

Case 090225792

INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

Customer: Mrs. [REDACTED]
Program: Customer Relations
Status: 09/10/2009 Closed
Source: Phone
Assigned: Ryan Conlin (CONLINR)

Vehicle: 2009 Volkswagen Touareg
WVGFM77L69D [REDACTED]
Production Date: 2/26/2009
Odometer: 5,000 Miles
Wty Start Date: 05/25/2009
Dealer: Desert Volkswagen (422607)

Reasons

<u>CATEGORY / TYPE / REASON</u>	<u>PART DESCRIPTION</u>	<u>CALL INTENT</u>	<u>ASST REQUEST / RESOLUTION</u>
Dealer / Service / Length of time for repairs		Complaint	Not Applicable Not Applicable
Vehicle Problem / Engine / Stalling	Fuel pump	Complaint	Repair Wait Correspond

Contacts

09/10/2009 03:15:50 CONLINR Call To Spouse - Mr. [REDACTED]

RCM advised: have reviewed concerns with Dealer; Dealer cannot order parts until warranty coverage is determined; Dealer is able to order parts and expedite repairs if Customer approves the \$15000 bill upfront, should warranty not cover concerns Customer would be responsible for this cost; fuel has been sent to a lab for diagnosis, and will take about a week for results; if it is determined to be warranty, Vehicle will take about 1 week to repair once parts have arrived; if it is not covered under warranty, either due to outside influence or incorrect fuel having been used, Customer would be responsible for repairs; if Customer feels Independent had fuel incorrectly labeled, Customer would need to pursue this with Independent. Customer states: He used correct fuel; potentially Independent had incorrect or bad fuel in system; cannot afford \$15000 for repairs; will wait to hear from Dealer as to lab results; if it is not covered under warranty Customer will stop making payments on Vehicle. RCM advised Customer may call back after receiving diagnosis if there are any concerns. No further action

09/10/2009 01:28:58 CONLINR Call From Dealer Service Mgr - Jeff Kammeier @ Findlay Volkswagen (422600)

SM states: cannot order parts until warranty coverage is determined; is able to order parts if Customer approves the \$15000 bill, should warranty not cover concerns; believes incorrect biofuel was used in the Vehicle; fuel has been sent to a lab for diagnosis, and will take about a week for results; if it is determined to be warranty, Vehicle will take about 1 week to repair once parts have arrived; Customer is in a rental currently; Dealer will update RCM with outcome. RCM advised will contact Customer to move follow up date back 1 week should Customer wish RCM to continue to follow up on concerns. RCM to call Customer

Contacts

09/10/2009 01:23:06 CONLINR E-Mail To Dealer Service Mgr - Jeff Kammeier @ Findlay Volkswagen (422600)

***** Email to jkammeier@findlayauto.com; *****

ACTION REQUIRED: Seeking Vehicle Repair Update

Hello! The following customer has contacted Customer CARE seeking a vehicle repair update.

Customer Name: Mrs. [REDACTED]

Model Year/Model: 2009 Touareg

VIN: WVGFM77L69D [REDACTED]

Reason for Inquiry: Customer states was traveling when Vehicle flashed a warning sign and then died; Vehicle is in for diagnosis, however Dealer will not order the parts needed to repair Vehicle until diagnosis is completed; Customer seeking repairs to be expedited

Please review and advise me of the vehicle's status.

If you could please respond within 4 business hours, it would be greatly appreciated. Please select REPLY TO ALL, so my team and I both receive your response.

Thank you in advance for your help.

Ryan Conlin
(248) 754-3428

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RCM to wait Dealer email

09/10/2009 12:36:10 ZEHELD Assigned To RCM - Western - CONLINR

09/10/2009 12:10:37 DUBROCN Assigned To RCM - Western - ccc

Customer seeking CCC to find out why is it this process and if there is anything to expedite the process. CO advised due to the nature of the concerns a RCM will research and follow up with the Customer by the COB on 9/11. RCM to research.

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

Case: 90225792

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Contacts

09/10/2009 11:59:09 DUBROCN

Call From Spouse - [REDACTED]

Customer states: Dealer 422600 has had my vehicle for a week; was driving from California to Nevada; stopped and got gas at a truck station; while driving on the vehicle the dashboard flashed something like system failure; pulled over and was going to take a look at what was going on when the vehicle just died; would not start back up; called Roadside which towed the vehicle to the nearest Dealer which was Dealer 422600; they are stating they have to order the parts which they cannot do yet until VW authorizing the repairs; the Dealer believes the vehicle was filled up with bad gas; they found metal shavings in the fuel pump; they are waiting on the results of the second gas test; once they get authorization then they can order the parts; then we will be waiting on the parts to arrive; why can't the parts be ordered so he can have his vehicle back ASAP; they did just provide him with a loaner Yesterday; it has been preventing him from going to California to work; which is costing him money; which is not making him happy. Customer seeking CCC to find out why is it this process and if there is anything to expedite the process. CO advised due to the nature of the concerns a RCM will research and follow up with the Customer by the COB on 9/11. CO to assign.

Case 090257570

Customer: Mr. [REDACTED]
Program: Mediation/Arbitration
Status: 06/24/2010 Sales Tax - Research
Source: Field
Assigned: @ Tax (@TAX)

Vehicle: 2009 Volkswagen Touareg
WVGFM77L89D [REDACTED]
Production Date: 3/25/2009
Odometer: 4,917 Miles
Wty Start Date: 07/03/2009
Dealer: Volkswagen of America Inc (491991)

Reasons

CATEGORY / TYPE / REASON	PART DESCRIPTION	CALL INTENT	ASST REQUEST / RESOLUTION
Manufacturer / Service / Repurchase/Replacement	SPECIAL CODE -CORPORATE	Unknown	Not Applicable
			Not Applicable
Manufacturer / Service / Parts Delay		Unknown	Not Applicable
			Not Applicable
Vehicle Problem / Engine / Stalling	Fuel pump	Unknown	Replacement
			Replacement (M/

Offers

DATE	TYPE	STATUS	AMOUNT	DEALER
11/04/2009	Replace	Accepted 11/04/2009	\$0.00	Rod East Volkswagen, Inc. (425072)
11/04/2009	Reimbursement	Accepted 01/04/2009	\$3,261.99	Rod East Volkswagen, Inc. (425072)
11/04/2009	Reimbursement	Accepted 01/04/2009	\$33.00	
11/04/2009	Reimbursement	Accepted 12/04/2009	\$3,375.85	Rod East Volkswagen, Inc. (425072)

Contacts

07/30/2010 09:40:46 PASTORL Assigned To Other - @TAX
STR research.

07/21/2010 11:52:12 PASTORL Note To User - lp
STR process research.

07/13/2010 02:26:18 PASTORL Note To User - lp
STR process research.

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

Contacts

06/24/2010 01:04:17 GELFUSB Assigned To Remarketing Coordinator - PASTORL

05/18/2010 10:35:34 ATMANIB Voice Mail To Dealership Personnel - Karen Steinbring @ Rod East Volkswager
LMTRMC stating that I have faxed a written request seeking a copy of the application to be fax to me. Wait for dealer contact

05/10/2010 12:41:12 ATMANIB Voice Mail To Dealership Personnel - Karen Steinbring @ Rod East Volkswager
LMTRMC stating that I have faxed a written request to obtain copy of title application; seeking a call back for an update or copy of the application to be fax to be. Wait for dealer contact

03/24/2010 05:27:12 ATMANIB FAX To Dealership Personnel - Karen Steibring @ Rod East Volkswagen, Inc. (4
request for RTS

03/05/2010 04:00:48 CR_BATCH Note To User - ATMANIB
EFT for amount \$ 3261.99 processed on 03/04/2010. AP reference number: 00009455

02/18/2010 03:43:07 ATMANIB Note To Med/Arb - med/arb
sales tax recoivry pending on receiving information from tax office in TX on how to submit sales tax

02/17/2010 01:15:18 ATMANIB Assigned To Other - @TAX

02/17/2010 01:15:11 ATMANIB Assigned To Remarketing Coordinator - ATMANIB

02/17/2010 08:17:31 GELFUSB Disclosure (M/A Only) To Auction - BG

02/16/2010 03:59:14 ATMANIB Assigned To Team5 - GELFUSB
disclosure complete

02/16/2010 03:54:46 ATMANIB Attached Mail From Other - DOT TX
received branded title

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

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Contacts

02/11/2010 11:21:37 ATMANIB Attached Mail From Other - STate of TX tax assessor
received branding receipt, wait for physical branded title

01/28/2010 11:10:51 ATMANIB Approved By Med/Arb - Bher Atmani
dealer fees EFT \$ 3261.99

01/28/2010 11:08:40 ATMANIB Reviewed With Team5 - [REDACTED]
sales tax to be reimbursed to dealer. Med/Arb might request sales tax recovery to state. to be researched

01/28/2010 11:07:44 ATMANIB FAX From Dealership Personnel - title and reg department @ Rod East Volkswa
received dealer fees including sales tax

01/22/2010 04:17:28 ATMANIB Mail To Other - TX DMV
sent branding request EON

01/20/2010 11:33:01 ATMANIB Vehicle To Auction - CB assignments

01/20/2010 11:30:55 ATMANIB Final Repair Order (M/A only) From Dealership Personnel - M Vaughn @ Rod E:
Received VCR ACF CNC Final RO

01/14/2010 01:10:14 FERGUSH Assigned To Remarketing Coordinator - ATMANIB
Check # 70940946 for amount \$33.00 received.
Forwarded check to advocate for handling.

Contacts

01/08/2010 03:53:07 ATMANIB

E-Mail To FOM - Jack Jones

Hello

Please find attached the repair doc for buyback WVGFM77L89D [REDACTED] presently at dealer 425072 (buyback from customer [REDACTED])

Please complete them at your earliest opportunity and email/fax them back to me

thanks

Baya Atmani
Remarketing Coordinator
Mediation Arbitration
Volkswagen Group of America, Inc.
3499 West Hamlin Rd
Rochester Hills, MI 48309
Phone: (248) 754-3559
Fax: (248) 754-6526
Email: Bher.Atmani@vw.com

01/08/2010 01:53:50 ATMANIB

Approved By Med/Arb - Bher ATmani

33 dollars branding fees

Contacts

01/08/2010 01:39:48 ATMANIB E-Mail To Distribution - 10/21/09

Date : 10/21/2009

VIN : WVGFM77L49 [REDACTED]

[REDACTED]
[REDACTED]
San Antonio TX [REDACTED]

Thanks

Baya Atmani
Remarketing Coordinator
Mediation Arbitration
Volkswagen Group of America, Inc.
3499 West Hamlin Rd
Rochester Hills, MI 48309
Phone: (248) 754-3559
Fax: (248) 754-3819
Email: Bher.Atmani@vw.com

01/08/2010 04:00:24 CR_BATCH Note To User - GELFUSB

EFT for amount \$ 3375.85 processed on 01/07/2010. AP reference number: 00001463

01/06/2010 10:36:43 GELFUSB Assigned To Remarketing Coordinator - ATMANIB

FOM is Jack Jones, it was replaced due to stalling which was caused by fuel pump. The dealer did the replacement. Can you just put the vehicle in service and send Jack the stuff to complete the repair portion of the replacement. The veh is repaired and should be ready for auction.

12/21/2009 02:59:56 GELFUSB Approved By Med/Arb - BG

Req'd ck for title and reg.

12/21/2009 02:56:50 GELFUSB Attached Mail From Dealership Personnel - Rod East VW

Rec'd title.

12/17/2009 10:42:24 GELFUSB Call To Dealership Personnel - Jim @ Rod East Volkswagen, Inc. (425072)

Asked for title, advised that we are holding back the tax and registration until we get the title. He will send it today.

Contacts

12/09/2009 10:43:33 GELFUSB Call To FOM - Jack Jones

He will check with the dlr for me, everytime I call I get told the title is coming, or we didn't pay them enough for the vehicle. Jack will call them and have title sent. Did advised him that I am holding the money for tax and title until I received the title.

12/01/2009 12:37:04 GELFUSB Call To Dealership Personnel - Karen @ Rod East Volkswagen, Inc. (425072)

Asked for title again, she states that they only received a portion of the money for the vehicle, she was going to check with 'Jim' and call me back.

11/11/2009 02:50:54 GELFUSB Call To Dealership Personnel - Karen @ Rod East Volkswagen, Inc. (425072)

Asked again for the title, she was waiting until they had confirmation that they were paid for the vehicle. She will send me the title overnight.

11/09/2009 03:34:42 GELFUSB Attached Mail From Accounting - Crystal Batstra

Rec'd MCO and invoice.

11/04/2009 02:20:08 GELFUSB E-Mail To Multiple Roles - acct & dist

Case 090257570

ORIG VIN WVGFM77L89D [REDACTED]
REPL VIN WVGFM77L49D [REDACTED]

Owner:

[REDACTED]
[REDACTED]
[REDACTED]
San Antonio TX [REDACTED]

* Distribution *

Please credit 425072 for VIN WVGFM77L49D [REDACTED] - Bill to 491/991

* Accounting *

This is a strange one, the dealer already put the customer in the vehicle and registered it with their MCO and invoice. I don't need a new one, cust has been in his vehicle for a month now!

11/04/2009 02:13:37 GELFUSB Call To Dealership Personnel - Karen @ Rod East Volkswagen, Inc. (425072)

She will forward me the title, advised i would do credit/rebill and reimb for their fees.

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

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Contacts

11/02/2009 07:36:48 GELFUSB Attached Mail From Owner - [REDACTED]

Rec'd POA and signed acceptance back.

10/23/2009 10:21:59 ATMANIB Mail To Owner - [REDACTED]

Mailed cover letter, replacement agreement, two TX SPOA for customer to sign, per analyst request

10/23/2009 08:50:33 GELFUSB Mail To Owner [REDACTED]

Gave file to Baya to complete and mail with the return envelope, sent offer letter and letter explaining that we need some docs for us to take possession of the vehicle. Baya will include POA in docs.

10/23/2009 08:08:35 GELFUSB Attached Mail From Dealership Personnel - Rod East VW

Rec'd req from dlr for cost of tax, title and new vehicle. Will send new offer and POA for cust to sign. Once we get that info, will do credit/rebill and reimb dealer.

10/21/2009 04:05:40 GELFUSB Call To FOM - Jack jones

He did tell them that we were doing the SOC, but he did not tell them to do it! He had no idea what they were doing. Advised that we are back tracking things now and should have resolved soon.

10/21/2009 04:01:03 GELFUSB E-Mail To Owner - [REDACTED]

Mr. Grunwald,

I apologize for the miscommunication in this matter. Our normal process is to get authorization from the bank to do the substitution and if they don't grant that, we have to repurchase. When I called your CU and spoke with several people I was told absolutely not, no substitution could happen. Once I got that answer, which is becoming more prevalent these days, I sent the offer to repurchase. No one advised me that the dealer put you in the new vehicle already, that is not our normal process. A few steps were bypassed and I am in the middle of determining what is needed in this situation. At the very least we are going to have to mail you another Power of Attorney giving us POA over your original vehicle since we need to remarket it. There may be additional things to sign as soon as I get all the information I need from the credit union and the dealer. I will contact you by Friday with more information.

Again, I am sorry for the confusion.

Regards,

Bonnie

10/21/2009 03:53:02 GELFUSB Call To Dealership Personnel - Karen @ Rod East Volkswagen, Inc. (425072)

They did the POA in their name, they paid full tax and license for the new vehicle. Advised her I would call her back. She is going to send me the bills for the replacement costs.

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

Case: 90257570

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Contacts

10/21/2009 03:52:50 GELFUSB E-Mail To FOM - Jack Jones

Sent email to call me.

10/21/2009 03:52:04 GELFUSB Call To Financial Institution - Fort Knox - Carol Cox

They normally will not do the SOC, but agreed to it in this situation, they have the title ready to go, they are releasing in VWs name and sending to Karen at the dlr.

10/21/2009 03:27:55 GELFUSB Call From Dealership Personnel - Karen @ Rod East Volkswagen, Inc. (425072)

She said she was told by Jack Jones to do a SOC so that is what she did. She called the CU and also spk with several people and ended up with the customer's loan person Carol Cox, she agreed to the SOC and currently Karen is just waiting for the title from the CU.

10/21/2009 12:45:15 GELFUSB Voice Mail To FOM - Jack Jones

Left msg to rmc.

10/21/2009 10:57:37 GELFUSB Attached Mail From Owner - [REDACTED]

Rec'd email back from owner stating that the dlr already put the cust in the replacement vehicle, he provided me with the registration of the new vehicle.

10/16/2009 03:44:57 GELFUSB E-Mail To FOM - Jack Jones

Jack, here is the offer. I didn't take usage on this one, not his fault we can't repalce.

10/16/2009 03:43:56 GELFUSB Mail To Owner - [REDACTED]

SON, sent offer to repurchase.

10/16/2009 03:43:25 GELFUSB Voice Mail To Owner - [REDACTED]

Called home and business, left msg on both, but detailed repurchase and reason for repurchase on home v.m.

10/15/2009 10:49:11 GELFUSB Voice Mail To FOM - Jack Jones

Left msg to see if TA could be facilitated, do not want to contact owner until we know which direction this will go.

10/15/2009 10:44:47 GELFUSB Call To Financial Institution - Fort Knox

Spk with 2 different people, ended with Amy who was speaking with her manager through the conv. they will not allow an SOC, veh has to be paid off, no way to do that internally, they would need a check from us.

Contacts

10/15/2009 10:26:56 GELFUSB Attached Mail From FOM - Jack Jones

Rec'd req to replace veh due to concerns with stalling which was caused by fuel pump issue which contaminated the system. Veh down since 9/2 due to repairs and waiting for parts. Repl VIN is WVGFM77L49D [REDACTED] Non VCI

Case 100310524

Customer: Mr. [REDACTED]
Program: Dealer GW
Status: 10/13/2010 Closed
Source: Dealer
Assigned: Lisa Janssens (JANSSEL)

Vehicle: 2009 Volkswagen Jetta
3VWRL71K99M [REDACTED]
Production Date: 8/14/2008
Odometer: 48,090 Miles
Wty Start Date: 09/11/2008
Dealer: Dwight Harrison Volkswagen (407235)

Reasons

<u>CATEGORY / TYPE / REASON</u>	<u>PART DESCRIPTION</u>	<u>CALL INTENT</u>	<u>ASST REQUEST / RESOLUTION</u>
Dealer / Service / Treatment by Personnel		Praise	Not Applicable Not Applicable
Vehicle Problem / Warning Light / Other Warning	High-pressure pump	Inquiry	Not Applicable Not Applicable
Vehicle Problem / Engine / Stalling	High-pressure pump	Complaint	Repair Full Assistance

Contacts

10/13/2010 02:13:43 JANSSEL Note To User - CCC

RCM reviewed.
No further action.

10/13/2010 02:08:40 HICKSPE Return To Owner - [REDACTED]

CA advised Customer that we here in the CCC rely on the Dealer 405038 for question such as this; advised Customer to try speaking to the Part Manager (parts manager). Customer acknowledge. CO to review and close.

10/13/2010 02:07:47 HICKSPE Face-To-Face With RCM - Southern - Lisa

RCM advised Dealer would be able to tell if the part numbers are different. CA to return to Customer.

10/13/2010 02:02:44 HICKSPE Call From Owner - [REDACTED]

Customer states: has case number; vehicle needs a new fuel injector pump. Customer seeks: to know if the replacement part is the same design as the one taken out of vehicle. CA advised that Dealer 405038 would be the best resource to answer this question. Customer states: he did ask the Service Manager and Service Advisor and they didn't know. CA advised that will check to see if we do have any information regarding parts. CA to research.

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

Contacts

10/04/2010 04:45:50 JANSSEL Call To Dealer Service Mgr - Shawn @ Capital Volkswagen (405038)

RCM advised: spoke to customer who is renting his own vehicle for \$20/day, Service Advisor does not need to contact him, customer will give dealer the rental receipts, dealer then submits a warranty claim and cuts customer a check for that amount. Service Manager advised: appreciates the call, will handle it from here.
No further action.

10/04/2010 04:40:45 JANSSEL Call To Owner - Mr. [REDACTED]

RCM advised: spoke to dealer 405038 regarding rental, because customer is paying for his own vehicle, he can submit the receipts to dealer when he picks up his vehicle, dealer will claim the rental with the warranty repair claim and cut customer a check. Customer thanked, stated dealer Service Advisor and Service Manager have been great.
RCM to call dealer.

10/04/2010 04:37:08 JANSSEL Voice Mail From Owner - Mr. [REDACTED] @ Capital Volkswagen (405038)

Customer states: dealer 405038 is currently waiting on a fuel tank which is scheduled to arrive on 10/15/10, customer has a rental vehicle and is paying \$20/day, seeking to know if he needs to file reimbursement.
RCM to call customer.

10/04/2010 04:00:10 JANSSEL Call To Dealer Service Advisor - Moses @ Capital Volkswagen (405038)

RCM seeking to know if customer has been contacted regarding a rental. Service Advisor advised: not yet, will call them by COB today.
RCM to call customer.

10/04/2010 03:34:40 BUCKNEN Voice Mail To RCM - Eastern - JANSSEL

CA transferred to RCM voicemail. RCM to call customer

10/04/2010 03:34:04 BUCKNEN Call From Owner - Mr. [REDACTED]

Customer states: Left message for RCM last week; have not heard anything. CA advised: Showing RCM did receive message; will transfer to RCM; not available message can be left. CA to transfer to RCM

10/04/2010 09:44:44 JANSSEL Call To Dealer Service Mgr - Shawn @ Capital Volkswagen (405038)

RCM advised customer's request for a rental. Service Manager advised: unaware that customer needed alternate transportation, will have Service Advisor-Moses call customer to set up a rental. RCM advised: dealer 405038 can submit rental under warranty upon receiving receipts from customer.
RCM to call customer.

Contacts

10/01/2010 03:14:16 GARDNEJ

Call From Owner - Mr. [REDACTED]

Customer states that dealer 405038 advised customer this repair will take another 1-2 weeks due to parts on order. Customer states that he has been paying out of pocket for rental cost. Customer states he is seeking VW to cover the cost of the rental until the vehicle has been repaired as well as look into reimbursement for the rental cost he already incurred. CA advised customer I will alert RCM to his request and RCM should follow up within 24-48 business hours. RCM to review customer request for rental assistance.

09/29/2010 10:31:45 JANSSEL

Note To User - CCC

RCM reviewed.
No further action.

09/29/2010 10:07:20 ALETHAA

Call From Spouse - [REDACTED]

Customer states: Has a case with CCC. Customer seeks: Update on case. CA advised: It is documented that RCM left them a VM on 9/27/10. Customer states: They do not have it; confirmed phone numbers, one is business #. CA advised: Made note which number she prefers to be reached on customer information page; the VM informed them that dealer 405038 Service Manager has advised that the needed repairs will be covered under power train warranty, repairs should be completed by the end of the week 10/1/10. Customer states: no one has contacted her about that. CA advised: a VM was left at the business number, apparently, have corrected that; she is welcome to call CCC anytime with questions or concerns. Customer states: she will call Dealer 405038 service manager, Mike. CO to review and close.

09/27/2010 02:04:51 JANSSEL

Voice Mail For Owner - Mr. [REDACTED]

RCM advised: dealer 405038 Service Manager has advised that the needed repairs will be covered under power train warranty, repairs should be completed by the end of the week 10/1/10, advised to call CCC with other questions or concerns.
No further action.

09/27/2010 10:43:37 JANSSEL

Call From Dealer Service Mgr - Shawn @ Capital Volkswagen (405038)

Service Manager advised: researched and found that this repair will be covered under power train warranty as there is no fuel contamination, customer lives in GA and did not need alternate transportation, parts have been ordered and should arrive on Wednesday 9/29/10, one of the customer's relatives will pick vehicle up on Friday 10/1/10.
RCM to call customer.

09/27/2010 09:33:07 JANSSEL

Voice Mail For Dealer Service Mgr - Shawn @ Capital Volkswagen (405038)

RCM seeking to know if Service Manager has contacted warranty helpline.
RCM to wait dealer 405038 call.

Contacts

09/27/2010 09:32:39 JANSSEL Voice Mail From Dealer Service Mgr - Shawn @ Capital Volkswagen (405038)

Service Manager seeking return call.
RCM to call dealer 405038.

09/24/2010 03:53:28 JANSSEL Call To Dealer Service Mgr - Shawn @ Capital Volkswagen (405038)

RCM advised: checked the VTA ticket which has been closed by tech line, tech line stated that they did not receive a call. Service Manager advised: tried to contact tech line however was not able to speak to anyone and the wait was 30 minutes, customer has not been provided alternate transportation, does not want to go further unless Service Manager has authorization for repairs. RCM advised: recommends Service Manager to contact warranty helpline as dealer has stated that the fuel pump has failed and caused consequential damage, advised to call RCM back after they are called. Service Manager agreed.
RCM to wait dealer 405038 call.

09/24/2010 12:07:22 ZIEHMEC Call From Dealer Service Mgr - Dan @ Gossett Volkswagen of Alpharetta (4072)

Service Manager states: that he is calling as the customer called dealer 407208 stating that she needed to get a loaner from them because they were the last to work on her vehicle; she did her covered maintenances at the dealer 407208. RCM advised Service Manager of the customers concerns and the situation with dealer 405038. Service Manager states they will not give the customer a loaner or rental. RCM to wait dealer 405038 call.

09/24/2010 11:02:46 MULLIGM Call From Spouse - [REDACTED]

Customer states seeking update; seeking to know if could be expedited; Dealer 405038 has been fabulous, but has been without vehicle for a week away from home for known problem with fuel pump; seeking RCM Supervisor as RCM out of office; CA advised RCM attempted contact with Dealer 405038 this morning and does not appear to be out of the office, if so, a backup would contact Customer; we will follow up by COB 9/27 as advised, CA will note urgency of situation for RCM in case she is able to follow up sooner; RCM to wait Dealer call.

09/24/2010 09:17:31 JANSSEL Call To Dealer Service Mgr - Shawn @ Capital Volkswagen (405038)

RCM seeking update as customer has now contacted CCC. Service Manager advised: technician opened a VTA but no one has responded yet, dealer 405038 wants to make tech line aware of the situation and get their recommendation on further repairs. RCM seeking to know if dealer has contacted warranty helpline as customer stated to CCC that the dealer is waiting on VW's approval. Service Manager advised: will have the warranty administrator contact warranty helpline later today, will call RCM back when he has an update, also sent FOM an email but has not yet received a response. RCM advised: all FOM's are at the national dealer meeting this week. RCM to wait dealer call.

09/24/2010 08:51:30 JANSSEL Voice Mail From Owner - Mr. [REDACTED]

Customer states: stranded in FL, at dealer 405038 now and for the past week, Service Manager in contact with CCC for repairs, fuel injector pump concern, currently waiting for approval on repairs, customer seeking call back on cell phone number [REDACTED]
RCM to call dealer 405038.

Contacts

09/24/2010 08:28:03 ALEXANLA Transfer To Associate Voicemail - Lisa - RCM

CA transferred Customer to RCM voice mail. RCM to research.

09/24/2010 08:20:52 ALEXANLA Call From Owner - Mr. [REDACTED]

Customer states is calling because his vehicle has been down at dealer 405038 because it stalled on him while driving; states that the fuel injection pump needs replacing; states that he is working with the manager Shawn Hoffman who advised that they are still waiting on approval from VW to repair the vehicle under warranty; states the dealer has done a formal diagnosis. CA advised Customer that the Service Manager has already proactively contacted CCC and advised the RCM of this matter; advised that CA will now update the notes and have an RCM further follow up with the dealer on the concerns and status of repairs being covered under warranty or not. Customer states is seeking to know if the RCM has followed up with the dealer since the dealer contacted CCC. CA advised Customer that the RCM has not had further contact with the dealer since the initial call as CCC would require for the Customer to contact CCC before any further involvement is done. Customer states his dissatisfaction that the RCM has not been working on his case since the dealer called and that CCC would have to wait for Customer to call in order to further look into the case; states is seeking to have the name and number for the RCM. CA provided RCM name but advised that CA does not have a number to provide Customer; advised that until Customer made initial contact with CCC, the RCM was not able to go further with researching the case. Customer states is seeking to know if the RCM has voice mail. CA advises yes. Customer states that he would like to have the RCM's voice mail. CA advised Customer that there would not be any information that the RCM will have at this time. Customer insist to have RCM voice mail. CA advised Customer that per his request, CA will transfer Customer to RCM voice mail however the RCM will not be following up with Customer until by COB Monday 9/27. Customer acknowledged. CA to transfer Customer to RCM voice mail.

09/20/2010 02:04:00 JANSSEL Call From Dealer Service Mgr - Shawn @ Capital Volkswagen (405038)

Service Manager advised: this is customer's first visit to dealer 405038, the vehicle came in with the glow plug light on and stalling, dealer diagnosed the concern and found that the high pressure fuel pump came apart and caused metal particles to flow throughout the fuel system, dealer needs to replace the pump, seals, and piping, parts cost is \$6000 and labor is about 13 hours or so, there is no fuel contamination. RCM asked if dealer has opened a VTA with tech line. Service Manager advised: not yet. RCM recommends Service Manager to first contact warranty helpline as the high pressure fuel pump failed which caused the other parts to fail may fall under power train warranty, if it does not then Service Manager can call RCM back. No further action, pending dealer call.

Case 100334190

Customer: Mr. [REDACTED]	Vehicle: 2009 Volkswagen Jetta
Program: Customer Relations	3VWRL71K99M [REDACTED]
Status: 10/19/2010 Closed	Production Date: 12/2/2008
Source: Phone	Odometer: 40,809 Miles
Assigned: Christine Ziehmer (ZIEHMEC)	Wty Start Date: 07/21/2009
	Dealer: Gossett Volkswagen of Alpharetta (407208)

Reasons

CATEGORY / TYPE / REASON	PART DESCRIPTION	CALL INTENT	ASST REQUEST / RESOLUTION
Dealer / Service / Inaccurate Diagnosis	Fuel pump	Complaint	Not Applicable
			Not Applicable
Vehicle Problem / Warning Light / Other Warning	Fuel pump	Complaint	Repair
			Support Dealer C
Vehicle Problem / Engine / Stumbles/hesitates/d	Fuel pump	Complaint	Repair
			Support Dealer C

Contacts

10/19/2010 08:36:49 ZIEHMEC Note To User - CCC

RCM reviewed and closed. No further action

10/18/2010 04:42:50 LANDRYK Continued Comment With Owner - Mr. [REDACTED]

RCM advised: Dealer 407235 did some preliminary testing and found that there was gasoline in the fuel tank; this is not a manufacturer shortcoming; Customer may want to return to the gas station he purchased fuel from to see if there has been any other complaint; Customer may want to contact insurance company to see if the repair will be covered. Customer states: purchased fuel at the same gas station he uses all of the time; has receipts; has heard this is common with these vehicle's. RCM advised: as this is not a manufacturer shortcoming the repair is not covered; if Customer has further questions can call back.
RCM to review and close.

10/18/2010 04:38:22 HICKSPE Transfer To RCM - Southern - Kim

RCM to continue conversation.

10/18/2010 04:34:12 HICKSPE Call From Owner - [REDACTED]

Customer states: calling to get update on case. CA advised RCM handling case is not in the office today; will transfer to another RCM that can assist Customer. CA to transfer to RCM.

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

Contacts

10/18/2010 08:07:55 JAJJOBI

Return Call From Owner - Mr [REDACTED]

Customer states: received voicemail from RCM. Customer seeking: update to the case; would like to speak to RCM. CA advised: can transfer customer to RCM; if RCM is assisting another customer, can leave a Voicemail; CA will document customers call and RCM will contact customer no later than COB tomorrow. Customer accepted, states, will not leave a VM. CA advised: will document.

10/15/2010 01:45:51 ZIEHMEC

Call To Spouse - Ms. [REDACTED]

RCM advised customer to call CCC for an update. RCM to advise customer: RCM spoke to the Service Manager; the concerns are due to an outside influence; the fuel in the tank did have gasoline in it; the dealer did preliminary tests to determine this; he will have to speak to his insurance company. RCM to wait customers call.

10/15/2010 01:44:56 ZIEHMEC

Call To Spouse - Ms [REDACTED]

RCM attempted to call the customer on the preferred number but it stated number was not available. RCM to call customer

10/15/2010 10:08:50 ZIEHMEC

Call To Dealer Service Mgr - Terry @ Dwight Harrison Volkswagen (407235)

RCM advised Service Manager of the customers concerns and what he is seeking. Service Manager states: they contacted VTA; they tested the fuel in the tank; it is has gasoline in it; they tested it with the Styrofoam cup and it ate the cup; the repairs are over \$8500; they have already advised the customer to contact their insurance company. RCM to call customer.

10/14/2010 04:38:07 ZIEHMEC

Assigned To RCM - Southern - ZIEHMEC

Assigned for handling

10/14/2010 04:12:01 CLAYTOY

Assigned To RCM - Southern - CCC

Please call the customer by the COB on 10-15-2010. Customer disagrees that regular fuel is what caused the fuel pump to fail. Customer states she has receipt that proves ultra low diesel fuel was put in the vehicle. RCM to contact dealer 407235 to verify how dealer 407235 came to this conclusion and to verify all resources has been utilize. RCM to contact dealer 407235.

Contacts

10/14/2010 04:06:27 CLAYTOY

Call From Owner - Ms [REDACTED]

Customer states: Original owner; Customer purchased the vehicle; This customer/family has owned first vehicle(s); maintains the vehicles at our dealer 407208; services the vehicle as recommended; has not experienced multiple vehicle issues; has a service contract; glow plugs light came on in the vehicle and he turned off the vehicle and restarted the vehicle and the glow plug light went off in the vehicle then he drove to the light and the engine light flashed and the vehicle stalled.; Customer is seeking/expecting assistance on what caused the fuel pump to go out because the dealer 407235 advised it is regular gasoline fuel in the vehicle but the customer has receipt for his fuel he could show VW proving he had ultra low diesel in the vehicle. Customer states he drove about 300 miles on the fuel that is in the tank that is this another reason of proof that diesel was in the vehicle not regular gasoline; working with Kim Crook; this customer perceives this to be a premature failure. CO advised the RCM who acts like a dealer liaison would call the customer by the COB on 10-15-2010. CO to assign to RCM.

Case 100334901

Customer: Ms. [REDACTED]
Program: Customer Relations
Status: 11/01/2010 Closed
Source: Phone
Assigned: Scott Gidley (GIDLEYS)

Vehicle: 2009 Audi Q7
WA1AM74L19D [REDACTED]
Production Date: 3/11/2009
Odometer: 20,000 Miles
Wty Start Date: 08/15/2009
Dealer: Strong Audi (419E02)

Reasons

<u>CATEGORY / TYPE / REASON</u>	<u>PART DESCRIPTION</u>	<u>CALL INTENT</u>	<u>ASST REQUEST / RESOLUTION</u>
Manufacturer / Service / Rental/Loaner	Fuel pump	Inquiry	Not Applicable Not Applicable
Vehicle Problem / Engine / No Start (temperature)	Fuel pump	Complaint	Not Applicable Not Applicable
Vehicle Problem / Engine / Stalling	Fuel pump	Complaint	Not Applicable Not Applicable

Contacts

11/01/2010 03:05:43 GIDLEYS

Voice Mail For Owner - [REDACTED]

CA LMTRMC. Second attempt. If/when Customer calls, please find out if sister was able to get vehicle from Dealer; if Customer has spoken to Dealer about vehicle repairs and possible delivery options. Pending Customer call, no further action.

10/28/2010 06:34:28 GIDLEYS

Voice Mail For Owner - [REDACTED]

CA LMTRMC. If/when Customer calls, please find out if sister was able to get vehicle from Dealer Wackerli Audi; also ask if Service Manager has contacted Customer about possible delivery of vehicle once it is repaired. CA to wait for Customer call.

10/26/2010 01:40:04 GIDLEYS

Call To Dealer Service Mgr - Nick @ Wackerli Audi (419B98)

CA states: has been trying to contact Customer since speaking with Service Manager on Friday; finally reached Customer today; Customer's sister is 21; her husband is 24. CA seeking: if that is responsible enough to provide vehicle. Dealer Service Manager states: Ford Dealer keeps calling Service Manager; states that Customer has had so many concerns with vehicle that she just purchased new Expedition; not inclined to provide vehicle. CA advised: if that was the case, Customer's sister should have vehicle returned; since Customer is still borrowing sister's car, might not be the case. Dealer Service Manager states: will provide vehicle if sister calls; will not be flashy; going to Salt Lake City next Wednesday; if vehicle repaired, can deliver to Customer. CA advised: will cross that bridge when we come to it. CA to call Customer.

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

Contacts

10/26/2010 01:28:02 GIDLEYS

Call To Owner - [REDACTED]

CA advised: spoke with Dealer Service Manager on Friday; Dealer has older vehicle available that Customer's sister can borrow until repairs are completed. Customer seeking: when vehicle will be repaired. CA advised: all indications point to beginning of next week; waiting on one more fuel line. CA to call Dealer.

10/25/2010 05:40:01 GIDLEYS

Call To Owner - [REDACTED]

CA called Customer; voice mail full. CA to call Customer.

10/25/2010 03:15:10 GIDLEYS

Call To Owner - [REDACTED]

CA called Customer; voice mail full. CA to call Customer later.

10/25/2010 11:04:14 WILDERD

E-Mail To Owner - [REDACTED]

CA sent email to the customer. CA to handle accordingly.

10/25/2010 09:58:08 WILDERD

Face-To-Face With Associate - Scott Gidley

(Actual face to fact occurred on 10-22-10) CA requested that letter for RA reimbursement be emailed to the customer. CA to email to the customer.

10/22/2010 09:09:48 GIDLEYS

Call To Owner [REDACTED]

CA called Customer; voice mail box full. CA to call Customer.

10/22/2010 09:09:08 GIDLEYS

Call To Owner - [REDACTED]

CA called Customer; voice mail box full. CA to call Customer later.

10/22/2010 09:04:57 GIDLEYS

Call To Multiple Roles - Nick -SM/ Mick - Parts mgr @ Wackerli Audi (419B98)

CA seeking: status of vehicle; part number. DP states: part number 4L0 927 014B; needs harness; not expected until beginning of November. CA advised: Customer's sister needs vehicle; under 25; seeking if courtesy vehicle can be delivered to Dealer Strongs Audi in Salt Lake. DP states: has 1998 loaner; if Customer's sister mid to early 20's, will provided it to her. CA advised: appreciates efforts; will contact Customer.

10/22/2010 09:03:07 GIDLEYS

Call To Owner - [REDACTED]

CA seeking: if Customer has rented vehicle. Customer states: still in sister's vehicle; sister is under 25; cannot rent vehicle; Dealer covering repairs under warranty; analysis came back with internal concern, not fuel. CA advised: will contact Dealer and follow up with Customer; Customer's voice mail is full. CA to call Dealer.

10/22/2010 03:49:47 GIDLEYS

Call To Owner - [REDACTED]

CA called Customer; voice mail box full. CA to call Customer later.

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

Case: 100334901

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Contacts

10/22/2010 10:54:06 GIDLEYS Note To User - ccc

CA forwarded letter to outbound mail to e-mail. CA to follow up with Customer.

10/21/2010 11:52:22 GJONAJC Call From Other - Ray bushnell-Ford Dealer

Other states: customer is a good customer of theirs; Customer is seeking a car rental; vehicle was stranded in Idaho; dealer does not know when part will come in; customer came back home and is in sister's car but needs to rent a car until vehicle is repaired. CA advised: since customer vehicle broke down more than 100 miles from home she qualifies for trip interruption; up to \$200 per day for a maximum of \$1000; customer is going to receive a letter with roadside reimbursement address ; customer can submit her receipts and proof of payment to the roadside address; it is suggested she rent a car between \$35-\$40 per day. Other states: he will speak to customer to discuss her options. CA to handle accordingly.

10/20/2010 12:11:11 WILDERD Assigned To Team 1 - GIDLEYS

CA generated RA reimbursement address; provided to the original advocate. CA to handle accordingly.

10/18/2010 12:13:18 GIDLEYS Assigned To Audi Corr - WILDERD

Please generate e-mail to CUST advising of Roadside address for trip interruption.

Audi Roadside Assistance
Attn: Trip Interruption Claims
P.O. Box 3094
Arlington Heights, IL 60006

Correspondence to handle accordingly.

10/18/2010 12:11:12 GIDLEYS E-Mail To Roadside - Rob Lunde

CA e-mailed information to Roadside analyst. CA to request e-mail to Customer.

10/15/2010 03:44:56 GIDLEYS Continued Comment With Owner - [REDACTED]

CA advised: trip interruption has been established; has address to send reimbursement. Customer states: driving right now; cannot take information. Customer seeking: if CA can e-mail information. CA advised: will e-mail information; can take 3-4 days; will not matter because Customer will need to submit receipts after repairs are completed. Customer acknowledged. CA to e-mail Roadside analyst.

10/15/2010 03:44:22 GIDLEYS Conference Call With Multiple Roles - Ms. Alden/ Kat - Roadside

CA advised: conference call with Roadside advocate and Customer; Customer needs to set up trip interruption; has been approved rental vehicle; seeking how to be reimbursed. Roadside advocate states: Customer needs to mail receipts for rental; provided address. Customer states: cannot hear Roadside advocate. CA advised: has information; thanked Roadside advocate; will relay information to Customer. Roadside advocate disconnected. CA to continue communication with Customer.

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

Case: 100334901

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Contacts

10/15/2010 03:44:01 GIDLEYS

Continued Comment With Owner - [REDACTED]

Customer states: should be on conference call with Roadside. CA advised: nobody from Roadside on line with Customer and CA; will conference call. CA to call Roadside.

10/15/2010 03:31:13 HOPEMEG

Transfer To Associate - GIDLEYS

CA advised: of Customer's call; wishes to speak to Associate. Associate advised: will speak to Customer. CA warm transferred Customer's call. Associate to assist Customer.

10/15/2010 03:30:54 HOPEMEG

Call From Owner - Ms. [REDACTED]

Customer states: has been working with Associate; is he available. CA advised: will see if Associate is available to speak to Customer. CA to call Associate.

10/15/2010 03:26:27 GIDLEYS

Call To Owner - [REDACTED]

CA advised: was able to arrange reimbursement of rental through trip interruption; explained maximum; Customer should rent affordable vehicle considering amount of time vehicle will be in for repairs; Customer should contact Roadside; provided phone number and case number. CA to e-mail Roadside analyst.

10/15/2010 03:26:13 GIDLEYS

Call To Roadside - Rob Lunde

CA states: provided information regarding Customer's situation. CA seeking: if Customer qualifies for trip interruption. Roadside analyst states: will authorize trip interruption; Customer will need to contact Roadside and submit receipts for rental; requests e-mail of particulars. CA advised: will contact Customer; will send e-mail. CA to call Customer.

10/15/2010 03:25:58 GIDLEYS

Face-To-Face With Regional Case Specialist - Lori Wilder

CA inquired if Customer is eligible for trip interruption if she did not contact Roadside. RCS advised: call Roadside analyst. CA to contact Roadside analyst.

10/15/2010 03:20:40 GIDLEYS

Call To Dealership Personnel - Aaron - Warranty Admin @ Strong Audi (419E02)

CA states: provided information on case; inquired if Customer can get courtesy vehicle from Dealer. Dealer warranty admin states: no courtesy vehicles available until Friday 10/22. CA to speak with Supervisor.

10/15/2010 03:20:19 GIDLEYS

Return Call From Dealer Service Advisor - Nick @ Wackerli Audi (419B98)

Dealer Service advisor states: just moved into new building; has new address; has new phone numbers; fleet vehicles will not arrive for a few weeks; has no relationship with rental company. CA advised: will make sure information updated in system with Info Manager; will investigate other options. CA to call Dealer Strong Audi.

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

Case: 100334901

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Contacts

10/15/2010 03:19:56 GIDLEYS Call To Dealer Service Advisor - Matisse @ Strong Audi (419E02)

CA states: Customer on vacation in Idaho; vehicle is disabled at Dealer Wackerli Audi; waiting on phone call from service advisor; service advisor calling back; will need to disconnect call. CA to accept call from Dealer Wackerli Audi.

10/15/2010 03:19:29 GIDLEYS Return To Owner - [REDACTED]

CA advised: Dealer Wackerli Audi service advisor assisting another Customer; waiting on return call; confirmed that CA can authorized \$35/day for up to 5 days; will be able to evaluate additional assistance on Monday; will need to call Customer back. Customer acknowledged. CA to wait for Dealer call.

10/15/2010 03:19:05 GIDLEYS Call To Dealer-cust.holding - Clark @ Wackerli Audi (419B98)

CA seeking: if Dealer has access or relationship with [REDACTED] or other rental company. DP states: service department will need to authorize; will forward information to service advisor who will call CA back. CA to return to Customer.

10/15/2010 03:18:50 GIDLEYS Return To Owner - [REDACTED]

CA advised: called Dealer; has VIN; can authorize \$35/day for 5 days, maximum \$175; any more, CA will need to get approved through a member of leadership; all Supervisors out of office until Monday; can follow up on 10/18. Customer states: does not believe vehicle can be rented for \$35/day; husband travels and he is not aware of anything; Dealer Strong's Audi in Salt Lake City offers courtesy vehicle. CA advised: courtesy vehicle not a provision of the NVLW; up to Dealer discretion; because Customer did not utilize Roadside, does not believe Customer would qualify for trip interruption; would need to submit receipts to Audi of America for reimbursement. Customer states: should not be responsible for any out-of-pocket expense; CA should retain rental for Customer. CA advised: not CA's responsibility but will assist; will call Dealer and see if Dealer has access to Enterprise on-site. CA to call Dealer Wackerli Audi for immediate resolution.

10/15/2010 03:18:23 GIDLEYS Call To Dealer-cust.holding - Nick - service advisor @ Wackerli Audi (419B98)

CA seeking: VIN and diagnosis. Dealer service advisor states: provided VIN; found metal flakes in fuel system; entire fuel system needs to be replaced; \$16K; waiting for parts and will be analyzing fuel. CA to return to Customer.

10/15/2010 03:18:02 GIDLEYS Call From Owner - [REDACTED]

Customer states: purchased vehicle from independent Dealer; does not have VIN; on vacation in ID when vehicle locked up while driving; called towing service, not Roadside, and vehicle was towed to Dealer Wackerli Audi in Idaho Falls; was informed it was a warranty fuel problem; Dealer has to replace entire fuel system; did not provide loaner vehicle; has been in sister's vehicle but sister needs car back; currently in California; sister in Idaho; unable to return to Dealer. Customer seeking: rental vehicle. CA advised: can authorize a certain allowance for rental; any more will need to get approval; would like to call Dealer to obtain VIN and diagnosis. CA to call Dealer while Customer holds for immediate resolution.

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

Case 100337059

Customer: Mr. [REDACTED]
Program: Customer Relations
Status: 10/26/2010 Closed
Source: Phone
Assigned: Skye Giroux (GIROUXS)

Vehicle: 2009 Volkswagen Jetta
3VWPL71K29M [REDACTED]
Production Date: 7/26/2008
Odometer: 60,750 Miles
Wty Start Date: 09/13/2008
Dealer: Suntrup Volkswagen (424125)

Reasons

<u>CATEGORY / TYPE / REASON</u>	<u>PART DESCRIPTION</u>	<u>CALL INTENT</u>	<u>ASST REQUEST / RESOLUTION</u>
Vehicle Problem / Engine / Stumbles/hesitates/d	Fuel pump	Complaint	Goodwill Repair Partial Assistance

Contacts

10/26/2010 09:23:35 GIROUXS Note To User - ccc

RCM reviewed, no further action.

10/25/2010 05:29:09 SWIANTK Call To Owner - Mr. [REDACTED]

RCM advised customer dealer 424125 was contacted regarding concern, and we will be able to meet customer's expectations of covering additional costs for labor as a onetime goodwill gesture. Customer acknowledged. No further action. RCM to review and close.

10/25/2010 03:43:27 GIROUXS Call To Dealer Service Advisor - Reese @ Suntrup Volkswagen (424125)

RCM advised: customer is seeking full assistance with the remaining repair, as he feels that he shouldn't have to pay when VW was willing to cover \$5000 worth of the repairs; seeking to know if advisor has spoken to service manager about this at all. Service Advisor states he hasn't, but can see customer's point that VW should and can assist with the remaining repairs which total around \$967, but may go up to \$1000 once he has figured out the labor points. RCM advised: will authorize goodwill for the remaining costs. Service Advisor acknowledged. RCM to call customer.

10/22/2010 05:33:08 GURZICD Return To Owner - [REDACTED]

CA advised: being that this is new information that we just found out today; we would need to research that request further; will have the RCM do further research with the Dealer; RCM will follow up with him no later than the COB 10/25. Customer acknowledged. RCM to research new information.

10/22/2010 05:32:58 GURZICD Reviewed With Associate - Jesse-Helpline

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

Contacts

10/22/2010 05:29:44 GURZICD

Return To Owner - [REDACTED]

CA advised: we can provide him in writing something saying that if in the future this becomes a campaign we would look into the possibility of reimbursement; being that we don't know the extent of the service action or recall because one hasn't been issued yet we do not know what would be covered; the campaign may only cover for parts or a portion of the cost; we wouldn't be able to guarantee full reimbursement. Customer acknowledged; being that the extended warranty is picking up the cost except for the \$960 of labor; that labor cost is cheaper than the part that VW agreed to pay for; would like VW to pick up the \$960 labor cost as their offer. CA advised: we do not work with extended warranties; can look into if this is a possibility. CA to review.

10/22/2010 05:29:34 GURZICD

Reviewed With Executive - Katie Fox

10/22/2010 05:24:43 GURZICD

Call From Owner - [REDACTED]

Customer states: would like to speak with the RCM. CA advised: showing the RCM spoke with his wife on 10/20 and provided her with our decision; VW is going to pay 100% for the parts and they would be responsible for the labor. Customer states: received a call from a Reese Walker at the Dealer today; not sure what changed but the extended warranty is going to pay for everything except \$960 of labor; is going to have to pay for \$100 deductible for the warranty extension and paid for the tow; would like VW to pay for the remaining labor cost; seen on the internet that his is very common concern; it should be a recall. CA advised: we document everything internally here at the CCC; if we notice a pattern and find that action does need to be taken we would do so accordingly; if a recall or service action came from this concern he would be notified by mail. Customer states: if he were to pay for the labor and it becomes a campaign would he be reimbursed for the labor he had to pay. CA advised: we would certainly review for reimbursement. Customer states: can he get that in writing. CA advised: would need to research that further. CA to review.

10/21/2010 09:16:01 GIROUXS

Note To User - ccc

RCM reviewed, no further action.

10/20/2010 03:55:20 SWIANTK

Call To Spouse - Mrs. [REDACTED]

RCM advised customer that dealer 424125 was contacted regarding concern and as a onetime goodwill gesture recognizing customer's loyalty, we would like to offer 100% cost assistance for the parts with customer being responsible for labor. Customer state as the high pressure fuel pump seems to be a known concern for VW, customer states she would expect for VW to pick up cost of labor as well. RCM advised customer there are no open campaigns associated with current concern and as vehicle is outside of warranty, this would constitute our best and final offer. Customer states she will advise her husband of offer. Pending customer call, no further action. RCM to review and close.

10/20/2010 11:27:15 GIROUXS

Call To Dealer Service Mgr - Bob Perry @ Suntrup Volkswagen (424125)

RCM advised: FOM has agreed to 100% parts assistance. Service Manager acknowledged. RCM to call customer.

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

Case: 100337059

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Contacts

10/20/2010 11:23:02 GIROUXS Call To FOM - Trent

RCM advised: doesn't necessarily agree with offer of 50% parts; feels that at the very least 100% parts should be offered, as customer at this point is still owing nearly \$6000. FOM states that about \$5000 total goodwill. RCM advised: customer is very loyal to dealer and has had all of their maintenances, including 40k done; even with VW offering 100% parts customer will still owe around \$3000 in labor, which is a lot to pay; customer even has an extended service contract, so customer has done everything possible to prevent paying this kind of money for repairs. FOM states: if RCM feels that is appropriate offer, will support. RCM to call dealer.

10/20/2010 10:44:24 GIROUXS Call To Dealer Service Mgr - Bob @ Suntrup Volkswagen (424125)

Service Manager states that FOM made decision to offer 50% assistance with parts only after the extended service contract covers the fuel pump; customer still owes about \$5500 dollars; customer spends a lot of money at dealership and has had all of his major maintenances done. RCM acknowledged, states will discuss with FOM to offer something further. RCM to call FOM.

10/19/2010 05:39:31 ISAACSK Return To Owner - Ms. [REDACTED]

CA advised: RCM is currently communicating with Dealer 424125 however has no current updates; would like the opportunity to continue communicating with Dealer to resolve the issue; call Customer by COB 10/20/2010. Customer acknowledged. RCM to email Dealer 424125

10/19/2010 05:39:18 ISAACSK Face-To-Face With RCM - Central - Skye

RCM advised: no updates to the case yet; advise Customer that RCM will continue working with Dealer and call by COB 10/20/2010. CA to return to Customer.

10/19/2010 05:39:02 ISAACSK Call From Owner - Ms. [REDACTED]

Customer states; was supposed to receive call from RCM regarding case by COB today; hasn't heard from anyone; would like any updates to case. CA advised: would like to see if RCM available. CA to place Customer on hold.

10/18/2010 03:17:25 CAMPBETA Assigned To RCM - Central - GIROUXS

10/18/2010 02:27:46 HOWARDB Assigned To RCM - Central - Regional Case Manager

Customer is seeking assistance with Fuel system repairs. Customer stated that the fuel pump broke apart, and particles went through the entire fuel system. Customer extended service contract is covering the fuel pump, and VW is cover 50% parts on other repairs. Customer feels that VW should assist 100%. Please contact the Dealer for diagnosis information. Customer can be reached on his home phone before the close of business on 10/19/10. RCM to e-mail Dealer.

Contacts

10/18/2010 01:58:50 HOWARDB

Call From Owner - Mr. [REDACTED]

Customer states: Original owner; Customer purchased the vehicle; This customer/family has owned 1 vehicle(s); maintains the vehicles at our dealers; services the vehicle as recommended; has not experienced multiple vehicle issues; has a service contract; vehicle stalled while driving on the highway; Customer is seeking/expecting for VW to cover the cost for fuel system repairs.; working with Reese in Service; this customer perceives this to be a premature failure; Customer stated that he was told by Dealer 424125 that the fuel pump broke apart, and particles got in the fuel line, filter, and through the fuel system. Customer stated that the entire fuel system has to be replaced. Customer stated that his extended service contract will cover the fuel pump, but not the other concerns. Customer feels that he is not a fault for this concern, and VW should step up, and cover. Customer stated that he was advised by the Dealer this morning that VW will only cover 50% of the parts. Customer feels that VW should step up, and cover the repairs. CO advised the Customer that due to his concerns, his file will be forwarded to RCM to contact the Dealer for diagnosis. CO advised the Customer that she will be contacted with an update before the close of business on 10/19/10. CO to assign to RCM Central Region.

Case 100339034

Customer: Mr. [REDACTED]
Program: Customer Relations
Status: 10/27/2010 Closed
Source: Phone
Assigned: Kim Landry (LANDRYK)

Vehicle: 2009 Volkswagen Jetta
3VWTL71K19M [REDACTED]
Production Date: 4/25/2009
Odometer: 21,847 Miles
Wty Start Date: 05/31/2009
Dealer: Volkswagen of America Inc (491991)

Reasons

<u>CATEGORY / TYPE / REASON</u>	<u>PART DESCRIPTION</u>	<u>CALL INTENT</u>	<u>ASST REQUEST / RESOLUTION</u>
Dealer / Service / Repeat Repair	Fuel injection system	Complaint	Not Applicable Not Applicable
Dealer / Service / Treatment by Personnel		Praise	Not Applicable Not Applicable
Manufacturer / Vehicle / Quality		Praise	Not Applicable Not Applicable
Vehicle Problem / Engine / Stumbles/hesitates/d	Fuel injection system	Complaint	Not Applicable Not Applicable
Vehicle Problem / Fuel System / Odor - Smell		Complaint	Goodwill C.R. Not Applicable
Vehicle Problem / Fuel System / Leak	Fuel injection system	Complaint	Goodwill C.R. Not Applicable

Contacts

10/27/2010 09:53:41 LANDRYK Note To User - CCC

RCM reviewed. No further action.

10/27/2010 09:50:49 HOFFMAB Call From Owner - [REDACTED]

Customer wondering if fax was received. CA advised it was and is scanned into system. CO to review and close.

10/26/2010 12:22:10 LANDRYK Note To User - CCC

RCM to close as request has been escalated to Med/Arb.
No further action.

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

Contacts

10/25/2010 02:00:11 MARASHS

FAX From Owner - Mr. [REDACTED]

Fax in Doc Center.

10/25/2010 12:19:57 SWIANTK

Continued Comment With Owner - Mr. [REDACTED]

RCM advised customer we have received some documents from customer, however we would also need the owner's account # on their loan, phone number they have as backup, and their permission to contact lender to get balances. so we can effectively respond to their requests. Customer states the Loan account number is 307801, the backup contact number is 409-767-3596 which is his spouses cell as they do not have a land line. RCM requested customer fax that information along with permission to contact lender to obtain account balance and provided fax # 6504. Customer inquired if vehicle is paid off by VW would he receive any credit towards getting into a new vehicle since what is owed is a lot less than what vehicle is worth and he has considerable equity built up. RCM advised customer's question would be documented and researched. RCM to wait customer fax.

10/25/2010 12:15:51 BUSUKJN

Transfer To RCM - Southern - Ken

CA transferred Customer to RCM back up. RCM to continue communications.

10/25/2010 12:15:26 BUSUKJN

Call To RCM - Southern - Lisa

RCM is unavailable. CA to transfer Customer to RCM back up.

10/25/2010 12:15:06 BUSUKJN

Return Call From Owner - [REDACTED]

Customer states: is returning a call to the RCM. CA advised: will transfer the Customer to the RCM and if the RCM is unavailable then the Customer can leave a voice mail message and the RCM will return his call. CA to call RCM.

10/25/2010 10:50:53 SWIANTK

Voice Mail For Owner - Mr. [REDACTED]

RCM LVMM for owner. If customer calls please transfer to RCM. RCM to advise customer we have received some documents from customer, however we would also need the owner's account # on their loan, phone number they have as backup, and their permission to contact lender to get balances. so we can effectively respond to their requests. RCM to wait customer call.

10/25/2010 08:16:01 JANSSEL

E-Mail From FOM - Jeff Asmussen

(FOM attached 4 documents which included their buyer's order and credit union information)

FOM advised: It looks like address and phone number of credit union is included on the attached documents. We need the owner's account # on their loan, phone number they have as backup, and their permission to contact lender to get balances etc. so we can effectively respond to his requests. RCM to call customer.

Contacts

10/22/2010 03:27:05 JANSSEL

Call To Owner - Mr. [REDACTED]

RCM advised: contacted dealer 425021 Service Manager who advised that they ordered the fuel line which should arrive today or Monday 10/25/10. Customer states: will not go back in the vehicle, the interior is saturated with diesel fuel and customer refuses to put his family back in the vehicle, would like VW to pay the vehicle off and allow him to trade it in, loves the vehicle when it runs but has the same concern with the first Jetta TDI, dealer has been great to work with but feels VW should help him out of the vehicle. RCM advised; his request is evaluated on a case by case basis, we are currently looking into his concerns and request, will follow up with customer by COB Tuesday 10/26/10 if not sooner with an update.
RCM to wait field contact.

10/22/2010 03:24:53 JANSSEL

E-Mail To FOM - Jeff Asmussen

Hi Jeff,

I do have to follow up with the customer today, what specific information do you need?

Thanks,

Lisa

RCM to call customer.

10/22/2010 03:23:37 JANSSEL

E-Mail From FOM - Jeff Asmussen

Thanks for the notice. I am aware of the case, and found out they are not a VCI customer. We need their bank information and contact phone as well as their permission to call them and get balance information. This is their second TDI to have the same catastrophic failure. When the dealer did the repairs this time a line was stripped that caused a fuel leak complicating relationship. I will forward what I have on the original SOC I believe we did and his original car information. He expressed a desire to get out of VW for good. I think once he gets financial impact of that request he may choose to keep instead. If you can get permission to call bank Bonnie and I already involved and will move forward with the financial and try to communicate with customer his options.

Jeff Asmussen

RCM to email FOM.

Contacts

10/22/2010 11:28:36 JANSSEL E-Mail To Multiple Roles - Jeff-FOM; Brian/Martha-med/arb

The following customer has contacted Customer CARE. I have confirmed that the vehicle has had over 30 days down and two fuel system repairs.

Listen case # 100339034

Customer Name: [REDACTED]

VIN: 3VWTL71K19M [REDACTED]

Model/Model Year: 2009 Jetta TDI

In-service Date: 5/31/10

Mileage: 21,847

Is the vehicle at the dealer for repairs: Yes.

What has the Service Manager indicated: The fuel line needs replacement and has been ordered.

Overview of confirmed vehicle repairs: 9/29/10- Injection pump.

Days Down: For the previous repair, the service manager estimated between 30-40 days down. The current repair order has been opened since 10/18/10.

What is the customer looking for:

The customer has lost faith in the vehicle and is asking us to escalate the issue. The customer is seeking to get out of the vehicle. Is there any additional action you'd like to take on this case? If so, please let me know what your next steps are, so I can close out the case with the customer.

Thank you for your help.
RCM to wait field contact.

10/22/2010 11:05:36 JANSSEL Call From Dealer Service Mgr - Roger @ Clear Lake Volkswagen (425021)

RCM advised customer's concerns and request. Service Manager advised; aware of situation, the customer's first Jetta TDI had an issue with the fuel system so the vehicle was replaced, with their current vehicle the fuel system failed (per VDF) and vehicle was down for about 30-40 days, now the fuel line has failed and needs replacement, the fuel line has been ordered and should arrive possibly today or Monday 10/25/10, the current Repair Order was opened on 10/18/10, gave the FOM a head's up on the case but is not sure if further action will be taken.
RCM to contact field.

Contacts

10/22/2010 10:19:48 JANSSEL Call To Dealership Personnel - Receptionist @ Clear Lake Volkswagen (425021

RCM seeking Service Manager. DP took message.
RCM to wait dealer 425021 call.

10/21/2010 05:11:16 ZIEHMEC Call To Owner - Mr. [REDACTED]

RCM advised customer that RCM is still looking into the concerns and will follow up by COB tomorrow. Customer states almost got killed in VEH and they love the VEH. RCM to wait dealer 425021 call.

10/21/2010 01:58:02 ZIEHMEC Voice Mail To Dealer Service Mgr - Roger @ Clear Lake Volkswagen (425021)

RCM advised Service Manager that RCM is seeking an update. RCM to wait Service Manager call

Contacts

10/20/2010 03:30:33 JANSSEL E-Mail To Dealer Service Mgr - Roger Reyna @ Clear Lake Volkswagen (42502

***** Email to roger.reyna@clearlakevw.net; *****

ACTION REQUIRED: Confirm Repair History

Hello! The following customer has come to us requesting assistance. In order to review their request, I need to confirm the information I have regarding their vehicle's repair history.

Customer Name: Mr. [REDACTED]

VIN: 3VWTL71K19M [REDACTED]

Customer alleged days down: ☐

Vehicle repair history:

2329 Injection pump	09/29/2010	21,000
0321 Maintenance 20000 mls/30000 km	05/29/2010	20,000
0311 Maintenance 10000 mls/15000 km	11/16/2009	8,000

Requested Information

- 1) Does this history match your customer records?
- 2) if not, could you please indicate any additional repairs and days down?

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

- 3) What is the current diagnosis? ☐
- 4) What is the ETA on this repair? ☐

If you could please respond within 4 business hours, it would be greatly appreciated. Please select REPLY TO ALL, so my team and I both receive your response.

Thank you in advance for your help.

Lisa Janssens
248-754-3170

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.

Cont:

RCM to wait dealer 425021 email.

10/20/2010 10:44:20 ZIEHMEC Assigned To RCM - Southern - LANDRYK

Assigned for handling

10/20/2010 10:29:35 MULLIGM Assigned To RCM - Southern - RCM

Customer states seeking to get out of vehicle due to repeat fuel concerns with vehicle; use his cell anytime; RCM to e-mail Dealer 425021.

10/20/2010 10:11:36 MULLIGM Continued Comment With Owner - [REDACTED]

Customer states they did a lot of research and have been very happy with safety features and fuel economy of vehicle, but is unreliable; he has spoken with district rep though Dealer 425012; he is seeking to get out of this vehicle; has lost faith in vehicle completely; they are going on 2000 mile vacation next month; CO advised first priority is to work within terms of warranty to address vehicle concerns; will research concerns due to situation; RCM will update Customer by COB 10/21; Customer states use his cell; CO to assign to RCM.

10/20/2010 10:09:13 MULLIGM Continued Comment With Spouse - [REDACTED]

Customer states she was driving the vehicle on highway with fast traffic and many 19 wheelers and it just died on her; she prayed to get over and is amazed she was able to; she often has grandchildren with her; was so upset she was crying; vehicle is unreliable and she refuses to get into another one; will give phone back to husband; CO to continue communication with spouse.

10/20/2010 10:08:22 MULLIGM Call From Owner - [REDACTED]

Customer states original owner; 2nd VW; works with Dealer 425021, he has no problem with them, they have always been very nice and helpful to them; first Sportwagen was replaced as entire fuel system was replaced early on in life of vehicle; he had the same concern with this vehicle, diesel leaked everywhere under the hood, smell was overwhelming, burned your eyes; fuel was spraying everywhere under hood; vehicle died during driving; vehicle was down from 8/3 to 10/5 having entire fuel system replaced; they have had loaner vehicle more than their own vehicle; the vehicle is nor having the exact same problem again after just picking it up with odor, leakage and vehicle died on his wife again; states wife would like to speak to CO; CO to continue communication with spouse.

Case 100345398

Customer: Mr. [REDACTED]
Program: Mediation/Arbitration
Status: 01/21/2011 Sales Tax - Research
Source: Field
Assigned: @ Tax (@TAX)

Vehicle: 2009 Volkswagen Jetta
3VWTL71K19M [REDACTED]
Production Date: 4/25/2009
Odometer: 21,847 Miles
Wty Start Date: 05/31/2009
Dealer: Volkswagen of America Inc (491991)

Reasons

CATEGORY / TYPE / REASON	PART DESCRIPTION	CALL INTENT	ASST REQUEST / RESOLUTION
Manufacturer / Service / Repurchase/Replacement	SPECIAL CODE -CORPORATE	Unknown	Not Applicable
			Not Applicable
Manufacturer / Service / Technical Issue (Med/A		Unknown	Not Applicable
			Not Applicable
Vehicle Problem / Engine / Stalling	Fuel pump control module	Unknown	Repurchase
			Repurchase (M/A

Offers

DATE	TYPE	STATUS	AMOUNT	DEALER
10/28/2010	Repurchase	Accepted 10/2	\$0.00	Clear Lake Volkswagen (425021)
10/28/2010	Reimbursement	Accepted 10/2	\$5,460.37	
10/28/2010	Reimbursement	Accepted 12/2	\$5.00	
10/28/2010	Reimbursement	Accepted 11/2	\$28.00	
10/28/2010	Reimbursement	Accepted 11/2	\$642.34	
10/28/2010	Reimbursement	Accepted 11/2	\$16,352.60	

Contacts

01/21/2011 02:00:30 GELFUSB Assigned To Arbitration Specialist - PASTORL
Reassigned for sales tax reimb.

01/21/2011 01:58:57 GELFUSB Disclosure (M/A Only) To Auction - VCI

01/21/2011 11:23:15 PERNOTX Disclosure (M/A Only) To Med/Arb - GELFUSB
Disclousre generated. Forwarding folder for review. Reassign case for tax recovery.

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

Contacts

01/21/2011 11:02:57 PERNOTX Vehicle To Auction - 01/21/11 CB Consignment
MRC requested vehicle to be sent to auction 01/21/11. MRC to generate disclosure documents.

01/21/2011 10:54:40 PERNOTX Final Repair Order (M/A only) From FOM - Jeff Asmussen
Final RO52795 received. MRC to send vehicle to Auction.

01/21/2011 10:52:36 PERNOTX E-Mail From FOM - Jeff Asmussen
Here are the final documents, and I inspected myself yesterday. Ready to be picked up, body and paint repairs done well.
Received: BBRP, CNC, ACF, VCR, ROs 46123 and 52795. MRC to document.
MRC to document.

01/18/2011 03:10:41 PERNOTX Attached Mail From Other - State of TX
Branded title received. MRC to wait for SM 021 call regarding vehicle repairs.

01/18/2011 03:09:34 PERNOTX Voice Mail To Dealer Service Mgr - Roger @ Clear Lake Volkswagen (425021)
MRC left a voice mail for update on the vehicle repairs. MRC to wait for SM 021 call.

01/18/2011 11:55:18 PERNOTX Voice Mail From Dealer Service Mgr - Roger @ Clear Lake Volkswagen (425021)
SM 021 returned MRC call and left a message to be called back. MRC to call SM 021.

01/14/2011 11:48:46 PERNOTX Call To Dealer Service Advisor - Alex @ Clear Lake Volkswagen (425021)
SA 021 said the vehicle wasn't ready but could be by mid next week. SA 021 the best was to talk to SM 021 but he isn't available at this time. MRC asked to be called back by SM 021. MRC to wait for SM 021 call.

01/11/2011 02:30:55 PERNOTX Voice Mail To Dealer Service Mgr - Roger Reyna @ Clear Lake Volkswagen (425021)
MRC left a voice mail to get an update on vehicle repair. MRC to wait for SM 021 to call back and title in about 3 weeks.

01/11/2011 02:26:13 PERNOTX Mail From Other - Texas DMV
Title receipt received. It was mentioned the title should be mailed in about 3 weeks. MRC to SM 021 for vehicle repair status..

Contacts

01/05/2011 03:39:56 PERNOTX E-Mail By Med/Arb - GELFUSAB

(e-mail sent by Analyst to FOM)

No need for a letter, just let us know when the repairs are completed.

MRC to wait for repair docs.

01/05/2011 03:38:14 PERNOTX E-Mail From FOM - Jeff Asmussen

Unfortunately I was just informed that continued delays at body shop, now paint related, have prevented the vehicle from being returned in a timely fashion. I wore out the Service manager that if he was paying for this or it was a customer's car, by gosh he would wear out that body shop trying to get it back and I expected him to do so on our behalf.

The body shop manager suggested he was sorry and would write a letter if asked to do so explain the delays. If you want that letter, please tell me, otherwise I will work with Roger Reyna and try to resolve this delay as quickly as we can.

Jeff Asmussen
F.O.M. AREA 29 &
FOM Team Leader TX, AR, MS, LA, TN
Volkswagen Southern Region

MRC to wait for repair docs.

12/23/2010 03:03:18 PERNOTX Mail To Other - TX DMV - Kathy

Mailed certified check to TX DMV.

MRC to wait for repair docs (follow up 1st week of January).

12/23/2010 02:35:58 ANGERK Assigned To Remarketing Coordinator - PERNOTX

Check # 71007282 for amount \$5.00 received.
Forwarded check to advocate for handling

12/21/2010 01:39:40 PERNOTX Approved By Med/Arb - PERNOTX

VIN 3VWTL71K19M341010, [REDACTED] Check request for \$5 to brand title as Hardin county raised its fees from \$28 to \$33. MRC waiting for check.

12/21/2010 01:29:03 PERNOTX Call From Other - County Tax - Kathy

Other said the fee to brand the title is \$33 and not 28 as it has been increased. MRC said would send a check for the difference. MRC to request check.

Contacts

12/21/2010 10:50:53 PERNOTX Call To Dealer Service Mgr - Roger Reyna @ Clear Lake Volkswagen (425021)

SM 021 said the vehicle should be ready by Dec 27 and then SM 021 will Fedex back all the docs. MRC acknowledged. MRC to wait for closing docs (follow up last week of December if possible due to holidays).

12/17/2010 09:07:26 PERNOTX E-Mail From FOM - AsmussenJ

I updated both bonnie as well as brian lindsey. Roger reyna the SM has all docs and waiting for vehicle to be done this week. He will inspect and complete the paperwork and send to you with pre-addressed fedx.
Jeff Asmussen

MRC to wait for repair docs.

12/17/2010 08:43:04 PERNOTX E-Mail To FOM - Asmussen

Jeff, We are December 17, any updates on this vehicle?

MRC to wait for FOM response.

12/15/2010 02:29:51 PERNOTX Mail To Other - State of TX

CERTed docs to get branded title (follow up 2nd week of January). MRC to wait for repair docs.

12/15/2010 02:09:18 PERNOTX Ownership Paperwork (Complete) From FOM - Jeff Asmussen

Ownership docs received. MRC to brand title.

12/15/2010 02:03:44 PERNOTX Attached Mail From FOM - Jeff Asmussen

Docs received: Tax Refund Form, Authorization for Payoff, POAs. MRC to document.

12/07/2010 03:50:52 LINDSAB E-Mail From FOM - Jeff Asmussen

I keep on Roger Reyna the SM, and he owed me a call last Friday. I will call him again today, but unless urgent, I will inspect on the 15th.

12/07/2010 08:51:03 LINDSAB E-Mail To FOM - Jeff Asmussen

Can I get an update on this one 3VWTL71K19M [REDACTED] (Clear Lake VW)? Last update was "cannot inspect since it is still in repair mode, so I will need to delay paperwork until it is done, and my next visit is scheduled for the 15th." Is this still the case or has any new progress been made?

Contacts

12/01/2010 08:01:42 PERNOTX E-Mail From FOM - Jeff Asmussen

Well it seems that the body shop needed to wait to add a supplemental repair, and the vehicle is not done. I cannot inspect since it is still in repair mode, so I will need to delay paperwork until it is done, and my next visit is scheduled for the 15th. FYI only.

MRC to follow up on Dec 16.

11/29/2010 08:53:33 PERNOTX E-Mail From FOM - Jeff Asmussen

I am scheduled next week. Body work should be done so I should be able to do all insp and send papers then. Jeff Asmussen.

MRC to wait for paperwork.

11/23/2010 01:25:44 PERNOTX E-Mail To FOM - Jeff Asmussen

Any update on this vehicle?

MRC to wait for FOM response.

11/23/2010 01:22:13 PERNOTX Attached Mail From Financial Institution - Safe Credit Union

title received. MRC to e-mail FOM for repair update.

11/18/2010 02:41:24 PERNOTX Mail To Financial Institution - SAFE Credit Union

SONed payoff check for the amount of \$16352.60 to the Financial Institution. MRC to wait for paperwork and title (not ready before another 10 days due to car being repaired) (follow up last week of November).

11/18/2010 02:26:58 PERNOTX Mail To Owner - Mr. [REDACTED]

EONed check to customer. Waiting for paperwork (not ready before another 10 days due to car being repaired) (follow up last week of November).

11/18/2010 01:23:03 ANGERK Assigned To Remarketing Coordinator - PERNOTX

Check # 71004539 for amount \$642.34 received.
Forwarded check to advocate for handling

11/18/2010 01:23:02 ANGERK Assigned To Remarketing Coordinator - PERNOTX

Check # 71004534 for amount \$28.00 received.
Forwarded check to advocate for handling

Contacts

11/18/2010 01:23:02 ANGERK Assigned To Remarketing Coordinator - PERNOTX

Check # 71004533 for amount \$16,352.60 received.
Forwarded check to advocate for handling

11/12/2010 02:14:18 PERNOTX Vehicle To Closing - 11/11/2010

Closing confirmed. Waiting for paperwork (not ready before another 10 days due to car being repaired) (follow up last week of November).

11/12/2010 02:13:53 PERNOTX E-Mail From FOM - Jeff Asmussen

Happened. I have to wait now for the body shop to complete all their repairs before I can even inspect and complete the rest of the paperwork, should be within next 10 days or so.
Jeff Asmussen

MRC to document

11/12/2010 12:46:07 PERNOTX E-Mail To FOM - Jeff Asmussen

Can you confirm the closing happened. Thanks.

MRC to wait for FOM response.

11/12/2010 12:42:14 PERNOTX Approved By Med/Arb - PERNOTX

VIN 3VWTL71K19M341010, William Mitchell, check request to reimburse customer for last payment made on Nov 9. MRC to email FOM to make sure closing happened.

11/12/2010 12:37:15 PERNOTX Call To Owner - Mr. [REDACTED]

MRC said got a new pay off quote and it includes the payment the customer made on Nov 9. MRC said customer will be reimbursed for the last payment of \$642.34. Customer acknowledged. MRC to request customer check.

11/12/2010 12:30:32 PERNOTX Face-To-Face With Med/Arb - Bonnie gelfusa

Analyst said to reimburse customer. MRC to call customer.

11/12/2010 11:36:29 PERNOTX Approved By Med/Arb - PERNOTX

VIN 3VWTL71K19M341010, William Mitchell, check requested to brand title. MRC to research regarding reimbursing customer for last payment. MRC to have face to face with analyst.

11/12/2010 11:18:57 PERNOTX Approved By Med/Arb - PERNOTX

Safe Credit Union # 307801, VIN 3VWTL71K19M [REDACTED] Mr. [REDACTED] payoff check requested. MRC to request check to brand title.

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

Contacts

11/12/2010 11:11:51 PERNOTX Call To Financial Institution - Safe Credit Union, Loan Dept

FI said pay off is \$16,352.60 and good until Nov 22. FI also said last payment of \$642.34 was made on Nov 9. FI said to send payoff check to Safe Credit Union / Loan dept., 2002 N 11th St, Beaumont, TX 77703. MRC acknowledged. MRC to request payoff check.

11/12/2010 11:08:27 PERNOTX Call From Owner - Mr. [REDACTED]

Customer said had to make another payment on the loan on Nov 9, and wanted to know if he would be reimbursed. MRC said would get a new pay off quote from FI and that customer of getting reimbursed will be reviewed. MRC to call FI.

11/09/2010 08:11:02 PERNOTX Closing Package (M/A Only) To FOM - Jeff Asmussen

SONed closing docs on 11/08/2010 to FOM. MRC to wait for closing to happen.

11/09/2010 08:08:04 PERNOTX E-Mail From FOM - Jeff Asmussen

Got it. MRC to document closing package was SONed..

11/08/2010 03:10:36 PERNOTX E-Mail To FOM - Jeff Asmussen

Jeff,

It has been confirmed with the customer for November 11 at 9:00 am. I have FedExed the docs to your address. you will get them tomorrow, Nov 9. Please let me know by e-mail once the closing is done.

MRC to wait for closing.

11/08/2010 03:05:39 PERNOTX Call From Owner - Mr. [REDACTED]

Customer confirmed closing date on Nov 11 at 9am at DLR 425021. MRC said both spouses must be present. Customer acknowledged. MRC to e-mail FOM.

11/08/2010 02:00:51 PERNOTX Voice Mail To Owner - Mr. [REDACTED]

MRC left a message saying that Nov 9 won't be possible as we are still processing the necessary documents and the earliest would be Nov 11. MRC asked customer to call back and if necessary to leave a voice mail confirming for Nov 11 and the time. MRC to wait for customer call back.

11/08/2010 01:59:39 PERNOTX Voice Mail From Owner - Mr. [REDACTED]

Customer left a voice mail wanted to know if we could do it on Nov 9 early in the morning. MRC to call customer.

Contacts

11/08/2010 10:07:11 PERNOTX Voice Mail To Owner - Mr. [REDACTED]

MRC left a voicemail to customer regarding the closing on November 11. MRC to wait for customer call.

11/08/2010 10:06:40 PERNOTX E-Mail From FOM - Jeff Asmussen

The 11th, need docs to my home office listed in VINNIE by the 9th. MRC to call customer.

11/05/2010 03:51:29 PERNOTX E-Mail To FOM - Jeff Asmussen

Good afternoon,

New repurchase taking place at DLR 425021

[REDACTED]
VIN 3VWTL71K19M [REDACTED]
Clear Lake Volkswagen
Fuel pump failure

When can you do it as of November 10?

Best time?

Where do I mail the docs?

MRC to wait for FOM response.

11/05/2010 12:38:52 GELFUSB Assigned To Remarketing Coordinator - PERNOTX

FOM is Jeff Asmussen, dlr is 425021, repurchase due to fuel pump failure. Bank is Safe CU.

11/04/2010 01:59:57 ANGERK Assigned To Team5 - GELFUSB

Check # 71003098 for amount \$5,460.37 received.

Forwarded check to advocate for handling.

11/01/2010 01:09:02 GELFUSB E-Mail From Mail Desk - Bonnie Gelfusa

Attached photo of vehicle from SM Roger Reyna.

11/01/2010 12:45:41 GELFUSB Call From Dealer Service Mgr - Roger Reyna @ Clear Lake Volkswagen (42502

He was driving the vehicle. The left front quarter panel was damaged. Their ins co sent out an adjuster, he is just waiting to hear from him. He will email me pic from his phone.

11/01/2010 12:35:38 GELFUSB Voice Mail To Dealer Service Mgr - Roger Reyna @ Clear Lake Volkswagen (42502

Left msg to rmc.

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

Case: 100345398

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Contacts

11/01/2010 12:34:09 GELFUSB Call To FOM - Jeff Asmussen

The msg he got from the dlr made him think that the owner was driving the vehicle, corrected him and advised him that the dlr was driving the vehicle. I will call the dlr for more info.

11/01/2010 12:32:55 GELFUSB Call To Owner - [REDACTED]

Asked about the accident, was told that the dlr was driving the vehicle, they do not know the extent of the damage. Was called and advised good news was the vehicle was fixed, bad news was the vehicle was in an accident and will not be ready to retrieve. Advised him I would call the dlr for more info.

11/01/2010 12:30:14 GELFUSB Voice Mail From FOM - Jeff Asmussen

He left v.m.m. that cust was in accident with vehicle last week.

10/28/2010 02:42:24 GELFUSB Approved By Med/Arb - BG

Req'd ck.

10/28/2010 02:38:18 GELFUSB Attached Mail From Owner - [REDACTED]

Rec'd signed acceptance.

10/28/2010 10:56:23 GELFUSB E-Mail To Multiple Roles - Owner/FOM

Sent offer to repurchase to owner with bcc to FOM Asmussen.

10/28/2010 10:49:06 GELFUSB Call To Financial Institution - Safe CU

Obtained payoff.

10/28/2010 10:46:19 GELFUSB Call To Owner - [REDACTED]

Called to discuss options. Cust only wants a repurchase. His first veh had this issue, this vehicle has the same issue, dlr had his vehicle for 2 months fixing it and now the diesel smell is overwhelming. Does not want to put his kids in this car. Advised I would use the purchase contact from the orig vehicle since this was a replacement vehicle and the contract remained in tact. He would like the offer emailed to him.

10/27/2010 07:50:44 GELFUSB Case Owned By User - Bonnie Gelfusa

10/27/2010 07:40:30 GELFUSB Attached Mail From FOM - Jeff Asmussen

Rec'd req to repurchase vehicle due to concerns with fuel system, fuel pump failed causing system contamination. Entire fuel system had to be replaced. This vehicle is a replacement vehicle, original vehicle was replaced for the same issue shortly after purchase. Cust has now lost faith and would like a repurchase.

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

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

Case: 100345398

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Total Cases: 21

Case 100351098

Customer: Mr. [REDACTED]	Vehicle: 2009 Volkswagen Jetta
Program: Mediation/Arbitration	3VWRL81K99M [REDACTED]
Status: 04/13/2011 Wait for Branded Title	Production Date: 6/23/2009
Source: Field	Odometer: 10,600 Miles
Assigned: Alicia Korth (KORTHA)	Wty Start Date: 07/28/2009
	Dealer: Volkswagen of Downtown L.A. (422144)

Reasons

<u>CATEGORY / TYPE / REASON</u>	<u>PART DESCRIPTION</u>	<u>CALL INTENT</u>	<u>ASST REQUEST / RESOLUTION</u>
Manufacturer / Service / Repurchase/Replacement	SPECIAL CODE -CORPORATE	Unknown	Not Applicable
			Not Applicable
Manufacturer / Service / Technical Issue (Med/A	Electric fuel pump	Unknown	Not Applicable
			Not Applicable
Vehicle Problem / Engine / Stalling	Electric fuel pump	Unknown	Replacement
			Replacement (M/

Offers

<u>DATE</u>	<u>TYPE</u>	<u>STATUS</u>	<u>AMOUNT</u>	<u>DEALER</u>
11/22/2010	Replace	Accepted 11/2	\$0.00	Volkswagen of Downtown L.A. (422144)
11/22/2010	Reimbursement	Accepted 04/	\$2,321.17	Volkswagen of Downtown L.A. (422144)
11/22/2010	Reimbursement	Accepted 03/	\$33.00	

Contacts

04/15/2011 04:00:34 CR_BATCH Note To User - KORTHA

EFT for amount \$ 2321.17 processed on 04/14/2011. AP reference number: 00016284

04/13/2011 10:37:42 KORTHA Vehicle To Auction - 4/13/11 - AK

ACF to Auction.

CC: Ana Garrett

Wait branded title, follow up set for week of 5/2/11.

04/13/2011 10:36:46 KORTHA Final Repair Order (M/A only) From Dealer Service Mgr - Drew Davis @ Volkswa

Fax received of CNC and Final Repair Order.

Send vehicle to auction.

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

Contacts

04/11/2011 01:01:30 KORTHA Call To Mediation Arbitration Liaison - Ana Garrett

MAL advised the repair for this vehicle is not yet released, ETA for release to dealers is the end of the month. MAL advised she will fax CNC & Final Repair Order once repaired.
Wait branded title & Repairs. Follow up set for week of 5/2/11.

04/11/2011 01:00:21 KORTHA Mail To Other - CA DMV (S:4/11/11)

EON title for branding.
Contact MAL for repair status.

04/11/2011 12:44:36 KORTHA Approved By Med/Arb - AK

Requested EFT for Dealer fees totalling \$2321.17, which includes: \$672 registration, \$800 ACP, Fidelidy warranty \$799.17, \$30 fuel and \$20 cleaning.
Brand title.

04/11/2011 12:43:29 KORTHA E-Mail To Distribution - AK

Please put WAULFAFR3BA [REDACTED] into service on 4/4/11 for:
Mr. Dennis Hickok
838 N Doheny Dr, Apt 1007
West Hollywood, CA 90069
Request Dealer EFT for fees.

04/11/2011 12:41:24 KORTHA IOM (Inter-Office Mail) To Corporate Treasury - AK

IOM Customer contribution check to Treasury.
Email distribution.

04/11/2011 12:30:29 KORTHA Ownership Paperwork (Complete) From Closing - Ana Garrett

Received; VCR, ACF, check for \$15,126, Title, Copy of warranty, copy of ACP, APP for title, Vessel dated 4/4/11, Dealer fees \$2321.17 which includes: \$672 registration, \$800 ACP, Fidelidy warranty \$799.17, \$30 fuel and \$20 cleaning.
IOM check to treasury.

04/04/2011 04:10:50 KORTHA Vehicle To Closing - 4/4/11

Closing completed.
Wait paperwork.

04/04/2011 04:09:26 KORTHA Face-To-Face With Associate - Nick Cardoni

Analyst advised MAL called him and she will be submitting the bill to MRC to reimburse dealer for warranty transfer and that MAL advised him that closing is complete.
MRC note closing.

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

Contacts

04/04/2011 01:29:03 KORTHA E-Mail From Associate - Nick Cardoni

All set. I let her know to have it transferred since I have already committed to it with the customer.
Wait closing fax.

04/04/2011 01:24:29 KORTHA E-Mail To Associate - Nick Cardoni

Please contact Ana on her cell when you return to your desk. She has advised that the cost of the Audi contract is three times the amount of the VW contract and wants to know if the customer is responsible for the difference?
Wait response.

04/04/2011 01:14:51 KORTHA Call From Mediation Arbitration Liaison - Ana Garrett (CL:4/4/11)

MAL advised she is at the dealer now waiting for customer to arrive to complete closing. MAL had questions regarding who's responsible for paying the extra cost from going from VW to Audi contract, as the Audi contract is three times the amount of the VW. MRC advised I'd have Analyst contact MAL to discuss.
MRC to notify Analyst.

04/01/2011 04:22:08 CARDONN E-Mail To Owner - Mr. [REDACTED]

Mr. Hickok,

Please all this e-mail to serve as follow up on our conversation regarding goodwill and your replacement transaction. Attached is the goodwill offer of \$900 for you to purchase the Audi Care Plan.

Ana Garrett will meet you on Monday at 11am to complete the replacement transaction. Please bring the title for your Jetta and certified funds totaling \$15,129 for the upgrades.

Feel free to contact either Ana or me regarding your replacement transaction if you have any further questions.

04/01/2011 03:55:30 CARDONN E-Mail To Mediation Arbitration Liaison - Ana Garrett

Ana,

Just a quick follow up, I have attached a copy of the contract along with the invoice to the replacement vehicle. The Fidelity Service Contract was purchased at 422144 for \$1,925 and should be transferred onto the new vin WAULFAFR3BA [REDACTED].

We will also collect certified funds totaling \$15,129

I will provide \$900 in dealer services as goodwill to Mr. [REDACTED] for him to purchase the Audi Care Plan (care free maintenance). I will cc on the e-mail to him.

Thanks,

Contacts

04/01/2011 03:25:40 CARDONN

Call To Owner - Mr. [REDACTED]

Appologized for concerns and stated that 11am on Monday is the first available since our represeenative will be working with 2 different dealers. Advised that as a goodwill gesture VW would like to provide \$900 in dealer services that can be put toward the purchase of the Audi Care Plan. Customer agreed to meet for the transaction on Monday and thanked for the goodwill.

04/01/2011 03:15:19 CARDONN

Call To Mediation Arbitration Liaison - Ana Garrett

MAL stated that the customer is unhappy that the transaction cannot take place today and that he will have to pay for the upgrades with cert. funds rather than credit card. Advised that since she is working with 2 dealers and 2 brands it is a bit more time consuming and it is month end. She has spoken with the dealer and they are not willing to assist due to time constraints. Advised that I will follow up.

04/01/2011 03:14:30 CARDONN

Voice Mail From Owner - Mr. [REDACTED]

VM stated that the customer was unhappy with the process and scheduling.

03/31/2011 01:21:15 ANGERK

Assigned To Remarketing Coordinator - KORTHA

Check # 71014916 for amount \$33.00 received.
Forwarded check to advocate for handling.

03/31/2011 10:39:09 KORTHA

E-Mail To Mediation Arbitration Liaison - Ana Garrett

Mr. [REDACTED] Contact information is: [REDACTED]
VIN: 3VWRL81K99M [REDACTED] / Replacement Vin: WAULFAFR3BA [REDACTED]
When you contact him to set the closing date and time please remind him to bring the title, new vehicle proof of insurance and the cashier's check \$15,129.00 for upgrades. Please let me know when the closing will be once the date is set.
Wait closing.

03/31/2011 10:38:17 KORTHA

E-Mail From Mediation Arbitration Liaison - Ana Garrett

Whats Hickoks contact info?
Respond to MAL.

03/29/2011 03:26:14 KORTHA

Voice Mail To Owner - Mr. [REDACTED]

LVMM advising customer of replacement vehicles arrival, replacement vehicle information to update his insurance Company, MRCs contact information, closing process information, items that he needs to bring to closing (Title, Check, vehicle equipment) and that MAL will contact him directly to set a mutual date and time for the closing.
Wait closing.

Contacts

03/29/2011 10:04:38 KORTHA Voice Mail From Mediation Arbitration Liaison - Ana Garrett

VMM received MAL advised replacement vehicle not yet ready for customer delivery and dealer will let her know when it will be so she can schedule with Mr. [REDACTED].
Contact Customer.

03/28/2011 12:31:48 KORTHA Closing Package (M/A Only) To Mediation Arbitration Liaison - Ana Garrett (S:3/

Please let me know when the closing date will be.
Attached: CP scan
Wait closing fax or update.

03/28/2011 11:33:36 KORTHA Approved By Mediation Arbitration Liaison - AK

Requested check for Hickok 3VWRL81K99M [REDACTED] TB fees.
Email remaining CP DOCs to MAL.

03/24/2011 02:29:45 KORTHA Voice Mail To Mediation Arbitration Liaison - Ana Garrett

LMTRMC seeking update on closing date.
Wait MAL update with closing date and prepare CP.

03/22/2011 04:55:18 KORTHA Call To Mediation Arbitration Liaison - Ana Garrett (T: 3/29)

MAL advised she would do closing with customer, MAL will let MRC know when closing date and time is set (Next week some time) so CP can be emailed to MAL before closing.
MRC wait closing date update from MAL.

03/22/2011 04:54:34 KORTHA Closing Processed By MRC - Alicia Korth

Case assigned to MRC.
MRC to contact MAL.

03/21/2011 09:49:12 CARDONN Assigned To Remarketing Coordinator - KORTHA

FOM is Bob Martin, No lien (please collect the title), nonconformity is due to stalling and over 30 days down, closing transaction to take place at 422144. Note that the customer will be pickin up an Audi and turning in a VW, please collect \$15,129 for upgrades.

03/21/2011 09:45:46 CARDONN E-Mail From Dealer Service Director - Derek Urling @ Volkswagen of Downtown

Good morning Gentlemen
We have the car and will be ready shortly

03/18/2011 10:55:07 CARDONN Attached Mail From Accounting - Radislav Zeljic

Recd copy of Invoice.

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

Contacts

03/15/2011 02:42:23 CARDONN

E-Mail To Multiple Roles - DIST, Accounting, PORT, FOM

Case # 100351098

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]
West Hollywood, CA [REDACTED]

ORIGINAL VEHICLE:

2009 Volkswagen Jetta

VIN # 3VWRL81K99M [REDACTED]

REPLACEMENT VEHICLE:

2011 Audi A5

VIN # WAULFAFR3BA [REDACTED]

ACCOUNTING:

Please send the Invoice to me.

DISTRIBUTION:

Please note that WAULFAFR3BA [REDACTED] has been correctly credit/ rebilled since this vehicle was ordered as a Med Arb replacement. In comments field put ¿CR replacement for Hickok¿

Please have this vehicle shipped to dealer 422A30 (Audi Downtown LA).

PORT:

Please have WAULFAFR3BA [REDACTED] marked as ¿CR replacement for Hickok¿ and shipped to dealer 422A30.

Contacts

03/14/2011 09:35:38 CARDONN E-Mail To Dealer Service Director - D Uerling & D Davis, MAL

The replacement vehicle for [REDACTED] is scheduled to arrive at DTLA soon. His original vehicle is a 2009 Jetta TDI but his replacement vehicle is as follows:

2011 A5 Premium Plus
Quartz Gray with Black Interior
VIN- WAULFAFR3BA [REDACTED]

Please place a HOLD/ SOLD sign on the vehicle after the PDI and let me know when it arrives, I will then set up the replacement transaction.

Please let me know.

03/14/2011 09:08:44 CARDONN Order Status To User - Nick Cardoni

ETA is 3/28.

02/23/2011 02:01:40 CARDONN Order Status To User - Nick Cardoni

ETA is 3/28.

02/08/2011 08:11:29 CARDONN Order Status To User - Nick Cardoni

ETA is 3/28

01/18/2011 09:38:39 CARDONN Order Status To User - Nick Cardoni

ETA is last week of March.

01/18/2011 09:38:22 CARDONN E-Mail To Owner - Mr [REDACTED]

Your replacement vehicle is currently in production. The ETA is the last week of March.

Please feel free to contact me for further updates.

12/22/2010 08:40:13 CARDONN Order Status To User - Nick Cardoni

ETA is 3/21.

12/14/2010 11:04:34 CARDONN Order Status To User - Nick Cardoni

Vehicle is in early production.

12/07/2010 09:32:17 CARDONN Attached Mail From Owner - [REDACTED]

Recd signed revised settlement offer to replace.

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

Contacts

12/06/2010 04:29:47 CARDONN E-Mail From Distribution - Audi Dist

This is all set, and the commission number is 030101

12/06/2010 02:34:40 CARDONN E-Mail To Distribution - Audi Dist

I am hoping that you can order a replacement vehicle to the specs below:

[REDACTED]

Original vin- 3VWRL81K99M [REDACTED]

8T356A- 2011 A5 Coupe 2.0T

Q4Q4 (Quartz Gray Metallic)

GD (Black)

WPS (Premium Plus Package), PNK (Navigation), PQC (19" Titanium Sport Package), 9VK (Bang & Olufsen Sound), 0LM (CA Emissions) AML, and 6W3 (Front Lic Plate Holder).

The replacement should be shipped to 422A30.

Please let me know when the Comm # has been produced

12/06/2010 02:21:40 CARDONN E-Mail To Owner - Mr [REDACTED]

Sent revised offer letter.

Attached is the revised offer letter. Your replacement vehicle will be ordered today and will start production soon. I will provide you with the vin once it is available and I can better track the process of the vehicle.

12/06/2010 02:14:53 CARDONN E-Mail From Owner - Mr [REDACTED]

Please delete the Milano leather option. Indicate credit/revised cost on forthcoming offer letter. Keep/retain the Titanium Sport Package and premium plus package on my order. Please revise offer letter; thank you very much!

Contacts

12/06/2010 01:30:27 CARDONN

E-Mail To Owner - Mr [REDACTED]

I have received word from the factory today that your replacement vehicle cannot be built as we placed the order. They have recently made the Titanium Sport Package and Milano Leather upholstery mutually exclusive, they will not allow the order with both options. They have advised that the Sport Seats do not come in the Milano Leather so that is why it cannot be ordered together. Please let me know which package you would like between the Titanium Sport and the Milano Leather.

The Milano Leather is \$1,000 and the Titanium Sport Package is \$1,650.

I have also been advised that the Blue Tooth Home Link Package (\$700) and the Heated Front Seats (\$450) are part of the Premium Plus Package so I will deduct \$1,150 from your upgrade cost. I will send a revised offer letter to reflect the revised upgrade cost and vehicle. Note that in addition to the \$1,150 there will also be either a credit of \$1000 or \$1,650 which will bring your total out of pocket contribution down.

Please let me know which package you would like on your replacement vehicle.

12/06/2010 01:03:36 CARDONN

E-Mail From Distribution - Audi Dist

The PQC Titanium Package should be mutually exclusive with N5W Milano Leather. It doesn't state this in the order guide, but I have the tables set up this way because the front 2 sport seats that are included in the Titanium Package aren't available in Milano Leather, so I will update on the next order guide. Sorry for the confusion, but thank you for letting me know.

11/24/2010 09:21:58 CARDONN

Order Status To User - Nick Cardoni

Vehicle is in early production.

11/22/2010 11:25:17 CARDONN

E-Mail To Process & Quality Analyst - Brian Lindsay

I am hoping that you can order a replacement to the specs below for a customer.

[REDACTED]
Original vin- 3VWRL81K99M [REDACTED]

8T356A- 2011 A5 Coupe 2.0T

Q4Q4 (Quartz Gray Metallic)

GD (GD)

WPS (Premium Plus Package), PNK (Navigation), PQC (19" Titanium Sport package), PT1 (Bluetooth/ Homelink), 9VK (Bang & Olufsen Sound), N5W (Milano Leather Interior), and 4A3 (Heat Front Seats), 0LM (CA Emissions), and 6W3 (Front Lic Plate Holder).

Please let me know when the Comm # has been produced.

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

Case: 100351098

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Contacts

11/22/2010 10:48:46 CARDONN

Attached Mail From Owner - [REDACTED]

Recd signed acceptance.

11/11/2010 04:45:30 CARDONN

E-Mail To Owner - Ms [REDACTED]

Mr. [REDACTED],

I have attached the revised offer to replace your vehicle with the 2011 A5 (it now shows the Premium Plus Package). The upgrade is the difference between the MSRP of your original vehicle and the Invoice cost of the replacement.

As for the repurchase offer, it is based on what you paid for the vehicle.

XM Radio	\$299
GPS	\$1,499
Window tint	\$199
Aluminum Pads	\$199
Destination	\$700
S.C.V.D.A.	\$230
Port Prep Fee	\$25
Flooring and Fuel	\$182
Dealer	\$65
Total	\$3,398

All the items listed were part of the total cost of the vehicle \$25,033.21 as outlined on your purchase contract.

Regards,

Nicholas C Cardoni

11/11/2010 04:36:42 CARDONN

Call To Owner - Mr [REDACTED]

Advised that I will revise offer letter to show destination charges and emissions on replacement. Advised that if he chooses the repurchase option the reimb is based on what he paid not the MSRP.

11/11/2010 04:36:25 CARDONN

E-Mail From Owner - Mr [REDACTED]

Nick,

Thank you for the offers.

I'd like to go with the 1st Option of buying the Audi A5 as describing in the DH 11/9/10 build sheet (previous email attachment).

However, there are a few missing items that should be incorporated in the settlement amount. Please refer to the list below.

Contacts

11/10/2010 02:07:11 CARDONN

E-Mail To Owner - Mr [REDACTED]

Mr. Hickok,

I have attached a copy of 2 offers. The first offer is to replace your vehicle with the upgraded A5. The upgrade cost is the difference of the MSRP of your original vehicle of \$29,322 to the Invoice cost of the possible replacement of \$46,601. The provided goodwill/ discount is due to your patience and loyalty.

The second offer is to repurchase your vehicle under the terms of the CA Lemon Law or Song Beverly Warranty Act.

I have also attached a copy of the MSRP of your current vehicle.

Feel free to contact me if you have any questions.

Regards,

Nicholas C Cardoni

11/10/2010 01:05:16 CARDONN

E-Mail From Owner - Mr [REDACTED]

Nick,

Attached is a worksheet indicating the Audi A5 that is desired. Please review and call to discuss final price.

On page 35 of the Audi A5 brochure there are spoilers (front, side, and rear lip spoiler/small lip on trunk lid - not spoiler with blade/wing) that are available as an option. I could not find the Audi Code# that applies to each item.

Please confirm code number and verify cost.

As per our earlier discussion, please forward the actual settlement amount that can be applied to the replacement Audi A5.

Thank you in advance for all the help.

Sincerely,
Dennis Hickok

11/09/2010 02:37:34 CARDONN

Call To Dealer Service Advisor - Juan @ Volkswagen of Downtown L.A. (42214

Confirmed that 1st repair was at 8889 miles

11/09/2010 02:32:14 CARDONN

Call From Owner - Mr [REDACTED]

Customer stated that he would like to see both offers to repurchase and to replace. Customer stated that he will forward specs sheet for replacement vehicle.

Contacts

11/04/2010 01:41:13 CARDONN

E-Mail To Owner - Mr. [REDACTED]

Mr. [REDACTED]

Please allow this e-mail to serve as a follow up to our earlier conversation regarding replacement options. As we discussed VW has updated the Jetta with new options and styling. I will not be able to replace your 2009 with a exact vehicle since we no longer make it but I can replace the vehicle with a like Jetta MSRP to MSRP. I have attached a copy of the packages for you to view. If you choose to accept the 2011 Jetta the specs would be as follows:

2011 Jetta TDI w/ Navigation
Sport Goal Silver 17" Wheel Package
Jetta Appearance Package (rubber mats, trunk liner, lip spoiler)

Another replacement option would be to replace your vehicle with a 2010 or 2011 CC Sport.

Please keep in mind that I would have to order your vehicle directly from the factory and it can take 3-4 months before delivery.

The last option would be to repurchase your vehicle under the terms of the CA LL.

Please feel free to contact me directly if you have any questions.

Regards,

Nicholas C Cardoni

11/04/2010 01:21:34 CARDONN

Call To Owner - Mr. [REDACTED]

Discussed replacement options. Customer stated that he would like options sent to him via e-mail.

11/04/2010 12:53:46 CARDONN

E-Mail From Associate - Alejandro Fernandez

Hi Nick,

To reduce the complexity of the carline, rear side airbags (4X4) are no longer an option on the MY11 Jetta.

JAK is not available either, and perhaps Hernan or Chris can shed some light if something similar will be offered soon as a port or dealer installed accessory.

Best regards,
Alejandro

Contacts

11/02/2010 04:55:37 CARDONN E-Mail To Associate - Alejandro Fernandez

Alejandro,

I am currently in the process of replacing a 2009 Jetta TDI with a 2011 TDI due to the California Lemon Law but unfortunately there are a few options that might not be available on the 2011 that they originally had. I am hoping that you can confirm if they are available.

The original vehicle had 4X4 Rear Side Airbags and JAK Ground FX.

Can these be ordered on the 2011 and what is the option code if they are available?

Thanks,

Nicholas C Cardoni

11/02/2010 04:37:14 CARDONN Case Owned By Med/Arb - Nick Cardoni

11/02/2010 04:07:48 CARDONN Attached Mail From FOM - Ana Garrett

Recd replacement request from FOM. Vehicle has been down over 30 days related to fuel pump replacement and stalling. 3rd repair and vehicle is currently down with open VTA. Vehicle has 10600 miles and has been serviced at DLR 422144.

Case 100377493

Customer: Mr. [REDACTED]
Program: Customer Relations
Status: 12/06/2010 Closed
Source: Phone
Assigned: Christine Ziehmer (ZIEHMEC)

Vehicle: 2009 Volkswagen Jetta
3VWTL71K59M [REDACTED]
Production Date: 11/2/2008
Odometer: 29,400 Miles
Wty Start Date: 02/21/2009
Dealer: Gunther Volkswagen of Coconut Creek (405)

Reasons

<u>CATEGORY / TYPE / REASON</u>	<u>PART DESCRIPTION</u>	<u>CALL INTENT</u>	<u>ASST REQUEST / RESOLUTION</u>
Dealer / Sales / Dealer failed to assist		Complaint	Not Applicable Not Applicable
Dealer / Service / Treatment by Personnel		Praise	Not Applicable Not Applicable
Dealer / Service / Length of time for repairs		Complaint	Not Applicable Not Applicable
Manufacturer / Service / Extensive Repair Histor		Complaint	Goodwill C.R. Partial Assistance
Vehicle Problem / Engine / Stalling	Fuel injection system	Complaint	Repair Support Dealer C

Contacts

12/06/2010 02:27:50 ZIEHMEC

Call To Owner - Mr. [REDACTED]

RCM advised customer RCM is calling him back. Customer states: he wants to apologize if he or wife were rude; he is not sure if they want to take the 40K service or not at this time because he will not know where they will be once they hit the 40K; he does not think they will be at 40K in a year; they tried to trade the vehicle through another brand and they did not give as much for the vehicle; he tried to speak to the General Manager to get a trade value for the vehicle and he never got a call back probably because dealer 407203 does not want the vehicle; he is concerned and seeking to know what will happen if the concerns return; he is thinking of letting the vehicle just sit. RCM advised customer: RCM offered either \$1500 loyalty voucher or 40K service; they have 30 days to decide; no one can determine value of vehicle over the phone; if concerns come up in the future it would be looked into on a case by case basis; RCM can contact dealer 407203 to make sure the appropriate people are aware he never got a call back. Customer states RCM should let the owner know as there is no point for RCM to call the sales manager; seeking to know if the 40K will be done once he hits 40K or if it would be done under the time parameters sooner. Please note there was some confusion as to what customer was seeking to know. RCM advised customer: the maintenances should be done every 12 months or 10K WCF; if he chooses to take the 40K service RCM would send him a letter to take with him to the dealer. Customer states: they like the vehicle but are afraid to drive it; this is there 2 VW and they never had a concern with the other vehicle. Please note FOM was aware of the situation so RCM not contacting FOM again. No further action pending customer call.

12/06/2010 11:06:55 FAWZYRA

Call From Owner - Mr. [REDACTED]

Customer seeking to speak with RCM. CA advised that can further assist Customer; advised that Customer's Spouse was offered the 40k Maintenance or the \$1500 loyalty Voucher as VW final position; seeking to know if Customer would like to provide his decision. Customer stated that his wife didn't understand the Voucher, and neither does he; stated that he won't be getting another VW which leaves him only with the 40K maintenance offer; stated that will think about that and call CARE back; seeking to have RCM call him back. CA advised that as VW position was already rendered then there will be no follow up calls from RCM as we're now waiting only for Customer decision and VW position will not change as RCM advised his wife previously. Customer stated that would like to have RCDM aware that he already made an attempt to sell vehicle but got very low Value for it which is not acceptable; insisted to have RCM call him back. CA advised that will document Customer request for RCM to review and call him back no later than COB tomorrow. Customer acknowledged. RCM to call Customer.

12/02/2010 12:46:41 ZIEHMEC

Call From Dealer Service Mgr - Charles @ Butler Volkswagen, Inc. (407203)

Service Manager states he wanted to let RCM know that the customer came into pick up the vehicle today and while they were prepping the papers the customer took her keys and told the dealer 407203 they would not be paying the \$500 deductible, to get it from VW, and took the vehicle and left. RCM advised Service Manager of the offers RCM made to the customer. No further action

Contacts

12/02/2010 09:38:25 ZIEHMEC

Continued Comment With Spouse - Ms. [REDACTED]

Customer states: she is seeking for VW to buy the vehicle back at the blue book value, give her the \$500 deductible back, or a 100K warranty; she is scared of the vehicle; she works for a flight crew and cannot be late. RCM advised customer: RCM had offered 1 vehicle payment but then found out the vehicle was paid for so RCM offered to cover the 40K service; VW will continue to work within the terms of the warranty; RCM can offer instead a \$1500 loyalty voucher but these are the extent of what VW can do. Customer states: this is there 4th VW; she will never buy another one; she will write on the vehicle with a marker showing people they should not buy VW; seeking VW to buy the vehicle back at the blue book value, give her the \$500 deductible back, or a 100K warranty; states the 40K service is only \$50. RCM advised customer: the 40K service is usually over \$400; the 40K service or the \$1500 loyalty voucher is the extent of what VW can do. Customer states: her husband works in car business and used to work for VW, she will give VW bad advertising; seeking a call back if VW reconsiders the offer. RCM advised customer the decision will not change but they have 30 days to make a decision. No further action.

12/02/2010 09:15:46 JAJJOBI

Transfer To RCM - Southern - Christine

CA transferred customer to RCM. RCM to continue with customer.

12/02/2010 09:15:11 JAJJOBI

Call From Owner - Mrs. [REDACTED]

Customer states: would like to speak to RCM. CA advised: Will transfer customer to RCM. CA to transfer customer to RCM.

12/01/2010 01:30:58 BUCKNEN

Call From Spouse - Mrs. [REDACTED]

Customer seeking: Speak with RCM. Customer states: Was told earlier RCM was not in. CA advised: RCM is not in today; is there new information that customer would like to have forward to RCM. Customer seeking: RCM to call customer have questions about vehicle(will not give CA any information). CA advised: Will not be able to guarantee a call back from RCM; decision has been provided by RCM. RCM to review.

12/01/2010 08:39:02 MURPHYJ

Return To Spouse - Mrs. [REDACTED]

CA advised: RCM is out of the office at this time; CA does see that RCM had made offer to cover 40K maintenance for vehicle; CA seeking to know if Customer is calling in regards to that. Customer states: not at all; there are continued concerns with vehicle that Customer would wish to speak with RCM about. CA advised: CA would like to document concerns so that best course of action can be determined and so that RCM is aware of concerns prior to contact with Customer. Customer states: she only wishes to discuss concerns with RCM; Customer can be contacted on phone number 478-953-1210 or cell phone 478-442-7600. CA advised: will document Customer request. RCM to review.

12/01/2010 08:38:33 MURPHYJ

Call To RCM - Southern - Christine Ziehmer

RCM unavailable. CA to return to Customer.

Contacts

12/01/2010 08:37:21 MURPHYJ Call From Spouse - Mrs. [REDACTED]

Customer states/seeking: to speak with RCM. CA advised: CA can see if RCM is available to speak with Customer; if RCM is not available, CA will return to Customer. CA to call RCM.

11/30/2010 03:43:35 ZIEHMEC Call To Owner - Mr. [REDACTED]

RCM advised customer: RCM spoke to the Service Manager; the vehicle is ready to be picked up; because of the down time VW will offer 1 vehicle payment. Customer states that he paid cash for the vehicle. RCM advised customer that VW will cover the 40K service instead. Customer states: this is a lease and he is not sure if they will keep it after the 36K; he is not sure if they trust the vehicle; seeking to know if RCM has seen info online about vehicle; he is concerned about the future of the vehicle and the concerns coming back; seeking to know why the case was not progressing until he called CCC; he was told by dealer they only had to flush the system and now they are stating that they have to replace the tank. RCM advised customer: they have 30 days to make a decision on the offer; concerns can come about because the customers accidentally put the wrong fuel in the vehicle also; everything is documented at CCC and dealer 407203 so if he has concerns in the future he can call CCC and take the vehicle to a VW dealer; around the time that he called CCC the Service Manager began speaking with a higher means of technical resource; dealer did flush the tank and later it was determined it needed to be replaced. Please note as FOM was aware of the situation RCM not contacting FOM. No further action pending customer call

11/30/2010 01:58:04 ZIEHMEC Call From Dealer Service Mgr - Charles @ Butler Volkswagen, Inc. (407203)

Service Manager states: vehicle is ready to be picked up; it has been there since 9/1; customer paid \$500 for his deductible. RCM to call customer

11/30/2010 09:46:04 ZIEHMEC Voice Mail To Dealer Service Mgr - Charles @ Butler Volkswagen, Inc. (407203)

RCM advised Service Manager that RCM is seeking an update. RCM to wait Service Manager call

11/29/2010 12:34:06 ZIEHMEC Return Call From Dealer Service Mgr - Charles @ Butler Volkswagen, Inc. (407203)

Service Manager states: the vehicle is repaired; they are keeping it until tomorrow; the customer did pick up a loaner Friday; he will call RCM tomorrow. RCM to wait Service Manager call.

Contacts

11/29/2010 12:15:30 ZIEHMEC E-Mail From FOM - Chris

Amanda,

Thanks for the information. I am in the loop on this one and have been in communication with the Service Manager, Charlie Brown. This repair is an insurance claim, as you stated below. I have not set the dealer's expectations that VWGoA would be offering assistance on this repair. I have, however, encouraged the Service Manager to work diligently with Technical Assistance and Joey to get the vehicle repaired and returned to the owner as quickly as possible. Thanks.

Best,

Christopher Jolley
RCM to wait dealer 407203 call

11/29/2010 11:52:10 ZIEHMEC Voice Mail To Dealer Service Mgr - Charles @ Butler Volkswagen, Inc. (407203)

RCM advised Service Manager that RCM is seeking an update. RCM to wait Service Manager call

11/24/2010 04:12:03 ZIEHMEC Voice Mail To Owner - Mr. [REDACTED]

RCM advised customer: RCM is still looking into the concerns so RCM will follow up by COB 11/30; dealer 407203 will have a loaner for him on 11/26; the Service Manager is aware of this offer. RCM to wait Service Manager call

11/24/2010 03:32:10 ZIEHMEC Call To Dealer Service Mgr - Charles @ Butler Volkswagen, Inc. (407203)

RCM advised Service Manager: the dealer will have to cover the cost of the 2nd set of the repairs minus the fuel tank as they did not contact technical line as they should have per QTM. Service Manager states they did not call technical line because they knew it would not be warranty; he will get a loaner for the customer but the soonest he can get one is Friday; he will call RCM back on 11/29. RCM to call customer

11/24/2010 03:17:21 VICKERA Face-To-Face With Product Support - Michael Storms

Product Support indicated that proven misfueling (gasoline in diesel engine) is not covered.

11/24/2010 03:16:35 VICKERA Call To QTM - Joey Heard

QTM indicates that the repair is for improper fueling (gasoline in diesel engine); the original repair was covered by insurance because there was proven misfueling. The dealer performed incomplete repair (replaced all fuel components EXCEPT fuel tank). The dealer failed to follow instructions per the TSB; they did not call the VTA as required. Fuel tank caused recontamination of entire fuel system. QTM suggests that the dealer is responsible for all fuel system components for a subsequent repair; and that dealer may be able to add fuel tank to insurance job. Also suggested that I speak w/ Product Support.

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

Contacts

11/24/2010 02:41:38 ZIEHMEC Call From Volkswagen - Amanda

Warranty states: the customer provided receipts to the insurance company that show it was misfueled per the QTM and this will not be covered by VW; she called the QYM; the dealer should have called technical line per the bulletin right from the beginning and they did not; that is how it was missed that the tank should have been replaced instead of flushed; the 2nd set of repairs that need to be done will be the dealers 407203 responsibility because they did not follow the proper steps; the dealer can add the fuel tank replacement to the insurance bill but that is all. RCM to call Service Manager

11/24/2010 02:37:30 ZIEHMEC Call From Dealer Service Mgr - Charles @ Butler Volkswagen, Inc. (407203)

RCM advised Service Manager: that RCM has spoken to warranty helpline; while this is being worked out RCM wants Service Manager to get customer a rental or loaner until 11/30. Service Manager states: they have a loaner coming back on 11/26 and the customer can have it; the insurance company is almost 100% paid on the repairs. RCM to call customer

11/24/2010 01:57:58 ZIEHMEC Call To Volkswagen - Jan

RCM advised warranty of the customers concerns, the dealer 407203, FOM, and QTM involvement. Warranty states: she will speak to her boss (Amanda Vickers). Warranty states: info was that if a test needs to be done it may be covered, if not due to misfueling; she will call QTM and call RCM back; normally if insurance company has covered VW will not go back and cover it. RCM to call Service Manager.

11/24/2010 12:49:48 ZIEHMEC Voice Mail To Volkswagen - Vanessa Mason

RCM advised warranty of the customers concerns, and the concerns that the dealer 407203 is experiencing. Please note voice mail stated that she would not return until 11/29. RCM to call dealer 407203

11/24/2010 12:25:46 ZIEHMEC Face-To-Face With Level 2 / Exec - Mindy

RCM advised RC of the concerns. RC states for RCM to call Vanessa Mason at warranty. RCM to call warranty.

11/24/2010 12:24:35 ZIEHMEC Call From Dealer Service Mgr - Charles @ Butler Volkswagen, Inc. (407203)

Service Manager states: he called technical line and was told there is nothing that can be done; he feels that he is getting the run around. RCM to research

11/24/2010 11:09:42 ZIEHMEC Call To Dealer Service Mgr - Charles @ Butler Volkswagen, Inc. (407203)

RCM advised Service Manager that RCM is seeking an update. Service Manager states: parts are in; will be next week before the vehicle is repaired. RCM advised Service Manager to call technical line and call RCM back. RCM to wait Service Manager call

Contacts

11/23/2010 04:21:18 ALETHAA

Call From Owner - [REDACTED]

Customer states: Dealer 407203 told him to ask for RCM by name. Customer seeks: To speak with RCM. CA advised: It is noted that he just spoke with RCM within the hour. Customer states: Oh, he didn't know that was who he was speaking with; Dealer told him they are waiting for the authorization from VW RCM concerning the rental. CA advised: RCM is aware and will be reviewing with Dealer 407203, then will call him by COB tomorrow @ 479-442-7400; will document that he called, for her to review. RCM to review

11/23/2010 03:35:06 ZIEHMEC

Call To Owner - Mr. [REDACTED]

RCM advised customer: RCM is still speaking to Service Manager about the concerns; the parts are on order and should be in tomorrow; RCM will follow up by COB tomorrow. Customer states: Service Advisor told him that all the repairs have to be done again and that VW is covering them under warranty; dealer 407203 has been working on the vehicle for 8 weeks going on 3 months and he has not had any transportation; seeking to know if he can get a rental or loaner. RCM advised customer that RCM is still looking into the concerns and will check on all this info. RCM to wait Service Manager call.

11/23/2010 10:07:10 ZIEHMEC

Call To Dealer Service Mgr - Charles @ Butler Volkswagen, Inc. (407203)

Please note that RCM was calling Service Manager on another customer. RCM advised Service Manager that RCM is seeking an update. Service Manager states that the parts are not in. RCM to call customer and move the follow up date.

