

RQ03010

VW 2/26/04

ATTACHMENT 1

Case 990368227

Customer: Ms. Kimberly [REDACTED]
Program: Customer Relations
Status: 10/07/1999 Closed
Source: Phone
Assigned: Ann Marie Jones (JONESA)

Vehicle: 1999 Volkswagen Jetta
3VWSE29M1XM053189
Production Date: 2/8/1999
Odometer: 15,200 Miles
Wty Start Date: 03/30/1999
Dealer: Volkswagen of Vacaville (426110)

Reasons

<u>CATEGORY / TYPE / REASON</u>	<u>PART DESCRIPTION</u>	<u>ASST REQUEST</u>	<u>RESOLUTION</u>
Vehicle Problem / Features and Controls / Turn	MALFUNCTION INDICATOR	Not Applicable	Not Applicable
Vehicle Problem / Features and Controls / Extern	BRAKE LIGHT SWITCH	Not Applicable	Not Applicable

Contacts

10/07/1999 04:28:58 EBERLES Call From Owner -

Mrs [REDACTED] requested the information in writing for her attorney. I gave her our legal address for her attorney to make contact.

10/07/1999 04:24:33 BLUES Call From Owner - KIMBERLY [REDACTED]

Cust request to speak with A. Jones. Trans call.

10/07/1999 04:02:24 JONESA Call From Other - Mr [REDACTED]

called call [REDACTED] says they replaced a faulty brake switch; wants to know why it was replaced; advised the cust it was diagnosed by the 1651. . Says they have the veh back and it has been repaired? wants us to pay for doctor bill and damage to the vehicle. Says he will take it up w his lawyer and hung up.

10/07/1999 03:50:03 KNAGGSJ Call From Spouse - Mr. [REDACTED]

Cust called seeking rep. Trans call level 2.

10/05/1999 04:36:41 JONESA Call From OTS - Erick [REDACTED]

reviewed case w OTS and mil light having no relation to the 9436 possibly being inop.

10/05/1999 03:24:17 JONESA Call From Owner - Ms [REDACTED]

cust says the dlr will not talk w her; asked the cust what she is looking for from VW. Says a VW dlr told her if the light is not blinking it is okay. Says she went to a dlr from Royal Motors (cust not sure, the dlr in San Fran) and was told the veh is safe to drive. Says the light caused the accident and the damage to the bumper. Says she feels it is our fault that the accident occurred. Cust says she feels it is VW 's fault that the brake lights did not work; says she wants VW to repair the fender. Asked if she had a quote by the body shop? says she just took it in. Advised the cust owner that the dlr states the brake lights are working and that they will replace the ECM and that the opinion of the SM is that damage to the bumper is very minimal, a small section about 3inches. Cust asked why the dlr won't talk w them? advised the cust that the dlr is there to repair vehicles and that cr is here to assist with customers, not to give legal advise and that if she and her fiance tell us they will contact an atty we will wait to hear from him.

10/05/1999 02:49:14 JONESA Call From Other - Fiance - Wade

Advised the caller I spoke w Kim to let her know the brake lights work and that we will replace the ECM. Wade says he will contact a lawyer and sue our company and hung up.

10/05/1999 02:36:47 JONESA Call To Owner - Kimberly [REDACTED]

called the cust to let her know the that the dlr has a new ECM on order to be replaced under warr; and also that her brake lights are functioning properly and that the SM will let her know when she can pickup her veh. Cust said the person who hit her said the brake lights were not working; advised the cust that the person who hit her may have had a vested interested in saying that since in some states that person who rearends you is at fault in the accident; advised the cust to ck w the SM at dlr 426028.

Contacts

- 10/05/1999 02:33:10 JONESA Call To Product Liason - Joe M
says there is no involvement by PLE; says the EPC would not cause the brake lights to not work.
- 10/05/1999 02:26:47 JONESA Call From Dealer Service Mgr - Karl @ McNevin Volkswagen (426028)
says all the rear brake lights works; says a license plate from the other vehicle hit her rear bumper and it could be fixed for \$100. Says the mil light they have an ECM coming; part on order today; she is in a loaner; asked if the ECM could cause the brake lights to mal function? said no. Says the damage is surface paint. Says the area involved is 3 inches squared.
- 10/05/1999 02:10:42 JONESA Call To OTS - Erick [REDACTED]
to alert to this case. /cell ph no ans/will page.
- 10/05/1999 02:03:52 JONESA Call To Dealer Service Advisor - Clem @ McNevin Volkswagen (426028)
says the brake lights rear are Inop; says the MIL light is on; asked if the dlr put the veh to the 50517 says the 1551 cruise brake switch A circuit malfunction; read measuring valve block 66; asked if the veh has any crash data? says to talk to Karl (SM); said EPC light on, ck eng light on; ck fuses battery and switches all okay.
- 10/05/1999 01:31:47 JONESA Face-To-Face With Associate - BECKY
Said the fiance wants to know if he should go to the doctor. Said to call Clem Doid 510 528 5933 at dlr 426028.
- 10/05/1999 12:32:43 STAPLEB Call From Owner - Mr. [REDACTED]
Gave Ann Marie the message that the cust called.
- 10/05/1999 12:28:58 FOSTERC Call From Spouse - Mr. [REDACTED]
Cust seeking to speak with rep. Transferred to level 2.
- 10/05/1999 12:17:25 JONESA Call To Owner - Miss [REDACTED]
said it was her fiance who drove the veh and was in the accident; said they had a Malfunction Indicator Light on that read EPC; says they called the dlr in San Fran who told them the veh was driveable and that it may mean bad gas or a loose gas cap; says that their rear brake lights and their turn signals were Inop and that the person who rear ended them said the brake lights were not on when the two veh collided. Said the vehicle is at dlr 426028. Says they drove the veh to the dlr on 10-4-99; advised I would call the dlr and followup w her.
- 10/05/1999 12:11:04 JONESA Call To Dealer Service Mgr - Karl @ McNevin Volkswagen (426028)
says cust has never been to this dlr 426028; says he has no record.
- 10/05/1999 08:25:07 JONESA Assigned To Other - JONESA
- 10/04/1999 08:48:33 LODUCAF Assigned To Other - West
- 10/04/1999 05:51:14 LODUCAF Call From Spouse - MR [REDACTED]
cust states that he was driving on Xway early this morning when he was hit from behind and states he has some minor back injuries and has not received any medical treatment yet and veh is being repaired at dlr 426028 and they discovered that brake lights were not working and cust feels that this caused accident.

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ATTACHMENT 2

FileID	Category		VIN	Make/Model/Trk	mileage	incidentDate	incidentState	Date Reported	Crash	Fire	Property Damage	Injuries	Fatality
900029227	Consumer complaint		2WMBE20W12M052188	PV New Jetta A4 CLS 2.0L VR6 6SPD 1800	16200	10/4/1800	CA	10/4/1800	Yes	No	No	1	0

Reports involving crash based on claims against manufacturer	Reports involving injury based on claims against manufacturer	Reports involving liability based on claims against manufacturer	Reports involving fire based on claims against manufacturer	Property damage claims	Third-Party Arbitration Proceedings	Losses, both pending and closed
0	0	0	0	0	0	0