

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

Date: 3/15/2010, 4:10:49 PM
Subject: FW: Communication input on HPP damage
Attachments: [20100315 - Kommunikationsinput zu HDP Schäden.doc](#)
[20100225 - HDP Schäden.ppt](#)

Hello Mr. [REDACTED]

I do not agree with this at all.
I find it very clumsy when we pillory ourselves in external communication and point out to every customer (in these countries) that we have a problem with the pump.

I would formulate it more generally, stating that damage to the injection system and exhaust gas treatment can occur in case of poor fuel quantity.

I'm curious to see whether I stand alone in this assessment and how the other colleagues under cc: answer.

With best regards

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Non-responsive content removed

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

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>
> Von: Non-responsive content removed
> Sent: Monday, March 15, 2010, 3:55 PM
> To: Non-responsive content removed
> Cc:
> Subject: Communication input on HPP damage

>
> Hello Mr. Non-responsive content removed

>
> As discussed at the VSC, in addition to stickers for the tanks, we will also be notifying the importers and dealers, as well as introduce a mirror foot pendant with brief customer information. I will be meeting with the two colleagues from [redacted] and [redacted] tomorrow. I have drafted the following correspondence as input from [redacted]. As always, we would be grateful for additions, corrections, and suggested improvements. As agreed, we will implement these communication activities in the countries Mr. [redacted] named and in which there are different fuel grades. Please find attached the communication input from [redacted] and the list of countries.

>
>
>
> Best regards,

>
> Non-responsive content removed

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> Non-responsive content removed

>
> Non-responsive content removed

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

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>

Communication input on HPP damage

Draft from [REDACTED]

Dear customer support, importer, dealer, customer

The Audi R10 TD was the world's first Diesel race car to win the legendary 24 hours of Le Mans in June 2009. With TDI power from Audi. Engine technology that is economical in consumption and with a sporty riding experience on the street.

In the further development of our Diesel technology, we strive to reduce fuel consumption and emissions, while simultaneously optimizing performance. A key technology here is the injection system and associated high-pressure fuel pump. The injection system has evolved constantly and currently works – in the Audi Q7 3.0 TDI clean diesel quattro, for example – with an injection pressure of up to 2,000 bar.

In addition to the technology itself, the global use of engines is a further challenge. Fuel quality is a special focus here. In addition to cetane numbers and impurities, we have also have to consider sulfur content, lubricity and biodiesel proportion. There are major differences, both regional and vendor-specific.

In the past, all manufacturers have seen increases in cases of damage to the high-pressure fuel pump. There are two primary reasons for this. One is the low lubricity of low-quality fuels and the other is an excessive proportion of biodiesel in fuel.

Please notify your importers/dealers/customers and make sure that you follow the manufacturer's specifications exactly. Based on recent events, we wish to point out two features in particular.

Fuel quality:

Please observe the information on the inside of the fuel filler flap. Diesel fuel must comply with the European standard EN 590 [REDACTED] EN 590 or DIN 51628). Different fuel grades are available in many countries. In addition to a local Diesel fuel grade, a "Euro-Diesel" grade (Eurodiesel, Gasoil 50, Diesel 350 extra, Gasoil 350, Diesel Plus, Euro Diesel 4, ECO 50 Diesel, ...) is often available as well. This modern fuel has lower sulfur levels and improved lubricity. These modern fuels must be used exclusively to guarantee seamless operation.

Biodiesel proportion in fuel:

All Audi Diesel vehicles are suitable with B7 according DIN 51628 (Diesel fuel with up to 7% biodiesel share). A prerequisite for this is strict compliance with the quality criteria defined in DIN 51628. The customer must also follow the required maintenance and oil change intervals.

This information will ensure seamless operation and conserve the value of your vehicle. If you have any further questions about your vehicle or if you feel that the user's manual and above information are incomplete, please contact your Audi partner or importer.

We hope you enjoy your new Audi TDI vehicle and wish you pleasant journeys.

Your AUDI AG

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

Date: 9/27/2010, 12:31:17 PM

Subject: Task from the VWN Q day: Develop communication to product supporters and importers in case of problems in the fuel system

Attachments: Fehlerbildkatalog_Kraftstoffe_BOSCH_100825.pdf
DISS_BA_25708655_Späne_Kraftstoffsystem_WV1ZZZ7HZA-[Redacted].pdf
Fahrzeug_WV1ZZZ7HZA-[Redacted]-erneut Späne im Einspritzsystem (alte BA-ID_24544419, neue BA-ID_25708655).msg

Time: Wednesday, September 29, 2010 1:00 PM-13:30 (GMT+01:00) Amsterdam, Berlin, Bern, Rome, Stockholm, Vienna.

Location: Non-responsive content removed

~~*~*~*~*~*~*~*~*

Hello all,

At the last VWN Q day, it was agreed that a communication would be developed for product supports and importers indicating how the fuel system should be checked in complaint cases.

The proposal from Bosch was the attached catalog of fault descriptions:

Important information that must be included:

- * Do not open the high-pressure fuel pump, do not attempt to repair
- * In case of complaints that seem to indicate insufficient fuel quality, the following must be provided:
- * Sealed fuel filter
- * Fuel sample (1l in clean, previously unused container).
- *

This meeting will also serve to prepare the next Q day on 05/10/10.

With regard to the (second) complaint from [Redacted] here is the current DISS-BA in which the "filling station" is named:

The customer has a company and purchases fuel wholesale (see last invoice - 5100 l) and fills his vehicles from his own filling equipment. We therefore assume that the damage was caused by poor fuel quality. The mechanical soiling can be dealt with by the fuel filter, it is possible that the fuel was also chemically impure.

I have asked a colleague in [Redacted] to obtain samples from the customer and the supplier, if possible:

With best wishes

Non-responsive content removed

Non-responsive content removed

Volkswagen Aktiengesellschaft
Headquarters: Wolfsburg
Registergericht: Amtsgericht Braunschweig
HRB Nr.: 100484
Chair of the Supervisory Board: Ferdinand Piëch
Executive Board: Martin Winterkorn (Chairman/CEO), Francisco J. Garcia Sanz, Jochem Heizmann, Christian Klingler, Horst Neumann, Hans Dieter Pötsch, Rupert Stadler
Brand Directors, Volkswagen Commercial Vehicles: Wolfgang Schreiber (Speaker), Dirk Große-Loheide, Harald Schomburg, Jochen Schumm, Klaus-Dieter Schürmann

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

Date: 9/27/2010, 12:28:13 PM
Subject: Vehicle WV1ZZZ7HZA2[Redacted] - shavings in injection system again (old BA-ID: 24544419, new BA-ID: 25708655)

Attachments: [DISS BA 25708655 \[Redacted\] WV1ZZZ7HZA2 \[Redacted\].pdf](#)

Hello Mr. [Redacted]

At the last Q day, you agreed to support me in the sampling.
The attached DISS-BA mentions that the customer has his own filling station and recently received a delivery.
The invoice for this delivery is also attached (*.jpg).

Do you have the possibility of obtaining fuel samples (1l, clean container) from the customer's filling station and from the supplier?
And would it be possible to contact the supplier to clarify where else he might have delivered the allegedly poor fuel?

Hello Mr. [Redacted]

Thank you for the information, but please pardon me for asking again:
Did you receive the components and the fuel sample?

Yours sincerely,

Non-responsive content removed

From: Non-responsive content removed
Sent: Thursday, September 23, 2010, 12:39 PM
To: Non-responsive content removed
Subject: RE: Vehicle WV1ZZZ7HZA2[Redacted] - shavings in injection system again (old BA-ID: 24544419)

Hello, [Redacted]

Pictures and information about the filling station are available in DISS message 25708655. We plan to reject the warranty claim. Do you agree?

Regards

Non-responsive content removed

Non-responsive content removed

From: Non-responsive content removed

Sent: Thursday, September 16, 2010 9:02 AM

To: Non-responsive content removed

Cc: ved

Subject: Re: Vehicle WV1ZZZ7HZAH - shavings in injection system again (old BA-ID: 24544419)

Hello

Thank you for the information and you are right: Of course the components do not belong to the customer in this case. All the same, perhaps you will manage to obtain the components listed below from him.

More important than the components, however, is the information about the filling stations, because we suspect additional damage from other customers here.

Yours sincerely,

Non-responsive content removed

From: Non-responsive content removed

Sent: Wednesday, September 15, 2010, 3:40 PM

To: Non-responsive content removed

Cc: [redacted]

Subject: RE: Vehicle WV1ZZZ7HZAH - shavings in injection system again (old BA-ID: 24544419)

Hello,

The fuel is currently being drained from the vehicle and the tank removed. A sand/mud-like soiling was discovered in the tank. We have therefore notified the customer that the fuel quality is most likely the cause of the damage and that the repair cannot be settled with the warranty. I will receive detailed information and pictures tomorrow. In this case the exchanged parts belong to the customer. We cannot take for granted that the customer will agree to shipping the parts.

The information about the filling station will be retrieved.

We have an internal training course tomorrow, so I won't be able to take phone calls until Friday.

Yours sincerely,

Non-responsive content removed

Non-responsive content removed

From: Non-responsive content removed

Sent: Wednesday, September 15, 2010 2:37 PM

To: Non-responsive content removed

Cc: Non-responsive content removed

Subject: Vehicle WV1ZZZ7HZAH - shavings in injection system again (old BA-ID: 24544419)

Hello

notified me about the repeated complaint regarding the above vehicle.
The vehicle is located at the following workshop:

Non-responsive content removed

Could you please contact Mr. and make sure that we receive the following information/components:

- High-pressure fuel pump
- Injectors
- Rail
- Fuel filter as assembly with remaining fuel,
- 1 liter fuel sample from the tank (please use a clean, leak-proof container)
- Where did the customer most recently obtain fuel?

An exact listing of all filling stations is important - with the fuel quantity if possible.

Yours sincerely,

Non-responsive content removed

Non-responsive content removed

Volkswagen Aktiengesellschaft

Headquarters: Wolfsburg

Court of Registry: Amtsgericht Braunschweig

Registry no.: 100484

Chair of the Supervisory Board: Ferdinand Piëch

Executive Board: Martin Winterkorn (Vorsitzender/Chairman), Francisco J. Garcia Sanz, Jochem Heizmann, Christian Klingler,

Horst
Neumann, Hans Dieter Pötsch, Rupert Stadler

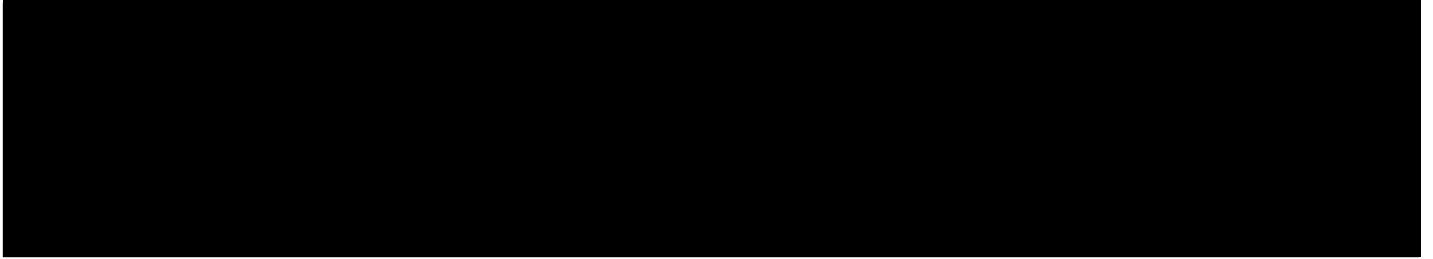
Brand Directors, Volkswagen Commercial Vehicles: Wolfgang Schreiber (Speaker), Dirk Gro??e-Loheide, Harald Schomburg,

EA11003EN-00253[3]

Jochen Schumm, Klaus-Dieter Schürmann

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Tax

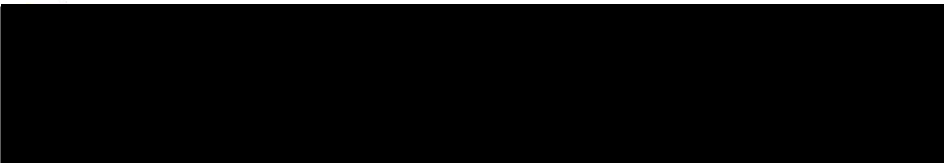


wiad

jest prawnie zabronione. W razie otrzymania tej

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Faktura VAT		Nr P 3837/2010/MAG								
2010-08-18		2010-08-17								
Data i miejsce wystawienia dokumentu		Data sprzedaży								
Sprzedawca: Adres: NIP: Telefon: E-mail:		Nabywca: Adres: NIP:								
Forma: Termin: Bank: Konto:		Odbiorca: Adres:								
Lp.	Nazwa	Kod CN	Ilość	Jm	Cena brutto	Cena netto	Wartość netto	Stawka VAT	Kwota VAT	Wartość brutto
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W tym							16 554,10	22%	3 641,90	20 196,00

Razem do zapłaty: 20 196,00 PLN Pozostało do zapłaty: 20 196,00 PLN

Słownie: dwadzieścia tysięcy sto dziewięćdziesiąt sześć złotych zero groszy

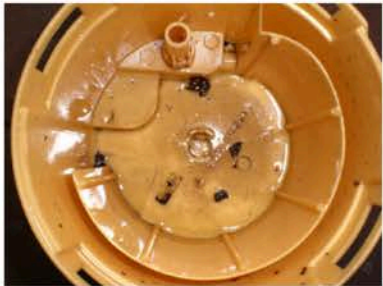
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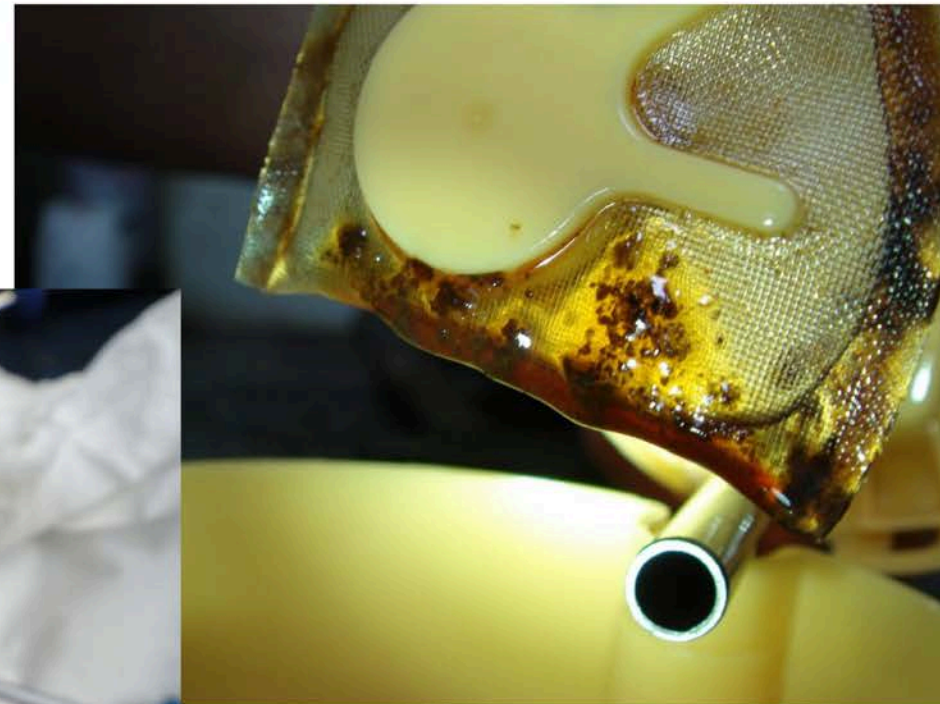
Damage patterns due to deficient fuel quality

Deposits in the swirl pot



Damage patterns due to deficient fuel quality

Deposits on the screen in the swirl pot



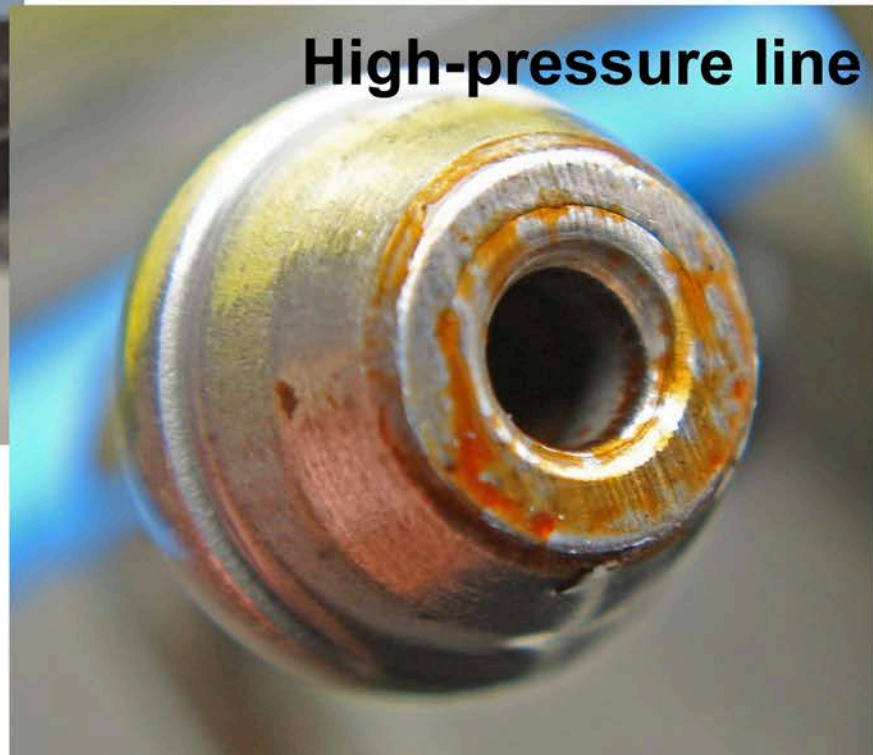
Damage patterns due to deficient fuel quality

Deposits in the fuel filter



Damage patterns due to deficient fuel quality

Deposits on connections



Damage patterns due to deficient fuel quality

Deposits in the fuel samples



Damage patterns due to deficient fuel quality

Corrosive deposits on the metering unit filter



Damage patterns due to deficient fuel quality

Traces of corrosion on the metering unit



From: Non-responsive content removed
To: [REDACTED]
CC: [REDACTED]
Date: 09.01.2008 13:16:33
Subject: FW: Introduction of C2 on the roller crest
Attachments: [EHC2_0275_ \[REDACTED\].Audi, CP4 FG 30-07-2008, C3 vs C2 an der Rollenkuppe.pdf](#)

Hello [REDACTED]

What is the status here?

