

AUDI OF AMERICA, INC.
 CUSTOMER COMMENT DETAIL REPORT
 CASE NUMBERS SOURCE: All

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
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GAMBINDO	03/28/2008 05:48:22 PM	E-Mail To	[REDACTED]			
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Attached is the offer to replace your 2008 Audi TT. Please sign and return the replacement offer via fax or email along with a copy of your vehicle registration. As discussed, Audi of America will reimburse you two vehicle payments at the time of the replacement transaction, should you accept this offer. If you have any questions, please do not hesitate to contact me.

Thanks again for your patience and dedication to the Audi brand.

Best regards,

Doug Gambino
 Sr. Mediation Arbitration Analyst - Western Region
 Mediation Arbitration Department
 Volkswagen Group of America, Inc.
 3499 Hamlin Rd.
 Rochester Hills, MI 48309
 Phone: 248-754-3657
 Fax: 248-754-6504
 email: doug.gambino@audi.com

*** The information contained in this communication is confidential, private, proprietary, or otherwise privileged and is intended only for the use of the addressee. Unauthorized use, disclosure, distribution or copying is strictly prohibited and may be unlawful. If you have received this communication in error, please notify the sender immediately.

GAMBINDO	03/31/2008 03:40:33 PM	Voice Mail From	[REDACTED]			
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LVMM questioning time frame in letter. Customer advised she was told by Michael that she would received the replacement vehicle within 2 weeks if not sooner.

GAMBINDO	03/31/2008 03:43:01 PM	Voice Mail To Michael Harris				
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LVMM seeking return call. Advised customer left a message advising he promised her vehicle within 2 weeks or less, and she expects car by next week. Advised vehicles he provided from AIM all are in the factory order bank and have not been produced. Advised seeking whether a specific vehicle has been located.

Note: Does not include program codes for Roadside Assistance, iSKY or IQS Outbound Call

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GAMBINDO	03/31/2008 03:48:23 PM	Call From Michael Harris				
						Advised he thought list provided was for vehicles already at Keyes. Advised list provided shows vehicles that have yet to be built, advised these will not arrive at the dealer for a couple of months. AASM advised he did not provide customer time expectation on replacement.
GAMBINDO	03/31/2008 04:07:57 PM	Call To [REDACTED]				
						Apologized for confusion. Advised 3 vehicles that Michael was talking about have yet to arrive at dlr. Customer advised that makes sense, because that is what dealer was telling her. Customer advised she will send back offer via fax now with color choices. Advised once received I would run a search. Advised could take a couple of weeks if we have to obtain from another dealer. Customer understood but stressed she will not wait for vehicle to be ordered or a long period of time. Customer advised she wants this wrapped up in a couple of weeks.

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GAMBINDO	03/31/2008 04:47:53 PM	E-Mail From	[REDACTED]			
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Doug-

Please look for my fax. It is contingent on the replacement car being brought to me in the next 7 days. That will give Audi a total of two (2) weeks since my first conversation with Michael, factory representative, where he confirmed the car would be replaced. Also, I do want to state that if anything goes wrong with the new car, I will want to utilize the option of a buyback because at that point, the six major past problems with the Audi TT Coupe and the stress, anxiety, and unnecessary fighting back and forth with Audi since January 4, 2008, I will want to sever all ties with the brand.

I look forward to hearing from you with an update on the replacement process that Michael said he had expedited on Tuesday, march 25th, 2008.

Best regards,

[REDACTED]

GAMBINDO	04/01/2008 04:42:49 PM	Attached Mail From	[REDACTED]			
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Received signed replacement offer.

GAMBINDO	04/01/2008 04:55:20 PM	Search For AIM				
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Searched AIM for replacement.

GAMBINDO	04/01/2008 04:55:39 PM	Voice Mail To Nabeel		422A30		
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LVMM seeking return call. Advised seeking whether we could have Comm #105952.

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GAMBINDO	04/04/2008 05:49:50 PM	Voice Mail From Nabeel	422A30			
		Advised they are currently working 3 deals on the vehicle in question.				
GAMBINDO	04/04/2008 05:53:26 PM	Voice Mail To Glen Fagin	422A33			
		LVMM seeking return call. Advised seeking whether they are willing to let us have Y10082.				
GAMBINDO	04/07/2008 09:48:27 AM	Voice Mail From Glen Fagin	422A33			
		LVMM advising they would not be willing to let us have the vehicle we were trying to obtain.				

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GAMBINDO	04/07/2008 09:49:11 AM	E-Mail From	[REDACTED]			

Dear Mr. Gambino-

I wanted to let you know that since I have not heard from you or any other Audi representative for the last eight (8) days, March 31, 2008, I am signing papers for counsel tomorrow morning and will no longer be in direct contact with you.

As you know, I have been given the run-around from Audi for over 100 days, have been paying a full TT Coupe payment and insurance on a broken sports vehicle (windshield twice, transmission three times) for 70 days and a A4 sedan for 30 days. 99% of the people I have spoken to in Los Angeles and New York have told me of their poor experiences with Audi and I now know this must be turned over to counsel. On March 24, 2008, Michael, a representative from your company, promised me a new Audi TT Coupe in 7-10 days, if not sooner. I haven't heard back from you since we last spoke eight days ago. Clearly, my safety of the transmission sticking, not shifting gears, and stalling over the last 8 days of having the car back, the expense I have taken to rent a vehicle as to not willing put myself in harm's way of this AUDI TT lemon, is lost on AUDI USA. I am sorry that your company is run this way and I hope that sometime soon, AUDI USA decides the safety of their clients is more important than the sale.

Sincerely,

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

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www.stylechicla.com

GAMBINDO 04/07/2008 10:16:08 AM E-Mail To [REDACTED]
 [REDACTED]

As we previously discussed, there were no vehicles in Keyes's inventory that matched what you were looking for in a replacement vehicle. Keyes Audi did have a couple of vehicles that matched; however they are currently going through the production process and will not be arriving for a couple of months. Given your desire to be placed into a vehicle immediately, I told you I would be contacting local dealers to try and obtain a replacement vehicle that was already in dealer stock, as this would enable us to complete this transaction quickly; and that I would call you as soon as a vehicle had been obtained. Unfortunately, the vehicles we tried to obtain already had deals pending on them.

When we last spoke, I apologized if you were provided a different expectation regarding the time frame of the replacement; but did share with you how the search would be conducted and that this could take a couple of weeks. If you are no longer interested in a replacement vehicle and would like me to discontinue the search, please let me know and I will forward a repurchase offer to you today. I apologize for the concerns you have experienced thus far, and hope that you are willing to allow us the opportunity to locate a suitable replacement vehicle.

Best regards,

Doug Gambino
 Sr. Mediation Arbitration Analyst - Western Region
 Mediation Arbitration Department
 Volkswagen Group of America, Inc.
 3499 Hamlin Rd.
 Rochester Hills, MI 48309
 Phone: 248-754-3657
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GAMBINDO	04/07/2008 02:10:31 PM	E-Mail To VCI QA Mailbox				
		Hello,				
		Can you please email me a copy of this customer's payment history?				
		Thanks!				
GAMBINDO	04/08/2008 09:13:28 AM	E-Mail From [REDACTED]				
		The law firm i am signing with today is preparing the paperwork for you. I doubt the repurchase is going to be for the full amount i have spent, nor the undue emotional stress, nor the rent-a-car. Audi doesn't seem to understand that all of this is not my "desire" to be placed in a new car, but rather you have put me and my life in an unsafe situation. I have reached out to AUDI numerous times and at this point, it is out of my hands.				

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GAMBINDO	04/08/2008 09:27:12 AM	E-Mail To Alyson Scott				
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Attached is the offer to repurchase your 2008 Audi TT. The offer is in the name of [REDACTED], since that is how the contract reads. The repurchase offer reimburses you your payments and down payment, but at this time does not include the mileage offset of \$311.17. Please sign and return the repurchase offer via email or fax if you no longer wish to proceed with the replacement. If you have any questions, please let me know.

Best regards,

Doug Gambino
 Sr. Mediation Arbitration Analyst - Western Region
 Mediation Arbitration Department
 Volkswagen Group of America, Inc.
 3499 Hamlin Rd.
 Rochester Hills, MI 48309
 Phone: 248-754-3657
 Fax: 248-754-6504
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GAMBINDO	04/08/2008 09:27:24 AM	E-Mail To Chris Stokoe				
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Repurchase offer.

GAMBINDO	04/10/2008 04:19:04 PM	E-Mail From [REDACTED]				
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For my records, how many miles are recording I have used?

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GAMBINDO [REDACTED]	04/10/2008 04:23:45 PM	E-Mail To [REDACTED]	[REDACTED]			
						The mileage offset was not included in the repurchase offer, so the miles driven are not relevant at this point. At the time of the repurchase we will have you sign off on the vehicle vessel; which will ask for the mileage, but under the terms of the offer I sent you, you will not be charged mileage.
GAMBINDO	04/14/2008 02:17:56 PM	E-Mail To Todd Friedman				
		Todd,				We offered your client a replacement vehicle initially, which she accepted. She was not satisfied with the time frame that a replacement vehicle would take and on April 7, 2008 indicated she wanted a repurchase via email. We responded to your client's email and informed her we would repurchase the vehicle. The offer I forwarded you in my last email is dated in the right hand corner.
GAMBINDO	04/16/2008 04:16:17 PM	Attached Mail From [REDACTED]				
		Received signed repurchase offer.				
GAMBINDO	04/16/2008 04:21:29 PM	Approved By Doug Gambino				
		Requested check for repurchase.				
ANGERK	04/21/2008 01:26:13 PM	Assigned To GAMBINDO				
		Check # [REDACTED] for amount \$4,260.00 received. Forwarded check to advocate for handling				
GAMBINDO	04/21/2008 02:08:51 PM	Mail From .				
		Received check.				
GAMBINDO	04/21/2008 02:10:00 PM	Assigned To MANIACB				
		Needs closing date. AASM is Chris Stokoe. Customer's lease is with AFS. Registration application shows customer's last name as Glinksy. Primary concern is with the transmission.				

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MANIACB	04/21/2008 02:24:05 PM	Approved By bm				Branding fees.
MANIACB	04/21/2008 02:35:38 PM	Voice Mail To Michael Harris				LMTRMC to schedule closing.
MANIACB	04/21/2008 03:05:36 PM	Call From Michael				Advised to try and schedule for 4/29 as he will already be at 422A02.
MANIACB	04/21/2008 03:29:27 PM	Call To [REDACTED]				Confirmed for Tuesday 4/29 @ 11:00 dealer 422A02.
MANIACB	04/21/2008 03:35:26 PM	E-Mail To Michael				Michael, I confirmed this one for 4/29 @ 11:00, the same day as the [REDACTED] repurchase at the same dealer. The [REDACTED] deal is at 10:00, this one at 11:00. I added them both to your calendar. Ben
MANIACB	04/21/2008 03:37:25 PM	E-Mail To Michael				Do you want me to send the paperwork to Westlake Village again?
MANIACB	04/21/2008 03:43:56 PM	E-Mail From Michael				Yes please
MANIACB	04/24/2008 10:48:53 AM	IOM (Inter-Office Mail) To Michael H				Closing package.

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MANIACB	04/24/2008 12:00:57 PM	Attached Mail From CHERYL CAREY				
		Request for written position. See case #80179651.				
ANGERK	04/24/2008 01:06:36 PM	Assigned To MANIACB				
		Check # [REDACTED] for amount \$32.00 received. Forwarded check to advocate for handling				
MANIACB	04/29/2008 08:34:04 AM	Voice Mail From [REDACTED]				
		CUST States she will be there between 11:30-11:45 today, and to call to confirm at [REDACTED]				
MANIACB	04/29/2008 10:51:34 AM	E-Mail To Michael				
		Hi Michael, This is the second closing scheduled for today. The customer was scheduled for 11:00, but will not be there until around 11:30-11:45. That may work out since you are doing the first one at 10:00. Thanks				
MANIACB	04/29/2008 11:04:50 AM	Call To [REDACTED]				
		Advised 11:30-11:45 will be fine to come in for closing.				
MANIACB	04/30/2008 10:08:50 AM	E-Mail To Michael				
		Michael, How did these closings go yesterday?				
MANIACB	04/30/2008 10:27:26 AM	Call From Michael				
		[REDACTED] - the check was made out to [REDACTED] but her last name is [REDACTED]. She said she'd try and deposit the check but if there is a problem she'd call me. We found rim damage which is going to be repaired at the dealership. She was charged and paid \$80 for the repairs. Chris Stokoe has all the paperwork and I believe that he fedex'd it to you yesterday along with some other closing paperwork.				

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MANIACB [REDACTED]	04/30/2008 10:30:21 AM	Approved By bm				payoff.
MANIACB	05/01/2008 03:40:04 PM	Attached Mail From MICHAEL HARR				BBRP, RO 75594 for wheel repair marked paid, ACF, VCR, vessel, workorder 75596.
CR_BATCH	05/03/2008 04:00:23 AM	Note To MANIACB				Amount for \$ 31183.47 was Posted on 05/02/2008. AP reference number: 47005160
MANIACB	05/05/2008 08:39:17 AM	E-Mail From Michael				Ok as an update. There was a small crack/hole in the front window. If it can be repaired should the dealer just repair it or should they have the whole front window replaced?
MANIACB	05/05/2008 08:39:40 AM	E-Mail To Michael				If they can repair it, that is fine.
MANIACB	05/06/2008 01:36:58 PM	E-Mail From Michael				Ben, I just had a call from [REDACTED]. She said that she the DMV hasn't received the transfer form and she wants it send to the DMV. Did you receive it yet?
MANIACB	05/06/2008 01:38:41 PM	E-Mail To Michael				I received it, but I cannot send it until I get the title from VCI. She can simply tell them she does not own the vehicle anymore if she is worried.
MANIACB	05/06/2008 01:41:02 PM	E-Mail From Michael				Could you call and tell her that.
MANIACB	05/06/2008 01:47:05 PM	Call To [REDACTED]				Advised CUST vessel will be sent to DMV once title is received.

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MANIACB	05/12/2008 01:11:52 PM	Attached Mail From Emma Bridges				
		title.				
MANIACB	05/12/2008 01:12:03 PM	Mail To CA DMV				
		Title to be branded.				
MANIACB	05/14/2008 10:54:02 AM	E-Mail To Michael				
		Hi Michael,				
		Any updates on the repairs for the nonconformity and window crack?				
MANIACB	05/14/2008 11:35:18 AM	E-Mail From Michael				
		I just sent the service manager an email. We will see				

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MANIACB	05/15/2008 08:18:32 AM	E-Mail From Michael				
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FYI, what do we need to do at this point?

 From: Todd Maroot [mailto:tmaroot@keyescars.com]
 Sent: Wednesday, May 14, 2008 9:40 AM
 To: Harris, Michael
 Subject: RE: [REDACTED] 422A02

It's done and ready for pick up. Do you need anything from me?

Todd
 -----Original Message-----
 From: Harris, Michael [mailto:Michael.Harris@audi.com]
 Sent: Wednesday, May 14, 2008 8:34 AM
 To: Todd Maroot
 Subject: FW: [REDACTED] 422A02

Todd,

How is Alyson's white TT coming along?

MANIACB	05/15/2008 08:19:12 AM	E-Mail To Michael				
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Get me the final Ro and Correction of Nonconformity, and I will schedule it for pick-up.

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MANIACB	05/15/2008 02:40:44 PM	E-Mail From Michael				
		Chris,				
		Can you get this information from Todd so Ben can get this car picked up from Keyes?				
		Thanks,				
		Michael				
MANIACB	05/21/2008 09:15:41 AM	E-Mail To Maroot, Stokoe, Harris				
		Hi Todd,				
		If you can send me the final RO and Correction of Nonconformity for this vehicle I can get it moved off your lot.				
		Thanks				
MANIACB	05/22/2008 12:46:37 PM	FAX From Todd		422A02		
		RO 75596.				
MANIACB	05/22/2008 12:51:33 PM	Vehicle To .				
		RO 73142-75596				
		1,149-1,848				
		Vehicle drops out of gear/gear lights flashing				
		Faulty Mechatronics unit				
		Replaced Mechatronics unit				
MANIACB	05/28/2008 04:08:20 PM	Attached Mail From CA DMV				
		Branded title.				
MANIACB	05/28/2008 04:10:26 PM	Assigned To GAMBINDO				
		Disclosure.				

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GAMBINDO	05/29/2008 09:35:17 AM	Disclosure (M/A Only) To .				
		Disclosure to auction!				
BENSONE	07/01/2009 03:31:54 PM	Note To CCC				
		Scanned file to doc center. Purged old file				

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2008 Audi TT 3.2 Coupe Quattro [REDACTED]	080162671	Audi Loyalty	TRUDD38J781 [REDACTED]	12,435		Unknown 401E05 Pr. Part: 3885-Mechatronics Pr. Rsn: 33D Critical Alert
CAMPBETA	04/07/2008 10:29:15 AM	Note To CCC				
	CA to follow up on case per Critical Alert.					
	Description: Mechatronic Loaner: Y How were parts ordered: Red Order Part-ID: 3900-Automatic Transmission-Internals					
EDWARDF	04/07/2008 03:17:56 PM	Call To Jay		401E05		
	CA confirmed that customer vehicle is down at the dealer and customer is in a dealer loaner vehicle.					
EDWARDF	04/07/2008 03:29:11 PM	Voice Mail To [REDACTED]				
	Lvmm stating that CA was alerted to customer vehicle concern and part delay. CA would like to apologize and assure customer that every attempt is being made to fill part order as quickly as possible. CA left name and number for return call					
EDWARDF	04/14/2008 10:12:55 AM	Call To Jay		401E05		
	Service Advisor stated vehicle is still down at the dealer waiting on part. CA stated that per critical alert report part is blocked for packaging. CA to research further.					
EDWARDF	04/15/2008 10:40:22 AM	Note To ccc				
	Corporate parts seeking an ETA for part.					
EDWARDF	04/21/2008 01:22:07 PM	Call To Pete		401E05		
	Parts rep stated that part came in and has been installed in the customer vehicle. CA thanked.					
EDWARDF	04/21/2008 01:33:01 PM	Call To Jay		401E05		
	SA stated customer vehicle has been repaired and returned to her. CA thanked.					

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EDWARD F	04/21/2008 02:14:49 PM	Voice Mail To Mrs Scripps				
[REDACTED]	080170596	Audi Loyalty	TRUAF38J881 [REDACTED]	8,163		Unknown 422G05
MILZA	04/15/2008 11:10:23 AM	Note To a				Pr. Part: 3511-Mechatronic Pr. Rsn: 33D Critical Alert
		CA to follow up per Critical Alert. Please note, there is an open file in CR (80166702). Loyalty file opened to monitor part order.				
		Description: Mechatronics Loaner: Yes How parts were ordered: Red Part ID: 3900 Automatic Transmission - Internals				
MILZA	04/15/2008 11:30:49 AM	Assigned To MILZA				
		Assigned for handling.				
MILZA	04/15/2008 12:46:16 PM	Note From Janice Stonewall				
		In note dated 04/15/08, Parts associate advised Germany states part is allocated. Parts associate advised part is expected to ship in 1 to 2 days. CA to update current CR file. No further action.				

Note: Does not include program codes for Roadside Assistance, iSKY or IQS Outbound Call

AUDI OF AMERICA, INC.
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2008 Audi TT 2.0T Roadster fwd						
	080379785	Customer Relations	TRUMF38J081	11,965		Complaint 422A62 Pr. Part: 3735-Automatic transmission Pr. Rsn: 10T Unusual transmission noises
VAZQUEM	11/20/2008 06:00:33 PM	Call From				Complaint 422A62 Part: 6191-Flap cover trim Rsn: 36R Convertible Top
<p>Relative states: Original owner; Customer leased from Dealer 422A63, pays about \$480 or so; This customer/family has owned 7 vehicle(s); maintains the vehicles at our dealers, Dealer 422A62 and 422A63; services the vehicle as recommended; has experienced multiple vehicle issues; No additional warranty/Service contract; transmission just went out and would not go into gears it was as if the Vehicle was in natural; Customer is seeking/expecting to be provided with a different Audi Vehicle; working with Jane Westfiled in Audi service; this customer perceives this to be a premature failure; CA advised: would evaluate what he is seeking, however our first and foremost goal is to make any necessary repairs to the vehicle per the terms of the manufacture warranty, cannot say we will be able to meet his expectations, will contact Dealer 422A62 obtain the current repair information as well as past repairs as well. Relative states: vehicle has been down for transmission concerns back in 10-2008 for a month as well as the convertible top not working for a month, also concerns with electrical seat box on the passenger seat twice that the second time they replaced the seat, believes also that per Dealer 422A62 that someone from Audi corporate offices was coming to look at the Vehicle and they were waiting for them to fly into the area which is why they have not been contacting his daughter. CA advised: would follow up with him on 11-24-2008, if CA has any additional updates will contact him on 11-21-2008, however do like to provide our Dealerships 24-48 business hours to return calls to us as they may have to also obtain information to provide to us. CA to call Dealer 422A62.</p>						
VAZQUEM	11/20/2008 06:04:22 PM	Note To All				
CA did not use Dealer e-mail due to nature of Customers concerns. CA to call Dealer 422A62 Service Manager.						
VAZQUEM	11/20/2008 06:05:04 PM	Voice Mail To Julio Limon		422A62		
CA called Dealer 422A62 Service Manager, LVMM. CA to call AASM.						
VAZQUEM	11/20/2008 06:07:17 PM	Call To Chris Stoke				
CA called AASM regarding this Customers concerns. AASM advised: was unaware of this vehicle. CA inquired of he would like an e-mail regarding Customers VIN, Dealer information. AASM advised would, will contact Dealer 422A62 Service Manager as well. CA to e-mail AASM.						
VAZQUEM	11/20/2008 06:53:24 PM	E-Mail To Chris Stoke				
CA e-mailed AASM with Customers concerns. CA to wait to hear back from Dealer 422A62 Service Manager.						

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VAZQUEM	11/21/2008 08:00:29 AM	Voice Mail From Julio		422A62		
		CA received VMM from Dealer 422A62 SM who advised would contact CA back. CA to call Dealer 422A62 SM back.				
VAZQUEM	11/24/2008 12:12:15 PM	Call To Julio		422A62		
		CA called Dealer 422A62 Service Manager back, and spoke with him. Service Manager advised: are working with TAC, TFM is supposed to be coming out sometime this week to evaluate and further diagnose the Customers concerns, with the vehicle ESP light coming on and feeling like the vehicle is going into natural, waiting to see when TFM is going to be out this week, current Repair Order 626550 opened 11-17-2008, Customer is in a service loaner but they do not use Audi for service loaner vehicles, will fax over repair history. CA to call Customer.				
VAZQUEM	11/24/2008 12:35:38 PM	Voice Mail To [REDACTED]				
		CA called Relative cellular phone number as that is the best number to reach him at, LVMTRMC. When Relative calls back, please advised, CA was able to speak with Dealer 422A62 Service Manager, have obtain current information, Dealer is waiting for higher technical resource some time this week to further evaluate and diagnose the vehicle, will follow up with him again on 11-26-2008. CA to follow up with Dealer Service Manager.				
MARASHS	11/24/2008 02:13:54 PM	FAX From Julio Limon		422A62		
		Fax in Doc Center.				
MAYT	11/24/2008 05:59:59 PM	Call From [REDACTED]				
		Customer states he is seeking updates. CA advised that CR had contacted the dealer 422A2 for a service history. CA advised that CR was making sure all Audi resources had been involved. CA advised that CR would contact the customer by 11-26-2008.				
MAYT	11/24/2008 06:04:42 PM	Face-To-Face With Maria				
		CA advised that relative had called for updates. Associate to handle.				

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CUSTOMER COMMENT DETAIL REPORT
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VAZQUEM	11/25/2008 08:03:16 AM	Reviewed By Maria				CA received fax from Dealer 422A62 Service Manager regarding this Customers repair history which is as follows: Repair Order 623607 opened 10-9-2008 closed 10-24-2008 for transmission warning light on when accelerating on ramp to enter onto freeway, called TAC RM235084 per TAC, advised on 10-13-2008 to replace the mechatronic unit and re-adapted to TCM, loaner vehicle provided with \$15.00 loaner vehicle fee, Repair Order 619515 opened 8-18-2008 closed 8-19-2008 for convertible top will not go down, special ordered parts arrived due to convertible top switch, driver side convertible top flap has broken linkage, storage compartment between seats will not stay shut had ordered special order parts and made repairs to the storage box, also replaced the special ordered part for passenger trim that was coming off, provided loaner vehicle with \$15.00 loaner fee, Repair Order 615701 opened 6-27-2008 closed 7-10-2008 for special ordering parts for the convertible top, storage compartment and glove compartment, as this Repair Order was only opened for parts ordering, Repair Order 605925 opened 2-25-2008 closed 2-26-2008 for hairline cracks on the right lens inside plastic had special ordered part and replaced right taillight lenses, special ordered part for seat was ordered incorrectly, had to reorder correct part, loaner vehicle provided with loaner fee of \$15.00, Repair Order 604907 opened 2-11-2008 closed 2-13-2008 5K service, brakes making squeaking noise, checked and cleaned the brakes, performed interior trim repair to the lower part of the trim on the passenger seat. Total days including the Repair Order 615701 for parts order is 48 days. CA to call Dealer 422A62 Service Manager to obtain any updates about the TFM coming out and to verify for Repair Order 615701 if the Customer had the vehicle during that time for parts to arrive.
VAZQUEM	11/26/2008 05:21:52 PM	Voice Mail To Julio			422A62	CA called Dealer 422A62 Service Manager, LVMM. CA to call Relative.
VAZQUEM	11/26/2008 06:23:33 PM	Voice Mail To [REDACTED]				CA placed a follow up call to Relative, LVMM will follow up with him again on 12-1-2008. CA to wait to hear back from Dealer 422A62 Service Manager.
VAZQUEM	12/01/2008 08:03:47 AM	Voice Mail From Julio Lomon			422A62	CA received VMM form Dealer 422A62 Service Manager, who advised: TFM did look at the vehicle previously, was advised to perform a wiring overlay to from the multitrionics to the TCM, it is labor intensive, will be continuing to make repairs to the vehicle on 11-28-2008, road testing and then goal to release it back to the Customer. CA to follow up with Service Manager for repair updates.

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KELLYS	12/01/2008 04:20:37 PM	Call From	[REDACTED]			Customer states: Seeking update to case. CA advised: Technical personnel has been involved with diagnosis; advised to perform a wiring overlay to from the multitrionics to the TCM, it is labor intensive, will be continuing to make repairs to the vehicle on 11-28-2008, road testing and then goal to release it back to the Customer; once vehicle is repaired CR can go forward with evaluating if AoA can meet customer request; original associate will follow up no later than 12/3/2008. Associate to handle accordingly.
FIELDNS	12/01/2008 05:35:32 PM	Call From	[REDACTED]	Father		Relative states he is seeking to speak with associate. CA advised will see if associate is available. CA to call associate.
FIELDNS	12/01/2008 05:43:35 PM	Call To	Maria Vazquez			CA attempted to reach associate, however, associate was not available. CA to return to Relative.
FIELDNS	12/01/2008 05:44:44 PM	Return To	[REDACTED]	Father		CA advised associate is assisting another Customer, but can assist Relative. Relative states no one has called him and his daughter's vehicle still isn't repaired; he feels that the vehicle is a lemon and it should be taken back; he has been told for the last 2 months that the vehicle is being repaired and it isn't. Relative seeking to know who he has to speak with to get a decision. CA advised as the Customer was informed earlier today, the vehicle has to be repaired before a decision can be made; once the vehicle is repaired we can move forward; the Customer has been working with Audi CCC for a couple of weeks and we would appreciate his continued patience while this is reviewed; is willing to see if a Supervisor is available, however, that will not change the fact that the vehicle must be repaired before further evaluation. Relative states he has purchased 7 Audi vehicle's from the Brand and doesn't want another. Relative seeking to speak with a Supervisor. CA advised will see if a Supervisor is available. CA to seek assistance from Supervisor.
FIELDNS	12/01/2008 05:48:58 PM	Note To	CCC			CA soguth assistnace from SUP, hwoever, they were assisting other CUST's. CA attempted to return to the Relative, but he disconnected the call. CA to escalate to SUP.
FIELDNS	12/01/2008 05:49:46 PM	Assigned To	N/A			Please contact the Customer within 8 business hours. CA to wait for Supervisor call.

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VAZQUEM	12/02/2008 10:54:11 AM	Call To Julio		422A62		
CA placed a call to Dealer 422A62 and spoke with Service Manager, who advised: vehicle is repaired, they did place the overlay into the vehicle test drove the vehicle 40-50 miles at this time vehicle is operating within manufacture specifications, last time the Customer experienced the concerns did not occur until she drove the vehicle 400 miles. Repair Order 626550 opened 11-17-2008 closed 12-2-2008, will be contacting the Customer to advise the vehicle is ready to be picked up, AASM is going to be at the Dealer today and will be speaking with him about this as well. CA to call AASM.						
VAZQUEM	12/02/2008 01:37:44 PM	Call To Chris Stoke				
CA called AASM regarding Customers concerns, seeking to no longer own the vehicle. AASM advised: will speak with Service Manager and give CA a call back.						
DABISHC	12/02/2008 01:52:13 PM	Assigned To DABISHC				
DABISHC	12/02/2008 01:57:11 PM	Voice Mail To [REDACTED]				
TA LMTRMC. TA to wait for Customer call.						
TITUSJ	12/02/2008 02:35:08 PM	Call From [REDACTED] Father				
Customer states: is returning call from TA. CA advised: TA is unavailable; can deliver message for TA to return Customer call. Customer states: best lines are business or cell; is seeking call ASAP; has owned 7 Audi's and this vehicle was purchased for daughter; daughter has not been able to enjoy vehicle. CA advised: will forward message to TA. CA to alert TA.						
TITUSJ	12/02/2008 02:37:43 PM	E-Mail To Christopher Dabish				
CA advised: of Customer seeking call ASAP. TA to handle accordingly.						
VAZQUEM	12/02/2008 05:02:21 PM	Call To Chris Stoke				
CA called AASM who advised: still evaluating this will give CA a call back. CA to wait to hear back from AASM.						
DABISHC	12/02/2008 05:55:53 PM	Voice Mail To [REDACTED]				
TA LMTRMC. TA to wait for Customer call.						

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VAZQUEM	12/02/2008 06:23:23 PM	Call From Chris Stoke				CA received a call back from AASM, who advised: can offer to cover to vehicle lease payments if not will send paperwork regarding Customers request to no longer owner the vehicle. TA to speak with AASM.
DABISHC	12/02/2008 06:27:52 PM	Note To CCC				If Customer calls please transfer Customer into TA VMM. Thanks.
DABISHC	12/03/2008 03:55:09 PM	Call From Chris Stokoe				AASM advised we can offer Customer two lease payments, and if Customer does not want this we can offer Customer to buy the vehicle back, and get them into a new Audi vehicle. TA to call Customer.
DABISHC	12/03/2008 03:56:03 PM	Voice Mail To [REDACTED]				TA LMTRMC. TA to wait for Customer call.
DABISHC	12/03/2008 05:01:54 PM	Call From [REDACTED]				Customer states: thank you for calling and taking a high concern with his file. TA advised: understands Customer experience with her vehicle has not been up to standards; AoA is wanting to help turn the experience around for Customer; willing to offer 2 payments to Customer for inconvenience; AoA had engineers involved with repairs, and confident vehicle is repaired; if Customer would like to think about offer and get back with TA that would be ok. Customer states he appreciates the offer, and will get back with TA as soon as he talks to his daughter. TA to call AASM.
DABISHC	12/03/2008 05:09:25 PM	Call To Chris Stokoe				TA advised Customer seems to want to except the two payment offer, and will get back with TA once he has made his mind; will follow up with AASM once more information is obtained. TA to wait for Customer call.
DABISHC	12/08/2008 02:34:53 PM	Voice Mail From [REDACTED]				Relative LVMM. Seeking to have vehicle replaced with 2009 A4 Cabriolet; daughter has thought it over, and does not trust the vehicle. TA to have AASM contacted.
VAZQUEM	12/08/2008 06:00:55 PM	Voice Mail To Chris Stokoe				CA called AASM, LVMM. CA to wait to hear back from AASM.

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VAZQUEM	12/09/2008 11:55:06 AM	E-Mail To Chris Stokoe				CA e-mailed AASM. CA to wait to hear back from AASM.
DABISHC	12/09/2008 02:28:07 PM	Voice Mail To [REDACTED]				TA LVMM. TA advised: got Customer VMM; will see what can be done for Customer; this may be a lengthy review; TA or original CA will get back with Customer once more information is obtained. CR to wait for field contact.
VAZQUEM	12/10/2008 11:49:52 AM	Voice Mail From Chris Stokoe				CA received VMM form AASM. CA to call AASM.
VAZQUEM	12/10/2008 01:47:20 PM	Voice Mail To Chris Stokoe				CA LVMM for AASM. CA to wait to hear back from AASM.
VAZQUEM	12/10/2008 01:54:46 PM	Call From Chris Sotoke				CA received from AASM, who advised would send paperwork in to Med/Arb. CA to call Relative.
DABISHC	12/10/2008 03:19:50 PM	Assigned To Maria				Please call Customer today. Thanks.
VAZQUEM	12/10/2008 03:56:38 PM	Voice Mail To [REDACTED]				CA placed a follow up call to Relative, called cellular phone, LVMTRMC. CA then placed a call to Relatives work number, LVMTRMC. When Relative calls back, please advise: CA was calling on behalf of TA, have been working with internal technical resources, he will be receiving a call from our Med/Arb department regarding his concerns, cannot say as to when they will be further contacting him regarding concerns, however they will be contacting him. CA to wait to hear back form Relative.

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VAZQUEM	12/15/2008 04:49:25 PM	Call To [REDACTED]	Father			CA placed a call back to Relative, advised: that he is going to be contacted by a different department regarding our offer and what the details will be, cannot say as to when specifically but he will be contacted. Relative states: vehicle lights keep coming on, vehicle is not safe, has been dealing with this for some time, inquired about speak with TA. CA advised: at this time TA would provide same information, other Department is a higher authority, if he possibly does not hear back from anyone by end of week or early next week, to give us a call back and will see if we can provide any additional information. Relative states: will wait to the end of the week and call back. CA to contact AASM.
VAZQUEM	12/15/2008 07:00:34 PM	E-Mail To Chris Stokoe				CA e-mailed AASM seeking to know if he had sent information to Med/Arb. CA to waiting to hear back from AASM.
DABISHC	12/24/2008 03:32:08 PM	Voice Mail From [REDACTED]				Relative states: vehicle top is stuck, and seeking to know how much longer this is going to take to get Customer into another vehicle. CA to call AASM.
DABISHC	12/24/2008 04:30:34 PM	Voice Mail To [REDACTED]				TA LMTRMC. TA to wait for Customer call.
DABISHC	12/26/2008 01:41:34 PM	Voice Mail From [REDACTED]				Relative LMTRMC. TA to call relative.
DABISHC	12/26/2008 01:42:21 PM	Voice Mail To [REDACTED]				TA LVMM. TA advised: CA is working on Customer file, and is Customer point of contact; paperwork is being send to Med/Arb department to proceed; Customer can call CR and speak with CA that is handling his file. CA to follow up.
VAZQUEM	12/29/2008 05:56:01 PM	Voice Mail To [REDACTED]				CA placed a follow up to Relatives cellular phone LVMTRMC. CA then called Relatives work number, LVMTRMC. When Relative calls back, please advise CA was calling on TA behalf, that someone form our Med/Arb department is going to be contacting as paperwork is being sent to them, once it is received he will be receiving a call directly from that department, at this time CA is the point of contact if he has any additional questions. CA to e-mail AASM.

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JABIROB	12/30/2008 01:23:15 PM	Call From	[REDACTED]			Father Customer stated: seeking to speak with associate. CA advised: would check availability of associate. CA to speak with associate.
JABIROB	12/30/2008 01:24:41 PM	Note To ccc				Associate currently assisting other Customer. CA to return to Customer.
JABIROB	12/30/2008 01:25:53 PM	Return To	[REDACTED]			Father CA advised: associate is currently assisting other Customer; Customer will be contacted directly by Med/Arb team once paperwork is received. Customer stated: this has been going on for 3 weeks; wants this to be taken care of now; vehicle is back at Dealer 422A62 and daughter does not have a vehicle; wants his daughter to be able to pick up new vehicle by COB today 12/30/2008. CA advised: cannot advise Customer that AoA will be able to meet these expectations; will forward information to associate and associate will follow up by COB 12/30/2008. CA to e-mail associate.
JABIROB	12/30/2008 01:31:35 PM	E-Mail To Maria Vazquez				CA advised: associate of update case notes. Associate to handle accordingly.
VAZQUEM	12/30/2008 03:29:19 PM	Call To Julio Limon			422A62	CA called Dealer 422A62 Service Manager, who advised vehicle came in, vehicle needs new convertible top flapper motors, working with TFM who advised may not have any information 1-5-2009 for the part availability, has LVMM for AASM as well, Customer is currently in loaner vehicle, vehicle is drivable, have been able to put the convertible top back up at this time, Repair Order 629018 opened 12-24-2008 closed 12-29-2008, just waiting for her to pick the vehicle up and return there loaner vehicle, Relative has asked to be contacted directly and stop contacting his daughter. CA to call AASM.
VAZQUEM	12/30/2008 03:50:33 PM	Voice Mail To Chris Stokoe				CA LVMM for AASM. CA to wait to hear back from AASM. CA to call Relative.

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VAZQUEM	12/30/2008 05:53:47 PM	Call To	[REDACTED]			<p>CA placed a follow up call to Relative and spoke with Customer. Customer states: vehicle is staying at Dealer, vehicle is worthless, will never purchase an Audi again, spoke with Dealer 422A62 Kurt today who advised that AoA is taking the vehicle back and will be reimbursement him back in 7-10 business days for the vehicle, that CA needs to get his does not want to speak with CA at all, wants this taken care of now and his RIEM is an attorney, CA is worthless, and wants to speak with someone that can make this happen now for his reimbursement, they are not going to be picking the vehicle up. CA advised: due to the nature of his request does take time, paperwork needs to be obtained and provided to our Med/Arb department, if he choose to leave the vehicle at Dealer 422A62 could inquire storage fees as well as could effect his credit if he still makes a monthly payment. Relative states: will not purchase an Audi vehicle again, paid \$45,000 for the vehicle, CA needs to have the correct information is an attorney and disconnected the call. CA to call Dealer 422A62.</p>
FIELDSEN	12/30/2008 06:27:57 PM	Call From	[REDACTED]	Father		<p>Relative states he was just speaking with associate and isn't happy with the way that this is being handled by her; he feels that he has been getting the runaround for 3 months with the vehicle; he flew into California to resolve this matter and spent \$1000 doing so and nothing is resolved; he was told by the Dealer 422A62 that the Customer should receive paperwork to have the vehicle taken back within 7-10 business days as they were told by the Audi Representative for California and associate didn't have any information about that; the convertible top is broken on the vehicle again and the vehicle should not be on the road. Customer seeking to know when this will be resolved. CA advised because of the Holiday, all of the personnel involved in the Customer's case is out of the office; once every one is back in the office we will be able to move forward with the resolution; any information that was provided to the Dealer by our Audi Representative was not relayed to associate and may be the reason why she was unaware of this information; TA was working with the Audi Representative regarding this and he is out of the office for the Holiday; if there is any update that TA received, associate is unaware of that; the Customer's situation will be handled by Med/Arb and at that point, there won't be any further contact with Audi CCC as this would be a legal matter. Relative states he has been dealing with this for 3 months and would like this taken care of right away; he doesn't want to get his attorney or the news involved because AoA isn't doing anything to rectify his concerns. CA advised AoA has been working on the Customer's concerns since we have gotten involved and we are meeting the Customer's request to have the vehicle taken back; this can be a lengthy process and the Customer must be patient. Customer states he would like to have this matter resolved by 1/5/2009 and would like that noted in his file. CA advised can note this information in the Customer's file,</p>
FIELDSEN	12/30/2008 06:41:21 PM	Continued Comment From	[REDACTED]			<p>Continued Comment: however, cannot guarantee that this will be resolved by that time frame as personnel will be just returning back to the office. Customer states he would like it noted that he will be seeking reimbursement for his expenses relating to returning to California and he doesn't want to work with associate anymore. CA advised this information will be noted. Associate to handle the file accordingly.</p>

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VAZQUEM	12/30/2008 06:46:05 PM	Voice Mail To Kurt		422A62		
	CA called Dealer 422A62 and LVMM for DP as per DP VMM advised he was Service Manager for Mercedes. CA to call AASM.					
VAZQUEM	12/30/2008 06:46:55 PM	Call To Chris Stokoe				
	CA called AASM, who advised: paperwork is being sent to Med/Arb regarding Customers concens, had spoken with SM regarding this today, will further follow up with SM as well. CA to alert TA.					
VAZQUEM	12/30/2008 06:56:46 PM	Assigned To Unknown				
	Please follow up with Relative regarding concerns, Relative no longer wants to work with CA.					
CUSTERJ	12/31/2008 01:03:19 PM	Assigned To DABISHC				
	Chris and Rob,					
	This customer did not request escalation. Chris, I've assigned it back to you as you have built some rapport with the customer. Rob, I'd like you to help Chris with any follow-up or footwork we might need to do.					
VAZQUEM	01/05/2009 09:09:46 AM	Voice Mail From Kurt		422A62		
	VMM form 12-31-2008 Dealer 422A62 DP called CA back and LVMM. CA to call Dealer 422A62 DP back.					
VAZQUEM	01/05/2009 02:06:10 PM	E-Mail From Chris Stokoe				
	CA received e-mail back from AASM, who advised: Customers paperwork has now been sent in. TA to call Relative.					
DABISHC	01/05/2009 04:04:29 PM	Call To [REDACTED]				
	TA advised: has been out of the office since 12.17.08; paperwork has been sent to Med/Arb and Customer should be contacted by them soon. Customer states: seeking to know when he should be expecting a call; vehicle is at Dealer, and has loaner from Dealer; Dealer want their loaner; seeking for TA to call Dealer, and tell them Customer is going to hold loaner until this gets resolved; vehicle is able to be driven but are waiting for a part for convertible top. TA advised: AoA does not have any input on Customer and Dealer loaner situation; if nothing is restricting vehicle from being driven Customer would need to return loaner to Dealer. Customer states does not want to have his daughter drive the vehicle like that; has been 3 months this is going on; seeking to know when he will be contacted. TA advised will research and call Customer back today. TA to contact Med/Arb.					

Note: Does not include program codes for Roadside Assistance, iSKY or IQS Outbound Call

AUDI OF AMERICA, INC.
CUSTOMER COMMENT DETAIL REPORT
CASE NUMBERS SOURCE: All

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
DABISHC	01/05/2009 04:09:19 PM	E-Mail To Doug Gambino				
		TA seeking to know when Med/Arb is going to be contacting Customer. TA to wait for response.				
DABISHC	01/05/2009 04:10:41 PM	E-Mail From Doug Gambino				
		Med/Arb advised will be calling Customer no later then Wednesday of this week (1.7.09). TA to call Customer.				
DABISHC	01/05/2009 04:11:48 PM	Voice Mail To [REDACTED]				
		TA LVMM. TA advised Customer will be contacted by Med/Arb no later then 1.7.09; Customer can call CR with any questions in the meantime. No further action needed with Customer pending call back.				

Note: Does not include program codes for Roadside Assistance, iSKY or IQS Outbound Call

AUDI OF AMERICA, INC.
 CUSTOMER COMMENT DETAIL REPORT
 CASE NUMBERS SOURCE: All

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
2008 Audi TT 3.2 Coupe Quattro [REDACTED]	080387183	Mediation/Arbitration	TRUDD38J181 [REDACTED]	8,804		Unknown 422A03 Pr. Part: 3511-Mechatronic Pr. Rsn: 56E Hesitation
GAMBINDO	12/01/2008 01:58:10 PM	Attached Mail From Rosa Tinoco				Unknown Rsn: H22 Technical Issue (Med/Arb only)
		Received CCF. Customer lists concern with "engine", nothing in detail. Customer did not list desired outcome on claim form.				
GAMBINDO	12/01/2008 02:00:10 PM	E-Mail From Rosa Tinoco				Unknown 422A98 Part: SCA2-SPECIAL CODE- CORPORATE USE ONLY Rsn: 43Q Repurchase/Replacement(M Only)
		Good Morning Doug,				
		Here is consumer's position:				
		Vehicle currently has approx 9,000 miles. she indicated the last repair visit dlr kept the vehicle for a week they cannot find how to fix the engine problems. the vehicle hesitates, loses power while driving. she is able to duplicate the concerns within an hour of driving it. the fuel lines, gas tank have been replaced but problems still exist. she claims even Audi Tech support has been involved with the repairs. C claims she loves the vehicle she prefers that Audi fixes the vehicle if it cannot be fixed she seeks a replacement.				

Please advise me when you have an offers. Thanks.

Note: Does not include program codes for Roadside Assistance, iSKY or IQS Outbound Call

AUDI OF AMERICA, INC.
CUSTOMER COMMENT DETAIL REPORT
CASE NUMBERS SOURCE: All

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
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GAMBINDO	12/01/2008 02:01:04 PM	E-Mail From Rosa Tinoco				
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Doug,

The case was just opened today it's fairly new. See attached documents.

Rosa Tinoco | Case Specialist

Tel: 800-955-5100 x 211

Fax: 703-247-9700

rtinoco@council.bbb.org

www.bbb.org | Start With Trust

BBB Auto Line

4200 Wilson Blvd.

Suite 800

Arlington, VA 22203-1838

GAMBINDO	12/01/2008 02:08:14 PM	E-Mail To AASM & TFM				
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Stefan,

The above mentioned customer has filed a claim with the BBB and is seeking to have their vehicle repaired and if we cannot repair it they want a replacement. The customer alleges the vehicle is hesitating and losing power while driving. Do you know anything about this vehicle or has the dealer brought this to your attention?

Willie, would you be willing to inspect this vehicle?

Note: Does not include program codes for Roadside Assistance, iSKY or IQS Outbound Call

09/23/2009

AUDI OF AMERICA, INC.
CUSTOMER COMMENT DETAIL REPORT
CASE NUMBERS SOURCE: All

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
GAMBINDO Rosa,	12/01/2008 02:08:58 PM	E-Mail To Rosa Tinoco				
Let me check with our field rep on this one. I'll get back with you.						

Note: Does not include program codes for Roadside Assistance, iSKY or IQS Outbound Call

**AUDI OF AMERICA, INC.
CUSTOMER COMMENT DETAIL REPORT
CASE NUMBERS SOURCE: All**

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
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GAMBINDO	12/02/2008 11:04:24 AM	E-Mail From Stefan Matthews				
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Doug,

I am not aware of the vehicle issues. I checked the Tech Line notes and found the following:

11/11/2008 19:15:26: US/Eastern: Ramon Mizques: Initiated: Issue Opened by Dealership

11/11/2008 19:15:26: US/Eastern: Ramon Mizques: Initiated: customer reports the vehicle is stalling and will surge upon acceleration after vehicle has been driven for a long period of time.

11/12/2008 11:48:10: US/Eastern: Mike Garbarino: Open: Consultant in Process: Customer Comments: customer reports the vehicle is stalling and will surge upon acceleration after vehicle has been driven for a long period of time.

11/12/2008 11:48:10: US/Eastern: Mike Garbarino: Open: Consultant in Process: Workshop Findings: DTC: P0442, P0456 (small evap. leak). The technician has not verified the concern. Previously the fuel tank, evap. canister, purge valve and LDP have been replaced.

11/12/2008 11:48:10: US/Eastern: Mike Garbarino: Open: Consultant in Process: Please verify the concern and isolate the evap. system when it is occurring.

11/17/2008 17:32:03: US/Eastern: Ramon Mizques: Open: Dealer Updated: we are going to ship the vehicle.could not duplicate customers concern.drove vehicle over 100 miles

11/17/2008 17:37:14: US/Eastern: David Randall: Open: Consultant in Process: The technician could not duplicate the concern. Advised tech to release the vehicle back to the customer and also advise the customer to bring in the vehicle as soon as the concern is happening. Thanks

11/17/2008 17:41:28: US/Eastern: Ramon Mizques: Closing in Process: Dealer Complete: thanks

Stefan Matthews

Note: Does not include program codes for Roadside Assistance, iSKY or IQS Outbound Call

**AUDI OF AMERICA, INC.
CUSTOMER COMMENT DETAIL REPORT
CASE NUMBERS SOURCE: All**

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
Area After Sales Manager Audi of America, Inc. Western Region, Area 66A Westlake Village, CA, 91361 United States of America Tel. +1 661 251 4997 Fax. +1 661 251 6562 mailto:stefan.matthews@audi.com http://www.audiusa.com						
GAMBINDO	12/03/2008 05:01:28 PM	Call To Willie Castro				Advised he could inspect next week Wed or Thursday (morning or afternoon).
GAMBINDO	12/03/2008 05:03:52 PM	E-Mail To Rosa Tinoco Cc; Linda F Rosa,				Audi would like to offer the customer an inspection / repairs with our technical field manager. I have spoken with him and he can inspect the vehicle next Wednesday or Thursday at Circle Audi. He can inspect the vehicle either in the morning or afternoon, whatever works best for the customer. Please let me know how the client would like to proceed.
GAMBINDO	12/03/2008 05:09:25 PM	E-Mail From Rosa Tinoco Hi Doug,				See attached is a copy of consumer's support docs for your review. Please advise on your position or any available offers? Thanks.
GAMBINDO	12/04/2008 01:41:25 PM	Attached Mail From ROSA TINOCO Received fax from BBB reminding Audi to submit MRF.				

Note: Does not include program codes for Roadside Assistance, iSKY or IQS Outbound Call

AUDI OF AMERICA, INC.
CUSTOMER COMMENT DETAIL REPORT
CASE NUMBERS SOURCE: All

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
GAMBINDO	12/08/2008 05:50:10 PM	E-Mail To Rosa & Linda				
Rosa / Linda,						
Has the customer responded to our below offer? Please let me know. If the customer accepts this offer I will check with our area rep to see if he is still available this Wed or Thur.						
GAMBINDO	12/15/2008 02:09:55 PM	Attached Mail From ROSA TINOCO				
Confirmation of settlement. Customer is allowing Audi additional repair.						

Note: Does not include program codes for Roadside Assistance, iSKY or IQS Outbound Call

09/23/2009

AUDI OF AMERICA, INC.
CUSTOMER COMMENT DETAIL REPORT
CASE NUMBERS SOURCE: All

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
GAMBINDO Doug,	12/15/2008 02:10:46 PM	E-Mail From Rosa Tinoco				

The customer indicated she is willing to allow Audi another inspection. She asked if Audi will provide her with a rental/loaner vehicle I informed her most likely if the vehicle has to stay over night. Let me know if that is not the case. She can be reached at home today.

Thanks.

Rosa Tinoco | Case Specialist

Tel: 800-955-5100 x 211

Fax: 703-247-9700

rtinoco@council.bbb.org

www.bbb.org | Start With Trust

BBB Auto Line

4200 Wilson Blvd.

Suite 800

Note: Does not include program codes for Roadside Assistance, iSKY or IQS Outbound Call

**AUDI OF AMERICA, INC.
CUSTOMER COMMENT DETAIL REPORT
CASE NUMBERS SOURCE: All**

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
Arlington, VA 22203-1838						
GAMBINDO	12/15/2008 02:18:45 PM	Call To Willie Castro				
Advised he could inspect on 12/17, 12/22 or 12/23 morning or afternoon. Advised I would contact cust to schedule and would call him back.						
GAMBINDO	12/15/2008 02:23:52 PM	Call To [REDACTED]				
Scheduled for 12/22 at 8:30am (Circle Audi). Cust advised concern happens when warm and vehicle has been running for an hour or more.						
GAMBINDO	12/15/2008 02:25:41 PM	Call To Willie Castro				
Advised cust agreed to inspection on 12/22 at 8:30 am (Circle Audi). Advised that customer alleges concern happens when warm and vehicle has been running over 1hr.						
GAMBINDO	12/15/2008 02:30:20 PM	E-Mail To Willie Castro Cc; Sergio Bia				
Willie,						
As discussed, the customer has agreed to the inspection on 12/22 at 8:30am @ Circle. I have attached the information the customer provided with their claim form when they filed with the BBB. The customer is stating they experience the heistation / surging when it is warm outside and the vehicle has been driven over an hour.						
Please contact me after the inspection to provide me with an update, and I'll forward that on to the BBB.						
GAMBINDO	12/15/2008 02:31:45 PM	E-Mail To Rosa & Linda				
The inspection has been scheduled for 12/22. I have contacted the customer and told her we would take care of her regarding a rental / loaner if the inspection requires the vehicle to be left overnight or longer.						
GAMBINDO	01/06/2009 05:04:27 PM	Call To Willie Castro				
Advised he inspected vehicle and all previous repairs were preformed correctly. Advised he drove the vehicle personally for over 100 miles and vehicle was operating normally. Advised cust indicated concerns happen when it is warm, and right now weather is colder. Advised he offered to inspect once temps rise.						

Note: Does not include program codes for Roadside Assistance, iSKY or IQS Outbound Call

AUDI OF AMERICA, INC.
CUSTOMER COMMENT DETAIL REPORT
CASE NUMBERS SOURCE: All

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
GAMBINDO	01/06/2009 05:10:40 PM	Call To [REDACTED]				Advised cust of inspection results. Cust advised she does not trust vehicle. Advised concern only happens when it is warm and last time was around Thanksgiving. Customer advised she may consult LL attorney as she no longer trusts vehicle. Advised cust if she did not mind, I would obtain RO's from dealer and review. Advised I would get back with her and let her know what we could or could not do. Cust agreed.
GAMBINDO	01/06/2009 05:19:20 PM	Call To Neal Jackson		422A03		SM advised he would fax RO's.
GAMBINDO	01/07/2009 05:47:46 PM	Attached Mail From Neal Jackson				RO's.
GAMBINDO	01/08/2009 10:43:02 AM	Note To Doug Gambino				Completed review of file. Will contact cust to try and negotiate settlement.
GAMBINDO	01/09/2009 03:50:35 PM	Call To [REDACTED]				Called customer and offered replacement with \$1k usage fee. Cust accepted and is aware new vehicle will have to be ordered as there is not a match currently in dealer stock.
GAMBINDO	01/09/2009 04:02:07 PM	FAX To [REDACTED]				Replacement offer.
GAMBINDO	01/09/2009 04:03:47 PM	E-Mail To Rosa Tinoco				Rosa / Linda, Attached is the replacement offer we are sending to the customer to resolve the claim they have filed with the BBB.
GAMBINDO	01/12/2009 03:34:17 PM	E-Mail From Linda Fernandez				Thank you Linda Fernandez Vice President of Arbitration

Note: Does not include program codes for Roadside Assistance, iSKY or IQS Outbound Call

AUDI OF AMERICA, INC.
 CUSTOMER COMMENT DETAIL REPORT
 CASE NUMBERS SOURCE: All

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
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GAMBINDO 01/12/2009 03:50:00 PM Call From [REDACTED]

Cust asked if we could cover clear bra on new vehicle as she has it on current. Advised yes, if she provided receipt. Cust advised she is going to look at 2.0 TFSI and see if she likes it. Cust advised may have us price out the difference, although she doesn't really want to put more money into this and may just have us order the replacement.

GAMBINDO 01/14/2009 12:40:55 PM E-Mail From [REDACTED]

Chris emailed me the vin# of the AudiTTS it is TRUUF38J691 [REDACTED] If the vehicle is an even trade, and cost effective for you I will consider driving out to Woodland Hills to see it. Woodland Hills isn't close by so it might not work for me. The mirror covers are \$700. installed at Newport Auto which is at cost. I still have to talk with my husband about the added cost. At this point, I have wasted a lot of my time taking the car in for service and now researching the replacement. I really don't think I want to invest more money. Let me know if this car is workable.

Thanks, [REDACTED]

[REDACTED] RN/PHN

[REDACTED] ext. [REDACTED]

Fax-5 [REDACTED] ca.us

GAMBINDO 01/14/2009 12:44:16 PM E-Mail From [REDACTED]

Hi Doug,

I spoke to Lojack this morning and they will not transfer my Lojack from my current vehicle to the new one. I purchased the Lojack from Circle Motors at the sametime I bought the car. If you have the bill of sale you will see that the Lojack was part of my original bill. Will you be including the installation of the Lojack in my new vehicle? Please let me know.

Thank you, [REDACTED]

AUDI OF AMERICA, INC.
CUSTOMER COMMENT DETAIL REPORT
CASE NUMBERS SOURCE: All

CUSTOMER NAME CASE NUM PROGRAM VIN MILES YEAR/SUBMODEL PARTS/REASONS

GAMBINDO 01/14/2009 12:57:34 PM Call To [REDACTED]

Spoke with cust. Advised vehicle she emailed me was \$3,950 more. Cust advised she would stick with ordering vehicle. Advised cust may want to contact LoJack back as they have transferred this in the past for our customers. Customer understood and advised she would send back offer and contact them again.

GAMBINDO 01/15/2009 04:45:46 PM E-Mail From [REDACTED]

Hi Doug,

I will be faxing you the signed contract/order Thursday afternoon. I still don't have the receipt for the clear bra but will forward it asap. I did speak to Lojack again and asked for a supervisor as you suggested. The story changed and they will do the exchange. I appreciate your guidance, it certainly made all the difference. Unfortunately, my TT started lunging again this afternoon and smells heavily of gasoline. I will be taking it into Newport Auto Center for repair tomorrow as the problem has become worse. Chris Chavez feels he has found another 3.2 TT that is an s-line. I'm not sure how it is different and when I looked at the brochure I couldn't make a decision. I am forwarding the vin number of the s-line car Chris feels is comparable. Please check it out and I will hopefully be able to see one in Newport Beach tomorrow when I drop my car off.

Thank you for you assistance, Carol

[REDACTED] RN/PHN
[REDACTED]
[REDACTED]

Note: Does not include program codes for Roadside Assistance, iSKY or IQS Outbound Call

AUDI OF AMERICA, INC.
 CUSTOMER COMMENT DETAIL REPORT
 CASE NUMBERS SOURCE: All

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
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GAMBINDO	01/15/2009 04:48:08 PM	E-Mail From	[REDACTED]			
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Doug,

I just faxed back the contract to order my new TT. I will be taking my TT into Newport Auto Center later today because the problem has escalated. I borrowed a car today to get to work. The problem is not only the lunging but now there is a strong odor of fuel after it lunges. Please order the new vehicle asap and I would like to take delivery at the Newport Auto Center. The salesperson who has helped me fill out my order form is Chris Chavez and if you need to contact him, his cell number is [REDACTED] and the Newport Auto Center number is 949-673-0900.

Thanks, Carol

[REDACTED]

GAMBINDO	01/15/2009 04:48:23 PM	Attached Mail From	[REDACTED]			
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Signed offer.

GAMBINDO	01/15/2009 05:03:36 PM	Call To	[REDACTED]			
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Customer advised to proceed with order. Advised she would like to take delivery at 422A98. Cust will be taking vehicle into 422A98 for current concern. Advised I spoke with TFM and he agreed to consult with dlr and if needed he will schedule visit.

Note: Does not include program codes for Roadside Assistance, iSKY or IQS Outbound Call

AUDI OF AMERICA, INC.
CUSTOMER COMMENT DETAIL REPORT
CASE NUMBERS SOURCE: All

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
GAMBINDO	01/16/2009 03:36:45 PM	E-Mail To Audi Dist Support				
	CASE # 80387183					
	Hello,					
	I need a vehicle built to the below specifications. Please send me the commission number once the order is submitted.					
	MODEL CODE: 8J351L					
	EXTERIOR COLOR: A2A2 (BLACK)					
	INTERIOR COLOR: JN (BLACK)					
	OPTIONS: WPT, 4A3, PLP, PR6, 0LM, 6W3					
	BILL TO: 491/I91					
	SHIP TO: 422/A98					
	CUSTOMER NAME: [REDACTED]					
GAMBINDO	01/16/2009 03:45:42 PM	Call To Willie Castro				
	Advised he could drive customer's vehicle the week of 1/26 for extended test drive. Advised I would confirm with dealer about loaner and cust and would call him back.					
GAMBINDO	01/16/2009 03:46:24 PM	Call To Neal Jackson		422A03		
	Advised he would provide loaner for a week and would have it set aside for 1/26.					
GAMBINDO	01/16/2009 03:48:08 PM	Call To [REDACTED]				
	Cust will take vehicle to 422A03 on 1/26. If weather is going to be cold that week she will call to reschedule as concern only happens when it is warm.					

Note: Does not include program codes for Roadside Assistance, iSKY or IQS Outbound Call

**AUDI OF AMERICA, INC.
CUSTOMER COMMENT DETAIL REPORT
CASE NUMBERS SOURCE: All**

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
GAMBINDO	01/16/2009 03:50:24 PM	Voice Mail To Willie Castro				
		Advised cust and dlr confirmed, we are all set for the week of 1/26.				
GAMBINDO	01/20/2009 05:03:17 PM	E-Mail From Christine Board				
	702881					
		Christine Board Audi Distribution Support				
		Audi of America, Inc. Audi Sales Planning & Distribution 3499 West Hamlin Road Rochester Hills, MI 48307 United States of America Tel. +1 888-777-9336 Fax. +1 248 754 3808 christine.board@vw.com http://www.audiusa.com				
GAMBINDO	01/22/2009 05:42:10 PM	Attached Mail From [REDACTED]				
		Invoice for clear bra \$600. We agreed to cover 1/2 (\$300).				
GAMBINDO	01/27/2009 11:44:22 AM	E-Mail From Rosa Tinoco				
		Doug,				
		See attached letter customer informed Audi offered to replace the vehicle. Did the offer come from your dept? if so I will need a copy of the offer letter to revise the BBB settlement letter and update the compliance date.				
		Thanks.				

Note: Does not include program codes for Roadside Assistance, iSKY or IQS Outbound Call

AUDI OF AMERICA, INC.
CUSTOMER COMMENT DETAIL REPORT
CASE NUMBERS SOURCE: All

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
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GAMBINDO	01/27/2009 11:46:53 AM	E-Mail To Rosa Tinoco				
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Rosa,

This was emailed to you and Linda on 1/9 and Linda confirmed receipt. Here is the copy.

GAMBINDO	01/29/2009 10:40:23 AM	Attached Mail From ROSA TINOCCO				
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Confirmation of settlement.

GAMBINDO	02/02/2009 12:24:14 PM	Order Status To Doug Gambino				
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CRS shows the replacement vehicle is scheduled to arrive the week of 4/13.

GAMBINDO	02/05/2009 09:58:33 AM	E-Mail From [REDACTED]				
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Hi Doug,

My Audi TT started acting up before the schedule drop off on Jan. 16th. It was a hot day and the car started lunging so I drove it to Circle Audi Imports and had a mechanic drive with me. He verified that the car was still lunging as it did before. They kept my car until Friday, Jan. 30th and had Willie drive the car. Because it didn't act up for him it was returned to me which is fine, I really don't think anyone knows why it is having this problem. I would rather drive my own car or at least until it gets hot again. When I got the car home my husband noticed a 3 or 4 inch scratch on the right passenger door which wasn't there before. I called Lalo Nunez and reported the scratch Friday and asked him if he needed me to drive it back to be verified. He said no, and that he would make a note of it.

At this point what is your advise if the car starts acting up again? Let me know.

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

AUDI OF AMERICA, INC.
 CUSTOMER COMMENT DETAIL REPORT
 CASE NUMBERS SOURCE: All

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
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GAMBINDO	02/05/2009 10:00:12 AM	E-Mail To	[REDACTED]			
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Hi [REDACTED]

If you begin experiencing concerns again with the vehicle, please contact me and we can discuss the best course of action. Was the dealer going to repair the scratch?

GAMBINDO	02/09/2009 09:28:09 AM	Order Status To Doug Gambino				
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CRS shows the replacement vehicle is scheduled to arrive the week of 3/23/09.

GAMBINDO	02/11/2009 11:06:09 AM	E-Mail From	[REDACTED]			
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Hi Doug,

When I spoke to Lalo at Circle Imports he just said he would document the scratch. I offered to drive it back to the dealership but he said no. Tuesday was a hot day and I drove the car out to my daughter's soccer game. The car lunged several times and I really don't know what I should be doing. I'm more worried about being stranded than the scratch on the car! The weather for the next week is suppose to be cool and rainy but it is going to get hot again. Do you have any idea when the new car will be in. I am taking my daughter to Northern Arizona University the end of Feb. for freshman weekend and I really don't want to be stranded in the middle of the desert.

On January 16th the car was lunging so I drove to Circle Imports and took a mechanic for a drive. The car continued to lunge and he did verify the problem. Willie took the car for 2 weeks and didn't have the problem. Of course the weather wasn't excessively hot. I know it is cold in Michigan but what should I do and when is the new car coming!!!!!! Carol

[REDACTED]

GAMBINDO	02/11/2009 11:06:58 AM	E-Mail To Neal Jackson		422A03		
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Neal,

Did someone scratch the [REDACTED] vehicle? See her below email.

Note: Does not include program codes for Roadside Assistance, iSKY or IQS Outbound Call

AUDI OF AMERICA, INC.
 CUSTOMER COMMENT DETAIL REPORT
 CASE NUMBERS SOURCE: All

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
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GAMBINDO	02/11/2009 11:16:26 AM	E-Mail To	[REDACTED]			
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The replacement is tentatively scheduled to arrive around the end of March or early April. If you experience concerns with the vehicle, I'd like to get it in ASAP so we can verify the concern and get it repaired. Willie drove the vehicle a couple of hundred miles without any concerns, but I know the weather was a little bit cooler at that time. If you have any concerns with the vehicle, please contact me directly so we can get something scheduled. If you are unable to reach me, please contact Neal Jackson at Circle Audi to schedule an appointment.

GAMBINDO	02/11/2009 11:26:34 AM	E-Mail From	[REDACTED]			
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No problem, I'll contact Neal with future issues. The mechanic at Circle did experience the problem with me in the car, he just hoped Willie to would experience it too. I may just wait for another hot spell and call Neal. It's very frustrating.

Thanks for trying to help [REDACTED]

GAMBINDO	02/11/2009 11:26:51 AM	E-Mail To	[REDACTED]			
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Mrs. [REDACTED]
 Feel free to contact me, as I would like to know. What I meant was, if you can't reach me immediately to please call Neal. I want to make sure we get someone to verify the concern right away. Ideally if you have a concern I would like to try and get it in that day if possible.

GAMBINDO	02/16/2009 12:33:45 PM	Order Status To	Doug Gambino			
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CRS shows the replacement vehicle is scheduled to arrive the week of 4/6/09.

GAMBINDO	02/20/2009 02:41:43 PM	Order Status To	Doug Gambino			
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CRS shows the replacement vehicle is scheduled to arrive the week of 4/6/09.

GAMBINDO	02/25/2009 05:23:03 PM	Order Status To	Doug Gambino			
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CRS shows the replacement vehicle is scheduled to arrive the week of 4/6/09.

Note: Does not include program codes for Roadside Assistance, iSKY or IQS Outbound Call

AUDI OF AMERICA, INC.
CUSTOMER COMMENT DETAIL REPORT
CASE NUMBERS SOURCE: All

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
GAMBINDO	03/03/2009 05:04:24 PM	Order Status To Doug Gambino				
		CRS shows the replacement vehicle is scheduled to arrive the week of 4/6/09.				
GAMBINDO	03/06/2009 03:27:56 PM	Order Status To Doug Gambino				
		CRS shows the replacement vehicle is scheduled to arrive the week of 4/6/09.				
GAMBINDO	03/17/2009 09:43:31 AM	Order Status To Doug Gambino				
		CRS shows the replacement vehicle is scheduled to arrive the week of 4/6/09.				
GAMBINDO	03/23/2009 01:50:49 PM	Order Status To Doug Gambino				
		CRS shows the replacement vehicle is scheduled to arrive the week of 4/6/09.				

Note: Does not include program codes for Roadside Assistance, iSKY or IQS Outbound Call

09/23/2009

AUDI OF AMERICA, INC.
CUSTOMER COMMENT DETAIL REPORT
CASE NUMBERS SOURCE: All

CUSTOMER NAME CASE NUM PROGRAM VIN MILES YEAR/SUBMODEL PARTS/REASONS

GAMBINDO 03/23/2009 01:54:36 PM E-Mail To Act, Dist, Ajax US Veh, PO:
Case # 80387183

In the interest of customer satisfaction, we are going to replace the customer's vehicle as listed below. Please process as follows:

CURRENT CUSTOMER & VEHICLE INFORMATION:

[REDACTED]
[REDACTED]
Huntington Beach, CA [REDACTED]

2008 Audi TT
TRUDD38J181 [REDACTED]

REPLACEMENT VEHICLE:

2009 Audi TT
TRUVD38J391 [REDACTED]

ACCOUNTING:

Send invoice to Doug Gambino

PORT OF SAN DIEGO

PLEASE TAG THIS VEHICLE FOR MEDIATION ARBITRATION PRIOR TO IT LEAVING PORT

DISTRIBUTION:

Please bill TRUVD38J391 [REDACTED] o 491/I91 (you ordered this vehicle for me) and ship to 422/A98. In comments field put "CR replacement [REDACTED]"

Doug Gambino
Sr. Mediation Arbitration Analyst - Western Region
Mediation Arbitration Department

Note: Does not include program codes for Roadside Assistance, iSKY or IQS Outbound Call

AUDI OF AMERICA, INC.
CUSTOMER COMMENT DETAIL REPORT
CASE NUMBERS SOURCE: All

CUSTOMER NAME CASE NUM PROGRAM VIN MILES YEAR/SUBMODEL PARTS/REASONS

Volkswagen Group of America, Inc.
3499 Hamlin Rd.
Rochester Hills, MI 48309

Phone: 248-754-3657
Fax: 248-754-6504
mailto: doug.gambino@audi.com

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 of America, Inc.

GAMBINDO 03/23/2009 02:32:11 PM E-Mail From Christine Board

All set.

Christine Board
Audi Distribution Support

Audi of America, Inc.
Audi Sales Planning & Distribution
3499 West Hamlin Road
Rochester Hills, MI 48307
United States of America
Tel. +1 888-777-9336
Fax. +1 248 754 3808
christine.board@vw.com
http://www.audiusa.com

Note: Does not include program codes for Roadside Assistance, iSKY or IQS Outbound Call

AUDI OF AMERICA, INC.
 CUSTOMER COMMENT DETAIL REPORT
 CASE NUMBERS SOURCE: All

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
GAMBINDO	03/27/2009 05:15:54 PM	E-Mail From	[REDACTED]			
<p>Hi Doug,</p> <p>I was wondering if you had heard about the delivery of my TT yet. Lojack wants me to give them at least a weeks notice of delivery date so they can transfer their system to the new car. Will I be arranging that through Newport Audi and do I have the money order made out to Newport Audi??? Please let me know when you get a chance. Hope it is warming up in Michigan! You guys need to thaw out but not flood.</p> <p>Take care, Carol</p> <p>[REDACTED]</p>						
GAMBINDO	03/27/2009 05:18:30 PM	E-Mail To	[REDACTED]			
<p>Hi [REDACTED]</p> <p>I hope all is well. The replacement is tentatively scheduled to arrive around the middle of April. The cashier's check would be made payable to Audi of America, Inc. Once the vehicle arrives at the dealer, we will contact you to schedule the transaction.</p> <p>It is warming up here ever so slightly, but at least it is not snowing (for now).</p> <p>Best regards,</p> <p>Doug</p>						
GAMBINDO	03/30/2009 08:55:24 AM	Order Status To	Doug Gambino			
<p>ETA week of 4/6.</p>						
GAMBINDO	03/30/2009 08:56:37 AM	E-Mail To	POSD			
<p>Submitted sold unit rush request.</p>						

Note: Does not include program codes for Roadside Assistance, iSKY or IQS Outbound Call

AUDI OF AMERICA, INC.
CUSTOMER COMMENT DETAIL REPORT
CASE NUMBERS SOURCE: All

CUSTOMER NAME CASE NUM PROGRAM VIN MILES YEAR/SUBMODEL PARTS/REASONS

GAMBINDO 03/31/2009 02:34:15 PM E-Mail From Tamika Brackeen

Doug,
This unit was released last Saturday as well.
Regards,
Tamika

-----Original Message-----

From: doug.gambino@audi.com [mailto:doug.gambino@audi.com]
Sent: Monday, March 30, 2009 5:57 AM
To: forms@perfectpages.com; glen.engelstad@vw.com; Tamika Brackeen; Salvador Olmos
Subject: Port of SD Sold - Rush Request

Below is the result of your feedback form. It was submitted by
(doug.gambino@audi.com) on Monday, March 30, 2009 at 08:56:35

GAMBINDO 03/31/2009 02:35:24 PM E-Mail From [REDACTED]

Thanks Doug,

I will be on spring break from April 11 to the 19th. I will be at home that week so I can be contacted at home [REDACTED] or my cell [REDACTED] I'll have a check made out next week and gather up the materials to be turned in. Is the car still scheduled to be delivered to the Newport Auto Center?

Thanks so much and stay warm! Carol

[REDACTED]

AUDI OF AMERICA, INC.
 CUSTOMER COMMENT DETAIL REPORT
 CASE NUMBERS SOURCE: All

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
GAMBINDO	03/31/2009 02:39:14 PM	E-Mail To [REDACTED]	[REDACTED]			
						Yes, the replacement is being shipped to Newport Auto Center. We'll contact you as soon as we are ready to schedule, we're getting closer.
						Best regards, Doug
GAMBINDO	04/01/2009 11:44:43 AM	Attached Mail From CRYSTAL BATS'				Invoice.
GAMBINDO	04/06/2009 10:17:20 AM	Order Status To Doug Gambino				CRS shows replacement is set to arrive this week.
GAMBINDO	04/06/2009 10:21:11 AM	E-Mail To Jon Mitsuuchi Cc; AASM 422A98				Jon, The replacement vehicle for [REDACTED] is scheduled to arrive this week. When the vehicle arrives, can you please complete the PDI and place a sold sign on it? Please contact me as soon as it arrives, and we will schedule the replacement transaction. Replacement info: 2009 Audi TT Black exterior with a black interior TRUVD38J391 [REDACTED] Thanks!
GAMBINDO	04/07/2009 05:09:18 PM	Order Status To Doug Gambino				CRS shows replacement has not yet arrived at dlr.

Note: Does not include program codes for Roadside Assistance, iSKY or IQS Outbound Call

AUDI OF AMERICA, INC.
 CUSTOMER COMMENT DETAIL REPORT
 CASE NUMBERS SOURCE: All

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
GAMBINDO	04/08/2009 03:24:09 PM	Call To Jon Mitsuuchi		422A98		
		SM confirmed replacement vehicle has arrived.				
GAMBINDO	04/08/2009 03:30:17 PM	Assigned To KORTHA				
		Needs closing date. AASM is Bill Steele. Customer owns the vehicle outright. Primary concern is hesitation / lack of power on acceleration. Customer owes \$1k at closing. Please add ACP to new vehicle and remove from current vehicle. We have agreed to split cost of clear bra on replacement, cust will need to schedule. SM Jon Mitsuuchi has asked that you call him with closing date so he knows when to have vehicle detailed and ready to go.				
KORTHA	04/08/2009 04:19:22 PM	E-Mail To Bill Steele		422A98		
		Hi Bill, RE: TRUDD38J181[REDACTED] / TRUVD38J391[REDACTED] @ 422a98-Power Audi [REDACTED] Replacement What's your availability on this one??				
		Thanks,				
		Alicia M. Korth Remarketing Coordinator Mediation Arbitration				
KORTHA	04/08/2009 04:21:21 PM	Approved By AK				
		REQ TB CHECK				
KORTHA	04/08/2009 04:57:30 PM	Approved By AK				
		Req tb check				
KORTHA	04/09/2009 08:20:23 AM	E-Mail For BILL STEELE				
		Tuesday the 21st @ 11:00am. Please send the docs as early as possible as this dealer needs them days in advance to do five minutes worth of work.				
KORTHA	04/09/2009 03:50:18 PM	Voice Mail To [REDACTED]				
		Called work line left a message with assistant seeking 4/21 closing at 11am.				

Note: Does not include program codes for Roadside Assistance, iSKY or IQS Outbound Call

AUDI OF AMERICA, INC.
 CUSTOMER COMMENT DETAIL REPORT
 CASE NUMBERS SOURCE: All

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
KORTHA	04/10/2009 11:06:43 AM	Call From [REDACTED]				
		Customer advised 4/21 @ 11am will work but husband can't attend due to his job. Customer also advised she is off 4/12-4/17 and if possible to contact her if she can come in earlier. Advised customer to bring Title & Check for \$1k with vehicle cleaned and ready for inspection..				
KORTHA	04/10/2009 11:08:47 AM	Closing Package (M/A Only) To Bill St 422A98				
		SON Closing pkg to AASM				
KORTHA	04/10/2009 11:09:10 AM	Mail To [REDACTED]				
		EON 2 Vessel forms for new vehicle registration with direction for Carol to bring them in with her for titling of the new car.				
KORTHA	04/10/2009 11:09:54 AM	E-Mail To Bill Steele / Jon M			422A98	
		Hi Bill, (CC Jon) RE: [REDACTED] Repl @ 422A98 / TRUDD38J181 [REDACTED] Repl Vin: TRUVD38J391 [REDACTED]				
		[REDACTED] can do the 4/21 @ 11am-appointment but [REDACTED] won't be able to attend-I've sent them the Form he needs to sign and [REDACTED] will bring it to the closing for the title clerk, I told her if the title clerk needs anything else he may have to come in himself. Also [REDACTED] is off all week 4/13-4/17, she wanted me to let you know if at all possible that you can see her next week to please call her at [REDACTED] (cell) [REDACTED] home) and she can come in anytime. Otherwise were set-docs went out today and you'll have them Mon or Tues. Please update your calendar.				
		Thanks, Alicia M. Korth Remarketing Coordinator				
KORTHA	04/14/2009 03:54:57 PM	Call To Jon M.			422A98	
		SM ADVISED CUSTOMER IN TO CHECK REPL VEH IS OK / SM INQUIRING IF IT'S OK TO SWAP LOJACK BEFORE TRANSACTION / ADVISED THAT WOULD BE FINE AS LONG AS CUSTOMER SEES AND APPROVES THE REPLACEMENT CAR -ALSO ADVISED WE ARE REIM 1/2 COST OF CLEAR BRA IF DEALER ABLE TO DO THAT FOR CUSTOMER.				

Note: Does not include program codes for Roadside Assistance, iSKY or IQS Outbound Call

AUDI OF AMERICA, INC.
 CUSTOMER COMMENT DETAIL REPORT
 CASE NUMBERS SOURCE: All

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
KORTHA	04/15/2009 11:07:56 AM	Call From [REDACTED]				
	Customer called lojack for swap and they want doc's & authorization from the dealer before scheduling. Customer is on vacation this week so she'd like to get this done this week while she's off work-she has approved the replacement vehicle.					
KORTHA	04/15/2009 11:09:03 AM	E-Mail To [REDACTED] & Jon M		422A98		
	[REDACTED] (BCC Jon M.) Here is the copy of the offer letter & factory bill of sale for the replacement ; [REDACTED] called LoJack and they don;t want to set up the transaction w/o your authorization John. If you get a moment can you or an advisor set that up for her. I've attached some forms they may require;..					
	Alicia M. Korth					
ANGERK	04/15/2009 01:09:23 PM	Assigned To KORTHA				
	Check # [REDACTED] for amount \$32.00 received. Forwarded check to advocate for handling					
KORTHA	04/21/2009 01:58:39 PM	E-Mail To Jon M. & Bill Steele		422A98		
	Jon & Bill Steele, RE: TRUDD38J181 [REDACTED] Here are the RO's for the [REDACTED] Vehicle- I did talk to Doug about the replacement being scheduled there and I guess she insisted on Power, he did try to get her to go to Circle but she wouldn't.. Hope this helps! Alicia					
KORTHA	04/22/2009 08:26:45 AM	E-Mail To Bill Steele		422A98		
	Is the [REDACTED] closing completed?					
	~Alicia Korth VWGoA - Med/Arb					

Note: Does not include program codes for Roadside Assistance, iSKY or IQS Outbound Call

AUDI OF AMERICA, INC.
 CUSTOMER COMMENT DETAIL REPORT
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<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
KORTHA Yes	04/22/2009 09:31:28 AM	E-Mail From BILL STEELE		422A98		
KORTHA VERBAL VERIFICATION	04/22/2009 09:31:44 AM	Vehicle To 4/21/09				
KORTHA CA TITLE, CK [REDACTED] FOR \$1K, VESSEL 4/21/09 @ 15,501, ACF, BBRP STATING WORKING ON REPAIR-REPAIR TEMP RELATED WILL TAKE SOME TIME TO REPRODUCE AND REPAIR / ACP & AP FOR TITLE FOR NEW CAR.	04/23/2009 11:46:11 AM	Attached Mail From Bill Steele				
KORTHA Bill / Jon, RE: TRUVD38J391 [REDACTED] [REDACTED] eplacement vehicle titled incorrectly. The title clerk titled the new vehicle as it's a lease- this needs corrected ASAP as the customers owned the previous car and now owns this vehicle outright. [REDACTED] are the owners w/NO Lien Holder. **I don't need a copy but this does need corrected to save future problems for the customer. *Please let me know when this is done. Thanks! Alicia M. Korth Remarketing Coordinator	04/23/2009 11:55:22 AM	E-Mail To Bill Steele / Jon M.		422A98		
KORTHA He lined out the lease part in front of me once he realized the mistake. It's going through as a purchase.	04/23/2009 11:58:46 AM	E-Mail From Bill Steele				
KORTHA IOM 1K CHECK	04/23/2009 12:11:43 PM	IOM (Inter-Office Mail) To AK				
KORTHA SON TITLE FOR BRANDING.	04/23/2009 12:12:07 PM	Mail To CA DMV				

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AUDI OF AMERICA, INC.
CUSTOMER COMMENT DETAIL REPORT
CASE NUMBERS SOURCE: All

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
KORTHA	05/07/2009 05:06:59 PM	FAX From Ms. James		422A98		
	DP seeking reim for reg / sent fax of reg \$411 \$ 18 address correction fee total \$429.00					
KORTHA	05/07/2009 05:10:13 PM	Approved By AK -Repl reg fees reim		422A98		
	Req reim for reg fees 429.00					
KORTHA	05/14/2009 09:55:24 AM	E-Mail To Jon M. & Bill Steele		422A98		
	Hi Jon, RE: TRUDD38J181 [REDACTED] Just checking the status of the [REDACTED] repairs? Thanks, Alicia M. Korth					
KORTHA	05/14/2009 03:47:41 PM	Attached Mail From CA DMV				
	BRANDED TITLE REC'D					
CR_BATCH	05/15/2009 04:00:29 AM	Note To KORTHA				
	EFT for amount \$ 429.00 processed on 05/14/2009. AP reference number: 00004102					
KORTHA	05/15/2009 01:49:38 PM	Face-To-Face With Doug Gambino				
	DOUG ADVISED HE SPOKE WITH TFM / TFM WAS ABLE TO DUPLICATE COMPLAINT (HOT WEATHER RELATED REOCCURANCE) VEHICLE MAY NEED A NEW TRANSMISSION					
KORTHA	05/21/2009 11:00:16 AM	E-Mail From Jon M.		422A98		
	I experienced the symptom and we are in contact with Willie on how to proceed. Will let you know Jon					

Note: Does not include program codes for Roadside Assistance, iSKY or IQS Outbound Call

AUDI OF AMERICA, INC.
 CUSTOMER COMMENT DETAIL REPORT
 CASE NUMBERS SOURCE: All

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
KORTHA	06/02/2009 02:41:54 PM	E-Mail For Willie Castro From Bill Ste				
<p>Willie, NB is going to need some assistance in fixing this car. Please call Jon or Brad when you get a chance. They can duplicate the concern, but there are no faults and they think it might be trans related rather than fuel system related. Thanks.</p> <p>Bill Steele After Sales Manager</p> <p>Audi of America, Inc. Area 68A/Western Region 5388 Sterling Center Dr. Westlake Village, CA 91361 United States of America Tel. +1 951 461 7249 FAX. +1 951 461 7260 Cell +1 951 837 6116 Mail to: bill.steele@audi.com http://audiusa.com</p>						
KORTHA	06/15/2009 09:24:55 AM	E-Mail To Willie Castro		422A98		
<p>Hey Willie, RE: TRUDD38J181 [REDACTED] / [REDACTED] 08 TT @ Power Do you have any updates on the repair for this car? Thanks, Alicia M. Korth</p>						

Note: Does not include program codes for Roadside Assistance, iSKY or IQS Outbound Call

AUDI OF AMERICA, INC.
CUSTOMER COMMENT DETAIL REPORT
CASE NUMBERS SOURCE: All

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
KORTHA	06/19/2009 01:47:15 PM	E-Mail With To Willie Castro From Bil				
		Willie, This might take some extended time at the dealership to fix. It's been there since 4/21. Bill From: Miller, Bradley [mailto:MillerB@autonation.com] Sent: Friday, June 19, 2009 9:48 AM To: Steele, Bill; Castro, Willie Cc: Mitsuchi, Jon Subject: 08 TT buyback Hi Bill, we still have this TT from Circle motors with the surge/stall complaint when hot. We have duplicated the symptom, however we have not found a solution. Willie had us try a new brake light switch (I could use an auth form for that also). We could use a little help on this as to what you would like us to do with it, either a repair solution or a vehicle release so we can get it off of the lot and back into Audi's hands. ThanksBrad Miller Newport Audi				
KORTHA	06/29/2009 07:54:01 AM	E-Mail From Willie Castro				
		Replacing Mechatronics unit (SOP BO Germany)				
KORTHA	07/08/2009 11:21:16 AM	Attached Mail From Newport Auto				
		abill for bra \$275 RO 72615				
KORTHA	07/08/2009 11:28:29 AM	Approved By AK				
		CLEAR BRA 1/2 COST REIM RO 72615 FOR \$275				
KORTHA	07/08/2009 11:28:52 AM	E-Mail To JON M.				422A98
		Hey Jon, Heres the screen print of my check request-let accounting know it should post 7/17! Thanks! RO 72615 for \$275				

Note: Does not include program codes for Roadside Assistance, iSKY or IQS Outbound Call

AUDI OF AMERICA, INC.
 CUSTOMER COMMENT DETAIL REPORT
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<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
KORTHA	07/14/2009 01:01:16 PM	E-Mail To Willie Castro				
		Hi Willie, Any updates on this one?				
CR_BATCH	07/17/2009 04:00:33 AM	Note To KORTHA				
		EFT for amount \$ 275.00 processed on 07/16/2009. AP reference number: 00005401				
KORTHA	07/29/2009 09:00:18 AM	E-Mail To Willie Castro CC Bill Steele				
		Hi Willie, RE: TRUDD38J181 [REDACTED] 08 TT @ Power 422A98 Any updates on this one?				
KORTHA	08/05/2009 01:24:28 PM	E-Mail To Willie Castro				
		Hi Willie, Any updates?				
KORTHA	08/05/2009 01:26:39 PM	E-Mail To Willie CASTRO Jon M / Bil 422A98				
		Hi Guys, Any updates on the repairs for this one? 08 TT TRUDD38J181 [REDACTED] @ 422A98 Alicia M. Korth				
KORTHA	08/05/2009 01:30:18 PM	E-Mail From Willie Castro		422A98		
		HI Alicia I'll be at the dealer today and try to find out what the holdup is. Mit freundlichen Grüßen William Castro				

Note: Does not include program codes for Roadside Assistance, iSKY or IQS Outbound Call

AUDI OF AMERICA, INC.
CUSTOMER COMMENT DETAIL REPORT
CASE NUMBERS SOURCE: All

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
KORTHA	08/05/2009 02:16:48 PM	E-Mail From JON m.		422A98		
		Still waiting for parts that was order By Willie Castro. Jon				
KORTHA	08/05/2009 03:07:45 PM	Call From Willie Castro		422A98		
		TFM advised vehicle waiting mechatronics unit ETA end of the month. Email from Jon M. Per Willie we are ordering the megatronic unit from Germany, ETA is not until end of the month. VW and Audi have problem with vendor in Germany. Big backorder for this part Jon				
KORTHA	08/19/2009 12:16:50 PM	E-Mail To Repl Into svc.				
		If not already please put TRUVD38J391 [REDACTED] into service on 4/21/09 for [REDACTED] [REDACTED] Huntington Beach, CA [REDACTED] Thanks, Alicia M. Korth				
KORTHA	08/19/2009 12:23:41 PM	E-Mail To ACP Swap				
		Good Afternoon! I have this case were we did a replacement back in April (4/21/09)for [REDACTED] and I needed to request a ACP removed from the old and added to the new car. Hopefully my late notice doesn't cause any concerns. Old Vin: TRUDD38J181 [REDACTED] Purchased at 422A03) Repl Vin: TRUVD38J391 [REDACTED]				
		Thanks, Alicia M. Korth				
KORTHA	08/19/2009 12:27:31 PM	Note To Heather Trisch				
		Reassigned for handling / CA case / Willie Castro is contact for repair status / updates...				

