

INFORMATION Redacted PURSUANT TO THE FREEDOM OF
INFORMATION ACT (FOIA), 5 U.S.C . 552(B)(6)

EA11-003

VW

6/15/2012

WAVE 10

From: Non-responsive content removed
To: [REDACTED]
CC: [REDACTED]
Date: 10/18/2010, 5:20:19 PM
Subject: Re: Analysis results [REDACTED] pumps"

Hello Mr. [REDACTED]

I have reduced the distribution list, since a large distribution list doesn't help us any further.

I have highlighted the answers to your questions in red below.

I was in [REDACTED] with my colleague Mr. [REDACTED] late last week for a process analysis. Over an evening beer we discussed the failures at your plant.

Not to annoy you, but because we want to find out why the failures are occurring at your plant; several questions remain unanswered:

- * Is the tank for the initial filling of the vehicles within the hall or outside?
- * Is it an underground tank?
- * Is the tank secured against the entry of external water?
- * Can condensation water form in the tank?
- * Was the tank filled shortly before or after the failure of the first 5 pumps?
- * Do you have the the analysis results of the fuel samples from the affected vehicles?
Where are these samples?

With best regards

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AUDI AG

[REDACTED]

74146 Neckarsulm

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www.audi.com

Domicile/Sitz: Ingolstadt
Court of Registry/Registergericht: Local District Court Ingolstadt
Commercial Register No./HRB Nr.: 1
Chairman of the Supervisory Board/Vorsitzender des Aufsichtsrats: Martin Winterkorn
Vorstand/Board of Management: Rupert Stadler (Vorsitzender/Chairman), Ulf Berkenhagen, Michael Dick, Frank Dreves, Peter Schwarzenbauer, Thomas Sigi, Axel Strotbek

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>

>From: Non-responsive content removed

>Sent: Friday, October 15, 2010, 1:22 PM

Non-responsive content removed

>Subject: RE: Analysis results "China pumps"

>

>Hello Mr. [REDACTED],

>I have taken the liberty of removing most of the distribution list... ;-)

>

>Item 1) Why should the iron hydroxide deposits be due to the impact of water during transport?

>After they were removed, the pumps were transported 10,000 km over 2 weeks for analysis; who can say with certainty that there was no water contact? I think it is unlikely, since the pump connections were surely sealed, weren't they?

In addition, you also found such deposits immediately after removal.

>

>Here is the examination from our local lab on the deposits found for the 1 pump that was not OK.

>For more exact clarification, I suggest that the lab experts exchange information amongst themselves.

>Dr. [REDACTED] is the main contact person for the [REDACTED] lab.

>

> < Message: [REDACTED] chemical composition test result of "metal powder" >>

>

>Item 2) Please clarify your question as to the supply chain with [REDACTED] through [REDACTED] @ [REDACTED] can you please help here?

>

>Item 3) Gasoline in the remaining fuel in the RP2 pump:

>Are there any findings as to which concentrations of gasoline result in the failures? I am not familiar with any systematic examinations. I will pose this question to Bosch on Wednesday.

>As every doctor knows: "The dosage makes the poison..."

>

>

>Regards

>

Non-responsive content removed

>

>

>

>

>From: Non-responsive content removed

>Sent: Thursday, October 14, 2010 12:29 AM

Non-responsive content removed

>Subject: Analysis results "[REDACTED] pumps"

>

>Hello all,

>

>Bosch presented additional analysis results today of the 5 pumps that were removed from the blocked vehicles in [REDACTED]. Deposits were discovered on all the pumps.

>These deposits consist of iron hydroxide [Fe (OH)₂]. It is created from a reaction between iron and water (statement from Bosch).

>

>The remaining fuel from the RP2 from the Q verification run (Simmerl pump) contained gasoline according to the gas chromatography. The concentration cannot be determined; we will have to wait for the fuel sample.

>

>Furthermore, the 5 pumps that were removed in the delivery state (pump did not rotate) in [REDACTED] arrived at Bosch today. Analysis is underway.

>

>

>[REDACTED], how are the engines delivered in [REDACTED]? Are the containers leak-proof? Please clarify and provide information

>

>

>

>With best regards

>

>[REDACTED]

>

>[REDACTED]

>AUDI AG

>

>74146 Neckarsulm

>[REDACTED]

>

>

>www.audi.com

>

>Sitz/Domicile: Ingolstadt

>Court of Registry/Registergericht: Local District Court Ingolstadt

>Commercial Register No./HRB Nr.: 1

>Vorsitzender des Aufsichtsrats/Chairman of the Supervisory Board: Martin Winterkorn

>Vorstand/Board of Management: Rupert Stadler (Vorsitzender/Chairman), Ulf Berkenhagen, Michael Dick, Frank Dreves, Peter Schwarzenbauer, Thomas Sigi, Axel Strotbek

>

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>

From: Non-responsive content removed

To:

CC:

Date: 10/21/2010, 8:35:00 AM

Subject: Re: Analysis results "IN pumps"

Please delete the previous mail with the incorrect subject!

Best regards

Non-responsive content removed

From: Non-responsive content removed

Sent: Thursday, October 21, 2010, 9:34 AM

Non-responsive content removed

Subject: Re: Analysis results "Non-responsive content removed"

Hello Mr. [redacted]

4 of the 5 returned HP pumps from [redacted] (rail pressure too high) had brown deposits on roller or camshaft (similar to [redacted] but somewhat weaker). Pictures will follow. Since the metering units (MU) are OK, we currently do not have an explanation for the excessive rail pressure.

If such a vehicle is found again, please let me and Bosch know before the repair.

We should drive the vehicle the next item, to ensure that the deviation of rail pressure is recorded in MSG (occurs from delta_p 300 bar; was previously approx. 250 bar on the roller).

To find an explanation for the brown deposits, we also have to examine the fuel side!

Please forward the mail to the responsible planning department, so we can get answers from [redacted] Development (like [redacted]).

Another explanation for the deposits would be "high temperature" in the fuel / pump. Can you image that these pumps/vehicles had a different sequence on the assembly line/roller for whatever reason?

Thank you!

Best regards

Non-responsive content removed

AUDI AG

85045 Ingolstadt

Non-responsive content removed

From: Non-responsive content removed

Sent: Thursday, October 21, 2010, 9:09 AM

Non-responsive content removed

Subject: FW: Analysis results "pumps"

Hello Mr. Non-responsive content removed

Can you please have these process questions answered?

Regards,

Non-responsive content removed

From: Non-responsive content removed

Sent: Tuesday, October 19, 2010 12:19 AM

To: Non-responsive content removed

Cc:

Subject: Re: Analysis results "pumps"

Hello Mr. Non-responsive content removed

- * Is the tank for the initial filling of the vehicles within the hall or outside? (Addendum: MLA, MLB1, MLB2)
- * Is it an underground tank?
- * Is the tank secured against the entry of external water?
- * Can condensation water form in the tank?
- * Was the tank filled shortly before or after the failure of the first 5 pumps?
- * Additional question: Where is the fuel withdrawn from the tank (lowest point, immersion pipe, ...??)

With best regards

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Non-responsive content removed

AUDI AG

74146 Neckarsulm

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www.audi.com

Domicile/Sitz: Ingolstadt

Court of Registry/Registergericht: Local District Court Ingolstadt

Commercial Register No./HRB Nr.: 1

Chairman of the Supervisory Board/Vorsitzender des Aufsichtsrats: Martin Winterkorn

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From: Non-responsive content removed
To: [Redacted]
CC: [Redacted]
Date: Tuesday, 15 January 2008 4:52:00 PM
Subject: Re: Slides on particles in the intake valve
Attachments: [CP4_Beanstandungen_FeP080115.pdf](#)

Hello [Redacted]

We will come up to you in 10 minutes.

Best regards

Non-responsive content removed

AUDI AG
85045 Ingolstadt

Non-responsive content removed

Domicile/Sitz: Ingolstadt
Court of Registry/Registergericht: District Court of Ingolstadt
Commercial Register No.: 1 Chairman of the Supervisory Board: Martin Winterkorn

Vorstand/Board of Management: Rupert Stadler (Chairman), Ulf Berkenhagen, Michael Dick, Frank Dreves, Axel Strotbek, Ralph Weyler, Werner Widuckel

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Wichtiger Hinweis: The above information is automatically added to this e-mail. This addition does not constitute a representation that the content of this e-mail is legally relevant and/or is intended to be legally binding upon AUDI AG.

From: Non-responsive content removed
Sent: [Redacted]
To: [Redacted]
Cc: [Redacted]
Subject: Slides on particles in the intake valve

Hello [Redacted]

Here are the revised slides.

<<CP4_Beanstandungen_FeP080115.pdf>>

Best regards

Non-responsive content removed

Robert Bosch GmbH
Non-responsive content removed

GERMANY
www.bosch.com

Non-responsive content removed

Domicile: Stuttgart, Court of Registry: Local Court of Stuttgart Commercial Registry no. 14000 Chairman of the Supervisory Board: Hermann Scholl; Management Board: Franz Fehrenbach, Siegfried Dais; Bernd Bohr, Wolfgang Chur, Rudolf Colm, Gerhard Kümmel, Wolfgang Malchow, Peter Marks; Volkmar Denner, Peter Tyroller

From: Non-responsive content removed
To: [REDACTED]
CC:
Date: 06/21/2010 11:01:10 A.M.
Subject: FW: Overheads from Q meeting
Attachments: [2010-06-09 Q Gespräch Audi RB.pdf](#)

From: Non-responsive content removed
Sent: Monday, June 21, 2010 11:25 AM

Non-responsive content removed

Subject: Overheads from Q meeting

Hello Mr [REDACTED]

Please find attached the overheads shown at the Q meeting on 06/09/2010, as requested.
Best regards / mit freundlichen Grüßen

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Robert Bosch GmbH

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www.bosch.com

Headquarters: Stuttgart, Court of Registry: Amtsgericht Stuttgart, HRB 14000;
Chairman of the Supervisory Board: Hermann Scholl; Management: Franz Fehrenbach, Siegfried Dais;
Bernd Bohr, Rudolf Colm, Volkmar Denner, Gerhard Kümmel, Wolfgang Malchow, Peter Marks,
Peter Tyroller; Uwe Raschke

From: Non-responsive content removed
To: [Redacted]

CC: [Redacted]
Date: 09.05.2011 14:30:54
Topic: Re: Minutes of Top Q-meeting on Bosch CP4 cleanliness
Attachments: [105036 Protokoll Top Q-Gespräch Sauberkeit CP4.pdf](#)
[105036 1 Anlage zum Protokoll Top Q-Gespräch.pdf](#)

From: Non-responsive content removed
Sent: [Redacted]
To: [Redacted]
Subject: Re: Minutes of Top Q-meeting on Bosch CP4 cleanliness

Dear colleagues,

Our activities for your information.

Best wishes,

Non-responsive content removed

From: Non-responsive content removed
Sent: Friday, 6. May 2011 10:44
To: Non-responsive content removed
Cc: [Redacted]
Subject: Minutes of Top Q-meeting on Bosch CP4 cleanliness

Mit freundlichen Grüßen / Best regards

Non-responsive content removed

Robert Bosch GmbH

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www.bosch.com

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Sitz/Domicile: Stuttgart, Registergericht/Court of Registry: Amtsgericht Stuttgart, HRB 14000;
Aufsichtsratsvorsitzender/Chairman of the Supervisory Board: Hermann Scholl; Geschäftsführung/Management: Franz Fehrenbach, Siegfried Dais;
Bernd Bohr, Rudolf Colm, Volkmar Denner, Wolfgang Malchow, Peter Marks,
Peter Tyroller; Stefan Asenkerschbaumer, Uwe Raschke, Wolf-Henning Scheider

From: Non-responsive content removed

To:

CC:

Date: 11/24/2008, 11:24:04 AM

Subject: Re: [REDACTED] FW: Status report CP4 drivetrain damage WK45 v_24_11_08

Hello,

FYI: I found an error in the legend: the colors for "with customer" and "Field" are mixed up in the legend

Best regards

Non-responsive content removed

Robert Bosch GmbH

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www.bosch.com

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Bernd Bohr, Rudolf Colm, Gerhard Kümmel, Wolfgang Malchow, Peter Marks;
Volkmar Denner, Uwe Raschke, Peter Tyroller

From: Non-responsive content removed

Sent: Monday, November 24, 2008, 11:07 AM

Non-responsive content removed

Subject: [REDACTED] FW: Status report CP4 drivetrain damage WK45 v_24_11_08

Hello [REDACTED]

Please put 8.000ml HPP in the list as a field pump and not an endurance run pump.

This report is not reported with the launch report.

This will make the table correct again.

- 3 field pumps
- 2 endurance run pump
- 1 field pump reported but has yet to turn up.

Yours sincerely,

Volkswagen AG

Non-responsive content removed

From: Non-responsive content removed
Sent: Tuesday, November 18, 2008, 1:29 PM
To: Non-responsive content removed
Cc:
Subject: Re: Status report CP4 Drivetrain damage WK45

Dear Mr [REDACTED]

For the weekly status, I am currently evaluating the so-called [REDACTED] list. New field breakdowns from VW are being reported by Mr [REDACTED] to Mr [REDACTED] which in turn is entering this into his list to be forwarded to me.

As of today, only the USA breakdowns with customer have been entered there, which I have added to my overview. I have put them in an Excel file for you (see Appendix) This comprises the USA breakdowns from the list maintained by Mr [REDACTED] and the USA breakdowns which Mr [REDACTED] is maintaining in his list (only ever CP4.1. BIN5) As you can see, 3 USA Endurance run or trial breakdowns are listed, namely cases A, D, E (A, D in both lists and E in Mr [REDACTED]'s list)

With customer, there are only two cases (B and C) in both lists. Other cases are neither registered with Mr [REDACTED] or Mr [REDACTED]. In this regard, I have also requested all entries from the [REDACTED] plant and from Development They also do not know about any other BIN5 CP4.1 failures

If you cannot find the data for the two cases you mentioned in the list, please send a mail to Mr [REDACTED] who collects and reports the failures centrally for VW.

Best regards

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Robert Bosch GmbH

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Domicile: Stuttgart, Court of Registry: Local District Court Stuttgart Commercial Register no. 14000
Chairman of the Supervisory Board: Hermann Scholl; Management: Franz Fehrenbach, Siegfried Dais;
Bernd Bohr, Rudolf Colm, Gerhard Kümmel, Wolfgang Malchow, Peter Marks;
Volkmar Denner, Uwe Raschke, Peter Tyroller

From: Non-responsive content removed
Sent: Saturday, November 15, 2008, 12:19 PM

Non-responsive content removed

Subject: FW: Status report CP4 Drivetrain damage WK45

Dear Mr [redacted]

Please correct the number of failures for the 2.0 I 4V CR BIN5 engine to "4".
Yours sincerely,

From: Non-responsive content removed

Sent: Friday, November 14, 2008, 4:38 PM

Non-responsive content removed

Subject: Status report CP4 Drivetrain damage WK45

Dear all,

Please find enclosed the status report for the CP4 drivetrain damage as of WK4 5
and the Failure list as of 14.11.2008.

<Non-responsive content removed> Liste Triebwerksschäden CP4 14 11 08 _mit internem WE.xls>> <<Status CP4 Triebwerksschäden-2008-KW45.pdf>>

Explanations about the slides:

The slides show the status of reported CP4 drivetrain failures up to and including the calendar week named.
The attached Excel list was used for the evaluation.
The slides are distributed every Friday if new cases were added to the database or if measures were updated

- Slide 1: Failures Audi/VW vehicles with customer
- Slide 2: Statistics for 0km/field failures CP4.1 [redacted]
- Slide 3: Statistics for 0km/field failures CP4.2 [redacted] released)
- Slide 4: Statistics for all drivetrain failures CP4.1/2 [redacted] with measures implemented
- Slide 5: Statistics for all drivetrain failures CP4.1/2 [redacted]
- Slide 6-11: current production activities for the prevention of drivetrain damage

Best regards

Non-responsive content removed

Robert Bosch GmbH

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Chairman of the Supervisory Board: Hermann Scholl; Management: Franz Fehrenbach, Siegfried Dais;
Bernd Bohr, Rudolf Colm, Gerhard Kümmel, Wolfgang Malchow, Peter Marks;
Volkmar Denner, Uwe Raschke, Peter Tyroller

From: Non-responsive content removed

To:

CC:

Date: 3/26/2009, 4:47:21 PM

Subject: FW: US_07 TDI CR: High pressure fuel pump...breakdown

Attachments: [9M288024_parts.pdf](#)
[9M288024_tow in.pdf](#)

Hi [REDACTED],

Please only request the pump and send to Mr [REDACTED] if poss.

Thank you.

[REDACTED]

>
>From: Non-responsive content removed
>Sent: Thursday, March 26, 2009, 2:54 PM
>To: Non-responsive content removed
>Cc: [REDACTED]
>Re: US_07 TDI CR: High pressure fuel pump...breakdown

>Hello [REDACTED],

>Received the following parts today:

>
>
>
> Do you want to have only the pumps or all parts of the breakdown?

>
>
>
Kind regards,

[REDACTED]
>
>



Grüne Kopie

Date: 3/19/2009

Page 1/1

Shipping Invoice No. 2009/03-1080

Internal Address

Non-responsive content removed

Tax-ID: Non-responsive content removed

Volkswagen AG

Non-responsive content removed

Mfg. Code:

DUNS:

Supplier:

Contact Person:

Telephone: Non-responsive content removed

Non-responsive content removed

Part Number	Description	Produced in	Unit Price	Quantity	Amount
03L130089	DISTRIBUTOR LINK	DEU	10.00	1	10.00 USD
03L130277A	INJECTION UNIT	DEU	11.00	4	44.00 USD
03L130755A	HIGH-PRESSURE PUMP	DEU	14.59	1	14.59 USD
5N0906129B	BRACKET	DEU	5.00	1	5.00 USD

Comment

Requested by M. [redacted]

Total Amount: 73.59 USD

I HEREBY CERTIFY THAT THE INFORMATION ON THIS INVOICE IS TRUE AND CORRECT AND THAT THE CONTENTS OF THIS SHIPMENT ARE AS STATED ABOVE.

"Defective Parts - No commercial value"

(Signature)

Wareneinnahme Wolfsburg

25. März 2009

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Closure date:

3/19/2009

Logistic Provider:

FedEx Express

Processed by:

Non-responsive content removed

recipient

Dealer: USA 444 23324
EA11003EN-00589[0]
Claim type: 1-10 Warranty Vehicle Warranty
Sales model: 1K577M Wagon 2.0 BasicUS1
Vehicle ID no.: 3VWTL71K99M [REDACTED]
Manufacturer: VOLKSWAGEN PKW
Delivery date: 12/24/2008
DMS delivery:
Reception date: 01/30/2009
Repair completion date:

Claim no.: 51532 / 01
DMS claim number: 51532
Case number:
TPI number:
Engine number: CBEA Engine plant: C 080911
Gearbox number: KQC 0000890
Production date: 10/15/2008
Production plant: VW DE MEXICO, PUEBLA
Warranty limits (days): 37
02/11/2009 Mileage Km/Miles: 2525

Comment claim / hand written comment:
N ONCE HIGH PRESSURE PUMP BAD REPLACE FUEL S
YSTEM PER TECH L

Entry date: 02/11/2009
Date of print: 02/13/2009
Printing user: [REDACTED]
Name of user:

Service no.: 2045 Fuel pump
Damage code: 0010 MECHANICAL FAULT,CR
Fitted part: 03L 130 755 A PUMP
Damage causing part:
Partscheckroom result:
Parts recipient importer:

Tow in: Yes
Damage location:
Quantity: 1,00
Quantity:
Dispatch type: Parts Logistics
Parts recipient manufacturer:
C.R.P

Repair code: 2
Parts manufacturer: [REDACTED]

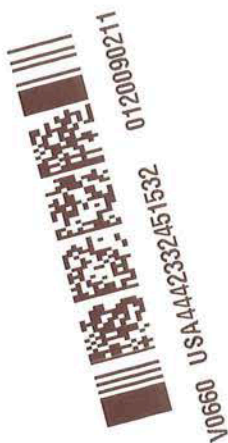
Non-responsive content removed



V0660 USA4442332451532 0120090211



3VWTL71K99M28802403L130755A 00101



From: Non-responsive content removed

To:

CC:

Date: 5/13/2009, 11:55:43 AM

Subject: 1st opinion on the following goods received dated 5/13/2009 VA99080 / VA99083 (4VW195-197)

Dear Sirs,

The following pumps have been received and are being analyzed.

Best regards,

Non-responsive content removed

Robert Bosch GmbH

Non-responsive content removed

Domicile: Stuttgart, Court of Registry: Local District Court Stuttgart, HCommercial Register No. 14000; Chairman of the Supervisory Board: Hermann Scholl; Management: Franz Fehrenbach, Siegfried Dais; Bernd Bohr, Rudolf Colm, Volkmar Denner, Gerhard Kümmel, Wolfgang Malchow, Peter Marks, Peter Tyroller; Uwe Raschke

QMM no.	QC no.	Customer material	GA	PNR.	Line and series	DM	WE_AZ		Complaint	Final finding	Failure location	Engine/Veh. ID no.	Customer followup no.
4VW195	230002480861	03L130755	40	507	02-0418	1/16/2009	5/13/2009	9509	Does not start. After stopping at traffic light s		Non-responsive content removed	3C9E107647	VA 99080
4VW196	230002480862	03L130755A	40	508	01-1008	3/6/2008	5/13/2009	17701	Loss of power, Check light		USA	71K89M003104	VA 99083
4VW197	230002480863	03L130755A	40	508	04-0437	5/10/2008	5/13/2009	9009	Vehicle does not start, Check light		USA	71K39M003284	VA 99083

From: Non-responsive content removed

To:

CC:

Date: 5/15/2009, 1:49:00 PM

Subject: FW: 2. opinion on the following goods received dated 5/13/2009 VA99083 (4VW196-197)

... has been added.

With best wishes,

From: Non-responsive content removed

Sent: Friday, May 15, 2009, 2:37 PM

Non-responsive content removed

Subject: 2nd opinion on the following goods received dated 5/13/2009 VA99083 (4VW196-197)

Dear Sirs,

The following pumps were analyzed. The result of the finding is drivetrain damage.
The 8D reports have been prepared.

Best regards,

Non-responsive content removed

Robert Bosch GmbH

Non-responsive content removed

Non-responsive content removed

Domicile: Stuttgart, Court of Registry: Local District Court Stuttgart, Commercial Register No. 14000;
Chairman of the Supervisory Board: Hermann Scholl; Management: Franz Fehrenbach, Siegfried Dais;
Bernd Bohr, Rudolf Colm, Volkmar Denner, Gerhard Kümmel, Wolfgang Malchow, Peter Marks,
Peter Tyroller; Uwe Raschke



BOSCH

011

0 445 010 508

CR/CP4S1/R35/20

03L 130 755 A



01 060308

BPT 1008



0003



Made in

Non-responsive content removed



BOSCH

011

0 445 010 508

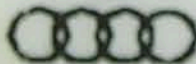
CR/CP4S1/R35/20

03L 130 755 A



04 100508

BPT 0437



0004



Made in

Non-responsive content removed

WE_AZ

KM

Complaint

5/13/2009

17701

**Power
Check**

5/13/2009

9009

**Vehicle Start
Check**

From: Non-responsive content removed

To:

CC:

Date: 8/6/2009, 1:51:42 PM

Subject: 2nd opinion on the following goods received dated 7/31/2009 BPT0414
(4VW237)

Attachments: [4VW237.pdf](#)

Dear Sirs,

The pump mentioned below was analyzed.

Preliminary analysis result (intermediate result):

* Leaking at shaft seal

The pump is being analyzed further. I will send you the results as soon as possible.

Best regards,

Non-responsive content removed

Robert Bosch GmbH

Non-responsive
content removed

Non-responsive content removed

Domicile: Stuttgart, Court of Registry: Local District Court Stuttgart, Commercial Register No. 14000;
Chairman of the Supervisory Board: Hermann Scholl; Management: Franz Fehrenbach, Siegfried Dais;
Bernd Bohr, Rudolf Colm, Volkmar Denner, Gerhard Kümmel, Wolfgang Malchow, Peter Marks,
Peter Tyroller; Uwe Raschke

QMM no.	QC no.	Customer material	GA	Part no.	Line + Series	DM	WE_AZ	KM	Complaint	Intermediate result	Failure location	Engine/ VIN	Customer follow-up no.
4VW237	230002569289	03L130755A	40	508	01-0414	29.02.2008	31.07.2009	14360	Drivetrain damage	Pump leaking	USA	3VWCL71K 99M [REDACTED]	BPT0414

From: Non-responsive content removed

To:

CC:

Date: 12.08.2009 07:51:01

Thema: 3.0L Metal Damage VIN: WVGFM77LX9D [REDACTED] Make: VW

Hi [REDACTED],

if there is metal particle in high pressure pump inside, please send the pump and fuel samples to [REDACTED]. When it possible, send a photo from the identification plate of the pump. Is there any damage in the cylinder head?

Shipping address pump and fuel samples:

Non-responsive content removed

Non-responsive content removed

Regards

From: Non-responsive content removed

Sent: Tuesday, August 11, 2009 4:49 PM

To: Non-responsive content removed

Cc:

Subject: FW: 3.0L Metal Damage

[REDACTED]

I have advised the Helpline to ask this dealer to not perform any repairs to the vehicle until we have contacted them. Can you please engage in this case? I would like to get someone to this vehicle to get fuel samples and we need to get the parts back from the vehicle. I would recommend that the parts and fuel samples be sent directly to [REDACTED] for analysis. The engine should also be checked for compression.

[REDACTED]

Please advise which parts you would want from this car. High pressure pump, fuel sample,

Regards,

Non-responsive content removed

U.S.A.

Non-responsive content removed

From: [Redacted]
Sent: Monday, August 10, 2009 6:56 PM
To: Non-responsive content removed
Cc: [Redacted]
Subject: 3.0L Metal Damage

[Redacted]

Can you take a look at this case and the picture (fuel filter housing) and let me know where you want to go next. I am having the tech forward me the other pictures and I will get them to you as soon as I get them. Thank you in advance.

Access Code: 490327 Date Opened: Mon Aug 10 2009 12:38:00 GMT-0400 (Eastern Daylight Time)
case Code : MC-355290 Job Number : 31563364
Technician : [Redacted] Technician Phone: null
Dealer Name: [Redacted] Non-responsive content removed
Corp Contact: [Redacted] Corporate Phone: [Redacted]
Consultant: [Redacted] Dealer Code: [Redacted]
Concern Group: Non-responsive content removed
Group Assigned To: [Redacted]
Assignee: crandem
Ticket Status: Open: Technician in Process

VIN: WVGFM77LX9D [Redacted] Make: VW
Model Code: 7L60Y3 Year: 2009 Mileage: 2205
Engine: 3.0L Transmission: Automatic
Country: USA Service Date: Tue Jun 16 2009 20:00:00 GMT-0400 (Eastern Daylight Time)

08/10/2009 12:38:01: US/Eastern: [Redacted] Initiated: Issue Opened by Dealership
08/10/2009 12:38:01: US/Eastern: [Redacted] Initiated: check vehicle crank no start
in tank fuel pump comes on fuel in lines before high pressure pump broke lines open to injectors no fuel coming out
08/10/2009 12:58:57: US/Eastern: [Redacted] Open: Consultant in Process: Customer Comments: check vehicle crank no start in tank
fuel pump comes on fuel in lines before high pressure pump broke lines open to injectors no fuel coming out
08/10/2009 12:58:57: US/Eastern: [Redacted] Open: Consultant in Process: Workshop Findings: tech states fuel pum in the tank does
come on.
08/10/2009 12:58:57: US/Eastern: [Redacted] Open: Consultant in Process: Advised the tech to attach a fault log, check pressure supply
to the high pressure pump while cranking, get a fuel sample, check fuel filter for any kind of contamination, update the vta with results.
08/10/2009 13:57:49: US/Eastern: [Redacted] Open: Dealer Updated: metal filings in filter housing
08/10/2009 17:13:59: US/Eastern: [Redacted] Open: Consultant in Process: Please remove the metal filings, find out if they are magnetic,
place them on a white piece of paper with a pen or pencil to show the size comparison and please take a picture.
08/10/2009 17:53:06: US/Eastern: [Redacted] Open: Technician in Process: Advised the tech to attach the pictures to the VTA ticket.
08/10/2009 18:17:39: US/Eastern: [Redacted] Open: Dealer Updated: filings are magnetic
08/10/2009 18:22:00: US/Eastern: [Redacted] Open: Consultant in Process: thanks for the update, call in for further direction.
08/10/2009 18:51:18: US/Eastern: [Redacted] Open: Technician in Process: Forwarding the case to Product Support.
08/10/2009 18:53:10: US/Eastern: [Redacted] Open: Technician in Process: Advised the tech to forward the rest of the pictures to my e-mail.
I attached the 1st picture and am sending the case to [Redacted] for review.

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Volkswagen of America, Inc.
3800 Hamlin Road
Auburn Hills, MI 48326

Non-responsive content removed

From: Non-responsive content removed

To:

CC:

Date: 11/23/2009, 6:33:00 PM

Subject: FW: Investigation Report 1933 - CP4

Attachments: [09-UA 1933 - \[REDACTED\]-USA - HDP-Schaden CP4 - Hr. \[REDACTED\].pdf](#)

... and again no indication of poor fuel (here on the "old failure" Q7 with 1,790 km/miles in California USA) !
The poor fuel must turn up at some point if it exists!

>With best wishes,

>

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>From: Non-responsive content removed

>Sent: Monday, November 23, 2009, 5:23 PM

>To: Non-responsive content removed

>Re:: Investigation Report 1933 - CP4

>

>Hello Mr [REDACTED],

>

>Here is the Investigation report 1933 concerning: CP4 damage

>

>

>

>With best wishes,

>

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>

Audi AG, Neckarsulm

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>www.audi.com

>

>Sitz/Domicile: Ingolstadt

>Registergericht/Court of Registry: Local District Court Ingolstadt

>HRB Nr./Commercial Register No.: 1

>Vorsitzender des Aufsichtsrats/Chairman of the Supervisory Board: Martin Winterkorn

>Vorstand/Board of Management: Rupert Stadler (Vorsitzender/Chairman), Ulf Berkenhagen, Michael Dick, Frank Dreves, Peter Schwarzenbauer, Axel Strotbek, Werner Widuckel

>

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>

Investigation Report no. 09/ 1933



Audi

Materials Engineering Non-responsive content removed

Department <small>Non-responsive content removed</small>	Client <small>Non-responsive content removed</small>	Phone <small>Non-responsive content removed</small>	Date 10/13/2009		
Vehicle	Subject 1x DF Sample (USA)	Part number			
QTS number	Mileage / time	Breakdown <input checked="" type="checkbox"/>	A-fault <input type="checkbox"/>	fault <input type="checkbox"/>	C-fault <input type="checkbox"/>
Field <input checked="" type="checkbox"/>	Hall damage case <input type="checkbox"/>	Number of problems parts	Supplier	Material	

Procedure / Investigation Request (to be completed by client)

HPP damage (CP4) -> Fuel analysis

(WAIAM74L89D Non-responsive content removed)**Investigation result**

- The biodiesel-free fuel meets the requirements of German DIN 51628 standard except for an excessive sulfur content of 12 ppm.
- All parameters seen as critical for the case of damage tend to be not worthy of notice. The lubrication capability is not great but still complies with the standard. Water content, viscosity, TAN and FAME content are also to be regarded as OK.
→ A direct association between this fuel sample and the mentioned fault pattern cannot be established

Parameters investigated:		Sample	DIN 51628
▪ Density at 15 °C	[kg/m ³]	839.1	820-845
▪ FAME content	[Vol.-%]	< 0,1	7
▪ Monoaromatic compounds	[Vol.-%]	20.4	-
▪ Diaromatic compounds	[Vol.-%]	1.5	-
▪ Tri+ aromatic compounds	[Vol.-%]	0.1	-
▪ Polyaromatic compounds	[Vol.-%]	1.7	max. 8
▪ Total aromatic compounds	[Vol.-%]	22.0	-
▪ Sulfur content	[mg/kg]	12.1	max. 10
▪ Oxidation stability (Rancimat)	[hours]	>48	min. 20
▪ Oxide ash	[Weight %]	< 0,001	max. 0.01
▪ Water content	[mg/kg]	35	max. 200
▪ Kin. viscosity	[mm ² /s]	2.77	200-4.50
▪ Lubrication capability	[µm]	401	max. 460
▪ Acidic number (TAN)	[mgKOH/g]	0.004	
▪ var. metal contents ¹⁾ (ICP scan)	[mg/kg]	not measurable	
▪ Total contamination	[mg/kg]	8	max. 24

¹⁾ Silver, aluminum, boron, barium, calcium, cadmium, chrome, copper, iron, potassium, magnesium, manganese, molybdenum, Sodium, nickel, phosphorous, lead, silicon, tin, titanium, vanadium, zinc.

Investigation result: PetroLab 68/09 no. 1

Costs of investigation Image access no.

Author <small>Non-responsive content removed</small>	Phone <small>Non-responsive content removed</small>	seen	Completed on 11/23/2009
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EA11003EN-00603[0]



EA11003EN-00604[0]



EA11003EN-00605[0]



11003EN-00606[0]



From: Non-responsive content removed
To: [REDACTED]

CC:

Date: 10.02.2009 16:10:45 AM

Subject: HPP failures

Attachments: [Status V6-TDI Bin5 - HDP Ausfälle KW40.ppt](#)

Hi all,

Here is the preliminary summary of HPP failures

[REDACTED] does [REDACTED] have any other knowledge about the failures?

Best regards

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AUDI AG

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74148 Neckarsulm

Non-responsive content removed

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Sitz/Domicile: Ingolstadt

Registergericht/Court of Registry: Local District Court Ingolstadt

HRB Nr./Commercial Register No.: 1

Vorsitzender des Aufsichtsrats/Chairman of the Supervisory Board: Martin Winterkorn

Vorstand/Board of Management: Rupert Stadler (Vorsitzender/Chairman), Ulf Berkenhagen, Michael Dick, Frank Dreves, Peter Schwarzenbauer, Axel Strotbek, Werner Widuckel

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From: Non-responsive content removed

To:

CC:

Date: 10/5/2009, 3:32:00 PM

Subject: FW: 3. opinion on the following goods received dated 9/25/2009 3429289 (4A223)

Attachments: [WG Erstbefund 2te USA-Ausfallpumpe.msg](#)

With best wishes,

Non-responsive content removed

From: Non-responsive content removed

Sent: Thursday, October 01, 2009, 1:06 PM

Non-responsive content removed

Subject: Re: 3rd opinion on the following goods received dated 9/25/2009 3429289 (4A223)

Dear Mr [REDACTED]

Please check the pumps for traces of corrosion as in case of development pumps - Thanks.

Best regards,

Non-responsive content removed

From: Non-responsive content removed

Sent: Thursday, October 01, 2009, 10:05 AM

Non-responsive content removed

Subject: 3rd opinion on the following goods received dated 9/25/2009 3429289 (4A223)

Dear [REDACTED]

Attached is the corrected overview table. The result of the fuel analysis is OK: 50.8 mg/kg 50.8 mg/kg H₂O, no RME.

About 10 ml fuel sample was taken from the pump.

The 8D report is being prepared. Measurement is given in the latest status of CP4 drivetrain damage.

EA11003EN-00609[1]

QMM no.
QC no.
Customer material
GA
Part no.
Line + Serial no.:
DM
WE_AZ
KM
Complaint
Final finding
Failure location
Engine/veh. ID no.
Customer follow
up no.

4A223
230002626484
059130755AL
40
0445.010.613
02-0321
2/6/2009
9/25/2009
1,790
No specification from AUDI
Drivetrain damage
USA
WA1AM74L89D035617
3429289

Best regards,

Non-responsive content removed

Robert Bosch GmbH

Non-responsive c
ontent removed

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ved

Domicile: Stuttgart, Court of Registry: Local District Court Stuttgart, Commercial Register No. 14000;
Chairman of the Supervisory Board: Hermann Scholl; Management: Franz Fehrenbach, Siegfried Dais;
Bernd Bohr, Rudolf Colm, Volkmar Denner, Gerhard Kümmel, Wolfgang Malchow, Peter Marks,
Peter Tyroller; Uwe Raschke

From: [REDACTED]
Sent: Wednesday, September 30, 2009, 11:35 AM
To: [REDACTED]
Cc: [REDACTED]

Subject: Re: 2. opinion on the following goods received dated 9/25/2009 3429289 (4A223)

Dear Mr [REDACTED]

the customer parts no. (059 instead of 03L) and the veh. no. (last 6 digits) are incorrect. Please correct them.

Please make your fuel analysis faster.

Are there any residues in the pump?

Dear Dr [REDACTED]

Which case is this?

Have we analyzed a fuel sample for this?

Can I have your USA failure overview of the last 4 cases?

With best wishes,

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AUDI AG

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From: Non-responsive content removed
Sent: Wednesday, September 30, 2009, 9:50 AM

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Subject: 2. opinion on the following goods received dated 9/25/2009 3429289 (4A223)

Dear Sirs,

The following pump was analyzed.

The result of the finding is drivetrain damage.

Fuel sample was analyzed.

Measurement is given in the latest status of CP4 drivetrain damage.

EA11003EN-00609[3]

Best regards,

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Robert Bosch GmbH

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Domicile: Stuttgart, Court of Registry: Local District Court Stuttgart, Commercial Register No. 14000;
Chairman of the Supervisory Board: Hermann Scholl; Management: Franz Fehrenbach, Siegfried Dais;
Bernd Bohr, Rudolf Colm, Volkmar Denner, Gerhard Kümmel, Wolfgang Malchow, Peter Marks,
Peter Tyroller; Uwe Raschke

From: Non-responsive content removed

To:

CC:

Date:

Subject: FW:

Attachments: [AW Verbleibt beanstandete USA-Pumpen \(2 Stück\) - QTS 3429289; 4A223, LL 1790 km.msg](#)

Dear Mr [redacted]

Here are images of the second pump, again with minimal signs of corrosion (indication of free water).

I am still waiting for the results from the comparison pumps from our analysis center in JhP (probably receive them tomorrow).

[redacted]

How are your Field USA DTD looking? Have you also found corrosion at the first pump?

Thank you.

Best regards

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Robert Bosch GmbH

Non-responsive content removed

70442 Stuttgart

Germany

www.bosch.com

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Domicile: Stuttgart, Court of Registry: Local District Court Stuttgart, Commercial Register No. 14000; Chairman of the Supervisory Board: Hermann Scholl; Management: Franz Fehrenbach, Siegfried Dais; Bernd Bohr, Rudolf Colm, Volkmar Denner, Gerhard Kümmel, Wolfgang Malchow, Peter Marks, Peter Tyroller; Uwe Raschke

From: Non-responsive content removed

Sent: Wednesday, September 30, 2009 3:10 PM **To:** [redacted]

Cc: [redacted]

Subject: First findings, 2nd USA Failure pump

Dear [redacted]

The 2nd return feed pump from the Audi USA tests (0445010613 #080428-0876 with 141925km) has Category I drivetrain damage and also indications of water in fuel at RS, tappet body, tappet spring and spring plate. VVT-No. 2009-CP4_0500

!st !ja!> ! ! ! ! ! !