Regards,

[REDACTED]

From: Non-responsive content removed
Sent: Thursday, 08.05.2008 11:40
To: Non-responsive content removed
Cc: [REDACTED]

Subject: Introduction of C2 on the roller crest

Hello [REDACTED]

As presented in the last expert meeting, our basic investigations have shown significant benefits for C2 on the roller crest (as opposed to the current status with C3).

For this reason, we want to change the Audi projects from C3 to C2. It was agreed at the last expert meeting to test this feature in W24 D4.

If there is a new V6 BIN Q-verification, we recommend setting up also these pumps with C2 at the roller crest.

Here are the presented slides

<<EHC2_0275_ [REDACTED], Audi, CP4 FG 30-07-2008, C3 vs C2 an der Rollenkuppe.pdf>>

Note:

VW (including R4 2l BIN5) has received patterns with C2 on the roller crest.

Best regards

Non-responsive content removed

Robert Bosch GmbH

Non-responsive content removed

70442 Stuttgart
GERMANY
www.bosch.com

Non-responsive content removed

Headquarters: Stuttgart
Court of Registry: 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: 9/7/2010, 5:29:52 PM
Subject: FW: No customer release: CP4.1 - reduced C layer
Attachments: [DS-002035760 CP4-Pumpenkolben mit reduzierte C-Schichttoleranz 2010 05 2010 VW Audi.pdf](#)
[KU Blatt reduzierte C Schicht.pdf](#)

These are warriors, not a bunch of wimps... real terriers are what we need. :-)

From: Non-responsive content removed
Sent: Friday, July 23, 2010, 7:29 AM

Non-responsive content removed

Subject: No customer approval: CP4.1 - reduced C layer

Hello Mr. [REDACTED]

The change slip for the CP4.1 reduced C layer, as communicated many times in the past, will **not** be signed by quality assurance.
Approval for reducing the C layer is **not** granted.

Regards

Non-responsive content removed

Volkswagen Aktiengesellschaft

Non-responsive content removed

D-38231 Salzgitter

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www.volkswagen.de

Volkswagen Aktiengesellschaft

Domicile: Wolfsburg

Court of Registry: Local District Court Braunschweig

Commercial Register no.: 100484

Chairman of the Supervisory Board: Ferdinand Piëch

Board of Management: Martin Winterkorn (Vorsitzender/Chairman), Francisco J. Garcia Sanz, Jochem Heizmann, Christian Klingler, Horst Neumann, Hans Dieter Pötsch, Rupert Stadler

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From: Non-responsive content removed

Sent: Non-responsive content removed

Non-responsive content removed

Subject: Customer approval: CP4.1 - reduced C layer

Hello Mr. Non-responsive content removed

Please obtain the customer signatures for the change described below.

(All previously open items have been completed; see updated set of overheads)

Best regards / mit freundlichen Grüßen

Non-responsive content removed

Robert Bosch GmbH

Non-responsive content removed

70442 Stuttgart

GERMANY

www.bosch.com

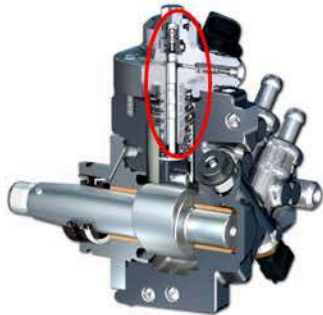
Non-responsive content removed

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 Asenkerschbaumer, Uwe Raschke, Wolf-Henning Scheider

CP4 ÄÄS DS-002035760 Pump Piston Reduction of C Layer Thickness No.2009.029

Submission	Date
First submission	9/17/2009
1st Resubmission	11/26/2009
2nd Resubmission	3/30/2010
3rd Resubmission	6/8/2010
4th Resubmission	6/15/2010

1. Change no.: DS-002 035 760
2. Product/variant CP4



	Bosch no.	Customer no.
VW	0 445 010 508	03L 130 755 A
VW	0 445 010 523	03L 130 755 F
VW	0 445 010 527	03L 130 755 M
VW	0 445 010 5xx	03L 130 755 AB
Audi	0 445 010 613	059 130 755 BC

With introduction of anti-wear package (without C layer to date):

Audi	0 445 010 611	059 130 755 BB
Audi	0 445 010 631	059 130 755 AN
Audi	0 445 010 632	059 130 755 AK

Diesel Systems



BOSCH

1

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Customer Presentation Sheet CP4 Pump Piston, Reduction of C Layer Thickness No.2009.029

10. Customer approval:

Approved				
	Date	Department	Signature	Remark
VW				
Audi				

Open Items / Conditions	Responsible	Completed on

Diesel Systems



BOSCH

25

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From: Non-responsive content removed

To:

CC:

Date: 4/23/2009, 6:10:00 PM

Subject: Re: Agenda: Top meeting "Reliability" with the Robert Bosch Company and Conti (Executive Board)

Hello Non-responsive content removed

With regard to the vote tomorrow with Non-responsive content removed (already discussed today with Bosch at our working level):

the CP4 is an increase in ruggedness for "fuel-critical markets".
We do not have any more domestic breakdowns; everything I get is nearly completely OK.

With regard to fuel, the pump is validated for standardized fuel (EN590).

But this is not enough for our new mass markets of Non-responsive content removed

If the fuels have too much water, this is not good for the CP4.

The previous CP1 and CP3 dealt with that much better.

The decisive issue is to improve the roller/cam drive.

For the pistons, for which an "anti-wear package" is available, we have not had any worldwide problems yet despite the lack of this add-on; but it could be added seamlessly if necessary (currently for a lot of money – a high political price!)

There is NOTHING better for the cam drive than process improvements in mass production.

Non-responsive content removed is there anything you feel should be added?

With best wishes

Non-responsive content removed
d

AUDI AG

Non-responsive content removed

<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: Thursday, April 23, 2009, 6:23 PM
To: [Non-responsive content removed]
Cc: [Non-responsive content removed]
Subject: Re: Agenda: Top meeting "Reliability" with the Robert Bosch Company and Conti (Executive Board)

Hello [Non-responsive content removed]

The date has not been set yet, because [Non-responsive content removed] wants to coordinate the agenda with [Non-responsive content removed]

The meeting will take place at the level of [Non-responsive content removed] ... etc. I am currently working with [Non-responsive content removed] to clarify the detailed contents (conference call tomorrow at 11:00 a.m. in my office!)

With best wishes

[Non-responsive content removed]

AUDI AG

[Non-responsive content removed]

Domicile/Sitz: Ingolstadt

Court of Registry/Registergericht: Amtsgericht Ingolstadt

Commercial Register No./HRB Nr.: 1

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

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EA11003EN-00272[2]

From: Non-responsive content removed
Sent: Thursday, April 23, 2009, 6:20 PM
To: Non-responsive content removed
Cc:
Subject: Re: Agenda: Top meeting "Reliability" with the Robert Bosch Company and Conti (Executive Board)

Non-responsive content removed, when is the meeting?

Wolfgang, the draft agenda has changed somewhat

With best wishes

Non-responsive content removed

From: Non-responsive content removed
Sent: Thursday, April 23, 2009, 5:42 PM
To: Non-responsive content removed
Cc:
Subject: Re: Agenda: Top meeting "Reliability" with the Robert Bosch Company and Conti (Executive Board)

Hello

The draft agenda also contains the LB agenda item 5 from Bosch. Of course, this also includes the CP4.

With best wishes

Non-responsive content removed

AUDI AG

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Domicile/Sitz: Ingolstadt
Court of Registry/Registergericht: Amtsgericht Ingolstadt
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From: Non-responsive content removed
Sent: Thursday, April 23, 2009, 10:15 AM
To: Non-responsive content removed
Cc:
Subject: Re: Agenda: Top meeting "Reliability" with the Robert Bosch Company and Conti (Executive Board)

Hello Non-responsive content removed

See the mail below from .
Why didn't you ask us this time, or has it been so long (I remember a procedure in 2008) ?

Subject:
CP4 high-pressure fuel pump – drivetrain damage
Significant improvement after measures, but: still failures in fuel-critical markets; several planned measures are still open.
Objective: Improve robustness of cam/roll drive

With best wishes

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AUDI AG

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From: Non-responsive content removed
Sent: Wednesday, April 22, 2009, 2:50 PM
To: Non-responsive content removed
Cc:
Subject: Re: Agenda: Top meeting "Reliability" with the Robert Bosch Company and Conti (Executive Board)

Since we still have failures, we should do it

With best wishes

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AUDI AG

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From: Non-responsive content removed
Sent: Wednesday, April 22, 2009, 2:44 PM
To: Non-responsive content removed
Cc:
Subject: Re: Agenda: Top meeting "Reliability" with the Robert Bosch Company and Conti (Executive Board)

Hello colleagues,

For your information.

Do you think it is sensible / necessary to include the subject of CP4 drivetrain damage as a separate item on the Bosch agenda?

With best wishes

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AUDI AG

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From: Non-responsive content removed
Sent: Wednesday, April 22, 2009, 2:38 PM
To: Non-responsive content removed
Subject: Agenda: Top meeting "Reliability" with the Robert Bosch Company and Conti (Executive Board)

Hello colleagues,

The Audi Executive Board and management are holding top talks with various suppliers.

Do you have any items for the agenda??

Attached is a proposal Non-responsive content removed

Attached is a proposal Non-responsive content removed

Please provide information

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With best wishes

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AUDI AG

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From: Non-responsive content removed

Sent: Tuesday, April 21, 2009, 10:25 AM

To: Non-responsive content removed

Subject: Re: Re: Agenda: Top meeting "Reliability" with the Robert Bosch Company

With best wishes

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AUDI AG

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From: Non-responsive content removed

Sent: Tuesday, April 21, 2009, 10:02 AM

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Subject: Re: Agenda: Top meeting "Reliability" with the Robert Bosch Company

Dear Non-responsive content removed

Many thanks for the meeting yesterday to prepare a top discussion between the Executive Board and the Robert Bosch Company within the framework of the reliability program at Audi AG. Please find attached an initial draft agenda, with the request to coordinate it internally at Bosch.

With best wishes

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removed

From: Non-responsive content removed
To: [Redacted]
CC: [Redacted]
Date: 2/19/2010, 7:49:11 PM
Subject: Re: Status report CP4 AUDI of 02/17/10

Hello [Redacted]

This was discussed this Wednesday in the "small" task force!
The contact person at VW is [Redacted] spoke personally with [Redacted]
at VW! Bosch will establish contact ASAP!

Regards
[Redacted]

From: [Redacted]
Sent: Friday, February 19, 2010, 1:57 PM
To: [Redacted]
Cc: [Redacted]
Subject: Re: Status report CP4 AUDI of 02/17/10

Hello [Redacted]

Please mark the last sentence on Page 4 with regard to coordination of dates for 4-cylinder engine measurement with VW in process in black; it was blue last time (yes, unfortunately it's taking forever again).
[Redacted] – could you please help out again (VW Development needs to provide an engine for measurements).
Aside from that, [Redacted] and I have no objections.

P.S.: Here is the passage from the report (will be distributed soon):

Conclusions
In addition to the influence of the fuel quality, there must be design-related and application-specific differences between CP4.1 and CP4.2.
A stuck roller with the potential for transferring material to the camshaft can only be created under load (pressure) and with poor fuel.
From the new hypothesis of the stock roller when warmed up with poor fuel, further investigations concentrate on the differences in the pressure build-up / pressure response between the CP4.1 and CP4.2.
Additional measurements will be carried out on the engine for this purpose. The dates are being coordinated with VW.
Have a nice weekend!

Best regards

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From: Non-responsive content removed
Sent: Friday, February 19, 2010, 12:12 PM
To: Non-responsive content removed
Subject: Status report CP4 AUDI of 02/17/10
Importance: High

Good day, gentlemen,
Please find attached the CP4 AUDI status report for review.
Please provide your feedback so the report can be distributed.

Best regards / mit freundlichen Grüßen

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Robert Bosch GmbH

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70442 Stuttgart
GERMANY
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

From: Non-responsive content removed
To:
CC:

Date: 1/29/2010, 7:52:59 PM
Subject: Re: Anti-wear package 1 CP4

Dear [redacted]

Since the series launch of the CP4, many quality improvement measures (which we would be happy to present again) have been introduced to improve quality in the field.

The ongoing work now consists of improving the robustness of the CP4 pump drivetrain against fuels outside the quality levels available in [redacted] or as we were assured.

[redacted] presented the robustness of the CP4 to you in October 2009. The simulations were also presented there, along with the influencing variables on the security factor (relationship of friction coefficient roller_cam to roller_roller support).

There are additional findings on this, which we would like to present to you at the next opportunity.

[redacted] has told me that you and [redacted] (and VW in general) would like to have better information in future. We will fulfill this wish. Messrs. [redacted] will hold a project meeting in 14 days, at which they will provide information about drivetrain damage.

The focus of our examination of the difference between CP4.2 and CP4.1 currently lies on discovering the much higher failure rate of the CP4.2 in the field [redacted] market. The initial leads we have found on this are very interesting.

Best regards / mit freundlichen Grüßen

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Robert Bosch GmbH

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www.bosch.com

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From: Non-responsive content removed
Sent: Friday, January 29, 2010, 2:19 PM
To: Non-responsive content removed
Cc: Non-responsive content removed

Subject: Anti-wear package 1 CP4

Dear Sirs,

When looking through old documents, I came across a presentation from the year 2006, in which a significant cause for tappet turning and drivetrain damage to the CP4 is known: the interaction between roller and roller support.

Four years later, this same fact is being pointed out as the solution to all our problems.
What prevented us from implementing this finding earlier?

Best regards,

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VOLKSWAGEN AG
Domicile/Sitz: Wolfsburg
Court of Registry/Registergericht: Amtsgericht Braunschweig
HRB Nr./ Commercial Register No.: 100484
Chairman of the Supervisory Board/Vorsitzender des Aufsichtsrats: Ferdinand Piëch
Vorstand/Board of Management: Martin Winterkorn (Chairman/CEO), Francisco J. Garcia Sanz, Jochem Heizmann, Horst Neumann, Hans Dieter Pötsch

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From: [Redacted]
To: [Redacted]
CC: [Redacted]
Date: 11/24/2010, 1:52:18 PM
Subject: Re: [Redacted] VW 526 (Further procedures)
Attachments: [Redacted]-VW526 - KW47 v05.ppt

Best regards,
[Redacted]

With best wishes

[Redacted]

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AUDI AG

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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

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>
>From: [Redacted]
>Sent: Wednesday, November 24, 2010 12:01 PM >To: [Redacted]

>Cc: [Redacted]
>Subject: [Redacted] VW 526 (Further procedures)

>Dear [Redacted]

>Please find attached the documents on the further procedures for the 2800 VW526 vehicles on the way to the [Redacted]

>Please coordinate with [Redacted]

>Sincerely >

[Redacted]
Non-responsive content removed

>AUDI AG

Non-responsive content removed

>>
>Sitz/Domicile: Ingolstadt
>Court of Registry/Registergericht: Amtsgericht Ingolstadt
>Commercial Register No./HRB Nr.: 1
>Chairman of the Supervisory Board/Vorsitzender des Aufsichtsrats: Martin Winterkorn
>Vorstand/Board of Management: Rupert Stadler (Vorsitzender/Chairman), Ulf Berkenhagen, Michael Dick, Frank Dreves, Peter Schwarzenbauer, Thomas Sigi, Axel Strotbek
>
>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.
>Wichtiger Hinweis: Die vorgenannten Angaben werden jeder E-Mail automatisch hinzugefügt und lassen keine Rückschlüsse auf den Rechtscharakter der E-Mail für AUDI AG zu.
>

From: Non-responsive content removed
To: [REDACTED]
CC:
Date: 1/12/2011, 8:05:05 AM
Subject: Field campaign 23G7
Attachments: [Werkstattaktion 23G7](#) [Workshop campaign 23G7.msg](#)

Hello [REDACTED]

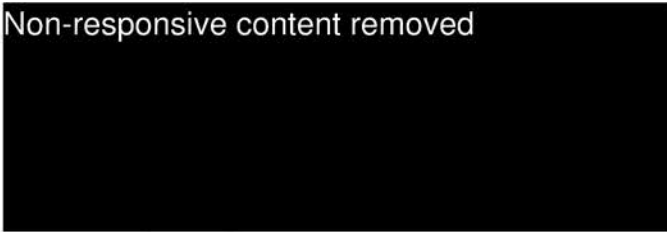
This is how we got the message.

I can't find any indication that only Non-responsive content removed are affected.

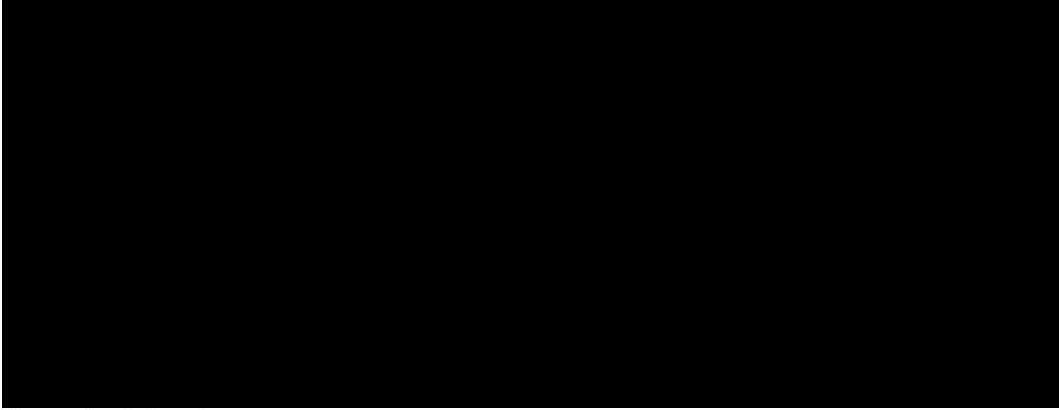
Regards

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From: Non-responsive content removed
To:



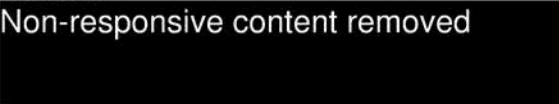
CC:
Date: 21.12.2010 12:20:15
Thema: Werkstattaktion 23G7 / Workshop campaign 23G7
Attachments: [23G7 Info Handel.pdf](#)
[23G7 Aktionsbeschreibung IT.pdf](#)
[23G7 Aktionsbeschreibung DE.pdf](#)
[23G7 Aktionsbeschreibung EN.pdf](#)



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AUDI AG

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Dear Sir or Madam,

We would like to inform you about the workshop campaign "23G7 - Replacing high-pressure pump".

