

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,

[Redacted]

From: [Redacted]  
Sent: Wednesday, March 16, 2011, 10:38 PM  
To: [Redacted]  
Cc: Non-responsive content removed

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?

[Redacted]

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?



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. TD13.0 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]

Robert Bosch GmbH

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[www.bosch.com](http://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, 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: Non-responsive content removed
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: Non-responsive content removed
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: Non-responsive content removed

Corp Contact: Non-responsive content removed

Consultant: Non-responsive content removed

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: Non-responsive content removed

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.

Non-responsive content removed

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

**WA1LMAFE8AD** [REDACTED]

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

### Diagnostic event memory

**Report date:** 07/01/10  
**DC no.:** 444  
**Dealer no.:** 22102

**Report no.:** 17\_00\_00\_WA1LMAFE8AD [REDACTED]\_20100702063338678.xml  
**DC name:** VWoA Inc.  
**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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**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

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**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

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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,

Non-responsive content removed

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

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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]

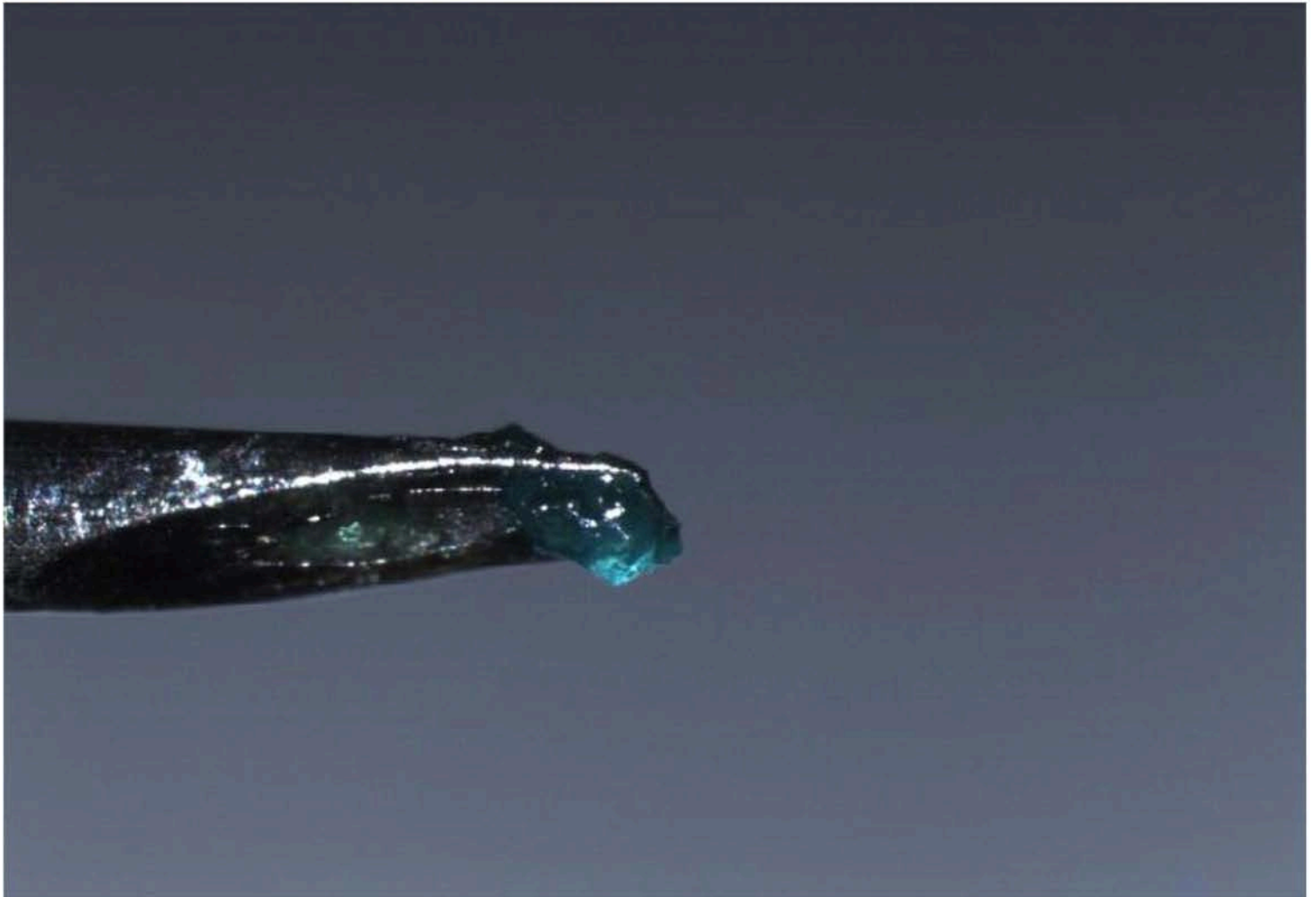
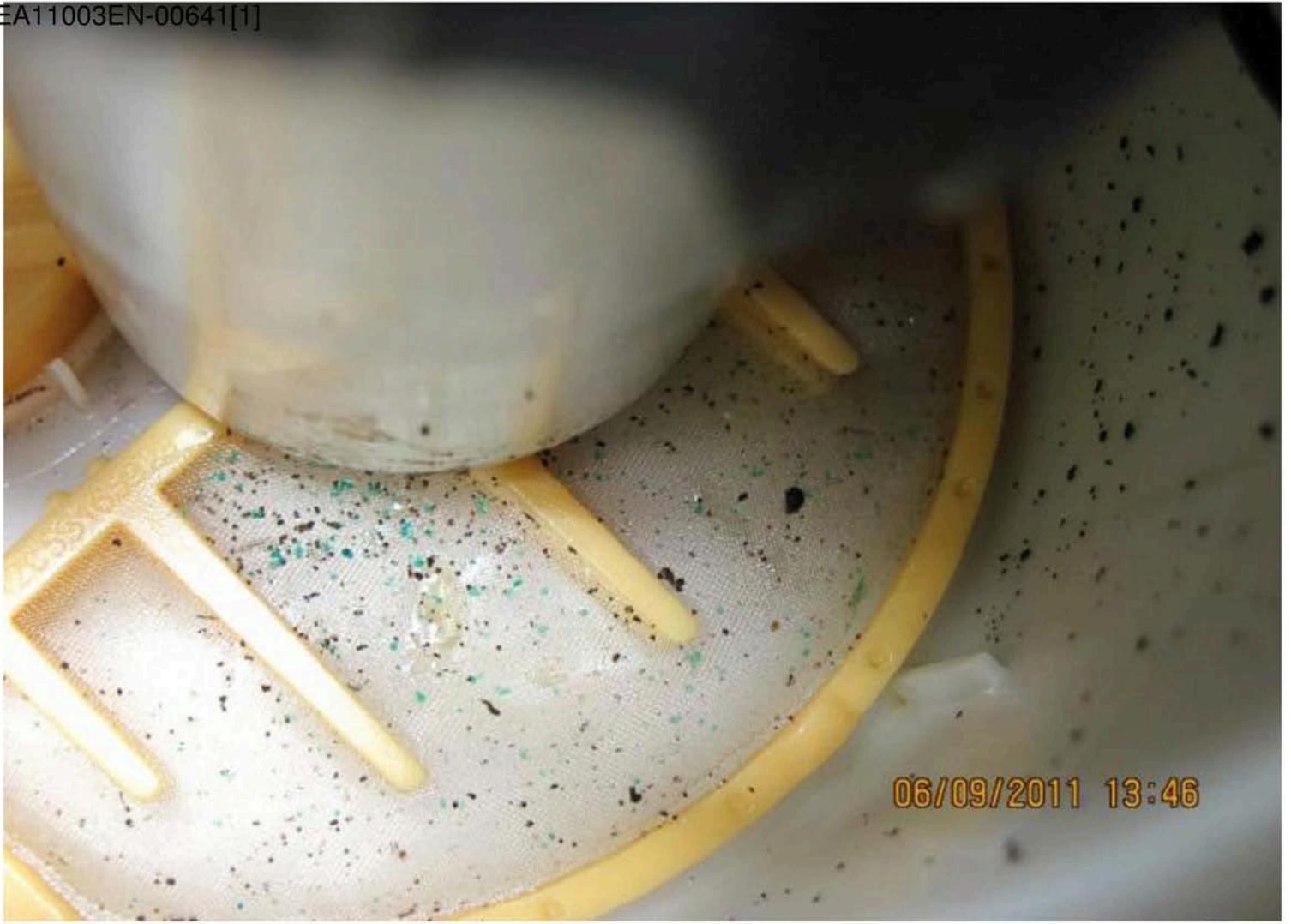
Volkswagen Group of America, Inc. 5388 Sterling Center Dr.

