

Message

From: McCarthy, Robert [REDACTED]
Sent: 4/5/2019 5:49:04 PM
To: MacLeod, Paul [REDACTED]
Subject: RE: VOQ / Research

Thank you for the update, Paul.

Recognizing these are 2019 model year vehicles, thank you for double checking the VIN History's, taking nothing for granted.

This might be a good candidate for a PDR topic for monitoring.

Regards,
[REDACTED]

From: MacLeod, Paul
Sent: Friday, April 05, 2019 1:27 PM
To: McCarthy, Robert [REDACTED]
Subject: RE: VOQ / Research

Good Afternoon Bob,

Link to one of the forum discussions on the topic:
<https://www.golfmk7.com/forums/showthread.php?t=51247>

Reddit Discussion:
https://www.reddit.com/r/GolfGTI/comments/b9cpb7/possible_2019_6mt_stall_issue_your_feedback/

The person that started the thread seems to be tracking the issue across that forum, facebook groups, and reddit postings.

Mostly reports of rabbit edition GTIs, but there are mention of S models having issues.

Mentions of a "very quiet/soft shutdown"

Occurs randomly when coming to a complete stop, reports of clutch fully pressed and while coasting in neutral to stop. There is one person saying he has been in contact with someone that had this issue at "highway speed", but I am unable to find the original source of this.

There is a link to the NHSTA site to file a complaint on the forum and Reddit.

Maybe related:
[REDACTED]

From VOQ: partial VIN: 3VW5T7AU3KM

Possible VIN: 3VW5T7AU3KM [REDACTED] customer data indicates Savannah, GA, same as VOQ.
Production date: 11/22/18

From VOQ: partial VIN: 3VW5T7AU2KM
Possible VIN: 3VW5T7AU2KM [REDACTED] customer data indicates Irvine, CA, same as VOQ.
Production date: 11/14/18

VIN histories did not return anything.

I'll keep researching to see what else I can find

Thanks,
Paul

From: McCarthy, Robert

Sent: Friday, April 05, 2019 9:44 AM

To: MacLeod, Paul [REDACTED]

Cc: Patel, Rinku [REDACTED]

Subject: VOQ / Research

Good Morning Paul,

I've asked Rinku to stop by your desk with a couple of VOQs he shared with me on 2019 GTIs.

Can you take a few moments and hit a couple of the forum links referenced in the one VOQ, and provide a brief summary of what you're able to find?

Thank you!

Regards,
Bob

Robert McCarthy
Group Customer Protection
Volkswagen Group of America, Inc.
[REDACTED]

Sent from my iPhone

Message

From: Lanza, Giulio [/O=VWGMS/OU=NAR-ABH/CN=VW NAR CONTRACTORS/CN=LANZAG]
Sent: 4/19/2019 2:38:00 PM
To: Barks, Bryan [REDACTED]
CC: Charbonneau, Mark [REDACTED]
Subject: RE: 3VW5T7AU7KM [REDACTED]@425016 AC: 2466310 Sales Model: AU29V2 Notification

You should see a KM on issue sometime today. I am no longer involved with that part of this issue but that is what I was told.

Giulio Lanza

Single Incident Analyst
Volkswagen Group of America
VW Quality and Technical Service

[REDACTED]
Auburn Hills MI. [REDACTED]

Phone: [REDACTED]

Fax: [REDACTED]

From: Barks, Bryan
Sent: Friday, April 19, 2019 10:16 AM
To: Lanza, Giulio [REDACTED]
Cc: Charbonneau, Mark [REDACTED]
Subject: 3VW5T7AU7KM [REDACTED]@425016 AC: 2466310 Sales Model: AU29V2 Notification

Giulio,

Do you have any updates on repair direction for this one yet?

Case Summary

Access Code: [REDACTED] Date Opened: Wed Apr 17 2019 17:39:17 GMT-0400 (EDT)

Case Code: JB-[REDACTED] Job Number: [REDACTED]

Technician: Leonel Palacios Technician Phone: null

Dealer Name: Hewlett Volkswagen Dealer Phone: [REDACTED]

Corp Contact: Joel Arabzadegan Corporate Phone: [REDACTED]

Consultant: John Brimmell Dealer Code: [REDACTED]

Concern Group: Powertrain, Drivability, Check Engine Light on

Group Assigned To: TA VW Level One Support

Assignee: brimmej

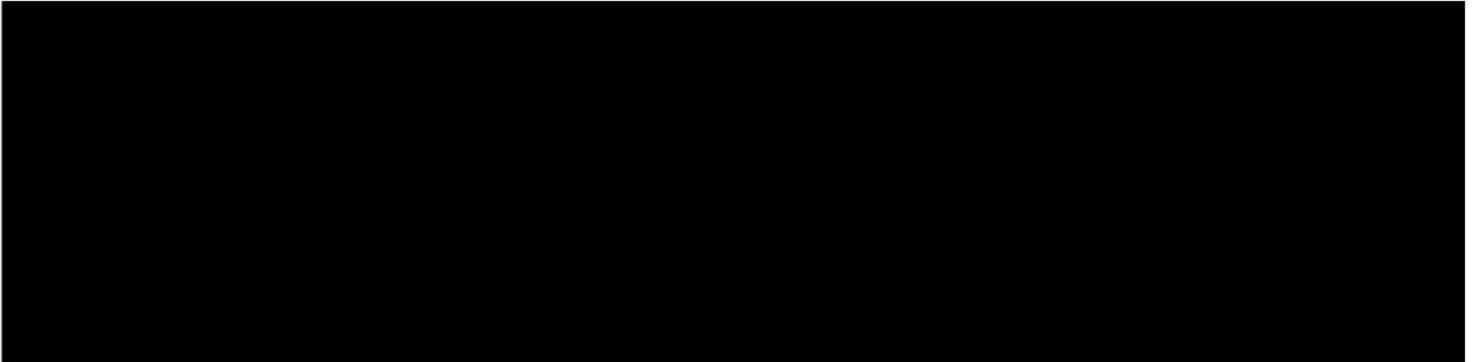
Ticket Status: Open: Technician in Process

VIN: 3VW5T7AU7KM [REDACTED] Make: VW

Model Code: AU29V2 Year: 2019 Mileage: 1350
Engine: 2.0T Transmission: Standard
Country: United States Service Date: Tue Feb 12 2019 19:00:00 GMT-0500 (EST)

Customer Comments:

customer states vehicle stalled out 4 times on Monday 2 times while driving at steady speed, one time at a red light car re starts normally, customer c...



Thank you,

Bryan Barks
VW Technical Helpline Consultant-Powertrain
Volkswagen Group of America
Technical Service

Auburn Hills MI

Office:

FAX:



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Message

From: Barks, Bryan [/O=VWGM/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=BARKS, BRYANAB9]
Sent: 4/19/2019 2:16:21 PM
To: Lanza, Giulio [REDACTED]
CC: Charbonneau, Mark [REDACTED]
Subject: 3VW5T7AU7KM [REDACTED] @425016 AC: 2466310 Sales Model: AU29V2 Notification
Flag: Follow up

Giulio,

Do you have any updates on repair direction for this one yet?

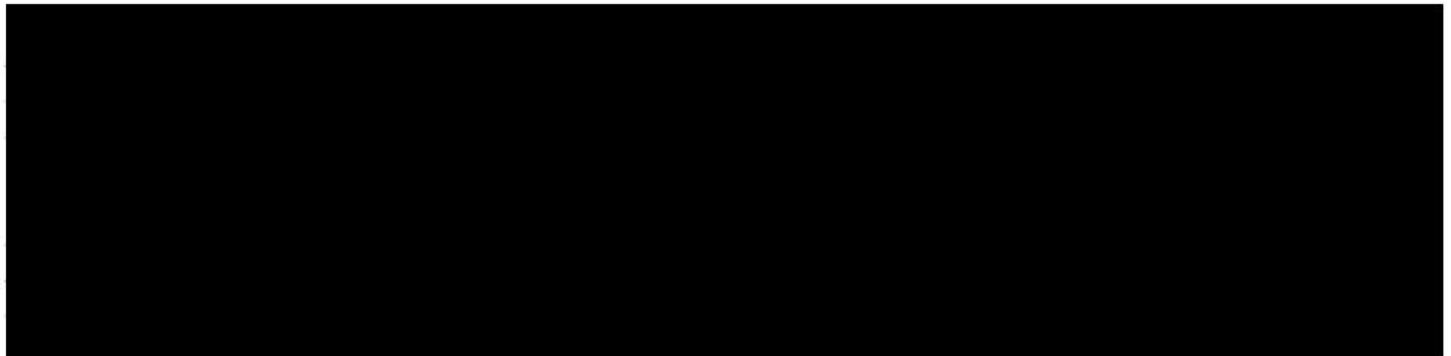
Case Summary

Access Code: [REDACTED] Date Opened: Wed Apr 17 2019 17:39:17 GMT-0400 (EDT)
Case Code: [REDACTED] Job Number: [REDACTED]
Technician: Leonel Palacios Technician Phone: null
Dealer Name: Hewlett Volkswagen Dealer Phone: [REDACTED]
Corp Contact: Joel Arabzadegan Corporate Phone: [REDACTED]
Consultant: John Brimmell Dealer Code: [REDACTED]
Concern Group: Powertrain, Drivability, Check Engine Light on
Group Assigned To: TA VW Level One Support
Assignee: brimmej
Ticket Status: Open: Technician in Process

VIN: 3VW5T7AU7KM [REDACTED] Make: VW
Model Code: AU29V2 Year: 2019 Mileage: 1350
Engine: 2.0T Transmission: Standard
Country: United States Service Date: Tue Feb 12 2019 19:00:00 GMT-0500 (EST)

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Thank you,

Bryan Barks
VW Technical Helpline Consultant-Powertrain
Volkswagen Group of America
Technical Service

[REDACTED]
Auburn Hills MI. [REDACTED]

Office: [REDACTED]

FAX: [REDACTED]



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Message

From: Gill, Tony [/O=VWGMS/OU=NAR-ABH/CN=RECIPIENTS/CN=GILLTON]
Sent: 4/22/2019 5:12:32 PM
To: McLeigh, Peter [REDACTED] Barks, Bryan [REDACTED] Kerr, Thomas
Subject: RE: 3VW5T7AU7KM [REDACTED]@425016 AC: 2466310 Sales Model: AU29V2 Notification

Pete,

Mr. Tanner is at lunch sir. Yes, this is applicable to the manual transmission. The KM is at the request of product support and they supplied the this direction.

From: McLeigh, Peter
Sent: Monday, April 22, 2019 1:05 PM
To: Barks, Bryan [REDACTED] Kerr, Thomas [REDACTED]
Cc: Gill, Tony [REDACTED]
Subject: RE: 3VW5T7AU7KM [REDACTED]@425016 AC: 2466310 Sales Model: AU29V2 Notification

Bryan,

The car below is a manual transmission. Should this KM be used?

Pete

From: Barks, Bryan
Sent: Monday, April 22, 2019 10:18 AM
To: Kerr, Thomas [REDACTED]
Cc: Gill, Tony [REDACTED] McLeigh, Peter [REDACTED]
Subject: 3VW5T7AU7KM [REDACTED]@425016 AC: 2466310 Sales Model: AU29V2 Notification

Good morning Tom,

This is just an FYI on a 2019 GTI that stalls when coming to a stop.

There is a KM for this issue. [REDACTED]

Per product support have been directed to follow the [REDACTED], "If contamination is found, please attach photos of the debris, clean the debris from the tip of the oil control valve, and replace the Intake Camshaft Adjustment Valve (N205) part # 06L 109 259 D."

I thought you might want to pass this information on about the repair direction that product support wants to pursue.

Case Summary

Access Code: [REDACTED] Date Opened: Wed Apr 17 2019 17:39:17 GMT-0400 (EDT)

Case Code: [REDACTED] Job Number: [REDACTED]
Technician: Leonel Palacios Techician Phone: null
Dealer Name: Hewlett Volkswagen Dealer Phone: [REDACTED]
Corp Contact: Joel Arabzadegan Corporate Phone: [REDACTED]
Consultant: John Brimmell Dealer Code: [REDACTED]
Concern Group: Powertrain, Drivability, Check Engine Light on
Group Assigned To: TA VW Level One Support
Assignee: brimmej
Ticket Status: Open: Technician in Process

VIN: 3VW5T7AU7KM [REDACTED] Make: VW
Model Code: AU29V2 Year: 2019 Mileage: 1350
Engine: 2.0T Transmission: Standard
Country: United States Service Date: Tue Feb 12 2019 19:00:00 GMT-0500 (EST)

Customer Comments:

customer states vehicle stalled out 4 times on Monday 2 times while driving at steady speed, one time at a red light car re stars normally, customer c...

[REDACTED]

04/17/19 17:39:18: US/Eastern: Leonel Palacios: Initiated: Issue Opened by Dealership
04/17/19 17:39:18: US/Eastern: Leonel Palacios: Initiated: customer states vehicle stalled out 4 times on Monday 2 times while driving at steady speed, one time at a red light car re stars normally, customer complain about a stall problem on 02/25/19 with 330 miles, couldn't duplicate vehicle was release, customer states since the car will stall intermittent, until Monday the it happen 4 times on one day, it has a cold start ignition timing fault, advice ?
04/17/19 18:05:50: US/Eastern: John Brimmell: Open: Consultant in Process: Customer Comments: customer states vehicle stalled out 4 times on Monday 2 times while driving at steady speed, one time at a red light car re stars normally, customer complain about a stall problem on 02/25/19 with 330 miles,
04/17/19 18:05:50: US/Eastern: John Brimmell: Open: Consultant in Process: Workshop Findings: Couldn't duplicate vehicle was release, customer states since the car will stall intermittent, until Monday the it happen 4 times on one day, it has a cold start ignition timing fault, advice ?
04/17/19 18:05:50: US/Eastern: John Brimmell: Open: Consultant in Process: Advised dealer to check IDE00155 Ignition timing angle reduction cyl.1 (kw) IDE00156 Ignition timing angle reduction cyl.2 (kw) IDE00157 Ignition timing angle reduction cyl.3 (kw) IDE00158 Ignition timing angle reduction cyl.4 (kw) on part throttle cruise at full load WOT at 3K RPM If it reads higher than -4°, quality of fuel is suspect. Pump out the fuel tank, add fresh fuel and recheck ignition angle reduction numbers.
04/18/19 08:28:08: US/Eastern: Leonel Palacios: Open: Dealer Updated: SHELL 93 PREMIUM OCTANE IS CURRENTLY INIT. SINCE PURCHASE, IT HAS ONLY EVER BEEN FILLED WITH TOP-TIER, 93-OCTANE FUEL.. DOESN'T ALWAYS GET IT AT THE SAME PLACE. BUT ALSO WITH THE MILEAGE ON IT THE CAR HAS PROBABLY ONLY HAD FOUR OR FIVE TANKS FILLED. TEST DROVE AT HOT IDLE LOOKING AT IGNITION TIMING ANGLE REDUCTION ON ALL 4 CYLINDERS NO CHANGE IT WAS AT 0.0 ALL THE TIME
04/18/19 08:45:42: US/Eastern: Bryan Barks: Open: Consultant in Process: Advised to check for metal contamination in the oil filter. If metal is found to remove the oil pan to check for contamination. Update with pictures and findings.

04/18/19 09:28:27: US/Eastern: Bryan Barks: Open: Technician in Process: Pictures/videos can be sent to:

04/18/19 09:48:17: US/Eastern: Mark Charbonneau: Open: Technician in Process: Someone will contact the dealer with a direction on repairs.

04/18/19 10:27:57: US/Eastern: Mark Charbonneau: Open: Technician in Process: Issue Sent to Dealership

04/19/19 14:19:36: US/Eastern: Bryan Barks: Open: Technician in Process: Issue Updated

04/22/19 11:13:43: US/Eastern: Bryan Barks: Open: Technician in Process: Advised the tech to clean the debris from the tip of the oil control valve, and replace the Intake Camshaft Adjustment Valve (N205) part # 06L 109 259 D. After repairs, clear the fault and test drive the vehicle to confirm the concern is no longer present. Please review TT 00-16-02 and the ELSA repair procedures, making certain to address the replacement of fasteners as indicated in the repair manual. If there are any questions regarding coverage, please contact the Warranty Helpline @ [REDACTED] prior to performing any repairs.

04/22/19 11:16:59: US/Eastern: Bryan Barks: Open: Technician in Process: Issue Updated

=====

don't not GIVE DIRECTION ON THIS CASE MCC

Email sent to Spencer Michels and Dave Palmarchuk per [REDACTED]

Repair directions given per Spencer Michels. BB

Message

From: Kerr, Thomas [REDACTED]
Sent: 4/22/2019 3:21:47 PM
To: Barks, Bryan [REDACTED]
Subject: RE: 3VW5T7AU7KM [REDACTED]@425016 AC: 2466310 Sales Model: AU29V2 Notification

Thanks Bryan I will pass it on.

Regards,
Tom

From: Barks, Bryan
Sent: Monday, April 22, 2019 11:18 AM
To: Kerr, Thomas [REDACTED]
Cc: Gill, Tony [REDACTED] McLeigh, Peter [REDACTED]
Subject: 3VW5T7AU7KM [REDACTED]@425016 AC: 2466310 Sales Model: AU29V2 Notification

Good morning Tom,

This is just an FYI on a 2019 GTI that stalls when coming to a stop.

There is a KM for this issue. [REDACTED]

Per product support have been directed to follow the [REDACTED] "If contamination is found, please attach photos of the debris, clean the debris from the tip of the oil control valve, and replace the Intake Camshaft Adjustment Valve (N205) part # 06L 109 259 D."

I thought you might want to pass this information on about the repair direction that product support wants to pursue.

Case Summary

Access Code: [REDACTED] Date Opened: Wed Apr 17 2019 17:39:17 GMT-0400 (EDT)
Case Code: [REDACTED] Job Number: [REDACTED]
Technician: Leonel Palacios Technician Phone: null
Dealer Name: Hewlett Volkswagen Dealer Phone: [REDACTED]
Corp Contact: Joel Arabzadegan Corporate Phone: [REDACTED]
Consultant: John Brimmell Dealer Code: [REDACTED]
Concern Group: Powertrain, Drivability, Check Engine Light on
Group Assigned To: TA VW Level One Support
Assignee: brimmej
Ticket Status: Open: Technician in Process

VIN: 3VW5T7AU7KM [REDACTED] Make: VW
Model Code: AU29V2 Year: 2019 Mileage: 1350
Engine: 2.0T Transmission: Standard
Country: United States Service Date: Tue Feb 12 2019 19:00:00 GMT-0500 (EST)

Customer Comments:

customer states vehicle stalled out 4 times on Monday 2 times while driving at steady speed, one time at a red light car re starts normally, customer c...



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04/18/19 08:28:08: US/Eastern: Leonel Palacios: Open: Dealer Updated: SHELL 93 PREMIUM OCTANE IS CURRENTLY INIT. SINCE PURCHASE, IT HAS ONLY EVER BEEN FILLED WITH TOP-TIER, 93-OCTANE FUEL.. DOESN'T ALWAYS GET IT AT THE SAME PLACE. BUT ALSO WITH THE MILEAGE ON IT THE CAR HAS PROBABLY ONLY HAD FOUR OR FIVE TANKS FILLED. TEST DROVE AT HOT IDLE LOOKING AT IGNITION TIMING ANGLE REDUCTION ON ALL 4 CYLINDERS NO CHANGE IT WAS AT 0.0 ALL THE TIME
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04/22/19 11:16:59: US/Eastern: Bryan Barks: Open: Technician in Process: Issue Updated

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don't not GIVE DIRECTION ON THIS CASE MCC
Email sent to Spencer Michels and Dave Palmarchuk per [REDACTED]
Repair directions given per Spencer Michels. BB

Message

From: McLeigh, Peter [REDACTED]
Sent: 4/22/2019 5:05:18 PM
To: Barks, Bryan [REDACTED]
CC: Gill, Tony [REDACTED]
Subject: RE: 3VW5T7AU7KM [REDACTED]@425016 AC: 2466310 Sales Model: AU29V2 Notification

Bryan,

The car below is a manual transmission. Should this KM be used?

Pete

From: Barks, Bryan
Sent: Monday, April 22, 2019 10:18 AM
To: Kerr, Thomas [REDACTED]
Cc: Gill, Tony [REDACTED], McLeigh, Peter [REDACTED]
Subject: 3VW5T7AU7KM [REDACTED]@425016 AC: 2466310 Sales Model: AU29V2 Notification

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This is just an FYI on a 2019 GTI that stalls when coming to a stop.

There is a KM for this issue. [REDACTED]

Per product support have been directed to follow the [REDACTED] "If contamination is found, please attach photos of the debris, clean the debris from the tip of the oil control valve, and replace the Intake Camshaft Adjustment Valve (N205) part # 06L 109 259 D."

I thought you might want to pass this information on about the repair direction that product support wants to pursue.

Case Summary

Access Code: [REDACTED] Date Opened: Wed Apr 17 2019 17:39:17 GMT-0400 (EDT)
Case Code: [REDACTED] Job Number: 80476116
Technician: Leonel Palacios Technician Phone: null
Dealer Name: Hewlett Volkswagen Dealer Phone: [REDACTED]
Corp Contact: Joel Arabzadegan Corporate Phone: [REDACTED]
Consultant: John Brimmell Dealer Code: [REDACTED]
Concern Group: Powertrain, Drivability, Check Engine Light on
Group Assigned To: TA VW Level One Support
Assignee: brimmej
Ticket Status: Open: Technician in Process

VIN: 3VW5T7AU7KM [REDACTED] Make: VW
Model Code: AU29V2 Year: 2019 Mileage: 1350
Engine: 2.0T Transmission: Standard

Country: United States Service Date: Tue Feb 12 2019 19:00:00 GMT-0500 (EST)

Customer Comments:

customer states vehicle stalled out 4 times on Monday 2 times while driving at steady speed, one time at a red light car re starts normally, customer c...

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don't not GIVE DIRECTION ON THIS CASE MCC
Email sent to Spencer Michels and Dave Palmarchuk per [REDACTED]
Repair directions given per Spencer Michels. BB

Message

From: Evans, Tim [/O=VWGMS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=EVANS, TIM8BE]
Sent: 4/22/2019 5:57:41 PM
To: Palmarchuk, David [REDACTED]
CC: Lanza, Giulio [REDACTED] Gill, Tony [REDACTED] Kellar, Johnathan [REDACTED]
Subject: 3VW5T7AU5KM [REDACTED]@405234 AC: 2458733 Sales Model: AU29V2 Notification

2019 GTI manual transmission stalling issue. This is the techs own vehicle. Is there anything we can give him at this point?

Case Summary

Access Code: [REDACTED] Date Opened: Fri Mar 29 2019 15:50:52 GMT-0400 (EDT)
Case Code: [REDACTED] Job Number: [REDACTED]
Technician: Travis Butler Technician Phone: [REDACTED]
Dealer Name: Bob Boast Volkswagen Dealer Phone: [REDACTED]
Corp Contact: Jim Ireland Corporate Phone: null
Consultant: Tim Evans Dealer Code: [REDACTED]
Concern Group: Powertrain, Drivability, Check Engine Light on
Group Assigned To: TA VW Level One Support
Assignee: evansti
Ticket Status: Open: Technician in Process

VIN: 3VW5T7AU5KM [REDACTED] Make: VW
Model Code: AU29V2 Year: 2019 Mileage: 632
Engine: 2.0T Transmission: Standard
Country: United States Service Date: Sun Mar 10 2019 20:00:00 GMT-0400 (EDT)

Customer Comments:

customer states vehicle stalling while coming to a stop.

[REDACTED]

03/29/19 15:50:53: US/Eastern: Travis Butler: Initiated: Issue Opened by Dealership
03/29/19 15:50:53: US/Eastern: Travis Butler: Initiated: customer states vehicle stalling while coming to a stop. even while in neutral, still stalls at times
03/29/19 16:07:46: US/Eastern: Tim Evans: Open: Consultant in Process: Customer Comments: customer states vehicle stalling while coming to a stop.

03/29/19 16:07:46: US/Eastern: Tim Evans: Open: Consultant in Process: Workshop Findings: even while in neutral, still stalls at times.

03/29/19 16:07:46: US/Eastern: Tim Evans: Open: Consultant in Process: Advised the tech to check the fuel trim readings and id the engine runs lean, vacuum test the N80 valve and smoke test the crankcase through the dipstick tube. Advised dealer to check MVB IDE00155 Ignition timing angle reduction cyl.1 (kw) IDE00156 Ignition timing angle reduction cyl.2 (kw) IDE00157 Ignition timing angle reduction cyl.3 (kw) IDE00158 Ignition timing angle reduction cyl.4 (kw) (kw) on part throttle cruise at full load WOT at 3K RPM. If it reads greater than -4° quality of fuel is suspect. If no issues are found, clean and adapt the throttle body and retest. If the issue is not resolved, replace the throttle body.

04/04/19 10:53:26: US/Eastern: Peter Francis: Open: Technician in Process: Contact tech for an update. Sent to voicemail. Left message advising technician to update the VTA to reflect current status.

04/04/19 11:00:15: US/Eastern: Travis Butler: Open: Dealer Updated: missed your call this morning. have not performed any repairs on vehicle, will bring in today and run tests on it and update

04/04/19 12:13:46: US/Eastern: Peter Francis: Open: Consultant in Process: D2. Thank you for the update.

04/04/19 16:11:48: US/Eastern: Travis Butler: Open: Dealer Updated: performed all tests and checked measure valves. all in spec and passed. clean and adapted throttle body. will update tomorrow with results

04/04/19 17:15:26: US/Eastern: Tim Evans: Open: Consultant in Process: Thank you for the update.

04/08/19 14:00:32: US/Eastern: Travis Butler: Open: Dealer Updated: vehicle stalled multiple times over the weekend. will install throttle body

04/08/19 14:40:06: US/Eastern: Tim Evans: Open: Consultant in Process: Thank you for the update

04/15/19 13:07:38: US/Eastern: Tim Evans: Open: Technician in Process: D2. Spoke with Dan in service and he stated that the tech will update the VTA.

Message

From: Barks, Bryan [/O=VWGM/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=BARKS, BRYANAB9]
Sent: 4/22/2019 5:12:12 PM
To: McLeigh, Peter [REDACTED]
Subject: RE: 3VW5T7AU7KM [REDACTED]@425016 AC: 2466310 Sales Model: AU29V2 Notification

Pete,

Repair direction came straight from Spencer Michels.

Thank you,

Bryan Barks
VW Technical Helpline Consultant-Powertrain
Volkswagen Group of America
Technical Service
[REDACTED]

Auburn Hills MI. [REDACTED]

Office: [REDACTED]

FAX: [REDACTED]



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From: McLeigh, Peter
Sent: Monday, April 22, 2019 1:05 PM
To: Barks, Bryan [REDACTED] Kerr, Thomas [REDACTED]
Cc: Gill, Tony [REDACTED]
Subject: RE: 3VW5T7AU7KM [REDACTED]@425016 AC: 2466310 Sales Model: AU29V2 Notification

Bryan,

The car below is a manual transmission. Should this KM be used?

Pete

From: Barks, Bryan
Sent: Monday, April 22, 2019 10:18 AM
To: Kerr, Thomas [REDACTED]
Cc: Gill, Tony [REDACTED] McLeigh, Peter [REDACTED]
Subject: 3VW5T7AU7KM [REDACTED]@425016 AC: 2466310 Sales Model: AU29V2 Notification

Good morning Tom,

This is just an FYI on a 2019 GTI that stalls when coming to a stop.

There is a KM for this issue. [REDACTED]

Per product support have been directed to follow the KM21675, "If contamination is found, please attach photos of the debris, clean the debris from the tip of the oil control valve, and replace the Intake Camshaft Adjustment Valve (N205) part # 06L 109 259 D."

I thought you might want to pass this information on about the repair direction that product support wants to pursue.

Case Summary

Access Code: [REDACTED] Date Opened: Wed Apr 17 2019 17:39:17 GMT-0400 (EDT)

Case Code: [REDACTED] Job Number: [REDACTED]

Technician: Leonel Palacios Technician Phone: null

Dealer Name: Hewlett Volkswagen Dealer Phone: [REDACTED]

Corp Contact: Joel Arabzadegan Corporate Phone: [REDACTED]

Consultant: John Brimmell Dealer Code: [REDACTED]

Concern Group: Powertrain, Drivability, Check Engine Light on

Group Assigned To: TA VW Level One Support

Assignee: brimmej

Ticket Status: Open: Technician in Process

VIN: 3VW5T7AU7KM [REDACTED] Make: VW

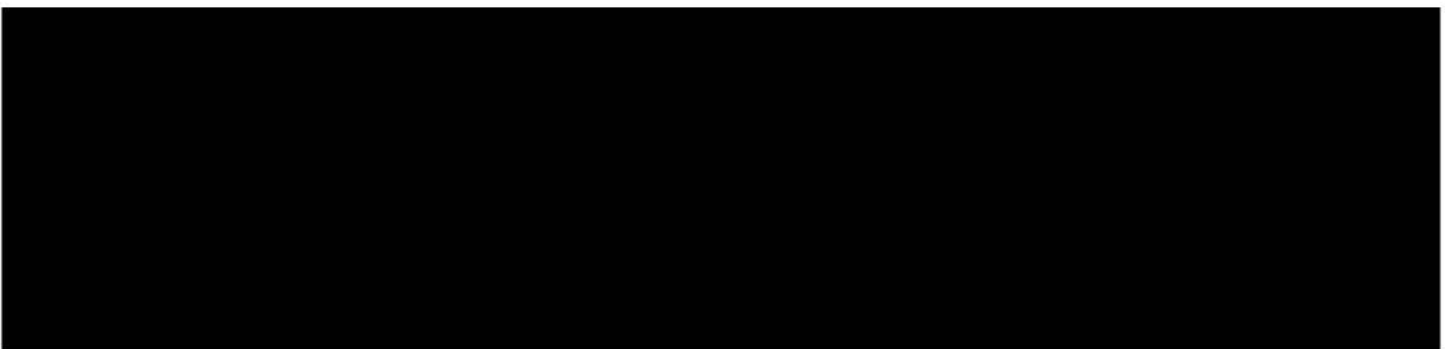
Model Code: AU29V2 Year: 2019 Mileage: 1350

Engine: 2.0T Transmission: Standard

Country: United States Service Date: Tue Feb 12 2019 19:00:00 GMT-0500 (EST)

Customer Comments:

customer states vehicle stalled out 4 times on Monday 2 times while driving at steady speed, one time at a red light car re stars normally, customer c...



04/17/19 17:39:18: US/Eastern: Leonel Palacios: Initiated: Issue Opened by Dealership

04/17/19 17:39:18: US/Eastern: Leonel Palacios: Initiated: customer states vehicle stalled out 4 times on Monday 2 times while driving at steady speed, one time at a red light car re stars normally, customer complain about a stall problem on 02/25/19 with 330 miles, couldn't duplicate vehicle was release, customer states since the car will stall intermittent, until Monday the it happen 4 times on one day, it has a cold start ignition timing fault, advice ?

04/17/19 18:05:50: US/Eastern: John Brimmell: Open: Consultant in Process: Customer Comments: customer states vehicle stalled out 4 times on Monday 2 times while driving at steady speed, one time at a red light car re starts normally, customer complain about a stall problem on 02/25/19 with 330 miles,

04/17/19 18:05:50: US/Eastern: John Brimmell: Open: Consultant in Process: Workshop Findings: Couldn't duplicate vehicle was release, customer states since the car will stall intermittent, until Monday the it happen 4 times on one day, it has a cold start ignition timing fault, advice ?

04/17/19 18:05:50: US/Eastern: John Brimmell: Open: Consultant in Process: Advised dealer to check IDE00155 Ignition timing angle reduction cyl.1 (kw) IDE00156 Ignition timing angle reduction cyl.2 (kw) IDE00157 Ignition timing angle reduction cyl.3 (kw) IDE00158 Ignition timing angle reduction cyl.4 (kw) on part throttle cruise at full load WOT at 3K RPM If it reads higher than -4°, quality of fuel is suspect. Pump out the fuel tank, add fresh fuel and recheck ignition angle reduction numbers.

04/18/19 08:28:08: US/Eastern: Leonel Palacios: Open: Dealer Updated: SHELL 93 PREMIUM OCTANE IS CURRENTLY INIT. SINCE PURCHASE, IT HAS ONLY EVER BEEN FILLED WITH TOP-TIER, 93-OCTANE FUEL.. DOESN'T ALWAYS GET IT AT THE SAME PLACE. BUT ALSO WITH THE MILEAGE ON IT THE CAR HAS PROBABLY ONLY HAD FOUR OR FIVE TANKS FILLED. TEST DROVE AT HOT IDLE LOOKING AT IGNITION TIMING ANGLE REDUCTION ON ALL 4 CYLINDERS NO CHANGE IT WAS AT 0.0 ALL THE TIME

04/18/19 08:45:42: US/Eastern: Bryan Barks: Open: Consultant in Process: Advised to check for metal contamination in the oil filter. If metal is found to remove the oil pan to check for contamination. Update with pictures and findings.

04/18/19 09:28:27: US/Eastern: Bryan Barks: Open: Technician in Process: Pictures/videos can be sent to:

04/18/19 09:48:17: US/Eastern: Mark Charbonneau: Open: Technician in Process: Someone will contact the dealer with a direction on repairs.

04/18/19 10:27:57: US/Eastern: Mark Charbonneau: Open: Technician in Process: Issue Sent to Dealership

04/19/19 14:19:36: US/Eastern: Bryan Barks: Open: Technician in Process: Issue Updated

04/22/19 11:13:43: US/Eastern: Bryan Barks: Open: Technician in Process: Advised the tech to clean the debris from the tip of the oil control valve, and replace the Intake Camshaft Adjustment Valve (N205) part # 06L 109 259 D. After repairs, clear the fault and test drive the vehicle to confirm the concern is no longer present. Please review TT 00-16-02 and the ELSA repair procedures, making certain to address the replacement of fasteners as indicated in the repair manual. If there are any questions regarding coverage, please contact the Warranty Helpline @ [REDACTED] prior to performing any repairs.