Note: Does not include program codes for Roadside Assistance, iSKY or IQS Outbound Call

09/23/2009

AUDI OF AMERICA, INC.
CUSTOMER COMMENT DETAIL REPORT
CASE NUMBERS SOURCE: All

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
TRISCHH	08/31/2009 04:18:03 PM	Attached Mail From Jon Mitsuuchi Received CNC and final RO #77084				
TRISCHH	08/31/2009 04:21:12 PM	Vehicle To CB Auction Assignments				
TRISCHH	08/31/2009 04:34:17 PM	Assigned To GAMBINDO Disclosure submitted for review; No Sales Tax Recovery.				
GAMBINDO	09/01/2009 09:32:21 AM	Disclosure (M/A Only) To . Disclosure to auction!				
ARMITAR	09/04/2009 12:28:12 PM	Note To CCC Scanned file and disclosure in doc center.				

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AUDI OF AMERICA, INC.
 CUSTOMER COMMENT DETAIL REPORT
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<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
2008 Audi TT 2.0T Roadster fwd						
[REDACTED]	090004417	Mediation/Arbitration	TRUMF38J081 [REDACTED]	12,413		Unknown 422A62 Pr. Part: 9709-Central wiring harness Pr. Rsn: T01 Auto/Hybrid - Shifts roughly
GAMBINDO	01/06/2009 07:01:43 PM	Attached Mail From	CHRIS STOKOE			Unknown Rsn: H21 Dealer Process (Med/Arb only)
Received Med Arb forms from AASM. Advised vehicle was down over 30 days due to transmission repairs. Advised mechatronic unit was replaced and then an overlay to the ECM wiring harness. Advised dealer process is involved. Advised customer initially asked for repurchase, but accepted 2 payments. Advised cust just started having concerns with top and now wants out of vehicle.						
GAMBINDO	01/06/2009 07:22:35 PM	Call To	[REDACTED]			Unknown 422A62 Part: 6191-Flap cover trim Rsn: 36R Convertible Top
Called customer's father and offered replacement vehicle. Advised his daughter will not accept a replacement vehicle, advised they only want a repurchase. Asked if there was anything we could do to keep her as a customer, but he advised no. Advised experience has been so bad to this point, they do not want another Audi. Advised payment is due on the 8th. Advised I would email AFS for payment history and ask them to place the account in a protected status.						
GAMBINDO	01/06/2009 07:27:02 PM	E-Mail To	VCI QA Mailbox			Unknown 422A62 Part: SCA2-SPECIAL CODE- CORPORATE USE ONLY Rsn: 43Q Repurchase/Replacement(Mt Only)
Hello, Can you please email me a copy of this customer's payment history? Can you please place the customer's account in a protected status as well? We are repurchasing this vehicle and do not want the customer making additional payments at this time. Thanks!						
GAMBINDO	01/07/2009 05:44:47 PM	Mail From .				
Payment history.						

Note: Does not include program codes for Roadside Assistance, iSKY or IQS Outbound Call

AUDI OF AMERICA, INC.
 CUSTOMER COMMENT DETAIL REPORT
 CASE NUMBERS SOURCE: All

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
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GAMBINDO	01/08/2009 01:33:44 PM	E-Mail To	[REDACTED]			(Father)
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Attached is the offer to repurchase your daughter's vehicle. Please sign and return via email or fax along with a copy of her vehicle's registration. If you have any questions, please do not hesitate to contact me directly.

Best regards,

Doug Gambino
 Sr. Mediation Arbitration Analyst - Western Region
 Mediation Arbitration Department

Volkswagen Group of America, Inc.
 3499 Hamlin Rd.
 Rochester Hills, MI 48309

Phone: 248-754-3657
 Fax: 248-754-6504
 mailto: doug.gambino@audi.com

*** The information contained in this communication is confidential, private, proprietary, or otherwise privileged and is intended only for the use of the addressee. Unauthorized use, disclosure, distribution or copying is strictly prohibited and may be unlawful. If you have received this communication in error, please notify the sender immediately.

GAMBINDO	01/08/2009 01:34:05 PM	E-Mail To	Chris Stokoe			
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Repurchase offer.

GAMBINDO	01/09/2009 04:37:07 PM	Voice Mail From	[REDACTED]			
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LVMM seeking return call. Advised was not happy with usage and wants to negotiate.

GAMBINDO	01/09/2009 04:37:59 PM	Voice Mail To	[REDACTED]			
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LVMM seeking return call.

Note: Does not include program codes for Roadside Assistance, iSKY or IQS Outbound Call

AUDI OF AMERICA, INC.
 CUSTOMER COMMENT DETAIL REPORT
 CASE NUMBERS SOURCE: All

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
GAMBINDO	01/12/2009 04:34:44 PM	Call From	[REDACTED]			Cust advised vehicle had 1,184 miles at delivery. Advised I would adjust and send revised offer.
GAMBINDO	01/12/2009 04:38:18 PM	E-Mail To	[REDACTED]			Revsied repurchase offer.
GAMBINDO	01/13/2009 03:25:29 PM	E-Mail From	[REDACTED]			Doug My daughter signed the offer and faxed it back to you with a copy of the registration. Can we expedite this as soon as possible. Thanks for all your help [REDACTED] Chef de Cuisine - Levy Restaurants [REDACTED]
GAMBINDO	01/14/2009 04:23:30 PM	Attached Mail From	[REDACTED]			Signed repurchase offer and registration.
GAMBINDO	01/14/2009 04:27:25 PM	Approved By	Doug Gambino			Requested check for repurchase.
ANGERK	01/20/2009 01:27:48 PM	Assigned To	GAMBINDO			Check # [REDACTED] for amount \$8,371.82 received. Check forwarder to advocate for handling
GAMBINDO	01/20/2009 02:03:27 PM	Mail From	.			Received check.

Note: Does not include program codes for Roadside Assistance, iSKY or IQS Outbound Call

AUDI OF AMERICA, INC.
 CUSTOMER COMMENT DETAIL REPORT
 CASE NUMBERS SOURCE: All

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
GAMBINDO	01/20/2009 02:04:26 PM	Assigned To KORTHA				
		Needs closing date. AASM is Chris Stokoe. Customer's lease is with AFS. Primary concern is with transmission and cab top (down over 30). Please have ACP removed from vehicle.				
KORTHA	01/20/2009 02:32:32 PM	Approved By AK				
		REQ TB CHECK				
KORTHA	01/20/2009 02:36:15 PM	E-Mail To Chris Stokoe				
		Hi Chris, RE: TRUMF38J081 [REDACTED] [REDACTED] Please advise your availability for this repurchase at Audi Santa Barbara?				
		Thanks,				
		Alicia M. Korth				
KORTHA	01/20/2009 03:58:32 PM	Call To CHRIS STOKOE				
		ADVISED AASM OF CLOSING DATE NEEDED / AASM ADVISED HE'LL HAVE TO LOOK AT HIS SCHEDULE AND EITHER CALL OR EMAIL ME BACK / AASM OUT OF AREA THE REST OF THIS WEEK AND ALL OF NEXT				
KORTHA	01/21/2009 01:36:44 PM	Call To CHRIS STOKOE				
		AASM ADVISED 3RD OR 4TH BTW 10-2				
KORTHA	01/21/2009 01:47:59 PM	E-Mail To VCI				
		Please place the following account on protected status as we are in process of repurchasing this vehicle. # 847254757/ [REDACTED] / TRUMF38J081 [REDACTED]				
		Thanks,				
		Alicia M. Korth				

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AUDI OF AMERICA, INC.
 CUSTOMER COMMENT DETAIL REPORT
 CASE NUMBERS SOURCE: All

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
KORTHA	01/21/2009 01:48:11 PM	Call To [REDACTED]				CUST WANTS REPURCHASE RIGHT AWAY DOESN'T WANT TO WAIT 2 WEEKS BECAUSE HIS DAUGHTER HAS ALREADY PURCHASED A NEW AUDI AND CAN'T MAKE PAYMENTS ON BOTH. ADVISED WE HAVE PUT ACCOUNT IN PROTECTIVE STATUS AND PAYMENTS ARE NOT EXPECTED ON THIS VEH. THAT AS LONG AS AUTO PAYMENTS ARE SET UP NO PAYMENTS WILL BE PROCESSED. ADVISED I'D CONTACT AASM TO SEEK ALTERNATIVE DATES.
KORTHA	01/21/2009 01:49:54 PM	Call To CHRIS STOKOE				AASM ADVISED HE CALLED SM BUT GOT HIS VOICEMAIL. WILL CALL ME AND LET ME KNOW IF SM ABLE TO ASSIST. ADVISED AASM VEH AT DLR NOW. AASM CALLED BACK TO ADVISE SM JULIO WILL ASSIST / VEH HE BELIEVES IS FIXED NOW AND VEH IN GOOD CONDITION.
KORTHA	01/21/2009 02:09:17 PM	Voice Mail To Robin -Father				LVMM ADVISING SM IS ABLE TO ASSIST AND I AM SENDING OUT THE PPW TODAY TO HIS ATTENTION. ADVISED [REDACTED] WILL NEED TO ATTEND CLOSING TO SIGN PPW. ADVISED TO BRING ANY EQUIPMENT THEY MAY HAVE TO CLOSING. PROVIDED MY CONTACT INFO FOR QUESTIONS.
ANGERK	01/26/2009 02:27:40 PM	Assigned To KORTHA				Check # [REDACTED] for amount \$32.00 received. Forwarded check to advocate for handling
KORTHA	01/27/2009 07:42:27 AM	E-Mail From Julio Limon		422A62		Alicia [REDACTED] signed the closing paper work all required equipment keys etc was present. I presented [REDACTED] with the check. I faxed copies of the paper work to [REDACTED] I put the original documents in the Fedex folder to return to you. Best Regards Julio Limon
KORTHA	01/27/2009 08:06:30 AM	Approved By AK				REQ PAYOFF

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AUDI OF AMERICA, INC.
CUSTOMER COMMENT DETAIL REPORT
CASE NUMBERS SOURCE: All

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
KORTHA	01/27/2009 08:21:34 AM	Vehicle To 1/26/09 @ 12,472				
		FAX OF VESSEL 1/26/09 @ 12,472, FINAL RO, CNC, ACF REC'D				
KORTHA	01/27/2009 08:22:54 AM	Vehicle To 1/27/09				
		ACF TO AUCTION				
KORTHA	01/27/2009 08:25:12 AM	E-Mail To ACP REMOVED				
		Please remove ACP from TRUMF38J081 [REDACTED] / [REDACTED] 2008 Audi TT				
		Thanks, Alicia M. Korth				
CR_BATCH	01/29/2009 04:00:47 AM	Note To KORTHA				
		Amount for \$ 33136.77 was Posted on 01/28/2009. AP reference number: 47000399				
KORTHA	01/30/2009 08:20:48 AM	Attached Mail From Julio Limon				
		REC'D BBRP STATING VEH REPAIRED, CNC, ACF, VCR, VESSEL & FINAL RO'S				
KORTHA	02/06/2009 03:46:59 PM	Voice Mail To [REDACTED]				
		LVMM ADVISING AFS PAID OFF 1/29/09 / ADVISED CAN CALL AFS AND REQUEST A LIEN SATISFIED LETTER.				
KORTHA	02/13/2009 09:12:15 AM	E-Mail To VCI Fi				
		Please advise the status of the release of the title for [REDACTED] account # [REDACTED] / Payoff posted 1/29.				
		Thanks, Alicia M. Korth				
KORTHA	02/19/2009 01:24:16 PM	Attached Mail From Emma Bridges				
		TITLE REC'D				

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09/23/2009

AUDI OF AMERICA, INC.
CUSTOMER COMMENT DETAIL REPORT
CASE NUMBERS SOURCE: All

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
KORTHA	02/19/2009 01:24:33 PM	Mail To CA DMV				EON TITLE FOR BRANDING.
KORTHA	03/10/2009 02:40:34 PM	Attached Mail From CA DMV				BRANDED TITLE REC'D
KORTHA	03/10/2009 02:47:47 PM	Assigned To CARDONN				FWD DISCLOSURE FOR REVIEW.
CARDONN	03/10/2009 03:48:05 PM	Disclosure (M/A Only) To VCI				Reviewed disclosure and sent to auction.
BENTLES	03/17/2009 10:17:35 AM	Note To ccc				Scanned File in Doc Center.

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AUDI OF AMERICA, INC.
 CUSTOMER COMMENT DETAIL REPORT
 CASE NUMBERS SOURCE: All

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
2008 Audi TT Coupe [REDACTED]	090050802	Customer Relations	TRUAF38J081 [REDACTED]	10,000		
BANKSL	02/24/2009 03:23:46 PM	Call From Mary Ann				
	Customer states that she took her vehicle in for service at dealer 403C09 because of hesitation at idle; dealer did a reprogram but a couple of days later the concern became present again and now dealer is advising that a TCM needs to be replaced; part has to be ordered from Germany and will take days to arrive and dealer will not provide a loaner vehicle; pay over \$600 a month and now dealer is charging \$30 a day for a rental which is not affordable at this time. Customer is seeking to know can be done to accommodate her. CA advised customer that rentals or loaners are not a provision of the warranty; dealer provide alternate transportation as a courtesy; will contact the SM on customer's behalf to see if anything can be done to assist. CA to call dealer 403C09 to discuss concerns further no template available.					Complaint 403C09 Pr. Part: 3730-Transmission ECM Pr. Rsn: 56E Hesitation
BANKSL	02/24/2009 04:24:41 PM	Category Selection				Complaint 403C09 Part: 3730-Transmission ECM Rsn: 06K Dealer participates deny loaner didn't buy fm them
BANKSL	02/24/2009 06:11:39 PM	Voice Mail For Paul		403C09		
	CA LMTRMC. CA to wait dealer 403C09 call.					
BANKSL	02/25/2009 04:48:55 PM	Call To Paul		403C09		
	CA advised Service Manager of customer's concerns. Service Manager advised that he do not have any loaner vehicles available and if AASM let him CAP this for customer will be glad to do so but was told that CAP is not used for loaners. CA to contact field.					
FAHRK	02/25/2009 05:18:08 PM	Call To Paul Malincheck				
	Supervisor call to RASM, RASM states due what we need to do to address the customers concern and we will look to subsidize with AASM when he returns. RASM states that AoA may assist at 20.00 or 25.00 a day and possibly not the full amount. Supervisor acknowledged.					
BANKSL	02/25/2009 07:14:12 PM	Call To Mary Ann				
	CA advised customer that AoA will assist in obtaining alternate transportation but have to work further with the SM at dealer 403C09 to ensure this get taken care; will follow up with additional updates by COB on tomorrow. CA to contact dealer 403C09.					

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BANKSL	02/26/2009 11:48:22 AM	Call To Paul		403C09		
	CA advised Service Manager that we are willing to cover \$20-\$25 per day on a rental vehicle. Service Manager advised that the part arrived today and upon speaking with customer they are not in need of a rental if vehicle is repaired by tomorrow; working with technician to ensure repairs are done by tomorrow but if not will provide a rental and to ensure customer is satisfied a nice rental would cost about \$40 a day but dealer will cover the difference. CA to contact customer.					
BANKSL	02/27/2009 03:00:41 PM	Call To Tom		403C09		
	SA advised that the TCM did not resolve the concern; an entire transmission is needed; have been ordered and should be in next week; customer will receive a loaner vehicle by COB today. CA to contact customer.					
BANKSL	02/27/2009 04:36:56 PM	Voice Mail For [REDACTED]				
	CA advised customer that CA is aware that a loaner vehicle will be provided today since additional time is needed to repair vehicle; another part is on order which may not arrive until Wednesday at the latest; will follow up to provide updates on 3/6/09; if vehicle is repaired will inquire on whether customer is satisfied with repairs. No further action pending follow up on 3/6/09.					
BANKSL	03/06/2009 02:15:53 PM	Call To Tom		403C09		
	Service Advisor advised that customer got vehicle almost home without any concerns but as she decelerated to 20-22 MPH and vehicle stayed there while the RPMs revved to 7K; vehicle was bought back in on yesterday and is operating to specifications; there would be codes stored in the computer if that happened; do not doubt that it did not happen but is still testing to recreate the concern to determine if any additional repairs are needed; customer was provided a loaner vehicle. CA to contact customer.					
BANKSL	03/06/2009 05:32:06 PM	Call To Mary Ann				
	CA attempted to contact customer but phone turned into a fax machine. If customer call please make her aware that CA is aware of the additional concerns with vehicle; have been in contact with dealer in making sure all technical resources are being utilized in determining what repair is needed; as of now vehicle is operating to specifications but will continue to test; will follow up no later than 3/11/09 to provide updates if vehicle is returned will call to see if satisfied with vehicle's performance. CA to contact dealer 403C09.					
BANKSL	03/10/2009 02:24:55 PM	Call To Tom		403C09		
	CA inquired to SA if vehicle is repaired. SA advised customer that vehicle has been thoroughly tested and is operating to specifications; customer have vehicle back and so far no additional concerns have been present. CA to contact customer.					

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BANKSL	03/10/2009 02:27:03 PM	Call To Mary Ann				
CA advised just following up to ensure customer is satisfied with vehicle operation. If any additional concerns arise do not hesitate to give CR a call back. No further action.						

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 CUSTOMER COMMENT DETAIL REPORT
 CASE NUMBERS SOURCE: All

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2008 Audi TT Coupe [REDACTED]	090085749	Customer Relations	TRUAF38J481 [REDACTED]	10,500		
TITUSJ	04/06/2009 05:10:08 PM	Call From [REDACTED]				Complaint 422A22 Pr. Rsn: 22R Update Existing Case/Return Call
<p>[Please see reference numbers 80253363, 900370897, and 90045897] Customer reiterated concerns from previous files. Customer states: was having concerns with tires again going flat, and vehicle was picked up by body shop because the paint was chipping off the refurbished wheel; body shop picked up; body shop was able to replicate the concern with the transmission; body shop took vehicle to Dealer 422a22 and they are repairing the vehicle right now; is getting a rental right now because Dealer is covering a \$25/ day loaner vehicle; is seeking an Audi loaner because of inconvenience; is seeking for Audio to replace vehicle with a similar one because vehicle is dangerous to drive. CA advised: Dealer may provide a loaner; will be able to call Service Manager to see if this is available; cannot guarantee to meet Customer expectations with replacement of vehicle as previous repairs were due to outside influence from an accident; AoA obligation is to service vehicle within terms of the warranty; vehicle will need to be repaired before this can be evaluated further; will contact Service Manager while Customer is on hold to see if they have a loaner available. CA to call Dealer as Customer is holding as Customer is at rental vehicle shop.</p>						Complaint 422A22 Part: 3511-Mechatronic Rsn: T07 Auto/Hybrid - Gearshift hard to operate
TITUSJ	04/06/2009 05:25:31 PM	Call To Chris Spartalis		422A22		Complaint 422A22 Part: 2010-Fuel tank Rsn: H25 (MIL) Check Engine Light
<p>CA advised: is seeking to know if Customer can be provided with a loaner. Service Manager advised: Dealer does not have loaner; all Customer receive rental. CA to return to Customer.</p>						Inquiry 422A22 Part: 3730-Transmission ECM
TITUSJ	04/06/2009 05:33:35 PM	Return To [REDACTED]		422A22		Rsn: 36A Rental/Loaner
<p>CA advised: Dealer 422a22 does not have loaner vehicle. Customer states: is seeking to know if Dealer can put their \$25/ day with body shop \$25/ day to get into a more comparable rental; attorney says this should be done. CA advised: will speak with Service Manager at Dealer, and will follow up with Customer within the next 45 minutes. CA to call Dealer.</p>						
TITUSJ	04/06/2009 05:35:48 PM	Voice Mail To Chris Spartalis		422A22		
<p>CA LMTRMC. CA to wait Dealer call.</p>						
TITUSJ	04/06/2009 06:12:44 PM	Call From Chris Spartalis		422A22		
<p>CA advised: of Customer seeking to know if body shop and Dealer money can be combined to provide Customer with a more comparable rental. Service Manager advised: yes. CA to call Customer.</p>						

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TITUSJ	04/06/2009 06:15:06 PM	Call To	[REDACTED]			
						CA advised: Dealer 422a22 is willing to do this as long as body shop is. Customer states: was just advised that it is available, and they will do this. CA advised: will speak with Customer no later than COB 04.09 after speaking with Dealer further about concerns. CA to call Dealer for diagnosis.
TITUSJ	04/08/2009 10:33:17 AM	Note To CCC				
						CA to email Dealer 422a02.

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TITUSJ	04/08/2009 10:34:56 AM	E-Mail To Todd Maroot	422A02			

***** Email to tmaroot@keyescars.com: *****

ACTION REQUIRED: [REDACTED] - Confirm Repair History

Please review the repair history and number of days down for the customer listed below:

Audi Customer Care Advocate Section:

Customer Name: [REDACTED]

VIN: TRUAF38J481 [REDACTED]

Customer alleged days down: not available. Please provide any other repairs that were done at your dealer to this vehicle. Thanks.

Vehicle repair history:

0305 5000 MILE MAINTENANCE	05/15/2008	5,000			
BPDI AUDI DELIVERY SATISFACTION PROGRAM 2003 FORWARD			11/30/2007	0	
ACNP AUDI CARE NEW PURCHASED - CORP USE ONLY			11/30/2007	0	
APDI AUDI DELIVERY SATISFACTION PROGRAM 2003 FORWARD			11/10/2007	0	

Dealer Section:

Does the above history match your customer records (Y/N):

If history does not match, please provide any additional repairs/days down:

If the vehicle is still at your Dealership, please answer the questions below.

What is the current diagnosis?

What is the ETA on this repair?

Please make every effort to respond within 4 business hours. Please select REPLY TO ALL, with your response to this e-mail.

Thank you in advance for your consideration.

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 CUSTOMER COMMENT DETAIL REPORT
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<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
Janell Titus (248) 754-3453						
The information contained in this communication is confidential, private, proprietary, or otherwise privileged and is intended only for the use of the addressee. Unauthorized use, disclosure, distribution or copying is strictly prohibited and may be unlawful. If you have received this communication in error, please notify the sender immediately via email or at (248) 754-5000.						
CA to call Dealer 422a22.						
TITUSJ	04/08/2009 04:55:36 PM	Voice Mail To Chris Spartalis		422A22		
CA LMTRMC. CA to wait Dealer call.						
TITUSJ	04/09/2009 01:54:06 PM	Call To Chris Spartalis		422A22		
CA advised: is seeking diagnosis. Service Manager advised: will check with Service Advisor and call CA back. CA to wait Dealer call.						
TITUSJ	04/09/2009 04:52:54 PM	Voice Mail From Chris Spartalis		422A22		
Service Manager advised: spoke with Service Advisor, and technician is still diagnosing the vehicle; will call when diagnosis is available. CA to follow up with Customer.						
TITUSJ	04/09/2009 04:56:19 PM	Call To [REDACTED]				
CA advised: no updates; Dealer 422a22 is still diagnosing the vehicle; will follow up with Customer again no later than COB 04.14. CA to wait Dealer call.						
TITUSJ	04/13/2009 02:06:02 PM	Voice Mail To Chris Spartalis		422A22		
CA LMTRMC. CA to wait Dealer call.						
TITUSJ	04/14/2009 01:16:03 PM	Voice Mail To Chris Spartalis		422A22		
CA LMTRMC. CA to wait Dealer call.						

Note: Does not include program codes for Roadside Assistance, iSKY or IQS Outbound Call

AUDI OF AMERICA, INC.
CUSTOMER COMMENT DETAIL REPORT
CASE NUMBERS SOURCE: All

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
TITUSJ	04/14/2009 02:02:23 PM	Call To Chris Speatalis		422A22		
	CA advised: is seeking updates. Service Manager advised: vehicle is going back to body shop today; no fault in TCM; all test passed; took vehicle on test drive; will fax Repair Order once completed. CA to call Dealer 422a02.					
TITUSJ	04/14/2009 02:08:39 PM	Call To Jasmine; Service Department		422A02		
	CA advised: is seeking to speak with Service Manager and obtain Repair Order for Customer vehicle. DP advised: will relay request to Service Manager, or request he respond to CA email. CA to follow up with Customer.					
TITUSJ	04/14/2009 03:47:39 PM	Call To [REDACTED]				
	CA advised: is still waiting on fax from Dealer 422a22, and Dealer 422a02 for Repair Order to evaluate Customer request; will follow up with Customer no later than COB 04.16. CA to wait fax.					
TITUSJ	04/16/2009 04:39:55 PM	Note To CCC				
	CA to call Customer in order to keep promise.					
TITUSJ	04/16/2009 04:40:17 PM	Voice Mail To [REDACTED]				
	CA LVMM. CA advisedl waiting on fax from Dealer 422a22 and Dealer 422a02; will follow up with Customer no later than COB 04.22. CA to wait fax.					
TITUSJ	04/21/2009 09:50:34 AM	Face-To-Face With Christopher Dabish				
	CA advised: of contacting Dealer 422a02 for Repair Order and for days down; of no response from Dealer Service Manager. TA advised: contact Service Manager on cell phone number; of Service Manager cell phone number. CA to call Dealer Service Manager.					
TITUSJ	04/21/2009 12:51:39 PM	Call To Todd Maroot; 818.438.3762		422A02		
	CA advised: is seeking to speak with Service Manager about Customer vehicle. Service Manager advised: is on vacation, and CA should call Dealer and speak with John or Tony in Service. CA to call Dealer.					
TITUSJ	04/21/2009 12:56:21 PM	Note To CCC				
	CA called Dealer 422a02 at number on file, however line was busy. CA to call Dealer 422a22.					

Note: Does not include program codes for Roadside Assistance, iSKY or IQS Outbound Call

AUDI OF AMERICA, INC.
CUSTOMER COMMENT DETAIL REPORT
CASE NUMBERS SOURCE: All

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
TITUSJ	04/21/2009 01:00:04 PM	Call To Chris Spartalis		422A22		CA advised: is seeking Repair Order for Customer vehicle. Service Manager advised: will have them sent over. CA to call Dealer 422a02.
TITUSJ	04/21/2009 01:46:24 PM	Call From Chris Spartalis		422A22		Service Manager advised: vehicle did duplicate concern; is working on vehicle right now; performed a readaptation to transmission; will call when there is an update, and then send Repair Order to CA. CA to call Dealer 422a02
TITUSJ	04/22/2009 01:12:10 PM	Call To Liz		422A02		CA advised: is seeking Repair Order history for vehicle. DP advised: will send to CA, and call if any problems. CA to call Dealer 422a22.
TITUSJ	04/22/2009 01:15:42 PM	Call To Chris Spartalis		422A22		CA advised: seeking to know if repair updates. Service Manager advised: will call CA back with updates. CA to wait Dealer call.
WILLIAC2	04/22/2009 03:33:32 PM	FAX From Liz		422A02		Fax in doc center.
TITUSJ	04/22/2009 03:55:20 PM	Reviewed By Janell Titus				CA reviewed fax from Dealer 422a02. Repair Order: P69224 - 11.09.2007; PDI completed. Repair Order: W76192 - 05.15.2008; Performed the 5,000 mile maintenance. Repair Order: C85903 - 02.03.2009; Customer states MIL on, low fluid level, top off fluid. Repair Order: W85903 - 02.03.2009; Customer states check transmission, ran GFF and road test, vehicle operating to manufacture specifications. Repair Order: C87621 - 03.24.2009; Customer states check wheel/ tire in left rear of vehicle, no work performed on vehicle. CA to follow up with Customer.
TITUSJ	04/22/2009 04:01:06 PM	Voice Mail To [REDACTED]				CA LVMM. CA advised: is working with Dealer 422a22 in regards to transmission repairs; will follow up with Customer no later than COB 04.27. CA to wait Dealer call.

Note: Does not include program codes for Roadside Assistance, iSKY or IQS Outbound Call

AUDI OF AMERICA, INC.
CUSTOMER COMMENT DETAIL REPORT
CASE NUMBERS SOURCE: All

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
TITUSJ	04/27/2009 01:04:57 PM	Call To Chris Spartalis		422A22		
	CA advised: seeking updates. Service Manager advised: control module is on order for the vehicle; should be at Dealer today, and repairs completed by tomorrow. CA advised: will follow up for repair updates. CA to follow up with Customer.					
TITUSJ	04/27/2009 01:10:28 PM	Call To [REDACTED]				
	CA advised: spoke with Service Manager at Dealer 422a22 who advised that they have a control module on order for the transmission; Dealer is expecting the part today, and hopes to have repairs completed tomorrow; will speak with Dealer again, and follow up with Customer no later than COB 04.29. CA to follow up with Dealer.					
TITUSJ	04/29/2009 03:10:52 PM	Call To Chris Spartalis		422A22		
	CA advised: seeking updates. Service Manager advised: waiting on a part from Germany; Part is on backorder; is seeking part information. Service Manager advised: will have parts man call back. CA to wait Dealer call.					
TITUSJ	04/29/2009 03:30:36 PM	Voice Mail From Manny; Parts departm		422A22		
	DP LVMM. CA to call Dealer.					
TITUSJ	04/29/2009 03:32:49 PM	Call To Manny; Parts Department		422A22		
	DP advised: sales doc # 100561 1161; PID: 02E325 025 ADZBA; Ordered 04.23.2009; red critical order. CA to assign to parts.					
TITUSJ	04/29/2009 03:34:12 PM	Assigned To @AUDIPARTS				
	Please monitor: sales doc # 100561 1161 PID: 02E325 025 ADZBA Ordered 04.23.2009 red critical order CA to call Customer					
TITUSJ	04/29/2009 03:35:45 PM	Call To [REDACTED]				
	CA advised: Dealer 422a22 is still working on vehicle, and waiting on a part from Germany; part may take a week to arrive; already received all information from Dealer, and forwarded information along to Parts in Audi for tracking; will follow up with Customer on 05.06.2009. Parts to monitor.					

Note: Does not include program codes for Roadside Assistance, iSKY or IQS Outbound Call

AUDI OF AMERICA, INC.
CUSTOMER COMMENT DETAIL REPORT
CASE NUMBERS SOURCE: All

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
ACORDLI	04/29/2009 03:37:46 PM	Note To ccc				Parts CA advised: Dealer 422A22 ordered sales doc # 1005611161 PID: 02E325 025 ADZBA that is an approved red order, pending in Germany; Critical Alert does not yet have an update. Parts CA to continue to monitor.
ACORDLI	04/30/2009 04:09:50 PM	Note To ccc				Parts CA advised: Dealer 422A22 ordered sales doc # 1005611161 PID: 02E325 025 ADZBA shipped from Germany 4/30/09, Dealer should receive by 5/5/09. Parts CA to assign to Associate.
ACORDLI	04/30/2009 04:10:28 PM	Assigned To TITUSJ				CA to follow up.
TITUSJ	04/30/2009 04:16:47 PM	Voice Mail To Chris Spartalis		422A22		CA LVMM. CA advised: parts have shipped from Germany, and should arrive to dealer by 05.05; will contact dealer then to ensure that parts were received. CA to call dealer.
TITUSJ	05/07/2009 11:44:39 AM	Call To Chris Spartalis		422A22		CA advised: is seeking repair update. Service Manager advised: vehicle is repaired, and has LVMM for Customer to advise of this. CA advised: is seeking Repair Order for Customer vehicle. Service Manager advised: will send to CA. CA to follow up with Customer.
TITUSJ	05/07/2009 01:53:20 PM	Call To [REDACTED]				CA advised: spoke with Dealer 422a22 and was advised that the vehicle is repaired; Service Manager is sending copy of Customer Repair Order over to CA for further evaluation of Customer request; will follow up with Customer no later than COB 05.13. CA to wait fax.
WILLIAC2	05/08/2009 01:45:35 PM	FAX From Chris		422A22		Fax in doc center.

Note: Does not include program codes for Roadside Assistance, iSKY or IQS Outbound Call

AUDI OF AMERICA, INC.
CUSTOMER COMMENT DETAIL REPORT
CASE NUMBERS SOURCE: All

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
TITUSJ	05/11/2009 08:50:54 AM	Reviewed By Janell Titus		422A22		
<p>Service Manager from Dealer 422a22 sent copy of Repair Order: AUCS 531550. Repair Order Opened: 04.06.2009. Repair Order Closed: 05.07.2009. Repair Order open for 32 days. Customer states transmission is 'jerking'. Customer states when making a U-Turn the vehicle 'jerks hard'. vehicle operating to manufacture specifications. Dealer road test vehicle. Dealer duplicated concern. Dealer checked for faults. None stored in TCM. Dealer performed tests, and contacted hotline. Hotline advised to replace mechatronics. Customer provided funds towards rental vehicle.</p> <p>CA To meet with Supervisor.</p>						
DABISHC	05/13/2009 04:39:02 PM	Note To Janell				
<p>Supervisor advised to have conversation with AASM about Customer down time. Thanks.</p>						
TITUSJ	05/13/2009 04:54:58 PM	Note To CCC				
<p>CA to call customer in order to keep promise.</p>						
TITUSJ	05/13/2009 04:57:43 PM	Voice Mail To [REDACTED]				
<p>CA LMTRMC. CA advised: no updates; Repair Order received from Dealer 422a22; will follow up with Customer no later than COB 05.18. CA to email AASM.</p>						
DECLERC	05/13/2009 05:06:29 PM	Return Call From [REDACTED]				
<p>Customer requested to speak with CA. CA to call.</p>						
DECLERC	05/13/2009 05:06:57 PM	Call To Janell				
<p>CA has left for the day. CA to return to customer.</p>						

Note: Does not include program codes for Roadside Assistance, iSKY or IQS Outbound Call

AUDI OF AMERICA, INC.
CUSTOMER COMMENT DETAIL REPORT
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<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
DECLERC	05/13/2009 05:07:14 PM	Return To	[REDACTED]			
<p>CA advised: CA has left for the day; CA is continuing to use internal resources to resolve customer's concerns and has scheduled a follow up to customer on 5/18; customer states that MIL light is on and would like a follow up from CA tomorrow.</p> <p>CA advised: do not know what CA's caseload is like, however would be happy to request a follow up call tomorrow by close of business.</p> <p>CA to notify CA.</p>						

Note: Does not include program codes for Roadside Assistance, iSKY or IQS Outbound Call

AUDI OF AMERICA, INC.
 CUSTOMER COMMENT DETAIL REPORT
 CASE NUMBERS SOURCE: All

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TITUSJ	05/14/2009 08:28:56 AM	E-Mail To Stefan Matthews; Area 66				
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CA advised:

Customer: [REDACTED]

VIN: TRUAF38J481 [REDACTED]

2008 Audi TT with 10,500 miles

Dealer: Keyes Audi [422A02] and Rusnak Audi [422A22]

Customer 1st Audi

In-Service Date: 11.30.2007

Stefan,

Hope all is well with you. I have a customer [REDACTED] who most recently has had 32 days down at Rusnak Audi. The dealership replaced the mechatronics unit in the vehicle.

The customer and I originally spoke on 04.06.2009 about his concerns with the transmission, and his request is for Audi to replace this vehicle with a similar one as he feels it is unsafe to drive.

I spoke with Chris Spartalis at Rusnak who advised that the vehicle is repaired at this point, however the customer contacted us yesterday to advise that the MIL is on. I will be following up with the customer today to verify what dealership the vehicle was taken to, and to follow up with the diagnosis and repairs if needed. However I wanted to make you aware of the concerns and the customer request.

Attached are copies of the repair orders. The first page is from Keyes Audi, and the second is Rusnak Audi. Please advise on if there is anything further that we will be able to do to promote customer satisfaction and turn [REDACTED]'s Audi experience around.

Thank you in advance for your response.

Regards,

Janell Titus

Customer Service Advocate

Audi of America, Inc.

Customer CARE

3499 West Hamlin Road

Rochester Hills, MI, 48309

United States of America

Tel. +1 248 754 3453

Fax. +1 248 754 6521

Note: Does not include program codes for Roadside Assistance, iSKY or IQS Outbound Call

AUDI OF AMERICA, INC.
CUSTOMER COMMENT DETAIL REPORT
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<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
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mailto:extern.janell.titus@audi.com
http://www.audiusa.com

CA to follow up with customer.

TITUSJ 05/14/2009 12:37:12 PM Call To [REDACTED]

CA advised: is seeking to know what Dealer vehicle went to. Customer states: vehicle went to Dealer 422a22 yesterday. CA advised: will follow up with Customer no later than COB tomorrow. CA to call Dealer.

TITUSJ 05/14/2009 12:46:34 PM Call To Chris Spartalis 422A22

CA advised: is seeking diagnosis. Service Manager advised: sees an open Repair Order, but no diagnosis; will have to meet with shop foreman and call CA back. CA to wait Dealer call.

TITUSJ 05/14/2009 01:50:52 PM E-Mail From Stefan Matthews; Area 66

AASM advised:

I have contacted Rusnak Audi. Please offer one month lease payment to the customer or if He prefers some Audi accessories. Thanks.

Stefan Matthews
Area After Sales Manager

Audi of America, Inc.
Western Region, Area 66A
Westlake Village, CA, 91361
United States of America
Tel. +1 661 251 4997
Fax. +1 661 251 6562
mailto:stefan.matthews@audi.com
http://www.audiusa.com
CA to email AASM.

Note: Does not include program codes for Roadside Assistance, iSKY or IQS Outbound Call

AUDI OF AMERICA, INC.
 CUSTOMER COMMENT DETAIL REPORT
 CASE NUMBERS SOURCE: All

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
TITUSJ	05/14/2009 03:20:05 PM	E-Mail To Stefan Matthews; Area 66				
		CA advised: Stefan, FYI I will wait until the vehicle is repaired to make any offer to him. I will also email you back once the concerns for the MIL have been addressed as well with the repairs and the days down. I am waiting on the diagnosis from Chris Spartalis at Rusnak .				
		CA to wait dealer call.				
TITUSJ	05/15/2009 08:38:34 AM	Voice Mail From Chris Spartalis		422A22		
		Service Manager LVMM. Service Manager advised: MIL on was diagnosed; vehicle needs a new fuel tank, charcoal canister, evaporator valve; has contacted technical specialist, and REP; a critical alert has been opened. CA to email AASM.				

Note: Does not include program codes for Roadside Assistance, iSKY or IQS Outbound Call

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TITUSJ	05/15/2009 08:43:32 AM	E-Mail To Stefan Matthews; Area 66				
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CA advised:

Stefan,

I just received a voicemail from Chris Spartalis at Rusnak Audi. The MIL being on has been diagnosed as needing a fuel tank, a charcoal canister, and a evap. valve. Chris said that the has filed a critical alert, and that he has gotten in contact with you.

Is there anything further that we may be able to do to assist [REDACTED]? Please let me know when you are able. I do have a follow up with the customer today, but will continue to follow up with him as well as the dealer until there is a resolution. Thank you again for all of your help.

Janell Titus

Customer Service Advocate

Audi of America, Inc.

Customer CARE

3499 West Hamlin Road

Rochester Hills, MI, 48309

United States of America

Tel. +1 248 754 3453

Fax. +1 248 754 6521

mailto:extern.janell.titus@audi.com

http://www.audiusa.com

CA to wait AASM contact.

TITUSJ	05/15/2009 02:21:28 PM	E-Mail From Stefan Matthews; Area 66				
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AASM advised:

Janell,

The extended days down in April was because the transmission concern could not be verified by the technician. The actual repair was from April 22nd trough may 5. Could you please let the customer know that we will offer two lease payments instead of the vehicle repurchase. If the customer still is asking for a buyback please let me know. We may not have any other options but to replace the vehicle if this is what the customer is asking for.

Thanks.

CA to follow up with customer.

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TITUSJ 05/15/2009 02:43:05 PM Call To [REDACTED]

CA advised: due to Customer concerns AoA would like to offer 2 monthly lease payments; Customer should make payments as scheduled, and CA will follow up with Dealer 422a22 as repairs are completed and then request that the lease payments be processed. Customer states: wanted 8 lease payments originally. CA advised: most of the time down was due to accident which is not manufacture shortcoming. Customer states: was also thinking about TTS at Dealer and wanting to know if there was a trade available; or a \$4,000 credit towards next Audi. CA advised: this can be evaluated, however cannot guarantee to meet Customer expectations; Dealer may want to work with Customer to trade out of vehicle, but there would be call to Customer; will follow up with Customer no later than COB 05.20 after speaking with Dealer. CA to email AASM.

TITUSJ 05/15/2009 03:01:28 PM E-Mail To Stefan Matthews; Area 66

CA advised:
Stefan,

Just spoke with [REDACTED] He says thanks for the lease payments, but is also wondering if there would be a way to work out a deal for the new TTS that is in Rusnak's lot right now. He said that he would be willing to look over some numbers, and if that is not possible maybe a credit towards getting into another Audi in less than 2 years when the time comes. (He mentioned \$4,000)

He said that he wanted 8 lease payments, but I turned him down for that because the 8 months he says he has been without the vehicle were mostly from an accident.

We have a little time to play with here because I told the customer that I wanted to wait until the vehicle is repaired to process the payments, but at the same time I knew he was starting to get sick of my calls that I will follow up with him because there is no updates.

Please let me know if there is anything further. Thanks Stefan, and have a great weekend.

Janell Titus
 Customer Service Advocate
 Audi of America, Inc.
 Customer CARE
 3499 West Hamlin Road
 Rochester Hills, MI, 48309
 United States of America
 Tel. +1 248 754 3453
 Fax. +1 248 754 6521
 mailto:extern.janell.titus@audi.com
 http://www.audiusa.com

CA to follow up with dealer.

Note: Does not include program codes for Roadside Assistance, iSKY or IQS Outbound Call

AUDI OF AMERICA, INC.
CUSTOMER COMMENT DETAIL REPORT
CASE NUMBERS SOURCE: All

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
MAYT	05/20/2009 03:18:07 PM	Call From				
	Customer states that he got the car back 5-19-2009. Customer states that he is seeking original CR. CA advised that any CR would assist. Customer states that vehicle was slipping and traction control did not deem to work. Customer states that later in the day he experience that slip again. Customer states that a third time going home turning left he felt a slip again. Customer states that he ran over a street sign. Customer states that he has an unsafe vehicle. Customer states that now he has to contact his insurance company and he feel it is related to the well documented concern. Customer states that he is seeking out of the vehicle. CA advised that Audi's goal is to work under the warranty. CA advised that CR will alert the associate to call the customer by COB. CA alert associate.					
MAYT	05/20/2009 03:26:55 PM	E-Mail To TitusJ				
	states that he felt the slipping through out the day 5-19-2009 and at the end o f the day he ran over a street sign. Customer states that the TCM traction concern caused this. CA advised that CR direct the customer to his insurance. CA advised that CR had contacted the dealer 422A22 and the original CA would be requested to call ASAP. CA advised that CR would contact the customer by COB. Associate to handle.					
MAYT	05/20/2009 03:56:43 PM	Face-To-Face With Brad				
	CA advised that customer stats that he hit a street sign. Executive advised that this would be property damage. AC assign to Executive.					
MAYT	05/20/2009 03:58:13 PM	Assigned To HOLLISBR				
	CA assigning to Executive due to property damage. Executive to handle.					
TITUSJ	05/20/2009 04:00:57 PM	Call To Brad Hollister				
	CA advised: of follow up with Customer by COB today; of Customer being offered 2 lease payments thus far. RC advised: CA should call Customer; RC will follow up by COB tomorrow. CA to call Customer.					

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TITUSJ	05/20/2009 04:05:23 PM	Call To	██████████			CA advised: is following up with Customer. Customer states: the sign that was hit was close to curb; sign was for 'no parking'; on 05.18 vehicle was back from Dealer 422a22; was driving to work on 05.19 and noticed that it was more slippery than normal; thought that this may be the different surface on the road; made a right turn and still felt slipping; later that evening went to friends, and on the way home was turning left and kept sliding to the right and clipped the curb too; is fine, and was not injured; feels unsafe in vehicle; vehicle is currently at a tow yard; there was no different driving conditions at night that could have caused this; is seeking for vehicle to be taken off hands, as it is dangerous. CA advised: this has been forwarded to a RC who will be in the best position to assist further; RC will follow up with Customer no later than COB tomorrow. RC to handle.
HOLLISBR	05/28/2009 04:57:03 PM	Assigned To	TITUSJ			See case 90129710.
TITUSJ	05/29/2009 08:07:35 AM	Note To	CCC			No further action.

Note: Does not include program codes for Roadside Assistance, iSKY or IQS Outbound Call

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2008 Audi TT Coupe						
[REDACTED]	090129710	Customer Relations	TRUAF38J481 [REDACTED]	10,500		Complaint 422A22 Pr. Part: 3511-Mechatronic Pr. Rsn: T03 Auto/Hybrid - Slips/shifts erratically
HOLLISBR	05/21/2009 04:21:15 PM	Note To CCC				
	See case 90085749.					
HOLLISBR	05/21/2009 04:23:45 PM	Call To [REDACTED]				Complaint 422A22 Part: 3511-Mechatronic Rsn: 07D Alleged Accident
	Customer states just went over this with the insurance company, doesn't have time right now. RC inquired if there was a better time to talk. Customer states can try tomorrow. RC to call 5/22.					
PORTERA	05/22/2009 04:39:19 PM	Call To [REDACTED]				
	RC advised is contacting Customer to discuss recent incident with the TT. Customer states the following: when he received the car back on 5/18/09, he felt it slipping in the morning, later on that night, it had a loss of traction; no error codes will be found by the dealer, and he does not want to be called a liar anymore; Audi of America is endangering his life and his families'; has spent a lot of time going back and forth to dealers and being denied; believes the car has serious issues; doesn't want to ever do business with Audi; is not at liberty to discuss issues with RC. RC advised we are here to listen, and to proactively investigate his claim; we have a process that involves the review of the facts of the incident by our Product Safety Engineer; if customer does not want to provide this information, RC cannot assist him further. customer states he is talking to his lawyer, and will take RC's comments into consideration; would like RC to call him on 5/28/09. RC advised both RC and RC's colleague are capable of handling his concerns and providing a resolution to him; we are not able to provide the resolution without thorough investigation of the facts; this will be the same standing RC will have on 5/28/09, but will call him as requested. RC to set follow-up date and call Customer.					
PORTERA	05/27/2009 03:06:00 PM	Assigned To Amanda Porter				

Note: Does not include program codes for Roadside Assistance, iSKY or IQS Outbound Call

AUDI OF AMERICA, INC.
CUSTOMER COMMENT DETAIL REPORT
CASE NUMBERS SOURCE: All

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
PORTERA	05/28/2009 04:45:47 PM	Call To [REDACTED]	[REDACTED]			
<p>Customer description of incident: He was driving to work, and the car felt as if it was sliding; he made a right a turn and slid out quite a bit to the left, felt almost like he was fish tailing in the car, no traction on turns; later that evening, he was making a left turn down a narrow street, a bit of a sharper turn, and again he felt the car fishtail, and during this instance, he clipped the curb and hit a sign; He was able to drive the car home and called a tow truck to pick the car up.</p> <p>VIN: TRUAF38J481 [REDACTED] Customer name: [REDACTED]</p> <p>Model: TT Coupe Customer city, state: West Hollywood, CA</p> <p>Year: 2008 Is customer original owner: Yes (leased)</p> <p>Mileage: 10,500 Driver during incident: Yes</p> <p>Date/Time of incident: 5/19/09 evening hours more pronounced Which seats were occupied? None: 0 Driver: 1 Front</p> <p>Passenger: 0</p> <p>Rear Drivers Side: 0</p> <p>Rear Passenger Side: 0</p> <p>Weather: Approximate Temp: 70-80's</p> <p>Sunny: 0 Rain: 0 Snow: 0 Fog: 0</p> <p>Humid: 0 Dry: 1</p> <p>Road Conditions: Dry: 1 Wet: 0 Icy: 0 Snowy:</p> <p>Type of street: Highway: 0 City Road: 1 Paved: 0 Dirt: 0</p> <p>Speed of vehicle during incident: 35 mph and slowed down for the turn (15-20 mph)</p> <p>Where was vehicle maintained? Dealer: 1 Independent: 0 Other: 0</p> <p>Was vehicle serviced at proper intervals? Yes: 1 No: 0</p> <p>When was last service/maintenance? What was done to the vehicle? Keyes Audi 3/24/09 for tire concerns, was told to take it up with the body shop, who agreed to do it; in the meantime, dealer had the tire filled and Customer took it to a tire shop; tire shop found a piece of rubber missing, which he felt the Audi Certified Shop should have noticed; Audi Rusnak did notice a hard jerking; no codes; DLR did not acknowledge that he couldn't get it into reverse; DLR did replace the mechatronic unit; after this, felt the VEH was a lot tighter, but the next morning, check engine light was on; replaced a gas tank; got VEH back on the 5/18/09;</p>						

Note: Does not include program codes for Roadside Assistance, iSKY or IQS Outbound Call

AUDI OF AMERICA, INC.
CUSTOMER COMMENT DETAIL REPORT
CASE NUMBERS SOURCE: All

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
PORTERA	05/28/2009 04:47:31 PM	Continued Comment With	██████████			
<p>Dealer did not acknowledge that he couldn't get it into reverse; Dealer did replace the mechatronic unit; after this, felt the vehicle was a lot tighter, but the next morning, check engine light was on; replaced a gas tank; got vehicle back on the 5/18/09; had been away on business, and had initially been told all concerns would be taken care of, returned, they were not, and then took it back again; spent an entire day trying to get a comparable vehicle, as he did not want another Focus, the second visit he was provided a comparable car; vehicle was down for a month at Rusnak; Any aftermarket modifications? Yes: 0 No: 1 If yes, what type?</p> <p>Were there any problems prior to incident? Yes: 1 No: 0 If yes, explain</p> <p>Were there any Injuries? Yes: 0 No: 1 If yes, did they seek medical attention? Yes: 0 No: 1</p> <p>Has anyone already inspected the vehicle? Yes: 1 No: 0 If yes, by whom and what was found? Customer believes his insurance company has inspected the vehicle, but he has not authorized anything. Is a report available? Yes: 0 No: 1 If yes, request report</p> <p>Where is the vehicle located? Eli's Body Shop on third Street 90048 Is the vehicle available for inspection? Yes: 1 No: 0</p> <p>Has anyone already inspected the vehicle? Yes: 1 No: 0 If yes, what was found? N/A Was an emergency service notified? Yes: 0 No: 1 Police 0 Fire 0 EMS 0</p> <p>What can be done to satisfy the customer? Continued....</p>						

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PORTERA	05/28/2009 04:51:44 PM	Continued Comment With				
<p>Customer is seeking the following: to be provided a new Audi TT and compensated for the time and inconvenience incurred over the past six months, or to be released from the lease, given \$3K for the last 6 months the vehicle was down and he was making payments, and another \$2000 for inconveniences incurred;</p> <p>CRASH QUESTIONS</p> <p>How fast was the customer's vehicle traveling? 35 mph</p> <p>What else was involved in incident (another vehicle, tree, etc.)? A street curb and "No Parking" sign</p> <p>If another vehicle was involved:</p> <p>What type of vehicle was it?</p> <p>How fast were they going?</p> <p>Where was the customer's vehicle damaged (front, drivers side, front drivers corner etc.)?</p> <p>Front bumper damage towards the center of the car, oil pan ruptured, is not sure of the extent.</p> <p>What was the damage to the customer's vehicle (dent, scratch, size, depth, etc.)?</p> <p>When closing the rear compartment, it had some odd sounds reverberating through the car</p> <p>Was the vehicle pushed? Yes: 0 No: 1</p> <p>If yes, how far? Was the vehicle pushed into another object? Yes: 0 No: 1</p> <p>Does the customer have any pictures? Yes: 0 No: 1 If yes, request that customer provides them. Customer said he would try to take photos, and RC encouraged him to send them.</p> <p>Was there a police report? Yes: 0 No: 1 If yes, ask that the customer provides it.</p> <p>Did any airbags deploy? Yes: 0 No: 1</p> <p>If yes, which ones?</p> <p>Did any seat belts deploy? Yes: 0 No: 1 If yes, which ones?</p> <p>Did roll over bars deploy (cabrio only)? Yes: 0 No: 0</p> <p>Continued Comments.....</p>						

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<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
PORTERA	05/28/2009 04:53:58 PM	Continued Comment With	[REDACTED]			
<p>Customer states the following: he feels the transmission has never been repaired and was misdiagnosed; feels the structural damage from his accident was not properly repaired by the authorized (DC Autocraft) Audi Body Shop; Body Shop had damaged the right rear wheel and tire during an "industrial accident," has rental receipts for when they rented him a Ford Focus for a week and a half while he was making payments on his TT; redid both the rear and front right tires; took it twice to the Body Shop for the right rear wheel and tire to be taken care of; RC asked Customer to verify if this wheel/tire was slipping during the recent incident, and Customer stated no, it was more of an "all-over" instability. Customer states he truly feels there has been a workmanship error on the part of our dealers and Body Shop that has caused the recent concerns, and also feels that if he had never had his accident, he wouldn't have had the incident on 5/19/09. RC advised that CR had offered him two vehicle payments, which he declined; advised that if he believes this recent accident was as a result of a manufacturing shortcoming, RC will handle this differently, and will review it with a Product Safety Engineer. Customer does feel something eighth the vehicle caused his recent accident, but he also believes the constant misdiagnosis by our dealers and body shop have contributed as well. RC advised will have our Product Safety Engineer look over the facts, but it would help if Customer could send pictures. Customer states he will try, but really doesn't have the time; in the meantime, he is incurring rental charges and wants a resolution quickly. RC advised will need to speak with all dealers and the body shop involved in recent repairs; will also need to involve our Field members and ensure they have all the facts; this will take time and RC asked for Customer to allow research to be performed; advised that it is very possible we will be unable to meet his expectations, but RC will</p>						
PORTERA	05/28/2009 05:01:11 PM	Continued Comment With	[REDACTED]			
<p>Continued Comment: review his request. RC advised of follow-up with an update of RC's progress by 6/1/09. Customer states he truly feels Audi of America is at fault; we asked him to take the vehicle to our Body Shop; our Body Shop quoted his insurance company 6 weeks and \$22,000 for repairs, which caused the insurance company to agree to repairing the vehicle; feels the shop wanted to make money, especially since the repairs took more than 4 months with repairs totalling \$33,000. RC advised cannot soeak to this at present; allow RC to research; provided RC's email and direct line. RC to review case with PL.</p>						
PORTERA	06/01/2009 09:53:35 AM	E-Mail To Chris Lewis				
<p>RC sent email to PL notifying of Customer's initial accident allegation; advised RC is pursuing the case also as a workmanship complaint. RC to wait response.</p>						
PORTERA	06/01/2009 10:39:04 AM	Call From Chris Lewis				
<p>PL advised he reviewed the incident report sent by RC; advised no PL involvement necessary. RC to contact dealer.</p>						

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PORTERA	06/01/2009 11:18:07 AM	E-Mail To Stefan Matthews				RC sent email to AASM updating him on the current request of the owner, recent accident allegation, and asked to speak with AASM further about customer's request. Wait AASM.
PORTERA	06/01/2009 11:20:09 AM	Category Selection				
PORTERA	06/01/2009 03:53:50 PM	E-Mail From Steffan Matthews				RC received email communication addressed to Med/Arb; AASM is seeking assistance with information on Customer's special situation. RC to call Customer.
PORTERA	06/01/2009 04:57:46 PM	Voice Mail To [REDACTED]				RC LVMM advising RC has involved the Field, and we are reviewing Customer's request; advised of update by 6/3/09; RC to wait Field contact.
PORTERA	06/02/2009 02:18:07 PM	Voice Mail To Stefan Matthews				RC LMTRMC seeking to know if there are any updates; advised customer is seeking information on follow-up scheduled for tomorrow. Wait Field.
PORTERA	06/03/2009 10:13:51 AM	Voice Mail From Stefan Matthews				RC received voicemail from 6/2/09 @ 5:14PM; AASM advised he is out of the office and will return 6/4/09; Customer will need to have his vehicle repaired, and continue making vehicle payments; has not heard from Med/Arb; asked RC to call him today. RC to call AASM.

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PORTERA	06/03/2009 11:26:00 AM	Call From Stefan Matthews				
	<p>AASM advised he has not heard from Med/Arb; vehicle was brought into Dealer 422A22 from the Body Shop, there was no urgency to get the car back, no signature from the owner on Repair Order; Dealer accumulated thirty days for the mechatronics part order, and the technicians took two weeks to diagnose; RC can tell the Customer if we will agree to replace his vehicle, Customer has to take the vehicle back to the body shop (DC Autocraft) and have it repaired; Dealer was under the impression the transmission had an issue due to the previous accident, but they should not have taken the car without a signature from the customer; car was never presented to Dealer 422A22 previously, but they replaced the mechatronics to make the shifting smoother for customer satisfaction; vehicle had been presented to Keyes Audi previously for shift quality issues, and they found it operating as designed; advised RC to tell the owner he needs to understand that his request will take time to investigate, as well as execute, should Audi of America decide to do so; asked RC to update AASM after speaking to the owner. RC to call Customer.</p>					
GJONAJC	06/03/2009 01:04:12 PM	Call From [REDACTED]				
	<p>Customer is seeking dates of communication and is seeking to record his conversation with CA. CA advised: CA will not provide permission to record the conversation; would like to review the notes. CA placed customer on hold to review.</p>					
GJONAJC	06/03/2009 01:13:38 PM	Return To [REDACTED]				
	<p>CA advised: concerns are being handled by our executive office; show that RC left a message for customer on Monday and has a follow up date set for today COB; offered to transfer customer to RC. CA to call RC.</p>					
GJONAJC	06/03/2009 01:14:44 PM	Transfer To Amanda				
	<p>CA transferred customer to RC/ Audi executive. RC/ Audi executive to continue comments.</p>					

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PORTERA	06/03/2009 01:37:22 PM	Continued Comment With	[REDACTED]			<p>Customer states he called RC earlier, and would like updates; advised he is seeking all of the dates of contact made by CR to him, as well as he to CR; asked to record RC's conversation. RC advised he does not have RC's permission to record the conversation; RC can send him a list of dates/times of his contacts with our office in an email. Customer agreed. RC advised Customer that RC has reviewed his repair history with Keyes Audi and recently with Dealer 422A22; has engaged the AASM, who in turn has brought customer's request to the attention of our legal department; advised customer of AASM's name, and unable to offer information on his office location; Customer asked if RC has spoken to any insurance companies, and RC advised this is not part of our investigation; Customer asked if we have contacted either DC Autocrat or Eli's Body Shop (TT is currently located there); RC advised RC has not contacted either place; advised the AASM is in contact with DC Autocraft, but is unsure of extent of contact; advised Customer in the event we entertain the idea of replacing his car, for example, we would require he have his TT repaired by DC Autocraft. Customer states given his history with them, would he be allowed to take the vehicle elsewhere. RC advised we require him to repair with our authorized body shop. Customer states he does not trust their workmanship, nor their ability to actually affect a repair to his vehicle; wants to know what RC has to say about this. RC advised that we appreciate his concerns, and we do need to research his complaints with our Body Shop, but at present, we believe they are an accredited facility capable of repairing our vehicles, thus the designation. Customer asked if we do replace his vehicle, will we cover the repairs to his car, will we reimburse him for rental fees now and during the repairs, who will be responsible. RC advised we cannot cover the rental fees now, as we do not have a diagnosis or information concerning the repairs</p>
PORTERA	06/03/2009 02:02:50 PM	Face-To-Face With Doug Gambino				<p>Note is out of order due to spellcheck. RC apprised Med/Arb of the current concerns with customer's vehicle, his previous collision information, contacts with CR, offer of two vehicle payments to the owner, his denial of those payments, contact that went to PL, and their response. Analyst advised he would contact AASM to discuss. RC to wait field/Analyst contact.</p>

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PORTERA	06/03/2009 02:25:55 PM	Continued Comment With	[REDACTED]			
<p>Continued Comment: currently needed; RC advised without current information, RC cannot speculate as to who is responsible for paying rental fees or for repairs; cannot assume Audi of America will cover a rental in the event we decide to replace his vehicle; RC is simply advising that it will be necessary for the vehicle to be repaired by our Body Shop IF we decide to replace his car. Customer asked when we will have a decision. RC advised we need time to investigate his claims and request; cannot provide an ETA for a final decision today, but RC will continue to provide updates; agreed to call him on 6/5/09 with an update. Customer asked if RC contacted Product Safety Engineer, and if they are involved. RC advised that per our discussion, Customer did not feel the vehicle caused him to have his recent collision; RC advised that per process, RC has provided our Product Safety Engineer with a copy of Customer's concerns, and there is no involvement deemed necessary by our Engineer. Customer states he was able to have a picture taken, and will send it to RC; advised he has not had anyone inspect the vehicle. Customer states he is very inconvenienced by this process; has been researching the DSG transmission on-line, and has found other individuals with the same concerns; Customer states he would really like to have his money back, and doesn't want to drive an Audi any longer; has felt disappointed from the beginning; he thought rentals were included in his Audi service plan; Customer cited differences with his families' BMW's and his experience with Audi. RC advised cannot speak for BMW, but is confident in Audi of America's process to bring resolutions owner's request; advised he needs to keep in mind he had an accident with his vehicle, and prior to that, Customer stated there were no concerns with his car; advised will send him an email today with CR contact information, and will follow-up again on 6/5/09. RC to speak with Med/Arb.</p>						

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PORTERA	06/03/2009 03:40:24 PM	E-Mail To	[REDACTED]			
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From: Porter, Amanda
Sent: Wednesday, June 03, 2009 3:40 PM
To: 'JAIMEPELAYO@HOTMAIL.COM'
Subject: Your 2008 Audi TT

Dear [REDACTED]

Thank you for speaking with me today in regard to your 2008 Audi TT Coupe. As you requested during our conversation, I am providing the dates and times for your contacts with our Customer CARE Center, as well as for my recent discussions with you.

The following dates and times of contacts have been logged in our records:

July 7, 2008 @ 3:19 PM Call From Owner
November 11, 2008 @ 12:11 PM Call From Owner
November 11, 2008 @ 5:00 PM call to Owner
February 18, 2009 @ 2:29 PM Call From Owner
April 6, 2009 @ 5:10 PM Call From Owner
April 6, 2009 @ 6:15 PM Call To Owner
April 9, 2009 @ 4:56 PM Call To Owner
April 14, 2009 @ 2:08 PM Call To Owner
April 16, 2009 @ 4:40 PM Voicemail To Owner
April 22, 2009 @ 4:01 PM Voicemail To Owner
April 27, 2009 @ 1:10 PM Call To Owner
April 29, 2009 @ 3:35 PM Call To Owner
May 7, 2009 @ 1:53 PM Call To Owner
May 13, 2009 @ 4:57 PM Voicemail To Owner
May 13, 2009 @ 5:06 PM Return Call From Owner
May 14, 2009 @ 12:37 PM Call To Owner
May 15, 2009 @ 2:43 PM Call To Owner
May 20, 2009 @ 3:18 PM Call From Owner
May 20, 2009 @ 4:05 PM Call To Owner
May 21, 2009 @ 4:23 PM Call To Owner
May 22, 2009 @ 4:39 PM Call To Owner
May 28, 2009 @ 4:45 PM Call To Owner

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09/23/2009

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	June 1, 2009 @ 4:57 PM	Voicemail To Owner				
	June 3, 2009 @ 1:04 PM	Call From Owner				

If you have additional questions, please don't hesitate to contact me directly.

Sincerely,

Amanda H. Porter
Executive Case Support Specialist
Wait Field contact.

PORTERA 06/04/2009 12:10:35 PM E-Mail From [REDACTED]

Customer sent a picture of his TT. RC to forward to AASM with an update on customer's requests.

PORTERA 06/04/2009 12:27:29 PM E-Mail To Stefan Matthews

RC sent photo and synopsis of RC's conversation with the owner yesterday to AASM, as well as his complaint with the workmanship of DC Autocraft. RC to wait Field contact.

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PORTERA	06/04/2009 04:05:26 PM	E-Mail From Stefan Matthews				
From: Matthews, Stefan Sent: Thursday, June 04, 2009 12:46 PM To: Porter, Amanda Cc: Gambino, Doug Subject: RE: [REDACTED]; 2008 Audi TT Coupe #90129710						

Amanda,

I am investigating why the Megatronics unit was replaced. Rusnak Audi was authorized to replace the Megatronics unit by Audi Technical helpline.

If the vehicle has structural damage to any of its aluminum components, the vehicle must be repaired by an Audi authorized aluminum repair facility (DC Autocraft is the only one in Los Angeles).

I discussed the repair with Rusnak Pasadena. The dealer was under the impression that the transmission problem it is an accident related issue. It took them two weeks to clarify what the customer is complaining about the transmission shift quality. [REDACTED] stated to DC Autocraft employees that he will make Audi to repurchase his vehicle doesn't matter what.

I also discussed the case with Doug Gambino. We made a decision that we will not repurchase and or replace [REDACTED] vehicle.

Stefan Matthews
 Area After Sales Manager
 RC to email AASM.

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PORTERA	06/04/2009 04:10:04 PM	E-Mail From Stefan Matthews				
		From: Matthews, Stefan				
		Sent: Thursday, June 04, 2009 2:08 Part Manager				
		To: Porter, Amanda				
		Subject: RE: [REDACTED]; 2008 Audi TT Coupe #90129710				
		Amanda,				
		I contacted DC Autocraft in regard to the prior accident. DC will contact the insurance company to re-open the claim because the megatronics unit being defective is accident related.				
		Please let the customer know that the vehicle should be sent to DC Autocraft for further inspection.				
		Stefan Matthews				
		Area After Sales Manager				
		RC to contact Customer.				
PORTERA	06/04/2009 04:10:58 PM	Note To CCC				
		RC sent email to AASM confirming we will also not offer the vehicle payments, and AASM replied no, as the owner had previously rejected the offer. RC to call customer.				

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PORTERA	06/05/2009 02:29:08 PM	Call To [REDACTED]				
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RC advised we have reviewed the facts of his recent repairs at Dealer 422A22; Dealer advised the AASM the repairs were needed as a result from damages caused by the initial accident; advised that our AASM has spoke to DC AutoCraft, and they will contact the insurance company to re-open the claim because the mechatronics unit replacement was accident related; advised we wish to have him send his vehicle to DC Autocraft for further inspection; RC advised we are unable to meet his expectation for vehicle replacement, repurchase, or to release him from the terms of his lease. Customer states the following: he is extremely disgusted; will not have a good word to say to anyone who asks him about Audi; is happy to not have to deal with Audi of America after today; his insurance company has inspected his vehicle; they called this morning and will further investigate the vehicle damage with Audi of America; in conversations with his insurance company, they stated they are deeming the car a total loss; feels we have just admitted he has essentially been "driving a death trap," in our response to the mechatronics unit being replaced due to the accident; Customer does not feel our body shop has any quality control; wants to know if we will give him a car to drive, or an R8. RC advised he would want to speak with the Auto Body Shop as RC understands they provided transportation previously according to Customer. Customer states he will rent a car on his own. RC advised Customer he is welcome to contact RC if he has any further questions. No further action.

PORTERA	06/08/2009 10:45:49 AM	E-Mail From Stefan Matthews				
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From: Matthews, Stefan
Sent: Friday, June 05, 2009 5:48 PM
To: Porter, Amanda
Subject: RE: [REDACTED]; 2008 Audi TT 90129710

Amanda,
We did not confirmed that the Body Shop (DC Autocraft) did not properly repaired the vehicle. Some symptoms will not show up until the vehicle is back on the road after the body work was completed.
Please let me know if [REDACTED] agreed to take the car back to DC Autocraft.
Thanks.

Stefan Matthews
Area After Sales Manager
Audi of America, Inc.
RC to email AASM.

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PORTERA	06/08/2009 11:10:41 AM	E-Mail To Stefan Matthews				RC sent email to AASM advising that the owner never gave a straight answer, but RC believes he is going to take it to the body shop; advised AASM of Customer's comment that his insurance company was going to contact Audi of America to inspect it again; advised to contact RC if there are any further question. No further action pending Customer/AASM contact.
PORTERA	06/16/2009 09:51:07 AM	Voice Mail From Walter Moore - Auto				Insurance Adjuster LVMM stating they were getting ready to tow Customer's vehicle to DC Autocraft; owner wants it inspected by Audi; call [REDACTED] Claim # [REDACTED] RC to call insurance Company.
PORTERA	06/16/2009 10:01:14 AM	Voice Mail From [REDACTED]				Customer LVMM asking for RC to call him back, as his vehicle has been towed to DC Autocraft. RC to email AASM.

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PORTERA 06/16/2009 10:13:52 AM E-Mail To Stefan Matthews

From: Porter, Amanda

Sent: Tuesday, June 16, 2009 10:07 AM

To: Matthews, Stefan

Subject: [REDACTED] TRUAF38J481 [REDACTED] 2008 Audi TT

Good morning Stefan,

I received two voicemails, one from [REDACTED] insurance company and one from [REDACTED]. He had the TT towed to DC Autocraft on 6/12/09. He wants to know if AoA is going to inspect it. I'm unsure what he means, as I had told him in our last conversation: ¸Dealer advised our AASM the repairs were needed as a result from damages caused by the initial accident; our AASM has spoke to DC AutoCraft, and they will contact the insurance company to re-open the claim because the mechatronics unit replacement was accident related; advised we wish to have him send his vehicle to DC Autocraft for further inspection.¸

This was what I understood from you, and I hope there wasn't a miscommunication.

Please let me know what, if anything, I should say to his insurance company and [REDACTED]

Best Regards,

Amanda H. Porter
Executive Case Support Specialist
RC to call Customer.

AUDI OF AMERICA, INC.
 CUSTOMER COMMENT DETAIL REPORT
 CASE NUMBERS SOURCE: All

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
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PORTERA 06/16/2009 10:21:21 AM E-Mail From Stefan Matthews

From: Matthews, Stefan

Sent: Tuesday, June 16, 2009 10:17 AM

To: Porter, Amanda

Subject: RE: [REDACTED] TRUAF38J481 [REDACTED] 2008 Audi TT

Ana,

I was at DC Friday when they received the vehicle. I do not have the insurance adjustor phone number, if you have it please send it to me. The vehicle will be inspected by DC and I will be informed about their findings. I was informed that the customer was driving under the influence when he hit the vehicle. The insurance company should send their adjustor first to inspect the damage. Thanks.

Stefan Matthews

Area After Sales Manager

RC to email AASM.

PORTERA 06/16/2009 10:32:56 AM E-Mail To [REDACTED]

From: Porter, Amanda

Sent: Tuesday, June 16, 2009 10:32 AM

To: Matthews, Stefan

Subject: RE: [REDACTED] TRUAF38J481 [REDACTED] 2008 Audi TT

Hi Stefan,

The Insurance Adjustor is: Walter Moore, and he can be reached at 951-990-3307---refer to Claim number G7635586.

Will you keep me in the loop with the repairs? I will tell [REDACTED] that you are involved with the inspection.

Amanda H. Porter

Executive Case Support Specialist

RC to call customer.

Note: Does not include program codes for Roadside Assistance, iSKY or IQS Outbound Call

AUDI OF AMERICA, INC.
 CUSTOMER COMMENT DETAIL REPORT
 CASE NUMBERS SOURCE: All

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
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PORTERA 06/16/2009 01:11:52 PM Call To [REDACTED]

RC advised is aware the vehicle has been towed to our Body Shop and AASM is involved with the diagnosis/repairs; advised RC has forwarded insurance adjustor's name and information to AASM for contact. Customer states the vehicle is being totaled by the insurance company, and he needs to pay the difference of \$631.98 to AFS to complete the payoff on the vehicle; asking to have the vehicle payments be re-instated; felt it was never repaired correctly, wants compensation. RC advised we took the payments out of the equation when Customer advised CR and RC they were unacceptable; advised he had an accident with his vehicle, and as there are no manufacturing shortcomings rather the concerns have been caused by his collision, we would not be able to reimburse or compensate him; advised this is an insurance issue. Customer states he disagrees and wants RC to review. RC advised will be speaking to the AASM and can bring this up; however, it is highly unlikely we will re-instate the vehicle payments; will update owner by 6/17/09. RC to email AASM.

PORTERA 06/16/2009 01:24:19 PM E-Mail To Stefan

From: Porter, Amanda
 Sent: Tuesday, June 16, 2009 1:20 PM
 To: Matthews, Stefan
 Subject: RE: [REDACTED] TRUAF38J481 [REDACTED] 2008 Audi TT

Stefan,

I just spoke to [REDACTED] and he is seeking the two vehicle payments CR had promised him. I was under the impression those payments were taken off the table. Is this something you would still entertain?

Secondly, how can we make payments on a car he will no longer own. According to him, the insurance company has totaled it out, and he owes AFS \$631.98 to complete the payoff.

I have advised him as there is no manufacturing shortcoming, we cannot process the vehicle payments. He still maintains that DC Autocraft never repaired the car correctly, and for that he was put in danger, wants the vehicle payments.

Please let me know what you think.

Amanda H. Porter
 Executive Case Support Specialist
 RC to wait AASM contact.

Note: Does not include program codes for Roadside Assistance, iSKY or IQS Outbound Call

AUDI OF AMERICA, INC.
CUSTOMER COMMENT DETAIL REPORT
CASE NUMBERS SOURCE: All

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
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PORTERA 06/16/2009 04:53:16 PM E-Mail From Stefan Matthews

From: Matthews, Stefan

Sent: Tuesday, June 16, 2009 1:36 PM

To: Porter, Amanda

Subject: RE: [REDACTED] TRUAF38J481 [REDACTED] 2008 Audi TT

Amanda,

Unfortunately we have no control over the allegations that DC did not repair the car properly. This will be settled between the insurance company, DC Autocraft with my assistance.

On the second hand we are not in the position to reimburse [REDACTED] for any lease payments. The two lease payments were promised to [REDACTED] based on the information I had at that time regarding the transmission malfunction as a manufacturing defect. Later my investigation resulted in the conclusion that the Megatronics unit malfunction was accident related. This is the main reason we are not in the position to reimburse [REDACTED] any lease payments.

Stefan Matthews

Area After Sales Manager

RC to call Customer.

AUDI OF AMERICA, INC.
CUSTOMER COMMENT DETAIL REPORT
CASE NUMBERS SOURCE: All

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
PORTERA	06/17/2009 01:29:21 PM	Call To	██████████			

RC advised Customer I have spoken with the AASM, and we will be unable to reinstate our offer of two lease payments for the following reason: The two lease payments were offered based on the information we had at that time from Dealer 422A22; we investigated further and found the repair to the mechatronics unit was needed due to damage caused by customer's previous collision, and not a manufacturer's shortcoming; thus, we are unable to reimburse him; RC advised customer's concerns with the repairs performed by DC Autocraft have been discussed with the AASM; he advised this will be settled between the insurance company and DC Autocraft with his input. RC advised will provide updates to Customer should they become available but, at present, RC requests Customer to continue working with his insurance company. Customer states is seeking to know if Audi of America or the Body Shop are responsible for releasing an unsafe car to him resulting in further damage. RC advised when our shop released the vehicle to him, it was repaired to manufacturer's specifications. Customer asked who AASM is speaking to at the insurance company. RC advised received a message from Mr. Walter Moore, and RC forwarded all of his contact information to AASM. Customer states he is seeking to know why we had him tow the car back to the body shop: was it due to the previous accident or the current one. RC advised obviously we needed him to have the current accident repairs performed by our authorized body shop, and we also want to look at the transmission concerns he said he had that were from the previous accident. Customer acknowledged. No further action.

AUDI OF AMERICA, INC.
 CUSTOMER COMMENT DETAIL REPORT
 CASE NUMBERS SOURCE: All

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
2008 Audi TT [REDACTED]	090164015	Customer Relations		12,500		
ACORDLI	07/03/2009 01:52:44 PM	Call From [REDACTED]				
<p>Customer states: previously took vehicle to Dealer 408A67 because vehicle was jumping and the Dealer advised vehicle was operating to manufacturer specifications; did not feel safe driving vehicle so he left it in the garage for 4-5 months; also has an A4 and does not have TT VIN; vehicle at Dealer 408A67 now where they are repairing vehicle. Customer seeking: lease payments for 4/5 months or he will not pick up vehicle and take legal action; some form of compensation. CA advised: cannot promise any compensation as preferably the Customer should have called CR when vehicle first exhibited concerns and Customer voluntarily let vehicle sit in garage for months; will research with Dealer if this concern should have or could have been caught prior; will follow up by COB 7/7/09. CA to e-mail Dealer.</p>						
						Complaint 408A67 Pr. Part: LEAS-LEASE AND LOAN PAYMENT Pr. Rsn: 14H Repeat Repair
						Inquiry 408A67 Part: 3737-Transmission housing Rsn: 10T Unusual transmission noises
						Complaint 408A67 Part: 3737-Transmission housing Rsn: R24 Traction control system problem

Note: Does not include program codes for Roadside Assistance, iSKY or IQS Outbound Call

AUDI OF AMERICA, INC.
CUSTOMER COMMENT DETAIL REPORT
CASE NUMBERS SOURCE: All

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
ACORDLI	07/03/2009 02:19:54 PM	E-Mail To Steve Garrett		408A67		

***** Email to sgarrett@biener.com; harry.steinberger@audi.com *****

ACTION REQUIRED: [REDACTED] - Concern with Repairs ;

The following customer has contacted Audi Customer CARE and is concerned with the repairs performed on his/her vehicle. Please review the details below:

Audi Customer Care Advocate Section:

Customer Name: [REDACTED]

VIN: PLEASE ADVISE

Location of vehicle: Biener

The vehicle currently down (Y/N):y

Number of days down: 7?

Customer states: previously took vehicle to Dealer 408A67 because vehicle was jumping and the Dealer advised vehicle was operating to manufacturer specifications; did not feel safe driving vehicle so he left it in the garage for 4-5 months; also has an A4 and does not have TT VIN; vehicle at Dealer 408A67 now where they are repairing vehicle.

Customer seeking: lease payments for 4/5 months or he will not pick up vehicle and take legal action; some form of compensation.

Dealer Section:

Please advise of the following:

Has the field been involved?

Has the hotline or TFM been contacted?

Please review this case and advise us of your recommendation. Please make every effort to respond within 4 business hours by

Note: Does not include program codes for Roadside Assistance, iSKY or IQS Outbound Call

AUDI OF AMERICA, INC.
CUSTOMER COMMENT DETAIL REPORT
CASE NUMBERS SOURCE: All

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
						replying to this e-mail address.
						Thank you in advance for your consideration.
						Lindsay Acord (248) 754-3691
						The information contained in this communication is confidential, private, proprietary, or otherwise privileged and is intended only for the use of the addressee. Unauthorized use, disclosure, distribution or copying is strictly prohibited and may be unlawful. If you have received this communication in error, please notify the sender immediately via email or at (248) 754-5000.
						CA to wait dealer e-mail.
ACORDLI	07/03/2009 02:19:58 PM	Note To ccc				CA copied AASM, Harry Steinberger on Dealer concern e-mail. CA to wait Dealer e-mail.
ACORDLI	07/03/2009 03:26:39 PM	Call From Steve		408A67		DLR SM: VEH was in DLR January 2009 with concerns about jumping at 6,458 miles; May 22, 2009 for same concern 11,250 miles; June, 2009 Convertible top concern 11,900 miles and now June 24, 2009 has 12,439 miles; took extended road drive and after VEH was hot they dedected concern and have ordered mechatronic unit; will speak with AASM to see if anything would be offered. CA to call DLR.
ACORDLI	07/06/2009 12:00:18 PM	E-Mail From Harry Steinberger				AASM advised: no assistance offered as Customer vehicle was driven as seen by mileage on repair orders. CA to call Dealer.
ACORDLI	07/06/2009 12:02:52 PM	Call To Steve Garrett		408A67		CA advised: seeking VIN; any assistance from Dealer level. Service Manager advised: no assistance as per AASM; TRUGF38J891 [REDACTED] part arrived 7/3/09, expect vehicle to be ready by COB 7/7/09. CA to call Dealer 7/7/09 for update.
ACORDLI	07/07/2009 12:22:01 PM	Call To Steve Garrett		408A67		CA advised: seeking update. Service Manager advised: vehicle will not be ready today as internet is down and cannot program vehicle; hopefully tomorrow. CA to call Customer.

Note: Does not include program codes for Roadside Assistance, iSKY or IQS Outbound Call

AUDI OF AMERICA, INC.
CUSTOMER COMMENT DETAIL REPORT
CASE NUMBERS SOURCE: All

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
ACORDLI	07/07/2009 12:24:58 PM	Voice Mail To	[REDACTED]			CA advised: LMTRMC. When Customer calls please advise unable to meet expectation of offering any lease payments for vehicle being down as we have confirmed repair history with Dealer and vehicle mileage increased 6,000 miles over the months the Customer stated it was down; vehicle diagnosis was found once it was approved for them to take an extended test drive; No assistance will be offered. CA to wait Customer call.
ACORDLI	07/13/2009 12:06:09 PM	Voice Mail To	[REDACTED]			CA advised: LMTRMC. When Customer calls please advise unable to meet expectation of offering any lease payments for vehicle being down as we have confirmed repair history with Dealer and vehicle mileage increased 6,000 miles over the months the Customer stated it was down; vehicle diagnosis was found once it was approved for them to take an extended test drive; No assistance will be offered. Second attempt- No further action pending Customer call.
TITUSJ	07/14/2009 04:48:28 PM	Return Call From	[REDACTED]			Customer states: called 3-4 weeks ago, and was told would get a call, but never received all. CA advised: sees associate LVMM on 07.07 and on 07.13; Audi of America unable to meet expectation of offering any lease payments for vehicle being down as we have confirmed repair history with Dealer and vehicle mileage increased 6,000 miles over the months the Customer stated it was down; vehicle diagnosis was found once it was approved for them to take an extended test drive. Customer states: vehicle has been at Dealer 408a67 for 3 weeks, and a truck hit it; Dealer did not notice this before, and that is why it was down; did not get loaner from Dealer; wife is in a rental Toyota that is being paid for by Dealer; Audi of America is not leaving any other choice than to get a lawyer and go against company; CA must be trained to deny Customer, and not be an advocate. CA advised: if Dealer diagnosed vehicle as operating per design there were no repairs to be made; is seeking that Dealer is now making repairs to address vehicle concerns for him; is not trained to deny Customer, and Customer request has been evaluated; rental or loaner is not a provision of warranty, and therefore Dealer paying for Customer loaner vehicle is a gesture of goodwill. Customer states: CA is stupid. Customer disconnected call. No further action.

Note: Does not include program codes for Roadside Assistance, iSKY or IQS Outbound Call

AUDI OF AMERICA, INC.
 CUSTOMER COMMENT DETAIL REPORT
 CASE NUMBERS SOURCE: All

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
2008 Audi TT Coupe [REDACTED]	090174272	Customer Relations	TRUAF38J781 [REDACTED]	24,736		
KONIECL	07/15/2009 09:09:39 AM	Call From [REDACTED]				
<p>Customer states: vehicle has been down at dealer 425d10 for 4 weeks now; part has to be manufactured from Germany; is in loaner vehicle; seeking vehicle lease payment due to time vehicle has been down; vehicle was shifting roughly in forward and reverse; dealer advised it was the mechatronic; part hasn't arrived yet; lease payment is about \$441. CA advised: would like to speak with dealer about the diagnosis and when dealer thinks part may arrive; there is no provisions for compensation under warranty but due to length of time for part and repairs, CA will see if something can be done; CA will update customer by Friday, 7/17; may not have decision about compensation until part arrives and vehicle is repaired. CA to email dealer 425d10.</p>						<hr/> Complaint 425D10 Pr. Part: 3511-Mechatronic Pr. Rsn: T01 Auto/Hybrid - Shifts roughly <hr/> Complaint 425D10 Part: LEAS-LEASE AND LOAN PAYMENT Rsn: 37A Lease Payment

Note: Does not include program codes for Roadside Assistance, iSKY or IQS Outbound Call

AUDI OF AMERICA, INC.
CUSTOMER COMMENT DETAIL REPORT
CASE NUMBERS SOURCE: All

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
KONIECL	07/15/2009 09:17:50 AM	E-Mail To Mark Demaro		425D10		

***** Email to mark.demaro@globaldellc.com; *****

ACTION REQUIRED: [REDACTED] - Seeking a vehicle repair update

The following customer has contacted Audi Customer CARE seeking a vehicle repair update. Please review the details below:

Audi Customer Care Advocate Section:

Customer Name: [REDACTED]

Model Year/Model: 2008 TT

VIN: TRUAF38J781 [REDACTED]

Customer is Seeking: Customer relations is following up on repairs. Customer advised that vehicle has been down for 4 weeks now for the mechatronic. Do you know when the part may arrive? The customer is seeking a lease payment due to concerns with vehicle and being without vehicle for one month.

