

Country List for Communication Activities ([REDACTED] Requirement)

Country	Fuel grades	Sticker (current)	Sticker content	Sticker location
Non-responsive content removed	Only one grade	Standard		
	Local Diesel / Euro Dizel	Standard		
	Local Diesel / Eurodiesel	Standard		
	Only one grade	Standard		
	Only one grade	Standard		
	Only one grade	Standard		
	Local Diesel / Gasoil 50	Special sticker	Eurodiesel	Tank
	Local Diesel / Eurodiesel	Standard		
	Local Diesel / Diesel 350 Extra / Gasoil 350	Special sticker	Eurodiesel	Tank
	Only one grade	Standard		
	Only one grade	Standard		
	Gr: only one grade / Turk. Local Diesel / Eurodiesel	Standard		
	Only one grade	Standard		
	Only one grade	Standard		
	Local Diesel / Eurodiesel / Diesel Plus	Standard		
	Only one grade	Standard		
	Local Diesel / Euro Dizel	Special sticker	Eurodiesel	Tank
	Only one grade	Standard		
	Only one grade	Standard		
	Local Diesel / EU III Diesel	Standard		
	Only one grade	Standard		
	Not recorded	Standard		
	Only one grade	Standard		
	Only one grade	Standard		
	Only one grade	Standard		
	Local Diesel / Euro Diesel 4	Special sticker	Eurodiesel	Tank
	Dizel D2 / Eurodiesel / ECO 50 Diesel	Standard		
	Only one grade	Standard		
	Only one grade	Standard		
	Only one grade	Standard		
Only one grade	Standard			
Only one grade	Standard			
Only one grade	Standard			
Local Diesel / Diesel Euro / Diesel Eko	Standard			
Local Diesel / Special Grade B20	Standard			

Communication activities in countries with just one fuel grade (shown in gray) are unnecessary. Stickers would be possible for the remaining markets, implemented in some cases (shown in green). Translation time frame for sticker into English 4-6 weeks, into local language 7-10 weeks.

EA11003EN-00252[0]

Direct Information System Service (DISS)

For internal use only

1. Order and partner data

Order number:	75638
Order date:	9/7/2010
Last change:	9/27/2010, 12:39:46 PM
Importer/DC number:	259
Operating number:	00460
Company:	SWITON-PACZKOWSKI
Location:	Non-responsive content removed
Postcode:	
Street:	
Name:	
Org.ID:	
VS:	HSB
Region:	--
Telephone:	--
E-Mail:	--

2. Vehicle data

Chassis number:	WV1ZZZ7HZAH [REDACTED]
Delivery date	4/21/2010
Mileage:	13232 kilometers
Model year	2010
Sales type, 6 places:	7EH122
Engine:	CAAB
Gearbox:	LRS
Brand	Commercial vehicles

3. Complaint data

9/27/2010

Page 1 of 14

EA11003EN-00252[1]

Direct Information System Service (DISS)

For internal use only

BA-ID	25708655
Last change:	9/27/2010, 9:21:14 AM
What is the customer's complaint?	SILNIK ZGASŁ PODCZAS JAZDY, ZAŚWIECIŁA SIĘ RÓWNOCZEŚNIE KONTROLKA ŚWIEC ZAROWYCH
How often does the complaint occur?	--
Constraints:	--
When did the complaint first occur?	9/6/2010
Have you already visited a workshop due to this complaint?	Yes, a different workshop
Did the car break down (according to manufacturer definition)?	Yes
Customer encoding:	Engine > Engine operation > Engine running > Function > Stopped
Can the customer complaint be verified?	--
Additional information for workshop observation:	--
Type of repair:	--
Number of original part that repaired the damage:	--
Manufacturer code of the original part that caused the damage:	--
Workshop encoding text:	Engine > Fuel supply > High-pressure fuel pump > Component, Operating media > Damaged
HST process no.:	--
HST title:	--
Has the complaint been repaired?	--
Does the complaint involve original equipment (VWN: alterations and improvements)?	Yes
Suspicion of repeat repair	Yes

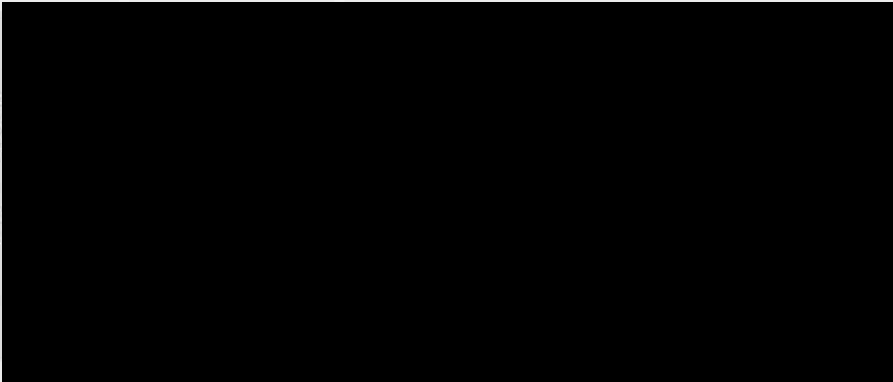

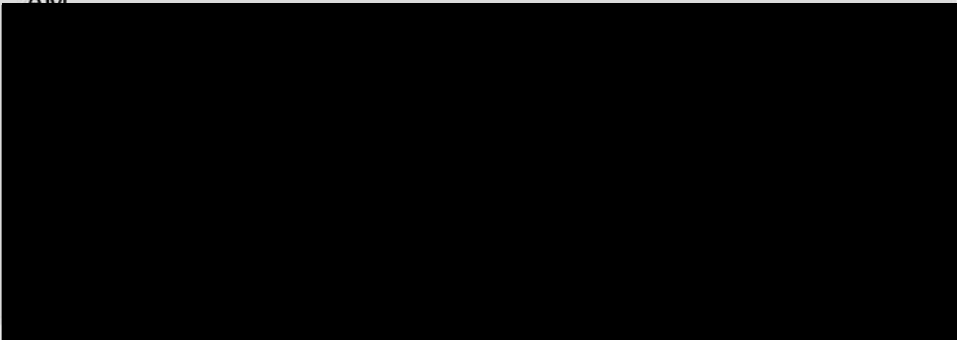

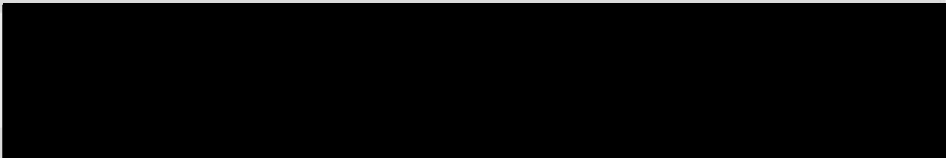
4. TSC inquiry

Type of TSC inquiry Technical repair inquiry

EA11003EN-00252[2]

Direct Information System Service (DISS)

For internal use only

TSC return info type:	9/20/2010, 8:00:00 AM
Status of inquiry	Inquiry was opened for processing by TSC.
Was a comparison vehicle checked?	No
Is the vehicle currently available for tele-diagnosis?	Yes
Did you carry out "Guided Troubleshooting"?	No
Is the exhaust warning light on?	No
Does the vehicle correspond to the series status?	Yes
Please select the preliminary workshop encoding.	Engine > Fuel supply > High-pressure fuel pump > Component, Operating media > Damaged
Which work did the workshop perform and where do you need support?	
Advance information to partner:	--
Communication history	
 Non-responsive content removed	Level 1
9/11/2010, 10:38:15	AM 
 Non-responsive content removed	Partner
9/13/2010, 8:54:00 AM	

EA11003EN-00252[3]

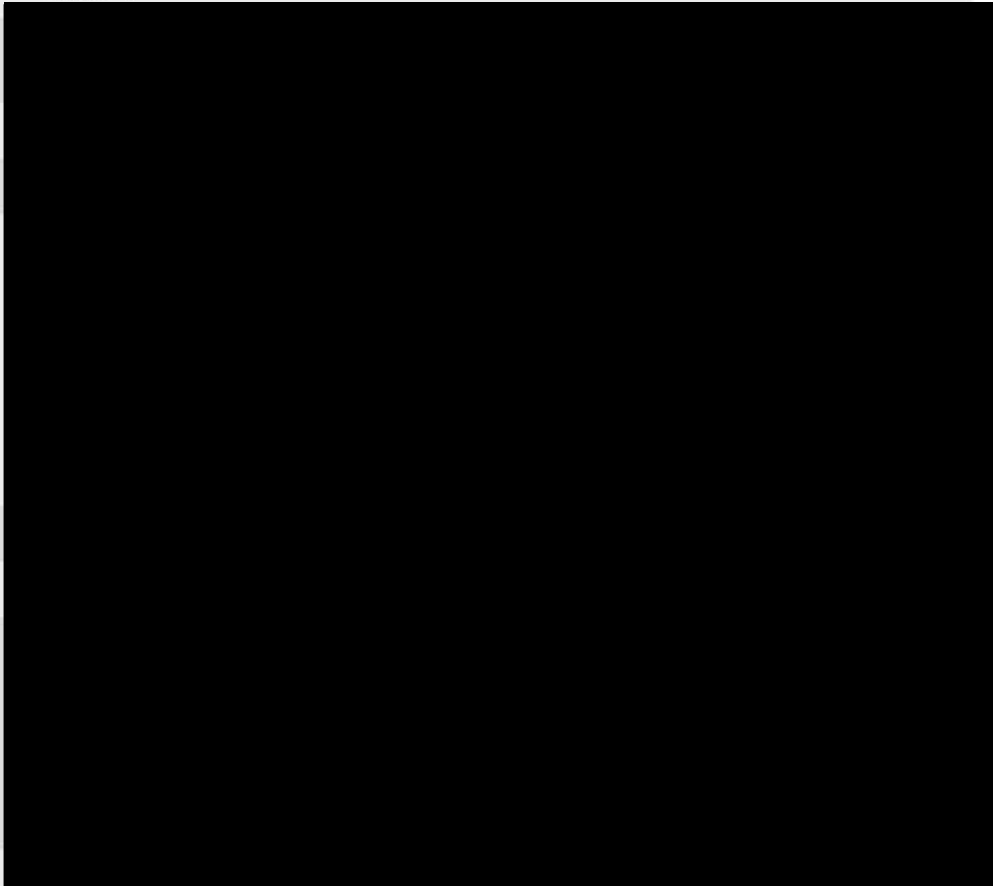
Direct Information System Service (DISS)