11/22/2010 04:53:29 ZIEHMEC

E-Mail From Dealer Service Mgr - Charles @ Butler Volkswagen, Inc. (407203)

Christine,

I have been informed by the parts manager that all parts will be here in Wednesday the 24th. I will keep you posted

charlie

RCM to wait dealer 407203 call or e-mail

11/22/2010 02:34:10 ZIEHMEC

Call From Dealer Service Mgr - Charles @ Butler Volkswagen, Inc. (407203)

Service Manager states: he spoke to Quinn in warranty and spoke to FOM about this Friday; FOM told him to do whatever the QTM wanted. RCM advised Service Manager that RCM is seeking a ETA on parts. Service Manager states that he will get this info and call RCM back. RCM to wait Service Manager call

Contacts

11/22/2010 01:30:00 ZIEHMEC Call To Dealer Service Mgr - Charles @ Butler Volkswagen, Inc. (407203)

Service Manager states: the customer filled up and drove about 60 miles when the vehicle shut down; the customer has a receipt that states it was diesel but they did the Styrofoam test per technical line and it dissolved the cup immediately; technical line and the QTM advised that this will not be covered under the warranty; they did the recommended repairs and it was still having concerns; the customer's insurance company agreed to cover it; the bulletin did not say to replace the tank but the QTM told them to do so; they also replaced the injectors, lines, and pumps; they got fault codes for the catalytic converter and there was no acceleration; the QTM said to replace everything including tank now; the customer is calling and asking for a loaner. RCM advised Service Manager to call warranty helpline and call RCM back. RCM to wait Service Manager call.

11/22/2010 01:26:50 ZIEHMEC E-Mail From Dealer Service Mgr - Charles @ Butler Volkswagen, Inc. (407203)

Please call me on this in order to save a 100 page e-mail.

charlie
RCM to call dealer 407203

Contacts

11/22/2010 10:17:25 ZIEHMEC E-Mail To Dealer Service Mgr - Charles @ Butler Volkswagen, Inc. (407203)

Hello! The following customer has contacted Customer CARE seeking a vehicle repair update.

Customer Name: Mr. [REDACTED]

Model Year/Model: 2009 Jetta

VIN: 3VWTL71K59M [REDACTED]

Reason for Inquiry: Customer states the vehicle needed to be towed to dealer and they have advised that gas has been put in the vehicle but the customer has receipts stating that only diesel has been put in the vehicle. The customer is seeking to know if this is normal and when they will get their vehicle back. Please advise if TECH line has been contacted and what they have stated.

Please review and advise me of the vehicle's status.

If you could please respond within 4 business hours, it would be greatly appreciated. Please select REPLY TO ALL, so my team and I both receive your response.

Thank you in advance for your help.

Christine Ziehmer
(248) 754-3577

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11/22/2010 09:24:21 ZIEHMEC Assigned To RCM - Southern - ZIEHMEC

Assigned for handling

11/22/2010 09:22:40 NIXONCR Assigned To RCM - Southern - RCM

Please review. Customer states vehicle has been in Dealer since 08/30. Customer seeking to know if this is a normal problem and wants to know when will get vehicle back. Follow up no later than COB 11/23 at 478-442-7400 anytime. RCM to research.

11/22/2010 09:21:37 NIXONCR Return To Owner - [REDACTED]

CO advised will escalate to RCM; will follow up with Dealer to make sure all technological resources are being utilized; RCM will follow up no later than COB 11/23; will then be able to discuss next steps. CO to escalate to RCM.

Contacts

11/22/2010 09:21:20 NIXONCR Reviewed With Supervisor - Stephanie

11/22/2010 09:19:20 NIXONCR Call From Owner - [REDACTED]

Customer states since 2003 has owned 3 VW; vehicle needed to be towed to Dealer 407203; vehicle has been in Dealer since 08/30; Customer was advised that gas has been put into vehicle; has receipts stating put diesel into vehicle; insurance company is paying the bill for repairs and is going after the gas station; Customer states not complaining about Dealer; Dealer has been super nice and has bent over backwards for them; vehicle is now up to \$12,000 for repairs; Dealer has replaced all fuel components and still has no acceleration. Customer seeking to know if this is a normal problem and wants to know when will get vehicle back. CO to review with Supervisor.

Case 100384002

Customer: Mr. [REDACTED]
Program: Mediation/Arbitration
Status: 03/15/2011 Closed
Source: BBB
Assigned: James Cruse (CRUSEJ)

Vehicle: 2010 Volkswagen Golf
WVWBM7AJ7AW [REDACTED]
Production Date: 1/8/2010
Odometer: 6,700 Miles
Wty Start Date: 03/06/2010
Dealer: The Autobarn Ltd. - Volkswagen (402132)

Reasons

CATEGORY / TYPE / REASON	PART DESCRIPTION	CALL INTENT	ASST REQUEST / RESOLUTION
Manufacturer / Service / Technical Issue (Med/A	Electric fuel pump	Unknown	Not Applicable Not Applicable
Vehicle Problem / Engine / Stumbles/hesitates/d	Electric fuel pump	Unknown	Repurchase Decision In Favo

Contacts

03/15/2011 01:53:19 ARMITAR Note To User - CCC

Scanned file in doc center.

02/11/2011 03:19:40 ARMITAR FAX From Better Business Bureau - Edith Newton

BBB Failure to return acc/rej form.

02/11/2011 09:14:47 CRUSEJ E-Mail From FOM - John Farber

I will tell dealer max I can offer is \$3750.

02/11/2011 09:11:02 CRUSEJ E-Mail To FOM - John Farber

I would not do a SOC because it would look bad on my part because the repair history does not justify doing so.
15% of 25,000 is \$3,750.00.

I only counted a total of 22 business days down: fuel pump 1x, body control module 1x and adjusted doors 1x.

Contacts

02/11/2011 09:10:37 CRUSEJ E-Mail From FOM - John Farber

¿ How much is 15% of that MSRP?

¿ Would you consider SOC instead of trade assist if he contributes as usage the same amount he'd need to come out of pocket as trade? I'm concerned dealer will take on trade & CPO the car, and it may be a problem down the road. May prefer to treat as SOC & ship to auction.

02/11/2011 08:41:45 CRUSEJ E-Mail To FOM - John Farber

I received your message on [REDACTED] I say let's not exceed 15% of MSRP. The BBB already found in our favor. If it means he has to come out of his pocket, then so be it. Keep in mind Care already promised him one car payment. The last time his car was at the dealer, Jason told me they test drove the car and found it getting 30mpg and were unable to duplicate his stalling complaint.

02/11/2011 08:41:11 CRUSEJ Voice Mail From FOM - John Farber

FOM LVMM asking if it is OK to go 20% of MSRP for trade assistance.

02/08/2011 09:35:52 CRUSEJ E-Mail To Associate - Dawn Dameron

Case #100334639 Meto Hodzic:

If you take a look at this case, specifically the case note entered on 10/27/2010 @ 5:39 PM by Pete Nardone, you will see that Care offered this customer a goodwill vehicle payment and instructed the customer to send in his payment information. The customer just sent that information in. It came to me because I was handling a BBB case (which we won). Can you please have a RCM process this payment.

02/07/2011 04:13:21 ARMITAR E-Mail From Owner - [REDACTED]

Sales Contract

02/07/2011 01:03:44 CRUSEJ Call From FOM - John Farber

FOM states Customer is at his dealer now. FOM states he will try to resolve this by offering the Customer trade assistance. Informed FOM that I do not have a problem with that.

01/28/2011 04:54:04 CRUSEJ FAX From Better Business Bureau - Edith Newton

Rec'd BBB arbitration decision. Decision in favor of manufacture. Customer request for repurchase is denied. waiting acceptance/rejection form.

01/28/2011 04:29:51 ARMITAR FAX From Better Business Bureau - Edith Newton

BBB Decision

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

Case: 100384002

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Contacts

01/27/2011 10:30:58 CRUSEJ

Call To Owner - [REDACTED]

Informed Customer that I did find in a previous case note where reimbursement of a vehicle payment was committed to, but Customer was instructed to send in payment information and that information was never received on our end. Customer states he did receive it. Customer states he did send the information. Instructed Customer to resend it to fax (248) 754-6538 and analyst will pass it along to CR and ask that they reimburse Customer. Informed Customer outside of that, we still have to await the BBB hearing decision.

01/27/2011 10:21:55 MARCHPA

Return To Owner - [REDACTED]

CA advised: Left message for CO to call Customer and request to speak with Supervisor. Customer acknowledge. CO to review.

01/27/2011 10:20:53 MARCHPA

Call To Med/Arb - CRUSEJ

CA left message for Customer advising requesting call back and request to speak with Supervisor. CO to return to Customer.

01/27/2011 10:16:42 MARCHPA

Call From Owner [REDACTED]

Customer states/seeking: To speak with Mediation/Arbitration Supervisor; Mediation Rep is not returning his calls. CA advised: Can attempt to transfer Customer to Mediation Representative; If Representative is not available will leave message and also update case notes to reflect that Customer would like call back and requested to speak with Supervisor. Customer acknowledged. CA to call CO.

01/25/2011 02:20:25 CRUSEJ

E-Mail To Better Business Bureau - Edith Newton

Any word on a decision for this one?

01/25/2011 02:16:31 CRUSEJ

Call To Owner - [REDACTED]

Informed Customer of the dealer finding the car operating fine. Informed Customer that I have to wait for the BBB decision at this point before taking any action. Customer states he was promised 2 car payments a few months ago and never received them. Informed Customer that I will look into his claim with CR.

01/25/2011 01:23:08 CRUSEJ

Call To Dealer Service Mgr - Jason Riforgiato @ The Autobarn Ltd. - Volkswage

Service Manager states they have road tested the car and it gets 30 MPG and there are no fault codes nor did they experience the stalling condition the Customer alleges. Service Manager states they have been calling the Customer to come pick up is car as the Customer is in their rental and has not returned their calls. Service Manager states the vehicle is operating as designed.

01/25/2011 01:19:34 CRUSEJ

Call To Owner - [REDACTED]

returned Customer call. Explained to Customer that we have to wait for the BBB decision being that the hearing has already taken place. Customer states he had to go back into the dealer for stalling last Thursday. Informed Customer that I will follow up with the dealer to obtain further information.

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

Contacts

01/25/2011 11:43:43 MURPHYJ Return To Owner - [REDACTED]

CA advised: Supervisor is unavailable as well; CA can notate in case that Customer has called and analyst will return Customer call by COB tomorrow. Customer states: would like analyst's Supervisor to call Customer as he has not received a return call yet and does not expect to. CA advised: CA will document Customer request. Med/Arb to review.

01/25/2011 11:43:29 MURPHYJ Call To Med/Arb - Martha Weir

Supervisor unavailable. CA to return to Customer.

01/25/2011 11:39:43 MURPHYJ Return To Owner - [REDACTED]

CA advised: Analyst is not available; however, CA will see if Supervisor is available. CA to call Med/Arb.

01/25/2011 11:39:09 MURPHYJ Face-To-Face With Supervisor - Aline Bokanga

Supervisor advised: if Customer is seeking to speak with Supervisor, Customer would need to speak with Med/Arb leader; CA can inform Customer that analyst will return Customer call by COB 1/26/2011 if Med/Arb leader is not available. CA to return to Customer.

01/25/2011 11:38:52 MURPHYJ Call To Med/Arb - CRUSEJ

Analyst not available. CA face to face with Supervisor.

01/25/2011 11:38:33 MURPHYJ Call From Owner - [REDACTED]

Customer states/seeking: to speak with Med/Arb analyst handling Customer case; if analyst is not available, Customer would like to speak with Supervisor. CA advised: will see if analyst is available. CA to call Med/Arb.

01/20/2011 11:16:16 DENNISL Transfer To Associate Voicemail - CRUSEJ

CA transferred Customer to voicemail. Med/Arb to contact Customer.

01/20/2011 11:12:38 DENNISL Call From Owner - [REDACTED]

Customer states: has filed a claim with BBB; states has taken his vehicle in previously 4-5 times for the concern with stalling; states this morning his vehicle stalled again; states he is taking his vehicle to Dealer 402132 again today for diagnosis. Customer seeking: to document this occurrence; seeking CCC to set up a rental/loaner for him while his vehicle is at the Dealer. CA advised: apologized that he is having concerns with his vehicle again; advised his case have been assigned to Med/Arb advocate; advised Customer would need to discuss case further with that advocate; CA is not in the position to contact the Dealer to set up a rental/loaner for him; advised will transfer Customer to Med/Arb advocate; if advocate is away from desk/on another call Customer can leave a voicemail and he will get a return call. Customer acknowledged. CA to transfer Customer to Team 2.

Contacts

01/18/2011 04:55:14 PASTORL Note To Med/Arb - James Cruse
Forwarded case file to analyst. Wait for BBB decision.

01/18/2011 04:52:43 PASTORL Call From Arbitration-Vendor - Billie Turner, Doug Schuh
Completed CC. Wait for BBB decision.

01/10/2011 01:59:54 PASTORL Mail To Arbitration-Vendor - Billie Turner, Doug Schuh
Mailed case summary to AA. Pending CC. Wait for BBB hearing.

01/07/2011 04:19:21 CRUSEJ Note To Arbitration Specialist - Ivan
reviewed file

01/07/2011 04:15:19 PASTORL Note To Med/Arb - CRUSEJ
Forwarded case summary for analyst review. Wait for review.

01/07/2011 04:14:40 PASTORL Note To User - Ip
Completed case summary. Assign to analyst.

01/07/2011 03:34:37 PASTORL E-Mail From Dealer Service Mgr - Jason Riforgiato @ The Autobarn Ltd. - Volks
Received email from Dealer 402132 Service Manager with both Repair Order's (351841 & 353885). Wait for BBB hearing.

01/07/2011 03:32:08 PASTORL Call To Dealer Service Mgr - Jason Riforgiato @ The Autobarn Ltd. - Volkswage
Service Manager stated will email last two Repair Order's (351841 & 353885). Wait for Dealer 402132 Repair Order's.

01/07/2011 10:17:52 CRUSEJ Assigned To Arbitration Specialist - PASTORL
Please prepare file for hearing.

01/07/2011 10:16:16 CRUSEJ FAX From Better Business Bureau - Edith Newton
Rec'd NOH. hearing scheduled for 1/19/2011 @ 11:00 AM.

01/07/2011 09:19:48 ARMITAR FAX From Better Business Bureau - Edith Newton
BBB Agreement to Arbitrate

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

Contacts

12/07/2010 02:24:12 CRUSEJ E-Mail To FOM - John Farber

Just giving the heads up that the customer filed with the BBB.

12/07/2010 02:18:50 CRUSEJ FAX From Mail Desk - James Cruse

12/07/2010 02:16:53 CRUSEJ FAX To Better Business Bureau - Edith Newton

MRF - Inspection/Repair

12/07/2010 10:43:27 CRUSEJ Note To Med/Arb - RO Review

IL lemon law is 12/12, 4x's for the same non-conformity or 30 business days down.

Repairs: 14 business days down, fuel pump 1x vibration when turning 1x.

12/07/2010 10:29:26 CRUSEJ Case Owned By User - James Cruse

Rec'd CCF. Contact date is 10/29/10. No start date. 1st repair attempt was at 6,500-miles. Lien holder is Bank of America, acct #650 [REDACTED]. Customer alleges fuel pump failure 2x's, bad vibration when turning 1x and body damage caused by the dealership 1x. Customer alleges all concerns are still existing. Customer alleges 24 days down. Customer desired outcome is replacement or repurchase.

11/29/2010 03:38:41 ARMITAR FAX From Better Business Bureau - Edith Newton

Mail in doc center.

Case 100388863

Customer: Mr. [REDACTED]	Vehicle: 2009 Volkswagen Jetta
Program: Customer Relations	3VWTL71K19M [REDACTED]
Status: 12/14/2010 Closed	Production Date: 10/14/2008
Source: Phone	Odometer: 28,000 Miles
Assigned: Christine Ziehmer (ZIEHMEC)	Wty Start Date: 11/04/2008
	Dealer: Dwight Harrison Volkswagen (407235)

Reasons

<u>CATEGORY / TYPE / REASON</u>	<u>PART DESCRIPTION</u>	<u>CALL INTENT</u>	<u>ASST REQUEST / RESOLUTION</u>
Manufacturer / Warranty / 3 Year / 36,000 New \		Inquiry	Not Applicable Not Applicable
Vehicle Problem / Engine / Stalling	Fuel pump	Complaint	Goodwill C.R. Gift Certificate

Contacts

12/14/2010 09:19:05	ZIEHMEC	Note To User - CCC
RCM reviewed and closed. No further action		
12/13/2010 12:58:44	BOMMARJ	Assigned To RCM - Southern - ZIEHMEC
CO to review and close.		
12/13/2010 12:54:13	BOMMARJ	Mail To Owner - Mr. Premoli
CA generated and sent mail to Customer that can be viewed in doc center. CA to reassign.		
12/13/2010 05:23:39	BICKMAD	Assigned To Team 5 Fox - BOMMARJ
12/10/2010 03:09:11	ZIEHMEC	Assigned To Team 5 Fox - CCC
RCM assigned to team 5. Team 5 to mail a \$250 dealer certificate		

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

Contacts

12/10/2010 03:09:06 ZIEHMEC E-Mail To FOM - Chris

The following customer has contacted Customer CARE.

Customer Name: [REDACTED]

VIN: 3VWTL71K19M [REDACTED]

Model/Model Year: 09 Jetta TDI

In-service Date: 11/4/08

Mileage: 28K

Is the vehicle at the dealer for repairs: Yes, but the vehicle is ready to be picked up

What has the Service Manager indicated: The fuel system needed to be replaced

Overview of confirmed vehicle repairs: Fuel system replaced due to fuel

Days Down: 10

What is the customer looking for:

The customer has lost faith in the vehicle and is asking us to escalate the issue. I have offered \$250 in dealer services and the customer seems to be satisfied.

Next steps/CARE action: No further action needed unless you wanted to offer something further.

Thank you for your help

Christine Ziehmer

248-754-3577

RCM to assign to team 5.

Contacts

12/10/2010 03:02:29 ZIEHMEC

Call To Owner - Mr. [REDACTED]

RCM advised customer RCM is following up. Customer states: he spoke to the dealer 407218 and he is going to pick it up tomorrow; he is seeking to know if he will still have a warranty on the vehicle because of the repairs he is concerned that it will have voided the warranty; seeking to know what to do if concerns come back will the repairs be covered; seeking to know if he can buy a VW warranty. RCM advised customer: RCM did let the Service Manager know he may not be able to pick it up until 12/13; the warranty is not voided; he has all the VW warranties on his vehicle; he will also have 12/12K spare parts warranty on all the parts that were just replaced; whichever warranty is longer and more beneficial to the customer is what he will be covered under; VW will work with in the terms of the warranty; he can purchase an 3rd party extended service contract through dealer or RCM can provide number to real driver. Customer states: he wants to buy a VW warranty; seeking to know his NVLW coverage. RCM advised customer: VW does not have a warranty he can purchase directly, but VW does work with the company that RCM advised, Real Driver, and the warranty companies the dealers use; RCM can offer a \$250 dealer certificate which can be used towards the purchase of an extended service contract through the dealer, maintenances, detailing, or even VW swap; it takes about 7 to 10 days to go out. Please note that customer sounded rushed and that he needed to get off the phone so RCM was not able to advise him of the possible fuel smell but dealer stated that they would advise the customer of this when he picks it up. RCM to e-mail FOM

12/10/2010 12:27:02 ZIEHMEC

Call To Dealer Service Mgr - Hershell @ Jim Ellis Volkswagen of Chamblee (407

RCM advised Service Manager that RCM is seeking an update. Service Manager states: the vehicle is done; it was repaired and retested late yesterday; all repairs were covered; total of 10 days down including today; when the customer comes to pick it up there may still be a fuel smell as they removed the fuel filter one more time to make sure everything was operating to specifications, he will let the customer know also. RCM advised Service Manager that the customer may not be able to pick up the vehicle until Monday as he is leaving on business today, he can cover the rental until then. RCM to call customer.

12/09/2010 02:18:05 ZIEHMEC

Call To Owner - Mr. [REDACTED]

RCM advised customer: RCM spoke to the Service Manager and the vehicle is repaired; the Service Manager wants to test drive the vehicle tomorrow to make sure the concerns are addressed; RCM will call customer back by COB tomorrow. Customer states: he is in the restaurant business and will be busy tomorrow and Saturday; he will be in New York until 12/13. RCM advised customer that RCM will still follow up tomorrow but if he is not available RCM will leave a message. RCM to wait Service Manager call.

12/09/2010 12:51:34 ZIEHMEC

Call From Dealer Service Mgr - Hershell @ Jim Ellis Volkswagen of Chamblee (

Service Manager states that the vehicle is repaired test driving it until tomorrow, he will call RCM once he is ready to give the vehicle back to the customer tomorrow. RCM to call customer and move the follow up date.

12/09/2010 10:26:14 ZIEHMEC

Voice Mail To Dealer Service Mgr - Hershell @ Jim Ellis Volkswagen of Chamblee

RCM advised Service Manager that RCM is seeking an update. RCM to wait Service Manager call.

12/08/2010 11:36:20 ZIEHMEC

Voice Mail To Dealer Service Mgr - Hershell @ Jim Ellis Volkswagen of Chamblee

RCM advised Service Manager that RCM is seeking an update. RCM to wait Service Manager call.

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

Contacts

12/07/2010 05:24:36 ZIEHMEC

Voice Mail To Owner - Mr. [REDACTED]

RCM advised customer that RCM and customer got disconnected but RCM will follow up by COB 12/9. RCM to wait Service Manager call

12/07/2010 05:19:10 ZIEHMEC

Call To Owner - Mr. [REDACTED]

RCM advised customer: RCM spoke to the Service Manager; they do not have a loaner but if the customer goes to the dealer 407218 they will be able to get him a rental; dealer 407218 got most of the parts in and the last of them should be in late today or tomorrow; RCM will follow up by COB 12/9. Customer states: he is upset that he had to call dealer for an update as he never got a call from CCC; seeking to know what is being repaired on the vehicle; found a lot of info online and that 36,000 vehicle are being investigate; seeking RCM number and where RCM is located. RCM advised customer: RCM is calling now before COB; there are repairs being done to the fuel system, RCM does not have a list of the parts at this time but he will be provided an Repair Order which will include all of these items; RCM is not able to discuss info found online; advised of customer care number and Michigan location. RCM and customer got disconnected. RCM to call customer

12/07/2010 04:00:28 ZIEHMEC

Call To Dealer Service Mgr - Hershell @ Jim Ellis Volkswagen of Chamblee (40

Service Manager states: they never denied the customer alternate transportation, they told the customer that they could not offer a covered rental until they knew if the concerns would be covered or not; they don't have any loaners but if the customer comes in they will get the customer a rental. RCM to call customer.

12/07/2010 10:35:45 ZIEHMEC

Call To Dealer Service Mgr - Hershell @ Jim Ellis Volkswagen of Chamblee (407

RCM advised Service Manager that RCM is seeking an update, customer also requested a rental or loaner. Service Manager states: they got almost all the parts in; the rest of the parts should be in today or first thing tomorrow; they vehicle should be done if not tomorrow than Thursday; he will have to call RCM back. RCM to wait Service Manager call.

12/06/2010 02:47:36 BOLTONC

Return Call For Owner - Mr. [REDACTED]

Customer states would like to know if VW will assist with rental; customer states needs a car to drive; customer states VW should offer rental; customer saw on internet that an investigation is active on his vehicle. CA advised RCM is waiting on information dealer; advised RCM will return call tomorrow by COB; advised cannot guarantee rental will be provided; advised RCM is a liaison between dealer and customer. RCM to return customer call.

12/06/2010 02:14:51 ZIEHMEC

Call To Owner - Mr. [REDACTED]

RCM advised customer that RCM is still looking into the concerns and RCM will follow up by COB tomorrow. RCM to wait Service Manager call.

12/06/2010 09:03:46 ZIEHMEC

Call From Dealer Service Mgr - Hershell @ Jim Ellis Volkswagen of Chamblee (4

Service Manager states: it will take 1 to 2 days for the repairs; the parts will not be in until tomorrow. RCM to call customer and move the follow up date

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

Case: 100388863

Page 4 of 6

Contacts

- 12/03/2010 02:24:40 ZIEHMEC Call From Dealer Service Mgr - Hershell @ Jim Ellis Volkswagen of Chamblee (Service Manager states: the parts should be in by 12/7; he will call RCM back on 12/6 with an update; the vehicle would be done if all the parts come in by Wednesday or Thursday. RCM to wait Service Manager call.
- 12/03/2010 01:50:22 ZIEHMEC Voice Mail To Dealer Service Mgr - Hershell @ Jim Ellis Volkswagen of Chambl
RCM advised Service Manager that RCM is seeking possible parts delivery date and days down on the repair. RCM to wait Service Manager call
- 12/03/2010 12:51:37 ZIEHMEC Call From FOM - Chris
FOM states: he did tell the Service Manager to call technical line and to cover the repairs; VW will continue to work within the terms of the warranty. RCM advised FOM that once the vehicle is repaired RCM will consider offering some type of appropriate compensation. FOM states that doing the repair and giving a loaner should be enough but if the vehicle is down a significant time he would agree with RCM. RCM to call dealer 407218
- 12/03/2010 12:11:06 ZIEHMEC Voice Mail To FOM - Chris
RCM advised FOM of the customers concerns and what he is seeking. Please note RCM had to speak to FOM on another case and is being proactive on this one as he was involved in it. RCM to wait FOM call.
- 12/03/2010 11:50:07 ZIEHMEC Call To Dealer Service Mgr - Hershell @ Jim Ellis Volkswagen of Chamblee (407
RCM advised Service Manager of the customers concerns and what he is seeking. Service Manager states: the customer came in and they had to wait for the diagnosis before they could commit to a rental or loaner; they are back dating the rental as it was diagnosed to be a manufacture shortcoming and is being covered under the warranty per FOM; the customer while broken down was forced by the police to have the vehicle towed, he had no time to call roadside; towing was \$202; he is seeking to know if the towing can be covered. RCM advised Service Manager to cover the towing fully. RCM to call FOM
- 12/03/2010 10:23:29 DANTAJI Assigned To RCM - Southern - ZIEHMEC
Assigned
- 12/03/2010 10:18:11 FAWZYRA Assigned To RCM - Southern - CCC
Please review Customer request for vehicle replacement for stalling concern. vehicle at Dealer 407218. Customer can be reached at phone#: 770-530-0266 at anytime by COB on Monday. Thanks. RCM to research.

Contacts

12/03/2010 09:45:08 FAWZYRA

Call From Owner - Mr. [REDACTED]

Customer stated: Original Owner; 2nd VW; stated that vehicle has been at Dealer 407218 for 4days; stated that the vehicle stalled while driving on the freeway and had to contact the Police and has a police report with the vehicle concern; stated that would like to speak to a manager about this concern. CO apologized for Customer experience; advised that can further assist Customer and if still wants to speak to manager will locate one for him. Customer stated that Dealer just got VW authorization today to have vehicle repaired under warranty and replace the whole Fuel System; stated that at the beginning they tried to tell him that it's his mistake using the wrong fuel but that wasn't the case; stated that Dealer didn't offer any rental vehicle and he had to rent vehicle at his charge; seeking to speak to manager. CO requested to know if Customer has specific requests from Manager. Customer stated that doesn't feel safe driving the vehicle with his children and have it stall on them again on freeway; stated that he searched online and found 36,000 TDI vehicle from MY 2009 that are being investigated by the Federal Government of USA for being dangerous with the same concern he had; stated that he's terrified from vehicle and what would happen once warranty is over; stated that his lawyer is already involved but would like to see what VW will do for him; seeking VW to replace the vehicle and to provide him with rental. CO advised that will assign file to RCM to further review his request with no guarantees what the outcome would be; advised that if vehicle at VW Dealer for more than 24business hours for warrantable repairs then Customer is entitled to rental according to Dealer availability; advised that RCM will follow up with Customer with VW position no later than COB on Monday. Customer acknowledged. CO to assign to RCM.

Case 110011048

Program: [REDACTED]
Status: 02/19/2011 Closed
Source: Phone
Assigned: Kenneth Swiantek (SWIANTK)

Vehicle: 2010 Volkswagen Jetta
3VWPL7AJ5AM [REDACTED]
Production Date: 4/29/2010
Odometer: 10,700 Miles
Wty Start Date: 09/16/2010
Dealer: Quirk Volkswagen NH (401128)

Reasons

<u>CATEGORY / TYPE / REASON</u>	<u>PART DESCRIPTION</u>	<u>CALL INTENT</u>	<u>ASST REQUEST / RESOLUTION</u>
Dealer / Service / Inaccurate Diagnosis		Complaint	Not Applicable Not Applicable
Vehicle Problem / Engine / Stalling	Fuel pump	Complaint	Repair Full Assistance

Offers

<u>DATE</u>	<u>TYPE</u>	<u>STATUS</u>	<u>AMOUNT</u>	<u>DEALER</u>
02/10/2011	Reimbursement	Accepted 02/1	\$1,015.20	

Contacts

02/19/2011 04:00:22 CR_BATCH Note To User - SWIANTK

Check # 71011131 for amount \$ 1015.20 mailed on 02/18/2011

02/10/2011 09:32:20 SWIANTK Note To User - CCC

3VWPL7AJ5AM [REDACTED] VW to reimburse customer \$1,015.20 for repairs for diagnosis, and rental vehicle as research determined that warranty was applicable. Total = \$1,015.20 Pending check no further action.

02/10/2011 09:21:13 WILLIAC2 FAX From Owner - [REDACTED]

Fax in doc center.

02/08/2011 03:20:17 SWIANTK Call To Owner - Mr. [REDACTED]

Customer states picked up vehicle yesterday from dealer 401125 and has experienced no concerns. Customer states he will fax in invoices for rental vehicle and original diagnosis fee for reimbursement when he is in his office later in the week. RCM provided fax and reference #. Pending customer fax, no further action.

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

Contacts

02/07/2011 05:06:32 SWIANTK Voice Mail For Owner - Mr. [REDACTED]

RCM LVMM for owner advising returning call as courtesy. RCM to wait customer call.

02/04/2011 01:03:12 SWIANTK Call To Owner - Mr. [REDACTED]

Customer states dealer 401125 has advised that vehicle will be ready on Monday 2/7/11. Customer states he would like RCM to follow up with him at 5:00 p.m. 2/7/11. RCM to call customer.

01/26/2011 11:56:43 SWIANTK Call To Owner - Mr. [REDACTED]

Customer states dealer advised him repairs will not be completed until next week and are being covered as a free repair, and that he should take up with VW cost of rental and initial diagnosis he paid for. Customer states dealer also said they would not be able to tell him the root cause of the metal shavings throughout the fuel system. Customer states he is not overly impressed with dealer, but loves the vehicle. Customer requested RCM call back at end of next week to discuss further the repair and possible reimbursement. RCM advised would follow up by COB 2/4/11. RCM to call customer.

01/26/2011 11:54:52 SWIANTK Note To User - CCC

Customer requested RCM to check back just to see how repairs were progressing after customer spoke with dealer. RCM to call customer.

01/21/2011 11:39:36 SWIANTK Call To Owner - Mr. [REDACTED]

RCM advised customer after involving necessary technical resources and reviewing concern, VW will offer full assistance under warranty. Customer states he has rental vehicle costs and had already paid for initial diagnosis. RCM advised customer to submit to dealer for reimbursement as repairs will be covered under warranty. No further action.

01/21/2011 11:30:55 SWIANTK Call From FOM - Mark

FOM states based on QTM's findings will authorize full warranty coverage for repairs. FOM states he will speak with Service Manager and requested RCM to follow up with customer. RCM to call customer.

01/21/2011 08:49:30 SWIANTK Voice Mail For FOM - Mark @ Miller Volkswagen (401125)

RCM LVMM for FOM requesting call back to discuss concern. RCM to wait field contact.

01/21/2011 08:41:36 SWIANTK Call From QTM - Skip @ Miller Volkswagen (401125)

QTM states he has inspected vehicle and confirmed there is metal throughout the fuel system and does not believe this was the result of the additives, and suspects may have occurred over time, and might have something to do with the biodiesel fuel customer is using. QTM states we can proceed two ways either cover repairs under warranty and strongly caution customer on using only low sulfur diesel fuel and no additives in the future, or send out the fuel for analysis, which would be at VW's expense and take at least another week, and there is no assurance burden of proof would be met. RCM to contact FOM for final decision. RCM to contact field.

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

Contacts

01/20/2011 11:07:43 SWIANTK Call From QTM - Skip

QTM states he has received photos from dealer 401125, however cannot determine the extent of the metal in the fuel line from photos and will inspect in person on 1/21/11. RCM to wait field contact.

01/19/2011 11:01:05 SWIANTK Call From QTM - Skip

QTM states he has spoken to dealer 401125 and while customer may have erred in putting fuel additives in the fuel tank, unless a chemical analysis finds a foreign substance other than diesel fuel and the fuel additives, VW would not be able to win the burden of proof to deny warranty. RCM advised QTM to share information with FOM before a decision is made. RCM to wait field contact.

01/19/2011 10:58:20 SWIANTK Call To Owner - Mr. [REDACTED]

RCM advised customer that a VW technical manager has been involved and in order to proceed further customer will have to provide dealer 401125 authorization to complete the diagnosis on the vehicle. Customer states he will call dealer today and authorize them to continue working on vehicle. RCM to wait field contact.

01/19/2011 10:39:30 SWIANTK Call To QTM - Skip

QTM states legally VW cannot deny warranty coverage unless fuel is analyzed and found to be the cause of concern. QTM states Diesel 911 and all additives are not recommended, but should not have damaged engine. QTM states dealer should open a VTA ticket and the exact cause of the no start concern be found. QTM states he will contact dealer to discuss next steps. RCM to call customer.

01/19/2011 10:16:21 SWIANTK Call From FOM - Mark

FOM states he spoke with Service Manager who states customer admitted to putting in 3 to 6 time the recommended amount of diesel fuel additive on a half tank of fuel. FOM states if vehicle was not starting it possible could have been due to another issue such as condensation collecting in the intake pipe coming from the inner cooler, but after customer put in diesel additive the electronic fuel pump was engaged so outside influence could still be the direct cause. FOM states customer will have to give authorization for further diagnosis so that fuel can be drained, and source of concern determined. FOM states he will involve QTM as well. RCM to contact field.

01/19/2011 09:11:40 SWIANTK Voice Mail For FOM - Mark

RCM LVMM for FOM seeking update. RCM to wait Field contact

01/18/2011 05:04:26 SWIANTK Continued Comment With Owner - Mr. [REDACTED]

RCM advised customer concern is being actively researched and set follow up for COB 1/19/11. RCM to wait field contact.

01/18/2011 04:57:31 DANIEKI Transfer To RCM - Eastern - Ken

RCM to continue with customer.

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

Contacts

01/18/2011 04:57:05 DANIEKI Call From Owner - Mr. Freihofer

Customer calling to speak with RCM; was suppose to receive call back from RCM before COB today. CA advised: will transfer to RCM, if assisting another customer can leave VMM. CA to transfer to RCM.

01/18/2011 04:41:32 SWIANTK Voice Mail For Owner - Mr. [REDACTED]

RCM LVMM advising that concern is actively being researched and set follow up for COB 1/19/11. RCM to wait field contact.

01/18/2011 03:19:37 SWIANTK Voice Mail For FOM - Mark

RCM LVMM for FOM seeking update. RCM to wait Field contact.

01/17/2011 04:55:13 SWIANTK Note To User - CCC

RCM found that owner's manual does not specifically forbid the use of diesel fuel additives. FOM states he believes Service Manager indicated customer told him he used 3 times the recommended amount of additive. FOM states he will involve a QTM to review concern. FOM states will provide update tomorrow. RCM to wait field contact.

01/17/2011 04:53:31 SWIANTK Call From FOM - Mark

FOM seeking for RCM to review owner's material regarding fueling tips to see whether VW forbids the use of additives specifically with regards to diesel engines. RCM to research.

01/17/2011 03:37:44 SWIANTK Call To Owner - Mr. [REDACTED]

RCM advised customer that concern is being researched and set follow up for COB 1/18/11. Customer states he is leaving on a plane for Washing D.C. at 11:00 a.m. tomorrow. RCM advised would provide update as soon as possible, but by COB 1/18/11. RCM to wait field contact.

01/17/2011 11:25:30 SWIANTK Voice Mail For FOM - Mark @ Miller Volkswagen (401125)

RCM LVMM for FOM advising of customer's comments regarding engine concern. RCM to wait field contact.

Contacts

01/17/2011 11:06:03 SWIANTK

Call To Owner - Mr. [REDACTED]

Customer states he went to dealer 401125 this morning 1/17/11 and was advised that both the Service Manager and Service Advisor working on his vehicle had called off sick today. Customer states he paid his bill for \$335 and was going to arrange a tow to his selling dealer 401128, however when he called there customer states dealer claimed that they were already aware that this was regarding the vehicle with gasoline instead of diesel fuel. Customer states this made him uncomfortable, and instead planned to have vehicle towed to an independent he has confidence in. Customer states he brought along the fuel prep, for the dealer to see for themselves this was what they were smelling. Customer states again he had driven vehicle 150 mile and when he got back in it after an hour it would not start so he put in the diesel prep which is a diesel fuel additive that is a lubricity enhancer designed for ultra low sulfur diesel engines. Customer states the company that makes it is called Power Service and specific product name is Diesel 911 and is clearly states on the container that is safe for diesel engines. Customer states the generic standard for diesel fuel is ASTM 75. Customer states again he is willing to have fuel tested from his tank, and from his fuel station as he is 100% certain this is a warranty concern. Customer inquired as to how he should proceed. RCM advised would like to research further and will provide follow up by COB 1/17/11. RCM to contact field.

01/17/2011 08:09:59 JAJJOBI

Call From Owner - Mr. [REDACTED] owner

Customer states/seeking: to speak to RCM. CA advised: RCM is currently not in the office yet; advised customer will document his call and RCM will contact him back. Customer accepted. RCM to review.

01/14/2011 04:09:54 SWIANTK

Voice Mail For Dealer Service Mgr - Troy @ Miller Volkswagen (401125)

RCM LVMM for Service Manager advising of customer's intentions and will follow up with dealer on 1/17/11. RCM to call dealer.

01/14/2011 04:02:51 SWIANTK

Call To FOM - Mark

RCM advised FOM of customer's comments and intention to condition dealer's sample of diesel fuel with diesel prep supplement to validate it changes samples appearance and odor, but not properties. RCM to call dealer.

01/14/2011 03:50:48 SWIANTK

Call To Owner - Mr. [REDACTED]

RCM advised customer fuel sample was compared to another sample of diesel fuel and based on direct comparison position that customer's fuel is tainted remains unchanged. Customer states he refutes that position and will come down the dealer and show them how adding diesel fuel prep supplement can change the color and odor of sample. Customer states he encourages a chemical analysis to prove his fuel has the characteristics of diesel fuel. Customer requested RCM leave case open and follow up with him on 1/17/11. RCM agreed to update dealer of customer's intentions and follow up with customer on 1/17/11. RCM to contact field.

Contacts

01/14/2011 03:36:34 SWIANTK E-Mail From FOM - Mark

FOM states he has received digital pictures of customer's fuel, and a sample of diesel fuel purchased from a filling station next to dealer and the visual difference along with the Service Manager's statement that customer's has strong gasoline smell supports decision of outside influence. FOM states RCM may wish to invite customer down to view samples himself, as there may be a fuel contamination concern. FOM declined to offer assistance. RCM supports field position. RCM to call customer.

01/12/2011 05:07:42 SWIANTK Call To FOM - Mark Watson

RCM advised FOM of customer's concern. FOM states he will research with Service Manager and call RCM back with findings. RCM to wait field contact.

01/12/2011 05:07:06 SWIANTK Call To Owner - Mr. [REDACTED]

RCM advised that dealer 401125 was contacted and SM states diagnosis confirmed wrong fuel was cause of concerns and would be considered outside influence and not covered under warranty. Customer disputes dealer decision. Customer states he owns commercial fuel stations where he fueled his vehicle and can provide documentation as to the chain of distribution of fuel to his fuel station as well as documentation of his purchase. Customer states he also drove 150 miles from Boston to his home after refueling and would not have been able to do so if he had fueled vehicle with wrong fuel. Customer states he has a fuel sample and will foot the cost to have it tested, but if he has to do so, will litigate the matter. Customer states he has owned multiple VW's and loves vehicle, just wants concern resolved. RCM advised will involve VW field representatives and research matter further. RCM set follow up for COB 1/14/11. RCM to contact field.

01/11/2011 01:28:53 SWIANTK Call To Dealer Service Mgr - Troy @ Miller Volkswagen (401125)

Service Manager states concern was caused due to the wrong fuel being put into vehicle. Service Manager states they have a jar of the fuel saved and it is clearly not diesel fuel. Service Manager states concern is deemed to be outside influence and warranty does not apply. RCM supports dealer decision. RCM to call customer.

01/11/2011 01:22:12 SWIANTK Assigned To RCM - Eastern - SWIANTK

Assigned for handling. RCM to call dealer.

01/11/2011 01:02:17 CLAYTOY Assigned To RCM - Eastern - CCC

RCM to contact the customer by the COB on 1-12-2011. Customer disagrees with the diagnosis of the wrong fuel was place in the vehicle. Please verify every resource was utilize in diagnosing and or repairing the vehicle. Please verify how dealer 401125 came to the conclusion the wrong fuel was used in the vehicle. RCM to contact dealer 401125.

01/11/2011 12:59:59 CLAYTOY Continued Comment With Owner - Mr. [REDACTED]

CO advised the customer the RCM would call the customer by the COB on 1-12-2011. CO to assign to RCM.

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

Contacts

01/11/2011 12:58:34 CLAYTOY Note To User - CCC

Category Selection. CO to continue notes.

01/11/2011 12:39:18 CLAYTOY Call From Owner - Mr [REDACTED] owner of the company

Customer states: Original owner, also he owns the company; Customer purchased the vehicle; This customer/family has owned 3 vehicle(s); Does not maintain the vehicle at our dealer; services the vehicle as recommended; has not experienced multiple vehicle issues; No additional warranty/Service contract; current symptoms are stalling and the vehicle does not start; Customer is seeking/expecting expecting VW CCC to obtain the correct diagnosis dealer 401125 advise the wrong fuel has been put in the vehicle . Customer disagree with the diagnosis because the dealer 401125 advised the fuel does not smell like diesel fuel. Customer states dealer 401125 they worked with VW technical department to come to this conclusion. Customer states he owns the fuel station where his vehicle gets fuel and he is not getting any complaints about having bad fuel. Customer states he will go to dealer 401125 to get a fuel sample from the vehicle and send fuel sample to independent laboratory to get the fuel tested ; this customer perceives this to be a premature failure; working with Service Manager Chris. CO advised the customer VW relies on dealer 401125 diagnosis however the RCM who acts like a dealer liaison would contact dealer 401125 and make sure dealer 401125 used every resource to diagnose and or repair the vehicle. CO advised the customer VW CCC would request how dealer 401125 came to the conclusion the vehicle stalling and not start concern is due to incorrect fuel in the vehicle. Customer states he needs all the fuel components replaced which would cost about \$4,000. Customer states if the vehicle concern is due to fuel issues then it due to the fuel (referring to the customer accepting this decision) but do not say it the fuel concern because the fuel does not smell like diesel fuel. CO advised if there was an area of opportunity that was missed the customer might be requested to bring the vehicle back to dealer 401125 (if the vehicle is no longer at dealer 401125.)

Case 110015651

Customer: Mr. [REDACTED]
Program: Customer Relations
Status: 01/18/2011 Closed
Source: Phone
Assigned: Darrell Zehel (ZEHELD)

Vehicle: 2009 Volkswagen Jetta
3VWRL71K69M [REDACTED]
Production Date: 5/28/2009
Odometer: 24,000 Miles
Wty Start Date: 08/04/2009
Dealer: Sunnyvale Volkswagen (426101)

Reasons

<u>CATEGORY / TYPE / REASON</u>	<u>PART DESCRIPTION</u>	<u>CALL INTENT</u>	<u>ASST REQUEST / RESOLUTION</u>
Dealer / Service / Dealer Referred Customer to (	Engine/powertrain	Inquiry	Not Applicable
			Not Applicable
Vehicle Problem / Engine / Stalling	Fuel pump	Complaint	Repair
			Denial - Outside

Contacts

01/18/2011 04:18:37 ZEHELD Note To User - ccc

RCM reviewed and closed. No further action.

01/18/2011 04:09:10 FOSTERC Assigned To RCM - Western - ZEHELD

RCM to review and close.

01/18/2011 03:53:47 FOSTERC Mail To Owner - Mr. [REDACTED]

CA generated and mailed letter. Letter can be viewed in doc center. RCM to review and close.

01/18/2011 05:33:42 BICKMAD Assigned To Team 5 Fox - FOSTERC

01/17/2011 06:59:29 ZEHELD Assigned To Team 5 Fox - ccc

Correspondence to send BBB as fuel system concern are due to outside influence and VW will not assist.

Contacts

01/17/2011 06:57:11 ZEHELD

Call To Owner - Mr. [REDACTED]

RCM advised spoke with Service Manager about concerns; understands Customer was having a no start concern prior to this situation; VW Dealer has to be able to duplicate a concern in order to make a repair; because concerns at this time are due to fuel contamination which daughter admitted to and Dealer has confirmed VW would not be offering assistance towards this repair and Customer would have to contact his insurance company to see if they would be able to provide assistance; repairs are not due to a manufacture shortcoming. Customer states appreciates RCM suggestion. RCM to assign to Correspondence.

01/17/2011 12:13:43 ZEHELD

Voice Mail From Dealer Service Mgr - Vince @ Sunnyvale Volkswagen (426101)

Service Manager LVMM; advised vehicle needs fuel system repairs due to fuel contamination which Customer admitted to putting the wrong fuel in the vehicle; referred Customer to his insurance company; Customer trying to correlate no start concern from a few weeks ago to this concern. RCM to call Customer.

01/14/2011 05:11:46 ZEHELD

Voice Mail To Dealer Service Mgr - Vince Vandell @ Sunnyvale Volkswagen (42

RCM LMTRMC. RCM to wait Service Manager call.

01/14/2011 04:06:11 CONLINR

Assigned To RCM - Western - ZEHELD

01/14/2011 03:44:58 BOLTONC

Assigned To RCM - Western - RCM

4VW, original owner; serviced at VW dealer; customer vehicle was stalling and no start; took vehicle to dealer 426101; dealer could not duplicate concern; later customer daughter put in 2 gallons of regular gas and drove vehicle; dealer advised repair bill \$10,000 to flush system. Customer seeking assistance. Customer can be reached at 650 5214 3306 anytime. RCM to review.

01/14/2011 03:29:23 BOLTONC

Return To Owner - [REDACTED]

CO advised customer was suppose to have vehicle towed to dealer; can follow up with dealer regarding previous concern that could not be duplicated; cannot guarantee assistance with repair bill; apologized for concern; RCM will contact customer by COB 01/17; provided reference; document concern. Customer can be reached at 6505213306 anytime. CO to assign RCM.

01/14/2011 03:28:50 BOLTONC

Reviewed With RCM - Eastern - Michelle

RCM advised customer was suppose to have vehicle towed to dealer; can follow up with dealer regarding previous concern that could not be duplicated; cannot guarantee assistance with repair bill. CO to return to customer.

Contacts

01/14/2011 03:15:13 BOLTONG

Call From Owner - [REDACTED]

Customer states 4th VW; original owner; serviced at VW dealer; while daughter was driving vehicle stalled on highway; took to dealer 426101; dealer could not duplicate concern; later vehicle would not start; turn vehicle off and on and vehicle would start; next time vehicle would not start it took hours to come back on; the customer took vehicle back to dealer and left vehicle for a week; technician drove vehicle for 80 miles and could not duplicate concern; customer took vehicle home and vehicle would not start again; vehicle not start until the next day; customer daughter put 2 gallons of regular gas into vehicle by mistake; customer put in topped it off with diesel gas; customer drove vehicle now vehicle will not start again; dealer advised they drained tank and vehicle will not start; repair bill is \$10,000 to take steps to flush fuel system; customer feel it may not be starting for previous concern that cannot be duplicated and not because of gas type. Customer seeking assistance with repair bill. CO to review with RCM.

Case 110018540

Customer: Ms. [REDACTED]	Vehicle: 2010 Volkswagen Jetta
Program: Dealer GW	3VWPL7AJXAM [REDACTED]
Status: 01/25/2011 Closed	Production Date: 3/22/2010
Source: Dealer	Odometer: 4,933 Miles
Assigned: Christine Ziehmer (ZIEHMEC)	Wty Start Date: 07/05/2010
	Dealer: South Motor Co. Of Dade County (405041)

Reasons

<u>CATEGORY / TYPE / REASON</u>	<u>PART DESCRIPTION</u>	<u>CALL INTENT</u>	<u>ASST REQUEST / RESOLUTION</u>
Vehicle Problem / Engine / Stumbles/hesitates/d	High pressure pump	Inquiry	Outside Dealer A Full Assistance

Contacts

01/25/2011 08:43:00 ZIEHMEC Note To User - CCC

RCM reviewed and closed. No further action

01/21/2011 09:11:09 JOHNSOAL Note To User - CCC

SA released the dealers claim in SAGA. No further action required.

01/18/2011 11:06:22 DANTAJI Assigned To RCM - Southern - ZIEHMEC

Assigned

01/18/2011 11:04:11 DANTAJI Call From Dealer Service Mgr - Vasil @ South Motor Co. Of Dade County (4050

Service Manager advised: the Customer had a concern with the vehicle shutting off; advised that contacted techline and they advised to replace the HPFP; this did not solve the concern; advised that the QTM was sent out and there was fuel vapors in the tank that were causing the concern; advised that warranty would not cover the repair; advised seeking assistance; the warranty parts are \$1305; labor is \$637 and the rental is \$420. RCM advised: will cover the repair as goodwill; advised of reference number. S.A to wait Dealer claim of \$2362.00.

Case 110025915

Customer: Mr. [REDACTED]
Program: Customer Relations
Status: 01/27/2011 Closed
Source: Phone
Assigned: Kim Landry (LANDRYK)

Vehicle: 2010 Volkswagen Jetta
3VWTL7AJ2AM [REDACTED]
Production Date: 10/10/2009
Odometer: 24,000 Miles
Wty Start Date: 10/21/2009
Dealer: Momentum Volkswagen (425038)

Reasons

CATEGORY / TYPE / REASON	PART DESCRIPTION	CALL INTENT	ASST REQUEST /
			RESOLUTION
Manufacturer / Service / Dissatisfied w/CR Decis		Complaint	Not Applicable
			Not Applicable
Manufacturer / Vehicle / Product		Suggestion	Not Applicable
			Not Applicable
Vehicle Problem / Engine / Stumbles/hesitates/d Fuel pump		Complaint	Not Applicable
			Not Applicable
Vehicle Problem / Warning Light / (MIL) Check E Fuel pump		Complaint	Goodwill C.R.
			Not Applicable

Contacts

01/27/2011 12:48:55 LANDRYK Call To Owner - [REDACTED]

RCM advised: the high pressure fuel pump failed causing metal flakes to go through the system. Customer states: he is aware of this; would like to know if the high pressure fuel pump has been updated; if it has not feels this will happen again; his wife refuses to drive the vehicle; he has a \$27K vehicle that cannot be driven for safety reason; seeking his options; his warranty is 3/36. RCM advised: the power train warranty is good for 5 years or 60K miles WOF for manufacturer shortcomings; vehicle is being repaired under that warranty; seeking to know if Customer has a specific request. Customer states: option one would be for VW to put him in a rental or discounted rental for 6-12 months until NHTSA and VW take action. RCM advised: would not be able to meet this request. Customer States: would like to trade into a gasoline engine vehicle. RCM advised: if Customer wants to trade his vehicle in RCM can offer \$1000 loyalty voucher towards the purchase. Customer states: this will not work for him; he will be an active pursuer of this concern; he has filed a complaint with NHTSA; will file a complaint with consumer reports and any agency he can; he has been doing professional business for a long time and does not agree with how VW is handling this. Customer disconnected.
No further action.

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

Contacts

01/27/2011 12:37:02 LANDRYK Call To Spouse - Ms. [REDACTED]
RCM advised: seeking to speak with Customer. Customer states: would like RCM to call Customer on his cell phone; 832-865-1212.
Call Customer.

01/27/2011 11:54:50 LANDRYK Call From Dealer Service Advisor - Eddie @ Momentum Volkswagen (425038)
Service Advisor advised: the high pressure fuel pump failed causing the metal flakes; Customer stated that he wanted VW to extend his warranty. RCM advised: the high pressure fuel pump is covered for 5/60 under the power train warranty; feel this is sufficient coverage at this time; will call Customer.
Call Customer.

01/27/2011 10:58:25 LANDRYK Voice Mail To Dealer Service Advisor - Eddie @ Momentum Volkswagen (425038)
RCM LMTRMC.
Wait Dealer call.

01/26/2011 05:02:59 LANDRYK Voice Mail To Owner - [REDACTED]
RCM LVMM: still looking into concerns; will follow up with Customer by COB 1-27-2011.
Wait Dealer call.

01/26/2011 02:27:50 LANDRYK Voice Mail To Dealer Service Advisor - Eddie @ Momentum Volkswagen (425038)
RCM LMTRMC.
Wait Dealer call.

01/26/2011 02:21:20 LANDRYK Voice Mail From Dealer Service Advisor - Eddie @ Momentum Volkswagen (425038)
Service Advisor LVMM: looking into Customer's concern; RCM can call for an update.
Call Dealer.

01/26/2011 11:45:40 LANDRYK Voice Mail To Dealer Service Advisor - Eddie Ryder @ Momentum Volkswagen
(Service Manager out of office) RCM LVMM: seeking to discuss diagnosis; provided direct number for call back.
Wait Dealer call.

Contacts

01/25/2011 01:02:11 LANDRYK E-Mail To Dealer Service Mgr - Derek Bennett @ Momentum Volkswagen (4250

***** Email to derek.bennett@momentumvolkswagen.com; *****

ACTION REQUIRED: Seeking Vehicle Repair Update

Hello! The following customer has contacted Customer CARE seeking a vehicle repair update.

Customer Name: Mr. [REDACTED]

Model Year/Model: 2010 Jetta

VIN: 3VWTL7AJ2AM [REDACTED]

Reason for Inquiry: Customer states there is metal in his fuel system which has caused a failure.

Please review and advise me of the vehicles status.

If you could please respond within 4 business hours, it would be greatly appreciated. Please select REPLY TO ALL, so my team and I both receive your response.

Thank you in advance for your help.

Kim Landry
(248) 754-3484

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.

01/25/2011 12:58:53 ZIEHMEC Assigned To RCM - Southern - LANDRYK

Assigned for handling

01/25/2011 12:49:16 MARTMAR Assigned To RCM - Southern - ccc

Customer is seeking for the warranty to be extended on the vehicle. RCM to look into Customer's request and follow up with the Customer by COB 1/26/2011. RCM to call Dealer.

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

Case: 110025915

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Contacts

01/25/2011 12:42:10 MARTMAR

Call From Owner - [REDACTED]

Customer states: Purchased vehicle used; Customer is seeking to document that while his wife was driving the vehicle the check engine light came on and then the engine just stopped; Customer towed vehicle to Dealer 425038 and was advised that there were metal flakes that got into the fuel supply that makes the engine shut down; Customer states VW authorized the repairs and will be covered under warranty; Customer feels this is a safety concern and should be a recall and is seeking to know where VW is in all this. CO advised we document the information internally and if we see that there is a known problem or a pattern with our vehicle we update the parts in the upcoming models to make sure they do not have those same concerns and that when recalls are issued service actions warranty extensions and so on. Customer is seeking for the warranty to be extended on this part since he feels the same thing will happen again in the future; and also seeking options to be taken out of the vehicle if he is not satisfied with the response. CO advised will document request and escalate to RCM who will look into Customer's request and follow up with the Customer by COB 1/26/2011. Customer acknowledged. CO to assign to RCM.

Case 110034773

Customer: Mr. [REDACTED]
Program: Mediation/Arbitration
Status: 03/08/2011 Closed
Source: BBB
Assigned: Bonnie Gelfusa (GELFUSB)

Vehicle: 2010 Volkswagen Jetta
3VWRL7AJ0AM [REDACTED]
Production Date: 4/7/2010
Odometer: 11,600 Miles
Wty Start Date: 05/05/2010
Dealer: Stokes Volkswagen (407325)

Reasons

CATEGORY / TYPE / REASON	PART DESCRIPTION	CALL INTENT	ASST REQUEST / RESOLUTION
Manufacturer / Service / Repurchase/Replacement	SPECIAL CODE -CORPORATE	Unknown	Not Applicable Not Applicable
Manufacturer / Service / Technical Issue (Med/A		Unknown	Not Applicable Not Applicable
Vehicle Problem / Engine / Stalling	Electric fuel pump	Unknown	Repurchase Repurchase (M/A

Offers

DATE	TYPE	STATUS	AMOUNT	DEALER
02/10/2011	Reimbursement	Accepted 02/10/2011	\$31,197.32	
02/10/2011	Repurchase	Accepted 02/10/2011	\$0.00	Low Country Volkswagen, LLC (407320)

Contacts

03/08/2011 03:07:33 BENSONE Note To User - ccc
Scanned file in doc center.

03/04/2011 12:58:40 GELFUSB Disclosure (M/A Only) To Auction - VCI

03/04/2011 12:08:11 PERNOTX Disclosure (M/A Only) To Med/Arb - GELFUSB
Disclosure completed. Forwarding disclosure for review. No more action needed from MRC.

03/04/2011 11:50:16 PERNOTX Vehicle To Auction - CB Consignment 03/04/11
MRC requested vehicle to be sent to auction: Good morning, Find ACF for the above mentioned vehicle. MRC to generate disclosure.

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

Contacts

03/04/2011 11:47:12 PERNOTX Final Repair Order (M/A only) From Dealer Service Advisor - Greg @ Low Cour
Final RO 137345. MRC to send vehicle to auction.

03/04/2011 11:46:36 PERNOTX FAX From Dealer Service Advisor - Greg @ Low Country Volkswagen, LLC (40
Final RO 137345 received. MRC to document

03/04/2011 09:21:22 PERNOTX Call To Dealer Service Advisor - Greg @ Low Country Volkswagen, LLC (40732
MRC asked to have final RO faxed to send vehicle to auction. SA said he would do it now. MRC to wait for fax.

03/04/2011 09:16:05 PERNOTX Attached Mail From Financial Institution - Assurant Group
Title received. MRC to call SA.

02/24/2011 11:03:01 PERNOTX Call To Dealer Service Advisor - Jamie @ Low Country Volkswagen, LLC (4073
MRC asked to have last RO to be faxed. SA 320 said he would.
MRC to wait for fax.

02/24/2011 10:43:02 PERNOTX Internal Mail Document To Corporate - Treasury Department 4-C02
MRC mailed check # 504557 to 4-C02.
MRC to call Service Department for final RO.

02/24/2011 10:34:36 PERNOTX Ownership Paperwork (Complete) From Dealer Service Mgr - Rob Womack @ L
Ownership paperwork received. MRC to mail check to corporate.

02/24/2011 10:30:59 PERNOTX Attached Mail From Dealership Personnel - Rob Womack
Docs received: check for \$5,042.40, BBRP, VCR, ACF, CNC, POAs. MRC to document.

02/24/2011 04:00:48 CR_BATCH Note To User - PERNOTX
Amount for \$ 31197.32 was Posted on 02/23/2011. AP reference number: 40009767

02/21/2011 03:45:41 PERNOTX E-Mail To Owner - Mr. [REDACTED]
MRC generated and e-mail letter. MRC to wait for paperwork.

02/21/2011 03:21:46 PERNOTX Call From Owner - [REDACTED]
Owner said needed a letter e-mailed saying Volkswagen bought vehicle back. MRC to e-mail letter.

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

Case: 110034773

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Contacts

02/21/2011 03:20:50 PERNOTX Approved By Med/Arb - PERNOTX

VCI 863809285, VIN 3VWRL7AJ0AM120665, [REDACTED] Request check to pay off vehicle for \$31,197.32. MRC to wait for paperwork.

02/21/2011 03:15:37 PERNOTX Vehicle To Closing - 02/18/11

MRC to request pay off check.

02/21/2011 03:15:01 PERNOTX Call To Dealership Personnel - Mr. Womack @ Low Country Volkswagen, LLC (

DP 320 confirmed the closing went well. MRC to document.

02/18/2011 03:53:40 PERNOTX Attached Mail From Better Business Bureau - Edith Newton

Settlement letter received. MRC waiting for closing to happen.

02/15/2011 02:35:45 PERNOTX Closing Package (M/A Only) To Dealership Personnel - Rob Womack @ Low C

SONed closing docs to DP 320. MRC waiting for closing to happen.

02/15/2011 02:34:54 PERNOTX Call To Owner - Mr. [REDACTED]

MRC confirmed closing on Feb 18 @ 4:30pm. MRC to SON closing docs.

02/15/2011 02:20:08 PERNOTX Call To Dealership Personnel - Rob @ Low Country Volkswagen, LLC (407320)

DP 320 said Feb 18 at 4:30pm is fine for the closing. MRC to call customer.

02/15/2011 02:17:00 PERNOTX Call From Owner - Mr. [REDACTED]

Customer said could do the closing on Feb 18 at 4:30pm. MRC to call SM 320.

02/15/2011 01:33:38 PERNOTX Voice Mail To Owner - Mr. [REDACTED]

MRC left a voicemail regarding closing date. MRC to wait for customer call back.

02/15/2011 01:31:31 PERNOTX E-Mail From FOM - Jim Stewart

I understand this car is located at Low Country VW 407320 currently. It is repaired, but they are test driving to verify repair. What dealer do you want to do the repurchase? If low country can handle it, the service manager is very trustworthy and can complete the paperwork for us. Rob Womack. Let me know how soon you want to do it.

MRC to contact customer.

Contacts

02/10/2011 11:52:44 PERNOTX E-Mail To FOM - Jim Stewart

New repurchase at Low Country Volkswagen. Benjamin Campbell, VIN 3VWRL7AJ0AM [REDACTED], DLR: Low Country Volkswagen, Fuel syst. Replacement. When can you do it? What time is best? Where do I mail the docs?

MRC to wait for FOM response.

02/10/2011 11:48:21 PERNOTX Closing Processed By MRC - PERNOTX

Case assigned by Analyst.
MRC to contact FOM.

02/10/2011 09:48:10 GELFUSB E-Mail To VCI - VCI

Can you please put account 863809285 in protective status? We are repurchasing the vehicle.

02/10/2011 09:45:27 GELFUSB Assigned To Remarketing Coordinator - PERNOTX

FOM is Jim Stewart, dlr is 407320, repurchase due to fuel system replacement. VCI retail account [REDACTED], account in protective status. CUST OWES US \$5042.40 to get out of vehicle.

02/10/2011 09:42:11 GELFUSB Attached Mail From Owner - [REDACTED]

Rec'd signed acceptance.

02/03/2011 01:06:26 GELFUSB Call From Owner - [REDACTED]

He wanted to know how long it would take for the transaction for the repurchase. Advised him it would be about 2 weeks, he would need at least that much time to gather the money. He will send the signed acceptance.

02/03/2011 10:47:06 GELFUSB E-Mail To Multiple Roles - owner/E Newton

Sent offer to repurchase, cust will be out of pocket \$5042.40 to have vehicle repurchased.

02/03/2011 10:17:32 GELFUSB E-Mail To Better Business Bureau - Edie Newton

The offer for repurchase will include the payments he has made, we would not give him back double payments.

02/03/2011 10:17:12 GELFUSB E-Mail From Better Business Bureau - Edie Newton

The owner wanted a repurchase and the 2 payments he was offered.

Contacts

02/03/2011 08:58:58 GELFUSB E-Mail From Owner - [REDACTED]

Could you send us how much it would be to buy us out of the car. I also wanted to ask about the 2 months payments that was promised to me for the inconvenience and having to deal with all that has gone wrong with my vehicle. I feel that Volkswagen should in some way reimburse us for our time and trouble we have dealt with. We have been accused and told by the service manager at stokes that it was our fault that we caused the problems and that VW would cover the repairs as courtesy. I knew that the diesel was not contaminated, the mechanic from the dealer admitted to me that there never was any gasoline mixed with my diesel. Too make a long story short What can be done to get this resolved as quickly as possible so my family and I can move on.

02/03/2011 08:58:35 GELFUSB E-Mail To VCI - VCI

Please email me the payment history for account [REDACTED]

02/01/2011 03:34:00 GELFUSB Call From Dealer Sales Mgr - Eddie @ Low Country Volkswagen, LLC (407320)

He wanted to know more about the offers I discussed with the owner. The owners like him and he wants to explain them to him to see if and where he can help. Gave him info on both scenarios. He will call the owner and tell them that the offer to replace is not a bad deal at all.

02/01/2011 01:56:21 GELFUSB Call From Owner - [REDACTED]

States that they don't have the \$3500 for a replacement, but they really just don't like the Jetta. Asked about a repurchase. Ran numbers based on what we have now and advised owner that he would about about \$5894 to get out of the vehicle. He needs to think about what to do and he will get back to me.

02/01/2011 01:35:08 GELFUSB E-Mail To Multiple Roles - [REDACTED] FOM

Sent offer to replace, did not charge the \$2306 in usage, but did charge \$3500 in upgrade fee.

02/01/2011 01:27:06 GELFUSB Call From Owner - [REDACTED]

They want a CC Sport in replacement, advised diff was \$3500. I would send offer via email.

01/31/2011 03:29:50 GELFUSB Call To Owner - [REDACTED]

Offered to replace his vehicle. They do not want another Jetta, they don't like the 2011. They are going to go look at the dlr to see what other vehicles they like. Advised him that they need to work within the \$26605 range for new vehicle. Note that between usage, neg equity, and contracts, cust would owe a lot to get out of this vehicle. Will do what I can to keep them in the replacement mind set, if not, they will not be happy with the outcome. He also mentioned that the dlr was going to give him 2 payments. Advised him that was tabled for now until we know how this is going to proceed. He will let me know what type of veh he is interested in.

Contacts

01/31/2011 02:57:53 GELFUSB Call To FOM - Jim Stewart

The veh is at Low Country right now for what seems to be a fuel pump noise. Stokes is holding the payments. The dlr opened a VTA and are waiting for the techline to call them. He asked me to work with the owner to get the owner out of their vehicle.

01/31/2011 10:44:19 GELFUSB Call To FOM - Jim Stewart

He is not aware the veh came back. Advised him I would contact the SM.

01/31/2011 10:40:44 GELFUSB E-Mail From Better Business Bureau - Edie Newton

Bonnie this customer called today and informed me that he picked the car up Friday. He had it for 4 hours and it broke down again and went back in the shop.

01/28/2011 10:55:44 GELFUSB E-Mail To FOM - Jim Stewart

This is regarding the case with Stokes that I saw you were working on with Nell.

Mr. [REDACTED] filed with the BBB. I saw in the notes that he said that he was going to close his case with them and I have an email to the BBB to see if that has happened. In the meantime, can you have the dealer hold up on giving them the payments they were offered until we confirm that the BBB case is closed?

01/28/2011 10:53:18 GELFUSB E-Mail To Better Business Bureau - Edie Newton

According to notes from our call center, this customer stated that he was going to close his BBB case. Did that happen? They were offered 2 payments and accepted it.

01/28/2011 10:46:42 GELFUSB Call, Email and/or Letter By User - Bonnie Gelfusa

01/28/2011 10:44:23 GELFUSB Attached Mail From Better Business Bureau - Edith Newton

Rec'd CCF, concerns listed as entire fuel system replaced, wiring harness replaced, cam sensor replaced, stalling (due to fuel system). Per case with level 1, cust was offered 2 payments and advised that he would drop his BBB claim. Veh is repaired.

Case 110034824

Customer: [REDACTED]
Program: Mediation/Arbitration
Status: 04/06/2011 Closed
Source: BBB
Assigned: Nicholas Cardoni (CARDONN)

Vehicle: 2009 Volkswagen Jetta
3VWRL71K29M [REDACTED]
Production Date: 10/26/2008
Odometer: 42,249 Miles
Wty Start Date: 04/30/2009
Dealer: Volkswagen Pasadena (422116)

Reasons

CATEGORY / TYPE / REASON	PART DESCRIPTION	CALL INTENT	ASST REQUEST / RESOLUTION
Manufacturer / Service / Customer Relations (Manufacturer / Service / Customer Relations)	SPECIAL CODE -CORPORATE	Unknown	Not Applicable
			Not Applicable
Vehicle Problem / Engine / Stalling	High-pressure pump	Unknown	Repurchase
			Cash Settlement

Offers

DATE	TYPE	STATUS	AMOUNT	DEALER
03/02/2011	Reimbursement	Accepted 03/02/2011	\$1,500.00	
03/07/2011	Warranty	Accepted 03/07/2011	\$0.00	

Contacts

04/06/2011 12:52:54 ANGERK2 Note To User - ccc
Scanned file to doc center 4/6/11

03/07/2011 02:33:51 CARDONN Mail To Owner - Mr [REDACTED]
Sent check and warranty ext via Fed Ex EON.

03/07/2011 01:25:59 ANGERK Assigned To Team3 - CARDONN
Check # 71012469 for amount \$1,500.00 received.
Forwarded check to advocate for handling.

03/02/2011 10:35:23 CARDONN Approved By Med/Arb - Nick Cardoni
Req check.

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

Contacts

03/02/2011 10:32:01 CARDONN Attached Mail From Better Business Bureau - Rosa Tinoco

Recd acceptance to cash settlement and ext warranty on fuel system.

02/21/2011 03:59:18 CARDONN E-Mail To Better Business Bureau - Rosa Tinoco

I can provide a 2 year/ 24,000 mile, whichever occurs first, extended warranty on the fuel system.

02/21/2011 03:57:41 CARDONN E-Mail From Better Business Bureau - Rosa Tinoco

The customer is willing to accept the \$1,500.00 goodwill but he did ask me to clarify to you that he's not seeking or expecting a 100,000 miles extended warranty. He seeks "some kind" of VW extended warranty for the fuel pressure part that keeps breaking down.

Can you please review/consider his request further and get back to me?

02/14/2011 11:05:30 CARDONN E-Mail To Better Business Bureau - Rosa Tinoco

VW would like to provide the inspection/ repair with reimb of \$1500.

02/14/2011 11:03:34 CARDONN E-Mail From Better Business Bureau - Rosa Tinoco from owner

So I am requesting two things:

1) Extend my Powertrain Warranty (which includes the High Pressure Fuel Pump and any possible damage it has caused or will cause) to 10 years/ 100,000 miles (This is the same warranty that is already on my DSG Transmission). I'm already at 43,000 miles in less than two years so this is going to be up in no time and should NOT be an issue for VWoA. BMW is covering their HPFP for 10 years/120,000 miles (that's confidence); I have info on that if you need it as well, but you can Google it. It all started with a national ABC investigation which can be seen on YouTube.

2) Reimburse me \$1000.00 for the inconvenience and dissatisfaction plus \$766.62 for the most recent 40,000 mile services (money that I am not too happy to be spending on a car that can suddenly die on me at any moment) for a total of \$1766.62.

02/14/2011 11:01:13 CARDONN E-Mail From Better Business Bureau - Rosa Tinoco

I spoke with Mr. Shkut directly and relayed your offer. He is willing to consider the offer and also seeks that VW reimburses him for the recent 40,000 mile maintenance repairs he paid for; \$780.00 (he is to forward me receipts). He also seeks an extended warranty for the fuel pressure pump that keeps breaking down.

Let me know what your thoughts are?

Contacts

02/04/2011 03:18:16 CARDONN E-Mail To Better Business Bureau - Rosa Tinoco

Please see the attached MRF.

In addition, Volkswagen is willing to reimburse the customer \$1,000. This amount would be deducted from any future potential settlement.

02/04/2011 03:10:34 CARDONN Attached Mail From Better Business Bureau - Rosa Tinoco

Recd dup copy of ROs.

02/03/2011 01:19:07 PASTORL Note To Med/Arb - CARDONN

Forwarded Dealer 422116 Repair Order's to analyst for review. Wait for review.

02/03/2011 01:16:53 PASTORL FAX From Dealer Service Mgr - Jay Piamonte @ Volkswagen Pasadena (42211

Received fax from Dealer 422116 with Repair Order's. Assign to analyst.

02/03/2011 09:18:59 PASTORL E-Mail To Multiple Roles - Nick C., Jay P., Bob M. @ Volkswagen Pasadena (42

Resent email with Dealer Repair Order's request. Wait for Dealer 422116 Repair Order's.

02/03/2011 09:14:55 PASTORL FAX From Dealer Service Mgr - Mat Chudy @ Kimball Volkswagen (422577)

Received fax with Repair Order's from Dealer 422577. Wait for Dealer 422116 Repair Order's.

02/03/2011 09:13:09 PASTORL Attached Mail From Better Business Bureau - Rosa Tinoco

Received BBB MRF CAMRF request. Wait for Dealer 422116 & Dealer 422577 Repair Order's.

02/01/2011 10:21:29 PASTORL E-Mail To Multiple Roles - Nick C., Jay P., Bob M. @ Volkswagen Pasadena (42

Emailed Dealer 422116 requesting Repair Order's. Wait for Dealer 422116 Repair Order's.

02/01/2011 10:14:50 PASTORL E-Mail To Multiple Roles - Nick C., Matt C., Joe A. @ Kimball Volkswagen (4225

Emailed Dealer 422577 requesting Repair Order's. Wait for Dealer 422577 Repair Order's.

01/28/2011 11:26:01 CARDONN Assigned To Arbitration Specialist - PASTORL

Forward for handling. Please collect repair history.

01/28/2011 11:25:49 CARDONN Case Owned By Med/Arb - Nick Cardoni

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

Case: 110034824

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Contacts

01/28/2011 11:24:10 CARDONN Attached Mail From Better Business Bureau - Rosa Tinoco

Recd CCF from the BBB. Vehicle has 42,249 miles and has been serviced at DLR 422577. Listed concerns as vehicle stalled and high pressure pump was replaced. Seeking repurchase.

Case 110036604

Customer: Mr. [REDACTED]	Vehicle: 2009 Volkswagen Jetta
Program: Customer Relations	3VWAL71K89M [REDACTED]
Status: 02/01/2011 Closed	Production Date: 12/4/2008
Source: Phone	Odometer: 37,800 Miles
Assigned: Adrianny Colon (COLONAD)	Wty Start Date: 02/26/2009
	Dealer: Autobarn Volkswagen Countryside (402146)

Reasons

<u>CATEGORY / TYPE / REASON</u>	<u>PART DESCRIPTION</u>	<u>CALL INTENT</u>	<u>ASST REQUEST / RESOLUTION</u>
Vehicle Problem / Engine / Stalling	Injection pump	Complaint	Goodwill Repair Partial Assistance

Contacts

02/01/2011 02:18:43 COLONAD Call To Owner - Mr. [REDACTED]

RCM advised: after researching concerns further it was determined that repairs will be cover under the Powertrain warranty; customer does not have to pay for deductible; if there is anything else found not cover under Powertrain we will let customer know. Customer acknowledged. No further action.

02/01/2011 02:10:45 COLONAD Voice Mail From FOM - Trent

FOM LVMM stating: repairs will be cover under Powertrain warranty. RCM to call customer and advise.

02/01/2011 01:00:58 COLONAD Call To FOM - Trent @ Sud's Volkswagen (402121)

RCM advised: Dealer advised that repairs may be cover under Powertrain warranty; will like to be 100% sure before advising the customer about any coverage. FOM states he will get more information and call RCM back with an answer. RCM to wait field contact.

02/01/2011 12:54:07 COLONAD Call To Dealer Service Mgr - Mike @ Sud's Volkswagen (402121)

RCM advised: seeking to make sure the customer's concerns are not cover under power train; Service Manager states customer actually needs to have injection pup replaced; maybe cover under power train. RCM advised: will like to be sure before advising customer that is going to be cover. Service Manager states he will call RCM back once he is 100% sure that concerns are cover under warranty. RCM acknowledged. RCM to call FOM.

02/01/2011 12:52:38 COLONAD Note To User - CCC

Customer is still under Powertrain warranty; power train warranty is for 5/60. RCM to call Dealer and verify y if customer's concerns should be cover under power train warranty.

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

Contacts

02/01/2011 12:43:46 COLONAD Call To Owner - Mr. [REDACTED]

RCM advised: we will like to assist with repairs a goodwill gesture; customer will be responsible for a \$250 deductible; advised customer to contact Dealer for repairs. Customer states/seeking to know if he can get a loaner from Dealer. RCM advised customer to work with Dealer directly to see if they can provide a loaner at their discretion; rental is not cover as vehicle is out of the NVLW. Customer acknowledged. No further action.

02/01/2011 09:43:32 COLONAD Return Call From Dealer Service Mgr - Mike @ Sud's Volkswagen (402121)

RCM advised: Spoke with FOM who advised we will assist customer with the repairs as a goodwill gesture; customer will be responsible for \$250 deductible. Service Manager states: he will go ahead and order the parts for the vehicle. RCM to call customer.

02/01/2011 09:37:39 COLONAD Call To Dealership Personnel - Receptionist @ Sud's Volkswagen (402121)

RCM advised: seeking to speak with Service Manager. DP states Service Manager is not available; will take the message and have Service Manager call RCM back. RCM to wait Dealer call.

01/31/2011 05:22:10 COLONAD Call To FOM - Trent Hauschild

RCM advised FOM of customer's request. FOM states: we can pay \$250 deductible and we will cover the rest as a goodwill gesture. RCM to call Dealer.

01/31/2011 05:11:28 COLONAD Voice Mail From Dealer Service Mgr - Mike @ Sud's Volkswagen (402121)

Service Manager LVMM stating: performed test and there are no sign of fuel contamination in the vehicle; states there are metal shavings in the fuel filter indicating that the fuel pump is bad; states everything in the fuel system needs to be replaced costing around \$7000.00; Service Manager is seeking to know how RCM will like to proceed. RCM to call FOM.

01/31/2011 11:45:45 COLONAD Call To Dealer Service Mgr - Mike @ Sud's Volkswagen (402121)

RCM advised: seeking information on diagnosis. Service Manager states: customer stated vehicle stalled when going down the road; customer may need a high pressure pump; Dealer has a fuel kit and will test to make sure gasoline was not added to the vehicle. RCM advised Service Manager to call back with final diagnosis; if concerns are not related to outside influence we will look into possible assistance. RCM to wait Dealer call.

01/31/2011 10:31:00 COLONAD Assigned To RCM - Central - COLONAD

01/31/2011 10:27:26 NIXONCR Assigned To RCM - Central - unassigned

Please follow up with DLR 402121 about CUST's high pressure fuel pump concern. Follow up by COB 02/01 at 312-804-1989. RCM to research.

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

Case: 110036604

Page 2 of 3

Contacts

01/31/2011 10:26:01 NIXONCR Return To Owner - [REDACTED]

CO advised would like to look into possible assistance; will escalate to RCM; RCM will contact Dealer 402121 to look into possible assistance; RCM will then follow up with Customer no later than COB 02/01. Customer acknowledged. CO to escalate to RCM.

01/31/2011 10:20:03 NIXONCR Reviewed With Associate - Tanya - RCM Helpline

01/31/2011 10:19:49 NIXONCR Call From Owner - [REDACTED]

Customer states while driving the vehicle dies on the highway; had vehicle towed to Dealer 402121 to have looked at; Dealer advised need to replace the high pressure fuel pump; Dealer advised they were going to call corporate about this since he is outside of warranty. Customer seeking update on that call. CO advised they may have been calling the warranty helpline; do not show a call on file for any call since 02/2007. Customer acknowledged. Customer seeking to have assistance with repair. CO to review with associate.

Case 110037297

Customer: Mr. [REDACTED]
Program: Dealer GW
Status: 01/31/2011 Closed
Source: Dealer
Assigned: Kim Landry (LANDRYK)

Vehicle: 2010 Volkswagen Jetta
3VWAL7AJ4AM [REDACTED]
Production Date: 9/28/2010
Odometer: Miles
Wty Start Date: 10/30/2010
Dealer: DeMontrond Automotive Group Inc. (425129)

Reasons

<u>CATEGORY / TYPE / REASON</u>	<u>PART DESCRIPTION</u>	<u>CALL INTENT</u>	<u>ASST REQUEST / RESOLUTION</u>
Dealer / Service / Dealer Calling In		Inquiry	Inside Dealer Aut Not Applicable
Vehicle Problem / Engine / Stalling	High pressure pump	Complaint	Inside Dealer Aut Not Applicable

Contacts

01/31/2011 05:18:35 LANDRYK E-Mail From Dealer Service Mgr - Chuck @ DeMontrond Automotive Group Inc.

5767 MILES AND YES THE ENTIRE FUEL SYSTEM.
I just spoke to a very nice lady named Lucy who will help me.
Thank you very much!!
No further action.

01/31/2011 04:58:42 LANDRYK Face-To-Face With Roadside - Lucy

Roadside advised: Customer must call Roadside when the breakdown occurs; if the vehicle is towed by the police before Roadside gets there the Customer can seek reimbursement up to \$150.
RCM to wait Dealer email.

01/31/2011 04:53:50 LANDRYK E-Mail To Dealer Service Mgr - Chuck @ DeMontrond Automotive Group Inc. (4

How many miles?

Do we need to replace the entire fuel system?
RCM to research.

Contacts

01/31/2011 04:52:06 LANDRYK E-Mail From Dealer Service Mgr - Chuck Cartwright @ DeMontrond Automotive

We have a customer whose Jetta was towed because it was broken down on Sunday Jan 16th. It was towed off of I-45 to a storage lot and to get the car out of storage to our dealer on Monday it cost the customer \$259.95.

His vehicle is a 2010 Jetta TDI and what failed was the high pressure fuel injection pump. His car quit running on the freeway and in Houston when you are broke down on the Freeways they hook you and get you off.

Anyway the customer did not call roadside,

Let me know

RCM to email Dealer.

Case 110079362

Customer: Mr. [REDACTED]
Program: Executive
Status: 03/08/2011 Closed
Source: Phone- Exec Mgmt
Assigned: Kathrene Fox (FOXK1)

Vehicle: 2009 Volkswagen Jetta
3VWTL71K89M [REDACTED]
Production Date: 5/22/2009
Odometer: 24,268 Miles
Wty Start Date: 07/21/2009
Dealer: King Volkswagen (409151)

Reasons

<u>CATEGORY / TYPE / REASON</u>	<u>PART DESCRIPTION</u>	<u>CALL INTENT</u>	<u>ASST REQUEST / RESOLUTION</u>
Manufacturer / Service / Complaint about Offer		Complaint	Not Applicable EO - Dealer Res
Vehicle Problem / Engine / Stumbles/hesitates/d	High pressure pump	Complaint	Repair Denial - Outside

Contacts

03/08/2011 10:46:26 FOXK1 Note To User - CCC

We consulted our technical hotline ticket and reached out to the dealer. We found the field was involved and determined this was a warranty issue. The vehicle was repaired under warranty, and returned to the customer on March 4. We contacted Mr. [REDACTED] to apologize for his vehicle experience, and confirmed he is satisfied with the decision. Mr. [REDACTED] let us know he is pleased, and appreciated our follow up.

03/08/2011 10:45:49 FOXK1 Call To Owner - Mr. [REDACTED]

ES advised of receipt of letter, apologized for the vehicle experience, do understand from 409151 the vehicle has been repaired and returned to him. Customer advised it has, it was nice it was covered, and appreciated the follow up. No further action.

03/08/2011 10:42:23 FOXK1 Call To Dealer Service Mgr - Jason @ King Volkswagen (409151)

Dealer advised on 3/4 repairs were done, covered by FOM in warranty. ES call customer.

Contacts

03/07/2011 04:22:29 FOXK1

Mail To Executive - Jonathan Browning

Mr. [REDACTED] provided us with the National Highway and Traffic Association documentation noting the investigation, and consumer complaints. He is requesting us to correct the problem within 30 days of receipt of the letter. He received our letter noting the recall and warranty extension on his DSG transmission. He still has on-going issues from the transmission. On two occasions King Volkswagen changed his oil and the next day the oil was in his driveway. Currently he is adding a quart of oil every 5,000 miles, and they have found major damage in the fuel system caused by contaminated diesel fuel. He has never put any other fuel but diesel fuel in his vehicle. He is being told this will cost him \$7,000.00, and he will not pay for the repair when he is in warranty. This issue is with the high pressure fuel pump. If we are unable to repair it, he will expect a repurchase or a suitable replacement vehicle pursuant to 14-1502 (c) of the act.

03/07/2011 02:20:53 MARASHS

Assigned To Eastern - FOXK1

03/07/2011 02:20:22 MARASHS

Attached Mail From Owner - Mr. [REDACTED]

02/25/2011 09:16:13 DANTAJI

Note To User - CCC

No further action pending Customer call.

02/24/2011 04:14:55 HIDDLEJ

Return To Owner - [REDACTED]

CA returned to Customer; CA apologized for wait; CA explained RCM was out of office today, however CA reviewed with another RCM; Customer acknowledged; CA explained that if Customer chooses to take vehicle to Dealer 409144 for a second opinion, it would be a second diagnosis, Dealer would not know previous diagnosis unless Customer provided to them; Customer acknowledged; CO explained does see that when RCM was last speaking with him about having a second opinion she was going to offer to Customer to cover the cost of towing to other Dealer as a Goodwill gesture; CA explained that was when Customer passed phone to his wife; Customer apologized and explained that his wife was very upset about situation because when the vehicle broke down they had just left the dentist where his wife had just had oral surgery performed and she had gauzes in her mouth; CA acknowledged; Customer inquired if he could just contact VW Roadside; CA confirmed and stated he is still within Roadside parameters; CA explained that if he is charged then he can submit those records to RCM to review for the reimbursement; Customer acknowledged; CA explained if he would like, when he makes his appointment with Dealer 409144 he can contact CCC back and CCC can review with that Dealer for their diagnosis; Customer acknowledged; Customer inquired if he is able to get copies of case notes; CA explained these are VW internal purposes only, the only way to obtain them would be through legal; Customer acknowledged and states that is what may happen; CO to review and close pending Customer call back

Contacts

02/24/2011 04:13:22 HIDDLEJ Face-To-Face With RCM - Eastern - Marcell

CA reviewed concerns with RCM; RCM advised the 2nd Dealer would perform a diagnosis, they would not be seeing the other Dealer information unless Customer provided that to them; this is strictly a second diagnosis; CA also inquired about possibly offering the towing to Dealer as original RCM was going to offer; RCM advised CA can provide that option to Customer; CA to return to Customer

02/24/2011 04:12:42 HIDDLEJ Call To RCM - Southern - Kim L.

CA attempted to reach RCM back up (RCM out of office today); RCM back up unavailable; CA to review with another RCM

02/24/2011 04:03:55 HIDDLEJ Call From Owner - [REDACTED]

Customer states he is calling to check on status of case; Customer provided case number; CA reviewed case notes and does see that his case was escalated to a RCM to speak with Dealer regarding mis-fueling; Customer confirmed; CA advised does see that Customer and his wife spoke with RCM on Tuesday; CA explained after that call RCM spoke again with Dealer 409151 to verify the diagnosis and provide Dealer with Customer comments from call; CA explained per RCM and Dealer conversation Dealer still had sample that smelled like gasoline; Customer states Dealer "claims" they took this sample, Customer cannot confirm that as he never saw them take it; Customer states he was never provided lab reports to confirm; Customer feels Dealer is unscrupulous and immoral; CA apologized for his concerns; CA explained to Customer that he could take his vehicle to another Dealer for a second opinion if he would like; Customer states would he have to be to tow it there and if he does take the vehicle to Dealer 409151 would they just say the same thing as Dealer 409151 because it's in the system like that, or would they do a full diagnosis; CA uncertain on that; CA asked to place Customer on hold to research that for him; Customer accepted; CA to review

02/22/2011 04:51:30 DANTAJI Call To Dealer Service Advisor - Wayne @ King Volkswagen (409151)

RCM advised: would just like to verify the diagnosis and provided the Customer comments. Service Advisor states: they still have the sample; it clearly smells of gasoline.
No further action.

02/22/2011 04:49:55 DANTAJI Continued Comment With Spouse - Mrs. [REDACTED]

Customer states: will not take the vehicle to another Dealer; will not pay for that; they only go to a reputable gas station and only use diesel fuel; will see VW in court. Customer disconnects.
RCM to call Dealer to verify the diagnosis.

Contacts

02/22/2011 04:41:42 DANTAJI

Call To Owner - [REDACTED]

RCM advised: calling to follow up; the Dealer was contacted and the vehicle diagnosis is that the vehicle was miss-fueled; the Dealer can smell gasoline in the vehicle; based on that we are not able to cover the repairs under warranty; advised that the concerns are not due to a manufacture shortcoming but an outside influence. Customer states: did not put gasoline in the vehicle; only diesel; when the Customer went to the Dealer, he smelled the fuel door and it smells like diesel; already has a lawyer; has had problems with the Dealer; it took the Dealer 4 times to correctly do an oil change; the Dealer may have out gasoline in the vehicle. RCM advised: if the Customer feels that the Dealer did something to the vehicle it is a workmanship concern; advised that if the Customer is seeking a second opinion, can have the vehicle towed to another Dealer for a second option (at this point RCM was going to offer to cover the towing for the Customer as goodwill but the Customer passed the phone to his wife).

02/22/2011 04:02:58 DANTAJI

Call To Dealer Service Advisor - Wayne-SM OOO @ King Volkswagen (409151)

RCM advised of the Customer vehicle and seeking repair information. Service Advisor states: after the Dealer looked at the vehicle, the vehicle was miss-fueled; the Dealer could smell the gasoline in the vehicle and there was metal throughout; not a case of poor fuel quality; the dealer has a sample of the fuel and it is not the color of diesel fuel or the smell of diesel fuel.
RCM to call Customer.

02/22/2011 10:26:15 DANTAJI

Voice Mail To Dealer Service Mgr - Jason @ King Volkswagen (409151)

RCM LVMM advising of the Customer vehicle and seeking repair information.
RCM to wait Dealer call.

02/21/2011 11:20:26 DANTAJI

Assigned To RCM - Southern - DANTAJI

Assigned

02/21/2011 11:08:56 MARTMAR

Assigned To RCM - Southern - ccc

Customer is seeking for the vehicle to be repaired under warranty because he has never put gasoline in the vehicle. RCM to confirm diagnosis with Dealer 409151 and follow up with the Customer by COB 2/22/2011. RCM to call Dealer.

02/21/2011 11:04:10 MARTMAR

Call From Owner - [REDACTED]

Customer states: on Friday while driving the vehicle on the highway the vehicle just died; Customer towed the vehicle to Dealer 409151 and was advised that they found gasoline in the fuel system; Customer states: he has never put gasoline in the vehicle and always goes to the best diesel stations. Customer is seeking for the vehicle to be repaired at no cost to him. CO advised will escalate concern to RCM who will contact the Dealer and confirm the diagnosis. Customer states: is working with Service Director Robert Okopal. CO advised the RCM will follow up with him by COB 2/22/2011. Customer acknowledged. CO to assign to RCM.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
500951	TOUAREG	2009	WVGFM77L89D [REDACTED]	4917	2010	09/02/2009	United States

Workshop Finding

GFF SCAN,FAULT P0087 LOW FUEL RAIL PRESSURE. CHECKED FUEL SUPPLY PUMP VIA OUTPUT TEST. PUMP WAS AUDIBLE. CHECKED FUEL FILTER HOUSING FOR FUEL CONTAMINATION. FOUND A VERY SMALL AMOUNT OF METAL SHAVINGS ON TOP OF FILTER.

Activity Date	Activity Time	Activity Comments
09/02/2009	11:30	ISSUE OPENED BY DEALERSHIP
09/02/2009	11:30	VEHICLE DIED WHILE DRIVING. CRANKS BUT NO START. GFF SCAN,FAULT P0087 LOW FUEL RAIL PRESSURE. CHECKED FUEL SUPPLY PUMP VIA OUTPUT TEST. PUMP WAS AUDIBLE. CHECKED FUEL FILTER HOUSING FOR FUEL CONTAMINATION. FOUND A VERY SMALL AMOUNT OF METAL SHAVINGS ON TOP OF FILTER.
09/02/2009	11:41	CUSTOMER COMMENTS: VEHICLE DIED WHILE DRIVING. CRANKS BUT NO START.
09/02/2009	11:41	I ADVISED THE TECH TO REPLACE THE ENTIRE FUEL SYSTEM, ANYTHING THAT FUEL CONTACTS NEEDS TO BE REPLACED. ALSO ATTACH A PHOTO OF THE HIGH PRRESURE FUEL PUMP SHOWING THE PARTS TAG. TO THE VTA
09/02/2009	11:41	WORKSHOP FINDINGS: GFF SCAN,FAULT P0087 LOW FUEL RAIL PRESSURE. CHECKED FUEL SUPPLY PUMP VIA OUTPUT TEST. PUMP WAS AUDIBLE. CHECKED FUEL FILTER HOUSING FOR FUEL CONTAMINATION. FOUND A VERY SMALL AMOUNT OF METAL SHAVINGS ON TOP OF FILTER.
09/08/2009	14:17	PARTS ARE ON ORDER. MOST PARTS ARE NO STOCK IN THE US. MAY TAKE SOME TIME BEFORE PARTS ARRIVE.
09/08/2009	16:28	ISSUE UPDATED
09/08/2009	17:11	DUE TO UPDATE FROM TECH PLACED IN P1 STATUS
09/08/2009	17:12	ISSUE SENT TO DEALERSHIP
09/08/2009	17:43	HERE IS THE PICTURE OF THE HIGH PRESSURE PUMP PARTS TAG AS REQUESTED. ALSO INCLUDED A PICTURE OF THE FUEL THAT CAME OUT OF THE PUMP. I EMPTIED IT INTO A BOX(METAL IS VISABLE)
09/08/2009	18:12	THANKS FOR THE UPDATE AND PICTURES OF THE FUEL AND PUMP
09/15/2009	11:44	STILL WAITING ON PARTS
09/15/2009	12:11	THANKS FOR THE UPDATE P1
09/17/2009	15:38	STILL WAITING ON PARTS
09/17/2009	17:04	THANKS FOR THE UPDATE P1
09/22/2009	08:42	WE ARE WAITING ON RED ORDERED PARTS SALES DOC. 1006002546. (FUEL PUMP AND INJECTORS)
09/22/2009	21:10	THANKS FOR THE UPDATE P1
09/28/2009	11:40	THE FUEL PUMP WAS RECEIVED THIS MORNING. ALL ORDERED MATERIAL FOR THIS VEHICLE HAS BEEN RECEIVED.
09/28/2009	12:27	THANKS FOR THE UPDATE PLEASE CLOSE ONCE REPAIR IS COMPLETE
10/01/2009	15:42	FUEL SYS REPLACED. WORK COMPLETED.
10/01/2009	16:26	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
10/01/2009	16:26	ISSUE UPDATED

Consultant's Closing Comments

FUEL SYSTEM REPALCED.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
509752	TOUAREG	2009	WVGFM77L89D [REDACTED]	987	2045	09/23/2009	United States

Workshop Finding

METALL PARTICLES IN FUEL FILTER. GFF SHOWS DTC'S #P0087 012 FUEL RAIL PRESSURE TOO LOW AND P0087 010 FUEL PRESSURE TOO LOW.

Activity Date	Activity Time	Activity Comments
09/23/2009	18:21	CUSTOMER STATES ENGINE DIED AT IDLE WON'T RESTART. METALL PARTICLES IN FUEL FILTER. GFF SHOWS DTC'S #P0087 012 FUEL RAIL PRESSURE TOO LOW AND P0087 010 FUEL PRESSURE TOO LOW.
09/23/2009	18:21	ISSUE OPENED BY DEALERSHIP
09/23/2009	18:26	CUSTOMER COMMENTS: CUSTOMER STATES ENGINE DIED AT IDLE WON'T RESTART.
09/23/2009	18:26	PLEASE TAKE A FUEL SAMPLE. PUT IN A STYROFOAM CUP AND SEE IF IT EATS THROUGHT THE CUP.
09/23/2009	18:26	WORKSHOP FINDINGS: METALL PARTICLES IN FUEL FILTER. GFF SHOWS DTC'S #P0087 012 FUEL RAIL PRESSURE TOO LOW AND P0087 010 FUEL PRESSURE TOO LOW.
09/23/2009	18:27	ADVISED DEALER WE NEED TO DETERMINE IF THE HIGH PRESSURE PUMP FAILED ON IT'S OWN OR IF THIS WAS CAUSED BY QUALITY OF FUEL.
09/23/2009	18:33	FUEL SAMPLE FROM FUEL FITLER DI NOT MELT STYROFOAM CUP. CANNOT SMELL GASOLINE
09/23/2009	18:43	PLEASE TAKE A PICTURE OF THE PARTS TAG ON THE HIGH PRESSURE PUMP.
09/23/2009	18:44	ALL OTHER FUEL LINES THAT ARE NOT REPLACED SHOULD BE THOROUGHLY FLUSHED. IF ANY METAL DEBRIS REMAINS IT CAN RE-CONTAMINATE THE HIGH PRESSURE PUMP CAUSING THE CONDITION TO REOCCUR. IF THE LINES CANNOT BE FLUSHED, THEY MUST BE REPLACED.
09/23/2009	18:44	IF METAL DEBRIS IS FOUND, REPLACE FUEL SYSTEM. REPLACE ANY PARTS THAT COULD BE CONTAMINATED BY THE METAL DEBRIS INCLUDING THE PUMP, RAILS, INJECTORS, FILTER, HOSES AND LINES INCLUDING RETURN LINE, ELECTRIC PUMPS, TANK, ETC.
09/23/2009	18:45	PLEASE TAKE TWO FUEL SAMPLES.
09/28/2009	11:09	TRYING TO REMOVE HIGH PRESSURE PUMP, APPEARS TIMING HAS JUMPED CANNOT GET T40135 PUMP LOCK TOOL INTO PUMP WITH ENGINE AT TDC.
09/28/2009	11:24	PLEASE REMOVE THE HIGH PRESSURE PUMP AS IT IS, PLAN ON HAVING TO REMOVE ENGINE TO RESET TIMING.
09/28/2009	12:32	ATTACHED PICTURE OF HIGH PRESSURE PUMP PARTS TAG
09/28/2009	18:27	ISSUE UPDATED
09/29/2009	11:37	ISSUE UPDATED
10/09/2009	13:10	ISSUE UPDATED
10/09/2009	13:23	THE DEALER STILL WAITING FOR PARTS
10/13/2009	12:30	DEALER HAS BEEN INSTRUCTED SEVERAL TIMES TO CHECK THE ENGINE COMPRESSION AND HAS NOT DONE SO. VTA WILL BE PLACED INTO A D2 UNTIL THE DEALER PERFORMS THE TESTS REQUESTED BY THE QTM.
10/15/2009	12:41	PREFORMED COMPRESSION TEST. #1 15.0 BAR, #2 14.9 BAR, #3 15.0 BAR, #4 15.0 BAR, #5 15.0 BAR, #6 15.0 BAR. MIN SPEC IS 21 BAR.
10/15/2009	12:43	TRANSFERRED TO BT'S VOICEMAIL.
10/15/2009	14:08	TECH STATES SHUT DOWN FLAP, AND UPPER INTAKE PLENUM IS OFF.
10/15/2009	14:21	DEALER IS GOING TO DOUBLE CHECK COMPRESSION, THEN GO FROM THERE.
10/19/2009	11:26	RECHECKED COMPRESSION AFTER PUTTING ATF IN ALL CYLINDERS HAND CRANKING ENGINE. ALL COMPRESSION CAME UP FAIRLY EQUAL, SUGGESTING NO ENGINE DAMAGE. AFTER CRANKING ENGINE WITHOUT HIGH PRESSURE FUEL PUMP, I CAN'T DETERMINE WHERE CAM TDC IS. (TDC SET ON CYL #1 OR#3?). CANT FIND INFO IN ELSA WEB. REPAIRS/REPLACEMENT IN PROCESS.
10/19/2009	11:33	TRANSFERRED TECH TO BRIAN TANNER'S VOICEMAIL PER TECH REQUEST.
10/19/2009	12:31	CALLED DEALER SPOKE TO PAUL, WENT OVER TIMING PROCEDURE.

11/02/2009	16:37	ISSUE UPDATED
11/03/2009	17:51	REPLACED ALL LISTED PARTS AND FLUSHED UNREPLACED LINES. REFILLED WITH NEW FUEL. PREFORMED FUEL SYSTEM BLEED PRCEEDURE. CAR STATED AND RUNS GREAT.ROBERTO TOOK HOGH PRESSURE PUMP AND FUEL SAMPLES. COMPRESSION #'S SAME AS A JETTA COMMON RAIL. THANKS FOR ALL YOUR HELP.
11/04/2009	01:20	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
11/04/2009	01:20	ISSUE UPDATED

Consultant's Closing Comments		
REPLACE FUEL SYSTEM		

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
569397	Q7	2009	WA1AM74LX9D [REDACTED]	10705	2010	03/03/2010	United States

Workshop Finding

THERE IS PRESSURE IN THE SYSTEM WHEN CRANKING. THE VEHICLE QUIT WHILE DRIVING AFTER THE GLOW PLUG LIGHT CAME ON.

Activity Date	Activity Time	Activity Comments
03/03/2010	08:41	ISSUE OPENED BY DEALERSHIP
03/03/2010	08:41	THE GLOW PLUG LIGHT CAME ON AND THE VEHICLE SHUT OFF WHILE DRIVING. IT WOULD THEN NOT RESTART. I PUSHED VEHICLE INSIDE AND RAN GFF. HAD FAULT 0087 FUEL RAIL PRESSURE LOW STORED AND VARIOUS LOW VOLTAGE FAULTS. I FOLLOWED GFF AND LOOKED AT THE ACTUAL PRESSURE VIA MVB 20. THE FUEL PRESSURE IS BETWEEN 80 AND 110 BAR WHEN CRANKING, WHICH IS LOWER THAN THE SPECIFIED 238. THE AUX. PUMP ON THE FIREWALL IS WORKING WHEN CHECKED THROUGH GFF. WHEN READING THE FUNCTION TEST OF THE FUEL PRESSURE SENSOR IT NOTED TO UNPLUG THE FUEL PRESSURE SENSOR AND SEE OF THE VEHICLE WILL THEN RUN. AFTER UNPLUGGING THE SENSOR THE ENGINE WOULD SOUND LIKE IT WAS TRYING TO FIRE BUT WOULD NOT TURN OVER. SERVICE MANAGER DID NOT WANT ME TO PROCEED WITH DIAG. WITHOUT CONSULTING TECHLINE. THANK YOU FOR ANY FURTHER ASSISTANCE.
03/03/2010	10:25	ADVISED TECH TO CHECK A FUEL SAMPLE OF THE FUEL AND CHECK FOR CONTAMINATION. IF OK ADVISED TECH TO PERFORM A OUTPUT OF THE ELECTRIC PUMPS. IF OK ADVISED TECH TO REMOVE THE COVER FROM THE FILTER AND CHECK FOR METAL FLAKES. IF PRESENT GET PICTURES AND ATTACH TO THE CONTACT. THANKS
03/03/2010	10:25	CUSTOMER COMMENTS: THE GLOW PLUG LIGHT CAME ON AND THE VEHICLE SHUT OFF WHILE DRIVING. IT WOULD THEN NOT RESTART. I PUSHED VEHICLE INSIDE AND RAN GFF. HAD FAULT 0087 FUEL RAIL PRESSURE LOW STORED AND VARIOUS LOW VOLTAGE FAULTS. I FOLLOWED GFF AND LOOKED AT THE ACTUAL PRESSURE VIA MVB 20. THE FUEL PRESSURE IS BETWEEN 80 AND 110 BAR WHEN CRANKING, WHICH IS LOWER THAN THE SPECIFIED 238. THE AUX. PUMP ON THE FIREWALL IS WORKING WHEN CHECKED THROUGH GFF. WHEN READING THE FUNCTION TEST OF THE FUEL PRESSURE SENSOR IT NOTED TO UNPLUG THE FUEL PRESSURE SENSOR AND SEE OF THE VEHICLE WILL THEN RUN. AFTER UNPLUGGING THE SENSOR THE ENGINE WOULD SOUND LIKE IT WAS TRYING TO FIRE BUT WOULD NOT TURN OVER. SERVICE MANAGER DID NOT WANT ME TO PROCEED WITH DIAG. WITHOUT CONSULTING TECHLINE. THANK YOU FOR ANY FURTHER ASSISTANCE.
03/03/2010	10:25	WORKSHOP FINDINGS: THERE IS PRESSURE IN THE SYSTEM WHEN CRANKING. THE VEHICLE QUIT WHILE DRIVING AFTER THE GLOW PLUG LIGHT CAME ON.
03/03/2010	15:31	I CHECKED THE FUEL WHEN DOING THE DELIVERY TEST FOR THE TRANSFER PUMP. THE OUTPUT VOLUME OF THE PUMP WAS OK, HOWEVER THE FUEL IS NOT CLEAR AND LOOKS LIKE LEMONADE. IT DOES NOT SMELL LIKE DIESEL OR GAS' MAYBE A MIXTURE? I TOOK A SAMPLE OF FUEL FROM THE OTHER Q7TDI THAT I AM WORKING ON AND IT IS CLEAR AND DEFINITELY SMELLS LIKE DIESEL. I JUST WANTED TO CONFIRM THAT I SHOULD PERFORM THE MISFUEL PROCEDURE THAT WE LEARNED AT SCHOOL, DRAIN TANK, FILL WITH 5L OF DIESEL AND DRAIN AGAIN, REPLACE FILTER, PERFORM BLEED PROCEDURE. THANKS AGAIN FOR ALL OF THE HELP.
03/03/2010	15:33	YES PERFORM THE MISFUEL PROCEDURE.
03/10/2010	09:14	WHEN DRAINING TANK I FOUND A WHITE SLUDGE MIXTURE IN THE BOTTOM OF THE TANK. I PAINSTAKINGLY SUCKED ALL OF THE SLUDGE OUT OF THE BOTTOM OF BOTH SIDES OF THE TANK. I THEN REPLACED THE FILTER AND FOUND RUST AND SMALL METALS SHAVING IN THE FILTER. WITH FRESH FUEL, THE VEHICLE STILL WILL NOT START. THE RAIL PRESSURE ONLY GETS TO 77BAR WHEN CRANKING. I CHECKED OUTPUT OF THE ELECTRIC PUMPS AT THE CONNECTION OF THE FUEL LINE BEFORE THE HIGH PRESSURE PUMP. I AM GETTING FRESH DIESEL FUEL TO MY HIGH PRESSURE PUMP NOW, BUT IT STILL DOES NOT START. ANY ASSISTANCE IS GREATLY APPRECIATED.
03/10/2010	10:19	ADVISED TECH TO GET THE FUEL SAMPLE SAVED AND PICTURES OF THE FILTER CONTAMINATION AND METAL. ADVISED TECH THAT I HAVE ESCALATED THIS TO YOUR TFM FOR REVIEW PER PRODUCT SUPPORT. THANKS
03/10/2010	10:19	ISSUE UPDATED
03/10/2010	19:04	PLEASE CLEAR ALL DTCS AND ATTEMPT SEVERAL RESTARTS, THEN GET NEW DIAG LOG AND ATTACH TO TACS TICKET.

03/11/2010	09:34	SPOKE TO TECH. CAN ONLY GET APPROX 100B FROM HIGH PRESSURE PUMP. SM CHECKING WITH CUSTOMER ON RECENT FUELING. TECH HAS SIGNS OF WATER IN FUEL AND HAS METAL PARTICLES FROM HIGH PRESSURE PUMP.
03/29/2010	09:35	CAR HAS BEEN TRADED IN AND BELONGS TO DEALER NOW. FUEL STATION ADMITTED FUEL CONTAMINATION PROBLEM AND REPAIRS ARE PENDING INSURANCE COMPANY INVESTIGATION.
04/21/2010	14:06	PARTS FOR REPAIR HAVE BEEN ORDERED AND SM CONTACTED FOR UPDATE ON REPAIRS.
04/26/2010	09:05	REQUESTED UPDATE ON REPAIRS BY EMAIL.
05/07/2010	14:14	REPAIRS ARE CURRENTLY UNDERWAY.
05/13/2010	10:31	FUEL SYSTEM REPLACED BUT NOW ONE BANK HAS NO COMPRESSION. HEAD IS BEING REMOVED.
06/21/2010	23:14	AWT INTAKE CAMSHAFT TO COMPLETE JOB. TFM HAS PUMP AND FILTER TO SEND TO CHRIS O. PHOTOS TAKEN OF CAMSHAFT TO SEE WHERE ALIGNMENT IS OFF.
06/28/2010	10:15	CLOSE TICK TRANSFERED TO CASE NUMBER MG-464610
06/29/2010	10:23	ISSUE UPDATED
07/27/2010	18:58	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/27/2010	18:58	ISSUE UPDATED

Consultant's Closing Comments

REPLACE ENTIRE FUEL SYSTEM. FUEL CONTAMINATED AT SERVICE STATION. DAMAGED INTAKE CAMSHAFT ALSO REPLACED. SEE ALSO CASE MG-464610

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
575547	TOUAREG	2010	WVGFK7A96AD [REDACTED]	2932	2374	03/18/2010	United States

Workshop Finding

NOW IT WILL CRANK BUT NOT START. VERIFIED CONCERN RAN GFF P0087 FUEL RAIL/SYSTEM PRESSURE - TOO LOW, INSPECTED FUEL FILTER FOUND METAL SHAVINGS, SEE PHOTO AND PERFORMED FUEL TEST IN FOAM CUP PASSED NO SIGNS OF GAS IN FUEL. PLEASE ADVISE

Activity Date	Activity Time	Activity Comments
03/18/2010	14:28	C/S WHILE DRIVING THE ENGINE DIED, NOW IT WILL CRANK BUT NOT START. VERIFIED CONCERN RAN GFF P0087 FUEL RAIL/SYSTEM PRESSURE - TOO LOW, INSPECTED FUEL FILTER FOUND METAL SHAVINGS, SEE PHOTO AND PERFORMED FUEL TEST IN FOAM CUP PASSED NO SIGNS OF GAS IN FUEL. PLEASE ADVISE
03/18/2010	14:28	ISSUE OPENED BY DEALERSHIP
03/18/2010	14:38	ADVISE TECH TO TAKE A FUEL SAMPLE THEN FOLLOW SCENARIO 3- THERE IS METAL SHAVINGS IN THE SYSTEM. REPLACE ALL THE COMPONENTS LISTED BELOW AND FOLLOW ELSA WEB'S PROCEDURE FOR PRIMING THE FUEL SYSTEM. PLEASE REPLACE THE FOLLOWING COMPONENTS> (LINE),-(PRESSURE LINE),-(RAIL), -(LINE), (FILTER), -(RETURN LINE), -(INJECTORS),-(PRESSURE LINE), , -(FUEL TANK),-(AUXILIARY PUMP), -(HIGH PRESSURE PUMP),(IN TANK FUEL PUMP). PLEASE CONSULT ETKA FOR THE LATEST PART # ON ALL COMPONENTS. ANY LINE THAT IS NOT REPLACED IN THIS PROCEDURE MUST BE THOROUGHLY CLEANED. IF YOU CANNOT ADEQUATELY CLEAN THE LINE, PLEASE REPLACE IT ALSO. PLEASE FOLLOW ELSA WEB'S PROCEDURE FOR PRIMING THE FUEL SYSTEM. IF THE GF TEST PLAN DOES NOT SHOW UP, GO INTO VSD, ENGINE ELECTRONICS, BASIC SETTINGS, 35 AND RUN THIS TEST 3 TIMES.
03/18/2010	14:38	CUSTOMER COMMENTS: C/S WHILE DRIVING THE ENGINE DIED,
03/18/2010	14:38	WORKSHOP FINDINGS: NOW IT WILL CRANK BUT NOT START. VERIFIED CONCERN RAN GFF P0087 FUEL RAIL/SYSTEM PRESSURE - TOO LOW, INSPECTED FUEL FILTER FOUND METAL SHAVINGS, SEE PHOTO AND PERFORMED FUEL TEST IN FOAM CUP PASSED NO SIGNS OF GAS IN FUEL. PLEASE ADVISE
03/18/2010	18:41	FUEL TEST PASSED FOAM CUP TEST NO GAS PARTS WILL BE ON ORDER
03/22/2010	16:59	THANKS FOR THE UPDAATE , PLEASE CALL BACK IF FURTHER ASSISTANCE IS NEEDED.
03/23/2010	16:39	STILL WAITING FOR PARTS
03/23/2010	17:38	THANKS FOR THE UPDATE PLEASE CALL BACK FOR FURTHER ASSISTANCE IF NEEDED
03/25/2010	12:13	SPOKE WITH STEVE IN SERVICE. WAITING ON PARTS. P2
03/29/2010	13:48	WAITING ON PARTS
03/29/2010	17:57	THANKS FOR THE UPDATE PLEASE CALL BACK FOR FURTHER ASSISTANCE IF NEEDED
04/01/2010	10:36	PLEASE UPDATE THIS VTA WITH THE PARTS SALES DOC NUMBER.
04/08/2010	13:41	REPAIR COMPLETE
04/08/2010	13:45	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
04/08/2010	13:45	ISSUE UPDATED

Consultant's Closing Comments

TECH REPLACED FUEL SYSTEM

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
580720	Q7	2010	WA1VMAFE9A [REDACTED]	2168	2045	04/01/2010	United States

Workshop Finding

00135 P0087 012 RAIL FUEL PRESSURE TOO LOW
00135 P0087 004 RAIL FUEL PRESSURE TOO LOW
00135 P0087 005 RAIL FUEL PRESSURE TOO LOW
00135 P0087 003 RAIL FUEL PRESSURE TOO LOW
08863 P229F 000 NOX SENSOR CIRCUIT RANGE/PERFORMANCE BANK 1 SENSOR 2 SPORADIC

THE NO START CONCERN CAN BE DUPLICATED, THERE'S NOT ENOUGH FUEL PRESSURE IN THE RAIL. THE ELECTRIC FUEL PUMP IS WORKING OK.

Activity Date	Activity Time	Activity Comments
04/01/2010	18:28	CLIENT STATES VEHICLE STALLED WHILE DRIVING, VEHICLE UNABLE TO RE-START CRANK NO START. RAN GFF FOUND P0087 FUEL RAIL PRESSURE TO LOW. RAN TEST PLAN FOR G247 WHILE CRANKING FUEL PRESSURE ONLY BUILDS TO 5-9 BAR.
04/01/2010	18:28	ISSUE OPENED BY DEALERSHIP
04/01/2010	19:22	CUSTOMER COMMENTS: CLIENT STATES VEHICLE STALLED WHILE DRIVING, VEHICLE UNABLE TO RE-START CRANK NO START. RAN GFF FOUND P0087 FUEL RAIL PRESSURE TO LOW. RAN TEST PLAN FOR G247 WHILE CRANKING FUEL PRESSURE ONLY BUILDS TO 5-9 BAR.
04/01/2010	19:22	PLEASE TEST THE CIRCUITS AT G247 FOR VOLTAGE, GROUND OPEN OR SHORTS. IF OK THEN INSPECT THE FUEL FILTER FOR METAL, RUST, DEBRIS OR ANY TYPE OF FUEL CONTAMINATION. IF OK THEN INSPECT THE HIGH PRESSURE PUMP FOR WEAR OR DAMAGE.
04/01/2010	19:22	WORKSHOP FINDINGS: 00135 P0087 012 RAIL FUEL PRESSURE TOO LOW 00135 P0087 004 RAIL FUEL PRESSURE TOO LOW 00135 P0087 005 RAIL FUEL PRESSURE TOO LOW 00135 P0087 003 RAIL FUEL PRESSURE TOO LOW 08863 P229F 000 NOX SENSOR CIRCUIT RANGE/PERFORMANCE BANK 1 SENSOR 2 SPORADIC THE NO START CONCERN CAN BE DUPLICATED, THERE'S NOT ENOUGH FUEL PRESSURE IN THE RAIL. THE ELECTRIC FUEL PUMP IS WORKING OK.
04/01/2010	19:27	ALSO PLEASE TEST THE POWER AND GROUND TO N290 ON THE HIGH PRESSURE FUEL PUMP. SEE ELSA'S WIRING DIAGRAM
04/02/2010	16:16	CHECKED OUT G247 VOLTAGE WAS 5VOLTS ALSO CHECKED VOLTAGE AT N276 IT WAS 12.00V KEY ON. THEN REMOVED FUEL FILTER AND FOUND METAL SHAVINGS IN IT. PLEASE ADVISE AS TO WHAT COMPONENTS NEED TO BE REPLACED.
04/05/2010	13:50	CUSTOMER LAST FUEL RECIEPTS, GET A FUEL SAMPLE AND SEE IF THERE IS ANY SEPARATIONS. ADVISED TECH THAT I HAVE ESCALATED THIS TO YOUR TFM FOR FURTHER ASSISTANCE. THANKS
04/05/2010	13:51	ISSUE UPDATED
04/05/2010	14:22	JULIO, PLEASE PULL SENDER AND TAKE A LOOK IN THE FUEL TANK. SEE IF FUEL LOOKS CLEAR OR IF YOU CAN SEE DEBRIS OR WATER. TAKE PICTURE IF POSSIBLE. PLEASE ALSO ATTACH PICTURE OF TOP OF FUEL FILTER AND ATTACH TO TACS. PLEASE CALL ME AS SOON AS THIS HAS BEEN DONE. (925) 980-0354.

