

1105-200  
C1-10449798-7776

FEB 21 2012

Atlanta, Georgia

February 11, 2012

Mr. Jonathan Browning  
President and CEO  
Volkswagen Group of America  
2200 Ferdinand Porsche Drive  
Herndon, Virginia 20171

Dear Mr. Browning:

I am writing to bring to your attention a recurring issue with my 2005 Volkswagen Touareg. When I insert the key into the ignition to start the vehicle, it does not start. If I remove the key from the vehicle, press the lock and then the unlock buttons on the key fob, then try to start again, it generally starts right up. When it does not start, the vehicle must be dragged onto a flatbed tow truck, as the transmission cannot shift out of park. This causes undesirable stress on the drive train and tires.

I first discovered the issue in June, 2007, just seven months after purchasing the vehicle. I have notified Volkswagen Customer Care numerous times regarding this issue. My Touareg is currently at the Jim Ellis Volkswagen of Atlanta service department for the 12<sup>th</sup> time to correct the issue. To date, the KESSY access/start module has been replaced four times, the steering column has been replaced three times, the ignition switch has been replaced twice, the J519 vehicle electrical control unit has been replaced, and the battery has been replaced. The vehicle has been out of service for over 90 days during the previous eleven attempts at correcting this issue. The Touareg has just turned 50,000 miles. To have twelve repairs for the same issue is unacceptable.

My research into faulty KESSY modules and steering columns led me to several Volkswagen enthusiast forums where I have read about these issues affecting owners around the world, often requiring several repairs to remedy. I have received significant interest from Touareg owners in joining together with an attorney to determine the extent of Volkswagen's knowledge of design issues with the electronics of the Touareg and why, despite repeated attempts, the issues are never fully resolved.

I am including the invoices from previous repairs for your review. I look forward to discussing my Volkswagen experience with you soon.

Enclosures: 11

cc: David L. Strickland  
Administrator  
National Highway Safety Administration  
1200 New Jersey Avenue SE  
West Building  
Washington, DC 20590

Hershel Marshall  
Service Director  
Jim Ellis Volkswagen Atlanta  
5901 Peachtree Industrial Boulevard  
Atlanta, Georgia 30341

AMM  
022212  
TW



**JIM Ellis**  
Expect the best



**VOLKSWAGEN**

5901 Peachtree Industrial Blvd. ATLANTA, GEORGIA 30341  
Volkswagen Direct Phone (770) 458-6811

CUSTOMER NO. <b>198873</b>		ADVISOR <b>EDWARD BROWN</b>	TAG NO. <b>54895</b>	INVOICE DATE <b>06/21/07</b>	INVOICE NO. <b>V1CS983941</b>
[REDACTED]		LABOR RATE	LICENSE NO.	MILEAGE <b>5,407</b>	COLOR <b>GREEN/</b>
ATLANTA, GA		YEAR / MAKE / MODEL <b>05/VOLKSWAGEN/4 DOOR UTILITY</b>			DELIVERY DATE
		VEHICLE I.D. NO. <b>WVGMM77L95D</b>			DELIVERY MILES
		F.T.E. NO.	P.O. NO.	SELLING DEALER NO.	PRODUCTION DATE
RESIDENCE PHONE		BUSINESS PHONE		R.O. DATE <b>06/11/07</b>	
COMMENTS					<b>MO: 5408</b>

FAULTY DRIVER SIDE AND PASS SIDE SWITCH PANELS  
REPLACED BOTH DRIVER SIDE AND PASS SIDE SWITCH PANELS

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	WARRANTY
JOB # 6	1	7L6-959-521-D-7R3	TRIM			
JOB # 6	1	7L6-867-157-D-7R3	PLATE			
JOB # 6 TOTAL PARTS						0.00
JOB # 6 TOTAL LABOR & PARTS						0.00

J# 7. 09VWZ000 FRONT SUSPENSION TECH(S):31851 0.00  
CUST STATES GRINDING NOISE FROM RT FRONT WHEEL AREA  
TEST DROVE BY SHOP FOREMAN AND TECH  
UNABLE TO DUPLICATE  
WORKING TO DESIGN AND INTENT

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	WARRANTY
JOB # 7 TOTAL PARTS						0.00
JOB # 7 TOTAL LABOR & PARTS						0.00

J# 8 12VWZ003 ELECTRICAL CONCERN TECH(S):31851 0.00  
CUST STATES TRAILOR LIGHTING INOP  
NO BRAKE LIGHTS AND TURN SIGNALS INOP  
PIN-POINT TESTED FOR PROPER POWER TO CONNECTORS  
RE-CODED FOR TRAILOR HITCH

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	WARRANTY
JOB # 8 TOTAL PARTS						0.00
JOB # 8 TOTAL LABOR & PARTS						0.00

J# 9 12VWZ004 ELECTRICAL CONCERN TECH(S):31851 WARRANTY  
CUST STATES HAS HAD A TIME WHEN CAR WOULD NOT START  
JUMPED AND HAS NOT HAD TROUBLE SINCE  
5052 MIDTRONICS TESTED  
FAULTY BATTERY  
REPLACED BATTERY  
RESET ELECTRICAL

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	WARRANTY
JOB # 9	1	000-915-105-AH-DSP	BATTERY			
JOB # 9 TOTAL PARTS						0.00
JOB # 9 TOTAL LABOR & PARTS						0.00

