

Consumer Complaint

Case	100226455	PR Part ID	2301	Open Date	6/28/2010
Model	1K2L7M \ JETTA TDI LOYAL EDITION AUTO	Model Year	2009	VIN	3VWCL71K99M [REDACTED]
				Vehicle Mileage	62000
Customer	MS [REDACTED]	Vehicle Production Date	6/13/2008	Warranty Start Date	8/22/2008
PR Reason Description					
Leak					

Activity Date	Activity Time	Activity Comments
7/8/2010	07:59	RCM REVIEWED AND CLOSED. NO FURTHER ACTION.
7/7/2010	13:58	ASSIGNED FOR HANDLING. RCM REVIEWED AND CLOSED. NO FURTHER ACTION
7/7/2010	13:42	RCM TO REVIEW AND CLOSE.
7/7/2010	13:42	MAIL GENERATED AND SENT. CA TO REASSIGN.
7/7/2010	13:39	***** EMAIL TO [REDACTED]; ***FYI ONLY: SALES MANAGER ? CUSTOMER LOYALTY CERTIFICATE ALERTHELLOTHE FOLLOWING CUSTOMER HAS HAD RECENT CONCERNS WITH THEIR VEHICLE. LATELY, THEY HAVE BEEN SERVICING THEIR VEHICLE AT YOUR DEALERSHIP. AS A MEANS OF KEEPING THEM AS A VOLKSWAGEN OWNER, WE HAVE OFFERED (AND THE CUSTOMER HAS ACCEPTED) A CUSTOMER LOYALTY CERTIFICATE IN THE AMOUNT OF \$1,000. IT IS VALID UNTIL 1/7/10. THIS VOUCHER IS ONLY APPLICABLE TO THE SALE OR LEASE OF A NEW VOLKSWAGEN. IT CANNOT BE APPLIED TO A USED VEHICLE OR A CPO VEHICLE. PLEASE BE AWARE THERE IS NO GUARANTEE THAT THIS CUSTOMER WILL SHOP FOR THEIR NEW VW AT YOUR DEALERSHIP. THE CERTIFICATE IS BEING MAILED OUT TODAY, AND WILL REACH THE CUSTOMER IN 7-10 DAYS. WE HAVE ALSO SENT AN E-MAIL TO YOUR VW SALES OPERATIONS MANAGER REGARDING THIS INFORMATION AS WELLCUSTOMER NAME: M [REDACTED] L MODEL YEAR/MODEL: 2009 JETTA VIN: 3VWCL71K99 [REDACTED] CUSTOMER CONCERN: FUEL SYSTEM CONCERN\$HANK YOU FOR YOUR HELP. BRIAN HERRIN(248) 754-3322 THE INFORMATION CONTAINED IN THIS COMMUNICATION IS CONFIDENTIAL, PRIVATE, PROPRIETARY, OR OTHERWISE PRIVILEGED AND IS INTENDED ONLY FOR THE USE OF THE ADDRESSEE. UNAUTHORIZED USE, DISCLOSURE, DISTRIBUTION OR COPYING IS STRICTLY PROHIBITED AND MAY BE UNLAWFUL. IF YOU HAVE RECEIVED THIS COMMUNICATION IN ERROR, PLEASE NOTIFY THE SENDER IMMEDIATELY VIA EMAIL OR AT (248) 754-5000.
7/7/2010	13:35	***** EMAIL TO ANGEL.MILANES@VW.COM; ***FYI ONLY: SOM ? CUSTOMER LOYALTY CERTIFICATE ALERTHELLOTHE FOLLOWING CUSTOMER HAS HAD RECENT CONCERNS WITH THEIR VEHICLE. LATELY, THEY HAVE BEEN SERVICING THEIR VEHICLE AT DEALER 408228. AS A MEANS OF KEEPING THEM AS A VOLKSWAGEN OWNER, WE HAVE OFFERED (AND THE CUSTOMER HAS ACCEPTED) A CUSTOMER LOYALTY CERTIFICATE IN THE AMOUNT OF \$1,000. IT IS VALID UNTIL 1/7/10. THIS VOUCHER IS ONLY APPLICABLE TO THE SALE OR LEASE OF A NEW VOLKSWAGEN. IT CANNOT BE APPLIED TO A USED VEHICLE OR A CPO VEHICLE. PLEASE BE AWARE THERE IS NO GUARANTEE THAT THIS CUSTOMER WILL SHOP FOR THEIR NEW VW AT THE DEALER LISTED ABOVE. THE CERTIFICATE IS BEING MAILED OUT TODAY, AND WILL REACH THE CUSTOMER IN 7-10 DAYS. WE HAVE ALSO SENT AN E-MAIL TO THE SALES MANAGER REGARDING THIS INFORMATION AS WELL. CUSTOMER NAME: MS [REDACTED] MODEL YEAR/MODEL: 2009 JETTA VIN: 3VWCL71K99M [REDACTED] CUSTOMER CONCERN: FUEL SYSTEM CONCERN\$HANK YOU FOR YOUR HELP. BRIAN HERRIN(248) 754-3322 THE INFORMATION CONTAINED IN THIS COMMUNICATION IS CONFIDENTIAL, PRIVATE, PROPRIETARY, OR OTHERWISE PRIVILEGED AND IS INTENDED ONLY FOR THE USE OF THE ADDRESSEE. UNAUTHORIZED USE, DISCLOSURE, DISTRIBUTION OR COPYING IS STRICTLY PROHIBITED AND MAY BE UNLAWFUL. IF YOU HAVE RECEIVED THIS COMMUNICATION IN ERROR, PLEASE NOTIFY THE SENDER IMMEDIATELY VIA EMAIL OR AT (248) 754-5000.
7/2/2010	06:16	?
7/1/2010	14:31	RCM ASSIGNED TO TEAM 5. TEAM 5 TO SEND \$1000 LOYALTY VOUCHER TO CUSTOMER

Activity Date	Activity Time	Activity Comments
7/1/2010	14:30	RCM ADVISED CUSTOMER: RCM SPOKE TO THE DEALER ABOUT THE CONCERNS; VW WILL CONTINUE TO WORK WITHIN THE TERMS OF THE WARRANTY. CUSTOMER STATES: SHE DID NOT WANT VW TO HAND OVER A NEW VEHICLE, SHE WAS THINKING POSSIBLY TRADE ASSISTANCE TOWARDS A NEW VW; SHE HAD THE WHOLE FUEL SYSTEM REPLACED SO SHE WAS CONCERNED THAT THEY DID NOT DO ALL THE REPAIRS THEY SAID THEY DID. RCM ADVISED CUSTOMER THAT RCM CAN SEND HER A \$1000 LOYALTY VOUCHER, IT TAKES 7 TO 10 DAYS TO GO OUT AND SHE HAS 6 MONTHS TO USE IT. CUSTOMER STATES THAT SHE LOVES HER VEHICLE AND SHE WILL TAKE THE VOUCHER. RCM TO ASSIGN TO TEAM 5.
7/1/2010	14:27	RCM TO CONTINUE COMMENT WITH CUSTOMER.
7/1/2010	14:27	?
7/1/2010	14:27	CA ADVISED: RCM IS CURRENTLY OUT OF THE OFFICE; WILL TRANSFER CUSTOMER TO ANOTHER RCM WHO CAN ADVISE CUSTOMER; CUSTOMER ACKNOWLEDGED. CA TO TRANSFER.
7/1/2010	14:26	?
7/1/2010	14:25	CUSTOMER STATES/SEEKING: TO SPEAK WITH RCM. CA TO CALL RCM.
6/30/2010	16:19	RCM LMTRMC. RCM - PLEASE ADVISE CUSTOMER THAT THIS IS A COURTESY FOLLOW UP IN REGARD TO HER CONCERNS. PLEASE ADVISE CUSTOMER THAT WE UNDERSTAND THAT THERE WAS A LOOSE CONNECTION WITH THE FUEL LINE AND THE CONCERNS HAVE BEEN ADDRESSED. PLEASE ADVISE CUSTOMER THAT VW WILL WORK WITHIN THE TERMS OF THE REMAINING WARRANTY. NO FURTHER ACTION PENDING CUSTOMER CALL BACK.
6/29/2010	15:56	RCM LMTRMC. RCM - PLEASE ADVISE CUSTOMER THAT THIS IS A COURTESY FOLLOW UP IN REGARD TO HER CONCERNS. PLEASE ADVISE CUSTOMER THAT WE UNDERSTAND THAT THERE WAS A LOOSE CONNECTION WITH THE FUEL LINE AND THE CONCERNS HAVE BEEN ADDRESSED. PLEASE ADVISE CUSTOMER THAT VW WILL WORK WITHIN THE TERMS OF THE REMAINING WARRANTY. RCM WAITING FOR CUSTOMER CALL BACK.
6/29/2010	10:14	SERVICE ADVISOR ADVISED THAT THERE WAS A LOOSE CONNECTION ON ONE OF THE FUEL LINES AND IT WAS TIGHTEN AND CUSTOMER IS PICKING UP TODAY. RCM TO CONTACT CUSTOMER.
6/28/2010	13:35	ASSIGNED FOR HANDLING.
6/28/2010	13:05	CUSTOMER SEEKING TO BE PUT INTO ANOTHER VEH DUE TO EXTENSIVE REPAIR HISTORY. VEH IS CURRENTLY AT DLR 408228. RCM TO EMAIL DLR 408228
6/28/2010	13:01	CUSTOMER STATES 4TH VW, PURCHASED, NO EXTENDED SERVICE CONTRACT, WORKING WITH MATT, VEH STARTED SMOKING AND DIESEL FUEL WAS LEAKING, SEEKING VW TO GET HER INTO ANOTHER VEH. CUSTOMER STATES VEH HAS BEEN TO DLR 408228 FOR ENGINE MOUNT REPAIR, ENTIRE FUEL SYSTEM REPLACEMENT, AND CURRENT FUEL SYSTEM CONCERN. CO ADVISED CUSTOMER OUR GOAL IS TO REPAIR THE VEH UNDER THE WARRANTY PARAMETERS. CO ADVISED CUSTOMER RCM WOULD EVALUATE HER REQUEST WITH NO GUARANTEE. CO ADVISED CUSTOMER RCM WOULD CONTACT HER BY COB 6/29/10. CO TO ESCALATE TO RCM.

Case 110182962

PR Part ID 2370

Open Date 4/21/2011

Model	Model Year	VIN	Vehicle Mileage
AJ539M \ JETTA SPORTWAGEN TDI 2.0L AUTO	2011	3VWPL7AJ7BM [REDACTED]	2470
Customer	Vehicle Production Date	Warranty Start Date	
MR [REDACTED]	2/10/2011	2/28/2011	
PR Reason Description			
Leak			

Activity Date	Activity Time	Activity Comments
4/27/2011	10:39	RCM REVIEWED. NO FURTHER ACTION.
4/26/2011	12:10	RCM CER ADVISED CALLING ON BEHALF OR RCM SER; RCM SEEKING TO FOLLOW UP TO INSURE CUSTOEMRS SATISFACTION WITH REPAIRS; IF CUSTEOMR HAS ANY FURTHER CONCERN PLEASE CONTACT CARE; NO FURHER ACTION; CO TO REVIEW AND CLOSE
4/22/2011	12:26	RCM ADVISED CALLING REGARDING CUSTOMER'S CONCERN; ADVISED SERVICE MANAGER COMMENTS; RCM WILL FOLLOW UP DEALER FURTHER TO ENSURE REPAIR IS COMPLETED AND THE VEHICLE OPERATING THE WAY IT SHOULD; RCM WILL CALL CUSTOMER TO FOLLOW UP WITH THE VEHICLE AS WELL. CUSTOMER STATES HE HAS CONCERNS ABOUT THE ISSUE BECAUSE HIS WIFE DRIVES THE VEHICLE; WANTS TO KNOW IF THE CONCERN IS DUE TO PART FAILURE OR IF IT WAS CRACKED AT THE FACTORY WHEN IT WAS TORQUED BECAUSE IT IS NOT A CONCERN THAT HE COULD HAVE CAUSED; WANTS FEEDBACK ON WHAT IS FOUND; ASKED IF THE PART IS JUST THROWN AWAY. RCM ADVISED THE IS THE FIRST RCM HAS HEARD OF THE ISSUE; WE DUE USE FEEDBACK FROM CCC AND REPAIRS AT DEALER TO KNOW WHAT IS HAPPENING WITH THE VEHICLES; REPORTS ARE GENERATED FOR OTHER DEPARTMENTS THAT CAN MAKE DECISIONS ABOUT PART DESIGN AND IF CAMPAIGNS WERE ISSUED; GENERALLY PARTS FOR WARRANTY REPAIRS ARE RETURNED TO VW; DEALER USUALLY CANNOT ADVISE SPECIFICALLY CAUSE OF THE REPAIR UNLESS THERE IS CLEAR EVIDENCE OF CAUSE. CUSTOMER STATES WOULD LIKE BE ADVISED OF ANYTHING THAT WAS FOUND. RCM ADVISED CUSTOMER WOULD NOT BE ADVISED IF SOMETHING SPECIFICALLY IS FOUND HOWEVER IF WE DO DECIDE FOR CUSTOMER'S TO TAKE THE VEHICLE IN FOR REPAIRS FOR A SERVICE ACTION OR CAMPAIGN THEN CUSTOMER WOULD BE NOTIFIED; RCM WILL FOLLOW UP WITH CUSTOMER TUESDAY OR WEDNESDAY OF NEXT WEEK TO ENSURE EVERYTHING IS OPERATING PROPERLY. RCM TO FOLLOW UP.
4/22/2011	09:54	ONE FUEL LINE ON INJECTOR # 2 HAS A CRACK. PART SHOULD BE IN THIS MORNING AND CAR WILL BE DONE TODAY RCM TO FOLLOW UP.
4/22/2011	09:07	***** EMAIL TO RWILL@VWOFCC.COM ***** ACTION REQUIRED: SEEKING VEHICLE REPAIR UPDATE HELLO! THE FOLLOWING CUSTOMER HAS CONTACTED CUSTOMER CARE SEEKING A VEHICLE REPAIR UPDATE. CUSTOMER NAME: M [REDACTED] Y MODEL YEAR/MODEL: 2011 JETTA VIN: 3VWPL7AJ7B [REDACTED] 77 REASON FOR INQUIRY: THE VEHICLE IS AT THE DEALER FOR A FUEL LEAK. HE STATES HE WAS TOLD YOUR DEALER RECENTLY HAD ANOTHER VEHICLE WITH THE SAME CONCERN. HE IS CONCERNED THAT THE FUEL LEAK WILL RETURN BECAUSE THE PARTS BEING USED TO FIX THE VEHICLE WILL BE THE SAME AS THE PARTS ON THE VEHICLE THAT ARE CURRENTLY LEAKING. PLEASE REVIEW AND ADVISE ME OF THE VEHICLE'S STATUS IF YOU COULD PLEASE RESPOND WITHIN 4 BUSINESS HOURS, IT WOULD BE GREATLY APPRECIATED. PLEASE SELECT REPLY TO ALL, SO MY TEAM AND I BOTH RECEIVE YOUR RESPONSE. THANK YOU IN ADVANCE FOR YOUR HELP. AARON BALDWIN (248) 754-3581 THE INFORMATION CONTAINED IN THIS COMMUNICATION IS CONFIDENTIAL, PRIVATE, PROPRIETARY, OR OTHERWISE PRIVILEGED AND IS INTENDED ONLY FOR THE USE OF THE ADDRESSEE. UNAUTHORIZED USE, DISCLOSURE, DISTRIBUTION OR COPYING IS STRICTLY PROHIBITED AND MAY BE UNLAWFUL. IF YOU HAVE RECEIVED THIS COMMUNICATION IN ERROR, PLEASE NOTIFY THE SENDER IMMEDIATELY VIA EMAIL OR AT (248) 754-5000. WAIT FOR DEALER EMAIL.
4/22/2011	08:55	ASSIGNED
4/21/2011	18:35	PLEASE FOLLOW UP WITH DEALER 425089 REGARDING FUEL LEAK CONCERNS; CUSTOMER WAS ADVISED BY DEALER THAT THEY HAD ANOTHER VEHICLE WITH SAME CONCERNS RECENTLY; CUSTOMER CONCERNED THAT PARTS WILL BE REPLACED WITH ANOTHER PART WITH THE SAME PROBLEM; RCM TO REVIEW WITH DEALER, VERIFY ALL RESOURCES ARE BEING USED TO REPAIR VEHICLE; RCM TO FOLLOW UP WITH CUSTOMER BY COB FRIDAY 4/22 ON CELL PHONE; RCM TO CONTACT DEALER

Activity Date	Activity Time	Activity Comments
4/21/2011	18:21	<p>CUSTOMER STATES HE RECENTLY PURCHASED THIS VEHICLE ; CUSTOMER STATES 2 DAYS AGO THEY NOTICED A FUEL LEAK; CUSTOMER STATES HIS 5MONTHS PREGNANT WIFE WAS DRIVING WITH THEIR TODDLER AND NOTICED A FUEL SMELL, WHEN SHE ARRIVED HOME CUSTOMER INSPECTED THE VEHICLE AND NOTICED FUEL WAS DROPPING STEADILY; CUSTOMER STATES THEY CONTACTED VW ROADSIDE ASSISTANCE YESTERDAY TO HAVE VEHICLE TOWED TO DEALER; CUSTOMER STATES HE BACKED THE VEHICLE OUT OF GARAGE ABOUT 30-40 FEET AND WHEN HE STOPPED HE SAID FUEL WAS POURING OUT OF THE VEHICLE, ABOUT 1/3 TO 1/2 CUP OF FUEL A MINUTE; CUSTOMER STATES THE VEHICLE IS CURRENTLY AT DEALER 425089 NOW; CUSTOMER WAS TOLD BY DEALER THAT FUEL IS LEAKING FROM FUEL RACK TO THE INJECTORS; CUSTOMER WAS ADVISED BY DEALER THAT THEY HAD ANOTHER VEHICLE WITH SAME CONCERNS LAST WEEK; CUSTOMER STATES HE FEELS THIS IS A VERY SERIOUS CONCERN; CUSTOMER FEELS VW NEEDS TO BE AWARE OF THIS TO HAVE POSSIBLE ACTION TAKEN PLACE; CUSTOMER STATES HE IS CONCERNED THAT PARTS BEING REPLACED WILL BE REPLACED WITH SAME PARTS WITH CONCERNS; CO ACKNOWLEDGED AND APOLOGIZED HE HAS HAD THESE CONCERNS; CO APPRECIATES CUSTOMER BRINGING THIS TO OUR ATTENTION; CO EXPLAINED WOULD ALSO LIKE TO ESCALATE TO RCM TO REVIEW WITH DEALER THESE CONCERNS; CUSTOMER ACKNOWLEDGED; CO EXPLAINED RCM WILL FOLLOW UP WITH CUSTOMER BY COB FRIDAY 4/22 TO FURTHER DISCUSS; CUSTOMER THANKED; CO TO ASSIGN TO RCM</p>

Case 110261753

PR Part ID 2301

Open Date 6/3/2011

Model	Model Year	VIN	Vehicle Mileage
16269M \ JETTA TDI 2.0L AUTO	2011	3VWLL7AJ2BM [REDACTED]	5131
Customer	Vehicle Production Date	Warranty Start Date	
MS [REDACTED]	12/21/2010	2/16/2011	
PR Reason Description			
Leak			

Activity Date	Activity Time	Activity Comments
6/16/2011	04:00	CHECK # 71021285 FOR AMOUNT \$ 250.00 MAILED ON 06/15/2011
6/13/2011	13:38	RC GENERATED THE FOLLOWING 3VWLL7AJ2B [REDACTED] T, VW TO COMPENSATE THE CUSTOMER FOR CONCERNS AT LOW AGE/MILEAGE (AS WELL AS FUEL TO AND FROM THE DEALER FOR MULTIPLE TRIPS). TOTAL = \$250.00"
6/7/2011	17:51	RCM ADVISED SPOKE WITH DEALER 403147; UNDERSTAND VEHICLE HAD LEAK AND HAS BEEN REPAIRED; WOULD LIKE TO KNOW IF CUSTOMER HAS VEHICLE PAYMENT. CUSTOMER STATES PAID CASH FOR VEHICLE. RCM ADVISED WOULD LIKE TO OFFER \$200 GIFT CHECK FOR EARLY OWNERSHIP EXPERIENCE; CAN UNDERSTAND THIS IS FRUSTRATING; NOT THE EXPERIENCE WE WOULD LIKE OUR CUSTOMERS TO HAVE. CUSTOMER STATES LOST QUITE A BIT OF DIESEL IN THE PROCESS; DEALER STATED THEY WOULD FILL TANK BUT CUSTOMER WOULD HAVE TO PAY FOR IT. RCM ADVISED WILL INCREASE CHECK TO \$250 TO COMPENSATE FOR LOST FUEL. CUSTOMER STATES APPRECIATES THIS. RCM ADVISED CAN TAKE 4-6 WEEKS TO PROCESS CHECK. CUSTOMER ACKNOWLEDGED. RCM TO GENERATE CHECK.
6/7/2011	13:02	CA ADVISED RCM ASSISTING OTHERS; CA CAN LEAVE MESSAGE OR TRANSFER TO VM; CUSTOMER STATES CA CAN LEAVE MESSAGE; RCM TO CALL CUSTOMER.
6/7/2011	13:00	RCM NOT AVAILABLE; CA TO RETURN TO CUSTOMER.
6/7/2011	12:58	CUSTOMER STATES WOULD LIKE TO SPEAK TO RCM; CA TO CALL RCM.
6/6/2011	15:01	RCM TO RETURN CUSTOMER CALL.
6/6/2011	14:57	CUSTOMER RETURNING CALL FROM RCM. CA ADVISED: CAN TRANSFER TO RCM, IF ASSISTING ANOTHER CUSTOMER, CAN LEAVE VMM. CA TO TRANSFER TO RCM.
6/6/2011	14:30	RCM LVMM ADVISING HAVE SPOKEN WITH DEALER 403147 SERVICE MANAGER; UNDERSTAND VEHICLE HAS BEEN REPAIRED AND PICKED UP; CAN CALL BACK ON 8987 NUMBER FOR FURTHER DISCUSSION. RCM TO WAIT FOR CUSTOMER CALL.
6/6/2011	14:12	RCM RECEIVED EMAIL STATING: HERE IS WHAT THE VEHICLE WAS IN FOR; VEHICLE TOWED IN 6-1-2011 WITH 5131 MILES; REPAIRS FINISHED ON 6-3-2011; VEHICLE PICKED UP 6-6-11; CUSTOMER STATED VEHICLE IS LEAKING FUEL; CHECKED AND FOUND LEAK COMING FROM FUEL INJECTOR AND FUEL LINE; REPLACE INJECTOR AND FUEL LINE. RCM TO CALL CUSTOMER.
6/6/2011	13:55	RCM ADVISED SEEKING DIAGNOSIS. DEALER SERVICE MANAGER STATES VEHICLE WAS TOWED IN TO THEM; NOT PURCHASED FROM THEM; THIS IS FIRST VISIT TO THEM; FOUND FUEL LEAK; VEHICLE WAS REPAIRED AND PICKED UP TODAY. RCM ADVISED CUSTOMER IS SEEKING SOME TYPE OF COMPENSATION FOR INCONVENIENCE; NOT SURE IF CUSTOMER HAS VEHICLE PAYMENT OR NOT; MAY OFFER 1/2 MONTH PAYMENT IS THERE IS ONE OR \$200 GIFT CHECK FOR INCONVENIENCE. RCM TO CALL CUSTOMER.
6/3/2011	13:31	?
6/3/2011	12:39	PLEASE REVIEW VEHICLE REPAIRS AT DEALER 403203 AND THE MOST CURRENT REPAIR AT DEALER 403147 AND CUSTOMER REQUEST FOR ANY TYPE OF COMPENSATION TO HER INCONVENIENCE, THEN FOLLOW UP WITH CUSTOMER AT CELL#: [REDACTED] BY COB ON 6-6-2011. THANKS. RCM TO RESEARCH.
6/3/2011	12:37	CO ADVISED THAT WOULD LIKE TO ESCALATE HER FILE TO RCM TO LOOK INTO HER VEHICLE CONCERNS AND HER REQUEST AND SEE WHAT VW CAN DO; ADVISED THAT RCM WILL CALL HER BACK NO LATER THAN COB ON MONDAY. CUSTOMER ACKNOWLEDGED. CO TO ASSIGN TO RCM.
6/3/2011	12:31	RCA ADVISED: DLR SERVICE CERTIFICATE WOULDN'T BE APPROPRIATE; CAN ESCALATE TO A RCM TO SEE WHAT WE CAN DO FOR HER. CO TO RETURN TO CUST.

Activity Date	Activity Time	Activity Comments
6/3/2011	12:22	CUSTOMER STATED: ORIGINAL OWNER; 1ST VW; STATED THAT HAD THE VEHICLE FOR ONLY 3 MONTH AND IS HAVING MULTIPLE ISSUES WITH IT; STATED THAT A MONTH AFTER PURCHASING THE VEHICLE, HAD TO TAKE IT BACK TO THE DEALER FOR ALIGNMENT ISSUE AND ALSO THE DOOR NEEDED ADJUSTMENT AS THE MIRROR ON DRIVER SIDE AS WAS MAKING WHISTLING NOISE, AND THE PLASTIC COVER FOR THE SPEEDOMETER WAS MISSING A PART AND MAKING SCRATCHING NOISE ALL THE TIME WHILE DRIVING; SATED THAT THEN HAD TO TAKE VEHICLE BACK FOR THE RECALL AND LAST WEDNESDAY HAD ROADSIDE TOW THE VEHICLE TO DEALER 403147 AS IT WAS LEAKING DIESEL AND VEHICLE IS JUST REPAIRED AND SHE'S STILL LOOKING FOR A RIDE TO GO PICK UP HER VEHICLE; STATED THAT DEALER 403147 REFERRED HER TO CARE TO MAKE NOTE OF HER CONCERNS; SEEING ANY TYPE OF COMPENSATION FOR HER INCONVENIENCE. CO TO SEARCH.