04/05/2010	17:10	I PULLED THE FUEL SENDER ON THE PASSENGER SIDE AND LOOKED IN THE TANK FUEL LOOKED FINE. I TOOK A PICTURE I AM ATTACHING THE PICTURE. ALSO LOOK AT THE PICTURE OF THE FUEL SAMPLE IT LOOKS LIKE IT HAS A LITTLE WATER IN IT. I ALSO ATTACHED A PICTURE OF THE METAL PARTICLES ON THE FUEL FILTER. I DID FIND SOME SMALL METAL SHAVINGS IN THE TANK. I TOOK A MAGNET AND COLLECTED THEM AND I TOOK A PICTURE.
04/06/2010	12:18	REPLACE COMPLETE FUEL SYSTEM, ALL PARTS THAT FUEL TOUCHES. DO NOT REUSE ANY OLD FUEL PART. ATTACHED IS A LIST OF THE NEEDED PARTS. PLEASE ORDER CAR DOWN, RED ORDER ASAP. THE FUEL PUMP AND AT LEAST 2 LITERS OF FUEL SHOULD BE SAVED AS THEY WILL BE CALLED FOR BY WARRANTY. PLEASE SEE IF CUSTOMER HAS RECIEPT FOR LAST FUEL PURCHASE. IF SO, CALL STATION AND ASK IF THEY HAVE HAD ANY DIESEL FUEL RELATED CONCERNS IN THE LAST WEEK OR SO. PLEASE REPORT RESPONSE. IF THEY SAY YES, PLEASE CALL GORDON OR STEVE ASAP. PLEASE PULL FUEL FILTER HOUSING, PULL FILTER AND POUR ALL CONTENTS OF CONTAINER INTO A CLEAR CONTAINER. TAKE PICTURE OF THIS AND ATTACH. I WILL ALSO SEND A COPY OF THE LIST OF PARTS TO ANNA.
04/12/2010	13:52	ASKED JULIO TO TAKE TWO PICTURES. ONE OF MPROP VALVE END WITH SCREEN AND ONE OF HOLE IN PUMP AFTER MPROP VALVE IS REMOVED. ATTACH PICTURES TO TACS.
05/05/2010	11:37	REPLACED ALL FUEL INJECTORS, HIGH PRESSURE PUMP, FUEL RAILS, FUEL LINES FROM RAILS TO INJECTORS, FUEL SENSORS AND FUEL FILTER HOUSING. FUEL LINES FROM FUEL TANK TO ENGINE BAY AREA, FUEL TANK AND ALL INTERNAL COMPONENTS. TEST DROVE CAR AND ALL CHECKED OUT OK.
06/04/2010	17:03	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
06/04/2010	17:03	ISSUE UPDATED

Consultant's Closing Comments

REPAIR CONFIRMED.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
585153	TOUAREG	2010	WVGFK7A99AD [REDACTED]	9717	2010	04/14/2010	United States

Workshop Finding
n/a

Activity Date	Activity Time	Activity Comments
04/14/2010	10:45	CUSTOMER PUT GASOLINE IN INSTEAD OF DIESEL AND DROVE UNTILL VEICHLE DIED.
04/14/2010	10:45	ISSUE OPENED BY DEALERSHIP
04/14/2010	11:03	CUSTOMER COMMENTS: CUSTOMER PUT GASOLINE IN INSTEAD OF DIESEL AND DROVE UNTILL VEICHLE DIED.
04/14/2010	11:03	ISSUE UPDATED
04/14/2010	11:04	HI JACK, PLEASE REPLACE EVERY FUSL SYSTEM COMPONENT THE THE FUEL TOUCHED AND BLEED FUEL SYSTEM TWICE PRIOR TO TRYING TO START THE VEHICLE. THANKS, SKIP
04/15/2010	13:13	WILL DO THANKS.
04/15/2010	20:51	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
04/15/2010	20:51	ISSUE UPDATED

Consultant's Closing Comments
DEALER TO ORDER AND REPLACE PARTS

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
600629	TOUAREG	2009	WVGFM77L09D [REDACTED]	20284	2010	05/25/2010	United States

Workshop Finding
n/a

Activity Date	Activity Time	Activity Comments
05/25/2010	08:57	ISSUE OPENED BY DEALERSHIP
05/25/2010	08:57	VEH LOST POWER, WILL NOT START, REMOVED FUEL FILTER AND FOUND METAL DEBRIS.
05/25/2010	09:06	CUSTOMER COMMENTS: VEH LOST POWER, WILL NOT START, REMOVED FUEL FILTER AND FOUND METAL DEBRIS.
05/25/2010	09:06	PLEASE REPLACE THE FOLLOWING COMPONENTS> 7L6 201 075K-(FUEL TANK), 1K0 906 089 C- (FUEL PUMP), 7L6 201 082 J-(REAR FUEL LINES), 7L6 130 308 C-(FUEL LINES), 7L6 203 491 D-(FUEL COOLER), 059 130 218 Q-(RETENTION VALVE WITH RETURN LINES), 059 130 089 AM-(FUEL RAIL LEFT), 059 130 090 AQ-(FUEL RAIL RIGHT), 059 130 277 AM (6X) (INJECTORS), 059 130 241 CD-(6X) (PRESSURE LINES), 059 130 310 AK-(FUEL LINE), 059 130 309 AT-(FUEL LINE), 059 130 300 DF-(FUEL LINES), 059 130 758 J-(PRESSURE SENSOR), 059 919 523 A-(TEMP SENSOR), 7L6 127 434 A-(FILTER), 059 130 755 AL-(HIGH PRESSURE PUMP), 7L6 919 088 B-(FUEL SUPPLY MODULE LEFT), 7L6 919 088 C-(FUEL SUPPLY MODULE RIGHT), 7L6 919 715 B-(SUCTION JET PUMP LEFT), 7L6 919 715 C-(SUCTION JET PUMP RIGHT), 7L8 919 679 E-(FLANGE). PLEASE CONSULT ETKA FOR THE LATEST PART # ON ALL COMPONENTS. ANY LINE THAT IS NOT REPLACED IN THIS PROCEDURE MUST BE THOROUGHLY CLEANED. IF YOU CANNOT ADEQUATELY CLEAN THE LINE/FITTING, PLEASE REPLACE IT ALSO. PLEASE FOLLOW ELSA WEB'S PROCEDURE FOR PRIMING THE FUEL SYSTEM. IF THE GF TEST PLAN DOES NOT SHOW UP, GO INTO VSD, ENGINE ELECTRONICS, BASIC SETTINGS, 35 AND RUN THIS TEST 3 TIMES.
05/31/2010	16:38	WAITING ON PARTS AS OF 5/31/10
06/01/2010	13:45	P2 PER TICKET UPDATE PARTS ON ORDER, IF YOU ARE STILL IN NEED OF TECHNICAL ASSISTANCE OR DISCUSSION, PLEASE CALL INTO THE HELPLINE AT 800-678-2389. IF THE CAR IS LEAVING THE DEALERSHIP, PLEASE CLOSE THE TICKET WITH A RESOLUTION. IF THE CAR WILL BE WAITING AT THE DEALERSHIP ON PARTS, PLEASE UPDATE THE TICKET WITH THE SALES DOC # GIVEN TO YOU BY YOUR PARTS DEPARTMENT. P2
06/08/2010	10:09	STARTED WORK TODAY
06/09/2010	16:24	A. THANK YOU FOR UPDATING THE TICKET. IF YOU ARE STILL IN NEED OF TECHNICAL ASSISTANCE OR DISCUSSION, PLEASE CALL INTO THE HELPLINE AT 800-678-2389. IF THE CAR IS LEAVING THE DEALERSHIP, PLEASE CLOSE THE TICKET WITH A RESOLUTION. IF THE CAR WILL BE WAITING AT THE DEALERSHIP ON PARTS, PLEASE UPDATE THE TICKET WITH THE PART NUMBER, DESCRIPTION OF PART AND SALES DOC # GIVEN TO YOU BY YOUR PARTS DEPARTMENT
06/15/2010	09:17	REPLACED FUEL SYSTEM, ALL SYSTEMS GO.
06/15/2010	17:32	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
06/15/2010	17:32	ISSUE UPDATED

Consultant's Closing Comments
REPLACED FUEL SYSTEM, ALL SYSTEMS GO.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
601097	TOUAREG	2010	WVGFK7A90AD [REDACTED]	6528	2010	05/25/2010	United States

Workshop Finding

NO FAULTS STORED IN THE ECM. HAVE NOT ATEMPTED TO START THE VEHICLE. WHAT IS SUGGESTED FOR REPAIR.

Activity Date	Activity Time	Activity Comments
05/25/2010	17:08	CUSTOMER FILLED THE TDI FUEL TANK UP WITH GASOLINE. THEN DROVE THE VEHICLE UNTILL IT STOPPED RUNNING. NO FAULTS STORED IN THE ECM. HAVE NOT ATEMPTED TO START THE VEHICLE. WHAT IS SUGGESTED FOR REPAIR.
05/25/2010	17:08	ISSUE OPENED BY DEALERSHIP
05/25/2010	18:47	ADVISED TECH TO CLEAN THE AREA AROUND THE N 290 THEN REMOVE IT AND INSPECT THE AREA BELOW IT FOR METAL SHAVINGS, IF METAL IS FOUND PLEASE PERFORM THE PROCEDURE BELOW OTHERWISE PLEASE CALL BACK WITH FINDINGS. PLEASE REPLACE THE FOLLOWING COMPONENTS> 7L6 201 075K-(FUEL TANK), 1K0 906 089 C- (FUEL PUMP), 7L6 201 082 J-(REAR FUEL LINES), 7L6 130 308 C-(FUEL LINES), 7L6 203 491 D-(FUEL COOLER), 059 130 218 Q-(RETENTION VALVE WITH RETURN LINES), 059 130 089 AM-(FUEL RAIL LEFT), 059 130 090 AQ-(FUEL RAIL RIGHT), 059 130 277 AM (6X) (INJECTORS), 059 130 241 CD-(6X) (PRESSURE LINES), 059 130 310 AK-(FUEL LINE), 059 130 309 AT-(FUEL LINE), 059 130 300 DF-(FUEL LINES), 059 130 758 J-(PRESSURE SENSOR), 059 919 523 A-(TEMP SENSOR), 7L6 127 434 A-(FILTER), 059 130 755 AL-(HIGH PRESSURE PUMP), 7L6 919 088 B-(FUEL SUPPLY MODULE LEFT), 7L6 919 088 C-(FUEL SUPPLY MODULE RIGHT), 7L6 919 715 B-(SUCTION JET PUMP LEFT), 7L6 919 715 C-(SUCTION JET PUMP RIGHT), 7L8 919 679 E-(FLANGE). PLEASE CONSULT ETKA FOR THE LATEST PART # ON ALL COMPONENTS. ANY LINE THAT IS NOT REPLACED IN THIS PROCEDURE MUST BE THOROUGHLY CLEANED. IF YOU CANNOT ADEQUATELY CLEAN THE LINE/FITTING, PLEASE REPLACE IT ALSO. PLEASE FOLLOW ELSA WEB'S PROCEDURE FOR PRIMING THE FUEL SYSTEM. IF THE GF TEST PLAN DOES NOT SHOW UP, GO INTO VSD, ENGINE ELECTRONICS, BASIC SETTINGS, 35 AND RUN THIS TEST 3 TIMES.
05/25/2010	18:47	CUSTOMER COMMENTS: CUSTOMER FILLED THE TDI FUEL TANK UP WITH GASOLINE. THEN DROVE THE VEHICLE UNTILL IT STOPPED RUNNING.
05/25/2010	18:47	WORKSHOP FINDINGS: NO FAULTS STORED IN THE ECM. HAVE NOT ATEMPTED TO START THE VEHICLE. WHAT IS SUGGESTED FOR REPAIR.
05/25/2010	19:09	ADVISED TECH THAT SINCE HE FOUND NO METAL AT THE N 290 I NEED HIM TO CHECK THE FUEL FILTER AND IN THE FUEL TANK FOR METAL, IF NO METAL IS FOUND PLEASE PERFORM REPAIRS PER SCENARIO 2 IN ELSA FOR MISFUELED VEHICLES.
05/27/2010	13:09	METAL WAS FOUND AT FUEL FILTER. CUSTOMER CONTACTED ABOUT NEEDED REPAIR. WAITING FOR CUSTOMER TO OK NEEDED WORK.
05/27/2010	13:56	THANK YOU FOR UPDATING THE TICKET. IF YOU ARE STILL IN NEED OF TECHNICAL ASSISTANCE OR DISCUSSION, PLEASE CALL INTO THE HELPLINE AT 800-678-2389. IF THE CAR IS LEAVING THE DEALERSHIP, PLEASE CLOSE THE TICKET WITH A RESOLUTION. IF THE CAR WILL BE WAITING AT THE DEALERSHIP ON PARTS, PLEASE UPDATE THE TICKET WITH THE PART NUMBER, DESCRIPTION OF PART AND SALES DOC # GIVEN TO YOU BY YOUR PARTS DEPARTMENT.
06/01/2010	19:01	INSURANCE INSPECTED THE VEHICLE TODAY AND OKED THE WORK. PARTS ARE ON ORDER. THANK YOU
06/02/2010	10:51	THANK YOU FOR UPDATING THE TICKET. IF YOU ARE STILL IN NEED OF TECHNICAL ASSISTANCE OR DISCUSSION, PLEASE CALL INTO THE HELPLINE AT 800-678-2389. IF THE CAR IS LEAVING THE DEALERSHIP, PLEASE CLOSE THE TICKET WITH A RESOLUTION. IF THE CAR WILL BE WAITING AT THE DEALERSHIP ON PARTS, PLEASE UPDATE THE TICKET WITH THE PART NUMBER, DESCRIPTION OF PART AND SALES DOC # GIVEN TO YOU BY YOUR PARTS DEPARTMENT.
06/02/2010	19:46	DUE TO UPDATE IN VTA LABELD P2
06/07/2010	17:23	WAITING FOR ALL PARTS TO ARIVE. WILL START ON REPAIR IN NEXT FEW DAYS

06/07/2010	18:20	THANK YOU FOR UPDATING THE TICKET. IF YOU ARE STILL IN NEED OF TECHNICAL ASSISTANCE OR DISCUSSION, PLEASE CALL INTO THE HELPLINE AT 800-678-2389. IF THE CAR IS LEAVING THE DEALERSHIP, PLEASE CLOSE THE TICKET WITH A RESOLUTION. IF THE CAR WILL BE WAITING AT THE DEALERSHIP ON PARTS, PLEASE UPDATE THE TICKET WITH THE PART NUMBER, DESCRIPTION OF PART AND SALES DOC # GIVEN TO YOU BY YOUR PARTS DEPARTMENT.
06/10/2010	11:03	ALL PARTS ARE HERE. REPAIR STARTED. THANK YOU FOR THE HELP.
06/10/2010	11:03	CLOSING VTA
06/10/2010	11:36	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
06/10/2010	11:36	ISSUE UPDATED

Consultant's Closing Comments		
REPLACED COMPLETE FUEL SYSTEM, COMPLETED.		

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
606123	Q7	2010	WA1LMAFE7A [REDACTED]	2069	2010	06/08/2010	United States

Workshop Finding

THE FUEL TANK HAS GASOLINE IN THE TANK.

Activity Date	Activity Time	Activity Comments
06/08/2010	17:00	CUST. REPORTS CAR IDE OUT WHILE DRIVING. VEHICLE TOW IN. CRANKS BUT DOES NOT START. RUN GFF, FAULT P0087 STORED. FOUND TSB 2023360/1 RELATING TO THIS FAULT, TSB STATES TO CHECK FOR INCOORECT FUEL OR CONTAMINATS. CREATING TAC DUE TO "AUDI Q7 TDI CLEAN DIESEL REPAIR AUTHORIZATION" SERVICE ADVISOR IS TRYING TO CONTACT CUSTOMER TO ASK ABOUT LAST FUEL FILL.
06/08/2010	17:00	ISSUE OPENED BY DEALERSHIP
06/08/2010	17:18	TOOK FUEL SAMPLE, SAMPLE CONTAINS GAS.
06/08/2010	17:25	ADVISED TECH TO FOLLOW THE TSB AND CHECK THE FILTER FOR METAL "DUST". IF PRESENT ALL FUEL COMPONENTS WILL NEED TO BE REPLACED. THANKS
06/08/2010	17:25	CUSTOMER COMMENTS: CUST. REPORTS CAR IDE OUT WHILE DRIVING. VEHICLE TOW IN. CRANKS BUT DOES NOT START. RUN GFF, FAULT P0087 STORED. FOUND TSB 2023360/1 RELATING TO THIS FAULT, TSB STATES TO CHECK FOR INCOORECT FUEL OR CONTAMINATS. CREATING TAC DUE TO "AUDI Q7 TDI CLEAN DIESEL REPAIR AUTHORIZATION" SERVICE ADVISOR IS TRYING TO CONTACT CUSTOMER TO ASK ABOUT LAST FUEL FILL.
06/08/2010	17:25	WORKSHOP FINDINGS: THE FUEL TANK HAS GASOLINE IN THE TANK.
06/08/2010	17:49	CHECK FUEL FILTER , FOUND SOME METAL "DUST" ON FILTER, NO RUST.
06/14/2010	21:02	: WAS ADVICE TO REPLACE SEVERAL PARTS IN THE FUEL ISSUE RELATED
06/15/2010	17:36	?
06/15/2010	18:01	MR. CASTRO HS VISITED THE VEHICLE AND THERE DOES NOT APPEAR TO HAVE ANY GASOLINE IN THE FUEL SYSTEM. ADVISED SHOP FOREMAN TO REPLACE ALL OF THE FUEL COMPONENTS. THANKS
06/18/2010	14:21	WORKING ON VEHICLE AND WAITING ON SEVERAL PARTS TO ARRIVE
06/22/2010	12:30	ALL MAJOR PARTS ARRIVED. WORKING ON VEHICLE, OTHER PARTS MAY NEED TO BE ORDERED.
06/25/2010	18:30	WORKING ON VEHICLE
06/28/2010	16:37	VEHICLE FUEL SYSTEM HAS BEEN REPLACED. PRIME FUEL SYSTEM, VEHICLE STARTS NOW, P0087 NO LONGER STORED. STILL NEED TO REINSTALL ITEMS REMOVED, ROAD TEST, PERFORM QUAILTY INSPECTION
06/29/2010	19:18	FINISHING UP REPAIRS, VEHIICE SHOULD BE RELEASED TODAY OR TOMORROW
06/30/2010	21:03	VEHICLE WAS RELEASED TO CUSTOMER
07/01/2010	12:52	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/01/2010	12:52	ISSUE UPDATED

Consultant's Closing Comments

THE TECHNICIAN REPLACED THE COMPLETE FUEL SYSTEM.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
607911	Q7	2010	WA1VMAFE7AD [REDACTED]	12900	2066	06/14/2010	United States

Workshop Finding

ROBERT FOUND METAL ON THE FUEL FILTER. THERE'S 1/2 TANK OF FUEL. COMPARED THE FUEL TO A KNOWN GOOD VEHICLE AND IT LOOKS THE SAME BUT SMELLS A BIT DIFFERENT. 2023360/1 01 MIL ON, NO START OR ROUGH RUNNING (DTC P0087 - RAIL FUEL PRESSURE TOO LOW)

00135 P0087 012 RAIL FUEL PRESSURE TOO LOW

Activity Date	Activity Time	Activity Comments
06/14/2010	11:40	CLIENT STATES GLOW PLUG WARNING CAME ON THEN ENGINE STALLED. JUST CRANKS AND WILL NOT START. FAULTS P0087 STORED IN ECM. AS PER TSB 2023360/1, INSPECTED FUEL FILTER AND FOUND METAL SHAVINGS IN FUEL. FUEL DOES NOT APPEAR TO BE CONTAMINATED WHEN COMPARED WITH KNOWN GOOD DIESEL.
06/14/2010	11:40	ISSUE OPENED BY DEALERSHIP
06/14/2010	12:14	ADVISED TO PLEASE REPLACE EVERY COMPONENT IN THE FUEL SYSTEM THAT COMES IN CONTACT WITH THE FUEL INCLUDING LINES, INJECTORS, FUEL RAIL, INJECTOR LINES, FUEL TANK, ETC. PLEASE TAKE PICTURE OF THE FUEL, THE FUEL FILTER AND FILTER HOUSING. ASK THE CUSTOMER TO PLEASE PROVIDE THE LATEST FUEL RECEIPT.
06/14/2010	12:14	CUSTOMER COMMENTS: CLIENT STATES GLOW PLUG WARNING CAME ON THEN ENGINE STALLED. JUST CRANKS AND WILL NOT START. FAULTS P0087 STORED IN ECM. AS PER TSB 2023360/1, INSPECTED FUEL FILTER AND FOUND METAL SHAVINGS IN FUEL. FUEL DOES NOT APPEAR TO BE CONTAMINATED WHEN COMPARED WITH KNOWN GOOD DIESEL.
06/14/2010	12:14	WORKSHOP FINDINGS: ROBERT FOUND METAL ON THE FUEL FILTER. THERE'S 1/2 TANK OF FUEL. COMPARED THE FUEL TO A KNOWN GOOD VEHICLE AND IT LOOKS THE SAME BUT SMELLS A BIT DIFFERENT. 2023360/1 01 MIL ON, NO START OR ROUGH RUNNING (DTC P0087 - RAIL FUEL PRESSURE TOO LOW) 00135 P0087 012 RAIL FUEL PRESSURE TOO LOW
08/02/2010	12:34	REPLACED THE COMPLETE FUEL SYSTEM. TFM TOOK A FUEL SAMPLE TO HAVE TESTED.
08/02/2010	13:08	REPLACED THE COMPLETE FUEL SYSTEM. TFM TOOK A FUEL SAMPLE TO HAVE TESTED.
11/03/2010	16:41	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
11/03/2010	16:41	ISSUE UPDATED

Consultant's Closing Comments

08/02/2010 12:34:48: US/EASTERN: ROBERT SLAGHT: CLOSING IN PROCESS: DEALER COMPLETE: REPLACED THE COMPLETE FUEL SYSTEM. TFM TOOK A FUEL SAMPLE TO HAVE TESTED.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
610243	Q7	2009	WA1AM74L99D [REDACTED]	15289	2329	06/18/2010	United States

Workshop Finding

TECH STATES THERE IS METAL IN THE FUEL FILTER. TECH THOUGHT THE FUEL MAY BE CONTAMINATED BUT COULD NOT TELL FOR SURE.

Activity Date	Activity Time	Activity Comments
06/18/2010	13:43	CUSTOMER STATES THAT THE CAR DIED ON THE STREET, AND WILL CRANK BUT WILL NOT START.
06/18/2010	13:43	ISSUE OPENED BY DEALERSHIP
06/18/2010	16:53	ADVISED TECH TO GO AHEAD AND ORDER ALL PARTS THAT TOUCH THE FUEL FROM THE TANK TO THE INJECTOR. ADVISED TECH TO NOT DRAIN THE FUEL UNTIL A SAMPLE IS TAKEN FOR ANALYSIS. ADVISED TECH THAT I HAVE ESCALATED THIS TO YOUR TFM FOR REVIEW AND INSPECTION. THANKS
06/18/2010	16:53	CUSTOMER COMMENTS: CUSTOMER STATES THAT THE CAR DIED ON THE STREET, AND WILL CRANK BUT WILL NOT START.
06/18/2010	16:53	WORKSHOP FINDINGS: TECH STATES THERE IS METAL IN THE FUEL FILTER. TECH THOUGHT THE FUEL MAY BE CONTAMINATED BUT COULD NOT TELL FOR SURE.
06/18/2010	16:56	ISSUE UPDATED
07/08/2010	18:47	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
07/08/2010	18:47	ISSUE UPDATED

Consultant's Closing Comments

REPLACED COMPLETE FUEL SYSTEM. FUEL LOOKED OKAY.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
614917	Q7	2009	WA1AM74L19D [REDACTED]	17349	2010	06/30/2010	United States

Workshop Finding
P0087 P13DC SET. ENGINE CRANKS AND DOES NOT START.

Activity Date	Activity Time	Activity Comments
06/30/2010	18:10	ENGINE DIED WHILE DRIVING. MIL ON. CRANKS BUT NO START.
06/30/2010	18:10	ISSUE OPENED BY DEALERSHIP
06/30/2010	18:33	ADVISED TO RECORD ECM MVB 20 DURING THE CONCERN AND MVB 174. ADVISED THAT THE HIGH SIDE FUEL PRESSURE NEEDS TO BE AT LEAST 300 BAR TO START THE ENGINE. UPDATE THE CONTACT AND CALL BACK. THANKS RAY
06/30/2010	18:33	CUSTOMER COMMENTS: ENGINE DIED WHILE DRIVING. MIL ON. CRANKS BUT NO START.
06/30/2010	18:33	WORKSHOP FINDINGS: P0087 P13DC SET. ENGINE CRANKS AND DOES NOT START.
07/01/2010	12:00	RAIL PRESSURE AT 8.6 BAR WHEN CRANKING. VERIFIED BELT DRIVE STILL ATTACHED AND TURNING THE PUMP. 174 READS 00000011.
07/01/2010	12:16	ADVISED TECH TO FOLLOW THE TSB FOR THE NO START/P0087 AND CHECK THE FUEL FILTER FOR METAL OR DEBRIS. REPORT FINDINGS AND GET THE FUEL RECIEPTS FROM THE CUSTOMER. THANKS
07/01/2010	17:51	INSPECTED FUEL FROM VEHICLE AND FOUND THE DIESEL FUEL NOT TO BE CONTAMINATED. THERE IS NO CORROSION OR OXIDATION IN THE CANISTER FOR THE FUEL FILTER. A CONTAINER SAMPLE OF FUEL WAS PULLED AND LET SIT AND FOUND IT DID NOT SEPERATE WHEN SETTELING.
07/01/2010	17:58	THE FUEL TANK IS AT 3/4 TANK, THE FUEL FILTER HAS METAL SHAVINGS BUT NO RUST. ADVISED TO PLEASE ATTACH PICTURES OF THE METAL. I WILL ESCALATE TO THE TFM.
07/01/2010	17:59	ISSUE UPDATED
07/06/2010	10:56	: VEHICLE HAS BEEN ESCALATED TO TFM AND HE HAS BEEN INVOLVED SINCE DAY 4 BUT I FIGURED I SHOULD GO THROUGH THE CRITICAL PROCESS ALSO. WE ARE ORDERING FUEL SYSTEM COMPONENTS AS REQUIRED, I ALSO HAVE BEEN NOTIFIED THAT THE FUEL TANK IS BACK ORDERED. I WILL ASK PARTS DEPT TO OPEN A PARTS CRITICAL ALSO. BRAD MILLER
07/06/2010	11:02	?
08/02/2010	16:41	STILL AWAITING THE FUEL TANK.
08/30/2010	13:23	ALL PARTS ARRIVED, REPLACED COMPONENTS AS REQUIRED, VEHICLE DELIVERED TO CUSTOMER.
09/21/2010	17:05	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
09/21/2010	17:05	ISSUE UPDATED

Consultant's Closing Comments
FOUND METAL CONTAMINATION ON FUEL SYSTEM, REPLACED ALL FUEL SYSTEM COMPONENTS AS PER PS ADVICE

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
632725	Q7	2009	WA1AM74L49D [REDACTED]	9561	2010	08/16/2010	United States

Workshop Finding

CUSTOMER FILLED THE VEHICLE AND A FEW MILES LATER THE ENGINE STALLED AND WOULD NOT RESTART. TECH CHECK THE FUEL SAMPLE AND MOSTLY WATER IS PRESENT. THE AREA OF THE DEALERSHIP HAS HAD MUCH RAIN LATELY.

Activity Date	Activity Time	Activity Comments
08/16/2010	13:01	CUST CONCERN, FILLED VEHICLE WITH FUEL ABOUT TEN MILES LATER VEHICLE DIED AND WOULD NOT RESTART, FOUND VEHICLE WILL NOT START AT THIS TIME, COMPLETED GFF PROCEDURE FOR YOUR INFO, COMPLETED VEHICLE FUEL SAMPLE CHECK, FOUND VEHICLE FUEL TO INSTANTLY SEPERATE WHEN RUNNING INTO CONTAINER, FUEL CONTAMINATED, AFTER FURTHER DIAG LOOKS LIKE 80%WATER 20%FUEL PRESENT, NEED FURTHER ASSIST WITH REPAIR./DIAG
08/16/2010	13:01	ISSUE OPENED BY DEALERSHIP
08/16/2010	13:10	ADVISED TECH TO FOLLOW THE TSB FOR THE CONCERN AND CHECK THE FUEL FILTER FOR METAL. IF METAL IS PRESENT ADVISED TECH TO REPLACE ALL FUEL COMPONENTS. EVERYTHING THAT TOUCHES THE FUEL. THIS SHOULD ALL BE BILLED TO THE FILLING STATION. THANKS
08/16/2010	13:10	CUSTOMER COMMENTS: CUST CONCERN, FILLED VEHICLE WITH FUEL ABOUT TEN MILES LATER VEHICLE DIED AND WOULD NOT RESTART, FOUND VEHICLE WILL NOT START AT THIS TIME, COMPLETED GFF PROCEDURE FOR YOUR INFO, COMPLETED VEHICLE FUEL SAMPLE CHECK, FOUND VEHICLE FUEL TO INSTANTLY SEPERATE WHEN RUNNING INTO CONTAINER, FUEL CONTAMINATED, AFTER FURTHER DIAG LOOKS LIKE 80%WATER 20%FUEL PRESENT, NEED FURTHER ASSIST WITH REPAIR./DIAG
08/16/2010	13:10	WORKSHOP FINDINGS: CUSTOMER FILLED THE VEHICLE AND A FEW MILES LATER THE ENGINE STALLED AND WOULD NOT RESTART. TECH CHECK THE FUEL SAMPLE AND MOSTLY WATER IS PRESENT. THE AREA OF THE DEALERSHIP HAS HAD MUCH RAIN LATELY.
08/16/2010	13:19	MICHAEL IS HAVING TROUBLE FINDING THE TSB. ADVISED TO REFER TO TSB 2023360/1 01 MIL ON, NO START OR ROUGH RUNNING (DTC P0087 - RAIL FUEL PRESSURE TOO LOW)
08/24/2010	12:38	FOUND TSB, FOUND METAL PRESENT AT FILTER, INSURANCE TO COVER, QUOTED AND WILL REPLACE ON COMPONENTS THAT TOUCH FUEL, THANKS
09/16/2010	17:11	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
09/16/2010	17:11	ISSUE UPDATED

Consultant's Closing Comments

THE TECHNICIAN REPLACED ALL THE FUEL COMPONENTS.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
635177	Q7	2010	WA1WMAFE8AD [REDACTED]	8543	2374	08/20/2010	United States

Workshop Finding

NO RUST IN THE FUEL FILTER. TECH STATED ONE TECH THOUGHT THE FUEL SMELLED OF GASOLINE. NO SIGN ON SEPARATION OR DEBRIS IN THE FILTER OTHER THAN THE METAL.

Activity Date	Activity Time	Activity Comments
08/20/2010	16:39	CUSTOMER REPORTS: THE VEHICLE STALLED WHILE DRIVING DOWN THE ROAD AND WILL NOT RESTART. SHOP: VERIFIED THE ENGINE CRANKS BUT WILL NO FIRE. MIL IS ON WITH P0087 FUEL RAIL PRESSURE TOO LOW. MVB 120 ONLY READS 8.6BAR WHILE CRANKING. FOUND TSB, REMOVED COVER FOR FUEL FILTER AND FOUND SOME METALLIC DEBRIS ON TOP OF THE FILTER. PICTURES HAVE BEEN ATTACHED.
08/20/2010	16:39	ISSUE OPENED BY DEALERSHIP
08/20/2010	16:57	ADVISED TECH TO ORDER EVERYTHING THAT TOUCHES THE FUEL. ALL PARTS MUST BE REPLACED FROM THE FUEL TANK TO THE INJECTORS AND BACK. ADVISED TECH TO KEEP A SAMPLE OF THE FUEL IN CASE WE REQUEST TO HAVE IT ANALYZED. THANKS
08/20/2010	16:57	CUSTOMER COMMENTS: CUSTOMER REPORTS: THE VEHICLE STALLED WHILE DRIVING DOWN THE ROAD AND WILL NOT RESTART. SHOP: VERIFIED THE ENGINE CRANKS BUT WILL NO FIRE. MIL IS ON WITH P0087 FUEL RAIL PRESSURE TOO LOW. MVB 120 ONLY READS 8.6BAR WHILE CRANKING. FOUND TSB, REMOVED COVER FOR FUEL FILTER AND FOUND SOME METALLIC DEBRIS ON TOP OF THE FILTER. PICTURES HAVE BEEN ATTACHED.
08/20/2010	16:57	WORKSHOP FINDINGS: NO RUST IN THE FUEL FILTER. TECH STATED ONE TECH THOUGHT THE FUEL SMELLED OF GASOLINE. NO SIGN ON SEPARATION OR DEBRIS IN THE FILTER OTHER THAN THE METAL.
08/20/2010	17:02	REQUESTED TECH TO GET A RECEIPT FROM THE CUSTOMER FOR THE LAST FUEL PURCHASE. THANKS
08/26/2010	17:52	WE REMOVED M-PROP VALVE AND FOUND METAL DEBRIS. I COLLECTED FUEL SAMPLE AND PS WILL BE RECEIVING IT SHORTLY. I INSTRUCTED DEALER TO PROCEED WITH REPLACING ALL DIESEL FUEL COMPONENTS.
08/31/2010	09:56	ESCALATING DUE TO INVOLVEMENT.
09/22/2010	08:48	REPLACED ALL FUEL SYSTEM COMPONENTS. TEST DROVE VEHICLE FOR SEVERAL DAYS WITHOUT CONCERN. RELEASED CAR TO CUSTOMER 9/20/2010. THANKS
09/22/2010	12:59	ISSUE UPDATED
09/30/2010	10:16	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
09/30/2010	10:16	ISSUE UPDATED

Consultant's Closing Comments

TECH REPLACED ALL FUEL SYSTEM COMPONENTS.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
644830	JETTA	2010	3VWRL7AJ5AM [REDACTED]	19781	2463	09/15/2010	United States

Workshop Finding

GFF SHOWS FAULTS FOR FUEL PRESSURE TOO LOW. REMOVED DIESEL FILTER AND FOUND METAL SHAVINGS, VEHICLE CRANKS BUT WONT RUN, TOOK A DIESEL SAMPLE ON A STYROFOAM CUP (NO INDICATION OF GASOLINE), ATTEMPTED TO LIGHT IT ON FIRE BUT IT WONT BURN.

Activity Date	Activity Time	Activity Comments
09/15/2010	10:49	C/S VEHICLE STALLED OUT. GFF SHOWS FAULTS FOR FUEL PRESSURE TOO LOW. REMOVED DIESEL FILTER AND FOUND METAL SHAVINGS, VEHICLE CRANKS BUT WONT RUN, TOOK A DIESEL SAMPLE ON A STYROFOAM CUP (NO INDICATION OF GASOLINE) , ATTEMPTED TO LIGT IT ON FIRE BUT IT WONT BURN.
09/15/2010	10:49	ISSUE OPENED BY DEALERSHIP
09/15/2010	11:28	CALLED BUT TECH LINE IS HAVING A MEETING.
09/15/2010	12:54	CUSTOMER COMMENTS: CUSTOMER STATES THE VEHICLE STALLED OUT.
09/15/2010	12:54	PLEASE CLEAN THE HIGH PRESSURE PUMP NEAR THE N290 FUEL METERING VALVE. AFTER CLEANING, SPRAY DOWN WITH COMPRESSED AIR TO REMOVE ALL DEBRIS. REMOVE THE N290 AND INSPECT FOR METAL SHAVINGS. IF METAL SHAVINGS ARE FOUND, TAKE A FUEL SAMPLE AND PUT SOME FUEL INTO A CLEAN STYROFOAM CUP. AFTER FIFTEEN MINUTES, CHECK THE CUP FOR DETERIORATION. PLEASE UPDATE THE TICKET WITH RESULTS AND PICTURES AND CALL US BACK WITH THESE RESULTS.
09/15/2010	12:54	WORKSHOP FINDINGS: GFF SHOWS FAULTS FOR FUEL PRESSURE TOO LOW. REMOVED DIESEL FILTER AND FOUND METAL SHAVINGS, VEHICLE CRANKS BUT WONT RUN, TOOK A DIESEL SAMPLE ON A STYROFOAM CUP (NO INDICATION OF GASOLINE), ATTEMPTED TO LIGHT IT ON FIRE BUT IT WONT BURN.
09/15/2010	13:36	PICTURE OF DEBRIS ON FILTER. TESTED DIESEL ON CUP . NO SIGN OF CONTAMINATION .
09/15/2010	13:37	PICTURE OF DEBRIS ON FILTER. TESTED DIESEL ON CUP . NO SIGN OF CONTAMINATION .
09/15/2010	13:47	PICTURES ARE FROM THE FILTER HOUSING. PLEASE CLEAN THE HIGH PRESSURE PUMP NEAR THE N290 FUEL METERING VALVE. AFTER CLEANING, SPRAY DOWN WITH COMPRESSED AIR TO REMOVE ALL DEBRIS. REMOVE THE N290 AND INSPECT FOR METAL SHAVINGS. IF METAL SHAVINGS ARE FOUND, TAKE A FUEL SAMPLE AND PUT SOME FUEL INTO A CLEAN STYROFOAM CUP. AFTER FIFTEEN MINUTES, CHECK THE CUP FOR DETERIORATION. PLEASE UPDATE THE TICKET WITH RESULTS AND PICTURES AND CALL US BACK WITH THESE RESULTS.
09/15/2010	14:19	REMOVED N290 . FOUND TONS OF DEBRIS. THE PICTURE CAMERA I TOOK THE PIC WITH IS NOT WORKING RIGHT AT THE MOMENT . I WILL TAKE ANOTHER PICTURE WHEN IT IS FIXED
09/15/2010	14:28	TECH STATES THE PARTS HAVE BEEN ORDERED, FUEL SAMPLE TEST REVEALS THERE IS NO GAS IN THE TANK. PRODUCT SUPPORT WILL SEND FUEL SAMPLE CANS TO THE DEALER FOR TESTING PURPOSE.
09/16/2010	15:50	WAITING ON PARTS .
09/16/2010	15:54	THANK YOU FOR UPDATING THE TICKET. IF YOU ARE STILL IN NEED OF TECHNICAL ASSISTANCE OR DISCUSSION, PLEASE CALL INTO THE HELPLINE AT 800-678-2389. IF THE CAR IS LEAVING THE DEALERSHIP, PLEASE CLOSE THE TICKET WITH A RESOLUTION.
09/20/2010	12:22	VEHICLE IS STAYING AT THE DEALERSHIP UNTILL REPAIRS ARE DONE.
09/20/2010	13:53	THANK YOU FOR UPDATING THE TICKET. IF YOU ARE STILL IN NEED OF TECHNICAL ASSISTANCE OR DISCUSSION, PLEASE CALL INTO THE HELPLINE AT 800-678-2389. IF THE CAR IS LEAVING THE DEALERSHIP, PLEASE CLOSE THE TICKET WITH A RESOLUTION.
09/22/2010	11:33	PARTS ARRIVED TODAY.
09/22/2010	13:02	THANK YOU FOR UPDATING THE TICKET. IF YOU ARE STILL IN NEED OF TECHNICAL ASSISTANCE OR DISCUSSION, PLEASE CALL INTO THE HELPLINE AT 800-678-2389.
09/22/2010	17:41	PARTS JUST CAME IN
09/23/2010	15:54	INSTALLING PARTS TODAY. I THE CONTAINER FOR THE FUEL SAMPLE COMING ANYTIME SOON ?
09/23/2010	16:39	THANK YOU FOR UPDATING THE TICKET. PLEASE CALL INTO THE HELPLINE AT 800-678-2389.

09/24/2010	14:41	RECIEVED CONTAINER FOR THE DIESEL SAMPLE. ALL COMPONENTS UNDER THE HOOD HAVE BEEN REPLACED. ALL I GOT LEFT TO REPLACE IS THE FUEL TANK.FUEL TANK IS IN BACK ORDER, QTM ADVICED TO FLUSH TANK WITH DIESEL IF IT WAS GONNA TAKE TOO LONG FOR THE TANK TO ARRIVE. I REMOVED THE IN TANK FUEL PUMP TO FIND A LARGE AMMOUNT OF METAL DEBRIS. DON'T THINK THAT IT IS POSIBLE TO FLUSH IT OUT COMPLETELY OF HARMFULL METAL MATERIAL TO HIGH PRESS PUMP AND INJECTORS.
09/24/2010	14:46	FLUSHING ANY PARTS OF THE FUEL SYSTEM THAT WAS CONTAMINATED IS NOT RECOMMENDED
09/27/2010	12:09	P1 SPOKE TO DAPHNE, VEHICLE IS WAITING ON BACKORDERED FUEL TANK.
10/08/2010	11:24	INSTALLED TANK ,TEST DROVE VEHICLE WORKIN TO SPEC'S.
10/08/2010	16:50	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
10/08/2010	16:50	ISSUE UPDATED

Consultant's Closing Comments		
INSTALLED TANK ,TEST DROVE VEHICLE WORKIN TO SPEC'S.		

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
645773	JETTA	2009	3VWRL71K49M [REDACTED]	45239	2045	09/16/2010	United States

Workshop Finding
n/a

Activity Date	Activity Time	Activity Comments
09/16/2010	18:22	ISSUE OPENED BY DEALERSHIP
09/16/2010	18:22	VEH DIE WHILE PULLING INTO PARKING LOT,VEH WONT START,CRANKS,CK GFF,1DTC DETECTED P0087FUEL PRSSURE TOO LOW,CK FUEL PUMPS POWER,OK,CK FUEL FOR CONTAMINATION,FOUND METAL DEBRIS AT FUEL,CK FOR TECHNICAL BULLETINS,FOUND T.B.#01-10-11,STATES TO CK FUEL AND IF METAL DEBRIIS FOUND TO CONTACT TECH LINE.
09/16/2010	18:26	CUSTOMER COMMENTS: VEH DIE WHILE PULLING INTO PARKING LOT,VEH WONT START,CRANKS,CK GFF,1DTC DETECTED P0087FUEL PRSSURE TOO LOW,CK FUEL PUMPS POWER,OK,CK FUEL FOR CONTAMINATION,FOUND METAL DEBRIS AT FUEL,CK FOR TECHNICAL BULLETINS,FOUND T.B.#01-10-11,STATES TO CK FUEL AND IF METAL DEBRIIS FOUND TO CONTACT TECH LINE.
09/16/2010	18:26	TECH STATES METAL IN FUEL SYSTEM. PLEASE DO NOT DRAIN THE FUEL TANK UNTIL FUEL SAMPLE CONTAINERS HAVE ARRIVED FROM VW. FUEL CONTAINERS WILL TAKE 1-2 DAYS TO ARRIVE TO THE DEALER. PLEASE REPLACE THE FOLLOWING COMPONENTS> 03L 130 321-(LINE), 03L 130 301-(PRESSURE LINE), 03L 130 089-(RAIL), 5N0 130 307G-(LINE), 1K0 127 400F-(FILTER), 03L 130 235K-(RETURN LINE), 03L 130 277A-(INJECTORS), 03L 130 301R-(PRESSURE LINE), 03L 130 301B-(PRESSURE LINE), 03L 130 301C-(PRESSURE LINE), 1K0 201 060 GP-(FUEL TANK), 5N0 906 129B-(AUXILIARY PUMP), 03L 130 755 A-(HIGH PRESSURE PUMP), 1K0 919 050 J-(IN TANK FUEL PUMP). PLEASE CONSULT ETKA FOR THE LATEST PART # ON ALL COMPONENTS. ANY LINE THAT IS NOT REPLACED IN THIS PROCEDURE MUST BE THOROUGHLY CLEANED. IF YOU CANNOT ADEQUATELY CLEAN THE LINE/FITTING, PLEASE REPLACE IT ALSO. PLEASE FOLLOW ELSA WEB'S PROCEDURE FOR PRIMING THE FUEL SYSTEM. IF THE GF TEST PLAN DOES NOT SHOW UP, GO INTO VSD, ENGINE ELECTRONICS, BASIC SETTINGS, 35 AND RUN THIS TEST 3 TIMES.
09/16/2010	18:29	ISSUE SENT TO DEALERSHIP
09/23/2010	13:28	LEWIS IN SERVICE STATED THEY ARE WAITING ON BACK ORDERED PARTS FUEL TANK AND SAMPLE CONTAINER. P1
09/28/2010	17:06	D2 LEWIS STATED THE TECH IS WORKING ON THE CAR, THANKS FOR THE UPDATE, IF MORE HELP IS NEEDED PLEASE CONTACT THE HELPLINE
10/05/2010	16:56	PARTS FOR FUEL SYSTEM,CK VEH,NO FAULTS DETECTED,THANK YOU FOR YOUR ASSISTANCE.
10/05/2010	17:03	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
10/05/2010	17:03	ISSUE UPDATED

Consultant's Closing Comments
REPLACED FUEL SYSTEM.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
646106	JETTA	2009	3VWRL71K29M [REDACTED]	32622	2463	09/17/2010	United States

Workshop Finding

THERE IS NO DETERIORATION OF THE STYROFOAM CUP AFTER THE FUEL SAT IN IT OVER NIGHT.

Activity Date	Activity Time	Activity Comments
09/17/2010	14:18	C/S VEHICLE LOST ALL POWER WHILE DRIVING AND CHECK ENGINE LIGHT TURNED ON. VERIFIED CONCERN, VEHICLE WILL NOT START, REMOVED VALVE ON HIGH PRESSURE PUMP AND FOUND METAL SHAVINGS IN FUEL SYSTEM. SEE PHOTOS PLEASE ADVISE.
09/17/2010	14:18	ISSUE OPENED BY DEALERSHIP
09/17/2010	14:24	CUSTOMER COMMENTS: CUSTOMER STATES VEHICLE LOST ALL POWER WHILE DRIVING AND CHECK ENGINE LIGHT TURNED ON. VERIFIED CONCERN, VEHICLE WILL NOT START, REMOVED VALVE ON HIGH PRESSURE PUMP AND FOUND METAL SHAVINGS IN FUEL SYSTEM. SEE PHOTOS PLEASE ADVISE.
09/17/2010	14:24	PLEASE DO NOT DRAIN THE FUEL TANK UNTIL FUEL SAMPLE CONTAINERS HAVE ARRIVED FROM VW. FUEL CONTAINERS WILL TAKE 1-2 DAYS TO ARRIVE TO THE DEALER. PLEASE REPLACE THE FOLLOWING COMPONENTS> 03L 130 321-(LINE), 03L 130 301-(PRESSURE LINE), 03L 130 089-(RAIL), 5N0 130 307G-(LINE), 1K0 127 400F-(FILTER), 03L 130 235K-(RETURN LINE), 03L 130 277A-(INJECTORS), 03L 130 301R-(PRESSURE LINE), 03L 130 301B-(PRESSURE LINE), 03L 130 301C-(PRESSURE LINE), 1K0 201 060 GP-(FUEL TANK), 5N0 906 129B-(AUXILIARY PUMP), 03L 130 755 A-(HIGH PRESSURE PUMP), 1K0 919 050 J-(IN TANK FUEL PUMP). PLEASE CONSULT ETKA FOR THE LATEST PART # ON ALL COMPONENTS. ANY LINE THAT IS NOT REPLACED IN THIS PROCEDURE MUST BE THOROUGHLY CLEANED. IF YOU CANNOT ADEQUATELY CLEAN THE LINE/FITTING, PLEASE REPLACE IT ALSO. PLEASE FOLLOW ELSA WEB'S PROCEDURE FOR PRIMING THE FUEL SYSTEM. IF THE GF TEST PLAN DOES NOT SHOW UP, GO INTO VSD, ENGINE ELECTRONICS, BASIC SETTINGS, 35 AND RUN THIS TEST 3 TIMES.
09/17/2010	14:24	WORKSHOP FINDINGS: THERE IS NO DETERIORATION OF THE STYROFOAM CUP AFTER THE FUEL SAT IN IT OVER NIGHT.
09/24/2010	19:56	SPOKE WITH VALRIE IN VW SERVICE TRANSFERD TO STEVE WAS UNABLE TO GET A STAUTS OF A VTA TICKET D2
09/27/2010	12:22	STILL WAITING ON PARTS
09/27/2010	13:02	THANK YOU FOR UPDATING THE TICKET. IF YOU ARE STILL IN NEED OF TECHNICAL ASSISTANCE PLEASE CALL INTO THE HELPLINE AT 800-678-2389. IF THE CAR IS LEAVING THE DEALERSHIP, PLEASE CLOSE THE TICKET WITH A RESOLUTION.
09/30/2010	11:56	REPLACED FUEL SYSTEM VERIFIED REPAIR
09/30/2010	12:01	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
09/30/2010	12:01	ISSUE UPDATED

Consultant's Closing Comments

REPLACED FUEL SYSTEM VERIFIED REPAIR

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
646628	JETTA	2009	3VWRL71K89M	44772	2463	09/20/2010	United States

Workshop Finding

TOW IN,STALLED WHILE DRIVING AND NO START,DTC'S P0191 FUEL RAIL PRESSURE SENSOR A RANGE/PERFORMANCE AND P0087 FUEL RAIL /SYSTEM PRESSURE-TOO LOW STATIC,,,,ATCH VAS PRINT OUT AND PHOTOS TAKE IT BY SHOP FOREMAN,FUEL SAMPLE ALREADY TESTED IN FOAM CUP AND WON'T DETERIORATE AND WON'T SEPARATE IN GLASS CONTAINER,,,,MAIN QUESTION VEHICLE HAVE 44772MI ADVISOR VERIFY THAT HAVE POWER TRAIN COVERAGE UP TO 60K IT IS WARRANTY REPAIR?

Activity Date	Activity Time	Activity Comments
09/20/2010	12:34	GOOD MORNING THIS ANOTHER TDI CASE,TOW IN,STALLED WHILE DRIVING AND NO START,DTC'S P0191 FUEL RAIL PRESSURE SENSOR A RANGE/PERFORMANCE AND P0087 FUEL RAIL /SYSTEM PRESSURE-TOO LOW STATIC,,,,ATCH VAS PRINT OUT AND PHOTOS TAKE IT BY SHOP FOREMAN,FUEL SAMPLE ALREADY TESTED IN FOAM CUP AND WON'T DETERIORATE AND WON'T SEPARATE IN GLASS CONTAINER,,,,MAIN QUESTION VEHICLE HAVE 44772MI ADVISOR VERIFY THAT HAVE POWER TRAIN COVERAGE UP TO 60K IT IS WARRANTY REPAIR?
09/20/2010	12:34	ISSUE OPENED BY DEALERSHIP
09/20/2010	17:28	CUSTOMER COMMENTS: GOOD MORNING THIS ANOTHER TDI CASE.
09/20/2010	17:28	PLEASE DO NOT DRAIN THE FUEL TANK UNTIL FUEL SAMPLE CONTAINERS HAVE ARRIVED FROM VW. FUEL CONTAINERS WILL TAKE 1-2 DAYS TO ARRIVE TO THE DEALER. PLEASE PROCEED WITH REPAIRS WHILE WAITING FOR THE FUEL SAMPLE CONTAINERS TO ARRIVE. LEAVE FUEL SAMPLE INSIDE THE VEHICLE FUEL TANK UNTIL THE CONTAINERS HAVE ARRIVED. PLEASE REPLACE THE FOLLOWING COMPONENTS> 03L 130 321-(LINE), 03L 130 301-(PRESSURE LINE), 03L 130 089-(RAIL), 5N0 130 307G-(LINE), 1K0 127 400F-(FILTER), 03L 130 235K-(RETURN LINE), 03L 130 277A-(INJECTORS), 03L 130 301R-(PRESSURE LINE), 03L 130 301B-(PRESSURE LINE), 03L 130 301C-(PRESSURE LINE), 1K0 201 060 GP-(FUEL TANK), 5N0 906 129B-(AUXILIARY PUMP), 03L 130 755 A-(HIGH PRESSURE PUMP), 1K0 919 050 J-(IN TANK FUEL PUMP). PLEASE CONSULT ETKA FOR THE LATEST PART # ON ALL COMPONENTS. ANY LINE THAT IS NOT REPLACED IN THIS PROCEDURE MUST BE THOROUGHLY CLEANED. IF YOU CANNOT ADEQUATELY CLEAN THE LINE/FITTING, PLEASE REPLACE IT ALSO. PLEASE FOLLOW ELSA WEB'S PROCEDURE FOR PRIMING THE FUEL SYSTEM. IF THE GF TEST PLAN DOES NOT SHOW UP, GO INTO VSD, ENGINE ELECTRONICS, BASIC SETTINGS, 35 AND RUN THIS TEST 3 TIMES.
09/20/2010	17:28	WORKSHOP FINDINGS: TOW IN,STALLED WHILE DRIVING AND NO START,DTC'S P0191 FUEL RAIL PRESSURE SENSOR A RANGE/PERFORMANCE AND P0087 FUEL RAIL /SYSTEM PRESSURE-TOO LOW STATIC,,,,ATCH VAS PRINT OUT AND PHOTOS TAKE IT BY SHOP FOREMAN,FUEL SAMPLE ALREADY TESTED IN FOAM CUP AND WON'T DETERIORATE AND WON'T SEPARATE IN GLASS CONTAINER,,,,MAIN QUESTION VEHICLE HAVE 44772MI ADVISOR VERIFY THAT HAVE POWER TRAIN COVERAGE UP TO 60K IT IS WARRANTY REPAIR?
09/24/2010	17:57	WAITING FOR FUEL SAMPLE CONTAINERS NOT ARRIVED YET FRIDAY 24TH
09/24/2010	18:03	THANK YOU FOR UPDATING THE TICKET. IF YOU ARE STILL IN NEED OF TECHNICAL ASSISTANCE OR DISCUSSION, PLEASE CALL INTO THE HELPLINE AT 800-678-2389.
09/27/2010	09:55	STILL WAITING FOR FUEL SAMPLE CONTAINERS 09/27/10,WILL UPDATE TOMORROW
09/27/2010	15:25	THANK YOU FOR UPDATING THE TICKET. IF YOU ARE STILL IN NEED OF TECHNICAL ASSISTANCE OR DISCUSSION, PLEASE CALL INTO THE HELPLINE AT 800-678-2389
09/27/2010	15:26	P2 ~ STANDARD PARTS ORDER PER UPDATE TO DAY BY FERNANDO AGUILAR
09/29/2010	09:19	JUST RECEIVE KIT,I WILL ADVISE WHEN I SEND IT BACK
09/29/2010	17:12	THANK YOU FOR UPDATING THE TICKET. IF YOU ARE STILL IN NEED OF TECHNICAL ASSISTANCE OR DISCUSSION, PLEASE CALL INTO THE HELPLINE AT 800-678-2389.
09/30/2010	17:59	P2 RAROEDO STATED PARTS ARE ON ORDERED, PLEASE PROVIDE A SALE DOC #
10/01/2010	16:43	FUEL SAMPLE FILL AND PACKAGE SEAL UP,PART DEPT. WILL SEND IT TODAY,THANKS
10/01/2010	17:32	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
10/01/2010	17:32	ISSUE UPDATED

Consultant's Closing Comments

REPLACED THE DIESEL FUEL SYSTEM.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
646871	JETTA	2009	3VWRL71K69M [REDACTED]	29609	2463	09/20/2010	United States

Workshop Finding
n/a

Activity Date	Activity Time	Activity Comments
09/20/2010	16:21	ISSUE OPENED BY DEALERSHIP
09/20/2010	16:21	VEHICLE WAS FILLED WITH GASOLINE, AND WAS RAN UNTILL ENGINE STOPPED. INJECTION PUMP HAS METAL SHARDS IN IT.
09/20/2010	16:29	CUSTOMER COMMENTS: VEHICLE WAS FILLED WITH GASOLINE, AND WAS RAN UNTILL ENGINE STOPPED. INJECTION PUMP HAS METAL SHARDS IN IT.
09/20/2010	16:29	PLEASE REPLACE THE FOLLOWING COMPONENTS> 03L 130 321-(LINE), 03L 130 301-(PRESSURE LINE), 03L 130 089-(RAIL), 5N0 130 307G-(LINE), 1K0 127 400F-(FILTER), 03L 130 235K-(RETURN LINE), 03L 130 277A-(INJECTORS), 03L 130 301R-(PRESSURE LINE), 03L 130 301B-(PRESSURE LINE), 03L 130 301C-(PRESSURE LINE), 1K0 201 060 GP-(FUEL TANK), 5N0 906 129B-(AUXILIARY PUMP), 03L 130 755 A-(HIGH PRESSURE PUMP), 1K0 919 050 J-(IN TANK FUEL PUMP). PLEASE CONSULT ETKA FOR THE LATEST PART # ON ALL COMPONENTS. ANY LINE THAT IS NOT REPLACED IN THIS PROCEDURE MUST BE THOROUGHLY CLEANED. IF YOU CANNOT ADEQUATELY CLEAN THE LINE/FITTING, PLEASE REPLACE IT ALSO. PLEASE FOLLOW ELSA WEB'S PROCEDURE FOR PRIMING THE FUEL SYSTEM. IF THE GF TEST PLAN DOES NOT SHOW UP, GO INTO VSD, ENGINE ELECTRONICS, BASIC SETTINGS, 35 AND RUN THIS TEST 3 TIMES.
09/27/2010	13:21	TRIED TO CALL FOR A UPDATE BUT ONLY GOT A VOICE MAIL BOX
09/27/2010	13:30	SPOKE TO MATT IN SERVICE AND THE CAR IS STILL HOLDING ON PARTS.....P2
09/27/2010	14:47	ORDERED ALL CORRESPONDING FUEL COMPONENTS TO FIX VEHICLE
09/27/2010	15:53	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
09/27/2010	15:53	ISSUE UPDATED

Consultant's Closing Comments
ORDERED ALL CORRESPONDING FUEL COMPONENTS TO FIX VEHICLE

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
647490	JETTA	2010	3VWRL7AJ2AM [REDACTED]	24526	2463	09/21/2010	United States

Workshop Finding

n/a

Activity Date	Activity Time	Activity Comments
09/21/2010	16:49	CUSTOMER STATES AFTER GETTING GAS VEHICLE STALLED OUT.HAD FUEL PRESSURE FAULT. FOUND GAS IN FUEL REMOVED FUEL FILTER AND HAS METAL WHAT ALL NEEDS TO BE REPLACED
09/21/2010	16:49	ISSUE OPENED BY DEALERSHIP
09/21/2010	16:52	CUSTOMER COMMENTS: CUSTOMER STATES AFTER GETTING GAS VEHICLE STALLED OUT.HAD FUEL PRESSURE FAULT. FOUND GAS IN FUEL REMOVED FUEL FILTER AND HAS METAL WHAT ALL NEEDS TO BE REPLACED
09/21/2010	16:52	PLEASE REPLACE THE FOLLOWING COMPONENTS> 03L 130 321-(LINE), 03L 130 301-(PRESSURE LINE), 03L 130 089-(RAIL), 5N0 130 307G-(LINE), 1K0 127 400F-(FILTER), 03L 130 235K-(RETURN LINE), 03L 130 277A-(INJECTORS), 03L 130 301R-(PRESSURE LINE), 03L 130 301B-(PRESSURE LINE), 03L 130 301C-(PRESSURE LINE), 1K0 201 060 GP-(FUEL TANK), 5N0 906 129B-(AUXILIARY PUMP), 03L 130 755 A-(HIGH PRESSURE PUMP), 1K0 919 050 J-(IN TANK FUEL PUMP). PLEASE CONSULT ETKA FOR THE LATEST PART # ON ALL COMPONENTS. ANY LINE THAT IS NOT REPLACED IN THIS PROCEDURE MUST BE THOROUGHLY CLEANED. IF YOU CANNOT ADEQUATELY CLEAN THE LINE/FITTING, PLEASE REPLACE IT ALSO. PLEASE FOLLOW ELSA WEB'S PROCEDURE FOR PRIMING THE FUEL SYSTEM. IF THE GF TEST PLAN DOES NOT SHOW UP, GO INTO VSD, ENGINE ELECTRONICS, BASIC SETTINGS, 35 AND RUN THIS TEST 3 TIMES.
09/21/2010	17:21	THANKS FOR THE PART NUMBERS.WILL UPDATE TOMMOROW WITH WHAT THE CUSTOMER DECIDES
09/22/2010	09:29	THANKS, KEEP US POSTED. BE SURE TO CLOSE THE VTA WHEN COMPLETE, OR CALL BACK INTO THE HELPLINE FOR FURTHER ASSISTANCE.
09/24/2010	11:46	WAITING ON INSURANCE COMPANY.PARTS ON ORDER INSURANCE IS PAYING FOR THE REPAIRS AND THANKS FOR THE PARTS LIST THAT HELPS OUT A BUNCH
09/24/2010	16:33	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
09/24/2010	16:33	ISSUE UPDATED

Consultant's Closing Comments

WAITING ON INSURANCE COMPANY.PARTS ON ORDER INSURANCE IS PAYING FOR THE REPAIRS AND THANKS FOR THE PARTS LIST THAT HELPS OUT A BUNCH

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
648680	JETTA	2010	3VWTL8AJ0AM [REDACTED]	7426	2374	09/23/2010	United States

Workshop Finding

EXTREME AMOUNTS OF METAL, REMOVED FILTER TOP AND METAL PRESENT. FUEL SMELLS LIKE GAS, PUT IN FOAM CUP BUT DIDNT MELT. PROVIDED PICS OF REGULAR DIESEL AND FUEL FROM CAR VERY YELLOW IN COLOR. PLEASE ADVISE

Activity Date	Activity Time	Activity Comments
09/23/2010	16:38	CAR DIED WILL NOT START TOWED IN. REMOVED SENSOR ON TOP OF HIGH PRESSURE PUMP AND FOUND EXTREME AMOUNTS OF METAL, REMOVED FILTER TOP AND METAL PRESENT. FUEL SMELLS LIKE GAS, PUT IN FOAM CUP BUT DIDNT MELT. PROVIDED PICS OF REGULAR DIESEL AND FUEL FROM CAR VERY YELLOW IN COLOR. PLEASE ADVISE
09/23/2010	16:38	ISSUE OPENED BY DEALERSHIP
09/23/2010	16:42	CUSTOMER COMMENTS: CAR DIED WILL NOT START TOWED IN. REMOVED SENSOR ON TOP OF HIGH PRESSURE PUMP AND FOUND
09/23/2010	16:42	? PLEASE CLEAN THE HIGH PRESSURE PUMP NEAR THE N290 FUEL METERING VALVE. AFTER CLEANING, SPRAY DOWN WITH COMPRESSED AIR TO REMOVE ALL DEBRIS. REMOVE THE N290 AND INSPECT FOR METAL SHAVINGS. IF METAL SHAVINGS ARE FOUND, TAKE A FUEL SAMPLE AND PUT SOME FUEL INTO A CLEAN STYROFOAM CUP. AFTER FIFTEEN MINUTES, CHECK THE CUP FOR DETERIORATION. PLEASE UPDATE THE TICKET WITH RESULTS AND PICTURES AND CALL US BACK WITH THESE RESULTS. PLEASE DO NOT DRAIN THE FUEL TANK UNTIL FUEL SAMPLE CONTAINERS HAVE ARRIVED FROM VW. FUEL CONTAINERS WILL TAKE 1-2 DAYS TO ARRIVE TO THE DEALER. 2.0LTDI ? PLEASE REPLACE THE FOLLOWING COMPONENTS> 03L 130 321-(LINE), 03L 130 301-(PRESSURE LINE), 03L 130 089-(RAIL), 5N0 130 307G-(LINE), 1K0 127 400F-(FILTER), 03L 130 235K-(RETURN LINE), 03L 130 277A-(INJECTORS), 03L 130 301R-(PRESSURE LINE), 03L 130 301B-(PRESSURE LINE), 03L 130 301C-(PRESSURE LINE), 1K0 201 060 GP-(FUEL TANK), 5N0 906 129B-(AUXILIARY PUMP), 03L 130 755 A-(HIGH PRESSURE PUMP), 1K0 919 050 J-(IN TANK FUEL PUMP). PLEASE CONSULT ETKA FOR THE LATEST PART # ON ALL COMPONENTS. ANY LINE THAT IS NOT REPLACED IN THIS PROCEDURE MUST BE THOROUGHLY CLEANED. IF YOU CANNOT ADEQUATELY CLEAN THE LINE/FITTING, PLEASE REPLACE IT ALSO. PLEASE FOLLOW ELSA WEB'S PROCEDURE FOR PRIMING THE FUEL SYSTEM. IF THE GF TEST PLAN DOES NOT SHOW UP, GO INTO VSD, ENGINE ELECTRONICS, BASIC SETTINGS, 35 AND RUN THIS TEST 3 TIMES
09/23/2010	16:42	WORKSHOP FINDINGS: EXTREME AMOUNTS OF METAL, REMOVED FILTER TOP AND METAL PRESENT. FUEL SMELLS LIKE GAS, PUT IN FOAM CUP BUT DIDNT MELT. PROVIDED PICS OF REGULAR DIESEL AND FUEL FROM CAR VERY YELLOW IN COLOR. PLEASE ADVISE
09/29/2010	12:21	PAUL FEENEY CAME OUT YESTERDAY AND INSPECTED CAR, CHECKED PRODUCTION DATE ON HIGH PRESSURE PUMP(1008), TOLD TO REPLACE ENTIRE FUEL SYSTEM. FUEL SAMPLE WILL BE SENT TODAY
09/29/2010	18:10	THANK YOU FOR UPDATING THE VTA PLEASE CALL BACK IF FURTHER ASSISTANCE IS NEEDED.
09/30/2010	11:50	FUEL CONTAINERS HAVE ARRIVED AND SAMPLES HAVE BEEN TAKEN, WHERE ARE THEY TO BE SHIPPED TO? THANK YOU
09/30/2010	14:37	THANK YOU FOR UPDATING THE VTA PLEASE CALL BACK IF FURTHER ASSISTANCE IS NEEDED.
09/30/2010	14:42	D2 PER THE TICKET UPDATE THE CAR IS STILL BEING WORKED ON...D2
10/06/2010	16:31	PARTS HAVE BEEN ORDERED, WAITING ARIVAL
10/07/2010	14:37	P1. THANK YOU FOR UPDATING THE VTA TICKET. IF YOU ARE IN NEED OF FURTHER TECHNICAL ASSISTANCE, PLEASE CALL US BACK AT 800-678-2389.
10/16/2010	14:16	REPLACED ENTIRE FUEL SYSTEM, ALL NOW OPERATING TO SPEC
10/16/2010	16:25	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
10/16/2010	16:25	ISSUE UPDATED

Consultant's Closing Comments

REPLACED ENTIRE FUEL SYSTEM

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
648886	JETTA	2010	3VWAL7AJ5AM [REDACTED]	12030	2045	09/24/2010	United States

Workshop Finding

n/a

Activity Date	Activity Time	Activity Comments
09/24/2010	10:35	CUSTOMERS STATES MIL LIGHT IS ON AND VEHICLE ENGINE STALLS. VEHICLE WILL NOT START AND INTERROGATED FAULT MEMORY, FOUND FAULTS STORED FOR LOW FUEL PRESSURE AND FOLLOWED TB 01-10-11. FOUND A LOT OF METAL DEBRIS INSIDE FUEL FILTER HOUSING.
09/24/2010	10:35	ISSUE OPENED BY DEALERSHIP
09/24/2010	10:42	CUSTOMER COMMENTS: CUSTOMERS STATES MIL LIGHT IS ON AND VEHICLE ENGINE STALLS. VEHICLE WILL NOT START AND INTERROGATED FAULT MEMORY, FOUND FAULTS STORED FOR LOW FUEL PRESSURE AND FOLLOWED TB 01-10-11. FOUND A LOT OF METAL DEBRIS INSIDE FUEL FILTER HOUSING.
09/24/2010	10:42	PLEASE DO NOT DRAIN THE FUEL TANK UNTIL FUEL SAMPLE CONTAINERS HAVE ARRIVED FROM VW. FUEL CONTAINERS WILL TAKE 1-2 DAYS TO ARRIVE TO THE DEALER.
09/24/2010	10:42	PLEASE REPLACE THE FOLLOWING COMPONENTS> 03L 130 321-(LINE), 03L 130 301-(PRESSURE LINE), 03L 130 089-(RAIL), 5N0 130 307G-(LINE), 1K0 127 400F-(FILTER), 03L 130 235K-(RETURN LINE), 03L 130 277A-(INJECTORS), 03L 130 301R-(PRESSURE LINE), 03L 130 301B-(PRESSURE LINE), 03L 130 301C-(PRESSURE LINE), 1K0 201 060 GP-(FUEL TANK), 5N0 906 129B-(AUXILIARY PUMP), 03L 130 755 A-(HIGH PRESSURE PUMP), 1K0 919 050 J-(IN TANK FUEL PUMP). PLEASE CONSULT ETKA FOR THE LATEST PART # ON ALL COMPONENTS. ANY LINE THAT IS NOT REPLACED IN THIS PROCEDURE MUST BE THOROUGHLY CLEANED. IF YOU CANNOT ADEQUATELY CLEAN THE LINE/FITTING, PLEASE REPLACE IT ALSO. PLEASE FOLLOW ELSA WEB'S PROCEDURE FOR PRIMING THE FUEL SYSTEM. IF THE GF TEST PLAN DOES NOT SHOW UP, GO INTO VSD, ENGINE ELECTRONICS, BASIC SETTINGS, 35 AND RUN THIS TEST 3 TIMES
09/24/2010	10:42	TECH STATED CAR WASN'T MISFUELED
09/28/2010	13:05	EXAMINED FUEL FILTER AND FOUND RUST IN FUEL FILTER HOSUING. NO PARTS HAVE BEEN ORDERED YET.
09/28/2010	13:10	PLEASE TAKE A FUEL SAMPLE AND PLACE IT IN A STYROFOAM CUP FOR 15 MINUTES. PLEASE TAKE PICTURES OF THE CUP AND THE METAL IN THE FUEL SYSTEM AND ATTACH THE PICTURES TO THE VTA. THANKS.
09/28/2010	13:50	ATTACHED PHOTOGRAPHS AND OBTAINED FUEL SAMPLE. STYROFOAM CUP IS STILL TOGETHER AFTER 15 MINS AND IT DOESNT APPEAR THAT ANY GAS IS IN SYSTEM. DIESEL SAMPLE IN CLEAR BOTTLE HAS SEPARATED WATER FROM DIESEL.
09/28/2010	13:59	ADVISED TECH THAT I WOULD FORWARD THE INFORMATION TO PRODUCT SUPPORT AND CALL BACK TO PHONE NUMBER 1-609-635-2439.
09/28/2010	14:08	PLEASE REPLACE THE FOLLOWING COMPONENTS> 03L 130 321-(LINE), 03L 130 301-(PRESSURE LINE), 03L 130 089-(RAIL), 5N0 130 307G-(LINE), 1K0 127 400F-(FILTER), 03L 130 235K-(RETURN LINE), 03L 130 277A-(INJECTORS), 03L 130 301R-(PRESSURE LINE), 03L 130 301B-(PRESSURE LINE), 03L 130 301C-(PRESSURE LINE), 1K0 201 060 GP-(FUEL TANK), 5N0 906 129B-(AUXILIARY PUMP), 03L 130 755 A-(HIGH PRESSURE PUMP), 1K0 919 050 J-(IN TANK FUEL PUMP). PLEASE CONSULT ETKA FOR THE LATEST PART # ON ALL COMPONENTS. ANY LINE THAT IS NOT REPLACED IN THIS PROCEDURE MUST BE THOROUGHLY CLEANED. IF YOU CANNOT ADEQUATELY CLEAN THE LINE/FITTING, PLEASE REPLACE IT ALSO. PLEASE FOLLOW ELSA WEB'S PROCEDURE FOR PRIMING THE FUEL SYSTEM. IF THE GF TEST PLAN DOES NOT SHOW UP, GO INTO VSD, ENGINE ELECTRONICS, BASIC SETTINGS, 35 AND RUN THIS TEST 3 TIMES
10/01/2010	10:51	SPOKE WITH KENNETH IN SERVICE. THE VEHICLE IS WAITING ON PARTS AT THIS TIME. TECH TO CLOSE THE VTA ONCE THE VEHICLE IS REPAIRED. THANK YOU. P2.
10/06/2010	14:24	SPOKE WITH KENNETH. HE STATED THEY ARE STILL WAITING ON PARTS. ADVISED TO PLEASE CLOSE OUT THE VTA TICKET ONCE THE REPAIR HAS BEEN COMPLETED. P2
10/11/2010	11:00	REPAIRED VEHICLE SUCCESSFULLY AND VEHICLE IS NOW GONE, THANK YOU.
10/11/2010	17:58	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
10/11/2010	17:58	ISSUE UPDATED

Consultant's Closing Comments

REPALCE THE FUEL SYATEM

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
648921	JETTA	2010	3VWPL7AJ7AM [REDACTED]	7375	2338	09/24/2010	United States

Workshop Finding
CEL-0N

Activity Date	Activity Time	Activity Comments
09/24/2010	11:08	ISSUE OPENED BY DEALERSHIP
09/24/2010	11:08	VEHICLE TOWED TO SHOP. QUIT WHILE DRIVING. P0087 STORED. INSPECTED FUEL FILTER AND FOUND METAL ON TOP. REMOVED METERING VALVE AND FOUND ALOT OF METAL.
09/24/2010	12:46	CUSTOMER COMMENTS: VEHICLE TOWED TO SHOP. QUIT WHILE DRIVING. P0087 STORED. INSPECTED FUEL FILTER AND FOUND METAL ON TOP. REMOVED METERING VALVE AND FOUND ALOT OF METAL.
09/24/2010	12:46	PLEASE DO NOT DRAIN THE FUEL TANK UNTIL FUEL SAMPLE CONTAINERS HAVE ARRIVED FROM VW. FUEL CONTAINERS WILL TAKE 1-2 DAYS TO ARRIVE TO THE DEALER.
09/24/2010	12:46	TECH STATED THE FUEL DOSN'T SMELL LIKE GAS
09/24/2010	12:46	WORKSHOP FINDINGS: CEL-0N
09/24/2010	12:47	PLEASE REPLACE THE FOLLOWING COMPONENTS> 03L 130 321-(LINE), 03L 130 301-(PRESSURE LINE), 03L 130 089-(RAIL), 5N0 130 307G-(LINE), 1K0 127 400F-(FILTER), 03L 130 235K-(RETURN LINE), 03L 130 277A-(INJECTORS), 03L 130 301R-(PRESSURE LINE), 03L 130 301B-(PRESSURE LINE), 03L 130 301C-(PRESSURE LINE), 1K0 201 060 GP-(FUEL TANK), 5N0 906 129B-(AUXILIARY PUMP), 03L 130 755 A-(HIGH PRESSURE PUMP), 1K0 919 050 J-(IN TANK FUEL PUMP). PLEASE CONSULT ETKA FOR THE LATEST PART # ON ALL COMPONENTS. ANY LINE THAT IS NOT REPLACED IN THIS PROCEDURE MUST BE THOROUGHLY CLEANED. IF YOU CANNOT ADEQUATELY CLEAN THE LINE/FITTING, PLEASE REPLACE IT ALSO. PLEASE FOLLOW ELSA WEB'S PROCEDURE FOR PRIMING THE FUEL SYSTEM. IF THE GF TEST PLAN DOES NOT SHOW UP, GO INTO VSD, ENGINE ELECTRONICS, BASIC SETTINGS, 35 AND RUN THIS TEST 3 TIMES
09/28/2010	14:43	ADVISED TECH TO SHIP CONTAIN AS LONG AS IT NOT LEAKING I FIT IS CONTINUE WITH THE REPAIRS
09/28/2010	15:15	ISSUE SENT TO DEALERSHIP
09/28/2010	15:15	ISSUE UPDATED
09/28/2010	21:03	VEHICLE NEEDS FUEL SYSTEM. SENT FUEL FOR OUTSIDE TESTING. WAITING FOR RESPONSE BEFORE APROVING REPAIRS.
09/29/2010	20:55	FUEL BEING TESTED.WAITING FOR RESULTS.
09/29/2010	20:55	ISSUE UPDATED
10/01/2010	18:59	FUEL TEST OK. DEALER ORDERED COMPLETE FUEL SYSTEM.
10/07/2010	16:32	ISSUE UPDATED
10/07/2010	16:32	PARTS ON ORDER.
10/08/2010	09:50	PERFORMED REPAIRS AS OUTLINED. REPAIRS VERIFIED.
10/08/2010	20:05	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
10/08/2010	20:05	ISSUE UPDATED

Consultant's Closing Comments
DEALER INSTALLED COMPLETE FUEL SYSTEM.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
649462	JETTA	2009	3VWRL71K19M [REDACTED]	22184	2010	09/27/2010	United States

Workshop Finding

FOLLOWED TB 01-10-11 AND FOUND METAL DEBRIS IN THE FUEL FILTER.

Activity Date	Activity Time	Activity Comments
09/27/2010	08:35	CUSTOMER STATES GLOW PLUG LIGHT STARTED FLASHING ,CAR LOST POWER STALLED OUT CUSTOMER DISCONNECTED BATTERY.
09/27/2010	08:35	ISSUE OPENED BY DEALERSHIP
09/27/2010	08:55	CUSTOMER COMMENTS: CUSTOMER STATES GLOW PLUG LIGHT STARTED FLASHING ,CAR LOST POWER STALLED OUT CUSTOMER DISCONNECTED BATTERY.
09/27/2010	08:55	SHAWN: PLEASE DO NOT DRAIN THE FUEL TANK UNTIL FUEL SAMPLE CONTAINERS HAVE ARRIVED FROM VW. FUEL CONTAINERS WILL TAKE 1-2 DAYS TO ARRIVE TO THE DEALER. PLEASE PROCEED WITH REPAIRS WHILE WAITING FOR THE FUEL SAMPLE CONTAINERS TO ARRIVE. LEAVE FUEL SAMPLE INSIDE THE VEHICLE FUEL TANK UNTIL THE CONTAINERS HAVE ARRIVED. PLEASE REPLACE THE FOLLOWING COMPONENTS> 03L 130 321-(LINE), 03L 130 301-(PRESSURE LINE), 03L 130 089-(RAIL), 5N0 130 307G-(LINE), 1K0 127 400F-(FILTER), 03L 130 235K-(RETURN LINE), 03L 130 277A-(INJECTORS), 03L 130 301R-(PRESSURE LINE), 03L 130 301B-(PRESSURE LINE), 03L 130 301C-(PRESSURE LINE), 1K0 201 060 GP-(FUEL TANK), 5N0 906 129B-(AUXILIARY PUMP), 03L 130 755 A-(HIGH PRESSURE PUMP), 1K0 919 050 J-(IN TANK FUEL PUMP). PLEASE CONSULT ETKA FOR THE LATEST PART # ON ALL COMPONENTS. ANY LINE THAT IS NOT REPLACED IN THIS PROCEDURE MUST BE THOROUGHLY CLEANED. IF YOU CANNOT ADEQUATELY CLEAN THE LINE/FITTING, PLEASE REPLACE IT ALSO. PLEASE FOLLOW ELSA WEB'S PROCEDURE FOR PRIMING THE FUEL SYSTEM. IF THE GF TEST PLAN DOES NOT SHOW UP, GO INTO VSD, ENGINE ELECTRONICS, BASIC SETTINGS, 35 AND RUN THIS TEST 3 TIMES.
09/27/2010	08:55	WORKSHOP FINDINGS: FOLLOWED TB 01-10-11 AND FOUND METAL DEBRIS IN THE FUEL FILTER.
10/04/2010	15:10	PARTS ORDERED GAS TANK IS ON BACK ORDER.
10/04/2010	16:55	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
10/04/2010	16:55	ISSUE UPDATED

Consultant's Closing Comments

PARTS ORDERED GAS TANK IS ON BACK ORDER.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
649643	JETTA	2009	3VWRL71K09M [REDACTED]	18951	2463	09/27/2010	United States

Workshop Finding
n/a

Activity Date	Activity Time	Activity Comments
09/27/2010	11:11	C.CUSTOMER STATES CAR CUT ORR WHILE DRIVING & WOULD NOT RESTART CRANCKS BUT NOT START. C. 5051B GFF DIAG. 00135 P0087 000 FUEL PRESSURE IN THE DISTRIBUTOR/SYSTEM PRESSURE TOO LOW.
09/27/2010	11:11	ISSUE OPENED BY DEALERSHIP
09/27/2010	11:34	ADVISED RAUL TO FOLLOW TECHNICAL BULLETIN 01-10-11 AND INSPECT FOR METAL DEBRIS IN THE FUEL FILTER AND UNDER THE N290 SOLENOID TO DETERMINE REPAIR DIRECTION.
09/27/2010	11:34	CUSTOMER COMMENTS: C.CUSTOMER STATES CAR CUT ORR WHILE DRIVING & WOULD NOT RESTART CRANCKS BUT NOT START. C. 5051B GFF DIAG. 00135 P0087 000 FUEL PRESSURE IN THE DISTRIBUTOR/SYSTEM PRESSURE TOO LOW.
09/27/2010	12:11	CHECK FUEL FILTER HAVE METAL CONTAMINATION.AND CHECKED N 290 HAVE METAL TOO.
09/27/2010	12:14	PLEASE DO NOT DRAIN THE FUEL TANK UNTIL FUEL SAMPLE CONTAINERS HAVE ARRIVED FROM VW. FUEL CONTAINERS WILL TAKE 1-2 DAYS TO ARRIVE TO THE DEALER.
09/27/2010	12:15	PLEASE REPLACE THE FOLLOWING COMPONENTS> 03L 130 321-(LINE), 03L 130 301-(PRESSURE LINE), 03L 130 089-(RAIL), 5N0 130 307G-(LINE), 1K0 127 400F-(FILTER), 03L 130 235K-(RETURN LINE), 03L 130 277A-(INJECTORS), 03L 130 301R-(PRESSURE LINE), 03L 130 301B-(PRESSURE LINE), 03L 130 301C-(PRESSURE LINE), 1K0 201 060 GP-(FUEL TANK), 5N0 906 129B-(AUXILIARY PUMP), 03L 130 755 A-(HIGH PRESSURE PUMP), 1K0 919 050 J-(IN TANK FUEL PUMP). PLEASE CONSULT ETKA FOR THE LATEST PART # ON ALL COMPONENTS. ANY LINE THAT IS NOT REPLACED IN THIS PROCEDURE MUST BE THOROUGHLY CLEANED. IF YOU CANNOT ADEQUATELY CLEAN THE LINE/FITTING, PLEASE REPLACE IT ALSO. PLEASE FOLLOW ELSA WEB'S PROCEDURE FOR PRIMING THE FUEL SYSTEM. IF THE GF TEST PLAN DOES NOT SHOW UP, GO INTO VSD, ENGINE ELECTRONICS, BASIC SETTINGS, 35 AND RUN THIS TEST 3 TIMES
09/27/2010	12:45	OK IAM WATTING FOR PART.
09/28/2010	11:11	WE HAVE RECEIVED THE SAMPLE BOTTLE. THERE IS A HOLD ON IT IN THE SYSTEM SO WE CANNOT PRINT THE HAZARDOUS SHIPPING LABEL. IF THIS MAKES NO SENSE PLEASE CONTACT JIMMY SMITH OUR PARTS MANAGER AT 301-347-0716. PLEASE.
09/29/2010	09:40	SAMPLE SENT THANK YOU
09/29/2010	16:49	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
09/29/2010	16:49	ISSUE UPDATED

Consultant's Closing Comments
REPLACING FUEL SYSTEM.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
649834	JETTA	2009	3VWRL71K69M [REDACTED]	12890	2463	09/27/2010	United States

Workshop Finding
n/a

Activity Date	Activity Time	Activity Comments
09/27/2010	13:44	ISSUE OPENED BY DEALERSHIP
09/27/2010	13:44	VEHICLE DIED WHILE DRIVING. HAVE DTC'S P0087 FUEL RAIL SYSTEM PRESSURE TOO LOW. REMOVED FUEL FILTER AND FOUND METAL. REMOVED N295 AND FOUND METAL IN PUMP AND SENSOR, REMOVED IN TANK PUMP AND FOUND METAL IN TANK. TOOK SAMPLE OF FUEL FROM TANK IN STYROPHOME CUP AND IT DID NOT COME APART. I HAVE PICTURES BUT WOULD RATHER E-MAIL THEM BECAUSE THEY WILL NOT ATTACH TO TICKET.
09/27/2010	13:48	CUSTOMER COMMENTS: VEHICLE DIED WHILE DRIVING. HAVE DTC'S P0087 FUEL RAIL SYSTEM PRESSURE TOO LOW. REMOVED FUEL FILTER AND FOUND METAL. REMOVED N295 AND FOUND METAL IN PUMP AND SENSOR, REMOVED IN TANK PUMP AND FOUND METAL IN TANK. TOOK SAMPLE OF FUEL FROM TANK IN STYROPHOME CUP AND IT DID NOT COME APART. I HAVE PICTURES BUT WOULD RATHER E-MAIL THEM BECAUSE THEY WILL NOT ATTACH TO TICKET.
09/27/2010	13:48	PLEASE REPLACE THE FOLLOWING COMPONENTS> 03L 130 321-(LINE), 03L 130 301-(PRESSURE LINE), 03L 130 089-(RAIL), 5N0 130 307G-(LINE), 1K0 127 400F-(FILTER), 03L 130 235K-(RETURN LINE), 03L 130 277A-(INJECTORS), 03L 130 301R-(PRESSURE LINE), 03L 130 301B-(PRESSURE LINE), 03L 130 301C-(PRESSURE LINE), 1K0 201 060 GP-(FUEL TANK), 5N0 906 129B-(AUXILIARY PUMP), 03L 130 755 A-(HIGH PRESSURE PUMP), 1K0 919 050 J-(IN TANK FUEL PUMP). PLEASE CONSULT ETKA FOR THE LATEST PART # ON ALL COMPONENTS. ANY LINE THAT IS NOT REPLACED IN THIS PROCEDURE MUST BE THOROUGHLY CLEANED. IF YOU CANNOT ADEQUATELY CLEAN THE LINE/FITTING, PLEASE REPLACE IT ALSO. PLEASE FOLLOW ELSA WEB'S PROCEDURE FOR PRIMING THE FUEL SYSTEM. IF THE GF TEST PLAN DOES NOT SHOW UP, GO INTO VSD, ENGINE ELECTRONICS, BASIC SETTINGS, 35 AND RUN THIS TEST 3 TIMES. EMAIL PICTURES TO PHIL.BERGSIEKER@VW.COM
09/27/2010	19:39	PICTURES SENT TO EMAIL.
09/28/2010	08:33	ISSUE UPDATED
09/28/2010	08:33	THANK YOU FOR UPDATING THE TICKET. PLEASE CALL BACK IF FURTHER ASSISTANCE NEEDED AND CLOSE TICKET WHEN DONE.
10/04/2010	18:48	SPOKE WITH JIM IN SERVICE. THE VEHICLE IS WAITING FOR A FUEL TANK AT THIS TIME. P2.
10/05/2010	13:59	WE JUST REC'D THE FUEL TANK. WE HAVE STARTED REPLACEMENT OF THE TANK. WE SHOULD THE REPAIRS COMPLETED TODAY ALONG WITH AN EXTENSIVE ROAD TEST.
10/05/2010	15:14	THANK YOU FOR UPDATING THE TICKET. PLEASE CALL BACK IF FURTHER ASSISTANCE NEEDED AND CLOSE TICKET WHEN DONE AND FILL OUT VTA SURVEY.
10/06/2010	12:49	REPLACED COMPLETE FUEL SYSTEM OF PARTS LIST PROVIDED. PERFORMED ROAD TEST AND VEHICLE CHECKS OK AT THIS TIME.
10/06/2010	13:48	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
10/06/2010	13:48	ISSUE UPDATED

Consultant's Closing Comments
REPLACED COMPLETE FUEL SYSTEM OF PARTS LIST PROVIDED. PERFORMED ROAD TEST AND VEHICLE CHECKS OK AT THIS TIME.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
649899	JETTA	2010	3VWAL7AJ7AM [REDACTED]	17753	2463	09/27/2010	United States

Workshop Finding
n/a

Activity Date	Activity Time	Activity Comments
09/27/2010	14:51	CUST SAID VEHICLE DIED AT A STOP LIGHT & WOULD NOT TURN BACK ON.SERVICE WRITER SAID FUEL GUAGE WAS ON EMPTY & FUEL LIGHT WAS ON.SERVICE WRITER FILLED 2GAL OF DIESEL AND STILL NO START.INSPECTION FOUND LOTS OF METAL DEBRE IN FUEL SYSTEM.
09/27/2010	14:51	ISSUE OPENED BY DEALERSHIP
09/27/2010	16:13	CUSTOMER COMMENTS: CUST SAID VEHICLE DIED AT A STOP LIGHT & WOULD NOT TURN BACK ON. SERVICE WRITER SAID FUEL GUAGE WAS ON EMPTY & FUEL LIGHT WAS ON. SERVICE WRITER FILLED 2GAL OF DIESEL AND STILL NO START. INSPECTION FOUND LOTS OF METAL DEBRE IN FUEL SYSTEM.
09/27/2010	16:13	PLEASE DO NOT DRAIN THE FUEL TANK UNTIL FUEL SAMPLE CONTAINERS HAVE ARRIVED FROM VW. FUEL CONTAINERS WILL TAKE 1-2 DAYS TO ARRIVE TO THE DEALER. PLEASE PROCEED WITH REPAIRS WHILE WAITING FOR THE FUEL SAMPLE CONTAINERS TO ARRIVE. LEAVE FUEL SAMPLE INSIDE THE VEHICLE FUEL TANK UNTIL THE CONTAINERS HAVE ARRIVED. PLEASE REPLACE THE FOLLOWING COMPONENTS> 03L 130 321-(LINE), 03L 130 301-(PRESSURE LINE), 03L 130 089-(RAIL), 5N0 130 307G-(LINE), 1K0 127 400F-(FILTER), 03L 130 235K-(RETURN LINE), 03L 130 277A-(INJECTORS), 03L 130 301R-(PRESSURE LINE), 03L 130 301B-(PRESSURE LINE), 03L 130 301C-(PRESSURE LINE), 1K0 201 060 GP-(FUEL TANK), 5N0 906 129B-(AUXILIARY PUMP), 03L 130 755 A-(HIGH PRESSURE PUMP), 1K0 919 050 J-(IN TANK FUEL PUMP). PLEASE CONSULT ETKA FOR THE LATEST PART # ON ALL COMPONENTS. ANY LINE THAT IS NOT REPLACED IN THIS PROCEDURE MUST BE THOROUGHLY CLEANED. IF YOU CANNOT ADEQUATELY CLEAN THE LINE/FITTING, PLEASE REPLACE IT ALSO. PLEASE FOLLOW ELSA WEB'S PROCEDURE FOR PRIMING THE FUEL SYSTEM. IF THE GF TEST PLAN DOES NOT SHOW UP, GO INTO VSD, ENGINE ELECTRONICS, BASIC SETTINGS, 35 AND RUN THIS TEST 3 TIMES.
09/30/2010	19:14	WE HAVE NOT RECEIVED OUR FUEL SAMPLE CONTINER KIT,DO YOU HAVE A TRACKING NUMBER FOR THIS.MY SERVICE MANAGER WOULD ALSO LIKE TO KNOW IF THIS WILL BE COVERED UNDER WARRANTY?
09/30/2010	19:19	ADVISED TECH THAT I WOULD FOLLOW UP WITH PRODUCT SUPPORT AND VERIFY THE FUEL CONTAINERS HAVE BEEN SENT. THE CONTAINERS SHOULD ARRIVE SOON. IF THEY DO NOT ARRIVE PLEASE CALL BACK. THANKS.
10/01/2010	11:18	I CALLED THE DEALER AND ADVISED THEM THAT THE FUEL CONTAINERS WERE SENT TODAY AND SHOULD ARRIVE AT THE DEALER SOON. THANKS
10/04/2010	13:08	P2 TERIA STATED PARTS ARE ON ORDERED, PLEASE PROVIDE A SALE DOC #
10/08/2010	13:34	P2 KYLE STATED WAITING ON PARTS. PLEASE PROVIDE A SALE DOC #
10/12/2010	13:05	WAITING ON PARTS WILL OPEN ANOTHER VTA IF FURTHER ASSISTANCE NEEDED
10/12/2010	19:21	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
10/12/2010	19:21	ISSUE UPDATED

Consultant's Closing Comments
REPLACED FUEL SYSTEM.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
649970	JETTA	2010	3VWRL7AJ3AM [REDACTED]	16172	2045	09/27/2010	United States

Workshop Finding
NO START

Activity Date	Activity Time	Activity Comments
09/27/2010	15:50	ISSUE OPENED BY DEALERSHIP
09/27/2010	15:50	VEHICLE DEAD WHILE DRIVING TOWED IN CRANKS BUT WONT START GFF FUEL PRESSURE FAULTS CHECK FUEL SYSTEM FOUND METAL IN FILTER AND UNDER FUEL PRESSURE SENSOR ON HIGH PSI PUMP
09/27/2010	16:40	CUSTOMER COMMENTS: VEHICLE DEAD WHILE DRIVING TOWED IN CRANKS BUT WONT START GFF FUEL PRESSURE FAULTS CHECK FUEL SYSTEM FOUND METAL IN FILTER AND UNDER FUEL PRESSURE SENSOR ON HIGH PSI PUMP
09/27/2010	16:40	PLEASE DO NOT DRAIN THE FUEL TANK UNTIL FUEL SAMPLE CONTAINERS HAVE ARRIVED FROM VW. FUEL CONTAINERS WILL TAKE 1-2 DAYS TO ARRIVE TO THE DEALER.
09/27/2010	16:40	PLEASE REPLACE THE FOLLOWING COMPONENTS> 03L 130 321-(LINE), 03L 130 301-(PRESSURE LINE), 03L 130 089-(RAIL), 5N0 130 307G-(LINE), 1K0 127 400F-(FILTER), 03L 130 235K-(RETURN LINE), 03L 130 277A-(INJECTORS), 03L 130 301R-(PRESSURE LINE), 03L 130 301B-(PRESSURE LINE), 03L 130 301C-(PRESSURE LINE), 1K0 201 060 GP-(FUEL TANK), 5N0 906 129B-(AUXILIARY PUMP), 03L 130 755 A-(HIGH PRESSURE PUMP), 1K0 919 050 J-(IN TANK FUEL PUMP). PLEASE CONSULT ETKA FOR THE LATEST PART # ON ALL COMPONENTS. ANY LINE THAT IS NOT REPLACED IN THIS PROCEDURE MUST BE THOROUGHLY CLEANED. IF YOU CANNOT ADEQUATELY CLEAN THE LINE/FITTING, PLEASE REPLACE IT ALSO. PLEASE FOLLOW ELSA WEB'S PROCEDURE FOR PRIMING THE FUEL SYSTEM. IF THE GF TEST PLAN DOES NOT SHOW UP, GO INTO VSD, ENGINE ELECTRONICS, BASIC SETTINGS, 35 AND RUN THIS TEST 3 TIMES
09/27/2010	16:40	WORKSHOP FINDINGS: NO START
10/01/2010	10:51	STILL WAITING FOR FUEL SAMPLE KIT. PLEASE CHECK AND ADVISE ON ETA. THANKS
10/04/2010	10:28	SPOKE WITH RICHARD, PARTS HAVE BEEN ORDERED BACK ORDER AND TECH IS WAITING FOR FUEL SAMPLE KIT WHICH ACCORDING TO AN EMAIL RECEIVED TODAY, THE SAMPLES ARE NO LONGER NEEDED. P1
10/07/2010	12:22	REPLACED ALL RECOMMENDED PARTS. OPERATING AS PER DESIGN. THANK YOU FOR YOUR HELP
10/07/2010	18:20	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
10/07/2010	18:20	ISSUE UPDATED

Consultant's Closing Comments
REPLACE THE FUEL SYSTEM

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
650132	JETTA	2009	3VWPL71K59M [REDACTED]	39018	2338	09/27/2010	United States

Workshop Finding
n/a

Activity Date	Activity Time	Activity Comments
09/27/2010	19:34	ISSUE OPENED BY DEALERSHIP
09/27/2010	19:34	WEN DRIVING CA IN THE FREEWAY ENG LIGHT IS FLASHING CUSTOMER PULLED OFF THE FREEWAY AND WEN CAMMING TO A STOP CAR DIED AND WILL NOT RESTART. PERFORM FUEL TEST ,FOM CAP DOESNT MELT FUEL IS NOT SMELL LIKE GAS AND DOES NOT LIGHT UP. FAUND A LOT OF METAL IN THE FUEL PUMP SOLENOIDE. PICTURES ARE ATTACHED.
09/27/2010	19:38	CUSTOMER COMMENTS: WEN DRIVING CA IN THE FREEWAY ENG LIGHT IS FLASHING CUSTOMER PULLED OFF THE FREEWAY AND WEN CAMMING TO A STOP CAR DIED AND WILL NOT RESTART. PERFORM FUEL TEST ,FOM CAP DOESNT MELT FUEL IS NOT SMELL LIKE GAS AND DOES NOT LIGHT UP. FAUND A LOT OF METAL IN THE FUEL PUMP SOLENOIDE. PICTURES ARE ATTACHED.
09/27/2010	19:38	PLEASE REPLACE THE FOLLOWING COMPONENTS> 03L 130 321-(LINE), 03L 130 301-(PRESSURE LINE), 03L 130 089-(RAIL), 5N0 130 307G-(LINE), 1K0 127 400F-(FILTER), 03L 130 235K-(RETURN LINE), 03L 130 277A-(INJECTORS), 03L 130 301R-(PRESSURE LINE), 03L 130 301B-(PRESSURE LINE), 03L 130 301C-(PRESSURE LINE), 1K0 201 060 GP-(FUEL TANK), 5N0 906 129B-(AUXILIARY PUMP), 03L 130 755 A-(HIGH PRESSURE PUMP), 1K0 919 050 J-(IN TANK FUEL PUMP). PLEASE CONSULT ETKA FOR THE LATEST PART # ON ALL COMPONENTS. ANY LINE THAT IS NOT REPLACED IN THIS PROCEDURE MUST BE THOROUGHLY CLEANED. IF YOU CANNOT ADEQUATELY CLEAN THE LINE/FITTING, PLEASE REPLACE IT ALSO. PLEASE FOLLOW ELSA WEB'S PROCEDURE FOR PRIMING THE FUEL SYSTEM. IF THE GF TEST PLAN DOES NOT SHOW UP, GO INTO VSD, ENGINE ELECTRONICS, BASIC SETTINGS, 35 AND RUN THIS TEST 3 TIMES.
09/27/2010	19:39	PLEASE DO NOT DRAIN THE FUEL TANK UNTIL FUEL SAMPLE CONTAINERS HAVE ARRIVED FROM VW. FUEL CONTAINERS WILL TAKE 1-2 DAYS TO ARRIVE TO THE DEALER. PLEASE PROCEED WITH REPAIRS WHILE WAITING FOR THE FUEL SAMPLE CONTAINERS TO ARRIVE. LEAVE FUEL SAMPLE INSIDE THE VEHICLE FUEL TANK UNTIL THE CONTAINERS HAVE ARRIVED.
10/04/2010	12:03	SPOKE WITH PEDRO IN SERVICE. WAITING ON PARTS. PLEASE UPDATE VTA WITH SALES DOC NUMBER IF POSSIBLE. P2
10/08/2010	12:04	SPOKE WITH PEDRO IN SERVICE. VEHICLE REPAIRED. ADVISED TO CLOSE VTA. D1
10/11/2010	11:48	REPLACED ALL COMPONENTS LITED ABOVE. CAR RUNS PERFECT NOW . CLOSING TICKET
10/11/2010	18:24	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
10/11/2010	18:24	ISSUE UPDATED

Consultant's Closing Comments
REPLACED FUEL SYSTEM

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
651019	JETTA	2009	3VWTL71K39M [REDACTED]	41883	2463	09/29/2010	United States

Workshop Finding

FOUND CODE P0087 STORED, NO OTHER CODES. CHECKED FUEL PSI AT FUEL LINE OUTLET ON SECONDARY FUEL PUMP, 55PSI.

Activity Date	Activity Time	Activity Comments
09/29/2010	11:29	CUST STATES VEHICLE QUIT RUNNING ON HIGHWAY AND WILL NOT RESTART FOUND CODE P0087 STORED, NO OTHER CODES. CHECKED FUEL PSI AT FUEL LINE OUTLET ON SECONDARY FUEL PUMP, 55PSI.
09/29/2010	11:29	ISSUE OPENED BY DEALERSHIP
09/29/2010	11:40	CUSTOMER COMMENTS: CUST STATES VEHICLE QUIT RUNNING ON HIGHWAY AND WILL NOT RESTART
09/29/2010	11:40	PLEASE CLEAN THE HIGH PRESSURE PUMP NEAR THE N290 FUEL METERING VALVE. AFTER CLEANING, SPRAY DOWN WITH COMPRESSED AIR TO REMOVE ALL DEBRIS. REMOVE THE N290 AND INSPECT FOR METAL SHAVINGS. IF METAL SHAVINGS ARE FOUND, TAKE A FUEL SAMPLE AND PUT SOME FUEL INTO A CLEAN STYROFOAM CUP. AFTER FIFTEEN MINUTES, CHECK THE CUP FOR DETERIORATION. PLEASE UPDATE THE TICKET WITH RESULTS AND PICTURES AND CALL US BACK WITH THESE RESULTS.
09/29/2010	11:40	WORKSHOP FINDINGS: FOUND CODE P0087 STORED, NO OTHER CODES. CHECKED FUEL PSI AT FUEL LINE OUTLET ON SECONDARY FUEL PUMP, 55PSI.
09/29/2010	11:53	REMOVED N290 AND FOUND LARGE AMOUNTS OF METAL SHAVINGS IN HIGH PRESSURE FUEL PUMP AND IN N290 FILTER. ATTACHED PHOTOS. ALLOWED FUEL SAMPLE TO SIT IN STYROFOAM CUP FOR 15 MINUTES AND NOTICED NO DETERIORATION OR GAS SMELL.
09/29/2010	11:59	PLEASE DO NOT DRAIN THE FUEL TANK UNTIL FUEL SAMPLE CONTAINERS HAVE ARRIVED FROM VW. FUEL CONTAINERS WILL TAKE 1-2 DAYS TO ARRIVE TO THE DEALER. PLEASE PROCEED WITH REPAIRS WHILE WAITING FOR THE FUEL SAMPLE CONTAINERS TO ARRIVE. LEAVE FUEL SAMPLE INSIDE THE VEHICLE FUEL TANK UNTIL THE CONTAINERS HAVE ARRIVED.
09/29/2010	11:59	PLEASE REPLACE THE FOLLOWING COMPONENTS> 03L 130 321-(LINE), 03L 130 301-(PRESSURE LINE), 03L 130 089-(RAIL), 5N0 130 307G-(LINE), 1K0 127 400F-(FILTER), 03L 130 235K-(RETURN LINE), 03L 130 277A-(INJECTORS), 03L 130 301R-(PRESSURE LINE), 03L 130 301B-(PRESSURE LINE), 03L 130 301C-(PRESSURE LINE), 1K0 201 060 GP-(FUEL TANK), 5N0 906 129B-(AUXILIARY PUMP), 03L 130 755 A-(HIGH PRESSURE PUMP), 1K0 919 050 J-(IN TANK FUEL PUMP). PLEASE CONSULT ETKA FOR THE LATEST PART # ON ALL COMPONENTS. ANY LINE THAT IS NOT REPLACED IN THIS PROCEDURE MUST BE THOROUGHLY CLEANED. IF YOU CANNOT ADEQUATELY CLEAN THE LINE/FITTING, PLEASE REPLACE IT ALSO. PLEASE FOLLOW ELSA WEB'S PROCEDURE FOR PRIMING THE FUEL SYSTEM. IF THE GF TEST PLAN DOES NOT SHOW UP, GO INTO VSD, ENGINE ELECTRONICS, BASIC SETTINGS, 35 AND RUN THIS TEST 3 TIMES.
10/07/2010	11:06	TECH NEEDS TO RUN MVB 35 IN BASIC SETTINGS SEVERAL TIMES UNTIL THE ENGINE STARTS
10/07/2010	11:53	D2 PER THE TICKET UPDATE THE TECH IS STILL WORKING ON THE CAR...D2
10/07/2010	12:37	CHECK MVB 20 FOR HIGH SIDE FUEL PRESSURE. REMOVE THE PRESSURE RETENTION VALVE AND PLACE LINE INTO CONTAINER. CRANK CAR OVER AND ALLOW ANY AIR FROM LINE TO EXIT.
10/07/2010	12:59	INSTALLED ALL PARTS LISTED ABOVE FOR FUEL SYSTEM, ALSO REPLACED FUEL INJECTOR O-RINGS, FUEL INJECTOR TENSIONING PLATES AND INSTALLED ONE EXHAUST CLAMP TO REPAIR EXHAUST WHERE IT WAS NEEDED TO BE CUT FOR FUEL TANK REMOVAL. NO TEST PLAN WAS AVAILABLE IN GF FOR VENTING FUEL SYSTEM. RAN BASIC SETTING 35 IN VSD SEVERAL TIMES BEFORE STARTING VEHICLE.
10/07/2010	13:01	FOLLOWED TIP ON REMOVING FUEL PRESSURE RETENTION VALVE AND CRANKED VEHICLE UNTILL IT STARTED. OK VEHICLE STARTED QUICKLY AND NOW HAS NO ISSUES STARTING.
10/07/2010	19:08	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
10/07/2010	19:08	ISSUE UPDATED

Consultant's Closing Comments

REPLACED THE DIESEL FUEL SYSTEM

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
651231	JETTA	2009	3VWRL71K19M [REDACTED]	35181	2374	09/29/2010	United States

Workshop Finding
n/a

Activity Date	Activity Time	Activity Comments
09/29/2010	14:36	CLIENT STATES CHECK ENGINE LIGHT IS ON AND THEN THE VEHICLE STALLED AND WOULD NOT START
09/29/2010	14:36	ISSUE OPENED BY DEALERSHIP
09/29/2010	14:40	SCANNED CONTROL MODULES USING GFF AND FOUND FAULT P0087 FUEL PRESSURE IN DISTRIBUTOR/SYSTEM PRESSURE TOO LOW,REMOVED FUEL FILTER AND FOUND METAL DEBRIS IN HOUSING,TOOK SAMPLE OF FUEL AND DOES NOT SEEM TO SEPERATE
09/29/2010	14:42	CUSTOMER COMMENTS: CLIENT STATES CHECK ENGINE LIGHT IS ON AND THEN THE VEHICLE STALLED AND WOULD NOT START
09/29/2010	14:42	? PLEASE CLEAN THE HIGH PRESSURE PUMP NEAR THE N290 FUEL METERING VALVE. AFTER CLEANING, SPRAY DOWN WITH COMPRESSED AIR TO REMOVE ALL DEBRIS. REMOVE THE N290 AND INSPECT FOR METAL SHAVINGS. IF METAL SHAVINGS ARE FOUND, TAKE A FUEL SAMPLE AND PUT SOME FUEL INTO A CLEAN STYROFOAM CUP. AFTER FIFTEEN MINUTES, CHECK THE CUP FOR DETERIORATION. PLEASE UPDATE THE TICKET WITH RESULTS AND PICTURES
09/29/2010	15:18	REMOVED N290 AND FOUND METAL DEBRIS INSIDE OF BORE,AND ON VALVE SCREEN ATTACHED ARE PICTURES OF METAL AND FUEL SAMPLES
09/29/2010	15:25	PLEASE REPLACE THE FOLLOWING COMPONENTS> 03L 130 321-(LINE), 03L 130 301-(PRESSURE LINE), 03L 130 089-(RAIL), 5N0 130 307G-(LINE), 1K0 127 400F-(FILTER), 03L 130 235K-(RETURN LINE), 03L 130 277A-(INJECTORS), 03L 130 301R-(PRESSURE LINE), 03L 130 301B-(PRESSURE LINE), 03L 130 301C-(PRESSURE LINE), 1K0 201 060 GP-(FUEL TANK), 5N0 906 129B-(AUXILIARY PUMP), 03L 130 755 A-(HIGH PRESSURE PUMP), 1K0 919 050 J-(IN TANK FUEL PUMP). PLEASE CONSULT ETKA FOR THE LATEST PART # ON ALL COMPONENTS. ANY LINE THAT IS NOT REPLACED IN THIS PROCEDURE MUST BE THOROUGHLY CLEANED. IF YOU CANNOT ADEQUATELY CLEAN THE LINE/FITTING, PLEASE REPLACE IT ALSO. PLEASE FOLLOW ELSA WEB'S PROCEDURE FOR PRIMING THE FUEL SYSTEM. IF THE GF TEST PLAN DOES NOT SHOW UP, GO INTO VSD, ENGINE ELECTRONICS, BASIC SETTINGS, 35 AND RUN THIS TEST 3 TIMES
09/29/2010	15:35	HERE ARE THE PICTURES HOPE THEY CAME OUT RIGHT THANKS
09/29/2010	18:12	THANK YOU FOR UPDATING THE VTA PLEASE CALL BACK IF FURTHER ASSISTANCE IS NEEDED.
10/06/2010	11:49	JEREMIAH IN SERVICE STATED THEY ARE WAITING ON FUEL TANK TO COME IN AND WILL HAVE TECH UPDATE TICKET WITH SHIPPING DOC #. P1
10/06/2010	12:05	WAITING FOR FUEL TANK TO BE DELIVERED DOC NUMBER IS 1007161653
10/07/2010	14:42	THANK YOU FOR UPDATING THE VTA TICKET. IF YOU ARE IN NEED OF FURTHER TECHNICAL ASSISTANCE, PLEASE CALL US BACK AT 800-678-2389.
10/11/2010	11:38	SPOKE WITH SHELLY IN SERVICE. WAITING ON TANK. SALES DOC ALREADY IN VTA. P1
10/12/2010	11:31	PARTS HAVE ARRIVED AND I AM INSTALLING TODAY
10/12/2010	16:18	THANK YOU FOR UPDATING THE VTA PLEASE CALL BACK IF FURTHER ASSISTANCE IS NEEDED.
10/13/2010	13:08	INSTALLED ALL PARTS ON PARTS LIST,BLEW UT ALL LINES THAT WERE NOT REPLACED,RAN BASIC SETTING 35 THREE TIMES,ROAD TESTED AND IS NOW AS DESIGNED NO FAULTS AFTER REPAIR AND ROAD TEST VEHICLE IS GOING TO BE DELIVERED TO CUSTOMER THANK YOU
10/13/2010	13:12	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
10/13/2010	13:12	ISSUE UPDATED

Consultant's Closing Comments
TECH REPLACED FUEL SYSTEM

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
651442	JETTA	2009	3VWRL71K09M	13535	2463	09/29/2010	United States

Workshop Finding

VERIFY CUSTOMER CONCERN, CHECK ENGINE LIGHT IS ON. VEHICLE DOES NOT START JUST CRANKS. SCAN VEHICLE FAULT DETECTED FOR (P0087) FUEL PRESSURE IN THE DISTRIBUTOR/SYSTEM PRESSURE TOO LOW.

USING TECH BULLETIN 01-10-11. REMOVE TOP OF FUEL FILTER HOUSING TO INSPECT FILTER. FOUND METAL DERIS ON FILTER.

Activity Date	Activity Time	Activity Comments
09/29/2010	18:18	CUSTOMER REPORTS WHILE DRIVING, COIL LIGHT CAME ON, PULLED OUT TO CHECK, THEN CAR STALLED OUT. CAR JUST CRANKS. VERIFY CUSTOMER CONCERN, CHECK ENGINE LIGHT IS ON. VEHICLE DOES NOT START JUST CRANKS. SCAN VEHICLE FAULT DETECTED FOR (P0087) FUEL PRESSURE IN THE DISTRIBUTOR/SYSTEM PRESSURE TOO LOW. USING TECH BULLETIN 01-10-11. REMOVE TOP OF FUEL FILTER HOUSING TO INSPECT FILTER. FOUND METAL DERIS ON FILTER. PLEASE ADVISE
09/29/2010	18:18	ISSUE OPENED BY DEALERSHIP
09/29/2010	18:26	CUSTOMER COMMENTS: CUSTOMER REPORTS WHILE DRIVING, COIL LIGHT CAME ON, PULLED OUT TO CHECK, THEN CAR STALLED OUT. CAR JUST CRANKS.
09/29/2010	18:26	PLEASE CLEAN THE HIGH PRESSURE PUMP NEAR THE N290 FUEL METERING VALVE. AFTER CLEANING, SPRAY DOWN WITH COMPRESSED AIR TO REMOVE ALL DEBRIS. REMOVE THE N290 AND INSPECT FOR METAL SHAVINGS. IF METAL SHAVINGS ARE FOUND, TAKE A FUEL SAMPLE AND PUT SOME FUEL INTO A CLEAN STYROFOAM CUP. AFTER FIFTEEN MINUTES, CHECK THE CUP FOR DETERIORATION. PLEASE UPDATE THE TICKET WITH RESULTS AND PICTURES AND CALL US BACK WITH THESE RESULTS.
09/29/2010	18:26	WORKSHOP FINDINGS: VERIFY CUSTOMER CONCERN, CHECK ENGINE LIGHT IS ON. VEHICLE DOES NOT START JUST CRANKS. SCAN VEHICLE FAULT DETECTED FOR (P0087) FUEL PRESSURE IN THE DISTRIBUTOR/SYSTEM PRESSURE TOO LOW. USING TECH BULLETIN 01-10-11. REMOVE TOP OF FUEL FILTER HOUSING TO INSPECT FILTER. FOUND METAL DERIS ON FILTER.
09/29/2010	18:59	5 PICTURES ATTACHED.
09/29/2010	19:16	THANK YOU FOR UPDATING THE TICKET. IF YOU ARE STILL IN NEED OF TECHNICAL ASSISTANCE OR DISCUSSION, PLEASE CALL INTO THE HELPLINE AT 800-678-2389.
09/29/2010	19:28	? PLEASE REPLACE THE FOLLOWING COMPONENTS> 03L 130 321-(LINE), 03L 130 301-(PRESSURE LINE), 03L 130 089-(RAIL), 5N0 130 307G-(LINE), 1K0 127 400F-(FILTER), 03L 130 235K-(RETURN LINE), 03L 130 277A-(INJECTORS), 03L 130 301R-(PRESSURE LINE), 03L 130 301B-(PRESSURE LINE), 03L 130 301C-(PRESSURE LINE), 1K0 201 060 GP-(FUEL TANK), 5N0 906 129B-(AUXILIARY PUMP), 03L 130 755 A-(HIGH PRESSURE PUMP), 1K0 919 050 J-(IN TANK FUEL PUMP). PLEASE CONSULT ETKA FOR THE LATEST PART # ON ALL COMPONENTS. ANY LINE THAT IS NOT REPLACED IN THIS PROCEDURE MUST BE THOROUGHLY CLEANED. IF YOU CANNOT ADEQUATELY CLEAN THE LINE/FITTING, PLEASE REPLACE IT ALSO. PLEASE FOLLOW ELSA WEB'S PROCEDURE FOR PRIMING THE FUEL SYSTEM. IF THE GF TEST PLAN DOES NOT SHOW UP, GO INTO VSD, ENGINE ELECTRONICS, BASIC SETTINGS, 35 AND RUN THIS TEST 3 TIMES
10/04/2010	12:10	PARTS ARE ON ORDER, WILL UPDATE AND CLOSE TICKET ASAP.
10/04/2010	19:10	THANK YOU FOR UPDATING THE TICKET. IF YOU ARE STILL IN NEED OF TECHNICAL ASSISTANCE OR DISCUSSION, PLEASE CALL INTO THE HELPLINE AT 800-678-2389. IF THE CAR IS LEAVING THE DEALERSHIP, PLEASE CLOSE THE TICKET WITH A RESOLUTION. IF THE CAR WILL BE WAITING AT THE DEALERSHIP ON PARTS, PLEASE UPDATE THE TICKET WITH THE PART NUMBER, DESCRIPTION OF PART AND SALES DOC # GIVEN TO YOU BY YOUR PARTS DEPARTMENT.
10/06/2010	11:34	GEORGE IN SERVICE STATED THEY ARE WAITING ON FUEL TANK TO COME IN

10/06/2010	11:35	GEORGE IN SERVICE STATED THEY ARE WAITING ON FUEL TANK TO COME IN AND WILL HAVE TECH UPDATE TICKET WITH SHIPPING DOC #. P1
10/06/2010	17:26	WAITING ON ONE MORE PART
10/06/2010	19:08	THANK YOU FOR UPDATING THE TICKET. IF YOU ARE STILL IN NEED OF TECHNICAL ASSISTANCE OR DISCUSSION, PLEASE CALL INTO THE HELPLINE AT 800-678-2389.
10/09/2010	12:16	REMOVE AND REPLACE ALL FUEL SYSTEM COMPONENTS, HIGH PRESSURE PUMP, TRANSFER PUMP, AUX PUMP, FUEL FILTER HOUSING, FUEL TANK, INJECTORS AND LINES, FUEL RAIL. CLEAN OUT LINES FROM TANK.
10/09/2010	12:18	SET BASIC SETTINGS 35 3 TIMES. VEHICLE IS RUNNING, NO LEAKS DETECTED.
10/09/2010	14:40	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
10/09/2010	14:40	ISSUE UPDATED

Consultant's Closing Comments	
REPLACED THE FUEL SYSTEM	

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
651516	JETTA	2010	3VWRL7AJ4AM [REDACTED]	17503	2463	09/30/2010	United States

Workshop Finding

I RAN GFF AND HAS FAULT FOR P0087 FUEL RAIL SYSTEM PRESSURE TOO LOW STATIC I CHECKED TB2023624 WHEN I REMOVED THE FUEL FILTER IT LOOKS LIKE THERE IS SOME METAL SHAVINGS ON TOP OF IT

Activity Date	Activity Time	Activity Comments
09/30/2010	09:27	CUSTOMER STATED THAT THE CAR DIED ON THE HIGHWAY THE ENGINE CRANKS BUT WONT START. I RAN GFF AND HAS FAULT FOR P0087 FUEL RAIL SYSTEM PRESSURE TOO LOW STATIC I CHECKED TB2023624 WHEN I REMOVED THE FUEL FILTER IT LOOKS LIKE THERE IS SOME METAL SHAVINGS ON TOP OF IT
09/30/2010	09:27	ISSUE OPENED BY DEALERSHIP
09/30/2010	09:38	CUSTOMER COMMENTS: CUSTOMER STATED THAT THE CAR DIED ON THE HIGHWAY THE ENGINE CRANKS BUT WONT START.
09/30/2010	09:38	PLEASE DO NOT DRAIN THE FUEL TANK UNTIL FUEL SAMPLE CONTAINERS HAVE ARRIVED FROM VW. FUEL CONTAINERS WILL TAKE 1-2 DAYS TO ARRIVE TO THE DEALER. PLEASE PROCEED WITH REPAIRS WHILE WAITING FOR THE FUEL SAMPLE CONTAINERS TO ARRIVE. LEAVE FUEL SAMPLE INSIDE THE VEHICLE FUEL TANK UNTIL THE CONTAINERS HAVE ARRIVED. PLEASE REPLACE THE FOLLOWING COMPONENTS> 03L 130 321-(LINE), 03L 130 301-(PRESSURE LINE), 03L 130 089-(RAIL), 5N0 130 307G-(LINE), 1K0 127 400F-(FILTER), 03L 130 235K-(RETURN LINE), 03L 130 277A-(INJECTORS), 03L 130 301R-(PRESSURE LINE), 03L 130 301B-(PRESSURE LINE), 03L 130 301C-(PRESSURE LINE), 1K0 201 060 GP-(FUEL TANK), 5N0 906 129B-(AUXILIARY PUMP), 03L 130 755 A-(HIGH PRESSURE PUMP), 1K0 919 050 J-(IN TANK FUEL PUMP). PLEASE CONSULT ETKA FOR THE LATEST PART # ON ALL COMPONENTS. ANY LINE THAT IS NOT REPLACED IN THIS PROCEDURE MUST BE THOROUGHLY CLEANED. IF YOU CANNOT ADEQUATELY CLEAN THE LINE/FITTING, PLEASE REPLACE IT ALSO. PLEASE FOLLOW ELSA WEB'S PROCEDURE FOR PRIMING THE FUEL SYSTEM. IF THE GF TEST PLAN DOES NOT SHOW UP, GO INTO VSD, ENGINE ELECTRONICS, BASIC SETTINGS, 35 AND RUN THIS TEST 3 TIMES.
09/30/2010	09:38	WORKSHOP FINDINGS: I RAN GFF AND HAS FAULT FOR P0087 FUEL RAIL SYSTEM PRESSURE TOO LOW STATIC I CHECKED TB2023624 WHEN I REMOVED THE FUEL FILTER IT LOOKS LIKE THERE IS SOME METAL SHAVINGS ON TOP OF IT
09/30/2010	09:50	I GAVE PARTS DEPARTMENT A COPY OF THE VTA AND THEY ARE ORDERING ALL OF THE PARTS
09/30/2010	10:00	THANK YOU FOR THE UPDATE. PLEASE UPDATE TICKET WITH SHIPPING DOC # AND CALL BACK IF FURTHER ASSISTANCE NEEDED.
10/01/2010	09:25	THE FUEL TANK IS ON BACK ORDER. THE PARTS DEPT HAS IT RED ORDERED ON SALES SOC # 1007159893. THE REST OF THE PARTS ARE ON SALES DOC # 1007159322.
10/01/2010	09:33	THANK YOU FOR UPDATING THE TICKET. PLEASE CALL BACK IF FURTHER ASSISTANCE NEEDED
10/07/2010	11:03	WE HAVE NOT RECEIVED THE FUEL CONTAINERS YET. I HAVE CHECKED WITH PARTS & EVEN THE TECH. LGH 324
10/07/2010	13:57	THANK YOU FOR UPDATING THE TICKET. PLEASE CALL BACK IF FURTHER ASSISTANCE NEEDED AND CLOSE TICKET WHEN DONE.
10/07/2010	16:45	DUE TO UPDATE IN VTA VEHICLE IS WAITING ON PARTS FOR VEHICLE P2
10/07/2010	17:36	COMPLETED THE REPAIR ON THE CAR AND TEST DROVE AND HAD NO PROBLEMS THANKS FOR THE HELP
10/07/2010	17:44	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
10/07/2010	17:44	ISSUE UPDATED

Consultant's Closing Comments

REPLACED FUEL SYSTEM.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
651887	JETTA	2009	3VWRL71K59M [REDACTED]	13000	2463	09/30/2010	United States

Workshop Finding

THREE FAULTS ALL FOR P0087, CHECKED TB 01-10-11 AND FOUND METAL ONTOP OF THE FUEL FILTER.