J#10 04VWZ011 ENGINE CONCERN TECH(S):31851 0.00  
CUST STATES WHEN DECEL FROM HAY SPEEDS AND FEATHER THE GAS  
HAS HUMMING NOISE FROM ENGINE AREA  
TEST DROVE BY SHOP FOREMAN AND TECH  
NO ABNORMAL SOUNDS HEARD

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	WARRANTY
JOB # 10 TOTAL PARTS						0.00

Reynolds and Reynolds, ERANTSI14E 00697065 Q 03/07



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CELL: [REDACTED]

CUSTOMER NO. <b>198873</b>		ADVISOR <b>EDWARD BROWN</b>	TAG NO. <b>54895</b>	INVOICE DATE <b>01/07/08</b>	INVOICE NO. <b>VICS58375</b>
[REDACTED] ATLANTA, GA		LABOR RATE	LICENSE NO.	MILEAGE <b>14,003</b>	COLOR <b>GREEN/</b>
[REDACTED]		YEAR / MAKE / MODEL <b>05/VOLKSWAGEN/4 DOOR UTILITY</b>			DELIVERY DATE
[REDACTED]		VEHICLE I.D. NO. <b>WVGMM77L95D</b>			DELIVERY MILES
[REDACTED]		F.T.E. NO.			SELLING DEALER NO.
[REDACTED]		P.O. NO.			PRODUCTION DATE
[REDACTED]		R.O. DATE <b>12/28/07</b>			
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS			MO: 14004

LABOR & PARTS  
J# 1 09VWZ000 FRONT SUSPENSION TECH(S):3933 0.00  
CUST STATES VIBRATION FELT AT 2500-3500 PMS FELT IN FOOT WELL  
TEST DROVE WITH TECH AND SHOP FOREMAN  
UNABLE TO DUPLICATE ANY ABNORMAL VIBRATION IN STEERING OR FLOOR AREA

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	PRICE
JOB # 1 TOTAL PARTS						0.00
JOB # 1 TOTAL LABOR & PARTS						0.00

J# 2 12VWZ003 ELECTRICAL CONCERN TECH(S):3933 WARRANTY  
CUST STATES KESSI INOP  
DIAG. GFF-DIAG.TIME 41.START ACCES MODUEL HAS INTERNAL MALFUNCTION.  
REMOVED UNDER DASH PANEL-REMOVE START ACCESS MODUEL-REPLACE WITH NEW MODUEL-DIAG WITH 5052B TO ADAPPT START ACCESS MODUEL TO ECM AND IMMOBLEZER. DIAG. TIME 101.  
VENDOR CODE IS VDO.

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	PRICE
JOB # 2	1	7L0-909-137-BX-01Q	CONTR.UNIT			WARRANTY
JOB # 2	1	000-915-105-AH-DSP	BATTERY			WARRANTY
JOB # 2 TOTAL PARTS						0.00
JOB # 2 TOTAL LABOR & PARTS						0.00

J# 3 12VWZ004 ELECTRICAL CONCERN TECH(S):3933 WARRANTY  
CUST STATES FUEL CAP LIGHT COMING ON  
DIAG.I FALT SMALL LEAK  
FUEL CAP TEATHER TWISTED AND BETWEEN FUEL CAP AND FILLER NECK.UNTWISTED TETHER AND TESTED EVAP. SYSTEM-OK.

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	PRICE
JOB # 3 TOTAL PARTS						0.00
JOB # 3 TOTAL LABOR & PARTS						0.00

J# 4 09VWZ004 REAR SUSPENSION TECH(S):3933 WARRANTY  
CUST STATES BINDING IN REAR WHEN AT STOPS AND TURNING  
TEST DROVE AND FOUND STEPER MOTOR BINDING.  
REPLACED STEPER MOTOR AND TEST DROVE.  
VENDOR CODE IS GLOBE MOTORS.

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	PRICE
JOB # 4	1	0AD-341-601-C	MOTOR			WARRANTY
JOB # 4 TOTAL PARTS						0.00
JOB # 4 TOTAL LABOR & PARTS						0.00

J# 5+12VWZ WIRING TECH(S):3933 WARRANTY  
NO SPIN NO START

*Rear Stepper Motor  
per Ed Brown*

Reynolds and Reynolds BRANTSHIRE CC-887905 Q (0007)



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CELL: [REDACTED]

CUSTOMER NO. <b>198873</b>	ADVISOR <b>EDWARD BROWN</b>	TAG NO. <b>54895</b>	INVOICE DATE <b>02/01/08</b>	INVOICE NO. <b>V1CS69037</b>
[REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE <b>14,021</b>	COLOR <b>GREEN/</b>
ATLANTA, GA	YEAR / MAKE / MODEL <b>05/VOLKSWAGEN/4 DOOR UTILITY</b>			DELIVERY DATE
	VEHICLE I.D. NO. <b>WVGMM77L95D</b>			DELIVERY MILES
	F.T.E. NO.	P.O. NO.	R.O. DATE <b>01/28/08</b>	SELLING DEALER NO.
RESIDENCE PHONE	COMMENTS			PRODUCTION DATE

MO: 14022

LABOR & PARTS  
JOB # 1 12VWZ003 ELECTRICAL CONCERN TECH(S):3933 WARRANTY

CUST STATES NO SPIN NO START  
DID GFF FOUND FALTS FOR STEERING LOCK MODUEL.NO 15 POWER  
TO SYSTEMS.MODUEL MALFUNCTIONING.  
BATTERY VOLTAGE LOW 11.7 VOLTS.USED INC-940,CHARGED FOR 53  
MINUTES.STATED REPLACE BATTERY.  
REMOVE DRIVERS AIR BAG,STERING WHEEL,STEERING COLUMN FOR  
RACK,LOWER DASH COVER,REMOVED STERRING COLUMN AND REPLACE  
STERRING COLUMN.VENDOR CODE IS HUF.  
REMOVED DRIVERS SEAT AND REPLACED BATTERY.VENDOR CODE IS VTA