Please check in the RECALL system - EC15 if the campaign is visible. If not, there are no affected vehicles in your market.

This campaign notification is for internal use only.

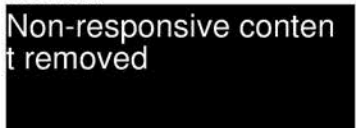
EXPORT: All workshops will be informed by the Importer on the date of activation.

Regards,

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AUDI AG

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Feldaktion

Thema	Ersatz Hochdruckpumpe
Marke	Audi
Vorgangs-Nr.	2025196/1
Aktion	23G7
Hinweis	Nur Fahrzeuge mit V6 TDI Motor
Art	Werkstattaktion

Fahrzeugdaten

Audi A6

Verkaufstypen

Typ	MJ	Marke	Bezeichnung	MKB	GKB	GKBA
4F*	2008	A		*	*	*
4F*	2009	A		*	*	*
4F*	2010	A		*	*	*

Audi A5 Cabrio

Verkaufstypen

Typ	MJ	Marke	Bezeichnung	MKB	GKB	GKBA
8F*	2010	A		*	*	*

Audi Q7

Verkaufstypen

Typ	MJ	Marke	Bezeichnung	MKB	GKB	GKBA
4LB*	2008	A		*	*	*
4LB*	2009	A		*	*	*
4LB*	2010	A		*	*	*

Audi Q5

Verkaufstypen

Typ	MJ	Marke	Bezeichnung	MKB	GKB	GKBA
8RB*	2009	A		*	*	*
8RB*	2010	A		*	*	*



Audi A5

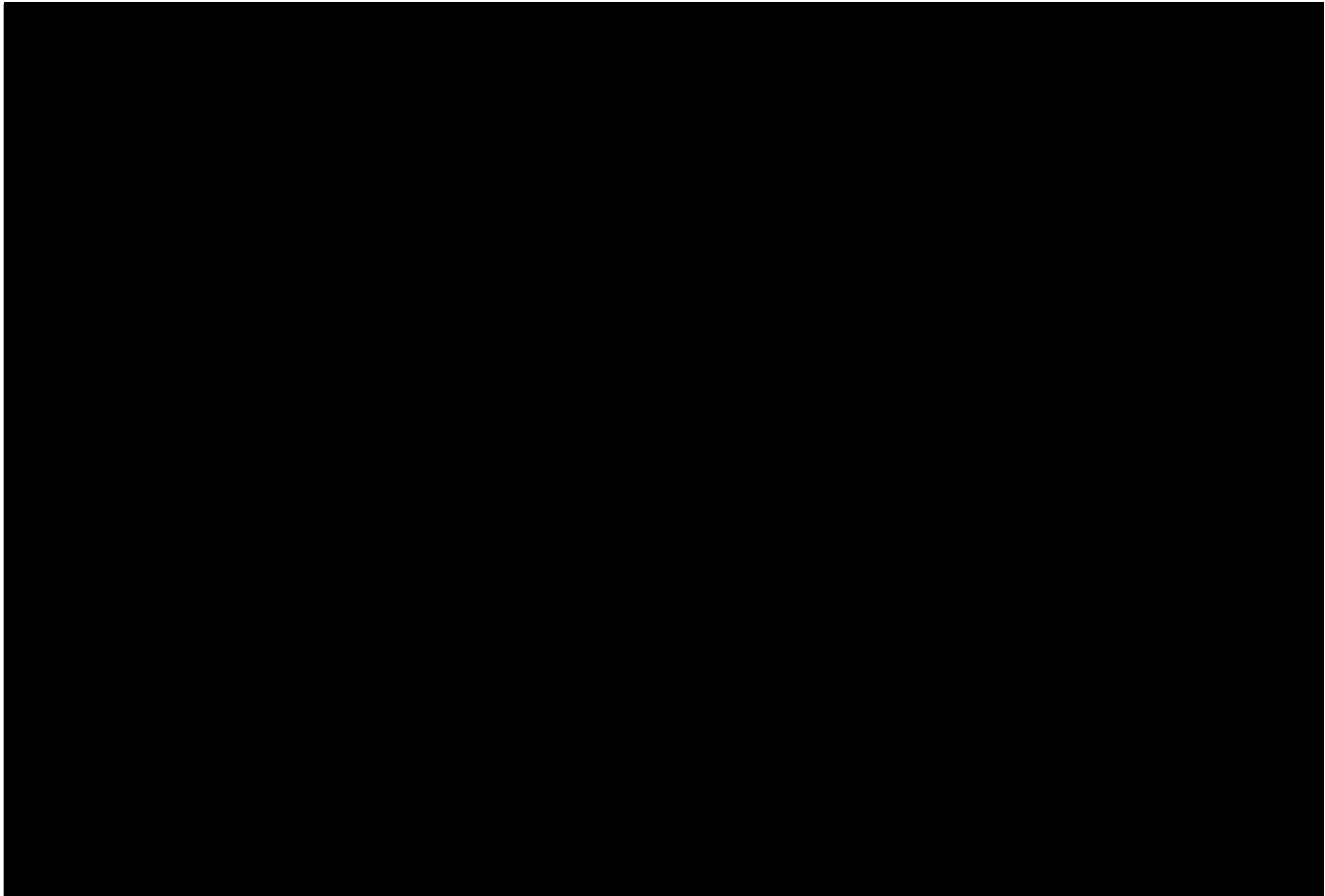
Verkaufstypen

Typ	MJ	Marke	Bezeichnung	MKB	GKB	GKBA
8T*	2008	A		*	*	*
8T*	2009	A		*	*	*
8T*	2010	A		*	*	*

Audi A4

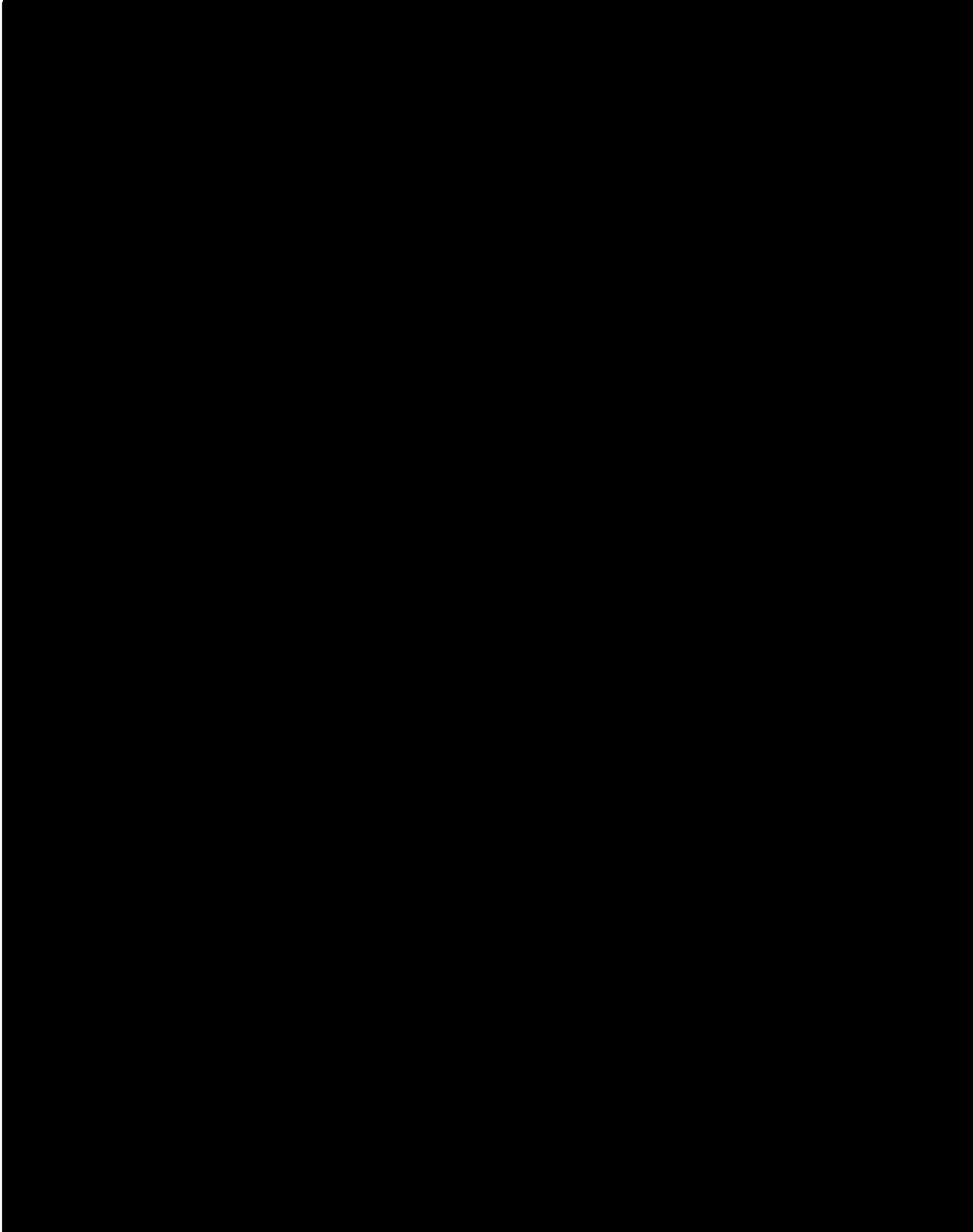
Verkaufstypen

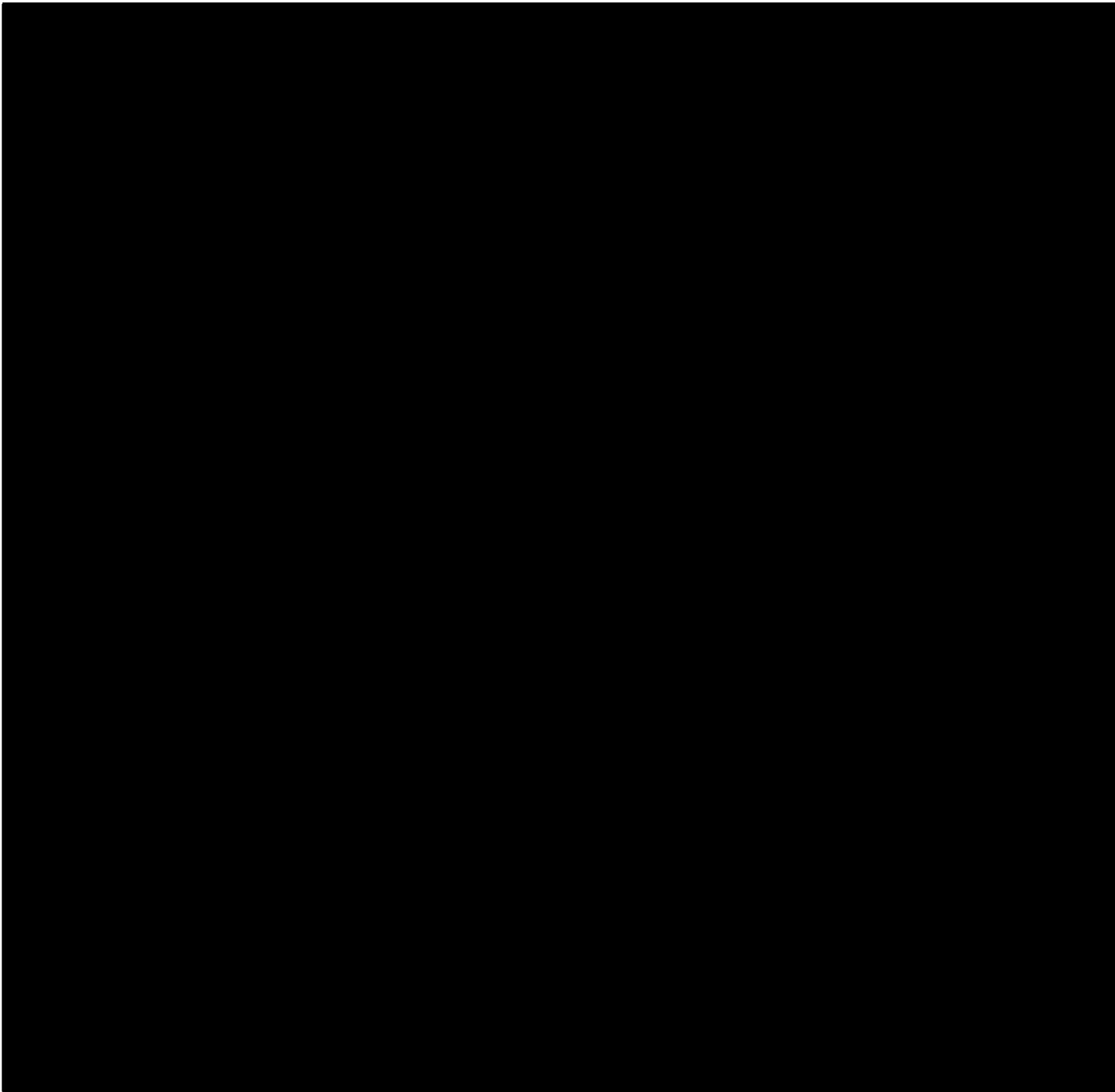
Typ	MJ	Marke	Bezeichnung	MKB	GKB	GKBA
8K*	2008	A		*	*	*
8K*	2009	A		*	*	*
8K*	2010	A		*	*	*