[redacted]

Robert Bosch GmbH

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Domicile: Stuttgart, Court of Registry: Local District Court Stuttgart, Commercial Register No. 14000; Bernd Bohr, Rudolf Colm, Volkmar Denner, Gerhard Kümmel, Wolfgang Malchow, Peter Marks, Peter Tyroller; Uwe Raschke

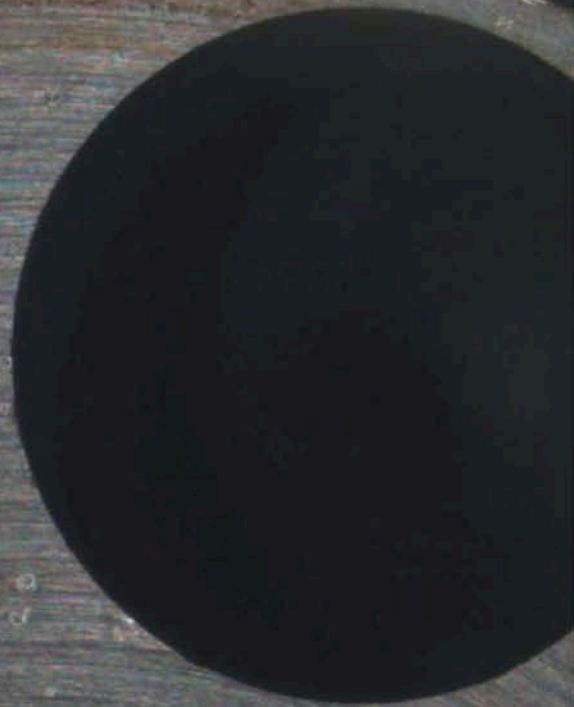
Chairman of the Supervisory Board: Hermann Scholl; Management: Franz Fehrenbach, Siegfried Dais;

EA11003EN-00611[0]

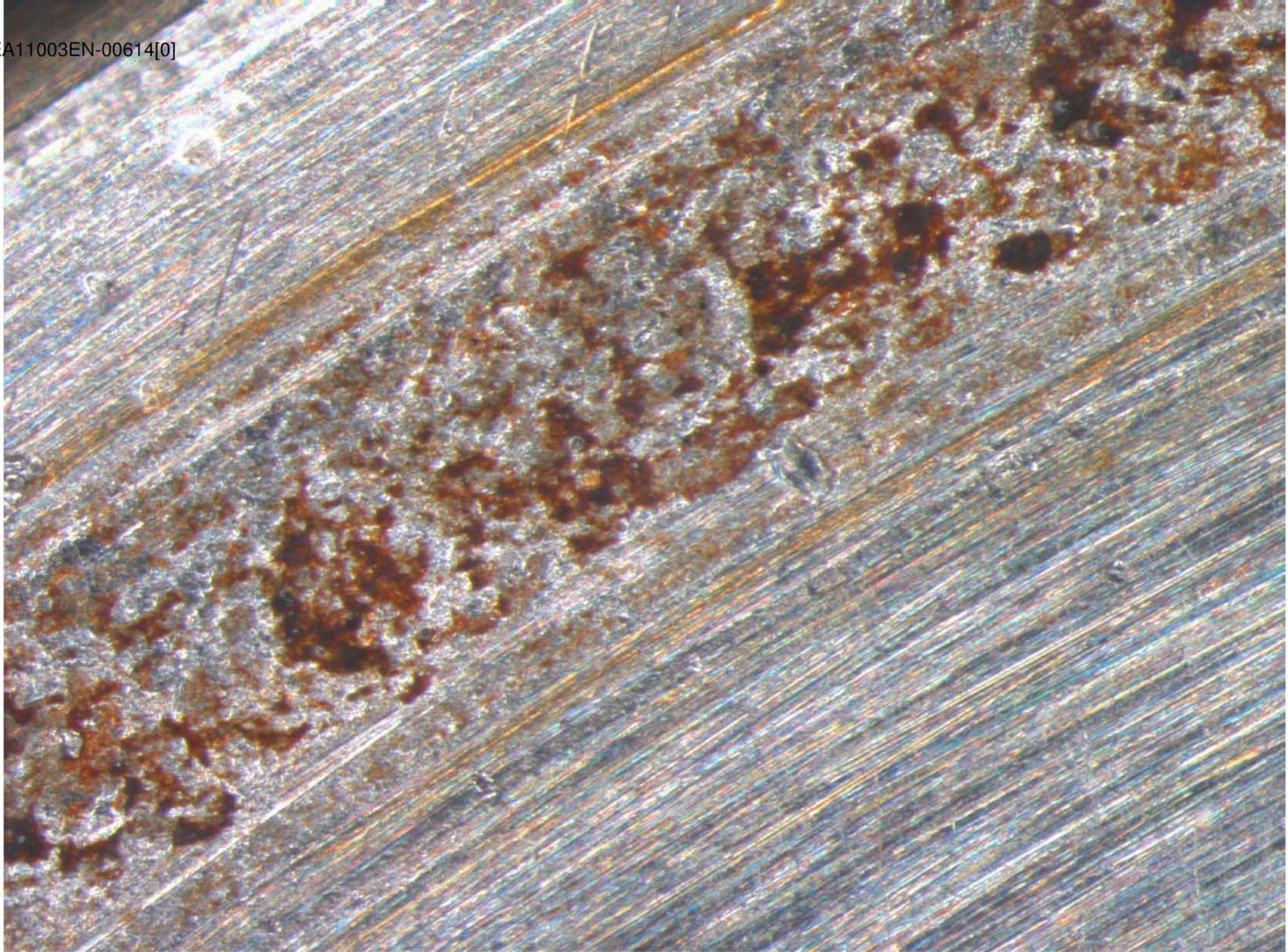




440007
1905



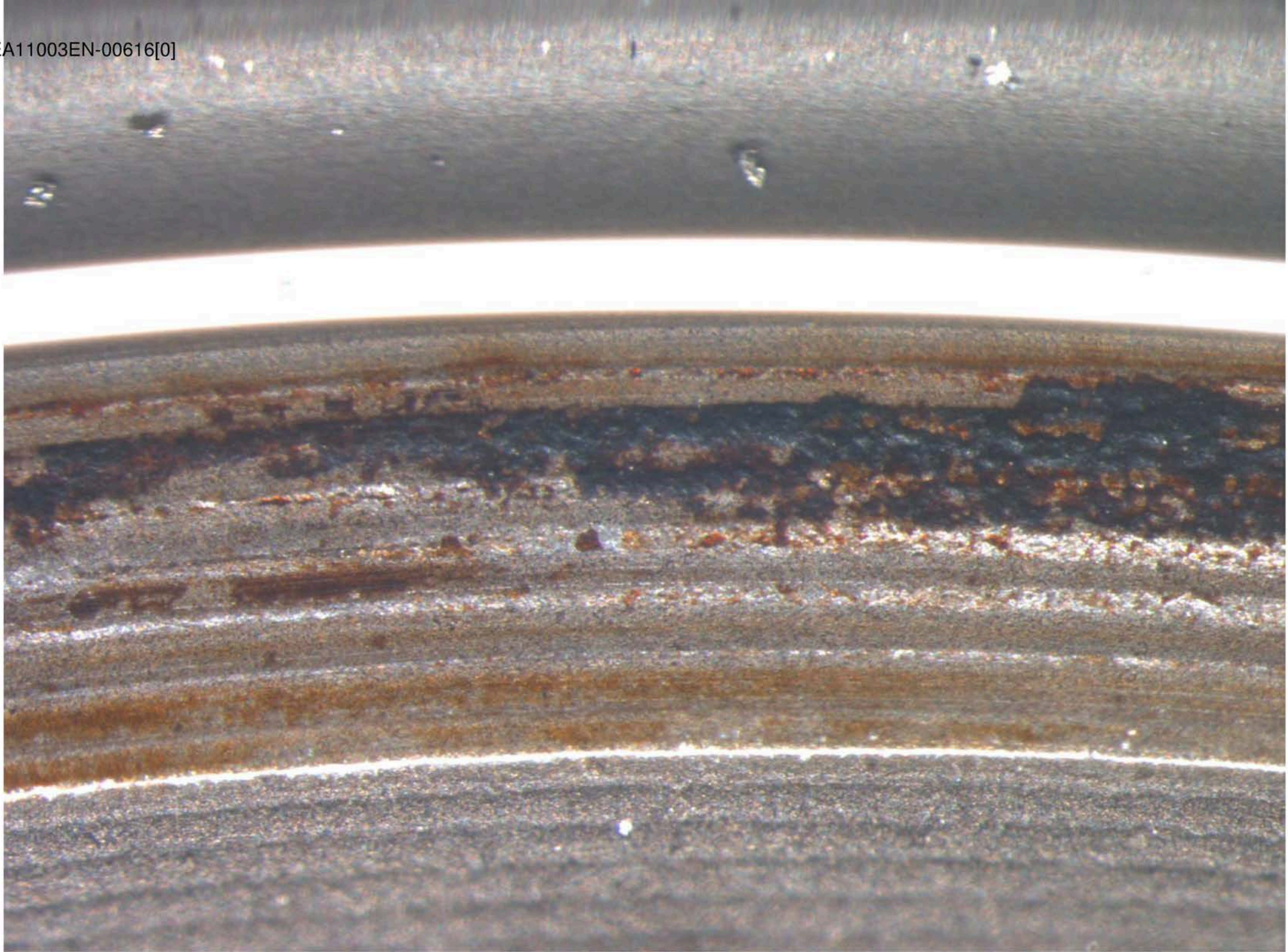
EA11003EN-00614[0]



EA11003EN-00615[0]

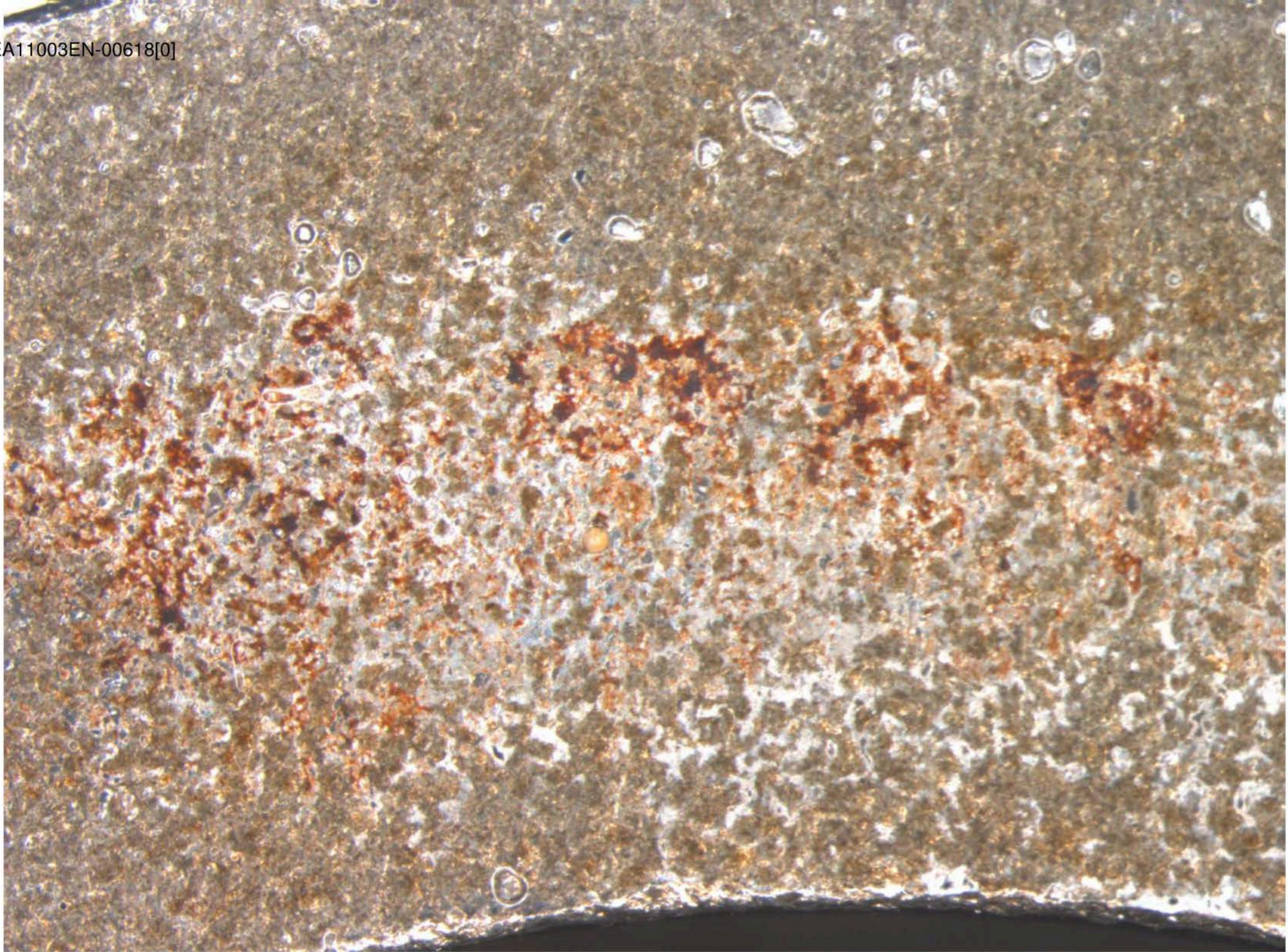


EA11003EN-00616[0]





EA11003EN-00618[0]



From: Non-responsive content removed

To:

CC:

Date: 9/29/2009, 8:55:51 AM

Subject: Re: Remaining defective USA pumps (2 pieces) - QTS 3429289; 4A223, mileage: 1790 km

Dear [redacted]

1 pump has been received and was subject to a preliminary analysis yesterday.
The tentative result is: **Drivetrain damage**
Detailed analysis is still continuing.

Best regards

[redacted]
Robert Bosch GmbH

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Domicile: Stuttgart, Court of Registry: Local District Court Stuttgart, Commercial Register No. 14000;
Chairman of the Supervisory Board: Hermann Scholl; Management: Franz Fehrenbach, Siegfried Dais;
Bernd Bohr, Rudolf Colm, Volkmar Denner, Gerhard Kümmel, Wolfgang Malchow, Peter Marks,
Peter Tyroller; Uwe Raschke

From: Non-responsive content removed

Sent: Tuesday, September 29, 2009, 7:32 AM

To: Non-responsive content removed

Cc: Remaining defective USA pumps (2 pieces)

Priority: High

Dear [redacted]

Have you received the US pumps? We have to give a response today on the SC at least for the remaining right.

Best regards

[redacted]
Robert Bosch GmbH

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Non-responsive content removed

EA11003EN-00619[1]

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removed

Domicile: Stuttgart, Court of Registry: Local District Court Stuttgart, Commercial Register No. 14000;
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Bernd Bohr, Rudolf Colm, Volkmar Denner, Gerhard Kümmel, Wolfgang Malchow, Peter Marks,
Peter Tyroller; Uwe Raschke



BOSCH

011

0 445 010 613

CR/CP4S2/R75/40

059 130 755 AL

02.090206

BPT 0321

0002



Made in

Non-responsive content removed

From: [Redacted]
 To: [Redacted]

CC: [Redacted]

[Redacted]

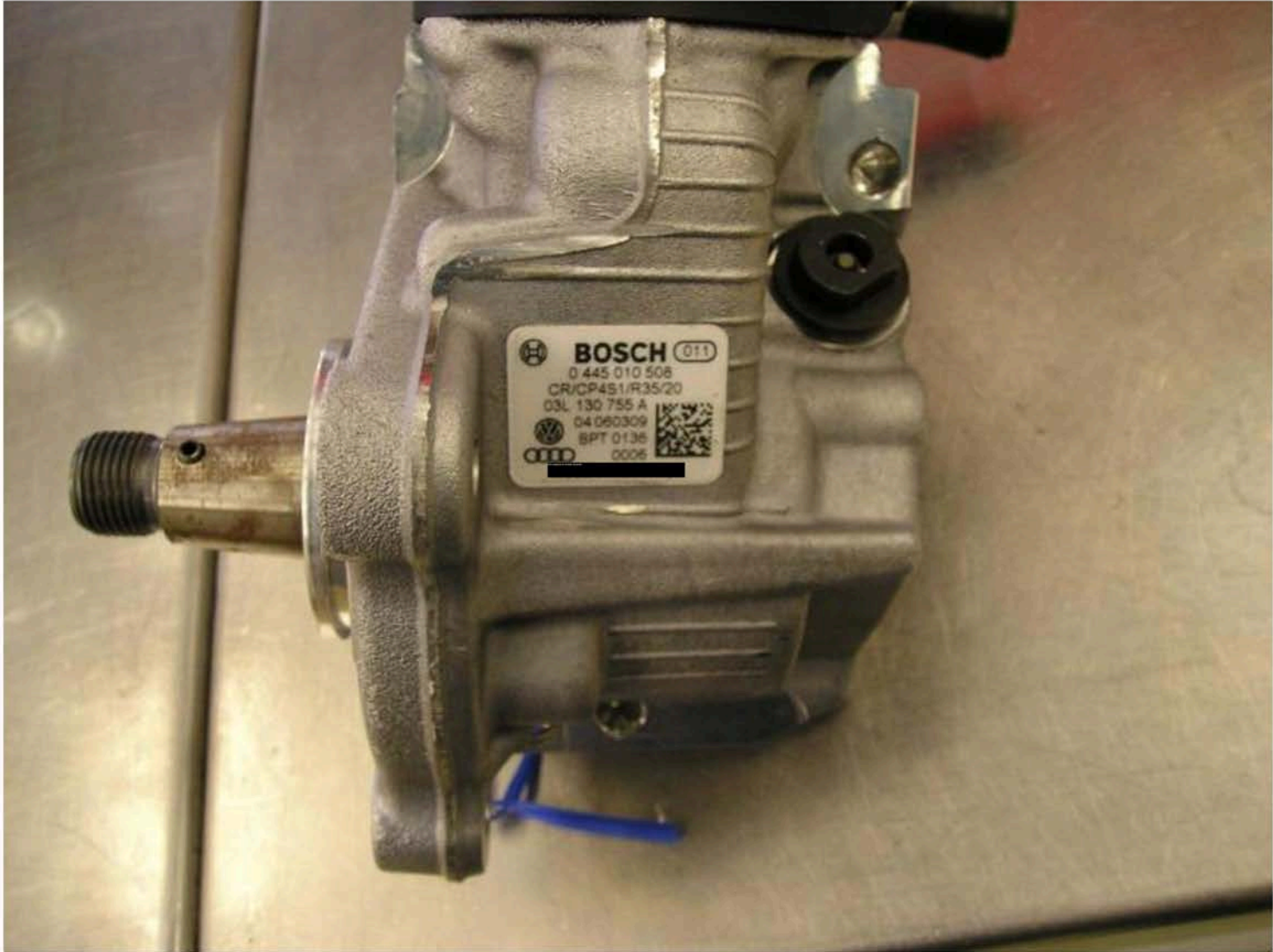
Date: 03.11.2009 15:32:10

Subject: 2nd opinion on the following goods received dated 10/28/2009 AV3 857456 (4VW273)

Dear Sirs,
 Following pump was analysed. The result of the finding is **drivetrain damage**.

The fuel sample is currently being analyzed. No deposits and no traces of corrosion found.
 Measurement is given in the latest status of CP4 drivetrain damage.
 The 8D report is being prepared.

Order No.	QC No.	Function Material	CA	TTN	Lines + Serial	IG	WF_AZ	NR	Strukturierung	Modifikation	Enddatum	Material-Nr.	Funktion
AVW273	2388288780	03L130755A	75	508	04-0130/04-012009	20-10-2009	30307		A 4 Injektoren (CP4) USA SAJAW508218	Triebwerksschaden		0445010508	AV3 857456



[Redacted]
 Robert Bosch GmbH
 [Redacted]
 70442 Stuttgart GERMANY
www.bosch.com
 [Redacted]

Domicile: Stuttgart, Court of Registry: Local District Court Stuttgart, Commercial Register No. 14000; Chairman of the Supervisory Board: Hermann Scholl; Management: Franz Fehrenbach, Siegfried Dais;
 Bernd Bohr, Rudolf Colm, Volkmar Denner, Gerhard KümmeI, Wolfgang Malchow, Peter Marks, Peter Tyroller; Uwe Raschke

From: Non-responsive content removed
To: [REDACTED]
CC: [REDACTED]
Date: 11/23/2009, 5:23:10 PM
Subject: Investigation Report 1933 - CP4
Attachments: [09-UA 1933 - \[REDACTED\] USA - HDP-Schaden CP4 - Hr. \[REDACTED\].pdf](#)

Dear Mr [REDACTED]

Here is the Investigation report 1933 concerning: CP4 damage

>With best wishes,

>

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>

Audi AG, Neckarsulm

Non-responsive content removed

D-74148 Neckarsulm, PO Box 1144, NSU-Strasse 1

Non-responsive content removed

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Sitz/Domicile: Ingolstadt

Registergericht/Court of Registry: Local District Court Ingolstadt

HRB Nr./Commercial Register No.: 1

Vorsitzender des Aufsichtsrats/Chairman of the Supervisory Board: Martin Winterkorn

Vorstand/Board of Management: Rupert Stadler (Vorsitzender/Chairman), Ulf Berkenhagen, Michael Dick, Frank Dreves, Peter Schwarzenbauer, Axel Strotbek, Werner Widuckel

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Investigation Report no. 09/ 1933



Audi

Materials Engineering Non-responsive content removed

Department <small>Non-responsive content removed</small>	Client <small>Non-responsive content removed</small>	Phone <small>Non-responsive content removed</small>	Date 10/13/2009		
Vehicle	Subject 1x DF Sample (USA)	Part number			
QTS number	Mileage / time	Breakdown <input checked="" type="checkbox"/>	A-fault <input type="checkbox"/>	fault <input type="checkbox"/>	C-fault <input type="checkbox"/>
Field <input checked="" type="checkbox"/>	Hall damage case <input type="checkbox"/>	Number of problems parts	Supplier	Material	

Procedure / Investigation Request (to be completed by client)

HPP damage (CP4) -> Fuel analysis

(WAIAM74L89D Non-responsive content removed)**Investigation result**

- The biodiesel-free fuel meets the requirements of German DIN 51628 standard except for an excessive sulfur content of 12 ppm.
- All parameters seen as critical for the case of damage tend to be not worthy of notice. The lubrication capability is not great but still complies with the standard. Water content, viscosity, TAN and FAME content are also to be regarded as OK.
→ A direct association between this fuel sample and the mentioned fault pattern cannot be established

Parameters investigated:		Sample	DIN 51628
▪ Density at 15 °C	[kg/m ³]	839.1	820-845
▪ FAME content	[Vol.-%]	< 0,1	7
▪ Monoaromatic compounds	[Vol.-%]	20.4	-
▪ Diaromatic compounds	[Vol.-%]	1.5	-
▪ Tri+ aromatic compounds	[Vol.-%]	0.1	-
▪ Polyaromatic compounds	[Vol.-%]	1.7	max. 8
▪ Total aromatic compounds	[Vol.-%]	22.0	-
▪ Sulfur content	[mg/kg]	12.1	max. 10
▪ Oxidation stability (Rancimat)	[hours]	>48	min. 20
▪ Oxide ash	[Weight %]	< 0,001	max. 0.01
▪ Water content	[mg/kg]	35	max. 200
▪ Kin. viscosity	[mm ² /s]	2.77	200-4.50
▪ Lubrication capability	[µm]	401	max. 460
▪ Acidic number (TAN)	[mgKOH/g]	0.004	
▪ var. metal contents ¹⁾ (ICP scan)	[mg/kg]	not measurable	
▪ Total contamination	[mg/kg]	8	max. 24

¹⁾ Silver, aluminum, boron, barium, calcium, cadmium, chrome, copper, iron, potassium, magnesium, manganese, molybdenum, Sodium, nickel, phosphorous, lead, silicon, tin, titanium, vanadium, zinc.

Investigation result: PetroLab 68/09 no. 1

Costs of investigation Image access no.

Author <small>Non-responsive content removed</small>	Phone <small>Non-responsive content removed</small>	seen	Completed on 11/23/2009
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Non-responsive content removed

From: Non-responsive content removed
To: [Redacted]

CC:

Date: 10.19.2010 08:04:35 PM

Subject: FW: FW: Analysis Report Q7 MY10 3.0TDI (WA1VMAFE6AD [Redacted]) with DTC P0088

Attachments: Non-responsive content removed [Redacted] [AK Q7TDI MY10 Raidruck WA1VMAFE6AD \[Redacted\] 14092010.pdf](#)

Hi all,

The fuel sample and HPP are being sent to AoA. Then we will send all parts on to [Redacted] It takes a long time because it is special [Redacted] shipping

From: Non-responsive content removed
Sent: Monday, October 18, 2010 9:29 AM
To: [Redacted]
Subject: FW: FW: Analysis Report Q7 MY10 3.0TDI (WA1VMAFE6AD [Redacted]) with DTC P0088

[Redacted] please clarify

From: Non-responsive content removed
To: [Redacted]
Sent: Non-responsive content removed
Subject: FW: FW: Analysis Report Q7 MY10 3.0TDI (WA1VMAFE6AD [Redacted]) with DTC P0088

Hi [Redacted]

I hope you are doing well. Can you please respond. Lets speak on the phone in the next few days.

Greetings from [Redacted]

From: Non-responsive content removed
To: Non-responsive content removed
Sent: Mon, Oct 18, 7:46:46 AM 2010
Subject: FW: Analysis Report Q7 MY10 3.0TDI (WA1VMAFE6AD [Redacted]) with DTC P0088

Hello Mr [Redacted]

Where are the fuel samples???

We would really like to know what was in the tank.

From: Non-responsive content removed
Sent: Monday, October 18, 2010, 10:17 AM
To: Non-responsive content removed
Cc: [Redacted]
Subject: FW: Analysis Report Q7 MY10 3.0TDI (WA1VMAFE6AD [Redacted]) with DTC P0088

Hello [Redacted]

I cannot escape the feeling that we somehow have a bypass in the system even if it's in the filter (overflow function in filter supply or similar)!

With best wishes,

[Redacted]

From: Non-responsive content removed

EA11003EN-00624[1]

Sent: Monday, October 18, 2010, 8:07 AM

To: Non-responsive content removed

Non-responsive content removed

Subject: FW: Analysis Report Q7 MY10 3.0TDI (WA1VMAFE6AD) with DTC P0088

Dear

Have the removed parts been sent for analysis?

If so, to whom?

The analysis of the fuel filter is also important. Why are such large particles passing through the filter?

With best wishes,

Non-responsive content removed

Non-responsive content removed

Sitz/Domicile: Ingolstadt

Registergericht/Court of Registry: Local District Court Ingolstadt

HRB Nr./Commercial Register No.: 1

Vorsitzender des Aufsichtsrats/Chairman of the Supervisory Board: Martin Winterkorn Vorstand/Board of Management Rupert Stadler
(Vorsitzender/Chairman), Ulf Berkenhagen, Michael Dick, Frank Dreves, Peter Schwarzenbauer, Thomas Sigi, Axel

Strotbek

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From:

Sent: Wednesday, September 29, 2010, 4:37 PM

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Subject: Analysis Report Q7 MY10 3.0TDI (WA1VMAFE6AD) with DTC P0088

Hi all,

Please find attached an analysis report for a MY10 Q7 3.0l TDI with data memory entries regarding rail pressure (incl. P0088- "Fuel rail/system pressure too high"). The report is a little late because I first wanted to wait to see what measures would be taken by the dealer.

It was found that considerable amounts of dirt were entered into the fuel tank, which in part got into the injection hydraulics. The recommendation by AoA was to replace the entire fuel system. As this is not a warranty case, the dealer is trying to reach a compromise. However, the high-pressure fuel pump was replaced and the entire fuel system flushed/cleaned. The functionality is initially secure, however some additional problems cannot be ruled out over the run time.

Feel free to get in touch if you have any questions.

Best wishes,

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<http://www.audiusa.com>



Rings_4C_S_Claim-left_USA



Truth In Engineering

Analysis report

Product Quality Analysis Audi of [Non-responsive content removed]

**Date created:**

9/14/2010

Model:

Q7 3.0I TDI

Mileage:

3517

Location of

[Non-responsive content removed]

WA1VMAFE6AD00793

Model year

2010

FRED report no.:

-

Attachments:

- Photos metering unit
- Photo Fuel filter

Customer complaint/analysis order:

The case was escalated to [Non-responsive content removed] via Product Support. The vehicle arrived in the workshop with the following P codes:

P0088 Fuel Rail/System Pressure - Too High
 1110 1001 break/short-circuit to ground
 conditions met
 static
 Warning lamp on

P0088 Fuel Rail/System Pressure - Too High
 1110 0010 lower limit exceeded
 conditions met
 static
 Warning lamp on

Previously, errors P0087 (Rail fuel pressure too low) and P0191 (Fuel Rail Pressure Sensor Circuit Range/Performance) were reported by dealer.

Analysis results/items of note:

A mud-like contamination of the fuel system was found. Since the dirt is fully soluble in fuel and seemingly only entered the injection hydraulics sporadically, the functions of different components were impaired at different points in time.

Next steps/note:

Prior to the [Non-responsive content removed] analysis, the high-pressure fuel pump, pressure control valve, metering unit and pressure sensor were already replaced. When replacing the components, there was no sign of contamination of the injection hydraulics. The measurements and photos were made available to the Technical Department [Non-responsive content removed].
 AoAs recommendation was to perform a complete replacement of the fuel tank and injection system. The dealer tried to keep its costs - i.e. its customer's costs - to a minimum and only replaced the high-pressure fuel pump and rinsed/cleaned the fuel system.



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[Non-responsive content removed]

Analysis report

Product Quality Analysis Audi of

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Analysis steps/Procedure:

- Exporting the data memory upon arrival:

P0088 Fuel Rail/System Pressure - Too High
 1110 1001 break/short-circuit to ground
 conditions met
 static
 Warning lamp on

P0088 Fuel Rail/System Pressure - Too High
 1110 0010 lower limit exceeded
 conditions met
 static
 Warning lamp on

P0088 Fuel Rail/System Pressure - Too High
 1110 1001 Fault state
 2 dec Priority
 3 dec Frequency counter
 255 dec Healing counter
 5663 km Mileage
 09/08/10 Date
 11:17:08 Time
 966 rpm engine speed
 8.0 mg/h Injection volume
 95 l Capacity of fuel tank
 26.1 °C Temperature
 619.2 bar Pressure
 4 No units
 0011 0110 Switch positions

P0088 Fuel Rail/System Pressure - Too High
 1110 0010 Fault state
 2 dec Priority
 1 dec Frequency counter
 255 dec Healing counter
 5663 km Mileage
 09/08/10 Date
 11:17:11 AM Time
 966 rpm engine speed
 7.0 mg/h Injection volume
 95 l Capacity of fuel tank
 26.1 °C Temperature
 799.8 bar Pressure
 5 No units
 0011 0110 Switch positions



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Analysis report

Product Quality Analysis Audi of

Non-responsive content removed



- CCP measurement with INCA:

Fig. 1 shows the error pattern upon arrival. After the engine start, the system cannot regulate the rail pressure. The actual pressure very quickly exceeds the threshold in the diagnosis which caused the engine to cut out.

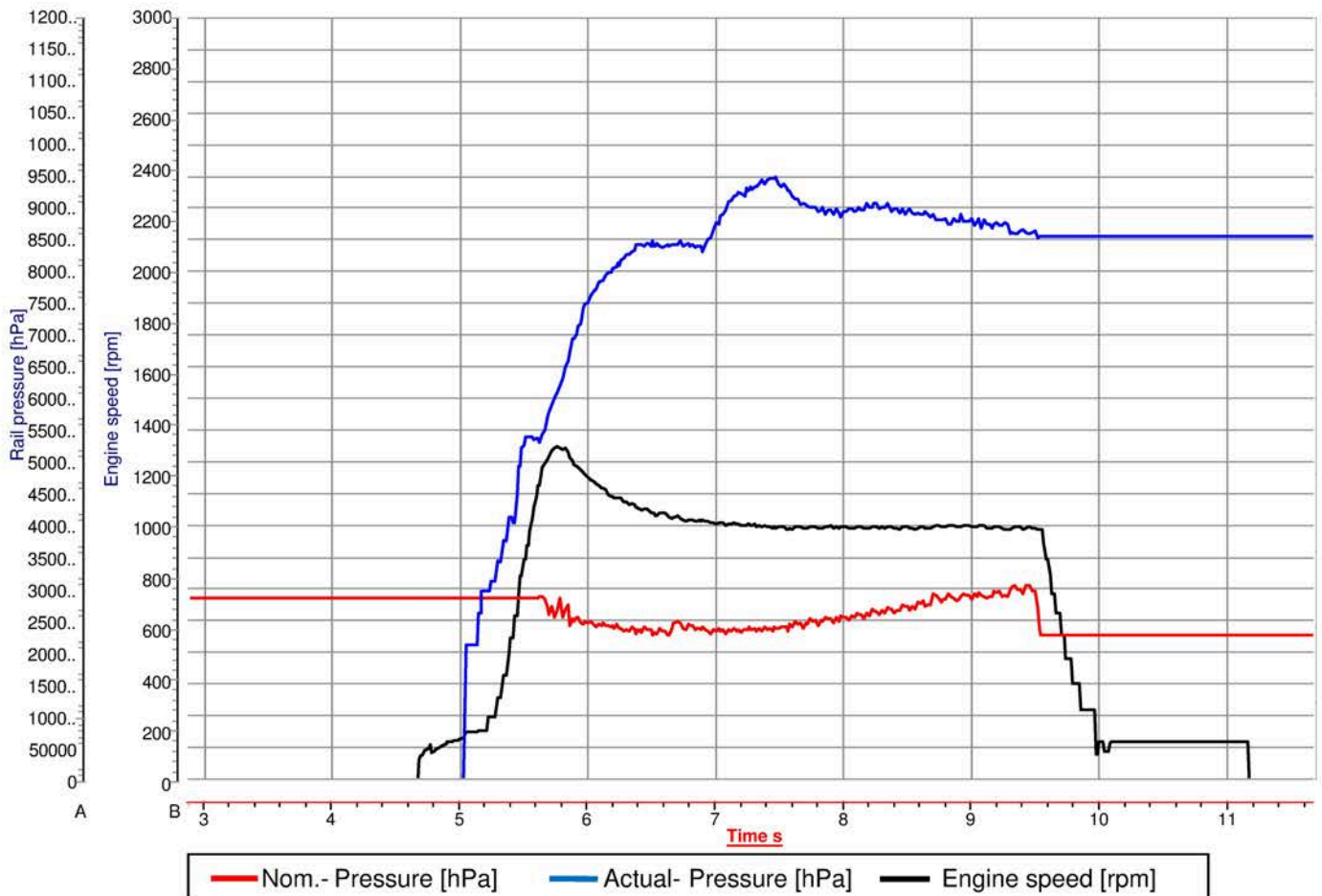


Fig. 1: Taking stock of the rail pressure regulator after starting the engine

- Engine start with metering unit removed: same fault pattern as in Fig. 1
- Engine start with pressure control valve removed (prevent lateral interlocking through data memory entry by plugging in a "Dummy pressure control valve"): As in this case, the pressure control valve should open up completely (state without flow), no engine start should take place. Motor still started up -> Functioning of pressure control valve not OK.



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Analysis report

Product Quality Analysis Audi of

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- The mechanic replaced the pressure control valves separately before. After discussions with Bosch, the valve was once again replaced incl. rail in order to rule out the tightening torque having an influence on the functionality of the pressure control valve.
- After replacing the pressure control valve incl. rail, the engine no longer started up with the valve removed (and "dummy valve" plugged in) -> pressure control valve OK

Fig. 2 shows an excerpt from the measurements taken during a test drive after the repairs above were made.

The vehicle started up and remained in driving condition as long as the rail pressure was being controlled via the pressure control valve **and** metering unit.

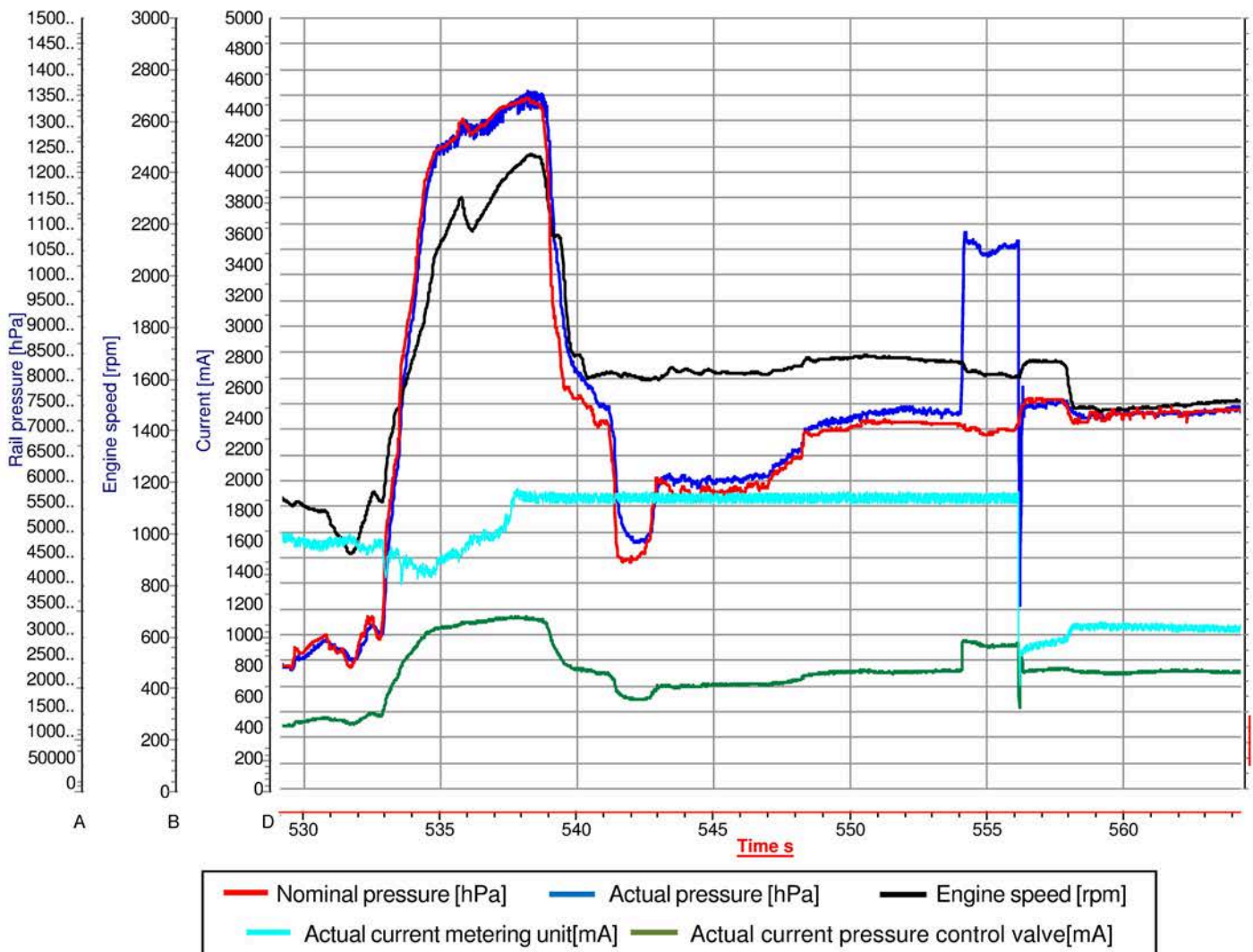


Fig. 2: Excerpt from measurements with switch over from CPC-(PCV+UM) to metering unit regulation



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Analysis report

Product Quality Analysis Audi of

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After switching to a pure metering unit operation, the system was no longer able to keep the pressure at the nominal level which again resulted in the data memory entry P0088. According to the measurement value of the metering unit current, the metering unit should have been completely closed

which was obviously not the case otherwise there wouldn't have been any more fuel available -> Conclusion: Metering unit faulty.

- After removing the metering unit, clear contamination could be seen (see Fig. 1+2) which impaired pressure regulation. The same deposits were found in the replaced rail and in the fuel filter (Fig. 3).

Dirt got into the injection hydraulics via the fuel tank and caused the fault pattern described above.

Attachments:



Fig. 1: Dirt in the metering unit



Fig. 2: Dirt, photo of metering unit



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Analysis report Product Quality Analysis Audi of

Non-responsive content removed

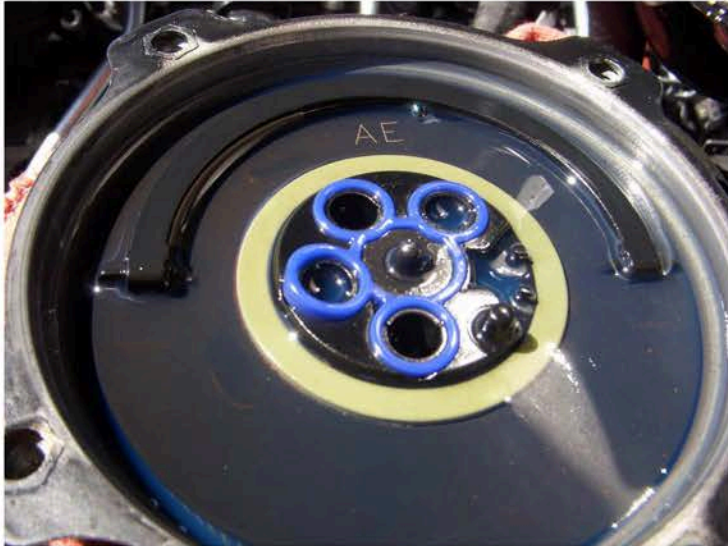


Fig. 3: Film of dirt on the fuel filter



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From: Non-responsive content removed
To: [REDACTED]
CC: [REDACTED]
Date: 11/3/2010, 1:06:31 PM
Subject: kl. Nachtrag_Tabelle HD-Pumpen US07
Attachments: [03.11.10---Voranalyse HD-Pumpen US07.pdf](#)

For information!

Kind regards,

Non-responsive content removed

>
>-----
>From: Non-responsive content removed
>Sent: Wednesday, November 03, 2010, 12:49 PM
>To: Non-responsive content removed
>Cc: [REDACTED]
>Re:: Table high-pressure fuel pumps US07

>
>Dear Mr [REDACTED]

>
> Here is the table for the HP pumps - latest update.

>
>
>
>
>
>
>
>With best wishes,

> Non-responsive content removed

> Non-responsive content removed
> [REDACTED]

> *****

>Volkswagen Sachsen GmbH
>Sitz/Domicile: Zwickau
>Registergericht/Court of Registry: Local District Court Chemnitz
>HRB no./ Commercial Register No.: 1666
>Vorsitzender des Aufsichtsrats/Chairman of the Supervisory Board: Jochem Heizmann
>Geschäftsführer/Executive Directors: Frank Löschmann (Speaker/Managing Director), Henry Mehnert, Robert Stauß

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>*****

>

>

AL no.	VIN no.	Bosch Material	Serial no. Bosch	ProdDat Bosch	KM LL (Mileage)	Engine no.	CP4 date	Customer complaint	Preliminary analysis	Cause:	Analysis Bosch
2	3VWTL7AJ1AM [REDACTED]	445,010,508	BPT0831	11/25/2009	5,119	CJA030072	12/07/09-SZ,C	Engine does not start, metallic chips metering unit	Chips collection at screen MU and in the pump chamber below MU	DTD (Drivetrain damage)	8-D report
6	3VWRL7AJ7AM [REDACTED]	445,010,508	BPT0143	9/17/2009	6,638	CJA017859	09/24/09-C,C	Engine does not start, restart	externally without complaint; MU screen without complaint; no deposits in the pump chamber below MU		8-D report
7	3VWAL7AJ2AM [REDACTED]	445,010,508	BPT 1100	7/18/2009	7,078	CJA003968	06/04/09 - C,C	P0087-Rail system pressure too low	externally without complaint; MU screen without complaint; no deposits in the pump chamber below MU		8-D report
21	3VWPL7AJXAM [REDACTED]	445,010,508	BPT 00074	11/3/2009	6,977	CJA025707	11/11/2009 - SZ,C	chips in fuel system	externally without complaint; MU screen without complaint; no deposits in the pump chamber below MU		8-D report
24	WVWNM7AJXAV [REDACTED]	445,010,508	BPT 0361	2/13/2010	3,103	CJA042995	02/26/2009 - SZ,C	chips in fuel system	Chips collection at screen MU and in the pump chamber below MU	DTD	8-D report

09/16/2010 to Mr [REDACTED] - MW [REDACTED] for analysis by Bosch

	3VWRL7AJ6AM [REDACTED]				5,860	CJA042758	02/25/10-SZ,C				t.b.d.
--	------------------------	--	--	--	-------	-----------	---------------	--	--	--	--------

10/27/2010 - Preanalysis [REDACTED]

3	3VWTL7AJXAM [REDACTED]	445101508	BPT0319-0007	40011	10,933	CJA006199	07/06/2009- C,C	Engine does not start	externally without complaint; MU screen without complaint; no deposits in the pump chamber below MU	t.b.d.	t.b.d.
2	3VWRL7AJ6AM [REDACTED]	455010508	BPT0250-0006	39944	13,907	CJA014772	9/9/2009 - C,C	P0087 Fuel rail/system pressure too low	Chips collection at MU screen and in the pump chamber below MU + red liquid in pump chamber	DTD	t.b.d.
1	3VWAL7AJXAM [REDACTED]	445010508	BPT0243-0007	40056	39,944	CJA003036	05/25/09-C,C	Engine does not start	Chips collection at screen MU and in the pump chamber below MU	DTD	t.b.d.

From: Non-responsive content removed
To: [REDACTED]
CC: [REDACTED]
Date: 2/17/2011, 10:11:29 AM
Subject: Bosch

Dear Mr [REDACTED]

The first verbal phone statement from Bosch for this HP pump is as follows: DTD - customer at fault - deposits corrosion - improper fuel

I should receive any preliminary (8D) report before "midday" today.

(Ser. no.: 6 USA : 39 3VWTL7AJ2AM [REDACTED] Bosch data: 04300310 -BPT0048- KM-LL:4.868
Engine no.: CJA051563 -P0087- Fuel system pressure too low - DTD - Metal shavings in metering unit - Pump chamber and screen)

Best regards

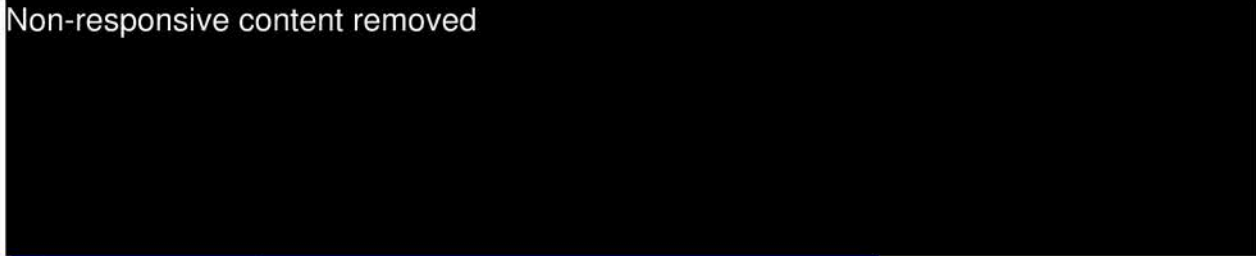
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> *****
Volkswagen Sachsen GmbH
Sitz/Domicile: Zwickau
Registergericht/Court of Registry: Local District Court Chemnitz
HRB Nr./ Commercial Register No.: 1666
Vorsitzender des Aufsichtsrats/Chairman of the Supervisory Board: Hubert Waltl
Geschäftsführer/Executive Directors: Hans-Joachim Rothenpieler (Speaker/Managing Director),
Henry Mehnert, Robert Stauß

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From: Non-responsive content removed
To:
CC:



Date: 3/3/2011, 8:28:40 AM
Subject: HP fuel pumps US - 07 Complaints - Fuel samples
Attachments: [03.03.11-Kraftstoffproben.pdf](#)
[25.02.11--11-01-397 MFC Q Dieselpromen Bericht.pdf](#)

Dear Mr. [redacted]

Please find attached the documents for the 10 diesel fuel samples from the USA with their assignment to damage cases (which were delivered to [redacted]).
You should weight the data from the lab report for possible damage causes and their classification. I do not have the necessary prerequisites to do so.
Please evaluate this classification with [redacted]

Thank you

I have no info about diesel sample no. 1

On 02/22/11 here in [redacted] we carried out a preliminary analysis of the 20 delivered problem HP pumps with Bosch.
You will receive the results and the latest status as soon as.
The delay is due to my vacation.