For internal use only

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Level 1

9/17/2010, 9:15:21 AM



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9/17/2010, 9:55:02 AM

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9/18/2010, 1:08:36 PM

Non-responsive content removed

Level 3

9/20/2010, 10:08:48

AM

Hello, [redacted] You should already be familiar with this subject from our phone calls and e-mails. At 8620 km, the entire fuel system, including tank, was exchanged and sent for analysis. The high-pressure fuel pump is damaged again (metal shavings). The fuel is currently being drained and the tank removed. The tank contained magnetic metal shavings and a mud-like contamination (see pictures). The tank pump contains a lot of dirt (picture 9628) - it is very fine sand (not plastic shavings!) + metal shavings. We also removed a fuel pipe between rail and injector - no rust marks can be seen. The customer has a company and purchases fuel wholesale (see last invoice - 5100 l) and fills his vehicles from his own filling station. 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 contaminated. What do you think?

Regards - [redacted]

5. Attachments

EA11003EN-00252[4]

Direct Information System Service (DISS)

For internal use only

Attachment 1	
Title	Faktura za paliwo
File name	Faktura za paliwo.jpg
Attachment type	Photo
Content type	image/jpeg
Size (KB)	147.26
Entered on	9/18/2010, 10:21:06 AM
Entered by	Non-responsive content removed
User ID	

Attachment 2	
Title	IMG_9634
File name	IMG_9634.JPG
Attachment type	Photo
Content type	image/jpeg
Size (KB)	111.64
Entered on	9/17/2010, 9:10:08 AM
Entered by	Non-responsive content removed
User ID	

Attachment 3	
Title	IMG_9633
File name	IMG_9633.JPG
Attachment type	Photo
Content type	image/jpeg
Size (KB)	125.89
Entered on	9/17/2010, 9:09:55 AM
Entered by	Non-responsive content removed
User ID	

Attachment 4

EA11003EN-00252[5]

Direct Information System Service (DISS)

For internal use only

Title	IMG_9631
File name	IMG_9631.jpg
Attachment type	Photo
Content type	image/pjpeg
Size (KB)	64.00
Entered on	9/17/2010, 9:09:40 AM
Entered by	Non-responsive content removed
User ID	

Attachment 5	
Title	IMG_9630
File name	IMG_9630.JPG
Attachment type	Photo
Content type	image/pjpeg
Size (KB)	133.73
Entered on	9/17/2010, 9:09:17 AM
Entered by	Non-responsive content removed
User ID	

Attachment 6	
Title	IMG_9629
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Size (KB)	138.58
Entered on	9/17/2010, 9:09:02 AM
Entered by	Non-responsive content removed
User ID	

Attachment 7	
Title	IMG_9628

EA11003EN-00252[6]

Direct Information System Service (DISS)

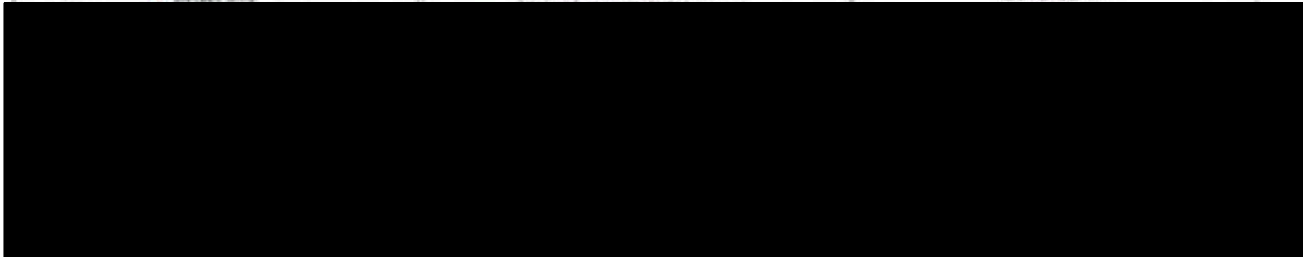
For internal use only

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Entered on	9/17/2010, 9:08:47 AM
Entered by	Non-responsive content removed
User ID	

EA11003EN-00252[7]

Direct Information System Service (DISS)	Faktura VAT	Nr P 3837/2010/MAG
		ORYGINAL

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Lp.	Nazwa	Kod CN	Ilość	Jm	Cena brutto	Cena netto	Wartość netto	Stawka VAT	Kwota VAT	Wartość brutto
1	CLEJ NAPEŁDOWY	CN 27101941	310	l	3,9600	3,2459	16 554,10	22%	3 641,90	20 196,00
RAZEM							16 554,10	X	3 641,90	20 196,00
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

miejsce na podpis osoby upoważnionej do odbioru dokumentu

2 w/ Karol
Wystawca: Karol Ratajczak

2010-08-18
KOD

EA11003EN-00252[8]

Direct Information System Service (DISS)

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IMG_9634.JPG



EA11003EN-00252[9]

Direct Information System Service (DISS)

For internal use only

IMG_9633.JPG



EA11003EN-00252[10]

Direct Information System Service (DISS)

For internal use only

IMG_9631.jpg



EA11003EN-00252[11]

Direct Information System Service (DISS)

For internal use only

IMG_9630.JPG

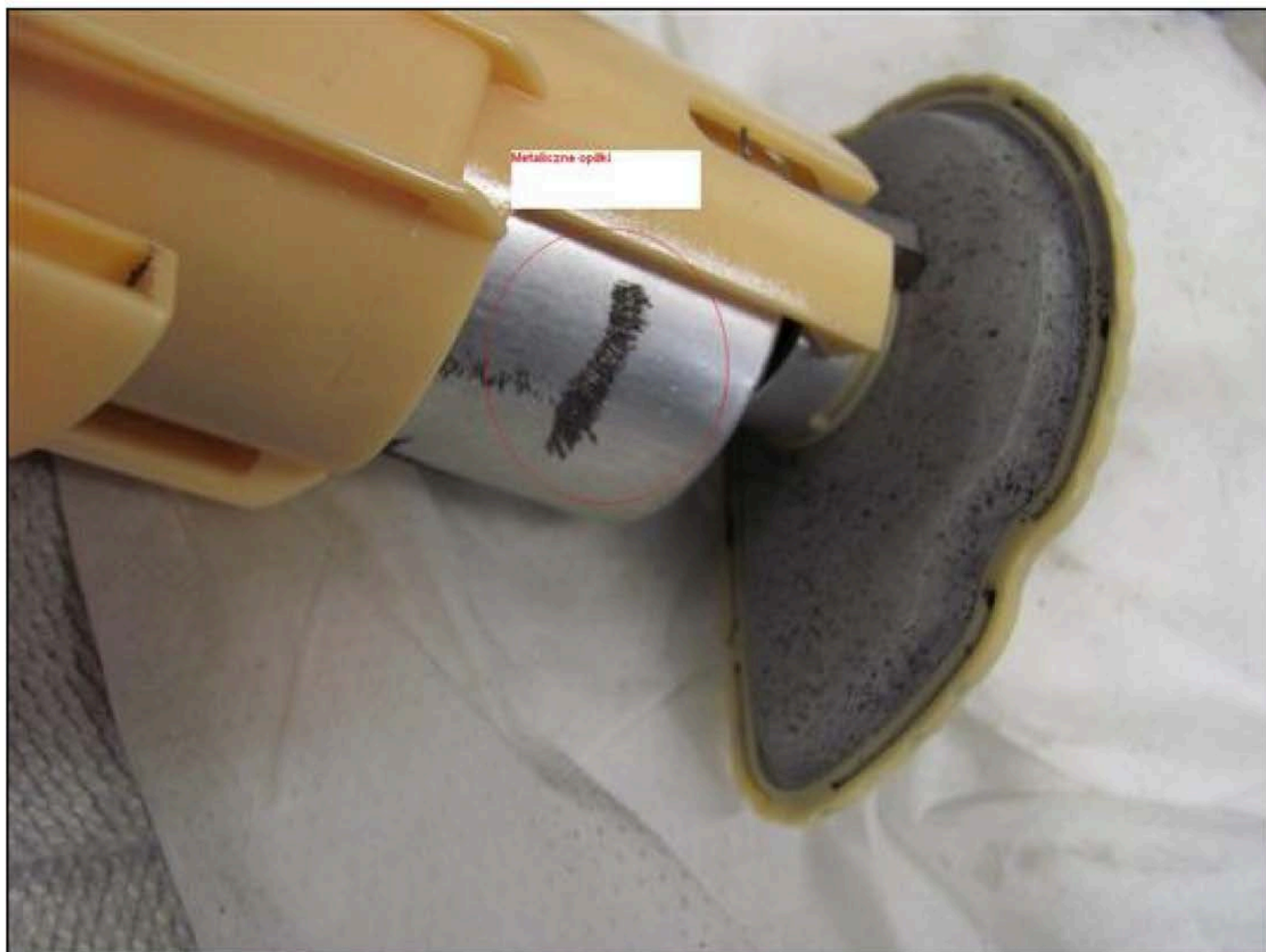


EA11003EN-00252[12]