Activity Date	Activity Time	Activity Comments
09/30/2010	15:05	CAR DIED WHILE DRIVING, THREE FAULTS ALL FOR P0087, CHECKED TB 01-10-11 AND FOUND METAL ONTOP OF THE FUEL FILTER.
09/30/2010	15:05	ISSUE OPENED BY DEALERSHIP
09/30/2010	15:10	CUSTOMER COMMENTS: CAR DIED WHILE DRIVING.
09/30/2010	15:10	PLEASE CLEAN THE HIGH PRESSURE PUMP NEAR THE N290 FUEL METERING VALVE. AFTER CLEANING, SPRAY DOWN WITH COMPRESSED AIR TO REMOVE ALL DEBRIS. REMOVE THE N290 AND INSPECT FOR METAL SHAVINGS. IF METAL SHAVINGS ARE FOUND, TAKE A FUEL SAMPLE AND PUT SOME FUEL INTO A CLEAN STYROFOAM CUP. AFTER FIFTEEN MINUTES, CHECK THE CUP FOR DETERIORATION. PLEASE UPDATE THE TICKET WITH RESULTS AND PICTURES AND CALL US BACK WITH THESE RESULTS.
09/30/2010	15:10	WORKSHOP FINDINGS: THREE FAULTS ALL FOR P0087, CHECKED TB 01-10-11 AND FOUND METAL ONTOP OF THE FUEL FILTER.
09/30/2010	15:54	OHhhh NOooo THE N290 HAS PILE OF METAL UNDER IT....ATTACHING PIC...
09/30/2010	15:59	THANK YOU FOR UPDATING THE TICKET. IF YOU ARE STILL IN NEED OF TECHNICAL ASSISTANCE OR DISCUSSION, PLEASE CALL INTO THE HELPLINE AT 800-678-2389.
09/30/2010	16:02	PLEASE DO NOT DRAIN THE FUEL TANK UNTIL FUEL SAMPLE CONTAINERS HAVE ARRIVED FROM VW. FUEL CONTAINERS WILL TAKE 1-2 DAYS TO ARRIVE TO THE DEALER. PLEASE PROCEED WITH REPAIRS WHILE WAITING FOR THE FUEL SAMPLE CONTAINERS TO ARRIVE. LEAVE FUEL SAMPLE INSIDE THE VEHICLE FUEL TANK UNTIL THE CONTAINERS HAVE ARRIVED. PLEASE REPLACE THE FOLLOWING COMPONENTS> 03L 130 321-(LINE), 03L 130 301-(PRESSURE LINE), 03L 130 089-(RAIL), 5N0 130 307G-(LINE), 1K0 127 400F-(FILTER), 03L 130 235K-(RETURN LINE), 03L 130 277A-(INJECTORS), 03L 130 301R-(PRESSURE LINE), 03L 130 301B-(PRESSURE LINE), 03L 130 301C-(PRESSURE LINE), 1K0 201 060 GP-(FUEL TANK), 5N0 906 129B-(AUXILIARY PUMP), 03L 130 755 A-(HIGH PRESSURE PUMP), 1K0 919 050 J-(IN TANK FUEL PUMP). PLEASE CONSULT ETKA FOR THE LATEST PART # ON ALL COMPONENTS. ANY LINE THAT IS NOT REPLACED IN THIS PROCEDURE MUST BE THOROUGHLY CLEANED. IF YOU CANNOT ADEQUATELY CLEAN THE LINE/FITTING, PLEASE REPLACE IT ALSO. PLEASE FOLLOW ELSA WEB'S PROCEDURE FOR PRIMING THE FUEL SYSTEM. IF THE GF TEST PLAN DOES NOT SHOW UP, GO INTO VSD, ENGINE ELECTRONICS, BASIC SETTINGS, 35 AND RUN THIS TEST 3 TIMES.
10/05/2010	09:42	PER PREVIOUS ENTRY FUEL CONTAINERS SHOULD ARRIVE IN ONE OR TWO DAYS. PLEASE CONFIRM SHIPMENT OF SAMPLE CONTAINERS
10/05/2010	16:42	THANK YOU FOR UPDATING THE TICKET. IF YOU ARE STILL IN NEED OF TECHNICAL ASSISTANCE OR DISCUSSION, PLEASE CALL INTO THE HELPLINE AT 800-678-2389.
10/07/2010	16:21	10/07 FUEL SAMPLE CONTAINERS HAVE NOT ARRIVED PLEASE CONFIRM SHIPMENT
10/07/2010	17:00	ADVISED TECH TO PROCEED WITH THE REPAIRS AS PREVIOUSLY DIRECTED.
10/08/2010	12:51	WORK HAS STARTED...FUEL TANK IS ON BACK ORDER AND NOT YET ARRIVED
10/08/2010	13:35	P1 AS PER TODAYS UPDATE
10/12/2010	11:23	SPOKE TO STEVE IN SERVICE. FUEL TANK HAS STILL NOT ARRIVED. P1.
10/21/2010	16:26	ALL OF THE ABOVE INSTALLED AND THE VEHICLE HAS BEEN RELEASED TO THE CONSUMER.
10/21/2010	16:51	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
10/21/2010	16:51	REPLACED THE DIESEL FUEL SYSTEM.

Consultant's Closing Comments

REPLACED THE DIESEL FUEL SYSTEM.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
652635	JETTA	2009	3VWPL71K69M [REDACTED]	29564	2463	10/02/2010	United States

Workshop Finding
n/a

Activity Date	Activity Time	Activity Comments
10/02/2010	10:52	DIED WHILE DRIVING, NO START. FUEL RAIL LOW PRESSURE FAULTS, READ VALUE BLOCK WHILE CRANKING, ONLY SHOWED 16 BAR MAX. HEAVY METAL DEBRIS IN FILTER AND VALVE ON HIGH PRESSURE PUMP. FUEL SEEMS
10/02/2010	10:52	ISSUE OPENED BY DEALERSHIP
10/02/2010	10:56	HERES THE PICS
10/02/2010	11:01	CUSTOMER COMMENTS: DIED WHILE DRIVING, NO START. FUEL RAIL LOW PRESSURE FAULTS, READ VALUE BLOCK WHILE CRANKING, ONLY SHOWED 16 BAR MAX. HEAVY METAL DEBRIS IN FILTER AND VALVE ON HIGH PRESSURE PUMP. FUEL SEEMS
10/02/2010	11:01	PLEASE DO NOT DRAIN THE FUEL TANK UNTIL FUEL SAMPLE CONTAINERS HAVE ARRIVED FROM VW. FUEL CONTAINERS WILL TAKE 1-2 DAYS TO ARRIVE TO THE DEALER. PLEASE PROCEED WITH REPAIRS WHILE WAITING FOR THE FUEL SAMPLE CONTAINERS TO ARRIVE. LEAVE FUEL SAMPLE INSIDE THE VEHICLE FUEL TANK UNTIL THE CONTAINERS HAVE ARRIVED. PLEASE REPLACE THE FOLLOWING COMPONENTS> 03L 130 321-(LINE), 03L 130 301-(PRESSURE LINE), 03L 130 089-(RAIL), 5N0 130 307G-(LINE), 1K0 127 400F-(FILTER), 03L 130 235K-(RETURN LINE), 03L 130 277A-(INJECTORS), 03L 130 301R-(PRESSURE LINE), 03L 130 301B-(PRESSURE LINE), 03L 130 301C-(PRESSURE LINE), 1K0 201 060 GP-(FUEL TANK), 5N0 906 129B-(AUXILIARY PUMP), 03L 130 755 A-(HIGH PRESSURE PUMP), 1K0 919 050 J-(IN TANK FUEL PUMP). PLEASE CONSULT ETKA FOR THE LATEST PART # ON ALL COMPONENTS. ANY LINE THAT IS NOT REPLACED IN THIS PROCEDURE MUST BE THOROUGHLY CLEANED. IF YOU CANNOT ADEQUATELY CLEAN THE LINE/FITTING, PLEASE REPLACE IT ALSO. PLEASE FOLLOW ELSA WEB'S PROCEDURE FOR PRIMING THE FUEL SYSTEM. IF THE GF TEST PLAN DOES NOT SHOW UP, GO INTO VSD, ENGINE ELECTRONICS, BASIC SETTINGS, 35 AND RUN THIS TEST 3 TIMES.
10/02/2010	15:59	CALLED DEALER AND ADVISED TO COMPLETE REPAIRS. THERE WILL NOT BE FUEL CONTAINERS SENT FOR THIS VEHICLE. THANKS
10/06/2010	11:21	AWAITING PARTS STILL
10/06/2010	14:07	THANK YOU FOR UPDATING THE TICKET. IF YOU ARE STILL IN NEED OF TECHNICAL ASSISTANCE OR DISCUSSION, PLEASE CALL INTO THE HELPLINE AT 800-678-2389. IF THE CAR IS LEAVING THE DEALERSHIP, PLEASE CLOSE THE TICKET WITH A RESOLUTION.
10/08/2010	14:39	SPOKE WITH DMITRI IN SERVICE. THE VEHICLE IS WAITING ON PARTS AT THIS TIME. P2.
10/14/2010	11:18	MATT IS GETTING ERROR IN GFF FOR THE FUEL FILLING FUNCTION. ADVISED TO FOLLOW TECH TIP 23-10-02 FOR ALTERNATIVE METHOD.
10/14/2010	13:28	REPAIRED VEHICLE PER RECOMMENDATION, NO FAULTS RETURNS, VEHICLE DRIVES GREAT THANKS!
10/14/2010	16:59	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
10/14/2010	16:59	ISSUE UPDATED

Consultant's Closing Comments
REPAIRED VEHICLE PER RECOMMENDATION, NO FAULTS RETURNS, VEHICLE DRIVES GREAT

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
652832	Q7	2009	WA1CM74L89D [REDACTED]	19274	2010	10/04/2010	United States

Workshop Finding
THE TECH STATES THAT HE HAS THE FOLLOWING FAULTS: P0087 - RAIL PRESSURE TOO LOW HE STATES THAT HE HAS METAL IN THE FUEL SYSTEM AND IS CALLING SEEKING DIRECTION.

Activity Date	Activity Time	Activity Comments
10/04/2010	10:51	CUSTOMER STATES "VEHICLE STOPPED RUNNING ON FREEWAY, AND WILL NOT RESTART". FOUND FAULT P0087 (RAIL FUEL PRESSURE TOO LOW). AS PER TSB# 2023360/1 REMOVED FUEL FILTER TOP AND INSPECTED. DURING INSPECTION FOUND SMALL METAL PARTICLES ON TOP OF FUEL FILTER.
10/04/2010	10:51	ISSUE OPENED BY DEALERSHIP
10/04/2010	11:01	CUSTOMER COMMENTS: CUSTOMER STATES "VEHICLE STOPPED RUNNING ON FREEWAY, AND WILL NOT RESTART". FOUND FAULT P0087 (RAIL FUEL PRESSURE TOO LOW). AS PER TSB# 2023360/1 REMOVED FUEL FILTER TOP AND INSPECTED. DURING INSPECTION FOUND SMALL METAL PARTICLES ON TOP OF FUEL FILTER.
10/04/2010	11:01	I ADVISED THE TECH TO TAKE OUT THE N290 AND TAKE A PHOTO AS WELL AS TAKE PHOTOS OF THE METAL PARTICLES IN THE FILTER HOUSING. I ADVISED HIM TO ALSO DRAIN A FUEL SAMPLE AND CHECK IT FOR (DEBRIS, REGULAR GAS, WATER, FUNGUS) AND TAKE PHOTOS AND CALL BACK WITH THEM UPLOADED TO THE CONTACT. THANKS, BRETT
10/04/2010	11:01	WORKSHOP FINDINGS: THE TECH STATES THAT HE HAS THE FOLLOWING FAULTS: P0087 - RAIL PRESSURE TOO LOW HE STATES THAT HE HAS METAL IN THE FUEL SYSTEM AND IS CALLING SEEKING DIRECTION.
10/04/2010	12:28	REMOVED N290/HIGH PRES. PUMP, FOUND METAL PARTICLES WHEN SOLENOID WAS REMOVED.(PICTURES ATTACHED). ALSO TOOK FUEL SAMPLE (PICTURES ATTACHED) AND ALSO ATTACHED PICTURES OF METAL PARTICLES ON FUEL FILTER CARTRIDGE.
10/04/2010	12:42	ADVISED TO REPLACE ALL OF THE FUEL SYSTEM COMPONENTS. EVERYTHING THAT COMES IN CONTACT WITH THE FUEL. PLEASE KEEP THE FUEL SAMPLE, DO NOT DISPOSE OF IT AT THIS TIME. ANY QUESTIONS OR CONCERNS PLEASE CALL BACK. THANKS RAY
10/05/2010	13:05	WILL RELEASE PART NUMBER 059-130-755-AL. THANKS RAY
10/05/2010	15:22	SALES DOC. 1007170642
10/19/2010	13:41	REPLACED EVERY FUEL COMPONENT ON VEHICLE. VERIFIED FUEL REPAIRS. ALL OK
10/19/2010	13:42	OPERATES AS DESIGNED
10/19/2010	16:35	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
10/19/2010	16:35	ISSUE UPDATED

Consultant's Closing Comments
REPLACED THE COMPLETE FUEL SYSTEM

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
653230	JETTA	2009	3VWTL71K29M [REDACTED]	54632	2045	10/04/2010	United States

Workshop Finding
GLOW PLUG LIGHT IS FLASHING

Activity Date	Activity Time	Activity Comments
10/04/2010	16:59	GLOW PLUG LIGHT IS FLASHING, RUNS BAD AND STALLS. DTC FOR CYLINDER 1 OPEN CIRCUIT P1237 INJECTOR 1 HAS THE SAME RESISTANCE AS CYLINDER 2, HAS POWER AND GROUND AT CONNECTOR. ALSO DURING INSPECTION FOUND METAL IN FUEL FILTER.
10/04/2010	16:59	ISSUE OPENED BY DEALERSHIP
10/04/2010	17:04	CUSTOMER COMMENTS: GLOW PLUG LIGHT IS FLASHING, RUNS BAD AND STALLS. DTC FOR CYLINDER 1 OPEN CIRCUIT P1237 INJECTOR 1 HAS THE SAME RESISTANCE AS CYLINDER 2, HAS POWER AND GROUND AT CONNECTOR. ALSO DURING INSPECTION FOUND METAL IN FUEL FILTER.
10/04/2010	17:04	PLEASE REPLACE THE FOLLOWING COMPONENTS> 03L 130 321-(LINE), 03L 130 301-(PRESSURE LINE), 03L 130 089-(RAIL), 5N0 130 307G-(LINE), 1K0 127 400F-(FILTER), 03L 130 235K-(RETURN LINE), 03L 130 277A-(INJECTORS), 03L 130 301R-(PRESSURE LINE), 03L 130 301B-(PRESSURE LINE), 03L 130 301C-(PRESSURE LINE), 1K0 201 060 GP-(FUEL TANK), 5N0 906 129B-(AUXILIARY PUMP), 03L 130 755 A-(HIGH PRESSURE PUMP), 1K0 919 050 J-(IN TANK FUEL PUMP). PLEASE CONSULT ETKA FOR THE LATEST PART # ON ALL COMPONENTS. ANY LINE THAT IS NOT REPLACED IN THIS PROCEDURE MUST BE THOROUGHLY CLEANED. IF YOU CANNOT ADEQUATELY CLEAN THE LINE/FITTING, PLEASE REPLACE IT ALSO. PLEASE FOLLOW ELSA WEB'S PROCEDURE FOR PRIMING THE FUEL SYSTEM. IF THE GF TEST PLAN DOES NOT SHOW UP, GO INTO VSD, ENGINE ELECTRONICS, BASIC SETTINGS, 35 AND RUN THIS TEST 3 TIMES
10/04/2010	17:04	WORKSHOP FINDINGS: GLOW PLUG LIGHT IS FLASHING
10/04/2010	17:17	THANKS FOR THE ASSISTANCE
10/04/2010	18:18	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
10/04/2010	18:18	ISSUE UPDATED

Consultant's Closing Comments
REPLACE THE FUEL SYSTEM

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
654597	JETTA	2010	3VWPL7AJ1AM [REDACTED]	13480	2440	10/07/2010	United States

Workshop Finding

PREVIOUS REPAIR ATTEMPT ALL THE INJECTORS WERE CALIBRATED ABOUT 500 MILES AGO.

Activity Date	Activity Time	Activity Comments
10/07/2010	10:05	CUSTOMER STATES WHEN COMMING TO A STOP OR SLOW SPEED TURN VEHICAL IS STALLING. MOST OFTEN HAPPENING WHEN GOING UP AN INCLINE OR A TURN.
10/07/2010	10:05	ISSUE OPENED BY DEALERSHIP
10/07/2010	10:14	CUSTOMER COMMENTS: CUSTOMER STATES WHEN COMMING TO A STOP OR SLOW SPEED TURN VEHICAL IS STALLING. MOST OFTEN HAPPENING WHEN GOING UP AN INCLINE OR A TURN.
10/07/2010	10:14	TECH NEEDS TO COMPARE FUEL PRESSURE IN MVB 20 AT IDLE AND UNDER ACCELERATION. IF THE READINGS ARE WITHIN SPECS REPLACE THE ENGINE HARNESS AND RECALIBRATE THE INJECTORS. TICKET WILL BE ESCALATED TO LEVEL 2
10/07/2010	10:14	WORKSHOP FINDINGS: PREVIOUS REPAIR ATTEMPT ALL THE INJECTORS WERE CALIBRATED ABOUT 500 MILES AGO.
10/07/2010	11:17	COMPAIRED FUEL PERSSURE AT IDLE AND WHEN ACCELERATING. FOUND TO BE AT SPECIFIED VALUE AT IDLE, BUT 20BAR LOW WHEN ACCELERATING FOR A SECOND THEN JUMPS TO SPECIFIED VALUE.
10/07/2010	11:27	TECH DID NOT WANT TO LEAVE A VOICE MAIL HE WILL CALL BACK A LITTLE LATER
10/07/2010	16:20	TECH TONY RIBBING USING SHOPFORMAN WAYNE VANAARTSENS LOGIN.
10/07/2010	16:26	TRANSFER TO JR VM
10/08/2010	10:30	PLEASE TAKE THE N290 OUT OF THE PUMP AND TAKE A PICTURE AND A PICTURE OF THE FUEL FILTER HOUSING.
10/15/2010	14:45	UPDATING TICKET WITH PHOTOS OF N290 AND METAL DRAINED FROM FILTER HOUSING
10/15/2010	14:53	P1. PLEASE REPLACE THE FOLLOWING COMPONENTS> 03L 130 321-(LINE), 03L 130 301-(PRESSURE LINE), 03L 130 089-(RAIL), 5N0 130 307J-(LINE), 1K0 127 400F-(FILTER), 03L 130 235K-(RETURN LINE), 03L 130 277A-(INJECTORS), 03L 130 301R-(PRESSURE LINE), 03L 130 301B-(PRESSURE LINE), 03L 130 301C-(PRESSURE LINE), 1K0 201 060 GP-(FUEL TANK), 5N0 906 129B-(AUXILIARY PUMP), 03L 130 755 A-(HIGH PRESSURE PUMP), 1K0 919 050 J-(IN TANK FUEL PUMP). PLEASE CONSULT ETKA FOR THE LATEST PART # ON ALL COMPONENTS. ANY LINE THAT IS NOT REPLACED IN THIS PROCEDURE MUST BE THOROUGHLY CLEANED. IF YOU CANNOT ADEQUATELY CLEAN THE LINE/FITTING, PLEASE REPLACE IT ALSO. PLEASE FOLLOW ELSA WEB'S PROCEDURE FOR PRIMING THE FUEL SYSTEM. IF THE GF TEST PLAN DOES NOT SHOW UP, GO INTO VSD, ENGINE ELECTRONICS, BASIC SETTINGS, 35 AND RUN THIS TEST 3 TIMES.
10/22/2010	11:51	UPDATING TICKET WAITING ON ARIVAL OF PARTS.
10/22/2010	19:18	THANK YOU FOR UPDATING THE TICKET. IF YOU ARE STILL IN NEED OF TECHNICAL ASSISTANCE OR DISCUSSION, PLEASE CALL INTO THE HELPLINE AT 800-678-2389. IF THE CAR IS LEAVING THE DEALERSHIP, PLEASE CLOSE THE TICKET WITH A RESOLUTION. IF THE CAR WILL BE WAITING AT THE DEALERSHIP ON PARTS, PLEASE UPDATE THE TICKET WITH THE PART NUMBER, DESCRIPTION OF PART AND SALES DOC # GIVEN TO YOU BY YOUR PARTS DEPARTMENT.
10/27/2010	06:48	PARTS ARRIVED, REPAIRING.
10/28/2010	08:35	INSTALLED ALL PARTS AND TESTED. VEHICAL IS OPPERATING AS DESIGNED AT THIS TIME WITH NO STALLING ISSUES AND NO METAL SHAVINGS IN FUEL SYSTEM. COLSING TICKET
10/28/2010	11:18	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
10/28/2010	11:18	ISSUE UPDATED

Consultant's Closing Comments

INSTALLED ALL PARTS AND TESTED. VEHICAL IS OPPERATING AS DESIGNED AT THIS TIME WITH NO STALLING ISSUES AND NO METAL SHAVINGS IN FUEL SYSTEM. COLSING TICKET

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
654649	JETTA	2010	3VWRL7AJ4AM [REDACTED]	10156	2045	10/07/2010	United States

Workshop Finding

INSPECTED DIESEL FUEL FILTER CONTAINER & FOUND METAL PARTICLES INSIDE. PLEASE ADVISE.

Activity Date	Activity Time	Activity Comments
10/07/2010	10:51	CUSTOMER COMPLAINT IS THAT VEHICLE STALLS AT TIMES WHILE TAKING OFF FROM A STOP & SHIFTING FROM 1ST TO 2ND GEAR. INSPECTED DIESEL FUEL FILTER CONTAINER & FOUND METAL PARTICLES INSIDE. PLEASE ADVISE.
10/07/2010	10:51	ISSUE OPENED BY DEALERSHIP
10/07/2010	11:57	CUSTOMER COMMENTS: CUSTOMER COMPLAINT IS THAT VEHICLE STALLS AT TIMES WHILE TAKING OFF FROM A STOP & SHIFTING FROM 1ST TO 2ND GEAR.
10/07/2010	11:57	PLEASE REPLACE THE FOLLOWING COMPONENTS> 03L 130 321-(LINE), 03L 130 301-(PRESSURE LINE), 03L 130 089-(RAIL), 5N0 130 307J-(LINE), 1K0 127 400F-(FILTER), 03L 130 235K-(RETURN LINE), 03L 130 277A-(INJECTORS), 03L 130 301R-(PRESSURE LINE), 03L 130 301B-(PRESSURE LINE), 03L 130 301C-(PRESSURE LINE), 1K0 201 060 GP-(FUEL TANK), 5N0 906 129B-(AUXILIARY PUMP), 03L 130 755 A-(HIGH PRESSURE PUMP), 1K0 919 050 J-(IN TANK FUEL PUMP). PLEASE CONSULT ETKA FOR THE LATEST PART # ON ALL COMPONENTS. ANY LINE THAT IS NOT REPLACED IN THIS PROCEDURE MUST BE THOROUGHLY CLEANED. IF YOU CANNOT ADEQUATELY CLEAN THE LINE/FITTING, PLEASE REPLACE IT ALSO. PLEASE FOLLOW ELSA WEB'S PROCEDURE FOR PRIMING THE FUEL SYSTEM. IF THE GF TEST PLAN DOES NOT SHOW UP, GO INTO VSD, ENGINE ELECTRONICS, BASIC SETTINGS, 35 AND RUN THIS TEST 3 TIMES. 3.0LTDI
10/07/2010	11:57	WORKSHOP FINDINGS: INSPECTED DIESEL FUEL FILTER CONTAINER & FOUND METAL PARTICLES INSIDE. PLEASE ADVISE.
10/07/2010	12:46	I SPECIAL ORDERED ALL PARTS AS PER TECH LINE REQUEST. THANKS!!!
10/07/2010	14:01	THANK YOU FOR THE UPDATE. PLEASE UPDATE TICKET WITH SHIPPING DOC # AND CALL BACK IF FURTHER ASSISTANCE NEEDED.
10/11/2010	09:10	THANK YOU
10/11/2010	19:12	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
10/11/2010	19:12	ISSUE UPDATED

Consultant's Closing Comments

REPALCE THE FUEL SYSTEM

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
654787	TOUAREG	2010	WVGFK7A90AD [REDACTED]	11084	2463	10/07/2010	United States

Workshop Finding
n/a

Activity Date	Activity Time	Activity Comments
10/07/2010	13:00	CUSTOMER STATES THE MIL CAME ON AND THE VEHICLE DIED ABOUT 1½ MILE DOWN THE ROAD AND WOULD NOT RESTART, CHECKED MIL IT HAS A P0087 FUEL PRESSURE CODE, PULLED THE FUEL FILTER OUT AND FOUND METAL PARTICLES, I COULD NOT FIND THE PROCEDURE OR PARTS LIST IN THE REPAIR MANUAL FOR WHEN A VEHICLE IS FILLED WITH GAS AND RAN.
10/07/2010	13:00	ISSUE OPENED BY DEALERSHIP
10/07/2010	13:08	CUSTOMER COMMENTS: CUSTOMER STATES THE MIL CAME ON AND THE VEHICLE DIED ABOUT 1½ MILE DOWN THE ROAD AND WOULD NOT RESTART, CHECKED MIL IT HAS A P0087 FUEL PRESSURE CODE, PULLED THE FUEL FILTER OUT AND FOUND METAL PARTICLES, I COULD NOT FIND THE PROCEDURE OR PARTS LIST IN THE REPAIR MANUAL FOR WHEN A VEHICLE IS FILLED WITH GAS AND RAN.
10/07/2010	13:08	ISSUE SENT TO DEALERSHIP
10/07/2010	13:08	PLEASE CLEAN THE HIGH PRESSURE PUMP NEAR THE N290 FUEL METERING VALVE. AFTER CLEANING, SPRAY DOWN WITH COMPRESSED AIR TO REMOVE ALL DEBRIS. REMOVE THE N290 AND INSPECT FOR METAL SHAVINGS. IF METAL SHAVINGS ARE FOUND, TAKE A FUEL SAMPLE AND PUT SOME FUEL INTO A CLEAN STYROFOAM CUP. AFTER FIFTEEN MINUTES, CHECK THE CUP FOR DETERIORATION. PLEASE UPDATE THE TICKET WITH RESULTS AND PICTURES AND CALL US BACK WITH THESE RESULTS.
10/07/2010	13:27	HERE ARE THE PICS OF THE PUMP AND VALVE
10/07/2010	13:43	DUE TO FUEL CONTAMINATION THE ENTIRE FUEL SYSTEM WILL NEED TO BE REPLACED... PLEASE REPLACE THE FOLLOWING COMPONENTS> 7L6 201 075K-(FUEL TANK), 1K0 906 089 C- (FUEL PUMP), 7L6 201 082 J-(REAR FUEL LINES), 7L6 130 308 C-(FUEL LINES), 7L6 203 491 D-(FUEL COOLER), 059 130 218 Q-(RETENTION VALVE WITH RETURN LINES), 059 130 089 AM-(FUEL RAIL LEFT), 059 130 090 AQ-(FUEL RAIL RIGHT), 059 130 277 AM (6X) (INJECTORS), 059 130 241 CD-(6X) (PRESSURE LINES), 059 130 310 AK-(FUEL LINE), 059 130 309 AT-(FUEL LINE), 059 130 300 DF-(FUEL LINES), 059 130 758 J-(PRESSURE SENSOR), 059 919 523 A-(TEMP SENSOR), 7L6 127 434 A-(FILTER), 059 130 755 AL-(HIGH PRESSURE PUMP), 7L6 919 088 B-(FUEL SUPPLY MODULE LEFT), 7L6 919 088 C-(FUEL SUPPLY MODULE RIGHT), 7L6 919 715 B-(SUCTION JET PUMP LEFT), 7L6 919 715 C-(SUCTION JET PUMP RIGHT), 7L8 919 679 E-(FLANGE). PLEASE CONSULT ETKA FOR THE LATEST PART # ON ALL COMPONENTS. ANY LINE THAT IS NOT REPLACED IN THIS PROCEDURE MUST BE THOROUGHLY CLEANED. IF YOU CANNOT ADEQUATELY CLEAN THE LINE/FITTING, PLEASE REPLACE IT ALSO. PLEASE FOLLOW ELSA WEB'S PROCEDURE FOR PRIMING THE FUEL SYSTEM. IF THE GF TEST PLAN DOES NOT SHOW UP, GO INTO VSD, ENGINE ELECTRONICS, BASIC SETTINGS, 35 AND RUN THIS TEST 3 TIMES.
10/07/2010	17:54	THANKS FOR THE HELP
10/07/2010	18:56	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
10/07/2010	18:56	ISSUE UPDATED

Consultant's Closing Comments
REPLACED THE COMPLETE DIESEL FUEL SYSTEM.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
655649	Q7	2010	WA1LMAFEXAD [REDACTED]	8941	2374	10/08/2010	United States

Workshop Finding

THE CONCERN HAS BEEN VERIFIED. TECH FOUND METAL IN THE FILTER AND THE TANK. IF THE HIGH PRESSURE IS DISCONNECTED THE ENGINE WILL START AND RUN FOR A SHORT TIME. NO SIGNS OF GASOLINE IN THE FUEL TANK. PICTURES ATTACHED TO THE CONTACT OF THE FUEL AND THE FILTER.

Activity Date	Activity Time	Activity Comments
10/08/2010	17:41	ISSUE OPENED BY DEALERSHIP
10/08/2010	17:41	VEHICLE DIED OUT WHILE DRIVING.ENGINE WILL TRIES TO START THEN STALLS OUT.
10/08/2010	18:02	ADVISED TECH TO ORDER ALL FUEL SYSTEM RELATED COMPONENTS THAT TOUCHES THE FUEL. ADVISED TECH TO KEEP A FUEL SAMPLE FOR TESTING. ADVISED TECH THAT I HAVE ESCALATED THIS TO YOUR TFM FOR REVIEW. THANKS
10/08/2010	18:02	CUSTOMER COMMENTS: VEHICLE DIED OUT WHILE DRIVING.ENGINE WILL TRIES TO START THEN STALLS OUT.
10/08/2010	18:02	WORKSHOP FINDINGS: THE CONCERN HAS BEEN VERIFIED. TECH FOUND METAL IN THE FILTER AND THE TANK. IF THE HIGH PRESSURE IS DISCONNECTED THE ENGINE WILL START AND RUN FOR A SHORT TIME. NO SIGNS OF GASOLINE IN THE FUEL TANK. PICTURES ATTACHED TO THE CONTACT OF THE FUEL AND THE FILTER.
10/08/2010	18:03	ISSUE UPDATED
10/11/2010	12:45	THE HIGH PRESSURE PUMP IS ON PART BLOCK,PLEASE RELEASE ONE TO US.
10/11/2010	12:50	PART NUMBER IS 059 130 755 AL, I WILL RELEASE THIS PART TO YOU AND SEND A SALES DOCUMENT WHEN I RECIEVE IT. THANKS
10/11/2010	14:34	YOUR ORDER HAS BEEN RECEIVED AND WILL PROCESS ON SALES DOC. 1007187670.
10/15/2010	17:53	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
10/15/2010	17:53	ISSUE UPDATED

Consultant's Closing Comments

REPLACED COMPLETE FUEL SYSTEM DUE TO METAL CONTAMINATION.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
655937	JETTA	2010	3VWAL7AJ8AM [REDACTED]	8793	2070	10/11/2010	United States

Workshop Finding
n/a

Activity Date	Activity Time	Activity Comments
10/11/2010	13:16	HE WAS DRIVING ON LOCAL STREETS LIGHT CAME ON THE DASH THEN THE CAR DIED GFF DIO + REMOVE HIGH FUEL PRESSURE SENSOR FAUND METAL CONTAMINATION
10/11/2010	13:16	ISSUE OPENED BY DEALERSHIP
10/11/2010	13:18	CUSTOMER COMMENTS: HE WAS DRIVING ON LOCAL STREETS LIGHT CAME ON THE DASH THEN THE CAR DIED GFF DIO + REMOVE HIGH FUEL PRESSURE SENSOR FAUND METAL CONTAMINATION
10/11/2010	13:18	? PLEASE CLEAN THE HIGH PRESSURE PUMP NEAR THE N290 FUEL METERING VALVE. AFTER CLEANING, SPRAY DOWN WITH COMPRESSED AIR TO REMOVE ALL DEBRIS. REMOVE THE N290 AND INSPECT FOR METAL SHAVINGS. IF METAL SHAVINGS ARE FOUND, TAKE A FUEL SAMPLE AND PUT SOME FUEL INTO A CLEAN STYROFOAM CUP. AFTER FIFTEEN MINUTES, CHECK THE CUP FOR DETERIORATION. PLEASE UPDATE THE TICKET WITH RESULTS AND PICTURES AND CALL US BACK WITH THESE RESULTS. 2.0LTDI ? PLEASE REPLACE THE FOLLOWING COMPONENTS> 03L 130 321-(LINE), 03L 130 301-(PRESSURE LINE), 03L 130 089-(RAIL), 5N0 130 307G-(LINE), 1K0 127 400F-(FILTER), 03L 130 235K-(RETURN LINE), 03L 130 277A-(INJECTORS), 03L 130 301R-(PRESSURE LINE), 03L 130 301B-(PRESSURE LINE), 03L 130 301C-(PRESSURE LINE), 1K0 201 060 GP-(FUEL TANK), 5N0 906 129B-(AUXILIARY PUMP), 03L 130 755 A-(HIGH PRESSURE PUMP), 1K0 919 050 J-(IN TANK FUEL PUMP). PLEASE CONSULT ETKA FOR THE LATEST PART # ON ALL COMPONENTS. ANY LINE THAT IS NOT REPLACED IN THIS PROCEDURE MUST BE THOROUGHLY CLEANED. IF YOU CANNOT ADEQUATELY CLEAN THE LINE/FITTING, PLEASE REPLACE IT ALSO. PLEASE FOLLOW ELSA WEB'S PROCEDURE FOR PRIMING THE FUEL SYSTEM. IF THE GF TEST PLAN DOES NOT SHOW UP, GO INTO VSD, ENGINE ELECTRONICS, BASIC SETTINGS, 35 AND RUN THIS TEST 3 TIMES
10/11/2010	13:28	SENDING PICTURES
10/11/2010	14:19	ADVISE TECH TO REPLACE THE FUEL SYSTEM
10/11/2010	14:55	FOM ADVISED US TO REPLACE EVERYTHING EXCEPT THE FUEL LINES(TO FLUSH LINES ONLY) PLEASE ADVISE!!!
10/11/2010	17:42	THANK YOU FOR UPDATING THE VTA PLEASE CALL BACK IF FURTHER ASSISTANCE IS NEEDED.
10/13/2010	11:18	PARTS WAIT RED ORDERER
10/13/2010	16:14	THANK YOU FOR UPDATING THE VTA PLEASE CALL BACK IF FURTHER ASSISTANCE IS NEEDED.PLEASE ADD SALES DOC#
10/15/2010	16:22	WAIT FOR PARTS
10/18/2010	13:02	THANK YOU FOR UPDATING THE TICKET. IF YOU ARE STILL IN NEED OF TECHNICAL ASSISTANCE OR DISCUSSION, PLEASE CALL INTO THE HELPLINE AT 800-678-2389. IF THE CAR IS LEAVING THE DEALERSHIP, PLEASE CLOSE THE TICKET WITH A RESOLUTION.
10/18/2010	15:50	P1 SPOKE WITH CLAUDIA, VEHICLE IS AT THE DEALER WAITING ON PARTS. IF YOU ARE STILL IN NEED OF TECHNICAL ASSISTANCE OR DISCUSSION, PLEASE CALL INTO THE HELPLINE AT 800-678-2389. IF THE CAR IS LEAVING THE DEALERSHIP, PLEASE CLOSE THE TICKET WITH A RESOLUTION. IF THE CAR WILL BE WAITING AT THE DEALERSHIP ON PARTS, PLEASE UPDATE THE TICKET WITH THE SALES DOC # GIVEN TO YOU BY YOUR PARTS DEPARTMENT.
10/19/2010	08:58	REPLACE ALL FUEL COMPONENT + TEST DRIVE ,FAUND RETURN LINE IN TANCK LEAKING ORDERED LINE
10/19/2010	17:27	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
10/19/2010	17:27	ISSUE UPDATED

Consultant's Closing Comments
REPALCE THE FUEL SYSTEM

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
656069	JETTA	2010	3VWTL7AJ7AM	13060	2338	10/11/2010	United States

Workshop Finding

8 FUEL PRESSURE RELATED FAULTS STORED VEHICLE HARD TO START POPPING NOISE PRESENT IN AREA OF INJECTION PUMP, TECH STATES ENGINE WILL RUN BUT HAVE POPPING NOISE FROM ENGINE/HIGH PRESSURE PUMP.

Activity Date	Activity Time	Activity Comments
10/11/2010	15:31	8 FUEL PRESSURE RELATED FAULTS STORED VEHICLE HARD TO START POPPING NOISE PRESENT IN AREA OF INJECTION PUMP
10/11/2010	15:31	ISSUE OPENED BY DEALERSHIP
10/11/2010	16:31	CUSTOMER COMMENTS: VEHICLE QUIT RUNNING
10/11/2010	16:31	PLEASE TAKE FUEL SAMPLE AND PUT IN A STYROFOAM CUP, IF IT EAST THROUGHT THE CUP IT IS GASOLINE, IF ALL OK REMOVE THE METERING VALVE OFF THE HIGH PRESSURE PUMP AND CHECK FOR METAL. IF ALL OK CHECK FUEL PRESSURES IN MVB 20 AT IDLE.
10/11/2010	16:31	WORKSHOP FINDINGS: 8 FUEL PRESSURE RELATED FAULTS STORED VEHICLE HARD TO START POPPING NOISE PRESENT IN AREA OF INJECTION PUMP, TECH STATES ENGINE WILL RUN BUT HAVE POPPING NOISE FROM ENGINE/HIGH PRESSURE PUMP.
10/11/2010	16:54	ATTACHED PICS
10/11/2010	16:56	RUST AND SLIME IN FUEL FILTER HOUSING PIC ATTACHED METAL IN PUMP BELOW METERING VALVE
10/11/2010	17:01	PLEASE REPLACE THE FOLLOWING COMPONENTS> 03L 130 321-(LINE), 03L 130 301-(PRESSURE LINE), 03L 130 089-(RAIL), 5N0 130 307J-(LINE), 1K0 127 400F-(FILTER), 03L 130 235K-(RETURN LINE), 03L 130 277A-(INJECTORS), 03L 130 301R-(PRESSURE LINE), 03L 130 301B-(PRESSURE LINE), 03L 130 301C-(PRESSURE LINE), 1K0 201 060 GP-(FUEL TANK), 5N0 906 129B-(AUXILIARY PUMP), 03L 130 755 A-(HIGH PRESSURE PUMP), 1K0 919 050 J-(IN TANK FUEL PUMP). PLEASE CONSULT ETKA FOR THE LATEST PART # ON ALL COMPONENTS. ANY LINE THAT IS NOT REPLACED IN THIS PROCEDURE MUST BE THOROUGHLY CLEANED. IF YOU CANNOT ADEQUATELY CLEAN THE LINE/FITTING, PLEASE REPLACE IT ALSO. PLEASE FOLLOW ELSA WEB'S PROCEDURE FOR PRIMING THE FUEL SYSTEM. IF THE GF TEST PLAN DOES NOT SHOW UP, GO INTO VSD, ENGINE ELECTRONICS, BASIC SETTINGS, 35 AND RUN THIS TEST 3 TIMES.
10/12/2010	10:03	PARTS WILL BE ON TODAYS ORDER WILL PROVIDE DOC NUM LATER TODAY
10/12/2010	17:18	THANKS FOR THE UPDATE, IF THAT FIXES THE CAR PLEASE UPDATE AND CLOSE OUT THE TICKET.
10/13/2010	08:01	DOC 1007193478
10/13/2010	08:36	THANKS FOR THE UPDATE, PLEASE CALL AND CHECK IN IF FURTHER ASSISTANCE IS NEEDED.
10/18/2010	13:46	SPOKE WITH GARY IN SERVICE. PARTS CAME IN AND THE VEHICLE IS BEING REPAIRED. TECH TO CLOSE THE VTA WHEN COMPLETE. P2
10/21/2010	07:47	REPAIR COMPLETE
10/21/2010	18:06	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
10/21/2010	18:06	ISSUE UPDATED

Consultant's Closing Comments

REPLACED FUEL SYSTEM

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
656129	JETTA	2009	3VWRL71K19 [REDACTED]	22184	2463	10/11/2010	United States

Workshop Finding

TECH IS INQUIRING INTO WHEN THE FUEL CONTAINERS WILL ARRIVE

Activity Date	Activity Time	Activity Comments
10/11/2010	16:35	CUSTOMER STATES GLOW PLUG LIGHT AND MIL STARTED FLASHING CAR LOST POWER.HAD CAR TOWED IN .
10/11/2010	16:35	ISSUE OPENED BY DEALERSHIP
10/11/2010	16:40	ADVISED TECH THAT WE ARE NO LONGER SENDING FUEL CONTAINERS. PLEASE CONTINUE WITH REPAIRS. THANKS
10/11/2010	16:40	CUSTOMER COMMENTS: CUSTOMER STATES GLOW PLUG LIGHT AND MIL STARTED FLASHING CAR LOST POWER.HAD CAR TOWED IN .
10/11/2010	16:40	WORKSHOP FINDINGS: TECH IS INQUIRING INTO WHEN THE FUEL CONTAINERS WILL ARRIVE
10/11/2010	17:00	WAITING ON BACK ORDERED PARTS.
10/11/2010	19:00	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
10/11/2010	19:00	ISSUE UPDATED

Consultant's Closing Comments

ORDERED FUEL SYSTEM.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
656822	JETTA	2011	3VWPL7AJ0BM [REDACTED]	2002	2463	10/12/2010	United States

Workshop Finding
n/a

Activity Date	Activity Time	Activity Comments
10/12/2010	16:42	CUSTOMER FUEL VEHICLE WITH GAS, DROVE UNTIL VEHICLE DIED.
10/12/2010	16:42	ISSUE OPENED BY DEALERSHIP
10/12/2010	16:49	CUSTOMER COMMENTS: CUSTOMER FUEL VEHICLE WITH GAS, DROVE UNTIL VEHICLE DIED.
10/12/2010	16:49	TECH STATES HE FOUND METAL UNDER THE N290 ON THE HIGH PRESSURE PUMP. ADVISED TECH TO REPLACE THE FOLLOWING COMPONENTS> 03L 130 321-(LINE), 03L 130 301-(PRESSURE LINE), 03L 130 089-(RAIL), 5N0 130 307J-(LINE), 1K0 127 400F-(FILTER), 03L 130 235K-(RETURN LINE), 03L 130 277A-(INJECTORS), 03L 130 301R-(PRESSURE LINE), 03L 130 301B-(PRESSURE LINE), 03L 130 301C-(PRESSURE LINE), 1K0 201 060 GP-(FUEL TANK), 5N0 906 129B-(AUXILIARY PUMP), 03L 130 755 A-(HIGH PRESSURE PUMP), 1K0 919 050 J-(IN TANK FUEL PUMP). PLEASE CONSULT ETKA FOR THE LATEST PART # ON ALL COMPONENTS. ANY LINE THAT IS NOT REPLACED IN THIS PROCEDURE MUST BE THOROUGHLY CLEANED. IF YOU CANNOT ADEQUATELY CLEAN THE LINE/FITTING, PLEASE REPLACE IT ALSO. PLEASE FOLLOW ELSA WEB'S PROCEDURE FOR PRIMING THE FUEL SYSTEM. IF THE GF TEST PLAN DOES NOT SHOW UP, GO INTO VSD, ENGINE ELECTRONICS, BASIC SETTINGS, 35 AND RUN THIS TEST 3 TIMES.
10/12/2010	17:33	THANK YOU.
10/12/2010	18:20	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
10/12/2010	18:20	ISSUE UPDATED

Consultant's Closing Comments
REPLACING FUEL SYSTEM.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
657220	JETTA	2009	3VWRL71K99M [REDACTED]	40809	2374	10/13/2010	United States

Workshop Finding

THE DIESEL CONTROL MODULE HAS 2 FAULTS IN IT, P0087 (LOW FUEL PRESSURE), P0191 (IMPLAUSIBLE SIGNAL). THE FUEL FILTER IS CONTAMINATED W/ METAL. I AM ATTACHING SOME PICTURES. SOMETHING HAS FAILED IN THE FUEL SYSTEM TO SPREAD THE METAL. HIGH PRESSURE PUMP? THE FUEL DOES NOT SMELL OF GASOLINE, AND THE SPECIFIC GRAVITY SHOWS THE FUEL TO BE DIESEL. TECH STATES PERFORMED FLAME TEST, NEGATIVE FOR GASOLINE.

Activity Date	Activity Time	Activity Comments
10/13/2010	13:14	ISSUE OPENED BY DEALERSHIP
10/13/2010	13:14	THE CAR HAS BEEN TOWED IN. THE CUSTOMER STATES, "THE CAR SHUT OFF WHILE DRIVING AND WOULD NOT RESTART." THE DIESEL CONTROL MODULE HAS 2 FAULTS IN IT, P0087 (LOW FUEL PRESSURE), P0191 (IMPLAUSIBLE SIGNAL). THE FUEL FILTER IS CONTAMINATED W/ METAL. I AM ATTACHING SOME PICTURES. SOMETHING HAS FAILED IN THE FUEL SYSTEM TO SPREAD THE METAL. HIGH PRESSURE PUMP? THE FUEL DOES NOT SMELL OF GASOLINE, AND THE SPECIFIC GRAVITY SHOWS THE FUEL TO BE DIESEL.
10/13/2010	14:23	CUSTOMER COMMENTS: THE CAR HAS BEEN TOWED IN. THE CUSTOMER STATES, "THE CAR SHUT OFF WHILE DRIVING AND WOULD NOT RESTART."
10/13/2010	14:23	PLEASE REPLACE THE FOLLOWING COMPONENTS> 03L 130 321-(LINE), 03L 130 301-(PRESSURE LINE), 03L 130 089-(RAIL), 5N0 130 307J-(LINE), 1K0 127 400F-(FILTER), 03L 130 235K-(RETURN LINE), 03L 130 277A-(INJECTORS), 03L 130 301R-(PRESSURE LINE), 03L 130 301B-(PRESSURE LINE), 03L 130 301C-(PRESSURE LINE), 1K0 201 060 GP-(FUEL TANK), 5N0 906 129B-(AUXILIARY PUMP), 03L 130 755 A-(HIGH PRESSURE PUMP), 1K0 919 050 J-(IN TANK FUEL PUMP). PLEASE CONSULT ETKA FOR THE LATEST PART # ON ALL COMPONENTS. ANY LINE THAT IS NOT REPLACED IN THIS PROCEDURE MUST BE THOROUGHLY CLEANED. IF YOU CANNOT ADEQUATELY CLEAN THE LINE/FITTING, PLEASE REPLACE IT ALSO. PLEASE FOLLOW ELSA WEB'S PROCEDURE FOR PRIMING THE FUEL SYSTEM. IF THE GF TEST PLAN DOES NOT SHOW UP, GO INTO VSD, ENGINE ELECTRONICS, BASIC SETTINGS, 35 AND RUN THIS TEST 3 TIMES.
10/13/2010	14:23	WORKSHOP FINDINGS: THE DIESEL CONTROL MODULE HAS 2 FAULTS IN IT, P0087 (LOW FUEL PRESSURE), P0191 (IMPLAUSIBLE SIGNAL). THE FUEL FILTER IS CONTAMINATED W/ METAL. I AM ATTACHING SOME PICTURES. SOMETHING HAS FAILED IN THE FUEL SYSTEM TO SPREAD THE METAL. HIGH PRESSURE PUMP? THE FUEL DOES NOT SMELL OF GASOLINE, AND THE SPECIFIC GRAVITY SHOWS THE FUEL TO BE DIESEL. TECH STATES PERFORMED FLAME TEST, NEGATIVE FOR GASOLINE.
10/13/2010	16:32	BRIAN, I PERFORMED THE POLYSTYRENE/ STYROFOAM TEST W/ A FUEL SAMPLE FROM THE CAR, AND SOME FRESH DIESEL FROM THE FUEL STATION. THE CUP THAT HAD THE SAMPLE FROM THE CAR BEGAN TO LEAK AFTER 25 MINUTES. THE CUP CONTAINING THE SAMPLE FROM THE FILLING STATION HAS NOT LEAKED AFTER 1.0 HOURS. THE FUEL IN THE CAR HAS SOMETHING MIXED W/ IT (GASOLINE, OR SOMETHING SIMILAR IN COMPOSITION, CAUSING THE POLYSTYRENE TO DISOLVE.
10/13/2010	16:51	ADVISED TECH TO CONTACT THE FOM IF NECESSARY. IF THE FUEL DETERIORATED THE STYROFOAM CUP THERE IS SOMETHING OTHER THAN CLEAN, LOW SULFUR DIESEL IN THE FUEL SYSTEM.
10/18/2010	08:11	FOM IS AWARE OF THE PROBLEM. CUSTOMER HAS BEEN INFORMED OF NEEDED REPAIRS. NO AUTHORIZTION TO DO SO.
10/18/2010	12:40	PLEASE CALL AND CHECK IN, FLAME TEST WAS NEGATIVE RIGHT?
10/21/2010	08:00	BRIAN, THE FUEL DID NOT IGNITE WHEN LIT. I WILL CALL YOU IN AM.
10/21/2010	09:38	THE FUEL SYSTEM NEEDS TO BE REPLACED.
10/21/2010	14:21	D2 PER TODAYS UPDATE THE DEALER IS WORKING ON THE VEHICLE.
10/25/2010	07:58	WORKING ON VEHICLE. WILL UPDATE TICKET WHEN REPAIRS COMPLETED.
10/25/2010	15:44	THANKS, KEEP US POSTED. PLEASE CLOSE THE VTA IF COMPLETE OR CALL BACK INTO THE HELPLINE IF NECESSARY.

10/28/2010	10:32	THE FUEL SYSTEM HAS BEEN REPLACED, AND THE VEHICLE TEST DRIVEN. THE CAR IS OPERATING TO MANUFACT. DESIGN AT THIS TIME. THANK YOU FOR YOUR HELP.
10/28/2010	15:40	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
10/28/2010	15:40	ISSUE UPDATED

Consultant's Closing Comments		
REPLACED FUEL SYSTEM		

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
657811	GOLF	2010	WVWBM7AJ5AW	19955	2463	10/14/2010	United States

Workshop Finding

VEHICLE JUST CRANKS. RAN GFF, P0087 SET. FOLLOWED BULLITEN 2023624 INSTRUCTION TO INSPECT FUEL FILTER HOUSING. FOUND METAL DEBRIS. ONCE DEBRI WAS FOUND NOW INFORMING TAC TO OPEN TICKET FOR REPAIRS.

Activity Date	Activity Time	Activity Comments
10/14/2010	12:25	CAR WAS TOWED IN. CUSTOMER S COMPLAINT CAR STALLED OUT WOULD NOT RESTART. VEHICLE JUST CRANKS. RAN GFF, P0087 SET. FOLLOWED BULLITEN 2023624 INSTRUCTION TO INSPECT FUEL FILTER HOUSING. FOUND METAL DEBRIS. ONCE DEBRI WAS FOUND NOW INFORMING TAC TO OPEN TICKET FOR REPAIRS.
10/14/2010	12:25	ISSUE OPENED BY DEALERSHIP
10/14/2010	12:42	GFF LOG
10/14/2010	12:53	CUSTOMER COMMENTS: CAR WAS TOWED IN. CUSTOMER S COMPLAINT CAR STALLED OUT WOULD NOT RESTART.
10/14/2010	12:53	PLEASE CLEAN THE HIGH PRESSURE PUMP NEAR THE N290 FUEL METERING VALVE. AFTER CLEANING, SPRAY DOWN WITH COMPRESSED AIR TO REMOVE ALL DEBRIS. REMOVE THE N290 AND INSPECT FOR METAL SHAVINGS. IF METAL SHAVINGS ARE FOUND, TAKE A FUEL SAMPLE AND PUT SOME FUEL INTO A CLEAN STYROFOAM CUP. AFTER FIFTEEN MINUTES, CHECK THE CUP FOR DETERIORATION. PLEASE UPDATE THE TICKET WITH RESULTS AND PICTURES AND CALL US BACK WITH THESE RESULTS.
10/14/2010	12:53	WORKSHOP FINDINGS: VEHICLE JUST CRANKS. RAN GFF, P0087 SET. FOLLOWED BULLITEN 2023624 INSTRUCTION TO INSPECT FUEL FILTER HOUSING. FOUND METAL DEBRIS. ONCE DEBRI WAS FOUND NOW INFORMING TAC TO OPEN TICKET FOR REPAIRS.
10/14/2010	16:13	REMOVED N290 FUEL METERING VALVE. FOUND EXCESSIVE METAL SHVINGS INSIDE. TOOK FUEL SAMPLE AND PUT IN STYROFAOM CUP. LET SIT 15MINUTES. FUEL DID NOT EFFECT CUP. ATTACHED PICTURE OF N290 REMOVED AND METAL SHAVINGS PRESENT.
10/14/2010	16:29	THANK YOU FOR UPDATING THE TICKET. IF YOU ARE STILL IN NEED OF TECHNICAL ASSISTANCE OR DISCUSSION, PLEASE CALL INTO THE HELPLINE AT 800-678-2389.
10/14/2010	17:00	PLEASE REPLACE THE FOLLOWING COMPONENTS> 03L 130 321-(LINE), 03L 130 301-(PRESSURE LINE), 03L 130 089-(RAIL), 5N0 130 307J-(LINE), 1K0 127 400F-(FILTER), 03L 130 235K-(RETURN LINE), 03L 130 277A-(INJECTORS), 03L 130 301R-(PRESSURE LINE), 03L 130 301B-(PRESSURE LINE), 03L 130 301C-(PRESSURE LINE), 1K0 201 060 GP-(FUEL TANK), 5N0 906 129B-(AUXILIARY PUMP), 03L 130 755 A-(HIGH PRESSURE PUMP), 1K0 919 050 J-(IN TANK FUEL PUMP). PLEASE CONSULT ETKA FOR THE LATEST PART # ON ALL COMPONENTS. ANY LINE THAT IS NOT REPLACED IN THIS PROCEDURE MUST BE THOROUGHLY CLEANED. IF YOU CANNOT ADEQUATELY CLEAN THE LINE/FITTING, PLEASE REPLACE IT ALSO. PLEASE FOLLOW ELSA WEB'S PROCEDURE FOR PRIMING THE FUEL SYSTEM. IF THE GF TEST PLAN DOES NOT SHOW UP, GO INTO VSD, ENGINE ELECTRONICS, BASIC SETTINGS, 35 AND RUN THIS TEST 3 TIMES.
10/14/2010	17:29	WAS INSTRUCTED TO REPLACE ALL FUEL SYSTEM COMPONENTS. ODERED ALL PARTS THAT WERE LISTED
10/15/2010	16:12	DID NOT RECEIVE ORDERED PARTS TODAY 10-15-10
10/15/2010	19:58	THANK YOU FOR UPDATING THE TICKET. IF YOU ARE STILL IN NEED OF TECHNICAL ASSISTANCE OR DISCUSSION, PLEASE CALL INTO THE HELPLINE AT 800-678-2389.
10/16/2010	18:30	RECEIVED PARTS 10-16-10
10/18/2010	20:07	THANK YOU FOR UPDATING THE TICKET. IF YOU ARE STILL IN NEED OF TECHNICAL ASSISTANCE OR DISCUSSION, PLEASE CALL INTO THE HELPLINE AT 800-678-2389.
10/18/2010	20:31	INSTALLED ALL FUEL SYSTEM COMPONENTS, FLUSHED MISC FUEL LINES. BLEED SYSTEM. STARTED VEHICLE. SYSTEMS WORKING OK
10/19/2010	20:03	THANK YOU FOR UPDATING THE TICKET. IF YOU ARE STILL IN NEED OF TECHNICAL ASSISTANCE OR DISCUSSION, PLEASE CALL INTO THE HELPLINE AT 800-678-2389. PLEASE CLOSE THE VTA IF THE VEHICLE HAS BEEN REPAIRED. THANK YOU.
10/21/2010	17:36	SPOKE TO DUANE IN SERVICE. REPAIRS HAVE BEEN COMPLETED AND VEHICLE IS NO LONGER AT DEALER. TECH TO CLOSE VTA. D1.

10/21/2010	17:40	ALL REPAIRS HAVE BEEN COMPLETED. VEHICLE OPERATING AS DESIGHNED
10/21/2010	18:56	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
10/21/2010	18:56	ISSUE UPDATED

Consultant's Closing Comments
REPLACED FUEL SYSTEM.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
657849	GOLF	2010	WVWDM7AJ8AW	31146	2463	10/14/2010	United States

Workshop Finding

CHECKED FOR FAULT CODES AND FOUND P0087 PRESENT, CHECKED FUEL SYSTEM FINDING VERY LITTLE FUEL IN WATER SEPERATOR, FUEL PUMP IN TANK NOT WORKING AND FOUND METAL IN N290 AREA.

Activity Date	Activity Time	Activity Comments
10/14/2010	13:02	CUSTOMER STATED THAT ENGINE SHUT OFF ON FREEWAY. CHECKED FOR FAULT CODES AND FOUND P0087 PRESENT, CHECKED FUEL SYSTEM FINDING VERY LITTLE FUEL IN WATER SEPERATOR, FUEL PUMP IN TANK NOT WORKING AND FOUND METAL IN N290 AREA.
10/14/2010	13:02	ISSUE OPENED BY DEALERSHIP
10/14/2010	13:08	CUSTOMER COMMENTS: CUSTOMER STATED THAT ENGINE SHUT OFF ON FREEWAY.
10/14/2010	13:08	? PLEASE CLEAN THE HIGH PRESSURE PUMP NEAR THE N290 FUEL METERING VALVE. AFTER CLEANING, SPRAY DOWN WITH COMPRESSED AIR TO REMOVE ALL DEBRIS. REMOVE THE N290 AND INSPECT FOR METAL SHAVINGS. IF METAL SHAVINGS ARE FOUND, TAKE A FUEL SAMPLE AND PUT SOME FUEL INTO A CLEAN STYROFOAM CUP. AFTER FIFTEEN MINUTES, CHECK THE CUP FOR DETERIORATION. PLEASE UPDATE THE TICKET WITH RESULTS AND PICTURES AND CALL US BACK WITH THESE RESULTS. 2.0LTDI ? PLEASE REPLACE THE FOLLOWING COMPONENTS> 03L 130 321-(LINE), 03L 130 301-(PRESSURE LINE), 03L 130 089-(RAIL), 5N0 130 307G-(LINE), 1K0 127 400F-(FILTER), 03L 130 235K-(RETURN LINE), 03L 130 277A-(INJECTORS), 03L 130 301R-(PRESSURE LINE), 03L 130 301B-(PRESSURE LINE), 03L 130 301C-(PRESSURE LINE), 1K0 201 060 GP-(FUEL TANK), 5N0 906 129B-(AUXILIARY PUMP), 03L 130 755 A-(HIGH PRESSURE PUMP), 1K0 919 050 J-(IN TANK FUEL PUMP). PLEASE CONSULT ETKA FOR THE LATEST PART # ON ALL COMPONENTS. ANY LINE THAT IS NOT REPLACED IN THIS PROCEDURE MUST BE THOROUGHLY CLEANED. IF YOU CANNOT ADEQUATELY CLEAN THE LINE/FITTING, PLEASE REPLACE IT ALSO. PLEASE FOLLOW ELSA WEB'S PROCEDURE FOR PRIMING THE FUEL SYSTEM. IF THE GF TEST PLAN DOES NOT SHOW UP, GO INTO VSD, ENGINE ELECTRONICS, BASIC SETTINGS, 35 AND RUN THIS TEST 3 TIMES
10/14/2010	13:08	WORKSHOP FINDINGS: CHECKED FOR FAULT CODES AND FOUND P0087 PRESENT, CHECKED FUEL SYSTEM FINDING VERY LITTLE FUEL IN WATER SEPERATOR, FUEL PUMP IN TANK NOT WORKING AND FOUND METAL IN N290 AREA.
10/14/2010	13:38	PERFORMED STYRO FOAM TRICK AND IS NOT DETERIORATING AFTER 15 MINUTES
10/14/2010	13:44	ADVISED TECH TO REPLACE THE COMPLETE DIESEL FUEL SYSTEM.
10/21/2010	17:11	SPOKE WITH DAN AND AWAITING PARTS. P2
10/22/2010	13:48	PLEASE INCLUDE THESE PARTS TO FUTURE LIST OF PARTS TO BE ORDERED DURING THIS PROCEDURE AS THEY DONT COME WITH THE NEW PARTS TECH LINE TOLD ME TO REPLACE, THE FUEL INJECTOR SEALS(O RINGS) PART NUMBER WHT-000-884 QUANITY 4, THREE BOLTS FOR THE CAMSHAFT GEAR N-107-158-01 QUANITY 3, FUEL PUMP GEAR BOLTS N-911-803-01 QUANITY 3, AND BREATHER HOSE ATOP FUEL TANK PART # 1K0201993M WHICH IS A ONE TIME USE ONLY. SHOULD HAVE WORK COMPLETED TODAY.
10/22/2010	17:20	COMPLETED PROCEDURE AND ENGINE RUNS GREAT.DELIVERED TO CUSTOMER
10/22/2010	18:11	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
10/22/2010	18:11	ISSUE UPDATED

Consultant's Closing Comments

COMPLETED PROCEDURE AND ENGINE RUNS GREAT.DELIVERED TO CUSTOMER

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
658256	JETTA	2009	3VWRL71K49M [REDACTED]	26771	2045	10/15/2010	United States

Workshop Finding
n/a

Activity Date	Activity Time	Activity Comments
10/15/2010	10:04	CUSTOMER CONCERNS WHILE DRIVEING GLOW PLUG LIGHT THEN CHECK ENGINE LIGHT CAME ON AND VEHICLE DIED AND WAS UNABLE TO RESTART. VEHICLE WAS TOWED IN. TODAY WENT OUT AND WAS ABLE TO START AND DRIVE VEHICLE INTO SHOP. RAN GFF AND FOUND FAULT P0087 HAD THREE FAULTS AND P0191 FOR G247. TESTED FUEL NO SIGNS OF WATER OR GASOLINE. REMOVED N290 AND FOUND METAL SHAVINGS IN SCREEN PLEASE ADVISE.
10/15/2010	10:04	ISSUE OPENED BY DEALERSHIP
10/15/2010	10:19	ADVISED TECHNICIAN TO PLEASE REPLACE THE FOLLOWING COMPONENTS> 03L 130 321-(LINE), 03L 130 301-(PRESSURE LINE), 03L 130 089-(RAIL), 5N0 130 307J-(LINE), 1K0 127 400F-(FILTER), 03L 130 235K-(RETURN LINE), 03L 130 277A-(INJECTORS), 03L 130 301R-(PRESSURE LINE), 03L 130 301B-(PRESSURE LINE), 03L 130 301C-(PRESSURE LINE), 1K0 201 060 GP-(FUEL TANK), 5N0 906 129B-(AUXILIARY PUMP), 03L 130 755 A-(HIGH PRESSURE PUMP), 1K0 919 050 J-(IN TANK FUEL PUMP). PLEASE CONSULT ETKA FOR THE LATEST PART # ON ALL COMPONENTS. ANY LINE THAT IS NOT REPLACED IN THIS PROCEDURE MUST BE THOROUGHLY CLEANED. IF YOU CANNOT ADEQUATELY CLEAN THE LINE/FITTING, PLEASE REPLACE IT ALSO. PLEASE FOLLOW ELSA WEB'S PROCEDURE FOR PRIMING THE FUEL SYSTEM. IF THE GF TEST PLAN DOES NOT SHOW UP, GO INTO VSD, ENGINE ELECTRONICS, BASIC SETTINGS, 35 AND RUN THIS TEST 3 TIMES.
10/15/2010	10:19	CUSTOMER COMMENTS: CUSTOMER CONCERNS WHILE DRIVEING GLOW PLUG LIGHT THEN CHECK ENGINE LIGHT CAME ON AND VEHICLE DIED AND WAS UNABLE TO RESTART. VEHICLE WAS TOWED IN. TODAY WENT OUT AND WAS ABLE TO START AND DRIVE VEHICLE INTO SHOP. RAN GFF AND FOUND FAULT P0087 HAD THREE FAULTS AND P0191 FOR G247. TESTED FUEL NO SIGNS OF WATER OR GASOLINE. REMOVED N290 AND FOUND METAL SHAVINGS IN SCREEN PLEASE ADVISE.
10/21/2010	17:25	COMPLETED REPAIRS THANK YOU FOR YOUR ASSISTANCE
10/21/2010	18:46	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
10/21/2010	18:46	ISSUE UPDATED

Consultant's Closing Comments
COMPLETED REPAIRS THANK YOU FOR YOUR ASSISTANCE

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
658348	JETTA	2010	3VWRL7AJ6AM [REDACTED]	20569	2463	10/15/2010	United States

Workshop Finding
n/a

Activity Date	Activity Time	Activity Comments
10/15/2010	11:34	CUSTOMER STATES; CHECK ENGINE LIGHT AND GLOW PLUG LIGHT ON, VEHICLE LOST POWER. WAS ABLE TO RESTART, BUT LOSS OF POWER. SCANNED WITH 5052 AND FOUND 3 FAULTS FOR P0087 FUEL PRESSURE IN DISTRIBUTOR SYSTEM, PRESSURE TOO LOW. VEHICLE HAS FULL TANK OF DIESEL, ISSUE OCCURED AFTER FILL UP. CONSULTED TECH BULLETIN 01-10-11 AND CHECKED FUEL FILTER FOR DEBRIS AND RUST, AND CHECKED FUEL FOR QUALITY. FUEL APPEARS TO BE OK, SOME METAL SHAVINGS PRESENT ON TOP OF FUEL FILTER, AND SMALL AMOUNT OF DEBRIS AT BOTTOM OF FILTER HOUSING.
10/15/2010	11:34	ISSUE OPENED BY DEALERSHIP
10/15/2010	11:46	ADVISED TECH TO TAKE A FUEL SAMPLE, POUR IT IN A STYROFOAM CUP AND LET IT STAND 15-20 MINUTES. IF THE CUP IS DETERIORATED THE VEHICLE MAY HAVE BEEN MISFUELED - STANDARD DIESEL FUEL WILL NOT DEGRADE THE CUP IN THIS SHORT A TIME FRAME. ONCE THE FUEL TEST IS COMPLETE IT WILL BE NECESSARY TO REPLACE THE FUEL SYSTEM DUE TO THE METAL CONTAMINATION. REPLACE THE FOLLOWING COMPONENTS> 03L 130 321-(LINE), 03L 130 301-(PRESSURE LINE), 03L 130 089-(RAIL), 5N0 130 307J-(LINE), 1K0 127 400F-(FILTER), 03L 130 235K-(RETURN LINE), 03L 130 277A-(INJECTORS), 03L 130 301R-(PRESSURE LINE), 03L 130 301B-(PRESSURE LINE), 03L 130 301C-(PRESSURE LINE), 1K0 201 060 GP-(FUEL TANK), 5N0 906 129B-(AUXILIARY PUMP), 03L 130 755 A-(HIGH PRESSURE PUMP), 1K0 919 050 J-(IN TANK FUEL PUMP). PLEASE CONSULT ETKA FOR THE LATEST PART # ON ALL COMPONENTS. ANY LINE THAT IS NOT REPLACED IN THIS PROCEDURE MUST BE THOROUGHLY CLEANED. IF YOU CANNOT ADEQUATELY CLEAN THE LINE/FITTING, PLEASE REPLACE IT ALSO. PLEASE FOLLOW ELSA WEB'S PROCEDURE FOR PRIMING THE FUEL SYSTEM. IF THE GF TEST PLAN DOES NOT SHOW UP, GO INTO VSD, ENGINE ELECTRONICS, BASIC SETTINGS, 35 AND RUN THIS TEST 3 TIMES.
10/15/2010	11:46	CUSTOMER COMMENTS: CUSTOMER STATES; CHECK ENGINE LIGHT AND GLOW PLUG LIGHT ON, VEHICLE LOST POWER. WAS ABLE TO RESTART, BUT LOSS OF POWER. SCANNED WITH 5052 AND FOUND 3 FAULTS FOR P0087 FUEL PRESSURE IN DISTRIBUTOR SYSTEM, PRESSURE TOO LOW. VEHICLE HAS FULL TANK OF DIESEL, ISSUE OCCURED AFTER FILL UP. CONSULTED TECH BULLETIN 01-10-11 AND CHECKED FUEL FILTER FOR DEBRIS AND RUST, AND CHECKED FUEL FOR QUALITY. FUEL APPEARS TO BE OK, SOME METAL SHAVINGS PRESENT ON TOP OF FUEL FILTER, AND SMALL AMOUNT OF DEBRIS AT BOTTOM OF FILTER HOUSING.
10/22/2010	14:21	D2 SPOKE WITH JOHN, THE PARTS HAVE ARRIVED AND HE WILL BE WORKING ON THE VEHICLE. IF YOU ARE STILL IN NEED OF TECHNICAL ASSISTANCE OR DISCUSSION, PLEASE CALL INTO THE HELPLINE AT 800-678-2389. IF THE CAR IS LEAVING THE DEALERSHIP, PLEASE CLOSE THE TICKET WITH A RESOLUTION.
10/22/2010	16:46	ALL PARTS ARRIVED AS OF 10/22/10, REPAIRS WILL START BEGINNING OF NEXT WEEK, ONCE REPAIRS ARE FINISHED WILL UPDATE CASE WITH RESULTS/RESOLUTION.
10/22/2010	17:24	THANK YOU FOR UPDATING THE TICKET. PLEASE CALL BACK IF FURTHER ASSISTANCE NEEDED AND CLOSE TICKET WHEN DONE.
10/27/2010	11:01	R+R ALL ORDERED PARTS AND CLEANED OUT ALL REMAINING LINES. ADAPTED FUEL INJECTORS AND PRIMED FUEL SYSTEM AS DESCRIBED 9 MVB 35 3 TIMES) TEST DROVE VEHICLE TO VERIFY. VEHICLE RUNS GOOD, BUT AFTER DRIVING ON THE HIGHWAY THE AUXILIARY FUEL PUMP BECAME VERY NOISEY, NOTICEABLE IN CABIN AND CAN FEEL EXCESSIVE VIBRATION FROM PUMP COMPARED TO OTHER SIMILAR VEHICLES.
10/27/2010	11:08	VERIFY THE THE FUEL PRESSURE FROM THE TRANSFER PUMP IN FUEL TANG ,MAKE SURE FUEL LINES ARE CORRECT.
10/27/2010	11:15	FUEL LINES WERE INSTALLED INCORRECTLY. SWAPPED FUEL LINE CONNECTIONS ON IN-TANK FUEL PUMP AND NOISE REDUCED.
10/27/2010	12:32	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
10/27/2010	12:32	ISSUE UPDATED

Consultant's Closing Comments

FUEL LINES WERE INSTALLED INCORRECTLY. SWAPPED FUEL LINE CONNECTIONS ON IN-TANK FUEL PUMP AND NOISE REDUCED.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
658806	JETTA	2009	3VWPL71K29M [REDACTED]	60750	2045	10/18/2010	United States

Workshop Finding

CUSTOMER STATES ENGINE DIED WHILE DRIVING

Activity Date	Activity Time	Activity Comments
10/18/2010	09:06	CUSTOMER STATES ENGINE DIED WHILE DRIVING,DID RESTART ONE TIMEBUT DIED SOON AFTER. PUSH IN WILL NOT START,CHECK GFF P0087 DTC LOW FUEL PRESSURE.CHECKED FUEL .0840 AT 60DEGRESS IS IN NORMAL RANGE HIGH PRESSURE PUMP FAILED ?
10/18/2010	09:06	ISSUE OPENED BY DEALERSHIP
10/18/2010	09:33	CUSTOMER COMMENTS: CUSTOMER STATES ENGINE DIED WHILE DRIVING,DID RESTART ONE TIMEBUT DIED SOON AFTER. PUSH IN WILL NOT START,CHECK GFF P0087 DTC LOW FUEL PRESSURE.CHECKED FUEL .0840 AT 60DEGRESS IS IN NORMAL RANGE HIGH PRESSURE PUMP FAILED ?
10/18/2010	09:33	TECH STATED THE FUEL DOSN'T SMELL LIKE GAS TEST BY B/G TESTER
10/18/2010	09:33	WORKSHOP FINDINGS: CUSTOMER STATES ENGINE DIED WHILE DRIVING
10/18/2010	09:34	PLEASE REPLACE THE FOLLOWING COMPONENTS> 03L 130 321-(LINE), 03L 130 301-(PRESSURE LINE), 03L 130 089-(RAIL), 5N0 130 307G-(LINE), 1K0 127 400F-(FILTER), 03L 130 235K-(RETURN LINE), 03L 130 277A-(INJECTORS), 03L 130 301R-(PRESSURE LINE), 03L 130 301B-(PRESSURE LINE), 03L 130 301C-(PRESSURE LINE), 1K0 201 060 GP-(FUEL TANK), 5N0 906 129B-(AUXILIARY PUMP), 03L 130 755 A-(HIGH PRESSURE PUMP), 1K0 919 050 J-(IN TANK FUEL PUMP). PLEASE CONSULT ETKA FOR THE LATEST PART # ON ALL COMPONENTS. ANY LINE THAT IS NOT REPLACED IN THIS PROCEDURE MUST BE THOROUGHLY CLEANED. IF YOU CANNOT ADEQUATELY CLEAN THE LINE/FITTING, PLEASE REPLACE IT ALSO. PLEASE FOLLOW ELSA WEB'S PROCEDURE FOR PRIMING THE FUEL SYSTEM. IF THE GF TEST PLAN DOES NOT SHOW UP, GO INTO VSD, ENGINE ELECTRONICS, BASIC SETTINGS, 35 AND RUN THIS TEST 3 TIMES
10/22/2010	08:23	WAITING FOR OK TO REPAIR
10/25/2010	11:03	WAITING ON AUTH
10/26/2010	17:04	SPOKE TO REESE STATED THE VEHICEL IS WAITING ON PARTS FUEL PUMP P2 ~ STANDARD PARTS ORDER
10/29/2010	15:16	SPOKE TO PATRICK, THE TECHNICIAN WORKING ON VEHICLE. REPAIRS HAVE BEEN COMPLETED. TECH TO CLOSE VTA. D1.
10/29/2010	15:55	REPLACED FUEL SYSTEM
10/29/2010	17:09	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
10/29/2010	17:09	ISSUE UPDATED

Consultant's Closing Comments

: REPLACED FUEL SYSTEM

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
658905	JETTA	2009	3VWCL71K29M [REDACTED]	48714	2010	10/18/2010	United States

Workshop Finding

VERIFIED CONCERNS RAN GFF AND FOUND MULTIPLE FAULTS FOR IGNITION SWITCH. 00576 TERM 15, 00883 TERM S, 00884 TERM X, 00885 TERM 50, 01744 TERM P, RAN TEST PLAN AND PASSED. RECHECK AND FAULT RETURNS PLEASE ADVISE. ALSO FOUND FAULT P0087 FOR LOW FUEL PRESSURE IN SYSTEM. INSPECTED FUEL NO SIGNS OF WATER OR FUEL CONTAMINATION REMOVED N290 AND FOUND METAL SHAVINGS PLEASE ADVISE. VEHICLE DOES NOT START AT THIS TIME.

Activity Date	Activity Time	Activity Comments
10/18/2010	10:44	CUSTOEMR CONCERNED WHILE DRIVEING GLOW PLUG LIGHT CAME ON AND VEHICLE LOST POWER. PULLED OF ROAD AND AT AN IDLE VEHICLE DIED WAS UNABLE TO RESTART VEHICLE. HAD TOWED IN. VERIFIED CONCERNS RAN GFF AND FOUND MULTIPLE FAULTS FOR IGNITION SWITCH. 00576 TERM 15, 00883 TERM S, 00884 TERM X, 00885 TERM 50, 01744 TERM P, RAN TEST PLAN AND PASSED. RECHECK AND FAULT RETURNS PLEASE ADVISE. ALSO FOUND FAULT P0087 FOR LOW FUEL PRESSURE IN SYSTEM. INSPECTED FUEL NO SIGNS OF WATER OR FUEL CONTAMINATION REMOVED N290 AND FOUND METAL SHAVINGS PLEASE ADVISE. VEHICLE DOES NOT START AT THIS TIME.
10/18/2010	10:44	ISSUE OPENED BY DEALERSHIP
10/18/2010	10:54	ADVISED TECHNICIAN TO PLEASE REPLACE THE FOLLOWING COMPONENTS> 03L 130 321-(LINE), 03L 130 301-(PRESSURE LINE), 03L 130 089-(RAIL), 5N0 130 307J-(LINE), 1K0 127 400F-(FILTER), 03L 130 235K-(RETURN LINE), 03L 130 277A-(INJECTORS), 03L 130 301R-(PRESSURE LINE), 03L 130 301B-(PRESSURE LINE), 03L 130 301C-(PRESSURE LINE), 1K0 201 060 GP-(FUEL TANK), 5N0 906 129B-(AUXILIARY PUMP), 03L 130 755 A-(HIGH PRESSURE PUMP), 1K0 919 050 J-(IN TANK FUEL PUMP). PLEASE CONSULT ETKA FOR THE LATEST PART # ON ALL COMPONENTS. ANY LINE THAT IS NOT REPLACED IN THIS PROCEDURE MUST BE THOROUGHLY CLEANED. IF YOU CANNOT ADEQUATELY CLEAN THE LINE/FITTING, PLEASE REPLACE IT ALSO. PLEASE FOLLOW ELSA WEB'S PROCEDURE FOR PRIMING THE FUEL SYSTEM. IF THE GF TEST PLAN DOES NOT SHOW UP, GO INTO VSD, ENGINE ELECTRONICS, BASIC SETTINGS, 35 AND RUN THIS TEST 3 TIMES.
10/18/2010	10:54	CUSTOMER COMMENTS: CUSTOEMR CONCERNED WHILE DRIVEING GLOW PLUG LIGHT CAME ON AND VEHICLE LOST POWER. PULLED OF ROAD AND AT AN IDLE VEHICLE DIED WAS UNABLE TO RESTART VEHICLE. HAD TOWED IN.
10/18/2010	10:54	WORKSHOP FINDINGS: VERIFIED CONCERNS RAN GFF AND FOUND MULTIPLE FAULTS FOR IGNITION SWITCH. 00576 TERM 15, 00883 TERM S, 00884 TERM X, 00885 TERM 50, 01744 TERM P, RAN TEST PLAN AND PASSED. RECHECK AND FAULT RETURNS PLEASE ADVISE. ALSO FOUND FAULT P0087 FOR LOW FUEL PRESSURE IN SYSTEM. INSPECTED FUEL NO SIGNS OF WATER OR FUEL CONTAMINATION REMOVED N290 AND FOUND METAL SHAVINGS PLEASE ADVISE. VEHICLE DOES NOT START AT THIS TIME.
10/25/2010	15:50	SPOKE WITH MATT IN SERVICE. THE VEHICLE IS CURRENTLY BEING WORKED ON. TECH TO CLOSE THE VTA ONCE REPAIRS ARE CONFIRMED. D2.
10/26/2010	11:42	COMPLETED REPAIRS THANK YOU FOR YOUR ASSISTANCE
10/26/2010	17:02	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
10/26/2010	17:02	ISSUE UPDATED

Consultant's Closing Comments

COMPLETED REPAIRS THANK YOU FOR YOUR ASSISTANCE

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
659052	JETTA	2009	3VWRL71K49M [REDACTED]	37461	2463	10/18/2010	United States

Workshop Finding
METAL IN THE FUEL FILTER HOUSING.

Activity Date	Activity Time	Activity Comments
10/18/2010	12:47	ISSUE OPENED BY DEALERSHIP
10/18/2010	12:47	WHILE DRIVING VEHICLE, IT QUIT RUNNING AND WOULD NOT RESTART.
10/18/2010	16:23	CUSTOMER COMMENTS: WHILE DRIVING VEHICLE, IT QUIT RUNNING AND WOULD NOT RESTART.
10/18/2010	16:23	PLEASE CLEAN THE HIGH PRESSURE PUMP NEAR THE N290 FUEL METERING VALVE. AFTER CLEANING, SPRAY DOWN WITH COMPRESSED AIR TO REMOVE ALL DEBRIS. REMOVE THE N290 AND INSPECT FOR METAL SHAVINGS. IF METAL SHAVINGS ARE FOUND, TAKE A FUEL SAMPLE AND PUT SOME FUEL INTO A CLEAN STYROFOAM CUP. AFTER FIFTEEN MINUTES, CHECK THE CUP FOR DETERIORATION. PLEASE UPDATE THE TICKET WITH RESULTS AND PICTURES AND CALL US BACK WITH THESE RESULTS.
10/18/2010	16:23	WORKSHOP FINDINGS: METAL IN THE FUEL FILTER HOUSING.
10/20/2010	08:36	FOUND EXCESSIVE AMOUNTS OF METAL IN HIGH PRESSURE PUMP. TOOK FUEL SAMPLE AND PUT IN TO CLEAN STYROFOAM CUP. AFTER 15 MINUTES, CUP IS STILL INTACT AND SHOWING NO SIGNS OF PERFORATION.
10/20/2010	08:55	ATTACHED PHOTO
10/20/2010	09:09	TECH VERIFIED THERE IS METAL CONTAMINATION AND THE FUEL DID NOT DISSOLVE A STYROFOAM CUP. ADVISED TECH TO REPLACE THE FOLLOWING COMPONENTS> 03L 130 321-(LINE), 03L 130 301-(PRESSURE LINE), 03L 130 089-(RAIL), 5N0 130 307J-(LINE), 1K0 127 400F-(FILTER), 03L 130 235K-(RETURN LINE), 03L 130 277A-(INJECTORS), 03L 130 301R-(PRESSURE LINE), 03L 130 301B-(PRESSURE LINE), 03L 130 301C-(PRESSURE LINE), 1K0 201 060 GP-(FUEL TANK), 5N0 906 129B-(AUXILIARY PUMP), 03L 130 755 A-(HIGH PRESSURE PUMP), 1K0 919 050 J-(IN TANK FUEL PUMP). PLEASE CONSULT ETKA FOR THE LATEST PART # ON ALL COMPONENTS. ANY LINE THAT IS NOT REPLACED IN THIS PROCEDURE MUST BE THOROUGHLY CLEANED. IF YOU CANNOT ADEQUATELY CLEAN THE LINE/FITTING, PLEASE REPLACE IT ALSO. PLEASE FOLLOW ELSA WEB'S PROCEDURE FOR PRIMING THE FUEL SYSTEM. IF THE GF TEST PLAN DOES NOT SHOW UP, GO INTO VSD, ENGINE ELECTRONICS, BASIC SETTINGS, 35 AND RUN THIS TEST 3 TIMES.
10/21/2010	12:02	PARTS RECEIVED. WORK IN PROGRESS.
10/21/2010	16:52	THANK YOU FOR UPDATING THE TICKET. IF YOU ARE STILL IN NEED OF TECHNICAL ASSISTANCE OR DISCUSSION, PLEASE CALL INTO THE HELPLINE AT 800-678-2389.
10/22/2010	17:57	COMPLETED REPAIR. CONCERN CORRECTED. RELEASING VEHICLE
10/22/2010	18:28	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
10/22/2010	18:28	ISSUE UPDATED

Consultant's Closing Comments
REPLACED THE COMPLETE DIESEL FUEL SYSTEM.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
659343	JETTA	2009	3VWTL71K79M [REDACTED]	15786	2463	10/18/2010	United States

Workshop Finding
n/a

Activity Date	Activity Time	Activity Comments
10/18/2010	16:27	CUSTOMER STATES THAT WHILE DRIVING VEHICLE BEGAN MAKING A HUMMING TYPE NOISE THAN MADE CLANKING TYPE NOISE THEN STALLED AND WOULD NOT RESTART VERIFIED FOUND VEHICLE CRANKS AND DOES NOT START INSPECTED MECHANICAL FUEL PUMP REGLUATOR VALVE AND FOUND ALOT OF METAL SHAVINGS IN FUEL SYSTEM
10/18/2010	16:27	ISSUE OPENED BY DEALERSHIP
10/18/2010	16:33	CUSTOMER COMMENTS: CUSTOMER STATES THAT WHILE DRIVING VEHICLE BEGAN MAKING A HUMMING TYPE NOISE THAN MADE CLANKING TYPE NOISE THEN STALLED AND WOULD NOT RESTART VERIFIED FOUND VEHICLE CRANKS AND DOES NOT START INSPECTED MECHANICAL FUEL PUMP REGLUATOR VALVE AND FOUND ALOT OF METAL SHAVINGS IN FUEL SYSTEM
10/18/2010	16:33	TECH HAS VERIFIED THERE IS NO GASOLINE IN THE FUEL SYSTEM - PASSED THE STYROFOAM CUP TEST. ADVISED TECH TO REPLACE THE FOLLOWING COMPONENTS> 03L 130 321-(LINE), 03L 130 301-(PRESSURE LINE), 03L 130 089-(RAIL), 5N0 130 307J-(LINE), 1K0 127 400F-(FILTER), 03L 130 235K-(RETURN LINE), 03L 130 277A-(INJECTORS), 03L 130 301R-(PRESSURE LINE), 03L 130 301B-(PRESSURE LINE), 03L 130 301C-(PRESSURE LINE), 1K0 201 060 GP-(FUEL TANK), 5N0 906 129B-(AUXILIARY PUMP), 03L 130 755 A-(HIGH PRESSURE PUMP), 1K0 919 050 J-(IN TANK FUEL PUMP). PLEASE CONSULT ETKA FOR THE LATEST PART # ON ALL COMPONENTS. ANY LINE THAT IS NOT REPLACED IN THIS PROCEDURE MUST BE THOROUGHLY CLEANED. IF YOU CANNOT ADEQUATELY CLEAN THE LINE/FITTING, PLEASE REPLACE IT ALSO. PLEASE FOLLOW ELSA WEB'S PROCEDURE FOR PRIMING THE FUEL SYSTEM. IF THE GF TEST PLAN DOES NOT SHOW UP, GO INTO VSD, ENGINE ELECTRONICS, BASIC SETTINGS, 35 AND RUN THIS TEST 3 TIMES.
10/18/2010	16:53	PARTS ORDERED THANKS FOR YOUR HELP
10/18/2010	18:46	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
10/18/2010	18:46	ISSUE UPDATED

Consultant's Closing Comments
REPLACED THE DIESEL FUEL SYSTEM .

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
659422	JETTA	2011	3VWPL7AJ6BM [REDACTED]	15	2374	10/18/2010	United States

Workshop Finding

COMPLETE WITH GASOLINE, REMOVED FUEL METERING VALVE N290 FROM HIGH PRESSURE PUMP FOR DIAG, NO METAL DEBRIS FOUND, NEED ADVISE WHAT TO REPLACE, THANKS.

Activity Date	Activity Time	Activity Comments
10/18/2010	18:33	CUSTOMER STATES, VEHICLE FILLED UP WITH GASOLINE, (TDI CR), DROVE VEHICLE TILL IT DIED, CRANKED VEHICLE FOR A LONG TIME, NO START POSSIBLE, SYSTEM FILLED COMPLETE WITH GASOLINE, REMOVED FUEL METERING VALVE N290 FROM HIGH PRESSURE PUMP FOR DIAG, NO METAL DEBRIS FOUND, NEED ADVISE WHAT TO REPLACE, THANKS.
10/18/2010	18:33	ISSUE OPENED BY DEALERSHIP
10/18/2010	18:40	CUSTOMER COMMENTS: CUSTOMER STATES, VEHICLE FILLED UP WITH GASOLINE, (TDI CR), DROVE VEHICLE TILL IT DIED, CRANKED VEHICLE FOR A LONG TIME, NO START POSSIBLE, SYSTEM FILLED
10/18/2010	18:40	PLEASE REPLACE THE FOLLOWING COMPONENTS> 03L 130 321-(LINE), 03L 130 301-(PRESSURE LINE), 03L 130 089-(RAIL), 5N0 130 307J-(LINE), 1K0 127 400F-(FILTER), 03L 130 235K-(RETURN LINE), 03L 130 277A-(INJECTORS), 03L 130 301R-(PRESSURE LINE), 03L 130 301B-(PRESSURE LINE), 03L 130 301C-(PRESSURE LINE), 1K0 201 060 GP-(FUEL TANK), 5N0 906 129B-(AUXILIARY PUMP), 03L 130 755 A-(HIGH PRESSURE PUMP), 1K0 919 050 J-(IN TANK FUEL PUMP). PLEASE CONSULT ETKA FOR THE LATEST PART # ON ALL COMPONENTS. ANY LINE THAT IS NOT REPLACED IN THIS PROCEDURE MUST BE THOROUGHLY CLEANED. IF YOU CANNOT ADEQUATELY CLEAN THE LINE/FITTING, PLEASE REPLACE IT ALSO. PLEASE FOLLOW ELSA WEB'S PROCEDURE FOR PRIMING THE FUEL SYSTEM. IF THE GF TEST PLAN DOES NOT SHOW UP, GO INTO VSD, ENGINE ELECTRONICS, BASIC SETTINGS, 35 AND RUN THIS TEST 3 TIMES.
10/18/2010	18:40	WORKSHOP FINDINGS: COMPLETE WITH GASOLINE, REMOVED FUEL METERING VALVE N290 FROM HIGH PRESSURE PUMP FOR DIAG, NO METAL DEBRIS FOUND, NEED ADVISE WHAT TO REPLACE, THANKS.
10/22/2010	21:22	WORK COMPLETE, REPLACED ALL NEEDED PARTS AND RELEASED VEHICLE BACK TO SALES DEPARTMENT, THANKS FOR ASSISTANCE. CLOSE TICKET.
10/23/2010	15:49	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
10/23/2010	15:49	ISSUE UPDATED

Consultant's Closing Comments

REPLACE FUEL SYSTEM

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
660096	JETTA	2009	3VWAL71K09M [REDACTED]	22975	2374	10/19/2010	United States

Workshop Finding
STALLED WHILE DRIVING

Activity Date	Activity Time	Activity Comments
10/19/2010	18:55	CUSTOMER REPORTS VEHICLE DIED WHILE DRIVING AND WONT RESTART (CRANKS NORMALLY) VIERFY CUSTOMER CONCERN, SCAN VEHICLE USING GFF FAULT DETECTED FOR P0087 FUEL PRESSURE IN THE DISTRIBUTOR/SYSTEM PRESSURE TOO LOW. USING TECH BULLETIN 01-10-11 REMOVE FUEL FILTER HOUSING COVER TO CHECK FUEL FILTER. FOUND METAL SHAVINGS IN FUEL ON TOP OF FILTER. REMOVE N295 ON TOP OF THE HIGH PRESSURE PUMP AND FOUND METAL SHAVING IN SENSOR. PUT DESIEL IN A CUP, DID NOT MEATL. PLEASE ADVISE
10/19/2010	18:55	ISSUE OPENED BY DEALERSHIP
10/19/2010	19:05	ISSUE UPDATED
10/19/2010	19:05	METAL IN N290
10/19/2010	19:05	PLEASE REPLACE THE FOLLOWING COMPONENTS> 03L 130 321-(LINE), 03L 130 301-(PRESSURE LINE), 03L 130 089-(RAIL), 5N0 130 307G-(LINE), 1K0 127 400F-(FILTER), 03L 130 235K-(RETURN LINE), 03L 130 277A-(INJECTORS), 03L 130 301R-(PRESSURE LINE), 03L 130 301B-(PRESSURE LINE), 03L 130 301C-(PRESSURE LINE), 1K0 201 060 GP-(FUEL TANK), 5N0 906 129B-(AUXILIARY PUMP), 03L 130 755 A-(HIGH PRESSURE PUMP), 1K0 919 050 J-(IN TANK FUEL PUMP). PLEASE CONSULT ETKA FOR THE LATEST PART # ON ALL COMPONENTS. ANY LINE THAT IS NOT REPLACED IN THIS PROCEDURE MUST BE THOROUGHLY CLEANED. IF YOU CANNOT ADEQUATELY CLEAN THE LINE/FITTING, PLEASE REPLACE IT ALSO. PLEASE FOLLOW ELSA WEB'S PROCEDURE FOR PRIMING THE FUEL SYSTEM. IF THE GF TEST PLAN DOES NOT SHOW UP, GO INTO VSD, ENGINE ELECTRONICS, BASIC SETTINGS, 35 AND RUN THIS TEST 3 TIMES
10/19/2010	19:05	WORKSHOP FINDINGS: STALLED WHILE DRIVING
10/20/2010	23:57	PARTS HAVE BEEN ORDER
10/21/2010	11:37	THANK YOU FOR THE UPDATE. PLEASE UPDATE TICKET WITH SHIPPING DOC # AND CALL BACK IF FURTHER ASSISTANCE NEEDED.
10/22/2010	20:09	INSTALLING PARTS RIGHT NOW
10/22/2010	21:43	FINISH WITH REPAIRS AND SET BASIC SETTINGS 35, 3 TIMES. CHECK FOR LEAKS. NONE DETECTED TEST DROVE VEHICLE. OK.
10/22/2010	21:43	VEHICLE OK DURING TEST DRIVE
10/23/2010	15:51	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
10/23/2010	15:51	ISSUE UPDATED

Consultant's Closing Comments
REPLACED FUEL SYSTEM

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
660514	Q7	2010	WA1LMAFE3AD [REDACTED]	6025	2329	10/20/2010	United States

Workshop Finding
SPOKE TO TECHNICA IN AND TFM STEVE SHUPE.

Activity Date	Activity Time	Activity Comments
10/20/2010	14:50	ISSUE OPENED BY DEALERSHIP
10/20/2010	14:50	VEHICLE DIED OUT AT A STOP LIGHT, CRANK BUT NO START.
10/20/2010	15:06	CUSTOMER COMMENTS: VEHICLE DIED OUT AT A STOP LIGHT, CRANK BUT NO START.
10/20/2010	15:06	ESCALATING THE CONTACT TO TFM STEVE PER HIS REQUEST. ALSO RELEASING THE HIGH PRESSURE FUEL PUMP TO THE DEALER ATTN: JAMES CALICA. THANKS RAY
10/20/2010	15:06	WORKSHOP FINDINGS: SPOKE TO TECHNICA IN AND TFM STEVE SHUPE.
10/20/2010	16:15	SALES DOC. 1007221259
11/01/2010	19:36	SHOP FOREMAN JAMES CALICA IS NO LONGER WORKING AT OAKLAND AUDI. HE WAS THE ONLY TDI TRAINED TECHNICIAN. I TOLD THE DEALER THAT THEY CAN ONLY HAVE A TDI TRAINED TECH WORK ON THE VEHICLE. I TOLD THEM TO SHIP IT TO LIVERMORE OR HAVE A LIVERMORE TECHNICAN WORK ON THE VEHICLE AT THEIR STORE. LIVERMORE IS A SISTER STORE OWNED BY THE SAME GROUP. I ALSO WROTE TO THE SERVICE MANAGER REQUESTING THAT THE TECHNICIAN WHO IS GOING TO WORK ON VEHICLE TO CALL ME FIRST SO I CAN REVIEW THE REPAIR PROCEDURES. THIS VEHICLE NEEDS A COMPLETE FUEL SYSTEM REPLACEMENT INCLUDING NEW FUEL. FUEL PUMP FAILED. FUEL SENT OUT TO AH FOR TESTING.
11/24/2010	11:35	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
11/24/2010	11:35	ISSUE UPDATED

Consultant's Closing Comments
FUEL HIGH PRESSURE PUMP FAILED. REPLACED FUEL SYSTEM.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
660854	TOUAREG	2010	WVGFK7A9XAD [REDACTED]	4252	2463	10/21/2010	United States

Workshop Finding
n/a

Activity Date	Activity Time	Activity Comments
10/21/2010	11:17	CUSTOMER FILLED FUEL TANK WITH GAS AND DROVE IT UNTILL IT STOPPED. CHECKED FUEL FILTER AND FOUND METAL TO BE PRESENT. REMOVED PRESSURE REGULATOR FROM HIGH PRESSURE PUMP SMALL METAL SHAVINGS FOUND ON SCREEN. VEHICLE WILL NOT START.
10/21/2010	11:17	ISSUE OPENED BY DEALERSHIP
10/21/2010	12:38	CUSTOMER COMMENTS: CUSTOMER FILLED FUEL TANK WITH GAS AND DROVE IT UNTILL IT STOPPED. CHECKED FUEL FILTER AND FOUND METAL TO BE PRESENT. REMOVED PRESSURE REGULATOR FROM HIGH PRESSURE PUMP SMALL METAL SHAVINGS FOUND ON SCREEN. VEHICLE WILL NOT START.
10/21/2010	12:38	PLEASE REPLACE THE FOLLOWING COMPONENTS> 7L6 201 075K-(FUEL TANK), 1K0 906 089 C- (FUEL PUMP), 7L6 201 082 J-(REAR FUEL LINES), 7L6 130 308 C-(FUEL LINES), 7L6 203 491 D-(FUEL COOLER), 059 130 218 Q-(RETENTION VALVE WITH RETURN LINES), 059 130 089 AM-(FUEL RAIL LEFT), 059 130 090 AQ-(FUEL RAIL RIGHT), 059 130 277 AM (6X) (INJECTORS), 059 130 241 CD-(6X) (PRESSURE LINES), 059 130 310 AK-(FUEL LINE), 059 130 309 AT-(FUEL LINE), 059 130 300 DF-(FUEL LINES), 059 130 758 J-(PRESSURE SENSOR), 059 919 523 A-(TEMP SENSOR), 7L6 127 434 A-(FILTER), 059 130 755 AL-(HIGH PRESSURE PUMP), 7L6 919 088 B-(FUEL SUPPLY MODULE LEFT), 7L6 919 088 C-(FUEL SUPPLY MODULE RIGHT), 7L6 919 715 B-(SUCTION JET PUMP LEFT), 7L6 919 715 C-(SUCTION JET PUMP RIGHT), 7L8 919 679 E-(FLANGE). PLEASE CONSULT ETKA FOR THE LATEST PART # ON ALL COMPONENTS. ANY LINE THAT IS NOT REPLACED IN THIS PROCEDURE MUST BE THOROUGHLY CLEANED. IF YOU CANNOT ADEQUATELY CLEAN THE LINE/FITTING, PLEASE REPLACE IT ALSO. PLEASE FOLLOW ELSA WEB'S PROCEDURE FOR PRIMING THE FUEL SYSTEM. IF THE GF TEST PLAN DOES NOT SHOW UP, GO INTO VSD, ENGINE ELECTRONICS, BASIC SETTINGS, 35 AND RUN THIS TEST 3 TIMES.
10/26/2010	16:42	INSPECTED BY INSURANCE WAITING FOR AUTHORIZATION. WILL CLOSE WHEN DONE THX
10/26/2010	16:55	THANK YOU FOR UPDATING THE TICKET. PLEASE CALL BACK IF FURTHER ASSISTANCE NEEDED AND CLOSE TICKET WHEN DONE.
10/28/2010	14:12	SPOKE TO ROB IN SERVICE. WAITING FOR INSURANCE COMPANY APPROVAL TO CONTINUE WITH REPAIRS. C1.
10/28/2010	18:23	RELEASED HIGH PREASURE PUMP
10/29/2010	08:36	RECODE PER UPDATE P2
10/29/2010	10:14	YOUR ORDER HAS BEEN RECEIVED AND WILL PROCESS ON SALES DOC. 1007249630.
11/02/2010	15:43	SPOKE WITH KATHRYN, THE DEALER IS WORKING ON THE VEHICLE. IF YOU ARE STILL IN NEED OF TECHNICAL ASSISTANCE OR DISCUSSION, PLEASE CALL INTO THE HELPLINE AT 800-678-2389. IF THE CAR IS LEAVING THE DEALERSHIP, PLEASE CLOSE THE TICKET WITH A RESOLUTION. IF THE CAR WILL BE WAITING AT THE DEALERSHIP ON PARTS, PLEASE UPDATE THE TICKET WITH THE SALES DOC # GIVEN TO YOU BY YOUR PARTS DEPARTMENT
11/03/2010	11:12	ALL PARTS ARE HERE WILL BE REPAIRING VEHICLE SOON. THANK YOU FOR THE HELP
11/03/2010	11:15	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
11/03/2010	11:15	ISSUE UPDATED

Consultant's Closing Comments
ALL PARTS ARE HERE WILL BE REPAIRING VEHICLE SOON.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
661246	JETTA	2009	3VWRL71K19M [REDACTED]	45191	2463	10/21/2010	United States

Workshop Finding

THERE IS NO GASOLINE IN THE FUEL.

Activity Date	Activity Time	Activity Comments
10/21/2010	17:36	ISSUE OPENED BY DEALERSHIP
10/21/2010	17:36	MIL LIGHT CAME ON AND CAR DIED CHECK AND FOUND HAS METAL SHAVINGS IN PUMP
10/21/2010	17:43	CUSTOMER COMMENTS: MIL LIGHT CAME ON AND CAR DIED CHECK AND FOUND HAS METAL SHAVINGS IN PUMP
10/21/2010	17:43	PLEASE ATTACH PICTURES OF THE METAL IN THE FUEL SYSTEM TO THE VTA. PLEASE CALL BACK AFTER THE PICTURES HAVE BEEN ATTACHED. THANKS.
10/21/2010	17:43	WORKSHOP FINDINGS: THERE IS NO GASOLINE IN THE FUEL.
10/21/2010	17:57	HERE ARE THE PICTURES
10/21/2010	18:04	PLEASE REPLACE THE FOLLOWING COMPONENTS> 03L 130 321-(LINE), 03L 130 301-(PRESSURE LINE), 03L 130 089-(RAIL), 5N0 130 307J-(LINE), 1K0 127 400F-(FILTER), 03L 130 235K-(RETURN LINE), 03L 130 277A-(INJECTORS), 03L 130 301R-(PRESSURE LINE), 03L 130 301B-(PRESSURE LINE), 03L 130 301C-(PRESSURE LINE), 1K0 201 060 GP-(FUEL TANK), 5N0 906 129B-(AUXILIARY PUMP), 03L 130 755 A-(HIGH PRESSURE PUMP), 1K0 919 050 J-(IN TANK FUEL PUMP). PLEASE CONSULT ETKA FOR THE LATEST PART # ON ALL COMPONENTS. ANY LINE THAT IS NOT REPLACED IN THIS PROCEDURE MUST BE THOROUGHLY CLEANED. IF YOU CANNOT ADEQUATELY CLEAN THE LINE/FITTING, PLEASE REPLACE IT ALSO. PLEASE FOLLOW ELSA WEB'S PROCEDURE FOR PRIMING THE FUEL SYSTEM. IF THE GF TEST PLAN DOES NOT SHOW UP, GO INTO VSD, ENGINE ELECTRONICS, BASIC SETTINGS, 35 AND RUN THIS TEST 3 TIMES.
10/25/2010	11:39	ORDERED ALL PARTS THANKS
10/25/2010	19:37	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
10/25/2010	19:37	ISSUE UPDATED

Consultant's Closing Comments

REPLACED THE DIESEL FUEL SYSTEM

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
662308	JETTA	2010	3VWTL8AJ1AM [REDACTED]	16311	2374	10/25/2010	United States

Workshop Finding

EMOVED VALVE ON FUEL PUMP TO INSPECT AND FOUND LOTS OF METAL PARTICLES (SEE ATTACHED PICTURE). PERFORMED FUEL QUALITY TEST (SEE PICTURE) AND ATTACHED GUIDED FAULT FINDING.

Activity Date	Activity Time	Activity Comments
10/25/2010	14:22	CUSTOMER STATES VEHICLE DIED WHILE DRIVING. REMOVED VALVE ON FUEL PUMP TO INSPECT AND FOUND LOTS OF METAL PARTICLES (SEE ATTACHED PICTURE). PERFORMED FUEL QUALITY TEST (SEE PICTURE) AND ATTACHED GUIDED FAULT FINDING.
10/25/2010	14:22	ISSUE OPENED BY DEALERSHIP
10/25/2010	17:12	CUSTOMER COMMENTS: CUSTOMER STATES VEHICLE DIED WHILE DRIVING. R
10/25/2010	17:12	? PLEASE CLEAN THE HIGH PRESSURE PUMP NEAR THE N290 FUEL METERING VALVE. AFTER CLEANING, SPRAY DOWN WITH COMPRESSED AIR TO REMOVE ALL DEBRIS. REMOVE THE N290 AND INSPECT FOR METAL SHAVINGS. IF METAL SHAVINGS ARE FOUND, TAKE A FUEL SAMPLE AND PUT SOME FUEL INTO A CLEAN STYROFOAM CUP. AFTER FIFTEEN MINUTES, CHECK THE CUP FOR DETERIORATION. PLEASE UPDATE THE TICKET WITH RESULTS AND PICTURES AND CALL US BACK WITH THESE RESULTS. 2.0LTDI ? PLEASE REPLACE THE FOLLOWING COMPONENTS> 03L 130 321-(LINE), 03L 130 301-(PRESSURE LINE), 03L 130 089-(RAIL), 5N0 130 307G-(LINE), 1K0 127 400F-(FILTER), 03L 130 235K-(RETURN LINE), 03L 130 277A-(INJECTORS), 03L 130 301R-(PRESSURE LINE), 03L 130 301B-(PRESSURE LINE), 03L 130 301C-(PRESSURE LINE), 1K0 201 060 GP-(FUEL TANK), 5N0 906 129B-(AUXILIARY PUMP), 03L 130 755 A-(HIGH PRESSURE PUMP), 1K0 919 050 J-(IN TANK FUEL PUMP). PLEASE CONSULT ETKA FOR THE LATEST PART # ON ALL COMPONENTS. ANY LINE THAT IS NOT REPLACED IN THIS PROCEDURE MUST BE THOROUGHLY CLEANED. IF YOU CANNOT ADEQUATELY CLEAN THE LINE/FITTING, PLEASE REPLACE IT ALSO. PLEASE FOLLOW ELSA WEB'S PROCEDURE FOR PRIMING THE FUEL SYSTEM. IF THE GF TEST PLAN DOES NOT SHOW UP, GO INTO VSD, ENGINE ELECTRONICS, BASIC SETTINGS, 35 AND RUN THIS TEST 3 TIMES
10/25/2010	17:12	WORKSHOP FINDINGS: EMOVED VALVE ON FUEL PUMP TO INSPECT AND FOUND LOTS OF METAL PARTICLES (SEE ATTACHED PICTURE). PERFORMED FUEL QUALITY TEST (SEE PICTURE) AND ATTACHED GUIDED FAULT FINDING.
10/26/2010	11:02	PARTS HAVE BEEN ORDERED, THANKS FOR THE HELP.
10/26/2010	16:10	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
10/26/2010	16:10	ISSUE UPDATED

Consultant's Closing Comments

PARTS HAVE BEEN ORDERED, THANKS FOR THE HELP.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
662511	JETTA	2010	3VWTL7AJ4AM [REDACTED]	3055	2045	10/25/2010	United States

Workshop Finding

C/S VEHICLE DIED WHILE DRIVING. WOULD NOT RESTART.

Activity Date	Activity Time	Activity Comments
10/25/2010	17:34	C/S VEHICLE DIED WHILE DRIVING. WOULD NOT RESTART. IT IS ONE OF OUR SERVICE LOANERS. FILL UP WITH FUEL AT SAME STATION ALL THE TIME. DEFINITELY ONLY HAS HAD DIESEL PUT IT. HAS DIESEL IN IT NOW. METAL CONTAMINATION IN H/P PUMP SOLENOID, SEE PIX
10/25/2010	17:34	ISSUE OPENED BY DEALERSHIP
10/25/2010	17:48	CUSTOMER COMMENTS: C/S VEHICLE DIED WHILE DRIVING. WOULD NOT RESTART. IT IS ONE OF OUR SERVICE LOANERS. FILL UP WITH FUEL AT SAME STATION ALL THE TIME. DEFINITELY ONLY HAS HAD DIESEL PUT IT. HAS DIESEL IN IT NOW. METAL CONTAMINATION IN H/P PUMP SOLENOID, SEE PIX
10/25/2010	17:48	PLEASE REPLACE THE FOLLOWING COMPONENTS> 03L 130 321-(LINE), 03L 130 301-(PRESSURE LINE), 03L 130 089-(RAIL), 5N0 130 307G-(LINE), 1K0 127 400F-(FILTER), 03L 130 235K-(RETURN LINE), 03L 130 277A-(INJECTORS), 03L 130 301R-(PRESSURE LINE), 03L 130 301B-(PRESSURE LINE), 03L 130 301C-(PRESSURE LINE), 1K0 201 060 GP-(FUEL TANK), 5N0 906 129B-(AUXILIARY PUMP), 03L 130 755 A-(HIGH PRESSURE PUMP), 1K0 919 050 J-(IN TANK FUEL PUMP). PLEASE CONSULT ETKA FOR THE LATEST PART # ON ALL COMPONENTS. ANY LINE THAT IS NOT REPLACED IN THIS PROCEDURE MUST BE THOROUGHLY CLEANED. IF YOU CANNOT ADEQUATELY CLEAN THE LINE/FITTING, PLEASE REPLACE IT ALSO. PLEASE FOLLOW ELSA WEB'S PROCEDURE FOR PRIMING THE FUEL SYSTEM. IF THE GF TEST PLAN DOES NOT SHOW UP, GO INTO VSD, ENGINE ELECTRONICS, BASIC SETTINGS, 35 AND RUN THIS TEST 3 TIMES
10/25/2010	17:48	WORKSHOP FINDINGS: C/S VEHICLE DIED WHILE DRIVING. WOULD NOT RESTART.
10/28/2010	11:19	ALL PARTS CAME IN TODAY
10/29/2010	14:12	SERVICE ADVISORS PUTTING CAR OFF, IT IS A LOANER CAR FOR THE DEALERSHIP, WILL GET ON IT WHEN SCHEDULING PERMITS
10/29/2010	19:54	UPDATE AFTER PARTS ARE INSTALLED
11/01/2010	18:22	STARTING INSTALLING TODAY, SHOULD BE DONE TOMORROW. WILL UPDATE
11/02/2010	09:42	PLEASE UPDATE WHEN REPAIRS ARE DONE OR CALL THE HELPLINE IF ASSISTANCE IS NEEDED
11/02/2010	15:55	REPLACED ALL PARTS, ADAPT NEW INJECTORS AND RAN MVB 35 3 TIMES. CAR STARTED RIGHT UP, TEST DROVE 10 MILES. RETURNING TO SERVICE
11/02/2010	17:02	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
11/02/2010	17:02	ISSUE UPDATED

Consultant's Closing Comments

REPLACE THE FUEL SYSTEM

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
662887	JETTA	2010	3VWPL7AJ1AM [REDACTED]	8747	2045	10/26/2010	United States

Workshop Finding
NO START

Activity Date	Activity Time	Activity Comments
10/26/2010	12:45	ISSUE OPENED BY DEALERSHIP
10/26/2010	12:45	VEH. STOPED RUNNING. FOUND METAL SHAVING IN FUEL SYSTEM.
10/26/2010	12:49	CUSTOMER COMMENTS: VEH. STOPED RUNNING. FOUND METAL SHAVING IN FUEL SYSTEM.
10/26/2010	12:49	TECH STATED THERE METAL IN THE FILTER HOUSING, AND A NO START
10/26/2010	12:49	WORKSHOP FINDINGS: NO START
10/26/2010	12:51	PLEASE REPLACE THE FOLLOWING COMPONENTS> 03L 130 321-(LINE), 03L 130 301-(PRESSURE LINE), 03L 130 089-(RAIL), 5N0 130 307G-(LINE), 1K0 127 400F-(FILTER), 03L 130 235K-(RETURN LINE), 03L 130 277A-(INJECTORS), 03L 130 301R-(PRESSURE LINE), 03L 130 301B-(PRESSURE LINE), 03L 130 301C-(PRESSURE LINE), 1K0 201 060 GP-(FUEL TANK), 5N0 906 129B-(AUXILIARY PUMP), 03L 130 755 A-(HIGH PRESSURE PUMP), 1K0 919 050 J-(IN TANK FUEL PUMP). PLEASE CONSULT ETKA FOR THE LATEST PART # ON ALL COMPONENTS. ANY LINE THAT IS NOT REPLACED IN THIS PROCEDURE MUST BE THOROUGHLY CLEANED. IF YOU CANNOT ADEQUATELY CLEAN THE LINE/FITTING, PLEASE REPLACE IT ALSO. PLEASE FOLLOW ELSA WEB'S PROCEDURE FOR PRIMING THE FUEL SYSTEM. IF THE GF TEST PLAN DOES NOT SHOW UP, GO INTO VSD, ENGINE ELECTRONICS, BASIC SETTINGS, 35 AND RUN THIS TEST 3 TIMES
10/26/2010	12:51	TECH ALSO STATED THE FUEL SMELL LIKE DIESEL,
10/26/2010	12:52	ISSUE UPDATED
10/27/2010	13:22	IS THIS REPAIR COVERED UNDER WARRANTY?
10/29/2010	14:39	REPLACED FUEL SYSTEM. ALL SYSTEMS GO. THANKS JASON.
10/29/2010	19:55	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
10/29/2010	19:55	ISSUE UPDATED

Consultant's Closing Comments
REPALCE THE FUEL SYSTEM

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
663406	JETTA	2010	3VWTL7AJ1AM	6488	2374	10/27/2010	United States

Workshop Finding

PERFORM GUIDED FAULT FINDING AND FOUND FAULT FOR P0087 FUEL PRESSURE IN THE DISTRIBUTOR TOO LOW-FUEL RAIL PRESSURE SENSOR CIRCUIT RANGE /PERFORMANCE SPORADIC P0191. REMOVE FUEL FILTER COVER AND FOUND METAL ON SYSTEM.

Activity Date	Activity Time	Activity Comments
10/27/2010	10:12	CUSTOMER STATES VEHICLE DIE AND WONA??T START. PERFORM GUIDED FAULT FINDING AND FOUND FAULT FOR P0087 FUEL PRESSURE IN THE DISTRIBUTOR TOO LOW-FUEL RAIL PRESSURE SENSOR CIRCUIT RANGE /PERFORMANCE SPORADIC P0191. REMOVE FUEL FILTER COVER AND FOUND METAL ON SYSTEM.
10/27/2010	10:12	ISSUE OPENED BY DEALERSHIP
10/27/2010	10:15	SEE PHOTOS ATTACHED
10/27/2010	10:22	CUSTOMER COMMENTS: CUSTOMER STATES VEHICLE DIE AND WONA??T START. PERFORM GUIDED FAULT FINDING AND FOUND FAULT FOR P0087 FUEL PRESSURE IN THE DISTRIBUTOR TOO LOW-FUEL RAIL PRESSURE SENSOR CIRCUIT RANGE /PERFORMANCE SPORADIC P0191. REMOVE FUEL FILTER COVER AND FOUND METAL ON SYSTEM.
10/27/2010	10:22	PLEASE REPLACE THE FOLLOWING COMPONENTS> 03L 130 321-(LINE), 03L 130 301-(PRESSURE LINE), 03L 130 089-(RAIL), 5N0 130 307J-(LINE), 1K0 127 400F-(FILTER), 03L 130 235K-(RETURN LINE), 03L 130 277A-(INJECTORS), 03L 130 301R-(PRESSURE LINE), 03L 130 301B-(PRESSURE LINE), 03L 130 301C-(PRESSURE LINE), 1K0 201 060 GP-(FUEL TANK), 5N0 906 129B-(AUXILIARY PUMP), 03L 130 755 A-(HIGH PRESSURE PUMP), 1K0 919 050 J-(IN TANK FUEL PUMP). PLEASE CONSULT ETKA FOR THE LATEST PART # ON ALL COMPONENTS. ANY LINE THAT IS NOT REPLACED IN THIS PROCEDURE MUST BE THOROUGHLY CLEANED. IF YOU CANNOT ADEQUATELY CLEAN THE LINE/FITTING, PLEASE REPLACE IT ALSO. PLEASE FOLLOW ELSA WEB'S PROCEDURE FOR PRIMING THE FUEL SYSTEM. IF THE GF TEST PLAN DOES NOT SHOW UP, GO INTO VSD, ENGINE ELECTRONICS, BASIC SETTINGS, 35 AND RUN THIS TEST 3 TIMES.
10/27/2010	10:22	WORKSHOP FINDINGS: PERFORM GUIDED FAULT FINDING AND FOUND FAULT FOR P0087 FUEL PRESSURE IN THE DISTRIBUTOR TOO LOW-FUEL RAIL PRESSURE SENSOR CIRCUIT RANGE /PERFORMANCE SPORADIC P0191. REMOVE FUEL FILTER COVER AND FOUND METAL ON SYSTEM.
10/27/2010	13:14	PARTS ON ORDER(SHOP FORMAN).
10/27/2010	15:04	THANK YOU FOR THE UPDATE ON THE STATUS OF THE REPAIR. PLEASE UPDATE THE TICKET WITH A SALES DOC NUMBER FOR THE ORDERED PARTS.
10/31/2010	12:38	ALL PARTS SHOULD BE HERE BY MONDAY.
11/01/2010	08:14	THANK YOU FOR THE UPDATE ON THE STATUS OF THE REPAIR. PLEASE UPDATE THE TICKET WITH A SALES DOC NUMBER FOR THE ORDERED PARTS.
11/02/2010	19:57	WORK IN PROGRESS.
11/03/2010	08:19	THANK YOU FOR THE UPDATE ON THE STATUS OF THE REPAIR. PLEASE REMEMBER TO UPDATE/CLOSE OUT THE TICKET WHEN THE REPAIR IS COMPLETED.
11/03/2010	16:10	D2 SPOKE WITH EDDY, THE DEALER IS WORKING ON THE VEHICLE. TECH TO CLOSE THE VTA. IF YOU ARE STILL IN NEED OF TECHNICAL ASSISTANCE OR DISCUSSION, PLEASE CALL INTO THE HELPLINE AT 800-678-2389. IF THE CAR IS LEAVING THE DEALERSHIP, PLEASE CLOSE THE TICKET WITH A RESOLUTION.
11/04/2010	14:50	AFTER, REPLACED PARTS SYSTEM WORKING AND DESIGNED. THANKS
11/04/2010	16:50	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
11/04/2010	16:50	ISSUE UPDATED

Consultant's Closing Comments

AFTER, REPLACED PARTS SYSTEM WORKING AND DESIGNED. THANKS

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
663482	JETTA	2009	3VWRL71K99M [REDACTED]	62790	2329	10/27/2010	United States

Workshop Finding

n/a

Activity Date	Activity Time	Activity Comments
10/27/2010	11:20	CUST WAS DRIVING CAR HOME AND VEHICLE STALLED, NOW ENGINE LIGHT AND GLOW PLUG LIGHTS ARE ON. CAR WAS TOWED IN. SCANNED AND HAVE LOW FUEL PRESSURE FAULTS. CHECKED FUEL FILTER AND IS FULL OF METAL SHAVINGS.
10/27/2010	11:20	ISSUE OPENED BY DEALERSHIP
10/27/2010	20:40	CUSTOMER COMMENTS: CUST WAS DRIVING CAR HOME AND VEHICLE STALLED, NOW ENGINE LIGHT AND GLOW PLUG LIGHTS ARE ON. CAR WAS TOWED IN. SCANNED AND HAVE LOW FUEL PRESSURE FAULTS. CHECKED FUEL FILTER AND IS FULL OF METAL SHAVINGS.
10/27/2010	20:40	QTM INTERVENTION. INSPECTED FUEL INSIDE FUEL TANK AND FUEL CONDITION LOOKS OK. PROPER COLOR OF LOW SULFER DIESEL. NO GASOLINE PRESENT WHEN TESTED IN STYROFOAM CUP. HIGH PRESSURE PUMP FULL OF METAL. REPLACE ENTIRE FUEL SYSTEM. BE SURE TO PROPERLY BLEED FUEL SYSTEM WHEN STARTING.
10/27/2010	20:44	ISSUE UPDATED
11/01/2010	11:42	WORK STILL IN PROGRESS
11/05/2010	15:17	REPLACED EVERY FUEL LINE, PURGED FUEL SYSTEM AND TEST DROVE 35 MILES
11/05/2010	16:22	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
11/05/2010	16:22	ISSUE UPDATED

Consultant's Closing Comments

REPLACED ENTIRE FUEL SYSTEM.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
663891	JETTA	2009	3VWTL81KX9M [REDACTED]	31340	2463	10/27/2010	United States

Workshop Finding

CHECKED FOR CODES FOUND P0087 P0191 P1007.CHECKED FOR TSB FOUND 01-10-11.REMOVED FUEL FILTER AND FOUND METAL SHAVINGS
CHECKED FUEL FOR CONTAMINATION NON FOUND.

