

EA11003EN-00738[0]

**From:** Non-responsive content removed

**To:**

**CC:**

**Date:** 31.08.2010 09:13:10

**Thema:** MY09 and MY10 US-Market TDI-HPP claims

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

**Attachments:** [CBEA 2009 SDP Data and Charts - 20100830.xlsx](#)  
[CJAA 2010 SDP Data and Charts - 20100830.xlsx](#)

Hello Mr. [REDACTED]:

Attached the MY09 and MY10 High-Pressure-Pump claims.

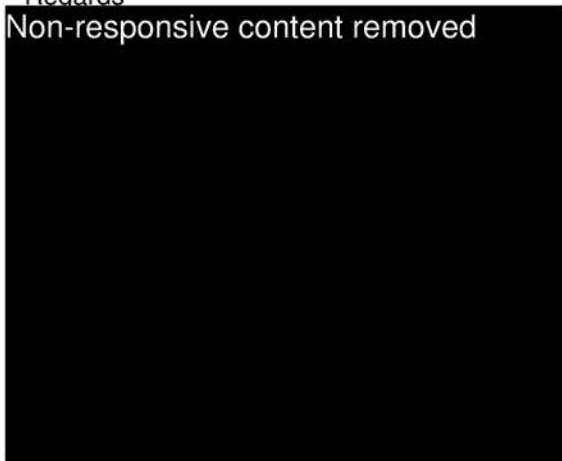
**Summary:**

	<u>MY09</u>	<u>MY10</u>
Warranty Claims (as causal part reported by dealer)	158	30
Total paid under Warranty (causal and non-causal)	253	56
Sold vehicles	37,888	43,750
SF/1000 (causal)	4.17	0.69
SF/1000 (causal & non-causal)	6.68	1.28

You will notice that the SF/1000 for MY10 is considerably lower than in MY09, that would indicate that measures taken at Bosch in June 2009 seem to be successful. If you have any questions please let me know, thanks.

Regards

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**Bosch CP4 HPFP Field Failures**

Note: VIN Break 07  
WA1VMBFE2AD [REDACTED]  
for "Robustheitspaket 1"

	Model	VIN	Date	Mileage	Notes	Warranty/Customer Pay	Claim Cost	Fuel Analysis
1	Q7 TDI	WA1AM74L89D	3-Aug-2009	1790	Metal Shavings	Warranty Claim	\$20.458,75	
2	Q7 TDI	WA1CM74L69D	22-Oct-2009	9616	Metal Shavings and Rust, seized pump broke rockers in head, claim paid by gas station insurance	Customer Pay		Clearly Contaminated
3	Q7 TDI	WA1AM74LX9D	8-Dec-2009	9237	Metal Shavings	Warranty Claim	\$15.225,51	
4	Q7 TDI	WA1CM74L19D	5-Jan-2010	16967	Metal Shavings and Rust, AoA car, had been filled previously with water contaminated fuel, fuel pump siezed breaking rocker arms in head	Customer Pay		Clearly Contaminated
5	Q7 TDI	WA1VMAFE5AD	25-Jan-2010	1274	Metal Shavings and Rust	Customer Pay		Rust - clearly contaminated
6	Q7 TDI	WA1CM74L89D	12-Feb-2010	15614	Metal Shavings	Customer Pay		No extra info
7	Q7 TDI	WA1VMAFE3AD	24-Feb-2010	5904	Metal Shavings	Warranty Claim	\$17.546,83	
8	Q7 TDI	WA1AM74LX9D	3-Mar-2010	10705	Metal Shavings and Rust, fuel appears watered down	Customer Pay		Rust - clearly contaminated
9	A3 TDI	WAUKJAFM0AA	4-Apr-2010	2961	Metal Shavings and Sludge found, Sunoco paid for repairs after letter	Customer Pay		Clearly Contaminated
10	Q7 TDI	WA1VMAFE9AD	4-Apr-2010	2168	Metal Shavings	Warranty Claim	\$14.598,05	
11	Q7 TDI	WA1AM74L19D	4-May-2010	10223	Mprop made strange noise after misfuel, no debris	Warranty Claim		Tested OK by A2 Tech
12	A3 TDI	WAUKJBFM5AA	18-May-2010	13	Metal Shavings, DEALER MISFUELED	Dealer Pay		Misfuel
13	Q7 TDI	WA1VMAFE7AD	14-Jun-2010	12900	Metal Shavings			
14	Q7 TDI	WA1CM74L69D	14-Jun-2010	35854	Metal Shavings, Rust, and Sand	Customer Pay		Clearly Contaminated
15	Q7 TDI	WA1LMAFE7AD	15-Jun-2010	2069	Metal Shavings			TFM escalation - no clear signs of contamination
16	A3 TDI	WAUKJAFM8AA	25-Jun-2010	4432	Mud/Contamination	Customer Pay		Clearly Contaminated
17	Q7 TDI	WA1AM74L19D	2-Jul-2010	17349	Metal Shavings	Warranty Claim		No clear signs of contamination
18	Q7 TDI	WA1CM74LX9D	6-Jul-2010	25607	Metal Shavings	Warranty Claim		Fuel "seemed OK".
19	Q7 TDI	WA1LMAFE9AD	12-Jul-2010	4906	Metal Shavings	Warranty Claim		Fuel to be tested (CO)
20	Q7 TDI	WA1CMAFE3AD	19-Jul-2010	10119	No Metal, water/sludge content. Vehicle still would not start after cleaning, high pressure pump will be replaced	Customer Pay		Clearly contaminated
21	Q7 TDI	WA1VMAFE6AD	23-Jul-2010	2412	No Metal, 0 bar while cranking, 5 bar low pressure side, only high pressure pump replaced.			No signs of contamination - no metal shavings, Fuel contamination found - not fuel pump related!
22	A3 TDI	WAUKJAFM4AA	27-Jul-2010	834	Metal Shavings found in Mprop	Customer Pay		Fuel tested in lab, found to be contaminated
23	Q7 TDI	WA1LMAFE8AD	13-Aug-2010	6060	Metal found			Customer claims Wal-Mart diesel was used
24	Q7 TDI	WA1WMAFE8AD	20-Aug-2010	8543	Metal found im Mprop	Customer Pay		Fuel smells of gasoline, sample taken for analysis
25	Q7 TDI	WA1AM74L79D	23-Aug-2010	20918	Metal found in Mprop			Steve Shupe - lab analysis of fuel
26	A3 TDI	WAUKJAFM4AA	14-Sep-2010	19525	Metal found in filter, tank, etc	Fuel to be tested		Fuel to be tested (CO)
27	Q7 TDI	WA1LMAFE8AD	15-Sep-2010	21479	Large amounts of rust, water contam	Customer pay		Clearly Contaminated
28	Q7 TDI	WA1LMAFE9AD	20-Sep-2010	14749	Metal found in filter, checking Mprop	will sample		fuel looks OK, have to test