Case 110289257

PR Part ID 2301

Open Date 6/21/2011

Model	Model Year	VIN	Vehicle Mileage
AJ539M \ JETTA SPORTWAGEN TDI 2.0L AUTO	2011	3VWPL7AJ9BM [REDACTED]	10000
Customer	Vehicle Production Date	Warranty Start Date	
MR [REDACTED]	11/9/2010	2/24/2011	
PR Reason Description			
Overheating			

Activity Date	Activity Time	Activity Comments
6/23/2011	13:36	RC FORWARDED REPAIR ORDER FROM 409216 TO PL. NO FURTHER ACTION PENDING MAIL FROM CUSTOMER.
6/23/2011	12:14	FAX IN DOC CENTER.
6/23/2011	12:10	FAX IN DOC CENTER.
6/23/2011	11:08	SERVICE MANAGER STATES HE FAXED REPAIR ORDER AGAIN BUT HAS FAX COVER SHEET SAYING FAX FROM A FEW DAYS AGO DID GO THROUGH. SERVICE MANAGER WILL ALSO EMAIL PHOTO TO RC. RC TO WAIT DEALER FAX.
6/23/2011	09:09	SERVICE ADVISOR TOOK INFORMATION ON CUSTOMER AND ADVISED WILL FOLLOW UP WITH SERVICE MANAGER TO ENSURE THAT REPAIR ORDER IS FAXED OVER. RC GAVE FAX # AGAIN AND DIRECT PHONE #. RC TO WAIT DEALER FAX.
6/22/2011	08:33	HI CHRIS THERE ARE TWO OF THE 3 REPAIR ORDERS FOR THE CUSTOMER WHO CLAIMS THE FUEL SMELL CAUSED HER TO TAKE A TRIP TO THE ER. I AM STILL WAITING FOR THE OTHER REPAIR ORDER AS WELL AS RECEIPTS FROM THE CUSTOMER FOR THE ER AND HOTEL ROOM SHE IS SEEKING REIMBURSEMENT FOR. RC TO WAIT DEALER REPAIR ORDER AND CUSTOMER MAIL.
6/21/2011	11:57	?
6/21/2011	11:53	FAX IN DOC CENTER.
6/21/2011	11:52	?
6/21/2011	11:51	FAX IN DOC CENTER IS FROM DEALER 409110. RC TO WAIT UNTIL OTHER TWO REPAIR ORDERS ARE RECEIVED AND THEN WILL FORWARD ALL 3 TO PL.
6/21/2011	11:47	FAX IN DOC CENTER.
6/21/2011	10:46	RC SENT INCIDENT REPORT TO PL. RC TO WAIT DEALER/CUSTOMER DOCUMENTATION.
6/21/2011	10:36	DP STATED VEHICLE WAS IN AND OUT OF THEIR DEALER IN ONE DAY, 6/2/11. THEY REPLACED ENGINE COVER AND CHECKED FOR FUEL LEAKS. NONE WERE FOUND. RC ASKED DP TO FAX REPAIR ORDER. RC TO GENERATE INCIDENT REPORT.
6/21/2011	10:25	DP STATED CUSTOMER WAS AT THEIR DEALER ON 4/23/11 WITH A "HARSH FUEL SMELL". DP ADVISED THAT THE ENGINE COVER WAS SPRAYED WITH DIESEL FUEL CAUSING THE ODOR. DEALER TOOK ENGINE COVER OFF AND GAVE IT TO HER IN A PLASTIC BAG, TO KEEP ODORS FROM SPREADING. DEALER DID NOT HAVE ANOTHER ENGINE COVER AND, SINCE CUSTOMER WAS TRAVELING, SHE SAID SHE WOULD TAKE CARE OF IT WHEN SHE GOT HOME. RC ASKED FOR DP TO FAX COPY OF REPAIR ORDER. RC TO GENERATE INCIDENT REPORT.
6/21/2011	10:14	NO SERVICE MANAGER OR SERVICE ADVISOR WAS AVAILABLE. RC PROVIDED CONTACT INFORMATION FOR A RETURN CALL. RC ADVISED JUST NEEDS TO KNOW IF CUSTOMER WAS THERE FOR ANY FUEL-RELATED REPAIRS IN THE LAST FEW MONTHS. RC TO CALL 3RD DEALER.
6/21/2011	10:09	SERVICE MANAGER WAS ON ANOTHER LINE. DP ADVISED CUSTOMER WAS IN ON 4/21/11 COMPLAINING OF FUEL FUMES. DP ADVISED THEY DID A TECHNICAL DIAGNOSIS AND REMOVED AND RE-INSTALLED THE INJECTION LINE. RC ASKED DP TO FAX REPAIR ORDER. RC TO CALL DEALER 408376.
6/21/2011	10:07	RC TO CALL ALL THREE DEALERS TO OBTAIN WHATEVER DOCUMENTATION THEY HAVE ON CUSTOMER'S DIESEL SMELL CONCERNS.
6/21/2011	10:05	CUSTOMER SEEKING REIMBURSEMENT FOR HOTEL ROOM AND ER VISIT; CUSTOMER TO FAX PAPERWORK; LEVEL 2 TO REVIEW AND CONTACT CUSTOMER AT [REDACTED]

Activity Date	Activity Time	Activity Comments
6/21/2011	09:59	CO ADVISED CUSTOMER TO SEND THE REPAIR ORDERS, HOTEL RECEIPT AND ALL ER PAPERWORK FOR REVIEW; CUSTOMER STATES IT WILL TAKE A LITTLE BIT FOR HER TO GET THESE PAPERS; CO ADVISED CUSTOMER THAT CCC CAN CONTACT DEALERS FOR REPAIR ORDERS AND TO JUST GET HOTEL RECEIPT AND ER PAPERWORK; CO PROVIDED CUSTOMER WITH CASE # AND FAX #; CO TO ASSIGN TO LEVEL 2
6/21/2011	09:49	CA ADVISED CUSTOMER HAD DISCONNECTED. RC ADVISED WE WILL NEED MEDICAL DOCUMENTATION, RECEIPTS FROM HOTEL AND REPAIR ORDER FROM DEALER, IF AVAILABLE. IF NOT, RC CAN CALL DEALER. CA TO CALL CUSTOMER BACK TO REQUEST INFORMATION AND THEN ESCALATE TO LEVEL 2.
6/21/2011	09:44	LEVEL STATES GET REPAIR ORDER'S, HOTEL RECEIPT AND ER PAPERWORK FAXED TO CCC FOR REVIEW; CO TO RETURN TO CUSTOMER
6/21/2011	09:37	?
6/21/2011	09:36	CUSTOMER STATES WHILE TRAVELING HER VEHICLE HAD A STRONG ODOR OF DIESEL FUEL; STATES SHE FELT DIZZY AND WOOZY; PULLED OVER HAD VEHICLE TOWED TO DEALER 409110 WHO REPLACED THE FUEL INJECTOR; CUSTOMER HAD TO STAY THE NIGHT AT A HOTEL; CUSTOMER CONTINUED ON HER TRIP WHEN AGAIN SHE NOTICED A DIESEL FUEL SMELL; PULLED OVER AND HAD TOWED TO DEALER 409216; DEALER STATED THERE WAS SPRAY IN THE ENGINE AND THAT IS WHY THE ODOR; STATES DEALER TOOK OFF FLAP THAT FUEL WAS SPRAYED AND, PUT IT IN A BAGGIE AND TOLD HER TO HAVE IT REPLACED WHEN SHE WENT HOME; CUSTOMER STATES SHE FELT WOOZY AND DIZZY FOR A FEW DAYS SO SHE WENT TO THE ER 5 DAYS LATER; STATES SHE CHECKED OUT FINE; CUSTOMER TOOK FLAP TO DEALER 408376 WHEN SHE RETURNED HOME TO BE PUT BACK ON; CUSTOMER SEEKING REIMBURSEMENT FOR HOTEL AND ER COPAY; CO TO REVIEW WITH ASSOCIATE

Case 811004872

PR Part ID 2340

Open Date 8/9/2011

Model	Model Year	VIN	Vehicle Mileage
AJ539M \ JETTA SPORTWAGEN TDI 2.0L AUTO	2011	3VWPL7AJ6BM [REDACTED]	851
Customer	Vehicle Production Date	Warranty Start Date	
MR [REDACTED]	6/19/2011	7/16/2011	
PR Reason Description			
Leak			

Activity Date	Activity Time	Activity Comments
8/9/2011	14:22	CO GENERATED AND SENT E-MAIL TO ADDRESS [REDACTED]. E-MAIL CAN BE VIEWED IN DOC CENTER. NO FURTHER ACTION NEEDED.
8/9/2011	13:43	CO WAS ADVISED CUSTOMER IS NOT AVAILABLE. CO ADVISED CO WAS CALLING IN REGARD TO E-MAIL SENT; LEFT MESSAGE FOR CUSTOMER TO RETURN OUR CALL. CO WAS ADVISED MESSAGE WOULD BE GIVEN. IF CUSTOMER CALLS, PLEASE REVIEW E-MAIL AND APOLOGIZE FOR CONCERNS, ESPECIALLY SO EARLY IN OWNERSHIP. PLEASE ADVISE BECAUSE HE IS EXPERIENCING A CONCERN WITH HIS VEHICLE, WE RECOMMEND HE ADDRESS THIS WITH A VW DEALER AS SOON AS POSSIBLE. PLEASE ADVISE CUSTOMER OF DEALERS 405246, 405245 AND 405074. PLEASE ADVISE HE ALSO HAS ROADSIDE IF HE DOES NOT FEEL SAFE DRIVING VEHICLE. PLEASE ADDRESS CONCERNS AND HANDLE CASE AS NECESSARY. THANK YOU.
8/9/2011	13:42	DUE TO SITUATION, CO TO CONTACT CUSTOMER DIRECTLY.
8/9/2011	11:18	?
8/9/2011	09:53	?
8/8/2011	19:39	OWNER'S EMAIL ADDR IS [REDACTED]
8/8/2011	19:39	PER INVESTIGATION:NHTSA CAMPAIGN ID NUMBER:PE11023 AFTER READING ABOUT THE INVESTIGATION TODAY INTO A FUEL LEAK ON TDIS. I CHECK THE TOP OF INJECTORS AND FOUND POOLING LIQUID ABOVE #1/2 INJECTORS. THE VEHICLE ONLY HAS 850 MILES. A HORRIBLE CONCERN - ESPECIALLY DRIVING IT TO DEALERSHIP 30 MILES AWAY.HTTP://FILES.ETIVITI.COM/MISC/11JSWTDI/IMG_2010_SM.JPGHTTP://FILES.ETIVITI.COM/MISC/11JSWTDI/IMG_2016_SM.JPGTHANK YOU

Field Report (ATA/VTA)

VW File Number	372676	TREAD Part ID	2345	Open Date	10/3/2008
Model		Model Year		VIN	Vehicle Mileage
A5 JETTA SED 2.0 TDI AUTO TIP		2009		3VWCL71K29M	2157

Workshop Finding

FOUND FUEL RETURN LINE IN ENGINE COMPARTMENT BEFORE IT GOES INTO THE BODY RAIL TO BE LOOSE/ DISCONNECTED CAUSING MAJOR LEAK ANY SIMILAR CONCERNS/FIXES FOR THIS BESIDES RECONNECTING IT. TECH HAS TAKEN PHOTOS OF CONCERN

Consultant's Closing Comments

THE FUEL RETURN LINE WAS RECONNECTED. RESOLUTION SUPPLIED.

Activity Date	Activity Time	Activity Comments
10/7/2008	18:55	ISSUE UPDATED
10/7/2008	18:55	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
10/7/2008	18:52	I SPOKE TO THE SHOP FOREMAN ON 10/06/08 AND THE CAR HAD ALREADY BEEN PICKED UP BY THE CUSTOMER. THE TECHNICIAN NOTED THAT THE QUICK DISCONNECT HOSE FOR THE FUEL RETURN LINE WAS OFF THE FUEL LINE. THE TECHNICIAN RECONNECTED THE LINE AND IT IS SECURED NOW. THE VEHICLE WAS TEST DRIVEN AND NO MORE FUEL LEAKS NOTED.
10/6/2008	14:11	ISSUE UPDATED
10/6/2008	14:02	ISSUE UPDATED
10/6/2008	13:45	VEHICLE IS CURRENTLY BEING DRIVEN FOR QUALITY, ADVISED THE TECH TO UPDATE THE VTA WITH TEST DRIVE RESULTS. REQUEST FOR FIELD INVOLVEMENT SENT A3
10/6/2008	10:55	QTM IS JUAN GARCIA
10/3/2008	15:22	A 2 ESCALATION FOR REVIEW QTM INTERVENTION REQUESTED PER PRODUCT SUPPORT
10/3/2008	14:34	THANKS FOR THE UPDATE POWER WASH BOTTOM OF VEHICLE AND ROAD TEST RE INSPECT AND UPDATE VTA.
10/3/2008	14:19	PICS OF THE FUEL LINE AND UNDERCARRIAGE
10/3/2008	14:16	WORKSHOP FINDINGS: FOUND FUEL RETURN LINE IN ENGINE COMPARTMENT BEFORE IT GOES INTO THE BODY RAIL TO BE LOOSE/ DISCONNECTED CAUSING MAJOR LEAK ANY SIMILAR CONCERNS/FIXES FOR THIS BESIDES RECONNECTING IT. TECH HAS TAKEN PHOTOS OF CONCERN
10/3/2008	14:16	CUSTOMER COMMENTS: CUST REPORTS FUEL LEAKING ONTO FLOOR OF GARAGE FOUND FUEL LEAKING DOWN THE ENTIRE UNDER SIDE OF THE VEHICLE

Activity Date	Activity Time	Activity Comments
10/3/2008	14:16	ADVISE TECH NOT RELEASE VEHICLE AT THIS TIME . PLEASE ATTACH PICTURES TO VTA TICKET WILL TURN CONCERN OVER TO PRODUCT SUPPORT.PLEASE ASK FOR ME WHEN TECH CALLS BACK.
10/3/2008	14:07	ISSUE OPENED BY DEALERSHIP
10/3/2008	14:07	CUST REPORTS FUEL LEAKING ONTO FLOOR OF GARAGE FOUND FUEL LEAKING DOWN THE ENTIRE UNDER SIDE OF THE VEHICLE FOUND FUEL RETURN LINE IN ENGINE COMPARTMENT BEFORE IT GOES INTO THE BODY RAIL TO BE LOOSE/ DISCONNECTED CAUSING MAJOR LEAK ANY SIMILAR CONCERNS/FIXES FOR THIS BESIDES RECONNECTING IT

VW File Number 388033

TREAD Part ID 2045

Open Date 11/14/2008

Model	Model Year	VIN	Vehicle Mileage
A5 JETTA SED 2.0 TDI AUTO TIP	2009	3VWCL71K49M [REDACTED]	9357

Workshop Finding

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Consultant's Closing Comments

REPLACED FUEL LINE ITS ALL GOOD TO GO
THANKS

Activity Date	Activity Time	Activity Comments
11/19/2008	09:34	ISSUE UPDATED
11/19/2008	09:34	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
11/18/2008	10:08	REPLACED FUEL LINE ITS ALL GOOD TO GO THANKS
11/17/2008	10:18	CUSTOMER COMMENTS: FUEL LEAK
11/17/2008	10:18	CALLED TECH AND ASKED TO CLOSE VTA WHEN IT'S FIXED.
11/14/2008	15:39	PICTURES OF LEAKING FUEL LINE
11/14/2008	15:15	ISSUE OPENED BY DEALERSHIP
11/14/2008	15:15	FUEL LEAK

VW File Number 486937

TREAD Part ID 2440

Open Date 8/3/2009

Model	Model Year	VIN	Vehicle Mileage
A5 JETTA WAG 2.0 TDI MANUAL	2009	3VWPL71K29M [REDACTED]	7757

Workshop Finding

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Consultant's Closing Comments

REPLACED #3 FUEL LINE. OK , NOT
NUMBER2.

Activity Date	Activity Time	Activity Comments
8/5/2009	16:46	ISSUE UPDATED
8/5/2009	16:46	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
8/5/2009	16:34	REPLACED #3 FUEL LINE. OK , NOT NUMBER2.
8/5/2009	16:33	REPLACED FUEL LINE. TORQUE TO 25 NM. NO LEAKS. CHECKS OK.
8/3/2009	10:35	THANKS FOR THE UPDATE
8/3/2009	10:06	LOOSEN BRACKET FOR FUEL INJECTOR #2. INSTALLED FUEL LINE BACK ON, STILL HAVE SMALL SEPAGE COMING THRU NUT. ORDERED FUEL LINE.
8/3/2009	09:11	TECH IS TO LOOSEN THE BRACKET THAT IS HOLDING DOWN THE INJECTOR. REINSTALL THE FUEL LINE AND THEN TORQUE DOWN THE BRACKET TO SEE IF THIS CORRECTS THE LEAK. IF NOT REPLACE THE INJECTOR LINE
8/3/2009	09:05	TOOK LINE OUT AND LOOKED AT FLARE ON FUEL LINE AND LOOKED OK, INSTALLED FUEL LINE ON AND NOT SPRAYING ANYMORE. BUT CAN STIIL SEE FUEL COMING OUT OF NUT. ONTOP ON FEUL INJECTOR, BAD FLARE. INPECTED THE REST AS WELL. LOOK OK.
8/3/2009	08:52	TECH NEEDS TO REMOVE THE INJECTOR LINE AND CHECK FOR DAMAGE ON THE INJECTOR OR ON THE LINE. IF NO DAMAGE IS FOUND TECH SHOULD REINSTALL THE LINE AND GRADUALLY TIGHTEN BOTH SIDES STARTING ON THE INJECTOR SIDE.
8/3/2009	08:52	CUSTOMER COMMENTS: CUSTOMER STATES FUEL LEAK. INSPECTED VEHICLE AND FOUND LEAK AT ONE OF THE FUEL LINES ONTOP OF ENGINE. AS SEEN ON PICTURES
8/3/2009	08:43	ISSUE OPENED BY DEALERSHIP
8/3/2009	08:43	CUSTOMER STATES FUEL LEAK. INSPECTED VEHICLE AND FOUND LEAK AT ONE OF THE FUEL LINES ONTOP OF ENGINE. AS SEEN ON PICTURES

VW File Number 526558

TREAD Part ID 2330

Open Date 11/4/2009

Model	Model Year	VIN	Vehicle Mileage
A5 JETTA SED 2.0 TDI MANUAL	2009	3VWRL71KX9M [REDACTED]	32154

Workshop Finding

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Consultant's Closing Comments

SEE
COMMENTS

Activity Date	Activity Time	Activity Comments
11/4/2009	22:14	ISSUE UPDATED
11/4/2009	22:14	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
11/4/2009	21:36	OBSERVED INJECTOR FUEL LINE PART # 03L 130 301 R LEAKING ONLY WHEN UNDER PRESSURE. REPLACED INJECTOR LINE TO CORRECT
11/4/2009	21:36	CUSTOMER COMMENTS: CUSTOMER STATES THAT THEY ARE SMELLING OF FUEL
11/4/2009	11:09	ISSUE OPENED BY DEALERSHIP
11/4/2009	11:09	CUSTOMER STATES THAT THEY ARE SMELLING OF FUEL

VW File Number 542916

TREAD Part ID 2330

Open Date 12/17/2009

Model	Model Year	VIN	Vehicle Mileage
A5 JETTA WAG 2.0 TDI AUTO TIP	2009	3VWPL71K69M [REDACTED]	19949

Workshop Finding

REMOVED HIGH PRESSURE LINE AND REINSTALLED. CLEANED FUEL MESS AND TEST DROVE. CONNECTION AT #2 INJECTOR STILL LEAKING.

Consultant's Closing Comments

INSTALLED # 2 INJECTOR LINE AND #3 WAS SEAPING. REPLACED #3 ALSO. CLEANED AREA AND OK NOW

Activity Date	Activity Time	Activity Comments
12/22/2009	07:58	ISSUE UPDATED
12/22/2009	07:58	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
12/22/2009	07:48	INSTALLED # 2 INJECTOR LINE AND #3 WAS SEAPING.REPLACED #3 ALSO.CLEANED AREA AND OK NOW
12/17/2009	09:23	WORKSHOP FINDINGS: REMOVED HIGH PRESSURE LINE AND REINSTALLED. CLEANED FUEL MESS AND TEST DROVE. CONNECTION AT #2 INJECTOR STILL LEAKING.
12/17/2009	09:23	CUSTOMER COMMENTS: 2 FUEL INJECTOR LINE LEAKING AT INJECTOR CONNECTION.
12/17/2009	09:23	ADVISED TO REPLACE FUEL LINE.
12/17/2009	09:01	ISSUE OPENED BY DEALERSHIP
12/17/2009	09:01	2 FUEL INJECTOR LINE LEAKING AT INJECTOR CONNECTION.REMOVED HIGH PRESSURE LINE AND REINSTALLED.CLEANED FUEL MESS AND TEST DROVE.CONNECTION AT #2 INJECTOR STILL LEAKING.

VW File Number 549595

TREAD Part ID 2440

Open Date 1/8/2010

Model	Model Year	VIN	Vehicle Mileage
JETTA 2.0L 140 HP TDI AUTO	2010	3VWRL7AJ6AM [REDACTED]	5718

Workshop Finding

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Consultant's Closing Comments

REPLACED FUEL
LINE.

Activity Date	Activity Time	Activity Comments
1/12/2010	19:15	ISSUE UPDATED
1/12/2010	19:15	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
1/12/2010	19:04	REPLACED THE LINE, TEST DROVE, NOT LEAKING. THANKS
1/8/2010	17:14	THANKS FOR THE UPDATE.
1/8/2010	11:47	GARY CLARK, GCLARK@DUBLINVW.COM ORDERED FUEL LINE, THANK YOU
1/8/2010	11:38	ADVISED TECH THE PICTURE DID ARRIVE, TECH TO UPDATE VTA WITH PARTS MANAGERS NAME AND E-MAIL ADDRESS THEN REPLACE THE LEAKING LINE. WE WILL SEND A PARTS RETURN REQUEST TO DEALER AFTER WE RECEIVE THE INFO REQUESTED.
1/8/2010	11:29	PICTURE ATTACHED
1/8/2010	10:36	CUSTOMER COMMENTS: HAVE A FUEL LEAK AT THE CYL. 2 INJECTOR. LEAKING THROUGH THE COLLAR WHERE THE INJECTOR AND METAL LINE MEET.
1/8/2010	10:36	ADVISE TECH ATTACH PICTURES OF LEAK , REPLACE INJECTOR LINE AND RETEST REQUESTING PART SENT BACK
1/8/2010	10:26	ISSUE OPENED BY DEALERSHIP
1/8/2010	10:26	HAVE A FUEL LEAK AT THE CYL. 2 INJECTOR. LEAKING THROUGH THE COLLAR WHERE THE INJECTOR AND METAL LINE MEET.

VW File Number 552401

TREAD Part ID 2330

Open Date 1/15/2010

Model	Model Year	VIN	Vehicle Mileage
A5 JETTA SED 2.0 TDI MANUAL	2009	3VWRL71K09M [REDACTED]	13698

Workshop Finding

CUSTOMER THOUGHT FUEL SMELL IN CABIN WAS NORMAL.

Consultant's Closing Comments

REPLACED LINE FROM RAIL TO INJ 3.

Activity Date	Activity Time	Activity Comments
1/18/2010	17:19	ISSUE UPDATED
1/18/2010	17:19	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
1/18/2010	16:55	REPLACED LINE FROM RAIL TO INJ 3. HAVE DETAIL CLEAN OFF FUEL. TEST DRIVE AND INSPECT FOR LEAK AFTER. NO LEAK. REPLACED POLLEN FILTER DUE TO CONTAMINATION OF SMELL FROM FUEL LEAK.
1/15/2010	12:31	ORDERED FUEL LINE. THANK YOU FOR THE UPDATE.
1/15/2010	10:41	SOP PARTS
1/15/2010	10:30	ADVISED TO REPLACE CYL 3 INJECTOR LINE.
1/15/2010	10:28	FOUND LEAKING FITTING AT RAIL FOR CYL 3, LEAK WAS SEVERE ENOUGH TO HAVE ON DRIP EVERY 5 SECONDS AT IDLE. REMOVED LINE AND FOUND IMPERFECT SEALING SURFACE ON LINE. IMPORT PICTURES
1/15/2010	10:03	WORKSHOP FINDINGS: CUSTOMER THOUGHT FUEL SMELL IN CABIN WAS NORMAL.
1/15/2010	10:03	CUSTOMER COMMENTS: TECHNICIAN FOUND SEVERE FUEL LEAK IN ENGINE COMPARTMENT.
1/15/2010	10:03	ADVISED TO UPDATE TICKET WITH PICTURES OF FINDINGS AND CALL BACK FOR FURTHER ASSISTANCE IF NEEDED.
1/15/2010	09:56	TECHNICIAN FOUND SEVERE FUEL LEAK IN ENGINE COMPARTMENT. CUSTOMER THOUGHT FUEL SMELL IN CABIN WAS NORMAL.
1/15/2010	09:56	ISSUE OPENED BY DEALERSHIP

VW File Number 571944

TREAD Part ID 2666

Open Date 3/10/2010

Model	Model Year	VIN	Vehicle Mileage
AUDI A3 2.0T TDI	2010	WAUKJAFM1AA [REDACTED]	4095

Workshop Finding

CUSTOMER VEHICLE. TECHS CELL NUMBER IS [REDACTED] TECH STATED THAT THE LINE HAS NO PHYSICAL DAMAGE TO IT. FUEL WILL SPRAY OUT OF TWO HOLES IN THE LINE NEAR THE INJECTOR.

Consultant's Closing Comments

REPLACED FUEL LINE FOR CYLINDER #2 03L-130-301R

Activity Date	Activity Time	Activity Comments
3/18/2010	16:08	ISSUE UPDATED
3/18/2010	16:08	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
3/10/2010	11:36	WORKSHOP FINDINGS: CUSTOMER VEHICLE. TECHS CELL NUMBER IS [REDACTED] TECH STATED THAT THE LINE HAS NO PHYSICAL DAMAGE TO IT. FUEL WILL SPRAY OUT OF TWO HOLES IN THE LINE NEAR THE INJECTOR.
3/10/2010	11:36	ISSUE UPDATED
3/10/2010	11:36	CUSTOMER COMMENTS: CUSTOMER IS COMPLAINING OF A FUEL SMELL. FOUND THAT THE FUEL LINE TO CYLINDER #2 HAD 2 HOLES IN IT THAT WERE LEAKING FUEL CAUSING CONDITION.
3/10/2010	11:36	ADVISED TECH THAT PRODUCT SUPPORT WOULD LIKE THE TFM TO INSPECT THIS VEHICLE. PLEASE DO NOT MAKE ANY REPAIRS UNTIL HE ARRIVES. THANKS
3/10/2010	10:16	ISSUE OPENED BY DEALERSHIP
3/10/2010	10:16	CUSTOMER IS COMPLAINING OF A FUEL SMELL. FOUND THAT THE FUEL LINE TO CYLINDER #2 HAD 2 HOLES IN IT THAT WERE LEAKING FUEL CAUSING CONDITION.

VW File Number 604566

TREAD Part ID 2330

Open Date 6/4/2010

Model	Model Year	VIN	Vehicle Mileage
A5 JETTA SED 2.0 TDI AUTO TIP	2009	3VWAL71K89M [REDACTED]	18815

Workshop Finding

TECH FOUND: FUEL LEAKING FROM HARD LINE TO INJECTOR #2. PHOTO ATTACHED.

Consultant's Closing Comments

TECHNICIAN REPLACED THE DEFECTIVE FUEL LINE.

Activity Date	Activity Time	Activity Comments
6/8/2010	09:33	ISSUE UPDATED
6/8/2010	09:33	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
6/8/2010	08:28	REPLACED DEFECTIVE FUEL LINE. RAN BASIC SETTINGS THREE TIMES. TEST DROVE VEHICLE. NO FURTHER LEAKS FOUND.
6/4/2010	08:22	WORKSHOP FINDINGS: TECH FOUND: FUEL LEAKING FROM HARD LINE TO INJECTOR #2. PHOTO ATTACHED.
6/4/2010	08:22	CUSTOMER COMMENTS: CUSTOMER STATES: VEHICLE SMELLS LIKE FUEL.
6/4/2010	08:22	ADVISED TECH TO PLEASE REPLACE THE DEFECTIVE FUEL LINE. FOLLOW ELSA WEB FOR INSTALLATION. PLEASE RUN BASIC SETTINGS FOR BLOCK 35. THIS NEEDS TO BE PERFORMED 3 TIMES IN A ROW BEFORE STARTING. KEEP THE VTA CASE UPDATED WITH YOUR PROGRESS.
6/4/2010	08:09	ISSUE OPENED BY DEALERSHIP
6/4/2010	08:09	CUSTOMER STATES: VEHICLE SMELLS LIKE FUEL. TECH FOUND: FUEL LEAKING FROM HARD LINE TO INJECTOR #2. PHOTO ATTACHED.

VW File Number 672252

TREAD Part ID 2330

Open Date 11/16/2010

Model	Model Year	VIN	Vehicle Mileage
JETTA 2.0L 140 HP TDI MAN	2010	3VWRL7AJ8AM [REDACTED]	25409

Workshop Finding

FOUND NO. 2 INJECTOR LEAKING , TRIED TO TIGHEN LINE BUT MADE IT WORSE. SHOULD I DO INJECTOR OR LINE OR BOTH?