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	WARRANTY
JOB # 1	1	7LD-419-501-BK	STEER COL			WARRANTY
JOB # 1	1	000-915-105-AH-DSP	BATTERY			WARRANTY
JOB # 1 TOTAL PARTS						0.00
JOB # 1 TOTAL LABOR & PARTS						0.00

TOTALS	
TOTAL LABOR....	0.00
TOTAL PARTS....	0.00
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	0.00
<b>TOTAL INVOICE \$</b>	<b>0.00</b>

CUSTOMER SIGNATURE

COPY/PRINTED FROM THE ORIGINAL COPY OF THE INVOICE



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CELL: [REDACTED]

CUSTOMER NO. <b>198873</b>	ADVISOR <b>WILLIAM E MORRIS 300555</b>	TAG NO. <b>209</b>	INVOICE DATE <b>10/09/08</b>	INVOICE NO. <b>VICS155693</b>
[REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE <b>20,354</b>	COLOR <b>GREEN/</b>
ATLANTA, GA [REDACTED]	YEAR / MAKE / MODEL <b>05/VOLKSWAGEN/4 DOOR UTILITY</b>			DELIVERY DATE
[REDACTED]	VEHICLE I.D. NO. <b>WVGMM77L95D [REDACTED]</b>			DELIVERY MILES
[REDACTED]	F.T.E. NO.	R.O. NO.	R.O. DATE <b>09/29/08</b>	PRODUCTION DATE
RESIDENCE PHONE [REDACTED]	COMMENTS			MO: 20356

LABOR & PARTS  
J# 1 04VWZ014 ENGINE ELECTRICAL TECH(S):3933 WARRANTY

CUSTOMER STATES THE VEHICLE WILL NOT COME OUT OF PARK TURN IGNITION KEY AND NOTHING HAPPENS. HELD BRAKE PEDEL TILL 15 CAME UP. USED SCAN TOOL AND HAD FALT FOR STEERING COLUMN. REMOVED STEERING COLUMN AND INSTALLED NEW COLUMN. SET COLUMN ADAPTION AND CAR TOOK IT. TURNED ON ING. KEY AND CLUSTER SHOWED DOOR AJAR. TRIED TO START AND HAD NO 15 POWER. TRIED ADAPTING ESCL AGAIN. IT TOOK. STILL NO POWER. AFTER A WHILE INST. CLUSTER FLASHED IMMOBLIZER ACCTAVATED. PROGRAMED KEY. SYSTEM TOOK KEY. WAITED 5 MINUTES AND CAR HAD NO POWER. PROGRAMED KEY 6 TIMES WITH SAME RESULT. ADAPTED ALL THE CONTROL UNITS. AND THEN ADDAPTED KEY AGAIN, TOOK ADAPTION AND THEN INST. CLUSTER STAYED ON THIS TIME BUT ENGINE WOULD START AND DIE. FALT IN ECM WAS EMC DISABLED. CLEARED ADAPTION IN ECM. TRIED TO ADAPT KEY AGAIN AND IMMOBLIZER TOOK ADAPTION ENGINE STARTED AND DIED. REMOVED GROUND CABLE AT DRIVERS SEAT TO POWER DOWN ALL SYSTEMS. INSTR. CLUSTER STAYED ON, ADAPTED AGAIN AND IT TOOK. ENGINE STARTED AND DIED AGAIN. READAPTED STERRING COULMN AGAIN. PROGRAMED KEY AND CAR STAYED RUNNING. ALL FALTS CLEARED. VENDER CODE IS HUF.

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	WARRANTY
JOB # 1	1	7L0-419-501-BK	STEER COL			0.00
				JOB # 1 TOTAL PARTS		0.00
				JOB # 1-TOTAL LABOR & PARTS		0.00

J# 2+00VWMISC MISC TECH(S):208040 0.00

CUSTOMER STATES LAST TIME IN WE TIGHTENED THE LOWER CONTROL ARMS / PLEASE ROADTEST FOR PULLING ?????  
CHECKED ALL TIRES / EVERYTHING GOOD/ ROADTESTED BY SHOP FOREMAN / VEHICLE NOT PULLING

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	WARRANTY
				JOB # 2 TOTAL PARTS		0.00
				JOB # 2 TOTAL LABOR & PARTS		0.00

COMMENTS  
GRAY TUAAREG





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CELL: [REDACTED]

CUSTOMER NO. <b>198873</b>	ADVISOR <b>WILLIAM E MORRIS 300555</b>	TAG NO. <b>W100</b>	INVOICE DATE <b>11/07/08</b>	INVOICE NO. <b>VICS166510</b>
[REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE <b>20,670</b>	COLOR <b>GREEN/</b>
ATLANTA, GA	YEAR / MAKE / MODEL <b>05/VOLKSWAGEN/4 DOOR UTILITY</b>	VEHICLE I.D. NO. <b>WVGMM77L95</b>	DELIVERY DATE	DELIVERY MILES
[REDACTED]	F.T.E. NO.	SELLING DEALER NO.	PRODUCTION DATE	
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS	R.O. DATE <b>10/30/08</b>	