Activity Date	Activity Time	Activity Comments
10/27/2010	17:34	CUSTOMER STATES GLOW PLUG LIGHT CAME ON AND WAS FLASHING CAR DIED COMMING OFF FREEWAY.CHECKED FOR CODES FOUND P0087 P0191 P1007.CHECKED FOR TSB FOUND 01-10-11.REMOVED FUEL FILTER AND FOUND METAL SHAVINGS CHECKED FUEL FOR CONTAMINATION NON FOUND.
10/27/2010	17:34	ISSUE OPENED BY DEALERSHIP
10/27/2010	17:40	CUSTOMER COMMENTS: CUSTOMER STATES GLOW PLUG LIGHT CAME ON AND WAS FLASHING CAR DIED COMMING OFF FREEWAY.
10/27/2010	17:40	PLEASE CLEAN THE HIGH PRESSURE PUMP NEAR THE N290 FUEL METERING VALVE. AFTER CLEANING, SPRAY DOWN WITH COMPRESSED AIR TO REMOVE ALL DEBRIS. REMOVE THE N290 AND INSPECT FOR METAL SHAVINGS. IF METAL SHAVINGS ARE FOUND, TAKE A FUEL SAMPLE AND PUT SOME FUEL INTO A CLEAN STYROFOAM CUP. AFTER FIFTEEN MINUTES, CHECK THE CUP FOR DETERIORATION. PLEASE UPDATE THE TICKET WITH RESULTS AND PICTURES AND CALL US BACK WITH THESE RESULTS.
10/27/2010	17:40	WORKSHOP FINDINGS: CHECKED FOR CODES FOUND P0087 P0191 P1007.CHECKED FOR TSB FOUND 01-10-11.REMOVED FUEL FILTER AND FOUND METAL SHAVINGS CHECKED FUEL FOR CONTAMINATION NON FOUND.
10/27/2010	18:03	REMOVED N290 AND FOUND METAL SHAVINGS.
10/27/2010	18:07	PLEASE REPLACE THE FOLLOWING COMPONENTS> 03L 130 321-(LINE), 03L 130 301-(PRESSURE LINE), 03L 130 089-(RAIL), 5N0 130 307J-(LINE), 1K0 127 400F-(FILTER), 03L 130 235K-(RETURN LINE), 03L 130 277A-(INJECTORS), 03L 130 301R-(PRESSURE LINE), 03L 130 301B-(PRESSURE LINE), 03L 130 301C-(PRESSURE LINE), 1K0 201 060 GP-(FUEL TANK), 5N0 906 129B-(AUXILIARY PUMP), 03L 130 755 A-(HIGH PRESSURE PUMP), 1K0 919 050 J-(IN TANK FUEL PUMP). PLEASE CONSULT ETKA FOR THE LATEST PART # ON ALL COMPONENTS. ANY LINE THAT IS NOT REPLACED IN THIS PROCEDURE MUST BE THOROUGHLY CLEANED. IF YOU CANNOT ADEQUATELY CLEAN THE LINE/FITTING, PLEASE REPLACE IT ALSO. PLEASE FOLLOW ELSA WEB'S PROCEDURE FOR PRIMING THE FUEL SYSTEM. IF THE GF TEST PLAN DOES NOT SHOW UP, GO INTO VSD, ENGINE ELECTRONICS, BASIC SETTINGS, 35 AND RUN THIS TEST 3 TIMES.
11/01/2010	11:03	REPAIRS BEING PERFORMED
11/01/2010	18:20	THANK YOU FOR UPDATING THE TICKET. IF YOU ARE STILL IN NEED OF TECHNICAL ASSISTANCE OR DISCUSSION, PLEASE CALL INTO THE HELPLINE AT 800-678-2389.
11/03/2010	16:08	D2 SPOKE TO BILL, VEHICLE IS STILL BEING WORKED ON.
11/06/2010	12:37	REPAIRS ARE DONE AND SEAT BASIC SEATINGS 35 AND VEHICLE IS NOW RUNING AS PER DESIGN.
11/06/2010	15:40	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
11/06/2010	15:40	ISSUE UPDATED

Consultant's Closing Comments

REPAIRS ARE DONE AND SEAT BASIC SEATINGS 35 AND VEHICLE IS NOW RUNING AS PER DESIGN.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
664466	JETTA	2009	3VWRL71K19M [REDACTED]	34941	2463	10/28/2010	United States

Workshop Finding

n/a

Activity Date	Activity Time	Activity Comments
10/28/2010	16:40	CUSTOMER STATES VEHICLE STALLED OUT AND WILL NOT START BACK UP AGAIN AND BEFORE IT DIED OUT THE COIL LIGHT WAS ON. DUPLICATED CONCERN. ENGINE CRANKS BUT WILL NOT START UP. GFF SCAN FAULT P0087 FUEL PRESSURE IN THE DISTRIBUTOR/SYSTEM PRESSURE TOO LOW. TECHNICAL BULLETIN 1-10-10 2023624/2. UPLOADED GFF LOG AND PICTURES OF FUEL SAMPLE AND FUEL FILTER HOUSING.
10/28/2010	16:40	ISSUE OPENED BY DEALERSHIP
10/28/2010	16:54	CUSTOMER COMMENTS: CUSTOMER STATES VEHICLE STALLED OUT AND WILL NOT START BACK UP AGAIN AND BEFORE IT DIED OUT THE COIL LIGHT WAS ON. DUPLICATED CONCERN. ENGINE CRANKS BUT WILL NOT START UP. GFF SCAN FAULT P0087 FUEL PRESSURE IN THE DISTRIBUTOR/SYSTEM PRESSURE TOO LOW. TECHNICAL BULLETIN 1-10-10 2023624/2. UPLOADED GFF LOG AND PICTURES OF FUEL SAMPLE AND FUEL FILTER HOUSING.
10/28/2010	16:54	ISSUE UPDATED
10/28/2010	16:54	PLEASE CLEAN THE HIGH PRESSURE PUMP NEAR THE N290 FUEL METERING VALVE. AFTER CLEANING, SPRAY DOWN WITH COMPRESSED AIR TO REMOVE ALL DEBRIS. REMOVE THE N290 AND INSPECT FOR METAL SHAVINGS. IF METAL SHAVINGS ARE FOUND, TAKE A FUEL SAMPLE AND PUT SOME FUEL INTO A CLEAN STYROFOAM CUP. AFTER FIFTEEN MINUTES, CHECK THE CUP FOR DETERIORATION. PLEASE UPDATE THE TICKET WITH RESULTS AND PICTURES AND CALL US BACK WITH THESE RESULTS.
10/28/2010	17:13	AFTER CLEANING AREA, REMOVED N290 AND INSPECTED METAL FOR METAL SHAVINGS. SOME METAL SHAVINGS FOUND. TOOK FUEL SAMPLE AND PLACED IN STYROFOAM CUP AND WAITED AND CHECKED CUP FOR DETERIORATION. NO DETERIORATION FOUND IN THE CUP. UPLOADING PICTURES OF CUP AND N290 METERING VALVE AND INSIDE VALVE BLOCK
10/28/2010	17:24	THANK YOU FOR UPDATING THE TICKET. PLEASE CALL INTO THE HELPLINE AT 800-678-2389.
10/28/2010	17:28	PLEASE REPLACE THE FOLLOWING COMPONENTS> 03L 130 321-(LINE), 03L 130 301-(PRESSURE LINE), 03L 130 089-(RAIL), 5N0 130 307J-(LINE), 1K0 127 400F-(FILTER), 03L 130 235K-(RETURN LINE), 03L 130 277A-(INJECTORS), 03L 130 301R-(PRESSURE LINE), 03L 130 301B-(PRESSURE LINE), 03L 130 301C-(PRESSURE LINE), 1K0 201 060 GP-(FUEL TANK), 5N0 906 129B-(AUXILIARY PUMP), 03L 130 755 A-(HIGH PRESSURE PUMP), 1K0 919 050 J-(IN TANK FUEL PUMP). PLEASE CONSULT ETKA FOR THE LATEST PART # ON ALL COMPONENTS. ANY LINE THAT IS NOT REPLACED IN THIS PROCEDURE MUST BE THOROUGHLY CLEANED. IF YOU CANNOT ADEQUATELY CLEAN THE LINE/FITTING, PLEASE REPLACE IT ALSO. PLEASE FOLLOW ELSA WEB'S PROCEDURE FOR PRIMING THE FUEL SYSTEM. IF THE GF TEST PLAN DOES NOT SHOW UP, GO INTO VSD, ENGINE ELECTRONICS, BASIC SETTINGS, 35 AND RUN THIS TEST 3 TIMES.
10/28/2010	18:13	PARTS ON ORDER.
10/28/2010	19:14	PARTS ARE ON ORDER
10/29/2010	11:45	THANK YOU FOR UPDATING THE TICKET. IF YOU ARE STILL IN NEED OF TECHNICAL ASSISTANCE OR DISCUSSION, PLEASE CALL INTO THE HELPLINE AT 800-678-2389. IF THE CAR IS LEAVING THE DEALERSHIP, PLEASE CLOSE THE TICKET WITH A RESOLUTION.
11/02/2010	09:23	WAITING FOR ONE HOSE, SHOULD BE HERE TODAY, AND I START WORKING TODAY OR TOMORROW.
11/02/2010	12:08	THANK YOU FOR UPDATING THE TICKET. IF YOU ARE STILL IN NEED OF TECHNICAL ASSISTANCE OR DISCUSSION, PLEASE CALL INTO THE HELPLINE AT 800-678-2389. IF THE CAR IS LEAVING THE DEALERSHIP, PLEASE CLOSE THE TICKET WITH A RESOLUTION.
11/04/2010	10:12	SPOKE WITH EDDIE IN SERVICE. RECEIVED PART AND SHOULD DELIVER VEHICLE TONIGHT. ADVISE TO CLOSE VTA WHEN VEHICLE LEAVES. P2
11/05/2010	08:20	DONE WITH WORK JUST NEED TO ROAD TEST AND RECHECK WORK, AFTER DONE THAT I WILL CLOSE THE VTA.
11/05/2010	10:45	ROAD TESTED VEHICLE-TEST GOOD
11/05/2010	12:23	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED

11/05/2010	12:23	ISSUE UPDATED
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Consultant's Closing Comments
ROAD TESTED VEHICLE-TEST GOOD

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
664755	JETTA	2009	3VWRL71K79M [REDACTED]	17830	2050	10/29/2010	United States

Workshop Finding

INSPECTED AND FOUND METAL CONTAMINATION ON TOP OF FUEL FILTER-SEE ATTACHED PICTURE. GFF LOG ALSO ATTACHED.

Activity Date	Activity Time	Activity Comments
10/29/2010	11:36	CUSTOMER STATES VEHICLE STALLED OUT AND WOULD NOT RESTART. INSPECTED AND FOUND METAL CONTAMINATION ON TOP OF FUEL FILTER-SEE ATTACHED PICTURE. GFF LOG ALSO ATTACHED.
10/29/2010	11:36	ISSUE OPENED BY DEALERSHIP
10/29/2010	11:45	CUSTOMER COMMENTS: CUSTOMER STATES VEHICLE STALLED OUT AND WOULD NOT RESTART.
10/29/2010	11:45	? PLEASE CLEAN THE HIGH PRESSURE PUMP NEAR THE N290 FUEL METERING VALVE. AFTER CLEANING, SPRAY DOWN WITH COMPRESSED AIR TO REMOVE ALL DEBRIS. REMOVE THE N290 AND INSPECT FOR METAL SHAVINGS. IF METAL SHAVINGS ARE FOUND, TAKE A FUEL SAMPLE AND PUT SOME FUEL INTO A CLEAN STYROFOAM CUP. AFTER FIFTEEN MINUTES, CHECK THE CUP FOR DETERIORATION. PLEASE UPDATE THE TICKET WITH RESULTS AND PICTURES AND CALL US BACK WITH THESE RESULTS.
10/29/2010	11:45	WORKSHOP FINDINGS: INSPECTED AND FOUND METAL CONTAMINATION ON TOP OF FUEL FILTER-SEE ATTACHED PICTURE. GFF LOG ALSO ATTACHED.
10/29/2010	12:32	REMOVED N290 AND FOUND LARGE AMOUNT OF METAL ON VALVE AND IN HOLE-SEE PICTURES 2 AND 3.PUT FUEL SAMPLE INTO CUP AT 9:10-PHOTO 4 AND RECHECKED AT 9:25-PHOTO 5 AND 6. NO DETERIORATION OF CUP NOTICED.
10/29/2010	12:36	PLEASE REPLACE THE FOLLOWING COMPONENTS> 03L 130 321-(LINE), 03L 130 301-(PRESSURE LINE), 03L 130 089-(RAIL), 5N0 130 307J-(LINE), 1K0 127 400F-(FILTER), 03L 130 235K-(RETURN LINE), 03L 130 277A-(INJECTORS), 03L 130 301R-(PRESSURE LINE), 03L 130 301B-(PRESSURE LINE), 03L 130 301C-(PRESSURE LINE), 1K0 201 060 GP-(FUEL TANK), 5N0 906 129B-(AUXILIARY PUMP), 03L 130 755 A-(HIGH PRESSURE PUMP), 1K0 919 050 J-(IN TANK FUEL PUMP). PLEASE CONSULT ETKA FOR THE LATEST PART # ON ALL COMPONENTS. ANY LINE THAT IS NOT REPLACED IN THIS PROCEDURE MUST BE THOROUGHLY CLEANED. IF YOU CANNOT ADEQUATELY CLEAN THE LINE/FITTING, PLEASE REPLACE IT ALSO. PLEASE FOLLOW ELSA WEB'S PROCEDURE FOR PRIMING THE FUEL SYSTEM. IF THE GF TEST PLAN DOES NOT SHOW UP, GO INTO VSD, ENGINE ELECTRONICS, BASIC SETTINGS, 35 AND RUN THIS TEST 3 TIMES.
10/29/2010	17:53	ALL PARTS HAVE BEEN ORDERED. WILL REOPEN TICKET IF NEEDED.
10/29/2010	18:35	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
10/29/2010	18:35	ISSUE UPDATED

Consultant's Closing Comments

REPALCE THE FUEL SYSTEM

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
665289	JETTA	2010	3VWAL7AJ1AM [REDACTED]	20193	2463	11/01/2010	United States

Workshop Finding
n/a

Activity Date	Activity Time	Activity Comments
11/01/2010	09:52	CUSTOMER WAS DRIVING VEHICLE AND CAR STOPED RUNNING.CODES P0087.I PULLED OUT FUEL FLITER AND IT WAS FILLED WITH METAL SHAVINGS, PICTURES ARE ATTACHED ALONG WITH GFF.
11/01/2010	09:52	ISSUE OPENED BY DEALERSHIP
11/01/2010	10:00	CUSTOMER COMMENTS: CUSTOMER WAS DRIVING VEHICLE AND CAR STOPED RUNNING.CODES P0087.I PULLED OUT FUEL FLITER AND IT WAS FILLED WITH METAL SHAVINGS, PICTURES ARE ATTACHED ALONG WITH GFF.
11/01/2010	10:00	? PLEASE CLEAN THE HIGH PRESSURE PUMP NEAR THE N290 FUEL METERING VALVE. AFTER CLEANING, SPRAY DOWN WITH COMPRESSED AIR TO REMOVE ALL DEBRIS. REMOVE THE N290 AND INSPECT FOR METAL SHAVINGS. IF METAL SHAVINGS ARE FOUND, TAKE A FUEL SAMPLE AND PUT SOME FUEL INTO A CLEAN STYROFOAM CUP. AFTER FIFTEEN MINUTES, CHECK THE CUP FOR DETERIORATION. PLEASE UPDATE THE TICKET WITH RESULTS AND PICTURES AND CALL US BACK WITH THESE RESULTS. 2.0LTDI ? PLEASE REPLACE THE FOLLOWING COMPONENTS> 03L 130 321-(LINE), 03L 130 301-(PRESSURE LINE), 03L 130 089-(RAIL), 5N0 130 307G-(LINE), 1K0 127 400F-(FILTER), 03L 130 235K-(RETURN LINE), 03L 130 277A-(INJECTORS), 03L 130 301R-(PRESSURE LINE), 03L 130 301B-(PRESSURE LINE), 03L 130 301C-(PRESSURE LINE), 1K0 201 060 GP-(FUEL TANK), 5N0 906 129B-(AUXILIARY PUMP), 03L 130 755 A-(HIGH PRESSURE PUMP), 1K0 919 050 J-(IN TANK FUEL PUMP). PLEASE CONSULT ETKA FOR THE LATEST PART # ON ALL COMPONENTS. ANY LINE THAT IS NOT REPLACED IN THIS PROCEDURE MUST BE THOROUGHLY CLEANED. IF YOU CANNOT ADEQUATELY CLEAN THE LINE/FITTING, PLEASE REPLACE IT ALSO. PLEASE FOLLOW ELSA WEB'S PROCEDURE FOR PRIMING THE FUEL SYSTEM. IF THE GF TEST PLAN DOES NOT SHOW UP, GO INTO VSD, ENGINE ELECTRONICS, BASIC SETTINGS, 35 AND RUN THIS TEST 3 TIMES
11/01/2010	10:12	HE ARE THE NEW PHOTOS
11/01/2010	12:22	THANK YOU FOR UPDATING THE VTA PLEASE CALL BACK IF FURTHER ASSISTANCE IS NEEDED.
11/03/2010	17:00	ALL PARTS REPLACED AND VEHICLE IS FIXEDE.THANK YOU!
11/03/2010	18:24	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
11/03/2010	18:24	ISSUE UPDATED

Consultant's Closing Comments
ALL PARTS REPLACED AND VEHICLE IS FIXED.THANK YOU!

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
665608	JETTA	2010	3VWTL8AJ4AM [REDACTED]	3876	2045	11/01/2010	United States

Workshop Finding

n/a

Activity Date	Activity Time	Activity Comments
11/01/2010	14:06	CUSTOMER STATES THAT THE CAR VERY RANDOMLY DIES WHILE DRIVING. NO WARNING LIGHTS COME ON. P1004 FAULT STORED
11/01/2010	14:06	ISSUE OPENED BY DEALERSHIP
11/01/2010	14:16	ADVISED TO CK FUEL QUALITY, CK LOW SIDE FUEL PRESSURE, REMOVE FUEL FILTER AND CK FOR METAL DEBRI.
11/02/2010	08:54	REMOVED FUEL FILTER TO INSPECT FUEL, FOUND METAL PARTICLES. DID NOT CHECK LOW SIDE PRESSURE YET DUE TO METAL FRAGMENTS
11/02/2010	13:26	PLEASE CLEAN THE HIGH PRESSURE PUMP NEAR THE N290 FUEL METERING VALVE. AFTER CLEANING, SPRAY DOWN WITH COMPRESSED AIR TO REMOVE ALL DEBRIS. REMOVE THE N290 AND INSPECT FOR METAL SHAVINGS. IF METAL SHAVINGS ARE FOUND, TAKE A FUEL SAMPLE AND PUT SOME FUEL INTO A CLEAN STYROFOAM CUP. AFTER FIFTEEN MINUTES, CHECK THE CUP FOR DETERIORATION. PLEASE UPDATE THE TICKET WITH RESULTS AND PICTURES AND CALL US BACK WITH THESE RESULTS. IF THERE IS NO METAL IN THE N290, REPLACE THE PRESSURE RETENTION VALVE.
11/02/2010	14:39	CLEANED AREA AROUND N290 AND REMOVED. DIDN'T FIND METAL FRAGMENTS BUT ALUMINUM IN PUMP LOOKS LIKE IT IS ERODED, THE TIP OF N290 APPEARS SCRATCHED, AND THE METAL SCREEN ON N290 IS DENTED INWARD (SEE PICTURES.) WANTED TO CONSULT BEFORE REPLACING PRESSURE RETENTION VALVE.
11/02/2010	14:57	ADVISED TO REPLACE THE N290 AND PRESSURE RETENTION VALVE. VERIFY IF THER IS 3.5-5 BAR AT THE HP PUMP INLET WITH A MANUAL GAUGE.
11/03/2010	08:15	ADVISE TECH N290 IS PART OF THE HIGH PRESSURE PUMP.
11/04/2010	11:01	QTM INTERVENTION, PLEASE CONTACT QTM ONCE PUMP IS INSTALLED AND BEFORE START OF ENGINE.
11/05/2010	10:50	HIGH PRESSURE PUMP AND MOST OF BOLTS ARRIVED. REMOVED HIGH PRESSURE PUMP, WHEN PULLING HUB OFF OF PUMP SPECIAL TOOL PULLED THREADS OUT OF HUB, ORDERED NEW HUB. HUB AND REST OF BOLTS WILL BE HERE MONDAY. WILL CALL QTM ONCE ALL INSTALLED BEFORE STARTING.
11/05/2010	10:56	THANK YOU FOR THE UPDATE.
11/09/2010	13:25	PLEASE UPDATE VTA.
11/09/2010	13:41	NEW HUB AND REMAINING BOLTS ARRIVED. NEW PUMP INSTALLED AND BASICS WERE SET WITH QTM ASSISTANCE. RE-CHECKED ECM FOR NECESSARY UPDATES. ONCE ENGINE WAS STARTED, FUEL PRESSURE READINGS ON THE LOW SIDE (INLET TO FUEL FILTER) WERE .4 BAR, AND HIGH SIDE (AUX. PUMP OUTLET) 4.1 BAR.
11/09/2010	15:19	THANK YOU, WHAT IS THE SW LEVEL OF THE ECM?
11/09/2010	15:38	SOFTWARE VERSION: 7275
11/09/2010	20:19	THANK YOU, QTM WILL CONTACT DEALER IN THE AM.
11/10/2010	12:21	PLEASE PERFORM SWM CODE 3339 TO ECM AND REPORT BACK TO THE VTA THE ECM PART NUMBER SUFFIX AND THE NEW SW LEVEL. RELEASE AND CLOSE VTA WHEN ACCOMPLISHED.
11/10/2010	16:30	PERFORMED SVM 3339 UPDATE ECM PART NUMBER: 3L0906019CM ECM SOFTWARE LEVEL: 7967
11/10/2010	16:31	CLOSING VTA
11/10/2010	19:14	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
11/10/2010	19:14	ISSUE UPDATED

Consultant's Closing Comments

HIGH PRESSURE PUMP WAS REPLACED AND THE ECM WAS UPDATED TO THE LATEST SW AVAILABLE AT THIS TIME.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
665808	Q7	2010	WA1VMAFE3AD [REDACTED]	43774	2374	11/01/2010	United States

Workshop Finding

VERIFIED ENGINE WILL CRANK BUT NOT START. RAN GFF FOUND P0087 FAULT STORED IN ECM. INSPECTED THE FUEL FILTER AND FOUND METALLIC GLITTER ON TOP OF THE FILTER ELEMENT. FOUND FUEL RECEIPT IN VEHICLE FROM 10/31/2010. CUSTOMER FILLED UP WITH DIESEL FUEL.

Activity Date	Activity Time	Activity Comments
11/01/2010	17:06	ISSUE OPENED BY DEALERSHIP
11/01/2010	17:06	VEHICLE STALLED WHILE DRIVING. VEHICLE WILL NOT RESTART. VERIFIED ENGINE WILL CRANK BUT NOT START. RAN GFF FOUND P0087 FAULT STORED IN ECM. INSPECTED THE FUEL FILTER AND FOUND METALLIC GLITTER ON TOP OF THE FILTER ELEMENT. FOUND FUEL RECEIPT IN VEHICLE FROM 10/31/2010. CUSTOMER FILLED UP WITH DIESEL FUEL.
11/01/2010	17:12	CHECK THE CAM FOR OPERATION. ORDER ALL PARTS THAT FUEL TOUCHES. GET A FUEL SAMPLE.
11/01/2010	17:12	CUSTOMER COMMENTS: VEHICLE STALLED WHILE DRIVING. VEHICLE WILL NOT RESTART.
11/01/2010	17:12	WORKSHOP FINDINGS: VERIFIED ENGINE WILL CRANK BUT NOT START. RAN GFF FOUND P0087 FAULT STORED IN ECM. INSPECTED THE FUEL FILTER AND FOUND METALLIC GLITTER ON TOP OF THE FILTER ELEMENT. FOUND FUEL RECEIPT IN VEHICLE FROM 10/31/2010. CUSTOMER FILLED UP WITH DIESEL FUEL.
11/01/2010	17:21	THIS TICKET HAS BEEN ESCALATED AS PER P/S.
11/02/2010	12:14	P/N 059 130 755 AL WILL BE RELEASED.
11/02/2010	12:33	S/D 1007259127
11/02/2010	15:48	I INSPECTED THE VEHICLE, THERE'S METAL DEBRIS IN FUEL FILTER HOUSING AND AT M-PROP VALVE. I TOOK FUEL SAMPLE, FUEL DOES NOT APPEAR TO BE CONTAMINATED. DEALER TO PROCEED WITH REPLACING ALL FUEL RELATED PARTS.
11/10/2010	17:51	I SPOKE TO SHOP FOREMAN NICK WHO INFORMED ME ALL FUEL PARTS HAVE BEEN REPLACED AND VEHICLE IS BEING TEST DRIVEN.
11/12/2010	15:26	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
11/12/2010	15:26	ISSUE UPDATED

Consultant's Closing Comments

TECH REPLACED ALL FUEL SYSTEM RELATED COMPONENTS.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
666411	JETTA	2010	3VWPL7AJ8AM [REDACTED]	1222	2463	11/02/2010	United States

Workshop Finding

PERFORMED GFF AND FOUND NO FAULTS, VEHICLE STARTED AND DROVE FINE. REMOVED THE COVER FOR THE FUEL FILTER AND FOUND THERE TO BE METAL IN THE FUEL FILTER HOUSING.

Activity Date	Activity Time	Activity Comments
11/02/2010	16:07	CUSTOMER STATES THE CAR STALLED, JUST BEFORE IT STALLED THE RPM'S WERE FLUCTUATING SMELLED VERY HOT, COOLING FANS WERE STAYING ON. PERFORMED GFF AND FOUND NO FAULTS, VEHICLE STARTED AND DROVE FINE. REMOVED THE COVER FOR THE FUEL FILTER AND FOUND THERE TO BE METAL IN THE FUEL FILTER HOUSING.
11/02/2010	16:07	ISSUE OPENED BY DEALERSHIP
11/02/2010	16:14	CUSTOMER COMMENTS: CUSTOMER STATES THE CAR STALLED, JUST BEFORE IT STALLED THE RPM'S WERE FLUCTUATING SMELLED VERY HOT, COOLING FANS WERE STAYING ON.
11/02/2010	16:14	PLEASE REPLACE THE FOLLOWING COMPONENTS> 03L 130 321-(LINE), 03L 130 301-(PRESSURE LINE), 03L 130 089-(RAIL), 5N0 130 307J-(LINE), 1K0 127 400F-(FILTER), 03L 130 235K-(RETURN LINE), 03L 130 277A-(INJECTORS), 03L 130 301R-(PRESSURE LINE), 03L 130 301B-(PRESSURE LINE), 03L 130 301C-(PRESSURE LINE), 1K0 201 060 GP-(FUEL TANK), 5N0 906 129B-(AUXILIARY PUMP), 03L 130 755 A-(HIGH PRESSURE PUMP), 1K0 919 050 J-(IN TANK FUEL PUMP). PLEASE CONSULT ETKA FOR THE LATEST PART # ON ALL COMPONENTS. ANY LINE THAT IS NOT REPLACED IN THIS PROCEDURE MUST BE THOROUGHLY CLEANED. IF YOU CANNOT ADEQUATELY CLEAN THE LINE/FITTING, PLEASE REPLACE IT ALSO. PLEASE FOLLOW ELSA WEB'S PROCEDURE FOR PRIMING THE FUEL SYSTEM. IF THE GF TEST PLAN DOES NOT SHOW UP, GO INTO VSD, ENGINE ELECTRONICS, BASIC SETTINGS, 35 AND RUN THIS TEST 3 TIMES.
11/02/2010	16:14	WORKSHOP FINDINGS: PERFORMED GFF AND FOUND NO FAULTS, VEHICLE STARTED AND DROVE FINE. REMOVED THE COVER FOR THE FUEL FILTER AND FOUND THERE TO BE METAL IN THE FUEL FILTER HOUSING.
11/08/2010	16:35	REPLACED FUEL SYSTEM AND VERIFIED REPAIRS
11/08/2010	18:08	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
11/08/2010	18:08	ISSUE UPDATED

Consultant's Closing Comments

REPLACED FUEL SYSTEM AND VERIFIED REPAIRS

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
667477	JETTA	2010	3VWAL7AJ5AM [REDACTED]	21444	2463	11/04/2010	United States

Workshop Finding

TECH STATES HAVE METAL IN THE METERING VALVE AND THE FUEL FILTER.

Activity Date	Activity Time	Activity Comments
11/04/2010	13:32	CUST STATES VEHICLE LOST POWER WHILE DRIVING AND GLOW PLUG LAMP FLASHING
11/04/2010	13:32	ISSUE OPENED BY DEALERSHIP
11/04/2010	13:37	CUSTOMER COMMENTS: CUST STATES VEHICLE LOST POWER WHILE DRIVING AND GLOW PLUG LAMP FLASHING
11/04/2010	13:37	PLEASE CHECK FOR GASOLINE IN THE FUEL, PERFORM FLAME TEST.
11/04/2010	13:37	WORKSHOP FINDINGS: TECH STATES HAVE METAL IN THE METERING VALVE AND THE FUEL FILTER.
11/04/2010	13:38	PLEASE REPLACE THE FOLLOWING COMPONENTS> 03L 130 321-(LINE), 03L 130 301-(PRESSURE LINE), 03L 130 089-(RAIL), 5N0 130 307J-(LINE), 1K0 127 400F-(FILTER), 03L 130 235K-(RETURN LINE), 03L 130 277A-(INJECTORS), 03L 130 301R-(PRESSURE LINE), 03L 130 301B-(PRESSURE LINE), 03L 130 301C-(PRESSURE LINE), 1K0 201 060 GP-(FUEL TANK), 5N0 906 129B-(AUXILIARY PUMP), 03L 130 755 A-(HIGH PRESSURE PUMP), 1K0 919 050 J-(IN TANK FUEL PUMP). PLEASE CONSULT ETKA FOR THE LATEST PART # ON ALL COMPONENTS. ANY LINE THAT IS NOT REPLACED IN THIS PROCEDURE MUST BE THOROUGHLY CLEANED. IF YOU CANNOT ADEQUATELY CLEAN THE LINE/FITTING, PLEASE REPLACE IT ALSO. PLEASE FOLLOW ELSA WEB'S PROCEDURE FOR PRIMING THE FUEL SYSTEM. IF THE GF TEST PLAN DOES NOT SHOW UP, GO INTO VSD, ENGINE ELECTRONICS, BASIC SETTINGS, 35 AND RUN THIS TEST 3 TIMES.
11/05/2010	14:15	SPECIAL ORDERED ALL COMPONENTS LISTED
11/05/2010	19:23	THANKS FOR THE UPDATE, PLEASE CALL AND CHECK IN IF FURTHER ASSISTANCE IS NEEDED.
11/11/2010	14:22	PIERRE IN SERVICE STATED THEY ARE WAITING ON PARTS TO COME IN AND WILL HAVE TECH UPDATE TICKET WITH SHIPPING DOC # OF PARTS THAT THEY ARE WAITING ON. P1
11/11/2010	21:14	PARTS ARRIVED INPROCESS INSTALLING COMPONENTS
11/12/2010	12:39	THANKS FOR THE UPDATE, IF THAT FIXES THE CAR PLEASE UPDATE AND CLOSE OUT THE TICKET. IF FURTHER ASSISTANCE IS NEEDED PLEASE CALL AND CHECK IN.
11/16/2010	11:54	INSTALLED COMPONENTS CLEANED DIESEL LINES FROM FRONT TO REAR RAN PRIME TEST 3 TIMES NO FUTHER ACTION REQUIRED THANKS
11/16/2010	18:17	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
11/16/2010	18:17	ISSUE UPDATED

Consultant's Closing Comments

REPLACED FUEL INJECTION COMPONENTS

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
667565	JETTA	2010	3VWRL7AJ7AM [REDACTED]	117	2463	11/04/2010	United States

Workshop Finding

UPON INSPECTION IN SHOP FOUND METAL IN FILTER & FUEL SYSTEM.WHAT PARTS ARE NEEDED FOR A CORRECT REPAIR?THANK YOU,DAN

Activity Date	Activity Time	Activity Comments
11/04/2010	14:51	ISSUE OPENED BY DEALERSHIP
11/04/2010	14:51	VEHICLE IS A DIESEL & HAS BEEN FILLED WITH GAS,VEHICLE WAS DRIVEN UNTILL IT QUIT.UPON INSPECTION IN SHOP FOUND METAL IN FILTER & FUEL SYSTEM.WHAT PARTS ARE NEEDED FOR A CORRECT REPAIR?THANK YOU,DAN
11/04/2010	14:56	CUSTOMER COMMENTS: VEHICLE IS A DIESEL & HAS BEEN FILLED WITH GAS,VEHICLE WAS DRIVEN UNTILL IT QUIT.
11/04/2010	14:56	PLEASE CLEAN THE HIGH PRESSURE PUMP NEAR THE N290 FUEL METERING VALVE. AFTER CLEANING, SPRAY DOWN WITH COMPRESSED AIR TO REMOVE ALL DEBRIS. REMOVE THE N290 AND INSPECT FOR METAL SHAVINGS. IF METAL SHAVINGS ARE FOUND, TAKE A FUEL SAMPLE AND PUT SOME FUEL INTO A CLEAN STYROFOAM CUP. AFTER FIFTEEN MINUTES, CHECK THE CUP FOR DETERIORATION. PLEASE UPDATE THE TICKET WITH RESULTS AND PICTURES AND CALL US BACK WITH THESE RESULTS.
11/04/2010	14:56	WORKSHOP FINDINGS: UPON INSPECTION IN SHOP FOUND METAL IN FILTER & FUEL SYSTEM.WHAT PARTS ARE NEEDED FOR A CORRECT REPAIR?THANK YOU,DAN
11/04/2010	15:25	THERE IS SOME METAL IN PUMP AFTER REMOVAL OF N290 & ON TH E VALVE.NOT MUCH OF THE CUP IS LEFT AFTER BEING FILLED W FUEL AFTER 15 MINS.
11/04/2010	15:30	PLEASE REPLACE THE FOLLOWING COMPONENTS> 03L 130 321-(LINE), 03L 130 301-(PRESSURE LINE), 03L 130 089-(RAIL), 5N0 130 307J-(LINE), 1K0 127 400F-(FILTER), 03L 130 235K-(RETURN LINE), 03L 130 277A-(INJECTORS), 03L 130 301R-(PRESSURE LINE), 03L 130 301B-(PRESSURE LINE), 03L 130 301C-(PRESSURE LINE), 1K0 201 060 GP-(FUEL TANK), 5N0 906 129B-(AUXILIARY PUMP), 03L 130 755 A-(HIGH PRESSURE PUMP), 1K0 919 050 J-(IN TANK FUEL PUMP). PLEASE CONSULT ETKA FOR THE LATEST PART # ON ALL COMPONENTS. ANY LINE THAT IS NOT REPLACED IN THIS PROCEDURE MUST BE THOROUGHLY CLEANED. IF YOU CANNOT ADEQUATELY CLEAN THE LINE/FITTING, PLEASE REPLACE IT ALSO. PLEASE FOLLOW ELSA WEB'S PROCEDURE FOR PRIMING THE FUEL SYSTEM. IF THE GF TEST PLAN DOES NOT SHOW UP, GO INTO VSD, ENGINE ELECTRONICS, BASIC SETTINGS, 35 AND RUN THIS TEST 3 TIMES.
11/10/2010	07:27	THANKS FOR THE INFO,DAN
11/10/2010	12:14	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
11/10/2010	12:14	ISSUE UPDATED

Consultant's Closing Comments

REPLACED DIESEL FUEL SYSTEM

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
667769	GOLF	2010	WVWDM7AJ7AW	10108	2463	11/04/2010	United States

Workshop Finding

SCAN VEHICLE, FAULT DETECTED P0087 (FUEL PRESSURE TOO LOW) CHECK BULLETIN 01-10-11. INSPECTED FUEL FILTER FOUND METAL SHAVINGS ON TOP OF FILTER. ALSO INSPECTED N295 SENSOR ON HIGH PRESSURE PUMP AND FOUND SENSOR CLOGGED WITH METAL SHAVINGS IN IT. PLEASE ADVISE

Activity Date	Activity Time	Activity Comments
11/04/2010	19:19	CUSTOMER REPORTS THE ENGINE DIED WHILE A STOP, WOULD NOT RESTART. CRANKS NOW BUT WONT CATCH. SCAN VEHICLE, FAULT DETECTED P0087 (FUEL PRESSURE TOO LOW) CHECK BULLETIN 01-10-11. INSPECTED FUEL FILTER FOUND METAL SHAVINGS ON TOP OF FILTER. ALSO INSPECTED N295 SENSOR ON HIGH PRESSURE PUMP AND FOUND SENSOR CLOGGED WITH METAL SHAVINGS IN IT. PLEASE ADVISE
11/04/2010	19:19	ISSUE OPENED BY DEALERSHIP
11/04/2010	19:30	CUSTOMER COMMENTS: CUSTOMER REPORTS THE ENGINE DIED WHILE A STOP, WOULD NOT RESTART. CRANKS NOW BUT WONT CATCH.
11/04/2010	19:30	PLEASE CLEAN THE HIGH PRESSURE PUMP NEAR THE N290 FUEL METERING VALVE. AFTER CLEANING, SPRAY DOWN WITH COMPRESSED AIR TO REMOVE ALL DEBRIS. REMOVE THE N290 AND INSPECT FOR METAL SHAVINGS. IF METAL SHAVINGS ARE FOUND, TAKE A FUEL SAMPLE FOLLOWING THE GUIDELINES IN TECHNICAL BULLETIN 01-10-11 (2023624). IF THERE IS ANY EVIDENCE THAT FUEL WAS CONTAMINATED WITH GASOLINE, WATER OR ALCOHOL, PLEASE CALL US BACK SO THAT WE CAN CONTACT YOUR FOM. WE ALSO RECOMMEND THAT YOU CONTACT YOUR FOM TO HELP DETERMINE WARRANTY.
11/04/2010	19:30	WORKSHOP FINDINGS: SCAN VEHICLE, FAULT DETECTED P0087 (FUEL PRESSURE TOO LOW) CHECK BULLETIN 01-10-11. INSPECTED FUEL FILTER FOUND METAL SHAVINGS ON TOP OF FILTER. ALSO INSPECTED N295 SENSOR ON HIGH PRESSURE PUMP AND FOUND SENSOR CLOGGED WITH METAL SHAVINGS IN IT. PLEASE ADVISE
11/04/2010	20:45	FOUR PICTURES ATTACHED.
11/05/2010	16:30	IF THERE IS ANY EVIDENCE THAT THE FUEL WAS CONTAMINATED WITH GASOLINE, WATER, OR ALCOHOL, PLEASE CONTACT YOUR FOM BEFORE REPLACING ANY COMPONENTS. REPLACE THE FOLLOWING COMPONENTS> 03L 130 321-(LINE), 03L 130 301-(PRESSURE LINE), 03L 130 089-(RAIL), 5N0 130 307J-(LINE), 1K0 127 400F-(FILTER), 03L 130 235K-(RETURN LINE), 03L 130 277A-(INJECTORS), 03L 130 301R-(PRESSURE LINE), 03L 130 301B-(PRESSURE LINE), 03L 130 301C-(PRESSURE LINE), 1K0 201 060 GP-(FUEL TANK), 5N0 906 129B-(AUXILIARY PUMP), 03L 130 755 A-(HIGH PRESSURE PUMP), 1K0 919 050 J-(IN TANK FUEL PUMP). PLEASE CONSULT ETKA FOR THE LATEST PART # ON ALL COMPONENTS. ANY LINE THAT IS NOT REPLACED IN THIS PROCEDURE MUST BE THOROUGHLY CLEANED. IF YOU CANNOT ADEQUATELY CLEAN THE LINE/FITTING, PLEASE REPLACE IT ALSO. PLEASE FOLLOW ELSA WEB'S PROCEDURE FOR PRIMING THE FUEL SYSTEM. IF THE GF TEST PLAN DOES NOT SHOW UP, GO INTO VSD, ENGINE ELECTRONICS, BASIC SETTINGS, 35 AND RUN THIS TEST 3 TIMES.
11/08/2010	12:54	I WILL HAVE STEVE UPDATE THIS TICKET WHEN HE GETS IN. THANKS, MANNY G. SHOP FOREMAN.
11/08/2010	17:07	PARTS WERE ORDER
11/08/2010	20:11	THANK YOU FOR UPDATING THE TICKET. IF YOU ARE STILL IN NEED OF TECHNICAL ASSISTANCE OR DISCUSSION, PLEASE CALL INTO THE HELPLINE AT 800-678-2389.
11/10/2010	17:42	PARTS ARE HERE, BEGINNING TO PERFORMED REPAIRS.
11/11/2010	00:24	INSTALL NEW FUEL COMPONET PARTS AND SET BASIC SETTINGS.
11/11/2010	00:26	VEHICLE IS UP AND RUNNING.
11/11/2010	13:17	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
11/11/2010	13:17	ISSUE UPDATED

Consultant's Closing Comments

INSTALL NEW FUEL COMPONET PARTS AND SET BASIC SETTINGS.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
668364	JETTA	2010	3VWTL7AJXAM [REDACTED]	7523	2374	11/08/2010	United States

Workshop Finding

METAL IN FILTER

Activity Date	Activity Time	Activity Comments
11/08/2010	08:21	GLOW PLUG LIGHT FLASHING INTERMITANTLY LOSS OF POWER METAL SPECS PRESENT ON TOP OF FUEL FILTER
11/08/2010	08:21	ISSUE OPENED BY DEALERSHIP
11/08/2010	09:20	ATTACHED PICS
11/08/2010	09:31	ADVISED TECH THAT SOMEONE FROM RTHE QTM GROUP WILL CONTACT THE DEALER AND GIVE ASDVISE ON REPAIRS.
11/08/2010	09:31	CUSTOMER COMMENTS: GLOW PLUG LIGHT FLASHING INTERMITANTLY LOSS OF POWER METAL SPECS PRESENT ON TOP OF FUEL FILTER
11/08/2010	09:31	WORKSHOP FINDINGS: METAL IN FILTER
11/08/2010	09:35	ISSUE UPDATED
11/08/2010	10:04	ISSUE UPDATED
11/08/2010	10:05	ISSUE UPDATED
11/09/2010	19:05	ISSUE UPDATED
11/09/2010	19:05	OBSERVED METAL IN FUEL FILTER HOUSING AND FUEL TEMP SENSOR. INSTRUCKTED DEALER TO REPLACE COMPLETE FUEL SYSTEM. PARTS ON ORDER.
11/10/2010	08:12	DOC 1007283428
11/12/2010	20:28	ISSUE UPDATED
11/12/2010	20:28	PARTS ON ORDER.
11/15/2010	20:35	ISSUE UPDATED
11/15/2010	20:35	PARTS ON ORDER.
11/16/2010	16:37	REPLACED FUEL SYSTEM AND TEST DROVE NO FAULTS RETERN
11/16/2010	20:22	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
11/16/2010	20:22	ISSUE UPDATED

Consultant's Closing Comments

DEALER REPLACED COMPLETE FUEL SYSTEM.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
668487	TOUAREG	2009	WVGFM77L89D [REDACTED]	14513	2338	11/08/2010	United States

Workshop Finding
n/a

Activity Date	Activity Time	Activity Comments
11/08/2010	10:46	CAR STALLED AFTER TURNED ON WAS GOING ABOUT 20MPH. CHECKED DTCS FOUND CODE P0087 FUEL RAIL PRESSURE TO LOW P150A ENGINE OFF TIMER AND P13DC SENSOR FOR INTERNAL PRESSURE CYLINDER 5 IMPLAUSIBLE AND P13D3 SENSOR INTERNAL PRESSURE CYLINDER 2 IMPLAUSIBLE SIGNAL.REMOVED DEISEL FILTER FOUND METAL FILINGS INSIDE .PLEASE ADVISE.
11/08/2010	10:46	ISSUE OPENED BY DEALERSHIP
11/08/2010	11:02	CUSTOMER COMMENTS: CAR STALLED AFTER TURNED ON WAS GOING ABOUT 20MPH. CHECKED DTCS FOUND CODE P0087 FUEL RAIL PRESSURE TO LOW P150A ENGINE OFF TIMER AND P13DC SENSOR FOR INTERNAL PRESSURE CYLINDER 5 IMPLAUSIBLE AND P13D3 SENSOR INTERNAL PRESSURE CYLINDER 2 IMPLAUSIBLE SIGNAL.REMOVED DEISEL FILTER FOUND METAL FILINGS INSIDE .PLEASE ADVISE.
11/08/2010	11:02	? PLEASE CLEAN THE HIGH PRESSURE PUMP NEAR THE N290 FUEL METERING VALVE. AFTER CLEANING, SPRAY DOWN WITH COMPRESSED AIR TO REMOVE ALL DEBRIS. REMOVE THE N290 AND INSPECT FOR METAL SHAVINGS. IF METAL SHAVINGS ARE FOUND, TAKE A FUEL SAMPLE FOLLOWING THE GUIDELINES IN TECHNICAL BULLETIN 01-10-11 (2023624). IF THERE IS ANY EVIDENCE THAT FUEL WAS CONTAMINATED WITH GASOLINE, WATER OR ALCOHOL, PLEASE CALL US BACK SO THAT WE CAN CONTACT YOUR FOM. WE ALSO RECOMMEND THAT YOU CONTACT YOUR FOM TO HELP DETERMINE WARRANTY.
11/08/2010	11:25	REMOVED N290 METAL SHAVINGS POURED OUT OF HIGH PRESSURE PUMP TRIED CLEANING BUT HAS LOTS OF DEBRIS.ALSO CHECKED FUEL FOR CONTAMINATION LOOKS OK .
11/08/2010	11:33	? IF THERE IS ANY EVIDENCE THAT THE FUEL WAS CONTAMINATED WITH GASOLINE, WATER, OR ALCOHOL, PLEASE CONTACT YOUR FOM BEFORE REPLACING ANY COMPONENTS. REPLACE THE FOLLOWING COMPONENTS> 7L6 201 075K-(FUEL TANK), 1K0 906 089 C- (FUEL PUMP), 7L6 201 082 J-(REAR FUEL LINES), 7L6 130 308 C-(FUEL LINES), 7L6 203 491 D-(FUEL COOLER), 059 130 218 Q-(RETENTION VALVE WITH RETURN LINES), 059 130 089 AM-(FUEL RAIL LEFT), 059 130 090 AQ-(FUEL RAIL RIGHT), 059 130 277 AM (6X) (INJECTORS), 059 130 241 CD-(6X) (PRESSURE LINES), 059 130 310 AK-(FUEL LINE), 059 130 309 AT-(FUEL LINE), 059 130 300 DF-(FUEL LINES), 059 130 758 J-(PRESSURE SENSOR), 059 919 523 A-(TEMP SENSOR), 7L6 127 434 A-(FILTER), 059 130 755 AL-(HIGH PRESSURE PUMP), 7L6 919 088 B-(FUEL SUPPLY MODULE LEFT), 7L6 919 088 C-(FUEL SUPPLY MODULE RIGHT), 7L6 919 715 B-(SUCTION JET PUMP LEFT), 7L6 919 715 C-(SUCTION JET PUMP RIGHT), 7L8 919 679 E-(FLANGE). PLEASE CONSULT ETKA FOR THE LATEST PART # ON ALL COMPONENTS. ANY LINE THAT IS NOT REPLACED IN THIS PROCEDURE MUST BE THOROUGHLY CLEANED. IF YOU CANNOT ADEQUATELY CLEAN THE LINE/FITTING, PLEASE REPLACE IT ALSO. PLEASE FOLLOW ELSA WEB'S PROCEDURE FOR PRIMING THE FUEL SYSTEM. IF THE GF TEST PLAN DOES NOT SHOW UP, GO INTO VSD, ENGINE ELECTRONICS, BASIC SETTINGS, 35 AND RUN THIS TEST 3 TIMES.
11/08/2010	13:07	SENT PARTS RELEASE FOR 059 130 755 AL ON A STOCK ORDER.
11/15/2010	10:38	D2 SPOKE TO HANNAH, VEHICLE IS CURRENTLY BEING WORKED ON. PARTS HAVE ARRIVED.
11/18/2010	08:41	PART NUMBER FOR FUEL PUMPS AND HOSES INSIDE GAS TANK WERE INCORRECT .THEY WERE FOR A GASOLINE ENGINE.HAD TO REORDER CORRECT PARTS .PARTS ARE NOW HERE.
11/18/2010	17:58	THANKS FOR UPDATING THE VTA PLEASE CALL BACK IF FURTHER ASSISTANCE IS NEEDED
11/19/2010	15:32	REPLACED ALL COMPONENTS TEST DROVE ALL OK THANK YOU.
11/19/2010	18:57	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
11/19/2010	18:57	ISSUE UPDATED

Consultant's Closing Comments
REPLACED ALL COMPONENTS TEST DROVE ALL OK THANK YOU.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
668539	JETTA	2009	3VWRL71K89M [REDACTED]	59619	2010	11/08/2010	United States

Workshop Finding

n/a

Activity Date	Activity Time	Activity Comments
11/08/2010	11:27	CUSTOMER STATES, WHILE DRIVING AT 70 MPH WITH THE CRUSE CONTROL SET, THE RPM'S DROPPED AND ENGINE DIED. ENGINE CRANKS, WILL NOT START. CHECK FUEL FILTER. FULL OF METAL.
11/08/2010	11:27	ISSUE OPENED BY DEALERSHIP
11/08/2010	11:43	CUSTOMER COMMENTS: CUSTOMER STATES, WHILE DRIVING AT 70 MPH WITH THE CRUSE CONTROL SET, THE RPM'S DROPPED AND ENGINE DIED. ENGINE CRANKS, WILL NOT START. CHECK FUEL FILTER. FULL OF METAL.
11/08/2010	11:43	IF THERE IS ANY EVIDENCE THAT THE FUEL WAS CONTAMINATED WITH GASOLINE, WATER, OR ALCOHOL, PLEASE CONTACT YOUR FOM BEFORE REPLACING ANY COMPONENTS. REPLACE THE FOLLOWING COMPONENTS> 03L 130 321-(LINE), 03L 130 301-(PRESSURE LINE), 03L 130 089-(RAIL), 5N0 130 307J-(LINE), 1K0 127 400F-(FILTER), 03L 130 235K-(RETURN LINE), 03L 130 277A-(INJECTORS), 03L 130 301R-(PRESSURE LINE), 03L 130 301B-(PRESSURE LINE), 03L 130 301C-(PRESSURE LINE), 1K0 201 060 GP-(FUEL TANK), 5N0 906 129B-(AUXILIARY PUMP), 03L 130 755 A-(HIGH PRESSURE PUMP), 1K0 919 050 J-(IN TANK FUEL PUMP). PLEASE CONSULT ETKA FOR THE LATEST PART # ON ALL COMPONENTS. ANY LINE THAT IS NOT REPLACED IN THIS PROCEDURE MUST BE THOROUGHLY CLEANED. IF YOU CANNOT ADEQUATELY CLEAN THE LINE/FITTING, PLEASE REPLACE IT ALSO. PLEASE FOLLOW ELSA WEB'S PROCEDURE FOR PRIMING THE FUEL SYSTEM. IF THE GF TEST PLAN DOES NOT SHOW UP, GO INTO VSD, ENGINE ELECTRONICS, BASIC SETTINGS, 35 AND RUN THIS TEST 3 TIMES.
11/15/2010	13:41	SPOKE WITH BOB, WAITING FOR PARTS P2
11/19/2010	13:06	FINISHED CAR THIS AM. ROAD TEST.
11/19/2010	17:20	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
11/19/2010	17:20	ISSUE UPDATED

Consultant's Closing Comments

REPLACED ENTIRE FUEL SYSTEM.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
669438	JETTA	2009	3VWCL71K29M [REDACTED]	32921	2463	11/09/2010	United States

Workshop Finding
CUST INTETMITTENT CHECK ENGINE LIGHT ON ALSO GLOW PLUG LIGHT ON

Activity Date	Activity Time	Activity Comments
11/09/2010	15:39	CUST INTETMITTENT CHECK ENGINE LIGHT ON ALSO GLOW PLUG LIGHT ON ,STALL COUPLE TIME ON FREEDWAY,TECK FOUND ALOT METAL IN SOLINOIS,NOW CAR NOT STARTER AT ALL...
11/09/2010	15:39	ISSUE OPENED BY DEALERSHIP
11/09/2010	16:01	CUSTOMER COMMENTS: CUST INTETMITTENT CHECK ENGINE LIGHT ON ALSO GLOW PLUG LIGHT ON ,STALL COUPLE TIME ON FREEDWAY,TECK FOUND ALOT METAL IN SOLINOIS,NOW CAR NOT STARTER AT ALL...
11/09/2010	16:01	TECH TO ATTACH THE GFF LOG AND GET THE FOLLOWING MVB 106>2 AT IDLE
11/09/2010	16:01	WORKSHOP FINDINGS: CUST INTETMITTENT CHECK ENGINE LIGHT ON ALSO GLOW PLUG LIGHT ON
11/09/2010	17:19	IF THERE IS ANY EVIDENCE THAT THE FUEL WAS CONTAMINATED WITH GASOLINE, WATER, OR ALCOHOL, PLEASE CONTACT YOUR FOM BEFORE REPLACING ANY COMPONENTS. REPLACE THE FOLLOWING COMPONENTS> 03L 130 321-(LINE), 03L 130 301-(PRESSURE LINE), 03L 130 089-(RAIL), 5N0 130 307J-(LINE), 1K0 127 400F-(FILTER), 03L 130 235K-(RETURN LINE), 03L 130 277A-(INJECTORS), 03L 130 301R-(PRESSURE LINE), 03L 130 301B-(PRESSURE LINE), 03L 130 301C-(PRESSURE LINE), 1K0 201 060 GP-(FUEL TANK), 5N0 906 129B-(AUXILIARY PUMP), 03L 130 755 A-(HIGH PRESSURE PUMP), 1K0 919 050 J-(IN TANK FUEL PUMP). PLEASE CONSULT ETKA FOR THE LATEST PART # ON ALL COMPONENTS. ANY LINE THAT IS NOT REPLACED IN THIS PROCEDURE MUST BE THOROUGHLY CLEANED. IF YOU CANNOT ADEQUATELY CLEAN THE LINE/FITTING, PLEASE REPLACE IT ALSO. PLEASE FOLLOW ELSA WEB'S PROCEDURE FOR PRIMING THE FUEL SYSTEM. IF THE GF TEST PLAN DOES NOT SHOW UP, GO INTO VSD, ENGINE ELECTRONICS, BASIC SETTINGS, 35 AND RUN THIS TEST 3 TIMES.
11/09/2010	17:19	ISSUE UPDATED
11/11/2010	18:00	REPLACE DAVISER COMPONENT ,ROADTEST 29 MILES
11/11/2010	18:01	THANK YOU...
11/11/2010	18:44	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
11/11/2010	18:44	ISSUE UPDATED

Consultant's Closing Comments
THANK YOU...

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
669854	JETTA	2009	3VWRL71K29M [REDACTED]	26518	2463	11/10/2010	United States

Workshop Finding
n/a

Activity Date	Activity Time	Activity Comments
11/10/2010	13:20	CUSTOMER STATES THAT GLOW PLUG LIGHT COME ON AND VEHICLE STOPPED AND WILL NOT RESTART.
11/10/2010	13:20	ISSUE OPENED BY DEALERSHIP
11/10/2010	13:28	HERE ARE A COUPLE OF PICTURE THAT CAUSE FUEL CONTANINATE.
11/10/2010	13:35	CUSTOMER COMMENTS: CUSTOMER STATES THAT GLOW PLUG LIGHT COME ON AND VEHICLE STOPPED AND WILL NOT RESTART.
11/10/2010	13:35	PLEASE CLEAN THE HIGH PRESSURE PUMP NEAR THE N290 FUEL METERING VALVE. AFTER CLEANING, SPRAY DOWN WITH COMPRESSED AIR TO REMOVE ALL DEBRIS. REMOVE THE N290 AND INSPECT FOR METAL SHAVINGS. IF METAL SHAVINGS ARE FOUND, TAKE A FUEL SAMPLE FOLLOWING THE GUIDELINES IN TECHNICAL BULLETIN 01-10-11 (2023624). IF THERE IS ANY EVIDENCE THAT FUEL WAS CONTAMINATED WITH GASOLINE, WATER OR ALCOHOL, PLEASE CALL US BACK SO THAT WE CAN CONTACT YOUR FOM. WE ALSO RECOMMEND THAT YOU CONTACT YOUR FOM TO HELP DETERMINE WARRANTY.
11/10/2010	13:48	THESE PICTURE TOOK AT N290.
11/10/2010	16:22	THANK YOU FOR UPDATING THE TICKET. IF YOU ARE STILL IN NEED OF TECHNICAL ASSISTANCE OR DISCUSSION, PLEASE CALL INTO THE HELPLINE AT 800-678-2389. IF THE CAR IS LEAVING THE DEALERSHIP, PLEASE CLOSE THE TICKET WITH A RESOLUTION. IF THE CAR WILL BE WAITING AT THE DEALERSHIP ON PARTS, PLEASE UPDATE THE TICKET WITH THE PART NUMBER, DESCRIPTION OF PART AND SALES DOC # GIVEN TO YOU BY YOUR PARTS DEPARTMENT.
11/10/2010	17:45	IF THERE IS ANY EVIDENCE THAT THE FUEL WAS CONTAMINATED WITH GASOLINE, WATER, OR ALCOHOL, PLEASE CONTACT YOUR FOM BEFORE REPLACING ANY COMPONENTS. REPLACE THE FOLLOWING COMPONENTS> 03L 130 321-(LINE), 03L 130 301-(PRESSURE LINE), 03L 130 089-(RAIL), 5N0 130 307J-(LINE), 1K0 127 400F-(FILTER), 03L 130 235K-(RETURN LINE), 03L 130 277A-(INJECTORS), 03L 130 301R-(PRESSURE LINE), 03L 130 301B-(PRESSURE LINE), 03L 130 301C-(PRESSURE LINE), 1K0 201 060 GP-(FUEL TANK), 5N0 906 129B-(AUXILIARY PUMP), 03L 130 755 A-(HIGH PRESSURE PUMP), 1K0 919 050 J-(IN TANK FUEL PUMP). PLEASE CONSULT ETKA FOR THE LATEST PART # ON ALL COMPONENTS. ANY LINE THAT IS NOT REPLACED IN THIS PROCEDURE MUST BE THOROUGHLY CLEANED. IF YOU CANNOT ADEQUATELY CLEAN THE LINE/FITTING, PLEASE REPLACE IT ALSO. PLEASE FOLLOW ELSA WEB'S PROCEDURE FOR PRIMING THE FUEL SYSTEM. IF THE GF TEST PLAN DOES NOT SHOW UP, GO INTO VSD, ENGINE ELECTRONICS, BASIC SETTINGS, 35 AND RUN THIS TEST 3 TIMES.
11/11/2010	20:19	TAKE FUEL SAMPLE AT FUEL FILTER HOUSING.FOUND FUEL LOOK NORMAL.PUT FUEL IN FOAM CUP AND LET SIT OVER NIGHT.FOUND NO EVIDENCE OF FUEL CONTAMINATE.ORDER ALL LISTED PARTS.
11/12/2010	16:47	THANK YOU FOR UPDATING THE TICKET. IF YOU ARE STILL IN NEED OF TECHNICAL ASSISTANCE OR DISCUSSION, PLEASE CALL INTO THE HELPLINE AT 800-678-2389.
11/17/2010	15:20	REPLACE ALL PART FOR FUEL SYSTEM .PERFORM FUEL SUTEM BLEED. REPROGRAM ALL 4 INJECTORS. ROAD TEST RECHECK ENGINE PERFORMANCE OK. PROBLEM S FIXED.
11/17/2010	18:36	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
11/17/2010	18:36	ISSUE UPDATED

Consultant's Closing Comments
REPLACED THE DIESEL FUEL SYSTEM.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
670214	TOUAREG	2009	WVGFM77L29D [REDACTED]	27491	2463	11/11/2010	United States
Workshop Finding							
n/a							
Activity Date	Activity Time	Activity Comments					
11/11/2010	09:29	CUSTOMER STATES VEHICLE SHUT OFF WHILE DRIVING AND WILL NOT RESTART. PERFORM GFF AND FOUND FAULT P0087 FUEL PRESSURE TOO LOW. REMOVED FUEL FILTER AND FOUND METAL SHAVINGS IN FILTER HOUSING. I TOOK A SAMPLE OF FUEL AND POURED IN A STYROFOAM CUP AND CUP DID NOT DETERIOATE ALSO PUT A SAMPLE OF FUEL IN A MASON JAR AND LET IT SIT OVERNIGHT AND THERE WAS NO GELING IN FUEL AND NO RUST IN HOUSING. PLEASE ADVISE ON THE NEXT STEP TO TAKE.					
11/11/2010	09:29	ISSUE OPENED BY DEALERSHIP					
11/11/2010	09:41	CUSTOMER COMMENTS: CUSTOMER STATES VEHICLE SHUT OFF WHILE DRIVING AND WILL NOT RESTART. PERFORM GFF AND FOUND FAULT P0087 FUEL PRESSURE TOO LOW. REMOVED FUEL FILTER AND FOUND METAL SHAVINGS IN FILTER HOUSING. I TOOK A SAMPLE OF FUEL AND POURED IN A STYROFOAM CUP AND CUP DID NOT DETERIOATE ALSO PUT A SAMPLE OF FUEL IN A MASON JAR AND LET IT SIT OVERNIGHT AND THERE WAS NO GELING IN FUEL AND NO RUST IN HOUSING. PLEASE ADVISE ON THE NEXT STEP TO TAKE.					
11/11/2010	09:41	ISSUE SENT TO DEALERSHIP					
11/11/2010	09:41	PLEASE CLEAN THE HIGH PRESSURE PUMP NEAR THE N290 FUEL METERING VALVE. AFTER CLEANING, SPRAY DOWN WITH COMPRESSED AIR TO REMOVE ALL DEBRIS. REMOVE THE N290 AND INSPECT FOR METAL SHAVINGS. IF METAL SHAVINGS ARE FOUND, TAKE A FUEL SAMPLE FOLLOWING THE GUIDELINES IN TECHNICAL BULLETIN 01-10-11 (2023624). IF THERE IS ANY EVIDENCE THAT FUEL WAS CONTAMINATED WITH GASOLINE, WATER OR ALCOHOL, PLEASE CALL US BACK SO THAT WE CAN CONTACT YOUR FOM. WE ALSO RECOMMEND THAT YOU CONTACT YOUR FOM TO HELP DETERMINE WARRANTY.					
11/11/2010	10:22	PUMP PICTURES.					
11/11/2010	11:53	? IF THERE IS ANY EVIDENCE THAT THE FUEL WAS CONTAMINATED WITH GASOLINE, WATER, OR ALCOHOL, PLEASE CONTACT YOUR FOM BEFORE REPLACING ANY COMPONENTS. REPLACE THE FOLLOWING COMPONENTS> 7L6 201 075K-(FUEL TANK), 1K0 906 089 C- (FUEL PUMP), 7L6 201 082 J-(REAR FUEL LINES), 7L6 130 308 C-(FUEL LINES), 7L6 203 491 D-(FUEL COOLER), 059 130 218 Q-(RETENTION VALVE WITH RETURN LINES), 059 130 089 AM-(FUEL RAIL LEFT), 059 130 090 AQ-(FUEL RAIL RIGHT), 059 130 277 AM (6X) (INJECTORS), 059 130 241 CD-(6X) (PRESSURE LINES), 059 130 310 AK-(FUEL LINE), 059 130 309 AT-(FUEL LINE), 059 130 300 DF-(FUEL LINES), 059 130 758 J-(PRESSURE SENSOR), 059 919 523 A-(TEMP SENSOR), 7L6 127 434 A-(FILTER), 059 130 755 AL-(HIGH PRESSURE PUMP), 7L6 919 088 B-(FUEL SUPPLY MODULE LEFT), 7L6 919 088 C-(FUEL SUPPLY MODULE RIGHT), 7L6 919 715 B-(SUCTION JET PUMP LEFT), 7L6 919 715 C-(SUCTION JET PUMP RIGHT), 7L8 919 679 E-(FLANGE). PLEASE CONSULT ETKA FOR THE LATEST PART # ON ALL COMPONENTS. ANY LINE THAT IS NOT REPLACED IN THIS PROCEDURE MUST BE THOROUGHLY CLEANED. IF YOU CANNOT ADEQUATELY CLEAN THE LINE/FITTING, PLEASE REPLACE IT ALSO. PLEASE FOLLOW ELSA WEB'S PROCEDURE FOR PRIMING THE FUEL SYSTEM. IF THE GF TEST PLAN DOES NOT SHOW UP, GO INTO VSD, ENGINE ELECTRONICS, BASIC SETTINGS, 35 AND RUN THIS TEST 3 TIMES.					
11/12/2010	10:21	HIGH PRESSURE PUMP 059 130 755 AL RELEASED.					
11/17/2010	11:09	PARTS FOR VEHICLE ARRIVED					
11/17/2010	18:41	THANK YOU FOR UPDATING THE TICKET. IF YOU ARE STILL IN NEED OF TECHNICAL ASSISTANCE OR DISCUSSION, PLEASE CALL INTO THE HELPLINE AT 800-678-2389.					
11/18/2010	14:31	SPOKE WITH JUSTIN, VEHICLE IS WAITING FOR PARTS P2					
11/23/2010	09:39	FINISHING UP ON REPAIRS FOR VEHICLE					
11/23/2010	11:34	SPOKE WITH ROBERT IN SERVICE. STILL WORKING ON VEHICLE. ADVISED TO GIVE US A CALL IF NEEDED. D2					
11/23/2010	13:37	ISSUE UPDATED					
11/24/2010	10:44	REPAIRS TO VEHICLE DONE. VEHICLE STARTED AND RUNS.					
11/24/2010	16:08	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED					

11/24/2010	16:08	ISSUE UPDATED
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Consultant's Closing Comments
REPLACED THE DIESEL FUEL SYSTEM.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
670535	JETTA	2009	3VWRL71K39M [REDACTED]	42438	2463	11/11/2010	United States

Workshop Finding

FOUND THAT OFF ROAD DIESEL HAD BEEN USED, CUSTOMER WAS ADVISED THAT FUEL SYSTEM MAY BE CONTAMINATED. FAULT CODE P0087 WAS STORED IN MEMORY, AND THAT ACCORDING TO BULLETIN 01-10-11 THAT THE FUEL SYSTEM COMPONENTS WOULD HAVE TO BE REPLACEDIF AND CONTAMINATION WAS FOUND IN FUEL FILTER HOUSING. FROM WHAT I UNDERSTAND THE CUSTOMER PURCHASED ALL THE NECESSARY PARTS FOR REPLACEMENT TO CORECT CONDITION. THE VEHICLE STILL RUNS ROUGH AND LOSES POWER BUT ONLY AFTER DRIVING ABOUT 80 MILES. P0087 AND P0088 FAULTS RETURN. WAS ADVISED BY SEVICE MANAGER TO START VTA TO GET RECOMENDATION.

Activity Date	Activity Time	Activity Comments
11/11/2010	14:58	A BRIEF OVERVIEW OF THIS VEHICLE, 2009 JETTA DIESEL, VEHICLE INITIALLY CAME IN WITH MIL AND RUNNING ROUGH, FOUND THAT OFF ROAD DIESEL HAD BEEN USED, CUSTOMER WAS ADVISED THAT FUEL SYSTEM MAY BE CONTAMINATED. FAULT CODE P0087 WAS STORED IN MEMORY, AND THAT ACCORDING TO BULLETIN 01-10-11 THAT THE FUEL SYSTEM COMPONENTS WOULD HAVE TO BE REPLACEDIF AND CONTAMINATION WAS FOUND IN FUEL FILTER HOUSING. FROM WHAT I UNDERSTAND THE CUSTOMER PURCHASED ALL THE NECESSARY PARTS FOR REPLACEMENT TO CORECT CONDITION. THE VEHICLE STILL RUNS ROUGH AND LOSES POWER BUT ONLY AFTER DRIVING ABOUT 80 MILES. P0087 AND P0088 FAULTS RETURN. WAS ADVISED BY SEVICE MANAGER TO START VTA TO GET RECOMENDATION.
11/11/2010	14:58	ISSUE OPENED BY DEALERSHIP
11/11/2010	15:09	CUSTOMER COMMENTS: A BRIEF OVERVIEW OF THIS VEHICLE, 2009 JETTA DIESEL, VEHICLE INITIALLY CAME IN WITH MIL AND RUNNING ROUGH,
11/11/2010	15:09	PLEASE CLEAN THE HIGH PRESSURE PUMP NEAR THE N290 FUEL METERING VALVE. AFTER CLEANING, SPRAY DOWN WITH COMPRESSED AIR TO REMOVE ALL DEBRIS. REMOVE THE N290 AND INSPECT FOR METAL SHAVINGS. IF METAL SHAVINGS ARE FOUND, TAKE A FUEL SAMPLE FOLLOWING THE GUIDELINES IN TECHNICAL BULLETIN 01-10-11 (2023624). IF THERE IS ANY EVIDENCE THAT FUEL WAS CONTAMINATED WITH GASOLINE, WATER OR ALCOHOL, PLEASE CALL US BACK SO THAT WE CAN CONTACT YOUR FOM. WE ALSO RECOMMEND THAT YOU CONTACT YOUR FOM TO HELP DETERMINE WARRANTY.
11/11/2010	15:09	WORKSHOP FINDINGS: FOUND THAT OFF ROAD DIESEL HAD BEEN USED, CUSTOMER WAS ADVISED THAT FUEL SYSTEM MAY BE CONTAMINATED. FAULT CODE P0087 WAS STORED IN MEMORY, AND THAT ACCORDING TO BULLETIN 01-10-11 THAT THE FUEL SYSTEM COMPONENTS WOULD HAVE TO BE REPLACEDIF AND CONTAMINATION WAS FOUND IN FUEL FILTER HOUSING. FROM WHAT I UNDERSTAND THE CUSTOMER PURCHASED ALL THE NECESSARY PARTS FOR REPLACEMENT TO CORECT CONDITION. THE VEHICLE STILL RUNS ROUGH AND LOSES POWER BUT ONLY AFTER DRIVING ABOUT 80 MILES. P0087 AND P0088 FAULTS RETURN. WAS ADVISED BY SEVICE MANAGER TO START VTA TO GET RECOMENDATION.
11/12/2010	08:58	THANKS FOR THE INFORMATION, WILL UPDATE WITH THE RESULTS.
11/12/2010	10:33	HERE ARE SOME PICTURES OF N290 AND PUMP, COULD NOT SEE ANY CONTAMINATES. I ALSO TOOK PICTURES OF TOP OF FUEL FILTER. LOOKS LIKE SOME METALIC THERE, AT THE BOTTOM OF THE PIC NEXT TO THE MANN SYMBOL AND ALSO TO THE RIGHT OF THAT.
11/12/2010	10:49	TECH STATES SOME DEBRIS FOUND IN FILTER HOUSING. ADVISED TECH IF THERE IS ANY EVIDENCE THAT THE FUEL WAS CONTAMINATED WITH GASOLINE, WATER, OR ALCOHOL, PLEASE CONTACT YOUR FOM BEFORE REPLACING ANY COMPONENTS. REPLACE THE FOLLOWING COMPONENTS> 03L 130 321-(LINE), 03L 130 301-(PRESSURE LINE), 03L 130 089-(RAIL), 5N0 130 307J-(LINE), 1K0 127 400F-(FILTER), 03L 130 235K-(RETURN LINE), 03L 130 277A-(INJECTORS), 03L 130 301R-(PRESSURE LINE), 03L 130 301B-(PRESSURE LINE), 03L 130 301C-(PRESSURE LINE), 1K0 201 060 GP-(FUEL TANK), 5N0 906 129B-(AUXILIARY PUMP), 03L 130 755 A-(HIGH PRESSURE PUMP), 1K0 919 050 J-(IN TANK FUEL PUMP). PLEASE CONSULT ETKA FOR THE LATEST PART # ON ALL COMPONENTS. ANY LINE THAT IS NOT REPLACED IN THIS PROCEDURE MUST BE THOROUGHLY CLEANED. IF YOU CANNOT ADEQUATELY CLEAN THE LINE/FITTING, PLEASE REPLACE IT ALSO. PLEASE FOLLOW ELSA WEB'S PROCEDURE FOR PRIMING THE FUEL SYSTEM. IF THE GF TEST PLAN DOES NOT SHOW UP, GO INTO VSD, ENGINE ELECTRONICS, BASIC SETTINGS, 35 AND RUN THIS TEST 3 TIMES.
11/15/2010	09:03	THANKS FOR THE HELP WE ARE GOING TO SHUT THIS ONE DOWN.
11/15/2010	09:05	CLOSING

11/15/2010	14:52	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
11/15/2010	14:52	ISSUE UPDATED

Consultant's Closing Comments		
REPLACED DIESEL FUEL SYSTEM .		

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
670642	A3	2010	WAUKJAFM2AA [REDACTED]	8315	2066	11/11/2010	United States

Workshop Finding
n/a

Activity Date	Activity Time	Activity Comments
11/11/2010	16:47	ISSUE OPENED BY DEALERSHIP
11/11/2010	16:47	VEHICLE WAS FILLED WITH GASOLINE AND DRIVEN UNTIL ENGINE DIED.METAL SHAVING WAS FOUND INSIDE OF FUEL FILTER INDICATING MECHANICAL FAILURE HAS OCCURED.
11/11/2010	16:56	ADVISED TECH TO DRAIN THE ENTIRE SYSTEM AND REPLACE THE FUEL FILTER AND SEE IF THE VEHICLE STARTS AND RUNS. IF SO THE ENTIRE FUEL SYSTEM MAY NOT NEED TO BE REPLACED. IF OK FOR NOW THOUGH AND THE FUEL SYSTEM QUITs LATER THE INSURANCE WILL NEED TO COVER THE SYSTEM THEN AS THE WARRANTY WOULD BE VOID DUE TO THE UNLEADED FUEL DOES NOT HAVE THE LUBRICATING PROPERTIES AND CAN DAMAGE THE SYSTEM. THANKS
11/11/2010	16:56	CUSTOMER COMMENTS: VEHICLE WAS FILLED WITH GASOLINE AND DRIVEN UNTIL ENGINE DIED.METAL SHAVING WAS FOUND INSIDE OF FUEL FILTER INDICATING MECHANICAL FAILURE HAS OCCURED.
11/11/2010	17:43	FROM PRODUCT SUPPORT: YOU CAN HAVE HIM PULL THE MPROP AND SAVE TIME. NO NEED TO FLUSH IF THERE'S ALREADY METAL IN THE MPROP. THANKS
11/17/2010	13:29	THE INSURANCE COMPANY PAID FOR THE COMPLETE FUEL SYSTEM REPLCEMENT DUE TO OUTSIDE INFLUENCED.
12/10/2010	10:36	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
12/10/2010	10:36	ISSUE UPDATED

Consultant's Closing Comments
THE FUEL SYSTEM WAS REPLACED.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
670682	JETTA	2010	3VWPL7AJ0AM [REDACTED]	30960	2463	11/11/2010	United States

Workshop Finding
n/a

Activity Date	Activity Time	Activity Comments
11/11/2010	17:52	C/S VEHICLE STALLED WHIL DRIVING. CHECK ENGINE LIGHT CAME ON THIS A.M. AND THEN GLOW PLUG LIGHT ALSO CAME ON. VEHICLE STALLED LAST NIGHT AND THEN DRIVING HERE THE VEHICLE SLOWED DOWN AND THEN STALLED. VEHICLE WILL NOT REFIRE. 4 FAULTS IN 01/ECM FOR P0087 FUEL PRESSURE IN THE DISTRIBUTOR/SYSTEM PRESSURE TOO LOW. PULLED OUT FUEL FILTER AND FOUND LOTS OF METAL SHAVINGS IN THE FILTER ELEMENT, ON TOP THE FILTER ELEMENT, AND IN THE FUEL SURROUNDING THE FILTER ELEMENT.
11/11/2010	17:52	ISSUE OPENED BY DEALERSHIP
11/11/2010	18:11	CUSTOMER COMMENTS: C/S VEHICLE STALLED WHIL DRIVING. CHECK ENGINE LIGHT CAME ON THIS A.M. AND THEN GLOW PLUG LIGHT ALSO CAME ON. VEHICLE STALLED LAST NIGHT AND THEN DRIVING HERE THE VEHICLE SLOWED DOWN AND THEN STALLED. VEHICLE WILL NOT REFIRE. 4 FAULTS IN 01/ECM FOR P0087 FUEL PRESSURE IN THE DISTRIBUTOR/SYSTEM PRESSURE TOO LOW. PULLED OUT FUEL FILTER AND FOUND LOTS OF METAL SHAVINGS IN THE FILTER ELEMENT, ON TOP THE FILTER ELEMENT, AND IN THE FUEL SURROUNDING THE FILTER ELEMENT.
11/11/2010	18:11	IF THERE IS ANY EVIDENCE THAT THE FUEL WAS CONTAMINATED WITH GASOLINE, WATER, OR ALCOHOL, PLEASE CONTACT YOUR FOM BEFORE REPLACING ANY COMPONENTS. REPLACE THE FOLLOWING COMPONENTS> 03L 130 321-(LINE), 03L 130 301-(PRESSURE LINE), 03L 130 089-(RAIL), 5N0 130 307J-(LINE), 1K0 127 400F-(FILTER), 03L 130 235K-(RETURN LINE), 03L 130 277A-(INJECTORS), 03L 130 301R-(PRESSURE LINE), 03L 130 301B-(PRESSURE LINE), 03L 130 301C-(PRESSURE LINE), 1K0 201 060 GP-(FUEL TANK), 5N0 906 129B-(AUXILIARY PUMP), 03L 130 755 A-(HIGH PRESSURE PUMP), 1K0 919 050 J-(IN TANK FUEL PUMP). PLEASE CONSULT ETKA FOR THE LATEST PART # ON ALL COMPONENTS. ANY LINE THAT IS NOT REPLACED IN THIS PROCEDURE MUST BE THOROUGHLY CLEANED. IF YOU CANNOT ADEQUATELY CLEAN THE LINE/FITTING, PLEASE REPLACE IT ALSO. PLEASE FOLLOW ELSA WEB'S PROCEDURE FOR PRIMING THE FUEL SYSTEM. IF THE GF TEST PLAN DOES NOT SHOW UP, GO INTO VSD, ENGINE ELECTRONICS, BASIC SETTINGS, 35 AND RUN THIS TEST 3 TIMES.
11/17/2010	10:25	JUST GOT THE FUEL SAMPLE CONTAINER. SENDING IT OUT WITH DIESEL FUEL SAMPLE. IN CASE THERE IS FUEL CONTAMINATION SHOULD I WAIT UNTIL A DIAGNOSIS IS MADE ON THE FUEL BEFORE I START THE REPAIRS ON THE VEHICLE. I SURE WOULDN'T WANT A WARRANTY JOB TURNING INTO A CUSTOMER PAY JOB.
11/17/2010	10:43	THE FUEL SAMPLE WILL NOT DETERMINE CP VS. WARRANTY.
11/18/2010	14:03	SPOKE TO THE TECH AND THE PARTS ARE NOW IN AND THE TECH IS WORKING ON THE CAR NOW.....P2
11/23/2010	11:48	INSTALLED PARTS. ENGINE RUNNING WELL, NO PROBLEMS. WILL REOPEN TAC IF THERE ARE ANY PROBLEMS. THANK YOU.
11/23/2010	17:37	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
11/23/2010	17:37	ISSUE UPDATED

Consultant's Closing Comments
REPLACED ENTIRE FUEL SYSTEM DUE TO METAL CONTAMINATION

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
672235	JETTA	2009	3VWRL71KX9M [REDACTED]	44850	2329	11/16/2010	United States

Workshop Finding
n/a

Activity Date	Activity Time	Activity Comments
11/16/2010	12:00	DIED WHILE DRIVING ...HIGH PRESSURE FUEL PUMP IS FULL OF METAL DEBRI...FUEL WAS TESTED WITH STRYFOAM CUP AND CUP LASTED OVER 2HRS...PICTURES WILL BE ATTACHED
11/16/2010	12:00	ISSUE OPENED BY DEALERSHIP
11/16/2010	12:06	PICTURES
11/16/2010	12:14	ADVISED AARON IF THERE IS ANY EVIDENCE THAT THE FUEL WAS CONTAMINATED WITH GASOLINE, WATER, OR ALCOHOL, PLEASE CONTACT YOUR FOM BEFORE REPLACING ANY COMPONENTS. REPLACE THE FOLLOWING COMPONENTS> 03L 130 321-(LINE), 03L 130 301-(PRESSURE LINE), 03L 130 089-(RAIL), 5N0 130 307J-(LINE), 1K0 127 400F-(FILTER), 03L 130 235K-(RETURN LINE), 03L 130 277A-(INJECTORS), 03L 130 301R-(PRESSURE LINE), 03L 130 301B-(PRESSURE LINE), 03L 130 301C-(PRESSURE LINE), 1K0 201 060 GP-(FUEL TANK), 5N0 906 129B-(AUXILIARY PUMP), 03L 130 755 A-(HIGH PRESSURE PUMP), 1K0 919 050 J-(IN TANK FUEL PUMP). PLEASE CONSULT ETKA FOR THE LATEST PART # ON ALL COMPONENTS. ANY LINE THAT IS NOT REPLACED IN THIS PROCEDURE MUST BE THOROUGHLY CLEANED. IF YOU CANNOT ADEQUATELY CLEAN THE LINE/FITTING, PLEASE REPLACE IT ALSO. PLEASE FOLLOW ELSA WEB'S PROCEDURE FOR PRIMING THE FUEL SYSTEM. IF THE GF TEST PLAN DOES NOT SHOW UP, GO INTO VSD, ENGINE ELECTRONICS, BASIC SETTINGS, 35 AND RUN THIS TEST 3 TIMES.
11/16/2010	12:14	CUSTOMER COMMENTS: DIED WHILE DRIVING ...HIGH PRESSURE FUEL PUMP IS FULL OF METAL DEBRI...FUEL WAS TESTED WITH STRYFOAM CUP AND CUP LASTED OVER 2HRS...PICTURES WILL BE ATTACHED
11/16/2010	16:54	CALLED AARON TO REQUEST TO NOT DRAIN A FUEL SAMPLE UNTIL HE RECEIVES THE FUEL SAMPLE KIT. PLEASE FOLLOW ALL INSTRUCTIONS ON THE FUEL SAMPLE KIT.
11/16/2010	21:58	PARTS HAVE BEEN ORDERED,,, WORK WILL NOT START UNTIL FUEL SAMPLE IS TAKEN AND SENT..THX....
11/17/2010	09:59	THANKS FOR THE UPDATE AARON. PLEASE CALL US BACK IF YOU REQUIRE ANY FURTHER ASSISTANCE.
11/22/2010	13:51	ALL PARTS ARRIVED...FUEL SAMPLE HAS BEEN TAKEN AND SENT ...WILL CLOSE WHEN REPAIR IS COMPLETE..THX
11/22/2010	17:05	THANK YOU FOR UPDATING THE VTA TICKET. IF YOU ARE IN NEED OF FURTHER TECHNICAL ASSISTANCE, PLEASE CALL US BACK AT 800-678-2389.
11/23/2010	16:42	D2 FRAUSAINO STATED THE TECH IS WORKING ON THE CAR, IF MORE HELP IS NEEDED PLEASE CONTACT THE HELP LINE
11/23/2010	19:07	VECH HAS BEEN COMPLETED AND REPAIRED...CAR WILL BE RELEASED BACK TO CUSTOMER...THX
11/23/2010	19:46	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
11/23/2010	19:46	ISSUE UPDATED

Consultant's Closing Comments
REPLACED FUEL SYSTEM

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
672307	JETTA	2010	3VWTL7AJ3AM [REDACTED]	12324	2374	11/16/2010	United States

Workshop Finding

VERFIED CONCERN,
FOUND VEHICLE NOT STARTING. REMOVED METERING VALVE ON HIGH PRESSURE PUMP AND FOUND METAL SHAVINGS. TESTED FUEL BY PLACING SAMPLE IN A STYROFOAM CUP, FOUND FUEL IS NOT GASOLINE.

Activity Date	Activity Time	Activity Comments
11/16/2010	12:57	CUSTOMER STATES VEHICLE DIED WHILE DRIVING AND WOULD NOT RE-START. VERFIED CONCERN, FOUND VEHICLE NOT STARTING. REMOVED METERING VALVE ON HIGH PRESSURE PUMP AND FOUND METAL SHAVINGS. TESTED FUEL BY PLACING SAMPLE IN A STYROFOAM CUP, FOUND FUEL IS NOT GASOLINE.
11/16/2010	12:57	ISSUE OPENED BY DEALERSHIP
11/16/2010	13:13	CUSTOMER COMMENTS: CUSTOMER STATES VEHICLE DIED WHILE DRIVING AND WOULD NOT RE-START.
11/16/2010	13:13	IF THERE IS ANY EVIDENCE THAT THE FUEL WAS CONTAMINATED WITH GASOLINE, WATER, OR ALCOHOL, PLEASE CONTACT YOUR FOM BEFORE REPLACING ANY COMPONENTS. REPLACE THE FOLLOWING COMPONENTS> 03L 130 321-(LINE), 03L 130 301-(PRESSURE LINE), 03L 130 089-(RAIL), 5N0 130 307J-(LINE), 1K0 127 400F-(FILTER), 03L 130 235K-(RETURN LINE), 03L 130 277A-(INJECTORS), 03L 130 301R-(PRESSURE LINE), 03L 130 301B-(PRESSURE LINE), 03L 130 301C-(PRESSURE LINE), 1K0 201 060 GP-(FUEL TANK), 5N0 906 129B-(AUXILIARY PUMP), 03L 130 755 A-(HIGH PRESSURE PUMP), 1K0 919 050 J-(IN TANK FUEL PUMP). PLEASE CONSULT ETKA FOR THE LATEST PART # ON ALL COMPONENTS. ANY LINE THAT IS NOT REPLACED IN THIS PROCEDURE MUST BE THOROUGHLY CLEANED. IF YOU CANNOT ADEQUATELY CLEAN THE LINE/FITTING, PLEASE REPLACE IT ALSO. PLEASE FOLLOW ELSA WEB'S PROCEDURE FOR PRIMING THE FUEL SYSTEM. IF THE GF TEST PLAN DOES NOT SHOW UP, GO INTO VSD, ENGINE ELECTRONICS, BASIC SETTINGS, 35 AND RUN THIS TEST 3 TIMES.
11/16/2010	13:13	WORKSHOP FINDINGS: VERFIED CONCERN, FOUND VEHICLE NOT STARTING. REMOVED METERING VALVE ON HIGH PRESSURE PUMP AND FOUND METAL SHAVINGS. TESTED FUEL BY PLACING SAMPLE IN A STYROFOAM CUP, FOUND FUEL IS NOT GASOLINE.
11/16/2010	13:14	FYI FOM AND QTMRL
11/18/2010	13:15	WAITING FOR PART
11/18/2010	17:31	THANKS FOR THE UPDATE, PLEASE CALL AND CHECK IN IF FURTHER ASSISTANCE IS NEEDED.
11/22/2010	11:29	AWAITING ALL PARTS
11/22/2010	19:33	THANKS FOR THE UPDATE, IF THAT FIXES THE CAR PLEASE UPDATE AND CLOSE OUT THE TICKET.
11/23/2010	11:24	PARTS ARE ARRIVED .STARTED WORKING ON IT
11/23/2010	16:19	P2 - UPDATED TICKET STATUS BASED OFF OF PREVIOUS UPDATE.
11/24/2010	15:16	REPLACED COMPLETED FUEL SYSTEM.RECHECK OK.THANKS.
11/24/2010	17:14	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
11/24/2010	17:14	ISSUE UPDATED

Consultant's Closing Comments

REPLACED COMPLETED FUEL SYSTEM.RECHECK OK.THANKS.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
673165	JETTA	2009	3VWRL71K49M	12102	2010	11/17/2010	United States

Workshop Finding

FOUND FUEL SYSTEM CONTAMINATED. FOUND DABRY IN HIGH PRESSER FUEL PUMP REGULATOR SOLONIED.

Activity Date	Activity Time	Activity Comments
11/17/2010	16:02	CUSTOMER STATES THE VEHICLE DIED WHILE DRIVING. FOUND FUEL SYSTEM CONTAMINATED. FOUND DABRY IN HIGH PRESSER FUEL PUMP REGULATOR SOLONIED.
11/17/2010	16:02	ISSUE OPENED BY DEALERSHIP
11/17/2010	16:12	CUSTOMER COMMENTS: CUSTOMER STATES THE VEHICLE DIED WHILE DRIVING.
11/17/2010	16:12	IF THERE IS ANY EVIDENCE THAT THE FUEL WAS CONTAMINATED WITH GASOLINE, WATER, OR ALCOHOL, PLEASE CONTACT YOUR FOM BEFORE REPLACING ANY COMPONENTS. REPLACE THE FOLLOWING COMPONENTS> 03L 130 321-(LINE), 03L 130 301-(PRESSURE LINE), 03L 130 089-(RAIL), 5N0 130 307J-(LINE), 1K0 127 400F-(FILTER), 03L 130 235K-(RETURN LINE), 03L 130 277A-(INJECTORS), 03L 130 301R-(PRESSURE LINE), 03L 130 301B-(PRESSURE LINE), 03L 130 301C-(PRESSURE LINE), 1K0 201 060 GP-(FUEL TANK), 5N0 906 129B-(AUXILIARY PUMP), 03L 130 755 A-(HIGH PRESSURE PUMP), 1K0 919 050 J-(IN TANK FUEL PUMP). PLEASE CONSULT ETKA FOR THE LATEST PART # ON ALL COMPONENTS. ANY LINE THAT IS NOT REPLACED IN THIS PROCEDURE MUST BE THOROUGHLY CLEANED. IF YOU CANNOT ADEQUATELY CLEAN THE LINE/FITTING, PLEASE REPLACE IT ALSO. PLEASE FOLLOW ELSA WEB'S PROCEDURE FOR PRIMING THE FUEL SYSTEM. IF THE GF TEST PLAN DOES NOT SHOW UP, GO INTO VSD, ENGINE ELECTRONICS, BASIC SETTINGS, 35 AND RUN THIS TEST 3 TIMES. ADVISED TECH THAT WE MAY BE CALLING BACK TO LET THEM KNOW WE WILL SHIP A FUEL SAMPLE CONTAINER.
11/17/2010	16:12	WORKSHOP FINDINGS: FOUND FUEL SYSTEM CONTAMINATED. FOUND DABRY IN HIGH PRESSER FUEL PUMP REGULATOR SOLONIED.
11/18/2010	10:40	CALLED DEALER AND LEFT MESSAGE WITH DEMITRI TO HAVE BROCK CALL THE HELPLINE AND ASK FOR GIULIO.
11/18/2010	11:04	ADVISED TECH THAT WE ARE SENDING A FUEL SAMPLE CONTAINER TO THE DEALER AND THAT HE NEEDS TO FOLLOW THE DIRECTIONS ON THE CONTAINER FOR GETTING THE SAMPLE AND ALSO FOR SHIPPING BACK TO US.
11/24/2010	16:45	C1 - SPOKE TO MATHEW, AWAITING APPROVAL FROM CUSTOMER'S INSURANCE TO BEGIN REPAIRS.
11/24/2010	17:03	WE HAD AN LOCAL LAB COLECTING FUEL SAMPLES TODAI 11/24/10 AND WAIT ON INS CO
11/26/2010	16:17	THANKS FOR THE UPDATE. PLEASE CONTINUE TO KEEP US UPDATED ON STATUS.
11/30/2010	16:20	AT THIS TIME WE WERE INFORMED BY THE CUST THAT THE FUEL IS "OK" ACCORDING TO THE TEST DONE BY THEIR INSURANCE COMPANY AT ARMSTRONG FORENSIC LABS INCL. NOTE: WE DO NOT HAVE ANY DOCS TO REFLECT THE ABOVE STATEMENT . THE SAMPLE WE SUPOSED TO SEND WAS NOT PACKED CORRECTLY (SINCE BROCK IS NOT A TRAINED HAZMAT PERSON) AND WE REQUESTED AN OTHER PACKAGE AND OUR HAZMAT PERSON WILL SHIP THIS TOMORROW MORNING..... HOWEVER THERE ARE NOT ANY CROSS REFERENCES PAPER WORK OR LABELS REGARDINAG THIS SHIPMENT .TODAY AROUND 1:30 PM I TALKED TO DAVID (PHONE # 248-754-5731) THIS IS AN UPATE BY TAVI CERNAT (SHOP FOREMAN 214-325-6970)
11/30/2010	16:27	ADVISED TECH TO CONTACT HIS F.O.M AND/OR WARRANTY HELPLINE ON MATTERS PERTAINING TO WARRANTY.
12/02/2010	15:11	SENT EMAIL TO DAN TURK ? SERVICE MANAGER REQUESTING HELPLINE TICKET CLOSURE. ADVISED DEALER IF VEHICLE IS STILL DOWN AND/OR NOT REPAIRED TO CONTACT TECHLINE AND/OR QTM.
12/02/2010	15:29	WE DID CONTACT FOM AND WE ORDERED ALL REQUIRED PARTS
12/02/2010	18:52	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
12/02/2010	18:52	ISSUE UPDATED

Consultant's Closing Comments

PARTS ON ORDER TO REPAIR FUEL SYSTEM.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
674539	JETTA	2010	3VWRL7AJ4A [REDACTED]	19067	2463	11/22/2010	United States

Workshop Finding
n/a

Activity Date	Activity Time	Activity Comments
11/22/2010	09:33	CAR SHUT OFF WHILE DRIVING
11/22/2010	09:33	ISSUE OPENED BY DEALERSHIP
11/22/2010	09:35	CHECKED CAR FOUND METAL IN FUEL PUMP, FUEL FILTER, AND FUEL TANK
11/22/2010	14:35	FAULTS P0087 FUEL RAIL SYSTEM PRESSUER TOO LOW STATIC, P1007 TORGUE DIFFERENCE CYCLINDER 4 LIMIT VALUE EXCEEDED SPORADIC
11/22/2010	16:36	CUSTOMER COMMENTS: CAR SHUT OFF WHILE DRIVING
11/22/2010	16:36	IF THERE IS ANY EVIDENCE THAT THE FUEL WAS CONTAMINATED WITH GASOLINE, WATER, OR ALCOHOL, PLEASE CONTACT YOUR FOM BEFORE REPLACING ANY COMPONENTS. REPLACE THE FOLLOWING COMPONENTS> 03L 130 321-(LINE), 03L 130 301-(PRESSURE LINE), 03L 130 089-(RAIL), 5N0 130 307J-(LINE), 1K0 127 400F-(FILTER), 03L 130 235K-(RETURN LINE), 03L 130 277A-(INJECTORS), 03L 130 301R-(PRESSURE LINE), 03L 130 301B-(PRESSURE LINE), 03L 130 301C-(PRESSURE LINE), 1K0 201 060 GP-(FUEL TANK), 5N0 906 129B-(AUXILIARY PUMP), 03L 130 755 A-(HIGH PRESSURE PUMP), 1K0 919 050 J-(IN TANK FUEL PUMP). PLEASE CONSULT ETKA FOR THE LATEST PART # ON ALL COMPONENTS. ANY LINE THAT IS NOT REPLACED IN THIS PROCEDURE MUST BE THOROUGHLY CLEANED. IF YOU CANNOT ADEQUATELY CLEAN THE LINE/FITTING, PLEASE REPLACE IT ALSO. PLEASE FOLLOW ELSA WEB'S PROCEDURE FOR PRIMING THE FUEL SYSTEM. IF THE GF TEST PLAN DOES NOT SHOW UP, GO INTO VSD, ENGINE ELECTRONICS, BASIC SETTINGS, 35 AND RUN THIS TEST 3 TIMES.
11/23/2010	09:41	TRANSFERED TO PHIL VOICEMAIL
11/23/2010	09:47	ADVISED TECH WE WILL WANT A FUEL SAMPLE FROM FUEL TANK AND THAT A SAMPLE CONTAINER WILL BE SENT TO THEM.
11/23/2010	16:31	I NEED TO KNOW WHEN CONTAINER WILL ARIVE AND WHEN WE CAN START ON REPAIRS
11/23/2010	16:32	PLEASE START WORK ON UNDER HOOD AREA OF VEHICLE UNTIL CONTAINER ARRIVES.
11/23/2010	16:48	ADVISED STEVEN THE FUEL SAMPLE KIT WAS SHIPPED TODAY OVERNIGHT MAIL. YOU SHOULD RECEIVE IT BY TOMORROW.
11/26/2010	17:18	COMPLETE INSTALLATION OF PARTS WAITING ON CONTAINER FOR FUEL SAMPLE
11/26/2010	17:54	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
11/26/2010	17:54	ISSUE UPDATED

Consultant's Closing Comments
REPLACED THE DIESEL FUEL SYSTEM.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
675156	JETTA	2009	3VWAL71K69M	38688	2045	11/23/2010	United States

Workshop Finding

CODES FOUND WERE P0191 AND P0087 FOR FUEL RAIL PRESSURE. ALSO FOUND METAL PARTICLES IN FUEL FILTER.

Activity Date	Activity Time	Activity Comments
11/23/2010	08:41	CUSTOMER STATES VEHICLE DIED AND WILL NOT RESTART. CODES FOUND WERE P0191 AND P0087 FOR FUEL RAIL PRESSURE. ALSO FOUND METAL PARTICLES IN FUEL FILTER.
11/23/2010	08:41	ISSUE OPENED BY DEALERSHIP
11/23/2010	08:53	CUSTOMER COMMENTS: CUSTOMER STATES VEHICLE DIED AND WILL NOT RESTART.
11/23/2010	08:53	IF THERE IS ANY EVIDENCE THAT THE FUEL WAS CONTAMINATED WITH GASOLINE, WATER, OR ALCOHOL, PLEASE CONTACT YOUR FOM BEFORE REPLACING ANY COMPONENTS. REPLACE THE FOLLOWING COMPONENTS> 03L 130 321-(LINE), 03L 130 301-(PRESSURE LINE), 03L 130 089-(RAIL), 5N0 130 307J-(LINE), 1K0 127 400F-(FILTER), 03L 130 235K-(RETURN LINE), 03L 130 277A-(INJECTORS), 03L 130 301R-(PRESSURE LINE), 03L 130 301B-(PRESSURE LINE), 03L 130 301C-(PRESSURE LINE), 1K0 201 060 GP-(FUEL TANK), 5N0 906 129B-(AUXILIARY PUMP), 03L 130 755 A-(HIGH PRESSURE PUMP), 1K0 919 050 J-(IN TANK FUEL PUMP). PLEASE CONSULT ETKA FOR THE LATEST PART # ON ALL COMPONENTS. ANY LINE THAT IS NOT REPLACED IN THIS PROCEDURE MUST BE THOROUGHLY CLEANED. IF YOU CANNOT ADEQUATELY CLEAN THE LINE/FITTING, PLEASE REPLACE IT ALSO. PLEASE FOLLOW ELSA WEB'S PROCEDURE FOR PRIMING THE FUEL SYSTEM. IF THE GF TEST PLAN DOES NOT SHOW UP, GO INTO VSD, ENGINE ELECTRONICS, BASIC SETTINGS, 35 AND RUN THIS TEST 3 TIMES.
11/23/2010	08:53	WORKSHOP FINDINGS: CODES FOUND WERE P0191 AND P0087 FOR FUEL RAIL PRESSURE. ALSO FOUND METAL PARTICLES IN FUEL FILTER.
11/23/2010	10:06	ADVISE THE TECH NOT TO DRAIN THE FUEL UNTIL THE SAMPLE CONTAINER ARRIVES AND THE FUEL SAMPLE IS COLLECTED. THE SAMPLE SHOULD BE SENT TO BG PER THE INSTRUCTIONS WITH THE KIT.
11/23/2010	10:10	ALSO ADVISED THE TECH TO UPDATE THE VTA WITH THE TRACKING NUMBER FOR THE SHIPMENT OF THE FUEL TO BG
11/29/2010	08:11	PARTS CAME IN. WILL UPDATE AS SOON AS PARTS MANAGER GIVES ME THE TRACKING NUMBER.
11/29/2010	09:55	ADVISED JOSE TO REPLACE ALL RELATED LINES IN THE TANK DUE TO THE METAL CONTAMINATION.
11/30/2010	13:49	STILL WAITING FOR OTHER LINES. HERE IS THE TRACKING NUMBER. #1Z249VW20345180779
11/30/2010	14:36	THANKS FOR UPDATING THE VTA WITH THE TRACKING NUMBER. PLEASE CALL BACK IF FURTHER ASSISTANCE IS NEEDED. THANKS
11/30/2010	16:49	P2 - UPDATED TICKET STATUS BASED OFF OF PREVIOUS COMMENT.
12/03/2010	11:13	REPLACED ALL COMPONENTS. CODE INJECTORS AND BLEEDED SYSTEM. NO LEAKS. ROAD TESTED OK. THANKS FOR HELP.
12/03/2010	16:19	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
12/03/2010	16:19	ISSUE UPDATED

Consultant's Closing Comments

REPLACED ALL COMPONENTS. CODE INJECTORS AND BLEEDED SYSTEM. NO LEAKS. ROAD TESTED OK. THANKS FOR HELP.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
675907	JETTA	2010	3VWRL7AJ9AM [REDACTED]	45771	2463	11/24/2010	United States

Workshop Finding

n/a

Activity Date	Activity Time	Activity Comments
11/24/2010	10:12	C/S ENGINE STOPPED RUNNING,CHECKED FOR FAULTS AND HAS P0087 FAULT FOR FUEL PRESSURE IN THE DISTRUTOR SYSTEM TO LOW,CHECKED FUEL PRESSURE AT IN TANK PUMP AND FOUND 1/2 BAR ON CRANKING,CHECKED FUEL FILTER AND FOUND METAL DEBRIS.
11/24/2010	10:12	ISSUE OPENED BY DEALERSHIP
11/24/2010	10:19	CUSTOMER COMMENTS: C/S ENGINE STOPPED RUNNING,CHECKED FOR FAULTS AND HAS P0087 FAULT FOR FUEL PRESSURE IN THE DISTRUTOR SYSTEM TO LOW,CHECKED FUEL PRESSURE AT IN TANK PUMP AND FOUND 1/2 BAR ON CRANKING,CHECKED FUEL FILTER AND FOUND METAL DEBRIS.
11/24/2010	10:19	REFERRED TECH TO TB 01-10-11. IF THERE IS ANY EVIDENCE THAT THE FUEL WAS CONTAMINATED WITH GASOLINE, WATER, OR ALCOHOL, PLEASE CONTACT YOUR FOM BEFORE REPLACING ANY COMPONENTS. REPLACE THE FOLLOWING COMPONENTS> 03L 130 321-(LINE), 03L 130 301-(PRESSURE LINE), 03L 130 089-(RAIL), 5N0 130 307J-(LINE), 1K0 127 400F-(FILTER), 03L 130 235K-(RETURN LINE), 03L 130 277A-(INJECTORS), 03L 130 301R-(PRESSURE LINE), 03L 130 301B-(PRESSURE LINE), 03L 130 301C-(PRESSURE LINE), 1K0 201 060 GP-(FUEL TANK), 5N0 906 129B-(AUXILIARY PUMP), 03L 130 755 A-(HIGH PRESSURE PUMP), 1K0 919 050 J-(IN TANK FUEL PUMP). PLEASE CONSULT ETKA FOR THE LATEST PART # ON ALL COMPONENTS. ANY LINE THAT IS NOT REPLACED IN THIS PROCEDURE MUST BE THOROUGHLY CLEANED. IF YOU CANNOT ADEQUATELY CLEAN THE LINE/FITTING, PLEASE REPLACE IT ALSO. PLEASE FOLLOW ELSA WEB'S PROCEDURE FOR PRIMING THE FUEL SYSTEM. IF THE GF TEST PLAN DOES NOT SHOW UP, GO INTO VSD, ENGINE ELECTRONICS, BASIC SETTINGS, 35 AND RUN THIS TEST 3 TIMES. 3.0LTDI
11/30/2010	11:00	RECIEVED SOP PARTS,WORK IN PROCESS.
11/30/2010	14:28	THANKS, KEEP US POSTED. PLEASE CALL BACK IF NECESSARY OR CLOSE THE VTA WHEN COMPLETE.
12/01/2010	13:26	P2 - UPDATED TICKET STATUS BASED OFF OF PREVIOUS COMMENT.
12/06/2010	12:27	WORK IN PROGRESS.
12/06/2010	17:09	CONFIRMED STATUS. PLEASE UPDATE\CALL WITH QUESTIONS OR CLOSE TICKET ONCE REPAIRS ARE COMPLETE.
12/07/2010	08:40	REPLACED COMPLETE FUEL SYSTEM, VEHICLE RUNNING AS DESIGNED.
12/07/2010	12:09	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
12/07/2010	12:09	ISSUE UPDATED

Consultant's Closing Comments

REPLACED COMPLETE FUEL SYSTEM, VEHICLE RUNNING AS DESIGNED.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
676050	JETTA	2010	3VWRL7AJ3AM [REDACTED]	9264	2374	11/24/2010	United States

Workshop Finding
n/a

Activity Date	Activity Time	Activity Comments
11/24/2010	11:50	CUSTOMER STATES VEHICLE JUST DIED AT A STOP LIGHT. ALSO HAS BEEN ACCELERATING VERY POORLY LATELY. VEHICLE RESTARTED WHEN PUT INTO PARK NO PROBLEM. VEHICLE WAS AT OPERATING TEMP DURING OCCURENCE. I TEST DROVE VEHICLE AND ACCLERATION AND SHIFTING FELT OK. SHOP FOREMAN ALSO DROVE VEHICLE TO DUPLICATE, VEHICLE DID NOT STALL, BUT HE SAYS HE PRESSED THE ACCELERATOR AND FOUND THE VEHICLE HESITATING ALOT, ALMOST NOT AT ALL, INTERMITTENT. SCANNED FOR FAULTS AND NO FAULTS STORED IN VEHICLE.
11/24/2010	11:50	ISSUE OPENED BY DEALERSHIP
11/24/2010	11:59	ADVISED TECH TO REMOVE THE N290 FROM THE HIGH PRESSURE PUMP AND OPEN THE FUEL FILTER HOUSING. INSPECT FOR ANY METAL CONTAMINATION IN THE SYSTEM. CALL BACK WITH RESULTS.
11/24/2010	11:59	CUSTOMER COMMENTS: CUSTOMER STATES VEHICLE JUST DIED AT A STOP LIGHT. ALSO HAS BEEN ACCELERATING VERY POORLY LATELY. VEHICLE RESTARTED WHEN PUT INTO PARK NO PROBLEM. VEHICLE WAS AT OPERATING TEMP DURING OCCURENCE. I TEST DROVE VEHICLE AND ACCLERATION AND SHIFTING FELT OK. SHOP FOREMAN ALSO DROVE VEHICLE TO DUPLICATE, VEHICLE DID NOT STALL, BUT HE SAYS HE PRESSED THE ACCELERATOR AND FOUND THE VEHICLE HESITATING ALOT, ALMOST NOT AT ALL, INTERMITTENT. SCANNED FOR FAULTS AND NO FAULTS STORED IN VEHICLE.
11/24/2010	12:51	REMOVED N290 VALVE AND INSPECTED, COULD NOT DETERMINE IF ANY CONTAMINANTS WERE PRESENT. REMOVED FUEL FILTER HOUSING COVER AND FOUND VERY SMALL METAL PARTICULATES ON FILTER.
11/24/2010	13:05	IF THERE IS ANY EVIDENCE THAT THE FUEL WAS CONTAMINATED WITH GASOLINE, WATER, OR ALCOHOL, PLEASE CONTACT YOUR FOM BEFORE REPLACING ANY COMPONENTS. REPLACE THE FOLLOWING COMPONENTS> 03L 130 321-(LINE), 03L 130 301-(PRESSURE LINE), 03L 130 089-(RAIL), 5N0 130 307J-(LINE), 1K0 127 400F-(FILTER), 03L 130 235K-(RETURN LINE), 03L 130 277A-(INJECTORS), 03L 130 301R-(PRESSURE LINE), 03L 130 301B-(PRESSURE LINE), 03L 130 301C-(PRESSURE LINE), 1K0 201 060 GP-(FUEL TANK), 5N0 906 129B-(AUXILIARY PUMP), 03L 130 755 A-(HIGH PRESSURE PUMP), 1K0 919 050 J-(IN TANK FUEL PUMP). PLEASE CONSULT ETKA FOR THE LATEST PART # ON ALL COMPONENTS. ANY LINE THAT IS NOT REPLACED IN THIS PROCEDURE MUST BE THOROUGHLY CLEANED. IF YOU CANNOT ADEQUATELY CLEAN THE LINE/FITTING, PLEASE REPLACE IT ALSO. PLEASE FOLLOW ELSA WEB'S PROCEDURE FOR PRIMING THE FUEL SYSTEM. IF THE GF TEST PLAN DOES NOT SHOW UP, GO INTO VSD, ENGINE ELECTRONICS, BASIC SETTINGS, 35 AND RUN THIS TEST 3 TIMES. PLEASE LEAVE THE FUEL TANK UNDISTURBED UNTIL YOU RECEIVE A FUEL SAMPLE KIT.
11/30/2010	16:47	CALLED THE DEALER AND REQUESTED THEY UPDATE THE VTA WITH THE TRACKING NUMBER ONCE THE FUEL SAMPLE CONTAINERS ARE SENT OUT.
12/01/2010	11:54	SPOKE WITH CHRIS, VEH STILL DOWN AND HE WILL HAVE THE TECH UPDATE THE VTA D2
12/03/2010	15:34	FED EX TRACKING NUMBER ; 475349015001641
12/03/2010	16:12	THANKS FOR UPDATING THE VTA WITH THE TRACKING NUMBER. PLEASE CALL BACK IF FURTHER ASSISTANCE IS NEEDED. THANKS
12/06/2010	16:42	WORK COMPLETED ON SATURDAY DEC 4 CUSTOMER PICK UP CAR
12/06/2010	17:25	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
12/06/2010	17:25	ISSUE UPDATED

Consultant's Closing Comments
REPLACED FUEL SYSTEM

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
676229	JETTA	2010	3VWPL7AJ8AM [REDACTED]	21713	2045	11/24/2010	United States

Workshop Finding
CRANCK NO START AT TIME

Activity Date	Activity Time	Activity Comments
11/24/2010	14:59	ISSUE OPENED BY DEALERSHIP
11/24/2010	14:59	WORKING ON A 2010 JETTA WAGON CLEAN DIESEL CJA ENGINE CODE. CUSTOMER STATES CAR WILL NOT START CRANKS OK THEN WILL START AND STALL. I TRYED STARTING CAR CRANKED OK AND TRYED TO FIRE PUSHED CAR IN SHOP TRYED AGAIN STARTED RIGHT UP AND RAN OK PERFORMED GFF NO CODES PERFORMED PRESSURE TEST ON RETENTIUN VALVE WHEN IDLEING HAS 9BAR PRESSURE ELSA WEB SAYS ABOUT 10BAR IS SPEC INSPECTED FUEL IN FUEL FILTER SMELLS OK HAS NO GAS SMELL NO METAL IN FILTER. TOOK FUEL SAMPEL AND PUT IN FREEZER. FUEL IS VERY YELLOW COLORED. CAR STARTED AND RUNS FINE NOW.
11/24/2010	15:09	CUSTOMER COMMENTS: WORKING ON A 2010 JETTA WAGON CLEAN DIESEL CJA ENGINE CODE. CUSTOMER STATES CAR WILL NOT START CRANKS OK THEN WILL START AND STALL. I TRYED STARTING CAR CRANKED OK AND TRYED TO FIRE PUSHED CAR IN SHOP TRYED AGAIN STARTED RIGHT UP AND RAN OK PERFORMED GFF NO CODES PERFORMED PRESSURE TEST ON RETENTIUN VALVE WHEN IDLEING HAS 9BAR PRESSURE ELSA WEB SAYS ABOUT 10BAR IS SPEC INSPECTED FUEL IN FUEL FILTER SMELLS OK HAS NO GAS SMELL NO METAL IN FILTER. TOOK FUEL SAMPEL AND PUT IN FREEZER. FUEL IS VERY YELLOW COLORED. CAR STARTED AND RUNS FINE NOW.
11/24/2010	15:09	TECH STATED NO START 1 TIME ONLY NO FAULTS SET, NO METAL IN THE PUMP OR FILTER HOUSING.
11/24/2010	15:09	WORKSHOP FINDINGS: CRANCK NO START AT TIME
11/24/2010	15:11	ADVISED TECH TO REPLACE THE RETENSON VAVLE AND TEST THE AUX PUMP PRESURRE SEE ELSA
11/24/2010	15:48	I PERFORMED PRESSURE TEST OF AUX FUEL PUMP HAS 4.1BAR PRESSURE. I ORDERD FUE LRETENSION VALVE WILL BE HERE TUESDAY
11/24/2010	16:38	I WENT TO MOVE CAR STARED FINE AND STALLED AFTER ABOUT 30 SECONDS RESTATRED AND STALLED AGAIN THEN WOULNT RESTART I BLEAD FUEL SYSTEM MADE LOUD SQUEALING NOISE BY INLET OF HIGH PRESSURE PUMP CAR STILL WILL NOT FIRE PERFORMED CHECK OF AUX FUEL PUMP AGAIN 4.1 BAR TRYED TO BLEAD FUEL SYSTEM AGAIN STILL SAME NOISE THEN WENT AWAY AND CAME BACK DURING BLEEDING. REMOVED FUEL LINE FROM PUMP AND PUT INTO PAIL HAS GOOD FLOW AND NO MORE NOISE RECONNECTED TO HIGH PRESSURE PUMP NOISE CAM BACK CAR WILL NOT START RECHECKED FOR CODES NO CODES
11/24/2010	16:42	LOOK ATT MVB 20 WHILE CRANKING
11/24/2010	16:48	MVB 20 FIELD 2 384BAR FIELD 3 IS 8BAR
11/24/2010	16:57	ADVISE TECH TO REPLACE THE HIGH PRESSURE PUMP ONLY.
11/26/2010	07:22	ORDERED PARTS-THANKS FOR THE HELP -CAR STILL AT DEALERSHIP
11/29/2010	18:41	UPDATE AFTER PARTS ARE INSTALLED, OR CALL FOR ASSISTANCE IF NEEDED
11/30/2010	13:59	WAITING ON PARTS THANKS
11/30/2010	15:19	UPDATE AFTER PARTS ARE INSTALLED, OR CALL FOR ASSISTANCE IF NEEDED
12/01/2010	13:27	D2 JASON STATED THE TECH IS WORKING ON THE CAR, IF NEEDED PLEASE CONTACT THE HELPLINE
12/03/2010	09:44	REPLACED HIGH PRESSURE PUMP CAR STARTS AND RUNS GREAT THANKS
12/03/2010	11:00	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
12/03/2010	11:00	ISSUE UPDATED

Consultant's Closing Comments
REPLACED HIGH PRESSURE PUMP CAR STARTS AND RUNS GREAT THANKS

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
676809	JETTA	2010	3VWPL8AJXAM [REDACTED]	17180	2010	11/26/2010	United States

Workshop Finding
n/a

Activity Date	Activity Time	Activity Comments
11/26/2010	17:28	CUSTOMER STATES THAT THE CAR DIED WHILE DRIVING AND WILL NOT START NOW. FOUND GAS IN SYSTEM. FROM MY UNDERSTANDING IS THAT FOR THE COMMON RAIL DIESEL ENGINE THE INJECTION PUMP,INJECTORS AND FILTER NEEDS TO BE REPLACE,WHEN FUEL IS COMTAMINATED. OR CAN WE JUST DRAIN AND REFILL WITH DIESEL FUEL. NOTE CAR DIE WHILE DRIVING ON FREEWAY.
11/26/2010	17:28	ISSUE OPENED BY DEALERSHIP
11/26/2010	17:56	ADVISED THANH IF THERE IS ANY EVIDENCE THAT THE FUEL WAS CONTAMINATED WITH GASOLINE, WATER, OR ALCOHOL, PLEASE CONTACT YOUR FOM BEFORE REPLACING ANY COMPONENTS. REPLACE THE FOLLOWING COMPONENTS> 03L 130 321-(LINE), 03L 130 301-(PRESSURE LINE), 03L 130 089-(RAIL), 5N0 130 307J-(LINE), 1K0 127 400F-(FILTER), 03L 130 235K-(RETURN LINE), 03L 130 277A-(INJECTORS), 03L 130 301R-(PRESSURE LINE), 03L 130 301B-(PRESSURE LINE), 03L 130 301C-(PRESSURE LINE), 1K0 201 060 GP-(FUEL TANK), 5N0 906 129B-(AUXILIARY PUMP), 03L 130 755 A-(HIGH PRESSURE PUMP), 1K0 919 050 J-(IN TANK FUEL PUMP). PLEASE CONSULT ETKA FOR THE LATEST PART # ON ALL COMPONENTS. ANY LINE THAT IS NOT REPLACED IN THIS PROCEDURE MUST BE THOROUGHLY CLEANED. IF YOU CANNOT ADEQUATELY CLEAN THE LINE/FITTING, PLEASE REPLACE IT ALSO. PLEASE FOLLOW ELSA WEB'S PROCEDURE FOR PRIMING THE FUEL SYSTEM. IF THE GF TEST PLAN DOES NOT SHOW UP, GO INTO VSD, ENGINE ELECTRONICS, BASIC SETTINGS, 35 AND RUN THIS TEST 3 TIMES.
11/26/2010	17:56	CUSTOMER COMMENTS: CUSTOMER STATES THAT THE CAR DIED WHILE DRIVING AND WILL NOT START NOW. FOUND GAS IN SYSTEM. FROM MY UNDERSTANDING IS THAT FOR THE COMMON RAIL DIESEL ENGINE THE INJECTION PUMP,INJECTORS AND FILTER NEEDS TO BE REPLACE,WHEN FUEL IS COMTAMINATED. OR CAN WE JUST DRAIN AND REFILL WITH DIESEL FUEL. NOTE CAR DIE WHILE DRIVING ON FREEWAY.
11/26/2010	18:40	THANKS
11/29/2010	17:23	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
11/29/2010	17:23	ISSUE UPDATED

Consultant's Closing Comments
REPLACING ENTIRE FUEL SYSTEM

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
677958	GOLF	2010	WVWMM7AJ0AW	8414	2463	11/30/2010	United States

Workshop Finding

THIS MORNING ENGINE TURNS OVER BUT DOES NOT CRANK. CHECKED FUEL FILTER PER TSB 01-10-11. VEHICLE HAS METALLIC SHAVING ALL OVER THE TOP OF THE FUEL FILTER. NO MIL ON IN DASH, NO CODES IN ECM.