04/22/19 11:16:59: US/Eastern: Bryan Barks: Open: Technician in Process: Issue Updated

=====

don't not GIVE DIRECTION ON THIS CASE MCC

Email sent to Spencer Michels and Dave Palmarchuk per [REDACTED]

Repair directions given per Spencer Michels. BB

Message

From: Michels, Spencer [/O=VWGM/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=MICHELS, SPENCERD48]
Sent: 4/22/2019 11:14:53 AM
To: Barks, Bryan [REDACTED]; Palmarchuk, David [REDACTED]
CC: Gill, Tony [REDACTED]; Charbonneau, Mark [REDACTED]
Subject: RE: 3VW5T7AU7KM [REDACTED]@425016 AC: 2466310 Sales Model: AU29V2 Notification
Flag: Follow up

Hello Bryan,

Please follow the instructions in KM 21675.

Best Regards / Mit freundlichen Grüßen,

Spencer Michels

Engineer, Product Support – Powertrain
Technical Service
Service & Quality

Volkswagen Group of America, Inc.

[REDACTED]
Auburn Hills, Michigan [REDACTED]

Direct: [REDACTED]
[REDACTED]

From: Barks, Bryan
Sent: Friday, April 19, 2019 2:19 PM
To: Michels, Spencer [REDACTED]; Palmarchuk, David [REDACTED]
Cc: Gill, Tony [REDACTED]; Charbonneau, Mark [REDACTED]
Subject: 3VW5T7AU7KM [REDACTED]@425016 AC: 2466310 Sales Model: AU29V2 Notification

Per KM21675

Please review and advise on repairs.

Case Summary

Access Code: [REDACTED] Date Opened: Wed Apr 17 2019 17:39:17 GMT-0400 (EDT)
Case Code: [REDACTED] Job Number: [REDACTED]
Technician: Leonel Palacios Technician Phone: null
Dealer Name: Hewlett Volkswagen Dealer Phone: [REDACTED]
Corp Contact: Joel Arabzadegan Corporate Phone: [REDACTED]
Consultant: John Brimmell Dealer Code: [REDACTED]
Concern Group: Powertrain, Drivability, Check Engine Light on
Group Assigned To: TA VW Level One Support
Assignee: brimmej
Ticket Status: Open: Technician in Process

VIN: 3VW5T7AU7KM [REDACTED] Make: VW
Model Code: AU29V2 Year: 2019 Mileage: 1350
Engine: 2.0T Transmission: Standard

Country: United States Service Date: Tue Feb 12 2019 19:00:00 GMT-0500 (EST)

Customer Comments:

customer states vehicle stalled out 4 times on Monday 2 times while driving at steady speed, one time at a red light car re starts normally, customer c...

04/17/19 17:39:18: US/Eastern: Leonel Palacios: Initiated: Issue Opened by Dealership

04/17/19 17:39:18: US/Eastern: Leonel Palacios: Initiated: customer states vehicle stalled out 4 times on Monday 2 times while driving at steady speed, one time at a red light car re starts normally, customer complain about a stall problem on 02/25/19 with 330 miles, couldn't duplicate vehicle was release, customer states since the car will stall intermittent, until Monday the it happen 4 times on one day, it has a cold start ignition timing fault, advice ?

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04/17/19 18:05:50: US/Eastern: John Brimmell: Open: Consultant in Process: Workshop Findings: Couldn't duplicate vehicle was release, customer states since the car will stall intermittent, until Monday the it happen 4 times on one day, it has a cold start ignition timing fault, advice ?

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04/18/19 08:28:08: US/Eastern: Leonel Palacios: Open: Dealer Updated: SHELL 93 PREMIUM OCTANE IS CURRENTLY INIT. SINCE PURCHASE, IT HAS ONLY EVER BEEN FILLED WITH TOP-TIER, 93-OCTANE FUEL.. DOESN'T ALWAYS GET IT AT THE SAME PLACE. BUT ALSO WITH THE MILEAGE ON IT THE CAR HAS PROBABLY ONLY HAD FOUR OR FIVE TANKS FILLED. TEST DROVE AT HOT IDLE LOOKING AT IGNITION TIMING ANGLE REDUCTION ON ALL 4 CYLINDERS NO CHANGE IT WAS AT 0.0 ALL THE TIME

04/18/19 08:45:42: US/Eastern: Bryan Barks: Open: Consultant in Process: Advised to check for metal contamination in the oil filter. If metal is found to remove the oil pan to check for contamination. Update with pictures and findings.

04/18/19 09:28:27: US/Eastern: Bryan Barks: Open: Technician in Process: Pictures/videos can be sent to:

04/18/19 09:48:17: US/Eastern: Mark Charbonneau: Open: Technician in Process: Someone will contact the dealer with a direction on repairs.

04/18/19 10:27:57: US/Eastern: Mark Charbonneau: Open: Technician in Process: Issue Sent to Dealership

=====

don't not GIVE DIRECTION ON THIS CASE MCC

Thank you,

Bryan Barks
VW Technical Helpline Consultant-Powertrain
Volkswagen Group of America
Technical Service

[REDACTED]
Auburn Hills MI. [REDACTED]

Office: [REDACTED]

FAX: [REDACTED]



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Message

From: Michels, Spencer [/O=VWGM/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=MICHELS, SPENCERD48]
Sent: 4/22/2019 3:16:12 PM
To: Arabzadegan, Joel [REDACTED]
CC: Mink, Robert [REDACTED]
Subject: RE: EW [REDACTED] GTI Stalling

Joel,

Thank you for the information.

We now have a direction that we've given the helpline for any new cases that come in. If you get feedback that this car returns please let me know.

Best Regards / Mit freundlichen Grüßen,

Spencer Michels
Engineer, Product Support – Powertrain
Technical Service
Service & Quality

Volkswagen Group of America, Inc.

[REDACTED]
Auburn Hills, Michigan [REDACTED]

Direct: [REDACTED]
[REDACTED]

From: Arabzadegan, Joel
Sent: Monday, April 22, 2019 11:09 AM
To: Mink, Robert [REDACTED] Michels, Spencer [REDACTED]
Subject: FW: EW JAR-59898 GTI Stalling

Here is the GTI.

Regards,

Joel Arabzadegan
Quality Technical Manager
Volkswagen Group of America

[REDACTED]

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From: Arabzadegan, Joel
Sent: Monday, April 22, 2019 7:31 AM

To: VWoA QTM - CER [REDACTED]

Subject: EW [REDACTED] GTI Stalling

2019 GTI Manual transmission stalling when coming to a stop.

Regards,

Joel Arabzadegan
Quality Technical Manager
Volkswagen Group of America

[REDACTED]

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Message

From: Michels, Spencer [/O=VWGMS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=MICHELS, SPENCERD48]
Sent: 4/23/2019 6:48:52 PM
To: Jude, Chris [REDACTED]
CC: Lerian, Steve [REDACTED]
Subject: RE: 19 gti's manual transmission

Chris,

Thanks for the heads up.

You gave the correct direction, the helpline knows what to do with these cases and can advise the technician on the next steps.

Best Regards / Mit freundlichen Grüßen,

Spencer Michels
Engineer, Product Support – Powertrain
Technical Service
Service & Quality

Volkswagen Group of America, Inc.
[REDACTED]

Auburn Hills, Michigan [REDACTED]

Direct: [REDACTED]
[REDACTED]

From: Jude, Chris
Sent: Tuesday, April 23, 2019 2:45 PM
To: Michels, Spencer [REDACTED]
Cc: Lerian, Steve [REDACTED]
Subject: Fwd: 19 gti's manual transmission

Hi Spencer

It looks like a couple new vehicles now down in Tucson. I've advised him to open a VTA and cal the helpline.

Sent from my iPhone
Chris Jude

Begin forwarded message:

From: "Karl E. Kompe" [REDACTED]
Date: April 23, 2019 at 11:05:57 AM MST
To: "Jude, Chris" [REDACTED]
Cc: Andrew Asman [REDACTED]
Subject: 19 gti's manual transmission

Hello Chris

Just taking a shot in the dark. I have two 19 GTI's with manual transmissions customer are complaining of engine stalling when coming to a stop. The second one came in this morning and it is in line to go into the shop.

He said there is a forum about this issue but like I said, I thought I would take a shot that maybe you heard of something.

3VW5T7AU0KM [REDACTED]

Thank you

Karl Kompe
Service Director
Larry H. Miller Volkswagen,
Fiat, Alfa Romeo- Tucson
Ph- [REDACTED]

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Message

From: Tennant, Tim [/O=VWGMS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=TENNANT, TIM85E]
Sent: 4/25/2019 12:25:18 PM
To: Michels, Spencer [REDACTED] Palmarchuk, David [REDACTED]
Subject: 3VW5T7AU5KM [REDACTED] @405027 AC: 2469141 Sales Model: AU29V2 Notification

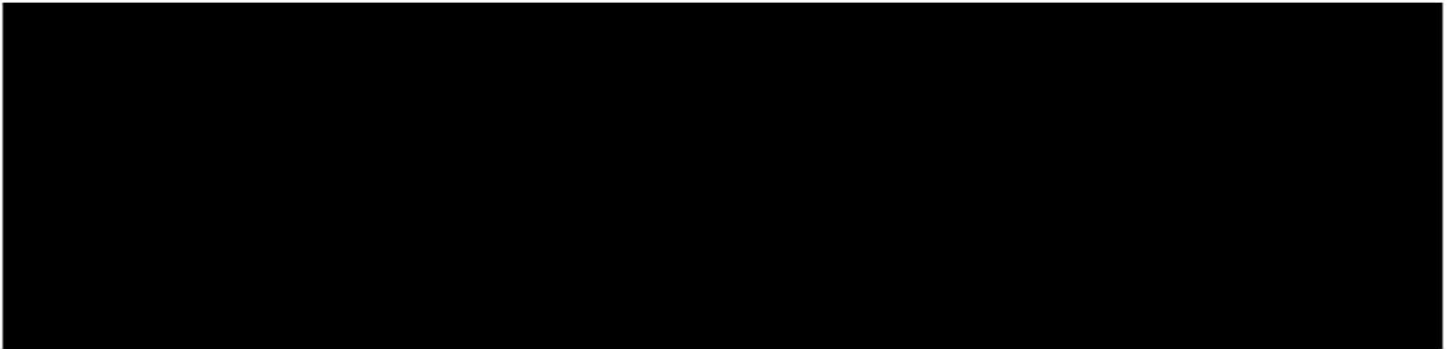
Case Summary

Access Code: [REDACTED] Date Opened: Thu Apr 25 2019 08:00:43 GMT-0400 (EDT)
Case Code: [REDACTED] Job Number: [REDACTED]
Technician: John Baessell Technician Phone: null
Dealer Name: Sunrise Volkswagen of Fort Pierce Dealer Phone: [REDACTED]
Corp Contact: null Corporate Phone: null
Consultant: Tim Tennant Dealer Code: [REDACTED]
Concern Group: Powertrain, Drivability, Check Engine Light on
Group Assigned To: TA VW Level One Support
Assignee: tennant
Ticket Status: Open: Technician in Process

VIN: 3VW5T7AU5KM [REDACTED] Make: VW
Model Code: AU29V2 Year: 2019 Mileage: 833
Engine: 2.0T Transmission: Standard
Country: United States Service Date: Tue Feb 26 2019 19:00:00 GMT-0500 (EST)

Customer Comments:

customer states randomly when coming to a stop the car will stall, doesn't matter if in neutral or in gear with clutch pushed in. car starts fine afte...



Message

From: Evans, Tim [/O=VWGMS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=EVANS, TIM8BE]
Sent: 4/29/2019 7:01:51 PM
To: Michels, Spencer [REDACTED]
CC: Palmarchuk, David [REDACTED] Mink, Robert [REDACTED] Gill, Tony [REDACTED]
Subject: 3VW5T7AUXKM [REDACTED] @425155 AC: 2467627 Sales Model: AU29V2 Notification
Attachments: 2467627.pdf

FYI,

It looks like this 2019 GTI has a stalling issue and the oil light would come on. The tech verified that the engine would shudder and the oil light would come on and set a P164D fault. I had him replace the F378 oil pressure switch and the oil pressure readings came into specification and the issue was corrected.

Case Summary

Access Code: [REDACTED] Date Opened: Mon Apr 22 2019 12:26:13 GMT-0400 (EDT)
Case Code: [REDACTED] Job Number: [REDACTED]
Technician: LeGrand Isaac Technician Phone: [REDACTED]
Dealer Name: Charles Maund Volkswagen Dealer Phone: [REDACTED]
Corp Contact: Joel Arabzadegan Corporate Phone: [REDACTED]
Consultant: Tim Evans Dealer Code: [REDACTED]
Concern Group: Powertrain, Drivability, Check Engine Light on
Group Assigned To: TA VW Level Two Support
Assignee: evansti
Ticket Status: Open: Technician in Process

VIN: 3VW5T7AUXKM [REDACTED] Make: VW
Model Code: AU29V2 Year: 2019 Mileage: 2680
Engine: 2.0T Transmission: Standard
Country: United States Service Date: Fri Jan 11 2019 19:00:00 GMT-0500 (EST)

Customer Comments:

Customer states Vehicle died twice Saturday 4/20 when coming to stop in neutral.

04/22/19 12:26:13: US/Eastern: LeGrand Isaac: Initiated: c/s Vehicle died twice Saturday 4/20 when coming to stop in neutral. No warning lamps and restarts. c/s While driving this morning 4/22 oil pressure warning lamp activated red triangle, vehicle towed in. Workshop Findings: Performed test drive, neither concern present at time of service visit. Refer to previous VTA case, replaced intake camshaft with integrated adjuster as per engineering. P164D00 Reduced oil pressure switch malfunction, sporadic, dated 4/22. Please advise.

04/22/19 13:19:39: US/Eastern: Christian Havneraas: Open: Consultant in Process: Customer Comments: Customer states Vehicle died twice Saturday 4/20 when coming to stop in neutral.

04/22/19 13:19:39: US/Eastern: Christian Havneraas: Open: Consultant in Process: Workshop Findings: No warning lamps and restarts. c/s While driving this morning 4/22 oil pressure warning lamp activated red triangle, vehicle towed in. Workshop Findings: Performed test drive, neither concern present at time of service visit. Refer to previous VTA case, replaced intake camshaft with integrated adjuster as per engineering. P164D00 Reduced oil pressure switch malfunction, sporadic, dated 4/22. Please advise.

04/22/19 13:19:39: US/Eastern: Christian Havneraas: Open: Consultant in Process: Advised tech to check oil pressure according to Elsa procedure and report findings. Advised tech to remove the intake Camshaft Adjustment Valve (N205) and inspect the tip of the oil control valve for any debris or contamination. 1a) If no contamination is found, replace the Intake Camshaft Adjustment Valve (N205), part # 06L 109 259 D. 1b) If contamination is found, please attach photos of the debris, clean the debris from the tip of the oil control valve, and replace the Intake Camshaft Adjustment Valve (N205) part # 06L 109 259 D. After repairs, clear the fault and test drive the vehicle to confirm the concern is no longer present. Escalating level two.

04/22/19 13:20:04: US/Eastern: Christian Havneraas: Escalated: Level Two Support: Issue Updated

04/22/19 13:30:28: US/Eastern: LeGrand Isaac: Open: Dealer Updated: The procedure for checking the oil pressure is missing from ELSA. I searched by VIN, and then built a generic 2019 Golf with this engine code with the same results. Submitted feedback to the ELSA team. Please provide instructions with specified values to check oil pressure on this engine.

04/22/19 14:09:15: US/Eastern: LeGrand Isaac: Open: Dealer Updated: During inspection of the N205 valve, intake side found no contaminate or debris. Replaced N205 as recommended by consultant.

04/22/19 15:04:06: US/Eastern: LeGrand Isaac: Open: Dealer Updated: During test drive the vehicle did not stall, however at one point the vehicle shuddered during acceleration and at that point the oil pressure warning lamp illuminated. Upon restart, oil warning lamp illuminates in acceleration 2nd-3rd gear. Oil level full, no leaks detected, no residue at tail pipe.

04/23/19 10:45:45: US/Eastern: LeGrand Isaac: Open: Dealer Updated: The ELSA team sent me the testing procedure for oil pressure. All values in BAR: LOW idle 1.3, 2k 1.6, 3700 4 HIGH idle 1.8, 2k 4, 3700 4. The oil pressure warning lamp activates at about 1600RPM once the engine has reached operating temperature.

04/23/19 15:39:04: US/Eastern: Eddie Minke: Open: Consultant in Process: Transferred to L2 TE's voicemail.

04/23/19 16:11:10: US/Eastern: Tim Evans: Open: Consultant in Process: The tech states the oil and filter was changed last week when the N205 was replaced. Advised the tech to replace the F378 oil pressure switch and check the circuit to the ECM. Check the T105a connector pin 72 (black/green) and repin as necessary. Advised the tech to check IDE00182 Camshaft adaptation intake bank 1, phase position at idle. The timing should show 0° +/-5°. If out of specification, recheck the base timing. Also check IDE00178 Camshaft adjustment intake bank 1, specified value and IDE 00179 Camshaft adjustment intake bank 1, actual value. If the 2 values do not match within 0.5 degrees, the cam adjuster is sticking or the oil pressure may be low. Also check IDE00184 Camshaft adaptation exhaust bank 1, phase position, IDE00174 Camshaft adjustment, exhaust, bank 1, specified value, IDE00175 Camshaft adjustment, exhaust, bank 1, actual value.

04/23/19 16:12:36: US/Eastern: Tim Evans: Open: Technician in Process: Issue Updated

04/24/19 11:12:41: US/Eastern: LeGrand Isaac: Open: Dealer Updated: The F378 was tested and no wiring faults detected. Replaced F378 and found the oil pressure warning lamp no longer illuminates. The measured values were found to be within specified values: 182 -0.3, 178 10, 179 9.6, 184 -3, 174 9, 175 8.9. I was advised that to duplicate the stalling concern the best way would be to launch the car from a stop as hard as possible without spinning the tires and then hitting the brakes as hard as possible after 2nd gear without engaging ABS. Today we have heavy rain in the area so this test will not be able to be performed until the roads dry, will attempt tomorrow weather permitting.

04/24/19 14:52:38: US/Eastern: Tim Evans: Open: Consultant in Process: Thank you for the update.

04/25/19 13:04:26: US/Eastern: LeGrand Isaac: Open: Dealer Updated: Performed test drive, about ten miles. During the test drive launched vehicle from stop up to about 2nd gear and came down hard on the brakes, avoiding wheelspin

and ABS. The concern still has not been duplicated. The oil pressure warning lamp is no longer active since replacing the switch, however this is unlikely to be related to the stalling concern, which was present before the oil pressure warning lamp. 2nd visit.

04/26/19 08:27:31: US/Eastern: LeGrand Isaac: Open: Dealer Updated: Please provide status update on what you want me to do with the vehicle.

04/26/19 11:28:06: US/Eastern: Tim Evans: Open: Consultant in Process: Please reset all ECM adaptations per the instructions below and have them re-test. Under OBD – double click on '0001 – Engine Control Module 1' – Select 'Basic Setting' – Select 'Perform' – Select 'Resetting of all adaptation values' – Select Right Arrow – Select Perform Arrow. Road test to verify if there are any stalling issues.

04/26/19 13:30:23: US/Eastern: LeGrand Isaac: Open: Dealer Updated: Hey Tim when I run that basic setting I get the error message "Function not available".

04/26/19 15:46:13: US/Eastern: LeGrand Isaac: Open: Dealer Updated: You still there?

04/26/19 17:14:00: US/Eastern: Tim Evans: Open: Consultant in Process: Advised to make sure the scan tool is up to date and if necessary try a different scan tool..

04/29/19 08:39:06: US/Eastern: LeGrand Isaac: Open: Dealer Updated: All our scan tools are up to date at the same revision level. Tried different scan tool same results. Give me a call when you get in, perhaps we can do a telediagnosis? Maybe I'm doing something wrong. [REDACTED]

04/29/19 14:19:27: US/Eastern: Tim Evans: Open: Consultant in Process: Sent an email to [REDACTED] with screen shots of the procedure to reset the adaption values.

04/29/19 14:30:59: US/Eastern: LeGrand Isaac: Open: Dealer Updated: Responded to the email [REDACTED] with the error text I am receiving stating "Function not available".

04/29/19 14:49:34: US/Eastern: Tim Evans: Open: Consultant in Process: Called the tech and went over basic settings and the basic settings completed. Advised the tech to road test the vehicle, if the oil warning does not come on and no issues are found with stalling, return the vehicle to the customer.

--The tech states that when the engine shutters, the oil light comes on at the same time.

Message

From: Barks, Bryan [/O=VWGM/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=BARKS, BRYANAB9]
Sent: 5/1/2019 7:47:21 PM
To: Michels, Spencer [REDACTED] Palmarchuk, David [REDACTED]
CC: Gill, Tony [REDACTED]
Subject: 3VW5T7AU2KM [REDACTED] @422236 AC: [REDACTED] Sales Model: AU29V2 Notification
Attachments: [REDACTED]

Per [REDACTED]

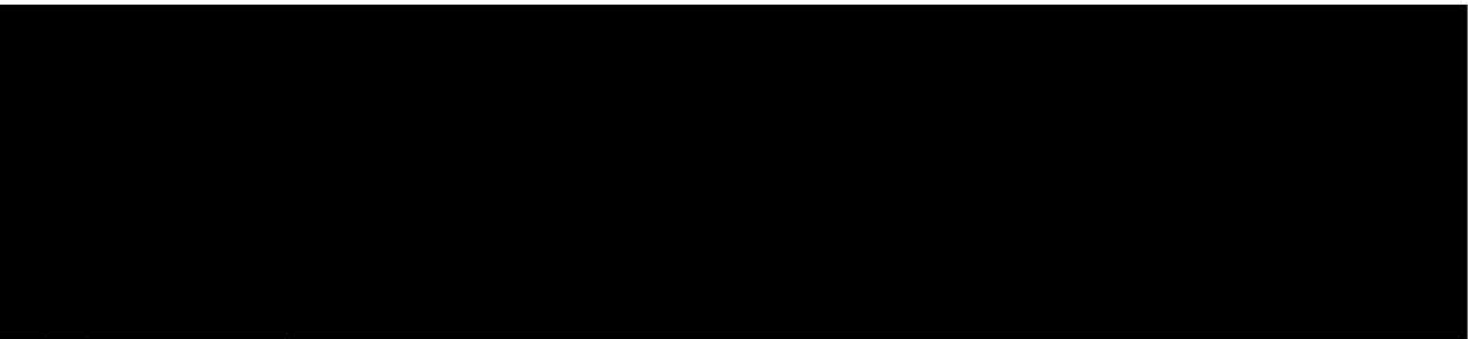
Case Summary

Access Code: [REDACTED] Date Opened: Wed May 01 2019 15:34:49 GMT-0400 (EDT)
Case Code: [REDACTED] Job Number: [REDACTED]
Technician: Jacob Gonzalez Techician Phone: [REDACTED]
Dealer Name: Larry H. Miller Volkswagen Tucson Dealer Phone: [REDACTED]
Corp Contact: Chris Jude Corporate Phone: null
Consultant: Bryan Barks Dealer Code: [REDACTED]
Concern Group: Powertrain, Drivability, Check Engine Light on
Group Assigned To: TA VW Level One Support
Assignee: barksbr
Ticket Status: Open: Technician in Process

VIN: 3VW5T7AU2KM [REDACTED] Make: VW
Model Code: AU29V2 Year: 2019 Mileage: 3033
Engine: 2.0T Transmission: Standard
Country: United States Service Date: Thu Jan 31 2019 19:00:00 GMT-0500 (EST)

Customer Comments:

customer states vehicle will stall when approaching a stop in gear or in neutral.



05/01/19 15:34:49: US/Eastern: Jacob Gonzalez: Initiated: Issue Opened by Dealership
05/01/19 15:34:49: US/Eastern: Jacob Gonzalez: Initiated: customer states vehicle will stall when approaching a stop in gear or in neutral. previous technician drove 50 miles and could not duplicate concern. I drove in stop and go traffic this morning for 21 miles and could not duplicate. spoke with another technician and was advised that possible cam shaft tensioner or software update is available
05/01/19 15:46:20: US/Eastern: Bryan Barks: Open: Consultant in Process: Customer Comments: customer states vehicle will stall when approaching a stop in gear or in neutral.
05/01/19 15:46:20: US/Eastern: Bryan Barks: Open: Consultant in Process: Workshop Findings: previous technician drove 50 miles and could not duplicate concern. I drove in stop and go traffic this morning for 21 miles and could not duplicate. spoke with another technician and was advised that possible cam shaft tensioner or software update is available

05/01/19 15:46:20: US/Eastern: Bryan Barks: Open: Consultant in Process: Advised that VTA would be forwarded to product support engineers for review; Please allow 24 hrs for a response.

sent a copy of the VTA case details to Spencer Michels [REDACTED] and Dave Palmarchuk [REDACTED]

Thank you,

Bryan Barks
VW Technical Helpline Consultant-Powertrain
Volkswagen Group of America
Technical Service
[REDACTED]

Auburn Hills MI. [REDACTED]

Office: [REDACTED]

FAX: [REDACTED]



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Message

From: Evans, Tim [/O=VWGMS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=EVANS, TIM88E]
Sent: 5/6/2019 2:31:26 PM
To: Michels, Spencer [REDACTED]
CC: Palmarchuk, David [REDACTED] Gill, Tony [REDACTED] Kellar, Johnathan [REDACTED]
Subject: 3VW5T7BU0KM [REDACTED] @405014 AC: [REDACTED] Sales Model: BU39V2 Notification

Hi Spencer,

This is a 2019 GTI with a stalling issue. I gave the tech the information in [REDACTED] If you would like a QTM to check the vehicle let me know and I will let him know. He is aware that engineering may be interested in coming out but the tech has not verified the concern as of yet.

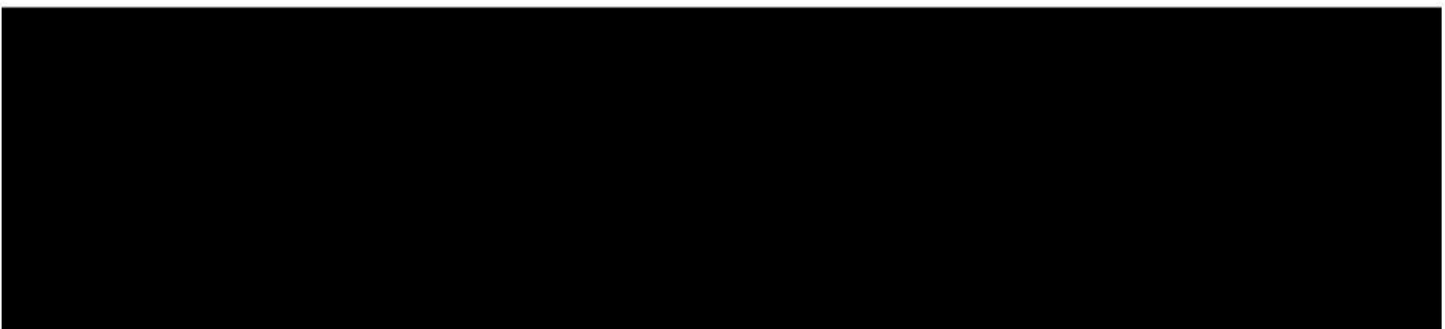
Case Summary

Access Code: [REDACTED] Date Opened: Mon May 06 2019 10:18:37 GMT-0400 (EDT)
Case Code: [REDACTED] Job Number: [REDACTED]
Technician: Tyler Spinelli Technician Phone: null
Dealer Name: David Maus Volkswagen Dealer Phone: [REDACTED]
Corp Contact: Jim Ireland Corporate Phone: null
Consultant: Tim Evans Dealer Code: [REDACTED]
Concern Group: Powertrain, Drivability, Check Engine Light on
Group Assigned To: TA VW Level One Support
Assignee: evansti
Ticket Status: Open: Technician in Process

VIN: 3VW5T7BU0KM [REDACTED] Make: VW
Model Code: BU39V2 Year: 2019 Mileage: 894
Engine: 2.0T Transmission: Standard
Country: United States Service Date: Fri Mar 29 2019 20:00:00 GMT-0400 (EDT)

Customer Comments:

customer states when at a stop car will shut off sporadically, does not happen all the time.



05/06/19 10:18:38: US/Eastern: Tyler Spinelli: Initiated: Issue Opened by Dealership
05/06/19 10:18:38: US/Eastern: Tyler Spinelli: Initiated: customer states when at a stop car will shut off sporadically, does not happen all the time after car stalls customer is able to restart the car with no problems no other symptoms

05/06/19 10:26:37: US/Eastern: Tim Evans: Open: Consultant in Process: Customer Comments: customer states when at a stop car will shut off sporadically, does not happen all the time.

05/06/19 10:26:37: US/Eastern: Tim Evans: Open: Consultant in Process: Workshop Findings: after car stalls customer is able to restart the car with no problems no other symptoms.

05/06/19 10:26:37: US/Eastern: Tim Evans: Open: Consultant in Process: Advised tech to remove the intake Camshaft Adjustment Valve (N205) and inspect the tip of the oil control valve for any debris or contamination. 1a) If no contamination is found, replace the Intake Camshaft Adjustment Valve (N205), part # 06L 109 259 D. 1b) If contamination is found, please attach photos of the debris, clean the debris from the tip of the oil control valve, and replace the Intake Camshaft Adjustment Valve (N205) part # 06L 109 259 D. 2) Reset all ECM adaptation values as follows. Under OBD – double click on '0001 – Engine Control Module 1' – Select 'Basic Setting' – Select 'Perform' – Select 'Resetting of all adaptation values' – Select Right Arrow – Select Perform Arrow After repairs, test drive the vehicle to confirm the concern is no longer present.

Message

From: Evans, Tim [/O=VWGMS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=EVANS, TIM8BE]
Sent: 5/10/2019 12:52:47 PM
To: Michels, Spencer [REDACTED]
Subject: RE: 3VW5T7AU2KM [REDACTED]@403112 AC: [REDACTED] Sales Model: AU29V2 Notification

Hi Spencer, here is the latest update on this vehicle.

05/08/19 17:22:30: US/Eastern: Tim Evans: Open: Consultant in Process: Please to add ½ qt of oil at a time until the oil level is at the top of the hash marks and then re-test to determine if the stalling can be duplicated.

05/09/19 13:48:20: US/Eastern: Mitch Lyon: Open: Dealer Updated: added a half quart of oil so oil was at the top of the hash marks and test drove vehicle. vehicle still stalled

05/10/19 08:51:27: US/Eastern: Tim Evans: Open: Consultant in Process: Thank you for the update. The issue will be sent to engineering.

From: Michels, Spencer [REDACTED]
Sent: Wednesday, May 8, 2019 1:00 PM
To: Evans, Tim [REDACTED]
Subject: RE: 3VW5T7AU2KM [REDACTED]@403112 AC: [REDACTED] Sales Model: AU29V2 Notification

Tim,

Please advise the technician to add ½ qt of oil at a time until the oil level is at the top of the hash marks and then re-test to determine if the stalling can be duplicated.

Best Regards / Mit freundlichen Grüßen,

Spencer Michels
Engineer, Product Support – Powertrain
Technical Service
Service & Quality

Volkswagen Group of America, Inc.

[REDACTED]
Auburn Hills, Michigan [REDACTED]

Direct: [REDACTED]
[REDACTED]

From: Evans, Tim
Sent: Wednesday, May 08, 2019 12:01 PM
To: Michels, Spencer [REDACTED]
Subject: RE: 3VW5T7AU2KM [REDACTED]@403112 AC: [REDACTED] Sales Model: AU29V2 Notification

Spencer,

The tech has verified the oil level, see the attached photo.

From: Michels, Spencer [REDACTED]
Sent: Wednesday, May 8, 2019 9:45 AM
To: Evans, Tim [REDACTED]
Subject: RE: 3VW5T7AU2KM [REDACTED]@403112 AC: [REDACTED] Sales Model: AU29V2 Notification

Tim,

For this case and this case only, please have the technician check the engine oil level on the dipstick.

It is very important to ensure the vehicle is on a flat surface, the engine is at operating temperature, and the engine has been allowed to sit for 5 minutes after shutdown before checking.

Please have the technician photograph the level on the dipstick and update the VTA ticket with the information.

Best Regards / Mit freundlichen Grüßen,

Spencer Michels
Engineer, Product Support – Powertrain
Technical Service
Service & Quality

Volkswagen Group of America, Inc.

[REDACTED]
Auburn Hills, Michigan [REDACTED]

Direct: [REDACTED]
[REDACTED]

From: Evans, Tim
Sent: Wednesday, May 08, 2019 9:35 AM
To: Michels, Spencer [REDACTED]
Cc: Palmarchuk, David [REDACTED]; Gill, Tony [REDACTED] Kellar, Johnathan
[REDACTED]
Subject: 3VW5T7AU2KM [REDACTED]@403112 AC: [REDACTED] Sales Model: AU29V2 Notification

Hi Spencer,

2019 GTI manual trans with a stalling issue. Repeat VTA. Previous visit, the tech replaced the intake spool valve and N205 with no change. I advised the tech to reset all adaption values in the ECM and he states that was done when the parts were replaced. Should we monitor camshaft timing values, try resetting the adaption values again, or do you think this is an issue with the engine oil?

Thanks for your input.