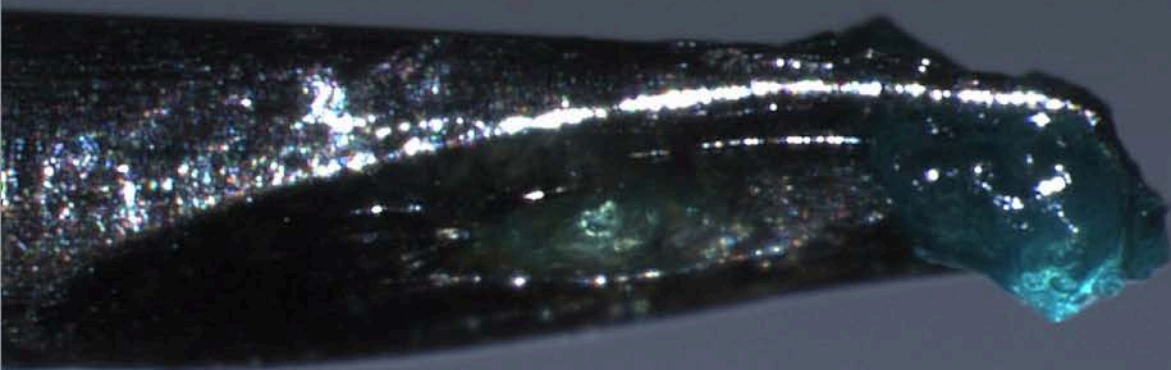
Westlake Village, CA, 91361

Non-responsive content removed

<http://www.vw.com>









06/09/2011 13:44

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:** [Ausfallpepe 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

Non-responsive content removed

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**From:** Non-responsive content removed

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

**Non-responsive content removed**

**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](http://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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GERMANY

[www.bosch.com](http://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

[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:

<u>3VWTL71K99M</u>	[REDACTED]	currently being analyzed (no chips below the metering unit)
<u>3VWCL71K29M</u>	[REDACTED]	Drivetrain damage
<u>3VWCL71K69M</u>	[REDACTED]	HPP complaint rejected by Bosch, because metering unit absent! Drivetrain damage
<u>3VWRL71K19M</u>	[REDACTED]	currently being analyzed (chips or dust in the metering unit hole)
<u>3VWCL71K79M</u>	[REDACTED]	Drivetrain damage
<u>3VWCL71K79M</u>	[REDACTED]	HPP was not sent to SZ for analysis
<u>1K29M016862</u>	[REDACTED]	Drivetrain damage
<u>3VWAL71K99M</u>	[REDACTED]	Drivetrain damage
<u>3VWCL71K99M</u>	[REDACTED]	Drivetrain damage
<u>3VWRL71KX9M</u>	[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](http://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

**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  
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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.
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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Robert Bosch GmbH

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Postfach 30 02 20

70442 Stuttgart

GERMANY

[www.bosch.com](http://www.bosch.com)

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Bernd Bohr, Rudolf Colm, Volkmart 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]	<b>BPT0414</b>

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]	<b>BPT0414</b>

**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

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Robert Bosch GmbH

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Postfach 30 02 20  
70442 Stuttgart  
GERMANY  
[www.bosch.com](http://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

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](http://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]

Non-responsive content removed

AUDI AG

[REDACTED]

74146 Neckarsulm

Non-responsive content removed

[www.audi.com](http://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](http://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

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Robert Bosch GmbH

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70442 Stuttgart  
GERMANY  
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---

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

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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

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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

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Robert Bosch GmbH

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removed

70442 Stuttgart

GERMANY

[www.bosch.com](http://www.bosch.com)

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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.
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 to operate 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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[Redacted]

[Redacted]

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](http://www.bosch.com)

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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]  
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70442 Stuttgart

GERMANY

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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

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**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

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Robert Bosch GmbH

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70442 Stuttgart  
GERMANY  
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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	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 89	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

[www.bosch.com](http://www.bosch.com)

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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

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70442 Stuttgart  
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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](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: 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

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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

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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

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70442 Stuttgart  
GERMANY  
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Peter Tyroller; Uwe Raschke

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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

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70442 Stuttgart  
GERMANY  
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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: 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

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[REDACTED]

With best wishes

Non-responsive content removed

Robert Bosch GmbH

Non-responsive content removed

Postfach 30 02 20  
70442 Stuttgart  
GERMANY  
[www.bosch.com](http://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: [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

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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

Non-responsive content removed

Postfach 30 02 20

70442 Stuttgart

GERMANY

[www.bosch.com](http://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



**BOSCH**

011

0 445 010 613

CR/CP4S2/R75/40

059 130 755 AL

02.090206

BPT 0321

0002



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**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:** [REDACTED]  
**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.

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**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,

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

[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]

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**Ticket Status:** Open: Technician in Process

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

**VIN:** 3VWRL71K59M [REDACTED] **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.

03/26/2010 13:55:42: US/Eastern: 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: 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: 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.