Direct Information System Service (DISS)

For internal use only

IMG_9629.JPG



EA11003EN-00252[13]

Direct Information System Service (DISS)

For internal use only

IMG_9628.jpg



9/27/2010

EA11003EN-00254[0]

Direct Information System Service (DISS)

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1. Order and partner data

Order number:	75638
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Last change:	9/27/2010, 12:39:46 PM
Importer/DC number:	259
Operating number:	00460
Company:	SWITON-PACZKOWSKI
Location:	Non-responsive content removed
Postcode:	
Street:	
Name:	
Org.ID:	
VS:	HSB
Region:	--
Telephone:	--
E-Mail:	--

2. Vehicle data

Chassis number:	WV1ZZZ7HZAH [REDACTED]
Delivery date	4/21/2010
Mileage:	13232 kilometers
Model year	2010
Sales type, 6 places:	7EH122
Engine:	CAAB
Gearbox:	LRS
Brand	Commercial vehicles

3. Complaint data

9/27/2010

Page 1 of 14

EA11003EN-00254[1]

Direct Information System Service (DISS)

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BA-ID	25708655
Last change:	9/27/2010, 9:21:14 AM
What is the customer's complaint?	[REDACTED]
How often does the complaint occur?	--
Constraints:	--
When did the complaint first occur?	9/6/2010
Have you already visited a workshop due to this complaint?	Yes, a different workshop
Did the car break down (according to manufacturer definition)?	Yes
Customer encoding:	Engine > Engine operation > Engine running > Function > Stopped
Can the customer complaint be verified?	--
Additional information for workshop observation:	--
Type of repair:	--
Number of original part that repaired the damage:	--
Manufacturer code of the original part that caused the damage:	--
Workshop encoding text:	Engine > Fuel supply > High-pressure fuel pump > Component, Operating media > Damaged
HST process no.:	--
HST title:	--
Has the complaint been repaired?	--
Does the complaint involve original equipment (VWN: alterations and improvements)?	Yes
Suspicion of repeat repair	Yes

4. TSC inquiry

Type of TSC inquiry Technical repair inquiry

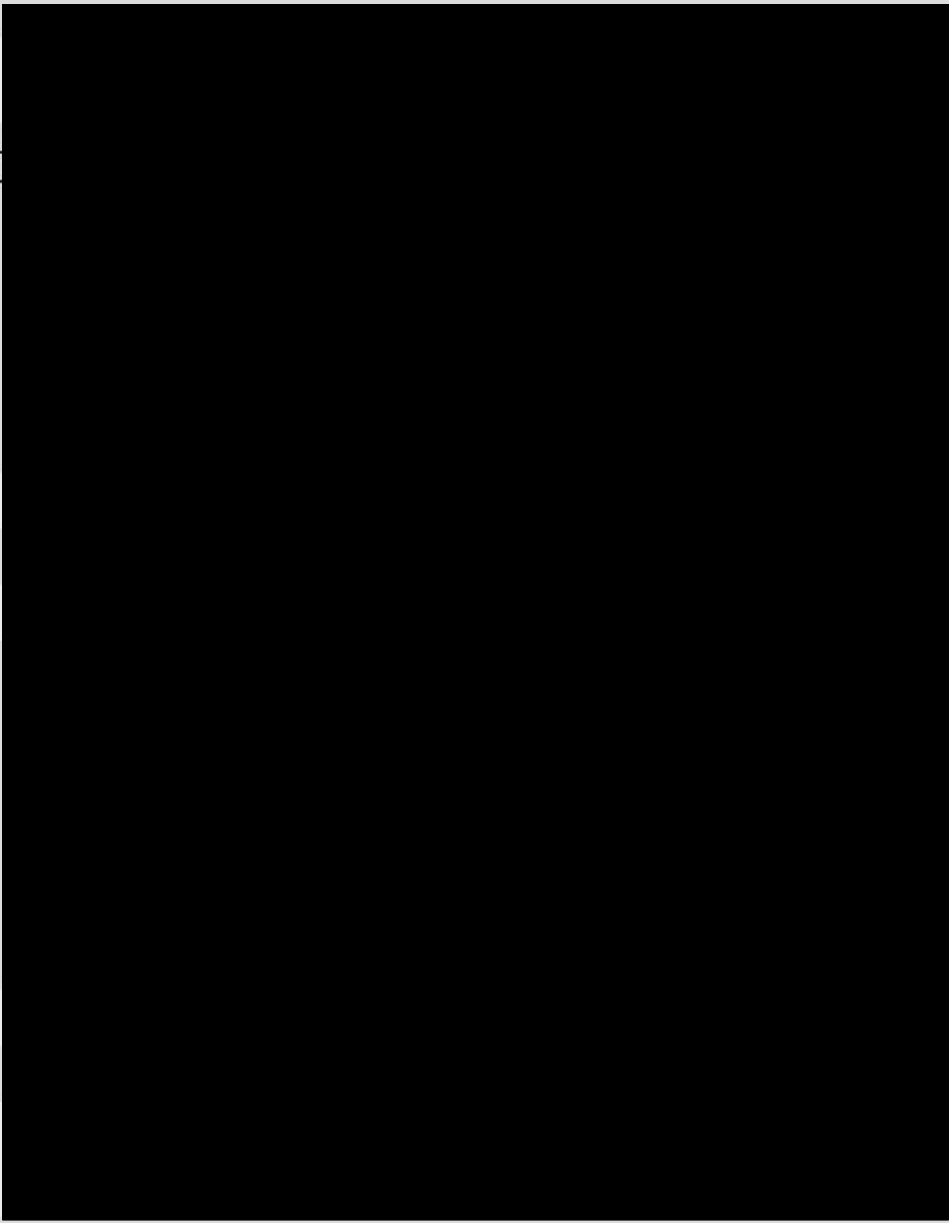
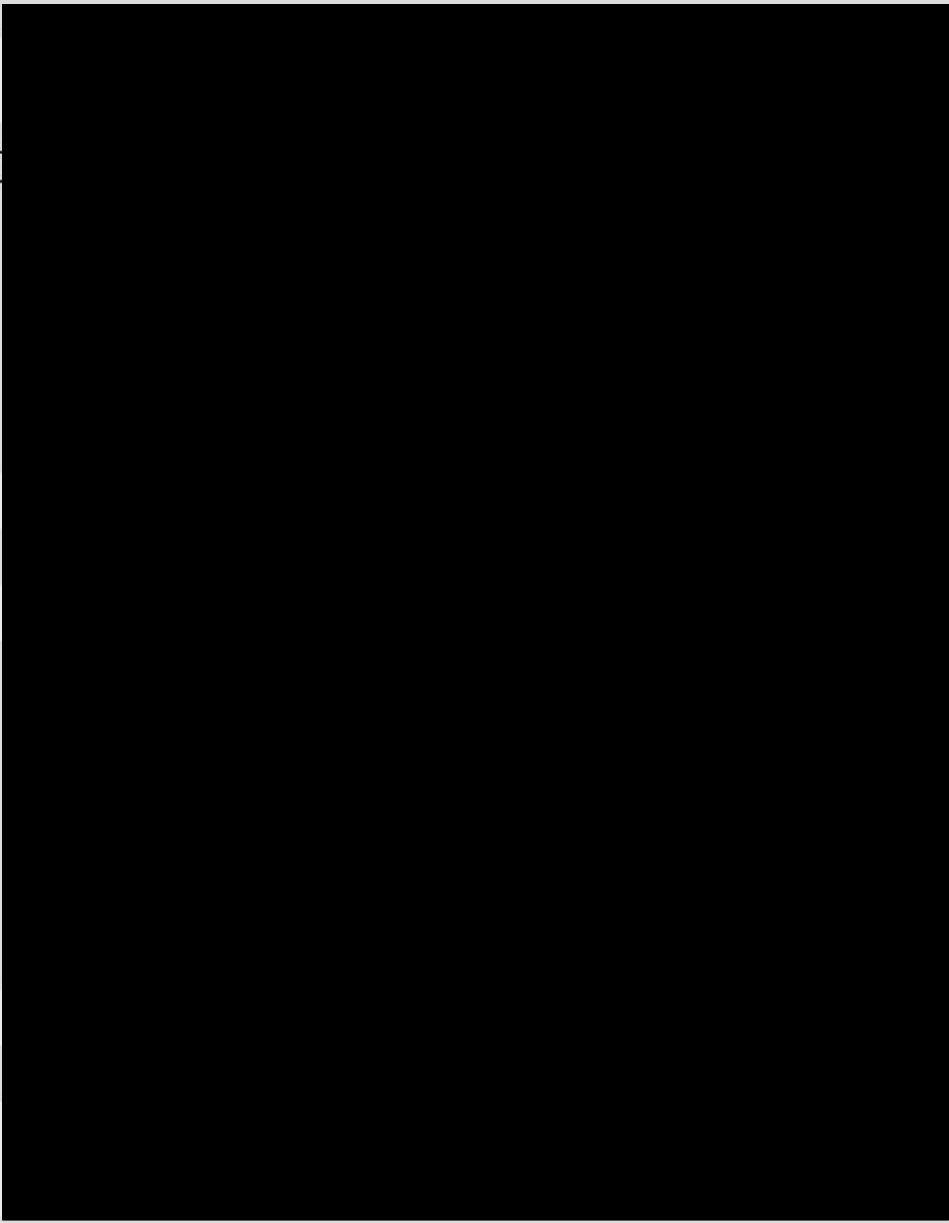
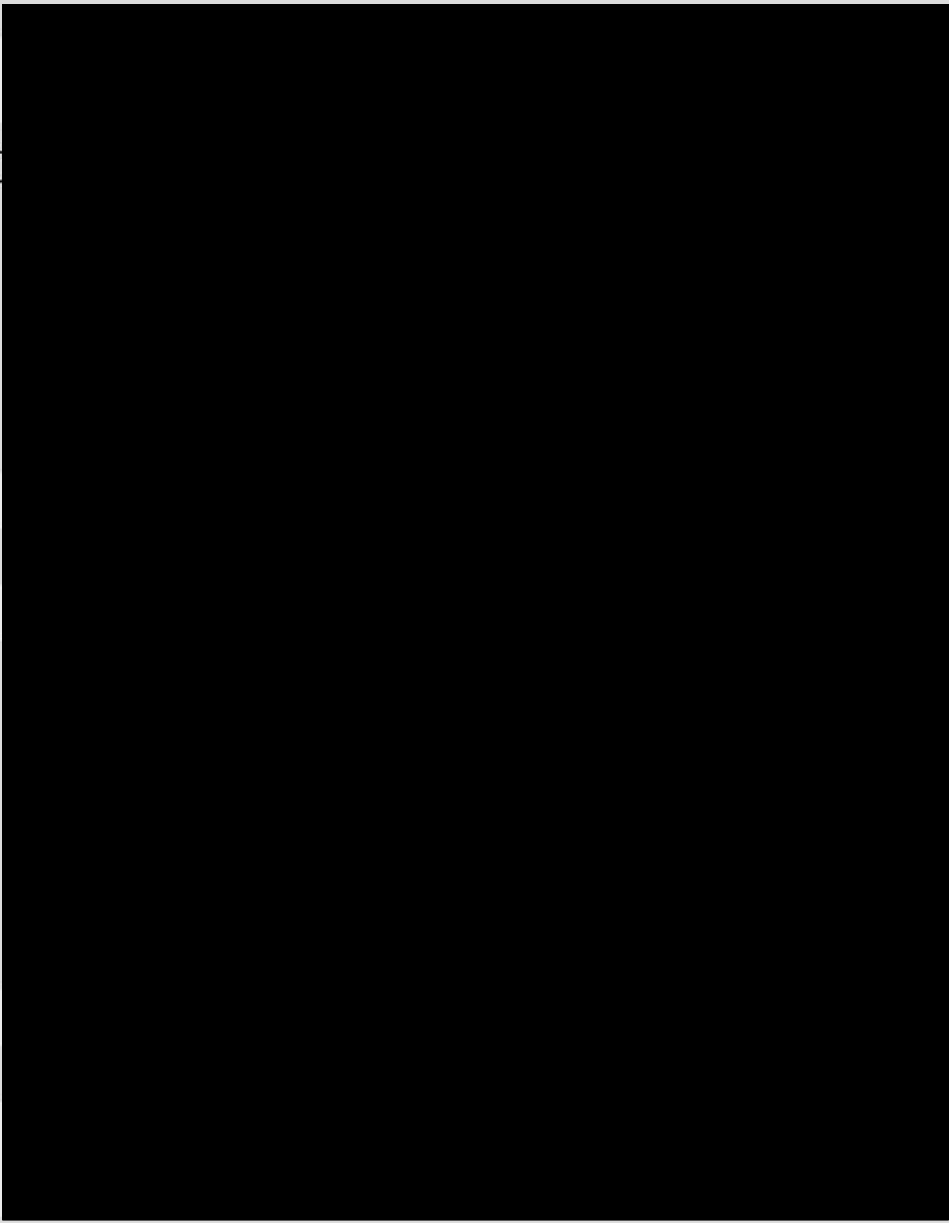
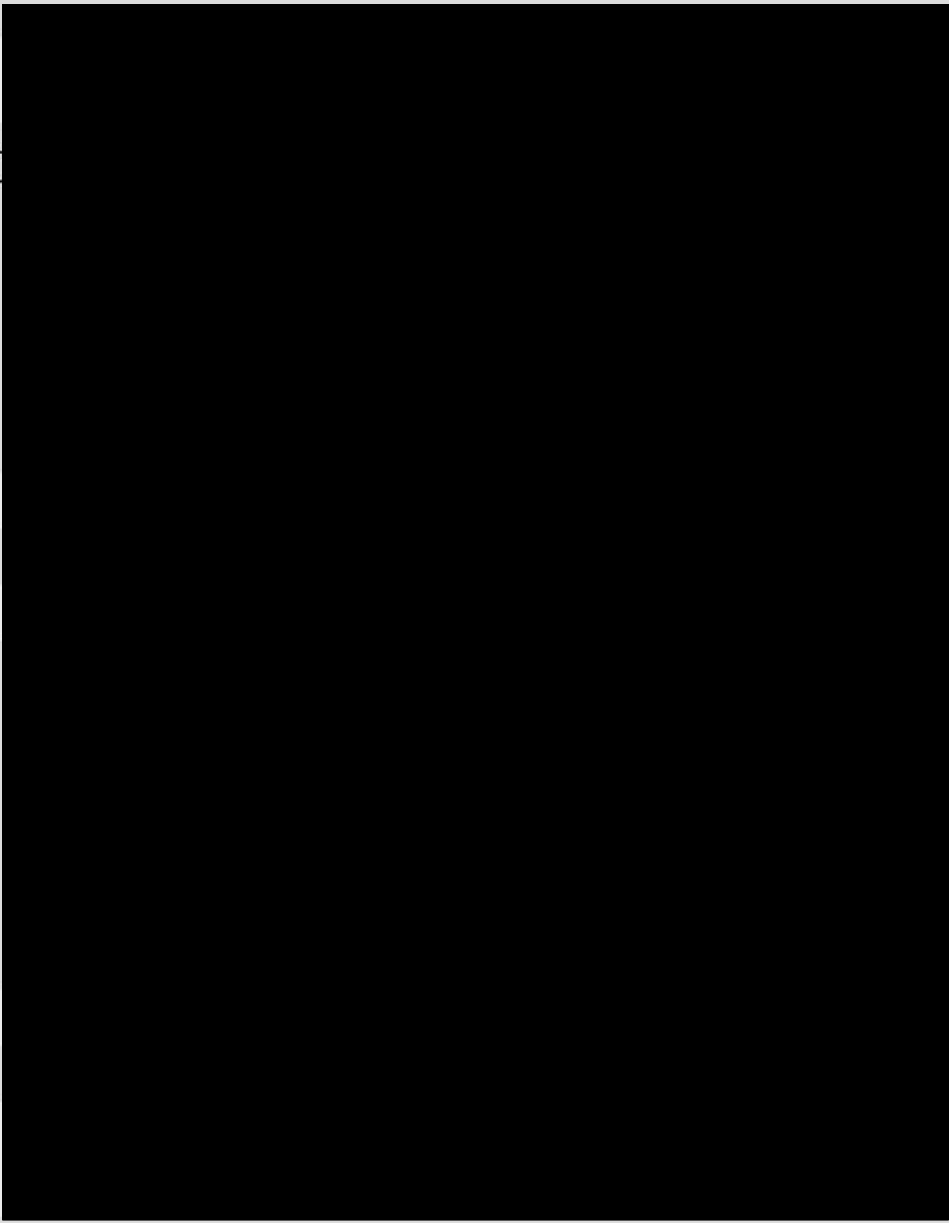
9/27/2010