Case Summary

Access Code: [REDACTED] Date Opened: Mon May 06 2019 11:47:32 GMT-0400 (EDT)
Case Code: [REDACTED] Job Number: [REDACTED]
Technician: Mitch Lyon Technician Phone: [REDACTED]
Dealer Name: Ganley Westside Volkswagen Dealer Phone: [REDACTED]
Corp Contact: Paul Monday Corporate Phone: null
Consultant: Tim Evans Dealer Code: [REDACTED]
Concern Group: Powertrain, Drivability, Check Engine Light on
Group Assigned To: TA VW Level Two Support

Assignee: evansti

Ticket Status: Open: Consultant in Process

VIN: 3VW5T7AU2KM [REDACTED] Make: VW

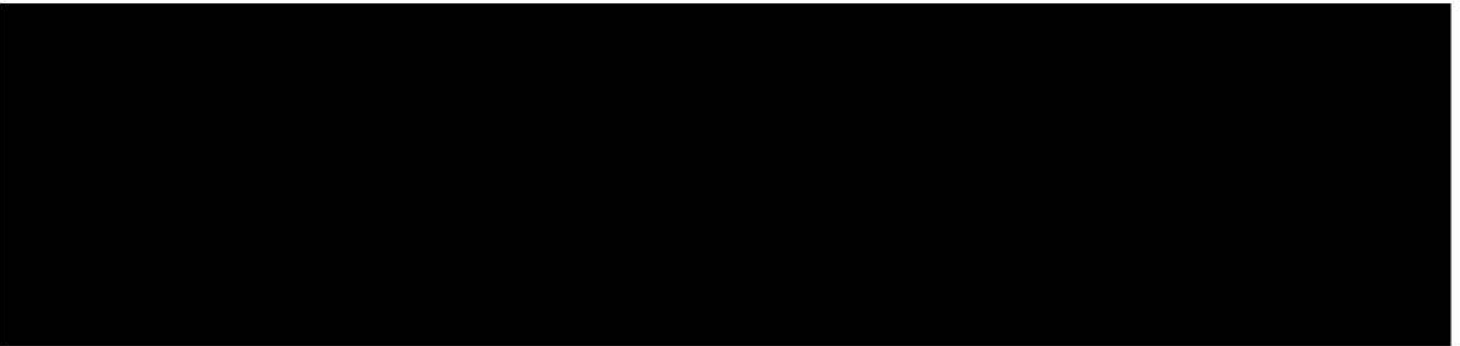
Model Code: AU29V2 Year: 2019 Mileage: 464

Engine: 2.0T Transmission: Standard

Country: United States Service Date: Wed Apr 17 2019 20:00:00 GMT-0400 (EDT)

Customer Comments:

customer states that vehicle will stall when coming to a complete stop with vehicle in neutral, clutch engaged, and brake pedal depressed.



05/06/19 11:47:33: US/Eastern: Mitch Lyon: Initiated: Issue Opened by Dealership

05/06/19 11:47:33: US/Eastern: Mitch Lyon: Initiated: customer states that vehicle will stall when coming to a complete stop with vehicle in neutral, clutch engaged, and brake pedal depressed. duplicate customers concern. ran gff and no codes were found.

05/06/19 12:22:53: US/Eastern: Brian Tanner: Open: Consultant in Process: Customer Comments: customer states that vehicle will stall when coming to a complete stop with vehicle in neutral, clutch engaged, and brake pedal depressed.

05/06/19 12:22:53: US/Eastern: Brian Tanner: Open: Consultant in Process: Workshop Findings: duplicate customers concern. ran gff and no codes were found.

05/06/19 12:22:53: US/Eastern: Brian Tanner: Open: Consultant in Process: Advised tech to remove the intake Camshaft Adjustment Valve (N205) and inspect the tip of the oil control valve for any debris or contamination. 1a) If no contamination is found, replace the Intake Camshaft Adjustment Valve (N205), part # 06L 109 259 D. 1b) If contamination is found, please attach photos of the debris, clean the debris from the tip of the oil control valve, and replace the Intake Camshaft Adjustment Valve (N205) part # 06L 109 259 D. 2) Reset all ECM adaptation values as follows. Under OBD – double click on '0001 – Engine Control Module 1' – Select 'Basic Setting' – Select 'Perform' – Select 'Resetting of all adaptation values' – Select Right Arrow – Select Perform Arrow After repairs, test drive the vehicle to confirm the concern is no longer present.

05/06/19 13:01:51: US/Eastern: Mitch Lyon: Open: Dealer Updated: N205 has already been replaced the first time customer was in for concern and vehicle still stalls

05/06/19 13:10:41: US/Eastern: Mitch Lyon: Open: Dealer Updated: intake spool valve was also replaced last visit

05/06/19 13:36:28: US/Eastern: Brian Tanner: Open: Consultant in Process: Please wiggle test wiring harness and see if engine will stall. Check crankshaft endplay.

05/06/19 13:36:52: US/Eastern: Brian Tanner: Escalated: Level Two Support: Issue Updated

05/06/19 16:27:56: US/Eastern: Tim Evans: Escalated: Level Two Support: Advised the tech to Reset all ECM adaptation values as follows. Under OBD – double click on '0001 – Engine Control Module 1' – Select 'Basic Setting' – Select 'Perform' – Select 'Resetting of all adaptation values' – Select Right Arrow – Select Perform Arrow After repairs, test drive the vehicle to confirm the concern is no longer present.

05/07/19 14:44:36: US/Eastern: Mitch Lyon: Open: Dealer Updated: performed wiggle test to engine harness and engine did not stall. moved crank shaft by prying on pulley and pulley did not visually move. is there a spec on how much is allowed? also reset all adaption values pervious visit and vehicle still stalled.

To: Palmarchuk, David [REDACTED] Flores Martinez, Carlos [REDACTED]
Cc: Riveroll Velazquez, Yahir [REDACTED] De Marcos Diaz, Arturo [REDACTED]
From: Osorio Madrid, Jose Mauricio (M-GQF/4)[/O=VWGMS/OU=VWMSMEXICO/CN=VWM RECIPIENTS/CN=OSORIOJ]
Sent: Tue 5/14/2019 7:07:20 PM (UTC)
Subject: RE: Recompra de auto

Hello David,

Thank for your information, I thought that this vehicle did not have any repair. If the vehicle have had the same problem, or a new case reported without repair on it, please let me know and I will request the vehicle for analysis.

Best regards

Mauricio Osorio

De: Palmarchuk, David
Enviado el: martes, 14 de mayo de 2019 09:34 a.m.
Para: Flores Martinez, Carlos (M-CMS/2)
CC: Osorio Madrid, Jose Mauricio (M-GQF/4)
Asunto: RE: Recompra de auto

Hello Carlos and Mauricio,

This vehicle had the N205 replaced on May 2nd and has not returned since then. I do not see any complaints to Customer Care. Are we sure we want this vehicle since it appears to be repaired now? I asked Customer Care to reach out to the customer to gauge their level of satisfaction with the vehicle and the repairs. I can also keep an eye out for any new cases where the concern can be easily reproduced.

Thanks and Regards,

Dave Palmarchuk

Single Incident Team Leader

Product Support

Volkswagen of America

[REDACTED]
Auburn Hills, MI [REDACTED]

Phone : [REDACTED]

Fax : [REDACTED]

email [REDACTED]

From: Flores Martinez, Carlos (M-CMS/2)
Sent: Monday, May 13, 2019 3:11 PM
To: Palmarchuk, David [REDACTED]
Cc: Osorio Madrid, Jose Mauricio (M-GQF/4) [REDACTED]

Subject: RE: Recompra de auto

Hello Dave,

After our daily call i talked to Mauricio, he states that this request is still valid, I mean, he wants this car for analysis. Please confirm if the you can buy back it and when it would happen.

Thanks

Carlos Flores

De: Flores Martinez, Carlos (M-CMS/2)

Enviado el: miércoles, 8 de mayo de 2019 05:12 p. m.

Para: Palmarchuk, David [REDACTED]

Asunto: RV: Recompra de auto

Hello Dave,

I received a request from GBS Mex, Can we buy this car back? What do you need from our side for this to happen?

De: Osorio Madrid, Jose Mauricio (M-GQF/4) [REDACTED]

Enviado el: miércoles, 8 de mayo de 2019 03:52 p. m.

Para: Flores Martinez, Carlos (M-CMS/2) [REDACTED]

Asunto: Recompra de auto

Hola Carlos,

Por favor puedes ver la posibilidad de tener este auto para poder hacer el análisis del tema GTI. Saludos

2019 GTI customer states vehicle stalls, customer also states vehicle has stalled 20 times in one day.

Vin 3VW5T7AUXKM [REDACTED] 34 mi

Saludos

Mauricio Osorio Madrid

Fiabilidad del Producto

Dirección de Aseguramiento de Calidad

Volkswagen de México S.A. de C.V.

Teléfono [REDACTED]

Fax [REDACTED]

[REDACTED]

To: Palmarchuk, David [REDACTED] Flores Martinez, Carlos (M-CMS/2) [REDACTED]
Cc: Riveroll Velazquez, Yahir (M-GQF/4) [REDACTED] De Marcos Diaz, Arturo (M-GQF/4) [REDACTED]
From: Osorio Madrid, Jose Mauricio (M-GQF/4)[/O=VWGMS/OU=VWMSMEXICO/CN=VWM RECIPIENTS/CN=OSORIOJ]
Sent: Tue 5/14/2019 7:07:20 PM (UTC)
Subject: RE: Vehicle repurchase

Hello David,

Thank for your information, I thought that this vehicle did not have any repair. If the vehicle have had the same problem, or a new case reported without repair on it, please let me know and I will request the vehicle for analysis.

Best regards

Mauricio Osorio

De: Palmarchuk, David
Enviado el: martes, 14 de mayo de 2019 09:34 a.m.
Para: Flores Martinez, Carlos (M-CMS/2)
CC: Osorio Madrid, Jose Mauricio (M-GQF/4)
Asunto: RE: Vehicle repurchase

Hello Carlos and Mauricio,

This vehicle had the N205 replaced on May 2nd and has not returned since then. I do not see any complaints to Customer Care. Are we sure we want this vehicle since it appears to be repaired now? I asked Customer Care to reach out to the customer to gauge their level of satisfaction with the vehicle and the repairs. I can also keep an eye out for any new cases where the concern can be easily reproduced.

Thanks and Regards,

Dave Palmarchuk

Single Incident Team Leader

Product Support

Volkswagen of America

[REDACTED]
Auburn Hills, MI [REDACTED]

Phone : [REDACTED]

Fax : [REDACTED]

email : [REDACTED]

From: Flores Martinez, Carlos (M-CMS/2)
Sent: Monday, May 13, 2019 3:11 PM
To: Palmarchuk, David [REDACTED]
Cc: Osorio Madrid, Jose Mauricio (M-GQF/4) [REDACTED]

Subject: RE: Vehicle repurchase

Hello Dave,

After our daily call i talked to Mauricio, he states that this request is still valid, I mean, he wants this car for analysis. Please confirm if the you can buy back it and when it would happen.

Thanks

Carlos Flores

De: Flores Martinez, Carlos (M-CMS/2)

Enviado el: miércoles, 8 de mayo de 2019 05:12 p. m.

Para: Palmarchuk, David [REDACTED]

Asunto: RV: Vehicle repurchase

Hello Dave,

I received a request from GBS Mex, Can we buy this car back? What do you need from our side for this to happen?

De: Osorio Madrid, Jose Mauricio (M-GQF/4) [REDACTED]

Enviado el: miércoles, 8 de mayo de 2019 03:52 p. m.

Para: Flores Martinez, Carlos (M-CMS/2) [REDACTED]

Asunto: Recompra de auto

Hello Carlos,

Could you please make it possible to have this vehicle for analysis of the GTI topic. Regards

2019 GTI customer states vehicle stalls, customer also states vehicle has stalled 20 times in one day.

Vin 3VW5T7AUXKM [REDACTED] 34 mi

Regards

Mauricio Osorio Madrid

Fiabilidad del Producto

Dirección de Aseguramiento de Calidad

Volkswagen de México S.A. de C.V.

Teléfono [REDACTED]

Fax [REDACTED]
[REDACTED]

To: Palmarchuk, David [REDACTED]
From: Flores Martinez, Carlos (M-CMS/2)/O=VWGMS/OU=VWMSMEXICO/CN=VWM RECIPIENTS/CN=FLORESC2]
Sent: Wed 5/8/2019 10:12:02 PM (UTC)
Subject: RV: Recompra de auto

Hello Dave,

I received a request from GBS Mex. Can we buy this car back? What do you need from our side for this to happen?

De: Osorio Madrid, Jose Mauricio (M-GQF/4) [REDACTED]
Enviado el: miércoles, 8 de mayo de 2019 03:52 p. m.
Para: Flores Martinez, Carlos (M-CMS/2) [REDACTED]
Asunto: Recompra de auto

Hola Carlos,

Por favor puedes ver la posibilidad de tener este auto para poder hacer el análisis del tema GTI. Saludos

2019 GTI customer states vehicle stalls, customer also states vehicle has stalled 20 times in one day.

Vin 3VW5T7AUXKM [REDACTED] 34 mi

Saludos

Mauricio Osorio Madrid

[Fiabilidad del Producto](#)

[Dirección de Aseguramiento de Calidad](#)

Volkswagen de México S.A. de C.V.

Teléfono [REDACTED]

Fax [REDACTED]
[REDACTED]

To: Palmarchuk, David [REDACTED]
From: Flores Martinez, Carlos (M-CMS/2)[/O=VWGMS/OU=VWMSMEXICO/CN=WWM RECIPIENTS/CN=FLORESC2]
Sent: Wed 5/8/2019 10:12:02 PM (UTC)
Subject: RV: Recompra de auto

Hello Dave,

I received a request from GBS Mex, Can we buy this car back? What do you need from our side for this to happen?

De: Osorio Madrid, Jose Mauricio (M-GQF/4) [REDACTED]
Enviado el: miércoles, 8 de mayo de 2019 03:52 p. m.
Para: Flores Martinez, Carlos (M-CMS/2) [REDACTED]
Asunto: Recompra de auto

Hello Carlos,

Could you please determine the possibility of repurchase of this car for analysis on the GTI topic? Regards

2019 GTI customer states vehicle stalls, customer also states vehicle has stalled 20 times in one day.

Vin 3VW5T7AUXKM [REDACTED] 34 mi

Regards

Mauricio Osorio Madrid

[Fiabilidad del Producto](#)

[Dirección de Aseguramiento de Calidad](#)

Volkswagen de México S.A. de C.V.

Teléfono [REDACTED]

Fax [REDACTED]

[REDACTED]

Message

From: Minke, Eddie [/O=VWGMS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=MINKE, EDDIED1D]
Sent: 5/16/2019 5:59:16 PM
To: Clogg, Robert [REDACTED] Lanza, Giulio [REDACTED] Palmarchuk, David
Subject: AAA [REDACTED]
Flag: Follow up

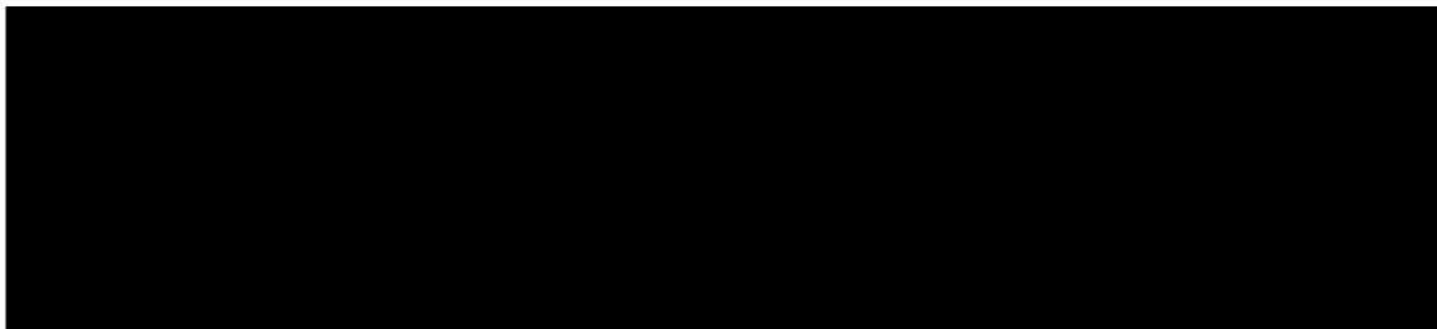
Case Summary

Access Code: [REDACTED] Date Opened: Thu May 16 2019 13:40:30 GMT-0400 (EDT)
Case Code: [REDACTED] Job Number: [REDACTED]
Technician: BOUNCHANH VORABOUTH Technician Phone: null
Dealer Name: Royal Motor Sales Dealer Phone: [REDACTED]
Corp Contact: Anton Belichev Corporate Phone: null
Consultant: Eddie Minke Dealer Code: [REDACTED]
Concern Group: Powertrain, Drivability, Check Engine Light on
Group Assigned To: TA VW Level One Support
Assignee: minkeed
Ticket Status: Open: Technician in Process

VIN: 3VW5T7AU8KM [REDACTED] Make: VW
Model Code: AU29V2 Year: 2019 Mileage: 218
Engine: 2.0T Transmission: Standard
Country: United States Service Date: null

Customer Comments:

CUSTOMER REPORTS ON COMING TO A STOP, ENGINE WILL DIE/STALL...



Message

From: Gill, Tony [/O=VWGM/OU=NAR-ABH/CN=RECIPIENTS/CN=GILLTON]
Sent: 5/17/2019 3:04:11 PM
To: Rupp, Adam [REDACTED] Tanner, Brian [REDACTED]
CC: Michels, Spencer [REDACTED]
Subject: RE: 3VW5T7AU2KM [REDACTED]@403112 AC: [REDACTED] Sales Model: AU29V2 Notification

Adam,

We were directed to send this to you, per Spencer Michels. Please speak with him for further clarification.

From: Rupp, Adam
Sent: Friday, May 17, 2019 11:03 AM
To: Tanner, Brian [REDACTED]
Cc: Michels, Spencer [REDACTED] Gill, Tony <Tony.Gill@vw.com>
Subject: RE: 3VW5T7AU2KM [REDACTED]@403112 AC: [REDACTED] Sales Model: AU29V2 Notification

Good morning Brian,

Does this require action on my part? I am not sure what this is.

Kind Regards,

Adam Rupp
Sr. Specialist
Customer Resolution & Retention

VOLKSWAGEN Group of America, Inc.

[REDACTED]
Auburn Hills, Michigan [REDACTED]

Email: [REDACTED]
Phone: [REDACTED]
Fax: [REDACTED]

This message is intended only for the use of the individual or entity to which it is addressed and may contain information that is privileged confidential and exempt from disclosure under applicable law. If the reader of this message is not the intended recipient or agent responsible for delivering the message to the intended recipient, you are hereby notified that any dissemination, copying or alteration of this communication is strictly prohibited. If you have received this electronic transmission in error, please delete it from your system immediately and notify the sender by reply e-mail, fax or by calling the phone number listed on the message. We will then be able to correct our records. We appreciate your cooperation and thank you for your assistance. Volkswagen Group of America, Inc.

From: Tanner, Brian
Sent: Friday, May 17, 2019 10:16 AM
To: Rupp, Adam
Cc: Michels, Spencer; Gill, Tony
Subject: 3VW5T7AU2KM [REDACTED]@403112 AC: [REDACTED] Sales Model: AU29V2 Notification

Adam,

Case is being sent to you per request of Spencer Michels.

Case Summary

Access Code: [REDACTED] Date Opened: Mon May 06 2019 11:47:32 GMT-0400 (EDT)

Case Code: [REDACTED] Job Number: [REDACTED]

Technician: Mitch Lyon Technician Phone: [REDACTED]

Dealer Name: Ganley Westside Volkswagen Dealer Phone: [REDACTED]

Corp Contact: Paul Monday Corporate Phone: null

Consultant: Tim Evans Dealer Code: [REDACTED]

Concern Group: Powertrain, Drivability, Check Engine Light on

Group Assigned To: TA VW Level Two Support

Assignee: evansti

Ticket Status: Open: Technician in Process

VIN: 3VW5T7AU2KM [REDACTED] Make: VW

Model Code: AU29V2 Year: 2019 Mileage: 464

Engine: 2.0T Transmission: Standard

Country: United States Service Date: Wed Apr 17 2019 20:00:00 GMT-0400 (EDT)

Customer Comments:

customer states that vehicle will stall when coming to a complete stop with vehicle in neutral, clutch engaged, and brake pedal depressed.

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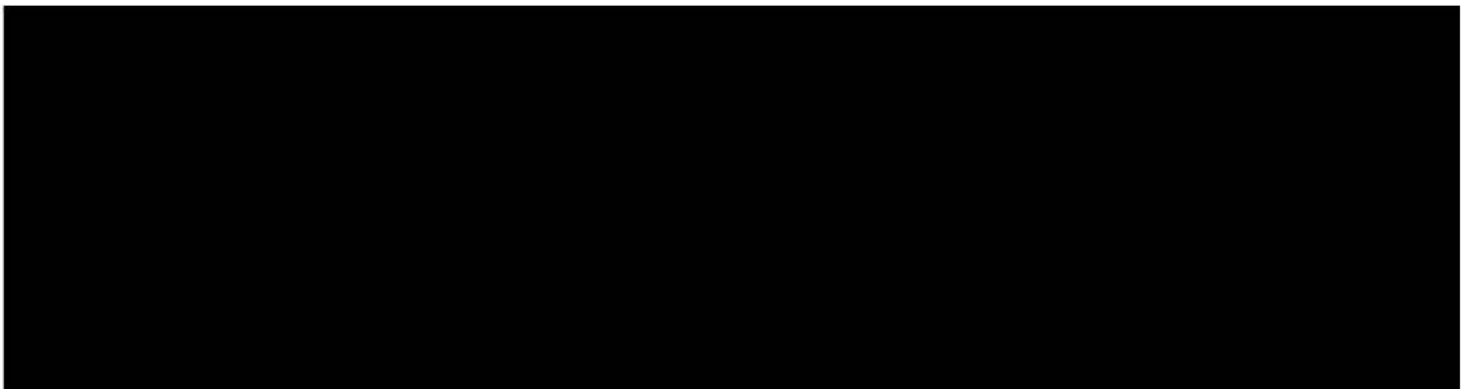
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Message

From: Rupp, Adam [/O=VWGMS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=RUPP, ADAM845]
Sent: 5/17/2019 8:04:19 PM
To: Michels, Spencer [REDACTED]
CC: Gill, Tony [REDACTED]; Tanner, Brian [REDACTED]
Subject: RE: 3VW5T7AU2KM [REDACTED]@403112 AC: [REDACTED] Sales Model: AU29V2 Notification

Thanks!

From: Michels, Spencer
Sent: Friday, May 17, 2019 12:53 PM
To: Rupp, Adam
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Subject: RE: 3VW5T7AU2KM [REDACTED]@403112 AC: [REDACTED] Sales Model: AU29V2 Notification

Adam,

I've been using 1584 as the Part ID.

Best Regards / Mit freundlichen Grüßen,

Spencer Michels
Engineer, Product Support – Powertrain
Technical Service
Service & Quality

Volkswagen Group of America, Inc.

[REDACTED]
Auburn Hills, Michigan [REDACTED]

Direct: [REDACTED]
[REDACTED]

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@Spencer – is there a particular part ID you want us to track these under?

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Subject: RE: 3VW5T7AU2KM [REDACTED]@403112 AC: [REDACTED] Sales Model: AU29V2 Notification

Good morning Brian,

Does this require action on my part? I am not sure what this is.

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Email: [REDACTED]

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Technician: Mitch Lyon Technician Phone: [REDACTED]
Dealer Name: Ganley Westside Volkswagen Dealer Phone: [REDACTED]
Corp Contact: Paul Monday Corporate Phone: null
Consultant: Tim Evans Dealer Code: [REDACTED]
Concern Group: Powertrain, Drivability, Check Engine Light on
Group Assigned To: TA VW Level Two Support
Assignee: evansti
Ticket Status: Open: Technician in Process

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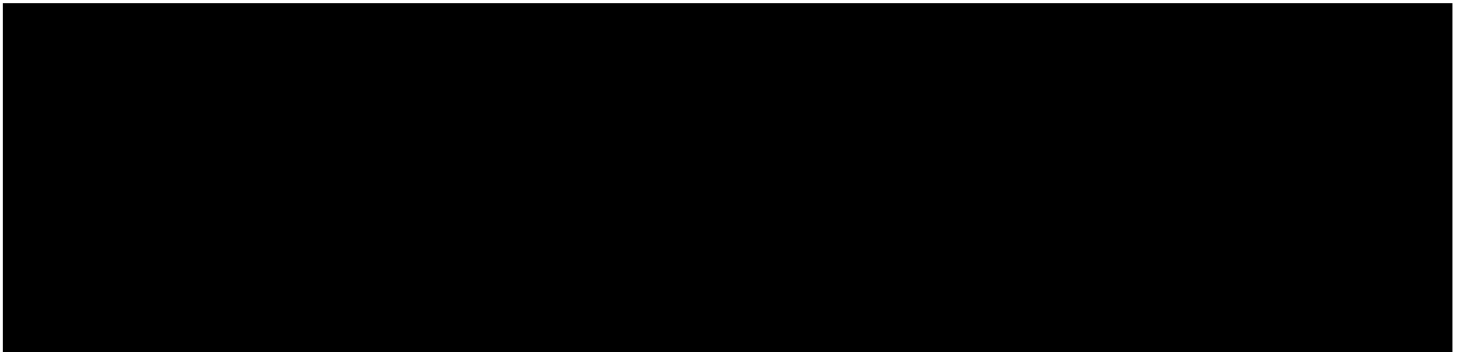
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Sent: 5/20/2019 1:22:56 PM
To: Michels, Spencer [REDACTED]
Subject: Re: 2019 GTI widespread stalling issue

Who is Dechants leader?

Regards,
Keith Burk
Manager, Powertrain/Chassis Product Support

Mobile [REDACTED]

Sent from my iPhone

On May 20, 2019, at 9:06 AM, Michels, Spencer [REDACTED] wrote:

All the right people know we have an issue but who knows how far up the chain this will go. Making you aware of it.

Best Regards / Mit freundlichen Grüßen,

Spencer Michels
Engineer, Product Support – Powertrain
Technical Service
Service & Quality

Volkswagen Group of America, Inc.

[REDACTED]
Auburn Hills, Michigan [REDACTED]
[REDACTED]

From: Dechant, Robert
Sent: Monday, May 20, 2019 8:50 AM
To: Michels, Spencer [REDACTED]
Subject: FW: 2019 GTI widespread stalling issue
Importance: High

Good Morning Spencer,

The vehicle I was speaking with you about two weeks ago that we bought back apparently the customer and his father are trying to make an issue. I just thought you may want to be aware. See the below email that was forwarded to my FOM from the dealer. I also ran both vins in ELSA and all 3 vehicles including his vehicle are manual transmissions.

Thank you,
Robert Dechant
Quality Technical Manager
Southeastern Region
Service & Quality
Volkswagen of America, Inc

[REDACTED]
Auburn Hills, MI [REDACTED]
[REDACTED]

<image001.png>

"We vow to strengthen customer relationships with each and every contact and to make owning a Volkswagen something to smile about."

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From: Matheny, David
Sent: Monday, May 20, 2019 7:44 AM
To: Dechant, Robert [REDACTED]
Subject: FW: 2019 GTI widespread stalling issue
Importance: High

Just a FYI:

David Matheny

David Matheny

Fixed Operations Manager
Southeast Region
Area 2G

Volkswagen Group of America, Inc.
[REDACTED]

Alpharetta, GA [REDACTED]
[REDACTED]

"We vow to strengthen customer relationships with each and every contact and to make owning a Volkswagen something to smile about."

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From: [REDACTED]
Sent: Monday, May 20, 2019 7:09 AM
To: Matheny, David [REDACTED]
Subject: FW: 2019 GTI widespread stalling issue

Good morning ,
I hope that you had a great weekend . I just took a look at this and thought that you might want to get ahead of this one . Let me know if you need anything from me .

From: [REDACTED]
Sent: Saturday, May 18, 2019 11:19 PM
To: [REDACTED] Christopher Davis [REDACTED]
Joseph Radford [REDACTED]
Subject: 2019 GTI widespread stalling issue

Dear Chris:

I would like to make you aware of what I am finding to be a serious safety issue with 2019 VW GTI vehicles. As you are aware, my son, [REDACTED] went through a service issue with you regarding a stalling at idle problem that could not be fixed. VW is in process of buying back that vehicle.

As VW is trying to retain him as a customer, he was excited to get into a working GTI and had negotiated an agreeable price on a 2019 Rabbit edition GTI from VW of Athens.

Today he went to attempt to purchase that vehicle, and of course, based on past experience, requested a thorough test drive to ensure there was no stalling issue. After 15 minutes of stop and go driving (simulating being in bumper to bumper traffic) and about 50 full stops – the car he was going to purchase stalled!

Same conditions as you and Aaron observed, I was in the car as well.

We went back to the dealer, explained what we found and while we were frustrated, gave them the chance to try a sell us a new SE model GTI. Again, another test drive – and under the same conditions, this new SE vehicle stalled as well.

That makes it 3 brand new cars – 3 times we can recreate the car unexpectedly stalling!

How in this world is this not a known, major issue within VW circles? How can these cars be sold to unknowing people with the potential to be rear ended due to an unexpected stall?

What I am seeking is:

1. To get my son into a working GTI – however, this is proving to be impossible.
2. My other concern, which I will pursue...is VW selling cars with easily re-creatable stalling issues. This is not right, no customer should be put in this position. Either VW does not know about this problem or they are not acknowledging it.

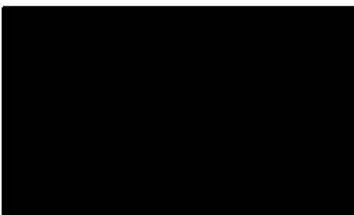
I will ask that you please make my concern and position known to your superiors, as it is next to impossible to find a contact of authority within VW to speak with directly.

I would welcome a phone call with anyone within VW to explain more precisely this experience, as I am sure that many will try to discount it as driver error or some other nonsense. As you have witnessed yourself with all of us in a car – this error is repeatable on 2019 GTIs regardless of trim level.

Attached are the details of the 3 new cars that we were able to re-create the stalling issue. I expect these cars would not be sold to an unknowing customer.

My son has opened an NHTSA complaint on the car he had purchased. I plan to open NHTSA complaints on the additional 2 GTIs we test drove today.

And, if this continues to go without acknowledgement - I can keep testing 2019 GTIs at other local dealerships and reporting/escalating the safety issue with their VINs – I am confident that every one I try will stall.



<VWGTISTALL.xlsx>

Message

From: [REDACTED]
Sent: 5/20/2019 8:05:48 PM
To: VWGOA CRR 10 [REDACTED]
Subject: Re: 2019 VW GTI - Request for additional information - [REDACTED]

deal

On Mon, May 20, 2019 at 2:16 PM VWGOA CRR 10 [REDACTED] wrote:

Hello [REDACTED]

[REDACTED]

Regards,

Benjamin H.
Specialist

Customer Resolution & Retention

VOLKSWAGEN Group of America, Inc.

[REDACTED]

[REDACTED]

[REDACTED]

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From: [REDACTED]
Sent: Monday, May 20, 2019 1:58 PM
To: VWGOA CRR 10
Subject: Re: 2019 VW GTI - Request for additional information - [REDACTED]

[REDACTED]

On Mon, May 20, 2019 at 1:46 PM VWGOA CRR 10 [REDACTED] wrote:

Hello [REDACTED]

[REDACTED]

Regards,

Benjamin H.
Specialist

Customer Resolution & Retention

VOLKSWAGEN Group of America, Inc.

[REDACTED]

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From: [REDACTED]
Sent: Monday, May 20, 2019 1:16 PM
To: VWGOA CRR 10
Subject: Re: 2019 VW GTI - Request for additional information - [REDACTED]

[REDACTED]

On Mon, May 20, 2019 at 1:01 PM VWGOA CRR 10 [REDACTED] wrote:

Hello [REDACTED]

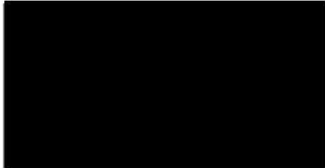
[REDACTED]

Regards,

Benjamin H.
Specialist

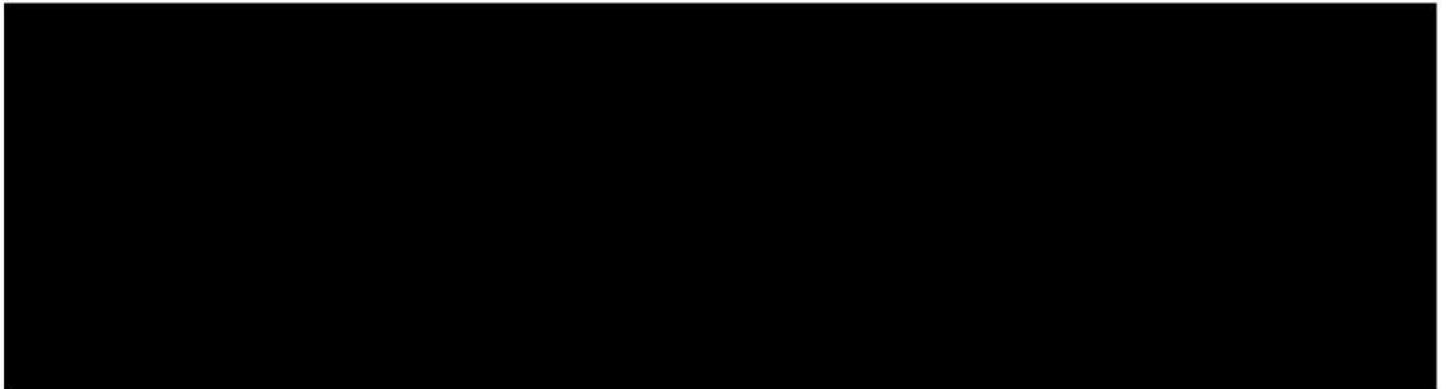
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From: [REDACTED]
Sent: Monday, May 20, 2019 11:39 AM
To: VWGOA CRR 10
Subject: Re: 2019 VW GTI - Request for additional information - [REDACTED]



On Mon, May 20, 2019, 11:08 AM VWGOA CRR 10 [REDACTED] wrote:


Hello 

Regards,

Benjamin H.
Specialist

Customer Resolution & Retention

VOLKSWAGEN Group of America, Inc.