03/31/2010 08:22:09: US/Eastern: Open: Dealer Updated: pictures

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

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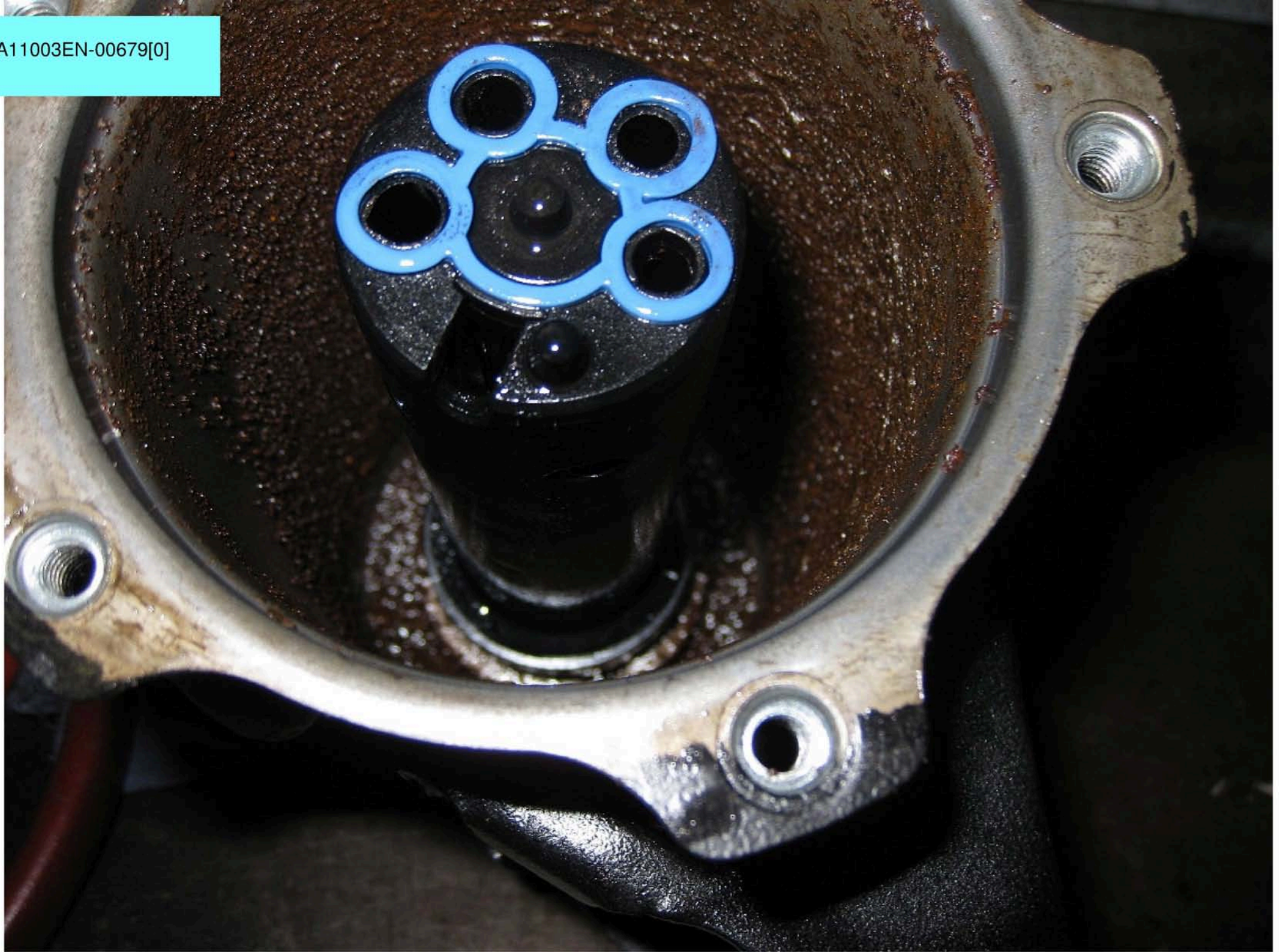
EA11003EN-00677[0]



EA11003EN-00678[0]

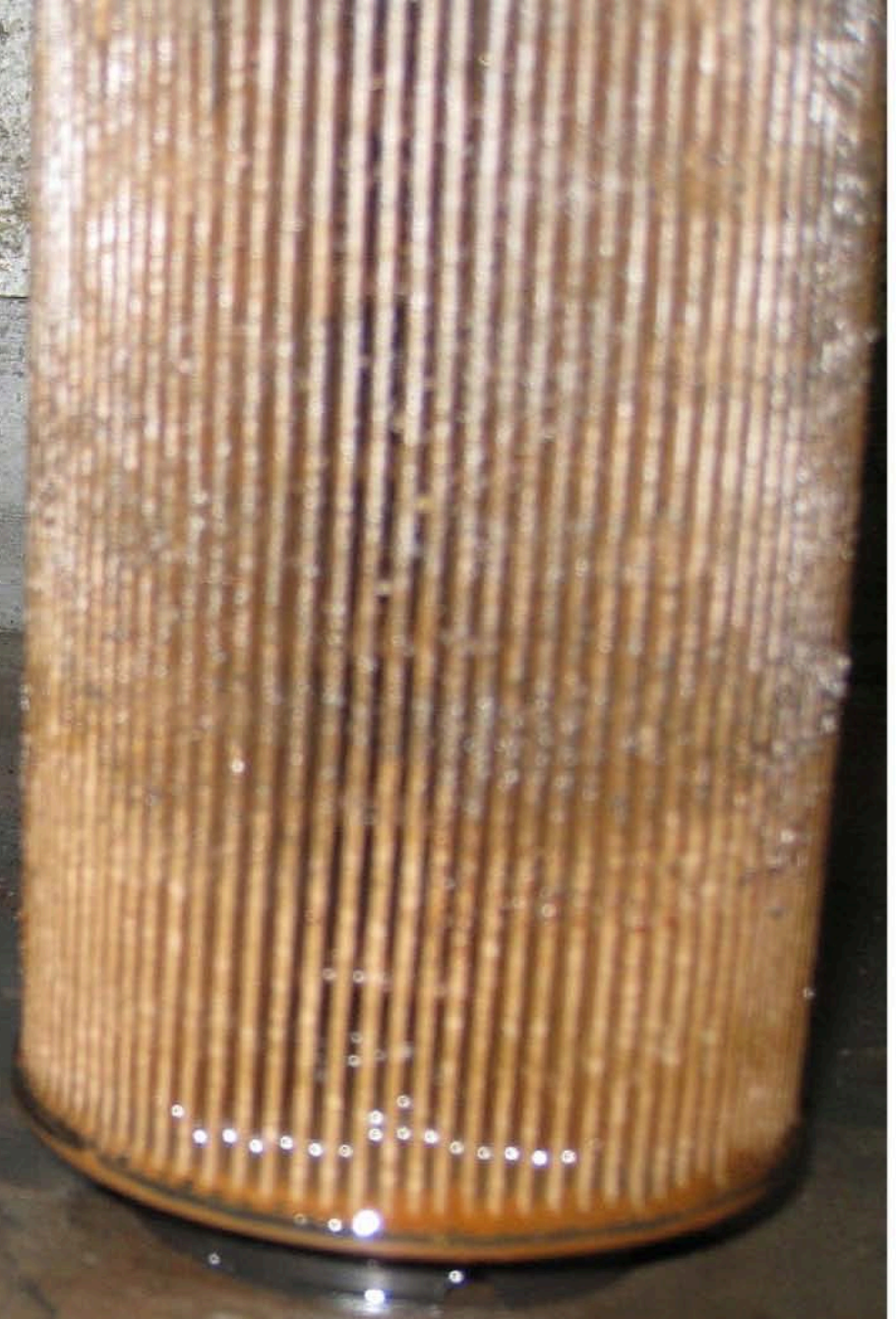


EA11003EN-00679[0]





EA11003EN-00680[0]



EA11003EN-00681[0]

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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,

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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:** 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)**

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

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

tern: Non-responsive content removed  
tern: Open: Technician in Process: Disconnected please call back.  
tern: 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 late ticket with pictures before calling back.