Consultant's Closing Comments

REPLACE THE INJECTOR AND
LINE

Activity Date	Activity Time	Activity Comments
11/16/2010	17:13	ISSUE UPDATED
11/16/2010	17:13	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
11/16/2010	12:41	ORDERED PARTS THANK YOU FOR YOUR ASSISTANCE
11/16/2010	12:18	WORKSHOP FINDINGS: FOUND NO. 2 INJECTOR LEAKING , TRIED TO TIGHEN LINE BUT MADE IT WORSE. SHOULD I DO INJECTOR OR LINE OR BOTH?
11/16/2010	12:18	CUSTOMER COMMENTS: SMOKE COMING FROM ENGINE AREA,
11/16/2010	12:18	ADVISE TECH TO REPLACE THE INJECTOR AND LINE
11/16/2010	12:09	SMOKE COMING FROM ENGINE AREA, FOUND NO. 2 INJECTOR LEAKING , TRIED TO TIGHEN LINE BUT MADE IT WORSE. SHOULD I DO INJECTOR OR LINE OR BOTH?
11/16/2010	12:09	ISSUE OPENED BY DEALERSHIP

VW File Number 673300

TREAD Part ID 2440

Open Date 11/18/2010

Model	Model Year	VIN	Vehicle Mileage
JETTA WAG 2.0L TDI AUTO TIP	2010	3VWTL7AJ4AM [REDACTED]	8779

Workshop Finding

TECH STATES LEAKING AT #2
INJECTORS

Consultant's Closing Comments

NEW
INJECTOR

Activity Date	Activity Time	Activity Comments
11/22/2010	16:00	ISSUE UPDATED
11/22/2010	16:00	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
11/22/2010	10:36	THE CAR IS FIXED AND GONE
11/19/2010	15:44	WE HAVE THE NEW INJECTOR AND LINE HERE, AND ARE REPLACING IT NOW. WE HAVE NOT TOUCHED THE NUT AT THE INJECTOR. WE REMOVED THE INJECTOR AND LINE AS ONE UNIT. PICTURES ARE ATTACHED/.
11/18/2010	17:58	SALES DOC NUMBER IS 1007311352
11/17/2010	19:56	WORKSHOP FINDINGS: TECH STATES LEAKING AT #2 INJECTORS
11/17/2010	19:56	CUSTOMER COMMENTS: CUSTOMER STATES THAT THE CAR IS LEAKING DIESEL FUEL AND THE CHECK ENGINE LIGHT IS ON.
11/17/2010	19:56	ADVISE TECH TO REPLACE INJECTOR AND LINE.
11/17/2010	19:42	ISSUE OPENED BY DEALERSHIP
11/17/2010	19:42	CUSTOMER STATES THAT THE CAR IS LEAKING DIESEL FUEL AND THE CHECK ENGINE LIGHT IS ON.

VW File Number 690766

TREAD Part ID 2440

Open Date 12/30/2010

Model	Model Year	VIN	Vehicle Mileage
AUDI A3 2.0T TDI	2011	WAUKJAFM1BA [REDACTED]	4225

Workshop Finding

| | THE FUEL LEAK WAS VERIFIED
|

Consultant's Closing Comments

ADVISED TO PLEASE ATTACH A PICTURE OF THE LEAKING FUEL LINE, REPLACE THE LINE AND RE-EVALUATE. |
12/31/2010 18:31:54: US/EASTERN: DAMON MCMULLIN: CLOSING IN PROCESS: DEALER COMPLETE: REPLACED #2
FEUL LINE CLEARED FAULTS AND ROAD TEST CAR RAN GREAT

Activity Date	Activity Time	Activity Comments
1/4/2011	12:15	ISSUE UPDATED
1/4/2011	12:15	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
12/31/2010	18:31	REPLACED #2 FEUL LINE CLEARED FAULTS AND ROAD TEST CAR RAN GREAT
12/30/2010	13:06	WORKSHOP FINDINGS: THE FUEL LEAK WAS VERIFIED
12/30/2010	13:06	CUSTOMER COMMENTS: CAR TOWED IN COULD SMELL DIESEL FUEL ,REMOVED ENGINE COVER AND FOUND CYCLINDER 2 FUEL INJECTOR LINE CRACKED AND LEAKING FUEL ONTO ENGINE
12/30/2010	13:06	ADVISED TO PLEASE ATTACH A PICTURE OF THE LEAKING FUEL LINE, REPLACE THE LINE AND RE- EVALUATE.
12/30/2010	12:46	ISSUE OPENED BY DEALERSHIP
12/30/2010	12:46	CAR TOWED IN COULD SMELL DIESEL FUEL ,REMOVED ENGINE COVER AND FOUND CYCLINDER 2 FUEL INJECTOR LINE CRACKED AND LEAKING FUEL ONTO ENGINE

VW File Number 695416

TREAD Part ID 2330

Open Date 1/12/2011

Model	Model Year	VIN	Vehicle Mileage
JETTA WAG 2.0L TDI AUTO TIP	2010	3VWTL7AJ5AM [REDACTED]	33123

Workshop Finding

THE FUEL LINE FOR CYLINDER NUMBER TWO
LEAKS.

Consultant's Closing Comments

THE FUEL LINES HAVE BEEN REPLACED. CASE
CLOSED.

Activity Date	Activity Time	Activity Comments
1/14/2011	12:27	ISSUE UPDATED
1/14/2011	12:27	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
1/12/2011	21:32	WORKSHOP FINDINGS: THE FUEL LINE FOR CYLINDER NUMBER TWO LEAKS.
1/12/2011	21:32	THE CYLINDER NUMBER TWO FUEL INJECTION HIGH PRESSURE LINE SPRAYS FUEL WHEN THE ENGINE IS RUNNING (SEE ATTACHED PICTURES). THE TECHNICIAN HAS REPLACED THE FUEL LINES TO RECTIFY THE CONCERN.
1/12/2011	21:32	CUSTOMER COMMENTS: CYLIDER 2 FUEL LINE LEAKING DIESLE FUEL
1/12/2011	09:24	ISSUE OPENED BY DEALERSHIP
1/12/2011	09:24	CYLIDER 2 FUEL LINE LEAKING DIESLE FUEL

Model	Model Year	VIN	Vehicle Mileage
AUDI A3 2.0T TDI	2011	WAUJBFBM9BA [REDACTED]	2507

Workshop Finding

THE TECH HAS THE FOLLOWING FAULTS: | | P0087 - RAIL FUEL PRESSURE TOO LOW | | 03L906019CT - 7273 | | THE TECH STATES THAT HE FOUND CYLINDER#2 INJECTOR LEAKING AT THE UNION BETWEEN THE HIGH PRESSURE LINE AND THE INJECTOR. HE STATES THAT IT IS LEAKING PRETTY BAD. HE ADVISED ME THAT THE CUSTOMER HAD RECENTLY FILLED THE VEHICLE WITH 87 BUT HAD SHUT DOWN THE VEHICLE AND HAD THE VEHICLE TOWED TO THE DEALERSHIP FOR REPAIRS AND NOW IT IS BACK AND THE TECH IS QUESTIONING IF THIS IS CAUSED BY THE CUSTOMERS ERROR.

Consultant's Closing Comments

REPLACED INJECTOR WITH LINE
ATTACHED

Activity Date	Activity Time	Activity Comments
1/18/2011	11:30	ISSUE UPDATED
1/18/2011	11:30	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
1/14/2011	14:16	REMOVED AND REPLACED CYLINDER 2 FUEL INJECTOR COMPLETE WITH LINE. PERFORMED QUANTITY CALIBRATION FOR INJECTOR. CLEARED FAULT TEST DROVE 20 MILES. INSPECTED FOR LEAKS. NONE FOUND. RECHECKED FAULT MEMORY. NO FAULTS STORED RELEASING VEHICLE TO CUSTOMER
1/13/2011	11:48	WORKSHOP FINDINGS: THE TECH HAS THE FOLLOWING FAULTS: P0087 - RAIL FUEL PRESSURE TOO LOW 03L906019CT - 7273 THE TECH STATES THAT HE FOUND CYLINDER#2 INJECTOR LEAKING AT THE UNION BETWEEN THE HIGH PRESSURE LINE AND THE INJECTOR. HE STATES THAT IT IS LEAKING PRETTY BAD. HE ADVISED ME THAT THE CUSTOMER HAD RECENTLY FILLED THE VEHICLE WITH 87 BUT HAD SHUT DOWN THE VEHICLE AND HAD THE VEHICLE TOWED TO THE DEALERSHIP FOR REPAIRS AND NOW IT IS BACK AND THE TECH IS QUESTIONING IF THIS IS CAUSED BY THE CUSTOMERS ERROR.
1/13/2011	11:48	I ADVISED THE TECH TO REPLACE THE HIGH PRESSURE LINE AND INJECTOR (WITHOUT DISCONNECTING/ REMOVAL OF THE LINE FROM THE INJECTOR). PLEASE MAKE SURE TO PACKAGE IT NEATLY AS IT WILL BE REVIEWED BY PRODUCT SUPPORT. THE TECH ADVISED ME THAT HE CHECKED TO MAKE SURE THAT THE LINE WAS TIGHT ON THE INJECTOR SO THEY MIGHT SEE SOME CONTACT MARKS BUT IT WAS NOT REMOVED FROM THE INJECTOR. I ADVISED HIM TO UPDATE THE CONTACT AND CALL BACK IF ANYTHING FURTHER DEVELOPS. THANKS, BRETT
1/13/2011	11:48	CUSTOMER COMMENTS: CUSTOMER THE CAR HAS A STRONG DIESEL SMELL. CUSTOMER FUELED VEHICLE WITH GASOLINE AND STARTED IT. HE SAYS HE QUICKLY REALIZED SOMETHING WAS WRONG AND SHUT IT OFF. HAD THE VEHICLE TOWED INTO THE DEALERSHIP. I DRAINED THE FUEL TANK AND FLUSHED IT. I CLEARED THE LINES AND REPLACED THE FUEL FILTER. CLEARED STORED FAULTS AND TEST DROVE VEHICLE. RESCANNED AND NO FAULTS WERE STORED. VEHICLE RAN FINE. ONE WEEK LATER CUSTOMER SAYS HE SMEELLS DIESEL. BROUGHT TO DEALERSHIP. DIESEL FUEL IS LEAKING FROM CYLINDER NUMBER 2 UNION FITTING. FITTING IS TIGHT. HOW SHOULD I PROCEED?
1/13/2011	10:57	ISSUE OPENED BY DEALERSHIP

Activity Date	Activity Time	Activity Comments
1/13/2011	10:57	CUSTOMER THE CAR HAS A STRONG DIESEL SMELL. CUSTOMER FUELED VEHICLE WITH GASOLINE AND STARTED IT. HE SAYS HE QUICKLY REALIZED SOMETHING WAS WRONG AND SHUT IT OFF. HAD THE VEHICLE TOWED INTO THE DEALERSHIP. I DRAINED THE FUEL TANK AND FLUSHED IT. I CLEARED THE LINES AND REPLACED THE FUEL FILTER. CLEARED STORED FAULTS AND TEST DROVE VEHICLE. RESCANNED AND NO FAULTS WERE STORED. VEHICLE RAN FINE. ONE WEEK LATER CUSTOMER SAYS HE SMEELLS DIESEL. BROUGHT TO DEALERSHIP. DIESEL FUEL IS LEAKING FROM CYLINDER NUMBER 2 UNION FITTING. FITTING IS TIGHT. HOW SHOULD I PROCEED?

VW File Number 697003

TREAD Part ID 2440

Open Date 1/17/2011

Model	Model Year	VIN	Vehicle Mileage
JETTA WAG 2.0L TDI AUTO TIP	2010	3VWPL7AJ5AM [REDACTED]	10808

Workshop Finding

ANY KNOWN PROBLEMS WITH THIS?. CHECKED FOR TSB'S ON THIS, NONE THERE

Consultant's Closing Comments

REPLACED FUEL INJECTOR AND RETURN LINE, COMPLETED.

Activity Date	Activity Time	Activity Comments
1/18/2011	15:04	ISSUE UPDATED
1/18/2011	15:04	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
1/18/2011	14:06	CHANGED INJECTOR/RETURN LINE AND LEAK WAS GONE RETURN VEHICLE BACK TO COUSTOMER
1/17/2011	10:00	AFTER REVIEWING PICTURE ADVISED TECH TO REPLACE THE #2 FUEL INJECTOR AND THE RETURN LINE. ALSO ADVISED TECH TO MAKE SURE TO CODE THE INJECTOR TO THE ECM USING NUMBER ON TOP OF INJECTOR AND TO MAKE SURE THE HOLDOWN IS RIGHT SIDE UP WHEN REINSTALLING.
1/17/2011	09:35	PICTURE OF LEAK
1/17/2011	09:31	WORKSHOP FINDINGS: ANY KNOWN PROBLEMS WITH THIS?. CHECKED FOR TSB'S ON THIS, NONE THERE
1/17/2011	09:31	CUSTOMER COMMENTS: FUEL LEAK FROM INJECTOR RETURN HOSE.
1/17/2011	09:31	ADVISED TECH TO ATTACH PICTURE SHOWING WHERE THE LEAK IS COMMING FROM TO THE VTA THEN CALL BACK.
1/17/2011	09:26	ISSUE OPENED BY DEALERSHIP
1/17/2011	09:26	FUEL LEAK FROM INJECTOR RETURN HOSE. ANY KNOWN PROBLEMS WITH THIS?. CHECKED FOR TSB'S ON THIS, NONE THERE

VW File Number 701362

TREAD Part ID 2329

Open Date 1/26/2011

Model	Model Year	VIN	Vehicle Mileage
JETTA 2.0L 140 HP TDI AUTO	2010	3VWRL7AJ2AM [REDACTED]	18201

Workshop Finding

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Consultant's Closing Comments

REPLACED INJECTOR AND
LINE

Activity Date	Activity Time	Activity Comments
2/1/2011	13:50	ISSUE UPDATED
2/1/2011	13:50	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
2/1/2011	12:47	REPLACED INJECTOR AND LINE- OK.
1/31/2011	18:26	HI JEFF, PLEASE UPDATE THE VTA TICKET WITH THE STATUS OF THE REPAIR OF THE VEHICLE. THANKS, SKIP
1/26/2011	16:37	HI JEFF, THANKS FOR THE INFORMATION. YOU SHOULD BE GETTING AN E-MAIL ADVISING YOU THAT A SHIPPING LABEL WILL BE SENT TO YOU. SKIP
1/26/2011	15:43	THE PART NUMBER FOR THE FUEL INJECTOR IS 03L-130-277-A, AND THE PIPE IS 03L- 130-301-R. THE PARTS DEPARTMENT TELLS ME THERE IS NO CORE FOR THESE PARTS.
1/26/2011	15:25	HI JEFF, PLEASE REPLACE THE INJECTOR AND PIPE AS WE DISCUSSED. I WILL BE IN TOUCH WITH SHIPPING INSTRUCTIONS TO MI.
1/26/2011	11:49	ISSUE UPDATED
1/26/2011	11:49	CUSTOMER COMMENTS: FUEL LEAKING FROM HIGH PRESSURE CONNECTION AT FUEL INJECTOR.
1/26/2011	11:37	ISSUE OPENED BY DEALERSHIP
1/26/2011	11:37	FUEL LEAKING FROM HIGH PRESSURE CONNECTION AT FUEL INJECTOR.

VW File Number 701368

TREAD Part ID 2338

Open Date 1/26/2011

Model	Model Year	VIN	Vehicle Mileage
JETTA 2.0L 140 HP TDI AUTO	2010	3VWRL7AJXAM [REDACTED]	13226

Workshop Finding

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Consultant's Closing Comments

REPLACED INJECTOR AND
LINE

Activity Date	Activity Time	Activity Comments
2/1/2011	13:51	ISSUE UPDATED
2/1/2011	13:51	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
2/1/2011	12:47	REPLACED INJECTOR AND LINE- OK.
1/31/2011	18:26	HI JEFF, PLEASE UPDATE THE VTA TICKET WITH THE STATUS OF THE REPAIR OF THE VEHICLE. THANKS, SKIP
1/26/2011	15:25	HI JEFF, PLEASE REPLACE THE INJECTOR AND PIPE AS WE DISCUSSED. I WILL BE IN TOUCH WITH SHIPPING INSTRUCTIONS TO MI.
1/26/2011	11:50	ISSUE UPDATED
1/26/2011	11:50	CUSTOMER COMMENTS: FUEL LEAKING FROM HIGH PRESSURE CONNECTION AT FUEL INJECTOR.
1/26/2011	11:39	ISSUE OPENED BY DEALERSHIP
1/26/2011	11:39	FUEL LEAKING FROM HIGH PRESSURE CONNECTION AT FUEL INJECTOR.

VW File Number 701734

TREAD Part ID 2440

Open Date 1/26/2011

Model	Model Year	VIN	Vehicle Mileage
JETTA WAG 2.0L TDI AUTO TIP	2010	3VWTL7AJ5AM [REDACTED]	7863

Workshop Finding

TECH STATES INJECTOR NUMBER 2 AND 3 ARE LEAKING FROM THE RETURN LINE.

Consultant's Closing Comments

REPLACED #2 AND #3 INJECTORS AND RETURN LINE. NO MORE FUEL LEAKS PRESENT. TEST DROVE, STILL NO LEAKS PRESENT. THANKS

Activity Date	Activity Time	Activity Comments
1/28/2011	17:53	ISSUE UPDATED
1/28/2011	17:53	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
1/28/2011	17:46	REPLACED #2 AND #3 INJECTORS AND RETURN LINE. NO MORE FUEL LEAKS PRESENT. TEST DROVE, STILL NO LEAKS PRESENT. THANKS
1/26/2011	17:50	WORKSHOP FINDINGS: TECH STATES INJECTOR NUMBER 2 AND 3 ARE LEAKING FROM THE RETURN LINE.
1/26/2011	17:50	TECH NEEDS TO VERIFY WHICH INJECTORS ARE LEAKING AND REPLACE ALL THE LEAKING INJECTORS AND THE RETURN LINE
1/26/2011	17:50	CUSTOMER COMMENTS: CUSTOMER STATES VEHICLE IS LEAKING FUEL. VERIFIED FUEL LEAK COMING FROM FUEL INJECTORS. LEAK IS NOTICED MOSTLY FROM CYLINDERS 2 AND 3, FUEL APPEARS TO BE LEAKING FROM BACK-SIDE (CLOSEST TO FIREWALL) ALONG THE RAIL OF RUBBER HOSE GOING TO ALL INJECTORS. IT DOES NOT APPEAR TO BE FROM ORINGS, IT APPEARS TO BE FROM THE PLASTIC FLANGE ON THE BASE OF THE INJECTORS. 1 AND 4 ARE ALSO POOLING WITH FUEL, NOT SURE IF THEY ARE LEAKING AS WELL, DUE TO VAST LEAK FROM 2 AND 3
1/26/2011	17:39	ISSUE OPENED BY DEALERSHIP
1/26/2011	17:39	CUSTOMER STATES VEHICLE IS LEAKING FUEL. VERIFIED FUEL LEAK COMING FROM FUEL INJECTORS. LEAK IS NOTICED MOSTLY FROM CYLINDERS 2 AND 3, FUEL APPEARS TO BE LEAKING FROM BACK-SIDE (CLOSEST TO FIREWALL) ALONG THE RAIL OF RUBBER HOSE GOING TO ALL INJECTORS. IT DOES NOT APPEAR TO BE FROM ORINGS, IT APPEARS TO BE FROM THE PLASTIC FLANGE ON THE BASE OF THE INJECTORS. 1 AND 4 ARE ALSO POOLING WITH FUEL, NOT SURE IF THEY ARE LEAKING AS WELL, DUE TO VAST LEAK FROM 2 AND 3

VW File Number 708952

TREAD Part ID 2330

Open Date 2/15/2011

Model	Model Year	VIN	Vehicle Mileage
JETTA WAG 2.0L TDI AUTO TIP	2011	3VWPL7AJ1BM [REDACTED]	2578

Workshop Finding

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Consultant's Closing Comments

QTM ON SITE FOR UNRELATED CONCERN FOLLOWED UP ON OPEN CASE FUEL LINE ORDERED AND INSTALLED RESOLVING CONCERN.

Activity Date	Activity Time	Activity Comments
2/18/2011	16:14	QTM ON SITE FOR UNRELATED CONCERN FOLLOWED UP ON OPEN CASE FUEL LINE ORDERED AND INSTALLED RESOLVING CONCERN.
2/18/2011	16:14	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
2/17/2011	16:48	QTM ON SITE FOR UNRELATED CONCERN FOLLOWED UP ON OPEN CASE FUEL LINE ORDERED AND INSTALLED RESOLVING CONCERN.
2/15/2011	09:46	CUSTOMER COMMENTS: FUEL LINE LEAKING AT CYLINDER TWO INJECTOR. REMOVED INJECTOR LINE AND INSPECTED APPEARS OK RETORQUED STILL LEAKING WHEN DRIVING.
2/15/2011	09:46	ADVISED KIRBY TO REPLACE THE INJECTOR LINE AND VERIFY IF THERE IS ANY LEAK STILL PRESENT. IF SO, REPLACE THE INJECTOR AS WELL.
2/15/2011	09:27	ISSUE OPENED BY DEALERSHIP
2/15/2011	09:27	FUEL LINE LEAKING AT CYLINDER TWO INJECTOR. REMOVED INJECTOR LINE AND INSPECTED APPEARS OK RETORQUED STILL LEAKING WHEN DRIVING.

VW File Number 709120

TREAD Part ID 2330

Open Date 2/15/2011

Model	Model Year	VIN	Vehicle Mileage
NCS NEW JETTA TDI 2.0 AUTO 50	2011	3VWLL7AJ8BM [REDACTED]	3905

Workshop Finding

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Consultant's Closing Comments

INSTALLED CYLINDER 2 INJECTOR FUEL LINE. LEAK IS GONE

Activity Date	Activity Time	Activity Comments
2/15/2011	14:49	ISSUE UPDATED
2/15/2011	14:49	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
2/15/2011	12:10	INSTALLED CYLINDER 2 INJECTOR FUEL LINE. LEAK IS GONE
2/15/2011	11:53	CUSTOMER COMMENTS: FUEL LEAK AT NUMBER 2 INJECTOR WHERE FUEL LINE MEETS
2/15/2011	11:53	ADVISED TO REPLACE INJECTOR LINE.
2/15/2011	11:50	ISSUE OPENED BY DEALERSHIP
2/15/2011	11:50	FUEL LEAK AT NUMBER 2 INJECTOR WHERE FUEL LINE MEETS

VW File Number 709506

TREAD Part ID 2330

Open Date 2/16/2011

Model	Model Year	VIN	Vehicle Mileage
AUDI A3 2.0T TDI	2011	WAUKJAFM3BA [REDACTED]	7154

Workshop Finding

| | | THE CONCERN WAS VERIFIED
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Consultant's Closing Comments

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Activity Date	Activity Time	Activity Comments
2/18/2011	10:47	REPLACED CYL 2 INJECTOR, HIGH PRESSURE LINE, SEAL AND TENSIONING BRACKET. REMOVED INJECTOR WITHOUT SEPARATING LINE FROM INJECTOR. TORQUE ALL COMPONENTS TO SPEC. PERFORMED ADAPTION AND BLED SYSTEM. ROAD TESTED AND VERIFY REPAIR.
2/16/2011	09:28	WORKSHOP FINDINGS: THE CONCERN WAS VERIFIED
2/16/2011	09:28	CUSTOMER COMMENTS: CUST STATES CAR DIES WHILE DRIVING AND LEAKING FUEL. CK FOR FUEL LEAK AND VERIFY COMPLAINT. FOUND CYL 2 INJECTOR AND LINE LEAKING FROM TOP. NEED AUTHORIZATION TO REPLACE INJECTOR AND LINE.
2/16/2011	09:28	ADVISED CHAD TO PLEASE REPLACE THE INJECTOR # 2 AND LINE BUT DO NOT SEPERATE THEM. SEND THEM TO US AS AN ASSEMBLY. PLEASE FOLLOW THE PROCEDURE IN ELSA TO REPLACE THE PARTS: THE FOLLOWING COMPONENTS, SEALS AND/OR O-RINGS MUST BE REPLACED WHENEVER AN INJECTOR IS REPLACED: TENSIONING BRACKET, COPPER WASHER, INJECTOR SHAFT O-RING AND INJECTOR RETURN O-RING. TIGHTEN THE INJECTOR HIGH PRESSURE LINE NUT TO 25NM, SEE "HIGH PRESSURE LINES, INSTALLING" IN ELSA.
2/16/2011	08:46	ISSUE OPENED BY DEALERSHIP
2/16/2011	08:46	CUST STATES CAR DIES WHILE DRIVING AND LEAKING FUEL. CK FOR FUEL LEAK AND VERIFY COMPLAINT. FOUND CYL 2 INJECTOR AND LINE LEAKING FROM TOP. NEED AUTHORIZATION TO REPLACE INJECTOR AND LINE.

VW File Number 710175

TREAD Part ID 2330

Open Date 2/17/2011

Model	Model Year	VIN	Vehicle Mileage
NCS NEW JETTA TDI 2.0 AUTO 50	2011	3VWLL7AJXBM [REDACTED]	2312

Workshop Finding

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Consultant's Closing Comments

THE CYLINDER NUMBER TWO FUEL INJECTOR AND HIGH PRESSURE LINE HAVE BEEN REPLACED. CASE CLOSED.

Activity Date	Activity Time	Activity Comments
2/21/2011	19:16	ISSUE UPDATED
2/21/2011	19:16	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
2/17/2011	11:13	JON, PLEASE REMOVE THE CYLINDER NUMBER 2 INJECTOR WITH THE HIGH PRESSURE LINE ATTACHED. THANK YOU, CHRIS.
2/17/2011	11:13	CUSTOMER COMMENTS: CUSTOMER STATES WAS DRIVING ON HIGHWAY AND LOST ALL THROTTLE RESPONSE AND VEHICLE STALLED FOUND FULE INJECTOR LINE LEAKING
2/17/2011	10:13	ISSUE OPENED BY DEALERSHIP
2/17/2011	10:13	CUSTOMER STATES WAS DRIVING ON HIGHWAY AND LOST ALL THROTTLE RESPONSE AND VEHICLE STALLED FOUND FULE INJECTOR LINE LEAKING

VW File Number 710674

TREAD Part ID 2330

Open Date 2/18/2011

Model	Model Year	VIN	Vehicle Mileage
JETTA WAG 2.0L TDI AUTO TIP	2010	3VWPL7AJ3AM [REDACTED]	8098

Workshop Finding

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Consultant's Closing Comments

WAITING ON
PARTS

Activity Date	Activity Time	Activity Comments
2/23/2011	18:34	ISSUE UPDATED
2/23/2011	18:34	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
2/23/2011	10:22	WAITING ON PARTS
2/18/2011	09:38	PART REQUEST TO BE SENT TO DEALER
2/18/2011	09:38	CUSTOMER COMMENTS: CUSTOMER STATES CAR SHUT OFF WHEN PULLING INTO DRIVEWAY AND COULD SMELL DIESEL FUEL. VEHICLE STARTED AND WAS ABLE TO DRIVE INTO SHOP, UPON INSPECTION FOUND VALVE COVER COMPLETELY FILLED WITH DIESEL FUEL. CLEANED ENTIRE AREA RAN CAR AND FOUND FUEL COMING OUT OF CYL. 2 INJECTOR HARD LINE (WHERE THEY SCREW TOGETHER). PICTURES ATTACHED.
2/18/2011	09:38	ADVISED TECH TO REMOVE THE FUEL FEED LINE AND INJECTOR AS ONE PIECE (DON'T SEPARATE PARTS) REPLACE BOTH PARTS LINE & INJECTOR
2/18/2011	08:38	ISSUE OPENED BY DEALERSHIP
2/18/2011	08:38	CUSTOMER STATES CAR SHUT OFF WHEN PULLING INTO DRIVEWAY AND COULD SMELL DIESEL FUEL. VEHICLE STARTED AND WAS ABLE TO DRIVE INTO SHOP, UPON INSPECTION FOUND VALVE COVER COMPLETELY FILLED WITH DIESEL FUEL. CLEANED ENTIRE AREA RAN CAR AND FOUND FUEL COMING OUT OF CYL. 2 INJECTOR HARD LINE (WHERE THEY SCREW TOGETHER). PICTURES ATTACHED.