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From: [REDACTED]
Sent: Monday, May 20, 2019 8:44 AM
To: VWGOA CRR 10
Subject: Re: 2019 VW GTI - Request for additional information - [REDACTED]

Ben,

[REDACTED]

Due to the stalling issues I had with my first new, purchased vehicle I am ensuring that I test drive a replacement car using the same stop and go test drive pattern for about 15 minutes that allowed me to recreate my stalling issue on my first car.

Amazingly, I test drove 2 brand new 2019 VW GTIs (Rabbit and SE trim levels) this past weekend and both stalled in neutral during my test drives. This is simply unbelievable to me. This is a serious safety problem with 2019 GTIs, regardless of trim level. No car should ever unexpectedly stall in neutral! In all instances I have had either VW service techs in the car with me or a witness (parents as passengers) – this cannot be attributed to a driver pattern. The same exact test scenario is used in all cases, in some cases different drivers.

This puts me in a situation where I would love to purchase a GTI, but feel that I cannot given the frequency (100% failure rate over 3 brand new cars) of your manufacturers defects.

[REDACTED]

in). [REDACTED], the make / model car I want (2019 VW GTI) is obviously defective.

May I propose:

[REDACTED]

Hopefully VW will sort out this stalling issue and I can one day return to the brand. Based on the lack of acknowledgement within VW, they do not even appear to be aware of this safety issue yet – therefore a fix will surely take months/year to develop and deploy.

I am concurrently following up with a local dealer service foreman by reporting my observed stalling issues on new 2019 GTIs – as new customers should not be unknowingly placed into these cars. I would be happy to inform anyone else at VW as to my experience so they may benefit before someone gets seriously injured. I have recreated the problem on 3 different new GTI cars, not one has passed the test for me. 3 vins I am referencing below.

3VW5T7AU3KM [REDACTED]

3VW5T7AU2KM [REDACTED]

3VW5T7AU9KM [REDACTED]

Please reply on my proposed solution to my dilemma.

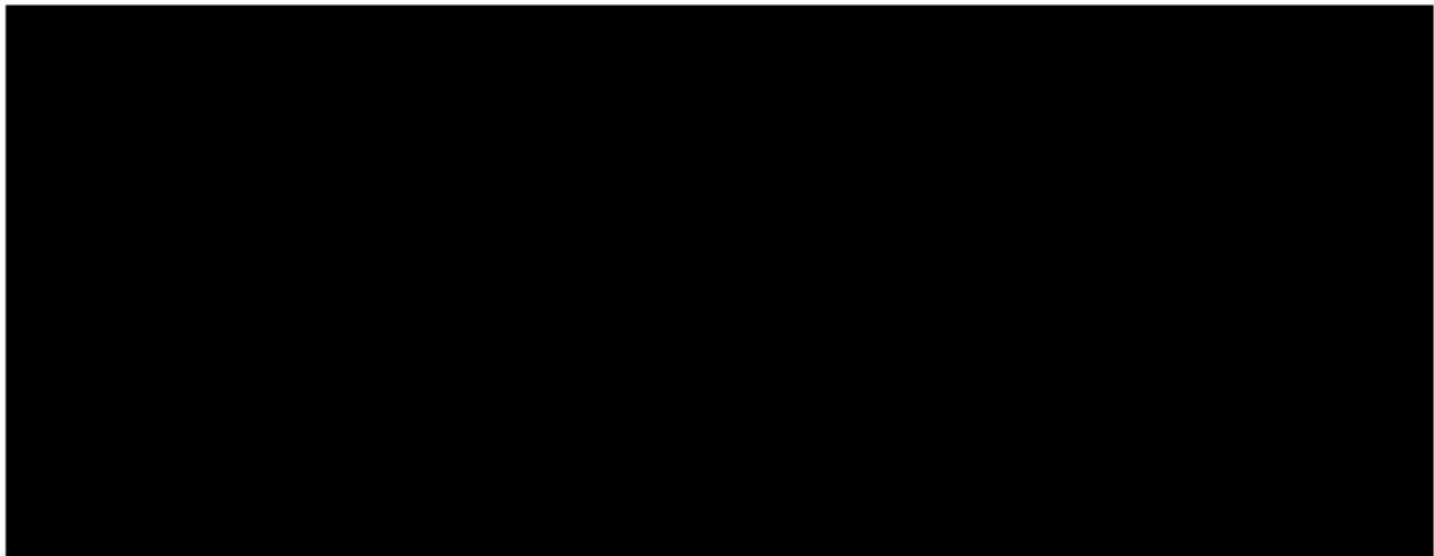
[REDACTED]

On Wed, May 15, 2019 at 10:47 AM [REDACTED] wrote:

Okay, thank you for the update. I will contact you next Friday for an update if I have not heard from you.

On Wed, May 15, 2019 at 10:43 AM VWGOA CRR 10 [REDACTED] wrote:

Thank you [REDACTED]



Kind regards,

Benjamin H.
Specialist

Customer Resolution & Retention

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[REDACTED]

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From: [REDACTED]
Sent: Wednesday, May 15, 2019 9:47 AM
To: VWGOA CRR 10
Subject: Re: 2019 VW GTI - Request for additional information - [REDACTED]

[REDACTED]

thanks

On Wed, May 15, 2019 at 9:12 AM VWGOA CRR 10 [REDACTED] wrote:

Hello [REDACTED]


[REDACTED]

Regards,



Benjamin H.
Specialist

Customer Resolution & Retention


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From: 
Sent: Wednesday, May 15, 2019 7:40 AM
To: VWGOA CRR 10
Subject: Re: 2019 VW GTI - Request for additional information 

Ben,



thank you

On Tue, May 14, 2019 at 3:29 PM VWGOA CRR 10  wrote:

Hello 



Regards,

Benjamin H.
Specialist

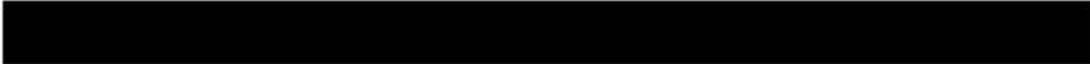
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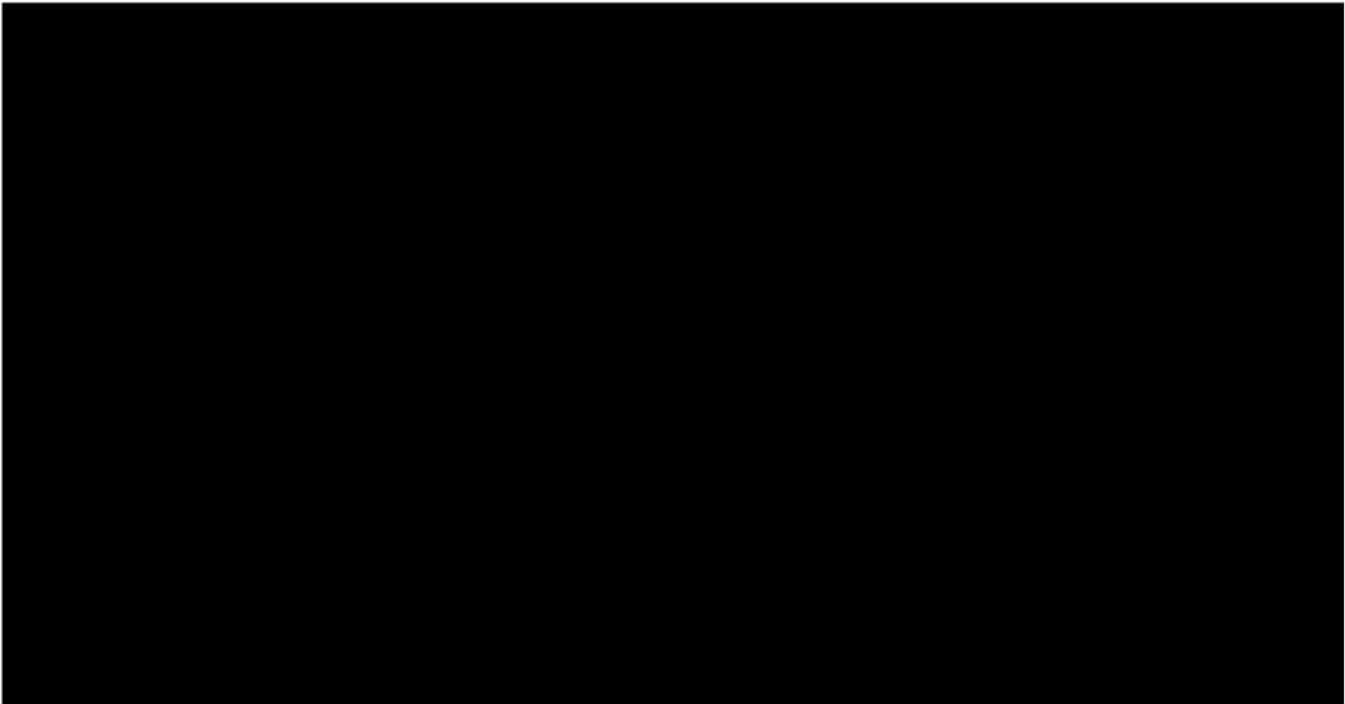
From: [REDACTED]
Sent: Tuesday, May 14, 2019 1:52 PM
To: VWGOA CRR 10
Subject: Re: 2019 VW GTI - Request for additional information [REDACTED]



thanks

On Tue, May 14, 2019 at 1:04 PM VWGOA CRR 10 [REDACTED] wrote:

Hello [REDACTED]

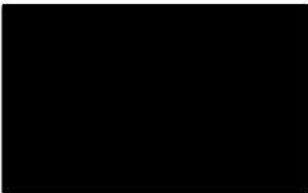


Regards,

Benjamin H.
Specialist

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From: [REDACTED]
Sent: Tuesday, May 14, 2019 11:01 AM
To: VWGOA CRR 10
Subject: Re: 2019 VW GTI - Request for additional information - [REDACTED]

Great, thank you for the leg work Benjamin.

[REDACTED]

Best,

[REDACTED]

On Tue, May 14, 2019 at 10:50 AM VWGOA CRR 10 [REDACTED] wrote:

Hello [REDACTED]

[REDACTED]

Regards,

Benjamin H.
Specialist

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From: [Redacted]
Sent: Tuesday, May 14, 2019 9:23 AM
To: VWGOA CRR 10
Subject: Re: 2019 VW GTI - Request for additional information [Redacted]

Good morning Benjamin,



On Mon, May 13, 2019 at 3:35 PM VWGOA CRR 10 [Redacted] wrote:

Hello [Redacted]



Regards,

Benjamin H.

Specialist

Customer Resolution & Retention

VOLKSWAGEN Group of America, Inc.



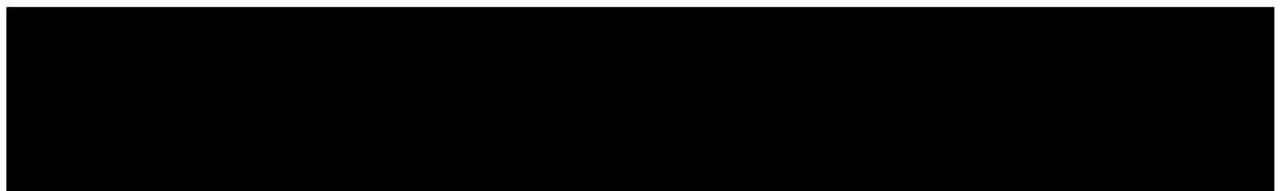
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From: [Redacted]
Sent: Monday, May 13, 2019 2:06 PM
To: VWGOA CRR 10
Subject: Re: 2019 VW GTI - Request for additional information - [Redacted]

Hi Ben,

Have you had a chance to review my request?

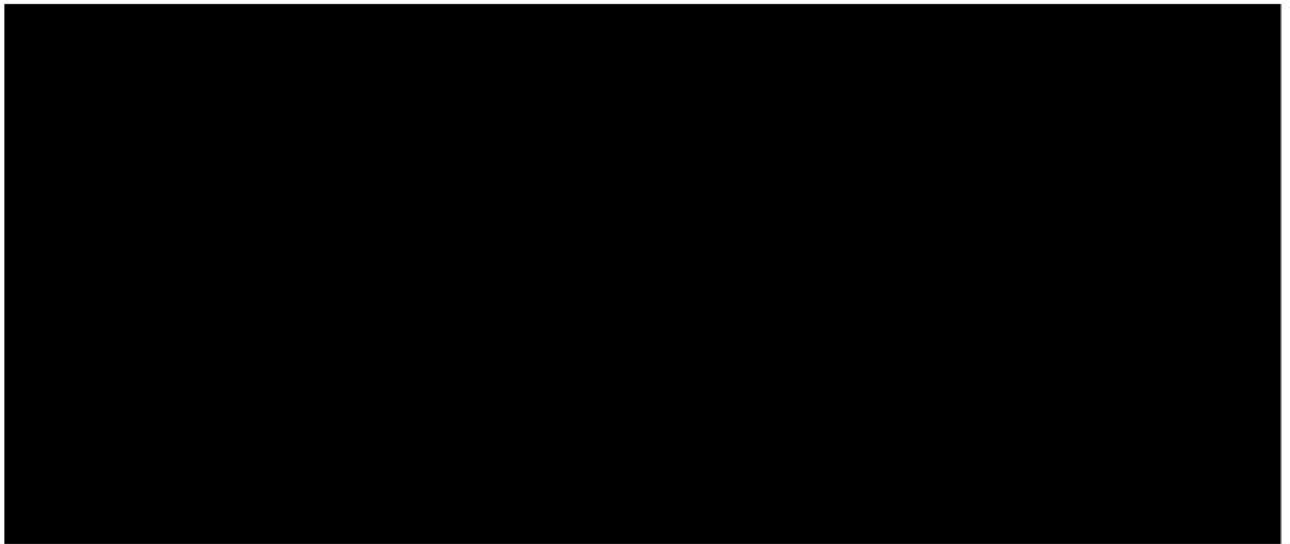
On Mon, May 13, 2019 at 9:41 AM [Redacted] wrote:



Please let me know.

On Mon, May 13, 2019 at 9:32 AM VWGOA CRR 10 [REDACTED] wrote:

Hello [REDACTED]

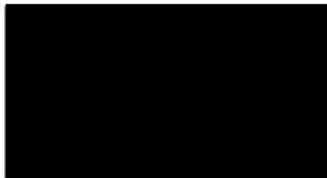


Regards,

Benjamin H.
Specialist

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From: [REDACTED]
Sent: Monday, May 13, 2019 8:47 AM
To: VWGOA CRR 10
Subject: Re: 2019 VW GTI - Request for additional information [REDACTED]

Ben,

[REDACTED]

Thanks

On Fri, May 10, 2019, 4:28 PM VWGOA CRR 10 [REDACTED] wrote:

Hello [REDACTED]

Is there a specific question that you have? My manager is not currently available but I can make the request that you would like to be contacted. I would like to understand if there is something that you're looking for specifically?

Regards,

Benjamin H.
Specialist

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From: [Redacted]
Sent: Friday, May 10, 2019 4:22 PM
To: VWGOA CRR 10
Subject: Re: 2019 VW GTI - Request for additional information - [Redacted]

Benjamin,



Thank you

On Fri, May 10, 2019 at 3:46 PM VWGOA CRR 10 [Redacted] wrote:

Hello [REDACTED]



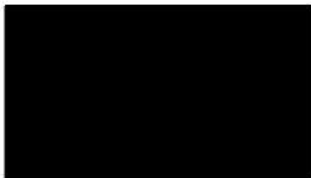
Let me know if you have any questions.

Regards,

Benjamin H.
Specialist

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From: [REDACTED]
Sent: Friday, May 10, 2019 1:53 PM
To: VWGOA CRR 10
Subject: Re: 2019 VW GTI - Request for additional information - [REDACTED]

Hi Benjamin,



Thanks

On Fri, May 10, 2019 at 7:41 AM [REDACTED] wrote:

Good morning Benjamin,



Thank you

On Thu, May 9, 2019 at 9:26 AM VWGOA CRR 10 [REDACTED] wrote:

Hello [REDACTED]

Please make the payment that is due soon. This payment would be calculated in the repurchase offer.

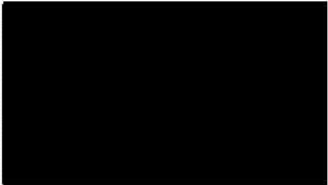


Regards,

Benjamin H.
Specialist

Customer Resolution & Retention

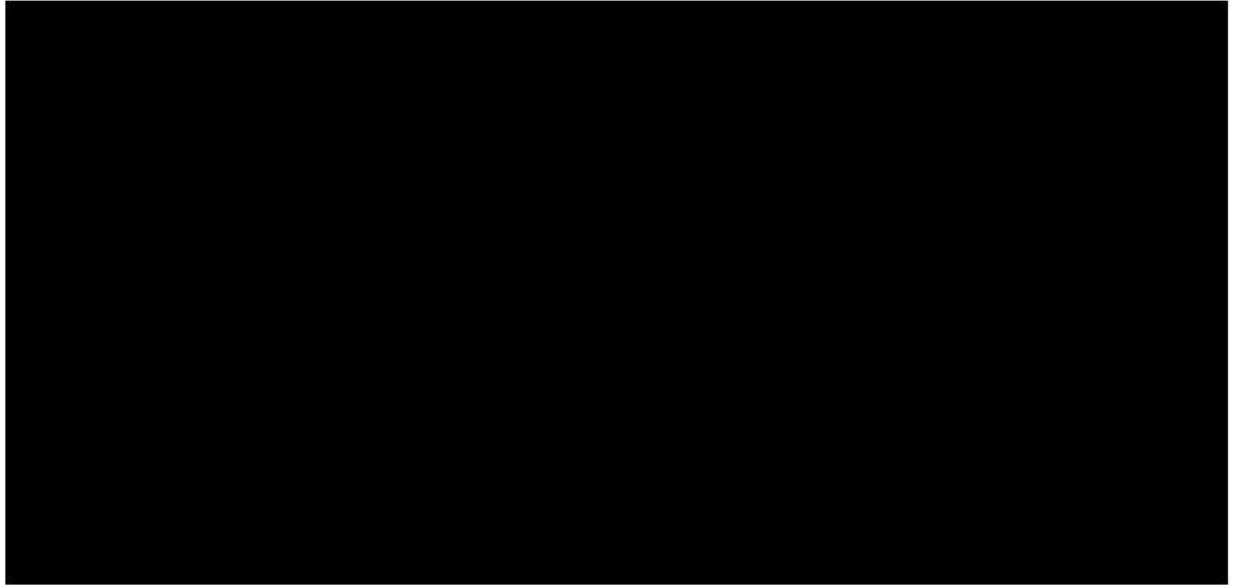
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From: [REDACTED]
Sent: Thursday, May 09, 2019 9:01 AM
To: VWGOA CRR 10
Subject: Re: 2019 VW GTI - Request for additional information - [REDACTED]

Good morning Benjamin,



Thank you



On Thu, May 9, 2019 at 8:52 AM VWGOA CRR 10 [REDACTED] wrote:

Hello [REDACTED]



||||| <p class="MsoNormal" style

Message

From: Burk, Keith [/O=VWGM/OU=NAR-ABH/CN=RECIPIENTS/CN=BURKK]
Sent: 5/29/2019 5:51:05 PM
To: Heard, Joey [REDACTED]
CC: Michels, Spencer [REDACTED]
Subject: Re: FYI Dealer Feedback

Thx bud.

Regards,
Keith Burk
Manager, Powertrain/Chassis Product Support

Mobile [REDACTED]

Sent from my iPhone

On May 29, 2019, at 1:28 PM, Heard, Joey [REDACTED] wrote:

They have been directed to Helpline if customer has a concern.

Sent from my iPhone

On May 29, 2019, at 12:50 PM, Burk, Keith [REDACTED] wrote:

Thx Joey. Let us know if you need anything.

HL has the latest and greatest info if the dealer calls them.

Regards,
Keith Burk
Manager, Powertrain/Chassis Product Support

[REDACTED]

Sent from my iPhone

On May 29, 2019, at 12:36 PM, Heard, Joey [REDACTED] wrote:

I will call the FOM.

From: Goebel, Lauren
Sent: Wednesday, May 29, 2019 12:29 PM
To: Davidson, Ken [REDACTED] Heard, Joey
[REDACTED]
Subject: Fwd: GTI Manual turning off?

Hey guys,

Lindsay reached out to us about this issue last week, but this is the first complaint they've received. Ken mentioned he has heard of this before?

Should I recommend they tell the customer to bring it to their local dealer?

Lauren Goebel
Fixed Operations Manager - DC Metro
Volkswagen of America, Inc



Sent from my iPhone

Begin forwarded message:

From: Joshua Pidek [REDACTED]
Date: May 29, 2019 at 12:16:14 PM EDT
To: Jerry Holloway [REDACTED]
"Goebel, Lauren" [REDACTED] Bedard,
David" [REDACTED] Troy McWhirter
[REDACTED]
Cc: VW Sales Managers [REDACTED]
Subject: RE: GTI Manual turning off?

FYI, we sold a brand new GTI SE manual (VIN: 3VW5T7AU7KM [REDACTED]) late last night to a customer from Pennsylvania. He sent me the email below – this is the first I've heard of this from any of our customers, and I let him know we were actually following up with TechLine about this due to a recent question.

Please let me know if you need any additional information.

[[Reply](#) | [Mark Unread](#) | [Print](#) | [Manage Customer](#)]

From: [REDACTED] **To:** Marvin Sanchez **Received:** 05/29/19 - 10:28:00 AM **Read:** N/A
Subject: Re: Follow up
Marvin,

Thanks for the help yesterday. I've had an issue with the car. Before purchasing I read that some people with transmission have an issue with the car stalling or shutting off when coming to a stop. This happened to me 1 way to work. One time it was in the middle of an intersection in traffic which could have caused an accident. both times it happened, so I know this wasn't me killing the car. I've driven manual transmission vehicles since while I wouldn't completely rule out me killing the car, it really seemed like it was something to do with the car. search shows that this is a common issue. Is this something you've seen at your dealer? If so, is there a known

Best,



Joshua Pidek
New Car Manager | Lindsay Volkswagen of Dulles
[REDACTED] Sterling, VA [REDACTED]
[REDACTED] Direct | [REDACTED] Fax
[REDACTED]

[4.8 Stars on Google. Click to read reviews.](#)



From: Jerry Holloway [REDACTED]
Sent: Tuesday, May 28, 2019 10:26 AM
To: Goebel, Lauren [REDACTED] Bedard,
David [REDACTED] Troy McWhirter
[REDACTED]
Cc: VW Sales Managers [REDACTED]
Subject: RE: GTI Manual turning off?

Appreciate the follow up Lauren & Dave. Apparently TechLine is familiar, and there may be a correction.

Troy – when you get a chance please reach out to TechLine to learn about this. We have prospects that are deciding against the GTI Manual and we'd like to be able to give them a resolution.

Thanks,

Jerry

Jerry Holloway

General Manager | Lindsay Volkswagen of Dulles
[REDACTED] Sterling, VA [REDACTED]

[4.8 Stars on Google. Click to read reviews.](#)



From: Goebel, Lauren [REDACTED]
Sent: Tuesday, May 28, 2019 10:20 AM
To: Bedard, David [REDACTED] Jerry
Holloway [REDACTED]
Cc: VW Sales Managers [REDACTED]
Subject: RE: GTI Manual turning off?

Hi Jerry,

I've not heard of this issue either.

Best Regards,

Lauren Goebel
Fixed Operations Manager – DC Metro / Area 2B
Volkswagen of America, Inc.

[REDACTED]

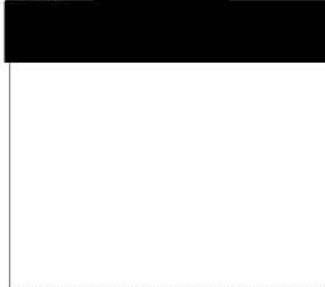
From: Bedard, David
Sent: Thursday, May 23, 2019 12:48 PM
To: Jerry Holloway [REDACTED]
Goebel, Lauren [REDACTED]
Cc: VW Sales Managers [REDACTED]
Subject: RE: GTI Manual turning off?

Jerry,
This is the first I have heard anything about
this potential issue.

David Bedard
Sales Operations Manager
Washington DC Metro
Southeast Region

Volkswagen Group of America, Inc.
[REDACTED]
Alpharetta, GA [REDACTED]

Wireless: [REDACTED]



*"We vow to strengthen customer relationships
with each and every contact and to make owning
a Volkswagen something to smile about."*

Confidentiality Notice: This message (including any attachments) is
intended exclusively for the individual or entity to which it is addressed.
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retain, copy or disseminate this message or any part of it. If you have
received this message in error, please notify the sender immediately
by e-mail and delete all copies of the message.

From: Jerry Holloway [REDACTED]
Sent: Thursday, May 23, 2019 12:39 PM
To: Goebel, Lauren [REDACTED] Bedard,
David [REDACTED]
Cc: VW Sales Managers [REDACTED]
Subject: FW: GTI Manual turning off?

Hello Lauren & Dave,

Is this a valid concern? Customer is telling us he won't buy because of this issue.

Jerry Holloway

General Manager | Lindsay Volkswagen of Dulles
Sterling, VA

4.8 Stars on Google. [Click to read reviews.](#)

From: Jose Santiago
Sent: Thursday, May 23, 2019 12:10 PM
To: VW Sales Managers
Subject: GTI Manual turning off?

This is one of the links that I found.

<http://www.carproblemzoo.com/volkswagen/gti/car-stall-problems.php>

This is the customer that told me about it.


Lem Kamanya

Primary Contact | [Edit Primary Contact](#) | [Edit Secondary Contact](#)

Mobile Ph:

Email 1:

Secondary:

 <!--[if !vml]--><!--[endif]--> Hide Details

Created:

Last Action:

No Email

Mamta Vohra

02/28/2018 1:34 PM

05/21/2019 6:24 PM / Task Updated / M

Jose Santiago

Sales Associate | Lindsay Volkswagen of Dulles
Sterling, VA

4.6 Stars on Google. [Click to read reviews.](#)

Message

From: Rupp, Adam [/O=VWGM/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=RUPP, ADAM845]
Sent: 5/29/2019 6:45:18 PM
To: Charbonneau, Mark [REDACTED]
CC: Palmarchuk, David [REDACTED]; Michels, Spencer [REDACTED]
Subject: RE: 3VW5T7AUXKM [REDACTED]@405041 AC: [REDACTED] Sales Model: AU29V2 Notification

Thank you, Mark.

We will get the customer out of this car. We will get a case started and contact the customer next week.

Kind Regards,

Adam Rupp

Sr. Specialist

Customer Resolution & Retention

VOLKSWAGEN Group of America, Inc.

[REDACTED]
Auburn Hills, Michigan [REDACTED]

[REDACTED]

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From: Charbonneau, Mark
Sent: Wednesday, May 29, 2019 2:23 PM
To: Rupp, Adam
Cc: Palmarchuk, David; Michels, Spencer
Subject: 3VW5T7AUXKM [REDACTED]@405041 AC: [REDACTED] Sales Model: AU29V2 Notification

Adam,
3rd time in, all work has stopped.

Case Summary

Access Code: [REDACTED] Date Opened: Wed May 29 2019 12:49:22 GMT-0400 (EDT)

Case Code: [REDACTED] Job Number: [REDACTED]

Technician: charles jenkins Technician Phone: null

Dealer Name: South Motors Volkswagen Dealer Phone: [REDACTED]

Corp Contact: Daniel Puszczewicz Corporate Phone: null
Consultant: Mark Charbonneau Dealer Code: [REDACTED]
Concern Group: Powertrain, Drivability, Check Engine Light on
Group Assigned To: TA VW Level One Support
Assignee: charbom
Ticket Status: Open: Technician in Process

VIN: 3VW5T7AUXKM [REDACTED] Make: VW
Model Code: AU29V2 Year: 2019 Mileage: 1050
Engine: 2.0T Transmission: Standard
Country: United States Service Date: Sun Apr 21 2019 20:00:00 GMT-0400 (EDT)

05/29/19 12:49:22: US/Eastern: charles jenkins: Initiated: Issue Opened by Dealership

05/29/19 12:49:22: US/Eastern: charles jenkins: Initiated: CUSTOMER STATES VEHICLE STALLS.VEHICLE HAS BEEN HERE ON PREVIOUS DATE FOR SAME ISSUE.I RODE WITH CUSTOMER THEN AND VEHICLE STALLED TWICE COMING TO A STOP AT RED LIGHT,I BELIEVE THE N205 AND VALVE WAS REPLACED,CUSTOMER TOOK VEHICLE.CUSTOMER WAS HERE LAST FRIDAY SAYING IT STILL STALLS,WE ROADTESTED FOR SEVERAL MILES BUT IT DID NOT STALL.HE RETURNED TODAY AND SAID IT STALLED AGAIN YESTERDAY.IT HAS A FAULT THIS TIME P063800 BUT STANDARD CONDITIONS SEEM ODD TO ME WHEN CODE SET.

05/29/19 14:21:24: US/Eastern: Mark Charbonneau: Open: Consultant in Process: Workshop Findings: CUSTOMER STATES VEHICLE STALLS

05/29/19 14:21:24: US/Eastern: Mark Charbonneau: Open: Consultant in Process: Stop all work on the vehicle. Someone will contact the dealer and give a directions on the next step.

Message

From: Evans, Tim [/O=VWGMS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=EVANS, TIM8BE]
Sent: 5/30/2019 7:54:25 PM
To: Michels, Spencer [REDACTED]
CC: Gill, Tony [REDACTED]
Subject: 3VW5T7BU0KM [REDACTED]@425073 AC: [REDACTED] Sales Model: BU39V2 Notification

Hello Spencer,

This is a 2019 BU3 DKFA with a manual transmission and this is the 2nd VTA for stalling. The tech has not verified the concern but the customer has supplied a video of the issue. The customer says it usually happens after coming off the freeway to a stop. On the 1st visit, the ECM adaptations were reset. I had the tech reset them again. The oil level seems correct. Do you suggest any course of action after resetting the adaptations?

Thanks for the input.

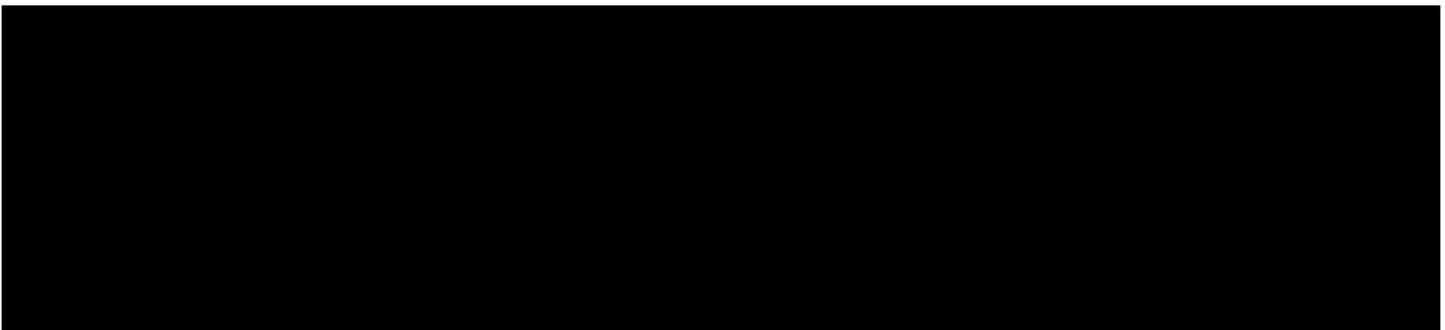
Case Summary

Access Code: [REDACTED] Date Opened: Thu May 30 2019 11:38:28 GMT-0400 (EDT)
Case Code: [REDACTED] Job Number: [REDACTED]
Technician: ephriam finney Technician Phone: null
Dealer Name: Volkswagen of Alamo Heights Dealer Phone: [REDACTED]
Corp Contact: Joel Arabzadegan Corporate Phone: [REDACTED]
Consultant: Tim Evans Dealer Code: [REDACTED]
Concern Group: Powertrain, Drivability, Check Engine Light on
Group Assigned To: TA VW Level Two Support
Assignee: evansti
Ticket Status: Escalated: Level Two Support

VIN: 3VW5T7BU0KM [REDACTED] Make: VW
Model Code: BU39V2 Year: 2019 Mileage: 1227
Engine: 2.0T Transmission: Standard
Country: United States Service Date: Fri Mar 29 2019 20:00:00 GMT-0400 (EDT)

Customer Comments:

customer states vehicle will randomly stall out when coasting in neutral to a stop from highway speeds no faults are stored service manager will uploa...



05/30/19 11:38:28: US/Eastern: ephriam finney: Initiated: Issue Opened by Dealership
05/30/19 11:38:28: US/Eastern: ephriam finney: Initiated: customer states vehicle will randomly stall out when coasting
in neutral to a stop from highway speeds no faults are stored service manager will upload customers video
05/30/19 11:49:30: US/Eastern: Mark Charbonneau: Open: Consultant in Process: Workshop Findings: Stalled
05/30/19 11:49:30: US/Eastern: Mark Charbonneau: Open: Consultant in Process: Advised tech to reset all ECM
adaptation values as follows. Under OBD – double click on '0001 – Engine Control Module 1' – Select 'Basic Setting' –
Select 'Perform' – Select 'Resetting of all adaptation values' – Select Right Arrow – Select Perform Arrow
05/30/19 11:52:31: US/Eastern: Mark Charbonneau: Escalated: Level Two Support: Issue Updated
05/30/19 14:47:48: US/Eastern: Mark Charbonneau: Escalated: Level Two Support: Transferred to Tin's voicemail.
05/30/19 15:46:46: US/Eastern: Tim Evans: Escalated: Level Two Support: Called the tech and went through the reset of
the adaption values. The tech has not verified the customers concern but the customer supplied a video of the issue
after the last repair. Advised the issue will be sent for review.

