUT OF GERMANY. ETA POSSIBLY NEXT WEEK. |
| 06/04/2009 | 16:34 | C.A. THE PARTS ARRIVED TODAY AND SHOULD BE TOGETHER BY TOMORROW. |
| 06/05/2009 | 18:05 | PARTS HAVE BEEN INSTALLED, I'M ATTACHING THE CURRENT READINGS AFTER TEST DRIVE ETC. EVERYTHING LOOK OK NOW? |
| 06/05/2009 | 18:18 | REVIEWED THE CONCERN WITH S/F BOB. INPUT SPEED/CLUTCH TEMP SENSOR REPLACED AND THE VEHICLE IS CURRENTLY OPERATING TO AUDI SPEC. PREVIOUSLY MVB 64 FIELD 1 WAS 38 AND FIELD 2 WAS 65. SINCE THE NEW SENSOR WAS INSTALLED THE NUMBERS HAVE NOT INCREASED. DEALER IS GOING TO RELEASE THE VEHICLE TO THE CUSTOMER AT THIS TIME. REGARDS RAY |
| 06/05/2009 | 18:24 | CLOSING CONTACT AT THIS TIME, THANKS. |
| 06/29/2009 | 12:59 | ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED |
| 06/29/2009 | 12:59 | ISSUE UPDATED |

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| Consultant's Closing Comments |
| THE TECHNICIAN REPLACED THE SPEED/TEMP SENSOR. |

| VW File Number | Model | Model Year | VIN | Vehicle Mileage | TREAD Part ID | Open Date | Sale Order Country |
|----------------|-------|------------|-------------|-----------------|---------------|------------|--------------------|
| 458104 | TT | 2008 | TRUMF38JX81 | 10038 | 3885 | 05/27/2009 | USA |

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| Workshop Finding |
| SEVERAL SHUDDERS ON ACCEL FROM A STOP. NO FAULTS STORED. FLUID LEVEL AND CONDITION IS GOOD. |

| Activity Date | Activity Time | Activity Comments |
|---------------|---------------|--|
| 05/27/2009 | 16:57 | <p>CUSTOMER CONCERN: VEHICLE STUTTERS A BIT WHEN TAKING OFF FROM DEAD STOP. IT DOESN'T HAPPEN AS MUCH FROM A ROLLING STOP. SOMETIMES FELT IN REVERSE AS WELL.</p> <p>WHENT ON A DRIVE WITH CUSTOMER. CUSTOMER DOES NOT USE LEFT FOOT TO BRAKE OR RESTS FOOT ON BRAKE PEDAL. TEST DROVE VEHICLE. FOUND STUTTERING HAPPENS AT LOW SPEEDS ONLY AFTER HAVING SAT FOR SOME TIME (AT STOP SIGN OR TRAFFIC LIGHT). ALSO NOTICED 1ST GEAR ENGAGEMENT TO BE HARSH, SIMILAR TO BEING HIT FROM BEHIND, ALSO WHEN DRIVING OFF FROM A STOP.</p> <p>NO CODES IN DTC MEMORY. TRANSMISSION FLUID LEVEL IS CORRECT; NO LEAKS FOUND. CONDITION OF FLUID OK. NO EVIDENCE OF DAMAGE TO ANY COMPONENTS TO VEHICLE UNDERSIDE, INCLUDING TRANS. OIL PAN. NO NOISES ASSOCIATED WITH CONCERN.</p> |
| 05/27/2009 | 16:57 | ISSUE OPENED BY DEALERSHIP |
| 05/27/2009 | 17:07 | RED ORDER TO VIN AND REPLACE THE MECHATRONICS UNIT. CHECK THE NEW PART AGAINST THE OLD LOOKING CLOSELY AT THE PINS IN THE CONNECTOR HOUSING. PERFORM THE DSG BASIC SETTINGS AND RECHECK FOR PROPER OPERATION DSG AUTHORIZATION #997 |
| 05/27/2009 | 17:07 | WORKSHOP FINDINGS: SEVERAL SHUDDERS ON ACCEL FROM A STOP. NO FAULTS STORED. FLUID LEVEL AND CONDITION IS GOOD. |
| 07/08/2009 | 15:04 | REMOVED AND REPLACED MECHATRONIC CONTROL MODULE. REPLACED PAN GASKET AND FLUID. PERFORMED BASIC SETTINGS AND ADAPTATION DRIVE. TRANSMISSION PERFORMING AS DESIGNED AFTER REPAIRS. NO HESITATION OR STUTTERING AFTER REPAIRS. NO DTC'S STORED AFTER DRIVE. |
| 07/09/2009 | 09:58 | ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED |
| 07/09/2009 | 09:58 | ISSUE UPDATED |

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| Consultant's Closing Comments |
| THE TECHNICIAN REPLACED THE MECHATRONICS UNIT. |

| VW File Number | Model | Model Year | VIN | Vehicle Mileage | TREAD Part ID | Open Date | Sale Order Country |
|----------------|-------|------------|------------------------|-----------------|---------------|------------|--------------------|
| 458491 | A3 | 2008 | WAUHF78P38A [REDACTED] | 4699 | 3735 | 05/28/2009 | USA |

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| Workshop Finding |
| NO DTCS. THE FLUID LEVEL/CONDITION ARE GOOD. |

| Activity Date | Activity Time | Activity Comments |
|---------------|---------------|--|
| 05/28/2009 | 13:06 | ISSUE OPENED BY DEALERSHIP |
| 05/28/2009 | 13:06 | WHEN DRIVING THE 1-2 SHIFT IS HARSH AND HESITANT. WHEN DECLERATING IN 2ND GEAR THE CAR SURGES. FLUID LEVEL IS GOOD AND NO FAULTS. THE FAULTS IN THE GFF LOG WERE CAUSED BY DISCONNECTING THE BATTERY TO GET TO THE TRANS SERIAL NUMBER. |
| 05/28/2009 | 13:22 | CUSTOMER COMMENTS: WHEN DRIVING THE 1-2 SHIFT IS HARSH AND HESITANT. WHEN DECLERATING IN 2ND GEAR THE CAR SURGES. FLUID LEVEL IS GOOD AND NO FAULTS. THE FAULTS IN THE GFF LOG WERE CAUSED BY DISCONNECTING THE BATTERY TO GET TO THE TRANS SERIAL NUMBER. |
| 05/28/2009 | 13:22 | PLEASE REPLACE THE MECHATRONICS UNIT. DSG 1000 |
| 05/28/2009 | 13:22 | WORKSHOP FINDINGS: NO DTCS. THE FLUID LEVEL/CONDITION ARE GOOD. |
| 07/17/2009 | 11:16 | INSTALLED NEW CONTROL UNIT. DSG WORKING GOOD. |

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| 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 |
|----------------|-------|------------|------------------------|-----------------|---------------|------------|--------------------|
| 458826 | A3 | 2008 | WAUNF78P58A [REDACTED] | 21301 | 3735 | 05/29/2009 | USA |

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| Workshop Finding |
| n/a |

| Activity Date | Activity Time | Activity Comments |
|---------------|---------------|--|
| 05/29/2009 | 08:26 | FROM A STOP IT FEELS LIKE I DON'T KNOW HOW TO USE A CLUTCH |
| 05/29/2009 | 08:26 | ISSUE OPENED BY DEALERSHIP |
| 05/29/2009 | 08:43 | CUSTOMER COMMENTS: FROM A STOP IT FEELS LIKE I DON'T KNOW HOW TO USE A CLUTCH |
| 05/29/2009 | 08:43 | PLEASE ATTACH THE REQUESTED MVB. UPDATE THE TICKET WITH THE CORRECT SERIAL NUMBER. |
| 05/29/2009 | 08:59 | MVB'S |
| 06/01/2009 | 09:59 | PLEASE UPDATE THE TICKET WITH THE SERIAL NUMBER AND THEN CALL BACK FOR AN AUTHORIZATION NUMBER TO REPLACE THE MECHATRONICS UNIT. |
| 06/11/2009 | 08:23 | 1C 19321489 KCZ 091007 02E 301 103 |
| 06/11/2009 | 08:37 | PLEASE REPLACE THE MECHATRONICS UNIT. DSG 01024 |
| 06/11/2009 | 17:05 | I AM HAVING TROUBLE SETING ADAPTIONS |
| 06/12/2009 | 09:39 | ADVISED TECH TO USE THE MANUAL ADAPTATION PROCEDURE THAT YOU HAVE FOR THE DSG AND SEE IF THE ADAPTATION WILL NOW SET. THANKS |
| 06/12/2009 | 13:05 | THAT WORKED VERY GOOD, MY TECH WAS BEAMING |

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| 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 |
|----------------|-------|------------|------------------------|-----------------|---------------|------------|--------------------|
| 459245 | A3 | 2008 | WAUHF78P68A [REDACTED] | 6807 | 3735 | 05/29/2009 | USA |

| Workshop Finding |
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| n/a |

| Activity Date | Activity Time | Activity Comments |
|---------------|---------------|--|
| 05/29/2009 | 17:22 | ISSUE OPENED BY DEALERSHIP |
| 05/29/2009 | 17:22 | MANAGER DROVE THE VEHICLE WITH THE COSTOMER. HE SAYS THAT IT FEELS LIKE A STICK SHIFT CAR WHEN SOMEONE DOESNT KNOW HOW TO DRIVE STICK. I DROVE THE VEHICLE AND I DIDNT EXPERIANCE THAT BUT IT DOES FEEL LIKE IT DOESNT KNOW WHAT GEAR TO ENGAGE. |
| 05/29/2009 | 17:30 | ADVISED TO REPLACE THE MECHATRONICS. AUTH # 1003. THANKS RAY **PLEASE GET THE TRANSMISSION SERIAL NUMBER AND TYPE IT IN THE CONTACT, ALSO RECORD ALL TCM MVBS AND ATTACH TO THE CONTACT** |
| 05/29/2009 | 17:30 | CUSTOMER COMMENTS: MANAGER DROVE THE VEHICLE WITH THE COSTOMER. HE SAYS THAT IT FEELS LIKE A STICK SHIFT CAR WHEN SOMEONE DOESNT KNOW HOW TO DRIVE STICK. I DROVE THE VEHICLE AND I DIDNT EXPERIANCE THAT BUT IT DOES FEEL LIKE IT DOESNT KNOW WHAT GEAR TO ENGAGE. |
| 06/11/2009 | 11:02 | PLEASE ATTACH A NEW GFF LOG. IT WILL BE NECESSARY TO COMAPRE THE OLD HARDWARE, SOFTWARE PART NUMBERS AND SOFTWARE VERSION TO THE NEW HARDWARE, SOFTWARE PART NUMBERS AND SOFTWARE VERSION. THANKS RAY |
| 06/11/2009 | 11:24 | THIS IS THE NEW GFF LOG |
| 06/11/2009 | 11:41 | WITH THE VAS SCAN TOOL SELECT ?VEHICLE SELF DIAGNOSIS? TO PERFORM BASIC SETTINGS PREREQUISITES: DETERMINE THE SOFTWARE LEVEL BY SELECTING 02 (TRANSMISSION ELECTRONICS) MEASURING VALUE BLOCK 48 (EXAMPLE C08R1 OR C09). TRANSMISSION OIL TEMPERATURE MUST BE ABOVE 30 DEGREES CELSIUS BUT LES THAN 100 DEGREES CELSIUS CHECK THIS IN MVB 19 FIELD 1. SELECTOR LEVER MUST BE IN THE ?P? POSITION ENGINE RUNNING FOR A MINIMUM OF 60 SECONDS FOOTBRAKE PRESSED DURING THE ENTIRE PROCEDURE GAS PEDAL NOT PRESSED DURING THE ENTIRE PROCEDURE CARRY OUT THE FOLLOWING PROCEDURE IN THE EXACT ORDER AS DESCRIBE! 1. ADAPTATION OF SHIFT FORK DISTANCE IN THE TCM SELECT BASIC SETTINGS 61 AND CONFIRM WITH ?Q? NOTE: THERE WILL BE CLICKING NOISES DURING THE ADAPTATION THIS NOISE IS NORMAL. WHEN THE ADAPTATION IS COMPLETE THE SCREEN WILL DISPLAY 2. ADAPTATION OF SYNCHRONOUS POINTS BASIC SETTINGS 60 AND CONFIRM WITH ?Q? NOTE: THERE WILL BE CLICKING NOISES DURING THE ADAPTATION THIS NOISE IS NORMAL. IF THERE IS A DAMAGED SYNCHRONIZER THE ENGINE MAY STALL OR YOU WILL HEAR GRINDING NOISES LIKE A MANUAL TRANSMISSION WITH DEFECTIVE SYNCHRONIZERS. THIS IS BECAUSE BOTH CLUTCHES ARE SLIGHTLY ENGAGED SO THEY CAN TRANSIT TORQUE. THE MECHATRONICS UNIT FINDS THE KISSING POINT OF THE SYNCHRONIZATION WHEN THE RPM GOES DOWN. SO, IF THE SYNCHRONIZER IS BURNED IT WILL BITE INTO THE CONE OF THE GEAR AND CAUSE THE ENGINE TO STALL. WHEN THIS ADAPTATION IS COMPLETE THE SCREEN WILL DISPLAY 3. CLUTCH ADAPTATION SAFETY FUNCTION OF THE CLUTCHES, MAIN PRESSURE 3.1 SOFTWARE C08 AND EARLIER ADAPTATION OF CLUTCHES. SELECT BASIC SETTINGS 62 AND CONFIRM WITH ?Q? WHEN THIS ADAPTATION IS COMPLETE THE SCREEN WILL DISPLAY NOTE: IF FIELD 4 VALUE SHOULD BE HIGHER THAN 225 MA, IF NOT THE PROCEDURE MUST BE REPEATED. 3.2 SOFTWARE C09 AND LATER. SET ONE DEFAULT VALUE AND START QUICK ADAPTATION. THE ADAPTATION OF THE CLUTCHES IS NOT NECESSARY WITH THE VEHICLE STANDING STILL, THE QUICK ADAPTATION IS PERFORMED VIA SELECTION OF BASIC SETTINGS 67 SELECT BASIC SETTINGS 067 AND CONFIRM WITH ?Q? 3.3 ADAPTATION OF MAIN PRESSURE SELECT BASIC SETTINGS 065 AND CONFIRM WITH ?Q? 4. CONFIGURATION ADAPTATION THE TCM COMMUNICATES WITH THE POWER TRAIN CAN-BUS AND SAVES THE DATA WITH THESE ?COMMUNICATION PARTNERS? SELECT BASIC SETTINGS 69 AND CONFIRM WITH Q 5. TEST DRIVE DTC MEMORY: TO PERFORM THIS PROCEDURE CORRECTLY THE DTC MEMORY MUST NOW BE ERASED OR THE BASIC SETTINGS MAY NOT BE SECURED. FINAL ROAD TEST 1. TRANSMISSION TEMPERATURE GREATER THAN 30?C AND LESS THAN 100?C 2. DRIVE IN TIPTRONIC MODE FROM A STANDING START TO 6TH GEAR. DRIE IN GEAR 3 OR 5 FOR |