Page 2 of 14

EA11003EN-00254[2]

Direct Information System Service (DISS)

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TSC return info type:	9/20/2010, 8:00:00 AM
Status of inquiry	Inquiry was opened for processing by TSC.
Was a comparison vehicle checked?	No
Is the vehicle currently available for tele-diagnosis?	Yes
Did you carry out "Guided Troubleshooting"?	No
Is the exhaust warning light on?	No
Does the vehicle correspond to the series status?	Yes
Please select the preliminary workshop encoding.	
Which work did the workshop perform and where do you need support?	
Advance information to partner:	
Communication history	
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9/13/2010, 8:54:00 AM	

EA11003EN-00254[3]

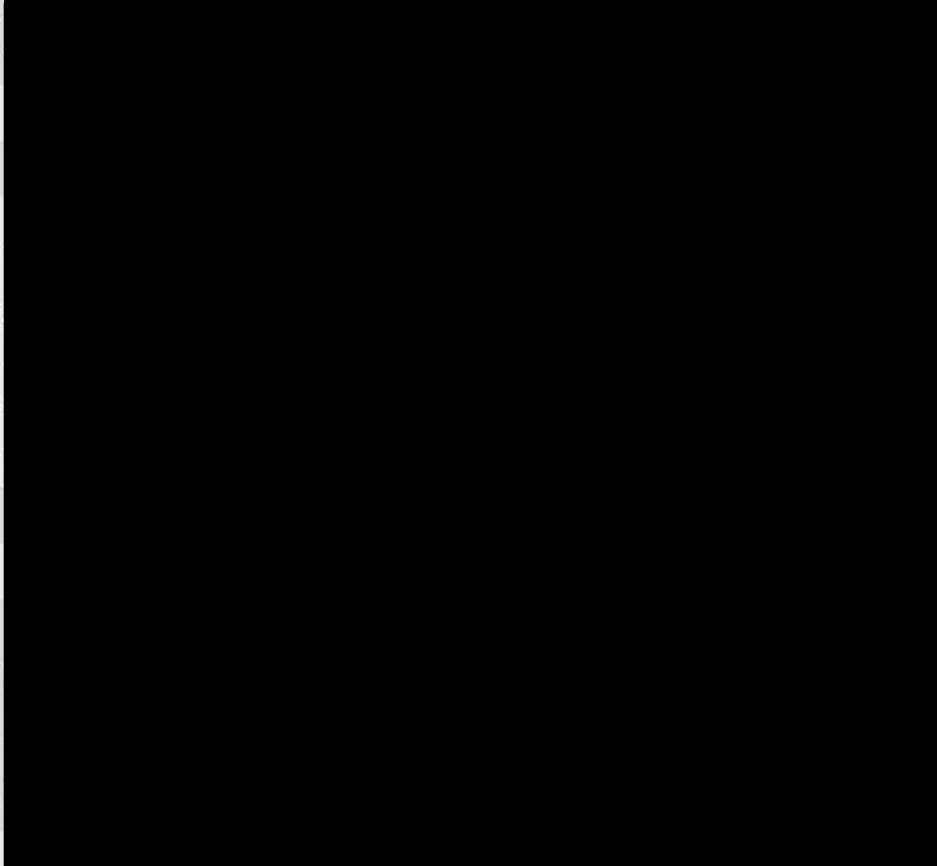
Direct Information System Service (DISS)