Activity Date	Activity Time	Activity Comments
11/30/2010	13:28	CUSTOMER STATES LAST NIGHT ENGINE STALLED AND WOULD NOT RESTART. THIS MORNING ENGINE TURNS OVER BUT DOES NOT CRANK. CHECKED FUEL FILTER PER TSB 01-10-11. VEHICLE HAS METALLIC SHAVING ALL OVER THE TOP OF THE FUEL FILTER. NO MIL ON IN DASH, NO CODES IN ECM.
11/30/2010	13:28	ISSUE OPENED BY DEALERSHIP
11/30/2010	13:32	CUSTOMER COMMENTS: CUSTOMER STATES LAST NIGHT ENGINE STALLED AND WOULD NOT RESTART.
11/30/2010	13:32	PLEASE CLEAN THE HIGH PRESSURE PUMP NEAR THE N290 FUEL METERING VALVE. AFTER CLEANING, SPRAY DOWN WITH COMPRESSED AIR TO REMOVE ALL DEBRIS. REMOVE THE N290 AND INSPECT FOR METAL SHAVINGS. IF METAL SHAVINGS ARE FOUND, TAKE A FUEL SAMPLE FOLLOWING THE GUIDELINES IN TECHNICAL BULLETIN 01-10-11 (2023624). IF THERE IS ANY EVIDENCE THAT FUEL WAS CONTAMINATED WITH GASOLINE, WATER OR ALCOHOL, PLEASE CALL US BACK SO THAT WE CAN CONTACT YOUR FOM. WE ALSO RECOMMEND THAT YOU CONTACT YOUR FOM TO HELP DETERMINE WARRANTY.
11/30/2010	13:32	WORKSHOP FINDINGS: THIS MORNING ENGINE TURNS OVER BUT DOES NOT CRANK. CHECKED FUEL FILTER PER TSB 01-10-11. VEHICLE HAS METALLIC SHAVING ALL OVER THE TOP OF THE FUEL FILTER. NO MIL ON IN DASH, NO CODES IN ECM.
11/30/2010	13:50	THERE IS A LAYER OF METAL FLAKES ON THE END OF THE FUEL PRESSURE REGULATOR IN THE HIGH PRESSURE PUMP.
11/30/2010	13:57	ISSUE UPDATED
11/30/2010	14:48	IF THERE IS ANY EVIDENCE THAT THE FUEL WAS CONTAMINATED WITH GASOLINE, WATER, OR ALCOHOL, PLEASE CONTACT YOUR FOM BEFORE REPLACING ANY COMPONENTS. REPLACE THE FOLLOWING COMPONENTS> 03L 130 321-(LINE), 03L 130 301-(PRESSURE LINE), 03L 130 089-(RAIL), 5N0 130 307J-(LINE), 1K0 127 400F-(FILTER), 03L 130 235K-(RETURN LINE), 03L 130 277A-(INJECTORS), 03L 130 301R-(PRESSURE LINE), 03L 130 301B-(PRESSURE LINE), 03L 130 301C-(PRESSURE LINE), 1K0 201 060 GP-(FUEL TANK), 5N0 906 129B-(AUXILIARY PUMP), 03L 130 755 A-(HIGH PRESSURE PUMP), 1K0 919 050 J-(IN TANK FUEL PUMP). PLEASE CONSULT ETKA FOR THE LATEST PART # ON ALL COMPONENTS. ANY LINE THAT IS NOT REPLACED IN THIS PROCEDURE MUST BE THOROUGHLY CLEANED. IF YOU CANNOT ADEQUATELY CLEAN THE LINE/FITTING, PLEASE REPLACE IT ALSO. PLEASE FOLLOW ELSA WEB'S PROCEDURE FOR PRIMING THE FUEL SYSTEM. IF THE GF TEST PLAN DOES NOT SHOW UP, GO INTO VSD, ENGINE ELECTRONICS, BASIC SETTINGS, 35 AND RUN THIS TEST 3 TIMES. 3.0LTDI
11/30/2010	14:49	ADVISE THE TECH NOT TO DRAIN THE FUEL UNTIL THE SAMPLE CONTAINER ARRIVES AND THE FUEL SAMPLE IS COLLECTED. THE SAMPLE SHOULD BE SENT TO BG PER THE INSTRUCTIONS WITH THE KIT. PLEASE ALSO REQUEST THAT THE DEALER UPDATE THE VTA WITH THE TRACKING NUMBER ONCE THE FUEL HAS BEEN SHIPPED TO BG.
12/03/2010	09:33	FUEL CONTAINERS ARRIVED
12/03/2010	10:11	UPS TRACKING NUMBER 1Z 317 519 03 1009 580 3
12/03/2010	10:22	THANKS FOR UPDATING THE VTA WITH THE TRACKING NUMBER. PLEASE CALL BACK IF FURTHER ASSISTANCE IS NEEDED OR CLOSE THE VTA WHEN THE REPAIRS HAVE BEEN PERFORMED. THANKS
12/06/2010	10:35	SENT SAMPLE BY UPS-SEE PREEVIOUS UPDATES.WAITING FOR FOM FOR WARRANTY DECISION.
12/06/2010	19:38	THANK YOU FOR UPDATING THE TICKET. IF YOU ARE STILL IN NEED OF TECHNICAL ASSISTANCE OR DISCUSSION, PLEASE CALL INTO THE HELPLINE AT 800-678-2389.
12/07/2010	15:40	D2 BURTY STATED THE TECH IS WORKING ON THE CAR. IF MORE HELP IS NEEDED PLEASE CONTACT THE HELPLINE
12/08/2010	14:59	STILL WAITING FOR TEST RESULTS AND WARRANTY DECISION...
12/08/2010	15:42	SPOKE WITH FOM. WAS REFERRED BACK TO TECHLINE. NO CONTAMINANTS, ALCAHOL, OR GASOLINE VISIBLE IN FUEL.

12/08/2010	16:01	TECH STATES THE FUEL SAMPLE CONTAINER WAS SENT BACK AS DIRECTED. NO CONTAMINATION WAS FOUND IN THE FUEL SYSTEM DURING THE INITIAL INSPECTION. FOM ASKED THE TECHNICIAN TO CONTACT THE HELPLINE FOR VERIFICATION. ADVISED TECH TO PROCEED WITH FUEL SYSTEM REPLACEMENT.
12/14/2010	10:23	WAITING FOR PARTS
12/14/2010	20:01	THANK YOU FOR UPDATING THE TICKET. IF YOU ARE STILL IN NEED OF TECHNICAL ASSISTANCE OR DISCUSSION, PLEASE CALL INTO THE HELPLINE AT 800-678-2389.
12/17/2010	12:05	INSTALLED THE LAST OF THE PARTS AND ROAD TESTED VEHICLE THIS MORNING. THANKS FOR THE HELP.
12/17/2010	17:20	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
12/17/2010	17:20	ISSUE UPDATED

Consultant's Closing Comments		
DANIEL IS THE TECH WORKING ON THE CAR. 423 306 0388 TECH REPLACE FUEL SYSTEM		

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
678500	JETTA	2009	3VWTL71K29M [REDACTED]	13783	2463	12/01/2010	United States

Workshop Finding
n/a

Activity Date	Activity Time	Activity Comments
12/01/2010	11:41	ISSUE OPENED BY DEALERSHIP
12/01/2010	11:41	VEHICL STARTED AND STALLED DTCP0087
12/01/2010	11:48	CUSTOMER COMMENTS: VEHICL STARTED AND STALLED DTCP0087
12/01/2010	11:48	* IF THERE IS ANY EVIDENCE THAT THE FUEL WAS CONTAMINATED WITH GASOLINE, WATER, OR ALCOHOL, PLEASE CONTACT YOUR FOM BEFORE REPLACING ANY COMPONENTS. REPLACE THE FOLLOWING COMPONENTS> 03L 130 321-(LINE), 03L 130 301-(PRESSURE LINE), 03L 130 089-(RAIL), 5N0 130 307J-(LINE), 1K0 127 400F-(FILTER), 03L 130 235K-(RETURN LINE), 03L 130 277A-(INJECTORS), 03L 130 301R-(PRESSURE LINE), 03L 130 301B-(PRESSURE LINE), 03L 130 301C-(PRESSURE LINE), 1K0 201 060 GP-(FUEL TANK), 5N0 906 129B-(AUXILIARY PUMP), 03L 130 755 A-(HIGH PRESSURE PUMP), 1K0 919 050 J-(IN TANK FUEL PUMP). PLEASE CONSULT ETKA FOR THE LATEST PART # ON ALL COMPONENTS. ANY LINE THAT IS NOT REPLACED IN THIS PROCEDURE MUST BE THOROUGHLY CLEANED. IF YOU CANNOT ADEQUATELY CLEAN THE LINE/FITTING, PLEASE REPLACE IT ALSO. PLEASE FOLLOW ELSA WEB'S PROCEDURE FOR PRIMING THE FUEL SYSTEM. IF THE GF TEST PLAN DOES NOT SHOW UP, GO INTO VSD, ENGINE ELECTRONICS, BASIC SETTINGS, 35 AND RUN THIS TEST 3 TIMES.
12/01/2010	11:50	WILL DO THANKS
12/01/2010	12:31	ORDERED ALL PARTS
12/01/2010	13:29	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
12/01/2010	13:29	ISSUE UPDATED

Consultant's Closing Comments
ORDERED FUEL SYSTEM.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
678711	JETTA	2009	3VWTL71K19M [REDACTED]	27962	2338	12/01/2010	United States

Workshop Finding

SCANNED ECM WITH GFF. THE FAULT P0087 FUEL RAIL/SYSTEM PRESSURE - TOO LOW. FOLLOWED THE TECH BULLENTIN 01 10 11 20223624. FOUND METAL SHAVINGS ON TOP OF FULE FILTER, IN THE FILTER HOUSING.

Activity Date	Activity Time	Activity Comments
12/01/2010	14:28	ISSUE OPENED BY DEALERSHIP
12/01/2010	14:28	SCANNED ECM WITH GFF. THE FAULT P0087 FUEL RAIL/SYSTEM PRESSURE - TOO LOW. FOLLOWED THE TECH BULLENTIN 01 10 11 20223624. FOUND METAL SHAVINGS ON TOP OF FULE FILTER, IN THE FILTER HOUSING.
12/01/2010	14:55	CUSTOMER COMMENTS: CUSTOMER STATES RPM'S FLUCUATED, CAR SHUT OFF AND WIL NOT RESTART.
12/01/2010	14:55	IF THERE IS ANY EVIDENCE THAT THE FUEL WAS CONTAMINATED WITH GASOLINE, WATER, OR ALCOHOL, PLEASE CONTACT YOUR FOM BEFORE REPLACING ANY COMPONENTS. REPLACE THE FOLLOWING COMPONENTS> 03L 130 321-(LINE), 03L 130 301-(PRESSURE LINE), 03L 130 089-(RAIL), 5N0 130 307J-(LINE), 1K0 127 400F-(FILTER), 03L 130 235K-(RETURN LINE), 03L 130 277A-(INJECTORS), 03L 130 301R-(PRESSURE LINE), 03L 130 301B-(PRESSURE LINE), 03L 130 301C-(PRESSURE LINE), 1K0 201 060 GP-(FUEL TANK), 5N0 906 129B-(AUXILIARY PUMP), 03L 130 755 A-(HIGH PRESSURE PUMP), 1K0 919 050 J-(IN TANK FUEL PUMP). PLEASE CONSULT ETKA FOR THE LATEST PART # ON ALL COMPONENTS. ANY LINE THAT IS NOT REPLACED IN THIS PROCEDURE MUST BE THOROUGHLY CLEANED. IF YOU CANNOT ADEQUATELY CLEAN THE LINE/FITTING, PLEASE REPLACE IT ALSO. PLEASE FOLLOW ELSA WEB'S PROCEDURE FOR PRIMING THE FUEL SYSTEM. IF THE GF TEST PLAN DOES NOT SHOW UP, GO INTO VSD, ENGINE ELECTRONICS, BASIC SETTINGS, 35 AND RUN THIS TEST 3 TIMES.
12/01/2010	14:55	WORKSHOP FINDINGS: SCANNED ECM WITH GFF. THE FAULT P0087 FUEL RAIL/SYSTEM PRESSURE - TOO LOW. FOLLOWED THE TECH BULLENTIN 01 10 11 20223624. FOUND METAL SHAVINGS ON TOP OF FULE FILTER, IN THE FILTER HOUSING.
12/01/2010	14:56	FYI FOM AND QTMRL
12/08/2010	11:52	D2 SPOKE WITH TONY, THE DEALER IS WORKING ON THE VEHICLE. TECH TO CLOSE THE VTA ONCE THE REPAIRS HAVE BEEN PERFORMED. IF YOU ARE STILL IN NEED OF TECHNICAL ASSISTANCE OR DISCUSSION, PLEASE CALL INTO THE HELPLINE AT 800-678-2389.
12/10/2010	15:30	REPLACED ALL PARTS IN THE FUEL SYSTEM.
12/10/2010	16:25	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
12/10/2010	16:25	ISSUE UPDATED

Consultant's Closing Comments

REPLACED ALL PARTS IN THE FUEL SYSTEM.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
679089	JETTA	2009	3VWRL71K39M [REDACTED]	36075	2010	12/02/2010	United States

Workshop Finding

SCANNED AND FOUND P0087. AS PER JOEY INSPECTED ORIGINAL HIGH PRESSURE FUEL PUMP AND FOUND METAL IN VALVE ON PUMP.

Activity Date	Activity Time	Activity Comments
12/02/2010	10:29	ACCIDENTALLY CLOSED VTA #663987. DURING QC OF VEHICLE GLOW PLUG LIGHT CAME ON AND VEHICLE LOST POWER. SCANNED AND FOUND P0087. AS PER JOEY INSPECTED ORIGINAL HIGH PRESSURE FUEL PUMP AND FOUND METAL IN VALVE ON PUMP.
12/02/2010	10:29	ISSUE OPENED BY DEALERSHIP
12/02/2010	10:35	CUSTOMER COMMENTS: ACCIDENTALLY CLOSED VTA #663987. DURING QC OF VEHICLE GLOW PLUG LIGHT CAME ON AND VEHICLE LOST POWER.
12/02/2010	10:35	IF THERE IS ANY EVIDENCE THAT THE FUEL WAS CONTAMINATED WITH GASOLINE, WATER, OR ALCOHOL, PLEASE CONTACT YOUR FOM BEFORE REPLACING ANY COMPONENTS. REPLACE THE FOLLOWING COMPONENTS> 03L 130 321-(LINE), 03L 130 301-(PRESSURE LINE), 03L 130 089-(RAIL), 5N0 130 307J-(LINE), 1K0 127 400F-(FILTER), 03L 130 235K-(RETURN LINE), 03L 130 277A-(INJECTORS), 03L 130 301R-(PRESSURE LINE), 03L 130 301B-(PRESSURE LINE), 03L 130 301C-(PRESSURE LINE), 1K0 201 060 GP-(FUEL TANK), 5N0 906 129B-(AUXILIARY PUMP), 03L 130 755 A-(HIGH PRESSURE PUMP), 1K0 919 050 J-(IN TANK FUEL PUMP). PLEASE CONSULT ETKA FOR THE LATEST PART # ON ALL COMPONENTS. ANY LINE THAT IS NOT REPLACED IN THIS PROCEDURE MUST BE THOROUGHLY CLEANED. IF YOU CANNOT ADEQUATELY CLEAN THE LINE/FITTING, PLEASE REPLACE IT ALSO. PLEASE FOLLOW ELSA WEB'S PROCEDURE FOR PRIMING THE FUEL SYSTEM. IF THE GF TEST PLAN DOES NOT SHOW UP, GO INTO VSD, ENGINE ELECTRONICS, BASIC SETTINGS, 35 AND RUN THIS TEST 3 TIMES.
12/02/2010	10:35	WORKSHOP FINDINGS: SCANNED AND FOUND P0087. AS PER JOEY INSPECTED ORIGINAL HIGH PRESSURE FUEL PUMP AND FOUND METAL IN VALVE ON PUMP.
12/02/2010	10:36	QTM INTERVENTION. I3
12/02/2010	17:37	PREVIOUS DIAG INCOMPLETE, WILL REQUIRE ENTIRE FUEL SYSTEM TO REPAIR, SEE PART LIST ABOVE.
12/03/2010	10:51	PARTS ON ORDER
12/06/2010	08:16	PLEASE ADD SALES DOC NUMBER TO VTA AND ASSURE THAT PARTS ARE RED ORDERED. THANKS.
12/07/2010	07:20	WAITING FOR ALL PARTS TO GET HERE. THANKS!
12/08/2010	06:53	SHOULD BE HERE TODAY! THANKS! STAN
12/09/2010	08:24	PLEASE CALL ME WHEN WORK IS STARTED. THANKS
12/10/2010	10:57	ADVISED STAN TO CONTACT JOEY HEARD FOR FURTHER RECOMMENDATIONS. THANKS.
12/10/2010	10:58	PARTS CAME IN, STARTED WORK,WORK ENDED.CAR IS VAMOOSSED,GONE,OUT OF HERE!!!!!! THANKS AGAIN AND MERRY CHRISTMAS!!!!!! STAN
12/12/2010	22:48	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
12/12/2010	22:48	ISSUE UPDATED

Consultant's Closing Comments

REPLACE FUEL SYSTEM.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
680650	JETTA	2009	3VWAL71K69M [REDACTED]	48026	2329	12/06/2010	United States

Workshop Finding
n/a

Activity Date	Activity Time	Activity Comments
12/06/2010	15:04	GLOW PLUG LIGHT CAME ON AND STARTED FLASHING VEHICLE STALLED AND WILL NOT RESTART
12/06/2010	15:04	ISSUE OPENED BY DEALERSHIP
12/06/2010	17:06	CUSTOMER COMMENTS: GLOW PLUG LIGHT CAME ON AND STARTED FLASHING VEHICLE STALLED AND WILL NOT RESTART
12/06/2010	17:06	PLEASE CLEAN THE HIGH PRESSURE PUMP NEAR THE N290 FUEL METERING VALVE. AFTER CLEANING, SPRAY DOWN WITH COMPRESSED AIR TO REMOVE ALL DEBRIS. REMOVE THE N290 AND INSPECT FOR METAL SHAVINGS. IF METAL SHAVINGS ARE FOUND, TAKE A FUEL SAMPLE FOLLOWING THE GUIDELINES IN TECHNICAL BULLETIN 01-10-11 (2023624). IF THERE IS ANY EVIDENCE THAT FUEL WAS CONTAMINATED WITH GASOLINE, WATER OR ALCOHOL, PLEASE CALL US BACK SO THAT WE CAN CONTACT YOUR FOM. WE ALSO RECOMMEND THAT YOU CONTACT YOUR FOM TO HELP DETERMINE WARRANTY.
12/07/2010	16:51	R+I N280 VALVE 2 OR 3 FLECKS OF METAL FOUND FUEL FILTER ALSO 2 OR 3 FLICKS CHECKED FUEL PRESSURE TO HIGH PRESSURE PUMP 57PSI 3.8 BAR 3.5 MIN TOOK FUEL SAMPLE NOSEPERATION VALUE BLOCK 20 FIELD 3 ACTUAL PRESSURE READS 0 WHEN CRANKING ENGINE
12/07/2010	17:17	IF THERE IS ANY EVIDENCE THAT THE FUEL WAS CONTAMINATED WITH GASOLINE, WATER, OR ALCOHOL, PLEASE CONTACT YOUR FOM BEFORE REPLACING ANY COMPONENTS. REPLACE THE FOLLOWING COMPONENTS> 03L 130 321-(LINE), 03L 130 301-(PRESSURE LINE), 03L 130 089-(RAIL), 5N0 130 307J-(LINE), 1K0 127 400F-(FILTER), 03L 130 235K-(RETURN LINE), 03L 130 277A-(INJECTORS), 03L 130 301R-(PRESSURE LINE), 03L 130 301B-(PRESSURE LINE), 03L 130 301C-(PRESSURE LINE), 1K0 201 060 GP-(FUEL TANK), 5N0 906 129B-(AUXILIARY PUMP), 03L 130 755 A-(HIGH PRESSURE PUMP), 1K0 919 050 J-(IN TANK FUEL PUMP). PLEASE CONSULT ETKA FOR THE LATEST PART # ON ALL COMPONENTS. ANY LINE THAT IS NOT REPLACED IN THIS PROCEDURE MUST BE THOROUGHLY CLEANED. IF YOU CANNOT ADEQUATELY CLEAN THE LINE/FITTING, PLEASE REPLACE IT ALSO. PLEASE FOLLOW ELSA WEB'S PROCEDURE FOR PRIMING THE FUEL SYSTEM. IF THE GF TEST PLAN DOES NOT SHOW UP, GO INTO VSD, ENGINE ELECTRONICS, BASIC SETTINGS, 35 AND RUN THIS TEST 3 TIMES
12/09/2010	17:29	SERVICE MANAGER HAS INFORMED BOTH QTM AND FOM REGARDING THIS VEHICLE.WAITING FOR FURTHER INSTRUCTION.
12/09/2010	19:15	ADVISED TECH WE DO NOT MAKE WARRANTY DECISIONS. PLEASE CALL WARRANTY HELPLINE AT 866-306-8447 FOR WARRANTY QUESTIONS.
12/10/2010	12:41	PLEASE GET THE HIGH PRESSURE PUMP PRODUCTION DATE, & QUIZ THE CUSTOMER IF THE VEHICLE WAS MISS-FUELED WITH GASOLINE, CALL QTM FROM NOW ON WITH THIS VTA
12/10/2010	18:43	PUMP PROD DATE OF 10/08, CUSTOMER DID NOT MISS FUEL VEHICLES, PLEASE REPLACE ALL COMPONENTS OF FUEL SYSTEM EXCEPT PLASTIC LINES FRONT TO BACK- FLUSH OUT USING GOOD DIESEL FUEL
12/14/2010	14:06	ALL PARTS HAVE ARRIVED AND TECHNICIAN IS CURRENTLY WORKING ON THIS JOB.
12/14/2010	23:18	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
12/14/2010	23:18	ISSUE UPDATED

Consultant's Closing Comments
REPLACED ALL FUEL COMPONENTS

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
681039	JETTA	2010	3VWRL7AJ3AM [REDACTED]	5894	2463	12/07/2010	United States

Workshop Finding

NO FAULTS AND FOUND METAL IN FUEL FILTER.

Activity Date	Activity Time	Activity Comments
12/07/2010	10:44	CUSTOMER STATES WHEN TRAVELLING AT FREEWAY SPEEDS AND FLOORING IT THE CAR FEELS LIKE IT STALLS AND NOT MOVE. NO FAULTS AND FOUND METAL IN FUEL FILTER.
12/07/2010	10:44	ISSUE OPENED BY DEALERSHIP
12/07/2010	10:51	CUSTOMER COMMENTS: CUSTOMER STATES WHEN TRAVELLING AT FREEWAY SPEEDS AND FLOORING IT THE CAR FEELS LIKE IT STALLS AND WILL NOT MOVE.
12/07/2010	10:51	IF THERE IS ANY EVIDENCE THAT THE FUEL WAS CONTAMINATED WITH GASOLINE, WATER, OR ALCOHOL, PLEASE CONTACT YOUR FOM BEFORE REPLACING ANY COMPONENTS. REPLACE THE FOLLOWING COMPONENTS> 03L 130 321-(LINE), 03L 130 301-(PRESSURE LINE), 03L 130 089-(RAIL), 5N0 130 307J-(LINE), 1K0 127 400F-(FILTER), 03L 130 235K-(RETURN LINE), 03L 130 277A-(INJECTORS), 03L 130 301R-(PRESSURE LINE), 03L 130 301B-(PRESSURE LINE), 03L 130 301C-(PRESSURE LINE), 1K0 201 060 GP-(FUEL TANK), 5N0 906 129B-(AUXILIARY PUMP), 03L 130 755 A-(HIGH PRESSURE PUMP), 1K0 919 050 J-(IN TANK FUEL PUMP). PLEASE CONSULT ETKA FOR THE LATEST PART # ON ALL COMPONENTS. ANY LINE THAT IS NOT REPLACED IN THIS PROCEDURE MUST BE THOROUGHLY CLEANED. IF YOU CANNOT ADEQUATELY CLEAN THE LINE/FITTING, PLEASE REPLACE IT ALSO. PLEASE FOLLOW ELSA WEB'S PROCEDURE FOR PRIMING THE FUEL SYSTEM. IF THE GF TEST PLAN DOES NOT SHOW UP, GO INTO VSD, ENGINE ELECTRONICS, BASIC SETTINGS, 35 AND RUN THIS TEST 3 TIMES.
12/07/2010	10:51	WORKSHOP FINDINGS: NO FAULTS AND FOUND METAL IN FUEL FILTER.
12/14/2010	16:18	D2 SPOKE TO MORGAN, VEHICLE IS DONE AND GONE. ADVISED TO HAVE TECH CLOSE OUT VTA.
12/20/2010	19:32	GUESEPPI IN SERVICE STATED VEHICLE IS DONE AND WILL HAVE TECH CLOSE TICKET.
12/21/2010	14:46	RCM EMAILED SM AND REQUESTED SM TO CLOSE TICKET
12/21/2010	18:42	REPLACED FUEL SUPPLY COMPONENTS AS REQUESTED. REFUELED CAR WITH FRESH DIESEL AND TEST DROVE CAR. THEN TOOK FUEL SAMPLE=OK. CAR IS RUNNING FINE. THANKS FOR THE HELP.
12/21/2010	19:25	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
12/21/2010	19:25	ISSUE UPDATED

Consultant's Closing Comments

REPLACED FUEL SUPPLY COMPONENTS AS REQUESTED. REFUELED CAR WITH FRESH DIESEL AND TEST DROVE CAR. THEN TOOK FUEL SAMPLE=OK. CAR IS RUNNING FINE.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
681141	JETTA	2010	3VWRL7AJ7AM [REDACTED]	21728	2374	12/07/2010	United States

Workshop Finding
n/a

Activity Date	Activity Time	Activity Comments
12/07/2010	11:55	CUSTOMER STATES RUNS POOR AND DIES, FOUND GASOLINE IN FUEL, METAL IN HI PRESSURE PUMP REPLACED PUMP, VENT FUEL SYSTEM PER GUIDED FUNCTIONS, RAN FOR A 30 TO 40 SECONDS DIED AND WILL NOT RESTART, NO LOW FUEL PRESSURE DTC, NO METAL FOUND IN SYSTEM OTHER THAN AT THE OLD HI PRESSURE PUMP;HAS NEW FUEL FILTERS, AND GOOD KNOWN DIESEL FUEL,
12/07/2010	11:55	ISSUE OPENED BY DEALERSHIP
12/07/2010	12:02	CUSTOMER COMMENTS: CUSTOMER STATES RUNS POOR AND DIES, FOUND GASOLINE IN FUEL, METAL IN HI PRESSURE PUMP REPLACED PUMP, VENT FUEL SYSTEM PER GUIDED FUNCTIONS, RAN FOR A 30 TO 40 SECONDS DIED AND WILL NOT RESTART, NO LOW FUEL PRESSURE DTC, NO METAL FOUND IN SYSTEM OTHER THAN AT THE OLD HI PRESSURE PUMP;HAS NEW FUEL FILTERS, AND GOOD KNOWN DIESEL FUEL,
12/07/2010	12:02	* IF THERE IS ANY EVIDENCE THAT THE FUEL WAS CONTAMINATED WITH GASOLINE, WATER, OR ALCOHOL, PLEASE CONTACT YOUR FOM BEFORE REPLACING ANY COMPONENTS. REPLACE THE FOLLOWING COMPONENTS> 03L 130 321-(LINE), 03L 130 301-(PRESSURE LINE), 03L 130 089-(RAIL), 5N0 130 307J-(LINE), 1K0 127 400F-(FILTER), 03L 130 235K-(RETURN LINE), 03L 130 277A-(INJECTORS), 03L 130 301R-(PRESSURE LINE), 03L 130 301B-(PRESSURE LINE), 03L 130 301C-(PRESSURE LINE), 1K0 201 060 GP-(FUEL TANK), 5N0 906 129B-(AUXILIARY PUMP), 03L 130 755 A-(HIGH PRESSURE PUMP), 1K0 919 050 J-(IN TANK FUEL PUMP). PLEASE CONSULT ETKA FOR THE LATEST PART # ON ALL COMPONENTS. ANY LINE THAT IS NOT REPLACED IN THIS PROCEDURE MUST BE THOROUGHLY CLEANED. IF YOU CANNOT ADEQUATELY CLEAN THE LINE/FITTING, PLEASE REPLACE IT ALSO. PLEASE FOLLOW ELSA WEB'S PROCEDURE FOR PRIMING THE FUEL SYSTEM. IF THE GF TEST PLAN DOES NOT SHOW UP, GO INTO VSD, ENGINE ELECTRONICS, BASIC SETTINGS, 35 AND RUN THIS TEST 3 TIMES.
12/07/2010	12:03	TECH STATED THE CUSTOMER'S INSURANCE COMPANY IS INVOLVED DUE TO THE GASOLINE CONTAMINATION IN THE SYSTEM.
12/14/2010	16:20	SPOKE WITH JENNIFER IN SERVICE. THE VEHICLE IS BEING REPAIRED AT THIS TIME. D2.
12/21/2010	08:52	CHANGING OUT PARTS
12/21/2010	14:13	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
12/21/2010	14:13	ISSUE UPDATED

Consultant's Closing Comments
REPLACING FUEL SYSTEM.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
683018	JETTA	2010	3VWPL7AJ7AM [REDACTED]	20286	2010	12/10/2010	United States

Workshop Finding
REMOVED METERING VALVE IN HIGH PRESSURE FUEL PUMP, FULL OF METAL SHAVINGS.

Activity Date	Activity Time	Activity Comments
12/10/2010	13:04	CUST. STATES ENGINE STALLED WHILE DRIVING NOW CRANKS NO START. REMOVED METERING VALVE IN HIGH PRESSURE FUEL PUMP, FULL OF METAL SHAVINGS.
12/10/2010	13:04	ISSUE OPENED BY DEALERSHIP
12/10/2010	13:12	CUSTOMER COMMENTS: CUST. STATES ENGINE STALLED WHILE DRIVING NOW CRANKS NO START.
12/10/2010	13:12	IF THERE IS ANY EVIDENCE THAT THE FUEL WAS CONTAMINATED WITH GASOLINE, WATER, OR ALCOHOL, PLEASE CONTACT YOUR FOM BEFORE REPLACING ANY COMPONENTS. REPLACE THE FOLLOWING COMPONENTS> 03L 130 321-(LINE), 03L 130 301-(PRESSURE LINE), 03L 130 089-(RAIL), 5N0 130 307J-(LINE), 1K0 127 400F-(FILTER), 03L 130 235K-(RETURN LINE), 03L 130 277A-(INJECTORS), 03L 130 301R-(PRESSURE LINE), 03L 130 301B-(PRESSURE LINE), 03L 130 301C-(PRESSURE LINE), 1K0 201 060 GP-(FUEL TANK), 5N0 906 129B-(AUXILIARY PUMP), 03L 130 755 A-(HIGH PRESSURE PUMP), 1K0 919 050 J-(IN TANK FUEL PUMP). PLEASE CONSULT ETKA FOR THE LATEST PART # ON ALL COMPONENTS. ANY LINE THAT IS NOT REPLACED IN THIS PROCEDURE MUST BE THOROUGHLY CLEANED. IF YOU CANNOT ADEQUATELY CLEAN THE LINE/FITTING, PLEASE REPLACE IT ALSO. PLEASE FOLLOW ELSA WEB'S PROCEDURE FOR PRIMING THE FUEL SYSTEM. IF THE GF TEST PLAN DOES NOT SHOW UP, GO INTO VSD, ENGINE ELECTRONICS, BASIC SETTINGS, 35 AND RUN THIS TEST 3 TIMES.
12/10/2010	13:12	PLEASE CLEAN THE HIGH PRESSURE PUMP NEAR THE N290 FUEL METERING VALVE. AFTER CLEANING, SPRAY DOWN WITH COMPRESSED AIR TO REMOVE ALL DEBRIS. REMOVE THE N290 AND INSPECT FOR METAL SHAVINGS. IF METAL SHAVINGS ARE FOUND, TAKE A FUEL SAMPLE FOLLOWING THE GUIDELINES IN TECHNICAL BULLETIN 01-10-11 (2023624). IF THERE IS ANY EVIDENCE THAT FUEL WAS CONTAMINATED WITH GASOLINE, WATER OR ALCOHOL, PLEASE CALL US BACK SO THAT WE CAN CONTACT YOUR FOM. WE ALSO RECOMMEND THAT YOU CONTACT YOUR FOM TO HELP DETERMINE WARRANTY
12/10/2010	13:12	WORKSHOP FINDINGS: REMOVED METERING VALVE IN HIGH PRESSURE FUEL PUMP, FULL OF METAL SHAVINGS.
12/10/2010	13:23	DTC MEMORY P0191 AND P0087 STORED IN SYSTEM. PICTURE ATTACHED
12/13/2010	18:29	THANK YOU FOR UPDATING THE TICKET. IF YOU ARE STILL IN NEED OF TECHNICAL ASSISTANCE OR DISCUSSION, PLEASE CALL INTO THE HELPLINE AT 800-678-2389.
12/17/2010	13:03	D2 SPOKE WITH JESSICA, DEALER IS WORKING ON THE VEHICLE. IF YOU ARE STILL IN NEED OF TECHNICAL ASSISTANCE OR DISCUSSION, PLEASE CALL INTO THE HELPLINE AT 800-678-2389.
12/22/2010	18:03	ALL PARTS REPLCED FUEL SYSTEM VENTED TEST DROVE NO DTCS IN SYSTEM CLOSING
12/22/2010	19:10	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
12/22/2010	19:10	ISSUE UPDATED

Consultant's Closing Comments
REPLACED FUEL SYSTEM, COMPLETED.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
683079	JETTA	2011	3VWML7AJ7BM [REDACTED]	2610	2329	12/10/2010	United States

Workshop Finding
n/a

Activity Date	Activity Time	Activity Comments
12/10/2010	14:41	CUSTOMER FILLED VEHICLE WITH GASOLINE, INSTEAD OF DIESEL. RAN CAR TIL STOPPED RUNNING, TOWED IN.
12/10/2010	14:41	ISSUE OPENED BY DEALERSHIP
12/10/2010	14:59	CUSTOMER COMMENTS: CUSTOMER FILLED VEHICLE WITH GASOLINE, INSTEAD OF DIESEL. RAN CAR TIL STOPPED RUNNING, TOWED IN.
12/10/2010	14:59	IF VEHICLE WAS DRIVEN UNTIL IT DIED, CHECK FOR METAL PARTICLES IN THE FUEL FILTER AND METERING VALVE SCREEN ON HIGH PRESSURE PUMP. IF PARTICLES ARE FOUND THE ENTIRE FUEL SYSTEM MUST BE REPLACED. REPLACE THE FOLLOWING COMPONENTS> 03L 130 321-(LINE), 03L 130 301-(PRESSURE LINE), 03L 130 089-(RAIL), 5N0 130 307J-(LINE), 1K0 127 400F-(FILTER), 03L 130 235K-(RETURN LINE), 03L 130 277A-(INJECTORS), 03L 130 301R-(PRESSURE LINE), 03L 130 301B-(PRESSURE LINE), 03L 130 301C-(PRESSURE LINE), 1K0 201 060 GP-(FUEL TANK), 5N0 906 129B-(AUXILIARY PUMP), 03L 130 755 A-(HIGH PRESSURE PUMP), 1K0 919 050 J-(IN TANK FUEL PUMP). PLEASE CONSULT ETKA FOR THE LATEST PART # ON ALL COMPONENTS. ANY LINE THAT IS NOT REPLACED IN THIS PROCEDURE MUST BE THOROUGHLY CLEANED. IF YOU CANNOT ADEQUATELY CLEAN THE LINE/FITTING, PLEASE REPLACE IT ALSO. PLEASE FOLLOW ELSA WEB'S PROCEDURE FOR PRIMING THE FUEL SYSTEM. IF THE GF TEST PLAN DOES NOT SHOW UP, GO INTO VSD, ENGINE ELECTRONICS, BASIC SETTINGS, 35 AND RUN THIS TEST 3 TIMES. IF THIS PROCESS IS NOT FOLLOWED THE METAL PARTICLES LEFT IN THE SYSTEM WILL CAUSE A REPEAT FAILURE.
12/16/2010	17:27	SPOKE TO MIKE K. INSURANCE IS IN PROCESS OF AUTHORIZING REPAIRS.
12/21/2010	11:36	WORK IS COMPLETE. ISSUE RESOLVED.
12/22/2010	08:43	ISSUE UPDATED
12/22/2010	08:47	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
12/22/2010	08:47	ISSUE UPDATED

Consultant's Closing Comments
FRED 252343. REPLACED FUEL SYSTEM.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
683477	JETTA	2010	3VWTL7AJ9AM [REDACTED]	26645	2045	12/13/2010	United States

Workshop Finding
n/a

Activity Date	Activity Time	Activity Comments
12/13/2010	10:46	CUSTOMER STATES VEHICLE STALLED WHILE DRIVING. VEHICLE TOWED INTO SERVICE DEPARTMENT. FOUND VEHICLE WILL CRANK BUT WON'T START. REMOVED FUEL FILTER HOUSING COVER FOUND FUEL FILTER FULL OF METAL
12/13/2010	10:46	ISSUE OPENED BY DEALERSHIP
12/13/2010	10:51	CUSTOMER COMMENTS: CUSTOMER STATES VEHICLE STALLED WHILE DRIVING. VEHICLE TOWED INTO SERVICE DEPARTMENT. FOUND VEHICLE WILL CRANK BUT WON'T START. REMOVED FUEL FILTER HOUSING COVER FOUND FUEL FILTER FULL OF METAL
12/13/2010	10:51	TECH STATES HE HAS VERIFIED THE FUEL SOURCE IS DIESEL. THERE IS NO EVIDENCE OF MISFUELING. ADVISED TECH TO REPLACE THE FOLLOWING COMPONENTS> 03L 130 321-(LINE), 03L 130 301-(PRESSURE LINE), 03L 130 089-(RAIL), 5N0 130 307J-(LINE), 1K0 127 400F-(FILTER), 03L 130 235K-(RETURN LINE), 03L 130 277A-(INJECTORS), 03L 130 301R-(PRESSURE LINE), 03L 130 301B-(PRESSURE LINE), 03L 130 301C-(PRESSURE LINE), 1K0 201 060 GP-(FUEL TANK), 5N0 906 129B-(AUXILIARY PUMP), 03L 130 755 A-(HIGH PRESSURE PUMP), 1K0 919 050 J-(IN TANK FUEL PUMP). PLEASE CONSULT ETKA FOR THE LATEST PART # ON ALL COMPONENTS. ANY LINE THAT IS NOT REPLACED IN THIS PROCEDURE MUST BE THOROUGHLY CLEANED. IF YOU CANNOT ADEQUATELY CLEAN THE LINE/FITTING, PLEASE REPLACE IT ALSO. PLEASE FOLLOW ELSA WEB'S PROCEDURE FOR PRIMING THE FUEL SYSTEM. IF THE GF TEST PLAN DOES NOT SHOW UP, GO INTO VSD, ENGINE ELECTRONICS, BASIC SETTINGS, 35 AND RUN THIS TEST 3 TIMES.
12/13/2010	16:21	CONTACTED THE DEALER. ADVISED TECH A BG FUEL TEST KIT WILL BE SENT TO THE DEALER - PLEASE DO NOT DRAIN FUEL FROM THE TANK UNTIL A SAMPLE CAN BE TAKEN AND SENT TO BG FOR TESTING. COMPLETE INSTRUCTIONS WILL COME WITH YOUR KIT.
12/17/2010	14:51	PLEASE UPDATE THE VTA WITH THE TRACKING NUMBER FOR THE FUEL SAMPLE CONTAINERS. THANKS.
12/20/2010	13:05	D2 - SPOKE TO MARIN, CAR IS STILL BEING WORKED ON. LEFT MESSAGE ASKING TECH TO UPDATE TICKET WITH TRACKING NUMBER. PLEASE UPDATE \ CALL WITH CONCERNS.
12/20/2010	17:24	REPLACED ALL PARTS LISTED BY TECHLINE. VEHICLE ROAD TESTED OK THANKS
12/20/2010	18:41	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
12/20/2010	18:41	ISSUE UPDATED

Consultant's Closing Comments
REPLACE THE FUEL SYSTEM

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
684616	JETTA	2010	3VWAL7AJ0AM [REDACTED]	10669	2010	12/14/2010	United States

Workshop Finding

I DRAINED THE TANK AND REPLENISHED WITH DIESEL. CHANGED THE FUEL FILTER AND PERFORMED MULTIPLE INSTANCES OF CYCLING THE LOW PUMPS AND ALSO PERFORMED MULTIPLE SESSION OF BLEEDING THE HIGH PRESSURE SIDE IN GUIDED FUNCTIONS. THE VEHICLE WILL NOT START. I DID PULLED THE DUTY SOLENOID AND FOUND NO METAL MATERIAL AT THIS TIME. I DID VERIFY THAT THE LOW PUMPS WERE PUSHING FUEL. NEEDS SOME ASSISTANCE. THANKS JACK. CUSTOMER ADMITTED FILLING VEHICLE WITH GASOLINE.

Activity Date	Activity Time	Activity Comments
12/14/2010	17:57	ISSUE OPENED BY DEALERSHIP
12/14/2010	17:57	VEHICLE WAS TOWED IN... CUSTOMER WENT TO THE GAS STATION AND REFUELED WITH GASOLINE... STATED HE DROVE VEHICLE FOR APPROXIMATELY 10 MINUTES BEFORE IT DIED. I DRAINED THE TANK AND REPLENISHED WITH DIESEL. CHANGED THE FUEL FILTER AND PERFORMED MULTIPLE INSTANCES OF CYCLING THE LOW PUMPS AND ALSO PERFORMED MULTIPLE SESSION OF BLEEDING THE HIGH PRESSURE SIDE IN GUIDED FUNCTIONS. THE VEHICLE WILL NOT START. I DID PULLED THE DUTY SOLENOID AND FOUND NO METAL MATERIAL AT THIS TIME. I DID VERIFY THAT THE LOW PUMPS WERE PUSHING FUEL. NEEDS SOME ASSISTANCE. THANKS JACK
12/14/2010	18:10	ADVISED TECH TO START BY CHECKING FOR DEBRIS BELOW THE N 290 AND IN THE FUEL FILTER HOUSING, IF NOTHING IS FOUND PLEASE CALL BACK, IF METAL DEBRIS IS FOUND PLEASE REPLACE THE FOLLOWING PARTS AND ALSO PERFORM BLEED PROCEDURE LISTED BELOW. IF THERE IS ANY EVIDENCE THAT THE FUEL WAS CONTAMINATED WITH GASOLINE, WATER, OR ALCOHOL, PLEASE CONTACT YOUR FOM BEFORE REPLACING ANY COMPONENTS. REPLACE THE FOLLOWING COMPONENTS> 03L 130 321-(LINE), 03L 130 301-(PRESSURE LINE), 03L 130 089-(RAIL), 5N0 130 307J-(LINE), 1K0 127 400F-(FILTER), 03L 130 235K-(RETURN LINE), 03L 130 277A-(INJECTORS), 03L 130 301R-(PRESSURE LINE), 03L 130 301B-(PRESSURE LINE), 03L 130 301C-(PRESSURE LINE), 1K0 201 060 GP-(FUEL TANK), 5N0 906 129B-(AUXILIARY PUMP), 03L 130 755 A-(HIGH PRESSURE PUMP), 1K0 919 050 J-(IN TANK FUEL PUMP). PLEASE CONSULT ETKA FOR THE LATEST PART # ON ALL COMPONENTS. ANY LINE THAT IS NOT REPLACED IN THIS PROCEDURE MUST BE THOROUGHLY CLEANED. IF YOU CANNOT ADEQUATELY CLEAN THE LINE/FITTING, PLEASE REPLACE IT ALSO. PLEASE FOLLOW ELSA WEB'S PROCEDURE FOR PRIMING THE FUEL SYSTEM. BE SURE NOT TO SWAP THE CONNECTIONS IN THE FUEL SYSTEM. IT IS VERY EASY TO SWAP A FUEL FEED LINE FOR A FUEL RETURN LINE. THE CONNECTIONS AT THE FUEL TANK, BULKHEAD, FUEL FILTER, AND HIGH PRESSURE PUMP CAN BE SWITCHED. IF YOU HEAR A HUMMING NOISE FROM THE AUX FUEL PUMP, IT IS LIKELY THAT A FUEL LINE WAS INSTALLED INCORRECTLY. IF THE GF TEST PLAN DOES NOT SHOW UP, GO INTO VSD, ENGINE ELECTRONICS, BASIC SETTINGS, 35 AND RUN THIS TEST 3 TIMES.
12/14/2010	18:10	CUSTOMER COMMENTS: VEHICLE WAS TOWED IN... CUSTOMER WENT TO THE GAS STATION AND REFUELED WITH GASOLINE... STATED HE DROVE VEHICLE FOR APPROXIMATELY 10 MINUTES BEFORE IT DIED.
12/14/2010	18:10	WORKSHOP FINDINGS: I DRAINED THE TANK AND REPLENISHED WITH DIESEL. CHANGED THE FUEL FILTER AND PERFORMED MULTIPLE INSTANCES OF CYCLING THE LOW PUMPS AND ALSO PERFORMED MULTIPLE SESSION OF BLEEDING THE HIGH PRESSURE SIDE IN GUIDED FUNCTIONS. THE VEHICLE WILL NOT START. I DID PULLED THE DUTY SOLENOID AND FOUND NO METAL MATERIAL AT THIS TIME. I DID VERIFY THAT THE LOW PUMPS WERE PUSHING FUEL. NEEDS SOME ASSISTANCE. THANKS JACK. CUSTOMER ADMITTED FILLING VEHICLE WITH GASOLINE.
12/15/2010	09:51	INSPECTED N290 VALVE, OLD FILTER, REPLACEMENT FILTER AND FILTER HOUSING AND DO NOT SEE ANYTHING AT THIS TIME.
12/15/2010	09:58	PLEASE FOLLOW THE ELSA WEB PROCEDURE IN REPAIR MANUAL>ENGINE>FUEL SUPPLY>GENERAL INFORMATION>INCORRECT FUELING>SCENARIO 2. PLEASE BE SURE TO READ THE PROCEDURE CAREFULLY.
12/20/2010	15:00	WAITING FOR APPROVAL.
12/20/2010	16:07	THANKS FOR THE UPDATE, PLEASE CLOSE OUT VTA WHEN COMPLETED OR CALL BACK IF NEEDED.
12/21/2010	14:11	SPOKE TO MIKE STATED THE CAR WITH WAITING ON AUTHORIZATION FROM THE CUSTOMER D2 ~ DEALER PROCESS ISSUE
12/21/2010	14:14	CUSTOMER TURNED IN TO INSURANCE...WAITING FOR APPROVAL.. THANKS FOR THE HELP
12/21/2010	15:01	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED

12/21/2010	15:01	ISSUE UPDATED
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Consultant's Closing Comments
TECH TO REPAIR FUEL SYSTEM PER RECOMMENDATIONS. COMPLETED.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
684624	JETTA	2010	3VWTL7AJ7AM [REDACTED]	26029	2010	12/14/2010	United States

Workshop Finding

REMOVED SNEDING UNIT AND FOUND METAL SHAVINGS IN THE GAS TANK ALSO FUEL FILTER HAS METAL SHAVINGS PUT SOME FULE IN A PLASTIC CUP AND IT DID NOT SEPARATE DOES NOT SMELL CONTAMINATED. CHECKED FUEL PER TB AND NO SIGN OF CONTAMINATION, FOUND METAL IN TANK AND FILTER HOUSING.

Activity Date	Activity Time	Activity Comments
12/14/2010	18:19	CUSTOMER STATED THAT CAR STARTED TO KNOCK AND THEN STALLED OUT WHILE DRIVING WILL NOT START AGAIN REMOVED SNEDING UNIT AND FOUND METAL SHAVINGS IN THE GAS TANK ALSO FUEL FILTER HAS METAL SHAVINGS PUT SOME FULE IN A PLASTIC CUP AND IT DID NOT SEPARATE DOES NOT SMELL CONTAMINATED
12/14/2010	18:19	ISSUE OPENED BY DEALERSHIP
12/14/2010	18:31	CUSTOMER COMMENTS: CUSTOMER STATED THAT CAR STARTED TO KNOCK AND THEN STALLED OUT WHILE DRIVING WILL NOT START AGAIN.
12/14/2010	18:31	IF THERE IS ANY EVIDENCE THAT THE FUEL WAS CONTAMINATED WITH GASOLINE, WATER, OR ALCOHOL, PLEASE CONTACT YOUR FOM BEFORE REPLACING ANY COMPONENTS. REPLACE THE FOLLOWING COMPONENTS> 03L 130 321-(LINE), 03L 130 301-(PRESSURE LINE), 03L 130 089-(RAIL), 5N0 130 307J-(LINE), 1K0 127 400F-(FILTER), 03L 130 235K-(RETURN LINE), 03L 130 277A-(INJECTORS), 03L 130 301R-(PRESSURE LINE), 03L 130 301B-(PRESSURE LINE), 03L 130 301C-(PRESSURE LINE), 1K0 201 060 GP-(FUEL TANK), 5N0 906 129B-(AUXILIARY PUMP), 03L 130 755 A-(HIGH PRESSURE PUMP), 1K0 919 050 J-(IN TANK FUEL PUMP). PLEASE CONSULT ETKA FOR THE LATEST PART # ON ALL COMPONENTS. ANY LINE THAT IS NOT REPLACED IN THIS PROCEDURE MUST BE THOROUGHLY CLEANED. IF YOU CANNOT ADEQUATELY CLEAN THE LINE/FITTING, PLEASE REPLACE IT ALSO. PLEASE FOLLOW ELSA WEB'S PROCEDURE FOR PRIMING THE FUEL SYSTEM. BE SURE NOT TO SWAP THE CONNECTIONS IN THE FUEL SYSTEM. IT IS VERY EASY TO SWAP A FUEL FEED LINE FOR A FUEL RETURN LINE. THE CONNECTIONS AT THE FUEL TANK, BULKHEAD, FUEL FILTER, AND HIGH PRESSURE PUMP CAN BE SWITCHED. IF YOU HEAR A HUMMING NOISE FROM THE AUX FUEL PUMP, IT IS LIKELY THAT A FUEL LINE WAS INSTALLED INCORRECTLY. IF THE GF TEST PLAN DOES NOT SHOW UP, GO INTO VSD, ENGINE ELECTRONICS, BASIC SETTINGS, 35 AND RUN THIS TEST 3 TIMES. 3.0LTDI
12/14/2010	18:31	WORKSHOP FINDINGS: REMOVED SNEDING UNIT AND FOUND METAL SHAVINGS IN THE GAS TANK ALSO FUEL FILTER HAS METAL SHAVINGS PUT SOME FULE IN A PLASTIC CUP AND IT DID NOT SEPARATE DOES NOT SMELL CONTAMINATED. CHECKED FUEL PER TB AND NO SIGN OF CONTAMINATION, FOUND METAL IN TANK AND FILTER HOUSING.
12/21/2010	14:36	ATTEMPTED TO CHECK STATUS OF REPAIR. NO ANSWER FROM SERVICE.
12/21/2010	15:23	P2 - SPOKE TO OSCAR, PARTS ARRIVED AND REPAIRS EXPECTED TO BE COMPLETED TODAY. WILL HAVE TECH CLOSE TICKET WHEN REPAIRS ARE COMPLETE.
12/21/2010	16:10	REPALCED AFECTED COMPONENTS PROGRAMED INJECTORS AND PRIMED FUEL SYSTEM ROAD TESTED CAR
12/21/2010	16:36	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
12/21/2010	16:36	ISSUE UPDATED

Consultant's Closing Comments

REPLACED FUEL SYSTEM, COMPLETED.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
684730	JETTA	2010	3VWAL7AJXAM [REDACTED]	18123	2374	12/15/2010	United States

Workshop Finding

CAR WILL NOT START NOW. PULLED CAR IN AND FOUND THAT THERE IS GAS IN THE CAR. FOUND METAL IN HIGH PRESSURE PUMP, AND IN THE FUEL FILTER.

Activity Date	Activity Time	Activity Comments
12/15/2010	09:41	CUSTOMER STATES THE CAR IS RUNNING ROUGH AND STALLS OUT AT STOPS AND IS MAKEING A KNOCKING NOISE.CAR WILL NOT START NOW. PULLED CAR IN AND FOUND THAT THERE IS GAS IN THE CAR.
12/15/2010	09:41	ISSUE OPENED BY DEALERSHIP
12/15/2010	09:48	CUSTOMER COMMENTS: CUSTOMER STATES THE CAR IS RUNNING ROUGH AND STALLS OUT AT STOPS AND IS MAKEING A KNOCKING NOISE.
12/15/2010	09:48	IF THERE IS ANY EVIDENCE THAT THE FUEL WAS CONTAMINATED WITH GASOLINE, WATER, OR ALCOHOL, PLEASE CONTACT YOUR FOM BEFORE REPLACING ANY COMPONENTS. REPLACE THE FOLLOWING COMPONENTS> 03L 130 321-(LINE), 03L 130 301-(PRESSURE LINE), 03L 130 089-(RAIL), 5N0 130 307J-(LINE), 1K0 127 400F-(FILTER), 03L 130 235K-(RETURN LINE), 03L 130 277A-(INJECTORS), 03L 130 301R-(PRESSURE LINE), 03L 130 301B-(PRESSURE LINE), 03L 130 301C-(PRESSURE LINE), 1K0 201 060 GP-(FUEL TANK), 5N0 906 129B-(AUXILIARY PUMP), 03L 130 755 A-(HIGH PRESSURE PUMP), 1K0 919 050 J-(IN TANK FUEL PUMP). PLEASE CONSULT ETKA FOR THE LATEST PART # ON ALL COMPONENTS. ANY LINE THAT IS NOT REPLACED IN THIS PROCEDURE MUST BE THOROUGHLY CLEANED. IF YOU CANNOT ADEQUATELY CLEAN THE LINE/FITTING, PLEASE REPLACE IT ALSO. PLEASE FOLLOW ELSA WEB'S PROCEDURE FOR PRIMING THE FUEL SYSTEM. BE SURE NOT TO SWAP THE CONNECTIONS IN THE FUEL SYSTEM. IT IS VERY EASY TO SWAP A FUEL FEED LINE FOR A FUEL RETURN LINE. THE CONNECTIONS AT THE FUEL TANK, BULKHEAD, FUEL FILTER, AND HIGH PRESSURE PUMP CAN BE SWITCHED. IF YOU HEAR A HUMMING NOISE FROM THE AUX FUEL PUMP, IT IS LIKELY THAT A FUEL LINE WAS INSTALLED INCORRECTLY. IF THE GF TEST PLAN DOES NOT SHOW UP, GO INTO VSD, ENGINE ELECTRONICS, BASIC SETTINGS, 35 AND RUN THIS TEST 3 TIMES.
12/15/2010	09:48	WORKSHOP FINDINGS: CAR WILL NOT START NOW. PULLED CAR IN AND FOUND THAT THERE IS GAS IN THE CAR. FOUND METAL IN HIGH PRESSURE PUMP, AND IN THE FUEL FILTER.
12/15/2010	10:33	PROVIDED CUSTOMER WITH AN ESTIMATE TO REPAIR THE CAR WAITING ON CUSTOMER TO APPROVE THE WORK
12/15/2010	10:58	THANKS FOR THE UPDATE, IF THAT FIXES THE CAR PLEASE UPDATE AND CLOSE OUT THE TICKET. IF FURTHER ASSISTANCE IS NEEDED PLEASE CALL AND CHECK IN.
12/16/2010	09:49	CUSTOMER HAS OK'D PARTS ORDER SALES DOC #1007397090
12/16/2010	17:14	THANKS FOR THE UPDATE, IF THAT FIXES THE CAR PLEASE UPDATE AND CLOSE OUT THE TICKET. IF FURTHER ASSISTANCE IS NEEDED PLEASE CALL AND CHECK IN.
12/20/2010	12:18	CAR IS STILL IN SHOP. WAS JUST INFORMED OF PARTS ARRIVAL.
12/20/2010	16:56	THANKS FOR THE UPDATE, IF THAT FIXES THE CAR PLEASE UPDATE AND CLOSE OUT THE TICKET. IF FURTHER ASSISTANCE IS NEEDED PLEASE CALL AND CHECK IN.
12/21/2010	09:00	PARTS HAVE ARRIVED REPAIR IN PROCESS
12/21/2010	13:18	THANKS FOR THE UPDATE, IF THAT FIXES THE CAR PLEASE UPDATE AND CLOSE OUT THE TICKET. IF FURTHER ASSISTANCE IS NEEDED PLEASE CALL AND CHECK IN.
12/22/2010	09:18	PARTS AND CAR IN SHOP AND IN PROCESS
12/22/2010	13:12	P2 - UPDATED TICKET STATUS BASED OFF OF PREVIOUS UPDATE.
12/23/2010	11:47	CAR IS FINISHED AND HAS BEEN DRIVEN APPROX 35 MILES. WAITING CUSTOMER PICKUP
12/23/2010	11:48	SEE PRIOR UPDATE
12/23/2010	16:46	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
12/23/2010	16:46	ISSUE UPDATED

Consultant's Closing Comments

REPLACED FUEL SYSTEM

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
684948	Q7	2009	WA1AM74L69D [REDACTED]	21723	2066	12/15/2010	United States

Workshop Finding

00401 P0191 000 FUEL RAIL PRESSURE SENSOR CIRCUIT RANGE/PERFORMANCE
08194 P2002 011 PARTICULATE TRAP BANK 1 EFFICIENCY BELOW THRESHOLD SPORADIC
P0087 FUEL RAIL/SYSTEM PRESSURE - TOO LOW

LORENZO STATES THAT THERE'S RUST IN THE FILTER HOUSING. THE P0087 FAULT IS ON A DIFFERENT GFF LOG WHICH HE WILL ATTACH LATER. THE FUEL GAUGE SHOWS 1/4 FULL.

Activity Date	Activity Time	Activity Comments
12/15/2010	12:47	CUSTOMER STATES CAR IS HARD TO START, CHECK ENGINE LIGHT ON, CAR WONT DRIVE FASTER THAN 40-45 MPH, WHEN AT IDLE CAN FEEL CAR VIBRATING AND HEAR A HUMMING NOISE. ALSO FOUND CAR IS HARD TO STAY RUNNING WILL DIE OUT AFTER ONLY A FEW MINUTES OF BEING ON. FOUND FAULTS P0087 RAIL PRESSURE TOO LOW, P0191 FUEL RAIL PRESSURE SENSOR CIRCUIT RANGE/PERFORMANCE, AND P2002 PARTICULATE TRAP BANK 1 EFFICIENCY BELOW THRESHOLD. PER TSB 2023360/1 CHECKED FUEL FILTER AND FOUND RUST BUILD UP AND EXCESSIVE WATER IN THE FUEL. PLEASE ADVISE
12/15/2010	12:47	ISSUE OPENED BY DEALERSHIP
12/15/2010	13:32	ADVISED TO PLEASE ATTACH PICTURES TO THE REPORT OF THE CONTAMINATED FUEL AND KEEP A FUEL SAMPLE IN A CLEAN AND DRY BOTTLE. PLEASE FIND OUT IF THE CUSTOMER HAS A RECEIPT FROM THE GAS STATION WHERE THEY RE-FUELED LAST. THE ENTIRE FUEL SYSTEM WILL HAVE TO BE REPLACED. I WILL REVIEW WITH P.S. TO SEE IF THE FUEL TANK HAS TO BE REPLACED AS WELL. (773) 447-5012
12/15/2010	13:32	CUSTOMER COMMENTS: CUSTOMER STATES CAR IS HARD TO START, CHECK ENGINE LIGHT ON, CAR WONT DRIVE FASTER THAN 40-45 MPH, WHEN AT IDLE CAN FEEL CAR VIBRATING AND HEAR A HUMMING NOISE. ALSO FOUND CAR IS HARD TO STAY RUNNING WILL DIE OUT AFTER ONLY A FEW MINUTES OF BEING ON. FOUND FAULTS P0087 RAIL PRESSURE TOO LOW, P0191 FUEL RAIL PRESSURE SENSOR CIRCUIT RANGE/PERFORMANCE, AND P2002 PARTICULATE TRAP BANK 1 EFFICIENCY BELOW THRESHOLD. PER TSB 2023360/1 CHECKED FUEL FILTER AND FOUND RUST BUILD UP AND EXCESSIVE WATER IN THE FUEL. PLEASE ADVISE
12/15/2010	13:32	WORKSHOP FINDINGS: 00401 P0191 000 FUEL RAIL PRESSURE SENSOR CIRCUIT RANGE/PERFORMANCE 08194 P2002 011 PARTICULATE TRAP BANK 1 EFFICIENCY BELOW THRESHOLD SPORADIC P0087 FUEL RAIL/SYSTEM PRESSURE - TOO LOW LORENZO STATES THAT THERE'S RUST IN THE FILTER HOUSING. THE P0087 FAULT IS ON A DIFFERENT GFF LOG WHICH HE WILL ATTACH LATER. THE FUEL GAUGE SHOWS 1/4 FULL.
12/15/2010	18:04	TRIED SENDING YOU THE PICTURES BUT I AM HAVING PROBLEMS WITH THE SYSYTEM IT WONT GO PASSED THE SCREEN TO SEND THE PICTURES, KEEP GETING AN ERROR CODE
12/16/2010	16:57	CALLED LORENZO AND ADVISED TO PLEASE EMAIL THE PICTURES AND I WILL TRANSFER THEM TO THE REPORT. EMAIL JOSE.PEREZ@AUDI.COM. ADVISED TO INSPECT THE FUEL TANK AND SEE IF THERE'S METAL. IF THERE'S METAL AND CAN'T BE CLEANED THEN REPLACE IT. HE STATES THAT HE WILL WAIT UNTIL HE GETS THE APPROVAL FROM THE CUSTOMER OR INSURANCE COMPANY TO ORDER THE PARTS DUE TO THE DEALER DOWNSIZING.
12/20/2010	19:00	ATTACHED EMAILED PICTURES
12/21/2010	12:38	CALLED LORENZO AND HE STATES THAT THEY ARE STILL WAITING ON THE INSURANCE COMPANY TO GIVE THEM THE OK. ADVISED TO PLEASE SEND US A FUEL SAMPLE. PLEASE SEND THE FUEL SAMPLE BACK TO AUDI OF AMERICA WARRANTY TEST CENTER, 3800 HAMLIN ROAD AUBURN HILLS, MI 48326. ATTN: CHRIS OSTBERG

01/10/2011	13:23	DUE TO FUEL CONTAMINATION BECAUSE OF OUTSIDE INFLUENCE, IT IS RECOMMENDED THAT EVERY FUEL COMPONENT, INCLUDING GAS TANK, LINES, SENDING UNITS, INJECTORS, PUMPS, SENSORS, ARE REPLACED TO ENSURE QUALITY REPAIR. PARTIAL REPAIRS ARE NOT ACCEPTABLE, AND AOA WILL NOT BE RESPONSIBLE FOR FUTURE FUEL SYSTEM FAILURE/ENGINE FAILURE DUE TO IMPROPER REPAIRS.
03/07/2011	16:56	TECH IS REQUESTING A HIGH PRESSURE PUMP. THIS IS AN INSURANCE JOB. ADVISED THAT I AM RELEASING PART #059130755AL. I WILL ADD THE SALES DOCUMENT INFORMATION TO THE CONTACT WHEN AVAILABLE. THANKS, MAT
03/08/2011	14:04	THE SALES DOCUMENT #1007653009.

Consultant's Closing Comments

***** (773) 447-5012 *****

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
686472	JETTA	2009	3VWRL71K29M [REDACTED]	23486	2463	12/18/2010	United States

Workshop Finding

n/a

Activity Date	Activity Time	Activity Comments
12/18/2010	09:46	COMPLAINT CHECK ENGINE ON,GLOW PLUG LIGHT ON,FOULTS P0087,P0088,P0191 FREEZE FRAME FOULT IS P0088 CAR DIES OUT
12/18/2010	09:46	ISSUE OPENED BY DEALERSHIP
12/18/2010	09:55	CUSTOMER COMMENTS: COMPLAINT CHECK ENGINE ON, GLOW PLUG LIGHT ON, FAULTS P0087, P0088, P0191 FREEZE FRAME FAULT IS P0088 CAR DIES OUT
12/18/2010	09:55	PLEASE CLEAN THE HIGH PRESSURE PUMP NEAR THE N290 FUEL METERING VALVE. AFTER CLEANING, SPRAY DOWN WITH COMPRESSED AIR TO REMOVE ALL DEBRIS. REMOVE THE N290 AND INSPECT FOR METAL SHAVINGS. IF METAL SHAVINGS ARE FOUND, TAKE A FUEL SAMPLE FOLLOWING THE GUIDELINES IN TECHNICAL BULLETIN 01-10-11 (2023624). IF THERE IS ANY EVIDENCE THAT FUEL WAS CONTAMINATED WITH GASOLINE, WATER OR ALCOHOL, PLEASE CALL US BACK SO THAT WE CAN CONTACT YOUR FOM. WE ALSO RECOMMEND THAT YOU CONTACT YOUR FOM TO HELP DETERMINE WARRANTY.
12/18/2010	10:21	FOUND METAL SHAVINGS IN FILTER AND POMP WHEN REMOVE SOLENOID,TAKE SAMPLE OF FUEL AND WAIT TO SEE IF IS CONTAMINATE,WILL CALL BACK SOON,MY NUMBER IS (773)852-2889 JUST IN CASE.
12/18/2010	10:33	FUEL LOKS OK DO NOT SEE ANY SEPERATION
12/18/2010	10:41	PLEASE ATTACH PICTURES TO THE VTA OF THE METAL IN THE FUEL SYSTEM. THANKS
12/18/2010	10:58	PHOTOS,LET ME KNOW IF ARE OK,IF NOT HAS TO BRING CAMERA ON MONDAY
12/18/2010	11:20	IF THERE IS ANY EVIDENCE THAT THE FUEL WAS CONTAMINATED WITH GASOLINE, WATER, OR ALCOHOL, PLEASE CONTACT YOUR FOM BEFORE REPLACING ANY COMPONENTS. REPLACE THE FOLLOWING COMPONENTS> 03L 130 321-(LINE), 03L 130 301-(PRESSURE LINE), 03L 130 089-(RAIL), 5N0 130 307J-(LINE), 1K0 127 400F-(FILTER), 03L 130 235K-(RETURN LINE), 03L 130 277A-(INJECTORS), 03L 130 301R-(PRESSURE LINE), 03L 130 301B-(PRESSURE LINE), 03L 130 301C-(PRESSURE LINE), 1K0 201 060 GP-(FUEL TANK), 5N0 906 129B-(AUXILIARY PUMP), 03L 130 755 A-(HIGH PRESSURE PUMP), 1K0 919 050 J-(IN TANK FUEL PUMP). PLEASE CONSULT ETKA FOR THE LATEST PART # ON ALL COMPONENTS. ANY LINE THAT IS NOT REPLACED IN THIS PROCEDURE MUST BE THOROUGHLY CLEANED. IF YOU CANNOT ADEQUATELY CLEAN THE LINE/FITTING, PLEASE REPLACE IT ALSO. PLEASE FOLLOW ELSA WEB'S PROCEDURE FOR PRIMING THE FUEL SYSTEM. BE SURE NOT TO SWAP THE CONNECTIONS IN THE FUEL SYSTEM. IT IS VERY EASY TO SWAP A FUEL FEED LINE FOR A FUEL RETURN LINE. THE CONNECTIONS AT THE FUEL TANK, BULKHEAD, FUEL FILTER, AND HIGH PRESSURE PUMP CAN BE SWITCHED. IF YOU HEAR A HUMMING NOISE FROM THE AUX FUEL PUMP, IT IS LIKELY THAT A FUEL LINE WAS INSTALLED INCORRECTLY. IF THE GF TEST PLAN DOES NOT SHOW UP, GO INTO VSD, ENGINE ELECTRONICS, BASIC SETTINGS, 35 AND RUN THIS TEST 3 TIMES.
12/18/2010	11:54	THANKS FOR UPDATE WILL ORDER PARTS AND WILL UPDATE MONDAY THANKS
12/18/2010	12:25	THANK YOU FOR UPDATING THE TICKET. IF YOU ARE STILL IN NEED OF TECHNICAL ASSISTANCE OR DISCUSSION, PLEASE CALL INTO THE HELPLINE AT 800-678-2389.
12/20/2010	16:14	PARTS ORDERED POSSIBLE WILL START WORKING TOMORROW,WILL UPDATE SOON THANKS
12/20/2010	18:24	THANK YOU FOR UPDATING THE TICKET. IF YOU ARE STILL IN NEED OF TECHNICAL ASSISTANCE PLEASE CALL INTO THE HELPLINE AT 800-678-2389.
12/22/2010	15:16	START WORKING ON CAR,BAT HAS TO FINISH OTHER CARS TOO SO WILL UPDATE SOON THANKS
12/23/2010	10:32	THANK YOU FOR UPDATING THE TICKET. IF YOU ARE STILL IN NEED OF TECHNICAL ASSISTANCE OR DISCUSSION, PLEASE CALL INTO THE HELPLINE AT 800-678-2389. IF THE CAR IS LEAVING THE DEALERSHIP, PLEASE CLOSE THE TICKET WITH A RESOLUTION.
12/27/2010	12:17	P2 KRIAN STATED PARTS ARE ON ORDERED, PLEASE PROVIDE A SALE DOC #
12/27/2010	16:50	I HAVE ALL PARTS BAT MONDAY IS MY DAY OFF,AND WILL CONTINUE WORK TOMORROW. IF U WANT ME CLOSE THE TICKET LET ME KNOW THANKS

12/28/2010	11:24	THANK YOU FOR UPDATING THE TICKET. IF YOU ARE STILL IN NEED OF TECHNICAL ASSISTANCE OR DISCUSSION, PLEASE CALL INTO THE HELPLINE AT 800-678-2389.
12/28/2010	11:27	WORKING NOW AGAIN, WIIL UPDATE THANKS.
12/28/2010	14:45	THANKS FOR UPDATING THE VTA. PLEASE CALL BACK IF FURTHER ASSISTANCE IS NEEDED OR CLOSE THE VTA ONCE THE REPAIRS HAVE BEEN COMPLETED. THANKS.
12/28/2010	18:26	ENGINE IS RUNNING OK TEST DRIVE OK WILL TEST DRIVE CAR FIRS THING IN THE MORNNING THEN IF OK WILL CLOSE TICKIET THANKS
12/28/2010	20:01	THANK YOU FOR UPDATING THE TICKET. IF YOU ARE STILL IN NEED OF TECHNICAL ASSISTANCE OR DISCUSSION, PLEASE CALL INTO THE HELPLINE AT 800-678-2389.
12/29/2010	10:08	CAR IS OK THANKS.
12/29/2010	11:21	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
12/29/2010	11:21	ISSUE UPDATED

Consultant's Closing Comments		
REPLACED THE FUEL SYSTEM		

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
687456	JETTA	2010	3VWTL7AJ0AM [REDACTED]	15018	2010	12/21/2010	United States

Workshop Finding
n/a

Activity Date	Activity Time	Activity Comments
12/21/2010	12:23	ISSUE OPENED BY DEALERSHIP
12/21/2010	12:23	VEHICLE STALLING CONFIRM FAULT CHECK FUEL FILTER FOUND METAL SHAVINGS WILL BE ATTACHING PICS TO THIS VTA SHORTLY
12/21/2010	12:28	SEE ATTACHED PICTURES -----ES
12/21/2010	17:52	CUSTOMER COMMENTS: VEHICLE STALLING CONFIRM FAULT CHECK FUEL FILTER FOUND METAL SHAVINGS WILL BE ATTACHING PICS TO THIS VTA SHORTLY
12/21/2010	17:52	IF THERE IS ANY EVIDENCE THAT THE FUEL WAS CONTAMINATED WITH GASOLINE, WATER, OR ALCOHOL, PLEASE CONTACT YOUR FOM BEFORE REPLACING ANY COMPONENTS. REPLACE THE FOLLOWING COMPONENTS> 03L 130 321-(LINE), 03L 130 301-(PRESSURE LINE), 03L 130 089-(RAIL), 5N0 130 307J-(LINE), 1K0 127 400F-(FILTER), 03L 130 235K-(RETURN LINE), 03L 130 277A-(INJECTORS), 03L 130 301R-(PRESSURE LINE), 03L 130 301B-(PRESSURE LINE), 03L 130 301C-(PRESSURE LINE), 1K0 201 060 GP-(FUEL TANK), 5N0 906 129B-(AUXILIARY PUMP), 03L 130 755 A-(HIGH PRESSURE PUMP), 1K0 919 050 J-(IN TANK FUEL PUMP). PLEASE CONSULT ETKA FOR THE LATEST PART # ON ALL COMPONENTS. ANY LINE THAT IS NOT REPLACED IN THIS PROCEDURE MUST BE THOROUGHLY CLEANED. IF YOU CANNOT ADEQUATELY CLEAN THE LINE/FITTING, PLEASE REPLACE IT ALSO. PLEASE FOLLOW ELSA WEB'S PROCEDURE FOR PRIMING THE FUEL SYSTEM. BE SURE NOT TO SWAP THE CONNECTIONS IN THE FUEL SYSTEM. IT IS VERY EASY TO SWAP A FUEL FEED LINE FOR A FUEL RETURN LINE. THE CONNECTIONS AT THE FUEL TANK, BULKHEAD, FUEL FILTER, AND HIGH PRESSURE PUMP CAN BE SWITCHED. IF YOU HEAR A HUMMING NOISE FROM THE AUX FUEL PUMP, IT IS LIKELY THAT A FUEL LINE WAS INSTALLED INCORRECTLY. IF THE GF TEST PLAN DOES NOT SHOW UP, GO INTO VSD, ENGINE ELECTRONICS, BASIC SETTINGS, 35 AND RUN THIS TEST 3 TIMES.
12/27/2010	19:31	SALES DOC. # 1007420487
12/28/2010	17:29	P2 BASED ON UPDATE.
01/03/2011	15:50	D1 ~ VEHICLE COMPLETED/ DEALER TO CLOSE PER DENICE IN SERVICE.
01/03/2011	17:43	REPLACED ALL PARTS , RETURED VEHICLE TO CUSTOMER. THX. -----ES
01/03/2011	19:06	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
01/03/2011	19:06	ISSUE UPDATED

Consultant's Closing Comments
REPLACED FUEL SYSTEM, COMPLETED.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
688005	JETTA	2009	3VWRL71K89M [REDACTED]	53124	2463	12/22/2010	United States

Workshop Finding
n/a

Activity Date	Activity Time	Activity Comments
12/22/2010	11:17	CUSTOMER STATES GLOW PLUG LIGHT FLASHING AND POWER LOSS NO START PERFORMED INSPECTION FOUND ALOT OF METAL IN FUEL FILTER HOUSING REMOVED PRESSURE SENSOR ON PUMP FOUND FULL OF METAL NO OBVIOUS SIGNS OF CONTAMINATED FUEL
12/22/2010	11:17	ISSUE OPENED BY DEALERSHIP
12/22/2010	12:37	ADVISED THE TECH TO ATTACH PICTURES OF THE DEBRIS THAT WAS FOUND AND CALL BACK
12/22/2010	12:37	CUSTOMER COMMENTS: CUSTOMER STATES GLOW PLUG LIGHT FLASHING AND POWER LOSS NO START PERFORMED INSPECTION FOUND ALOT OF METAL IN FUEL FILTER HOUSING REMOVED PRESSURE SENSOR ON PUMP FOUND FULL OF METAL NO OBVIOUS SIGNS OF CONTAMINATED FUEL
12/22/2010	15:40	TRIED TO GET GOOD PICTURE TO MUCH REFLECTION FROM FUEL TOOK OUT SOME FILEINGS PLACED ON PAPER FOR EASY VIEW
12/22/2010	17:39	IF THERE IS ANY EVIDENCE THAT THE FUEL WAS CONTAMINATED WITH GASOLINE, WATER, OR ALCOHOL, PLEASE CONTACT YOUR FOM BEFORE REPLACING ANY COMPONENTS. REPLACE THE FOLLOWING COMPONENTS> 03L 130 321-(LINE), 03L 130 301-(PRESSURE LINE), 03L 130 089-(RAIL), 5N0 130 307J-(LINE), 1K0 127 400F-(FILTER), 03L 130 235K-(RETURN LINE), 03L 130 277A-(INJECTORS), 03L 130 301R-(PRESSURE LINE), 03L 130 301B-(PRESSURE LINE), 03L 130 301C-(PRESSURE LINE), 1K0 201 060 GP-(FUEL TANK), 5N0 906 129B-(AUXILIARY PUMP), 03L 130 755 A-(HIGH PRESSURE PUMP), 1K0 919 050 J-(IN TANK FUEL PUMP). PLEASE CONSULT ETKA FOR THE LATEST PART # ON ALL COMPONENTS. ANY LINE THAT IS NOT REPLACED IN THIS PROCEDURE MUST BE THOROUGHLY CLEANED. IF YOU CANNOT ADEQUATELY CLEAN THE LINE/FITTING, PLEASE REPLACE IT ALSO. PLEASE FOLLOW ELSA WEB'S PROCEDURE FOR PRIMING THE FUEL SYSTEM. BE SURE NOT TO SWAP THE CONNECTIONS IN THE FUEL SYSTEM. IT IS VERY EASY TO SWAP A FUEL FEED LINE FOR A FUEL RETURN LINE. THE CONNECTIONS AT THE FUEL TANK, BULKHEAD, FUEL FILTER, AND HIGH PRESSURE PUMP CAN BE SWITCHED. IF YOU HEAR A HUMMING NOISE FROM THE AUX FUEL PUMP, IT IS LIKELY THAT A FUEL LINE WAS INSTALLED INCORRECTLY. IF THE GF TEST PLAN DOES NOT SHOW UP, GO INTO VSD, ENGINE ELECTRONICS, BASIC SETTINGS, 35 AND RUN THIS TEST 3 TIMES.
12/29/2010	16:55	SPOKE WITH TONY IN SERVICE. PARTS ARE ON ORDER TO PERFORM REPAIRS. ADVISED TO HAVE TECH UPDATE VTA WITH STATUS. P2
01/04/2011	13:32	PARTS ARRIVED INSTALLING
01/04/2011	16:41	D2 TONY STATED THE TECH IS WORKING ON THE CAR, IF NEEDED PLEASE CONTACT THE HELPLINE BACK
01/11/2011	12:42	VEHICLE COMPLETE AND TEST DRIVEN
01/11/2011	12:49	CUSTOMER WILL PICK UP NEXT WEEK
01/11/2011	17:07	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
01/11/2011	17:07	ISSUE UPDATED

Consultant's Closing Comments
PARTS ARRIVED INSTALLING

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
688116	JETTA	2010	3VWRL7AJ8AM [REDACTED]	24260	2463	12/22/2010	United States

Workshop Finding
n/a

Activity Date	Activity Time	Activity Comments
12/22/2010	12:37	ISSUE OPENED BY DEALERSHIP
12/22/2010	12:37	VEHCILE STALL AND WILL NOT RESTART. GETTING FUEL A FILTER, REPLACED FILTER AND CHACKED FOR CONTAMINANTS, LOOK OK, REMOVED SOLINOID ON TOP OF PUMP, FOUND METAL IN PUMP.
12/22/2010	12:43	CUSTOMER COMMENTS: VEHICILE STALL AND WILL NOT RESTART. GETTING FUEL A FILTER, REPLACED FILTER AND CHACKED FOR CONTAMINANTS, LOOK OK, REMOVED SOLINOID ON TOP OF PUMP, FOUND METAL IN PUMP.
12/22/2010	12:43	IF THERE IS ANY EVIDENCE THAT THE FUEL WAS CONTAMINATED WITH GASOLINE, WATER, OR ALCOHOL, PLEASE CONTACT YOUR FOM BEFORE REPLACING ANY COMPONENTS. REPLACE THE FOLLOWING COMPONENTS> 03L 130 321-(LINE), 03L 130 301-(PRESSURE LINE), 03L 130 089-(RAIL), 5N0 130 307J-(LINE), 1K0 127 400F-(FILTER), 03L 130 235K-(RETURN LINE), 03L 130 277A-(INJECTORS), 03L 130 301R-(PRESSURE LINE), 03L 130 301B-(PRESSURE LINE), 03L 130 301C-(PRESSURE LINE), 1K0 201 060 GP-(FUEL TANK), 5N0 906 129B-(AUXILIARY PUMP), 03L 130 755 A-(HIGH PRESSURE PUMP), 1K0 919 050 J-(IN TANK FUEL PUMP). PLEASE CONSULT ETKA FOR THE LATEST PART # ON ALL COMPONENTS. ANY LINE THAT IS NOT REPLACED IN THIS PROCEDURE MUST BE THOROUGHLY CLEANED. IF YOU CANNOT ADEQUATELY CLEAN THE LINE/FITTING, PLEASE REPLACE IT ALSO. PLEASE FOLLOW ELSA WEB'S PROCEDURE FOR PRIMING THE FUEL SYSTEM. BE SURE NOT TO SWAP THE CONNECTIONS IN THE FUEL SYSTEM. IT IS VERY EASY TO SWAP A FUEL FEED LINE FOR A FUEL RETURN LINE. THE CONNECTIONS AT THE FUEL TANK, BULKHEAD, FUEL FILTER, AND HIGH PRESSURE PUMP CAN BE SWITCHED. IF YOU HEAR A HUMMING NOISE FROM THE AUX FUEL PUMP, IT IS LIKELY THAT A FUEL LINE WAS INSTALLED INCORRECTLY. IF THE GF TEST PLAN DOES NOT SHOW UP, GO INTO VSD, ENGINE ELECTRONICS, BASIC SETTINGS, 35 AND RUN THIS TEST 3 TIMES. IN ADDITION, PLEASE LEAVE THE FUEL TANK UNDISTURBED UNTIL YOU RECEIVE A FUEL SAMPLE KIT WITH SPECIFIC INSTRUCTIONS ON RETRIEVING A FUEL SAMPLE.
12/22/2010	13:21	ORDERED PASRTS, WILL REOPEN IFFURTHER ASSISTANCE IS NEEDED.
12/22/2010	17:12	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
12/22/2010	17:12	ISSUE UPDATED

Consultant's Closing Comments
ORDERED FUEL SYSTEM PASRTS, WILL REOPEN IFFURTHER ASSISTANCE IS NEEDED.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
688839	JETTA	2010	3VWTL8AJ1AM [REDACTED]	2472	2463	12/23/2010	United States

Workshop Finding
n/a

Activity Date	Activity Time	Activity Comments
12/23/2010	15:24	CUSTOMER STATES VEHICLE STALLED AFTER DRIVING 4HRS THEN WOULD CRANK BUT NOT START. REMOVED TOP OF FUEL FILTER HOUSING AND CAN SEE METAL FLAKES ALSO SMELLS LIKE GASOLINE CONTAMINATION. WHAT NEEDS TO BE REPLACED IN THIS SCENARIO?
12/23/2010	15:24	ISSUE OPENED BY DEALERSHIP
12/23/2010	15:31	CUSTOMER COMMENTS: CUSTOMER STATES VEHICLE STALLED AFTER DRIVING 4 HOURS THEN WOULD CRANK BUT NOT START. REMOVED TOP OF FUEL FILTER HOUSING AND CAN SEE METAL FLAKES ALSO SMELLS LIKE GASOLINE CONTAMINATION. WHAT NEEDS TO BE REPLACED IN THIS SCENARIO?
12/23/2010	15:31	IF THERE IS ANY EVIDENCE THAT THE FUEL WAS CONTAMINATED WITH GASOLINE, WATER, OR ALCOHOL, PLEASE CONTACT YOUR FOM BEFORE REPLACING ANY COMPONENTS. REPLACE THE FOLLOWING COMPONENTS> 03L 130 321-(LINE), 03L 130 301-(PRESSURE LINE), 03L 130 089-(RAIL), 5N0 130 307J-(LINE), 1K0 127 400F-(FILTER), 03L 130 235K-(RETURN LINE), 03L 130 277A-(INJECTORS), 03L 130 301R-(PRESSURE LINE), 03L 130 301B-(PRESSURE LINE), 03L 130 301C-(PRESSURE LINE), 1K0 201 060 GP-(FUEL TANK), 5N0 906 129B-(AUXILIARY PUMP), 03L 130 755 A-(HIGH PRESSURE PUMP), 1K0 919 050 J-(IN TANK FUEL PUMP). PLEASE CONSULT ETKA FOR THE LATEST PART # ON ALL COMPONENTS. ANY LINE THAT IS NOT REPLACED IN THIS PROCEDURE MUST BE THOROUGHLY CLEANED. IF YOU CANNOT ADEQUATELY CLEAN THE LINE/FITTING, PLEASE REPLACE IT ALSO. PLEASE FOLLOW ELSA WEB'S PROCEDURE FOR PRIMING THE FUEL SYSTEM. BE SURE NOT TO SWAP THE CONNECTIONS IN THE FUEL SYSTEM. IT IS VERY EASY TO SWAP A FUEL FEED LINE FOR A FUEL RETURN LINE. THE CONNECTIONS AT THE FUEL TANK, BULKHEAD, FUEL FILTER, AND HIGH PRESSURE PUMP CAN BE SWITCHED. IF YOU HEAR A HUMMING NOISE FROM THE AUX FUEL PUMP, IT IS LIKELY THAT A FUEL LINE WAS INSTALLED INCORRECTLY. IF THE GF TEST PLAN DOES NOT SHOW UP, GO INTO VSD, ENGINE ELECTRONICS, BASIC SETTINGS, 35 AND RUN THIS TEST 3 TIMES.
12/28/2010	14:52	THANKS FOR THE HELP
12/28/2010	16:00	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
12/28/2010	16:00	ISSUE UPDATED

Consultant's Closing Comments
REPLACED THE FUEL SYSTEM

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
688985	JETTA	2009	3VWAL71K09M [REDACTED]	52396	2010	12/24/2010	United States

Workshop Finding

FOUND: GAS IN DISTRIBUTION PUMP AND METAL SHAVINGS IN FUEL FILTER HOUSING. REQUESTED: PARTS LIST FOR FUEL SYSTEM REPLACEMENT. THANK YOU.

Activity Date	Activity Time	Activity Comments
12/24/2010	11:22	CUSTOMER STATES: PUT GAS IN DIESEL, DROVE VEHICLE A VERY SHORT DISTANCE, WAS RUNNING ROUGH AND THEN TURNED OFF. FOUND: GAS IN DISTRIBUTION PUMP AND METAL SHAVINGS IN FUEL FILTER HOUSING. REQUESTED: PARTS LIST FOR FUEL SYSTEM REPLACEMENT. THANK YOU.
12/24/2010	11:22	ISSUE OPENED BY DEALERSHIP
12/27/2010	11:11	CUSTOMER COMMENTS: CUSTOMER STATES: PUT GAS IN DIESEL, DROVE VEHICLE A VERY SHORT DISTANCE, WAS RUNNING ROUGH AND THEN TURNED OFF.
12/27/2010	11:11	IF THERE IS ANY EVIDENCE THAT THE FUEL WAS CONTAMINATED WITH GASOLINE, WATER, OR ALCOHOL, PLEASE CONTACT YOUR FOM BEFORE REPLACING ANY COMPONENTS. REPLACE THE FOLLOWING COMPONENTS> 03L 130 321-(LINE), 03L 130 301-(PRESSURE LINE), 03L 130 089-(RAIL), 5N0 130 307J-(LINE), 1K0 127 400F-(FILTER), 03L 130 235K-(RETURN LINE), 03L 130 277A-(INJECTORS), 03L 130 301R-(PRESSURE LINE), 03L 130 301B-(PRESSURE LINE), 03L 130 301C-(PRESSURE LINE), 1K0 201 060 GP-(FUEL TANK), 5N0 906 129B-(AUXILIARY PUMP), 03L 130 755 A-(HIGH PRESSURE PUMP), 1K0 919 050 J-(IN TANK FUEL PUMP). PLEASE CONSULT ETKA FOR THE LATEST PART # ON ALL COMPONENTS. ANY LINE THAT IS NOT REPLACED IN THIS PROCEDURE MUST BE THOROUGHLY CLEANED. IF YOU CANNOT ADEQUATELY CLEAN THE LINE/FITTING, PLEASE REPLACE IT ALSO. PLEASE FOLLOW ELSA WEB'S PROCEDURE FOR PRIMING THE FUEL SYSTEM. BE SURE NOT TO SWAP THE CONNECTIONS IN THE FUEL SYSTEM. IT IS VERY EASY TO SWAP A FUEL FEED LINE FOR A FUEL RETURN LINE. THE CONNECTIONS AT THE FUEL TANK, BULKHEAD, FUEL FILTER, AND HIGH PRESSURE PUMP CAN BE SWITCHED. IF YOU HEAR A HUMMING NOISE FROM THE AUX FUEL PUMP, IT IS LIKELY THAT A FUEL LINE WAS INSTALLED INCORRECTLY. IF THE GF TEST PLAN DOES NOT SHOW UP, GO INTO VSD, ENGINE ELECTRONICS, BASIC SETTINGS, 35 AND RUN THIS TEST 3 TIMES.
12/27/2010	11:11	WORKSHOP FINDINGS: FOUND: GAS IN DISTRIBUTION PUMP AND METAL SHAVINGS IN FUEL FILTER HOUSING. REQUESTED: PARTS LIST FOR FUEL SYSTEM REPLACEMENT. THANK YOU.
12/30/2010	19:58	THE CUSTOMER HAS BEEN CONTACTED, WAITING FOR REPLY, THANK YOU.
01/03/2011	11:08	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
01/03/2011	11:08	ISSUE UPDATED

Consultant's Closing Comments

TECH TO REPLACE THE FUEL SYSTEM, COMPLETED.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
689141	Q7	2010	WA1LMAFE1AD [REDACTED]	24675	2329	12/27/2010	United States

Workshop Finding

THE VEHICLE CAME IN ON FRIDAY. THE TECHNICIAN HAS TAKEN A FUEL SAMPLE AND THERE IS METAL FOUND IN THE FUEL FILTER. THE FUEL DOES APPEAR TO BE DIESEL FUEL. 3 OCCURANCE FAULTS OF RAIL PRESSURE TOO LOW.

Activity Date	Activity Time	Activity Comments
12/27/2010	12:07	ISSUE OPENED BY DEALERSHIP
12/27/2010	12:07	VEHICLE STALED OUT ON FREE-WAY REMOVED FILTER LID FOUND METAL DEBRIS ON TOP ATTACHED PICTURES CAR WILL NOT START
12/27/2010	12:37	ADVISED TECH TO GO AHEAD AND ORDER THE COMPLETE FUEL SYSTEM EXCEPT THE FRONT TO REAR FUEL LINES AND THE FUEL TANK. ALL THREE PUMPS WILL NEED TO BE REPLACED ALONG WITH EVERYTHING IN THE ENGINE COMPARTMENT THAT TOUCHES THE FUEL. I WILL SEND THIS TO PRODUCT SUPPORT AND SEE IF HE WANTS TO ESCALATE TO YOUR TFM.
12/27/2010	12:37	CUSTOMER COMMENTS: VEHICLE STALED OUT ON FREE-WAY REMOVED FILTER LID FOUND METAL DEBRIS ON TOP ATTACHED PICTURES CAR WILL NOT START
12/27/2010	12:37	WORKSHOP FINDINGS: THE VEHICLE CAME IN ON FRIDAY. THE TECHNICIAN HAS TAKEN A FUEL SAMPLE AND THERE IS METAL FOUND IN THE FUEL FILTER. THE FUEL DOES APPEAR TO BE DIESEL FUEL. 3 OCCURANCE FAULTS OF RAIL PRESSURE TOO LOW.
12/27/2010	15:37	I HAVE ESCALATED THIS FOR TFM TO INSPECT THE FUEL AND GIVE YOU THE CLEANING PROCEDURE FOR THE FUEL TANK AND LINES. THANKS
12/27/2010	15:38	ISSUE UPDATED
12/29/2010	09:44	GOOD MORNING, MET WITH BOBBY LAST NIGHT, WE INSPECTED THE FUEL TANK AND IT WAS QUITE DIFFICULT TO DETERMINE IF SOME OF THE FLAKES INSIDE THE TANK WERE ACTUALLY FROM RETURN FUEL LINE. UPON LOOKING AT THE SSP, I HAD HIM ORDER EVERYTHING EXCEPT THE FUEL TANK AND LINES. HE WILL CALL ME WHEN ALL THE PARTS ARRIVE. THANKS.
12/29/2010	12:54	I HAVE RELEASED THE HIGH PRESSURE FUEL PUMP AND WILL ATTACH A SALES DOCUMENT WHEN I RECIEVE IT. THANKS
12/30/2010	08:39	YOUR ORDER HAS BEEN RECEIVED AND WILL PROCESS ON SALES DOC. 1007435962 AND IS COMING FROM RDC 500.
01/04/2011	18:11	: OPENING CRITICAL ALERT FOR DAYS DOWN. JL. THE CASE HAS ALREADY BEEN ESCALATED TO TFM. CRITICAL ALERT OPENED TO ADHERE TO POLICY FOR DAYS DOWN. THANK YOU FOR YOUR HELP.
01/05/2011	08:03	?
01/07/2011	19:00	ALL PARTS ARE IN, VEHICLE IS CURRENTLY BEING WORKED ON. EST COMLETION DATE IS TUESDAY.
01/13/2011	16:49	REPLACED ALL PARTS CAR NOW RUNNING
01/19/2011	22:07	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
01/19/2011	22:07	ISSUE UPDATED

Consultant's Closing Comments

DRAIN FUEL TANK AND HAD TECHNICIAN BLOW OUT FUEL LINES 3X. REPLACED ALL FUEL COMPONENTS FROM FILTER TO INJECTORS. ROAD TESTED NO CONCERNS NOTED.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
689378	JETTA	2009	3VWRL71K09M [REDACTED]	33673	2463	12/27/2010	United States

Workshop Finding

SCANNED ECM FOR FAULTS. ECM HAS P0087 000 FUEL RAIL/SYSTEM PRESSURE- TOO LOW STATIC LISTED TWICE. REMOVED FUEL FILTER LID AND FOUND METAL IN FUEL FILTER, REMOVED SENSOR ON HIGH PRESSURE PUMP AND FOUND METAL IN PUMP. ATTACHED PICTURES.

Activity Date	Activity Time	Activity Comments
12/27/2010	17:48	CUSTOMER STATED CAR DIED WHILE DRIVING DOWN THE ROAD AND WILL NOT RESTART. SCANNED ECM FOR FAULTS. ECM HAS P0087 000 FUEL RAIL/SYSTEM PRESSURE- TOO LOW STATIC LISTED TWICE. REMOVED FUEL FILTER LID AND FOUND METAL IN FUEL FILTER, REMOVED SENSOR ON HIGH PRESSURE PUMP AND FOUND METAL IN PUMP. ATTACHED PICTURES.
12/27/2010	17:48	ISSUE OPENED BY DEALERSHIP
12/27/2010	17:52	CUSTOMER COMMENTS: CUSTOMER STATED CAR DIED WHILE DRIVING DOWN THE ROAD AND WILL NOT RESTART.
12/27/2010	17:52	IF THERE IS ANY EVIDENCE THAT THE FUEL WAS CONTAMINATED WITH GASOLINE, WATER, OR ALCOHOL, PLEASE CONTACT YOUR FOM BEFORE REPLACING ANY COMPONENTS. REPLACE THE FOLLOWING COMPONENTS> 03L 130 321-(LINE), 03L 130 301-(PRESSURE LINE), 03L 130 089-(RAIL), 5N0 130 307J-(LINE), 1K0 127 400F-(FILTER), 03L 130 235K-(RETURN LINE), 03L 130 277A-(INJECTORS), 03L 130 301R-(PRESSURE LINE), 03L 130 301B-(PRESSURE LINE), 03L 130 301C-(PRESSURE LINE), 1K0 201 060 GP-(FUEL TANK), 5N0 906 129B-(AUXILIARY PUMP), 03L 130 755 A-(HIGH PRESSURE PUMP), 1K0 919 050 J-(IN TANK FUEL PUMP). PLEASE CONSULT ETKA FOR THE LATEST PART # ON ALL COMPONENTS. ANY LINE THAT IS NOT REPLACED IN THIS PROCEDURE MUST BE THOROUGHLY CLEANED. IF YOU CANNOT ADEQUATELY CLEAN THE LINE/FITTING, PLEASE REPLACE IT ALSO. PLEASE FOLLOW ELSA WEB'S PROCEDURE FOR PRIMING THE FUEL SYSTEM. BE SURE NOT TO SWAP THE CONNECTIONS IN THE FUEL SYSTEM. IT IS VERY EASY TO SWAP A FUEL FEED LINE FOR A FUEL RETURN LINE. THE CONNECTIONS AT THE FUEL TANK, BULKHEAD, FUEL FILTER, AND HIGH PRESSURE PUMP CAN BE SWITCHED. IF YOU HEAR A HUMMING NOISE FROM THE AUX FUEL PUMP, IT IS LIKELY THAT A FUEL LINE WAS INSTALLED INCORRECTLY. IF THE GF TEST PLAN DOES NOT SHOW UP, GO INTO VSD, ENGINE ELECTRONICS, BASIC SETTINGS, 35 AND RUN THIS TEST 3 TIMES.
12/27/2010	17:52	WORKSHOP FINDINGS: SCANNED ECM FOR FAULTS. ECM HAS P0087 000 FUEL RAIL/SYSTEM PRESSURE- TOO LOW STATIC LISTED TWICE. REMOVED FUEL FILTER LID AND FOUND METAL IN FUEL FILTER, REMOVED SENSOR ON HIGH PRESSURE PUMP AND FOUND METAL IN PUMP. ATTACHED PICTURES.
12/28/2010	16:10	PARTS ORDERED
12/28/2010	18:52	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
12/28/2010	18:52	ISSUE UPDATED

Consultant's Closing Comments

FUEL SYSTEM ORDERED.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
690343	TOUAREG	2010	WVGFK7A97AD [REDACTED]	8785	2463	12/29/2010	United States

Workshop Finding
n/a

Activity Date	Activity Time	Activity Comments
12/29/2010	14:20	CUSTOMER PUT GAS IN CAR DROVE UNTIL DIES. INSURANCE APPROVE OF REPAIRS BUT WE CAN'T ORDER HIGH PRESSURE PUMP PART#059 130 755 BC . WE NEED TO ORDER PUMP.
12/29/2010	14:20	ISSUE OPENED BY DEALERSHIP
12/29/2010	14:28	CUSTOMER COMMENTS: CUSTOMER PUT GAS IN CAR DROVE UNTIL DIES. INSURANCE APPROVE OF REPAIRS BUT WE CAN'T ORDER HIGH PRESSURE PUMP PART#059 130 755 BC . WE NEED TO ORDER PUMP.
12/29/2010	14:28	PLEASE CLEAN THE HIGH PRESSURE PUMP NEAR THE N290 FUEL METERING VALVE. AFTER CLEANING, SPRAY DOWN WITH COMPRESSED AIR TO REMOVE ALL DEBRIS. REMOVE THE N290 AND INSPECT FOR METAL SHAVINGS. IF METAL SHAVINGS ARE FOUND ATTACH A PICTURE AND CALL BACK.
12/29/2010	15:56	ADVISED TECH I WILL RELEASE PART #059 130 755 BC AND WILL UPDATE VTA WITH SALES DOCK NUMBER WHEN RECEIVED.
12/29/2010	15:56	THANKS
12/29/2010	17:45	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
12/29/2010	17:45	ISSUE UPDATED

Consultant's Closing Comments
RELEASED THE FUEL PUMP.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
691774	TOUAREG	2009	WVGFM77L69D [REDACTED]	32442	2463	01/04/2011	United States

Workshop Finding
n/a

Activity Date	Activity Time	Activity Comments
01/03/2011	19:43	CUTOMER RAN ENGINE WITH GAS AND STALLED OUT, VEHICLE DOES NOT START. PLEASE ADVISE ON REPLACEMNT OF COMPONENTS.
01/03/2011	19:43	ISSUE OPENED BY DEALERSHIP
01/03/2011	19:48	CUSTOMER COMMENTS: CUTOMER RAN ENGINE WITH GAS AND STALLED OUT, VEHICLE DOES NOT START. PLEASE ADVISE ON REPLACEMNT OF COMPONENTS.
01/03/2011	19:48	PLEASE CLEAN THE HIGH PRESSURE PUMP NEAR THE N290 FUEL METERING VALVE. AFTER CLEANING, SPRAY DOWN WITH COMPRESSED AIR TO REMOVE ALL DEBRIS. REMOVE THE N290 AND INSPECT FOR METAL SHAVINGS. IF METAL SHAVINGS ARE FOUND, TAKE A FUEL SAMPLE FOLLOWING THE GUIDELINES IN TECHNICAL BULLETIN 01-10-11 (2023624). IF THERE IS ANY EVIDENCE THAT FUEL WAS CONTAMINATED WITH GASOLINE, WATER OR ALCOHOL, PLEASE CALL US BACK SO THAT WE CAN CONTACT YOUR FOM. WE ALSO RECOMMEND THAT YOU CONTACT YOUR FOM TO HELP DETERMINE WARRANTY.
01/03/2011	20:02	REMOVED FUEL FILTER AND FOUND LOTS OF METAL PARTICLES IN FUEL (SMELLS LOTS LIKE GASOLINE). PLEASE ADVISE.
01/04/2011	11:07	THANK YOU FOR UPDATING THE TICKET. PLEASE CALL INTO THE HELPLINE AT 800-678-2389.
01/04/2011	11:26	THE HIGH PRESSURE PUMP IS ON BLOCK (PER AUDI). PLEASE RELEASE THE HIGH PRESSURE PUMP FOR THE DEALER WHEN ADVISING TO REPLACE THE FUEL SYSTEM. 059 130 755 AL-(HIGH PRESSURE PUMP) IF THERE IS ANY EVIDENCE THAT THE FUEL WAS CONTAMINATED WITH GASOLINE, WATER, OR ALCOHOL, PLEASE CONTACT YOUR FOM BEFORE REPLACING ANY COMPONENTS. REPLACE THE FOLLOWING COMPONENTS> 7L6 201 075K-(FUEL TANK), 1K0 906 089 C-(FUEL PUMP), 7L6 201 082 J-(REAR FUEL LINES), 7L6 130 308 C-(FUEL LINES), 7L6 203 491 D-(FUEL COOLER), 059 130 218 Q-(RETENTION VALVE WITH RETURN LINES), 059 130 089 AM-(FUEL RAIL LEFT), 059 130 090 AQ-(FUEL RAIL RIGHT), 059 130 277 AM (6X) (INJECTORS), 059 130 241 CD-(6X) (PRESSURE LINES), 059 130 310 AK-(FUEL LINE), 059 130 309 AT-(FUEL LINE), 059 130 300 DF-(FUEL LINES), 059 130 758 J-(PRESSURE SENSOR), 059 919 523 A-(TEMP SENSOR), 7L6 127 434 A-(FILTER), 059 130 755 AL-(HIGH PRESSURE PUMP), 7L6 919 088 B-(FUEL SUPPLY MODULE LEFT), 7L6 919 088 C-(FUEL SUPPLY MODULE RIGHT), 7L6 919 715 B-(SUCTION JET PUMP LEFT), 7L6 919 715 C-(SUCTION JET PUMP RIGHT), 7L8 919 679 E-(FLANGE). PLEASE CONSULT ETKA FOR THE LATEST PART # ON ALL COMPONENTS. ANY LINE THAT IS NOT REPLACED IN THIS PROCEDURE MUST BE THOROUGHLY CLEANED. IF YOU CANNOT ADEQUATELY CLEAN THE LINE/FITTING, PLEASE REPLACE IT ALSO. PLEASE FOLLOW ELSA WEB'S PROCEDURE FOR PRIMING THE FUEL SYSTEM. IF THE GF TEST PLAN DOES NOT SHOW UP, GO INTO VSD, ENGINE ELECTRONICS, BASIC SETTINGS, 35 AND RUN THIS TEST 3 TIMES.
01/04/2011	14:22	THANK YOU, WAITING FOR CUSTOMER AUTH. ON REPAIRS.
01/04/2011	14:23	THANK YOU FOR UPDATING THE TICKET. IF YOU ARE STILL IN NEED OF TECHNICAL ASSISTANCE OR DISCUSSION, PLEASE CALL INTO THE HELPLINE AT 800-678-2389.
01/10/2011	14:26	STILL WAITING FOR CUSTOMER AUTH. WILL UPDATE AS SOON AS CUSTOMER UPDATE US WITH DECISION. THANK YOU
01/10/2011	16:17	THANK YOU FOR UPDATING THE TICKET. IF YOU ARE STILL IN NEED OF TECHNICAL ASSISTANCE OR DISCUSSION, PLEASE CALL INTO THE HELPLINE AT 800-678-2389. IF THE CAR IS LEAVING THE DEALERSHIP, PLEASE CLOSE THE TICKET WITH A RESOLUTION.
01/10/2011	16:57	C1 PER TODAYS UPDATE.
01/20/2011	11:13	I RELEASED PART NUMBER 059 130 755 AL
01/20/2011	11:28	YOUR ORDER HAS BEEN RECEIVED AND WILL PROCESS ON SALES DOC. 1007502529
01/20/2011	18:04	CUSTOMERS INSURANCE COMPANY IS ONLY GOING TO COVER THE REPLACEMENT OF HIGH PRESSURE FUEL PUMP, FILTER AND FLUSHING FUEL TANK AND LINES, PLEASE ADVISE.

01/20/2011	18:11	ADVISED TECH IT IS NECESSARY TO REPLACE THE ENTIRE FUEL SYSTEM BECAUSE SIMPLY FLUSHING COMPONENTS DOES NOT REMOVE ALL THE METAL. IF YOU DO NOT COMPLETE THE REPAIR INCLUDING THE PARTS LISTED ABOVE THE NEW HIGH PRESSURE PUMP WILL FAIL AND THE REPAIR WILL HAVE TO BE PERFORMED AGAIN.
01/20/2011	18:18	WILL ADVISE CUSTOMERS INSURANCE COMPANY ABOUT PROPER REQUIRED REPAIRS IN FUEL SYSTEM. THANK YOU FOR YOUR HELP.
01/20/2011	19:15	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
01/20/2011	19:15	ISSUE UPDATED

Consultant's Closing Comments		
WILL ADVISE CUSTOMERS INSURANCE COMPANY ABOUT PROPER REQUIRED REPAIRS IN FUEL SYSTEM. THANK YOU FOR YOUR HELP.		

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
692425	JETTA	2009	3VWPL71K89M [REDACTED]	40950	2463	01/04/2011	United States

Workshop Finding
n/a

Activity Date	Activity Time	Activity Comments
01/04/2011	17:35	CUSTOMER STATES CEL AND GLOW PLUG LIGHT CAME ON WHILE DRIVING DOWN THE HIGHWAY, THE VEHICLE THEN LOST ENGINE POWER AND COASTED TO THE SIDE OF THE ROAD. THE CUSTOMER THEN CYCLED THE KEY AND TRIED TO RE-START THE ENGINE BUT IT WOULDN'T. THE VEHICLE WAS THEN TOWED IN. CHECKED CODES AND GOT A P0087 AND P1005-P1007. I REMOVED THE TOP OF THE FUEL FILTER AND METAL SHAVINGS ARE PRESENT.
01/04/2011	17:35	ISSUE OPENED BY DEALERSHIP
01/04/2011	17:50	CUSTOMER COMMENTS: CUSTOMER STATES CEL AND GLOW PLUG LIGHT CAME ON WHILE DRIVING DOWN THE HIGHWAY, THE VEHICLE THEN LOST ENGINE POWER AND COASTED TO THE SIDE OF THE ROAD. THE CUSTOMER THEN CYCLED THE KEY AND TRIED TO RE-START THE ENGINE BUT IT WOULDN'T. THE VEHICLE WAS THEN TOWED IN. CHECKED CODES AND GOT A P0087 AND P1005-P1007. I REMOVED THE TOP OF THE FUEL FILTER AND METAL SHAVINGS ARE PRESENT.
01/04/2011	17:50	IF THERE IS ANY EVIDENCE THAT THE FUEL WAS CONTAMINATED WITH GASOLINE, WATER, OR ALCOHOL, PLEASE CONTACT YOUR FOM BEFORE REPLACING ANY COMPONENTS. REPLACE THE FOLLOWING COMPONENTS> 03L 130 321-(LINE), 03L 130 301-(PRESSURE LINE), 03L 130 089-(RAIL), 5N0 130 307J-(LINE), 1K0 127 400F-(FILTER), 03L 130 235K-(RETURN LINE), 03L 130 277A-(INJECTORS), 03L 130 301R-(PRESSURE LINE), 03L 130 301B-(PRESSURE LINE), 03L 130 301C-(PRESSURE LINE), 1K0 201 060 GP-(FUEL TANK), 5N0 906 129B-(AUXILIARY PUMP), 03L 130 755 A-(HIGH PRESSURE PUMP), 1K0 919 050 J-(IN TANK FUEL PUMP). PLEASE CONSULT ETKA FOR THE LATEST PART # ON ALL COMPONENTS. ANY LINE THAT IS NOT REPLACED IN THIS PROCEDURE MUST BE THOROUGHLY CLEANED. IF YOU CANNOT ADEQUATELY CLEAN THE LINE/FITTING, PLEASE REPLACE IT ALSO. PLEASE FOLLOW ELSA WEB'S PROCEDURE FOR PRIMING THE FUEL SYSTEM. BE SURE NOT TO SWAP THE CONNECTIONS IN THE FUEL SYSTEM. IT IS VERY EASY TO SWAP A FUEL FEED LINE FOR A FUEL RETURN LINE. THE CONNECTIONS AT THE FUEL TANK, BULKHEAD, FUEL FILTER, AND HIGH PRESSURE PUMP CAN BE SWITCHED. IF YOU HEAR A HUMMING NOISE FROM THE AUX FUEL PUMP, IT IS LIKELY THAT A FUEL LINE WAS INSTALLED INCORRECTLY. IF THE GF TEST PLAN DOES NOT SHOW UP, GO INTO VSD, ENGINE ELECTRONICS, BASIC SETTINGS, 35 AND RUN THIS TEST 3 TIMES.
01/07/2011	10:15	PARTS ARRIVED THIS MORNING, STARTING WORK ON VEHICLE NOW. I WILL UPDATE AND CLOSE THE TICKET WHEN THE ENGINE RUNS AGIAN.
01/07/2011	17:46	THANKS, KEEP US POSTED. BE SURE TO CLOSE THE VTA WHEN COMPLETE
01/08/2011	10:18	CAR COMPLETE AND RUNNING AS IT SHOULD, THANKS FOR THE HELP!
01/08/2011	11:05	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
01/08/2011	11:05	ISSUE UPDATED

Consultant's Closing Comments
REPLACED FUEL SYSTEM.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
692462	JETTA	2009	3VWCL71K49M	48086	2010	01/05/2011	United States

Workshop Finding

TECHNICIAN NOTES: P0087 DTC STORED IN ECM. UNABLE TO START ENGINE IN ORDER TO PERFORM TEST PLAN. REMOVED FUEL METERING VALVE (AFTER CLEANING AREA SURROUNDING VALVE) TO CHECK FOR CONTAMINATION: FOUND METAL CONTAMINANTS. METAL ALSO FOUND IN FUEL FILTER. VEHICLE WAS TOWED FROM ANOTHER VW DEALERSHIP, NO REPAIRS WERE PERFORMED AT THAT DEALER ASIDE FROM DIAGNOSIS.