=====
sic email sent MCC

Message

From: Morris, Cheri [/O=VWGMS/OU=NAR-ABH/CN=VW NAR CONTRACTORS/CN=SANGREC]
Sent: 6/10/2019 7:55:47 PM
To: Weir, Martha [REDACTED] Rupp, Adam [REDACTED] Michels, Spencer
Subject: RE: MY19 GTI/GLI Topic

Good afternoon,

Just following up to see if we are sending these vehicles somewhere.

Thank you,
Cheri

From: Weir, Martha
Sent: Wednesday, May 29, 2019 11:50 AM
To: Morris, Cheri; Rupp, Adam; Michels, Spencer
Subject: RE: MY19 GTI/GLI Topic

Spencer –

Let me know if you want either of these vehicles sent somewhere.

From: Morris, Cheri
Sent: Wednesday, May 29, 2019 10:59 AM
To: Weir, Martha [REDACTED] Rupp, Adam [REDACTED] Michels, Spencer
Subject: RE: MY19 GTI/GLI Topic

3VW5T7AU3KM [REDACTED] – 2019 manual GTI. Engine will stall out. Terry has this one. We are in the process of scheduling the closing transaction with the customer.

Thanks,
Cheri

From: Weir, Martha
Sent: Wednesday, May 29, 2019 10:41 AM
To: Rupp, Adam; Morris, Cheri
Subject: FW: MY19 GTI/GLI Topic

Do we have any of these in our possession yet?

From: Michels, Spencer
Sent: Wednesday, May 29, 2019 8:01 AM
To: Weir, Martha [REDACTED]
Subject: MY19 GTI/GLI Topic

Hello Martha,

I wanted to follow up with you regarding the discussion that we had with Keith regarding the MY19 GTI and Jetta GLI topic.

Have we repurchased any vehicles yet that we would be able to get the engine from to send for analysis?

I don't want to put anything in motion yet, just wanted to see if we had physical possession of any customer vehicles (besides the one sent to Oxnard from Ontario VW).

Best Regards / Mit freundlichen Grüßen,

Spencer Michels

Engineer, Product Support – Powertrain

Technical Service

Service & Quality

Volkswagen Group of America, Inc.

[REDACTED]
Auburn Hills, Michigan [REDACTED]
[REDACTED]

Message

From: VW Warranty [REDACTED]
Sent: 6/13/2019 7:21:58 PM
To: Dameron, Dawn [REDACTED]
Subject: You have received a Goodwill Exception Request from [REDACTED] Volkswagen Santa Monica, L.L.C.

Dear Area Team,

You have received a Goodwill Exception Request from:

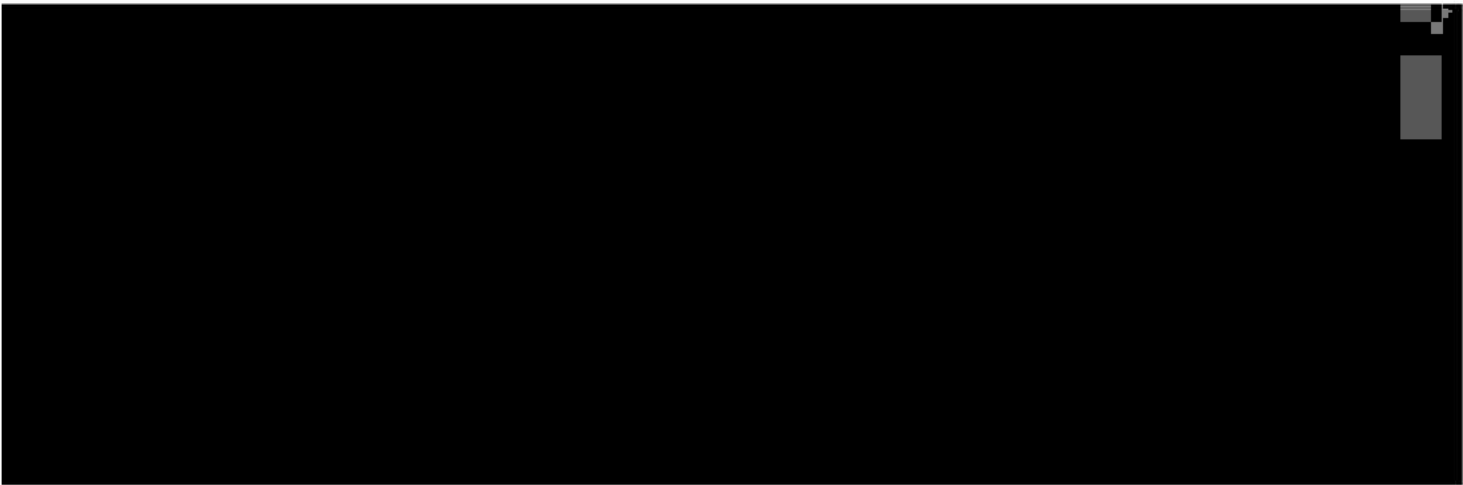
Requestor: quinn sarosi
Volkswagen Santa Monica, L.L.C. [REDACTED]
Tracking Number: [REDACTED]
Claim Type: 2CM

Tracking Number [REDACTED]

VIN: 3VW5T7AU2KM [REDACTED]
Repair Order Number: [REDACTED]
Goodwill Claim Type: 2CM
Service Number: [REDACTED]
Mileage: 774

Customer Name:
ROGER DICKES
Customer Complaint:
CUSTOMER STATES THE VEHICLE STALLS WHEN COMING TO A STOP

Cause / Repair Performed:
REPLACE ECM



NOTE: Your approval of this request represents acceptance of the Customer transaction specified in the Offer Details of the request.

It does not, however, indicate automatic approval of the SAGA claim.

SAGA claims must meet published policy and claim coding requirements to be accepted for processing.

This email was automatically generated by <https://www.vw-wise.com>

Message

From: Braden, Robert [/O=VWGM/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=BRADEN, ROBERT2DF]
Sent: 6/13/2019 7:01:24 PM
To: Rupp, Adam [REDACTED]
CC: Gill, Tony [REDACTED]; Kellar, Johnathan [REDACTED]; Michels, Spencer [REDACTED]; Palmarchuk, David [REDACTED]
Subject: 3VW5T7AU3KM [REDACTED] @422531 AC: [REDACTED] Sales Model: AU29V2 Notification

Hello Adam,

I am forwarding this case due to vehicle returning for the third visit for this stalling concern.

Robert Braden
VW Technical Helpline Consultant
Powertrain and Launch Teams
Volkswagen Group of America
[REDACTED]
Auburn Hills MI. [REDACTED]

Case Summary

Access Code: [REDACTED] Date Opened: Thu Jun 13 2019 13:57:23 GMT-0400 (EDT)
Case Code: [REDACTED] Job Number [REDACTED]
Technician: eddie charriez Technician Phone: null
Dealer Name: Bob Baker Volkswagen Dealer Phone: [REDACTED]
Corp Contact: Steven Bleakley Corporate Phone: null
Consultant: Robert Braden Dealer Code: [REDACTED]
Concern Group: Powertrain, Drivability, Check Engine Light on
Group Assigned To: TA VW Level One Support
Assignee: bradenr
Ticket Status: Open: Technician in Process

VIN: 3VW5T7AU3KM [REDACTED] Make: VW
Model Code: AU29V2 Year: 2019 Mileage: 3121
Engine: 2.0T Transmission: Standard
Country: United States Service Date: Sun Jan 20 2019 19:00:00 GMT-0500 (EST)

Customer Comments:

Customer reports when vehicle is coming to a stop the engine will stall out randomly as the vehicle comes to a complete stop. it seems to only happen...

06/13/19 13:57:24: US/Eastern: eddie charriez: Initiated: Issue Opened by Dealership

06/13/19 13:57:24: US/Eastern: Eddie charriez: Initiated: customer reports when vehicle is coming to a stop the engine will stall out randomly as the vehicle comes to a complete stop. it seems to only happens when the car is coming to a stop not at idle doesn't matter if the temperature is cold or warm outside

06/13/19 14:31:59: US/Eastern: Robert Braden: Open: Consultant in Process: Customer Comments: Customer reports when vehicle is coming to a stop the engine will stall out randomly as the vehicle comes to a complete stop. it seems to only happens when the car is coming to a stop not at idle doesn't matter if the temperature is cold or warm outside

06/13/19 14:31:59: US/Eastern: Robert Braden: Open: Consultant in Process: Workshop Findings: Technician was not able to duplicate at this time and no faults are stored.

06/13/19 14:31:59: US/Eastern: Robert Braden: Open: Consultant in Process: Advised tech to reset all ECM adaptation values as follows. Under OBD – double click on '0001 – Engine Control Module 1' – Select 'Basic Setting' – Select 'Perform' – Select 'Resetting of all adaptation values' – Select Right Arrow – Select Perform Arrow

06/13/19 14:53:45: US/Eastern: Robert Braden: Open: Technician in Process: case has been forwarded for review.

Message

From: Michels, Spencer [/O=VWGMS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=MICHELS, SPENCERD48]
Sent: 6/13/2019 1:33:04 PM
To: Nagel, Ron [REDACTED]
CC: Wegemann, Tino [REDACTED]
Subject: RE: DKFA Stalling - Cam Adj. Magnet

Ron,

Thanks for letting me know.

These were originally requested by Tino back before we knew the issue was not H/W related. I will hold any more that we requested here in AH incase more are needed down the road.

There might be a few in-transit, just a heads up, but no more will be sent unless we start seeing another failure mode.

Best Regards / Mit freundlichen Grüßen,

Spencer Michels
Engineer, Product Support – Powertrain
Technical Service
Service & Quality

Volkswagen Group of America, Inc.

[REDACTED]
Auburn Hills, Michigan [REDACTED]
[REDACTED]

From: Nagel, Ron
Sent: Wednesday, June 12, 2019 1:57 PM
To: Michels, Spencer [REDACTED]
Subject: DKFA Stalling - Cam Adj. Magnet

Spencer,

I am good with stopping these parts replaced for stalling complaint.
It's not the part. The system guys are thinking it's possibly an oil pressure concern.

Strange thing, GLI uses the same part number and I only have two parts from GLI. All the rest are GTI.

Mit freundlichen Grüßen,

Ron Nagel
Sr. Parts Analyst
Volkswagen Group of America, Inc.
Test Center California
[REDACTED]
Oxnard, Ca. [REDACTED]

Message

From: Palmarchuk, David [/O=VWGM/OU=NAR-ABH/CN=VW NAR CONTRACTORS/CN=PALMARD]
Sent: 6/13/2019 4:19:11 PM
To: Michels, Spencer [REDACTED] Morris, Cheri [REDACTED]
CC: Weir, Martha [REDACTED] Rupp, Adam [REDACTED]
Subject: RE: MY19 GTI/GLI Topic

Hello Cheri,

We are interested in having the 3VW5T7AU3KM [REDACTED] vehicle sent to Mexico for analysis. I am just waiting for the signatures on the PAR and will send that over once complete.

Thanks and Regards,

Dave Palmarchuk
Single Incident Team Leader
Product Support

Volkswagen of America
[REDACTED]
Auburn Hills, MI [REDACTED]

From: Michels, Spencer
Sent: Thursday, June 13, 2019 11:33 AM
To: Morris, Cheri [REDACTED] Palmarchuk, David [REDACTED]
Cc: Weir, Martha [REDACTED] Rupp, Adam [REDACTED]
Subject: RE: MY19 GTI/GLI Topic

Hello Cheri,

[REDACTED]

I sent the information you provided to Dave Palmarchuk for VIN 3VW5T7AU3KM [REDACTED] I don't know what the latest status is or if he still needs that vehicle.

@Dave, can you let Cheri know if you're still interested in that vehicle?

Best Regards / Mit freundlichen Grüßen,

Spencer Michels
Engineer, Product Support – Powertrain
Technical Service
Service & Quality

Volkswagen Group of America, Inc.

Auburn Hills, Michigan

From: Morris, Cheri

Sent: Monday, June 10, 2019 3:56 PM

To: Weir, Martha; Rupp, Adam; Michels, Spencer

Subject: RE: MY19 GTI/GLI Topic

Good afternoon,

Just following up to see if we are sending these vehicles somewhere.

Thank you,
Cheri

From: Weir, Martha

Sent: Wednesday, May 29, 2019 11:50 AM

To: Morris, Cheri; Rupp, Adam; Michels, Spencer

Subject: RE: MY19 GTI/GLI Topic

Spencer --

Let me know if you want either of these vehicles sent somewhere.

From: Morris, Cheri

Sent: Wednesday, May 29, 2019 10:59 AM

To: Weir, Martha; Rupp, Adam; Michels, Spencer

Subject: RE: MY19 GTI/GLI Topic

3VW5T7AU3KM - 2019 manual GTI. Engine will stall out. Terry has this one. We are in the process of scheduling the closing transaction with the customer.

Thanks,
Cheri

From: Weir, Martha

Sent: Wednesday, May 29, 2019 10:41 AM

To: Rupp, Adam; Morris, Cheri

Subject: FW: MY19 GTI/GLI Topic

Do we have any of these in our possession yet?

From: Michels, Spencer

Sent: Wednesday, May 29, 2019 8:01 AM

To: Weir, Martha

Subject: MY19 GTI/GLI Topic

Hello Martha,

I wanted to follow up with you regarding the discussion that we had with Keith regarding the MY19 GTI and Jetta GLI topic.

Have we repurchased any vehicles yet that we would be able to get the engine from to send for analysis?

I don't want to put anything in motion yet, just wanted to see if we had physical possession of any customer vehicles (besides the one sent to Oxnard from Ontario VW).

Best Regards / Mit freundlichen Grüßen,

Spencer Michels

Engineer, Product Support – Powertrain

Technical Service

Service & Quality

Volkswagen Group of America, Inc.

[REDACTED]
Auburn Hills, Michigan [REDACTED]

[REDACTED]

Message

To: Morris, Cheri [REDACTED]
CC: Weir, Martha [REDACTED] Rupp, Adam [REDACTED]
Subject: RE: MY19 GTI/GLI Topic

Hello Cheri,

I sent the information you provided to [REDACTED] for VIN 3VW5T7AU3KM [REDACTED] I don't know what the latest status is or if he still needs that vehicle.

[REDACTED]

Best Regards / Mit freundlichen Grüßen,

Spencer Michels

Engineer, Product Support – Powertrain
Technical Service
Service & Quality

Volkswagen Group of America, Inc.

[REDACTED]
Auburn Hills, Michigan [REDACTED]
[REDACTED]

From: Morris, Cheri
Sent: Monday, June 10, 2019 3:56 PM
To: Weir, Martha [REDACTED] Rupp, Adam [REDACTED] Michels, Spencer
[REDACTED]
Subject: RE: MY19 GTI/GLI Topic

Good afternoon,

Just following up to see if we are sending these vehicles somewhere.

Thank you,
Cheri

From: Weir, Martha
Sent: Wednesday, May 29, 2019 11:50 AM
To: Morris, Cheri; Rupp, Adam; Michels, Spencer
Subject: RE: MY19 GTI/GLI Topic

Spencer –

Let me know if you want either of these vehicles sent somewhere.

From: Morris, Cheri
Sent: Wednesday, May 29, 2019 10:59 AM
To: Weir, Martha [REDACTED] Rupp, Adam [REDACTED] Michels, Spencer

[REDACTED]
Subject: RE: MY19 GTI/GLI Topic

3VW5T7AU3KM [REDACTED] – 2019 manual GTI. Engine will stall out. Terry has this one. We are in the process of scheduling the closing transaction with the customer.

[REDACTED]
Thanks,
Cheri

From: Weir, Martha
Sent: Wednesday, May 29, 2019 10:41 AM
To: Rupp, Adam; Morris, Cheri
Subject: FW: MY19 GTI/GLI Topic

Do we have any of these in our possession yet?

From: Michels, Spencer
Sent: Wednesday, May 29, 2019 8:01 AM
To: Weir, Martha [REDACTED]
Subject: MY19 GTI/GLI Topic

Hello Martha,

I wanted to follow up with you regarding the discussion that we had with Keith regarding the MY19 GTI and Jetta GLI topic.

Have we repurchased any vehicles yet that we would be able to get the engine from to send for analysis?

I don't want to put anything in motion yet, just wanted to see if we had physical possession of any customer vehicles (besides the one sent to Oxnard from Ontario VW).

Best Regards / Mit freundlichen Grüßen,

Spencer Michels
Engineer, Product Support – Powertrain
Technical Service
Service & Quality

Volkswagen Group of America, Inc.

[REDACTED]
Auburn Hills, Michigan [REDACTED]
[REDACTED]

Message

From: Weir, Martha [/O=VWGMS/OU=NAR-ABH/CN=VW NAR CONTRACTORS/CN=WEIRM]
Sent: 6/14/2019 6:04:20 PM
To: Palmarchuk, David [REDACTED]; Michels, Spencer [REDACTED]; Morris, Cheri [REDACTED]
CC: Rupp, Adam [REDACTED]
Subject: RE: MY19 GTI/GLI Topic

Cheri –

We will need to have the title in our name to be able to send it to Mexico.

Martha

From: Palmarchuk, David
Sent: Thursday, June 13, 2019 12:19 PM
To: Michels, Spencer [REDACTED]; Morris, Cheri [REDACTED]
Cc: Weir, Martha [REDACTED]; Rupp, Adam [REDACTED]
Subject: RE: MY19 GTI/GLI Topic

Hello Cheri,

We are interested in having the 3VW5T7AU3KM [REDACTED] vehicle sent to Mexico for analysis. I am just waiting for the signatures on the PAR and will send that over once complete.

Thanks and Regards,

Dave Palmarchuk
Single Incident Team Leader
Product Support

Volkswagen of America
[REDACTED]
Auburn Hills, MI [REDACTED]

From: Michels, Spencer
Sent: Thursday, June 13, 2019 11:33 AM
To: Morris, Cheri [REDACTED]; Palmarchuk, David [REDACTED]
Cc: Weir, Martha [REDACTED]; Rupp, Adam [REDACTED]
Subject: RE: MY19 GTI/GLI Topic

Hello Cheri,

[REDACTED]

I sent the information you provided to Dave Palmarchuk for VIN 3VW5T7AU3KM [REDACTED] I don't know what the latest status is or if he still needs that vehicle.

@Dave, can you let Cheri know if you're still interested in that vehicle?

Best Regards / Mit freundlichen Grüßen,

Spencer Michels
Engineer, Product Support – Powertrain
Technical Service
Service & Quality

Volkswagen Group of America, Inc.

[REDACTED]
Auburn Hills, Michigan [REDACTED]
[REDACTED]

From: Morris, Cheri
Sent: Monday, June 10, 2019 3:56 PM
To: Weir, Martha [REDACTED]; Rupp, Adam [REDACTED] Michels, Spencer
[REDACTED]
Subject: RE: MY19 GTI/GLI Topic

Good afternoon,

Just following up to see if we are sending these vehicles somewhere.

Thank you,
Cheri

From: Weir, Martha
Sent: Wednesday, May 29, 2019 11:50 AM
To: Morris, Cheri; Rupp, Adam; Michels, Spencer
Subject: RE: MY19 GTI/GLI Topic

Spencer –

Let me know if you want either of these vehicles sent somewhere.

From: Morris, Cheri
Sent: Wednesday, May 29, 2019 10:59 AM
To: Weir, Martha [REDACTED]; Rupp, Adam [REDACTED] Michels, Spencer
[REDACTED]
Subject: RE: MY19 GTI/GLI Topic

3VW5T7AU3KM [REDACTED] – 2019 manual GTI. Engine will stall out. Terry has this one. We are in the process of scheduling the closing transaction with the customer.

[REDACTED]

Thanks,

Cheri

From: Weir, Martha
Sent: Wednesday, May 29, 2019 10:41 AM
To: Rupp, Adam; Morris, Cheri
Subject: FW: MY19 GTI/GLI Topic

Do we have any of these in our possession yet?

From: Michels, Spencer
Sent: Wednesday, May 29, 2019 8:01 AM
To: Weir, Martha [REDACTED]
Subject: MY19 GTI/GLI Topic

Hello Martha,

I wanted to follow up with you regarding the discussion that we had with Keith regarding the MY19 GTI and Jetta GLI topic.

Have we repurchased any vehicles yet that we would be able to get the engine from to send for analysis?

I don't want to put anything in motion yet, just wanted to see if we had physical possession of any customer vehicles (besides the one sent to Oxnard from Ontario VW).

Best Regards / Mit freundlichen Grüßen,

Spencer Michels
Engineer, Product Support – Powertrain
Technical Service
Service & Quality

Volkswagen Group of America, Inc.

[REDACTED]
Auburn Hills, Michigan [REDACTED]
[REDACTED]

Message

From: Palmarchuk, David [/O=VWGMS/OU=NAR-ABH/CN=VW NAR CONTRACTORS/CN=PALMARD]
Sent: 6/24/2019 6:40:34 PM
To: Weir, Martha [REDACTED] Michels, Spencer [REDACTED] Morris, Cheri
CC: Rupp, Adam [REDACTED]
Subject: RE: MY19 GTI/GLI Topic

Hello All,

I just received a call from Mexico stating they would still like to have this vehicle but, will now not be returning it to us. Is there a different form that is needed for this?

Thanks and Regards,

Dave Palmarchuk
Single Incident Team Leader
Product Support

Volkswagen of America
[REDACTED]
Auburn Hills, MI [REDACTED]

From: Weir, Martha
Sent: Friday, June 14, 2019 2:04 PM
To: Palmarchuk, David [REDACTED] Michels, Spencer [REDACTED] Morris, Cheri
Cc: Rupp, Adam [REDACTED]
Subject: RE: MY19 GTI/GLI Topic

Cheri –

We will need to have the title in our name to be able to send it to Mexico.

Martha

From: Palmarchuk, David
Sent: Thursday, June 13, 2019 12:19 PM
To: Michels, Spencer [REDACTED] Morris, Cheri [REDACTED]
Cc: Weir, Martha [REDACTED] Rupp, Adam [REDACTED]
Subject: RE: MY19 GTI/GLI Topic

Hello Cheri,

We are interested in having the 3VW5T7AU3KM [REDACTED] vehicle sent to Mexico for analysis. I am just waiting for the signatures on the PAR and will send that over once complete.

Thanks and Regards,

Dave Palmarchuk
Single Incident Team Leader
Product Support

Volkswagen of America

Auburn Hills, MI

From: Michels, Spencer

Sent: Thursday, June 13, 2019 11:33 AM

To: Morris, Cheri; Palmarchuk, David

Cc: Weir, Martha; Rupp, Adam

Subject: RE: MY19 GTI/GLI Topic

Hello Cheri,

I sent the information you provided to Dave Palmarchuk for VIN 3VW5T7AU3KM. I don't know what the latest status is or if he still needs that vehicle.

@Dave, can you let Cheri know if you're still interested in that vehicle?

Best Regards / Mit freundlichen Grüßen,

Spencer Michels

Engineer, Product Support – Powertrain

Technical Service

Service & Quality

Volkswagen Group of America, Inc.

Auburn Hills, Michigan

From: Morris, Cheri

Sent: Monday, June 10, 2019 3:56 PM

To: Weir, Martha; Rupp, Adam; Michels, Spencer

Subject: RE: MY19 GTI/GLI Topic

Good afternoon,

Just following up to see if we are sending these vehicles somewhere.

Thank you,
Cheri

From: Weir, Martha
Sent: Wednesday, May 29, 2019 11:50 AM
To: Morris, Cheri; Rupp, Adam; Michels, Spencer
Subject: RE: MY19 GTI/GLI Topic

Spencer --

Let me know if you want either of these vehicles sent somewhere.

From: Morris, Cheri
Sent: Wednesday, May 29, 2019 10:59 AM
To: Weir, Martha [REDACTED] Rupp, Adam [REDACTED] Michels, Spencer
[REDACTED]
Subject: RE: MY19 GTI/GLI Topic

3VW5T7AU3KM [REDACTED] – 2019 manual GTI. Engine will stall out. Terry has this one. We are in the process of scheduling the closing transaction with the customer.

[REDACTED]

Thanks,
Cheri

From: Weir, Martha
Sent: Wednesday, May 29, 2019 10:41 AM
To: Rupp, Adam; Morris, Cheri
Subject: FW: MY19 GTI/GLI Topic

Do we have any of these in our possession yet?

From: Michels, Spencer
Sent: Wednesday, May 29, 2019 8:01 AM
To: Weir, Martha [REDACTED]
Subject: MY19 GTI/GLI Topic

Hello Martha,

I wanted to follow up with you regarding the discussion that we had with Keith regarding the MY19 GTI and Jetta GLI topic.

Have we repurchased any vehicles yet that we would be able to get the engine from to send for analysis?

I don't want to put anything in motion yet, just wanted to see if we had physical possession of any customer vehicles (besides the one sent to Oxnard from Ontario VW).

Best Regards / Mit freundlichen Grüßen,

Spencer Michels

Engineer, Product Support – Powertrain
Technical Service
Service & Quality

Volkswagen Group of America, Inc.

[REDACTED]
Auburn Hills, Michigan [REDACTED]

[REDACTED]

Message

From: Weir, Martha [/O=VWGMS/OU=NAR-ABH/CN=VW NAR CONTRACTORS/CN=WEIRM]
Sent: 6/25/2019 4:42:40 PM
To: Palmarchuk, David [REDACTED] Michels, Spencer [REDACTED] Morris, Cheri [REDACTED]
[REDACTED] Kopa, Edward [REDACTED]
CC: Rupp, Adam [REDACTED]
Subject: RE: MY19 GTI/GLI Topic

Dave,

We will need a cost acceptance from Mexico to transfer the asset. I have copied Ed Kopa to assist. [REDACTED]
[REDACTED]

Martha

From: Palmarchuk, David
Sent: Monday, June 24, 2019 2:41 PM
To: Weir, Martha [REDACTED] Michels, Spencer [REDACTED] Morris, Cheri [REDACTED]
[REDACTED]
Cc: Rupp, Adam [REDACTED]
Subject: RE: MY19 GTI/GLI Topic

Hello All,

I just received a call from Mexico stating they would still like to have this vehicle but, will now not be returning it to us. Is there a different form that is needed for this?

Thanks and Regards,

Dave Palmarchuk
Single Incident Team Leader
Product Support

Volkswagen of America
[REDACTED]
Auburn Hills, MI [REDACTED]
[REDACTED]

From: Weir, Martha
Sent: Friday, June 14, 2019 2:04 PM
To: Palmarchuk, David [REDACTED] Michels, Spencer [REDACTED] Morris, Cheri [REDACTED]
[REDACTED]
Cc: Rupp, Adam [REDACTED]
Subject: RE: MY19 GTI/GLI Topic

Cheri --

We will need to have the title in our name to be able to send it to Mexico.

Martha

From: Palmarchuk, David

Sent: Thursday, June 13, 2019 12:19 PM

To: Michels, Spencer [REDACTED]; Morris, Cheri [REDACTED]

Cc: Weir, Martha [REDACTED]; Rupp, Adam [REDACTED]

Subject: RE: MY19 GTI/GLI Topic

Hello Cheri,

We are interested in having the 3VW5T7AU3KM [REDACTED] vehicle sent to Mexico for analysis. I am just waiting for the signatures on the PAR and will send that over once complete.

Thanks and Regards,

Dave Palmarchuk
Single Incident Team Leader
Product Support

Volkswagen of America
[REDACTED]
Auburn Hills, MI [REDACTED]

From: Michels, Spencer

Sent: Thursday, June 13, 2019 11:33 AM

To: Morris, Cheri [REDACTED]; Palmarchuk, David [REDACTED]

Cc: Weir, Martha [REDACTED]; Rupp, Adam [REDACTED]

Subject: RE: MY19 GTI/GLI Topic

Hello Cheri,

[REDACTED]

I sent the information you provided to Dave Palmarchuk for VIN 3VW5T7AU3KM [REDACTED] don't know what the latest status is or if he still needs that vehicle.

@Dave, can you let Cheri know if you're still interested in that vehicle?

Best Regards / Mit freundlichen Grüßen,

Spencer Michels
Engineer, Product Support – Powertrain
Technical Service
Service & Quality

Volkswagen Group of America, Inc.

[REDACTED]
Auburn Hills, Michigan [REDACTED]
[REDACTED]

From: Morris, Cheri

Sent: Monday, June 10, 2019 3:56 PM

To: Weir, Martha [REDACTED] Rupp, Adam [REDACTED] Michels, Spencer

Subject: RE: MY19 GTI/GLI Topic

Good afternoon,

Just following up to see if we are sending these vehicles somewhere.

Thank you,
Cheri

From: Weir, Martha

Sent: Wednesday, May 29, 2019 11:50 AM

To: Morris, Cheri; Rupp, Adam; Michels, Spencer

Subject: RE: MY19 GTI/GLI Topic

Spencer --

Let me know if you want either of these vehicles sent somewhere.

From: Morris, Cheri

Sent: Wednesday, May 29, 2019 10:59 AM

To: Weir, Martha [REDACTED] Rupp, Adam [REDACTED] Michels, Spencer

Subject: RE: MY19 GTI/GLI Topic

3VW5T7AU3KM [REDACTED] - 2019 manual GTI. Engine will stall out. Terry has this one. We are in the process of scheduling the closing transaction with the customer.

[REDACTED]

Thanks,
Cheri

From: Weir, Martha

Sent: Wednesday, May 29, 2019 10:41 AM

To: Rupp, Adam; Morris, Cheri

Subject: FW: MY19 GTI/GLI Topic

Do we have any of these in our possession yet?

From: Michels, Spencer

Sent: Wednesday, May 29, 2019 8:01 AM

To: Weir, Martha [REDACTED]

Subject: MY19 GTI/GLI Topic

Hello Martha,

I wanted to follow up with you regarding the discussion that we had with Keith regarding the MY19 GTI and Jetta GLI topic.

Have we repurchased any vehicles yet that we would be able to get the engine from to send for analysis?

I don't want to put anything in motion yet, just wanted to see if we had physical possession of any customer vehicles (besides the one sent to Oxnard from Ontario VW).

Best Regards / Mit freundlichen Grüßen,

Spencer Michels

Engineer, Product Support – Powertrain

Technical Service

Service & Quality

Volkswagen Group of America, Inc.

[REDACTED]
Auburn Hills, Michigan [REDACTED]
[REDACTED]

Message

From: Minke, Eddie [/O=VWGMS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=MINKE, EDDIED1D]
Sent: 6/26/2019 3:32:49 PM
To: Michels, Spencer [REDACTED] Palmarchuk, David [REDACTED]
Subject: KM21675_3VW5T7AU8KM [REDACTED] @401079 AC: 2495209 Sales Model: AU29V2 Notification

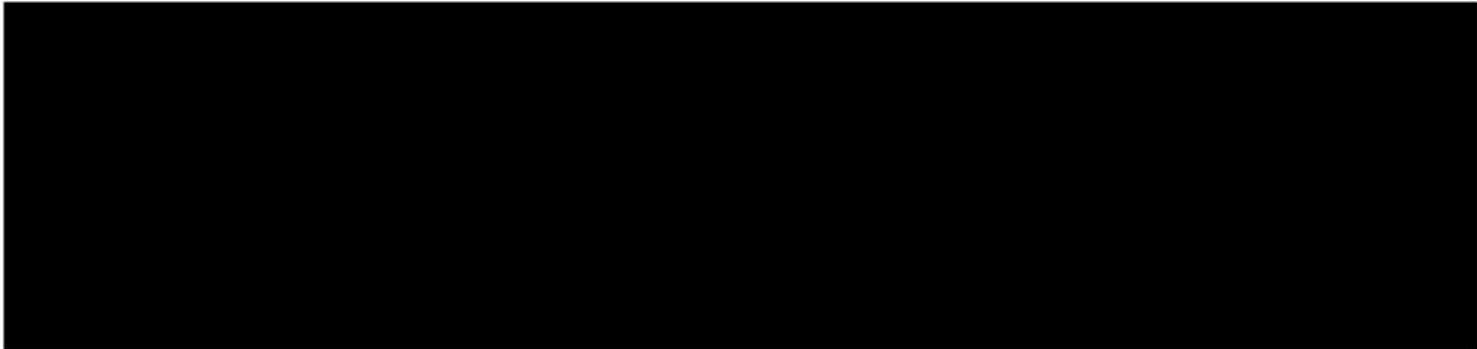
Case Summary

Access Code: [REDACTED] Date Opened: Wed Jun 26 2019 10:54:27 GMT-0400 (EDT)
Case Code: [REDACTED] Job Number: [REDACTED]
Technician: Terry Penticost Technician Phone: [REDACTED]
Dealer Name: Quirk Volkswagen Dealer Phone: [REDACTED]
Corp Contact: Monyef Ramadan Corporate Phone: null
Consultant: Eddie Minke Dealer Code: [REDACTED]
Concern Group: Powertrain, Drivability, Check Engine Light on
Group Assigned To: TA VW Level One Support
Assignee: minkeed
Ticket Status: Open: Technician in Process

VIN: 3VW5T7AU8KM [REDACTED] Make: VW
Model Code: AU29V2 Year: 2019 Mileage: 3369
Engine: 2.0T Transmission: Standard
Country: United States Service Date: Thu Mar 28 2019 20:00:00 GMT-0400 (EDT)

Customer Comments:

customer states vehicle sometimes stalls in neutral after long trips



Message

From: Weir, Martha [/O=VWGMS/OU=NAR-ABH/CN=VW NAR CONTRACTORS/CN=WEIRM]
Sent: 7/3/2019 9:04:25 PM
To: Kopa, Edward [REDACTED] Palmarchuk, David [REDACTED] Morris, Cheri [REDACTED]
Subject: RE: MY19 GTI/GLI Topic

Ed,

[REDACTED]

From: Kopa, Edward
Sent: Wednesday, July 03, 2019 1:46 PM
To: Palmarchuk, David [REDACTED] Weir, Martha [REDACTED] Morris, Cheri [REDACTED]
Subject: RE: MY19 GTI/GLI Topic

To All,

[REDACTED]

Thanks,

Ed

	A	B	C	D	E	F	G	H	I
	Inventory note	Con	Asset	Ch	Vin Number	Model	Asset description Line2		Cap.date
10	BENJAMIN	NA40	2.11320		3VWST7AU3KM	AU21VZ			5/15/2019 \
29									
30									
31									

From: Palmarchuk, David
Sent: Tuesday, July 02, 2019 12:45 PM
To: Kopa, Edward
Cc: Rupp, Adam; Morris, Cheri; Weir, Martha
Subject: RE: MY19 GTI/GLI Topic

Hello Ed,

Can you please send this form so, I can have the factory sign off on it?