VW File Number 711385

TREAD Part ID 2330

Open Date 2/21/2011

Model	Model Year	VIN	Vehicle Mileage
JETTA WAG 2.0L TDI AUTO TIP	2010	3VWPL8AJ1AM [REDACTED]	20701

Workshop Finding

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Consultant's Closing Comments

THE CYLINDER NUMBER TWO HIGH PRESSURE LINE AND INJECTOR HAVE BEEN REPLACED. CASE CLOSED.

Activity Date	Activity Time	Activity Comments
2/22/2011	19:08	ISSUE UPDATED
2/22/2011	19:08	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
2/22/2011	15:59	TRAKING NUMBER FOR INJECTOR AND LINE 794451479488
2/21/2011	19:15	ERIC, PLEASE REPLACE THE CYLINDER NUMBER TWO HIGH PRESSURE LINE AND FUEL INJECTOR. PLEASE DO NOT LOOSEN THE FUEL LINE FITTING LOCATED AT THE INJECTOR. I WILL BE FORWARDING A WARRANTY PARTS RELEASE FORM TO HAVE THE PARTS SENT TO AUBURN HILLS. THANK YOU, CHRIS.
2/21/2011	19:15	CUSTOMER COMMENTS: CYL. 2 FUEL LINE IS LEAKING
2/21/2011	11:01	ISSUE OPENED BY DEALERSHIP
2/21/2011	11:01	CYL. 2 FUEL LINE IS LEAKING

VW File Number 712259

TREAD Part ID 2440

Open Date 2/22/2011

Model	Model Year	VIN	Vehicle Mileage
JETTA WAG 2.0L TDI MANUAL	2011	3VWML7AJ4BM [REDACTED]	7628

Workshop Finding

HARD INJECTOR FUEL LINE LEAKING WHERE IT BENDS. PICTURE ATTACHED

Consultant's Closing Comments

REPLACED FUEL LINE AND CLEANED RESIDUAL FUEL. RETURNED TO CUSTOMER

Activity Date	Activity Time	Activity Comments
2/24/2011	09:37	ISSUE UPDATED
2/24/2011	09:37	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
2/24/2011	09:29	REPLACED FUEL LINE AND CLEANED RESIDUAL FUEL. RETURNED TO CUSTOMER
2/22/2011	15:35	PRODUCT SUPPORT WANTS THE LEAKING FUEL LINE SENT BACK TO THE WTC ATTN MIKE STORMS. I SENT THE PART REQUEST FORM TO WARRANTY FOR SHIPPING LABEL.
2/22/2011	15:25	WORKSHOP FINDINGS: HARD INJECTOR FUEL LINE LEAKING WHERE IT BENDS. PICTURE ATTACHED
2/22/2011	15:25	REPLACE THE INJECTOR FUEL LINE
2/22/2011	15:25	CUSTOMER COMMENTS: C/S VEHICLE IS LEAKING FUEL FROM UNDERNEATH TOWARDS THE RIGHT FRONT, CONFIRMED REMOVED UPPER ENGINE COVER, FOU D STEEL INJECTOR LINE LEAKING INSIDE OF 90* BEND ABOVE THE INJECTOR.
2/22/2011	15:20	SEE ATTACHED PHOTO
2/22/2011	15:12	ISSUE OPENED BY DEALERSHIP
2/22/2011	15:12	C/S VEHICLE IS LEAKING FUEL FROM UNDERNEATH TOWARDS THE RIGHT FRONT, CONFIRMED REMOVED UPPER ENGINE COVER, FOU D STEEL INJECTOR LINE LEAKING INSIDE OF 90* BEND ABOVE THE INJECTOR.

VW File Number 712484

TREAD Part ID 2340

Open Date 2/23/2011

Model	Model Year	VIN	Vehicle Mileage
AUDI A3 2.0T TDI	2011	WAUJBFBM5BA [REDACTED]	5306

Workshop Finding

P0087 SET. TECHNICIAN FOUND THAT THE #2 INJECTOR AND FUEL LINE ARE LEAKING.

Consultant's Closing Comments

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Activity Date	Activity Time	Activity Comments
2/25/2011	10:45	REPLACED FUEL LINE AND INJECTOR, TEST DROVE 20 MILES NO LEAKS SEEN AFTER DRIVE. THANKS FOR YOUR HELP. NICHOLAS DAUGHERTY
2/23/2011	10:02	I CIRCLED THE PLACE WHERE IT APPEARED TO LEAK, FOREMAN THINKS MAYBE THE FUEL WAS TRAVELING UP THE PIPE BUT IT DIDN'T REALLY LOOK THAT WAY TO ME, HOPE THIS HELPS
2/23/2011	09:42	PLEASE REMOVE THE FUEL LINE FROM THE ENGINE AND SET IT ON A SHOP RAG OR SHOP BENCH AND TAKE A FEW PICTURES OF THE LINE. ATTACH THE PICTURES TO THE CONTACT. THANKS RAY
2/23/2011	09:24	ALSO TORQUE THE OTHER THREE LINES TO AUDI SPEC, 25NM.
2/23/2011	08:58	WORKSHOP FINDINGS: P0087 SET. TECHNICIAN FOUND THAT THE #2 INJECTOR AND FUEL LINE ARE LEAKING.
2/23/2011	08:58	PLEASE REPLACE THE FUEL INJECTOR AND FUEL LINE FOR THE #2 INJECTOR. UPDATE THE CONTACT AND CALL BACK AS NEEDED. THANKS RAY
2/23/2011	08:58	CUSTOMER COMMENTS: CUSTOMER STATES SHE WAS DRIVING ON HIGHWAY AND SAW ALOT OF STEAM/SMOKE COMING OUT OF REARAND UNDER HOOD NOTICED GLOW PLUG LIGHT WAS ON AND FLASHING. FOUND FUEL RAIL PRESSURE TOO LOW. STARTED CAR AND FOUND CYLINDER TWO FUEL LINE FROM RAIL TO INJECTOR SPRAYING FUEL OUT.
2/23/2011	08:37	ISSUE OPENED BY DEALERSHIP
2/23/2011	08:37	CUSTOMER STATES SHE WAS DRIVING ON HIGHWAY AND SAW ALOT OF STEAM/SMOKE COMING OUT OF REARAND UNDER HOOD NOTICED GLOW PLUG LIGHT WAS ON AND FLASHING. FOUND FUEL RAIL PRESSURE TOO LOW. STARTED CAR AND FOUND CYLINDER TWO FUEL LINE FROM RAIL TO INJECTOR SPRAYING FUEL OUT.

VW File Number 714191

TREAD Part ID 2340

Open Date 2/28/2011

Model	Model Year	VIN	Vehicle Mileage
NCS NEW JETTA TDI 2.0 AUTO 50	2011	3VWLL7AJ9BM	3395

Workshop FindingFUEL LINE
LEAKING**Consultant's Closing Comments**REPLACE#2 INJECTOR AND
LINE

Activity Date	Activity Time	Activity Comments
2/28/2011	10:46	ADVISED TECH TO ORDER A INJECTOR AND FEED LINE FOR THE AFFECTED INJECTOR
2/28/2011	09:16	ISSUE OPENED BY DEALERSHIP
2/28/2011	09:21	CUSTOMER COMMENTS: CUSTOMER STATES CHECK FOR FUEL LEAK
2/28/2011	09:21	ISSUE SENT TO DEALERSHIP
2/28/2011	09:21	MARK.CHARBONNEAU@VW.COM
2/28/2011	09:21	PLEASE ATTACH A PICTURE OF THE AFFECTED AREA.
2/28/2011	09:16	CUSTOMER STATES CHECK FOR FUEL LEAK
2/28/2011	09:31	VIDEO SENT. PLEASE ADVISE
3/2/2011	12:15	ISSUE UPDATED
2/28/2011	10:47	ALSO ADVISED TECH TO ATTEMP ANY REPAIR UNTIL SOME ONE VW CONTACTS THE TECH.
2/28/2011	12:45	ADVISED TECH THAT SOMEONE FROM ALLENDALE WILL BE AT THE DELAER ON MARCH 1 2011
2/28/2011	13:51	QTM TO MEET ALLENDALE ENGINEER 3/1 AT DEALER
3/1/2011	14:50	QTM VERIFIED LEAK, JOE PETERSEN FROM ALLENDALE TO DO FURTHER DIAGNOSIS.
3/2/2011	10:53	REPLACED FUEL INJECTOR AND LINE. VEHICLE OK NOW. NO LEAKS

Activity Date	Activity Time	Activity Comments
3/2/2011	12:15	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
2/28/2011	09:21	WORKSHOP FINDINGS: FUEL LINE LEAKING

Model	Model Year	VIN	Vehicle Mileage
JETTA 2.0L 140 HP TDI AUTO	2010	3VWAL7AJ3AM [REDACTED]	15857

Workshop Finding

MISFIRE
#2

Consultant's Closing Comments

REINSTALL INJECTOR CLAMP. PROBLEM
RESOLVED.

Activity Date	Activity Time	Activity Comments
3/7/2011	10:49	PLEASE REMOVE THE OIL PAN AND INSPECT THE CONNECTING RODS FOR BENDING. KEEP IN MIND THAT WITH THE DROP IN COMPRESSION, THE RODS WILL NOT BE BENT VERY MUCH. SUGGEST HAVING THE CRANK EITHER UP OR DOWN AND COMPARE THE ROD AGAINST THE CYLINDER WALL. ESCALATING TO LEVEL 2. A2.
3/3/2011	15:19	VEHICLE CAME INTO SHOP WITH FUEL SPRAYING FROM TOP OF INJECTOR #2. REPLACED INJECTOR #2; FUEL LINE FOR #2 INJECTOR. AFTER REPAIRS. PERFORMED VENT FUEL SYSTEM TEST PLAN IN GFF. VEHICLE NOW HAS MISFIRE AND CYLINDER #2 IS OUT OF SPECS. FOR SMOOTHNESS OF IDLE CONTROL. I HAVE ATTACHED A COPY OF DIAGNOSTIC PROTOCOL.
3/3/2011	16:32	CUSTOMER COMMENTS: VEHICLE CAME INTO SHOP WITH FUEL SPRAYING FROM TOP OF INJECTOR #2. REPLACED INJECTOR #2; FUEL LINE FOR #2 INJECTOR. AFTER REPAIRS. PERFORMED VENT FUEL SYSTEM TEST PLAN IN GFF. VEHICLE NOW HAS MISFIRE AND CYLINDER #2 IS OUT OF SPECS. FOR SMOOTHNESS OF IDLE CONTROL. I HAVE ATTACHED A COPY OF DIAGNOSTIC PROTOCOL.
3/3/2011	16:32	TECHNICIAN CALL AFTER THE #2 INJECTOR WAS REPLACED AND CODED, AFTER REPLACEMENT MISS FIRE ON CLYNIDER #2 MVB 141 READS @ IDLE 39 33 41 40
3/3/2011	16:32	WORKSHOP FINDINGS: MISFIRE #2
3/3/2011	16:33	ADVISED TO SWITCH # 1 #2 GLOW/PRESURRE SENSORS AND RECORD READINGS
3/3/2011	16:53	ADVISED TECHNICIAN TO VALIDATE THE LOW READING ON #2 CYLINDER WITH A MANUAL COMPRESSION CHECK. COMPARE WITH NEIGHBOR CYLINDERS AND UPDATE THE TICKET WITH YOUR FINDINGS.
3/3/2011	18:17	PERFORMED CRANKING COMPRESSION TEST WITH MANUAL GAUGE. THIS IS A LIST OF MY FINDINGS: #1: 340PSI(23.4 BAR) #2: 320PSI(22.0 BAR) #3: 340PSI(23.4 BAR) #4: 340PSI(23.4 BAR)
3/4/2011	12:21	ADVISED TO CK FUEL QUALITY AND REMOVE FUEL FILTER TO CK FOR DEBRI.
3/3/2011	15:19	ISSUE OPENED BY DEALERSHIP
3/7/2011	10:18	WHILE PERFORMING THE SUGGESTED TESTS. THE VEHICLE SET THE ATTACHED FAULT CODES IN ECM MEMORY

Activity Date	Activity Time	Activity Comments
3/10/2011	14:42	ISSUE UPDATED
3/7/2011	18:30	INSPECTED CONNECTING RODS. I AM NOT ABLE TO SEE ANY BENDS IN THE CONNECTING RODS.
3/7/2011	19:10	PLEASE CALL BACK INTO THE HELPLINE IF NECESSARY.
3/8/2011	11:19	TRANSFERRED TECH TO BILL ZIEHM'S VOICEMAIL. LEVEL 2 CASE.
3/8/2011	11:26	CALLED TECHLINE AND LEFT MESSAGE
3/8/2011	14:23	ADVISED TECH TO PERFORM A LEAKDOWN TEST ON ALL CYLINDERS. IF NO EXCESSIVE LEAKDOWN IS FOUND REMOVE THE CYLINDER HEAD AND MEASURE THE DECK HEIGHT OF EACH CYLINDER. IF THE #3 CONNECTING ROD IS BENT THE DECK HEIGHT WILL BE LOWER THAN ON OTHER CYLINDERS.
3/9/2011	13:44	STARTING CYL HEAD REMOVAL
3/9/2011	15:37	PLEASE CHECK INJECTOR BRACKET THAT IT IS NOT UPSIDE DOWN. LOOKING FROM THE SIDE, THE BOLTS SHOULD BE HIGHER THAN INJECTOR FLAT.
3/10/2011	12:51	INSPECTED HOLD DOWN BRACKET FOR FUEL INJECTOR. FOUND BRACKET INCORRECTLY INSTALLED. REINSTALLED CORRECTLY. VEHICLE IS OPERATING AS PER DESIGN.
3/10/2011	14:42	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
3/4/2011	12:52	PERFORMED FUEL QUALITY CHECK AND INSPECTED FUEL FUEL FILTER FOR DEBRIS. FOUND FUEL QUALITY TO BE GOOD AND FOUND NO DEBRIS IN FILTER

Model	Model Year	VIN	Vehicle Mileage
AUDI A3 2.0T TDI	2010	WAUKJAFM8AA [REDACTED]	17605

Workshop Finding

THE TECH HAS THE FOLLOWING FAULTS: | | P0087 - RAIL FUEL PRESSURE TOO LOW | | 03L906022SQ - 7276 | | THE TECH STATES THAT THE UNDERHOOD COVER IS SATURATED WITH FUEL. HE ADVISED ME THAT THE #2 INJECTOR IS LEAKING FUEL AND THAT HE HAD REMOVED THE LINE TO INSPECT THE UNION FOR CRACKS OR SEATING ISSUES.

Consultant's Closing Comments

REPLACED #2 INJECTOR AND LINE

Activity Date	Activity Time	Activity Comments
6/27/2011	13:49	ISSUE UPDATED
6/27/2011	13:49	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
4/12/2011	14:00	REPLACED INJECTOR AND FUEL LINE AND CAR IS NOW OPERATING TO AUDI STANDARDS
3/4/2011	15:00	THE TECH STATES THAT THE LEAK IS COMING FROM THE NUT AT THE INJECTOR. I ADVISED HIM TO CONTINUE WITH THE REPAIRS AND FOLLOW UP AS NEEDED WITH THE TACS. THANKS, BRETT
3/4/2011	12:17	I CALLED THE DEALER ON MARCH 4, 2011 @ 12:14PM AND ADVISED THE SERVICE ADVISOR TO LEAVE THE TECH A MESSAGE TO CHECK THE CONTACT BECAUSE PRIOR TO REMOVAL OF THE LINE TO TIGHTEN THE CONNECTION AND WIPE CLEAN THE LINE AND START THE ENGINE AND SEE IF IT IS THE FITTING OR THE LINE WITH A HOLE THAT IS LEAKING PER PRODUCT SUPPORT AND UPDATE THE CONTACT AND CALL BACK. STILL ORDER THE PARTS AS PREVIOUSLY RECOMMENDED BUT WE WANT TO MAKE SURE OF THE SOUCE OF THE LEAK. THANKS, BRETT
3/4/2011	10:59	WORKSHOP FINDINGS: THE TECH HAS THE FOLLOWING FAULTS: P0087 - RAIL FUEL PRESSURE TOO LOW 03L906022SQ - 7276 THE TECH STATES THAT THE UNDERHOOD COVER IS SATURATED WITH FUEL. HE ADVISED ME THAT THE #2 INJECTOR IS LEAKING FUEL AND THAT HE HAD REMOVED THE LINE TO INSPECT THE UNION FOR CRACKS OR SEATING ISSUES.
3/4/2011	10:59	I ADVISED THE TECH TO REPLACE THE INJECTOR AND LINE ON #2 CYLINDER AND THE UNDERHOOD ENGINE COVER IF SATURATED AND CANNOT BE CLEANED. UPON INSTALLATION OF THE #2 INJECTOR AND LINE TO PLEASE RECHECK THE TORQUE OF ALL THE OTHER INJECTORS LINES TO 25NM AS OUTLINED IN ELSAWEB AND RECHECK PROPER ENGINE OPERATION. THANKS, BRETT
3/4/2011	10:59	CUSTOMER COMMENTS: CUSTOMER STATES WHILE DRIVING ON THE HIGHWAY AFTER REFUELING, THE GLOWPLUG LIGHT CAME ON AND THEN THE CAR LOST POWER. CUSTOMER STATES THE CAR WAS LOSING FUEL AND SMOKING. ONCE AT HOME THE CAR WOULD NOT RESTART AND THERE IS DIESEL FUEL LEAKING UNDER THE CAR. THE CHECK ENGINE LIGHT CAME ON. TECH NOTES: WHEN CAR IS STARTED, FUEL IS SPRAYING FROM THE TOP OF THE NUMBER 2 INJECTOR WHERE THE RAIL GOES INTO IT.
3/4/2011	10:33	ISSUE OPENED BY DEALERSHIP

Activity Date	Activity Time	Activity Comments
3/4/2011	10:33	CUSTOMER STATES WHILE DRIVING ON THE HIGHWAY AFTER REFUELING, THE GLOWPLUG LIGHT CAME ON AND THEN THE CAR LOST POWER. CUSTOMER STATES THE CAR WAS LOSING FUEL AND SMOKING. ONCE AT HOME THE CAR WOULD NOT RESTART AND THERE IS DIESEL FUEL LEAKING UNDER THE CAR. THE CHECK ENGINE LIGHT CAME ON. TECH NOTES: WHEN CAR IS STARTED, FUEL IS SPRAYING FROM THE TOP OF THE NUMBER 2 INJECTOR WHERE THE RAIL GOES INTO IT.

VW File Number 716682

TREAD Part ID 2330

Open Date 3/4/2011

Model	Model Year	VIN	Vehicle Mileage
A5 JETTA WAG 2.0 TDI AUTO TIP	2009	3VWPL71K99M [REDACTED]	65711

Workshop Finding

VEHICLE HAS A NUMBER 2 INJECTOR FUEL LINE
LEAK

Consultant's Closing Comments

REPLACED CYLINDER #2 HIGH PRESSURE LINE. TEST DROVE. OPERATIONAL. NO LEAKS.
THANKS!

Activity Date	Activity Time	Activity Comments
3/4/2011	17:39	ISSUE UPDATED
3/4/2011	17:39	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
3/4/2011	17:38	REPLACED CYLINDER #2 HIGH PRESSURE LINE. TEST DROVE. OPERATIONAL. NO LEAKS. THANKS!
3/4/2011	16:02	THANKS FOR THE PICTURE. PLEASE CLOSE THE VTA ONCE REPAIRS ARE CONFIRMED
3/4/2011	15:40	PHOTOGRAPH. LEAKING FUEL LINE.
3/4/2011	13:55	WORKSHOP FINDINGS: VEHICLE HAS A NUMBER 2 INJECTOR FUEL LINE LEAK
3/4/2011	13:55	CUSTOMER COMMENTS: VEHICLE HAS LOW FUEL PRESSURE FAULTS. FOUND CRACKED HIGH PRESSURE FUEL LINE FROM FUEL RAIL TO INJECTOR CYLINDER# 2 CRACK AT FIRST BEND BEFORE LEADING TO INJECTOR. WILL ANY OTHER COMPONET REQUIRE REPLACEMENT BESIDE LINE?
3/4/2011	13:55	ATTACH PICTURE OF THE LEAKING FUEL LINE ON THE VTA AND REPLACE THE FUEL LINE WHICH WILL BE COVERED BY WARRANTY AS PER ROBERT MINK. WILL SEND A PARTS REQUEST TO WARRANTY SO THE DEALER CAN SEND THE ORIGINAL PART BACK TO WESTLAKE.
3/4/2011	13:38	VEHICLE HAS LOW FUEL PRESSURE FAULTS. FOUND CRACKED HIGH PRESSURE FUEL LINE FROM FUEL RAIL TO INJECTOR CYLINDER# 2 CRACK AT FIRST BEND BEFORE LEADING TO INJECTOR. WILL ANY OTHER COMPONET REQUIRE REPLACEMENT BESIDE LINE?
3/4/2011	13:38	ISSUE OPENED BY DEALERSHIP

VW File Number 717002

TREAD Part ID 2440

Open Date 3/7/2011

Model	Model Year	VIN	Vehicle Mileage
NCS NEW JETTA TDI 2.0 AUTO 50	2011	3VWLL7AJ0BM	5692

Workshop Finding

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Consultant's Closing Comments

REPLACED FUEL LINE. NO LEAK FOR NOW.

Activity Date	Activity Time	Activity Comments
3/10/2011	14:50	ISSUE UPDATED
3/10/2011	14:50	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
3/10/2011	14:14	REPLACED FUEL LINE. NO LEAK FOR NOW.
3/9/2011	14:46	ADVISED TECH TO REPLACE THE FUEL LINE. PLEASE REFERENCE ELSA: REPAIR MANUAL>ENGINE>ENGINE MECHANICAL, FUEL INJECTION AND GLOW PLUG>DIESEL FUEL INJECTION>DESCRIPTION AND OPERATION>FUEL RAIL AND INJECTORS OVERVIEW.
3/9/2011	14:35	ISSUE UPDATED
3/7/2011	16:16	ADVISED TECH TO SET THE CAR ASIDE AND LEAVE THE VEHICLE UNTOUCHED. ADVISED TECH THAT THE DEALER SHOULD BE CONTACTED FOR ON CAR ANALYSIS.
3/7/2011	13:35	ISSUE UPDATED
3/7/2011	12:35	ADVISED TECH THAT I WOULD DISCUSS THE CONCERN WITH PRODUCT SUPPORT AND CALL BACK TO PHONE NUMBER 1-703-497-0900. THANKS
3/7/2011	12:28	THANK YOU FOR UPDATING THE TICKET. IF YOU ARE STILL IN NEED OF TECHNICAL ASSISTANCE OR DISCUSSION, PLEASE CALL INTO THE HELPLINE AT 800-678-2389.
3/7/2011	12:01	OUR CAMERA ISN'T VERY GOOD BUT HOPEFULLY IT WILL HELP.
3/7/2011	11:29	ISSUE UPDATED
3/7/2011	11:28	CUSTOMER COMMENTS: VEHICLE CAME IN 2000 MILES AGO WITH A DIESEL FUEL LEAK AND I REPLACED THE FUEL INJECTOR FOR CYLINDER 2 ALONG WITH THE HARD LINE THAT GOES INTO THE INJECTOR BECAUSE THE LEAK WAS WHERE THE LINE AND INJECTOR MEET. THE LEAK WENT AWAY FOR A MONTH AND 2000 MILES AND IS BACK AGAIN IN THE SAME PLACE.
3/7/2011	11:28	ADVISED TECH TO TAKE PICTURES OF THE FUEL LEAK AND ATTACH THEM TO THE VTA.

Activity Date	Activity Time	Activity Comments
3/7/2011	08:56	VEHICLE CAME IN 2000 MILES AGO WITH A DIESEL FUEL LEAK AND I REPLACED THE FUEL INJECTOR FOR CYLINDER 2 ALONG WITH THE HARD LINE THAT GOES INTO THE INJECTOR BECAUSE THE LEAK WAS WHERE THE LINE AND INJECTOR MEET. THE LEAK WENT AWAY FOR A MONTH AND 2000 MILES AND IS BACK AGAIN IN THE SAME PLACE.
3/7/2011	08:56	ISSUE OPENED BY DEALERSHIP

VW File Number 717346

TREAD Part ID 2330

Open Date 3/7/2011

Model	Model Year	VIN	Vehicle Mileage
JETTA WAG 2.0L TDI AUTO TIP	2011	3VWPL7AJ5BM [REDACTED]	2944

Workshop Finding

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Consultant's Closing Comments

FRED 256706. REPLACED #2 INJECTOR AND LINE. ALLENDALE TOOK PARTS FOR ANALYSIS.

Activity Date	Activity Time	Activity Comments
3/11/2011	10:50	ISSUE UPDATED
3/11/2011	10:50	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
3/11/2011	08:35	CAR ROAD TESTED AND CUTOMER PICKED UP. THANK YOU
3/10/2011	13:44	PARTS ARRIVED NEXT DAY BUT ONE PIECE WAS MISSIING ODERED FRO FOLLOWING DAY. INJECTOR AND LINES INSTALLED THURSDAY 3/10/11. CAR RUNNING AND CUSTOMER WILL PICKUP SAME DAY.
3/8/2011	18:32	WORKED WITH JOE PETERSON FROM ALLENDALE. INJECTOR AND LINE ARE TO BE REPLACED. ALLENDALE HAS THE OLD PARTS.
3/7/2011	14:37	DO NOT ATTEMPT REPAIR OR DISASSEMBLY UNTIL DIRECTED BY VW.
3/7/2011	14:37	CUSTOMER COMMENTS: TOW IN BY CUSTOMER INSIDE OF VEHICLE FILLED WITH SMOKE WHILE DRIVING. ON INITIAL INSP ECTION. FOUND #2 INJECTOR LINE LEAKING AT CONNECTION TO INJECTOR. PLEASE ADVISE.
3/7/2011	14:33	TOW IN BY CUSTOMER INSIDE OF VEHICLE FILLED WITH SMOKE WHILE DRIVING. ON INITIAL INSP ECTION. FOUND #2 INJECTOR LINE LEAKING AT CONNECTION TO INJECTOR. PLEASE ADVISE.
3/7/2011	14:33	ISSUE OPENED BY DEALERSHIP

VW File Number 719258

TREAD Part ID 2330

Open Date 3/10/2011

Model	Model Year	VIN	Vehicle Mileage
A5 JETTA SED 2.0 TDI AUTO TIP	2009	3VWRL71K59M [REDACTED]	44780

Workshop Finding

BROUGHT CAR IN AND DIESEL IS SPRAYING OUT OF CYLINDER 2 FUEL LINE. THE LINE BETWEEN THE RAIL AND THE INJECTOR. MY QTM TOLD ME TO OPEN A TICKET AND CALL YOU GUYS BEFORE I PERFORM AND OTHER PROCEDURES.

Consultant's Closing Comments

REPLACED FUEL LINE AND ROAD TESTED NO MORE FUEL LEAK. | RETRIEVED FUEL SAMPLE | SHIPPING IN FUEL LINE AND FUEL SAMPLE AS PER REQUEST | THANK YOU

Activity Date	Activity Time	Activity Comments
3/10/2011	18:06	WE ORDER THE FUEL LINE PART NUMBER: 03L-130-301-R PARTS MANAGER: [REDACTED] EMAIL: [REDACTED] FAX NUMBER: [REDACTED]
3/10/2011	17:23	ISSUE OPENED BY DEALERSHIP
3/10/2011	17:31	CUSTOMER COMMENTS: CUSTOMER COMPLAINT OF FUEL LEAK.
3/10/2011	17:31	FORWARD INFO TO WTSC
3/10/2011	17:31	WORKSHOP FINDINGS: BROUGHT CAR IN AND DIESEL IS SPRAYING OUT OF CYLINDER 2 FUEL LINE. THE LINE BETWEEN THE RAIL AND THE INJECTOR. MY QTM TOLD ME TO OPEN A TICKET AND CALL YOU GUYS BEFORE I PERFORM AND OTHER PROCEDURES.
3/10/2011	17:50	CALLED AND SPOKE TO TECH, PLEASE REPLACE THE FUEL LINE.
3/10/2011	17:23	CUSTOMER COMPLAINT OF FUEL LEAK. BROUGHT CAR IN AND DIESEL IS SPRAYING OUT OF CYLINDER 2 FUEL LINE. THE LINE BETWEEN THE RAIL AND THE INJECTOR. MY QTM TOLD ME TO OPEN A TICKET AND CALL YOU GUYS BEFORE I PERFORM AND OTHER PROCEDURES.
3/10/2011	17:51	LEFT MESSAGE ON TECH'S PHONE.
3/14/2011	17:33	ISSUE UPDATED
3/11/2011	08:55	SENT PART RELEASE REQUEST TO WARRANTY PARTS TEST CENTER
3/11/2011	14:02	CALLED AND SPOKE TO TECH, ADVISED WE ARE SENDING FUEL SAMPLE CONTAINER.
3/14/2011	16:17	TECH STATES THEY RECEIVED THE FUEL SAMPLE CONTAINER.
3/14/2011	16:20	ADVISED DEALER WITH KEY OFF, RESIDUAL PRESSURE SHOULD BE 6BAR.