Best regards

[redacted]

[redacted]

EA11003EN-00630[1]

Domicile/Sitz: Zwickau

Court of Registry/Registergericht: Amtsgericht Chemnitz

HRB Nr./ Commercial Register No.: 1666

Chairman of the Supervisory Board/Vorsitzender des Aufsichtsrats: Hubert Waltl

Executive Directors/Geschäftsführer: Hans-Joachim Rothenpieler (Speaker/Managing Director),
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**Fuel samples - HP pumps
2.0l-103kW TDI CR US07**

Serial no.	Bosch HP pump data			CS complaint	KM Mil	Analysis completion date	VIN no.	Market	Failure date	Analysis	Caused by	Goods Receipt
2	10/30/2009	BPT 0240	0445.010.508	car lost power, died, particle at filter	00000787	2/3/2011	3VWTL8AJ4AM	US	9/13/2010	Drivetrain damage	Customer	12/7/2010
3	2/6/2010	BPT 0909	0445.010.508	MIL on, P0272 Cyl.4, found metal at	00010234	1/25/2011	3VWPL7AJ5AM	US	10/22/2010	OK according to spec.	OK	12/7/2010
4	4/19/2010	BPT 0430	0445.010.508	spor. no power/acceleration	00003112	t.b.d.	3VWRL7AJ2AM	US	9/22/2010	OK according to spec.	OK	12/7/2010
5	9/8/2009	BPT 0250	0445.010.508	MIL on; P0087, P0191, no start	00015976	1/13/2011	3VWPL8AJ3AM	US	10/11/2010	Drivetrain damage	Bosch	12/7/2010
6	3/30/2010	BPT 0048	0445.010.508	found faulty fuel high pressure pump	00004868	1/14/2011	3VWTL7AJ2AM	US	9/24/2010	Drivetrain damage	Customer	12/7/2010
7	4/17/2010	BPT 0468	0445.010.508	Vehicle has crank no start, MIL on	00007375	1/13/2011	3VWPL7AJ7AM	US	10/12/2010	Drivetrain damage	Bosch	12/7/2010
8	2/13/2010	BPT 0234	0445.010.508	Vehicle has crank no start, MIL on	00018121	1/13/2011	3VWTL7AJXAM	US	10/27/2010	Drivetrain damage	Bosch	12/7/2010
9	3/4/2010	BPT 0267	0445.010.508	MIL on; P0087, system pressure too low	00008084	1/13/2011	3VWRL7AJ9AM	US	9/29/2010	Drivetrain damage	Bosch	12/7/2010
10	7/4/2009	BPT 1133	0445.010.508	MIL on, metal debris in fuel system	00028756	1/12/2011	3VWPL7AJ1AM	US	10/4/2010	Drivetrain damage	Customer	12/7/2010



HQM induseriv GmbH

Durch DAP Deutsches Akkreditierungssystem Prüfwesen GmbH
nach DIN EN ISO/IEC 17025:2005 akkreditiertes Prüflaboratorium.

Die Akkreditierung gilt für die in der Urkunde
aufgeführten Prüfverfahren.

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18.02.11
ml
0520/11

Test report

Test report no. 11-01-397

Test object 10 diesel samples for comparison analysis

Your test order 402 – 01 – 11, date 01/19/11
in writing, [redacted]

Persons responsible [redacted]

Receipt of samples 1/24/2011	Start of test 1/25/2011	End of test 2/14/2011
---------------------------------	----------------------------	--------------------------

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The scope of testing exclusively covers the aforementioned test order, and the test specimens which were submitted with it. Publishing extracts of the test report without our written permission is not permitted. We will keep the samples for you for at least 3 months. All accredited test procedures are identified with **.

Attachments

2 pages of report
3 pages of appendices



Contents

We received 10 samples of diesel fuel from the customer from the USA for a comparison-based chemical analysis.

Customer took and named the samples.

Sample no.	Description
1	419400 AM010968
2	403189 AM128523
3	403089 AM677976
4	403160 AM687474
5	425072 AM688311
6	425038 AM617425
7	426074 AM627198
8	408077 AM141520
9	419303 AM674940
10	422531 AM644784

Test results

Determining the water content as per DIN 51777-1**

Sample no.	Water content %
1	not measurable
2	not measurable
3	not measurable
4	not measurable
5	not measurable
6	not measurable
7	not measurable
8	not measurable
9	not measurable
10	not measurable

Fine dirt particles >1µm based on DIN 12662

100ml were taken from the homogenized samples and filtered using a 1µm fine-grained filter.

Sample no.	Fine dirt particles in mg/l
1	45
2	26
3	not measurable
4	not measurable
5	not measurable
6	not measurable
7	not measurable
8	not measurable
9	37
10	not measurable

The residual dirt found in Sample 1 is documented for overview purposes in Appendix 1



Determining the density based on DIN 51757**

Sample no.	Density 15°C (g/cm ³)
1	0.832
2	0.833
3	0.838
4	0.826
5	0.825
6	0.838
7	0.830
8	0.845
9	0.851
10	0.833

Gas-chromatic analysis

The results from the GC analyses are documented in the Appendix.
Samples 5-8 show a comparably higher proportion of light fluid components.

Assessment

The results of the analyses that were conducted in part show clear differences with respect to composition and properties.

Since diesel fuels, as is the case for gasoline, are mixes of carbohydrates manufactured from crude oil, such fluctuations are process-specific.

The higher proportion of a light fluid component found in samples 5, 6 and 8 may point to a supplemental addition of additives to the fuels.

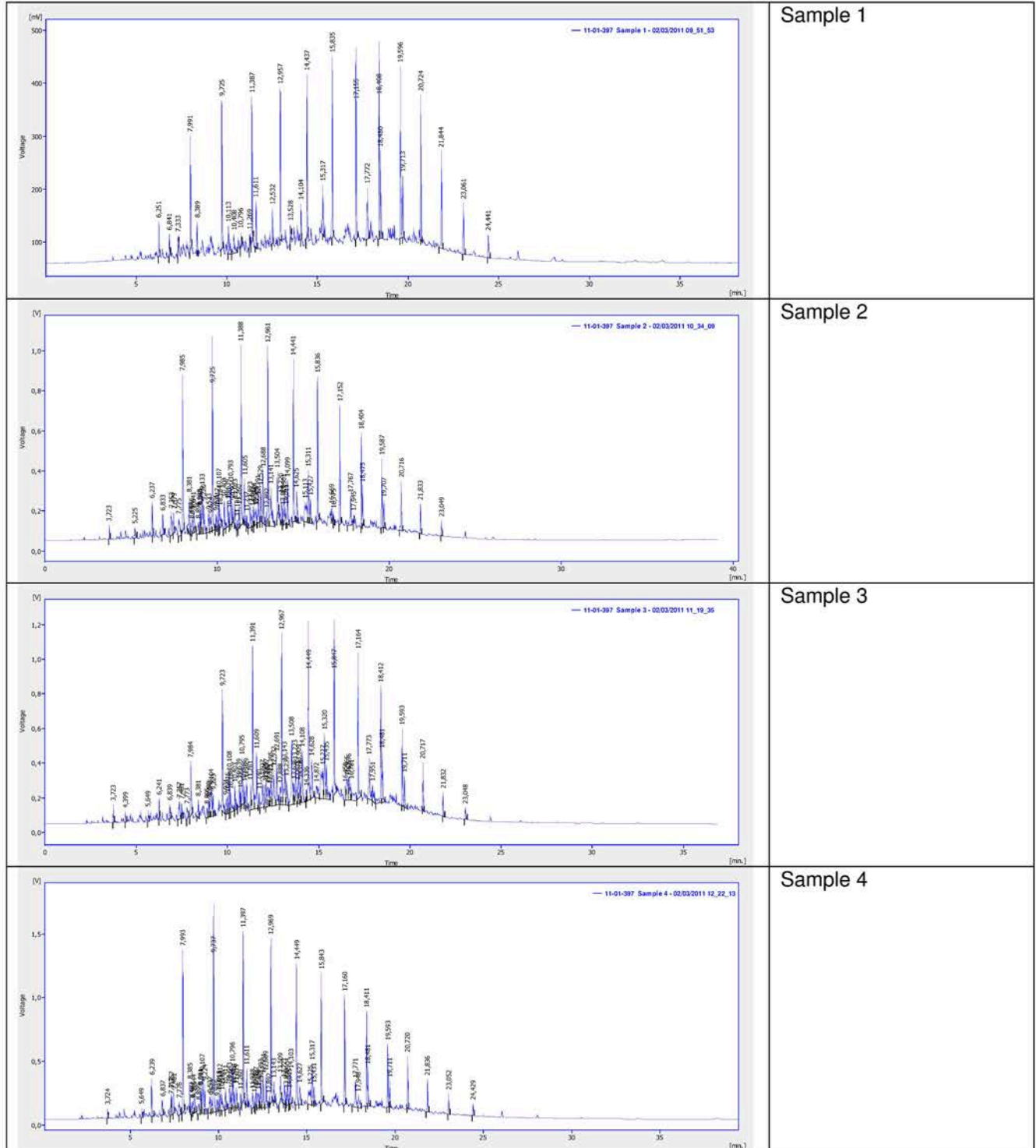
Samples 1, 2 and 9 also exhibit a comparably increased volume of fine dirt.

- End of the test report -



Appendix – Test report no.: 11-01-397

Spectra from GC analyses





Appendix – Test report no.: 11-01-397

	<p>Sample 5</p>
	<p>Sample 6</p>
	<p>Sample 7</p>
	<p>Sample 8</p>



Appendix – Test report no.: 11-01-397

	<p>Sample 9</p>
	<p>Sample 10</p>
	<p>Reference German diesel sample</p>

Snapshot of fine dirt analysis for overview purposes

	<p>Sample 11 45 mg/l</p>
--	------------------------------

EA11-003

VW

6/15/2012

WAVE 11

From: Non-responsive content removed
 To: [REDACTED]
 CC: [REDACTED]

Date: 17.03.2011 11:55:00

Subject: Re: USA Failure RP1

Attachments: [Lebenslauf USA-Pumpe.pdf](#)

Hello [REDACTED]

Please find attached the Product life in the version we have at AQUA.

Maybe I have not read it correctly but I can find 2 repair dates. Page 12 Diagnosis report list 12/13/2010

Page 18 Warranty; rep. date 2010-12-13 (6,405 km) ?

Page 23 Details on rep. report; rep. date 01/20/2011 (3.980 km) or are these the miles?

Yes, please send me the **fuel sample** ; we always need as many as possible for several parameters.

Thank you.

With best wishes,

From: [REDACTED]
 Sent: Wednesday, March 16, 2011, 10:38 PM

To: Non-responsive content removed

Cc: [REDACTED]

Hello [REDACTED]

I found the repair in the vehicle product lifecycle file on 13/21/10 - only 20/01/11 for drivetrain damage.

I have measured 3105 ppm (0.31%) petrol in the fuel sample. Biodiesel was 0.0055% (nothing). Water was 0 ppm. (measured OK)

I think I have 500 ml of diesel from this vehicle If yes, do you want to have it? Or is there already enough in the pump?

From: Non-responsive content removed
 Sent: Tuesday, March 15, 2011 11:25 AM
 To: Non-responsive content removed
 Cc: [REDACTED]
 Subject: Re: USA Failure RP1

Dear Mr [REDACTED]

You wanted to have the pump.
 I will bring it with me to [REDACTED] tomorrow.

Hello [REDACTED]

Please send me the result from the fuel sample. Thanks.

Why does the vehicle have a bigger repair in the Product life on 12/13/10 and 01/20/11?

AQUA

Product life

Confidential

DISS\FSP\Q\Reserve\SAGA-Gew. mit Detaildaten / Fahrgestellnummer von/bis, Audi, Klasse: T1

WA1LMAFE8AD [REDACTED]

Brand	AU	Model year	2010	Market	Non-responsive content removed	Engine number	CATA 0010127 G
Prod. Date	2010-05-13	Model	4LB5RL	Q7 quat. TDI3.0 V6165	A6	Gearbox number	KRK 0002821
Date of registration	2010-08-07	Color	9Q9QCA	Graphite gray metallic/ graphite gray metallic		Drive	Four-wheel

Diagnostics event memory

Report date:	01.07.10	Report no.:	17_00_00_WA1LMAFE8AD008197_20100702063338678.xml
VIN:	444	VI Name:	VWoA Inc.
Dealer No.:	22102	Dealer name:	[REDACTED] /volkswagen

With best wishes,

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EA-140005EN-00000001
Non-responsive content removed

Sitz/Domicile: Ingolstadt
Registergericht/Court of Registry: Local District Court Ingolstadt
HRB Nr./Commercial Register No.: 1
Vorsitzender des Aufsichtsrats/Chairman of the Supervisory Board: Martin Winterkom
Vorstand/Board of Management: Rupert Stadler (Chairman/Vorsitzender), Ulf Berkenhagen, Michael Dick, Frank Dreves, Peter Schwarzenbauer, Thomas Sigi, Axel Strotbek

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From: [redacted]
Sent: Wednesday, January 26, 2011, 10:25 PM
To: Non-responsive content removed
Re: Non-responsive content removed

We are still working in it Roland - sometimes "hazmat" things take longer. The pump is 4,200 km away from us and is still on its way.

From: [redacted]
Sent: Friday, January 14, 2011 4:21 AM
To: Non-responsive content removed
Cc: ved

Subject: Re: USA Failure RP1

[redacted] what is up?
Christmas has been and gone. ☺

With best wishes,
[redacted]

From: [redacted]
Sent: Thursday, December 23, 2010, 2:29 PM
To: [redacted]
Subject: FW: USA Failure RP1

Hello,
Please deliver the pump!
Thank you.

With best wishes,
[redacted]

From: [redacted]
Sent: Thursday, December 23, 2010, 12:51 PM
To: [redacted]
Subject: Re: USA Failure RP1

[I would like to have the pump](#)

Best regards,
[redacted]

Non-responsive content removed

Robert Bosch GmbH

Non-responsive content removed

www.bosch.com

Non-responsive content removed

Non-responsive content removed

Domicile: Stuttgart, Court of Registry: Local District Court Stuttgart, Commercial Register No. 14000;
Chairman of the Supervisory Board: Hermann Scholl; Management: Franz Fehrenbach, Siegfried Dais;
Bernd Bohr, Rudolf Colm, Volkmar Denner, Wolfgang Malchow, Peter Marks,
Peter Tyroller; Stefan Asenkerschaumer, Uwe Raschke, Wolf-Henning Scheider

From: [redacted]
Sent: Thursday, December 23, 2010, 12:45 PM
Non-responsive content removed

Subject: USA Failure RP1

Importance: Low

FYI

With best wishes,

From: [redacted]
Sent: Tuesday, December 14, 2010, 7:03 AM
To: [redacted]
Subject: FW: WA1LMAFE8AD [redacted] Dealer Code: 426A10 Access Code: 683756

For information

Best regards,

Non-responsive content removed

AUDI AG

From: [redacted]
Sent: Monday, December 13, 2010, 11:26 PM
To: [redacted]
Subject: FW: WA1LMAFE8AD [redacted] Dealer Code: 426A10 Access Code: 683756

Hello Colleagues,

- 1. RP1 HP pump failure with chips after impl. We will take a fuel sample.

From: [redacted]
Sent: Monday, December 13, 2010 4:58 PM
To: [redacted]
Cc: [redacted]
Subject: WA1LMAFE8AD [redacted] Dealer Code: 426A10 Access Code: 683756

Access Code: 683756 Date Opened: Mon Dec 13 2010 14:44:32 GMT-0500 (Eastern Standard Time)

case Code : DR-555598 Job Number : 46547048

Technician: [redacted] Technician Phone: null

Dealer Name: [redacted]

Corp Contact: [redacted]

Consultant: [redacted]

Concern Group: TDI Engine and Emissions Repair Authorization

Group Assigned To: TA Audi Level One Support

Assignee: [redacted]

Ticket Status: Open: Technician in Process

QTM/TFM Name: null [redacted] Name: null

Service Manager Name: [redacted]

Vehicle Owner Name: null

Severity: 3-Regular

VIN: WA1LMAFE8AD [redacted] Make: AUDI

Model Code: 4LB5RL Year: 2010 Mileage: 3980

Engine: 3.0L Transmission: Automatic

Country: United States Service Date: Fri Aug 06 2010 08:00:00 PM GMT-0400 (Eastern Daylight Time)

12/13/2010 02:44:33 PM: US/Eastern: [redacted] Initiated: Issue Opened by Dealership

12/13/2010 02:44:33 PM: US/Eastern: [redacted] Initiated: Customer states the vehicle cranks but doesn't start. Inspected with TFM and found the fuel pressure to be low at 45 PSI while cranking. Found metal debris in the fuel filter housing and the fuel tank. Instructed by TFM to replace all fuel system parts except for the tank and supply lines from tank, which will be cleaned instead.

12/13/2010 4:55:35 PM: US/Eastern: [redacted] Open: Consultant in Process: Customer Comments: Customer states the vehicle cranks but doesn't start. Inspected with TFM and found the fuel pressure to be low at 45 PSI while cranking. Found metal debris in the fuel filter housing and the fuel tank. Instructed by TFM to repalce all fuel system parts except for the tank and supply lines from tank, which will be cleaned instead.

12/13/2010 4:55:35 PM: US/Eastern: [redacted] Open: Consultant in Process: Workshop Findings: Techs cell phone [redacted]

12/13/2010 4:55:35 PM: US/Eastern: [redacted] Open: Consultant in Process: Please follow the TFM instructions. Thanks

EA11003EN-00633[4]

01 - Engine Electronics

4L1910401G

3.0TDI EDC17G000AG

Coding long

Dealer number 31414

4L0907401B

H04

0060

0Event(s) detected

02 - Automatic Transmission 09D

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Audi of America, Inc.

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Auburn Hills MI,48326

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<http://www.audiusa.com>

AQUA

Product life

Confidential

DISS FSP Q Reserve SAGA-Gew, with detailed data/ VIN from/to , Audi, Class: T1

WA1LMAFE8AD008197

Brand	AU	Model year	2010	Market	USA	Engine number	CATA 0010127 G
Prod. date	2010-05-13	Model	4LB5RL	Q7 quat. TDI3.0 V6165 A6		Gearbox number	KRK 0002821
Date of registration	2010-08-07	Color	9Q9QCA	Graphite gray metallic/ graphite gray metallic		Drive	Four-wheel

Diagnostic event memory

Report date:	07/01/10	Report no.:	17_00_00_WA1LMAFE8AD [REDACTED]_20100702063338678.xml
DC no.:	444	DC name	VWoA Inc.
Dealer no.:	22102	Dealer name:	[REDACTED] Volkswagen

From: Non-responsive content removed
To: [Redacted]
CC: [Redacted]

Date: 18.03.2011 18:04:18
Thema: FW: Part Received
Attachments: [03L.130.755A VINs \[Redacted\].xlsx](#)

Greetings Mr. [Redacted]

According to our colleague, [Redacted], The attached list of high pressure fuel pumps were shipped your way for analysis. Can you verify that you received these pumps and if so, what analysis/documentation do you have that can be shared with us? Also, were these pumps shipped onto Bosch for further analysis and if so, are there 8D reports associated with the analysis?

Best Regards,

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From: [Redacted]
Sent: Friday, March 18, 2011 11:48 AM
To: Non-responsive content removed
Cc: [Redacted]
Subject: RE: Part Received

Hello [Redacted]

Pumps are in [Redacted]

Best regards
[Redacted]

From: [Redacted]
Sent: Friday, March 18, 2011 8:28 AM
To: Non-responsive content removed
Cc: [Redacted]
Subject: Part Received

Good Morning [Redacted]

I was advised by [Redacted] that the high pressure fuel pumps listed in the attached spreadsheet were sent to your attention in October 2010. Can you verify that these part were received and if they were, what was done to them i.e. analysis, shipped elsewhere,...etc?

Best Regards,

Non-responsive content removed

Volkswagen Group of America, Inc.
3800 Hamlin Road
Auburn Hills, MI. 48326

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Claim-ID			Part No. fitted	Prt. No. descr. fitted
X0061	USA3VWAL71K49M	0120101013	03L130755	HIGH-PRESSURE PUMP
V0660	USA4440504	0120101001	03L130755A	HIGH-PRESSURE PUMP
V0660	USA444072	0120100917	03L130755A	HIGH-PRESSURE PUMP
V0660	USA4442564	0120101001	03L130755A	HIGH-PRESSURE PUMP
X0061	USA3VWTL71K09M	0120101014	03L130755A	HIGH-PRESSURE PUMP
V0660	USA4442502	0120100929	03L130755A	HIGH-PRESSURE PUMP
X0061	USA3VWTL81K99M	0120101025	03L130755A	HIGH-PRESSURE PUMP

VIN	Last Booking Date	Shipped to:
3VWAL71K49M	10/25/2010	
3VWAL71K59M	10/25/2010	
3VWCL71K79M	10/25/2010	
3VWRL71K89M	10/25/2010	
3VWTL71K09M	10/25/2010	
3VWTL71K19M	10/25/2010	
3VWTL81K99M	10/25/2010	

From: Non-responsive content removed
To: [REDACTED]
CC: [REDACTED]
Date: 4/11/2011, 12:16:25 PM
Subject: Re: QTS Reports

Dear Mr [REDACTED]

I would say that would work.

With best regards,

Non-responsive content removed

From: Non-responsive content removed
Sent: Monday, April 11, 2011, 10:43 AM
To: Non-responsive content removed
Subject: Re: QTS Reports

Good Morning [REDACTED]

Question:

I have received the missing lab analysis report from [REDACTED] for QTS 3429289 (drivetrain damage) .
All parameters OK
I have written it into the QTS (see below)
I have also added that maybe a poor-quality fuel was used before which pre-damaged the pump.
Is that OK or should I remove it?

Fuel sample delivered and forwarded to [REDACTED] on 10/7/09.
See Lab Report NSU 09/1933.
The biodiesel-free fuel meets [REDACTED] DIN 51628 standard except for its sulfur content of 12 ppm.
According to US ASTM D975 standard however 15 / 500 ppm sulfur is permissible.
This fuel thus satisfies all conditions.
All parameters seen as critical for the case of damage, are not worth noting.
A direct connection could not be established between this fuel sample and the failure pattern .
However, it cannot be ruled out that a non-OK fuel type was not added before, which caused the pre-damage.
This chain is known.

With best wishes,

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85045 Ingolstadt

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<http://www.audi.com>

Sitz/Domicile: Ingolstadt

Registergericht/Court of Registry: Local District Court Ingolstadt

HRB Nr./Commercial Register No.: 1

Vorsitzender des Aufsichtsrats/Chairman of the Supervisory Board: Martin Winterkorn

Vorstand/Board of Management: Rupert Stadler (Vorsitzender/Chairman), Ulf Berkenhagen, Michael Dick, Frank Dreves, Peter Schwarzenbauer, Thomas Sigi, Axel Strotbek

Wichtiger Hinweis: Die vorgenannten Angaben werden jeder E-Mail automatisch hinzugefügt und lassen keine Rückschlüsse auf den Rechtscharakter der E-Mail zu.

Important notice: The above information is automatically added to this e-mail. This addition does not constitute a representation that the content of this e-mail is legally relevant and/or is intended to be legally binding upon AUDI AG.

From: Non-responsive content removed
Sent: Monday, April 11, 2011, 9:17 AM
To: Non-responsive content removed
Subject: Re: QTS Reports

Dear Mr [REDACTED]

Today is great.
I am in [REDACTED] anyway. Please let me know.

With best regards,

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From: Non-responsive content removed
Sent: Friday, April 08, 2011, 3:26 PM
To: Non-responsive content removed
Subject: QTS Reports

Hello Ms [REDACTED]

Have not been able to complete the procedures today because of Mr [REDACTED] absence :-(
When is the latest you need info by?
Is Monday OK?

please get in touch re USA!

With best wishes,

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AUDI AG

85045 Ingolstadt

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<http://www.audi.com>

Sitz/Domicile: Ingolstadt

Registergericht/Court of Registry: Local District Court Ingolstadt

HRB Nr./Commercial Register No.: 1

Vorsitzender des Aufsichtsrats/Chairman of the Supervisory Board: Martin Winterkorn

Vorstand/Board of Management: Rupert Stadler (Vorsitzender/Chairman), Ulf Berkenhagen, Michael Dick, Frank Dreves, Peter Schwarzenbauer, Thomas Sigi, Axel Strotbek

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Important notice: The above information is automatically added to this e-mail. This addition does not constitute a representation that the content of this e-mail is legally relevant and/or is intended to be legally binding upon AUDI AG.

From: Non-responsive content removed
To: [Redacted]
CC: [Redacted]
Date: 10.06.2011 08:15:44
Thema: WG: 112869 - 2.0l TDI Fuel Pump

[Redacted]

Von: [Redacted]
Gesendet: Donnerstag, 9. Juni 2011 23:54 An: [Redacted]
Cc: Non-responsive content removed

Hi [Redacted]

I have here a pump from the a 2.0l TDI. I have been testing a lot of these this week and many have an amount of "metal Debris" or other metallic particles in them. I believe we are also having an issue with water in the fuel. For this issue there will be a report very shortly. However, this pump contains something else. The green particles are gel like but still fluid. Can you please get this material analysed in Zentral Labor and then I can add the findings to the report or create a single report for it.

[Redacted] will be sending you the part in the post tomorrow. Thanks

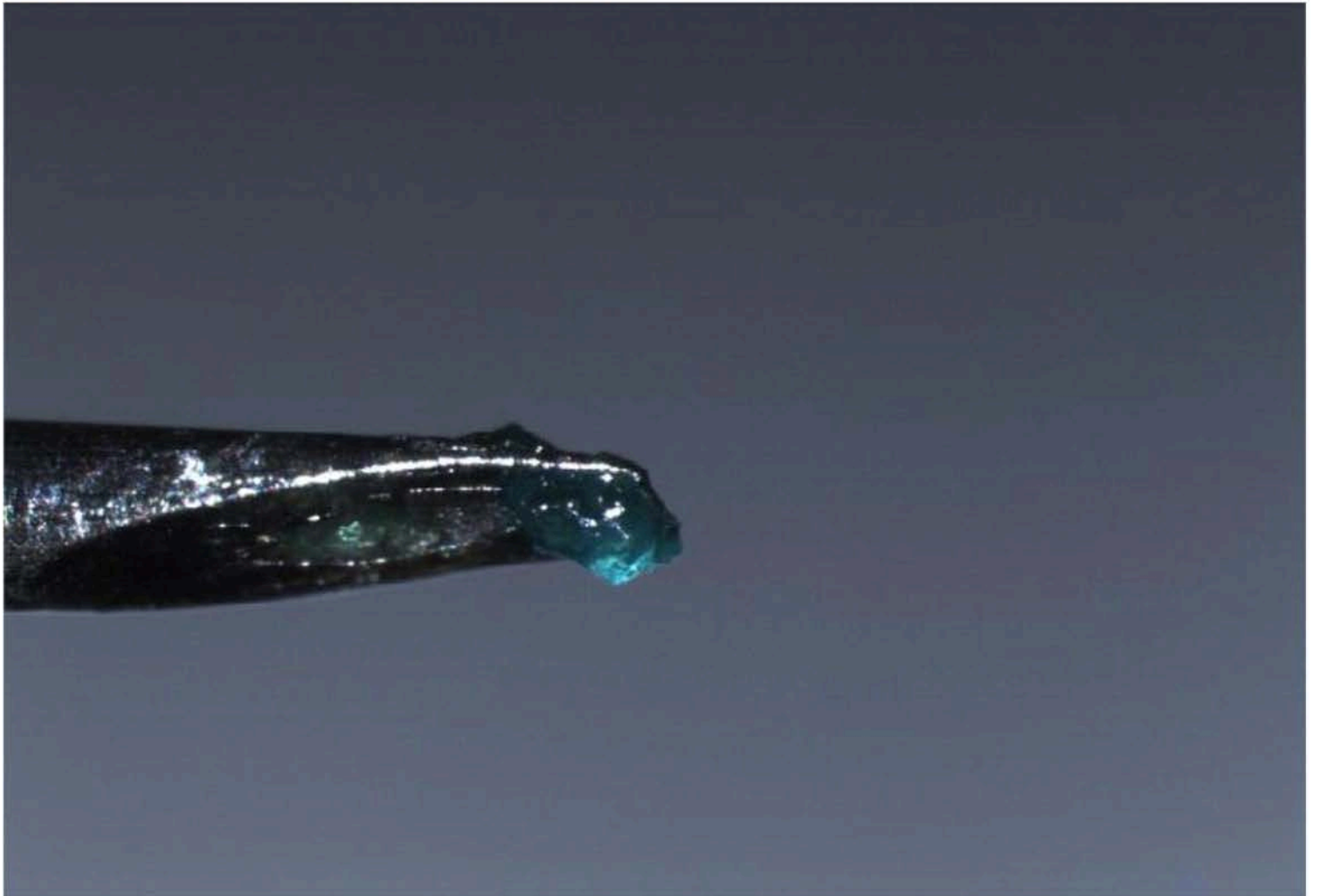
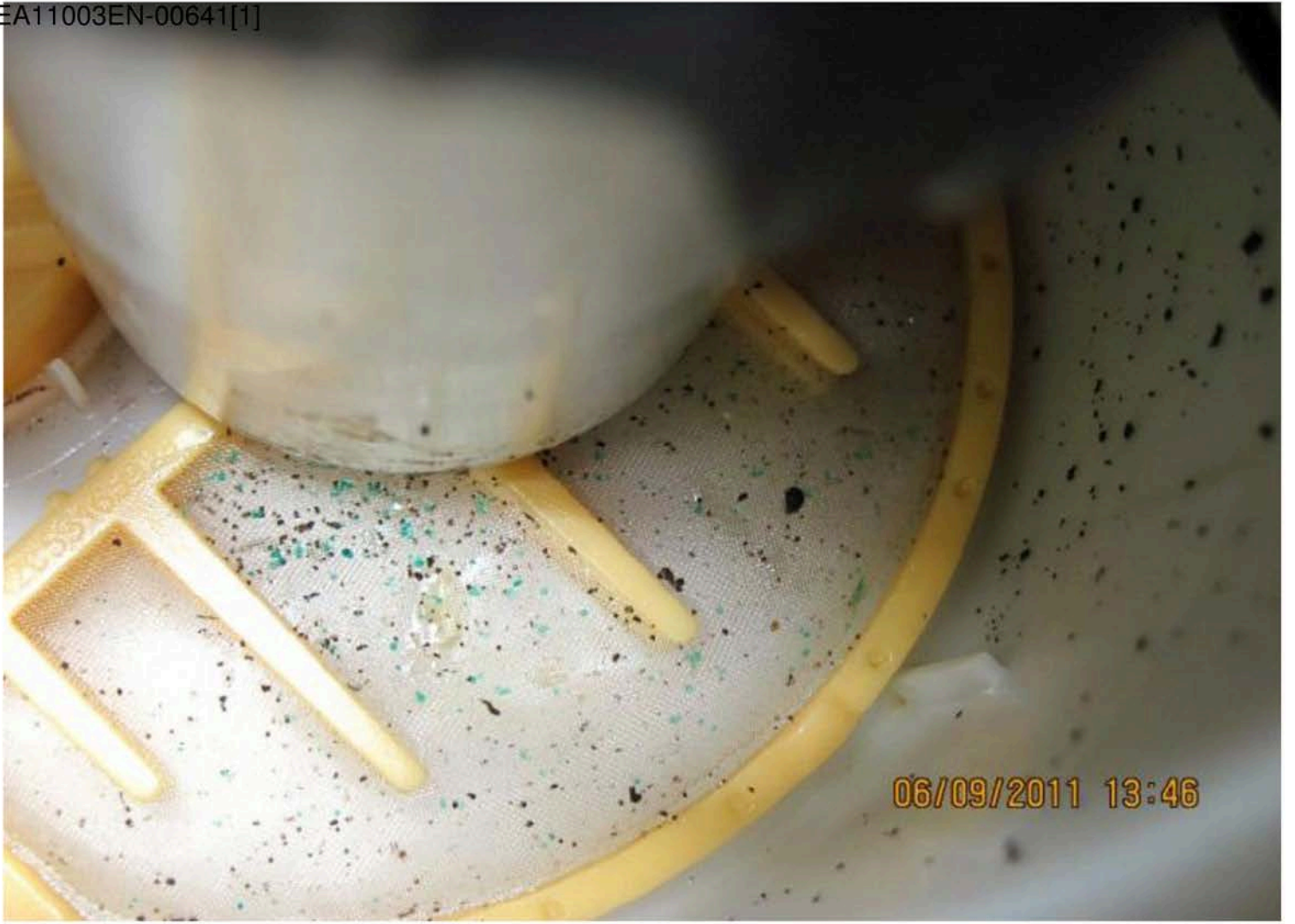
[Redacted]
[Redacted]
[Redacted]

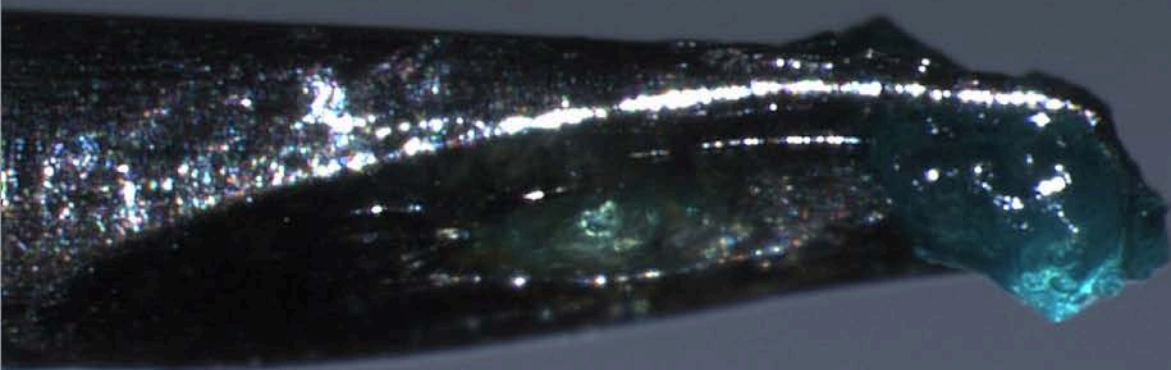
Volkswagen Group of America, Inc. 5388 Sterling Center Dr.
Westlake Village, CA, 91361

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<http://www.vw.com>









EA11003EN-00644[0]



06/09/2011 13:46

From: Non-responsive content removed
To:
CC:

Date: 12.14.2009 03:52:15 PM
Subject: Re: AoA Q7 TDI Launch Telko

Dear Mr [REDACTED]

In the USA there are 2 new striking features re high pressure:

1x failure Inline-EFP (previously no HPP failure)
1x failure HPP after 9237 miles

HPP and fuel filter were removed and sent for analysis.

Best wishes,

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>

>From: Non-responsive content removed

>Sent: Friday, December 11, 2009, 11:33 PM

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From: Non-responsive content removed

To:

CC:

Date: 3/31/2008 12:08:00 PM

Topic: FW: Radio RE: [REDACTED] RE: Radio: Drivetrain damage failure US07 (Jetta) v_27_03_08 v_28_03_08

Attachments: [Ausfallppe Ergebnisse2k PräsVW.pdf](#)

Dear Mr. [REDACTED]

Can you (panel of experts) explain to us how the failure mechanism was after this mileage?

What did the side run-up of the guide roller look like?

Why does the plunger rotate after such a long service life?

What is the purpose of the turner with coating (sluggishness?) in the cylinder?

etc.

We will certainly not accept a failure because of fuel quality!

In case of this "rel. late" case / symptom of damage, I understand the demand for an anti-turn locking device, because one can detect a very little previous blockage of the guide roller. We also see a big risk here for our BIN5 pump, which has to manage with the same fuel in USA

[REDACTED]
can you add the fuel result to that?

With best wishes

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From: Non-responsive content removed

Sent: Friday, March 28, 2008 6:30 PM

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Subject: Radio RE: [REDACTED] RE: Radio: Drivetrain damage failure US07 (Jetta) v_27_03_08 v_28_03_08

Dear Mr. [REDACTED]

This time it was faster: attached are the updated slides....

Have a nice weekend

With best wishes

[REDACTED]
Robert Bosch GmbH

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Postfach 30 02 20
70442 Stuttgart
GERMANY
www.bosch.com

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Domicile: Stuttgart, Court of Registry: District Court Stuttgart, HRB 14000
Chairman of the supervisory board: Hermann Scholl; Management: Franz Fehrenbach, Siegfried Dais;
Bernd Bohr, Wolfgang Chur, Rudolf Colm, Gerhard Kümmel, Wolfgang Malchow, Peter Marks;
Volkmar Denner, Peter Tyroller

From: Non-responsive content removed

Sent: Thursday, March 27, 2008 9:50 AM

Non-responsive content removed

Subject: [REDACTED] RE: Radio: Drivetrain damage of failure US07 (Jetta variant) v_27_03_08

Dear Mr. [REDACTED]

Please initiate the SEM studies of the coatings and let us know the result.

Thanks and regards

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From: Non-responsive content removed

Sent: Wednesday, March 26, 2008 6:06 PM

Non-responsive content removed

Subject: Radio: Drivetrain damage of failure US07 (Jetta variant) v_26_03_08

Dear Mr. [REDACTED]

Attached are the indicated slides with additional photos

<>

With best wishes

[REDACTED]
Robert Bosch GmbH

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[REDACTED]

From: [REDACTED]
Sent on: Friday, April 17, 2009 10:47 PM
To: [REDACTED]
CC: [REDACTED]
Subject: FW: Q-status injection components US07 09.04.2009.pdf
Attachments: 1900_d_F_QMC_VW Feldstatus Einspritzkomponenten US07 09.04.2009.pdf

Dear [REDACTED]

The defective HP injection pumps of the VIN mentioned below should have been evaluated in my opinion:

- 3VWTL71K99M [REDACTED] currently being analyzed (no chips below the metering unit)
- 3VWCL71K29M [REDACTED] Drivetrain damage
- 3VWCL71K69M [REDACTED] HPP complaint rejected by Bosch, because metering unit absent!
Drivetrain damage
- 3VWRL71K19M [REDACTED] currently being analyzed (chips or dust in the metering unit hole)
- 3VWCL71K79M [REDACTED] Drivetrain damage
- 3VWCL71K79M [REDACTED] HPP was not sent to SZ for analysis
- 1K29M [REDACTED] Drivetrain damage
- 3VWAL71K99M [REDACTED] Drivetrain damage
- 3VWCL71K99M [REDACTED] Drivetrain damage
- 3VWRL71KX9M [REDACTED] Drivetrain damage

The following scope (see VIN) is in inflow from VWoA:

- 3VWCL71K89M [REDACTED] SZ not yet known

In my opinion, 3 more defective HP injection pumps can no longer be provided for analysis.

Please align this information with your current status.
Thanks a lot.

With best wishes,

[REDACTED]

Volkswagen AG
Brieffach 1769
D-38436 Wolfsburg



FW: Q-status injection components US07 09.04.2009.pdf

Gentlemen,

Attached is the status of the US07 field failures dated 09.04.2009.

With best wishes



70442 Stuttgart
GERMANY
www.bosch.com



Sitz: Stuttgart, Registergericht: Amtsgericht Stuttgart, HRB 14000;
Aufsichtsratsvorsitzender: Hermann Scholl; Geschäftsführung: Franz Fehrenbach, Siegfried Dais;
Bernd Bohr, Rudolf Colm, Volkmar Denner, Gerhard Kümmel, Wolfgang Malchow, Peter Marks,
Peter Tyroller; Uwe Raschke

Keyword - Failure location	Country of failure	Veh. no.	Part no. Audi/VW	RB No.	QTS/AV3 no.	IQIS no.	QMM3 pump in FeP	Task force no.:	Field
USA field Jetta US07	USA	1K59M0	803L 130 755 A	508	Jetta 103 kW				X
USA field Jetta US07	USA	1K79M	703L 130 755 A	508	Jetta 103 kW				X
USA field Jetta US07	USA	1K79M	203L 130 755 A	508	Jetta 103 kW				X
USA field Jetta US07	USA	1K79M	03L 130 755 A	508	Jetta 103 kW				X
USA field Jetta US07	USA	1K89M	03L 130 755 A	508	Jetta 103 kW				X

Funk: green; Mr. Ambrock: red

Failure location				Cars		Vehicle plant								Engine				Jump work			
Testing Q-AL	Veh. plant	Hot test	Cold test	VW	Skoda AU	A3	IN A4	NSU A4	IN A5	NSU A6	Puebla	Emden	WOB	DD	Brat.	R4 2.0l	V6 2.7l	V6 3.0l	V6 3.0l BIN5	FeP	JhP
				X							X					X					
				X							X					Chemnitz					
				X							X					X					
				X							X					X					
				X							X					X					

ML pump				Ac						
ML1	ML2	ML3	ML4	Pump DoM	Veh. DoM	Appr. date	Failure/acceptance date	Rep. Date	km status	Guide roller Nogushi Güntert
					7/29/2008	8/20/2008		10/15/2008	4,392	
					5/17/2008	8/22/2008		10/6/2008	5,538	
					5/20/2008	9/13/2008		12/26/2008	10,414	
					5/20/2008	9/13/2008		12/26/2008	20,492	
					9/13/2008	10/12/2008		12/9/2008	4,262	

From: Non-responsive content removed

To:

CC:

Date: 8/7/2009 3:44:56 PM

Topic: 2nd opinion on the following goods received dated 7/31/2009 BPT1084 (4VW238)

Attachments: [Typenschild 4VW238.pdf](#)

Gentlemen,

The following pumps were analyzed.
The result of the finding is drivetrain damage.

The 8D report is being prepared.

With best wishes

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Robert Bosch GmbH

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70442 Stuttgart
GERMANY
www.bosch.com

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Domicile: Stuttgart, Court of Registry: District Court Stuttgart, HRB 14000;
Chairman of the supervisory board: Hermann Scholl; Management: Franz Fehrenbach, Siegfried Dais;
Bernd Bohr, Rudolf Colm, Volkmar Denner, Gerhard Kümmel, Wolfgang Malchow, Peter Marks,
Peter Tyroller; Uwe Raschke

QMM-Nr	QC-Nr.	Kunden-Material	GA	TTNr.	Linien- + Serien-	FD	WE_AZ	KM	Beanstandung	Abschlussbefund	Ausfallort	Motor/FZG- Id_Nr	Kundenverf- olgungs-Nr.
4VW238	230002569290	03L130755A	40	508	02-1084	07.04.2008	31.07.2009	13388	ohne Funktion	Triebwerkschaden	USA	3VWRL71K 89M [REDACTED]	BPT1084

QMM no.	QC no.	Customer material	GA	TT no.	Line + serial	FD	WE_AZ	KM	Complaint	Final finding	Failure location	Engine/veh. ID no.	Customer follow-up no.
4VW238	230002569290	03L130755A	40	508	02-1084	07.04.2008	31.07.2009	13388	Without function	Drivetrain damage	USA	3VWRL71K8 9M [REDACTED]	BPT01084

 **BOSCH** 

0 445 010 508
CR/CP4S1/R35/20
03L 130 755 A
02070408
BPT 1084
0004






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From: Non-responsive content removed

To:

CC:

Date: 8/7/2009 4:31:25 PM

Topic: 3rd opinion on the following goods received dated 7/31/2009 BPT0414 (4VW237)

Attachments: [4VW237.pdf](#)

Gentlemen,

The pump mentioned below was analysed.

Preliminary analysis result (intermediate result):

* Leaking at oil seal owing to sand-like particles

Other analyses

* Material analysis of the particles is ongoing

I will send you the results as soon as possible.

With best wishes

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70442 Stuttgart

GERMANY

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Bernd Bohr, Rudolf Colm, Volkmarr Denner, Gerhard Kümmel, Wolfgang Malchow, Peter Marks,

Peter Tyroller; Uwe Raschke

QMM-Nr	QC-Nr.	Kunden-Material	GA	TTNr.	Linien- + Serien-	FD	WE_AZ	KM	Beanstandung	Zwischenergebnis	Ausfallort	Motor/FZG- Id_Nr	Kundenverf- olgings-Nr.
4VW237	230002569289	03L130755A	40	508	01-0414	29.02.2008	31.07.2009	14360	Triebwerkschaden	Pumpe undicht an WDR wegen	USA	3VWCL71K 99M [REDACTED]	BPT0414

QMM no.	QC no.	Customer material	GA	TT no.	Line + serial	FD	WE_AZ	KM	Complaint	Intermediate result	Failure location	Engine/veh. ID no.	Customer follow-up no.
4VW237	230002569289	03L130755A	40	508	01-0414	29.02.2008	31.07.2009	14360	Drivetrain damage	Pump leaking at the oil seal because of	USA	3VWCL71K9 9M [REDACTED]	BPT0414

From: Non-responsive content removed

To:

CC:

Date: 8/13/2009 12:49:00 PM

Topic: 2nd opinion on the following goods received dated 8/13/2009 VA 99160 (4VW241)

Gentlemen,

The following pumps were analyzed.
The result of the finding is drivetrain damage.

The 8D report is being prepared.