Abrechnungshinweise

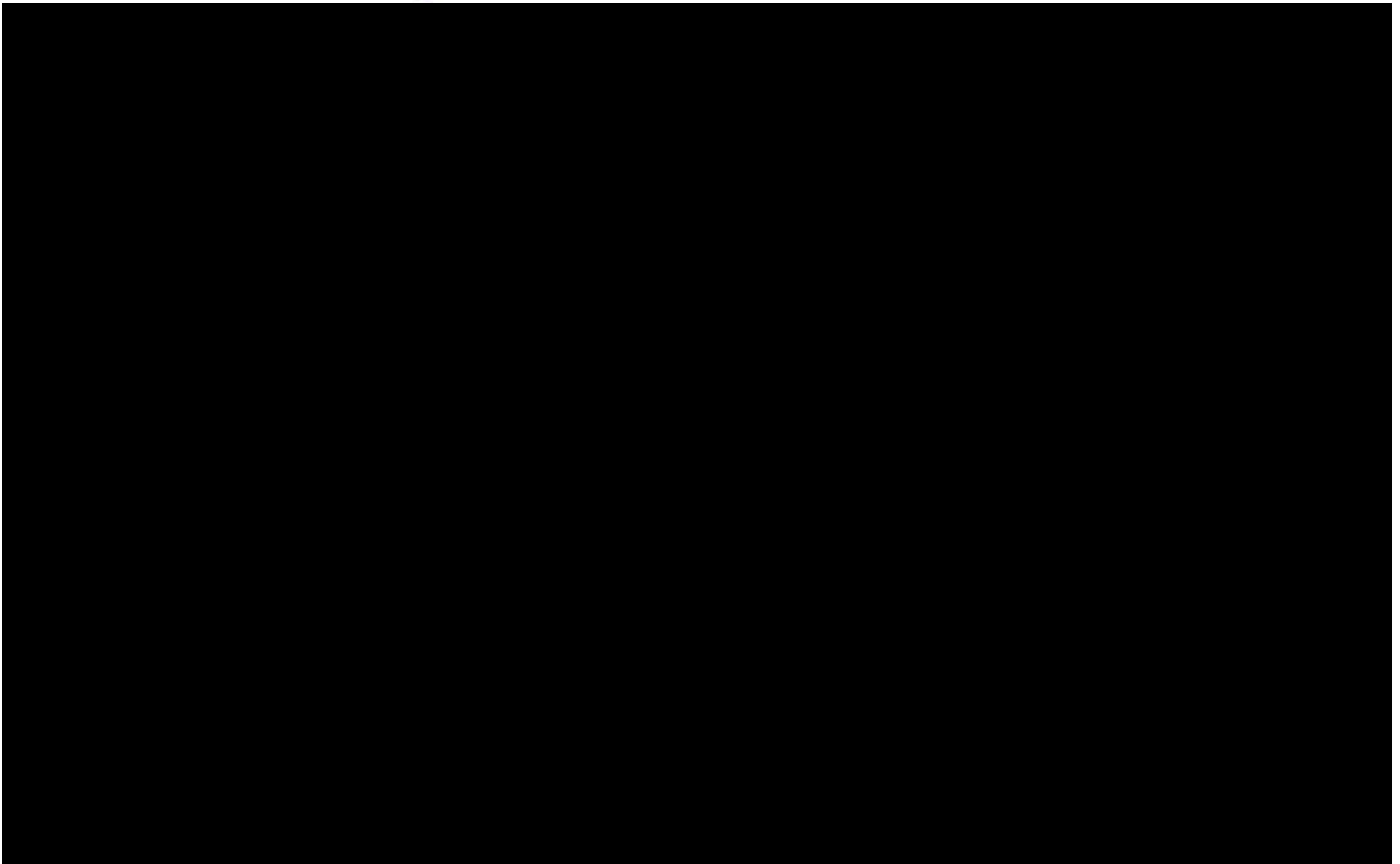






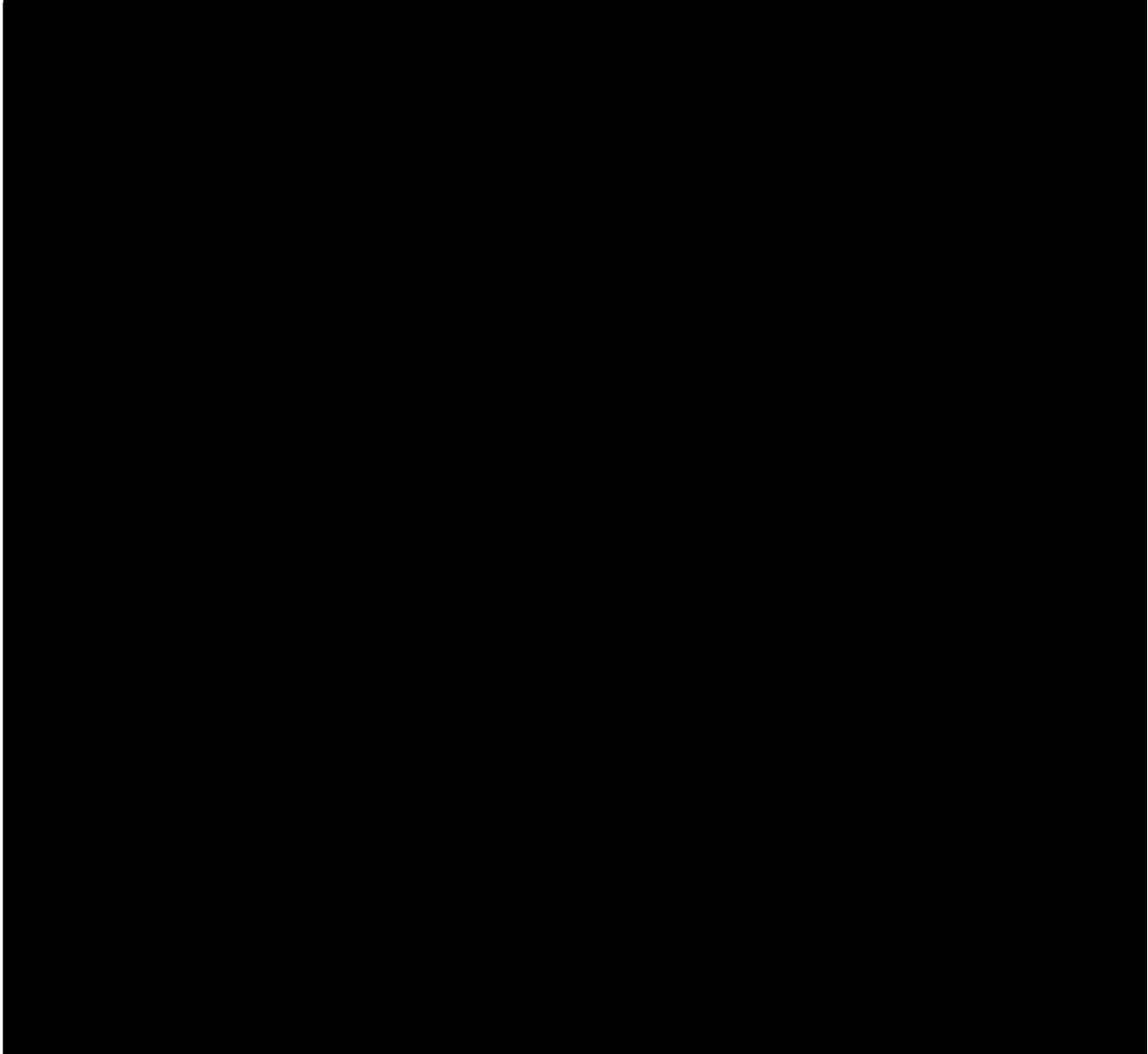
Arbeitsanleitung

Technischer Hintergrund





Arbeiten





Field campaign

Topic	Replacing high-pressure pump
Brand	Audi
Transaction No.	2025196/1
Campaign number	23G7
Note	Only for vehicles with V6 TDI engine
Type	Workshop campaign

Vehicle data

Audi A6

Sales types

Type	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
4F*	2008	A		*	*	*
4F*	2009	A		*	*	*
4F*	2010	A		*	*	*

Audi A5 Cabrio

Sales types

Type	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
8F*	2010	A		*	*	*

Audi Q7

Sales types

Type	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
4LB*	2008	A		*	*	*
4LB*	2009	A		*	*	*
4LB*	2010	A		*	*	*

Audi Q5

Sales types

Type	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
8RB*	2009	A		*	*	*
8RB*	2010	A		*	*	*



Audi A5

Sales types

Type	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
8T*	2008	A		*	*	*
8T*	2009	A		*	*	*
8T*	2010	A		*	*	*

Audi A4

Sales types

Type	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
8K*	2008	A		*	*	*
8K*	2009	A		*	*	*
8K*	2010	A		*	*	*

Notes

Technical background

On Audi vehicles with a V6 TDI engine manufactured within a specific period premature wear can occur on the high-pressure pump.

Remedy

The high-pressure pump and the supply and return lines must be replaced on the affected vehicles.

Customer notification

Please notify customers who have taken delivery of one of the affected vehicles when the vehicles are next in the workshop.

Please ensure that all affected vehicles are checked and repaired during the next service visit. Make a note of the required campaign on the workshop order before it is signed by the customer.

If it is omitted to perform the work required for the campaign during a workshop visit, notify the customer about the campaign immediately.

You should also pass on this information to your new and used car sales departments so that the vehicles affected are checked and, if necessary, repaired immediately.



Warranty accounting instructions



A distinction is made between processing-related criteria and non-processing-related criteria.

- **Processing-related criteria**

The campaign on the vehicle is not allocated the "processed" status until all processing-related criteria have been charged for.

- **Non-processing-related criteria**

Non-processing-related criteria should only be charged for if they were actually carried out. An entry in the "Criterion ID" window is required only if the work has been carried out.

A vehicle may be affected by several different criteria.

- **Please list all criteria for which work has been performed in the "Criterion ID" window when making out the claim. If you were not able to perform the work for all of the criteria, you can charge for individual criteria.**
- **After the items have been charged for and the vehicle is checked again for outstanding field campaigns (=> "vehicle-specific notes"), only those criteria which have not been completed will be displayed.**

SAGA code

Damage number:	23G7 0099 002	
Repair code:	Part causing damage (high-pressure pump)	
Type of claim:	7 10 = Campaign implemented on registered vehicle 7 90 = Campaign implemented on vehicle that has not yet been registered	
Criteria:	"Vehicle-specific notes" (in Service Online or ELSA)	
	4F = Audi A6 4L = Audi Q7 8F = Audi A5 Cabriolet 8K = Audi A4 8R = Audi Q5 8T = Audi A5	Processing-related

Labour:

Criterion	Work	APOS APOS/2	TU
4F	Replace high-pressure pump, supply and return line	23 74 55 99 23 G7 4F 98	250
4L, 8F, 8K, 8T	Replace high-pressure pump, supply and return line	23 74 55 99 23 G7 ** 98	240
8R	Replace high-pressure pump, supply and return line	23 74 55 99 23 G7 8R 98	270

**) Enter the relevant criterion.



Material

Criterion	Designation	Part No.	Quantity
All	High-pressure pump	059 130 755 BK	1
8F, 8K, 8R, 8T	Supply line	059 130 297 L	1
	Return line	059 130 297 AB	1
4F	Supply and return line	059 130 300 EB	1
4L	Supply and return line	059 130 300 EC	1

Genuine parts

Materials required:

Quantity	Designation	Part No.	Remarks
1	High-pressure pump	059 130 755 BK	
1	Supply line	059 130 297 L	Criterion 8F, 8K, 8R, 8T
1	Return line	059 130 297 AB	
1	Supply and return line	059 130 300 EB	Criterion 4F
1	Supply and return line	059 130 300 EC	Criterion 4L

Parts supply

The required genuine parts should be ordered in all cases according to requirements from your Importer.

Parts despatch control

After removal, parts should be returned in the normal way to the Importer's warranty inspection department.



Repair instructions

Technical background

On Audi vehicles with a V6 TDI engine manufactured within a specific period premature wear can occur on the high-pressure pump.

Check

If the vehicle is not already listed as repaired in the "vehicle-specific notes" (in Service Online or ELSA), check the Service Schedule for the entry '**23G7 completed**'. If the entry is not listed, carry out the required work in accordance with instructions.

Genuine parts

Materials required:

Quantity	Designation	Part No.	Remarks
1	High-pressure pump	059 130 755 BK	
1	Supply line	059 130 297 L	Criterion 8F, 8K, 8R, 8T
1	Return line	059 130 297 AB	
1	Supply and return line	059 130 300 EB	Criterion 4F
1	Supply and return line	059 130 300 EC	Criterion 4L

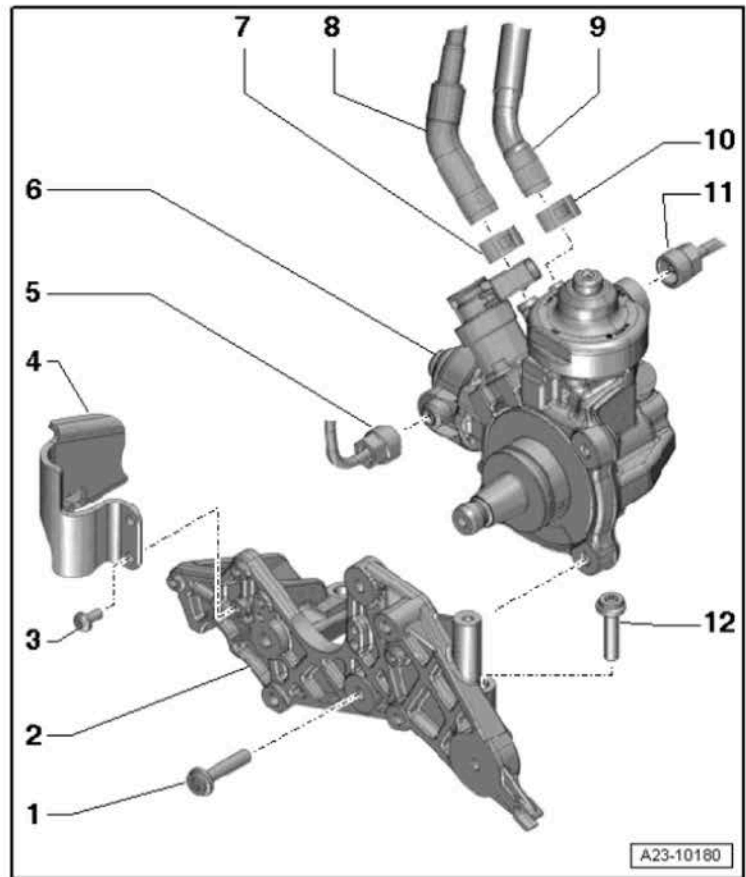


Work

- Replace the high-pressure pump (item 6) and the lines (items 8 and 9).



The supply and return connections on the new high-pressure pump are reversed. It is therefore essential to install a supply and return line with reversed positions.



Identification

After completing all required work, make the entry "23G7 completed" (including date and workshop stamp) in the first vacant box in the Service Record section of the Service Schedule or in the section for Workshop remarks.



Azioni di Richiamo

Tema	Sostituzione della pompa di alta pressione
Marca	Audi
Pratica-Nr.	2025196/1
Azione	23G7
Indicazioni	Solo vetture con motore TDI V6
Tipo	Azione d'officina

Dati veicolo

Audi A6

Modelli

Modello	Anno modello	Marca	Denominazione	SIG. MOT.	SIG. CAMBIO	SIG. CAMBIO INTEG.
4F*	2008	A		*	*	*
4F*	2009	A		*	*	*
4F*	2010	A		*	*	*

Audi A5 Cabrio

Modelli

Modello	Anno modello	Marca	Denominazione	SIG. MOT.	SIG. CAMBIO	SIG. CAMBIO INTEG.
8F*	2010	A		*	*	*

Audi Q7

Modelli

Modello	Anno modello	Marca	Denominazione	SIG. MOT.	SIG. CAMBIO	SIG. CAMBIO INTEG.
4LB*	2008	A		*	*	*
4LB*	2009	A		*	*	*
4LB*	2010	A		*	*	*

Audi Q5

Modelli

Modello	Anno modello	Marca	Denominazione	SIG. MOT.	SIG. CAMBIO	SIG. CAMBIO INTEG.
8RB*	2009	A		*	*	*
8RB*	2010	A		*	*	*



Audi A5

Modelli

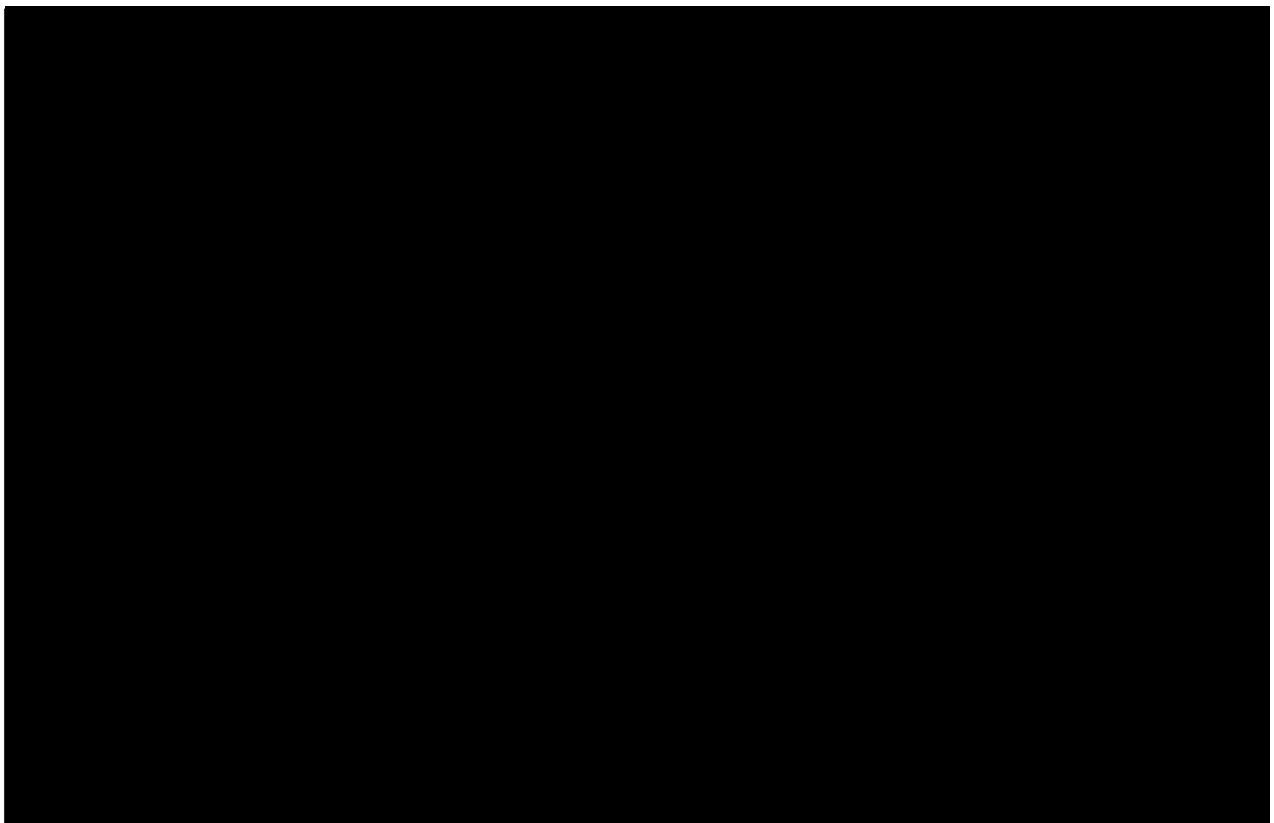
Modello	Anno modello	Marca	Denominazione	SIG. MOT.	SIG. CAMBIO	SIG. CAMBIO INTEG.
8T*	2008	A		*	*	*
8T*	2009	A		*	*	*
8T*	2010	A		*	*	*

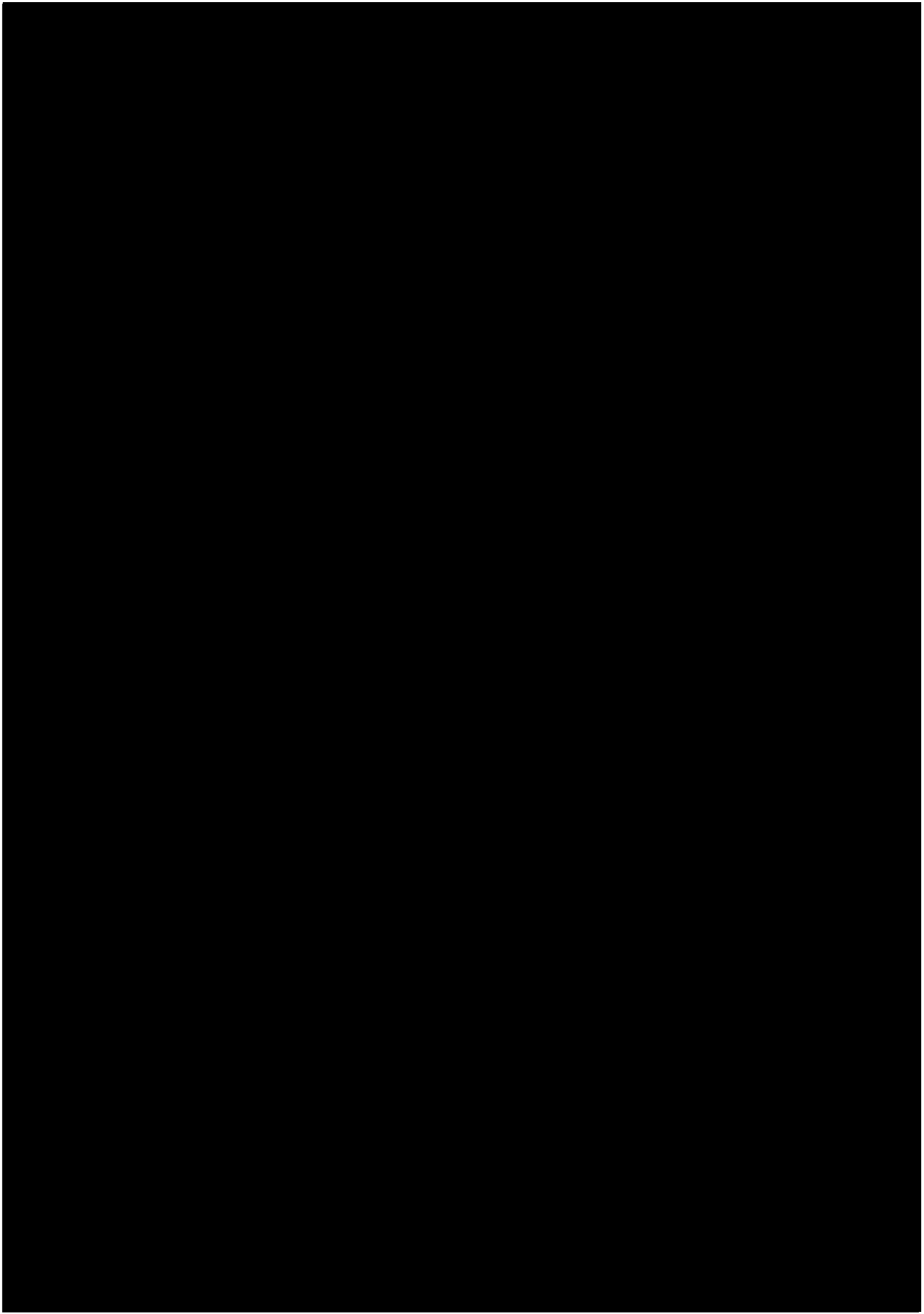
Audi A4

Modelli

Modello	Anno modello	Marca	Denominazione	SIG. MOT.	SIG. CAMBIO	SIG. CAMBIO INTEG.
8K*	2008	A		*	*	*
8K*	2009	A		*	*	*
8K*	2010	A		*	*	*