MO: 20674

**LABOR & PARTS**  
J# 1: 04VWZ014

**ENGINE ELECTRICAL** TECH(S): 3933  
CUSTOMER STATES THE VEHICLE WILL NOT START WILL NOT SPIN OVER STATED WITH GFF 21 TU. ALL SYSTEMS HAVE MULTIABLE FALTS. STILL NO POWER. WENT INTO FUNCTIONS AND ACCESS/START AND MESUREING VALUE BLOCKS. CK FUNCTIONS AND 15 POWER RELAY OPERATING. 15SV POWER RELAY OPERATING. 75X POWER RELAY NOT OPERATING. AT THIS POINT POWER WAS RESTORED TO VEHICAL. DID VTA AND WAS TOLD TO REPLACE START/ACCESS MODUEL. REPLACE INGINTION SWITCH AS PER JACK. REMOVED LOWER DRIVERS UNDER DASH PANEL. START/ACCESS MODUEL. INSTALLED A NEW START/ ACCESS MODUEL. ADAPTED MODUEL AND INGINTION KEY. VENDOR CODE IS VDO FOR MODUEL. MDW FOR INGINTION SWITCH.

**WARRANTY**

JOB #	QTY	FP	NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	WARRANTY
JOB # 1	1		300-905-865-H-01C	SWITCH			WARRANTY
JOB # 1	1		7L0-909-137-CX-02G	CONTR. UNIT			WARRANTY
JOB # 1	-1		7L0-909-137-CX-02G	CORE RETURN			WARRANTY
JOB # 1 TOTAL PARTS						0.00	
JOB # 1 TOTAL LABOR & PARTS						0.00	

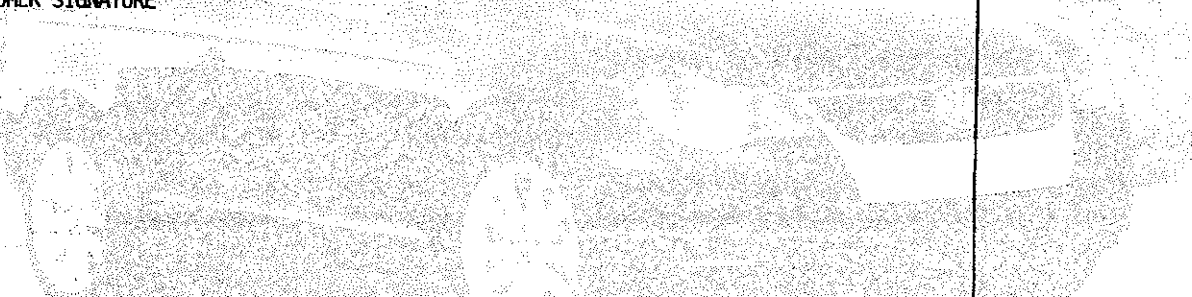
SUBLET	PO#	VEND	INV#	INV. DATE	DESCRIPTION	TOTAL - SUBLET	WARRANTY
JOB # 1	261125				RENTAL		0.00
TOTAL - SUBLET						0.00	

COMMENTS  
GREEN TOUAREG

TOTALS

TOTAL LABOR....	0.00
TOTAL PARTS....	0.00
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	0.00
<b>TOTAL INVOICE \$</b>	<b>0.00</b>

CUSTOMER SIGNATURE





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CELL: [REDACTED]

CUSTOMER NO. <b>198873</b>	ADVISOR <b>WILLIAM E MORRIS 300555</b>	TAG NO. <b>582</b>	INVOICE DATE <b>11/28/08</b>	INVOICE NO. <b>VICS173998</b>
[REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE <b>21,458</b>	COLOR <b>GREEN/</b>
ATLANTA, GA	YEAR / MAKE / MODEL <b>05/VOLKSWAGEN/4 DOOR UTILITY</b>	VEHICLE I.D. NO. <b>W V G M M 7 7 L 9 5 D</b>	DELIVERY DATE	DELIVERY MILES
[REDACTED]	F.T.E. NO.	P.O. NO.	R.O. DATE <b>11/20/08</b>	PRODUCTION DATE
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS		