Dealer Section:

Please advise us of the following:

What is the ETA for the repair to be completed?

Has the field been involved?

Has the hotline or TFM been contacted?

Please review this case and advise us of your recommendation. Please make every effort to respond within 4 business hours. Please select REPLY TO ALL, with your response to this e-mail.

Thank you in advance for your consideration.

Lisa Konieczka

Note: Does not include program codes for Roadside Assistance, iSKY or IQS Outbound Call

AUDI OF AMERICA, INC.
 CUSTOMER COMMENT DETAIL REPORT
 CASE NUMBERS SOURCE: All

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
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(248) 754-3579

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 CA to wait for dealer email.

KONIECL 07/15/2009 12:59:35 PM E-Mail From Mark Demaro 425D10

Audi cannot give us a release date for the mechatronic unit. This is not a new problem with the supply of this unit.

Thanks,

Mark Demaro
 Director of Fixed Operations
 Global Dealer Group
 918.640.7244 Mobile
 918.712.8989 Dealership
 CA to contact field about case.

KONIECL 07/16/2009 09:47:47 AM Note To ccc

CA to obtain repair order information and part number before emailing field. CA to email dealer back.

KONIECL 07/16/2009 09:48:17 AM E-Mail To Mark Demaro 425D10

Hi Mark,
 Thank you for that information . Can you provide me with the Repair order information including open date, mileage, part number, date part was ordered, how it was ordered.
 Thank you again!
 Lisa Konieczka
 CA to wait for dealer email.

09/23/2009

AUDI OF AMERICA, INC.
CUSTOMER COMMENT DETAIL REPORT
CASE NUMBERS SOURCE: All

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
KONIECL	07/16/2009 01:59:32 PM	E-Mail From Mark Demaro	425D10			
	Part was ordered 6/23 red order car down, PT.# VW02E-325-025-AD-Z8 MECHATRON.			N 1155.00	0 1650.00	0.00 W
	PART ON SPECIAL ORDER. TAC # 2011008/4					
	CA to email parts manager with information.					

Note: Does not include program codes for Roadside Assistance, iSKY or IQS Outbound Call

**AUDI OF AMERICA, INC.
CUSTOMER COMMENT DETAIL REPORT
CASE NUMBERS SOURCE: All**

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
KONIECL	07/17/2009 11:18:15 AM	E-Mail To Wes Wood		425D10		

***** Email to wwood@greencountryimports.com; *****

ACTION REQUIRED: [REDACTED] - Back Ordered Part(s) -

The following customer has contacted Audi Customer CARE seeking an update on their backordered part(s). Please review the details below:

Audi Customer Care Advocate Section:

Customer Name: [REDACTED]

Model Year/Model: 2008 TT

VIN: TRUAF38J781 [REDACTED]

Vehicle Down (Y/N): y

Number of Days Down: about 4 weeks now.

I did get some information from the service manager, Mark about this but can you provide this additional information? Thank you for your assistance.

Dealer Section:

Please provide the following information:

Part Number:

Sales Document Number:

Order Date:

Was Parts Voice utilized? If so, what was the outcome of this search?

Has a specialist at the depot been contacted?

Note: Does not include program codes for Roadside Assistance, iSKY or IQS Outbound Call

AUDI OF AMERICA, INC.
CUSTOMER COMMENT DETAIL REPORT
CASE NUMBERS SOURCE: All

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
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Has a critical part order been placed?

Please review this case and advise us of your recommendation. Please make every effort to respond within 4 business hours.
Please select REPLY TO ALL, with your response to this e-mail.

Thank you in advance for your consideration.

Lisa Konieczka
(248) 754-3579

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CA to wait for dealer parts manager.

AUDI OF AMERICA, INC.
 CUSTOMER COMMENT DETAIL REPORT
 CASE NUMBERS SOURCE: All

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
KONIECL	07/17/2009 12:54:24 PM	E-Mail From Wes Wood		425D10		
	here is the info on this order:					
	Part Number: 02E-325-025-AD-Z8S					
	Sales Document Number: 1005787918					
	Order Date: 06/25/09					
	Was Parts Voice utilized? If so, what was the outcome of this search? i used the VW locator, no stock anywhere at depots or dealers.					
	Has a specialist at the depot been contacted? yes, they referred me to the RED/Down situation.					
	Has a critical part order been placed? it was placed as a RED order, Car down situation.					
	This car actually belongs to a friend of mine... i am somewhat surprised he hasn't been calling me already, haha.					
	Wes CA to assign to parts for back order part.					
KONIECL	07/17/2009 12:55:21 PM	Assigned To @AUDIPARTS				
	Please track this backordered part ordered from dealer 425D10, part # 02E-325-025-AD-Z8S, red order, sales doc # 1005787918, ordered date 6/25/09. CA to wait for parts.					
KONIECL	07/17/2009 05:00:09 PM	Note To ccc				
	CA to call customer as promised follow up. CA to call customer.					
KONIECL	07/17/2009 05:00:22 PM	Call To [REDACTED]				
	CA advised: did speak with both the service and parts manager who provided part information; is currently tracking backordered part and should have additional information about part next week; once vehicle is repaired, then CR will review for lease compensation; will update customer again by Tuesday, 7/21. Customer states: that is fine. CA to wait for parts.					

Note: Does not include program codes for Roadside Assistance, iSKY or IQS Outbound Call

**AUDI OF AMERICA, INC.
CUSTOMER COMMENT DETAIL REPORT
CASE NUMBERS SOURCE: All**

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
ACORDLI	07/20/2009 03:15:02 PM	Note To ccc				Parts CA advised: Dealer 425434 ordered part # 02E-325-025-AD-Z8S on sales doc # 1005787918; red order has been approved and pending in Germany; no critical alert has been placed. Parts CA to monitor.
KONIECL	07/21/2009 01:12:30 PM	Voice Mail For [REDACTED]				CA LVMM for customer advising that CA is still tracking back order part to see when part may be at dealer 425d10; will update customer again by Thursday, 7/23. CA to wait for customer call and parts tracking.
GJONAJC	07/21/2009 03:13:24 PM	Return Call From [REDACTED]				Customer is seeking to speak to associate. CA to call associate.
GJONAJC	07/21/2009 03:15:29 PM	Call To Lisa				CA attempted to reach associate. CA to return to customer.
GJONAJC	07/21/2009 03:15:55 PM	Return To [REDACTED]				CA advised: associate was assisting another caller; advised that associate is tracking the part . Customer states is part even available. CA advised: part has been ordered and is on a red order which is the highest priority order and at this point the order is pending; associate will follow up with customer no later than Thursday COB. CA to handle accordingly.
ACORDLI	07/21/2009 03:48:46 PM	Note To ccc				Parts CA advised: Dealer 425434 ordered part # 02E-325-025-AD-Z8S on sales doc # 1005787918; red order has been approved and pending in Germany; no critical alert has been placed. Parts CA to monitor.
ACORDLI	07/22/2009 03:36:08 PM	Note To ccc				Parts CA advised: Dealer 425434 ordered part # 02E-325-025-AD-Z8S on sales doc # 1005787918; red order has been approved and pending in Germany; no critical alert has been placed. Parts CA to monitor.
KONIECL	07/22/2009 03:48:22 PM	Note To ccc				CA to review with AASM when AASM contacts CA back.

Note: Does not include program codes for Roadside Assistance, iSKY or IQS Outbound Call

AUDI OF AMERICA, INC.
CUSTOMER COMMENT DETAIL REPORT
CASE NUMBERS SOURCE: All

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
KONIECL	07/22/2009 04:39:16 PM	Call From Kyle Mathews, area 40				AASM states: will verify with dealer service manager tomorrow about part. CA to wait for AASM.
KONIECL	07/23/2009 11:25:04 AM	Call To [REDACTED]				CA advised: is still researching part to verify when it will ship from Germany; is utilizing dealer resource and further internal resources; it is possible that there will be compensation for the time without vehicle but there is not an amount or decision until part is at dealer and vehicle is repaired; appreciates customer's patience's through all of this. Customer states: if part has been made yet in Germany. CA advised: is not sure, typically CR doesn't get that information; usually finds out when part will ship or has been shipped; will follow up by Tuesday, 7/28. CA to wait for parts and field contact.
ACORDLI	07/23/2009 03:10:58 PM	Note To ccc				Parts CA advised: Dealer 425434 ordered part # 02E-325-025-AD-Z8S on sales doc # 1005787918; red order has been approved and pending in Germany; no critical alert has been placed; pending ETA is 8/1/09. Parts CA to monitor.
KONIECL	07/24/2009 11:46:27 AM	Voice Mail For Kyle Mathews				CA LVMM for AASM about case. CA to wait for field contact.
KONIECL	07/24/2009 02:29:41 PM	Call From kyle Mathews				CA advised: did get ETA of 8/1; has let dealer know of compensation request and will update AASM after repairs to see what can be done or dealer will notify AASM. AASM states: that is fine; will consider compensation. CA to follow up with customer.
ACORDLI	07/24/2009 03:18:04 PM	Note To ccc				Parts CA advised: Dealer 425434 ordered part # 02E-325-025-AD-Z8S on sales doc # 1005787918; red order has been approved and pending in Germany; no critical alert has been placed; pending ETA is 8/1/09. Parts CA to monitor.
KONIECL	07/27/2009 12:31:41 PM	Voice Mail For [REDACTED]				CA LVMM for customer advising that CA did get a pending ETA of 8/1/09 for mechatronic; based on this information, CA will follow up with dealer on Monday, 8/3 and return call to customer by Monday, 8/3 to confirm part is at dealer. CA to wait for parts.

Note: Does not include program codes for Roadside Assistance, iSKY or IQS Outbound Call

AUDI OF AMERICA, INC.
CUSTOMER COMMENT DETAIL REPORT
CASE NUMBERS SOURCE: All

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
ACORDLI	07/27/2009 05:17:23 PM	Note To ccc				Parts CA advised: Dealer 425434 ordered part # 02E-325-025-AD-Z8S on sales doc # 1005787918; red order has been approved and pending in Germany; no critical alert has been placed; pending ETA is 8/1/09. Parts CA to monitor.
ACORDLI	07/28/2009 03:11:32 PM	Note To ccc				Parts CA advised: Dealer 425434 ordered part # 02E-325-025-AD-Z8S on sales doc # 1005787918; red order has been approved and pending in Germany; no critical alert has been placed; pending ETA is 8/1/09. Parts CA to monitor.
ACORDLI	07/29/2009 02:58:28 PM	Note To ccc				Parts CA advised: Dealer 425434 ordered part # 02E-325-025-AD-Z8S on sales doc # 1005787918; red order is completely processed so Dealer should receive within 5-7 days if not already. Parts CA to assign to Associate.
ACORDLI	07/29/2009 02:58:59 PM	Assigned To KONIECL				Associate to follow up.
LASKOSB	07/30/2009 04:05:39 PM	Call From [REDACTED]				Customer states: he would like to speak with original CA. CA advised: can see if she is available. CA to speak with associate.
LASKOSB	07/30/2009 04:06:31 PM	Face-To-Face With Lisa				CA advised of customer seeking to speak with her. (Associate is parallel training) Associate advised: she will be following up with Audi Tulsa tomorrow, 7/30 and will follow up with customer by COB tomorrow. CA to return to customer.
LASKOSB	07/30/2009 04:07:49 PM	Return To [REDACTED]				CA advised: associate is assisting another customer. Customer states: please leave updates for associate; customer does have vehicle back now, vehicle is repaired. Customer states that he was advised once vehicle is repaired we could evaluate for the 1 month vehicle payment that he is seeking due to his vehicle being down for 38 days. CA advised: we can certainly evaluate customer's request, wouldn't be able to guarantee assistance, but can evaluate; will have CA will follow up with customer by COB Monday 8/3/09. CA to research and review customer's request.
KONIECL	07/31/2009 03:35:49 PM	Call To Jeff Orr		425D10		Dealer service manager states: RO details, RO# 118418, opened on 6/22/09 and close on 7/29/09, mileage 24736 miles, mechatronic replaced; down due to part coming from Germany. CA to email field.

Note: Does not include program codes for Roadside Assistance, iSKY or IQS Outbound Call

AUDI OF AMERICA, INC.
CUSTOMER COMMENT DETAIL REPORT
CASE NUMBERS SOURCE: All

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
KONIECL	07/31/2009 03:37:29 PM	E-Mail To Kyle Mathews, area 40				CA sent email to AASM advising if there would be any lease payment consideration for customer and advised of Repair order details and down time. CA to wait for field contact.
KONIECL	08/03/2009 12:34:51 PM	E-Mail From Kyle Mathews, area 40				AASM copied CA on email to dealer seeking to verify with dealer that dealer forwarded requested steps to get parts before proceeding to lease payment request. CA to call AASM.
KONIECL	08/03/2009 12:39:07 PM	Voice Mail For Kyle Mathews, area 40				CA LVMM for AASM seeking update. CA to wait for field contact.
KONIECL	08/03/2009 03:19:02 PM	Note To ccc				CA to call customer as promised follow up and to wait for field contact. CA to call customer.
KONIECL	08/03/2009 03:19:18 PM	Voice Mail For [REDACTED]				CA LVMM for customer advising that CA has spoken with dealer and gotten the repair order details from dealer. CA is researching customer's lease payment request and will update again by Wednesday, 8/5. CA to wait for field contact.
KONIECL	08/04/2009 12:23:47 PM	Voice Mail For Kyle Mathews, area 40				CA LVMM for AASM to return call to CA. CA to wait for field contact.
KONIECL	08/05/2009 11:38:11 AM	Voice Mail For Kyle Mathews, area 40				CA LVMM for AASM to return call to CA. CA to wait for field contact.
KONIECL	08/05/2009 05:22:18 PM	Note To ccc				CA waiting for AASM contact and to call customer as promised follow up. CA to call customer.
KONIECL	08/05/2009 05:22:40 PM	Call To [REDACTED]				CA advised: is still researching lease payment compensation for time vehicle was down at Audi Tulsa for the mechatronic; will follow up again by Friday, 8/7. CA to wait for field contact.

Note: Does not include program codes for Roadside Assistance, iSKY or IQS Outbound Call

AUDI OF AMERICA, INC.
CUSTOMER COMMENT DETAIL REPORT
CASE NUMBERS SOURCE: All

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
KONIECL	08/06/2009 12:28:23 PM	E-Mail To Kyle Mathews, area 40				CA sent email to AASM seeking update. CA to wait for AASM.
KONIECL	08/07/2009 11:51:46 AM	Voice Mail For Kyle Mathews, area 40				CA LVMM for AASM to return call to CA. CA to wait for AASM contac.t
DABISHC	08/07/2009 03:36:47 PM	Note To CCC				Please contact Service Manager to have Service Manager contact AASM to review Customer lease payment request.
KONIECL	08/07/2009 05:12:47 PM	Voice Mail For Jeff Orr		425D10		CA LVMM for dealer service manager to see if service manager could review with AASM about lease payment request. CA to call customer as promised follow up.
KONIECL	08/07/2009 05:14:26 PM	Call To [REDACTED]				CA advised: is still researching compensation ;appreciates customer's patience will CA is looking into request; will update customer again by Tuesday, 8/11. CA to wait for dealer or AASM contact.
KONIECL	08/07/2009 05:19:16 PM	Call From Jeff Orr		425D10		Dealer service manager states: will review with AASM. CA to wait for dealer or field contact.
KONIECL	08/11/2009 11:51:11 AM	Voice Mail For Jeff Orr		425D10		CA LVMM for Dealer Service Manager to return call to CA about lease payment request. CA to wait for dealer call.
KONIECL	08/11/2009 11:56:55 AM	Call To Michelle-receptionist		425D10		CA called requesting dealer Service Manager and was told CA was being transferred into voicemail and didn't. CA called back and was disconnected on by dealer and then was not able to get through to dealer. Dealer advised would take message and have service manager call CA back. CA to wait for dealer call.
KONIECL	08/11/2009 05:12:28 PM	Voice Mail For Jeff Orr		425D10		CA LVMM for Dealer service manager to verify if dealer has heard from AASM about lease payment request. CA to call customer as promised follow up.

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AUDI OF AMERICA, INC.
CUSTOMER COMMENT DETAIL REPORT
CASE NUMBERS SOURCE: All

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
KONIECL	08/11/2009 05:14:59 PM	Call To [REDACTED]				CA advised: is still researching lease payment request; will continue to follow up until there is update; is it possible there will be lease payment but it is still being looked into; will follow up again by Friday, 8/14. CA to wait for dealer or field contact.
KONIECL	08/12/2009 11:52:31 AM	Voice Mail For Jeff Orr		425D10		CA LVMM for dealer service manager to return call to CA. CA to wait for dealer call.
KONIECL	08/13/2009 11:48:53 AM	Voice Mail For Jeff Orr		425D10		CA LVMM for dealer service manager to return call to CA. CA to wait for dealer call.
KONIECL	08/14/2009 11:37:48 AM	Call To Michelle - receptionist		425D10		Dealer receptionist states: will take message and have dealer service manager call CA back. CA to wait for dealer call.
KONIECL	08/14/2009 03:36:26 PM	Voice Mail For Jeff Orr		425D10		CA LVMM for dealer service manager to return call to CA. CA to call AASM.
KONIECL	08/14/2009 05:23:10 PM	Voice Mail For Kyle Mathews				CA LVMM for AASM to return to CA. CA to call customer.
KONIECL	08/14/2009 05:25:53 PM	Call To [REDACTED]				CA advised: is still researching this further; will continue to follow up until CA has an update for customer; apologized for the length of time this is taking; appreciates customer's patience while waiting; will follow up again by Wednesday, 8/19. CA to wait for AASM or dealer contact.
KONIECL	08/17/2009 09:36:44 AM	Call From Jeff Orr		425D10		Dealer service manager states: sent email to AASM and didn't hear back; AASM is going to be at dealer today at 10 am. CA advised: would call dealer back at that time. CA to call dealer back.
KONIECL	08/17/2009 11:33:42 AM	Call To Jeff Orr		425D10		Dealer service manager states: AASM is not at dealer yet; will call CA when AASM is there. CA to wait for dealer call.

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AUDI OF AMERICA, INC.
CUSTOMER COMMENT DETAIL REPORT
CASE NUMBERS SOURCE: All

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
KONIECL	08/17/2009 05:49:27 PM	Call From Jeff Orr		425D10		Dealer service manager states: AASM is not there, should be there about 5 pm their time; AASM seemed to be interested in providing a lease payment but would verify that when AASM is there. CA to wait for dealer call.
KONIECL	08/18/2009 12:45:31 PM	Note To ccc				CA attempted dealer 3 times and call was not going through. CA to attempt call to dealer later.
DABISHC	08/18/2009 03:36:55 PM	Call To Kyle Matthews				Supervisor advised: Customer vehicle was down for a month because of backorder situation with Mechatronics unit; Customer seeking lease payment to turn experience around. AASM advised: is aware of backorder situation, and everything was done correctly to get the part; will offer Customer one payment, but Dealer will call Customer to make the offer; CR should process payment and follow up with Customer. CA to call Customer to advise Dealer will be calling Customer with more details about payment.
KONIECL	08/19/2009 12:10:09 PM	Call To General voicemail box		425D10		CA attempted to contact dealer and just got a general voicemail box for a return call in a business day. CA didn't leave message. CA to call customer.
KONIECL	08/19/2009 12:15:20 PM	Call To [REDACTED]				CA advised: if customer has spoken with dealer. Customer states: dealer left a voicemail for customer advising that customer will be provided a lease payment; inquired when payment would be reflected as customer's next payment is 9/14. CA advised: to continue to make payments as normal; may take a month or two to reflect with AFS. CA to call dealer for repair order.
KONIECL	08/20/2009 12:18:44 PM	Voice Mail For Jeff Orr		425D10		CA LVMM for dealer service manager seeking a copy of repair order to process lease payment. CA to wait for dealer call or fax.
KONIECL	08/21/2009 11:23:49 AM	Voice Mail For Jeff Orr		425D10		CA LVMM for dealer service manager seeking a copy of repair order to process lease payment. CA to wait for dealer call or fax.
MARASHS	08/21/2009 02:22:59 PM	FAX From Jeff Orr		425D10		Fax in Doc Center.

Note: Does not include program codes for Roadside Assistance, iSKY or IQS Outbound Call

AUDI OF AMERICA, INC.
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CASE NUMBERS SOURCE: All

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
KONIECL	08/21/2009 02:57:31 PM	E-Mail To Christopher Dabish				CA sent email to Supervisor seeking I Quote for lease payment amount. CA to wait for reply.
KONIECL	08/25/2009 12:42:27 PM	E-Mail From Christopher Dabish				Supervisor states: correspondence would be able to get the iquote for lease payment. CA to assign to correspondence.
KONIECL	08/25/2009 12:43:05 PM	Assigned To PETRUCM				Please credit customer's AFS one month's lease payment per supervisor, Christopher Dabish and AASM, Kyle Mathews. Please note that supervisor advised that correspondence could generate Iquote to determine the amount of one lease payment. CA to wait for correspondence for check.
PETRUCM	08/25/2009 04:06:14 PM	Assigned To KONIECL				CA assigned case to original CA to obtain actual RO required for check request. Thank you. Pending call to Audi Tulsa or customer.
KONIECL	08/25/2009 04:38:18 PM	Call To Stan		425D10		CA advised: needs copy of repair order faxed to CA. Dealer service advisor states: will fax. CA to wait for dealer fax.
KONIECL	08/27/2009 11:41:23 AM	Voice Mail For Stan		425D10		CA LVMM Dealer service advisor seeking copy of repair order to be faxed to CR. CA to wait for dealer fax.
CAMILOM	08/27/2009 12:16:47 PM	FAX From Stan		425D10		Fax in doc center.
KONIECL	08/27/2009 12:18:22 PM	Reviewed By Lisa Konieczka				CA reviewed fax received. dealer faxed in actually repair order to CA for the mechatronic. CA to assign to Correspondence.
KONIECL	08/27/2009 12:18:44 PM	Assigned To PETRUCM				Please credit customer's AFS one month's lease payment per supervisor, Christopher Dabish and AASM, Kyle Mathews. Please note that supervisor advised that correspondence could generate Iquote to determine the amount of one lease payment. CA to wait for correspondence for check.

Note: Does not include program codes for Roadside Assistance, iSKY or IQS Outbound Call

09/23/2009

AUDI OF AMERICA, INC.
CUSTOMER COMMENT DETAIL REPORT
CASE NUMBERS SOURCE: All

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
PETRUCM	08/31/2009 11:46:03 AM	Approved By Kyle Mathews				
		Account number [REDACTED] AoA to pay one vehicle payment to promote customer satisfaction related to transmission concern, per AASM, Kyle Mathews. Total 441.16. CA to generate check request.				
PETRUCM	08/31/2009 11:51:11 AM	Note To ccc				
		CA generated check request in amount of 441.16. CA to assign case to original CA to wait for check processing.				
PETRUCM	08/31/2009 11:51:39 AM	Assigned To Lisa Konieczka, AoA				
		CA assigned case to original CA to resume responsibility for case.				
CR_BATCH	09/03/2009 04:00:48 AM	Note To PETRUCM				
		Amount for \$ 441.16 was Posted on 09/02/2009. AP reference number: 47009083				

Note: Does not include program codes for Roadside Assistance, iSKY or IQS Outbound Call

AUDI OF AMERICA, INC.
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<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
2008 Audi TT 2.0T Roadster fwd						
[REDACTED]	090188019	Customer Relations	TRUNF38J181 [REDACTED]	13,000		Complaint 425D06 Pr. Part: 3435-Transmission Pr. Rsn: T01 Auto/Hybrid - Shifts roughly
CALDWEME	07/31/2009 04:02:06 PM	Call From [REDACTED]				Complaint Rsn: 54Q Extensive Repair History
Customer states leased vehicle over a year ago; first issue was with top not working properly; now there is an issue with the car displaying a "bunny hop" like vehicle is jerking forward and took car to dealer on 7/8/09; acts like car is jumping out of gear; part is suppose to come on 8/7/09 which is being hand made for vehicle specifically; just wants conversation today and nothing else; currently in a loaner vehicle from Bob Moore Audi. CA advised concerns have been documented internally and Customer can call us back with any additional feedback. Customer states will call back after car is fixed and think of something that Customer would like for Audi to do for her in the meantime. Pending Customer call. No further action.						
CALDWEME	07/31/2009 04:11:33 PM					
Category Selection						
KONIECL	08/14/2009 01:27:02 PM	Call From [REDACTED]				
Customer states: vehicle is currently at Bob Moore Audi since July 8; has had repeat concerns with the convertible top and it took 4 attempts to repair; that was last repaired in November; had a blow out in April and dealer advised it was a road hazard; vehicle is having concerns with transmission currently and has been without vehicle for 5 weeks; is in loaner; dealer advised it may be another 3-4 weeks before parts will be available; apparently parts are being made in Germany; loves the vehicle; seeking out of lease; would like the \$2199.99 back that customer put down, 3 payments provided back that customer paid while vehicle was down, clean credit report for this, couple of weeks to drive loaner while Customer looks for another vehicle. CA advised: would like to speak with dealer about current concerns and the parts; priority is to repair vehicle to terms of warranty; can't guarantee that customer's expectation will be met; will see what can be done to turn experience around; may not have a decision until vehicle is repaired; CR will follow up by Tuesday, 8/18. CA to alert original CA.						
KONIECL	08/14/2009 01:34:38 PM	E-Mail To Melissa Caldwell				
CA sent email to original CA. CR to call dealer as there is no dealer email.						
CALDWEME	08/14/2009 02:18:39 PM	Call To Receptionist			425D06	
CA advised seeking to speak to Service Manager. DP advised Service Manager will be in on Monday, 8/17/09. CA advised if Service Manager has e-mail address. DP advised e-mail address for Service Manager is LEI@BobMoore.com. CA to e-mail dealer.						

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AUDI OF AMERICA, INC.
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<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
CALDWEME	08/14/2009 02:21:53 PM	E-Mail To Lonnie		425D06		

***** Email to LElmore@bobmoore.com *****

ACTION REQUIRED: [REDACTED] - Financial Assistance Request ; Vehicle at the Dealership

The following customer has contacted Audi Customer CARE seeking assistance.

Audi Customer Care Advocate Section:

Customer Name: [REDACTED]

Model Year/Model: 2008 TT

VIN: TRUNF38J18 [REDACTED]

Mileage: 11,000 miles

This customer/family has owned multiple Audis (Y/N): How many:

Customer has had the vehicle serviced and maintained (Name of Dealer): Your place

Vehicle is at the Dealer (Y/N): Y Vehicle is with Customer (Y/N):

Customer is Seeking (Include any part name and repair amount): Customer called today to advise of the following:

Vehicle is currently at Bob Moore Audi since July 8; has had repeat concerns with the convertible top and it took 4 attempts to repair; that was last repaired in November; had a blow out in April and dealer advised it was a road hazard; vehicle is having concerns with transmission currently and has been without vehicle for 5 weeks; is in loaner; dealer advised it may be another 3-4 weeks before parts will be available; apparently parts are being made in Germany; loves the vehicle; seeking out of lease; would like the \$2199.99 back that customer put down, 3 payments provided back that customer paid while vehicle was down, clean credit report for this, couple of weeks to drive loaner while Customer looks for another vehicle.

Dealer Section:

Should this customer receive Assistance?

If yes, how much and what is the part and labor breakdown? When will you contact the customer and make the offer of assistance?

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AUDI OF AMERICA, INC.
CUSTOMER COMMENT DETAIL REPORT
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<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
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If no, please provide an explanation for the customer case notes.

Please inform us when you have contacted the customer so that we can update our customer records.

Continued on next activity line.

CALDWEME	08/14/2009 02:22:44 PM	Continued Comment To Lonnie		425D06		
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Please review this case and advise us of your recommendation. Please make every effort to respond within 4 business hours.
Please select REPLY TO ALL, with your response to this e-mail.

Thank you in advance for your consideration.

Melissa Caldwell
(248) 754-3478

The information contained in this communication is confidential, private, proprietary, or otherwise privileged and is intended only for the use of the addressee. Unauthorized use, disclosure, distribution or copying is strictly prohibited and may be unlawful. If you have received this communication in error, please notify the sender immediately via email or at (248) 754-5000.

CA to wait dealer e-mail.

CALDWEME	08/17/2009 01:24:29 PM	Call To Lonnie		425D06		
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CA advised seeking update on repairs. Service Manager advised: AASM and TACS and other divisions of Audi has been involved with this car; a new control unit is being hand built for this car and should be at dealer this week; Customer seeking lease payments and AASM Kyle advised Customer to call CCC with requests as it has to go through CCC directly. CA advised: Service Manager to call CA back after car has been repaired so CA can contact AASM for compensation. CA to call Customer.

CALDWEME	08/17/2009 01:27:59 PM	Voice Mail To [REDACTED]				
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CA LVMM advising spoke with Service Manager who advised a new control unit is being hand built for car and should arrive this week; we will research request for compensation after vehicle is repaired; will call Customer by COB on 8/20/09 to provide update. CA to wait Service Manager call.

Note: Does not include program codes for Roadside Assistance, iSKY or IQS Outbound Call

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AUDI OF AMERICA, INC.
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CASE NUMBERS SOURCE: All

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
CALDWEME	08/19/2009 02:27:54 PM	Voice Mail From Lonnie		425D06		
						Service Manager advised car is done and Customer picked up car this morning, 8/19/09; call Service Manager. CA to call Service Manager.
CALDWEME	08/19/2009 02:36:33 PM	Call To Lonnie		425D06		
						CA advised returning Service Manager call. Service Manager advised: LVMM for AASM Kyle with no return call. CA advised: fax to 6521 repair orders for car or e-mail to CA e-mail address; after receiving repair orders, CA will contact AASM. Service Manager advised will get together repair orders now. CA to wait dealer e-mail or fax.

Note: Does not include program codes for Roadside Assistance, iSKY or IQS Outbound Call

AUDI OF AMERICA, INC.
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<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
CALDWEME	08/19/2009 05:56:37 PM	E-Mail From Kyle Mathews - area 40				
		Melissa, I appreciate Lonnie explaining to you how I was tied up in an audit this week. I Let's talk about your customer with the TT that is having issues and is requesting compensation for the vehicle. Thanks, Kyle Mathews Area After Sales Manager, Area 80b Audi of America, LLC 12725 Morris Road, Suite 250 Alpharetta, GA 30004 United States of America Tel. +1 225 218 7446 Fax. +1 225 302 7748 mailto: kyle.mathews@audi.com http://www.audiusa.com CA to call AASM.				
CALDWEME	08/19/2009 05:59:26 PM	Voice Mail To Kyle Mathews - area 40				
		CA advised: currently waiting on repair history from Bob Moore Audi; advised Customer is seeking compensation; advised will contact AASM after car is repaired and repair orders have been obtained. CA to wait dealer e-mail/fax.				

Note: Does not include program codes for Roadside Assistance, iSKY or IQS Outbound Call

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CUSTOMER COMMENT DETAIL REPORT
CASE NUMBERS SOURCE: All**

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
CALDWEME	08/20/2009 11:36:18 AM	E-Mail From Chaney Hale		425D06		
		DP provided copies of repair orders. CA to provide to mail team to enter in Listen.				
CALDWEME	08/20/2009 11:36:55 AM	Face-To-Face With Shelley				
		CA provided copies of repair orders to be entered into Listen. CA to enter in Listen notes repair orders.				
CALDWEME	08/20/2009 11:37:25 AM	Note To Repair History from Bob Mooi				
		7/8/09-8/18/09-11,670 miles-c/s when accelerating from stop, vehicle hesitates and lurches forward; worse when hot outside-sticking valve on mechatronics unit-replaced unit per TAC-c/s on hard acceleration moving from first to second there is a popping noise from the exhaust and shifts hard-normal during hard acceleration under turbo boost pressure for boost pressure pop off during shifts-rental car provided. total days down: 42				
		4/23/09-4/24/09- 9,307 miles-c/s left front tire is blown-replaced tire-customer pay- \$366.45. total days down: 2				
		12/8/08-12/12/08- 5,785 miles- c/s top will not close-found top not operating at times; replaced rear flap motor per Scott Melvin at Audi; top operating normal at this time- c/s volume knob on starring wheel is inop-replaced volume control knob on steering wheel to correct problem. total days down: 5				
		10/8/08-10/29/08- 5,466 miles- c/s cab top will not come up and stuck in down position; top will not close. GFF revealed no faults-replaced module top; performed 5k mile service- c/s radio volume knob on steering wheel is inop-ordered new knob- c/s tire pressure warning lamp is on-found tire pressure light on-adjusted tire pressure and reset light. total days down: 22				
		9/29/08-9/29/08- 2,441 miles- c/s top will not start to go down-replaced control module; c/s steering wheel controls are inop-found volume knob not operating on steering wheel-performed FGG and function returned. total days down: 1				
		8/7/08-8/11/08- 705 miles- c/s cab top will not close-found cab top not operating; swapped control module with known good module and top operates correctly. NEC to replace control unit to repair. total days down: 5				
		7/23/08-7/23/08- 361 miles- window tint. days down: 1 CA to e-mail AASM.				
CALDWEME	08/20/2009 12:21:07 PM	E-Mail To Kyle Mathews - area 40				
		CA advised of repair history, including repair orders and what Customer is seeking. CA to wait AASM e-mail.				

Note: Does not include program codes for Roadside Assistance, iSKY or IQS Outbound Call

AUDI OF AMERICA, INC.
 CUSTOMER COMMENT DETAIL REPORT
 CASE NUMBERS SOURCE: All

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
MARASHS	08/20/2009 02:35:09 PM	Note To CCC				Email attachments in Doc Center.
LANCET	08/20/2009 05:13:39 PM	Call From [REDACTED]				Customer stated; has an open file. Customer seeking; update. CA advised; associate just received repair history and file is still being reviewed to determine if Audi of America will be able to meet expectation of reimbursement. Customer stated; didn't only want reimbursement; Customer want to get out of lease. CA advised; associate will follow up with Customer 08/24. Associate to wait field contact.
SABOURM	08/24/2009 07:49:45 PM	Call To [REDACTED]				CA advised Customer that CA is calling on behalf of associate; advised Customer that associate is working diligently towards a resolution; advised of no updates at this time; advised associate will follow up with Customer by the COB on 8/26/09. Associate to wait for field.
CALDWEME	08/25/2009 10:44:28 AM	Note To ccc				No response from AASM. CA to call AASM.
CALDWEME	08/25/2009 10:46:55 AM	Voice Mail To Kyle Mathews - area 40				CA LMTRMC in regards to Customers car. CA to wait AASM call.
CALDWEME	08/26/2009 04:59:19 PM	Voice Mail To [REDACTED]				CA advised: still researching request and will call Customer by COB on 9/4/09. CA to wait field contact.
DABISHC	08/27/2009 04:41:23 PM	Call From Kyle				Supervisor seeking to know how much of concerns is AASM aware of. AASM is aware the vehicle has significant downtime being 42 days. Supervisor advised: Customer has 22 payments left on her lease, and pays about \$661 a month; unable to facilitate a transaction with Customer having this much left on her lease. AASM seeking to know if Customer qualifies for buyback. Supervisor advised Med/Arb would have this information, and will see if Supervisor can contact someone, and have them contact AASM. Supervisor to call Med/Arb.

Note: Does not include program codes for Roadside Assistance, iSKY or IQS Outbound Call

**AUDI OF AMERICA, INC.
CUSTOMER COMMENT DETAIL REPORT
CASE NUMBERS SOURCE: All**

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
DABISHC	08/27/2009 05:40:30 PM	Voice Mail To James Cruse				
		LMTRMC. Wait for Med/Arb.				
DABISHC	08/28/2009 04:23:54 PM	E-Mail To James Cruse				
		90188019.				
		James,				
		Kyle Mathews and I wanted to check with you to see if this customer has a case, concerning a buy back situation. We have about 42 days down on this vehicle with a few repeat repairs.				
		@ Kyle, once we have some information to share with the client either way, Melissa is dealing with the client directly from our end.				
		Best,				
		Christopher T. Dabish Southern and Western Region Supervisor Audi of America Inc. Customer Care 3499 Hamlin Road Rochester Hills MI 48309 United States of America Tel. +1 248 754 3435 Fax. +1 248 754 6521 mailto:christopher.dabish@audi.com http://www.audiusa.com				
		Wait for Med/Arb or field contact.				
CALDWEME	09/02/2009 10:49:09 AM	E-Mail To Bonnie Gelfusa				
		CA advised seeking to know status of Customers request. CA to wait Med/Arb e-mail.				

Note: Does not include program codes for Roadside Assistance, iSKY or IQS Outbound Call

AUDI OF AMERICA, INC.
 CUSTOMER COMMENT DETAIL REPORT
 CASE NUMBERS SOURCE: All

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
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CALDWEME	09/02/2009 12:11:41 PM	E-Mail From Bonnie Gelfusa				
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From: Gelfusa (Cramer), Bonnie
 Sent: Monday, August 31, 2009 1:47 PM
 To: Mathews, Kyle; Dabish, Christopher
 Subject: FW: Customer [REDACTED]

Correct me if I am wrong, but isn't it 42 days for just this repair, plus there are about 33 days from other previous repairs, totaling about 75 days. Technically this vehicle does not qualify for OK LL because that law is within 12-months of service the vehicle has to have 45-days down or 4 repair attempts to the same non-conformity and the issues has to continue to exist, but the vehicle has had 75 days in a little over 13-months, I think we need to be fair here.
 CA to call AASM.

CALDWEME	09/02/2009 01:46:02 PM	Voice Mail To Kyle Mathews				
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CA LMTRMC. CA advised: seeking update on Customers request. CA to wait AASM call.

CALDWEME	09/02/2009 06:22:50 PM	Note To ccc				
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RCL Andraya recommended contacting the RASM. CA to call RASM.

CALDWEME	09/03/2009 09:59:29 AM	E-Mail From Mike Sandler				
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Melissa, got your message concerning this case and Kyle returning your call. Kyle is typically very responsive, must be some sort of miscommunication. He will contact you today. Sorry for the delay.

Best regards,
 Michael J. Sandler
 Region After Sales Manager
 CA to wait AASM call.

LUPHERB	09/04/2009 07:37:36 AM	E-Mail From Kyle Mathews - Area 40				
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AASM advised: forwarding e-mail strings related to file; requests Supervisor review communication and Listen notes; would like Supervisor to call to discuss options on file. Supervisor to call AASM.

Note: Does not include program codes for Roadside Assistance, iSKY or IQS Outbound Call

AUDI OF AMERICA, INC.
CUSTOMER COMMENT DETAIL REPORT
CASE NUMBERS SOURCE: All

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
LUPHERB	09/04/2009 10:52:49 AM	Voice Mail To Kyle Mathews - Area 40				Supervisor LMTRMC. Supervisor to wait for field contact.
LUPHERB	09/04/2009 10:54:05 AM	E-Mail From Kyle Mathews - Area 40				AASM advised: aware of missed call and will call Supervisor momentarily to discuss. Supervisor to wait for field contact.
LUPHERB	09/04/2009 02:01:58 PM	Call From Kyle Mathews - Area 40				AASM advised: Customer experience seems to justify taking action to help Customer without regard for fact that vehicle beyond OK Lemon Law; considering using customer loyalty funds to attempt to move Customer from this vehicle to another new Audi in effort to improve experience, has some concerns with the technical escalation process used by Bob Moore Audi , and would like to try to get dealer contribution above AoA trade assistance. Supervisor advised: Customer showed good faith in AoA after 3 convertible top module issues within first 4 months and Supervisor would support a comparable gesture of good faith from us to her; perhaps dealer could be convinced to provide Audi CARE Plan to new vehicle if replacement agreed upon. AASM advised: would need to know invoice of vehicle prior to speaking to RASM about intention. Supervisor advised will obtain and call back. Supervisor to research.
LUPHERB	09/04/2009 02:07:31 PM	Face-To-Face With Christine Board - D				Distribution advised: will contact Finance to obtain due to lapse in records. Supervisor to wait for Distribution response.
LUPHERB	09/04/2009 02:08:52 PM	E-Mail From Kyle Mathews - Area 40				AASM advised: had to step into meeting; notify when able to speak again. Supervisor to wait for distribution.
LUPHERB	09/04/2009 02:09:50 PM	E-Mail From Christine Board - Distribu				Distribution forwarded copy of vehicle invoice. Supervisor to e-mail AASM.
LUPHERB	09/04/2009 02:10:33 PM	E-Mail To Kyle Mathews - Area 40				Supervisor forwarded invoice and advised to call back when able. Supervisor to wait for field contact.

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AUDI OF AMERICA, INC.
CUSTOMER COMMENT DETAIL REPORT
CASE NUMBERS SOURCE: All

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
LUPHERB	09/04/2009 02:11:17 PM	Call From Kyle Mathews - Area 40				AASM advised: e-mail received; will put together necessary paperwork to discuss using regional funds with RASM; purpose will be to get Customer out of this vehicle contingent upon sale/lease of new Audi; will pursue Dealer contribution of Audi CARE Plan due to concerns with handling. Supervisor advised: if Customer had any concerns with inequity of payment, inclusion of CARE Plan might help to equalize perception; RASM alerted to file and can review records. Supervisor to notify CA of developments.
LUPHERB	09/04/2009 02:14:19 PM	E-Mail To Melissa Caldwell				Supervisor advised of updates available. CA to resume handling.
CALDWEME	09/04/2009 04:06:16 PM	Voice Mail To [REDACTED]				CA LMTRMC. CA advised: seeking to obtain information from Customer. If/when Customer calls, please advise we are still researching Customers request (seeking out of lease; would like the \$2199.99 back that customer put down, 3 payments provided back that customer paid while vehicle was down, clean credit report for this, couple of weeks to drive loaner while Customer looks for another vehicle) but would also like to know if Customer would be interested in purchasing/leasing another Audi if we can offer monies towards another Audi. CA to wait Customer call.

Note: Does not include program codes for Roadside Assistance, iSKY or IQS Outbound Call

AUDI OF AMERICA, INC.
CUSTOMER COMMENT DETAIL REPORT
CASE NUMBERS SOURCE: All

CUSTOMER NAME CASE NUM PROGRAM VIN MILES YEAR/SUBMODEL PARTS/REASONS

CALDWEME 09/08/2009 10:19:42 AM E-Mail From Mike Sandler

From: Sandler, Michael
Sent: Tuesday, September 08, 2009 8:17 AM
To: Caldwell, Melissa
Subject: FW: Beyer - 2008 TT, TRUNF38J181 [REDACTED]

Kyle seems to be working with Bret on this one?
Mike
Michael J. Sandler
Region After Sales Manager

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mailto:michael.sandler@audi.com
www.audiusa.com

CA to e-mail RASM.

AUDI OF AMERICA, INC.
 CUSTOMER COMMENT DETAIL REPORT
 CASE NUMBERS SOURCE: All

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
CALDWEME	09/08/2009 10:20:03 AM	E-Mail To Mike Sandler				<p>Mike, I spoke with Bret. I am currently waiting on the Customer to call me back to see if she would be interested in purchasing or leasing a new Audi. Customers original request was just to get out of the lease and I need to know if she wants to get into another Audi.</p> <p>Thanks, Melissa CA to call Customer.</p>
CALDWEME	09/08/2009 11:35:13 AM	Voice Mail From Kyle Mathews				<p>LVMM advising: working with Supervisor B. Lupher; will work with loyalty funds to get Customer into a new car and dealer will pay for Audi Care; any further questions, call AASM or speak with Supervisor B. Lupher. CA to call AASM.</p>
CALDWEME	09/08/2009 11:37:25 AM	Voice Mail To Kyle Mathews				<p>CA LVMM advising CA did get AASM's voicemail; currently we are waiting to hear from Customer to see if she wants to get into a new Audi. CA to call Customer.</p>
VAZQUEM	09/08/2009 12:04:41 PM	Call From [REDACTED]				<p>Customer states: calling back. CA advised: original CA was assisting other Customers, however we are seeking to know if she is interested in getting into a new vehicle. Customer states: she would be interested in getting another TT that does not have the problems that she is having with this vehicle, as she loves the vehicle, and is starting to experience another concern with the vehicle when making slow turns and when backing up is hearing a noise like cellophane and clicking noise, son advised it seems to be worse when the vehicle is warm, also inquired about the two months she was without the Vehicle and the time she spent going to the Dealer that is 45 minutes away one way, and about her insurance for the vehicle that she paid while she did not have the vehicle as well. CA advised: that we would want her to work with the Audi Dealership Bob Moore Audi for a MY 2009 or 2010 MY vehicle, once she picks a vehicle out to give us a call so that we can further work with the Dealership. Customer states: she will do that but it might not be until around 9-15-2009 that she is able to do this.</p>
CALDWEME	09/08/2009 01:10:52 PM	E-Mail To M.Sandler-RASM,K.Matthe				<p>CA advised: Customer is seeking a new TT and would like to work with dealer to find options/features Customer would like. CA to call Customer.</p>

Note: Does not include program codes for Roadside Assistance, iSKY or IQS Outbound Call

AUDI OF AMERICA, INC.
CUSTOMER COMMENT DETAIL REPORT
CASE NUMBERS SOURCE: All

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
CALDWEME	09/10/2009 12:45:43 PM	E-Mail To Chris Dabish				CA advised: would like to discuss next course of action. CA to wait Supervisor e-mail.
CALDWEME	09/10/2009 01:11:24 PM	Face-To-Face With Chris Dabish				Supervisor advised to call AASM to inquire who Customer needs to speak with at dealer when ready to get into another Audi. CA to call AASM.
CALDWEME	09/10/2009 01:12:46 PM	Voice Mail To Kyle Mathews				CA advised: Customer is interested in getting another Audi; seeking name of DP Customer can speak with at Bob Moore Audi when ready to get another Audi. CA to wait AASM call.

Note: Does not include program codes for Roadside Assistance, iSKY or IQS Outbound Call

AUDI OF AMERICA, INC.
CUSTOMER COMMENT DETAIL REPORT
CASE NUMBERS SOURCE: All

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CALDWEME 09/10/2009 03:27:02 PM E-Mail From Kyle Mathews
(Operations Leade A. Johnson and Supervisor B. Lupher were cc'd on e-mail to CA)

Melissa,
Understood.

Let's try chatting about our case through email then.

I have seen your last email regarding this case that the customer would be interested in moving into a new vehicle where we would look to secure Customer Loyalty Funds to assist.

Did she lease through AFS? And if so, do we know how many lease payments she has left in order to pay off the current TT? If it's a great deal, I'm not sure whether we'd be too far apart from her pay off to get her into another TT.

Thanks,

Kyle Mathews

Area After Sales Manager, Area 80b

Audi of America, LLC

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Alpharetta, GA 30004

United States of America

Tel. +1 225 218 7446

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mailto: kyle.mathews@audi.com

http://www.audiusa.com

Note: Does not include program codes for Roadside Assistance, iSKY or IQS Outbound Call

AUDI OF AMERICA, INC.
CUSTOMER COMMENT DETAIL REPORT
CASE NUMBERS SOURCE: All

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
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CALDWEME	09/10/2009 03:28:08 PM	E-Mail To AASM, Op. Leader, Supervi				
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(CA sent e-mail to AASM Kyle Mathews, Operations Leader A.Johnson, Supervisors C. Dabish and B. Lupher)

Kyle,

Just to recap, Customer will be working with Bob Moore Audi in OK to obtain an new TT . Is there a specific person at the dealer Customer needs to speak to when she comes in? If so, I would like the opportunity to advise her of that person so we can turn her experience around. Please let me know.

Information you requested is below via I-quote.

Account Details

Lease Term 36
 Original Maturity Date 7 Jul 2011
 Base Monthly Payment \$661.99
 Remaining Payments 21
 Next Payment Date 7 Oct 2009
 Refundable Security Deposit \$0.00
 Last Payment Received \$661.99
 Last Payment Date 8 Sep 2009
 Current Balance \$13,901.79
 Taxable Amount \$36,412.37
 CA to wait AASM e-mail.

LUPHERB	09/10/2009 05:05:19 PM	Call From Kyle Mathews - Area 80				
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AASM advised: concerned with the number of payments and amount owed making offer of trade assistance unviable. Supervisor advised: was not aware that vehicle was a lease; typically trade assistance would only work if vehicle owned due to monies owed to bank; unless dealer were to payoff vehicle with intention of resale, previously discussed trade assistance would not work; cannot imagine dealer doing so, especially if vehicle sale resulting was at reduced profit margin. AASM advised: wondering if dealers have done that. Supervisor advised: aware of one situation in the last 6 years; advised there are few options in a situation like this to make moving Customer viable, and we might simply need to look at a possible lease payment reimbursement to allow Customer to offset any negative equity if she were to negotiate her own trade. AASM advised: might look at that and consider additional assistance when lease over; situation became substantially more difficult to work with when lease revealed; will talk to RASM to find out thoughts. Supervisor to wait for AASM call.

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AUDI OF AMERICA, INC.
CUSTOMER COMMENT DETAIL REPORT
CASE NUMBERS SOURCE: All

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LUPHERB	09/10/2009 05:43:49 PM	Call From Kyle Mathews - Area 40				AASM advised: RASM has reservations with future assistance and rationale is sound; suggested that we seek possible AFS cooperation and AASM will pursue with them on 09/11/09; will also discuss dealer assistance to see if numbers can be looked at for options. Supervisor advised: if AoA cannot impact lease terms, considering a friends and family certificate might be suitable since it places customer into negotiating the terms of buy-out from this lease and only impacts future sale. AASM advised that can be considered as an option if AFS not agreeable. CR to wait for field contact.
LUPHERB	09/11/2009 11:17:45 AM	Voice Mail To Kyle Mathews				Supervisor advised: seeking to discuss options further. Supervisor to wait for AASM call.
DECLERC	09/14/2009 06:41:39 PM	Call From [REDACTED]				Customer states: will be taking vehicle back to Bob Moore on Thursday; seeking to know if we are any closer to a resolution; CA advised that CA is continuing to work within internal resources; customer states that this has been going on for 3 weeks; CA advised that this is a sometimes lengthy process and it does take time; customer asked if customer can speak with internal resources and suggested that this isn't just sitting on someone's desk somewhere; CA advised that CA is actively working on this for customer. Customer states that customer went to Bob Moore and asked if could be taken out of lease and put into a new TT; customer states that DP advised her that they have no TT's on the lot, and will not place customer in a new vehicle with no money down; customer states that customer would like to reiterate original request: being taken out of lease, and get money that customer put down for vehicle, plus the two payments customer made during downtime, and also would like two months of insurance payments back as well as compensating for the time customer spent driving back and forth to dealership; CA advised that CA will certainly document this conversation; customer would like to know how much longer she will have to wait for a decision; CA advised that CA will alert original CA and have CA follow up with customer no later than COB on 9/16. CA to alert CA.
LUPHERB	09/16/2009 11:52:44 AM	Voice Mail To Kyle Mathews - Area 8C				Supervisor advised: seeking return call to self or Regional Supervisor; Customer vehicle going back to Dealer 09/17/2009; Customer spoke with Bob Moore Audi about trade and has made specific requests in follow-up to conversation; Supervisor would recommend that we look at lease payments and possible friends & family certificate, but AoA response needs to be expedient due to Customer waning patience. Supervisor to wait for field contact.
CALDWEME	09/16/2009 04:26:32 PM	Voice Mail To [REDACTED]				CA advised: will call Customer by COB on 9/18/09 with update: still researching requests. CA/Supervisor to wait field contact.

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AUDI OF AMERICA, INC.
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CASE NUMBERS SOURCE: All

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
LYONJ	09/16/2009 05:58:32 PM	Call From	[REDACTED]			Customer stated that we need to move this along; that the vehicle has been in the shop for two months; that she expects a decision. CA advised that we are waiting for a reply from our field personnel. Customer stated that Audi of America is certainly not working on this 24/7; that she will check with her dealer and get their Reps name and number and she will light a fire under him. CA advised that the Customer advocate would update the Customer again by Friday 9/18/09. CA to wait field.
LUPHERB	09/17/2009 08:38:03 AM	Voice Mail From	Kyle Mathews - Area			AASM advised: calling regarding file; will attempt to reach regional RC. Supervisor to call AASM.
LUPHERB	09/17/2009 09:59:04 AM	Call From	Kyle Mathews - Area 80			Supervisor advised: need to move towards resolution of requests; would endorse reimbursement of two month's lease payments and offer of Friends & Family Certificate; trade-in of vehicle might leave some financial responsibility for Customer, but certificate may adequately offset to make move viable for Customer. AASM advised: agrees with offer and CR may proceed to present offer; will speak to Dave Ryan at Bob Moore Audi about situation to encourage dealer sensitivity to transaction. Supervisor advised: Vehicle going back to dealer today and CA will follow-up on status. CA to call dealer.
CALDWEME	09/17/2009 01:30:56 PM	Voice Mail To	[REDACTED]			CA LMTRMC. CA advised: have decision to provide to Customer. Please advise Customer: we are unable to meet expectations with offering the \$2199.99 back that customer put down, 3 payments provided back that customer paid while vehicle was down, clean credit report for this, couple of weeks to drive loaner while Customer looks for another vehicle. Please advise Customer we WILL offer 2 car payments due to concerns with car; would like to present to Customer certificate (Audi Friends and Family) which Customer can purchase or lease a new Audi at dealer invoice PLUS \$300; offer for Friends and Family expires on 9/30/09 (but can be extended if needed); Customer can also take advantage of loyalty money which can be upwards of \$5k but starts at \$1500; Customer would need to work with DP Dave Ryan at dealer for transactions to take place. CA to wait Customer call.

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VARGAM	09/17/2009 05:18:08 PM	Call From [REDACTED]				Customer states calling for follow up to case. CA advised we are unable to meet expectations with offering the \$2199.99 back that customer put down, 3 payments provided back that customer paid while vehicle was down, clean credit report for this, couple of weeks to drive loaner while Customer looks for another vehicle. Please advise Customer we WILL offer 2 car payments due to concerns with car; would like to present to Customer certificate (Audi Friends and Family) which Customer can purchase or lease a new Audi at dealer invoice PLUS \$300. Before Customer could finish the offer Customer state is not interested in purchasing another Audi vehicle and will never purchase another Audi vehicle; Customer states will not accept the offer of just 2 monthly payments; states will only accept the two payments if the cost for insurance (\$194) and her time off work (\$797.28) are paid; she feels that she is within the terms of the lemon laws and this is the least Audi of America can do. CA advised would not be able to meet this expectation. Customer states would like to know who original CA did internal research with or speak with a Supervisor. CA advised that CA is not at liberty to advise internal resources information as they are not in a capacity to speak with customers and advised that a Supervisor would not be in a position to change the offer. Customer states would still like to speak with Supervisor. CA advised Supervisor will call customer back by COB 9-18-09. Customer states that the vehicle is back at the Dealer for different concerns at this time and will still like to speak with Supervisor. CA to assign to Supervisor.
VARGAM	09/17/2009 05:28:27 PM	Assigned To unassigned				Please call this customer by COB 9-18-09.
SHELLNB	09/18/2009 09:58:38 AM	Assigned To SHELLNB				
SHELLNB	09/18/2009 11:11:51 AM	Call To [REDACTED]				RCL advised that following: We would like to offer 2 months lease payments, friends and family discount which is \$300.00 over invoice which may be a saving of \$2500-\$4000.00, 100 Years of Audi Event with an additional savings of \$1500.00-\$5000.00. Customer states vehicle is still not fixed as it is at Dealer now for a suspension creaking noise. Customer states would think about offer but would like Audi to pick up the first 1 and a half of the lease and lease would have to end on original lease termination date July 11th as at that point there would not have any use for the vehicle. Customer states would like it worked in that she would not have to put anything down as she had to put \$2000.00 on vehicle. RCL advised will research and call Customer back. CA advised that Customer really needs to sit down and speak to Dave Ryan at Dealer to negotiation a price. CA to review with Supervisor.

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AUDI OF AMERICA, INC.
 CUSTOMER COMMENT DETAIL REPORT
 CASE NUMBERS SOURCE: All

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
SHELLNB	09/18/2009 11:29:12 AM	Face-To-Face With Bret Lupher				Supervisor advised that what Customer needs to do is sit down with Sales Manager to have the numbers run and we do not know what the terms of if there would be any down payment. CA to call Customer.
DIXONDE	09/18/2009 11:45:17 AM	Call From [REDACTED]				Customer states would need correct name of contact person seeking supervisor. CA advised if supervisor available, CA will transfer customer directly to him. CA to transfer customer to Supervisor.
DIXONDE	09/18/2009 11:47:02 AM	Call To B. Shellnut				CA advised customer return call for correct name and seeking Supervisor. Supervisor advised to transfer customer. CA transferred customer to Supervisor. Supervisor to assist customer.
SHELLNB	09/18/2009 11:50:14 AM	Continued Comment With [REDACTED]				
SHELLNB	09/18/2009 11:52:50 AM	Continued Comment With [REDACTED]				Customer states called Bob Moore and was told there was not a Dave Ryan there. RCL apologized and advised that he was someone involved in this decision and the person Customer needs to discuss with at Bob Moore is General Manager Sonny Rose. RCL advised that we will offer 2 months lease payments but would not be able to answer questions about the lease terms expiring on 7/11 or having to put anything down. RCL advised this would have to be discuss with Dealer as a negotiation. Customer asked if Dealer would cover the first months payment. RCL advised again she would have to discuss as this would be part of a negotiated sales deal. RCL asked if she would accept the 2 months lease payment and Customer said she would call back. RCL advised this offer would be good for 30 days as in any goodwill offer. Customer states will contact General Manager at Dealer to see to see when would be a good time to discuss. No further action
SHELLNB	09/18/2009 12:21:16 PM	Assigned To CALDWEME				

Note: Does not include program codes for Roadside Assistance, iSKY or IQS Outbound Call

AUDI OF AMERICA, INC.
 CUSTOMER COMMENT DETAIL REPORT
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2008 Audi TT Coupe [REDACTED]	090196759	Audi Loyalty	TRUAF38J481 [REDACTED]	12,216		Unknown 402C01 Pr. Part: 3885-Mechatronics Pr. Rsn: 33D Critical Alert
CAMPBETA	08/10/2009 09:58:47 AM	Note To CCC				Complaint 402C01 Part: 3885-Mechatronics Rsn: 91E Transmission in safe mode/flashing
	CA to follow up on case per Critical Alert.					
	Description: Mechatronics Loaner: Y How were parts ordered: Red Order Part-ID: 3700-Automatic Transmission					
EDWARDF	08/18/2009 09:25:17 AM	Note From corporate parts				
	Part shipped from Germany, Fex tracking # 413036899374; ETA 8/14					
EDWARDF	08/18/2009 10:39:22 AM	Call To Jason		402C01		
	SA stated customer is working with Joel; he is currently on another line; SA will have him return CA's call. CA provided contact number. CA waiting on return call.					
EDWARDF	08/18/2009 10:57:00 AM	Call From Joel		402C01		
	Service Advisor stated vehicle has been repaired and returned to the customer on 8/13; customer vehicle was down from 7/27 - 8/13, two weeks; vehicle demonstrated a hesitation in stop and go traffic; vehicle was drivable but customer preferred alternate transportation; customer was given a Enterprise rental vehicle while vehicle was down; General Manager of dealer also gave customer a \$250 check. CA thanked; CA to follow up with customer.					
EDWARDF	08/21/2009 12:07:04 PM	Voice Mail To [REDACTED]				
	lvmm ensuring vehicle satisfaction; CA closing pending return call.					

Note: Does not include program codes for Roadside Assistance, iSKY or IQS Outbound Call

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CUSTOMER COMMENT DETAIL REPORT
CASE NUMBERS SOURCE: All**

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2008 Audi TT 2.0T Roadster fwd						
[REDACTED]	090199426	Audi Loyalty	TRUMF38J781 [REDACTED]	15,174		Unknown 423W90 Pr. Part: 3885-Mechatronics Pr. Rsn: 33D Critical Alert
MOOREM2	08/12/2009 09:53:39 AM Note To CCC		CA to follow up on case per Critical Alert.			
	Description: Mechatronic Loaner: Y How were parts ordered: Red Order Part-ID: 3900 Automatic Transmission - Internals		Complaint 423W90 Part: 3885-Mechatronics Rsn: 91E Transmission in safe mode/flashing			
MOOREM2	08/12/2009 09:54:40 AM Note To CCC		8/11/2009 1:01:26 P M (phillib): PO# 3104787 SAP# 1068173 - Your Red Order request has been approved and you order is pending in Germany at this time. Part is expected to be available in mid to late August. Additional updates will be provided once they are available.			
MOOREM2	08/18/2009 11:34:24 AM Note To CCC		8/13/2009 1:29:36 PM (phillib): PO# 3104787 SAP# 1068173 - Part shipped from Germany 8/13/09 Via FedEx tracking # 413036902845. ETA is 8/18. ** Per FedEx tracking part was delivered 8/14. CA to call Sunset Imports, Inc.			
MOOREM2	08/18/2009 11:49:29 AM Call To Service Reptionist - Sunset Imp 423W90		CA advised: calling from Audi of America regarding vehicle and parts that arrived on Friday 8/14. CA seeking o know if there are any update regarding vehicle repair. Sunset Imports DP advised: vehicle repair has been completed and Dealer has left several VMM for Customer to advise vehicle is ready to be picked up. No further action.			

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 CUSTOMER COMMENT DETAIL REPORT
 CASE NUMBERS SOURCE: All

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2008 Audi TT Coupe						
[REDACTED]	090200427	Audi Loyalty	TRUAF38JX81 [REDACTED]	20,660		Unknown 422G06 Pr. Part: 3885-Mechatronics Pr. Rsn: 33D Critical Alert
CAMPBETA	08/13/2009 09:17:26 AM	Note To CCC CA to follow up on case per Critical Alert.				Complaint 422G06 Part: 3885-Mechatronics Rsn: 91E Transmission in safe mode/flashing
		Description: Mechatronics Loaner: Y How were parts ordered: Red Order Part-ID: 3700-Automatic Transmission				
CAMPBETA	08/17/2009 05:24:59 PM	Note To CCC Per critical alert report, part shipped 8/11/09 via Fed Ex#413036898920, signed by P. Gomez 8/12/09. CA to contact Audi Henderson to inquire if vehicle has been repaired and returned to the Customer.				
CAMPBETA	08/17/2009 05:30:27 PM	Call To Ethan		422G06		
		DP advised vehicle was repaired and returned back to the Customer Wednesday or Thursday. CA to contact the Customer.				
CAMPBETA	08/17/2009 05:32:43 PM	Voice Mail To [REDACTED]				
		CA LVMM for Customer apologizing for the part delay and any inconvenience it may have caused, would like to ensure that the repairs were to the Customer's satisfaction. No further action, pending the Customer's return call.				

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2009 Audi TT Coupe [REDACTED]	090033143	Customer Relations	TRUDF38J091 [REDACTED]			
CUSTERJ	02/04/2009 11:55:23 AM	E-Mail From Erick Hauge				
<p>From: Hauge, Erick Sent: Wednesday, February 04, 2009 11:44 AM To: Tate, Anna Cc: Ford, Stan Subject: [REDACTED] -TRUDF38J091 [REDACTED] Audi Tucson 422C08</p> <p>Anna, I met with this customer last week, and you are probably going to be hearing from him. New TT; automatic transmission Vehicle goes into neutral, while driving. Gordon Glaser (TFM) is involved and trying to get someone to the dealership to assist them. Currently the dealership cannot duplicate the concern; and there are no fault codes! I;ll keep you advised. Erick R. Hauge Area After Sales Manager-Desert Zone Audi of America, Inc. Pacific Southwest Area (68) 5388 Sterling Center Drive Westlake Village, California 91361 United States of America Tel. +1 623-466-7357 Fax. +1 623-466-7315 mailto:erick.hauge@audi.com http://www.audiusa.com</p>						
						Suggestion 422C08 Pr. Part: 3735-Automatic transmission Pr. Rsn: T03 Auto/Hybrid - Slips/shifts erratically
						Complaint 422C08 Rsn: 95J Length of time for repairs

Note: Does not include program codes for Roadside Assistance, iSKY or IQS Outbound Call

AUDI OF AMERICA, INC.
CUSTOMER COMMENT DETAIL REPORT
CASE NUMBERS SOURCE: All

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WILDERD 02/06/2009 08:45:11 AM E-Mail From [REDACTED]

Gentlemen:

The following is documentation regarding my 2009 Audi TT coupe 2.0 quattro S tronic, VIN TRUDF38J091 [REDACTED]. The recurring problem is as follows: When the engine is running and the gear selector is in either "D", "S", or the manual mode "+,-", and while at a stop, or while driving, the transmission randomly goes into a "neutral" mode, thus stopping delivery of power to the wheels. The shifter lever itself remains in the "D, S, or manual" position. In addition, the gear selector display flashes, and eventually there is a message "PLEASE APPLY FOOT BRAKE" (only these words) on the DIS. Sometimes applying the foot brake will cure the problem. Sometimes the problem cures itself. The most consistent cure is to turn off the ignition and restart the engine. However, this malfunction is not acceptable for safe driving.

The first time the malfunction occurred was on 01-07-09. There were actually four separate events that day. At that time I had leased the car for three weeks, and had only 700 miles on the car. On 01-08-09 I took the car to Chapman Audi service department, the local dealership here in Tucson, AZ. Eric, a service advisor, reported that there are communication problems in that busses are not talking to each other. Eric sent the data to Audi, and then reported to me that Audi doesn't recognize the codes. He said that Audi wants the car to be driven to duplicate the problem. Brian Herring, the service manager, drove the car for 10 to 15 minutes but could not duplicate the problem. On 01-09-08, Mr. Herring drove the car some more, still unable to duplicate the problem. I was told that Audi has instructed them to return the car to me. I was also told that one of the fault codes has to do with the climate control unit, and not related to the issue. I picked up the car as instructed by Mr. Herring.

On 01-10-09, the malfunction occurred again twice after I had driven, then parked the car, and then drove a short

WILDERD 02/06/2009 08:46:03 AM Continued Comment From [REDACTED]

distance further. On 01-12-09 I drove the car to Chapman Audi, and again there were no fault codes. I left the car there. Mr. Herring drove the car to try to duplicate the problem.

On 01-14-09 Mr. Herring reported that he had driven the car without being able to duplicate the problem. I returned to the dealership, and Mr. Herring and I each drove the car for a total of approximately 30 minutes without a malfunction. Mr. Herring had a data collection device installed into the OBD port, and returned the car to me. I drove the car home, and drove it again 45 minutes later. The car malfunctioned again after 5 minutes of driving time. The only cure this time was to turn off the ignition, and restart the car. This occurred at a stoplight, thus placing me in an unsafe situation.

On 01-15-09 while driving the car to the dealership, it malfunctioned again, twice. I was less than a mile from the dealership, and was able to coast the car to a side street out of the way of traffic. While the car was in "D" with the engine running, the gear selector display was flashing, and the "PLEASE APPLY FOOT BRAKE" message was on the DIS. I called Mr. Herring who came to the car with a mechanic. Upon their instructions, I removed the data collector from the OBD port. The mechanic inserted the laptop cable into the OBD port, collected data, reported no fault codes, and took photographs and a video. Upon the mechanic's instruction, I pressed on the foot brake, and the malfunction was cured. I drove the car to the dealership. All data

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AUDI OF AMERICA, INC.
 CUSTOMER COMMENT DETAIL REPORT
 CASE NUMBERS SOURCE: All

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WILDERD	02/06/2009 08:46:39 AM	Continued Comment From	[REDACTED]			
<p>was sent to Audi Tech after the video file was compressed. Mr. Herring said that I would not have to duplicate the problem again. I gave Mr. Herring a summary of the events to date noting that I have not received any documentation regarding the malfunctioning car at this point. Mr. Herring read the summary. and said that he did not have any paperwork for me at this time. At his suggestion, I left the car there.</p> <p>On 01-16-09, Mr. Herring told me that the problem was referred to a higher level, a product support engineer, and that he wants them to replace the gear selector control unit. On 01-20-09 Mr. Herring reported that the Gear selector control unit is on its way, and that hopefully the car will be ready by 01-23-09.</p> <p>On 01-23-09 Eric, the service advisor, told me that the car was ready. Mr. Herring was not there that day. While driving the home from the dealership, thirteen miles later, the malfunction occurred again, while I was in traffic. Another unsafe situation. I called the dealership and said that I would bring it in on 01-27-09 after work.</p> <p>On 01-27-09 the car malfunctioned three or four times. Once at a stop light, and the remaining times while driving in rush hour traffic on the freeway. I corrected the malfunction by turning off the ignition and restarting the car. The last incident frightened me enough that I no longer felt that I should drive this car. I called Audi Roadside Assist, and they arranged for a tow truck to pick up the car at my place of work. Mr. Herring and I agreed that this malfunction was an unsafe condition. Mr. Herring told me that the area representative would be there on 01-29-09. I agreed to meet with him. I left the car at the Chapman Audi service department with Mr. Herring.</p>						

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AUDI OF AMERICA, INC.
CUSTOMER COMMENT DETAIL REPORT
CASE NUMBERS SOURCE: All

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WILDERD 02/06/2009 08:47:10 AM Continued Comment From [REDACTED]

On 01-29-09 I met with Mr. Herring and Erick Hauge, After Sales Manager Western Region. I described the malfunction in detail. Mr. Hauge asked me questions related to electrical interference (i.e. the installation of lo-jack, metallic tint, aftermarket accessories, etc.). I answered "No" to all of these questions. At the end of our conversation Mr. Hauge told me that he would bring in a technician to work on the car within a week. He assured me, "If we are guessing (at the cause and repair) I will not release the car to you." I wanted Audi to take the car back. I told Mr. Hauge that I thought that it was an unsafe vehicle to drive. Mr. Hauge said that was not an option at this time, and that Audi wants to repair the car. At that time I gave Mr. Hauge and Mr. Herring each a description of the events surrounding the malfunction up to 01-27-03. They both read the description of events before I left. I left all of the keys to the car with them. Before leaving I asked Mr. Hauge when the "PLEASE APPLY FOOT BRAKE" (only these words) would be a normal display? He did not know. I left the car with Mr. Herring at the Chapman Audi service department.

On 02-03-09 Mr. Herring informed me that more information was sent to Gordon Glasser, Technical Field Manager in Colorado. At this time no date has been set for a technician to come to work on the car.

On 02-04-09 Mr. Herring reported to me that more data was sent to Mr. Glasser, and to Hermann Vogt, in Product Quality Assurance in Germany. Mr. Herring reported to me that Mr. Vogt said that there are implausible values in the data in measuring blocks 1 through 119. Mr. Vogt wants the clutch oil temperature sensor, and the mechatronic unit replaced. I asked Mr. Herring if this was not a guess and that if this was definitely the repair that would cure the malfunction. He could not give me a positive answer. I suggested that he contact Mr. Hauge who on 01-29-09 told me that they would not be guessing at

WILDERD 02/06/2009 08:48:55 AM Continued Comment From [REDACTED]

the repair, and would not release the car to me if they were guessing.

Throughout the above events Chapman Audi has provided me with a loaner car for which I am thankful. However, these cars are not the TT which I am paying Audi Financial Services for. This car was special ordered. I anxiously waited three months to get the car. After only three weeks, and 700 miles of driving, I have been subjected to a continuous malfunction that is unsafe for driving. Thus far it has taken 28 days to get to this point which still leaves me without the car that I am leasing, or want to drive.

A hard copy of this report will be given to Mr. Herring, and sent via mail to Mr. Hauge's Herndon, VA address.

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WILDERD	02/06/2009 08:49:51 AM	E-Mail From [REDACTED]				
	Gentlemen; In the body of the email below, please change 02-04-09 to 02-05-09.					
	Thank you,					
	[REDACTED]					
	CA to discuss with supervisor.					
CUSTERJ	02/06/2009 02:02:53 PM	Assigned To WILDERD				
WILDERD	02/06/2009 04:06:19 PM	Call To [REDACTED]				
	CA advised that the e-mail has been received and documented into the database. CA advised the customer that the AASM is the highest level to be involved in the repair of the vehicle. Customer states approaching 30 days for the vehicle to be out of service. Customer states that he may want to file lemon law. CA advised the customer of the Consumer Protection Law that is located in his owner's manual. Customer states there is nothing additional that CA would be able to do at this time. CA provided the 1800# to AoA. No further action.					

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CUSTOMER NAME	CASE NUM	PROGRAM	VIN	MILES	YEAR/SUBMODEL	PARTS/REASONS
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2009 Audi TT Coupe

[REDACTED]	090061859	Customer Relations	TRUDF38J091 [REDACTED]	1,179	
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Complaint	422C08
Pr. Part: LEAS-LEASE AND LOAN PAYMENT	
Pr. Rsn: 37A Lease Payment	
Inquiry	422C08
Part: 3490-Speed sensor	
Rsn: T03 Auto/Hybrid - Slips/shifts erratically	

WILDERD 03/09/2009 10:32:24 AM E-Mail From [REDACTED]

Please refer to 90033143.

Gentlemen:

The following is follow up documentation, and request to previously submitted documentation dated 02-05-09. The vehicle in reference is my 2009 Audi TT coupe 2.0T quattro S tronic, VIN TRUDF38J1 [REDACTED]. On 02-06-09 I sent an email copy of the previous documentation to Mr. Herring at Chapman Audi, and a hard copy to Mr. Hauge at his Herndon Va. address. Mr. Herring notified me that the parts were on the highest order status, and that they should arrive by 02-12-09 or 02-13-09, and that they would be installed by Mike Obermeyer.

On 02-06-09 Dolores at Audicare contacted me by phone to notify me that the 02-05-09 documentation was received, and was in their data base.

On 02-16-09, the mechatronic unit arrived at Chapman Audi's parts department.

On 02-17-06-9 Mr. Herring notified me that Mike Obermeyer would start installing the parts that day. In addition he indicated that Audi may want some readings to compare with previous readings. Mr. Herring indicated that he would be at an Audi conference in Phoenix, but would stay in touch with Pat, a service advisor at Chapman, regarding progress. Mr. Herring told me to expect that the job would take a couple of days.

On 02-19-09 Mr. Herring called me from Phoenix to inform me that the car should be ready around noon on 02-20-09.

On 02-20-09 I went to Chapman Audi to pick up my car. Mr. Herring was finishing up the paperwork related to the repair. He asked me to choose a couple of items from the Audi catalog, and indicated that they were a gesture of good will, not to be related with any settlement. I chose a cap that I took with me, and a business card case that Mr. Herring ordered. After reviewing the paperwork I indicated to Mr. Herring that I would like to be reimbursed for the first three lease payments for which I had paid. He said that he would pass along my request to Mr. Hauge. As of this

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WILDERD	03/09/2009 10:44:19 AM	Continued Comment From	[REDACTED]			
						date, I have driven the car 504 miles without incident. However, I have not heard from Mr. Herring, Mr. Hauge, Audi Financial Services, nor Audi of America regarding my request for reimbursement. Gentlemen, I am submitting this request for reimbursement of my first three lease payments (\$587.34*3 = \$1762.02) for the following reasons: A) The malfunction started only 23 days and 724 miles after I leased the vehicle. B) It took 15 days to initially diagnose the problem. The first repair did not work, and the malfunction reappeared after 13 miles of driving. C) The car was driven an additional 435 miles between the first time it was left for repair, and the final pick up date. D) The total time for correct diagnosis and repair was 43 days. E) I believe that my car was the first vehicle of its type in the United States (2009 TT 2.0T coupe S-tronic quattro) to experience this malfunction. I am aware of three additional vehicles, at this time, which have experienced the exact same malfunction. The owners of these vehicles have benefited from my experience in that their vehicles were, or will be repaired in less than two weeks. I am grateful that they will be able to take advantage of the additional data that Audi has collected from my vehicle, and will not have to wait 43 days for repair as I did. Thank you for your time and consideration. [REDACTED] CA to contact the customer.
KONIECL	03/09/2009 12:55:19 PM	Call To	[REDACTED]			
						CA advised: that CR was following up in regards to customer's email; email was received; CR will research to see if there would be any reimbursement for the first 3 months of lease payments that customer is seeking due to recent concerns with new vehicle; will research to see if any lease payment assistance can be provided; CR would follow up by Wednesday, 3/11. Customer states: that is fine. CR to contact field about lease payment assistance.
WILDERD	03/10/2009 03:35:57 PM	Note To ccc				
						CA to contact Dealer 422C09 due to time restraint. CA to contact Service Manager.
WILDERD	03/10/2009 03:38:16 PM	Call To Todd			422C09	
						CA left a voice mail for the Service Manager advising that the customer is requesting 3 months vehicle payment for concerns with the vehicle. CA to wait the Service Manager's call.

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WILDERD	03/11/2009 03:44:00 PM	Voice Mail From Todd		422C09		Service Manager advised that they only did the PDI. CA to Dealer 422C08.
WILDERD	03/11/2009 03:46:21 PM	Voice Mail To Brian		422C08		CA left a voice mail for the Service Manager advising that the customer is requesting 3 months vehicle payment. CA to send e-mail to AASM.
WILDERD	03/11/2009 03:51:17 PM	E-Mail To Erick Hauge, Audi Western				CA sent e-mail to AASM. CA to wait AASM's e-mail.
WILDERD	03/11/2009 03:52:30 PM	E-Mail From Erick Hauge, Audi Western				AASM advised out of office and has limited access to e-mail and will respond as soon as possible. CA to contact the customer.
WILDERD	03/11/2009 03:54:08 PM	Voice Mail To [REDACTED]				CA advised the customer that we are continuing to look into his request. CA advised the customer that CA will follow up on 3-13-09. CA to wait decision.
WILDERD	03/12/2009 10:39:48 AM	Voice Mail From Brian		422C08		Service Manager left voice mail for CA to contact Service Manager. CA to contact Service Manager.
WILDERD	03/13/2009 10:30:15 AM	E-Mail From Erik Hauge, Audi Western				Dolores, Yes, I support 3 lease payments for the concerns that [REDACTED]'s TT has had. AFS is the leaseholder, and the payment should be \$585.71, according to his selling dealership, Audi Chandler. What do I need to do to move this forward? Erick R. Hauge Area After Sales Manager-Desert Zone CA to contact the customer.

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WILDERD	03/13/2009 10:35:34 AM	E-Mail To Erik Hauge, Audi Western 8				
		CA sent an e-mail that CA would complete the process. CA to contact the customer.				
WILDERD	03/13/2009 11:34:47 AM	Call To [REDACTED]				
		CA advised the customer that AoA would apply three months vehicle payment to his AFS account. CA advised the customer to submit a copy of his payment statement and the most recent Repair Order from Dealer 422C08. CA provided the customer with the fax 6521 and AoA mailing address. CA advised the customer that once the information is received that CA would contact the customer. No further action.				
LANDRYK	03/17/2009 08:58:11 AM	FAX From [REDACTED]				
		Fax in doc center				
WILDERD	03/17/2009 01:03:39 PM	Reviewed By Dolores				
		Customer provided AFS payment coupon indicating \$587.34 for monthly payments and RO 386021463, 1 through 5 pages. CA to contact the customer.				
WILDERD	03/17/2009 01:10:18 PM	Call To Mr. [REDACTED]				
		CA advised the customer that his fax has been received and will be submitted to the appropriate party. CA to submit to supervisor.				
WILDERD	03/17/2009 02:27:17 PM	Assigned To James Custer				
		Please look into AASM's request of 3-13-09. CA submitted to supervisor.				
DABISHC	03/27/2009 11:22:57 AM	Assigned To STACHOE				
		Per AASM Erick Hauge AoA to reimburse Customer three lease payments. Thanks.				
MCMANUM	03/27/2009 02:01:45 PM	Assigned To MCMANUM				

Note: Does not include program codes for Roadside Assistance, iSKY or IQS Outbound Call

**AUDI OF AMERICA, INC.
CUSTOMER COMMENT DETAIL REPORT
CASE NUMBERS SOURCE: All**

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
MCMANUM	03/27/2009 02:16:41 PM	Note To ccc				
	851896688/LEAS~TRUDF38J091 [REDACTED] [REDACTED], AoA to offer (3) lease payments due to recent transmission concerns, PID 3490, to promote customer satisfaction, lease \$587.34 x 3 totals \$1,762.02 cost approved by AASM Erik Hauge					
CR_BATCH	04/02/2009 04:00:31 AM	Note To MCMANUM				
	Amount for \$ 1762.02 was Posted on 04/01/2009. AP reference number: 47002937					
SHELLNB	04/08/2009 01:01:12 PM	Call From [REDACTED]				
	Customer states got is vehicle navment and there was not a credit as of vet. CA advised that \$1762.02 was nposted on 4/1/09 so it					
[REDACTED]	090149236	Mediation/Arbitration	TRUXD38J791 [REDACTED]	1,500		
GAMBINDO	06/15/2009 02:55:12 PM	Call From Erick Hauge				
	AASM advised customer's vehicle needs new TCM and ETA is 3 weeks. AASM seeking what we should do for the customer. Advised customer has not asked for anything yet. AASM indicated customer is in a loaner vehicle. Suggested AASM contact customer pro-actively and offer 2 payments due to loyalty (2nd vehicle and down time associated with repair).					
						Unknown 422C02 Pr. Part: 3730-Transmission ECM Pr. Rsn: T01 Auto/Hybrid - Shifts roughly

Note: Does not include program codes for Roadside Assistance, iSKY or IQS Outbound Call

AUDI OF AMERICA, INC.
CUSTOMER COMMENT DETAIL REPORT
CASE NUMBERS SOURCE: All

CUSTOMER NAME CASE NUM PROGRAM VIN MILES YEAR/SUBMODEL PARTS/REASONS

2009 Audi TT Coupe

██████████ 090202935 Customer Relations TRUKF38J291 ██████████ 4,200

Complaint 403A32

Pr. Part: 3511-Mechatronic

Pr. Rsn: T03 Auto/Hybrid -
Slips/shifts erratically

Complaint 403A32

Part: 3511-Mechatronic

Rsn: 82E Parts Delay

KLEINH 08/17/2009 08:31:30 AM E-Mail From ██████████

Subject: Warranty

First name: ██████████

Last name: ██████████

Email address: ██████████

Preferred Phone No.: ██████████

Alternate Phone No.: ██████████

Address: ██████████

City: Maumee

State: Ohio

ZIP code: ██████████

Please share your Audi experience with us: My 2009 Audi TT is at my dealer, Vin Devers, Sylvania, Ohio.

In the past week, it has twice reverted to neutral while driving under normal conditions. The only way to get into any gear is to stop, turn the engine off, and turn the engine on again.

This failure has not resulted in an accident thus far, but I hate to think of this occurring at highway speeds in dense traffic.

The dealer cannot duplicate the problem, but it is real and threatening.

Internet forums reveal other TT owners with the S-Tronic transmission experiencing the same issue.

The fix seems to be replacement of the Mechatronic unit and clutch oil temperature sensor.

Please help me get this problem solved as soon as possible. I am a loyal Audi owner (I have owned 5) and do not expect to be without my new car after only 4200 miles.

CA to call Customer

AUDI OF AMERICA, INC.
 CUSTOMER COMMENT DETAIL REPORT
 CASE NUMBERS SOURCE: All

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
KLEINH	08/17/2009 02:12:51 PM	Call To [REDACTED]				CA advised that Customer Correspondence was received and documented for internal review: CA advised seeking to confirm status of vehicle. Customer states vehicle was at Dealer from 8/12-8/14/09 and Dealer was not able to experience the symptom Customer is experiencing; Customer states he has researched on the internet and that other Audi owner's have experienced the same thing and approval from AG was needed to address the concern. CA advised that CA does appreciate Customer bringing this to our attention, CA will research internally and will follow up with Customer by COB 8/19/09. CA to call Dealer as no template appropriate to obtain diagnosis information.
KLEINH	08/17/2009 02:18:14 PM	Voice Mail To Rich Litten		403A32		CA LMTRMC with diagnosis information. CA to research with Supervisor.
KLEINH	08/17/2009 02:20:34 PM	E-Mail To Bret Lupher				CA requested case review. CA to wait Supervisor reply.
KLEINH	08/17/2009 03:25:38 PM	E-Mail From BRET LUPHER				Supervisor advised no transmission TSBs at this time. CA to wait Service Manager return call.
KLEINH	08/17/2009 03:26:52 PM	Call From Rich Litten		403A32		Dealer Service Manager advised a TACS ticket has been started and Service Manager is confident concern will be addressed. CA to call Customer.
KLEINH	08/17/2009 03:30:56 PM	Call To Unknown				CA LM with individual at home number; if Customer calls back please advise that CA did confirm with Service Manager that a TACS ticket has been started and Service Manager is confident concern will be addressed. CA to wait Customer return call.
KLEINH	08/18/2009 05:29:53 PM	Voice Mail To [REDACTED]				CA LVMM advising that advise that CA did confirm with Service Manager that a TACS ticket has been started and Service Manager is confident concern will be addressed. Second contact attempt. No further action.

Note: Does not include program codes for Roadside Assistance, iSKY or IQS Outbound Call

AUDI OF AMERICA, INC.
CUSTOMER COMMENT DETAIL REPORT
CASE NUMBERS SOURCE: All

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
KLEINH	08/20/2009 11:17:06 AM	Call To Mike Coffman		403A32		CA advised seeking to know if the vehicle concerns are being addressed under the DGS campaign initiated recently; Dealer Service Manager advised he received the information 8/19/09 and the concerns are being addressed under this campaign. No further action.
GJONAJC	08/27/2009 03:42:00 PM	Call From [REDACTED]				Customer states: vehicle has been down 2 weeks and dealer Audi Sylvania does not know when parts are in or even what parts will need to be replaced. CA advised: will need to contact dealer Audi Sylvania to obtain parts information and then will contact customer no later than Tuesday COB. CA to email dealer parts manager.

Note: Does not include program codes for Roadside Assistance, iSKY or IQS Outbound Call

AUDI OF AMERICA, INC.
 CUSTOMER COMMENT DETAIL REPORT
 CASE NUMBERS SOURCE: All

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
GJONAJC	08/27/2009 03:49:52 PM	E-Mail To Rich Litten		403A32		

***** Email to rich@vindevers.com: *****

ACTION REQUIRED: [REDACTED] - Back Ordered Part(s) -

The following customer has contacted Audi Customer CARE seeking an update on their backordered part(s). Please review the details below:

Audi Customer Care Advocate Section:

Customer Name: [REDACTED]

Model Year/Model: 2009 TT

VIN: TRUKF38J291 [REDACTED]

Vehicle Down (Y/N):

Number of Days Down:

Dealer Section:

Please provide the following information:

Part Number:

Sales Document Number:

Order Date:

Was Parts Voice utilized? If so, what was the outcome of this search?