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| | | APPROX. 5 MINUTES. DRIVE IN GEARS 4 OR 6 FOR APPROXIMATELY 5 MINUTES. SPEED RANGE FOR ALL GEARS APPROX. 1200 ? 3500 RPM. ATTEMPT TO CHANGE GEARS AS MUCH AS POSSIBLE (FOR MEASUREMENT OF CLUTCHES). IN ?D? ONE TIME (WHEN SAFE TO PERFORM) APPLY THE BRAKES VERY HARD AND THEN ACCELERATE WITH WIDE OPEN THROTTLE. 3. IF A ROAD TEST IS NOT POSIABLE IN THE SUGGESTED FORM AND WITHIN THE REQUIRED TIME, THE FAST ADAPTATIONS WILL BE PERFORMED AUTOMATICALLY WITHOUT NOTICE WHILE THE CUSTOMER IS DRIVING. ALWAYS RECHECK FOR FAULTS BEFORE THE CUSTOMER RECEIVES THE VEHICLE AND IF THERE ARE STILL FAULTS IN THE TCM DO NOT RELEASE THE VEHICLE WITH ADDRESSING THEM 1ST. NOTE: IF THE ADAPTATION IS NOT RUNNING AS DESCRIBED ABOVE OR YOU ARE HAVING TROUBLE TO REACH THE NECESSARY VALUES PERFORM THE FOLLOWING. 1. MAKE A RESET OF THE TCM BY DISCONNECTING THE HARNESS FROM OF THE TRANSMISSION AND WAIT 30 SECONDS THEN RECONNECT IT. 2. CHECK FAULT MEMORY AND ERASE. 3. REPEAT THE COMPLETE PROCEDURE AS DESCRIBED ABOVE. |
| 06/11/2009 | 13:25 | PERFORMED THE BASIC SETTINGS STEP BY STEP LIKR DISCRIBED BELOW VEHICLE IS NOW SHIFTING OUT OF 2ND GEAR AND IS SHIFTING THREW ALL THE GEARS LIKE SPECIFIED BY AUDI. I AM RELEASING THE VEHICLE TO ITS OWNER |
| 06/11/2009 | 13:26 | VEHICLE IS FINISHED |

| 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 |
|----------------|-------|------------|-----------------------|-----------------|---------------|------------|--------------------|
| 459435 | TT | 2008 | TRUAF38J18 [REDACTED] | 10560 | 3735 | 06/01/2009 | USA |

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| Workshop Finding |
| NO DTCS. THE FLUID LEVEL/CONDITION ARE GOOD. |

| Activity Date | Activity Time | Activity Comments |
|---------------|---------------|---|
| 06/01/2009 | 10:06 | ISSUE OPENED BY DEALERSHIP |
| 06/01/2009 | 10:06 | WHEN PULLING OUT THE VEHICLE DOES NOT ACCELERATE SMOOTHLY. THIS HAPPENS IN BOTH FORWARD AND REVERSE. THE COMPLAINT ONLY HAPPENS BELOW 5 TO 10 MPH. FEELS AS THOUGH THE CLUTCH IN NOT ENGAGING SMOOTHLY. NO FAULTS IN SYSTEM. |
| 06/01/2009 | 10:13 | CUSTOMER COMMENTS: WHEN PULLING OUT THE VEHICLE DOES NOT ACCELERATE SMOOTHLY. THIS HAPPENS IN BOTH FORWARD AND REVERSE. THE COMPLAINT ONLY HAPPENS BELOW 5 TO 10 MPH. FEELS AS THOUGH THE CLUTCH IN NOT ENGAGING SMOOTHLY. NO FAULTS IN SYSTEM. |
| 06/01/2009 | 10:13 | PLEASE PLACE AN OBSTRUCTION (2X4) A FEW FEET IN FRONT OF THE VEHICLE. LET THE VEHICLE DRIVE OVER THE OBSTRUCTION WITHOUT PRESSING THE THROTTLE PEDAL. REPLY BACK WITH WHETHER THE SHUDDER IS BETTER, WORSE OR THE SAME. UPDATE THE TICKET WITH THE CORRECT SERIAL NUMBER. |
| 06/01/2009 | 10:13 | WORKSHOP FINDINGS: NO DTCS. THE FLUID LEVEL/CONDITION ARE GOOD. |
| 06/01/2009 | 10:23 | 14 04:20 0327. THE VEHICLE DOES NOT SHUDDER WHEN DRIVING OVER AN OBSTRUCTION AT IDLE. |
| 06/01/2009 | 10:26 | PLEASE REPLACE THE MECHATRONICS UNIT. DSG 01004 |
| 07/06/2009 | 14:38 | REPLACED MECHATRONICS UNIT |

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| 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 |
|----------------|-------|------------|-----------------------|-----------------|---------------|------------|--------------------|
| 459872 | TT | 2008 | TRUMF38J08 [REDACTED] | 12139 | 3885 | 06/01/2009 | USA |

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| Workshop Finding |
| THE FLUID LEVEL IS GOOD AND CLEAN. SHIFTS FINE AFTER TAKE OFF. JUST HAPPENS ON TAKE OFF. THE VEHICLE LURCHES SEVERAL TIMES. |

| Activity Date | Activity Time | Activity Comments |
|---------------|---------------|--|
| 06/01/2009 | 16:22 | ISSUE OPENED BY DEALERSHIP |
| 06/01/2009 | 16:22 | THE CAR LURCHES ON ACCELERATION |
| 06/01/2009 | 16:41 | CUSTOMER COMMENTS: THE CAR LURCHES ON ACCELERATION |
| 06/01/2009 | 16:41 | RED ORDER TO VIN AND REPLACE THE MECHATRONICS UNIT. CHECK THE NEW PART AGAINST THE OLD LOOKING CLOSELY AT THE PINS IN THE CONNECTOR HOUSING. PERFORM THE DSG BASIC SETTINGS AND RECHECK FOR PROPER OPERATION DSG AUTHORIZATION #1007 |
| 06/01/2009 | 16:41 | WORKSHOP FINDINGS: THE FLUID LEVEL IS GOOD AND CLEAN. SHIFTS FINE AFTER TAKE OFF. JUST HAPPENS ON TAKE OFF. THE VEHICLE LURCHES SEVERAL TIMES. |
| 06/15/2009 | 15:58 | REPLACING THE MECATRONICS REPAIRED THIS CAR |
| 07/09/2009 | 10:00 | ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED |
| 07/09/2009 | 10:00 | ISSUE UPDATED |

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| Consultant's Closing Comments |
| THE TECHNICIAN REPLACED THE MECHTRONICS UNIT. |

| VW File Number | Model | Model Year | VIN | Vehicle Mileage | TREAD Part ID | Open Date | Sale Order Country |
|----------------|-------|------------|------------------------|-----------------|---------------|------------|--------------------|
| 460135 | A3 | 2007 | WAUNF78P57A [REDACTED] | 23425 | 3735 | 06/02/2009 | USA |

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| Workshop Finding |
| NO DTCS. THE FLUID LEVEL/CONDITION ARE GOOD. |

| Activity Date | Activity Time | Activity Comments |
|---------------|---------------|--|
| 06/02/2009 | 10:12 | COSTUMER STATES THAT ON LIGHTS ACCELERATION VEHICLE LUNGES, SHOP FORMAN DROVE WITH COSTUMER, CAR WAS VERY HOT JUST GOT OFF THE HIGHWAY, CAR WAS NOT TAKEING OFF SMOTHLY, IT DID NOT JERK, IT WOULD LUNGE, KIND OF LIKE DUMPING A CLUCH FEEL |
| 06/02/2009 | 10:12 | ISSUE OPENED BY DEALERSHIP |
| 06/02/2009 | 10:25 | CUSTOMER COMMENTS: COSTUMER STATES THAT ON LIGHTS ACCELERATION VEHICLE LUNGES, SHOP FORMAN DROVE WITH COSTUMER, CAR WAS VERY HOT JUST GOT OFF THE HIGHWAY, CAR WAS NOT TAKEING OFF SMOTHLY, IT DID NOT JERK, IT WOULD LUNGE, KIND OF LIKE DUMPING A CLUCH FEEL |
| 06/02/2009 | 10:25 | PLEASE VERIFY THE CONCERN. ATTACH THE REQUESTED MVB. FILL OUT THE TRANSMISSION WORKSHEET WITH THE CORRECT SERIAL NUMBER. |
| 06/02/2009 | 10:25 | WORKSHOP FINDINGS: NO DTCS. THE FLUID LEVEL/CONDITION ARE GOOD. |
| 06/02/2009 | 12:59 | TEST DROVE WITH FORMAN CAR DOSE JERK UNDRE LIGHT ACCELERATION IN STOP AND GO TRAFIC, ATTACHED MVB, PLEASE ADVICE |
| 06/02/2009 | 14:16 | PLEASE REPLACE THE MECHATRONICS UNIT. DSG 01008 |
| 06/25/2009 | 11:28 | REPLACED MECHATRONICS RAN BASIC SETTING ADDOPTATION DRIVE CAR RAN TO SPECTS |

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| 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 |
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| 460396 | A3 | 2008 | WAUNF78P68A [REDACTED] | 7862 | 3735 | 06/02/2009 | USA |

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| Workshop Finding |
| NO DTCS. I ROAD TESTED VEHICLE VERIFIED VEHICLE TRANSMISSION IS JERKIN WHEN ACCELERATING. I CHECKED TRANS FOR LEAK. NO LEAK FOUND. FLUID LEVEL OK . NO RELATED FAULTS FOUND NEITHER. ATTACHED GFF WITH MVB, WHAT NEXT ? |

| Activity Date | Activity Time | Activity Comments |
|---------------|---------------|---|
| 06/02/2009 | 13:55 | CUSTOMER STATES VEHICLE JERKS WHEN ACCELERATING FROM 1ST GEAR. I ROAD TESTED VEHICLE VERIFIED VEHICLE TRANSMISSION IS JERKIN WHEN ACCELERATING. I CHECKED TRANS FOR LEAK. NO LEAK FOUND. FLUID LEVEL OK . NO RELATED FAULTS FOUND NEITHER. ATTACHED GFF WITH MVB, WHAT NEXT ? |
| 06/02/2009 | 13:55 | ISSUE OPENED BY DEALERSHIP |
| 06/02/2009 | 14:01 | CUSTOMER COMMENTS: CUSTOMER STATES VEHICLE JERKS WHEN ACCELERATING FROM 1ST GEAR. |
| 06/02/2009 | 14:01 | PLEASE FILL OUT THE TRANSMISSION WORKSHEET WITH THE CORRECT SERIAL NUMBER. |
| 06/02/2009 | 14:01 | WORKSHOP FINDINGS: NO DTCS. I ROAD TESTED VEHICLE VERIFIED VEHICLE TRANSMISSION IS JERKIN WHEN ACCELERATING. I CHECKED TRANS FOR LEAK. NO LEAK FOUND. FLUID LEVEL OK . NO RELATED FAULTS FOUND NEITHER. ATTACHED GFF WITH MVB, WHAT NEXT ? |
| 06/02/2009 | 14:18 | PLEASE TYPE THE RESULTS INTO THE TICKET. |
| 06/02/2009 | 14:43 | SERIAL NUMBER: 14 16 5410. PLEASE REPLACE THE MECHATRONICS UNIT. DSG 01009 |
| 06/23/2009 | 08:04 | MECH. UNIT IS STILL ON BO WITH A DESTINION ARRIVAL TIME OF JUNE 30TH |

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| 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 |
|----------------|-------|------------|------------------------|-----------------|---------------|------------|--------------------|
| 461187 | A3 | 2008 | WAUHF78P28A [REDACTED] | 22869 | 3735 | 06/03/2009 | USA |

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| Workshop Finding |
| n/a |

| Activity Date | Activity Time | Activity Comments |
|---------------|---------------|--|
| 06/03/2009 | 15:35 | ISSUE OPENED BY DEALERSHIP |
| 06/03/2009 | 15:35 | TRANSMISSION JERKS ON ACCELERATION FROM A STOP |
| 06/03/2009 | 15:43 | CUSTOMER COMMENTS: TRANSMISSION JERKS ON ACCELERATION FROM A STOP |
| 06/03/2009 | 15:43 | PLEASE UPDATE THE TICKET WITH THE TRANSMISSION SERIAL NUMBER. |
| 06/03/2009 | 16:22 | KNC291007 14 23:49 17 18 |
| 06/03/2009 | 16:30 | RED ORDER TO VIN AND REPLACE THE MECHATRONICS UNIT. CHECK THE NEW PART AGAINST THE OLD LOOKING CLOSELY AT THE PINS IN THE CONNECTOR HOUSING. PERFORM THE DSG BASIC SETTINGS AND RECHECK FOR PROPER OPERATION DSG AUTHORIZATION #1013 |

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| 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 |
|----------------|-------|------------|------------------------|-----------------|---------------|------------|--------------------|
| 461812 | A3 | 2008 | WAUNF78P28A [REDACTED] | 11544 | 3735 | 06/04/2009 | USA |

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| Workshop Finding |
| NO DTCS. THE FLUID LEVEL/CONDITION ARE GOOD. THE TECHNICIAN HAS VERIFIED A HARSH 2-3 SHIFT. INTERMITTENT CONCERN. |

| Activity Date | Activity Time | Activity Comments |
|---------------|---------------|---|
| 06/04/2009 | 16:09 | CUSTOMER STATES TRANSMISSION HESITATES SHIFTING INTO 3RD GEAR, SOMETIMES 4TH. FEELS LIKE IT DOESN'T WANT TO ENGAGE INTO GEAR. HAPPENS WHEN COLD. |
| 06/04/2009 | 16:09 | ISSUE OPENED BY DEALERSHIP |
| 06/05/2009 | 11:04 | CUSTOMER COMMENTS: CUSTOMER STATES TRANSMISSION HESITATES SHIFTING INTO 3RD GEAR, SOMETIMES 4TH. FEELS LIKE IT DOESN'T WANT TO ENGAGE INTO GEAR. HAPPENS WHEN COLD. |
| 06/05/2009 | 11:04 | PLEASE ATTACH THE REQUESTED MVB. UPDATE THE TICKET WITH THE CORRECT SERIAL NUMBER. |
| 06/05/2009 | 11:04 | WORKSHOP FINDINGS: NO DTCS. THE FLUID LEVEL/CONDITION ARE GOOD. THE TECHNICIAN HAS VERIFIED A HARSH 2-3 SHIFT. INTERMITTENT CONCERN. |
| 06/05/2009 | 11:38 | MVB'S ATTACHED IN VSS PROTOCOL. SERIAL NUMBER: KCZ 21.08.07 14 14:45 0998 |
| 06/05/2009 | 11:43 | PLEASE REPLACE THE MECHATRONICS. DSG 01016 |
| 07/09/2009 | 17:08 | REPLACED MECHATRONICS UNIT. CODED AND SET BASIC SETTINGS. ROAD TESTED VEHICLE. VERIFIED CORRECTION. |

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| 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 |
|----------------|-------|------------|------------------------|-----------------|---------------|------------|--------------------|
| 461863 | A3 | 2008 | WAUNF78P58A [REDACTED] | 10435 | 3885 | 06/04/2009 | USA |

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| Workshop Finding |
| 3RD TIME IN FOR THIS CONCERN, THE CONCERN CAN BE DUPLICATED. |

| Activity Date | Activity Time | Activity Comments |
|---------------|---------------|---|
| 06/04/2009 | 17:10 | ISSUE OPENED BY DEALERSHIP |
| 06/04/2009 | 17:10 | VEHICLE HESITATES IN DRIVE OR REVERSE,LOW SPEED ONLY,FROM STOP TO LIGHT ACCELERATION. FUEL PRESSURE SENSOR LOW SIDE REPLACE LAST VISIT. ADAPTION PERFORMED CORRECTLY. CHECKED N80 VALVE. NO FUEL IN LINES. GETS WORSE WHEN ITS HOT. NO FAULTS. PLEASE ADVISE. |
| 06/05/2009 | 11:08 | ADVISED TO PLEASE FILL OUT THE TRANSMISSION WORKSHEET, CORRECT SERIAL NUMBER FROM THE TRANSMISSION AND ATTACH THE MVB LISTED IN THE WORKSHEET. AFTER THE TACS REPORT IS UPDATED PLEASE REPLACE THE MECHATRONICS UNIT AUTHORIZATION # 1015. PERFORM THE GFF TRANSMISSION ADAPTATION AND RE-EVALUATE. |
| 06/05/2009 | 11:08 | CUSTOMER COMMENTS: VEHICLE HESITATES IN DRIVE OR REVERSE,LOW SPEED ONLY,FROM STOP TO LIGHT ACCELERATION. FUEL PRESSURE SENSOR LOW SIDE REPLACE LAST VISIT. ADAPTION PERFORMED CORRECTLY. CHECKED N80 VALVE. NO FUEL IN LINES. GETS WORSE WHEN ITS HOT. NO FAULTS. PLEASE ADVISE. |
| 06/05/2009 | 11:08 | WORKSHOP FINDINGS: 3RD TIME IN FOR THIS CONCERN, THE CONCERN CAN BE DUPLICATED. |
| 06/05/2009 | 13:12 | OK. |
| 06/05/2009 | 13:14 | PLEASE SEE ATTACHED MVB'S. |
| 07/09/2009 | 13:40 | REPLACED TRANSMISSION MECHATRONIC UNIT.RETURNED VEH TO CLIENT. |