MO: 21486

LABOR & PARTS  
# 1 04VWZ014

**ENGINE ELECTRICAL TECH(S) 3933 WARRANTY**

CUSTOMER STATES ST TIMES THE VEHICLE WILL NOT START NO LIGHTS ON THE DASH / THEN SOMETIMES HOURS LATER YOU WILL HEAR THE CHIME DING AND THE LIGHTS WILL COME ON AND THE VEHICLE WILL START AGAIN . DID GFF AND HAS FAULTS IN EVERY MODUEL FOR NO COMMUNICATION FOLLOWED TEST PLAN AND ALL SYSTEMS CHECKED OK. STARTED VTA #390530. TECH LINE HAD ME TO FAX GFF FINDINGS TO HIM. TECH LINE CALLED BACK AND STATED THAT THEY FELT THAT THE ACCESS/ START MODUEL HAS THE WRONG SOFT WEAR. HE REQUESTED I ORDER A NEW ACCESS/START MODUEL. TECH LINE REQUESTED I CK GROUND TERMINALS. SO I REMOVED INSTUREMENT CLUSTER TO GAIN ACCESS TO GROUND 32. REMOVED RIGHT DASH END TRIM COVER YO GAIN ACCES TO GROUNDS BEHIND INSTRUMENT PANEL. GROUNDS 33-638 AND SECURE . TILTED DRIVERS SEAT BACK TO GAIN ACCESS TO BATTERY FUSE PANEL. CK'ED CONNECTIONS FROM BATTERY TO FUSES. ALL SECURE. CK'ED MODUEL 319 FOR CORROSION AND CONNECTION-OK. ACCESS/ START MOUEL CAME IN SO I INSTALLED NEW MODUEL. ADDAPTED NEW ACCESS/START MODUEL TO SYSTEMS. PROGRAMED INGTION KEYS TO IMMOBLIZER. QUESTIONED TECH LINE ABOUT NEW MODUEL PROGRAMING. WHILE WAITING FOR ANSWER TECH LINE HAD ME TO CHECK PLUS CONNECTION B273 AT LEFT A-PILLAR. REMOVED LEFT FRONT DOOR SEAL TRIM-HOOD RELEASE HANDEL-UNDER DASH TRIM- PULLED UP CARPET TO GAIN ACCESS. CUT OPEN HARNESS TO FIND B373 PLUS CONNECTION. FOUND CONNECTION SHOWING SINGS OF CORROSION. I REMOVED CONNECTION B273 AND REPLACE IT WITH A BUTT CONNECTOR. SEALED BUTT CONNECTOR AND HARNESS. VENDO CODE IS SME-RBG FOR ACCES/START MODUEL. TECH LINE TOLD ME TO OVER LAY NEW WIRING FROM ACCESS/START MODUEL TO STERRING LOCK MODUEL. REMOVED LOWER UNDER DASH PANEL. ACCESS/START MODUEL FROM BRACKET. REMOVED WIRES FROM N360 CONNECTOR ON STERRING MODUEL. T6U CONNECTOR ON ACCESS/ START MODUEL. T81/16 ON ACCESS/START MODUEL. OVERLAY NEW WIRING FROM T4M2-T4M3 TO T6U/1-T6U/2, T4M/1 TO T81/16. VTA #390530

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	WARRANTY
JOB # 1	1	710-909-137-BX-011	CONTR. UNIT			WARRANTY
JOB # 1	1	111-971-938-A	CONNECTOR			WARRANTY
JOB # 1	3	000-979-133	WIRE SET			WARRANTY
JOB # 1	4	000-979-941	CONNECTOR			WARRANTY
JOB # 1	1	000-979-018	WIRE SET			WARRANTY
JOB # 1 TOTAL PARTS					0.00	
JOB # 1 TOTAL LABOR & PARTS					0.00	
SUBLET	PO#	VEND INV#	INV DATE	DESCRIPTION	TOTAL - SUBLET	WARRANTY
JOB # 1	262120			ONE DAY RENTAL		0.00

COMMENTS  
GRAY TOURAEG



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CELL: [REDACTED]

CUSTOMER NO. <b>198873</b>	ADVISOR <b>WILLIAM E MORRIS 300555</b>	TAG NO. <b>976</b>	INVOICE DATE <b>04/01/09</b>	INVOICE NO. <b>VICS216403</b>
[REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE <b>23,831</b>	COLOR <b>GREEN/</b>
ATLANTA, GA	YEAR / MAKE / MODEL <b>05/VOLKSWAGEN/4 DOOR UTILITY</b>	DELIVERY DATE	DELIVERY MILES	STOCK NO.
[REDACTED]	VEHICLE I.D. NO. <b>W V G M M 7 7 L 9 5 D</b>	SELLING DEALER NO.	PRODUCTION DATE	
[REDACTED]	F.T.E. NO.	P.O. NO.	R.O. DATE <b>03/24/09</b>	
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS		

MO: 23839

LABOR & PARTS  
J# 1: 04VWZ014 ENGINE ELECTRICAL TECH(S): 3933 WARRANTY  
CUSTOMER STATES THE VEHICLE WILL NOT SPIN OVER WHEN INSERTING KEY IN ING. SWITCH. SWITCH DOSE NOT GRAB IT. INSTRUMENT CLUSTER IS BLANK. OPENED VTA #432962 ADVISED ME TO DO GFF AND ATTACH GFF TO VTA AND SEND. SENT GFF TO TECH LINE. TECH LINE REPLYED CONFIRMED WITH TECH THAT THE J518 INSTALLED WITH COLOR CODE G2 IS INCORRECT. RECOMMEND INSTALLING PART 7L1909137CX 02G. CONFIRM THAT THE COLOR CODE DOSE NOT CONVERT TO 0G2 AFTER ADAPTATION AND CODING HAVE BEEN COMPLETED.  
REMOVED LOWER DASH PANEL, ACCESS/START MODUEL. INSTALLED A NEW ACCESS/START MODUEL. USED GFF TO START ADAPTATION OF ACCESS/START MODUEL. MODUEL ADAPATED, KEYS WERE PROGRAMED. AFTER WAITING PERIOD IMMOBLIZER LOST KEY ADAPTATION. USED PROGRAM FOR ADAPTATING KEYS TO READAPT KEYS. KEYS WERE ADAPTED. TEST DROVE. VENDOR CODE IS VDO.

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	WARRANTY
JOB # 1	1	7L0-909-137-CX-02G	CONTR. UNIT			
JOB # 1 TOTAL PARTS						0.00
JOB # 1 TOTAL LABOR & PARTS						0.00

J# 2: 12VWZ015 REMOTE UPDATE TECH(S): 3933 WARRANTY  
CUSTOMER STATES THE LOW BATTERY LIGHT ON ONE REMOTE TECHNICAL UPDATE PER VMOA  
TSB 57-08-10 REMOTE CONTROL KEY DIAGNOSTICS. BATTERY VOLTAGE 0.0 VOLTS.  
INSTALL A NEW BATTERY AND CK'ED REMOTE FUNCTIONS-OPERATING OK. VENDER CODE PANASONIC.