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Level 1

9/17/2010, 9:15:21 AM



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9/17/2010, 9:55:02 AM

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9/18/2010, 1:08:36 PM

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Level 3

9/20/2010, 10:08:48

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Regards - [redacted]

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EA11003EN-00254[5]

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Entered by	Non-responsive content removed
User ID	

Attachment 7	
Title	IMG_9628

EA11003EN-00254[6]

Direct Information System Service (DISS)

For internal use only

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Attachment type	Photo
Content type	image/jpeg
Size (KB)	64.00
Entered on	9/17/2010, 9:08:47 AM
Entered by	Non-responsive content removed
User ID	

EA11003EN-00254[7]

Direct Information System
Service (DISS)

Faktura VAT

Nr P 3837/2010/MAG

ORYGINAL

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2010-08-18

2010-08-17

Sprzed. Adres: NIP: Telefon: E-mail:	Non-responsive content removed	Adres: NIP:	Non-responsive content removed
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Forma: Termin: Bank: Konto:	Non-responsive content removed	Oddział: Adres:	CHARTER AGRO-MASZ 64-120 Krzemieniewo, ul. Brzozowa 4
--------------------------------------	--------------------------------	--------------------	--

Lp.	Nazwa	Kod CN	Ilość	Jm.	Cena brutto	Cena netto	Wartość netto	Stawka VAT	Kwota VAT	Wartość brutto
1	CLEJ NAPEĐOWY	CN 27101941	3100		3,9600	3,2459	18 554,10	22%	3 641,90	20 196,00
RAZEM							18 554,10	X	3 641,90	20 196,00
W tym							18 554,10	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

mieć podpis i podpis osoby upoważnionej do odbioru dokumentu

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EA11003EN-00254[8]

Direct Information System Service (DISS)

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EA11003EN-00254[9]

Direct Information System Service (DISS)

For internal use only

IMG_9633.JPG

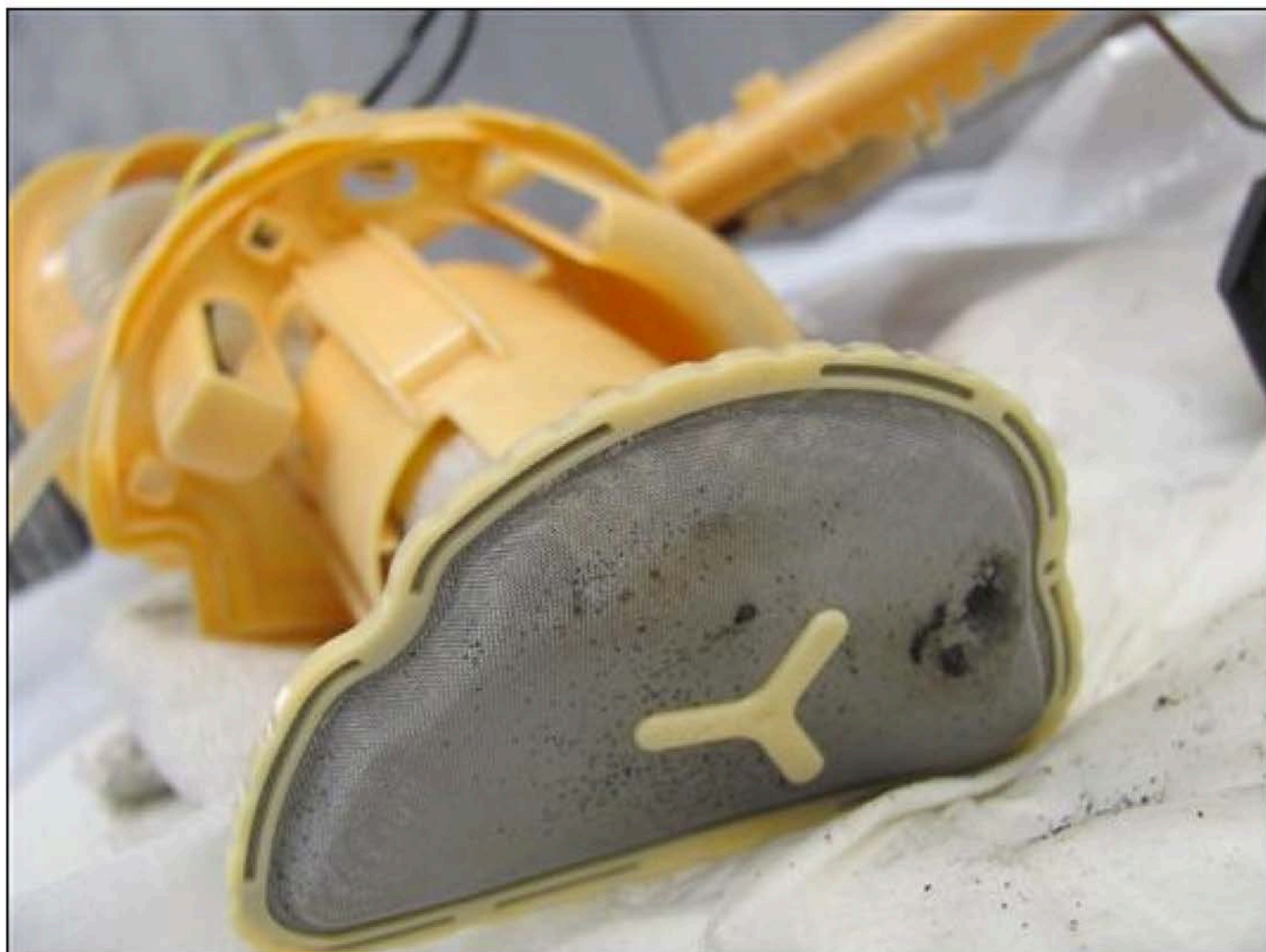


EA11003EN-00254[10]

Direct Information System Service (DISS)

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EA11003EN-00254[11]

Direct Information System Service (DISS)

For internal use only

IMG_9630.JPG



EA11003EN-00254[12]

Direct Information System Service (DISS)

For internal use only

IMG_9629.JPG



EA11003EN-00254[13]

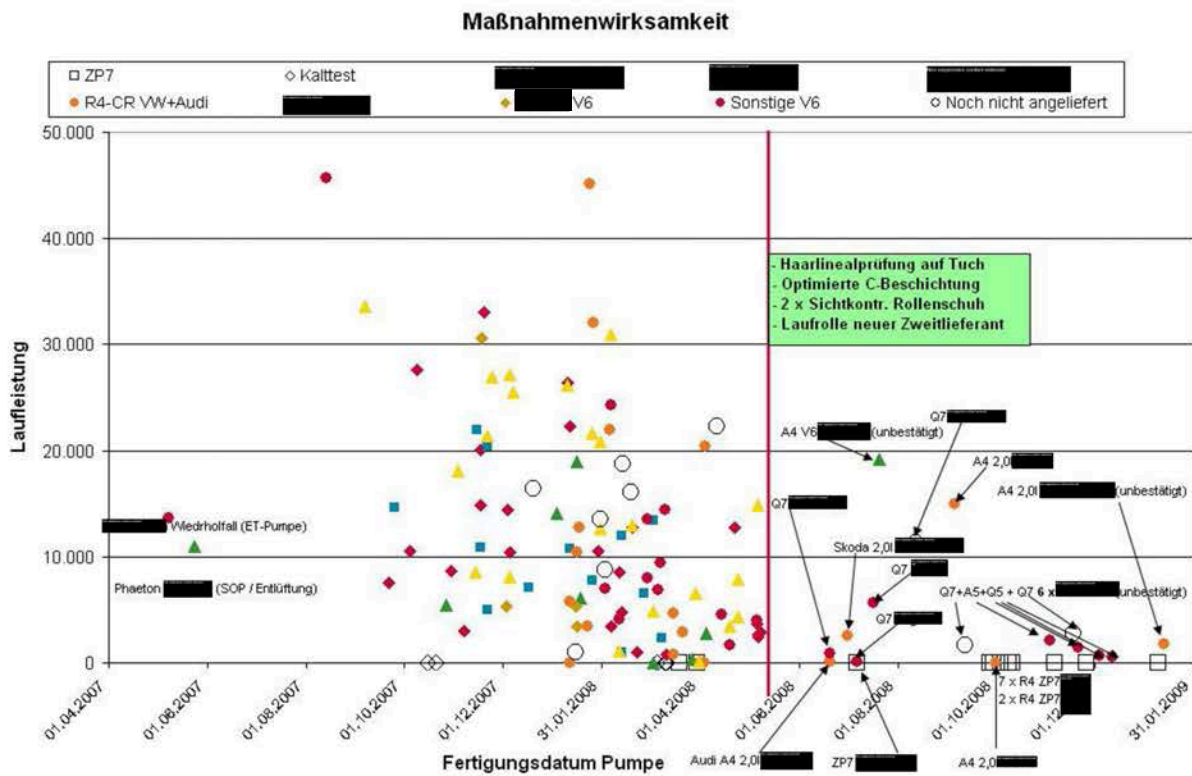
Direct Information System Service (DISS)

For internal use only

IMG_9628.jpg



9/27/2010



German	English
Maßnahmenwirksamkeit	Effectiveness of actions
ZP 7	CP 7
Kalttest	Cold test
Non-responsive content removed	
R4-CR VW + Audi	R4-CR VW + Audi
Non-responsive content removed	
Sonstige V6	Others V6
Noch nicht angeliefert	Not supplied yet
Laufleistung	Mileage
- Haarlinealprüfung auf Tuch	- Straightedge testing on cloth
- Optimierte C-Beschichtung	- Optimized C coating
- 2 x Sichtkontr. Rollenschuh	- 2 x visual inspection Roller support
- Laufrulle neuer Zweitlieferant	- Roller of new second source supplier
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Non-responsive content removed		
Non-responsive content removed		
^Fertigungsdatum Pumpe	^Production date of pump	

EA11003EN-00296[0]

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

Date: 11/16/2010, 11:23:22 AM
Subject: Re: V6 TDI block

Hello [REDACTED]

I've had a look at the affected part numbers, all affected stocks are currently in storage in [REDACTED]

Accordingly, all proposed activities can only take place in [REDACTED]
 Will you take over the process?
 Has a QMR report been created, is a meeting needed?