With best wishes

Non-responsive content removed

Robert Bosch GmbH

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70442 Stuttgart
GERMANY
www.bosch.com

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Domicile: Stuttgart, Court of Registry: District Court Stuttgart, HRB 14000;
Chairman of the supervisory board: Hermann Scholl; Management: Franz Fehrenbach, Siegfried Dais;
Bernd Bohr, Rudolf Colm, Volkmar Denner, Gerhard Kümmel, Wolfgang Malchow, Peter Marks,
Peter Tyroller; Uwe Raschke

QMM-Nr	QC-Nr.	Kunden-Material	GA	TTNr.	Linien- + Serien-	FD	WE_AZ	KM	Beanstandung	Abschlussbefund	Ausfallort	Motorenwerk Fahrzeugwerk	Motor/FZG- Id_Nr
4VW241	230002571490	03L130755A	70	508	04-0507	10.02.2009	13.08.2009	33681	Hochdruckpmp. (gefressen) defekt.	Triebwerkschaden	USA	Non-responsive content removed	3VWTL7AJ8AM [REDACTED]

QMM no.	QC no.	Customer material	GA	TT no.	Line + serial	FD	WE_AZ	KM	Complaint	Final finding	Failure location	Engine works Vehicle works	Engine/ veh. ID no.
4VW241	230002571490	03L130755A	70	508	04-0507	10.02.2009	13.08.2009	33681	High-pressure pump (worn) defective	Drivetrain damage	USA	Non-responsive content removed	3VWTL7AJ8AM [REDACTED]

From: Non-responsive content removed
To: [REDACTED]
CC: [REDACTED]
Date: 28.08.2009 13:00:53
Thema: RE: WA1AM74L89D [REDACTED] @ 426A53, AC 487327

[REDACTED]
picture should have been submitted already and as far as I know a fuel probe was taken by [REDACTED]. Anyways we dont know the date of production.

Chris,

can you confirm...

THX

regards

Non-responsive content removed

Product Quality Assurance (Drivetrain)

Audi of America, Inc.
3800 Hamlin Road
Auburn Hills, MI, 48326
USA

Non-responsive content removed

[REDACTED]
www.audiusa.com

From: Non-responsive content removed
Sent: Friday, August 28, 2009 3:43 AM
To: Non-responsive content removed
Cc: [REDACTED]
Subject: AW: WA1AM74L89D [REDACTED] @ 426A53, AC 487327

Dear [REDACTED]

Will the pump be sent to us in Germany?

In case of future drivetrain damage kindly always - if new pump production status after May 2009:

- 1 photo of the type label of the HP pump
- 1 photo of the chips in the metering unit hole and, if possible
- 1 fuel sample of 1 litre

With best wishes

Non-responsive content removed

AUDI AG

85045 Ingolstadt

Non-responsive content removed

From: Non-responsive content removed

Sent: Friday, August 14, 2009 2:33 PM

To: Non-responsive content removed

Subject: Subject: WA1AM74L89D [REDACTED] @ 426A53, AC 487327

Hello [REDACTED],

For information

I have answered the question about WaC.

With best wishes

[REDACTED]

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AUDI AG

[REDACTED]

74146 Neckarsulm

Non-responsive content removed

www.audi.com

Sitz/Domicile: Ingolstadt

Registergericht/Court of Registry: Amtsgericht Ingolstadt

HRB Nr./Commercial Register No.: 1

Vorsitzender des Aufsichtsrats/Chairman of the Supervisory Board: Martin Winterkorn

Vorstand/Board of Management: Rupert Stadler (Vorsitzender/Chairman), Ulf Berkenhagen, Michael Dick, Frank Dreves, Peter Schwarzenbauer, Axel Strotbek, Werner Widuckel

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From: Non-responsive content removed

Sent: Friday, August 14, 2009 2:14 PM

To: Non-responsive content removed

Subject: FW: WA1AM74L89D [REDACTED] @ 426A53, AC 487327

Hello Colleagues,

For you, for information, about breakdowns in [REDACTED] HPFP drivetrain damage confirmed.

VW has sent information that BOSCH rejects the warranty if the metering unit is open. Can you please confirm this?

Regards

[REDACTED]

From: Non-responsive content removed

Sent: Thursday, August 13, 2009 12:10 PM

To: Non-responsive content removed

Cc:

Subject: RE: WA1AM74L89D @ 426A53, AC 487327

Update:

The fuel pump was overnighted to Auburn Hills for examination. The high pressure fuel pump failed catastrophically shedding metal shavings through the entire fuel system (see attached). This car will require a complete new fuel system from tank to injectors and everything in between.

This will be a very lengthy repair (weeks) and it may be best to get the customer out of this vehicle. The TFM has mentioned the customer is already unhappy, and he hasn't heard the diagnosis yet or repair time yet.

Steve, our next order of business is to take a fuel sample from the underhood fuel filter. We need to determine if component failure or bad fuel is to blame. Do not start or run this vehicle further. Let me know if you have any questions.

From:

Sent: Tuesday, August 04, 2009 11:29 AM

To: Non-responsive content removed

Cc:

Subject: RE: WA1AM74L89D @ 426A53, AC 487327

Update: this glow plug was swapped and the vehicle still will not start. The customer was driving and when turning a corner the vehicle stalled and would not restart. No adblue light or warning was on and no other faults were set. Tech took it upon himself to add the reductant due to the no start concern. The tech asked the customer if they had just went through the car wash and was told no and that she has not washed the vehicle yet.

From:

Sent: Monday, August 03, 2009 4:46 PM

To: Non-responsive content removed

Cc:

Subject: RE: WA1AM74L89D @ 426A53, AC 487327

As discussed...

-Tech has erased DTC so no GFF possible.

-Have tech verify fuel in line.

-Check electrical connection on #5 glow plug. If OK, swap in glow plug (Cyl 2 or 5) from Demo vehicle (if possible)

-If we can't accomplish the above, we will escalate to TFM.

From:

Sent: Monday, August 03, 2009 4:33 PM

To: Non-responsive content removed

Cc:

Subject: WA1AM74L89D @ 426A53, AC 487327

Customer vehicle towed in for no start. Tech added adblue and the test plan had him clear the faults. Fault was stored for cylinder pressure #5. No P code stored, 05084 was the fault code. No attachment due to scan tool locking up. Tech assumed the adblue being low was the cause for the no start.

EA Non-responsive content removed

Technician [REDACTED] Technician Phone: null

Dealer Name [REDACTED] Dealer Phone: (925) 447-1100

Corp Contact: [REDACTED] Corporate Phone: +1-916-649-3870

Consultant: [REDACTED] Dealer Code: 426A53

Concern Group: [REDACTED] Non-responsive content removed

Group Assigned To: [REDACTED]

Assignee: [REDACTED]

Ticket Status: Open: Technician in Process

VIN: [REDACTED] Make: [REDACTED]

Model Code: 4LB5RL Year: 2009 Mileage: 1790

Engine: 3.0L Transmission: Automatic

Country: USA Service Date: Wed May 27 2009 20:00:00 GMT-0400 (Eastern Daylight Time)

08/03/2009 15:43:13: US/Eastern: [REDACTED] Initiated: Issue Opened by Dealership

08/03/2009 15:43:13: US/Eastern: [REDACTED] Initiated: vehicle no start. ran gff fault for 05084 13dc 007 inside pressure sensor cly.5 range performance.

measured value.

1 1280 /min

2 40 km/h

3 00010000

4 55 bar

5 -1.00

6 358

7 -1.70

08/03/2009 16:28:00: US/Eastern: [REDACTED] Open: Consultant in Process: Customer Comments: vehicle no start. ran gff fault for 05084 13dc 007 inside pressure sensor cly.5 range performance. measured value. 1 1280 /min 2 40 km/h 3 00010000 4 55 bar 5 -1.00 6 358 7 -1.70

08/03/2009 16:28:00: US/Eastern: [REDACTED] Open: Consultant in Process: Workshop Findings: Customer vehicle. Techs 209 221 0515 The faults were cleared and the adation was being performed and the scan tool froze up. 9.463 liters of adblue was added. The tank was not filled. The vehicle will not start, just cranks. No faults returned. Fault for the #5 cylinder pressure fault was stored but has not returned.

08/03/2009 16:28:00: US/Eastern: [REDACTED] Open: Consultant in Process: Advised tech to wiat for further instructions. Thanks

From: Non-responsive content removed
To:
CC:

Date: 9/1/2009 2:40:33 PM

Topic: RE: Sa_RE: 4th opinion on the following goods received dated 7/31/2009 BPT0414 (4VW237)

Attachments: [BSA000001477-001Felddaten_3VWCL71K99M\[REDACTED\].pdf](#)

Dear Mr. [REDACTED]

For info and explanation;

VW Mr. [REDACTED] handed over the pump to Bosch hinting at drivetrain damage.

With best wishes

[REDACTED]

Robert Bosch GmbH

[REDACTED]

Postfach 33 33
38023 Braunschweig
GERMANY
www.bosch.com

[REDACTED]

Robert Bosch GmbH, Head-office: Stuttgart, Court of Registry: District Court Stuttgart, HRB 14000
Chairman of the supervisory board: Hermann Scholl; Management: Franz Fehrenbach, Siegfried Dais;
Bernd Bohr, Wolfgang Chur, Rudolf Colm, Gerhard Kümmel, Wolfgang Malchow, Peter Marks;
Volkmar Denner, Peter Tyroller

From: [REDACTED]

Sent: Tuesday, September 01, 2009 12:50 PM

[REDACTED]

Subject: Sa_RE: 4th opinion on the following goods received dated 7/31/2009 BPT0414 (4VW237)

Hello Mr. [REDACTED],

I did not find this case in the NFA-list.

With best wishes

Non-responsive content removed

Robert Bosch GmbH

Non-responsive content removed

Postfach 30 02 20
70442 Stuttgart
GERMANY
www.bosch.com

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Bernd Bohr, Rudolf Colm, Volkmar Denner, Gerhard Kümmel, Wolfgang Malchow, Peter Marks,
Peter Tyroller; Uwe Raschke

From: Non-responsive content removed
Sent: Tuesday, September 01, 2009 11:15 AM

Non-responsive content removed

Subject: RE: 4th opinion on the following goods received dated 7/31/2009 BPT0414 (4VW237)

... the finding, in my opinion should be "leaking" (also according to me, in addition, due to customer fault).
Is the case in the NFA list? If yes, please highlight the row in gray.

With best wishes

Non-responsive content removed

From: Non-responsive content removed
Sent: Tuesday, September 01, 2009 11:01 AM

Non-responsive content removed

Subject: 4th opinion on the following goods received dated 7/31/2009 BPT0414 (4VW237)

Gentlemen,

The pump mentioned below was analysed.

The result of the finding is sand-like particles in the fuel. Defect caused by customer.

Material analysis of the particles:
According to the IR-spectra these are mainly calcium carbonate and silicate particles -
impurities from the environment.

The 8D report is being prepared.

With best wishes

Non-responsive content removed

Robert Bosch GmbH

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removed

70442 Stuttgart

GERMANY

www.bosch.com

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Bernd Bohr, Rudolf Colm, Volkmar Denner, Gerhard Kümmel, Wolfgang Malchow, Peter Marks,
Peter Tyroller; Uwe Raschke

QMM-Nr	QC-Nr.	Kunden-Material	GA	TTNr.	Linien- + Serien-	FD	WE_AZ	KM	Beanstandung	Abschlussbefund	Ausfallort	Motor/FZG- Id_Nr	Kundenverf- olgings-Nr.
4VW237	230002569289	03L130755A	40	508	01-0414	29.02.2008	31.07.2009	14360	Triebwerkschaden	Kundenfehler	USA	3VWCL71K 99M [REDACTED]	BPT0414

QMM no.	QC no.	Customer material	GA	TT no.	Line + serial	FD	WE_AZ	KM	Complaint	Final finding	Failure location	Engine/veh. ID no.	Customer follow-up no.
4VW237	230002569289	03L130755A	40	508	01-0414	29.02.2008	31.07.2009	14360	Drivetrain damage	Customer error	USA	3VWCL71K9 9M [REDACTED]	BPT0414

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I AM THE PERSON OR AGENT ACTING ON BEHALF OF THE PERSON WHO IS OBLIGATED TO PAY FOR THE REPAIR OF THE MOTOR VEHICLE SUBJECT TO THE REPAIR AGREEMENT. I UNDERSTAND THAT THE VEHICLE IS SUBJECT TO REPOSSESSION IN ACCORDANCE WITH BUSINESS & COMMERCE CODE §9.609, IF PAYMENT FOR THE REPAIR OF THE MOTOR VEHICLE BY A CHECK, MONEY ORDER, OR A CREDIT CARD TRANSACTION IS STOPPED, DISHONORED BECAUSE OF INSUFFICIENT FUNDS, NO FUNDS, OR BECAUSE THE MAKER OR DRAWER OF THE ORDER OR THE CREDIT CARD HAS NO ACCOUNT OR THE ACCOUNT UPON WHICH IT IS DRAWN OR CREDIT CARD ACCOUNT HAS BEEN CLOSED.

of the Person Responsible or Agent for Person Responsible for Payment. repair to be done along with the necessary material and hereby grant you and/or your cooperation the car or truck herein described on streets, highways or elsewhere for the inspection. An express mechanic's lien is hereby acknowledged on above car or truck thereto."

PAGE

23.07.09

Ausfall Feld USA

Triebwerkschaden

bitte befunken und in aufnehmen.

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Liste

Grüß,

Non-responsive content removed

7/23/2009
Field failure USA
Drivetrain damage
please analyze and include in the [redacted] list.

Best wishes,

From: Non-responsive content removed

To:

CC:

Date: 9/29/2009 8:55:51 AM

Topic: RE: Remaining defective USA pumps (2 pieces) - QTS 3429289; 4A223, LL: 1,790 km

Dear Mr. [REDACTED]

1 pump has been received and was subject to a preliminary analysis yesterday.

The tentative result is: **Drivetrain damage**

Detailed analysis is still continuing.

With best wishes

[REDACTED]
Robert Bosch GmbH

[REDACTED]
Postfach 30 02 20

70442 Stuttgart

GERMANY

www.bosch.com

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Domicile: Stuttgart, Court of Registry: District Court Stuttgart, HRB 14000;
Chairman of the supervisory board: Hermann Scholl; Management: Franz Fehrenbach, Siegfried Dais;
Bernd Bohr, Rudolf Colm, Volkmar Denner, Gerhard Kümmel, Wolfgang Malchow, Peter Marks,
Peter Tyroller; Uwe Raschke

From: Non-responsive content removed

Sent: Tuesday, September 29, 2009 7:32 AM

To: Non-responsive content removed

Subject: Remaining defective USA pumps (2 pieces)

Importance: High

Dear [REDACTED]

Have you received the US pumps? We have to give a response today on the SC at least for the remaining parts.

With best wishes

[REDACTED]
Robert Bosch GmbH

[REDACTED]
Non-responsive content removed

Postfach 30 02 20

70442 Stuttgart

GERMANY

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Bernd Bohr, Rudolf Colm, Volkmar Denner, Gerhard Kümmel, Wolfgang Malchow, Peter Marks,
Peter Tyroller; Uwe Raschke

From: Non-responsive content removed
To:
CC:

Date: 9/30/2009 10:50:27 AM
Thema: RE: 2nd opinion on the following goods received dated 9/25/2009: 3429289 (4A223)

Dear Mr. [REDACTED]

because of the 1790 km mileage, I assume it is the Q7 failure in California.
Fuel sample was requested, but I still haven't received it. I don't have any more information about that.

Best wishes,
Non-responsive content removed

From: Non-responsive content removed
Sent: Wednesday, September 30, 2009 11:35 AM
To: Non-responsive content removed
Cc:
Sascha (DS-PC/EHP4)
Subject: RE: 2nd opinion on the following goods received dated 9/25/2009: 3429289 (4A223)

Dear Mr. [REDACTED]

the customer parts no. (059 instead of 03L) and the Veh. no. (last 6 digits) are incorrect.
Please correct them. Please make your fuel analysis faster.
Are there any residues in the pump?

Non-responsive content removed

Which case is this?
Have we analyzed a fuel sample for this?
Can I have your USA failure overview of the last 4 cases?
With best wishes

Non-responsive content removed

AUDI AG
[REDACTED]
85045 Ingolstadt
Non-responsive content removed

From: Non-responsive content removed
Sent: Wednesday, September 30, 2009 9:50 AM

Non-responsive content removed

Subject: 2nd opinion on the following goods received dated 9/25/2009: 3429289 (4A223)

Gentlemen,

The following pump was analyzed.
The result of the finding is drivetrain damage.
Fuel sample was analyzed.
Measurement is given in the latest status of CP4 drivetrain damage.

Best regards

Non-responsive content removed

Robert Bosch GmbH

Non-responsive content removed

Postfach 30 02 20
70442 Stuttgart
GERMANY
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Chairman of the supervisory board: Hermann Scholl; Management: Franz Fehrenbach, Siegfried Dais;
Bernd Bohr, Rudolf Colm, Volkmar Denner, Gerhard Kümmel, Wolfgang Malchow, Peter Marks,
Peter Tyroller; Uwe Raschke

QMM-Nr	QC-Nr.	Kunden-Material	GA	TTNr.	Linien- + Serien-	FD	WE_AZ	KM	Beanstandung	Abschlussbefund	Ausfallort	Motor/FZG- Id_Nr	Kundenverf- olgungs-Nr.
4A223	230002626484	03L130755AL	40	613	02-0321	06.02.2009	25.09.2009	1.790	Keine Angabe seitens AUDI	Triebwerksschaden	USA	WA1AM74 L89 [REDACTED]	3429289

QMM no.	QC no.	Customer material	GA	TT no.	Line + serial	FD	WE_AZ	KM	Complaint	Final finding	Failure location	Engine/veh. ID no.	Customer follow-up no.
4A223	230002626484	03L130755AL	40	613	02-0321	06.02.2009	25.09.2009	1.790	No specification from AUDI	Drivetrain damage	USA	WA1AM74L 8 [REDACTED]	3429289



BOSCH

011

0 445 010 613

CR/CP4S2/R75/40

059 130 755 AL

02.090206

BPT 0321

0002



Made in

Non-responsive content removed

From: Non-responsive content removed

To:

CC:

Date: 10/7/2009 3:52:00 PM

Topic: RE: Pump failure USA

Attachments: [Folie 4A223 071009.pdf](#)

The fuel sample for this will be sent today evening (encl. early morning) to [REDACTED] at NSU.

With best wishes

[REDACTED]

From: Non-responsive content removed

Sent: Wednesday, October 07, 2009 4:34 PM

Non-responsive content removed

Subject: Pump failure USA

Dear Dr. [REDACTED]

Attached please find the desired slide for the latest failure in USA. In all my mails only this latest pump is indicated.

With best wishes

[REDACTED]

Robert Bosch GmbH

[REDACTED]

Postfach 30 02 20

70442 Stuttgart

GERMANY

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Domicile: Stuttgart, Court of Registry: District Court Stuttgart, HRB 14000;

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Bernd Bohr, Rudolf Colm, Volkmar Denner, Gerhard Kümmel, Wolfgang Malchow, Peter Marks,

Peter Tyroller; Uwe Raschke

From: Non-responsive content removed
To:
CC:

Date: 10/7/2009 3:34:08 PM
Topic: Pump failure USA
Attachments: [Folie 4A223_071009.pdf](#)

Dear Dr. [REDACTED]

Attached please find the desired slide for the latest failure in USA. In all my mails only this latest pump is indicated.

With best wishes

[REDACTED]
Robert Bosch GmbH

Non-responsive content removed

Postfach 30 02 20
70442 Stuttgart
GERMANY
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Domicile: Stuttgart, Court of Registry: District Court Stuttgart, HRB 14000;
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Bernd Bohr, Rudolf Colm, Volkmar Denner, Gerhard Kümmel, Wolfgang Malchow, Peter Marks,
Peter Tyroller; Uwe Raschke

From: Non-responsive content removed
To: [REDACTED]
CC:
Date: 11/16/2009 10:36:06 AM
Topic: RE: 3rd opinion on the following goods received dated 9/25/2009 3429289 (4A223)

Dear Mr. [REDACTED]

The results of the test mentioned below (engine/vehicle ID no.: [REDACTED]) are now available. I will try and process them as quickly as possible.

At this moment another DK-sample in a blue canister comes to my mind:

10/8/2009 [REDACTED] ==> " ... we no longer need to analyze the fuel (blue canister). (QTS 3457501)."

then I should return the sample.

10/8/2009 [REDACTED] ==> " ... Please do not discard the sample as of now. Probably the [REDACTED] also has a problem."

How should we leave it at the moment? Suspend, analyze or empty it???

With best wishes

[REDACTED]

Audi AG, Neckarsulm

[REDACTED]
D-74148 Neckarsulm, Postfach 1144, NSU-Strasse 1

[REDACTED]

www.audi.com

Domicile/Sitz: Ingolstadt

Court of Registry/Registergericht: Amtsgericht Ingolstadt

Commercial Register no./HRB Nr.: 1

Chairman of the Supervisory Board/Vorsitzender des Aufsichtsrats: Martin Winterkorn

Vorstand/Board of Management: Rupert Stadler (Vorsitzender/Chairman), Ulf Berkenhagen, Michael Dick, Frank Dreves, Peter Schwarzenbauer, Axel Strotbek, Werner Widuckel

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From: Non-responsive content removed

Sent: Friday, November 13, 2009 3:03 PM

Non-responsive content removed

Subject: RE: 3rd opinion on the following goods received dated 9/25/2009 3429289 (4A223)

Dear Dr. [redacted]

You have received the fuel sample for this case.
I do not know whether you have already distributed the result?
At least I haven't received it in my mails.

Could you also send again the latest analysis database?
Thank you.

With best wishes

Non-responsive content removed

From: Non-responsive content removed

Sent: Monday, October 05, 2009 6:50 PM

To: Non-responsive content removed

Subject: Subject: 3rd opinion on the following goods received dated 9/25/2009 3429289 (4A223)

With best wishes

Non-responsive content removed

From: Non-responsive content removed

Sent: Friday, October 02, 2009 12:58 PM

Non-responsive content removed

Subject: RE: 3rd opinion on the following goods received dated 9/25/2009 3429289 (4A223)

Dear Mr. [redacted]

The pump does not have any traces of corrosion.

With best wishes

Non-responsive content removed

Robert Bosch GmbH

Non-responsive content removed

Postfach 30 02 20
70442 Stuttgart
GERMANY
www.bosch.com

Non-responsive content removed

Domicile: Stuttgart, Court of Registry: District Court Stuttgart, HRB 14000;
Chairman of the supervisory board: Hermann Scholl; Management: Franz Fehrenbach, Siegfried Dais;
Bernd Bohr, Rudolf Colm, Volkmar Denner, Gerhard Kümmel, Wolfgang Malchow, Peter Marks,
Peter Tyroller; Uwe Raschke

From: Non-responsive content removed

Sent: Thursday, October 01, 2009 1:06 PM

Non-responsive content removed

Subject: RE: 3rd opinion on the following goods received dated 9/25/2009 3429289 (4A223)

Dear Mr. [REDACTED]

Please check the pumps for traces of corrosion as in case of development pumps - Thanks.

With best wishes

Non-responsive content removed

Robert Bosch GmbH

Non-responsive content removed

Postfach 30 02 20
70442 Stuttgart
GERMANY
www.bosch.com

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Bernd Bohr, Rudolf Colm, Volkmar Denner, Gerhard Kümmel, Wolfgang Malchow, Peter Marks, Peter Tyroller; Uwe Raschke

From: Non-responsive content removed

Sent: Thursday, October 01, 2009 10:05 AM

Non-responsive content removed

Subject: 3rd opinion on the following goods received dated 9/25/2009 3429289 (4A223)

Dear [REDACTED]

Attached is the corrected overview table. The result of the fuel analysis is OK: 50.8 mg/kg
50.8 mg/kg H₂O, no RME.

About 10 ml fuel sample was taken from the pump.

The 8D report is being prepared. Measurement is given in the latest status of CP4 drivetrain damage.

QMM no.

QC no.

Customer material

GA

TT no.

Line + Serial no.:

FD

WE_AZ

KM

Complaint

Final finding

Failure location

Engine/veh. ID no.

Customer follow
up no.

4A223

230002626484

059130755AL

40

0445.010.613

02-0321

2/6/2009

9/25/2009

1,790

No specification from AUDI

Drivetrain damage

USA

Non-responsive content removed

[REDACTED]

With best wishes

Non-responsive content removed

Robert Bosch GmbH

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Postfach 30 02 20
70442 Stuttgart
GERMANY
www.bosch.com

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Chairman of the supervisory board: Hermann Scholl; Management: Franz Fehrenbach, Siegfried Dais;
Bernd Bohr, Rudolf Colm, Volkmar Denner, Gerhard Kümmel, Wolfgang Malchow, Peter Marks,
Peter Tyroller; Uwe Raschke

From: [REDACTED]

Sent: Wednesday, September 30, 2009 11:35 AM

Non-responsive content removed

Subject: RE: 2nd opinion on the following goods received dated 9/25/2009 3429289 (4A223)

Dear [REDACTED]

the customer parts no. (059 instead of 03L) and the Veh. no. (last 6 digits) are incorrect. Please correct them.

Please make your fuel analysis faster.

Are there any residues in the pump?

Non-responsive content removed

Which case is this?

Have we analyzed a fuel sample for this?

Can I have your USA failure overview of the last 4 cases?

With best wishes

Non-responsive content removed

AUDI AG

Non-responsive content removed

EA11003EN-00672[4]

85045 Ingolstadt

Non-responsive content removed

From: Non-responsive content removed

Sent: Wednesday, September 30, 2009 9:50 AM

Non-responsive content removed

Subject: 2nd opinion on the following goods received dated 9/25/2009 3429289 (4A223)

Gentlemen,

The following pump was analyzed.

The result of the finding is drivetrain damage.

Fuel sample was analyzed.

Measurement is given in the latest status of CP4 drivetrain damage.

With best wishes

Non-responsive content removed

Robert Bosch GmbH

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Postfach 30 02 20

70442 Stuttgart

GERMANY

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Domicile: Stuttgart, Court of Registry: District Court Stuttgart, HRB 14000;

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Peter Tyroller; Uwe Raschke



BOSCH

011

0 445 010 613

CR/CP4S2/R75/40

059 130 755 AL

02.090206

BPT 0321

0002



Made in Non-responsive content removed

From: Non-responsive content removed
To:
CC:

Date: 06.04.2010 12:49:28
Thema: AW: 578398_403158 escalation

Hi [REDACTED],

we discussed the issue: No one is interested in the parts, due to the obvious outside influence.

Viele Grüße / Kind regards
[REDACTED]

Von: Non-responsive content removed
Gesendet: Mittwoch, 31. März 2010 17:12:11
An: Non-responsive content removed
Cc: [REDACTED]
Betreff: FW: 578398_403158 escalation
Diese Nachricht wurde automatisch von einer Regel weitergeleitet.

Hello Gentlemen,

I am sending this case to you to see if you would be interested in analyzing any parts from the car. We are involving a QTM and he will be at the car next week.

Looking at the photos this case looks like the customer was using bad fuel with high water content. If we deny warranty on the claim due to outside influence or the use of bad fuel we wont be able to get the parts. if we want the parts we will have to pay the claim.

We have seen a few cases of rust in the fuel filters but never anything this bad.

Can you please give me your thoughts on this case?

Regards,

Non-responsive content removed

Volkswagen of America
3800 Hamlin Road
Auburn Hills, MI 48326
U.S.A.

Non-responsive content removed

From: [REDACTED]
Sent: Wednesday, March 31, 2010 10:29 AM
To: Non-responsive content removed
Cc: [REDACTED]

Subject: 578398_403158 escalation

As per [REDACTED] this case needs to be dispatched to [REDACTED] as soon as possible since he will be going to this dealer tomorrow, as per technician, for other reasons. If you need more information, please contact [REDACTED].

Access Code: [REDACTED] **Date Opened:** Fri Mar 26 2010 13:49:00 GMT-0400 (Eastern Daylight Time)
case Code : [REDACTED] **Job Number :** [REDACTED]
Technician : [REDACTED] **Technician Phone:** null
Dealer Name: [REDACTED] **Dealer Phone:** [REDACTED]
Corp Contact: [REDACTED] **Corporate Phone:** [REDACTED]
Consultant: [REDACTED] **Dealer Code:** [REDACTED]
Concern Group: [REDACTED]
Group Assigned To: TA VW Level Two Support
Assignee: [REDACTED]
Ticket Status: Open: Technician in Process

QTM/TFM Name: null **RASM Name:** null
Service Manager Name: [REDACTED] **Service Manager Email:** [REDACTED]
Vehicle Owner Name: null
Severity: 3-Regular

VIN: [REDACTED] **Make:** VW
Model Code: [REDACTED] **Year:** 2009 **Mileage:** 31285
Engine: 2.0L **Transmission:** Standard
Country: United States **Service Date:** Thu Oct 30 2008 20:00:00 GMT-0400 (Eastern Daylight Time)
03/26/2010 13:49:00: US/Eastern: [REDACTED] **Initiated:** Issue Opened by Dealership
03/26/2010 13:49:00: US/Eastern: [REDACTED] **Initiated:** mil on 2 dtc faults for fuel rail pressure sensor a circuit range/performance and also high input. replace fuel pressure switch check continuity from ecm and switch are good. reference volts 5v good. up dated ecm mil still comes on.
03/26/2010 13:55:42: US/Eastern: [REDACTED] **Open:** Consultant in Process: Customer Comments: MIL on 2 dtc faults for fuel rail pressure sensor a circuit range/performance and also high input. Replace fuel pressure switch check continuity from ecm and switch are good. Reference volts 5v good. updated ecm mil still comes on.
03/26/2010 13:55:42: US/Eastern: [REDACTED] **Open:** Consultant in Process: Advise tech to verify wiring from ecm to rail pressure sensor, take fuel sample, and look at fuel filter for debris.
03/30/2010 16:05:06: US/Eastern: [REDACTED] **Open:** Technician in Process: Disconnected please call back.
03/30/2010 16:12:06: US/Eastern: [REDACTED] **Open:** Technician in Process: MVB 20 200 / 200-389 fluctuating. Advised to remove solenoid valve from high pressure pump and ck for metal debri if no metal debri found replace high pressure pump. If metal debri found update ticket with pictures before calling back.
03/31/2010 08:22:09: US/Eastern: [REDACTED] **Open:** Dealer Updated: pictures
03/31/2010 08:34:48: US/Eastern: [REDACTED] **Open:** Consultant in Process: Tech needs to get a fuel sample out of the fuel tank and place in a Styrofoam cup and let it sit for 15 min or so and see if the cup starts leaking. Call back with results and will contact Product Support as to what parts need to be replaced. Ask for Gary
03/31/2010 08:57:23: US/Eastern: [REDACTED] **Open:** Technician in Process: Talked with Product Support and he wants the tech to remove the fuel filter and empty the content of the fuel in a good container. Take pictures of the filter cartridge and the fuel and attach to the VTA and call back with results. Ask for [REDACTED]
03/31/2010 09:33:17: US/Eastern: [REDACTED] **Open:** Dealer Updated: fuel filter pictures
03/31/2010 09:47:15: US/Eastern: [REDACTED] **Open:** Consultant in Process: Thanks for the pictures. Will contact Product Support for further advice.
03/31/2010 10:24:45: US/Eastern: [REDACTED] **Escalated:** Level Two Support: Tech is to seal the fuel sample from the filter and place all the affected components of the fuel system in separate plastic bags. Keep these Parts until the QTM gets to the dealer. Vehicle needs to be set aside until the QTM gets to the dealer. Ticket will be escalated to level 2 for QTM dispatch.

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Volkswagen of America, Inc
3800 Hamlin Road
Auburn Hills, MI 48326

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From: Non-responsive content removed
To:
CC:

Date: 4/7/2010 8:21:20 AM
Topic: 2.0 I TDI CR US_07: Corrosion/water in the fuel/chips
Attachments: [RE 578398 403158 escalation.msg](#)
[FW 578398 403158 escalation.msg](#)

Hello [REDACTED]

attached are 2 claims with corrosion/water in the fuel/chips. Would you like to put this point on the agenda of 'Q-Offensive 2.0 I TDI'?

Can you reply to [REDACTED] questions?

- Are the fuel filter housings constructed of materials that are resistant to corrosion from water (since some water is known to often be in diesel fuel)?
- Any time that we see corrosion in the filter housing, do we suspect that the fuel contained excessive amounts of water that caused the corrosion?

Should [REDACTED] send the HPP (high-pressure fuel pump)?

- I have attached the case from yesterday along with the photos, I can request the High pressure pump and the filter housing from the car.

Kind regards
[REDACTED]

CC: [REDACTED]**Date:** 31.03.2010 16:12:22**Thema:** FW: 578398_403158 escalation

Hello Gentlemen,

I am sending this case to you to see if you would be interested in analyzing any parts from the car. We are involving a QTM and he will be at the car next week.

Looking at the photos this case looks like the customer was using bad fuel with high water content. If we deny warranty on the claim due to outside influence or the use of bad fuel we wont be able to get the parts. if we want the parts we will have to pay the claim.

We have seen a few cases of rust in the fuel filters but never anything this bad.

Can you please give me your thoughts on this case?

Regards,

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Volkswagen of America
3800 Hamlin Road
Auburn Hills, MI 48326
U.S.A.

Non-responsive content removed

From: [REDACTED]
Sent: Wednesday, March 31, 2010 10:29 AM
To: Non-responsive content removed
Cc: [REDACTED]
Subject: 578398_403158 escalation

[REDACTED]
As per [REDACTED] this case needs to be dispatched to [REDACTED] as soon as possible since he will be going to this dealer tomorrow, as per technician, for other reasons. If you need more information, please contact [REDACTED]

Non-responsive content removed

Ticket Status: Open: Technician in Process

QTM/TFM Name: null **RASM Name:** null
Service Manager Name: [REDACTED] **Service Manager Email:** Non-responsive content removed
Vehicle Owner Name: null
Severity: 3-Regular

VIN: 3VWRL71K59M051900 **Make:** VW
Model Code: 1K277L **Year:** 2009 **Mileage:** 31285

Standard

Service Date: Thu Oct 30 2008 20:00:00 GMT-0400 (Eastern Daylight Time)

Initiated: Issue Opened by Dealership

mil on 2 dtc faults for fuel rail pressure sensor a circuit

range/performance and also high input. replace fuel pressure switch check continuity from ecm and switch are good. reference volts 5v good. up dated ecm mil still comes on.

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03/30/2010 16:05:06: US/Eastern: Open: Technician in Process: Disconnected please call back.

03/30/2010 16:12:06: US/Eastern: Open: Technician in Process: MVB 20 200 / 200-389 fluctuating. Advised to remove solenoid valve from high pressure pump and ck for metal debri if no metal debri found replace high pressure pump. If metal debri found update ticket with pictures before calling back.

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03/31/2010 08:34:48: US/Eastern: Open: Consultant in Process: Tech needs to get a fuel sample out of the fuel tank and place in a Styrofoam cup and let it sit for 15 min or so and see if the cup starts leaking. Call back with results and will contact Product Support as to what parts need to be replaced. Ask for

03/31/2010 08:57:23: US/Eastern: Open: Technician in Process: Talked with Product Support and he wants the tech to remove the fuel filter and empty the content of the fuel in a good container. Take pictures of the filter cartridge and the fuel and attach to the VTA and call back with results. Ask for

03/31/2010 09:33:17: US/Eastern: Open: Dealer Updated: fuel filter pictures

03/31/2010 09:47:15: US/Eastern: Open: Consultant in Process: Thanks for the pictures. Will contact Product Support for further advice.

03/31/2010 10:24:45: US/Eastern: Escalated: Level Two Support: Tech is to seal the fuel sample from the filter and place all the affected components of the fuel system in seperate plastic bags. Keep these Parts until the QTM gets to the dealer. Vehicle needs to be set aside until the QTM gets to the dealer. Ticket will be escalated to level 2 for QTM dispatch.

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3800 Hamlin Road
Auburn Hills, MI 48326

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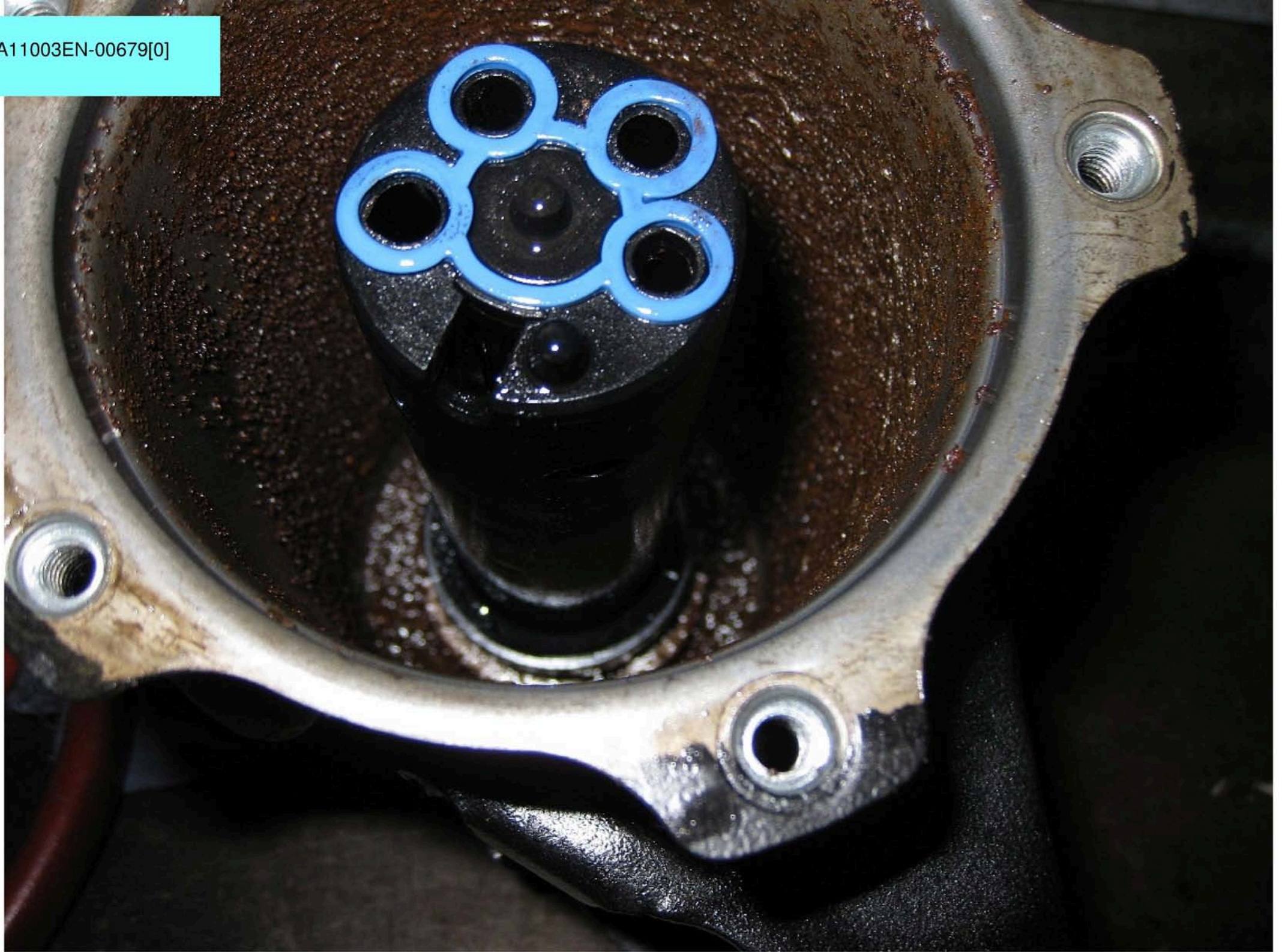
EA11003EN-00677[0]



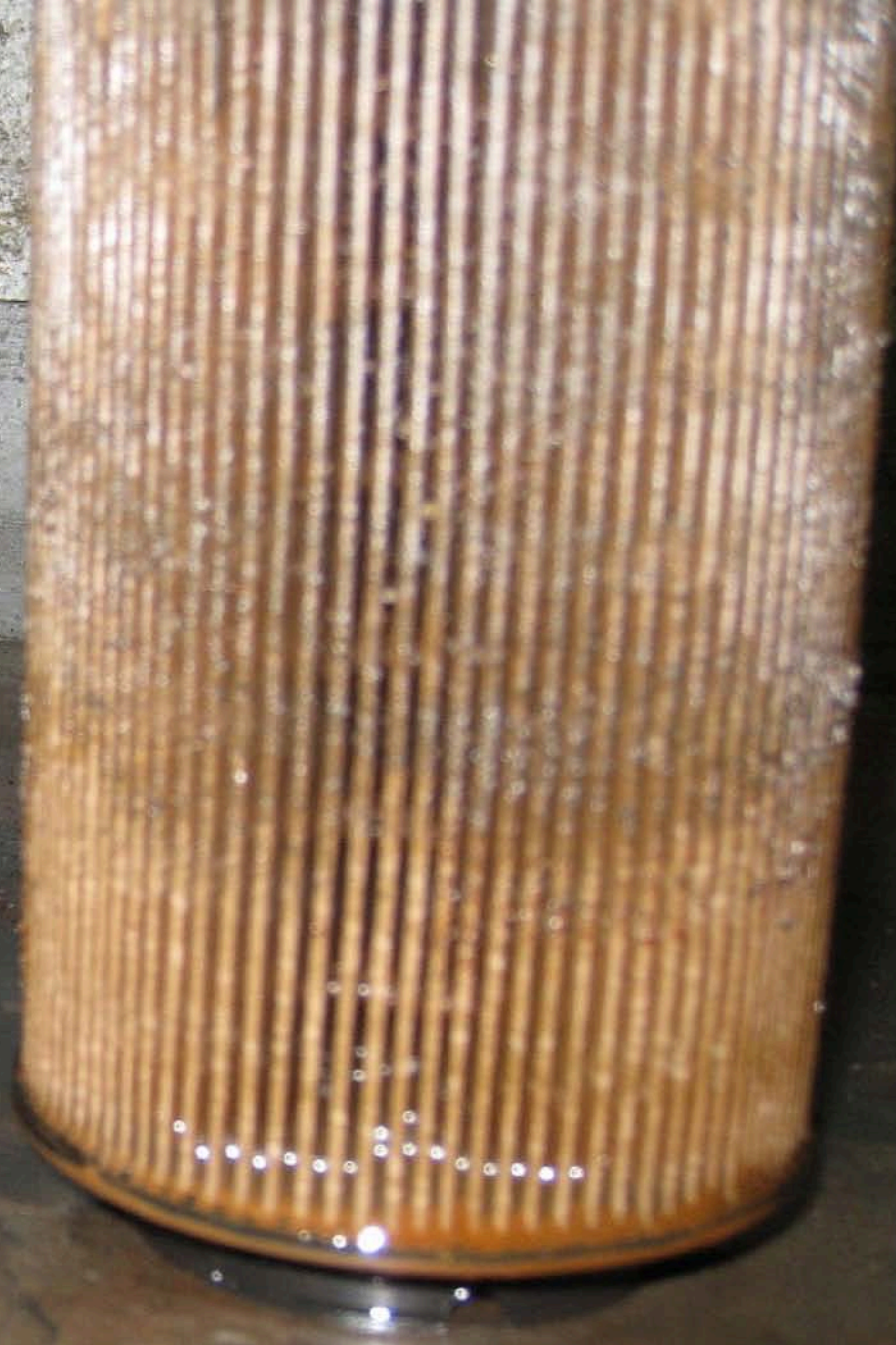
EA11003EN-00678[0]



EA11003EN-00679[0]



EA11003EN-00680[0]



EA11003EN-00681[0]

m: Non-responsive content removed

o:

C:

Date: 06.04.2010 14:59:37

Thema: RE: 578398_403158 escalation

Attachments: [2009 2.0 Jetta Common Rail with rust in the fuel system.msg](#)

Hello [REDACTED]

I had another case yesterday of a system failure and rust was found in the fuel filter housing only. The fuel in the car does not appear to be of good quality but does not show signs of excessive water.

- Are the fuel filter housings constructed of materials that are resistant to corrosion from water (since some water is known to often be in Diesel fuel)?

- Any time that we see corrosion in the filter housing, do we suspect that the fuel contained excessive amounts of water that caused the corrosion?

I have attached the case from yesterday along with the photos, I can request the High pressure pump and the filter housing from the car.

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Volkswagen of America
3800 Hamlin Road
Auburn Hills, MI 48326
U.S.A.