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	WARRANTY
JOB # 2	1	N-105-283-01	BATTERY			
JOB # 2 TOTAL PARTS						0.00
JOB # 2 TOTAL LABOR & PARTS						0.00

SUBLET	PO#	VEND INV#	INV. DATE	DESCRIPTION	WARRANTY
JOB # 1	268034	0334D1027	04/01/09	RENTAL	
TOTAL - SUBLET					0.00

ESTIMATE  
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING ORIGINAL ESTIMATE OF \$0.00 (+TAX)

The Reynolds and Reynolds Company, FRANKFURT, MISSOURI 64501



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Volkswagen Direct Phone (770) 458-6811

CUSTOMER NO. <b>198873</b>	ADVISOR <b>SCOTT CROSTON</b>	TAG NO. <b>58834</b>	INVOICE DATE <b>03/24/11</b>	CELL #
	LABOR RATE	LICENSE NO. <b>077</b>	COLOR <b>GREEN</b>	STOCK NO. <b>V1C5491950</b>
ATLANTA, GA	YEAR / MAKE / MODEL <b>05 / VOLKSWAGEN / TOUAREG /</b>	MILEAGE <b>41,556</b>	DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO. <b>W V G M M 7 7 L 9 5 D</b>		SELLING DEALER NO.	PRODUCTION DATE
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS	R. O. DATE <b>03/24/11</b>	

MO: 41559

**LABOR & PARTS**  
**J# 1 50VWZ004**      20K INCREMENTAL SERV      TECH(S):168442      270.00  
 CUST REQ 20,000 INTERVAL SERVICE  
 40,000 MI SERVICE  
 THE SERPENTINE BELT IS BEGINNING TO SHOW CRACKS  
 AND WEAR. RECOMMEND AT THE NEXT SERVICE-\$288.00  
 PERFORMED OIL AND FILTER CHANGE. CHECKED AND TOPPED OFF  
 FLUIDS, CHECKED AND ADJUSTED TIRE PRESSURES, INSPECTED BRAKE  
 PADS, INSPECTED TIRE WEAR AND ROTATED AS NECESSARY, MULTI  
 POINT INSPECTION, LUBRICATED DOOR HINGES, COMPUTER DIAGNOSIS  
 CHECKED BATTERY AND CHARGING SYSTEM, REPLACED POLLEN FILTER  
 AS NECESSARY, REPLACED FULE FILTER AS NECESSARY

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	PRICE
JOB # 1	1	PK20KV8		****	****	****
JOB # 1	1	077-115-562	FILTERELEM	19.00	19.00	19.00
JOB # 1	2	N-013-850-3	WASHER	1.80	1.80	3.60
JOB # 1	1	7H0-819-631-A	FILTERELEM	33.40	33.40	33.40
JOB # 1	1	ZVP-000-600	TOP FLUID	5.82	5.82	5.82
JOB # 1	1	ZVW-239-003	ADDITIVE	4.25	4.25	4.25
JOB # 1	5	7L0-853-547-A	CLIP	2.00	2.00	10.00
JOB # 1 TOTAL PARTS						76.07

JOB # 1 TOTAL LABOR & PARTS 346.07

**J# 2 54VWZ**      ELECTRICAL      TECH(S):168442      0.00  
 CUST STATES THERE HAVE BEEN SEVERAL TIMES WHERE THE VEHICLE  
 WOULDNT TURN OVER, ALL DASH LIGHT COME ON, TURN KEY  
 OFF/ON AND THEN IT WILL START  
 UNABLE TO VERIFY CUSTOMERS CONCERN  
 OPERATING TO MANUFACTURES DESIGN

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	PRICE
JOB # 2-TOTAL PARTS						0.00
JOB # 2 TOTAL LABOR & PARTS						0.00

**J# 3 55VWZ009**      BRAKE FLUID FLUSH      TECH(S):168442      108.00  
 CUST STATES PERFORM BRAKE FLUID FLUSH  
 PERFORMED BRAKE FLUID FLUSH

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	PRICE
JOB # 3	1	6402	RUN RITE B	30.99	30.99	30.99
JOB # 3 TOTAL PARTS						30.99
JOB # 3 TOTAL LABOR & PARTS						138.99

**G.O.G. & SUPPLIES**  
 JOB # 1      8.0      1 QUART CASTROL SYNTEC      @      7.500      /UNIT      60.00  
 TOTAL - GOG      60.00

**MISC**      CODE      DESCRIPTION      CONTROL NO.  
 JOB # A      EHM      REGULATORY FEE           2.95  
 JOB # A      SS      VW SHOP SUPPLIES           18.00

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Expect the best



**VOLKSWAGEN**

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CUSTOMER NO. <b>198873</b>	ADVISOR <b>TONY BETANCOURT</b>	TAG NO. <b>509</b>	INVOICE DATE <b>10/27/11</b>	CELL [REDACTED]
[REDACTED]	LABOR RATE	LICENSE NO. <b>39654</b>	MILEAGE <b>48,147</b>	COLOR <b>GREEN/</b>
ATLANTA, GA	YEAR / MAKE / MODEL <b>05/VOLKSWAGEN/TOUAREG/</b>	VEHICLE I.D. NO. <b>WVGMM77195D</b>	DELIVERY DATE	DELIVERY MILES
[REDACTED]	F.T.E. NO.	P.O. NO.	SELLING DEALER NO.	PRODUCTION DATE
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS	R.O. DATE <b>10/20/11</b>	