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

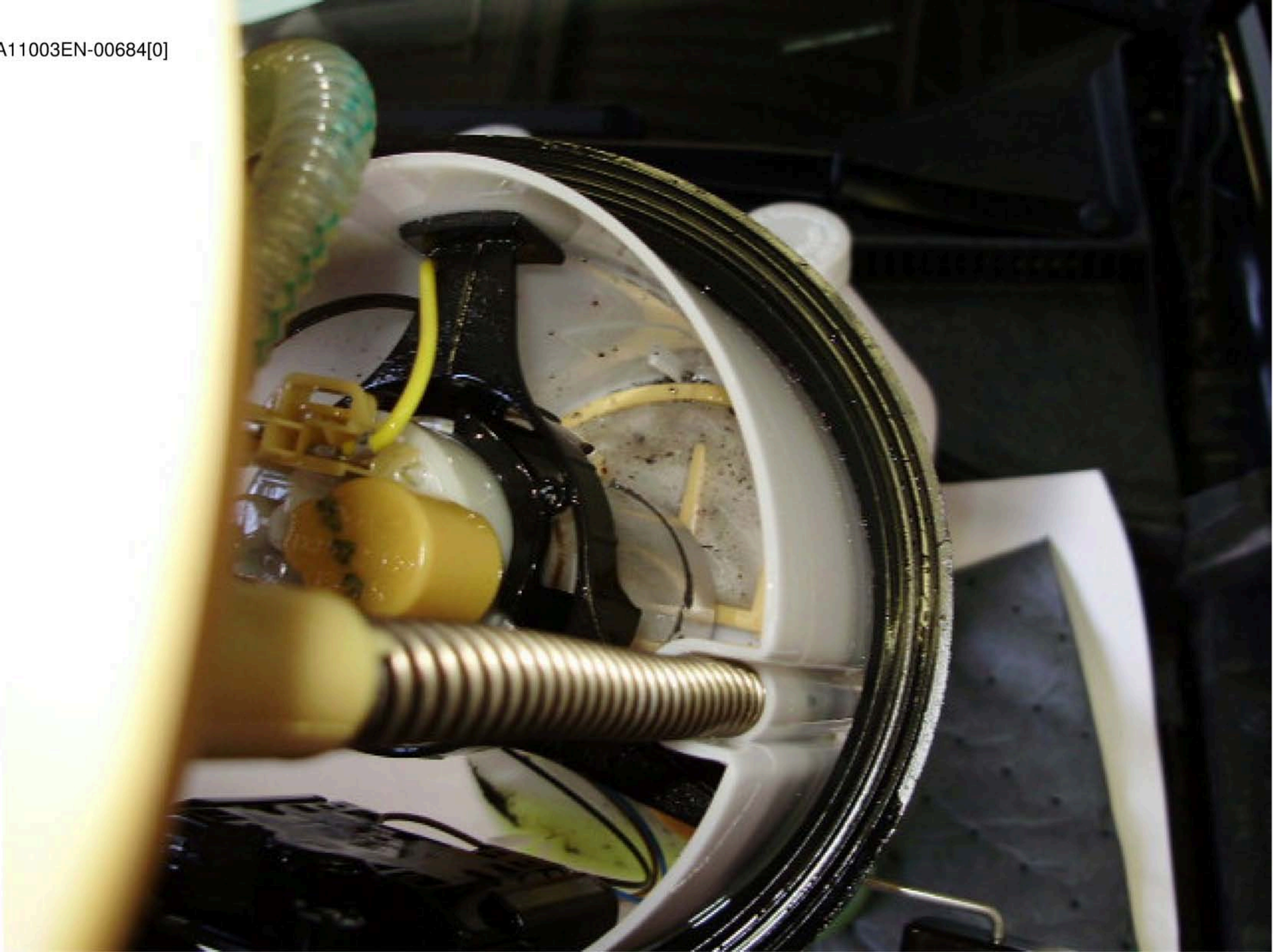
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Volkswagen of America, Inc  
3800 Hamlin Road  
Auburn Hills, MI 48326

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EA [000000-000000]





FROM  
Filter

FROM  
TANK









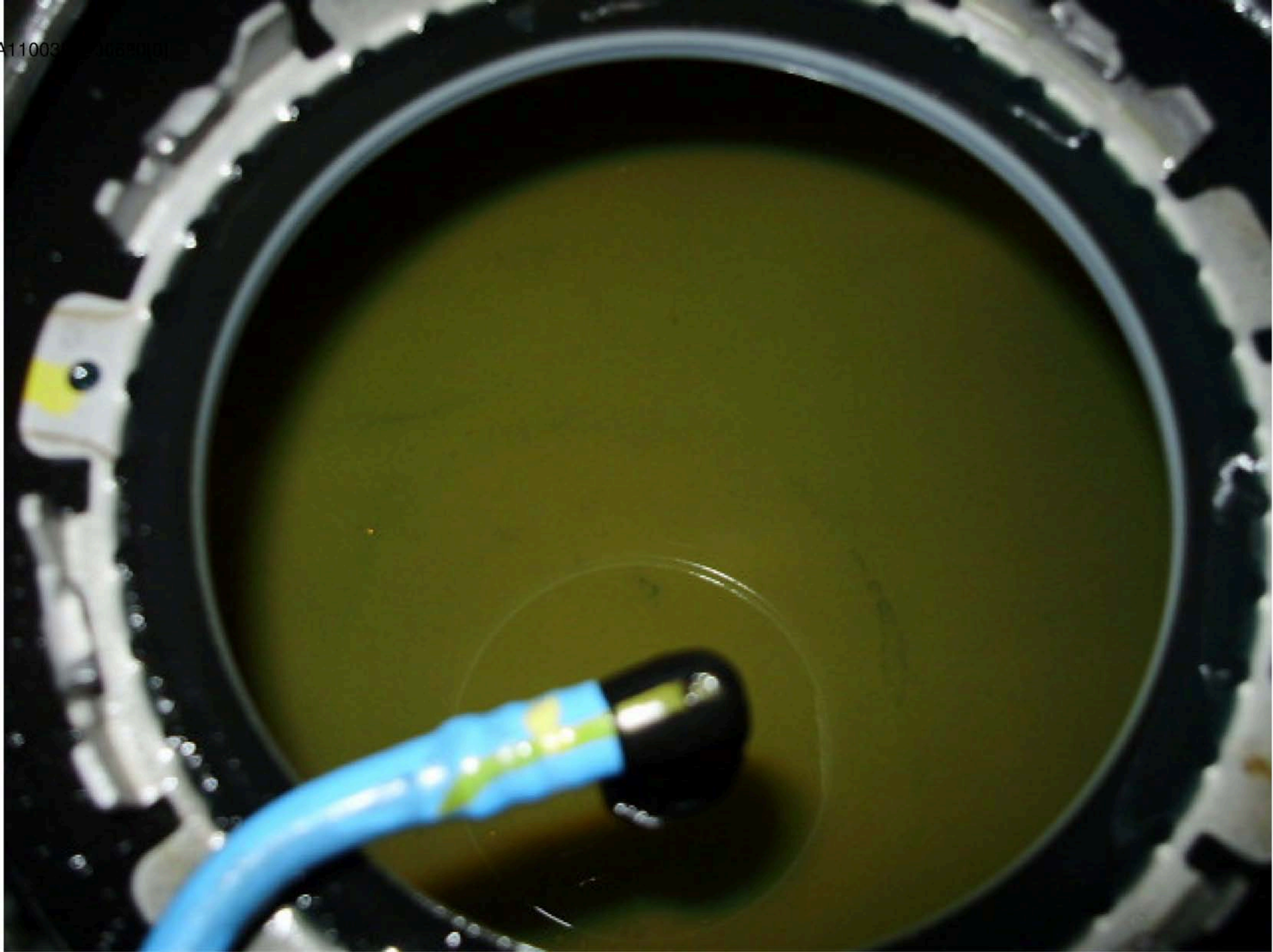
Hungary VRU  
130 307 G

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](http://www.volkswagen.com)

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

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**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](http://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 [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]

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Non-responsive content removed

Volkswagen AG

Non-responsive content removed

D-38436 Wolfsburg

Non-responsive content removed

**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] Non-responsive content removed  
**Sent:** Monday, June 07, 2010 12:39 PM  
**To:** [REDACTED] Non-responsive content removed  
**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

Non-responsive content removed

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] Non-responsive content removed  
**Sent:** Monday, June 07, 2010 9:47 AM  
**To:** [REDACTED] Non-responsive content removed  
**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

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**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	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

**Cc:** [Redacted] **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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[Redacted]

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**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

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**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](http://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

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**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](http://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:** 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.