Non-responsive content removed

From: Non-responsive content removed

Sent: Tuesday, April 06, 2010 7:49 AM

Non-responsive content removed

Subject: AW: 578398_403158 escalation

Hi [REDACTED],

we discussed the issue: No one is interested in the parts, due to the obvious outside influence.

Viele Grü??e / Kind regards
[REDACTED]

Von: Non-responsive content removed

Gesendet: Mittwoch, 31. März 2010 17:12:11

An: Non-responsive content removed

Cc: [REDACTED]

Betreff: FW: 578398_403158 escalation

Diese Nachricht wurde automatisch von einer Regel weitergeleitet.

I am sending this case to you to see if you would be interested in analyzing any parts from the car. We are involving a QTM and he will be at the car next week.

Looking at the photos this case looks like the customer was using bad fuel with high water content. If we deny warranty on the claim due to outside influence or the use of bad fuel we wont be able to get the parts. if we want the parts we will have to pay the claim.

We have seen a few cases of rust in the fuel filters but never anything this bad.

Can you please give me your thoughts on this case?

Regards,

Non-responsive content removed

Volkswagen of America
3800 Hamlin Road
Auburn Hills, MI 48326
U.S.A.

Non-responsive content removed

From: Non-responsive content removed
Sent: Wednesday, March 31, 2010 10:29 AM
To: Non-responsive content removed
Cc: Non-responsive content removed
Subject: 578398_403158 escalation

As per [redacted] this case needs to be dispatched to [redacted] as soon as possible since he will be going to this dealer tomorrow, as per technician, for other reasons. If you need more information, please contact [redacted].

Non-responsive content removed **Date Opened: Fri Mar 26 2010 13:49:00 GMT-0400 (Eastern Daylight Time)**

Non-responsive content removed

Group Assigned To: TA VW Level Two Support
Assignee: [redacted]
Ticket Status: Open: Technician in Process

QTM/TFM Name: null **RASM Name:** null
Service Manager Name: [redacted] **Service Manager Email:** Non-responsive content removed
Vehicle Owner Name: null
Severity: 3-Regular

VIN: Non-responsive content removed **Make:** VW
Model Code: 1K277L **Year:** 2009 **Mileage:** 31285
Engine: 2.0L **Transmission:** Standard
Country: United States **Service Date:** Thu Oct 30 2008 20:00:00 GMT-0400 (Eastern Daylight Time)
03/26/2010 13:49:00: US/Eastern: Non-responsive content removed **Initiated:** Issue Opened by Dealership
03/26/2010 13:49:00: US/Eastern: [redacted] **Initiated:** mil on 2 dtc faults for fuel rail pressure sensor a circuit range/performance and also high input. replace fuel pressure switch check continuity from ecm and switch are good. reference volts 5v good. up dated ecm mil still comes on.
03/26/2010 13:55:42: US/Eastern: [redacted] **Open:** Consultant in Process: **Customer Comments:** MIL on 2 dtc faults for fuel rail pressure sensor a circuit range/performance and also high input. Replace fuel pressure switch check continuity from ecm and switch are good. Reference volts 5v good. updated ecm mil still comes on.
03/26/2010 13:55:42: US/Eastern: [redacted] **Open:** Consultant in Process: Advise tech to verify wiring from ecm to rail pressure sensor, take fuel sample, and look at fuel filter for debris.

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Open: Technician in Process: Disconnected please call back.

tern: Non-responsive content removed

Open: Technician in Process: MVB 20 200 / 200-389 fluctuating. Advised

high pressure pump and ck for metal debri if no metal debri found replace high pressure

ate ticket with pictures before calling back.

03/31/2010 08:22:09: US/Eastern: Non-responsive content removed Open: Dealer Updated: pictures

03/31/2010 08:34:48: US/Eastern: Non-responsive content removed; Open: Consultant in Process: Tech needs to get a fuel sample out of the fuel tank and place in a Styrofoam cup and let it sit for 15 min or so and see if the cup starts leaking. Call back with results and will contact Product Support as to what parts need to be replaced. Ask for Non-responsive content removed

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03/31/2010 09:33:17: US/Eastern: Non-responsive content removed Open: Dealer Updated: fuel filter pictures

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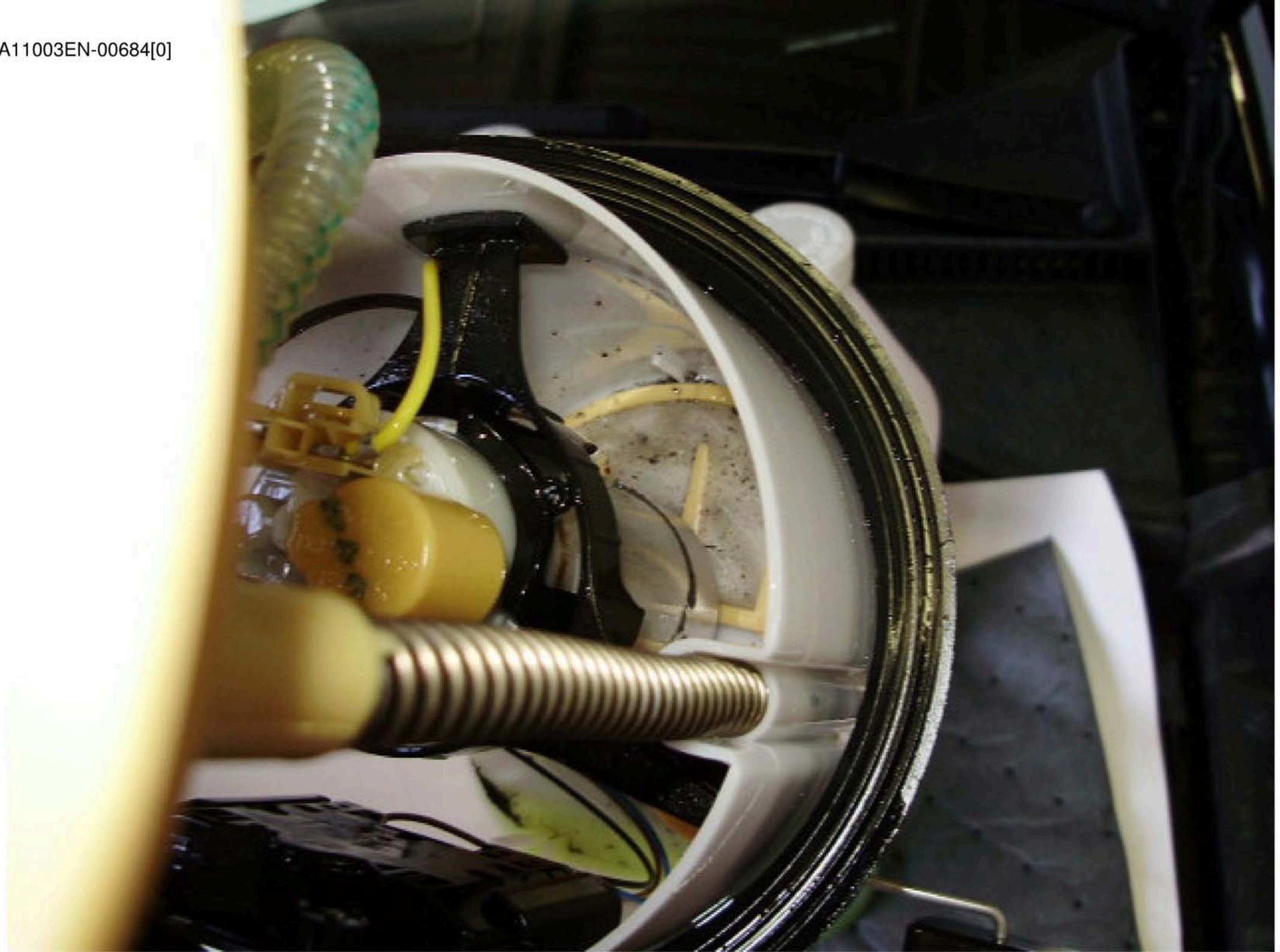
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Volkswagen of America, Inc
3800 Hamlin Road
Auburn Hills, MI 48326

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EA [000000-000000]









Hungary VRU
130 307 G

STOLEN FROM
DARRIN GRAY
517-204-7405







EA11003



From: Non-responsive content removed
To: [Redacted]
CC: [Redacted]
Date: 5/10/2010 7:33:59 AM
Topic: [Redacted] FW: TDI CR US07 HPP from USA v_10_05_10

Hello [Redacted]
What is the status of the HPP (high-pressure pumps) given below?
Hello [Redacted] have any investigations been done for the fuel?

With best wishes

Volkswagen AG

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Postfach 31 11 76

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From: Non-responsive content removed
Sent: Friday, May 07, 2010 4:21 PM
To: Non-responsive content removed
Subject: FW: TDI CR US07 HPP from USA

Dear Mr. [Redacted]

Do you know, whether the analysis results of the high-pressure pumps from USA are ready? Please also have a look at the excerpt from the April Management Report given below from Volkswagen of America. Please let me have your feedback, thanks.

Best wishes,

Non-responsive content removed

Volkswagen AG
D-38346 Wolfsburg

Non-responsive content removed

www.volkswagen.com

From: [Redacted]
Sent: Monday, February 08, 2010 2:36 PM

Non-responsive content removed

Subject: TDI CR US07 HPP from USA

Dear Mr. [Redacted]

We have received two TDI CR US07 HPP from USA for analysis. Both the parts have been received with fuel samples and have been sent to [Redacted]. Should I send you the pumps for analysis? I request you for your feedback, thanks.
Best wishes,

Non-responsive content removed

Volkswagen AG
D-38346 Wolfsburg Germany

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www.volkswagen.com

2374 – High Pressure Pump (2.0L TDI CJAA) (Top 22) – Status 1 (PCC 426, sent CW11/10) KPM – 5137253

- Customer Complaint:
 - Car cranks but does not start (x5)
 - Reduced performance (x1)
 - **Note:**
 - **Tow-ins (x4)**
 - **All claims after engine break, CJAA 005303**
- Workshop Findings:
 - Fuel system contaminated with metal debris from high pressure pump
 - No evidence of mis-fueling
 - Replace fuel system (x6)
- Analysis:
 - Open
- Countermeasure:
 - Open
- **Next Steps:**
 - **Analysis results of 5 parts, CW19/10** Non-responsive content removed
 - Follow-up in discussion on damage , **CW19/10** Non-responsive content removed



High pressure fuel pump



Metal in high pressure pump

From: Non-responsive content removed
To: [REDACTED]
CC: [REDACTED]
Date: 6/9/2010 6:17:02 AM
Topic: RE: TDI misfuel.

Hello [REDACTED]

In this case the complete fuel system (HPP, rail, injectors, **all** lines) need to be changed and the tank must be cleaned thoroughly!

I assume that because of the "cruncher", the entire system is contaminated with chips, which are then pumped in circulation and can soon lead to the next failure!

The rough running can be explained by the fact that a chip is already present before or in the injector and is impairing its function.

This instruction has also been written down in the repair guidelines / conducted defect search. We are presently in regular touch with [REDACTED] etc.

Best wishes, [REDACTED]

From: Non-responsive content removed
Sent: Wednesday, June 09, 2010 7:06 AM
To: Non-responsive content removed
Subject: FW: TDI misfuel.

Hello Non-responsive content removed [REDACTED]

Is there any instruction about the scope to be replaced in case of a high-pressure pump damage?

After an incorrect refuelling and a high-pressure pump "cruncher" the colleagues have not replaced everything and are now complaining of a rough engine run.

Best wishes,

[REDACTED]

Non-responsive content removed [REDACTED]

Non-responsive content removed [REDACTED]

Volkswagen AG

Non-responsive content removed [REDACTED]

D-38436 Wolfsburg

Non-responsive content removed [REDACTED]

From: Non-responsive content removed
Sent: Wednesday, June 09, 2010 3:13 AM
To: Non-responsive content removed
Subject: FW: TDI misfuel.

Hi [REDACTED]

Just go through the mail of [REDACTED]

Any idea about his query?

Regards [REDACTED]

PS: the Beetle is now already in PHY and also has the necessary signature management.

From: [REDACTED]
Sent: Monday, June 07, 2010 12:39 PM
To: [REDACTED]
Subject: FW: TDI misfuel.

Dear Mr. [REDACTED]

Can you help us? The question is, why are the defects mentioned below still present after replacing the high-pressure pump and the injector?
What could the partner have done wrong by way of incorrect repair so that such defects are appearing?

With best wishes
Best regards

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Audi AG
[REDACTED]
85045 Ingolstadt

Non-responsive content removed

Non-responsive content removed

Domicile/Sitz: Ingolstadt
Court of Registry/Registergericht: Amtsgericht Ingolstadt
Commercial Register no./HRB Nr.: 1
Chairman of the Supervisory Board/Vorsitzender des Aufsichtsrats: Martin Winterkorn
Vorstand/Board of Management: Rupert Stadler (Vorsitzender/Chairman), Ulf Berkenhagen, Michael Dick, Frank Dreves, Peter Schwarzenbauer, Axel Strotbek, Werner Widuckel

Important note: The above information is automatically added to this e-mail. This addition does not constitute a representation that the content of this e-mail.

Important Notice: The above information is automatically added to this e-mail. This addition does not constitute a representation that the content of this e-mail is legally relevant and/or is intended to be legally binding upon AUDI AG.

From: [REDACTED]
Sent: Monday, June 07, 2010 9:47 AM
To: [REDACTED]
Subject: FW: TDI misfuel.

Hello [REDACTED]

A3 TDI: Was refuelled incorrectly (at the dealer's place, new vehicle!). High-pressure pump broke down (chips). The dealer replaced everything EXCEPT the high-pressure lines and rail (only washed). It is now running noisily and has the following defects. In my opinion, everything must be replaced again. What do you think?

. no metal flakes found in system. attached self-diagnosis log and gff log

06/03/2010 11:00:02: US/Eastern: [REDACTED] Open: Consultant in Process: Tech cell [REDACTED]

VAS 5052

Diagnosis log

27.05.201016:01

Workshop code:
05918644402305

Version:
Base V17.00.00 16/02/2010
Audi V17.19.00 05/04/2010

Dealership identifier:
Maplewood Audi

License plate:
NONE

Vehicle Identification Number (VIN):
[REDACTED]

Vehicle:

Marque: Audi
Type: Audi A3 USA/CDN 2006>
Model year: 2010 (A)
Body version: Sedan, 5-door
Engine code: CBEA 2.0l TDI / 103 kW

Diagnostic time expenditure (TU): 100

Event memory 1:

01 - Engine Electronics
03L906022SQ
R4 2.0 l EDC G000AG
Coding 350078
Dealer number 83719
03L906022SQ
H03
7276

7 Event(s) detected

00522 P020A 000
Injection time cylinder 1
Outside tolerance

Ambient requirements:

Standard values:

Date	5/27/2010
Time	2:34:21 PM
Mileage	0000021
Priority	2
Malfunction occurrence counter	1
Unlearning counter / Driving cycle	-

Measured values:

Value 1	820 /min
Value 2	0 km/h
Value 3	0.0 %
Value 4	00100010
Value 5	30 Nm
Value 6	00100010
Value 7	23.9°n.OT

00523 P020B 000
Injection time cylinder 2
Outside tolerance

Ambient requirements:

Standard values:

Date	5/27/2010
------	-----------

Time	2:34:21 PM
Mileage	0000021
Priority	2
Malfunction occurrence counter	1
Unlearning counter / Driving cycle	-

Measured values:

Value 1	820 /min
Value 2	0 km/h
Value 3	0.0 %
Value 4	00100010
Value 5	27 Nm
Value 6	00100010
Value 7	26.6°n.OT

00524 P020C 000
Injection time cylinder 3
Outside tolerance

Ambient requirements:

Standard values:

Date	5/27/2010
Time	2:34:21 PM
Mileage	0000021
Priority	2
Malfunction occurrence counter	1
Unlearning counter / Driving cycle	-

Measured values:

Value 1	820 /min
Value 2	0 km/h
Value 3	0.0 %
Value 4	00000010
Value 5	30 Nm
Value 6	00100010
Value 7	29.7°n.OT

00525 P020D 000
Injection time cylinder 4
Outside tolerance

Ambient requirements:

Standard values:

Date	5/27/2010
Time	2:34:21 PM
Mileage	0000021
Priority	2
Malfunction occurrence counter	1
Unlearning counter / Driving cycle	-

Measured values:

Value 1	820 /min
Value 2	0 km/h
Value 3	0.0 %
Value 4	00100010

Value 5	33 Nm
Value 6	00100010
Value 7	22.1°n.OT

04100 P1004 000
Torque difference cyl. 1 limit exceeded

Ambient requirements:

Standard values:

Date	5/27/2010
Time	2:34:24 PM
Mileage	0000021
Priority	2
Malfunction occurrence counter	1
Unlearning counter / Driving cycle	-

Measured values:

Value 1	820 /min
Value 2	0 km/h
Value 3	0.0 %
Value 4	00100010
Value 5	36 Nm
Value 6	00100010
Value 7	25.7°n.OT

04101 P1005 000
Torque difference cyl. 2 limit exceeded

Ambient requirements:

Standard values:

Date	5/27/2010
Time	2:34:48 PM
Mileage	0000021
Priority	2
Malfunction occurrence counter	1
Unlearning counter / Driving cycle	-

Measured values:

Value 1	820 /min
Value 2	0 km/h
Value 3	0.0 %
Value 4	00100010
Value 5	30 Nm
Value 6	00100010
Value 7	23.9°n.OT

04103 P1007 000

Torque difference cyl. 4 limit exceeded

Ambient requirements:

Standard values:

Date	5/27/2010
Time	2:34:28 PM
Mileage	0000021
Priority	2
Malfunction occurrence counter	1

Unlearning counter / Driving cycle

-

Measured values:

Value 1	820 /min
Value 2	0 km/h
Value 3	0.0 %
Value 4	00100010
Value 5	30 Nm
Value 6	00100010
Value 7	22.1°n.OT

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Audi of America, Inc.
3800 Hamlin Road
Auburn Hills, MI, 48326
United States of America

Non-responsive content removed





From: Non-responsive content removed
To:
CC:
Date: 6/28/2010 3:04:00 PM
Topic: RE: High-pressure pump piston seizure

Dear Mr. [REDACTED]

It does not result directly for me. There can also be an out-of-roundness or not-OK diameter at the point, which is worn out.

The dimensional OK refers only to the places near the cruncher.
One can also never completely rule out the foreign particles, even if they are not found.

But we agree on one thing: The piston does not wear out without reason - only we haven't found it.
But in my opinion one must and can live with that; even when many a boss refuses to believe that.
;-)

With best wishes

From: [REDACTED]
Sent: Monday, June 28, 2010 2:33 PM
To: [REDACTED] **Subject:** High-pressure pump piston seizure

Dear [REDACTED]

No reason was found for this piston seizure! This means that even when the roundness is guaranteed, there can still be a piston seizure.

Best wishes,
HÁ

From: Non-responsive content removed
Sent: Monday, June 28, 2010 2:19 PM
To: Non-responsive content removed
Subject: RE: PB 10U08633 QTS3686474, 3686146, 3686062 and 3674145

Hello,

Attached please find the information for the cases mentioned below:

QTS 3686474 / IQIS: 230002961606 - Particles in the intake valve please see slide

QTS 3686146 / IQIS: 230002961604 - Pump OK as per the specifications

QTS 3686062 / IQIS: 230002965499 - Particles in the intake valve please see slide

QTS 3674145 / IQIS: 230002951592 - Pump piston seizure please see slide

Best wishes,

Robert Bosch GmbH - Diesel Systems

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From: [REDACTED]
Sent: Monday, June 28, 2010 11:18 AM
To: Non-responsive content removed
Subject: RE: PB 10U08633 QTS3686474, 3686146 and 3674145

Hello [REDACTED]

See the query of Mr. [REDACTED] ...please send the 8D data via QDX.

QTS Designation	PB_NO	SB_NAME Expr1013	CAUSAL FACTORS		LAST_QTY	gas_Suc_nach_IQIS		GA-Decision	QDX Status	Message	IQIS-LA	Action number	GB
			QTS	ERF Date		LAST_DELV_NO	IQIS_Message date						
3686474		10U08633			L			00001283:00 t.b.d.		230002961606	WIN722		DS
CP_4.1.1		14.06.2010	15.06.2010										
3686146		10U08633			L			00001283:00 IO		230002961604	WIN720		DS
CP_4.1.1		14.06.2010	15.06.2010	3674145	10U08334			L 1.00		00001283:00	RB	230002951592	IGG5471 DS

[REDACTED]: I have changed the customer number in case of QTS3674145 to that of [REDACTED].
Best wishes [REDACTED]

With best wishes

Be QIK

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Sent: Monday, June 28, 2010 11:01 AM

To: Non-responsive content removed

Subject: PB 10U08633 QTS3686474, 3686146 and 3674145

Dear Mr. [REDACTED]

Please let me know of the current status of analysis of the three high-pressure pumps mentioned above!

Thanks a lot

Best wishes,

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Non-responsive content removed

From: Non-responsive content removed
To: [Redacted]
CC: [Redacted]
Date: 8/30/2010 3:41:52 PM
Topic: FW: Laboratory results now available --> VA 99471-090610/6 __ 1 more opinion on the 10 US-pumps (6) - 4VW443
Attachments: [Folie1_4VW443.pdf](#)

FYI

From: [Redacted] **Sent:** Tuesday, August 03, 2010 1:14 PM

To: Non-responsive content removed

Non-responsive content removed

Subject: Laboratory results now available --> VA 99471-090610/6 __ 1 more opinion on the 10 US-pumps (6) - 4VW443

Dear [Redacted]

The laboratory results for the given complaint are now available. Attached is the updated set of slides. Brief summary: Customer error i.e. the deposits let one infer about incorrect fuel being used in earlier refuellings. Drivetrain damage is the consequence.

With best wishes

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Postfach 30 02 20
70442 Stuttgart
GERMANY
www.bosch.com

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Domicile: Stuttgart, Court of Registry: District Court Stuttgart, HRB 14000;
Chairman of the supervisory board: Hermann Scholl; Management: Franz Fehrenbach, Siegfried Dais;
Bernd Bohr, Rudolf Colm, Volkmar Denner, Wolfgang Malchow, Peter Marks, Peter Tyroller; Stefan Asenkerschbaumer, Uwe Raschke, Wolf-Henning Scheider

From: [Redacted]

Sent: Wednesday, July 28, 2010 11:13 AM

Non-responsive content removed

Subject: 1 more opinion on the 10 US-pumps (3) - 4VW443
Dear Mr. [Redacted]

Attached is one more set of slides for 1 of 10 analyzed US pumps.
The resulting detailed analysis showed that deposits are present on the overflow and the non-return valves.
The 8D report can be prepared only when laboratory results of the deposit analysis are available.

< File: Slide 4VW443.pdf >>

With best wishes

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70442 Stuttgart
GERMANY
www.bosch.com

Non-responsive content removed

Domicile: Stuttgart, Court of Registry: District Court Stuttgart, HRB 14000;
Chairman of the supervisory board: Hermann Scholl; Management: Franz Fehrenbach, Siegfried Dais;
Bernd Bohr, Rudolf Colm, Volkmar Denner, Wolfgang Malchow, Peter Marks, Peter Tyroller; Stefan Asenkerschbaumer, Uwe Raschke, Wolf-Henning Scheider

From: Non-responsive content removed
To: [Redacted]
CC: [Redacted]
Date: 8/30/2010 3:51:09 PM
Topic: FW: TDI-HPP Failure USA
Attachments: [20100611072040237.pdf](#)
[Slide 4VW439.pdf](#)
[8D-Bericht 4VW439 VA99471.pdf](#)

FYI

>
>-----
>From: Non-responsive content removed
>Sent: Friday, August 06, 2010 9:04 AM
>To: Non-responsive content removed
>Subject: TDI-HPP Failure USA
>
>
>Hello Mr. [Redacted]
>here a 8D USA failure
>Please forward.
>
>
>
>
>
>
>
>Best wishes
>Non-responsive content removed
>Volkswagen AG - Salzgitter
>Non-responsive content removed
>[Redacted]
>
>

Hazardous Part Request (*USA Only*)



V0660 USA4440320151174 0220100127

Date of Request: 3/12/2010

This request from the Warranty Parts Return Center (WPRC) is for a part (replaced under warranty) that contains hazardous materials (referred to as a "HAZMAT part"). These parts must be classified, handled, packaged and shipped to the WPRC according to HAZMAT regulations. A separate request form will be used for each unique part number, though the quantity may be greater than one (e.g. if a pair of struts were replaced).

- Hazardous Materials must be shipped using Ground Transportation (e.g. FedEx Ground, UPS Ground, and USPS Ground, using one of two options (check and fill in the information for the option you have chosen).
 - Option 1: Preparation and shipment by one of the dealership's HAZMAT-certified employees
 - Option 2: Preparation and shipment by an outside service (cost: \$450.00)
- **If option 2 is selected, the dealer will be charged for the service** through the dealer's Parts account.
- Prior to the shipment of the part(s), this form must be filled out in its entirety, signed, and faxed or e-mailed to the Warranty Parts Return Center (WPRC) by the following date: **3/26/2010**.
- Failure to fax this form by the above date or failure to return the requested part(s) to the WPRC will make the warranty claim subject to charge-back.
- Two copies of the completed Hazardous Part Request form are required:
 - Copy 1 must be included in the shipment, attached to the failed part(s), together with other required documents.
 - Copy 2 must be retained with the repair order for any future reference.

Dealer Number: 403201	Dealer Name: Stadium Volkswagen	Repair Order Warranty Claim: 51174	Mileage:
VIN: [REDACTED]	Part Number (and Quantity): 03L130755A	EX number if Required:	
Part Description: PUMP			
VW Representative: [REDACTED]	Dealer Contact Info: [REDACTED]		

- Option 1** – With my signature below I certify that:
- I am properly trained and HAZMAT-certified and have prepared the part(s) identified above for shipment.
 - Each part is properly classified, described, packaged, marked and labeled, *and* the parts are in proper condition for transportation according to the applicable regulations of the U.S. Department of Transportation.

Tracking Number:

Printed Name of Dealership Employee:	Signature of Dealership Employee and Date:
---	---

1 OF 4

- Option 2** – With my signature below I verify that:
- I will contact Engineering Analysis Associates (EAA) at 1-866-302-6402 (Option 1 Ext: 5833) to arrange for shipment of the part(s).
 - I understand Volkswagen will charge the dealer's Parts account \$450 for this service.

Printed Name of Dealership Employee:	Signature of Dealership Employee and Date:
---	---

A-Welle dreht nicht. ZMEgezogen Späne

09.06.10



IN
HAZMAT

Hazardous Part Request (*USA Only*)



V0660 USA4440320151174 0220100127



Date of Request: **3/12/2010**



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- Prior to the shipment of the part(s), this form must be filled out in its entirety, signed, and faxed or e-mailed to the Warranty Parts Return Center (WPRC) by the following date: **3/26/2010**.
- Failure to fax this form by the above date or failure to return the requested part(s) to the WPRC will make the warranty claim subject to charge-back.
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Copy 1 must be included in the shipment, attached to the failed part(s), together with other required documents.
Copy 2 must be retained with the repair order for any future reference.

Dealer Number: 403201	Dealer Name: Stadium Volkswagen	Repair Order Warranty Claim: 51174	Mileage:
VIN: [REDACTED]	Part Number (and Quantity): 03L130755A	EX number If Required:	
Part Description: PUMP			
VW Representative: [REDACTED]	Dealer Contact Info: [REDACTED]		

- Option 1** – With my signature below I certify that:
- I am properly trained and HAZMAT-certified and have prepared the part(s) identified above for shipment.
 - Each part is properly classified, described, packaged, marked and labeled, and the parts are in proper condition for transportation according to the applicable regulations of the U.S. Department of Transportation.

Tracking Number:	
Printed Name of Dealership Employee:	Signature of Dealership Employee and Date:

- Option 2** – With my signature below I verify that:
- I will contact Engineering Analysis Associates (EAA) at 1-866-302-6402 (Option 1 Ext: 5833) to arrange for shipment of the part(s).
 - I understand Volkswagen will charge the dealer's Parts account \$450 for this service.

Printed Name of Dealership Employee:	Signature of Dealership Employee and Date:
---	---

Claim no. 51174/02 **Dealer** [REDACTED] **Vehicle ID no.** [REDACTED]
 10/08/2009 **Delivery date:** 10/29/2009 **DMS Delivery date:** 10/29/2009
Production date: 10/08/2009
Production plant: [REDACTED] **Gearbox number:** LHD **P020067**
Engine number: CJAA **Engine plant:** C **Gearbox plant:** K
Engine type: CJAA **Platform:**
Gearbox type: **USA44403201**
Delivery dealer: AI Black
Car body: AI Black
Roof: AI Black
Inside: QR Titanium Black/Titanium Black/Titanium Black

Vehicle information

Manufacturer: [REDACTED]
Production date: 10/08/2009 **Delivery date:** 10/29/2009 **DMS Delivery date:** 10/29/2009
Production plant: [REDACTED] **Gearbox number:** LHD **P020067**
Engine number: CJAA **Engine plant:** C **Gearbox plant:** K
Engine type: CJAA **Platform:**
Gearbox type: **USA44403201**
Delivery dealer: AI Black
Car body: AI Black
Roof: AI Black
Inside: QR Titanium Black/Titanium Black/Titanium Black

Labour

V	LO number	AZ	Text/description	Technician	Claimed TU	Calculated TU	Amount	Calculated amount
	20 31 19 00		Fuel filter removed+reinstalled	102	30	30	21.06	21.06
	20 38 19 00		Supply line removed+reinstalled	102	110	110	77.22	77.22
	20 39 19 00		Return line removed+reinstalled	102	110	110	77.22	77.22
	20 66 19 00		Electric fuel pump removed+reinstalled	102	70	70	49.14	49.14
	24 25 19 17		Air cleaner removed+reinstalled	102	30	30	21.06	21.06
	24 41 19 67		Fuel distributor rail rem+reins	102	40	40	28.08	28.08
	24 41 55 67		Fuel distributor rail replaced	102	30	30	21.06	21.06
	24 42 20 99	✓	Throttle valve housing rem+reins	102	30	30	21.06	21.06

3494

Claim no. 51174/02 **Dealer** [REDACTED] **Vehicle ID no.** [REDACTED]
Claim type 1-10 Warranty Vehicle Warranty **Labour operation system** APOS **USD - US Dollar**
Sales model A0539L Wagon 2.0 Comfo 103FTDIM6F **Engine code** CJAA **LHD**
Gearbox code **Mar 19, 2010-1:36:53 PM**

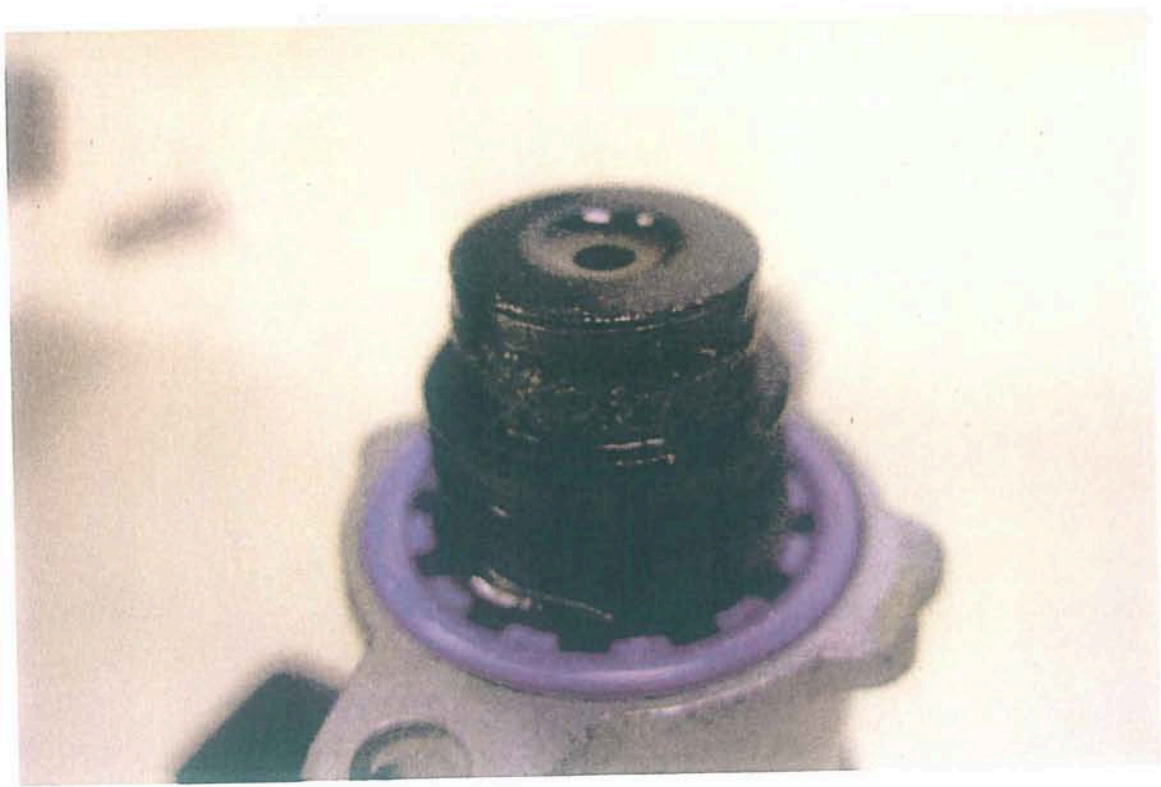
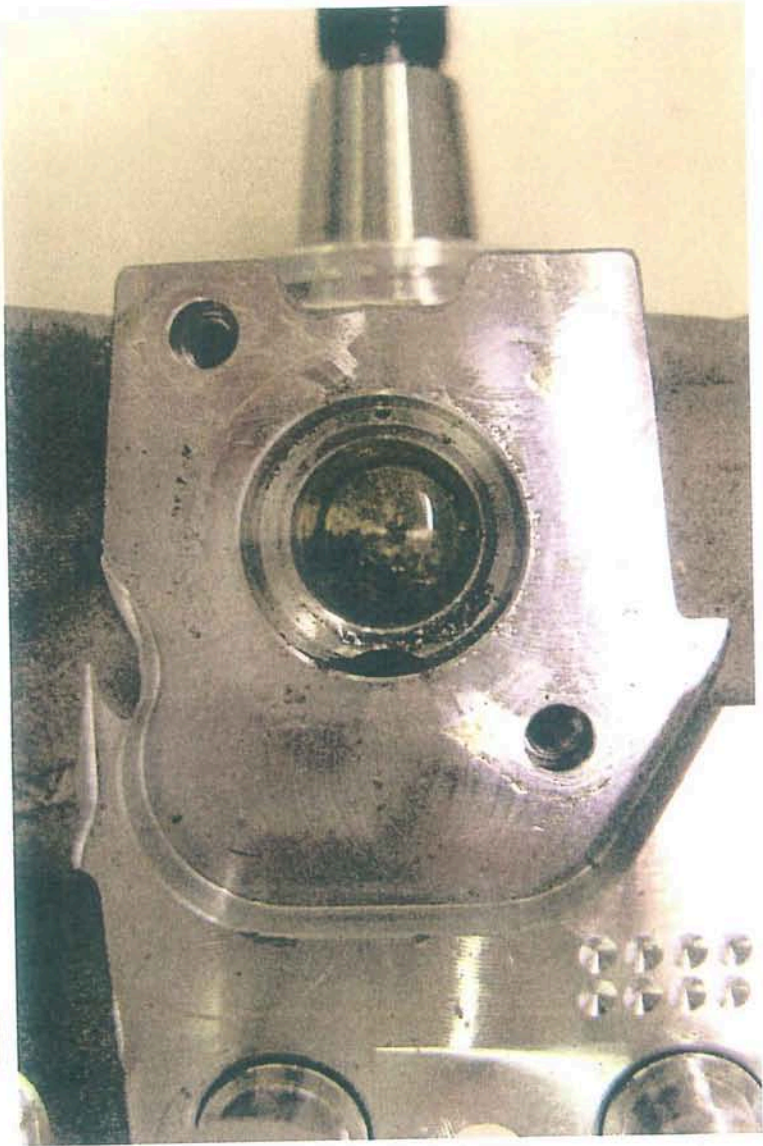
Material

V	SP number	Description	X	X	Quantity	Unit	Amount	Calculated amount
	03L 130 089	FUEL DISTR	false	false	1.00	Each	139.70	139.70
	03L 130 235 K	RETURN PIPE	false	false	1.00	Each	25.48	25.48
	03L 130 277 A	INJECTUNIT	false	false	4.00	Each	538.68	538.68
	03L 130 301	PIPE	false	false	1.00	Each	10.58	10.58
	03L 130 301 B	PIPE	false	false	1.00	Each	10.58	10.58
	03L 130 301 C	PIPE	false	false	1.00	Each	10.58	10.58
	03L 130 301 R	PIPE	false	false	1.00	Each	10.58	10.58
	03L 130 321	PIPE	false	false	1.00	Each	13.82	13.82
✓	03L 130 755 A	PUMP	false	false	1.00	Each	347.24	347.24
	03L 201 360 G	FUEL LINE	false	false	1.00	Each	22.09	22.09
	1K0 127 400 F	FUELFILTER	false	false	1.00	Each	52.30	52.30
N	911 316 01	BOLT	false	false	2.00	Each	0.52	0.52

Comment

Date	Author	Visible to	Comment
01/27/2010	SAGA2	Retailer	TOW IN-ENGINE SHUT OFF WHILE DRIVING & WOULDNT START-REPLAC
01/27/2010	SAGA2	Retailer	E INJECTORS, PUMP, RETURN LINE, SUPPLY LINE, FUEL FILTER, & O
01/27/2010	SAGA2	Retailer	THIR PARTS NEEDED. C/S TOW IN, ENGINE SHUT IT
01/27/2010	SAGA2	Retailer	SELF OFF DRIVING DOWN FREEWAY, WILL NOT RESTART.

SAGA



From: Non-responsive content removed
To: [REDACTED]
CC: [REDACTED]
Date: 9/23/2010 3:56:07 PM
Topic: HPP topic
Attachments: [Components to the analysis \(Chemnitz\).msg](#)
[2,0TDI CR-103kW NAR Fuel parts received.xls](#)

Hello Mr. [REDACTED]

The VINs that I have for the HPP topic are:

With confirmed HPP replacement:

3VWTL71K09M [REDACTED]
3VWRL71K89M [REDACTED]
3VWRL81K39M [REDACTED]

Other repairs:

3VWTL81K49M [REDACTED]
3VWRL71K89M [REDACTED]

In the two attached files you will find the information on the pumps received in [REDACTED] and in [REDACTED] for analysis. Note that none of the five VIN-numbers above are in those lists. If you have any questions please let me know, thanks.

Regards
[REDACTED]

[REDACTED]

[REDACTED]

Volkswagen AG
D-38346 Wolfsburg
Germany

[REDACTED]

www.volkswagen.com

EA189_2.0TDI_CR_103kW_NAR parts received

Part Number	Description	VIN	Miles	Customer Complaint	Received	Comments
03L.130.755A	HP Pump	3VWAL71KX9M [REDACTED]	18.023	- Vehicle died while driving, towed-in	09 Sep 09	- No other fuel system repairs - Pump: BPT 0874 01-260908
03L.130.089	Fuel Distributor					
03L.130.277A	Injector (x4)					
5N0.906.129B	Fuel Pump					
03L.130.089	Fuel Distributor	3VWCL71K99M [REDACTED]	43.580	- Car cranks but will not start	09 Sep 09	- No other fuel system repairs - Pump: BPT 0629 01-201207
03L.130.755A	HP Pump					
5N0.906.129B	Fuel Pump					
03L.130.235K	Pipe					
03L.130.277A	Injector (x4)					
03L.130.755A	HP Pump	3VWRL71K99M [REDACTED]	24.997	- Car will not start - Metal shavings found in fuel system	09 Sep 09	- No other fuel system repairs
5N0.130.307G	Pipe					
03L.130.089	Fuel Distributor	3VWCL71K69M [REDACTED]	24.572	- Car will not start, towed-in - Metal debris found in fuel filter - P0087 Fuel press in syst too low - P0191 Fuel rail press sensor circuit range/performance sporadic - P2000 Nitrous oxide catalytic converter functional failure sporadic	09 Sep 09	- No other fuel system repairs - Pump: BPT 0097 01-110108
03L.130.755A	HP Pump					
03L.130.277A	Injector (x4)					
5N0.130.307G	Pipe					
5N0.906.129B	Fuel Pump					
03L.130.235K	Pipe	3VWTL71K39M [REDACTED]	8.405	- MIL-on - Fault P0191Fuel rail press sensor circuit range/performance sporadic	09 Sep 09	- Vehicle had one prior fuel sytem claim at 8,200 miles - Found metal contamination and rust in fuel filter - Replaced Fuel Pressure Sensor and Fuel Filter, but vehicle came back 200 miles later - Pump BPT 0226 04-300708
03L.130.301/B/C/R	Pipe					
03L.130.321	Pipe					
5N0.906.129B	Fuel Pump					
03L.130.089	Fuel Distributor					
03L.130.755A	HP Pump					
03L.130.277A	Injector (x4)					

From: Non-responsive content removed
To: [REDACTED]
CC: [REDACTED]
Date: 17.02.2011 15:06:34
Thema: WG: HDP [REDACTED] Updated Tracking Lists
Attachments: [BG Tracking List 1-4-11.xls](#)
[Tracking List w state 1-4-11.xls](#)

Von: Non-responsive content removed
Gesendet: Dienstag, 4. Januar 2011 16:52
An: Non-responsive content removed
Betreff: HDP [REDACTED] Updated Tracking Lists

Attached are the most recent tracking lists. The VIN's highlighted in Yellow are the parts that were given to shipping on Dec-15 to be sent to [REDACTED] for analysis. Let me know if you have any questions.

[REDACTED]

From: Non-responsive content removed
Sent: Tuesday, January 04, 2011 6:09 AM
To: Non-responsive content removed
Cc: [REDACTED]
Subject: Repair History

Hi [REDACTED]

Could you please get me all the Powertrain-related repair-history (PIDs 1000 to 2999) for the VINs in attached list?

Mike: I could only find one VIN in your Tracking-list, but the copy I have is old (11-8). Do you have an updated copy where they might be?

Please advise, thanks.

Regards
Ramón

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[REDACTED]

EA11003EN-00746[1]

Macht, Horst Neumann, Hans Dieter Pötsch, Rupert Stadler

Wichtiger Hinweis: Die vorgenannten Angaben werden jeder E-Mail automatisch hinzugefügt und lassen keine Rückschlüsse auf den Rechtscharakter der E-Mail zu.