Has a specialist at the depot been contacted?

Has a critical part order been placed?

Note: Does not include program codes for Roadside Assistance, iSKY or IQS Outbound Call

AUDI OF AMERICA, INC.
CUSTOMER COMMENT DETAIL REPORT
CASE NUMBERS SOURCE: All

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
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Please review this case and advise us of your recommendation. Please make every effort to respond within 4 business hours. Please select REPLY TO ALL, with your response to this e-mail.

Thank you in advance for your consideration.

Heather Klein
(248) 754-3650

The information contained in this communication is confidential, private, proprietary, or otherwise privileged and is intended only for the use of the addressee. Unauthorized use, disclosure, distribution or copying is strictly prohibited and may be unlawful. If you have received this communication in error, please notify the sender immediately via email or at (248) 754-5000. Wait dealer email.

KLEINH	08/31/2009 08:17:12 AM	Voice Mail From Rich Litton	403A32			
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Dealer Service Manager LVMM advising that he contacted AASM, Ray Pope who looked into the part availability; AASM advised part had shipped. CA to contact Dealer Service Manager for status update.

KLEINH	08/31/2009 02:52:11 PM	Call To Rich Litten	403A32			
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Dealer Service Manager states part has not arrived; Customer is in a loaner and has been for 20 days; Service Manager is in communication with AASM, Ray Pope in regards to parts whereabouts and will keep CA updated. CA to call Customer.

KLEINH	08/31/2009 02:54:35 PM	Call To [REDACTED]				
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CA advised that Audi of America is aware that the part has not come in to date; Dealer Service Manager is in communication with the appropriate parties within Audi and that as soon as CA has shipping information CA will advise Customer: CA will follow up with Customer no later than COB 8/3/09. CA to contact AASM for parts status.

Note: Does not include program codes for Roadside Assistance, iSKY or IQS Outbound Call

AUDI OF AMERICA, INC.
 CUSTOMER COMMENT DETAIL REPORT
 CASE NUMBERS SOURCE: All

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
KLEINH	08/31/2009 03:05:37 PM	E-Mail To Ray Pope Area 72 Eastern				
	CA wrote to AASM; Hello Ray, I hope you are well today. I am writing to you in regards to [REDACTED] whose 2009 TT has been down for 20 days as related to J7 DSG temp. sensor part delay. I apologize that I do not have a part number, but Rich Litten has advised that he is in communication with you about the delay as related to J7. Could you please also keep me in the loop regarding the availability for [REDACTED] of the part. CA to wait for updates from DLR or AASM.					
KLEINH	09/01/2009 11:29:14 AM	Voice Mail From Rich Litten		403A32		
	Dealer Service Manager LVMM advising that part arrived and vehicle repairs should be completed by COB 9/2/09. CA to call Customer.					
KLEINH	09/01/2009 03:55:22 PM	Call To [REDACTED]				
	CA advised that CA understand vehicle should be repaired by COB 9/2/09 and CA will follow up with Customer 9/4/09 to confirm how vehicle is functioning. CA to call Customer.					
KLEINH	09/04/2009 02:24:39 PM	Call To Mike		403A32		
	CA spoke with Service Advisor as Service Manager was out of the office for day advised that J7 was completed and returned to Customer 9/3/09. CA to call Customer					
KLEINH	09/04/2009 02:26:57 PM	Voice Mail To [REDACTED]				
	CA LVMM advising that CA does understand that the repairs were made to vehicle and that if Customer has continued concerns Customer may call AOA CR. No further action.					

Note: Does not include program codes for Roadside Assistance, iSKY or IQS Outbound Call

Field Report

Data Source	FRED
Dealer	425038
FRED Report Number	205676
FRED Report Date	04/30/2007
Reporter's First Name	Jaime
Reporter's Last Name	Gonzalez
Reporter's Role	TFM/QTM
VIN	WVWFV71K87W [REDACTED]
Model	RABBIT
Make	Volkswagen
Model Year	2007
Transmission Type	Automatic
Engine Type	2.0L
Tow-in	N
Odometer	2276 Miles
Part Group	Clutch / Transmission
Part Sub-Group	37 Automatic Transmission - Controls, Case
PID	3735
Damage Code	10
Description of Symptoms	The customer reported a hard shutter and hard jerk when the car is shifted into gear. The mechatronics unit had been replaced one month prior.
Part # Removed	--
Part # Installed	--
Shop Diagnosis	The technician confirmed the customers concern, and interrogated the car for faults. The QTM verified the concerns. When the car was in gear and the brake was released the car felt like it was hit from behind this would repeat itself several times until the car started moving. Three faults were present in the TCM. All were related to pressure. Basic settings would set with out a problem. The technician was instructed by the helpline to replace the mechatronics unit. After the new mechatronics was replaced the basic settings would set but the symptom persisted but to a lesser extent.
Repair Performed	The technician continues to work with the helpline. No solution has been identified at this time.
Diagnostic Trouble Codes	P0868, 00292, P1815
Product Support Comments	
Number of Attachments	0

Field Report

Data Source	FRED		
Dealer	403234		
FRED Report Number	219975	FRED Report Date	05/31/2008
Reporter's First Name	Doug	Reporter's Last Name	Senay
Reporter's Role	TFM/QTM		
VIN	WVWBA71F08V [REDACTED]	Make	Volkswagen
Model	EOS	Model Year	2008
Transmission Type	Automatic	Engine Type	2.0L
Tow-in	N	Odometer	7442 Miles
Part Group	Clutch / Transmission		
Part Sub-Group	35 Manual Transmission - Gears, Shafts		
PID	3511		
Damage Code	10		
Description of Symptoms	Customer states that vehicle jerks hard upon acceleration from a stop		
Part # Removed	--	Part # Installed	02E- 325- 025ADZCE
Shop Diagnosis	Confirmed above condition scanned ECM and TCM no fault codes stored. Fluid level condition of fluid was ok. Performed DSG basic settings to no avail. Trans software level 1403 Coding IS 20.		
Repair Performed	Replaced Mechatronics unit.		
Diagnostic Trouble Codes			
Product Support Comments			
Number of Attachments	0		

Field Report

Data Source	FRED		
Dealer	406401		
FRED Report Number	228602	FRED Report Date	02/16/2009
Reporter's First Name	David	Reporter's Last Name	Free
Reporter's Role	TFM/QTM		

VIN	3VWRA71KX8M [REDACTED]	Make	Volkswagen
Model	JETTA	Model Year	2008
Transmission Type	Automatic	Engine Type	2.0L
Tow-in	N	Odometer	7830 Miles

Part Group	Clutch / Transmission
Part Sub-Group	37 Automatic Transmission - Controls, Case
PID	3735

Damage Code	14
Description of Symptoms	Customer states when engaging transmission feels like it wants to stall.

Part # Removed	02E- 300- 043C	Part # Installed	02E- 300- 043CX
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Shop Diagnosis	Technician test drove vehicle to verify concern. During test drive, vehicle shuddered when accelerating from a stop. Vehicle also would not hold on a hill, rolling backwards and the transmission would chatter. Technician replaced the Mechatronics unit without success. QTM test drove vehicle while watching transmission MVB for clutch engagement. MVB demonstrated that the clutches were engaging but transmission was slipping.
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Repair Performed	Replace DSG transmission.
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Diagnostic Trouble Codes

Product Support Comments

Number of Attachments	0
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Field Report

Data Source	FRED		
Dealer	408319		
FRED Report Number	232151	FRED Report Date	06/03/2009
Reporter's First Name	Amaury	Reporter's Last Name	Dosogne
Reporter's Role	TFM/QTM		
VIN	3VWAL71K39M [REDACTED]	Make	Volkswagen
Model	JETTA	Model Year	2009
Transmission Type	Automatic	Engine Type	2.0L
Tow-in	N	Odometer	38959 Miles
Part Group	Clutch / Transmission		
Part Sub-Group	37 Automatic Transmission - Controls, Case		
PID	3735		
Damage Code	10		
Description of Symptoms	Customer states "MIL on, vehicle jerks when put into gear and reverse sometimes does not engage."		
Part # Removed	--	Part # Installed	--
Shop Diagnosis	Dealer found fault P2711, "Unexpected Mechanical Gear Disengagement" stored in transmission electronics. Customer concern duplicated. Vehicle will not engage any gear smoothly. Previous repairs included temp sensor and Mechatronic unit.		
Repair Performed	Dealer replaced transmission.		
Diagnostic Trouble Codes	P2711		
Product Support Comments			
Number of Attachments	0		

Field Report

Data Source	FRED	FRED Report Date	06/03/2009
Dealer	408319	Reporter's Last Name	Dosogne
FRED Report Number	232152	Reporter's First Name	Amaury
Reporter's Role	FOM/ASM		

VIN	3VWAL71K29M [REDACTED]	Make	Volkswagen
Model	JETTA	Model Year	2009
Transmission Type	Automatic	Engine Type	2.0L
Tow-in	N	Odometer	30624 Miles

Part Group	Clutch / Transmission
Part Sub-Group	37 Automatic Transmission - Controls, Case
PID	3735

Damage Code	10
Description of Symptoms	Customer states "MIL on, vehicle jerks when put into gear and reverse sometimes does not engage."

Part # Removed	--	Part # Installed	--
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Shop Diagnosis	Dealer found fault P2711, "Unexpected Mechanical Gear Disengagement" stored in transmission electronics. Customer concern duplicated. Vehicle will not engage any gear smoothly. Reverse will not engage sporadically. Previous repairs included temp sensor and Mechatronic unit.
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Repair Performed	Dealer replaced transmission.
Diagnostic Trouble Codes	P2711

Product Support Comments

Number of Attachments	0
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Field Report

Data Source	FRED		
Dealer	401425		
FRED Report Number	234321	FRED Report Date	08/07/2009
Reporter's First Name	Skip	Reporter's Last Name	Brownell
Reporter's Role	TFM/QTM		
VIN	3VWCL71KX9M	Make	Volkswagen
Model	JETTA	Model Year	2009
Transmission Type	Automatic	Engine Type	2.0L
Tow-in	Y	Odometer	14756 Miles
Part Group	Clutch / Transmission		
Part Sub-Group	37 Automatic Transmission - Controls, Case		
PID	3732		
Damage Code	16		
Description of Symptoms	The customer states that the vehicle will not move when shifted into gear and the gear shift display in the instrument cluster is flashing.		
Part # Removed	--	Part # Installed	02E- 927- 321A
Shop Diagnosis	The vehicle will not move when shifted into gear and the gear shift display in the instrument cluster is flashing. No fault codes.		
Repair Performed	Replaced transmission speed/temperature sensor.		
Diagnostic Trouble Codes			
Product Support Comments			
Number of Attachments	1	Spreadsheet	9M002309 DSG Trans Sensor 02E 927 321A.xls

DSG Transmission Sensor 02E 927 321A

Wire Colors, Red, Yellow, Light Blue, and Black Test Results

New Sensor

Red and Yellow	4.19m ohms
Red and Light Blue	3.81m ohms
Red and Black	0 ohms
Yellow and Light Blue	14.57m ohms
Yellow and Black	5.11m ohms
Light Blue and Black	Open

Dealer 401425 Old Sensor

Red and Yellow	Open
Red and Light Blue	Open
Red and Black	Open
Yellow and Light Blue	14.36m ohms
Yellow and Black	5.0m ohms
Light Blue and Black	Open

Field Report

Data Source	FRED		
Dealer	401110		
FRED Report Number	234322	FRED Report Date	08/07/2009
Reporter's First Name	Skip	Reporter's Last Name	Brownell
Reporter's Role	TFM/QTM		
VIN	WVWFD71K09W	Make	Volkswagen
Model	RABBIT	Model Year	2009
Transmission Type	Automatic	Engine Type	2.0L
Tow-in	Y	Odometer	3160 Miles
Part Group	Clutch / Transmission		
Part Sub-Group	37 Automatic Transmission - Controls, Case		
PID	3732		
Damage Code	16		
Description of Symptoms	The customer states that the vehicle will not move when shifted into gear and the gear shift display in the instrument cluster is flashing.		
Part # Removed	--	Part # Installed	02E- 927- 321A
Shop Diagnosis	The vehicle will not move when shifted into gear and the gear shift display in the instrument cluster is flashing. No fault codes.		
Repair Performed	Replaced transmission speed/temperature sensor.		
Diagnostic Trouble Codes			
Product Support Comments			
Number of Attachments	1	Spreadsheet	9W144102 DSG Trans Sensor 02E 927 321A.xls

DSG Transmission Sensor 02E 927 321A

Wire Colors, Red, Yellow, Light Blue, and Black Test Results

New Sensor

Red and Yellow	4.19m ohms
Red and Light Blue	3.81m ohms
Red and Black	0 ohms
Yellow and Light Blue	14.57m ohms
Yellow and Black	5.11m ohms
Light Blue and Black	Open

Dealer 401110 Old Sensor

Red and Yellow	20.4m ohms
Red and Light Blue	17.0m ohms
Red and Black	1k ohms
Yellow and Light Blue	Open
Yellow and Black	32.5m ohms
Light Blue and Black	Open

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
121457	RABBIT	2007	WVWFV71K47W [REDACTED]	74	3885	10/17/2006	USA

Workshop Finding
n/a

Activity Date	Activity Time	Activity Comments
10/17/2006	12:24	ISSUE OPENED BY DEALERSHIP
10/17/2006	12:24	VEHICLE WONT GO INTO GEAR. DTC# P1748
10/17/2006	12:57	CUSTOMER COMMENTS: VEHICLE WONT GO INTO GEAR. DTC# P1748
10/17/2006	12:57	SHOP HAS CHECKED THE VEHICLE VOLTAGE AND FLUID LEVEL THAT CHECK FINE, IF THEY ARE OK THE VEHICLE MAY NEED A TCM.
10/17/2006	13:42	TECH REPORTS VEHICLE IS GOLF GTI WITH DSG TRANSMISSION. P1748 INTERNAL CONTROL MODULE MEMORY CHECK SUM ERROR. PLEASE SEND MVB'S 30,31,41,48,51,52,53,80,81,82,90-97, AND A COPY OF THE R.O. AND FAULT LOG TO ATTN: TONY FERRANTE.
10/17/2006	15:38	JOHN, PLEASE REPLACE THE MECHATRONIC UNIT, ROUND FILTER ON TOP OF TRANSMISSION AND FLUID. YOU WILL NEED TO RED ORDER THE MECHATRONIC UNIT. THANKS -TONY
10/26/2006	15:29	REPLACED MECHATRONIC UNIT, ROUND FILTER ON TOP OF TRANSMISSION AND FLUID. PERFORMED BASIC SETTINGS AND TEST DROVE VEHICLE. ALL OK AT THIS TIME. THANK YOU FOR YOUR ASSITANCE.
10/26/2006	17:01	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
10/26/2006	17:01	ISSUE UPDATED

Consultant's Closing Comments
REPLACED MECHATRONIC UNIT, ROUND FILTER ON TOP OF TRANSMISSION AND FLUID. PERFORMED BASIC SETTINGS AND TEST DROVE VEHICLE. ALL OK AT THIS TIME. THANK YOU FOR YOUR ASSITANCE.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
133580	RABBIT	2007	WVWVFV71K47W [REDACTED]	724	3885	11/22/2006	USA

Workshop Finding

TECH STATES VEHICLE OPERATING TO SPEC. ONE FAULT IN THE TCM.

Activity Date	Activity Time	Activity Comments
11/22/2006	11:17	CUSTOMER STATES THAT THE GEAR SELECTOR DISPLAY FLASHES RESETS WHEN CYCLING KEY. MUST DRIVE 15-20 MINUTES TO GET IT TO HAPPEN MY SHOPFORMAN DROVE CAR AND SAID AFTER ABOUT 15 MINUTES THE DISPLAY AROUND THE PRND WAS SOLID LIKE WHEN HAVEING A BAD TCM BUT INSTEAD OF IT STAYING SOLID IT WAS FLASHING WHEN RUNNING GFF COMES UP WITH FAULT NUMBER: NUMBER:21014 AND UNDER THAT 0 AND UNDER THAT 1 BUT WHEN GOING TO VEHICLE SELF AND GO INTO TCM HAS FAULT 21014 ERROR: TEXT NOT FOUND IN TEXT TABLE. SPORADIC
11/22/2006	11:17	ISSUE OPENED BY DEALERSHIP
11/22/2006	11:35	CUSTOMER COMMENTS: CUSTOMER STATES THAT THE GEAR SELECTOR DISPLAY FLASHES RESETS WHEN CYCLING KEY. MUST DRIVE 15-20 MINUTES TO GET IT TO HAPPEN MY SHOPFORMAN DROVE CAR AND SAID AFTER ABOUT 15 MINUTES THE DISPLAY AROUND THE PRND WAS SOLID LIKE WHEN HAVEING A BAD TCM BUT INSTEAD OF IT STAYING SOLID IT WAS FLASHING WHEN RUNNING GFF COMES UP WITH FAULT NUMBER: NUMBER:21014 AND UNDER THAT 0 AND UNDER THAT 1 BUT WHEN GOING TO VEHICLE SELF AND GO INTO TCM HAS FAULT 21014 ERROR: TEXT NOT FOUND IN TEXT TABLE. SPORADIC
11/22/2006	11:35	FAXED DSG MVBS AND BASIC SETTINGS TO THE TECH.
11/22/2006	11:35	WORKSHOP FINDINGS: TECH STATES VEHICLE OPERATING TO SPEC. ONE FAULT IN THE TCM.
11/22/2006	12:29	VOICEMAIL
11/22/2006	14:04	SUGGEST TECH REPLACE THE MECH UNIT, BOLTS, FLUID AND FILTER. ASKED THE TECH TO UPDATE THE TICKET WITH THE NUMBERS OFF THE TRANS.
11/22/2006	14:12	FAXED OVER ALL INFO ASKED ALSO WAS ASKED TO UPDATE TICKET WITH CODE ON TOP OF TRANNY NEXT TO SHIFTER HXW 01.09.06 + 01 09 06
11/24/2006	15:09	THANKS FOR GETTING THOSE NUMBERS. LET ME KNOW WHEN THE REPAIR IS DONE.
11/30/2006	14:43	REPLACED MECH UNIT AND REPLACED FILTER AND OIL ALSO SET BASIC SETTINGS AND TEST DROVE TRANNY UP TO SPEC AND READYNESS UP TO SPEC
11/30/2006	14:44	CAR IS WITHIN SPEC AND FINISH
12/01/2006	08:53	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
12/01/2006	08:53	ISSUE UPDATED

Consultant's Closing Comments

TECH INSTALLED A NEW MECH UNIT. VEHICLE OPERATING TO SPEC AT THIS TIME.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
134239	EOS	2007	WVWFA71F57V [REDACTED]	403	3885	11/27/2006	USA

Workshop Finding

n/a

Activity Date	Activity Time	Activity Comments
11/27/2006	09:04	ISSUE OPENED BY DEALERSHIP
11/27/2006	09:04	TRANS SHIFTS ERRATIC. ABS LIGHT ON. VERIFIED AND SCANED THE TCM AND FOUND 5 DTC'S P1793.OUTPUT SPEED SENSOR 2 CIRC. NO SIGNAL,P0722 OUTPUT SPEED SENSOR CIRC. NO SIGNAL, 2X P2711 IMPLAUSIBLE TRANS SHIFT SEQUENCE, P1847 READ FAULT MEMEORY OF BRAKE ECU. ALL SPORATIC. SCANED THE BRAKE ELECT. AND FOUND 00283 FRONT LEFT SPEED SENSOR IMPLAUSIBLE SIGNAL-G47 SPORATIC. GUIDED FAULT FINDINGS STATED THE SPEED SENSOR G47 IS OK.
11/27/2006	09:30	CUSTOMER COMMENTS: TRANS SHIFTS ERRATIC. ABS LIGHT ON. VERIFIED AND SCANED THE TCM AND FOUND 5 DTC'S P1793.OUTPUT SPEED SENSOR 2 CIRC. NO SIGNAL,P0722 OUTPUT SPEED SENSOR CIRC. NO SIGNAL, 2X P2711 IMPLAUSIBLE TRANS SHIFT SEQUENCE, P1847 READ FAULT MEMEORY OF BRAKE ECU. ALL SPORATIC. SCANED THE BRAKE ELECT. AND FOUND 00283 FRONT LEFT SPEED SENSOR IMPLAUSIBLE SIGNAL-G47 SPORATIC. GUIDED FAULT FINDINGS STATED THE SPEED SENSOR G47 IS OK.
11/27/2006	09:30	FAXED THE TECH THE DSG TRANS INFO AND MVBS.
11/27/2006	10:55	SUGGEST THE TECH REPLACE THE MECH UNIT, FLUID, FLILTER AND THE BOLTS.
11/30/2006	08:36	ISSUE UPDATED
12/05/2006	08:23	CALLED TECH, PART JUST ARRIVED AND IS WORKING ON TODAY.
12/06/2006	17:48	WILL WORK ON VEHICLE ON 12/11/06..
12/06/2006	21:51	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
12/06/2006	21:51	ISSUE UPDATED

Consultant's Closing Comments

TECH INSTALLED A NEW MECH UNIT INTO THE TRANS. VEHICLE OPERATING TO SPEC AT THIS TIME.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
142196	RABBIT	2007	WVWVFV71K77W [REDACTED]	16	3885	12/18/2006	USA

Workshop Finding

TECH VERIFIED THE TRANS IS INOP. FAULTS IN THE TCM.

Activity Date	Activity Time	Activity Comments
12/18/2006	14:38	CEL ON,NO REVERSE,SLAMS IN FIRST,SELECTOR DISPLAY FLASHES.DTCS LIGHT REQUIPMENT FROM TCM P1707 INTERFERENCE IN MECHATRONIC UNIT RANGE/PERFORMACE,P2711 IMPLAUSABLE TRANS SHIFT SEQUENCE NO COMUNICATION..GFF WENT STRAIGHT TO REPLACE DSG PAGE 9 WHICH WAS FIRST TEST STEP..5052 SENT REPORT ON LINE AND STATED FARWARD TO TEC LINE,DOING SO BEFORE REPLACEMENT TO CONFIRM.
12/18/2006	14:38	ISSUE OPENED BY DEALERSHIP
12/18/2006	14:49	CUSTOMER COMMENTS: CEL ON,NO REVERSE,SLAMS IN FIRST,SELECTOR DISPLAY FLASHES.DTCS LIGHT REQUIPMENT FROM TCM P1707 INTERFERENCE IN MECHATRONIC UNIT RANGE/PERFORMACE,P2711 IMPLAUSABLE TRANS SHIFT SEQUENCE NO COMUNICATION..GFF WENT STRAIGHT TO REPLACE DSG PAGE 9 WHICH WAS FIRST TEST STEP..5052 SENT REPORT ON LINE AND STATED FARWARD TO TEC LINE,DOING SO BEFORE REPLACEMENT TO CONFIRM.
12/18/2006	14:49	FAXED THE TECH THE DSG MVBS AND BASIC SETTINGS SHEETS.
12/18/2006	14:49	WORKSHOP FINDINGS: TECH VERIFIED THE TRANS IS INOP. FAULTS IN THE TCM.
12/18/2006	17:01	ADVISED THE TECH TO REPLACE THE MECH UNIT, BOLTS FOR THE MECH UNIT, FLUID AND FILTER.
12/21/2006	12:12	THE TECH HAS ORDERD MECH
12/21/2006	12:46	ISSUE UPDATED
01/08/2007	08:34	MECH UNIT REPLACED,FILLED 5.5 LTS DSG OIL.WHEN STARTED ENGINE TO SET BASIC .SETTINGS YOU CAN FEEL TRANS MOVE 2-3 TIMES.THIS SETS DTCS,1BASIC SETTINGS NOT CARRIED OUT MECHANICAL HYDRAULIC MALFUNTION,2 INTERFERENCE IN MECHATRONIC UNIT..FAULTS WILL ERASE BUT AS SOON AS ENGINE STARTED TRANS MOVES AND SETS DTCS.IF I ATEMPT TO SET BASIC SETTINGS-SHOWS FUNTION CANCELED REQUIREMENTS NOT MET.OIL TEMP WAS ABOVE 30C AND HAD RUN FOR MORE THEN 60 SECONDS.SHIFTER HAS NOT BEEN MOVED FROM PARK.OIL LEVEL HAS NOT BEEN SET TOTALLY.GFF STATES J181115 INTERFERENCE IN MECH UNIT.J19143 INPLAUSABLE TRANS SHIFT SEQENCE.REPLACE GEARBOX.
01/08/2007	09:22	ALL SHIFT POSITIONS SELECTED FOR 30 SECONDS,CAPACITY DISCHARGE CARRIED OUT.SAME AS BEFORE.BASIC SETTINGS,FUNTION CANCELEDREQUIREMENTS NOT MET..STILL HAS NO REVERSE.
01/08/2007	09:40	USED SECOND SCAN TOOL,NO CHANGE,ATEMPT BASIC SETTINGS 60 AND 61,FUNTION CANCELED REQUIREMENTS NOT MET.BASIC SETTINGS 62 FUNTION CACELED VALUE RANGE FUALTY.
01/08/2007	09:53	ADVISED THE TECH I WOULD CALL HIM BACK EARLY AFTERNOON ON THIS CASE.
01/08/2007	15:27	ASKED THE TECH TO PERFORM BASIC SETTINGS AND WATCH MVB 19 FOR TEMP.
01/08/2007	15:44	SPOKE WITH HAROLD B. AND WE ARE SUGGESTING THAT THE TECH REPLACE THE TRANS. TECH STATES WITH THE TEMP AT 40C AND BASIC SETTINGS WILL NOT SET.
01/23/2007	14:23	NEW TRANS INSTALLED,BASIC SETTINGS SET,TOP OFF OIL LEVEL AND SET BECUASE LEAKED OUT BREATHER DURING SHIPPING.ROAD TESTED.OPERATING AS DESIGNED.
01/23/2007	14:29	COMPLETED 31 MILES WHEN RELEASED
01/24/2007	17:16	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
01/24/2007	17:16	ISSUE UPDATED

Consultant's Closing Comments

TECH REPLACED THE TRANS. VEHICLE OPERATING TO SPEC AT THIS TIME.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
146004	RABBIT	2007	WVWHV71K07W [REDACTED]	73	3885	01/02/2007	USA

Workshop Finding
17135 P0751 000 SHIFT SOLENOID 1 SOLONOID VALVE 1 N88 OPEN/SHORT TO GROUND. 18115 P1707 007 INTERFERENCE IN MECHATRONIC UNIT.

Activity Date	Activity Time	Activity Comments
01/02/2007	12:01	ISSUE OPENED BY DEALERSHIP
01/02/2007	12:01	VEHICLE WILL NOT GO IN TO GEAR
01/02/2007	12:10	CUSTOMER COMMENTS: VEHICLE WILL NOT GO IN TO GEAR
01/02/2007	12:10	RECOMMEND FAX COPY OF FAULT LOG AND MVB 30,31,41,48,51,52,53,80,81,90-97. RECOMMEND REPLACE MECHATRONIC UNIT, TRANSMISSION OIL AND ROUND FILTER ON TOP OF TRANSMISSION. YOU WILL NEED TO RED ORDER THIS PART AND CREATE A CRITICAL ALERT. FYI SENT TO FIELD.
01/02/2007	12:10	WORKSHOP FINDINGS: 17135 P0751 000 SHIFT SOLENOID 1 SOLONOID VALVE 1 N88 OPEN/SHORT TO GROUND. 18115 P1707 007 INTERFERENCE IN MECHATRONIC UNIT.
01/24/2007	20:11	MECHATRONIC UNIT ON ORDER
01/25/2007	10:52	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
01/25/2007	10:52	ISSUE UPDATED

Consultant's Closing Comments
MECHATRONIC UNIT ON ORDER

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
146234	EOS	2007	WVWBA71F07V [REDACTED]	5688	3885	01/02/2007	USA

Workshop Finding

C/S CEL ON, VEH RUNS ROUGH. TRIED TO PULL CAR INTO SHOP, FOUND GEAR SELECTION IN CLUSTER FLASHING, AND NO DRIVE GEAR WILL ENGAGE (REV OR DRIVE). PUSHED CAR INTO SHOP, PERFORMED GUIDED FAULT FINDING (SEE ATTACHED PRINTOUT) FOUND FAULT "17155 0 3" AND NO TEXT DESCRIPTION OR TEST PLAN. ERASED ALL FAULTS, GEAR SELECTION IN CLUSTER STOPS FLASHING, BUT CAR STILL WONT ENGAGE A GEAR. LIFTED CAR ON LIFT TO INSPECT FOR ANY SIGNS OF FLUID DRAINAGE, LEAKS, OR CASE DAMAGE. FOUND NONE.

Activity Date	Activity Time	Activity Comments
01/02/2007	16:10	C/S CEL ON, VEH RUNS ROUGH. TRIED TO PULL CAR INTO SHOP, FOUND GEAR SELECTION IN CLUSTER FLASHING, AND NO DRIVE GEAR WILL ENGAGE (REV OR DRIVE). PUSHED CAR INTO SHOP, PERFORMED GUIDED FAULT FINDING (SEE ATTACHED PRINTOUT) FOUND FAULT "17155 0 3" AND NO TEXT DESCRIPTION OR TEST PLAN. ERASED ALL FAULTS, GEAR SELECTION IN CLUSTER STOPS FLASHING, BUT CAR STILL WONT ENGAGE A GEAR. LIFTED CAR ON LIFT TO INSPECT FOR ANY SIGNS OF FLUID DRAINAGE, LEAKS, OR CASE DAMAGE. FOUND NONE.
01/02/2007	16:10	ISSUE OPENED BY DEALERSHIP
01/02/2007	16:23	CUSTOMER COMMENTS: C/S CEL ON, VEH RUNS ROUGH. TRIED TO PULL CAR INTO SHOP, FOUND GEAR SELECTION IN CLUSTER FLASHING, AND NO DRIVE GEAR WILL ENGAGE (REV OR DRIVE). PUSHED CAR INTO SHOP, PERFORMED GUIDED FAULT FINDING (SEE ATTACHED PRINTOUT) FOUND FAULT "17155 0 3" AND NO TEXT DESCRIPTION OR TEST PLAN. ERASED ALL FAULTS, GEAR SELECTION IN CLUSTER STOPS FLASHING, BUT CAR STILL WONT ENGAGE A GEAR. LIFTED CAR ON LIFT TO INSPECT FOR ANY SIGNS OF FLUID DRAINAGE, LEAKS, OR CASE DAMAGE. FOUND NONE.
01/02/2007	16:23	PLEASE OBTAIN MVB'S 30,31,41,48,51,52,53,80,81,82,90-97. REPORT FINDINGS.
01/02/2007	16:23	WORKSHOP FINDINGS: C/S CEL ON, VEH RUNS ROUGH. TRIED TO PULL CAR INTO SHOP, FOUND GEAR SELECTION IN CLUSTER FLASHING, AND NO DRIVE GEAR WILL ENGAGE (REV OR DRIVE). PUSHED CAR INTO SHOP, PERFORMED GUIDED FAULT FINDING (SEE ATTACHED PRINTOUT) FOUND FAULT "17155 0 3" AND NO TEXT DESCRIPTION OR TEST PLAN. ERASED ALL FAULTS, GEAR SELECTION IN CLUSTER STOPS FLASHING, BUT CAR STILL WONT ENGAGE A GEAR. LIFTED CAR ON LIFT TO INSPECT FOR ANY SIGNS OF FLUID DRAINAGE, LEAKS, OR CASE DAMAGE. FOUND NONE.
01/02/2007	16:57	MVB 51 FIELD 1 = 307 WHICH CORRELATES TO 17155 P0771 000 SHIFT VALVE 5 N92 OPEN/SHORT TO GROUND. RECOMMEND REPLACE THE MECHATRONIC UNIT, FLUID AND ROUND FILTER ON TOP OF TRANSMISSION. PLEASE ATTACH PREVIOUSLY RECOMMENDED MVB LIST TO THIS TICKET.
01/03/2007	08:29	PLEASE SEE ATTACHED FILE FOR REQUESTED MVB DATA.
01/03/2007	10:48	THANKS FOR THE REQUESTED INFORMATION. PLEASE HAVE YOUR PARTS DEPARTMENT ORDER THE MECHATRONIC UNIT ON A RED ORDER AND CREATE A CRITICAL ALERT.
01/12/2007	08:27	INSTALLED MECHATRONIK UNIT, REPLACED FILTER AND FLUID. SET BASIC SETTINGS, WOULD NOT SET. PERFORMED "CODING MODULE" TEST PLAN IN GUIDED FUNCTIONS, 5052 CODED MODULE TO "20" FOR DSG TRANS, AND USA. REPEATED BASIC SETTINGS, SET PROPERLY, VERIFIED WITH TEST DRIVE.
01/12/2007	08:33	CLOSE.
01/12/2007	10:15	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
01/12/2007	10:15	ISSUE UPDATED

Consultant's Closing Comments

INSTALLED MECHATRONIK UNIT

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
147992	EOS	2007	WVWDB71F67V [REDACTED]	10	3735	01/08/2007	USA

Workshop Finding

NO FAULT CODES. SEEMS TO TAKE LONGER TO ENGAGE THAN THE 2.0 ENGINES. HAPPENS WHEN COLD.

Activity Date	Activity Time	Activity Comments
01/08/2007	10:48	ISSUE OPENED BY DEALERSHIP
01/08/2007	10:48	TRANSMISSION SLIPS ON TAKE OFF. 1ST AND REV.
01/08/2007	11:18	CUSTOMER COMMENTS: TRANSMISSION SLIPS ON TAKE OFF. 1ST AND REV.
01/08/2007	11:18	RECOMMEND TO PERFORM BASIC SETTINGS AND RE-EVALUATING CONCERN.
01/08/2007	11:18	WORKSHOP FINDINGS: NO FAULT CODES. SEEMS TO TAKE LONGER TO ENGAGE THAN THE 2.0 ENGINES. HAPPENS WHEN COLD.
01/08/2007	13:27	FAXED THE TECH TB 37-06-07.
01/10/2007	12:43	I AM SENDING YOU SOME MVB. THEY WERE TAKEN ON COLD START BOTH IN GEAR AND IN NETURAL.
01/10/2007	12:46	I AM SENDING YOU SOME MVB. THEY WERE TAKEN ON COLD START BOTH IN GEAR AND IN NETURAL.
01/10/2007	14:33	TIM, PLEASE CALL TO DISCUSS
01/10/2007	15:15	TECHNICIAN CALLED TO CONFIRM IF THEY SHOULD PERFORM THE TB. PLEASE FOLLOW THE TECHICAL BULLETIN AND REPORT FINDINGS AFTER TB IS COMPLETE.
01/12/2007	14:46	REMOVED PAN. CONNECTOR WAS FULLY SEATED. REMOVED MECHATRONICS UNIT REPLACE .G182/G509 SENSOR. PERFORMED BASIC SETTINGS TEST DROVE. TRANSMISSION IS NOW WORKING CORRECTLY NO SLIPAGE ON START UPS.
01/12/2007	17:18	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
01/12/2007	17:18	ISSUE UPDATED

Consultant's Closing Comments

REMOVED PAN. CONNECTOR WAS FULLY SEATED. REMOVED MECHATRONICS UNIT REPLACE .G182/G509 SENSOR. PERFORMED BASIC SETTINGS TEST DROVE. TRANSMISSION IS NOW WORKING CORRECTLY NO SLIPAGE ON START UPS.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
148239	RABBIT	2007	WVWFV71K87W [REDACTED]	12	3885	01/08/2007	USA

Workshop Finding
TECH VERIFIED NO REVERSE AND 1 FAULT IN THE TCM.

Activity Date	Activity Time	Activity Comments
01/08/2007	14:51	ISSUE OPENED BY DEALERSHIP
01/08/2007	14:51	TEST DROVE CAR FOR PDI ON SATURDAY,WENT TO PARK ON LOT AND HAD NO REVERSE.CAME TO WORK MONDAY TO CHECK OUT, WORKING FINE.
01/09/2007	08:29	CUSTOMER COMMENTS: TEST DROVE CAR FOR PDI ON SATURDAY,WENT TO PARK ON LOT AND HAD NO REVERSE.CAME TO WORK MONDAY TO CHECK OUT, WORKING FINE.
01/09/2007	08:29	FAXED THE TECH THE DSG INFO SHEET.
01/09/2007	08:29	WORKSHOP FINDINGS: TECH VERIFIED NO REVERSE AND 1 FAULT IN THE TCM.
01/09/2007	14:53	REMINDED THE TECH TO UPDATE AND CLOSE THE TICKET ONCE THE REPAIR IS DONE.
01/09/2007	14:53	SUGGEST THE TECH REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT.
01/15/2007	11:17	P1 SPOKE WITH BRUCE D. AND WAS ADVISED THE PART IS ON BACK ORDER AT THIS TIME. REMINDED THE TECH TO UPDATE AND CLOSE THE TICKET ONCE THE REPAIR IS DONE.
01/19/2007	16:21	MECH UNIT INSTALLED 1/19.HAD TO SET BASIC SETTINGS 8 TIMES BEFORE CAR WOULD SHIFT PAST 3RD GEAR.TEST DROVE AGAIN TODAY, NO FAULTS.
01/22/2007	09:21	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
01/22/2007	09:21	ISSUE UPDATED

Consultant's Closing Comments
TECH REPLACED THE MECH UNIT ON THE VEHICLE. VEHICLE OPERATING TO SPEC AT THIS TIME.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
149800	RABBIT	2007	WVWFV71K67W [REDACTED]	41937	3885	01/11/2007	USA

Workshop Finding

17252 P0868 001 TRANSMISSION PRESSURE ADAPTATION AT IMPACT UPPER LIMIT EXCEEDED. 18223 P1815 008 PRESSURE CONTROL VALVE 1 FOR AUTO TRANSMISSION N215 SHORT CIRCUIT TO B+ RANGE PERFORMANCE. PERFORMED GFF AND CLEARED FAULTS AND VEHICLE IS DRIVING O.K. AT THIS TIME. VEHICLE HAS AFTERMARKET WHEELS AND TIRES (215 55 R16).

Activity Date	Activity Time	Activity Comments
01/11/2007	12:59	CUSTOMER STATES THE CAR WILL NOT MOVE IN REVERSE. RAN GFF CAME UP WITH TWO FAULT CODES IN DSG TRANS SYSTEM P0868 TRANSMISSION PRESSURE ADAPTION AT IMPACT UPPER LIMIT EXCEEDED, P1815 PRESSURE CONTROL VALVE -1- FOR AUTO. TRANSMISSION -N215- SHORT CIRCUIT TO B+ RANGE/PERFORMCE. TEST DROVE CAR FELT AND HEARD SOMETHING WHEN SHIFTING INTO DRIVE. TSB HAS BEEN PERFORMED DEC. 26 TSB 2103260
01/11/2007	12:59	ISSUE OPENED BY DEALERSHIP
01/11/2007	13:24	CUSTOMER COMMENTS: CUSTOMER STATES THE CAR WILL NOT MOVE IN REVERSE. RAN GFF CAME UP WITH TWO FAULT CODES IN DSG TRANS SYSTEM P0868 TRANSMISSION PRESSURE ADAPTION AT IMPACT UPPER LIMIT EXCEEDED, P1815 PRESSURE CONTROL VALVE -1- FOR AUTO. TRANSMISSION -N215- SHORT CIRCUIT TO B+ RANGE/PERFORMCE. TEST DROVE CAR FELT AND HEARD SOMETHING WHEN SHIFTING INTO DRIVE. TSB HAS BEEN PERFORMED DEC. 26 TSB 2103260
01/11/2007	13:24	RECOMMEND SEND COPY OF FAULT LOG AND MVB 30,31,41,48,51,52,53,80,81,82,90-97 IN TRANSMISSION, AND MVB 115 IN ENGINE UNDER LOAD FOR MAX BOOST.
01/11/2007	13:24	WORKSHOP FINDINGS: 17252 P0868 001 TRANSMISSION PRESSURE ADAPTATION AT IMPACT UPPER LIMIT EXCEEDED. 18223 P1815 008 PRESSURE CONTROL VALVE 1 FOR AUTO TRANSMISSION N215 SHORT CIRCUIT TO B+ RANGE PERFORMANCE. PERFORMED GFF AND CLEARED FAULTS AND VEHICLE IS DRIVING O.K. AT THIS TIME. VEHICLE HAS AFTERMARKET WHEELS AND TIRES (215 55 R16).
01/11/2007	15:19	RECOMMEND REPLACE THE MECHATRONIC UNIT, FLUID AND FILTER.
01/17/2007	12:13	STILL WAITING ON PARTS TO ARRIVE
01/19/2007	13:21	REPLACED MEGETRONIC UNIT, FLUID, AND FILTER ADAPTED MEGATRONIC AND TEST DROVE VERIFIED REPAIR.
01/19/2007	13:25	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
01/19/2007	13:25	ISSUE UPDATED

Consultant's Closing Comments

REPLACED MEGETRONIC UNIT, FLUID, AND FILTER ADAPTED MEGATRONIC AND TEST DROVE VERIFIED REPAIR.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
150276	RABBIT	2007	WVWFV71K87W [REDACTED]	424	3735	01/12/2007	USA

Workshop Finding

19143 P2711 005 IMPLAUSIBLE TRANSMISSION SHIFT SEQUENCE. VEHICLE WILL DRIVE IN FORWARD GEAR, BUT DOES NOT UPSHIFT. NO REVERSE.

Activity Date	Activity Time	Activity Comments
01/12/2007	12:29	ISSUE OPENED BY DEALERSHIP
01/12/2007	12:29	TRANS HAS NO REVERSE..DTC P2711 IMPLAUSIBLE TRANSMISSION SHIFT SEQUENCE....CANNOT RESET BASICS...1ST GEAR IS ONLY GEAR THAT APPEARS TO WORK....
01/12/2007	12:38	CUSTOMER COMMENTS: TRANS HAS NO REVERSE..DTC P2711 IMPLAUSIBLE TRANSMISSION SHIFT SEQUENCE....CANNOT RESET BASICS...1ST GEAR IS ONLY GEAR THAT APPEARS TO WORK....
01/12/2007	12:38	RECOMMEND TO SEND FAULT LOG AND MVB'S 30,31,41,48,51,52,53,80,81,82,90-97.
01/12/2007	12:38	WORKSHOP FINDINGS: 19143 P2711 005 IMPLAUSIBLE TRANSMISSION SHIFT SEQUENCE. VEHICLE WILL DRIVE IN FORWARD GEAR, BUT DOES NOT UPSHIFT. NO REVERSE.
01/12/2007	12:47	MVB REQUESTED....
01/12/2007	13:05	RECOMMEND REPLACE MECHATRONIC UNIT, FLUID AND FILTER.
01/16/2007	17:08	PARTS ARE STILL ON ORDER...B/O AND RED ORDERED...I WILL UPDATE TICKET EVERY FEW DAYSTY
01/17/2007	09:14	THANKS.
01/19/2007	13:35	TONY, THERE HAS BEEN A MISTAKE ON VIN ---VIN SHOULD BE WVWFV71K57W [REDACTED] I HAVE OPENED ANOTHER TICKET....
01/19/2007	15:48	ISSUE CLOSED BY CONSULTANT - INVALID
01/19/2007	15:48	TECH REPORTS THAT THIS VIN IS INVALID FOR THIS CASE AND REQUESTS TO CLOSE THIS TICKET AND HE WILL OPEN A NEW ONE.

Consultant's Closing Comments

CASE HAS BEEN DETERMINED INVALID BY CONSULTANT
TECH REPORTS THAT THIS VIN IS INVALID FOR THIS CASE AND REQUESTS TO CLOSE THIS TICKET AND HE WILL OPEN A NEW ONE.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
154748	EOS	2007	VVWFA71F27V [REDACTED]	9494	3885	01/25/2007	USA

Workshop Finding

TECH STATES THE SHIFTING TO SPEC AT THIS TIME. 1 FAULT IN THE TCM.

Activity Date	Activity Time	Activity Comments
01/25/2007	10:55	CUST STATED WHEN REVERSED OUT OF THE DRIVEWAY AND PUT CAR INTO DRIVE AND STARTED TO PULL AWAY, LIGHTS ON DASH STARTED FLASHING AND CAR WOULD NOT MOVE. SCANNED CAR WITH GFF, FAULT 17135 LISTED ON PRINT OUT, BUT DOES NOT SHOW FAULT FOR DIAG. RAN SELF DIAG. FAULT NUMBER LISTED IS P0751 SOLENOID VALVE 1-N88 OPEN CIRCUIT/SHORT CIRCUIT TO GROUND SPORADIC.
01/25/2007	10:55	ISSUE OPENED BY DEALERSHIP
01/25/2007	11:03	CUSTOMER COMMENTS: CUST STATED WHEN REVERSED OUT OF THE DRIVEWAY AND PUT CAR INTO DRIVE AND STARTED TO PULL AWAY, LIGHTS ON DASH STARTED FLASHING AND CAR WOULD NOT MOVE. SCANNED CAR WITH GFF, FAULT 17135 LISTED ON PRINT OUT, BUT DOES NOT SHOW FAULT FOR DIAG. RAN SELF DIAG. FAULT NUMBER LISTED IS P0751 SOLENOID VALVE 1-N88 OPEN CIRCUIT/SHORT CIRCUIT TO GROUND SPORADIC.
01/25/2007	11:03	FAXED THE TECH THE DSG INFO.
01/25/2007	11:03	WORKSHOP FINDINGS: TECH STATES THE SHIFTING TO SPEC AT THIS TIME. 1 FAULT IN THE TCM.
01/25/2007	13:46	TRANSFERRED TO GLEN'S VOICEMAIL AT REQUEST OF THE TECH.
01/25/2007	14:06	SUGGEST THE TECH REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT.
01/25/2007	14:07	REMINDED THE TECH TO UPDATE AND CLOSE THE TICKET ONCE THE REPAIR IS DONE.
01/25/2007	15:26	ORDERED PARTS, PARTS ARE ON BACK ORDER.
01/25/2007	15:35	THANK YOU FOR THE UPDATE. REMEMBER TO UPDATE AND CLOSE THE TICKET ONCE THE REPAIR IS DONE.
01/31/2007	09:57	PARTS ARE ON NATIONAL BACK ORDER.... P1
02/05/2007	11:28	MECHATRONIC UNIT WAS REPLACED, AFTER REPAIR VECH. WAS DRIVEN, NO FAULTS, SHIFTS NORMAL.
02/06/2007	14:40	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
02/06/2007	14:40	ISSUE UPDATED

Consultant's Closing Comments

TECH REPLACED THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT. VEHICLE OPERATING TO SPEC AT THIS TIME.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
155963	EOS	2007	WVWFA71F57V [REDACTED]	44	3735	01/29/2007	USA

Workshop Finding
n/a

Activity Date	Activity Time	Activity Comments
01/29/2007	15:02	ENG WONT START. FOUND PARKING LIGHT BLINKING.CHECKED DTC FOUND ALL CODES FOR NO COMM. WITH TCM.CHECKED GATEWAY MODULE MVB 125 TCM HAS A 0.CHECKED WIRING DIAGRAM CHECKED FUSES SB 13,5 ALSO CHECKED FUSE SC 6 BUT DOES NOT EXIST ON CAR.ALSO GND 608.
01/29/2007	15:02	ISSUE OPENED BY DEALERSHIP
01/31/2007	15:14	CUSTOMER COMMENTS: ENG WONT START. FOUND PARKING LIGHT BLINKING.CHECKED DTC FOUND ALL CODES FOR NO COMM. WITH TCM.CHECKED GATEWAY MODULE MVB 125 TCM HAS A 0.CHECKED WIRING DIAGRAM CHECKED FUSES SB 13,5 ALSO CHECKED FUSE SC 6 BUT DOES NOT EXIST ON CAR.ALSO GND 608.
01/31/2007	15:14	TECH TO CK LONG CODING
01/31/2007	15:31	ISSUE SENT TO DEALERSHIP
01/31/2007	16:09	SENT REQUESTED LOG.
02/01/2007	19:46	RAFAEL PLEASE AFTER 12:00 SO WE CAN GO OVER REPAIR
02/08/2007	09:21	SPOKE WITH JOHNNY IN SERVICE..... TECH IS WORKING ON CAR TODAY..... A1
02/12/2007	13:52	TECH STATES POWER ON PINS 11 / 18 REPLACE MECHATROINCS, FLIUD FILTER.SET BASIC SETTINGS
02/16/2007	09:37	SPOKE SA JOE, WAITING ON MECHATRONICS UNIT. PART IS ON BACK ORDER. (A1)
03/24/2007	08:55	REPLACE MECHATRONIC AND SET BASIC SETTING. VEH OPERATING TO FACTORY SPECS.
03/24/2007	08:57	REPLACE MECHATRONIC
03/26/2007	09:01	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
03/26/2007	09:01	ISSUE UPDATED

Consultant's Closing Comments
REPLACE MECHATRONIC AND SET BASIC SETTING. VEH OPERATING TO FACTORY SPECS.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
158854	EOS	2007	WVWBA71F7V [REDACTED]	2148	3885	02/05/2007	USA

Workshop Finding
n/a

Activity Date	Activity Time	Activity Comments
02/05/2007	17:36	CUSTOMER STATES VEHICLE WENT INTO NEUTRAL WHILE DRIVING AND PRINDLE LIGHTS ARE FLASING.USE GFF FOUND 8 MALFUNCTIONS IN TRANSMISSION ELECTRONICS.#1GEARBOX OIL TEMP SENDER-G93ELECTRICAL MALFUNCTION IN CIRCUIT.#2IMPLAUSIBLE TRANSMISSION SHIFT SEQUENCE.#3OUT PUT SPEED SENSOR 2 CIRC.NO SIGNAL.#4INPUT TURBINE/SPEED SENSOR (A) CIRCUIT IMPLAUSIBLE SIGNAL.#5INTERNAL CONTROL MODULE MEMORY CHECK SUM ERROR 003.#6INTERNAL CONTROL MODULE MEMORY CHECK SUM ERROR 004.#7CLUTCH TEMPERATUR MONITORING.#8TRANSM.CONTR.UNIT RELAY MALFONCTION.
02/05/2007	17:36	ISSUE OPENED BY DEALERSHIP
02/05/2007	17:42	CUSTOMER COMMENTS: CUSTOMER STATES VEHICLE WENT INTO NEUTRAL WHILE DRIVING AND PRINDLE LIGHTS ARE FLASING.USE GFF FOUND 8 MALFUNCTIONS IN TRANSMISSION ELECTRONICS.#1GEARBOX OIL TEMP SENDER-G93ELECTRICAL MALFUNCTION IN CIRCUIT.#2IMPLAUSIBLE TRANSMISSION SHIFT SEQUENCE.#3OUT PUT SPEED SENSOR 2 CIRC.NO SIGNAL.#4INPUT TURBINE/SPEED SENSOR (A) CIRCUIT IMPLAUSIBLE SIGNAL.#5INTERNAL CONTROL MODULE MEMORY CHECK SUM ERROR 003.#6INTERNAL CONTROL MODULE MEMORY CHECK SUM ERROR 004.#7CLUTCH TEMPERATUR MONITORING.#8TRANSM.CONTR.UNIT RELAY MALFONCTION.
02/05/2007	17:42	TECH TO CALL FROM CELL PHONE
02/05/2007	17:44	ISSUE SENT TO DEALERSHIP
02/05/2007	18:29	REPLACE MECHTROINCIS FLUID AND FILTER
02/12/2007	17:01	TALKED TO TECH. JUST GOT PARTS. WILL CLOSE TICKET WHEN DONE. D2
02/22/2007	15:35	REPLACE MECHATRONICS FILTER AND FLUID OPERATION OK.
02/22/2007	15:36	REPLACE PARTS OK
02/22/2007	15:53	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
02/22/2007	15:53	ISSUE UPDATED

Consultant's Closing Comments
REPLACE MECHATRONICS FILTER AND FLUID OPERATION OK.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
163227	RABBIT	2007	WVWFV71K87W [REDACTED]	3532	3885	02/15/2007	USA

Workshop Finding

TECH VERIFIED 1 FAULT IN THE TCM. TECH NOT ABLE TO DUPLICATE THE CONCERN.

Activity Date	Activity Time	Activity Comments
02/15/2007	15:22	CUSTOMER STATES SPORATICLY HAS TROUBLE GOING INTO REVERCE AND WHEN THIS OCCURES GEAR POSITION INDICATOR FLASHES . COULD NOT DUPLICATE COMPLAINT ON TEST DRIVE RUN GFF FOR FAULT FOUND P1819 PRESSURE CONTROL VALVE-2- FOR AUTO. TRANSMISSION N216 OPEN SHORT TO GROUND RANGE PERFORMANCE GFF ADVISED TO CALL TEC ASSISTANCE
02/15/2007	15:22	ISSUE OPENED BY DEALERSHIP
02/15/2007	15:32	CUSTOMER COMMENTS: CUSTOMER STATES SPORATICLY HAS TROUBLE GOING INTO REVERCE AND WHEN THIS OCCURES GEAR POSITION INDICATOR FLASHES . COULD NOT DUPLICATE COMPLAINT ON TEST DRIVE RUN GFF FOR FAULT FOUND P1819 PRESSURE CONTROL VALVE-2- FOR AUTO. TRANSMISSION N216 OPEN SHORT TO GROUND RANGE PERFORMANCE GFF ADVISED TO CALL TEC ASSISTANCE
02/15/2007	15:32	SUGGEST THE TECH REPLACE THE MECH UNIT, FLUID, FILTER AND THE BOLTS FOR THE MECH UNIT.
02/15/2007	15:32	WORKSHOP FINDINGS: TECH VERIFIED 1 FAULT IN THE TCM. TECH NOT ABLE TO DUPLICATE THE CONCERN.
02/15/2007	15:43	ORDERED PARTS WILL ADVISE WHEN REPAIRS COMPLETE THANKS
02/15/2007	22:38	THANK YOU FOR THE UPDATE. REMEMBER TO UPDATE AND CLOSE THE TICKET ONCE THE REPAIR IS DONE.
02/20/2007	16:28	JUST ADVISED TODAY 02/20/2007 MECTRONIK UNIT IS COMING FROM GERMANY WILL ADVISE WHEN COMPLETE REPAIR THANKS
02/20/2007	18:33	THANK YOU FOR THE UPDATE. REMEMBER TO UPDATE AND CLOSE THE TICKET ONCE THE REPAIR IS DONE.
02/26/2007	15:43	SPOKE WITH AN IN VW SERVICE AND TECH WAS IN PORCESS OF INSTALLING THE MECHATRONICS UNIT AND I ADVISED TO HAVE TECH UPDATE / CLOSE CASE UPON COMPLETION OF REPAIR A1
02/26/2007	16:03	JUST FINISHED INSTALATION AND ROAD TEST SEEMS OK
02/27/2007	08:58	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
02/27/2007	08:58	ISSUE UPDATED

Consultant's Closing Comments

TECH REPLACED THE MECH UNIT. VEHICLE OPERATING TO SPEC AT THIS TIME.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
165803	EOS	2007	WVWDA71F67V [REDACTED]	28	3460	02/22/2007	USA

Workshop Finding
n/a

Activity Date	Activity Time	Activity Comments
02/22/2007	12:21	ISSUE OPENED BY DEALERSHIP
02/22/2007	12:21	ROAD TESTED VEHICLE AFTER PDI. COMING TO A FULL STOP VEHICLE IDLE DROPS AND CLUNK NOISE/ SENSATION FELT IN VEHICLE. AFTER CLUNK NOISE VEHICLE IDLES TO SPECS. CONCERN VERIFIED ONLY COMING TO FULL STOP. NO CONCERN DURING ACCELERATION. NO APPARENT NOISE DURING ACCLERATION AND ROAD SPEEDS.
02/22/2007	12:23	RESET ALL THROTTLE SETTING AND KICKDOWN. CONCERN STILL PRESENT...VEHICLE SEEMS TO BE HANGING IN LAST GEAR DOWNSHIFT. VERIFIED CONCERN NUMEROUS TIMES.
02/22/2007	14:10	CUSTOMER COMMENTS: ROAD TESTED VEHICLE AFTER PDI. COMING TO A FULL STOP VEHICLE IDLE DROPS AND CLUNK NOISE/ SENSATION FELT IN VEHICLE. AFTER CLUNK NOISE VEHICLE IDLES TO SPECS. CONCERN VERIFIED ONLY COMING TO FULL STOP. NO CONCERN DURING ACCELERATION. NO APPARENT NOISE DURING ACCLERATION AND ROAD SPEEDS.
02/22/2007	14:10	WARM TRANS TO 30C SET BACIS (MVB 19) SET BASIC SETTING 61 THEN 60 ROAD TEST AFTER SETTING
02/22/2007	17:26	COMPLETED BASIC SETTING 61 AND 60 AT SPECIFIED TEMPERATURES. .ROAD TESTED VEHICLE, CONCERN STILL PRESENT.
02/22/2007	17:27	MEASURING BLOCK 60 AND 61 SHOWS NOT IN BASIC// PERFORMED BASIC SETTINGS// OK.CONCERN STILL PRESENT.
02/23/2007	08:56	ISSUE SENT TO DEALERSHIP
02/23/2007	10:01	REPALCE MECHTRAONICS FLUID AND FILTER
02/23/2007	10:59	ORDERED RECOMMENDED PARTS.02/23/07
02/26/2007	18:47	UP DATE AFTER REPAIR
03/02/2007	12:00	SPOKE WITH KARA IN SERVICE..... RO HAS BEEN CLOSED OUT..... D1
03/05/2007	16:12	ORDERED MECHATRONICS AND FLUID, WITH FILTER.
03/05/2007	18:20	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
03/05/2007	18:20	ISSUE UPDATED

Consultant's Closing Comments
ORDERED MECHATRONICS AND FLUID, WITH FILTER

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
168626	RABBIT	2007	WVWFV71K37W [REDACTED]	10427	3885	03/01/2007	USA

Workshop Finding

TECH VERIFIED 1 FAULT IN THE TCM.

Activity Date	Activity Time	Activity Comments
03/01/2007	15:53	FAULT STORED IN TRANSMISSION CONTROL MODULE AND WILL NOT ERASE: P0868 TRANSMISSION PRESSURE ADAPTATION AT IMPACT UPPER LIMIT EXCEEDED NO TEST PLAN IN GFF
03/01/2007	15:53	ISSUE OPENED BY DEALERSHIP
03/01/2007	16:05	CUSTOMER COMMENTS: FAULT STORED IN TRANSMISSION CONTROL MODULE AND WILL NOT ERASE: P0868 TRANSMISSION PRESSURE ADAPTATION AT IMPACT UPPER LIMIT EXCEEDED NO TEST PLAN IN GFF
03/01/2007	16:05	SUGGEST THE TECH REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT.
03/01/2007	16:05	WORKSHOP FINDINGS: TECH VERIFIED 1 FAULT IN THE TCM.
03/07/2007	12:35	STILL WAITING ON PARTS PER JASON,
03/16/2007	12:57	INSTALLED PARTS BUT UNABLE TO SET BASIC SETTINGS,FLUID LEVEL IS O.K.
03/16/2007	13:03	FAXED THE TECH THE BASIC SETTINGS SHEET.
03/21/2007	12:42	SET BASICS ACCORDING TO FAX. TEST DRIVE OK VEHICLE REPAIRED
03/21/2007	13:19	WAS THE MECH UNIT REPLACED?
03/22/2007	15:07	MECH UNIT WAS REPLACED ALONG WITH BOLTS,FLUID AND FILTER
03/22/2007	16:33	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
03/22/2007	16:33	ISSUE UPDATED

Consultant's Closing Comments

TECH REPLACED THE MECH UNIT, FLUID, FILTER AND BOLTS. VEHICLE OPERATING TO SPEC AT THIS TIME.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
169274	RABBIT	2007	WVWFV71K57W [REDACTED]	5730	3735	03/05/2007	USA

Workshop Finding
n/a

Activity Date	Activity Time	Activity Comments
03/05/2007	09:47	CUST STATES HEARS KNOCKING NOISE AND TRANS BUCKS WHEN VEHICLE IS HOT (INITIAL TAKE OFF).(MAKES NOISE WHEN GOING FROM NEUTRAL TO DRIVE AND VICE VERSA)
03/05/2007	09:47	ISSUE OPENED BY DEALERSHIP
03/05/2007	09:55	CUSTOMER COMMENTS: CUST STATES HEARS KNOCKING NOISE AND TRANS BUCKS WHEN VEHICLE IS HOT (INITIAL TAKE OFF).(MAKES NOISE WHEN GOING FROM NEUTRAL TO DRIVE AND VICE VERSA)
03/05/2007	09:55	PERFORM BASIC SETTINGS AND CALL WITH RESULTS.
03/05/2007	10:53	ADVISED TECH TO LOOK FOR METAL IN THE PAN AND CALL ME BACK.
03/05/2007	13:13	TRANSFER TO HG
03/05/2007	13:14	TECH STATES NO METAL FOUND IN THE PAN. I ADVISED TECH TO ORDER A MECHATRONICS.
03/05/2007	13:15	ISSUE SENT TO DEALERSHIP
03/09/2007	16:12	D1 SPOKE WITH KRISTOPHER J. AND WAS ADVISED THAT THE PARTS ARE ON ORDER.
03/20/2007	08:17	RECEIVED NEW MECHATRONCS(NEW TRANSMISSION). INSTALLED NEW TRANSMISSION. ROAD TESTED VECHILE. VEHICLE OPERATES IN FACTORY SPEC
03/20/2007	08:37	VEHICLE OPERATES IN FACTORY SPEC
03/20/2007	09:01	DID WE REPLACE THE TRANS OR THE MECHATRONICS?
03/21/2007	16:14	REPLACES THE TRANSMISSION. ROAD TESTED VECHILE. VEHICLE OPERATES IN FACTORY SPECS
03/22/2007	08:49	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
03/22/2007	08:49	ISSUE UPDATED

Consultant's Closing Comments
REPLACES THE TRANSMISSION. ROAD TESTED VECHILE. VEHICLE OPERATES IN FACTORY SPECS

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
175377	RABBIT	2007	WVWFV71K97W [REDACTED]	9170	3885	03/20/2007	USA

Workshop Finding
n/a

Activity Date	Activity Time	Activity Comments
03/20/2007	14:02	HELLO CHECK AND FOUND GFF 18223 PRESSURE TRANS N215 . FAULT . DSG MECHATRONIC FAULTY J743. CALLING TO REPL VALVE BODY. THANKS KEVIN
03/20/2007	14:02	ISSUE OPENED BY DEALERSHIP
03/20/2007	14:20	CUSTOMER COMMENTS: HELLO CHECK AND FOUND GFF 18223 PRESSURE TRANS N215 . FAULT . DSG MECHATRONIC FAULTY J743. CALLING TO REPL VALVE BODY. THANKS KEVIN
03/20/2007	14:20	I FAXED A DIAGNOSTIC SHEET TO THE DEALER AT FAX 908-782-8241. ADVISED TECH TO PERFORM DIAGNOSTIC SHEETS THEN CALL HELPLINE BACK FOR FURTHER DIAGNOSIS.
03/20/2007	15:50	ADVISED TECH TO GO THRU BASIC SETTINGS AND TEST DRIVE VEHICLE 20 MILES THEN CALL HELPLINE BACK.
03/21/2007	07:35	DROVE CAR 20 MILES . FAX BACK BEFORE AND AFTER MEASURE BLOCKS .
03/21/2007	08:52	I HAVE RECEIVED YOUR FAX , PLEASE CALL BACK FOR FURTHER DIAGNOSIS.
03/21/2007	09:19	THE SHOP WILL NEED TO REPLACE THE MECHATRONICS.
03/27/2007	08:18	HELLO REPLACE MECHATRONIC UNIT ALL OK . THANKS KEVIN
03/27/2007	08:56	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
03/27/2007	08:56	ISSUE UPDATED

Consultant's Closing Comments
TECH REPORTS REPLACED MECHATRONIC UNIT VEHICLE IS REPAIRED.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
176911	EOS	2007	WVWFA71FX7V [REDACTED]	154	3490	03/23/2007	USA

Workshop Finding

n/a

Activity Date	Activity Time	Activity Comments
03/23/2007	12:18	CUST STATES DIAG MIL. 2 FAULTS FOUND. 1 FAULT IN ECM, REQUIREMENT FAULT LAMP ON (P1624). 1 IN TCM FAULT P1820, PRESSURE CONTROL SELONID N216 OPEN OR SHORT TO B+ SPORATIC. CAR WAS DRIVEN IN. GFF HAS NO TEST PLAN FOR CODE. NO COMPONENT DIAG PROCEDURE IN ELSA. NO TSB'S.
03/23/2007	12:18	ISSUE OPENED BY DEALERSHIP
03/23/2007	12:30	CUSTOMER COMMENTS: CUST STATES DIAG MIL. 2 FAULTS FOUND. 1 FAULT IN ECM, REQUIREMENT FAULT LAMP ON (P1624). 1 IN TCM FAULT P1820, PRESSURE CONTROL SELONID N216 OPEN OR SHORT TO B+ SPORATIC. CAR WAS DRIVEN IN. GFF HAS NO TEST PLAN FOR CODE. NO COMPONENT DIAG PROCEDURE IN ELSA. NO TSB'S.
03/23/2007	12:30	REPLACE MECHATRONICS FLUID (7LITERS) AND FILTER SET BASIC SETTING
03/29/2007	10:50	(P1) TALKED TO MARK THE S/M WAITING ON PARTS AND THEY ARE ON THE CRITICAL ALERT LIST.
04/03/2007	08:54	INSTALLED NEW UNIT. IT DID NOT WORK PROPERLY AT FIRST. NEEDED TO INITIATE BASIC SETTINGS A SECOND TIME. NOW IT WORKS FINE. WE PUT APPROX 25MILES ON IT.THANKS FOR YOUR HELP
04/03/2007	15:59	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
04/03/2007	15:59	ISSUE UPDATED

Consultant's Closing Comments

REPLACE MECHATRONICS FLUID (7LITERS) AND FILTER SET BASIC SETTING
03/29/2007 10:50:25: US/EASTERN: JOSEPH PARISI: OPEN: TECHNICIAN IN PROCESS: (P1) TALKED TO MARK THE S/M WAITING ON PARTS AND THEY ARE ON THE CRITICAL ALERT LIST.
04/03/2007 08:54:23: US/EASTERN: ASCHER RALPH: CLOSING IN PROCESS: DEALER COMPLETE: INSTALLED NEW UNIT. IT DID NOT WORK PROPERLY AT FIRST. NEEDED TO INITIATE BASIC SETTINGS A SECOND TIME. NOW IT WORKS FINE. WE PUT APPROX 25MILES ON IT.THANKS FOR YOUR HELP

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
177323	RABBIT	2007	WVWFV71K87W [REDACTED]	1001	3885	03/26/2007	USA

Workshop Finding
n/a

Activity Date	Activity Time	Activity Comments
03/26/2007	10:51	CAR VIBRATES SURGES WHEN IN GEAR.TEST DRIVE CAR FOUND JERKS IN BETWEEN 1ST AND 2ND GEAR
03/26/2007	10:51	ISSUE OPENED BY DEALERSHIP
03/26/2007	11:02	CUSTOMER COMMENTS: CAR VIBRATES SURGES WHEN IN GEAR.TEST DRIVE CAR FOUND JERKS IN BETWEEN 1ST AND 2ND GEAR
03/26/2007	11:02	TECH TO PERFORM BASIC SETTINGS ON TRANSMISSION TO SEE IF CONCERN IS CORRECTED
03/26/2007	12:49	I WOULD LIKE THE SHOP TO WATCH MVB 11 IN ADDRESS WORD 02 TO SEE THE PRESSURES.
03/26/2007	12:53	THE SHOP STATES THE PRESSURE IS FLUCTUATING FROM 2.2 TO 2.6. I WOULD LIKE THE SHOP TO REPLACE THE MECHATRONICS.
03/27/2007	16:33	TRANSMISIOM PART ON RE-ORDER, VALVE BOBY.
03/28/2007	10:39	THE PART IS ON RED ORDER. P1
04/03/2007	14:47	REPLACE MECHATRONICS AS PER HELP LINE .CAR WAS REPAIR SUCCESSFUL.
04/03/2007	16:00	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
04/03/2007	16:00	ISSUE UPDATED

Consultant's Closing Comments
THE SHOP REPLACED THE MECHATRONICS AND THE VEHICLE IS STILL REPAIRED.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
181448	RABBIT	2007	WVWFV71K17W [REDACTED]	949	3885	04/04/2007	USA

Workshop Finding

n/a

Activity Date	Activity Time	Activity Comments
04/04/2007	14:33	CUSTOMERS STATES VEHICEL HAS DELAY IN TRANSMISSION FROM A STOP. VEHICLE REVS UP THEN GOES INTO GEAR COLD OR HOT. TECH SCANNED VEHICLE NO FAULTS PRESENT.
04/04/2007	14:33	ISSUE OPENED BY DEALERSHIP
04/04/2007	14:41	CK MVB 19 ABOVE 30 C BASIC SETTING 61 THEN 60
04/04/2007	14:41	CUSTOMER COMMENTS: CUSTOMERS STATES VEHICEL HAS DELAY IN TRANSMISSION FROM A STOP. VEHICLE REVS UP THEN GOES INTO GEAR COLD OR HOT. TECH SCANNED VEHICLE NO FAULTS PRESENT.
04/04/2007	15:08	TECH SET BASIC SETTINGS ON 61 AND 60. TECH ROAD TESTED VEHICLE STILL DELAY AT TIMES!!
04/04/2007	15:55	REPLACE MECHATRONCIS FLUID AND FILTER
04/10/2007	12:41	CALLED THREE (3) TIMES, UNABLE TO CONECT WITH ANYONE TO HELP. D2
04/16/2007	13:39	CALLED DEALER AND WAS SENT INTO VOICEMAIL
04/16/2007	13:40	CALLED DEALER AND WAS SENT INTO VOICEMAIL AGAIN
04/16/2007	13:44	CALLED THREE (3) TIMES, UNABLE TO CONECT WITH ANYONE TO HELP. D2
04/16/2007	14:09	PARTS CAME IN, DAMAGED MEGATRONICS. NOTE CALL [REDACTED] CELL# OF TECH....TECH REORDER PARTS....
04/16/2007	15:58	PLEASE CDLL FOR DIRECTION
04/20/2007	11:06	ISSUE UPDATED
04/23/2007	15:01	TECH REMOVED AND REPLACED MECHATRONICS AND OIL FILTER. TECH SET BASIC SETTINGS 60,61 IN TRANSMISSION. SET BASIC SETTINGS IN ENGINE. TECH ROAD TESTED VEHICLE. DELAY STILL PRESENT AFTER REPAIRS....
04/23/2007	16:19	REPLACE BRAKE LIGHT FAULTS
04/24/2007	08:52	TECH INSPECTED BRAKE LIGHTS AND ALL LIGHTS. (NO LIGHTS OUT) TECH PERFORMED CAPASITIVE DISCHARGE; TECH RESET ALL BASIC SETTINGS IN TRANSMISSION AND ENGINE. ROAD TESTED. DELAY NOT PRESENT...
04/24/2007	08:59	TECH ROAD TESTED VEHICLE, CONCERN NOT PRESENT ANYMORE...
04/24/2007	13:41	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
04/24/2007	13:41	ISSUE UPDATED

Consultant's Closing Comments

REPAIR BRAKE LIGHT FAULT FIXED DELAYED ENGAGEMENT

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
181739	EOS	2007	WVWDA71F77V [REDACTED]	551	3885	04/05/2007	USA

Workshop Finding
n/a

Activity Date	Activity Time	Activity Comments
04/05/2007	10:02	CHECK ENGINE LIGHT ON HAS CODE FOR P0868 UNDER TRANSMISSION EHICLE WOULD NOT COME OUT OF GEAR. ERASE CODE COMES BACK AFTER DRIVING FAULT CODE IN TRANSMISSION ARE 17252AND 18228
04/05/2007	10:02	ISSUE OPENED BY DEALERSHIP
04/05/2007	10:06	CUSTOMER COMMENTS: CHECK ENGINE LIGHT ON HAS CODE FOR P0868 UNDER TRANSMISSION EHICLE WOULD NOT COME OUT OF GEAR. ERASE CODE COMES BACK AFTER DRIVING FAULT CODE IN TRANSMISSION ARE 17252AND 18228
04/05/2007	10:06	REPLACE MECHTRONICS FLUID AND FILTER APPX 7 LITER OF FLUID
04/11/2007	17:10	SPOKE WITH CHARLIE WAITING ON PART
04/17/2007	14:14	ISSUE SENT TO DEALERSHIP
04/17/2007	14:14	REPLACED THE MECHATRONICS PER BARB, TECH TO CLOSE VTA
04/25/2007	15:14	MECHATRONICS UNIT REPLACED, NO FURTHER ISSUES REPORTED BY CUSTOMER, VEHICLE IS REPAIRED.
04/25/2007	17:21	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
04/25/2007	17:21	ISSUE UPDATED

Consultant's Closing Comments
TECH REPLACED THE MECH UNIT. VEHICLE OPERATING TO SPEC AT THIS TIME.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
182799	EOS	2007	WVWFA71F57V [REDACTED]	156	3885	04/09/2007	USA

Workshop Finding

TECH ADVISED CODE 17155 HAS NO DESCRIPTION LOOKING FOR DIRECTION.

Activity Date	Activity Time	Activity Comments
04/09/2007	13:05	CUST STATES WHEN SHIFTING INTO 2ND TRANS SLIPS INTO N DOES NOT CATCH AGAIN ..ADVISE. CHECK ENGINE LIGHT ON, RAN GFF FOUND FAULT WITH NO DESCRIPTION, 17155 IN TRANS...
04/09/2007	13:05	ISSUE OPENED BY DEALERSHIP
04/09/2007	13:21	ADVISED TECH TO REPLACE THE MECHATRONICS. ADVISED TECH THAT 17155/P0771 IS FOR SOL. VALVE N92 OPEN CIRCUIT.
04/09/2007	13:21	CUSTOMER COMMENTS: CUST STATES WHEN SHIFTING INTO 2ND TRANS SLIPS INTO N DOES NOT CATCH AGAIN ..ADVISE. CHECK ENGINE LIGHT ON, RAN GFF FOUND FAULT WITH NO DESCRIPTION, 17155 IN TRANS...
04/09/2007	13:21	WORKSHOP FINDINGS: TECH ADVISED CODE 17155 HAS NO DESCRIPTION LOOKING FOR DIRECTION.
04/09/2007	13:23	ISSUE SENT TO DEALERSHIP
04/13/2007	16:57	P2 SPOKE WITH MEGAN (SERVICE) AND WAS ADVISED THE PARTS ARE ON ORDER.
04/19/2007	10:36	MACHATRONIC UNIT FIXED VEHICLE, HAD TO SET BASIC SETTING TWICE, WOULD NOT SET AT FIRST
04/20/2007	01:00	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
04/20/2007	01:00	ISSUE UPDATED

Consultant's Closing Comments

TECH REPORTS REPLACED MECHATRONIC VEHICLE IS REPAIRED.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
183407	RABBIT	2007	WVWHV71K87W [REDACTED]	448	3885	04/10/2007	USA

Workshop Finding
n/a

Activity Date	Activity Time	Activity Comments
04/10/2007	13:55	CUSTOMER COMPLAINING ABOUT VEHICLE BEING IN LIMP MODE OR NOT SHIFTING PAST 3RD AND SOMETIMES GETTING STUCK IN 2ND OR 3RD.USED GFF FOR PREVIOUS REPAIR AND FOUND MECHATRONICS.UNIT TO NEED REPLACEMENT.FAULT CODE 01087 003 BASIC SETTINGS NOT CARRIED OUT. MECHANICAL HYDRALIC MALFUNCTION.THIS FAULT HAD APPERED BEFORE AND THE OTHER TECH. SET BASIC SETTINGS AND SENT IT OUT.THIS TIME THE FAULT IS DIFFERENT.18115 INTERFERENCE WITH MECHATRONICS UNIT.SPORADIC.DURING GFF IT WAS REC. TO REPLACE MECHATRONICS UNIT AGAIN.
04/10/2007	13:55	ISSUE OPENED BY DEALERSHIP
04/10/2007	14:12	CUSTOMER COMMENTS: CUSTOMER COMPLAINING ABOUT VEHICLE BEING IN LIMP MODE OR NOT SHIFTING PAST 3RD AND SOMETIMES GETTING STUCK IN 2ND OR 3RD.USED GFF FOR PREVIOUS REPAIR AND FOUND MECHATRONICS.UNIT TO NEED REPLACEMENT.FAULT CODE 01087 003 BASIC SETTINGS NOT CARRIED OUT. MECHANICAL HYDRALIC MALFUNCTION.THIS FAULT HAD APPERED BEFORE AND THE OTHER TECH. SET BASIC SETTINGS AND SENT IT OUT.THIS TIME THE FAULT IS DIFFERENT.18115 INTERFERENCE WITH MECHATRONICS UNIT.SPORADIC.DURING GFF IT WAS REC. TO REPLACE MECHATRONICS UNIT AGAIN.
04/10/2007	14:12	FAXED THE TECH THE DSG INFO.
04/10/2007	14:34	ADVISED TECH TO FOLLOW DSG DIAGNOSED SHEET PRINT AND SAVE RESULTS. PERFORM BASIC SETTINGS TEST DRIVE THE VEHICLE FAX BACK BEFORE AND AFTER FAULT LOGS.
04/11/2007	11:47	VEHICLE OPERATING TO SPEC AT THIS TIME. SUGGEST THE TECH ROAD TEST THE VEHICLE. RECHECK FOR FAULTS.
04/12/2007	16:29	ROAD TESTED THE VEHICLE ABOUT 80 MILES. LET SIT THEN ROAD TESTED AGAIN.VEHICLE.WENT INTO LIMP MODE WHILE DRIVING.CHECKED FAULT AND CODE 18115 RETURNED. INTERFERENCE IN MECHATRONIC UNIT.
04/12/2007	16:41	TECH TO REPLACE THE MECHATRONICS, FILTER, AND ABOUT 7 LITERS OF FLUID
04/18/2007	09:02	SPOKE WITH BRAD IN SERVICE..... PARTS ARE ON NATIONAL BACK ORDER..... P1
04/24/2007	09:36	REMOVED AND REPLACED MECHATRONICS UNIT.FILLED AND SET BASIC SETTINGS.USED BOTH.GFF METHOD THEN MANUAL METHOD TO MAKE SURE SETTINGS WERE CORRECT.TEST DROVE..FOUND VEHICLE TO BE OPERATING NORMALLY.NO SHIFTING CONCERNS AND LIMP MODE NOT .ENGAGED WITH NO FAULTS IN SYSTEM.
04/24/2007	10:44	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
04/24/2007	10:44	ISSUE UPDATED

Consultant's Closing Comments
TECH REPLACED THE MECH UNIT. VEHICLE OPERATING TO SPEC AT THIS TIME.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
183563	EOS	2007	WVWBA71F97V [REDACTED]	6171	3885	04/10/2007	USA

Workshop Finding

n/a

Activity Date	Activity Time	Activity Comments
04/10/2007	16:31	C/S BETWEEN 1-2 AND 2-3 TRANSMISSION SHIFTS HARSH TEST DROVE VEH AND VERIFIED CONSERN .SCANNED VHE FOUND FAULT FOR ECM NO COMM SPORADIC P1850, AND ENGINE GEARBOX DATA BUS NO SIGNAL COMM SPORADIC. PERFORMED GFF AND FOUND ECM IS COMMUNICATING AT THIS TIME. .
04/10/2007	16:31	ISSUE OPENED BY DEALERSHIP
04/10/2007	16:41	ADVISED TECH TO PERFORM A CAP DISCHARGE SET BASIC SETTINGS AND TEST DRIVE VEHICLE TO SEE IF CONCERN IS STILL PRESENT.
04/10/2007	16:41	CUSTOMER COMMENTS: C/S BETWEEN 1-2 AND 2-3 TRANSMISSION SHIFTS HARSH TEST DROVE VEH AND VERIFIED CONSERN .SCANNED VHE FOUND FAULT FOR ECM NO COMM SPORADIC P1850, AND ENGINE GEARBOX DATA BUS NO SIGNAL COMM SPORADIC. PERFORMED GFF AND FOUND ECM IS COMMUNICATING AT THIS TIME. .
04/10/2007	17:12	ADVISED TECH TO DO A QUALITY ASSURANCE TEST DRIVE IF ALL IS OK UPDATE AND CLOSE THE TICKET.
04/10/2007	17:31	CLEARED FAULT MEMORY, PERFORMED BASIC SETTINGS ON TRANSMISSION, TEST DROVE 8 MILES AND VEH STILL HAS HARSH SHIFT BETWEEN 1-2 SCANNED VEH NO FAULTS PRESENT. ...
04/10/2007	17:34	ADVISED TECH TO REPLACE THE MECHATRONICS .
04/10/2007	17:34	ISSUE SENT TO DEALERSHIP
04/16/2007	16:40	D1 - SPOKE TO CASEY, CAR HAS BEEN RELEASED. LEFT MESSAGE ASKING ALBINO TO CLOSE TICKET.
04/16/2007	16:47	ORDERED PARTS
04/18/2007	01:10	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
04/18/2007	01:10	ISSUE UPDATED

Consultant's Closing Comments

TECH REPORTS REPLACED MECHATRONICS VEHICLE IS REPAIRED.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
185952	JETTA	2007	3VWKJ81K97M [REDACTED]	950	3885	04/17/2007	USA

Workshop Finding
n/a

Activity Date	Activity Time	Activity Comments
04/17/2007	11:26	DTC P1819 STORED IN TCM PRNDL FLASHING,TECH READ DTCS USING GFF & CLEARED DTCS IN ERROR.CANT GET DTC TO SET AGAIN ON ROAD TEST.
04/17/2007	11:26	ISSUE OPENED BY DEALERSHIP
04/17/2007	11:34	CUSTOMER COMMENTS: DTC P1819 STORED IN TCM PRNDL FLASHING,TECH READ DTCS USING GFF & CLEARED DTCS IN ERROR.CANT GET DTC TO SET AGAIN ON ROAD TEST.
04/17/2007	11:34	REPALCE MECHATRONCIS CHANGE FLUID AND FITER 7 LITES / SET BASICS 61 60
04/19/2007	15:33	ORDERED MECHATRONICS FOR REPLACEMENT,IS A RED ORDER.
04/20/2007	17:28	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
04/20/2007	17:28	ISSUE UPDATED

Consultant's Closing Comments
ORDERED MECHATRONICS FOR REPLACEMENT,IS A RED ORDER.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
191925	EOS	2007	WVWDA71F57V [REDACTED]	760	3885	05/02/2007	USA

Workshop Finding
n/a

Activity Date	Activity Time	Activity Comments
05/02/2007	13:27	CUSTOMER STATES TRANSMISSION JUMP WHEN DOWNSHIFTING FROM 3RD TO 2ND, ADVISED THAT THIS IS THE SECOND TIME THAT THIS PARTICULAR CUSTOMER COMPLAINT ABOUT THIS PROBLEM, ON FIRST ATTEMPT WE ADJUST AND PERFORMED BASIC SETTINGS ON DSG TRANSMISSION CLUTCH ALSO SPOKE WITH VW TECH ASSYSTANCE AND FALLOW THERE RECOMMENDATIONS, RETURNED VEHICLE TO CUSTOMER WITH 298 MILES NOW 460 MILES AFTER CAME BACK WITH THE CONCERN. ALSO CUSTOMER REQUEST TO DRIVE AN EXACTLY VEHICLE TO COMPARE AND THIS UNIT DONA??T HAVE MENTIONED PROBLEM
05/02/2007	13:27	ISSUE OPENED BY DEALERSHIP
05/02/2007	14:38	CUSTOMER COMMENTS: CUSTOMER STATES TRANSMISSION JUMP WHEN DOWNSHIFTING FROM 3RD TO 2ND, ADVISED THAT THIS IS THE SECOND TIME THAT THIS PARTICULAR CUSTOMER COMPLAINT ABOUT THIS PROBLEM, ON FIRST ATTEMPT WE ADJUST AND PERFORMED BASIC SETTINGS ON DSG TRANSMISSION CLUTCH ALSO SPOKE WITH VW TECH ASSYSTANCE AND FALLOW THERE RECOMMENDATIONS, RETURNED VEHICLE TO CUSTOMER WITH 298 MILES NOW 460 MILES AFTER CAME BACK WITH THE CONCERN. ALSO CUSTOMER REQUEST TO DRIVE AN EXACTLY VEHICLE TO COMPARE AND THIS UNIT DONA??T HAVE MENTIONED PROBLEM
05/02/2007	14:38	MVB FIELD 3 TEMP 30 C THEN BS 61 THEN 60
05/02/2007	16:24	NO REPAIR ATTEMPED
05/04/2007	10:02	HI MARK, I WAS DRIVING THE CAR SEVERALS TIMES ALSO I TESTES WITH MY GENERAL MANAGER, IN COMPARING WHIT A GTI OR GLI WITH THE SAME TRANNY CONFIGURATION THE DOWN SHIFTING PROBLEM FROM 3RD TO 2ND ARE NOT PRESENT. ALSO I SPOKE WITH MY QTM. HE IS AWEARE OF THE PROBLEM..
05/04/2007	10:27	ADVISED TECH TO REPLACE THE MECHATRONICS ASSEMBLY.
05/09/2007	12:20	PART ARE ON NATIONAL NACK ORDER. WE REQUEST A RED ORDER PART.
05/09/2007	12:38	THANK YOU FOR THE UP DATE.
05/14/2007	11:32	P1 I SPOKE TO THE SERVICE DIRECTOR, HE TOLD ME THE PART IS STILL RED ORDERED.
05/17/2007	09:13	PART STILL ON BACK ORDER????????
05/17/2007	17:19	UP DATE AFTER REPAIR
05/29/2007	13:43	MECHATRONICS UNIT PN 02E-325-025AD-Z84 ETA 5/30/07. SHIPPING TRACKING NUMBER 928665421640.
05/31/2007	16:14	ADVISED TECH TO PERFORM BASIC SETTINGS IN GUIDED FUNCTIONS THEN TEST DRIVE THE VEHICLE TO MAKE SURE VEHICLE IS REPAIRED.
05/31/2007	16:40	ADVISED THE TECH HOW TO PERFORM THE BASIC SETTINGS MANUALLY.
06/01/2007	13:17	REPLACE MECHATRONIC CONTROL MODULE, ADD FLUID , PERFORM BASIC SETTING-ROAD TEST VEHICLE OK.
06/01/2007	13:57	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
06/01/2007	13:57	ISSUE UPDATED

Consultant's Closing Comments
REPLACE THE MECHATRONICS ASSEMBLY.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
192672	EOS	2007	WVWFA71F27V [REDACTED]	4499	3735	05/03/2007	USA

Workshop Finding

n/a

Activity Date	Activity Time	Activity Comments
05/03/2007	17:10	ISSUE OPENED BY DEALERSHIP
05/03/2007	17:10	WHEN AT IDLE VEHICLE (IN GEAR WHETHER DRIVE OR REVERSE) SHAKES THROUGH OUT VEHICLE
05/03/2007	17:14	CHECK THE DUAL MASS FLYWHEEL
05/03/2007	17:14	CUSTOMER COMMENTS: WHEN AT IDLE VEHICLE (IN GEAR WHETHER DRIVE OR REVERSE) SHAKES THROUGH OUT VEHICLE
05/04/2007	11:44	REMOVED STARTER AS REQUESTED AND FOUND SLIGHT GREASE TYPE COATING AROUND BELLHOUSING AND FLYWHEEL.
05/04/2007	11:52	ASKED THE TECH TO REPLACE THE DUEL MASS FLYWHEEL.
05/09/2007	09:39	SPOKE WITH MIKE IN SERVICE.... TECH IS WORKING ON THE CAR TODAY..... A1
05/14/2007	08:49	INSTALLED NEW DUALMASS FLYWHEEL AND RESET BASIC SETTINGS AND THOUGH 85 PERCENT BETTER STILL HAS SLIGHT SHIMMY.NO LONGER AT IDLE IN DRIVE OR REVERSE BUT WHEN AT IDLE IN DRIVE RIGHT AFTER LETTING OFF BRAKE NO ACCEL WHEN TRANS IS STARTING TO GRAB.
05/14/2007	10:03	CHECK MOTOR AND TRANS MOUNTS, RE ALIGN ENGINE/ TRANS.
05/14/2007	10:14	I WOULD LIKE THE SHOP TO CHECK THE FUEL TRIM AND ALSO COMPART THIS WITH A KNOWN GOOD VEHICLE.
05/14/2007	12:29	THE SHOP NEEDS TO COMPARE THE ADJUSTMENT OF THE MOTOR MOUNT WITH A KNOWN GOOD VEHICLE.
05/14/2007	15:37	AFTER DISCUSSING THE PROBLEM I WOULD LIKE THE SHOP TO REPLACE THE MECHATRONICS DUE TO THE SHUDDERING.
05/17/2007	10:01	SPOKE WITH SA BOB, MECHATRONICS IS ON BACK ORDER. WAITING FOR PART. (A1)
05/23/2007	13:33	UNABLE TO OBTAIN A MEGATRONICS UNIT, SPOKE WITH FOM, COMPLETE TRANSMISSION WILL BE HERE 05/29/07.
05/23/2007	18:35	THANKS FOR THE UPDATE LET ME KNOW HOW THE REPAIRS TURN OUT.
05/31/2007	07:57	REPLACED TRANSMISSION AND RESET ALL BASIC SETTINGS TEST DROVE VEHICLE AND FOUND NO OTHER PROBLEMS WITH VEHICLE.
05/31/2007	10:22	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
05/31/2007	10:22	ISSUE UPDATED
05/31/2007	11:47	ISSUE UPDATED

Consultant's Closing Comments

THE SHOP REPORTS THEY REPLACED TRANSMISSION AND RESET ALL BASIC SETTINGS TEST DROVE VEHICLE AND FOUND NO OTHER PROBLEMS WITH VEHICLE.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
193496	RABBIT	2007	WVWHV71K97W [REDACTED]	477	3735	05/07/2007	USA

Workshop Finding
n/a

Activity Date	Activity Time	Activity Comments
05/07/2007	14:06	HELLO THIS IS NEIL CAMPOS. WORKING WITH DEREK. WE HAVE THIS GTI IN AND THE CUSTOMER STATES THAT HE PUT IT INTO GEAR AND THE CAR WOULD NOT MOVE AND A LIGHT ON THE DASH WAS FLICKERING ON AND OFF. I DID NOT DUPLICATE THE CUSTOMERS CONCERN. FOUND A TSB ON THIS BUT MY CUSTOMERS CONCERN WAS FOLLOWED BY A FAULT. I HAVE ATTACHED THE GFF. THE FAULTS ARE 18115 AND 19143. THERE IS NO TEST PLAN FOR THESE FAULTS. WHAT WOULD YOU LIKE ME TO PROCEED WITH?
05/07/2007	14:06	ISSUE OPENED BY DEALERSHIP
05/07/2007	14:31	COULD NOT FIND ANY INFORMATION ON THE FAULTS SO I RECOMMENDED THAT THE TECH CHECK IN VEHICLE SELF DIAG AND FOLLOW THE TEST PLAN, IF NOTHING IS AVAILABLE PERFORM THE TB
05/07/2007	14:31	CUSTOMER COMMENTS: HELLO THIS IS NEIL CAMPOS. WORKING WITH DEREK. WE HAVE THIS GTI IN AND THE CUSTOMER STATES THAT HE PUT IT INTO GEAR AND THE CAR WOULD NOT MOVE AND A LIGHT ON THE DASH WAS FLICKERING ON AND OFF. I DID NOT DUPLICATE THE CUSTOMERS CONCERN. FOUND A TSB ON THIS BUT MY CUSTOMERS CONCERN WAS FOLLOWED BY A FAULT. I HAVE ATTACHED THE GFF. THE FAULTS ARE 18115 AND 19143. THERE IS NO TEST PLAN FOR THESE FAULTS. WHAT WOULD YOU LIKE ME TO PROCEED WITH?
05/07/2007	18:24	MAY 7. DEREK HERE, THERE IS NO DESCRIPTION IN TEXT IN VSS OR ON GFF PRINTOUT. SINCE WE ARE TO HAVE TRANS WORK AUTHORIZED BY TECHLINE I AM SKEPTICAL ON YOUR ADVICE, AND I WILL REVIEW TSB AS THE "TB" DOESN'T DESCRIBE THESE FAULTS, PLEASE HELP ME SHOW NEIL THE PROPER VW WAY, WITH DETAILS, SUCH AS TSB NUMBER, I WILL REVIEW AND CALL IN 5/8/07, THANKS FOR YOUR HELP/PATIENCE.
05/08/2007	09:54	DEREK I HAVE RESEACHED THESE FAULTS THIS MORNING AND HAVE COME UP WITH WHAT THE TECHNICIAN HAS TO DO. I WILL BE CALLING THE DEALER LATER ON TODAY BECAUSE THEY ARE STILL CLOSED.
05/08/2007	11:20	ADVISED TECH TO CHECK AND SEE IF FAULTS HAVE BEEN CLEARED THEN CALL ME BACK FOR FURTHER ASSISTANCE.
05/08/2007	11:27	TRANSFER TO DO
05/08/2007	11:34	MAY 8. THANK YOU GERALD AND DWAYNE, THE FAULTS HAVE NOT BEEN ERASED, I AWAIT YOUR INSTRUCTION(S) OF WHAT MEASURE BLOCKS ETC. CALL ME AT 415 720 4428 THANKS.
05/08/2007	11:50	ADVISED TECH TO NOT CLEAR FAULTS. ADVISED TECH TO LOOK AT THE FOLLOWING MVB KEY ON ENGINE OFF. 30,31,41,48,51,52,53,80,81,83,90 THRU 97. SAVE THE READINGS TO A MEMORY STICK AND ATTACH THEM TO THE TICKET THEN CALL BACK FOR FURTHER ASSISTANCE.
05/08/2007	12:02	MAY 8. OK HERE ARE MVB'S KEY ON, ENGINE OFF.
05/08/2007	12:08	ADVISED TECH I WILL REVIEW HIS FINDINGS THEN CALL HIM BACK WITH FURTHER DIRECTION.
05/08/2007	13:12	ADVISED TECH TO PERFORM BASIC SETTINGS, IF NO ABNORMAL NOISES ARE HEARD DURING BASIC SETTINGS REPLACE THE MECHATRONICS IF ABNORMAL NOISE IS HEARD DO NOT REPLACE THE MECHATRONICS CALL BACK FOR FURTHER ASSISTANCE.
05/08/2007	15:44	ADVISED TECH TO REPLACE THE MECHATRONICS.
05/08/2007	16:33	MAY 8 ACKNOELEDGE ORDER MECATRONICS SINCE I HADNO GRINDING OR STALLING DURING BASIC SETTINGS. SINCE PART IS RED ORDER I MAY HAVE TO CLOSE CONTACT AS WILL LIKELY EXCEED 48 HOURS... THANK YOU.
05/08/2007	17:43	THIS MIGHT BE NECESSARY IF THE TICKET WILL BE OPEN FOR MORE THEN 48 HOURS UNLESS YOU KEEP UPDATING THE TICKET
05/09/2007	14:50	MAY 9. WHICH WOULD YOU PREFER, CLOSE IT OR KEEP UPDATING?
05/09/2007	15:18	DERICK IF THE VEHICLE IS DOWN AT THE DEALER LEAVE THE TICKET OPEN BUT IF THE CUSTOMER IS ABLE TO DRIVE THE VEHICLE THEN PLEASE CLOSE IT .
05/10/2007	14:02	MAY 10. SINCE CUSTOMER IS IN A LOANER AND DRIVING HIS VEHICLE COULD RESULT IN NO MOVEMENT THE CAR IS DOWN, THEREFORE, TICKET REMAINS OPEN, THANKS.
05/10/2007	14:23	THANKS

05/11/2007	16:58	MAY 11.THANK YOU, AND HAVE A GREAT WEEKEND.
05/11/2007	17:18	THANKS FOR KEEP THE TICKET UPDATED
05/14/2007	14:16	MAY 14 UPDATE RED ORDER...
05/14/2007	15:37	THANKS
05/15/2007	12:26	MAY 15, THANKS ALL AROUND.
05/15/2007	13:00	THANKS FOR THE UPDATE
05/16/2007	11:22	MAY16. THERE SEEMS TO BE AN ISSUE WITH OPEN TICKETS AND THE ASM AND QTM, APPARENTLY THERE IS SOME TALK THAT I NEED TO CALL IN AS WELL AS TYPE IN AWAIT RED ORDER, BUT THIS SEEMS LIKE REDUNDANT COMMUNICATION. CAN YOUR DEPARTMENT COMMUNICATE TO ASM AND QTM ABOUT A CASE LIKE THIS? IT SEEMS ASM SPENDS TIME CALLING MY MANAGER, HE THEN SPENDS TIME TELLING ME, I THEN SPEND TIME TRYING TO HAVE THIS PROCESS CHANGED TO AVOID THIS WASTED TIME, YET NOTHING EVER HAPPENS. WORSE YET, OFTEN A CONTACT IS CLOSED AND A DAY LATER ASM CALLS AND WANTS TO KNOW WHY OPEN (BUT ITS CLOSED!). THANKS, AND GOOD LUCK.
05/16/2007	12:03	DEREK MY MANAGER WILL BE TALKING WITH ASM AND QTM ON THIS CONCERN
05/16/2007	14:19	MAY 16. THANKS ON THAT, THE TRANSMISSION JUST ARRIVED. TRANS TO BE INSTALLED TODAY...AWAIT INSTALL, THANKS.
05/16/2007	14:24	PLEASE CLOSE THE TICKET ONCE THE VEHICLE IS FIXED
05/17/2007	14:52	MAY 17 OF COURSE I WILL CLOSE THE TICKET ONCE ITS FIXED, IT SEEMS THE VTA PROCEDURES WAS A GENERALIZATION, AND NOT TARGETING THIS SPECIFIC TICKET. THE WORK IS IN PROGRESS, HENCE THIS UPDATE AND REMEMBER WE'RE NOT SURE IF THE TCM WILL FIX IT. I'LL UPDATE/CLOSE AS NECESSARY, THANKS FOR YOUR PATIENCE AND UNDERSTANDING...
05/17/2007	15:17	OK
05/18/2007	12:13	MAY 18. FILLING TRANS AND WILL DO LEARN ADAPT TODAY...ALMOST THERE...
05/18/2007	12:14	THANKS
05/18/2007	18:07	MAY 18 WE ARE THERE! AT THIS TIME CAR RUNS GREAT, NO RUNS, NO DRIPS, NO ERRORS. THANKS
05/21/2007	09:01	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
05/21/2007	09:01	ISSUE UPDATED

Consultant's Closing Comments

REPLACED TRANS

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
194882	EOS	2007	WVWBA71F77V [REDACTED]	10477	3885	05/10/2007	USA

Workshop Finding

TECH HAS NOT VERIFIED THE CONCERN. CONCERN IS INTERMITTENT. NO FAULTS IN THE ECM OR TCM.