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

<b>Tracking Number:</b>	
<b>Printed Name of Dealership Employee:</b>	<b>Signature of Dealership Employee and Date:</b>

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.

<b>Printed Name of Dealership Employee:</b>	<b>Signature of Dealership Employee and Date:</b>
---	---

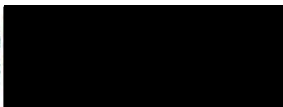
A-Welle dreht nicht. ZMEgezogen Späne

09.06.10



IN  
HAZMAT

# Hazardous Part Request (\*USA Only\*)



V0660 USA4440320151174 0220100127



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



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).
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- 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.

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

<b>Tracking Number:</b>	
<b>Printed Name of Dealership Employee:</b>	<b>Signature of Dealership Employee and Date:</b>

- 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.

<b>Printed Name of Dealership Employee:</b>	<b>Signature of Dealership Employee and Date:</b>
---	---

Claim no.	51174/02	Dealer	[REDACTED]	Vehicle ID no.	[REDACTED]	
				Labour operation system	APOS	
					USD - US Dollar	
Claims	Claim type	1-10 Warranty Vehicle Warranty		Engine code	CJAA	
	Sales model	AJ539L Wagon 2.0 Comfo 103fTDIM6F		Gearbox code	LHD	Mar 19, 2010 1:36:53 PM

Vehicle information

Manufacturer: [REDACTED]  
 Production date: 10/08/2009      Delivery date: 10/29/2009      DMS Delivery date: 10/29/2009  
 Production plant: [REDACTED]  
 Engine number: CJAA      Gearbox number: LHD P020067      Gearbox plant: K  
 Engine type:  
 Gearbox type:  
 Delivery dealer: USA44403201  
 Car body: A1 Black  
 Roof: A1 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

Claim no.	51174/02	Dealer		Vehicle ID no.	
Claims	Claim type	1-10 Warranty Vehicle Warranty		Labour operation system	APOS
	Sales model	AJ539L Wagon 2.0 Comfo 103FTDIM6F			USD - US Dollar
				Engine code	CJAA
				Gearbox code	LHD
					Mar 19, 2010 1:36:53 PM

**Material**

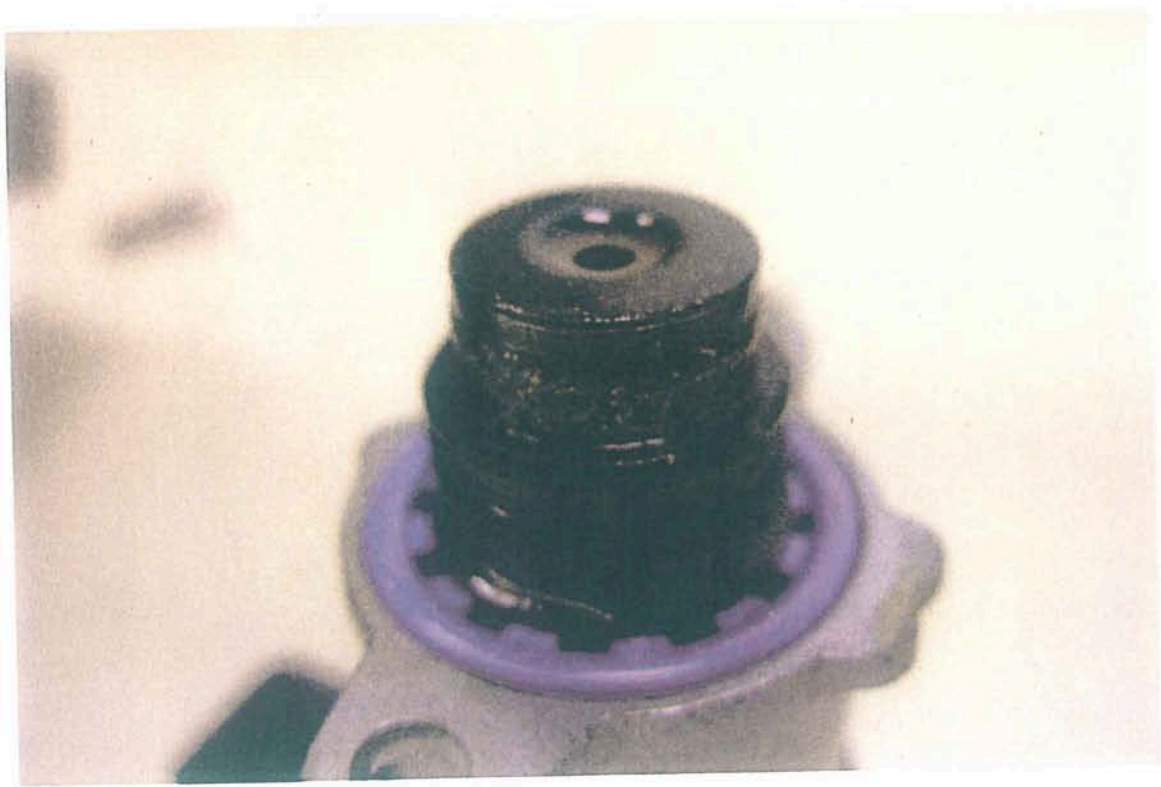
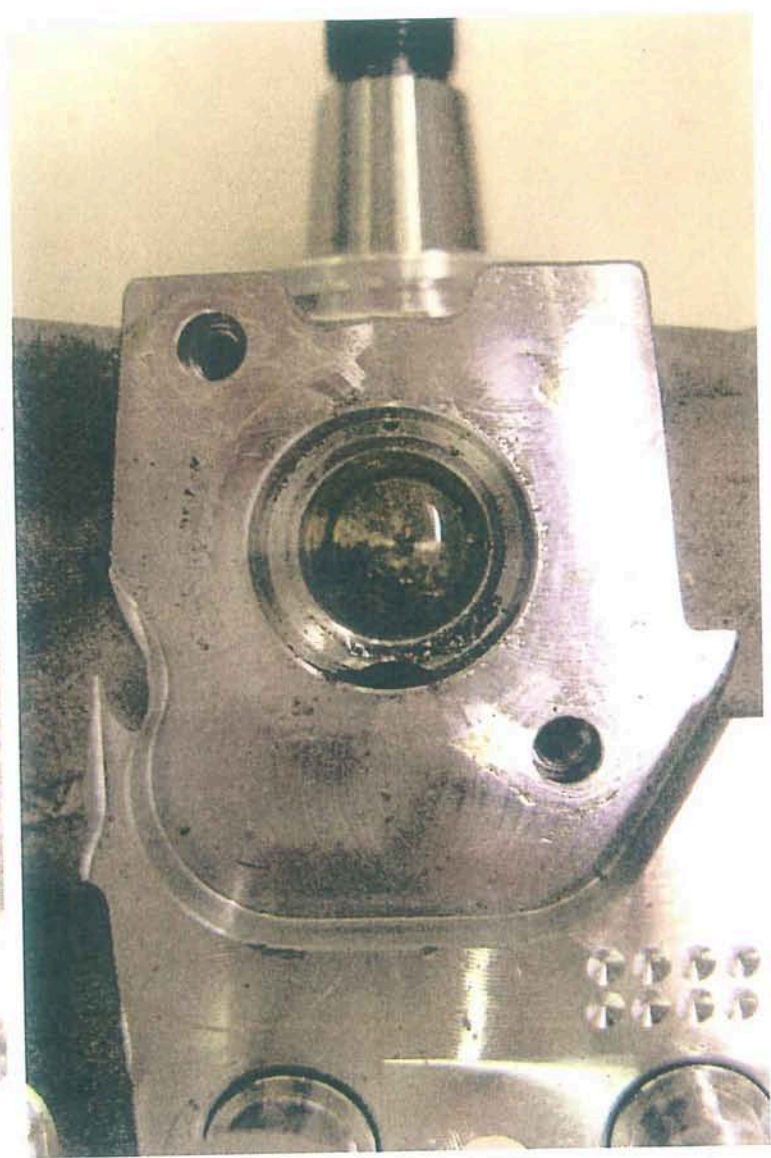
V	SP number	Description	X	X	Quantity	Unit	Amount	Calculated amount
	03L 130 089	FUEL DISTR	false	false	1.00	Each	139.70	139.70
	03L 130 235 K	RETURN PIPE	false	false	1.00	Each	25.48	25.48
	03L 130 277 A	INJECTUNIT	false	false	4.00	Each	538.68	538.68
	03L 130 301	PIPE	false	false	1.00	Each	10.58	10.58
	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 & WOULDN'T START-REPLAC
01/27/2010	SAGA2	Retailer	E INJECTORS, PUMP, RETURN LINE, SUPPLY LINE, FUEL FILTER, & O
01/27/2010	SAGA2	Retailer	THER 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]