With best wishes

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Volkswagen Aktiengesellschaft

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>
 >From: Non-responsive content removed
 >Sent: Tuesday, November 16, 2010, 11:10 AM
 >To: Non-responsive content removed
 >Cc: [REDACTED]

Non-responsive content removed

>Subject: Re: V6 TDI block

>
 >Hello [REDACTED]

>
 >The situation, as always with the CP4 high-pressure fuel pump from Bosch, is somewhat complicated.
 >We have the same problem with RP2 as we did during the introduction of the RP1.

>
 >In my opinion, however, there is an inexpensive and, in particular, fast solution to the problem, which I propose to you and our Messrs. [REDACTED]

>
 >* Fast correction of RP2 pumps in OP program/catalog (is initiated: [REDACTED]) => [REDACTED]

>* Warehouse clearance of RP1 pumps in the markets of [REDACTED] and fast spare parts delivery with RP2 pumps and the corresponding fuel lines [REDACTED]

>* Use the remaining RP1 pumps only in [REDACTED] etc. through special control or change of the OP program [REDACTED]

>* This means: critical markets only have the RP2 in the program; non-critical markets temporarily have RP1 and RP2 depending on the production number; once RP1s are used --> All markets only have RP2 -

EA11003EN-00296[1]

-> Note: in vehicles before the serial use of RP2, an RP2 pump + lines must always be installed; for vehicles with RP2 only the RP2 pump. => [REDACTED]

>
>Is that understandable?
>Is this doable?

>
>
>Best regards

>
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>
>Non-responsive content removed

>85045 Ingolstadt

>Non-responsive content removed

>-----Original message-----

>From: Non-responsive content removed

>Sent: Tuesday, November 16, 2010, 10:35 AM

>To: Non-responsive content removed

>Subject: Re: V6 TDI block

>Importance: High

>
>Hello colleagues,

>
>Can you please help me answer the questions.

>
>
>Best regards

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>-----Original message-----

>From: Non-responsive content removed

>Sent: Tuesday, November 16, 2010, 10:32 AM

>To: Non-responsive content removed

>Subject: Re: V6 TDI block

>Importance: High

EA11003EN-00296[2]

>

>Hello Non-responsive content removed

>I'm afraid the above block notification does not contain any part numbers.

>My question to ██████████ about the engines affected on Original Parts sales elicited the answer below.

>However, the question regarding the sale of high-pressure fuel pumps sold as individual original parts remains open.>

>I have included a list of the high-pressure fuel pumps I suspect are affected.

>My question is: Do the high-pressure fuel pumps listed in the RP1 line have to be blocked as well (warehouse stocks of the successor parts, line RP2, are only available in individual cases!)?

>Please provide this information soon.

>

>Best regards

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>From: Non-responsive content removed

>Sent: Tuesday, November 16, 2010, 9:59 AM

>To: Non-responsive content removed

>Subject: Re: V6 TDI block

>

>

>

>Hello Non-responsive content removed

>

>Please find attached the list of high-pressure fuel pumps.

>

>As we just discussed, no V6 TDI engines are sent to ██████████

>

>

>

>

>

>

>Best regards

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>

EA11003EN-00296[3]

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>

>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

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>

>From: Non-responsive content removed

>Sent: Monday, November 15, 2010, 9:29 AM

>To: Non-responsive content removed

>Subject: V6 TDI block

>Importance: High

>

>

>

>Hello

>

>Can you please tell me which part numbers in VO are affected by the block?

>

>Best regards

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>Volkswagen Aktiengesellschaft

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EA11003EN-00298[0]



Audi
Vorsprung durch Technik



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market: VW526 Touareg NF V6TDI

EA11003EN-00298[1]

VW526 Touareg NF V6TDI Non-responsive content removed market

Status

- ▶ About 2,800 vehicles were produced for [REDACTED] currently blocked
- ▶ Vehicles are constructed with high-pressure fuel pump CP4.2 with robustness package 1 (excluding RP2), data record is still similar to "Master 04" (pumping in tune with requirement like MAF failure USA)
 - **Undeliverable in this form!**

Possible actions and dates

- ▶ **Version 1:** re-flashing on data similar to "Master 05" with full pumping during engine start and fuel temperature > 70 °C (as Q7)
 - ▶ Availability: Immediate; time required: Approx. 30 min. per vehicle.
- ▶ **Version 2:** Actions like version 1 + activation of fuel pump with terminal 15 and with door contact and in overrun
 - ▶ Data status availability WK04/11, GQ release after WK 08/11, pre-scheduling being clarified. Time required: approximately 30 minutes per vehicle
- ▶ **Version 3:** Measures like version 2 + conversion to high-pressure pump with RP2, including modified fuel lines
 - ▶ Availability of data status same as version 2, parts availability HPP is given from today's perspective, confirmation by suppliers is pending / time required: approximately 2 h per vehicle

Recommendation [REDACTED]

- ▶ Immediate: Re-flashing on data similar to "Master 05" (version 1)
- ▶ In service: Re-flashing the 2,800 vehicles to optimized activation of the fuel pump (version 2)
- ▶ Further deliveries of more than 2,800 vehicles only with the total package similar to version 3

EA11003EN-00298[2]

Backup



EA11003EN-00298[3]

V6TDI Non-responsive content removed **market status**

Sales volume of Non-responsive content removed **since 2009**

- ▶ Q7 V6TDI Gen1 (2009/2010) FBU, production in Non-responsive content removed 505* on-field vehicles
- ▶ A6 2.7TDI Gen1 (2009/2010) CKD, production in Non-responsive content removed 6,340* on-field vehicles
- ▶ Touareg NF V6TDI Gen1 FBU, production in Non-responsive content removed 2,800 vehicles running

*Figures for I/VT-5

Failures according to DISS notification

- ▶ Q7: 5 failures HPP (approx. 1%)
- ▶ A6: 103 failures HPP (approx. 1.6%)

Note on production in Non-responsive content removed

- ▶ First-filled fuel does not meet the group specifications, some significant overruns.
- ▶ Checks of production in Non-responsive content removed resulted in significant preliminary damage to HPP at "0 km".
- ▶ Changchun plant was informed of any procurement source (Info Non-responsive content removed in October 2010) from China for approved fuel.

EA11003EN-00298[4]

VW 526 Touareg NF

V6 TDI start status for [Non-responsive content removed]

Project status 11.23.10

- **Notification of blocking** by Audi AG on 11.12.2010 for the **V6 TDI in all versions in the** [Non-responsive content removed] due to lack of lubrication in the high-pressure fuel pump due to low-quality fuel

➤ **SOP since CW 34/10**

Overview of vehicles at checkpoints (Source: VWSK, TAF)

- Delivery to customers: 2 vehicles
- Currently on ships: 1951 vehicles
- Stock at two [Non-responsive content removed] ports: 666 vehicles
- Planned delivery from ports: 11.24.2010
- Action notification for ports initiated: 11.23.2010
- Incoming freight at [Non-responsive content removed]: 66 vehicles
- Stock at [Non-responsive content removed]: 79 vehicles
- Factory (CP 7 = 21 vehicles + CP8 = 8 vehicles) 79 vehicles

Σ **2793 vehicles**

[Non-responsive content removed]