Activity Date	Activity Time	Activity Comments
3/14/2011	17:07	REPLACED FUEL LINE AND ROAD TESTED NO MORE FUEL LEAK. RETRIEVED FUEL SAMPLE SHIPPING IN FUEL LINE AND FUEL SAMPLE AS PER REQUEST THANK YOU
3/14/2011	17:33	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
3/10/2011	17:50	PLEASE UPDATE TICKET WITH PART NUMBER, PARTS MANAGER NAME, E-MAIL AND FAX NUMBER.

VW File Number 722645

TREAD Part ID 2330

Open Date 3/19/2011

Model	Model Year	VIN	Vehicle Mileage
JETTA WAG 2.0L TDI AUTO TIP	2010	3VWTL7AJ1AM [REDACTED]	25942

Workshop Finding

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Consultant's Closing CommentsDEALRE REPLACED FUEL
LINE.

Activity Date	Activity Time	Activity Comments
3/24/2011	20:00	ISSUE UPDATED
3/24/2011	20:00	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
3/24/2011	13:50	I WAS ADVISED BY MR. MINK TO REPLACE THE FUEL FEED LINE GOING TO CYLINDER #2 INJECTOR. I HAVE REPLACED AND CLEANED OFF THE AREA. THANK YOU FOR YOUR HELP
3/23/2011	12:38	SLIGHT DELAY, WE WILL BE AT YOUR STORE ON THURSDAY
3/22/2011	16:40	MR MINK WILL BE AT YOUR STORE ON WEDNESDAY TO LOOK THIS CAR. THANK YOU FOR HAVING EVERYTHING READY WHEN HE GETS THERE.
3/22/2011	16:08	THANKS FOR THE UPDATE. IF YOU HAVE ANY FURTHER QUESTIONS IN THE MEANTIME, PLEASE CALL US BACK AT 800-678 2389.
3/22/2011	13:36	CUSTOMER IS IN A RENTAL. THE FEED LINE FOR INJECTOR #2 IS ON MY TOOL BOX. WAITING FOR ROBERT MINK TO SCHEDULE A VISIT.
3/21/2011	10:59	PER ROBERT MINK, ADVISED TECHNICIAN TO HOLD THE VEHICLE AND PROVIDE A RENTAL UNIT FOR THE CUSTOMER. HE WILL BE SCHEDULING A VISIT TO THE DEALER LATER THIS WEEK. IN THE INTERIM, PLEASE ORDER A FUEL FEED LINE FOR INJECTOR #2
3/21/2011	10:41	CUSTOMER COMMENTS: CUSTOMER IS COMPLAINING OF DIESEL FUEL SMELL AFTER DRIVING. PULLED ENGINE COVER AND FOUND FUEL WAS LEAKING ON THE VALVE COVER FROM AROUND THE INJECTORS.
3/21/2011	10:41	ADVISED TECHNICIAN TO LEAVE THE VEHICLE UNTOUCHED UNTIL FURTHER NOTICE. I WILL FORWARD THIS CASE TO PRODUCT SUPPORT FOR FURTHER REVIEW. TECH'S CELL PHONE (720) 308 5661
3/19/2011	11:02	ISSUE OPENED BY DEALERSHIP
3/19/2011	11:02	CUSTOMER IS COMPLAINING OF DIESEL FUEL SMELL AFTER DRIVING. PULLED ENGINE COVER AND FOUND FUEL WAS LEAKING ON THE VALVE COVER FROM AROUND THE INJECTORS.

VW File Number 722733

TREAD Part ID 2440

Open Date 3/21/2011

Model	Model Year	VIN	Vehicle Mileage
AUDI A3 2.0T TDI	2011	WAUJBFBM0BA [REDACTED]	6631

Workshop Finding

TECH HAS FOUND THE FUEL LINE TO #2 INJECTOR LEAKING. HE ATTEMPTED TO TIGHTEN THE LINE AND LEAK REMAINED. HE HAS REPLACED THE LINE AND THE CONDITION IS RESOLVED.

Consultant's Closing Comments

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Activity Date	Activity Time	Activity Comments
3/30/2011	11:19	NO OTHER LEAKS PRESENT. RETURNED CAR TO CUSTOMER
3/21/2011	10:03	WORKSHOP FINDINGS: TECH HAS FOUND THE FUEL LINE TO #2 INJECTOR LEAKING. HE ATTEMPTED TO TIGHTEN THE LINE AND LEAK REMAINED. HE HAS REPLACED THE LINE AND THE CONDITION IS RESOLVED.
3/21/2011	10:03	CUSTOMER COMMENTS: CUSTOMER CONCERN OF SMOKE FROM ENGINE AREA AND SMELL OF DIESEL FUEL. FOUND FUEL LINE GOING FROM FUEL RAIL TO #2 INJECTOR NOT SEALING AT THE INJECTOR. ATTEMPTED TO TIGHTEN FITTING ON INJECTOR BUT STILL LEAKED. REPLACED FUEL LINE. NO LEAK NOW.
3/21/2011	10:03	ADVISED TO CHECK ALL THE REMAINING FUEL LINE CONNECTIONS AT THE RAIL AND INJECTORS FOR THE CORRECT TORQUE. IF OK AND NO OTHER LEAKS ARE PRESENT, RELEASE THE VEHICLE TO THE CUSTOMER. THANKS, MAT
3/21/2011	09:37	NO DTCS PRESENT
3/21/2011	09:35	ISSUE OPENED BY DEALERSHIP
3/21/2011	09:35	CUSTOMER CONCERN OF SMOKE FROM ENGINE AREA AND SMELL OF DIESEL FUEL. FOUND FUEL LINE GOING FROM FUEL RAIL TO #2 INJECTOR NOT SEALING AT THE INJECTOR. ATTEMPTED TO TIGHTEN FITTING ON INJECTOR BUT STILL LEAKED. REPLACED FUEL LINE. NO LEAK NOW.

VW File Number 722869

TREAD Part ID 2440

Open Date 3/21/2011

Model	Model Year	VIN	Vehicle Mileage
AUDI A3 2.0T TDI	2011	WAUKJAFMXBA [REDACTED]	3814

Workshop Finding

FUEL IS LEAKING FROM THE #2 INJECTOR. TECH TIGHTENED THE FUEL LINE AN IT LEAKS WORSE. HE ALSO CHECKED TO SEE IF #1 LINE WAS TIGHT AND IT NOW LEAKS. P0087 IS SET.

Consultant's Closing Comments

REPLACED THE #1 FUEL INJECTOR LINE, CHECKED TORQUE ON THE OTHER HIGH PRESSURE LINES.

Activity Date	Activity Time	Activity Comments
8/19/2011	09:59	ISSUE UPDATED
8/19/2011	09:59	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
8/18/2011	11:39	REPLACED FUEL LINE AND RECHECK OK
3/21/2011	12:10	WORKSHOP FINDINGS: FUEL IS LEAKING FROM THE #2 INJECTOR. TECH TIGHTENED THE FUEL LINE AN IT LEAKS WORSE. HE ALSO CHECKED TO SEE IF #1 LINE WAS TIGHT AND IT NOW LEAKS. P0087 IS SET.
3/21/2011	12:10	CUSTOMER COMMENTS: FUEL IS LEAKING FROM INJECTOR RAIL,
3/21/2011	12:10	ADVISED TO RE TORQUE ALL FUEL INJECTOR LINE NUTS AT THE RAIL AND INJECTORS. REPLACE ANY OF THE LINES THAT LEAK. THANKS, MAT
3/21/2011	11:35	ISSUE OPENED BY DEALERSHIP
3/21/2011	11:35	FUEL IS LEAKING FROM INJECTOR RAIL,

Model	Model Year	VIN	Vehicle Mileage
JETTA 2.0L 140 HP TDI AUTO	2010	3VWRL7AJ4AM [REDACTED]	8750

Workshop Finding

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Consultant's Closing Comments

SET IN FUEL SAMPLE. REPLACED INJECTOR #2 CYL. CHECK SYSTEM FOR LEAKS. NO LEAKS, CLEANED ALL THE FUEL FROM UNDER ENGINE COVER AS BEST AS POSSIBLE, ROAD TESTED, EVERYTHING FINE. RETURN TO CUSTOMER

Activity Date	Activity Time	Activity Comments
3/25/2011	16:38	ISSUE UPDATED
3/25/2011	16:38	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
3/25/2011	16:11	SET IN FUEL SAMPLE REPLACED INJECTOR #2 CLY. CHECK SYSTEM FOR LEAKS. NO LEAKS, CLEANED ALL THE FUEL FROM UNDER ENGINE COVER AS BEST AS POSSIBLE, ROAD TESTED, EVERYTHING FINE RETURN TO CUSTOMER
3/24/2011	15:51	THANK YOU FOR UPDATING THE TICKET. IF YOU ARE STILL IN NEED OF TECHNICAL ASSISTANCE OR DISCUSSION, PLEASE CALL INTO THE HELPLINE AT 800-678-2389.
3/24/2011	15:04	GOT IT, THANK YOU
3/24/2011	11:18	INSTRUCTIONS ARE ON THE BOX.
3/24/2011	11:13	RECEIVED FUEL SAMPLE KIT (NO PAPER WORK)I PERFORMED FUEL SAMPLE, READY TO BE SHIPPED BACK. TO WHO AND WHERE AM I SHIPPING THE FUEL SAMPLE BACK TO? ALSO RECEIVED FUEL LINE AND INJETOR.
3/24/2011	10:40	TECH STATES CAR NOW WILL NOT START. PLEASE RUN 35 IN BASIC SETTINGS TO RUN THE ELECTRIC PUMPS TO COLLECT FUEL SAMPLE. UPON REPAIR RUN 35 IN BASIC SETTINGS 3 TIMES TO BLEED THE FUEL SYSTEM.
3/23/2011	14:52	ADVISED THE DEALER THAT A FUEL SAMPLE CONTAINER WILL BE SENT TO THE DEALER.
3/23/2011	11:56	THANK YOU FOR UPDATING THE TICKET. IF YOU ARE STILL IN NEED OF TECHNICAL ASSISTANCE OR DISCUSSION, PLEASE CALL INTO THE HELPLINE AT 800-678-2389.
3/23/2011	11:48	ORDERED INJECTOR AND FUEL LINE
3/23/2011	11:19	CUSTOMER COMMENTS: VEHICLE GOT TOWED IN FOR A FUEL LEAK. LOOKED OVER VEHICLE AND SEEMS TO BE POURING OUT OF INJECTOR NUMBER 2 AND FUEL LINE. WOULD I NEED TO REPLACE ANYTHING ELSE WITH INJECTOR NUMBER 2 AND FUEL LINE?
3/23/2011	11:19	ADVISED THE DEALER TO REPLACE THE FUEL INJECTOR AND THE FUEL LINE.

Activity Date	Activity Time	Activity Comments
3/23/2011	10:42	VEHICLE GOT TOWED IN FOR A FUEL LEAK. LOOKED OVER VEHICLE AND SEEMS TO BE POURING OUT OF INJECTOR NUMBER 2 AND FUEL LINE. WOULD I NEED TO REPLACE ANYTHING ELSE WITH INJECTOR NUMBER 2 AND FUEL LINE?
3/23/2011	10:42	ISSUE OPENED BY DEALERSHIP

VW File Number 726187

TREAD Part ID 2440

Open Date 3/29/2011

Model	Model Year	VIN	Vehicle Mileage
AUDI A3 2.0T TDI	2011	WAUJBFBM6BA [REDACTED]	6046

Workshop Finding

2 FUEL INJECTOR AND LINE
LEAKING.

Consultant's Closing Comments

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Activity Date	Activity Time	Activity Comments
4/12/2011	08:16	REPLACED INJECTOR AND LINE. RETOURQUED OTHER LINES/INJECTORS THANX
3/29/2011	10:14	WORKSHOP FINDINGS: 2 FUEL INJECTOR AND LINE LEAKING.
3/29/2011	10:14	CUSTOMER COMMENTS: CUSTOMER STATES SMALL PUDDLE ON GARAGE FLOOR. FOUND FUEL LINE CYL 2 LEAKING AT COMPRESSION JUNCTION.
3/29/2011	10:14	ADVISED TO REPLACE THE FUEL INJECTOR AND FUEL LINE. TORQUE THE LINE FOR CYLINDER #2 AND ALL OTHER CYLINDERS TO 25 NM. UPDATE THE CONTACT AND CALL BACK AS NEEDED. THANKS RAY
3/29/2011	10:00	ISSUE OPENED BY DEALERSHIP
3/29/2011	10:00	CUSTOMER STATES SMALL PUDDLE ON GARAGE FLOOR. FOUND FUEL LINE CYL 2 LEAKING AT COMPRESSION JUNCTION.

VW File Number 727786

TREAD Part ID 2340

Open Date 4/1/2011

Model	Model Year	VIN	Vehicle Mileage
NCS NEW JETTA TDI 2.0 AUTO 50	2011	3VWLL7AJ6BM [REDACTED]	5591

Workshop Finding

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Consultant's Closing Comments

TAKE FUEL SAMPLE REPLACE LINE RETURNED TO
CUSTOMER

Activity Date	Activity Time	Activity Comments
4/8/2011	14:00	ISSUE UPDATED
4/8/2011	14:00	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
4/8/2011	11:59	TAKE FUEL SAMPLE REPLACE LINE RETURNED TO CUSTOMER
4/1/2011	08:53	CUSTOMER COMMENTS: 2011 TDI JETTA LEAKING FUEL FROM LINE AT TOP OF #2 INJECTOR.
4/1/2011	08:53	ADVISED THE DEALER TO REPLACE THE FUEL INJECTOR AND THE FUEL LINE. ADVISED THE DEALER THAT A FUEL SAMPLE CONTAINER WILL BE SENT TO THE DEALERSHIP. PLEASE HOLD THE VEHICLE UNTIL THE FUEL SAMPLE CONTAINER HAS ARRIVED.
4/1/2011	08:38	ISSUE OPENED BY DEALERSHIP
4/1/2011	08:38	2011 TDI JETTA LEAKING FUEL FROM LINE AT TOP OF #2 INJECTOR.

VW File Number 727819

TREAD Part ID 2340

Open Date 4/1/2011

Model	Model Year	VIN	Vehicle Mileage
A5 JETTA SED 2.0 TDI AUTO TIP	2009	3VWRL71K29M [REDACTED]	32912

Workshop Finding

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Consultant's Closing Comments

REPLACE THE INJECTOR
LINE.

Activity Date	Activity Time	Activity Comments
4/5/2011	14:12	ISSUE UPDATED
4/5/2011	14:12	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
4/5/2011	11:16	TOLD PARTS AND SERVICE MANAGER WHAT WAS GOING ON AND WILL TAKE THE PROPER PROCEDURES TO MAKE SURE EVERYTHING IS TAKIN CAR OF.
4/4/2011	17:35	SUBMITTED PART RELEASE FORM. LINE WILL BE SENT BACK TO A.H.
4/4/2011	17:27	WONDERING WHAT TO DO WITH PART IF TECH LINE WANTS IT!
4/1/2011	09:43	ADVISE TECH TO REPLACE THE INJECTOR LINE.
4/1/2011	09:31	ISSUE OPENED BY DEALERSHIP
4/1/2011	09:31	CUSTOMER STATES THAT THERE IS A FUEL SMELL FROM VEHICLE. FOUND CYLINDER #2 INJECTOR PIPE LEAKING FUEL OUT OF THE BEND WHERE MY FINGER IS. THIS WILL BE LIKE THE FOURTH OR FIFTH ONE IVE REPLACED ON NEWER 08-10 TDI JETTAS. ITS ALWAYS #2 AND I JUST REPLACE THE PIPE, BLEED SYSTEM, AND VEHICLE IS FINE, SO I DONT CALL TECH LINE CAUSE ITS AN OBVIOUS REPAIR. I ALWAYS CHECK TO SEE IF THERE WERE ANY TECH TIPS, TSB'S, OR RECALLS ON IT AND I NEVER FIND ANY. WAS WONDERING IF YOU HAVE EVER HEARD ABOUT THIS PROBLEM AND MAYBE TELL ME IF THERE IS GOING TO BE A RECALL ON THE PIPE OR SOMETHING? I ALREADY ORDERED THE PIPE FOR THIS CAR AND IT WILL BE REPAIRED AND ON THE ROAD AS SOON AND THE PART GETS HERE.

VW File Number 729085

TREAD Part ID 2330

Open Date 4/5/2011

Model	Model Year	VIN	Vehicle Mileage
JETTA 2.0L 140 HP TDI MAN	2010	3VWRL7AJXAM [REDACTED]	34521

Workshop Finding

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Consultant's Closing Comments

REPLACE FUEL LINE, ALLOW VEHICLE TO IDLE FOR ROUGHLY 20 MINUTES FOUND NO LEAK. TEST DROVE RECHECK LEAK IS FIXED

Activity Date	Activity Time	Activity Comments
4/6/2011	16:12	ISSUE UPDATED
4/6/2011	16:12	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
4/6/2011	09:05	REPLACE FUEL LINE, ALLOW VEHICLE TO IDLE FOR ROUGHLY 20 MINUTES FOUND NO LEAK. TEST DROVE RECHECK LEAK IS FIXED
4/5/2011	11:42	HI STEVE, PLEASE REPLACE THE INJECTOR LINE. THE LINE WILL NEED TO BE SHIPPED INTO THE WARRANTY TEST CENTER. THANKS, SKIP
4/5/2011	11:41	ISSUE UPDATED
4/5/2011	11:41	CUSTOMER COMMENTS: CUSTOMER STATES FUEL IS LEAKING FROM VEHICLE. CUSTOMER TOW VEHICLE IN, FOUND FUEL LEAKING FROM CYLINDER TWO FUEL LINE ON INJECTOR SIDE
4/5/2011	11:25	ISSUE OPENED BY DEALERSHIP
4/5/2011	11:25	CUSTOMER STATES FUEL IS LEAKING FROM VEHICLE. CUSTOMER TOW VEHICLE IN, FOUND FUEL LEAKING FROM CYLINDER TWO FUEL LINE ON INJECTOR SIDE

VW File Number 729166

TREAD Part ID 2330

Open Date 4/5/2011

Model	Model Year	VIN	Vehicle Mileage
JETTA WAG 2.0L TDI AUTO TIP	2011	3VWPL7AJ5BM [REDACTED]	5074

Workshop Finding

2 CYL WAS LEAKING, BUT THE TECH HAS ALREADY TIGHTEN THE FITTING.

Consultant's Closing Comments

E: REPLACE INJECTOR AND RAIL

Activity Date	Activity Time	Activity Comments
4/13/2011	14:37	ISSUE UPDATED
4/13/2011	14:37	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
4/13/2011	10:27	REPLACE INJECTOR AND RAIL
4/13/2011	10:11	EMAILED SERVICE MANAGER BILL, REQUESTING ASSISTANCE TO CLOSE VTA
4/12/2011	12:11	D1 SPOKE WITH CK IN SERVICE THE RO SHOWS CLOSED HE WILL HAVE THE TECH UPDATE AND CLOSE THE TICKET...D1
4/5/2011	12:52	WORKSHOP FINDINGS: 2 CYL WAS LEAKING, BUT THE TECH HAS ALREADY TIGHTEN THE FITTING.
4/5/2011	12:52	REPLACE THE FUEL INJECTOR FOR #2 AND THE FUEL LINE. ADVISED THE DEALER THAT A FUEL SAMPLE CONTAINER WILL BE SENT TO THE DEALERSHIP. PLEASE HOLD THE VEHICLE UNTIL THE FUEL SAMPLE CONTAINER HAS ARRIVED.
4/5/2011	12:52	CUSTOMER COMMENTS: THE CUSTOMER IS COMPLAING THAT THERE IS SMOKE COMING FROM THE ENGINE AND THERE IS A RAW FUEL SMELL COMMING THROUGH THE VENTS. I FOUND THAT WHERE THE CYLINDER #2 INJECTOR AND THE FUEL RAIL MEET IS LEAKING. I AM GOIUNG TO REPLACE THE INJECTOR AND THE FUEL RAIL FOR THAT CYLINDER. I WENT TO ORDER THE PARTS AND MY SERVICE DIRECTOR TOLD ME THAT I SHOULD START A VTA CASE.
4/5/2011	12:34	THE CUSTOMER IS COMPLAING THAT THERE IS SMOKE COMING FROM THE ENGINE AND THERE IS A RAW FUEL SMELL COMMING THROUGH THE VENTS. I FOUND THAT WHERE THE CYLINDER #2 INJECTOR AND THE FUEL RAIL MEET IS LEAKING. I AM GOIUNG TO REPLACE THE INJECTOR AND THE FUEL RAIL FOR THAT CYLINDER. I WENT TO ORDER THE PARTS AND MY SERVICE DIRECTOR TOLD ME THAT I SHOULD START A VTA CASE.
4/5/2011	12:34	ISSUE OPENED BY DEALERSHIP

VW File Number 732370

TREAD Part ID 2440

Open Date 4/13/2011

Model	Model Year	VIN	Vehicle Mileage
AUDI A3 2.0T TDI	2010	WAUKJAFM1AA [REDACTED]	4688

Workshop Finding

THE TECHS STATES THAT #2 INJECTOR IS SPRAY AROUND THE UNION.

Consultant's Closing Comments

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Activity Date	Activity Time	Activity Comments
4/20/2011	18:31	CLOSE
4/20/2011	18:29	REPLACED DIESEL FUEL LINE AND FUEL INJECTOR
4/13/2011	09:23	WORKSHOP FINDINGS: THE TECHS STATES THAT #2 INJECTOR IS SPRAY AROUND THE UNION.
4/13/2011	09:23	I ADVISED THE TECH TO REPLACE THE FUEL INJECTOR AND THE HIGH PRESSURE LINE AS ONE UNIT. THANKS, BRETT
4/13/2011	09:23	CUSTOMER COMMENTS: FOUND FUEL INJECTION LINE #2 SPRAYING FUEL
4/13/2011	09:13	ISSUE OPENED BY DEALERSHIP
4/13/2011	09:13	FOUND FUEL INJECTION LINE #2 SPRAYING FUEL

VW File Number 732488

TREAD Part ID 2330

Open Date 4/13/2011

Model	Model Year	VIN	Vehicle Mileage
JETTA WAG 2.0L TDI AUTO TIP	2011	3VWPL7AJ2BM [REDACTED]	3056

Workshop Finding

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Consultant's Closing Comments

THE SHOP REPLACED THE #2 INJECTOR AND LINE FROM THE FUEL RAIL.

Activity Date	Activity Time	Activity Comments
4/18/2011	16:35	ISSUE UPDATED
4/18/2011	16:35	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
4/18/2011	09:42	REPLACED FUEL INJECTOR #2 AND FUEL LINE. NO LEAKS. TEST DROVE 8 MILES. NO PERFORMANCE ISSUES, NO DTC'S, NO LEAKS.
4/13/2011	20:16	THE SHOP WILL REPLACE THE #2 INJECTOR AND LINE.
4/13/2011	20:16	CUSTOMER COMMENTS: COUSTOMER STATES THAT A WHITE SMOKE WAS COMING OUT FROM UNDER THE HOOD AND STRONG ODOR OF DIESEL FUEL CAN BE SMELLED.
4/13/2011	11:23	ISSUE OPENED BY DEALERSHIP
4/13/2011	11:23	COUSTOMER STATES THAT A WHITE SMOKE WAS COMING OUT FROM UNDER THE HOOD AND STRONG ODOR OF DIESEL FUEL CAN BE SMELLED.

VW File Number 732560

TREAD Part ID 2330

Open Date 4/13/2011

Model	Model Year	VIN	Vehicle Mileage
NCS NEW JETTA TDI 2.0 AUTO 50	2011	3VWLL7AJ4BM [REDACTED]	7764

Workshop Finding

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Consultant's Closing Comments

VW ALLENDALE TECH CENTER LOOKED AT CAR, I REPLACED FUEL INJECTOR AND FUEL LINE TO #2 CYLINDER ,BLED SYSTEM AND RUNNING CAR NO LEAKS NOW.

Activity Date	Activity Time	Activity Comments
4/14/2011	19:08	ISSUE UPDATED
4/14/2011	19:08	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
4/14/2011	10:04	THANKS
4/14/2011	10:02	VW ALLENDALE TECH CENTER LOOKED AT CAR, I REPLACED FUEL INJECTOR AND FUEL LINE TO #2 CYLINDER ,BLED SYSTEM AND RUNNING CAR NO LEAKS NOW.
4/13/2011	19:28	THANK YOU FOR UPDATING THE VTA TICKET. IF YOU ARE IN NEED OF FURTHER TECHNICAL ASSISTANCE, PLEASE CALL US BACK AT 800-678-2389.
4/13/2011	15:29	ORDERED PARTS.
4/13/2011	14:02	ADVISED SAL TO ORDER THE FUEL LINE AND INJECTOR FOR CYLINDER #2. PLEASE HOLD OFF ON INSTALLATION UNTIL WE GET FURTHER DIRECTION ABOUT ON CAR ANALYSIS.
4/13/2011	12:37	SAL STATED THERE IS A SMALL CRACK VISIBLE ON THE FUEL LINE BY THE BEND. HE CAN SEE IT SPRAYING FUEL OUT OF THIS AREA. THE VEHICLE HAS NO PREVIOUS REPAIR HISTORY. ADVISED I WILL FORWARD THE CASE TO PRODUCT SUPPORT AND FOLLOW UP WITH FURTHER DIRECTIONS WITHIN THE NEXT COUPLE OF HOURS.
4/13/2011	12:37	CUSTOMER COMMENTS: CUSTOMER STATES FUEL LEAK.
4/13/2011	12:21	ISSUE OPENED BY DEALERSHIP
4/13/2011	12:21	CUSTOMER STATES FUEL LEAK.

VW File Number 734119

TREAD Part ID 2540

Open Date 4/18/2011

Model	Model Year	VIN	Vehicle Mileage
AUDI A3 2.0T TDI	2011	WAUJBFBM9BA [REDACTED]	8680

Workshop Finding

AUDI A3 2011 CBEA 2.0L TDI | CURRENT SOFTWARE 03L906019CT - 7273 | TECH TRIED TO WASH THE ENGINE COVER, BUT CAN NOT GET THE DIESEL FUEL AND ODOR COMPLETELY REMOVED.

Consultant's Closing Comments

REPLACED THE FUEL INJECTOR AND HARDLINE.