MO: 48149

**LABOR & PARTS**  
# 1 53VWZ

**ENGINE CONCERN**      TECH(S): 168442      253.00

CUST STATES HAD TO OPEN DOORS MANUALLY WITH KEY. OPENED DOOR AND TURNED KEY FOR IGNITION. CAR DID NOT START. ALARM WENT OFF AND KEY WOULD NOT COME OUT OF IGNITION. HAD TO MANUALLY GET KEY OUT OF IGNITION. STATES GOT KEY OUT OF IGNITION. GOT OUT OF VEHICLE AND LOCKED AND UNLOCKED VEHICLE AND CAR STARTED RIGHT UP. STATES STATES NO JUMP START NEEDED

J519-VEHICLE ELECTRICAL CONTROL MODULE HAS INTERNAL MALFUNCTION  
FOUND STORED DTC IN MULTIPLE CONTROL MODULES FOR LOSS OF COMMUNICATION TO J519-VEHICLE ELECTRICAL CONTROL MOD. REPLACED J519-CODED MODULE AND REPLACED 15 POWER SUPPLY RELAY. ERASED ALL DTC MEMORY AND ROAD TESTED CAR.

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	PRICE
JOB # 1	1	7L6-937-049-N	POWERMODUL	463.00	463.00	463.00
JOB # 1	1	4H0-951-253	RELAY	24.30	24.30	24.30
JOB # 1 TOTAL PARTS						487.30
JOB # 1 TOTAL LABOR & PARTS						740.30

SUBLET	PO#	VEND INV#	INV. DATE	DESCRIPTION	PRICE
JOB # 1	526375	578551	10/24/11	EXT WARRANTY RENTAL	70.00
TOTAL - SUBLET					70.00

MISC	CODE	DESCRIPTION	CONTROL NO	PRICE
JOB # 1	C3	COUPON PTS \$ VW		-23.68
TOTAL - MISC				-23.68

**COMMENTS**  
GREEN TOUAREG  
FIDELITY AUTH#27052177B \$720.74  
CUST HAS \$100 DEDUCTIBLE

<b>TOTALS</b>	
TOTAL LABOR....	253.00
TOTAL PARTS....	487.30
TOTAL SUBLET....	70.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG....	0.00
TOTAL MISC DISC	-23.68
TOTAL TAX.....	34.12
<b>TOTAL INVOICE \$</b>	<b>820.74</b>

CUSTOMER SIGNATURE

Ina Reynolds and Reynolds Company, DEPARTS 14E, C0687805 Q (08/07)



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**VOLKSWAGEN**

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CUSTOMER NO. <b>198873</b>	ADVISOR <b>TONY BETANCOURT</b>	TAG NO. <b>39654</b>	INVOICE DATE <b>12/09/11</b>	CELL # [REDACTED]
[REDACTED]	LABOR RATE	LICENSE NO. <b>759</b>	MILEAGE <b>48,904</b>	COLOR <b>GREEN/</b>
ATLANTA, GA [REDACTED]	YEAR / MAKE / MODEL <b>05 / VOLKSWAGEN / TOUAREG /</b>	VEHICLE I.D. NO. <b>WVGMM77L95D</b>	DELIVERY DATE	DELIVERY MILES
[REDACTED]	F.T.E. NO.	P.O. NO.	SELLING DEALER NO.	PRODUCTION DATE
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS	R.O. DATE <b>11/29/11</b>	

MO: 48972

**LABOR & PARTS**  
J# 1 53VWZ003

**STARTING ISSUES** TECH(S):168442  
CUST STATES CAR WILL NOT START WITH EITHER KEY AT TIMES. STATES WILL HAVE TO TAKE KEY OUT OF IGNITION AND RESTART BEFORE CAR RESPONDS (CHECK HISTORY)  
STORED DTC FOR STEERING COLUMN NO COMMUNICATION  
REPLACED STEERING COLUMN. CODED AND ADAPTED IMOBALIZER AND STEERING COLUMN LOCK.  
ROAD TESTED CAR.

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
JOB # 1	1	7L0-419-501-CF	STEER COL	1223.00	1223.00	1223.00
JOB # 1 TOTAL PARTS						1223.00
JOB # 1 TOTAL LABOR & PARTS						1604.50

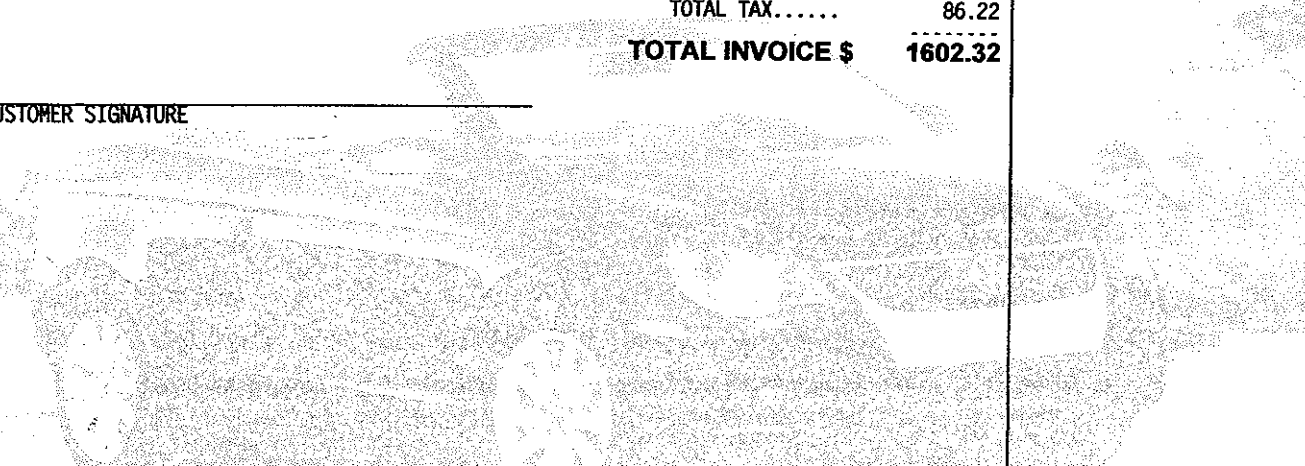
MISC	CODE	DESCRIPTION	CONTROL NO	
JOB # A	EHM	REGULATORY FEE		2.95
JOB # A	SS	VW SHOP SUPPLIES		8.65
JOB # 1	C3	COUPON PTS \$ VW		-100.00
TOTAL - MISC				-88.40