Yellow = claims after countermeasure

EA11003EN-00742[0]

From: Non-responsive content removed  
 To: [REDACTED]  
 CC: [REDACTED]  
 Date: 2/14/2011, 2:42:16 PM  
 Subject: Documents Teko HP pumps- Complaints Engine 2.0 I 103 kW TDI CR US07  
 Attachments: [09.02.2011- Voranalyse- HD-Pumpen US07.pdf](#)

Hello gentlemen,

here is an evaluation of the HP fuel pump analysis, of the damaged parts which were sent to [REDACTED]

from December 2010 to February 2011

Total: 38 HP pumps from USA

all 38 HP pumps underwent a preliminary analysis in [REDACTED] together with Bosch. Afterwards, these HP pumps were handed over to Bosch for further analysis.

Of the 38 HP pumps, 24x were found to have a PTD (drivetrain damage) in the Preliminary analysis

Of these 38 pumps, 28 x 8D reports were prepared by Bosch

Results:

8 x uses of inappropriate fuel  
 8x no fault found  
 12x complaint accepted - turned tappet

10 x 8D reports still pending

Best regards


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 [REDACTED]

> \*\*\*\*\*

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

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

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	<b>BOSCH</b>		<b>CR pump CP4 - Diagnosis report</b>		Report no.	2009-CP4_0485
			Date	3/15/2010		

<b>Department:</b> DS-PC/ERR5	<b>Person responsible:</b> L. Klein	<b>Telephone:</b> +420(56)758-5320	Use	internal	
				external	x

To: DS-PC/SVW5-Bucher; DS/CSP2-Fernandes; DS-PC/EHP4-Kö; DS-PC/SVW2-Ismailoglu; DS-PC/SVW2-Niethammer