Activity Date	Activity Time	Activity Comments
05/10/2007	09:23	ISSUE OPENED BY DEALERSHIP
05/10/2007	09:23	VEHICLE SHIFTS HARD FROM A STOP. RAN GUIDED FAULT FINDINGS AND BASIC SETTING TWICE. SHIFTED OKAY FOR A FEW DAYS AND NOW IT SHIFTS HARD FROM A STOP AGAIN. CUSTOMER STATES THAT IT SHIFTS HARD IN REVERSE ALSO.
05/15/2007	17:41	ADVISED THE TECH TO TRY AND DUPLICATE TEH CONCERN BEFORE REPLACING ANYTHING.
05/15/2007	17:41	CUSTOMER COMMENTS: VEHICLE SHIFTS HARD FROM A STOP. RAN GUIDED FAULT FINDINGS AND BASIC SETTING TWICE. SHIFTED OKAY FOR A FEW DAYS AND NOW IT SHIFTS HARD FROM A STOP AGAIN. CUSTOMER STATES THAT IT SHIFTS HARD IN REVERSE ALSO.
05/15/2007	17:41	WORKSHOP FINDINGS: TECH HAS NOT VERIFIED THE CONCERN. CONCERN IS INTERMITTENT. NO FAULTS IN THE ECM OR TCM.
05/16/2007	14:46	TALKED TO JIM IRELAND , CONSULTED WITH BRAD WEBB, ADVISED TO REPLACE THE MECHATRONICS IF ONE IS AVAILABLE BY ORDERING USING VIN NUMBER AND RED ORDER. IF NOT AVAILABLE REPLACE THE TRANSMISSION ASSEMBLY.
05/21/2007	13:50	SPOKE WITH ZANE, TECH ORDERED MECHATRONICS UNIT. UNIT IS ON RED ORDER.
06/13/2007	17:14	MECHATRONICS CAME IN, BUT A TECH IS ON VACATION. IT WILL BE THE BEGINNING OF NEXT WEEK BEFORE THE PART IS INSTALLED. CUSTOMER HAS BEEN TRADED INTO ANOTHER EOS.
06/13/2007	17:22	THANK YOU FOR THE UPDATE. REMEMBER TO UPDATE AND CLOSE THE TICKET ONCE THE REPAIR IS DONE.
06/26/2007	08:24	THE SHOP HAS JUST REPLACED THE MECHATRONIC AND THE VEHICLE WILL NOT SHIFT PAST 2ND GEAR. THE SHOP WILL NEED TO DISCONNECT THE BATTERY THEN DISCONNECT THE CONNECTOR ON THE MECHATRONIC CHECK CONNECTIONS. RECONNECT THE TRANSMISSION CONNECTOR HOOK UP THE BATTERY AND PERFORM THE BASIC SETTINGS IN GUIDED FUNCTIONS LET THE VEHICLE WARM UP AFTER THEN RETEST DRIVE VEHICLE SHOULD SHIFT THROUGH ALL OF THE GEARS.
06/27/2007	14:41	REPLACED MEGATRONICS UNIT AND PROGRAMED.
06/27/2007	16:09	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
06/27/2007	16:09	ISSUE UPDATED

Consultant's Closing Comments

TECH REPLACED THE MECH UNIT. VEHICLE OPERATING TO SPEC AT THIS TIME.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
195686	EOS	2007	WVWFB71F77V [REDACTED]	54	3735	05/11/2007	USA

Workshop Finding

n/a

Activity Date	Activity Time	Activity Comments
05/11/2007	15:16	ISSUE OPENED BY DEALERSHIP
05/11/2007	15:16	VEHICLE IS A STOCK UNIT/NOT SOLD. FIRST REPAIR ATTEMPT TECHNICIAN SAW ENGINE CODE P1624 AND CANCELLED CODE ROAD TESTED VEHICLE AND STATED OK. POTENTIAL CUSTOMER DROVE AT LATER DATE AND EXPERIENCED LIMP HOME MODE AND DID NOT BUY VEHICLE. .VEHICLE NOW WHEN FAULT IS ERASED WILL ONLY TRAVEL VERY SHORT DISTANCE BEFORE FAILURE. FROM STOP VEHICLE WILL SEEN TO SHIFT THEN RPMS FLARE UP BUT NO PHYSICAL CONNECTION OF POWER (NO SLIPPAGE JUST FREEWHEELING TO 5-6K RPM) THEN GOES INTO LIMP MODE(CLUSTER GEAR DISPLAY FLASHING AND VEHICLE IN ONE GEAR ONLY) DOES NOT SLIP IN LIMP MODE. ECM CODE P1624 SETS, TCM SETS CODES 17117 AND 19143.NO FLUID LEAKS NOTED AT TRANS AND ELECTRICAL CONNECTOR AT TRANS SEEMS INSTALLED PROPERLY. NEED TO CHECK LEVEL BUT WANTED TO OPEN EOS VTA FIRST.
05/11/2007	16:24	ADVISED TECH THAT I AM GOING TO INVESTIGATE CONCERN. TECH IS LEAVING FOR THE DAY AND IS GOING TO CALL BACK ON MONDAY , HE JUST WANTED TO GET A TICKET OPEN SO HE COULD GET STARTED ON DIAGNOSIS. HE IS GOING TO ATTACH THE FAULT LOG TO THE VTA TICKET THEN CALL BACK MONDAY. SO FAR HE HAS CLEARED THE CODE AND TEST DROVE VEHICLE ,CODE COMES BACK IN 200 YARDS OF DRIVING.
05/11/2007	16:24	CUSTOMER COMMENTS: VEHICLE IS A STOCK UNIT/NOT SOLD. FIRST REPAIR ATTEMPT TECHNICIAN SAW ENGINE CODE P1624 AND CANCELLED CODE ROAD TESTED VEHICLE AND STATED OK. POTENTIAL CUSTOMER DROVE AT LATER DATE AND EXPERIENCED LIMP HOME MODE AND DID NOT BUY VEHICLE. .VEHICLE NOW WHEN FAULT IS ERASED WILL ONLY TRAVEL VERY SHORT DISTANCE BEFORE FAILURE. FROM STOP VEHICLE WILL SEEN TO SHIFT THEN RPMS FLARE UP BUT NO PHYSICAL CONNECTION OF POWER (NO SLIPPAGE JUST FREEWHEELING TO 5-6K RPM) THEN GOES INTO LIMP MODE(CLUSTER GEAR DISPLAY FLASHING AND VEHICLE IN ONE GEAR ONLY) DOES NOT SLIP IN LIMP MODE. ECM CODE P1624 SETS, TCM SETS CODES 17117 AND 19143.NO FLUID LEAKS NOTED AT TRANS AND ELECTRICAL CONNECTOR AT TRANS SEEMS INSTALLED PROPERLY. NEED TO CHECK LEVEL BUT WANTED TO OPEN EOS VTA FIRST.
05/11/2007	16:45	I CALLED THE SHOP BACK TALKED TO PASCAL ADVISED HIM TO GET A MESSAGE TO THE SERVICE MANAGER TO GO AHEAD AND REPLACE THE MECHATRONICS UNIT.
05/11/2007	16:55	ONE MORE UP DATE IF YOU FIND ANY METAL IN THE PAN OR FLUID CALL BACK BEFORE YOU REPLACE THE MECHATRONICS UNIT.
05/14/2007	12:03	ADVISED THE TECH TO CHECK THE FLUID CONDITION AT THE FILTER HOUSING.
05/14/2007	13:25	PROCEDURE DONE PER REQUEST. FLUID NICE AND CLEAR. ONLY A VERY SMALL AMOUNT OF VERY FINE METALLIC DEBRIS INSIDE "LID" OF TRANSMISSION FILTER. NO INDIVIDUAL PIECES NOTED.FILTER CLEAN OF DEBRIS ALSO. HAD TECHNICIAN ORDER MECHATRONICS MODULE AND ASSOCIATED PARTS (GASKET/FLUID) VOR STATUS.
05/15/2007	08:38	THE PART IS ON BACK ORDER AND THEY WILL UPDATE WHEN PARTS ARE IN
05/15/2007	08:39	ISSUE SENT TO DEALERSHIP
05/15/2007	08:46	PART # 02E325025ADZ86 MECHATRONIC MODULE IS VOR ORDERED. REFERENCE SALES DOCUMENT # 1003649757 PART IS ON BACK ORDER STATUS. STOCK UNIT DOWN AND OFF ROAD. FRANK
05/15/2007	17:07	THANKS FOR THE UPDATE KEEP US INFORMED.
05/17/2007	09:14	5/17/07 AM CHECKED WITH PARTS MANAGER AND PART IS STILL ON BACK ORDER STATUS. STOCK UNIT IS UNDRIVEABLE/UNIT DOWN.
05/17/2007	09:39	THANKS FOR THE UP DATE KEEP US INFORMED.
05/21/2007	15:04	THE PARTS MANAGER RECEIVED THIS RESPONSE FROM MR. KEN EDWARDS,PARTS SPECIALIST FROM AUBURN HILLS,MI. "THE PART IS A INTELLIGENT PART," IE,IT IS CUSTOMER MADE ACCORDING THE VIN.IT WILL TAKE A MINIMUM OF 3-4 WEEKS AND WILL BE COMING FROM GERMANY.THE PART # IS 02E-325-025-AD-Z86." ONCE THE PART IS SHIPPED FROM GERMANY IT WILL TAKE ANOTHER 5-7 DAYS FOR IT TO REACH THE U.S. AND THEN GO THROUGH CUSTOMS.THIS AN UPDATE FOR YOU.REGARDS,BOB SHNAYER-SERVICE DIRECTOR
05/21/2007	15:48	THANKS FOR THE UPDATE.

05/25/2007	12:02	SPOKE WITH TIM IN SERVICE..... PARTS ARE ON NATIONAL BACK ORDER..... P1
06/05/2007	17:55	STILL WAITING ON THE PART.
06/06/2007	08:09	THANKS FO THE UPDATE.
06/08/2007	09:15	I ASKED THE PARTS MANAGER TO MAKE AN INQUIRING TODAY AS TO THE PART ARRIVAL DATE/TIME.HE WAS TOLD THAT IT MIGHT ARRIVE NEXT FRIDAY,JUNE 15,2007.AT THAT POINT IT WILL HAVE BEEN 31 DAYS.WERE GLAD THIS IS A IN- STOCK VEHICLE AND NOT A CUSTOMER OWNED VEHICLE. REGARDS,BOB SHNAYER/SERVICE MANAGER
06/08/2007	09:31	THANKS FOR THE UP DATE KEEP US INFORMED.
06/18/2007	07:36	WE RECEIVED A NOTICE FROM CAREY CZECH,A PARTS SPECIALIST WITH VWOA,ON JUNE 11,2007,AND THE NOTICE STATED THAT THEY WERE EXPECTING STOCK TO ARRIVE LAST WEEK.ONCE STOCK HAS BEEN ALLOCATED TO THE ORDER IT WILL PROBABLY TAKE AN ADDITIONAL 10 DAYS FOR THE PART TO ARRIVE AT THE DEALER.AT THE PRESENT TIME THIS VEHICLE HAS BEEN DOWN FOR 35 DAYS !! NOT A GOOD THING.
06/18/2007	09:47	YOU MAY WANT TO CALL THE PARTS HELPLINE TO SEE IF YOU CAN SPEED UP THE PARTS ISSUE. OR CALL YOUR FOM . THANKS FOR THE UPDATE.
06/20/2007	17:00	PART ARRIVED ON TUESDAY,JUNE 19,2007.AT THE REQUEST OF OUR QTM.I AM CLOSING OUT THIS VTA.
06/20/2007	17:22	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
06/20/2007	17:22	ISSUE UPDATED

Consultant's Closing Comments

TECH REPORTS HE HAS RECIEVED THE MECHATRONICS UNIT.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
196565	EOS	2007	WVWFA71F07V [REDACTED]	4990	3885	05/15/2007	USA

Workshop Finding

BRIAN IS THE TECH. BRAIN IS USING THE SHOP FORMANS TICKET. TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM.

Activity Date	Activity Time	Activity Comments
05/15/2007	11:23	CUSTOMER STATES TRANSMISSION SHIFTS HARD AND IS MAKING NOISE,NO FAULTS IN SYSTEMS AT THIS TIME,ROAD TESTED VEHICLE AND TRANS. IS SHIFTING HARD FROM FIRST TO SECOND AND IN REVERSE WHEN BACKING UP
05/15/2007	11:23	ISSUE OPENED BY DEALERSHIP
05/15/2007	11:32	ASKED THE TECH TO PERFORM THE BASIC SETTINGS ON THE TRANS.
05/15/2007	11:32	CUSTOMER COMMENTS: CUSTOMER STATES TRANSMISSION SHIFTS HARD AND IS MAKING NOISE,NO FAULTS IN SYSTEMS AT THIS TIME,ROAD TESTED VEHICLE AND TRANS. IS SHIFTING HARD FROM FIRST TO SECOND AND IN REVERSE WHEN BACKING UP
05/15/2007	11:32	WORKSHOP FINDINGS: BRIAN IS THE TECH. BRAIN IS USING THE SHOP FORMANS TICKET. TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM.
05/15/2007	16:12	FAXED THE TECH THE DSG INFO.
05/16/2007	13:32	SET BASIC SETTINGS ON TRANS 2 TIMES,SENT FAX OF VALUE BLOCKS BEFORE AND AFTER ROAD TEST-TRANS STILL SHIFTING HARD FROM FIRST TO SECOND,REVERSE AND SECOND TO FIRST WHEN COMING TO A STOP
05/16/2007	17:09	I HAVE NOT RECEIVED ANY FAX AT THIS TIME. PLEASE REFAX THE INFO AND CALL IN FOR FURTHER ASSISTANCE.
05/18/2007	08:58	SENT FAX AGAIN TO 800-403-4710
05/18/2007	09:06	ADVISED THE TECH TO REPLACE THE MECH UNIT, BOLTS AND FILTER.
05/18/2007	09:08	SPOKE WITH PRODUCT SUPPORT AND WAS ADVISED THAT THE VEHICLE DOES NOT NEED A TRANS AT THIS TIME DUE TO THE READING FROM THE TRANS.
05/18/2007	09:18	ORDERED MECHATRONICS UNIT,BOLTS AND FILTER FOR TRANSMISSION
05/18/2007	09:29	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
05/18/2007	09:29	ISSUE UPDATED

Consultant's Closing Comments

TECH TO REPLACE THE MECH UNIT, FILTER AND BOLTS.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
199215	EOS	2007	WVWBA71F97V [REDACTED]	7800	3885	05/22/2007	USA

Workshop Finding

TECH VERIFIED THE HARSH SHIFTING CONCERN. NO FAULTS IN THE ECM OR TCM. MECH UNIT REPLACED PREVIOUSLY.

Activity Date	Activity Time	Activity Comments
05/22/2007	14:08	CUST STATES WHILE DRIVING PRESSES ON THE ACCELERATOR PEDAL VEH WILL HESITATE THEN BANG INTO GEARS. TEST DROVE VEH DID NOT FEEL THE HESITATION BUT DID FEEL THE BANG BETWEEN .SECOND AND THIRD AT LIGHT TROTLE. ABOUT TWO THOUSAND MILES AGO INSTALLED A NEW MIDTRONICS UNIT. NO FAULTS IN VEH. .
05/22/2007	14:08	ISSUE OPENED BY DEALERSHIP
05/22/2007	14:35	ADVISED THE TECH TO PERFORM THE BASIC SETTING ON THE TRANS.
05/22/2007	14:35	CUSTOMER COMMENTS: CUST STATES WHILE DRIVING PRESSES ON THE ACCELERATOR PEDAL VEH WILL HESITATE THEN BANG INTO GEARS. TEST DROVE VEH DID NOT FEEL THE HESITATION BUT DID FEEL THE BANG BETWEEN .SECOND AND THIRD AT LIGHT TROTLE. ABOUT TWO THOUSAND MILES AGO INSTALLED A NEW MIDTRONICS UNIT. NO FAULTS IN VEH. .
05/22/2007	14:35	WORKSHOP FINDINGS: TECH VERIFIED THE HARSH SHIFTING CONCERN. NO FAULTS IN THE ECM OR TCM. MECH UNIT REPLACED PREVIOUSLY.
05/22/2007	15:51	PERFORMED BASIC SETTINGS TWICE, AND TEST DROVE VEH DROVE ABOUT 2 MILES AND .FELT A HARD SHIFT BETWEEN FIRST AND SECOND.
05/22/2007	16:01	WALKED TECH TROUGH BASIC SETTING IN 60 AND 61.
05/23/2007	17:35	PERFORMED BASIC SETTINGS 60 AND 61 IN TRANSMISSIONS AND RETURNED TO FELLOW EMPLOYEE FOR TEST DRIVE CUST CONSERN STILL PERSISTANT. TEST DROVE VEH AND .VEH IS BUCKING BETWEEN SECOND AND THIRD.
05/23/2007	17:40	PERFROM CAP DISCHARGE CLAEN BATTERY GROUND AND GROUND AT ECM ROAD TEST DID FUEL TRIM LOW READINGS
05/29/2007	17:32	SPOKE TO KELLY AND PARTS ARE ON ORDER P2
05/30/2007	11:07	PERFORMED MEASURED VAULES 60 AND 61 FOR TRANSMISSION AND THEN WAS NO LONGER ABLE TO DUPLACATE CUST CONSERN, RETURNED VEH TO CUST.
05/31/2007	08:23	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
05/31/2007	08:23	ISSUE UPDATED

Consultant's Closing Comments

TECH PERFORMED THE BASIC SETTINGS ON THE TRANS. VEHICLE OPERATING TO SPEC AT THIS TIME.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
200330	JETTA	2007	3VWVWJ71K77M [REDACTED]	626	3885	05/24/2007	USA

Workshop Finding

TECH VERIFIED 2 FAULTS IN THE TCM.

Activity Date	Activity Time	Activity Comments
05/24/2007	16:15	CEL IS ON FOUND FAULTS IN TCM INTERERFERNCE IN MECH UNIT
05/24/2007	16:15	ISSUE OPENED BY DEALERSHIP
05/24/2007	16:22	ADVISED THE TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS.
05/24/2007	16:22	CUSTOMER COMMENTS: CEL IS ON FOUND FAULTS IN TCM INTERERFERNCE IN MECH UNIT
05/24/2007	16:22	WORKSHOP FINDINGS: TECH VERIFIED 2 FAULTS IN THE TCM.
05/30/2007	08:53	NOTE: THERE ARE NO MECH UNITS AVAILABLE IN U.S..... CHECKED ON COMPLETE TRANSMISSIONS; THEY ALSO ARE NOT AVAILABLE. WE'VE CREATED A CAR DOWN REPORT VIA THE CES LINK. THIS IS AN '07 GLI WITH 700 MILES. OUCH!
05/31/2007	07:59	THANK YOU FOR THE UPDATE. THE MECH UNITS ARE PROGRAMMED FOR EACH VEHICLE FROM GERMANY ONLY.
06/06/2007	10:28	TALKED W/CEASER, PART ON RED ORDER
06/07/2007	09:35	STILL WAITING ON PARTS
06/11/2007	15:34	PART ON RED ORDER 02E325025ADZ8H
06/11/2007	16:05	SALES DOC NUMBER 1003682087
06/11/2007	16:06	ISSUE UPDATED
06/13/2007	14:41	STILL WAITING ON PARTS
06/13/2007	15:36	THANK YOU FOR THE UPDATE. REMEMBER TO UPDATE AND CLOSE THE TICKET ONCE THE REPAIR IS DONE.
06/14/2007	13:39	CAR IS BEING TRANSPORTED TO SELLING DEALER
06/14/2007	14:44	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
06/14/2007	14:44	ISSUE UPDATED

Consultant's Closing Comments

VEHICLE TAKEN BY ANOTHER DEALER.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
200785	RABBIT	2007	WVWHV71K87W [REDACTED]	25	3885	05/25/2007	USA

Workshop Finding

TECH VERIFIED THE CONCERN. 1 FAULT IN THE TCM. GFF PERFORMED. FAULT CAN BE ERASED AND THEN COMES BACK WHEN DRIVEN.

Activity Date	Activity Time	Activity Comments
05/25/2007	17:17	ISSUE OPENED BY DEALERSHIP
05/25/2007	17:17	TECH VERIFIED STATED CONCERN. TECH HAD JUST PERFORMED PDI ON THIS VEHICLE ON MAY 24, AND NO SUCH PROBLEMS WERE OBSERVED. VEHICLE WAS DRIVEN TO DETAIL SHOP AND BACK, NOW VEHICLE IS SHOWING TRANS. DTC P1820 (008). ALSO, TRANS. DISPLAY IS FLASHING (LIKE WHEN IN."LIMP-IN" MODE). ALSO, "CHECK ENGINE" LIGHT IS ON. ERASED DTC'S AND ROAD TESTED TO SEE IF, OR ANY, DTC'S ARE REALIZED. SAME TRANS. DTC CAME BACK, TECH DID NOT GET OUT PARKING LOT BEFORE DTC CAME BACK. TECH PROMPTED BY SHOP FOREMAN TO START V.T.A. TICKET AND CALL TECH LINE.
05/29/2007	08:46	ADVISED THE TECH TO REPLACE THE MECH UNIT, BOLTS, FILTER AND FLUID.
05/29/2007	08:46	CUSTOMER COMMENTS: TECH VERIFIED STATED CONCERN. TECH HAD JUST PERFORMED PDI ON THIS VEHICLE ON MAY 24, AND NO SUCH PROBLEMS WERE OBSERVED. VEHICLE WAS DRIVEN TO DETAIL SHOP AND BACK, NOW VEHICLE IS SHOWING TRANS. DTC P1820 (008). ALSO, TRANS. DISPLAY IS FLASHING (LIKE WHEN IN."LIMP-IN" MODE). ALSO, "CHECK ENGINE" LIGHT IS ON. ERASED DTC'S AND ROAD TESTED TO SEE IF, OR ANY, DTC'S ARE REALIZED. SAME TRANS. DTC CAME BACK, TECH DID NOT GET OUT PARKING LOT BEFORE DTC CAME BACK. TECH PROMPTED BY SHOP FOREMAN TO START V.T.A. TICKET AND CALL TECH LINE.
05/29/2007	08:46	WORKSHOP FINDINGS: TECH VERIFIED THE CONCERN. 1 FAULT IN THE TCM. GFF PERFORMED. FAULT CAN BE ERASED AND THEN COMES BACK WHEN DRIVEN.
06/04/2007	16:28	SPOKE TO KEVIN AND PART IS ON ORDER P1
06/19/2007	16:56	PARTS WERE ON 2-WEEK BACK-ORDER. UPON ARRIVAL, TECH PERFORMED THE FOLLOWING SERVICES: 1. REMOVED/REPLACED MECHATRONIC UNIT 2. REMOVED/REPLACED TRANS. OIL FILTER 3. REMOVED/REPLACED TRANS. OIL 4. ADJUSTED TRANS. OIL LEVEL 5. BASIC SETTING FOR NEW MECHATRONIC UNIT 6. ROAD TESTED TO VERIFY REPAIRS .VEHICLE AND TRANS. OPERATING TO SPEC IN ALL GEAR SELECTOR RANGES, HARD AND SOFT ACCELERATION, AND CRUISE CONROL OPERATIONS
06/19/2007	18:10	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
06/19/2007	18:10	ISSUE UPDATED

Consultant's Closing Comments

PARTS WERE ON 2-WEEK BACK-ORDER. UPON ARRIVAL, TECH PERFORMED THE FOLLOWING SERVICES: 1. REMOVED/REPLACED MECHATRONIC UNIT 2. REMOVED/REPLACED TRANS. OIL FILTER 3. REMOVED/REPLACED TRANS. OIL 4. ADJUSTED TRANS. OIL LEVEL 5. BASIC SETTING FOR NEW MECHATRONIC UNIT 6. ROAD TESTED TO VERIFY REPAIRS .VEHICLE AND TRANS. OPERATING TO SPEC IN ALL GEAR SELECTOR RANGES, HARD AND SOFT ACCELERATION, AND CRUISE CONROL OPERATIONS

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
201647	RABBIT	2007	WVWHV91K27W [REDACTED]	8097	3885	05/30/2007	USA

Workshop Finding
n/a

Activity Date	Activity Time	Activity Comments
05/30/2007	11:38	ISSUE OPENED BY DEALERSHIP
05/30/2007	11:47	VEHICLE TOWED IN, VEHICLE IN LIMP MODE ON ARRIVAL .CHECKED CODES W/GFF 3 FAULTS IN TRANS 18223,18227,18255, NO DESCRIPTION .FOR ANY OF THESE CODES, NO FAULT PLAN, CLEARED AND DROVE AGAIN .VEHICLE SHIFTING HARSH UPSHIFT AND DOWN SHIFT .LET SIT OVER NIGHT TRANS NOW SHIFTS NORMAL AND CODES HAVE NOT RETURNED .
05/30/2007	12:09	THE SHOP WILL HAVE TO REPLACE THE MECHATRONICS, BUT WILL HAVE TO ADDRESS THE ABS FAULT FOR THE SPEED SENSOR.
05/30/2007	12:26	ORDERED MECH UNIT PER BRAD WEBB
05/31/2007	18:17	THANKS FOR THE UPDATE LET ME KNOW.
06/04/2007	09:28	6.4.07 STILL WAITING ON ORDERED PART TO ARRIVE
06/06/2007	20:12	THANKS FOR THE UPDATE.
06/07/2007	08:31	6.7.07 7:30AM CST- STILL WAITING ON PART WAS INFORMED PART WILL SHIP WK24.CUSTOMER IS GETTING RESTLESS WAITING.
06/08/2007	14:06	DOES THE PARTS DEPARTMENT HAVE A ETA ON ARRIVAL? IF IT IS GOING TO TAKE TO LONG THEN WE WILL JUST HAVE TO REPLACE THE TRANSMISSION.
06/11/2007	15:41	SALES DOC NUMBER 1003690404
06/15/2007	09:14	SPOKE WITH SANDY IN SERVICE..... PARTS HAVE STILL NOT ARRIVED AT DEALER AS OF YET..... P1
06/20/2007	09:10	6.20.07- STILL WAITING ON PARTS
06/21/2007	11:25	THANKS FOR THE UPDATE LET ME KNOW HOW IT GOES.
06/25/2007	17:12	6.25.07- RECEIVED PART, INSTALLED, TEST DROVE. CUSTOMER NOTIFED, HE WILL PICK UP CAR TONIGHT.
06/26/2007	08:05	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
06/26/2007	08:05	ISSUE UPDATED

Consultant's Closing Comments
THE SHOP REPLACED THE MECHATRONICS VEHICLE IS REPAIRED.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
202287	EOS	2007	WVWBA71F47V [REDACTED]	322	3885	05/31/2007	USA

Workshop Finding

n/a

Activity Date	Activity Time	Activity Comments
05/31/2007	14:16	CUSTOMER CONCERN AS STATED ON RO: VEHICLE WILL NOT COME OUT OF PARK. WILL NOT START. .(LINE B) CUSTOMER STATES WHEN DRIVING CAME TO A STOP LIGHT AND WHEN TRIING TO ACCELERATE.CAR WOULD NOT MOVE THEN PUT CAR IN PARK AND CAR WOULD NOT COME OUT OF PARK. ..I SCANNED SYSTEM FINDING CODES FOR MISSING SIGNAL TO TCM. I SCANNED TCM AND FOUND FAULTS FOR MISSING SIGNAL TO ENGINE CONTROL, SELECTOR LEVER, STEERING SENSOR, CENTRAL ELECTRIC, INSTRUMENT CLUSTER. .
05/31/2007	14:16	ISSUE OPENED BY DEALERSHIP
05/31/2007	14:28	CK J271 /// CK FOR POWER AT MECHATRONICS PINS 13 11 18
05/31/2007	14:28	CUSTOMER COMMENTS: CUSTOMER CONCERN AS STATED ON RO: VEHICLE WILL NOT COME OUT OF PARK. WILL NOT START. .(LINE B) CUSTOMER STATES WHEN DRIVING CAME TO A STOP LIGHT AND WHEN TRIING TO ACCELERATE.CAR WOULD NOT MOVE THEN PUT CAR IN PARK AND CAR WOULD NOT COME OUT OF PARK. ..I SCANNED SYSTEM FINDING CODES FOR MISSING SIGNAL TO TCM. I SCANNED TCM AND FOUND FAULTS FOR MISSING SIGNAL TO ENGINE CONTROL, SELECTOR LEVER, STEERING SENSOR, CENTRAL ELECTRIC, INSTRUMENT CLUSTER. .
06/01/2007	08:26	CHECKED RELAYS FOUND RELAYS TO BE OK. CHECKED FUSE TRAY NEXT TO BATTERY TO ENSURE PROPER CONNECTION. CHECKED GROUNDS AND ALL GROUNDS TIGHT. I THEN CHECKED CONNECTOR ON TRANS. CONNECTOR WAS TIGHT BUT WAS MISSING A PIN TO HELP ENSURE IT WAS TIGHT AGIANST TRANS. I THEN FOUND A SMALL AMOUNT OF FLUID IN CONNECTOR AND TERMINAL.
06/01/2007	11:33	REPLACE MECHATRONICS FLUID AND FILTER 7 LITERS
06/07/2007	14:42	UPDATE THE PART IS ON BACK ORDER P1
06/11/2007	07:34	STILL WAITING ON PARTS. I WILL CLOSE NOW. WHEN PART COMES IN IF IT DOES NOT.FIX CONCERN I WILL OPEN ANOTHER VTA.
06/11/2007	10:09	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
06/11/2007	10:09	ISSUE UPDATED

Consultant's Closing Comments

REPLACE MECHATRONICS FLUID AND FILTER 7 LITERS

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
203020	JETTA	2007	3VWXJ71K17M [REDACTED]	2369	3885	06/04/2007	USA

Workshop Finding

n/a

Activity Date	Activity Time	Activity Comments
06/04/2007	09:53	C/STATES WHILE DRIVING SLOWLY THROUGH PARKING LOT TRANS WILL LOCK UP CAR WILL STOP MOVING.
06/04/2007	09:53	ISSUE OPENED BY DEALERSHIP
06/04/2007	10:28	CUSTOMER COMMENTS: C/STATES WHILE DRIVING SLOWLY THROUGH PARKING LOT TRANS WILL LOCK UP CAR WILL STOP MOVING.
06/04/2007	10:28	RUN BASIC SETTINGS CALL RESULTS
06/05/2007	10:41	REPLACE MECHATRONICIS
06/05/2007	10:42	FLUID AND FILTER
06/11/2007	13:31	TALKED TO KEVIN. WAITING ON PARTS. P2
06/15/2007	14:49	SERVICE DID NOT PICK UP TWO TIMES. D2
07/02/2007	12:55	INSTALLED MECHATRONICS UNIT, AND TEST DROVE, CISTOMER PICKED UP 6/30/2007
07/02/2007	16:00	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/02/2007	16:00	ISSUE UPDATED

Consultant's Closing Comments

INSTALLED MECHATRONICS UNIT, AND TEST DROVE, CISTOMER PICKED UP 6/30/2007

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
203976	RABBIT	2007	WVWFV71K37W [REDACTED]	15120	3885	06/05/2007	USA

Workshop Finding
n/a

Activity Date	Activity Time	Activity Comments
06/05/2007	15:52	CUST. STATES VEHICLE WILL NOIT MOVE FORWARD. FAULT FOR MECHATRONICS IT WAS REPLACED, STILL TRY TO SET BASIC AND WITH NOT SET, GFF STATES TO REPLACE MECHATRONICS
06/05/2007	15:52	ISSUE OPENED BY DEALERSHIP
06/05/2007	16:02	CUSTOMER COMMENTS: CUST. STATES VEHICLE WILL NOIT MOVE FORWARD. FAULT FOR MECHATRONICS IT WAS REPLACED, STILL TRY TO SET BASIC AND WITH NOT SET, GFF STATES TO REPLACE MECHATRONICS
06/05/2007	16:02	TECH TO CALL BACK WITH PHONE AT CAR
06/05/2007	16:22	REMOVE AND INSP PUMP
06/11/2007	13:33	SPOKE WITH JIM VEHICLE IS STILL BEING WORKED ON.
06/11/2007	13:34	A1
06/13/2007	13:47	CAR WONT SET BASIC SETTING REPLACE TRANS
06/13/2007	14:01	THANK YOU MARK FOR YOUR TIME, THE OTHER TECH DAVE WILL REOPEN THIS TICKET UNDER HIS NAME.
06/13/2007	17:58	CAR WONT SET BASIC SETTING REPLACE TRANS
06/13/2007	17:58	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
06/13/2007	17:59	ISSUE UPDATED

Consultant's Closing Comments
CAR WONT SET BASIC SETTING REPLACE TRANS

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
206552	EOS	2007	WVWFB71F97V [REDACTED]	901	3735	06/12/2007	USA

Workshop Finding
n/a

Activity Date	Activity Time	Activity Comments
06/12/2007	14:06	ISSUE OPENED BY DEALERSHIP
06/12/2007	14:06	TRANSMISSION BUCKING AND SLAMMING AND STICKING IN GEARS..TO ME IT FEELS LIKE AN AUTOMATIC THAT IS LOW ON ATF. .I RAN GFF. 3 DTC'S IN THE TCM WITH NO DESCRIPTION, 18222, 18223, 18227. THERE IS NO TEST PLAN FOR THESE IN GFF..OTHER FAULTS ARE IN ELECTRIC STEERING 00453 EXCESSIVE TEMP, GATEWAY 01325 TPM NO COMUNICATION.
06/12/2007	15:49	ADVISED TECH THAT CODE 18222 AND 18223 ARE PRESSURE CONTROLL VALVE 1 OPEN CIRCUIT/ SHORT TO GROUND. 18227 IS PRESSURE CONTROLL VALVE 2 OPEN CIRCUIT /SHORT TO GROUND. ADVISED TECH TO LOOK FOR POOR CONNECTIONS.
06/12/2007	15:49	CUSTOMER COMMENTS: TRANSMISSION BUCKING AND SLAMMING AND STICKING IN GEARS..TO ME IT FEELS LIKE AN AUTOMATIC THAT IS LOW ON ATF. .I RAN GFF. 3 DTC'S IN THE TCM WITH NO DESCRIPTION, 18222, 18223, 18227. THERE IS NO TEST PLAN FOR THESE IN GFF..OTHER FAULTS ARE IN ELECTRIC STEERING 00453 EXCESSIVE TEMP, GATEWAY 01325 TPM NO COMUNICATION.
06/12/2007	17:21	REPLACE MECHATRONICS FLUID AND FILTER
06/12/2007	17:22	PERFORM BASIC SETTING 61 THEN 60
06/13/2007	17:45	SOME ONE FROM VW CALLED. THEY SAID DO NOT REPAIR, BUT TO MAKE THE CAR DRIVABLE AND SEND THE CAR BACK TO MICHIGAN. .I REINSTALLED THE OLD MECHATRONICS UNIT, TOPPED OFF THE FLUID. A TRUCK WILL BE HERE TO PICK IT UP AT 6 PM TONIGHT.
06/14/2007	07:57	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
06/14/2007	07:57	ISSUE UPDATED

Consultant's Closing Comments
TECH REPORTS " SOME ONE FROM VW CALLED. THEY SAID DO NOT REPAIR, BUT TO MAKE THE CAR DRIVABLE AND SEND THE CAR BACK TO MICHIGAN. .I REINSTALLED THE OLD MECHATRONICS UNIT, TOPPED OFF THE FLUID. A TRUCK WILL BE HERE TO PICK IT UP AT 6 PM TONIGH".

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
208649	EOS	2007	WVWFA71F37V [REDACTED]	7651	3885	06/18/2007	USA

Workshop Finding
n/a

Activity Date	Activity Time	Activity Comments
06/18/2007	13:58	ISSUE OPENED BY DEALERSHIP
06/18/2007	13:58	WHEN VEHICLE IS PUT INTO GEAR DRIVE OR REVERSE HAS JERKING (AS IF LETTING OUT A CLUTCH IN FIRST GEAR WITHOUT ENOUGH GAS APPLIED).
06/18/2007	14:03	CUSTOMER COMMENTS: WHEN VEHICLE IS PUT INTO GEAR DRIVE OR REVERSE HAS JERKING (AS IF LETTING OUT A CLUTCH IN FIRST GEAR WITHOUT ENOUGH GAS APPLIED).
06/18/2007	14:03	SET BASIC MVB 19 FIELD 3 30C- MVB 61 THEN 60 VERFIEY FLUID LEVEL
06/19/2007	15:14	RAN BASIC SETTINGS MANUALLY IN 61 & 60 ALSO CHECKED AND VERIFIED FLUID LEVEL.REROAD TESTED VEHICLE AND FOUND BETTER BUT NOT FULLY RESOLVED.
06/19/2007	15:28	REPLACE MECHATRONNICS FLUID AND FILTER
06/22/2007	11:56	REPLACED MECHATRONIC UNIT AS REC. BY HELPLINE AND RESET BASIC SETTINGS AND RETEST DROVE VEHICLE.VEHICLE DRIVING TO SPEC. AT THIS TIME.
06/22/2007	12:52	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
06/22/2007	12:52	ISSUE UPDATED

Consultant's Closing Comments
EPLACED MECHATRONIC UNIT AS REC. BY HELPLINE AND RESET BASIC SETTINGS AND RETEST DROVE VEHICLE.VEHICLE DRIVING TO SPEC. AT THIS TIME.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
209320	RABBIT	2007	WVWFV71K17W [REDACTED]	368	3885	06/19/2007	USA

Workshop Finding

n/a

Activity Date	Activity Time	Activity Comments
06/19/2007	14:57	ISSUE OPENED BY DEALERSHIP
06/19/2007	14:57	VEHICLE TOWED IN NO REVERSE. SCANNED SYSTEMS 2 FAULTS 01242 001 END STAGES IN CONTROL UNIT KNOT26175, 16992 P0608 001 VOLTAGE SUPPLY SENSORS / SENDERS UPPER LIMIT EXCEEDED.
06/19/2007	15:11	CUSTOMER COMMENTS: VEHICLE TOWED IN NO REVERSE. SCANNED SYSTEMS 2 FAULTS 01242 001 END STAGES IN CONTROL UNIT KNOT26175, 16992 P0608 001 VOLTAGE SUPPLY SENSORS / SENDERS UPPER LIMIT EXCEEDED.
06/19/2007	15:11	REPALCE MECHATRONICS FLUID AND FILTER 7 LITERS
06/19/2007	15:11	SET BASIC SETTING AFTER REPALACEMENT
06/26/2007	12:47	(P1) TALKED TO SONYA IN SERVICE PARTS ON RED ORDER.
06/26/2007	13:50	STILL WAITING ON MECHATRONICS UNIT. PARTS ARE ON RED ORDER.
06/26/2007	19:32	P DATE AFTER REPAIR
07/02/2007	11:09	INSTALLED NEW MECHATRONICS UNIT INTO TRANS WITH NEW BOLTS. FILLED WITH NEW FLUID. SET BASIC SETTINGS ON TRANSMISSION AND TEST DROVE VEHICLE.
07/02/2007	16:04	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/02/2007	16:04	ISSUE UPDATED

Consultant's Closing Comments

MECHATRONICS UNIT INTO TRANS WITH NEW BOLTS. FILLED WITH NEW FLUID. SET BASIC SETTINGS ON TRANSMISSION AND TEST DROVE VEHICLE.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
210260	EOS	2007	WVWBA71F27V [REDACTED]	1274	3735	06/21/2007	USA

Workshop Finding
n/a

Activity Date	Activity Time	Activity Comments
06/21/2007	13:13	ISSUE OPENED BY DEALERSHIP
06/21/2007	13:13	WAS ADVISED ON PREVIOUS REPAIR TO SET BASIC SETTINGS AND TO TEST DRIVE, FOUND TRANS WAS.SHIFTING OK.VEHICLE BACK, CUST STATES THE DASH WARNING LIGHTS START FLASHING AND TH TRANS SEEMS TO GO TO NEUTRAL, STOPS PULLING, IF YOU WAIT A LITTLE WHILE AND RESTART, IT WILL GO A WHILE.AND DO IT AGIAN, RAN GFF FOUND FAULTS.18115.7.1.19143.5.1.PLEASE ADVISE
06/21/2007	13:21	CUSTOMER COMMENTS: WAS ADVISED ON PREVIOUS REPAIR TO SET BASIC SETTINGS AND TO TEST DRIVE, FOUND TRANS WAS.SHIFTING OK.VEHICLE BACK, CUST STATES THE DASH WARNING LIGHTS START FLASHING AND TH TRANS SEEMS TO GO TO NEUTRAL, STOPS PULLING, IF YOU WAIT A LITTLE WHILE AND RESTART, IT WILL GO A WHILE.AND DO IT AGIAN, RAN GFF FOUND FAULTS.18115.7.1.19143.5.1.PLEASE ADVISE
06/21/2007	13:21	DUE TO THE FAULT 2ND GEAR WILL NOT COME OUT BY IT SELF THE SHOP WILL HAVE TO REPLACE THE TRANSMISSION.
06/27/2007	14:14	P1 SPOKE WITH BARREN (SERVICE) AND WAS ADVISED THAT THE VEHICLE IS WAITING ON PARTS.
07/02/2007	09:16	REPLACED TRANSMISSION, SET BASIC SETTINGS
07/02/2007	11:47	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/02/2007	11:47	ISSUE UPDATED

Consultant's Closing Comments
THE SHOP REPLACED THE TRANSMISSION AND SET BASIC SETTING VEHICLE IS REPAIRED.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
215634	RABBIT	2007	WVWFV71KX7W [REDACTED]	3790	3885	07/09/2007	USA

Workshop Finding
 TECH VERIFIED THE CONCERN. 1 FAULT IN THE TCM. GFF PERFORMED.

Activity Date	Activity Time	Activity Comments
07/09/2007	11:49	ISSUE OPENED BY DEALERSHIP
07/09/2007	11:49	TRANSMISSION WOULD NOT GO ABOVE 5MPH FAULT LAMP ACTIVE, DTC FOR P1819 PRESSURE CONTROL VALVE 2-N216 OPEN/SHORT CIRCUIT TO GROUND SPORADIC
07/09/2007	11:54	ADVISED THE TECH TO REPLACE THE MECH UNIT, FILTER, FLUID AND BOLTS.
07/09/2007	11:54	CUSTOMER COMMENTS: TRANSMISSION WOULD NOT GO ABOVE 5MPH FAULT LAMP ACTIVE, DTC FOR P1819 PRESSURE CONTROL VALVE 2-N216 OPEN/SHORT CIRCUIT TO GROUND SPORADIC
07/09/2007	11:54	WORKSHOP FINDINGS: TECH VERIFIED THE CONCERN. 1 FAULT IN THE TCM. GFF PERFORMED.
07/13/2007	16:24	CONTACT DEALER SA DAN - PART ARRIVED TODAY - TECH TO CONTINUE WORKING ON VEHICLE A1
07/17/2007	15:05	INSTALLATION OF MECHATRONICS UNIT, BOLTS, FILTER, AND GASKETS COMPLETED. SET BASIC SETTINGS, WAS NOT SETTING AT FIRST BUT WAS ABLE TO SET BASIC SETTINGS AFTER MANY ATTEMPTS. TEST DROVE VEHICLE IS PERFORMING TO MANUFACTURE SPECIFICATIONS. THANKS
07/17/2007	15:12	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/17/2007	15:12	ISSUE UPDATED

Consultant's Closing Comments
 TECH REPLACED THE MECH UNIT. VEHICLE OPERATING TO SPEC AT THIS TIME.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
215638	EOS	2007	WVWDA71F97V [REDACTED]	5220	3885	07/09/2007	USA

Workshop Finding
n/a

Activity Date	Activity Time	Activity Comments
07/09/2007	11:55	HESITATION, BOGGING SENSATION UPON INITIAL ACCELERATION FROM A DEAD STOP, SERVICE MANAGER HAS DUPLICATED THIS, I HAD OUR EOS SALESPERSON DRIVE THE CAR, HE THINKS VEH OK. AND HE IS VERY KNOWLEDGEABLE ABOUT THESE CARS AND VERY PICKY HIMSELF. NO DTC'S STORED. DESCRIBED TO ME AS LIKE A LAG IN THE TURBO. CUST. OWNS A GLI, SAME ENGINE, HE SAYS GLI DOES NOT FEEL LIKE THIS. THIS IS HIS MAIN CONCERN, WHY ONE DOES THIS AND NOT THE OTHER. ANY HISTORY OF COMPLAINTS LIKE THIS ?
07/09/2007	11:55	ISSUE OPENED BY DEALERSHIP
07/09/2007	12:01	ADVISE TO COMPARE TO ANOTHER EOS, POSSIBLE NORMAL CONDITION.
07/09/2007	12:01	CUSTOMER COMMENTS: HESITATION, BOGGING SENSATION UPON INITIAL ACCELERATION FROM A DEAD STOP, SERVICE MANAGER HAS DUPLICATED THIS, I HAD OUR EOS SALESPERSON DRIVE THE CAR, HE THINKS VEH OK. AND HE IS VERY KNOWLEDGEABLE ABOUT THESE CARS AND VERY PICKY HIMSELF. NO DTC'S STORED. DESCRIBED TO ME AS LIKE A LAG IN THE TURBO. CUST. OWNS A GLI, SAME ENGINE, HE SAYS GLI DOES NOT FEEL LIKE THIS. THIS IS HIS MAIN CONCERN, WHY ONE DOES THIS AND NOT THE OTHER. ANY HISTORY OF COMPLAINTS LIKE THIS ?
07/11/2007	09:26	OTHER EOS DOES NOT DO THIS, FOUND THAT TRANS HAS TO BE HOT, AND WHAT SERVICE MANAGER, AND I EXPERIENCED, IS-- AT IDLE, FOOT ON BRAKE, RELEASE BRAKE, TRANS ENGAGES, AND RPMS DROP TO ABOUT 600, ENGINE FEELS AND SOUNDS LIKE IT IS IN A BIND, TRANS DISENGAGES, THEN ENGAGES AGAIN, WITH SAME SENSATION. ALL WITHOUT TOUCHING THE BRAKE PEDAL AGAIN. I HAD THE EMERGENCY BRAKE PULLED UP TO HOLD THE CAR STILL WHILE IT DOES THIS, BUT YOU CAN FEEL IT JUST THE SAME WITHOUT IT UP, THE CAR WILL JUST ROLL FORWARD BRIEFLY, AND DISENGAGE THEN SHUDDER AND ROLL FORWARD AGAIN. I WAS MONITORING MVB 1 AND BRAKE SIGNAL IS OK, ON WITH FOOT ON AND OFF WITH FOOT OFF WITH NO CHANGE WHILE TRANS IS ACTING UP. I AM GOING TO CHECK THE CONNECTOR MENTIONED IN TSB 37-06-07. EVEN THO NO CODES STORED. I WILL BE IN TOUCH.
07/11/2007	10:08	I WOULD LIKE THE SHOP TO REPLACE THE MECHATRONICS DUE TO THE ENGAGEMENT PROBLEM.
07/11/2007	18:35	PARTS RED ORDERED 7-11-07
07/12/2007	11:17	THANKS FOR THE UPDATE, KEITH
07/18/2007	15:19	ISSUE UPDATED
07/18/2007	15:19	WAITING ON PARTS, CAR NO LONGER AT DEALER. C1
07/18/2007	15:21	ISSUE UPDATED
07/26/2007	13:40	C1 STILL WAITING ON THE PARTS, CUSTOMER HAS THE CAR, TECH IS ON VACATION.
07/31/2007	14:03	OK, I'M BACK FROM VACATION, REPLACED MECHATRONICS UNIT, FILLED GEARBOX, PERFORMED BASIC SETTINGS VIA GUIDED FUNCTIONS [TWICE], VEH HAS 1ST AND 2ND GEARS, WONT UPSHIFT TO 3 OR ABOVE, GENERATES CODE 01087, BASIC SETTINGS NOT CARRIED OUT, MECHANICAL FAULT. ?????????????? CODE ERASES THRU GUIDED FUNCTIONS, AND ALL TESTS PASS. AS SOON AS VEH IS DRIVEN, PROBLEM OCCURS.
07/31/2007	14:08	ADVISED THE TECH TO CALL ME BACK TO PERFORM BASIC SETTINGS.
07/31/2007	14:39	OK, PERFORMED BASIC SETTINGS VIA VSD, ALL SEEMS OK AT THIS TIME, THANKS!
07/31/2007	14:40	CLOSE
08/01/2007	07:23	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
08/01/2007	07:23	ISSUE UPDATED

Consultant's Closing Comments
ADVISED THE TECH TO CALL ME BACK TO PERFORM BASIC SETTINGS. 07/31/2007 14:39:38: US/EASTERN: GEORGE EATON: OPEN: DEALER UPDATED: OK, PERFORMED BASIC SETTINGS VIA VSD, ALL SEEMS OK AT THIS TIME, THANKS! 07/31/2007 14:40:36: US/EASTERN: GEORGE EATON: OPEN: DEALER UPDATED: CLOSE

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
218011	RABBIT	2007	WVWFV71K07W [REDACTED]	15374	3885	07/16/2007	USA

Workshop Finding

TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM.

Activity Date	Activity Time	Activity Comments
07/16/2007	10:53	CUST STATES THAT CAR LOCKED UP AND STARTED SHAKING..WHEN COASTING THEN GOING BACK TO ACCEL THERE IS A DELAY THEN GEAR BOX SLAMS INTO GEAR
07/16/2007	10:53	ISSUE OPENED BY DEALERSHIP
07/16/2007	11:02	ADVISED THE TECH TO PERFORM THE BASIC SETTINGS. 61 AND 60.
07/16/2007	11:02	CUSTOMER COMMENTS: CUST STATES THAT CAR LOCKED UP AND STARTED SHAKING..WHEN COASTING THEN GOING BACK TO ACCEL THERE IS A DELAY THEN GEAR BOX SLAMS INTO GEAR
07/16/2007	11:02	WORKSHOP FINDINGS: TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM.
07/16/2007	11:50	PERFORMED BASIC SETTINGS. TEST DROVE PROBLEM IS WORSE NOW
07/16/2007	11:57	REPLACE MECHATROINCS AND FLUID AND FILTER
07/20/2007	11:09	SPOKE WITH GLEN IN SERVICE..... TECH IS INSTALLING PARTS IN CAR TODAY..... A1
07/20/2007	16:25	REPLACED UNIT SET BASICS . TRANS NOW SHIFTING PROPERLY
07/20/2007	16:27	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/20/2007	16:27	ISSUE UPDATED

Consultant's Closing Comments

TECH REPLACED THE MECH UNIT. VEHICLE OPERATING TO SPEC AT THIS TIME.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
218300	RABBIT	2007	WVWHV71K37W [REDACTED]	30	3885	07/16/2007	USA

Workshop Finding

n/a

Activity Date	Activity Time	Activity Comments
07/16/2007	15:44	CUSTOMER STATES CHECK ENGINE LIGHT IS ON AND CAR WILL NOT GO INTO REVERSE. PRNDL IS FLASHING TOO. INSPECTED. CHECK ENGINE LIGHT NOT ON AND PRNDL NOT FLASHING. CAR GOES INTO ALL GEARS. SCANNED ALL MODULES USING G.F.F. FOUND 1 DTC STORED IN ECM. DTC#P1624 REQUIREMENT FOR FAULT LAMP ACTIVE. FOUND 2 DTC'S STORED IN TCM DTC# 18222 WITH NO DESCRIPTION AND DTC# 18243 WITH NO DESCRIPTION. FOLLOWED TEST PLAN FOR FAULT LAMP ACTIVE. PASSED TEST. CLEARD ALL 3 DTC'S. RE SET READINESS CODES AND RE TEST DROVE. PRNDL STARTED FLASHING AGAIN WOULD NOT ENGAGE REVERSE GEAR. TURNED CAR OFF, THEN ON AGAIN. PRNDL NOT FLASHING. ALL GEARS ENGAGING NOW. SCANNED AGAIN WITH G.F.F NOW ONLY 1 DTC PRESENT IN TCM SAME DTC AS BEFORE, BUT NOW IT HAS A DESCRIPTION AFTER IT. DTC# 18222 OR P1814 PRESSURE CONTROL VALVE-1-FOR AUTO TRANSMISSION-N-215 OPEN CIRCUIT/SHORT CIRCUIT TO GROUND RANGE/PERFORMANCE. G.F.F. SAID TO PRINT OUT COMPLETE TEST PLAN AND CONTACT TECH LINE. NO TEST PLAN WAS AVAILABLE.
07/16/2007	15:44	ISSUE OPENED BY DEALERSHIP
07/16/2007	18:07	CUSTOMER COMMENTS: CUSTOMER STATES CHECK ENGINE LIGHT IS ON AND CAR WILL NOT GO INTO REVERSE. PRNDL IS FLASHING TOO. INSPECTED. CHECK ENGINE LIGHT NOT ON AND PRNDL NOT FLASHING. CAR GOES INTO ALL GEARS. SCANNED ALL MODULES USING G.F.F. FOUND 1 DTC STORED IN ECM. DTC#P1624 REQUIREMENT FOR FAULT LAMP ACTIVE. FOUND 2 DTC'S STORED IN TCM DTC# 18222 WITH NO DESCRIPTION AND DTC# 18243 WITH NO DESCRIPTION. FOLLOWED TEST PLAN FOR FAULT LAMP ACTIVE. PASSED TEST. CLEARD ALL 3 DTC'S. RE SET READINESS CODES AND RE TEST DROVE. PRNDL STARTED FLASHING AGAIN WOULD NOT ENGAGE REVERSE GEAR. TURNED CAR OFF, THEN ON AGAIN. PRNDL NOT FLASHING. ALL GEARS ENGAGING NOW. SCANNED AGAIN WITH G.F.F NOW ONLY 1 DTC PRESENT IN TCM SAME DTC AS BEFORE, BUT NOW IT HAS A DESCRIPTION AFTER IT. DTC# 18222 OR P1814 PRESSURE CONTROL VALVE-1-FOR AUTO TRANSMISSION-N-215 OPEN CIRCUIT/SHORT CIRCUIT TO GROUND RANGE/PERFORMANCE. G.F.F. SAID TO PRINT OUT COMPLETE TEST PLAN AND CONTACT TECH LINE. NO TEST PLAN WAS AVAILABLE.
07/16/2007	18:07	REPALCE MECHATRONICS FLUID AND FILTER SET BASIC SETTINGS
07/16/2007	18:49	ORDERED MECHATRONICS UNIT, FILTER, AND GASKET. MECHATRONICS IS COMING OUT OF GERMANY.
07/16/2007	18:59	UP DATE AFTER REPAIR
07/25/2007	12:53	REPLACED MECHATRONICS UNIT, FLUID AND FILTER. REPLACED ALL GASKETS AND BOLTS AND SIDE OIL PUMP COVER. CODED UNIT TO 20 AND SET BASIC SETTINGS ON UNIT. TEST DROVE. ALL SHIFTS OK. NO RETURN DTC'S.
07/25/2007	17:17	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/25/2007	17:17	ISSUE UPDATED

Consultant's Closing Comments

REPLACED MECHATRONICS UNIT, FLUID AND FILTER. REPLACED ALL GASKETS AND BOLTS AND SIDE OIL PUMP COVER. CODED UNIT TO 20 AND SET BASIC SETTINGS ON UNIT. TEST DROVE. ALL SHIFTS OK. NO RETURN DTC'S.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
218381	EOS	2007	WVWFA71F17V [REDACTED]	11111	3735	07/16/2007	USA

Workshop Finding
P0868

Activity Date	Activity Time	Activity Comments
07/16/2007	16:35	AT ANY INCLINATION VEHICLE ROLLS BACK AND WHEN GIVEN A LITTLE GAS IT JERKS, NO OIL LEALS.1 TROUBLE CODE ON MEMORY 17252 P0868 TRANSMISSION PRESURSURE, ADAPTATION AT LIMIT/SPORADIC
07/16/2007	16:35	ISSUE OPENED BY DEALERSHIP
07/16/2007	16:47	CLEAR FAULT ROAD TEST DID FAULT RETURN ? IF IT DOSE REPLACE MECHATRONICS FLUID AND FILTER
07/16/2007	16:47	CUSTOMER COMMENTS: AT ANY INCLINATION VEHICLE ROLLS BACK AND WHEN GIVEN A LITTLE GAS IT JERKS, NO OIL LEALS.1 TROUBLE CODE ON MEMORY 17252 P0868 TRANSMISSION PRESURSURE, ADAPTATION AT LIMIT/SPORADIC
07/16/2007	16:47	WORKSHOP FINDINGS: P0868
07/16/2007	17:19	ROAD TEST , FAULT CAME BACK
07/16/2007	18:58	UP DATE AFTER REPAIR
07/20/2007	16:14	SPOKE TO MAX AND IS ROAD TESTING AFTER LUNCH AND WILL UPDATE OR CLOSE TICKET D1
07/20/2007	17:16	REPLACE MECHATRONISC ADD FLUID PERFORM BASIC SETTINGS AND DURING ROAD TEST A FOULT ON SYSTEM P1815 PRESSURE CONTOL VALVE1 N215 SHORT TO BE PLUS CHECK CONNECTOR ITS FINE ON BLOCK VALUE 6 NUMBER 2 IS ALWAYS AT 0 WHEN IN DRIVE.
07/20/2007	17:25	ADVISED THE TECH THAT I WILL CONTACT HIM BACK MONDAY MORNING ON THIS TICKET.
07/23/2007	10:06	LEFT A MESSAGE WITH MAX (SERVICE) AND ADVISED THAT THE TECH NEEDS TO REPLACE THE TRANS.
07/27/2007	16:55	REPLACE TRANSMISSION CHECK FLUID LEVEL,SET BASIC SETTINGS AND ROAD TEST, EVERYTHING WORKING TO FACTORY SPECS. THANKS
07/28/2007	10:06	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/28/2007	10:06	ISSUE UPDATED

Consultant's Closing Comments
: REPLACE TRANSMISSION CHECK FLUID LEVEL,SET BASIC SETTINGS AND ROAD TEST, EVERYTHING WORKING TO FACTORY SPECS. TH

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
219337	RABBIT	2007	WVWVFV71K67W [REDACTED]	14166	3885	07/18/2007	USA

Workshop Finding

TECH VERIFIED SEVERAL FAULTS IN THE TCM THIS SIS THE THIRD TIME AND TICKET FOR THIS CONCERN. MECH UNIT AND TRANS HAVE BEEN REPLACED FOR THE CONCERN.

Activity Date	Activity Time	Activity Comments
07/18/2007	13:43	CUSTOMER STATES THAT TRANS CLUNKS INTO GEAR. VEHICLE WILL NOT GO INTO REVERSE. ALSO RAN GFF AND FOUND SEVERAL FAULTS OF PRESSURE CONTOL VALVES 1 & 2 BOTH OPEN CIRCUIT/SHORT TO POSITIVE. THERE HAS BEEN A MECHATRONICS UNIT PUT INTO VEHICLE AND ALSO STRONG VW HAS REPLACED WHOLE TRANS AS WELL.
07/18/2007	13:43	ISSUE OPENED BY DEALERSHIP
07/19/2007	16:08	ADVISED THE TECH THAT SOMEONE WILL CONTACT HIM BACK SHORTLY ON THIS CONCERN.
07/19/2007	16:08	CUSTOMER COMMENTS: CUSTOMER STATES THAT TRANS CLUNKS INTO GEAR. VEHICLE WILL NOT GO INTO REVERSE. ALSO RAN GFF AND FOUND SEVERAL FAULTS OF PRESSURE CONTOL VALVES 1 & 2 BOTH OPEN CIRCUIT/SHORT TO POSITIVE. THERE HAS BEEN A MECHATRONICS UNIT PUT INTO VEHICLE AND ALSO STRONG VW HAS REPLACED WHOLE TRANS AS WELL.
07/19/2007	16:08	WORKSHOP FINDINGS: TECH VERIFIED SEVERAL FAULTS IN THE TCM THIS SIS THE THIRD TIME AND TICKET FOR THIS CONCERN. MECH UNIT AND TRANS HAVE BEEN REPLACED FOR THE CONCERN.
07/19/2007	18:05	PLEASE CHECK POWER AND GROUND AT TRANSMISSION, AND VOLTAGE DROP MAIN POWER AND GROUND.
07/19/2007	18:06	ISSUE UPDATED
07/19/2007	18:26	07/24/2007 11:45:19 US/EASTERN BRIAN TANNER OPEN: TECHNICIAN IN PROCESS FORWARD TO QTM
07/24/2007	11:45	ISSUE UPDATED
07/30/2007	10:40	CHECKED ALL WIRES AND NO PROBLEM HAS BEEN FOUND. BUT WARRANTY ON THIS TRANSMISSION HAS BEEN DENIED BY HAROLD GOMEZ BECAUSE OF ABUSE. CUSTOMER WAS TOLD THIS ON LAST REPAIR.
07/31/2007	07:53	ISSUE UPDATED
07/31/2007	09:43	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/31/2007	09:43	ISSUE UPDATED

Consultant's Closing Comments

NO REPAIRS PERFORMED AT THIS TIME

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
220030	JETTA	2007	3VWWJ71K87M [REDACTED]	5236	3885	07/19/2007	USA

Workshop Finding

TECH VERIFIED THE CONCERN. 7 FAULTS IN THE TCM. GFF PERFORMED.

Activity Date	Activity Time	Activity Comments
07/19/2007	17:41	CUST STATES CHK TANS BANGING....DIAG FOUND TRANS IN LIMP MODE VECHICLE HAS 7 FAULTS IN 02.5 FAULTS FOR "ITERFERENCE IN MECHATRONIC UNIT SPORADIC P1707", ANOTHER FAULT FOR "PRESSURE CONTROL VALVE 2 N216 SHORT TO B+" P1820
07/19/2007	17:41	ISSUE OPENED BY DEALERSHIP
07/19/2007	17:47	ADVISED THE TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT.
07/19/2007	17:47	CUSTOMER COMMENTS: CUST STATES CHK TANS BANGING....DIAG FOUND TRANS IN LIMP MODE VECHICLE HAS 7 FAULTS IN 02.5 FAULTS FOR "ITERFERENCE IN MECHATRONIC UNIT SPORADIC P1707", ANOTHER FAULT FOR "PRESSURE CONTROL VALVE 2 N216 SHORT TO B+" P1820
07/19/2007	17:47	WORKSHOP FINDINGS: TECH VERIFIED THE CONCERN. 7 FAULTS IN THE TCM. GFF PERFORMED.
07/24/2007	16:36	CLOSE
07/24/2007	16:36	MECH UNIT ON RED ORDER WILL REPLACE AND RE OPEN TICKET IF NEEDED
07/25/2007	08:05	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/25/2007	08:05	ISSUE UPDATED

Consultant's Closing Comments

TECH TO REPLACE THE MECH UNIT.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
220116	RABBIT	2007	WVWVFV71K07W [REDACTED]	3662	3885	07/20/2007	USA

Workshop Finding
P1823

Activity Date	Activity Time	Activity Comments
07/20/2007	09:38	ISSUE OPENED BY DEALERSHIP
07/20/2007	09:38	WONT MOVE IN REVERSE. DTC'S FOR N251, AND SEEMS LIKE ITS SLIPPING
07/20/2007	09:43	CUSTOMER COMMENTS: WONT MOVE IN REVERSE. DTC'S FOR N251, AND SEEMS LIKE ITS SLIPPING
07/20/2007	09:43	REPLACE MECHTROINCS AND FLUID AND FILTER ALSO PERFROM BASIC SETTINGS AFTER REPAIR
07/20/2007	09:43	WORKSHOP FINDINGS: P1823
07/26/2007	12:05	SPOKE WITH LOU ANN IN SERVICE..... PART IS ON NATIONAL BACK ORDER..... P1
07/30/2007	18:19	PARTS STILL ON BACK ORDER
08/03/2007	12:30	INSTALL MENTIONED PARTS ALL OK
08/03/2007	15:56	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
08/03/2007	15:56	ISSUE UPDATED

Consultant's Closing Comments
REPLACE MECHTROINCS AND FLUID AND FILTER ALSO PERFROM BASIC SETTINGS AFTER REPAIR

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
220448	RABBIT	2007	WVWFV71K37W [REDACTED]	4891	3885	07/20/2007	USA

Workshop Finding
n/a

Activity Date	Activity Time	Activity Comments
07/20/2007	16:28	CUSTOMER STATES; VEHICLE IS STUMBLING DURING SHIFT FROM FIRST TO SECOND GEAR, CLUSTER IS FLASHING AROUND GEAR SELECTION, ESP, ABS LIGHTS FLASHING AND ILLUMINATED. CHECKED GFF, NO FAULTS FOUND USING GFF, USED VEHICLE SELF DIAG AND CHECKED -02- TRANSMISSION ELECTRONICS, FOUND FAULT 21014- ERROR: TEXT NOT FOUND IN TEXT TABLE. PLEASE ADVISE.
07/20/2007	16:28	ISSUE OPENED BY DEALERSHIP
07/20/2007	16:43	ADVISE TO REPLACE THE MECHATRONICS, FILTER NAD FLUID. GET THE SERIAL NUMBER AND THE BUILD DATE AND ADD INTO THE TICKET.
07/20/2007	16:43	CUSTOMER COMMENTS: CUSTOMER STATES; VEHICLE IS STUMBLING DURING SHIFT FROM FIRST TO SECOND GEAR, CLUSTER IS FLASHING AROUND GEAR SELECTION, ESP, ABS LIGHTS FLASHING AND ILLUMINATED. CHECKED GFF, NO FAULTS FOUND USING GFF, USED VEHICLE SELF DIAG AND CHECKED -02- TRANSMISSION ELECTRONICS, FOUND FAULT 21014- ERROR: TEXT NOT FOUND IN TEXT TABLE. PLEASE ADVISE.
07/26/2007	17:30	THE TECH IS STILL WORKING ON THE CAR AT THIS TIME
08/01/2007	14:39	SPOKE MIKE STATES CAR IS DONE AND GONE PLEASE CLOSE
08/06/2007	12:53	REMOVED AND REPLACED MECHATRONICS UNIT. SET BASIC SETTINGS AND ROAD TESTED VEHICLE. CHECKED OPERATION, WORKING TO SPEC AT THIS TIME. ...
08/06/2007	13:28	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
08/06/2007	13:28	ISSUE UPDATED

Consultant's Closing Comments
DEALER COMPLETE: REMOVED AND REPLACED MECHATRONICS UNIT. SET BASIC SETTINGS AND ROAD TESTED VEHICLE. CHECKED OPERATION, WORKING TO SPEC AT THIS TIME. ...

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
221202	RABBIT	2007	WVWHV71K37W [REDACTED]	1006	3885	07/24/2007	USA

Workshop Finding
 TECH VERIFIED THE CONCERN. 2 FAULT IN THE TCM.

Activity Date	Activity Time	Activity Comments
07/24/2007	10:43	ISSUE OPENED BY DEALERSHIP
07/24/2007	10:43	TRANSMISSION SELECTOR INDICATOR FLASHES .CAR WILL NOT MOVE . CANNOT BE ROLLED INTO SHOP.
07/24/2007	10:59	ADVISED THE TECH TO REPLACE THE MECH UNIT, FLUID FILTER AND BOLTS FOR THE MECH UNIT.
07/24/2007	10:59	CUSTOMER COMMENTS: TRANSMISSION SELECTOR INDICATOR FLASHES .CAR WILL NOT MOVE . CANNOT BE ROLLED INTO SHOP.
07/24/2007	10:59	WORKSHOP FINDINGS: TECH VERIFIED THE CONCERN. 2 FAULT IN THE TCM.
07/24/2007	11:14	CUSTOMER HAD VEHICLE PARKED AND WAS EATING , WHEN HE RETURNED TO VEHICLE AD STARTED MOTOR IS WHEN FAULT HAPPENED .
07/24/2007	11:17	ADVISED TECH TO CONTINUE WITH REPLACEING THE MECHATRONIC UNIT.
07/26/2007	15:26	MECHATRONIC UNIT IS UNAVAILABLE FOR SHIPPING !
07/26/2007	16:14	PLEASE CALL IN FOR FURTHER ASSISTACNE. THE MECH UNITS HAVE TO BE "RED" ORDERED FROM GERMANY.
07/27/2007	17:15	TECH REPORTS HE INSTALLED MECHATRONIC AND BASIC SETTINGS WILL NOT SET. FAXED AN INSTRUCTION SHEET TO TECH.
07/31/2007	09:13	PREFORMED BASIC SETTING PER FAX SHEET . BASIC SETTING COMPLETED . VEHICLES OPS CHECKS OK .
08/01/2007	08:47	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
08/01/2007	08:47	ISSUE UPDATED

Consultant's Closing Comments
 TECH REPLACED THE MECH UNIT. VEHICLE OPERATING TO SPEC AT THIS TIME.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
223920	EOS	2007	WVWFA71F27V [REDACTED]	7023	3885	07/31/2007	USA

Workshop Finding
n/a

Activity Date	Activity Time	Activity Comments
07/31/2007	15:28	ISSUE OPENED BY DEALERSHIP
07/31/2007	15:28	WHEN YOU LET OFF THE BRAKE AN VEHICLE STARTS TO ROLL,IT SHUTTERS ALITTLE.IF YOU RAISE THE RPMS ALITTLE IT FEELS IF THE CLUTCH ON A MANUAL TRNS WAS GOING IN AND OUT.ALL AT SLOW AND START OUT SPEEDS.
07/31/2007	15:38	ADVISED TECH TO RESET BASIC SETTING ON THE TRANSMISSION AND TAKE OUT FOR A TEST DRIVE TO SEE IF CONCERN IS STILL PRESENT
07/31/2007	15:38	CUSTOMER COMMENTS: WHEN YOU LET OFF THE BRAKE AN VEHICLE STARTS TO ROLL,IT SHUTTERS ALITTLE.IF YOU RAISE THE RPMS ALITTLE IT FEELS IF THE CLUTCH ON A MANUAL TRNS WAS GOING IN AND OUT.ALL AT SLOW AND START OUT SPEEDS.
08/01/2007	15:24	ADVISED THE TECH TO PERFORM THE BASIC SETTINGS MANUALLY AND COMPARE THE CONCERN TO ANOTHER KNOWN GOOD GAS ENGINE.
08/02/2007	10:47	ADVISED THE TECH TO REPLACE THE TECH TO REPLACE THE CLUTCH PACKS.
08/07/2007	13:20	ADVISED THE TECH THAT I WILL CONTACT HIM BACK ON THIS CASE.
08/07/2007	13:55	ADVISED THE TECH TO REPLACE THE MECH UNIT PER BRAD W.
08/07/2007	14:38	OUR SERVICE ADVISOR TOLD THE CUSTOMER THAT THE VEHICLE WOULD NEED TO STAY FOR THE TCM AND THE CUSTOMER NEEDS TO DRIVE BACK TO FLORIDA WHERE SHE LIVES.GAVE CUSTOMER COPYS OF PAPER WORK TO GIVE TO THE DEALER SHE GOES TO IN FLORIDA.CUSTOMER COULD NOT WAIT ANY MORE FOR THE VEHICLE.
08/08/2007	08:15	ISSUE CLOSED BY CONSULTANT - INVALID
08/08/2007	08:15	ISSUE UPDATED

Consultant's Closing Comments
CASE HAS BEEN DETERMINED INVALID BY CONSULTANT OUR SERVICE ADVISOR TOLD THE CUSTOMER THAT THE VEHICLE WOULD NEED TO STAY FOR THE TCM AND THE CUSTOMER NEEDS TO DRIVE BACK TO FLORIDA WHERE SHE LIVES.GAVE CUSTOMER COPYS OF PAPER WORK TO GIVE TO THE DEALER SHE GOES TO IN FLORIDA.CUSTOMER COULD NOT WAIT ANY MORE FOR THE VEHICLE.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
224535	RABBIT	2007	WVWVFV71K77W [REDACTED]	101	3885	08/01/2007	USA

Workshop Finding
DSG

Activity Date	Activity Time	Activity Comments
08/01/2007	17:51	ISSUE OPENED BY DEALERSHIP
08/01/2007	17:51	MIL IS ON. THE GEAR DISPLAY IN THE CLUSTER IS FLASHING. THIS CAR WAS SOLD 3 DAYS AGO. WILL NOT GO IN REVERSE. 5 DTCS. 17100 P0716 000 INPUT TURBINE SPEED SENSOR (A) CIRCUIT IMPLAUSIBLE SIGNAL. 19164 P2732 PRESSURE CONTROL SOLINIOD F OPEN CIRCUIT/SHORT TO GROUND SPORADIC. 18154 P1746 TRANSM. CONTROL UNIT RELAY MALFUNCTION, SPORADIC. 17085 P0701 INTERNAL CONTROL MODULE MEMORY CHECK SUM ERROR. 01066 002 DRIVING EVEN THOUGH IN SELECTOR LEVER POSITION N LOWER LIMIT VALUE NOT REACHED...ATTEMPTED TO USE BUT DON'T TRUST IT TO NOT GET THE RUN AROUND FROM A BAD TEST PLAN. IS THERE ANY KNOWN PROBLEMS CAUSING THIS.
08/01/2007	17:54	CLAER FAULTS AND CALL BACK
08/01/2007	17:54	CUSTOMER COMMENTS: MIL IS ON. THE GEAR DISPLAY IN THE CLUSTER IS FLASHING. THIS CAR WAS SOLD 3 DAYS AGO. WILL NOT GO IN REVERSE. 5 DTCS. 17100 P0716 000 INPUT TURBINE SPEED SENSOR (A) CIRCUIT IMPLAUSIBLE SIGNAL. 19164 P2732 PRESSURE CONTROL SOLINIOD F OPEN CIRCUIT/SHORT TO GROUND SPORADIC. 18154 P1746 TRANSM. CONTROL UNIT RELAY MALFUNCTION, SPORADIC. 17085 P0701 INTERNAL CONTROL MODULE MEMORY CHECK SUM ERROR. 01066 002 DRIVING EVEN THOUGH IN SELECTOR LEVER POSITION N LOWER LIMIT VALUE NOT REACHED...ATTEMPTED TO USE BUT DON'T TRUST IT TO NOT GET THE RUN AROUND FROM A BAD TEST PLAN. IS THERE ANY KNOWN PROBLEMS CAUSING THIS.
08/01/2007	17:54	WORKSHOP FINDINGS: DSG
08/01/2007	17:59	REPLACE MECHTROINCS FLUID AND FILTER
08/01/2007	18:24	MECHATRONICS IS ON BACK ORDER. WILL REPORT BACK WHEN IT COMES IN.
08/03/2007	16:41	UP DATE AFTER REPAIR
08/08/2007	19:00	MARK, PLEASE SHIP THIS CAR OUT NOW THAT THE ADAPTION IS CORRECT. THANKS
08/14/2007	10:39	SPOKE WITH GABRIELLE IN SERVICE..... RO HAS BEEN CLOSED OUT..... D1
08/15/2007	11:16	THANKS
08/15/2007	18:58	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
08/15/2007	18:58	ISSUE UPDATED

Consultant's Closing Comments
REPLACE MECHTROINCS FLUID AND FILTER

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
225482	EOS	2007	WVWFA71F77V [REDACTED]	2825	3885	08/03/2007	USA

Workshop Finding
SHIFTING CONCERNS

Activity Date	Activity Time	Activity Comments
08/03/2007	17:03	CUSTOMER STATES ALL "PRNDS" LIGHTS ILLUMINATED IN CLUSTER AND CAR RUNS LIKE DRAGGING BRICKS. FAULT STORED 5 TIMES IN TRANSMISSION-18115. PERFORM GFF. NO TEST PLAN FOR TRANS FAULTS, NO WHERE IN ELSA DOES IT IDENTIFY THESE FAULTS.
08/03/2007	17:03	ISSUE OPENED BY DEALERSHIP
08/03/2007	17:10	CLEAR FLAUT S SET BASIC SETTING
08/03/2007	17:10	CUSTOMER COMMENTS: CUSTOMER STATES ALL "PRNDS" LIGHTS ILLUMINATED IN CLUSTER AND CAR RUNS LIKE DRAGGING BRICKS. FAULT STORED 5 TIMES IN TRANSMISSION-18115. PERFORM GFF. NO TEST PLAN FOR TRANS FAULTS, NO WHERE IN ELSA DOES IT IDENTIFY THESE FAULTS.
08/03/2007	17:10	WORKSHOP FINDINGS: SHIFTING CONCERNS
08/03/2007	17:12	REPLACE MECHATRONCIS FLUID AND FILTER
08/09/2007	09:33	SPOKE WITH ROBERT. PARTS ON RED. P1
08/14/2007	10:21	REPLACE VALVE BODY ROAD TEST OK
08/14/2007	17:54	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
08/14/2007	17:54	ISSUE UPDATED

Consultant's Closing Comments
REPLACE MECHATRONCIS FLUID AND FILTER

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
225765	RABBIT	2008	WVWKC71K38W [REDACTED]	21	3885	08/06/2007	USA

Workshop Finding
n/a

Activity Date	Activity Time	Activity Comments
08/06/2007	11:56	ISSUE OPENED BY DEALERSHIP
08/06/2007	11:56	WONT GO INTO GEAR
08/06/2007	12:07	CUSTOMER COMMENTS: WONT GO INTO GEAR
08/06/2007	12:07	VERIFY THAT THERE ARE NO CONNECTION ISSUES AT THE CONNECTOR ON THE TRANS. PERFORM BASIC SETTINGS MANUALLY AND PERFORM 10 MILE ROAD TEST, IF THE CONCERN IS STILL PRESENT, REPLACE THE MECHATRONICS
08/09/2007	12:08	RAN BASIC SETTINGS, NO DIFFERENCE. ORDERED MECATRONICS UNIT
08/09/2007	12:15	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
08/09/2007	12:15	ISSUE UPDATED

Consultant's Closing Comments
RAN BASIC SETTINGS, NO DIFFERENCE. ORDERED MECATRONICS UNIT

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
226445	RABBIT	2007	WVWFV71K97W [REDACTED]	9970	3885	08/07/2007	USA

Workshop Finding
n/a

Activity Date	Activity Time	Activity Comments
08/07/2007	14:46	ISSUE OPENED BY DEALERSHIP
08/07/2007	14:46	THERE IS A SHUTTER ON LIGHT ACCELERATION FROM A STOP FELT IN VEHICLE. ALSO FELT WHEN RELEASING BRAKE AND ROLLING FOWARD. TONY FERRANTE AND BRAD WEBB WERE CONTACTED BY QTM DAN REGARDING THIS.
08/07/2007	14:59	CUSTOMER COMMENTS: THERE IS A SHUTTER ON LIGHT ACCELERATION FROM A STOP FELT IN VEHICLE. ALSO FELT WHEN RELEASING BRAKE AND ROLLING FOWARD. TONY FERRANTE AND BRAD WEBB WERE CONTACTED BY QTM DAN REGARDING THIS.
08/07/2007	14:59	I WILL CONTACT DAN AND THEN CALL THE TECHNICIAN BACK FOR FURTHER DIRECTION. 239.247.0762
08/07/2007	15:25	I WOULD LIKE THE SHOP TO REPLACE THE MECHATRONICS AND FOLLOW UP WITH CALL AS SOON AS THE REPAIR IS COMPLETE. P1
08/16/2007	14:28	ORDERED TECHTRONIC UNIT AND RELEASED VEH BACK TO CUSTOMER WILL ALERT CUSTOMER TO PART ARRIVAL
08/16/2007	15:13	THANK YOU FOR THE UPDATE PLEASE UPDATE AND CLOSE THE TICKET OUT!
08/21/2007	11:16	CLOSE TICKET
08/21/2007	16:31	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
08/21/2007	16:31	ISSUE UPDATED

Consultant's Closing Comments
THE SHOP WILL REPLACE THE MECHATRONICS WHEN IT ARRIVES AT THE DEALER.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
226873	EOS	2007	WVWFA71F27V [REDACTED]	7449	3885	08/08/2007	USA

Workshop Finding

TECH HAD A QUESTION ABOUT THE PREVIOUS REPAIR.