Activity Date	Activity Time	Activity Comments
4/26/2011	08:31	ISSUE UPDATED
4/26/2011	08:31	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
4/26/2011	08:20	I WAS ABLE TO REPLACE THE INJECTOR WIHOUT LOOSENING THE HARDLINE. THE ENGINE BAY HAS BEEN CLEANED AND THE CAR WAS RELEASED TO THE CUSTOMER. THANKS
4/18/2011	14:42	OUTBOUND CALL TO DAN (TECH). ASKING HIM TO REPLACE THE INJECTOR AND HARDLINE WITHOUT LOOSENING THE CONNECTING NUT. PRODUCT SUPPORT IS LOOKING TO GET A LEAKING INJECTOR WITH HARD LINE INTACT. PLEASE UPDATE CASE ONCE INJECTOR IS REMOVED. THANKS, SCOTT-AUDI TAC.
4/18/2011	11:23	WORKSHOP FINDINGS: AUDI A3 2011 CBEA 2.0L TDI CURRENT SOFTWARE 03L906019CT - 7273 TECH TRIED TO WASH THE ENGINE COVER, BUT CAN NOT GET THE DIESEL FUEL AND ODOR COMPLETELY REMOVED.
4/18/2011	11:23	CUSTOMER COMMENTS: CUSTOMER IS CONCERNED WITH STEAM COMING FROM UNDER HOOD AND A STRONG FUEL ODOR. VERIFIED VAPOR COMING FROM UNDER HOOD AND A STRONG FUEL ODOR. REMOVED ENGINE COVER AND STARTED ENGINE. NUMBER 2 INJECTOR IS LEAKING DIESEL FUEL AT THE HARD LINE CONNECTION. FOAM ON THE UNDERSIDE OF THE ENGINE COVER IS SATURATED WITH FUEL.
4/18/2011	11:23	ADVISED TECH TO REPLACE THE INJECTOR AND HARD LINE ON THE LEAKING CYLINDER (#2). ALSO PLEASE CHECK THE TORQUE ON THE OTHER LINES AT THE INJECTOR. IF ENGINE NEEDS TO BE REPLACED BECAUSE OF THE FUEL ODOR, THEN DO SO. THANKS, SCOTT-AUDI TAC.
4/18/2011	10:57	ISSUE OPENED BY DEALERSHIP
4/18/2011	10:57	CUSTOMER IS CONCERNED WITH STEAM COMING FROM UNDER HOOD AND A STRONG FUEL ODOR. VERIFIED VAPOR COMING FROM UNDER HOOD AND A STRONG FUEL ODOR. REMOVED ENGINE COVER AND STARTED ENGINE. NUMBER 2 INJECTOR IS LEAKING DIESEL FUEL AT THE HARD LINE CONNECTION. FOAM ON THE UNDERSIDE OF THE ENGINE COVER IS SATURATED WITH FUEL.

VW File Number 734136

TREAD Part ID 2340

Open Date 4/18/2011

Model	Model Year	VIN	Vehicle Mileage
NCS NEW JETTA TDI 2.0 AUTO 50	2011	3VWLL7AJ9BM [REDACTED]	4449

Workshop Finding

VERIFIED AND FOUND DESIEL FUEL LEAKING OUT #2 INJECTORS LINE. FOUND SOME WHAT LOOKS TO BE TEFLON TAPE WRAPPED AROUND END OH LINE. ATTACHED PICTURES!

Consultant's Closing Comments

REPLACED LINE AND INJECTOR.
THANKS

Activity Date	Activity Time	Activity Comments
4/20/2011	16:21	ISSUE UPDATED
4/20/2011	16:21	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
4/20/2011	08:59	REPLACED LINE AND INJECTOR. THANKS
4/18/2011	13:15	THANKS FOR THE UPDATE, PLEASE CALL BACK IF NEEDED OR CLOSE OUT VTA WHEN COMPLETED.
4/18/2011	12:33	ORDERED PARTS OVERNIGHT.
4/18/2011	12:13	WORKSHOP FINDINGS: VERIFIED AND FOUND DESIEL FUEL LEAKING OUT #2 INJECTORS LINE. FOUND SOME WHAT LOOKS TO BE TEFLON TAPE WRAPPED AROUND END OH LINE. ATTACHED PICTURES!
4/18/2011	12:13	CUSTOMER COMMENTS: CUSTOMER STATES THAT DESIEL FUEL IS LEAKING.
4/18/2011	12:13	ADVISED TECH TO REPLACE THE FUEL LINE AND THE FUEL INJECTOR THEN PRIME THE FUEL SYSTEM, ADAPT THE INJECTOR AND CLOSE OUT VTA. ALSO ADVISED TECH I WILL BE SENDING PARTS RETURN REQUEST ATTN. BOBBY MONIZ BOB.MONIZ@MATTIEIMPORTS.COM
4/18/2011	11:16	ISSUE OPENED BY DEALERSHIP
4/18/2011	11:16	CUSTOMER STATES THAT DESIEL FUEL IS LEAKING. VERIFIED AND FOUND DESIEL FUEL LEAKING OUT #2 INJECTORS LINE. FOUND SOME WHAT LOOKS TO BE TEFLON TAPE WRAPPED AROUND END OH LINE. ATTACHED PICTURES!

VW File Number 734238

TREAD Part ID 2330

Open Date 4/18/2011

Model	Model Year	VIN	Vehicle Mileage
NCS NEW JETTA TDI 2.0 AUTO 50	2011	3VWLL7AJXBM [REDACTED]	4773

Workshop Finding

INSPECT AND FOUND LARGE FUEL LEAK AT #2 INJECTOR WHERE PIPE ATTACHES, REMOVED PIPE AND INSPECT NO CRACKS VISIBLE.

Consultant's Closing Comments

REPLACED INJECTOR AND LINE. COMPLETE. | CASE FOWARED TO MIKE S FOR FUEL SAMPLE RETURN INFO.

Activity Date	Activity Time	Activity Comments
4/20/2011	14:34	ISSUE UPDATED
4/20/2011	14:34	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
4/20/2011	12:16	GOT IT THANKS
4/19/2011	15:41	THANK YOU FOR THE UDATE. PLEASE CALL IN IF NEEDED OR CLOSE OUT THE VTA WHEN REPAIR COMPLETED.
4/19/2011	14:31	PARTS ON LEAK GONE.HAVE FUEL SAMPLE AND CONTAINER.NEED RETURN INSTRUCTIONS TO DUSTIN@DIXONFLMVM.COM
4/18/2011	12:57	WORKSHOP FINDINGS: INSPECT AND FOUND LARGE FUEL LEAK AT #2 INJECTOR WHERE PIPE ATTACHES, REMOVED PIPE AND INSPECT NO CRACKS VISIBLE.
4/18/2011	12:57	CUSTOMER COMMENTS: CUSTOMER STATES NO START AND DIESEL FUEL LEAK.
4/18/2011	12:57	ADVISED THE DEALER TO REPLACE THE FUEL INJECTOR AND THE FUEL LINE. ADVISED THE DEALER THAT A FUEL SAMPLE CONTAINER WILL BE SENT TO THE DEALERSHIP. PLEASE HOLD THE VEHICLE UNTIL THE FUEL SAMPLE CONTAINER HAS ARRIVED.
4/18/2011	12:39	ISSUE OPENED BY DEALERSHIP
4/18/2011	12:39	CUSTOMER STATES NO START AND DIESEL FUEL LEAK.INSPECT AND FOUND LARGE FUEL LEAK AT #2 INJECTOR WHERE PIPE ATTACHES, REMOVED PIPE AND INSPECT NO CRACKS VISIBLE.

VW File Number 734443

TREAD Part ID 2340

Open Date 4/18/2011

Model	Model Year	VIN	Vehicle Mileage
NCS NEW JETTA TDI 2.0 AUTO 50	2011	3VWLL7AJ1BM	5922

Workshop Finding

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Consultant's Closing Comments

INSTALLED FUEL LINE FOR INJECTOR TWO. CAR HAS NO MORE FUEL LEAKS. THANKS FOR ALL THE HELP.

Activity Date	Activity Time	Activity Comments
4/20/2011	10:56	SUBMITTED PART RELEASE FORM.
4/18/2011	15:55	ISSUE OPENED BY DEALERSHIP
4/18/2011	16:13	CUSTOMER COMMENTS: CUSTOMER STATED GLOW PLUG CAME ON FLASHING. CHECKED AND FOUND FAULT CODE P0087. WHILE LOOKING OVER CAR FOUND BAD DIESEL FUEL LEAK FROM FUEL INJECTOR LINE NUMBER 3. SHOULD FUEL LINE 3 BE REPLACED OR ALL INJECTOR LINES BE REPLACED?
4/18/2011	16:13	TECH STATES THE FUEL LINE AND FITTINGS HAVE NOT BEEN DISTURBED. ADVISED TECH TO SET THE VEHICLE ASIDE AND AWAIT FURTHER DIRECTION. FORWARDED CASE TO WESTLAKE AND PRODUCT SUPPORT FOR REVIEW.
4/18/2011	17:18	TECH TO ATTACH PICTURE OF THE LEAKING LINE.
4/19/2011	14:50	PHOTOS OF LEAKING FUEL INJECTOR LINE 3
4/19/2011	19:26	ISSUE UPDATED
4/18/2011	15:55	CUSTOMER STATED GLOW PLUG CAME ON FLASHING. CHECKED AND FOUND FAULT CODE P0087. WHILE LOOKING OVER CAR FOUND BAD DIESEL FUEL LEAK FROM FUEL INJECTOR LINE NUMBER 3. SHOULD FUEL LINE 3 BE REPLACED OR ALL INJECTOR LINES BE REPLACED?
4/20/2011	10:09	PARTS DEPARTMENT MANAGERS EMAIL IS RANDYMAY@YORKVW.COM. PARTS DOCUMENT NUMBER IS 1007798378.
4/22/2011	15:10	ISSUE UPDATED
4/21/2011	10:10	INSTALLED FUEL INJECTOR IN CYLINDER 3. AFTER REPAIRS AND RUNNING CAR FOUND THAT FUEL INJECTOR IN CYLINDER 2 IS LEAKING NOW. SHOULD REPAIRS FOR FUEL INJECTOR 2 BE PERFORMED SAME AS INJECTOR 3?
4/21/2011	10:21	SPOKE WITH BOB MINK AT WESTLAKE TC. ADVISED TECH TO REPLACE THE #2 FUEL INJECTOR LINE AND RETURN IT ALONG WITH THE #3 INJECTOR AND LINE.
4/21/2011	10:28	ORDERED FUEL INJECTOR LINE 2. LINE WILL BE HERE TOM.

Activity Date	Activity Time	Activity Comments
4/21/2011	14:24	THANKS KEEP US POSTED. PLEASE CALL BACK IF NECESSARY OR CLOSE THE VTA WHEN COMPLETE.
4/22/2011	13:32	INSTALLED FUEL LINE FOR INJECTOR TWO. CAR HAS NO MORE FUEL LEAKS. THANKS FOR ALL THE HELP.
4/22/2011	15:10	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
4/20/2011	09:11	TECH STATES THE LEAK IS COMING FROM THE FITTING BETWEEN THE #3 INJECTOR AND THE SUPPLY LINE TO IT. ADVISED TECH TO REPLACE BOTH THE INJECTOR AND THE LINE TOGETHER. DO NOT DISTURB THE FITTING BETWEEN THE LINE AND THE INJECTOR - LEAVE IT AS IS SO THE PART CAN BE ANALYZED WHEN WE RECEIVE IT. TECH TO ATTACH PARTS DEPT. EMAIL TO THE VTA CASE SO THE PART REQUEST FORM CAN BE SUBMITTED.

VW File Number 736990

TREAD Part ID 2440

Open Date 4/25/2011

Model	Model Year	VIN	Vehicle Mileage
JETTA 2.0L 140 HP TDI AUTO	2010	3VWAL7AJ8AM [REDACTED]	28631

Workshop Finding

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Consultant's Closing Comments

REPLACED THE #2
INJECTOR

Activity Date	Activity Time	Activity Comments
5/2/2011	17:58	ISSUE UPDATED
5/2/2011	17:58	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
5/2/2011	16:05	I REMOVED AND REPLACED THE #2 INJECTOR AND THE FUEL SUPPLY LINE TO THE INJECTOR. PROBLEM SOLVED. VEHICLE WAS REPAIRED AND RETURNED TO THE CUSTOMER
5/2/2011	15:52	D1 ~ VEHICLE COMPLETED/ DEALER TO CLOSE
4/25/2011	16:24	CUSTOMER COMMENTS: THIS IS A TDI VEHICLE THAT WAS TOWED IN DUE TO A FUEL LEAK. FUEL IS LEAKING FROM THE #2 INJECTOR AND SUPPLY HOSE. IT IS A LARGE FULE LEAK FROM WHERE THE STEEL LINE MEETS THE INJECTOR. THIS IS THE SECOND VEHICLE I'VE SEEN LIKE THIS IN THE LAST WEEK, THE LAST WAS REPAIRED WITH A NEW INJECTOR AND LINE. HOWEVER I'M SURE YOU WANTED TO BE AWARE OF THE PROBLEM SO I'M CREATING A TICKET
4/25/2011	16:24	ADVISE TECH TO REPLACE THE FUEL LINE AND THE INJECTOR
4/25/2011	12:53	THIS IS A TDI VEHICLE THAT WAS TOWED IN DUE TO A FUEL LEAK. FUEL IS LEAKING FROM THE #2 INJECTOR AND SUPPLY HOSE. IT IS A LARGE FULE LEAK FROM WHERE THE STEEL LINE MEETS THE INJECTOR. THIS IS THE SECOND VEHICLE I'VE SEEN LIKE THIS IN THE LAST WEEK, THE LAST WAS REPAIRED WITH A NEW INJECTOR AND LINE. HOWEVER I'M SURE YOU WANTED TO BE AWARE OF THE PROBLEM SO I'M CREATING A TICKET
4/25/2011	12:53	ISSUE OPENED BY DEALERSHIP

VW File Number 737700

TREAD Part ID 2330

Open Date 4/26/2011

Model	Model Year	VIN	Vehicle Mileage
NCS NEW JETTA TDI 2.0 AUTO 50	2011	3VWLL7AJ1BM [REDACTED]	3749

Workshop Finding

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Consultant's Closing Comments

DID NOT RECIEVE FUEL SAMPLE KIT, WAS ADVISE BY TECHNICAL ASSISTANCE TO REPLACED INJECTOR AND LINE AND RELEASE VEHICLE. REPLACED INJECTOR AND LINE, NO OTHER LEAKS FOUND.

Activity Date	Activity Time	Activity Comments
5/3/2011	11:25	THANK YOU FOR UPDATING THE TICKET. PLEASE CALL BACK IF FURTHER ASSISTANCE NEEDED
4/26/2011	15:10	ISSUE OPENED BY DEALERSHIP
4/26/2011	15:22	CUSTOMER COMMENTS: FUEL LEAKING FROM #2 INJECTOR SUPPLY LINE
4/26/2011	15:22	TECH HAS REMOVED FUEL LINE FROM VEHICLE. ADVISED TO REPLACE THE FUEL INJECTOR AND THE FUEL LINE. ADVISED THE DEALER THAT A FUEL SAMPLE CONTAINER WILL BE SENT TO THE DEALERSHIP. PLEASE HOLD THE VEHICLE UNTIL THE FUEL SAMPLE CONTAINER HAS ARRIVED.
4/26/2011	15:28	SENT PARTS SHIPPING REQUEST.
4/27/2011	09:14	PARTS ON SPECIAL ORDER
4/26/2011	15:10	FUEL LEAKING FROM #2 INJECTOR SUPPLY LINE
5/3/2011	11:17	WAITING ON FUEL SAMPLE KIT
5/6/2011	11:46	ISSUE UPDATED
5/3/2011	13:07	WAITING ON FUEL SAMPLE UPDATE AS OF TODAY.
5/5/2011	16:42	ADVISE DEALER WILL RESEARCH CONCERN.
5/5/2011	16:43	FUEL SAMPLE NOTE NEEDED AT THIS TIME.
5/5/2011	16:45	PLEASE RELEASE CAR TO CUSTOMER.

Activity Date	Activity Time	Activity Comments
5/6/2011	11:03	DID NOT RECIEVE FUEL SAMPLE KIT, WAS ADVISE BY TECHNICAL ASSISTANCE TO REPLACED INJECTOR AND LINE AND RELEASE VEHICLE. REPLACED INJECTOR AND LINE, NO OTHER LEAKS FOUND.
5/6/2011	11:46	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
4/27/2011	09:16	THANK YOU FOR THE UPDATE. PLEASE UPDATE TICKET WITH SHIPPING DOC # AND CALL BACK IF FURTHER ASSISTANCE NEEDED. PLEASE CLOSE TICKET IF VEHICLE IS LEAVING DEALERSHIP.

VW File Number 740314

TREAD Part ID 2440

Open Date 5/3/2011

Model	Model Year	VIN	Vehicle Mileage
AUDI A3 2.0T TDI	2011	WAUJBFBM2BA [REDACTED]	5571

Workshop Finding

THE TECH HAS THE FOLLOWING FAULTS: | | P0087 - RAIL FUEL PRESSURE TOO LOW | | 03L906019CT - 7273 | | THE TECH ADVISED ME THAT THE LINE IS TIGHT AND THAT IT IS LEAKING AT THE FITTING.

Consultant's Closing Comments

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Activity Date	Activity Time	Activity Comments
5/11/2011	10:00	REPLACED CYLINDER 2 INJECTOR AND FUEL LINE. FUEL LEAK IS GONE.
5/3/2011	17:34	NOTE: DOUBLE CHECK THE TORQUE ON THE OTHER INJECTORS TOO PLEASE.
5/3/2011	12:50	WORKSHOP FINDINGS: THE TECH HAS THE FOLLOWING FAULTS: P0087 - RAIL FUEL PRESSURE TOO LOW 03L906019CT - 7273 THE TECH ADVISED ME THAT THE LINE IS TIGHT AND THAT IT IS LEAKING AT THE FITTING.
5/3/2011	12:50	I ADVISED THE TECH TO REPLACE THE FUEL LINE AND INJECTOR AND RECHECK PROPER OPERATION. THANKS, BRETT
5/3/2011	12:50	CUSTOMER COMMENTS: DTC FOR LOW FUEL RAIL PRESSURE. MAJOR FUEL LEAK FROM CYLINDER 2 FUEL LINE CONNECTION TO INJECTOR WHILE ENGINE IS RUNNING. ALL CONNECTIONS ARE TIGHT.
5/3/2011	11:19	ISSUE OPENED BY DEALERSHIP
5/3/2011	11:19	DTC FOR LOW FUEL RAIL PRESSURE. MAJOR FUEL LEAK FROM CYLINDER 2 FUEL LINE CONNECTION TO INJECTOR WHILE ENGINE IS RUNNING. ALL CONNECTIONS ARE TIGHT.

VW File Number 741209

TREAD Part ID 2340

Open Date 5/4/2011

Model	Model Year	VIN	Vehicle Mileage
NCS NEW JETTA TDI 2.0 AUTO 50	2011	3VWLL7AJ2BM [REDACTED]	7846

Workshop Finding

FOUND FUEL COMING OUT OF ON TOP OF HIGH PRESSURE LINE ON TOP OF INJECTOR.
#2.

Consultant's Closing Comments

REPLACED INJECTOR AND FUEL
LINE.

Activity Date	Activity Time	Activity Comments
5/9/2011	08:51	THANK YOU FOR UPDATING THE TICKET. PLEASE CALL BACK IF FURTHER ASSISTANCE NEEDED
5/4/2011	14:57	ISSUE OPENED BY DEALERSHIP
5/4/2011	15:11	CUSTOMER COMMENTS: CUST STATES HAD TOWED, YELLOW FLUID LEAKING OUT.
5/4/2011	15:11	FUEL LINE HAS BEEN RETORQED. ADVISED THE DEALER TO REPLACE THE FUEL INJECTOR AND THE FUEL LINE. ADVISED THE DEALER THAT A FUEL SAMPLE CONTAINER WILL BE SENT TO THE DEALERSHIP. PLEASE HOLD THE VEHICLE UNTIL THE FUEL SAMPLE CONTAINER HAS ARRIVED.
5/4/2011	15:11	WORKSHOP FINDINGS: FOUND FUEL COMING OUT OF ON TOP OF HIGH PRESSURE LINE ON TOP OF INJECTOR. #2.
5/5/2011	09:02	S/O PARTS. DOC.# 1007847529. PART # 03L130301R, AND 03L130277A.
5/4/2011	14:57	CUST STATES HAD TOWED, YELLOW FLUID LEAKING OUT. FOUND FUEL COMING OUT OF ON TOP OF HIGH PRESSURE LINE ON TOP OF INJECTOR. #2.
5/7/2011	13:16	WAITING FOR CONTAINER TO ARRIVE FOR FUEL SAMPLE.
5/10/2011	16:53	ISSUE UPDATED
5/10/2011	10:08	CONTAINER STILL HAS NOT ARRIVED. CUSTOMER IS IN A LOANER. ANY IDEA WHEN WE SHOULD RECEIVE IT??
5/10/2011	10:20	STEVEN I HAVE FORWARDED INFO TO OUR P/S AND I WILL LET YOU KNOW ABOUT CONTAINER. THANK YOU
5/10/2011	10:35	THANKS
5/10/2011	11:29	ADVISED TO RELEASE VEHICLE TO CUSTOMER.

Activity Date	Activity Time	Activity Comments
5/10/2011	16:39	REPLACED INJECTOR AND FUEL LINE. RELEASING VEH. TO CUST. THANK YOU FOR YOUR TIME, AND HELP.
5/10/2011	16:53	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
5/5/2011	09:55	THANK YOU FOR UPDATING THE TICKET. PLEASE CALL BACK IF FURTHER ASSISTANCE NEEDED

VW File Number 742033

TREAD Part ID 2340

Open Date 5/6/2011

Model	Model Year	VIN	Vehicle Mileage
JETTA WAG 2.0L TDI AUTO TIP	2010	3VWTL7AJ7AM [REDACTED]	9216

Workshop Finding

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Consultant's Closing Comments

REPLACED #2 INJECTOR AND LINE ALSO HAD TO REPLACE #1 LINE AS WAS UNABLE TO REMOVE #2 INJECTOR AND LINE TOGETHER AS ONE WITHOUT DOING THIS OK NOW CUST TOOK CAR

Activity Date	Activity Time	Activity Comments
5/13/2011	13:50	ISSUE UPDATED
5/13/2011	13:50	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
5/13/2011	13:41	REPLACED #2 INJECTOR AND LINE ALSO HAD TO REPLACE #1 LINE AS WAS UNABLE TO REMOVE #2 INJECTOR AND LINE TOGETHER AS ONE WITHOUT DOING THIS OK NOW CUST TOOK CAR
5/13/2011	13:05	D1
5/13/2011	13:04	SPOKE WITH MIKE, VEHICLE COMPLETED. TECH TO CLOSE TICKET. IF YOU ARE STILL IN NEED OF TECHNICAL ASSISTANCE OR DISCUSSION, PLEASE CALL INTO THE HELPLINE AT 800-678-2389. IF THE CAR IS LEAVING THE DEALERSHIP, PLEASE CLOSE THE TICKET WITH A RESOLUTION.
5/6/2011	10:24	ADVISED TECH WHEN REMOVING FUEL INJECTOR AND LINE TO PLEASE CONNECTION UNTOUCHED.
5/6/2011	10:13	SENT PARTS SHIPPING REQUEST.
5/6/2011	10:08	CUSTOMER COMMENTS: CAR TOWED IN LEAKING FUEL FROM 2 INJECTOR WHERE LINE CONNECT
5/6/2011	10:08	ADVISED THE DEALER TO ORDER THE FUEL INJECTOR AND THE FUEL LINE AND SET VEHICLE ASIDE. ADVISED THE DEALER THAT A FUEL SAMPLE CONTAINER WILL BE SENT TO THE DEALERSHIP. PLEASE HOLD THE VEHICLE UNTIL THE FUEL SAMPLE CONTAINER HAS ARRIVED. FORWARDED TO P/S.
5/6/2011	09:54	ISSUE OPENED BY DEALERSHIP
5/6/2011	09:54	CAR TOWED IN LEAKING FUEL FROM 2 INJECTOR WHERE LINE CONNECT

VW File Number 742421

TREAD Part ID 2330

Open Date 5/6/2011

Model	Model Year	VIN	Vehicle Mileage
A5 JETTA SED 2.0 TDI AUTO TIP	2009	3VWRL71K19M [REDACTED]	63524

Workshop Finding

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Consultant's Closing Comments

REPLACED FUEL LINE AND
INJECTOR

Activity Date	Activity Time	Activity Comments
5/12/2011	19:40	ISSUE UPDATED
5/12/2011	19:40	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
5/12/2011	16:20	SENT OFF FUEL SAMPLE AND RETURNED VEHICLE TO CUSTOMER
5/9/2011	16:07	CALLED DAN TO FOLLOW UP. THEY HAD ALREADY REMOVED THE FUEL LINE SINCE FRIDAY TO DIAGNOSE THE SOURCE OF THE LEAK. ADVISED TO REPLACE THE FUEL LINE AND INJECTOR. A FUEL SAMPLE KIT WILL BE SENT TO THE DEALER TO OBTAIN A FUEL SAMPLE FROM THE VEHICLE.
5/6/2011	18:53	CUSTOMER COMMENTS: VEHICLE CAME IN WITH FUEL LEAK LINE LEAKING AT # 2 HARD LINE TO INJECTOR CONNECTION, LOOKS LIKE SMALL CRACK IN LINE
5/6/2011	18:53	ADVISED DAN TO PLEASE HOLD OFF ON THIS REPAIR UNTIL MONDAY. I WILL CALL BACK WITH FURTHER DIRECTION FROM PRODUCT SUPPORT. IN THE MEANTIME, PLEASE ORDER A FUEL LINE AND INJECTOR. THANK YOU.
5/6/2011	18:41	VEHICLE CAME IN WITH FUEL LEAK LINE LEAKING AT # 2 HARD LINE TO INJECTOR CONNECTION, LOOKS LIKE SMALL CRACK IN LINE
5/6/2011	18:41	ISSUE OPENED BY DEALERSHIP

VW File Number 742625

TREAD Part ID 2340

Open Date 5/9/2011

Model	Model Year	VIN	Vehicle Mileage
JETTA WAG 2.0L TDI AUTO TIP	2011	3VWPL7AJ2BM [REDACTED]	2450

Workshop Finding

FUEL LEAKING FROM CYLINDER 2 INJECTOR. TECH STATES CR
TDI

Consultant's Closing Comments

REPLACED INJECTOR AND FUEL
LINE

Activity Date	Activity Time	Activity Comments
5/11/2011	11:05	WAITING ON FUEL SAMPLE CONTAINER
5/9/2011	10:51	ISSUE OPENED BY DEALERSHIP
5/9/2011	10:59	ADVISED THE DEALER TO REPLACE THE FUEL INJECTOR AND THE FUEL LINE. ADVISED THE DEALER THAT A FUEL SAMPLE CONTAINER WILL BE SENT TO THE DEALERSHIP. PLEASE HOLD THE VEHICLE UNTIL THE FUEL SAMPLE CONTAINER HAS ARRIVED.
5/9/2011	10:59	CUSTOMER COMMENTS: STRONG FUEL ODOR SMELL, POSSIBLE LEAK ON RIGHT FRONT
5/9/2011	10:59	PLEASE UPDATE TICKET WITH PART NUMBERS, PARTS MANAGER NAME, FAX, AND E- MAIL.
5/9/2011	10:59	WORKSHOP FINDINGS: FUEL LEAKING FROM CYLINDER 2 INJECTOR. TECH STATES CR TDI
5/9/2011	11:03	CALLED AND SPOKE TO TECH, PLEASE LEAVE THE CONNECTION AT THE INJECTOR AND FUEL LINE UN- DISTURBED.
5/9/2011	10:51	FUEL LEAKING FROM CYLINDER 2 INJECTOR
5/9/2011	19:13	SEND PART REQUEST TO WARRANTY TEST CENTER
5/17/2011	19:08	ISSUE UPDATED
5/11/2011	18:32	THANKS FOR THE UPDATE, PLEASE CALL AND CHECK IN IF FURTHER ASSISTANCE IS NEEDED.
5/16/2011	16:43	ATTEMPTED TO CHECK STATUS OF CAR, NO ANSWER WHEN TRANSFERRED TO SERVICE.