Avvertenze



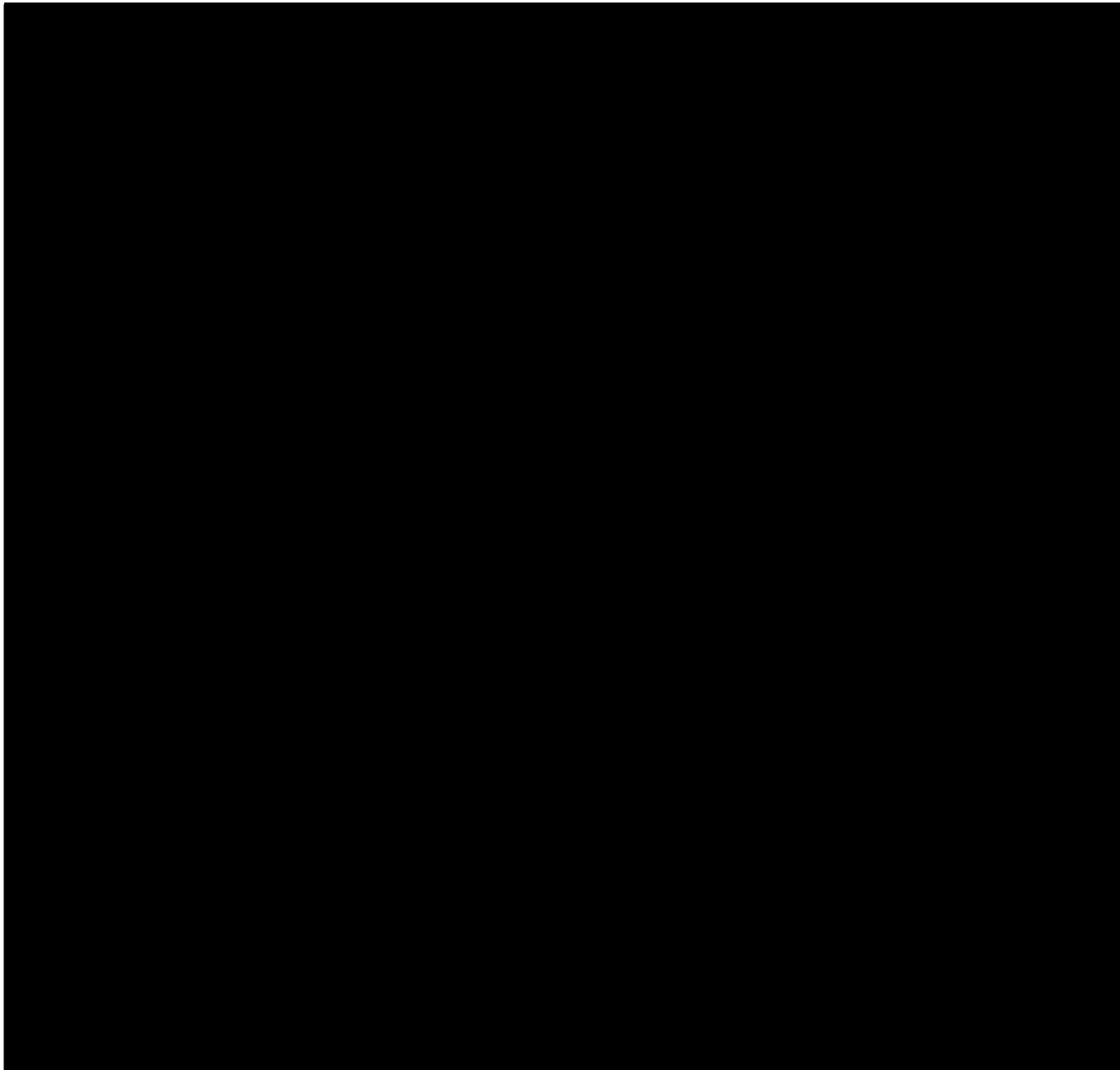






Istruzioni di lavoro







to Service Managers
 Technical Service Managers
 Campaign Coordinators

from
 Your reference

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21.12.2010 Date

1 Page(s)

Workshop campaign 23G7

Replacing high-pressure pump

We would like to inform you about an upcoming Workshop campaign.

Affected vehicles	Audi A6 (C6), Modell 4F2 Audi A6 Allroad (C6), Modell 4FH Audi Q5 (B8), Modell 8RB	Audi A6 Avant (C6), Modell 4F5 Audi Q7, Modell 4LB
Date of manufacture	05/2007 ... 05/2010	
Affected plants	21 Non-responsive content re 22 moved 37	
Amount of vehicles	see System RECALL - EC15	
Campaign start	03.01.2011	
Parts	Please order as necessary	

Service Technik

Non-responsive content re
 moved

From: Non-responsive content removed

To:

CC:

Date: 1/12/2011, 11:40:00 AM

Subject: FW: Werkstattaktion 23G7 / Workshop campaign 23G7

Attachments: [23G7 Info Handel.pdf](#)
[23G7 Aktionsbeschreibung IT.pdf](#)
[23G7 Aktionsbeschreibung DE.pdf](#)
[23G7 Aktionsbeschreibung EN.pdf](#)

Hello [redacted]

Have a look at the type-specific parts list in the German instructions and check whether it's complete.

Best regards

[redacted]

=====

-----Original message-----

From: Non-responsive content removed

Sent: Tuesday, December 21, 2010, 12:20 PM

Non-responsive content removed

Subject: Werkstattaktion 23G7 / Workshop campaign 23G7

Dear [redacted]

We would like to inform you about the workshop campaign "23G7 - Replacing high-pressure pump".

Please check in the RECALL system - EC15 if the campaign is visible. If not, there are no affected vehicles in your market.

This campaign announcement is intended only for wholesalers.

Dissemination of this information and the attached documents to retail is not allowed.

EXPORT: Retail will be notified by the importer on the day the campaign starts.

Best regards

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AUDI AG

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Dear Sir or Madam,

We would like to inform you about the workshop campaign "23G7 - Replacing high-pressure pump".

Please check in the RECALL system - EC15 if the campaign is visible. If not, there are no affected vehicles in your market.

This campaign notification is for internal use only.

EXPORT: All workshops will be informed by the Importer on the date of activation.

Regards,

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AUDI AG

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Feldaktion

Thema	Ersatz Hochdruckpumpe
Marke	Audi
Vorgangs-Nr.	2025196/1
Aktion	23G7
Hinweis	Nur Fahrzeuge mit V6 TDI Motor
Art	Werkstattaktion

Fahrzeugdaten

Audi A6

Verkaufstypen

Typ	MJ	Marke	Bezeichnung	MKB	GKB	GKBA
4F*	2008	A		*	*	*
4F*	2009	A		*	*	*
4F*	2010	A		*	*	*

Audi A5 Cabrio

Verkaufstypen

Typ	MJ	Marke	Bezeichnung	MKB	GKB	GKBA
8F*	2010	A		*	*	*

Audi Q7

Verkaufstypen

Typ	MJ	Marke	Bezeichnung	MKB	GKB	GKBA
4LB*	2008	A		*	*	*
4LB*	2009	A		*	*	*
4LB*	2010	A		*	*	*

Audi Q5

Verkaufstypen

Typ	MJ	Marke	Bezeichnung	MKB	GKB	GKBA
8RB*	2009	A		*	*	*
8RB*	2010	A		*	*	*



Audi A5

Verkaufstypen

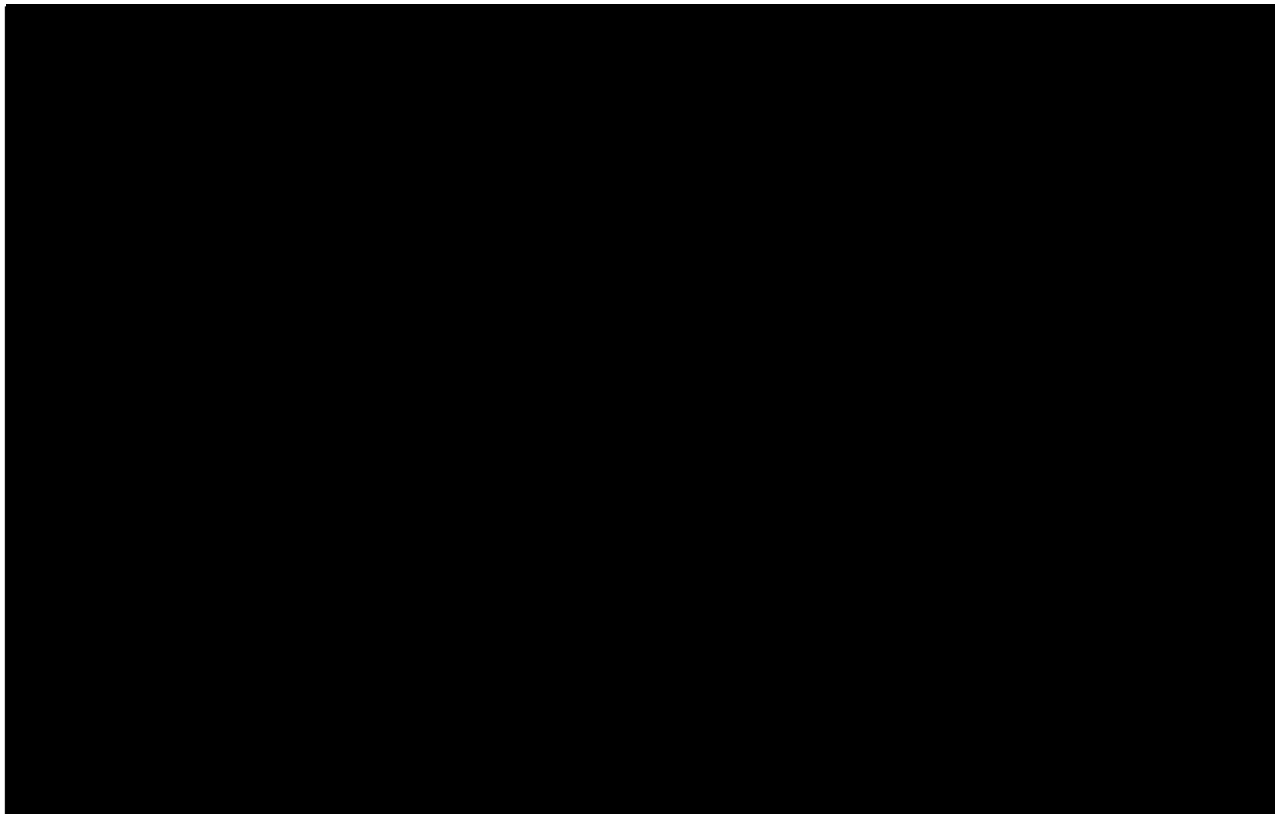
Typ	MJ	Marke	Bezeichnung	MKB	GKB	GKBA
8T*	2008	A		*	*	*
8T*	2009	A		*	*	*
8T*	2010	A		*	*	*

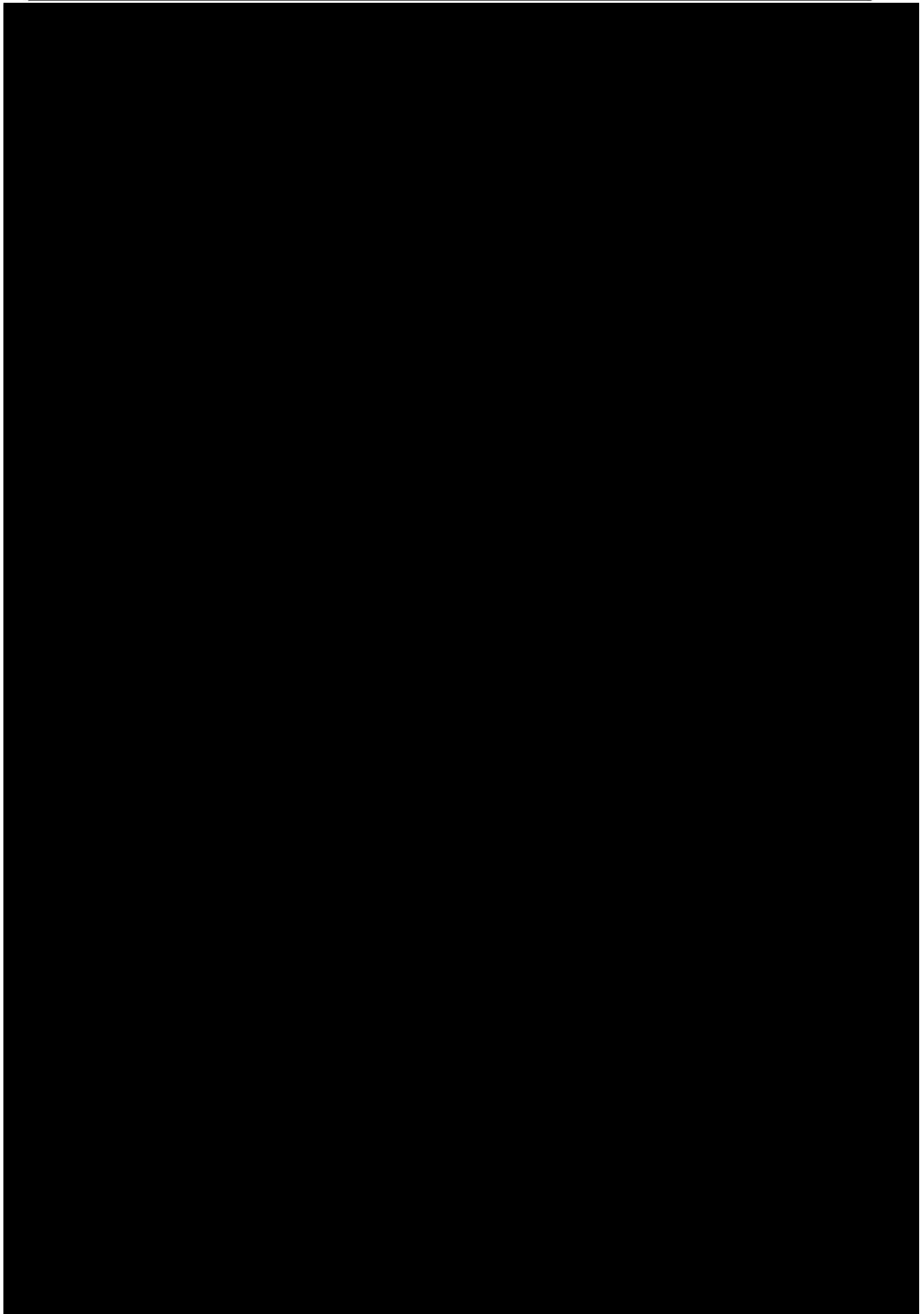
Audi A4

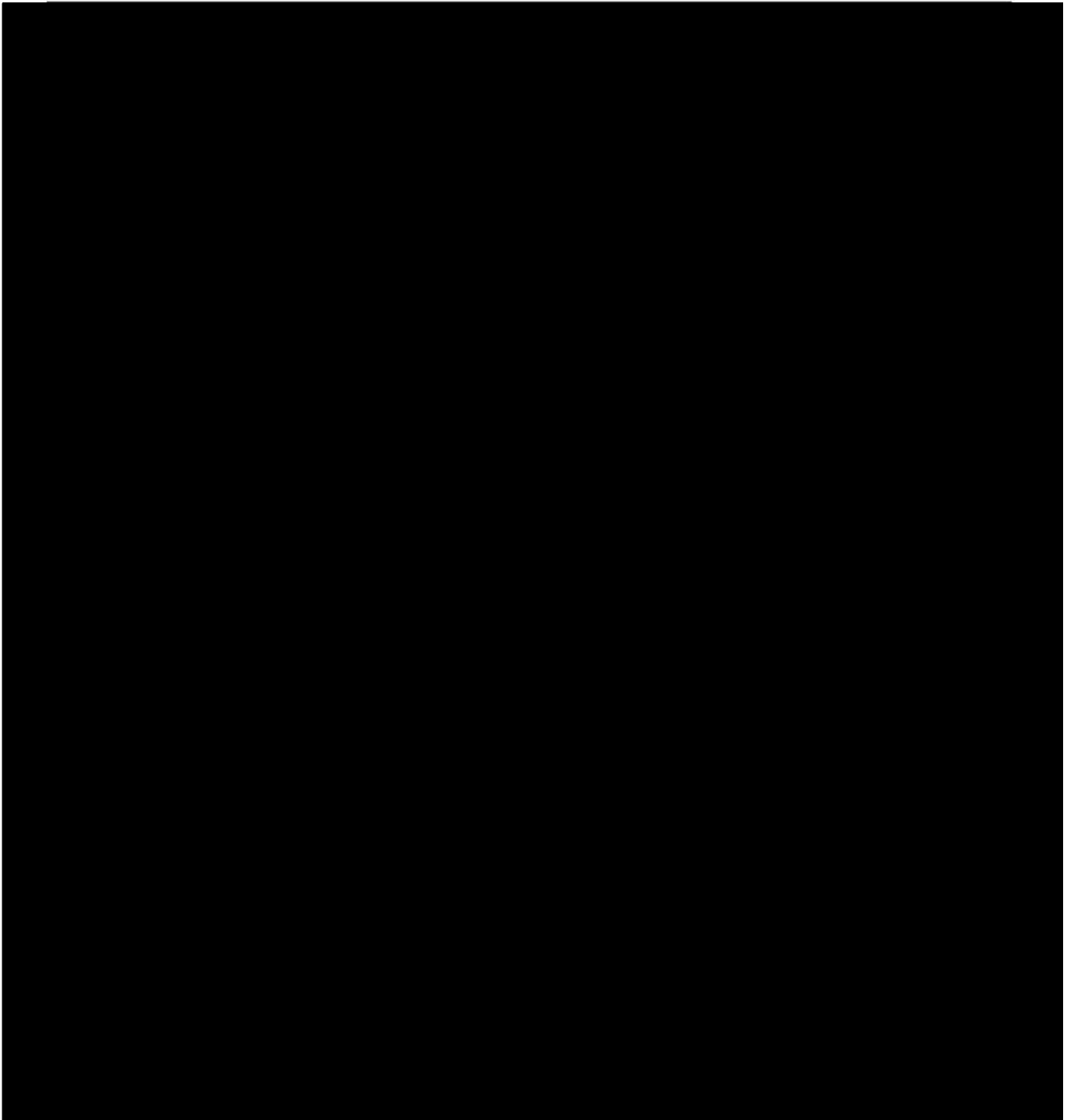
Verkaufstypen

Typ	MJ	Marke	Bezeichnung	MKB	GKB	GKBA
8K*	2008	A		*	*	*
8K*	2009	A		*	*	*
8K*	2010	A		*	*	*