COMMENTS  
GREEN TOUAREG  
FIDELITY AUTH#26632232A \$1602.34

**TOTALS**

TOTAL LABOR....	381.50
TOTAL PARTS....	1223.00
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	11.60
TOTAL MISC DISC	-100.00
TOTAL TAX.....	86.22
<b>TOTAL INVOICE \$</b>	<b>1602.32</b>

CUSTOMER SIGNATURE



The Reynolds and Reynolds Company, EPAINTS114E C060906 Q (03/07)



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**VOLKSWAGEN**

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CUSTOMER NO. <b>198873</b>	ADVISOR <b>TONY BETANCOURT</b>	TAG NO. <b>39654</b>	INVOICE DATE <b>01/25/12</b>	CELL # [REDACTED]
[REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE <b>595</b>	STOCK NO. <b>V1CS756553</b>
<b>ATLANTA, GA</b>	YEAR / MAKE / MODEL <b>05/VOLKSWAGEN/TOUAREG/</b>	VEHICLE I.D. NO. <b>WVGMM77195D</b>	DELIVERY DATE <b>GREEN/</b>	DELIVERY MILES
[REDACTED]	F.T.E. NO.	P.O. NO.	SELLING DEALER NO.	PRODUCTION DATE
RESIDENCE PHONE [REDACTED]	BUSINESS PHONE [REDACTED]	COMMENTS	<b>01/16/12</b>	

MO: 49775

**LABOR & PARTS**

J# 1 53VWZ003

**STARTING ISSUES**

TECH(S):168442

**WARRANTY**

CUST STATES CAR WILL NOT RESPOND WHEN TRYING TO START. STATE WILL HAVE TO TAKE KEY OUT AND PUT KEY BACK IN AND CAR WILL START NORMAL

STATES WHEN DOESNT START, THERE IS NO REACTION. SEE HISTORY. VW TO TAKE A LOOK AT VEHICLE IGNITION SWITCH HAS INTERNAL MALFUNCTION VC-MD9

CHECKED SYS W/GFF AND NO RELATED DTC STORED-CONTACTED TECH LINE AND WAS ADVISED TO INSPECT 15 POWER RELAY UNDER DRIVER SEAT AND INSPECT WIRE JUNCTION POINTS UNDER CARPET ON DRIVER SIDE PER TECH BULLETIN 97-09-02- R&I NEG BATTERY TERMINAL, R&I DRIVER SEAT. R&I CARPET ON DRIVER SIDE AND REMOVED WIRE HARNESS FROM CASING. INSPECTED SOLDER POINTS IN MAIN HARNESS ALL SOLDER POINTS ARE OK. INSPECTED RELAY AND RELAY IS OK. CONTACTED TECH LINE AGAIN AND WAS ELEVATED TO LEVEL 2. WAS ADVISED BY TECH LINE TO REPLACE IGNITION SWITCH. R&I DRIVER SIDE LOWER DASH PANELS. REPLACED IGNITION SWITCH. CLEARED ALL DTC MEMORY AND ROAD TESTED CAR. TESTED STARTING MULTIPLE TIMES AND NO PROBLEM FOUND

PARTS-JOB #	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	WARRANTY
1	1	3D0-905-865-H-01C	SWITCH			0.00
				JOB # 1 TOTAL PARTS		0.00
				JOB # 1 TOTAL LABOR & PARTS		0.00

**COMMENTS**  
GREEN TOUAREG  
GOODWILL AUTH PER CHRISTINE  
AUTH # 120008303  
AUTH CLAIM TOTAL \$869.12

**TOTALS**

TOTAL LABOR	0.00
TOTAL PARTS	0.00
TOTAL SUBLET	0.00
TOTAL G.O.G.	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX	0.00
<b>TOTAL INVOICE \$</b>	<b>0.00</b>

CUSTOMER SIGNATURE

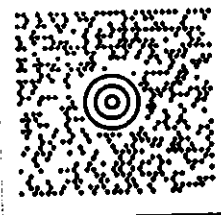
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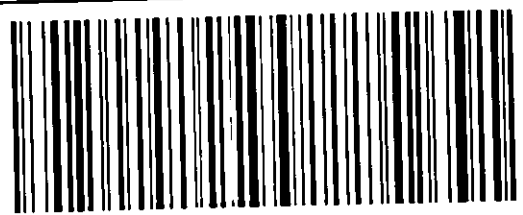
WASHINGTON DC 20590-0001



MD 201 9-43



UPS GROUND  
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BILLING: P/P

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REF #2: AF

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