Activity Date	Activity Time	Activity Comments
01/04/2011	19:25	CUSTOMER STATES VEHICLE STALLED WHILE DRIVING; CRANKS BUT WILL NOT START. TECHNICIAN NOTES: P0087 DTC STORED IN ECM. UNABLE TO START ENGINE IN ORDER TO PERFORM TEST PLAN. REMOVED FUEL METERING VALVE (AFTER CLEANING AREA SURROUNDING VALVE) TO CHECK FOR CONTAMINATION: FOUND METAL CONTAMINANTS. METAL ALSO FOUND IN FUEL FILTER. VEHICLE WAS TOWED FROM ANOTHER VW DEALERSHIP, NO REPAIRS WERE PERFORMED AT THAT DEALER ASIDE FROM DIAGNOSIS.
01/04/2011	19:25	ISSUE OPENED BY DEALERSHIP
01/04/2011	19:33	CUSTOMER COMMENTS: CUSTOMER STATES VEHICLE STALLED WHILE DRIVING; CRANKS BUT WILL NOT START.
01/04/2011	19:33	IF THERE IS ANY EVIDENCE THAT THE FUEL WAS CONTAMINATED WITH GASOLINE, WATER, OR ALCOHOL, PLEASE CONTACT YOUR FOM BEFORE REPLACING ANY COMPONENTS. REPLACE THE FOLLOWING COMPONENTS> 03L 130 321-(LINE), 03L 130 301-(PRESSURE LINE), 03L 130 089-(RAIL), 5N0 130 307J-(LINE), 1K0 127 400F-(FILTER), 03L 130 235K-(RETURN LINE), 03L 130 277A-(INJECTORS), 03L 130 301R-(PRESSURE LINE), 03L 130 301B-(PRESSURE LINE), 03L 130 301C-(PRESSURE LINE), 1K0 201 060 GP-(FUEL TANK), 5N0 906 129B-(AUXILIARY PUMP), 03L 130 755 A-(HIGH PRESSURE PUMP), 1K0 919 050 J-(IN TANK FUEL PUMP). PLEASE CONSULT ETKA FOR THE LATEST PART # ON ALL COMPONENTS. ANY LINE THAT IS NOT REPLACED IN THIS PROCEDURE MUST BE THOROUGHLY CLEANED. IF YOU CANNOT ADEQUATELY CLEAN THE LINE/FITTING, PLEASE REPLACE IT ALSO. PLEASE FOLLOW ELSA WEB'S PROCEDURE FOR PRIMING THE FUEL SYSTEM. BE SURE NOT TO SWAP THE CONNECTIONS IN THE FUEL SYSTEM. IT IS VERY EASY TO SWAP A FUEL FEED LINE FOR A FUEL RETURN LINE. THE CONNECTIONS AT THE FUEL TANK, BULKHEAD, FUEL FILTER, AND HIGH PRESSURE PUMP CAN BE SWITCHED. IF YOU HEAR A HUMMING NOISE FROM THE AUX FUEL PUMP, IT IS LIKELY THAT A FUEL LINE WAS INSTALLED INCORRECTLY. IF THE GF TEST PLAN DOES NOT SHOW UP, GO INTO VSD, ENGINE ELECTRONICS, BASIC SETTINGS, 35 AND RUN THIS TEST 3 TIMES.
01/04/2011	19:33	WORKSHOP FINDINGS: TECHNICIAN NOTES: P0087 DTC STORED IN ECM. UNABLE TO START ENGINE IN ORDER TO PERFORM TEST PLAN. REMOVED FUEL METERING VALVE (AFTER CLEANING AREA SURROUNDING VALVE) TO CHECK FOR CONTAMINATION: FOUND METAL CONTAMINANTS. METAL ALSO FOUND IN FUEL FILTER. VEHICLE WAS TOWED FROM ANOTHER VW DEALERSHIP, NO REPAIRS WERE PERFORMED AT THAT DEALER ASIDE FROM DIAGNOSIS.
01/05/2011	13:47	CONFIRMED FUEL IS CLEAN DIESEL (NO WATER/GASOLINE/RUST, ETC). ORDERED PARTS. PARTS ORDER SALES DOC # IS 1007452850
01/05/2011	16:53	THANKS FOR THE UPDATE, PLEASE CALL BACK IF NEEDED OR CLOSE OUT VTA WHEN COMPLETED.
01/10/2011	18:11	REPLACED ENTIRE FUEL SYSTEM; TEST DROVE AND CONFIRMED REPAIRS. NOTE: IT MAY BE HELPFUL AND AID IN EXPEDITING FUTURE INCIDENTS OF THIS REPAIR IF EXHAUST CLAMP REPAIR SLEEVE AND SINGLE-USE TIMING SYSTEM HARDWARE ARE ADDED TO PARTS ORDER LIST. EXHAUST REQUIRES CUTTING IN ORDER TO REMOVE FUEL TANK.
01/10/2011	18:15	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
01/10/2011	18:15	ISSUE UPDATED

Consultant's Closing Comments

REPLACED FUEL SYSTEM, COMPLETED.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
692874	TOUAREG	2010	WVGFK7A97AD [REDACTED]	8785	2463	01/05/2011	United States

Workshop Finding

ON PREVIOUS CLOSED VTA THE TECH HAS THE APPROVAL TO REPLACE THE FUEL SYSTEM BUT HE HAD QUESTIONS ON THE OIL LEAKING FROM THE LOWER INTERCOOLER HOSE. HE WANTED TO KNOW IF THIS COULD HAVE BEEN CAUSED BY THE GAS IN THE FUEL

Activity Date	Activity Time	Activity Comments
01/05/2011	14:29	CUSTOMER PUT GAS IN DIESEL RAN UNTIL DIED. DURING REPAIR NOTICE INTERCOOLER HOSE LEAKING OIL IS THIS RELATED?
01/05/2011	14:29	ISSUE OPENED BY DEALERSHIP
01/05/2011	18:48	CUSTOMER COMMENTS: CUSTOMER PUT GAS IN DIESEL RAN UNTIL DIED. DURING REPAIR NOTICE INTERCOOLER HOSE LEAKING OIL IS THIS RELATED?
01/05/2011	18:48	THE GAS IN THE FUEL WOULD NOT CAUSE OIL IN THE INTERCOOLER. TECH NEEDS TO REMOVE THE LOWER HOSE AND SEE HOW MUCH OIL DRIPS OUT. YOU WILL SEE SOME OIL IN THE INTERCOOLER. IF THERE IS ANY EVIDENCE THAT THE FUEL WAS CONTAMINATED WITH GASOLINE, WATER, OR ALCOHOL, PLEASE CONTACT YOUR FOM BEFORE REPLACING ANY COMPONENTS. REPLACE THE FOLLOWING COMPONENTS> 7L6 201 075K-(FUEL TANK), 1K0 906 089 C-(FUEL PUMP), 7L6 201 082 J-(REAR FUEL LINES), 7L6 130 308 C-(FUEL LINES), 7L6 203 491 D-(FUEL COOLER), 059 130 218 Q-(RETENTION VALVE WITH RETURN LINES), 059 130 089 AM-(FUEL RAIL LEFT), 059 130 090 AQ-(FUEL RAIL RIGHT), 059 130 277 AM (6X) (INJECTORS), 059 130 241 CD-(6X) (PRESSURE LINES), 059 130 310 AK-(FUEL LINE), 059 130 309 AT-(FUEL LINE), 059 130 300 DF-(FUEL LINES), 059 130 758 J-(PRESSURE SENSOR), 059 919 523 A-(TEMP SENSOR), 7L6 127 434 A-(FILTER), 059 130 755 AL-(HIGH PRESSURE PUMP), 7L6 919 088 B-(FUEL SUPPLY MODULE LEFT), 7L6 919 088 C-(FUEL SUPPLY MODULE RIGHT), 7L6 919 715 B-(SUCTION JET PUMP LEFT), 7L6 919 715 C-(SUCTION JET PUMP RIGHT), 7L8 919 679 E-(FLANGE). PLEASE CONSULT ETKA FOR THE LATEST PART # ON ALL COMPONENTS. ANY LINE THAT IS NOT REPLACED IN THIS PROCEDURE MUST BE THOROUGHLY CLEANED. IF YOU CANNOT ADEQUATELY CLEAN THE LINE/FITTING, PLEASE REPLACE IT ALSO. PLEASE FOLLOW ELSA WEB'S PROCEDURE FOR PRIMING THE FUEL SYSTEM. IF THE GF TEST PLAN DOES NOT SHOW UP, GO INTO VSD, ENGINE ELECTRONICS, BASIC SETTINGS, 35 AND RUN THIS TEST 3 TIMES.
01/05/2011	18:48	WORKSHOP FINDINGS: ON PREVIOUS CLOSED VTA THE TECH HAS THE APPROVAL TO REPLACE THE FUEL SYSTEM BUT HE HAD QUESTIONS ON THE OIL LEAKING FROM THE LOWER INTERCOOLER HOSE. HE WANTED TO KNOW IF THIS COULD HAVE BEEN CAUSED BY THE GAS IN THE FUEL
01/07/2011	20:00	THANKS
01/08/2011	12:48	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
01/08/2011	12:48	ISSUE UPDATED

Consultant's Closing Comments

REPLACED FUEL SYSTEM.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
693935	JETTA	2010	3VWRL7AJ8AM [REDACTED]	3730	2463	01/07/2011	United States

Workshop Finding
n/a

Activity Date	Activity Time	Activity Comments
01/07/2011	11:38	CUSTOMER CONCERN OF VEHICLE HESITATION,AND STALL DURING COLD MORNING WARM UP DRIVING. GFF SCAN FOUND NO DTC'S,REMOVED FUEL FILTER CAP AND FOUND METAL ON FILTER.CHECKED HIGH PRESSURE FUEL PUMP NO METAL IN SCREEN.
01/07/2011	11:38	ISSUE OPENED BY DEALERSHIP
01/07/2011	11:50	CUSTOMER COMMENTS: CUSTOMER CONCERN OF VEHICLE HESITATION, AND STALL DURING COLD MORNING WARM UP DRIVING. GFF SCAN FOUND NO DTC'S, REMOVED FUEL FILTER CAP AND FOUND METAL ON FILTER. CHECKED HIGH PRESSURE FUEL PUMP NO METAL IN SCREEN.
01/07/2011	11:50	IF THERE IS ANY EVIDENCE THAT THE FUEL WAS CONTAMINATED WITH GASOLINE, WATER, OR ALCOHOL, PLEASE CONTACT YOUR FOM BEFORE REPLACING ANY COMPONENTS. REPLACE THE FOLLOWING COMPONENTS> 03L 130 321-(LINE), 03L 130 301-(PRESSURE LINE), 03L 130 089-(RAIL), 5N0 130 307J-(LINE), 1K0 127 400F-(FILTER), 03L 130 235K-(RETURN LINE), 03L 130 277A-(INJECTORS), 03L 130 301R-(PRESSURE LINE), 03L 130 301B-(PRESSURE LINE), 03L 130 301C-(PRESSURE LINE), 1K0 201 060 GP-(FUEL TANK), 5N0 906 129B-(AUXILIARY PUMP), 03L 130 755 A-(HIGH PRESSURE PUMP), 1K0 919 050 J-(IN TANK FUEL PUMP). PLEASE CONSULT ETKA FOR THE LATEST PART # ON ALL COMPONENTS. ANY LINE THAT IS NOT REPLACED IN THIS PROCEDURE MUST BE THOROUGHLY CLEANED. IF YOU CANNOT ADEQUATELY CLEAN THE LINE/FITTING, PLEASE REPLACE IT ALSO. PLEASE FOLLOW ELSA WEB'S PROCEDURE FOR PRIMING THE FUEL SYSTEM. BE SURE NOT TO SWAP THE CONNECTIONS IN THE FUEL SYSTEM. IT IS VERY EASY TO SWAP A FUEL FEED LINE FOR A FUEL RETURN LINE. THE CONNECTIONS AT THE FUEL TANK, BULKHEAD, FUEL FILTER, AND HIGH PRESSURE PUMP CAN BE SWITCHED. IF YOU HEAR A HUMMING NOISE FROM THE AUX FUEL PUMP, IT IS LIKELY THAT A FUEL LINE WAS INSTALLED INCORRECTLY. IF THE GF TEST PLAN DOES NOT SHOW UP, GO INTO VSD, ENGINE ELECTRONICS, BASIC SETTINGS, 35 AND RUN THIS TEST 3 TIMES.
01/07/2011	12:10	PARTS ARE ON ORDER.
01/07/2011	12:18	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
01/07/2011	12:18	ISSUE UPDATED

Consultant's Closing Comments
REPLACING THE FUEL SYSTEM. PARTS ARE ON ORDER.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
694170	JETTA	2010	3VWRL7AJ7AM [REDACTED]	9240	2066	01/07/2011	United States

Workshop Finding
NO POWER

Activity Date	Activity Time	Activity Comments
01/07/2011	16:21	CUSTOMER STATED GLOW PLUG LIGHT IS FLASHING AND CAR IS LOOSING POWER. FOUND FAULT CODE P0097 FOR FUEL PRESSURE IN THE DISTRIBUTOR/SYSTEM PRESSURE TOO LOW
01/07/2011	16:21	ISSUE OPENED BY DEALERSHIP
01/07/2011	16:32	CUSTOMER COMMENTS: CUSTOMER STATED GLOW PLUG LIGHT IS FLASHING AND CAR IS LOOSING POWER. FOUND FAULT CODE P0097 FOR FUEL PRESSURE IN THE DISTRIBUTOR/SYSTEM PRESSURE TOO LOW
01/07/2011	16:32	ISSUE UPDATED
01/07/2011	16:32	PLEASE CHECK THE N290 FOR CONTAMINATION...TECH REPORT NO METAL, TECH REMOVING THE FUEL FILTER INSPECT FOR METAL
01/07/2011	16:32	WORKSHOP FINDINGS: NO POWER
01/10/2011	15:57	ISSUE SENT TO DEALERSHIP
01/12/2011	15:44	F THERE IS ANY EVIDENCE THAT THE FUEL WAS CONTAMINATED WITH GASOLINE, WATER, OR ALCOHOL, PLEASE CONTACT YOUR FOM BEFORE REPLACING ANY COMPONENTS. REPLACE THE FOLLOWING COMPONENTS> 03L 130 321-(LINE), 03L 130 301-(PRESSURE LINE), 03L 130 089-(RAIL), 5N0 130 307J-(LINE), 1K0 127 400F-(FILTER), 03L 130 235K-(RETURN LINE), 03L 130 277A-(INJECTORS), 03L 130 301R-(PRESSURE LINE), 03L 130 301B-(PRESSURE LINE), 03L 130 301C-(PRESSURE LINE), 1K0 201 060 GP-(FUEL TANK), 5N0 906 129B-(AUXILIARY PUMP), 03L 130 755 A-(HIGH PRESSURE PUMP), 1K0 919 050 J-(IN TANK FUEL PUMP). PLEASE CONSULT ETKA FOR THE LATEST PART # ON ALL COMPONENTS. ANY LINE THAT IS NOT REPLACED IN THIS PROCEDURE MUST BE THOROUGHLY CLEANED. IF YOU CANNOT ADEQUATELY CLEAN THE LINE/FITTING, PLEASE REPLACE IT ALSO. PLEASE FOLLOW ELSA WEB'S PROCEDURE FOR PRIMING THE FUEL SYSTEM. BE SURE NOT TO SWAP THE CONNECTIONS IN THE FUEL SYSTEM. IT IS VERY EASY TO SWAP A FUEL FEED LINE FOR A FUEL RETURN LINE. THE CONNECTIONS AT THE FUEL TANK, BULKHEAD, FUEL FILTER, AND HIGH PRESSURE PUMP CAN BE SWITCHED. IF YOU HEAR A HUMMING NOISE FROM THE AUX FUEL PUMP, IT IS LIKELY THAT A FUEL LINE WAS INSTALLED INCORRECTLY. IF THE GF TEST PLAN DOES NOT SHOW UP, GO INTO VSD, ENGINE ELECTRONICS, BASIC SETTINGS, 35 AND RUN THIS TEST 3 TIMES.
01/12/2011	15:44	ORIGINALLY, TECH REPLACED THE HIGH PRESSURE PUMP, INJECTOR, RAIL.
01/12/2011	16:41	EMAILED FOM AND QTM RL WITH DETAILS OF CASE. P1.
01/18/2011	08:53	AWAITING INSURANCE COMPANY RESPONSE FOR REPAIR
01/18/2011	17:26	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
01/18/2011	17:26	ISSUE UPDATED

Consultant's Closing Comments
REPLACE THE FOLLOWING COMPONENTS> 03L 130 321-(LINE), 03L 130 301-(PRESSURE LINE), 03L 130 089-(RAIL), 5N0 130 307J-(LINE), 1K0 127 400F-(FILTER), 03L 130 235K-(RETURN LINE), 03L 130 277A-(INJECTORS), 03L 130 301R-(PRESSURE LINE), 03L 130 301B-(PRESSURE LINE), 03L 130 301C-(PRESSURE LINE), 1K0 201 060 GP-(FUEL TANK), 5N0 906 129B-(AUXILIARY PUMP), 03L 130 755 A-(HIGH PRESSURE PUMP), 1K0 919 050 J-(IN TANK FUEL PUMP). PLEASE CONSULT ETKA FOR THE LATEST PART # ON ALL COMPONENTS. ANY LINE THAT IS NOT REPLACED IN THIS PROCEDURE MUST BE THOROUGHLY CLEANED. IF YOU CANNOT ADEQUATELY CLEAN THE LINE/FITTING, PLEASE REPLACE IT ALSO. PLEASE FOLLOW ELSA WEB'S PROCEDURE FOR PRIMING THE FUEL SYSTEM. BE SURE NOT TO SWAP THE CONNECTIONS IN THE FUEL SYSTEM. IT IS VERY EASY TO SWAP A FUEL FEED LINE FOR A FUEL RETURN LINE. THE CONNECTIONS AT THE FUEL TANK, BULKHEAD, FUEL FILTER, AND HIGH PRESSURE PUMP CAN BE SWITCHED. IF YOU HEAR A HUMMING NOISE FROM THE AUX FUEL PUMP, IT IS LIKELY THAT A FUEL LINE WAS INSTALLED INCORRECTLY. IF THE GF TEST PLAN DOES NOT SHOW UP, GO INTO VSD, ENGINE ELECTRONICS, BASIC SETTINGS, 35 AND RUN THIS TEST 3 TIMES.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
695003	JETTA	2009	3VWPL71K49M	17924	2463	01/11/2011	United States

Workshop Finding
n/a

Activity Date	Activity Time	Activity Comments
01/11/2011	11:30	ISSUE OPENED BY DEALERSHIP
01/11/2011	11:30	VEHICLE LOSSED POWER THEN DIED COMING OFF FREEWAY. METAL CONTAMINATION IN FUEL FILTER AND METERING VALVE ON TOP OF FUEL PUMP.
01/11/2011	11:47	CUSTOMER COMMENTS: VEHICLE LOSSED POWER THEN DIED COMING OFF FREEWAY. METAL CONTAMINATION IN FUEL FILTER AND METERING VALVE ON TOP OF FUEL PUMP.
01/11/2011	11:47	IF THERE IS ANY EVIDENCE THAT THE FUEL WAS CONTAMINATED WITH GASOLINE, WATER, OR ALCOHOL, PLEASE CONTACT YOUR FOM BEFORE REPLACING ANY COMPONENTS. REPLACE THE FOLLOWING COMPONENTS> 03L 130 321-(LINE), 03L 130 301-(PRESSURE LINE), 03L 130 089-(RAIL), 5N0 130 307J-(LINE), 1K0 127 400F-(FILTER), 03L 130 235K-(RETURN LINE), 03L 130 277A-(INJECTORS), 03L 130 301R-(PRESSURE LINE), 03L 130 301B-(PRESSURE LINE), 03L 130 301C-(PRESSURE LINE), 1K0 201 060 GP-(FUEL TANK), 5N0 906 129B-(AUXILIARY PUMP), 03L 130 755 A-(HIGH PRESSURE PUMP), 1K0 919 050 J-(IN TANK FUEL PUMP). PLEASE CONSULT ETKA FOR THE LATEST PART # ON ALL COMPONENTS. ANY LINE THAT IS NOT REPLACED IN THIS PROCEDURE MUST BE THOROUGHLY CLEANED. IF YOU CANNOT ADEQUATELY CLEAN THE LINE/FITTING, PLEASE REPLACE IT ALSO. PLEASE FOLLOW ELSA WEB'S PROCEDURE FOR PRIMING THE FUEL SYSTEM. BE SURE NOT TO SWAP THE CONNECTIONS IN THE FUEL SYSTEM. IT IS VERY EASY TO SWAP A FUEL FEED LINE FOR A FUEL RETURN LINE. THE CONNECTIONS AT THE FUEL TANK, BULKHEAD, FUEL FILTER, AND HIGH PRESSURE PUMP CAN BE SWITCHED. IF YOU HEAR A HUMMING NOISE FROM THE AUX FUEL PUMP, IT IS LIKELY THAT A FUEL LINE WAS INSTALLED INCORRECTLY. IF THE GF TEST PLAN DOES NOT SHOW UP, GO INTO VSD, ENGINE ELECTRONICS, BASIC SETTINGS, 35 AND RUN THIS TEST 3 TIMES. IN ADDITION, A FUEL SAMPLE KIT WILL BE SENT TO YOUR DEALER. PLEASE LEAVE THE FUEL TANK UNTOUCHED AND FOLLOW THE INSTRUCTIONS THAT WILL COME WITH THE KIT TO RETRIEVE THE FUEL SAMPLE. THANKS.
01/13/2011	17:58	PARTS ON ORDER, WAITING FOR FUEL SAMPLE KIT TO ARRIVE.
01/13/2011	19:24	THANK YOU FOR UPDATING THE VTA TICKET. PLEASE UPDATE THE TICKET WITH THE PARTS "SALES DOC" # AND UPDATE THE TICKET ONCE THE PART IS INSTALLED.
01/14/2011	12:03	CALLED RON TO ADVISE NO FUEL SAMPLE KIT WILL BE SENT FOR THIS VEHICLE. CONTINE WITH NORMAL REPAIRS.
01/18/2011	14:13	P1 ~ RED/BACK ORDERED PARTS PER LOU IN SERVICE.
01/21/2011	11:26	RECEIVED ALL PARTS, INSTALLED PARTS AND PERFORMED, INJECTOR ADAPTAION AND BLEEDING PROCEDURE. ENGINE RUNS CORRECTLY- ALL WORK COMPLETED. THANKS FOR YOUR HELP.
01/21/2011	11:40	PICTURES SHOW MANUFACTURING STAMP ON HIGH PRESSURE PUMP.
01/21/2011	11:41	PLEASE CLOSE.
01/21/2011	11:45	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
01/21/2011	11:45	ISSUE UPDATED

Consultant's Closing Comments
REPLACED ENTIRE FUEL SYSTEM.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
695088	JETTA	2010	3VWTL7AJ8AM	7953	2463	01/11/2011	United States

Workshop Finding

n/a

Activity Date	Activity Time	Activity Comments
01/11/2011	13:03	CAR DIED WHILE DRIVING. FOLLOWED TSB 2023624, FOUND METAL IN FUEL WHERE N290 SITS IN FUEL HIGH PRESSURE FUEL PUMP. TOOK FUEL SAMPLE, FUEL APPEARS TO BE OK NO SLUDGE OR OTHER CONTAMINATION.
01/11/2011	13:03	ISSUE OPENED BY DEALERSHIP
01/11/2011	14:02	PICTURES
01/11/2011	14:16	CUSTOMER COMMENTS: CAR DIED WHILE DRIVING. FOLLOWED TSB 2023624, FOUND METAL IN FUEL WHERE N290 SITS IN FUEL HIGH PRESSURE FUEL PUMP. TOOK FUEL SAMPLE, FUEL APPEARS TO BE OK NO SLUDGE OR OTHER CONTAMINATION.
01/11/2011	14:16	IF THERE IS ANY EVIDENCE THAT THE FUEL WAS CONTAMINATED WITH GASOLINE, WATER, OR ALCOHOL, PLEASE CONTACT YOUR FOM BEFORE REPLACING ANY COMPONENTS. REPLACE THE FOLLOWING COMPONENTS> 03L 130 321-(LINE), 03L 130 301-(PRESSURE LINE), 03L 130 089-(RAIL), 5N0 130 307J-(LINE), 1K0 127 400F-(FILTER), 03L 130 235K-(RETURN LINE), 03L 130 277A-(INJECTORS), 03L 130 301R-(PRESSURE LINE), 03L 130 301B-(PRESSURE LINE), 03L 130 301C-(PRESSURE LINE), 1K0 201 060 GP-(FUEL TANK), 5N0 906 129B-(AUXILIARY PUMP), 03L 130 755 A-(HIGH PRESSURE PUMP), 1K0 919 050 J-(IN TANK FUEL PUMP). PLEASE CONSULT ETKA FOR THE LATEST PART # ON ALL COMPONENTS. ANY LINE THAT IS NOT REPLACED IN THIS PROCEDURE MUST BE THOROUGHLY CLEANED. IF YOU CANNOT ADEQUATELY CLEAN THE LINE/FITTING, PLEASE REPLACE IT ALSO. PLEASE FOLLOW ELSA WEB'S PROCEDURE FOR PRIMING THE FUEL SYSTEM. BE SURE NOT TO SWAP THE CONNECTIONS IN THE FUEL SYSTEM. IT IS VERY EASY TO SWAP A FUEL FEED LINE FOR A FUEL RETURN LINE. THE CONNECTIONS AT THE FUEL TANK, BULKHEAD, FUEL FILTER, AND HIGH PRESSURE PUMP CAN BE SWITCHED. IF YOU HEAR A HUMMING NOISE FROM THE AUX FUEL PUMP, IT IS LIKELY THAT A FUEL LINE WAS INSTALLED INCORRECTLY. IF THE GF TEST PLAN DOES NOT SHOW UP, GO INTO VSD, ENGINE ELECTRONICS, BASIC SETTINGS, 35 AND RUN THIS TEST 3 TIMES.
01/14/2011	15:00	REPLACED 03L 130 321-(LINE), 03L 130 301-(PRESSURE LINE), 03L 130 0 89-(RAIL), 5N0 130 307J-(LINE), 1K0 127 400F-(FILTER), 03L 130 235K-(RETURN LINE), 03L 130 277A-(INJECTORS), 03L 130 301R-(PRESSURE LINE), 03L 130 301B-(PRESSUR E LINE), 03L 130 301C-(PRESSURE LINE), 1K0 201 060 GP-(FUEL TANK), 5N0 906 129B- (AUXILIARY PUMP), 03L 130 755 A-(HIGH PRESSURE PUMP), 1K0 919 050 J-(IN TANK FUEL PUMP) AND ALL OTHER NEEDED PARTS. PRIMED SYSTEM AND CHECKED VEHICLE OPERATION. ALL SYTEMS OPERATIONAL. RELEASED VEHICLE.
01/14/2011	15:20	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
01/14/2011	15:20	ISSUE UPDATED

Consultant's Closing Comments

REPLACED THE FUEL SYSTEM

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
695288	JETTA	2010	3VWPL7AJ8AM [REDACTED]	57540	2463	01/11/2011	United States

Workshop Finding
n/a

Activity Date	Activity Time	Activity Comments
01/11/2011	16:18	CUSTOMER STATES THAT CHECK ENGINE LIGHT, GLOW PLUG CAME ON WHILE DRIVING LOSS POWER BEFORE DIED- WILL RESTART WILL NOT RESTART- TURNS OVER. RAN GFF AND FOUND P0087 FUEL PRESSURE IN THE DISTRIBUTOR/SYSTEM PRESSURE TOO LOW. CHECK ELSA WEB AND FOUND TSB#2023624 AND FOUND METAL DEBRIS IN FUEL SYSTEM(METAT SHAVINGS AND DEBRIS IN FUEL FILTER HOUSING)
01/11/2011	16:18	ISSUE OPENED BY DEALERSHIP
01/11/2011	16:44	CUSTOMER COMMENTS: CUSTOMER STATES THAT CHECK ENGINE LIGHT, GLOW PLUG CAME ON WHILE DRIVING LOSS POWER BEFORE DIED- WILL RESTART WILL NOT RESTART- TURNS OVER. RAN GFF AND FOUND P0087 FUEL PRESSURE IN THE DISTRIBUTOR/SYSTEM PRESSURE TOO LOW. CHECK ELSA WEB AND FOUND TSB#2023624 AND FOUND METAL DEBRIS IN FUEL SYSTEM(METAT SHAVINGS AND DEBRIS IN FUEL FILTER HOUSING)
01/11/2011	16:44	PLEASE CLEAN THE HIGH PRESSURE PUMP NEAR THE N290 FUEL METERING VALVE. AFTER CLEANING, SPRAY DOWN WITH COMPRESSED AIR TO REMOVE ALL DEBRIS. REMOVE THE N290 AND INSPECT FOR METAL SHAVINGS. IF METAL SHAVINGS ARE FOUND, TAKE A FUEL SAMPLE FOLLOWING THE GUIDELINES IN TECHNICAL BULLETIN 01-10-11 (2023624). IF THERE IS ANY EVIDENCE THAT FUEL WAS CONTAMINATED WITH GASOLINE, WATER OR ALCOHOL, PLEASE CALL US BACK SO THAT WE CAN CONTACT YOUR FOM. WE ALSO RECOMMEND THAT YOU CONTACT YOUR FOM TO HELP DETERMINE WARRANTY.
01/14/2011	11:46	TALKED TO SPOM.GOODWILL WARRENTY ALL PARTS ON ORDER.
01/15/2011	10:19	STILL WAITING ON ALL PARTS TO ARIVE.
01/15/2011	16:22	THANK YOU FOR UPDATING THE VTA PLEASE CALL BACK IF FURTHER ASSISTANCE IS NEEDED.
01/18/2011	15:59	SPOKE TO MARCUS IN SERVICE AND THE PARTS ARE NOW IN AND THE CAR IS BEING WORKED ON.....P2
01/24/2011	11:27	REMOVED N290 AND FOUND METAL SHAVINGS/ SHOP FOREMAN CONTACT (FOM) AND AUTHORIZED REPLACE ALL FUEL SYSTEM DUE TO METAL DEBRIS FOUND (JOSEPH MATUSSAK)
01/24/2011	19:32	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
01/24/2011	19:32	ISSUE UPDATED

Consultant's Closing Comments
REMOVED N290 AND FOUND METAL SHAVINGS/ SHOP FOREMAN CONTACT (FOM) AND AUTHORIZED REPLACE ALL FUEL SYSTEM DUE TO METAL DEBRIS FOUND (JOSEPH MATUSSAK)

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
696565	JETTA	2009	3VWRL71K19M [REDACTED]	15866	2463	01/14/2011	United States

Workshop Finding
n/a

Activity Date	Activity Time	Activity Comments
01/14/2011	11:46	CUST STATES CAR DIED WHILE DRIVING SCAN VEHICLE FOUND 5 CODES SEE ATTACHED PRINT OUT OF GFF AND ALSO PICS OF THE FUEL FILTER HOUSING AND HIGH PRESSURE SENSOR FOUND METAL SHAVINGS
01/14/2011	11:46	ISSUE OPENED BY DEALERSHIP
01/14/2011	11:57	IF THERE IS ANY EVIDENCE THAT THE FUEL WAS CONTAMINATED WITH GASOLINE, WATER, OR ALCOHOL, PLEASE CONTACT YOUR FOM BEFORE REPLACING ANY COMPONENTS. REPLACE THE FOLLOWING COMPONENTS> 03L 130 321-(LINE), 03L 130 301-(PRESSURE LINE), 03L 130 089-(RAIL), 5N0 130 307J-(LINE), 1K0 127 400F-(FILTER), 03L 130 235K-(RETURN LINE), 03L 130 277A-(INJECTORS), 03L 130 301R-(PRESSURE LINE), 03L 130 301B-(PRESSURE LINE), 03L 130 301C-(PRESSURE LINE), 1K0 201 060 GP-(FUEL TANK), 5N0 906 129B-(AUXILIARY PUMP), 03L 130 755 A-(HIGH PRESSURE PUMP), 1K0 919 050 J-(IN TANK FUEL PUMP). PLEASE CONSULT ETKA FOR THE LATEST PART # ON ALL COMPONENTS. ANY LINE THAT IS NOT REPLACED IN THIS PROCEDURE MUST BE THOROUGHLY CLEANED. IF YOU CANNOT ADEQUATELY CLEAN THE LINE/FITTING, PLEASE REPLACE IT ALSO. PLEASE FOLLOW ELSA WEB'S PROCEDURE FOR PRIMING THE FUEL SYSTEM. BE SURE NOT TO SWAP THE CONNECTIONS IN THE FUEL SYSTEM. IT IS VERY EASY TO SWAP A FUEL FEED LINE FOR A FUEL RETURN LINE. THE CONNECTIONS AT THE FUEL TANK, BULKHEAD, FUEL FILTER, AND HIGH PRESSURE PUMP CAN BE SWITCHED. IF YOU HEAR A HUMMING NOISE FROM THE AUX FUEL PUMP, IT IS LIKELY THAT A FUEL LINE WAS INSTALLED INCORRECTLY. IF THE GF TEST PLAN DOES NOT SHOW UP, GO INTO VSD, ENGINE ELECTRONICS, BASIC SETTINGS, 35 AND RUN THIS TEST 3 TIMES.
01/19/2011	11:07	PARTS HERE
01/19/2011	19:12	THANK YOU FOR UPDATING THE VTA TICKET. IF YOU ARE IN NEED OF FURTHER TECHNICAL ASSISTANCE, PLEASE CALL US BACK AT 800-678-2389.
01/21/2011	16:43	P2 - SPOKE TO MICHELLE, CONFIRMED PARTS HAVE ARRIVED.
01/26/2011	12:04	AS REQUESTED I REPLACED ALL PARTS LISTED SET BASIC SETTINGS ON PUMP THEN ROAD TEST NOW OK
01/26/2011	12:09	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
01/26/2011	12:09	ISSUE UPDATED

Consultant's Closing Comments
REPLACED ENTIRE FUEL SYSTEM

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
696776	JETTA	2009	3VWPL71K99M [REDACTED]	19542	2463	01/14/2011	United States

Workshop Finding
n/a

Activity Date	Activity Time	Activity Comments
01/14/2011	15:44	CUSTOMER STATES THE VEHICLE STALLED WHILE DRIVING. THE VEHICLE WAS SHIFTED INTO PARK AND RESTARTED BUT THEN LOST POWER AND DIED AGAIN AND HAD IT TOWED INTO THE DEALER. CONCERN HAS BEEN VERIFIED. REMOVED THE FUEL VELVE FROM THE TOP OF THE HIGH PRESSURE FUEL PUMP TO INSPECT FOR METAL DEBRIS AND FOUND A HEAVY AMOUNT OF METAL DEBIRS IN THE PUMP. PUMPED OUT 1 LITER OF FUEL TO CHECK FOR GASOLINE IN FUEL. THE FUEL ONLY CONTAINS DIESEL (WOULD NOT LIGHT ON FIRE AND DID NOT MELT STYROFOAM CUP).
01/14/2011	15:44	ISSUE OPENED BY DEALERSHIP
01/14/2011	15:47	CUSTOMER COMMENTS: CUSTOMER STATES THE VEHICLE STALLED WHILE DRIVING. THE VEHICLE WAS SHIFTED INTO PARK AND RESTARTED BUT THEN LOST POWER AND DIED AGAIN AND HAD IT TOWED INTO THE DEALER. CONCERN HAS BEEN VERIFIED. REMOVED THE FUEL VALVE FROM THE TOP OF THE HIGH PRESSURE FUEL PUMP TO INSPECT FOR METAL DEBRIS AND FOUND A HEAVY AMOUNT OF METAL DEBRIS IN THE PUMP. PUMPED OUT 1 LITER OF FUEL TO CHECK FOR GASOLINE IN FUEL. THE FUEL ONLY CONTAINS DIESEL (WOULD NOT LIGHT ON FIRE AND DID NOT MELT STYROFOAM CUP).
01/14/2011	15:47	IF THERE IS ANY EVIDENCE THAT THE FUEL WAS CONTAMINATED WITH GASOLINE, WATER, OR ALCOHOL, PLEASE CONTACT YOUR FOM BEFORE REPLACING ANY COMPONENTS. REPLACE THE FOLLOWING COMPONENTS> 03L 130 321-(LINE), 03L 130 301-(PRESSURE LINE), 03L 130 089-(RAIL), 5N0 130 307J-(LINE), 1K0 127 400F-(FILTER), 03L 130 235K-(RETURN LINE), 03L 130 277A-(INJECTORS), 03L 130 301R-(PRESSURE LINE), 03L 130 301B-(PRESSURE LINE), 03L 130 301C-(PRESSURE LINE), 1K0 201 060 GP-(FUEL TANK), 5N0 906 129B-(AUXILIARY PUMP), 03L 130 755 A-(HIGH PRESSURE PUMP), 1K0 919 050 J-(IN TANK FUEL PUMP). PLEASE CONSULT ETKA FOR THE LATEST PART # ON ALL COMPONENTS. ANY LINE THAT IS NOT REPLACED IN THIS PROCEDURE MUST BE THOROUGHLY CLEANED. IF YOU CANNOT ADEQUATELY CLEAN THE LINE/FITTING, PLEASE REPLACE IT ALSO. PLEASE FOLLOW ELSA WEB'S PROCEDURE FOR PRIMING THE FUEL SYSTEM. BE SURE NOT TO SWAP THE CONNECTIONS IN THE FUEL SYSTEM. IT IS VERY EASY TO SWAP A FUEL FEED LINE FOR A FUEL RETURN LINE. THE CONNECTIONS AT THE FUEL TANK, BULKHEAD, FUEL FILTER, AND HIGH PRESSURE PUMP CAN BE SWITCHED. IF YOU HEAR A HUMMING NOISE FROM THE AUX FUEL PUMP, IT IS LIKELY THAT A FUEL LINE WAS INSTALLED INCORRECTLY. IF THE GF TEST PLAN DOES NOT SHOW UP, GO INTO VSD, ENGINE ELECTRONICS, BASIC SETTINGS, 35 AND RUN THIS TEST 3 TIMES.
01/18/2011	12:34	PARTS HAVE BEEN ORDERED. WILL UPDATE TICKET AGAIN AFTER PARTS HAVE BEEN INSTALLED.
01/18/2011	13:32	THANK YOU FOR UPDATING THE TICKET. IF YOU ARE STILL IN NEED OF TECHNICAL ASSISTANCE OR DISCUSSION, PLEASE CALL INTO THE HELPLINE AT 800-678-2389. IF THE CAR IS LEAVING THE DEALERSHIP, PLEASE CLOSE THE TICKET WITH A RESOLUTION. IF THE CAR WILL BE WAITING AT THE DEALERSHIP ON PARTS, PLEASE UPDATE THE TICKET WITH THE PART NUMBER, DESCRIPTION OF PART AND SALES DOC # GIVEN TO YOU BY YOUR PARTS DEPARTMENT.
01/21/2011	12:36	VEHICLE HAS BEEN REPAIRED AND IS NOW OPERATING AS DESIGNED.
01/21/2011	12:38	THANK YOU.
01/21/2011	13:37	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
01/21/2011	13:37	ISSUE UPDATED

Consultant's Closing Comments
REPLACED THE FUEL SYSTEM

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
697155	JETTA	2010	3VWPL7AJ8AM [REDACTED]	14284	2463	01/17/2011	United States

Workshop Finding
n/a

Activity Date	Activity Time	Activity Comments
01/17/2011	11:59	CUSTOMER STATES ENGINE STALLED OUT. CHECK FUEL AT THE FILTER AND PUMP PUMP IS FULL OF METAL.SEE PICTURES.
01/17/2011	11:59	ISSUE OPENED BY DEALERSHIP
01/17/2011	12:13	CUSTOMER COMMENTS: CUSTOMER STATES ENGINE STALLED OUT. CHECK FUEL AT THE FILTER AND PUMP PUMP IS FULL OF METAL.SEE PICTURES.
01/17/2011	12:13	IF THERE IS ANY EVIDENCE THAT THE FUEL WAS CONTAMINATED WITH GASOLINE, WATER, OR ALCOHOL, PLEASE CONTACT YOUR FOM BEFORE REPLACING ANY COMPONENTS. REPLACE THE FOLLOWING COMPONENTS> 03L 130 321-(LINE), 03L 130 301-(PRESSURE LINE), 03L 130 089-(RAIL), 5N0 130 307J-(LINE), 1K0 127 400F-(FILTER), 03L 130 235K-(RETURN LINE), 03L 130 277A-(INJECTORS), 03L 130 301R-(PRESSURE LINE), 03L 130 301B-(PRESSURE LINE), 03L 130 301C-(PRESSURE LINE), 1K0 201 060 GP-(FUEL TANK), 5N0 906 129B-(AUXILIARY PUMP), 03L 130 755 A-(HIGH PRESSURE PUMP), 1K0 919 050 J-(IN TANK FUEL PUMP). PLEASE CONSULT ETKA FOR THE LATEST PART # ON ALL COMPONENTS. ANY LINE THAT IS NOT REPLACED IN THIS PROCEDURE MUST BE THOROUGHLY CLEANED. IF YOU CANNOT ADEQUATELY CLEAN THE LINE/FITTING, PLEASE REPLACE IT ALSO. PLEASE FOLLOW ELSA WEB'S PROCEDURE FOR PRIMING THE FUEL SYSTEM. BE SURE NOT TO SWAP THE CONNECTIONS IN THE FUEL SYSTEM. IT IS VERY EASY TO SWAP A FUEL FEED LINE FOR A FUEL RETURN LINE. THE CONNECTIONS AT THE FUEL TANK, BULKHEAD, FUEL FILTER, AND HIGH PRESSURE PUMP CAN BE SWITCHED. IF YOU HEAR A HUMMING NOISE FROM THE AUX FUEL PUMP, IT IS LIKELY THAT A FUEL LINE WAS INSTALLED INCORRECTLY. IF THE GF TEST PLAN DOES NOT SHOW UP, GO INTO VSD, ENGINE ELECTRONICS, BASIC SETTINGS, 35 AND RUN THIS TEST 3 TIMES.
01/17/2011	12:50	HERES THE DTC MEMORY LOG
01/17/2011	17:38	THANK YOU FOR UPDATING THE VTA PLEASE CALL BACK IF FURTHER ASSISTANCE IS NEEDED.
01/24/2011	10:25	ALL ITEMS. ON THE VTA HAVE BEEN REPLACED ROADTEST NO DTC. OK.
01/24/2011	19:33	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
01/24/2011	19:33	ISSUE UPDATED

Consultant's Closing Comments
REPLACED COMPLETE FUEL SYSTEM.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
697194	JETTA	2010	3VWRL7AJ6AM [REDACTED]	5715	2066	01/17/2011	United States

Workshop Finding

CUSTOMER STATES GAS FUEL WAS ADDED TO DEISEL VEHICLE.

Activity Date	Activity Time	Activity Comments
01/17/2011	12:32	CUSTOMER STATES GAS FUEL WAS ADDED TO DEISEL VEHICLE. ENG STARTS AND CUTS OFF , NO DTCS GFF MEMORY CLEAN, FUEL FILTER COVER PLATE REMOVED , METAL-FLAKE PARTICLES FOUND IN HSNG. INSURANCE CO INVOLVED, PLEASE ADVISE -- FUEL SYSTEM REPLACEMENT NEC??
01/17/2011	12:32	ISSUE OPENED BY DEALERSHIP
01/17/2011	17:48	CUSTOMER COMMENTS: CUSTOMER STATES GAS FUEL WAS ADDED TO DEISEL VEHICLE. ENG STARTS AND CUTS OFF , NO DTCS GFF MEMORY CLEAN, FUEL FILTER COVER PLATE REMOVED , METAL-FLAKE PARTICLES FOUND IN HSNG. INSURANCE CO INVOLVED, PLEASE ADVISE -- FUEL SYSTEM REPLACEMENT NEC??
01/17/2011	17:48	PLEASE GET THE FOLLOWING INFROMATION REMOVE THE FUEL HOUSING & N290 METAL WAS FOUND
01/17/2011	17:48	WORKSHOP FINDINGS: CUSTOMER STATES GAS FUEL WAS ADDED TO DEISEL VEHICLE.
01/17/2011	17:49	IF THERE IS ANY EVIDENCE THAT THE FUEL WAS CONTAMINATED WITH GASOLINE, WATER, OR ALCOHOL, PLEASE CONTACT YOUR FOM BEFORE REPLACING ANY COMPONENTS. REPLACE THE FOLLOWING COMPONENTS> 03L 130 321-(LINE), 03L 130 301-(PRESSURE LINE), 03L 130 089-(RAIL), 5N0 130 307J-(LINE), 1K0 127 400F-(FILTER), 03L 130 235K-(RETURN LINE), 03L 130 277A-(INJECTORS), 03L 130 301R-(PRESSURE LINE), 03L 130 301B-(PRESSURE LINE), 03L 130 301C-(PRESSURE LINE), 1K0 201 060 GP-(FUEL TANK), 5N0 906 129B-(AUXILIARY PUMP), 03L 130 755 A-(HIGH PRESSURE PUMP), 1K0 919 050 J-(IN TANK FUEL PUMP). PLEASE CONSULT ETKA FOR THE LATEST PART # ON ALL COMPONENTS. ANY LINE THAT IS NOT REPLACED IN THIS PROCEDURE MUST BE THOROUGHLY CLEANED. IF YOU CANNOT ADEQUATELY CLEAN THE LINE/FITTING, PLEASE REPLACE IT ALSO. PLEASE FOLLOW ELSA WEB'S PROCEDURE FOR PRIMING THE FUEL SYSTEM. BE SURE NOT TO SWAP THE CONNECTIONS IN THE FUEL SYSTEM. IT IS VERY EASY TO SWAP A FUEL FEED LINE FOR A FUEL RETURN LINE. THE CONNECTIONS AT THE FUEL TANK, BULKHEAD, FUEL FILTER, AND HIGH PRESSURE PUMP CAN BE SWITCHED. IF YOU HEAR A HUMMING NOISE FROM THE AUX FUEL PUMP, IT IS LIKELY THAT A FUEL LINE WAS INSTALLED INCORRECTLY. IF THE GF TEST PLAN DOES NOT SHOW UP, GO INTO VSD, ENGINE ELECTRONICS, BASIC SETTINGS, 35 AND RUN THIS TEST 3 TIMES.
01/17/2011	18:38	THANKS FOR THE INFO/ADVISE, I'LL PASS IT ON TO THE INS CO AND GO FROM THERE...
01/17/2011	19:45	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
01/17/2011	19:45	ISSUE UPDATED

Consultant's Closing Comments

REPLACED FUEL PUMP.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
698149	Q7	2009	WA1AM74L49D [REDACTED]	19766	2329	01/18/2011	United States

Workshop Finding

TECH FOUND METAL IN THE FILTER AND THE M-PROP. TFM WAS ON SITE AND SEEN THE METAL.

Activity Date	Activity Time	Activity Comments
01/18/2011	18:15	ISSUE OPENED BY DEALERSHIP
01/18/2011	18:15	VEHICLE STARTS THEN SHUTS OFF IN 10 SECONDS, FOUND A LITTLE METAL SHAVING IN FILTER & N-PROP, REMOVED FUEL PUMP & TESTED FUEL DID NOT BURN, DID NOT HAVE THAT MUCH SHAVINGS IN TANK
01/18/2011	18:26	ADVISED TECH TO TAKE A FUEL SAMPLE AND SAVE. ADVISED TECH TO GET PICTURES OF THE M-PROP AND OF THE METAL IN THE FILTER AND ATTACH TO THE CONTACT. ADVISED TECH THAT THE COMPLETE FUEL SYSTEM WILL NEED TO BE REPLACED WITH THE EXCEPTION OF THE FUEL LINES AND THE FUEL TANK. ADVISED TECH TO ENTER THE PART NUMBER OF THE HIGH PRESSURE PUMP AS IT IS ON BLOCK AND WE WILL RELEASE IT WHEN YOU CALL BACK. THANKS
01/18/2011	18:26	CUSTOMER COMMENTS: VEHICLE STARTS THEN SHUTS OFF IN 10 SECONDS, FOUND A LITTLE METAL SHAVING IN FILTER & N-PROP, REMOVED FUEL PUMP & TESTED FUEL DID NOT BURN, DID NOT HAVE THAT MUCH SHAVINGS IN TANK
01/18/2011	18:26	WORKSHOP FINDINGS: TECH FOUND METAL IN THE FILTER AND THE M-PROP. TFM WAS ON SITE AND SEEN THE METAL.
01/18/2011	18:46	RELEASE PUMP 059 130 755 AL....PICTURES ARE ATTACHED
01/18/2011	18:51	RELEASED PART.
02/07/2011	12:07	ALSO LEFT LIFTERS WAS BROKEN REPLACED LEFT HEAD CK OK AFTER

Consultant's Closing Comments

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VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
699314	JETTA	2009	3VWRL71K99M [REDACTED]	21912	2066	01/20/2011	United States

Workshop Finding
NO START

Activity Date	Activity Time	Activity Comments
01/20/2011	17:01	CUSTOMER PUT REGULAR GAS IN THEIR COMMON RAIL DIESEL. THEN DROVE THE CAR TILL THE VEHICLE STALLED.. WHAT DO I DO FOR THIS???
01/20/2011	17:01	ISSUE OPENED BY DEALERSHIP
01/20/2011	17:04	ADVISED TECH TO REMOVE THE N290 AND INSPECT CALL BACK RESULTS
01/20/2011	17:04	CUSTOMER COMMENTS: CUSTOMER PUT REGULAR GAS IN THEIR COMMON RAIL DIESEL. THEN DROVE THE CAR TILL THE VEHICLE STALLED.. WHAT DO I DO FOR THIS???
01/20/2011	17:04	WORKSHOP FINDINGS: NO START
01/21/2011	08:23	REMOVED THE N290 VALVE ON TOP OF THE HIGH PRESSURE PUMP TO INSPECT FOR METAL. FOUND NO METAL IN THE SCREEN OF THE VALVE. REMOVED THE FUEL FILTER TO INSPECT THERE. FOUND THAT A FEW VERY SMALL PIECES ON TOP OF THE FUEL FILTER. WITH A LIGHT SHINING ONTO THE TOP OF THE FUEL FILTER IT LOOKED LIKE A FEW PIECES OF GLITTER LAYING THERE. REMOVED THE FILTER ELEMENT TO INSPECT IT FOR MORE PIECES BUT NONE WHERE FOUND, DIFFICULT TO IDENTIFY IN THE ELEMENT ITSELF.
01/21/2011	08:35	IF THERE IS ANY EVIDENCE THAT THE FUEL WAS CONTAMINATED WITH GASOLINE, WATER, OR ALCOHOL, PLEASE CONTACT YOUR FOM BEFORE REPLACING ANY COMPONENTS. REPLACE THE FOLLOWING COMPONENTS> 03L 130 321-(LINE), 03L 130 301-(PRESSURE LINE), 03L 130 089-(RAIL), 5N0 130 307J-(LINE), 1K0 127 400F-(FILTER), 03L 130 235K-(RETURN LINE), 03L 130 277A-(INJECTORS), 03L 130 301R-(PRESSURE LINE), 03L 130 301B-(PRESSURE LINE), 03L 130 301C-(PRESSURE LINE), 1K0 201 060 GP-(FUEL TANK), 5N0 906 129B-(AUXILIARY PUMP), 03L 130 755 A-(HIGH PRESSURE PUMP), 1K0 919 050 J-(IN TANK FUEL PUMP). PLEASE CONSULT ETKA FOR THE LATEST PART # ON ALL COMPONENTS. ANY LINE THAT IS NOT REPLACED IN THIS PROCEDURE MUST BE THOROUGHLY CLEANED. IF YOU CANNOT ADEQUATELY CLEAN THE LINE/FITTING, PLEASE REPLACE IT ALSO. PLEASE FOLLOW ELSA WEB'S PROCEDURE FOR PRIMING THE FUEL SYSTEM. BE SURE NOT TO SWAP THE CONNECTIONS IN THE FUEL SYSTEM. IT IS VERY EASY TO SWAP A FUEL FEED LINE FOR A FUEL RETURN LINE. THE CONNECTIONS AT THE FUEL TANK, BULKHEAD, FUEL FILTER, AND HIGH PRESSURE PUMP CAN BE SWITCHED. IF YOU HEAR A HUMMING NOISE FROM THE AUX FUEL PUMP, IT IS LIKELY THAT A FUEL LINE WAS INSTALLED INCORRECTLY. IF THE GF TEST PLAN DOES NOT SHOW UP, GO INTO VSD, ENGINE ELECTRONICS, BASIC SETTINGS, 35 AND RUN THIS TEST 3 TIMES.
01/21/2011	11:23	THANKS FOR ALL YOUR ASSISTANCE. VW HAS DENIED TO HELP. SO WE ARE NOW WAITING ON WHAT WE WILL BE DOING. WILL REOPEN ANOTHER TICKET IF I HAVE QUESTIONS.
01/21/2011	12:07	ISSUE UPDATED
01/21/2011	12:10	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
01/21/2011	12:10	ISSUE UPDATED

Consultant's Closing Comments
REPLACE FUEL STYEM

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
699923	JETTA	2009	3VWRL71K59M [REDACTED]	30857	2010	01/24/2011	United States

Workshop Finding

RAN GFF SCAN, LOW FUEL PRESSURE FAULTS. CHECKED SUPPLY PUMP FOR PRESSURE, NO PRESSURE AT PUMP BUT POWER AND GROUND PRESENT. REPLACED SUPPLY PUMP RAN GF FUEL SYSTEM BLEED/VENT PROCESS TO ENSURE FUEL AT HIGH PRESSURE PUMPS. STILL NO START, REBLEED FUEL SYSTEM TWO MORE TIMES, STILL NOT START. REMOVED SENSOR ON HIGH PRESSURE PUMP TO INSPECT SCREEN, PUMP FULL OF METAL DEBRIS.

Activity Date	Activity Time	Activity Comments
01/24/2011	08:43	CUSTOMER STATES THAT THE CAR STOPPED RUNNING WHILE DRIVING, GLOW PLUG LIGHT CAME ON. CUSTOMER WAS UNABLE TO RESTART CAR, TOWED CAR IN. RAN GFF SCAN, LOW FUEL PRESSURE FAULTS. CHECKED SUPPLY PUMP FOR PRESSURE, NO PRESSURE AT PUMP BUT POWER AND GROUND PRESENT. REPLACED SUPPLY PUMP RAN GF FUEL SYSTEM BLEED/VENT PROCESS TO ENSURE FUEL AT HIGH PRESSURE PUMPS. STILL NO START, REBLEED FUEL SYSTEM TWO MORE TIMES, STILL NOT START. REMOVED SENSOR ON HIGH PRESSURE PUMP TO INSPECT SCREEN, PUMP FULL OF METAL DEBRIS.
01/24/2011	08:43	ISSUE OPENED BY DEALERSHIP
01/24/2011	09:44	CUSTOMER COMMENTS: CUSTOMER STATES THAT THE CAR STOPPED RUNNING WHILE DRIVING, GLOW PLUG LIGHT CAME ON. CUSTOMER WAS UNABLE TO RESTART CAR, TOWED CAR IN.
01/24/2011	09:44	IF THERE IS ANY EVIDENCE THAT THE FUEL WAS CONTAMINATED WITH GASOLINE, WATER, OR ALCOHOL, PLEASE CONTACT YOUR FOM BEFORE REPLACING ANY COMPONENTS. REPLACE THE FOLLOWING COMPONENTS> 03L 130 321-(LINE), 03L 130 301-(PRESSURE LINE), 03L 130 089-(RAIL), 5N0 130 307J-(LINE), 1K0 127 400F-(FILTER), 03L 130 235K-(RETURN LINE), 03L 130 277A-(INJECTORS), 03L 130 301R-(PRESSURE LINE), 03L 130 301B-(PRESSURE LINE), 03L 130 301C-(PRESSURE LINE), 1K0 201 060 GP-(FUEL TANK), 5N0 906 129B-(AUXILIARY PUMP), 03L 130 755 A-(HIGH PRESSURE PUMP), 1K0 919 050 J-(IN TANK FUEL PUMP). PLEASE CONSULT ETKA FOR THE LATEST PART # ON ALL COMPONENTS. ANY LINE THAT IS NOT REPLACED IN THIS PROCEDURE MUST BE THOROUGHLY CLEANED. IF YOU CANNOT ADEQUATELY CLEAN THE LINE/FITTING, PLEASE REPLACE IT ALSO. PLEASE FOLLOW ELSA WEB'S PROCEDURE FOR PRIMING THE FUEL SYSTEM. BE SURE NOT TO SWAP THE CONNECTIONS IN THE FUEL SYSTEM. IT IS VERY EASY TO SWAP A FUEL FEED LINE FOR A FUEL RETURN LINE. THE CONNECTIONS AT THE FUEL TANK, BULKHEAD, FUEL FILTER, AND HIGH PRESSURE PUMP CAN BE SWITCHED. IF YOU HEAR A HUMMING NOISE FROM THE AUX FUEL PUMP, IT IS LIKELY THAT A FUEL LINE WAS INSTALLED INCORRECTLY. IF THE GF TEST PLAN DOES NOT SHOW UP, GO INTO VSD, ENGINE ELECTRONICS, BASIC SETTINGS, 35 AND RUN THIS TEST 3 TIMES.
01/24/2011	09:44	WORKSHOP FINDINGS: RAN GFF SCAN, LOW FUEL PRESSURE FAULTS. CHECKED SUPPLY PUMP FOR PRESSURE, NO PRESSURE AT PUMP BUT POWER AND GROUND PRESENT. REPLACED SUPPLY PUMP RAN GF FUEL SYSTEM BLEED/VENT PROCESS TO ENSURE FUEL AT HIGH PRESSURE PUMPS. STILL NO START, REBLEED FUEL SYSTEM TWO MORE TIMES, STILL NOT START. REMOVED SENSOR ON HIGH PRESSURE PUMP TO INSPECT SCREEN, PUMP FULL OF METAL DEBRIS.
01/24/2011	17:06	ADDING PICTURE OF METAL INSIDE PUMP AND ON 290 SCREEN. FOM WAS CONTACTED AND AUTH REPAIRS.
01/25/2011	14:55	THANKS FOR THE UPDATE, PLEASE CLOSE OUT VTA WHEN COMPLETED OR CALL BACK IF NEEDED.
01/31/2011	12:43	D2 ~ TECH IS STILL WORKING ON VEHICLE PER JESSIE IN SERVICE.
01/31/2011	16:16	COMPLETED REPLACEMENT OF THE FUEL SYSTEM. BLEED FUEL SYSTEM AND RESTART. TEST DROVE, OPERATION RESTORED NO MALFUNCTIONS AFTER REPAIRS.
01/31/2011	17:10	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
01/31/2011	17:10	ISSUE UPDATED

Consultant's Closing Comments

COMPLETED REPLACEMENT OF THE FUEL SYSTEM. BLEED FUEL SYSTEM AND RESTART. TEST DROVE, OPERATION RESTORED NO MALFUNCTIONS AFTER REPAIRS.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
700178	JETTA	2010	3VWPL7AJXAM [REDACTED]	26178	2463	01/24/2011	United States

Workshop Finding

n/a

Activity Date	Activity Time	Activity Comments
01/24/2011	13:04	CUSTOMER STATES VEHICLE DIED ON FREEWAY. WOULD NOT RESTART AND GLOWPLUG LIGHT FLASHES. HAS FAULTS P0087-FUEL PRESSURE IN DISTRIBUTION SYSTEM LOW. FOUND METAL FLAKES ON TOP OF FUEL FILTER. REMOVED VALVE ON TOP OF INJECTION PUMP AND FOUND ALOT OF METAL IN ORIFICE. FUEL SMELLS LIKE DIESEL. TESTED FUEL WITH FOAM. FOAM DID NOT GET EATEN. MIXED EQUAL PARTS WATER AND FUEL IN A BOTTLE SHOOK. STILL IS EQUAL PARTS. CUSTOMER STATES FILLED UP AT A CHEVRON 20 MINUTES BEFORE THIS HAPPENED. 100% SURE THEY USED DIESEL AND THE GAS GUAGE READ JUST AT THE RED MARK ETA 75 MILES ON MFI.
01/24/2011	13:04	ISSUE OPENED BY DEALERSHIP
01/24/2011	13:10	CUSTOMER COMMENTS: CUSTOMER STATES VEHICLE DIED ON FREEWAY. WOULD NOT RESTART AND GLOW PLUG LIGHT FLASHES. HAS FAULTS P0087-FUEL PRESSURE IN DISTRIBUTION SYSTEM LOW. FOUND METAL FLAKES ON TOP OF FUEL FILTER. REMOVED VALVE ON TOP OF INJECTION PUMP AND FOUND A LOT OF METAL IN ORIFICE. FUEL SMELLS LIKE DIESEL. TESTED FUEL WITH FOAM. FOAM DID NOT GET EATEN. MIXED EQUAL PARTS WATER AND FUEL IN A BOTTLE SHOOK. STILL IS EQUAL PARTS. CUSTOMER STATES FILLED UP AT A CHEVRON 20 MINUTES BEFORE THIS HAPPENED. 100% SURE THEY USED DIESEL AND THE GAS GAUGE READ JUST AT THE RED MARK ETA 75 MILES ON MFI.
01/24/2011	13:10	IF THERE IS ANY EVIDENCE THAT THE FUEL WAS CONTAMINATED WITH GASOLINE, WATER, OR ALCOHOL, PLEASE CONTACT YOUR FOM BEFORE REPLACING ANY COMPONENTS. REPLACE THE FOLLOWING COMPONENTS> 03L 130 321-(LINE), 03L 130 301-(PRESSURE LINE), 03L 130 089-(RAIL), 5N0 130 307J-(LINE), 1K0 127 400F-(FILTER), 03L 130 235K-(RETURN LINE), 03L 130 277A-(INJECTORS), 03L 130 301R-(PRESSURE LINE), 03L 130 301B-(PRESSURE LINE), 03L 130 301C-(PRESSURE LINE), 1K0 201 060 GP-(FUEL TANK), 5N0 906 129B-(AUXILIARY PUMP), 03L 130 755 A-(HIGH PRESSURE PUMP), 1K0 919 050 J-(IN TANK FUEL PUMP). PLEASE CONSULT ETKA FOR THE LATEST PART # ON ALL COMPONENTS. ANY LINE THAT IS NOT REPLACED IN THIS PROCEDURE MUST BE THOROUGHLY CLEANED. IF YOU CANNOT ADEQUATELY CLEAN THE LINE/FITTING, PLEASE REPLACE IT ALSO. PLEASE FOLLOW ELSA WEB'S PROCEDURE FOR PRIMING THE FUEL SYSTEM. BE SURE NOT TO SWAP THE CONNECTIONS IN THE FUEL SYSTEM. IT IS VERY EASY TO SWAP A FUEL FEED LINE FOR A FUEL RETURN LINE. THE CONNECTIONS AT THE FUEL TANK, BULKHEAD, FUEL FILTER, AND HIGH PRESSURE PUMP CAN BE SWITCHED. IF YOU HEAR A HUMMING NOISE FROM THE AUX FUEL PUMP, IT IS LIKELY THAT A FUEL LINE WAS INSTALLED INCORRECTLY. IF THE GF TEST PLAN DOES NOT SHOW UP, GO INTO VSD, ENGINE ELECTRONICS, BASIC SETTINGS, 35 AND RUN THIS TEST 3 TIMES.
01/27/2011	12:11	ALL SPECIAL ORDER PARTS WERE INSTALLED IN THIS VEHICLE TOPPED OFF WITH CLEAN FUEL AND RELEASED TO THE CUSTOMER.
01/27/2011	12:23	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
01/27/2011	12:23	ISSUE UPDATED

Consultant's Closing Comments

REPLACED THE FUEL SYSTEM

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
700206	JETTA	2009	3VWTL81K39M [REDACTED]	34535	2463	01/24/2011	United States

Workshop Finding
n/a

Activity Date	Activity Time	Activity Comments
01/24/2011	13:26	CUSTOMER STATES GLOW PLUG LIGHT CAME ON AND ENGINE DIED. CAR WILL NOT RESTART. RAN GFF - FOUND CODES FOR HIGH PRESSURE FUEL RAIL - PRESSURE TOO LOW AND RAIL PRESSURE OUT OF RANGE. TESTED ELECTRICAL FUEL PUMPS - FOUND TO BE OK - FUEL FLOW TO HIGH PRESSURE PUMP. REMOVED FUEL METERING VALVE ON HIGH PRESSURE FUEL PUMP - FOUND LARGE AMOUNT OF METAL CHIPS CLOGGING VALVE AND PUMP.
01/24/2011	13:26	ISSUE OPENED BY DEALERSHIP
01/24/2011	13:30	CUSTOMER COMMENTS: CUSTOMER STATES GLOW PLUG LIGHT CAME ON AND ENGINE DIED. CAR WILL NOT RESTART. RAN GFF - FOUND CODES FOR HIGH PRESSURE FUEL RAIL - PRESSURE TOO LOW AND RAIL PRESSURE OUT OF RANGE. TESTED ELECTRICAL FUEL PUMPS - FOUND TO BE OK - FUEL FLOW TO HIGH PRESSURE PUMP. REMOVED FUEL METERING VALVE ON HIGH PRESSURE FUEL PUMP - FOUND LARGE AMOUNT OF METAL CHIPS CLOGGING VALVE AND PUMP.
01/24/2011	13:30	IF THERE IS ANY EVIDENCE THAT THE FUEL WAS CONTAMINATED WITH GASOLINE, WATER, OR ALCOHOL, PLEASE CONTACT YOUR FOM BEFORE REPLACING ANY COMPONENTS. REPLACE THE FOLLOWING COMPONENTS> 03L 130 321-(LINE), 03L 130 301-(PRESSURE LINE), 03L 130 089-(RAIL), 5N0 130 307J-(LINE), 1K0 127 400F-(FILTER), 03L 130 235K-(RETURN LINE), 03L 130 277A-(INJECTORS), 03L 130 301R-(PRESSURE LINE), 03L 130 301B-(PRESSURE LINE), 03L 130 301C-(PRESSURE LINE), 1K0 201 060 GP-(FUEL TANK), 5N0 906 129B-(AUXILIARY PUMP), 03L 130 755 A-(HIGH PRESSURE PUMP), 1K0 919 050 J-(IN TANK FUEL PUMP). PLEASE CONSULT ETKA FOR THE LATEST PART # ON ALL COMPONENTS. ANY LINE THAT IS NOT REPLACED IN THIS PROCEDURE MUST BE THOROUGHLY CLEANED. IF YOU CANNOT ADEQUATELY CLEAN THE LINE/FITTING, PLEASE REPLACE IT ALSO. PLEASE FOLLOW ELSA WEB'S PROCEDURE FOR PRIMING THE FUEL SYSTEM. BE SURE NOT TO SWAP THE CONNECTIONS IN THE FUEL SYSTEM. IT IS VERY EASY TO SWAP A FUEL FEED LINE FOR A FUEL RETURN LINE. THE CONNECTIONS AT THE FUEL TANK, BULKHEAD, FUEL FILTER, AND HIGH PRESSURE PUMP CAN BE SWITCHED. IF YOU HEAR A HUMMING NOISE FROM THE AUX FUEL PUMP, IT IS LIKELY THAT A FUEL LINE WAS INSTALLED INCORRECTLY. IF THE GF TEST PLAN DOES NOT SHOW UP, GO INTO VSD, ENGINE ELECTRONICS, BASIC SETTINGS, 35 AND RUN THIS TEST 3 TIMES.
01/28/2011	16:31	ISSUE SENT TO DEALERSHIP
01/31/2011	20:00	SPOEK WITH MARK IN VW SERVICE STATED CAR IS GONE AND TECH TO CLOSE THE VTA D1
02/01/2011	13:56	RCM SENT EMAIL TO SM REQUESTING TICKET CLOSURE
02/01/2011	16:30	INSTALLED NEW FUEL SYSTEM. VERIFIED CORRECT OPERATION. THANK YOU FOR THE ASSISTANCE.
02/01/2011	16:47	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
02/01/2011	16:47	ISSUE UPDATED

Consultant's Closing Comments
REPLACED THE FUEL SYSTEM

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
700258	Q7	2009	WA1AM74L89D [REDACTED]	24364	2329	01/24/2011	United States

Workshop Finding

SOME METAL FRAGMENTS IN THE FUEL FILTER. NO FAULTS STORED IN THE ECM. THE BATTERY WAS DEAD DUE TO CRANKING THE VEHICLE.

Activity Date	Activity Time	Activity Comments
01/24/2011	14:15	CUST STATES CAR STALLED OUT WHEN DRIVING. NOW CAR CRANKS, BUT WONT START. CK AND CONFRIM VEHICLE DOES NOT START. PERFORMED GFF. CK AND FOUND NO FAULT CODES PRESENT. PERFORMED FUEL SYSTEM BLEED. CKED FUNCTION OF IN TANK TRANSFER PUMP. CKED FUEL QUANTITY, FACTORY SPECS. CKED FUNCTION OF ENGINE BAY TRANSFER PUMP. CKED FUEL QUANTITY OF ENGINE BAY TRANSFER PUMP, FACTORY SPECS. CKED FUEL PRESSURE AT FUEL RAILS, CK AND FOUND FUEL PRESSURE AT RAILS SAME PRESSURE AS TRANSFER PUMP PRESSURE. CKED FUEL FILTER HOUSING, NO CONTAMINATION FOUND. CK AND FOUND VERY SMALL AMOUNT OF METAL SHAVINGS (MAGNETIC) ON TOP OF FUEL FILTER. DRAINED HOUSING INTO CLEAN/ CLEAR BOTTLE. CK AND FOUND NO CONTAMINATION, RUST, OR WATER. FUEL LOOKS CLEAN AND CLEAR. CK AND FOUND POSSIBLE HIGH PRESSURE PUMP FAULTY.
01/24/2011	14:15	ISSUE OPENED BY DEALERSHIP
01/24/2011	14:30	ADVISED TECH TO WATCH THE RAIL PRESSURE WHILE CRANKING AND RECORD. ADVISED TECH TO ATTACH A GFF LOG TO THE CONTACT. CALL BACK WITH FINDINGS. THANKS
01/24/2011	14:30	CUSTOMER COMMENTS: CUST STATES CAR STALLED OUT WHEN DRIVING. NOW CAR CRANKS, BUT WONT START. CK AND CONFRIM VEHICLE DOES NOT START. PERFORMED GFF. CK AND FOUND NO FAULT CODES PRESENT. PERFORMED FUEL SYSTEM BLEED. CKED FUNCTION OF IN TANK TRANSFER PUMP. CKED FUEL QUANTITY, FACTORY SPECS. CKED FUNCTION OF ENGINE BAY TRANSFER PUMP. CKED FUEL QUANTITY OF ENGINE BAY TRANSFER PUMP, FACTORY SPECS. CKED FUEL PRESSURE AT FUEL RAILS, CK AND FOUND FUEL PRESSURE AT RAILS SAME PRESSURE AS TRANSFER PUMP PRESSURE. CKED FUEL FILTER HOUSING, NO CONTAMINATION FOUND. CK AND FOUND VERY SMALL AMOUNT OF METAL SHAVINGS (MAGNETIC) ON TOP OF FUEL FILTER. DRAINED HOUSING INTO CLEAN/ CLEAR BOTTLE. CK AND FOUND NO CONTAMINATION, RUST, OR WATER. FUEL LOOKS CLEAN AND CLEAR. CK AND FOUND POSSIBLE HIGH PRESSURE PUMP FAULTY.
01/24/2011	14:30	WORKSHOP FINDINGS: SOME METAL FRAGMENTS IN THE FUEL FILTER. NO FAULTS STORED IN THE ECM. THE BATTERY WAS DEAD DUE TO CRANKING THE VEHICLE.
01/24/2011	15:28	SAVED AND ATTACHED GFF FILE. ATTACHED SCREEN SHOT OF RAIL PRESSURE DURING CRANKING. AT 160-180 RPM VEHICLE RAIL PRESSURE AT 8.6 BAR, BUT RAIL PRESSURE FLUCTUATES BETWEEN 0 AND 8.6 BAR. SPEC VALUE 292.4 BAR.
01/24/2011	15:41	ADVISED TECH TO REMOVE THE N290 VALVE FROM THE TOP OF THE PUMP AND CHECK FOR METAL. IF METAL IS PRESENT GET PICTURES AND ATTACH. ALSO IF METAL IS IN THE SCREEN ADVISED TECH TO ALSO GET THE PART NUMBER OF THE HIGH PRESSURE PUMP AND ENTER THAT INTO THE CONTACT SO WE CAN RELEASE. THE PART. ALSO PLEASE GET A FUEL SAMPLE AND SAVE AS WE MAY BE ASKING FOR A SAMPLE SHIPED FOR TESTING. THANKS
01/24/2011	16:18	REMOVED N290 VALVE AND CHECK FOR METAL DEBRIS. CK AND FOUND METAL LOCATED ON SCREEN AND IN HIGH PRESSURE PUMP ASSEMBLY. ATTACHED PICTURES. PART NUMBER FOR PUMP IS 059 130 755 AL. WILL SAVE PREVIOUS FUEL SAMPLE FROM FILTER HOUSING FOR REFERENCE.
01/24/2011	16:28	ADVISED TECH THAT I HAVE RELEASED THE FOLLOWING PART AND WILL ATTACH A SALES DOCUMENT WHEN I RECEIVE IT. ADVISED TECH THE ENTIRE FUEL SYSTEM WILL NEED TO BE REPLACED WITH THE EXCEPTION OF THE FUEL TANK AND THE FRONT TO REAR LINES. THE TANK MUST BE CLEANED THOROUGHLY OF ANY DEBRIS. ALL LINES, RAILS, INJECTORS, PUMPS AND FILTER HOUSINGS MUST BE REPLACED UNDER THE HOOD AND THE IN-TANK PUMP, EVERYTHING THAT TOUCHES THE FUEL. THANKS
01/24/2011	18:01	YOUR ORDER HAS BEEN RECEIVED AND WILL PROCESS ON SALES DOC. 1007514198. THANKS
02/18/2011	17:58	PER AUDI TECH CONSULTANT RECOMMENDATIONS, REPLACED ENTIRE FUEL SYSTEM. WITH THE EXCEPTION OF THE FUEL TANK AND FUEL LINES FROM TANK TO FRONT OF VEHICLE. TANK AND LINES THAT WERE NOT REPLACED WERE THOROUGHLY CLEANED OF METAL AND OTHER DEBRIS. INSTALLED FRESH DIESEL FUEL (10 GAL), PERFORMED FUEL SYSTEM BLEED, AND ADAPTATIONS FOR INJECTORS/ FUEL METERING VALVE. RVU 23E5 WAS ALSO PERFORMED. UPON START UP VEHICLE HAS HARD TIME STARTING AND RUNS ROUGH

		(MISFIRE)..... PERFORMED GFF. CK AND FOUND FAULT CODES P0300 (RANDOM/ MULTIPLE CYLINDER MISFIRE DETECTED) P0506 (IDLE CONTROL SYSTEM RPM LOWER THAN EXPECTED). UPON FURTHER DIAGNOSIS FOUND LEFT (DRIVERS) SIDE BANK OF CYLINDERS (CYL 4 5 & 6) MISFIRING. IF CONNECTORS FOR FUEL INJECTORS ARE UNPLUGGED ENGINE STILL RUNS THE SAME, VERSUS IF ANY OF RIGHT BANK (CYL 1 2 OR 3) ARE REMOVED ENGINE WILL STALL. CHECKED INTAKE HOSES, CLAMPS, AND GASKETS FOR LEAK: NO LEAKS FOUND. PERFORMED IN TAKE TRANSFER PUMP DELIVERY TEST: PASSED WITH APPROX .5 LITER. PERFORMED FUEL DELIVERY RATE TEST ON AUXILIARY FUEL PUMP: PASSED WITH APPROX 1 LITER. REMOVED ALL SIX GLOW PLUGS AND CHECKED FUNCTION: PASSED WITH OUTPUT TEST. SWAPPED GLOW PLUGS BETWEEN BANKS: NO CHANGE. CK AND FOUND GLOW PLUGS FOR BANK 2 WERE WET. SWAPPED INJECTORS BETWEEN BANKS: NO CHANGE (BANK 2 STILL MISFIRING). BANK 2 INJECTORS WHEN REMOVED WERE CLEAN AND WET. INJECTORS FROM BANK 2 HAD NO CARBON DEPOSITS. CHECKED ENGINE WIRE HARNESS FOR DAMAGE: NO DAMAGE FOUND. RECORDED MVB SNAP SHOT WITH ENGINE RUNNING (SEE ATTACHED FILE). NOTED DIFFERENCES WERE FUEL INJECTION QUANTITY DEVIATION (BANK 1 APPROX -2.5MG/H, BANK 2 APPROX 2.5MG/H. ALSO AIR MASS VALUE APPROX DIFFERENCE OF 1100 BETWEEN SPECIFIED AND ACTUAL. RAIL PRESSURE DURING SCREEN SHOTS WERE WITHIN SPECS. SWAPPED OUT RAIL PRESSURE SENSOR WITH NEW SENSOR: NO CHANGE. PERFORMED FUEL PRESSURE TEST WITH VAS 6330 (RUNS IN LINE BETWEEN INJECTOR RETURN PORT AND INJECTOR RETURN HOSE), MEASURED VALUE OF 11.6 BAR. DO NOT KNOW IF THIS READING SHOULD BE RAIL PRESSURE BECAUSE ITS TAKING MEASUREMENT AFTER INJECTOR. COULD NOT FIND TEST PROCEDURE IN ELSA FOR THE TEST USING VAS 6330. CHECKED FUEL PRESSURE AND QUANTITY DIRECTLY FROM HIGH PRESSURE PUMP. FOUND QUANTITY "SEEMS LOW". ALSO HOOKED UP INJECTOR TO FUEL RAIL TO TEST FLOW AND INJECTOR SIGNAL FROM ECM. CK AND FOUND INJECTOR SIGNALS GOOD, BUT FUEL WAS "DRIBBLING OUT" FROM NOZZLE "APPEARS LOW". REMOVED SCREEN AND CLEANED DEBRIS FROM OLD FUEL METERING VALVE AND INSTALLED ON NEW HIGH PRESSURE PUMP: NO CHANGE. DURING TESTING NOTICED BANK 1 UPPER INTAKE MANIFOLD AREA COOL TO THE TOUCH WHILE BANK 2 INTAKE MANIFOLD AREA HOT. WITH VEHICLE RUNNING ROUGH AT IDLE ANY INPUT WITH THE THROTTLE CABLE HAS NO AFFECT. THE RPMS DO NOT CHANGE REGARDLESS OF FULL THROTTLE APPLICATION. COULD NOT PERFORM COMPRESSION TEST. DO NOT HAVE VAS 1763.
02/18/2011	18:14	THE TECHNICIAN HAS VERIFIED THAT A FUEL INJECTOR AND A GLOW PLUG WORK WHEN PLUGGED IN. PLEASE CHECK THE COMPRESSION. IF GOOD, THEN REPLACE THE FUEL RAIL.
02/21/2011	12:09	PERFORMED CYLINDER COMPRESSION TEST. CK AND FOUND CYLINDER 1, 2, & 3 COMPRESSION AT 20.6 BAR (300PSI). CK AND FOUND CYLINDER 4, 5, & 6 NO COMPRESSION..... AUDI SPECS FOR COMPRESSION: NEW 28 - 33 BAR, WEAR LIMIT 21 BAR, MAX DIFFERENCE OF 5 BAR.
02/21/2011	12:35	PLEASE PERFORM A CYLINDER LEAKAGE TEST ON 4,5 AND 6, NOTE WHERE THE LEAKAGE IS COMING FROM. INSPECT IF BOTH BANK 2 CAMSHAFT ARE TURNING WHILE THE ENGINE IS CRANKING. UPDATE THE CONTACT AND CALL BACK. THANKS RAY
02/21/2011	18:40	PERFORMED CYLINDER LEAK DOWN TEST AT INSTRUCTED. CK AND FOUND CYLINDER 4 & 6 LITTLE TO NO CYLINDER LEAK DOWN. CK AND FOUND CYLINDER 5 HAS CYLINDER LEAK IN TO INTAKE PAST VALVES. REMOVED VALVE COVER. CK AND FOUND DURING FURTHER DIAG, CAMSHAFTS ARE RETARDED IN RELATION TO CRANK/ PISTON TIMING. DURING COMPRESSION STROKE INTAKE VALVE BEGIN TO OPEN.
02/21/2011	19:29	I ADVISED THE TECH TO ATTEMPT TO VERIFY IF CYLINDER#5 HAS ANY LEAKAGE PAST THE VALVES INDICATING DAMAGED VALVES BY GETTING THE LOBES ON BASE CIRCLE. CALL BACK TO THE CENTER WITH YOUR FINDINGS. THANKS, BRETT
02/22/2011	12:16	REVERIFIED CYLINDER LEAKDOWN ON BANK 2. PERFORMED LEAK TEST BY THE FOLLOWING: REMOVED VALVE COVER AND INSURED INTAKE VALVES WERE ON CAM BASE CIRCLE. REMOVED UPPER INTAKE MANIFOLD AND FILLED TAKE TRACT WITH SOAPY WATER. PRESSURIZED CYLINDER AND MONITORED INTAKE TRACK WITH BOREScope. CK AND FOUND CYLINDER 5 HAS MODERATE LEAKAGE PAST VALVES AND CYLINDER 6 HAS MINOR LEAKAGE PAST INTAKE VALVES. CYLINDER 4 SHOWS NO LEAKAGE. NOTED THAT INTAKE VALVE LEAK IS NOT SUFFICIENT FOR WATER TO FLOW RAPIDLY PAST VALVES. UPON OBSERVING THAT BANK 2 CAMSHAFTS ARE RETARDED, SHOULD THE CAMSHAFT TIMING CHAIN, DRIVE SPROKET, AND CAMSHAFT SPROKET BE CHECKED FOR DAMAGE AND WEAR???
02/22/2011	13:25	I ADVISED THE TECH TO REMOVE THE ENGINE AND CYLINDER HEAD. INSPECT FOR DAMAGE AND TAKE PHOTOS. I ADVISED HIM TO ALSO CHECK TIMING ON THE ENGINE WITH THE ENGINE OUT AND CALL BACK TO THE CENTER WITH YOUR FINDINGS. THANKS, BRETT

02/24/2011	16:59	PERFORMED TIMING CHECK. CK AND FOUND VEHICLE TIMING CHAINS ARE ALIGNED, FOUND NO SKIPPED OR DAMAGED TIMING CHAINS. CHECKED VALVE TIMING IN RELATION TO PISTON TRAVEL WITH BOARASCOPE. CK AND FOUND BANK 1 (NORMAL OPERATION) INTAKE VALVE OPEN SLIGHTLY PAST TDC EXHAUST STROKE AND IS CLOSED AT BDC OF INTAKE STROKE. CK AND FOUND BANK 2 (TIMING INCORRECT) INTAKE VALVE BEGINS TO OPEN NEAR BDC OF INTAKE STROKE AND CLOSES NEAR TDC OF COMPRESSION STROKE. TIMING IS CORRECT AT CHAINS BUT BANK 2 LOBES HAVE SLIPPED..... REMOVED BANK 2 CYLINDER HEAD. CK AND FOUND EXHAUST AND INTAKE VALVES HAD CONTACT WITH PISTON ON ALL CYLINDERS. PISTONS DO NOT SEEM DAMAGED. UPON INSPECTION OF VALVES, NO MAJOR DAMAGE FOUND. VALVES ARE BENT ENOUGH TO CREATE SMALL LEAK PAST VALVES. OTHER NOTE: WHEN VEHICLE IS TIMED AT TDC THE RELIEFS IN THE CAMS ARE SUPPOSED TO BE ALIGNED SO THE HEAD BOLTS CAN BE REMOVED. ON BANK 1 THE CAM RELIEFS ARE 90* OUT.
02/24/2011	17:03	ADDITIONAL PICTURES.
02/24/2011	17:14	THIS TICKET HAS BEEN ESCALATED DUE TO THE AMOUNT OF TIME DOWN.
02/24/2011	17:29	: CRITICAL ALERT
02/25/2011	08:52	?
02/25/2011	10:30	REQUEST TECH TO REPORT BACK ON PISTON DAMAGE. IS IT JUST A MARK OR LEFT AN IMPRESSION.
02/28/2011	10:05	REQUEST TECHNICIAN TO REPLACE LEFT CYLINDER HEAD ASSEMBLY.
03/01/2011	09:58	E-MAIL FROM CR AND AASM. VEHICLE BEEN DOWN SINCE 1/27/2011
03/08/2011	19:50	E-MAIL DEALER FOR STATUS.
03/10/2011	06:21	PARTS ARRIVED AND WORK IS IN PROCESS.
03/16/2011	14:35	WAS INFORMED BY DEALER 3/15/2011 THAT PARTS HAVE ARRIVED.
03/16/2011	18:23	INSTALLED NEW BANK 2 CYLINDER HEAD. CKED OPERATION OVER MULTIPLE TEST DRIVE ON DIFFRENT DAYS. VEHICLE WORKING TO FACTORY INTENT AT THIS TIME.
03/17/2011	17:25	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
03/17/2011	17:25	ISSUE UPDATED

Consultant's Closing Comments

AFTER FUEL SYSTEM REPAIR, TIMING WAS OFF ON BANK TWO. DISCOVERED SPROCKET CAN MOVE IF HIGH PRESSURE PUMP TRIES TO SEIZE. REPLACE BANK TWO CYLINDER HEAD.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
700847	JETTA	2009	3VWAL71KX9M [REDACTED]	28115	2463	01/25/2011	United States

Workshop Finding
n/a

Activity Date	Activity Time	Activity Comments
01/25/2011	13:26	CUSTOMER STATES THAT THE GLOW PLUG LAMP STARTED FLASHING AND THEN THE ENGINE STALLED AND WOULD NOT RESTART, ENGINE CRANKS BUT DOES NOT START. FAULTS STORED; P0087 000 FUEL PRESSURE IN THE DISTRIBUTOR/SYSTEM PRESSURE TOO LOW, MEASURED VALUES 1: 1400/MIN, VALUE 2: 25.0 MG/H, VALUE 3: 4, VALUE 4: 712.0 BAR, VALUE 5: 88.0 BAR, VALUE 6: 13.5 DEGREES CELCIUS, VALUE 7: 31 1.
01/25/2011	13:26	ISSUE OPENED BY DEALERSHIP
01/25/2011	13:31	CHECK FUEL SYSTEM FOR CONTAMINATION ACCORDING TO TSB 01-10-11; NO CONTAMINATION DETECTED, CHECK LOW PRESSURE FUEL PUMP FOR FUEL OPERATION/OK. REMOVED N290 FUEL METERING VALVE SOLENOID AND CHECK SCREENS FOR DEBRIS/OK. COULD NOT RUN TEST PLAN BECAUSE IT REQUIRED THE ENGINE TO START AND IDLE. NOTICED THE N290 METERING VALVE EMITTING AN ABNORMAL BUZZING NOISE. REMOVE CONNECTOR AND NOISE WENT AWAY. ATTEMPT TO START ENGINE, ENGINE STARTS AND IDLES.
01/25/2011	13:39	ADVISED TECH THAT THE N290 IS NOT SERVICEABLE. PLEASE REPLACE THE HIGH PRESSURE FUEL PUMP. THANKS
01/25/2011	13:39	CUSTOMER COMMENTS: CUSTOMER STATES THAT THE GLOW PLUG LAMP STARTED FLASHING AND THEN THE ENGINE STALLED AND WOULD NOT RESTART, ENGINE CRANKS BUT DOES NOT START. FAULTS STORED; P0087 000 FUEL PRESSURE IN THE DISTRIBUTOR/SYSTEM PRESSURE TOO LOW, MEASURED VALUES 1: 1400/MIN, VALUE 2: 25.0 MG/H, VALUE 3: 4, VALUE 4: 712.0 BAR, VALUE 5: 88.0 BAR, VALUE 6: 13.5 DEGREES CELSIUS, VALUE 7: 31 1.
01/28/2011	13:33	REPLACED HIGH PRESSURE FUEL PUMP, CLEAR FAULTS AND SET READINESS CODE/OK,VERIFY REPAIRS/OK, CAR IS FIXED
01/28/2011	17:33	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
01/28/2011	17:33	ISSUE UPDATED

Consultant's Closing Comments
REPLACED HIGH PRESSURE FUEL PUMP

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
701602	JETTA	2009	3VWTL71K59M	50615	2010	01/26/2011	United States

Workshop Finding

TECH CHK FOR DTCS ,ALL DTCS RELATED TO LOW FUEL PRESSURE .REMOVED VALVE ON TOP OF HIGH PRESSURE PUMP ,FOUND METAL INSIDE OF PUMP ,CHK DIESEL QUALITY ,ADD SOME DIESEL TO FOAM CUP AFTER 1 HR CUP STILL IN ONE PIECE ,EXPOSE DIESEL TO OPEN FLAME. (NO FIRE)

Activity Date	Activity Time	Activity Comments
01/26/2011	15:26	EMGINE STALLED AND CHK ENGINE LIGHT ON .TECH CHK FOR DTCS ,ALL DTCS RELATED TO LOW FUEL PRESSURE .REMOVED VALVE ON TOP OF HIGH PRESSURE PUMP ,FOUND METAL INSIDE OF PUMP ,CHK DIESEL QUALITY ,ADD SOME DIESEL TO FOAM CUP AFTER 1 HR CUP STILL IN ONE PIECE ,EXPOSE DIESEL TO OPEN FLAME. (NO FIRE)
01/26/2011	15:26	ISSUE OPENED BY DEALERSHIP
01/26/2011	16:20	CUSTOMER COMMENTS: EMGINE STALLED AND CHK ENGINE LIGHT ON .
01/26/2011	16:20	IF THERE IS ANY EVIDENCE THAT THE FUEL WAS CONTAMINATED WITH GASOLINE, WATER, OR ALCOHOL, PLEASE CONTACT YOUR FOM BEFORE REPLACING ANY COMPONENTS. REPLACE THE FOLLOWING COMPONENTS> 03L 130 321-(LINE), 03L 130 301-(PRESSURE LINE), 03L 130 089-(RAIL), 5N0 130 307J-(LINE), 1K0 127 400F-(FILTER), 03L 130 235K-(RETURN LINE), 03L 130 277A-(INJECTORS), 03L 130 301R-(PRESSURE LINE), 03L 130 301B-(PRESSURE LINE), 03L 130 301C-(PRESSURE LINE), 1K0 201 060 GP-(FUEL TANK), 5N0 906 129B-(AUXILIARY PUMP), 03L 130 755 A-(HIGH PRESSURE PUMP), 1K0 919 050 J-(IN TANK FUEL PUMP). PLEASE CONSULT ETKA FOR THE LATEST PART # ON ALL COMPONENTS. ANY LINE THAT IS NOT REPLACED IN THIS PROCEDURE MUST BE THOROUGHLY CLEANED. IF YOU CANNOT ADEQUATELY CLEAN THE LINE/FITTING, PLEASE REPLACE IT ALSO. PLEASE FOLLOW ELSA WEB'S PROCEDURE FOR PRIMING THE FUEL SYSTEM. BE SURE NOT TO SWAP THE CONNECTIONS IN THE FUEL SYSTEM. IT IS VERY EASY TO SWAP A FUEL FEED LINE FOR A FUEL RETURN LINE. THE CONNECTIONS AT THE FUEL TANK, BULKHEAD, FUEL FILTER, AND HIGH PRESSURE PUMP CAN BE SWITCHED. IF YOU HEAR A HUMMING NOISE FROM THE AUX FUEL PUMP, IT IS LIKELY THAT A FUEL LINE WAS INSTALLED INCORRECTLY. IF THE GF TEST PLAN DOES NOT SHOW UP, GO INTO VSD, ENGINE ELECTRONICS, BASIC SETTINGS, 35 AND RUN THIS TEST 3 TIMES.
01/26/2011	16:20	WORKSHOP FINDINGS: TECH CHK FOR DTCS ,ALL DTCS RELATED TO LOW FUEL PRESSURE .REMOVED VALVE ON TOP OF HIGH PRESSURE PUMP ,FOUND METAL INSIDE OF PUMP ,CHK DIESEL QUALITY ,ADD SOME DIESEL TO FOAM CUP AFTER 1 HR CUP STILL IN ONE PIECE ,EXPOSE DIESEL TO OPEN FLAME. (NO FIRE)
02/01/2011	12:15	REPLACED ALL FUEL COMPONENTS .PURGE FUEL SYSTEM FOR 6 TIMES .CODE INJECTORS TO ECM AND ROAD TEST SYSTEM OK .
02/01/2011	13:39	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
02/01/2011	13:39	ISSUE UPDATED

Consultant's Closing Comments

REPLACED FUEL SYSTEM, COMPLETED.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
702817	JETTA	2011	3VWPL7AJ1BM [REDACTED]	3625	2463	01/31/2011	United States

Workshop Finding
n/a

Activity Date	Activity Time	Activity Comments
01/31/2011	10:03	C/S CAR BUCKS AND JERKS,NO POWER AND STALLED OUT.TEST AND CONFIRMED BAD MISFIRE.PULLED FUEL FILTER COVER.FOUND GAS CONTAMINATION,SMELL LIKE GAS.FOUND METAL DEBRIS ONTOP OF FUEL FILTER.WHAT IS THE BEST WAY TO HANDLE THIS REPAIR
01/31/2011	10:03	ISSUE OPENED BY DEALERSHIP
01/31/2011	10:12	CUSTOMER COMMENTS: C/S CAR BUCKS AND JERKS,NO POWER AND STALLED OUT.TEST AND CONFIRMED BAD MISFIRE.PULLED FUEL FILTER COVER.FOUND GAS CONTAMINATION,SMELL LIKE GAS.FOUND METAL DEBRIS ONTOP OF FUEL FILTER.WHAT IS THE BEST WAY TO HANDLE THIS REPAIR
01/31/2011	10:12	IF THERE IS ANY EVIDENCE THAT THE FUEL WAS CONTAMINATED WITH GASOLINE, WATER, OR ALCOHOL, PLEASE CONTACT YOUR FOM BEFORE REPLACING ANY COMPONENTS. REPLACE THE FOLLOWING COMPONENTS> 03L 130 321-(LINE), 03L 130 301-(PRESSURE LINE), 03L 130 089-(RAIL), 5N0 130 307J-(LINE), 1K0 127 400F-(FILTER), 03L 130 235K-(RETURN LINE), 03L 130 277A-(INJECTORS), 03L 130 301R-(PRESSURE LINE), 03L 130 301B-(PRESSURE LINE), 03L 130 301C-(PRESSURE LINE), 1K0 201 060 GP-(FUEL TANK), 5N0 906 129B-(AUXILIARY PUMP), 03L 130 755 A-(HIGH PRESSURE PUMP), 1K0 919 050 J-(IN TANK FUEL PUMP). PLEASE CONSULT ETKA FOR THE LATEST PART # ON ALL COMPONENTS. ANY LINE THAT IS NOT REPLACED IN THIS PROCEDURE MUST BE THOROUGHLY CLEANED. IF YOU CANNOT ADEQUATELY CLEAN THE LINE/FITTING, PLEASE REPLACE IT ALSO. PLEASE FOLLOW ELSA WEB'S PROCEDURE FOR PRIMING THE FUEL SYSTEM. BE SURE NOT TO SWAP THE CONNECTIONS IN THE FUEL SYSTEM. IT IS VERY EASY TO SWAP A FUEL FEED LINE FOR A FUEL RETURN LINE. THE CONNECTIONS AT THE FUEL TANK, BULKHEAD, FUEL FILTER, AND HIGH PRESSURE PUMP CAN BE SWITCHED. IF YOU HEAR A HUMMING NOISE FROM THE AUX FUEL PUMP, IT IS LIKELY THAT A FUEL LINE WAS INSTALLED INCORRECTLY. IF THE GF TEST PLAN DOES NOT SHOW UP, GO INTO VSD, ENGINE ELECTRONICS, BASIC SETTINGS, 35 AND RUN THIS TEST 3 TIMES. 3.0LTDI
01/31/2011	10:12	ISSUE SENT TO DEALERSHIP
02/02/2011	08:39	THANKS FOR THE HELP WAITING FOR APPROVAL
02/03/2011	16:54	THANK YOU FOR UPDATING THE VTA TICKET. IF YOU ARE IN NEED OF FURTHER TECHNICAL ASSISTANCE, PLEASE CALL US BACK AT 800-678-2389.
02/04/2011	12:01	STILL WAITING ON APPROVAL
02/04/2011	17:16	THANKS FOR UPDATING THE TICKET. IF YOU ARE IN NEED OF FURTHER TECHNICAL ASSISTANCE, PLEASE CALL US BACK AT 800-678-2389.
02/07/2011	11:18	APPROVAL GRANTED PARTS ORDRED IF I RUN INTO PROBLEMS ILL GIVE YOU A CALL BACK
02/07/2011	16:39	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
02/07/2011	16:39	ISSUE UPDATED

Consultant's Closing Comments
APPROVAL GRANTED PARTS ORDRED IF I RUN INTO PROBLEMS ILL GIVE YOU A CALL BACK

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
702957	JETTA	2009	3VWRL71K99M [REDACTED]	24640	2440	01/31/2011	United States

Workshop Finding

TECH STATES THERE IS EXCESSIVE METAL SHAVINGS IN THE FUEL FILTER AND N290

Activity Date	Activity Time	Activity Comments
01/31/2011	12:12	ISSUE OPENED BY DEALERSHIP
01/31/2011	12:12	VEHICLE WAS TOWED IN. CAR DIED WHILE DRIVING. CHECK ENGINE AND GLOW PLUG LIGHTS ON. RAN GFF HAS FAULTS P0087 AND P0191. FUEL FILTER HAS METAL IN IT.
01/31/2011	13:32	CUSTOMER COMMENTS: VEHICLE WAS TOWED IN. CAR DIED WHILE DRIVING. CHECK ENGINE AND GLOW PLUG LIGHTS ON. RAN GFF HAS FAULTS P0087 AND P0191. FUEL FILTER HAS METAL IN IT.
01/31/2011	13:32	PLEASE CLEAN THE HIGH PRESSURE PUMP NEAR THE N290 FUEL METERING VALVE. AFTER CLEANING, SPRAY DOWN WITH COMPRESSED AIR TO REMOVE ALL DEBRIS. REMOVE THE N290 AND INSPECT FOR METAL SHAVINGS. IF METAL SHAVINGS ARE FOUND, TAKE A FUEL SAMPLE FOLLOWING THE GUIDELINES IN TECHNICAL BULLETIN 01-10-11 (2023624). IF THERE IS ANY EVIDENCE THAT FUEL WAS CONTAMINATED WITH GASOLINE, WATER OR ALCOHOL, PLEASE CALL US BACK SO THAT WE CAN CONTACT YOUR FOM. WE ALSO RECOMMEND THAT YOU CONTACT YOUR FOM TO HELP DETERMINE WARRANTY.
01/31/2011	13:32	WORKSHOP FINDINGS: TECH STATES THERE IS EXCESSIVE METAL SHAVINGS IN THE FUEL FILTER AND N290
01/31/2011	14:10	IF THERE IS ANY EVIDENCE THAT THE FUEL WAS CONTAMINATED WITH GASOLINE, WATER, OR ALCOHOL, PLEASE CONTACT YOUR FOM BEFORE REPLACING ANY COMPONENTS. REPLACE THE FOLLOWING COMPONENTS> 03L 130 321-(LINE), 03L 130 301-(PRESSURE LINE), 03L 130 089-(RAIL), 5N0 130 307J-(LINE), 1K0 127 400F-(FILTER), 03L 130 235K-(RETURN LINE), 03L 130 277A-(INJECTORS), 03L 130 301R-(PRESSURE LINE), 03L 130 301B-(PRESSURE LINE), 03L 130 301C-(PRESSURE LINE), 1K0 201 060 GP-(FUEL TANK), 5N0 906 129B-(AUXILIARY PUMP), 03L 130 755 A-(HIGH PRESSURE PUMP), 1K0 919 050 J-(IN TANK FUEL PUMP). PLEASE CONSULT ETKA FOR THE LATEST PART # ON ALL COMPONENTS. ANY LINE THAT IS NOT REPLACED IN THIS PROCEDURE MUST BE THOROUGHLY CLEANED. IF YOU CANNOT ADEQUATELY CLEAN THE LINE/FITTING, PLEASE REPLACE IT ALSO. PLEASE FOLLOW ELSA WEB'S PROCEDURE FOR PRIMING THE FUEL SYSTEM. BE SURE NOT TO SWAP THE CONNECTIONS IN THE FUEL SYSTEM. IT IS VERY EASY TO SWAP A FUEL FEED LINE FOR A FUEL RETURN LINE. THE CONNECTIONS AT THE FUEL TANK, BULKHEAD, FUEL FILTER, AND HIGH PRESSURE PUMP CAN BE SWITCHED. IF YOU HEAR A HUMMING NOISE FROM THE AUX FUEL PUMP, IT IS LIKELY THAT A FUEL LINE WAS INSTALLED INCORRECTLY. IF THE GF TEST PLAN DOES NOT SHOW UP, GO INTO VSD, ENGINE ELECTRONICS, BASIC SETTINGS, 35 AND RUN THIS TEST 3 TIMES.
02/07/2011	16:38	P2 JEFF STATED PARTS ARE ON ORDER, PLEASE PROVIDE A SALE DOC #
02/11/2011	12:23	REPLACED ALL RELATED PARTS AND CUSTOMER TOOK VEHICLE
02/11/2011	12:33	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
02/11/2011	12:33	ISSUE UPDATED

Consultant's Closing Comments

REPLACED ALL RELATED PARTS AND CUSTOMER TOOK VEHICLE

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
703018	JETTA	2010	3VWAL7AJ7AM [REDACTED]	16023	2065	01/31/2011	United States

Workshop Finding

CHECKED FUEL PRESSURE PER GFF, NO PRESSURE - AUX PUMP IS NOT RUNNING. WHEN ENGINE IS CRANKING SYSTEM HAS ~4 BAR PRESSURE BUT BLEEDS OFF AS SOON AS IN-TANK PUMP SHUT OFF.

Activity Date	Activity Time	Activity Comments
01/31/2011	13:29	ISSUE OPENED BY DEALERSHIP
01/31/2011	13:29	WHILE DRIVING GLOW PLUG LIGHT CAME ON AND CAR HAD HALF POWER=CUST SHUT CAR OFF AND RESTARTED PLUG LITE WENT OUT BUT CK ENG LITE CAME ON=VEHICLE QUIT SHORTLY THEREAFTER AT 55 MPH=WILL NOT START NOW
01/31/2011	14:01	CUSTOMER COMMENTS: WHILE DRIVING GLOW PLUG LIGHT CAME ON AND CAR HAD HALF POWER=CUST SHUT CAR OFF AND RESTARTED PLUG LITE WENT OUT BUT CK ENG LITE CAME ON=VEHICLE QUIT SHORTLY THEREAFTER AT 55 MPH = WILL NOT START NOW
01/31/2011	14:01	REMOVE FUEL FILTER AND LOOK FOR CONTAMINATION. IF FUEL CLEAN IN-TANK PUMP CHECK VALVE FAULTY, PRESSURE SHOULD NOT BLEED OFF. RUN BASIC SETTINGS 35 IF AUX PUMP NOT RUNNING SHOULDN'T BE RELATED BUT WILL NEED TO BE DIAGNOSED.
01/31/2011	14:01	WORKSHOP FINDINGS: CHECKED FUEL PRESSURE PER GFF, NO PRESSURE - AUX PUMP IS NOT RUNNING. WHEN ENGINE IS CRANKING SYSTEM HAS ~4 BAR PRESSURE BUT BLEEDS OFF AS SOON AS IN-TANK PUMP SHUT OFF.
01/31/2011	14:31	FOUND FUEL SYSTEM CONTAMINATED BY UNKNOWN SUBSTANCE/RESIDUE
01/31/2011	18:39	PLEASE PROVIDE REPAIR DIRECTION (IF ANY) PRIOR TO CLOSING TICKET.
02/01/2011	09:11	REMOVED ALL CONTAMINATED FUEL=REPLACED FUEL FILTER=PERFORMED BLEED PROCEEDURE=ENGINE WILL NOT RUN
02/01/2011	09:28	IF THERE IS ANY EVIDENCE THAT THE FUEL WAS CONTAMINATED WITH GASOLINE, WATER, OR ALCOHOL, PLEASE CONTACT YOUR FOM BEFORE REPLACING ANY COMPONENTS. REPLACE THE FOLLOWING COMPONENTS> 03L 130 321-(LINE), 03L 130 301-(PRESSURE LINE), 03L 130 089-(RAIL), 5N0 130 307J-(LINE), 1K0 127 400F-(FILTER), 03L 130 235K-(RETURN LINE), 03L 130 277A-(INJECTORS), 03L 130 301R-(PRESSURE LINE), 03L 130 301B-(PRESSURE LINE), 03L 130 301C-(PRESSURE LINE), 1K0 201 060 GP-(FUEL TANK), 5N0 906 129B-(AUXILIARY PUMP), 03L 130 755 A-(HIGH PRESSURE PUMP), 1K0 919 050 J-(IN TANK FUEL PUMP). PLEASE CONSULT ETKA FOR THE LATEST PART # ON ALL COMPONENTS. ANY LINE THAT IS NOT REPLACED IN THIS PROCEDURE MUST BE THOROUGHLY CLEANED. IF YOU CANNOT ADEQUATELY CLEAN THE LINE/FITTING, PLEASE REPLACE IT ALSO. PLEASE FOLLOW ELSA WEB'S PROCEDURE FOR PRIMING THE FUEL SYSTEM. BE SURE NOT TO SWAP THE CONNECTIONS IN THE FUEL SYSTEM. IT IS VERY EASY TO SWAP A FUEL FEED LINE FOR A FUEL RETURN LINE. THE CONNECTIONS AT THE FUEL TANK, BULKHEAD, FUEL FILTER, AND HIGH PRESSURE PUMP CAN BE SWITCHED. IF YOU HEAR A HUMMING NOISE FROM THE AUX FUEL PUMP, IT IS LIKELY THAT A FUEL LINE WAS INSTALLED INCORRECTLY. IF THE GF TEST PLAN DOES NOT SHOW UP, GO INTO VSD, ENGINE ELECTRONICS, BASIC SETTINGS, 35 AND RUN THIS TEST 3 TIMES.
02/01/2011	09:28	THE TECH STATED THAT THE SYSTEM WAS FILLED WITH WHAT LOOKED LIKE MUD THROUGH OUT THE SYSTEM.
02/07/2011	13:17	SPOKE WITH BILL AND SERVICE MANAGER IS WORKING WITH VW ON A TEST KIT FOR THE FUEL SYSTEM, TEST WILL TAKE ABOUT 10 DAY.
02/08/2011	12:34	WAITING FOR FUEL SAMPLE TEST KIT FROM VW TO VERIFY FUEL CONTAMINATION
02/08/2011	19:14	ISSUE UPDATED
02/09/2011	11:01	SPOKE TO JOHN. WE (HELPLINE) ARE NOT REQUESTING FUEL SAMPLES FOR ANALYSIS. WILL SPEAK TO TECH WORKING ON CAR AND HAVE TICKET UPDATED TO INDICATE CURRENT STATUS OF REPAIR.
02/16/2011	09:18	STILL WAITING ON TEST KIT REQUESTED BY MNGR
02/17/2011	11:38	THERE WILL BE NO TEST KIT SENT TO DEALER VIA HELPLINE. CONTACT FOM FOR ANY WARRANTY COVERAGE CONCERNS.
02/18/2011	11:01	FYI SENT TO FOM 2/17 .
02/23/2011	14:14	ISSUE SENT TO DEALERSHIP

02/23/2011	14:14	ISSUE UPDATED
02/23/2011	22:37	ISSUE UPDATED
03/02/2011	19:17	WAITING ON COMPLETE FUEL SYSTEM. PARTS ON ORDER.
03/07/2011	14:18	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
03/07/2011	14:18	ISSUE UPDATED

Consultant's Closing Comments		
DEALER INSTALLED COMPLETE FUEL SYSTEM.		

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
703788	TOUAREG	2010	WVGFK7A91AD [REDACTED]	6238	2463	02/01/2011	United States

Workshop Finding
n/a

Activity Date	Activity Time	Activity Comments
02/01/2011	16:09	ISSUE OPENED BY DEALERSHIP
02/01/2011	16:09	VEHICLE DIED WHILE ON HIGHWAY FOUND FAULTS FOR P0087 FUEL RAIL LOW PRESSURE FOLLOWING TSB 2023624 FOUND SOME METAL SHAVINGS IN FUEL FILTER HOUSING.
02/01/2011	16:13	CUSTOMER COMMENTS: VEHICLE DIED WHILE ON HIGHWAY FOUND FAULTS FOR P0087 FUEL RAIL LOW PRESSURE FOLLOWING TSB 2023624 FOUND SOME METAL SHAVINGS IN FUEL FILTER HOUSING.
02/01/2011	16:13	PLEASE CLEAN THE HIGH PRESSURE PUMP NEAR THE N290 FUEL METERING VALVE. AFTER CLEANING, SPRAY DOWN WITH COMPRESSED AIR TO REMOVE ALL DEBRIS. REMOVE THE N290 AND INSPECT FOR METAL SHAVINGS. IF METAL SHAVINGS ARE FOUND, TAKE A FUEL SAMPLE FOLLOWING THE GUIDELINES IN TECHNICAL BULLETIN 01-10-11 (2023624). IF THERE IS ANY EVIDENCE THAT FUEL WAS CONTAMINATED WITH GASOLINE, WATER OR ALCOHOL, PLEASE CALL US BACK SO THAT WE CAN CONTACT YOUR FOM. WE ALSO RECOMMEND THAT YOU CONTACT YOUR FOM TO HELP DETERMINE WARRANTY.
02/01/2011	16:54	FOUND SOME METAL SHAVINGS AFTER REMOVING N290. TAKE FUEL SAMPLE AND HAVE NOT SEEN ANY SEPERATION IN FUEL.
02/01/2011	16:56	IF THERE IS ANY EVIDENCE THAT THE FUEL WAS CONTAMINATED WITH GASOLINE, WATER, OR ALCOHOL, PLEASE CONTACT YOUR FOM BEFORE REPLACING ANY COMPONENTS. REPLACE THE FOLLOWING COMPONENTS> 7L6 201 075K-(FUEL TANK), 1K0 906 089 C- (FUEL PUMP), 7L6 201 082 J-(REAR FUEL LINES), 7L6 130 308 C-(FUEL LINES), 7L6 203 491 D-(FUEL COOLER), 059 130 218 Q-(RETENTION VALVE WITH RETURN LINES), 059 130 089 AM-(FUEL RAIL LEFT), 059 130 090 AQ-(FUEL RAIL RIGHT), 059 130 277 AM (6X) (INJECTORS), 059 130 241 CD-(6X) (PRESSURE LINES), 059 130 310 AK-(FUEL LINE), 059 130 309 AT-(FUEL LINE), 059 130 300 DF-(FUEL LINES), 059 130 758 J-(PRESSURE SENSOR), 059 919 523 A-(TEMP SENSOR), 7L6 127 434 A-(FILTER), 059 130 755 AL-(HIGH PRESSURE PUMP), 7L6 919 088 B-(FUEL SUPPLY MODULE LEFT), 7L6 919 088 C-(FUEL SUPPLY MODULE RIGHT), 7L6 919 715 B-(SUCTION JET PUMP LEFT), 7L6 919 715 C-(SUCTION JET PUMP RIGHT), 7L8 919 679 E-(FLANGE). PLEASE CONSULT ETKA FOR THE LATEST PART # ON ALL COMPONENTS. ANY LINE THAT IS NOT REPLACED IN THIS PROCEDURE MUST BE THOROUGHLY CLEANED. IF YOU CANNOT ADEQUATELY CLEAN THE LINE/FITTING, PLEASE REPLACE IT ALSO. PLEASE FOLLOW ELSA WEB'S PROCEDURE FOR PRIMING THE FUEL SYSTEM. IF THE GF TEST PLAN DOES NOT SHOW UP, GO INTO VSD, ENGINE ELECTRONICS, BASIC SETTINGS, 35 AND RUN THIS TEST 3 TIMES.
02/01/2011	17:05	N290 VALVE FOUND SOME METAL SHAVINGS
02/01/2011	17:28	YOUR ORDER HAS BEEN RECEIVED AND WILL PROCESS ON SALES DOC. 1007542747
02/04/2011	16:22	INSURANCE HAS AGREED TO PAY FOR REPAIR. REPAIR WILL BE MADE WHEN PARTS ARRIVE.
02/04/2011	16:33	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
02/04/2011	16:33	ISSUE UPDATED

Consultant's Closing Comments
REPLACING THE FUEL SYSTEM. INSURANCE HAS AGREED TO PAY FOR REPAIR. REPAIR WILL BE MADE WHEN PARTS ARRIVE.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
703896	JETTA	2009	3VWRL71KX9M [REDACTED]	46184	2463	02/02/2011	United States

Workshop Finding
FUEL SYSTEM REPLACED PREVIOUSLY

Activity Date	Activity Time	Activity Comments
02/01/2011	19:43	COMPLAINT IS GLOW LIGHT IS ON AND LOSS OF POWER...P0087 WAS FOUND..AFTER INSPECTION OF PUMP REGULATOR VALVE ENGING DIED AND WILL NOT RESTART..HIGH PUMP WAS REPLACED PERVIOUS ALONG WITH ENITRE FUEL SYSTEM..NO DEBRI FOUND AT THIS TIME..PICTURES OF HIGH PUMP ARE ATTAHED
02/01/2011	19:43	ISSUE OPENED BY DEALERSHIP
02/01/2011	19:50	FUEL PRESSURE WAS CHECKED BEHING INJECTORS...NO PRESSURE SEEN...HOSE ROUTING WAS ALSO CHECKED ...ROUTING IS CORRECT!
02/02/2011	12:27	CUSTOMER COMMENTS: COMPLAINT IS GLOW LIGHT IS ON AND LOSS OF POWER...P0087 WAS FOUND..AFTER INSPECTION OF PUMP REGULATOR VALVE ENGING DIED AND WILL NOT RESTART..HIGH PUMP WAS REPLACED PERVIOUS ALONG WITH ENITRE FUEL SYSTEM..NO DEBRI FOUND AT THIS TIME..PICTURES OF HIGH PUMP ARE ATTAHED
02/02/2011	12:27	DISCUSSING THE VEHICLE WITH THE TECH
02/02/2011	12:27	WORKSHOP FINDINGS: FUEL SYSTEM REPLACED PREVIOUSLY
02/02/2011	12:42	PLEASE GO OVER THE FUEL LINE CONNECTIONS AT THE IN-TANK FUEL PUMP, THE BULKHEAD/FIREWALL, THE FUEL FILTER ASSEMBLY, AND THE HIGH PRESSURE PUMP. BLACK LINES ARE FUEL FEED LINES AND BLUE LINES ARE FUEL RETURN LINES. ALSO CHECK DELIVERY PRESSURE FOR IN TANK PUMP AND AUX PUMP. SPEC FOR IN TANK PUMP IS 6-10PSI, SPEC FOR AUX PUMP IS 3-5BAR. IF DELIVERY PRESSURE IS TOO HIGH, SUCH AS 12-30PSI, CHECK FOR SWAPPED LINES ON TOP OF THE FUEL TANK. IF DELIVERY PRESSURE IS LOW PLEASE CHECK VOLTAGE SUPPLY TO FUEL PUMP, IF VOLTAGE IS OK REPLACE FUEL PUMP, IF VOLTAGE IS NOT OK PLEASE CHECK FUEL PUMP RELAY SOCKET AND FUEL PUMP WIRING.
02/02/2011	14:04	FUEL PUMP CHECKED...LOW IN TANK PUMP IS RIGHT AT 11PSI..AUX PUMP IS AT 4 BAR (58PSI)..ALL HOSES CHECKED FOR CORRECT ROUTING AND ARE CORRECT..
02/02/2011	16:30	ADVISED TO REPLACE THE HIGH PUMP, PRIME THE SYSTEM AS DISCUSSED AND RE EVALUATE STARTING,,
02/03/2011	13:46	HIGH PUMP WAS REPLACED,,, FUEL SYSTEM PRIMED AND VECH STARTING RIGHT AWAY..VECH THEN WAS DRIVIN 2 TIMES (ONE COLD, ONE HOT) TOTAL OF 40 MILES AND NOT DTC'S RETURNED AND CONDITION NO LONGER EXISTS.. VECH WILL BE RELEASED TO CUSTOMER.. THX AGAIN FOR HELP,
02/03/2011	13:47	...CLOSE...
02/03/2011	16:05	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
02/03/2011	16:05	ISSUE UPDATED

Consultant's Closing Comments
HIGH PUMP WAS REPLACED,,, FUEL SYSTEM PRIMED AND VECH STARTING RIGHT AWAY..VECH THEN WAS DRIVIN 2 TIMES (ONE COLD, ONE HOT) TOTAL OF 40 MILES AND NOT DTC'S RETURNED AND CONDITION NO LONGER EXISTS.. VECH WILL BE RELEASED TO CUSTOMER.. THX AGAIN FOR HELP,TECH ALSO TO REPLACE FUEL FILTER

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
705369	JETTA	2009	3VWRL71K39M [REDACTED]	35807	2463	02/05/2011	United States

Workshop Finding
TECH STATES THAT THERE IS NO METAL IN THE FUEL FILTER HOUSING OR THE N290

Activity Date	Activity Time	Activity Comments
02/05/2011	11:08	ISSUE OPENED BY DEALERSHIP
02/05/2011	11:08	VEHICLE STALLED WON'T RESTART. NO GAS IN FUEL, NO VISABLE CONTAMINATION. FAULT P0087 SYSTEM PRESSURE TOO LOW, AND P0191 FUEL RAIL PRESSURE SENSOR RANGE PERFORMANCE. BOTH TEST PLANS NEED VEHICLE RUNNING TO GO THROUGH
02/05/2011	11:13	ADVISED TECH TO REPLACE THE HIGH PRESSURE FUEL PUMP AND REEVALUATE THE CONCERN. THANKS.
02/05/2011	11:13	CUSTOMER COMMENTS: VEHICLE STALLED WON'T RESTART. NO GAS IN FUEL, NO VISABLE CONTAMINATION. FAULT P0087 SYSTEM PRESSURE TOO LOW, AND P0191 FUEL RAIL PRESSURE SENSOR RANGE PERFORMANCE. BOTH TEST PLANS NEED VEHICLE RUNNING TO GO THROUGH
02/05/2011	11:13	WORKSHOP FINDINGS: TECH STATES THAT THERE IS NO METAL IN THE FUEL FILTER HOUSING OR THE N290
02/09/2011	23:38	REPLACED PUMP. VEHICLE STARTS. NO RETURN FAULTS
02/10/2011	09:57	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
02/10/2011	09:57	ISSUE UPDATED

Consultant's Closing Comments
REPLACED THE HIGH PRESSURE FUEL PUMP

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
705937	JETTA	2009	3VWTL71K19M [REDACTED]	30909	2463	02/07/2011	United States

Workshop Finding
n/a

Activity Date	Activity Time	Activity Comments
02/07/2011	17:11	CUST. STATES VECHICLE STOPPED SUDDENLY WHEN DRIVING TRIED TO RE START ONLY CRANK NO START CHECKED IN SHOP VERIFIED CRANK NO START CHECKED FOR FAULTS HAD P0087 LOW FUEL PRESURE PERFROMED GFF NEEDED VECHICLE TO RUN FRO TEST CHECKED BULLITINS FOUND 2023624 CHECK FOR CONTAMINATED FUEL REMOVED LID ON FILTER HOUSING INSPECTED FOUND LOTS OF MEATAL SHAVING
02/07/2011	17:11	ISSUE OPENED BY DEALERSHIP
02/07/2011	17:50	ADVISED TECH TO CLEAN THEN REMOVE THE N290 FROM THE HIGH PRESSURE PUMP. INSPECT THE N290 PORT IN THE PUMP FOR ANY METAL DEBRIS. THEN, TAKE A FUEL SAMPLE AND SET IT ASIDE TO SEE IF IT WILL SEPARATE, IF IT IS CLOUDY, IF THERE IS CONTAMINATION, ETC. UPDATE THE VTA CASE AND CALL BACK WITH RESULTS.
02/07/2011	17:50	CUSTOMER COMMENTS: CUST. STATES VECHICLE STOPPED SUDDENLY WHEN DRIVING TRIED TO RE START ONLY CRANK NO START CHECKED IN SHOP VERIFIED CRANK NO START CHECKED FOR FAULTS HAD P0087 LOW FUEL PRESURE PERFROMED GFF NEEDED VECHICLE TO RUN FRO TEST CHECKED BULLITINS FOUND 2023624 CHECK FOR CONTAMINATED FUEL REMOVED LID ON FILTER HOUSING INSPECTED FOUND LOTS OF MEATAL SHAVING
02/07/2011	17:54	PLEASE TAKE PICTURES OF THE METAL IN THE FUEL SYSTEM. PLEASE ATTACH THE PICTURES TO THE VTA AND CALL BACK.
02/07/2011	18:14	PICTURES OF N290 AND FILTER AREA
02/07/2011	18:34	IF THERE IS ANY EVIDENCE THAT THE FUEL WAS CONTAMINATED WITH GASOLINE, WATER, OR ALCOHOL, PLEASE CONTACT YOUR FOM BEFORE REPLACING ANY COMPONENTS. REPLACE THE FOLLOWING COMPONENTS> 03L 130 321-(LINE), 03L 130 301-(PRESSURE LINE), 03L 130 089-(RAIL), 5N0 130 307J-(LINE), 1K0 127 400F-(FILTER), 03L 130 235K-(RETURN LINE), 03L 130 277A-(INJECTORS), 03L 130 301R-(PRESSURE LINE), 03L 130 301B-(PRESSURE LINE), 03L 130 301C-(PRESSURE LINE), 1K0 201 060 GP-(FUEL TANK), 5N0 906 129B-(AUXILIARY PUMP), 03L 130 755 A-(HIGH PRESSURE PUMP), 1K0 919 050 J-(IN TANK FUEL PUMP). PLEASE CONSULT ETKA FOR THE LATEST PART # ON ALL COMPONENTS. ANY LINE THAT IS NOT REPLACED IN THIS PROCEDURE MUST BE THOROUGHLY CLEANED. IF YOU CANNOT ADEQUATELY CLEAN THE LINE/FITTING, PLEASE REPLACE IT ALSO. PLEASE FOLLOW ELSA WEB'S PROCEDURE FOR PRIMING THE FUEL SYSTEM. BE SURE NOT TO SWAP THE CONNECTIONS IN THE FUEL SYSTEM. IT IS VERY EASY TO SWAP A FUEL FEED LINE FOR A FUEL RETURN LINE. THE CONNECTIONS AT THE FUEL TANK, BULKHEAD, FUEL FILTER, AND HIGH PRESSURE PUMP CAN BE SWITCHED. IF YOU HEAR A HUMMING NOISE FROM THE AUX FUEL PUMP, IT IS LIKELY THAT A FUEL LINE WAS INSTALLED INCORRECTLY. IF THE GF TEST PLAN DOES NOT SHOW UP, GO INTO VSD, ENGINE ELECTRONICS, BASIC SETTINGS, 35 AND RUN THIS TEST 3 TIMES.
02/07/2011	18:35	FYI FOM AND QTMRL
02/14/2011	18:32	P2 - SPOKE TO ZACK. PARTS HAVE ARRIVED AND REPAIRS EXPECTED TO BE COMPLETED TOMORROW.
02/15/2011	13:14	PARTS TO BE REPLACED TODAY..
02/15/2011	20:58	THANKS, KEEP US POSTED. BE SURE TO CLOSE THE VTA WHEN COMPLETE OR CALL BACK INTO THE HELPLINE IF NECESSARY.
02/17/2011	12:47	SPOKE TO ZACK STATED THE REPAIRS ARE COMPLETED ADVISED TO CLOSE CASE P2 ~ STANDARD PARTS ORDER
02/21/2011	13:15	INSTALLED ALL PARTS AS ADVISED AND VECHICLE OPERATING AS DESGIN THANKS FOR SUPPORT
02/21/2011	13:40	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
02/21/2011	13:40	ISSUE UPDATED

Consultant's Closing Comments
REPLACED FUEL SYSTEM.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
705970	JETTA	2010	3VWPL7AJ2AM [REDACTED]	21666	2463	02/07/2011	United States

Workshop Finding

ENGINE CRANKS NOW BUT NOT STARTING. WHEN CRANKING ENGINE, IN PARK OR NUETRAL WITH NO BRAKE THE CAR WILL VERY SLIGHTLY MOVE FORWORD WHEN CRANKING..ONLY FAULT IN ECU IS 00135 STORED 3 TIMES WITH NO INFO, AND NO TEST PLAN IN GFF.

Activity Date	Activity Time	Activity Comments
02/07/2011	18:13	CUST STATES AFTER 4 HOUR DRIVE, SHUT CAR OFF AND WHEN RE-STARTED ENGINE MADE A TAPPING SOUND AND IT QUIT RUNNING. ENGINE CRANKS NOW BUT NOT STARTING. WHEN CRANKING ENGINE, IN PARK OR NUETRAL WITH NO BRAKE THE CAR WILL VERY SLIGHTLY MOVE FORWORD WHEN CRANKING..ONLY FAULT IN ECU IS 00135 STORED 3 TIMES WITH NO INFO, AND NO TEST PLAN IN GFF.
02/07/2011	18:13	ISSUE OPENED BY DEALERSHIP
02/07/2011	18:23	CUSTOMER COMMENTS: CUST STATES AFTER 4 HOUR DRIVE, SHUT CAR OFF AND WHEN RE-STARTED ENGINE MADE A TAPPING SOUND AND IT QUIT RUNNING.
02/07/2011	18:23	PLEASE CLEAN THE AREA AROUND THE N290VALVE AND THEN REMOVE. INSPECT FOR METAL DEBRIS INSIDE. PLEASE CALL BACK AND UPDATE WITH FINDINGS.
02/07/2011	18:23	WORKSHOP FINDINGS: ENGINE CRANKS NOW BUT NOT STARTING. WHEN CRANKING ENGINE, IN PARK OR NUETRAL WITH NO BRAKE THE CAR WILL VERY SLIGHTLY MOVE FORWORD WHEN CRANKING..ONLY FAULT IN ECU IS 00135 STORED 3 TIMES WITH NO INFO, AND NO TEST PLAN IN GFF.
02/07/2011	18:42	REMOVED VALVE, FOUND TO BE FULL OF SHAVINGS.
02/08/2011	11:03	PLEASE ATTACH PICTURES OF THE METAL IN THE FUEL SYSTEM TO THE VTA. PLEASE TAKE A FUEL SAMPLE FOLLOWING THE GUIDELINES IN TECHNICAL BULLETIN 01-10-11 (2023624). IF THERE IS ANY EVIDENCE THAT FUEL WAS CONTAMINATED WITH GASOLINE, WATER OR ALCOHOL, PLEASE CALL US BACK SO THAT WE CAN CONTACT YOUR FOM. WE ALSO RECOMMEND THAT YOU CONTACT YOUR FOM TO HELP DETERMINE WARRANTY.
02/08/2011	11:09	PICS OF METAL IN FUEL SYSTEM
02/08/2011	11:10	PICS OF METAL IN FUEL SYSTEM
02/08/2011	11:48	IF THERE IS ANY EVIDENCE THAT THE FUEL WAS CONTAMINATED WITH GASOLINE, WATER, OR ALCOHOL, PLEASE CONTACT YOUR FOM BEFORE REPLACING ANY COMPONENTS. REPLACE THE FOLLOWING COMPONENTS> 03L 130 321-(LINE), 03L 130 301-(PRESSURE LINE), 03L 130 089-(RAIL), 5N0 130 307J-(LINE), 1K0 127 400F-(FILTER), 03L 130 235K-(RETURN LINE), 03L 130 277A-(INJECTORS), 03L 130 301R-(PRESSURE LINE), 03L 130 301B-(PRESSURE LINE), 03L 130 301C-(PRESSURE LINE), 1K0 201 060 GP-(FUEL TANK), 5N0 906 129B-(AUXILIARY PUMP), 03L 130 755 A-(HIGH PRESSURE PUMP), 1K0 919 050 J-(IN TANK FUEL PUMP). PLEASE CONSULT ETKA FOR THE LATEST PART # ON ALL COMPONENTS. ANY LINE THAT IS NOT REPLACED IN THIS PROCEDURE MUST BE THOROUGHLY CLEANED. IF YOU CANNOT ADEQUATELY CLEAN THE LINE/FITTING, PLEASE REPLACE IT ALSO. PLEASE FOLLOW ELSA WEB'S PROCEDURE FOR PRIMING THE FUEL SYSTEM. BE SURE NOT TO SWAP THE CONNECTIONS IN THE FUEL SYSTEM. IT IS VERY EASY TO SWAP A FUEL FEED LINE FOR A FUEL RETURN LINE. THE CONNECTIONS AT THE FUEL TANK, BULKHEAD, FUEL FILTER, AND HIGH PRESSURE PUMP CAN BE SWITCHED. IF YOU HEAR A HUMMING NOISE FROM THE AUX FUEL PUMP, IT IS LIKELY THAT A FUEL LINE WAS INSTALLED INCORRECTLY. IF THE GF TEST PLAN DOES NOT SHOW UP, GO INTO VSD, ENGINE ELECTRONICS, BASIC SETTINGS, 35 AND RUN THIS TEST 3 TIMES.
02/08/2011	12:23	S/O PARTS.
02/08/2011	18:46	THANKS FOR THE INFORMATION. IF FURTHER ASSISTANCE IS NEEDED AFTER REPAIRS PLEASE CALL BACK.
02/12/2011	12:02	REPAIRS COMPLETED.
02/12/2011	15:21	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
02/12/2011	15:21	ISSUE UPDATED

Consultant's Closing Comments

TECH REPLACED FUEL SYSTEM

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
707436	JETTA	2009	3VWRL71K09M [REDACTED]	28577	2463	02/10/2011	United States

Workshop Finding
n/a

Activity Date	Activity Time	Activity Comments
02/10/2011	12:15	C/S VEHICLE DIED AT STOP LIGHT CK OUT FOUND GAS IN FUEL SYSTEM,INSURANCE WONT'S SOME KIND OF DOCUMENT ON WHAT ALL HAS TO BE REPL. BEFORE WARRANTY WILL COVER FUEL SYSTEM AGAIN.
02/10/2011	12:15	ISSUE OPENED BY DEALERSHIP
02/10/2011	12:22	CUSTOMER COMMENTS: C/S VEHICLE DIED AT STOP LIGHT CK OUT FOUND GAS IN FUEL SYSTEM,INSURANCE WONT'S SOME KIND OF DOCUMENT ON WHAT ALL HAS TO BE REPL. BEFORE WARRANTY WILL COVER FUEL SYSTEM AGAIN.
02/10/2011	12:22	TECH STATES THE INSURANCE COMPANY IS ALREADY INVOLVED. ADVISED TECH IT WILL BE NECESSARY TO REPLACE THE COMPLETE FUEL SYSTEM. REPLACE THE FOLLOWING COMPONENTS> 03L 130 321-(LINE), 03L 130 301-(PRESSURE LINE), 03L 130 089-(RAIL), 5N0 130 307J-(LINE), 1K0 127 400F-(FILTER), 03L 130 235K-(RETURN LINE), 03L 130 277A-(INJECTORS), 03L 130 301R-(PRESSURE LINE), 03L 130 301B-(PRESSURE LINE), 03L 130 301C-(PRESSURE LINE), 1K0 201 060 GP-(FUEL TANK), 5N0 906 129B-(AUXILIARY PUMP), 03L 130 755 A-(HIGH PRESSURE PUMP), 1K0 919 050 J-(IN TANK FUEL PUMP). PLEASE CONSULT ETKA FOR THE LATEST PART # ON ALL COMPONENTS. ANY LINE THAT IS NOT REPLACED IN THIS PROCEDURE MUST BE THOROUGHLY CLEANED. IF YOU CANNOT ADEQUATELY CLEAN THE LINE/FITTING, PLEASE REPLACE IT ALSO. PLEASE FOLLOW ELSA WEB'S PROCEDURE FOR PRIMING THE FUEL SYSTEM. BE SURE NOT TO SWAP THE CONNECTIONS IN THE FUEL SYSTEM. IT IS VERY EASY TO SWAP A FUEL FEED LINE FOR A FUEL RETURN LINE. THE CONNECTIONS AT THE FUEL TANK, BULKHEAD, FUEL FILTER, AND HIGH PRESSURE PUMP CAN BE SWITCHED. IF YOU HEAR A HUMMING NOISE FROM THE AUX FUEL PUMP, IT IS LIKELY THAT A FUEL LINE WAS INSTALLED INCORRECTLY. IF THE GF TEST PLAN DOES NOT SHOW UP, GO INTO VSD, ENGINE ELECTRONICS, BASIC SETTINGS, 35 AND RUN THIS TEST 3 TIMES.
02/10/2011	16:53	THANKS
02/10/2011	19:35	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
02/10/2011	19:35	ISSUE UPDATED

Consultant's Closing Comments
TECH TO REPLACE COMPLETE FUEL SYSTEM.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
707919	JETTA	2009	3VWAL71KX9M [REDACTED]	30245	2463	02/11/2011	United States

Workshop Finding

0 FAULTS IN ECM AND TCM, TECH STATES VEHICLE MISFIRES WHEN DRIVING IN TEH PARKING LOT, FOUND SMALL DEBRIS IN FILTER HOUSING.