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| 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 |
|----------------|-------|------------|------------------------|-----------------|---------------|------------|--------------------|
| 461871 | TT | 2009 | TRUHF38J391 [REDACTED] | 4454 | 3735 | 06/04/2009 | USA |

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| Workshop Finding |
| NO DTCS. THE TECHNICIAN HAS NOT VERIFIED THE CONCERN. |

| Activity Date | Activity Time | Activity Comments |
|---------------|---------------|--|
| 06/04/2009 | 17:20 | CUSTOMER STATES PRNDL LIGHT UP, LOSING POWER WHEN DRIVING. THEY SAID THAT THE CAR SHIFTS FROM DRIVE TO TIPTRONIC ON ITS OWN BACK AND FORTH. |
| 06/04/2009 | 17:20 | ISSUE OPENED BY DEALERSHIP |
| 06/04/2009 | 17:26 | CUSTOMER COMMENTS: CUSTOMER STATES PRNDL LIGHT UP, LOSING POWER WHEN DRIVING. THEY SAID THAT THE CAR SHIFTS FROM DRIVE TO TIPTRONIC ON ITS OWN BACK AND FORTH. |
| 06/04/2009 | 17:26 | PLEASE REPLACE THE TRANSMISSION INPUT SPEED/TEMP. SENSOR. VERIFY THE CONCERN. |
| 06/04/2009 | 17:26 | WORKSHOP FINDINGS: NO DTCS. THE TECHNICIAN HAS NOT VERIFIED THE CONCERN. |
| 08/21/2009 | 14:04 | REPLACED TRANSMISSION INPUT SPEED SENSOR AND VERIFIED CORRECT OPERATION |
| 08/21/2009 | 14:08 | CLOSING |

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| 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 |
|----------------|-------|------------|------------------------|-----------------|---------------|------------|--------------------|
| 464134 | A3 | 2007 | WAUNF78P57A [REDACTED] | 44001 | 3735 | 06/10/2009 | USA |

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| Workshop Finding |
| 21020 SET. NO DESCRIPTION OF THE FAULT CODE. |

| Activity Date | Activity Time | Activity Comments |
|---------------|---------------|--|
| 06/10/2009 | 14:51 | CUST STATES THAT PRNDL LIGHTS WILL LIGHT UP AND START FLASHING RAN GFF FOUND ONE STORED FAULT# 21020 SPORADIC NO TEST COMES UP UNABLE TO FIND FAULT# ON CHART ALSO AFTER FAULT THE WORDING IS NICHT GEFUNDEN. |
| 06/10/2009 | 14:51 | ISSUE OPENED BY DEALERSHIP |
| 06/10/2009 | 15:43 | ADVISED TO REPLACE THE MECHATRONICS UNIT. AUTH# 1023. THANKS RAY |
| 06/10/2009 | 15:43 | CUSTOMER COMMENTS: CUST STATES THAT PRNDL LIGHTS WILL LIGHT UP AND START FLASHING RAN GFF FOUND ONE STORED FAULT# 21020 SPORADIC NO TEST COMES UP UNABLE TO FIND FAULT# ON CHART ALSO AFTER FAULT THE WORDING IS NICHT GEFUNDEN. |
| 06/10/2009 | 15:43 | WORKSHOP FINDINGS: 21020 SET. NO DESCRIPTION OF THE FAULT CODE. |
| 06/17/2009 | 20:12 | INSTALLED NEW MECHATRONIC UNIT FILLED TO CORRECT FLUID LEVEL, SET BASIC SETTINGS USING GFF TEST DROVE AND SET ADAPTATION USING GFF, TRANS SHIFTING AS DESIGNED AT THIS TIME. |

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| 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 |
|----------------|-------|------------|------------------------|-----------------|---------------|------------|--------------------|
| 464252 | A3 | 2009 | WAUHF98P89A [REDACTED] | 12991 | 3735 | 06/10/2009 | USA |

Workshop Finding

n/a

| Activity Date | Activity Time | Activity Comments |
|---------------|---------------|--|
| 06/10/2009 | 16:49 | CUSTOMER STATES WHILE DRIVING CAR WILL GO INTO NEUTRAL AND INTERMITT AND GEAR DISPLAY LIGHTS UP RED AND FLASHES. ALSO SAYS PLEASE APPLY FOOT BRAKE. ALSO ONE TIM WHEN DRIVING ON HIGH WAY WITH CRUISE ON AT 70 MPH. RPMS SHOT UP OVER RED LINE AROUND 7500RPM (GEAR DISPLAY LIT RED) THEN RPMS STARTED TO DROP,LIKE STEPPING DOWN AS CAR SHIFTED FROM 3, TO 4TH TO 5TH THEN 6TH. THEN CAR WAS FINE. GFF HAD NO FAULTS |
| 06/10/2009 | 16:49 | ISSUE OPENED BY DEALERSHIP |
| 06/10/2009 | 16:53 | CUSTOMER COMMENTS: CUSTOMER STATES WHILE DRIVING CAR WILL GO INTO NEUTRAL AND INTERMITT AND GEAR DISPLAY LIGHTS UP RED AND FLASHES. ALSO SAYS PLEASE APPLY FOOT BRAKE. ALSO ONE TIM WHEN DRIVING ON HIGH WAY WITH CRUISE ON AT 70 MPH. RPMS SHOT UP OVER RED LINE AROUND 7500RPM (GEAR DISPLAY LIT RED) THEN RPMS STARTED TO DROP,LIKE STEPPING DOWN AS CAR SHIFTED FROM 3, TO 4TH TO 5TH THEN 6TH. THEN CAR WAS FINE. GFF HAD NO FAULTS |
| 06/10/2009 | 16:53 | PLEASE ATTACH ALL DSG MVBS TO THE CONTACT AND CALL BACK. THANKS RAY |
| 06/10/2009 | 17:07 | VALUES |
| 06/10/2009 | 17:27 | PLEASE REPLACE THE TRANSMISSION TEMP./SPEED SENSOR. |
| 07/01/2009 | 15:53 | REPLACED SENSOR, RETURNED TO CUSTOMER |

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 |
|----------------|-------|------------|------------------------|-----------------|---------------|------------|--------------------|
| 464408 | A3 | 2008 | WAUNF78P88A [REDACTED] | 11910 | 3735 | 06/11/2009 | USA |

Workshop Finding

FLUID LEVEL AND CONDITION IS GOOD. FAULT STORED FOR UNEXPECTED MECHANICAL GEAR DISENGAGEMENT. THE FAULT WAS CKEARED AND DID NOT RETURN. THE CONCERN HAS BEEN VERIFIED. THE TIME STAMP ON THE FAULT SHOWS IT WAS SET DURING TESTING.

| Activity Date | Activity Time | Activity Comments |
|---------------|---------------|---|
| 06/11/2009 | 10:09 | C/S TRANSMISSION BUCKS WHEN STARTING FROM STOP. R/T TO CONFIRM COMPLAINT. WHEN VEHICLE IS COLD CLUTCH ENGAGEMENT OK. WITH VEHICLE AT NORMAL OPERATING TEMP, STARTING FROM STOP, UNDER LIGHT ACCELERATION (<15% THROTTLE ANGLE) VEHICLE BUCKS. DOES NOT MATTER WHAT AOA. FLUID INSPECTION FOUND FLUID LEVEL OK AND CONDITION OK. PLACED 2X4 IN FRONT OF VEHICLE, IN "D" AT IDLE AND LET VEHICLE ATTEMPT TO CLIMB ONTO OBSTACLE WITH OUT INPUT OF THROTTLE. CONDITION STILL PRESENT AND VEHICLE WOULD NOT CLIMB ONTO OBSTACLE. |
| 06/11/2009 | 10:09 | ISSUE OPENED BY DEALERSHIP |
| 06/11/2009 | 12:41 | CUSTOMER COMMENTS: C/S TRANSMISSION BUCKS WHEN STARTING FROM STOP. R/T TO CONFIRM COMPLAINT. WHEN VEHICLE IS COLD CLUTCH ENGAGEMENT OK. WITH VEHICLE AT NORMAL OPERATING TEMP, STARTING FROM STOP, UNDER LIGHT ACCELERATION (<15% THROTTLE ANGLE) VEHICLE BUCKS. DOES NOT MATTER WHAT AOA. FLUID INSPECTION FOUND FLUID LEVEL OK AND CONDITION OK. PLACED 2X4 IN FRONT OF VEHICLE, IN "D" AT IDLE AND LET VEHICLE ATTEMPT TO CLIMB ONTO OBSTACLE WITH OUT INPUT OF THROTTLE. CONDITION STILL PRESENT AND VEHICLE WOULD NOT CLIMB ONTO OBSTACLE. |
| 06/11/2009 | 12:41 | RED ORDER TO VIN AND REPLACE THE MECHATRONICS UNIT. CHECK THE NEW PART AGAINST THE OLD LOOKING CLOSELY AT THE PINS IN THE CONNECTOR HOUSING. PERFORM THE DSG BASIC SETTINGS AND RECHECK FOR PROPER OPERATION DSG AUTHORIZATION #1026 |
| 06/11/2009 | 12:41 | WORKSHOP FINDINGS: FLUID LEVEL AND CONDITION IS GOOD. FAULT STORED FOR UNEXPECTED MECHANICAL GEAR DISENGAGEMENT. THE FAULT WAS CKEARED AND DID NOT RETURN. THE CONCERN HAS BEEN VERIFIED. THE TIME STAMP ON THE FAULT SHOWS IT WAS SET DURING TESTING. |
| 07/21/2009 | 13:59 | INSTALLED MECHTRONICS AND PERFORMED BASIC SETTINGS. R/T TO CONFIRM REPAIR. RELEASED VEHICLE TO CUSTOMER. VEHICLE OPERATING TO MANUFACTURES SPEC. |
| 07/22/2009 | 12:46 | ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED |
| 07/22/2009 | 12:46 | ISSUE UPDATED |

Consultant's Closing Comments

THE TECHNICIAN REPLACED THE MECHATRONICS UNIT.

| VW File Number | Model | Model Year | VIN | Vehicle Mileage | TREAD Part ID | Open Date | Sale Order Country |
|----------------|-------|------------|------------------------|-----------------|---------------|------------|--------------------|
| 464507 | A3 | 2009 | WAUHE78P49A [REDACTED] | 3054 | 3735 | 06/11/2009 | USA |

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| Workshop Finding |
| DTC: P2711, P1707. THE TECHNICIAN HAS VERIFIED THAT THE TRANSMISSION DOES NOT MOVE THE VEHICLE. |

| Activity Date | Activity Time | Activity Comments |
|---------------|---------------|--|
| 06/11/2009 | 11:32 | HELLO, MY A3 GOT TOWED IN.CUST.CONCER WAS CAR FELT LIKE SLIPPED OUT OF GEAR AND THEN LOST POWER.IFOUND SEVERAL FAULT CODES IN TCM,00292,18115,19143. THERE IS NO FORWARD OR BACKWARDS MOVEMENT AT ALL.ENGINE JUST REVS UP NO MATTER WHICH GEAR IS SELECTED.I CHECKED CAR FOR VISUAL DAMAGES BUT NOTHING FOUND. THANKS FOR YOUR HELP BEST REGARDS STEFAN |
| 06/11/2009 | 11:32 | ISSUE OPENED BY DEALERSHIP |
| 06/11/2009 | 11:40 | CUSTOMER COMMENTS: HELLO, MY A3 GOT TOWED IN.CUST.CONCER WAS CAR FELT LIKE SLIPPED OUT OF GEAR AND THEN LOST POWER.IFOUND SEVERAL FAULT CODES IN TCM,00292,18115,19143. THERE IS NO FORWARD OR BACKWARDS MOVEMENT AT ALL.ENGINE JUST REVS UP NO MATTER WHICH GEAR IS SELECTED.I CHECKED CAR FOR VISUAL DAMAGES BUT NOTHING FOUND. THANKS FOR YOUR HELP BEST REGARDS STEFAN |
| 06/11/2009 | 11:40 | PLEASE UPDATE THE TAC TICKET WITH THE CORRECT SERIAL NUMBER. |
| 06/11/2009 | 11:40 | WORKSHOP FINDINGS: DTC: P2711, P1707. THE TECHNICIAN HAS VERIFIED THAT THE TRANSMISSION DOES NOT MOVE THE VEHICLE. |
| 06/11/2009 | 11:57 | HERE IS THE SERIAL NR LOZ 06 11 08 14 14 54 0853 |
| 06/11/2009 | 12:12 | RED ORDER TO VIN AND REPLACE THE MECHATRONICS UNIT. CHECK THE NEW PART AGAINST THE OLD LOOKING CLOSELY AT THE PINS IN THE CONNECTOR HOUSING. PERFORM THE DSG BASIC SETTINGS AND RECHECK FOR PROPER OPERATION DSG AUTHORIZATION # 1025 |
| 06/12/2009 | 11:53 | PARTS ORDERED RED-THANKS FOR YOUR HELP |
| 06/30/2009 | 17:28 | REVIEWED THE CONCERN WITH S/F DEREK. TRANSMISSION ARRIVED DAMAGED, TRANS COVER IS DENTED AND IT LOOKS LIKE THE TRANSMISSION WAS DROPPED DURING SHIPPING AND A LOT OF FLUID HAS LEAKED OUT OF THE TRANSMISSION VENT. ADVISED TO REMOVE THE COVER AND INSPECT FOR ANY TRANSMISSION DAMAGE, IF POSSIBLE SWAP COVERS FROM THE OLD TRANSMISSION AND RESEAL TO THE NEW TRANSMISSION AND INSTALL IF NO FURTHER DAMAGE IS SEEN. UPDATE THE CONTACT AND CALL BACK AS NEEDED. THANKS RAY |
| 07/01/2009 | 13:24 | HEY, I TRANSFERED THE COVER,FOUND NO FURTHER DAMAGES.TRANSMISSION IS INSTALLED AND ALL OK THANKS FOR YOUR HELP STEFAN |

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| 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 |
|----------------|-------|------------|------------------------|-----------------|---------------|------------|--------------------|
| 464871 | TT | 2009 | TRUXD38J791 [REDACTED] | 1910 | 3735 | 06/11/2009 | USA |

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| Workshop Finding |
| TRANSMISSION FLUID LEVEL IS CORRECT AND CLEAN OF DEBRIS. |

| Activity Date | Activity Time | Activity Comments |
|---------------|---------------|---|
| 06/11/2009 | 18:01 | ISSUE OPENED BY DEALERSHIP |
| 06/11/2009 | 18:01 | TRANS FEELS LIKE DISENGAGES AND RE ENGAGES IN GEAR WHILE DRIVING. SHOP FOREMAN ROAD WITH CUSTOMER AND DUPLICATED CONCERN. I ONLY DUPLICATED CONCERN IN 1ST GEAR TIP MODE |
| 06/11/2009 | 18:04 | ADVISED TO REAPLACE THE MECHATRONICS UNIT. AUTH # 1029. THANKS RAY |
| 06/11/2009 | 18:04 | CUSTOMER COMMENTS: TRANS FEELS LIKE DISENGAGES AND RE ENGAGES IN GEAR WHILE DRIVING. SHOP FOREMAN ROAD WITH CUSTOMER AND DUPLICATED CONCERN. I ONLY DUPLICATED CONCERN IN 1ST GEAR TIP MODE |
| 06/11/2009 | 18:04 | WORKSHOP FINDINGS: TRANSMISSION FLUID LEVEL IS CORRECT AND CLEAN OF DEBRIS. |
| 07/21/2009 | 10:44 | REPLACED MECHATRONICS, CONCERN RESOLVED |