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Volkswagen AG  
D-38346 Wolfsburg  
Germany

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[www.volkswagen.com](http://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	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	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	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	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	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


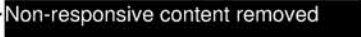
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**From:** Non-responsive content removed  
**To:**  
**CC:**




**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 

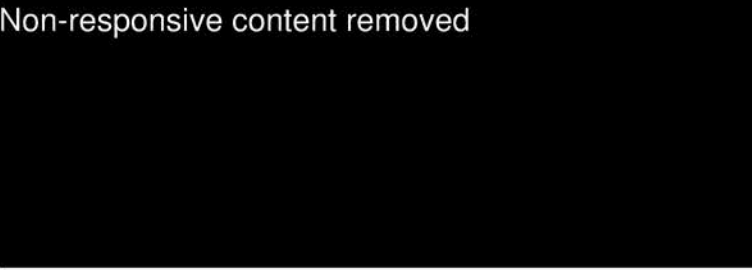
Please find attached the documents for the 10 diesel fuel samples from the USA with their assignment to damage cases (which were delivered to ). You should weight the data from the lab report for possible damage causes and their classification. I do not have the necessary prerequisites to do so. Please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

Thank you

I have no info about diesel sample no. 1

On 02/22/11 here in  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

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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

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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 <sup>3</sup> )
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 -



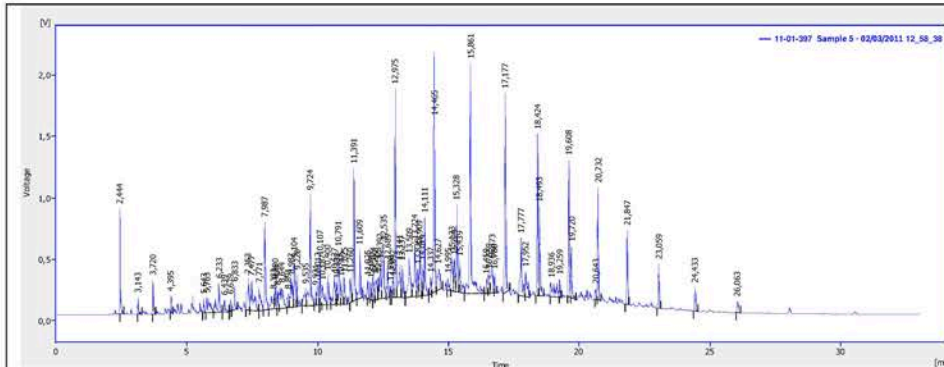
Appendix – Test report no.: 11-01-397

Spectra from GC analyses

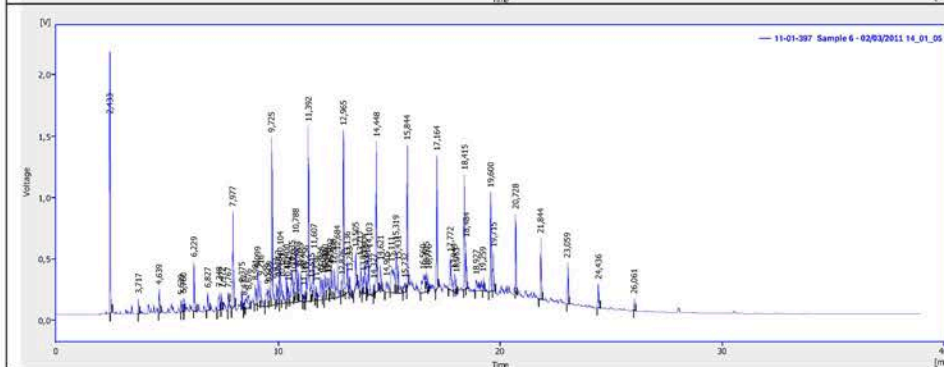
<p>11-01-397 Sample 1 - 02/03/2011 09_51_53</p> <p>Peaks (min): 6.251, 6.741, 7.231, 7.951, 8.309, 8.811, 9.113, 9.725, 10.506, 10.738, 11.269, 11.611, 11.987, 12.532, 13.528, 14.104, 14.427, 15.317, 15.835, 16.156, 16.468, 16.980, 17.772, 18.400, 19.596, 20.724, 21.844, 23.061, 24.441</p>	<p>Sample 1</p>
<p>11-01-397 Sample 2 - 02/03/2011 10_34_09</p> <p>Peaks (min): 3.723, 5.225, 6.237, 6.833, 7.189, 7.789, 8.381, 8.813, 9.107, 9.725, 10.506, 10.738, 11.269, 11.611, 11.987, 12.532, 13.528, 14.104, 14.427, 15.317, 15.835, 16.156, 16.468, 16.980, 17.772, 18.400, 19.596, 20.724, 21.844, 23.061, 24.441</p>	<p>Sample 2</p>
<p>11-01-397 Sample 3 - 02/03/2011 11_19_35</p> <p>Peaks (min): 3.723, 4.399, 5.499, 6.241, 6.839, 7.189, 7.789, 8.381, 8.813, 9.107, 9.725, 10.506, 10.738, 11.269, 11.611, 11.987, 12.532, 13.528, 14.104, 14.427, 15.317, 15.835, 16.156, 16.468, 16.980, 17.772, 18.400, 19.596, 20.724, 21.844, 23.061, 24.441</p>	<p>Sample 3</p>
<p>11-01-397 Sample 4 - 02/03/2011 12_22_13</p> <p>Peaks (min): 3.726, 5.649, 6.278, 6.837, 7.189, 7.789, 8.381, 8.813, 9.107, 9.725, 10.506, 10.738, 11.269, 11.611, 11.987, 12.532, 13.528, 14.104, 14.427, 15.317, 15.835, 16.156, 16.468, 16.980, 17.772, 18.400, 19.596, 20.724, 21.844, 23.061, 24.441</p>	<p>Sample 4</p>