VTA	DLR	DLR NAME	DATE
670682	402141	North Shore Volkswagen	11/11/2010
671067	425129	DeMontrond Automotive Group	11/12/2010
671503	409520	Larry Simmons Inc.	11/15/2010
671909	402153	City VW	11/15/2010
672235	422513	Paradise Volkswagen	11/16/2010
673165	425156	Rusty Wallis Volkswagen	11/17/2010
673215	422601	Volkswagen of Garden Grove	11/17/2010
673397	409146	Fitzgerald Volkswagen	11/18/2010
675156	405036	O'Steen Volkswagen	11/23/2010
676050	401057	Minuteman Volkswagen	11/24/2010
676849	426024	Royal Motor Sales	11/29/2010
677386	403201	Stadium VW	11/30/2010
677958	407434	Fairway Volkswagen	11/30/2010
674539	407207	Heritage Volkswagen, Inc.	12/2/2010
678853	425166	McKinney Volkswagen	12/2/2010
681040	422144	Volkswagen of Downtown L.A.	12/8/2010
683477	422144	Volkswagen of Oakland	12/13/2010

VIN	MY	CITY	STATE	TRACKING NUMBER TO BG
3VWPL7AJ0AM	A	Highland Park	IL	7965 0472 690 9
3VWPL7AJ3BM	B	Houston	TX	4306 7850 0017 865
3VWAL7AJ9AM	A	Parkersburg	WV	8694 6157 0740
3VWAL7AJ6AM	A	Chicago	IL	1Z2E 6520 1250 7400 21
3VWRL71KX9M	9	Indio	CA	3234 7321 5000 000
3VWRL71K49M	9	Garland	TX	4497 4281 5000 008
WVWBM7AJ1A	A	Garden Grove	CA	9472 6881 6326
WVWMM7AJ4A	A	Fredrick	MD	9612 4220 2177 7815 0000 15
3VWAL71K69M	9	Jacksonville	FL	1Z24 9VW2 0345 1807 79
3VWRL7AJ3AM	A	Bedford	MA	4753 4901 5001 641
3VWAL7AJ8AM	A	San Francisco	CA	3878 3401 5000 009
3VWTL71K29M	9	Youngtown	OH	1Z69 074R 0398 9277 69
WVWMM7AJ0A	A	Kingsport	TN	1Z31 7519 0310 0958 03
3VWRL7AJ4AM	A	Union City	GA	
WVWDM7AJ4A	A	McKinney	TX	9884 5501 5000 009
3VWTL7AJ2AM	A	Los Angeles	CA	
3VWTL7AJ9AM	A	Oakland	CA	

Date Shipped	Delivered	Carrier
12/1/2010	Returned - Unacceptable package	FedEx
11/16/2010	11/19/2010 signed for by XXX	FedEx
11/19/2010	11/23/2010 signed for by XXX	FedEx
11/17/2010	11/19/2010 signed for by XXX	UPS
11/22/2010	11/29/2010 signed for by XXX	FedEx
12/1/2010	12/06/2010 signed for by XXX	FedEx
12/9/2010	12/10/2010 signed for by XXX	FedEx
12/17/2010	12/21/2010 signed for by XXX	FedEx
11/30/2010	12/03/2010 signed for by XXX	UPS
12/1/2010	12/07/2010 signed for by XXX	FedEx
12/3/2010	12/09/2010 signed for by XXX	FedEx
12/7/2010	12/10/2010 signed for by XXX	UPS
12/3/2010	12/08/2010 signed for by XXX	UPS
12/8/2010	12/10/2010 signed for by XXX	FedEx
		FedEx
		FedEx

Count of DEALER	
State	Total
AZ	3
CA	22
CO	1
CT	7
DC	1
FL	2
GA	1
ID	1
IL	3
KY	1
LA	4
MI	2
MO	3
NC	3
NJ	2
NY	1
OH	5
OR	1
PA	2
SC	1
TX	5
UT	3
FA	1
WA	4
(blank)	1
Grand Total	80

From: Non-responsive content removed
To:
CC:

Date: 3/3/2011, 8:28:40 AM
Subject: HP fuel pumps US - 07 Complaints - Fuel samples
Attachments: [03.03.11-Kraftstoffproben.pdf](#)
[25.02.11--11-01-397 MFC Q Dieselpromen Bericht.pdf](#)

Dear Mr [redacted]

Please find attached the documents for the 10 diesel fuel samples from the USA with their assignment to damage cases (which were delivered to [redacted]). You should weight the data from the lab report for possible damage causes and their classification. I do not have the necessary prerequisites to do so. Please evaluate this classification with Mr [redacted].

Thank you

I have no info about diesel sample no. 1

On 02/22/11 here in [redacted] we carried out a preliminary analysis of the 20 delivered problem HP pumps with Bosch. You will receive the results and the latest status as soon as. The delay is due to my vacation.

Best regards

[redacted signature block]

EA11003EN-00749[1]

Sitz/Domicile: Zwickau

Registergericht/Court of Registry: Local District Court Chemnitz

HRB Nr./ Commercial Register No.: 1666

Vorsitzender des Aufsichtsrats/Chairman of the Supervisory Board: Hubert Waltl

Geschäftsführer/Executive Directors: Hans-Joachim Rothenpieler (Sprecher/Managing Director),
Henry Mehnert, Robert Stauß

Wichtiger Hinweis: Die vorgenannten Angaben werden jeder E-Mail automatisch hinzugefügt und lassen keine Rückschlüsse auf den Rechtscharakter der E-Mail zu.

Important Notice: The above information is automatically added to this e-mail. This addition does not constitute a representation that the content of this e-mail is legally relevant and/or is intended to be legally binding upon Volkswagen Sachsen GmbH.

**Fuel samples - HP pumps
2.0l-103kW TDI CR US07**

Serial no.	Bosch HP pump data			CS complaint	KM Mil	Analysis completion date	VIN no.	Market	Failure date	Analysis	Caused by	Goods Receipt
2	10/30/2009	BPT 0240	0445.010.508	car lost power, died, particle at filter	00000787	2/3/2011	3VWTL8AJ4AM	US	9/13/2010	Drivetrain damage	Customer	12/7/2010
3	2/6/2010	BPT 0909	0445.010.508	MIL on, P0272 Cyl.4, found metal at	00010234	1/25/2011	3VWPL7AJ5AM	US	10/22/2010	OK according to spec.	OK	12/7/2010
4	4/19/2010	BPT 0430	0445.010.508	spor. no power/acceleration	00003112	t.b.d.	3VWRL7AJ2AM	US	9/22/2010	OK according to spec.	OK	12/7/2010
5	9/8/2009	BPT 0250	0445.010.508	MIL on; P0087, P0191, no start	00015976	1/13/2011	3VWPL8AJ3AM	US	10/11/2010	Drivetrain damage	Bosch	12/7/2010
6	3/30/2010	BPT 0048	0445.010.508	found faulty fuel high pressure pump	00004868	1/14/2011	3VWTL7AJ2AM	US	9/24/2010	Drivetrain damage	Customer	12/7/2010
7	4/17/2010	BPT 0468	0445.010.508	Vehicle has crank no start, MIL on	00007375	1/13/2011	3VWPL7AJ7AM	US	10/12/2010	Drivetrain damage	Bosch	12/7/2010
8	2/13/2010	BPT 0234	0445.010.508	Vehicle has crank no start, MIL on	00018121	1/13/2011	3VWTL7AJXAM	US	10/27/2010	Drivetrain damage	Bosch	12/7/2010
9	3/4/2010	BPT 0267	0445.010.508	MIL on; P0087, system pressure too low	00008084	1/13/2011	3VWRL7AJ9AM	US	9/29/2010	Drivetrain damage	Bosch	12/7/2010
10	7/4/2009	BPT 1133	0445.010.508	MIL on, metal debris in fuel system	00028756	1/12/2011	3VWPL7AJ1AM	US	10/4/2010	Drivetrain damage	Customer	12/7/2010



HQM induseriv GmbH

Durch DAP Deutsches Akkreditierungssystem Prüfwesen GmbH
nach DIN EN ISO/IEC 17025:2005 akkreditiertes Prüflaboratorium.

Die Akkreditierung gilt für die in der Urkunde
aufgeführten Prüfverfahren.

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Test report

Test report no. 11-01-397

Test object 10 diesel samples for comparison analysis

Your test order 402 – 01 – 11, date 01/19/11
in writing, [redacted]

Persons responsible Non-responsive content removed

Receipt of samples 1/24/2011	Start of test 1/25/2011	End of test 2/14/2011
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The scope of testing exclusively covers the aforementioned test order, and the test specimens which were submitted with it. Publishing extracts of the test report without our written permission is not permitted.
We will keep the samples for you for at least 3 months.
All accredited test procedures are identified with **.

Attachments

2 pages of report
3 pages of appendices



Contents

We received 10 samples of diesel fuel from the customer from the USA for a comparison-based chemical analysis.

Customer took and named the samples.

Sample no.	Description
1	419400 AM010968
2	403189 AM128523
3	403089 AM677976
4	403160 AM687474
5	425072 AM688311
6	425038 AM617425
7	426074 AM627198
8	408077 AM141520
9	419303 AM674940
10	422531 AM644784

Test results

Determining the water content as per DIN 51777-1**

Sample no.	Water content %
1	not measurable
2	not measurable
3	not measurable
4	not measurable
5	not measurable
6	not measurable
7	not measurable
8	not measurable
9	not measurable
10	not measurable

Fine dirt particles >1µm based on DIN 12662

100ml were taken from the homogenized samples and filtered using a 1µm fine-grained filter.

Sample no.	Fine dirt particles in mg/l
1	45
2	26
3	not measurable
4	not measurable
5	not measurable
6	not measurable
7	not measurable
8	not measurable
9	37
10	not measurable

The residual dirt found in Sample 1 is documented for overview purposes in Appendix 1



Determining the density based on DIN 51757**

Sample no.	Density 15°C (g/cm ³)
1	0.832
2	0.833
3	0.838
4	0.826
5	0.825
6	0.838
7	0.830
8	0.845
9	0.851
10	0.833

Gas-chromatic analysis

The results from the GC analyses are documented in the Appendix.
Samples 5-8 show a comparably higher proportion of light fluid components.

Assessment

The results of the analyses that were conducted in part show clear differences with respect to composition and properties.

Since diesel fuels, as is the case for gasoline, are mixes of carbohydrates manufactured from crude oil, such fluctuations are process-specific.

The higher proportion of a light fluid component found in samples 5, 6 and 8 may point to a supplemental addition of additives to the fuels.

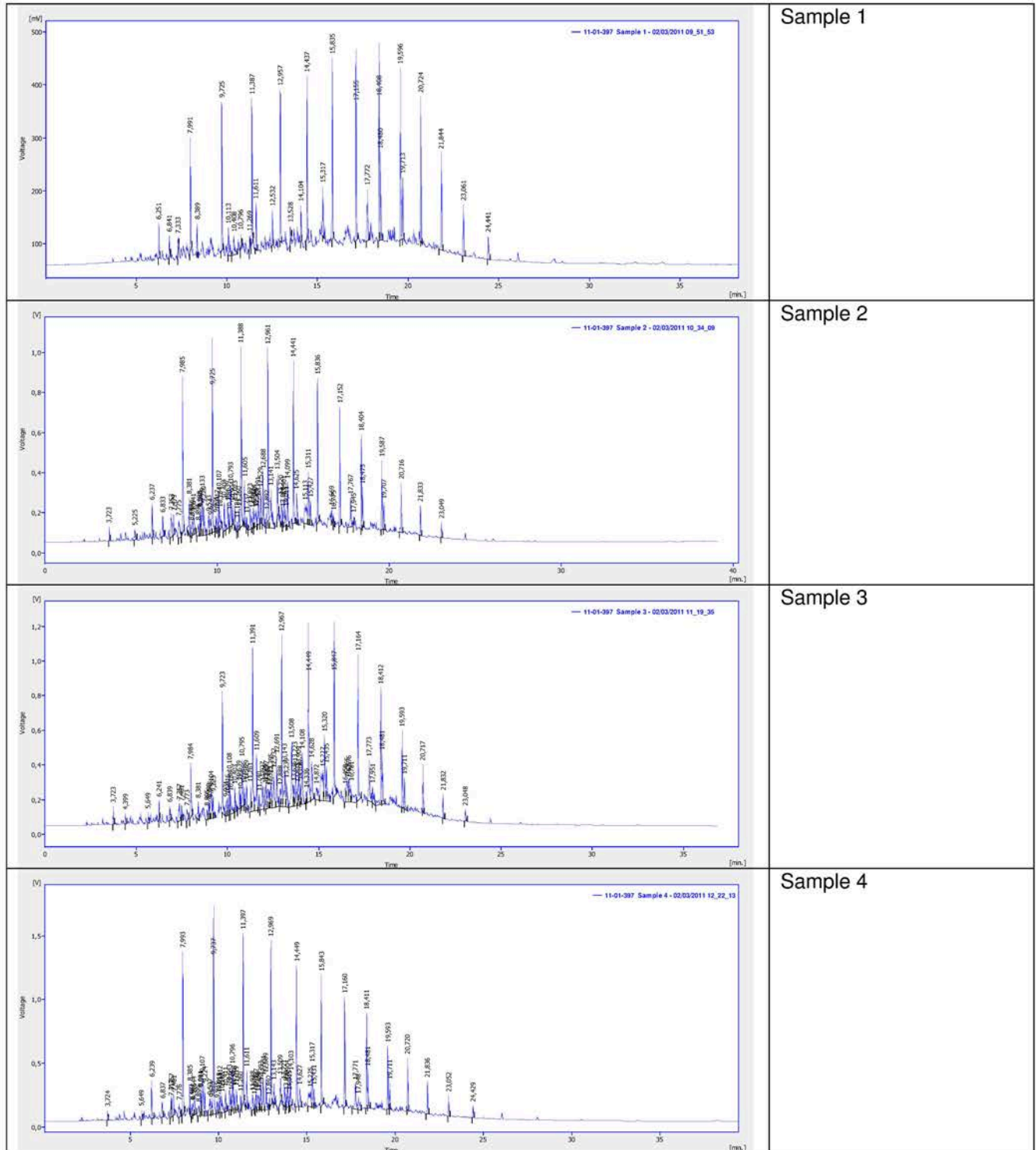
Samples 1, 2 and 9 also exhibit a comparably increased volume of fine dirt.

- End of the test report -



Appendix – Test report no.: 11-01-397

Spectra from GC analyses





<p>11-01-397 Sample 5 - 02/03/2011 12_58_38</p>	<p>Sample 5</p>
<p>11-01-397 Sample 6 - 02/03/2011 14_01_05</p>	<p>Sample 6</p>
<p>11-01-397 Sample 7 - 02/03/2011 08_17_28</p>	<p>Sample 7</p>
<p>11-01-397 Sample 8 - 02/03/2011 09_07_00</p>	<p>Sample 8</p>



Appendix – Test report no.: 11-01-397

	<p>Sample 9</p>
	<p>Sample 10</p>
	<p>Reference German diesel sample</p>

Snapshot of fine dirt analysis for overview purposes

<p>11-01-397_0001</p>	<p>Sample 11 45 mg/l</p>
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Str no	No USA	VIN	HP data Bosch	HP data Bosch	HP data Bosch	KM Mileage	Engine no.	CP4 data	Customer complaint	Results of Preanalysis	Further components for complaint	Comments activities from pre-analysis	Analysis Bosch	Analysis Bosch
1	10	3VWPL7AJ1A	02240709	BPT1133	0007	28,756	CJA010361	8/7/2009 C.C	Metal chips in fuel system	DTD Metal wear in metering unit and pump chamber and screen	1x change filter 1x fuel filter	accompanying components are not analyzed because metal chips are in the system	Handover for analysis / 8 D - Report 12/07/10-	Inappropriate fuel - 8D - Report-01/12/11
2	16	3VWTL7AJXA	04130210	BPT0234	without	1,8,121	CJA024847	2/16/10 S.C	Metal chips in fuel system	DTD Metal wear in metering unit and pump chamber and screen			Handover for analysis / 8 D - Report 12/07/10-	8D-Report- DTD accepted by Bosch - corrective measures deployed 01/14/11
3	20	3VWPL7AJ7A	04170410	BPT0468	without	7,375	CJA056043	4/28/10 S.C	does not start - P0087- fuel system pressure too low	DTD Metal wear in metering unit and pump chamber and screen	4x injectors	accompanying components are not analyzed because metal chips are in the system	Handover for analysis / 8 D - Report 12/07/10-	8D-Report- DTD accepted by Bosch - corrective measures deployed 01/13/11
4	28	3VWRL7AJ9A	01040310	BPT0267	without	8,084	CJA046361	1.5.03.10 S.C	P0087- fuel system pressure too low	Connector to HP pump broken - v.m - DTD	1x change filter 1x fuel filter	accompanying components are not analyzed because metal chips are in the system	Handover for analysis / 8 D - Report 12/07/10-	8D-Report- DTD accepted by Bosch - corrective measures deployed 01/13/11
5	29	3VWPL8AJ3A	01080908	BPT0250	0007	1,5,976	CJA016478	9/17/2009 C.C	P0087 - Fuel system pressure too low does not start - lamp on	DTD Metal wear in metering unit and pump chamber and screen	1x change filter 1x fuel filter	accompanying components are not analyzed because metal chips are in the system	Handover for analysis / 8 D - Report 12/07/10-	8D-Report- DTD accepted by Bosch - corrective measures deployed 01/13/11
6	39	3VWTL7AJ2A	04300310	BPT0048	without	4,868	CJA051563	4/8/2010 S.C	P0087- fuel system pressure too low	DTD Metal wear in metering unit and pump chamber and screen	1x change filter 1x fuel filter	accompanying components are not analyzed because metal chips are in the system	Handover for analysis / 8 D - Report 12/07/10-	Deposits inappropriate fuel -8D- Report -03/08/11
7	50	3VWTL8AJ4A	01301008	BPT0240	0007	787	CJA025097	11/10/09 C.C	Metal chips in fuel system	no metal chips in metering unit found, filter checked - particles are suspected	1x change filter 1x fuel filter		Handover for analysis / 8 D - Report 12/07/10-	Deposits inappropriate fuel -8D- Report -03/08/11
8	62	3VWRL7AJ2A	04190410	BPT0430	without	3,112	CJA056466	4/30/2010 S.C	no output	no metal chips in metering unit found, filter checked - particles are suspected	4x injectors	For further analysis the 4 injectors were given to Bosch	8D-Report available about the injectors - all OK01/03/2011	No faults found - 8D- Report-03/30/11
9	73	3VWPL7AJ5A	02060210	BPT0909	without	10,234	CJA041107	2/17/10 S.C	Metal chips in fuel system	no metal chips in metering unit found, filter checked - particles are suspected	1x change filter 1x fuel filter		Handover for analysis / 8 D - Report 12/07/10-	No faults found - 8D- Report-01/25/11
10	81	3VWPL7AJ4A	04240908	BPT0839	0007	1,5,542	CJA019335	10/5/2009 C.C	P0087 - Fuel system pressure too low does not start - lamp on	DTD Metal wear in metering unit and pump chamber and screen			Handover for analysis / 8 D - Report 12/07/10-	8D-Report- DTD accepted by Bosch - corrective measures deployed 01/13/11
11	82a	3VWRL7AJXA	04240609	BPT0400	0007	1,5,293	CJA005671	6/30/2009 C.C	P0087- and metal chips in system	DTD Metal wear in metering unit and pump chamber and screen		P0087	Handover for analysis / 8 D - Report 12/07/10-	Deposits inappropriate fuel -8D- Report -01/12/11
12	83	3VWPL7AJ1A	02051109	BPT1352	0007	2,931	CJA026490	11/17/09 C.C	Does not start - electr. fault	DTD Metal wear in metering unit and pump chamber and screen			Handover for analysis / 8 D - Report 12/07/10-	8D-Report- DTD accepted by Bosch - corrective measures deployed 01/13/11
13	94	3VWTL7AJXA	01090110	BPT1242	without	1,2,389	CJA035025	1/20/2010 S.C	P0087- fuel system pressure too low 5 faults	no metal chips in metering unit found, filter checked - particles are suspected			Handover for analysis / 8 D - Report 12/07/10-	8D-Report- DTD accepted by Bosch - corrective measures deployed 01/13/11
14	85	3VWAL8AJ4A	04110509	BPT0798	0006	22,726	CJA003401	5/27/2009 C.C	Does not start - lamp on	DTD Metal wear in metering unit and pump chamber and screen	4x injectors	accompanying components are not analyzed because metal chips are in the system	Handover for analysis / 8 D - Report 12/07/10-	8D-Report- DTD accepted by Bosch - corrective measures deployed 01/13/11
15	86	WVWDM7AJA	01050110	BPT1386	without	8,953	CJA033742	1/14/10 S.C	P0087- fuel system pressure too low Metal chips in filter	DTD Metal wear in metering unit and pump chamber and screen			Handover for analysis / 8 D - Report 12/07/10-	8D-Report- DTD accepted by Bosch - corrective measures deployed 01/13/11
16	88	3VWAL7AJ7A	02280410	BPT1037	without	23	CJA056684	4/30/2010 S.C	P0087- fuel system pressure too low	no metal chips in metering unit found, filter checked - particles are suspected			Handover for analysis / 8 D - Report 12/07/10-	No faults found - 8D- Report-01/25/11
17	89	3VWAL7AJ8A	01170809	BPT1338	0007	20,922	CJA017951	9/24/2008 C.C	Metal chips in fuel system, P013B	DTD Metal wear in metering unit and pump chamber and screen		For further analysis the 4 injectors were given to Bosch	8D-Report available about the injectors - all OK 01/03/11	Deposits inappropriate fuel -8D- Report -01/12/11
18	90	3VWAL7AJXA	02151009	BPT0930	0007	7,684	CJA023120	10/27/2009 C.C	no output	no metal chips in metering unit found, filter checked - particles are suspected	4x injectors	Handover for analysis / 8 D - report 12/7/2010	8D-Report available about the injectors - all OK01/03/2011	No faults found - HP pump -8D- Report-01/25/11

19	91	3VWRL7AJ0AM	04130210	BPT0347	without	11,335	CJA042827	2/26/2010 S.C	P0087/P0088- fuel System pressure too low- 5 faults	DTD Metal wear in metering unit and pump chamber and screen	4x injectors	accompanying components are not analyzed because metal chips are in the system	Handover for analysis / 8 D - Report 12/07/10-	8D-Report- DTD accepted by Bosch - corrective measures deployed 01/14/11	
20	92	WVWMM7AJ8AV	01 171 009	BPT0891	0007	20,902	CJA023595	10/29/09 C.C	Metal chips in fuel system	no metal chips in metering unit found, filter checked - particles are suspected	2x injectors	For further analysis the 2 injectors were given to Bosch	8D-Report available about the injectors - all OK 01/03/2011	HP pump no faults found- 8D-Report- 01/25/11	
21	93	3VWRL7AJ5AM	02020909	BPT0447	0007	19,355	CJA01 551 0	9/12/2009 C.C	no information	DTD Metal wear in metering unit and pump chamber and screen	4x injectors 1x distribution board 1x holder inline EFP	accompanying components are not analyzed because metal chips are in the system	Handover for analysis / 8 D - Report 12/07/10-	Deposits inappropriate fuel-8D- Report -01/12/11	
22	94	3VWRL7AJ0AM	01 090509	BPT1 015	0006	42,541	CJA003123	5/25/09 C.C	Engine does not start	DTD Metal wear in metering unit and pump chamber and screen			Handover for analysis / 8 D - Report 12/07/10-	Deposits inappropriate fuel-8D- Report -01/12/11	
23	95	3VWRL7AJ3AM	02190110	BPT0056	without	9,280	CJA037049	01/29/10 S.C	Does not start - lamp on	DTD Metal wear in metering unit and pump chamber and screen	4x injectors	accompanying components are not analyzed because metal chips are in the system	Handover for analysis / 8 D - Report 12/07/10-	Deposits inappropriate fuel-8D- Report -01/12/11	
24	96	3VWRL7AJ8AM	01 120509	BPT1 015	0006	38,984	CJA003834	6/4/2009 C.C	Does not start	DTD Metal wear in metering unit and pump chamber and screen	4x injectors	accompanying components are not analyzed because metal chips are in the system	Handover for analysis / 8 D - Report 12/07/10-	8D-Report- DTD accepted by Bosch-corrective measures deployed-01/14/11	
25	97	3VWRL7AJ4AM	01 180909	BPT1 167	0007	10,156	CJA01 861 1	8/30/2009 C.C	Starts poorly - metal chips in the filter	no metal chips in metering unit found, filter checked - particles are suspected	1x change filter 1x fuel filter		Handover for analysis / 8 D - Report 12/07/10-	8D Report corrosion deposits fuel OK 02/01/11	
26	98	3VWRL7AJ8AM	01 301 008	BPT0600	0007	5,882	CJA02531 1	11/10/09 C.C	P0087- fuel system pressure too low	no metal chips in metering unit found, filter checked - particles are suspected	4x injectors, 1x pressure control valve	Pressure control valve handed over to Bosch for analysis	Handover for analysis / 8 D - Report 12/07/10-	No faults found- 8D-Report-01/25/11	
27	100	3VWRL7AJ1AM	04260809	BPT0311	0007	13,694	CJA01 441 1	9/7/2009 C.C	P0087-fuel system pressure too low	DTD Metal wear in metering unit - pump chamber - delivered without metering unit	1x change filter 1x fuel filter	accompanying components are not analyzed because metal chips are in the system	Handover for analysis / 8 D - Report 12/07/10-	8D-Report- DTD accepted by Bosch-corrective measures deployed-01/14/11	
28	104	3VWRL7AJ3AM	01 070809	BPT0767	0007	38,082	CJA01 1934	8/20/2009 C.C	Dismantled by changing the engine - complaint unknown	no metal chips in metering unit found, HP pump replacement due to engine replacement			Handover for analysis / 8 D - Report 12/07/10-	No faults found- 8D-Report-01/25/11	
29	82	3VWRL7AJ6AM	02021 008	BPT0345	0007	8,400	CJA020853	10/13/2009 C.C	Leakages	no metal chips at the metering unit screen and pump chamber found			Handover for analysis / 8 D - Report 01/05/11 -	No faults found- 8D-Report-01/21/11	
30	99	3VWRL7AJ1AM	02160310	BPT0433	without	6,996	CJA046352	3/29/2010 S.C	Engine does not start - P0677	DTD Metal wear in metering unit and pump chamber and screen	4x injectors	accompanying components are not analyzed because metal chips are in the system	Handover for analysis / 8 D - Report 01/05/11 -	Inappropriate fuel - 8D-Report-01/21/11	
31	102	3VWRL7AJ8AM	04030909	BPT0849	0007	9,551	CJA01 5659	9/12/2009 C.C	Vibration and sounds	no metal chips at the metering unit screen and pump chamber found			Handover for analysis / 8 D - Report 01/05/11 -	8D Report no fault found 02/01/2011	
32	105	3VWRL8AJ1 AM	01 150909	BPT0169	0007	16,311	CJA01 7856	9/23/2009 C.C	Engine does not start	DTD Metal wear in metering unit and pump chamber and screen			Handover for analysis / 8 D - Report 01/05/11 -	8D-Report- DTD accepted by Bosch-corrective measures deployed-03/08/11	
from 01/01/2011															
33	126	3VWRL7AJ1AM	02020909	BPT0143	0007	20,859	CJA01 5246	9/11/2009 C.C	P0087-Metal chips in fuel system	DTD Metal wear in metering unit and pump chamber and screen			Handover for analysis / 8 D - Report 02/09/11	Inappropriate fuel - 8D-Report-03/01/11	
34	127	3VWRL71 K29M	04140706	BPT0836	0005	32,025	CBE008173	7/23/2008	Check lamp on, metal chips	Brown particles can be seen in the metering unit area and screen			Handover for analysis / 8 D - Report 02/09/11	Inappropriate fuel - 8D-Report-02/28/11	
35	128	3VWRL7AJ8AM	04190410	BPT0483	without	no information	CJA056376	04/29/2010	Engine does not start, spark plug check light on P0087-metal chips	DTD Metal wear in metering unit and pump chamber and screen			Handover for analysis / 8 D - Report 02/09/11	8D-Report- DTD accepted by Bosch-corrective measures deployed-01/14/11	
36	129	3VWRL71K69M	01 160808	BPT0464	0005	38,705	CBE015576	9/9/2008 C.C	Engine does not start again - metal chips in the filter	DTD Metal wear in metering unit and pump chamber and screen			Handover for analysis / 8 D - Report 02/09/11	Inappropriate fuel - 8D-Report-03/01/11	
37	130	WVWDM7AJ4AV	04090410	BPT0086	without	20,283	CJA033742	1/14/10 S.C		DTD Metal wear in metering unit and pump chamber and screen			Handover for analysis / 8 D - Report 02/09/11	Inappropriate fuel - 8D-Report-02/28/11	
38	131	WVWMM7AJ0AV	04251 109	BPT0898	0007	8,414	CJA029969	12/7/2009 S.C	Engine does not start again - metal chips in the filter	no metal chips at the metering unit screen and pump chamber found			Handover for analysis / 8 D - Report 02/09/11	No faults found- 8D-Report-03/22/11	

39	A	WVMM7AJ4AW	01 201 209	BPT0321	without	1 5,109	CJA033033	01/11/10 S.C	Metal chips fuel filter	no metal chips at the metering unit screen and pump chamber found			Handover for analysis / 8 D - Report: 2/22/2011	Inappropriate fuel - 8D - Report:03/22/11
40	20	3VWTL8AJ0AM	02220110	BPT0226	without	11,955	CJA036037	2/3/2010 S.C	Noises - 21 faults saved in control unit	brownish deposits - metering unit absent!	-4x injectors		Handover for analysis / 8 D - Report: 2/22/2011	
41	61	3VWRL7AJ0AM	02051 009	BPT0007	without	1 9,773	CJA039871	02/11/10 S.C	P01 91 P00887- sensor fuel dr.	no metal chips at the metering unit screen and pump chamber found			Handover for analysis / 8 D - Report: 2/22/2011	
42	105	3VWTL8AJ1 AM	02140508	BPT0527	0004	no information	CJA01 7656	9/23/2009 C.C		DTD Metal wear in metering unit and pump chamber and screen Brownish color	-4x injectors		Handover for analysis / 8 D - Report: 2/22/2011	
43	109	WVWBM7AJXBV	04020810	BPT0039	without	9	CJA078570	08/11/10 S.C	Leaky-fuel loss	Leakage at shaft seal - known problem			Handover for analysis / 8 D - Report: 2/22/2011	Inappropriate fuel - 8D - Report:02/23/11
44	110	3VWRL7AJ4M0	04140209	BPT0304	0006	no information	CJA01 861 1	9/3/2009 C.C	Engine dies - shifting from gear 1 to 2	no metal chips at the metering unit screen and pump chamber found	-4x injectors		Handover for analysis / 8 D - Report: 2/22/2011	No faults found- 8D- Report:03/22/11
45	111	3VWML7AJ1BM	06030810	BPT1 020	without	176	CJA078881	08/12/10 S.C	Leaking at the HP pump- front side	Oil seal leakage known problem			Handover for analysis / 8 D - Report: 2/22/2011	Inappropriate fuel - 8D - Report:02/23/11
46	112	3VWRL7AJ6M0	02240909	BPT1 188	without	32,250	CJA020378	1/12/09 C.C	Metal chips fuel filter	no metal chips at the metering unit screen and pump chamber found	-4x injectors		Handover for analysis / 8 D - Report: 2/22/2011	Inappropriate fuel - 8D - Report:03/22/11
47	113	WVWBM7AJ5AV	02150110	BPT0388	without	1 9,955	CJA036555	1/27/2010 S.C	Does not start - goes out	DTD Metal wear in metering unit and pump chamber			Handover for analysis / 8 D - Report: 2/22/2011	Inappropriate fuel - 8D - Report:02/23/11
48	114	3VWAL7AJ1AM	02020110	BPT0021	without	20,193	CJA03301 4	01/11/10 S.C	P009, P0163 - Valve for fuel dosage	DTD Metal wear in metering unit and pump chamber			Handover for analysis / 8 D - Report: 2/22/2011	Inappropriate fuel - 8D - Report:02/23/11
49	115	3VWTL7AJ9AM	01 071 009	BPT1 305	0007	5,655	CJA01 2541	8/26/2009 C.C	Does not start, deposits in the HP - pump.	no metal chips at the metering unit screen and pump chamber found	-4x injectors		Handover for analysis / 8 D - Report: 2/22/2011	No faults found-- 8D- Report:03/24/11
50	118	3VWRL7AJ4AM	04110509	BPT0732	without	19067	CJA003440	5/25/2009 C.C	Metal chips fuel filter	DTD Metal wear in metering unit and pump chamber			Handover for analysis / 8 D - Report: 2/22/2011	Inappropriate fuel - 8D - Report:03/24/11
51	119	3VWTL7AJ4AM	04240909	BPT0739	0007	3,055	CJA01 9280	10/5/2009 C.C	Does not start	DTD Metal wear in metering unit - pump chamber -delivered without metering unit			Handover for analysis / 8 D - Report: 2/22/2011	8D-Report- DTD accepted by Bosch-corrective measures deployed-03/22/11
52	120	WVWBM7AJ1 AV	01 140809	BPT0672	without	20,000	CJA01 321 6	8/28/2009 C.C	Does not start, after fueling	DTD Metal wear in metering unit and pump chamber and screen			Handover for analysis / 8 D - Report: 2/22/2011	Inappropriate fuel - 8D - Report:03/24/11
53	121	3VWRL7AJ6AM	04230610	BPT1 301	without	150	CJA070452	7/8/10 S.C	P0087-mechan. fault, filter chips	no metal chips at the metering unit screen and pump chamber found			Handover for analysis / 8 D - Report: 2/22/2011	No faults found-- 8D- Report:03/22/11
54	122	3VWRL71 KXSM	04020608	BPT0210	without	44,822	CJA005136	7/11/08 C.C	Engine does not start	DTD Metal wear in metering unit and pump chamber and screen			Handover for analysis / 8 D - Report: 2/22/2011	Inappropriate fuel - 8D - Report:03/24/11
55	123	3VWTL7AJ5AM	02050809	BPT0688	0007	24,254	CJA01 1284	8/18/2009 C.C	P0087-Filter shavings	DTD Metal wear in metering unit and pump chamber and screen	-4x injectors		Handover for analysis / 8 D - Report: 2/22/2011	Inappropriate fuel - 8D - Report:02/23/11
56	124	3VWAL7AJ1AM	02020210	BPT0345	without	2289	CJA021338	10/15/2009 C.C	P0087-Engine does not start	DTD Metal wear in metering unit and pump chamber and screen	delivered without metering unit		Handover for analysis / 8 D - Report: 2/22/2011	Inappropriate fuel - 8D - Report:02/23/11
57	125	3VWTL7AJ1 AM	02180709	BPT1 107	without	1 0,441	CJA051959	4/12/10 S.C	P0087-Engine does not start	no metal chips at the metering unit screen and pump chamber found	-4x injectors		Handover for analysis / 8 D - Report: 2/22/2011	No faults found-- 8D- Report:03/24/11
58	2	3VWCL71 K79M	01 -0295	2/29/2008	0007	144,522	CBE002580	4/11/2008 C.C	no information	DTD Drivetrain damage			Handover for analysis / 8 D - Report: 3/23/11	Inappropriate fuel - 8D - Report:04/04/11
59	11	3VWTL81 K99M	02-0256	5/21/2008	0007	1,451	CBE005231	7/3/2008 C.C	no information	DTD Drivetrain damage			Handover for analysis / 8 D - Report: 3/23/11	Inappropriate fuel - 8D - Report:04/04/11
60	25	3VWRL71 K89M	04-0340	4/24/2008	0007	74,963	CBE00411 5	5/29/2008 C.C	no information	DTD Drivetrain damage			Handover for analysis / 8 D - Report: 3/23/11	Inappropriate fuel - 8D - Report:04/04/11
61	30	3VWTL71 K09M	02-0247	8/19/08	0007	102,336	CBE016603	9/15/2008 C.C	no information	DTD Drivetrain damage			Handover for analysis / 8 D - Report: 3/23/11	Inappropriate fuel - 8D - Report:04/04/11

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62	40	3VWAL71K59M	04-0036	1/6/2009	0007	53.516	CBE034796	1/13/09 C,C	no information	DTD Drivetrain damage		Non-responsive content removed	Handover for analysis / B D - Report 3/23/11	Inappropriate fuel Report-04/04/11	- BD -
63	47	3VWTL71 K1 9M	04-0155	2/12/2009	0007	33.871	CBE041 761	2/23/2009 C,C	no information	DTD Drivetrain damage			Handover for analysis / B D - Report 3/23/11	Inappropriate fuel Report-04/04/11	- BD -
64	48	3VWAL71K49M	02-0324	10/22/2008	0007	86.658	CBE024722	11/3/08 C,C	no information	DTD Drivetrain damage			Handover for analysis / B D - Report 3/23/11	Inappropriate fuel - BD - Report-04/04/11	

From: Non-responsive content removed
To:
CC:

Date: 4/5/2011, 8:43:43 AM
Subject: Analysen HD - Pumpen US07 - 2,0l-103kW TDI CR
Attachments: [04.04.2011- Voranalyse- HD-Pumpen US07.pdf](#)

Dear Mr. Non-responsive content removed

Here is the list with the latest version of the HP pump analysis from Non-responsive content removed

Best regards

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> *****

Volkswagen Sachsen GmbH
Sitz/Domicile: Zwickau
Registergericht/Court of Registry: Local District Court Chemnitz
HRB Nr./ Commercial Register No.: 1666
Vorsitzender des Aufsichtsrats/Chairman of the Supervisory Board: Hubert Waltl
Geschäftsführer/Executive Directors: Hans-Joachim Rothenpieler (Sprecher/Managing Director),
Henry Mehnert, Robert Stauß

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EA11003EN-00754[0]

Ser. no.:	No. USA	VIN no.	HP data Bosch	HP data Bosch	HP data Bosch	KM LL (Mileage)	Engine no.	CP4 date	Customer complaint	Results of Pre-analysis	Further components for complaint	Comments activities from pre-analysis	Analysis Bosch	Analysis Bosch
1	10	3VWPL7AJ1AM	02240709	BPT1133	0007	28,756	CJA010361	8/7/2009 C,C	Metal chips in fuel system	DTD - Metal wear in metering unit, pump chamber and screen	1x change filter 1x fuel filter	accompanying components are not analyzed because metal chips are in the system	Handover for analysis / 8D report - 12/7/10	Inappropriate fuel 8D report - 01/12/11
2	16	3VWTL7AJXAM	04130210	BPT0234	without	18,121	CJA024847	2/16/2010 S,C	Metal chips in fuel system	DTD - Metal wear in metering unit, pump chamber and screen			Handover for analysis / 8D report - 12/7/10	8D report DTD from Bosch accepted - corrective measures deployed - 1/14/11
3	20	3VWPL7AJ7AM	04170410	BPT0468	without	7,375	CJA056043	4/28/10 S,C	does not start - P0087 fuel system pressure too low	DTD - Metal wear in metering unit, pump chamber and screen	4x injectors	accompanying components are not analyzed because metal chips are in the system	Handover for analysis / 8D report - 12/7/10	8D report DTD from Bosch accepted - corrective measures deployed - 1/13/2011
4	28	3VWRL7AJ9AM	01040310	BPT0267	without	8,084	CJA046361	3/15/2010 S,C	P0087- fuel system pressure too low	Connector to HP pump broken - v.m. - DTD	1x change filter 1x fuel filter	accompanying components are not analyzed because metal chips are in the system	Handover for analysis / 8D report - 12/7/10	8D report DTD from Bosch accepted - corrective measures deployed 01/13/11
5	29	3VWPL8AJ3AM	01080909	BPT0250	0007	15,976	CJA016478	9/17/2009 C,C	P0087- fuel system pressure too low does not start - lamp on	DTD - Metal wear in metering unit, pump chamber and screen	1x change filter 1x fuel filter	accompanying components are not analyzed because metal chips are in the system	Handover for analysis / 8D report - 12/7/10	8D report DTD from Bosch accepted - corrective measures deployed - 1/13/2011
6	39	3VWTL7AJ2AM	04300310	BPT0048	without	4,868	CJA051563	4/8/2010 S,C	P0087- fuel system pressure too low	DTD - Metal wear in metering unit, pump chamber and screen	1x change filter 1x fuel filter	accompanying components are not analyzed because metal chips are in the system	Handover for analysis / 8D report - 12/7/10	Deposits - inappropriate fuel - 8D report - 03/08/11
7	50	3VWTL8AJ4AM	01301009	BPT0240	0007	787	CJA025097	11/10/2009 C,C	Metal chips in fuel system	no metal chips in metering unit found, filter checked - particles are suspected	1x change filter 1x fuel filter		Handover for analysis / 8D report - 12/7/10	Deposits - inappropriate fuel - 8D report - 03/08/11
8	62	3VWRL7AJ2AM	04190410	BPT0430	without	3,112	CJA056466	4/30/2010 S,C	no output	no metal chips in metering unit found, filter checked - particles are suspected	4x injectors	For further analysis the 4 injectors were given to Bosch	8D report available about the injectors - all OK01/03/2011	No defect found - 8D report - 03/30/11
9	73	3VWPL7AJ5AM	02060210	BPT0909	without	10,234	CJA041107	2/17/2010 S,C	Metal chips in fuel system	no metal chips in metering unit found, filter checked - Particles suspected	1x change filter 1x fuel filter		Handover for analysis / 8D report - 12/7/10	No defect found - 8D report - 03/25/11
10	81	3VWPL7AJ4AM	04240909	BPT0839	0007	15,542	CJA019335	10/5/2009 C,C	P0087- fuel system pressure too low does not start - lamp on	DTD - Metal wear in metering unit, pump chamber and screen			Handover for analysis / 8D report - 12/7/10	8D report DTD from Bosch accepted - corrective measures deployed - 1/13/2011
11	82a	3VWRL7AJXAM	04240609	BPT0400	0007	15,293	CJA005671	6/30/2009 C,C	P0087- and metal chips in system	DTD - Metal wear in metering unit, pump chamber and screen		P0087	Handover for analysis / 8D report - 12/7/10	Deposits - inappropriate fuel - 8D report - 01/12/11
12	83	3VWPL7AJ1AM	02051109	BPT1352	0007	2,931	CJA026490	11/17/2009 C,C	Does not start - electr. fault	DTD - Metal wear in metering unit, pump chamber and screen			Handover for analysis / 8D report - 12/7/10	8D report DTD from Bosch accepted - corrective measures deployed - 1/13/2011
13	84	3VWTL7AJXAM	01090110	BPT1242	without	12,389	CJA035025	1/20/2010 S,C	P0087- fuel system pressure too low - 5 fault	no metal chips in metering unit found, filter checked - particles are suspected			Handover for analysis / 8D report - 12/7/10	8D report DTD from Bosch accepted - corrective measures deployed 01/13/11
14	85	3VWAL8AJ4AM	04110509	BPT0798	0006	22,726	CJA003401	5/27/2009 C,C	Does not start - lamp on	DTD - Metal wear in metering unit, pump chamber and screen	4x injectors	accompanying components are not analyzed because metal chips are in the system	Handover for analysis / 8D report - 12/7/10	8D report DTD from Bosch accepted - corrective measures deployed 01/13/11
15	86	WVWDM7AJ4AM	01050110	BPT1386	without	8,953	CJA033742	1/14/2010 S,C	P0087- fuel system pressure too low metal chips in the filter	DTD - Metal wear in metering unit, pump chamber and screen			Handover for analysis / 8D report - 12/7/10	8D report DTD from Bosch accepted - corrective measures deployed - 1/13/2011
16	88	3VWAL7AJ7AM	02280410	BPT1037	without	23	CJA056684	4/30/2010 S,C	P0087- fuel system pressure too low	no metal chips in metering unit found, filter checked - particles are suspected			Handover for analysis / 8D report - 12/7/10	No defect found - 8D report - 03/25/11
17	89	3VWAL7AJ8AM	01170909	BPT1336	0007	20,922	CJA017951	9/24/2009 C,C	Metal chips in fuel system, P013B	DTD - Metal wear in metering unit, pump chamber and screen		For further analysis the 4 injectors were given to Bosch	8D report available about the injectors - all OK - 01/03/11	Deposits - inappropriate fuel - 8D report - 01/12/11
18	90	3VWAL7AJXAM	02151009	BPT0930	0007	7,684	CJA023120	10/27/2009 C,C	no output	no metal chips in metering unit found, filter checked - particles are suspected	4x injectors	Handover for analysis / 8D report - 12/7/2010	8D report available about the injectors - all OK01/03/2011	No defect found - HP pump - 8D report - 01/25/11

EA11003EN-00754[1]