Hinweise

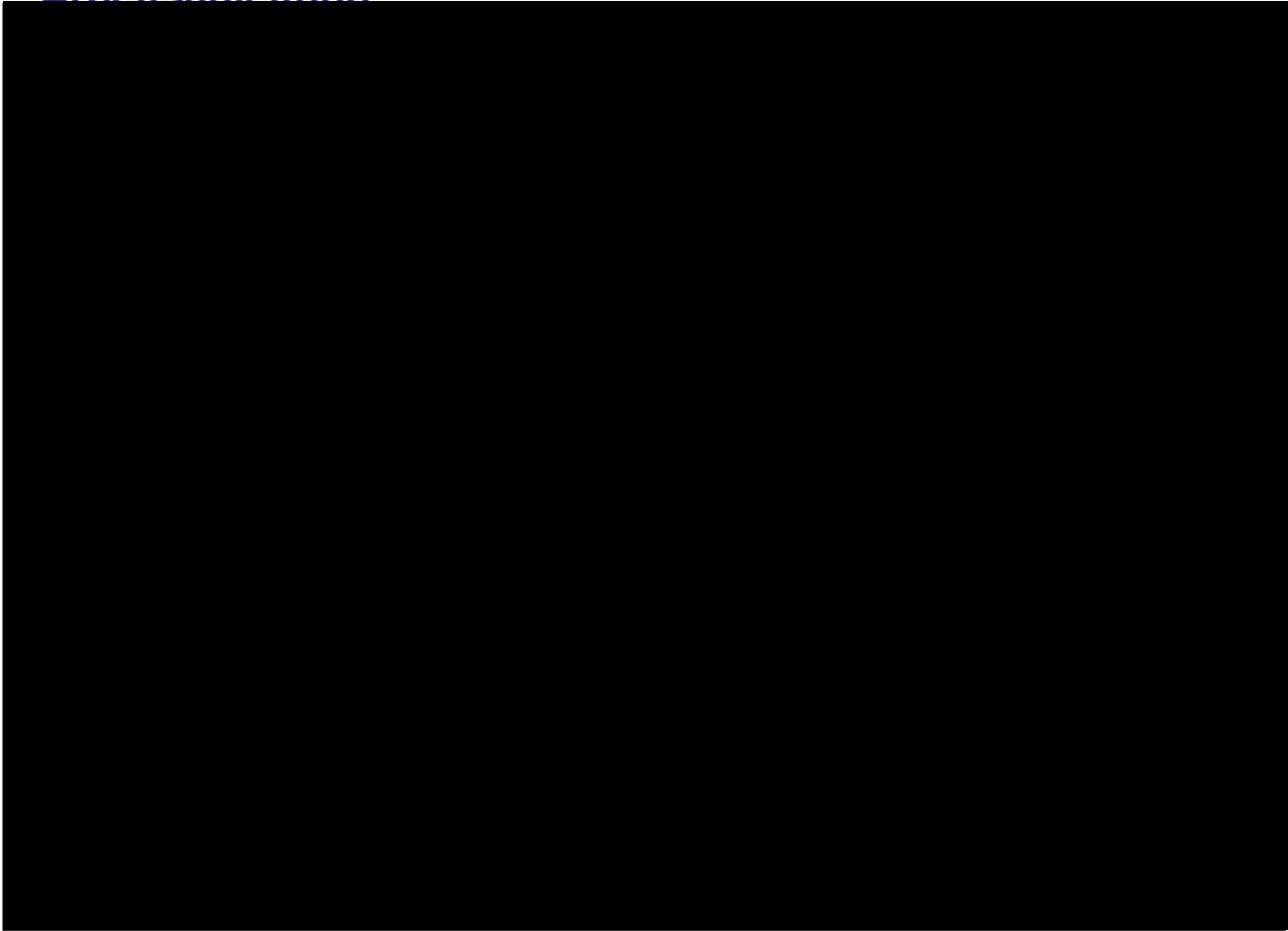


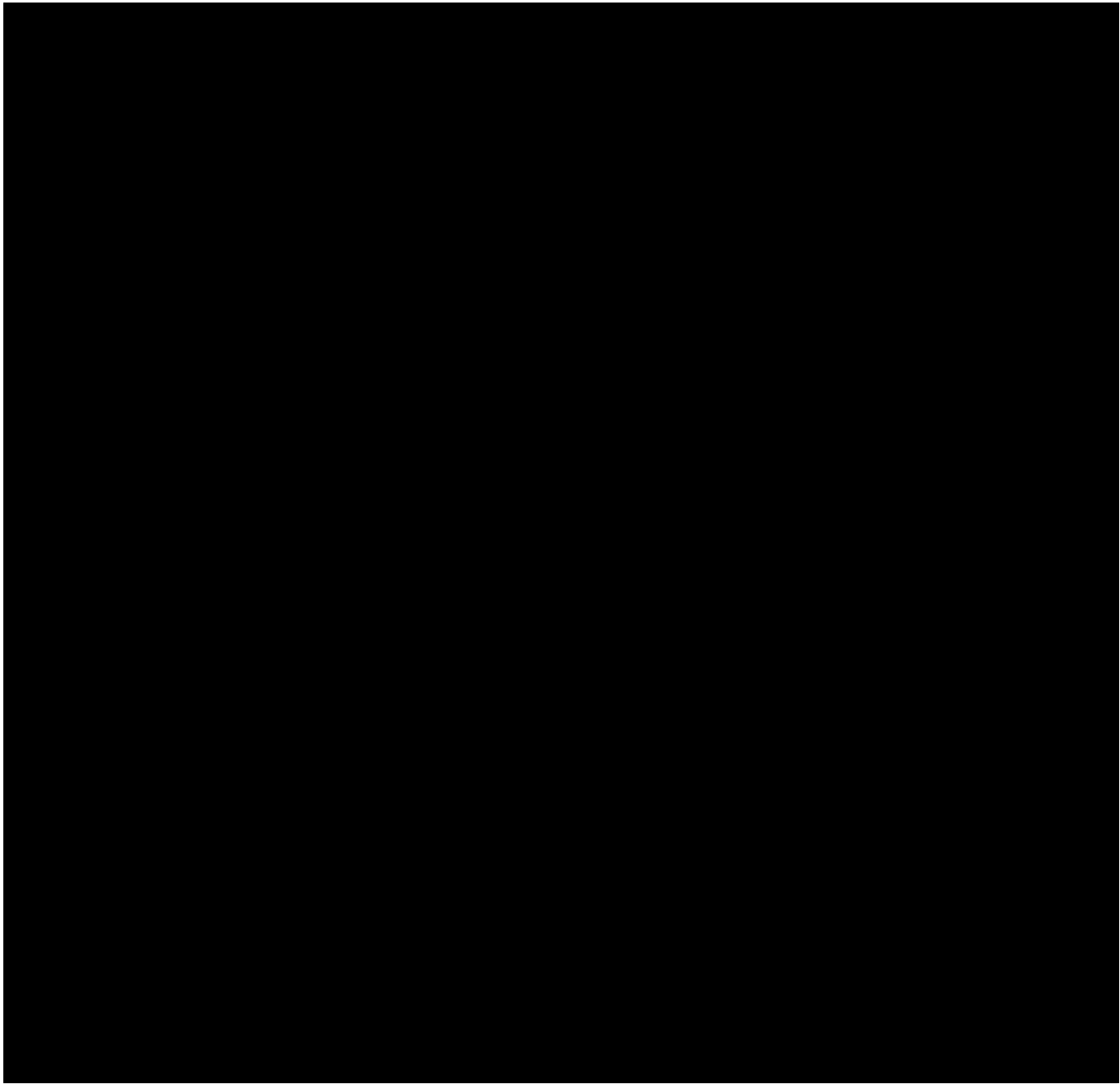






Arbeitsanleitung







Field campaign

Topic	Replacing high-pressure pump
Brand	Audi
Transaction No.	2025196/1
Campaign number	23G7
Note	Only for vehicles with V6 TDI engine
Type	Workshop campaign

Vehicle data

Audi A6

Sales types

Type	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
4F*	2008	A		*	*	*
4F*	2009	A		*	*	*
4F*	2010	A		*	*	*

Audi A5 Cabrio

Sales types

Type	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
8F*	2010	A		*	*	*

Audi Q7

Sales types

Type	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
4LB*	2008	A		*	*	*
4LB*	2009	A		*	*	*
4LB*	2010	A		*	*	*

Audi Q5

Sales types

Type	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
8RB*	2009	A		*	*	*
8RB*	2010	A		*	*	*



Audi A5

Sales types

Type	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
8T*	2008	A		*	*	*
8T*	2009	A		*	*	*
8T*	2010	A		*	*	*

Audi A4

Sales types

Type	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
8K*	2008	A		*	*	*
8K*	2009	A		*	*	*
8K*	2010	A		*	*	*

Notes

Technical background

On Audi vehicles with a V6 TDI engine manufactured within a specific period premature wear can occur on the high-pressure pump.

Remedy

The high-pressure pump and the supply and return lines must be replaced on the affected vehicles.

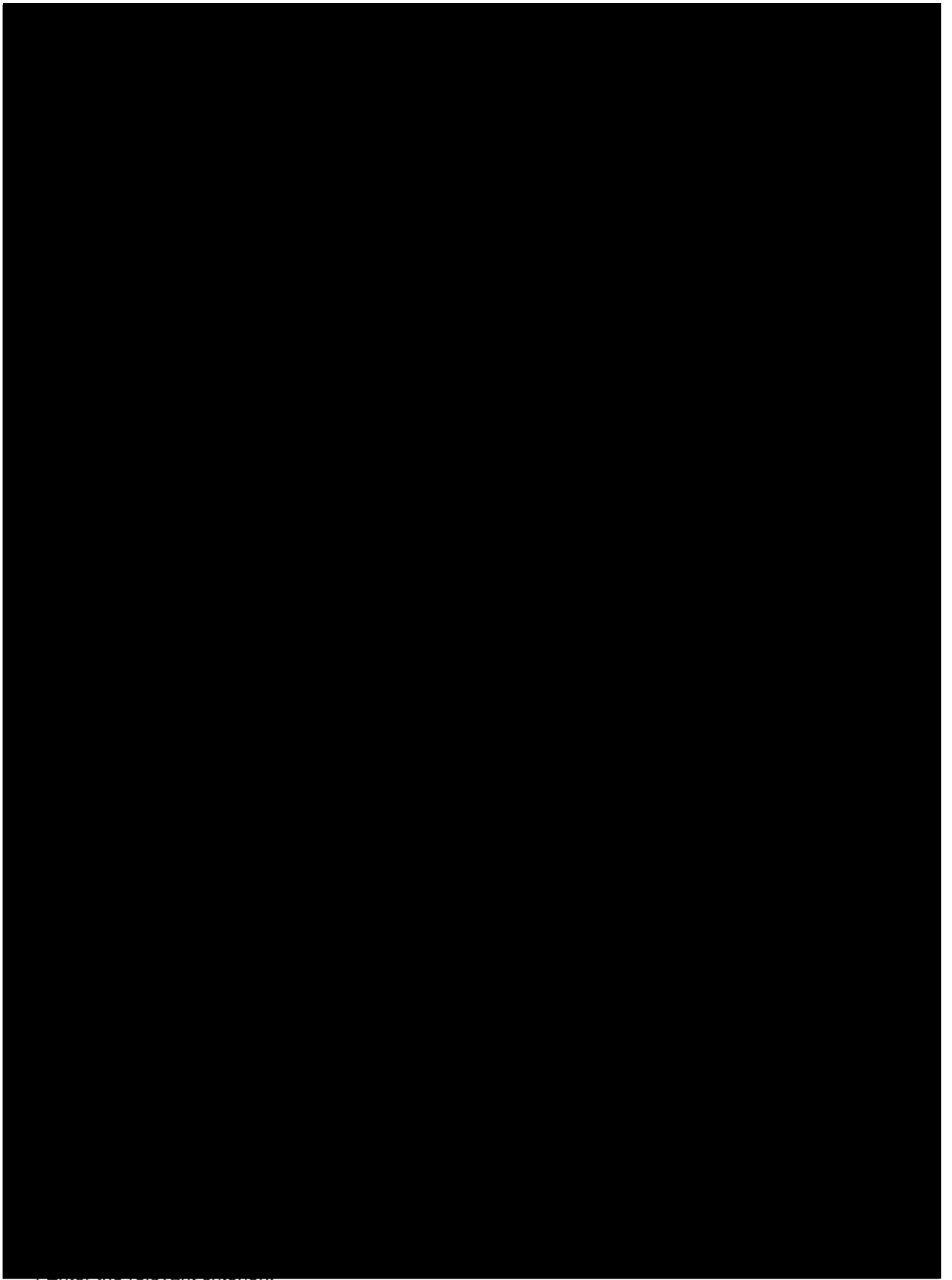
Customer notification

Please notify customers who have taken delivery of one of the affected vehicles when the vehicles are next in the workshop.

Please ensure that all affected vehicles are checked and repaired during the next service visit. Make a note of the required campaign on the workshop order before it is signed by the customer.

If it is omitted to perform the work required for the campaign during a workshop visit, notify the customer about the campaign immediately.

You should also pass on this information to your new and used car sales departments so that the vehicles affected are checked and, if necessary, repaired immediately.





Material

Criterion	Designation	Part No.	Quantity
All	High-pressure pump	059 130 755 BK	1
8F, 8K, 8R, 8T	Supply line	059 130 297 L	1
	Return line	059 130 297 AB	1
4F	Supply and return line	059 130 300 EB	1
4L	Supply and return line	059 130 300 EC	1

Genuine parts

Materials required:

Quantity	Designation	Part No.	Remarks
1	High-pressure pump	059 130 755 BK	
1	Supply line	059 130 297 L	Criterion 8F, 8K, 8R, 8T
1	Return line	059 130 297 AB	
1	Supply and return line	059 130 300 EB	Criterion 4F
1	Supply and return line	059 130 300 EC	Criterion 4L

Parts supply

The required genuine parts should be ordered in all cases according to requirements from your Importer.

Parts despatch control

After removal, parts should be returned in the normal way to the Importer's warranty inspection department.



Repair instructions

Technical background

On Audi vehicles with a V6 TDI engine manufactured within a specific period premature wear can occur on the high-pressure pump.

Check

If the vehicle is not already listed as repaired in the "vehicle-specific notes" (in Service Online or ELSA), check the Service Schedule for the entry '**23G7 completed**'. If the entry is not listed, carry out the required work in accordance with instructions.

Genuine parts

Materials required:

Quantity	Designation	Part No.	Remarks
1	High-pressure pump	059 130 755 BK	
1	Supply line	059 130 297 L	Criterion 8F, 8K, 8R, 8T
1	Return line	059 130 297 AB	
1	Supply and return line	059 130 300 EB	Criterion 4F
1	Supply and return line	059 130 300 EC	Criterion 4L

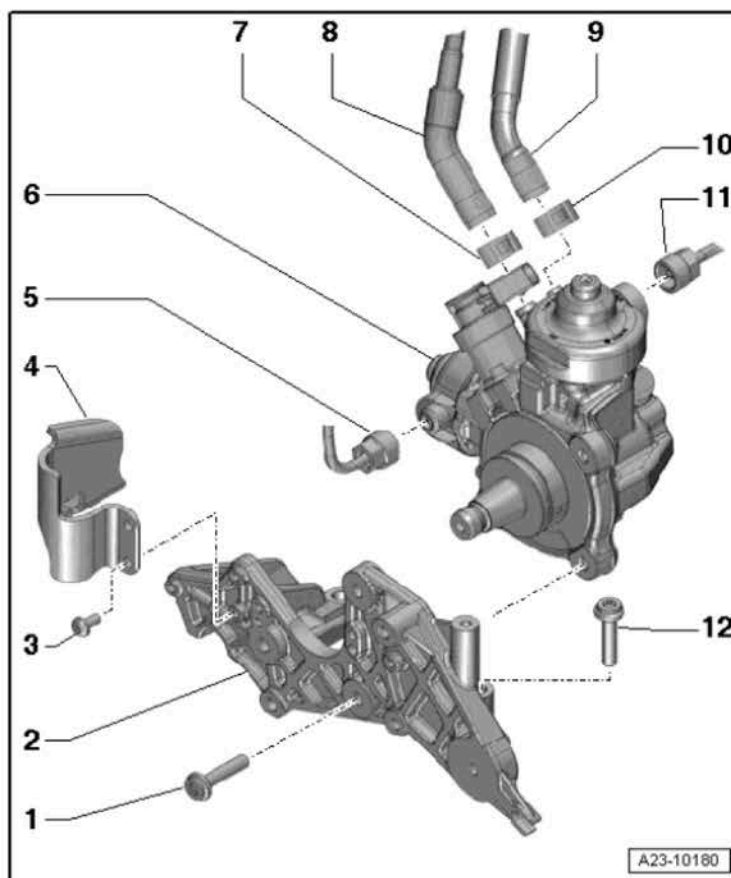


Work

- Replace the high-pressure pump (item 6) and the lines (items 8 and 9).