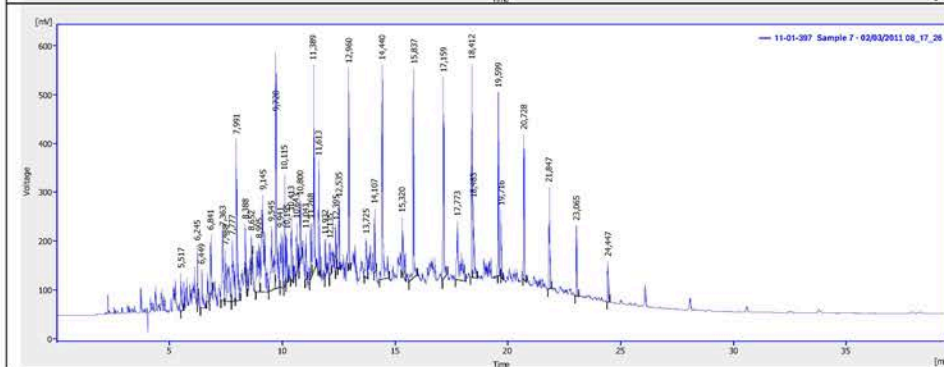
Appendix – Test report no.: 11-01-397



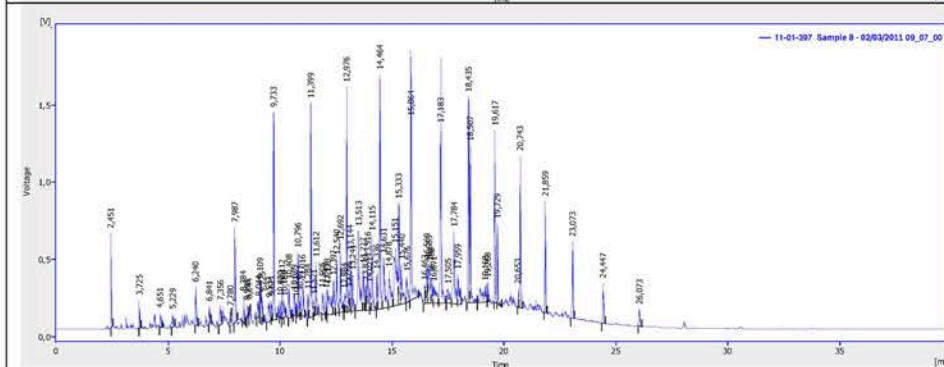
Sample 5



Sample 6



Sample 7



Sample 8



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	<b>DTD</b> 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-	<b>Inappropriate fuel</b> - 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	<b>DTD</b> Metal wear in metering unit and pump chamber and screen			Handover for analysis / 8 D - Report 12/07/10-	8D-Report- <b>DTD</b> 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	<b>DTD</b> 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- <b>DTD</b> 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 - <b>DTD</b>	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- <b>DTD</b> accepted by Bosch - corrective measures deployed 01/13/11
5	29	3VWPL8AJ3A	01080909	BPT0250	0007	1,5,976	CJA016478	9/17/2009 C.C	P0087 - Fuel system pressure too low does not start - lamp on	<b>DTD</b> 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- <b>DTD</b> 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	<b>DTD</b> 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-	<b>Deposits inappropriate fuel</b> -8D- Report -03/08/11
7	50	3VWTL8AJ4A	01301008	BPT0240	0007	787	CJA025097	11/10/09 C.C	Metal chips in fuel system	<b>no metal chips in metering unit</b> found, filter checked - particles are suspected	1x change filter 1x fuel filter		Handover for analysis / 8 D - Report 12/07/10-	<b>Deposits inappropriate fuel</b> -8D- Report -03/08/11
8	62	3VWRL7AJ2A	04190410	BPT0430	without	3,112	CJA056466	4/30/2010 S.C	no output	<b>no metal chips in metering unit</b> 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	<b>No faults found</b> -8D- Report-03/30/11
9	73	3VWPL7AJ5A	02060210	BPT0909	without	10,234	CJA041107	2/17/10 S.C	Metal chips in fuel system	<b>no metal chips in metering unit</b> found, filter checked - particles are suspected	1x change filter 1x fuel filter		Handover for analysis / 8 D - Report 12/07/10-	<b>No faults found</b> -8D- Report-01/25/11
10	81	3VWPL7AJ4A	04240909	BPT0839	0007	1,5,542	CJA019335	10/5/2009 C.C	P0087 - Fuel system pressure too low does not start - lamp on	<b>DTD</b> Metal wear in metering unit and pump chamber and screen			Handover for analysis / 8 D - Report 12/07/10-	8D-Report- <b>DTD</b> 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	<b>DTD</b> Metal wear in metering unit and pump chamber and screen		P0087	Handover for analysis / 8 D - Report 12/07/10-	<b>Deposits inappropriate fuel</b> -8D- Report -01/12/11
12	83	3VWPL7AJ1A	02051109	BPT1352	0007	2,931	CJA026490	11/17/09 C.C	Does not start - electr. fault	<b>DTD</b> Metal wear in metering unit and pump chamber and screen			Handover for analysis / 8 D - Report 12/07/10-	8D-Report- <b>DTD</b> accepted by Bosch - corrective measures deployed 01/13/11
13	84	3VWTL7AJXA	01090110	BPT1242	without	1,2,389	CJA035025	1/20/2010 S.C	P0087- fuel system pressure too low 5 faults	<b>no metal chips in metering unit</b> found, filter checked - particles are suspected			Handover for analysis / 8 D - Report 12/07/10-	8D-Report- <b>DTD</b> 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	<b>DTD</b> 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- <b>DTD</b> accepted by Bosch - corrective measures deployed 01/13/11
15	86	WVWDM7AJ4A	01050110	BPT1386	without	8,953	CJA033742	1/14/10 S.C	P0087- fuel system pressure too low Metal chips in filter	<b>DTD</b> Metal wear in metering unit and pump chamber and screen			Handover for analysis / 8 D - Report 12/07/10-	8D-Report- <b>DTD</b> 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	<b>no metal chips in metering unit</b> found, filter checked - particles are suspected			Handover for analysis / 8 D - Report 12/07/10-	<b>No faults found</b> - 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	<b>DTD</b> 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	<b>Deposits inappropriate fuel</b> -8D- Report -01/12/11
18	90	3VWAL7AJXA	02151009	BPT0930	0007	7,684	CJA023120	10/27/2009 C.C	no output	<b>no metal chips in metering unit</b> 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	<b>No faults found</b> - 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	BPT0800	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	02180310	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	04140708	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	WVMM7AJ4AY	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	3VWRL7AJ4MG	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	3VWRL7AJ8MG	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	WVWBM7AJ5AW	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:03/22/11
50	118	3VWRL7AJ4AM	04110509	BPT0732	without	19067	CJA003440	5/25/2009 C.C	Metal chips fuel filter	DTD Metal wear in metering unit 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	3VWRL7AJ8AM	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	3VWAL71K59	[REDACTED]	04-0036	1/6/2009	0007	53,516	CBE034796	1/13/09 C,C	no information	DTD Drivetrain damage	[REDACTED]	Non-responsive content removed	Handover for analysis / B D - Report 3/23/11	Inappropriate fuel Report-04/04/11	- BD -
63	47	3VWTL71 K1	[REDACTED]	04-0155	2/12/2009	0007	33,871	CBE041 761	2/23/2009 C,C	no information	DTD Drivetrain damage	[REDACTED]	Non-responsive content removed	Handover for analysis / B D - Report 3/23/11	Inappropriate fuel Report-04/04/11	- BD -
64	48	3VWAL71K49	[REDACTED]	02-0324	10/22/2008	0007	86,658	CBE024722	11/3/08 C,C	no information	DTD Drivetrain damage	[REDACTED]	Non-responsive content removed	Handover for analysis / B D - Report 3/23/11	Inappropriate fuel - BD - Report-04/04/11	- BD -