Activity Date	Activity Time	Activity Comments
5/16/2011	17:44	D1 - SPOKE TO ERIC, REPAIRS HAVE BEEN COMPLETED. LEFT MESSAGE ASKING TECH TO CLOSE TICKET.
5/17/2011	08:56	RCM SENT E-MAIL TO SERVICE MANAGER REQUESTING HELPLINE TICKET CLOSURE. ADVISED DEALER IF VEHICLE IS STILL DOWN AND/OR NOT REPAIRED TO CONTACT TECHLINE AND/OR QTM.
5/17/2011	09:10	TECH STILL WAITING FOR THE FUEL SAMPLE CONTAINER TO ARRIVE, WILL CLOSE THE VTA NOW AND WAIT FOR THE CONTAINER. THANK YOU FOR YOUR SUPPORT.
5/17/2011	19:08	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
5/9/2011	11:14	INJECTOR PART# 03L 130 277A, FUEL LINE PART# 03L130235S, PARTS MANAGER IS JIM BRELAND, JBRELAND@BOARDWALKAG.COM, FAX# 214-632-2054

VW File Number 743801**TREAD Part ID** 2330**Open Date** 5/11/2011

Model	Model Year	VIN	Vehicle Mileage
JETTA 2.0L 140 HP TDI AUTO	2010	3VWAL7AJ7AM [REDACTED]	15688

Workshop Finding

TECH STATES THAT HE REMOVED THE LEAKING LINE AND INSPECTED WITH NO CONCERNS SEEN. HE STATES THAT HE RE-INSTALLED THE LINE WITH NO CHANGE.

Consultant's Closing Comments

REPLACED #2 INJ. AND #2 INJ. LINE. ROAD TEST OPERATING AT FACTORY SPEC. TOOK FUEL SAMPLE. CUST. NEEDED CAR BACK SO CAR IS NOT HEAR.

Activity Date	Activity Time	Activity Comments
5/16/2011	14:04	ISSUE UPDATED
5/16/2011	14:04	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
5/16/2011	13:57	REPLACED #2 INJ. AND #2 INJ. LINE. ROAD TEST OPERATING AT FACTORY SPEC. TOOK FUEL SAMPLE. CUST. NEEDED CAR BACK SO CAR IS NOT HEAR.
5/11/2011	09:20	WORKSHOP FINDINGS: TECH STATES THAT HE REMOVED THE LEAKING LINE AND INSPECTED WITH NO CONCERNS SEEN. HE STATES THAT HE RE-INSTALLED THE LINE WITH NO CHANGE.
5/11/2011	09:20	CUSTOMER COMMENTS: CUST. COMPL. VEHICLE BROKE DOWN, SMELLED DEISEL FUEL, LOST POWER AND GLOW PLUG LIGHT CAME ON, SMOKED UNDER HOOD, LEAKED FUEL. CHECK GIAG. FAULTS 5051/B GFF OO-PRINT. FOUND FAULT 00135/P0087 000 FUEL RAIL/SYSTEM PRESURE-TOO LOW. CK ENGINE AREA FOUND #2 INJ. LEAKING AT LINE FITTING. THERE IS 1 OPEN RECALL 23H1.
5/11/2011	09:20	ADVISED THE DEALER TO REPLACE THE FUEL INJECTOR AND THE FUEL LINE. ADVISED THE DEALER THAT A FUEL SAMPLE CONTAINER WILL BE SENT TO THE DEALERSHIP. PLEASE HOLD THE VEHICLE UNTIL THE FUEL SAMPLE CONTAINER HAS ARRIVED.
5/11/2011	09:07	ISSUE OPENED BY DEALERSHIP
5/11/2011	09:07	CUST. COMPL. VEHICLE BROKE DOWN, SMELLED DEISEL FUEL, LOST POWER AND GLOW PLUG LIGHT CAME ON, SMOKED UNDER HOOD, LEAKED FUEL. CHECK GIAG. FAULTS 5051/B GFF OO-PRINT. FOUND FAULT 00135/P0087 000 FUEL RAIL/SYSTEM PRESURE-TOO LOW. CK ENGINE AREA FOUND #2 INJ. LEAKING AT LINE FITTING. THERE IS 1 OPEN RECALL 23H1.

VW File Number 752355

TREAD Part ID 2301

Open Date 5/31/2011

Model	Model Year	VIN	Vehicle Mileage
NCS NEW JETTA TDI 2.0 AUTO 50	2011	3VWLL7AJXBM [REDACTED]	9692

Workshop Finding

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Consultant's Closing Comments

THE DEALER REPLACED THE COMPLETE ENGINE FOR ANALYSIS

Activity Date	Activity Time	Activity Comments
6/17/2011	12:37	ISSUE UPDATED
6/17/2011	12:37	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
6/17/2011	12:28	ENGINE IS IN VEHICLE AND COMPLETED THANKS FOR THE HELP
6/13/2011	15:39	ISSUE SENT TO DEALERSHIP
6/13/2011	13:29	RECIVED THE ENGINE TODAY WILL UPDATE AND CLOSE ONCE IT IS INSTALLED
6/7/2011	20:03	THE ENGINE WAS ORDERED BY PS
5/31/2011	19:55	THANKS
5/31/2011	19:55	ISSUE UPDATED
5/31/2011	19:55	CUSTOMER COMMENTS: 2011 JETTA TDI WITH A FUEL LEAK FROM THE INJECTOR METAL LINE CYLINDER 2
5/31/2011	18:57	ISSUE OPENED BY DEALERSHIP
5/31/2011	18:57	2011 JETTA TDI WITH A FUEL LEAK FROM THE INJECTOR METAL LINE CYLINDER 2

VW File Number 752363

TREAD Part ID 2301

Open Date 5/31/2011

Model	Model Year	VIN	Vehicle Mileage
NCS NEW JETTA TDI 2.0 AUTO 50	2011	3VWLL7AJ9BM [REDACTED]	6422

Workshop Finding

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Consultant's Closing Comments

THE DEALER REPLACED THE
ENGINE

Activity Date	Activity Time	Activity Comments
6/20/2011	19:04	ISSUE UPDATED
6/20/2011	19:04	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
6/18/2011	12:23	TEST DROVE ALL OK.
6/15/2011	21:33	ISSUE SENT TO DEALERSHIP
6/15/2011	18:32	ENGINE IN. INSTALLED NEW ENGINE. FOUND THROTTLE VALVE DAMAGED ON NEW ENGINE INSTALLED OLD THROTTLE BODY ON NEW ENGINE.
6/7/2011	20:03	THE ENGINE WAS ORDERED BY PS
5/31/2011	19:54	THANKS
5/31/2011	19:53	ISSUE UPDATED
5/31/2011	19:53	CUSTOMER COMMENTS: INSPECTED TOP OF ENGINE FOUND EVIDENCE OF DIESEL LEAKING. SERVICE MANAGER CALL QTM STATED TO WAIT FOR FURTHER INSTRUCTIONS. WAITING FOR FOLLOW UP FROM QTM.
5/31/2011	19:32	ISSUE OPENED BY DEALERSHIP
5/31/2011	19:32	INSPECTED TOP OF ENGINE FOUND EVIDENCE OF DIESEL LEAKING. SERVICE MANAGER CALL QTM STATED TO WAIT FOR FURTHER INSTRUCTIONS. WAITING FOR FOLLOW UP FROM QTM.

Model	Model Year	VIN	Vehicle Mileage
JETTA 2.0L 140 HP TDI AUTO	2010	3VWAL7AJXAM [REDACTED]	30179

Workshop Finding

INSPECTED VEHICLE ANY LEAKS AND FOUND RESIDUE FUEL SITTING ON TOP OF THE VALVE COVER.....APPEARS THAT THERE MITE BE A LEAK AROUND INJECTORS #2 & #4....PLEASE ADVISE...

Consultant's Closing Comments

REPLACED INJECTOR AND FUEL LINE

Activity Date	Activity Time	Activity Comments
6/7/2011	13:54	ISSUE UPDATED
6/7/2011	13:54	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
6/7/2011	13:53	SEND PART RELEASE.
6/6/2011	16:48	WILL CONTACT DEALER TOMORROW AM.
6/6/2011	15:46	CLOSING.....
6/6/2011	15:45	REPLACE #2 INJECTOR AND LINE....PLEASE SENT A PARTS REQUEST FORM THE MREPLOGLE@GOSSETT.COM (PARTS MANAGER)
6/6/2011	13:21	WAITING ON PARTS.
6/3/2011	15:15	CALLED TECH AND ADVISED TO REPLACE THE #2 FUEL INJECTOR AND LINE. ADVISED TO TRY AND REMOVE AS A UNIT WITHOUT DISTURBING CONNECTION THEN I WILL SEND A PARTS RETURN SHIPPING LABEL TO DEALER.
6/3/2011	15:01	ADVISED TECH I WILL FORWARD ALL CASE INFO TO ENGINEERING AND CALL HIM BACK WITH REPAIR DIRECTION ONCE I RECEIVE IT. TECHS CELL (901) 378-3600
6/3/2011	14:50	CLEAN ENGINE OFF WITH BRAKE CLEANER.....APPLY BABY POWDER OVER ALL FOUR INJECTORS AND TEST DROVE FOR 5 MLS....AREA STILL DRY....DROVE VEHICLE ON THE HIGHWAY FOR 8 MLS...FOUND THAT INJECTOR #2 IS LEAKING....
6/1/2011	17:50	WORKSHOP FINDINGS: INSPECTED VEHICLE ANY LEAKS AND FOUND RESIDUE FUEL SITTING ON TOP OF THE VALVE COVER.....APPEARS THAT THERE MITE BE A LEAK AROUND INJECTORS #2 & #4....PLEASE ADVISE...
6/1/2011	17:50	PLEASE VERIFY THE SOURCE OF THE FUEL LEAK.
6/1/2011	17:50	CUSTOMER COMMENTS: CUSTOMER STATES THERE IS A FUEL SMELL.....

Activity Date	Activity Time	Activity Comments
6/1/2011	17:40	ISSUE OPENED BY DEALERSHIP
6/1/2011	17:40	CUSTOMER STATES THERE IS A FUEL SMELL.....INSPECTED VEHICLE ANY LEAKS AND FOUND RESIDUE FUEL SITTING ON TOP OF THE VALVE COVER.....APPEARS THAT THERE MITE BE A LEAK AROUND INJECTORS #2 & #4....PLEASE ADVISE...

VW File Number 753915

TREAD Part ID 2440

Open Date 6/3/2011

Model	Model Year	VIN	Vehicle Mileage
AUDI A3 2.0T TDI	2011	WAUKJAFM3BA [REDACTED]	4505

Workshop Finding

THE TECH HAS THE FOLLOWING FAULTS: | | P0087 - RAIL FUEL PRESSURE TOO LOW | | 03L906019CT - 7971

Consultant's Closing Comments

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Activity Date	Activity Time	Activity Comments
6/10/2011	14:05	REPLACED INJECTOR AND LINE
6/3/2011	14:55	PLEASE CHECK THE TORQUE OF THE REMAINING INJECTORS AT THE TIME OF REPAIR. THANKS, BRETT
6/3/2011	14:53	I CALLED THE DEALER BACK ON JUNE 3, 2011 @ 2:51PM AND SPOKE WITH THE TECH. HE ADVISED ME THAT HE DID NOTHING TO IT YET. I ADVISED HIM THAT PRODUCT SUPPORT WANTS HIM TO REPLACE THE LINE AND INJECTOR AS ONE COMPLETE ASSEMBLY WITHOUT LOOSENING THE FITTING AT THE INJECTOR AND TO PACKAGE IT NEATLY AND IT WILL BE REQUESTED BACK IN THE FUTURE. THANKS, BRETT
6/3/2011	14:41	WORKSHOP FINDINGS: THE TECH HAS THE FOLLOWING FAULTS: P0087 - RAIL FUEL PRESSURE TOO LOW 03L906019CT - 7971
6/3/2011	14:41	I ADVISED THE TECH TO CHECK THE SEAT FOR THE INJECTOR AND LINE. IF THE LINE IS LEAKING TO REPLACE IT AND TORQUE IT TO 25NM AND RECHECK FOR LEAKS. THANKS, BRETT
6/3/2011	14:41	CUSTOMER COMMENTS: FUEL LEAKING FROM #2 INJECTOR AT LINE FITTING...SEE ATTACHED PHOTO
6/3/2011	13:31	ISSUE OPENED BY DEALERSHIP
6/3/2011	13:31	FUEL LEAKING FROM #2 INJECTOR AT LINE FITTING...SEE ATTACHED PHOTO

VW File Number 754229

TREAD Part ID 2330

Open Date 6/4/2011

Model	Model Year	VIN	Vehicle Mileage
JETTA 2.0L 140 HP TDI AUTO	2010	3VWAL7AJ0AM [REDACTED]	12629

Workshop Finding

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Consultant's Closing Comments

REPLACED FUEL INJECTOR AND
LINE

Activity Date	Activity Time	Activity Comments
6/10/2011	16:43	ISSUE UPDATED
6/10/2011	16:43	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
6/10/2011	14:43	REPLACED FUEL INJECTOR AND LINE
6/10/2011	13:05	D2 SPOKE TO LOIUS, VEHICLE IS CURRENTLY BEING WORKED ON.
6/4/2011	12:54	CUSTOMER COMMENTS: CUSTOMER STATES SMELLED DIESEL FUEL AND CAR SHUT OFF. FOUND NUMBER TWO INJECTOR LINE LEAKING AT INJECTOR PLEASE ADVISE
6/4/2011	12:54	ADVISED THE DEALER TO REPLACE THE FUEL INJECTOR AND THE FUEL LINE. ADVISED THE DEALER THAT A FUEL SAMPLE CONTAINER WILL BE SENT TO THE DEALERSHIP. PLEASE HOLD THE VEHICLE UNTIL THE FUEL SAMPLE CONTAINER HAS ARRIVED.
6/4/2011	12:45	ISSUE OPENED BY DEALERSHIP
6/4/2011	12:45	CUSTOMER STATES SMELLED DIESEL FUEL AND CAR SHUT OFF. FOUND NUMBER TWO INJECTOR LINE LEAKING AT INJECTOR PLEASE ADVISE

VW File Number 756425

TREAD Part ID 1009

Open Date 6/9/2011

Model	Model Year	VIN	Vehicle Mileage
JETTA WAG 2.0L TDI AUTO TIP	2010	3VWTL7AJ4AM [REDACTED]	33152

Workshop Finding

FOUND #2 INJECTOR LEAKING AT THE LINE TO THE INJECTOR. NOTHING HAS BEEN TOUCHED. LEAK IS FROM THE LINE TO THE INJECTOR CONNECTION.

Consultant's Closing Comments

TECH CELL 508.250.1176 | SOP
ENGINE

Activity Date	Activity Time	Activity Comments
6/27/2011	16:44	ISSUE UPDATED
6/27/2011	16:44	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
6/27/2011	08:31	MOTOR IS IN TRANSIT
6/15/2011	16:27	VEHICLE WAS DOWN WAITING ON PARTS. P2
6/15/2011	14:27	RESEARCH WITH PRODUCT SUPPORT, PLEASE SWAP THE HARNESS FROM THE OLD ENGINE WITHOUT DISTURBING THE FUEL LINES ON THE OLD ENGINE.
6/15/2011	14:14	ENCLOSED TWO PHOTOS OF SAID PROBLEM
6/15/2011	14:03	ISSUE SENT TO DEALERSHIP
6/15/2011	14:02	PLEASE TAKE A PICTURE AND ATTACH TO THE TICKET OR E-MAIL TO BRIAN.TANNER@VW.COM
6/15/2011	14:01	TECH STATES REPLACING THE ENGINE, HARNESS FROM ENGINE TO ECM IS 3 FEET TOO SHORT. PART NUMBER ON ENGINE IS 03L 100 021CE.
6/9/2011	12:37	WORKSHOP FINDINGS: FOUND #2 INJECTOR LEAKING AT THE LINE TO THE INJECTOR. NOTHING HAS BEEN TOUCHED. LEAK IS FROM THE LINE TO THE INJECTOR CONNECTION.
6/9/2011	12:37	CUSTOMER COMMENTS: C/S FUEL IS LEAKING ONTO THE GROUND.
6/9/2011	12:37	A2, ADVISE THE DEALER THAT THE VEHICLE BE LEFT UNTOUCHED WHILE VEHICLE INFO IS SENT OUT FOR REVIEW.
6/9/2011	12:25	ISSUE OPENED BY DEALERSHIP

Activity Date	Activity Time	Activity Comments
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6/9/2011	12:25	C/S FUEL IS LEAKING ONTO THE GROUND. FOUND #2 INJECTOR LEAKING AT THE LINE TO THE INJECTOR
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VW File Number 759672

TREAD Part ID 9752

Open Date 6/16/2011

Model	Model Year	VIN	Vehicle Mileage
JETTA WAG 2.0L TDI AUTO TIP	2011	3VWPL7AJ2BM [REDACTED]	7749

Workshop Finding

VERIFIED CONCERN. FOUND INJECTOR LINE FOR CYLINDER 2 IS LEAKING FUEL. CONTACTING VTA FOR REPAIR RECOMMENDATIONS.

Consultant's Closing Comments

TECH CELL: 440.382.4254 HARNESS ORDERED.

Activity Date	Activity Time	Activity Comments
6/21/2011	10:28	ALL PARTS HAVE ARRIVED. REPAIR WILL BE UNDER WAY TODAY.
6/16/2011	15:55	ISSUE OPENED BY DEALERSHIP
6/16/2011	15:58	CUSTOMER COMMENTS: CUSTOMER STATES VEHICLE HAS A FUEL LEAK.
6/16/2011	15:58	FORWARD INFORMATION TO ENGINEERING.
6/16/2011	15:58	ISSUE UPDATED
6/16/2011	15:58	WORKSHOP FINDINGS: VERIFIED CONCERN. FOUND INJECTOR LINE FOR CYLINDER 2 IS LEAKING FUEL. CONTACTING VTA FOR REPAIR RECOMMENDATIONS.
6/16/2011	16:24	ISSUE SENT TO DEALERSHIP
6/16/2011	16:24	WE WOULD LIKE THE COMPLETE ENGINE ASSEMBLY REPLACED, PLEASE DO NOT DISCONNECT ANY FUEL LINES ON THE ENGINE. VGOA WILL SEND DEALER A COMPLETE ENGINE, DEALER NEEDS TO ORDER AN ENGINE HARNESS TO INSTALL ON THE NEW ENGINE.
6/16/2011	15:55	CUSTOMER STATES VEHICLE HAS A FUEL LEAK. VERIFIED CONCERN. FOUND INJECTOR LINE FOR CYLINDER 2 IS LEAKING FUEL. CONTACTING VTA FOR REPAIR RECOMMENDATIONS.
6/17/2011	17:23	THANKS FOR THE UPDATE, PLEASE CALL AND CHECK IN IF FURTHER ASSISTANCE IS NEEDED.
6/25/2011	15:18	ISSUE UPDATED
6/21/2011	17:18	THANKS FOR THE UPDATE, PLEASE CALL BACK IF NEEDED OR CLOSE OUT VTA WHEN COMPLETED.
6/23/2011	13:27	D2 SPOKE TO MIKE, VEHICLE IS CURRENTLY BEING WORKED ON.

Activity Date	Activity Time	Activity Comments
6/24/2011	13:14	ENGINE IS COMPLETELY INSTALLED. STARTED ENGINE AND FOUND MASSIVE OIL LEAK FROM VACUUM PUMP ON HEAD. REMOVED VACUUM PUMP AND FOUND IT IS CRACKED. ALSO HAD DAMAGE TO THE ONE OF THE FLAP MOTORS UPON ENGINE DELIVERY. CALLING TO MAKE SURE IT IS OK TO REMOVE VACUUM PUMP FROM OLD ENGINE.
6/24/2011	13:17	TRANSFER TO VOICEMAIL
6/24/2011	14:36	ADVISED TECH TO ORDER A NEW VACUUM PUMP AND IMRC MOTOR. ADVISED TECH TO CHECK WITH SERVICE MANAGER OR PARTS MANAGER TO FIND OUT THE PROCESS FOR DEALING WITH PARTS THAT ARE DELIVERED AND DAMAGED BY THE CARRIER.
6/25/2011	10:46	COMPLETED ALL REPAIRS AS INSTRUCTED. AT THIS TIME THE VEHICLE OPERATES AS DESIGNED.
6/25/2011	15:18	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
6/16/2011	17:26	HARNESS ORDERED. WILL UPDATE WHEN ALL PARTS HAVE BEEN RECEIVED.

VW File Number 765526

TREAD Part ID 2330

Open Date 6/30/2011

Model	Model Year	VIN	Vehicle Mileage
NCS NEW JETTA TDI 2.0 AUTO 50	2011	3VWLL7AJ7BM [REDACTED]	7739

Workshop Finding

FOUND NUMBER 2 FUEL LINE HAS PINHOLE LEAK.

Consultant's Closing Comments

PARTS RETURN REQUEST HAS BEEN SUBMITTED. SPOKE TO MIKE STORMS, NO FUEL SAMPLE NEEDED. DW | | REPLACED FUEL INJECTOR AND LINE.

Activity Date	Activity Time	Activity Comments
7/8/2011	16:47	ISSUE UPDATED
7/8/2011	16:47	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
7/8/2011	09:10	VEHICLE REPAIRED AND RETURNED TO CUSTOMER
7/7/2011	13:10	D2 PER TODAY'S UPDATE.
7/7/2011	10:26	ADVISED TECH TO COMPLETE REPAIRS, NO FUEL SAMPLE IS NEEDED.
6/30/2011	16:28	ISSUE UPDATED
6/30/2011	16:17	WORKSHOP FINDINGS: FOUND NUMBER 2 FUEL LINE HAS PINHOLE LEAK.
6/30/2011	16:17	CUSTOMER COMMENTS: CUSTOMER STATES FUEL SMELL FROM MOTOR
6/30/2011	16:17	ADVISED THE DEALER TO REPLACE THE FUEL INJECTOR AND THE FUEL LINE. ADVISED THE DEALER THAT A FUEL SAMPLE CONTAINER WILL BE SENT TO THE DEALERSHIP. PLEASE HOLD THE VEHICLE UNTIL THE FUEL SAMPLE CONTAINER HAS ARRIVED.
6/30/2011	15:44	ISSUE OPENED BY DEALERSHIP
6/30/2011	15:44	CUSTOMER STATES FUEL SMELL FROM MOTOR FOUND NUMBER 2 FUEL LINE HAS PINHOLE LEAK.

VW File Number 776195

TREAD Part ID 2340

Open Date 7/26/2011

Model	Model Year	VIN	Vehicle Mileage
NCS NEW JETTA TDI 2.0 AUTO 50	2011	3VWLL7AJXBM [REDACTED]	3800

Workshop Finding

PUSHED CAR IN SCANNED CAR THROUGH GFF. WENT THROUGH FUNCTIONS AND RAN FUEL SYSTEM BLEEDING PROCEDURE AND FOUND NO LEAKS. STARTED CAR UP AND NOTICED FUEL COMING OUT OF LINE ON CYLINDER 2 FUEL LINE GOING TO INJECTOR FROM RAIL. WONDERING IF WE SHOULD REPALCE JUST THAT LINE OR ALL FOUR FUEL LINES.

Consultant's Closing Comments

REPLACED INJECTOR AND LINE. BLED FUEL SYSTEM AND VERIFIED NO FUEL LEAKING. COMPLETE.

Activity Date	Activity Time	Activity Comments
8/3/2011	13:50	ISSUE UPDATED
8/3/2011	13:50	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
8/3/2011	08:05	REPLACED INJECTOR AND LINE. BLED FUEL SYSTEM AND VERIFIED NO FUEL LEAKING
8/2/2011	10:38	D1. SPOKE TO ROXANNE IN SERVICE. VEHICLE IS DONE AND GONE. TECH TO CLOSE OUT VTA.
7/26/2011	14:59	WORKSHOP FINDINGS: PUSHED CAR IN SCANNED CAR THROUGH GFF. WENT THROUGH FUNCTIONS AND RAN FUEL SYSTEM BLEEDING PROCEDURE AND FOUND NO LEAKS. STARTED CAR UP AND NOTICED FUEL COMING OUT OF LINE ON CYLINDER 2 FUEL LINE GOING TO INJECTOR FROM RAIL. WONDERING IF WE SHOULD REPALCE JUST THAT LINE OR ALL FOUR FUEL LINES.
7/26/2011	14:59	CUSTOMER COMMENTS: CUSTOMER COMPLAINED OF FUEL SMELL IN CABIN AND NOTICED FUEL UNDERNEATH CAR.
7/26/2011	14:59	ADVISED THE DEALER TO REPLACE THE FUEL INJECTOR AND THE FUEL LINE. THE INJECTOR AND THE FUEL LINE WILL BE REQUESTED BACK.
7/26/2011	14:34	ISSUE OPENED BY DEALERSHIP
7/26/2011	14:34	CUSTOMER COMPLAINED OF FUEL SMELL IN CABIN AND NOTICED FUEL UNDERNEATH CAR. PUSHED CAR IN SCANNED CAR THROUGH GFF. WENT THROUGH FUNCTIONS AND RAN FUEL SYSTEM BLEEDING PROCEDURE AND FOUND NO LEAKS. STARTED CAR UP AND NOTICED FUEL COMING OUT OF LINE ON CYLINDER 3 FUEL LINE GOING TO INJECTOR FROM RAIL. WONDERING IF WE SHOULD REPALCE JUST THAT LINE OR ALL FOUR FUEL LINES.

VW File Number 777674

TREAD Part ID 2330

Open Date 7/28/2011

Model	Model Year	VIN	Vehicle Mileage
JETTA WAG 2.0L TDI AUTO TIP	2011	3VWPL7AJ8BM [REDACTED]	7224

Workshop Finding

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Consultant's Closing Comments

REPLACE THE FUEL INJECTOR AND THE FUEL LINE.

Activity Date	Activity Time	Activity Comments
8/3/2011	10:23	SALES DOC # IS 1008129029
7/28/2011	18:58	ISSUE OPENED BY DEALERSHIP
7/28/2011	19:02	CHECKED AND FOUND FUEL LEAK AT THE #2 INJECTOR THE FUEL IS COMING AROUND THE TOP OF THE NUT ON THE FUEL LINE. TRYED TO TITEN LINE STILL LEAKS TRYED TO MOVE LINE AND RESEAT LINE NO CHANGE.
7/28/2011	19:08	ADVISED THE DEALER TO REPLACE THE FUEL INJECTOR AND THE FUEL LINE. THE INJECTOR AND THE FUEL LINE WILL BE REQUESTED BACK.
7/28/2011	19:08	CUSTOMER COMMENTS: FUEL LEAK TOWED IN
7/28/2011	19:21	SENT PARTS SHIPPING REQUEST TO LORENA VARGAS VWPARTS@CONPAULOS.COM.
8/2/2011	18:10	SOME OF THE PARTS ARE BACK ORDERED.
7/28/2011	18:58	FUEL LEAK TOWED IN
8/3/2011	10:03	FOM IS REQUESTING SALES DOC NUMBER PLEASE TO BE PUT IN VTA
8/4/2011	14:17	ISSUE UPDATED
8/3/2011	11:13	THANK YOU FOR UPDATING THE TICKET. IF YOU ARE STILL IN NEED OF TECHNICAL ASSISTANCE OR DISCUSSION, PLEASE CALL INTO THE HELPLINE AT 800-678-2389. IF THE CAR IS LEAVING THE DEALERSHIP, PLEASE CLOSE THE TICKET WITH A RESOLUTION.
8/3/2011	11:18	CASE HAS BEEN REVIEWED BY FOM PARTS SHOULD BE AT DEALER
8/4/2011	10:56	REVIEWED BY FOM....CALLING SM

Activity Date	Activity Time	Activity Comments
8/4/2011	12:45	REVIEWED BY FOM....CALLING SM. P1
8/4/2011	13:01	GOT PART ON 8/3 IT CAME IN AFTER LAST UPDATE IN VTA GOT PART INSTALLED AND CODE TO CAR AND DID RECHECK TODAY AND CLEANED UP ALL THE SPILTED FUEL RETRUNING CAR TO THE CUSTOMER TODAY.
8/4/2011	13:02	CLOSE
8/4/2011	14:17	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
8/2/2011	20:06	THANK YOU FOR UPDATING THE TICKET. IF YOU ARE STILL IN NEED OF TECHNICAL ASSISTANCE OR DISCUSSION, PLEASE CALL INTO THE HELPLINE AT 800-678-2389. IF THE CAR IS LEAVING THE DEALERSHIP, PLEASE CLOSE THE TICKET WITH A RESOLUTION. IF THE CAR WILL BE WAITING AT THE DEALERSHIP ON PARTS, PLEASE UPDATE THE TICKET WITH THE PART NUMBER, DESCRIPTION OF PART AND SALES DOC # GIVEN TO YOU BY YOUR PARTS DEPARTMENT.