19	91	3VWRL7AJ0AM	04130210	BPT0347	without	11,335	CJA042927	2/26/2010 S,C	P0087/P0088- fuel system pressure too low - 5 faults	DTD - Metal wear in metering unit, pump chamber and screen	4x injectors	accompanying components are not analyzed because metal chips are in the system	Handover for analysis / 8D report - 12/7/10	8D report DTD from Bosch accepted - corrective measures deployed 01/14/11
20	92	WVWNM7AJ9AW	01171009	BPT0891	0007	20,902	CJA023595	10/29/09 C,C	Metal chips in fuel system	no metal chips in metering unit found, filter checked - particles are suspected	2x injectors	For further analysis the 2 injectors were given to Bosch	8D report available about the injectors - all OK01/03/2011	HP pump - no defect verified - 8D report 1/25/2011
21	93	3VWRL7AJ5AM	02020909	BPT0447	0007	19,355	CJA015510	9/12/2009 C,C	no information	DTD - Metal wear in metering unit, pump chamber and screen	4x injectors 1x distribution board 1x holder inline EFP	accompanying components are not analyzed because metal chips are in the system	Handover for analysis / 8D report - 12/7/10	Deposits - inappropriate fuel- 8D report - 01/12/11
22	94	3VWAL7AJ0AM	01090509	BPT1015	0006	42,541	CJA003123	5/25/09 C.C	Engine does not start	DTD - Metal wear in metering unit, pump chamber and screen			Handover for analysis / 8D report - 12/7/10	Deposits - inappropriate fuel- 8D report - 01/12/11
23	95	3VWRL7AJ3AM	02190110	BPT0056	without	9,280	CJA037049	1/29/2010 S,C	P0087 - fuel system pressure too low does not start - lamp on	DTD - Metal wear in metering unit, pump chamber and screen	4x injectors	accompanying components are not analyzed because metal chips are in the system	Handover for analysis / 8D report - 12/7/10	Deposits - inappropriate fuel 8D report - 01/12/11
24	96	3VWRL7AJ6AM	01120509	BPT1015	0006	38,984	CJA003834	6/4/2009 C,C	Does not start	DTD - Metal wear in metering unit, pump chamber and screen	4x injectors	accompanying components are not analyzed because metal chips are in the system	Handover for analysis / 8D report - 12/7/10	8D report DTD accepted by Bosch - corrective measures deployed - 1/14/11
25	97	3VWRL7AJ4AM	01180909	BPT1167	0007	10,156	CJA018611	9/30/2009 C,C	Starts poorly - metal chips in the filter	no metal chips in metering unit found, filter checked - particles are suspected	1x change filter 1x fuel filter		Handover for analysis / 8D report - 12/7/10	8D report - corrosion deposits fuel OK. -02/01/11
26	98	3VWTL7AJ9AM	01301009	BPT0900	0007	5,882	CJA025311	11/10/2009 C,C	P0087- fuel system pressure too low	no metal chips in metering unit found, filter checked - particles are suspected	4x injectors, 1x pressure control valve	Pressure control valve hand-	Handover for analysis / 8D report - 12/7/10	No defect found - 8D report - 03/25/11
27	100	3VWTLAJ1AM6	04260809	BPT0311	0007	13,694	CJA014411	9/7/2009 C,C	P0087- fuel system pressure too low	DTD - Metal wear in metering unit - pump chamber - delivered without metering unit	1x change filter 1x fuel filter	accompanying components are not analyzed because metal chips are in the system	Handover for analysis / 8D report - 12/7/10	8D report DTD accepted by Bosch - corrective measures deployed - 1/14/11
28	104	3VWTL7AJ3AM6	01070809	BPT0767	0007	38,082	CJA011934	8/20/2009 C,C	Dismantled by changing the engine - complaint unknown	no metal chips in metering unit found, HP pump replacement due to engine replacement			Handover for analysis / 8D report - 12/7/10	No defect found - 8D report - 03/25/11
29	82	3VWTL7AJ6AM6	02021009	BPT0345	0007	8,400	CJA020853	10/13/2009 C,C	Leakages	no metal chips in the metering unit screen and pump chamber found			Handover for analysis / 8D report 01/05/11-	No defect found - 8D report - 03/21/11
30	99	3VWRL7AJ1AM	02180310	BPT0433	without	6,996	CJA049352	3/29/2010 S,C	Engine does not start - P0877	DTD - Metal wear in metering unit, pump chamber and screen	4x injectors	accompanying components are not analyzed because metal chips are in the system	Handover for analysis / 8D report 01/05/11-	Inappropriate fuel 8D report - 01/21/11
31	102	3VWAL7AJ8AM	04030909	BPT0849	0007	9,551	CJA015659	9/12/2009 C,C	Vibration and sounds	no metal chips in the metering unit screen and pump chamber found			Handover for analysis / 8D report 01/05/11-	8D report - no defect verified - 2/1/2011
32	105	3VWTL8AJ1AM6	01150909	BPT0169	0007	16,311	CJA017656	9/23/2009 C,C	Engine does not start	DTD - Metal wear in metering unit, pump chamber and screen			Handover for analysis / 8D report 01/05/11-	8D report DTD accepted by Bosch - corrective measures deployed 03/08/11

starting from 1/1/2011

33	126	3VWRL7AJ1AM	02020909	BPT0143	0007	20,859	CJA015246	9/11/2009 C,C	P0087- metal chips in fuel system	DTD - Metal wear in metering unit, pump chamber and screen			Handover for analysis / 8D report 2/9/2011	Inappropriate fuel 8D report - 03/01/11
34	127	3VWTL71K29M2	04140708	BPT0836	0005	32,025	CBE008173	7/23/2008	Check lamp on, metal chips	Brown particles can be seen in the metering unit room and screen			Handover for analysis / 8D report 2/9/2011	Inappropriate fuel 8D report - 02/28/11
35	128	3VWAL7AJ9AM	04190410	BPT0483	without	no information	CJA056376	4/29/2010	Engine does not start, glow plug check lamp on P0087 - metal chips	DTD - Metal wear in metering unit, pump chamber and screen			Handover for analysis / 8D report 2/9/2011	8D report DTD accepted by Bosch - corrective measures deployed - 1/14/11
36	129	3VWAL71K69M	01160808	BPT0464	0005	38,705	CBE015576	9/9/2008 C,C	Engine does not start again - metal chips in the filter	DTD - Metal wear in metering unit, pump chamber and screen			Handover for analysis / 8D report 2/9/2011	Inappropriate fuel 8D report - 03/01/11
37	130	WVWDM7AJ4AW	04090410	BPT0086	without	20,283	CJA033742	1/14/2010 S,C		DTD - Metal wear in metering unit, pump chamber and screen			Handover for analysis / 8D report 2/9/2011	Inappropriate fuel 8D report - 02/28/11
38	131	WVWMM7AJ0AW	04251109	BPT0898	0007	8,414	CJA029969	12/7/2009 S,C	Engine does not start again - metal chips in the filter	no metal chips at the metering unit screen and pump chamber found			Handover for analysis / 8D report 2/9/2011	No defect found - 8D report - 03/22/11

EA11003EN-00754[2]

39	A	WVWMM7AJ4AV	01201209	BPT0321	without	15,109	CJA033033	1/11/2010 S,C	Metal chips fuel filter	no metal chips found in the metering unit screen and pump chamber			Handover for analysis / 8D report 2/22/2011	Inappropriate fuel report - 03/22/11	8D
40	20	3VWTL8AJ0AM	02220110	BPT0226	without	11,955	CJA038037	2/3/2010 S,C	Sounds - 21 fault stored control device	brownish deposits - metering unit absent!	4x injectors		Handover for analysis / 8D report 2/22/2011		
41	61	3VWRL7AJ0AM	02051009	BPT0007	without	19,773	CJA039871	2/11/2010 S,C	P0191, P00887 sensor fuel press.	no metal chips found in the metering unit screen and pump chamber			Handover for analysis / 8D report 2/22/2011		
42	105	3VWTL8AJ1AM	02140508	BPT0927	0004	no information	CJA017656	9/23/2009 C,C		DTD - Metal wear in metering unit, pump chamber and screen Brownish color	4x injectors		Handover for analysis / 8D report 2/22/2011		
43	109	WVWBM7AJXBV	04020810	BPT0039	without	9	CJA078570	8/11/2010 S,C	Leaking - fuel loss	Leakage at shaft seal - known problem			Handover for analysis / 8D report 2/22/2011	Inappropriate fuel report - 03/23/11	8D
44	110	3VWRL7AJ4MC	04140209	BPT0304	0006	no information	CJA018611	9/3/2009 C,C	Engine dies - shifting from gear 1 to 2	no metal chips found in the metering unit screen and pump chamber	4x injectors		Handover for analysis / 8D report 2/22/2011	No defect found - 8D report - 03/22/11	
45	111	3VWML7AJ1BM	06030810	BPT1020	without	176	CJA078881	8/12/2010 S,C	Leaking at the front side of HP pump	Oil seal leakage - known problem			Handover for analysis / 8D report 2/22/2011	Inappropriate fuel report - 03/23/11	8D
46	112	3VWRL7AJ6MC	02240909	BPT1189	without	32,250	CJA020378	1/12/2009 C,C	Metal chips fuel filter	no metal chips at the metering unit screen and pump chamber found	4x injectors		Handover for analysis / 8D report 2/22/2011	Inappropriate fuel report - 03/22/11	8D
47	113	WVWBM7AJ5AV	02150110	BPT0368	without	19,955	CJA036555	1/27/2010 S,C	Does not start - goes out	DTD - Metal wear in metering unit - pump chamber			Handover for analysis / 8D report 2/22/2011	Inappropriate fuel report - 03/23/11	8D
48	114	3VWAL7AJ1AM	02020110	BPT0021	without	20,193	CJA033014	1/11/2010 S,C	P009, P0183 - Valve for fuel dosage	DTD - Metal wear in metering unit - pump chamber			Handover for analysis / 8D report 2/22/2011	Inappropriate fuel report - 03/23/11	8D
49	115	3VWTL7AJ9AM	01071009	BPT1305	0007	5,655	CJA012541	8/26/2009 C,C	Does not start, deposits in the HP pump	no metal chips found in the metering unit screen and pump chamber	4x injectors		Handover for analysis / 8D report 2/22/2011	No defect found - 8D report - 03/22/11	
50	118	3VWRL7AJ4AM	04110509	BPT0732	without	19067	CJA003440	5/25/2009 C,C	Metal chips fuel filter	DTD - Metal wear in metering unit - pump chamber			Handover for analysis / 8D report 2/22/2011	Inappropriate fuel report - 03/24/11	8D
51	119	3VWTL7AJ4AM	04240909	BPT0739	0007	3055	CJA019260	10/5/2009 C,C	Does not start	DTD - Metal wear in metering unit - pump chamber - delivered without metering unit			Handover for analysis / 8D report 2/22/2011	8D report DTD accepted by Bosch - corrective measures deployed 03/22/11	
52	120	WVWBM7AJ1AV	01140809	BPT0672	without	20,000	CJA013216	8/28/2009 C,C	Does not start, after fueling	DTD - Metal wear in metering unit, pump chamber and screen			Handover for analysis / 8D report 2/22/2011	Inappropriate fuel report - 03/24/11	8D
53	121	3VWRL7AJ6AM	04230610	BPT1301	without	150	CJA070452	7/8/2010 S,C	P0087 - mechan. fault, filter chips	no metal chips found in the metering unit screen and pump chamber			Handover for analysis / 8D report 2/22/2011	No defect found - 8D report - 03/22/11	
54	122	3VWRL71KX9M	04020608	BPT0210	without	44,922	CJA006136	7/11/2008 C,C	Engine does not start	DTD - Metal wear in metering unit, pump chamber and screen			Handover for analysis / 8D report 2/22/2011	Inappropriate fuel report - 03/24/11	8D
55	123	3VWTL7AJ5AM	02050809	BPT0688	0007	24,254	CJA011284	8/18/2009 C,C	P0087 - Filter chips	DTD - Metal wear in metering unit, pump chamber and screen	4x injectors		Handover for analysis / 8D report 2/22/2011	Inappropriate fuel report - 03/23/11	8D
56	124	3VWAL7AJ1AM	02020210	BPT0345	without	2289	CJA021338	10/15/2009 C,C	P0087 - Engine does not start	DTD - Metal wear in metering unit, pump chamber and screen	delivered without metering unit		Handover for analysis / 8D report 2/22/2011	Inappropriate fuel report - 03/23/11	8D
57	125	3VWTL7AJ1AM	02180709	BPT1107	without	10,441	CJA051959	4/12/2010 S,C	P0087 - Engine does not start	no metal chips found in the metering unit screen and pump chamber	4x injectors		Handover for analysis / 8D report 2/22/2011	No defect found - 8D report - 03/24/11	
58	2	3VWCL71K79M	01-0295	2/29/2008	0007	144,522	CBE002580	4/11/2008 C,C	no information	DTDDrivetrain damage		Non-responsive content removed	Handover for analysis / 8D report 3/23/2011	Inappropriate fuel report - 04/04/11	8D
59	11	3VWTL81K99M	02-0256	5/21/2008	0007	1,451	CBE005231	7/3/2008 C,C	no information	DTDDrivetrain damage			Handover for analysis / 8D report 3/23/2011	Inappropriate fuel report - 04/04/11	8D
60	25	3VWRL71K89M	04-0340	4/24/2008	0007	74,963	CBE004115	5/29/2008 C,C	no information	DTDDrivetrain damage			Handover for analysis / 8D report 3/23/2011	Inappropriate fuel report - 04/04/11	8D
61	30	3VWTL71K09M	02-0247	8/19/2008	0007	102,336	CBE016603	9/15/2008 C,C	no information	DTDDrivetrain damage			Handover for analysis / 8D report 3/23/2011	Inappropriate fuel report - 04/04/11	8D

EA11003EN-00754[3]

62	40	3VWAL71K59M	[REDACTED]	04-0036	1/6/2009	0007	53,516	CBE034796	1/13/2009 C,C	no information	DTD Drivetrain damage	[REDACTED]	Non-responsive content removed	Handover for analysis / 8D report 3/23/2011	Inappropriate fuel report - 04/04/11	8D
63	47	3VWTL71K19M	[REDACTED]	04-0155	2/12/2009	0007	33,871	CBE041781	2/23/2009 C,C	no information	DTD Drivetrain damage	[REDACTED]		Handover for analysis / 8D report 3/23/2011	Inappropriate fuel report - 04/04/11	8D
64	48	3VWAL71K49M	[REDACTED]	02-0324	10/22/2008	0007	86,658	CBE024722	11/3/2008 C,C	no information	DTD Drivetrain damage	[REDACTED]		Handover for analysis / 8D report 3/23/2011	Inappropriate fuel report - 04/04/11	8D

EA11003EN-00755[0]

From: Non-responsive content removed

To:

CC:

Date: 8/26/2011, 8:40:37 AM

Subject: Table USA

Attachments: [03L..755 755A Tab Beanst 13 08 08-0086.pdf](#)

Dear Mr [REDACTED],

Here is the list with only USA failures

Best regards

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From: Non-responsive content removed
To:
CC:

Date: 7/16/2011, 11:19:27 AM
Subject: Comments 'Field Quality US Market Management Report' June 2011
Attachments: [Kommentierung Field Quality US Market Management Report Juni 2011.pdf](#)
Non-responsive content removed
[U.S. June 2011 Management Report.pdf](#)

Dear Dr. Non-responsive content removed

Please find attached the comments concerning the "Field Quality US Market Management Report June 2011"

Because of the level of complexity, we have listed the issues under observation (effectiveness check) in a separate backup file.

Re:

Best regards,

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From: Non-responsive content removed
To: [REDACTED]
CC: [REDACTED]
Date: 03.04.2010 08:00:50
Subject: Re: Analysis of water in the water separator

Hello all,

I have presented it today exactly as described by [REDACTED]
US testing was out of question.

With best wishes

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www.audi.com

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Court of Registry: Ingolstadt municipal court
Commercial Register No. (HRB no.) 1
Chairman of the Supervisory Board: Martin Winterkorn
Board of Management: Rupert Stadler (Chairman), Ulf Berkenhagen, Michael Dick, Frank Dreves, Peter Schwarzenbauer, Axel Strotbek, Werner Widuckel

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From: Non-responsive content removed
Sent: Wednesday, 3 March 2010 16:09
To: [REDACTED]
Cc: [REDACTED]
Subject: Re: Analysis of water in the water separator

Hello [REDACTED]

That's how rumors arise ...

- During testing, we have checked all available vehicles: no water - as written below!

Yesterday, at our Tekon launch, we received information from the US that another vehicle failed with HPFP damage.

In addition to chips in the metering unit, a large amount of water was found in the filter.
According to the statement of the US counterparts, the vehicle was previously refueled at a filling station where water damage occurred due to flooding.
Pump + fuel sample sent to Bosch for analysis.

Best wishes,

Non-responsive content removed

From: Non-responsive content removed [mailto:Non-responsive content removed]
Sent: Wednesday, 3 March 2010 3:13 PM
To: Non-responsive content removed
Subject: FW: Analysis of water in the water separator

Hello

I have learned from today's CP4 Task Force that there was probably a CP4 in the US tests, where significant amount of water was found.

We will receive this pump for diagnosis.

Is it still possible - if present - to get water from the filter for analysis?

Best regards

Non-responsive content removed

Robert Bosch GmbH

Non-responsive content removed

www.bosch.com

Non-responsive content removed

Headquarters: Stuttgart, Court of Registry: Local Court of Stuttgart Commercial Registry no. 14000
Chairman of the Supervisory Board: Hermann Scholl; Management: Franz Fehrenbach, Siegfried Dais;
Bernd Bohr, Rudolf Colm, Volkmar Denner, Gerhard Kümmel, Wolfgang Malchow, Peter Marks,
Peter Tyroller; Uwe Raschke

From: Non-responsive content removed [mailto:Non-responsive content removed]
Sent: Thursday, 23 February 2010 14:45
To: Non-responsive content removed
Cc: Non-responsive content removed

Non-responsive content removed

Subject: Re: Analysis of water in the water separator

Hello

Non-responsive content removed

As promised, feedback on the cold testing in Denver:
A total of 10 Q7 and Touareg MY11 and one Q7 MY10 were tested

On all vehicles, a sample from the fuel filter was taken.
No abnormalities and no water were observed in the process.

Best regards

Non-responsive content removed

AUDI AG

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Domicile: Ingolstadt
Court of Registry: Ingolstadt municipal court
Commercial Register No. (HRB no.) 1
Chairman of the Supervisory Board: Martin Winterkorn
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From: Non-responsive content removed [mailto:Non-responsive content removed]

Sent: Monday, 25 January 2010 10:52

To: Non-responsive content removed

Cc: Non-responsive content removed

Subject: Re: Analysis of water in the water separator

Hello Non-responsive content removed

The attached report deals with an aqueous solution - which was probably not investigated.

Furthermore, there was at least 1 case of high-pressure fuel pump damage, in which corrosion was found -> free water must have been the culprit.

My wish would be to collect the water / fuel mixture from the filter (Q7) in the next test and get it analyzed.

Thank you & wish you a positive test,

Best regards

Non-responsive content removed

Robert Bosch GmbH

Non-responsive content removed

www.bosch.com

Tel.: Non-responsive content removed
PC fax Non-responsive content removed

Non-responsive content removed

Headquarters: Stuttgart, Court of Registry: Local Court of Stuttgart Commercial Registry no. 14000
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Bernd Bohr, Rudolf Colm, Volkmar Denner, Gerhard Kümmel, Wolfgang Malchow, Peter Marks,
Peter Tyroller; Uwe Raschke

From: Non-responsive content removed [mailto:Non-responsive content removed]
Sent: Friday, 22 January 2010 16:11
To: Non-responsive content removed
Cc: Non-responsive content removed
Subject: Re: Analysis of water in the water separator

Hello

We have not found any water in the previously examined fuel filters.
From next week, there will be a cold test in Denver, USA.

If we find water in the filters / separators, we will send you a sample.

Best regards

Non-responsive content removed

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From: Non-responsive content removed [mailto:Non-responsive content removed]
Sent: Thursday, 21 January 2010 10:41 AM
To: Non-responsive content removed
Cc: Non-responsive content removed
Subject: Analysis of water in the water separator

Hello Non-responsive content removed

Can you please provide me an analysis of the water in the water separator (Q7 vehicle) or collect the water from the water separator and send it to us for analysis?

The background is the composition of the water (salts, oils, etc.) to design our water tests according to field conditions

using this information.

Thank you very much!

Best regards

Non-responsive content removed

Robert Bosch GmbH

Non-responsive content removed

www.bosch.com

Tel.: Non-responsive content removed

PC fax Non-responsive content removed

Mobile Non-responsive content removed

Non-responsive content removed

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Bernd Bohr, Rudolf Colm, Volkmar Denner, Gerhard Kümmel, Wolfgang Malchow, Peter Marks,
Peter Tyroller; Uwe Raschke

From: Non-responsive content removed
To: [Redacted]

CC: [Redacted]

Date: 3/18/2011, 6:35:17 PM

Subject: 02_Auszug_CP4_2983_Lo CP4-Triebwerkausfälle-Analyseergebnis, Non-responsive content removed pdf -
Adobe Reader

Attachments: [02_Auszug_CP4_2983_Lo CP4-Triebwerkausfälle-Analyseergebnis, Non-responsive content removed pdf](#)

Hello [Redacted]

I just found the following (I'm looking at the old task force results). Why is everyone concentrating on the roller-roller support contact and not on the drive of the roller: roller-camshaft contact (see page 2 for comparison)?

Did anyone take a closer look at the roller-camshaft contact during the task force, aside from the bearing peening? I just joined recently.

Best regards,
[Redacted]

From: Non-responsive content removed
To: [REDACTED]
CC: [REDACTED]
Date: 9/7/2010, 7:48:49 AM
Subject: Re: Result of report on RP1 drivetrain damage

İ» ĺ
Hello [REDACTED]
The suspicion came directly from [REDACTED] and from U.S. continuous running support; the fuel seemed to smell like gasoline! :

[REDACTED]
I have a sample of the fuel in a sample bottle and it smells and appears to have some % of gasoline in it. That would account for the low boost condition I assume.

Sincerely,

[REDACTED]
The U.S. only investigated the flashpoint and found a striking feature.

It could also be the wrong fuel in the tank at the filling station!

I've asked a colleague to clarify whether the TouNF has filling protection!

At the same time, the analysis here in [REDACTED] did not reveal anything untoward (statement from [REDACTED] below!)

Regards [REDACTED]

Best regards

Non-responsive content removed

AUDI AG
[REDACTED]
74148 Neckarsulm

Non-responsive content removed

<http://www.audi.com>

Domicile/Sitz: Ingolstadt
Court of Registry/Registergericht: Amtsgericht Ingolstadt
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From: Non-responsive content removed
Sent: Monday, September 06, 2010, 12:26 PM
To: Non-responsive content removed
Cc:
Subject: Re: Result of report on RP1 drivetrain damage

Hi all,

Where does the suspicion of improper fueling come from?
Doesn't VW have improper fueling protection for the U.S.?
For which types and countries do we at Audi have improper fueling protection?
Expand for [REDACTED], etc.???

Hello [REDACTED]
☞ # Subject for the FB Q circle?

Best regards

Non-responsive content removed

From: Non-responsive content removed
Sent: Friday, September 03, 2010, 2:00 PM
To: Non-responsive content removed
Cc:
Subject: Re: Result of report on RP1 drivetrain damage

Hi all,

Here is the answer from [REDACTED] regarding the statement that the tappet is stuck, I will clarify if it is stuck due to the shavings, for if it isn't, that would be a new failure pattern!
As I interpret the pictures, it isn't a flipped tappet, yet there was still heavy distortion of the camshaft (since the valves are stuck and the engine failed with damage!)

Regards, [REDACTED]

Best regards

[REDACTED]

Thermodynamics and Application V6 TDI

AUDI AG

[REDACTED]
74148 Neckarsulm

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From: Non-responsive content removed
Sent: Wednesday, September 01, 2010, 10:27 AM
To: Non-responsive content removed
Cc:
Subject: RE: Result of report on RP1 drivetrain damage

Hello Mr. [REDACTED]

Please find attached the findings of the pump below. Unfortunately, the analysis of the fuel sample did not reveal anything untoward.

Best regards / mit freundlichen Grüßen

Non-responsive content removed

Robert Bosch GmbH

Non-responsive content removed

70442 Stuttgart
GERMANY
www.bosch.com

Non-responsive content removed

Registered Office: Stuttgart, Registration Court: Amtsgericht Stuttgart, HRB 14000;
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Bernd Bohr, Rudolf Colm, Volkmar Denner, Wolfgang Malchow, Peter Marks,
Peter Tyroller; Stefan Asenkerschbaumer, Uwe Raschke, Wolf-Henning Scheider

From: Non-responsive content removed
Sent: Tuesday, August 31, 2010, 3:20 PM
To: Non-responsive content removed
Cc:
Subject: Re: Result of report on RP1 drivetrain damage

Hello Mr. [REDACTED]

Here is the information I am aware of:

Installation of RP1 pump at 59916km, failure at 104732 = **44,816km**

The vehicle was run approx. 30,000km in Alaska; then transported to Phoenix by truck. There, the vehicle ran the rest of the distance until it died.

Continuous running staff exclude the possibility of incorrect fueling! The vehicle ran without any dropouts until the defect!

â–ª

Note from CR support in the U.S.: (to substantiate the sample!)

Flashpoints of all fuel samples:

- 119 deg F Fuel station in Tucson where vehicle was fueled at the last stop.
- 128 deg F Actual fuel in the tank of VW72610331 after pump failure
- 135 deg F Flashpoint of sample from APG ULSD storage tank

From this information, it does appear that the fuel in the Tucson station was likely diluted with unleaded fuel.

We did verify that our drivers did indeed fill from diesel pumps.

This is why a full analysis of the fuel is so important, since we only have a statement on the flashpoint!

What does the analysis look like after 3 weeks of vacation? Please give me brief feedback.

Regards, [Redacted]

Best regards

[Redacted]

AUDI AG

[Redacted]
74148 Neckarsulm

[Redacted]
Non-responsive content removed

<http://www.audi.com>

Domicile/Sitz: Ingolstadt

Court of Registry/Registergericht: Amtsgericht Ingolstadt

Commercial Register No./HRB Nr.: 1

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From: [Redacted]
Sent: Friday, August 06, 2010, 10:06 AM
To: [Redacted]
Cc: [Redacted]
Subject: Re: Result of report on RP1 drivetrain damage

Hello [Redacted]

Can you please provide some more data about the pump?

[Redacted]

- The pump failed in the U.S. (where exactly).
- Suspicion that the pump may have been fueled incorrectly.

Is there any indication that this was the last filling (juddering due to gasoline) or more likely at an earlier point?

How many km did the pump run?

The data sheet shows ~ 100 000km.

EA11003EN-01226[4]

Thanks and have a good vacation,

Best regards / mit freundlichen Grüßen

Non-responsive content removed

Robert Bosch GmbH

Non-responsive content removed

70442 Stuttgart

GERMANY

www.bosch.com

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Headquarters: Stuttgart, Court of Registry: Amtsgericht Stuttgart, HRB 14000;
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Bernd Bohr, Rudolf Colm, Volkmar Denner, Wolfgang Malchow, Peter Marks,
Peter Tyroller; Stefan Asenkerschbaumer, Uwe Raschke, Wolf-Henning Scheider

From: Non-responsive content removed
Sent: Thursday, August 05, 2010, 12:52 PM
To: Non-responsive content removed
Subject: RE: Result of report on RP1 drivetrain damage

Hello Non-responsive content removed

Do you know where the failure of the RP1 pump listed below took place, and therefore where the fuel originated?

Best regards / mit freundlichen Grüßen

BeQIK

Tel. [REDACTED]

From: Non-responsive content removed
Sent: Thursday, August 05, 2010, 11:17 AM
To: Non-responsive content removed
Cc: ed
Subject: Re: Result of report on RP1 drivetrain damage

Hello Mr. [REDACTED]

If that's the pump I received yesterday,

then it will probably be disassembled by next week.

The fuel analysis will be carried out [REDACTED] I don't expect that we will have a reply before CW35.

The [redacted] date we were promised will be communicated to you/Audi at the [redacted] meeting next week.

Best regards / mit freundlichen Grüßen

Non-responsive content removed

Robert Bosch GmbH

Non-responsive content removed

70442 Stuttgart
GERMANY
www.bosch.com

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Headquarters: Stuttgart, Court of Registry: Amtsgericht Stuttgart, HRB 14000;
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Bernd Bohr, Rudolf Colm, Volkmar Denner, Wolfgang Malchow, Peter Marks,
Peter Tyroller; Stefan Asenkerschbaumer, Uwe Raschke, Wolf-Henning Scheider

From: Non-responsive content removed
Sent: Thursday, August 05, 2010, 11:07 AM
To: Non-responsive content removed
Cc: ed
Subject: Result of report on RP1 drivetrain damage

Hello Mr [redacted]
Please provide a date by which a first statement will be made regarding the failed pump and the fuel!

Thanks and regards, [redacted]

Best regards

Non-responsive content removed

AUDI AG
[redacted]
74148 Neckarsulm

Non-responsive content removed

<http://www.audi.com>

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From: Non-responsive content removed
To: [REDACTED]
CC: [REDACTED]
Date: 09.26.2008 16:50:50
Subject:FW: Schedule of activities for C particle entrainment for rail system
Attachments: [EHC_0406 \[REDACTED\] Audi CP4 Q-meeting overview of activities against \(drivetrain damage\) Triebwerksschäden 22-09-2008.ppt](#)

[REDACTED] forwarding once again to you only. The mail did not reach you for some reason.

Yours sincerely,

From: Non-responsive content removed
Sent: Friday, 26 September 2008 17:39
To: Non-responsive content removed
Cc: [REDACTED]
Subject: FW: Schedule of activities for C particle entrainment for rail system

Hello [REDACTED]
Here, as agreed, the updated schedule of activities for C particle entrainment from the roller support.
We are working on it here.

Have a good weekend

<<EHC_0406_[REDACTED] Audi CP4 Q-Gespräch ??bersicht Aktivitäten gegen Triebwerksschäden 22-09-2008.ppt>>

Best regards

Non-responsive content removed

Robert Bosch GmbH

Non-responsive content removed

Tel.: [REDACTED]
PC-Fax: [REDACTED]
Mobile: [REDACTED]
Non-responsive content removed

Headquarters: Stuttgart
Court of Registry: Local Court of Stuttgart Commercial Registry no. 14000
Chairman of the Supervisory Board: Hermann Scholl;
Management Board: Franz Fehrenbach, Siegfried Dais;
Bernd Bohr, Rudolf Colm, Gerhard Kümmel, Wolfgang Malchow, Peter Marks;
Volkmar Denner, Uwe Raschke, Peter Tyroller

From: Non-responsive content removed
To: [REDACTED]
CC: [REDACTED]

Date: 5/11/2009, 5:02:00 PM
Subject: Re: Breakdown: KPM report 4987001
Attachments: [Metallspritzer-Verlauf CP4 Rollenschuh und Maßnahmenübersicht.msg](#)

Hello [REDACTED]

I wrote down the measures in the new KPM after the introduction measure 4914966 (field). There is also a [REDACTED] KPM from [REDACTED] (and one from VW)

I've summarized it in an e-mail as well:

>With best wishes

>

Non-responsive content removed

AUDI AG

Non-responsive content removed

>

>**From:** Non-responsive content removed
>**Sent:** Monday, May 11, 2009, 10:27 AM
>**To:** Non-responsive content removed
>**Cc:** [REDACTED]
>**Subject:** Re: Breakdown: KPM report 4987001

>

>Hello [REDACTED]

>

>I need your help on the topic to answer the questions. You've been in charge of this for a while. We as the engine plant are just sorely affected as well, like the many external customers.
>We need your know-how to ensure the quality of the answers to the questions. It seems that the topic in its entirety is unknown to [REDACTED].

>

>With best wishes

>Non-responsive content removed

>

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>
>AUDI: Non-responsive content removed
>Tel.: Non-responsive content removed
>Mobile: Non-responsive content removed
>mailto: Non-responsive content removed
><http://www.audi.com>

>
> <OLE object: image (metafile) >>
>
>
>

>From: Non-responsive content removed
>Sent: Monday, May 11, 2009, 7:52 AM
>To: Non-responsive content removed
>Cc: Non-responsive content removed

>Subject: Breakdown: KPM report 4987001

>
>Hello: Non-responsive content removed

>During the last regular meeting on breakdowns, Non-responsive content removed (among others) complained that the measures:

- >- known problem with the high-pressure pump from Bosch.
- >- various measures from the Bosch Company are not convincing.
- >To complete KPM report 4987001 and present it again, we need the following data.

>
>Analysis: Shavings in the high-pressure pump

- >Measures:
- >- known problem with the high-pressure pump from Bosch; which problem? Description? Cause?
 - >- Various measures from the Bosch company; what are they? Description? Report? Date used?

>
>Please add the missing data to the KPM report.

>
>Thank you!

>
>With best wishes

>
>Non-responsive content removed

>AUDI AG
>Non-responsive content removed

>
>Non-responsive content removed

>mailto: Non-responsive content removed
><http://www.audi.com>

>

EA11003EN-01339[2]

>Sitz/Domicile: Ingolstadt

>Court of Registry/Registergericht: Amtsgericht Ingolstadt

>Commercial Register No./HRB Nr.: 1

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>Vorstand/Board of Management: Rupert Stadler (Vorsitzender/Chairman), Ulf Berkenhagen, Michael Dick, Frank Dreves, Peter Schwarzenbauer, Axel Strotbek, Werner Widuckel

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>

From: Non-responsive content removed
To:

CC:

Date: 4/30/2009 07:32:00

Subject: Metal splashes curve for CP4 roller support and overview of measures

Attachments: [Monthly development MS 2008+2009 April.pdf](#)

... now with attachment,

i.e. in addition to the measures

New second supplier of roller (improved surface structure) and
roller straightedge test (separating out of peaks) is demonstrably the third important measure:
Optimized C-layer on the roller support (reduction of metal splashes), which has
been used **from May/June 2008 onwards**;
but it can also be seen that improvement potential was (is) still present.

3 further important measures for 2009 are :

Camera system for optimum display / present subjective detection of peaks/metal splashes
in the roller support (industrialization and partial introduction from mid May)
More rigorous test point in CP4.2 final checking for the selection of marginal NOK power trains due to failure
(1st.
partial full-scale test of 1,000 pieces running; 10,000 will follow in III/2009) and
Introduction of C2 instead of C3 layer on roller dome (reduction/prevention of fusion points on lateral surface
in addition to wear benefits)

[Registered for the Bosch-Audi Board of Management "Reliability Program" meeting is:](#)

Robust design of the CP4 power train in respect to fuels outside of Europe or Bosch standard

With best wishes,

[Redacted]

From: Non-responsive content removed
Sent: Friday, April 24, 2009 4:27 PM
To: Non-responsive content removed
Cc: [Redacted]
Subject: Subject: Metal splashes curve for CP4 roller support

Dear Sirs,

Please find attached the statistical presentation of the metal splashes for both systems as discussed yesterday:

Best regards,

Non-responsive content removed

Non-responsive content removed

www.bosch.com

Non-responsive content removed

Based in: Stuttgart, Court of Registry: Stuttgart District Court, HRB 14000;
Chairman of the Supervisory Board: Hermann Scholl; Executive Board: Franz Fehrenbach, Siegfried Dais;
Bernd Bohr, Rudolf Colm, Volkmar Denner, Gerhard Kümmel, Wolfgang Malchow, Peter Marks,
Peter Tyroller; Uwe Raschke

From: Non-responsive content removed
To: [REDACTED]

CC: [REDACTED]

Non-responsive content removed

Date: 6/15/2009, 1:24:53 PM
Subject: CP4 piston seizure
Attachments: [FEA 2009 06 10 Status Kolbenfresser.pdf](#)

Hello,

Please find attached, as discussed, the documents shown on Tuesday (FeP) and Wednesday ([REDACTED]) on the subject of CP4 piston seizure

Hello [REDACTED]

I would like to discuss the subject with you after the change meeting on 06/17/2009.

Best regards / mit freundlichen Grüßen

[REDACTED]

Robert Bosch GmbH

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www.bosch.com

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Peter Tyroller; Uwe Raschke

EA11-003

VW

6/15/2012

WAVE 12

From: Non-responsive content removed

To:

CC:

Date: 9/23/2009, 12:37:00 PM

Subject: Re: Minutes of CP4 meeting, disassembly audit (09/11/09)

Attachments: [Anlage 1 - Übersichtstabelle.pdf](#)
[Protokoll 090911 CP4 Zerlegeaudit.pdf](#)
[Anlage 2 - Übersichtstabelle-Bewertung.pdf](#)

For your information.

... what can you do when the scratches are so fine that they lie within the Rz tolerance???
But the Bosch people weren't pleased with the fact that something could be found in every pump either.
I think we should open some more pumps after introduction of the measures.

will you and track the introduction of measures?

, you were mentioned (locating pin, P. 3).

With best wishes

From: Non-responsive content removed
Sent: Wednesday, September 23, 2009, 8:40 AM

Non-responsive content removed

Subject: Minutes of CP4 meeting, disassembly audit (09/11/09)

Hello,

Please find attached the minutes from the CP 4 quality meeting between Audi and Bosch, on 09/11/09 in on the subject of "CP4 disassembly audit".

The tables shown during the meeting are also attached.

The discussed images will be sent in separate mails due to their file size.

Best regards / mit freundlichen Grüßen

Robert Bosch AG

Non-responsive content removed
logy,
arranty

www.bosch.at

Non-responsive content removed

Headquarters: Robert Bosch Aktiengesellschaft, A-1110 Vienna, Geiereckstrasse 6, Court of Registry: FN 55722 w HG-Vienna

Chairman of the Supervisory Board: Robert Hanser; Management: Dr. Karl Strobel

Seq. No.	Lab Report	BWN	TTNR	FD	Modul	SN	Striking															Remark
							Rust stains CH	Scuffing camshaft	Shaving on locating pin	O ring CH abrasion	Ext cladding piston bore rust	Roller, external scratches	Gap compensation disc Contact bearing flange	Very slight traces on piston	Tappet bore bottom edge, very small ridge	Transverse passage inlet edge tor interior, ridge	Tappet body run marks	Impact point on cylinder wall CH	Circumferential mark on piston	Stress marks on piston	Impact mark abutting face Bushing in pump housing	
1	7/22/2009	515	507	7/9/2008	5	213	1.2	1.3, 1.4	1.5											1.6		
2	6/19/2009	11	507	6/10/2009	2	1166			2.2	2.3	2.4	2.5	2.6	2.7	2.8	2.9	2.10		h			
3	6/30/2009	11	507	6/23/2009	2	1646								3.2								
4	7/10/2009	515	507	6/25/2009	3	910									4.2, 4.3						Housing from JhP	
5	7/22/2009	11	507	7/4/2009	2	1260			5.4								5.2, 5.3					
6	7/30/2009	515	611	7/13/2009	5	156			6.5		6.4							6.2, 6.3				
7	7/1/2009	11	611	6/18/2009	1	819	7.3, 7.4		7.2		7.7, 7.8								7.5, 7.6			
8	7/2/2009	11	611	6/20/2009	2	715	8.3, 8.4, 8.5, 8.6	8.1			8.7, 8.8, 8.9		8.10, 8.11								No rust	
9	7/10/2009	11	611	7/2/2009	2	507	9.2		9.7, 9.8		9.6		9.4, 9.5									
10	7/22/2009	11	611	7/9/2009	2	31	10.2		10.6									10.4, 10.5		10.7, 10.8		

 To FeP for inspection

Legend (f. rating)

From: Non-responsive content removed

To:

CC:

Date: 1/29/2010, 2:18:31 PM

Subject: Robustness package 1 CP4

Attachments: [Auszug_2006.pdf](#)

Dear Sirs,

When looking through old documents, I came across a presentation from the year 2006, in which a significant cause for tappet turning and drive damage to the CP4 is known: the interaction between roller and roller support.

Four years later, this same fact is being pointed out as the solution to all our problems. What prevented us from implementing this finding earlier?

Best regards,

Non-responsive content removed

VOLKSWAGEN AG

Domicile/Sitz: Wolfsburg

Court of Registry/Registergericht: Amtsgericht Braunschweig

HRB Nr./ Commercial Register No.: 100484

Chairman of the Supervisory Board/Vorsitzender des Aufsichtsrats: Ferdinand Piëch

Vorstand/Board of Management: Martin Winterkorn (Chairman/CEO), Francisco J. Garcia Sanz, Jochem Heizmann, Horst Neumann, Hans Dieter Pötsch

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From: Non-responsive content removed
To: [REDACTED]
CC: [REDACTED]

Date: 1/13/2011, 11:48:00 AM
Subject: Re: QMB / Special Notice

Hello [REDACTED]

Since its SOP in 05/2007, the CP4 high-pressure fuel pump, in cooperation with Bosch, has constantly improved in quality.

There the first package of measures (MP1) was introduced around 06/2008 and a second one (MP2) in 06/2009.

The problems occurred primarily in countries outside of [REDACTED] due mostly to poor fuel quality outside the EN590 standard.

Upon request by customer service [REDACTED] after introduction of the MP2, I recalled all CP4s without MP2 worldwide, through the OP service.

It was agreed to use these items in [REDACTED] since no noteworthy problems had occurred here since mid/late 2008.

The pumps returned by OP were not reworked at Audi/VW!

They were sold in [REDACTED] in the technical state in which they were returned.

I selected the "Audi - reworked in QMB" field because the other three alternatives, "%" or "Supplier – inspection report" or "Audi – scrap" were completely wrong (but I had to make a selection).

I considered the "reworking" to include the "targeted delivery in [REDACTED]

The USA 059 130 755 AL pumps were not returned to the U.S., but used for [REDACTED] EU6 vehicles (pump = identical part).

The 03L 130 755 -/A pumps were only installed in [REDACTED] as well. The superior pump 03L 130 755 A (with a C layer on the rod) can also be installed in [REDACTED]

Best regards

[REDACTED]

AUDI AG

[REDACTED]

<http://www.audi.com>

Domicile/Sitz: Ingolstadt
Court of Registry/Registergericht: Amtsgericht Ingolstadt
Commercial Register No./HRB Nr.: 1

Chairman of the Supervisory Board/Vorsitzender des Aufsichtsrats: Martin Winterkorn
Vorstand/Board of Management: Rupert Stadler (Vorsitzender/Chairman), Ulf Berkenhagen, Michael Dick, Frank Dreves, Peter Schwarzenbauer, Thomas Sigi, Axel Strotbek

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=====

-----Original message-----

From: Non-responsive content removed
Sent: Thursday, January 13, 2011, 10:57 AM
To: Non-responsive content removed
Cc:
Subject: QMB / Special Notice

Hello

There has been an OP parts recall for the TDI HPP (which we have to report to NHTSA in the framework of the request...)

I received your QMB from [redacted] which states that the parts from the series were to be used with a reference to reworking. I have two questions regarding this...

Why were the OP stores cleared out and what was done with these pumps (in the reworking); were they then returned to the U.S. series or installed in RoW?

Thank you &
Best wishes,

[redacted]

-----Original message-----

From: Non-responsive content removed
Sent: Wednesday, October 27, 2010, 3:42 PM
To: Non-responsive content removed
Cc:
Subject: Re: E-mail to: STORMS_15.pdf

Hello

As we discussed.
The QMB is from Audi,
the special notification with signature is attached.

With best wishes

[redacted]

Non-responsive content removed

VOLKSWAGEN AKTIENGESELLSCHAFT

Non-responsive content removed

Phone Non-responsive content removed

Fax +49

mailto:

<http://www.volkswagen-original-teile.de/>

VOLKSWAGEN AG

Domicile/Sitz: Wolfsburg

Court of Registry/Registergericht: Amtsgericht Braunschweig

HRB Nr./ Commercial Register No.: 100484

Chairman of the Supervisory Board/Vorsitzender des Aufsichtsrats: Ferdinand Piëch

Vorstand/Board of Management: Martin Winterkorn (Vorsitzender/Chairman), Francisco J. Garcia Sanz, Jochem Heizmann, Christian Klingler, Horst Neumann, Hans Dieter Pötsch, Rupert Stadler

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-----Original message-----

From: Non-responsive content removed

Sent: Wednesday, October 27, 2010, 10:53 AM

To: Non-responsive content removed

Cc: ed

Subject: E-mail to: [redacted]_15.pdf

Hello [redacted]

As part of an official query in the U.S., the attached document was identified as potentially relevant for submission.

You are listed as the "Author", but it does not bear any signatures.

--> Was the special notice activated?

Thank you &
Best wishes,

Non-responsive content removed

From: Non-responsive content removed
To:
CC:

Date: 3/28/2008 3:11:00 PM
Subject: FW: Start-up report for R4 CR in B (KW 13)
Attachments: [Triebwerkschäden Audi Györ 080327.pdf](#)
[Anlaufbericht R4CR in B8 26 03 08.pdf](#)

Hi

The drivetrain damage has nothing to do with the ZP7 (except [REDACTED] almost a year ago - intrinsic error) or the field, so I don't think that they have any place in this report.

So far the issue has only been seen internally at Bosch and in our cold test. Of course, we're working very hard on the matter. I am also not happy with the success rate! I will be on site again for this on 10/04.

In the ZP7 and field we had problems with ZME O-ring shearing and particulate intake valve (not shown here, but widely distributed by me/Bosch). For half a year now there have been no malfunctions at Audi or VW with the CP4.2 V6-TDI. For the CP4.1 (R4-CR) 50 - 70 ppm there have, however, been some issues (see drivetrain damage picture on page 1).

At the moment, no-one is calling for reconstruction of the mounting (design error) since the pump was new!