For information: DS-PC/EHP5-Pb; DS-PC/EHP5-Dd; DS-PC/EHP5-Fk

<b>Pump type:</b> CP4.1S_398_2x6_REC_3,3_1,95_MT4,2	<b>Customer:</b> VW	<b>Project:</b> R4 2,0L EA189_2 EU5	<b>Project / design pattern type</b> C / C
<b>Part number (TTNo.):</b> 0445B21116_03	<b>Date of manufacture:</b> 890	<b>Serial number:</b> 4560	<b>Manufacturing plant - line</b> 011M FeP (Feuerbach plant)-M
<b>SAP-No.:</b> 30-101581-07	<b>Samos no.:</b> 750778	<b>Customer order no.:</b>	<b>Engine/Vehicle number</b> 03LP000051
<b>MAP-No.</b> DS-227336	<b>Endurance run type [customer]:</b> Vehicle endurance run	<b>Endurance run conditions:</b> Profile EWP (Ehra variable track for passenger cars)	<b>DSBFD no.:</b> 26012
<b>Mileage</b>	<b>Actual mileage is [h]</b> 100000 km	<b>Fuel:</b>	<b>Confidentiality note</b> Confidential

**1. Subject**

CP4 customer returns **without complaint**

Engine-No.:03LL0000069 103kW, VW 416-0-0075

EU5 emission standard, running time: 100,000 km, Profile of Ehra variable track for passenger cars

**2. Conclusion**

**Function**

- Delivery rates after endurance run or test without significant fuel-quantity drift in comparison with the new state.

**Components**

- Wear of the components is low and without any striking features.

**Result**

- The pump has **passed the endurance run.**

**3. Results of diagnosis (visual findings)**

Legend rating stages {

OK	x		
uncritical	x		
Critical	x		

**3.1 Drive**

No striking feature

x			
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**3.2 Drivetrain**

No striking feature

x			
---	--	--	--

**3.3 High pressure**

No striking feature

x			
---	--	--	--

**3.4 Bearing**

No striking feature

x			
---	--	--	--

**3.5 Shaft seal**

No striking feature

x			
---	--	--	--

**3.6 Holes**

No striking feature

x			
---	--	--	--

**3.7 Attached components (metering unit, overflow valve, counting point)**



No striking feature

x			
---	--	--	--

**3.8 O-rings**

No striking feature

x			
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 <b>BOSCH</b> 		<b>CR pump CP4 - Diagnosis report</b>			Report no. 2009-CP4_0485																						
					Date 3/15/2010																						
<b>Department:</b> DS-PC/ERR5		<b>Person responsible:</b> L. Klein		<b>Telephone:</b> +420(56)758-5320		Use <table border="1" style="float: right;"> <tr> <td>internal</td> <td></td> <td></td> </tr> <tr> <td>external</td> <td>x</td> <td></td> </tr> </table>		internal			external	x															
internal																											
external	x																										
<b>3.9 Other</b> No striking feature <table border="1" style="float: right;"> <tr> <td style="background-color: green; color: white;">x</td> <td></td> <td></td> </tr> </table>							x																				
x																											
<b>4. Hydraulic function</b> <table border="1" style="width: 100%; margin-top: 10px;"> <thead> <tr> <th colspan="4"></th> <th>Delivery rate [l/h] of new part</th> <th>Delivery rate [l/h] after testing</th> </tr> </thead> <tbody> <tr> <td></td> <td>n[rpm]</td> <td>p_rail [bar]</td> <td>I_MU [A]</td> <td>10/13/2008</td> <td>10/8/2009</td> </tr> <tr> <td>G</td> <td>1000</td> <td>1800</td> <td>0.4</td> <td>19.73</td> <td>19.74</td> </tr> </tbody> </table> <table border="1" style="float: right; margin-top: 10px;"> <tr> <td style="background-color: green; color: white;">x</td> <td></td> <td></td> </tr> </table>											Delivery rate [l/h] of new part	Delivery rate [l/h] after testing		n[rpm]	p_rail [bar]	I_MU [A]	10/13/2008	10/8/2009	G	1000	1800	0.4	19.73	19.74	x		
				Delivery rate [l/h] of new part	Delivery rate [l/h] after testing																						
	n[rpm]	p_rail [bar]	I_MU [A]	10/13/2008	10/8/2009																						
G	1000	1800	0.4	19.73	19.74																						
x																											
No significant volumetric efficiency change, the volumetric efficiency is within the tolerance specified in the TCD (technical customer documentation) for new parts.																											
<b>5. Destiny of the parts</b> The pump will be scrapped at the request of Audi.																											
<b>6. Attachments</b> None																											
<b>Tested:</b> DS-PC/EHP5		<b>Phone:</b> +49(711)811-52708		<b>Date:</b> 3/16/2010		<b>Signature:</b> signed by Schorr																					
<b>Department:</b> DS-PC/EHP4		<b>Phone:</b> +49(711)811-44620		<b>Date:</b> 3/22/2010		<b>Signature:</b> signed by Köhler																					