VW File Number 778843

TREAD Part ID 2440

Open Date 8/1/2011

Model	Model Year	VIN	Vehicle Mileage
A5 JETTA SED 2.0 TDI AUTO TIP	2009	3VWRL71K99M [REDACTED]	45082

Workshop Finding

RUN GFF FOUND CODE P0087 FUEL PRESSURE IN DISTRIBUTOR/SYSTEM TO LOW. FOUND #2 INJECTOR FEED PIPE LEAKING.

Consultant's Closing Comments

REPLACED FUEL INJECTOR.
COMPLETE.

Activity Date	Activity Time	Activity Comments
8/4/2011	17:30	ISSUE UPDATED
8/4/2011	17:30	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
8/4/2011	15:26	REPLACE # 2 INJECTOR AND FEED PIPE CODE ISA. CLEAN ENGINE AND UNDER CAR TEST DRIVE 10 MILES.
8/4/2011	14:04	ADAPT THE INJECTORS
8/4/2011	13:37	GUIDED FAULT FINDING > FUNCTION COMPONENT SELECTION > SYSTEMS CAPABLE OF SELF DIAGNOSIS > INJECTOR ISA CHECKING.
8/1/2011	18:10	WORKSHOP FINDINGS: RUN GFF FOUND CODE P0087 FUEL PRESSURE IN DISTRIBUTOR/SYSTEM TO LOW. FOUND #2 INJECTOR FEED PIPE LEAKING.
8/1/2011	18:10	CUSTOMER COMMENTS: - THE CUSTOMER COMPLAINED OF LOW POWER AND SMOKING FROM THE ENGINE COMPARTMENT.
8/1/2011	18:10	AT THIS TIME IT IS RECOMMENDED TO REPLACE THE #2 INJECTOR AS WELL AS ITS JUMPER LINE. ONCE INSTALLED, MAKE SURE TO CHANGE THE ISA CODING IN THE ECM FOR THE NEW INJECTOR. GUIDED FAULT FINDING > FUNCTION COMPONENT SELECTION > SYSTEMS CAPABLE OF SELF DIAGNOSIS > INJECTOR ISA CHECKING.
8/1/2011	18:01	RUN GFF FOUND CODE P0087 FUEL PRESSURE IN DISTRIBUTOR/SYSTEM TO LOW. FOUND #2 INJECTOR FEED PIPE LEAKING.
8/1/2011	18:01	ISSUE OPENED BY DEALERSHIP

VW File Number 781229

TREAD Part ID 2330

Open Date 8/5/2011

Model	Model Year	VIN	Vehicle Mileage
JETTA WAG 2.0L TDI AUTO TIP	2010	3VWTL7AJ9AM [REDACTED]	43938

Workshop Finding

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Consultant's Closing Comments

REPLACE THE FUEL INJECTOR AND LINE AND BLEED FUEL SYSTEM

Activity Date	Activity Time	Activity Comments
8/11/2011	18:53	ISSUE UPDATED
8/11/2011	18:53	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
8/11/2011	11:24	REPLACE THE FUEL INJECTOR AND LINE ADP NEW INJECTOR AND BLEED FUEL SYS. TEST DRIVE FOR 47 MILE AND RECHECK ALL OK.
8/6/2011	10:54	I HACE ALSO SENT YOU A PARTS RELEASE FORM
8/6/2011	10:53	ADVISED THE DEALER TO REPLACE THE FUEL INJECTOR THAT IS LEAKING AND THE FUEL LINE. THE INJECTOR AND THE FUEL LINE WILL BE REQUESTED BACK.
8/5/2011	20:23	SENT SOME PHOTO FOUND THE #1 INJECTOR HAS A LEAKE
8/5/2011	19:45	NEED TO TAKE PICTURES OF THE METAL IN THE SYSTEM AND IDENTIFY WHERE THE FUEL IS LEAKING FROM
8/5/2011	19:45	ISSUE UPDATED
8/5/2011	19:45	CUSTOMER COMMENTS: LOSS OF POWER WHILE DRIVING NO DTC CHECK AND FOUND THE INJECTOR IS LEAKING AND FOUND METAL SHAVINGS/DEBRIS IN THE FUEL FILTER
8/5/2011	19:29	LOSS OF POWER WHILE DRIVING NO DTC CHECK AND FOUND THE INJECTOR IS LEAKING AND FOUND METAL SHAVINGS/DEBRIS IN THE FUEL FILTER
8/5/2011	19:29	ISSUE OPENED BY DEALERSHIP

VW File Number 782493

TREAD Part ID 2340

Open Date 8/9/2011

Model	Model Year	VIN	Vehicle Mileage
NCS NEW JETTA TDI 2.0 AUTO 50	2011	3VWLL7AJ3BM [REDACTED]	8179

Workshop Finding

NUMBER 4 INJECTOR HAS A SMALL FUEL LEAK

Consultant's Closing Comments

TORQUED DOWN NUMBER 4 INJECTOR LINE. WAS ABLE TO TORQUE DOWN. TEST DROVE. SEEP HAS SLOWED BUT IS STILL PRESENT. NOW FUEL IS VISIBLE OUT OF THE TOP OF THE INJECTOR LINE BOLT. ORDERED NUMBER 4 INJECTOR LINE.

Activity Date	Activity Time	Activity Comments
8/11/2011	09:37	ISSUE UPDATED
8/11/2011	09:37	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
8/11/2011	09:20	TORQUED DOWN NUMBER 4 INJECTOR LINE. WAS ABLE TO TORQUE DOWN. TEST DROVE. SEEP HAS SLOWED BUT IS STILL PRESENT. NOW FUEL IS VISIBLE OUT OF THE TOP OF THE INJECTOR LINE BOLT. ORDERED NUMBER 4 INJECTOR LINE.
8/9/2011	17:34	WORKSHOP FINDINGS: NUMBER 4 INJECTOR HAS A SMALL FUEL LEAK
8/9/2011	17:34	TECH NEEDS TO TRY TIGHTENING THE NUT FOR NUMBER 4 INJECTOR AND RECHECK THE LEAK. IF LEAK IS STILL PRESENT, REMOVE THE LINE AND THE ELECTRICAL CONNECTOR AND CHECK FOR LEAKS AT INJECTOR ITSELF AND CALL BACK WITH RESULTS
8/9/2011	17:34	CUSTOMER COMMENTS: CYLINDER 4 INJECTOR HAS DIESEL FUEL AROUND SEAL FOR VALVE COVER.
8/9/2011	16:59	ISSUE OPENED BY DEALERSHIP
8/9/2011	16:59	CYLINDER 4 INJECTOR HAS DIESEL FUEL AROUND SEAL FOR VALVE COVER.

VW File Number 784029

TREAD Part ID 2340

Open Date 8/12/2011

Model	Model Year	VIN	Vehicle Mileage
JETTA WAG 2.0L TDI AUTO TIP	2011	3VWPL7AJ3BM [REDACTED]	9361

Workshop Finding

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Consultant's Closing Comments

REPLACED LINE AND REPLACED SOUND DEADNER FOR FUEL
SMELL

Activity Date	Activity Time	Activity Comments
8/18/2011	16:47	ISSUE UPDATED
8/18/2011	16:47	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
8/18/2011	12:31	REPLACED LINE AND REPLACED SOUND DEADNER FOR FUEL SMELL
8/12/2011	13:08	CUSTOMER COMMENTS: VEHICLE WILL NOT START,UP ON CHECKING FOUND #2 INJECTOR TO BE LRAKING FUEL,BETWEN INJECTOR AND FUEL LINE,NUT TO INJECTOR IS TIGHT,AND NO VISUAL DAMAGE TO LINE OR INJECTOR..
8/12/2011	13:08	ADVISED JOSE TO REPLACE THE INJECTOR AND FUEL LINE ON #2 CYLINDER. PLEASE SAVE THE FUEL LINE FOR PARTS RETURN.
8/12/2011	12:52	VEHICLE WILL NOT START,UP ON CHECKING FOUND #2 INJECTOR TO BE LRAKING FUEL,BETWEN INJECTOR AND FUEL LINE,NUT TO INJECTOR IS TIGHT,AND NO VISUAL DAMAGE TO LINE OR INJECTOR..
8/12/2011	12:52	ISSUE OPENED BY DEALERSHIP

VW File Number 784198

TREAD Part ID 2330

Open Date 8/12/2011

Model	Model Year	VIN	Vehicle Mileage
JETTA WAG 2.0L TDI AUTO TIP	2011	3VWPL7AJXBM [REDACTED]	10149

Workshop Finding

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Consultant's Closing Comments

CYL #2 LEAKING FROM FUEL LINE. REPLACE CYLINDER #2 FUEL LINE ONLY COMPLETE. FUEL LEAK CONCERN COMPLETE

Activity Date	Activity Time	Activity Comments
8/16/2011	16:58	ISSUE UPDATED
8/16/2011	16:58	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
8/16/2011	13:04	MISCOMMUNICATION BETWEEN TECH AND WRITER, THERE WAS A DIFFERENT VEHICLE WITH SAME MAKE/MODEL/COLOR AND WITH SAME CONCERN CYL #2 FUEL LINE LEAK. THIS VEHICLE FIRST TIME IN FOR THIS CONCERN. CYL #2 LEAKING FROM FUEL LINE. REPLACE CYLINDER #2 FUEL LINE ONLY COMPLETE. FUEL LEAK CONCERN COMPLETE
8/12/2011	15:20	CUSTOMER COMMENTS: CUSTOMER STATES VEHICLE IS LEAKING FUEL, INSPECT A FOUND FUEL LINE LEAKING.. VEHICLE WAS IN LAST VISIT AND FUEL LINE #2 CRACK AND WAS REPLACE.. NOW LEAKS LOOK LIKE FROM ALL LINES? REPLACE ALL 4 LINES? AND WHEN WILL RECALL TAKE PLACE FOR THESE LINE?
8/12/2011	15:20	ADVISED TECHNICIAN TO ISOLATE WHICH FUEL LINES ARE LEAKING AND REPLACE THE AFFECTED FUEL LINES AND INJECTORS.
8/12/2011	15:11	ISSUE OPENED BY DEALERSHIP
8/12/2011	15:11	CUSTOMER STATES VEHICLE IS LEAKING FUEL, INSPECT A FOUND FUEL LINE LEAKING.. VEHICLE WAS IN LAST VISIT AND FUEL LINE #2 CRACK AND WAS REPLACE.. NOW LEAKS LOOK LIKE FROM ALL LINES? REPLACE ALL 4 LINES? AND WHEN WILL RECALL TAKE PLACE FOR THESE LINE?

Field Report (FRED)

FRED Report Number 241183		Dealer 419410	Report Date 3/29/2010	
Make	Model	Model Year	VIN	Vehicle Mileage
Volkswagen	JETTA 2.0 TDI	2009	3VWRL71K19M[REDACTED]	52479
Reporter First	Reporter Last	Reporter Role	Engine Type	Transmission Type
DIRK	SCHLEEF	TFM/QTM	2.0L	Automatic
Part ID	Part ID Description	Part Group	Part Number Removed	Part Number Installed
2330	INJECTION LINE	23	03L130301R	03L130301R

Description of Symptoms
CUSTOMER STATES DIESEL LEAK FROM ENGINE AREA

Shop Diagnosis
FOUND FUEL LINE LEAKING

Repair Performed
REPLACE FUEL LINE

FRED Report Number243377

Dealer425155

Report Date6/14/2010

Make	Model	Model Year	VIN	Vehicle Mileage
Volkswagen	JETTA 2.0 TDI	2009	3VWRL71K19M	15959
Reporter First	Reporter Last	Reporter Role	Engine Type	Transmission Type
DALE	MARLOW	TFM/QTM	2.0L	Automatic
Part ID	Part ID Description	Part Group	Part Number Removed	Part Number Installed
2330	INJECTION LINE	23	?	?

Description of Symptoms

TECH FOUND FAULTS P0087 FUEL RAIL SYSTEM TOO LOW,P0191 FUEL RAIL PRESSURE SENSOR A CIRCUIT RANGE

Shop Diagnosis

TECH FOUND FUEL LEAK AT NUMBER 2 INJECTOR AND SUPPLY LINE.

Repair Performed

TECH REPLACED FUEL SUPPLY LINE TO NUMBER 2 INJECTOR.

FRED Report Number 253581		Dealer 401078	Report Date 1/18/2011	
Make	Model	Model Year	VIN	Vehicle Mileage
Volkswagen	JETTA WAGON 2.0 TDI	2010	3VWTL7AJ5AM[REDACTED]	33123
Reporter First	Reporter Last	Reporter Role	Engine Type	Transmission Type
CHRIS	GILKER	TFM/QTM	2.0L	Automatic
Part ID	Part ID Description	Part Group	Part Number Removed	Part Number Installed
2330	INJECTION LINE	23	?	03L130301R

Description of Symptoms

THE CUSTOMER HAS NOTED AN ODOR OF DIESEL FUEL.

Shop Diagnosis

THE FUEL LINE FOR CYLINDER NUMBER TWO LEAKS (SEE ATTACHED PICTURES AND VIDEO).

Repair Performed

THE FUEL INJECTOR LINES FOR ALL FOUR CYLINDERS HAVE BEEN REPLACED.

FRED Report Number 254676		Dealer 408070	Report Date 2/4/2011	
Make	Model	Model Year	VIN	Vehicle Mileage
Volkswagen	GOLF 2.0L TDI	2011	WVWDM7AJ4BW[REDACTED]	3634
Reporter First	Reporter Last	Reporter Role	Engine Type	Transmission Type
GREGORY	EDGE	TFM/QTM	2.0L	Automatic
Part ID	Part ID Description	Part Group	Part Number Removed	Part Number Installed
2330	INJECTION LINE	23	?	?

Description of Symptoms

CUSTOMER COMPLAINED OF A CHECK ENGINE LIGHT AND LOSS OF THROTTLE RESPONSE.

Shop Diagnosis

FAULTS P0087-001 AND P0087-004 WERE STORED IN MEMORY. FUEL IS LEAKING FROM UNDER THE NUT HOLDING FUEL LINE TO INJECTOR ON #2 CYLINDER.

Repair Performed

REPLACE #2 INJECTOR AND LINE.

FRED Report Number 255644		Dealer 401078	Report Date 2/22/2011	
Make	Model	Model Year	VIN	Vehicle Mileage
Volkswagen	JETTA WAGON 2.0 TDI	2010	3VWPL8AJ1AM[REDACTED]	20701
Reporter First	Reporter Last	Reporter Role	Engine Type	Transmission Type
CHRIS	GILKER	TFM/QTM	2.0L	Automatic
Part ID	Part ID Description	Part Group	Part Number Removed	Part Number Installed
2330	INJECTION LINE	23	03L130301S	03L130301R

Description of Symptoms

THE CUSTOMER HAS NOTED AN ODOR FROM THE ENGINE COMPARTMENT.

Shop Diagnosis

THE CONCERN HAS BEEN CONFIRMED (SEE ATTACHED PICTURES).

Repair Performed

THE CYLINDER NUMBER TWO HIGH PRESSURE LINE AND INJECTOR HAVE BEEN REPLACED.

FRED Report Number255726

Dealer403230

Report Date2/24/2011

Make	Model	Model Year	VIN	Vehicle Mileage
Volkswagen	JETTA WAGON 2.0 TDI	2011	3VWPL7AJ1BM	2578
Reporter First	Reporter Last	Reporter Role	Engine Type	Transmission Type
DOUG	SENAY	TFM/QTM	2.0L	Automatic
Part ID	Part ID Description	Part Group	Part Number Removed	Part Number Installed
2330	INJECTION LINE	23	?	?
Description of Symptoms				
"TECHNICIAN STATES" FUEL LINE LEAKING AT CYLINDER TWO INJECTOR.				
Shop Diagnosis				
"TECHNICIAN STATE" FUEL LEAKING AT NUT WHERE LINE CONNECTS TO INJECTOR.				
Repair Performed				
REPLACE INJECTOR LINE				

FRED Report Number 255921		Dealer 403325	Report Date 2/26/2011	
Make	Model	Model Year	VIN	Vehicle Mileage
Volkswagen	JETTA WAGON 2.0 TDI	2011	3VWPL7AJ9BM[REDACTED]	2345
Reporter First	Reporter Last	Reporter Role	Engine Type	Transmission Type
DOUG	SENAY	TFM/QTM	2.0L	Automatic
Part ID	Part ID Description	Part Group	Part Number Removed	Part Number Installed
2330	INJECTION LINE	23	?	?

Description of Symptoms

"CUSTOMER STATES" VEHICLE LEAKING FUEL. SMOKE COMING FROM UNDER HOOD.

Shop Diagnosis

REMOVED ENGINE COVER OBSERVED CYLINDER 2 PRESSURE LINE LEAKING.

Repair Performed

INSTALLED # 2 INJECTOR SEAL & FUEL LINE PROPERLY CODED TO ECM VIA SCAN TOOL.

FRED Report Number 256150		Dealer 406497	Report Date 3/1/2011	
Make	Model	Model Year	VIN	Vehicle Mileage
Volkswagen	NCS NEW JETTA TDI 2.0L	2011	3VWLL7AJ9BM[REDACTED]	3395
Reporter First	Reporter Last	Reporter Role	Engine Type	Transmission Type
DAVID	FREE	TFM/QTM	2.0L	Automatic
Part ID	Part ID Description	Part Group	Part Number Removed	Part Number Installed
2330	INJECTION LINE	23	03C130301B	03C130301B

Description of Symptoms

CUSTOMER STATES: CHECK FOR FUEL LEAK.

Shop Diagnosis

QTM REMOVED ENGINE COVER AND DISCOVERED THE LEAK AT #2 INJECTOR(SEE VIDEO).

Repair Performed

INJECTOR AND HOSE WERE REPLACED. ALLENDALE ENGINEER JOE PETERSEN HAS THE PARTS.

FRED Report Number 256706		Dealer 408070	Report Date 3/11/2011	
Make	Model	Model Year	VIN	Vehicle Mileage
Volkswagen	JETTA WAGON 2.0 TDI	2011	3VWPL7AJ5BM[REDACTED]	2944
Reporter First	Reporter Last	Reporter Role	Engine Type	Transmission Type
GREGORY	EDGE	TFM/QTM	2.0L	Automatic
Part ID	Part ID Description	Part Group	Part Number Removed	Part Number Installed
2330	INJECTION LINE	23	?	?

Description of Symptoms

CUSTOMER COMPLAINED OF SMOKE IN THE INTERIOR WHILE DRIVING.

Shop Diagnosis

FOUND #2 INJECTOR LEAKING FROM THE NUT WHERE LINE ATTACHES.

Repair Performed

REPLACED #2 INJECTOR AND LINE.

FRED Report Number		257063		Dealer	419124		Report Date	3/20/2011	
Make	Model			Model Year		VIN	Vehicle Mileage		
Volkswagen	JETTA 2.0 TDI			2009		3VWRL71K59M		44780	
Reporter First	Reporter Last		Reporter Role		Engine Type		Transmission Type		
DIRK	SCHLEEF		TFM/QTM		2.0L		Automatic		
Part ID	Part ID Description			Part Group		Part Number Removed		Part Number Installed	
2330	INJECTION LINE			23		?		?	
Description of Symptoms									
CUSTOMER STATES LEAK FROM ENGINE AREA									
Shop Diagnosis									
FOUND INJECTOR 2 AT LINE CONNECTOR LEAKING									
Repair Performed									
REPLACE FUEL INJECTION LINE									

FRED Report Number		257074		Dealer	419410		Report Date	3/20/2011	
Make	Model			Model Year		VIN	Vehicle Mileage		
Volkswagen	JETTA 2.0L TDI			2010		3VWAL7AJ1AM		25547	
Reporter First	Reporter Last		Reporter Role		Engine Type		Transmission Type		
DIRK	SCHLEEF		TFM/QTM		2.0L		Automatic		
Part ID	Part ID Description			Part Group		Part Number Removed		Part Number Installed	
2330	INJECTION LINE			23		?		?	
Description of Symptoms									
CUSTOMER STATES LEAKING DIESEL FUEL FROM ENGINE AREA									
Shop Diagnosis									
FOUND FUEL LEAKING FROM AREA INJECTOR TO FUEL LINE									
Repair Performed									
REPLACE FUEL LINE #2									

FRED Report Number		257097	Dealer	420157	Report Date	3/21/2011
Make	Model		Model Year	VIN	Vehicle Mileage	
Volkswagen	JETTA WAGON 2.0 TDI		2009	3VWPL71K99M		65711
Reporter First	Reporter Last	Reporter Role	Engine Type	Transmission Type		
MARK	ORTH	TFM/QTM	2.0L	Automatic		
Part ID	Part ID Description	Part Group	Part Number Removed	Part Number Installed		
2330	INJECTION LINE	23	?	?		
Description of Symptoms						
FUEL SMELL						
Shop Diagnosis						
#2 INJECTOR FUEL LINE LEAKING FROM CRACK IN LINE ABOUT 25MM ABOVE INJECTOR NEAR THE BEND IN THE LINE.						
Repair Performed						
REPLACED THE LINE						

FRED Report Number		257226		Dealer		Report Date	3/23/2011	
Make	Model		Model Year	VIN		Vehicle Mileage		
Audi	AUDI A3 2.0 TDI		2011	WAUJBFBM3BA		5358		
Reporter First	Reporter Last	Reporter Role		Engine Type	Transmission Type			
SCOTT	SWENSGARD	TFM/QTM		2.0L	Automatic			
Part ID	Part ID Description		Part Group	Part Number Removed	Part Number Installed			
2330	INJECTION LINE		23	?	?			
Description of Symptoms								
CUSTOMER STATES GLOW PLUG CAME ON WHILE DRIVING, CAR DIED AND WOULD NOT START								
Shop Diagnosis								
FUEL INJECTOR LINE LEAKING								
Repair Performed								
REPLACED INJECTOR LINE								

FRED Report Number		257308	Dealer	424168	Report Date	3/23/2011
Make	Model		Model Year	VIN	Vehicle Mileage	
Volkswagen	NCS NEW JETTA TDI 2.0L		2011	3VWLL7AJ3BM[REDACTED]	3416	
Reporter First	Reporter Last	Reporter Role	Engine Type	Transmission Type		
RALPH	POTTER	TFM/QTM	2.0L	Automatic		
Part ID	Part ID Description	Part Group	Part Number Removed	Part Number Installed		
2330	INJECTION LINE	23	?	?		
Description of Symptoms						
CAR TOWED IN, CUSTOMER STATES SMOKE FROM UNDER HOOD AND A LEAK IS OBSERVED.						
Shop Diagnosis						
REMOVED ENGINE COVER AND FOUND SECOND INJECTOR FROM TIMING BELT COVER LEAKING FUEL.						
Repair Performed						
REPLACED #2 INJECTOR AND LINE AS INSTRUCTED.						

FRED Report Number		258083	Dealer	420111	Report Date	4/4/2011
Make	Model		Model Year	VIN	Vehicle Mileage	
Volkswagen	JETTA WAGON 2.0 TDI		2010	3VWTL7AJ1AM[REDACTED]	25942	
Reporter First	Reporter Last	Reporter Role	Engine Type	Transmission Type		
MARK	ORTH	TFM/QTM	2.0L	Automatic		
Part ID	Part ID Description	Part Group	Part Number Removed	Part Number Installed		
2330	INJECTION LINE	23	?	?		
Description of Symptoms						
FUEL SMELL INSIDE CAR						
Shop Diagnosis						
FUEL LEAKING AT INJECTOR LINE. LINE SLIGHTLY LOOSE FROM EARLIER REPAIR						
Repair Performed						
REPLACED LINE AND INJECTOR						

FRED Report Number258342

Dealer401084

Report Date4/11/2011

Make	Model	Model Year	VIN	Vehicle Mileage
Volkswagen	JETTA 2.0L TDI	2010	3VWRL7AJXAM	32541
Reporter First	Reporter Last	Reporter Role	Engine Type	Transmission Type
SKIP	BROWNELL	TFM/QTM	2.0L	Automatic
Part ID	Part ID Description	Part Group	Part Number Removed	Part Number Installed
2330	INJECTION LINE	23	?	?

Description of Symptoms

THE CUSTOMER STATES THAT THE VEHICLE IS LEAKING FUEL.

Shop Diagnosis

THE VEHICLE IS LEAKING FUEL.

Repair Performed

REPLACED NUMBER 2 INJECTOR PIPE.

FRED Report Number 258804		Dealer 403060	Report Date 4/20/2011	
Make	Model	Model Year	VIN	Vehicle Mileage
Volkswagen	JETTA WAGON 2.0 TDI	2011	3VWPL7AJ2BM[REDACTED]	3056
Reporter First	Reporter Last	Reporter Role	Engine Type	Transmission Type
BRADLEY	WEBB	TFM/QTM	2.0L	Automatic
Part ID	Part ID Description	Part Group	Part Number Removed	Part Number Installed
2340	INJECTOR	23	?	?

Description of Symptoms

CUSTOMER STATES "THAT A WHITE SMOKE WAS COMING OUT FROM UNDER THE HOOD AND A STRONG ODOR OF DIESEL FUEL CAN BE SMELLED.?

Shop Diagnosis

DURING INSPECTION IT WAS OBSERVED ON THE #2 CYLINDER INJECTOR AND LINE THAT A LIQUID SUBSTANCE WAS LEAKING FROM THE SECURING NUT ON THE FUEL LINE ATTACHING TO THE FUEL INJECTOR.

Repair Performed

THE SHOP REPLACED THE #2 INJECTOR AND FUEL LINE.

FRED Report Number 259053		Dealer 402133	Report Date 4/25/2011	
Make	Model	Model Year	VIN	Vehicle Mileage
Volkswagen	NCS NEW JETTA TDI 2.0L	2011	3VWLL7AJ8BM[REDACTED]	3118
Reporter First	Reporter Last	Reporter Role	Engine Type	Transmission Type
EVAN	HOARD	TFM/QTM	2.0L	Automatic
Part ID	Part ID Description	Part Group	Part Number Removed	Part Number Installed
2330	INJECTION LINE	23	?	?

Description of Symptoms
THE CUSTOMER STATES THE ENGINE IS LEAKING DIESEL FUEL.

Shop Diagnosis
THE #2 INJECTOR FUEL LINE IS LEAKING.

Repair Performed
THE #2 CYLINDER INJECTOR FUEL LINE WAS REPLACED.

FRED Report Number 262995		Dealer 426111	Report Date 7/5/2011	
Make	Model	Model Year	VIN	Vehicle Mileage
Volkswagen	NCS NEW JETTA TDI 2.0L	2011	3VWLL7AJ8BM[REDACTED]	6225
Reporter First	Reporter Last	Reporter Role	Engine Type	Transmission Type
ROBERTO	SOULE	TFM/QTM	2.0L	Automatic
Part ID	Part ID Description	Part Group	Part Number Removed	Part Number Installed
2440	INJECTOR	24	?	?

Description of Symptoms

CUSTOMER STATES FUEL SMELL. INSPECTED AND FOUND LEAK AT THE RAIL. THIS IS NOT LEAKING AT THE INJECTOR LINE BUT IT IS LEAKING AT THE CONNECTION BETWEEN THE LINE AND THE INJECTOR. ATTACHED ARE PICS.

Shop Diagnosis

THE TECHNCICIAN VERIFIED THE CUSTOMER CONCERN

Repair Performed

THE DEALER REPLACE THE FUEL LINE AND INJECTOR