Thanks and Regards,

Dave Palmarchuk
Single Incident Team Leader
Product Support

Volkswagen of America

Auburn Hills, MI

From: Weir, Martha
Sent: Tuesday, June 25, 2019 12:43 PM
To: Palmarchuk, David; Michels, Spencer; Morris, Cheri; Kopa, Edward
Cc: Rupp, Adam
Subject: RE: MY19 GTI/GLI Topic

Dave,

We will need a cost acceptance from Mexico to transfer the asset. I have copied Ed Kopa to assist.

Martha

From: Palmarchuk, David

Sent: Monday, June 24, 2019 2:41 PM

To: Weir, Martha [REDACTED] Michels, Spencer [REDACTED] Morris, Cheri

Cc: Rupp, Adam [REDACTED]

Subject: RE: MY19 GTI/GLI Topic

Hello All,

I just received a call from Mexico stating they would still like to have this vehicle but, will now not be returning it to us. Is there a different form that is needed for this?

Thanks and Regards,

Dave Palmarchuk
Single Incident Team Leader
Product Support

Volkswagen of America

[REDACTED]
Auburn Hills, MI [REDACTED]

[REDACTED]

From: Weir, Martha

Sent: Friday, June 14, 2019 2:04 PM

To: Palmarchuk, David [REDACTED] Michels, Spencer [REDACTED]; Morris, Cheri

Cc: Rupp, Adam [REDACTED]

Subject: RE: MY19 GTI/GLI Topic

Cheri –

We will need to have the title in our name to be able to send it to Mexico.

Martha

From: Palmarchuk, David

Sent: Thursday, June 13, 2019 12:19 PM

To: Michels, Spencer [REDACTED] Morris, Cheri [REDACTED]

Cc: Weir, Martha [REDACTED] Rupp, Adam [REDACTED]

Subject: RE: MY19 GTI/GLI Topic

Hello Cheri,

We are interested in having the 3VW5T7AU3KM [REDACTED] vehicle sent to Mexico for analysis. I am just waiting for the signatures on the PAR and will send that over once complete.

Thanks and Regards,

Dave Palmarchuk
Single Incident Team Leader
Product Support

Volkswagen of America
[REDACTED]
Auburn Hills, MI [REDACTED]

From: Michels, Spencer
Sent: Thursday, June 13, 2019 11:33 AM
To: Morris, Cheri [REDACTED]; Palmarchuk, David [REDACTED]
Cc: Weir, Martha [REDACTED]; Rupp, Adam [REDACTED]
Subject: RE: MY19 GTI/GLI Topic

Hello Cheri,

[REDACTED]

I sent the information you provided to Dave Palmarchuk for VIN 3VW5T7AU3KM [REDACTED] I don't know what the latest status is or if he still needs that vehicle.

@Dave, can you let Cheri know if you're still interested in that vehicle?

Best Regards / Mit freundlichen Grüßen,

Spencer Michels
Engineer, Product Support – Powertrain
Technical Service
Service & Quality

Volkswagen Group of America, Inc.
[REDACTED]
Auburn Hills, Michigan [REDACTED]

From: Morris, Cheri
Sent: Monday, June 10, 2019 3:56 PM
To: Weir, Martha [REDACTED]; Rupp, Adam [REDACTED]; Michels, Spencer
Subject: RE: MY19 GTI/GLI Topic

Good afternoon,

Just following up to see if we are sending these vehicles somewhere.

Thank you,
Cheri

From: Weir, Martha
Sent: Wednesday, May 29, 2019 11:50 AM
To: Morris, Cheri; Rupp, Adam; Michels, Spencer
Subject: RE: MY19 GTI/GLI Topic

Spencer –

Let me know if you want either of these vehicles sent somewhere.

From: Morris, Cheri
Sent: Wednesday, May 29, 2019 10:59 AM
To: Weir, Martha [REDACTED] Rupp, Adam [REDACTED] Michels, Spencer
[REDACTED]
Subject: RE: MY19 GTI/GLI Topic

3VW5T7AU3KM [REDACTED] - 2019 manual GTI. Engine will stall out. Terry has this one. We are in the process of scheduling the closing transaction with the customer.

[REDACTED]

Thanks,
Cheri

From: Weir, Martha
Sent: Wednesday, May 29, 2019 10:41 AM
To: Rupp, Adam; Morris, Cheri
Subject: FW: MY19 GTI/GLI Topic

Do we have any of these in our possession yet?

From: Michels, Spencer
Sent: Wednesday, May 29, 2019 8:01 AM
To: Weir, Martha [REDACTED]
Subject: MY19 GTI/GLI Topic

Hello Martha,

I wanted to follow up with you regarding the discussion that we had with Keith regarding the MY19 GTI and Jetta GLI topic.

Have we repurchased any vehicles yet that we would be able to get the engine from to send for analysis?

I don't want to put anything in motion yet, just wanted to see if we had physical possession of any customer vehicles (besides the one sent to Oxnard from Ontario VW).

Best Regards / Mit freundlichen Grüßen,

Spencer Michels

Engineer, Product Support – Powertrain
Technical Service
Service & Quality

Volkswagen Group of America, Inc.

[REDACTED]
Auburn Hills, Michigan [REDACTED]
[REDACTED]

Message

From: Charbonneau, Mark [/O=VWGMS/OU=NAR-ABH/CN=ADOBJECTS/CN=NAUS-GAL/CN=CHARBOM]
Sent: 7/12/2019 1:11:49 PM
To: Michels, Spencer [REDACTED]
CC: Palmarchuk, David [REDACTED]
Subject: 3VW5T7AUXKM [REDACTED]@406521 AC: [REDACTED] Sales Model: AU29V2 Notification

Per KM.

Case Summary

Access Code: [REDACTED] Date Opened: Fri Jul 12 2019 09:04:49 GMT-0400 (EDT)
Case Code: [REDACTED] Job Number: [REDACTED]
Technician: Robert Boston Technician Phone: null
Dealer Name: Fiore Volkswagen Dealer Phone: [REDACTED]
Corp Contact: Anthony Schummel Corporate Phone: [REDACTED]
Consultant: Mark Charbonneau Dealer Code: [REDACTED]
Concern Group: Powertrain, Drivability, Check Engine Light on
Group Assigned To: TA VW Level One Support
Assignee: charbom
Ticket Status: Open: Technician in Process

VIN: 3VW5T7AUXKM [REDACTED] Make: VW
Model Code: AU29V2 Year: 2019 Mileage: 840
Engine: 2.0T Transmission: Standard
Country: United States Service Date: null

Customer Comments:

Customer states stalls while driving for awhile once oil temp is above 220 will stall coming to a stop, road tested with customer was able to verify o...



Message

From: Rupp, Adam [/O=VWGMS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=RUPP, ADAM845]
Sent: 7/12/2019 1:59:36 PM
To: Charbonneau, Mark [REDACTED]
CC: Michels, Spencer [REDACTED]; Palmarchuk, David [REDACTED]
Subject: RE: 3VW5T7AUXKM [REDACTED] @408151 AC: [REDACTED] Sales Model: AU29V2 Notification

Hi Mark,

CRR will work with the customer to get him out of the car. One of our Specialists will contact him within 7 business days.

Kind Regards,

Adam Rupp
Sr. Specialist
Customer Resolution & Retention

VOLKSWAGEN Group of America, Inc.

[REDACTED]
Auburn Hills, Michigan [REDACTED]

[REDACTED]

This message is intended only for the use of the individual or entity to which it is addressed and may contain information that is privileged confidential and exempt from disclosure under applicable law. If the reader of this message is not the intended recipient or agent responsible for delivering the message to the intended recipient, you are hereby notified that any dissemination, copying or alteration of this communication is strictly prohibited. If you have received this electronic transmission in error, please delete it from your system immediately and notify the sender by reply e-mail, fax or by calling the phone number listed on the message. We will then be able to correct our records. We appreciate your cooperation and thank you for your assistance. Volkswagen Group of America, Inc.

From: Charbonneau, Mark [REDACTED]
Sent: Friday, July 12, 2019 9:28 AM
To: Rupp, Adam [REDACTED]
Cc: Michels, Spencer [REDACTED]; Palmarchuk, David [REDACTED]
Subject: 3VW5T7AUXKM [REDACTED] @408151 AC: [REDACTED] Sales Model: AU29V2 Notification

Adam,

They completed the adaptation and the concern immediately occurred after. We have no repair resolution beyond the adaptation. The vehicle is in for the second time.

Case Summary

Access Code: [REDACTED] Date Opened: Thu Jul 11 2019 16:04:07 GMT-0400 (EDT)

Case Code: [REDACTED] Job Number: [REDACTED]

Technician: Anthony Barone Technician Phone: [REDACTED]

Dealer Name: Hudson Valley Volkswagen Dealer Phone: [REDACTED]

Corp Contact: Amaury Dosogne Corporate Phone: null

Consultant: Mark Charbonneau Dealer Code: [REDACTED]

Concern Group: Powertrain, Drivability, Check Engine Light on

Group Assigned To: TA VW Level One Support

Assignee: charbom

Ticket Status: Open: Technician in Process

VIN: 3VW5T7AUXKM [REDACTED] Make: VW

Model Code: AU29V2 Year: 2019 Mileage: 3393

Engine: 2.0T Transmission: Standard

Country: United States Service Date: Tue May 07 2019 20:00:00 GMT-0400 (EDT)

07/11/19 16:04:08: US/Eastern: Anthony Barone: Initiated: Issue Opened by Dealership

07/11/19 16:04:08: US/Eastern: Anthony Barone: Initiated: customer states vehicle stalls when coming to a stop. scanned for faults.none. performed obd basic setting resetting all adaptation values. vehicle is still stalling sometimes when coming to a stop.

07/11/19 16:08:28: US/Eastern: Mark Charbonneau: Open: Consultant in Process: Workshop Findings: cutting out

07/11/19 16:08:28: US/Eastern: Mark Charbonneau: Open: Consultant in Process: Advised tech to reset all ECM adaptation values as follows. Under OBD – double click on '0001 – Engine Control Module 1' – Select 'Basic Setting' – Select 'Perform' – Select 'Resetting of all adaptation values' – Select Right Arrow – Select Perform Arrow

07/11/19 16:08:43: US/Eastern: Mark Charbonneau: Open: Technician in Process: Issue Sent to Dealership

07/12/19 09:03:12: US/Eastern: Anthony Barone: Open: Dealer Updated: already reset ecm adaptations under obd. did not help. vehicle still stalling.

07/12/19 09:24:54: US/Eastern: Mark Charbonneau: Open: Consultant in Process: Stop all work on the vehicle.

=====

email sent...

Message

From: Tanner, Brian [/O=VWGMS/OU=NAR-ABH/CN=VW NAR CONTRACTORS/CN=TANNERB]
Sent: 7/22/2019 4:59:15 PM
To: Michels, Spencer [REDACTED]
CC: Palmarchuk, David [REDACTED] Evans, Tim [REDACTED] Gill, Tony
Subject: 3VW5T7AUXKM [REDACTED] @403207 AC: [REDACTED] Sales Model: AU29V2 Notification

Spencer,

Problem occurring after reset. Do you want case send to CR?

Case Summary

Access Code: [REDACTED] Date Opened: Fri Jul 12 2019 13:46:51 GMT-0400 (EDT)
Case Code: [REDACTED] Job Number: [REDACTED]
Technician: James Willis Technician Phone: [REDACTED]
Dealer Name: Fairfield Volkswagen Dealer Phone: [REDACTED]
Corp Contact: Eric Classen Corporate Phone: null
Consultant: Bryan Barks Dealer Code: [REDACTED]
Concern Group: Powertrain, Drivability, Check Engine Light on
Group Assigned To: TA VW Level One Support
Assignee: barksbr
Ticket Status: Open: Consultant in Process

VIN: 3VW5T7AUXKM [REDACTED] Make: VW
Model Code: AU29V2 Year: 2019 Mileage: 2103
Engine: 2.0T Transmission: Standard
Country: United States Service Date: Sun May 19 2019 20:00:00 GMT-0400 (EDT)

Customer Comments:

CUSTOMER STATES THE VEHICLE WILL STALL OUT SOMETIMES WHEN PUTTING THE VEHICLE IN NEUTRAL. CONCERN ONLY HAPPENS WHEN THE ENGINE HAS REACHED OPERATING T...

07/12/19 13:46:51: US/Eastern: James Willis: Initiated: Issue Opened by Dealership

07/12/19 13:46:51: US/Eastern: James Willis: Initiated: CUSTOMER STATES THE VEHICLE WILL STALL OUT SOMETIMES WHEN PUTTING THE VEHICLE IN NEUTRAL. CONCERN ONLY HAPPENS WHEN THE ENGINE HAS REACHED OPERATING TEMPERATURE, AND ONLY HAPPENS AROUND 2 TIMES PER DAY. ONCE THE ENGINE IS AT OPERATING TEMPERATURE, THE ENGINE HAS A SLIGHTLY ROUGH IDLE. ENGINE STALLS WHEN DRIVING SLOWLY, UNDER 30mph, TYPICALLY IN STOP-AND-GO TRAFFIC. THE STALL IS VERY SOFT, FEELS SIMILAR TO A START-STOP EQUIPPED VEHICLE. CUSTOMER STATES IT TYPICALLY HAPPENS WHEN THE CLUTCH PEDAL IS FULLY DEPRESSED. CUSTOMER PROVIDED VIDEO EVIDENCE OF THE ENGINE STALLING, WHICH I CAN SEND IF NEEDED.

07/12/19 13:51:20: US/Eastern: Bryan Barks: Open: Consultant in Process: Customer Comments: CUSTOMER STATES THE VEHICLE WILL STALL OUT SOMETIMES WHEN PUTTING THE VEHICLE IN NEUTRAL. CONCERN ONLY HAPPENS WHEN THE ENGINE HAS REACHED OPERATING TEMPERATURE, AND ONLY HAPPENS AROUND 2 TIMES PER DAY.

07/12/19 13:51:20: US/Eastern: Bryan Barks: Open: Consultant in Process: Workshop Findings: ONCE THE ENGINE IS AT OPERATING TEMPERATURE, THE ENGINE HAS A SLIGHTLY ROUGH IDLE. ENGINE STALLS WHEN DRIVING SLOWLY, UNDER 30mph, TYPICALLY IN STOP-AND-GO TRAFFIC. THE STALL IS VERY SOFT, FEELS SIMILAR TO A START-STOP EQUIPPED VEHICLE. CUSTOMER STATES IT TYPICALLY HAPPENS WHEN THE CLUTCH PEDAL IS FULLY DEPRESSED. CUSTOMER PROVIDED VIDEO EVIDENCE OF THE ENGINE STALLING, WHICH I CAN SEND IF NEEDED.

07/12/19 13:51:20: US/Eastern: Bryan Barks: Open: Consultant in Process: Advised tech to run Guided Functions test plan for Warranty Information. Check Elsa, Vehicle Data after completing and exiting and sending the log. Look for "TD-1 Tuned ECM". Advised tech to reset all ECM adaptation values as follows. Under OBD – double click on '0001 – Engine

Control Module 1' – Select 'Basic Setting' – Select 'Perform' – Select 'Resetting of all adaptation values' – Select Right Arrow – Select Perform Arrow

07/12/19 14:11:57: US/Eastern: James Willis: Open: Dealer Updated: CANNOT PERFORM 'RESETTING OF ALL ADAPTATION VALUES', OBD SAYS 'FUNCTION NOT AVAILABLE(SID:\$31;NRC:\$12'

07/12/19 14:18:44: US/Eastern: Tim Evans: Open: Consultant in Process: Went over the procedure with the tech. Advised to road test and reevaluate the concern.

07/18/19 09:48:17: US/Eastern: Simon Alnajjar: Open: Technician in Process: D2. Spoke with Liz , who indicated the tech is working on the vehicle. Advised to please have the tech update to reflect current status.

07/22/19 12:55:20: US/Eastern: James Willis: Open: Dealer Updated: RESET ALL ECM ADAPTATION VALUES, ALSO FOUND THAT THE ECM DOES NOT APPEAR TO BE TUNED. VEHICLE IS STILL STALLING UNDER THE SAME CONDITIONS.



Message

From: Rupp, Adam [/O=VWGM/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=RUPP, ADAM845]
Sent: 7/24/2019 6:54:06 PM
To: Gill, Tony [REDACTED]
CC: Landry, Kimberly [REDACTED] Weir, Martha [REDACTED] Dill, Joseph [REDACTED]
[REDACTED] Iraola, David [REDACTED] Michels, Spencer [REDACTED]
Palmarchuk, David [REDACTED] Tanner, Brian [REDACTED]
Subject: RE: 3VW5T7AU9KM [REDACTED]@423305 AC: [REDACTED] Sales Model: AU29V2 Notification

Hi Tony,

We have confirmed that the dealer traded the customer out of this car. This is now a dealer owned vehicle. My understanding of the GTI/GLI escalations is that CRR is not going to be involved with buying back dealer owned vehicles. We are not able to assist with this one. FYI – we are going to be buying back the car that the dealer traded him into because it is also stalling.

Kind Regards,

Adam Rupp
Sr. Specialist
Customer Resolution & Retention

VOLKSWAGEN Group of America, Inc.

[REDACTED]
Auburn Hills, Michigan [REDACTED]

[REDACTED]

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From: Gill, Tony [REDACTED]
Sent: Tuesday, July 23, 2019 8:39 AM
To: Rupp, Adam [REDACTED]
Subject: RE: 3VW5T7AU9KM [REDACTED]@423305 AC: [REDACTED] Sales Model: AU29V2 Notification

Thank you for the heads up Adam.

From: Rupp, Adam
Sent: Monday, July 22, 2019 4:33 PM
To: Gill, Tony [REDACTED] Tanner, Brian [REDACTED]
Cc: Michels, Spencer [REDACTED] Palmarchuk, David [REDACTED] Weir, Martha [REDACTED]
Subject: RE: 3VW5T7AU9KM [REDACTED]@423305 AC: [REDACTED] Sales Model: AU29V2 Notification

Hi Tony,

Just spoke with Brian, who advised me that it is not actually dealer owned. Sounds like there was a miscommunication by the dealer. The car is already in the process of being bought back. Our Specialist, Kim Landry, is in the process of working it out with the customer.

Kind Regards,

Adam Rupp
Sr. Specialist
Customer Resolution & Retention

VOLKSWAGEN Group of America, Inc.

[REDACTED]
Auburn Hills, Michigan [REDACTED]

[REDACTED]

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From: Gill, Tony [REDACTED]
Sent: Monday, July 22, 2019 2:20 PM
To: Rupp, Adam [REDACTED] Tanner, Brian [REDACTED]
Cc: Michels, Spencer [REDACTED] Palmarchuk, David [REDACTED] Weir, Martha [REDACTED]
Subject: RE: 3VW5T7AU9KM [REDACTED]@423305 AC: [REDACTED] Sales Model: AU29V2 Notification

Adam,

Understood sir. Do you have a recommendation as to whom this can be addressed by?

From: Rupp, Adam
Sent: Monday, July 22, 2019 2:19 PM
To: Tanner, Brian [REDACTED]
Cc: Michels, Spencer [REDACTED]; Palmarchuk, David [REDACTED]; Gill, Tony [REDACTED]; Weir, Martha [REDACTED]
Subject: RE: 3VW5T7AU9KM [REDACTED]@423305 AC: [REDACTED] Sales Model: AU29V2 Notification

Hi Brian,

CRR is not looking at dealer owned vehicles for buyback at this time.

Kind Regards,

Adam Rupp
Sr. Specialist
Customer Resolution & Retention

VOLKSWAGEN Group of America, Inc.

[REDACTED]
Auburn Hills, Michigan [REDACTED]

[REDACTED]

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From: Tanner, Brian [REDACTED]
Sent: Monday, July 22, 2019 1:11 PM
To: Rupp, Adam [REDACTED]
Cc: Michels, Spencer [REDACTED]; Palmarchuk, David [REDACTED]; Gill, Tony [REDACTED]
Subject: FW: 3VW5T7AU9KM [REDACTED]@423305 AC: [REDACTED] Sales Model: AU29V2 Notification

Adam,

Can you take a look at this?

Dealer unwound the dealer with the Customer and put them in another vehicle. Vehicle is now dealer owned, We do not have a fix for the vehicle.

Case Summary

Access Code: [REDACTED] Date Opened: Mon Jul 22 2019 11:39:32 GMT-0400 (EDT)
Case Code: [REDACTED] Job Number: [REDACTED]
Technician: ETHAN ESTERLINE Techician Phone: [REDACTED]
Dealer Name: Volkswagen of Puyallup Dealer Phone: [REDACTED]
Corp Contact: Juan Garcia Corporate Phone: null
Consultant: Brian Tanner Dealer Code [REDACTED]
Concern Group: Powertrain, Drivability, Check Engine Light on
Group Assigned To: TA VW Level One Support
Assignee: tannerb
Ticket Status: Open: Technician in Process

VIN: 3VW5T7AU9KM [REDACTED] Make: VW
Model Code: AU29V2 Year: 2019 Mileage: 1313
Engine: 2.0T Transmission: Standard
Country: United States Service Date: null

Customer Comments:
Previous VTA (Access code

07/22/19 11:39:33: US/Eastern: ETHAN ESTERLINE: Initiated: Issue Opened by Dealership
07/22/19 11:39:33: US/Eastern: ETHAN ESTERLINE: Initiated: Previous VTA (Access code [REDACTED] was opened for car stalling out. VTA was unexpectedly closed out without input from my end. Car deal was unwound and customer is now in another similar vehicle so this vehicle is now back under dealership inventory. I drove the vehicle home last Friday and had it stall out about 12 times when coming to complete stops, starts right back up, no faults stored. I was told to not work on it prior to the VTA being close. Please advise on how you want to proceed to get this car fixed.
07/22/19 12:09:51: US/Eastern: Brian Tanner: Open: Consultant in Process: Customer Comments: Previous VTA (Access code [REDACTED] was opened for car stalling out.
07/22/19 12:09:51: US/Eastern: Brian Tanner: Open: Consultant in Process: Workshop Findings: VTA was unexpectedly closed out without input from my end. Car deal was unwound and customer is now in another similar vehicle so this vehicle is now back under dealership inventory. I drove the vehicle home last Friday and had it stall out about 12 times when coming to complete stops, starts right back up, no faults stored. I was told to not work on it prior to the VTA being close. Please advise on how you want to proceed to get this car fixed.
07/22/19 12:09:51: US/Eastern: Brian Tanner: Open: Consultant in Process: research concern

Date Printed: 07/22/19 12:11:20
Consultant Printed:tannerb

Case Summary

Access Code: [REDACTED] Date Opened: 07/06/19 12:54:59
Case Code: [REDACTED] Job Number: [REDACTED]
Technician: ETHAN ESTERLINE Technician Phone: [REDACTED]
Corp Contact: Juan Garcia Dealer Phone: [REDACTED]
Consultant: Robert Braden Corporate Phone: [REDACTED]
DealerCode: [REDACTED] Dealer Name: Volkswagen of Puyallup

Concern Group: Powertrain, Drivability, Check Engine L
Group Assigned To: TA VW Level One Support
Assignee: bradenr
Ticket Status: Closed

QTM/TFM Name Severity 3-Regular
RASM Name
Vehicle Owner

VIN: 3VW5T7AU9KM [REDACTED] Make: VW
Model Code: AU29V2 Year: 2019
Engine: 2.0T Transmission: Standard
Mileage: 1235 Service Date:
Country: United States

Case History

07/06/19 12:54:59: US/Eastern: ETHAN ESTERLINE: Initiated: Issue
Opened by Dealership

07/06/19 12:54:59: US/Eastern: ETHAN ESTERLINE: Initiated:
Customer was in last week for vehicle stalling when sitting at a
stop. I initiated a tech line case and was advised to clear all ecm
adaptations. I performed this action without verifying if the
adaptation was successful. I road tested the car prior and verified
stalling out 3 times. I road tested after adaptation and drove the
same route and the car did not stall at all so I thought it was
good. The customer picked up the car later that afternoon and
experienced stalling out again. I have the car here now and I
attempted to reset all ecm adaptations again and did see that it
showed function not available. Please advise on what I need to do
moving forward.

07/06/19 14:02:02: US/Eastern: Robert Braden: Open: Consultant in
Process: Customer Comments: Customer was in last week for vehicle
stalling when sitting at a stop.

07/06/19 14:02:02: US/Eastern: Robert Braden: Open: Consultant in
Process: Workshop Findings: I initiated a tech line case and was
advised to clear all ecm adaptations. I performed this action
without verifying if the adaptation was successful. I road tested
the car prior and verified stalling out 3 times. I road tested
after adaptation and drove the same route and the car did not stall
at all so I thought it was good. The customer picked up the car
later that afternoon and experienced stalling out again. I have the
car here now and I attempted to reset all ecm adaptations again
and did see that it showed function not available. Please advise on
what I need to do moving forward.

07/06/19 14:02:02: US/Eastern: Robert Braden: Open: Consultant in

Date Printed: 07/22/19 12:11:20

Consultant Printed:tannerb

Page: 2

Process: Advised tech to reset all ECM adaptation values as
follows. Under OBD - double click on '0001 - Engine Control
Module 1' - Select 'Basic Setting' - Select 'Perform' put=\$ta.Ticke
- Select 'Resetting of all adaptation values' - Select
Right Arrow - Select Perform Arrow. Technician will call in
Monday for telediag.

07/08/19 10:20:19: US/Eastern: ETHAN ESTERLINE: Open: Dealer
Updated: Just got the car in the shop, setting scan tool, call
when ready to telediag

07/08/19 10:38:28: US/Eastern: Robert Braden: Open: Consultant in
Process: Thank you for the update Ethan.

07/08/19 11:19:56: US/Eastern: Steve Fox: Open: Technician in
Process: Performed telediagnosis and found that the resetting all
ECM adaptations was being performed successfully. Tech states the
vehicle is still dying out. Advise tech to stop working on vehicle
until instructed otherwise. The case will be sent to customer care
for review.

07/08/19 11:39:39: US/Eastern: Steve Fox: Open: Technician in
Process: Issue Sent to Dealership

07/12/19 12:58:48: US/Eastern: Simon Alnajjar: Open: Technician in
Process: D2. Spoke with Ethan , who indicated the tech is working

on the vehicle. Advised to please have the tech update to reflect current status. Tech stated he was told not to touch the vehicle because it is being escalated.

07/13/19 12:42:58: US/Eastern: ETHAN ESTERLINE: Open: Dealer Updated: Is there any update on this that we can pass on to the customer?

07/13/19 12:50:23: US/Eastern: Bryan Barks: Open: Consultant in Process: Advise the customer that the case is being reviewed.

07/16/19 13:20:47: US/Eastern: ETHAN ESTERLINE: Open: Dealer Updated: Please let me know what the status is for this case review?

07/16/19 13:56:13: US/Eastern: Robert Braden: Open: Consultant in Process: Customer care will be in contact with customer no further work is to be performed.

07/18/19 15:25:36: US/Eastern: Robert Braden: Open: Technician in Process: Issue Updated

07/18/19 15:25:36: US/Eastern: Robert Braden: Closed: Issue Updated No further technical assistance is needed.

Technician did not understand how to perform this function and will call in Monday

Email sent to Adam Rupp 7/8/19 - SF

Date Printed: 07/22/19 12:11:20

Consultant Printed:tannerb

Activity Log - Detail Screen - Incident Number - [REDACTED]

Time Logged:07/18/19 15:25:36 Type:Closure
Operator:bradenr

Description of Activity Performed:
Activity Log - Detail Screen - Incident Number - [REDACTED]

Time Logged:07/18/19 15:25:36 Type:Phase Change
Operator:bradenr

Description of Activity Performed:
The Incident Phase Changed from Investigation to Closure
Activity Log - Detail Screen - Incident Number - [REDACTED]

Time Logged:07/18/19 15:25:36 Type:Closed
Operator:bradenr

Description of Activity Performed:
07/08/19 10:20:19(ETHAN ESTERLINE) Just got the car in the shop, setting scan tool, call when ready to telediag
07/13/19 12:42:58(ETHAN ESTERLINE) Is there any update on this that we can pass on to the customer?
Activity Log - Detail Screen - Incident Number - [REDACTED]

Time Logged:07/16/19 13:56:13 Type:Status Change
Operator:bradenr

Description of Activity Performed:
The Incident Status Changed from Open: Consultant in Process to Open:
Activity Log - Detail Screen - Incident Number - [REDACTED]

Time Logged:07/16/19 13:20:47 Type:Status Change
Operator:TAWEBSERVICE

Description of Activity Performed:

The Incident Status Changed from Open: Technician in Process to Open:
Activity Log - Detail Screen - Incident Number - [REDACTED]

Time Logged:07/13/19 12:50:23 Type:Status Change
Operator:barksbr

Description of Activity Performed:
The Incident Status Changed from Open: Consultant in Process to Open:
Activity Log - Detail Screen - Incident Number - [REDACTED]

Time Logged:07/13/19 12:42:58 Type:Status Change
Operator:TAWEBSERVICE

Description of Activity Performed:
The Incident Status Changed from Open: Technician in Process to Open:
Activity Log - Detail Screen - Incident Number - [REDACTED]

Time Logged:07/08/19 10:38:28 Type:Status Change

Date Printed: 07/22/19 12:11:20
Consultant Printed:tannerb

Page: 4

Operator:bradenr

Description of Activity Performed:
The Incident Status Changed from Open: Consultant in Process to Open:
Activity Log - Detail Screen - Incident Number - [REDACTED]

Time Logged:07/08/19 10:20:20 Type:Status Change
Operator:TAWEBSERVICE

Description of Activity Performed:
The Incident Status Changed from Open: Technician in Process to Open:
Activity Log - Detail Screen - Incident Number - [REDACTED]

Time Logged:07/06/19 14:02:02 Type:Status Change
Operator:bradenr

Description of Activity Performed:
The Incident Status Changed from Open: Consultant in Process to Open:
Activity Log - Detail Screen - Incident Number - [REDACTED]

Time Logged:07/06/19 12:55:08 Type:Attachment Added
Operator:TAWEBSERVICE

Description of Activity Performed:
Attachment "3VW5T7AU9KM[REDACTED].htm" added.
Activity Log - Detail Screen - Incident Number - [REDACTED]

Time Logged:07/06/19 12:55:05 Type:Area Change
Operator:TAWEBSERVICE

Description of Activity Performed:
The Incident Area Changed from NONE to Web Response
Activity Log - Detail Screen - Incident Number - [REDACTED]

Time Logged:07/06/19 12:54:59 Type:Open
Operator:TAWEBSERVICE

Description of Activity Performed:

Message

From: Barks, Bryan [/O=VWGMMS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=BARKS, BRYANAB9]
Sent: 7/25/2019 4:40:18 PM
To: Michels, Spencer [REDACTED] Palmarchuk, David [REDACTED]
CC: Gill, Tony [REDACTED]
Subject: 3VW5T7AU2KM [REDACTED] @426024 AC: [REDACTED] Sales Model: AU29V2 Notification
Attachments: [REDACTED]

Per [REDACTED]

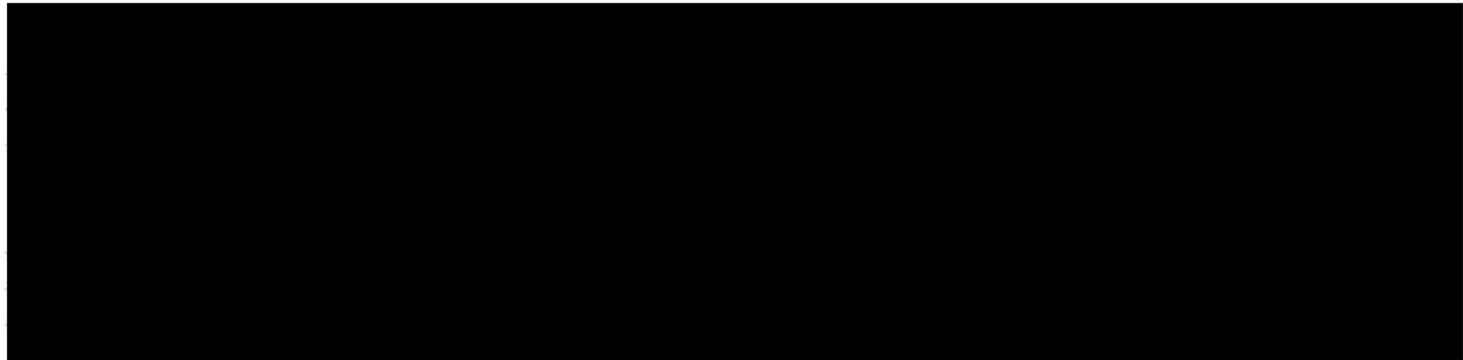
Case Summary

Access Code: [REDACTED] Date Opened: Thu Jul 25 2019 11:29:09 GMT-0400 (EDT)
Case Code: [REDACTED] Job Number: [REDACTED]
Technician: vargas ronald Technician Phone: [REDACTED]
Dealer Name: Royal Motor Sales Dealer Phone: [REDACTED]
Corp Contact: Anton Belichev Corporate Phone: null
Consultant: Bryan Barks Dealer Code: [REDACTED]
Concern Group: Powertrain, Drivability, Check Engine Light on
Group Assigned To: TA VW Level One Support
Assignee: barksbr
Ticket Status: Open: Technician in Process

VIN: 3VW5T7AU2KM [REDACTED] Make: VW
Model Code: AU29V2 Year: 2019 Mileage: 267
Engine: 2.0T Transmission: Standard
Country: United States Service Date: null

Customer Comments:

customer reports engine is stall when coming to a stop restarts okay.