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| 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 |
|----------------|-------|------------|-------------|-----------------|---------------|------------|--------------------|
| 466102 | TT | 2008 | TRUAF38J981 | 10043 | 3885 | 06/16/2009 | USA |

Workshop Finding

AFTER THE VEHICLE STARTS MOVING THE VEHICLE IS OK. JUST HAPPENS ON TAKE OFF. THE THROTTLE ADAPTATION WAS PERFORMED AND NO CHANGE. THE FLUID LEVEL AND CONDITION WAS OK. THE CONCERN HAS BEEN DUPLICATED. NO FAULTS STORED.

| Activity Date | Activity Time | Activity Comments |
|---------------|---------------|--|
| 06/16/2009 | 08:17 | C/S WHEN IDLING AT A LIGHTAND GIVE CAR GAS CAR SPUTTERS LIKE IT IS GOING TO STALL AND THEN TAKES OFF... GFF NO FAULTS STORED...ROADTEST, BUCKING FROM STOP, BRAKE LIGHT SWITCH WORKING OK, FUEL TRIM OK...PERFORMANCE AFTER 1ST SPEED OK |
| 06/16/2009 | 08:17 | ISSUE OPENED BY DEALERSHIP |
| 06/16/2009 | 09:03 | CUSTOMER COMMENTS: C/S WHEN IDLING AT A LIGHTAND GIVE CAR GAS CAR SPUTTERS LIKE IT IS GOING TO STALL AND THEN TAKES OFF... GFF NO FAULTS STORED...ROADTEST, BUCKING FROM STOP, BRAKE LIGHT SWITCH WORKING OK, FUEL TRIM OK...PERFORMANCE AFTER 1ST SPEED OK |
| 06/16/2009 | 09:03 | RED ORDER TO VIN AND REPLACE THE MECHATRONICS UNIT. CHECK THE NEW PART AGAINST THE OLD LOOKING AT THE PART NUMBER ON THE TCM AND BE SURE IT ENDS IN A AE SUFFIX AND LOOK CLOSELY AT THE PINS IN THE CONNECTOR HOUSING. PERFORM THE DSG BASIC SETTINGS AND RECHECK FOR PROPER OPERATION DSG AUTHORIZATION #1032 |
| 06/16/2009 | 09:03 | WORKSHOP FINDINGS: AFTER THE VEHICLE STARTS MOVING THE VEHICLE IS OK. JUST HAPPENS ON TAKE OFF. THE THROTTLE ADAPTATION WAS PERFORMED AND NO CHANGE. THE FLUID LEVEL AND CONDITION WAS OK. THE CONCERN HAS BEEN DUPLICATED. NO FAULTS STORED. |
| 06/25/2009 | 15:44 | THE CUSTOMER HAS THE VEHICLE UNTIL THE PART ARRIVES. |
| 06/25/2009 | 16:50 | THE CUSTOMER HAS THE VEHICLE UNTIL THE PART ARRIVES. |
| 07/01/2009 | 10:34 | NO PARTS YET. ADVISED TECH TO BE SURE THE PART WAS RED ORDERED. THANKS |
| 07/09/2009 | 09:45 | NO PARTS YET. ADVISED TECH TO HAVE PARTS DO A PARTS CRITICAL ALERT AND BE SURE IT WAS RED ORDERED. THANKS |
| 07/15/2009 | 11:08 | PART CAME IN.. INSTALLED AND SET BASIC SETTINGS...CONDITION CORRECTED, STARTING FROM STOP FEELS GOOD |
| 07/16/2009 | 17:41 | ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED |
| 07/16/2009 | 17:41 | ISSUE UPDATED |

Consultant's Closing Comments

THE TECHNICIAN REPLACED THE MECHATRONICS UNIT.

| VW File Number | Model | Model Year | VIN | Vehicle Mileage | TREAD Part ID | Open Date | Sale Order Country |
|----------------|-------|------------|------------------------|-----------------|---------------|------------|--------------------|
| 466315 | A3 | 2007 | WAUKD78P67A [REDACTED] | 43788 | 3735 | 06/16/2009 | USA |

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| Workshop Finding |
| THE TECHNICIAN HAS FOUND THE TRANSMISSION WHINNING AND GRINDING AT ALL SPEEDS. |

| Activity Date | Activity Time | Activity Comments |
|---------------|---------------|---|
| 06/16/2009 | 11:38 | ISSUE OPENED BY DEALERSHIP |
| 06/16/2009 | 11:38 | WHING NOISE AT LOW SPEED. |
| 06/16/2009 | 11:46 | CUSTOMER COMMENTS: WHING NOISE AT LOW SPEED. |
| 06/16/2009 | 11:46 | PLEASE ATTACH THE REQUESTED MVB AND FILL OUT THE TRANSMISSION WORKSHEET WITH THE CORRECT SERIAL NUMBER. |
| 06/16/2009 | 11:46 | WORKSHOP FINDINGS: THE TECHNICIAN HAS FOUND THE TRANSMISSION WHINNING AND GRINDING AT ALL SPEEDS. |
| 06/16/2009 | 14:07 | MVB'S ATTACHED. SERIAL ATTACHED |
| 06/16/2009 | 15:49 | THE NOISE IS COMING FROM INTERNAL TRANSMISSION. ADVISED TECH TO REPLACE THE TRANSMISSION COMPLETE ALL BASIC SETTINGS AND VERIFY THE REPAIR. YOUR DSG AUTHO NUMBER IS 1034 |
| 06/25/2009 | 16:40 | R/R TRANS, VERIFIED REPAIR. NOISE GONE. |

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| 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 |
|----------------|-------|------------|------------------------|-----------------|---------------|------------|--------------------|
| 466917 | TT | 2008 | TRUAF38J481 [REDACTED] | 11753 | 3885 | 06/17/2009 | USA |

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| Workshop Finding |
| DELAY ON UP AND DOWN SHIFTS AT TIMES. THE VEHICLE HAS A BAD SHUDDER ON TAKE OFF FROM A STOP. CUSTOMER WILL NOT WAIT FOR THE TECH TO COMPLETE THE CHECKS ON THE VEHICLE. |

| Activity Date | Activity Time | Activity Comments |
|---------------|---------------|---|
| 06/17/2009 | 10:46 | COSTOMER CAME IN AND SAID SHE WAS IN A HURRY SHE DID NOT WANT TO LEAVE THE CAR. BUT I DROVE THE CAR IT IT FELT LIKE THE TRANS WAS CONFUSED AT TIMES WHEN I BRAKE TOQUED THE CAR IT FELT LIKE A STICK SHIFT CAR WHEN SOMEONE DOESNT KNOW HOW TO DRIVE STICK |
| 06/17/2009 | 10:46 | ISSUE OPENED BY DEALERSHIP |
| 06/17/2009 | 10:57 | ADVISED TECH TO RED ORDER THE MECHATRONICS UNIT AND WHEN THE VEHICLE RETURNS FOR THE PART THE WORKSHEET NEEDS TO BE FILLED OUT COMPLETLY WITH THE MVB'S THAT ARE REQUESTED ALONG WITH THE SERIAL NUMBER OF THE TRANS. WE THAN CAN GIVE YOU A AUTHO NUMBER. THANKS |
| 06/17/2009 | 10:57 | CUSTOMER COMMENTS: COSTOMER CAME IN AND SAID SHE WAS IN A HURRY SHE DID NOT WANT TO LEAVE THE CAR. BUT I DROVE THE CAR IT IT FELT LIKE THE TRANS WAS CONFUSED AT TIMES WHEN I BRAKE TOQUED THE CAR IT FELT LIKE A STICK SHIFT CAR WHEN SOMEONE DOESNT KNOW HOW TO DRIVE STICK |
| 06/17/2009 | 10:57 | WORKSHOP FINDINGS: DELAY ON UP AND DOWN SHIFTS AT TIMES. THE VEHICLE HAS A BAD SHUDDER ON TAKE OFF FROM A STOP. CUSTOMER WILL NOT WAIT FOR THE TECH TO COMPLETE THE CHECKS ON THE VEHICLE. |
| 07/10/2009 | 11:22 | SENDING THE DIAGNOSTIC LOGS AND WORKSHEET TO GET THE AUTHORIZATION CODE FOR REPLACMENT |
| 07/10/2009 | 11:39 | PLEASE ATTACH THE REQUESTED MVBS. |
| 07/10/2009 | 11:42 | HERE IS THE LOG SHEET |
| 07/10/2009 | 11:46 | PLEASE REPLACE THE MECHATRONICS UNIT. DSG 01082. |
| 07/29/2009 | 09:40 | REPLACED THE VEHICLES MECHATRONICS UNIT AND THE VEHICLE DROVE GREAT |
| 07/29/2009 | 09:40 | VEHICLE WAS RELEASED TO THE COSTOMER |
| 07/29/2009 | 10:38 | ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED |
| 07/29/2009 | 10:38 | ISSUE UPDATED |

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| Consultant's Closing Comments |
| THE TECHNICIAN REPLACED THE MECHATRONICS UNIT. |

| VW File Number | Model | Model Year | VIN | Vehicle Mileage | TREAD Part ID | Open Date | Sale Order Country |
|----------------|-------|------------|------------------------|-----------------|---------------|------------|--------------------|
| 466926 | A3 | 2009 | WAUHE78P49A [REDACTED] | 3054 | 3735 | 06/17/2009 | USA |

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| Workshop Finding |
| P1707 P2711 01087 SET |

| Activity Date | Activity Time | Activity Comments |
|---------------|---------------|--|
| 06/17/2009 | 10:55 | HELLO, THIS IS AN UPDATE OF VTA 464507 06/11/09.I TALKED TO DAVID RANDAL & MIKE GARBARINO.I REPLACED THE MECH.UNIT,OILFILTER AND OIL.I TRIED TO PERFORM BASIC SETTINGS BUT IT WON'T DO IT.I GET FAULT MESSAGES 01087+P1707+P2711.THE CAR DOESN'T MOVE AT ALL.WHAT SHOULD I DO? THANKS FOR YOUR HELP STEFAN HEYER |
| 06/17/2009 | 10:55 | ISSUE OPENED BY DEALERSHIP |
| 06/17/2009 | 11:25 | CUSTOMER COMMENTS: HELLO, THIS IS AN UPDATE OF VTA 464507 06/11/09.I TALKED TO DAVID RANDAL & MIKE GARBARINO.I REPLACED THE MECH.UNIT,OILFILTER AND OIL.I TRIED TO PERFORM BASIC SETTINGS BUT IT WON'T DO IT.I GET FAULT MESSAGES 01087+P1707+P2711.THE CAR DOESN'T MOVE AT ALL.WHAT SHOULD I DO? THANKS FOR YOUR HELP STEFAN HEYER |
| 06/17/2009 | 11:25 | FAXED TECHNICIAN A BASIC SETTINGS WORKSHEET TO PERFORM AT FAX # 415-456-2206. UPDATE THE CONTACT AND CALL BACK. THANKS RAY |
| 06/17/2009 | 11:25 | WORKSHOP FINDINGS: P1707 P2711 01087 SET |
| 06/17/2009 | 11:27 | HI AGAIN,JUST TRIED YOUR BASIC SETTINGS SHEET,BUT IT WON'T EVEN COMPLETE BASIC SETTINGS 61.IT STARTS,BUT STOPPS AFTER 3 SECONDS AND SAYS FAULT MESSAGE |
| 06/17/2009 | 11:37 | PLEASE RECODE THE TRANSMISSION TO ANYTHING OTHER THAN 20, THEN RECODE BACK TO 20. TRY TO SET BASIC SETTINGS. UPDATE THE TICKET AND THEN CALL IN. |
| 06/17/2009 | 11:47 | THE MECHATRONICS WAS RECODED. SAME CONCERN. REPLACE THE MECHATRONICS UNIT AGAIN. DSG 01035. |
| 06/17/2009 | 13:11 | JUNE 17. DEREK HERE, THE WRITER (GLEN) SAID WHEN HE UPDATED CUSTOMER OF STATUS (DOING SAME PART AGAIN) THE CUSTOMER IS LOSING FAITH IN VEHICLE. IF WE DO ANOTHER PART BUT STILL SAME ISSUE, THE CUSTOMER MAY NOT WANT CAR... IN THIS LIGHT I AM CALLING IN TO SEE IF WE SHOULD APPROACH THIS DIFFERENTLY. NOTE MILES ARE AT 3,000...THANKS. |
| 06/17/2009 | 13:22 | REPLACE THE MECHATRONICS UNIT. |
| 06/23/2009 | 10:07 | GOOD MORNING, I JUST INSTALLED THE SECOND MECHATRONICS UNIT.I CODED IT TO 1020 AND THAN BACK TO 20.I TRIED TO DO BASIC SETTINGS IN GFF,BUT IT WON'T GO THROUGH.I TRIED TO DO BASIC SETTINGS WITH THE SHEET YOU FAXED ME,BUT IT WON'T WORK EITHER.I STILL HAVE NO FORWARD OR BACKWARD MOVEMENT AT ALL.I THINK SOMETHING INSIDE THE TRANI SNAPPED.I ATTACHED A NEW MVB READING TO THE TICKET. THANKS FOR YOUR HELP BEST REGARDS STEFAN |
| 06/23/2009 | 10:18 | ADVISED TECH TO REPLACE THE TRANSMISSION AND VERIFY THE REPAIR. YOUR DSG AUTHO NUMBER IS 1046 |
| 07/01/2009 | 13:25 | HELLO, NEW TRANSMISSION IS INSTALLED AND ALL OK NOW. THANKS FOR YOUR HELP STEFAN |

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| 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 |
|----------------|-------|------------|------------------------|-----------------|---------------|------------|--------------------|
| 467084 | A3 | 2008 | WAUHF78P78A [REDACTED] | 21341 | 3735 | 06/17/2009 | USA |

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| Workshop Finding |
| SLIPS AND SHUDDER ON ACCELERATION |

| Activity Date | Activity Time | Activity Comments |
|---------------|---------------|--|
| 06/17/2009 | 13:16 | CUSTOMER STATES AFTER COMING TO A STOP WHEN BRAKE PEDAL IS RELEASED FOR RE-ACCELERATION THERE IS A DELAY AND VEHICLE FEELS LIKE TRANSMISSION IS SLIPPING. CHECKED FLUID LEVEL AND CONDITION AND FLUID WAS OK. RAN BASIC SETTINGS ON TRANSMISSION ADN RETEST DROVE AND VEHICILE STILL HAD SAME PROBLEM |
| 06/17/2009 | 13:16 | ISSUE OPENED BY DEALERSHIP |
| 06/17/2009 | 13:24 | ADVISED TO REPLACE THE MECHATRONICS UNIT. AUTH # 1036. THANKS RAY ***PLEASE ATTACH ALL DSG MVBS TO THE CONTACT BEFORE REMOVING THE OLD UNIT AND INSTALLING THE NEW ONE*** |
| 06/17/2009 | 13:24 | CUSTOMER COMMENTS: CUSTOMER STATES AFTER COMING TO A STOP WHEN BRAKE PEDAL IS RELEASED FOR RE-ACCELERATION THERE IS A DELAY AND VEHICLE FEELS LIKE TRANSMISSION IS SLIPPING. CHECKED FLUID LEVEL AND CONDITION AND FLUID WAS OK. RAN BASIC SETTINGS ON TRANSMISSION ADN RETEST DROVE AND VEHICILE STILL HAD SAME PROBLEM |
| 06/17/2009 | 13:24 | WORKSHOP FINDINGS: SLIPS AND SHUDDER ON ACCELERATION |
| 07/15/2009 | 16:27 | REPLACED MECHATRONICS UNIT AND PERFOREMD BASIC SETTINGS. TEST DROVE VEHICLE AND VEHICLE WAS NO LONGER HESITATING, VEHICLE OPERATING AS DESIGNED. |