Activity Date	Activity Time	Activity Comments
08/08/2007	13:55	CUSTOMER STATES VEHICLE JERKS WHEN TAKING OFF AT SLOW SPEEDS. CAR WAS DIAGNOSED AT VW OF ATHENS, GLEN STEWART AT TECH LINE HELP THEM. THEY REPLACED CLUTCH KIT AND SET BASIC SETTINGS, AFTER THAT, TRANI STILL THE SAME WAY, THEY WERE INSTRUCTED TO REPLCE THE MECATRONICS UNIT BUT THE THE CUSTOMER HAD TO COME BACK TO FLORIDA. NOW MY QUESTION IS DO I REPLACE THE MECATRONICS UNIT?
08/08/2007	13:55	ISSUE OPENED BY DEALERSHIP
08/08/2007	14:05	ADVISED THE TECH TO REPLACE THE MECH UNIT, FILTER, FLUID AND BOLTS PER LAST TICKET.
08/08/2007	14:05	CUSTOMER COMMENTS: CUSTOMER STATES VEHICLE JERKS WHEN TAKING OFF AT SLOW SPEEDS. CAR WAS DIAGNOSED AT VW OF ATHENS, GLEN STEWART AT TECH LINE HELP THEM. THEY REPLACED CLUTCH KIT AND SET BASIC SETTINGS, AFTER THAT, TRANI STILL THE SAME WAY, THEY WERE INSTRUCTED TO REPLCE THE MECATRONICS UNIT BUT THE THE CUSTOMER HAD TO COME BACK TO FLORIDA. NOW MY QUESTION IS DO I REPLACE THE MECATRONICS UNIT?
08/08/2007	14:05	WORKSHOP FINDINGS: TECH HAD A QUESTION ABOUT THE PREVIOUS REPAIR.
08/08/2007	14:39	MECHATRONICS UNIT IS BACK ORDER, BUT IT HAS BEEN ORDERED.
08/08/2007	14:40	CLOSE TBA
08/08/2007	15:37	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
08/08/2007	15:37	ISSUE UPDATED

Consultant's Closing Comments

TECH TO REPLACE THE MECH UNIT.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
227556	RABBIT	2007	WVWFV71K97W [REDACTED]	7485	3885	08/09/2007	USA

Workshop Finding
n/a

Activity Date	Activity Time	Activity Comments
08/09/2007	18:44	ISSUE OPENED BY DEALERSHIP
08/09/2007	18:44	WHEN CUSTOMER DRIVES VEHICLE, THEN PARKS TURN OFF ENGINE, TRYES TO RESTART NO CRANK OR CLICKING. USED GFF FOUND CODE IN TRANS. U0101
08/09/2007	19:00	ADVISED THE TECH TO GET THE CONDITION TO HAPPEN AGAIN AND TO GET A GFF LOG SINCE ALL THE FAULTS ARE GONE AND THEN ATTACH THEM TO THE TICKET
08/09/2007	19:00	CUSTOMER COMMENTS: WHEN CUSTOMER DRIVES VEHICLE, THEN PARKS TURN OFF ENGINE, TRYES TO RESTART NO CRANK OR CLICKING. USED GFF FOUND CODE IN TRANS. U0101
08/13/2007	12:13	TECH TO RETRIEVE DATA LOG AND CALL BACK IN
08/13/2007	12:27	INSPECT BARREL CONNECTION AT THE TRANS, IF OK, VOLTAGE DROP POWR AND GROUND TO MECH UNIT, IF OK REPLACE THE MECH.
08/13/2007	17:47	ORDERED VALVE BODY, RED ORDER
08/14/2007	15:46	THANKS FOR THE UPDATE
08/22/2007	16:46	INSTALLING VALVE BODY NOW
08/22/2007	19:34	I INSTALLED VALVEBODY, THEN SET BASICS, ERASED CODE THEN SETT REDINESS CODE. TEST DROVE VEHICAL TRANSMISSION SHIFTS GOOD. DROVE FOR 30 MIN. THEN SHUT VEHICAL OFF. THEN VEHICALE STARTED UP WITH OUT A PROBLEM.
08/22/2007	19:35	VEHICAL RUNNS GOOD
08/29/2007	08:31	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
08/29/2007	08:31	ISSUE UPDATED

Consultant's Closing Comments
I INSTALLED VALVEBODY, THEN SET BASICS, ERASED CODE THEN SETT REDINESS CODE. TEST DROVE VEHICAL TRANSMISSION SHIFTS GOOD. DROVE FOR 30 MIN. THEN SHUT VEHICAL OFF. THEN VEHICALE STARTED UP WITH OUT A PROBLEM.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
228159	RABBIT	2007	WVWVFV71K27W [REDACTED]	41	3885	08/13/2007	USA

Workshop Finding
n/a

Activity Date	Activity Time	Activity Comments
08/13/2007	11:33	FAULT LEADS ME ABSOLUTELY NO WHERE. COMES BACK INT ON TESTDRIVE. TRANS GOES TO LIMP. NO GFF TEST PLAN.
08/13/2007	11:33	ISSUE OPENED BY DEALERSHIP
08/13/2007	11:51	CUSTOMER COMMENTS: FAULT LEADS ME ABSOLUTELY NO WHERE. COMES BACK INT ON TESTDRIVE. TRANS GOES TO LIMP. NO GFF TEST PLAN.
08/13/2007	11:51	GET THE VEH TO OPERATING TEMP AND WITH VEH IN PARK AND FOOT ON BRAKE PEDAL GO INTO VSD IN GEAR BOX ELECTRONICS AND KEY 61 Q AND 60 Q. IF VEH STALLS REPLACE TRANS IF NOT ROAD TEST FOR 10 MILES IF FAULT RETURNS REPLACE MECHATRONICS IF NOT SHIP VEH
08/14/2007	08:48	PERFORMED BASIC SETTINGS AND TEST DROVE CAR. FAULT DID NOT RETURN.
08/14/2007	09:33	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
08/14/2007	09:33	ISSUE UPDATED

Consultant's Closing Comments
PERFORMED BASIC SETTINGS AND TEST DROVE CAR. FAULT DID NOT RETURN.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
240535	RABBIT	2007	WVWFV71K07W [REDACTED]	6702	3885	08/21/2007	USA

Workshop Finding
n/a

Activity Date	Activity Time	Activity Comments
08/21/2007	10:25	ISSUE OPENED BY DEALERSHIP
08/21/2007	10:25	VEHICLE HAS A SMALL HESITATION ON ACCELERATION FROM A DEAD STOP. WHEN VEHICLE ENGAGES THERE IS A JERKING SENSATION FELT, NO FAULTS PRESENT, HAD JUST REPLACED TRANS INPUT SENSOR ACCORDING TO TSB 370607
08/21/2007	10:38	CUSTOMER COMMENTS: VEHICLE HAS A SMALL HESITATION ON ACCELERATION FROM A DEAD STOP. WHEN VEHICLE ENGAGES THERE IS A JERKING SENSATION FELT, NO FAULTS PRESENT, HAD JUST REPLACED TRANS INPUT SENSOR ACCORDING TO TSB 370607
08/21/2007	10:38	PERFORM BASIC SETTINGS MANUALLY AND IF THE CONCERN IS STILL PRESENT CALL BACK
08/21/2007	11:19	PERFORMED BASIC SETTINGS AND DROVE VEHICLE FOR 11 MILES AS ADVISED. COMPARED VEHICLE TO NEW CAR IN LOT, AND NEW CAR ACCELERATES SMOOTHLY FROM A COMPLETE STOP, AFFECTED VEHICLE HESITATES A BIT
08/21/2007	11:31	REPLACE MECHATRONICS IF BASIC SETTINGS DID NOT CORRECT THE CONCERN
08/23/2007	09:18	ORDERED MECHATRONICS, IF PROBLEM STILL EXISTS AFTER REPLACEMENT OF MECHATRONICS WILL CONTACT TECHLINE AGAIN
08/23/2007	09:58	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
08/23/2007	09:58	ISSUE UPDATED

Consultant's Closing Comments
: ORDERED MECHATRONICS, IF PROBLEM STILL EXISTS AFTER REPLACEMENT OF MECHATRONICS WILL CONTACT TECHLINE AGAIN

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
243566	EOS	2007	WVWFA71F37V [REDACTED]	2798	3885	08/29/2007	USA

Workshop Finding

n/a

Activity Date	Activity Time	Activity Comments
08/29/2007	09:46	CUSTOMER TOLD US WHEN DRIVING THE CAR THE TRANS CUT OUT AND THE SHIFT DISPLAY ALL LITE UP .RAN GFF FOUND CODES FAULT NUMBER 18115 PRESENT 3 TIMES.TRY TO RUN THE GFF TEST PLAN NONE THERE
08/29/2007	09:46	ISSUE OPENED BY DEALERSHIP
08/29/2007	09:58	CUSTOMER COMMENTS: CUSTOMER TOLD US WHEN DRIVING THE CAR THE TRANS CUT OUT AND THE SHIFT DISPLAY ALL LITE UP .RAN GFF FOUND CODES FAULT NUMBER 18115 PRESENT 3 TIMES.TRY TO RUN THE GFF TEST PLAN NONE THERE
08/29/2007	09:58	ERASE THE FAULT AND PERFORM BASIC SETTINGS IF THE VEHICLE DOES NOT STALL THE SHOP WILL HAVE TO REPLACE THE MECHATRONICS IF THE VEHICLE DOES STALL CALL BACK.
08/29/2007	11:34	RAN BASIC SETTING CAR DID NOT STALL.MECHATRONICS ON ORDER
08/29/2007	14:44	PART ON ORDER
08/30/2007	09:54	THANK YOU FOR THE UPDATE.
08/30/2007	16:00	PART IS NOW ON RED ORDER
08/30/2007	16:35	THANKS FOR THE UPDATE.
09/04/2007	11:29	PART COMING FROM GERMANY
09/04/2007	12:16	THANK YOU FOR THE UPDATE.
09/05/2007	15:27	R&R MECHATRONICS UNIT RESET CODE AND PERFORM BASIC SETTING.ROAD TEST GOOD NO CODES SHIFTS GOOD
09/05/2007	15:29	RELEASING CAR
09/05/2007	16:39	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
09/05/2007	16:39	ISSUE UPDATED

Consultant's Closing Comments

THE SHOP REPLACED THE MECHATRONICS VEHICLE IS REPAIRED.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
244455	EOS	2007	WVWFA71F87V [REDACTED]	12568	3885	08/30/2007	USA

Workshop Finding
n/a

Activity Date	Activity Time	Activity Comments
08/30/2007	17:20	ISSUE OPENED BY DEALERSHIP
08/30/2007	17:20	THERE IS A FAULT ON THE TASMSION CONTROL MODULE 17100 P0716 INPUT TURBINE SENSOR.A RANGE PERFORMED , THERE IS NO TEST PLAN FOR THIS FAULT ON THE GUIDED FAULT .FINDING WHAT YOU RECOMEND .
08/30/2007	17:25	CUSTOMER COMMENTS: THERE IS A FAULT ON THE TASMSION CONTROL MODULE 17100 P0716 INPUT TURBINE SENSOR.A RANGE PERFORMED , THERE IS NO TEST PLAN FOR THIS FAULT ON THE GUIDED FAULT .FINDING WHAT YOU RECOMEND .
08/30/2007	17:25	REPLACE MECHATRONICS
09/05/2007	12:38	ORDER THE MECHATRONIC IT IS ON BACK ORDER
09/05/2007	12:41	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
09/05/2007	12:41	ISSUE UPDATED

Consultant's Closing Comments
ORDER THE MECHATRONIC IT IS ON BACK ORDER

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
244519	EOS	2007	WVWDB71F67V [REDACTED]	6520	3885	08/31/2007	USA

Workshop Finding
n/a

Activity Date	Activity Time	Activity Comments
08/31/2007	09:10	ISSUE OPENED BY DEALERSHIP
08/31/2007	09:10	TRANSMISSION HAS A BAD JERK.
08/31/2007	11:27	RECIEVED FAX AND PERFORMED BASIC SETTINGS AS PER PRINT OUT.STILL HAS A SLAM WHEN COMING TO A STOP.FLUID LEVEL IS GOOD AS PER ELSA WEB.
08/31/2007	11:33	CUSTOMER COMMENTS: TRANSMISSION HAS A BAD JERK.
08/31/2007	11:33	ISSUE UPDATED
08/31/2007	11:33	SINCE BASIC SETTING DID NOT CORRECT THE CONCERN REPLACE THE MECHATRONICS
08/31/2007	12:43	ORDERED UNIT. NONE IN UNITED STATES.
08/31/2007	12:50	ORDERED UNIT. NONE IN UNITED STATES.
08/31/2007	12:50	PLEASE CLOSE THE TICKET
09/07/2007	08:50	CLOSING TICKET. WAITING ON PARTS.
09/07/2007	09:03	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
09/07/2007	09:03	ISSUE UPDATED

Consultant's Closing Comments
REPLACE MECHATRONICS

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
244570	EOS	2008	WVWBA71F18V [REDACTED]	752	3885	08/31/2007	USA

Workshop Finding
n/a

Activity Date	Activity Time	Activity Comments
08/31/2007	10:28	CUSTOMER STATES THAT CAR HESITATES ON ACCELERATION AND ON CONERING. TALK TO ME.
08/31/2007	10:28	ISSUE OPENED BY DEALERSHIP
08/31/2007	10:46	CUSTOMER COMMENTS: CUSTOMER STATES THAT CAR HESITATES ON ACCELERATION AND ON CONERING. TALK TO ME.
08/31/2007	10:46	NO FAULTS; FAXED DSG BASIC SETTINGS AND P310B FAULT DIAG FOR REFERENCE ON THE TRANS AND FUEL SYSTEM
08/31/2007	17:32	OK-I SET BASICL ON THE DSG AND WATCHED THE FUEL PRESSURES IN MVB 103 AND 106-LOOK OK. I GOT MY SERVICE MANAGER TO DRIVE THE CAR WITH ME IN THE PASS SEAT AND I EXPERIENCED THE PROBLEM[THE S.M. HAD DRIVEN WITH THE CUSTOMER TO SEE WHAT THE COMPLAINT IS]. AS I EXPERIENCED IT, HERE IT IS; RELATIVELY OK SHIFTING IF STEERING WHEEL IS STRAIGHT, IF WHEEL IS TURNED AND I ACCELERATE FROM A STOP GOING AROUND A CORNER- I REALLY FEEL THE 1-2 AND 2-3 SHIFT. SOMETIMES IN THIS WHEEL TURNED STATE WITH MODERATE ACCELERATION THE 1-2 SHIFT IS A SEVERE LURCH AND SOMETIMES THE 2-3 SHIFT ALSO. IF WE HAVE THE STEERING WHEEL GOING STRAIGHT AND ACCELERATE GOING STRAIGHT- IT SHIFTS USUALLY OK AND SEAMLESS-ALTHOUGH THE SHIFT POINTS SEEM WAY TOO SOON UNLESS I GIVE IT 60-90% THROTTLE.
08/31/2007	17:41	CHECK AND ADJUST FLUID LEVEL. IF OK AND CONCERN STILL PRESENT, REPLACE MECHATRONICS, SET BASICS PER SHEET.
08/31/2007	17:42	P1 MECHATRONICS ORDERED.
09/14/2007	10:18	REPLACED MECHATRONICS-OPERATING TO SPEC.
09/14/2007	12:20	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
09/14/2007	12:20	ISSUE UPDATED

Consultant's Closing Comments
REPLACED MECHATRONICS-OPERATING TO SPEC.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
246912	RABBIT	2007	WVWHV71K37W [REDACTED]	4965	3885	09/10/2007	USA

Workshop Finding
n/a

Activity Date	Activity Time	Activity Comments
09/10/2007	11:01	CUSTOMER STATES THE TRANS DOES NOT SEEM TO ENGAGE GEARS CORRECTLY. IT JERKS ON ACCELERATION, FROM A STOP, WORSE ON HILLS.
09/10/2007	11:01	ISSUE OPENED BY DEALERSHIP
09/10/2007	11:07	CUSTOMER COMMENTS: CUSTOMER STATES THE TRANS DOES NOT SEEM TO ENGAGE GEARS CORRECTLY. IT JERKS ON ACCELERATION, FROM A STOP, WORSE ON HILLS.
09/10/2007	11:07	PERFORM BASIC SETTING FAXED TO DEALER
09/11/2007	18:17	CHECKED THE TRANSMISSION FLUID AND ADDED 1/4 OF A LITER. SET BASIC SETTINGS AND ROAD TESTED. STILL DOES NOT WANT TO MOVE IN DRIVE LIKE ANOTHER LIKE VEHICLE DOES. SPECIAL ORDERED THE MECHATRONIC UNIT.
09/11/2007	19:13	THANKS FOR THE UPDATE
09/17/2007	11:26	MECHATRONIC UNIT ON ORDER FROM VOLKSWAGEN AS OF 9-17-07..
09/17/2007	12:04	UP DATE AFTER REPAIR
09/18/2007	17:59	REPLACED THE MECHATRONIC UNIT, IT ARRIVED ON 09 16 07. FILLED THE TRANS AND SET THE BASIC SETTINGS AND ROAD TESTED. TRANS IS SHIFTING AS DESIGNED AT THIS TIME.
09/19/2007	17:12	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
09/19/2007	17:12	ISSUE UPDATED

Consultant's Closing Comments
REPLACED THE MECHATRONIC UNIT, IT ARRIVED ON 09 16 07. FILLED THE TRANS AND SET THE BASIC SETTINGS AND ROAD TESTED. TRANS IS SHIFTING AS DESIGNED AT THIS TIME.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
247417	EOS	2007	WVWFA71F47V [REDACTED]	4183	3885	09/11/2007	USA

Workshop Finding
n/a

Activity Date	Activity Time	Activity Comments
09/11/2007	10:16	CUSTOMER STATES WHEN GOING FROM REVERSE TO DRIVE OR FROM NEUTRAL TO DRIVE THE TRANS JERKS WHEN YOU GO TO TAKE OFF.DUPLICATED CUST CONCERN.CHECKED PCV BREATHER VALVE WITH QTM AND WENT THROUGH GFF AND RESET TCM BASIC SETTINGS AND TRANS IS STILL ACTING UP AFTER RESTTING.
09/11/2007	10:16	ISSUE OPENED BY DEALERSHIP
09/11/2007	10:27	ADVISED TECH THAT P/S HAS BEEN ADVISE ON ISSUE AND WHERE CK FOR UPDATE .
09/11/2007	10:27	CUSTOMER COMMENTS: CUSTOMER STATES WHEN GOING FROM REVERSE TO DRIVE OR FROM NEUTRAL TO DRIVE THE TRANS JERKS WHEN YOU GO TO TAKE OFF.DUPLICATED CUST CONCERN.CHECKED PCV BREATHER VALVE WITH QTM AND WENT THROUGH GFF AND RESET TCM BASIC SETTINGS AND TRANS IS STILL ACTING UP AFTER RESTTING.
09/11/2007	14:28	TALKED TO P/S WAITING ON ANSWER FOR UP DATE
09/14/2007	16:10	REPLACE MECHATRONICS FLUID FILTER
09/17/2007	09:12	PARTS ORDERED BUT THEY ARE ON RED ORDER.
09/17/2007	11:14	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
09/17/2007	11:14	ISSUE UPDATED

Consultant's Closing Comments
: REPLACE MECHATRONICS FLUID FILTER

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
247712	EOS	2007	WVWFB71F57V [REDACTED]	5016	3885	09/11/2007	USA

Workshop Finding

TECH VERIFIED THE CONCERN. 1 FAULT IN THE TCM.

Activity Date	Activity Time	Activity Comments
09/11/2007	15:19	CUSTOMER SAYS CLUSTER DISPLAY SAYS CDC ON GAUGE PANEL. RUN GFF, HAS CODE P0868 TRANS FLUID PRESSURE LOW SPORADIC, WAS GOING TO CHECK FLUID LEVEL FIRST, BUT THERE IS A BLOCK ON THE TRANS-FLUID..
09/11/2007	15:19	ISSUE OPENED BY DEALERSHIP
09/11/2007	15:44	ADVISED THE TECH TO CHECK MVB 65 IN THE TCM AT IDLE AND LOAD.
09/11/2007	15:44	CUSTOMER COMMENTS: CUSTOMER SAYS CLUSTER DISPLAY SAYS CDC ON GAUGE PANEL. RUN GFF, HAS CODE P0868 TRANS FLUID PRESSURE LOW SPORADIC, WAS GOING TO CHECK FLUID LEVEL FIRST, BUT THERE IS A BLOCK ON THE TRANS-FLUID..
09/11/2007	15:44	WORKSHOP FINDINGS: TECH VERIFIED THE CONCERN. 1 FAULT IN THE TCM.
09/11/2007	17:14	NOT ABLE TO ERASE DTC AT6 ALL, DTC RETURNS RIGHT AWAY. PRESSURE IN BLOCK 65 IS 2.3 BAR + 3.00 BAR + 2.45 BAR. DURING ROADTEST PRESSURE CHANGES A LITTE BIT TO: 2.25 BAR + 3.00 BAR + 2.40 BAR + 3.00 BAR.
09/11/2007	17:36	I WOULD LIKE THE SHOP TO GET A FUEL SAMPLE AND CALL THE CUSTOMER. TEST FOR E85 IN THE FUEL TANK.
09/11/2007	18:57	FAULT COMES BACK, REPLACE THE MECHATRONICS AND FILTER AND 7 QTS FLUID MC
09/17/2007	13:24	SPOKE WITH DAVID STATES CAR IS WAITING ON PARTS P1
09/18/2007	17:26	REPLACED MECHATRONIX, ADD FLUID TO SPECS, PERFORMED BASIC SETTING, ROADTESTED CAR = OK
09/18/2007	17:29	FINISHED
09/19/2007	07:49	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
09/19/2007	07:49	ISSUE UPDATED

Consultant's Closing Comments

TECH REPLACED THE MECH UNIT. VEHICLE OPERATING TO SPEC AT THIS TIME.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
249186	EOS	2007	WVWDA71F07V [REDACTED]	6667	3885	09/14/2007	USA

Workshop Finding
n/a

Activity Date	Activity Time	Activity Comments
09/14/2007	17:01	ISSUE OPENED BY DEALERSHIP
09/14/2007	17:01	MECHATRONICS WERE REPLACED SHOP FOREMAN SPOKE TO VW ON INITAL DIAG I REPLACED MECHATRONICS NOW VEHICLE ONLY SHIFT TO SECOND AND WON'T UP SHIFT NO FAULTS
09/14/2007	17:06	CUSTOMER COMMENTS: MECHATRONICS WERE REPLACED SHOP FOREMAN SPOKE TO VW ON INITAL DIAG I REPLACED MECHATRONICS NOW VEHICLE ONLY SHIFT TO SECOND AND WON'T UP SHIFT NO FAULTS
09/14/2007	17:06	THE SHOP NEEDS TO DISCONNECT THE CONNECTOR AT THE TRANSMISSION INSPECT IF OK RECONNECT. THEN PERFORM A BATTERY DISCONNECT. GO THROUGH BASIC SETTINGS IN THE MECHATRONICS AGAIN THEN ROAD TEST.
09/14/2007	17:32	COSULTANT RECOMENDATIONS SOLVED PROBLEM THANKS
09/17/2007	18:07	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
09/17/2007	18:07	ISSUE UPDATED

Consultant's Closing Comments
THE SHOP CHECK THE CONNECTOR OK PERFORMED A BATTERY DISCONNECT AND THEN PERFORM BASIC SETTINGS.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
250061	RABBIT	2007	WVWVFV71K87W [REDACTED]	19896	3885	09/18/2007	USA

Workshop Finding

TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM.

Activity Date	Activity Time	Activity Comments
09/18/2007	15:23	I HAVE A GTI WITH DSG, WENT FOR A RIDE WITH THE CUSTOMER AND THE CLUTCH ENGAGEMENT IT JERKY. I JUST WORKED ON AN EOS WITH THE IDENTICAL JERKING ACTION AND ENDED UP PUTTING IN A TRANS TO FIX IT. DEALT WITH BRAD WEBB ON THE OTHER CAR. NO FAULTS IN TCM OR ECM, PERFORMED TCM UPDATE FOR LAUNCH CONTROL HOPING IT WOULD CHANGE SOMETHING, BUT IT IS STILL DOING THE SAME THING. ANY SUGGESTIONS.
09/18/2007	15:23	ISSUE OPENED BY DEALERSHIP
09/18/2007	15:26	ADVISED THE TECH TO SET UP TO PERFORM BASIC SETTINGS.
09/18/2007	15:26	CUSTOMER COMMENTS: I HAVE A GTI WITH DSG, WENT FOR A RIDE WITH THE CUSTOMER AND THE CLUTCH ENGAGEMENT IT JERKY. I JUST WORKED ON AN EOS WITH THE IDENTICAL JERKING ACTION AND ENDED UP PUTTING IN A TRANS TO FIX IT. DEALT WITH BRAD WEBB ON THE OTHER CAR. NO FAULTS IN TCM OR ECM, PERFORMED TCM UPDATE FOR LAUNCH CONTROL HOPING IT WOULD CHANGE SOMETHING, BUT IT IS STILL DOING THE SAME THING. ANY SUGGESTIONS.
09/18/2007	15:26	WORKSHOP FINDINGS: TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM.
09/18/2007	15:47	ADVISED THE TECH ON HOW TO RUN THE BASIC SETTINGS.
09/18/2007	16:22	ADVISED THE TECH TO REPLACE THE MECH UNIT AFTER TALKING WITH BRAD W.
09/18/2007	16:49	ORDERED MECHANTRONICS UNIT, PART IS ON RED ORDER. CUSTOMER WILL BRING VEHICLE BACK WHEN PARTS COME IN. WILL RE-OPEN VTA IF NEEDED.
09/19/2007	07:42	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
09/19/2007	07:42	ISSUE UPDATED

Consultant's Closing Comments

TECH TO REPLACE THE MECH UNIT.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
253432	RABBIT	2008	WVWKC71K38W [REDACTED]	28	3735	09/27/2007	USA

Workshop Finding

n/a

Activity Date	Activity Time	Activity Comments
09/27/2007	17:48	CODES P1624 & FAULT NUMBER 18228 (TRANS) ARE PRESENT W/NO DIAGNOSTIC PATH IN GFF..ANY IDEAS?
09/27/2007	17:48	ISSUE OPENED BY DEALERSHIP
09/27/2007	17:52	ADVISE TECH P/S WILL BE CONTACTED CELL [REDACTED]
09/27/2007	17:52	CUSTOMER COMMENTS: CODES P1624 & FAULT NUMBER 18228 (TRANS) ARE PRESENT W/NO DIAGNOSTIC PATH IN GFF..ANY IDEAS?
10/03/2007	11:22	CALLED AND LEFT ON HOLD
10/09/2007	11:27	A1: TALKED TO SCOTT. THEY ARE STILL WORKING ON THE CAR. WILL HAVE THE TECHNICIAN UPDATE THE TICKET.
10/15/2007	10:57	SPOKE WITH BRIAN IN SERVICE..... TECH IS STILL WORKING ON CONCERN..... A1
10/15/2007	15:59	THERE SEEMES TO BE A MISCOMMUNICATION... I WAS TOLD THAT A TECH REP WOULD BE IN TOUCH W/ME BEFOR ANY FURTHER WORK CAN BE DONE TO THIS CAR. SO FAR NO ONE HAS CONTACTED ME... PLEASE LET ME KNOW WHAT YOU WOULD LIKE ME TO DO W/THIS CAR.
10/17/2007	15:44	REPLACE MECHATRONICS AND FLUID AND FILTER SET BASIC SETTING
10/23/2007	10:20	(P1) TALKED TO JOHN IN SERVICE THE PART IS ON ORDER.
11/06/2007	14:04	MECHATRONIC WAS RECEIVED LATE LAST WEEK. DUE TO A WORK BACK LOG THE REPAIR MAY NOT TAKE PLACE UNTIL EARLY NEXT WEEK. THIS IS A STOCK UNIT, AND THERE IS NO RUSH AT THE MOMENT. I'LL KEEP YOU UPDATED.
11/06/2007	19:29	PLEASE CLOSE CASE IF NO FUTHER HELP IS NEEDED
11/16/2007	18:53	STOCK UNIT
11/16/2007	18:54	STOCK UNIT
11/19/2007	08:22	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
11/19/2007	08:22	ISSUE UPDATED

Consultant's Closing Comments

MECHATRONIC WAS RECEIVED LATE LAST WEEK. DUE TO A WORK BACK LOG THE REPAIR MAY NOT TAKE PLACE UNTIL EARLY NEXT WEEK. THIS IS A STOCK UNIT, AND THERE IS NO RUSH AT THE MOMENT. I'LL KEEP YOU UPDATED.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
253772	RABBIT	2007	WVWHV71K87W [REDACTED]	12365	3885	09/28/2007	USA

Workshop Finding
n/a

Activity Date	Activity Time	Activity Comments
09/28/2007	16:03	ISSUE OPENED BY DEALERSHIP
09/28/2007	16:03	QUESTIONS IN REGARDS TO REPAIRING A DSG TRANSMISSION FOR AN INSURANCE JOB
09/28/2007	16:10	CUSTOMER COMMENTS: QUESTIONS IN REGARDS TO REPAIRING A DSG TRANSMISSION FOR AN INSURANCE JOB
09/28/2007	16:10	THE SHOP WILL HAVE TO RED ORDER BY VIN TO GET THE MECHATRONICS.
09/28/2007	16:13	THANKS FOR YOUR HELP
09/28/2007	17:06	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
09/28/2007	17:06	ISSUE UPDATED

Consultant's Closing Comments
THE SHOP WILL RED ORDER THE MECHATRONICS.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
254649	RABBIT	2007	WVWFV71K77W [REDACTED]	8157	3885	10/02/2007	USA

Workshop Finding

n/a

Activity Date	Activity Time	Activity Comments
10/02/2007	14:24	DSG TRANS, WILL NOT ENGAGE FROM A STOP UNTIL YOU PUT YOU FOOT ON THE GAS PEDAL AND IT CAUSES A SHARP JERK WHEN IT DOES ENGAGE. WHEN STOPPED ON AN INCLINE, VEHICLE WILL ACTUALLY ROLL BACKWARDS UNTIL YOU HIT THE GAS OR BRAKE PEDAL TO STOP IT. NO FAULTS FOUND, NO TSB'S FOUND FOR THIS CONDITION. I RESET MECHATRONICS ADAPTATION AND IT HELPED VERY SLIGHTLY, BUT STILL ROLLS AND JERKS. NO OTHER FAULTS IN ANY SYSTEM. TALKING TO MY TEAM LEADER I WAS TOLD THAT THE DSG CLUTCH WILL CAUSE THIS CONCERN..FRED MANNING
10/02/2007	14:24	ISSUE OPENED BY DEALERSHIP
10/02/2007	16:10	CUSTOMER COMMENTS: DSG TRANS, WILL NOT ENGAGE FROM A STOP UNTIL YOU PUT YOU FOOT ON THE GAS PEDAL AND IT CAUSES A SHARP JERK WHEN IT DOES ENGAGE. WHEN STOPPED ON AN INCLINE, VEHICLE WILL ACTUALLY ROLL BACKWARDS UNTIL YOU HIT THE GAS OR BRAKE PEDAL TO STOP IT. NO FAULTS FOUND, NO TSB'S FOUND FOR THIS CONDITION. I RESET MECHATRONICS ADAPTATION AND IT HELPED VERY SLIGHTLY, BUT STILL ROLLS AND JERKS. NO OTHER FAULTS IN ANY SYSTEM. TALKING TO MY TEAM LEADER I WAS TOLD THAT THE DSG CLUTCH WILL CAUSE THIS CONCERN..FRED MANNING
10/02/2007	16:10	SET BASIC SETTING 61 THEN 60
10/04/2007	10:22	SET BASIC SETTINGS ACCORDING TO PRINTOUT RECEIVED, TEST DROVE APX. 10 MILES YESTERDAY AND AGAIN TODAY, VEHICLE SEEMS TO BE SHIFTING AND HOLDING NORMALLY COMPARED TO OTHER DSG TRANSMISSIONS. RETURNED VEHICLE TO CUSTOMER..THANKS FOR THE INFO/HELP.
10/04/2007	18:20	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
10/04/2007	18:20	ISSUE UPDATED

Consultant's Closing Comments

SET BASIC SETTINGS ACCORDING TO PRINTOUT RECEIVED, TEST DROVE APX. 10 MILES YESTERDAY AND AGAIN TODAY, VEHICLE SEEMS TO BE SHIFTING AND HOLDING NORMALLY COMPARED TO OTHER DSG TRANSMISSIONS. RETURNED VEHICLE TO CUSTOMER..THANKS FOR THE INFO/HELP.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
256540	EOS	2007	WVWFA71F77V [REDACTED]	4294	3885	10/09/2007	USA

Workshop Finding

TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM TCM.

Activity Date	Activity Time	Activity Comments
10/09/2007	08:27	ISSUE OPENED BY DEALERSHIP
10/09/2007	08:27	VEHICLE IN REVERSE HAS CLUTCH CHATTER AND IN DRIVE WHEN SLOWING DOWN WILL ALMOST STALL VEHICLE. NO FAULTS AND FLUID IS FULL AND CLEAN.
10/09/2007	08:33	ADVISED THE TECH TO CALL BACK FOR THE BASIC SETTINGS.
10/09/2007	08:33	CUSTOMER COMMENTS: VEHICLE IN REVERSE HAS CLUTCH CHATTER AND IN DRIVE WHEN SLOWING DOWN WILL ALMOST STALL VEHICLE. NO FAULTS AND FLUID IS FULL AND CLEAN.
10/09/2007	08:33	WORKSHOP FINDINGS: TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM TCM.
10/09/2007	11:47	HELPED TECH PERFORM BASIC SETTINGS MANUALLY AND IT WAS PERFORMED SUCCESSFULLY. TECH WILL PERFORM ROAD TEST AND RECHECK THE COMPLAINT
10/09/2007	14:38	AFTER PERFORMING BASIC SETTINGS AND TEST DRIVING THE VEH STILL HAS THE SAME SYMPTOMS AS PER TECH SO I RECOMMEND REPLACING MACHATRONICS, OIL AND FILTER P1
10/11/2007	09:43	PARTS ORDERED
10/11/2007	13:53	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
10/11/2007	13:53	ISSUE UPDATED

Consultant's Closing Comments

TECH TO REPLACE THE MECH UNIT.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
256897	RABBIT	2007	WVWVFV71K27W [REDACTED]	5576	3885	10/09/2007	USA

Workshop Finding
 THE SHOP COULD NOT DUPLICATE THE PROBLEM.

Activity Date	Activity Time	Activity Comments
10/09/2007	15:18	CUSTOMER STATES TWICE WHEN EXTING OR GETTING ON FREEWAY , VEHICLE WOULD NOT SHIFT, PARK, REVERSE, NUETRAL ICON ON DASH BEGAN TO BLINK. ..THESE CODES WERE FOUND .P2711 UNEXPEXED MECHANICAL GEAR DISENGAGEMENT SPORADIC.P1815 PRESSURE CONTROL VALVE 1 -N215 SHORT CIRCUIT TO B+ SPORADIC.P1707 INTERFERENCE IN MECHATRONIC UNIT SPORADIC.
10/09/2007	15:18	ISSUE OPENED BY DEALERSHIP
10/09/2007	15:30	CUSTOMER COMMENTS: CUSTOMER STATES TWICE WHEN EXTING OR GETTING ON FREEWAY , VEHICLE WOULD NOT SHIFT, PARK, REVERSE, NUETRAL ICON ON DASH BEGAN TO BLINK. ..THESE CODES WERE FOUND .P2711 UNEXPEXED MECHANICAL GEAR DISENGAGEMENT SPORADIC.P1815 PRESSURE CONTROL VALVE 1 -N215 SHORT CIRCUIT TO B+ SPORADIC.P1707 INTERFERENCE IN MECHATRONIC UNIT SPORADIC.
10/09/2007	15:30	THE SHOP WILL HAVE TO REPLACE THE MECHATRONICS AND PERFORM BASIC SETTINGS ON THE VEHICLE.
10/09/2007	15:30	WORKSHOP FINDINGS: THE SHOP COULD NOT DUPLICATE THE PROBLEM.
10/15/2007	13:26	SPOKE TO MATT STATES STILL WAITING FOR PARTS
10/19/2007	14:36	SPOKE TO METHIEW IN SERVICE AND THE CAR IS DONE AND GONE.....D1
11/16/2007	19:02	INSTALLED MECHATRONCIS SET BASIC SETTINGS ROAD TESTED VEHICLE AT THIS TIME SHIFTING AS DESIGNED.
11/16/2007	19:03	INSTALLED MECHATRONCIS SET BASIC SETTINGS ROAD TESTED VEHICLE AT THIS TIME SHIF TING AS DESIGNED.
11/19/2007	09:44	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
11/19/2007	09:44	ISSUE UPDATED

Consultant's Closing Comments
 THE SHOP REPLACED THE MECHATRONICS AND RETESTED THE VEHICLE IS REPAIRED.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
259746	EOS	2007	WVWFB71F07V [REDACTED]	7090	3885	10/17/2007	USA

Workshop Finding
n/a

Activity Date	Activity Time	Activity Comments
10/17/2007	16:34	CUSTOMER STATES CAR DROPS OUT OF GEAR WHILE DRIVING, PRNDL DISPLAY LIGHTS UP AND FLASHES. HAS TO SHUT OFF AND RESTART CAR TO GET CAR TO GO INTO GEAR AGAIN. GFF LOG ATTACHED. ALSO - RR WINDOW HITS PINCH PROTECT 3/4 WAY UP, DOES NOT APPEAR TO BE OUT OF ADJUSTMENT, WINDOWS HAVE TINT, POSSIBLY TINT BINDING UP.
10/17/2007	16:34	ISSUE OPENED BY DEALERSHIP
10/17/2007	17:26	CUSTOMER COMMENTS: CUSTOMER STATES CAR DROPS OUT OF GEAR WHILE DRIVING, PRNDL DISPLAY LIGHTS UP AND FLASHES. HAS TO SHUT OFF AND RESTART CAR TO GET CAR TO GO INTO GEAR AGAIN. GFF LOG ATTACHED. ALSO - RR WINDOW HITS PINCH PROTECT 3/4 WAY UP, DOES NOT APPEAR TO BE OUT OF ADJUSTMENT, WINDOWS HAVE TINT, POSSIBLY TINT BINDING UP.
10/17/2007	17:26	THE SHOP WILL HAVE TO REPLACE THE MECHATRONICS DUE THE FAULTS.
10/23/2007	15:22	P2 SPOKE TO MILLISSA IN VW SERVICE, VEHICLE HOLDING FOR PARTS.
10/23/2007	15:38	CK FOR POWER AT 11 13 18 ALSO
10/26/2007	11:19	CYCLED KEY AND PROBLEM WENT AWAY - PROBLEM WAS CAUSED BY NEVER CYCLING KEY AFTER RUNNING BASIC SETTINGS.
10/26/2007	18:29	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
10/26/2007	18:29	ISSUE UPDATED

Consultant's Closing Comments
THE SHOP REPLACED THE MECHATRONICS VEHICLE IS REPAIRED.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
264066	EOS	2008	WVWBA71F18V [REDACTED]	4817	3885	10/30/2007	USA

Workshop Finding

n/a

Activity Date	Activity Time	Activity Comments
10/30/2007	17:10	ISSUE OPENED BY DEALERSHIP
10/30/2007	17:10	SAME CONCERN AS BEFORE; WHEN STARTING FROM A STOP/WHEELS TURNED/TO GO AROUND A CORNER THE CAR HESITATES AND THEN THE 1-2 AND 2-3 SHIFT ARE HARD . WE ALSO HAVE A WATER LEAK ON THE DRIVERS SIDE WHERE THE 'A' PANEL MEETS THE 'B' PANEL[TOP] AT THE WEATHERSTRIPS WHERE THE TWO WEATHERSTRIPS MEET.
10/30/2007	17:31	CUSTOMER COMMENTS: SAME CONCERN AS BEFORE; WHEN STARTING FROM A STOP/WHEELS TURNED/TO GO AROUND A CORNER THE CAR HESITATES AND THEN THE 1-2 AND 2-3 SHIFT ARE HARD . WE ALSO HAVE A WATER LEAK ON THE DRIVERS SIDE WHERE THE 'A' PANEL MEETS THE 'B' PANEL[TOP] AT THE WEATHERSTRIPS WHERE THE TWO WEATHERSTRIPS MEET.
10/30/2007	17:31	REFER TO TB ON THE SLIGHT HESITATION CONCERN AND COMPARE CONCERN WITH ANOTHER GOOD KNOWN VEHICLE AND IF STLL PRESENT CALL BACK AND ASK FOR BRAD WEB
10/30/2007	18:47	I WOULD LIKE THE SHOP TO REPLACE THE G182. THE ONE THIS I HAVE NOTICE WHEN DRIVING A DSG ON TURNS THERE IS AN ESP CONTROL AND IT DOES FEEL DIFFERENT.
11/02/2007	17:12	I CALLED AND LEFT A MESSAGE FOR JIM SHIELDS TO CALL ME BACK AT THE HELPLINE BRAD WEBB.
11/02/2007	18:03	I HAVE SENT TO THE QTM. A3
11/09/2007	10:49	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
11/09/2007	10:49	ISSUE UPDATED

Consultant's Closing Comments

QTM SUGGESTED SETTING BASIC SETTINGS AND DRIVING THE CAR WITH THE CUSTOMER. AFTER AN EXTENSIVE TEST DRIVE AND COMPARISON TO LIKE MODELS IT WAS DETERMINED AS NORMAL OPERATION.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
264527	RABBIT	2007	WVWFV71KX7W [REDACTED]	16118	3885	10/31/2007	USA

Workshop Finding
n/a

Activity Date	Activity Time	Activity Comments
10/31/2007	17:04	C/S WHEN VEHICLE IN REVERSE CAR DID NOT MOVE AND GEAR DISPLAY WAS COMPLETELY LIT UP. CUST. ALSO STATES THAT TRANS WILL SHIFT HARD AT TIMES IN LOWER GEARS. VERIFIED CUST. COMPLAINT. CK'D FAULT CODE MEMORY USING GFF. FOUND FAULT CODES 17252 AND 18223. VEHICLE SELF DIAG SHOWS FAULTS: P0868 001, TRANS FLUID PRESSURE LOW AND P1815 008-PRESSURE CONTROL VALVE 1 N215 SHORT CIRCUIT TO B+ SPORADIC.
10/31/2007	17:04	ISSUE OPENED BY DEALERSHIP
10/31/2007	17:12	BASIC SETTING 60 THEN 61 ILDING FOOT ON BRAKE IF STALLS CALL BACK IF NOT REPLACE MECHATRONICS FLUID AND FILTER
10/31/2007	17:12	CUSTOMER COMMENTS: C/S WHEN VEHICLE IN REVERSE CAR DID NOT MOVE AND GEAR DISPLAY WAS COMPLETELY LIT UP. CUST. ALSO STATES THAT TRANS WILL SHIFT HARD AT TIMES IN LOWER GEARS. VERIFIED CUST. COMPLAINT. CK'D FAULT CODE MEMORY USING GFF. FOUND FAULT CODES 17252 AND 18223. VEHICLE SELF DIAG SHOWS FAULTS: P0868 001, TRANS FLUID PRESSURE LOW AND P1815 008-PRESSURE CONTROL VALVE 1 N215 SHORT CIRCUIT TO B+ SPORADIC.
11/05/2007	13:13	PART JUST ARRIVED TODAY. WILL INSTALL AND UPDATE VTA.
11/05/2007	19:43	PLEASE CLOSE WHEN REPAIRS COMPLETED
11/06/2007	11:05	REPLACED MECHATRONIS UNIT, ROAD TESTED VEHICLE. 0 FAULTS AFTER TEST DRIVE. THANK YOU.
11/06/2007	19:16	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
11/06/2007	19:16	ISSUE UPDATED

Consultant's Closing Comments
REPLACED MECHATRONIS UNIT, ROAD TESTED VEHICLE. 0 FAULTS AFTER TEST DRIVE.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
265724	RABBIT	2007	WVWVFV71K57W [REDACTED]	4474	3885	11/05/2007	USA

Workshop Finding

THERE ARE NO FAULTE THE ECM OR TCM. THE FLUID LEVEL AND THE CONDITION IS OK.

Activity Date	Activity Time	Activity Comments
11/05/2007	14:22	CUSTOMER STATES TRANS OR ENGINE SHUTTERS AT LOW SPEED AND RUBBING NOISE IS PRESENT WHEN CONCERN HAPPENS.
11/05/2007	14:22	ISSUE OPENED BY DEALERSHIP
11/05/2007	16:44	CUSTOMER COMMENTS: CUSTOMER STATES TRANS OR ENGINE SHUTTERS AT LOW SPEED AND RUBBING NOISE IS PRESENT WHEN CONCERN HAPPENS.
11/05/2007	16:44	THE SHOP CAN TRY AND GO THROUGH BASIC SETTING 61,60,67,68. THE NOISES THEY ARE DESCRIBING SOUNDS LIKE IT IS NORMAL WHEN SHIFTING GEARS.
11/05/2007	16:44	WORKSHOP FINDINGS: THERE ARE NO FAULTE THE ECM OR TCM. THE FLUID LEVEL AND THE CONDITION IS OK.
11/05/2007	16:57	BASIC SETTINGS RESET AND STILL NO CHANGE, CAR DRIVES SIMILAR TO OTHER CARS ON THE LOT TODAY. NO DTC'S STORED AFETR BASIC SETTINGS RESET. ALL SHIFTING NORMAL. THANKS BRAD!!
11/06/2007	08:25	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
11/06/2007	08:25	ISSUE UPDATED

Consultant's Closing Comments

THE SHOP REPORTS BASIC SETTINGS RESET AND STILL NO CHANGE, CAR DRIVES SIMILAR TO OTHER CARS ON THE LOT TODAY. NO FAULTS STORED AFTER BASIC SETTINGS RESET. ALL SHIFTING NORMAL. THANKS BRAD!!

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
265861	RABBIT	2007	WVWFV71K07W [REDACTED]	20484	3885	11/05/2007	USA

Workshop Finding

TECH VERIFIED 2 FAULTS IN THE TCM. TECH NEEDS FAULT INFO.

Activity Date	Activity Time	Activity Comments
11/05/2007	16:56	ISSUE OPENED BY DEALERSHIP
11/05/2007	16:56	TRANS SHIFTS ABNORMALLY. FOUND 17252 AND 18223 IN DSG. NO INFO PRESENT IN ELSA FOR THE FAULTS. NEED DIAG TREE INFO.
11/05/2007	17:11	ADVISED THE TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS.
11/05/2007	17:11	CUSTOMER COMMENTS: TRANS SHIFTS ABNORMALLY. FOUND 17252 AND 18223 IN DSG. NO INFO PRESENT IN ELSA FOR THE FAULTS. NEED DIAG TREE INFO.
11/05/2007	17:11	WORKSHOP FINDINGS: TECH VERIFIED 2 FAULTS IN THE TCM. TECH NEEDS FAULT INFO.
11/07/2007	16:59	PARTS IS ON RED ORDER. WILL UPDATED WHEN REPAIR IS COMPLETE
11/08/2007	14:11	P1 THANK YOU FOR THE UPDATE. REMEMBER TO UPDATE AND CLOSE THE TICKET ONCE THE REPAIR IS DONE.
11/09/2007	17:52	I HAVE ADVISED THE SHOP FOREMAN TO PERFORM THE BASIC SETTINGS AND TO PRESSURE CHECK THE SHIFT FORKS TO MAKE SURE THE TRANSMISSION IS SHIFTING FREELY, BEFORE REPLACING THE MECHATRONICS.
11/12/2007	20:28	STILL WAITING FOR PARTS, AND HAVE SPOKEN WITH JUAN ABOUT PRESSURE TESTING SYSTEM. WILL UPDATE WHEN WE HAVE MORE INFO..
11/15/2007	09:54	STILL HAVE NOT RECIEVED PARTS, WILL UPDATE WHEN THEY ARRIVE
11/15/2007	17:41	P1 THANK YOU FOR THE UPDATE. REMEMBER TO UPDATE AND CLOSE THE TICKET ONCE THE REPAIR IS DONE.
11/19/2007	02:37	PART ETA WEEK 47.
11/19/2007	18:37	PERFORMED BASIC SETTINGS NO CHANGE, REMOVED MECHATRONIC UNIT AND PRESSURE CHECKED SHIFT FORKS ALL SEEMED OK. INSTALLED NEW MECHATRONICS AND SET BASIC SETTINGS. ALL IS AS DESIGNED. VEHICLE HAS BEEN RETURNED TO CUSTOMER.
11/19/2007	18:42	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
11/19/2007	18:42	ISSUE UPDATED

Consultant's Closing Comments

TECH REPLACED THE MECH UNIT. VEHICLE OPERATING TO SPEC AT THIS TIME.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
266005	EOS	2007	WVWFA71F77V [REDACTED]	5220	3885	11/06/2007	USA

Workshop Finding
TECH VERIFIED THE CONCERN. 1 FAULT IN THE TCM.

Activity Date	Activity Time	Activity Comments
11/06/2007	10:23	ISSUE OPENED BY DEALERSHIP
11/06/2007	10:23	REPLACE MECTRONIC UNIT AS PER LAST CONTACT. PREFORMED BASIC SETTINGS. ROAD TEST AND ONLY HAVE REVERSE, FIRST AND SECOND GEAR. FAULT FOR 01087 BASIC SETTINGS NOT CARRIED OUT MECHANICAL MALFUNCTION COMES UP. NO TEST PLAN IN GFF
11/06/2007	10:34	ADVISED THE TECH ON HOW TO RUN THE MANUAL BASIC SETTINGS. TECH TO ROAD TEST THE VEHICLE 15 MILES.
11/06/2007	10:34	CUSTOMER COMMENTS: REPLACE MECTRONIC UNIT AS PER LAST CONTACT. PREFORMED BASIC SETTINGS. ROAD TEST AND ONLY HAVE REVERSE, FIRST AND SECOND GEAR. FAULT FOR 01087 BASIC SETTINGS NOT CARRIED OUT MECHANICAL MALFUNCTION COMES UP. NO TEST PLAN IN GFF
11/06/2007	10:34	WORKSHOP FINDINGS: TECH VERIFIED THE CONCERN. 1 FAULT IN THE TCM.
11/06/2007	16:50	GLEN THANKS DROVE VEHICLE SEVERAL MORE TIMES TODAY AND ALL IS WORKING WELL
11/07/2007	09:21	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
11/07/2007	09:21	ISSUE UPDATED

Consultant's Closing Comments
TECH REPLACED THE MECH UNIT. VEHICLE OPERATING TO SPEC AT THIS TIME.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
266577	EOS	2007	WVWFB71FX7V [REDACTED]	1029	3885	11/07/2007	USA

Workshop Finding

CUSTOMER STATES VEHICLE WILL NOT MOVE WHEN PLACED IN REVERSE, CUSTOMER HAS TO TURN OFF AND ON TO GET VEHICLE TO MOVE. ALSO SHIFTER LIGHTS FLASHING ON AND OFF AND VEHICLE STARTED TO MAKE NOISE. RAN GFF AND CAME OUT WITH TWO FAULTS, 17252 AND 19143.

Activity Date	Activity Time	Activity Comments
11/07/2007	11:23	CUSTOMER STATES VEHICLE WILL NOT MOVE WHEN PLACED IN REVERSE, CUSTOMER HAS TO TURN OFF AND ON TO GET VEHICLE TO MOVE. ALSO SHIFTER LIGHTS FLASHING ON AND OFF AND VEHICLE STARTED TO MAKE NOISE. RAN GFF AND CAME OUT WITH TWO FAULTS, 17252 AND 19143.
11/07/2007	11:23	ISSUE OPENED BY DEALERSHIP
11/07/2007	11:45	CUSTOMER COMMENTS: CUSTOMER STATES VEHICLE WILL NOT MOVE WHEN PLACED IN REVERSE, CUSTOMER HAS TO TURN OFF AND ON TO GET VEHICLE TO MOVE. ALSO SHIFTER LIGHTS FLASHING ON AND OFF AND VEHICLE STARTED TO MAKE NOISE. RAN GFF AND CAME OUT WITH TWO FAULTS, 17252 AND 19143.
11/07/2007	11:45	PERFORM BASIC SETTINGS MANUALLY AND IF THE VEHICLE STALLS DURING THIS TIME CALL BACK FOR TRANS AUTHORIZATION. IF THE VEHICLE DOES NOT STALL BUT THE PROBLEM IS STILL PRESENT AFTER BASIC SETTINGS CALL BACK FOR A MECHTRONICS AUTHORIZATION. IF THE VEHICLE IS REPAIRED AFTER BASIC SETTINGS DRIVE FOR 10 MILES AND IF REPAIRS ARE CONFIRMED CLOSE THE TICKET AND SHIP THE VEHICLE.
11/07/2007	11:45	WORKSHOP FINDINGS: CUSTOMER STATES VEHICLE WILL NOT MOVE WHEN PLACED IN REVERSE, CUSTOMER HAS TO TURN OFF AND ON TO GET VEHICLE TO MOVE. ALSO SHIFTER LIGHTS FLASHING ON AND OFF AND VEHICLE STARTED TO MAKE NOISE. RAN GFF AND CAME OUT WITH TWO FAULTS, 17252 AND 19143.
11/07/2007	12:21	TECH PERFORMED BASIC SETTINGS AND 60 RAN OK BUT 61 KEPT GIVING AN INTERFERENCE ERROR MESSAGE SO PRODUCT SUPPORT RECOMMENDS REPLACING MECHATRONICS.
12/03/2007	17:27	ISSUE CLOSED WITH

Consultant's Closing Comments

TECH REPLACED MECHATRONICS UNIT.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
267135	EOS	2007	WVWBA71F47V [REDACTED]	5833	3885	11/08/2007	USA

Workshop Finding
TECH TRYING TO ATTACH VTA

Activity Date	Activity Time	Activity Comments
11/08/2007	12:30	HAS A DTC I DONT KNOW
11/08/2007	12:30	ISSUE OPENED BY DEALERSHIP
11/08/2007	12:49	CUSTOMER COMMENTS: HAS A DTC I DONT KNOW
11/08/2007	12:49	FAX IN THE DATA LOG
11/08/2007	12:49	WORKSHOP FINDINGS: TECH TRYING TO ATTACH VTA
11/08/2007	12:50	ISSUE SENT TO DEALERSHIP
11/08/2007	13:54	HERE GOSE NOTHING CHRIS ATTACH FILE
11/08/2007	16:11	RECEIVED FAX, REPLACE THE MECHATRONICS
11/12/2007	11:55	PART ORDER
11/12/2007	22:00	MECHATRONICS P1
11/16/2007	15:24	INSTALLED MECHATRONICS SET BASIC ROAD TEST TO VW DISIGN
11/19/2007	11:42	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
11/19/2007	11:42	ISSUE UPDATED

Consultant's Closing Comments
INSTALLED MECHATRONICS SET BASIC ROAD TEST TO VW DISIGN

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
267439	JETTA	2007	3VWXJ71K77M [REDACTED]	10873	3885	11/09/2007	USA

Workshop Finding

TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM.

Activity Date	Activity Time	Activity Comments
11/09/2007	09:00	ISSUE OPENED BY DEALERSHIP
11/09/2007	09:00	WHEN TAKING OFF,CAR FEELS LIKE ITS BUCKING. ALSO WILL DO IT COMING TO A STOP.
11/09/2007	16:11	ADVISED THE TECH TO CHECK THE FUEL TRIM ON THE VEHICLE.
11/09/2007	16:11	CUSTOMER COMMENTS: WHEN TAKING OFF,CAR FEELS LIKE ITS BUCKING. ALSO WILL DO IT COMING TO A STOP.
11/09/2007	16:11	WORKSHOP FINDINGS: TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM.
11/09/2007	16:20	FUEL TRIM ARE IN SPEC. ADVISED THE TECH THAT I WILL CONTACT HIM BACK SHORTLY.
11/09/2007	16:38	ADVISED THE TECH TO REPLACE THE MECH UNIT, FLUID, BOLTS AND FILTER.
11/15/2007	11:28	(P1) TALKED TO PETE IN SERVICE THE PARTS ARE ON RED ORDER.
11/23/2007	08:30	REPLACE MECH.UNIT,BOLTS,FLUID & FILTER,RESTORE ELEC.POWER SUPPLY,ADAPT ALL SYSTEM CONTROL MODULES,ROAD TEST-VPMS.
11/23/2007	09:24	VEHICLE COMPLETED 11/23/07.ROAD TESTED BY SERVICE MANAGER.
11/23/2007	10:28	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
11/23/2007	10:28	ISSUE UPDATED

Consultant's Closing Comments

TECH REPLACED THE MECH UNIT. VEHICLE OPERATING TO SPEC AT THIS TIME.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
268696	RABBIT	2008	WVWKC71K68W [REDACTED]	1451	3885	11/13/2007	USA

Workshop Finding
n/a

Activity Date	Activity Time	Activity Comments
11/13/2007	18:16	ISSUE OPENED BY DEALERSHIP
11/13/2007	18:16	VEHICLE WILL NOT SHIFT. GFF DOESN'T HAVE A TEST PLAN.
11/13/2007	18:22	CUSTOMER COMMENTS: VEHICLE WILL NOT SHIFT. GFF DOESN'T HAVE A TEST PLAN.
11/13/2007	18:22	MVB 19 FEILD 3 ABOVE 30 C THEN B/S 61 Q AT IDLE AND FOOT ON BRAKE THEN 60 CALL RESULTS
11/13/2007	18:32	COMPLETED BASIC SETTINGS SYSTEM DID NOT COMPLETE SETTINGS
11/13/2007	18:35	REPLACE MECHATRONICS, FLUID AND FIL;TER 7 LITERS
11/13/2007	18:36	BASIC SETTING WOULDN'T SET
11/14/2007	17:02	WAITING ON PARTS
11/16/2007	17:42	ISSUE SENT TO DEALERSHIP
11/16/2007	17:42	UP DATE AFTER REPAIRS
11/20/2007	12:36	STILL WAITING ON PARTS
11/21/2007	08:44	THANKS FOR THE UP DATE
11/21/2007	13:47	STILL WAITING ON PARTS.
11/21/2007	17:47	PARTS CAME IN, INSTALLED MECHTRONIC UNIT FILLED WITH FLUID AND SET ADAPTION. ROADTESTED VEHICLE OPERATING AS DESINED. NO OTHER CONSERNS AT THIS TIME.
11/26/2007	17:48	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
11/26/2007	17:48	ISSUE UPDATED

Consultant's Closing Comments
INSTALLED MECHTRONIC UNIT FILLED WITH FLUID AND SET ADAPTION. ROADTESTED VEHICLE OPERATING AS DESINED. NO OTHER CONSERNS AT THIS TIME.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
268800	EOS	2008	WVWFA71F18V [REDACTED]	2791	3885	11/14/2007	USA

Workshop Finding

THERE ARE FAULTS IN THE TCM BUT NOT THE ECM. GFF HAS NO TEST PLAN.

Activity Date	Activity Time	Activity Comments
11/14/2007	10:37	CODES P1814 P1815. RAN GFF, GAVE NO TEST PLANS. CHECKED MEASURE VALUE BLOCKS AND PRINTED RESULTS OF, WHILE SHIFTING THROUGH ALL THE GEARS. FOUND NO BULLETINS OR DTC CHARTS FOR THE CODE.
11/14/2007	10:37	ISSUE OPENED BY DEALERSHIP
11/14/2007	10:52	CUSTOMER COMMENTS: CODES P1814 P1815. RAN GFF, GAVE NO TEST PLANS. CHECKED MEASURE VALUE BLOCKS AND PRINTED RESULTS OF, WHILE SHIFTING THROUGH ALL THE GEARS. FOUND NO BULLETINS OR DTC CHARTS FOR THE CODE.
11/14/2007	10:52	I WOULD LIKE THE SHOP TO RUN THE VEHICLE THROUGH BASIC SETTINGS THEN CALL BACK WITH THE RESULTS.
11/14/2007	10:52	WORKSHOP FINDINGS: THERE ARE FAULTS IN THE TCM BUT NOT THE ECM. GFF HAS NO TEST PLAN.
11/14/2007	11:50	RAN THE GUIDED FUNCTION BASIC SETTING TEST PLAN. COMPLETED SUCCESSFULLY. NO CODES RETURNED. NO TROUBLE OCCURED DURING THE BASIC SETTINGS.
11/14/2007	12:08	TRANSFERED TO BRAD VM AS PER TECH
11/14/2007	12:33	DUE TO THE FACT THE BASIC SETTINGS SET THE SHOP WILL HAVE TO REPLACE THE MECHATRONICS AND THE FILTER.
11/14/2007	14:06	PART HAS BEEN ORDERED.
11/14/2007	17:08	THE SHOP HAS THE MECHATRONICS ON ORDER. P1
11/21/2007	10:01	WAS TOLD THE PART IS ON BACK ORDER. DO NOT KNOW WHEN I WILL GET IT.
11/21/2007	13:09	THE MECHATRONICS IS ON RED ORDER. P1
11/27/2007	12:40	A DIFFERANT TECH REPLACED THE MECHATRONIC UNIT AND CAR WAS RELEASED BACK TO THE CUSTOMER.
11/27/2007	16:11	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
11/27/2007	16:11	ISSUE UPDATED

Consultant's Closing Comments

THE SHOP REPLACED THE MECHATRONICS VEHICLE IS REPAIRED.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
272032	RABBIT	2007	WVWVFV71K87W [REDACTED]	11189	3735	11/26/2007	USA

Workshop Finding
 THE SHOP HAS FOUND THE TRANSMISSION BANGS INTO GEAR.

Activity Date	Activity Time	Activity Comments
11/26/2007	11:09	CUST STATES TRANNY DOESNT SHIFT CORRECTLY/ ALL #'S ON AND PRNDS FLASH.....PERF GFF, SCAN TOOL RECOGNIZED THAT NEW SOFTWARE NECESSARY FOR ECM...2014077 (OY).AND WOULD NOT PROCEED ANY FURTHER... SCANNED IN SELF DIAGNOSIS, FOUND 17252 TRANSMISSION FLUID PRESSURE LOW/SPORATIC 18223 PRESSURE CONTROL VALVE1 -N215 SHORT CIRCUIT TO B+/SPORATIC 18222 PRESSURE CONTROL VALVE -N215 OPEN CIRCUIT/SHORT TO GROUND/ SPORATIC...PERFORMED OY, CLEARED ALL FAULTS, ATTEMPT TO DRIVE VEHICLE AND 17252 RETURNS AND TRANS JUMPY...
11/26/2007	11:09	ISSUE OPENED BY DEALERSHIP
11/26/2007	11:27	CUSTOMER COMMENTS: CUST STATES TRANNY DOESNT SHIFT CORRECTLY/ ALL #'S ON AND PRNDS FLASH.....PERF GFF, SCAN TOOL RECOGNIZED THAT NEW SOFTWARE NECESSARY FOR ECM...2014077 (OY).AND WOULD NOT PROCEED ANY FURTHER... SCANNED IN SELF DIAGNOSIS, FOUND 17252 TRANSMISSION FLUID PRESSURE LOW/SPORATIC 18223 PRESSURE CONTROL VALVE1 -N215 SHORT CIRCUIT TO B+/SPORATIC 18222 PRESSURE CONTROL VALVE -N215 OPEN CIRCUIT/SHORT TO GROUND/ SPORATIC...PERFORMED OY, CLEARED ALL FAULTS, ATTEMPT TO DRIVE VEHICLE AND 17252 RETURNS AND TRANS JUMPY...
11/26/2007	11:27	THE SHOP WILL HAVE TO REPLACE THE MECHATRONICS DUE TO THE OPEN CIRCUIT FAULT.
11/26/2007	11:27	WORKSHOP FINDINGS: THE SHOP HAS FOUND THE TRANSMISSION BANGS INTO GEAR.
11/30/2007	09:50	AFTER LOOKING AT SEVERAL MVB THE VEHICLE IS STUCK IN A GEAR. THE SHOP WILL HAVE TO REPLACE THE TRANSMISSION.
12/06/2007	10:02	D2 CALLED SERVICE AND WAS TOLD THEY ARE BUSY AND TO CALL BACK.
12/06/2007	12:03	D2 CALLED AND WAS SENT TO VME, LEFT A MESSAGE FOR THE TECH TO UPDATE THE TICKET OR CLOSE IT.
12/14/2007	12:13	TRANSMISSION RECIEVED 12/13/07....TRANSMISSION INSTALLED 12/14/07...
12/14/2007	12:15
12/14/2007	19:45	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
12/14/2007	19:45	ISSUE UPDATED

Consultant's Closing Comments
 THE SHOP REPLACED THE TRANSMISSION VEHICLE IS REPAIRED.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
277543	EOS	2007	WVWBA71F47V [REDACTED]	7002	3885	12/12/2007	USA

Workshop Finding
REPLACED MECHATROINCS

Activity Date	Activity Time	Activity Comments
12/12/2007	10:12	CUSTOMER SAY GEAR SHIFT LIGHTS COMING ON AND TRANS IS SLIPPING AT NORMAL SPEEDS
12/12/2007	10:12	ISSUE OPENED BY DEALERSHIP
12/12/2007	10:30	CUSTOMER COMMENTS: CUSTOMER SAY GEAR SHIFT LIGHTS COMING ON AND TRANS IS SLIPPING AT NORMAL SPEEDS
12/12/2007	10:30	PERFORM BASIC SETTING
12/12/2007	10:30	WORKSHOP FINDINGS: REPLACED MECHATROINCS
12/12/2007	10:31	ROAD TEST 20 MILES
12/13/2007	10:52	REPLACE TRANSMISSION AND PERFORM BASIC SETTINGS
12/17/2007	08:57	WAITING FOR TRANSMISSION
12/18/2007	09:12	WAITING FOR TRANS
12/18/2007	18:44	AFTER MECHATRONICS REPLACED STILL DOESN'T SHIFT CORRECTLY
12/19/2007	09:06	NOW THAT IT IS THE HOLIDAYS ARE HERE, WE ARE VERY LIMITED TO DO OUR LARGE JOBS THIS GEAR BOX IS HERE BUT ,WE ARE UNABLE TO START ON IT NOW.WE HAVE CONVERSED WITH CUSTOMER ABOUT HAVING TO INSTALL ANOTHER GEARBOX , SHE IS FINE WITH THAT.
12/26/2007	10:18	D1 CALLED LM WITH SERVICE TO HAVE TECH UPDATE AND CLOSE VTA
12/27/2007	15:32	THERE HAS BEEN A MIX UP ON THIS TRANSMISSION.IT HAS JUST ARRIVED IN THE DEALERSHIP AS OF TODAY 12/27/2007. WE WILL BE INSTALLING IT ON 12/28/2007 .THANK YOU
12/28/2007	16:18	INSTALLED TRANSMISSION AND WILL ROAD TEST OVER THE WEEKEND.
12/31/2007	12:53	CAR READY FOR CUSTOMER TO PICK UP PLEASE CLOSE
01/02/2008	08:14	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
01/02/2008	08:14	ISSUE UPDATED

Consultant's Closing Comments
NOW THAT IT IS THE HOLIDAYS ARE HERE, WE ARE VERY LIMITED TO DO OUR LARGE JOBS THIS GEAR BOX IS HERE BUT ,WE ARE UNABLE TO START ON IT NOW.WE HAVE CONVERSED WITH CUSTOMER ABOUT HAVING TO INSTALL ANOTHER GEARBOX , SHE IS FINE WITH THAT.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
280002	RABBIT	2008	WVWKC71K78W [REDACTED]	19	3735	12/19/2007	USA

Workshop Finding
TECH WANTED TO KNOW WHAT TO DO

Activity Date	Activity Time	Activity Comments
12/19/2007	14:48	ISSUE OPENED BY DEALERSHIP
12/19/2007	14:48	NO REVERSE R32 DSG TRANSMISION.
12/19/2007	15:02	CLEAR FAULT AND PERFORM BASIC SETTINGS MANUALLY AND IF THE VEHICLE STALLS CALL BACK IF THE BASIC SETTINGS ARE PERFORMED CORRECTLY TEST DRIVE VEHICLE IF THE FAULT AND CONCERN COME BACK REPLACE THE MECHATRONICS IF NOT SHIP THE VEHICLE. BASIC SETTINGS MUST BE DONE AS FOLLOWING: GET VEH TO OPERATING TEMP, WITH FOOT ON BRAKE PEDAL AND IN PARK GO INTO VSD, GEAR BOX ELECTRONICS, BASIC SETTINGS, AND CLICK 61 AND 60
12/19/2007	15:02	CUSTOMER COMMENTS: NO REVERSE R32 DSG TRANSMISION.
12/19/2007	15:02	WORKSHOP FINDINGS: TECH WANTED TO KNOW WHAT TO DO
12/27/2007	10:44	P1 SPOKE TO MIKE IN SERVICE, WAITING ON RED ORDER PART.
01/09/2008	16:19	REPLACE MECHATRONIC SET BAJASIC VEHICLE REVERSE RESTORED.
01/09/2008	16:20	REPLACE MECHATRONIC SET BAJASIC VEHICLE REVERSE RESTORED.
01/09/2008	16:25	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
01/09/2008	16:25	ISSUE UPDATED

Consultant's Closing Comments
REPLACE MECHATRONIC SET BAJASIC VEHICLE REVERSE RESTORED.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
280944	RABBIT	2008	WVWKC71K68W [REDACTED]	47	3735	12/22/2007	USA

Workshop Finding

n/a

Activity Date	Activity Time	Activity Comments
12/21/2007	20:42	CUSTOMER STATES CAR WONT GO PASS 5MPH. PERFORMED ROADTEST VERIFIED TRANSMISSION STUCK IN EMERGENCY/LIMP HOME MODE AFTER TRANSMISSION ENGAGES 2ND GEAR. PERFORMED DTC READOUT ENGINE ECM-P1624 REQUIREMENT FAULT LAMP ON ACTIVE, TRANSMISSION ECM- P1820 008(18228), PRESSURE CONTROL SOLENOID 2, -N216-, SHORT TO BATTERY POSITIVE(B+), RANGE/PERFORMANCE. AUTOMATIC TEST PLANS IN GUIDED FAULT FINDING NOT AVAILABLE PERFORMED MANUALLY SELECTED TEST PLAN PRESSURE CONTROL VALVE 2 FOR AUTO. TRANS. TEST RESULT INCONCLUSIVE. NO TECHNICAL SERVICE BULLETINS, OR CAMPAIGN AVAILABLE. ERASED DTCS PERFORMED ROADTEST SAME CONDITION OCCURS.
12/21/2007	20:42	ISSUE OPENED BY DEALERSHIP
12/26/2007	12:35	CUSTOMER COMMENTS: CUSTOMER STATES CAR WONT GO PASS 5MPH. PERFORMED ROADTEST VERIFIED TRANSMISSION STUCK IN EMERGENCY/LIMP HOME MODE AFTER TRANSMISSION ENGAGES 2ND GEAR. PERFORMED DTC READOUT ENGINE ECM-P1624 REQUIREMENT FAULT LAMP ON ACTIVE, TRANSMISSION ECM- P1820 008(18228), PRESSURE CONTROL SOLENOID 2, -N216-, SHORT TO BATTERY POSITIVE(B+), RANGE/PERFORMANCE. AUTOMATIC TEST PLANS IN GUIDED FAULT FINDING NOT AVAILABLE PERFORMED MANUALLY SELECTED TEST PLAN PRESSURE CONTROL VALVE 2 FOR AUTO. TRANS. TEST RESULT INCONCLUSIVE. NO TECHNICAL SERVICE BULLETINS, OR CAMPAIGN AVAILABLE. ERASED DTCS PERFORMED ROADTEST SAME CONDITION OCCURS.
12/26/2007	12:35	PLEASE ORDER A NEW MECHANTRONICS.
01/02/2008	15:06	PARTS ON ORDER
01/03/2008	10:52	THANKS FOR THE UPDATE.
01/07/2008	13:59	MECHATRONICS STILL ON NATIONAL BACK ORDER PER PARTS
01/07/2008	17:01	THANKS FOR THE UPDATE.
01/07/2008	18:47	PARTS IN A 1:30PM HST. REPAIR CURRENTLY IN PROGRESS
01/08/2008	10:13	THANKS FOR THE UPDATE.
01/10/2008	17:47	REPAIRS COMPLETED. DRAINED TRANS. REPLACED MECHATRONICS. INSTALLED PAN WITH NEW SEALS. PREFILLED TRANS. CHECKED AND ADJUSTED FLUID LEVEL. CHECKED AND CONFIRMED CODING. SET MECHATRONICS BASIC CALIBRATION. PERFORMED ROADTEST OK. THANK YOU FOR YOUR ASSISTANCE
01/11/2008	09:38	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
01/11/2008	09:38	ISSUE UPDATED

Consultant's Closing Comments

REPAIRS COMPLETED. DRAINED TRANS. REPLACED MECHATRONICS. INSTALLED PAN WITH NEW SEALS. PREFILLED TRANS. CHECKED AND ADJUSTED FLUID LEVEL. CHECKED AND CONFIRMED CODING. SET MECHATRONICS BASIC CALIBRATION. PERFORMED ROADTEST OK. THANK YOU FOR YOUR ASSISTANCE

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
282916	EOS	2007	WVWFA71F77V [REDACTED]	7206	3885	01/03/2008	USA

Workshop Finding
TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM.

Activity Date	Activity Time	Activity Comments
01/03/2008	10:43	ISSUE OPENED BY DEALERSHIP
01/03/2008	10:43	VEH HESITATES WHEN FIRST TAKE OFF FROM START.TEST DROVE AND VEH HAS A BAD HESITATION LIKE CLUTCH IS SLIPPING AND NOT ENGAGING PROPERLY FROM TAKE OFF.HAPPENS IN REVERSE AND WHEN GOING FORWARD.
01/03/2008	10:46	CUSTOMER COMMENTS: VEH HESITATES WHEN FIRST TAKE OFF FROM START.TEST DROVE AND VEH HAS A BAD HESITATION LIKE CLUTCH IS SLIPPING AND NOT ENGAGING PROPERLY FROM TAKE OFF.HAPPENS IN REVERSE AND WHEN GOING FORWARD.
01/03/2008	10:46	TECH TO GET A SCAN TOOL INTO THE VEHICLE.
01/03/2008	10:46	WORKSHOP FINDINGS: TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM.
01/03/2008	10:51	FUEL TRIM ARE IN SPEC. ADVISED THE TECH ON HOW TO PERFORM THE BASIC SETTINGS.
01/03/2008	11:33	ADVISED THE TECH TO SET UP FOR TELEDIAG. MARK C. TO CALL THE TECH BASK AROUND 12:30ISH.
01/03/2008	12:26	UP DATE TCM VIA TELEDAIG TECH TO REPORT BACK ON RESULTS
01/03/2008	12:27	ISSUE UPDATED
01/03/2008	13:14	DUE TO THE VEHICLE STILL HAS THE PROBLEM THE SHOP WILL HAVE TO REPLACE THE MECHATRONICS.
01/09/2008	08:25	SPOKE WITH GABRIELLE IN SERVICE..... TECH. IS STILL WORKING ON THE CONCERN..... A1
01/10/2008	14:56	CUST HAS NOT RETURNED WITH VEHICLE
01/10/2008	15:10	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
01/10/2008	15:10	ISSUE UPDATED

Consultant's Closing Comments
TECH TO REPLACE THE MECH UNIT.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
284135	EOS	2007	WVWFB71F47V [REDACTED]	10372	3885	01/07/2008	USA

Workshop Finding
 TECH VERIFIED THE CONCERN. 2 FAULTS IN THE TCM. GFF PERFORMED.

Activity Date	Activity Time	Activity Comments
01/07/2008	17:47	CUSTOMER STATES CAR WAS JERKING AND THEN DIED. VEHICLE TOWED IN..ENGINE STARTS AND RUNS NORMALLY..DTC'S 18115 P1707 007 INTERFERENCE IN MECHATRONIC UNIT, SPORADIC. 18227 P1819 008 PRESSURE CONTROL VALVE 2, N216, OPEN CIRCUIT/SHORT CIRCUIT TO GROUND, SPORADIC..TRANSMISSION OPERATING NORMALLY AT THIS TIME..GUIDED FAULT FINDING TEST PLAN FOR N216 CHECKS OK..ERASED FAULT MEMORY AND ROAD TESTED, NO FAULTS RETURNED.
01/07/2008	17:47	ISSUE OPENED BY DEALERSHIP
01/07/2008	17:51	ADVISED THE TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT.
01/07/2008	17:51	CUSTOMER COMMENTS: CUSTOMER STATES CAR WAS JERKING AND THEN DIED. VEHICLE TOWED IN..ENGINE STARTS AND RUNS NORMALLY..DTC'S 18115 P1707 007 INTERFERENCE IN MECHATRONIC UNIT, SPORADIC. 18227 P1819 008 PRESSURE CONTROL VALVE 2, N216, OPEN CIRCUIT/SHORT CIRCUIT TO GROUND, SPORADIC..TRANSMISSION OPERATING NORMALLY AT THIS TIME..GUIDED FAULT FINDING TEST PLAN FOR N216 CHECKS OK..ERASED FAULT MEMORY AND ROAD TESTED, NO FAULTS RETURNED.
01/07/2008	17:51	WORKSHOP FINDINGS: TECH VERIFIED THE CONCERN. 2 FAULTS IN THE TCM. GFF PERFORMED.
01/11/2008	10:44	SPOKE WITH ALAN. ON HOLD FOR PARTS-TECH NOT WORKING UNTIL MONDAY. WILL UPDATE CASE THEN. P2
01/11/2008	21:59	REPAIRS COMPLETE 1/11/08. CAR IS HAPPY NOW.
01/14/2008	08:05	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
01/14/2008	08:05	ISSUE UPDATED

Consultant's Closing Comments
 TECH REPLACED THE MECH UNIT. VEHICLE OPERATING TO SPEC AT THIS TIME.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
286846	RABBIT	2007	WVWHV71K67W [REDACTED]	19179	3885	01/15/2008	USA

Workshop Finding

TECH VERIFIED THE CONCERN. 1 FAULT IN THE TCM.