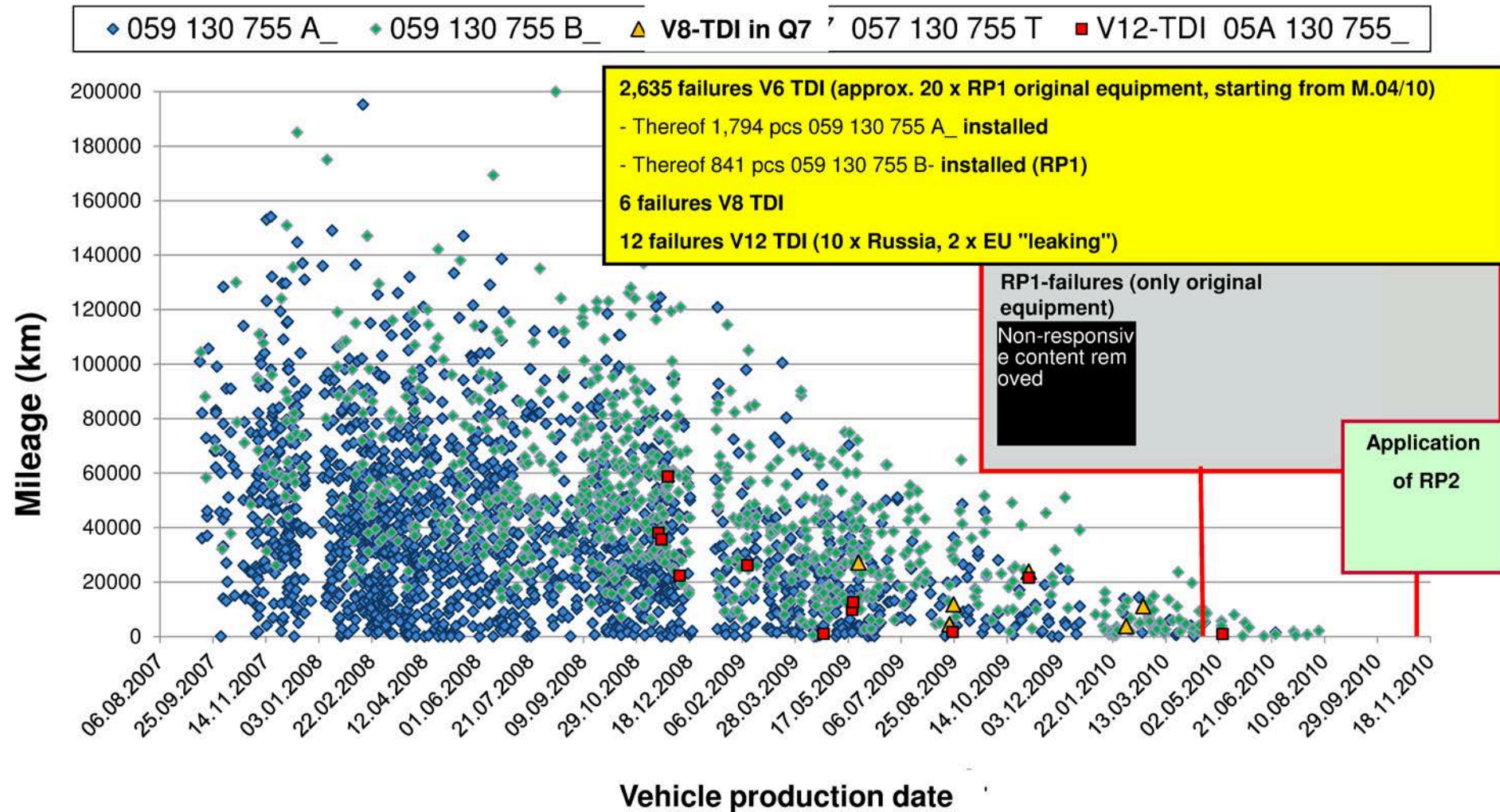
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EA11003EN-00298[5]

All bills of high-pressure fuel pumps V6-/V8-/V12-TDI Audi

SAGA as of 11.16.2010



From: Non-responsive content removed

To:

CC:

Date: 5/27/2011, 11:17:10 AM

Subject: Re: Failure of high-pressure fuel pump diesel C.R. [REDACTED] market - Current situation for 4-cylinder Engines

Hello Mr. [REDACTED]

All of our AWP variants of the CP4.1 (A/ AA/ AB/ AE) have been equipped with the RP1 measures since wk 45/2010.

The widespread introduction of the RP1+ will begin after conclusion of the commercial negotiations (still in progress) and approval by the ÄKO.

Best regards,

Non-responsive content removed

Volkswagen AG

Non-responsive content removed

>

>From: Non-responsive content removed

>Sent: Friday, May 27, 2011, 10:48 AM

Non-responsive content removed

>Importance: High

>

>Hello Mr. [REDACTED]

>

>R4 HPP problems are escalating in [REDACTED]!

>

>Please provide a binding status for implementation of RP 1+ and other SW measures.

>

>Thank you

>

>

>Kind regards

>

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>AUDI AG

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>ed
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>Sitz/Domicile: Ingolstadt

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>
>
>

>From: Non-responsive content removed

>Sent: May 27, 2011 10:20 a.m.

Non-responsive content removed

>Subject: R: Failure of high-pressure fuel pump diesel C.R. Italy market - Current situation for 4-cylinder Engines

>
>

>Hello Mr. Non-responsive content removed

>
>The failure of the high-pressure fuel pumps for the 4-cylinder C.R. engines is currently our TOP market technical problem.

>The damage rate of the 4-cylinder has exceeded the damage rate of the 6-cylinder.

>
>Can you please notify us of the current measures for our 4-cylinder engines.

>Has RP1 been implemented in series or as a CS measure? If so, from when? Is the RP1 recognizable with the 4 cylinder (Pare Part number, production number of pump, ...)?

>
>The campaign execution for the 6-cylinder has been accelerated in the field through phone customer contact. The number of 23G7 campaign vehicles is dependent on our current workshop capacity

>
>Thank you for your information,

>
>With best regards

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>GFA

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> Da: Non-responsive content removed

> Inviato: venerdì 25 marzo 2011 11.49

> Non-responsive content removed

> Oggetto: Re: Failure of high-pressure fuel pump diesel C.R. Italy market - Current situation for 4-cylinder Engines

>

> 2nd try without attachment.

>

> Best regards

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> Non-responsive content removed

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> From: Non-responsive content removed

> Sent: Friday, March 25, 2011, 11:46 AM

> Non-responsive content removed

> Subject: FW: Failure of high-pressure fuel pump diesel C.R. [redacted] market - Current situation for 4-cylinder Engines

>

>
>Hello Mr. [REDACTED]
>
>The worldwide implementation of RP1+ and inlet valve screen is planned for next week (Wk13).
>But, confidential information for you: There is still conflict with [REDACTED] about who will pay the modification costs.
>[REDACTED] is threatening to not implement the change if [REDACTED] does not pay the costs.
>This topic is being negotiated by top management.
>It is beyond our sphere of influence.

>
>Best regards

>
>Non-responsive content removed
>[REDACTED]

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>AUDI AG

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>[REDACTED]

>
>Sitz/Domicile: Ingolstadt
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>
>
>
>From: [REDACTED]

>Sent: Wednesday, March 23, 2011, 9:48 AM

>To: [REDACTED]

>Cc: [REDACTED]

>Subject: I: Failure of high-pressure fuel pump diesel C.R. [REDACTED] market - Current situation for 4-cylinder Engines

>
>
>Hello Mr. [REDACTED]

>
>The damage rate of CR high-pressure fuel pumps has been reduced significantly since early 2011
The workshop campaign is continuing in parallel for the 6-cylinder engines.

>
>Please let us know the current status of our 4-cylinder CR

high-pressure fuel pumps (RP-1 package).

>

>Has the RP1 measure been implemented in series production for the 4-cylinder? If so, from which vehicle no./date?

>Are the high-pressure fuel pumps with RP1 still being shipped as CS part? If so, with which Spare Part number? Can the parts be identified externally, or only through the Spare Part number?

>

>As attachment: e-mail from November 2010 on topic of 4-cyl. CR.

>

>Thank you for your information,

>

>With best regards

>

>GFA

>

> < Message: I: AWP-Varianten CP4.1 >>

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>VOLKSWAGEN GROUP ITALIA S.P.A.

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>Da: Non-responsive content removed

>Inviato: mercoledì 23 marzo 2011 9.15

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[Redacted area]

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>Oggetto: Report Wk 11/2011 - Failure of high-pressure fuel pump Diesel C.R. market

>

>Dear

>

>Please find attached the update of our weekly report "Failure of high-pressure fuel pump" for the period Wk 25/2009 to Wk 11/2011.

>In addition, 20 more failures have occurred or been reported in market in Wk11.

>

>INFO: All vehicles that were repaired with a new high-pressure fuel pump CP4.2 - RP 2 are marked in green in the file attachment "Report-Failures" under "Basic Data" (40 high-pressure fuel pumps)

>

>Effective immediately, you will receive additional information with regard to the 23G7 recall campaign, with evaluation of the cases completed through our warranty department. The completed cases will be processed through warranty and goodwill requests.

>

>

>Failure situation incl. Wk 11/2011

>

> 6/09 7/09 8/09 9/09 10/09 11/09 12/09 1/10 2/10 3/10 4/10 5/10 6/10 7/10 8/10 9/10 10/10 11/10 12/10

>6 cyl. Engine with shavings 31 46 35 46 46 52 36 39 48 64 77 62 75 104 75 84 99 95 75

>4 cyl. Engine with shavings 1 8 7 8 12 13 12 13 13 20 29 30 33 64 46 46 62 67 53>

>6 cyl. Engine without shavings 0 1 3 7 18 10 4 6 2 8 14 17 24

>4 cyl. Engine without shavings 0 0 0 0 4 1 1 1 1 3 1 2 5

>Total 32 54 42 54 58 65 48 53 64 91 128 103 113 175 124 141 176 181 157

>

> 1/11 2/11 3/11 4/11 5/11 6/11 7/11 8/11 9/11 10/11 11/11 12/11 1/12 2/12 3/12 4/12 5/12 6/12 7/12

Total

>6 cyl. Engine with shavings 49 53 28 0 0 0 0 0 0 0 6 0 0 0 0 0 0 0 1325

>4 cyl. Engine with shavings 30 40 25 0 0 0 0 0 0 0 1 0 0 0 0 0 0 0 633

>6 cyl. Engine without shavings 20 3 4 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 141

>4 cyl. Engine without shavings 4 3 3 0 0 0 0 0 0 0 1 0 0 0 0 0 0 0 30

>Total 103 99 60 0 0 0 0 0 0 0 8 0 0 0 0 0 0 0 2129

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> < File: Report Ausfall Hochdruckpumpe Diesel CR - Stand KW11.2011.zip >>

>

>Best wishes.

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From: Non-responsive content removed

To:

CC:

Date: 5/27/2011, 11:04:43 AM

Subject: FW: Failure of high-pressure fuel pump diesel C.R. [REDACTED] market - Current situation for 4-cylinder Engines

Hello gentlemen,

We need evaluations of the failures of the CP4.1 in [REDACTED] - including breakdowns by date of manufacture.