07/25/19 11:29:10: US/Eastern: vargas ronald: Initiated: Issue Opened by Dealership
07/25/19 11:29:10: US/Eastern: vargas ronald: Initiated: customer reports engine is stall when coming to a stop restarts okay. verified customers complaint when road testing vehicle coming to a stop. vehicle did stall out and start right back up. checked for any faults no faults related
07/25/19 12:39:24: US/Eastern: Bryan Barks: Open: Consultant in Process: Customer Comments: customer reports engine is stall when coming to a stop restarts okay.
07/25/19 12:39:24: US/Eastern: Bryan Barks: Open: Consultant in Process: Workshop Findings: verified customers complaint when road testing vehicle coming to a stop. vehicle did stall out and start right back up. checked for any faults no faults related

07/25/19 12:39:24: US/Eastern: Bryan Barks: Open: Consultant in Process: Advised tech to reset all ECM adaptation values as follows. Under OBD – double click on '0001 – Engine Control Module 1' – Select 'Basic Setting' – Select 'Perform' – Select 'Resetting of all adaptation values' – Select Right Arrow – Select Perform Arrow

Thank you,

Bryan Barks
VW Technical Helpline Consultant-Powertrain
Volkswagen Group of America
Technical Service

Auburn Hills MI



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Message

From: Barks, Bryan [/O=VWGMS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=BARKS, BRYANAB9]
Sent: 8/1/2019 1:45:00 PM
To: Rupp, Adam [REDACTED]
CC: Gill, Tony [REDACTED]; Michels, Spencer [REDACTED]; Palmarchuk, David [REDACTED]
Subject: RE: 3VW5T7AU9KM [REDACTED]@405027 AC: [REDACTED] Sales Model: AU29V2 Notification

We have no further technical recourse.

Thank you,

Bryan Barks
VW Technical Helpline Consultant-Powertrain
Volkswagen Group of America
Technical Service
[REDACTED]
Auburn Hills MI. [REDACTED]
[REDACTED]



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From: Rupp, Adam [REDACTED]
Sent: Thursday, August 01, 2019 9:37 AM
To: Barks, Bryan [REDACTED]
Cc: Gill, Tony [REDACTED]; Michels, Spencer [REDACTED]; Palmarchuk, David [REDACTED]
Subject: RE: 3VW5T7AU9KM [REDACTED]@405027 AC: [REDACTED] Sales Model: AU29V2 Notification

So, are we starting to take these customers out after 2 repair attempts?

From: Barks, Bryan [REDACTED]
Sent: Thursday, August 1, 2019 9:34 AM
To: Rupp, Adam [REDACTED]
Cc: Gill, Tony [REDACTED]; Michels, Spencer [REDACTED]; Palmarchuk, David [REDACTED]
Subject: RE: 3VW5T7AU9KM [REDACTED]@405027 AC: [REDACTED] Sales Model: AU29V2 Notification

This is the 2nd VTA

The stalling happened again right after the customer picked up the vehicle from the 1st visit in for stalling. There is a total of 33 miles in-between the first VTA and the second, this includes the test drive miles that the tech performed.

Thank you,

Bryan Barks
VW Technical Helpline Consultant-Powertrain
Volkswagen Group of America
Technical Service

Auburn Hills MI.



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From: Rupp, Adam [REDACTED]
Sent: Thursday, August 01, 2019 9:30 AM
To: Barks, Bryan [REDACTED]
Cc: Gill, Tony [REDACTED]; Michels, Spencer [REDACTED]; Palmarchuk, David [REDACTED]
Subject: RE: 3VW5T7AU9KM [REDACTED]@405027 AC: [REDACTED] Sales Model: AU29V2 Notification

Hi Bryan,

Is this the 3rd repair attempt? Is the vehicle unrepairable?

Kind Regards,

Adam Rupp
Sr. Specialist
Customer Resolution & Retention

VOLKSWAGEN Group of America, Inc.

[REDACTED]
Auburn Hills, Michigan [REDACTED]

[REDACTED]

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From: Barks, Bryan [REDACTED]
Sent: Wednesday, July 31, 2019 11:05 AM
To: Rupp, Adam [REDACTED]
Cc: Gill, Tony [REDACTED]; Michels, Spencer [REDACTED]; Palmarchuk, David [REDACTED]
Subject: 3VW5T7AU9KM [REDACTED]@405027 AC: [REDACTED] Sales Model: AU29V2 Notification

Per [REDACTED]
2019 GTI stalling repeat concern.

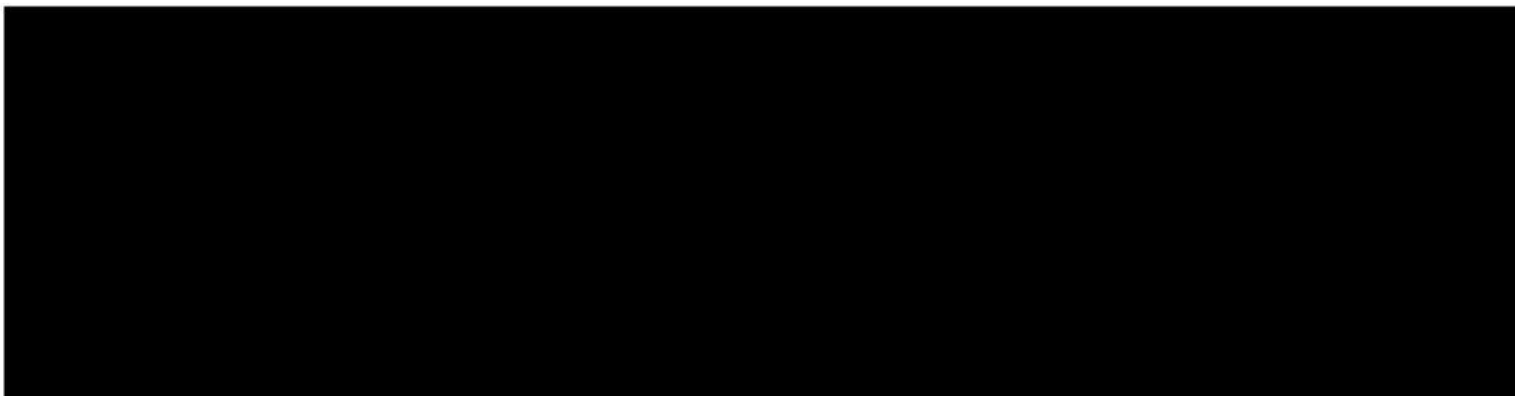
Case Summary

Access Code: 2510672 Date Opened: Wed Jul 31 2019 10:44:39 GMT-0400 (EDT)
Case Code: [REDACTED] Job Number: [REDACTED]
Technician: Paul Rutigliano Technician Phone: null
Dealer Name: Sunrise Volkswagen of Fort Pierce Dealer Phone: [REDACTED]
Corp Contact: null Corporate Phone: null
Consultant: Bryan Barks Dealer Code: [REDACTED]
Concern Group: Powertrain, Drivability, Check Engine Light on
Group Assigned To: TA VW Level One Support
Assignee: barksbr
Ticket Status: Open: Technician in Process

VIN: 3VW5T7AU9KM [REDACTED] Make: VW
Model Code: AU29V2 Year: 2019 Mileage: 411
Engine: 2.0T Transmission: Standard
Country: United States Service Date: Mon Jul 22 2019 20:00:00 GMT-0400 (EDT)

Customer Comments:

vta ticket was opened yesterday but closed because vehicle was finished and fixed.



07/31/19 10:44:40: US/Eastern: Paul Rutigliano: Initiated: vta ticket was opened yesterday but closed because vehicle was finished and fixed. vehicle returned last night with a check engine light, got the light taken care of and test drove this morning to insure no further issues. vehicle stalled on me again. vehicle originally came in for intermittent stalling issue. yesterday I was advised to reset adaptation values for 001 ECM.

07/31/19 11:02:24: US/Eastern: Bryan Barks: Open: Consultant in Process: Customer Comments: vta ticket was opened yesterday but closed because vehicle was finished and fixed.

07/31/19 11:02:24: US/Eastern: Bryan Barks: Open: Consultant in Process: Workshop Findings: vehicle returned last night with a check engine light, got the light taken care of and test drove this morning to insure no further issues. vehicle stalled on me again. vehicle originally came in for intermittent stalling issue. yesterday I was advised to reset adaptation values for 001 ECM.

07/31/19 11:02:24: US/Eastern: Bryan Barks: Open: Consultant in Process: Advised Tech a Customer Care Specialist will contact the customer within 7 business days.

Thank you,

Bryan Barks
VW Technical Helpline Consultant-Powertrain
Volkswagen Group of America
Technical Service

[REDACTED]
Auburn Hills MI.
[REDACTED]



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Message

From: Rupp, Adam [/O=VWGMS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=RUPP, ADAM845]
Sent: 8/1/2019 1:36:43 PM
To: Barks, Bryan [REDACTED]
CC: Gill, Tony [REDACTED]; Michels, Spencer [REDACTED]; Palmarchuk, David [REDACTED]
Subject: RE: 3VW5T7AU9KM [REDACTED]@405027 AC: [REDACTED] Sales Model: AU29V2 Notification

So, are we starting to take these customers out after 2 repair attempts?

From: Barks, Bryan [REDACTED]
Sent: Thursday, August 1, 2019 9:34 AM
To: Rupp, Adam [REDACTED]
Cc: Gill, Tony [REDACTED]; Michels, Spencer [REDACTED]; Palmarchuk, David [REDACTED]
Subject: RE: 3VW5T7AU9KM [REDACTED]@405027 AC: [REDACTED] Sales Model: AU29V2 Notification

This is the 2nd VTA

The stalling happened again right after the customer picked up the vehicle from the 1st visit in for stalling. There is a total of 33 miles in-between the first VTA and the second, this includes the test drive miles that the tech performed.

Thank you,

Bryan Barks
VW Technical Helpline Consultant-Powertrain
Volkswagen Group of America
Technical Service
[REDACTED]
Auburn Hills MI. [REDACTED]
[REDACTED]



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From: Rupp, Adam [REDACTED]
Sent: Thursday, August 01, 2019 9:30 AM
To: Barks, Bryan [REDACTED]
Cc: Gill, Tony [REDACTED]; Michels, Spencer [REDACTED]; Palmarchuk, David [REDACTED]
Subject: RE: 3VW5T7AU9KM [REDACTED]@405027 AC: [REDACTED] Sales Model: AU29V2 Notification

Hi Bryan,

Is this the 3rd repair attempt? Is the vehicle unrepairable?

Kind Regards,

Adam Rupp

Sr. Specialist

Customer Resolution & Retention

VOLKSWAGEN Group of America, Inc.

Auburn Hills, Michigan

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From: Barks, Bryan
Sent: Wednesday, July 31, 2019 11:05 AM
To: Rupp, Adam
Cc: Gill, Tony; Michels, Spencer; Palmarchuk, David
Subject: 3VW5T7AU9KM @405027 AC: Sales Model: AU29V2 Notification

Per
2019 GTI stalling repeat concern.

Case Summary

Access Code: Date Opened: Wed Jul 31 2019 10:44:39 GMT-0400 (EDT)

Case Code: Job Number:

Technician: Paul Rutigliano Technician Phone: null

Dealer Name: Sunrise Volkswagen of Fort Pierce Dealer Phone:

Corp Contact: null Corporate Phone: null

Consultant: Bryan Barks Dealer Code:

Concern Group: Powertrain, Drivability, Check Engine Light on

Group Assigned To: TA VW Level One Support

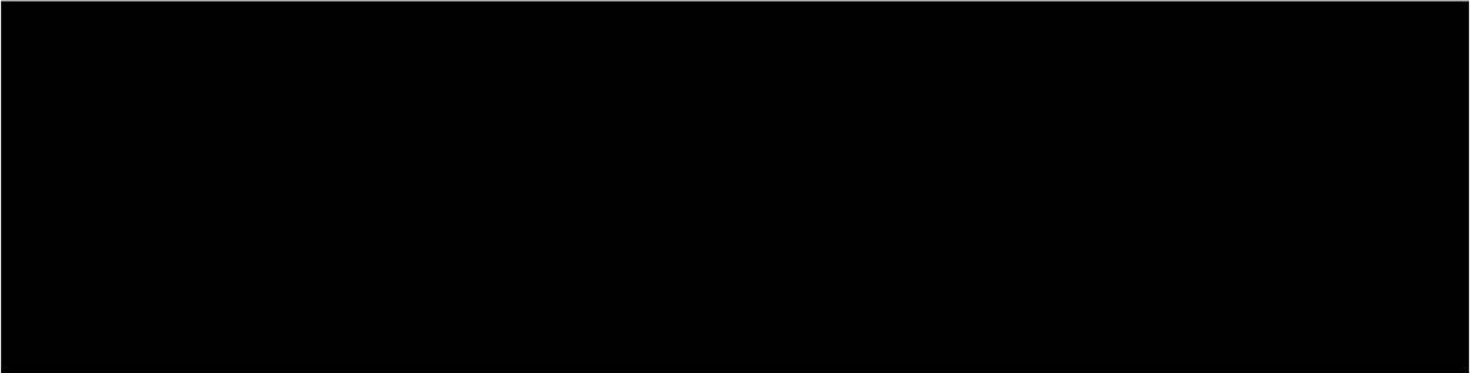
Assignee: barksbr

Ticket Status: Open: Technician in Process

VIN: 3VW5T7AU9KM [REDACTED] Make: VW
Model Code: AU29V2 Year: 2019 Mileage: 411
Engine: 2.0T Transmission: Standard
Country: United States Service Date: Mon Jul 22 2019 20:00:00 GMT-0400 (EDT)

Customer Comments:

vta ticket was opened yesterday but closed because vehicle was finished and fixed.



07/31/19 10:44:40: US/Eastern: Paul Rutigliano: Initiated: Issue Opened by Dealership
07/31/19 10:44:40: US/Eastern: Paul Rutigliano: Initiated: vta ticket was opened yesterday but closed because vehicle was finished and fixed. vehicle returned last night with a check engine light, got the light taken care of and test drove this morning to insure no further issues. vehicle stalled on me again. vehicle originally came in for intermittent stalling issue. yesterday I was advised to reset adaptation values for 001 ECM.
07/31/19 11:02:24: US/Eastern: Bryan Barks: Open: Consultant in Process: Customer Comments: vta ticket was opened yesterday but closed because vehicle was finished and fixed.
07/31/19 11:02:24: US/Eastern: Bryan Barks: Open: Consultant in Process: Workshop Findings: vehicle returned last night with a check engine light, got the light taken care of and test drove this morning to insure no further issues. vehicle stalled on me again. vehicle originally came in for intermittent stalling issue. yesterday I was advised to reset adaptation values for 001 ECM.
07/31/19 11:02:24: US/Eastern: Bryan Barks: Open: Consultant in Process: Advised Tech a Customer Care Specialist will contact the customer within 7 business days.

Thank you,

Bryan Barks
VW Technical Helpline Consultant-Powertrain
Volkswagen Group of America
Technical Service

[REDACTED]
Auburn Hills MI.
[REDACTED]



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Message

From: Rupp, Adam [/O=VWGMS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=RUPP, ADAM845]
Sent: 8/1/2019 1:53:20 PM
To: Barks, Bryan [REDACTED]
CC: Gill, Tony [REDACTED]; Michels, Spencer [REDACTED]; Palmarchuk, David [REDACTED]
Subject: RE: 3VW5T7AU9KM [REDACTED]@405027 AC [REDACTED] Sales Model: AU29V2 Notification

Okay. I will have one of the Specialists contact the customer within 7 business days.

Kind Regards,

Adam Rupp
Sr. Specialist
Customer Resolution & Retention

VOLKSWAGEN Group of America, Inc.

[REDACTED]
Auburn Hills, Michigan [REDACTED]

[REDACTED]

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From: Barks, Bryan [REDACTED]
Sent: Thursday, August 1, 2019 9:45 AM
To: Rupp, Adam [REDACTED]
Cc: Gill, Tony [REDACTED]; Michels, Spencer [REDACTED]; Palmarchuk, David [REDACTED]
Subject: RE: 3VW5T7AU9KM [REDACTED]@405027 AC [REDACTED] Sales Model: AU29V2 Notification

We have no further technical recourse.

Thank you,
Bryan Barks

VW Technical Helpline Consultant-Powertrain
Volkswagen Group of America
Technical Service

Auburn Hills MI.



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From: Rupp, Adam [REDACTED]
Sent: Thursday, August 01, 2019 9:37 AM
To: Barks, Bryan [REDACTED]
Cc: Gill, Tony [REDACTED]; Michels, Spencer [REDACTED]; Palmarchuk, David [REDACTED]
Subject: RE: 3VW5T7AU9KM [REDACTED] @405027 AC [REDACTED] Sales Model: AU29V2 Notification

So, are we starting to take these customers out after 2 repair attempts?

From: Barks, Bryan [REDACTED]
Sent: Thursday, August 1, 2019 9:34 AM
To: Rupp, Adam [REDACTED]
Cc: Gill, Tony [REDACTED]; Michels, Spencer [REDACTED]; Palmarchuk, David [REDACTED]
Subject: RE: 3VW5T7AU9KM [REDACTED] @405027 AC: [REDACTED] Sales Model: AU29V2 Notification

This is the 2nd VTA

The stalling happened again right after the customer picked up the vehicle from the 1st visit in for stalling. There is a total of 33 miles in-between the first VTA and the second, this includes the test drive miles that the tech performed.

Thank you,

Bryan Barks
VW Technical Helpline Consultant-Powertrain
Volkswagen Group of America
Technical Service

Auburn Hills MI.



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From: Rupp, Adam [REDACTED]
Sent: Thursday, August 01, 2019 9:30 AM
To: Barks, Bryan [REDACTED]
Cc: Gill, Tony [REDACTED]; Michels, Spencer [REDACTED]; Palmarchuk, David [REDACTED]
Subject: RE: 3VW5T7AU9KM [REDACTED] @405027 AC [REDACTED] Sales Model: AU29V2 Notification

Hi Bryan,

Is this the 3rd repair attempt? Is the vehicle unrepairable?

Kind Regards,

Adam Rupp
Sr. Specialist
Customer Resolution & Retention

VOLKSWAGEN Group of America, Inc.

[REDACTED]
Auburn Hills, Michigan [REDACTED]

[REDACTED]

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From: Barks, Bryan [REDACTED]
Sent: Wednesday, July 31, 2019 11:05 AM
To: Rupp, Adam [REDACTED]
Cc: Gill, Tony [REDACTED]; Michels, Spencer [REDACTED]; Palmarchuk, David [REDACTED]
Subject: 3VW5T7AU9KM [REDACTED] @405027 AC: [REDACTED] Sales Model: AU29V2 Notification

Per [REDACTED]
2019 GTI stalling repeat concern.

Case Summary

Access Code: [REDACTED] Date Opened: Wed Jul 31 2019 10:44:39 GMT-0400 (EDT)

Case Code: [REDACTED] Job Number [REDACTED]

Technician: Paul Rutigliano Technician Phone: null

Dealer Name: Sunrise Volkswagen of Fort Pierce Dealer Phone [REDACTED]

Corp Contact: null Corporate Phone: null

Consultant: Bryan Barks Dealer Code [REDACTED]

Concern Group: Powertrain, Drivability, Check Engine Light on

Group Assigned To: TA VW Level One Support

Assignee: barksbr

Ticket Status: Open: Technician in Process

VIN: 3VW5T7AU9KM [REDACTED] Make: VW

Model Code: AU29V2 Year: 2019 Mileage: 411

Engine: 2.0T Transmission: Standard

Country: United States Service Date: Mon Jul 22 2019 20:00:00 GMT-0400 (EDT)

Customer Comments:

vta ticket was opened yesterday but closed because vehicle was finished and fixed.



07/31/19 10:44:40: US/Eastern: Paul Rutigliano: Initiated: Issue Opened by Dealership

07/31/19 10:44:40: US/Eastern: Paul Rutigliano: Initiated: vta ticket was opened yesterday but closed because vehicle was finished and fixed. vehicle returned last night with a check engine light, got the light taken care of and test drove this morning to insure no further issues. vehicle stalled on me again. vehicle originally came in for intermittent stalling issue. yesterday I was advised to reset adaptation values for 001 ECM.

07/31/19 11:02:24: US/Eastern: Bryan Barks: Open: Consultant in Process: Customer Comments: vta ticket was opened yesterday but closed because vehicle was finished and fixed.

07/31/19 11:02:24: US/Eastern: Bryan Barks: Open: Consultant in Process: Workshop Findings: vehicle returned last night with a check engine light, got the light taken care of and test drove this morning to insure no further issues. vehicle stalled on me again. vehicle originally came in for intermittent stalling issue. yesterday I was advised to reset adaptation values for 001 ECM.

07/31/19 11:02:24: US/Eastern: Bryan Barks: Open: Consultant in Process: Advised Tech a Customer Care Specialist will contact the customer within 7 business days.

Thank you,

Bryan Barks
VW Technical Helpline Consultant-Powertrain
Volkswagen Group of America
Technical Service

[REDACTED]
Auburn Hills MI. [REDACTED]
[REDACTED]



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Message

From: Rupp, Adam [/O=VWGMS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=RUPP, ADAM845]
Sent: 8/6/2019 2:01:05 PM
To: Evans, Tim [REDACTED]
CC: Palmarchuk, David [REDACTED]; Michels, Spencer [REDACTED]
Subject: RE: 3VW5T7BU1KM [REDACTED] @423321 AC [REDACTED] Sales Model: BU39V2 Notification

Good morning Tim,

One of the CRR Specialists will contact the customer within 7 business days.

Kind Regards,

Adam Rupp
Sr. Specialist
Customer Resolution & Retention

VOLKSWAGEN Group of America, Inc.

[REDACTED]
Auburn Hills, Michigan [REDACTED]

[REDACTED]

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From: Evans, Tim [REDACTED]
Sent: Monday, August 5, 2019 6:00 PM
To: Rupp, Adam [REDACTED]
Cc: Palmarchuk, David [REDACTED]; Michels, Spencer [REDACTED]
Subject: 3VW5T7BU1KM [REDACTED] @423321 AC: [REDACTED] Sales Model: BU39V2 Notification

Hello Adam,

We have a 2019 Jetta with a zero RPM issue that has had the adaption values reset 3 ties with no change. Please contact the customer for a resolution.

Case Summary

Access Code: [REDACTED] Date Opened: Thu Aug 01 2019 15:29:15 GMT-0400 (EDT)
Case Code: [REDACTED] Job Number: [REDACTED]
Technician: jeffrey sisemore Technician Phone: [REDACTED]
Dealer Name: Volkswagen of Kirkland Dealer Phone: [REDACTED]
Corp Contact: Juan Garcia Corporate Phone: null
Consultant: Tim Evans Dealer Code: [REDACTED]
Concern Group: Powertrain, Drivability, Check Engine Light on
Group Assigned To: TA VW Level Two Support
Assignee: evansti
Ticket Status: Open: Technician in Process

VIN: 3VW5T7BU1KM [REDACTED] Make: VW
Model Code: BU39V2 Year: 2019 Mileage: 284
Engine: 2.0T Transmission: Standard
Country: United States Service Date: Sat Jul 20 2019 20:00:00 GMT-0400 (EDT)

Customer Comments:

CUSTOMER STATES THE VEHICLE IS STALLING OUT COMING TO A STOP ONLY DURING DECELERATION.

08/01/19 15:29:15: US/Eastern: jeffrey sisemore: Initiated: Issue Opened by Dealership

08/01/19 15:29:15: US/Eastern: jeffrey sisemore: Initiated: CUSTOMER STATES THE VEHICLE IS STALLING OUT COMING TO A STOP ONLY DURING DECELERATION. HAVE NOT BEEN ABLE TO DUPLICATE THE CUSTOMERS CONCERN AT THIS TIME.

08/02/19 11:19:52: US/Eastern: Steve Fox: Escalated: Level Two Support: Customer Comments: CUSTOMER STATES THE VEHICLE IS STALLING OUT COMING TO A STOP ONLY DURING DECELERATION.

08/02/19 11:19:52: US/Eastern: Steve Fox: Escalated: Level Two Support: Workshop Findings: HAVE NOT BEEN ABLE TO DUPLICATE THE CUSTOMERS CONCERN AT THIS TIME.

08/02/19 11:19:52: US/Eastern: Steve Fox: Escalated: Level Two Support: Right click on Engine > Select control module OBD > Select Basic settings > Select Test "Resetting of all adaptation values" > Click on Blue forward arrow: > Select MVB's IDE: 00450 Operating instructions and IDE: 00322 Status of basic settings. > Hit forward arrow > Select Test to be ran, hit start > If "a malfunction has occurred, test cannot be performed" is displayed continue to run the test. > Use slider tab on test box, slide down to "Status of basic settings" and "Operating instructions" and follow instructions. > If test does not run then clear out fault memory, crank engine over, cycle key and run test. Advised tech perform the throttle body adaptation. Perform extended test drive 20miles and verify the concern does not return.

08/02/19 11:20:14: US/Eastern: Steve Fox: Open: Technician in Process: Escalating case to level two.

08/02/19 19:32:21: US/Eastern: jeffrey sisemore: Open: Dealer Updated: TEST DROVE VEHICLE FOR 30 MILES PER VTA REQUEST, AT A STOP LIGHT DURING THE TEST DRIVE, VEHICLE STALLED

08/05/19 17:57:36: US/Eastern: Tim Evans: Open: Consultant in Process: Advised the tech to set the vehicle aside and a representative from VW will contact the customer for a resolution.

Message

From: Panse, Mirco [/O=VWGMS/OU=NAR-ABH/CN=RECIPIENTS/CN=PANSE2]
Sent: 8/6/2019 5:02:07 PM
To: Weir, Martha [REDACTED]
CC: Morris, Cheri [REDACTED]
Subject: RE: MY19 GTI/GLI Topic

Thanks for the update Martha !

From: Weir, Martha [REDACTED]
Sent: Tuesday, August 6, 2019 12:58 PM
To: Panse, Mirco [REDACTED]
Cc: Morris, Cheri [REDACTED]
Subject: FW: MY19 GTI/GLI Topic

Mirco,

[REDACTED]

Martha

From: Morris, Cheri
Sent: Tuesday, August 06, 2019 10:53 AM
To: Palmarchuk, David [REDACTED]; Weir, Martha [REDACTED]; Cruse, James [REDACTED]
Cc: Fraylick, Mark [REDACTED]; Gray, Jeffrey [REDACTED]
Subject: RE: MY19 GTI/GLI Topic

Good morning,

[REDACTED]

Thanks,
Cheri

From: Palmarchuk, David
Sent: Monday, August 05, 2019 10:17 PM
To: Kopa, Edward; Weir, Martha; Morris, Cheri; Cruse, James
Cc: Fraylick, Mark
Subject: RE: MY19 GTI/GLI Topic

Hello Everyone,

[REDACTED]

Thanks and Regards,

Dave Palmarchuk
Single Incident Team Leader

Product Support

Volkswagen of America

Auburn Hills, MI

From: Kopa, Edward

Sent: Monday, July 22, 2019 9:48 AM

To: Palmarchuk, David

Cc: Weir, Martha; Morris, Cheri; Cruse, James

Fraylick, Mark

Subject: RE: MY19 GTI/GLI Topic

Dave,

Ed

From: Palmarchuk, David

Sent: Friday, July 19, 2019 2:30 PM

To: Kopa, Edward

Cc: Weir, Martha; Morris, Cheri; Cruse, James

Subject: RE: MY19 GTI/GLI Topic

Hello Ed,

Thanks and Regards,

Dave

From: Kopa, Edward

Sent: Tuesday, July 09, 2019 11:07 AM

To: Palmarchuk, David

Subject: RE: MY19 GTI/GLI Topic

Dave,

[REDACTED]

From: Kopa, Edward
Sent: Tuesday, July 09, 2019 10:53 AM
To: Palmarchuk, David [REDACTED]
Subject: RE: MY19 GTI/GLI Topic

[REDACTED]

From: Palmarchuk, David
Sent: Monday, July 08, 2019 1:49 PM
To: Kopa, Edward [REDACTED]
Subject: RE: MY19 GTI/GLI Topic

Hello Ed,

Any headway on the form for this one?

Thanks,

Dave

From: Kopa, Edward
Sent: Wednesday, July 03, 2019 1:46 PM
To: Palmarchuk, David [REDACTED] Weir, Martha [REDACTED] Morris, Cheri
Subject: RE: MY19 GTI/GLI Topic

To All,

[REDACTED]

Thanks,

Ed

	A	B	C	D	E	F	G	H	I
	Inventory note	Con	Asset	Cl	Vin Number	Model	Asset description	Sec2	Cap.date
28	BENJAMIN	NA40	211320		3VW5T7AU3RM	AU21V2	[REDACTED]		9/15/2019
29									
30									
31									

From: Palmarchuk, David
Sent: Tuesday, July 02, 2019 12:45 PM
To: Kopa, Edward [REDACTED]
Cc: Rupp, Adam [REDACTED] Morris, Cheri [REDACTED] Weir, Martha [REDACTED]
Subject: RE: MY19 GTI/GLI Topic

Hello Ed,

Can you please send this form so, I can have the factory sign off on it?

Thanks and Regards,

Dave Palmarchuk
Single Incident Team Leader
Product Support

Volkswagen of America
[REDACTED]
Auburn Hills, MI [REDACTED]
[REDACTED]

From: Weir, Martha
Sent: Tuesday, June 25, 2019 12:43 PM
To: Palmarchuk, David [REDACTED] Michels, Spencer [REDACTED] Morris, Cheri [REDACTED] Kopa, Edward [REDACTED]
Cc: Rupp, Adam [REDACTED]
Subject: RE: MY19 GTI/GLI Topic

Dave,

We will need a cost acceptance from Mexico to transfer the asset. I have copied Ed Kopa to assist. [REDACTED]

Martha

From: Palmarchuk, David

Sent: Monday, June 24, 2019 2:41 PM

To: Weir, Martha [REDACTED] Michels, Spencer [REDACTED] Morris, Cheri

Cc: Rupp, Adam [REDACTED]

Subject: RE: MY19 GTI/GLI Topic

Hello All,

I just received a call from Mexico stating they would still like to have this vehicle but, will now not be returning it to us. Is there a different form that is needed for this?

Thanks and Regards,

Dave Palmarchuk
Single Incident Team Leader
Product Support

Volkswagen of America

Auburn Hills, MI [REDACTED]

From: Weir, Martha

Sent: Friday, June 14, 2019 2:04 PM

To: Palmarchuk, David [REDACTED] Michels, Spencer [REDACTED] Morris, Cheri

Cc: Rupp, Adam [REDACTED]

Subject: RE: MY19 GTI/GLI Topic

Cheri –

We will need to have the title in our name to be able to send it to Mexico.

Martha

From: Palmarchuk, David

Sent: Thursday, June 13, 2019 12:19 PM

To: Michels, Spencer [REDACTED] Morris, Cheri [REDACTED]

Cc: Weir, Martha [REDACTED] Rupp, Adam [REDACTED]

Subject: RE: MY19 GTI/GLI Topic

Hello Cheri,

We are interested in having the 3VW5T7AU3KM [REDACTED] vehicle sent to Mexico for analysis. I am just waiting for the signatures on the PAR and will send that over once complete.

Thanks and Regards,

Dave Palmarchuk
Single Incident Team Leader
Product Support

Volkswagen of America
[REDACTED]
Auburn Hills, MI [REDACTED]

From: Michels, Spencer
Sent: Thursday, June 13, 2019 11:33 AM
To: Morris, Cheri [REDACTED] Palmarchuk, David [REDACTED]
Cc: Weir, Martha [REDACTED] Rupp, Adam [REDACTED]
Subject: RE: MY19 GTI/GLI Topic

Hello Cheri,

[REDACTED]

I sent the information you provided to Dave Palmarchuk for VIN 3VW5T7AU3KM [REDACTED] I don't know what the latest status is or if he still needs that vehicle.

@Dave, can you let Cheri know if you're still interested in that vehicle?

Best Regards / Mit freundlichen Grüßen,

Spencer Michels
Engineer, Product Support – Powertrain
Technical Service
Service & Quality

Volkswagen Group of America, Inc.
[REDACTED]
Auburn Hills, Michigan [REDACTED]

From: Morris, Cheri
Sent: Monday, June 10, 2019 3:56 PM
To: Weir, Martha [REDACTED] Rupp, Adam [REDACTED] Michels, Spencer

[REDACTED]
Subject: RE: MY19 GTI/GLI Topic

Good afternoon,

Just following up to see if we are sending these vehicles somewhere.

Thank you,
Cheri

From: Weir, Martha
Sent: Wednesday, May 29, 2019 11:50 AM
To: Morris, Cheri; Rupp, Adam; Michels, Spencer
Subject: RE: MY19 GTI/GLI Topic

Spencer –

Let me know if you want either of these vehicles sent somewhere.

From: Morris, Cheri
Sent: Wednesday, May 29, 2019 10:59 AM
To: Weir, Martha [REDACTED]; Rupp, Adam [REDACTED] Michels, Spencer
[REDACTED]
Subject: RE: MY19 GTI/GLI Topic

3VW5T7AU3KM [REDACTED] - 2019 manual GTI. Engine will stall out. Terry has this one. We are in the process of scheduling the closing transaction with the customer.

[REDACTED]
Thanks,
Cheri

From: Weir, Martha
Sent: Wednesday, May 29, 2019 10:41 AM
To: Rupp, Adam; Morris, Cheri
Subject: FW: MY19 GTI/GLI Topic

Do we have any of these in our possession yet?