Activity Date	Activity Time	Activity Comments
02/11/2011	11:24	C/S BOGGS INTERMITTENTLY UPON ACCEL. MOSTLY ON HIGHWAY, 0 FAULTS IN ECM AND TCM
02/11/2011	11:24	ISSUE OPENED BY DEALERSHIP
02/11/2011	11:36	CUSTOMER COMMENTS: C/S BOGGS INTERMITTENTLY UPON ACCEL. MOSTLY ON HIGHWAY,
02/11/2011	11:36	PLEASE CHECK FUEL PRESSURE IN MVB 20, CHECK DELIVERY PRESSURE FOR IN TANK PUMP AND AUX PUMP. SPEC FOR IN TANK PUMP IS 6-10PSI, SPEC FOR AUX PUMP IS 3-5BAR. CHECK ECM PART NUMBER AND SW LEVEL, LATEST SW IS 79XX. SEE BELOW PROCEDURE TO PERFORM UPDATE.
02/11/2011	11:36	PLEASE UPDATE THE ECM USING SVM 3339, ON 2009 VEHICLES, AFTER YOU COMPLETE THE FLASH, YOU MUST GO INTO ADAPTATION AND GO TO 119, CHANGE THE 0000 TO 0001 AND CLICK CONFIRM AND SAVE. THEN BACK OUT AND RUN THE ENGINE FOR 10 SECONDS AND CYCLE THE KEY. THE EXHAUST FLAP FAULT THAT IS STORED SHOULD NOW CLEAR.
02/11/2011	11:36	WORKSHOP FINDINGS: 0 FAULTS IN ECM AND TCM, TECH STATES VEHICLE MISFIRES WHEN DRIVING IN TEH PARKING LOT, FOUND SMALL DEBRIS IN FILTER HOUSING.
02/15/2011	17:33	ENGINE WONT START CHECKED FUEL PRESSURE FROM TANK PUMP 3 PSI REPLACED PUMP, RAN BOTH PUMPS THROUGH GFF STILL NO START 0 FAULTS
02/15/2011	17:36	ADVISED TO CK PRESSURE AFTER AUXILLARY FEUL PUMP.
02/15/2011	17:52	AUX PUMP HAS 4.0 BAR TO HIGH PUMP
02/15/2011	18:09	NO METAL AT THE N290 ADVISED TO REPALCE THE PRESURE RETENSION VAVLE AND TRY TO START
02/16/2011	14:54	REPLACED RETENSION VALVE BLED SYS 3 TIMES, STILL NO START, P0087 LOW FULE PRESSURE POPS UP, RECHECKED FILTER AND VALVE NO METAL
02/16/2011	15:00	ADVISED THE TECH TO REPLACE THE HIGH PREASURE PUMP
02/17/2011	08:41	TICKET HAS BEEN ESCALATED TO LEVEL 2 FOR REVIEW DUE TO TIME..... A2
02/17/2011	12:15	WAITING ON PARTS. P2
02/18/2011	17:44	REPLACED HIGH PRESSURE PUMP BLED THREE TIMES, VEHICLE STARTS AND RUNS REFLASH PER 23H1 RVU, TEST DROVE 0 FAULTS RETURN VEHICLE PERFORMED AS DESIGNED
02/18/2011	18:53	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
02/18/2011	18:53	ISSUE UPDATED

Consultant's Closing Comments

REPLACED HIGH PRESSURE PUMP BLED THREE TIMES, VEHICLE STARTS AND RUNS REFLASH PER 23H1 RVU, TEST DROVE 0 FAULTS RETURN VEHICLE PERFORMED AS DESIGNED

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
708438	JETTA	2009	3VWRL71K09M [REDACTED]	41826	2463	02/14/2011	United States

Workshop Finding

REMOVED FUEL PRESSURE SENSOR AND FOUND METAL ON THE SENSOR.

Activity Date	Activity Time	Activity Comments
02/14/2011	10:13	CUSTOMER ENGINE STALLED AND WOULD NOT RESTART. ENGINE RUNS NOW BUT MECHANICAL FUEL PUMP SQUEALS LOUDLY. REMOVED FUEL PRESSURE SENSOR AND FOUND METAL ON THE SENSOR.
02/14/2011	10:13	ISSUE OPENED BY DEALERSHIP
02/14/2011	10:18	CUSTOMER COMMENTS: CUSTOMER ENGINE STALLED AND WOULD NOT RESTART. ENGINE RUNS NOW BUT MECHANICAL FUEL PUMP SQUEALS LOUDLY.
02/14/2011	10:18	IF THERE IS ANY EVIDENCE THAT THE FUEL WAS CONTAMINATED WITH GASOLINE, WATER, OR ALCOHOL, PLEASE CONTACT YOUR FOM BEFORE REPLACING ANY COMPONENTS. REPLACE THE FOLLOWING COMPONENTS> 03L 130 321-(LINE), 03L 130 301-(PRESSURE LINE), 03L 130 089-(RAIL), 5N0 130 307J-(LINE), 1K0 127 400F-(FILTER), 03L 130 235K-(RETURN LINE), 03L 130 277A-(INJECTORS), 03L 130 301R-(PRESSURE LINE), 03L 130 301B-(PRESSURE LINE), 03L 130 301C-(PRESSURE LINE), 1K0 201 060 GP-(FUEL TANK), 5N0 906 129B-(AUXILIARY PUMP), 03L 130 755 A-(HIGH PRESSURE PUMP), 1K0 919 050 J-(IN TANK FUEL PUMP). PLEASE CONSULT ETKA FOR THE LATEST PART # ON ALL COMPONENTS. ANY LINE THAT IS NOT REPLACED IN THIS PROCEDURE MUST BE THOROUGHLY CLEANED. IF YOU CANNOT ADEQUATELY CLEAN THE LINE/FITTING, PLEASE REPLACE IT ALSO. PLEASE FOLLOW ELSA WEB'S PROCEDURE FOR PRIMING THE FUEL SYSTEM. BE SURE NOT TO SWAP THE CONNECTIONS IN THE FUEL SYSTEM. IT IS VERY EASY TO SWAP A FUEL FEED LINE FOR A FUEL RETURN LINE. THE CONNECTIONS AT THE FUEL TANK, BULKHEAD, FUEL FILTER, AND HIGH PRESSURE PUMP CAN BE SWITCHED. IF YOU HEAR A HUMMING NOISE FROM THE AUX FUEL PUMP, IT IS LIKELY THAT A FUEL LINE WAS INSTALLED INCORRECTLY. IF THE GF TEST PLAN DOES NOT SHOW UP, GO INTO VSD, ENGINE ELECTRONICS, BASIC SETTINGS, 35 AND RUN THIS TEST 3 TIMES.
02/14/2011	10:18	WORKSHOP FINDINGS: REMOVED FUEL PRESSURE SENSOR AND FOUND METAL ON THE SENSOR.
02/18/2011	16:37	REPLACED COMPLETE FUEL SYSTEM AS REQUESTED PER VTA.
02/18/2011	17:23	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
02/18/2011	17:23	ISSUE UPDATED

Consultant's Closing Comments

REPLACED COMPLETE FUEL SYSTEM AS REQUESTED PER VTA.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
708443	JETTA	2009	3VWCL71K89M [REDACTED]	33565	2010	02/14/2011	United States

Workshop Finding

PARKED CAR AND THE FOLLOWING MORNING THE VEHIVCLE WOULD'NT START. SCANNED VEHICLE AND FOUND A P0087 DTC STORED IN THE ECM. I FOLLOWED THE TB 01-10-11 AND FOUND SIGNIFICANT METAL IN THE FUEL FILTER HOUSING. I COULDN'T SEE ANY RUST IN THE HOUSING, AND I LET THE FUEL SETTLE IN A SEPERATE CONTAINER BUT FOUND NO SEPERATION.CALLING FOR FURTHER INSTRUCTION AS PER THE TB.

Activity Date	Activity Time	Activity Comments
02/14/2011	10:18	CUSTOMER STATES VEHICLE SEEMED TO BE LOSING POWER LATELY. PARKED CAR AND THE FOLLOWING MORNING THE VEHIVCLE WOULD'NT START. SCANNED VEHICLE AND FOUND A P0087 DTC STORED IN THE ECM. I FOLLOWED THE TB 01-10-11 AND FOUND SIGNIFICANT METAL IN THE FUEL FILTER HOUSING. I COULDN'T SEE ANY RUST IN THE HOUSING, AND I LET THE FUEL SETTLE IN A SEPERATE CONTAINER BUT FOUND NO SEPERATION.CALLING FOR FURTHER INSTRUCTION AS PER THE TB.
02/14/2011	10:18	ISSUE OPENED BY DEALERSHIP
02/14/2011	10:22	CUSTOMER COMMENTS: CUSTOMER STATES VEHICLE SEEMED TO BE LOSING POWER LATELY.
02/14/2011	10:22	RECOMMEND CLEANING AROUND THE N290, THEN REMOVE AND DOCUMENT DAMAGE BY ATTACHING PICTURE TO THE VTA. CALL BACK FOR FURTHER DIRECTION.
02/14/2011	10:22	WORKSHOP FINDINGS: PARKED CAR AND THE FOLLOWING MORNING THE VEHIVCLE WOULD'NT START. SCANNED VEHICLE AND FOUND A P0087 DTC STORED IN THE ECM. I FOLLOWED THE TB 01-10-11 AND FOUND SIGNIFICANT METAL IN THE FUEL FILTER HOUSING. I COULDN'T SEE ANY RUST IN THE HOUSING, AND I LET THE FUEL SETTLE IN A SEPERATE CONTAINER BUT FOUND NO SEPERATION.CALLING FOR FURTHER INSTRUCTION AS PER THE TB.
02/14/2011	10:36	ATTACHED REQUESTED PHOTOS FROM THE N290.
02/14/2011	10:48	IF THERE IS ANY EVIDENCE THAT THE FUEL WAS CONTAMINATED WITH GASOLINE, WATER, OR ALCOHOL, PLEASE CONTACT YOUR FOM BEFORE REPLACING ANY COMPONENTS. REPLACE THE FOLLOWING COMPONENTS> 03L 130 321-(LINE), 03L 130 301-(PRESSURE LINE), 03L 130 089-(RAIL), 5N0 130 307J-(LINE), 1K0 127 400F-(FILTER), 03L 130 235K-(RETURN LINE), 03L 130 277A-(INJECTORS), 03L 130 301R-(PRESSURE LINE), 03L 130 301B-(PRESSURE LINE), 03L 130 301C-(PRESSURE LINE), 1K0 201 060 GP-(FUEL TANK), 5N0 906 129B-(AUXILIARY PUMP), 03L 130 755 A-(HIGH PRESSURE PUMP), 1K0 919 050 J-(IN TANK FUEL PUMP). PLEASE CONSULT ETKA FOR THE LATEST PART # ON ALL COMPONENTS. ANY LINE THAT IS NOT REPLACED IN THIS PROCEDURE MUST BE THOROUGHLY CLEANED. IF YOU CANNOT ADEQUATELY CLEAN THE LINE/FITTING, PLEASE REPLACE IT ALSO. PLEASE FOLLOW ELSA WEB'S PROCEDURE FOR PRIMING THE FUEL SYSTEM. BE SURE NOT TO SWAP THE CONNECTIONS IN THE FUEL SYSTEM. IT IS VERY EASY TO SWAP A FUEL FEED LINE FOR A FUEL RETURN LINE. THE CONNECTIONS AT THE FUEL TANK, BULKHEAD, FUEL FILTER, AND HIGH PRESSURE PUMP CAN BE SWITCHED. IF YOU HEAR A HUMMING NOISE FROM THE AUX FUEL PUMP, IT IS LIKELY THAT A FUEL LINE WAS INSTALLED INCORRECTLY. IF THE GF TEST PLAN DOES NOT SHOW UP, GO INTO VSD, ENGINE ELECTRONICS, BASIC SETTINGS, 35 AND RUN THIS TEST 3 TIMES.
02/14/2011	15:09	ALL PARTS HAVE BEEN ORDERED. ETA IS 2/16/11
02/14/2011	17:32	THANKS FOR THE UPDATE, PLEASE CALL BACK IF NEEDED OR CLOSE OUT VTA WHEN COMPLETED.
02/18/2011	09:18	FOUND FURTHER PARTS NEEDED. VEHICLE REPAIR IS CLOSE TO COMPLETION BUT PARTS NEEDED WILL NOT ARRIVE UNTIL MONDAY.
02/18/2011	11:09	THANKS FOR THE UPDATE, PLEASE CALL BACK IF NEEDED OR CLOSE OUT VTA WHEN COMPLETED.
02/21/2011	13:22	SPOKE WITH GREGG, VEHICLE IS BEING WORKED ON D2
02/22/2011	14:26	ALL REPAIRS HAVE BEEN COMPLETED AND VERIFIED. AT THIS TIME THE VEHICLE OPERATES AS DESIGNED AND WILL BE RELEASED TO THE CUSTOMER.
02/22/2011	14:26	CLOSED
02/22/2011	15:04	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
02/22/2011	15:04	ISSUE UPDATED

Consultant's Closing Comments

REPLACED FUEL SYSTEM, COMPLETED.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
709263	JETTA	2009	3VWRL71K99M [REDACTED]	34990	2066	02/15/2011	United States

Workshop Finding							
n/a							

Activity Date	Activity Time	Activity Comments
02/15/2011	14:10	CUSTOMER STATED VEHICLE STALLED OUT WHILE DRIVING AND WOULD NOT RESTART. CHECKED FOR FAULTS AND LOW FUEL PRESSURE FAULTS WERE FOUND. VEHICLE SHOWED EMPTY AND FUEL LIGHT WAS ON. ADDED 5 GALLONS OF FUEL AND GUAGE IS NOW READING 3/4 OF A TANK. PERFORMED VENT FUEL SYSTEM AND STARTED VEHICLE. VEHICLE STARTED AND STALLED OUT IN SHOP. HOOKED IN LINE FUEL GUAGE FROM FUEL PUMP TO FILTER AND LESS THAN 1 BAR IS PRESENT WHEN CRANKING.
02/15/2011	14:10	ISSUE OPENED BY DEALERSHIP
02/15/2011	14:27	ADVISED TO CK INTANK FUEL PUMP VOLUME SHOULD BE 1 LITER IN 30 SECONDS, CK AUX PUMP PRESSURE NEEDS TO BE AT LEAST 3.5 BAR IF NOT VOLT DROP POWERS AND GROUNDS TO BOTH FUEL PUMPS MUST BE LESS THAN .2 OF A VOLT DROP.
02/15/2011	14:27	CUSTOMER COMMENTS: CUSTOMER STATED VEHICLE STALLED OUT WHILE DRIVING AND WOULD NOT RESTART. CHECKED FOR FAULTS AND LOW FUEL PRESSURE FAULTS WERE FOUND. VEHICLE SHOWED EMPTY AND FUEL LIGHT WAS ON. ADDED 5 GALLONS OF FUEL AND GUAGE IS NOW READING 3/4 OF A TANK. PERFORMED VENT FUEL SYSTEM AND STARTED VEHICLE. VEHICLE STARTED AND STALLED OUT IN SHOP. HOOKED IN LINE FUEL GUAGE FROM FUEL PUMP TO FILTER AND LESS THAN 1 BAR IS PRESENT WHEN CRANKING.
02/15/2011	15:30	CHECKED FUEL PRESSURE FROM TRANSFER PUMP TO FILTER AND AM READING JUST OVER 0.5 BAR. CHECKED FUEL PRESSURE FROM AUXILIARY PUMP AND AM READING ABOUT 5 BAR. REMOVED N276 AND FOUND METAL SHAVINGS IN PUMP.
02/15/2011	15:46	PLEASE CLEAN THE HIGH PRESSURE PUMP NEAR THE N290 FUEL METERING VALVE. AFTER CLEANING, SPRAY DOWN WITH COMPRESSED AIR TO REMOVE ALL DEBRIS. REMOVE THE N290 AND INSPECT FOR METAL SHAVINGS. IF METAL SHAVINGS ARE FOUND, TAKE A FUEL SAMPLE FOLLOWING THE GUIDELINES IN TECHNICAL BULLETIN 01-10-11 (2023624). IF THERE IS ANY EVIDENCE THAT FUEL WAS CONTAMINATED WITH GASOLINE, WATER OR ALCOHOL, PLEASE CALL US BACK SO THAT WE CAN CONTACT YOUR FOM. WE ALSO RECOMMEND THAT YOU CONTACT YOUR FOM TO HELP DETERMINE WARRANTY.
02/15/2011	16:14	SEE ATTACHED PICTURES OF FUEL SYSTEM AND METAL SHAVINGS
02/15/2011	16:24	AFTER REVIEWING THE PICTURES FOUND THAT THERE IS METAL DEBRIS IN THE N290 AND FUEL FILTER. PLEASE CONTACT YOUR FOM BEFORE REPLACING ANY COMPONENTS. REPLACE THE FOLLOWING COMPONENTS> 03L 130 321-(LINE), 03L 130 301-(PRESSURE LINE), 03L 130 089-(RAIL), 5N0 130 307J-(LINE), 1K0 127 400F-(FILTER), 03L 130 235K-(RETURN LINE), 03L 130 277A-(INJECTORS), 03L 130 301R-(PRESSURE LINE), 03L 130 301B-(PRESSURE LINE), 03L 130 301C-(PRESSURE LINE), 1K0 201 060 GP-(FUEL TANK), 5N0 906 129B-(AUXILIARY PUMP), 03L 130 755 A-(HIGH PRESSURE PUMP), 1K0 919 050 J-(IN TANK FUEL PUMP). PLEASE CONSULT ETKA FOR THE LATEST PART # ON ALL COMPONENTS. ANY LINE THAT IS NOT REPLACED IN THIS PROCEDURE MUST BE THOROUGHLY CLEANED. IF YOU CANNOT ADEQUATELY CLEAN THE LINE/FITTING, PLEASE REPLACE IT ALSO. PLEASE FOLLOW ELSA WEB'S PROCEDURE FOR PRIMING THE FUEL SYSTEM. BE SURE NOT TO SWAP THE CONNECTIONS IN THE FUEL SYSTEM. IT IS VERY EASY TO SWAP A FUEL FEED LINE FOR A FUEL RETURN LINE. THE CONNECTIONS AT THE FUEL TANK, BULKHEAD, FUEL FILTER, AND HIGH PRESSURE PUMP CAN BE SWITCHED. IF YOU HEAR A HUMMING NOISE FROM THE AUX FUEL PUMP, IT IS LIKELY THAT A FUEL LINE WAS INSTALLED INCORRECTLY. IF THE GF TEST PLAN DOES NOT SHOW UP, GO INTO VSD, ENGINE ELECTRONICS, BASIC SETTINGS, 35 AND RUN THIS TEST 3 TIMES.
02/15/2011	16:38	ADVSIED THE TECH TO CONTACT THE FOM TO INFORM HIM OF THE FINDINGS AND FOLLOW THE INFORMATION PREVIOUSLY GIVEN IN THE VTA.
02/15/2011	16:39	QTM INTERVENTION.
02/15/2011	19:15	ADVISED THE TECH TO PROCEED WITH THE REPAIRS UNDER WARRANTY.

02/22/2011	10:39	AFTER REPAIR OF FUEL SYSTEM AND INSTALLING ALL COMPONENTS. FOUND DTC FOR EGR VALVE 1 STUCK CLOSED P048A. ADAPTED EXHAUST PRESSURE SENSOR G450 AND G451 TO ECM. TEST PLAN IN GFF CALL FOR ADAPTING EXHAUST FLAP CONTROL MODULE AND ADAPTION WILL NOT TAKE AND FAULT P048A RETURNS WHEN RESTARTING VEHICLE.
02/22/2011	10:41	ATTACHED GFF
02/22/2011	10:43	PLEASE GO TO ENGINE ELECTRONICS, LONG ADAPTATION (014), CHANNEL 119, CHANGE THE 0000 TO 0001, CLICK CONFIRM AND SAVE. EXIT OUT OF ENGINE, START ENGINE AND LET RUN FOR 10 SECONDS, CYCLE THE KEY. THE EXHAUST FLAP FAULT THAT IS STORED SHOULD NOW CLEAR.
02/22/2011	11:26	PERFORMED TASK AND CHANGED LONG ADAPTION. RESET PATICULAR FILTER AND TEST DROVE VEHICLE OK
02/22/2011	18:38	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
02/22/2011	18:38	ISSUE UPDATED

Consultant's Closing Comments		
THE FUEL SYSTEM PARTS WERE REPLACED.		

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
711908	JETTA	2009	3VWAL71K39M	51462	2463	02/22/2011	United States

Workshop Finding

TECH WORKING ON THE VEHICLE IS JAMES. HE REFERRED TO TB 01-10-11 AND CHECK FUEL CONTAMINATION. HE STATES IT WAS GOOD DIESEL FUEL. HE HAS EXCESSIVE METAL IN THE N290 BUT THE PICTURE DID NOT ATTACH TO THE VTA. ONLY PICTURE IS THE FUEL FILTER HOUSING WHICH HAS METAL CONTAMINATION

Activity Date	Activity Time	Activity Comments
02/22/2011	09:57	CUSTOMER STATES ENGINE STALLED AND NOW WONT START, CRANKS OVER NORMALLY BUT NO START. CHECKED FUEL SAMPLE, IT HAS DIESEL IN IT. FOUND METAL SHAVINGS THROUGHOUT THE FUEL FILTER AND INSIDE THE HIGH PRESSURE PUMP. THIS CUSTOMER IS THE 2ND OWNER, WANTS TO KNOW IF THEIR CAR WILL BE COVERED UNDER WARRANTY SINCE IT'S ONLY 1500 MILES OVER
02/22/2011	09:57	ISSUE OPENED BY DEALERSHIP
02/22/2011	10:38	AS PER PRODUCT SUPPORT REPLACE ALL THE FOLLOWING COMPONENTS UNDER WARRANTY. REPLACE> 03L 130 321-(LINE), 03L 130 301-(PRESSURE LINE), 03L 130 089-(RAIL), 5N0 130 307J-(LINE), 1K0 127 400F-(FILTER), 03L 130 235K-(RETURN LINE), 03L 130 277A-(INJECTORS), 03L 130 301R-(PRESSURE LINE), 03L 130 301B-(PRESSURE LINE), 03L 130 301C-(PRESSURE LINE), 1K0 201 060 GP-(FUEL TANK), 5N0 906 129B-(AUXILIARY PUMP), 03L 130 755 A-(HIGH PRESSURE PUMP), 1K0 919 050 J-(IN TANK FUEL PUMP). PLEASE CONSULT ETKA FOR THE LATEST PART # ON ALL COMPONENTS. ANY LINE THAT IS NOT REPLACED IN THIS PROCEDURE MUST BE THOROUGHLY CLEANED. IF YOU CANNOT ADEQUATELY CLEAN THE LINE/FITTING, PLEASE REPLACE IT ALSO. PLEASE FOLLOW ELSA WEB'S PROCEDURE FOR PRIMING THE FUEL SYSTEM. BE SURE NOT TO SWAP THE CONNECTIONS IN THE FUEL SYSTEM. IT IS VERY EASY TO SWAP A FUEL FEED LINE FOR A FUEL RETURN LINE. THE CONNECTIONS AT THE FUEL TANK, BULKHEAD, FUEL FILTER, AND HIGH PRESSURE PUMP CAN BE SWITCHED. IF YOU HEAR A HUMMING NOISE FROM THE AUX FUEL PUMP, IT IS LIKELY THAT A FUEL LINE WAS INSTALLED INCORRECTLY. IF THE GF TEST PLAN DOES NOT SHOW UP, GO INTO VSD, ENGINE ELECTRONICS, BASIC SETTINGS, 35 AND RUN THIS TEST 3 TIMES.
02/22/2011	10:38	CUSTOMER COMMENTS: CUSTOMER STATES ENGINE STALLED AND NOW WONT START, CRANKS OVER NORMALLY BUT NO START. CHECKED FUEL SAMPLE, IT HAS DIESEL IN IT. FOUND METAL SHAVINGS THROUGHOUT THE FUEL FILTER AND INSIDE THE HIGH PRESSURE PUMP. THIS CUSTOMER IS THE 2ND OWNER, WANTS TO KNOW IF THEIR CAR WILL BE COVERED UNDER WARRANTY SINCE IT'S ONLY 1500 MILES OVER
02/22/2011	10:38	WORKSHOP FINDINGS: TECH WORKING ON THE VEHICLE IS JAMES. HE REFERRED TO TB 01-10-11 AND CHECK FUEL CONTAMINATION. HE STATES IT WAS GOOD DIESEL FUEL. HE HAS EXCESSIVE METAL IN THE N290 BUT THE PICTURE DID NOT ATTACH TO THE VTA. ONLY PICTURE IS THE FUEL FILTER HOUSING WHICH HAS METAL CONTAMINATION
02/28/2011	09:20	TALKED TO FOM AND GOT APPROVAL FOR GOODWILL REPAIR. ORDERED PARTS. ALL PARTS ARRIVED AND TECHNICIAN TO REPAIR VEHICLE.
02/28/2011	09:29	THANKS FOR THE UPDATE. PLEASE WRITE THE SALES DOC NUMBER ON THE TICKET AND CLOSE THE VTA ONCE REPAIRS ARE CONFIRMED
03/01/2011	17:27	CALLED FOR UPDATE, BUT SERVICE DEPARTMENT WAS BUSY AND COULD NOT TAKE CALL.
03/01/2011	18:27	SPOKE TO PAUL IN SERVICE. PARTS HAVE ARRIVED AND ARE BEING INSTALLED. P2.
03/04/2011	19:00	NO ANSWER IN SERVICE. 1ST ATTEMPT.
03/04/2011	19:11	SPOKE WITH PAUL IN SERVICE. PARTS ARE ON ORDER. TECH TO UPDATE THE VTA WITH DETAILS. P2
03/09/2011	09:23	REPLACED PARTS FROM LIST GIVEN TO. REPAIRED VEHICLE
03/09/2011	18:20	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
03/09/2011	18:20	ISSUE UPDATED

Consultant's Closing Comments

REPLACED THE FUEL SYSTEM

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
712529	JETTA	2009	3VWTL71K89M [REDACTED]	24268	2463	02/23/2011	United States

Workshop Finding

n/a

Activity Date	Activity Time	Activity Comments
02/23/2011	09:26	CUSTOMER STATES WHAS DRIVING AND VEHICLE SHUT OFF WOULDNT RESTART. HAD VEHICLE TOWED IN. UPON INSPECTION VEHICLE CRANKS NO START. PULLED FUEL FILTER AND FOUND METAL IN FILTER AND ALSO IN HIGH PRESS FUEL PUMP. TOOK FUEL SAMPLE TO CHECK FOR GAS, SMELLS MOSTLY LIKE DIESEL, ALSO TRIED TO LIGHT A SMALL AMOUNT AND WONT IGNITE LIKE GAS.
02/23/2011	09:26	ISSUE OPENED BY DEALERSHIP
02/23/2011	09:31	CUSTOMER COMMENTS: CUSTOMER STATES WHAS DRIVING AND VEHICLE SHUT OFF WOULDNT RESTART. HAD VEHICLE TOWED IN. UPON INSPECTION VEHICLE CRANKS NO START. PULLED FUEL FILTER AND FOUND METAL IN FILTER AND ALSO IN HIGH PRESS FUEL PUMP. TOOK FUEL SAMPLE TO CHECK FOR GAS, SMELLS MOSTLY LIKE DIESEL, ALSO TRIED TO LIGHT A SMALL AMOUNT AND WONT IGNITE LIKE GAS.
02/23/2011	09:31	IF THERE IS ANY EVIDENCE THAT THE FUEL WAS CONTAMINATED WITH GASOLINE, WATER, OR ALCOHOL, PLEASE CONTACT YOUR FOM BEFORE REPLACING ANY COMPONENTS. REPLACE THE FOLLOWING COMPONENTS> 03L 130 321-(LINE), 03L 130 301-(PRESSURE LINE), 03L 130 089-(RAIL), 5N0 130 307J-(LINE), 1K0 127 400F-(FILTER), 03L 130 235K-(RETURN LINE), 03L 130 277A-(INJECTORS), 03L 130 301R-(PRESSURE LINE), 03L 130 301B-(PRESSURE LINE), 03L 130 301C-(PRESSURE LINE), 1K0 201 060 GP-(FUEL TANK), 5N0 906 129B-(AUXILIARY PUMP), 03L 130 755 A-(HIGH PRESSURE PUMP), 1K0 919 050 J-(IN TANK FUEL PUMP). PLEASE CONSULT ETKA FOR THE LATEST PART # ON ALL COMPONENTS. ANY LINE THAT IS NOT REPLACED IN THIS PROCEDURE MUST BE THOROUGHLY CLEANED. IF YOU CANNOT ADEQUATELY CLEAN THE LINE/FITTING, PLEASE REPLACE IT ALSO. PLEASE FOLLOW ELSA WEB'S PROCEDURE FOR PRIMING THE FUEL SYSTEM. BE SURE NOT TO SWAP THE CONNECTIONS IN THE FUEL SYSTEM. IT IS VERY EASY TO SWAP A FUEL FEED LINE FOR A FUEL RETURN LINE. THE CONNECTIONS AT THE FUEL TANK, BULKHEAD, FUEL FILTER, AND HIGH PRESSURE PUMP CAN BE SWITCHED. IF YOU HEAR A HUMMING NOISE FROM THE AUX FUEL PUMP, IT IS LIKELY THAT A FUEL LINE WAS INSTALLED INCORRECTLY. IF THE GF TEST PLAN DOES NOT SHOW UP, GO INTO VSD, ENGINE ELECTRONICS, BASIC SETTINGS, 35 AND RUN THIS TEST 3 TIMES
02/28/2011	08:06	REVIEWING REPAIRS WITH FOM AND SERVICE MANAGER, WILL UPDATE THIS AFTERNOON
02/28/2011	19:09	THANK YOU FOR UPDATING THE VTA TICKET. IF YOU ARE IN NEED OF FURTHER TECHNICAL ASSISTANCE, PLEASE CALL US BACK AT 800-678-2389.
03/01/2011	10:43	JUSTIN INQUIRED IF THE FUEL LINES HAVE TO BE REPLACED AS WEL. ADVISED TO REPLACE THE LINES BETEWEEN THE TANK AND THE PUMP.
03/02/2011	15:25	SPOKE WITH ADVISOR AND THE TECH IS WORKING ON THE CAR.
03/04/2011	08:42	INSTALLED PARTS DISCUSSED IN VTA. ROAD TEST, GOOD. RELEASED VEHICLE TO CUSTOMER. CLOSING VTA THANK YOU
03/04/2011	17:27	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
03/04/2011	17:27	ISSUE UPDATED

Consultant's Closing Comments

REPLACED ENTIRE FUEL SYSTEM.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
712733	TOUAREG	2010	WVGFK7A90AD [REDACTED]	10473	2010	02/23/2011	United States

Workshop Finding
WHAT DO YOU RECOMEND TO REPLACE.

Activity Date	Activity Time	Activity Comments
02/23/2011	12:47	ISSUE OPENED BY DEALERSHIP
02/23/2011	12:47	VEHICLE WAS FILLED WITH GASOLINE AND DROVE UNTILL IT QUIT RUNNING WHAT DO YOU RECOMEND TO REPLACE
02/23/2011	12:52	CUSTOMER COMMENTS: VEHICLE WAS FILLED WITH GASOLINE AND DROVE UNTILL IT QUIT RUNNING.
02/23/2011	12:52	PLEASE CLEAN THE HIGH PRESSURE PUMP NEAR THE N290 FUEL METERING VALVE. AFTER CLEANING, SPRAY DOWN WITH COMPRESSED AIR TO REMOVE ALL DEBRIS. REMOVE THE N290 AND INSPECT FOR METAL SHAVINGS. IF METAL SHAVINGS ARE FOUND, TAKE A FUEL SAMPLE FOLLOWING THE GUIDELINES IN TECHNICAL BULLETIN 01-10-11 (2023624). IF THERE IS ANY EVIDENCE THAT FUEL WAS CONTAMINATED WITH GASOLINE, WATER OR ALCOHOL, PLEASE CALL US BACK SO THAT WE CAN CONTACT YOUR FOM. WE ALSO RECOMMEND THAT YOU CONTACT YOUR FOM TO HELP DETERMINE WARRANTY.
02/23/2011	12:52	WORKSHOP FINDINGS: WHAT DO YOU RECOMEND TO REPLACE.
02/23/2011	13:40	PICTURES OF THE N290
02/23/2011	13:49	ADVISED TECH TO ATTACH THE PICTURES OF THE N290 PORT IN THE HIGH PRESSURE PUMP AND THE FUEL FILTER HOUSING. THEN REMOVE THE FUEL FILTER AND LOOK FOR METAL IN THE BOTTOM OF THE HOUSING.
02/23/2011	14:03	MORE FUEL PICTURES OF FUEL SYSTEM
02/23/2011	14:09	PLEASE FOLLOW THE ELSA WEB PROCEDURE IN REPAIR MANUAL>ENGINE>FUEL SUPPLY>GENERAL INFORMATION>INCORRECT FUELING>SCENARIO 2. PLEASE BE SURE TO READ THE PROCEDURE CAREFULLY
03/02/2011	10:25	JULIE IN SERVICE STATED THEY JUST RECEIVED AUTHORIZATION TO PERFORM REPAIRS AND ARE NOW WAITING ON PARTS TO COME IN. P2
03/02/2011	14:53	WILL CLOSE THIS CASE WAITING FOR PARTS
03/02/2011	14:55	WILL CLOSE THIS CASE WAITING FOR PARTS
03/02/2011	15:46	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
03/02/2011	15:46	ISSUE UPDATED

Consultant's Closing Comments
JULIE IN SERVICE STATED THEY JUST RECEIVED AUTHORIZATION TO PERFORM REPAIRS AND ARE NOW WAITING ON PARTS TO COME IN. P2

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
712926	JETTA	2009	3VWCL71K59M [REDACTED]	22812	2463	02/23/2011	United States

Workshop Finding
n/a

Activity Date	Activity Time	Activity Comments
02/23/2011	15:58	CUSTOMER STATES GLOW PLUG LAMP ILLUMINATED AND ENGINE STALLED, WOULD NOT RESTART. VERFIED CONCERN, FOUND LOW FUEL PRESSURE FAULTS. REMOVED REGULATOR VALVE AND FUEL FILTER AND FOUND METAL SHAVINGS. SENT PICTURES OF SHAVINGS.
02/23/2011	15:58	ISSUE OPENED BY DEALERSHIP
02/23/2011	16:07	CUSTOMER COMMENTS: CUSTOMER STATES GLOW PLUG LAMP ILLUMINATED AND ENGINE STALLED, WOULD NOT RESTART. VERFIED CONCERN, FOUND LOW FUEL PRESSURE FAULTS. REMOVED REGULATOR VALVE AND FUEL FILTER AND FOUND METAL SHAVINGS. SENT PICTURES OF SHAVINGS.
02/23/2011	16:07	REVIEWED PICTURES WITH THE TECH. ADVISED TECH TO REPLACE THE FOLLOWING COMPONENTS DUE TO THE METAL CONTAMINATION: 03L 130 321-(LINE), 03L 130 301-(PRESSURE LINE), 03L 130 089-(RAIL), 5N0 130 307J-(LINE), 1K0 127 400F-(FILTER), 03L 130 235K-(RETURN LINE), 03L 130 277A-(INJECTORS), 03L 130 301R-(PRESSURE LINE), 03L 130 301B-(PRESSURE LINE), 03L 130 301C-(PRESSURE LINE), 1K0 201 060 GP-(FUEL TANK), 5N0 906 129B-(AUXILIARY PUMP), 03L 130 755 A-(HIGH PRESSURE PUMP), 1K0 919 050 J-(IN TANK FUEL PUMP). PLEASE CONSULT ETKA FOR THE LATEST PART # ON ALL COMPONENTS. ANY LINE THAT IS NOT REPLACED IN THIS PROCEDURE MUST BE THOROUGHLY CLEANED. IF YOU CANNOT ADEQUATELY CLEAN THE LINE/FITTING, PLEASE REPLACE IT ALSO. PLEASE FOLLOW ELSA WEB'S PROCEDURE FOR PRIMING THE FUEL SYSTEM. BE SURE NOT TO SWAP THE CONNECTIONS IN THE FUEL SYSTEM. IT IS VERY EASY TO SWAP A FUEL FEED LINE FOR A FUEL RETURN LINE. THE CONNECTIONS AT THE FUEL TANK, BULKHEAD, FUEL FILTER, AND HIGH PRESSURE PUMP CAN BE SWITCHED. IF YOU HEAR A HUMMING NOISE FROM THE AUX FUEL PUMP, IT IS LIKELY THAT A FUEL LINE WAS INSTALLED INCORRECTLY. IF THE GF TEST PLAN DOES NOT SHOW UP, GO INTO VSD, ENGINE ELECTRONICS, BASIC SETTINGS, 35 AND RUN THIS TEST 3 TIMES
03/02/2011	15:30	NO ONE AVAILBLE IN SERVICE.
03/02/2011	16:18	NO ONE AVAILBLE IN SERVICE.
03/02/2011	16:58	D2 ~CUSTOMER TRADED IN VEHICLE PER RYAN IN SERVICE.
03/03/2011	15:22	COMPLETED REPAIR..RETURNED VEHICLE TO USED CAR STOCK.
03/03/2011	17:32	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
03/03/2011	17:32	ISSUE UPDATED

Consultant's Closing Comments
REPLACED FUEL SYSTEM.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
713228	JETTA	2009	3VWRL71K69M [REDACTED]	24846	2463	02/24/2011	United States

Workshop Finding
n/a

Activity Date	Activity Time	Activity Comments
02/24/2011	11:21	CUSTOMER STATES WARNING LIGHT CAME ON WHILE DRIVING AND VEHICLE DIED WHEN HE CAME TO A STOP AND VEHICLE WOULD NOT RESTART . CHECK FUSE AND RELAY WAS OK AND REMOVED FUEL FILTER WAS SHAVING METAL ON THE FILTER . REMOVED FUEL METERING VALVE ON THE HIHG PRESSURE PUMP WAS SHAVING METAL ON THE FUEL METERING VALVE
02/24/2011	11:21	ISSUE OPENED BY DEALERSHIP
02/24/2011	11:27	CUSTOMER COMMENTS: CUSTOMER STATES WARNING LIGHT CAME ON WHILE DRIVING AND VEHICLE DIED WHEN HE CAME TO A STOP AND VEHICLE WOULD NOT RESTART . CHECK FUSE AND RELAY WAS OK AND REMOVED FUEL FILTER WAS SHAVING METAL ON THE FILTER . REMOVED FUEL METERING VALVE ON THE HIHG PRESSURE PUMP WAS SHAVING METAL ON THE FUEL METERING VALVE
02/24/2011	11:27	IF THERE IS ANY EVIDENCE THAT THE FUEL WAS CONTAMINATED WITH GASOLINE, WATER, OR ALCOHOL, PLEASE CONTACT YOUR FOM BEFORE REPLACING ANY COMPONENTS. REPLACE THE FOLLOWING COMPONENTS> 03L 130 321-(LINE), 03L 130 301-(PRESSURE LINE), 03L 130 089-(RAIL), 5N0 130 307J-(LINE), 1K0 127 400F-(FILTER), 03L 130 235K-(RETURN LINE), 03L 130 277A-(INJECTORS), 03L 130 301R-(PRESSURE LINE), 03L 130 301B-(PRESSURE LINE), 03L 130 301C-(PRESSURE LINE), 1K0 201 060 GP-(FUEL TANK), 5N0 906 129B-(AUXILIARY PUMP), 03L 130 755 A-(HIGH PRESSURE PUMP), 1K0 919 050 J-(IN TANK FUEL PUMP). PLEASE CONSULT ETKA FOR THE LATEST PART # ON ALL COMPONENTS. ANY LINE THAT IS NOT REPLACED IN THIS PROCEDURE MUST BE THOROUGHLY CLEANED. IF YOU CANNOT ADEQUATELY CLEAN THE LINE/FITTING, PLEASE REPLACE IT ALSO. PLEASE FOLLOW ELSA WEB'S PROCEDURE FOR PRIMING THE FUEL SYSTEM. BE SURE NOT TO SWAP THE CONNECTIONS IN THE FUEL SYSTEM. IT IS VERY EASY TO SWAP A FUEL FEED LINE FOR A FUEL RETURN LINE. THE CONNECTIONS AT THE FUEL TANK, BULKHEAD, FUEL FILTER, AND HIGH PRESSURE PUMP CAN BE SWITCHED. IF YOU HEAR A HUMMING NOISE FROM THE AUX FUEL PUMP, IT IS LIKELY THAT A FUEL LINE WAS INSTALLED INCORRECTLY. IF THE GF TEST PLAN DOES NOT SHOW UP, GO INTO VSD, ENGINE ELECTRONICS, BASIC SETTINGS, 35 AND RUN THIS TEST 3 TIMES.
02/28/2011	15:19	PARTS ON ORDER
02/28/2011	19:08	THANK YOU FOR UPDATING THE VTA TICKET. IF YOU ARE IN NEED OF FURTHER TECHNICAL ASSISTANCE, PLEASE CALL US BACK AT 800-678-2389.
03/03/2011	16:06	P1 ~ RED/BACK ORDERED PARTS PER MILISSA IN SERVICE.
03/07/2011	14:05	SPOKE TO DENNIS IN SERVICE. STILL WAITING ON PARTS. P1.
03/07/2011	14:25	SPECIAL ORDER PART AND WORKING
03/07/2011	18:12	THANK YOU FOR UPDATING THE VTA TICKET. IF YOU ARE IN NEED OF FURTHER TECHNICAL ASSISTANCE, PLEASE CALL US BACK AT 800-678-2389.
03/08/2011	17:20	REPLACED LLA PART FOR FEULT SYSTEM AND SET BACIS AND SET RAOD TEST DROVE TO CHECK ENGINE POWER AND FAULT IS OK NO FAULT DETECTE
03/08/2011	18:09	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
03/08/2011	18:09	ISSUE UPDATED

Consultant's Closing Comments
REPLACED ENTIRE FUEL SYSTEM.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
713493	JETTA	2009	3VWAL71K59M [REDACTED]	84949	2440	02/24/2011	United States

Workshop Finding

TECH STATES CUSTOMER KNOWS THAT THEY PUT GAS IN THE FUEL TANK AND DROVE THE VEHICLE FOR ABOUT 2 MILES UNTIL ENGINE STALLED

Activity Date	Activity Time	Activity Comments
02/24/2011	15:57	CUSTOMER FILLED VEHICLE WITH GAS.. RAN 2 MILES AND DIED.. ATTEMPTED TO RESTART THEN RELIZED WHAT HAPPENED. WHAT SHOULD GET REPLACED OR CLEANED?
02/24/2011	15:57	ISSUE OPENED BY DEALERSHIP
02/24/2011	16:04	CUSTOMER COMMENTS: CUSTOMER FILLED VEHICLE WITH GAS.. RAN 2 MILES AND DIED.. ATTEMPTED TO RESTART THEN RELIZED WHAT HAPPENED. WHAT SHOULD GET REPLACED OR CLEANED?
02/24/2011	16:04	TECH IS TO CHECK FOR METAL CONTAMINATION IN THE FUEL FILTER HOUSING AS WELL AS IN THE N290. IF EXCESSIVE METAL CONTAMINATION IS FOUND CONTACT THE FOM AND INFORM THAT THE CUSTOMER KNOWS THEY FILLED THE TANK WITH GAS AND IT WILL NOT BE PAID UNDER WARRANTY. REPLACE THE FOLLOWING COMPONENTS> 03L 130 321-(LINE), 03L 130 301-(PRESSURE LINE), 03L 130 089-(RAIL), 5N0 130 307J-(LINE), 1K0 127 400F-(FILTER), 03L 130 235K-(RETURN LINE), 03L 130 277A-(INJECTORS), 03L 130 301R-(PRESSURE LINE), 03L 130 301B-(PRESSURE LINE), 03L 130 301C-(PRESSURE LINE), 1K0 201 060 GP-(FUEL TANK), 5N0 906 129B-(AUXILIARY PUMP), 03L 130 755 A-(HIGH PRESSURE PUMP), 1K0 919 050 J-(IN TANK FUEL PUMP). PLEASE CONSULT ETKA FOR THE LATEST PART # ON ALL COMPONENTS. ANY LINE THAT IS NOT REPLACED IN THIS PROCEDURE MUST BE THOROUGHLY CLEANED. IF YOU CANNOT ADEQUATELY CLEAN THE LINE/FITTING, PLEASE REPLACE IT ALSO. PLEASE FOLLOW ELSA WEB'S PROCEDURE FOR PRIMING THE FUEL SYSTEM. BE SURE NOT TO SWAP THE CONNECTIONS IN THE FUEL SYSTEM. IT IS VERY EASY TO SWAP A FUEL FEED LINE FOR A FUEL RETURN LINE. THE CONNECTIONS AT THE FUEL TANK, BULKHEAD, FUEL FILTER, AND HIGH PRESSURE PUMP CAN BE SWITCHED. IF YOU HEAR A HUMMING NOISE FROM THE AUX FUEL PUMP, IT IS LIKELY THAT A FUEL LINE WAS INSTALLED INCORRECTLY. IF THE GF TEST PLAN DOES NOT SHOW UP, GO INTO VSD, ENGINE ELECTRONICS, BASIC SETTINGS, 35 AND RUN THIS TEST 3 TIMES.
02/24/2011	16:04	WORKSHOP FINDINGS: TECH STATES CUSTOMER KNOWS THAT THEY PUT GAS IN THE FUEL TANK AND DROVE THE VEHICLE FOR ABOUT 2 MILES UNTIL ENGINE STALLED
02/24/2011	16:47	THANKS FOR THE INFO
02/24/2011	17:01	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
02/24/2011	17:01	ISSUE UPDATED

Consultant's Closing Comments

THANKS FOR THE INFO

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
714183	JETTA	2010	3VWTL7AJ8AM [REDACTED]	23575	2066	02/28/2011	United States

Workshop Finding

VEHICLE STALLED ON THEM AND WOULD NOT RESTART,

Activity Date	Activity Time	Activity Comments
02/28/2011	09:08	ISSUE OPENED BY DEALERSHIP
02/28/2011	09:08	VEHICLE STALLED ON THEM AND WOULD NOT RESTART, VERIFIED CONCERN, HAS FAULT P0087 RAIL FUEL PRESSURE TOO LOW, TOOK FUEL SAMPLE FUEL LOOKS LIKE ORANGE JUICE, SOME ICE ON TOP OF FILTER, NO METAL SHAVINGS VISIBLE,
02/28/2011	09:14	ADVISED TECH TO ATTACH A PICTURE OF A FUEL SAMPLE AND REMOVE LOWER INNER COOLER HOSE IS WATER PRESENT.
02/28/2011	09:14	CUSTOMER COMMENTS: VEHICLE STALLED ON THEM AND WOULD NOT RESTART, VERIFIED CONCERN, HAS FAULT P0087 RAIL FUEL PRESSURE TOO LOW, TOOK FUEL SAMPLE FUEL LOOKS LIKE ORANGE JUICE, SOME ICE ON TOP OF FILTER, NO METAL SHAVINGS VISIBLE,
02/28/2011	09:14	ISSUE UPDATED
02/28/2011	09:14	WORKSHOP FINDINGS: VEHICLE STALLED ON THEM AND WOULD NOT RESTART,
02/28/2011	10:42	REMOVED LOWER INNER COOLER HOSE AND WATER AND ICE ARE PRESENT
02/28/2011	11:02	PLEASE CLEAN THE HIGH PRESSURE PUMP NEAR THE N290 FUEL METERING VALVE. AFTER CLEANING, SPRAY DOWN WITH COMPRESSED AIR TO REMOVE ALL DEBRIS. REMOVE THE N290 AND INSPECT FOR METAL SHAVINGS. IF METAL SHAVINGS ARE FOUND, TAKE A FUEL SAMPLE FOLLOWING THE GUIDELINES IN TECHNICAL BULLETIN 01-10-11 (2023624). IF THERE IS ANY EVIDENCE THAT FUEL WAS CONTAMINATED WITH GASOLINE, WATER OR ALCOHOL, PLEASE CALL US BACK SO THAT WE CAN CONTACT YOUR FOM. WE ALSO RECOMMEND THAT YOU CONTACT YOUR FOM TO HELP DETERMINE WARRANTY. SINCE THE FUEL IS CONTAINMENT AND STARTED THE ENGINE BUT THERE IS NO METAL CONTAMINATION. IN THIS CASE, FOLLOW ELSA WEB'S PROCEDURE IN THE REPAIR MANUAL FOR SCENARIO 2 PLEASE FOLLOW THE ELSA WEB PROCEDURE IN REPAIR MANUAL>ENGINE>FUEL SUPPLY>GENERAL INFORMATION>INCORRECT FUELING>SCENARIO 2. PLEASE BE SURE TO READ THE PROCEDURE CAREFULLY. FOR THE WATER/ICE FOUND IN THE INTERCOOLER. RECOMMEND LETTING THE VEHICLE SIT INSIDE FOR 8HRS AND DRY OUT. CLEAN THE G31. ALSO INSPECT THE ENGINE OIL. IF OIL HAS WATER IN IT, RECOMMEND CHANGING THE OIL AND FILTER AS WELL.
02/28/2011	11:21	REMOVED N290 NO VISIBLE SIGNS OF METAL SHAVINGS, WILL GO AHEAD WITH CRITERIA 2
02/28/2011	17:28	PLEASE CALL FOR DIRECTIONS
03/01/2011	17:53	QTM INTERVENTION
03/02/2011	14:23	QTM OBSERVED FUEL SAMPLE KEPT IN FREEZER, THE FUEL PHASED OUT WITH THE BOTTOM PORTION FROZEN. METAL WAS OBSERVED IN FUEL SCREENS AND HIGH PRESSURE PUMP.
03/02/2011	14:45	REPLACE THE FOLLOWING COMPONENTS> 03L 130 321-(LINE), 03L 130 301-(PRESSURE LINE), 03L 130 089-(RAIL), 5N0 130 307J-(LINE), 1K0 127 400F-(FILTER), 03L 130 235K-(RETURN LINE), 03L 130 277A-(INJECTORS), 03L 130 301R-(PRESSURE LINE), 03L 130 301B-(PRESSURE LINE), 03L 130 301C-(PRESSURE LINE), 1K0 201 060 GP-(FUEL TANK), 5N0 906 129B-(AUXILIARY PUMP), 03L 130 755 A-(HIGH PRESSURE PUMP), 1K0 919 050 J-(IN TANK FUEL PUMP). PLEASE CONSULT ETKA FOR THE LATEST PART # ON ALL COMPONENTS. ANY LINE THAT IS NOT REPLACED IN THIS PROCEDURE MUST BE THOROUGHLY CLEANED. IF YOU CANNOT ADEQUATELY CLEAN THE LINE/FITTING, PLEASE REPLACE IT ALSO. PLEASE FOLLOW ELSA WEB'S PROCEDURE FOR PRIMING THE FUEL SYSTEM. BE SURE NOT TO SWAP THE CONNECTIONS IN THE FUEL SYSTEM. IT IS VERY EASY TO SWAP A FUEL FEED LINE FOR A FUEL RETURN LINE. THE CONNECTIONS AT THE FUEL TANK, BULKHEAD, FUEL FILTER, AND HIGH PRESSURE PUMP CAN BE SWITCHED. IF YOU HEAR A HUMMING NOISE FROM THE AUX FUEL PUMP, IT IS LIKELY THAT A FUEL LINE WAS INSTALLED INCORRECTLY.
03/02/2011	15:41	PLEASE MARK THE SAMPLE WITH THE VIN NUMBER AND RETAIN AS DISCUSSED.
03/09/2011	12:02	PLEASE UPDATE VTA ACCORDINGLY.

03/09/2011	15:18	INJECTOR HOLD DOWN RETAINERS ARE CURRENTLY ON ORDER.
03/10/2011	18:17	REPLACED INJECTORS, FUEL TANK BOTH ELECTRIC FUEL PUMPS HIGH PRESSURE PUMP, COMMON RAIL, ALL HIGH PRESSURE LINES, INJECTOR RETURN LINE, CLEANED OUT LINES THAT WERE NOT REPLACED. BLEED FUEL SYSTEM, VEHICLE NOW RUNS.
03/10/2011	21:04	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
03/10/2011	21:04	ISSUE UPDATED

Consultant's Closing Comments		
DEALER TECH REPLACED INJECTORS, FUEL TANK BOTH ELECTRIC FUEL PUMPS HIGH PRESSURE PUMP, COMMON RAIL, ALL HIGH PRESSURE LINES, INJECTOR RETURN LINE, CLEANED OUT LINES THAT WERE NOT REPLACED. BLEED FUEL SYSTEM, VEHICLE NOW RUNS.		

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
714326	JETTA	2009	3VWRL71K69M [REDACTED]	35819	2010	02/28/2011	United States

Workshop Finding

FAULT P0087,P0191 STORED METAL PRESENT IN FUEL FILTER HOUSING AND BELOW SOLINOID ON PUMP.

Activity Date	Activity Time	Activity Comments
02/28/2011	11:27	ISSUE OPENED BY DEALERSHIP
02/28/2011	11:27	VEHICLE LOST POWER STALLED FAULT P0087,P0191 STORED METAL PRESENT IN FUEL FILTER HOUSING AND BELOW SOLINOID ON PUMP
02/28/2011	11:34	ADVISED TECH TO START BY CHECKING FUEL PER GUIDELINES IN TB 01-10-11, IF CONTAMINATION IS FOUND PLEASE CONTACT YOUR FOM AND CALL BACK. IF NO CONTAMINATION IS FOUND PLEASE REPLACE FUEL SYSTEM USING THE PARTS LIST AND PROCEDURE BELOW. CLOSE OUT VTA WHEN COMPLETED. IF THERE IS ANY EVIDENCE THAT THE FUEL WAS CONTAMINATED WITH GASOLINE, WATER, OR ALCOHOL, PLEASE CONTACT YOUR FOM BEFORE REPLACING ANY COMPONENTS. REPLACE THE FOLLOWING COMPONENTS> 03L 130 321-(LINE), 03L 130 301-(PRESSURE LINE), 03L 130 089-(RAIL), 5N0 130 307J-(LINE), 1K0 127 400F-(FILTER), 03L 130 235K-(RETURN LINE), 03L 130 277A-(INJECTORS), 03L 130 301R-(PRESSURE LINE), 03L 130 301B-(PRESSURE LINE), 03L 130 301C-(PRESSURE LINE), 1K0 201 060 GP-(FUEL TANK), 5N0 906 129B-(AUXILIARY PUMP), 03L 130 755 A-(HIGH PRESSURE PUMP), 1K0 919 050 J-(IN TANK FUEL PUMP). PLEASE CONSULT ETKA FOR THE LATEST PART # ON ALL COMPONENTS. ANY LINE THAT IS NOT REPLACED IN THIS PROCEDURE MUST BE THOROUGHLY CLEANED. IF YOU CANNOT ADEQUATELY CLEAN THE LINE/FITTING, PLEASE REPLACE IT ALSO. PLEASE FOLLOW ELSA WEB'S PROCEDURE FOR PRIMING THE FUEL SYSTEM. BE SURE NOT TO SWAP THE CONNECTIONS IN THE FUEL SYSTEM. IT IS VERY EASY TO SWAP A FUEL FEED LINE FOR A FUEL RETURN LINE. THE CONNECTIONS AT THE FUEL TANK, BULKHEAD, FUEL FILTER, AND HIGH PRESSURE PUMP CAN BE SWITCHED. IF YOU HEAR A HUMMING NOISE FROM THE AUX FUEL PUMP, IT IS LIKELY THAT A FUEL LINE WAS INSTALLED INCORRECTLY. IF THE GF TEST PLAN DOES NOT SHOW UP, GO INTO VSD, ENGINE ELECTRONICS, BASIC SETTINGS, 35 AND RUN THIS TEST 3 TIMES.
02/28/2011	11:34	CUSTOMER COMMENTS: VEHICLE LOST POWER STALLED.
02/28/2011	11:34	WORKSHOP FINDINGS: FAULT P0087,P0191 STORED METAL PRESENT IN FUEL FILTER HOUSING AND BELOW SOLINOID ON PUMP.
03/01/2011	06:58	FUEL SYSTEM PARTS ON ORDER THANKS
03/01/2011	09:11	THANKS FOR THE UPDATE, PLEASE CALL BACK IF NEEDED OR CLOSE OUT VTA WHEN COMPLETED.
03/07/2011	09:30	HOPE TO HAVE COMPLETE TOMARROW SORRY FOR THE DELAY
03/07/2011	10:57	THANKS FOR THE UPDATE, PLEASE CALL BACK IF NEEDED OR CLOSE OUT VTA WHEN COMPLETED.
03/07/2011	14:18	DUE TIO THE UPDATE IN VTA BY TECHNICIAN VEHICLE IS STILL BEING WORKED ON BY TECHNICIAN D2
03/10/2011	07:41	COMPLETE THANKS
03/10/2011	09:27	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
03/10/2011	09:27	ISSUE UPDATED

Consultant's Closing Comments

TECH TO REPLACE THE COMPLETE FUEL SYSTEM, COMPLETED.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
715330	JETTA	2010	3VWAL7AJ8AM [REDACTED]	4364	2463	03/02/2011	United States

Workshop Finding

COIL LIGHT ON. LOSE OF POWER, PASSES G247 IN GFF, FOUND SEDIMENT IN THE TANK, DRAINED TANK, INSPECTED FUEL FILTER FOUND SEDIMENT, CLEANED HOUSING, REPLACED FUEL FILTER.

Activity Date	Activity Time	Activity Comments
03/02/2011	08:25	COIL LIGHT ON. LOSE OF POWER
03/02/2011	08:25	ISSUE OPENED BY DEALERSHIP
03/02/2011	09:57	CUSTOMER COMMENTS: GLOW PLUG LIGHT ON, MIL ON
03/02/2011	09:57	PLEASE GO OVER THE FUEL LINE CONNECTIONS AT THE IN-TANK FUEL PUMP, THE BULKHEAD/FIREWALL, THE FUEL FILTER ASSEMBLY, AND THE HIGH PRESSURE PUMP. BLACK LINES ARE FUEL FEED LINES AND BLUE LINES ARE FUEL RETURN LINES. ALSO CHECK DELIVERY PRESSURE FOR IN TANK PUMP AND AUX PUMP. SPEC FOR IN TANK PUMP IS 6-10PSI, SPEC FOR AUX PUMP IS 3-5BAR. IF ALL OK CHECK FUEL PRESSURE IN MVB 20.
03/02/2011	09:57	WORKSHOP FINDINGS: COIL LIGHT ON. LOSE OF POWER, PASSES G247 IN GFF, FOUND SEDIMENT IN THE TANK, DRAINED TANK, INSPECTED FUEL FILTER FOUND SEDIMENT, CLEANED HOUSING, REPLACED FUEL FILTER.
03/07/2011	09:24	TECH CALLING IN TO REPORT FINDINGS. FOUND A FAULTY HIGH PRESSURE REGULATING VALVE. PLEASE UPDATE AND CLOSE VTA.
03/07/2011	09:40	REPLACED HIGH PRESSURE FUEL PUMP
03/07/2011	10:41	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
03/07/2011	10:41	ISSUE UPDATED

Consultant's Closing Comments

REPLACED HIGH PRESSURE FUEL PUMP

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
716846	JETTA	2010	3VWRL7AJ2AM [REDACTED]	7610	2463	03/04/2011	United States

Workshop Finding
n/a

Activity Date	Activity Time	Activity Comments
03/04/2011	16:28	I HAVE A JETTA TDI WITH THE DIESEL CONTAMINATION. I VERIFIED WITH THE CUSTOMER THAT THE GASSTATION FILLED IT WITH GAS AND SHE DROVE IT TILL IT STALLED AND WOULD NOT RESTART. I HAVE HER INSURANCE COMPANY INVOLVED AND IT IS PAYING FOR THE REPAIRS. I NEED AUTHORIZATION TO ORDER A HIGH PRESSURE PUMP..
03/04/2011	16:28	ISSUE OPENED BY DEALERSHIP
03/04/2011	16:37	CUSTOMER COMMENTS: I HAVE A JETTA TDI WITH THE DIESEL CONTAMINATION. I VERIFIED WITH THE CUSTOMER THAT THE GASSTATION FILLED IT WITH GAS AND SHE DROVE IT TILL IT STALLED AND WOULD NOT RESTART. I HAVE HER INSURANCE COMPANY INVOLVED AND IT IS PAYING FOR THE REPAIRS. I NEED AUTHORIZATION TO ORDER A HIGH PRESSURE PUMP..
03/04/2011	16:37	SENT PARTS RELEASE REQUEST FOR 03L 130 755 A ON A STOCK ORDER PER TECH REQUEST.
03/07/2011	09:27	YOUR ORDER HAS BEEN RECEIVED AND WILL PROCESS ON SALES DOC. 1007647561
03/09/2011	08:37	I RECEIVED PUMP AND WILL BE INSTALLING IT LATER TODAY.
03/09/2011	10:03	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
03/09/2011	10:03	ISSUE UPDATED

Consultant's Closing Comments
RECEIVED PUMP AND WILL BE INSTALLING IT LATER TODAY

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
716888	JETTA	2010	3VWAL7AJ3AM [REDACTED]	26459	2374	03/04/2011	United States

Workshop Finding

TECH STATES THE FUEL FILTER HOUSING HAS METAL SHAVING AND NO GAS FOUND IN THE FUEL. VEHICLE STALLED AND TOWED TO THE DEALER.

Activity Date	Activity Time	Activity Comments
03/04/2011	17:34	CUSTOMER STATES THAT VEHICLE STALLED, AND NOW WILL NOT RESTART, VERIFIED COMPLAINT, FOLLOWED GFF TEST PLAN, CHECKED NECESSARY COMPONENTS FOUND NO ISSUES, ADVISED TECH BULLETINS, FOUND BULLETIN 01 10 11, FOLLOWED PROCEEDURE AND FOUND METAL ON THE TOP OF THE FUEL FILTER INSIDE HOUSING, REMOVED FILTER GOT A SAMPLE OF FUEL, WHAT IS THE NEXT STEP?
03/04/2011	17:34	ISSUE OPENED BY DEALERSHIP
03/07/2011	08:35	CHECK FOR METAL SHAVINGS IN THE FUEL METERING VALVE AND ATTACH PICTURES ON THE VTA AND CALL BACK
03/07/2011	08:35	CUSTOMER COMMENTS: CUSTOMER STATES THAT VEHICLE STALLED, AND NOW WILL NOT RESTART, VERIFIED COMPLAINT, FOLLOWED GFF TEST PLAN, CHECKED NECESSARY COMPONENTS FOUND NO ISSUES, ADVISED TECH BULLETINS, FOUND BULLETIN 01 10 11, FOLLOWED PROCEEDURE AND FOUND METAL ON THE TOP OF THE FUEL FILTER INSIDE HOUSING, REMOVED FILTER GOT A SAMPLE OF FUEL, WHAT IS THE NEXT STEP?
03/07/2011	08:35	WORKSHOP FINDINGS: TECH STATES THE FUEL FILTER HOUSING HAS METAL SHAVING AND NO GAS FOUND IN THE FUEL. VEHICLE STALLED AND TOWED TO THE DEALER.
03/07/2011	16:49	IF THERE IS ANY EVIDENCE THAT THE FUEL WAS CONTAMINATED WITH GASOLINE, WATER, OR ALCOHOL, PLEASE CONTACT YOUR FOM BEFORE REPLACING ANY COMPONENTS. REPLACE THE FOLLOWING COMPONENTS> 03L 130 321-(LINE), 03L 130 301-(PRESSURE LINE), 03L 130 089-(RAIL), 5N0 130 307J-(LINE), 1K0 127 400F-(FILTER), 03L 130 235K-(RETURN LINE), 03L 130 277A-(INJECTORS), 03L 130 301R-(PRESSURE LINE), 03L 130 301B-(PRESSURE LINE), 03L 130 301C-(PRESSURE LINE), 1K0 201 060 GP-(FUEL TANK), 5N0 906 129B-(AUXILIARY PUMP), 03L 130 755 A-(HIGH PRESSURE PUMP), 1K0 919 050 J-(IN TANK FUEL PUMP). PLEASE CONSULT ETKA FOR THE LATEST PART # ON ALL COMPONENTS. ANY LINE THAT IS NOT REPLACED IN THIS PROCEDURE MUST BE THOROUGHLY CLEANED. IF YOU CANNOT ADEQUATELY CLEAN THE LINE/FITTING, PLEASE REPLACE IT ALSO. PLEASE FOLLOW ELSA WEB'S PROCEDURE FOR PRIMING THE FUEL SYSTEM. BE SURE NOT TO SWAP THE CONNECTIONS IN THE FUEL SYSTEM. IT IS VERY EASY TO SWAP A FUEL FEED LINE FOR A FUEL RETURN LINE. THE CONNECTIONS AT THE FUEL TANK, BULKHEAD, FUEL FILTER, AND HIGH PRESSURE PUMP CAN BE SWITCHED. IF YOU HEAR A HUMMING NOISE FROM THE AUX FUEL PUMP, IT IS LIKELY THAT A FUEL LINE WAS INSTALLED INCORRECTLY. IF THE GF TEST PLAN DOES NOT SHOW UP, GO INTO VSD, ENGINE ELECTRONICS, BASIC SETTINGS, 35 AND RUN THIS TEST 3 TIMES.
03/08/2011	17:55	SUBMITTED PART RELEASE FOR 03L 130 755A.
03/11/2011	10:32	RANDY IN SERVICE STATED THEY ARE WAITING FOR PARTS TO COME IN. P2
03/11/2011	17:20	INSTALLED ALL THE PARTS, VEHICLE STARTS AND RUNS, CORRECTLY NO LEAKS, PICS ATTACHED
03/11/2011	17:22	THANKS FOR THE UPDATE. PLEASE CLOSE THE VTA IF SATISFIED WITH REPAIRS
03/11/2011	17:25	MORE PICS
03/11/2011	17:36	SPOKE WITH JOSH HAS HAD PERFORMED ALL THE REPAIRS WAITING TO TEST DRIVE ON MONDAY. PLEASE MAKE SURE TO CLOSE THE VTA ONCE REPAIRS ARE CONFIRMED
03/14/2011	09:35	TEST DROVE THE VEHICLE ABOUT 30 MILES, FOUND NO ISSUES, NO FAULTS RETURNED, VEHICLE RAN GREAT, NO LEAKS, ISSUE CORRECTED
03/14/2011	09:40	TECH STATES THERE WAS METAL IN THE HIGH PRESSURE PUMP, ALL FUEL SYSTEM PARTS HAVE BEEN REPLACED, CAR IS FIXED.
03/14/2011	09:42	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
03/14/2011	09:42	ISSUE UPDATED

Consultant's Closing Comments

REPLACED FUEL SYSTEM

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
716940	TOUAREG	2009	WVGFM77L89D [REDACTED]	34998	2463	03/05/2011	United States

Workshop Finding
n/a

Activity Date	Activity Time	Activity Comments
03/05/2011	12:02	ISSUE OPENED BY DEALERSHIP
03/05/2011	12:02	THE CUSTOMER STATES THE VEHICLE STALLED AND WOULD NOT RESTART. VEHICLE HAS BEEN TOWED INTO THE DEALERSHIP AND THE CONCERN HAS BEEN VERIFIED. PUMPED OUT .5 LITER OF FUEL TO ENSURE THAT NO GASOLINE OR OTHER CONTAMINENTS ARE IN FUEL. DIESEL FUEL LOOKS OK AND WILL NOT BURN WHEN LIT. CHECKED FOR FAULTS AND FOUND P0087 (FUEL RAIL PRESSURE TOO LOW). THEN REMOVED THE HIGH PRESSURE FUEL PUMP REGULATING VALVE AND FOUND A LARGE AMOUNT OF METAL ON THE VALVE AND IN THE PUMP. ATTACHED ARE 2 PHOTOS OF THE METAL ON THE REGULATING VALVE AND THE HIGH PRESSURE FUEL PUMP.
03/05/2011	12:06	CUSTOMER COMMENTS: THE CUSTOMER STATES THE VEHICLE STALLED AND WOULD NOT RESTART. VEHICLE HAS BEEN TOWED INTO THE DEALERSHIP AND THE CONCERN HAS BEEN VERIFIED. PUMPED OUT .5 LITER OF FUEL TO ENSURE THAT NO GASOLINE OR OTHER CONTAMINENTS ARE IN FUEL. DIESEL FUEL LOOKS OK AND WILL NOT BURN WHEN LIT. CHECKED FOR FAULTS AND FOUND P0087 (FUEL RAIL PRESSURE TOO LOW). THEN REMOVED THE HIGH PRESSURE FUEL PUMP REGULATING VALVE AND FOUND A LARGE AMOUNT OF METAL ON THE VALVE AND IN THE PUMP. ATTACHED ARE 2 PHOTOS OF THE METAL ON THE REGULATING VALVE AND THE HIGH PRESSURE FUEL PUMP.
03/05/2011	12:06	IF THERE IS ANY EVIDENCE THAT THE FUEL WAS CONTAMINATED WITH GASOLINE, WATER, OR ALCOHOL, PLEASE CONTACT YOUR FOM BEFORE REPLACING ANY COMPONENTS. REPLACE THE FOLLOWING COMPONENTS> 7L6 201 075K-(FUEL TANK), 1K0 906 089 C- (FUEL PUMP), 7L6 201 082 J-(REAR FUEL LINES), 7L6 130 308 C-(FUEL LINES), 7L6 203 491 D-(FUEL COOLER), 059 130 218 Q-(RETENTION VALVE WITH RETURN LINES), 059 130 089 AM-(FUEL RAIL LEFT), 059 130 090 AQ-(FUEL RAIL RIGHT), 059 130 277 AM (6X) (INJECTORS), 059 130 241 CD-(6X) (PRESSURE LINES), 059 130 310 AK-(FUEL LINE), 059 130 309 AT-(FUEL LINE), 059 130 300 DF-(FUEL LINES), 059 130 758 J-(PRESSURE SENSOR), 059 919 523 A-(TEMP SENSOR), 7L6 127 434 A-(FILTER), 059 130 755 AL-(HIGH PRESSURE PUMP), 7L6 919 088 B-(FUEL SUPPLY MODULE LEFT), 7L6 919 088 C-(FUEL SUPPLY MODULE RIGHT), 7L6 919 715 B-(SUCTION JET PUMP LEFT), 7L6 919 715 C-(SUCTION JET PUMP RIGHT), 7L8 919 679 E-(FLANGE). PLEASE CONSULT ETKA FOR THE LATEST PART # ON ALL COMPONENTS. ANY LINE THAT IS NOT REPLACED IN THIS PROCEDURE MUST BE THOROUGHLY CLEANED. IF YOU CANNOT ADEQUATELY CLEAN THE LINE/FITTING, PLEASE REPLACE IT ALSO. PLEASE FOLLOW ELSA WEB'S PROCEDURE FOR PRIMING THE FUEL SYSTEM. IF THE GF TEST PLAN DOES NOT SHOW UP, GO INTO VSD, ENGINE ELECTRONICS, BASIC SETTINGS, 35 AND RUN THIS TEST 3 TIMES.
03/05/2011	12:07	SUBMITTED PART RELEASE FOR HIGH PRESSURE PUMP.
03/11/2011	16:21	D2 ~ PER BRIAN IN SERVICE TECH IS STILL WORKING ON VEHICLE.
03/18/2011	11:28	VEHICLE HAS BEEN REPAIRED AND RELEASED. THANK YOU.
03/18/2011	16:15	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
03/18/2011	16:15	ISSUE UPDATED

Consultant's Closing Comments
REPLACED FUEL SYSTEM.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
717742	A3	2010	WAUKJAFM8AA [REDACTED]	7172	2010	03/08/2011	United States

Workshop Finding
CUSTOMER FILLED WITH GASOLINE.

Activity Date	Activity Time	Activity Comments
03/08/2011	10:58	CUSTOMER STATES CAR DIED WHILE DRIVING. CUSTOMER ADDED REGULAR GASOLINE TO A TDI.
03/08/2011	10:58	ISSUE OPENED BY DEALERSHIP
03/08/2011	11:16	ADVISED TO DRAIN AND FLUSH THE FUEL SYSTEM. REPLACE THE FUEL FILTER AND ADD FRESH DIESEL FUEL. PERFORM BLEED PROCEDURE AS OUTLINED IN ELSAWEBS. UPDATE THE CONTACT OR CALL BACK AS NEEDED. THANKS, MAT
03/08/2011	11:16	CUSTOMER COMMENTS: CUSTOMER STATES CAR DIED WHILE DRIVING. CUSTOMER ADDED REGULAR GASOLINE TO A TDI.
03/08/2011	11:16	WORKSHOP FINDINGS: CUSTOMER FILLED WITH GASOLINE.
03/08/2011	11:30	DRAINED ALL GAS AND CLEANED UP FUEL TANK. ADDED DIESEL FUEL. SOAKED AND CLEANED FUEL PUMP. BLEW OUT LINES. REPLACED FUEL FILTER. PERFORMED BLEED PROCEDURE BASIC SETTING #35 3 TIMES. ROAD TEST. VEHICLE NOW RUNNING TO SPEC. RETURNED VEHICLE TO CUSTOMER. THANKS.

Consultant's Closing Comments
?

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
717852	JETTA	2009	3VWTL81K49M [REDACTED]	32179	2374	03/08/2011	United States

Workshop Finding
n/a

Activity Date	Activity Time	Activity Comments
03/08/2011	12:39	CUSTOMER REPORTS THAT THE VEHICLE LOST POWER AND THEN DIED AND WILL NOT RESTART. VERIFY CONCERN, VEHICLE WILL NOT START. CHECK FOR ANY CODES IN SYSTEM, FOUND P0087 LOW FUEL RAIL PRESSURE DETECTED. R+I FUEL FILTER AND FOUND A LOT OF METAL CONTAMINATION IN FILTER. ASKED CUSTOMER IF GASOLINE OR BIO-DIESEL, NO ONLY USING LOW SULFUR.
03/08/2011	12:39	ISSUE OPENED BY DEALERSHIP
03/08/2011	12:48	ADVISED THE TECH TO ATTACH PICTURES SHOWING THE METAL CONTAMINATION AT THE FUEL FILTER. ALSO ADVISED TO REMOVE THE N290 METERING VALVE ON THE HIGH PRESSURE PUMP AND CHECK FOR METAL CONTAMINATION AND IF THERE IS TAKE PICTURES AND ATTACH TO THE VTA. WHEN THE PICTURES ARE ATTACHED PLEASE CONTACT THE HELPLINE FOR FURTHER ADVISE.
03/08/2011	12:48	CUSTOMER COMMENTS: CUSTOMER REPORTS THAT THE VEHICLE LOST POWER AND THEN DIED AND WILL NOT RESTART. VERIFY CONCERN, VEHICLE WILL NOT START. CHECK FOR ANY CODES IN SYSTEM, FOUND P0087 LOW FUEL RAIL PRESSURE DETECTED. R+I FUEL FILTER AND FOUND A LOT OF METAL CONTAMINATION IN FILTER. ASKED CUSTOMER IF GASOLINE OR BIO-DIESEL, NO ONLY USING LOW SULFUR.
03/08/2011	13:15	HERE ARE SOME PICTURES OF METAL CONTAMINATION IN FUEL FILTER.
03/08/2011	13:45	HERE ARE PICS OF N-290
03/08/2011	13:53	PART RELEASED
03/08/2011	13:53	THE HIGH PRESSURE PUMP IS ON BLOCK. PLEASE RELEASE THE HIGH PRESSURE PUMP FOR THE DEALER WHEN ADVISING TO REPLACE THE FUEL SYSTEM. 03L 130 755A -(HIGH PRESSURE PUMP) IF THERE IS METAL IN THE FUEL SYSTEM PLEASE CONTACT YOUR FOM. REPLACE THE FOLLOWING COMPONENTS> 03L 130 321-(LINE), 03L 130 301-(PRESSURE LINE), 03L 130 089-(RAIL), 5N0 130 307J-(LINE), 1K0 127 400F-(FILTER), 03L 130 235K-(RETURN LINE), 03L 130 277A-(INJECTORS), 03L 130 301R-(PRESSURE LINE), 03L 130 301B-(PRESSURE LINE), 03L 130 301C-(PRESSURE LINE), 1K0 201 060 GP-(FUEL TANK), 5N0 906 129B-(AUXILIARY PUMP), 03L 130 755 A-(HIGH PRESSURE PUMP), 1K0 919 050 J-(IN TANK FUEL PUMP). PLEASE CONSULT ETKA FOR THE LATEST PART # ON ALL COMPONENTS. ANY LINE THAT IS NOT REPLACED IN THIS PROCEDURE MUST BE THOROUGHLY CLEANED. IF YOU CANNOT ADEQUATELY CLEAN THE LINE/FITTING, PLEASE REPLACE IT ALSO. PLEASE FOLLOW ELSA WEB'S PROCEDURE FOR PRIMING THE FUEL SYSTEM. BE SURE NOT TO SWAP THE CONNECTIONS IN THE FUEL SYSTEM. IT IS VERY EASY TO SWAP A FUEL FEED LINE FOR A FUEL RETURN LINE. THE CONNECTIONS AT THE FUEL TANK, BULKHEAD, FUEL FILTER, AND HIGH PRESSURE PUMP CAN BE SWITCHED. IF YOU HEAR A HUMMING NOISE FROM THE AUX FUEL PUMP, IT IS LIKELY THAT A FUEL LINE WAS INSTALLED INCORRECTLY. IF THE GF TEST PLAN DOES NOT SHOW UP, GO INTO VSD, ENGINE ELECTRONICS, BASIC SETTINGS, 35 AND RUN THIS TEST 3 TIMES.
03/08/2011	15:42	ON SALES DOC. 1007654545.
03/15/2011	12:57	S/O PARTS ON 3/8. WILL REOPEN TICKET IF FURTHER ASSITANCE IS NEEDED.
03/15/2011	13:03	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
03/15/2011	13:03	ISSUE UPDATED

Consultant's Closing Comments
S/O PARTS ON 3/8. WILL REOPEN TICKET IF FURTHER ASSITANCE IS NEEDED.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
718413	JETTA	2009	3VWCL71K09 [REDACTED]	58508	2010	03/09/2011	United States

Workshop Finding
n/a

Activity Date	Activity Time	Activity Comments
03/09/2011	11:55	CUSTOMER STATED VEHICLE QUIT WHILE DRIVING. REMOVED THE FUEL FILTER AND FOUND METAL DEBRIS IN THE FUEL FILTER.
03/09/2011	11:55	ISSUE OPENED BY DEALERSHIP
03/09/2011	11:58	CUSTOMER COMMENTS: CUSTOMER STATED VEHICLE QUIT WHILE DRIVING. REMOVED THE FUEL FILTER AND FOUND METAL DEBRIS IN THE FUEL FILTER.
03/09/2011	11:58	I WILL RELEASE PART NUMBER 03L 130 755A. IF THERE IS METAL IN THE FUEL SYSTEM PLEASE CONTACT YOUR FOM. REPLACE THE FOLLOWING COMPONENTS> 03L 130 321-(LINE), 03L 130 301-(PRESSURE LINE), 03L 130 089-(RAIL), 5N0 130 307J-(LINE), 1K0 127 400F-(FILTER), 03L 130 235K-(RETURN LINE), 03L 130 277A-(INJECTORS), 03L 130 301R-(PRESSURE LINE), 03L 130 301B-(PRESSURE LINE), 03L 130 301C-(PRESSURE LINE), 1K0 201 060 GP-(FUEL TANK), 5N0 906 129B-(AUXILIARY PUMP), 03L 130 755 A-(HIGH PRESSURE PUMP), 1K0 919 050 J-(IN TANK FUEL PUMP). PLEASE CONSULT ETKA FOR THE LATEST PART # ON ALL COMPONENTS. ANY LINE THAT IS NOT REPLACED IN THIS PROCEDURE MUST BE THOROUGHLY CLEANED. IF YOU CANNOT ADEQUATELY CLEAN THE LINE/FITTING, PLEASE REPLACE IT ALSO. PLEASE FOLLOW ELSA WEB'S PROCEDURE FOR PRIMING THE FUEL SYSTEM. BE SURE NOT TO SWAP THE CONNECTIONS IN THE FUEL SYSTEM. IT IS VERY EASY TO SWAP A FUEL FEED LINE FOR A FUEL RETURN LINE. THE CONNECTIONS AT THE FUEL TANK, BULKHEAD, FUEL FILTER, AND HIGH PRESSURE PUMP CAN BE SWITCHED. IF YOU HEAR A HUMMING NOISE FROM THE AUX FUEL PUMP, IT IS LIKELY THAT A FUEL LINE WAS INSTALLED INCORRECTLY. IF THE GF TEST PLAN DOES NOT SHOW UP, GO INTO VSD, ENGINE ELECTRONICS, BASIC SETTINGS, 35 AND RUN THIS TEST 3 TIMES.
03/09/2011	14:46	YOUR ORDER HAS BEEN RECEIVED AND WILL PROCESS ON SALES DOC. 1007658951.
03/15/2011	19:34	PARTS HAVE COME IN AND ARE IN THE PROCESS OF BEING INSTALLED.
03/15/2011	20:01	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
03/15/2011	20:01	ISSUE UPDATED

Consultant's Closing Comments
TECH TO REPLACE THE FUEL SYSTEM, COMPLETED.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
718581	JETTA	2009	3VWCL71K69M [REDACTED]	51718	2010	03/09/2011	United States

Workshop Finding
n/a

Activity Date	Activity Time	Activity Comments
03/09/2011	14:32	ISSUE OPENED BY DEALERSHIP
03/09/2011	14:32	VEH. LOST POWER WHILE DRIVING. FOUND METAL FLAKES ON TOP OF FUEL FILTER
03/09/2011	14:41	ADVISED TECH TO CLEAN THEN REMOVE THE N290 FROM THE HIGH PRESSURE PUMP. IF THE INSIDE OF THE HIGH PRESSURE PUMP IS CLEAN REINSTALL THE N290, CLEAN THE FUEL FILTER HOUSING, AND REPLACE THE FUEL FILTER. IF METAL DEBRIS IS ALSO PRESENT UNDER THE N290 CALL BACK FOR FURTHER ASSISTANCE.
03/09/2011	14:41	CUSTOMER COMMENTS: VEH. LOST POWER WHILE DRIVING. FOUND METAL FLAKES ON TOP OF FUEL FILTER
03/09/2011	14:57	FOUND METAL DEBRIS UNDER N290
03/09/2011	15:11	IF THERE IS METAL IN THE FUEL SYSTEM PLEASE CONTACT YOUR FOM. REPLACE THE FOLLOWING COMPONENTS> 03L 130 321-(LINE), 03L 130 301-(PRESSURE LINE), 03L 130 089-(RAIL), 5N0 130 307J-(LINE), 1K0 127 400F-(FILTER), 03L 130 235K-(RETURN LINE), 03L 130 277A-(INJECTORS), 03L 130 301R-(PRESSURE LINE), 03L 130 301B-(PRESSURE LINE), 03L 130 301C-(PRESSURE LINE), 1K0 201 060 GP-(FUEL TANK), 5N0 906 129B-(AUXILIARY PUMP), 03L 130 755 A-(HIGH PRESSURE PUMP), 1K0 919 050 J-(IN TANK FUEL PUMP). PLEASE CONSULT ETKA FOR THE LATEST PART # ON ALL COMPONENTS. ANY LINE THAT IS NOT REPLACED IN THIS PROCEDURE MUST BE THOROUGHLY CLEANED. IF YOU CANNOT ADEQUATELY CLEAN THE LINE/FITTING, PLEASE REPLACE IT ALSO. PLEASE FOLLOW ELSA WEB'S PROCEDURE FOR PRIMING THE FUEL SYSTEM. BE SURE NOT TO SWAP THE CONNECTIONS IN THE FUEL SYSTEM. IT IS VERY EASY TO SWAP A FUEL FEED LINE FOR A FUEL RETURN LINE. THE CONNECTIONS AT THE FUEL TANK, BULKHEAD, FUEL FILTER, AND HIGH PRESSURE PUMP CAN BE SWITCHED. IF YOU HEAR A HUMMING NOISE FROM THE AUX FUEL PUMP, IT IS LIKELY THAT A FUEL LINE WAS INSTALLED INCORRECTLY. IF THE GF TEST PLAN DOES NOT SHOW UP, GO INTO VSD, ENGINE ELECTRONICS, BASIC SETTINGS, 35 AND RUN THIS TEST 3 TIMES. THE HIGH PRESSURE PUMP IS CURRENTLY ON BLOCK. I WILL REQUEST FOR THE PART TO BE RELEASED TO YOUR DEALER AND UPDATE THE TICKET WITH THE SALES DOC.
03/09/2011	16:53	YOUR ORDER HAS BEEN RECEIVED AND WILL PROCESS ON SALES DOC. 1007660378.
03/16/2011	16:37	SPOKE WITH DAVID AND THE TECH IS WORKING ON THE CAR AT THIS TIME.
03/18/2011	16:59	REPLACED FUEL SYSTEM AND PERFORMED TEST DRIVE. ALL SYSTEMS GO. THANKS, JASON.
03/18/2011	17:01	CUSTOMER WILL TAKE DELV.
03/18/2011	18:35	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
03/18/2011	18:35	ISSUE UPDATED

Consultant's Closing Comments
REPLACED FUEL SYSTEM, COMPLETED.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
718803	JETTA	2010	3VWRL7AJ5AM [REDACTED]	38821	2374	03/10/2011	United States

Workshop Finding
n/a

Activity Date	Activity Time	Activity Comments
03/10/2011	09:10	CUSTOMER STATES GLOW PLUG LIGHT CAME ON WHILE DRIVING, ENGINE LOST POWER AND THEN STALLED. NOW ENGINE CRANKS BUT WON'T START. SCAN 5051B, P0087 AND MANY OTHER DTC'S, SEE ATTACHED, STORED. FUEL IS CONTAMINATED, FUEL FILTER HOUSING HAS SHINY METAL SHAVINGS INT IT, SEE PIC. CONTACT HELPLINE PER TSB 01-10-11.
03/10/2011	09:10	ISSUE OPENED BY DEALERSHIP
03/10/2011	09:40	CUSTOMER COMMENTS: CUSTOMER STATES GLOW PLUG LIGHT CAME ON WHILE DRIVING, ENGINE LOST POWER AND THEN STALLED. NOW ENGINE CRANKS BUT WON'T START. SCAN 5051B, P0087 AND MANY OTHER DTC'S, SEE ATTACHED, STORED. FUEL IS CONTAMINATED, FUEL FILTER HOUSING HAS SHINY METAL SHAVINGS INT IT, SEE PIC. CONTACT HELPLINE PER TSB 01-10-11.
03/10/2011	09:40	? IF THERE IS ANY EVIDENCE THAT THE FUEL WAS CONTAMINATED WITH GASOLINE, WATER, OR ALCOHOL, PLEASE CONTACT YOUR FOM BEFORE REPLACING ANY COMPONENTS. REPLACE THE FOLLOWING COMPONENTS> 03L 130 321-(LINE), 03L 130 301-(PRESSURE LINE), 03L 130 089-(RAIL), 5N0 130 307J-(LINE), 1K0 127 400F-(FILTER), 03L 130 235K-(RETURN LINE), 03L 130 277A-(INJECTORS), 03L 130 301R-(PRESSURE LINE), 03L 130 301B-(PRESSURE LINE), 03L 130 301C-(PRESSURE LINE), 1K0 201 060 GP-(FUEL TANK), 5N0 906 129B-(AUXILIARY PUMP), 03L 130 755 A-(HIGH PRESSURE PUMP), 1K0 919 050 J-(IN TANK FUEL PUMP). PLEASE CONSULT ETKA FOR THE LATEST PART # ON ALL COMPONENTS. ANY LINE THAT IS NOT REPLACED IN THIS PROCEDURE MUST BE THOROUGHLY CLEANED. IF YOU CANNOT ADEQUATELY CLEAN THE LINE/FITTING, PLEASE REPLACE IT ALSO. PLEASE FOLLOW ELSA WEB'S PROCEDURE FOR PRIMING THE FUEL SYSTEM. BE SURE NOT TO SWAP THE CONNECTIONS IN THE FUEL SYSTEM. IT IS VERY EASY TO SWAP A FUEL FEED LINE FOR A FUEL RETURN LINE. THE CONNECTIONS AT THE FUEL TANK, BULKHEAD, FUEL FILTER, AND HIGH PRESSURE PUMP CAN BE SWITCHED. IF YOU HEAR A HUMMING NOISE FROM THE AUX FUEL PUMP, IT IS LIKELY THAT A FUEL LINE WAS INSTALLED INCORRECTLY. IF THE GF TEST PLAN DOES NOT SHOW UP, GO INTO VSD, ENGINE ELECTRONICS, BASIC SETTINGS, 35 AND RUN THIS TEST 3 TIMES.
03/10/2011	09:41	ALSO FAXED DPF CHECK SHEET TO DEALER ADVISED TO FILL OUT AND FAX BACK TO 800 403 4710
03/10/2011	09:44	NN 290 WAS REMOVED AND LOT'S OF METAL WAS FOUND
03/10/2011	09:48	RELEASE HIGH PRESURE PUMP.
03/10/2011	12:43	YOUR ORDER HAS BEEN RECEIVED AND WILL PROCESS ON SALES DOC. 1007662699.
03/15/2011	09:24	REPLACED ALL PARTS AS DIRECTED. ENGINE STARTS AND RUNS. DTC P2463 PARTICULATE FILTER SOOT ACCUMULATION STATIC IS STORED. TEST PLAN FOR REGENERATION COMPLETES, BUT MIL STAYS ON AND GLOW PLUG LIGHT FLASHES. ROAD TEST ON EXPRESSWAY AS WELL WITH NO CHANGE. FILLED OUT AND FAXED DPF CHECK SHEET.
03/15/2011	09:42	ADVISED TO REPLACE DPF AND CALL BACK FOR TELEDIAG WHEN DONE.
03/17/2011	14:04	SPOKE TO NOLAN IN SERVICE. STATED THEY ARE WAITING ON PARTS. P2.
03/18/2011	09:35	REPLACED DPF. CONTACT HELPLINE FOR TELEDIAG TO RESET BASIC SETTINGS.
03/18/2011	09:44	TRANSFERED TO BILLS VOICEMAIL
03/18/2011	10:30	RESET DPF VIA TELEDIAGNOSIS.
03/18/2011	16:02	ROAD TESTED VEHICLE AFTER REPAIRS. WILL RELEASE VEHILCE TO CUSTOMER. THANKS.
03/18/2011	16:05	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
03/18/2011	16:05	ISSUE UPDATED

Consultant's Closing Comments

REPALCE THE FUEL SYSTEM

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
718819	JETTA	2009	3VWRL71K89M [REDACTED]	22935	2010	03/10/2011	United States

Workshop Finding

PULLED FUEL FILTER FOUND METAL CONTAMINATION
PART #03L130755A IS ONLY AVAILABLE FROM VW TECH LINE RELEASE

Activity Date	Activity Time	Activity Comments
03/10/2011	09:28	CUST PUT GAS IN DIESEL DROVE TILL IT QUIT PULLED FUEL FILTER FOUND METAL CONTAMINATION PART #03L130755A IS ONLY AVAILABLE FROM VW TECH LINE RELEASE
03/10/2011	09:28	ISSUE OPENED BY DEALERSHIP
03/10/2011	09:47	ADVISED TECH THAT IF THERE IS METAL BELOW THE N 290 WE NEED TO CONTACT THE FOM AND PERFORM THE FOLLOWING. IF THERE IS METAL IN THE FUEL SYSTEM PLEASE CONTACT YOUR FOM. REPLACE THE FOLLOWING COMPONENTS> 03L 130 321-(LINE), 03L 130 301-(PRESSURE LINE), 03L 130 089-(RAIL), 5N0 130 307J-(LINE), 1K0 127 400F-(FILTER), 03L 130 235K-(RETURN LINE), 03L 130 277A-(INJECTORS), 03L 130 301R-(PRESSURE LINE), 03L 130 301B-(PRESSURE LINE), 03L 130 301C-(PRESSURE LINE), 1K0 201 060 GP-(FUEL TANK), 5N0 906 129B-(AUXILIARY PUMP), 03L 130 755 A-(HIGH PRESSURE PUMP), 1K0 919 050 J-(IN TANK FUEL PUMP). PLEASE CONSULT ETKA FOR THE LATEST PART # ON ALL COMPONENTS. ANY LINE THAT IS NOT REPLACED IN THIS PROCEDURE MUST BE THOROUGHLY CLEANED. IF YOU CANNOT ADEQUATELY CLEAN THE LINE/FITTING, PLEASE REPLACE IT ALSO. PLEASE FOLLOW ELSA WEB'S PROCEDURE FOR PRIMING THE FUEL SYSTEM. BE SURE NOT TO SWAP THE CONNECTIONS IN THE FUEL SYSTEM. IT IS VERY EASY TO SWAP A FUEL FEED LINE FOR A FUEL RETURN LINE. THE CONNECTIONS AT THE FUEL TANK, BULKHEAD, FUEL FILTER, AND HIGH PRESSURE PUMP CAN BE SWITCHED. IF YOU HEAR A HUMMING NOISE FROM THE AUX FUEL PUMP, IT IS LIKELY THAT A FUEL LINE WAS INSTALLED INCORRECTLY. IF THE GF TEST PLAN DOES NOT SHOW UP, GO INTO VSD, ENGINE ELECTRONICS, BASIC SETTINGS, 35 AND RUN THIS TEST 3 TIMES.
03/10/2011	09:47	CUSTOMER COMMENTS: CUST PUT GAS IN DIESEL DROVE TILL IT QUIT.
03/10/2011	09:47	WORKSHOP FINDINGS: PULLED FUEL FILTER FOUND METAL CONTAMINATION PART #03L130755A IS ONLY AVAILABLE FROM VW TECH LINE RELEASE
03/10/2011	13:23	YOUR ORDER HAS BEEN RECEIVED AND WILL PROCESS ON SALES DOC. 1007662621.
03/15/2011	15:25	THANKS
03/15/2011	16:52	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
03/15/2011	16:52	ISSUE UPDATED

Consultant's Closing Comments

REPLACED FUEL SYSTEM, COMPLETED.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
718910	JETTA	2010	3VWAL7AJ6AM0 [REDACTED]	33473	2374	03/10/2011	United States

Workshop Finding
n/a

Activity Date	Activity Time	Activity Comments
03/10/2011	11:09	CUSTOMER STATED WHILE DRIVING ENGINE LIGHT CAME ON THEN CAR DIED AND WOULDNT RESTART. SCANNED VEHICLE FOUND STORED FAULT P0087 FUEL PRESSURE IN THE DISTRIBUTOR/SYSTEM PRESSURE TOO LOW. INSPECTED FUEL FILTER FOUND DEBREE SEE PHOTOS. PUT A SAMPLE OF FUEL IN FOAM CUP DID NOT MELT.
03/10/2011	11:09	ISSUE OPENED BY DEALERSHIP
03/10/2011	11:29	ADVISED BRENT IF THERE IS METAL IN THE FUEL SYSTEM PLEASE CONTACT YOUR FOM. REPLACE THE FOLLOWING COMPONENTS> 03L 130 321-(LINE), 03L 130 301-(PRESSURE LINE), 03L 130 089-(RAIL), 5N0 130 307J-(LINE), 1K0 127 400F-(FILTER), 03L 130 235K-(RETURN LINE), 03L 130 277A-(INJECTORS), 03L 130 301R-(PRESSURE LINE), 03L 130 301B-(PRESSURE LINE), 03L 130 301C-(PRESSURE LINE), 1K0 201 060 GP-(FUEL TANK), 5N0 906 129B-(AUXILIARY PUMP), 03L 130 755 A-(HIGH PRESSURE PUMP), 1K0 919 050 J-(IN TANK FUEL PUMP). PLEASE CONSULT ETKA FOR THE LATEST PART # ON ALL COMPONENTS. ANY LINE THAT IS NOT REPLACED IN THIS PROCEDURE MUST BE THOROUGHLY CLEANED. IF YOU CANNOT ADEQUATELY CLEAN THE LINE/FITTING, PLEASE REPLACE IT ALSO. PLEASE FOLLOW ELSA WEB'S PROCEDURE FOR PRIMING THE FUEL SYSTEM. BE SURE NOT TO SWAP THE CONNECTIONS IN THE FUEL SYSTEM. IT IS VERY EASY TO SWAP A FUEL FEED LINE FOR A FUEL RETURN LINE. THE CONNECTIONS AT THE FUEL TANK, BULKHEAD, FUEL FILTER, AND HIGH PRESSURE PUMP CAN BE SWITCHED. IF YOU HEAR A HUMMING NOISE FROM THE AUX FUEL PUMP, IT IS LIKELY THAT A FUEL LINE WAS INSTALLED INCORRECTLY. IF THE GF TEST PLAN DOES NOT SHOW UP, GO INTO VSD, ENGINE ELECTRONICS, BASIC SETTINGS, 35 AND RUN THIS TEST 3 TIMES. THERE IS A PART BLOCK ON THE HIGH PRESSURE PUMP. I WILL REQUEST FOR THIS PART TO BE RELEASED TO YOUR DEALER DIRECTLY.
03/10/2011	11:29	CUSTOMER COMMENTS: CUSTOMER STATED WHILE DRIVING ENGINE LIGHT CAME ON THEN CAR DIED AND WOULDNT RESTART. SCANNED VEHICLE FOUND STORED FAULT P0087 FUEL PRESSURE IN THE DISTRIBUTOR/SYSTEM PRESSURE TOO LOW. INSPECTED FUEL FILTER FOUND DEBREE SEE PHOTOS. PUT A SAMPLE OF FUEL IN FOAM CUP DID NOT MELT.
03/10/2011	17:01	YOUR ORDER HAS BEEN RECEIVED AND WILL PROCESS ON SALES DOC. 1007664331.
03/17/2011	09:33	CALLED DEALER, GOT SENT TO VOICE MAIL TWICE. WILL TRY AGAIN LATER.
03/17/2011	10:08	TRANSFERRED TO VOICE MAIL. WILL TRY AGAIN LATER.
03/17/2011	10:21	REPLACED COMPLETE FUEL SYSETM AS ADVISED UNABLE TO ADAPT INJECTORS TO ECM KEEP GETTING A ERROR MESSAGE. TOOK SCREEN SHOT OF ERROR MESSAGE ATTCHED TO CASE.
03/17/2011	10:46	PLEASE PERFORM CAP DISCHARGE THAN RE-CHECK.
03/17/2011	11:00	PERFORMED CAP DISCHARGE INJECTORS STILL WONT TO CODE ATTACHED GFF AS REQUESTED BY BRIAN TANNER
03/17/2011	11:13	ATTEMPT WITH 5052 WITH BASE 17. IF VALUES STILL NOT ACCEPTED REPLACE THE ECM.
03/17/2011	11:39	D2. PER TODAYS UPDATE.
03/17/2011	11:53	USED 5052 INJECTORS ADAPTED TEST DROVE VEHICLE OPERATING TO MANUFACTURES INTENT.
03/17/2011	16:43	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
03/17/2011	16:43	ISSUE UPDATED

Consultant's Closing Comments
REPLACED ENTIRE FUEL SYSTEM

2. Defendant, VOLKSWAGEN GROUP OF AMERICA, INC. (“Volkswagen”), is a foreign corporation—New Jersey—doing business in the state of Texas for the purpose of accumulating monetary profits. Volkswagen may be served with process by and through its registered agent, CT Corporation System, 350 N. St. Paul St., Suite 2900, Dallas, Texas 75201-4234.

3. Defendant, VOLKSWAGEN AG (“Volkswagen AG”), is the parent corporation of VOLKSWAGEN GROUP OF AMERICA, INC. Volkswagen AG is a foreign corporation—Germany—who may be served with process under Rule 4 of the Federal Rules of Civil Procedure.

4. Defendant, ROBERT BOSCH, LLC (“Bosch”), based upon information and belief, is a foreign limited liability company organized under the laws of the state of Delaware, having its principal place of business at 2800 S. 25th Avenue, Broadview, Illinois 60155, and it may be served with process by and through its registered agent, CT Corporation System, 350 N. St. Paul St., Suite 2900, Dallas, Texas 75201-4234.

5. Defendant, ROBERT BOSCH GmbH (“Bosch GmbH”) is a foreign corporation—Germany—who may be served with process under Rule 4 of the Federal Rules of Civil Procedure.

6. Volkswagen and Volkswagen AG are collectively referred to as Volkswagen.

7. Bosch and Bosch GmbH are collectively referred to as Bosch

8. Volkswagen and Bosch are collectively referred to as Defendants.

II. JURISDICTION

9. This Court has jurisdiction over this lawsuit under 28 U.S.C. § 1332(a)(1) because the Plaintiff and the Defendants are citizens of different states or of different countries and the amount in controversy exceeds \$75,000, excluding interest and costs.

10. This Court also has jurisdiction over this lawsuit under 28 U.S.C. § 1332(d) because it is a civil action filed under Rule 23 of the Federal Rules of Civil Procedure.

III. VENUE

11. Venue is proper in this District under 28 U.S.C. § 1392(a)(2) because a substantial part of the events or omissions giving rise to the lawsuit occurred in this district.

IV. PLAINTIFF'S CLASS ACTION ALLEGATIONS

12. Pursuant to Rules 23(a), 23(b)(1), 23(b)(2), and 23(b)(3) of the Federal Rules of Civil Procedure, Plaintiff brings this action on behalf of all persons who, purchased, own, or lease Volkswagen Jetta TDI's with the Fuel Pump in the last four years in Texas, and owners of Volkswagen Jetta TDI's as more fully described herein (the "Plaintiff Class").

Rule 23(a) Prerequisites

13. Prosecution of the Plaintiff Class's claims is appropriate because the prerequisites of Rule 23a of the Federal Rules of Civil Procedure are met.

14. There are or were thousands of geographically dispersed members of the Plaintiff Class, which renders joinder impracticable. Class members can be identified using records maintained by Defendants and the Plaintiff Class' own vehicles.

15. There is a well-defined community of interest in the questions of law and fact uniformly affecting the members of the Plaintiff Class. The questions of law and fact common to the class members include, but are not limited to, the following:

- a. Whether Volkswagen and Bosch are strictly liable for the design, manufacture, and marketing of the Fuel Pump;
- b. Whether Volkswagen and Bosch negligently designed, manufactured, and marketed the Fuel Pump in a defective condition;
- c. Whether Volkswagen and Bosch's design, manufacture, and marketing of the Fuel Pump in a defective condition was fraudulent inducement or fraud by non-disclosure;
- d. Whether Volkswagen and Bosch designed, manufactured, marketed, sold and warranted the Fuel Pump in a defective condition violating the Texas Deceptive Trade Practices Act ("DTPA");
- e. Whether Volkswagen and Bosch breached its express or implied warranties in the design, manufacture, and sale of the Fuel Pump; and
- f. The measure of damages and the nature of appropriate equitable relief to the members of the Plaintiff Class.

16. Plaintiff's claims are typical of the claims of the members of the Plaintiff Class and fairly encompass the claims of the members of the class.

17. Plaintiff and the members of the Plaintiff Class are similarly or identically harmed by the same systematic and pervasive pattern of Defendants' unlawful conduct.

18. As set forth more fully below, Volkswagen and Bosch designed, manufactured, and marketed the Fuel Pump that was used in Volkswagen Jetta TDI's.

19. All members of the Plaintiff Class are injured in their property by reason of Volkswagen and Bosch's unlawful conduct alleged herein.

20. Plaintiff and his counsel will fairly and adequately protect the interests of the members of the Plaintiff Class.

21. There are no material conflicts between the claims of Plaintiff and the members of the Plaintiff Class that would make class certification inappropriate.

22. Counsel for the class will vigorously assert the claims of the members of the Plaintiff Class.

Rule 23(b) Prerequisites

23. Prosecution of the claims of the Plaintiff Class as a class action is appropriate under Rules 23(b)(1)(B), 23(b)(2), and 23(b)(3).

24. The prosecution of separate actions by or against individual members of the class would create a risk of (1) inconsistent or varying adjudications with respect to individual class members that would establish incompatible standards of conduct for Defendants or (2) adjudications with respect to individual members of the class which would as a practical matter be dispositive of the interests of the other members not parties to the adjudications or substantially impair or impede their ability to protect their interests.

25. One or more of the Defendants has failed or refused to act on grounds generally applicable to the class, thereby making appropriate final injunctive relief or corresponding declaratory relief with respect to the Plaintiff Class. Specifically, Defendants have attempted to deprive the members of the Plaintiff Class of their

reasonable use and failed to repair or replace the Fuel Pump and/or fuel system. Plaintiff seeks preliminary and permanent injunctive and equitable relief on behalf of the entire Plaintiff Class on grounds generally applicable to the entire Plaintiff Class, to enjoin and prevent Defendants from continuing to manufacture, market, and sell vehicles with the Fuel Pump and manufacture, market, and sell the Fuel Pump.

26. The questions of law or fact common to the members of the Plaintiff Class predominate over any questions affecting only the individual members. Plaintiff will be able to demonstrate a viable method for proving common impact and damages to the members of the Plaintiff Class.

27. A class action is superior to other methods for the fair and efficient resolution of this controversy.

V. BACKGROUND FACTS

28. Beall purchased a 2009 Volkswagen Jetta TDI, bearing VIN number 3VWRL71K99M047297 (the “Jetta”).

29. Beall purchased an extended warranty covering certain repairs, including the Fuel Pump for the Jetta, which was marketed and sold through a Volkswagen dealer, which purported to, but in fact did not, cover the Fuel Pump defect.

30. The Fuel Pump was a component installed in the Jetta when Beall purchased it from Volkswagen.

31. Beall’s fuel system failed as a result of the Fuel Pump.

32. Beall took the Jetta to a Volkswagen dealership to have the Fuel Pump, fuel system, and/or Jetta repaired or replaced. The Volkswagen dealership refused to repair or replace the Fuel Pump, fuel system, or Jetta.

33. Beall then contacted Volkswagen to attempt to have his Fuel Pump and fuel system repaired or replaced. Volkswagen also refused to repair or replace the Fuel Pump and fuel system.

VI.
CAUSES OF ACTION
A. STRICT LIABILITY

34. At all times relevant to this lawsuit, Volkswagen and Bosch were in the business of designing, manufacturing, marketing, selling and otherwise placing into the stream of commerce Jettas with the Fuel Pump.

35. At all material times, as part of its business, Volkswagen and Bosch were regularly engaged in business in the State of Texas of designing, manufacturing, and selling the Fuel Pump, including Plaintiff and the Plaintiff Class' Fuel Pump, which are intended to and do reach ultimate consumers.

36. The Fuel Pump was designed, manufactured, marketed, and sold by Volkswagen and Bosch to Plaintiff and the Plaintiff Class, and Volkswagen and Bosch are and were legally responsible and liable for defects in the Fuel Pump under the doctrine of strict liability.

37. The Fuel Pump was designed, manufactured, and marketed and placed into the stream of commerce by Volkswagen and Bosch in a defective condition.

38. The Fuel Pump was substantially unchanged from the time it was placed into the stream of commerce until the catastrophic failure.

B. DESIGN DEFECT

39. The Fuel Pump's design was defective.

40. As a result of the defective design, the Fuel Pump unexpectedly failed during normal and foreseeable operation of the Jetta.

41. Comparing the utility, versus risk of harm, the Fuel Pump, as Volkswagen and Bosch designed it, was defective.

42. At the time the Fuel Pump left Volkswagen and Bosch's control, there were safer alternative designs that would have prevented the events described herein.

C. MANUFACTURING DEFECT

43. The Fuel Pump was manufactured defectively.

44. The manufacturing defect was the producing and proximate cause of Plaintiff and the Plaintiff Class' resulting damages.

D. MARKETING DEFECT

45. Volkswagen and Bosch defectively marketed the Fuel Pump.

46. Volkswagen and Bosch failed to give adequate warnings of the Fuel Pump's dangers.

47. This failure to warn and/or give adequate instructions rendered the Fuel Pump defective as marketed by Volkswagen and Bosch.

48. The marketing defects were the producing and proximate cause of Plaintiff and the Plaintiff Class' resulting damages.

E. NEGLIGENCE

49. Volkswagen and Bosch had a duty to design, manufacture, and market the Fuel Pump in a non-defective and a safe manner.

50. Volkswagen and Bosch breached their duty.

51. Volkswagen and Bosch's breach proximately caused Plaintiff and the Plaintiff Class' damages.

52. Additionally, Volkswagen and Bosch had a duty to adequately test and inspect the Fuel Pump before its sale.

53. Volkswagen and Bosch owed a legal duty of care to Plaintiff and the Plaintiff Class concerning the design, manufacturing, marketing, and sale of the Fuel Pump.

54. Volkswagen and Bosch breached their duty of care.

55. Each of these acts and/or omissions, whether taken singularly or in any combination, constitutes an act or acts of negligence, all of which proximately caused Plaintiff and the Plaintiff Class' damages.

F. FRAUDULENT INDUCEMENT AND FRAUD BY NON-DISCLOSURE

56. Volkswagen and Bosch concealed and failed to disclose to Plaintiff and the Plaintiff Class that the Fuel Pump was defectively designed, manufactured, marketed and sold.

57. Volkswagen and Bosch sold the Fuel Pump to Plaintiff and the Plaintiff Class without disclosing the foregoing information despite the fact that they had a duty to disclose such information.

58. These facts were material because such information affected Plaintiff and the Plaintiff Class' decision to purchase the Jetta.

59. Volkswagen and Bosch knew that Plaintiff and the Plaintiff Class were not aware of the defects and problems described herein and he did not have an equal opportunity to discover the defects.

60. Based on information and belief, Volkswagen and Bosch deliberately failed to disclose and intentionally concealed the various design, manufacturing, and marketing defects that existed in the Fuel Pump.

61. Volkswagen and Bosch's failure to disclose such information was intentional and was designed to induce Plaintiff and the Plaintiff Class to proceed with the purchase of the Jetta with the Fuel Pump.

62. Plaintiff and the Plaintiff Class did, in fact, rely upon Volkswagen and Bosch's failure to disclose such defects and purchased the Jetta with the Fuel Pump.

63. Plaintiff and the Plaintiff Class suffered actual damages as a result of Volkswagen and Bosch's fraudulent nondisclosure.

64. Additionally, Volkswagen and Bosch's intentional, unlawful, and fraudulent conduct entitles Plaintiff and the Plaintiff Class to recover exemplary damages.

G. DECEPTIVE TRADE PRACTICES

65. Plaintiff and the Plaintiff Class are "consumers" as defined by Tex. Bus. & Com. Code Ann. § 17.45(4).

66. Plaintiff and the Plaintiff Class sought or acquired goods or services by purchasing those goods or services from Volkswagen and Bosch.

67. Volkswagen and Bosch violated the Texas Deceptive Trade Practices Act (“DTPA”) (Tex. Bus. & Com. Code Ann. § 17.44 *et seq.*) because Volkswagen and Bosch engaged in false, misleading and/or deceptive acts or practices that Plaintiff and the Plaintiff Class relied on to their detriment.

68. Volkswagen and Bosch also violated §§ 17.46(b) including, but are not limited to:

- a. § 17.46(b)(5);
- b. § 17.46(b)(7);
- c. § 17.46(b)(9);
- d. § 17.46(b)(13);
- e. § 17.46(b)(20); and
- f. § 17.46(b)(24).

69. Volkswagen and Bosch’s acts and omissions also constitute violations of the DTPA, including, but not limited to:

- a. Committing false, misleading or deceptive acts or practices as defined by § 17.46(b);
- b. Breach of an express warranty
- c. Breach of an implied warranty; and
- d. Unconscionable action or courses of action.

70. Volkswagen and Bosch's acts and omissions were a producing cause of the Plaintiff and the Plaintiff Class' damages.

71. Volkswagen and Bosch's conduct was committed knowingly and/or intentionally because, at the time of the acts and practices complained of, Volkswagen and Bosch had actual awareness of the falsity, deception, or unfairness of the acts or practices giving rise to Plaintiff and the Plaintiff Class' claim and they acted with a specific intent that Plaintiff and the Plaintiff Class act in detrimental reliance on the falsity or deception and/or in detrimental ignorance of the undisclosed facts.

H. INJUNCTIVE RELIEF

72. As a result of the Defendants' past and likely future conduct, the Plaintiff and Plaintiff Class are entitled to injunctive relief on behalf of the Plaintiff Class. Defendants should be enjoined from making any further misrepresentations concerning the cause of the unintended malfunction of the Fuel Pump. Defendants should be ordered to take all steps necessary to fully investigate the source of the problem, including significant testing of the Fuel Pump and full disclosure of the results of those tests. The Defendants should be ordered to provide alternative transportation to Class Members at no cost to the Plaintiff Class or Plaintiff while Defendants repair and remedy the defective Fuel Pump on the Plaintiff Class' vehicles.

73. Plaintiff also requests that the Defendants be enjoined from collecting any further financing and/or lease payments from Plaintiff Class whose vehicles were financed or leased from companies owned or within the control of the Defendants. Further, Plaintiff requests that the Defendants be ordered to make payments on behalf of

Plaintiff Class who have leased or financed their vehicles using other financing companies.

74. Plaintiff and the Plaintiff Class have a substantial likelihood of success on the merits and Plaintiff and the Plaintiff Class risk irreparable, immeasurable harm should the injunctive relief not be granted. The Defendants have failed to remedy the problem with the Fuel Pump despite Plaintiff's several attempts to seek a remedy to the defect.

75. Defendants will incur little if any harm as a result of the requested injunctive relief. Indeed the requested injunctive relief may save the Defendants money in the long run.

VII. DAMAGES

76. Volkswagen and Bosch's wrongful and negligent acts, omissions, and carelessness are the proximate and producing cause of Plaintiff and the Plaintiff Class' damages.

77. As a direct result of Volkswagen and Bosch's conduct, Plaintiff and the Plaintiff Class have suffered economic damages, all of which they are entitled to recover.

78. Plaintiff and the Plaintiff Class are also entitled to recover mental anguish damages because Volkswagen and Bosch knowingly acted in bad faith, which was the producing cause of Plaintiff and the Plaintiff Class' mental anguish.

79. Under the DTPA, Plaintiff and the Plaintiff Class are also entitled to recover treble damages because Volkswagen and Bosch's conduct was committed knowingly or intentionally.

80. Plaintiff and the Plaintiff Class are entitled to exemplary damages as a result of Volkswagen and Bosch's breaches of the duties owed as described above.

81. When viewed objectively from the standpoint of Volkswagen and Bosch, at the time of the occurrence in question, Volkswagen and Bosch's conduct involved an extreme degree of risk and Volkswagen and Bosch had actual, subjective awareness of the risk involved, but they nevertheless proceeded with conscious indifference to the rights, safety, or welfare of others.

82. As a result of Volkswagen and Bosch's acts and omissions, Plaintiff and the Plaintiff Class have incurred additional damages, including pre-judgment and post-judgment interest as provided by law and such further relief as this Court deems necessary, just and proper.

83. Plaintiff and the Plaintiff Class seek recovery of their reasonable and necessary attorneys' fees under the DTPA.

84. Plaintiff and the Plaintiff Class seek injunctive relief as more fully described above.

VIII. JURY DEMAND

85. Plaintiff and the Plaintiff Class demand a trial by a jury and have submitted the requisite associated fee.

86. Plaintiff and the Plaintiff Class ask that they be provided a judgment against Volkswagen and Bosch; that they recover their damages in accordance with the evidence; that they recover costs of Court they expend; that they recover interest, both

pre- and post-judgment to which they are entitled under the law; and for any other and further relief, both general and special, legal and equitable, to which they may be justly entitled.

Respectfully submitted,



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**ATTORNEYS FOR PLAINTIFF
AND THE PLAINTIFF CLASS**

CERTIFICATE OF SERVICE

I certify that the foregoing was served in accordance with the Federal Rules of Civil Procedure on APRIL 11, 2011, to the following:

VOLKSWAGEN GROUP OF AMERICA, INC.
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Houston, TX 77010

ROBERT BOSCH, LLC
Sheehy, Ware & Pappas, P.C.
Mr. Richard Sheehy
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