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| 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 |
|----------------|-------|------------|------------------------|-----------------|---------------|------------|--------------------|
| 467151 | A3 | 2009 | WAUHE78P09A [REDACTED] | 6568 | 3735 | 06/17/2009 | USA |

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| Workshop Finding |
| NO DTCS. THE TECHNCIAN HAS NOT BERIFIED THE CONCERN. |

| Activity Date | Activity Time | Activity Comments |
|---------------|---------------|--|
| 06/17/2009 | 14:08 | ISSUE OPENED BY DEALERSHIP |
| 06/17/2009 | 14:08 | SHOP FOREMAN RD TESTED ON FREEWAY,WHILE ACCELERATING,PRNDL BEGAN TO FLASH AND VEHICLE LOST POWER.VEHICLE QUICKLY REGAINED POWER.ALSO HAPPENED AT 60 MPH,PRNDL BEGAN TO FLASH,VEHICLE LOST POWER,THEN REGAINED POWER...HAPPENED AFTER ABOUT 20 MIN OF DRIVING.NO DTCS PRESENT.PLEASE ADVISE,THANKS,NICK. |
| 06/17/2009 | 14:15 | CUSTOMER COMMENTS: SHOP FOREMAN RD TESTED ON FREEWAY,WHILE ACCELERATING,PRNDL BEGAN TO FLASH AND VEHICLE LOST POWER.VEHICLE QUICKLY REGAINED POWER.ALSO HAPPENED AT 60 MPH,PRNDL BEGAN TO FLASH,VEHICLE LOST POWER,THEN REGAINED POWER...HAPPENED AFTER ABOUT 20 MIN OF DRIVING.NO DTCS PRESENT.PLEASE ADVISE,THANKS,NICK. |
| 06/17/2009 | 14:15 | PLEASE REPLACE THE INPUT SPEED/TEMP. SENSOR. |
| 06/17/2009 | 14:15 | WORKSHOP FINDINGS: NO DTCS. THE TECHNCIAN HAS NOT BERIFIED THE CONCERN. |
| 06/22/2009 | 12:53 | REPLACED SPEED/TEMPATURE SENSOR,AND TEST DROVE.CONDITION IS NO LONGER PRESENT. TRANSMISSION IS SHIFTING CORRECTLY AT THIS TIME.THANK YOU,NICK. |

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| 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 |
|----------------|-------|------------|------------------------|-----------------|---------------|------------|--------------------|
| 467185 | A3 | 2009 | WAUHE78P99A [REDACTED] | 1658 | 3735 | 06/17/2009 | USA |

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| Workshop Finding |
| DTC: P2723. THE FLUID HAS SMALL METAL PARTICLES IN IT. |

| Activity Date | Activity Time | Activity Comments |
|---------------|---------------|--|
| 06/17/2009 | 14:51 | CUSTOMER STATES GEAR INDICATOR LIGHTS FLASHS WHEN DRIVING FREEWAY SPEED AT 70MPH, THEN CAR LOSE POWER FOR 5 SECONDS. THEN PROBLEM IS GONE. THEN AT ANOTHER TIME GEAR LIGHTS STARTS FLASH, ENGINE REVS-UP BUT CAR WILL NOT MOVE. AFTER KEY IS CYCLED CAR DROVE OKAY.. SHOP FINDING. UNABLE DUPLICATE CONCERN, THERE IS A DTC P2723 PRESSURE CONTROL VALVE 5, OPEN/SHORT TO GROUND SPORADIC. WHEN DOING ATF FLUID INSPECTION. WITH A SMALL AMOUNT OF ATF OIL DRAIN IN A CUP. ATF FLUID IS CLEAN BUT WITH METAL SHAVING LIKE GLITTER. SEE PICTURES ATTACHED. |
| 06/17/2009 | 14:51 | ISSUE OPENED BY DEALERSHIP |
| 06/17/2009 | 15:06 | CUSTOMER COMMENTS: CUSTOMER STATES GEAR INDICATOR LIGHTS FLASHS WHEN DRIVING FREEWAY SPEED AT 70MPH, THEN CAR LOSE POWER FOR 5 SECONDS. THEN PROBLEM IS GONE. THEN AT ANOTHER TIME GEAR LIGHTS STARTS FLASH, ENGINE REVS-UP BUT CAR WILL NOT MOVE. AFTER KEY IS CYCLED CAR DROVE OKAY.. SHOP FINDING. UNABLE DUPLICATE CONCERN, THERE IS A DTC P2723 PRESSURE CONTROL VALVE 5, OPEN/SHORT TO GROUND SPORADIC. WHEN DOING ATF FLUID INSPECTION. WITH A SMALL AMOUNT OF ATF OIL DRAIN IN A CUP. ATF FLUID IS CLEAN BUT WITH METAL SHAVING LIKE GLITTER. SEE PICTURES ATTACHED. |
| 06/17/2009 | 15:06 | PLEASE REPLACE THE MECHATRONICS UNIT. DSG 01037 |
| 06/17/2009 | 15:06 | WORKSHOP FINDINGS: DTC: P2723. THE FLUID HAS SMALL METAL PARTICLES IN IT. |
| 07/06/2009 | 01:22 | REPLACED MECHATRONICS UNIT. ROAD TEST AND RECHECK TRANS OPERATION ARE OKAY. |

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| 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 |
|----------------|-------|------------|------------------------|-----------------|---------------|------------|--------------------|
| 468492 | TT | 2008 | TRUDD38J681 [REDACTED] | 13405 | 3735 | 06/19/2009 | USA |

Workshop Finding

SHUDDER ON ACCELERATION.

| Activity Date | Activity Time | Activity Comments |
|---------------|---------------|---|
| 06/19/2009 | 17:48 | CLIENT STATES VEHICLE WILL STUTTER WHEN ACCELERATING AT LOW SPEEDS. TEST RODE WITH SHOP FOREMAN AND VERIFIED VEHICLE IS SURGING AT LOW SPEEDS. |
| 06/19/2009 | 17:48 | ISSUE OPENED BY DEALERSHIP |
| 06/19/2009 | 18:10 | ADVISED TO REPLACE THE MECHATRONICS UNIT AND REEVALUATE THE CONCERN. AUTH #1042. THANKS RAY |
| 06/19/2009 | 18:10 | CUSTOMER COMMENTS: CLIENT STATES VEHICLE WILL STUTTER WHEN ACCELERATING AT LOW SPEEDS. TEST RODE WITH SHOP FOREMAN AND VERIFIED VEHICLE IS SURGING AT LOW SPEEDS. |
| 06/19/2009 | 18:10 | WORKSHOP FINDINGS: SHUDDER ON ACCELERATION. |
| 07/17/2009 | 11:21 | REPLACED THE MECHATRONICS UNIT. SET BASIC SETTINGS. TRANS IS FINE NOW. |

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 |
|----------------|-------|------------|------------------------|-----------------|---------------|------------|--------------------|
| 468498 | TT | 2008 | TRUDD38J181 [REDACTED] | 15534 | 3735 | 06/19/2009 | USA |

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| Workshop Finding |
| n/a |

| Activity Date | Activity Time | Activity Comments |
|---------------|---------------|--|
| 06/19/2009 | 18:03 | ISSUE OPENED BY DEALERSHIP |
| 06/19/2009 | 18:03 | VEHICLE SURGES, FEELS LIKE IT WILL STALL WHEN HOT AND AFTER A LONG DRIVE. FEELS LIKE POSS A DSG PROBLEM? |
| 06/22/2009 | 16:21 | CUSTOMER COMMENTS: VEHICLE SURGES, FEELS LIKE IT WILL STALL WHEN HOT AND AFTER A LONG DRIVE. FEELS LIKE POSS A DSG PROBLEM? |
| 06/22/2009 | 16:21 | ROAD TESTED TRANS SURGES FOR GEARS AT TIMES, ALSO TRANS FEELS LIKE IT LOADS UP ENGINE, CAUSING A ALMOST STALLING CONDITION, WORKING WITH PS WAITING FOR REPLY. |
| 07/10/2009 | 13:28 | STILL WAITING |
| 08/06/2009 | 14:51 | MECHATRONICS WAS ORDERED ON 8/5/09 TOLD EARLIEST ARRIVAL WOULD BE 8/31/09 AS PER WILLIE PART HAS BEEN RELEASED AND OK'D TO ORDER. THANKS BRAD MILLER |
| 08/31/2009 | 12:51 | MECHATRONICS WAS INSTALLED ON 8/28 IS A REPURCHASE AND IS SCHEDULED FOR PICK UP BY AOA. |

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| 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 |
|----------------|-------|------------|------------------------|-----------------|---------------|------------|--------------------|
| 468664 | TT | 2008 | TRUMF38J681 [REDACTED] | 11443 | 3885 | 06/22/2009 | USA |

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| Workshop Finding |
| THE CONCERN CAN BE DUPLICATED AFTER THE VEHICLE HAS BEEN DRIVEN FOR A WHILE. THE VEHICLE HESITATES TAKING OFF FROM A STOP. |

| Activity Date | Activity Time | Activity Comments |
|---------------|---------------|---|
| 06/22/2009 | 10:01 | ISSUE OPENED BY DEALERSHIP |
| 06/22/2009 | 10:01 | VEHICLE HESITATES WHEN TRYING TO ACCELERATE. TECH NOTED THAT PROBLEM OCCURS ONLY WHEN VEHICLE HAS BEEN DRIVING FOR A LONG PERIOD OF TIME. DOES NOT OCCUR DURING COLD START |
| 06/22/2009 | 10:38 | ADVISED TO PLEASE FILL OUT THE TRANSMISSION WORKSHEET AND GIVE US A CALL BACK FOR AUTHORIZATION TO REPLACE THE MECHATRONICS UNIT. |
| 06/22/2009 | 10:38 | CUSTOMER COMMENTS: VEHICLE HESITATES WHEN TRYING TO ACCELERATE. TECH NOTED THAT PROBLEM OCCURS ONLY WHEN VEHICLE HAS BEEN DRIVING FOR A LONG PERIOD OF TIME. DOES NOT OCCUR DURING COLD START |
| 06/22/2009 | 10:38 | WORKSHOP FINDINGS: THE CONCERN CAN BE DUPLICATED AFTER THE VEHICLE HAS BEEN DRIVEN FOR A WHILE. THE VEHICLE HESITATES TAKING OFF FROM A STOP. |
| 06/22/2009 | 10:53 | TRANSMISSION WORKSHEET FILLED OUT. COULD NOT VERIFY SERIAL NUMBER, NUMBER IS NOT VISIBLE . |
| 06/22/2009 | 10:56 | PLEASE REMOVE THE TRANSMISSION MOUNT FOR THE SERIAL NUMBER. PLEASE ATTACH THE REQUESTED MVB FROM THE WORKSHEET. |
| 06/22/2009 | 12:22 | SERIAL NUMBER AND MVB UPDATED |
| 06/22/2009 | 12:32 | ADVISED TO REPLACE THE MECHATRONICS UNIT. AUTH # 1043. THANKS RAY |
| 07/15/2009 | 08:06 | MECHATRONICS UNIT HAS BEEN REPLACED. PERFORM ROAD TEST. REPAIR HAS BEE VERIFIED |

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| 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 |
|----------------|-------|------------|------------------------|-----------------|---------------|------------|--------------------|
| 468914 | TT | 2008 | TRUDD38J181 [REDACTED] | 8655 | 3735 | 06/22/2009 | USA |

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| Workshop Finding |
| NO DTCS. THE LEVEL/CONDITION ARE GOOD. THE TECHNICIAN HAS VERIFIED A DELAYED HARSH GEAR ENGAGEMENT, SHUDDERING ON ACCEL. AND FLARE ON DECEL. WHEN COMING TO A STOP. |

| Activity Date | Activity Time | Activity Comments |
|---------------|---------------|--|
| 06/22/2009 | 13:40 | ISSUE OPENED BY DEALERSHIP |
| 06/22/2009 | 13:40 | THE CUSTOMER REPORTS THAT WHEN ACCELERATING FROM A STOP THERE IS A LAG BEFORE THE VEHICLE ACCELERATES. |
| 06/22/2009 | 13:47 | CUSTOMER COMMENTS: THE CUSTOMER REPORTS THAT WHEN ACCELERATING FROM A STOP THERE IS A LAG BEFORE THE VEHICLE ACCELERATES. |
| 06/22/2009 | 13:47 | PLEASE ATTACH A CORRECT SERIAL NUMBER. CHECK THE FLUID LEVEL/CONDITION. |
| 06/22/2009 | 13:47 | WORKSHOP FINDINGS: NO DTCS. THE LEVEL/CONDITION ARE GOOD. THE TECHNICIAN HAS VERIFIED A DELAYED HARSH GEAR ENGAGEMENT, SHUDDERING ON ACCEL. AND FLARE ON DECEL. WHEN COMING TO A STOP. |
| 06/22/2009 | 14:48 | TRANS SERIAL # 1S 1406290471 (ADDITIONAL NUMBERS ON TRANS ARE 02E301103 AND KDE060807) FLUID LEVEL AND CONDITION ARE OK. |
| 06/22/2009 | 14:55 | PLEASE REPLACE THE MECHATRONICS UNIT. DSG 01044 |
| 08/06/2009 | 20:08 | TECH 418 REPLACED MECHATRONICS UNIT. ALL OK NOW. THANK YOU. |

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| 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 |
|----------------|-------|------------|------------------------|-----------------|---------------|------------|--------------------|
| 470041 | A3 | 2009 | WAUKF78P49A [REDACTED] | 1971 | 3735 | 06/24/2009 | USA |

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| Workshop Finding |
| TCM MVB 64 1) 59 2) 94 |

| Activity Date | Activity Time | Activity Comments |
|---------------|---------------|--|
| 06/24/2009 | 12:17 | ISSUE OPENED BY DEALERSHIP |
| 06/24/2009 | 12:17 | WHILE DRIVING IT , SHIFTS FROM "DRIVE" TO "NEUTRAL" BY ITSELF. IT HAPPENED ALSO WHEN YOU GET IT BEFORE TO FULL STOP. |
| 06/24/2009 | 12:37 | ADVISED TO REPLACE THE TRANSMISSION INPUT SPEED (RPM) SENSOR -G182-/CLUTCH OIL TEMPERATURE SENSOR -G509-. TEST DRIVE AND INSPECT OF THE NUMBER IN MVB 64 INCREASE. NOTE IF THE CONCERN CAN BE DUPLICATED. THANKS RAY |
| 06/24/2009 | 12:37 | CUSTOMER COMMENTS: WHILE DRIVING IT , SHIFTS FROM "DRIVE" TO "NEUTRAL" BY ITSELF. IT HAPPENED ALSO WHEN YOU GET IT BEFORE TO FULL STOP. |
| 06/24/2009 | 12:37 | WORKSHOP FINDINGS: TCM MVB 64 1) 59 2) 94 |
| 07/13/2009 | 08:00 | JOB HAS BEEN ACCOMPLISHED;IN MVB FOUND NO DUPLICATIONS OF TEMPERATURE.CAS WAS ROAD TESTED , AND EVERYTHING SEEMS TO BE OK. |
| 07/13/2009 | 13:41 | PLEASE SEE THE LAST LANES |