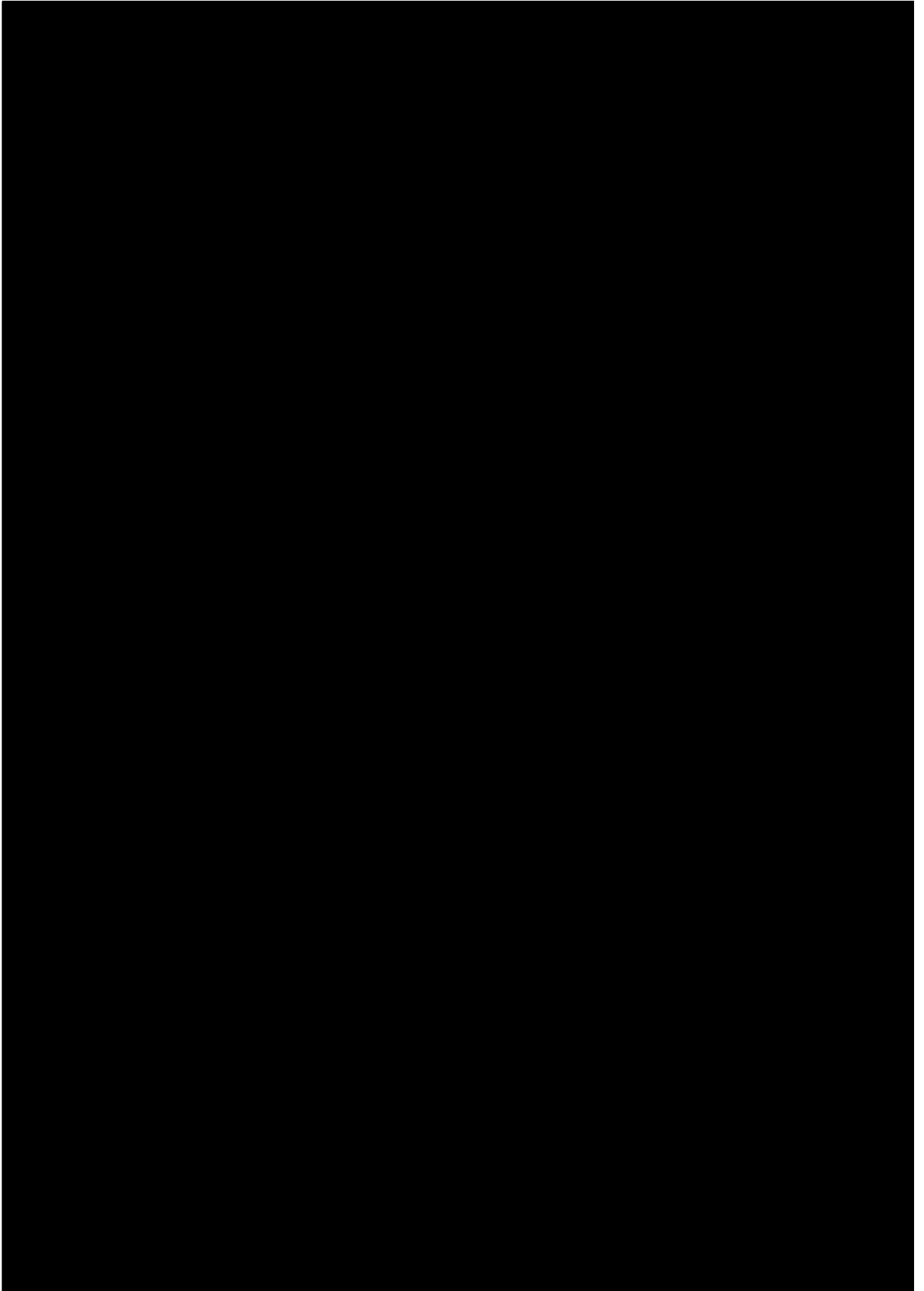


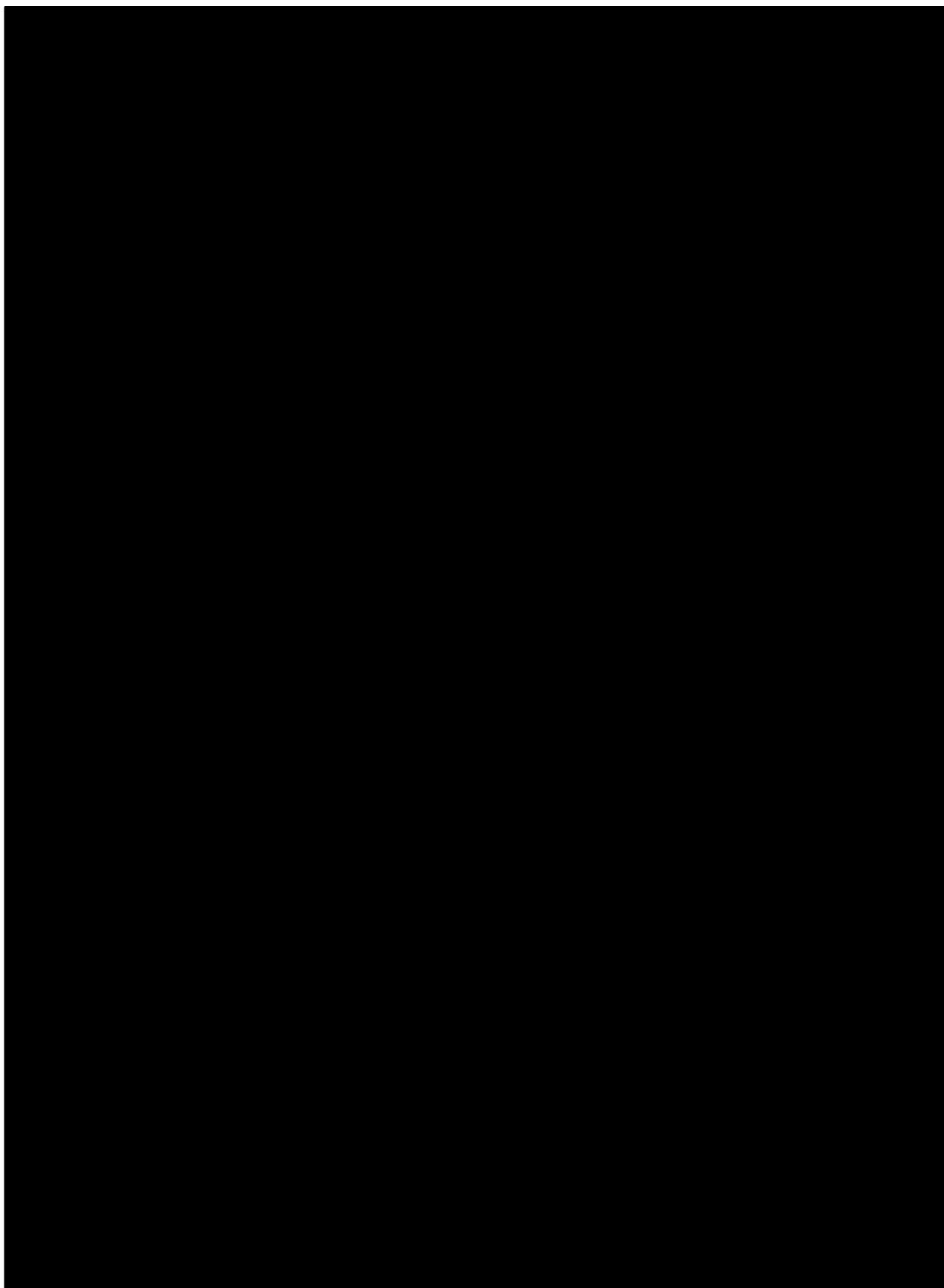
The supply and return connections on the new high-pressure pump are reversed. It is therefore essential to install a supply and return line with reversed positions.

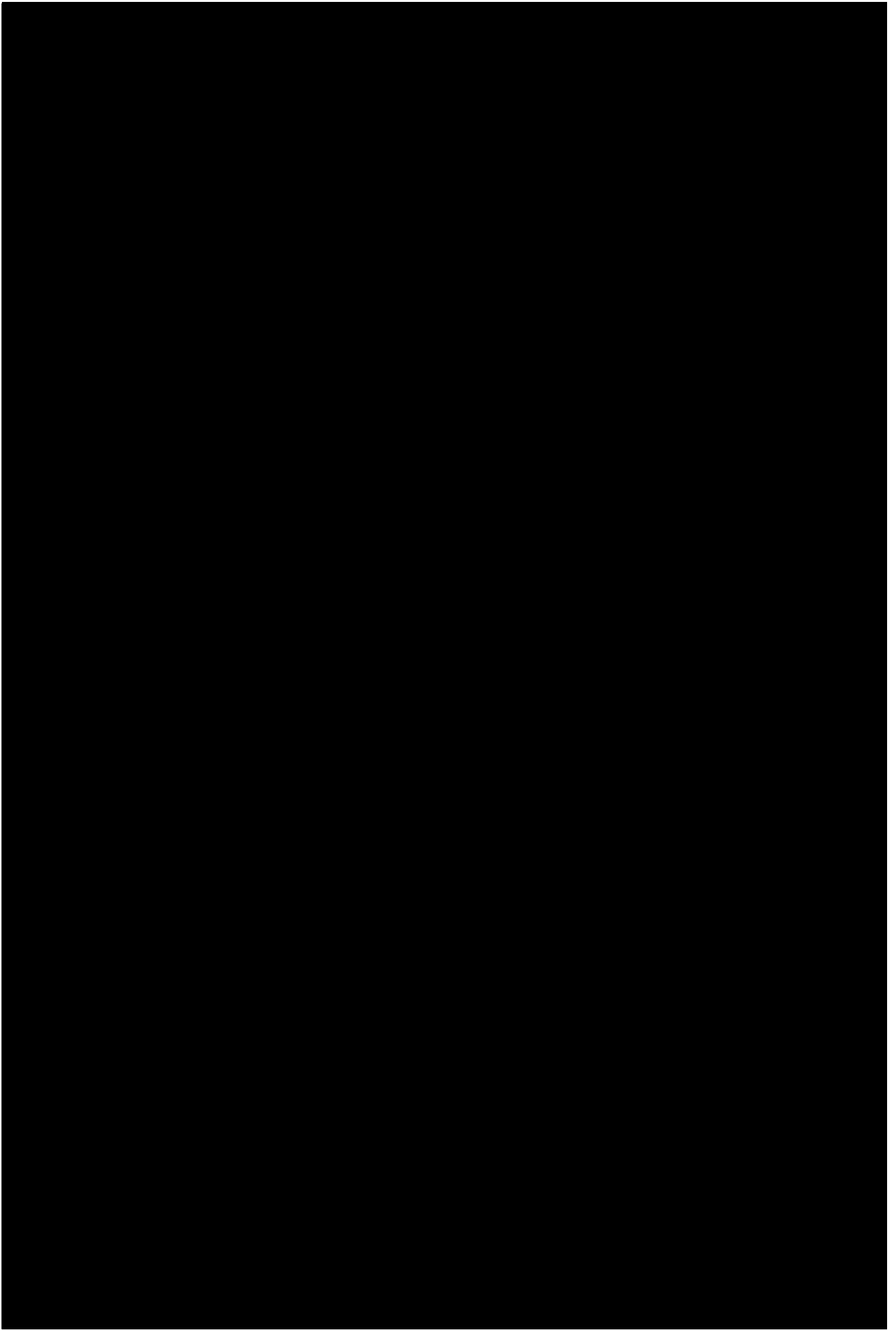


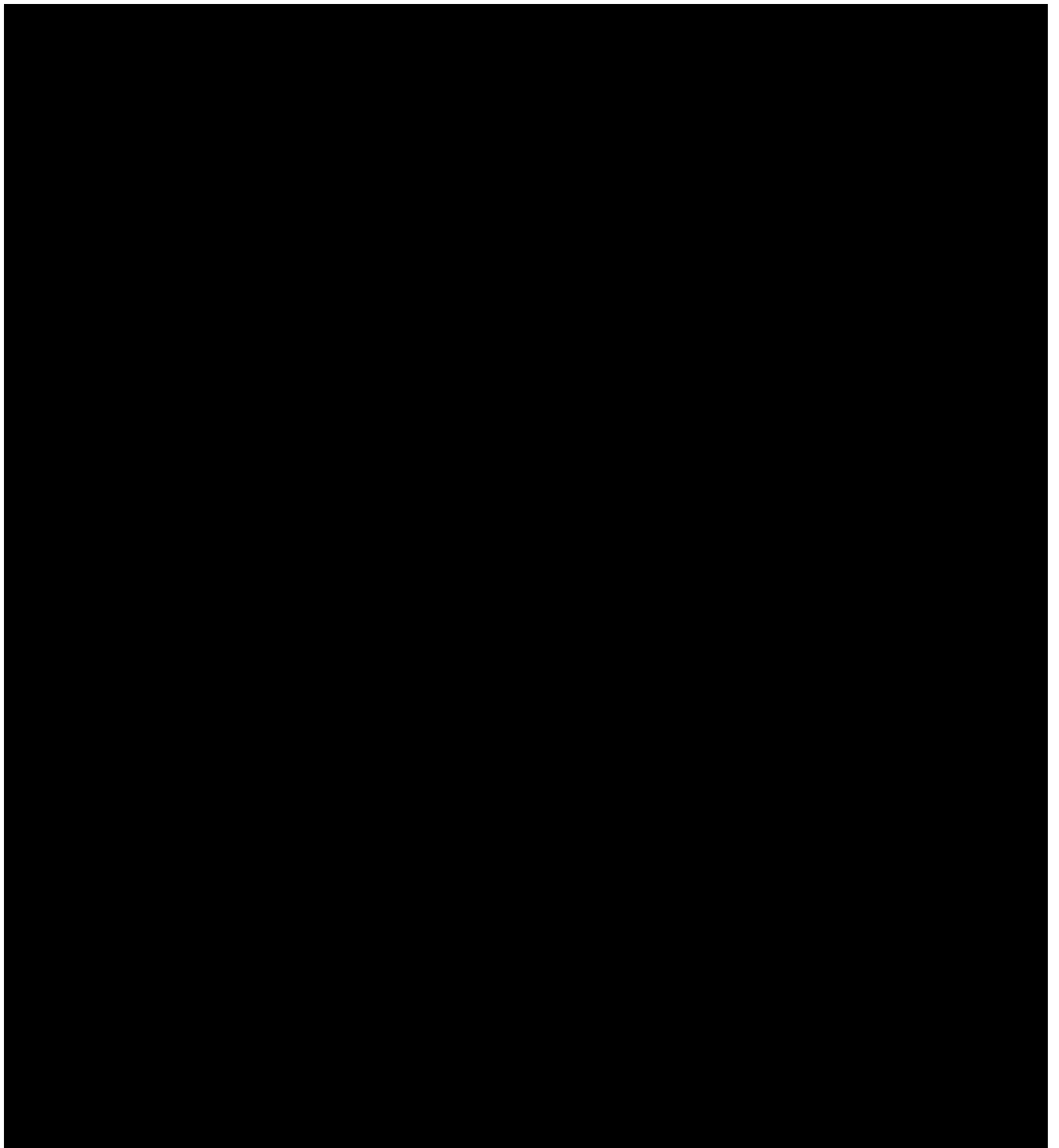
Identification

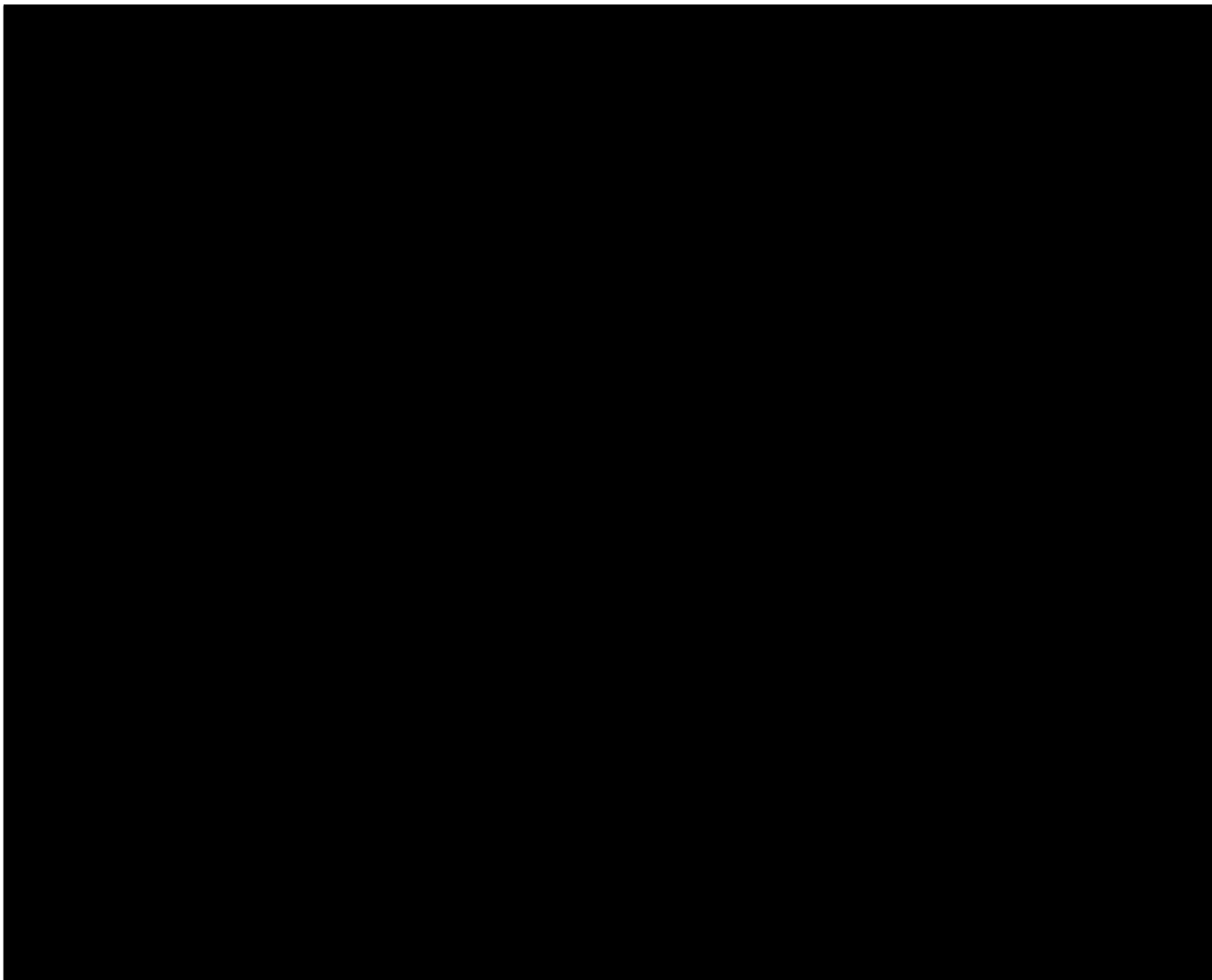
After completing all required work, make the entry "23G7 completed" (including date and workshop stamp) in the first vacant box in the Service Record section of the Service Schedule or in the section for Workshop remarks.