We are not familiar with the figures listed below, nor can we identify them.

How high are the absolute failure figures?

We are not aware of any recall campaign for the CP4.1.

I believe figures are being mixed here that do not belong together, which is causing confusion.

Best regards,

Non-responsive content removed

Volkswagen AG

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>

>From: Non-responsive content removed

>Sent: Friday, May 27, 2011, 10:48 AM

>To: Non-responsive content removed

>Cc:

>Subject: FW: Failure of high-pressure fuel pump diesel C.R. Italy market - Current situation for 4-cylinder Engines

>Importance: High

>

>Hello Mr. [REDACTED]

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>R4 HPP problems are escalating in [REDACTED]!

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>Please provide a binding status for implementation of RP 1+ and other SW measures.

>

>Thank you

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>Estendete: May 27, 2011 10:20 a.m.

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>Subject: R: Failure of high-pressure fuel pump diesel C.R. Non-responsive content removed market - Current situation for 4-cylinder Engines

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>Da Non-responsive content removed

>Inviato: venerdì 25 marzo 2011 11.49

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>Oggetto: Re: Failure of high-pressure fuel pump diesel C.R. [REDACTED] market - Current situation for 4-cylinder Engines

>

>2nd try without attachment.

>

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>Sent: Friday, March 25, 2011, 11:46 AM

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>Subject: FW: Failure of high-pressure fuel pump diesel C.R. [REDACTED] market - Current situation for 4-cylinder Engines

>

>

>Hello Mr. [REDACTED]

>

>The worldwide implementation of RP1+ and inlet valve screen is planned for next week (Wk13).

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>From: [REDACTED]

>Sent: Wednesday, March 23, 2011, 9:48 AM

>To: [REDACTED]

>Cc: [REDACTED]

>Subject: I: Failure of high-pressure fuel pump diesel C.R. [REDACTED] market - Current situation for 4-cylinder Engines

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>With best regards

>

>GFA

>

> < Message: I: AWP-Varianten CP4.1 >>

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>VOLKSWAGEN GROUP ITALIA S.P.A.

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> < File: Report Ausfall Hochdruckpumpe Diesel CR - Stand KW11.2011.zip >>

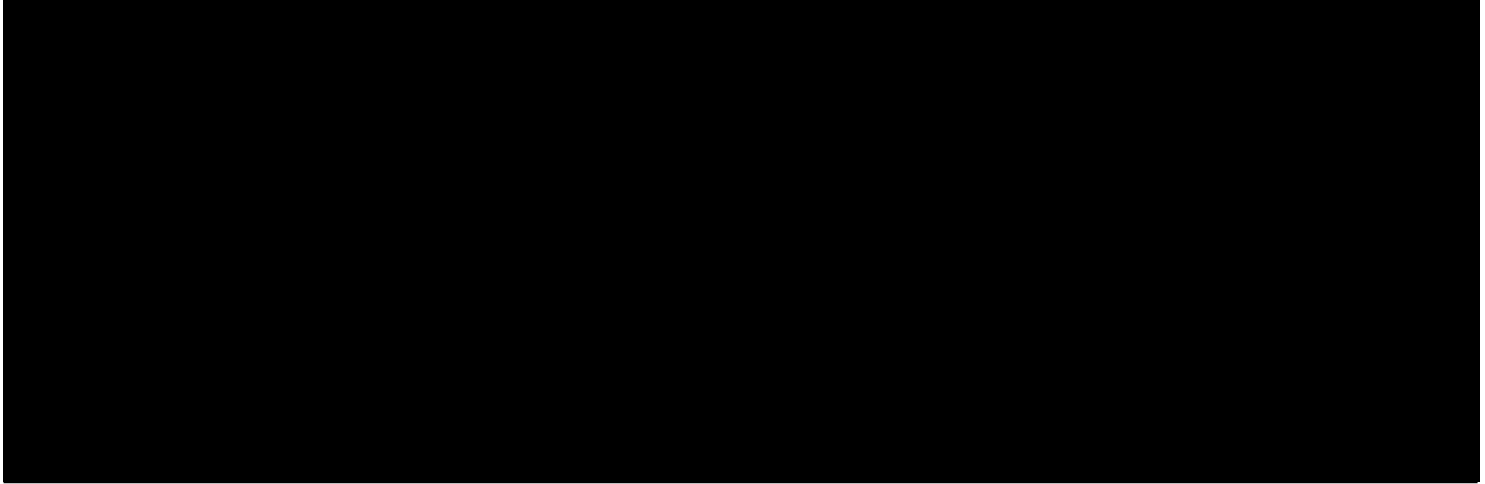
>Best wishes,

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From: Non-responsive content removed
To: [Redacted]
CC: [Redacted]
Date: 3/6/2009, 11:36:01 AM
Subject: Re: Water separators
Attachments: [Wasserabscheidung.XLS](#)

Hi all,

To get a bit more FDF (figures, data, facts) for this conference call, I filtered and evaluated the current fuel country list with regard to water content.

I proceeded as follows:

- * Filtering of all max. values to > 200 ppm (threshold of the EN590 standard)
- * Listed all samples over the years for the involved countries
- * As a basis for discussion, assessment (green, yellow, red) of these countries regarding the necessity of water separators.
- * Column N indicates, based on the example of Q7 MJ10, the countries for which our engines are approved.

With best wishes

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> From: [Redacted]

> Sent: Thursday, March 05, 2009, 4:04 PM

> Non-responsive content removed

> Subject: Updated: Water separators

> Time: Tuesday, March 10, 2009 08:30-09:00 (GMT+01:00) Amsterdam, Berlin, Bern, Rome, Stockholm, Vienna.

> Location: Conference call

>

> Hi all,

>

> Coordination of proposal [Redacted] for discussion with VW for CR systems with CP4, CRI3.x, DRV 3.x

>

> No water separators worldwide

> * "A poorly maintained separator is worse than none at all">

> * "Service interval is not sufficient for high proportions of water"

> * Assess the critical markets named by VW for the number of drawn samples with threshold > 500 (and/or 1000) ppm water (see example, [Redacted])

> * Obtain current fuel sample measurements 2008/2009 from critical markets

> * Secure 5,000 ppm and 10,000 ppm water (permanent / sporadic) in selected verification / functional cars

> * Secure CR components at Bosch in WCF test (currently 1% water) and what is already available (requested); activities are still underway!

> * 100% part request from the above critical markets for CR system components

> * EFP systems are worse than CP, because the full volume runs through the filter (efficiency of separator???)

> * etc.

>

> Best wishes,

[Redacted]

>

> P.S.: sorry, no other appointment was possible at short notice!

>

> Please provide a phone number (after you've gathered) and I'll start a conference call.

>

=====

>

> No water separation [Redacted] (not in the Touareg or Q7 either)

> No water separation [Redacted]

>

> Or, to put it differently:

>

> Water separation is currently required for the following countries:

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SECTION CONFIDENTIAL



Protokoll/Aktennotiz

From

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1791

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April 2, 2009

Date

Minutes for TEKO "Water separation in the diesel fuel system"

Participants:

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In the PSK presentation on "EU 4 diesel for global markets", a water separator with sensing in the fuel system is requested by VW.

At Audi, the practical use of water separators in the fuel system is clearly questionable, especially since added costs of 15-30 €/vehicle can be expected here.

The objective of the TOKO is to examine the different standpoints and to plan the way forward if necessary.

Audi standpoint:

- There are no dependable data on field failures due to water in the fuel
- The reduction of warranty costs against Bosch is not possible as each case of corrosion is basically excluded (see TKU Bosch)
- Despite TKU, there are no clear guidelines from Bosch on perm. water content in the system (only a relative stipulation which permits any amount of water).
- A threshold from which corrosion is avoided does not exist. The statement that corrosion is prevented by water separators is therefore difficult to assess.
- From a technical and physical perspective, complete water separation is impossible
- With the addition of >5% biodiesel, the separation efficiency of water separators is drastically reduced (< 35%, Bosch TKU claims: 97%)
- Through the temperature differences in the fuel system alone, failure due to bonded water cannot be avoided.
- The analyses of the majority of countries have shown similar water contents as documented in DIN EN 590 in the past.
- If water separation for the outliers of this field study is to be developed, these reservoirs of >10 l must be provided at 10,000 km (no installation space in the package)
- Already separated water in current systems is fed back into the fuel, thus returning to the HPP or the injectors.



VW standpoint:

- According to VW, there is CoD (corrosion by water) at Skoda due to the lack of a water separator
- Experiences of the competition. In the TATA operating manual, reference is made to regular checking incl. the draining of water by the customer.
- In addition to the fuel list of the central laboratory, VW also presents information which is used for categorizing poor fuel countries

A consensus for risk assessment and effectiveness of the technical solution cannot be reached in the TEKO.

Further procedure:

- VW will compile the CoD Skoda (where possible with analysis results), compare this with the Crafter and send the information to Audi – EAD/1, Mr. Pott.
- VW will send Audi the additional information for categorizing critical fuel countries – [REDACTED]
- According to the statement of VW sensor development, a water sensor will first be available in approx. 2 years (2011). [REDACTED] will clarify this point once again and present the information.
- The use of a water separator is omitted from the Audi PSK presentation. [REDACTED]

In the follow-up to TEKO, a trial with approx. 20 vehicles (PDW fleet) was suggested by Audi. Based on the guideline of the TE, 10 vehicles with 0.5 l water/tank filling and 10 vehicles with 0.1 l water/tank filling should be operated over at least 6 months. The CP 4-side fuel system will then be replaced and analyzed. [REDACTED] implementation clarification, [REDACTED]

[REDACTED]
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