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**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](#)

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

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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	3VWPL7AJ1A	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	<b>Inappropriate fuel</b> 8D report - 01/12/11
2	16	3VWTL7AJXA	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 <b>DTD</b> from Bosch accepted - corrective measures deployed - 1/14/11
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, 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 <b>DTD</b> from Bosch accepted - corrective measures deployed - 1/13/2011
4	28	3VWRL7AJ9A	01040310	BPT0267	without	8,084	CJA046361	3/15/2010 S,C	P0087- fuel system pressure too low	Connector to HP pump broken - v.m. - <b>DTD</b>	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 <b>DTD</b> from Bosch accepted - corrective measures deployed 01/13/11
5	29	3VWPL8AJ3A	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 <b>DTD</b> from Bosch accepted - corrective measures deployed - 1/13/2011
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, 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	<b>Deposits - inappropriate fuel</b> - 8D report - 03/08/11
7	50	3VWTL8AJ4A	01301009	BPT0240	0007	787	CJA025097	11/10/2009 C,C	Metal chips in fuel system	<b>no metal chips in metering unit</b> found, filter checked - particles are suspected	1x change filter 1x fuel filter		Handover for analysis / 8D report - 12/7/10	<b>Deposits - inappropriate fuel</b> - 8D report - 03/08/11
8	62	3VWRL7AJ2A	04190410	BPT0430	without	3,112	CJA056466	4/30/2010 S,C	no output	<b>no metal chips in metering unit</b> found, filter checked - particles are suspected	4x injectors	For further analysis the 4 injectors were given to Bosch	8D report available about the <b>injectors</b> - all OK01/03/2011	<b>No defect</b> found - 8D report - 03/30/11
9	73	3VWPL7AJ5A	02060210	BPT0909	without	10,234	CJA041107	2/17/2010 S,C	Metal chips in fuel system	<b>no metal chips in metering unit</b> found, filter checked - Particles suspected	1x change filter 1x fuel filter		Handover for analysis / 8D report - 12/7/10	<b>No defect</b> found - 8D report - 03/25/11
10	81	3VWPL7AJ4A	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 <b>DTD</b> from Bosch accepted - corrective measures deployed - 1/13/2011
11	82a	3VWRL7AJXA	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	<b>Deposits - inappropriate fuel</b> - 8D report - 01/12/11
12	83	3VWPL7AJ1A	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 <b>DTD</b> from Bosch accepted - corrective measures deployed - 1/13/2011
13	84	3VWTL7AJXA	01090110	BPT1242	without	12,389	CJA035025	1/20/2010 S,C	P0087- fuel system pressure too low - 5 fault	<b>no metal chips in metering unit</b> found, filter checked - particles are suspected			Handover for analysis / 8D report - 12/7/10	8D report <b>DTD</b> from Bosch accepted - 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, 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 <b>DTD</b> from Bosch accepted - corrective measures deployed 01/13/11
15	86	WVWDM7AJ4	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 <b>DTD</b> from Bosch accepted - corrective measures deployed - 1/13/2011
16	88	3VWAL7AJ7A	02280410	BPT1037	without	23	CJA056684	4/30/2010 S,C	P0087- fuel system pressure too low	<b>no metal chips in metering unit</b> found, filter checked - particles are suspected			Handover for analysis / 8D report - 12/7/10	<b>No defect</b> found - 8D report - 03/25/11
17	89	3VWAL7AJ8A	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 <b>injectors</b> - all OK - 01/03/11	<b>Deposits - inappropriate fuel</b> - 8D report - 01/12/11
18	90	3VWAL7AJXA	02151009	BPT0930	0007	7,684	CJA023120	10/27/2009 C,C	no output	<b>no metal chips in metering unit</b> found, filter checked - particles are suspected	4x injectors	Handover for analysis / 8D report - 12/7/2010	8D report available about the <b>injectors</b> - all OK01/03/2011	<b>No defect</b> found - HP pump - 8D report - 01/25/11

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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	WVWNM7AJ9AM	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	3VWTLAJ1AM	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	3VWTL7AJ3AM	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	3VWTL7AJ6AM	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	3VWTL8AJ1AM	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	
<b>starting from 1/1/2011</b>															
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	3VWTL71K29M	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	WVWDM7AJ4AM	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	WVWMM7AJ0AM	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	WVWMM7AJ4A	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	3VWRL7AJ4M	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	3VWML7AJ1B	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	3VWRL7AJ6M	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	WVWBM7AJ5A	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	3VWRL7AJ4A	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	WVWBM7AJ1A	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	3VWRL7AJ6A	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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**From:** Non-responsive content removed  
**Sent:** Wednesday, 3 March 2010 16:09  
**To:** Non-responsive content removed  
**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

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Robert Bosch GmbH

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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:** 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

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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

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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

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

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Robert Bosch GmbH

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[www.bosch.com](http://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 [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

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Schwarzenbauer,  
Axel Strotbek, Werner Widuckel

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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

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Robert Bosch GmbH

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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» ħ  
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

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AUDI AG  
[REDACTED]  
74148 Neckarsulm

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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

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**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

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70442 Stuttgart  
GERMANY  
[www.bosch.com](http://www.bosch.com)

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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–

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]

<http://www.audi.com>

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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

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Robert Bosch GmbH

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70442 Stuttgart

GERMANY

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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

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Robert Bosch GmbH

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GERMANY  
[www.bosch.com](http://www.bosch.com)

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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

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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:** 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,

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**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

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Robert Bosch GmbH

Non-responsive content removed

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

>

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AUDI AG

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>

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>**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

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>AUDI: Non-responsive content removed

>Tel.: Non-responsive content removed

>Mobile: Non-responsive content removed

>mailto: Non-responsive content removed

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>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

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>AUDI AG  
>Non-responsive content removed

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>mailto: Non-responsive content removed

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EA11003EN-01339[2]

>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

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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  
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)

(1st.

[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,

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[www.bosch.com](http://www.bosch.com)

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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:**

**CC:**

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 ( ) on the subject of CP4 piston seizure

Hello Non-responsive content removed

I would like to discuss the subject with you after the change meeting on 06/17/2009.

Best regards / mit freundlichen Grüßen

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Robert Bosch GmbH

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[www.bosch.com](http://www.bosch.com)

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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