From: Michels, Spencer
Sent: Wednesday, May 29, 2019 8:01 AM
To: Weir, Martha [REDACTED]
Subject: MY19 GTI/GLI Topic

Hello Martha,

I wanted to follow up with you regarding the discussion that we had with Keith regarding the MY19 GTI and Jetta GLI topic.

Have we repurchased any vehicles yet that we would be able to get the engine from to send for analysis?

I don't want to put anything in motion yet, just wanted to see if we had physical possession of any customer vehicles (besides the one sent to Oxnard from Ontario VW).

Best Regards / Mit freundlichen Grüßen,

Spencer Michels

Engineer, Product Support – Powertrain

Technical Service

Service & Quality

Volkswagen Group of America, Inc.

[REDACTED]
Auburn Hills, Michigan [REDACTED]
[REDACTED]

Message

From: Rupp, Adam [/O=VWGM/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=RUPP, ADAM845]
Sent: 8/19/2019 5:32:16 PM
To: Braden, Robert [REDACTED]
CC: Gill, Tony [REDACTED]; Michels, Spencer [REDACTED]; Palmarchuk, David [REDACTED]
Subject: RE: 3VW5T7AU7KM [REDACTED]@422503 AC [REDACTED] Sales Model: AU29V2 Notification

Hi Robert,

I will contact the customer within 7 business days and get him out of the car.

Kind Regards,

Adam Rupp
Sr. Specialist
Customer Resolution & Retention

VOLKSWAGEN Group of America, Inc.

[REDACTED]
Auburn Hills, Michigan [REDACTED]

[REDACTED]

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From: Braden, Robert [REDACTED]
Sent: Friday, August 16, 2019 6:25 PM
To: Rupp, Adam [REDACTED]
Cc: Gill, Tony [REDACTED]; Michels, Spencer [REDACTED]; Palmarchuk, David [REDACTED]
Subject: 3VW5T7AU7KM [REDACTED]@422503 AC [REDACTED] Sales Model: AU29V2 Notification

Hello gentlemen,

Third time in for repair and same issue of stalling when coming to a stop.

Case Summary

Access Code: [REDACTED] Date Opened: Tue Aug 13 2019 12:28:00 GMT-0400 (EDT)
Case Code: [REDACTED] Job Number: [REDACTED]
Technician: MIGUEL MIRALRIO Technician Phone: null
Dealer Name: Volkswagen Santa Monica, L.L.C. Dealer Phone: [REDACTED]
Corp Contact: Sean Whinnery Corporate Phone: null
Consultant: Tim Evans Dealer Code: [REDACTED]
Concern Group: Powertrain, Drivability, Check Engine Light on
Group Assigned To: TA VW Level Two Support
Assignee: evansti
Ticket Status: Open: Technician in Process

VIN: 3VW5T7AU7KM [REDACTED] Make: VW
Model Code: AU29V2 Year: 2019 Mileage: 438
Engine: 2.0T Transmission: Standard
Country: United States Service Date: Sat Jul 27 2019 20:00:00 GMT-0400 (EDT)

Customer Comments:

CUSTOMER STATES VEHICLE STALLS OUT. HAPPENS IN STOP AND GO TRAFFIC. IT STALLS OUT IN NEUTRAL.

08/13/19 12:28:00: US/Eastern: MIGUEL MIRALRIO: Initiated: Issue Opened by Dealership

08/13/19 12:28:00: US/Eastern: MIGUEL MIRALRIO: Initiated: CUSTOMER STATES VEHICLE STALLS OUT. HAPPENS IN STOP AND GO TRAFFIC. IT STALLS OUT IN NEUTRAL. ON LAST VISIT OPENED VTA [REDACTED] WAS ADVISED ON SPECIFIC BASIC SETTING INSTRUCTIONS. CUSTOMER STATED VEHICLE WAS PERFORMING NORMAL FOR ABOUT A WEEK AND CONCERN RETURNED THERE AFTER.

08/13/19 12:35:43: US/Eastern: Joshua Nelson: Escalated: Level Two Support: Customer Comments: CUSTOMER STATES VEHICLE STALLS OUT. HAPPENS IN STOP AND GO TRAFFIC. IT STALLS OUT IN NEUTRAL.

08/13/19 12:35:43: US/Eastern: Joshua Nelson: Escalated: Level Two Support: Workshop Findings: ON LAST VISIT OPENED VTA [REDACTED] WAS ADVISED ON SPECIFIC BASIC SETTING INSTRUCTIONS. CUSTOMER STATED VEHICLE WAS PERFORMING NORMAL FOR ABOUT A WEEK AND CONCERN RETURNED THERE AFTER.

08/13/19 12:35:43: US/Eastern: Joshua Nelson: Escalated: Level Two Support: Advised tech to reset all ECM adaptation values as follows. Under OBD – double click on '0001 – Engine Control Module 1' – Select 'Basic Setting' – Select 'Perform' – Select 'Resetting of all adaptation values' – Select Right Arrow – Select Perform Arrow. This case will be sent to level 2 for review... A2

08/15/19 16:21:09: US/Eastern: Tim Evans: Open: Technician in Process: Issue Sent to Dealership

08/16/19 18:17:39: US/Eastern: MIGUEL MIRALRIO: Open: Dealer Updated: AFTER PERFORMING BASIC SETTINGS AND AFEW DAYS OF TESTING. VEHICLE CONTINUES TO STALL

08/16/19 18:22:49: US/Eastern: Robert Braden: Open: Consultant in Process: Advised technician that customer care will be contacted and they will be in touch with the customer.

---Received call from QTM.

Message

From: Garland, Seth [/O=VWGMS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=GARLAND, SETH557]
Sent: 8/29/2019 5:47:53 PM
To: Rupp, Adam [REDACTED], Palmarchuk, David [REDACTED], Michels, Spencer [REDACTED]
CC: Younger, Mark [REDACTED], Gill, Tony [REDACTED], Clogg, Robert [REDACTED]
Subject: RE: 3VW5T7AU6KM [REDACTED] @401206 AC [REDACTED] Sales Model: AU29V2 Notification [REDACTED] DRPM

Adam,

FYI regarding this case we discussed last week, via telephone.

The service director has updated the VTA today, stating the customer has still not been contacted by a CRR rep. Case has been open since 8/12/19.

Thanks,

Seth Garland

Consultant, Volkswagen Technician's Helpline
Electrical/Body/Chassis Team
Accessories SME
Volkswagen Group of America
[REDACTED]
Auburn Hills, MI [REDACTED]

From: Rupp, Adam [REDACTED]
Sent: Monday, August 12, 2019 12:23 PM
To: Garland, Seth [REDACTED], Palmarchuk, David [REDACTED], Michels, Spencer [REDACTED]
Subject: RE: 3VW5T7AU6KM [REDACTED] @401206 AC [REDACTED] Sales Model: AU29V2 Notification [REDACTED] DRPM

Good morning Seth,

One of the CRR Specialists will contact the customer within 7 business days.

Kind Regards,

Adam Rupp
Sr. Specialist
Customer Resolution & Retention

VOLKSWAGEN Group of America, Inc.
[REDACTED]
Auburn Hills, Michigan [REDACTED]



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From: Garland, Seth [REDACTED]
Sent: Monday, August 12, 2019 11:47 AM
To: Palmarchuk, David [REDACTED]; Michels, Spencer [REDACTED]; Rupp, Adam [REDACTED]
Subject: 3VW5T7AU6KM [REDACTED]@401206 AC: [REDACTED] Sales Model: AU29V2 Notification [REDACTED] ORPM

Notify per [REDACTED]

Case Summary

Access Code: [REDACTED] Date Opened: Mon Aug 12 2019 11:28:25 GMT-0400 (EDT)
Case Code: [REDACTED] Job Number: [REDACTED]
Technician: William Mercier Technician Phone: null
Dealer Name: Scott Volkswagen Dealer Phone: [REDACTED]
Corp Contact: Gregory Edge Corporate Phone: null
Consultant: Seth Garland Dealer Code: [REDACTED]
Concern Group: Powertrain, Drivability, Check Engine Light on
Group Assigned To: TA VW Level One Support
Assignee: garlans
Ticket Status: Open: Technician in Process

VIN: 3VW5T7AU6KM [REDACTED] Make: VW
Model Code: AU29V2 Year: 2019 Mileage: 4149
Engine: 2.0T Transmission: Standard
Country: United States Service Date: Sun Feb 24 2019 19:00:00 GMT-0500 (EST)

Customer Comments:

2019 gti manual tyransmission customer states vehicle will stall at slow speeds

08/12/19 11:28:26: US/Eastern: William Mercier: Initiated: Issue Opened by Dealership
08/12/19 11:28:26: US/Eastern: William Mercier: Initiated: 2019 gti manual tyransmission customer states vehicle will stall at slow speeds no dtcs in system unable to duplicateissue after 3 days any help appreciated
08/12/19 11:44:53: US/Eastern: Seth Garland: Open: Consultant in Process: Customer Comments: 2019 gti manual tyransmission customer states vehicle will stall at slow speeds
08/12/19 11:44:53: US/Eastern: Seth Garland: Open: Consultant in Process: Workshop Findings: no dtcs in system unable to duplicateissue after 3 days any help appreciated
08/12/19 11:44:53: US/Eastern: Seth Garland: Open: Consultant in Process: Advised tech the VTA case information will be sent for review.

Internal URL



Message

From: Rupp, Adam [/O=VWGMS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=RUPP, ADAM845]
Sent: 9/3/2019 3:36:17 PM
To: Havneraas, Christian [REDACTED]
CC: Palmarchuk, David [REDACTED]; Michels, Spencer [REDACTED]
Subject: RE: 3VW5T7AU9KM [REDACTED]@422110 AC: [REDACTED] Sales Model: AU29V2 Notification

Hi Christian,

I will have a case created and contact the customer within 7-10 business days.

Kind Regards,

Adam Rupp
Sr. Specialist
Customer Resolution & Retention

VOLKSWAGEN Group of America, Inc.

[REDACTED]
Auburn Hills, Michigan [REDACTED]

[REDACTED]

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From: Havneraas, Christian [REDACTED]
Sent: Friday, August 30, 2019 6:01 PM
To: Rupp, Adam [REDACTED]
Cc: Palmarchuk, David [REDACTED]; Michels, Spencer [REDACTED]
Subject: 3VW5T7AU9KM [REDACTED]@422110 AC: [REDACTED] Sales Model: AU29V2 Notification

Gentlemen,

This vehicle is back for the third VTA contact due to the engine stalling issue when coming to a stop. The dealership has been instructed to hold all work and wait for contact. Dealer informed of delay due to holiday.

Case Summary

Access Code: [REDACTED] Date Opened: Fri Aug 30 2019 17:39:47 GMT-0400 (EDT)

Case Code: [REDACTED] Job Number: [REDACTED]

Technician: Romualdo Santos Jr. Delarosa Technician Phone: [REDACTED]

Dealer Name: Pacific Volkswagen Dealer Phone: [REDACTED]

Corp Contact: Sean Whinnery Corporate Phone: null

Consultant: Christian Havneraas Dealer Code: [REDACTED]

Concern Group: Powertrain, Drivability, Check Engine Light on

Group Assigned To: TA VW Level One Support

Assignee: havnerc

Ticket Status: Open: Technician in Process

VIN: 3VW5T7AU9KM [REDACTED] Make: VW

Model Code: AU29V2 Year: 2019 Mileage: 1146

Engine: 2.0T Transmission: Standard

Country: United States Service Date: Wed Jun 19 2019 20:00:00 GMT-0400 (EDT)

Customer Comments:

Customer states vehicle stalls out on its own. No warning lights on the dash. .

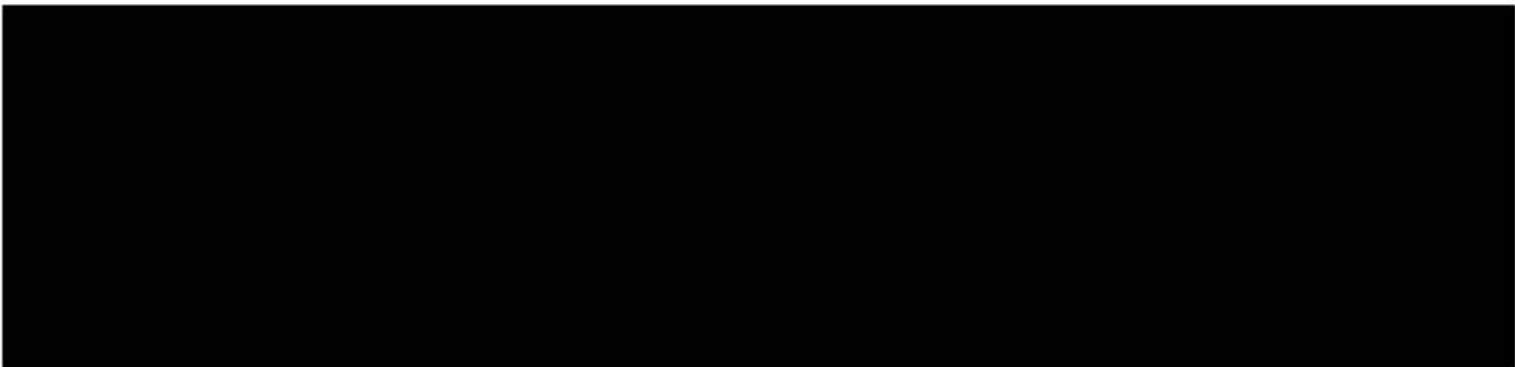
08/30/19 17:39:48: US/Eastern: Romualdo Santos Jr. Delarosa: Initiated: Issue Opened by Dealership

08/30/19 17:39:48: US/Eastern: Romualdo Santos Jr. Delarosa: Initiated: Customer states vehicle stalls out on its own. No warning lights on the dash. Performed GFF and found no faults. Performed extended test drive and found engine stalled 1 time when at a stop. No warning lights on dash as if vehicle was equipped with automatic start/stop feature. No faults stored in vehicle systems. Vehicle in multiple times for same concern.

08/30/19 17:56:51: US/Eastern: Christian Havneraas: Open: Consultant in Process: Customer Comments: Customer states vehicle stalls out on its own. No warning lights on the dash. .

08/30/19 17:56:51: US/Eastern: Christian Havneraas: Open: Consultant in Process: Workshop Findings: Performed GFF and found no faults. Performed extended test drive and found engine stalled 1 time when at a stop. No warning lights on dash as if vehicle was equipped with automatic start/stop feature. No faults stored in vehicle systems. Vehicle in multiple times for same concern

08/30/19 17:56:51: US/Eastern: Christian Havneraas: Open: Consultant in Process: Please perform no work on the vehicle and hold for review. The dealership and the customer will be contacted. Dealer informed of delay due to holiday.



Mit freundlichen Grüßen

Christian Havneraas
VW Technical Helpline Consultant-Powertrain
Compliance Ambassador
Volkswagen Group of America
Technical Service

[REDACTED]
Auburn Hills MI. [REDACTED]
[REDACTED]



Message

From: Marklund, Michael [/O=VWGMS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=MARKLUND, MICHAEL337]
Sent: 9/5/2019 4:36:03 PM
To: Michels, Spencer [REDACTED]
Subject: VIN's requested during tow-in meeting

Spencer,

Below are the VIN's you requested during the Tow-in meeting today. Please let me know if you need any more info regarding these cases.

[REDACTED]

[REDACTED]

3VW5T7AU6KM [REDACTED] - MY19 Golf - DKFA - Stalls at slow speeds. Waiting for response from customer relations.

Best Regards / Mit freundlichen Grüßen,

Michael Marklund
Engineer, Product Support - Chassis & Suspension
Technical Service
Service & Quality

Volkswagen Group of America, Inc.

[REDACTED]
Auburn Hills, Michigan [REDACTED]
[REDACTED]

Message

From: Tolbert, Michael [/O=VWGMS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=TOLBERT, MICHAEL692]
Sent: 9/6/2019 11:49:40 AM
To: Sandvig, Chris [REDACTED]
Subject: Re: Defect Petition_DP19-003_Engine Stalling

I'll need to modify that statement then and remove that line. I'm not aware that we have used it yet.

-MT

On Sep 6, 2019, at 7:46 AM, Sandvig, Chris [REDACTED] wrote:

Good morning Mike,

I anticipate that you will be asked why VW states no accidents when in the ODI Resume from NHTSA it states there was one allegation of crash to NHTSA.

Just wanted to make this note.

Thanks,
Chris

From: Tolbert, Michael
Sent: Thursday, September 05, 2019 6:26 PM
To: Sandvig, Chris [REDACTED]
Cc: Gillies, Mark [REDACTED]
Subject: Re: Defect Petition_DP19-003_Engine Stalling

Hi Chris - Below approved by legal.

Volkswagen takes its commitment to safety very seriously. We are aware of the NHTSA investigation of an estimated 9,300 vehicles including the 2019 Volkswagen GTI and Volkswagen GLI due to allegations of low speed engine stalling. No accidents, injuries or fatalities related to this issue have been reported. We will fully cooperate with NHTSA in the investigation.

Mike Tolbert
Corporate Communications
Volkswagen Group of America
[REDACTED]

On Sep 5, 2019, at 5:13 PM, Gillies, Mark [REDACTED] wrote:

Mike has one he is sending to legal.

MG

From: Sandvig, Chris
Sent: Thursday, September 05, 2019 4:46 PM
To: Gillies, Mark [REDACTED] Tolbert, Michael [REDACTED]
Cc: McCarthy, Robert [REDACTED]
Subject: FW: Defect Petition_DP19-003_Engine Stalling

Good afternoon gentlemen,

My AG colleague is seeking an update on the press statement in case VWGoA gets questions on the Defect Petition for the GTi/GLI stalling. Would you happen to have what the proposed statement would be?

I am sure it will be something like that we are fully complying with the request and we take these matters seriously. The small number of allegations state that the engine turns off of when the customer is coming to a stop while at a low speed and that the vehicle can be immediately restarted.

Thanks,
Chris

Von: "Zollino, Pietro" [REDACTED]
Datum: Mittwoch, 4. September 2019 um 21:32:53
An: "Brozat, Andreas (GK-P)" [REDACTED]
Betreff: Re: Defect Petition_DP19-003_Engine Stalling

Mein Kollege Mark Gillies ist involviert. Weil wir aber kaum Infos haben, kann er wohl kein Statement vorbereiten.

Kind regards,

Pietro Zollino
VOLKSWAGEN Group of America

On Sep 4, 2019, at 1:27 PM, Brozat, Andreas (GK-P) [REDACTED] wrote:

Hallo Pietro,

magst Du hier bitte mal schauen...

Danke.

VG, Andreas

Von: "Lamp, Rainer (K-PQP-B)" [REDACTED]
Datum: Mittwoch, 4. September 2019 um 18:09:02
An: "Klein, Gerhard (K-POP)" [REDACTED] "Brozat, Andreas (GK-P)" [REDACTED]
[REDACTED] "Hitzeroth, Klaus (EKSP)" [REDACTED]

[REDACTED] "Neumann, Dirk (EAFQ)"

Cc: "Zimmer, Juergen (GOZ-G)"
[REDACTED] (P)"

"Nieswandt, Hubert (K-"

[REDACTED] "Schollinski, Hans-Lothar (I/GS-P)"

[REDACTED] "Grossmann, Bernhard (I/GS-P3)"

Betreff: WG: Defect Petition_DP19-003_Engine Stalling

Hallo Kollegen,

wir haben heute das Opening Resume einer NHTSA Untersuchung (einer defect petition) für VW GTI/GLI engine stalling erhalten (siehe anbei). Der konkrete Fragenkatalog liegt uns noch nicht vor aber das Opening Resume alleine kann evtl. schon zu der einen oder anderen Presseanfrage führen.

Ich habe VWGoA bereits gefragt, ob sie ein reaktives Pressestatement vorbereiten aber noch keine Antwort darauf. Das Thema an sich wurde im letzten quarterly meeting mit NHTSA bereits diskutiert, aber die hohe Anzahl an VOQs hat nun wohl dazu geführt, dass NHTSA nun diese Anfrage eröffnet hat.

Gruß

Rainer

Von: McCarthy, Robert [REDACTED]

Gesendet: Mittwoch, 4. September 2019 17:49

An: Lamp, Rainer (K-PQP-B) [REDACTED] Tedt, Soenke (K-PQP/1)

[REDACTED] Burmeister, Andreas (K-PQP-B)

Diekmann, Wilhelm (K-ILP-1)

[REDACTED] Castellanos Santos, Juan Marcos

(M-CM)

Cc: Sandvig, Chris

[REDACTED] Klapper, Antony

[REDACTED] Mykytiuk,

Elizabeth

[REDACTED] Kapatkin, Brian

[REDACTED] Panse, Mirco

[REDACTED] Kunzelman, Stefanie

[REDACTED] Harkcom, Daniel

[REDACTED] Boomer, John

[REDACTED] MacLeod, Paul

Betreff: Re: Defect Petition_DP19-003_Engine Stalling

Good Day Colleagues,

The attached Opening Resume for DP19-003 (Defect Petition) was received via email from Sharon Yukevich of NHTSA this morning.

The Inquiry Request letter has not yet been received. Copies of the attached documents have been posted to the DMS and may be accessed via the following link:

DP19-003_Low Speed Stall_2019 MY GTI & ...

GROUP DMS: <https://vwdmsweb.wob.vw.vwg/groupdms/?dochase=vwdms&locateld=0b0045158b645504>

Volkswagen DMS Client:

<https://vwdmsweb.wob.vw.vwg/vwdms/dri/objectld/0b0045158b645504/chronicleld/0b0045158b645504>

If you cannot open a link in this email, please contact the sender of the email.

As soon as the IR letter is received (which will spell out the agency's requested information), I will forward the copy and establish a kick-off call, to define responsibilities. In the meantime, the GCP investigations team will post the referenced VOQ's, internal documents (VTA cases) and appropriate VIN history records, to the DMS folder.

Regards,
Bob

Robert McCarthy
Sr. Manager, Product Safety & Compliance
Group Customer Protection
Volkswagen Group of America, Inc.

<DP19-003_Opening Resume_SIGNED_20190904.pdf>

<email_Yukevich_20190904.pdf>

Message

From: Minke, Eddie [/O=VWGMS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=MINKE, EDDIED1D]
Sent: 9/10/2019 1:06:29 PM
To: Palmarchuk, David [REDACTED] Michels, Spencer [REDACTED]
Subject: KM21675_3VW5T7AU5KM [REDACTED]@406485 AC [REDACTED] Sales Model: AU29V2 Notification

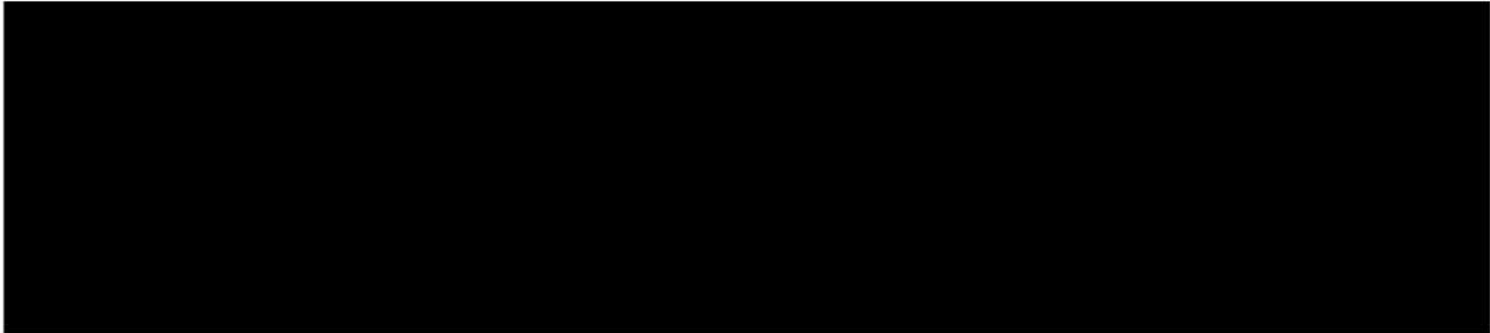
Case Summary

Access Code: [REDACTED] Date Opened: Tue Sep 10 2019 08:59:52 GMT-0400 (EDT)
Case Code: [REDACTED] Job Number: 0
Technician: Jorge Campacci Technician Phone: [REDACTED]
Dealer Name: North Penn Volkswagen Dealer Phone: [REDACTED]
Corp Contact: Anthony Schummel Corporate Phone: [REDACTED]
Consultant: Eddie Minke Dealer Code: [REDACTED]
Concern Group: Powertrain, Drivability, Check Engine Light on
Group Assigned To: TA VW Level One Support
Assignee: minkeed
Ticket Status: Open: Technician in Process

VIN: 3VW5T7AU5KM [REDACTED] Make: VW
Model Code: AU29V2 Year: 2019 Mileage: 173
Engine: 2.0T Transmission: Standard
Country: United States Service Date: Fri Sep 06 2019 20:00:00 GMT-0400 (EDT)

Customer Comments:

Customer states that he took delivery of the vehicle on 9/7/19 and while driving home the engine stalled out when coming to a stop light with the tran...



Message

From: Bergsieker, Phil [/O=VWGM/OU=NAR-ABH/CN=VW NAR CONTRACTORS/CN=BERGSIP]
Sent: 9/10/2019 4:20:07 PM
To: Rupp, Adam [REDACTED] Palmarchuk, David [REDACTED]
CC: Michels, Spencer [REDACTED] Evans, Tim [REDACTED]
Subject: 2019 GTI/GLI- Intake Camshaft Adjustment Valve (N205) 3VW5T7AU0KM [REDACTED]@408223 [REDACTED]

Hello Adam,

Tech has performed basic settings resetting all adaptation values and checked spool valve. Vehicle stalls out when coming to a stop. Tech advised to stop all work on vehicle.

Case Summary

Access Code: [REDACTED] Date Opened: Mon Sep 09 2019 17:37:17 GMT-0400 (EDT)
Case Code: [REDACTED] Job Number: [REDACTED]
Technician: DENNIS BENEDITO Technician Phone: [REDACTED]
Dealer Name: Volkswagen of Union Dealer Phone: [REDACTED]
Corp Contact: Dan Piccioni Corporate Phone: null
Consultant: Tim Evans Dealer Code: [REDACTED]
Concern Group: Powertrain, Drivability, Check Engine Light on
Group Assigned To: TA VW Level One Support
Assignee: evansti
Ticket Status: Open: Technician in Process

VIN: 3VW5T7AU0KM [REDACTED] Make: VW
Model Code: AU29V2 Year: 2019 Mileage: 107
Engine: 2.0T Transmission: Standard
Country: United States Service Date: Sun Jul 28 2019 20:00:00 GMT-0400 (EDT)

Customer Comments:

customer states that vehicle stalls out when coming to a stop.

09/09/19 17:37:18: US/Eastern: DENNIS BENEDITO: Initiated: Issue Opened by Dealership

09/09/19 17:37:18: US/Eastern: DENNIS BENEDITO: Initiated: customer states that vehicle stalls out when coming to a stop; service manager test drove vehicle and in fact after the vehicle warms up the vehicle stalls out when stopped. this happened to service manager twice there are no codes in the system

09/09/19 17:50:21: US/Eastern: Tim Evans: Open: Consultant in Process: Customer Comments: customer states that vehicle stalls out when coming to a stop.

09/09/19 17:50:21: US/Eastern: Tim Evans: Open: Consultant in Process: Workshop Findings: service manager test drove vehicle and in fact after the vehicle warms up the vehicle stalls out when stopped. this happened to service manager twice there are no codes in the system.

09/09/19 17:50:21: US/Eastern: Tim Evans: Open: Consultant in Process: Advised the tech to inspect the spool valve and N205 for the intake camshaft for sticking or metal debris. If no issues are found, Advised tech to reset all ECM

adaptation values as follows. Under OBD – double click on ‘0001 – Engine Control Module 1’ – Select ‘Basic Setting’ – Select ‘Perform’ – Select ‘Resetting of all adaptation values’ – Select Right Arrow – Select Perform Arrow.
09/10/19 09:35:26: US/Eastern: DENNIS BENEDITO: Open: Dealer Updated: checked spool valve...ok reset values test drove vehicle after 4 miles the vehicle shut down when coming to a stop. checked for faults no faults present.
09/10/19 12:17:34: US/Eastern: Phil Bergsieker: Open: Consultant in Process: Advised tech to stop all work on the vehicle. Someone will be contacting the customer.

Best Regards / Mit freundlichen Grüßen

Philip Bergsieker
Senior Powertrain Consultant
Level 2 Diesel & N/A Engines
Service & Quality
Helpline Fleet Custodian

Volkswagen of America, Inc.

[REDACTED]
Auburn Hills, MI [REDACTED]

[REDACTED]

THE ALL-NEW JETTA
**BETTA
GETTA
JETTA**

We vow to strengthen customer relationships with each and every contact and to make owning a Volkswagen something to smile about.

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Message

From: Mink, Robert [/O=VWGMMS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=MINK, ROBERT6D7]
Sent: 9/11/2019 6:29:11 PM
To: Fitzpatrick, Jason (CQ-FA) [REDACTED]
CC: Michels, Spencer [REDACTED]
Subject: Re: <AS DISCUSSED> MY2019 GTI Stalls/Misses

Is it stalling, or misfiring? Or both?

Sent from my iPhone

On Sep 11, 2019, at 11:00 AM, Fitzpatrick, Jason (CQ-FA) [REDACTED] wrote:

Morning Guys,
Trying to help a co-worker with his mom's GTI. I'm aware of misfires in Golf R and obviously Atlas 2.0T, but does a similar problem exist in GTI?

Thanks,

Jason Fitzpatrick
Advanced Specialist / Field Analysis - Powertrain
Quality Steering, Planning & Projects (CQ-FA)
Quality Assurance

Volkswagen Group of America
Chattanooga Operations, LLC
[REDACTED]
Chattanooga, TN [REDACTED] USA
[REDACTED]

From: McCord, Brian (CQ-AV) [REDACTED]
Sent: Tuesday, September 10, 2019 2:15 PM
To: Fitzpatrick, Jason (CQ-FA) [REDACTED]
Cc: McGovern, Terry (CQ-AV) [REDACTED]
Subject: <AS DISCUSSED> MY2019 GTI Stalls/Misses

Hi Jason,

As discussed, and requested, here's the VIN for my mom's GTI.

- <!--[if !supportLists]--><!--[endif]-->3VW5T7AU6KM [REDACTED]

She's had the car into her local dealer (Volkswagen of Ocala (FL)), but the repair order states they essentially cleared fault mem, and set basic settings after driving for 4 days.

Here also, is a link to the MK7 forum. This, in her words, states the condition accurately. FYI, she has NOT filed any type of complaint.

<https://www.golfmk7.com/forums/showthread.php?p=776852>

Please let me know if you can find anything out on this root cause, and if countermeasures are defined.

Best Regards,

Brian McCord
Vehicle Test Specialist
Vehicle Analysis Center (CQ-AV)
Quality Assurance/Qualitätssicherung

VOLKSWAGEN Group of America, Inc.
Chattanooga Operations, LLC.

Chattanooga, TN

<image001.png>

Message

From: Fitzpatrick, Jason (CQ-FA) [/O=VWGM/OU=NAR-ABH/CN=ADOBJECTS/CN=CHATTANOOGA/CN=DISCOVERY DRIVE/CN=EMPLOYEES/CN=FITZPAJ]
Sent: 9/11/2019 6:37:19 PM
To: Mink, Robert [REDACTED]
CC: Michels, Spencer [REDACTED]
Subject: RE: <AS DISCUSSED> MY2019 GTI Stalls/Misses

From the forum thread...

2019 GTI 6MT, stall coming to a stop, [REDACTED] 135 complaints submitted to NHTSA as of mid-July.

[REDACTED] Description says "soft stall" like a start/stop function, so it doesn't seem the engine is being lugged down.

From: Mink, Robert [REDACTED]
Sent: Wednesday, September 11, 2019 2:29 PM
To: Fitzpatrick, Jason (CQ-FA) [REDACTED]
Cc: Michels, Spencer [REDACTED]
Subject: Re: <AS DISCUSSED> MY2019 GTI Stalls/Misses

Is it stalling, or misfiring? Or both?

Sent from my iPhone

On Sep 11, 2019, at 11:00 AM, Fitzpatrick, Jason (CQ-FA) [REDACTED] wrote:

Morning Guys,
Trying to help a co-worker with his mom's GTI. I'm aware of misfires in Golf R and obviously Atlas 2.0T, but does a similar problem exist in GTI?

Thanks,

Jason Fitzpatrick
Advanced Specialist / Field Analysis - Powertrain
Quality Steering, Planning & Projects (CQ-FA)
Quality Assurance

Volkswagen Group of America
Chattanooga Operations, LLC
8001 Volkswagen Drive
Chattanooga, TN [REDACTED] USA

From: McCord, Brian (CQ-AV) [REDACTED]
Sent: Tuesday, September 10, 2019 2:15 PM
To: Fitzpatrick, Jason (CQ-FA) [REDACTED]
Cc: McGovern, Terry (CQ-AV) [REDACTED]
Subject: <AS DISCUSSED> MY2019 GTI Stalls/Misses

Hi Jason,

As discussed, and requested, here's the VIN for my mom's GTI.

- 3VW5T7AU6KM [REDACTED]

She's had the car into her local dealer (Volkswagen of Ocala (FL)), but the repair order states they essentially cleared fault mem, and set basic settings after driving for 4 days.

Here also, is a link to the MK7 forum. This, in her words, states the condition accurately. FYI, she has NOT filed any type of complaint.

<https://www.golfmk7.com/forums/showthread.php?p=776852>

Please let me know if you can find anything out on this root cause, and if countermeasures are defined.

Best Regards,

Brian McCord

Vehicle Test Specialist

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[REDACTED]
Chattanooga, TN [REDACTED]
[REDACTED]

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