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| 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 |
|----------------|-------|------------|------------------------|-----------------|---------------|------------|--------------------|
| 470160 | A3 | 2008 | WAUNF78P08A [REDACTED] | 16122 | 3885 | 06/24/2009 | USA |

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| Workshop Finding |
| SURGES BAD ON TAKE OFF. ONCE THE VEHICLE IS GOING THERE IS NO DRIVABILITY CONCERN. NO FAULTS STORED AND FLUID LEVEL AND CONDITION IS GOOD. |

| Activity Date | Activity Time | Activity Comments |
|---------------|---------------|--|
| 06/24/2009 | 13:54 | ISSUE OPENED BY DEALERSHIP |
| 06/24/2009 | 13:54 | WHEN TAKING OFF FROM A START CAR SURGES UNTILL ABOUT 15MPH THEN SMOOTHS OUT UNTILL YOU SLOW DOWN BELOW 15MPH OR COME TO A STOP AND START AGAIN. |
| 06/24/2009 | 15:06 | ADVISED TECH TO GET THE SERIAL NUMBER IN THE CONTACT. RED ORDER TO VIN AND REPLACE THE MECHATRONICS UNIT. CHECK THE NEW PART AGAINST THE OLD LOOKING CLOSELY AT THE PINS IN THE CONNECTOR HOUSING. PERFORM THE DSG BASIC SETTINGS AND RECHECK FOR PROPER OPERATION DSG AUTHORIZATION #1052 |
| 06/24/2009 | 15:06 | CUSTOMER COMMENTS: WHEN TAKING OFF FROM A START CAR SURGES UNTILL ABOUT 15MPH THEN SMOOTHS OUT UNTILL YOU SLOW DOWN BELOW 15MPH OR COME TO A STOP AND START AGAIN. |
| 06/24/2009 | 15:06 | WORKSHOP FINDINGS: SURGES BAD ON TAKE OFF. ONCE THE VEHICLE IS GOING THERE IS NO DRIVABILITY CONCERN. NO FAULTS STORED AND FLUID LEVEL AND CONDITION IS GOOD. |
| 08/13/2009 | 10:46 | REPLACED MECHATRONIC UNIT PERFORMED BASIC SETTINGS AND DROVE CAR. TRANSMISSION IS SHIFTING NORMALY, NO FAULTS AFTER TEST DRIVE. SERIAL NUMBER IS 14 01 150088. |
| 08/13/2009 | 10:57 | ISSUE UPDATED |
| 08/13/2009 | 10:59 | REOPENED CONTACT TO PRINT FOR WARR. |
| 08/21/2009 | 11:13 | ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED |
| 08/21/2009 | 11:13 | ISSUE UPDATED |

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| Consultant's Closing Comments |
| THE TECHNICIAN REPLACED THE MECHATRONICS UNIT. |

| VW File Number | Model | Model Year | VIN | Vehicle Mileage | TREAD Part ID | Open Date | Sale Order Country |
|----------------|-------|------------|------------------------|-----------------|---------------|------------|--------------------|
| 470579 | A3 | 2008 | WAUKD78P48A [REDACTED] | 16367 | 3735 | 06/25/2009 | USA |

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| Workshop Finding |
| NO DTCS. THE TECHNICIAN HAS VERIFIED A DELAYED GEAR ENGAGEMENT. THE FLUID LEVEL/CONDITION ARE GOOD. |

| Activity Date | Activity Time | Activity Comments |
|---------------|---------------|---|
| 06/25/2009 | 11:16 | CUSTOMER COMPLAINT.....REVVS THEN BANGS INTO GEAR AND GOES MOST PREVELANT IN REVERSE.....SEEMS THAT THERE IS A SIGNIFICANT DELAY WHEN TRANSMISSION IS TRZING TO ENGAGE GEAR. |
| 06/25/2009 | 11:16 | ISSUE OPENED BY DEALERSHIP |
| 06/25/2009 | 11:19 | FORGOT TO ADD MVB |
| 06/25/2009 | 11:27 | CUSTOMER COMMENTS: CUSTOMER COMPLAINT.....REVVS THEN BANGS INTO GEAR AND GOES MOST PREVELANT IN REVERSE.....SEEMS THAT THERE IS A SIGNIFICANT DELAY WHEN TRANSMISSION IS TRZING TO ENGAGE GEAR. |
| 06/25/2009 | 11:27 | PLEASE FILL OUT THE TRANSMISSION WORKSHEET WITH THE CORRECT SERIAL NUMBER. |
| 06/25/2009 | 11:27 | WORKSHOP FINDINGS: NO DTCS. THE TECHNICIAN HAS VERIFIED A DELAYED GEAR ENGAGEMENT. THE FLUID LEVEL/CONDITION ARE GOOD. |
| 06/25/2009 | 11:55 | KDE 18 10 07 14 20.50 1450 |
| 06/25/2009 | 12:44 | PLEASE REPLACE THE MECHATRONICS AUTHORIZATION CODE # 1053. PERFORM GFF ADAPTATION DRIVE AND RE-EVALUATE. |
| 08/04/2009 | 12:36 | REPLACED, ADAPTED....CLOSE |

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| 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 |
|----------------|-------|------------|------------------------|-----------------|---------------|------------|--------------------|
| 470751 | TT | 2009 | TRUUF38J091 [REDACTED] | 2385 | 3735 | 06/25/2009 | USA |

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| Workshop Finding |
| n/a |

| Activity Date | Activity Time | Activity Comments |
|---------------|---------------|--|
| 06/25/2009 | 13:25 | CUSTOMER STATES PRNDS LIGHTS FLASH INTERMITTENTLY SITTING IDLE IN DRIVE OR ON FREEWAY. TEST DROVE VEHICLE 2 DAYS STRAIGHT(INCLUDING ONE OVERNIGHT TEST DRIVE) ATTEMPTING TO DUPLICATE CONCERN. CONCERN OCCURED ONLY ONCE FOR LESS THEN 1 SECOND(TIP TRONIC LIGHTS FLASHED FOR SPLIT SECOND THEN WENT AWAY. VEHICLE DRIVABILITY NOT COMPROMISED). TRANSMISSION PERFORMANCE AND OPERATION NOT COMPROMISED. GFF SHOWS NO RELEVANT FAULTS IN SYSTEM. REQUESTING ADVISE. |
| 06/25/2009 | 13:25 | ISSUE OPENED BY DEALERSHIP |
| 06/25/2009 | 13:29 | CUSTOMER COMMENTS: CUSTOMER STATES PRNDS LIGHTS FLASH INTERMITTENTLY SITTING IDLE IN DRIVE OR ON FREEWAY. TEST DROVE VEHICLE 2 DAYS STRAIGHT(INCLUDING ONE OVERNIGHT TEST DRIVE) ATTEMPTING TO DUPLICATE CONCERN. CONCERN OCCURED ONLY ONCE FOR LESS THEN 1 SECOND(TIP TRONIC LIGHTS FLASHED FOR SPLIT SECOND THEN WENT AWAY. VEHICLE DRIVABILITY NOT COMPROMISED). TRANSMISSION PERFORMANCE AND OPERATION NOT COMPROMISED. GFF SHOWS NO RELEVANT FAULTS IN SYSTEM. REQUESTING ADVISE. |
| 06/25/2009 | 13:29 | PLEASE REPLACE THE SPEED/TEMP. SENSOR FOR THE TRANSMISSION. |
| 07/31/2009 | 14:55 | TECH NO LONGER AT THE DEALER |

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| 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 |
|----------------|-------|------------|------------------------|-----------------|---------------|------------|--------------------|
| 471253 | TT | 2009 | TRUGF38J891 [REDACTED] | 12439 | 3735 | 06/26/2009 | USA |

Workshop Finding

NO FAULTS STORED. THE VEHICLE BUCKS COMING TO AND TAKING OFF FROM A STOP. FLUID LEVEL AND CONDITION IS GOOD.

| Activity Date | Activity Time | Activity Comments |
|---------------|---------------|--|
| 06/26/2009 | 11:45 | ISSUE OPENED BY DEALERSHIP |
| 06/26/2009 | 11:55 | ADVISED TECH TO PERFORM THE ADAPTATION BASIC SETTING AND SEE IF THE CONDITION CHANGES. THANKS |
| 06/26/2009 | 11:55 | CUSTOMER COMMENTS: VEHICLE JERKS AND BUCKS AFTER WARM ON TAKE OFF. |
| 06/26/2009 | 11:55 | WORKSHOP FINDINGS: NO FAULTS STORED. THE VEHICLE BUCKS COMING TO AND TAKING OFF FROM A STOP. FLUID LEVEL AND CONDITION IS GOOD. |
| 06/26/2009 | 12:51 | PERFORM BASIC SETTINGS AND TEST DRIVE NO BETTER SEVERE JERKING WHEN MOVING FORWARD FROM A STOP WHEN IT GOES TO 2ND IT SMOOTHS OUT |
| 06/26/2009 | 14:38 | PLEASE UPDATE THE TICKET WITH THE SERIAL NUMBER. |
| 06/26/2009 | 15:18 | JFP- 25.05.08 14.2342.008 |
| 06/26/2009 | 15:22 | PLEASE REPLACE THE MECHATRONICS UNIT. DSG 01055 |
| 07/09/2009 | 10:26 | SENDING |
| 07/09/2009 | 15:54 | ADVISED TO REPLACE THE TRANSMISSION AND REEVALUATE THE CONCER. AUTH # DSG 1078. THANKS RAY |
| 07/13/2009 | 08:37 | THE TECHNICIAN RECODED THE MECHATRONICS UNIT AND THEN CODED BACK TO 0020 SOFTWARE. THE TRANSMISSION WAS NOT REPLACED AND THE VEHICLE IS NOW WORKING AS DESIGNED. PLEASE CLOSE OUT THIS TICKET. |
| 07/14/2009 | 07:27 | RECODE ADAPTIVE TEST DRIVE NOW OK. |
| 07/27/2009 | 12:02 | ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED |
| 07/27/2009 | 12:02 | ISSUE UPDATED |

Consultant's Closing Comments

THE TECHNICIAN REPLACED THE MECHATRONICS UNIT.

| VW File Number | Model | Model Year | VIN | Vehicle Mileage | TREAD Part ID | Open Date | Sale Order Country |
|----------------|-------|------------|------------------------|-----------------|---------------|------------|--------------------|
| 471479 | TT | 2008 | TRUBF38J581 [REDACTED] | 12075 | 3735 | 06/26/2009 | USA |

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| Workshop Finding |
| NO DTCS. THE TECHNICIAN HAS VERIFIED THE CONCERN OF CHUGGING IN FIRST GEAR. THE FLUID LEVEL/CONDITION ARE GOOD. |

| Activity Date | Activity Time | Activity Comments |
|---------------|---------------|---|
| 06/26/2009 | 15:57 | ISSUE OPENED BY DEALERSHIP |
| 06/26/2009 | 15:57 | TRANS BANG INTO FIRST GEAR, WHEN IN FIRST IT FEELS LIKE ITS SEARCHING FOR ANOTHER GEAR BUT DOES NOT ENGAGE , COMPARED TO 09 TT WITH DSG, 09 MODEL IS MUCH SMOOTHER |
| 06/26/2009 | 16:13 | CUSTOMER COMMENTS: TRANS BANG INTO FIRST GEAR, WHEN IN FIRST IT FEELS LIKE ITS SEARCHING FOR ANOTHER GEAR BUT DOES NOT ENGAGE , COMPARED TO 09 TT WITH DSG, 09 MODEL IS MUCH SMOOTHER |
| 06/26/2009 | 16:13 | PLEASE REPLACE THE MECHATRONICS UNIT. DSG 01056 |
| 06/26/2009 | 16:13 | WORKSHOP FINDINGS: NO DTCS. THE TECHNICIAN HAS VERIFIED THE CONCERN OF CHUGGING IN FIRST GEAR. THE FLUID LEVEL/CONDITION ARE GOOD. |
| 08/04/2009 | 08:09 | REPLACED MECHATRONICS UNIT, VEHICLE ALL OK . |

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| Consultant's Closing Comments |
| ? |

| VW File Number | Model | Model Year | VIN | Vehicle Mileage | TREAD Part ID | Open Date | Sale Order Country |
|----------------|-------|------------|-------------|-----------------|---------------|------------|--------------------|
| 471577 | TT | 2008 | TRUDD38J981 | 19506 | 3735 | 06/26/2009 | USA |

Workshop Finding

TRANSMISSION FEELS LIKE IT IS SLIPPING AT A HIGHER RPM. THE FLUID LEVEL IS FULL AND THE FLUID IS CLEAN. NO FAULTS ARE STORED. WHEN IN TIP THE CONCERN IS NOT FELT. INTERMITTANT HARSH GEAR ENGAUGEMENT FROM PARK OR NEUTRAL TO REVERSE OR DRIVE.

| Activity Date | Activity Time | Activity Comments |
|---------------|---------------|---|
| 06/26/2009 | 19:08 | CLIENT CONCERN IS SHIFT QUALITY HARSH FOUND THAT INTERMITTINTLY TRANS WILL ENGAGE INTO REVERSE VERY HASH AND SOMETINES 1ST WILL SHIFT HARD BUT ALSO FOUND THAT UNDER HEAVY THROTTLE AT FREEWAY SPEEDS THAT RPM WILL CLIMB VERY HIGH (5000-5500) LIKE CLUTCH IS STAYING DISENGAGED AND VEHICLE SEEMS TO HAVE A LACK OF POWER AND IT DOSENT SMELL LIKE CLUTCH BURNING SEEMS TO HAPPEN IN 3RD AND 4TH GEARS ONLY IN DRIVE AND SPORT AND ATF FLUID LEVEL AND CONDITION IS OK ATTACHED TRANS SHEET AND ALL NECC MVB'S THANK YOU |
| 06/26/2009 | 19:08 | ISSUE OPENED BY DEALERSHIP |
| 06/30/2009 | 12:09 | ADVISED TECH TO PERFORM THE ADAPTIVE DRIVE PROCEDURE AND SEE IF THE CONDITION HAS CHANGED OR IMPROVED. THANKS |
| 06/30/2009 | 12:09 | CUSTOMER COMMENTS: CLIENT CONCERN IS SHIFT QUALITY HARSH FOUND THAT INTERMITTINTLY TRANS WILL ENGAGE INTO REVERSE VERY HASH AND SOMETINES 1ST WILL SHIFT HARD BUT ALSO FOUND THAT UNDER HEAVY THROTTLE AT FREEWAY SPEEDS THAT RPM WILL CLIMB VERY HIGH (5000-5500) LIKE CLUTCH IS STAYING DISENGAGED AND VEHICLE SEEMS TO HAVE A LACK OF POWER AND IT DOSENT SMELL LIKE CLUTCH BURNING SEEMS TO HAPPEN IN 3RD AND 4TH GEARS ONLY IN DRIVE AND SPORT AND ATF FLUID LEVEL AND CONDITION IS OK ATTACHED TRANS SHEET AND ALL NECC MVB'S THANK YOU |
| 06/30/2009 | 12:09 | WORKSHOP FINDINGS: TRANSMISSION FEELS LIKE IT IS SLIPPING AT A HIGHER RPM. THE FLUID LEVEL IS FULL AND THE FLUID IS CLEAN. NO FAULTS ARE STORED. WHEN IN TIP THE CONCERN IS NOT FELT. INTERMITTANT HARSH GEAR ENGAUGEMENT FROM PARK OR NEUTRAL TO REVERSE OR DRIVE. |
| 07/01/2009 | 10:58 | PERFORMED ADAPTIVE DRIVE AND ATTACHED LOG, HOWEVER IT DID NOT HELP CONDITION SAME CONCERN STILL PRESENT |
| 07/01/2009 | 11:05 | PLEASE UPDATE THE TRANSMISSION WORKSHEET WITH THE CORRECT SERIAL NUMBER. |
| 07/01/2009 | 11:56 | OK FOUND TWO NUMBERS JPZ 26 02 07 AND 14 05 22 0335 HOPE THESE ARE CORRECT THANK YOU |
| 07/01/2009 | 12:01 | RED ORDER TO VIN AND REPLACE THE MECHATRONICS UNIT. CHECK THE NEW PART AGAINST THE OLD LOOKING CLOSELY AT THE PINS IN THE CONNECTOR HOUSING. PERFORM THE DSG BASIC SETTINGS AND RECHECK FOR PROPER OPERATION DSG AUTHORIZATION #01063 |
| 07/24/2009 | 11:37 | INSTALLED NEW MECHTRONICS AND PERFORMED BASIC SETTINGS/ADPATION DRIVE AND CONCERN IS ELIMINATED PERFORMS AS DESIGNED. THANX |
| 07/27/2009 | 18:46 | ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED |
| 07/27/2009 | 18:46 | ISSUE UPDATED |