Activity Date	Activity Time	Activity Comments
01/15/2008	14:04	CUSTOMER STATES THAT THE CAR SLAMS INTO FIRST GEAR AND REVERSE. CAR STALLED OUT INTO REVERSE. CAR ALSO JERKS WHEN SHIFTING INTO GEAR
01/15/2008	14:04	ISSUE OPENED BY DEALERSHIP
01/15/2008	14:07	DUPLICATED CONCERN. RAN GFF AND FOUND DTC17252 P0868 TRANSMISSION PRESSURE ADAPTATION AT LIMIT SPORADIC
01/15/2008	14:11	ADVISED THE TECH TO PERFORM THE TRANS BASIC SETTINGS.
01/15/2008	14:11	CUSTOMER COMMENTS: CUSTOMER STATES THAT THE CAR SLAMS INTO FIRST GEAR AND REVERSE. CAR STALLED OUT INTO REVERSE. CAR ALSO JERKS WHEN SHIFTING INTO GEAR
01/15/2008	14:11	WORKSHOP FINDINGS: TECH VERIFIED THE CONCERN. 1 FAULT IN THE TCM.
01/15/2008	14:54	RELEASED FAULT, SET TRANS BASIC SETTINGS, TEST DROV, FAULT DID NOT COME BACK BUT TRANS IS STILL SHIFTING HARD INTO FRIST AND REVERSE, ALSO DOWNSHIFTING FROM 2ND TO 1ST
01/15/2008	15:00	P1 ADVISED THE TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS.
01/24/2008	10:52	ORDERED PARTS ON 1-15-08 AND STILL WAITING ON MECH UNIT
01/24/2008	11:00	P1 THANK YOU FOR THE UPDATE. REMEMBER TO UPDATE AND CLOSE THE TICKET ONCE THE REPAIR IS DONE.
02/04/2008	14:33	DEALER TECH ADVISED QTM THE UNIT WAS SENT TO THE WRONG DEALER IN CHICAGO. THAT DEALER IS TO SEND THE UNIT TO THIS DEALER AND IS EXPECTED TO ARRIVE TOMORROW.
02/07/2008	11:46	DEALER IN CHICAGO PUT A CLAIM IN FOR PART DELIVERED TO WRONG DEALER AND VW TOOK IT BACK NOW WE ARE WAITING FOR VW TO SEND IT TO US OR A CALL FROM VW
02/07/2008	13:54	P1 THANK YOU FOR THE UPDATE. REMEMBER TO UPDATE AND CLOSE THE TICKET ONCE THE REPAIR IS DONE.
02/15/2008	16:49	DEALER ADVISED THE PART IS BEING FEDEX FROM THE DEALER THAT RECEIVED THE PART BY MISTAKE. ARRIVAL DATE IS TODAY.
02/19/2008	16:49	PART RECEIVED. INSTALLED MECHATRONICS UNIT AND SET BASIC SETTINGS TEST DROVE AND CAR DIDN'T SHIFT IN WAS STUCK IN 2ND GEAR. FOUND DTC 01087 003 BASIC SETTING NOT CARRIED OUT MECHANICAL MALFUNCTION. RELEASED FAULT AND RESET BASIC SETTINGS AGAIN FAULT CAME BACK
02/19/2008	16:57	FAXED BASIC SETTINGS
02/19/2008	17:36	THE SHOP PERFORMED BASIC SETTINGS AFTER THEY REPLACE THE MECHATRONICS VEHICLE IS REPAIRED.
02/19/2008	17:40	END
02/19/2008	17:40	SET BASIC SETTINGS WITH INFO THAT WAS FAXED OVER. FAULT GONE. PROBLEM FIXED THANKS TECH LINE HAVE A NICE DAY
02/25/2008	13:28	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
02/25/2008	13:28	ISSUE UPDATED

Consultant's Closing Comments

TECH REPLACED THE MECH UNIT. VEHICLE OPERATING TO SPEC AT THIS TIME.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
287989	RABBIT	2007	WVWFV71K47W [REDACTED]	19532	3735	01/18/2008	USA

Workshop Finding

NO FAULTS

Activity Date	Activity Time	Activity Comments
01/17/2008	19:17	CUSTOMERS CONCERN IS THE VEHICLE JERKS WHEN ACCELERATING FROM A COMPLETE STOP. TECH DROVE CAR, VERIFIED COMPLAINT, VEHICLE JERKS WHEN FIRST PRESSING ON GAS PEDAL ACCELERATING FROM A COMPLETE STOP. TECH PERFORMED REPAIRS LISTED IN TECH BULLETIN #2012681(CHECK/REPLACE G182/G509). TRANS STILL JERKS WHEN ACCELERATING FROM A COMPLETE STOP.
01/17/2008	19:17	ISSUE OPENED BY DEALERSHIP
01/17/2008	19:29	CUSTOMER COMMENTS: CUSTOMERS CONCERN IS THE VEHICLE JERKS WHEN ACCELERATING FROM A COMPLETE STOP. TECH DROVE CAR, VERIFIED COMPLAINT, VEHICLE JERKS WHEN FIRST PRESSING ON GAS PEDAL ACCELERATING FROM A COMPLETE STOP. TECH PERFORMED REPAIRS LISTED IN TECH BULLETIN #2012681(CHECK/REPLACE G182/G509). TRANS STILL JERKS WHEN ACCELERATING FROM A COMPLETE STOP.
01/17/2008	19:29	MVB 19 FIELD 3 30 C THEN GO TO BASIC SETTINGS 61 IDLE AND FOOT ON BRAKE THEN GO TO 60 AND FOOT ON BRAKE AT IDLE. THEN ROAD TEST
01/17/2008	19:29	WORKSHOP FINDINGS: NO FAULTS
01/18/2008	12:29	PERFORMED BASIC SETTINGS AND ROAD TESTED VEHICLE FOR 13 MILES. JERKING STILL PRESENT WHEN ACCELERATING FROM A STOP. ALSO IF THE VEHICLE IS PARKED GOING UP HILL AND YOU LET OFF OF THE BRAKE THE VEHICLE ROLLS BACK, ENGAGES INTO FIRST GEAR THEN POPS OUT AND ROLLS BACK AND ENGAGES AGAIN AND WILL STAY IN GEAR.
01/18/2008	16:46	REPLACE MECHTRONCIS FLUID AND FILTER
01/22/2008	12:33	PARTS ON ORDER
01/24/2008	14:03	UPDATE AFTER REPAIR
01/24/2008	14:10	ISSUE UPDATED
01/25/2008	18:31	REPLACED MECHATRONICS UNIT. WHEN SETTING BASIC SETTINGS DTC P0776(17160) APPEARS. TECH CHECKED WIRING DIAGRAM, PRESSURE CONTROL VALVE 2(N216?) IS PART OF THE MECHATRONICS UNIT AND THERE IS NO WIRING TO CHECK.
01/25/2008	18:35	BILL, PLEASE VOLTAGE DROP MAIN POWER AND GROUND TO THE MECHANTRONICS.
01/28/2008	11:46	PERFORMED VOLTAGE DROP TEST ON 3 POWER WIRES AND 2 GROUND WIRES AT T20E ON PINS 11, 13 AND 18(B+), AND PIN 16 AND 19(GROUND). ALL READINGS WERE UNDER .009 VOLTS.
01/28/2008	11:51	ADVISED THE TECH THAT THE TICKET IS GOING TO BE ESCALATED FOR REVIEW.
01/28/2008	13:11	DUE TO THE DAYS DOWN AND THE REPAIRS THAT HAVE BEEN PERFORMED I WOULD LIKE THE SHOP TO REPLACE THE TRANSMISSION.
01/28/2008	13:33	TRANS ON ORDER
01/28/2008	18:03	THANK YOU FOR THE UPDATE THE SHOP HAS THE TRANSMISSION ON ORDER. P2
01/30/2008	13:43	WORK IN PROGRESS
01/30/2008	17:08	THANK YOU FOR THE UPDATE THE SHOP IS WORKING ON THE TRANSMISSION.
02/01/2008	13:31	HELLO WILLIAM, HOW IS THIS VEHICLE COMING ALONG?
02/01/2008	17:18	REPAIR SUCCESSFUL
02/04/2008	08:07	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
02/04/2008	08:07	ISSUE UPDATED

Consultant's Closing Comments

THE SHOP REPLACED THE TRANSMISSION VEHICLE IS REPAIRED.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
290198	EOS	2008	WVWBA71F28V [REDACTED]	1896	3885	01/24/2008	USA

Workshop Finding

THE SHOP PERFORMED BASIC SETTING, AND PUT 34 MILES ON THE VEHICLE. THE FAULT DID NOT RETURN.

Activity Date	Activity Time	Activity Comments
01/24/2008	13:25	CUSTOMER STATES TRANSMISSION GEARS INDICATOR DISPLAY SELECT ALL GEARS AT TIMES.PERFOEMED DIAG FOUND ON GFF CODE P0729(6 GEAR INCORECT RATIO).P1707(INTERFERENCE IN MECHATRONIC UNIT).P2711(IMPLAUSIBLE TRANSMISSION SHIFT SEQUENCE OR INCORRECT BASIC SETTINGS)
01/24/2008	13:25	ISSUE OPENED BY DEALERSHIP
01/24/2008	16:02	CUSTOMER COMMENTS: CUSTOMER STATES TRANSMISSION GEARS INDICATOR DISPLAY SELECT ALL GEARS AT TIMES.PERFOEMED DIAG FOUND ON GFF CODE P0729(6 GEAR INCORECT RATIO).P1707(INTERFERENCE IN MECHATRONIC UNIT).P2711(IMPLAUSIBLE TRANSMISSION SHIFT SEQUENCE OR INCORRECT BASIC SETTINGS)
01/24/2008	16:02	DUE TO THE FAULTS THE SHOP WILL HAVE TO REPLACE THE MECHATRONICS.
01/24/2008	16:02	WORKSHOP FINDINGS: THE SHOP PERFORMED BASIC SETTING, AND PUT 34 MILES ON THE VEHICLE. THE FAULT DID NOT RETURN.
01/30/2008	11:55	SPOKE WITH PABLO. TECH IS WORKING ON VEHICLE. TECH TO UPDATE CASE. A1
01/31/2008	11:06	REPALACED MECHATRONIC CONTROL MODULE.SET TRANNY FLUID LEVEL.PERFORMED BASIC SETTING.FAULT CODE #01087 BASIC SETTING NOT CARRY OUT MECHANICAL MALFUNTION.
01/31/2008	11:14	I HAD THE SHOP PERFORM BASIC SETTINGS ON THE PHONE IS SELF DIAGNOSIS 61,60,67,AND 68. VEHICLE IS REPAIRED.
01/31/2008	11:33	THANKS
01/31/2008	16:38	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
01/31/2008	16:38	ISSUE UPDATED

Consultant's Closing Comments

THE SHOP REPLACED THE MECHATRONICS VEHICLE IS REPAIRED.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
290575	RABBIT	2007	WVWHV71K57W [REDACTED]	23088	3885	01/25/2008	USA

Workshop Finding
n/a

Activity Date	Activity Time	Activity Comments
01/25/2008	11:53	CUSTOMER STATES WHEN VERY COLD -15DEG TRANS WOULD NOT GO INTO REVERSE 1 TIME. PERFORMED GFF TODAY HAD CODE P1814 PRESSURE CONTROLVALVE 1 N-215 OPEN CIRCUIT/SHORT TO GROUND. .PERFORMED TEST PLAN IN GFF WORKING CORECTLY. THIS IS THE SECOND CUSTOMER TO HAVE SAME CONSERN NO SURE IF OTHER CAR HAD FAULTS. WORKS CORECTLY TODAY
01/25/2008	11:53	ISSUE OPENED BY DEALERSHIP
01/25/2008	12:00	CUSTOMER COMMENTS: CUSTOMER STATES WHEN VERY COLD -15DEG TRANS WOULD NOT GO INTO REVERSE 1 TIME. PERFORMED GFF TODAY HAD CODE P1814 PRESSURE CONTROLVALVE 1 N-215 OPEN CIRCUIT/SHORT TO GROUND. .PERFORMED TEST PLAN IN GFF WORKING CORECTLY. THIS IS THE SECOND CUSTOMER TO HAVE SAME CONSERN NO SURE IF OTHER CAR HAD FAULTS. WORKS CORECTLY TODAY
01/25/2008	12:00	MVB 19 FIELD 3 30 C THEN GO TO BASIC SETTINGS 61 IDLE AND FOOT ON BRAKE THEN GO TO 60 AND FOOT ON BRAKE AT IDLE. THEN ROAD TEST
01/25/2008	12:07	DID FAULT RETURN?
01/25/2008	12:33	PERFORMED BASIC SETTING AS INSTRUCTED. ROAD TESTED FOR 10 MILES RECHECKED CODES NO CODES PRESENT.
01/25/2008	12:35	REPLACE MECHATRONCIS AND FILTER AND FUILD
01/25/2008	12:44	THANKS ORDERD UNIT
01/28/2008	10:19	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
01/28/2008	10:19	ISSUE UPDATED

Consultant's Closing Comments
PERFORMED BASIC SETTING AS INSTRUCTED. ROAD TESTED FOR 10 MILES RECHECKED CODES NO CODES PRESENT. REPLACE MECHATRONCIS AND FILTER AND FUILD THANKS ORDERD UNIT

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
290739	JETTA	2007	3VWWJ71K37M [REDACTED]	63	3885	01/25/2008	USA

Workshop Finding
n/a

Activity Date	Activity Time	Activity Comments
01/25/2008	15:15	DSG IS NOT WORKING RIGHT IN THE TIPTRONIC MODE. WHILE SLOWING DOWN IN 2ND GEAR AND ATTEMPTING TO ACCELERATE THERE IS A SLIPPAGE FOLLOWING WITH HARD KNOCK. SAME THING HAPPENS (NOT ALWAYS) WHEN TRYING TO SHIFT TO DRIVE AFTER BACKING UP IN REVERSE. CHECKED WITH SCANTOOL. GFF PERFORMED. 2 FAULT CODES FOUND: 18115 P1707 INTERFERENCE IN MECHATRONIC UNIT, MECHANICAL FAULT, SPROADIC AND FAULT #00292 2,1.FOLLOWING GFF TEST PLAN BASIC SETINGS PERFORMED, VEHICLE TEST DRIVEN, SAME THING.
01/25/2008	15:15	ISSUE OPENED BY DEALERSHIP
01/25/2008	15:24	CUSTOMER COMMENTS: DSG IS NOT WORKING RIGHT IN THE TIPTRONIC MODE. WHILE SLOWING DOWN IN 2ND GEAR AND ATTEMPTING TO ACCELERATE THERE IS A SLIPPAGE FOLLOWING WITH HARD KNOCK. SAME THING HAPPENS (NOT ALWAYS) WHEN TRYING TO SHIFT TO DRIVE AFTER BACKING UP IN REVERSE. CHECKED WITH SCANTOOL. GFF PERFORMED. 2 FAULT CODES FOUND: 18115 P1707 INTERFERENCE IN MECHATRONIC UNIT, MECHANICAL FAULT, SPROADIC AND FAULT #00292 2,1.FOLLOWING GFF TEST PLAN BASIC SETINGS PERFORMED, VEHICLE TEST DRIVEN, SAME THING.
01/25/2008	15:24	MVB 19 FIELD 3 30 C THEN GO TO BASIC SETTINGS 61 IDLE AND FOOT ON BRAKE THEN GO TO 60 AND FOOT ON BRAKE AT IDLE. THEN ROAD TEST THEN ROAD TEST DIUD FAULT RETURN
01/25/2008	16:12	REPLACE MECHATRONCIS AND FLUID AND FILTER SET B/S
01/31/2008	07:51	MECHATRONIC REPLACED, OPERATING AS DESIGNED
02/04/2008	16:37	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
02/04/2008	16:37	ISSUE UPDATED

Consultant's Closing Comments
MECHATRONIC REPLACED, OPERATING AS DESIGNED

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
291396	RABBIT	2008	WVWFV71K68W [REDACTED]	479	3885	01/29/2008	USA

Workshop Finding

THE FAULT IS PRESSURE CONTROL VALVE 2 OPEN CIRCUIT SHORT CIRCUIT TO B+.

Activity Date	Activity Time	Activity Comments
01/29/2008	10:12	HAVE BEEN UNABLE TO CONTACT DUE TO HUB BEING DOWN. THIS CAR WAS TOWED IN SATURDAY JAN 12, WITH A CHECK ENGINE LIGHT ON AND A DRIVABILITY PROBLEM.STARTED A VTA TICKET AND FOLLWED TECH LINE TO REPAIR THE CAR.ULTIMATELY THE ECM AND THROTTLE PEDAL ASSY WERE REPLACED(THROTTLE PEDAL WAS SHORTED CAUSING VOLTAGE DROP IN SENSOR CIRCUIT).AFTER THE REPAIR ATTEMPTED TO DRIVE THE CAR, BUT DID NOT GET OUT OF THE SHOP BEFORE THE TRANS WENT INTO FAILSAFE AND DTC P1820 WAS SET.THIS WAS REPORTED TO BRIAN AT TA WHO ADVISED THAT I HAD TO CLOSE CURRENT VTA TICKET AND RESTART ANOTHER VTA TICKET SO THAT I COULD TALK TO TRANS TEAM, WHICH I HAVE BEEN UNABLE TO DO UNTIL NOW DUE TO HUB WAS DOWN.
01/29/2008	10:12	ISSUE OPENED BY DEALERSHIP
01/29/2008	10:36	CUSTOMER COMMENTS: HAVE BEEN UNABLE TO CONTACT DUE TO HUB BEING DOWN. THIS CAR WAS TOWED IN SATURDAY JAN 12, WITH A CHECK ENGINE LIGHT ON AND A DRIVABILITY PROBLEM.STARTED A VTA TICKET AND FOLLWED TECH LINE TO REPAIR THE CAR.ULTIMATELY THE ECM AND THROTTLE PEDAL ASSY WERE REPLACED(THROTTLE PEDAL WAS SHORTED CAUSING VOLTAGE DROP IN SENSOR CIRCUIT).AFTER THE REPAIR ATTEMPTED TO DRIVE THE CAR, BUT DID NOT GET OUT OF THE SHOP BEFORE THE TRANS WENT INTO FAILSAFE AND DTC P1820 WAS SET.THIS WAS REPORTED TO BRIAN AT TA WHO ADVISED THAT I HAD TO CLOSE CURRENT VTA TICKET AND RESTART ANOTHER VTA TICKET SO THAT I COULD TALK TO TRANS TEAM, WHICH I HAVE BEEN UNABLE TO DO UNTIL NOW DUE TO HUB WAS DOWN.
01/29/2008	10:36	THE SHOP WILL NEED TO REPLACE THE MECHATRONIC DUE TO THE FAULT P1820. NOTE PLEASE READ THE REPAIR PROCEDURES SO YOU WILL HAVE ALL THE PARTS NEED TO PERFORM THE REPAIRS.
01/29/2008	10:36	WORKSHOP FINDINGS: THE FAULT IS PRESSURE CONTROL VALVE 2 OPEN CIRCUIT SHORT CIRCUIT TO B+.
02/01/2008	12:56	REPLACE MECHATRONIC UNIT AND ALL NEEDED PARTS,AND FLUID AS PER TECHLINE.SET BASIC SETTINGS.ROAD TEST CAR, NO PROBLEMS NOTICED ON ROAD TEST.WILL ROAD TEST AGAIN THIS AFTERNOON AND BARRING NO PROBLEMS WILL RETURN CAR TO CUSTOMER TODAY.
02/01/2008	15:35	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
02/01/2008	15:35	ISSUE UPDATED

Consultant's Closing Comments

THE SHOP REPORTS THE REPLACED THE MECHATRONICS, AND SET BASIC SETTINGS VEHICLE IS REPAIRED.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
291601	RABBIT	2008	WVWFV71K48W [REDACTED]	991	3885	01/29/2008	USA

Workshop Finding
 THE VEHICLE HAS NO REVERSE.

Activity Date	Activity Time	Activity Comments
01/29/2008	14:01	CUST STATES VEHICLE WILL NOT REVERSE AND FORWARD
01/29/2008	14:01	ISSUE OPENED BY DEALERSHIP
01/29/2008	14:08	CUSTOMER COMMENTS: CUST STATES VEHICLE WILL NOT REVERSE AND FORWARD
01/29/2008	14:08	I WOULD LIKE THE SHOP TO ERASE THE FAULTS, AND THEN PERFORM THE BASIC SETTINGS. PLEASE CALL BACK WITH THE RESULTS.
01/29/2008	14:08	WORKSHOP FINDINGS: THE VEHICLE HAS NO REVERSE.
01/29/2008	14:34	ADVISED THE TECH TO ROAD TEST THE VEHICLE.
01/29/2008	15:21	PERFORM 20 MILE ROAD TEST .PERFORM GFF.NO FAULTS
01/29/2008	15:31	TECH TO REPLACE THE MECHITRONICS UNIT.....
01/29/2008	15:32	PATRS ORDERD.CAR GONE .THANK YOU
01/29/2008	17:24	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
01/29/2008	17:24	ISSUE UPDATED

Consultant's Closing Comments
 THE SHOP WILL REPLACED THE MECHATRONICS WHEN IT ARRIVES AT THE DEALER.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
293040	RABBIT	2007	WVWFV71K37W [REDACTED]	12380	3885	02/01/2008	USA

Workshop Finding

TECH VERIFIED THE CONCERN. 2 FAULTS IN THE ECM OR TCM. CAR HAS AFTERMARKET STICKERS AND INTAKE ON THE VEHICLE. TECH BELIEVES THE VEHICLE IS CHIPPED.

Activity Date	Activity Time	Activity Comments
02/01/2008	16:46	CUSTOMER STATES THAT THE TRANSMISSION CLUNCKS INTO GEAR AND WHEN PUTTING INTO REVERSE CUSTOMER STATES THAT THE VEHICLE WANTS TO LUANCH FOWARD
02/01/2008	16:46	ISSUE OPENED BY DEALERSHIP
02/01/2008	17:00	CUSTOMER COMMENTS: CUSTOMER STATES THAT THE TRANSMISSION CLUNCKS INTO GEAR AND WHEN PUTTING INTO REVERSE CUSTOMER STATES THAT THE VEHICLE WANTS TO LUANCH FOWARD
02/01/2008	17:00	TECH NEEDS TO CONTACT THE QTM OR FOM ON IF THE VEHICLE IS COVERED UNDER WARRANTY. IF IT IS, ADVISED THE TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT.
02/01/2008	17:00	WORKSHOP FINDINGS: TECH VERIFIED THE CONCERN. 2 FAULTS IN THE ECM OR TCM. CAR HAS AFTERMARKET STICKERS AND INTAKE ON THE VEHICLE. TECH BELIEVES THE VEHICLE IS CHIPPED.
02/05/2008	13:22	P1 ADVISED THE TECH TO MAKE THE REPAIR AS ADVISED.
02/20/2008	10:08	PARTS IN 02/16/08 VEHICLE WILL BE REPAIRED ON 02/20/08
02/26/2008	11:26	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
02/26/2008	11:26	ISSUE UPDATED

Consultant's Closing Comments

TECH TO REPLACE THE MECH UNIT.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
293358	RABBIT	2007	WVWVFV71K47W [REDACTED]	26964	3885	02/04/2008	USA

Workshop Finding

MAF FAULT PRESENT AS WELL.

Activity Date	Activity Time	Activity Comments
02/04/2008	14:17	C/S NHARD DOWNSHIFT. ON ROAD TEST HARSH ENGAGEMENT WHEN PUT INTO DRIVE. WHEN DRIVING VERY HARD DOWNSHIFT INTO FIRST GEAR. PERF GFF 1 DTC- P0868- TRANSMISSION PRESSURE ADAPTION UPPER LIMIT EXCEEDED. GFF PROVIDES NO TEST PLAN FOR FAULT PLEASE ADVISE.
02/04/2008	14:17	ISSUE OPENED BY DEALERSHIP
02/04/2008	16:43	CUSTOMER COMMENTS: C/S NHARD DOWNSHIFT. ON ROAD TEST HARSH ENGAGEMENT WHEN PUT INTO DRIVE. WHEN DRIVING VERY HARD DOWNSHIFT INTO FIRST GEAR. PERF GFF 1 DTC- P0868- TRANSMISSION PRESSURE ADAPTION UPPER LIMIT EXCEEDED. GFF PROVIDES NO TEST PLAN FOR FAULT PLEASE ADVISE.
02/04/2008	16:43	RESET MEMORY AND ROAD TEST TO DUPLICATE FAULT. WHILE YOUR ON THE DRIVE; IN ENGINE ELECTRONICS, MONITOR MVB 23 AT 60 MPH CRUISING AND MVB 13 AT IDLE. UPDATE VTA AND CALL BACK IN.
02/04/2008	16:43	WORKSHOP FINDINGS: MAF FAULT PRESENT AS WELL.
02/05/2008	08:37	CLEARED DTC'S AND PERFORMED ROAD TEST. MVB 13 BLANK, NO DATA, SE PRINTOUT. ROAD TEST 5 MILES, HARSH DOWNSHIFT RETSTARED, MVB 23. RECLEARED FAULTS, SEE PRINTOUT, HARSHDOWN SHIFT RESTARTED SOON AFTER DRIVING REPRINT OF MVB 23, STILL NO DATA ON MVB 13. PLEASE ADISE. POSSIBLE MVB 13 IN TRANSMISSION ELECTRONICS?
02/05/2008	08:38	ATTACHMENT OF VSD MVB RESULTS FROM ROADTEST.
02/05/2008	09:41	P1 ADVISED THE TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT.
02/05/2008	09:48	PARTS ON ORDER, WILL UPDATE ONCE VEHICLE HAS BEEN REPAIRED AND VERIFIED.
02/05/2008	20:01	MECH ORDERED P1
02/11/2008	13:36	REPLACED DSG MECHATRONICS UNIT AS PER CONSULTANTS RECOMMENDATIONS. SET BASIC SETTINGS AND ROAD TESTED VEHICLE, VEHICLE REPAIRED AND HAS LEFT DEALERSHIP.
02/11/2008	16:35	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
02/11/2008	16:35	ISSUE UPDATED

Consultant's Closing Comments

REPLACED DSG MECHATRONICS UNIT AS PER CONSULTANTS RECOMMENDATIONS. SET BASIC SETTINGS AND ROAD TESTED VEHICLE, VEHICLE REPAIRED AND HAS LEFT DEALERSHIP.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
293651	JETTA	2008	3VWFJ71K08M [REDACTED]	8054	3460	02/05/2008	USA

Workshop Finding

n/a

Activity Date	Activity Time	Activity Comments
02/05/2008	10:40	CUSTOMER STATES HESITATION ON ACCEL FROM STOP. WITH VEHICLE IN EITHER DRIVE OR REVERSE WHEN YOU RELEASE THE BRAKE PEDAL THERE IS A 2-3 SECOND DELAY BEFORE TRANSMISSION ENGAGES AND THEN THERE IS A HARSH ENGAGEMENT AND RPM DROPS FOR A MOMENT THE RETURNS TO NORMAL. I'VE CHECKED FOR A STICKY BRAKE PEDAL SWITCH, NO PROBLEM FOUND. NO LEAKS FROM TRANS..ANY SUGGESTIONS?
02/05/2008	10:40	ISSUE OPENED BY DEALERSHIP
02/05/2008	10:51	CUSTOMER COMMENTS: CUSTOMER STATES HESITATION ON ACCEL FROM STOP. WITH VEHICLE IN EITHER DRIVE OR REVERSE WHEN YOU RELEASE THE BRAKE PEDAL THERE IS A 2-3 SECOND DELAY BEFORE TRANSMISSION ENGAGES AND THEN THERE IS A HARSH ENGAGEMENT AND RPM DROPS FOR A MOMENT THE RETURNS TO NORMAL. I'VE CHECKED FOR A STICKY BRAKE PEDAL SWITCH, NO PROBLEM FOUND. NO LEAKS FROM TRANS..ANY SUGGESTIONS?
02/05/2008	10:51	TECH TO GET ECM AND TCM PART #S
02/05/2008	11:22	1408 0K0907115B 0110
02/05/2008	14:25	REPLACE MECHATRONICS AND FLUID AND FILTER PER P/S
02/07/2008	09:05	PART ORDERED. PART BACK ORDERED. ORDER ESCALATED TO CAR DOWN CRITICAL.
02/07/2008	10:38	UPDATE AFTER PARTAS ARE INSTALLED P1
02/11/2008	07:52	STILL WAITING FOR PARTS TO ARRIVE
02/12/2008	11:26	ESTIMATE ARRIVAL DATE FOR PARTS IS 2/19
02/15/2008	15:44	STILL WAITING FOR THE ARRIVAL OF ORDERED PART. STILL DUE IN 2/19/08
02/18/2008	18:39	UPDATE AFTER PARTAS ARE INSTALLED P1
02/19/2008	09:12	REPLACE MECHATRONIC UNIT. PROBLEM SOLVED. THANKS AGAIN.
02/19/2008	11:20	ISSUE UPDATED
02/19/2008	11:21	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
02/19/2008	11:21	ISSUE UPDATED

Consultant's Closing Comments

: REPLACE MECHATRONIC UNIT. PROBLEM SOLVED. THANKS AGAIN.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
294171	EOS	2007	WVWDA71F87V [REDACTED]	6303	3885	02/06/2008	USA

Workshop Finding

TECH VERIFIED THE CONCERN. 1 FAULT IN THE TCM.

Activity Date	Activity Time	Activity Comments
02/06/2008	12:26	GEAR DISPLAY ON CLUSTER FLASHING ECM FAULT P1624 TCM FAULT P1707 INTERFERENCE IN MECHANTRONICS UNIT. LOWER SPECIFIED VALUE TOO LOW. GFF HAS NO TEST PLAN
02/06/2008	12:26	ISSUE OPENED BY DEALERSHIP
02/06/2008	12:31	ADVISED THE TECH THAT I WOULD CONTACT HIM BACK SHORTLY ON THIS ISSUE.
02/06/2008	12:31	CUSTOMER COMMENTS: GEAR DISPLAY ON CLUSTER FLASHING ECM FAULT P1624 TCM FAULT P1707 INTERFERENCE IN MECHANTRONICS UNIT. LOWER SPECIFIED VALUE TOO LOW. GFF HAS NO TEST PLAN
02/06/2008	12:31	WORKSHOP FINDINGS: TECH VERIFIED THE CONCERN. 1 FAULT IN THE TCM.
02/06/2008	12:58	ADVISED THE TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT.
02/07/2008	09:58	MECHANTRONICS UNIT IS ON NATIONAL BACK ORDER. ONLY ONE COMPLETE UNIT HAS BEEN LOCATED IN WISCONSIN. SHOULD I ORDER THAT UNIT OR STILL WAIT FOR THE BACK ORDER PART
02/07/2008	10:25	ADVISED THE TECH THAT WE NEED TO ORDER ONLY THE MECH UNIT AT THIS TIME.
02/13/2008	12:31	CALLED TO GET A UPDATE BUT GOT PLACED ON HOLD FOR 6 MIN FOR THE SERVICE DEPARTMENT WITH NO ANSWER.....D2
02/21/2008	08:52	MECHANTRONICS UNIT HAS BEEN INSTALLED AND BASIC SETTINGS PERFORMED; VEHICLE HAS BEEN ROAD TESTED AND ISSUE IS RESOLVED-JH.
02/26/2008	11:19	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
02/26/2008	11:19	ISSUE UPDATED

Consultant's Closing Comments

TECH REPLACED THE MECH UNIT. VEHICLE OPERATING TO SPEC AT THIS TIME.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
294655	RABBIT	2008	WVWKC71K48W [REDACTED]	25	3885	02/07/2008	USA

Workshop Finding

TECH VERIFIED THE CONCERN. 1 FAULT IN THE TCM.

Activity Date	Activity Time	Activity Comments
02/07/2008	13:27	CUST. STATES TRANS WON'T SHIFT & GEAR FLASHES IN MFI, TEST DROVE VEHICLE FOUND THAT TRANS WON'T SHIFT IN ANY SELECTION, TRANS GEAR POSITION FLASHES IN INSTRUMENT CLUSTER, DTC IN TRANS CONTROL MODULE FOR P0776 PRESSURE CONTROL VALVE 2 FOR AUTO TRANS N216 OPEN CIRCUIT /SHORT CIRCUIT TO GND. NO TEST PLANS ALLOWED BY GFF.
02/07/2008	13:27	ISSUE OPENED BY DEALERSHIP
02/07/2008	13:41	ADVISED THE TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT.
02/07/2008	13:41	CUSTOMER COMMENTS: CUST. STATES TRANS WON'T SHIFT & GEAR FLASHES IN MFI, TEST DROVE VEHICLE FOUND THAT TRANS WON'T SHIFT IN ANY SELECTION, TRANS GEAR POSITION FLASHES IN INSTRUMENT CLUSTER, DTC IN TRANS CONTROL MODULE FOR P0776 PRESSURE CONTROL VALVE 2 FOR AUTO TRANS N216 OPEN CIRCUIT /SHORT CIRCUIT TO GND. NO TEST PLANS ALLOWED BY GFF.
02/07/2008	13:41	WORKSHOP FINDINGS: TECH VERIFIED THE CONCERN. 1 FAULT IN THE TCM.
02/12/2008	15:04	(UPDATE) PART IS ON NATIONAL BACK ORDER
02/12/2008	16:22	P1 THANK YOU FOR THE UPDATE. REMEMBER TO UPDATE AND CLOSE THE TICKET ONCE THE REPAIR IS DONE.
02/19/2008	10:00	REPLACED MECH UNIT, DTC FOR INCORRECT BASIC SETTINGS STORED BUT NO TEST PLAN THROUGH GFF, MANUALLY PERFORMED BASIC SETTINGS THROUGH FUNCTION & COMPONENTS, TEST DROVE VEHICLE, WILL NOT SHIFT PAST 2ND GEAR, NEED CORRECT PROCEDURES FOR MECH UNIT BASIC SETTINGS
02/19/2008	10:03	USE VSD TO RUN BASIC SETTINGS USING MVB 61/60
02/19/2008	10:12	ADVISED TECH ON HOW TO PERFORM BASIC SETTINGS
02/19/2008	10:32	PERFORMED BASIC SETTINGS THROUGH VSD, MVB 61/60, TEST DROVE VEHICLE WORKING TO SPEC TRANSMISSION UPSHIFTS & DOWN SHIFTS INTO EVERY GEAR, VEHICLE WILL BE RELEASED TO CUST.
02/26/2008	11:18	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
02/26/2008	11:18	ISSUE UPDATED

Consultant's Closing Comments

TECH REPLACED THE MECH UNIT. VEHICLE OPERATING TO SPEC AT THIS TIME.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
296373	EOS	2008	WVWBA71F38V [REDACTED]	278	3885	02/13/2008	USA

Workshop Finding

CONCERN CAME TO AT HIGHWAY SPEEDS

Activity Date	Activity Time	Activity Comments
02/13/2008	11:35	CUSTOMER STATES WHEN DRIVING ON HIGHWAY VEHICLE MADE NOISE, THEN REVERSE DIDNT WORK..GFF SCAN FOUND TRANSMISSION FAULT P0756 SHIFT SOLENOID 2=> SOLENOID VALE 2 OPEN CIRCUIT/ SHORT TO GROUND. FAULT P1707 INTERFERENCE IN MECHATRONIC UNIT NO SIGNAL/COMMUNICATION..PERFROM DIAG TEST CHECKING REVERSE SOLENOID, SELECTOR LEVER POSITION ON R SELETED GEAR ON R N217 MAIN PRESSURE VALVE CURRENT 0.852 WITH SPEC 0-1.530, REV VEHICLE ON REVERSE 3930 G182 READ OUT TO 3930 REV. CHECK ATF FUILD OK. VEHICLE STILL HAVE DRIVE
02/13/2008	11:35	ISSUE OPENED BY DEALERSHIP
02/13/2008	11:40	CONCERN VERIFIED
02/13/2008	11:40	CUSTOMER COMMENTS: CUSTOMER STATES WHEN DRIVING ON HIGHWAY VEHICLE MADE NOISE, THEN REVERSE DIDNT WORK..GFF SCAN FOUND TRANSMISSION FAULT P0756 SHIFT SOLENOID 2=> SOLENOID VALE 2 OPEN CIRCUIT/ SHORT TO GROUND. FAULT P1707 INTERFERENCE IN MECHATRONIC UNIT NO SIGNAL/COMMUNICATION..PERFROM DIAG TEST CHECKING REVERSE SOLENOID, SELECTOR LEVER POSITION ON R SELETED GEAR ON R N217 MAIN PRESSURE VALVE CURRENT 0.852 WITH SPEC 0-1.530, REV VEHICLE ON REVERSE 3930 G182 READ OUT TO 3930 REV. CHECK ATF FUILD OK. VEHICLE STILL HAVE DRIVE
02/13/2008	11:40	WORKSHOP FINDINGS: CONCERN CAME TO AT HIGHWAY SPEEDS
02/13/2008	11:59	CHECK GROUNDS UNDERHOOD SW 1402. IF THE GROUNDS ARE OK, REPLACE THE MECHATRONICS, FLUID AND FILTER.
02/19/2008	11:34	SPOKE WITH KEITH IN SERVICE..... DEALER IS STILL WAITING ON PARTS TO ARRIVE..... P1
02/28/2008	11:56	REPLACE MECHATRONI CS, LEVEL OIL FLUID, CLEAR FAULT, SET BASIC SETTING FOR MECHATRONI SYSTEM. ROAD TEST 8MILE, RECHECK FAULT OK. CHECK FOR LEAK OK..VEHICLE WORKING TO SPEC AT THIS TIME
02/28/2008	12:43	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
02/28/2008	12:43	ISSUE UPDATED

Consultant's Closing Comments

REPLACE MECHATRONI CS, LEVEL OIL FLUID, CLEAR FAULT, SET BASIC SETTING FOR MECHATRONI SYSTEM. ROAD TEST 8MILE, RECHECK FAULT OK. CHECK FOR LEAK OK..VEHICLE WORKING TO SPEC AT THIS TIME

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
296453	EOS	2008	WVWFA71F88V [REDACTED]	3242	3885	02/13/2008	USA

Workshop Finding

THE VEHICLE IN DRIVE BETWEEN 1ST IN 2ND IT DELAYS. IN REVERSE IT JERKS LIKE THE CLUTCH IS ENGAGING, AND DISENGAGING. THE SOFTWARE IN THE ECM IS 0010, AND THE TCM IS 1403. THE FLUID, AND LEVEL CONDITION IS FINE.

Activity Date	Activity Time	Activity Comments
02/13/2008	13:27	CUST NOTE A DELAY BETWEEN 1ST AND 2ND GEAR NAD WHEN REVERSING IT FEELS LIKE IT IS SKIPPING..
02/13/2008	13:27	ISSUE OPENED BY DEALERSHIP
02/13/2008	13:36	CUSTOMER COMMENTS: CUST NOTE A DELAY BETWEEN 1ST AND 2ND GEAR NAD WHEN REVERSING IT FEELS LIKE IT IS SKIPPING..
02/13/2008	13:36	I WOULD LIKE THE SHOP TO PERFORM BASIC SETTINGS THEN TEST DRIVE AGAIN, AND CALL BACK.
02/13/2008	13:36	WORKSHOP FINDINGS: THE VEHICLE IN DRIVE BETWEEN 1ST IN 2ND IT DELAYS. IN REVERSE IT JERKS LIKE THE CLUTCH IS ENGAGING, AND DISENGAGING. THE SOFTWARE IN THE ECM IS 0010, AND THE TCM IS 1403. THE FLUID, AND LEVEL CONDITION IS FINE.
02/13/2008	14:32	PERFORMED BASIC SETTINGS AND TEST DROVE THE CAR. THE 1ST 2ND SHIFT SEEMED TO IMPROVE BUT REVERS IS THE SAME...
02/13/2008	14:52	DUE TO THE PROBLEM I WOULD LIKE THE SHOP TO REPLACE THE MECHATRONICS.
02/13/2008	14:59	ORDERED PART
02/13/2008	15:36	ISSUE UPDATED
02/13/2008	18:00	THE SHOP HAS THE MECHATRONICS ON ORDER. P1
02/14/2008	16:26	THE SHOP CALLED BACK WONDERING IF THE CUSTOMER COULD DRIVE THE VEHICLE UNTIL THE PART CAME IN. DUE TO THE CONDITION OF THE PROBLEM I DO NOT SEE ANY PROBLEM WITH THAT.
02/20/2008	09:09	HELLO ANDREW, PLEASE UPDATE, AND CLOSE OUT THE VTA. PLEASE NOTE THAT THE MECHATRONICS WILL BE REPLACED WHEN THE PART ARRIVES AT THE DEALER, AND THE CUSTOMER RETURNS FOR THE REPAIRS THANK YOU IN ADVANCE BRAD WEBB.
02/20/2008	14:41	PART IS ON ORDER AND CUST IS DRIVING CAR
02/20/2008	17:15	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
02/20/2008	17:15	ISSUE UPDATED

Consultant's Closing Comments

THE SHOP WILL REPLACED THE MECHATRONICS WHEN IT ARRIVES AT THE DEALER.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
297446	EOS	2007	WVWFA71F17V [REDACTED]	9064	3885	02/15/2008	USA

Workshop Finding

THE SHOP WANTS TO SEE IF THEY ARE DOING SOMTHING WRONG IN BASIC SETTINGS.

Activity Date	Activity Time	Activity Comments
02/15/2008	16:30	CODE P1819 PRESSURE CONTROL VALVE 2 OPEN SHORT TO GROUND CUSTOMER STATES NO REVERSE OCCURED TECH LINE SAID REPLACE MECHATRONICS UNIT TECH LINE #295493 AFTER REPLACEING UNIT BASIC SETTINGS CODE IS STORED 1087 003 BASIC SETTINGS WILL NOT SET TRIED 3 TIMES ALSO TRANS WILL NOT SHIFT PASS2 GEAR AND WHEN CAR IS IN TIPTRONIC MODE GEAR SELECTOR SAYS IT IS IN 5 GEAR
02/15/2008	16:30	ISSUE OPENED BY DEALERSHIP
02/15/2008	16:34	CUSTOMER COMMENTS: CODE P1819 PRESSURE CONTROL VALVE 2 OPEN SHORT TO GROUND CUSTOMER STATES NO REVERSE OCCURED TECH LINE SAID REPLACE MECHATRONICS UNIT TECH LINE #295493 AFTER REPLACEING UNIT BASIC SETTINGS CODE IS STORED 1087 003 BASIC SETTINGS WILL NOT SET TRIED 3 TIMES ALSO TRANS WILL NOT SHIFT PASS2 GEAR AND WHEN CAR IS IN TIPTRONIC MODE GEAR SELECTOR SAYS IT IS IN 5 GEAR
02/15/2008	16:34	I REQUESTED THE SHOP TO GET A PHONE WE CAN WORK AT THE VEHICLE WITH.
02/15/2008	16:34	WORKSHOP FINDINGS: THE SHOP WANTS TO SEE IF THEY ARE DOING SOMTHING WRONG IN BASIC SETTINGS.
02/15/2008	16:49	I WORKED OVER THE PHONE WITH THE TECHNICIAN TO SET BASIC SETTINGS. WE SET THEN NOW HE WILL DRIVE THE VEHICLE TO TEST THE RESULTS.
02/15/2008	16:57	ISSUE UPDATED
02/15/2008	17:05	PERFORM BASIC SETTINGS WITH TECH LINE BASIC SETTING2 # 67 AND 68 TRANS NOW SHIFTS A OK THANKS TECH LINE
02/15/2008	18:15	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
02/15/2008	18:15	ISSUE UPDATED

Consultant's Closing Comments

THE SHOP PERFORMED BASIC SETTINGS ON THE PHONE WITH MYSELF VEHICLE IS REPAIRED AFTER REPLACING THE MECHATRONICS.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
297516	EOS	2008	WVWFA71F38V [REDACTED]	2099	3885	02/18/2008	USA

Workshop Finding

TECH VERIFIED THE CONCERN. 1 FAULT IN THE TCM. VEHICLE OPERATING TO SPEC AT THIS TIME.

Activity Date	Activity Time	Activity Comments
02/18/2008	08:53	CUSTOMER STATED HE HAD NO REVERSE GEAR AND SHIFT DISPLAY WAS FLASHING. IT HAD REVERSE FOR ME THIS MORNING. SHIFTS FINE. I CHECKED FAULT CODES IN TRANS MODULE. HAS FAULT P1814, PRESSURE CONTROL VALVE 1-N215, OPEN/SHORT CIRCUIT TO GROUND.
02/18/2008	08:53	ISSUE OPENED BY DEALERSHIP
02/18/2008	08:57	ADVISED THE TECH TO REPLACE THE MECH UNIT, FLUID, FILER AND BOLTS FOR THE MECH UNIT.
02/18/2008	08:57	CUSTOMER COMMENTS: CUSTOMER STATED HE HAD NO REVERSE GEAR AND SHIFT DISPLAY WAS FLASHING. IT HAD REVERSE FOR ME THIS MORNING. SHIFTS FINE. I CHECKED FAULT CODES IN TRANS MODULE. HAS FAULT P1814, PRESSURE CONTROL VALVE 1-N215, OPEN/SHORT CIRCUIT TO GROUND.
02/18/2008	08:57	ISSUE SENT TO DEALERSHIP
02/18/2008	08:57	WORKSHOP FINDINGS: TECH VERIFIED THE CONCERN. 1 FAULT IN THE TCM. VEHICLE OPERATING TO SPEC AT THIS TIME.
02/18/2008	09:36	PARTS ORDERED-02/18/08.
02/18/2008	09:54	THANK YOU FOR THE UPDATE. REMEMBER TO UPDATE AND CLOSE THE TICKET ONCE THE REPAIR IS DONE.
02/27/2008	11:17	I REPLACED THE MECHTRONICS UNIT, BOLTS AND OIL FILTER. TEST DROVE AND IT IS WORKING FINE AT THIS TIME.
02/27/2008	12:41	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
02/27/2008	12:41	ISSUE UPDATED

Consultant's Closing Comments

TECH REPLACED THE MECH UNIT. VEHICLE OPERATING TO SPEC AT THIS TIME.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
298067	EOS	2007	WVWDA71F37V [REDACTED]	13486	3885	02/19/2008	USA

Workshop Finding
SHIFTING CONDITON

Activity Date	Activity Time	Activity Comments
02/19/2008	11:54	I HAVE A DSG THAT WOULD NOT GO INTO REVERSE IN COLD WEATHER, CODE P1814 PRESENT.PERFORMED THE 61 ADAPTION THEN 60 ADAPTION ROADTESTED AND NO CODES RETURNED,
02/19/2008	11:54	ISSUE OPENED BY DEALERSHIP
02/19/2008	13:33	CUSTOMER COMMENTS: I HAVE A DSG THAT WOULD NOT GO INTO REVERSE IN COLD WEATHER, CODE P1814 PRESENT.PERFORMED THE 61 ADAPTION THEN 60 ADAPTION ROADTESTED AND NO CODES RETURNED,
02/19/2008	13:33	ISSUE SENT TO DEALERSHIP
02/19/2008	13:33	TECH STATES CLEARED FAULT CODE SET BASIC SETTING / ROAD TESTED 10 MILES NO FAULTS RETURNED / REPLACE MECHATROINCS AND FLUID AND FILTER
02/19/2008	13:33	WORKSHOP FINDINGS: SHIFTING CONDITON
02/25/2008	13:02	D2 KRAG STATEED THE CAR IS GONE
02/25/2008	13:18	REPLACED MECHATROINCS UNIT, CUSTOMER HAS TAKEN DELIVERY OF CAR..
02/25/2008	17:26	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
02/25/2008	17:26	ISSUE UPDATED

Consultant's Closing Comments
REPLACED MECHATROINCS UNIT, CUSTOMER HAS TAKEN DELIVERY OF CAR..

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
300311	EOS	2007	WVWFB71F27V [REDACTED]	8778	3885	02/26/2008	USA

Workshop Finding
TELEDAIG

Activity Date	Activity Time	Activity Comments
02/26/2008	09:31	CUSTOMER STATES THAT WHEN YOU FIRST GET IN THE VEHICLE IN THE MORNING PUT IN TO DRIVE THE CAR WILL SPATTER AND WHEN IN STOP AND GO THE CAR WILL JERK...ROAD TEST IM CAN DUPLICATE CUSTOMER COMPLEINT USE VAS5052 GFF DO NOT FOUND FAULTS IN THE SYSTEM PERFORMED BASIC SETTINGS ROAD TEST VEHICLE HAVE SAME PROBLEM.
02/26/2008	09:31	ISSUE OPENED BY DEALERSHIP
02/26/2008	10:14	CUSTOMER COMMENTS: CUSTOMER STATES THAT WHEN YOU FIRST GET IN THE VEHICLE IN THE MORNING PUT IN TO DRIVE THE CAR WILL SPATTER AND WHEN IN STOP AND GO THE CAR WILL JERK...ROAD TEST IM CAN DUPLICATE CUSTOMER COMPLEINT USE VAS5052 GFF DO NOT FOUND FAULTS IN THE SYSTEM PERFORMED BASIC SETTINGS ROAD TEST VEHICLE HAVE SAME PROBLEM.
02/26/2008	10:14	TECH TO CALL BACK FOR TELEDAIG UPDATE TCM
02/26/2008	10:14	WORKSHOP FINDINGS: TELEDAIG
02/26/2008	10:28	MARK C. TO CALL THE TECH BACK.
02/26/2008	10:49	REPLACE MECHATRONCIS AND FLUID AND FILTER SET BASIC SETTINGS
02/29/2008	14:29	WAITING ON MECHA UNIT. CUSTOMER TO RETURN WHEN PARTS ARE HERE
02/29/2008	17:43	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
02/29/2008	17:43	ISSUE UPDATED

Consultant's Closing Comments
REPLACE MECHATRONCIS AND FLUID AND FILTER SET BASIC SETTINGS

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
303480	EOS	2007	WVWDA71F47V [REDACTED]	669	3885	03/05/2008	USA

Workshop Finding

THE SHOP STATE WHEN THE VEHICLE IS IN AN INCLINE IT WON'T ENGAGE IN GEAR.

Activity Date	Activity Time	Activity Comments
03/05/2008	18:50	ISSUE OPENED BY DEALERSHIP
03/05/2008	18:50	MARCH 5. THIS EOS CUSTOMER SAID HIS CAR WOULDN'T MOVE IN REVERSE OR DRIVE, AND HE SAYS THIS HAPPENS ON SLIGHT INCLINES. HE DIDN'T TOW IT IN, AND SAID HE WOULD REV IT IN NEUTRAL AND PUT INTO REV TO INCH HIS WAY OUT... DSG HAS FAULT P2711/ 19143 IMPLAUSIBLE TRANSMISSION SHIFT SEQUENCE SHORT TO POSITIVE. I WAS WORKING ON ANOTHER EOS AND I KNOW IF SHIFTER IS UNPUGGED AFTER CAR IS RUNNING THERE WILL BE NO ENGAGEMENT OF GEARS. CITING TRANS AUTH ISSUE, AND THAT I HAVE YET TO VERIFY CONCERN I AM CONTACTING YOU, THANKS...
03/05/2008	18:59	CUSTOMER COMMENTS: MARCH 5. THIS EOS CUSTOMER SAID HIS CAR WOULDN'T MOVE IN REVERSE OR DRIVE, AND HE SAYS THIS HAPPENS ON SLIGHT INCLINES. HE DIDN'T TOW IT IN, AND SAID HE WOULD REV IT IN NEUTRAL AND PUT INTO REV TO INCH HIS WAY OUT... DSG HAS FAULT P2711/ 19143 IMPLAUSIBLE TRANSMISSION SHIFT SEQUENCE SHORT TO POSITIVE. I WAS WORKING ON ANOTHER EOS AND I KNOW IF SHIFTER IS UNPUGGED AFTER CAR IS RUNNING THERE WILL BE NO ENGAGEMENT OF GEARS. CITING TRANS AUTH ISSUE, AND THAT I HAVE YET TO VERIFY CONCERN I AM CONTACTING YOU, THANKS...
03/05/2008	18:59	DUE TO THE P2711 THE SHOP WILL HAVE TO REPLACE THE MECHATRONICS THEN PERFORM BASIC SETTINGS.
03/05/2008	18:59	WORKSHOP FINDINGS: THE SHOP STATE WHEN THE VEHICLE IS IN AN INCLINE IT WON'T ENGAGE IN GEAR.
03/10/2008	13:09	MARCH 10 UPDATE THE PART IS STILL ON RED ORDER...
03/10/2008	17:08	THANK YOU FOR THE UPDATE THE PART IS STILL ON RED ORDER. P1
03/11/2008	19:13	MARCH 11. STILL RED...
03/12/2008	13:33	MARCH 12. I WILL ASK PARTS MANAGER IF CAN PROMPT PART FOR RED...
03/12/2008	14:49	MARCH 12 ITS DUE IN MARCH 18...
03/13/2008	13:38	MARXCH 13 UPDATE: PART IS IN, WORK IN PROCESS....
03/14/2008	21:04	MARCH 14. WE COMPLETED INATALLATION, AND CAR RUNS AS DESIGNED, THANK YOU.
03/17/2008	08:04	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
03/17/2008	08:04	ISSUE UPDATED

Consultant's Closing Comments

THE SHOP REPLACED THE MECHATRONICS VEHICLE IS REPAIRED.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
304405	EOS	2008	WVWBA71F38V [REDACTED]	2202	3885	03/10/2008	USA

Workshop Finding

PERFORMED GFF TEST - HAD FAULT 17100 P0716 G182 SENSOR UNPLAUSIBLE SIGNAL..TESTED PER GFF AND ROAD TESTED 17 MILES AND FAULT DID NOT RETURN AND SENSOR READ NORMAL.

Activity Date	Activity Time	Activity Comments
03/10/2008	09:02	CUSTOMER STATES CHECK ENGINE LIGHT CAME ON AND VEHICLE LACKED POWER..PERFORMED GFF TEST - HAD FAULT 17100 P0716 G182 SENSOR UNPLAUSIBLE SIGNAL..TESTED PER GFF AND ROAD TESTED 17 MILES AND FAULT DID NOT RETURN AND SENSOR READ NORMAL.
03/10/2008	09:02	ISSUE OPENED BY DEALERSHIP
03/10/2008	09:09	ADVISE TO CHECK FOR POOR CONNECTIONS OR WATER INTRUSION AT THE TRANS CONNECTOR.
03/10/2008	09:09	CUSTOMER COMMENTS: CUSTOMER STATES CHECK ENGINE LIGHT CAME ON AND VEHICLE LACKED POWER.
03/10/2008	09:09	WORKSHOP FINDINGS: PERFORMED GFF TEST - HAD FAULT 17100 P0716 G182 SENSOR UNPLAUSIBLE SIGNAL..TESTED PER GFF AND ROAD TESTED 17 MILES AND FAULT DID NOT RETURN AND SENSOR READ NORMAL.
03/10/2008	09:55	CHECKED CONNECTION AT MECHATRONICS , O.K. CONNECTION FOR G182 IS A 4 PIN CONNECTOR INSIDE TRANSMISSION AND PLUGS INTO MECHATRONICS CONTROL MODULE. ROAD TESTED ANOTHER 15 MILES AND FAULT DID NOT RETURN..
03/11/2008	12:48	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
03/11/2008	12:48	ISSUE UPDATED

Consultant's Closing Comments

CHECKED CONNECTION AT MECHATRONICS , O.K. CONNECTION FOR G182 IS A 4 PIN CONNECTOR INSIDE TRANSMISSION AND PLUGS INTO MECHATRONICS CONTROL MODULE. ROAD TESTED ANOTHER 15 MILES AND FAULT DID NOT RETURN..

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
304869	RABBIT	2007	WVWFV71K47W [REDACTED]	24272	3885	03/11/2008	USA

Workshop Finding

TECH STATES VEHICLE SHIFTS FINE.

Activity Date	Activity Time	Activity Comments
03/10/2008	20:41	CAR WILL NOT SHIFT. RAND GFF FOULD FAULT # 19143 P2711 006 IMPLAUSIBLE TRANSMISSION SHIFT SEQUENCE SHORT TO POSITIVE.
03/10/2008	20:41	ISSUE OPENED BY DEALERSHIP
03/11/2008	14:47	CUSTOMER COMMENTS: CAR WILL NOT SHIFT. RAND GFF FOULD FAULT # 19143 P2711 006 IMPLAUSIBLE TRANSMISSION SHIFT SEQUENCE SHORT TO POSITIVE.
03/11/2008	14:47	GET A DATA LOG ON THE VEHICLE FOR THIS FAULT FAX IT IN TO CHRIS AT 800 403 4710. CLEAR FAUTLS AND DRIVE THE VEHICLE.
03/11/2008	14:47	WORKSHOP FINDINGS: TECH STATES VEHICLE SHIFTS FINE.
03/11/2008	14:48	CALL BACK IN WITH RESULTS.
03/11/2008	19:06	REPLACE THE MECHATRONICS, FLUID AND FILTER AND RESET BASIC SETTINGS
03/14/2008	13:20	PARTS ON ORDER NOT IN JET
03/17/2008	10:56	WATING ON PARTS
03/17/2008	11:46	MECH ORDERED P1
03/18/2008	20:45	REMOVED AND INSTALLED NEW MECH UNIT REPLACE FILTER. TEST DROVE CAR DROVE OK NO FAULT CAME BACK.
03/19/2008	10:46	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
03/19/2008	10:46	ISSUE UPDATED

Consultant's Closing Comments

REMOVED AND INSTALLED NEW MECH UNIT REPLACE FILTER. TEST DROVE CAR DROVE OK NO FAULT CAME BACK.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
305004	EOS	2008	WVWBA71F38V [REDACTED]	2329	3885	03/11/2008	USA

Workshop Finding

NOTHING REPLACED YET.

Activity Date	Activity Time	Activity Comments
03/11/2008	11:40	ISSUE OPENED BY DEALERSHIP
03/11/2008	11:40	LAST ACCESS NUMBER IS 304405..ROAD TESTED VEHICLE AGAIN LAST NIGHT 40 MILES AT HIGHWAY SPEEDS WITHOUT A CONDITION OR A FAULT.CUSTOMER REFUSED TO TAKE VEHICLE LAST NIGHT BECAUSE SHE FELT UNSAFE.. THIS MORNING CHECKED FLUID LEVEL AND IT WAS ABOUT A 1/2 QUART OVERFILLED..ROAD TESTED AGAIN AND AFTER 20 MILES AT HIGHWAY SPEEDS I NOTICED TWO SHIFT FLARES AND FAULT RETURNED P0716 G182 UNPLAUSIBLE SIGNAL .
03/11/2008	12:53	CUSTOMER COMMENTS: LAST ACCESS NUMBER IS 304405..ROAD TESTED VEHICLE AGAIN LAST NIGHT 40 MILES AT HIGHWAY SPEEDS WITHOUT A CONDITION OR A FAULT.CUSTOMER REFUSED TO TAKE VEHICLE LAST NIGHT BECAUSE SHE FELT UNSAFE.. THIS MORNING CHECKED FLUID LEVEL AND IT WAS ABOUT A 1/2 QUART OVERFILLED..ROAD TESTED AGAIN AND AFTER 20 MILES AT HIGHWAY SPEEDS I NOTICED TWO SHIFT FLARES AND FAULT RETURNED P0716 G182 UNPLAUSIBLE SIGNAL .
03/11/2008	12:53	PLEASE GET PRINTS OF MVB 9 WHILE CONCERN IS HAPPENING AND AGAIN WITH THE CAR NORMAL. ESCALATED FOR REVIEW. A2
03/11/2008	12:53	WORKSHOP FINDINGS: NOTHING REPLACED YET.
03/11/2008	13:13	HELLO KEVIN, PLEASE CONTACT ME BACK AT THE HELPLINE AFTER YOUR CHECK THANK YOU IN ADVANCE BRAD WEBB.
03/11/2008	15:07	ROAD TESTED 52 MILES AND COULD NOT DUPLICATE CONDITION. FAULT DID NOT RETURN.
03/11/2008	15:10	TRANSFER TO BW.
03/11/2008	15:19	THE SHOP STATE THERE ARE NO NOISES SO DUE TO THE FACT THE FAULT HAS RETURNED SEVERAL TIMES I WOULD LIKE THE SHOP TO REPLACE THE G182.
03/14/2008	15:34	HELLO KEVIN, HOW IS THIS VEHICLE COMING ALONG?
03/14/2008	15:40	PARTS ARRIVED 3/14/08. INSTALLED NEW G182 AND TEMP SENDER AND PERFORMED VISUAL CHECKS ON UNIT AND WIRING. EVERYTHING LOOKED O.K.. AFTER REPAIRS ROAD TESTED 42 MILES WITHOUT A CONDITION REOCCURRING. RESCANNED VEHICLE AFTER ROAD TESTS AND FAULT DID NOT RETURN.
03/14/2008	15:57	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
03/14/2008	15:57	ISSUE UPDATED

Consultant's Closing Comments

THE SHOP REPLACED THE G182, AND TEST DROVE VEHICLE IS REPAIRED.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
305419	JETTA	2008	3VWFJ71K28M [REDACTED]	4719	3885	03/12/2008	USA

Workshop Finding

HARD TO DUPLICATE TCM PARTNO. 02E 927770 AE 1408. NO FAULTS

Activity Date	Activity Time	Activity Comments
03/12/2008	10:57	C/S TRANSMISSION SHIFTS STRANGELY AT TIMES..IN SHOP, NO FAULTS FOUND STORED IN FAULT MEMORY (VAS5052, GFF).PERFORMED SEVERAL ROAD TESTS, DUPLICATED SEVERAL TIMES: WHEN UNDER MILD ACCELERATION, SHIFTING FROM 1ST TO 2ND TRANSMISSION WILL TRANSITION INTO SECOND HARSHLY AND ABRUPTLY..PERFORMED BASIC SETTING WITH GUIDED FUNCTIONS, CONDITION STILL EXCISTS..DURING PREVIOUS VISIT FOR THIS CONCEARN, BASIC SETTINGS WAS PERFORMED, NO FAULTS WERE STORED.
03/12/2008	10:57	ISSUE OPENED BY DEALERSHIP
03/12/2008	11:23	CUSTOMER COMMENTS: C/S TRANSMISSION SHIFTS STRANGELY AT TIMES..IN SHOP, NO FAULTS FOUND STORED IN FAULT MEMORY (VAS5052, GFF).PERFORMED SEVERAL ROAD TESTS, DUPLICATED SEVERAL TIMES: WHEN UNDER MILD ACCELERATION, SHIFTING FROM 1ST TO 2ND TRANSMISSION WILL TRANSITION INTO SECOND HARSHLY AND ABRUPTLY..PERFORMED BASIC SETTING WITH GUIDED FUNCTIONS, CONDITION STILL EXCISTS..DURING PREVIOUS VISIT FOR THIS CONCEARN, BASIC SETTINGS WAS PERFORMED, NO FAULTS WERE STORED.
03/12/2008	11:23	REPLACE THE MECHATRONICS FLUID AND FILTER. REPLACE THE INPUT SPPED SENSOR AS WELL.
03/12/2008	11:23	WORKSHOP FINDINGS: HARD TO DUPLICATE TCM PARTNO. 02E 927770 AE 1408. NO FAULTS
03/18/2008	13:16	D2 TERRI STATE SHE CAN'T GIVE A UP DATE BECAUSE EVERYONE IS AT LUNCH AT THIS TIME
03/20/2008	09:02	PERFORMED REPLACMENT OF MECHATRONICS FLUID, FILTER AND INPUT SPEED SENSOR AS SUGGESTED. PERFORMED ROAD TEST, CONCEARN AS NOTED PRIOR NO LONGER PRESENT..JUSTIN
03/20/2008	10:28	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
03/20/2008	10:28	ISSUE UPDATED

Consultant's Closing Comments

PERFORMED REPLACMENT OF MECHATRONICS FLUID, FILTER AND INPUT SPEED SENSOR AS SUGGESTED. PERFORMED ROAD TEST, CONCEARN AS NOTED PRIOR NO LONGER PRESENT..

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
305630	EOS	2007	WVWBA71FX7V [REDACTED]	7634	3885	03/12/2008	USA

Workshop Finding

NO REV

Activity Date	Activity Time	Activity Comments
03/12/2008	15:03	ISSUE OPENED BY DEALERSHIP
03/12/2008	15:03	LOUD NOISE FROM TRANS,EPC LIGHT ON.P2732/SP, P1707, 00292/SP, P1707/SP, P1746/SP PRESENT, INSPECTED FOR EXTERIOR DAMAGE OR FLUID LEAKS-ALL OK, "PRND" BLINKING, NO REVERSE, DID NOT WANT TO ROAD TEST VEHICLE IN THIS CONDITION.
03/12/2008	15:11	ADVISE TECH TO CLEAR FAULT S SET BASIC SETTING ROAD TEST
03/12/2008	15:11	CUSTOMER COMMENTS: LOUD NOISE FROM TRANS,EPC LIGHT ON.P2732/SP, P1707, 00292/SP, P1707/SP, P1746/SP PRESENT, INSPECTED FOR EXTERIOR DAMAGE OR FLUID LEAKS-ALL OK, "PRND" BLINKING, NO REVERSE, DID NOT WANT TO ROAD TEST VEHICLE IN THIS CONDITION.
03/12/2008	15:11	WORKSHOP FINDINGS: NO REV
03/12/2008	15:34	TRANSFER TO MC.
03/12/2008	15:42	ERASED CODES,GFF BASIC SETTINGS,HAD REVERSE FOR ABOUT 5 SECONDS,WILL NOT SHIFT PAST FIRST,P1707, 00292 BACK,HARD
03/12/2008	15:52	REPLACE MECHATROINC FLUID AND FILTER 7 LITERS
03/18/2008	09:52	SPOKE WITH CHRIS IN SERVICE..... PARTS HAVE BEEN ORDERED TO CORRECT THE CONCERN..... P2
03/19/2008	15:41	REPLACED MECHATRONICS AND FILTER, ROAD TESTED-LIKE NEW.GOOD CALL, THANK YOU VERY MUCH
03/19/2008	18:14	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
03/19/2008	18:14	ISSUE UPDATED

Consultant's Closing Comments

REPLACE MECHATROINC FLUID AND FILTER 7 LITERS REPLACED MECHATRONICS AND FILTER, ROAD TESTED-LIKE NEW.GOOD CALL, THANK YOU VERY MUCH
REPLACE MECHATROINC FLUID AND FILTER 7 LITERS

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
305880	JETTA	2008	3VWRJ71K18M [REDACTED]	16	3885	03/13/2008	USA

Workshop Finding
n/a

Activity Date	Activity Time	Activity Comments
03/13/2008	10:24	ISSUE OPENED BY DEALERSHIP
03/13/2008	10:24	[SHOP FOREMAN-TOM WHITE] VEHICLE IN FOR PDI SERVICE. PDI WAS COMPLETED WITHOUT PROBLEM. NO DTC'S DURING SCAN. TEST DRIVE WAS OK. WE TURNED THE VEHICLE OVER TO THE DETAILER TO GET READY FOR DELIVERY. THE DETAILER DROVE THE CAR TO THE GAS STATION. AFTERWARD THE CAR STARTS FINE BUT WILL NOT MOVE WITH THE SHIFT LEVER IN ANY POSITION. I SENT MY TOP TECHNICIAN TO THE STATION ANTICIPATING SOME SORT OF SHIFT CABLE PROBLEM. HE FOUND THE CABLE TO BE OPERATING PROPERLY AND THE CAR STILL WOULD NOT MOVE. THE INDICATOR ON THE INSTRUMENT CLUSTER SHOWED THE PROPER SHIFT LEVER MOVEMENT. HE WAS NOT ABLE TO GET THE CAR WORKING. WE HAD THE VEHICLE TOWED BACK TO THE DEALERSHIP. WHEN IT ARRIVED AT THE DEALERSHIP THE VEHICLE THEN WORKED PROPERLY. WE DROVE IT AROUND THE PREMISES WITHOUT TROUBLE. TODAY I HAVE VERIFIED THE SHIFT CABLE CLIPS ARE ALL IN PLACE AND WORKING PROPERLY. A GFF SCAN SHOWS P1748 014 CONTROL UNIT FAULTY. GFF SAYS TO REPLACE THE MECHATRONICS. GFF LOG IS ATTACHED.
03/13/2008	10:35	CUSTOMER COMMENTS: [SHOP FOREMAN-TOM WHITE] VEHICLE IN FOR PDI SERVICE. PDI WAS COMPLETED WITHOUT PROBLEM. NO DTC'S DURING SCAN. TEST DRIVE WAS OK. WE TURNED THE VEHICLE OVER TO THE DETAILER TO GET READY FOR DELIVERY. THE DETAILER DROVE THE CAR TO THE GAS STATION. AFTERWARD THE CAR STARTS FINE BUT WILL NOT MOVE WITH THE SHIFT LEVER IN ANY POSITION. I SENT MY TOP TECHNICIAN TO THE STATION ANTICIPATING SOME SORT OF SHIFT CABLE PROBLEM. HE FOUND THE CABLE TO BE OPERATING PROPERLY AND THE CAR STILL WOULD NOT MOVE. THE INDICATOR ON THE INSTRUMENT CLUSTER SHOWED THE PROPER SHIFT LEVER MOVEMENT. HE WAS NOT ABLE TO GET THE CAR WORKING. WE HAD THE VEHICLE TOWED BACK TO THE DEALERSHIP. WHEN IT ARRIVED AT THE DEALERSHIP THE VEHICLE THEN WORKED PROPERLY. WE DROVE IT AROUND THE PREMISES WITHOUT TROUBLE. TODAY I HAVE VERIFIED THE SHIFT CABLE CLIPS ARE ALL IN PLACE AND WORKING PROPERLY. A GFF SCAN SHOWS P1748 014 CONTROL UNIT FAULTY. GFF SAYS TO REPLACE THE MECHATRONICS. GFF LOG IS ATTACHED.
03/13/2008	10:35	PLEASE INSPECT THE BARREL CONNECTOR AT THE TRANSMISSION FOR NOT BEING FASTENED PROPERLY. ALSO MAKE SURE THAT THERE ARE NO BENT OR BACKED OUT PINS. IF GOOD, CALL US BACK AND WE WILL GET A NEW MECH UNIT FOR THE CAR.
03/13/2008	11:30	ADVISED THE TECH TO CHECK THE POWER AND GROUND TO THE MECH UNIT.
03/13/2008	14:30	WE HAVE NOW DUPLICATED THE PROBLEM 4 TIMES. THE CAR IS FINE UNTIL YOU GET IT HOT AND THEN CYCLE THE KEY. DRIVES FINE WITH NO DTC'S. GET IT HOT, THEN SHUT OFF THE ENGINE FOR 30 SECONDS. RESTART THE CAR AND TRANSMISSION FAULT P1748 014 COMES BACK IMMEDIATELY. MVB 5 FIELD 3 & 4 BOTH SHOW 0 VOLTS. DTC WILL NOT CLEAR. CAR WILL NOT MOVE. RESTART MANY TIMES AND THE DTC WILL NOT CLEAR AND CAR WILL NOT MOVE. LET THE CAR COOL OFF FOR AN HOUR OR SO WITHOUT TOUCHING A SINGLE THING AND THE CAR MOVES FINE AND THE DTC BECOMES SPORADIC AND ERASES WITHOUT TROUBLE. IN CHECKING THE POWER SUPPLY TO THE MECHATRONICS WE FIND GROUND CONNECTOR 655 TO BE GOOD, CLEAN, AND TIGHT. WE ALSO FIND THE WIRING DIAGRAM AND THE CAR DO NOT MATCH. THE WD 81 SAYS THE POWER COMES FROM FUSE SC6 WHICH IS EMPTY AND FUSE SB13 WHICH IS GOOD. THE DIAGRAM SAYS WE SHOULD HAVE POWER ON PINS 11, 13, & 18. WE HAVE POWER ON PINS 11 (RED/YELLOW) & 20 (BLACK/VIOLET). IT IS NOT EASY TO DETERMINE THE PIN NUMBERS BUT WE BELIEVE THIS TO BE CORRECT.
03/13/2008	14:52	TRAN SHOULD HAVE POWER KOEO PINS 11 18 13 ARE POWER
03/13/2008	14:56	CHECK VEHICLE WHEN ITS WORKING
03/13/2008	15:09	I HAVE NOW DETERMINED THAT WE HAVE POWER ON PIN 13 WHEN IT IS WORKING. WE LOSE POWER TO PIN 13 WHEN THE CAR HAS A PROBLEM. THE WIRING DIAGRAM SAYS POWER COMES FROM FUSE SC6. SC6 IS AN EMPTY SLOT WITH ONLY 1 TERMINAL IN IT. THE POWER HAS TO COME FROM SOMEWHERE ELSE.
03/13/2008	15:16	TECH STATES THAT THE LOCATION FOR SC6 IS EMPTY AND THERE IS NO FUSE THERE. HOWEVER, THERE IS ONE TERMINAL END WHICH HAS POWER. TECH TO DISASSEMBLE E-BOX AND SEE IF THERE IS A LOOSE TERMINAL END INSIDE.

03/13/2008	17:57	WE FOUND AN IDENTICAL CAR IN STOCK. THIS OTHER CAR IS ALSO MISSING FUSE SC6. I HAVE SINCE DISCOVERED THIS CAR IS WIRED LIKE A GTI. SEE WIRING DIAGRAM 132. IF I REMOVE FUSE SC2 I LOSE POWER TO PIN 13 ON THE TRANSMISSION. I ALSO LOSE THE GATEWAY, THE CLUSTER, THE SHIFT LEVER LIGHTS, AND THE ENGINE DIES. IT IS IMPORTANT TO NOTE THAT WHEN THIS CAR EXHIBITS THE PROBLEM NONE OF THE OTHER COMPONENTS HAVE A PROBLEM AND THE ENGINE STILL RUNS. RIGHT NOW I HAVE POWER ON ALL 3 PINS, 11, 13, AND 18 BUT THE P1748 CODE WON'T GO AWAY.
03/13/2008	18:02	THAT MEANS THAT THE PROBLEM IS FURTHER ON THAN THE FUSE. MOST LIKELY IN-BETWEEN SPLICE TO MECH UNIT AND REST OF HARNESS.
03/13/2008	18:37	PERFORM CAP DISCHARGE CHECK FOR SPLICE 278 IN HARNESS ALSO CK CRINPS AT 20 PIN CONNECTOR AT MECHATRONICS
03/14/2008	11:25	YESTERDAY POWER APPEARED TO COME AND GO ON PIN 13. TODAY I HAVE CHANGED TEST EQUIPMENT. USING THE 1594C TEST CONNECTORS AND THE 5051B VOLTMETER I HAVE 12.59 VOLTS AT PINS 11,13, & 18. I BACK-PROBED THE WIRE AT PIN 13 AND VERIFIED POWER WHEN THE PROBLEM HAPPENED. READINGS ARE ROCK SOLID AND WILL NOT CHANGE WHEN WIGGLING THE WIRES. GROUNDS AT PINS 16& 19 ARE SOLID. THE DTC WILL NOT ERASE. THESE READINGS HAVE BEEN TRIPLE CHECKED AND VERIFIED BY TWO OTHER TECHNICIANS.
03/14/2008	11:30	REPLACE MECHTROINCS FLUID 7 LITERS AND FILTER
03/21/2008	09:10	PARTS HAVE BEEN RECEIVED BUT DUE TO THE HOLIDAY RUSH REPAIRS NOT EXPECTED UNTIL 3/24 OR 3/25.
03/21/2008	09:56	THANKS FOR THE UPDATE.
03/21/2008	18:24	REPAIR COMPLETED TODAY 3/21/08. MECHATRONICS REPLACEMENT HAS REPAIRED THE VEHICLE. THANKS FOR THE HELP.
03/24/2008	09:58	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
03/24/2008	09:58	ISSUE UPDATED

Consultant's Closing Comments

REPAIR COMPLETED TODAY 3/21/08. MECHATRONICS REPLACEMENT HAS REPAIRED THE VEHICLE. THANKS FOR THE HELP.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
307274	RABBIT	2008	WVWKC71K98W [REDACTED]	460	3885	03/18/2008	USA

Workshop Finding
 TECH VERIFIED THE CONCERN. 3 FAULTS IN THE TCM. TRANS IS IN LIMP MODE.

Activity Date	Activity Time	Activity Comments
03/18/2008	10:11	ISSUE OPENED BY DEALERSHIP
03/18/2008	10:11	MIL ON TRANS IN LIMP MODE
03/18/2008	10:15	ADVISED THE TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS.
03/18/2008	10:15	CUSTOMER COMMENTS: MIL ON TRANS IN LIMP MODE
03/18/2008	10:15	WORKSHOP FINDINGS: TECH VERIFIED THE CONCERN. 3 FAULTS IN THE TCM. TRANS IS IN LIMP MODE.
03/24/2008	14:58	REPLACE MECHATRONICS UNIT AND FILTER, OK
03/24/2008	16:38	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
03/24/2008	16:38	ISSUE UPDATED

Consultant's Closing Comments
 TECH REPLACED THE MECH UNIT. VEHICLE OPERATING TO SPEC AT THIS TIME.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
307763	RABBIT	2008	WVWHV71K38W [REDACTED]	3723	3885	03/19/2008	USA

Workshop Finding

TECH VERIFIED THE CONCERN. 6 FAULTS IN THE TCM. VEHICEL OPERATING TO SPEC AT THIS TIME.

Activity Date	Activity Time	Activity Comments
03/19/2008	10:11	C/S TRANSMISSION SHIFTS ERRATICALLY, CUST WILL BACK OUT OF DRIVEWAY AND PUT VEHICAL IN DRIVE AND VEHICAL WILL NOT SHIFT OUT OF FIRST GEAR..C/S WHILE DRIVING AT 70 MPH TRANSMISSION FEELS AS IF IT SHIFTS INTO NEUTRAL AND PRNDL DISPLAY IN CLUSTER INVERTS AND FLASHES...FOUND MULTIPLE DTCS (SEE ATTACHED GFF LOG) INCLUDING OUTPUT SPEED SENSOR CIRCUIT NO SIGNAL AND 5TH AND 6TH GEAR INCORRECT RATIO, IMPLAUSIBLE SHIFT SEQUENCE...ANY SUGGESTIONS?
03/19/2008	10:11	ISSUE OPENED BY DEALERSHIP
03/19/2008	10:23	ADVISED THE TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT.
03/19/2008	10:23	CUSTOMER COMMENTS: C/S TRANSMISSION SHIFTS ERRATICALLY, CUST WILL BACK OUT OF DRIVEWAY AND PUT VEHICAL IN DRIVE AND VEHICAL WILL NOT SHIFT OUT OF FIRST GEAR..C/S WHILE DRIVING AT 70 MPH TRANSMISSION FEELS AS IF IT SHIFTS INTO NEUTRAL AND PRNDL DISPLAY IN CLUSTER INVERTS AND FLASHES...FOUND MULTIPLE DTCS (SEE ATTACHED GFF LOG) INCLUDING OUTPUT SPEED SENSOR CIRCUIT NO SIGNAL AND 5TH AND 6TH GEAR INCORRECT RATIO, IMPLAUSIBLE SHIFT SEQUENCE...ANY SUGGESTIONS?
03/19/2008	10:23	WORKSHOP FINDINGS: TECH VERIFIED THE CONCERN. 6 FAULTS IN THE TCM. VEHICEL OPERATING TO SPEC AT THIS TIME.
03/19/2008	14:54	PARTS ARE ON ORDER
03/20/2008	11:06	P1 THANK YOU FOR THE UPDATE. REMEMBER TO UPDATE AND CLOSE THE TICKET ONCE THE REPAIR IS DONE.
03/21/2008	11:25	PART ORDER HAS BEEN ENTERED AS CAR DOWN, RED, ETA MAYBE 03-29-08, NO STOCK IN THE USA... ETA DATE IS A SATURDAY SO NOT REAL SURE WHEN WILL ACTUALLY GET.
03/21/2008	13:01	P1 THANK YOU FOR THE UPDATE. REMEMBER TO UPDATE AND CLOSE THE TICKET ONCE THE REPAIR IS DONE.
03/31/2008	12:50	SPOKE TO ROBERT PART NOT IN YET
04/02/2008	14:13	REPLACED MECHATRONICS UNIT, BOLTS, OIL FILTER AND FLUID..ATTEMPTED TO SET BASIC SETTINGS IN GUIDED FUNCTIONS TEST PLAN MAKES IT THROUGH EVERYTHING UP TO THE TEST DRIVE...ON TEST DRIVE VEHICAL ONLY HAS GEARS 1 AND 3, TIPTRONIC DISPLAY WILL SHOW IT SHIFTING UP BUT TRANSMISSION DOES NOT SHIFT.
04/02/2008	15:50	SET BASIC SETTINGS AS PER PROVIDED WORKSHEET.TEST DROVE VEHICAL.VEHICAL OPERATING TO MANUFACTURE SPECS
04/02/2008	16:15	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
04/02/2008	16:15	ISSUE UPDATED

Consultant's Closing Comments

TECH REPLACED THE MECH UNIT. VEHICLE OPERATING TO SPEC AT THIS TIME.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
309072	EOS	2007	WVWDA71F07V [REDACTED]	8079	3885	03/24/2008	USA

Workshop Finding

GROUNDS CLEAN AND TIGHT

Activity Date	Activity Time	Activity Comments
03/24/2008	16:32	DROVE VEH IN SHOP, BUT WAS TOWED IN. GFF TESTING SHOWED DTC P1740 CLUTCH TEMP MONITORING ELEC MALF. IN CKT. TEMP READINGS FOR TRANS TEMP IN GFF DO NOT AGREE WITH VSD GEARBOX VB 19. PARTS SHOWS THAT RPM SENSOR FOR TRANS G182 IS A SERVICEABLE PART; THIS CONTAINS G509 TEMP SENSOR.
03/24/2008	16:32	ISSUE OPENED BY DEALERSHIP
03/24/2008	16:42	CUSTOMER COMMENTS: DROVE VEH IN SHOP, BUT WAS TOWED IN. GFF TESTING SHOWED DTC P1740 CLUTCH TEMP MONITORING ELEC MALF. IN CKT. TEMP READINGS FOR TRANS TEMP IN GFF DO NOT AGREE WITH VSD GEARBOX VB 19. PARTS SHOWS THAT RPM SENSOR FOR TRANS G182 IS A SERVICEABLE PART; THIS CONTAINS G509 TEMP SENSOR.
03/24/2008	16:42	REPLACE THE TEMP SENSOR AND FLUID AND FILTER AND RETEST FOR CONCERN
03/24/2008	16:42	WORKSHOP FINDINGS: GROUNDS CLEAN AND TIGHT
03/25/2008	16:23	SENSOR G509 REPLACEMENT SEEMS TO HAVE FIXED THIS CONCERN. WILL GIVE VEH A LONG TEST DRIVE, WILL CONSIDER THIS MATTER CLOSED UNLESS FURTHER NOTICE.THANKS.G509 IS PART OF G182.
03/26/2008	07:59	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
03/26/2008	07:59	ISSUE UPDATED

Consultant's Closing Comments

SENSOR G509 REPLACEMENT SEEMS TO HAVE FIXED THIS CONCERN. WILL GIVE VEH A LONG TEST DRIVE, WILL CONSIDER THIS MATTER CLOSED UNLESS FURTHER NOTICE.THANKS.G509 IS PART OF G182.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
310014	RABBIT	2008	WVWKC71K48W [REDACTED]	10269	3885	03/26/2008	USA

Workshop Finding

CONCERN COMPARED WITH ANOTHER VEHICLE AND IS ABNORMAL; NO FAULTS

Activity Date	Activity Time	Activity Comments
03/26/2008	14:33	CUSTOMER STATES: CHECK FOR TRANSMISSION STUTTER -- IF YOUR AT A STOP OR ON A HILL, LIGHTLY ACCELERATE (ONE OUT OF THREE TIMES) THERE IS A CLUNK. WOULD JUMP FORWARD THEN GO...TECH FINDINGS: ON OUR PARKING RAMP INCLINE, I CAN RELEASE MY FOOT OFF THE BRAKE, THE CAR WILL ROLL A LITTLE BIT BACK AND THEN FIRST GEAR ENGAUGES, AS I SLOWLY ACCELERATE THE CLUTCH RELEASES BACK TO NEUTRAL AND THEN SLAMS BACK INTO GEAR. THIS HAS BEEN COMPARED TO A BRAND NEW CAR OFF THE SHOW FLOOR WHICH DOES NOT HAVE THIS CONDITION.
03/26/2008	14:33	ISSUE OPENED BY DEALERSHIP
03/26/2008	14:40	CUSTOMER COMMENTS: CUSTOMER STATES: CHECK FOR TRANSMISSION STUTTER -- IF YOUR AT A STOP OR ON A HILL, LIGHTLY ACCELERATE (ONE OUT OF THREE TIMES) THERE IS A CLUNK. WOULD JUMP FORWARD THEN GO...TECH FINDINGS: ON OUR PARKING RAMP INCLINE, I CAN RELEASE MY FOOT OFF THE BRAKE, THE CAR WILL ROLL A LITTLE BIT BACK AND THEN FIRST GEAR ENGAUGES, AS I SLOWLY ACCELERATE THE CLUTCH RELEASES BACK TO NEUTRAL AND THEN SLAMS BACK INTO GEAR. THIS HAS BEEN COMPARED TO A BRAND NEW CAR OFF THE SHOW FLOOR WHICH DOES NOT HAVE THIS CONDITION.
03/26/2008	14:40	TRY TO DUPLICATE IN REVERSE AND CALL BACK IN
03/26/2008	14:40	WORKSHOP FINDINGS: CONCERN COMPARED WITH ANOTHER VEHICLE AND IS ABNORMAL; NO FAULTS
03/26/2008	15:24	CONDITION IS VERIFIED IN REVERSE. IT IS WORSE IN REVERSE THAN IN 1ST, SHUTTERS AND MAKS NOISE. CHECKED DSG OIL FILTER AND FLUID, FOUND SOME MATERIAL IN BOTH FILTER AND IN FLUID. FLUID IS CLEAR IN COLOR BUT HAS SOME BLACK MATERIAL MIXED IN IT.
03/26/2008	15:28	GET PICTURES
03/26/2008	15:41	THE FIRST PICTURE IS OF THE BOTTOM OF THE CONTAINER I DRAINED THE OIL INTO ORIGINALLY AND THE SECOND PICTURES IS A FEW DROPS OF OIL ON MY TOOLBOX TOP WITH THE HAZE OF SOME OF THE VERY FINE MATERIAL SWIRLED IN IT.
03/26/2008	15:53	REPLACE THE MECHATRONIC FLUID AND FILTER
03/28/2008	11:35	MECHATRONICS CM NOT IN STOCK IS US, AND WE HAVE ON A RED ORDER. CHECKED ON A COMPLETE TRANS AND THERE IN NONE IN STOCK IN THE US ALSO. THERE IS A WET CLUTCH REPAIR KIT IN CALIFORNIA IF NEEDED. ANY FURTHER COMMENT PLEASE ADVISE.
03/28/2008	15:18	REPLACE THE MECHATRONIC FLUID AND FILTER P1
04/07/2008	17:26	PLEASE INPUT THE PART NUMBER AND SALES DOCUMENT NUMBER ON VTA? THANK YOU.
04/08/2008	09:02	HI THAD PART # IS 02E 325 025 AD ZC6 DOC # IS 1004525308 GOOD LUCK!!!!!!
04/08/2008	14:24	ISSUE SENT TO DEALERSHIP
04/09/2008	23:59	FOM IS INVOLVED TO ASSIST IN PARTS.
04/10/2008	17:23	ISSUE SENT TO DEALERSHIP
04/14/2008	08:36	TCM SHOULD BE HERE THIS WEEK, I HOPE!!!!
04/14/2008	10:06	TCM SHOULD BE HERE THIS WEEK, I HOPE!!!!
04/21/2008	17:35	THE CONTROL MODULE CAME IN THIS AM, HAS BEEN INSTALLED, AND REPAIRED THE PROBLEM
04/22/2008	08:29	CAR IS ALL CLEANED UP AND WILL BE RELEASED TO THE CUST TODAY.
04/22/2008	11:07	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
04/22/2008	11:07	ISSUE UPDATED

Consultant's Closing Comments

MECH REPLACED

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
310605	RABBIT	2008	WVWKC71K58W [REDACTED]	4260	3735	03/28/2008	USA

Workshop Finding
TCM

Activity Date	Activity Time	Activity Comments
03/28/2008	09:07	CUST,SAYS INTERMITTENGLY VEHICLE WILL NOT GO INTO GEAR ,SAYS WILL TURN VEHICLE OFF ,THEN BACK ON AND WILL GO INTO GEAR GOOD
03/28/2008	09:07	ISSUE OPENED BY DEALERSHIP
03/28/2008	09:13	CUSTOMER COMMENTS: CUST,SAYS INTERMITTENGLY VEHICLE WILL NOT GO INTO GEAR ,SAYS WILL TURN VEHICLE OFF ,THEN BACK ON AND WILL GO INTO GEAR GOOD
03/28/2008	09:13	TECH TO WORK WITH THE CUSTOMER AND GET THE TCM AND SOFTWARE LEVEL AND CALL BACK IF NECESSARY
03/28/2008	09:13	WORKSHOP FINDINGS: TCM
03/28/2008	09:32	ECM AT 1098 TCM AE 1405
03/28/2008	09:32	TECH WILL DUPLICATE CONCERN BEFORE MAKING ANY REPAIR ATTEMPT
03/28/2008	09:59	TEST DROVE VEHICLE ,COULD NOT VERIFIED CUSTOMER CONCERN AT THIS TIME ,VEHICLE WILL BE SHIPPED .
03/28/2008	11:22	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
03/28/2008	11:22	ISSUE UPDATED

Consultant's Closing Comments
TEST DROVE VEHICLE ,COULD NOT VERIFIED CUSTOMER CONCERN AT THIS TIME ,VEHICLE WILL BE SHIPPED .

