



U.S. Department
of Transportation
**National Highway
Traffic Safety
Administration**

ODI RESUME

Investigation: PE09-035
Date Opened: 07/17/2009
Principal Investigator: Christopher Lash
Subject: Loss of power – Transmission failure

Manufacturer: Volkswagen of America, Inc.
Products: 2008 – 2009 Volkswagen EOS, GTI, Jetta and R32 with DSG Transmission
Population: 50,000 (estimated)

Problem Description: The direct shift gearbox can malfunction at any speed and cause the vehicle to lose motive power suddenly and without warning.

FAILURE REPORT SUMMARY

	ODI	Manufacturer	Total
Complaints:	12		
Crashes/Fires:	0		
Injury Incidents:	0		
# Injuries:	0		
Fatality Incidents:	0		
# Fatalities:	0		
Other*:	15		

*Description of Other: Complaints alleging harsh shifting (e.g., lunging, surging, jumping, jerky) in drive or reverse.

Action: A Preliminary Evaluation has been opened.

Engineer: Christopher Lash DR For CL

Date: 07/17/2009

Div. Chief: Jeffrey L. Quandt

Date: 07/17/2009

Office Dir.: Kathleen C. DeMeter

Date: 07/17/2009

Summary:

ODI has received 12 Vehicle Owner complaints (VOQ's) alleging incidents of loss of motive power while driving due to a malfunction of the Direct Shift Gearbox (DSG) transmission used in the subject vehicles. In most incidents, the DSG malfunction either spontaneously self-corrected or was temporarily corrected after the engine was stopped and restarted. Three complaints indicate that the vehicle had to be towed. In addition, ODI has received 15 complaints alleging safety concerns with harsh shifting either during low speed parking maneuvers, while accelerating from a stop or during upshifts/downshifts at speed. A Preliminary Evaluation has been opened to assess the frequency and safety consequences of the DSG transmission malfunctions.