Consultant's Closing Comments

THE TECHNICIAN REPLACED THE MECHATRONICS UNIT.

| VW File Number | Model | Model Year | VIN | Vehicle Mileage | TREAD Part ID | Open Date | Sale Order Country |
|----------------|-------|------------|------------------------|-----------------|---------------|------------|--------------------|
| 471682 | A3 | 2008 | WAUNF98P18A [REDACTED] | 24308 | 3735 | 06/29/2009 | USA |

Workshop Finding

S/F AND TAC REVIEWED THE CONCERN. VEHICLE JERKS/SHUDDERS UNDER ACCELERATION.

| Activity Date | Activity Time | Activity Comments |
|---------------|---------------|---|
| 06/29/2009 | 09:23 | ISSUE OPENED BY DEALERSHIP |
| 06/29/2009 | 09:23 | WHEN ACCELERATING FROM A STOP THE CAR JERKS |
| 06/29/2009 | 10:04 | CUSTOMER COMMENTS: WHEN ACCELERATING FROM A STOP THE CAR JERKS |
| 06/29/2009 | 10:04 | TAC AND S/F AGREE TO REPLACE THE MECHATRONICS UNIT. AUTH # 1057. THANKS RAY |
| 06/29/2009 | 10:04 | WORKSHOP FINDINGS: S/F AND TAC REVIEWED THE CONCERN. VEHICLE JERKS/SHUDDERS UNDER ACCELERATION. |
| 07/22/2009 | 14:23 | REPLACING THE MECHATRONICS REPAIRED THIS CAR |

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 |
|----------------|-------|------------|------------------------|-----------------|---------------|------------|--------------------|
| 472047 | TT | 2009 | TRUVF38JX91 [REDACTED] | 5064 | 3735 | 06/29/2009 | USA |

| Workshop Finding |
|------------------|
| n/a |

| Activity Date | Activity Time | Activity Comments |
|---------------|---------------|---|
| 06/29/2009 | 14:57 | C/S THAT WHILE DRIVING THE VEHICLE SPORADICALLY STUTTERS WHILE DRIVING ON THE HIGHWAY AND THE CLUSTER DISPLAYS A MESSAGE TO DEPRESS BRAKE PEDAL TO START ENGINE. THE CLUSTER FLASHES WITH THIS MESSAGE AND SHE ALSO STATES THAT THE CAR STALLS OCCASIONALLY WHEN THIS HAPPENS. I TEST DROEV THE VEHICLE AND NO CONCERN COULD BE DUPLICATED BUT MY FOREMAN TOOK THE VEHICLE AND GOT THIS EXACT CONCERN TO HAPPEN. GOOD THING HE IS ON VACATION THIS WEEK. COULD NOT FIND ANY FAULT CODES OR RELEVANT TSB'S THAT CAN POINT ME IN ANY DIRECTION. FOREMAN SAID THAT HE THINKS ITS A TRANSMISSION ISSUE. THANK YOU. - CASEY |
| 06/29/2009 | 14:57 | ISSUE OPENED BY DEALERSHIP |
| 06/29/2009 | 16:18 | ADVISED TO RECORD ALL DSG MVBS AND ATTACH TO THE CONTACT. THANKS RAY |
| 06/29/2009 | 16:18 | CUSTOMER COMMENTS: C/S THAT WHILE DRIVING THE VEHICLE SPORADICALLY STUTTERS WHILE DRIVING ON THE HIGHWAY AND THE CLUSTER DISPLAYS A MESSAGE TO DEPRESS BRAKE PEDAL TO START ENGINE. THE CLUSTER FLASHES WITH THIS MESSAGE AND SHE ALSO STATES THAT THE CAR STALLS OCCASIONALLY WHEN THIS HAPPENS. I TEST DROEV THE VEHICLE AND NO CONCERN COULD BE DUPLICATED BUT MY FOREMAN TOOK THE VEHICLE AND GOT THIS EXACT CONCERN TO HAPPEN. GOOD THING HE IS ON VACATION THIS WEEK. COULD NOT FIND ANY FAULT CODES OR RELEVANT TSB'S THAT CAN POINT ME IN ANY DIRECTION. FOREMAN SAID THAT HE THINKS ITS A TRANSMISSION ISSUE. THANK YOU. - CASEY |
| 06/29/2009 | 16:28 | ATTACHED IS GFF WITH ALL MVB'S FOR THE TRANSMISSION CONCERN. |
| 06/29/2009 | 16:37 | PLEASE REPLACE THE INPUT SPEED/TEMP. SENSOR FOR THE TRANSMISSION. |
| 07/10/2009 | 16:34 | CASEY CHECKED THE MVB 64 AND FOUND THAT THE SPEED SENSOR HAD FAILED MANY MANY TIMES. REPLACED THE SPEED SENSOR AS PER YOUR LEAD AND ROAD TESTED OK. WILL SHIP THE VEHICLE TO SEE WHAT HAPPENS. THANKS JOEL |

| 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 |
|----------------|-------|------------|------------------------|-----------------|---------------|------------|--------------------|
| 472307 | A3 | 2009 | WAUKF78P19A [REDACTED] | 1972 | 3735 | 06/30/2009 | USA |

Workshop Finding

MEASURING VALUE 64/1= 97 AND MEASURING VALUE 64/2= 124
NO FAULTS STORED. FLUID LEVEL IS GOOD. THE CONCERN HAS BEEN VERIFIED.

| Activity Date | Activity Time | Activity Comments |
|---------------|---------------|--|
| 06/30/2009 | 08:52 | CUSTOMER STATES TRANSMISSION SLIPS OUT OF GEAR. WHILE DRIVING AT HIGHWAY OR IN TOWN SPEED, TRANSMISSION SLIPS OUT OF GEAR THE THE GEAR INDICATOR ON THE DASH LIGHT UP ONE AT A TIME. I ROAD TESTED VEHICLE FOR ABOUT 12 MINS AND VEHICLE WOULDN'T SHIFT BETWEEN 1-2 AND PRNDS LIT UP. |
| 06/30/2009 | 08:52 | ISSUE OPENED BY DEALERSHIP |
| 06/30/2009 | 09:07 | ADVISED TECH TO REPLACE THE SPEED/TEMP SENSOR AND VERIFY THE REPAIR. YOUR DSG AUTHO NUMBER IS 01059 THANKS |
| 06/30/2009 | 09:07 | CUSTOMER COMMENTS: CUSTOMER STATES TRANSMISSION SLIPS OUT OF GEAR. WHILE DRIVING AT HIGHWAY OR IN TOWN SPEED, TRANSMISSION SLIPS OUT OF GEAR THE THE GEAR INDICATOR ON THE DASH LIGHT UP ONE AT A TIME. I ROAD TESTED VEHICLE FOR ABOUT 12 MINS AND VEHICLE WOULDN'T SHIFT BETWEEN 1-2 AND PRNDS LIT UP. |
| 06/30/2009 | 09:07 | WORKSHOP FINDINGS: MEASURING VALUE 64/1= 97 AND MEASURING VALUE 64/2= 124 NO FAULTS STORED. FLUID LEVEL IS GOOD. THE CONCERN HAS BEEN VERIFIED. |
| 07/13/2009 | 12:54 | REPLACED TEMP/SPEED SENSOR. |
| 07/13/2009 | 12:56 | REPAIR COMPLETED. |
| 07/30/2009 | 11:25 | ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED |
| 07/30/2009 | 11:25 | ISSUE UPDATED |

Consultant's Closing Comments

THE TECHNICIAN REPLACED THE TEMP/SPEED SENSOR FOR THE TRANSMISSION.

| VW File Number | Model | Model Year | VIN | Vehicle Mileage | TREAD Part ID | Open Date | Sale Order Country |
|----------------|-------|------------|------------------------|-----------------|---------------|------------|--------------------|
| 472472 | A3 | 2008 | WAUKD78P98A [REDACTED] | 17256 | 3885 | 06/30/2009 | USA |

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| Workshop Finding |
| NO FAULTS PRESENT. THE CONDITION GETS WORSE WHEN WARM. THE FLUID IS CLEAN AND FULL. |

| Activity Date | Activity Time | Activity Comments |
|---------------|---------------|---|
| 06/30/2009 | 11:29 | CUSTOMER STATES WHEN ACCELERATING FROM A STOP THE VEHICLE FEELS REAL JERKY THROUGH FIRST GEAR..MORE NOTICEABLE ON A SLIGHT INCLINE. CUSTOMER ALSO STATES AFTER THE VEHICLE IS WARM WHEN DECELERATING IT WILL BANG INTO GEAR WHEN DOWNSHIFTING FROM 2ND TO 1ST. |
| 06/30/2009 | 11:29 | ISSUE OPENED BY DEALERSHIP |
| 06/30/2009 | 11:36 | CUSTOMER COMMENTS: CUSTOMER STATES WHEN ACCELERATING FROM A STOP THE VEHICLE FEELS REAL JERKY THROUGH FIRST GEAR..MORE NOTICEABLE ON A SLIGHT INCLINE. CUSTOMER ALSO STATES AFTER THE VEHICLE IS WARM WHEN DECELERATING IT WILL BANG INTO GEAR WHEN DOWNSHIFTING FROM 2ND TO 1ST. |
| 06/30/2009 | 11:36 | RED ORDER TO VIN AND REPLACE THE MECHATRONICS UNIT. CHECK THE NEW PART AGAINST THE OLD LOOKING CLOSELY AT THE PINS IN THE CONNECTOR HOUSING. PERFORM THE DSG BASIC SETTINGS AND RECHECK FOR PROPER OPERATION DSG AUTHORIZATION #01060 |
| 06/30/2009 | 11:36 | WORKSHOP FINDINGS: NO FAULTS PRESENT. THE CONDITION GETS WORSE WHEN WARM. THE FLUID IS CLEAN AND FULL. |
| 07/14/2009 | 13:15 | SOP PART |
| 07/23/2009 | 17:46 | REPLACE UNIT. NO COMPONENT PROTECTION TEST PLAN. |
| 07/23/2009 | 18:04 | PLEASE PERFORM THE [REDACTED] |
| 07/24/2009 | 11:54 | REPALCED UNIT AND RAN BASIC SETTING. TEST DROVE VEHICLE OPERATING TO AUDI SPEC. THANKS |
| 07/30/2009 | 11:35 | ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED |
| 07/30/2009 | 11:35 | ISSUE UPDATED |

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| Consultant's Closing Comments |
| THE TECHNICIAN REPLACED THE MECHATRONICS UNIT. |

| VW File Number | Model | Model Year | VIN | Vehicle Mileage | TREAD Part ID | Open Date | Sale Order Country |
|----------------|-------|------------|------------------------|-----------------|---------------|------------|--------------------|
| 472493 | TT | 2009 | TRURD38J191 [REDACTED] | 293 | 3735 | 06/30/2009 | USA |

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| Workshop Finding |
| NO DTCS. THE TECHNICIAN HAS NOT VERIFIED THE CONCERN. |

| Activity Date | Activity Time | Activity Comments |
|---------------|---------------|---|
| 06/30/2009 | 11:41 | CUSTOMER COMPLAINTS CAR IS STALLING OUT AND IS DIFFICULT TO START. CUSTOMER COMPLAINT HAS NOT BEEN DUPLICATED AT THIS TIME. NO STORED FAULTS, CHECKED CONDITION OF GAS OK. |
| 06/30/2009 | 11:41 | ISSUE OPENED BY DEALERSHIP |
| 06/30/2009 | 11:48 | CUSTOMER COMMENTS: CUSTOMER COMPLAINTS CAR IS STALLING OUT AND IS DIFFICULT TO START. CUSTOMER COMPLAINT HAS NOT BEEN DUPLICATED AT THIS TIME. NO STORED FAULTS, CHECKED CONDITION OF GAS OK. |
| 06/30/2009 | 11:48 | PLEASE REPLACE THE INPUT SPEED/TEMP. SENSOR IN THE TRANSMISSION. |
| 06/30/2009 | 11:48 | WORKSHOP FINDINGS: NO DTCS. THE TECHNICIAN HAS NOT VERIFIED THE CONCERN. |
| 07/20/2009 | 12:32 | REPLACED SENSOR ISSUE RESOLVED THANKS |

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| 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 |
|----------------|-------|------------|------------------------|-----------------|---------------|------------|--------------------|
| 473536 | TT | 2008 | TRUDD38J381 [REDACTED] | 15434 | 3735 | 07/02/2009 | USA |

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| Workshop Finding |
| NO DTCS. THE FLUID LEVEL/CONDITION ARE GOOD. TAN FLUID. THE TECHNICIAN HAS VERIFIED A HARSH 2-1 SHIFT. |

| Activity Date | Activity Time | Activity Comments |
|---------------|---------------|---|
| 07/02/2009 | 09:23 | CUST SLOWING TO STOP HAS THUD ON DOWNSHIFT. |
| 07/02/2009 | 09:23 | ISSUE OPENED BY DEALERSHIP |
| 07/02/2009 | 09:42 | CUSTOMER COMMENTS: CUST SLOWING TO STOP HAS THUD ON DOWNSHIFT. |
| 07/02/2009 | 09:42 | PLEASE ATTACH THE REQUESTED MVB. UPDATE THE TRANS. WORKSHEET WITH THE CORRECT SERIAL NUMBER. |
| 07/02/2009 | 09:42 | WORKSHOP FINDINGS: NO DTCS. THE FLUID LEVEL/CONDITION ARE GOOD. TAN FLUID. THE TECHNICIAN HAS VERIFIED A HARSH 2-1 SHIFT. |
| 07/02/2009 | 10:25 | UPDATED TRANS SHEET WITH FULL SERIAL NUMBER AND ATTACHED MVBS |
| 07/02/2009 | 10:36 | ADVISED TECH TO PERFORM THE GFF ADAPTATION AND RECHECK THE CONCERN. CALL BACK IF THERE IS NO CHANGE. THANKS |
| 07/02/2009 | 12:05 | PERFORMED GFF TRANS ADAPTATION AND ROAD TESTED VEHICLE HAS SAME ISSUE STILL. |
| 07/02/2009 | 13:15 | PLEASE REPLACE THE MECHATRONICS UNIT. DSG 01065 |
| 08/07/2009 | 15:25 | MECHATRONICS CONTROL UNIT REPLACED. ISSUE RESOLVED. |

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| 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 |
|----------------|-------|------------|------------------------|-----------------|---------------|------------|--------------------|
| 473762 | A3 | 2009 | WAUHE78P79A [REDACTED] | 1835 | 3735 | 07/02/2009 | USA |