The tappet anti-rotation lock is currently a priority again for [REDACTED] and VW development phase; [REDACTED] and I are not still not that convinced since, according to Bosch, the tappet rotator is only the end damage of a seizing/blocked roller. NB: every additional newly installed part / group of parts in the pump is a new opportunity for malfunction especially if not tested widely and in depth. The Bosch results up until now (several variants inspected) were also not very successful, and recently not pursued so intensively.

PS: I don't agree with the way that the issue is being represented in the report; however that is up to the author.

Actually I should have chosen the same distribution list as Mr [REDACTED] but I will stick to my technical level, where I communicate about the CP4.

Kind regards

>

Diesel injection systems

AUDI AG

Non-responsive content removed

85045 Ingolstadt

Non-responsive content removed

> _____ >

>From: Non-responsive content removed

>Sent: Thursday, March 27, 2008 7:53 AM

>To: Non-responsive content removed

>Subject: FW: Start-up report for R4 CR in B (KW 13)

>

>Hi

>

>do the formulations work in HDP??

>

>Kind regards

>

Non-responsive content removed

>Subject: Start-up report for R4 CR in B (KW 13)

>

>Dear colleagues,

>

>Please find attached the current report.

>

>


>

>

>Kind regards

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Non-responsive content removed



From: Non-responsive content removed
To: [REDACTED]
CC: [REDACTED]
Date: 3/19/2010, 6:40:47 PM
Subject: Documents for meeting on 3/22/2010
Attachments: [Gespräch 22 3 10.pdf](#)

Hello,
On behalf of [REDACTED], I have attached the documents discussed today for the meeting in [REDACTED] on 03/22/2010.

Best regards / mit freundlichen Grüßen

Non-responsive content removed
[REDACTED]

Headquarters: Stuttgart, Court of Registry: Amtsgericht Stuttgart, HRB 14000;
Chairman of the Supervisory Board: Hermann Scholl; Management: Franz Fehrenbach, Siegfried Dais;
Bernd Bohr, Rudolf Colm, Volkmar Denner, Gerhard Kümmel, Wolfgang Malchow, Peter Marks,
Peter Tyroller; Uwe Raschke

From: Non-responsive content removed
To: [REDACTED]
CC: [REDACTED]
Date: 6/15/2011, 5:14:21 PM
Subject: Re: Agenda_BP-EA_Date 06/10/2011
Attachments: [CP4 RP Einheitspumpe150611.ppt](#)

Draft presentation. Do I need to change anything?

From: Non-responsive content removed
Sent: Wednesday, June 15, 2011, 2:25 PM
To: Non-responsive content removed
Subject: Re: Agenda_BP-EA_Date 06/10/2011

Hello [REDACTED]

Here is the draft for [REDACTED]:

< File: CP4_RP_Einheitspumpe.ppt >>

and the latest overheads from [REDACTED]

< File: pages from 1580_EHC2_Nie_WWU_general_V2.pdf >> < File: DS-002051119_619 CP4 Rollenstoessel RP1+.pdf >> < File: 1773_EHC1_La_CP4 Rollenstoessel RP1+_ENP.pdf >> < File: Robustheitspakete.pdf >>

Regards, [REDACTED]

From: Non-responsive content removed
Sent: Wednesday, June 15, 2011, 11:22 AM
To: Non-responsive content removed
Cc: [REDACTED]
Subject: Agenda_BP-EA_Date 06/10/2011

Hello [REDACTED]

Please provide the latest information on the topics of the standard pump by noon tomorrow, so I can present it tomorrow at EA-BP. The contents should be clear; I've already explained it. Please take the figures from BP and technical package contents into account. The RP0 failure is an open question, being clarified by BOSCH. We are also showing some of what BOSCH has planned. But please include all this in the EA overheads, suitable for presentation to the department manager.

Best regards,

[REDACTED]

< File: 2011-06-16_Agenda_BP-EA_Stand-10-06-2011_V1.ppt >>

From: Non-responsive content removed
To: [redacted]
CC: [redacted]
Date: 6/2/2009, 1:43:20 PM
Subject: Re: Non-responsive content removed
Attachments: [0664 EHP4 \[redacted\], Audi, Kraftstoffqualität \[redacted\] 07-04-2009.ppt](#)
[686 V02 EHP CP4 Robustheit.pdf](#)

Hi all,

Please find attached the documents that [redacted] presented at the last technical discussion.

With best wishes

Non-responsive content removed

74146 Neckarsulm

Non-responsive content removed

Domicile/Sitz: Ingolstadt
Court of Registry/Registergericht: Amtsgericht Ingolstadt
Commercial Register No./HRB Nr.: 1
Chairman of the Supervisory Board/Vorsitzender des Aufsichtsrats: Martin Winterkorn
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From: Non-responsive content removed
Sent: Thursday, May 07, 2009, 11:44 AM
To: Non-responsive content removed
Subject: [redacted] / CP4 robustness

Hello [redacted]

For your information, as promised yesterday.

Please treat it confidentially - the slide is still in process - thank you!

Best regards / mit freundlichen Grüßen

Non-responsive content removed

Robert Bosch GmbH
Non-responsive content removed
PO box 30 02 20
70442 Stuttgart
GERMANY
www.bosch.com

Non-responsive content removed

Headquarters: Stuttgart, Court of Registry: Amtsgericht Stuttgart, HRB 14000;
Chairman of the Supervisory Board: Hermann Scholl; Management: Franz Fehrenbach, Siegfried Dais;
Bernd Bohr, Rudolf Colm, Volkmar Denner, Gerhard Kümmel, Wolfgang Malchow, Peter Marks,
Peter Tyroller; Uwe Raschke

From: Non-responsive content removed

To:

CC:

Date: 1/29/2010, 2:18:31 PM

Subject: Robustness package 1 CP4

Attachments: [Auszug_2006.pdf](#)

Dear Sirs,

When looking through old documents, I came across a presentation from the year 2006, in which a significant cause for tappet turning and drive damage to the CP4 is known: the interaction between roller and roller support.

Four years later, this same fact is being pointed out as the solution to all our problems. What prevented us from implementing this finding earlier?

Best regards,

Non-responsive content removed

Volkswagen AG

Non-responsive content removed

VOLKSWAGEN AG

Domicile/Sitz: Wolfsburg

Court of Registry/Registergericht: Amtsgericht Braunschweig

HRB Nr./ Commercial Register No.: 100484

Chairman of the Supervisory Board/Vorsitzender des Aufsichtsrats: Ferdinand Piëch

Vorstand/Board of Management: Martin Winterkorn (Chairman/CEO), Francisco J. Garcia Sanz, Jochem Heizmann, Horst Neumann, Hans Dieter Pötsch

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From: Non-responsive content removed
To: [Redacted]
CC: [Redacted]
Date: 3/19/2010, 11:42:09 AM
Subject: Presentation 3/22/2010 [Redacted]
Attachments: [Gespräch 22.3.10.ppt](#)

Here is the presentation discussed with [Redacted]
Please distribute to [Redacted]...
Sorry, but I don't have their e-mail addresses.

Changes should be contributed to the [Redacted] meeting at 4:30 p.m.

Best regards / mit freundlichen Grüßen

Non-responsive content removed

Headquarters: Stuttgart, Court of Registry: Amtsgericht Stuttgart, HRB 14000;
Chairman of the Supervisory Board: Hermann Scholl; Management: Franz Fehrenbach, Siegfried Dais;
Bernd Bohr, Rudolf Colm, Volkmar Denner, Gerhard Kümmel, Wolfgang Malchow, Peter Marks,
Peter Tyroller; Uwe Raschke

From: Non-responsive content removed

To:

CC:

Date: 7/9/2010, 9:47:44 AM

Subject: Minutes of team 1 follow-up meeting / part 2

Attachments: [Teil 2 007081 01 team 1 folgegesprach nsu 100707.pdf](#)

Hi all,
Please find attached the second part of the minutes.

Regards and have a nice day,

Non-responsive content removed

Best regards / mit freundlichen Grüßen

Non-responsive content removed

Robert Bosch GmbH

Non-responsive content removed

GERMANY
www.bosch.com

Non-responsive content removed

Headquarters: Stuttgart, Court of Registry: Amtsgericht Stuttgart, HRB 14000;
Chairman of the Supervisory Board: Hermann Scholl; Management: Franz Fehrenbach, Siegfried Dais;
Bernd Bohr, Rudolf Colm, Volkmar Denner, Gerhard Kümmel, Wolfgang Malchow, Peter Marks,
Peter Tyroller; Uwe Raschke

From: Non-responsive content removed
To: [Redacted]

CC:

Date: 11/17/2010, 6:50:53 PM

Subject: urgent: Top Q meeting with Bosch on 11/19/10

Attachments: [1.1 Audi Dieselhochdruckpumpe \[Redacted\] 16 11 10 \(2\).pdf](#)
[1.1 CP4.2 Triebwerk .pdf](#)
[1.1 d backup CP4 1 Triebwerk .pdf](#)
[1.3 CP4 Sauberkeit v6.pdf](#)

5 Non-responsive attachments removed

[Redacted]

Please review the HPP presentations again. It looks like everything has been discussed with BOSCH, but just to be sure.

[Redacted]

Can you please send me a backup on Thursday describing why you think we are better off vis-a-vis AUDI with regard to LP supply if we are not under supplied, what are future plans are for changes to the software and data for VW (and AUDI) are, and what a logical verification of the current 6-bar LP concepts could look like, together with BOSCH, to ensure an ok condition. We also need an evident demand for the pressure sensor before the HPP, analogous to BMW (including an initial estimated price).

I made an offer to Mr. [Redacted] last Monday that we can visit the plants that install the CP4.1 (CP4 and CP8) and that we want to look at a couple of pumps together, post-commissioning, for examination. This makes initial sense with regard to the risk of preliminary damage to the pumps at our plants, but will have to be supported up-close.

Best regards,

[Redacted]

>
>From: Non-responsive content removed
>Sent: [Redacted]
>To: [Redacted]

>Subject: Documents: Top Q meeting with Bosch on 11/19/10

>
>Dear Sir/Madam,

>
>Please find enclosed the presentations for the individual agenda items.

>
>
>
>
>
>Best regards

>
Non-responsive content removed

>Volkswagen Aktiengesellschaft

>[Redacted]
>38436 Wolfsburg

>
Non-responsive content removed

>
>

From: Non-responsive content removed
To:

CC:

Date: 25/02/2008 19:08:39

Subject: Outcome of telecon on 21/02/2008 CP4 measures from residual dirt / cleanliness vo workshop

Attachments: [VW_080220_Fazit Restschmutzreduzierungs WS Flansch und Gehäuse MOE11.pdf](#)
[KV_CP4_Workshop_Sauberkeit.pdf](#)

Gentlemen,

For our teleconference together, please find attached the measures which were presented to you and agreed upon with you for increasing cleanliness and reducing residual dirt in our CP4 production/installation.

[Slides - CP4 measures from the residual dirt/cleanliness workshop](#)

<<VW_080220_Fazit Restschmutzreduzierungs WS Flansch und Gehäuse_MOE11.pdf>>
<<KV_CP4_Workshop_Sauberkeit.pdf>>

Summary and decisions:

- The measures increase cleanliness and reduce particulates in the fields of influence identified to date. Additional excitations or points were added to the slides during the teleconference.
- The decision is that Audi and VW agree to adopt the measures in full.
- Work on the open points will take place at the same time as the introduction (see note in the slides)
- Further status reports on the introduction will be given during the next change discussion on 27/03/2008 in [REDACTED].

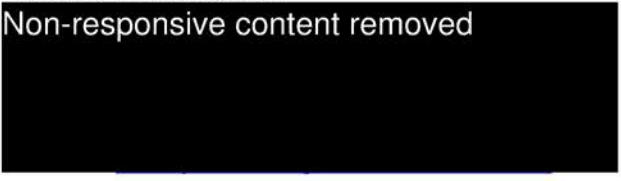
We'd be happy to help if you have any further questions.

Kind regards,

Non-responsive content removed

EA11003EN-01743[1]
Robert Bosch GmbH

Non-responsive content removed



Robert Bosch GmbH, registered office: Stuttgart, registration court: local court Stuttgart HRB 14000 Hermann Scholl;
management: Bernd Bohr, Wolfgang Chur, Rudolf Colm, Gerhard Kümmel, Wolfgang Malchow, Peter Marks;
Volkmar Denner, Peter Tyroller

From: Non-responsive content removed
To: [Redacted]

CC:

Date: 12/20/2010, 11:12:56 AM

Subject: Re: Status of Bosch CP4.2 high-pressure fuel pump, incl. [Redacted] use

Attachments: [Notiz H \[Redacted\] HDP \[Redacted\] 14 12 2010 docx 2010-12-14 120448.pdf](#)
[161210 Status Bosch Hochdruckpumpe CP4 2.pdf](#)

Please keep an eye on this.

Best regards,

[Redacted]

>
>-----
>>From: Non-responsive content removed
>>Sent: Friday, December 17, 2010, 3:30 PM
>>To: Non-responsive content removed
>>Subject: Re: Status of Bosch CP4.2 high-pressure fuel pump, incl. [Redacted] use

>
>
>
>-----
>>From: Non-responsive content removed
>>Sent: Thursday, December 16, 2010, 10:41 AM
>>To: Non-responsive content removed
>>Subject: Re: Status of Bosch CP4.2 high-pressure fuel pump, incl. [Redacted] use

>
>
>
>
>
>-----
>>From: Non-responsive content removed
>>Sent: Thursday, December 16, 2010, 10:24 AM
>>To: Non-responsive content removed

>>Subject: Status of Bosch CP4.2 high-pressure fuel pump, incl. China use

>
>
>Hello gentlemen,
>
>Please find attached a summary status on the situation with the Bosch HPP.
>
>The important thing for us is a decision on the additional quality improvement measures.

>Regards
>[Redacted]

>
>
>Attachments

>
>
>
>
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>
>
>
>
>

From: Non-responsive content removed

To:

CC:

Date: 3/11/2010, 2:59:00 PM

Subject: Re: Residual tank contamination

Attachments: [123 Befundung CP4](#) [Non-responsive content removed](#) [161209.pdf](#)

Hello [Non-responsive content removed](#)

Re 1) Filter change every 60,000 km.

Re 2) An analysis for [Non-responsive content removed](#) is attached. You can have more documents if you wish.

Can you please let me know when you'll be ready?
(our meeting was on 02/09).

>With best wishes

>

[Non-responsive content removed](#)

>

>Von: [Non-responsive content removed](#)

>Sent: Thursday, March 04, 2010, 8:42 AM

>To: [Non-responsive content removed](#)

>Cc: [Non-responsive content removed](#)

>Subject: Re: Residual tank contamination

>

>Hello [Non-responsive content removed](#)

>

>I'm still clarifying things.

>

>- With EF-41, whether the tanks for [Non-responsive content removed](#) can be moved to their budget

>- Complete feedback from the Bosch development managers regarding particle compatibility and complete test bench results are still pending, the first answer was

>not very detailed.

>- Flush tank in total and determine weight as total quantity of particles

>- Ultimately flush with approx. 0.5l Diesel and pour into a glass container, then analyze in the lab.

>

>

>In addition: (information for risk assessment)

>

>Question 1: >What are the exchange intervals of the Diesel filter in the engine compartment, after 60 tkm or specifically shorter for this case??

>

>Question 2: Which Diesel components and/or additives are the cause of the HPP damage, specifically in [Non-responsive content removed](#)

>

>

>

>Best regards

>

Non-responsive content removed

>

Non-responsive content removed

>

>AUDI AG

Non-responsive content removed

>85045 Ingolstadt

Non-responsive content removed

>www.audi.com

>

>

>Von: Non-responsive content removed

>Sent: Monday, March 01, 2010, 10:32 AM

>To: Non-responsive content removed

>Subject: Residual tank contamination

>

>Hello

>

>How far along are you with your investigations?

>I had a talk with KD and Mr. [redacted] on Friday due to the [redacted] failures of the Q7 V6 and V12.

>Please get in touch.

>Thank you.

>

>Best regards

>

Non-responsive content removed

>

>AUDI AG

Non-responsive content removed

>85045 Ingolstadt

Non-responsive content removed

From: Non-responsive content removed
To: [Redacted]
CC: [Redacted]
Date: 12/14/2009, 4:38:00 PM
Subject: Re: Documents for [Redacted]
Attachments: [TS Wochenstatus 11 12 09.ppt](#)
[AUDI CP4 Wochenbericht 10 12 2009 V3.ppt](#)
[K-GQ Abrechnungen Hochdruckpumpe CP4.ppt](#)

Hello [Redacted]

This was sent to Messrs [Redacted] on Friday.

>With best wishes

>

[Redacted]

>

>Von: [Redacted]
>Sent: Friday, December 11, 2009, 2:45 PM
>To: [Redacted]
>Subject: Documents for [Redacted]

>

>For discussion:

>

>

>With best wishes

>

Non-responsive content removed

>

>AUDI AG

[Redacted]

>85045 Ingolstadt

Non-responsive content removed

>

>Sitz/Domicile: Ingolstadt
>Court of Registry/Registergericht: Amtsgericht Ingolstadt
>Commercial Register No./HRB Nr.: 1
>Chairman of the Supervisory Board/Vorsitzender des Aufsichtsrats: Martin Winterkorn
>Vorstand/Board of Management: Rupert Stadler (Vorsitzender/Chairman), Ulf Berkenhagen, Michael Dick, Frank Dreves, Peter Schwarzenbauer, Axel Strotbek, Werner Widuckel

>

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>

From: Non-responsive content removed

To:

CC:

Date: 3/19/2010, 8:35:51 AM

Subject: Presentation: Task force status

Attachments: [1028_V09_EHP4](#) Non-responsive content removed [Status Task Force CP4 Triebwerk, 17-03-2010.pdf](#)

Hello 

Please find enclosed the shown presentation by the CP4 drivetrain task force of 03/17/2010.

Best regards / mit freundlichen Grüßen

Non-responsive content removed

Robert Bosch GmbH

Non-responsive content removed

Headquarters: Stuttgart, Court of Registry: Amtsgericht Stuttgart, HRB 14000;
Chairman of the Supervisory Board: Hermann Scholl; Management: Franz Fehrenbach, Siegfried Dais;
Bernd Bohr, Rudolf Colm, Volkmar Denner, Gerhard Kümmel, Wolfgang Malchow, Peter Marks,
Peter Tyroller; Uwe Raschke

EA11-003

VW

6/15/2012

WAVE 13

From: Non-responsive content removed
To: [REDACTED]

CC:

Date: 9/14/2010, 6:18:44 PM

Subject: Bosch documents, Part 1

Attachments: [15-09-2010.ppt](#)

Please distribute further after review

Best regards / mit freundlichen Grüßen

BeQIK

Non-responsive content removed

From: Non-responsive content removed

To:

CC:

Date: 5/3/2011, 5:03:30 PM

Subject: Re: EU5 for [REDACTED]

We'll do that.

Best regards,

[REDACTED]

From: Non-responsive content removed

Sent: Tuesday, May 03, 2011, 7:06 AM

Non-responsive content removed

Subject: Non-responsive content removed

Importance: High

Good morning colleagues,

[REDACTED] is completely correct in stating that incorrect interpretation of the current country list is possible. For this reason, I will have to withdraw the [REDACTED] approvals in several countries and flag them accordingly. Please notify me immediately as soon as the appropriate AWP pump is available for [REDACTED] engines.

Best regards

From: Non-responsive content removed

Sent: Monday, May 02, 2011, 3:29 PM

To: Non-responsive content removed

Subject: Re: EU5 for [REDACTED]

FYI. I didn't see that you weren't included in the distribution list...

Non-responsive content removed

Sent: Monday, May 02, 2011, 3:27 PM

Non-responsive content removed

Subject: Re: Non-responsive content removed

Hello [REDACTED]

That is the exact problem. I am aware of such connections, thanks to many meetings with you. But to prevent engines from being approved incorrectly, you have to carve this information in stone.

But for an outsider, without [REDACTED] background, the [REDACTED] engine is approved for [REDACTED] in the diesel list of countries. It doesn't help to write AWP at the end if it says [REDACTED] approved beforehand. This diesel country list mustn't be a collection of desires, but rather has to reflect existing facts. If you demand an AWP for a market and it isn't available for the corresponding engine, then that engine is blocked. But this is just what the list does not indicate. As such, you leave the doors wide open for incorrect approvals. Please don't misunderstand me. I will not approve the engine in a vehicle without your general approval. But because not all the vehicle approvals cross my desk and anyone can interpret the diesel country list differently, this could result in incorrect approvals.

Best regards,

Non-responsive content removed

From: [REDACTED]
Sent: Monday, May 02, 2011, 2:19 PM
To: [REDACTED]
Cc: [REDACTED]
Subject: Re: [REDACTED]

That's simply due to the fact that we don't have an AWP pump in the [REDACTED] engine. If this assembly engine existed, we'd be back together again.

Regards

Non-responsive content removed

Non-responsive content removed

Sent: Mon May 02 13:25:41 2011
Subject: Re: [REDACTED]

Hi all,

First of all, thanks for the feedback.

I'm afraid I have a general question for you [REDACTED] people. I see the [REDACTED] country list as an official, binding approval list, since it has been (or at is at least supposed to have been) coordinated with everyone involved. As the example

of [REDACTED] shows, however, discrepancies can occur. According to the [REDACTED] country list, the [REDACTED] market is approved for [REDACTED] engines, although [REDACTED] has made an oral veto.

We have received nothing in writing from [REDACTED] despite a request.

As a result, a project manager without internal [REDACTED] knowledge could look at the [REDACTED] country list and see that [REDACTED] has granted an [REDACTED] approval for [REDACTED]s and, accordingly

grant an approval carelessly.

Please coordinate better in this regard! I am trying to compile all your information as best I can. But you may be shooting yourselves in the foot here.

Best regards,

[REDACTED]

From: [Non-responsive content removed]

Sent: Wednesday, April 27, 2011, 10:41 AM

To: [Non-responsive content removed]

Cc: [REDACTED]

Subject: EU5 for [REDACTED]

Hello [REDACTED]

Over the last four years, the diesel fuel available in [REDACTED] has proven to have a continuous, stable, uncritical quality level. Based on the sulfur content ($S < 50$ ppm), the use of [REDACTED] in this market is possible without problems. In addition, in recent years, good lubricity properties ($HFRR < 460 \mu\text{m}$) in the market were documented in both summer and winter. To date, we have found no signs for any addition of gasoline and/or kerosene to the diesel fuel. We have to ensure that vehicles that are intended for [REDACTED] are not sold to the much more critical neighboring countries

[Non-responsive content removed]

But it is essential that [REDACTED] make a statement on this.

Best regards

[REDACTED]

[Non-responsive content removed]

[Non-responsive content removed]

[REDACTED]

EA11003EN-01874[3]

From: Non-responsive content removed
Sent: Tuesday, April 26, 2011, 9:08 AM
To: Non-responsive content removed
Cc: Non-responsive content removed
Subject: Re: EU5

Hello [redacted] colleagues,

Please make a factual statement on the subject. Please coordinate your answer with [redacted] is currently approved [redacted]

Best regards,

[redacted]

From: Non-responsive content removed
Sent: Tuesday, April 26, 2011, 9:02 AM
To: Non-responsive content removed
Cc: Non-responsive content removed
Subject: Re: EU5

Hello [redacted]

Could you please obtain a plausible explanation as to why the EU5 engines have been blocked in [redacted] (DPF)? The background is that we need to notify our importer accordingly. Particularly since VW Commercial Vehicles still ships EU5 engines to [redacted]. That doesn't make any sense to me!

Please provide feedback.

Regards, [redacted]

From: Non-responsive content removed
Sent: Sunday, April 24, 2011, 7:41 PM
To: Non-responsive content removed
Cc: Non-responsive content removed
Subject: Re: EU5

Hello [redacted],

As you can see, we need to have an explanation as to why we have blocked the [redacted] for [redacted]

According to my information, Volkswagen Commercial Vehicles still ships [redacted] engines to [redacted]

The importer has to submit a plausible explanation to the dealerships.

Is there any way to get that from our colleagues in Technology.

Best regards,

Non-responsive content removed

From: [Non-responsive content removed](#)

Sent: Thursday, April 21, 2011, 1:53 PM

To: Non-responsive content removed

Cc:

Subject: EU5

Dear [Non-responsive content removed](#)

We have contacted Audi and Skoda in [Non-responsive content removed](#) and found out that ALL the engines that they supply are [Non-responsive content removed](#). In this connection we cannot really understand why the ordering of such engines from VW is not approved. Could you please discuss this matter with your colleagues?

Thank you.

Regards,

Non-responsive content removed

From: Non-responsive content removed
To: [Redacted]

CC:

Date: 9/16/2010, 10:19:13 PM

Subject: Re: FPQ VW 09/21/2010 HPP failures

Attachments: [FPQ 21-09-10 Hochdruckpumpe v4.ppt](#)

Hi all,
I will not send 30 overheads as a board proposal!!!
Here is my suggestion on 2 overheads. Please provide feedback by 8:00 a.m. tomorrow, then I'll send it out!
Regards

Non-responsive content removed

>
>

> **From:** Non-responsive content removed
> **Sent:** Thursday, September 16, 2010, 6:37 PM
> **To:** Non-responsive content removed
> **Cc:** [Redacted]
> **Subject:** Re: FPQ VW 09/21/2010

>
> ... now with attachment (I had to delete the mail recipients to check – outlook)
> < File: FPQ VW 21.09.2010.ppt >>
>
> Best regards

> Non-responsive content removed

>

> **From:** Non-responsive content removed
> **Sent:** Thursday, September 16, 2010, 6:11 PM
> **To:** Non-responsive content removed
> **Cc:** [Redacted]
> **Subject:** FPQ VW 09/21/2010

> Hello [Redacted]

> Here is the presentation coordinated between Messrs. Non-responsive content removed

> Please check the documents and send them this evening to:

> Non-responsive content removed

> Please mention that Non-responsive content removed will be a co-presenter at the Non-responsive content removed videoconference (field situation, process improvements).
> And they will report, as discussed, on the design changes to RP1 and RP2.

> Regards
> [Redacted]

From: Non-responsive content removed
To: [REDACTED]
CC:
Date: 9/21/2011 4:24:05 PM
Subject: Status CP4.2 CW38
Attachments: [CP4 2 OnePager v08.pdf](#)

Hello [REDACTED]

Here is the status for coordination/review:

Sincerely,

Non-responsive content removed

Non-responsive content removed

AUDI AG

Non-responsive content removed

Domicile/Sitz: Ingolstadt

Court of Registry/Registergericht: Amtsgericht Ingolstadt

Commercial Register No./HRB Nr.: 1

Chairman of the Supervisory Board/Vorsitzender des Aufsichtsrats: Martin Winterkorn

Vorstand/Board of Management: Rupert Stadler (Vorsitzender/Chairman), Ulf Berkenhagen, Michael Dick, Frank Dreves, Peter Schwarzenbauer, Thomas Sigi, Axel Strotbek

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From: Non-responsive content removed

To:

CC:

Date: 16/07/2010 14:43:00

Subject: APS technical discussion CP4 robustness package, Bosch-Audi TOP conversation
12/07/2010

Attachments: [1241_V07_EHP4 \[redacted\] Task Force - Robustheitspakete CP4 mit Backup 08-07-2010.ppt](#)
[TOP-Gespräch Bosch-Audi 12.07.10.ppt](#)

Hello,

Please find attached yesterday's documents.

Please name precise APS date in week 36,

but not Monday 06/09/2010 as that is my first day back from holiday!!!

Best wishes,

Non-responsive content removed

EA11003EN-02153[0]

From: Non-responsive content removed**To:****CC:****Date:** 9/14/2010, 4:16:00 PM**Subject:** APS 09/13/10 NEW**Attachments:** [APS 13.09.10.ppt](#)Hello Non-responsive content removed

I've revised the entire set of overheads:

- Pump technology supplemented at the start
- Updated the MOP / MIS data (new version)
- And in particular, added the desired MIS 6 and MIS 18 for additional countries, in accordance with the TOP 10 [REDACTED] does not provide MOP/MIS data; whether other exotic countries outside the TOP 10 have higher failure rates is beyond my ability to judge)

We have to watch out during assessment of the MJ10; for this one, we should examine the MOP/MIS charts in detail, due to the extrapolation, before we include the MJ10.

And watch out: The MJ11 has been built since May/June, until the RP2 is deployed in CW45/2010!

Best regards,

[REDACTED]

From: Non-responsive content removed

To:

CC:

Date: 9/29/2010, 9:26:00 AM

Subject: Re: Status of HPP performance loss 09/29/2010

Attachments: [Status_V6TDI_CP4.2.ppt](#)

Hello Non-responsive content removed

I have attached the overheads for [redacted] board level !!!
I helped work on their completion.

Best regards

Non-responsive content removed

AUDI AG

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<http://www.audi.com>

Domicile/Sitz: Ingolstadt

Court of Registry/Registergericht: Amtsgericht Ingolstadt

Commercial Register No./HRB Nr.: 1

Chairman of the Supervisory Board/Vorsitzender des Aufsichtsrats: Martin Winterkorn

Vorstand/Board of Management: Rupert Stadler (Vorsitzender/Chairman), Ulf Berkenhagen, Michael Dick, Frank Dreves, Peter Schwarzenbauer, Axel Strotbek, Werner Widuckel

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From: Non-responsive content removed

Sent: Wednesday, September 29, 2010, 10:14 AM

Non-responsive content removed

Subject: Re: Status of HPP performance loss 09/29/2010

From: Non-responsive content removed
Sent: Wednesday, September 29, 2010, 10:13 AM
Non-responsive content removed
Subject: Re: Status of HPP performance loss 09/29/2010

Hello Mr. [redacted]
Here is the status.

Regards
Non-responsive content removed

From: Non-responsive content removed
Sent: Wednesday, September 29, 2010, 10:12 AM
Non-responsive content removed
Subject: Status of HPP performance loss 09/29/2010

Sincerely,

Non-responsive content removed

AUDI AG

Non-responsive content removed

Domicile/Sitz: Ingolstadt
Court of Registry/Registergericht: Amtsgericht Ingolstadt
Commercial Register No./HRB Nr.: 1
Chairman of the Supervisory Board/Vorsitzender des Aufsichtsrats: Martin Winterkorn
Vorstand/Board of Management: Rupert Stadler (Vorsitzender/Chairman), Ulf Berkenhagen, Michael Dick, Frank Dreves, Peter Schwarzenbauer, Axel Strotbek, Werner Widuckel

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From: Non-responsive content removed
To: [Redacted]
CC: [Redacted]
Date: 2/16/2011, 12:02:37 PM
Subject: Diesel high-pressure fuel pumps – Documents for [Redacted]
Attachments: [Diesel-Hochdruckpumpe Vergleich.ppt](#)

Hello Ms. [Redacted]

As discussed with Mr. [Redacted], please find attached the documents for the V6 and R4 Diesel high-pressure fuel pumps (TDI):

>Best regards

>

[Redacted]

AUDI AG

[Redacted]

<http://www.audi.com>

Domicile/Sitz: Ingolstadt

Court of Registry/Registergericht: Amtsgericht Ingolstadt

Commercial Register No./HRB Nr.: 1

Chairman of the Supervisory Board/Vorsitzender des Aufsichtsrats: Martin Winterkorn

Vorstand/Board of Management: Rupert Stadler (Vorsitzender/Chairman), Ulf Berkenhagen, Michael Dick, Frank Dreves, Peter Schwarzenbauer, Thomas Sigi, Axel Strotbek

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From: Non-responsive content removed

To:

CC:

Date: 3/4/2011, 5:23:00 PM

Subject: Re: CP4.1 drivetrain damage

Attachments: Non-responsive content removed

Hello [redacted]

I put together a status for you today.
I hope it's suitable.
Have fun with the presentation ;-)

Best regards

Non-responsive content removed

From: Non-responsive content removed

Sent: Thursday, March 03, 2011, 9:39 AM

To: Non-responsive content removed

Subject: RE: CP4.1 drivetrain damage

Hello [redacted]

See here for the agenda...

< Message: Draft Agenda, Component Day on 03/08/2011 >>

Regards

Zsolt

From: Non-responsive content removed

Sent: Wednesday, March 02, 2011 4:33 PM

To: Non-responsive content removed

Subject: CP4.1 drivetrain damage

Importance: High

Hello [redacted]

03/08/2001 [typo: likely 2011] is a component day in Gyor, where the FZG plant will be visited.

The above item is slated for that day.

I'm supposed to present a status report on the CP4.1 drivetrain damage (max. 3 pages).

Could you please help me, might you have a brief summary (1, source of fault, main measures with dates, field statistics)?

Thanks in advance!

With best wishes

Non-responsive content removed

Audi Hungaria Motor Kft.

Non-responsive content removed

From: Non-responsive content removed
To: [REDACTED]
CC: [REDACTED]
Date: 5/20/2011, 4:50:36 PM
Subject: Re: Documents for "Q circle U.S." / high-pressure fuel pump
Attachments: [QZirkel NAR Präsentation CP4 1 18 05 11 TE final.pdf](#)
[Status V6TDI CP4 2 USA v03.pdf](#)
[Statusbericht Feldausfälle CP4.2 16.05.2011.ppt](#)

For your information.

Warm regards

Non-responsive content removed
[REDACTED]

AUDI AG

Non-responsive content removed
[REDACTED]

Domicile/Sitz: Ingolstadt
Court of Registry/Registergericht: Amtsgericht Ingolstadt
Commercial Register No./HRB Nr.: 1
Chairman of the Supervisory Board/Vorsitzender des Aufsichtsrats: Martin Winterkorn
Vorstand/Board of Management: Rupert Stadler (Vorsitzender/Chairman), Ulf Berkenhagen, Michael Dick, Frank Dreves, Peter Schwarzenbauer, Thomas Sigi, Axel Strotbek

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auf den Rechtscharakter
der E-Mail zu.

From: Non-responsive content removed
Sent: Wednesday, May 18, 2011, 9:00 PM
To: Non-responsive content removed
Cc: [REDACTED]
Subject: Documents for "Q circle U.S." / high-pressure fuel pump

Dear Non-responsive content removed [REDACTED]

Please find attached the documents on the subject of the high-pressure fuel pump for tomorrow's meeting of the "Q circle

U.S.", for your information. Mr. [REDACTED] asks that the number of participants be kept low. Therefore, Mr. [REDACTED] from [REDACTED] will now not be attending,

contrary to original planning. The subject of the high-pressure fuel pump will be introduced by
EA11003EN-02162[1]

Mr. Non-responsive content removed in the Q circle.

Status of CP4.1:

Status of CP4.2: (merely intended as backup):

In addition, the latest CP4.2 worldwide failure statistics from Non-responsive content removed (Mr. Non-responsive content removed) are attached for your information.

With best wishes

Non-responsive content removed

Non-responsive content removed
AUDI AG

Non-responsive content removed

74148 Neckarsulm

Non-responsive content removed

www.audi.com

Domicile/Sitz: Ingolstadt

Court of Registry/Registergericht: Amtsgericht Ingolstadt

Commercial Register No./HRB Nr.: 1

Chairman of the Supervisory Board/Vorsitzender des Aufsichtsrats: Martin Winterkorn

Vorstand/Board of Management: Rupert Stadler (Vorsitzender/Chairman), Ulf Berkenhagen, Michael Dick, Frank Dreves, Peter Schwarzenbauer, Thomas Sigi, Axel Strotbek

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EA11-003

VW

6/15/2012

WAVE 14

From: Non-responsive content removed

To:

CC:

Date: 2/19/2010 8:46:09 AM

Subject: Re: Spa. Re: Log 2TP VW / AUDI for the release of the module 6. v_17_02_10

Attachments: [Sauberkeit Flansch.pdf](#)

Dear

Non-responsive content removed

We have recorded your message and are attaching herewith the test plan for the improvement of the flange cleanliness, as discussed.
(s. Presentation)

Unfortunately, we were not able to present this in detail in the OPL under point 10, hence, the explanation once again.

With reference to the improvement of the delivery quality (cleanliness) of the supplier, an extensive cleanliness audit was, in the meantime, conducted with our specialists from the Purchase dept. and technical functions executed on site and corresponding measures determined. The implementation will be checked once again on site by [redacted] by the end of next week.

If you have further queries, we will be glad to assist you.

Mit freundlichen Grüßen / Best regards

Non-responsive content removed

Non-responsive content removed

70442 Stuttgart
GERMANY
www.bosch.com

Non-responsive content removed

Domicile: Stuttgart, Court of Registry: Local District Court Stuttgart, Commercial Register No: 14000;
Chairman of the Supervisory Board: Hermann Scholl; Management: Franz Fehrenbach, Siegfried Dais;
Bernd Bohr, Rudolf Colm, Volkmar Denner, Gerhard Kümmel, Wolfgang Malchow, Peter Marks,
Peter Tyroller; Uwe Raschke

From: Non-responsive content removed

Sent: Wednesday, February 17, 2010 1:37 PM

Non-responsive content removed

Subject: Spa. Re: Log 2TP VW / AUDI for the release of the module 6. v_17_02_10

Hello [redacted]
In the log and OPL, there are actions pertaining to the flanges that we have not discussed again!
You have put before me approx. 10 deliveries of Ext. del. as well as cleanliness values from the in-house production, which were not acceptable;
here, values with particles up to 600µm were presented.
I am unable to retrieve the tests defined by us as well as the results!
Please give quick feedback and add it in the log
Thank you
Best regards

Non-responsive content removed

Non-responsive content removed

Subject: Log 2TP VW / AUDI for the release of module 6


Dear Sir/Madam,

Attached herewith is the log for 2TP for releasing the assembly module 6.
Attached herewith are the OPL and the shown foils as well as the results from the residual contamination tests.

Remark:
AUDI has already released the 2-pistons pumps of module 6.

Mit freundlichen Grüßen / Best regards

Non-responsive content removed



Domicile: Stuttgart, Court of Registry: Local District Court Stuttgart, Commercial Register No.: 14000;
Chairman of the Supervisory Board: Hermann Scholl; Management: Franz Fehrenbach, Siegfried Dais;
Bernd Bohr, Rudolf Colm, Volkmar Denner, Gerhard Kümmel, Wolfgang Malchow, Peter Marks,
Peter Tyroller; Uwe Raschke

From: Non-responsive content removed
To: [Redacted]

CC:

Non-responsive content removed

Date: 7/16/2010, 5:52:35 PM

Subject: Cleanliness status CP4 as on 07/2010

Attachments: [20100716_Sauberkeitsarbeit_CP4.pdf](#)

Dear Gentlemen,
please find attached the updated slides on cleanliness status for Feuerbach plant und Jihlava plant.

Mit freundlichen Grüßen / Best regards

Non-responsive content removed

Robert Bosch GmbH

Non-responsive content removed

70442 Stuttgart

GERMANY

www.bosch.com

Non-responsive content removed

Headquarters: Stuttgart, Court of Registry: Amtsgericht Stuttgart, HRB 14000;
Chairman of the Supervisory Board: Hermann Scholl; Management: Franz Fehrenbach, Siegfried Dais;
Bernd Bohr, Rudolf Colm, Volkmar Denner, Wolfgang Malchow, Peter Marks,
Peter Tyroller; Stefan Asenkerschbaumer, Uwe Raschke, Wolf-Henning Scheider

From: Non-responsive content removed
To: [Redacted]

Non-responsive content removed

CC: [Redacted]

Date: 5/6/2011, 9:44:36 AM

Subject: Protocol Top Q Meeting on Cleanliness Bosch CP4

Attachments: [105036 Protokoll Top Q-Gespräch Sauberkeit CP4.pdf](#)
[105036 1 Anlage zum Protokoll Top Q-Gespräch.pdf](#)

Mit freundlichen Grüßen / Best regards

Non-responsive content removed

38023 Braunschweig
GERMANY
www.bosch.com

Non-responsive content removed

Headquarters: Stuttgart, Court of Registry: Amtsgericht Stuttgart, HRB 14000;
Chairman of the Supervisory Board: Hermann Scholl; Management: Franz Fehrenbach, Siegfried Dais;
Bernd Bohr, Rudolf Colm, Volkmar Denner, Wolfgang Malchow, Peter Marks,
Peter Tyroller; Stefan Asenkerschbaumer, Uwe Raschke, Wolf-Henning Scheider

EA 11003 EN 00525 [0]

Date of creation: 9/23/2010

Accompanying list for errors FAP AHM

Serial no.:

Author:

Name

Dpt:

Non responsive content removed

Driver:

General data:

Description of the errors: **Motor has no power, HPP does not generate fuel pressure** Number of queries [Pc]
Failure rate [%]

Error category:

FSP Code: Environmental conditions (Freeze Frame Data):

Fault location: **Roll** Failure date: 9/23/2010 Report date: 9/23/2010 Remark:

QTS no.: KPM no.: Q - life cycle relevant (Yes / No):

WA no.:

Redelivery date: SOFA:

Vehicle data:

Vehicle type: **A6** Vehicle identification number.: 027737 Build date: Mileage:

NA:

Test results:

Engine Data:

Type of operation: **R4 2.0 TDI** Photo:

Type:

Engine no.: **CAH 184190**

Build date:

Hot test

Leakage test:

Component data:

Part Name:

Part no.: DSB no.:

Drawing date:

Number of complained parts:

Supplier of parts: DSB supplier:

LS no.:

Leak test (Yes / No) Marking/identification:

Batch no.:

Date Mech. Processing: DSB Manufacturing date:

Cast date: Form: Mold no.:

QTS no.: Test report no.: Cost sheet is available (Yes/No)

KD no.: WA no.:

Miscellaneous

Appendices: Level method (Yes / No)

Analysis team: Original Part Warehouse: KD Info:

RD Topic: RD Sheet no.:

Parts life cycle: Remarks:

From: Non-responsive content removed

To:

CC:

Date: 10/22/2010, 12:02:08 PM

Subject: FW: Compilation of the introduction of cleanliness measures and anti-wear packages

Attachments: [Sauberkeitsmaßnahmen gesamt CP4.xls](#)
[1169 EHP4 \[redacted\] 91. PG VW R4 01.pdf](#)
[CP4 Robustheit CP4-FG \[redacted\] 01.pdf](#)
[Übersicht CP4 Typen Audi VW Stand 21 10 10.xls](#)

Yours sincerely,

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VOLKSWAGEN AG

Sitz/Domicile: Wolfsburg

Registergericht/Court of Registry/ Amtsgericht Braunschweig/Local District Court Braunschweig

HRB Nr./ Commercial Register No.: 100484

Vorsitzender des Aufsichtsrats/Chairman of the Supervisory Board: Ferdinand Piëch

Vorstand/Board of Management: Martin Winterkorn (Chairman/CEO), Francisco J. Garcia Sanz, Jochem Heizmann, Horst Neumann, Hans Dieter Pötsch

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From:

Sent: Thursday, October 21, 2010, 5:09 PM

To: Non-responsive content removed

Subject: Compilation of the introduction of cleanliness measures and anti-wear packages

Hello Non-responsive content removed

I have already tried to send the files today, unfortunately the file size was a bit too large.

I have received an error message.

I hereby attempt it again, this time with reduced-sized documents. I hope it works.

The **Cleanliness Measures** which we have determined and introduced from the workshop were implemented until 2009:

Anti-wear packages:

I have summarized the technical content of the anti-wear packages in the following set of slides: It relates to the background information, which we have already presented at client meetings.

VW Presentation on the 91.PG at (by )

Audi Presentation on Technical Meeting - Nov 2009 (by )

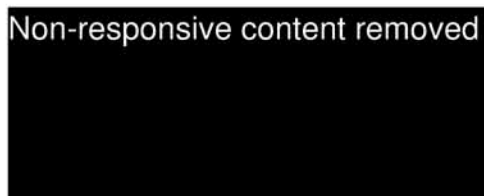
I have summarized an Overview with the **Introduction dates of anti-wear packages** and the **new overflow valve** in the following list.

If you have any further questions, I will be happy to provide answers.

Best regards / mit freundlichen Grüßen


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70442 Stuttgart
GERMANY
www.bosch.com


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Headquarters: Stuttgart, Court of Registry: Local District Court Stuttgart, Commercial Register No.:
Chairman of the Supervisory Board: Hermann Scholl; Management: Franz Fehrenbach, Siegfried Dais;
Bernd Bohr, Rudolf Colm, Volkmar Denner, Wolfgang Malchow, Peter Marks,
Peter Tyroller; Stefan Asenkerschbaumer, Uwe Raschke, Wolf-Henning Scheider