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
311649	EOS	2008	WVWFA71F08V [REDACTED]	10070	3885	04/01/2008	USA

Workshop Finding

FAULTS SPORADIC

Activity Date	Activity Time	Activity Comments
04/01/2008	13:06	COMPLAINT 'LOSS OF POWER- WONT ACCELERATE'. I FOUND TWO DCT IN TRANS; P1850DATA BUS MISSING MESSAGE FROM ENGINE CONTR SPORADIC, AND 01196 ENGINE/GEARBOX-DATA BUS NO SIGNAL/COMMUNICATION SPORADIC.
04/01/2008	13:06	ISSUE OPENED BY DEALERSHIP
04/01/2008	13:23	CONCERN SEEMS NORMAL PER TECH. I WOULD SUGGEST TO CLEAR THE FAULTS AND DRIVE THE VEHICLE TO SEE IF THEY RETURN. ALSO COMPARE THIS CONDITION WITH ANOTHER VEHICLE.
04/01/2008	13:23	CUSTOMER COMMENTS: COMPLAINT 'LOSS OF POWER- WONT ACCELERATE'. I FOUND TWO DCT IN TRANS; P1850DATA BUS MISSING MESSAGE FROM ENGINE CONTR SPORADIC, AND 01196 ENGINE/GEARBOX-DATA BUS NO SIGNAL/COMMUNICATION SPORADIC.
04/01/2008	13:23	WORKSHOP FINDINGS: FAULTS SPORADIC
04/01/2008	16:30	ADVISED THE TECH TO CHECK THE FLUID FOR ANY SIGNS OF CONTAMINATION OR WATER.
04/02/2008	12:56	WE PULLED THE FILTER AND EMPTIED IT OUT AND INSPECTED THE PAPER, IT LOOKS GOOD
04/02/2008	13:06	ADVISED THE TECH TO CALL IN WITH A SCAN TOOL AT THE VEHICLE.
04/02/2008	13:17	TECH TO ROAD TEST THE VEHICLE AND SEE IF THE CONCERN RETURNS.
04/02/2008	13:45	ADVISED THE TECH THAT I WOULD CONTACT HIM BACK SHORTLY ON THIS CASE.
04/02/2008	15:41	ADVISED THE TECH TO CHECK MVB 11 IN THE TCM ON A KNOWN GOOD VEHICLE.
04/02/2008	17:53	JIM CALLED FOR GLEN HE STATED HE WOULD JUST CALL BACK IN 10 MINUTES.
04/02/2008	19:13	ADVISED THE TECH THAT I WOULD CONTACT HIM BACK ON THIS CASE IN THE MORNING.
04/03/2008	11:24	WAITING FOR CONTACT
04/03/2008	12:13	ADVISED THE TECH TO GET SCREEN SHOTS OF MVB 90, 91, 92, 93 AND 94 IN THE TCM ATTACHED TO THE TICKET.
04/03/2008	12:46	MVB 90-94
04/03/2008	14:33	JAMES SHIELDS CALL FOR GLEN HE SAID HE WOULD CALL BACK AFTER 3:00 TODAY.
04/03/2008	15:31	ADVISED THE TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT.
04/04/2008	11:54	PARTS ON ORDER
04/04/2008	13:25	ISSUE SENT TO DEALERSHIP
04/07/2008	09:51	WAITING FOR THE PART
04/07/2008	16:03	ISSUE SENT TO DEALERSHIP
04/08/2008	11:11	PART NOT HERE YET
04/08/2008	14:25	ISSUE SENT TO DEALERSHIP
04/09/2008	09:05	WAITING...
04/09/2008	10:01	ISSUE SENT TO DEALERSHIP
04/10/2008	11:18	WAITING ON MECHATRONICS
04/10/2008	13:42	ISSUE SENT TO DEALERSHIP
04/14/2008	08:37	CHECKING ON PART NOW
04/14/2008	13:05	ISSUE SENT TO DEALERSHIP
04/15/2008	08:59	PART COMMING FROM GERMANY-LIKELY ON THE BOAT NOW. I HEAR THAT SEA AIR IS GOOD FOR MECHATRONICS.
04/15/2008	10:43	ISSUE SENT TO DEALERSHIP
04/16/2008	08:41	FROM FATHERLAND STRAIGHT TO ME[BUT NOT YET]
04/16/2008	15:52	ISSUE SENT TO DEALERSHIP

04/17/2008	10:00	WAITING...
04/18/2008	08:48	CHECKING ON PART
04/21/2008	10:11	CHECKED THIS MORNING-NOT YET
04/21/2008	13:11	ISSUE SENT TO DEALERSHIP
04/22/2008	16:53	PART NOT HERE YET
04/22/2008	17:49	ISSUE SENT TO DEALERSHIP
04/23/2008	08:43	ESTIMATED TIME OF ARRIVAL IS APR 30 [ACCORDING TO PARTS DEPT.]
04/23/2008	10:56	ISSUE SENT TO DEALERSHIP
04/23/2008	10:57	CASE ESCALATED BASED ON TIME DOWN A2
04/23/2008	10:58	ISSUE SENT TO DEALERSHIP
04/23/2008	15:27	DUE TO TIME DOWN AND WAITING FOR THE MECHATRONICS I WOULD LIKE THE SHOP TO REPLACE THE TRANSMISSION. P1
04/23/2008	15:32	ISSUE SENT TO DEALERSHIP
04/23/2008	15:37	I HAVE SENT THIS TO THE QTM A3
04/24/2008	08:37	PARTS ADVISES ME THAT THERE AREN'T ANY TRANSMISSIONS IN THE CONTINENT, THEREFORE THEY SAY THAT IT WILL PROBABLY BE QUICKER TO WAIT FOR THE MECHATRONICS UNIT.
04/24/2008	08:42	OK THANK YOU FOR THE UPDATE JAMES PLEASE LET ME KNOW WHEN THE PART ARRIVES PLEASE THANK YOU IN ADVANCE!
04/25/2008	08:41	WAITING FOR PART
04/25/2008	16:39	THANK YOU FOR THE UPDATE THE SHOP IS STILL WAITING FOR THE PART TO ARRIVE. P1
04/28/2008	10:08	PART HERE ON FRIDAY-INSTALATION WAS STARTED ON FRIDAY AFTERNOON. INSTALATION IS CONTINUING TODAY.
04/28/2008	15:45	INSTALLATION IS COMPLETE-DONE BY THE TECH THAT DOES ALL OF MY MECHATRONICS UNITS. IT WILL NOT TAKE BASIC SETTINGS; KEEPS THROWING A CODE; 01087 003 'BASIC SETTINGS NOT CARRIED OUT MECHANICAL MALFUNCTION'
04/28/2008	17:53	HELLO JIM, I CALLED BACK TO FOLLOW UP WITH YOU TO SEE IF THE BASIC SETTINGS WENT OK PLEASE GIVE ME CALL BACK AND LET ME KNOW.
04/29/2008	08:49	YES IT TOOK BASIC JUST FINE.TEST DRIVE IS VERY GOOD-OPERATING TO MANUFACTURES SPECIFICATION. THANK YOU.
04/29/2008	14:00	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
04/29/2008	14:00	ISSUE UPDATED

Consultant's Closing Comments
THE SHOP STATES AFTER THEY REPLACED THE MECHATRONICS VEHICLE IS REPAIRED.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
312145	RABBIT	2008	WVWKC71KX8W [REDACTED]	3236	3885	04/02/2008	USA

Workshop Finding

VEHICLE WOULD NOT MOVE. FAULT CLEARED AND NOW VEHICLE MOVES

Activity Date	Activity Time	Activity Comments
04/02/2008	14:17	CUST STATED TRANS SLAMS WHEN PUTTING INTO GEAR.ROADTEST TO VERIFY SEEMED TO DRIVE OK.CKEDWITH G.F.F NO CODES IN TRANS.CUST WENT TO TAKE CAR AND IT WOULDNT MOVE.LEFT OVER NIGHT I STARTED IT AND IT MOVED.SCANED FOR CODES AND HAS P1815 CODE
04/02/2008	14:17	ISSUE OPENED BY DEALERSHIP
04/02/2008	14:29	CHECK POWER AND GROUND TO THE MECH UNIT AND IF OK REPLACE THE MECH
04/02/2008	14:29	CUSTOMER COMMENTS: CUST STATED TRANS SLAMS WHEN PUTTING INTO GEAR.ROADTEST TO VERIFY SEEMED TO DRIVE OK.CKEDWITH G.F.F NO CODES IN TRANS.CUST WENT TO TAKE CAR AND IT WOULDNT MOVE.LEFT OVER NIGHT I STARTED IT AND IT MOVED.SCANED FOR CODES AND HAS P1815 CODE
04/02/2008	14:29	WORKSHOP FINDINGS: VEHICLE WOULD NOT MOVE. FAULT CLEARED AND NOW VEHICLE MOVES
04/08/2008	12:51	P2 - SPOKE TO KIM, WAITING FOR PARTS. ASKED THAT IF PART DOES NOT ARRIVE BY THURSDAY TO HAVE TECH UPDATE TICKET.
04/10/2008	10:57	STILL WAITING ON PARTS
04/10/2008	10:58	STILL WAITING ON PARTS
04/10/2008	11:13	MECH ORDERED P1
04/21/2008	10:21	INSTALL MECH UNIT AND DROVE OVERNIGHT ALL IS WELL, THANKS
04/21/2008	13:09	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
04/21/2008	13:09	ISSUE UPDATED

Consultant's Closing Comments

INSTALL MECH UNIT AND DROVE OVERNIGHT ALL IS WELL, THANKS

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
312714	EOS	2008	WVWBA71F38V [REDACTED]	2893	3885	04/03/2008	USA

Workshop Finding
TECH VERIFEID THE CONCERN. NO FAULTS IN THE ECM OR TCM.

Activity Date	Activity Time	Activity Comments
04/03/2008	15:58	ISSUE OPENED BY DEALERSHIP
04/03/2008	15:58	VEHICLE JURKS FROM FIRST TO SECOND INTERMITENLY, PROBLEM WAS ALSO CONFIRMED BY SHOP FOREMAN. PERFORM VISUAL INSPECTION AND CHECK CODES WITH GFF NO CODES FAUND, CHECK VALUES, CHECK FLUID, CHECK FOR VISUAL DEMAPE NO VISUAL PROBLEM FAUND, READINGS AND GFF ATTACHED.
04/03/2008	16:08	CUSTOMER COMMENTS: VEHICLE JURKS FROM FIRST TO SECOND INTERMITENLY, PROBLEM WAS ALSO CONFIRMED BY SHOP FOREMAN. PERFORM VISUAL INSPECTION AND CHECK CODES WITH GFF NO CODES FAUND, CHECK VALUES, CHECK FLUID, CHECK FOR VISUAL DEMAPE NO VISUAL PROBLEM FAUND, READINGS AND GFF ATTACHED.
04/03/2008	16:08	TECH TO SET UP TO PERFORM THE BASIC SETTINGS.
04/03/2008	16:08	WORKSHOP FINDINGS: TECH VERIFEID THE CONCERN. NO FAULTS IN THE ECM OR TCM.
04/03/2008	16:33	TECH PERFORMED THE GF BASIC SETTINGS. ADVISED THE TECH TO ROAD TEST THE VEHICLE AND SEE IF THE CONCERN OR ANY FAULTS RETURN.
04/03/2008	17:11	ADVISED THE TECH TO REPALCE THE MECH UNIT, FILTER, FLUID AND BOLTS.
04/07/2008	09:54	PARTS ON ORDER CAR GONE
04/07/2008	11:15	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
04/07/2008	11:15	ISSUE UPDATED

Consultant's Closing Comments
TECH REPLACED THE MECH UNIT. VEHICLE OPERATING TO SPEC AT THIS TIME.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
312720	RABBIT	2008	WVWKC71K58W [REDACTED]	147	3885	04/03/2008	USA

Workshop Finding

DUPLICATED CONCERN, ALSO HESITAED IN REVERSE, NO FAULTS STORED

Activity Date	Activity Time	Activity Comments
04/03/2008	16:11	DSG TRANS COME TO A STOP AND GO TO GO WILL NOT GO INTO GEAR HAVE PUT IN PARK AND BACK TO DRIVE BEFORE IT WILL GO IN GEAR.
04/03/2008	16:11	ISSUE OPENED BY DEALERSHIP
04/03/2008	16:25	ADVISE TECH. TO CHECK FLUID LEVEL & CONDITION, ALSO CHECK EXTERNAL FILTER FOR ANY DEBRIS, IF ALL LOOKS OK SET BASIC SETTINGS & TEST DRIVE
04/03/2008	16:25	CUSTOMER COMMENTS: DSG TRANS COME TO A STOP AND GO TO GO WILL NOT GO INTO GEAR HAVE PUT IN PARK AND BACK TO DRIVE BEFORE IT WILL GO IN GEAR.
04/03/2008	16:25	WORKSHOP FINDINGS: DUPLICATED CONCERN, ALSO HESITAED IN REVERSE, NO FAULTS STORED
04/03/2008	19:30	CHECKED FLUID LEVEL & CONDITION, ALSO CHECK EXTERNAL FILTER FOR DEBRIS, ALL LOOKS GOOD SET BASIC SETTINGS & TEST DRIVE ALLS SO COMPARED OT OTHER R32 THEY DO NOT SHIFT THE SAME THE CAR WITH ISSUE CAR SHIFTS FASTER AND HARDER ON LIGHT THROTTLE THAN TEST CAR
04/03/2008	19:38	ADVISED THE TECH THAT I WILL CONTACT HIM ON THIS CASE TOMORROW.
04/04/2008	11:20	ADVISED THE TECH TO REPLACE THE FUEL IN THE VEHICLE PER PRODUCT SUPPORT.
04/07/2008	12:21	TECH HAS DRAINED FUEL AND FILLED WITH KNOWN GOOD FUEL. THE CUSTOMER WAS TRADED OUT OF THIS CAR BY OUR SALES DEPARTMENT AND HAS A NEW ONE. WE ARE DRIVING CAR TO VERIFY REAPIRS OR NOT. WILL UPDATE AS SOON AS WE KNOW.
04/08/2008	14:26	ISSUE SENT TO DEALERSHIP
04/11/2008	10:38	CAR HAS BEEN DRIVEN 200 MILES WITH OUT A PROBLEM, BUT DO TO THE SPORADIC NATURE OF THIS ISSUE WE WILL CONTINUE TO DRIVE UNTILL IT IS CONFIRMED OK.
04/14/2008	13:06	ISSUE SENT TO DEALERSHIP
04/16/2008	11:47	TRANS NOT GOING INTO GEAR HAS HAPPENED TWO MORE TIMES OVER THE WEEKEND
04/16/2008	12:14	NOTE THE CUSTOMER HAS BEEN TRADED OUT SO THERE IS NO CUSTOMER TIED TO THIS VEHICLE. DUE TO THE DESCRIPTION OF THE PROBLEM I WOULD LIKE THE SHOP TO REPLACE THE MECHATRONICS AND THE FLITTER. P1 THE PART HAS TO BE RED ORDERED.
04/16/2008	16:44	PARTS ARE ON ORDER. WILL UPDATE WHEN THEY ARRIVE.
04/16/2008	17:58	ISSUE SENT TO DEALERSHIP
04/23/2008	13:13	CHECKED ON PARTS AND WAS TOLD ANOTHER 4 TO 6 WEEKS AT BEST. WILL UPDATE IF THEY COME IN SOONER
04/24/2008	11:51	ISSUE SENT TO DEALERSHIP
05/16/2008	12:29	NEW TECH WORKING ON CAR HE OPENED NEW VTA 326644
05/16/2008	12:30	SEE VTA 326644
05/16/2008	15:10	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
05/16/2008	15:10	ISSUE UPDATED

Consultant's Closing Comments

SEE VTA 326644

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
312999	EOS	2007	WVWFA71F57V [REDACTED]	11448	3735	04/04/2008	USA

Workshop Finding

P820 RETURNED UNABLE TO PERFORM BAQSIC SETTINGS ALONG WITH SURGING IN GEARS.

Activity Date	Activity Time	Activity Comments
04/04/2008	12:45	ISSUE OPENED BY DEALERSHIP
04/04/2008	12:45	VERIFIED CUSTOMERS CONCERN OF VEHICLE WILL NOT COME OUT OF FIRST GEAR. RAN GFF INTEROGATION TO FIND 2 FAULTS P0868 TRANS PSI ADAPTATION AT LIMIT AND P1820 PSI CONTROL VALVE 2 N216 SHORT OPEN CIRCUIT TO B+. GFF DID NOT DIRECTLY RUNTEST PLAN FROM FAULT READ OUT. ENTERED MANUALLY FROM FUNCTION COMPONENT SELECTION. PERFORMED TEST PLAN TO FIND SPECS GIVEN V.S. ACTUAL WERE WITHIN THE ALLOWABLE RANGE FOR VALVE 2 CURRENT APPROX SHOULD BE .4 ACTUAL WAS .43-.48, CLUTCH PSI 2 APPROX. SHOULD BE 2.7-3.0 ACTUAL WAS SLIGHT LOW AT 2.3 BUT WOULD RAISE TO 3.3 WITH AN INCREASE IN VEHICLE SPEED. AFTER ROAD TEST FOUND IN @ND GEAR IDLE SURGES ALSO NO REVERSE.
04/04/2008	13:22	CUSTOMER COMMENTS: VERIFIED CUSTOMERS CONCERN OF VEHICLE WILL NOT COME OUT OF FIRST GEAR. RAN GFF INTEROGATION TO FIND 2 FAULTS P0868 TRANS PSI ADAPTATION AT LIMIT AND P1820 PSI CONTROL VALVE 2 N216 SHORT OPEN CIRCUIT TO B+. GFF DID NOT DIRECTLY RUNTEST PLAN FROM FAULT READ OUT. ENTERED MANUALLY FROM FUNCTION COMPONENT SELECTION. PERFORMED TEST PLAN TO FIND SPECS GIVEN V.S. ACTUAL WERE WITHIN THE ALLOWABLE RANGE FOR VALVE 2 CURRENT APPROX SHOULD BE .4 ACTUAL WAS .43-.48, CLUTCH PSI 2 APPROX. SHOULD BE 2.7-3.0 ACTUAL WAS SLIGHT LOW AT 2.3 BUT WOULD RAISE TO 3.3 WITH AN INCREASE IN VEHICLE SPEED. AFTER ROAD TEST FOUND IN @ND GEAR IDLE SURGES ALSO NO REVERSE.
04/04/2008	13:22	P1820 RETURNED IMMEDIATELY. REPLACE THE MECHATRONIC, FLUID AND FILTER.
04/04/2008	13:22	WORKSHOP FINDINGS: P820 RETURNED UNABLE TO PERFORM BAQSIC SETTINGS ALONG WITH SURGING IN GEARS.
04/10/2008	12:58	WAS INSTRUCTED TO FAX GFF TO TECH LINE FAX NUMBER 1800 403 4710. AWAITING FURTHER INSTRUCTIONS.
04/10/2008	16:30	ISSUE CLOSED BY CONSULTANT - INVALID
04/10/2008	16:30	ISSUE UPDATED

Consultant's Closing Comments

CASE HAS BEEN DETERMINED INVALID BY CONSULTANT
TECH NOT AT DEALER ANY LONGER AND HAS NOT BEEN SINCE PRIOR TO THIS VTA

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
313041	EOS	2007	WVWDA71F57V [REDACTED]	11770	3885	04/04/2008	USA

Workshop Finding

TECH VERIFEID THE CONCERN. WORSE WHEN WARM. NO FAULTS IN THE ECM OR TCM.

Activity Date	Activity Time	Activity Comments
04/04/2008	13:53	CHECK VEHICLE WILL JURK WHEN GOING INTO GEAR VEHICLE WILL ALSO JERK WHEN TAKING OFF FROM A STOP.
04/04/2008	13:53	ISSUE OPENED BY DEALERSHIP
04/04/2008	14:07	ADVISED THE TECH ON HOW TO PERFORM THE TRANS BASIC SETTINGS.
04/04/2008	14:07	CUSTOMER COMMENTS: CHECK VEHICLE WILL JURK WHEN GOING INTO GEAR VEHICLE WILL ALSO JERK WHEN TAKING OFF FROM A STOP.
04/04/2008	14:07	WORKSHOP FINDINGS: TECH VERIFEID THE CONCERN. WORSE WHEN WARM. NO FAULTS IN THE ECM OR TCM.
04/04/2008	14:39	PERFORMED BASIC SETTINGS AND DROVE CAR FOR 20 MILES. 2-1 DOWN SHIFT STILL HAS A HARSH ENGAGEMENT.
04/04/2008	14:51	ADVISED THE TECH TO REPLACE THE MECHITRONICS UNIT
04/10/2008	12:35	SPOKE WITH JULIO IN SERVICE..... DEALER IS STILL WAITING FOR PARTS TO ARRIVE..... P1
04/30/2008	15:26	PARTS ARE IN WORK IN PROGRESS
04/30/2008	15:28	THANK YOU FOR THE UPDATE. REMEMBER TO UPDATE AND CLOSE THE TICKET ONCE THE REPAIR IS DONE.
05/01/2008	17:24	NEW PART IS HERE BUT IT HAS DAMAGE THE CONNECTOR IS BROKEN ORDERED ANOTHER MECHATRONICS MODULE.
05/01/2008	18:08	P1 THANK YOU FOR THE UPDATE. REMEMBER TO UPDATE AND CLOSE THE TICKET ONCE THE REPAIR IS DONE.
05/15/2008	10:49	PARTS ARE ECHEDULE FOR DELIVERY ON 5/19 FEDEX SHIP OUT ON 5/14
05/15/2008	12:52	P1 THANK YOU FOR THE UPDATE. REMEMBER TO UPDATE AND CLOSE THE TICKET ONCE THE REPAIR IS DONE.
05/20/2008	13:16	PARTS ARRIVED INSTALLED PARTS SET BASSIC SETTINGS AND ADJUSTED FLUID LEVEL TEST DROVE CAR PROBLEM IS FIXED
05/21/2008	08:02	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
05/21/2008	08:02	ISSUE UPDATED

Consultant's Closing Comments

TECH REPLACED THE MECH UNIT. VEHICLE OPERATING TO SPEC AT THIS TIME.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
313239	EOS	2008	WVWBA71F88V [REDACTED]	1205	3885	04/07/2008	USA

Workshop Finding

TECH VERIFIED THE CONCERN. 1 FAULT IN THE TCM. TECH STATES THE TRANS HAS NO REVERSE.

Activity Date	Activity Time	Activity Comments
04/07/2008	09:16	C/S TRANS WAS "JERKY" WHEN SHIFTING LAST WEEK. NOW WILL NOT ENGAGE REVERSE AND SOMETIMES DRIVE. GEAR DISPLAY ON CLUSTER FLASHING. FAULT P1815 PRESSURE CONTROL VALVE 1- N215- SHORT TO B+.
04/07/2008	09:16	ISSUE OPENED BY DEALERSHIP
04/07/2008	09:43	ADVISED THE TECH TO ATTACH THE GFF LOG TO THE VTA TICKET.
04/07/2008	09:43	CUSTOMER COMMENTS: C/S TRANS WAS "JERKY" WHEN SHIFTING LAST WEEK. NOW WILL NOT ENGAGE REVERSE AND SOMETIMES DRIVE. GEAR DISPLAY ON CLUSTER FLASHING. FAULT P1815 PRESSURE CONTROL VALVE 1- N215- SHORT TO B+.
04/07/2008	09:43	WORKSHOP FINDINGS: TECH VERIFIED THE CONCERN. 1 FAULT IN THE TCM. TECH STATES THE TRANS HAS NO REVERSE.
04/07/2008	09:48	HERE IS THE DIAG LOG WITH NO TEST PLAN
04/07/2008	09:59	REPLACE THE MECHATRONICS, FLUID, FILTER AND BOLTS.
04/11/2008	11:53	SPOKE WITH MAURIZIO IN SERVICE..... DEALER IS STILL WAITING FOR PARTS TO ARRIVE..... P1
04/18/2008	15:24	THE SHOP CALLED BACK BECAUSE THE VEHICLE WILL NOT SHIFT OUT OF 2ND GEAR. I HAVE ADVISE THEM TO PERFORM BASIC SETTINGS MANUALLY 61,60,67, AND 68.
04/18/2008	15:45	REPLACED MECHATRONIC, FLUID AND FILTER. SET BASIC SETTINGS. TEST DROVE INITIAL TEST DRIVE FOUND NO FAULTS BUT ROUGH SHIFT 2 TO 3. WILL DRIVE AGAIN AND REPORT BACK
04/21/2008	08:38	A1 THANK YOU FOR THE UPDATE. REMEMBER TO UPDATE AND CLOSE THE TICKET ONCE THE REPAIR IS DONE.
04/21/2008	14:21	TEST DROVE, OK, RETURNED VEHICLE TO CUSTOMER
04/21/2008	16:26	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
04/21/2008	16:26	ISSUE UPDATED

Consultant's Closing Comments

TECH REPLACED THE MECH UNIT. VEHICLE OPERATING TO SPEC AT THIS TIME.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
313546	EOS	2007	WVWDA71F27V [REDACTED]	8543	3885	04/07/2008	USA

Workshop Finding

FAULT HAS NOT BEEN CLEARED.

Activity Date	Activity Time	Activity Comments
04/07/2008	15:12	ISSUE OPENED BY DEALERSHIP
04/07/2008	15:12	SHIFTING CONCERNS. FAULT P1814 PRESSURE CNTROL VALVE 1 FOR AUTO TRANS N215 OPEN/SHORT TO GROUND RANGE/PERFORMANCE
04/07/2008	16:32	CLEAR FAULT AND SEE IF YOU CAN RUN BASIC SETTINGS. DRIVE THE VEHICLE AND SEE IF THE FAULT RETURN. CHECK FLUID LEVEL AND CONDITION
04/07/2008	16:32	CUSTOMER COMMENTS: SHIFTING CONCERNS. FAULT P1814 PRESSURE CNTROL VALVE 1 FOR AUTO TRANS N215 OPEN/SHORT TO GROUND RANGE/PERFORMANCE
04/07/2008	16:32	WORKSHOP FINDINGS: FAULT HAS NOT BEEN CLEARED.
04/08/2008	15:12	DRIVE THE VEHICLE AND SEE IF THE FAULT RETURNS. A1
04/14/2008	13:37	TECH HAS PARTS ORDERED RED ORDER P1 PER KARWIN
04/22/2008	10:59	STILL WAITING ON PARTS/CUSTOMER
04/22/2008	16:24	ISSUE UPDATED
04/22/2008	16:25	ISSUE SENT TO DEALERSHIP
04/23/2008	16:21	CAR NO LONGER HERE
04/23/2008	17:17	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
04/23/2008	17:17	ISSUE UPDATED

Consultant's Closing Comments

STILL WAITING ON PARTS/CUSTOMER

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
313940	RABBIT	2007	WVWFV71KX7W [REDACTED]	5201	3885	04/08/2008	USA

Workshop Finding

TECH VERIFIED THE CONCERN. 1 FAULT IN THE TCM. GFF PERFORMED.

Activity Date	Activity Time	Activity Comments
04/08/2008	13:26	CUSTOMER REPORTING VEHICLE POUNDING ON DOWNSHIFT FROM 2ND TO 1ST GEAR. .TEST DROVE AND ALSO FELT REVERS IS PUNDING FROM PARK
04/08/2008	13:26	ISSUE OPENED BY DEALERSHIP
04/08/2008	14:55	ADVISED THE TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT.
04/08/2008	14:55	CUSTOMER COMMENTS: CUSTOMER REPORTING VEHICLE POUNDING ON DOWNSHIFT FROM 2ND TO 1ST GEAR. .TEST DROVE AND ALSO FELT REVERS IS PUNDING FROM PARK
04/08/2008	14:55	WORKSHOP FINDINGS: TECH VERIFIED THE CONCERN. 1 FAULT IN THE TCM. GFF PERFORMED.
04/08/2008	17:41	ORDERD PARTS BUT THEY ARE IN BACK ORDER .
04/09/2008	07:45	P1 THANK YOU FOR THE UPDATE. REMEMBER TO UPDATE AND CLOSE THE TICKET ONCE THE REPAIR IS DONE.
04/17/2008	13:47	PARTS ARE IN BACK ORDER
04/17/2008	15:13	P1 THANK YOU FOR THE UPDATE. REMEMBER TO UPDATE AND CLOSE THE TICKET ONCE THE REPAIR IS DONE.
04/25/2008	16:47	JUST THE PARTS IN TODAY ILL LET U KNOW WHEN IM DONE
04/25/2008	17:24	P1 THANK YOU FOR THE UPDATE. REMEMBER TO UPDATE AND CLOSE THE TICKET ONCE THE REPAIR IS DONE.
05/12/2008	13:11	THANKS FOR THE HELP SHIFTS GOOD NOW
05/12/2008	13:17	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
05/12/2008	13:17	ISSUE UPDATED

Consultant's Closing Comments

TECH REPLACED THE MECH UNIT. VEHICLE OPERATING TO SPEC AT THIS TIME.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
314132	EOS	2007	WVWBA71F17V [REDACTED]	15067	3885	04/08/2008	USA

Workshop Finding

THE SHOP STATES THERE ARE NO FAULTS IN THE ECM OR THE TCM. THERE ARE NO FAULTS IN THE ECM OR THE TCM.

Activity Date	Activity Time	Activity Comments
04/08/2008	17:24	COSTUMER STATES TRANS SEEMS TO JERK. TEST DROVE AND VERIFIED CONCERN. WHEN TAKING OFF FROM A GREEN LIGHT TRANS SEEMS TO GO INTO NUTRAL AND THAN INTO GEAR. NO FOULTS PRESENT TGHROUT SYSTEM. CHECKED FOR UPDATES, NONE AVAILIABLE. SET THROOTLE AND KICK DOWN.
04/08/2008	17:24	ISSUE OPENED BY DEALERSHIP
04/08/2008	17:36	CUSTOMER COMMENTS: COSTUMER STATES TRANS SEEMS TO JERK. TEST DROVE AND VERIFIED CONCERN. WHEN TAKING OFF FROM A GREEN LIGHT TRANS SEEMS TO GO INTO NUTRAL AND THAN INTO GEAR. NO FOULTS PRESENT TGHROUT SYSTEM. CHECKED FOR UPDATES, NONE AVAILIABLE. SET THROOTLE AND KICK DOWN.
04/08/2008	17:36	THE SHOP SHOULD PERFORM BASIC SETTINGS IN THE TRANSMISSION. THEY SHOULD ALSO COMPARED THE THROTTLE BODY READINGS WITH A LIKE VEHICLE OR A JETTA.
04/08/2008	17:36	WORKSHOP FINDINGS: THE SHOP STATES THERE ARE NO FAULTS IN THE ECM OR THE TCM. THERE ARE NO FAULTS IN THE ECM OR THE TCM.
04/08/2008	18:41	COMPLETED ALL TECH LINE RECOMENDATIONS. THROTTLE READINGS WHERE ACCURATE AFTER PREFORMING BASIC SETTINGS THROUGH GUIDED FUNCTIONS.
04/08/2008	19:11	HELLO MIKE, HOW IS THIS VEHICLE SHIFTING NOW?
04/11/2008	13:54	ON 040808 VEHICLE WAS IN SERVICE WITH TRANS SHIFT CONCERN. AFTER BASIC SETTINGS WHERE PREFORMED SHIFTS GOT BETTER. NOW ON 041108 VEHICLE CAME BACK WITH SAME CONCERN. TEST DROVE AND DUPLICATED CONCERN. NOT ONLY VEHICLE KICKS INTO NUTRAL AND BACK INTO GEAR ON TAKE OFF BUT DOWN SHIFT INTO SECOND GEAR IS HARD. I SPOKE WITH OTHER TECHNICIANS IN THE SHOP AND I WAS WONDERING IF THERE IS A SOFTWARE REFLASH AVAILIABLE FOR TCM TGHROUGH TELEDIAGNOSIS. ATTECHED IS GFF LOG.
04/11/2008	14:02	REPLACE THE MECH, FLUID, FILTER AND BOLTS.
04/17/2008	13:47	P1 - SPOKE TO MIKE, WAITING FOR BACK-ORDERED PARTS.
05/02/2008	18:19	COMPLETED ALL RECOMENDATIONS. SET BASIC SETTINGS FOR TCM. TEST DROVE VEHICLE. DSG OPERATES UP TO MANUFACTURY SPECS.
05/05/2008	08:28	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
05/05/2008	08:28	ISSUE UPDATED

Consultant's Closing Comments

THE SHOP REPLACED THE MECHATRONICS AND THE FILTER VEHICLE IS REPAIRED.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
314278	EOS	2008	WVWFA71F18V [REDACTED]	13219	3885	04/09/2008	USA

Workshop Finding

TECH FEELS THIS IS AN ENGINE ISSUE. NO FAULTS.

Activity Date	Activity Time	Activity Comments
04/09/2008	11:27	CUSTOMER STATES WHEN TAKING FOOT OFF BRAKE PEDAL FROM A STOP/STANDSTILL, VEHICLE FEELS LIKE IT GOING TO STALL. NOTE: VEHICLE IS EQUIPPED WITH DSG TRANSMISSION. .SHOP FINDINGS: ROAD TEST VEHICLE, VERIFIED NEAR STALL/BUCK FROM ENGINE...RPM'S STUMBLE AND ENGINE BUCKS ONCE BEFORE RPM'S CORRECT. THIS OCCURS INTERMITTENTLY WHEN STOPPED WITH BRAKE PEDAL APPLIED. ALL I DO IS REMOVE MY FOOT FROM THE BRAKE PEDAL WITHOUT HITTING ACCELERATOR PEDAL. THE ENGINE WILL BOG DOWN/BUCK QUICKLY, THEN RECOVER TO NORMAL OPERATING CONDITION. .GFF SCAN SHOWED 0 DTCS STORED IN ALL MODULES. ECM LEVEL IS 0020. PERFORMED DSG BASIC SETTINGS, ALL SETTINGS PERFORMED TO SPEC. DID NOT CHANGE CONCERN THOUGH. .ROAD TESTED A NEW VEHICLE OFF OUR LOT, THAT VEHICLE DOES NOT PERFORM OFF IDLE LIKE THIS CUSTOMER'S VEHICLE DOES, THE RPM'S STAY STEADY AS VEHICLE BEGINS TO MOVE AND UNTIL ACCEL PEDAL IS DEPRESSED.
04/09/2008	11:27	ISSUE OPENED BY DEALERSHIP
04/09/2008	11:45	CUSTOMER COMMENTS: CUSTOMER STATES WHEN TAKING FOOT OFF BRAKE PEDAL FROM A STOP/STANDSTILL, VEHICLE FEELS LIKE IT GOING TO STALL. NOTE: VEHICLE IS EQUIPPED WITH DSG TRANSMISSION. .SHOP FINDINGS: ROAD TEST VEHICLE, VERIFIED NEAR STALL/BUCK FROM ENGINE...RPM'S STUMBLE AND ENGINE BUCKS ONCE BEFORE RPM'S CORRECT. THIS OCCURS INTERMITTENTLY WHEN STOPPED WITH BRAKE PEDAL APPLIED. ALL I DO IS REMOVE MY FOOT FROM THE BRAKE PEDAL WITHOUT HITTING ACCELERATOR PEDAL. THE ENGINE WILL BOG DOWN/BUCK QUICKLY, THEN RECOVER TO NORMAL OPERATING CONDITION. .GFF SCAN SHOWED 0 DTCS STORED IN ALL MODULES. ECM LEVEL IS 0020. PERFORMED DSG BASIC SETTINGS, ALL SETTINGS PERFORMED TO SPEC. DID NOT CHANGE CONCERN THOUGH. .ROAD TESTED A NEW VEHICLE OFF OUR LOT, THAT VEHICLE DOES NOT PERFORM OFF IDLE LIKE THIS CUSTOMER'S VEHICLE DOES, THE RPM'S STAY STEADY AS VEHICLE BEGINS TO MOVE AND UNTIL ACCEL PEDAL IS DEPRESSED.
04/09/2008	11:45	TECH TO MONITOR MISFIRES, STFT AND LTFT WHEN THE CONCERN IS HAPPENING. TRY TAPPING ON THE CRANKCASE BREATHER VALVE AND SEE IF ANYTHING CHANGES IN RPM. THANKS. A1
04/09/2008	11:45	WORKSHOP FINDINGS: TECH FEELS THIS IS AN ENGINE ISSUE. NO FAULTS.
04/09/2008	12:48	ALL STFT VALUES IN SPEC WHEN CONCERN IS DUPLICATED, 0 MISFIRES, LTFT IN SPEC AS WELL. HIGH SIDE FUEL PRESSURE VALUE STAYS CONSISTENT FLUCTUATING SLIGHTLY BETWEEN 49 TO 51BAR. PRESSURE WILL RISE SLIGHTLY FROM 49-50 TO 51-52 BAR WHEN CONCERN IS DUPLICATED. .NOTICED THAT WHEN I SIT THE VEHICLE ON A VERY SLIGHT INCLINE ON OUR LOT, THE CONCERN CAN BE DUPLICATED EVERYTIME I TRY. SPOKE WITH MY QTM DAVID FREE, HE FEELS THAT IT IS DSG TRANS CONCERN WHERE THE ENGAGEMENT PERCENTAGE OF THE TRANS IS HIGHER THAN NECESSARY WHEN I REMOVE MY FOOT OFF THE BRAKE. HE ALSO STATED THAT HE FIXED A DSG CONCERN LIKE THIS ABOUT A YEAR AGO WITH BRAD WEBB BY FLASHING THE DSG CONTROL UNIT VIA TELEDIAGNOSIS. CAN WE SPEAK WITH BRAD WEBB AND CONFIRM THIS POSSIBILITY FOR THIS VEHICLE? THANKS.
04/09/2008	13:07	HAS LATEST SOFT WARE LEVEL PERFROM BASIC SETTING
04/15/2008	12:59	VTA TICKET WILL BE UPDATE PER ED ORTIZ D2
04/15/2008	13:03	PERFORMED ROAD TEST AFTER MARK CHARBONNEAU PERFORMED BASIC SETTINGS TO DSG TRANSMISSION MANUALLY. CONCERN IS STILL THERE. CAR DOWN, RED ORDERED MECHATRONICS UNIT PER MARK AT TECHLINE. PART IS BACKORDER/RED-ORDER.
04/15/2008	15:11	THANKS FOR THE UPDATE. P1
04/28/2008	13:48	REPLACED MECHATRONICS UNIT. DRAINED AND FILLED FLUID, REPLACED ALL SEALS AND HARDWARE ASSOCIATED WITH REPAIRS. CODED CONTROL UNIT AND CLEARED ALL DTCS. .ROAD TEST VEHICLE, CONCERN IS GONE, VEHICLE IS OPERATING WITHIN SPECIFICATION.
04/28/2008	14:14	CLOSED, THANK YOU FOR YOUR ASSISTANCE!
04/30/2008	15:31	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
04/30/2008	15:31	ISSUE UPDATED

Consultant's Closing Comments

TECH REPLACED THE MECH UNIT. VEHICLE TO SPEC AT THIS TIME.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
314606	EOS	2008	WVWBA71F68V [REDACTED]	5540	3885	04/10/2008	USA

Workshop Finding

TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM.

Activity Date	Activity Time	Activity Comments
04/10/2008	07:22	CUSTOMER STATES CAR ROLLS BACK ON HILL AND HARD SHIFT BETWEEN 3 AND 4 INTERMITTENTLY. WE HAVE NOT BEEN ABLE TO DUPLICATE CONCERN UNTIL YESTERDAY. IF AT A TRAFFIC LIGHT AND BRAKE IS RELEASED CAR SURGES FORWARD AND IN REVERSE CAR BUCKS. PLEASE ADVISE.
04/10/2008	07:22	ISSUE OPENED BY DEALERSHIP
04/10/2008	08:31	ADVISED THE TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT. FAXED THE TECH A PARS RELEASE FORM.
04/10/2008	08:31	CUSTOMER COMMENTS: CUSTOMER STATES CAR ROLLS BACK ON HILL AND HARD SHIFT BETWEEN 3 AND 4 INTERMITTENTLY. WE HAVE NOT BEEN ABLE TO DUPLICATE CONCERN UNTIL YESTERDAY. IF AT A TRAFFIC LIGHT AND BRAKE IS RELEASED CAR SURGES FORWARD AND IN REVERSE CAR BUCKS. PLEASE ADVISE.
04/10/2008	08:31	WORKSHOP FINDINGS: TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM.
04/22/2008	12:26	PART SHOULD BE ARRIVING EARLY NEXT WEEK
04/22/2008	16:33	THANK YOU FOR THE UPDATE. REMEMBER TO UPDATE AND CLOSE THE TICKET ONCE THE REPAIR IS DONE.
04/24/2008	16:41	I HAVE SENT THIS TO THE QTM. A3
04/30/2008	10:47	PART HAS BEEN INSTALLED - ROAD TESTING CAR TO VERIFY REPAIR
04/30/2008	14:09	HARSH SHIFT HAS BEEN RESOLVED. CUSTOMER PICKING UP CAR
05/05/2008	08:29	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
05/05/2008	08:29	ISSUE UPDATED

Consultant's Closing Comments

THE SHOP REPLACED THE MECHATRONICS AND THE FILTER VEHICLE IS REPAIRED.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
315371	RABBIT	2008	WVWKC71K58W [REDACTED]	1805	3885	04/11/2008	USA

Workshop Finding
n/a

Activity Date	Activity Time	Activity Comments
04/11/2008	17:15	CUSTOMER STATES CAR HAS NO REVERSE. CHECKED CAR AND FOUNT FAULT P1815 PRESSURE CONTROL VALVE -1-FOR AUTO.TRANSMISSION N215-SHORT CIRCUIT TO B+.THERE IS NO TEST PLAN IN GFF,BUT IT SAYS FAULTY MECHATRONIC.I CHECKED THE WIRING DIAGRAM AND I DO HAVE 3 PINS WITH BATTERY VOLTAGE.PINS#11,13 AND 18.
04/11/2008	17:15	ISSUE OPENED BY DEALERSHIP
04/11/2008	17:19	CUSTOMER COMMENTS: CUSTOMER STATES CAR HAS NO REVERSE. CHECKED CAR AND FOUNT FAULT P1815 PRESSURE CONTROL VALVE -1-FOR AUTO.TRANSMISSION N215-SHORT CIRCUIT TO B+.THERE IS NO TEST PLAN IN GFF,BUT IT SAYS FAULTY MECHATRONIC.I CHECKED THE WIRING DIAGRAM AND I DO HAVE 3 PINS WITH BATTERY VOLTAGE.PINS#11,13 AND 18.
04/11/2008	17:19	REPLACE MECH, FLUID, FILTER AND BOLTS.
04/16/2008	15:26	SPECIAL ORDER PARTS.
04/16/2008	15:27	SPECIAL ORDER PARTS.
04/16/2008	17:56	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
04/16/2008	17:56	ISSUE UPDATED

Consultant's Closing Comments
REPLACE MECH, FLUID, FILTER AND BOLTS.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
315424	RABBIT	2007	WVWFV71K67W [REDACTED]	5227	3885	04/14/2008	USA

Workshop Finding

TECH VERIFIED THE CONCERN. 2 FAULTS IN THE TCM.

Activity Date	Activity Time	Activity Comments
04/14/2008	08:40	ISSUE OPENED BY DEALERSHIP
04/14/2008	08:40	PRDNL FLASHES AND CAR WILL NOT SHIFT GEARS, WHEN CAR IS RESTARTED EVERYTHING DRIVES FINE UNTIL PRNDL BEGINS FLASHING AGAIN. 2 FAULTS STORED IN TCM P0701 INTERNAL CONTROL MODULE CHECK SUM ERROR KNOT26175, P1707 INTERFERENCE IN MECHATRONIC UNIT OPEN CIRCUIT.
04/14/2008	08:46	ADVISED THE TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT.
04/14/2008	08:46	CUSTOMER COMMENTS: PRDNL FLASHES AND CAR WILL NOT SHIFT GEARS, WHEN CAR IS RESTARTED EVERYTHING DRIVES FINE UNTIL PRNDL BEGINS FLASHING AGAIN. 2 FAULTS STORED IN TCM P0701 INTERNAL CONTROL MODULE CHECK SUM ERROR KNOT26175, P1707 INTERFERENCE IN MECHATRONIC UNIT OPEN CIRCUIT.
04/14/2008	08:46	WORKSHOP FINDINGS: TECH VERIFIED THE CONCERN. 2 FAULTS IN THE TCM.
04/24/2008	13:48	UPDATING TICKET 4/24/08 AWATING ARRIVAL OF THE MECHATRONIC UNIT, BOLTS, AND FILTER.
04/24/2008	17:43	P1 THANK YOU FOR THE UPDATE. REMEMBER TO UPDATE AND CLOSE THE TICKET ONCE THE REPAIR IS DONE.
04/30/2008	15:36	INSTALLED MECH UNIT, ON ROAD TEST CAR DID NOT GO PAST 2ND GEAR FAULT CODE 01087 003 BASICS NOT CARRIED OUT, MECHANICAL MALFUNCTION. RAN BASIC SETTINGS BUT FAULT COMES RIGHT BACK.
04/30/2008	15:46	ADVISED TECH TO PREPARE VEHICLE FOR BASIC SETTINGS, CALL BACK AND WE WILL GO THROUGH MANUAL BASIC SETTINGS OVER THE PHONE.
04/30/2008	15:55	PERFORMED BASIC SETTINGS OVER THE PHONE WITH TECH. ADVISED TO ROAD TEST 15 MILES. UPDATE VTA WITH RESULTS.
04/30/2008	15:56	PERFORMED BASIC SETTINGS OVER THE PHONE WITH TECH. ADVISED TO ROAD TEST 15 MILES. UPDATE VTA WITH RESULTS.
05/02/2008	12:22	AFTER PERFORMING BASIC SETTINGS CAR IS OPERATING TO MANUFACTURE DESIGN ISSUES ARE RESOLVED, CLOSING TICKET
05/02/2008	12:56	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
05/02/2008	12:56	ISSUE UPDATED

Consultant's Closing Comments

TECH REPLACED THE MECH UNIT. VEHICLE OPERATING TO SPEC AT THIS TIME.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
315455	EOS	2007	WVWDB71F17V [REDACTED]	4119	3885	04/14/2008	USA

Workshop Finding

TECH VERIFIED THE CONCERN. CONCERN MAY OR MAY NOT BE NORMAL.

Activity Date	Activity Time	Activity Comments
04/14/2008	09:31	CUSTOMER STATES WHEN FIRST STARTING CAR COLD TRANS WILL NOT ENGAGE INTO GEAR, FEELS ENGINE RACING THEN SUDDENLY WILL START TO SLOWLY MOVE AND THEN WILL KICK IN HARD. CONFIRMED THAT MOTOR REVS HIGH BEFORE ENGAGING
04/14/2008	09:31	ISSUE OPENED BY DEALERSHIP
04/14/2008	09:55	ADVISED THE TECH TO COMPARE THE CONCERN TO A KNOWN GOOD VEHICLE.
04/14/2008	09:55	CUSTOMER COMMENTS: CUSTOMER STATES WHEN FIRST STARTING CAR COLD TRANS WILL NOT ENGAGE INTO GEAR, FEELS ENGINE RACING THEN SUDDENLY WILL START TO SLOWLY MOVE AND THEN WILL KICK IN HARD. CONFIRMED THAT MOTOR REVS HIGH BEFORE ENGAGING
04/14/2008	09:55	WORKSHOP FINDINGS: TECH VERIFIED THE CONCERN. CONCERN MAY OR MAY NOT BE NORMAL.
04/14/2008	10:14	TCM 02E 927770 AE 1302
04/14/2008	10:17	CALL BACK AT 11:30 FOR MARK.
04/14/2008	11:41	I REQUESTED THE SHOP TO GET THE SCAN TOOL HOOKED UP ONLINE AND HAVE A BATTERY CHARGER ON THE VEHICLE.
04/14/2008	12:35	UPDATE TCMN TO LATEST LEVEL 1403 ADVISE TECH TO ROAD TEST COMFIRM REPAIR IS COMPLETE
04/15/2008	16:45	THIS PROBLEM ONLY HAPPENS WHEN COLD ONCE IT STARTS WARMING UP THE PROBLEM IS GONE. DUE TO THIS PROBLEM THE SHOP WILL HAVE TO REPLACE THE MECHATRONICS WITH THE FILTER. P1
04/18/2008	16:42	MECHATRONICS AND FILTER HAVE BEEN ORDERED - AWAITING PARTS.
04/21/2008	08:36	P1 THANK YOU FOR THE UPDATE. REMEMBER TO UPDATE AND CLOSE THE TICKET ONCE THE REPAIR IS DONE.
04/28/2008	09:06	STILL AWAITING PARTS - ON BACKORDER.
04/28/2008	10:41	P1 THANK YOU FOR THE UPDATE. REMEMBER TO UPDATE AND CLOSE THE TICKET ONCE THE REPAIR IS DONE.
04/29/2008	13:59	REPLACED MECHATRONICS GOING TO ROAD TEST AFTER IT COOLS DOWN TO ENSURE POBLEM IS RESOLVED.
04/29/2008	15:17	THANK YOU FOR THE UPDATE. REMEMBER TO UPDATE AND CLOSE THE TICKET ONCE THE REPAIR IS DONE.
05/05/2008	09:03	PROBLEM RESOLVED WITH NEW MECHATRONICS. ALL O.K.
05/05/2008	10:52	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
05/05/2008	10:52	ISSUE UPDATED

Consultant's Closing Comments

TECH REPLACED THE MECH UNIT. VEHICEL OPERATING TO SPEC AT THIS TIME.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
315567	RABBIT	2008	WVWKC71K08W [REDACTED]	274	3885	04/14/2008	USA

Workshop Finding

VEHICLE DOES NOT ACCELERATE WELL.

Activity Date	Activity Time	Activity Comments
04/14/2008	11:45	ISSUE OPENED BY DEALERSHIP
04/14/2008	11:45	TRANS DOESNT WANT TO ENGAGE TO MOVE CAR IN FOWARD OR REVERSE.CAR CAME IN WITH THE FOLLOWING FAULTS,1066,P1707,P2711.THE P2711 FAULT SHOWED NO COMMUNICATION AND SHORT TO POSITIVE.
04/14/2008	11:54	CUSTOMER COMMENTS: TRANS DOESNT WANT TO ENGAGE TO MOVE CAR IN FOWARD OR REVERSE.CAR CAME IN WITH THE FOLLOWING FAULTS,1066,P1707,P2711.THE P2711 FAULT SHOWED NO COMMUNICATION AND SHORT TO POSITIVE.
04/14/2008	11:54	VERIFY POWER AND GROUNDS, REPLACE THE MECHTRONIC, FLUID, FILTER AND BOLTS
04/14/2008	11:54	WORKSHOP FINDINGS: VEHICLE DOES NOT ACCELERATE WELL.
04/18/2008	14:25	P2 SPOKE TO SCOTT IN VW SERVICE, VEHICLE IS HOLDING FOR PARTS.
04/24/2008	16:19	P1 SPOKE WITH SCOTT (SERVICE) AND WAS ADVISED THEY ARE STILL WAITING ON THE PARTS.
04/24/2008	16:21	ESTIMATED ARRIVAL DATE FOR PARTS IS 04/30/08
04/24/2008	17:07	ISSUE SENT TO DEALERSHIP
04/29/2008	16:29	INSTALLED MECHTRONIC UNIT,BOLTS,FLUID AND FILTER,SET BASIC SETTINGS TO UNIT AND PERFORMED ROAD TEST AND ALL O.K. SHIFTED FINE AND NO FAULTS RETURNED.
04/29/2008	17:12	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
04/29/2008	17:12	ISSUE UPDATED

Consultant's Closing Comments

INSTALLED MECHTRONIC UNIT,BOLTS,FLUID AND FILTER,SET BASIC SETTINGS TO UNIT AND PERFORMED ROAD TEST AND ALL O.K. SHIFTED FINE AND NO FAULTS RETURNED.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
315949	JETTA	2008	3VWRJ71K48M [REDACTED]	112	3885	04/15/2008	USA

Workshop Finding

TECH VERIFIED THE CONCERN. 2 FAULTS IN THE TCM. GFF PERFORMED.

Activity Date	Activity Time	Activity Comments
04/15/2008	10:21	ISSUE OPENED BY DEALERSHIP
04/15/2008	10:21	RAN GFF FOUND CODE P1624 FOR MALFUNCTION INDICATOR LAMP ACTIVE IN ENGINE ELECTRONICS, ALSO HAD CODE P1707 (18115)FOR INTERFERENCE IN MECHATRONICS UNIT SHORT TO EARTH SPORATIC,AND SAME CODE FOR INTERFERENCE IN MECHATRONIC UNIT LOWER SPECIFIED VALUE TOO LOW. INSPECTED POWER SUPPLIES, OK. INSPECTDE CONNECTIONS LOOKING FOR PINS THAT MIGHT BE PUSHED DOWN, NONE FOUND. PERFORMED GUIDED FAULT FINDING TEST PLAN TO RESEST BASIC SETTINGS, COULD NOT RESET BASIC SETTINGS MESSAGE READ: THER EIS A PROBLEM WITH COMMUNICATIONTO CONTROL MODULE. PERFORMED CAP DISCHARGE, RERAN GFF SAME RESULT. CHECK GEAR SELCTOR THROUGH MVB, OK. ERASED CODE USING SELF DIAGNOSIS, SHUT OFF AND RESTARTED CAR CODE RETURNED INTERFERENCE IN MECHATRONIC UNIT SPORATIC.
04/15/2008	10:35	CUSTOMER COMMENTS: RAN GFF FOUND CODE P1624 FOR MALFUNCTION INDICATOR LAMP ACTIVE IN ENGINE ELECTRONICS, ALSO HAD CODE P1707 (18115)FOR INTERFERENCE IN MECHATRONICS UNIT SHORT TO EARTH SPORATIC,AND SAME CODE FOR INTERFERENCE IN MECHATRONIC UNIT LOWER SPECIFIED VALUE TOO LOW. INSPECTED POWER SUPPLIES, OK. INSPECTDE CONNECTIONS LOOKING FOR PINS THAT MIGHT BE PUSHED DOWN, NONE FOUND. PERFORMED GUIDED FAULT FINDING TEST PLAN TO RESEST BASIC SETTINGS, COULD NOT RESET BASIC SETTINGS MESSAGE READ: THER EIS A PROBLEM WITH COMMUNICATIONTO CONTROL MODULE. PERFORMED CAP DISCHARGE, RERAN GFF SAME RESULT. CHECK GEAR SELCTOR THROUGH MVB, OK. ERASED CODE USING SELF DIAGNOSIS, SHUT OFF AND RESTARTED CAR CODE RETURNED INTERFERENCE IN MECHATRONIC UNIT SPORATIC.
04/15/2008	10:35	P1 ADVISED THE TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT.
04/15/2008	10:35	WORKSHOP FINDINGS: TECH VERIFIED THE CONCERN. 2 FAULTS IN THE TCM. GFF PERFORMED.
04/18/2008	10:04	PRT IS ON BACKORDER; QTM IS AWARE OF PART STATUS; WILL UPDATE WHEN PARTS HAVE ARRIVED OR FURTHER INFORMATION IS AVAILABLE; THANKS, JOE H.
04/21/2008	08:35	P1 THANK YOU FOR THE UPDATE. REMEMBER TO UPDATE AND CLOSE THE TICKET ONCE THE REPAIR IS DONE.
04/25/2008	10:38	INFORMED BY PARTS DEPARTMENT THAT UNIT SHIPPED TODAY; POINT OF ORIGIN IS UNKNOWN BUT EXPECT TO SEE SOMETIME NEXT WEEK; WILL UPDATE AND/OR CLOSE WHEN REPAIRS COMPLETE; THANKS, JOE H.
04/25/2008	10:40	P1 THANK YOU FOR THE UPDATE. REMEMBER TO UPDATE AND CLOSE THE TICKET ONCE THE REPAIR IS DONE.
04/30/2008	10:18	PARTS ARRIVED YESTERDAY; CAR WILL BE REPAIRED TODAY; THANKS, JOE H.
04/30/2008	10:45	THANK YOU FOR THE UPDATE. REMEMBER TO UPDATE AND CLOSE THE TICKET ONCE THE REPAIR IS DONE.
05/02/2008	08:52	MECHATRONICS UNIT WAS INSTALLED AND ROAD TESTING COMPLETED; VEHICLE IS REPAIRED; THANKS, JOE H.
05/02/2008	09:25	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
05/02/2008	09:25	ISSUE UPDATED

Consultant's Closing Comments

TECH REPLACED THE MECH UNIT. VEHICEL OPERATING TO SPEC AT THIS TIME.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
316375	EOS	2008	WVWBA71F78V [REDACTED]	7773	3885	04/16/2008	USA

Workshop Finding

02E AE 1403. NO FAULTS. FLUID LEVEL AND CONDITION OK.

Activity Date	Activity Time	Activity Comments
04/16/2008	08:27	ISSUE OPENED BY DEALERSHIP
04/16/2008	08:27	TRANS SEEMS TO SURGE WHEN PULLING OUT, DELAY WHEN PULLING OUT ON A HILL ON GRADE, TRANS SLIP AT TIMES WHILE DRIVING
04/16/2008	09:24	CUSTOMER COMMENTS: TRANS SEEMS TO SURGE WHEN PULLING OUT, DELAY WHEN PULLING OUT ON A HILL ON GRADE, TRANS SLIP AT TIMES WHILE DRIVING
04/16/2008	09:24	VEHICLE SLIPS INTO 1ST ALSO WHILE DRIVING 55-60 RPMS FLARE. SLIPS INTO REVERSE. CONCERN IS ALSO MINOR SHUTTERING FROM ATAKE OFF WITH LIGHT ACCELERATION. REPLACE THE MECHATRONIC, FLUID, FILTER AND BOLTS.
04/16/2008	09:24	WORKSHOP FINDINGS: 02E AE 1403. NO FAULTS. FLUID LEVEL AND CONDITION OK.
04/16/2008	09:25	ISSUE SENT TO DEALERSHIP
04/30/2008	12:23	PART ON BACK ORDER VEHICLE STILL DOWN
05/01/2008	17:14	ISSUE SENT TO DEALERSHIP
05/09/2008	13:42	VEHICLE STILL DOWN WAITING ON BACKORDER PART
05/11/2008	19:41	ISSUE SENT TO DEALERSHIP
05/21/2008	15:37	REPLACED MECHATRONIC , TRANSMISSION NOW OPERATING AS DESIGNED
05/21/2008	16:10	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
05/21/2008	16:10	ISSUE UPDATED

Consultant's Closing Comments

REPLACED MECHATRONIC , TRANSMISSION NOW OPERATING AS DESIGNED

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
316433	EOS	2008	WVWBA71F58V [REDACTED]	9503	3885	04/16/2008	USA

Workshop Finding

CUSTOMER STATES CAR DOES NOT ACCELERATE SMOOTHLY AFTER STOPPING. VERIFIED CONCERN ON ROAD TEST WHEN COMING TO STOP VEHICLE HESITATES WHEN ACCELARETING. CHECKED LOW FUEL PRESSURE SENDER, WITHIN TOLERANCE, FAULTS RETRIEVED AND ATTACHED TO CONTACT TICKET. TECH STATES THE FUEL CAP STRING WAS WEDGED BETWEEN THE CAP AND THE FILLER TUBE AND THE CUSTOMER HAD LESS THEN QUARTER FUEL IN THE TANK.

Activity Date	Activity Time	Activity Comments
04/16/2008	10:02	CUSTOMER STATES CAR DOES NOT ACCELERATE SMOOTHLY AFTER STOPPING. VERIFIED CONCERN ON ROAD TEST WHEN COMING TO STOP VEHICLE HESITATES WHEN ACCELARETING. CHECKED LOW FUEL PRESSURE SENDER, WITHIN TOLERANCE, FAULTS RETRIEVED AND ATTACHED TO CONTACT TICKET.
04/16/2008	10:02	ISSUE OPENED BY DEALERSHIP
04/16/2008	10:21	CLEAR FAULTS, ADD FUEL TO THE TANK AND MAKE SURE THE CAP IS CORRECTLY INSTALLED AND PERFORM 10 MILE ROAD TEST AND RECHECK FOR FAULTS, IF NONE FOUND, RETURN VEHICLE TO CUSTOMER AND ADVISE CUSTOMER ON WHAT YOU FOUND. IF THE FAULT FOR THE LOW FUEL PRESSURE RETURNS PLEASE CALL BACK
04/16/2008	10:21	CUSTOMER COMMENTS: CHECK ENG LT
04/16/2008	10:21	WORKSHOP FINDINGS: CUSTOMER STATES CAR DOES NOT ACCELERATE SMOOTHLY AFTER STOPPING. VERIFIED CONCERN ON ROAD TEST WHEN COMING TO STOP VEHICLE HESITATES WHEN ACCELARETING. CHECKED LOW FUEL PRESSURE SENDER, WITHIN TOLERANCE, FAULTS RETRIEVED AND ATTACHED TO CONTACT TICKET. TECH STATES THE FUEL CAP STRING WAS WEDGED BETWEEN THE CAP AND THE FILLER TUBE AND THE CUSTOMER HAD LESS THEN QUARTER FUEL IN THE TANK.
04/16/2008	11:44	GAS CAP PIC
04/16/2008	17:54	PLEASE ALOS REPLACE MECHATROINCIS AND FILTER AND FLUID
04/22/2008	09:56	SPOKE WITH HAROLD IN SERVICE..... DEALER IS STILL WAITING FOR PARTS TO ARRIVE..... P1
06/02/2008	22:33	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
06/02/2008	22:33	ISSUE UPDATED

Consultant's Closing Comments

CLOSED TICKET AT THE REQUEST OF THE QTM.....

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
316566	RABBIT	2008	WVWVFV71K48W [REDACTED]	6252	3735	04/16/2008	USA

Workshop Finding

THE SHOP STATES THERE ARE NO FAULTS IN THE ECM OR THE TCM. THE CONDITION GETS WORSE WHEN HOT.

Activity Date	Activity Time	Activity Comments
04/16/2008	12:45	CUSTOMER STATES THAT THE TRANS IS JERKING BETWEEN 1ST AND 2ND SHIFT, STUDDERING AND GRINDING SENSATION FELT. DROVE VEHICLE HOME LAST NIGHT AT MY SERVICE DIRECTORS REQUEST, VERIFIED CUSTOMER CONCERN. FROM A STOP, TAKING OFF WITH LIGHT TO MID THROTTLE INPUT AND I GOT A DOUBLE SHUDDER AND GRINDING NOISE, CAR JERKS, ALSO SEEMED THAT AT TIMES 3-4 SHIFT I GOT A SLIGHT SLIP DURING ENGAGEMENT INTO 4TH. NO FAULTS STORED AND FLUID LEVEL CORRECT, CONDITION OK. TRANSMISSION NORMAL OTHERWISE, POSSIBLE MECHATRONICS UNIT? ADVISE
04/16/2008	12:45	ISSUE OPENED BY DEALERSHIP
04/16/2008	13:00	CUSTOMER COMMENTS: CUSTOMER STATES THAT THE TRANS IS JERKING BETWEEN 1ST AND 2ND SHIFT, STUDDERING AND GRINDING SENSATION FELT. DROVE VEHICLE HOME LAST NIGHT AT MY SERVICE DIRECTORS REQUEST, VERIFIED CUSTOMER CONCERN. FROM A STOP, TAKING OFF WITH LIGHT TO MID THROTTLE INPUT AND I GOT A DOUBLE SHUDDER AND GRINDING NOISE, CAR JERKS, ALSO SEEMED THAT AT TIMES 3-4 SHIFT I GOT A SLIGHT SLIP DURING ENGAGEMENT INTO 4TH. NO FAULTS STORED AND FLUID LEVEL CORRECT, CONDITION OK. TRANSMISSION NORMAL OTHERWISE, POSSIBLE MECHATRONICS UNIT? ADVISE
04/16/2008	13:00	I WOULD LIKE THE SHOP TO REPLACE THE MECHATRONICS AND THE FILTER. THE PART HAS TO BE RED ORDERED. P1
04/16/2008	13:00	WORKSHOP FINDINGS: THE SHOP STATES THERE ARE NO FAULTS IN THE ECM OR THE TCM. THE CONDITION GETS WORSE WHEN HOT.
04/18/2008	14:51	PARTS ON ORDER
04/18/2008	19:20	THANK YOU FOR THE UPDATE THE PART IS ON ORDER. P1
04/22/2008	13:24	WAITING ON PARTS
04/22/2008	17:25	THANK YOU FOR THE UPDATE THE SHOP IS WAITING ON PARTS STILL.
04/25/2008	13:25	PARTS JUST SHOWED UP, SHOULD HAVE CAR DONE BY THIS AFTERNOON, WILL CLOSE TICKET WHEN COMPLETED
04/25/2008	16:40	THANK YOU FOR THE UPDATE PLEASE LET ME KNOW HOW THE REPAIR TURNS OUT. P2
04/28/2008	13:05	COULD NOT COMPLETE REPAIR ON FRIDAY, WORKING ON VEHICLE NOW, WILL UPDATE OR CLOSE WHEN DONE
04/28/2008	16:09	REPLACED MECHATRONICS UNIT, FILTER, BOLTS AND SEAL, PERFORMED BASIC SETTINGS AND ROAD TESTED THE SAME AS BEFORE WITH THE EXCEPTION OF NOW I AM ONLY GETTING 1-2 SHIFT, NO RESPONCE FROM PADDLE SHIFTERS OR MANUAL TIPTRONIC SHIFTING
04/28/2008	16:17	CASE TO BE ESCALATED FOR REVIEW. CONTACT THE TECH AT 702-461-4722.
04/28/2008	18:01	I CALLED THE SHOP BACK AND EXPLAINED HOW TO PERFORM THE MECHATRONIC IN SELF DIAGNOSIS HE WILL PERFORM THIS THEN CALL BACK. ALSO THEY MAY WANT TO CHECK THE CONNECTIONS AT THE TRANSMISSION.
04/29/2008	12:06	ADVISED THE TECH THAT THE CASE IS GOING TO BE ESCALATED TO THE FIELD.
04/29/2008	12:10	ADVISED THE TECH TO REPLACE THE TRANS.
05/05/2008	19:02	PARTS HERE, WILL START ON REPAIR.
05/08/2008	12:37	TRANS GOING IN NOW, SHOULD HAVE UPDATE BY NOON
05/08/2008	16:44	CAR IS FIXED, PLEASE CLOSE TICKET
05/08/2008	22:59	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
05/08/2008	22:59	ISSUE UPDATED

Consultant's Closing Comments

THE SHOP REPORTS VEHICLE IS REPAIRED AFTER THE TRANSMISSION IS REPAIRED.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
317175	EOS	2008	WVWBA71F68V [REDACTED]	10111	3885	04/17/2008	USA

Workshop Finding

TECH VERIFIED THE CONCERN. TECH STATES IT FEELS LIKE A SLIPPING OR SHUTTERING. NO FAULTS IN THE ECM OR TCM.

Activity Date	Activity Time	Activity Comments
04/17/2008	16:19	I HAVE DRIVEN VEHICLE AND DUPLICATED CUSTOMERS CONCERN. FOUND NO FAULTS STORED. WHEN ACCELERATING FROM A STOP, VEHICLE WILL HESITATE 2 OR 3 TIMES BEFORE ACCELERATING. ALMOST FEELS AS THOUGH SOMETHING IS SLIPPING.
04/17/2008	16:19	ISSUE OPENED BY DEALERSHIP
04/17/2008	16:24	ADVISED THE TECH ON HOW TO PERFORM THE MANUAL BASIC SETTINGS.
04/17/2008	16:24	CUSTOMER COMMENTS: I HAVE DRIVEN VEHICLE AND DUPLICATED CUSTOMERS CONCERN. FOUND NO FAULTS STORED. WHEN ACCELERATING FROM A STOP, VEHICLE WILL HESITATE 2 OR 3 TIMES BEFORE ACCELERATING. ALMOST FEELS AS THOUGH SOMETHING IS SLIPPING.
04/17/2008	16:24	WORKSHOP FINDINGS: TECH VERIFIED THE CONCERN. TECH STATES IT FEELS LIKE A SLIPPING OR SHUTTERING. NO FAULTS IN THE ECM OR TCM.
04/17/2008	18:09	TEST DROVE VEHICLE AND FOUND THAT VEHICLE WILL STILL LURCH WHEN ACCELERATING SLOWLY. PERFORMED BASIC SETTINGS FOR TRANS AND DROVE VEHICLE AGAIN. VEHICLE IS STILL LURCHING FORWARD.
04/17/2008	18:18	THE CONDITION HAPPENS WHEN HOT THE SHOP WILL HAVE TO REPLACE THE MECHATRONICS AND THE FLITTER. THE PART WILL HAVE TO BE RED ORDERED. P1
04/17/2008	18:22	PART HAS BEEN RED ORDERED.
04/17/2008	18:31	CUSTOMER IS TAKING VEHICLE. PLEASE CLOSE TICKET.
04/18/2008	08:00	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
04/18/2008	08:00	ISSUE UPDATED

Consultant's Closing Comments

TECH TO REPLACE THE MECH UNIT.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
317482	EOS	2007	WVWFA71F87V [REDACTED]	9708	3735	04/18/2008	USA

Workshop Finding

DUPLICATED CONCERN RAN GFF-NO DTC MEMORY FOUND-READ MEASURED VALUE BLOCKS WHILE DRIVING-APPEARS TO BE IN SPEC. RAN BASIC SETTING TEST PLAN FOR DSG-PROBLEM STILL EXISTS.

Activity Date	Activity Time	Activity Comments
04/18/2008	13:58	ISSUE OPENED BY DEALERSHIP
04/18/2008	13:58	TRANSMISSION SHIFTS HARD INTO FIRST AND REVERSE-DUPLICATED CONCERN RAN GFF-NO DTC MEMORY FOUND-READ MEASURED VALUE BLOCKS WHILE DRIVING-APPEARS TO BE IN SPEC. RAN BASIC SETTING TEST PLAN FOR DSG-PROBLEM STILL EXISTS
04/18/2008	14:16	A1 ADVISED TECH TO SET UP FOR TELEDIAGNOSIS AND CALL BACK. ASK FOR MARK CHARBONNEAU.
04/18/2008	14:16	CUSTOMER COMMENTS: TRANSMISSION SHIFTS HARD INTO FIRST AND REVERSE.
04/18/2008	14:16	WORKSHOP FINDINGS: DUPLICATED CONCERN RAN GFF-NO DTC MEMORY FOUND-READ MEASURED VALUE BLOCKS WHILE DRIVING-APPEARS TO BE IN SPEC. RAN BASIC SETTING TEST PLAN FOR DSG-PROBLEM STILL EXISTS.
04/18/2008	14:32	MVB 19 FIELD 3 30 C THEN GO TO BASIC SETTINGS 61 IDLE AND FOOT ON BRAKE THEN GO TO 60 AND FOOT ON BRAKE AT IDLE. THEN ROAD TEST
04/18/2008	14:35	UPDATE TCM TO LASTEST LEVEL ADVISE TECH TO PERFROM BASIC SETTING
04/18/2008	15:52	A1 ADVISED TECHNICIAN TO CHECK TRANS FLUID AND FILTER. IF CLEAN REPLACE MECHATRONICS AND BOLTS. UPDATE VTA WHEN COMPLETED.
04/18/2008	17:57	CHECKED FLUID AND FILTER-CLEAN ORDERED NEW MECHATRONICS UNIT AND BOLTS
04/21/2008	09:39	THANKS FOR THE UPDATE.
04/25/2008	18:55	SPOKE WITH BERNADETTE IN VW SERVICE PALCED ON HOLD. THAN WITH BECKY AND WAITING ON PARTS FOR THE VEHICLE(MECHATRONICS) P1
05/06/2008	13:14	MECHATRONICS UNIT IS STILL 2-3 WEEKS OUT ORDERED NEW DSG TRANSMISSION AS PER FOM MIKE MODL
05/09/2008	17:59	INSTALLED NEW TRANSMISSION-ROAD TESTED CAR CAR OPERATES PER FACTORY SPECS AT THIS TIME
05/12/2008	09:23	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
05/12/2008	09:23	ISSUE UPDATED

Consultant's Closing Comments

INSTALLED NEW TRANSMISSION-ROAD TESTED CAR CAR OPERATES PER FACTORY SPECS AT THIS TIME

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
317656	EOS	2008	WVWBA71F88V [REDACTED]	14054	3885	04/21/2008	USA

Workshop Finding
 THE SHOP HAS NO FAULTS IN THE ECM OR THE TCM. THIS CONDITION HAPPENS WHEN THE VEHICLE IS HOT.

Activity Date	Activity Time	Activity Comments
04/21/2008	09:09	ISSUE OPENED BY DEALERSHIP
04/21/2008	09:09	TRANSMISSION LURGES FROM STAND STILL.I JUST HAD THE SAME CONDITION ON ANOTHER DSG EOS AND AS PER BRAD WEBB.I REPLACED THE UNIT , HE TOLD ME IT IS CAUSED BY THE MEGATRONICS ..I SEND THIS TO GET PERMISSION TO REPLACED THE MEGATRONICS.
04/21/2008	09:16	CUSTOMER COMMENTS: TRANSMISSION LURGES FROM STAND STILL.I JUST HAD THE SAME CONDITION ON ANOTHER DSG EOS AND AS PER BRAD WEBB.I REPLACED THE UNIT , HE TOLD ME IT IS CAUSED BY THE MEGATRONICS ..I SEND THIS TO GET PERMISSION TO REPLACED THE MEGATRONICS.
04/21/2008	09:16	DUE TO THE CONDITION OF THE PROBLEM THE SHOP WILL HAVE TO REPLACE THE MECHATRONICS AND THE FILTER. PLEASE MAKE SURE THE PART IS RED ORDER. P1
04/21/2008	09:16	WORKSHOP FINDINGS: THE SHOP HAS NO FAULTS IN THE ECM OR THE TCM. THIS CONDITION HAPPENS WHEN THE VEHICLE IS HOT.
05/22/2008	13:47	REPLACED MEGATRONICS.CAR IS FIXED
06/06/2008	15:10	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
06/06/2008	15:10	ISSUE UPDATED

Consultant's Closing Comments
 REPLACED MEGATRONICS.CAR IS FIXED

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
317742	EOS	2008	WVWFA71F88V [REDACTED]	5823	3735	04/21/2008	USA

Workshop Finding
 TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM. NO TRANS NOISES, JUST THE SHUTTERING/BUCKING.

Activity Date	Activity Time	Activity Comments
04/21/2008	10:57	ISSUE OPENED BY DEALERSHIP
04/21/2008	10:57	ON ACCEL VEHICLE BUCKS ALSO IN REVERSE
04/21/2008	11:01	CUSTOMER COMMENTS: ON ACCEL VEHICLE BUCKS ALSO IN REVERSE
04/21/2008	11:01	TECH TO SET UP TO PERFORM THE TRANS BASIC SETTINGS.
04/21/2008	11:01	WORKSHOP FINDINGS: TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM. NO TRANS NOISES, JUST THE SHUTTERING/BUCKING.
04/21/2008	11:08	ADVISED THE TECH ON HOW TO PERFORM THE TRANS BASIC SETTINGS.
04/21/2008	11:52	P1 ADVISED THE TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT.
04/21/2008	12:06	DUE TO TIME DOWN, THE TECH WILL NEED TO ORDER THE TRANS.
04/30/2008	16:37	REPLACED TANS READAPTED TRANS BASIC SETTING ROAD TEST VEHICLE TRANS SHIFTS SMOOTH
04/30/2008	17:24	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
04/30/2008	17:24	ISSUE UPDATED

Consultant's Closing Comments
 TECH REPLACED THE TRANS. VEHICEL OPERATING TO SPEC AT THIS TIME.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
318066	RABBIT	2008	WVWHV71K88W [REDACTED]	4932	3885	04/21/2008	USA

Workshop Finding

BUCKING UNDER THROTTLE NO FAULTS.

Activity Date	Activity Time	Activity Comments
04/21/2008	18:08	CUSTOMER STATES: NOT SHIFTING PROPERLY. .TECH: CHECKED DTC'S: NONE IN SYSTEM. VEHICLE HESITATES- BUCKING FROM A STOP. THERE IS A SHUDDER WITH LIGHT ACCELERATION. .ENGINE ELECTRONICS.1K0907115S 8P0907115B.2.0L/R44V TFSI H16 0020.CODING LONG.DEALERSHIP NUMBER 01279..02-GEARBOX ELECTRONICS.02E300044J 02E927770AE.GSG DSG 081 008 1408.CODING 20.DEALERSHIP 01279
04/21/2008	18:08	ISSUE OPENED BY DEALERSHIP
04/21/2008	18:13	CUSTOMER COMMENTS: CUSTOMER STATES: NOT SHIFTING PROPERLY. .TECH: CHECKED DTC'S: NONE IN SYSTEM. VEHICLE HESITATES- BUCKING FROM A STOP. THERE IS A SHUDDER WITH LIGHT ACCELERATION. .ENGINE ELECTRONICS.1K0907115S 8P0907115B.2.0L/R44V TFSI H16 0020.CODING LONG.DEALERSHIP NUMBER 01279..02-GEARBOX ELECTRONICS.02E300044J 02E927770AE.GSG DSG 081 008 1408.CODING 20.DEALERSHIP 01279
04/21/2008	18:13	REPLACE THE MECH, FLUID , FILTER AND BOLTS. SET BASIC AND RETEST. P1
04/21/2008	18:13	WORKSHOP FINDINGS: BUCKING UNDER THROTTLE NO FAULTS.
04/21/2008	18:40	MECHATRONIC ON RED ORDER. ETA TBA. WILL UPDATE WITH MORE INFORMATION WHEN AVAILABLE.
04/21/2008	18:53	ISSUE SENT TO DEALERSHIP
04/25/2008	11:20	MECH ETA 5/2.
04/25/2008	14:17	ISSUE SENT TO DEALERSHIP
04/26/2008	13:40	REPLACED MECH, FLUID, FILTER, BOLTS. SET BASIC SETTINGS. ROAD TEST SUCESSFUL. VEHICLE SHIFTS PROPERLY IN ALL GEARS. THANKS FOR THE ASSISTANCE!
04/28/2008	10:26	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
04/28/2008	10:26	ISSUE UPDATED

Consultant's Closing Comments

REPLACED MECH, FLUID, FILTER, BOLTS. SET BASIC SETTINGS. ROAD TEST SUCESSFUL. VEHICLE SHIFTS PROPERLY IN ALL GEARS. THANKS FOR THE ASSISTANCE!

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
318263	EOS	2008	WVWFA71F28V [REDACTED]	9417	3885	04/22/2008	USA

Workshop Finding

TCM 02E AE 1403; NO FAULTS. FLUID LEVEL AND CONDITION ARE OK. CONCERN HAPPENS WHEN YOU ACCELERATE FROM A STOP.

Activity Date	Activity Time	Activity Comments
04/22/2008	11:27	ISSUE OPENED BY DEALERSHIP
04/22/2008	11:27	PERFORMED 03 RECALL BEFORE GOING ON TEST DRIVE, THERE WHERE NO FAULTS IN SYSTEM BEFORE OR AFTER RECALL WAS PEFORMED. TEST DROVE VEHICLE, FOUND THAT IT HAS A DELAY UPON ACCELERATION. CHECKED AND FOUND A TECH BULL. FOR THIS PROBLEM. PLEASE ADVISE. THANK YOU.
04/22/2008	11:45	CUSTOMER COMMENTS: PERFORMED 03 RECALL BEFORE GOING ON TEST DRIVE, THERE WHERE NO FAULTS IN SYSTEM BEFORE OR AFTER RECALL WAS PEFORMED. TEST DROVE VEHICLE, FOUND THAT IT HAS A DELAY UPON ACCELERATION. CHECKED AND FOUND A TECH BULL. FOR THIS PROBLEM. PLEASE ADVISE. THANK YOU.
04/22/2008	11:45	SET BASIC SETTINGS AND CALL WITH RESULTS.
04/22/2008	11:45	WORKSHOP FINDINGS: TCM 02E AE 1403; NO FAULTS. FLUID LEVEL AND CONDITION ARE OK. CONCERN HAPPENS WHEN YOU ACCELERATE FROM A STOP.
04/22/2008	12:45	TRIED TO SET BASIC SETTINGS AS REQUESTED, BASIC SETTINGS CANNOT BE SET UNLESS THERE IS A FAULT IN SYSTEM OR AFTER MECHATRONIC IS REPLACED. SO I TEST DROVE A LIKE VEHICLE TO COMPARE AND FOUND OUT THAT THEY ARE THE SAME. THANK YOU FOR YOUR TIME.
04/22/2008	13:05	ADVISE TO RELEASE VEHICLE AND CLOSE TICKET.
04/22/2008	13:40	THANK YOU FOR YOUR ADVISE.
04/22/2008	13:46	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
04/22/2008	13:46	ISSUE UPDATED

Consultant's Closing Comments

ADVISE TO RELEASE VEHICLE AND CLOSE TICKET.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
318282	EOS	2008	WVWBA71F18V [REDACTED]	6791	3885	04/22/2008	USA

Workshop Finding

TECH VERIFIED THE CONCERN. TRANS BANGS IN 1ST. NO FAULTS IN THE ECM OR TCM.

Activity Date	Activity Time	Activity Comments
04/22/2008	11:50	CAR DOES NOT SHIFT PROPERLY. WILL LIKE TO TALK TO GLEN STEWART.
04/22/2008	11:50	ISSUE OPENED BY DEALERSHIP
04/22/2008	11:57	ADVISED THE TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT.
04/22/2008	11:57	CUSTOMER COMMENTS: CAR DOES NOT SHIFT PROPERLY. WILL LIKE TO TALK TO GLEN STEWART.
04/22/2008	11:57	WORKSHOP FINDINGS: TECH VERIFIED THE CONCERN. TRANS BANGS IN 1ST. NO FAULTS IN THE ECM OR TCM.
05/01/2008	13:49	WAITING ON SOP
05/01/2008	16:14	P1 THANK YOU FOR THE UPDATE. REMEMBER TO UPDATE AND CLOSE THE TICKET ONCE THE REPAIR IS DONE.
05/15/2008	13:08	REPLACE MECHATRONIC BOLTS FILTER AND ATF TRANS SHIFTER OK
05/15/2008	18:12	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
05/15/2008	18:12	ISSUE UPDATED

Consultant's Closing Comments

TECH REPLACED THE MECH UNIT. VEHICLE OPERATING TO SPEC AT THIS TIME.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
318556	RABBIT	2007	WVWFV71K27W [REDACTED]	16000	3885	04/22/2008	USA

Workshop Finding

TRY TO SET BASICS

Activity Date	Activity Time	Activity Comments
04/22/2008	16:50	BUCKING TAKING OFF IN FIRST GEAR OR DECELERATING, NO DTC'S, FOUND 2 TECH BULLETINS THAT PERTAIN TO THE PROBLEM SO WILL PERFORM WORK OUTLINED IN THEM
04/22/2008	16:50	ISSUE OPENED BY DEALERSHIP
04/22/2008	17:26	CUSTOMER COMMENTS: BUCKING TAKING OFF IN FIRST GEAR OR DECELERATING, NO DTC'S, FOUND 2 TECH BULLETINS THAT PERTAIN TO THE PROBLEM SO WILL PERFORM WORK OUTLINED IN THEM
04/22/2008	17:26	PERFORM BASIC SETTINGS PER FAXED SHEET
04/22/2008	17:26	WORKSHOP FINDINGS: TRY TO SET BASICS
04/23/2008	08:58	ATTEMPTED BASIC SETTINGS UNIT SEEMS BETTER BUT NOT CORRECT, HAS LONG DELAY FOR ENGAGEMENT, ON A HILL HAS EXCESSIVE ROLL BACK WITH INTERMINTANT ENGAGEMENT, COMPARED TO ANOTHER CAR AND THIS ONE COMPARES POORLY
04/23/2008	09:22	THE SHOP HAS COMPARED THIS WITH A KNOWN GOOD VEHICLE AND IT IS NOTHING LIKE THE OTHER VEHICLE. DUE TO THE DESCRIPTION OF THE PROBLEM I WOULD LIKE THEM TO REPLACE THE MECHATRONICS AND A FILTER.
04/23/2008	09:24	NOTE: THIS PART WILL HAVE TO BE RED ORDERED. P1
04/25/2008	12:49	PART ORDERED AND CONSUMER DRIVING FOR NOW..
04/25/2008	14:16	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
04/25/2008	14:16	ISSUE UPDATED

Consultant's Closing Comments

THE SHOP HAS COMPARED THIS WITH A KNOWN GOOD VEHICLE AND IT IS NOTHING LIKE THE OTHER VEHICLE. DUE TO THE DESCRIPTION OF THE PROBLEM I WOULD LIKE THEM TO REPLACE THE MECHATRONICS AND A FILTER.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
318945	EOS	2008	WVWFA71F28V [REDACTED]	9163	3885	04/23/2008	USA

Workshop Finding
TCM PART NO. 02E AE 1403

Activity Date	Activity Time	Activity Comments
04/23/2008	14:41	ISSUE OPENED BY DEALERSHIP
04/23/2008	14:41	VEHICLE HAS A SLIGHT SHUDDER IN BETWEEN SECOND AND THIRD GEARS. IS THERE A REFLASH THAT I CANT FIND THAT WILL FIX THIS PROBLEM? THANKS FOR ANY HELP, L.J.
04/23/2008	14:47	CUSTOMER COMMENTS: VEHICLE HAS A SLIGHT SHUDDER IN BETWEEN SECOND AND THIRD GEARS. IS THERE A REFLASH THAT I CANT FIND THAT WILL FIX THIS PROBLEM? THANKS FOR ANY HELP, L.J.
04/23/2008	14:47	PERFORM THE BASIC SETTINGS ON THE TRANS SEE IF CONCERN IMPROVES. CHECK FLUID LEVEL AND CONDITION. CUSTOMER COMPLAINS OF ROUGH RUN AS WELL.
04/23/2008	14:47	WORKSHOP FINDINGS: TCM PART NO. 02E AE 1403
04/25/2008	09:25	ORDERED MECHATRONICS UNIT AS THE BASIC SETTINGS DID NOT REMEDY THE SHIFTING ISSUE. THANKS FOR THE HELP, L.J.
04/25/2008	10:35	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
04/25/2008	10:35	ISSUE UPDATED

Consultant's Closing Comments
ORDERED MECHATRONICS UNIT AS THE BASIC SETTINGS DID NOT REMEDY THE SHIFTING ISSUE. THANKS FOR THE HELP, L.J.