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| Workshop Finding |
| MVB 64 1) 135 2) 201 |

| Activity Date | Activity Time | Activity Comments |
|---------------|---------------|---|
| 07/02/2009 | 12:39 | CLIENT STATES WHILE DRIVING THE "PLEASE APLY FOOT BRAKE TO SELECT GEAR" WARNING IS SHOWN ON DIS. ALSO CAR WILL DOWNSHIFT TO THIRD AND WILL NOT UP-SHIFT ON ITS OWN(MUST MANUALLY SHIFT IN TIP). ON ROAD TEST WITH THE CLIENT I WAS ABLE TO VERIFY THIS CONCERN. FOUND IT ONLY HAPPENS WITH AC ON. WHEN THE APLY FOOT BRAKE WARNING COMES ON CAR GOES TO NEUTRAL UNTIL THE FOOT BRAKE IS PRESSED. NO LEFT FOOT BREAKING.. NO FAULTS IN SYSTEM... NO TSB'S.... HELP. THANKS RICHARD |
| 07/02/2009 | 12:39 | ISSUE OPENED BY DEALERSHIP |
| 07/02/2009 | 12:51 | ADVISED TO REPLACE TRANSMISSION INPUT SPEED (RPM) SENSOR -G182-/CLUTCH OIL TEMPERATURE SENSOR -G509-. TEST DRIVE THE VEHICLE AFTER AND INSPECT IF EITHER FIELD IN MVB 64 INCREASE. THANKS RAY ***PLEASE FILL OUT THE TRANSMISSION WORKSHEET AND ATTACH ALL DSG MVBS, I HAVE CHANGED THE TICKET TO THE TRANSMISSION CONCERN** |
| 07/02/2009 | 12:51 | CUSTOMER COMMENTS: CLIENT STATES WHILE DRIVING THE "PLEASE APLY FOOT BRAKE TO SELECT GEAR" WARNING IS SHOWN ON DIS. ALSO CAR WILL DOWNSHIFT TO THIRD AND WILL NOT UP-SHIFT ON ITS OWN(MUST MANUALLY SHIFT IN TIP). ON ROAD TEST WITH THE CLIENT I WAS ABLE TO VERIFY THIS CONCERN. FOUND IT ONLY HAPPENS WITH AC ON. WHEN THE APLY FOOT BRAKE WARNING COMES ON CAR GOES TO NEUTRAL UNTIL THE FOOT BRAKE IS PRESSED. NO LEFT FOOT BREAKING.. NO FAULTS IN SYSTEM... NO TSB'S.... HELP. THANKS RICHARD |
| 07/02/2009 | 12:51 | WORKSHOP FINDINGS: MVB 64 1) 135 2) 201 |
| 07/10/2009 | 18:50 | THANK YOU.. SEEMS TO HAVE FIXED IT.. |

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| 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 |
|----------------|-------|------------|------------------------|-----------------|---------------|------------|--------------------|
| 474369 | A3 | 2008 | WAUHE78P18A [REDACTED] | 21065 | 3735 | 07/03/2009 | USA |

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| Workshop Finding |
| n/a |

| Activity Date | Activity Time | Activity Comments |
|---------------|---------------|---|
| 07/03/2009 | 14:23 | HARSH SHIFT AT TAKE OFF, NO FAULTS FLUID LEVEL GOOD |
| 07/03/2009 | 14:23 | ISSUE OPENED BY DEALERSHIP |
| 07/06/2009 | 16:46 | CUSTOMER COMMENTS: HARSH SHIFT AT TAKE OFF, NO FAULTS FLUID LEVEL GOOD |
| 07/06/2009 | 16:46 | PLEASE UPDATE THE TAC TICKET WITH THE TRANSMISSION SERIAL NUMBER. |
| 07/06/2009 | 18:07 | KNC 28 02 08 14 10 51 06 55 |
| 07/06/2009 | 18:09 | ADVISED TO REPLACE THE MECHATRONICS AND REEVALUATE THE CONCERN. AUTH # DSG 1070. THANKS RAY |
| 08/18/2009 | 16:33 | REPLACED DSG AND OPERATED TO SPECS |

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| 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 |
|----------------|-------|------------|------------------------|-----------------|---------------|------------|--------------------|
| 474406 | A3 | 2008 | WAUHF78P38A [REDACTED] | 11142 | 3735 | 07/03/2009 | USA |

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| Workshop Finding |
| NO DTCS. THE TECHNICIAN HAS VERIFIED THE CONCERN. NO MISFIRES. |

| Activity Date | Activity Time | Activity Comments |
|---------------|---------------|--|
| 07/03/2009 | 15:17 | CUST STATES JERKS ON LIGHT ACCELERATION. TEST DROVE CAR AND WHEN PULLING AWAY FROM A STOP CAR SURGES UNTIL ABOUT 5 MPH. CHECKED GFF AND FOUND ONLY ONE FAULT FOR FUEL PRESSURE. PERFORMED TECH BULLETIN FOR LOW FUEL PRESSURE AND REPLACED FUEL PRESSURE SENSOR. CAR STILL SURGES WHEN PULLING AWAY FROM A STOP. ANY SOFTWARE ISSUES WITH ECM OR TCM? THANKS, CLINT |
| 07/03/2009 | 15:17 | ISSUE OPENED BY DEALERSHIP |
| 07/06/2009 | 15:45 | CUSTOMER COMMENTS: CUST STATES JERKS ON LIGHT ACCELERATION. TEST DROVE CAR AND WHEN PULLING AWAY FROM A STOP CAR SURGES UNTIL ABOUT 5 MPH. CHECKED GFF AND FOUND ONLY ONE FAULT FOR FUEL PRESSURE. PERFORMED TECH BULLETIN FOR LOW FUEL PRESSURE AND REPLACED FUEL PRESSURE SENSOR. CAR STILL SURGES WHEN PULLING AWAY FROM A STOP. ANY SOFTWARE ISSUES WITH ECM OR TCM? THANKS, CLINT |
| 07/06/2009 | 15:45 | PLEASE FILL OUT THE TRANSMISSION WORKSHEET WITH THE CORRECT SERIAL NUMBER. |
| 07/06/2009 | 15:45 | WORKSHOP FINDINGS: NO DTCS. THE TECHNICIAN HAS VERIFIED THE CONCERN. NO MISFIRES. |
| 07/06/2009 | 17:18 | HERE ARE THE ADDITIONAL MVB YOU REQUESTED. |
| 07/06/2009 | 17:31 | JULY 6TH |
| 07/06/2009 | 17:34 | RED ORDER TO VIN AND REPLACE THE MECHATRONICS UNIT. CHECK THE NEW PART AGAINST THE OLD LOOKING CLOSELY AT THE PINS IN THE CONNECTOR HOUSING. PERFORM THE DSG BASIC SETTINGS AND RECHECK FOR PROPER OPERATION DSG AUTHORIZATION #01069 |
| 08/14/2009 | 18:21 | REPLACED MECHATRONICS UNIT AND PERFORMED BASIC SETTING AND TEST DROVE TO VERIFY PROPER OPERATION. THANKS, CLINT |
| 08/18/2009 | 15:10 | ALL DONE AND OK THANKS. |

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| 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 |
|----------------|-------|------------|------------------------|-----------------|---------------|------------|--------------------|
| 475455 | A3 | 2008 | WAUHF98P48A [REDACTED] | 18680 | 3735 | 07/07/2009 | USA |

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|-------------------------|
| Workshop Finding |
| n/a |

| Activity Date | Activity Time | Activity Comments |
|---------------|---------------|--|
| 07/07/2009 | 13:41 | CUST STATES 1ST GEAR IS ROUGH ON TAKE OFF |
| 07/07/2009 | 13:41 | ISSUE OPENED BY DEALERSHIP |
| 07/07/2009 | 13:51 | ADVISED TO REPLACE THE MECHATRONICS UNIT. AUTH # DSG 1071. THANKS RAY |
| 07/07/2009 | 13:51 | CUSTOMER COMMENTS: CUST STATES 1ST GEAR IS ROUGH ON TAKE OFF |
| 07/07/2009 | 13:52 | INSURE TO RED ORDER THE MECH UNIT PER THE VIN OF THE VEHICLE AND TYPE THE TRANSMISSION SERIAL NUMBER IN THE CONTACT. |
| 08/24/2009 | 18:35 | REPLACED TRANS MECH UNIT AND ADAPTED AND PERFORMED BASIC SETTINGS,NOW OPER AS DESIGNED |

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| 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 |
|----------------|-------|------------|------------------------|-----------------|---------------|------------|--------------------|
| 475599 | TT | 2008 | TRUMF38J981 [REDACTED] | 14018 | 3735 | 07/07/2009 | USA |

Workshop Finding

CUSTOMER STATES THAT THE TRANSMISSION SHUDDERS ON ACCELERATION. TECHNICIAN HAS BEEN ABLE TO VERIFY THE CONCERN.

| Activity Date | Activity Time | Activity Comments |
|---------------|---------------|--|
| 07/07/2009 | 15:40 | ISSUE OPENED BY DEALERSHIP |
| 07/07/2009 | 15:46 | ADVISED TO REPLACE THE MECHATRONICS UNIT. AUTH # DSG 1072. THANKS RAY |
| 07/07/2009 | 15:46 | WORKSHOP FINDINGS: CUSTOMER STATES THAT THE TRANSMISSION SHUDDERS ON ACCELERATION. TECHNICIAN HAS BEEN ABLE TO VERIFY THE CONCERN. |
| 07/31/2009 | 14:12 | TRANSMISSION SERIAL NUMBER IS 1412520752. INSTALLED NEW MECHATRONICS UNIT INTRANS AND COMPLETED ADAPTAIONS AND TEST DRIVE AND FOUNDN THE CAR TO BE PERFORMING PER MANU SPECS AT THIS TIME. |

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 |
|----------------|-------|------------|------------------------|-----------------|---------------|------------|--------------------|
| 475628 | A3 | 2008 | WAUNF78PX8A [REDACTED] | 23389 | 3735 | 07/07/2009 | USA |

Workshop Finding

NO DTCS. THE TECHNICIAN HAS VERIFIED THE CONCERN. I HAVE TRIED REPLACING TURBO CUT-OFF VALVE AND CRANKCASE BREATHER VALVE ASSEMBLY, AND HAVE UNHOOKED MAF SENSOR, INTAKE RUNNER FLAP MOTOR, AND BLOCKED WASTE GATE ACCUATOR, WITH NO CHANGE IN SYMPTOMS. ENGINE RUNS FINE WHEN NOT IN GEAR. CAN DUPLICATE PROBLEM IN SHOP BY APPLYING EMERGENCY BRAKE AND PUTTING IN DRIVE OR REVERSE, AND BRINGING UP TO APPROX. 1200RPM. POSSIBLY TRANSMISSION???? NOTE NO FAULT CODES IN ENGINE OR TRANSMISSION.

| Activity Date | Activity Time | Activity Comments |
|---------------|---------------|--|
| 07/07/2009 | 16:01 | ISSUE OPENED BY DEALERSHIP |
| 07/07/2009 | 16:01 | VEHICLE BUCKS AND JERKS FROM A STOP. HAPPENS AT LOW SPEEDS WHEN ENGINE IS HOT. MOST NOTICABLE IN FIRST OR REVERSE. I HAVE TRIED REPLACING TURBO CUT-OFF VALVE AND CRANKCASE BREATHER VALVE ASSEMBLY, AND HAVE UNHOOKED MAF SENSOR, INTAKE RUNNER FLAP MOTOR, AND BLOCKED WASTE GATE ACCUATOR, WITH NO CHANGE IN SYMPTOMS. ENGINE RUNS FINE WHEN NOT IN GEAR. CAN DUPLICATE PROBLEM IN SHOP BY APPLYING EMERGENCY BRAKE AND PUTTING IN DRIVE OR REVERSE, AND BRINGING UP TO APPROX. 1200RPM. POSSIBLY TRANSMISSION???? NOTE NO FAULT CODES IN ENGINE OR TRANSMISSION. THANKS--SCOTT |
| 07/07/2009 | 16:18 | CUSTOMER COMMENTS: VEHICLE BUCKS AND JERKS FROM A STOP. HAPPENS AT LOW SPEEDS WHEN ENGINE IS HOT. MOST NOTICABLE IN FIRST OR REVERSE. |
| 07/07/2009 | 16:18 | PLEASE FILL OUT THE TRANSMISSION WORKSHEET WITH THE REQUESTED MVB AND SERIAL NUMBER. |
| 07/07/2009 | 16:18 | WORKSHOP FINDINGS: NO DTCS. THE TECHNICIAN HAS VERIFIED THE CONCERN. I HAVE TRIED REPLACING TURBO CUT-OFF VALVE AND CRANKCASE BREATHER VALVE ASSEMBLY, AND HAVE UNHOOKED MAF SENSOR, INTAKE RUNNER FLAP MOTOR, AND BLOCKED WASTE GATE ACCUATOR, WITH NO CHANGE IN SYMPTOMS. ENGINE RUNS FINE WHEN NOT IN GEAR. CAN DUPLICATE PROBLEM IN SHOP BY APPLYING EMERGENCY BRAKE AND PUTTING IN DRIVE OR REVERSE, AND BRINGING UP TO APPROX. 1200RPM. POSSIBLY TRANSMISSION???? NOTE NO FAULT CODES IN ENGINE OR TRANSMISSION. |
| 07/07/2009 | 18:53 | HERE IS PART OF THE REQUESTED INFO |
| 07/07/2009 | 18:56 | MORE INFO |
| 07/07/2009 | 19:00 | MORE INFO |
| 07/07/2009 | 19:05 | MORE INFO |
| 07/07/2009 | 19:11 | MORE INFO |
| 07/07/2009 | 19:16 | I HOPE ALL OF THE MEASURING BLOCK INFORMATION GOT TO YOU. DIDN'T KNOW HOW ELSE TO DO IT. HOPEFULLY YOU RECEIVED THE TRANSMISSION WORKSHEET ALSO. SCOTT |
| 07/09/2009 | 17:13 | TRANSMISSION SERIAL NUMBER 14 11 18 0767. ADVISED TO PLEASE FILL OUT THE TRANSMISSION WORKSHEET AGAIN AND RE-SEND IT. |
| 07/09/2009 | 17:30 | RE-SENDING TRANSMISSION DIAG FORM--THANKS-SCOTT |
| 07/09/2009 | 17:36 | ADVISED TO REPLACE THE MECHATRONICS UNIT. AUTH # 1080. THANKS RAY |
| 09/02/2009 | 18:34 | REPLACED MECHATRONICS UNIT AS INSTRUCTED. CAR IS FIXED. THANKS--SCOTT |

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 |
|----------------|-------|------------|------------------------|-----------------|---------------|------------|--------------------|
| 475722 | A3 | 2008 | WAUNF78PX8A [REDACTED] | 15820 | 3735 | 07/07/2009 | USA |

| Workshop Finding |
|------------------|
| n/a |

| Activity Date | Activity Time | Activity Comments |
|---------------|---------------|--|
| 07/07/2009 | 17:42 | ISSUE OPENED BY DEALERSHIP |
| 07/07/2009 | 17:42 | TAKING OFF FROM STOP LIGHT CAR JURKS INTO GEAR! |
| 07/07/2009 | 17:49 | ADVISED TO PLEASE RECORD ALL THE DSG MVBS AND ATTACH TO THE CONTACT. ALSO PLEASE TYPE THE DSG SERIAL NUMBER INTO THE CONTACT. UPDATE AND CALL BACK. THANKS RAY |
| 07/07/2009 | 17:49 | CUSTOMER COMMENTS: TAKING OFF FROM STOP LIGHT CAR JURKS INTO GEAR! |
| 07/07/2009 | 18:32 | TRANS CODE #'S ARE AS FOLLOWS KNC 04 03 08 1402390169 |
| 07/07/2009 | 18:33 | ADVISED TO REPLACE THE MECHATRONICS UNIT. AUTH # DSG 1073. THANKS RAY |

| Consultant's Closing Comments |
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