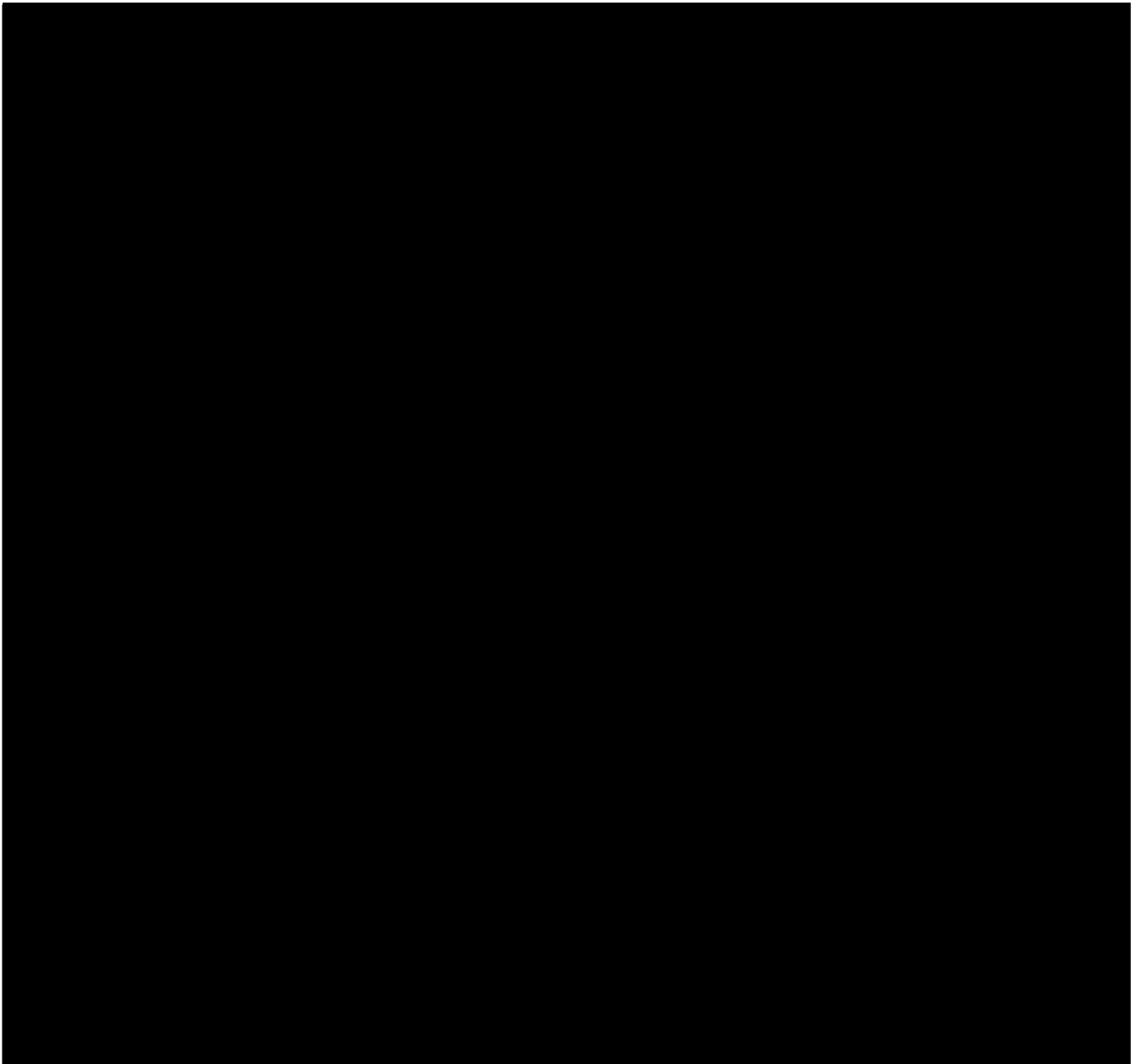












Information

to Service Managers
Technical Service Managers
Campaign Coordinators

from
Your reference

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email
Our Department

21.12.2010 Date

1 Page(s)

Workshop campaign 23G7 Replacing high-pressure pump

We would like to inform you about an upcoming Workshop campaign.

Affected vehicles	Audi A6 (C6), Modell 4F2 Audi A6 Allroad (C6), Modell 4FH Audi Q5 (B8), Modell 8RB	Audi A6 Avant (C6), Modell 4F5 Audi Q7, Modell 4LB
Date of manufacture	05/2007 ... 05/2010	
Affected plants	21  Audi AG 22  Audi AG 37  a. s.	
Amount of vehicles	see System RECALL - EC15	
Campaign start	03.01.2011	
Parts	Please order as necessary	

Service Technik
Consumer Protection

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From: Non-responsive content removed

To:

CC:

Date: 4/18/2011, 4:27:00 PM

Subject: Re: Engine software >>> EFP activation DISS 29713017

Hello Mr. [REDACTED]

It involves protecting the diesel high-pressure fuel pump against wear damage resulting from air in the system and/or in the pump during run-in/start; the air bubble has to be compressed before the engine/pump starts and pushed out as quickly as possible. A field campaign is currently underway on this subject, together with other software topics.

Best regards

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AUDI AG

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From: Non-responsive content removed

Sent: Monday, April 18, 2011, 1:40 PM

Non-responsive content removed

Subject: Re: Engine software >>> EFP activation DISS 29713017

Hello [REDACTED]

I wasn't able to reach you by phone today.

The information has been requested – still waiting for it...

What is the reason for the earlier/longer activation of the EFP?

Best regards
mit freundlichen Grüßen

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AUDI AG

EA11003EN-00310[1]

85045 Ingolstadt

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<http://www.audi.com/>

Domicile/Sitz: Ingolstadt

Court of Registry/Registergericht: Local District Court Ingolstadt

Commercial Register No./HRB Nr.: 1

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

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From: Non-responsive content removed

Sent: Monday, April 18, 2011, 7:27 AM

To: Non-responsive content removed

Cc:

Subject: FW: Engine software >>> EFP activation DISS 29713017

Hello

Can you please ask the workshop more specifically?

What exactly are the customers complaining about? What wasn't there before/after?

< Message: Re: Engine software >>> EFP activation >>

Best regards,

Non-responsive content removed

Non-responsive content removed

85045 Ingolstadt

Non-responsive content removed

http://www.audi.com

Domicile/Sitz: Ingolstadt

Court of Registry/Registergericht: Local District Court Ingolstadt

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From: Non-responsive content removed
Sent: Friday, April 15, 2011, 3:36 PM
To: Non-responsive content removed
Cc:
Subject: FW: Engine software >>> EFP activation

Hello

Do you have an explanation for the louder sound of the EFP?
Can the workshop do something wrong?
We are only activating it sooner/longer.

Hello

Please ask for an exact explanation of the before/after comparison.
Is it about complaint running louder or longer?

Best regards

Non-responsive content removed

From: Non-responsive content removed
Sent: Friday, April 15, 2011, 3:28 PM
Non-responsive content removed
Subject: Engine software >>> EFP activation

Hello

Here are the first complaints for the new engine software (EFP activation!)

< File: Report.aspx.pdf >>

Best regards,

Non-responsive content removed

85045 Ingolstadt

Non-responsive content removed

<http://www.audi.com>

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Court of Registry/Registergericht: Local District Court Ingolstadt

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From: Non-responsive content removed
To: [REDACTED]
CC:
Date: 3/31/2009, 12:15:00 PM
Subject: Updated: Water separator in fuel system
Attachments: [Aktualisiert Wasserabscheidung im Kraftstoffsystem.msg](#)

Subject: Updated: Water separator in fuel system
Date/meeting location: Conference call

Start: We 4/1/2009, 11:00 AM
End We 4/1/2009, 12:00 PM
Show time as: Reserved

Series type: (Not specified)

Meeting status: Rejected

Required participants: Non-responsive content removed
Non-responsive content removed

Please name the phone number for the conference! Audi [REDACTED] will dial.

Dear Sirs,

On 04/06/09, the [REDACTED] template [REDACTED] Diesel for Global Markets" will be introduced to the engine steering team at Audi.
In addition to the elimination of the DPF, the content includes a request for a water separator in the fuel system.

At Audi, the sensible use of water separators in the fuel system is being significantly questioned.

The main arguments:

1. There is no reliable data on field failures due to water in fuel that would justify the deployment of water separators.
2. A reduction of warranty costs vis-a-vis Bosch is not possible, since all cases of corrosion are generally excluded (see Bosch TCD)
3. Despite the TCD, there is no clear information from Bosch on water content in the system (no absolute value, only relative delivery that allows which water level)
4. Complete water separation is technically and physically impossible.
5. With the addition of >5% biodiesel, the separation level of water separators is reduced significantly (< 35%, TCD: 97%)
6. The occurrence of dissolved water cannot be prevented due to temperature differences in the fuel system.
7. In the past, most countries have had water content similar to that described in DIN EN 590.
8. If a water separator were to be developed for the outliers of this field survey, these

EA11003EN-00318[1]

reservoirs would have to be designed for >10 l over 10,000 km (no assembly space in package)
9. In the current system, separated water is sent back to the fuel
and this reaches the HPP or injectors again.

The objective of the meeting is to develop a joint opinion on this subject between Audi and VW
and to define the further procedure.

Please participate to help ensure that this item does not escalate to the PSC level.

With best wishes

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74148 Neckarsulm

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der E-Mail zu.

From: Non-responsive content removed
To:

CC:
Date: 3/30/2009, 1:54:45 PM

Subject: Updated: Water separator in fuel system

Please name the phone number for the conference! Audi [REDACTED] will dial.

Dear Sirs,

On 04/06/09, [REDACTED] "EU Diesel for Global Markets" will be introduced to the engine steering team at Audi. In addition to the elimination of the DPF, the content includes a request for a water separator in the fuel system.

At Audi, the sensible use of water separators in the fuel system is being significantly questioned. The main arguments:

1. There is no reliable data on field failures due to water in fuel that would justify the deployment of water separators.
2. A reduction of warranty costs vis-a-vis Bosch is not possible, since all cases of corrosion are generally excluded (see Bosch TCD)
3. Despite the TCD, there is no clear information from Bosch on water content in the system (no absolute value, only relative delivery that allows any water level)
4. Complete water separation is technically and physically impossible.
5. With the addition of >5% biodiesel, the separation level of water separators is reduced significantly (<35%; TCD: 97%)
6. The occurrence of dissolved water cannot be prevented due to temperature differences in the fuel system.
7. In the past, most countries have had water content similar to that defined in DIN EN590.
8. If a water separator were to be developed for the outliers of this field survey, these reservoirs would have to be designed for >10 l over 10,000 km (no assembly space in package)
9. In the current system, separated water is sent back to the fuel and this reaches the HPP or injectors again.

The objective of the meeting is to develop a joint opinion on this subject between Audi and VW and to define the further procedure.

Please participate to help ensure that this item does not escalate to the [REDACTED] level.

With best wishes

[REDACTED]

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[REDACTED]
74148 Neckarsulm

[REDACTED]
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Domicile/Sitz: Ingolstadt

Court of Registry/Registergericht: Local district Court Ingolstadt

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From: Non-responsive content removed
To:

CC:

Date: 4/2/2009, 4:47:55 PM

Subject: Minutes of conference call for water separators in fuel system

Attachments: [Minutes: conference call with VW, 04/01/09.doc](#)

Dear Sirs,

Please find enclosed the minutes from our conference call on April 1, 2009:

The most important thing is completion of the tasks described under "Further procedure".

With best wishes

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

CC: [Redacted]

Date: 7/29/2009, 3:46:00 PM
Subject: Re: Latest CP4 failure list, date 07/02/2009

Decision from today in technical meeting:
Bosch will invite us to a special meeting with [Redacted] in Sep.!

With best wishes

Non-responsive content removed

>
>From: Non-responsive content removed

>Sent: Monday, July 27, 2009, 10:55 AM

Non-responsive content removed

>Subject: Re: Latest CP4 failure list, date 07/02/2009

>
>... let's make a decision on Wednesday at the technical pump meeting in [Redacted] (14 - 16:30)
!

>
>With best regards

>
>Non-responsive content removed

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Non-responsive content removed

>85045 InnoIstadt
Non-responsive content removed

>
>Non-responsive content removed

>Sent: Friday, July 03, 2009, 9:50 AM

>Non-responsive content removed

>Subject: Re: Latest CP4 failure list, date 07/02/2009

>
>No, not yet, but it's planned.

>
>The presentation from Non-responsive content removed was interesting (but focused a bit too much on corrosion, not enough wear; the documents will be sent).

>He urgently recommended a water separator for [Redacted] (and the U.S.) [Redacted] (was thrilled) immediately suggested [Redacted] as well (Q circle?).

>
>With best regards

>
>Non-responsive content removed

>
>
>_____

>From: Non-responsive content removed
>Sent: Friday, July 03, 2009, 9:46 AM
>To: Non-responsive content removed
>Subject: Re: Latest CP4 failure list, date 07/02/2009

>
>Hello [redacted]

>
>Is [redacted] involved in the subject of the water separator?

>
>
>
>With best regards

>
>Non-responsive content removed

>
>Non-responsive content removed

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>
>74146 Neckarsulm

Non-responsive content removed

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

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>
>
>_____

>From: Non-responsive content removed
>Sent: Thursday, July 02, 2009, 6:51 PM

Non-responsive content removed

EA11003EN-00322[2]

>Subject: Re: Latest CP4 failure list, date 07/02/2009

>

>Hello all,

>

>We have received another bunch of reports and pumps from [redacted] (after deployment in May 2008).

>Unfortunately including a lot of early failures and repeat failures from [redacted]

>There are new measures at Bosch that were implemented by late May 2009 (see flags in proof of effectiveness).

>The new main observation line is at Audi effective immediately June 30, 2009; I will receive the vehicle numbers from [redacted] soon.

>

>=> We are examining the introduction of a water separator for the [redacted] market with simultaneous, mandatory reduction of filter check and replacement intervals.

>

> < File: [redacted]_Liste Triebwerkschäden CP4 02.07.09.xls >>

>

>

>With best regards

>

> [redacted]

>

>

>AUDI AG

>

>85045 Ingolstadt

> [redacted]

>

>

>

From: Non-responsive content removed
To: [Redacted]
CC: [Redacted]
Date: 4/15/2010, 11:26:40 AM
Subject: FW: 2.0 I TDI CR US_07: Corrosion/water in fuel/shavings

I forgot you, nearly

>
>From: Non-responsive content removed
>Sent: Thursday, April 15, 2010, 12:26 PM
>To: Non-responsive content removed
>Cc: [Redacted]
>Subject: Re: 2.0 I TDI CR US_07: Corrosion/water in fuel/shavings

>
>Thanks [Redacted]
>Please continue tracking this item, because there are colleagues who feel that we have no corrosion problem in the field and don't need water separation.
>We should think about how we can get our hands on a large number (30 units) of failed pumps from the U.S. to analyze them; we'd like to do it ourselves, too, because our Q colleagues don't want to hear anything about it.
>I can't believe the shipping costs would be an obstacle.

>
>
>
>
>From: Non-responsive content removed
>Sent: Thursday, April 15, 2010, 10:34 AM
>To: Non-responsive content removed
>Subject: FW: 2.0 I TDI CR US_07: Corrosion/water in fuel/shavings

>
>
>From: Non-responsive content removed
>Sent: Thursday, April 08, 2010, 3:40 PM
>To: [Redacted]
>Subject: FW: 2.0 I TDI CR US_07: Corrosion/water in fuel/shavings

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>
>From: Non-responsive content removed
>Sent: Wednesday, April 07, 2010, 9:21 AM

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>Subject: 2.0 I TDI CR US_07: Corrosion/water in fuel/shavings

>
>Hello [Redacted],
>
>Here are 2 with corrosion/water in fuel/shavings. Would you like to place this item on the agenda for the "Q Campaign 2.0 I TDI"?
>
>Can you answer [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?
>- 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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> < Message: RE: 578398_403158 escalation >> < Message: FW: 578398_403158 escalation >>

>
>
>Viele Grüße / Kind regards
> [Redacted]